



Welcome to the San Francisco Workers' Compensation Council Meeting

The meeting will begin at 9:00 AM Pacific.
Please mute your lines!

Report to the San Francisco Workers' Compensation Council

Peggy Sugarman

Workers' Compensation Director

September 13, 2021





Agenda

- Accomplishments, Initiatives & Challenges
- COVID-19 Report
- Performance Quick Facts
- Financials
- Claim Analytics

Accomplishments, Initiatives & Challenges



WCD Accomplishments

Improving Outcomes for Injured Workers

- Completed first-ever actuarial evaluations of Alternative Dispute Resolution programs for the SF Police and SF Firefighter Programs:
 - SF Firefighters saw no savings based on many adverse claim developments, but litigation is down significantly
 - SF Police Officers: Total projected savings of \$5.1 million
- Successfully filed Medical Provider Network (MPN) reauthorization, approved by State WC Division until 2025



Workplace Safety Protections

Authority	Program	Metrics	
State	Workers' Compensation	2021 Claim Filings:	2709
		2021 Benefit Cost:	\$59,122,682
State/City	Workers' Comp Enhanced Disability Pay for Public Safety Officers	2021 Benefit Cost:	\$32,206,988
		2020 Benefit Cost:	\$22,682,962
City	Assault Pay	2021 Hours Paid:	32,921
		Benefit Cost:	\$1,482,021
City	Catastrophic Illness Program – 2020 Calendar Year	# For Self:	58
		# For Family Member:	15



Protecting the Health & Safety of City Employees

- Implemented SB 1159 - COVID-19 Rebuttable Presumption for COVID-19 Positive Cases and developed new policies and procedures, staff training
- Implemented AB 685 – COVID-19 Safety Protection statute and corresponding Cal/OSHA Emergency Prevention Standard rules by helping to develop policy and guidance on contact tracing, facial coverings, return-to-work, PPE activity-based requirements.
- Collaboratively built a COVID-19 Case Reporting and Close Contacts reporting system with Department of Technology to comply with CAL/OSHA requirements and enhance safety holding 1,624 employee positive case reports
- Oversaw daily employee COVID-19 test results reporting for the CityTestSF Program (89,739 test result) which led to the positive identification of 946 positive employee cases
- Dr. Fiona Wilson coordinating targeted vaccination clinics for employees in collaboration with DPH Vaccination Team and our own Mawuli Tugbenyoh and Maggie McHale
- Nonie Devens, RN oversees the Nurse Injury Hotline responses providing immediate care advice, including COVID-19 information on testing and quarantine requirements
- Working with HSS to provide mental health “bridge care” for employees with mental stress/PTSD claims pending referral to WC psychologist
- Met weekly with citywide Health & Safety Professionals to roundtable safety issues, concerns, and safety policies.



Technology Advancements

- Completed the largest and most complex upgrade to the Workers' Compensation Claim System, enabling Official Disability Guidelines, enhanced dashboard reporting, and new claim management modules
- Implemented new financial configurations and claim system upgrades to comply with 1099-NEC information return reporting; issued 1,506 1099-MISC and 235 1099-NEC returns for 2020 tax year
- Deployed Enhanced Medicare Reporting Module for CCSF and SFMTA Programs with Franco Signor, an industry leader in Medicare Compliance Programs
- Completed an RFP for Managed Care Services, including Medical Bill, Utilization Review and Independent Physician Review Services
- Implement "Knowledge-base" (AKA "CompTiger") system to organize internal policies, resources, and communications for all staff, including Intercare.



Initiatives for FY21-22

- Critical contracting activities underway include:
 - Managed Care Services RFP resulted in a Notice of Intent to Award a Contract to Allied Managed Care; contract development underway with planned service implementation in November 2021 to replace existing service provider (EK Health)
 - Third Party Claims Administration RFP development underway in partnership with the SFMTA
- Return to work planning will yield new telecommute agreements for WCD staff/work groups and embrace hybrid work models. WCD is seeking to enhance connection and productivity for employees regardless of physical location with new tools.
- Promotional Exams for succession planning in process
- Continue meeting weekly with Health & Safety professionals across the City to discuss common challenges, review safety guidance, collaborate on safety recommendations for HR policy, and discuss Cal/OSHA requirements



Challenges for FY21-22

Inflationary pressures in fee schedules and benefits continue to increase claim costs:

- Temporary Disability (TD) incidence and duration increases are forecasted to continue into FY2021-2022
- TD Rate Increases – Expected announcement in November for 2022 injuries, may increase as high as 10.3% (from \$1,356 to 1,496) due to Statewide Average Weekly Wage gains that were impacted by labor market fundamentals
- Post-Traumatic Stress Disorder presumption increasing mental stress claims
- Photocopy/document retrieval service fee increase proposal of 22% – expected implementation on 1/1/2022; annualized cost increase of \$112,791
- Full impact of increases in the Medical/Legal Fee Schedule will be seen in this fiscal year; annualized cost increase estimate of \$225k

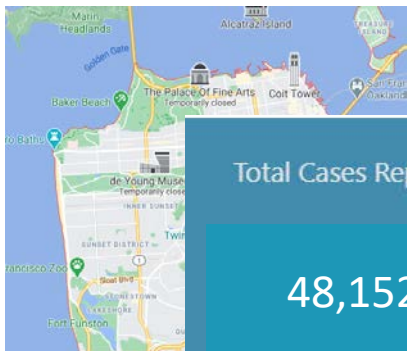
Workload increases due to COVID-19

- Substantial increase in the number of lost-time/indemnity claims
- Test result distribution and data demands increasing

COVID-19 Report



Citywide COVID-19 Report



Total Cases Reported	Total Deaths	Average New Cases Confirmed Daily	Average Tests Collected Daily	Current COVID-19 Hospitalizations
48,152	601	113	6,429	90

