



Community Social Services WorkSafeBC Project

an Innovation and Sustainability Roundtable Initiative

Satvinder Basran, Project Manager

Presentation Overview

- ▶ Project Background
- ▶ Health Care & Social Services Sector Data
- ▶ Agency Specific Data
- ▶ Pilot Project
- ▶ Project Deliverables



Principles

- ▶ The project will **not result in new net costs** to agencies for WSBC related programs, activities and services
- ▶ The project will be **action and outcome focused**
- ▶ The project will work towards **eliminating duplication** in certification requirements



Project Overview

Historically the social services sector has a much higher injury rate than the provincial average. The three major causes of injuries are Overexertion (36%), Violence (20%) and Falls/Slips/Trips (19%).

As a result:

- ▶ Over the past two years the base premium rates in the majority of Classification Units (CUs) have translated to a **20% maximum increase** allowed in rates.
- ▶ In addition to this increase, a number of employers are also paying a **surcharge** based on their individual experience rating.
- ▶ Assessment Rates for employers are increasing.



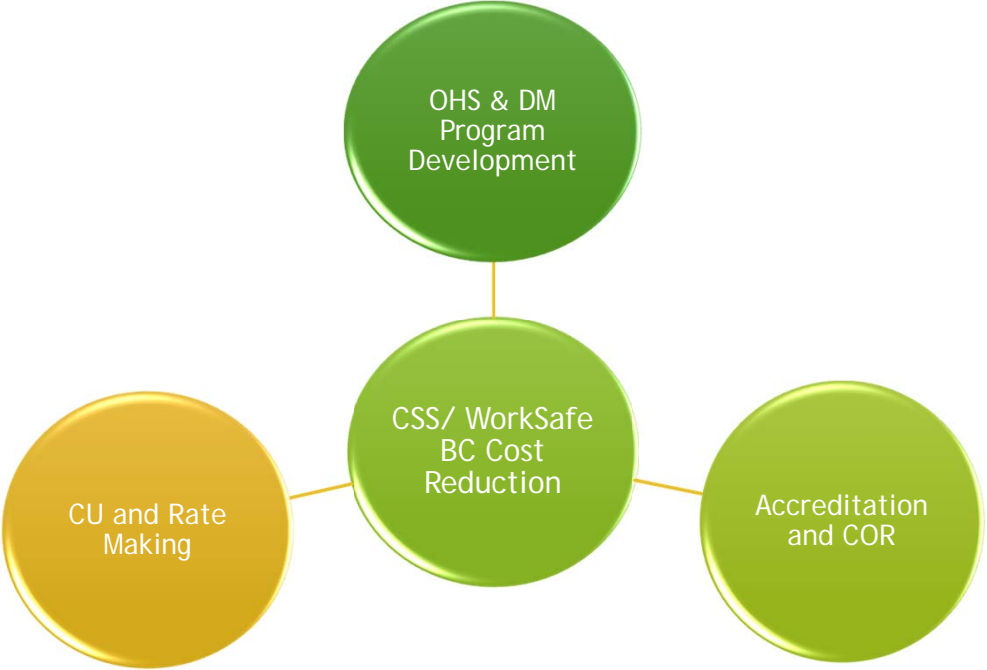
Project Overview

The purpose of the Project is to establish a partnership initiative:

- ▶ To **improve** injury prevention and Return To Work performance **within** the Community Social Services Sector.
- ▶ To **reduce** WorkSafeBC claims costs, **slow** the growth in WorkSafeBC base rates and premium surcharges to **reduce** the net costs of managing **Occupational Health and Safety and Disability Management** business.
- ▶ To **review** opportunities to **improve** access to the WorkSafeBC COR and other Programs.



Three Linked Projects



Classification Units & Rate Making

CU and Rate Making

To improve injury prevention and Return To Work performance within the Community Social Services sector.

- ▶ Overview of classification units and rate making structure of the Community Social Services (CSS) Sector to determine possible cost savings that include differential analysis of union, & non-union CSS Sector and employers who are not contracted CSS providers to growth rates, and, based on the overview, options and recommendations for further CU work.
- ▶ Working with partnership agencies to establish if they meet WSBC criteria to move to a different CU. The change must result in reduction in rates or a at minimum, be cost neutral for the agency.



