



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

Julian Robinson

Workers' Compensation Director

December 5, 2022





Agenda

- Meet the WCD Director!
- Accomplishments, Initiatives & Challenges
- COVID-19 Report
- Workplace Safety & Health
- Performance Quick Facts
- Financials
- Claim Analytics



Meet the WCD Director!

- 20 years total WC experience, 8 in CCSF
- Prior experience includes work as adjuster, supervisor, audit supervisor in various WC environments and models
- Served as WCD Claims Manager for past 5 years
- Committed to continuous improvement of our process and further build upon the good work done over the past 10 years



Meet the WCD Director!

- Key Priorities for the Workers Compensation Division:
 - Staffing: Recruitments and hiring to ensure adequate resources and to ensure continued succession planning
 - Streamlined Communication: Consistent and enhanced access to resources and information for our staff and stakeholders
 - Return to Work: Increased focus and tracking with our new Citywide Temporary Transitional Work Policy and Program
 - Enhanced Training: Streamlined and increased targeted training for WCD staff, “On-Demand” resource training for city stakeholders, and ‘Grow our Own’ training program for new WC staff

Accomplishments & Initiatives



Accomplishments

- Deployed **Citywide Temporary Transitional Work Assignment (TTWA) Policy 11/10/22**
 - Policy implementation will drive improved Return to Work Outcomes by requiring City Departments to develop and facilitate modified duty for employees whose medical conditions allow for temporary transitional work assignments
 - Evidence shows faster return to work reduces disability duration and improves long term outcomes for employees
 - This policy is part of our long-term strategic initiative to reduce disability duration and return employees to work faster
 - Departments are required to identify a liaison for temporary transitional work
 - Next steps include meeting with departments to provide guidance on implementation of TTWA programs
 - Police and Fire exempted from policy, as they are subject to Alternate Dispute Resolution Program



Accomplishments

- Received approval from the Board of Supervisors on Intercare Holdings Third-Party Claims Administration Contract on 11/8/22
- Completed integration with Change Healthcare for medical provider check printing services and improved remittance documents with additional layers of bill review determination detail, improving provider understanding of adjustments
- Completed integration with US Bank's Payee Choice portal to replace the Supplier Prefer Pay Portal for ACH payments, with no impact to disbursement operations or necessary advance payments. Special thanks to CON and TTX for assisting with the necessary upgrades to support the transition
- Added three additional MPN Designated Provider clinics to address access to care concerns
- Added additional psyche providers to our MPN and Approved list of treating providers for the SF ADR program to address increased treatment demand
- Successfully hired three WC Adjusters, one Claims Assistant and one Support Clerk since 7/1/22
- Appointed rotational Acting Claims Manager starting 11/7/22
- Enhanced staff training on Delays and Denials, Assault Pay and SB1127 updates



Accomplishments

- Implemented new departmental Chargeback Reports, expanding department access to additional data and enhancing transparency by reporting:
 - Total payments on the life of the claim
 - Total open reserves
 - LC4850 payments which are recorded by DHR, but paid by department payroll
 - Claimant body part, cause of injury and incident type

New Format

DHR Workers' Compensation City and County of San Francisco Department of Human Resources		CCSF Workers' Compensation Division Charge Back Report Community Health Network Report Period: 10/01/2022 through 10/31/2022									
Insured Org	Claim Number	Injury Date	Body Part Injured	Cause of Injury	Temp Disab	Medical	Rehab	4850	Total Paid	Total	Total Net
Insured Org	Claimant	Status	Nature of Injury	Incident Type	Perm Disab	Expense	Recovery	Period Total	Outstanding	Incurred	
Community Health Network											
CHN-LAGUNA HONDA HOSPITAL	Re-Open	02/03/2001	SHOULDER STRAINS	LIFTING PERSON-CLIENT/PATIENT	0.00	95.86	0.00	0.00	146,681.72	86,954.26	231,446.29
CHN-LAGUNA HONDA HOSPITAL	Open	04/30/2001	MULTIPLE PARTS SPRAINS	PULLING/PUSHING PERSON-CLIENT/PATIENT	0.00	675.28	0.00	0.00	391,936.35	36,025.59	423,634.57
CHN-LAGUNA HONDA HOSPITAL	Open	04/10/2002	MULTIPLE PARTS PAIN (NEC)	SLIP/TRIP WALKING SURFACE-IN, WET	0.00	8,371.45	0.00	0.00	695,136.56	182,497.13	887,892.68
CHN-LAGUNA HONDA HOSPITAL	Re-Open	05/02/2002	BACK, LUMBAR PAIN (NEC)	LIFTING CLOTHING/WORK (NEC)	0.00	4,581.80	0.00	0.00	156,185.40	35,464.10	189,345.98
CHN-LAGUNA HONDA HOSPITAL	Open	07/10/2002	BACK, LUMBAR PAIN (NEC)	BODILY REACTION BODILY MOTION	0.00	414.29	0.00	0.00			
CHN-LAGUNA HONDA HOSPITAL	Re-Open	04/05/1975	MULTIPLE PARTS MULTIPLE INJURIES	UNASSIGNED UNKNOWN/UNIDENTIFIED	0.00	0.00	0.00	0.00			
CHN-LAGUNA HONDA HOSPITAL	Open	10/14/1986	SYSTEM, CIRCULATORY CARDIOVASCULAR/HEART DISE	STRESS - MTA PERSON-STAFF	0.00	0.00	0.00	0.00			
CHN-LAGUNA HONDA HOSPITAL	Re-Open	03/16/1989	BACK, LUMBAR STRAINS	TWISTING/TURNING BODILY MOTION	0.00	0.00	0.00	0.00			
CHN-LAGUNA HONDA HOSPITAL	Re-Open	12/01/1989	BACK, LUMBAR STRAINS	LIFTING PERSON-CLIENT/PATIENT	0.00	0.00	0.00	0.00			
CHN-LAGUNA HONDA HOSPITAL	Open	04/24/1992	BACK, LUMBAR STRAINS	PULLING/PUSHING EQUIPMENT-MED-WHEELCHAIR	0.00	0.00	0.00	0.00			
CHN-LAGUNA HONDA HOSPITAL	Open	06/30/1993	SHOULDER STRAINS	REPATED MOTION PERSON	0.00	0.00	0.00	0.00			
CHN-LAGUNA HONDA HOSPITAL	Open	01/15/1995	MULTIPLE PARTS MULTIPLE INJURIES	ASSAULT, PHYSICAL PERSON	0.00	0.00	0.00	0.00			
CHN-LAGUNA HONDA HOSPITAL	Open	03/16/1997	BACK, LUMBAR STRAINS	PULLING/PUSHING PERSON	0.00	0.00	0.00	0.00			
CHN-LAGUNA HONDA HOSPITAL	Re-Open	06/14/1998	BACK, LUMBAR STRAINS	CAUGHT IN, UNDER, BETWEEN PERSON-CLIENT/PATIENT	0.00	0.00	0.00	0.00			
CHN-LAGUNA HONDA HOSPITAL	Open	02/13/2003	KNEE PAIN (NEC)	RUNNING/WALKING BODILY MOTION	0.00	0.00	0.00	0.00			
Run Date: 11/07/2022 09:46:49 Run By: CCSF Interscare Insurance											

Old Format

CCSF Workers' Compensation Division Charge Back Report Community Health Network Report Period: 10/01/2022 through 10/31/2022											
Insured Org	Claim Number	Comment	Status	Incident Date	Temp Disability	Perm Disability	Status	Medical Expense	Recovery	Total Paid	Total Net
CHN-LAGUNA HONDA HOSPITAL											
CHN-LAGUNA HONDA HOSPITAL	00000001	SHOULDER STRAINS	Open	02/03/2001	0.00	0.00	0.00	146,681.72	0.00	146,681.72	146,681.72
CHN-LAGUNA HONDA HOSPITAL	00000002	MULTIPLE PARTS SPRAINS	Open	04/30/2001	0.00	0.00	0.00	391,936.35	0.00	391,936.35	391,936.35
CHN-LAGUNA HONDA HOSPITAL	00000003	MULTIPLE PARTS PAIN (NEC)	Open	04/10/2002	0.00	0.00	0.00	695,136.56	0.00	695,136.56	695,136.56
CHN-LAGUNA HONDA HOSPITAL	00000004	BACK, LUMBAR PAIN (NEC)	Re-Open	05/02/2002	0.00	0.00	0.00	156,185.40	0.00	156,185.40	156,185.40
CHN-LAGUNA HONDA HOSPITAL	00000005	BACK, LUMBAR PAIN (NEC)	Open	07/10/2002	0.00	0.00	0.00	414.29	0.00	414.29	414.29
CHN-LAGUNA HONDA HOSPITAL	00000006	MULTIPLE PARTS MULTIPLE INJURIES	Re-Open	04/05/1975	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CHN-LAGUNA HONDA HOSPITAL	00000007	SYSTEM, CIRCULATORY CARDIOVASCULAR/HEART DISE	Open	10/14/1986	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CHN-LAGUNA HONDA HOSPITAL	00000008	BACK, LUMBAR STRAINS	Re-Open	03/16/1989	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CHN-LAGUNA HONDA HOSPITAL	00000009	BACK, LUMBAR STRAINS	Re-Open	12/01/1989	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CHN-LAGUNA HONDA HOSPITAL	00000010	BACK, LUMBAR STRAINS	Open	04/24/1992	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CHN-LAGUNA HONDA HOSPITAL	00000011	SHOULDER STRAINS	Open	06/30/1993	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CHN-LAGUNA HONDA HOSPITAL	00000012	MULTIPLE PARTS MULTIPLE INJURIES	Open	01/15/1995	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CHN-LAGUNA HONDA HOSPITAL	00000013	BACK, LUMBAR STRAINS	Open	03/16/1997	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CHN-LAGUNA HONDA HOSPITAL	00000014	BACK, LUMBAR STRAINS	Re-Open	06/14/1998	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CHN-LAGUNA HONDA HOSPITAL	00000015	KNEE PAIN (NEC)	Open	02/13/2003	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Run Date: 11/07/2022 09:46:49 Run By: CCSF Interscare Insurance											

The new reports have nearly twice as much data for department review and analysis!