Updates daily

Source: <https://data.sfgov.org/>, Data as of 9-9-2021

2,163 CCSF Employee COVID-19 Cases

Source: Service Now Contact Tracing & Reporting Tool, Data as of 9-9-2021

728 WC Claims (Medical/Indemnity)

Source: DHR

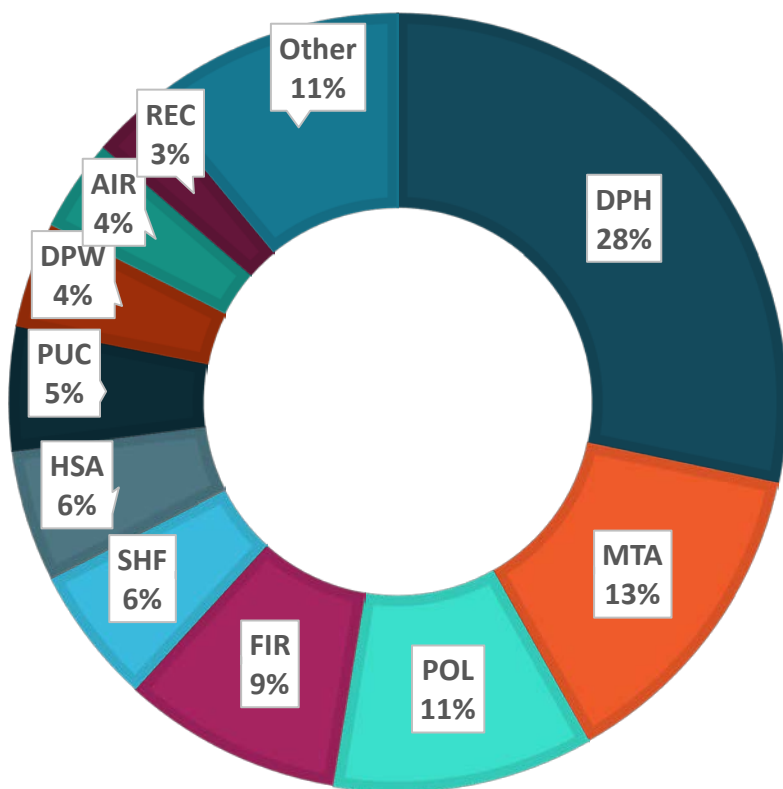
535 Accepted, 193 Denied

Source: DHR

4850	Expense	Indemnity	Medical	Totals
\$2,798,760	\$114,480	\$538,824	\$576,076	\$4,028,141

Source: DHR

Distribution of Employee Cases by Employer Department

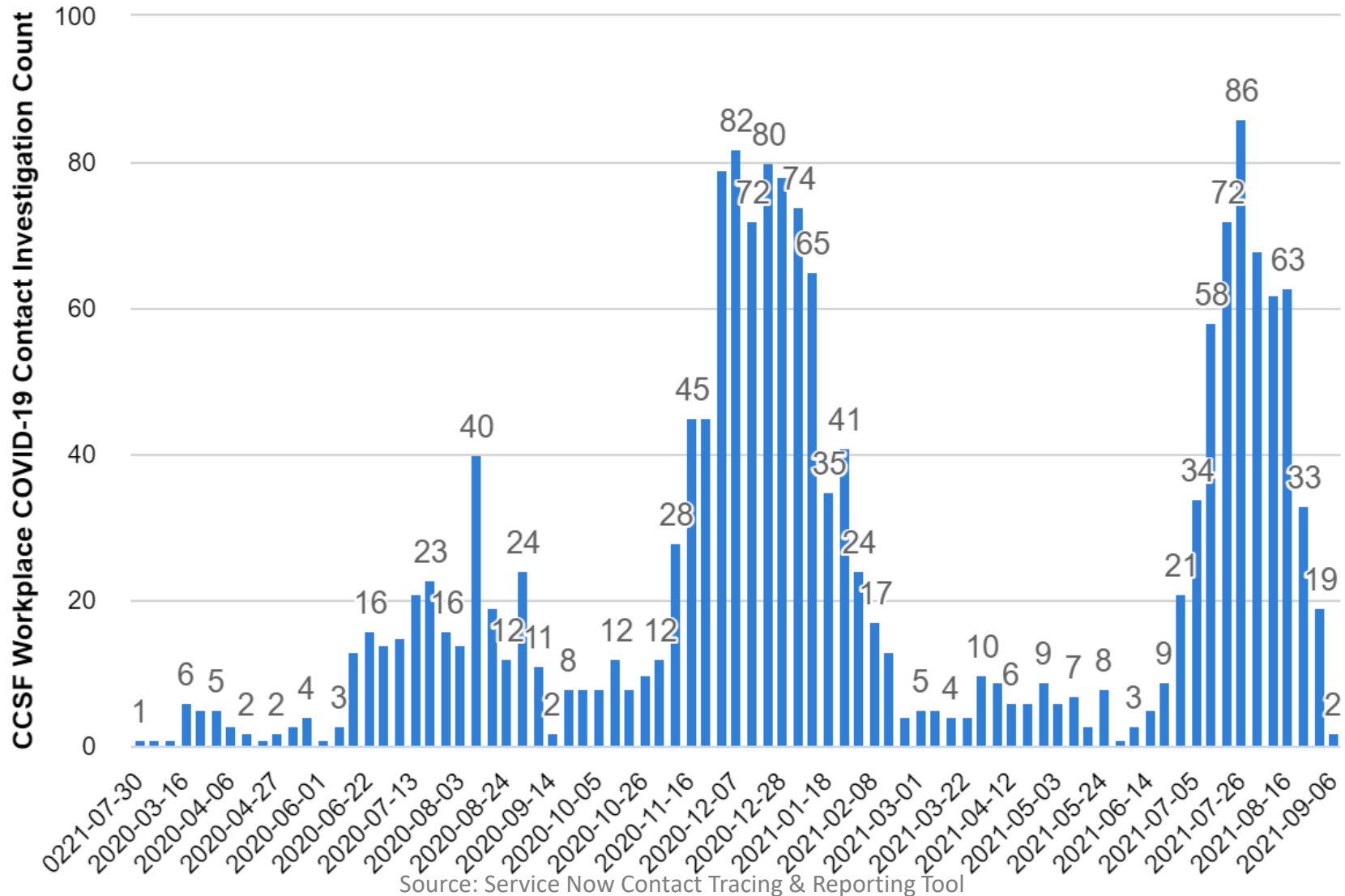


Distribution of Employee Cases by Job Classification

9163 - Transit Operator	127
2320 - Registered Nurse	112
H002 - Firefighter	90
2303 - Patient Care Assistant	70
Q002 - Police Officer	67
H003 - EMT/Paramedic/Firefighter	54
2708 - Custodian	51
8304 - Deputy Sheriff	49
8504 - Deputy Sheriff (SFERS)	45
Q004 - Police Officer 3	45



Citywide COVID-19 Report





Citywide COVID-19 Report

	Count of Reports	Reports w/Close Contacts (#)	Reports w/Close Contacts (%)	Quantity of Close Contacts	Average Close Contacts per Case
CY 20 Totals	1028	300	29%	1625	5.4
Jan 21	311	92	30%	466	5.1
Feb 21	73	18	25%	70	3.9
Mar 21	31	2	6%	4	2.0
Apr 21	47	11	23%	26	2.4
May 21	31	7	23%	18	2.6
Jun 21	32	9	28%	21	2.3
Jul 21	251	62	25%	230	3.7
Aug 21	291	111	38%	751	6.8
Sep 21	20	6	30%	59	9.8
CY 21 Totals	1087	318	29%	1645	5.2
Grand Total	2115	618	29%	3270	5.3

Source: Service Now Contact Tracing & Reporting Tool, Data as 9-9-21



Workers' Comp COVID-19 Report

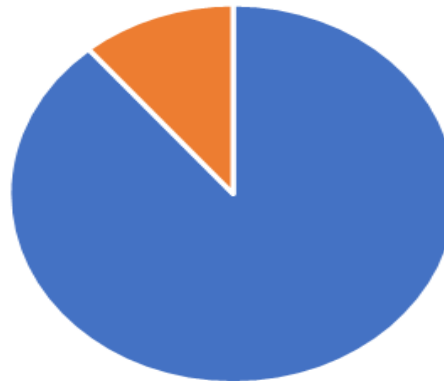
Total Paid on COVID-19 Claims (CCSF & SFMTA Programs)				
4850	Expense	Indemnity	Medical	Totals
\$2,798,760	\$114,480	\$538,824	\$576,076	\$4,028,141

- 728 COVID-19 Workers' Compensation Claims filed as of Sept 9
 - 8 claims - medical expense >\$10,000
 - 44 claims - medical expense >\$2,000
 - 18 claims – total expense >\$50,000, of which 71.5% of expenditures attributed to 4850 salary continuation benefits
 - Closed claims: Average per-claim expense was \$4,787 for accepted claims as of case closure. Average per-claim medical expense \$699. Figures include 4850 disability payment vouchers which are expenses incurred by departmental payroll, not DHR-WCD
 - 1 death among active employees



Workers' Comp COVID-19 Report

Aproximately 90% of City Employees are Vaccinated



■ Fully or Partially Vaccinated ■ Not Vaccinated

Row Labels			
Y	31,415	89%	
Fully Vaccinated	28,062	80%	
Partially Vaccinated	693	2%	
Vaccinated Correction Required	2,660	8%	
N	3868	11%	
Not Vaccinated	3305	9%	
Vaccination Record Not Entered	563	2%	
Grand Total	35,283		

Performance Quick Facts



FY21 Performance Quick Facts

Fiscal Health

Ratio of Actuals to Budget

FY21: 95.0%

FY20: 93.9%

Claim Volume

Count of New Claims in Period

FY21: 2022 Indemnity Claims

687 Medical Claims

FY20: 1730 Indemnity Claims

800 Medical Claims

Claim Cost

Average Claim Cost in Period

	Indemnity		Medical	
	FY21	FY20	FY21	FY20
CCSF	\$13,568	\$14,056	\$602	\$749
SFMTA	\$15,602	\$10,058	\$790	\$293

Duration

Average Days Open of Claims Closed in Period

FY21: 192 Days

FY20: 223 Days

Notes: Benchmarks have been revised to reflect prior fiscal year performance for year-over-year analysis and comparison.

Financials



Department Expenditure Trends

Department	FY20 Orig. Budget	FY20 Actuals	FY21 Revised Budget	FY21 Actuals	FY21 Surplus/ (Deficit)	YOY Change
Police	22,188,448	19,853,642	22,698,370	19,790,516	2,907,854	-63,126
Public Health	12,275,372	12,844,802	13,672,873	14,049,714	-376,841	1,204,911
Fire	11,464,315	10,841,996	12,086,813	13,513,107	-1,426,294	2,671,111
Sheriff	5,746,567	6,099,483	6,266,796	6,198,821	67,975	99,338
Public Works	3,700,035	3,828,273	4,258,317	3,882,782	375,535	54,509
Recreation & Parks	3,269,246	2,750,197	3,400,630	3,437,084	-36,454	686,887
Human Services	3,179,556	2,437,712	2,145,873	2,030,203	115,670	-407,509
Airport	2,975,768	2,837,738	3,056,796	2,940,450	116,346	102,712
PUC-Water	2,406,452	1,910,009	2,206,452	1,978,327	228,125	68,317
PUC-Wastewater	1,767,076	1,794,091	2,093,076	2,085,008	8,068	290,917
Total Top Ten Departments	68,972,835	65,197,945	72,724,436	69,085,450	3,638,986	3,887,506
Total of All City Departments	78,248,879	73,347,979	82,372,233	77,031,878	5,340,355	3,683,899

Notes:

1. Expenditures exclude LC4850 salary continuation benefits and SF Community College, and include program admin/overhead
2. Departments sorted by FY21 Revised Budget



Costs by Expenditure Category

	FY18-19 Actuals	FY19-20 Actuals	FY21 Actuals	YOY Change (%)
INDEMNITY				
Temporary Disability	8,687,912	9,832,786	13,504,622	26.2%
Permanent Disability	16,377,105	15,207,890	14,663,983	-3.5%
INDEMNITY SUBTOTAL	25,065,017	25,040,676	28,168,605	10.6%
4850 SALARY CONTINUATION	19,616,472	22,682,962	32,206,988	41.9%
VOCATIONAL REHABILITATION	157,416	183,913	159,210	-21.4%
MEDICAL	30,218,761	27,693,325	28,460,327	1.8%
EXPENSE	3,290,825	3,332,909	3,103,060	-8.9%
RECOVERY	(433,706)	(721,335)	(768,520)	4.6%
GRAND TOTAL	77,914,785	78,212,450	91,329,670	16.7%

Notes:

1. Expenditures reflect benefit payments issued in Claims Enterprise
2. LC 4850 salary continuation benefits are recorded by DHR-WCD and disbursed by departmental payroll
3. All figures exclude SFMTA



Program Overhead

Expense Category	FY 2020	FY 2021	FY2021 %
Salaries & Benefits	9,094,377	9,712,442	50.5%
State Assessment for Self-Insurers	4,264,592	3,926,694	20.4%
Professional Services	2,975,430	2,760,450	14.4%
Internal Allocated Overhead	1,502,692	1,502,692	7.8%
Interdepartmental Services	1,095,302	1,309,695	6.8%
Materials & Supplies	59,329	11,289	0.1%
	18,991,723	19,223,261	100%

Historical Overhead Rates

- FY16-17: 31.23%
- FY17-18: 31.01%
- FY18-19: 29.41%
- FY19-20: 33.4%
- FY20-21: 31.9%

Notes:

1. Overhead actuals include shared contract expenses with the SFMTA program to support operations.

Claim Analytics



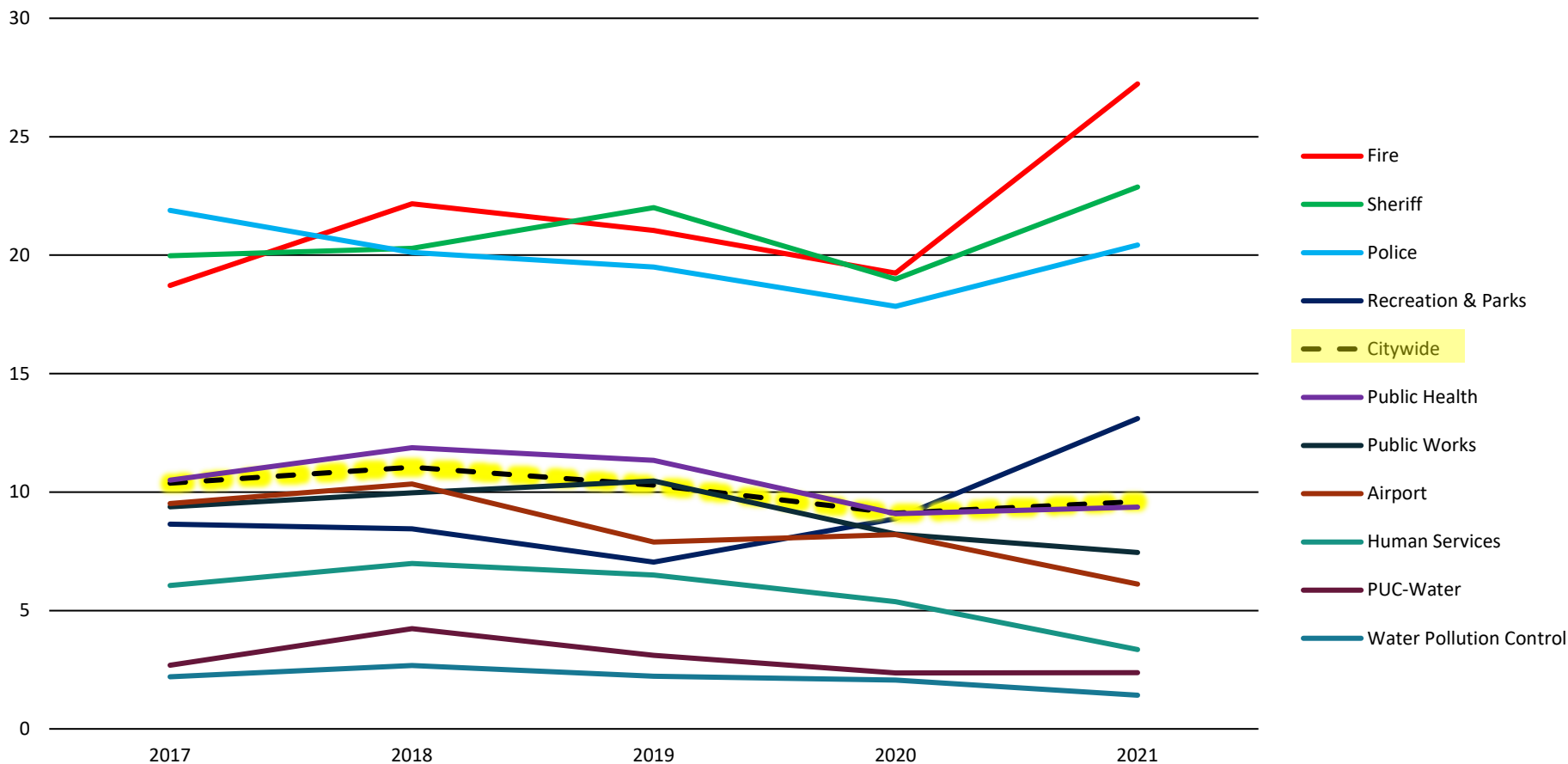
Claim Filing Frequency

	FY17-20			FY21			FY21 Increase / Decrease		
Department	Average Annual Indemnity Claims	Average Annual Medical Claims	Average Annual Indemnity + Medical Claims	Total Indemnity Claims	Total Medical Claims	Total Indemnity + Medical Claims	Indemnity	Medical	Indemnity + Medical
Public Health	292	463	754	293	374	667	1 or 0%	-89 or -19%	-87 or -12%
Police	312	153	465	523	73	596	211 or 68%	-80 or -52%	131 or 28%
Fire	242	70	312	417	47	464	176 or 73%	-23 or -33%	152 or 49%
Sheriff	145	31	175	215	17	232	70 or 49%	-14 or -44%	57 or 32%
Recreation & Parks	88	60	148	97	41	138	9 or 10%	-19 or -32%	-10 or -7%
Public Works	60	62	122	66	43	109	6 or 10%	-19 or -31%	-13 or -11%
Airport	77	52	129	80	27	107	3 or 4%	-25 or -48%	-22 or -17%
Human Services	104	34	138	72	8	80	-32 or -31%	-26 or -76%	-58 or -42%
PUC-Water	31	27	58	35	18	53	5 or 15%	-9 or -33%	-5 or -8%
Water Pollution Control	28	13	41	26	5	31	-2 or -5%	-8 or -62%	-10 or -24%
Citywide	1572	1056	2628	2022	687	2709	450 or 29%	-369 or -35%	81 or 3%