OHS and DM Program Development

OHS & DM
Program
Development

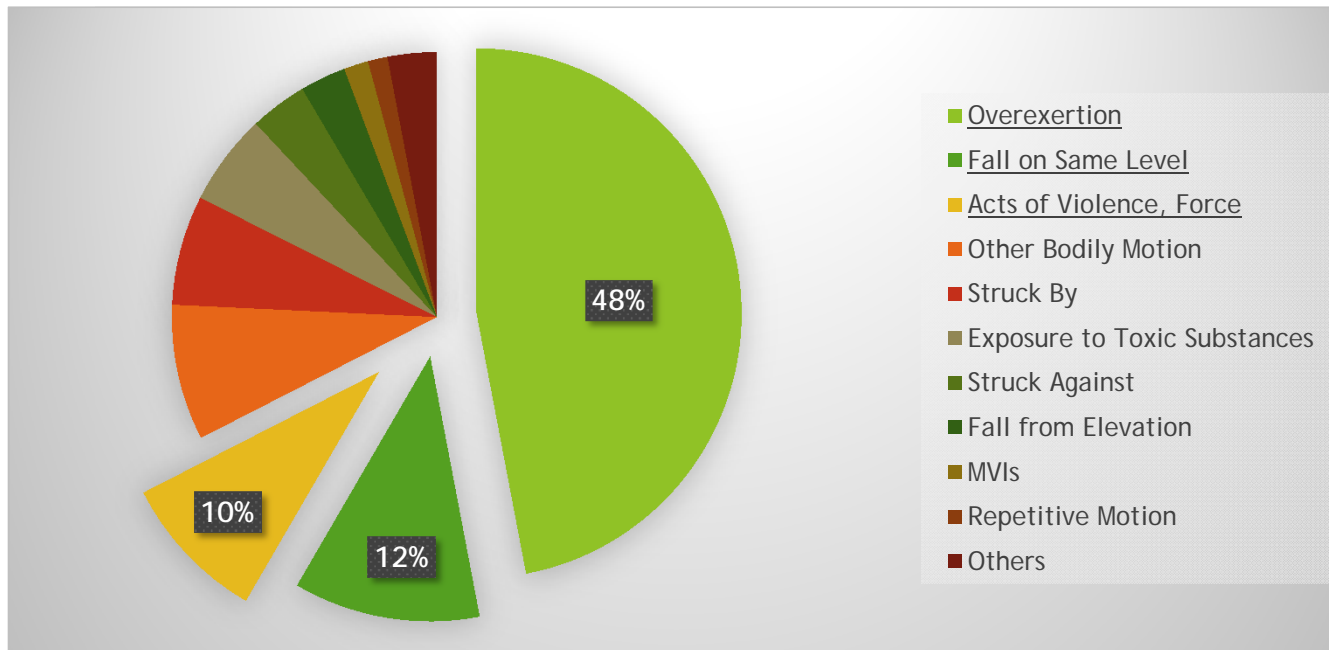
To reduce WorkSafeBC claims costs, slow the growth in WorkSafeBC base rates and premium surcharges to reduce the net costs of managing occupational Health, Safety and Disability.

Management business:

- ▶ Employer selection will take into account: region, size, sector, union, non-union, CSSEA/ FCSSBC and independent.
- ▶ Interview 16-20 employers (8-10 employers in good standing and 8-10 employers in poor standing). (26 Employers on Board - August 2015)
- ▶ Identify in detail drivers of claims costs for each agency and analyze agency and sector trends. Review of disability management program practices of employers will result in constructing best practices gleaned from the pilot. Analyze WorkSafeBC experience ratings of all CSS employers to develop improved outcomes.
- ▶ To develop plan to roll out Best Practices to employers.
- ▶ Agency participation is voluntary.



