

PROGRAM NARRATIVE

485 Workforce Safety and Insurance

Date: 12/07/2012

Time: 14:56:41

Program: Executive and Other Services

Reporting level: 00-485-100-00-00-00-00000000

Program Performance Measures

The following statistics are measured and monitored by WSI's management and Board of Directors:

Fund surplus, with 5% discount on liabilities

Invested assets

Investment returns

General and Administrative Expenses

Unallocated Loss Adjustment Expense (ULAE)

WSI employee turnover rate

Program Statistical Data

Program Statistical Data

	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>
Fund surplus, with 5% discount on liabilities (\$millions)	\$466.8	\$386	\$265.60	\$336.2	\$393.1
Invested assets (\$millions)	\$1,301	\$1,259	\$1,145	\$1,220	\$1,351
Investment returns	10.30%	0.57%	-10.25%	11.94%	13.26%
General and Administrative Expenses (\$millions)	\$15.30	\$22.19	\$17.32	\$18.98	\$17.23
Unallocated Loss Adjustment Expense (ULAE) (\$millions)	\$5.40	\$5.84	\$6.25	\$6.89	\$7.17

PROGRAM NARRATIVE**Date:** 12/07/2012**485 Workforce Safety and Insurance****Time:** 14:56:41**Program:** Executive and Other Services**Reporting level:** 00-485-100-00-00-00-00000000**Explanation of Program Costs**

The Executive unit's programs include WSI's board of directors, executive management, communications, strategic operations, legal services, special investigations, internal audit as well as the decision review office. The requested budget will support the current staffing level for Executive and Other Administration Services. The appropriation will provide funding for all salaries and wages, operating expenses, and capital asset purchases.

Program Goals and Objectives

Executive Services works to provide solutions and related services to enable WSI to achieve the following 15 Strategic Objectives:

Tier 1 Strategic Objective 1: C.2 Improve Public Understanding

- Tier 2 Strategic Objective: Improve Communication & Education to Public
- Tier 2 Strategic Objective: Improve Delivery of Information

Tier 1 Strategic Objective 2: F.1 Improve Accountability to Customers

- Tier 2 Strategic Objective: Improve transparent and accurate reporting

Tier 1 Strategic Objective 3: F.2 Optimize Financial Resources

- Tier 2 Strategic Objective: Increase Fiscal Responsibility

Tier 1 Strategic Objective 4: F.3 Improve Safeguarding of Assets

- Tier 2 Strategic Objective: Improve Safeguarding of Assets
- Tier 2 Strategic Objective: Improve recovery efficiencies

Tier 1 Strategic Objective 5: I.2 Improve Internal & External Communications

- Tier 2 Strategic Objective: Improve Internal & External Communication

Tier 1 Strategic Objective 6: I.3 Improve Business Operations

- Tier 2 Strategic Objective: Improve Business Operations

Tier 1 Strategic Objective 7: I.4 Improve Partnership

- Tier 2 Strategic Objective: Improve External Industry Partnerships

Tier 1 Strategic Objective 8: O.1 Enhance & Improve Technology Use

- Tier 2 Strategic Objective: Enhance and Improve Technology Use

Tier 1 Strategic Objective 9: O.3 Improve Organizational Culture and Climate

- Tier 2 Strategic Objective: Improve Organizational Climate & Culture
- Tier 2 Strategic Objective: Improve Departmental Organizational Climate & Culture

PROGRAM NARRATIVE**485 Workforce Safety and Insurance****Date:** 12/07/2012**Time:** 14:56:41**Program:** Executive and Other Services**Reporting level:** 00-485-100-00-00-00-00000000

Additionally, the Executive Services department will provide the highest level of service with the following actions:

1. Identify publications & other forms of communication and review for effectiveness
2. Build a process for reporting and communicating results of completed projects
3. Enhance budget monitoring process
4. Enhance reserve estimation model to improve interim year reporting (IBNR)
5. Maintain schedule of asset allocation studies
6. Survey department needs
7. Review of WSI publication devices – Communications
8. Review the surveying process
9. Streamline check and remit processes and related imaging
10. Automate the storage of online payroll reporting process
11. Add workflow to the processing of policy documents
12. Automate statement of benefits paid
13. Expand the use of Cardiff to other areas including nonmedical bills and payroll reports
14. Automate the storage of online payroll reporting process
15. Add workflow to the processing of policy documents
16. Upgrade to Microsoft Office 2010
17. Study subrogation recovery efficiencies
18. Study fraud collections
19. Study premium / claims collections
20. Create a 65-05 legal department annotation
21. Develop partnerships with other state and fed agencies
22. Develop partnerships with other associations
23. Develop Servant Leadership Program
24. Develop Team Atmosphere through Servant Leadership Principles