Claims Incurred Per 100 FTE

Top 10 Departments

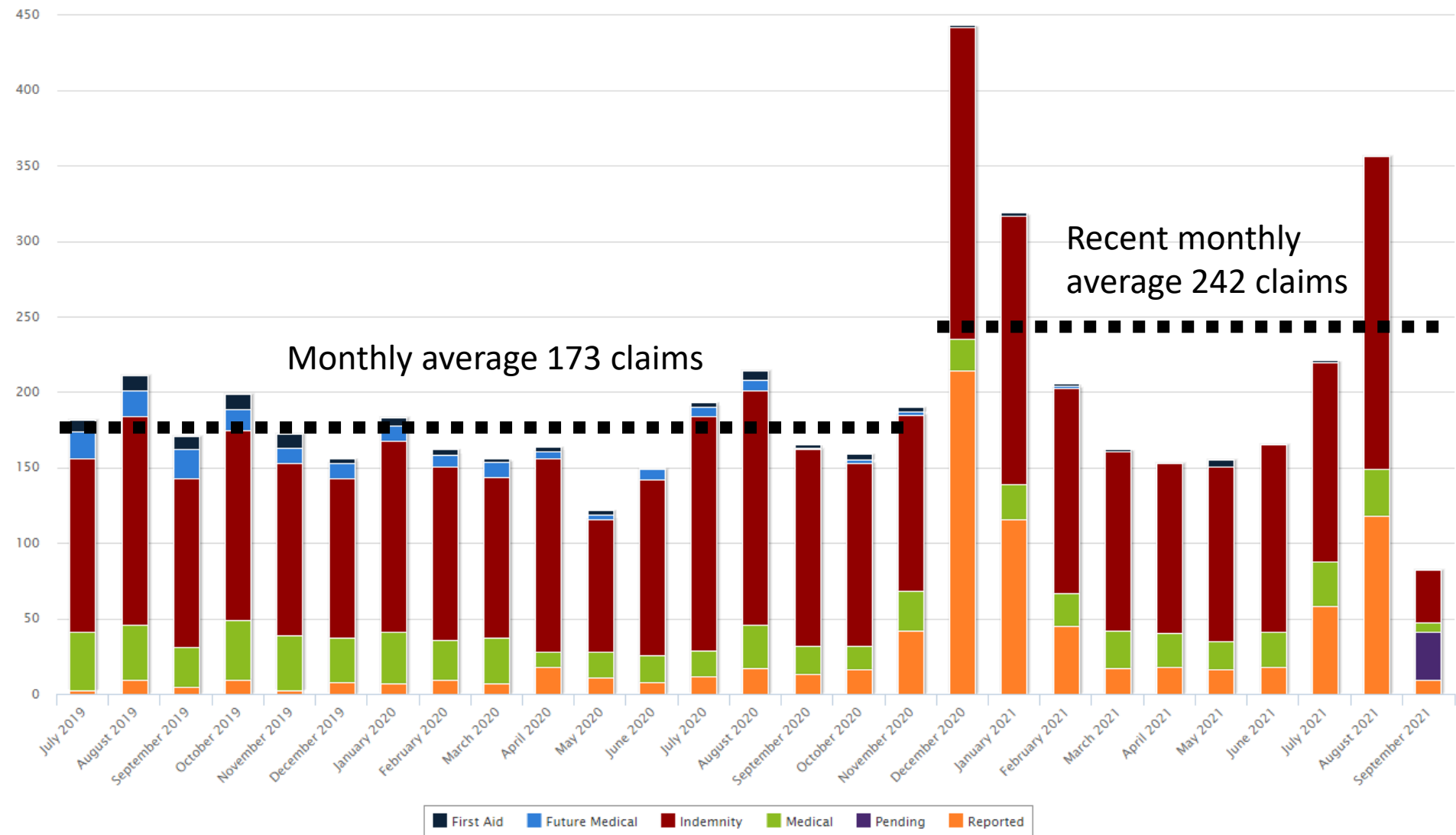


Notes:

1. Report only claims are excluded



Claim Volume Trends





Litigation Statistics

	FY16-FY20 Rolling Benchmark		FY17-FY21 Rolling Benchmark	
Department	Represented %	Litigated %	Represented %	Litigated %
Fire	48%	37%	40%	16%
Police	45%	33%	48%	22%
Public Health	34%	28%	27%	16%
Sheriff	47%	44%	44%	37%
Airport	25%	21%	27%	20%
Recreation & Parks	28%	28%	26%	21%
Public Works	49%	42%	57%	38%
Human Services	52%	38%	58%	33%
Water Pollution Control	44%	40%	31%	22%
PUC-Water	31%	20%	23%	9%
Citywide	42%	34%	40%	24%



Litigated vs Non-Litigated

Average Total Payment / Closed Indemnity Claim

Department	Litigated?	2017	2018	2019	2020	2021
Police	Y	\$100,599	\$125,175	\$72,092	\$124,351	\$135,300
	N	\$12,151	\$15,230	\$8,431	\$18,490	\$10,659
Public Health	Y	\$60,217	\$112,180	\$84,893	\$56,074	\$68,091
	N	\$3,732	\$4,369	\$3,333	\$4,858	\$5,211
Fire	Y	\$71,897	\$42,108	\$63,820	\$30,740	\$48,804
	N	\$10,061	\$12,784	\$13,941	\$8,250	\$9,338
Sheriff	Y	\$36,834	\$34,037	\$24,054	\$125,731	\$73,974
	N	\$20,190	\$16,892	\$13,810	\$8,709	\$14,115
Human Services	Y	\$122,598	\$34,273	\$7,108	\$57,123	\$35,691
	N	\$4,295	\$3,776	\$2,298	\$2,276	\$3,469
Citywide	Y	\$68,906	\$77,352	\$56,444	\$62,794	\$73,814
	N	\$9,151	\$9,789	\$8,170	\$8,601	\$8,811

Note: Latest fiscal year includes data up to the current reporting quarter.



ADR Litigation Statistics

Department	Fiscal Year	ADR Indemnity Claims Added and Still Open	Represented Claims	Represented %	Litigated Claims	Litigated %
Fire	FY21	205	45	22%	7	3%
	FY17-20	98	50	51%	1	1%
	All	303	95	31%	8	3%
Police	FY21	185	66	36%	16	9%
	FY17-20	81	45	56%	9	11%
	All	266	111	42%	25	9%

Notes:

1. The ADR program for both Police and Fire departments commenced on 7/1/2019.
2. Latest fiscal year includes data up to the current reporting quarter.

Appendix



Appendix 1: Claim Cause Group Definitions

Claim Cause Group	Definition	Type(s) of Injury
Abrasion	Injuries sustained as a result of rubbing against a rough surface/wall	Skin
Bodily Motion	Injuries sustained due to physical motion, such as bending, lifting, reaching, pulling/pulling, twisting/turning, etc.	Primarily orthopedic injuries.
Caught In, Under, Between	Injuries that have occurred due to being pinned by, under or between objects, furniture, or equipment. This includes injuries occurring as a result of a cave-in.	Orthopedic injuries, lacerations, crush injuries.
Cumulative Trauma	Use for repetitive stress injuries due to repeated exposure over time.	Single or multiple body parts used in repeated exposure over a period of time – e.g. Carpal Tunnel, prolonged standing, psyche stress.
Explosion	Used for injuries sustained as a result of an explosion.	Orthopedic, burns, internal, catastrophic injuries, etc.
Exposure	Used for various internal injuries, such as repeated exposure to carcinogens, stressful work situation, or hard physical work leading to a negative bodily reaction. This can also include reactions to poisonous or toxic substances.	Cancer, heart trouble, internal injuries or exposure to poison oak, MRSA, or heat stroke. Also may include foreign substance into eyes or body, or bloodborne pathogen exposure.
Fall, Slip or Trip	Injuries sustained from a slip and fall, or trips and slips. This includes falls from elevation, from stairs, ladders, onto walkways, etc.	Single or multiple body parts, resulting in sprains, strains, contusions, lacerations, fractures, etc.
Ingestion	Injury sustained due to ingesting harmful substance.	Internal/exposure.



Appendix 1: Claim Cause Group Definitions, Cont.

Claim Cause Group	Definition	Type(s) of Injury
Misc	Miscellaneous injury not covered in other areas or rarely filed	Misc
Personal Injury/Illness	Injury that is non-occupational in nature, but aggravated or exacerbated by work.	Personal injury of a orthopedic or internal nature.
Physical Assault	Injuries sustained due to physical altercations (being struck or striking person or people).	Single or multiple body parts involved. Results in lacerations, sprains, strains, fractures, abrasions, even internal injuries.
Stress	Injuries sustained due to work related stress.	Primarily psychological/psychiatric injuries, including any resulting physical symptoms.
Struck By/Against	Injuries when objects are thrown at employees, when an employee is hit by a random moving machine part or object; or collides with an object such as a door or piece of furniture.	Orthopedic or head injuries
Suffocated	Injuries sustained due to suffocation, such as during a fire.	Respiratory injuries, smoke inhalation. May overlap with Exposure.
Vehicle Accident	Injuries sustained due to a vehicle, including vehicle/pedestrian accident or incident. This may be car or truck, motorcycle, bicycle, scooter, etc.	Orthopedic, single or multiple body parts, head, internal
Vibration	Injuries sustained due to vibration or seismic event, such as an earthquake.	Orthopedic, internal, head, etc.