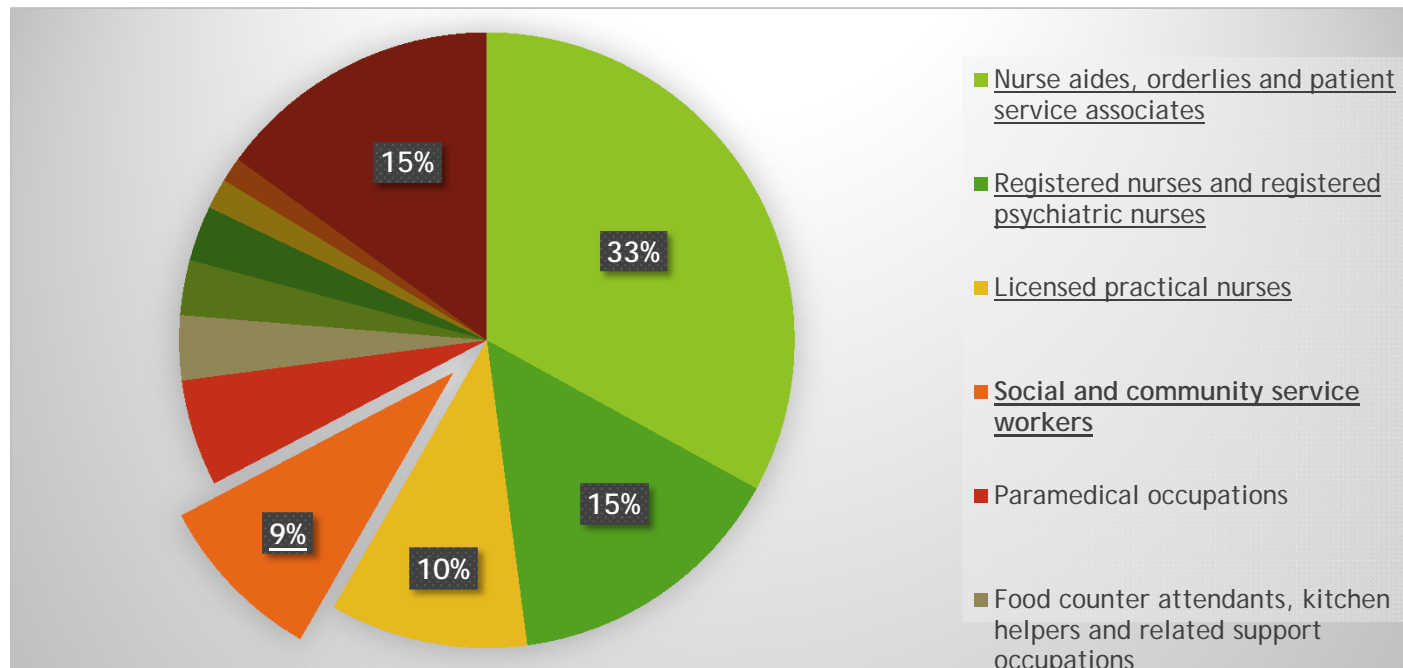
Health Care and Social Services - Injury Types



WORKSAFEBC NOTES
 * When the employer size filter is used, the five-year period may be adjusted. This is because the employer size for the prior year is not available until July/August each year.
 i) The above claim costs are based on time loss claims only.
 ii) The above claim costs are a subset of the Claim Costs Paid amount. As Health-Care-Only (HCO) claims (non-time loss) are not coded with claim characteristics they are not included in the above amounts.
 The data (24 CU's) displayed is as of May 31, 2015.



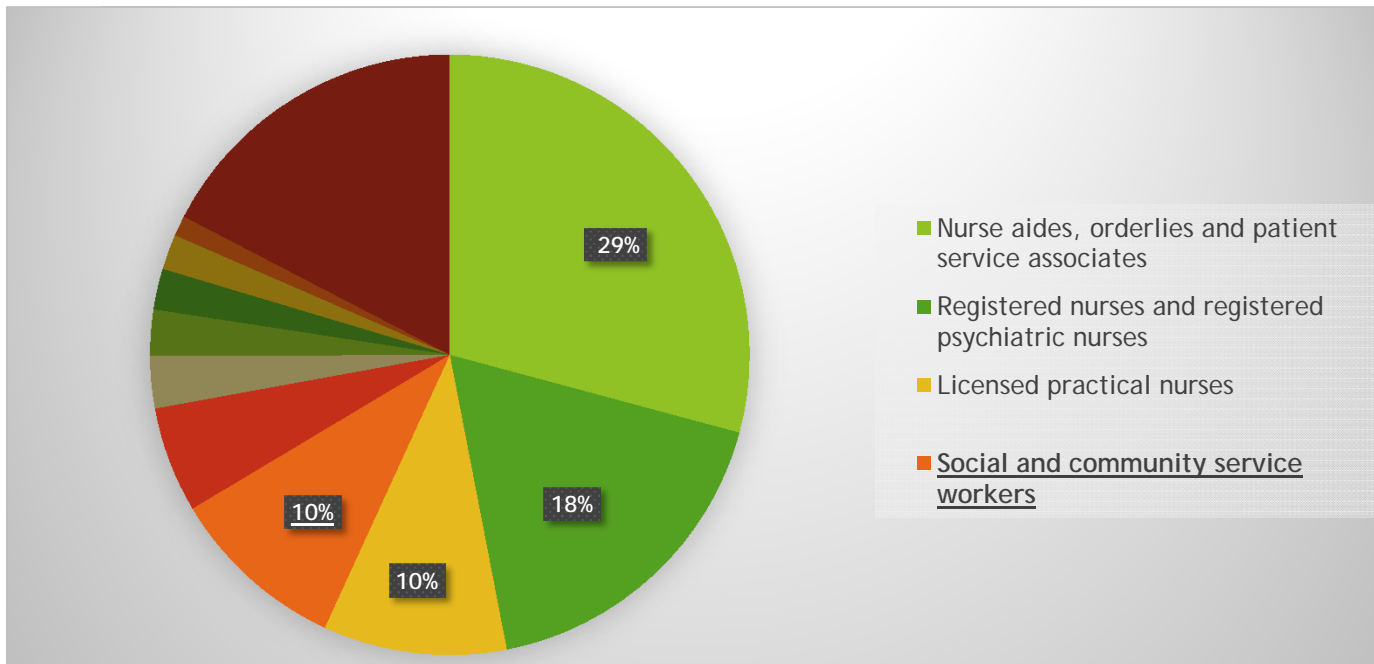
Health Care and Social Services Occupation Claims Count