REQUEST DETAIL BY PROGRAM485 Workforce Safety and Insurance
Biennium: 2013-2015

Bill#: HB1021

Date: 12/07/2012

Time: 14:56:41

Program: Executive and Other Services Reporting Level: 00-485-100-00-00-00-00000000

Description	Expenditures 2009-2011 Biennium	Present Budget 2011-2013	Budget Request Change	Requested Budget 2013-2015 Biennium	Optional Request 2013-2015
Workforce Safety Operations					
Salaries - Permanent	4,376,349	4,787,201	99,688	4,886,889	124,800
Salaries - Other	0	0	0	0	629,998
Temporary Salaries	150,365	482,145	(42,696)	439,449	0
Fringe Benefits	1,324,286	1,570,796	20,359	1,591,155	45,228
Travel	167,594	317,890	14,485	332,375	2,000
Supplies - IT Software	3,265	26,580	(21,100)	5,480	0
Supply/Material-Professional	56,164	80,395	13,735	94,130	0
Miscellaneous Supplies	3,711	16,722	0	16,722	0
Office Supplies	5,357	0	150	150	500
Postage	10,878	24,100	(7,240)	16,860	0
Printing	9,164	34,670	(16,030)	18,640	0
IT Equip Under \$5,000	3,371	0	0	0	1,750
Other Equip Under \$5,000	11,389	0	0	0	0
Office Equip & Furn Supplies	160	0	0	0	600
Utilities	1,452	0	0	0	0
Insurance	30	0	0	0	0
Rentals/Leases - Bldg/Land	55,996	48,060	7,500	55,560	0
Repairs	791	0	0	0	0
Salary Increase	0	0	0	0	0
Benefit Increase	0	0	0	0	0
IT - Communications	41,936	62,300	(360)	61,940	840
IT Contractual Svcs and Rprs	0	150,000	0	150,000	0
Professional Development	76,062	158,726	(10,348)	148,378	1,500
Operating Fees and Services	10,097	18,568	(20)	18,548	0
Fees - Professional Services	323,574	745,400	320,600	1,066,000	0
Total	6,631,991	8,523,553	378,723	8,902,276	807,216
Workforce Safety Operations					
General Fund	0	0	0	0	0
Federal Funds	0	0	0	0	0
Special Funds	6,631,991	8,523,553	378,723	8,902,276	807,216
Total	6,631,991	8,523,553	378,723	8,902,276	807,216
Total Expenditures	6,631,991	8,523,553	378,723	8,902,276	807,216

Funding Sources**Special Funds**

REQUEST DETAIL BY PROGRAM

485 Workforce Safety and Insurance
 Biennium: 2013-2015

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Program: Executive and Other Services		Reporting Level: 00-485-100-00-00-00-00000000			
Description	Expenditures 2009-2011 Biennium	Present Budget 2011-2013	Budget Request Change	Requested Budget 2013-2015 Biennium	Optional Request 2013-2015
213 Workmens Compensation Fund 213	6,631,991	8,523,553	378,723	8,902,276	807,216
Total	6,631,991	8,523,553	378,723	8,902,276	807,216
Total Funding Sources	6,631,991	8,523,553	378,723	8,902,276	807,216
FTE Employees	32.41	32.16	(0.26)	31.90	1.00

CHANGE PACKAGE DETAIL

485 Workforce Safety and Insurance
Biennium: 2013-2015

Bill#: HB1021

Date: 12/07/2012

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Program: Executive and Other Services			Reporting Level: 00-485-100-00-00-00-00000000			
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Description	Priority	FTE	General Fund	Federal Funds	Special Funds	Total Funds
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Base Budget Changes

Ongoing Budget Changes

A-A 1 General budget changes		0.00	0	0	301,372	301,372
Base Payroll Change		(0.26)	0	0	77,351	77,351
Total Ongoing Budget Changes		(0.26)	0	0	378,723	378,723
Total Base Budget Changes		(0.26)	0	0	378,723	378,723

Optional Budget Changes

Ongoing Optional Changes

A-C 1 Additional FTE Request	1	1.00	0	0	177,218	177,218
A-C 100 AC100	3	0.00	0	0	503,999	503,999
A-C 4 STEP Employee Retention Plan & Equity	4	0.00	0	0	125,999	125,999
Total Ongoing Optional Changes		1.00	0	0	807,216	807,216
Total Optional Budget Changes		1.00	0	0	807,216	807,216

PROGRAM NARRATIVE

Date: 12/07/2012

485 Workforce Safety and Insurance

Time: 14:56:41

Program: Administrative Services	Reporting level: 00-485-250-00-00-00-00000000
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Program Performance Measures