Appendix 2: Claim Cause Definitions

Claim Cause Group	Claim Cause	When Used
Abrasion	ABRASION/RUBBED	<i>Injuries sustained as a result of rubbing against a rough surface/wall</i>
Bodily Motion	BENDING/STOOPING	<i>Bending down to tie shoes, etc.</i>
Bodily Motion	LIFTING	<i>Injuries from lifting weights, desks, tables, equipment, etc.</i>
Bodily Motion	PUSHING/PULLING	<i>Pushing or pulling of furniture, equipment or patients.</i>
Bodily Motion	REACHING	<i>Reaching for equipment resulting in hyperextension of extremities, etc.</i>
Bodily Motion	RUNNING/WALKING	<i>Injuries while running (during exercise or running after suspects), stepping off a curb the wrong way, injuries while walking.</i>
Bodily Motion	THROWING/WIELDING	<i>Injury sustained during baton-use exercise or other use of equipment in a throwing or maneuvering type motion.</i>
Bodily Motion	TWISTING/TURNING	<i>Injuries resulting from exiting vehicle, maneuvering in small spaces, etc.</i>
Caught In, Under, Between	CAUGHT IN, UNDER, BETWEEN	<i>Injuries as a result of being pinned under, or between objects, furniture, or equipment.</i>
Caught In, Under, Between	CAVE IN	<i>Injuries sustained due to being crushed by collapsing debris, such as in a tunnel or collapsing building in a fire.</i>
Cumulative Trauma	CONTINUOUS TRAUMA	<i>For repetitive stress injury due to repeated exposure over time.</i>
Cumulative Trauma	REPEATED MOTION	<i>Repetitive stress injury due to continued motion (typing, etc.). May be used interchangeably with CONTINUOUS TRAUMA</i>
Cumulative Trauma	REPEATED TRAUMA	<i>same as CONTINUOUS TRAUMA</i>
Explosion	EXPLOSION	<i>Injuries when bombs are set off during demonstrations and protest or fireworks during celebrations. Also may be a gas/fire explosion.</i>



Appendix 2: Claim Cause Definitions, Cont.

Claim Cause Group	Claim Cause	When Used
Exposure	ADVERSE REACTION	<i>Dizziness/Fatigue/Headaches due to heat exposure, intense exercise, dehydration, etc. Also could be an allergic reaction or exposure to poisonous substance.</i>
Exposure	BODILY REACTION	<i>The body's reaction to repeated exposures to carcinogens, stressful work situations, hard physical work. This could also be an allergic reaction to a poisonous substance or toxic substance.</i>
Exposure	CONTACT INFECTIOUS AGENT	<i>Needle Sticks, Exposure to blood borne pathogens (blood, saliva, urine, etc.)</i>
Exposure	CONTACT WITH CHEMICALS	<i>Exposure to Toxin, chemicals</i>
Exposure	CONTACT WITH ELECTRICITY	<i>Electrocution</i>
Exposure	CONTACT WITH EXTREME TEMPERATURE	<i>Injuries sustained during firefighting or working in extreme heat.</i>
Exposure	Contact with Radiation	
Exposure	DERMAL	<i>Dermatitis due to contact with poison oak, poison ivy, etc.</i>
Exposure	FOREIGN SUBSTANCE	<i>Object/s getting into the eyes</i>
Exposure	INHALATION	<i>Injuries from smoke inhalation during firefighting, or inhaling chemical vapors.</i>
Exposure	PANDEMIC	<i>COVID-19</i>
Exposure	SPLASHED	<i>Refers to when liquid splashes onto eyes or body. Overlaps with CONTACT INFECTIOUS AGENT.</i>
Fall, Slip or Trip	FALL FROM CHAIR	<i>Sitting and falling off chair. Chair might have slid from underneath claimant.</i>
Fall, Slip or Trip	FALL FROM ELEVATION	<i>Fall from a height, such as from a roof.</i>
Fall, Slip or Trip	FALL FROM LADDER	<i>Injuries while falling off ladder.</i>



Appendix 2: Claim Cause Definitions, Cont.

Claim Cause Group	Claim Cause	When Used
Fall, Slip or Trip	FALL FROM STAIRS	<i>Injuries resulting from falling down stairs or steps.</i>
Fall, Slip or Trip	FALL FROM VEHICLE	<i>Injuries due to an officer falling off a police motorcycle or bicycle.</i>
Fall, Slip or Trip	FALL ONTO AGAINST OBJECTS	<i>Filed if someone fell onto a certain object or machine, or against an object or machine such as gurneys and side tables</i>
Fall, Slip or Trip	FALL SAME LEVEL	<i>Slip and Fall due to wet floor, slippery floor. Also used for an employee falling onto the ground (similar to Slip/Trip)</i>
Fall, Slip or Trip	FALL SCAFFOLD/WALKWAY	<i>Fall from scaffolding/walkway</i>
Fall, Slip or Trip	SLIP / TRIP	<i>Slipping on wet surface or tripping over object on the floor.</i>
Ingestion	INGESTION	<i>Sustained due to drinking/eating harmful substance such as chemicals</i>
Misc	EVENT TYPE (NEC)	
Misc	FAULTY EQUIPMENT	<i>Injuries from defective chairs, tables and other equipment</i>
Misc	FAULTY ROADWAY MTA	<i>Injury sustained due to road/street defect such as sinkhole or large pothole. Track/Track issues</i>
Misc	UNASSIGNED	
Personal Injury/Illness	PERSONAL INJURY/ILLNESS	<i>Injury or illness of a nonindustrial nature but filed as EE was at work (or aggravated by work).</i>
Physical Assault	ASSAULT, PHYSICAL	<i>Used for physical assaults by the public, by patients/detainees, or between employees in a Workplace Violence setting</i>
Stress	ASSAULT, MENTAL/VERBAL	<i>Altercation between co-workers, with the public, patients, etc. Overlaps with STRESS, RELATIONAL</i>
Workers' Compensation Council Meeting September 13, 2021		<i>CONFLICT</i>



Appendix 2: Claim Cause Definitions, Cont.

Claim Cause Group	Claim Cause	When Used
Stress	RELATIONAL CONFLICT	<i>Stress as a result of interpersonal conflicts at work (with Supervisor and/or co-workers)</i>
Stress	STRESS MTA	<i>MTA uses this for all stress claims</i>
Struck By/Against	COLLISION	<i>Running into another person at the office, striking a body part (e.g., nose) against another object, Hallway and door collisions</i>
Struck By/Against	STRUCK BY FALLING OBJECT	<i>Injuries resulting from fighting fires or being hit by an object.</i>
Struck By/Against	STRUCK BY MOVING OBJECT	<i>Injuries when objects are thrown at employees. May overlap with PHYSICAL ASSAULT. Also if EE is hit by a random moving machine part or object.</i>
Suffocated	SUFFOCATED	<i>Fighting fires</i>
Vehicle Accident	VEHICLE ACCIDENT	<i>Motor Vehicle Accidents (City Vehicles, motorcycles), rear-enders, collision with other vehicles</i>
Vehicle Accident	VEHICLE OVERTURNED	<i>Use VEHICLE ACCIDENT</i>
Vehicle Accident	VEHICLE RAN OFF ROADWAY	<i>Use VEHICLE ACCIDENT</i>
Vehicle Accident	VEHICLE SUDDEN START/STOP	<i>Use VEHICLE ACCIDENT</i>
Vibration	VIBRATION	<i>Earthquake</i>