WORKSAFEBC NOTES
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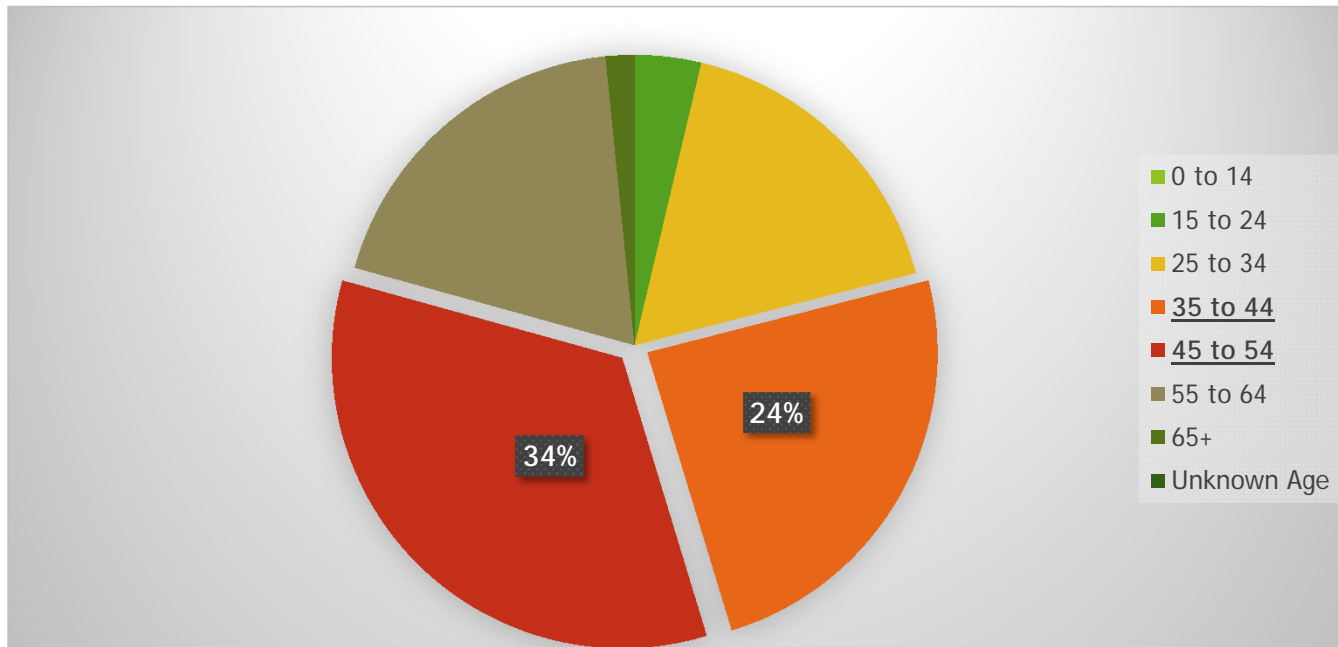
Health Care and Social Services Occupation Claims Cost



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Health Care and Social Services Characteristics Age Group