The following statistics are measured and monitored by WSI's management and Board of Directors:

- Fund surplus, with 5% discount on liabilities
- Invested assets
- Investment returns
- General and Administrative Expenses
- Unallocated Loss Adjustment Expense (ULAE)

Program Statistical Data

Program Statistical Data

	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>
Fund surplus, with 5% discount on liabilities (\$millions)	\$466.8	\$386	\$265.60	\$336.2	\$393.1
Invested assets (\$millions)	\$1,301	\$1,259	\$1,145	\$1,220	\$1,351
Investment returns	10.30%	0.57%	-10.25%	11.94%	13.26%
General and Administrative Expenses (\$millions)	\$15.30	\$22.19	\$17.32	\$18.98	\$17.23
Unallocated Loss Adjustment Expense (ULAE) (\$millions)	\$5.40	\$5.84	\$6.25	\$6.89	\$7.17

Explanation of Program Costs

Administrative Services includes information technology, finance, human resources, and facilities management activities. The requested budget will support the current staffing level for Administrative Services. The appropriation will provide funding for all salaries and wages, operating expenses, and capital asset purchases.

Program Goals and Objectives

Administrative Services works to provide solutions and related services to enable WSI to achieve the following 15 Strategic Objectives:

Tier 1 Strategic Objective 1: C.2 Improve Public Understanding

- Tier 2 Strategic Objective: Improve Communication & Education to Public

PROGRAM NARRATIVE**Date:** 12/07/2012**485 Workforce Safety and Insurance****Time:** 14:56:41**Program:** Administrative Services**Reporting level:** 00-485-250-00-00-00-00000000

- Tier 2 Strategic Objective: Improve Delivery of Information

Tier 1 Strategic Objective 2: F.1 Improve Accountability to Customers

- ◦ Tier 2 Strategic Objective: Improve transparent and accurate reporting

Tier 1 Strategic Objective 3: F.2 Optimize Financial Resources

- ◦ Tier 2 Strategic Objective: Increase Fiscal Responsibility

Tier 1 Strategic Objective 4: F.3 Improve Safeguarding of Assets

- ◦ Tier 2 Strategic Objective: Improve Safeguarding of Assets

Tier 1 Strategic Objective 5: I.2 Improve Internal & External Communications

- ◦ Tier 2 Strategic Objective: Improve Internal & External Communication

Tier 1 Strategic Objective 6: I.3 Improve Business Operations

- ◦ Tier 2 Strategic Objective: Improve Business Operations

Tier 1 Strategic Objective 7: O.1 Enhance & Improve Technology Use

- ◦ Tier 2 Strategic Objective: Enhance and Improve Technology Use

Additionally, the Administrative Services department will provide the highest level of service with the following actions:

1. Identify publications & other forms of communication and review for effectiveness
2. Build a process for reporting and communicating results of completed projects
3. Enhance budget monitoring process
4. Enhance reserve estimation model to improve interim year reporting (IBNR)
5. Maintain schedule of asset allocation studies
6. Survey department needs
7. Review of WSI publication devices – Communications
8. Review the surveying process
9. Streamline check and remit processes and related imaging
10. Automate the storage of online payroll reporting process
11. Add workflow to the processing of policy documents
12. Automate statement of benefits paid

