

Name of Program/ Division	<b>Risk Management</b>
Date report is finalized	<b>6/3/2014</b>
Reporting Period	<b>Jan-Mar 2014 Q1</b>

Measure #	Performance Measure	Service of Process it applies to	Target	Unit	Jan-Mar 2014 Q1 Performance		3 Previous Quarters			Metric definition
					CURRENT	STATUS	PREVIOUS (-1) (LAST)	PREVIOUS (-2)	PREVIOUS (-3)	
1	<a href="#">Timeliness of first contact</a>	Claims Management	90%	Percent	91%					Percent of times Risk Management adjustors are able to make a successful first contact attempt with customer agency within 3 business days from the date the claim was reported to DAS
2	<a href="#">Restoration cycle time</a>	Claims Management	110	Calendar Days	130		113	107	95	Average number of days from receipt of new claim by Risk Management to date of claim closure
3	<a href="#">Liability claim cycle time</a>	Claims Management	180	Calendar Days	164		158	151	151	Average number of days from receipt of new claim by Risk Management to date of claim closure
4	<a href="#">Timeliness of workers' compensation claim acceptance</a>	WC Oversight	90%	Percent	94%		94%	93%	94%	Percent of times SAIF provides a decision of claim acceptance/denial within the 60 day statutory requirement
5	<a href="#">Average cost per closed restoration claim</a>	Claims Management	N/A (Tracked as a monitoring metric)	\$	\$ 38,620.23		\$ 34,881.00	\$ 33,568.00	\$ 23,464.00	Average cost of a restoration claim filed by a state agency for damage to state-owned
6	<a href="#">Average cost per closed liability claim</a>	Claims Management		\$	\$ 21,628.11		\$ 19,149.00	\$ 18,099.00	\$ 15,679.00	Average cost of a liability claim filed against a state agency
7	<a href="#">Average cost per non-severe WC claim</a>	WC Oversight		\$	\$ 3,353.21		\$ 4,128.25	\$ 4,128.63	\$ 4,096.06	Average cost incurred for WC claims closed with no pending reserves
8	<a href="#">Average cost per severe WC claim</a>	WC Oversight		\$	\$ 62,839.94		\$ 64,867.39	\$ 47,663.48	\$ 51,503.92	Average cost incurred for WC claims closed with pending reserves
9	<a href="#">Quality of safety training</a>	Training and Consultation Services	4	Rating	4.6					Average rating, on a scale of 1-5 (5 being best), of safety training programs completed by state employees provided by SAIF
10	<a href="#">Time to deliver an ad-hoc risk report</a>	Training and Consultation Services	5	Business Days	1.38					Average number of business days to design and deliver an agency-specific, ad-hoc risk analysis report in response to a customer request
11	<a href="#">Training of risk analysts and adjusters</a>	Insurance Coverage	20	Hours	No Data					Average number of training hours relevant to risk management received by Risk analysts and adjusters

	Unit	Jan-Mar 2014 Q1 Performance		3 Previous Quarters			
		CURRENT	PREVIOUS (-1) (LAST)	PREVIOUS (-2)	PREVIOUS (-3)		
Number of formal performance complaints received during the last quarter	General service management	Number of complaints	0	0	0	0	<a href="#">CLICK HERE TO SEE COMPLAINTS REPORT</a>

In compliance



Out of compliance



No data or lack of performance target



## Comments for Performance Measures

**Instructions:** Enter comments in the box below the heading for "General Comments" for the specific performance measure you wish to enter comments about. **Click on the measure** on the left to return to the worksheet to which you wish to go back.

Measure	Comments
	<b>General Comments</b>
Timeliness of first contact	New metric. Not previously tracked. Data is for the month of March only.
	<b>General Comments</b>
Restoration cycle time	Revised goal is 110 days as measuring uncapped losses. Original goal of 90 days based on exclusion of losses over \$200K. Two claims for the Capitol Bldg fire will drop off in the next Quarter. Continued adherence to diary guidelines are important to ensure the target is met.
	<b>General Comments</b>
Liability claim cycle time	Liability cycle time is within the established target.
	<b>General Comments</b>
Timeliness of workers' compensation claim acceptance	New metric. Not previously tracked.
	<b>General Comments</b>
Average cost per closed restoration claim	See "RM_SLA_Metric_Tracking" spreadsheet for historical data and breakdown by coverage line.
	<b>General Comments</b>
Average cost per closed liability claim	See "RM_SLA_Metric_Tracking" spreadsheet for historical data and breakdown by coverage line.
	<b>General Comments</b>
Average cost per non-severe WC claim	New metric. Not previously tracked.
	<b>General Comments</b>
Average cost per severe WC claim	New metric. Not previously tracked.
	<b>General Comments</b>
Quality of safety training	New metric. Not previously tracked.
	<b>General Comments</b>
Time to deliver an ad-hoc risk report	New metric. Not previously tracked.
	<b>General Comments</b>
Training of risk analysts and adjusters	New metric. Not previously tracked. We do not have 12 months of data yet. At end of March we were at 1.1 hour per adjustor. For comparison, I also looked at results through end of May 2014 which shows significant gains with average of 11.8 SLA qualifying training hours for analysts and adjusters. Will have 12 months of data in January 2015.

<b>Name of Program/ Division</b>	<b>Risk Management</b>
<b>Date report is finalized</b>	<b>6/3/2014</b>
<b>Reporting Period</b>	<b>Jan-Mar 2014 Q1</b>

**Report on Formal complaints received in the previous quarter**

Formal complaints raised by customers using the designated email or alternative electronic means cited on SLA during the last quarter

<b>Complaint #</b>	<b>Date received</b>	<b>Complaint Type</b>	<b>Complainant (Agency and, if applicable, Dept.)</b>	<b>Affected Customer (s)</b>	<b>Description</b>