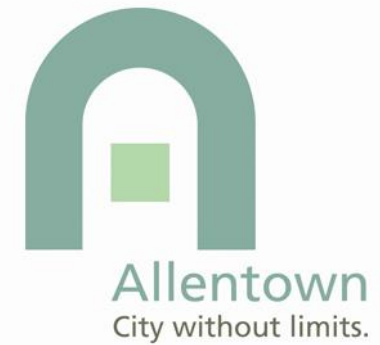


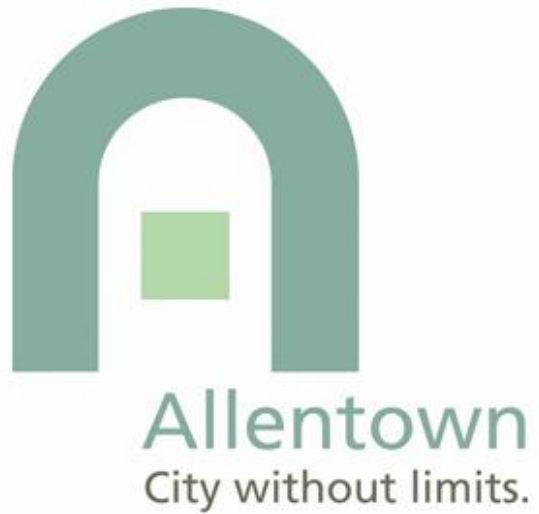
**HR RISK & SAFETY**

**2021**

**BUDGET MEETING**



9 November 2020



# **PART ONE**

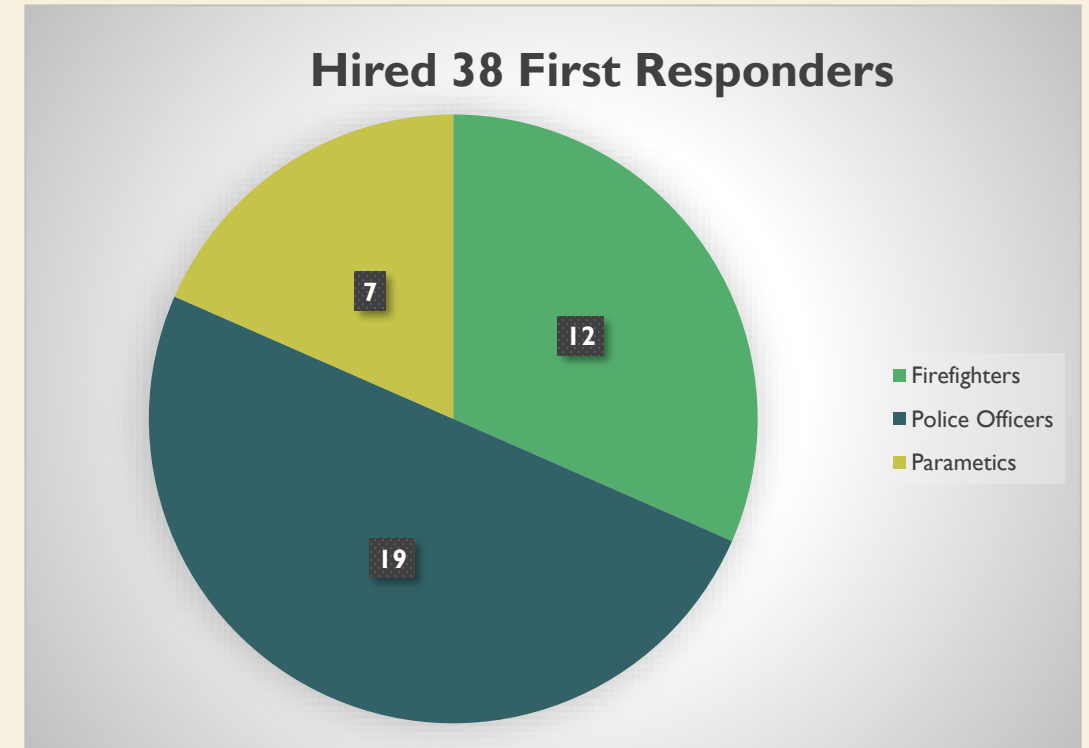
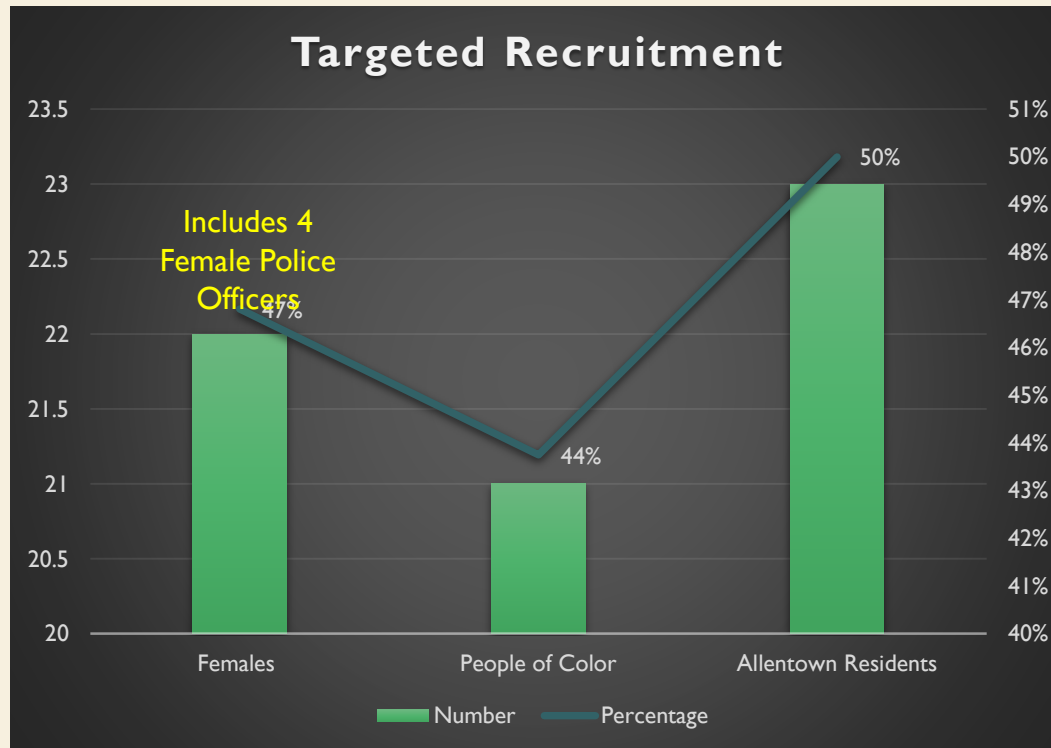
# **HUMAN RESOURCES**