Initiatives for FY22-23

- Critical contracting activities underway include:
 - ADR Program Services, including ADR Coordinator and Ombudsperson contracts (Amendments to Extend, Add Value)
 - Claims Information System from Ventiv Technologies (Amendment to Extend, Add Value)
- Strategic Planning for next 3+ years underway – initial meeting 11/21/22 with ongoing emphasis weekly
- Department Claimant Dashboards – Refining several key areas prior to extending access to a pilot cohort before citywide launch
- Strategic Planning for next 3+ years underway – initial meeting 11/21/22 with ongoing emphasis weekly
- Staff Recruitments, exams, and exam prep ongoing for multiple positions, including Assistant Director-Claims.
- Partnering with Risk Management for updated Workload and Staffing Analysis
- Implementation of TTWA policy and Citywide Return to Work model within DHR WCD
- 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
- Profile Audit Review (PAR) Audit Preparation and Mock Assessment
- Catastrophic Illness Program Draft Updates to Admin Code in progress



Challenges for FY22-23

- Temporary Disability (TD) rate increase announced 11/16 for accident year 2023 claims will increase 5.16%, following last year's historic 13.5% increase:

	<u>TTD/PTD Minimum Weekly Rate</u>	<u>TTD/PTD Maximum Weekly Rate</u>
AY 2022 Claims	\$ 230.95	\$ 1,539.71
AY 2023 Claims	\$ 242.86	\$ 1,619.15

- The California Department of Industrial Relations (DIR) provided the CCSF's assessment of \$7,617,739.35, due 12/31/22. This represents a 29% increase from FY22, which was 50% higher than the prior year. Anticipate a further 10-15% increase next year dependent on indemnity/4850 experience.
- Senate Bill 1127 was signed into law by the Governor on 9/29/22, which
 - Reduced decision timeframes from 90 days to 75 days on presumptive claims.
 - Implemented up to 240 weeks (over 4.5 years) of payable TTD for Cancer claims on dates of injury or after 1/1/23 - a 230% increase from the current maximum payable weeks.
 - Enacted new Labor Code Section 5414 penalties for up to \$50,000 for 'unreasonable denials' on presumption claims.

COVID-19 Report



Citywide COVID-19 Report

Trends since last meeting 9/12/2022:

- Cases dropped to low point in late September now rising again.
- Omicron BA5 still dominant, subvariants BQ1, BQ1.1 rising.
- Current variants: very contagious, mild symptoms.
- Isolation and quarantine 10 days, unless neg test after day 5.
- Overall true case numbers are higher, as data only captures PCR lab run tests, does not include home-kit results.
- Case numbers underestimated for all published COVID data.
- Bivalent vaccine available: SF resident adoption at 27%, no accurate view into employee adoption numbers.



Citywide COVID-19 Report

Number trends since last meeting 9/12/2022:

- Cases expected to rise: unmasked indoors, holiday gatherings.
- San Francisco resident cases: low of 31/day (Late September) now rising to 141/day.
- Test positivity rate: 6.5/100, down to 4.2, now up to 8.1/100.
- CCSF Employees: low 36/week, now at >70/week.
- CCSF Employees total COVID 5746 cases (includes repeats)
- Outbreaks (3 or more cases at a worksite in 14 days):
30 more outbreaks since Sept. Now: 15 active, 180 done.
- Workers Comp COV claims: 3,584 accepted, 412 denied.



Citywide COVID-19 Report

Overall San Francisco COVID cases:

Current 7-day
rolling average
new cases per day

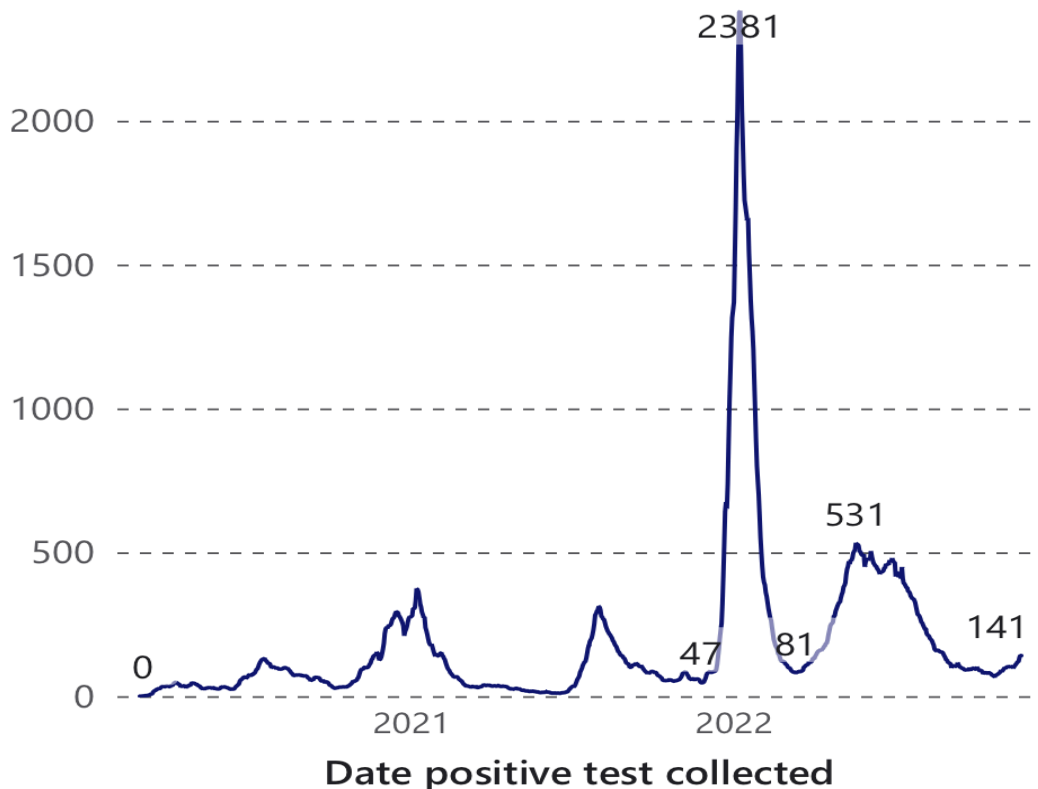
141

11/23/2022

Filter date

- ✓ ☐ 2020
- ✓ ☐ 2021
- ✓ ☐ 2022

7-day rolling average new cases per day



Workplace Safety & Health



Workplace Safety & Health

- Implemented Employee Safety & Health Webpage – August 2022
- Produced FY 23 1st Quarter Safety Newsletter – August 2022
- Produced FY 23 2nd Quarter Safety Newsletter – November 2022
- Safety and Health/Loss Prevention Consultations with City Departments - Ongoing
- Consultations on Implementation and Maintenance of Injury and Illness Prevention Programs (IIPPs) - Ongoing
- SEIU & SEIU Tenderloin Labor/Management Safety Committees - Ongoing

Performance Quick Facts



FY23 Q1 Performance Quick Facts

Fiscal Health

Ratio of Actuals to Budget

FY23 Q1 85%

Benchmark: 95%

Claim Volume

Count of New Claims in Period

	Claims	Total (All Claims)	COVID	Non- COVID
FY23Q1	Indemnity	662	248	414
	Medical	215	0	215
BenMk	Indemnity	507	--	--
	Medical	203	--	--

Claim Cost

Average Claim Cost in Period

	Cost	Total (All Claims)	COVID	Non- COVID
FY23Q1	Indemnity	\$7,941	\$2,131	\$15,292
	Medical	\$688	--	\$688
BenMk	Indemnity	\$12,202	--	\$15,538
	Medical	\$757	--	\$757

Duration

Average Days Open of Claims Closed in Period

	Total	COVID	Non-COVID
FY23Q1	201	67	297
Benchmark	195	--	247

Notes: All benchmarks based on rolling four-year averages (FY19-23). Fiscal health metric includes overhead and claim expenditures and is based on revised budget, excluding any carryforward. Duration excludes disability retirement and future medical claims.

Financials



Costs by Expenditure Category

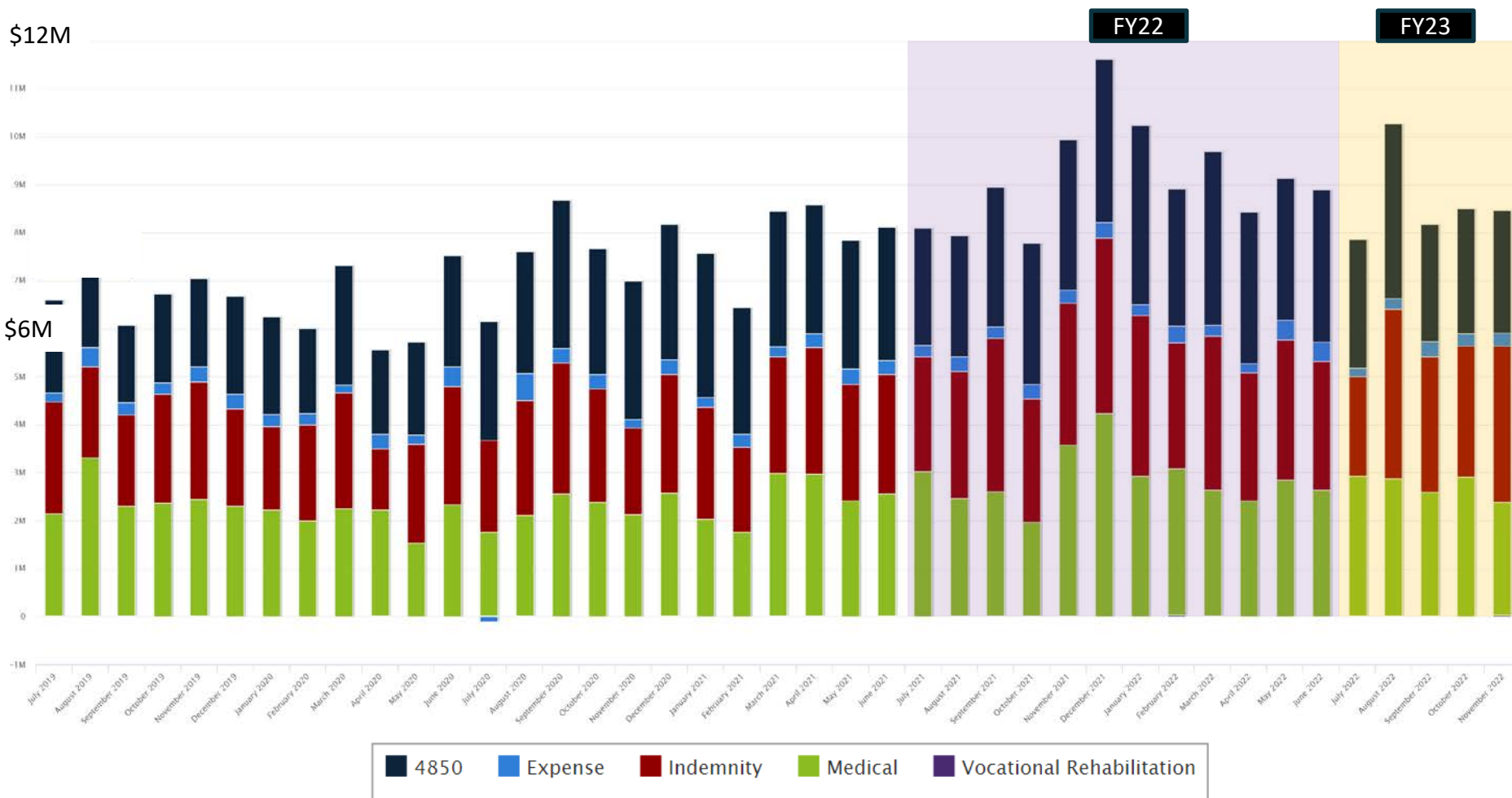
	FY21 Actuals	FY22 Actuals	FY23 Proj. Actuals	YOY Change (%)
INDEMNITY				
Temporary Disability	13,504,622	17,293,455	17,819,653	3.0%
Perm. Disability	14,663,983	17,720,503	17,214,680	-2.9%
INDEMNITY SUBTOTAL	28,168,605	35,013,959	35,034,334	0.1%
4850 SALARY CONTINUATION	32,206,988	35,921,457	33,457,930	-7.4%
VOCATIONAL REHABILITATION	159,210	175,685	234,059	24.9%
MEDICAL	28,460,327	34,780,846	33,087,760	-5.1%
EXPENSE	3,103,060	3,515,462	2,966,825	-18.5%
RECOVERY	-768,520	-688,841	(909,955)	24.3%
GRAND TOTAL	91,329,670	108,718,568	103,870,953	-4.7%