REQUEST DETAIL BY PROGRAM

485 Workforce Safety and Insurance

Bill#: HB1021

Date: 12/07/2012

Biennium: 2013-2015

Time: 14:56:41

Program: Administrative Services	Reporting Level: 00-485-250-00-00-00-00000000
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Description	Expenditures 2009-2011 Biennium	Present Budget 2011-2013	Budget Request Change	Requested Budget 2013-2015 Biennium	Optional Request 2013-2015
Workforce Safety Operations					
Salaries - Permanent	3,150,810	3,356,593	10,664	3,367,257	171,600
Salaries - Other	0	0	0	0	420,001
Temporary Salaries	20,372	471,214	(206,010)	265,204	0
Overtime	4,350	3,067	(3,067)	0	0
Fringe Benefits	1,184,912	1,242,218	1,502	1,243,720	75,707
Travel	70,246	192,150	(9,050)	183,100	8,000
Supplies - IT Software	787,938	5,154,247	(2,697,842)	2,456,405	0
Supply/Material-Professional	14,133	29,020	(6,480)	22,540	0
Bldg, Ground, Maintenance	5,501	0	0	0	0
Miscellaneous Supplies	11,580	73,088	0	73,088	0
Office Supplies	33,010	80,495	106,717	187,212	1,000
Postage	93,858	168,780	26,700	195,480	0
Printing	115,206	122,500	14,000	136,500	0
IT Equip Under \$5,000	216,005	321,036	61,464	382,500	0
Other Equip Under \$5,000	3,803	0	0	0	0
Office Equip & Furn Supplies	186,336	0	0	0	1,200
Utilities	8,069	0	0	0	0
Insurance	17,585	0	0	0	0
Rentals/Leases - Bldg/Land	680,476	796,467	76,733	873,200	0
Repairs	63,398	0	0	0	0
Salary Increase	0	0	0	0	0
Benefit Increase	0	0	0	0	0
IT - Data Processing	871,235	792,000	1,135,500	1,927,500	0
IT - Communications	141,110	196,896	(45,166)	151,730	1,680
IT Contractual Svcs and Rprs	8,233,884	5,921,000	(1,007,950)	4,913,050	1,225,000
Professional Development	158,171	416,155	(13,645)	402,510	6,500
Operating Fees and Services	197,615	263,127	(126,491)	136,636	0
Fees - Professional Services	225,455	594,751	92,125	686,876	0
Land and Buildings	0	472,818	(472,818)	0	0
Equipment Over \$5000	70,148	0	0	0	0
IT Equip/Sftware Over \$5000	0	0	0	0	0
Special Line Other	0	0	0	0	0
Total	16,565,206	20,667,622	(3,063,114)	17,604,508	1,910,688

Workforce Safety Operations

General Fund	0	0	0	0	0
Federal Funds	0	0	0	0	0
Special Funds	16,565,206	20,667,622	(3,063,114)	17,604,508	1,910,688

REQUEST DETAIL BY PROGRAM

485 Workforce Safety and Insurance
Biennium: 2013-2015

Bill#: HB1021

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Program: Administrative Services		Reporting Level: 00-485-250-00-00-00-00000000			
Description	Expenditures 2009-2011 Biennium	Present Budget 2011-2013	Budget Request Change	Requested Budget 2013-2015 Biennium	Optional Request 2013-2015
Total	16,565,206	20,667,622	(3,063,114)	17,604,508	1,910,688
Total Expenditures	16,565,206	20,667,622	(3,063,114)	17,604,508	1,910,688
Funding Sources					
General Fund					
Total	0	0	0	0	0
Special Funds					
213 Workmens Compensation Fund 213	16,565,206	20,667,622	(3,063,114)	17,604,508	1,910,688
Total	16,565,206	20,667,622	(3,063,114)	17,604,508	1,910,688
Total Funding Sources	16,565,206	20,667,622	(3,063,114)	17,604,508	1,910,688
FTE Employees	25.75	26.00	0.26	26.26	2.00

CHANGE PACKAGE DETAIL485 Workforce Safety and Insurance
Biennium: 2013-2015

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Date: 12/07/2012

Time: 14:56:41

Program: Administrative Services			Reporting Level: 00-485-250-00-00-00-00-00000000			
Description	Priority	FTE	General Fund	Federal Funds	Special Funds	Total Funds

Base Budget Changes**One Time Budget Changes**

A-B 2 IT Plan DW		0.00	0	0	2,000,000	2,000,000
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A-B 3 IT Web Portal		0.00	0	0	1,500,000	1,500,000
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Total One Time Budget Changes		0.00	0	0	3,500,000	3,500,000
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Ongoing Budget Changes

A-A 1 General budget changes		0.00	0	0	(5,869,385)	(5,869,385)
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A-F 5 Generator funding		0.00	0	0	(472,818)	(472,818)
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Base Payroll Change		0.26	0	0	(220,911)	(220,911)
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Total Ongoing Budget Changes		0.26	0	0	(6,563,114)	(6,563,114)
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Total Base Budget Changes

0.26	0	0	(3,063,114)	(3,063,114)
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Optional Budget Changes**One Time Optional Changes**

A-D 6 IT Policy	2	0.00	0	0	1,225,000	1,225,000
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Total One Time Optional Changes		0.00	0	0	1,225,000	1,225,000
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Ongoing Optional Changes

A-C 1 Additional FTE Request	1	2.00	0	0	265,687	265,687
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A-C 100 AC100	3	0.00	0	0	336,001	336,001
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A-C 4 STEP Employee Retention Plan & Equity	4	0.00	0	0	84,000	84,000
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Total Ongoing Optional Changes		2.00	0	0	685,688	685,688
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Total Optional Budget Changes

2.00	0	0	1,910,688	1,910,688
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PROGRAM NARRATIVE

485 Workforce Safety and Insurance

Date: 12/07/2012

Time: 14:56:41

Program: Injury Services

Reporting level: 00-485-300-00-00-00-00000000

Program Performance Measures

The following statistics are measured and monitored by WSI's management and Board of Directors:

Claims pending over 31 days.