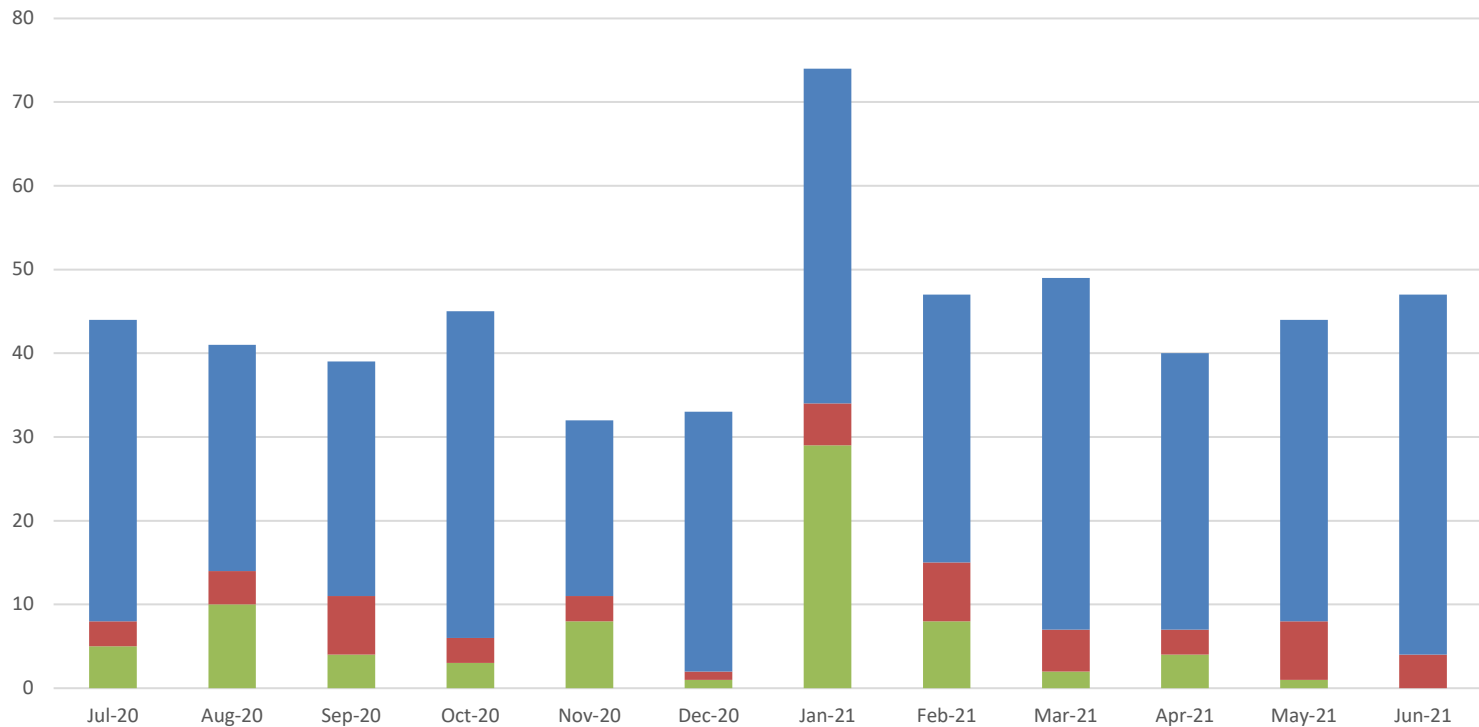
SFMTA

SFMTA

Municipal
Transportation
Agency

Worker's Compensation Loss Summary September 2021

Claim Volumes



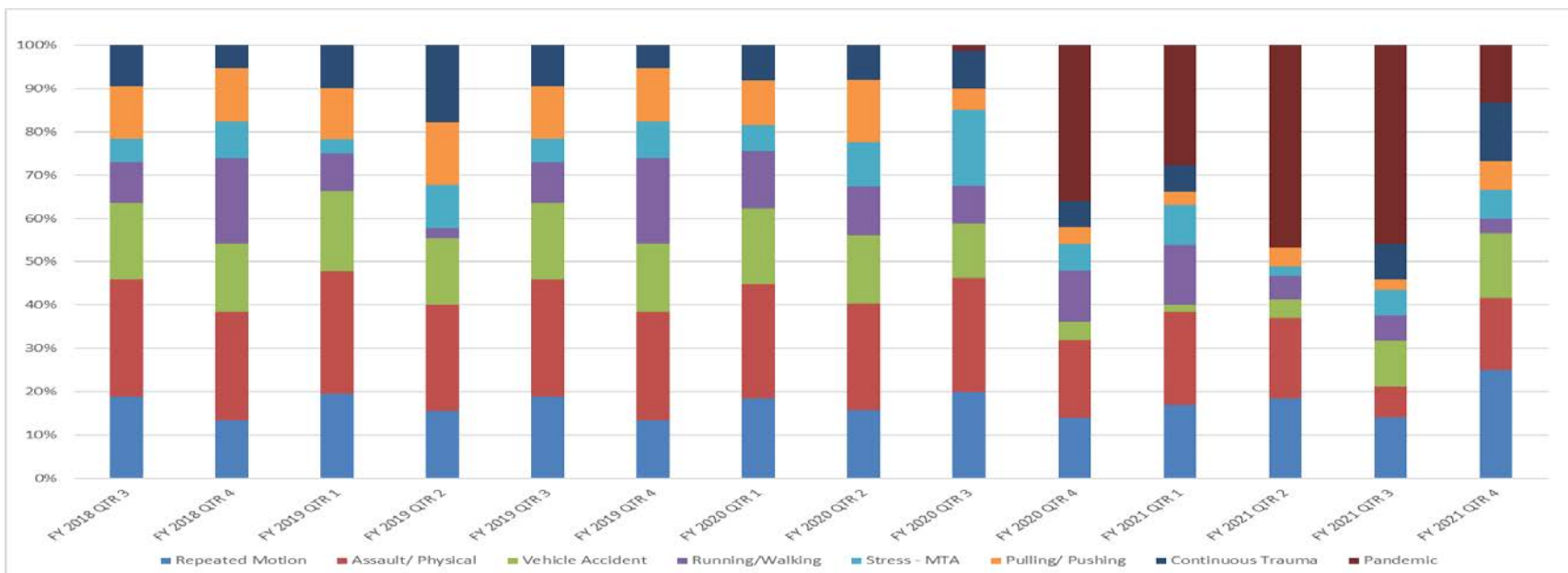
	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
INDEMNITY	36	27	28	39	21	31	40	32	42	33	36	43
MEDICAL ONLY	3	4	7	3	3	1	5	7	5	3	7	4
OTHER	5	10	4	3	8	1	29	8	2	4	1	0

OTHER MEDICAL ONLY INDEMNITY

Financials

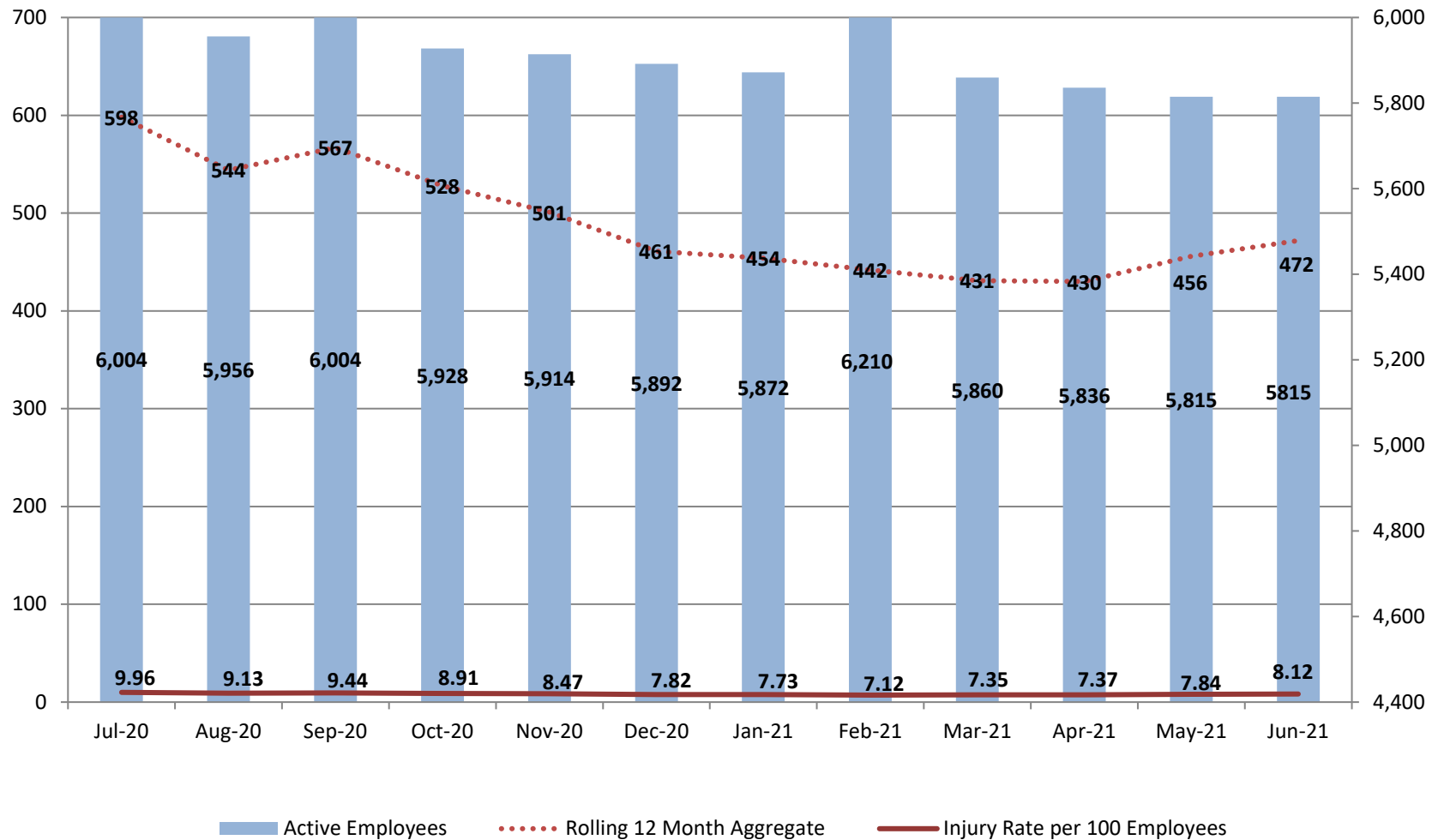
	FY 2019/2020 Twelve Month Expenditures	FY 2020/2021 Twelve Month Expenditures	Increase/Decrease	% of Change
INDEMNITY				
Temporary Disability	\$13,041,916	\$13,797,771	\$755,855	5.80%
Permanent Disability	\$5,456,350	\$5,349,751	(\$106,599)	-1.95%
Total Indemnity	\$18,498,266	\$19,147,522	\$649,256	3.51%
Vocational Rehabilitation				
Total Vocational Rehabilitation	\$43,084	\$33,585	(\$9,499)	-22.05%
MEDICAL				
Total Medical	\$8,794,103	\$8,940,114	\$146,011	1.66%
EXPENSE				
Total Expense	\$1,255,675	\$994,976	(\$260,700)	-20.76%
RECOVERY				
Total Recovery Processed	(\$267,059)	(\$423,713)	(\$156,654)	58.66%
GRAND TOTAL	\$28,324,069	\$28,692,483	\$368,414	1.30%