# 2020 ACCOMPLISHMENTS

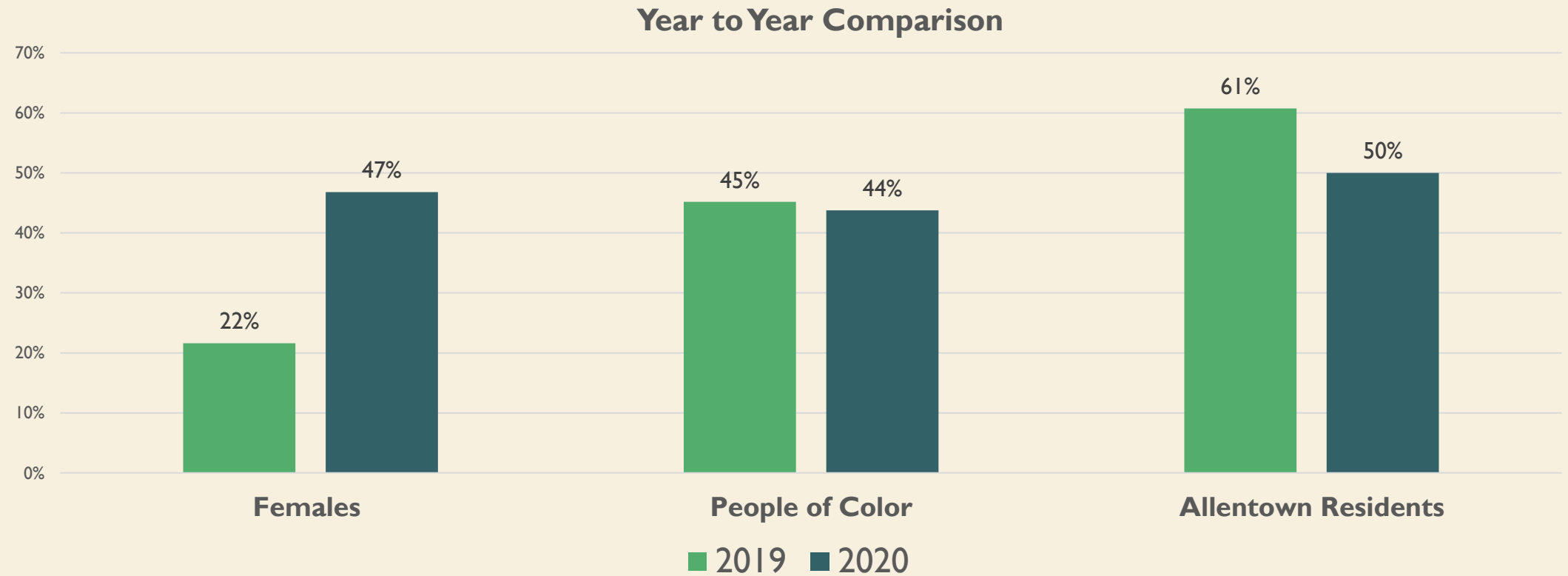
- Responding to COVID-19
  - New and adapted policies
  - Implementing federally mandated leave
  - Front Desk Lobby Position
  - Furlough
  - Workforce Flexibility programs and protocols
- Progress with Unions
  - Established weekly meetings with all unions
  - Negotiations
    - IAFF
    - SEIU
- Team Conflict Program developed and implemented on one team that was struggling
- Investigation Tracker and Process
- Comprehensive Search for Finance Director
- Kicked off APD Study on Diversity and Inclusion
- Established after action review for court cases and investigations to prevent further issues