Claims pending over 60 days.

Claims accepted/denied within 7 days.

Claims accepted/denied within 14 days.

Claims accepted/denied within 21 days.

Claims accepted/denied within 31 days.

Callers' average time on hold.

% of TL decisions made within 14 days from complete date.

% of TL decisions made within 31 days from complete date.

% of indemnity payments made within 14 days from acceptance date.

% of indemnity payments made within 31 days from acceptance date.

3 point contact completed within 24 hours of claim receipt.

Program Statistical Data

Category	2008	2009	2010	2011	2012
Medical-only claims filed	18771	18161	17029	19036	21810
Wage-loss claims filed	2,290	2382	2359	2657	2833
Total claims filed	21,061	20543	19388	21693	24643
Total claims filed per 100 Covered Workers	6.34	6.03	5.7	6.22	6.66
Wage-loss claims filed per 100 Covered Workers	0.69	0.7	0.69	0.76	0.77
General Administrative and ULAE Expenses (\$millions)	\$28.00	\$23.60	\$25.90	\$24.40	\$20.10

PROGRAM NARRATIVE**Date:** 12/07/2012**485 Workforce Safety and Insurance****Time:** 14:56:41**Program:** Injury Services**Reporting level:** 00-485-300-00-00-00-00000000**Explanation of Program Costs**

Injury Services includes claims, return to work, pharmacy, medical services, office services as well as customer services activities. The requested budget will support the current staffing level for Injury Services. The appropriation will provide funding for all salaries and wages, operating expenses, and capital asset purchases.

Program Goals and Objectives

Injury Services works to provide solutions and related services to enable WSI to achieve the following 15 Strategic Objectives:

Tier 1 Strategic Objective 1: C.1 Improve Customer Experience

- Tier 2 Strategic Objective: Improve Customers Accessibility to Data and Resources
- Tier 2 Strategic Objective: Improve Customer Experience

Tier 1 Strategic Objective 2: C.2 Improve Public Understanding

- Tier 2 Strategic Objective: Increase outreach to train and communicate to public

Tier 1 Strategic Objective 3: C.3 Improve Workforce Safety & Health

- Tier 2 Strategic Objective: Improve customer awareness on occupational injury/disease management
- Tier 2 Strategic Objective: Increase appropriate utilization of opioid analgesic medications
- Tier 2 Strategic Objective: Improve work & health related outcomes

Tier 1 Strategic Objective 4: F.1 Improve Accountability to Customers

- Tier 2 Strategic Objective: Improve communication regarding benefit payments and rates
- Tier 2 Strategic Objective: Maintain adequacy of benefit rates and levels

Tier 1 Strategic Objective 5: F.2 Optimize Financial Resources

- Tier 2 Strategic Objective: Increase efficiency of administrative costs
- Tier 2 Strategic Objective: Increase effectiveness of benefit expenditures
- Tier 2 Strategic Objective: Control 'Dispense As Written' medications

Tier 1 Strategic Objective 8: I.2 Improve Internal & External Communications

- Tier 2 Strategic Objective: Expand availability and methods to communicate program information
- Tier 2 Strategic Objective: Improve Internal Communication

Tier 1 Strategic Objective 9: I.3 Improve Business Operations

- Tier 2 Strategic Objective: Improve delivery of services
- Tier 2 Strategic Objective: Improve appropriateness of care delivered

PROGRAM NARRATIVE**Date:** 12/07/2012**485 Workforce Safety and Insurance****Time:** 14:56:41**Program:** Injury Services**Reporting level:** 00-485-300-00-00-00-00000000

Tier 1 Strategic Objective 10: I.4 Improve Partnership

- - Tier 2 Strategic Objective: Increase medical community partnerships
 - Tier 2 Strategic Objective: Increase educational and social service partnerships
 - Tier 2 Strategic Objective: Increase collaborative educational opportunities

Tier 1 Strategic Objective 12: O.2 Improve Employee Development

- - Tier 2 Strategic Objective: Improve accessibility and attendance to educational training courses

Additionally, the Injury Services department will provide the highest level of service with the following actions:

1. Develop online accessibility tools
2. Further staff development in customer service
3. Develop outreach and training programs to communicate to customers
4. Develop medical care survey
5. Develop communication materials
6. Develop tracking tool for external training courses
7. Develop tool for tracking outside speaking engagements
8. Develop LMS courses/Printed educational materials (patient specific and general population)
9. Development a narcotics utilization plan and controls
10. Develop opoid intervention and monitoring program
11. Develop an IW medical care survey
12. Expand provider education using various means
13. Implement RTW pilot for work-abilities
14. Establish risk assessment tool and billing protocol
15. Participating in content development of website
16. Establish a team to biennially review benefit rates
17. Establish a benchmark for Injury Services
18. Voc Services Business Plan
19. Establish a benchmark for Injury Services
20. Conduct ongoing analysis of fee schedules within the region
21. Develop and implement policy of when 'Dispense As Written' is appropriate
22. Develop communication materials
23. Develop tracking tool for external training courses
24. Develop tool for tracking outside speaking engagements
25. Expand distribution of Injury Services Weekly Report
26. Develop a team to review consistency and efficiencies throughout Injury Services
27. Streamline check and remit processes and related imaging
28. Voc Services Business Plan
29. Analysis of an outcome based case management model
30. Establish a provider enrollment process

PROGRAM NARRATIVE**Date:** 12/07/2012**485 Workforce Safety and Insurance****Time:** 14:56:41**Program:** Injury Services**Reporting level:** 00-485-300-00-00-00-00000000

31. Establish post payment auditing program
32. Implement training program for PPI evaluators
33. Expand provider use of evidenced based medicine
34. Develop Medical Guidance Council Plan
35. Develop and implement grant program for educational centers
36. Expand the opportunities for partnering the medical community with employers
37. Identify educational expectations

Disseminate information to employees

REQUEST DETAIL BY PROGRAM485 Workforce Safety and Insurance
Biennium: 2013-2015

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Workforce Safety Operations					
Salaries - Permanent	11,394,189	13,167,891	424,945	13,592,836	942,096
Salaries - Other	0	0	0	0	1,750,001
Temporary Salaries	157,424	301,690	376,049	677,739	0
Overtime	1,699	5,000	(5,000)	0	0
Fringe Benefits	4,395,467	5,263,461	274,723	5,538,184	351,182
Travel	110,493	295,000	9,800	304,800	31,500
Supplies - IT Software	33,931	5,000	16,320	21,320	0
Supply/Material-Professional	205,573	246,665	(35,445)	211,220	0
Miscellaneous Supplies	16,135	29,720	0	29,720	0
Office Supplies	5,413	5,500	(800)	4,700	4,000
Postage	228,380	225,500	78,072	303,572	0
Printing	47,565	57,213	15,540	72,753	0
IT Equip Under \$5,000	0	0	0	0	8,750
Other Equip Under \$5,000	179	0	0	0	0
Office Equip & Furn Supplies	366	0	0	0	13,500
Insurance	17,231	0	0	0	0
Rentals/Leases-Equip & Other	95,990	56,000	60,047	116,047	0
Rentals/Leases - Bldg/Land	575	0	0	0	0
Repairs	24,617	0	0	0	0
Salary Increase	0	0	0	0	0
Benefit Increase	0	0	0	0	0
IT - Communications	228,816	214,680	75,636	290,316	9,600
IT Contractual Svcs and Rprs	9,818	34,000	20,000	54,000	0
Professional Development	66,720	227,662	(23,083)	204,579	30,000
Operating Fees and Services	89,790	64,800	92,670	157,470	0
Fees - Professional Services	131,044	766,444	12,576	779,020	0
Total	17,261,415	20,966,226	1,392,050	22,358,276	3,140,629
Workforce Safety Operations					
General Fund	0	0	0	0	0
Federal Funds	0	0	0	0	0
Special Funds	17,261,415	20,966,226	1,392,050	22,358,276	3,140,629
Total	17,261,415	20,966,226	1,392,050	22,358,276	3,140,629
Total Expenditures	17,261,415	20,966,226	1,392,050	22,358,276	3,140,629

Funding Sources

REQUEST DETAIL BY PROGRAM

485 Workforce Safety and Insurance
 Biennium: 2013-2015

Bill#: HB1021

Date: 12/07/2012

Time: 14:56:41

Program: Injury Services		Reporting Level: 00-485-300-00-00-00-00-00000000			
Description	Expenditures 2009-2011 Biennium	Present Budget 2011-2013	Budget Request Change	Requested Budget 2013-2015 Biennium	Optional Request 2013-2015
Special Funds					
213 Workmens Compensation Fund 213	17,261,415	20,966,226	1,392,050	22,358,276	3,140,629
Total	17,261,415	20,966,226	1,392,050	22,358,276	3,140,629
Total Funding Sources	17,261,415	20,966,226	1,392,050	22,358,276	3,140,629
FTE Employees	139.28	139.28	0.00	139.28	8.00

CHANGE PACKAGE DETAIL
485 Workforce Safety and Insurance
Biennium: 2013-2015

Bill#: HB1021

Date: 12/07/2012

Time: 14:56:41

Program: Injury Services			Reporting Level: 00-485-300-00-00-00-00000000			
Description	Priority	FTE	General Fund	Federal Funds	Special Funds	Total Funds