Notes:

1. All figures exclude SFMTA
2. Projected actuals incorporate five months of actual expenditures (Jul – Nov, 2022)



Benefit Expense by Month & Reserve





Department Expenditure Trends

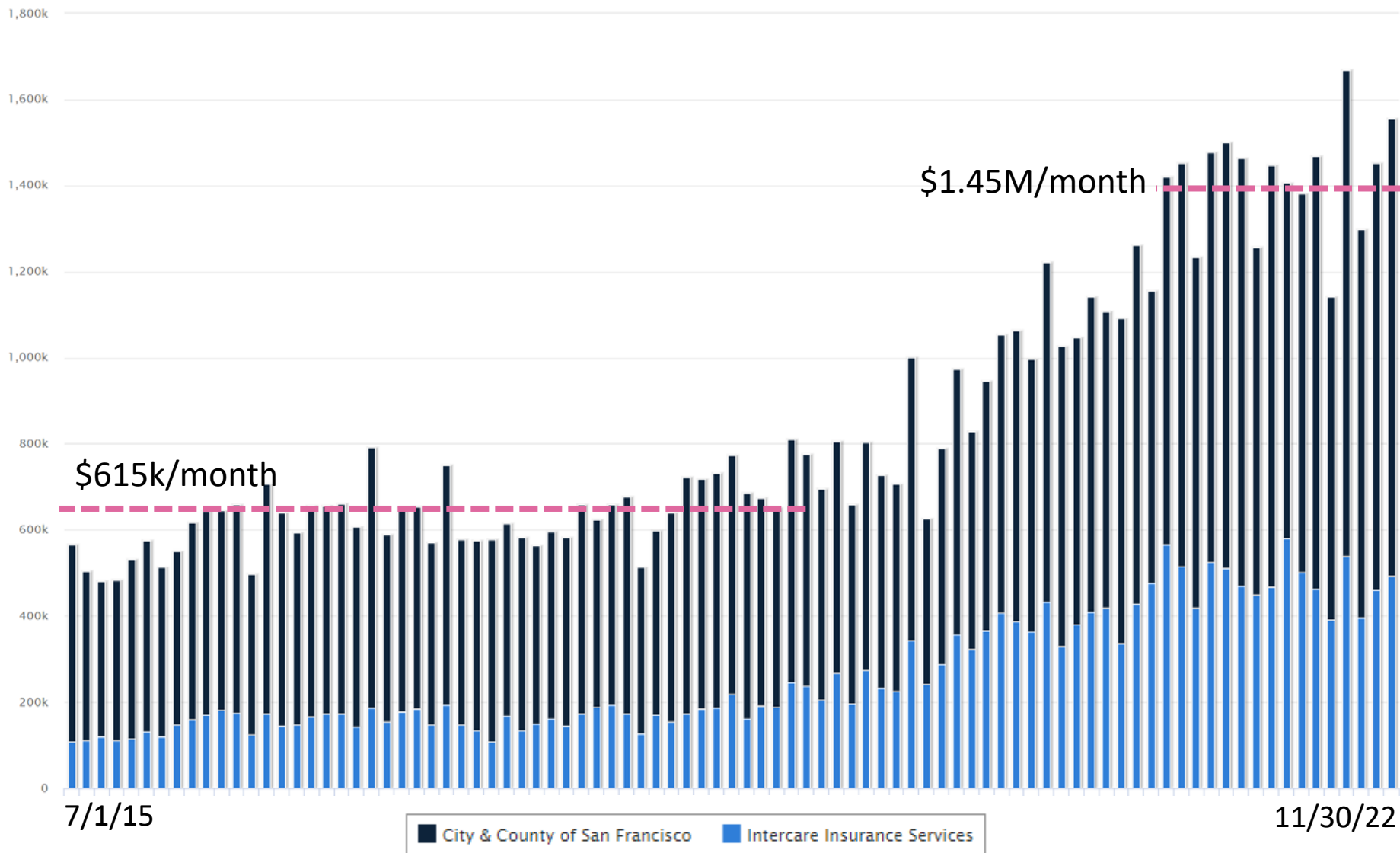
Department	FY21 Actuals	FY22 Actuals	FY23 Revised Budget	FY23 Proj. Actuals ³	FY23 Surplus/ (Deficit)	YOY Change
Police	19,790,516	20,307,019	20,973,830	19,999,491	974,339	-307,528
Public Health	14,049,714	17,916,563	20,420,168	17,296,640	3,123,528	-619,923
Fire	13,513,107	17,049,008	18,956,805	16,575,890	2,380,916	-473,118
Sheriff	6,198,821	8,290,933	9,437,740	7,698,375	1,739,365	-592,558
Public Works	3,882,782	5,532,181	5,473,000	4,508,010	964,990	-1,024,171
Recreation & Parks	3,437,084	4,541,961	4,754,000	4,189,354	564,646	-352,607
Human Services	2,030,203	2,831,064	3,106,000	2,670,375	435,625	-160,689
Airport	2,940,450	4,140,650	4,515,035	4,597,272	-82,236	456,622
PUC-Water	1,978,327	2,046,395	2,129,000	2,350,652	-221,652	304,257
PUC-Wastewater	2,085,008	2,243,452	2,488,000	2,239,276	248,724	-4,176
Total Top Ten Departments	69,085,450	84,899,226	92,253,578	82,125,335	10,128,244	-2,773,891
Total of All City Departments	77,031,878	93,621,127	104,190,159	92,393,693	11,796,466	-1,227,434

Notes:

1. Expenditures exclude LC4850 salary continuation benefits and SF Community College, and include program overhead
2. Departments sorted by FY23 Revised Budget
3. Projected actuals incorporate five months of actual expenditures (Jul – Nov, 2022)

