

SLA Quarterly Performance Report							
Name of Program/ Division		DAS Risk			<div style="background-color: green; color: white; padding: 2px;">In compliance</div> <div style="background-color: red; color: white; padding: 2px;">Out of Compliance</div> <div style="background-color: gray; color: white; padding: 2px;">No Data or Lack of Target</div>		
Reporting Period		Q1 2015 (Jan-March 2015)					
Measure #	Performance Measure	Target	3 Previous Quarters			Q1 2015 (Jan-March 2015)	Trend
			PREVIOUS (-3)	PREVIOUS (-2)	PREVIOUS (-1) (LAST)	Current	
1	% of times 1st contact with customer is within 3 business days of the claim being received/reported	90.0%	95.9%	94.7%	99.6%	97%	
	# of claims with 1st contact within 3 business days		486	572	498	515	
	Total # of claims submitted		507	604	500	531	
2	Average # of days from restoration claim report date to close date	110	113.0	110.1	85.4	75.4	
	Sum of the days elapsed between report and closure		20,573	10,902	16,909	14,333	
	Total # of restoration claims closed		182	99	198	190	
3	Average # of days from liability claim report date to close date	180	168.3	156.4	159.5	151.7	
	Sum of the days elapsed between claim report date and close date		381,852	349,514	353,710	341,212	
	Total # of liability claims closed		2,269	2,235	2,218	2,249	
4	% of times SAIF provides a decision within 60 calendar days	90.0%	94.0%	92.7%	93.0%	93%	
	Total # of claims where a decision was made within 60 days		1,696	1,700	1,671	1,423	
	Total # of claims with a decision made		1,805	1,834	1,797	1,522	
5	Average cost per closed restoration claim	Tracked as a monitoring metric	\$30,549.51	\$13,318.93	\$12,906.19	\$8,784.57	
	Total costs associated with restoration claims		\$4,857,372.00	\$2,370,769.70	\$2,465,081.45	\$1,686,637.44	
	Total # of restoration claims closed		159	178	191	192	
6	Average cost per closed liability claim	Tracked as a monitoring metric	\$26,438.22	\$23,179.11	\$26,565.50	\$23,210.10	
	Total costs associated with liability claims		\$19,167,706.00	\$16,063,122.00	\$18,834,936.79	\$16,293,491.08	
	Total # of liability claims closed		725	693	709	702	
7	Average cost per non-severe WC claim	Tracked as a monitoring metric	\$3,413.84	\$2,619.54	\$3,228.88	\$3,603.60	
	Total costs incurred for all non-severe WC claims		\$4,588,204.00	\$3,654,259.00	\$4,342,845.00	\$4,854,055.00	
	Total # of WC claims filed		1,344	1,395	1,345	1,347	
8	Average cost per severe WC claim	Tracked as a monitoring metric	\$65,456.97	\$52,480.59	\$55,826.77	\$58,324.73	
	Total costs incurred for all severe WC claims		\$11,978,625.00	\$17,580,999.00	\$10,774,567.00	10206827	
	Total # of WC claims filed		183	335	193	175	
9	Average rating of safety training programs provided by SAIF	4	4.6	4.7	4.5	4.6	
	Sum of the ratings given by survey respondents		364	174	109	292	
	# of survey responses received		80	37	24	63	
10	Average # of business days to deliver an ad-hoc Risk report	5	2.0	2.0	1.5	1.5	
	Sum of the days elapsed between request and delivery		8	10	18	21	
	# of custom ad-hoc Risk reports delivered		4	5	12	14	
11	Average # of training hours received by Risk analysts and adjusters	20	21.3	24.0	23.8	21.1	
	Total # of training hours received by Risk analysts/adjusters		276.5	336	356.5	337	
	# of Risk analysts/adjusters		13	14	15	16	

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
% of times 1st contact with customer is within 3 business days.	General Comments
Average # of days from restoration claim report date to close date.	Q1: Well below target of 110 days.
Average # of days from liability claim report date to close date.	General Comments
% of times SAIF provides a decision within 60 calendar days.	General Comments
Average cost per closed restoration claim.	General Comments
Average cost per closed liability claim.	General Comments
Average cost per non-severe WC claim.	General Comments
Average cost per severe WC claim.	General Comments
Average rating of safety training programs provided by SAIF.	General Comments
Average # of business days to deliver an ad-hoc risk report.	General Comments
Average # of training hrs received by Risk analysts and adjusters.	General Comments

Name of Program/ Division	Risk Management
Date report is finalized	12/5//14
Reporting Period	Q1 2015 (Jan-March 2015)

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

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