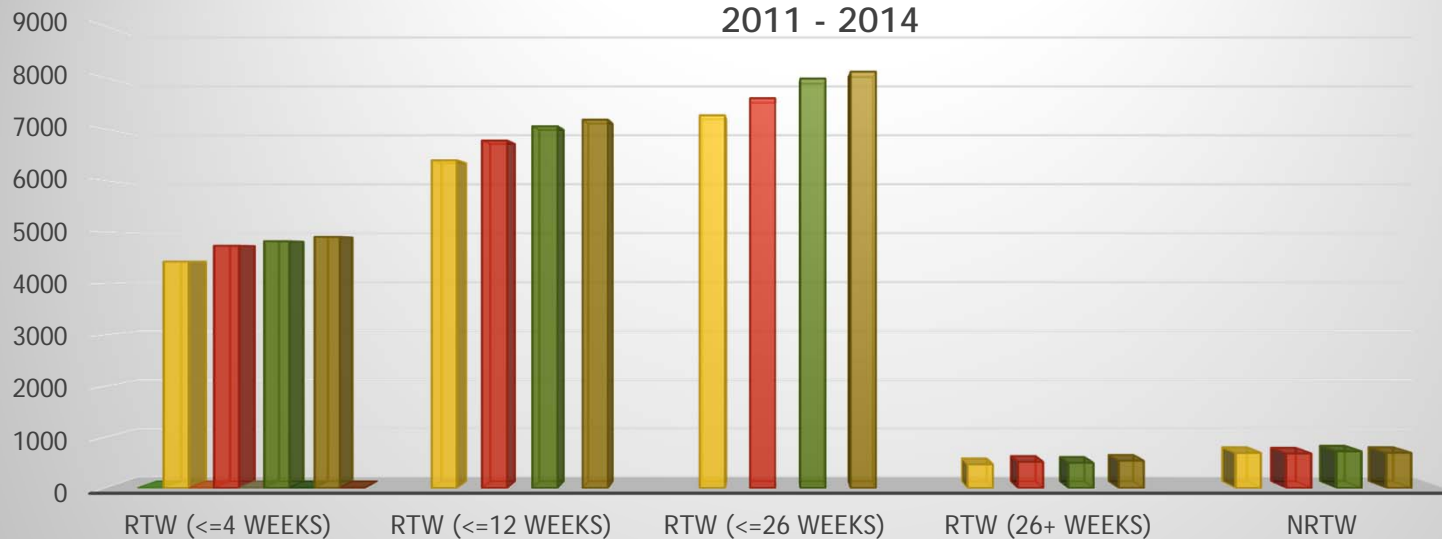


WORKSAFEBC NOTES
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Health Care and Social Services RTW

Return To Work Statistics
2011 - 2014



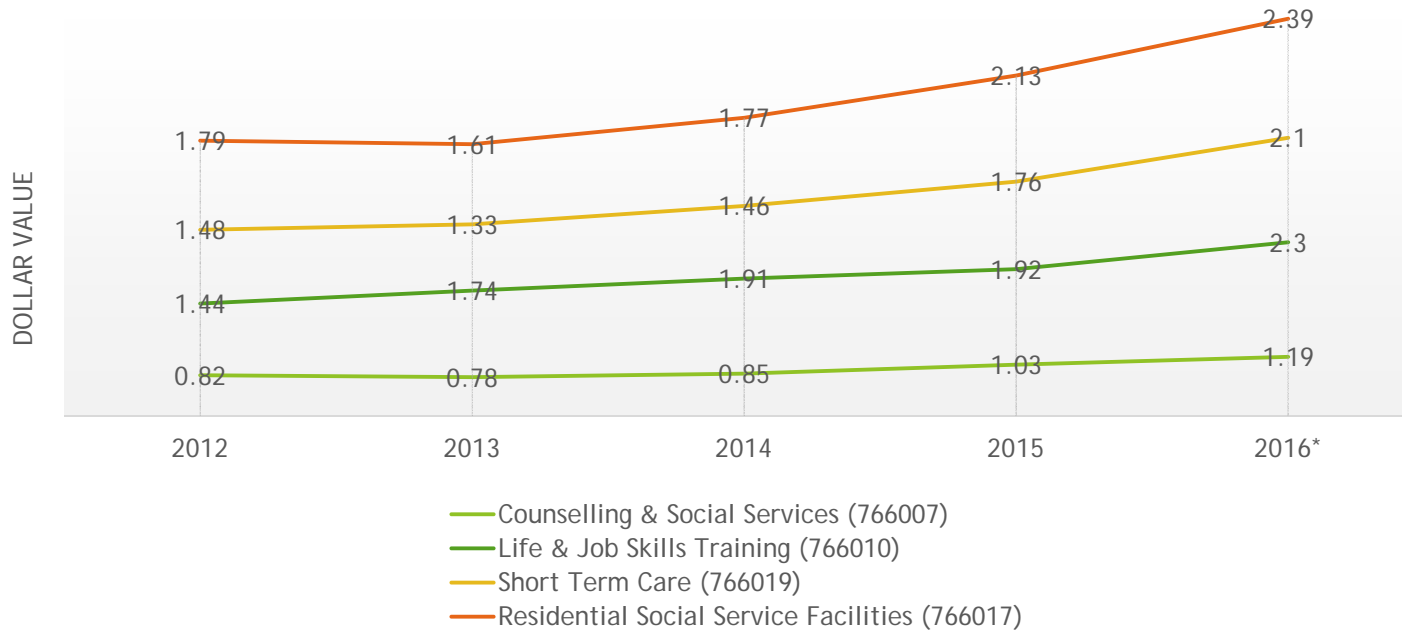
DEFINITIONS
Return-to-Work
 The number of times workers returned to work in the year who returned within the given period (e.g. within 4 weeks). The percentage represents the RTW count divided by the total number returning or not returning to work. RTW is not displayed in a given year if there are fewer than 20 total RTW outcomes.