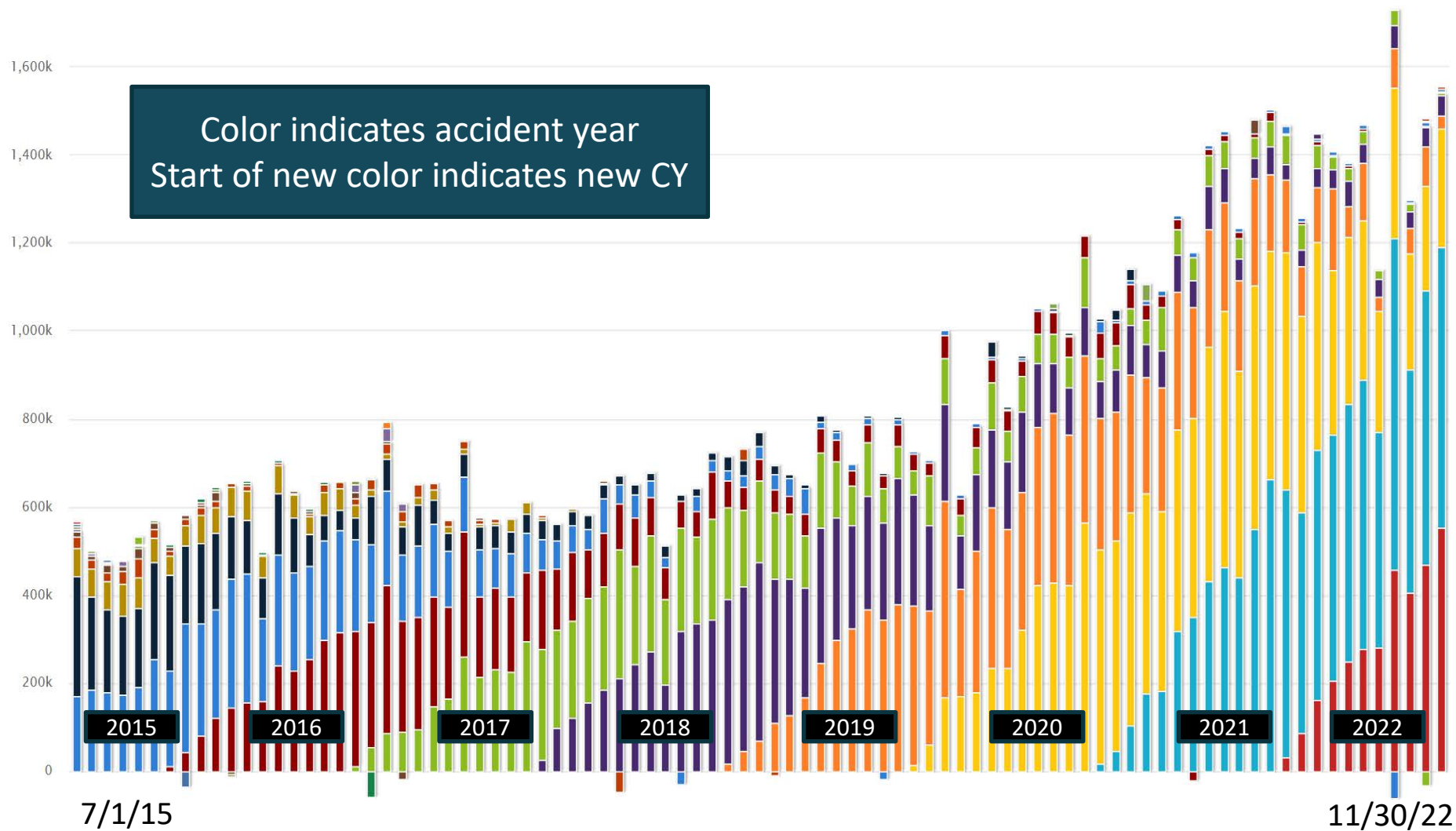


TD Expenditure Increases





TD Expenditure Increases

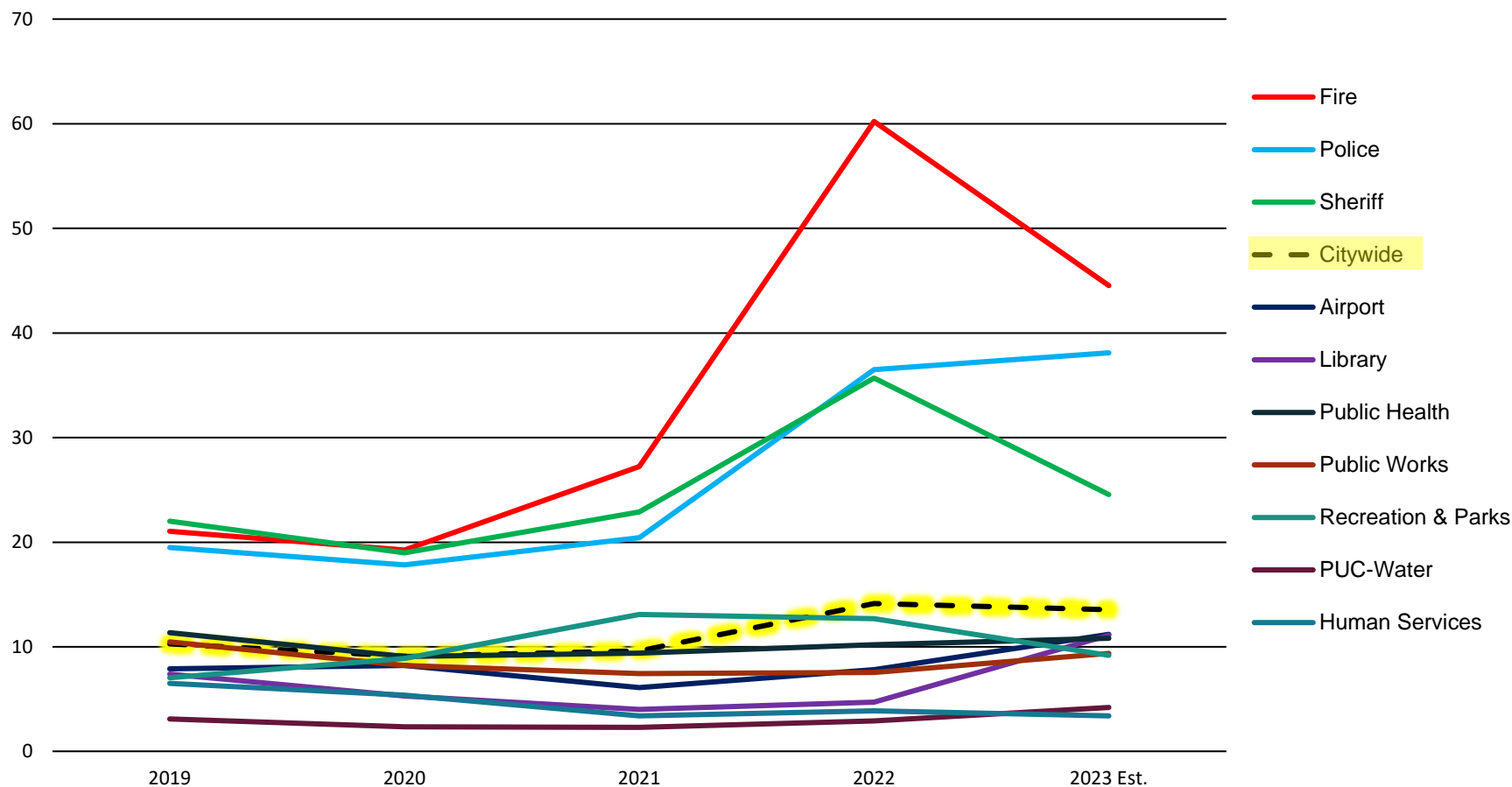


Claim Analytics



Claims Incurred Per 100 FTE

Top 10 Departments



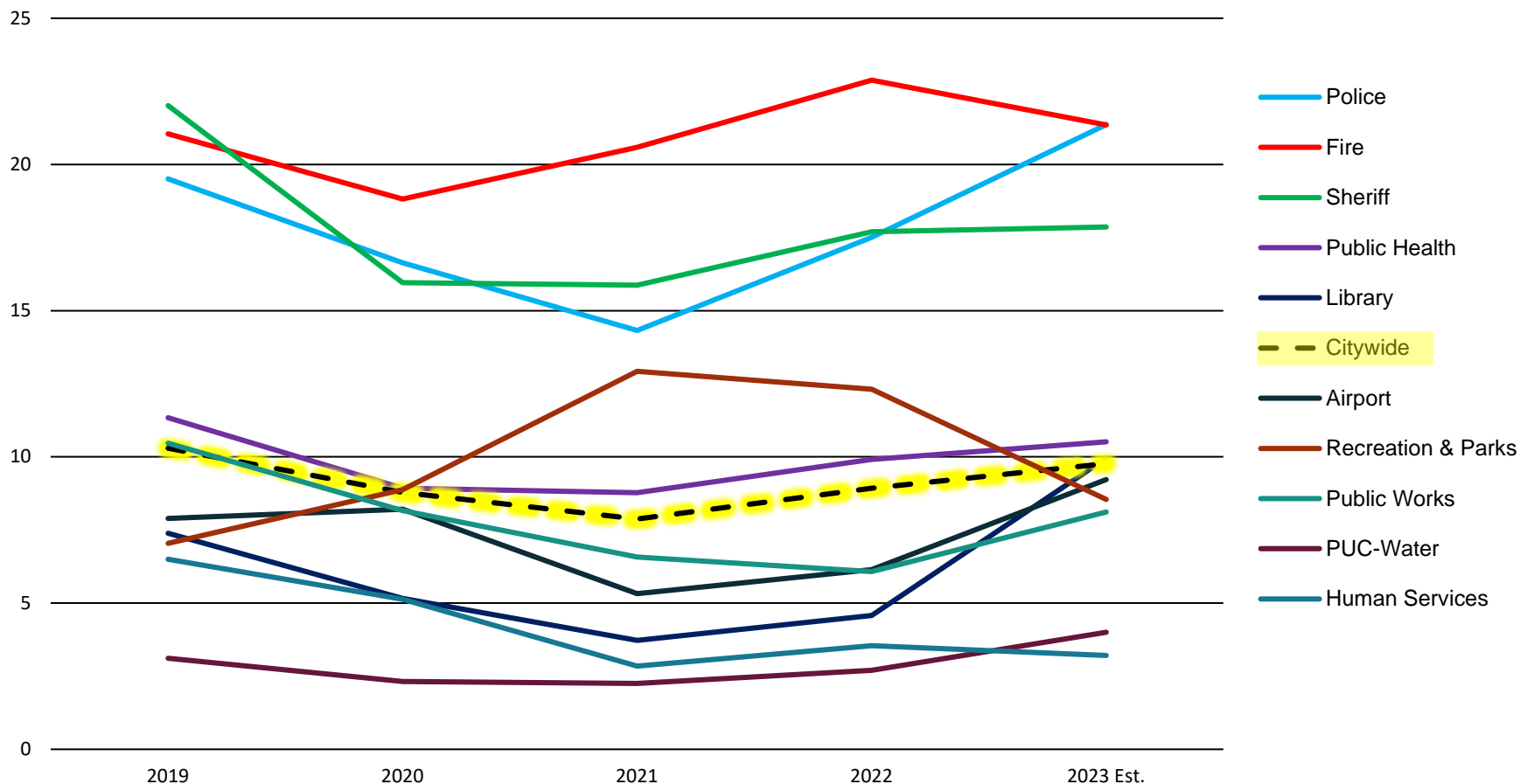
Notes:

1. Report only claims are excluded
2. 2023 Est. reflects a straight line of FY2023 YTD (data as of 11/28/2022) claim volume for the whole fiscal year



Claims Incurred Per 100 FTE

Top 10 Departments w/o COVID



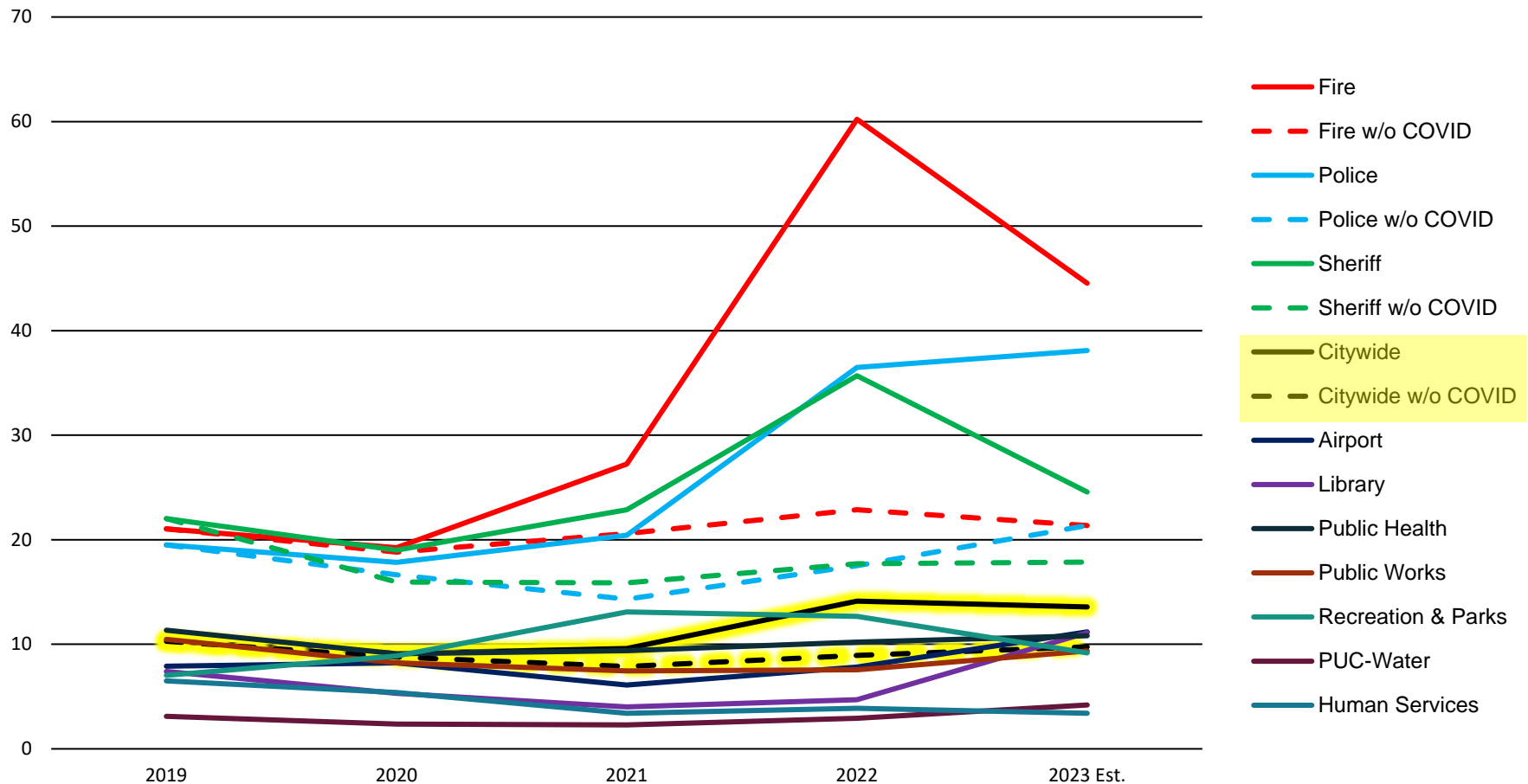
Notes:

1. Report only claims are excluded
2. 2023 Est. reflects a straight line of FY2023 YTD (data as of 11/28/2022) claim volume for the whole fiscal year



