

SLA Quarterly Performance Report							
Name of Program/ Division		DAS Risk Management				In compliance	
Reporting Period		Q2 2015 (Apr-Jun)				Out of Compliance	
						No Data or Lack of Target	
Measure #	Performance Measure	Target	3 Previous Quarters			Q2 2015 (Apr-Jun)	Trend
			Q3 2014 (Jul-Sep)	Q4 2014 (Oct-Dec)	Q1 2015 (Jan-Mar)	Current	
1	% of times 1st contact with customer is within 3 business days of the claim being received/reported	90.0%	94.7%	99.6%	97.0%	97%	
	# of claims with 1st contact within 3 business days		572	498	515	474	
	Total # of claims submitted		604	500	531	491	
2	Average # of days from restoration claim report date to close date	110	110.1	85.4	75.4	95.9	
	Sum of the days elapsed between report and closure		10,902	16,909	14,333	18,317	
	Total # of restoration claims closed		99	198	190	191	
3	Average # of days from liability claim report date to close date	180	156.5	159.5	151.7	150.1	
	Sum of the days elapsed between claim report date and close date		349,514	353,710	341,212	330,894	
	Total # of liability claims closed		2,234	2,218	2,249	2,205	
4	% of times SAIF provides a decision within 60 calendar days	90.0%	92.7%	93.0%	93.5%	93%	
	Total # of claims where a decision was made within 60 days		1,700	1,671	1,423	1,650	
	Total # of claims with a decision made		1,834	1,797	1,522	1,774	
5	Average cost per closed restoration claim	Tracked as a monitoring metric	\$13,318.93	\$12,906.19	\$8,784.57	\$10,244.07	
	Total costs associated with restoration claims		\$2,370,769.70	\$2,465,081.45	\$1,686,637.44	\$1,966,860.87	
	Total # of restoration claims closed		178	191	192	192	
6	Average cost per closed liability claim	Tracked as a monitoring metric	\$23,179.11	\$26,565.50	\$23,210.10	\$21,785.04	
	Total costs associated with liability claims		\$16,063,122.00	\$18,834,936.79	\$16,293,491.08	\$15,140,602.67	
	Total # of liability claims closed		693	709	702	695	
7	Average cost per non-severe WC claim	Tracked as a monitoring metric	\$2,619.54	\$3,228.88	\$3,603.60	\$3,614.30	
	Total costs incurred for all non-severe WC claims		\$3,654,259.00	\$4,342,845.00	\$4,854,055.00	\$4,951,589.27	
	Total # of WC claims filed		1,395	1,345	1,347	1,370	
8	Average cost per severe WC claim	Tracked as a monitoring metric	\$52,480.59	\$55,671.33	\$58,324.73	\$59,110.92	
	Total costs incurred for all severe WC claims		\$17,580,999.00	\$10,744,567.00	\$10,206,827.00	\$10,167,079.09	
	Total # of WC claims filed		335	193	175	172	
9	Average rating of safety training programs provided by SAIF	4	4.7	4.5	4.6	4.6	
	Sum of the ratings given by survey respondents		174	109	292	349	
	# of survey responses received		37	24	63	76	
10	Average # of business days to deliver an ad-hoc Risk report	2	2.0	1.5	1.5	1.5	
	Sum of the days elapsed between request and delivery		10	18	21	6	
	# of custom ad-hoc Risk reports delivered		5	12	14	4	
11	Average # of training hours received by Risk analysts and adjusters	20	24.0	23.8	21.1	13.5	
	Total # of training hours received by Risk analysts/adjusters		336	356.5	337	189	
	# of Risk analysts/adjusters		14	15	16	14	

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.	<p style="text-align: center;">General Comments</p> <p>Requests for information letters with tort claim notices sent to customers within the target. This allows our agency partners and claims consultants to begin collaborating and investigating claims early.</p>
Average # of days from restoration claim report date to close date.	<p style="text-align: center;">General Comments</p> <p>Proactive claims handling continues and keeps the claims team within target. No unusually large losses to report that would take significantly longer.</p>
Average # of days from liability claim report date to close date.	<p style="text-align: center;">General Comments</p> <p>Claims open and closed within the target. Claims consultants, DOJ and agency partners continue to work toward timely investigation and resolution of claims and litigation</p>
% of times SAIF provides a decision within 60 calendar days.	<p style="text-align: center;">General Comments</p> <p>DCBS has set a 90% compliance target for all insurance carriers. SAIF remains consistently at or above the 90% goal.</p>
Average cost per closed restoration claim.	<p style="text-align: center;">General Comments</p> <p>Average increased slightly due to impact of a large general property claim with total payment over \$550K. General property average up to \$22,983 vs. \$15,509 last quarter, also impacted by the one large claim. Vehicle property average payment continues to trend down with average of \$4168.50 vs. \$5945.20 last quarter.</p>
Average cost per closed liability claim.	<p style="text-align: center;">General Comments</p> <p>Average payment has held fairly steady over last 3 quarters. Claim volume also remaining steady. Defense costs continue to increase and are being closely monitored.</p>
Average cost per non-severe WC claim.	<p style="text-align: center;">General Comments</p> <p>Very slight increase over last quarter.</p>
Average cost per severe WC claim.	<p style="text-align: center;">General Comments</p> <p>Contributing factors include aging workforce contributing to severity of injuries and extended healing time, rising costs of medical diagnostics and treatment, labor intensive work exposures, and positions with exposure to violence.</p>
Average rating of safety training programs provided by SAIF.	<p style="text-align: center;">General Comments</p> <p>Most trainings are offered in Salem on a monthly basis. For 2016, discussions are underway to have fewer Salem trainings and instead offering core topics in the other regions around the state.</p>
Average # of business days to deliver an ad-hoc risk report.	<p style="text-align: center;">General Comments</p> <p>Commonly requested reports have been template and are produced with minimal and easily made changes. Very small number of requests - only 4 for this quarter.</p>
Average # of training hrs received by Risk analysts and adjusters.	<p style="text-align: center;">General Comments</p> <p>Average over past 12 months is 13.5 hrs, which is a little low. Over the next few months, several employees will be attending conferences and training sessions (Oregon PRIMA, Marsh Clear sight, Willis Construction and claims litigation) which will significantly increase the average number of hours.</p>

Name of Program/ Division	Risk Management
Date report is finalized	9/1/2015
Reporting Period	Q2 2015 (Apr-Jun)

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