Cause Analysis



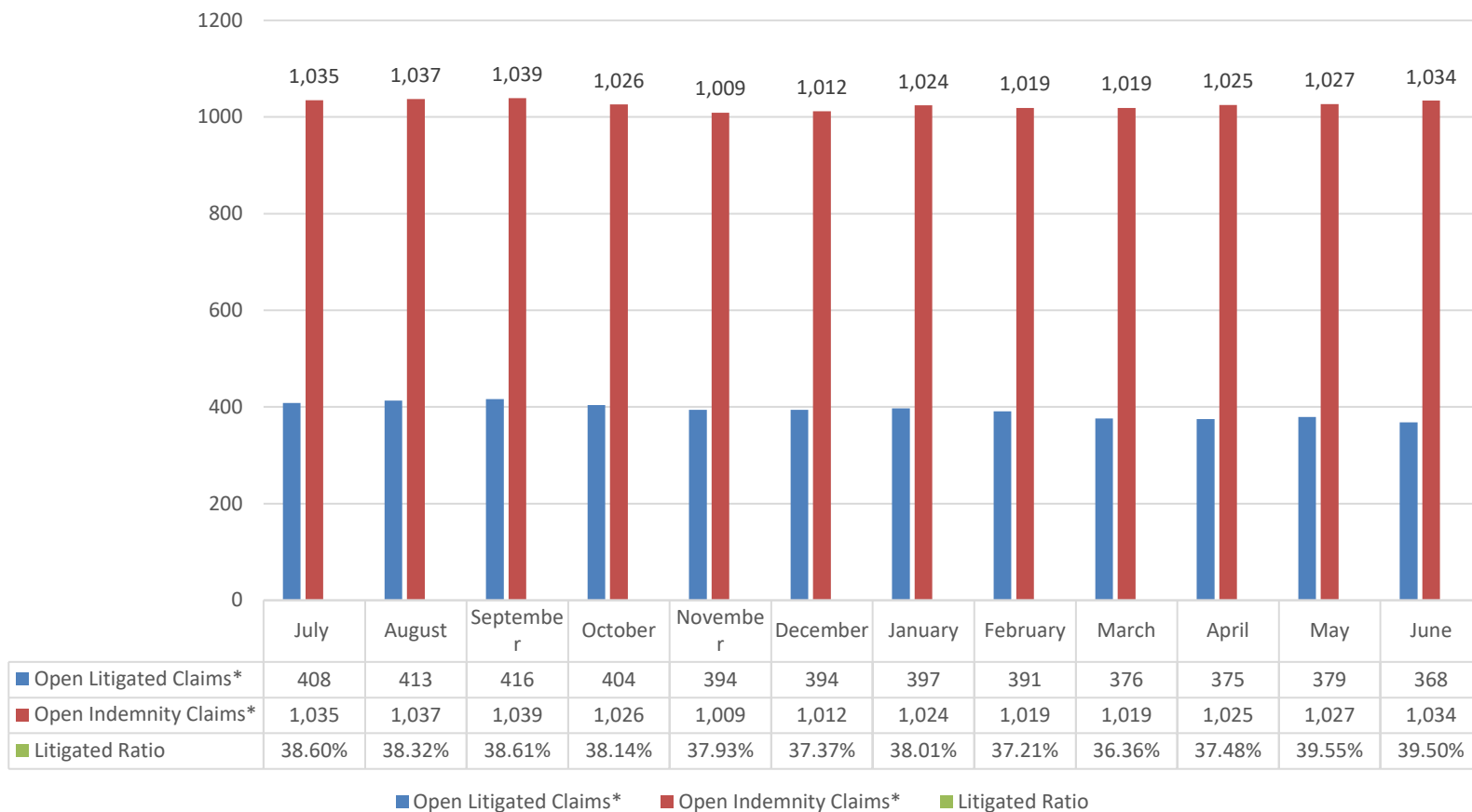
	Repeated Motion	Assault/Physical	Vehicle Accident	Running/Walking	Stress - MTA	Pulling/ Pushing	Continuous Trauma	Pandemic
FY 2018 QTR 3	14	20	13	7	4	9	7	0
FY 2018 QTR 4	13	24	15	19	8	12	5	0
FY 2019 QTR 1	18	26	17	8	3	11	9	0
FY 2019 QTR 2	14	22	14	2	9	13	16	0
FY 2019 QTR 3	14	20	13	7	4	9	7	0
FY 2019 QTR 4	13	24	15	19	8	12	5	0
FY 2020 QTR 1	18	26	17	13	6	10	8	0
FY 2020 QTR 2	14	22	14	10	9	13	7	0
FY 2020 QTR 3	16	21	10	7	14	4	7	1
FY 2020 QTR 4	7	9	2	6	3	2	3	18
FY 2021 QTR 1	11	14	1	9	6	2	4	18
FY 2021 QTR 2	17	17	4	5	2	4	0	43
FY 2021 QTR 3	12	6	9	5	5	2	7	39
FY 2021 QTR 4	15	10	9	2	4	4	8	8

Agency Injury Rate per 100 Employees



Litigation Ratio

FY 2020/2021 Litigation Rate



Report Definitions

CLAIM VOLUMES		
Category	Method	Notes
Claims Opened	IVOS - Claim_Log (Main)	Add Date (claim) = each month; Format = PDF; data prior to March 2013 is unreliable in iVOS, and is drawn from Sedgwick data as reported in HR Monthly Report
New Claims by Type	IVOS - Claim_Log (Main)	Add Date (claim) = each month; Format = PDF
Claims Re-Opened	IVOS - SFMTAClaimStatusMain (Main)	Reporting History Period by each month; Format = PDF; data prior to March 2013 is unreliable in iVOS, and is drawn from Sedgwick data as reported in HR Monthly Report
Claims Closed	IVOS - SFMTAClaimStatusMain (Main)	Reporting History Period by each month; Format = PDF; data prior to March 2013 is unreliable in iVOS, and is drawn from Sedgwick data as reported in HR Monthly Report
Closing Ratio	Calculation	% "Claims Closed"/("Claims Opened" + "Claims Reopened")
Claims Pending EOM	IVOS - SFMTAClaimStatusMain (Main)	Reporting History Period by month; Format = PDF; data prior to March 2013 is based on formula calculated backwards from March 2013
FINANCIALS		
Category	Method	Notes
Payments Issued	IVOS - LossRunMTA (Main)	Reporting History Period by each month; Format = PDF; Reporting History Period = FY2013-2014; Reporting History Period = FY2012-2013
Open Claims Financials	IVOS - LossRunMTA (Main)	Reporting History Period = Last Month; Period Claimant Status = Open; Format = PDF; Data from Paid, Outstanding and Incurred columns
Open Claims Stratification	IVOS - LossRunMTA (Main)	Reporting History Period = Last Month; Format = Excel Data Only; Pivot table filtered for "Open" and grouped by \$50K
LITIGATION STATISTICS		
Category	Method	Notes
Open Litigated	IVOS - SFMTAClaimStatusMain (Main)	Reporting History Period by each month; Litigated (claimant) = checked; Format = PDF; Data from Ending Open column (Indemnity row); data prior to March 2013 is unreliable in iVOS and is excluded
Open Indemnity	IVOS - SFMTAClaimStatusMain (Main)	Reporting History Period by each month; Format = PDF; Data from Ending Open column (Indemnity row); data prior to March 2013 is unreliable in iVOS and is excluded
CAUSE ANALYSIS		
Category	Method	Notes
Cause by Frequency	IVOS - LossRunMTA (Main)	Reporting History Period = Last Month; Add Date (Claim) = last 12-month period; Format = Excel Data Only; Pivot Table filtered for top-10 Causes by count of Claim Numbers
Cause by Severity	IVOS - LossRunMTA (Main)	Reporting History Period = Last Month; Add Date (Claim) = last 12-month period; Format = Excel Data Only; Pivot Table filtered for top-10 Causes by sum Payment Amounts
Closed Claims	IVOS - LossRunMTA (Main)	Reporting History Period = Last Month; Closed Date (claimant) = last 12-month period; Period Claimant Type (claimant_reporting_history) = First Aid, Medical, Indemnity, Future Medical, Disability Retirement (excludes Reported, Pending); Format = Excel Data Only, calculate Duration (Months), calculate Average Monthly Cost; Pivot Table with Totals and Averages, calculate Average Cost per Claim per Month
Cause Determination	Department and Adjuster Verification	Cause codes are provided utilizing the NCCI mandated codes for State reporting purposes. The cause is determined by the department reporting the claim within SFMTA, our new set-up staff importing the claim to the system and the final review by the claims adjuster when managing the claim.
DIVISION STATISTICS		
Category	Method	Notes
Injuries by Division	IVOS - LossRunMTA (Main)	Reporting History Period = Last Month; Incident Date = last 12-month period; Format = Excel Data Only; Pivot Table filtered for top-10 Divisions by count of Claim Numbers and sum of Payment Amounts
INJURY RATE		
Category	Method	Notes
Injury Rate Per Month	IVOS - LossRunMTA (Main)	Reporting History Period = Last Month; Incident Date = last 12-month period; Format = PDF No Detail/ FTE # from SFMTA
LAG TIME REPORT		
Category	Method	Notes
Lag Time Information	IVOS- LagTime Report	Reporting History Period = Last Month; Add Date =last 12-month period; Sort by Division, Format = PDF No Detail