Claims Incurred Per 100 FTE

Top 10 Departments (Top 3: COVID vs w/o COVID)



Notes:

1. Report only claims are excluded
2. 2023 Est. reflects a straight line of FY2023 YTD (data as of 11/28/2022) claim volume for the whole fiscal year



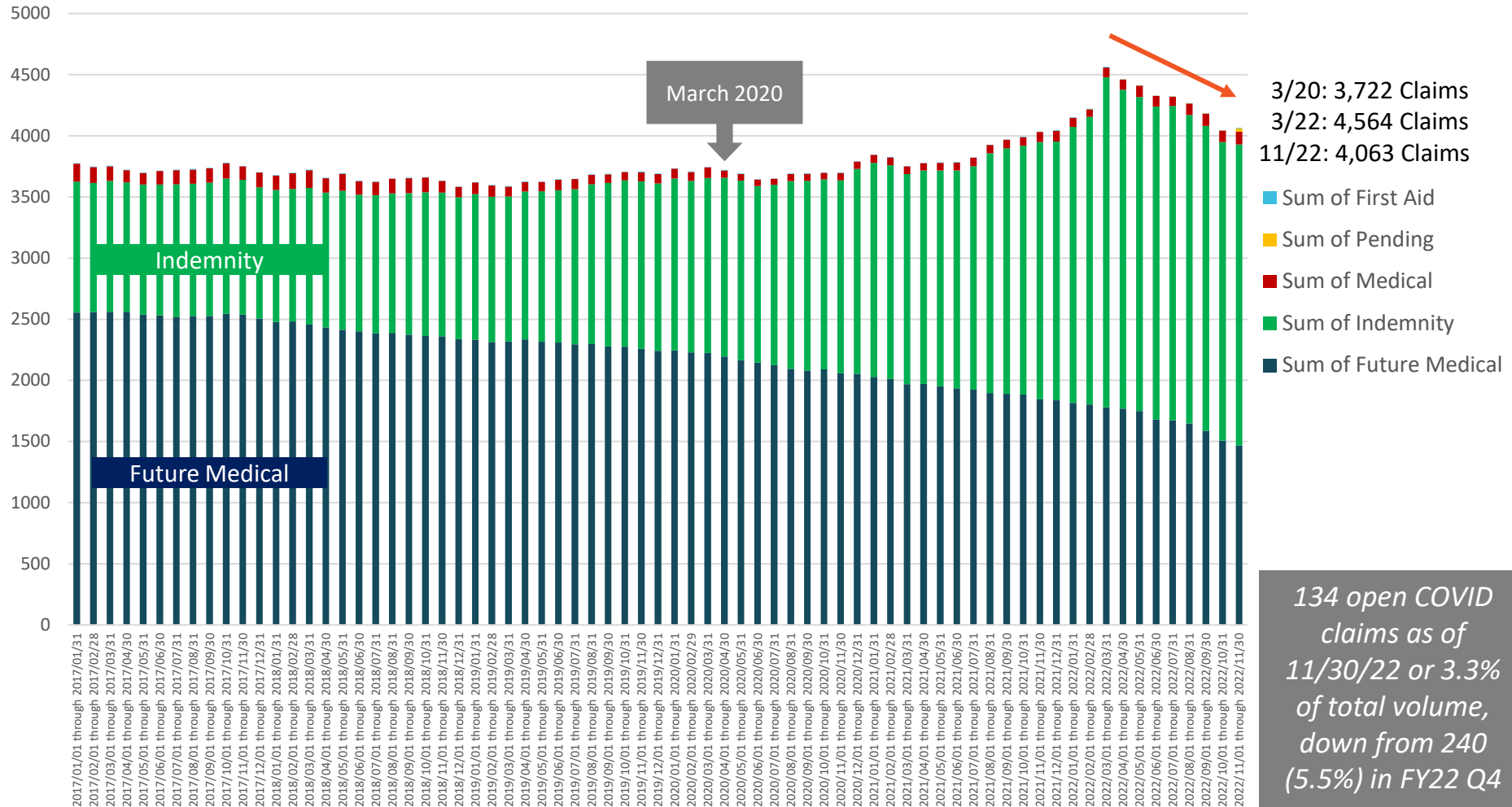
Claim Filing Frequency

	FY19-22			FY23 Q1			FY23 Q1 Increase / Decrease		
Department	Average Indemnity Claims Per Quarter	Average Medical Claims Per Quarter	Average Indemnity + Medical Claims Per Quarter	Total Indemnity Claims	Total Medical Claims	Total Indemnity + Medical Claims	Indemnity	Medical	Indemnity + Medical
Police	124	24	147	215	20	235	91 or 74%	-4 or -16%	88 or 59%
Fire	109	13	122	173	19	192	64 or 59%	6 or 45%	70 or 58%
Public Health	69	106	175	68	110	178	-1 or -2%	4 or 4%	3 or 2%
Sheriff	54	5	59	50	4	54	-4 or -7%	-1 or -22%	-5 or -8%
Airport	21	9	30	25	15	40	4 or 20%	6 or 66%	10 or 34%
Public Works	16	12	28	19	10	29	3 or 19%	-2 or -18%	1 or 3%
Recreation & Parks	27	8	35	20	7	27	-7 or -26%	-1 or -10%	-8 or -22%
PUC-Water	8	6	14	15	7	22	7 or 86%	1 or 26%	8 or 61%
Library	6	2	9	11	8	19	5 or 71%	6 or 256%	10 or 119%
Human Services	23	4	27	17	1	18	-6 or -26%	-3 or -72%	-9 or -32%
Citywide	507	203	710	662	215	877	155 or 31%	12 or 6%	167 or 24%



Open Claim Inventory

Open inventory continues to gradually decline; driven by Future Medical case closure
Indemnity open inventory remains elevated





Litigation Statistics

Department	Open Indemnity Claims Added from FY19-FY23Q1	Represented Claims	Represented %	Litigated Claims	Litigated %
Police	468	186	40%	55	12%
Public Health	366	93	25%	26	7%
Fire	351	98	28%	24	7%
Sheriff	293	117	40%	80	27%
Airport	147	42	29%	31	21%
Recreation & Parks	125	48	38%	42	34%
Public Works	102	58	57%	18	18%
Human Services	92	45	49%	13	14%
PUC-Water	63	16	25%	18	29%
Water Pollution Control	47	9	19%	3	6%
Citywide	2320	808	35%	380	16%

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



Litigated vs Non-Litigated

Average Total Payment / Closed Indemnity Claim

Department	Litigated?	2019	2020	2021	2022	2023 Q1
Fire	Y	\$53,612	\$31,623	\$51,566	\$72,282	\$37,254
	N	\$13,996	\$8,256	\$9,420	\$5,363	\$5,845
Public Health	Y	\$85,011	\$51,152	\$68,408	\$100,061	\$86,878
	N	\$3,355	\$4,874	\$5,319	\$9,804	\$8,434
Public Works	Y	\$47,875	\$28,318	\$85,782	\$78,811	\$6,777
	N	\$4,070	\$10,683	\$10,130	\$8,389	\$4,859
Police	Y	\$72,092	\$124,361	\$135,684	\$86,042	\$69,713
	N	\$7,841	\$18,458	\$10,501	\$5,829	\$3,899
Sheriff	Y	\$24,054	\$125,801	\$74,179	\$66,038	\$96,183
	N	\$13,811	\$8,736	\$14,427	\$13,669	\$9,900
Citywide	Y	\$55,155	\$62,917	\$75,255	\$79,802	\$65,255
	N	\$7,980	\$8,620	\$8,636	\$6,830	\$5,552

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	FY23 Q1	46	5	11%	1	2%
	FY19-22	279	83	30%	13	5%
	All	325	88	27%	14	4%
Police	FY23 Q1	73	17	23%	4	5%
	FY19-22	334	148	44%	35	10%
	All	407	165	41%	39	10%

Notes:

1. The ADR program for the SF Firefighters Association and the SF Police Officers Association commenced on 7/1/2019.
2. Latest fiscal year includes data up to the current reporting quarter.

Workers' Compensation Council Agenda

✓ **Call to Order**

✓ **Roll Call**

Carol Isen, Chair, Human Resources Director

Anna Duning, Budget Director, Mayor's Office, represented by Fisher Zhu

Carmen Chu, City Administrator, represented by Maria-Zenaida Camua, Risk Management Division

Erik Rapoport, Deputy Director, San Francisco Employee Retirement System

Todd Rydstrom, Deputy Controller, Controller's Office

Lorenzo Donati, Deputy City Attorney

✓ **Discussion Item**

Public comment on matters appearing on the agenda

✓ **Action Item**

Approval (with possible modifications) of the minutes from September 12, 2022 meeting and June 6, 2022 meeting

✓ **Discussion Item**

Report from Workers' Compensation Division (WCD)

Public comment on report from Workers' Compensation Division (WCD)

✓ **Discussion Item**

Report from SFMTA Workers' Compensation Division

Public comment on report from SFMTA Workers' Compensation Division

✓ **Discussion Item**

Review of 2023 Workers' Compensation Council Meeting Dates

✓ **Discussion Item**

Opportunity to place items on future agendas

✓ **Discussion Item**

Opportunity for the public to comment on any matters within the council's jurisdiction



SFMTA

SFMTA

Municipal
Transportation
Agency

Workers' Compensation Council

December 5, 2022



SFMTA

Agenda

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

Accomplishments, Initiatives, & Challenges



SFMTA

Accomplishments & Initiatives

- The contract for Third Party Administration services with Intercare for SFMTA and CCSF was approved by the board and is currently being finalized with signatures.
- The program had a 1% decrease in new indemnity claims reported Q1 FY 2023, compared to the five year average, and 3% reduction in all reportable claims.
- The team achieved 95% closing ratio in Q1 FY 2023.
- Quarterly claim review with SFMTA and the team.
- Updated and streamlined new Service Instructions for the SFMTA team.
- SFMTA and Intercare have rolled out two new programs:
 - The Lightspeed Program
 - Early Intervention Program



SFMTA

Current Challenges

- Rise in Temporary Disability Benefit Maximum effective 1/1/23 and expected to impact the overall indemnity costs for CY 2023.
- Increase in Temporary Disability Benefits due to wage increases with the union agreements in July 2022.
- Ongoing Assault Claim Exposure.
- Returning injured employees to modified duty (TWP).