Base Budget Changes

Ongoing Budget Changes

A-A 1 General budget changes		0.00	0	0	351,333	351,333
Base Payroll Change		0.00	0	0	1,040,717	1,040,717
Total Ongoing Budget Changes		0.00	0	0	1,392,050	1,392,050
Total Base Budget Changes		0.00	0	0	1,392,050	1,392,050

Optional Budget Changes

Ongoing Optional Changes

A-C 1 Additional FTE Request	1	8.00	0	0	1,390,628	1,390,628
A-C 100 AC100	3	0.00	0	0	1,400,000	1,400,000
A-C 4 STEP Employee Retention Plan & Equity	4	0.00	0	0	350,001	350,001
Total Ongoing Optional Changes		8.00	0	0	3,140,629	3,140,629
Total Optional Budget Changes		8.00	0	0	3,140,629	3,140,629

PROGRAM NARRATIVE

485 Workforce Safety and Insurance

Date: 12/07/2012

Time: 14:56:41

Program: Employer Services	Reporting level: 00-485-400-00-00-00-00000000
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Program Performance Measures

The following statistics are measured and monitored by WSI's management and Board of Directors:

Covered workforce

Employer accounts

Collection / Interest / Penalty information

% of Payrolls Processed <= 14 days

% of Applications Processed <= 14 days

of Active LMS Users

Premium audit data - # of Audits

of Safety Grants (STEP, HELP, WIRC, ERGO)

\$ of Safety Grants (STEP, HELP, WIRC, ERGO)

Active Loss Prevention accounts

Program Statistical Data

Performance Measures	FY 09	FY 10	FY 11	FY 12
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PROGRAM NARRATIVE

Date: 12/07/2012

485 Workforce Safety and Insurance

Time: 14:56:41

Program: Employer Services **Reporting level:** 00-485-400-00-00-00-00000000

Covered workforce	340,915	340,117		
Employer accounts	19,946	20,316		
Collection / Interest / Penalty information	1,557,389	2,882,458		
% of Payrolls Processed <= 14 days	98%	96%		
% of Applications Processed <= 14 days	92%	85%		
# of Active LMS Users	5,245	7,396		
Premium audit data - # of Audits	1,027	1,245		
# of Safety Grants (STEP, HELP, WIRC, ERGO)	254	411		
\$ of Safety Grants (STEP, HELP, WIRC, ERGO)	3,170,896	5,481,024		
Active Loss Prevention accounts	434	552		

Explanation of Program Costs

Employer Services includes Policyholder Services and Loss Control departments. The requested budget will support the current staffing level for Employer Services. The appropriation will provide funding for all salaries and wages, operating expenses, and capital asset purchases.

PROGRAM NARRATIVE**Date:** 12/07/2012**485 Workforce Safety and Insurance****Time:** 14:56:41**Program:** Employer Services**Reporting level:** 00-485-400-00-00-00-00000000**Program Goals and Objectives**

Employer Services works to provide solutions and related services to enable WSI to achieve the following Strategic Objectives:

- Tier 1 Strategic Objective 1: C.2 Improve Public Understanding

o Tier 2 Strategic Objective: Improve Communication & Education to Public

o Tier 2 Strategic Objective: Improve Delivery of Information

- Tier 1 Strategic Objective 2: F.1 Improve Accountability to Customers

o Tier 2 Strategic Objective: Improve transparent and accurate reporting

- Tier 1 Strategic Objective 3: F.2 Optimize Financial Resources

o Tier 2 Strategic Objective: Increase Fiscal Responsibility

- Tier 1 Strategic Objective 5: I.2 Improve Internal & External Communications

o Tier 2 Strategic Objective: Improve Internal & External Communication

- Tier 1 Strategic Objective 6: I.3 Improve Business Operations

o Tier 2 Strategic Objective: Improve Business Operations

- Tier 1 Strategic Objective 7: O.1 Enhance & Improve Technology Use

o Tier 2 Strategic Objective: Enhance and Improve Technology Use

Additionally, the Employer Services department will provide the highest level of service with the following actions:

1. Identify publications & other forms of communication and review for effectiveness
2. Build a process for reporting and communicating results of completed projects
3. Enhance policyholder billing process
4. Survey department needs
5. Review of WSI publication devices – Communications
6. Expand the use of Cardiff to other areas including nonmedical bills and payroll reports

PROGRAM NARRATIVE**485 Workforce Safety and Insurance****Date:** 12/07/2012**Time:** 14:56:41**Program:** Employer Services**Reporting level:** 00-485-400-00-00-00-00000000

