

Name of Program/ Division	<b>Risk Management</b>
Date report is finalized	<b>3/4/2015</b>
Reporting Period	<b>October through December 2014</b>

Measure #	Performance Measure	Service of Process it applies to	Target	Unit	October through December 2014 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	100%		95%	95%	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	85		110	113	130	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	159		156	168	164	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	93%		100%	94%	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)	\$	\$ 12,906.19		\$ 13,318.93	\$ 30,549.51	\$ 38,620.23	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		\$	\$ 26,565.50		\$ 23,179.11	\$ 26,438.22	\$ 21,628.11	Average cost of a liability claim filed against a state agency
7	<a href="#">Average cost per non-severe WC claim</a>	WC Oversight		\$	\$ 3,228.88		\$ 2,619.54	\$ 3,413.84	\$ 3,353.21	Average cost incurred for WC claims closed with no pending reserves
8	<a href="#">Average cost per severe WC claim</a>	WC Oversight		\$	\$ 55,826.77		\$ 52,480.59	\$ 65,456.97	\$ 62,839.94	Average cost incurred for WC claims closed with pending reserves
9	<a href="#">Quality of safety training</a>	Training and Consultation Services	4	Rating	4.5		4.7	4.6	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	1.50		2.00	2.00	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	23.77		24.00	21.27		Average number of training hours relevant to risk management received by Risk analysts and adjusters

	Unit	October through December 2014 Performance		3 Previous Quarters				
		CURRENT	STATUS	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>