WORKSAFEBC NOTES
 * The most recent year is not considered complete until July each year.
 The data displayed is as of May 31, 2015.



Health Care & Social Services CU's Rate Trending

NOTE
 *WorkSafeBC
 Preliminary Rates 2016
 Rate Per \$100
 Assessable Payroll



CU's BASE RATES

Counselling or Social Service
 5% Reduction 2013
 8% Increase 2014
 18% Increase 2015
 14% Increase 2016

Residential Social Service Facility
 11% Reduction 2013
 9% Increase 2014
 17% Increase 2015
 11% Increase 2016

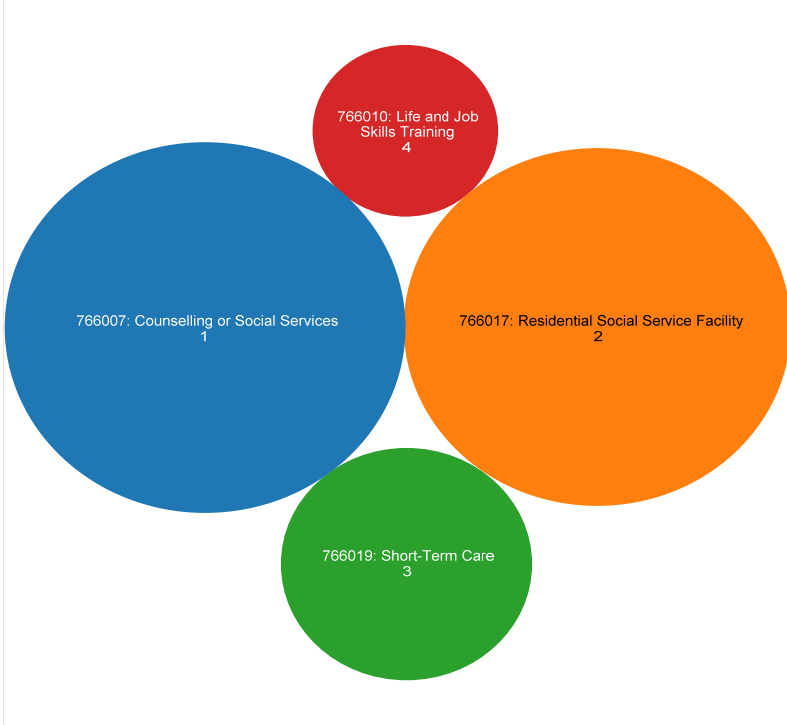
Life & Job Skills Training
 18% Increase 2013
 9% Increase 2014
 1% Increase 2015
 17% Increase 2016

Short Term Care
 11% Decrease 2013
 9% Increase 2014
 18% Increase 2015
 17% Increase 2016



CSS Tableau - CU's Ranked By Claims

Classification Units Ranked by Claims



- Classification Unit**
- 766007: Counselling or Social Services
 - 766017: Residential Social Service Facility
 - 766019: Short-Term Care
 - 766010: Life and Job Skills Training

CU Claims Ranking - 3573 Claims (100%)

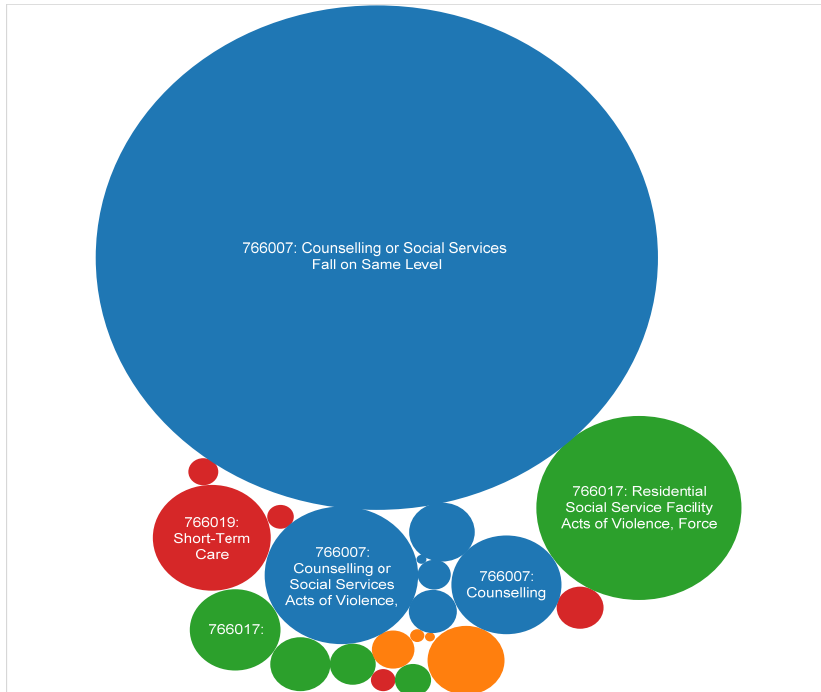
Counselling or Social Service	1407 Claims	(40%)
Residential Social Services	1311 Claims	(37%)
Short Term Care	553 Claims	(15%)
Life & Job Skills	302 Claims	(8%)