COVID-19 Report



SFMTA

COVID-19 Report

- 5 COVID-19 Workers' Compensation Claims filed in Q1 FY 2023.
 - 0 Reported claims only.
 - 5 Indemnity claims
 - 0 Litigated Claims
 - 1 Denied Claims
- 316 *COVID-19 Workers' Compensation Claims filed as of 9/30/22.*
 - 253 *Reported claims only.*
 - 59 *Indemnity claims reported*
 - 5 *Litigated claims*
 - 28 *Denied claims: Negative test or not occupational in nature.*
 - *Average paid per indemnity claim = \$10,203.*
 - *Average Incurred per indemnity claim = \$13,814.*
 - *As of 9/30/22, only 11 claims remained open.*

Performance Quick Facts



SFMTA

Q1 FY 2023 Performance Quick Facts

Fiscal Health

Ratio of Actuals to Budget

FY23 36%

Benchmark: 25%

Claim Volume

Count of New Claims in Period

142 Indemnity Claims

7 Medical Claims

Benchmark: 141 Indemnity Claims/Annual

13 Medical Claims/Annual

Claim Cost

Average Claim Cost in Period

	Indemnity Claim Type	Benchmark	Medical Claim Type	Benchmark
SFMTA	\$20,702	\$10,938	\$490	\$553

Duration

Average Days Open of Claims Closed in Period

477 Days

Benchmark: 799 Days

Notes: All benchmarks based on rolling five-year averages (FY 18-22). Fiscal health metric includes claim expenditures only and is based on the revised budget, excluding any carry forward and excludes TPA fees. Claim volume, cost and duration excludes first aid, disability retirement and future medical claims.

Claim Analytics



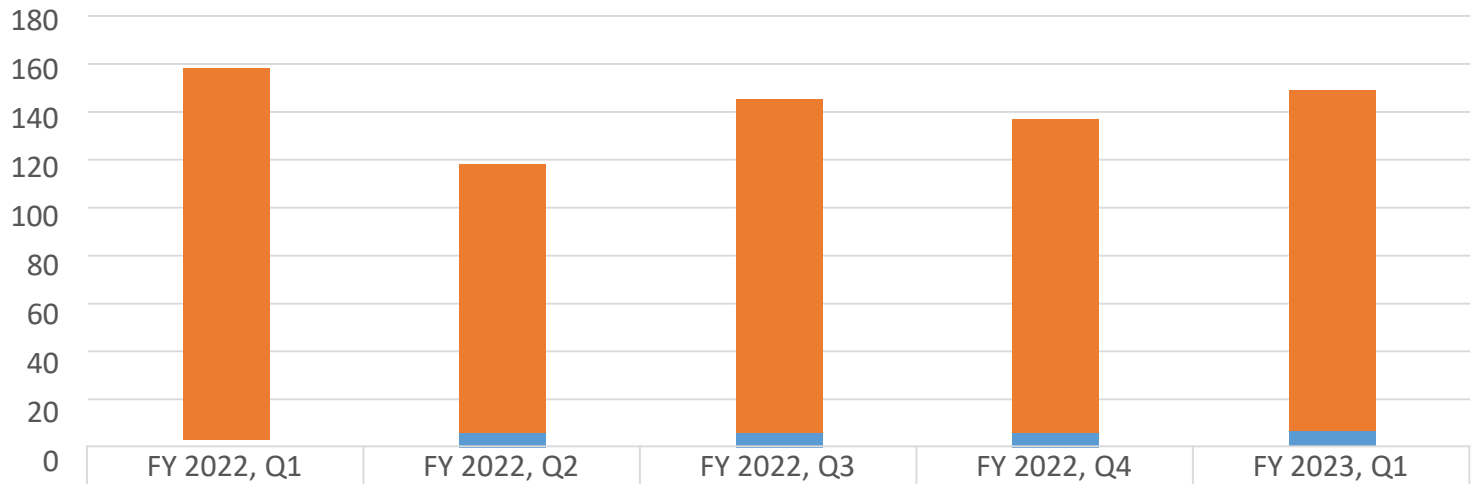
SFMTA

Claim Filing Frequency

FREQUENCY	Indemnity	Medical	Total
Average # of claims reported in for FY 2018 through FY 2022	141	13	154
Actual # of New claims Reported in FY 2023, Q1	142	7	149