Claim Cause Definitions

I. Burn or Scald — Heat or Cold Exposures — Contact With

01. Chemicals:	Includes Hydrochloric Acid, Sulfuric Acid, Battery Acid, Methanol, Antifreeze
02. Hot Objects or Substances:	
11. Cold Objects or Substances:	
03. Temperature Extremes:	Non-Impact Injuries Resulting in a Burn Due to Hot or Cold Temperature Extremes, includes Freezing or Frostbite
04. Fire or Flame:	
05. Steam or Hot Fluids:	
06. Dusts, Gases, Fumes or Vapors:	Includes Inhalation of Carbon Dioxide, Carbon Monoxide, Propane, Methane, Silica (Quartz), Asbestos Dust and Smoke
07. Welding Operations:	Includes Welder's Flash (Burns to Skin or Eyes as a Result of Exposure to Intense Light from Welding)
08. Radiation:	Includes Effects of Ionizing Radiation Found in X-Rays, Microwaves, Nuclear Reactor Waste, and Radiating Substances and Equipment. Includes Non-Ionizing Radiation Such as Sunburn
14. Abnormal Air Pressure:	
84. Electrical Current:	Includes Electric Shock, Electrocution and Lightning
09. Contact With, NOC:	Not Otherwise Classified in Any Other Code. Includes Cleaning Agents and Fertilizers

II. Caught In, Under or Between

10. Machine or Machinery:	Running or Meshing Objects, a Moving and a Stationary Object, Two or More Moving Objects
12. Object Handled:	Includes Medical Hospital Bed and Parts, Wheelchair, Clothespin Vise
20. Collapsing Materials:	Slides of Earth
13. Caught In, Under or Between, NOC:	Either Man-Made or Natural, Not Otherwise Classified in Any Other Code

III. Cut, Puncture, Scrape Injured by

15. Broken Glass:	
16. Hand Tool, Utensils; Not Powered:	Includes Needle, Pencil, Knife, Hammer, Saw, Axe, Screwdriver
17. Object Being Lifted or Handled:	Includes Being Cut, Punctured or Scraped by a Person or Object Being Lifted or Handled
18. Powered Hand Tool, Appliance:	Includes Drill, Grinder, Sander, Iron, Blender, Welding Tools, Nail Gun
19. Cut, Puncture, Scrape, NOC:	Not Otherwise Classified in Any Other Code. Includes Power Actuated Tools

IV. Fall, Slip or Trip Injury

25. From Different Level (Elevation):	Includes Collapsing Chairs, Falling from Piled Materials, Off Wall, Catwalk, Bridge
26. From Ladder or Scaffolding:	
27. From Liquid or Grease Spills:	
28. Into Openings:	Includes Mining Shafts, Excavations, Floor Openings, Elevator Shafts
29. On Same Level:	
30. Slip, or Trip, Did Not Fall:	Slip or Trip and Did Not Come in Contact with the Floor or Ground
32. On Ice or Snow:	
33. On Stairs:	
31. Fall, Slip or Trip, NOC:	Not Otherwise Classified in Any Other Code. Includes Tripping Over Object, Slipping or Organic Materials

V. Motor Vehicle

40. Crash of Water Vehicle:	
41. Crash of Rail Vehicle:	
45. Collision or Sideswipe with Another Vehicle,:	Vehicle Collision, Both Vehicles in Motion
46. Collision with a Fixed Object::	Collision Occurring with Standing Vehicle or Stationary Object
47. Crash of Airplane:	
48. Vehicle Upset:	Includes Overturned or Jackknifed
50. Motor Vehicle, NOC:	Not Otherwise Classified in Any Other Code. Includes Injuries Due to Sudden Stop or Start, Being Thrown against Interior Parts of the Vehicle and Vehicle Contents Being Thrown against

Claim Cause Definitions, Con't

VI. Strain or Injury by

52. Continual Noise:	Injury to Ears or Hearing Due to the Cumulative Effects of Constant or Repetitive Noise
53. Noise:	
53. Twisting : Motions Induced by Sudden Noise, Fright , loss of balance	Free Bodily Motion That Imposes Stress or Strain on Some Part of Body. Includes Assumption of Unnatural Position, Involuntary
54. Jumping or Leaping:	
55. Holding or Carrying:	Applies to Objects or People. Includes Restraining a Person
56. Lifting:	Includes Objects or People
57. Pushing or Pulling:	
58. Reaching:	
59. Using Tool or Machinery:	
61. Wielding or Throwing:	Physical Effort or Overexertion from Attempts to Resist a Force Applied by an Object Being Handled
97. Repetitive Motion:	Cumulative Injury or Condition Caused by Continual, Repeated Motions; Strain by Excessive Use, Carpel Tunnel
60. Strain or Injury by, NOC:	Not Otherwise Classified in Any Other Code

VII. Striking Against or Stepping on

NOTE: Applies to Cases in Which the Injury Was Produced by the Impact Created by the Person, Rather than by the Source

65. Moving Part of Machine:	
66. Object Being Lifted or Handled:	
67. Sanding, Scraping, Cleaning Operation:	
68. Stationary Object:	
69. Stepping on Sharp Object:	
70. Striking Against or Stepping on, NOC:	Includes Scratches or Abrasions Caused by Sanding, Scraping, Cleaning Operations, Not Otherwise Classified in Any Other Code

VIII. Struck or Injured by

NOTE: Applies to Cases in Which the Injury Was Produced by the Impact Created by the Source of Injury, Rather than by the Injured Person

74. Fellow Workers, Patient or Other Person:	
75. Falling or Flying Object:	
76. Hand Tool or Machine in Use:	Struck by Co-Worker, Either on Purpose or Accidentally. Includes Being Struck by a Patient While Lifting or Moving Them Not in Act of a Crime
77. Motor Vehicle:	Applies When a Person is Struck by a Motor Vehicle, Including Rail Vehicles, Water Vehicles, Airplanes
78. Moving Parts of Machine:	
79. Object Being Lifted or Handled:	Includes Dropping Object on Body Part
80. Object Handled by Others:	Includes Another Person Dropping Object on Injured Person's Body Part
85. Animal or Insect:	Includes Bite, Sting or Allergic Reaction
86. Explosion or Flare Back:	Rapid Expansion, Outbreak, Bursting, or Upheaval. Includes Explosion of Cars, Bottles, Aerosol Cans, or Buildings. "Flare back" Involves Superheated Air and Combustible Gases
81. Struck or Injured, NOC:	Not Otherwise Classified in Any Other Code. Includes Kicked, Stabbed, Bitten

IX. Rubbed or Abraded by

94. Repetitive Motion: and the Source of Injury.	Caused by Repeated Rubbing or Abrading; Applies to Non-Impact Cases in Which the Injury Was Produced by Pressure, Vibration or Friction between the Person
95. Rubbed or Abraded, NOC:	Not Otherwise Classified in Any Other Code. Includes Foreign Body in Ears

X. Miscellaneous Causes

82. Absorption, Ingestion or Inhalation, NOC:	Not Otherwise Classified in Any Other Code. Applies Only to Non- Impact Cases in Which the Injury Resulted from Inhalation, Absorption (Skin Contact), or Ingestion of Harmful Substance
87. Foreign Matter (Body) in Eye(s):	Injury to Eyes Resulting from Foreign Matter That is Not Otherwise Classified in Any Other Code
88. Natural Disasters:	Injury Resulting from Natural Disaster. Includes Hurricane, Earthquake, Tornado, Flood, Forest Fire



San Francisco Workers' Compensation Council

**Our next meeting will be held on
December 6, 2021**