WorkSafeBC Statistics
2010 January to 2015 May



CSS Tableau - CU @ Accident Types

CU & Accident Types



Classification Unit

- 766007: Counselling or Social Services
- 766010: Life and Job Skills Training
- 766017: Residential Social Service Facility
- 766019: Short-Term Care

TOP 4 Accident Claim Types - 4,424 (100%)

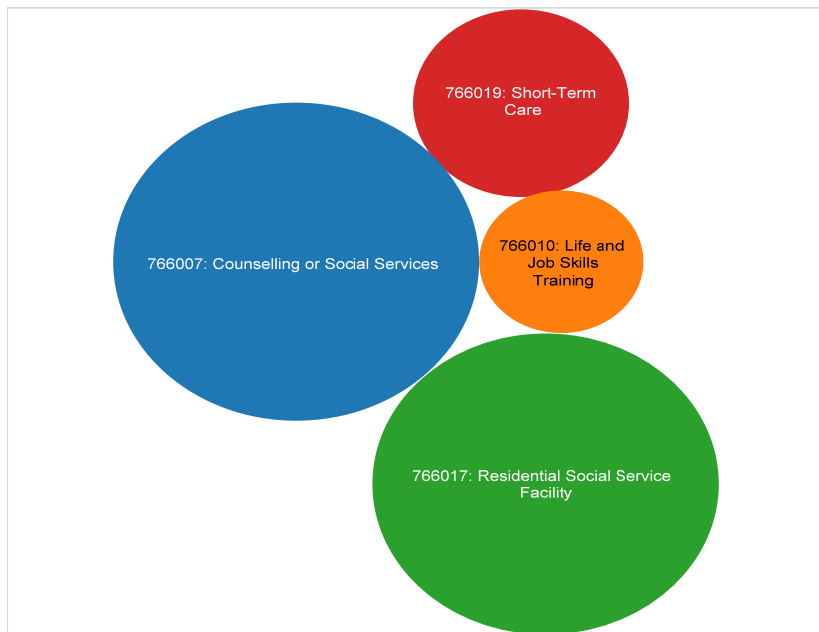
Counselling or Social Services	<u>FALLS (71%)</u> 3,155 Claims
Residential Social Services	<u>ACTS OF VIOLENCE (9%)</u> 420 Claims
Counselling or Social Services	<u>ACTS OF VIOLENCE (8%)</u> 235 Claims
Short Term Care	<u>ACTS OF VIOLENCE (3%)</u> 135 Claims

WorkSafeBC Statistics
2010 January to 2015 May



CSS Tableau - CU & Time Loss

CU & Time Loss



Classification Unit

- 766007: Counselling or Social Services
- 766010: Life and Job Skills Training
- 766017: Residential Social Service Facility
- 766019: Short-Term Care

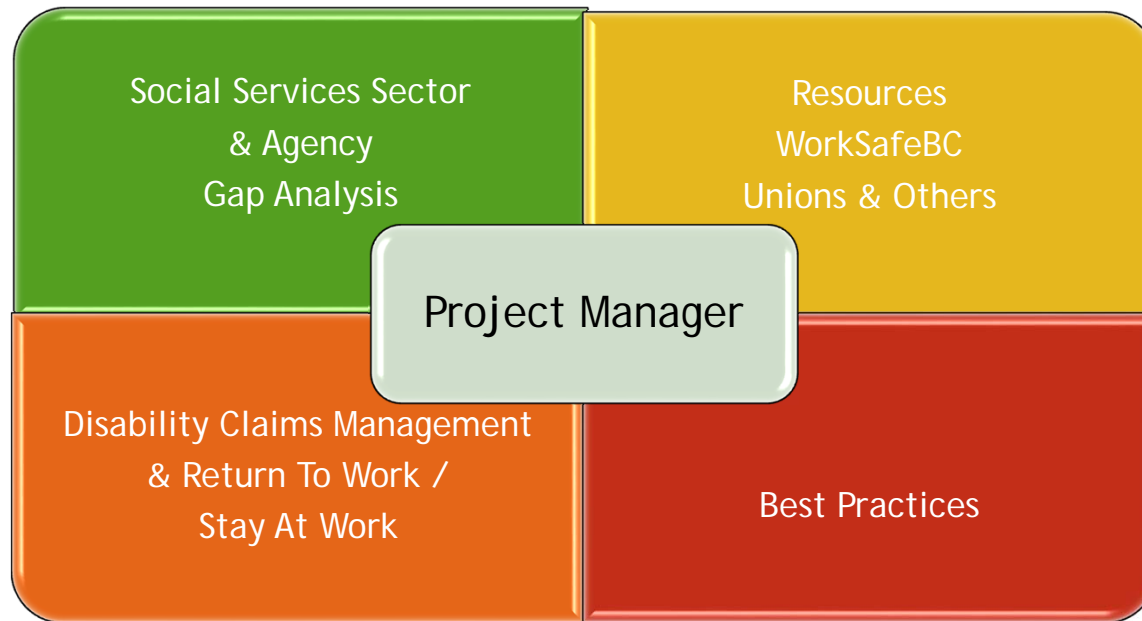
CU Time Loss Claims - 4807 Claims (100%)