VARIANCE	Indemnity	Medical	Total
# of Claims	1	-6	-5
% of Change	1%	-46%	-3%

Claims Added 7/1/21 through 9/30/22, valued 9/30/22

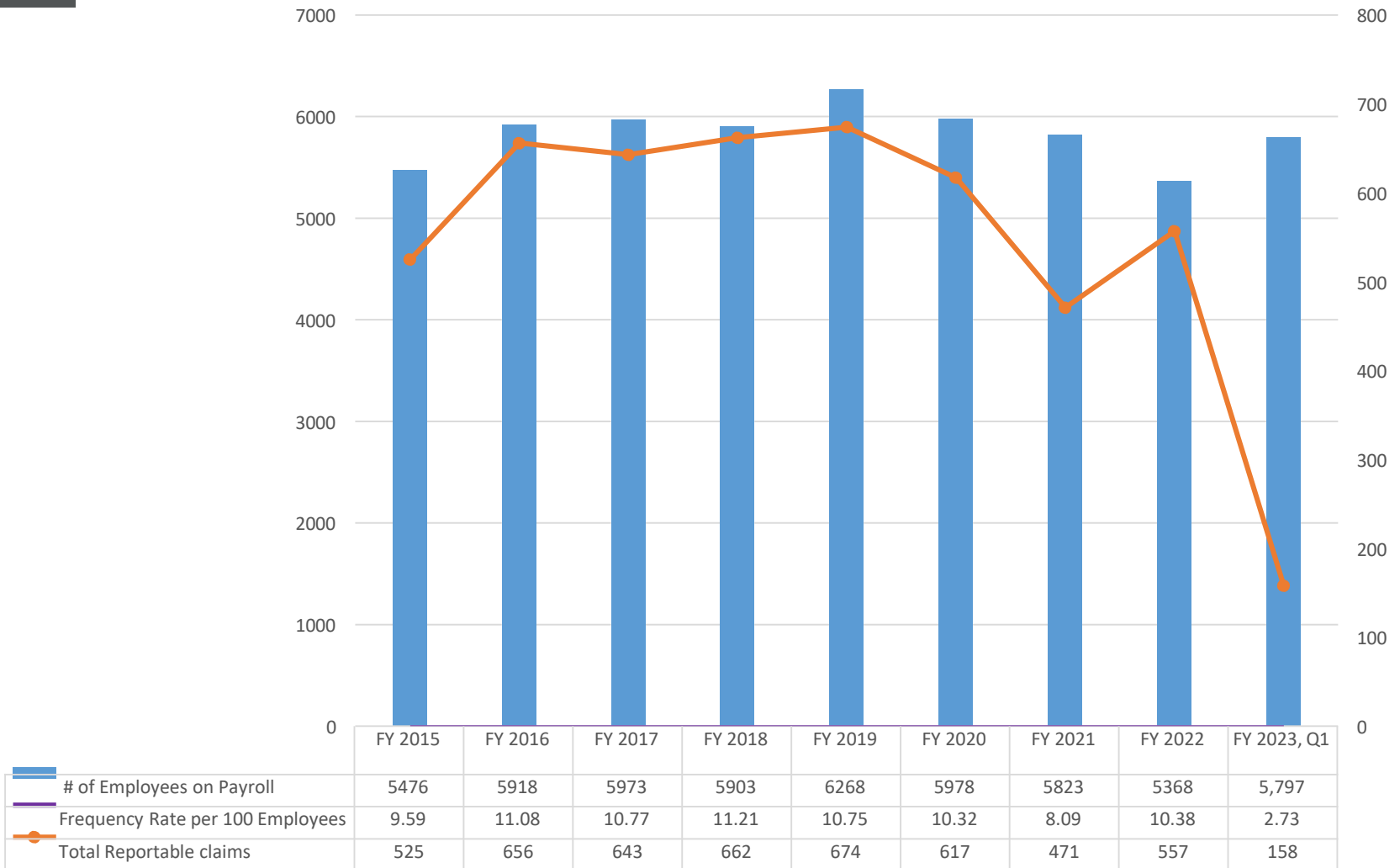


Indemnity (Active IND + FM)	155	112	139	131	142
Medical	3	6	6	6	7



SFMTA

Claims Frequency Per 100 FTE

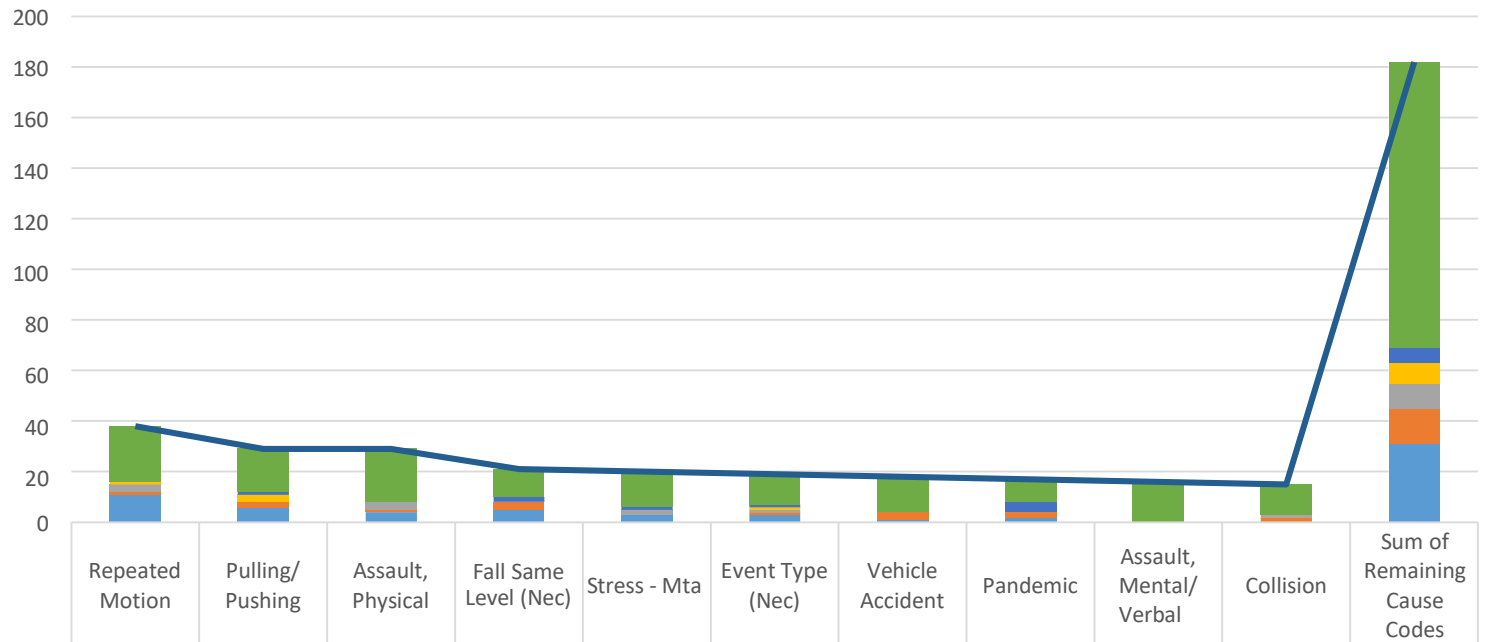




SFMTA

Claim Cause Distribution

**Top 10 Cause of Injury Descriptions Reported for the Top 5 Departments,
Rolling 12 Months: 10/1/21 to 9/30/22**



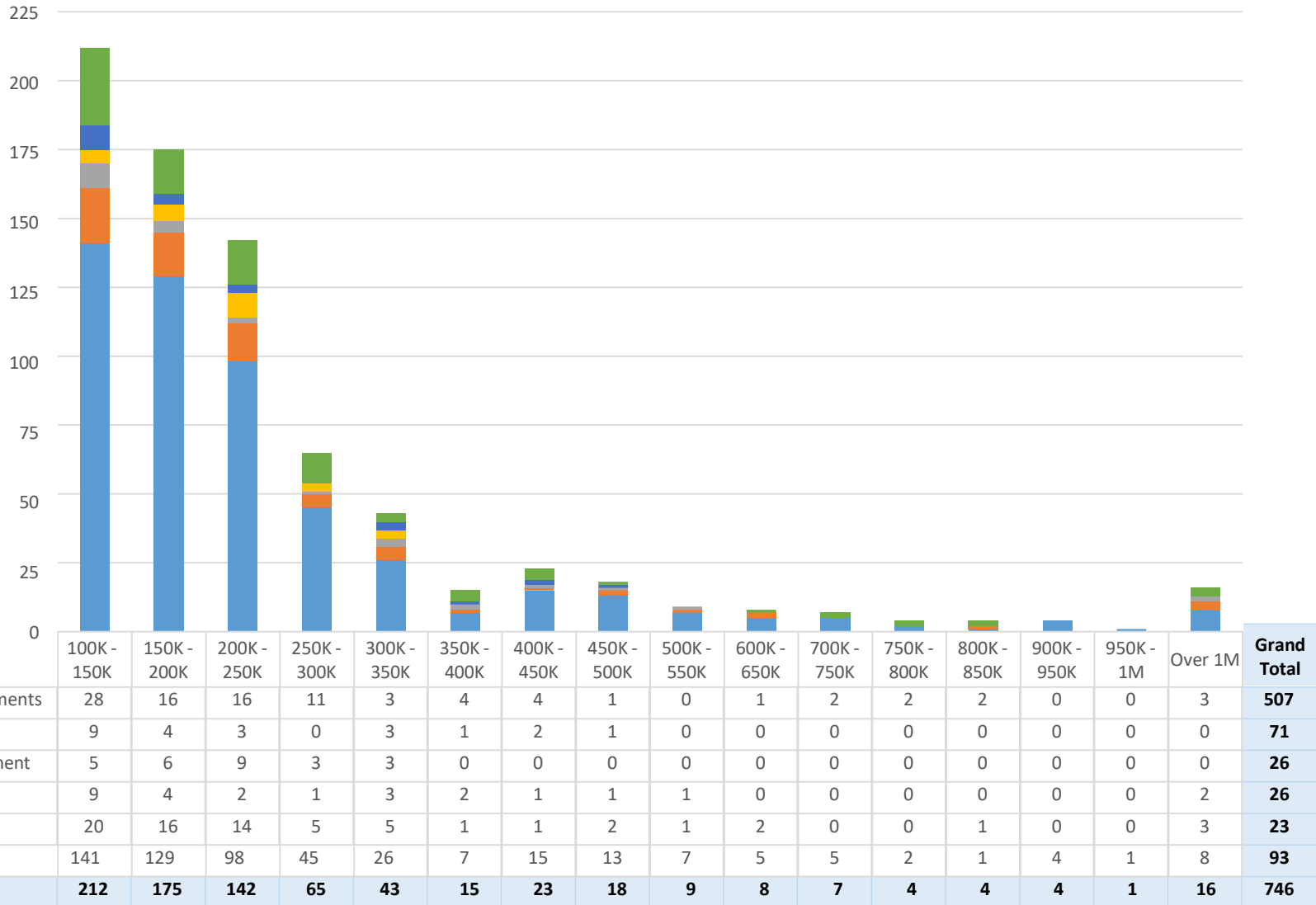
Notes:

1. Claim cause group definitions are listed in Appendix 1



SFMTA

Open Claim Status Stratification

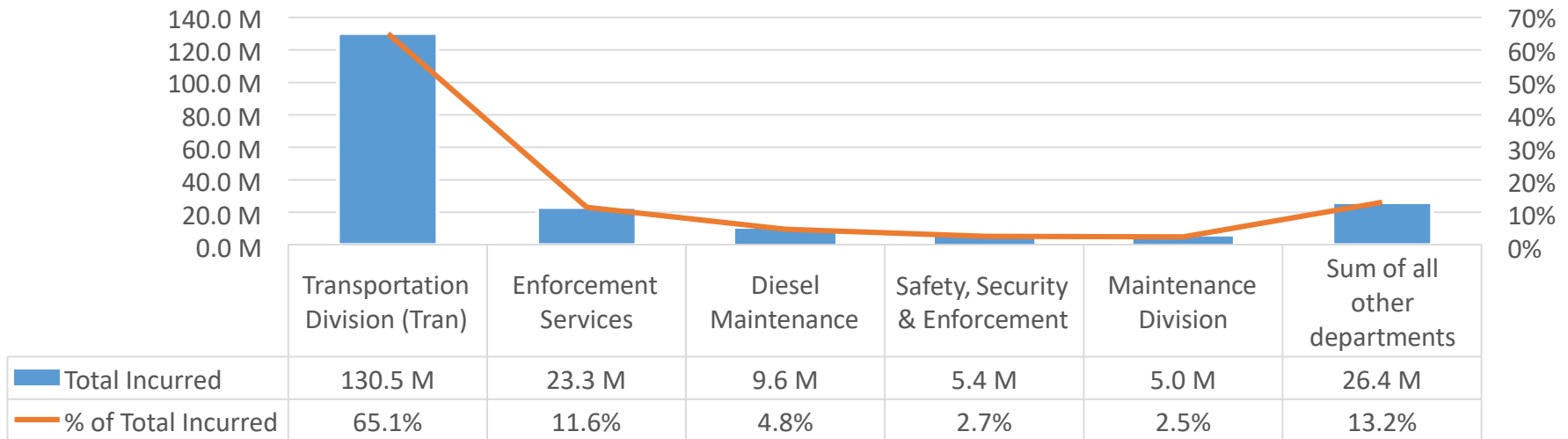
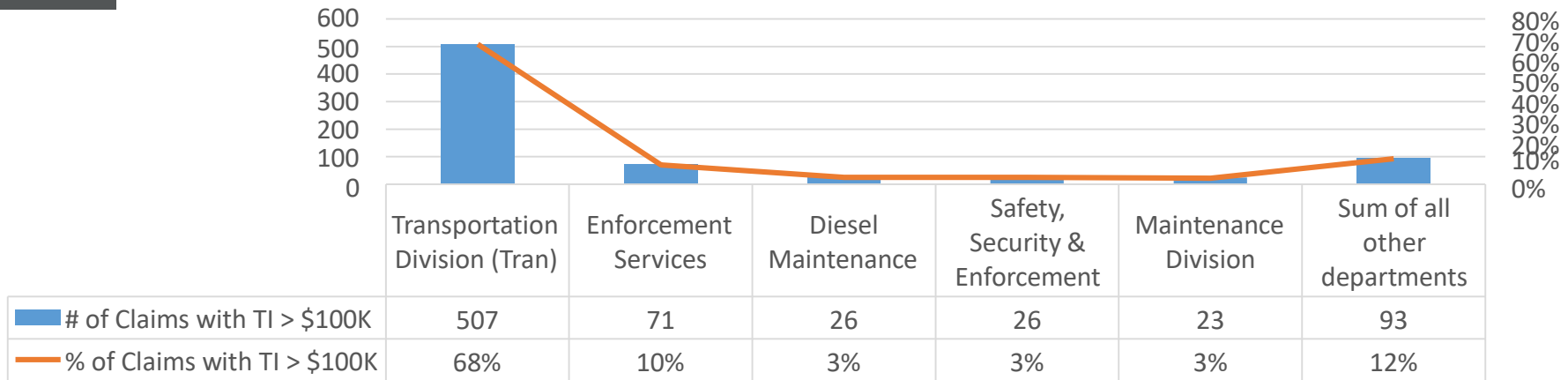




SFMTA

Open Claim Status & Cost Stratification

Open Claims with Total Incurred Greater Than \$100K



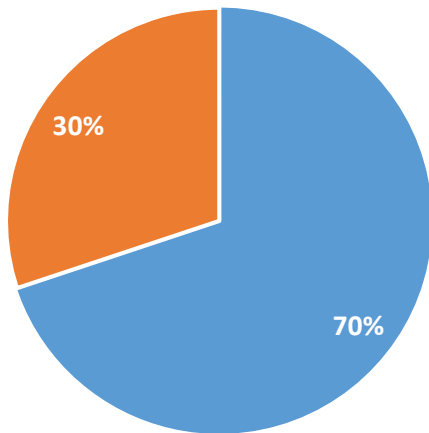
746 Open claims have a total incurred \geq \$100k. The total incurred on this set of open claims equals **\$200.4 Million**. Data as of 9/30/2022



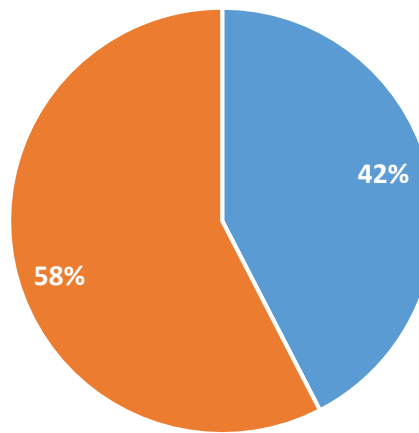
SFMTA

Open Active Indemnity vs. Future Medical

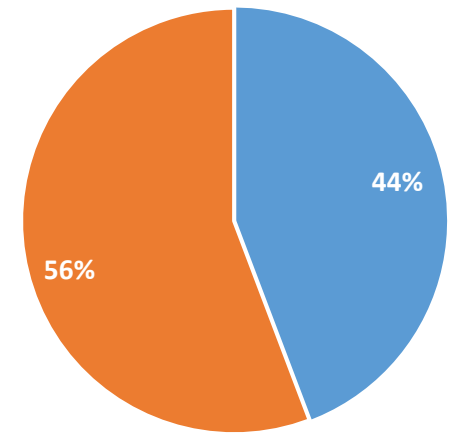
% of Claims



% of Total Paid



% of Total Incurred



■ Active ■ Future Medical

	# of Open Claims	Total Paid	Total Outstanding	Total Incurred
Active Indemnity	1105	\$69,180,759	\$36,858,118	\$106,038,877
Future Medical	476	\$93,900,491	\$39,809,848	\$133,710,339
Grand Total	1581	\$163,081,250	\$76,667,965	\$239,749,216