7. Automate the storage of online payroll reporting process
8. Add workflow to the processing of policy documents
9. Automate the storage of online payroll reporting process
10. Upgraded to Microsoft Office 2010

REQUEST DETAIL BY PROGRAM

485 Workforce Safety and Insurance

Bill#: HB1021

Date: 12/07/2012

Biennium: 2013-2015

Time: 14:56:41

Program: Employer Services	Reporting Level: 00-485-400-00-00-00-00-00000000
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Description	Expenditures 2009-2011 Biennium	Present Budget 2011-2013	Budget Request Change	Requested Budget 2013-2015 Biennium	Optional Request 2013-2015
Workforce Safety Operations					
Salaries - Permanent	4,832,450	5,301,646	94,944	5,396,590	527,664
Salaries - Other	0	0	0	0	700,000
Temporary Salaries	489	24,305	85,912	110,217	0
Fringe Benefits	1,767,782	2,017,101	72,415	2,089,516	207,925
Travel	210,156	353,600	250	353,850	21,500
Supplies - IT Software	1,660	1,000	0	1,000	0
Supply/Material-Professional	5,123	14,405	(25)	14,380	0
Food and Clothing	1,790	0	0	0	0
Miscellaneous Supplies	5,500	3,000	0	3,000	0
Office Supplies	1,512	16,600	6,600	23,200	2,500
Postage	147,096	164,400	13,200	177,600	0
Printing	17,482	45,380	(16,380)	29,000	0
IT Equip Under \$5,000	0	0	0	0	8,750
Other Equip Under \$5,000	1,048	0	0	0	0
Office Equip & Furn Supplies	1,524	0	0	0	8,800
Rentals/Leases-Equip & Other	0	0	1,624	1,624	0
Rentals/Leases - Bldg/Land	1,163	876	0	876	0
Salary Increase	0	0	0	0	0
Benefit Increase	0	0	0	0	0
IT - Communications	93,051	111,500	(5,580)	105,920	5,160
IT Contractual Svcs and Rprs	0	100	0	100	0
Professional Development	35,242	85,480	38,295	123,775	11,500
Operating Fees and Services	4,547	4,499	2,901	7,400	0
Fees - Professional Services	129	112,000	390,000	502,000	0
Total	7,127,744	8,255,892	684,156	8,940,048	1,493,799
Workforce Safety Operations					
General Fund	0	0	0	0	0
Federal Funds	0	0	0	0	0
Special Funds	7,127,744	8,255,892	684,156	8,940,048	1,493,799
Total	7,127,744	8,255,892	684,156	8,940,048	1,493,799
Total Expenditures	7,127,744	8,255,892	684,156	8,940,048	1,493,799

Funding Sources**Special Funds**

213 Workmens Compensation Fund 213	7,127,744	8,255,892	684,156	8,940,048	1,493,799
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REQUEST DETAIL BY PROGRAM

485 Workforce Safety and Insurance
 Biennium: 2013-2015

Bill#: HB1021

Date: 12/07/2012

Time: 14:56:41

Program: Employer Services		Reporting Level: 00-485-400-00-00-00-00000000			
Description	Expenditures 2009-2011 Biennium	Present Budget 2011-2013	Budget Request Change	Requested Budget 2013-2015 Biennium	Optional Request 2013-2015
Total	7,127,744	8,255,892	684,156	8,940,048	1,493,799
Total Funding Sources	7,127,744	8,255,892	684,156	8,940,048	1,493,799
FTE Employees	49.70	49.70	0.00	49.70	5.00

CHANGE PACKAGE DETAIL
485 Workforce Safety and Insurance
Biennium: 2013-2015

Bill#: HB1021

Date: 12/07/2012

Time: 14:56:41

Program: Employer Services **Reporting Level:** 00-485-400-00-00-00-00000000

Description	Priority	FTE	General Fund	Federal Funds	Special Funds	Total Funds
Base Budget Changes						
Ongoing Budget Changes						
A-A 1 General budget changes		0.00	0	0	436,885	436,885
Base Payroll Change		0.00	0	0	247,271	247,271
Total Ongoing Budget Changes		0.00	0	0	684,156	684,156
Total Base Budget Changes		0.00	0	0	684,156	684,156
Optional Budget Changes						
Ongoing Optional Changes						
A-C 1 Additional FTE Request	1	5.00	0	0	793,799	793,799
A-C 100 AC100	3	0.00	0	0	560,000	560,000
A-C 4 STEP Employee Retention Plan & Equity	4	0.00	0	0	140,000	140,000
Total Ongoing Optional Changes		5.00	0	0	1,493,799	1,493,799
Total Optional Budget Changes		5.00	0	0	1,493,799	1,493,799