Counselling or Social Services	1966 Claims (41%)
Residential Social Services	1761 Claims (37%)
Short Term Care	685 Claims (14%)
Life & Job Skills Training	395 Claims (8%)

WorkSafeBC Statistics
2010 January to 2015 May



Pilot Project



Project Manager

Role of Project Manager to support / advise / consult agencies on Occupational Health & Safety Disability Management & Return to Work practices throughout the pilot at **no cost** to employer participants.

- ❑ Work within **collaboration** with Agency.
- ❑ Support Agency with Strategic Disability Management & Return to Work Plan.
 - ❑ Case Management Protocol - One Contact Person per agency
 - ❑ Engagement Signing off on Agency Confidentiality & Privacy Policy
- ❑ Best Practices
 - ❑ Health & Safety Culture / Leadership
- ❑ Brief Survey - Institute for Work & Health Organizational Performance Metric (IWH-OPM)
- ❑ Complement Agency existing 3rd party Benefit Providers (Example: DMI, Great West Life)
- ❑ Pilot Duration of Project April 1/15 to March 31/17.



Social Services Sector & Agency Gap Analysis

- ▶ Agency specific gap analysis:
 - ▶ 2015-2016 CU(s), Experience Rating, identifying agency injury trend, and comparison to sister agencies Agency
- ▶ Review types & number of claims
- ▶ Review cost of claims
- ▶ Identifying Specific Agency Cost Drivers



Resources
WorkSafeBC
Unions & Others

- ▶ WorkSafeBC
 - ▶ Claims Management
 - ▶ Employer Safety Planning Tool Kit
 - ▶ Classification Unit(s) - Employer Report Card
- ▶ External Resources/Information
- ▶ Training & Education
- ▶ Union Resources



Disability Claims
Management
& Return To Work /
Stay At Work

- ▶ Disability Management & Return to Work
 - ▶ Policies & Procedures
- ▶ Benefits Plan Administration
 - ▶ Work with Agency Third Party Benefits Administrator - Early Intervention



Best Practices

- ▶ Glean, Review, and Share
 - ▶ Leadership
 - ▶ Defining Best Practices
 - ▶ Accountability
 - ▶ Health & Safety Committee
 - ▶ Disability Management Program
 - ▶ Return To Work / Stay At Work Program
 - ▶ Claims Management

Confidentiality

- ▶ All information, data, material concerning the Pilot Project will be treated with the utmost care and confidentiality.
- ▶ Interviewing process will be respected in confidence.
- ▶ Only the Project Manager has special permission to access WorkSafeBC Employer Data.



Project Deliverables

- ▶ Analysis of community social services accreditation processes and standards of COA and CARF and WorkSafeBC COR Program processes and standards. (Target Date: July 2015)
- ▶ An overview of the current classification unit (CU) and rate making structure for the Community Social Services (CSS) Sector, including differential analysis of the contribution of unionized, & non-unionized CSS Sector and employers who are not contracted CSS providers to the growth in rates, and, based on the overview, options and recommendations for further CU work. (Target Date: September 2015)
- ▶ A comprehensive Occupational Health & Safety and Disability Management Pilot based on best practices gleaned from the project conducted with Community Social Services (CSS) Sector agencies and endorsed by the project sponsors. (Target Date: March 2016)
- ▶ Pilot Project Interim Report and plan to implement Best Practices. (Target Date: March 2016)
- ▶ Pilot Project Final Report (Target Date: March 2017)



Thank you

Satvinder Basran | Project Manager | WorkSafeBC Initiative

Direct Line: 604.601.3127

Toll Free: 1.800.377.3340 ext. 127

Fax: 604.687.7266

Email: sbasran@cssea.bc.ca