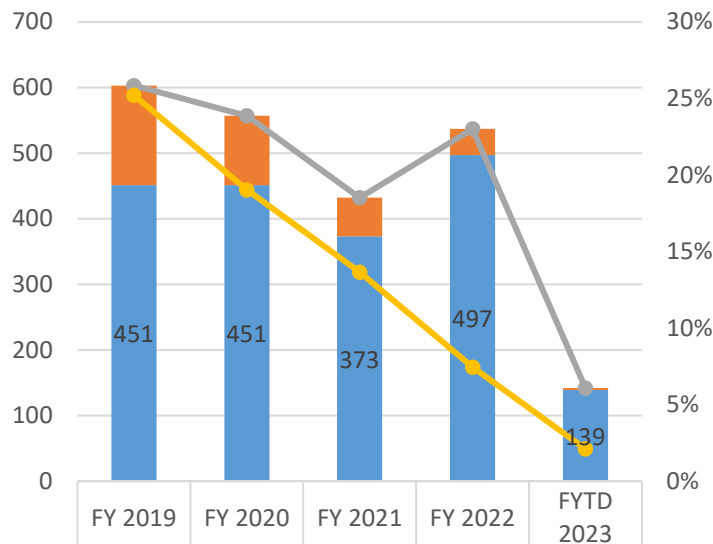


SFMTA

Litigated vs Non-Litigated

Total Litigation Status by Fiscal Year Reported, valued 9/30/22 (Q1)

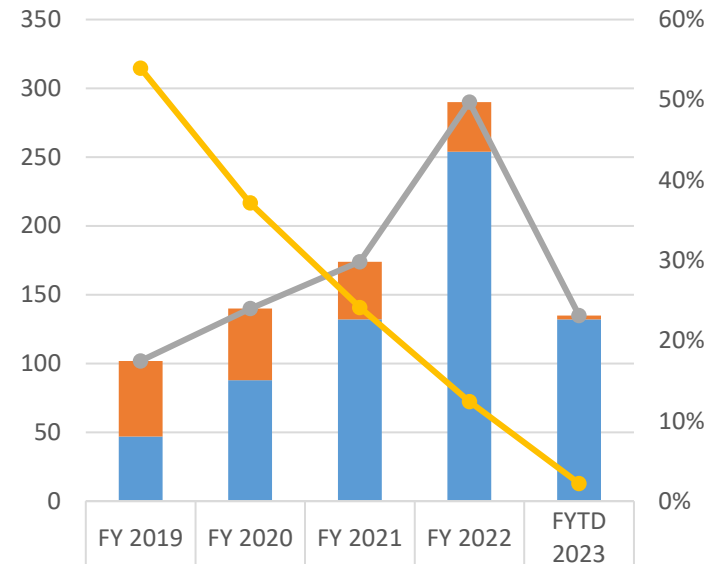
Claims reported FY 19 through FY (Q1) 23 only
Includes all Reported claims



# Litigated	152	106	59	40	3
# Not Litigated	451	451	373	497	139
Total claims	603	557	432	537	142
Litigation Rate	25%	19%	14%	7%	2%

Current Active Litigation Status by Fiscal Year Reported, valued 9/30/22 (Q1)

Claims reported FY 19 through FY (Q1) 23 only
Includes Open Active Indemnity only



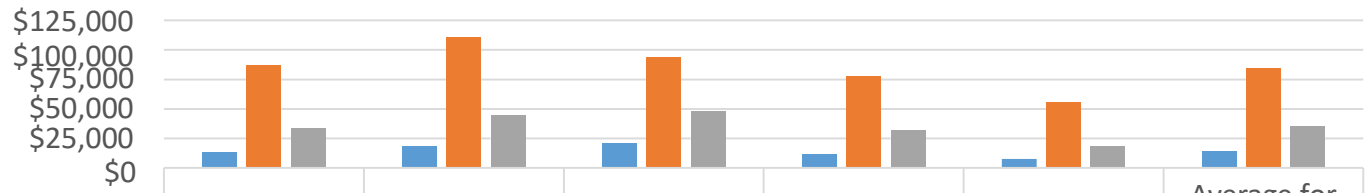
# Litigated	55	52	42	36	3
# Not Litigated	47	88	132	254	132
Total claims	102	140	174	290	135
Litigation Rate	54%	37%	24%	12%	2%



SFMTA

Litigated vs Non-Litigated by FY Closed

Average Paid by Litigated Status
for Claims **CLOSED** in the Referenced Fiscal Year



FISCAL YEAR CLOSED

	FY 2019	FY 2020	FY 2021	FY 2022	FYTD 2023	
Not litigated Indemnity						
# of claims closed in fiscal year	233	218	167	2679	1877	1035
Average Paid	\$13,289	\$18,193	\$20,990	\$11,467	\$7,627	\$14,313
Litigated Indemnity						
# of claims closed in fiscal year	87	85	101	1173	537	397
Average Paid	\$86,613	\$110,983	\$93,257	\$77,629	\$55,346	\$84,766
Total # of claims closed in fiscal year	320	303	268	3852	2414	1431
Total Average Paid	\$33,224	\$44,223	\$48,225	\$31,615	\$18,242	\$35,106

**SFMTA**

Frequency by Age Group

of Claims reported by Age Group, sorted by Fiscal Year Reported

	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023, ytd	Grand Total
18 - 29	22	28	17	20	2	89
30 - 39	136	133	120	163	17	569
40 - 49	196	166	141	192	41	736
50 - 59	247	216	198	247	60	968
60 +	91	89	87	108	31	406
Grand Total	692	632	563	730	151	2768

% of Claims reported by Age Group, sorted by Fiscal Year Reported

	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023, ytd	Grand Total
18 - 29	3%	4%	3%	3%	1%	3%
30 - 39	20%	21%	21%	22%	11%	21%
40 - 49	28%	26%	25%	26%	27%	27%
50 - 59	36%	34%	35%	34%	40%	35%
60 +	13%	14%	15%	15%	21%	15%
Grand Total	100%	100%	100%	100%	100%	100%



SFMTA

Severity by Age Group

# of Claims reported by Age Group, sorted by Fiscal Year Reported						
	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023, ytd	Grand Total
18 - 29	\$269,006	\$936,172	\$369,336	\$161,373	\$15,000	\$1,750,887
30 - 39	\$4,405,983	\$3,808,972	\$3,785,163	\$3,589,096	\$301,836	\$15,891,050
40 - 49	\$6,482,524	\$7,388,244	\$4,399,593	\$4,379,050	\$899,194	\$23,548,605
50 - 59	\$11,326,704	\$11,143,511	\$7,532,000	\$7,466,381	\$1,645,445	\$39,114,041
60 +	\$4,343,664	\$3,562,615	\$3,618,011	\$2,897,114	\$715,277	\$15,136,682
Total Incurred	\$26,827,882	\$26,839,515	\$19,704,102	\$18,493,013	\$3,576,753	\$95,441,265
% of Claims reported by Age Group, sorted by Fiscal Year Reported						
	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023, ytd	Grand Total
18 - 29	1%	3%	2%	1%	0%	2%
30 - 39	16%	14%	19%	19%	8%	17%
40 - 49	24%	28%	22%	24%	25%	25%
50 - 59	42%	42%	38%	40%	46%	41%
60 +	16%	13%	18%	16%	20%	16%
Total Incurred	100%	100%	100%	100%	100%	100%

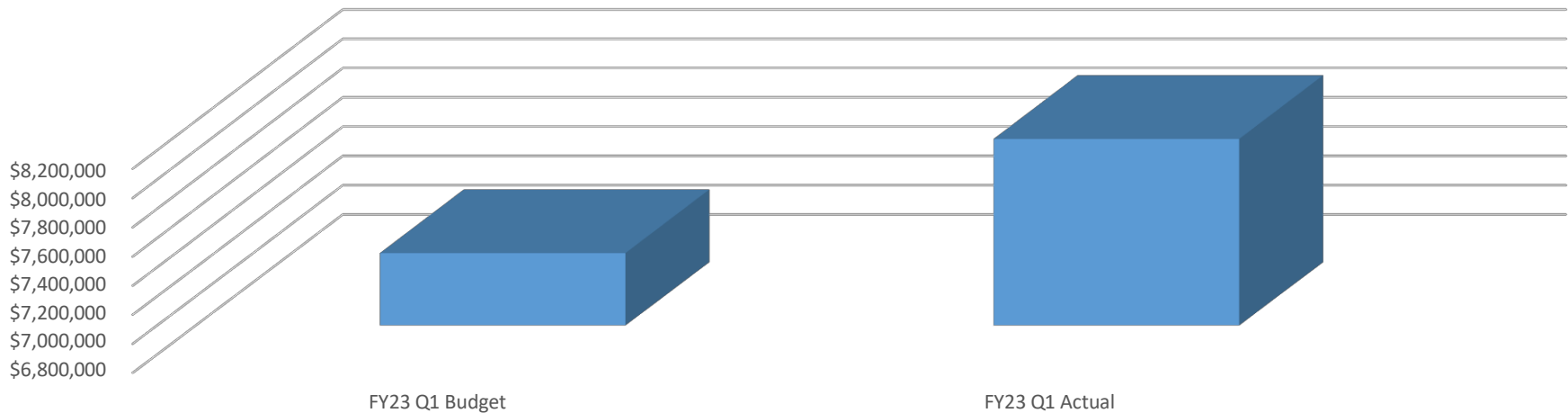
Financials



SFMTA

SFMTA Expenditure Trends

	FY22 Budget	FY22 Actuals	FY 23 Annual Budget	Q1 FY23 Budget	Q1 FY23 Actuals	Q1 FY23 Surplus/Deficit
SFMTA	\$29,450,537	\$29,004,223	\$29,188,709	\$7,297,177	\$8,077,041	11%



**SFMTA**

Costs by Expenditure Category

	FY 19-20 Actuals	FY 20-21 Actuals	FY 22 Actuals	FY 23 Q1 Actuals	FY 23 Projected Actuals	YOY Change (%)
INDEMNITY	\$18,401,610	\$19,147,352	\$18,663,476	\$5,913,848	\$23,655,392	27%
Temporary Disability	\$13,132,765	\$13,834,255	\$13,790,485	\$4,455,457	\$17,821,828	29%
Permanent Disability	\$5,268,845	\$5,313,097	\$4,872,991	\$1,458,391	\$5,833,564	20%
VOCATIONAL REHAB	\$43,084	\$33,585	\$53,460	\$20,270	\$81,080	52%
MEDICAL	\$8,724,619	\$8,945,689	\$9,521,676	\$1,934,624	\$7,738,496	-19%
EXPENSE	\$1,243,584	\$995,718	\$989,692	\$208,299	\$833,196	-16%
RECOVERY	<\$264,068>	<\$423,713>	<\$224,081>	<\$40,549>	<\$162,196>	-28%
GRAND TOTAL	\$28,148,829	\$28,698,631	\$29,004,223	\$8,077,041	\$32,308,164	11%

Notes:

1. Expenditures reflect benefit payments issued through the Claims Financial System, and do not include overhead or salary continuation benefits.

Workers' Compensation Council Agenda

**Proposed dates for the
2023 Workers' Compensation Council Meetings:**

February 6th, 2023

May 8th, 2023

August 7th, 2023

November 6th, 2023

The new meeting date cycle is adjusted to occur one month (as opposed to two months in the current/past cycle) following the end of the quarterly period to improve the timeliness of data reporting.



San Francisco Workers' Compensation Council

**Our next meeting will be held on
February 6, 2023 at 9:00AM Pacific**

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 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>



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, Continued

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. Welding 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