# 2020 RECRUITMENT

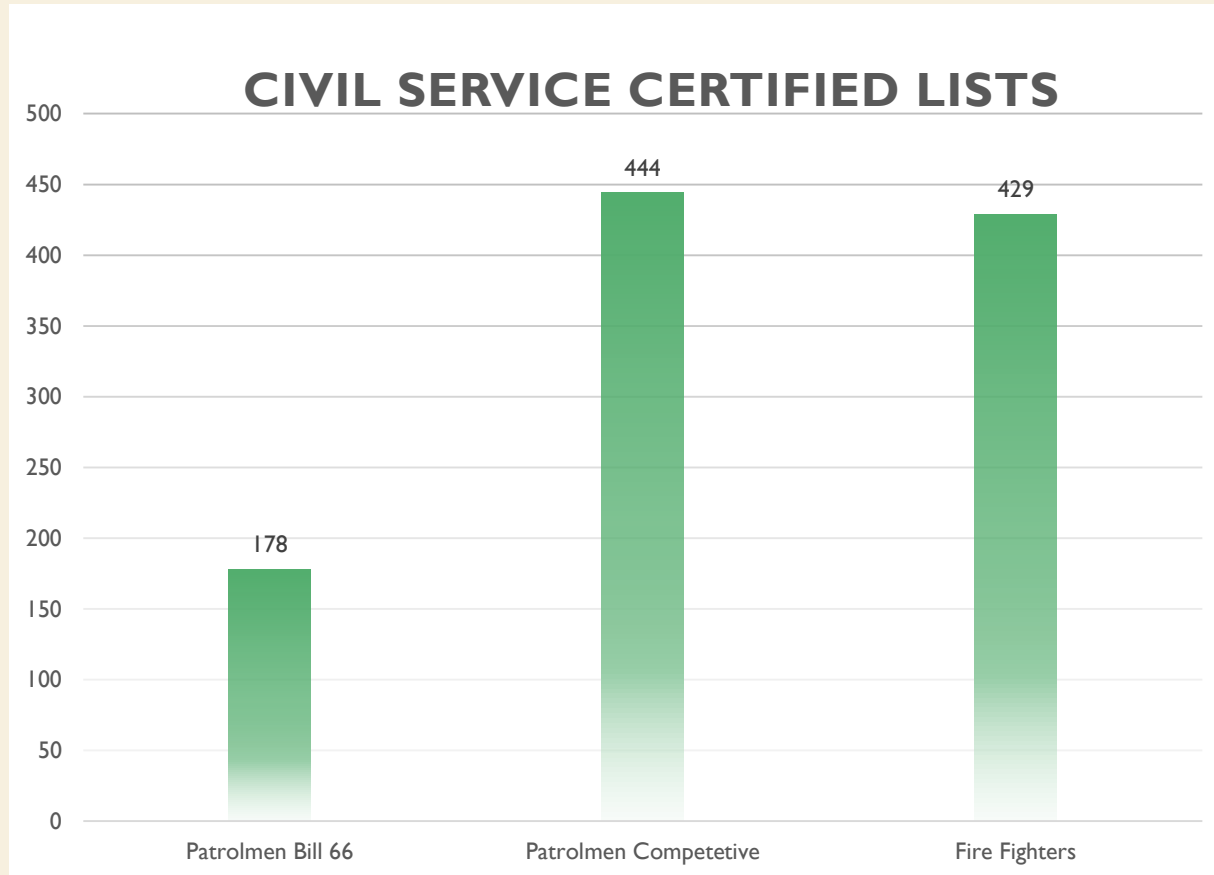
69 NEW HIRES IN 2020



# TARGETED RECRUITMENT YOY



# 2020 RECRUITMENT



## Civil Service

- Revamped Civil Service process including
  - Bill 66 Rules
  - Reviewing disqualifiers
  - Provided training to the board
  - Fully staffed Civil Service Board for the first time in several years
- Established Police and Fire Promotional Lists
  - Police:
    - Sergeant List
    - Lieutenant List
    - Assistant Chief List
  - Fire:
    - Assistant Chief of Fire Prevention

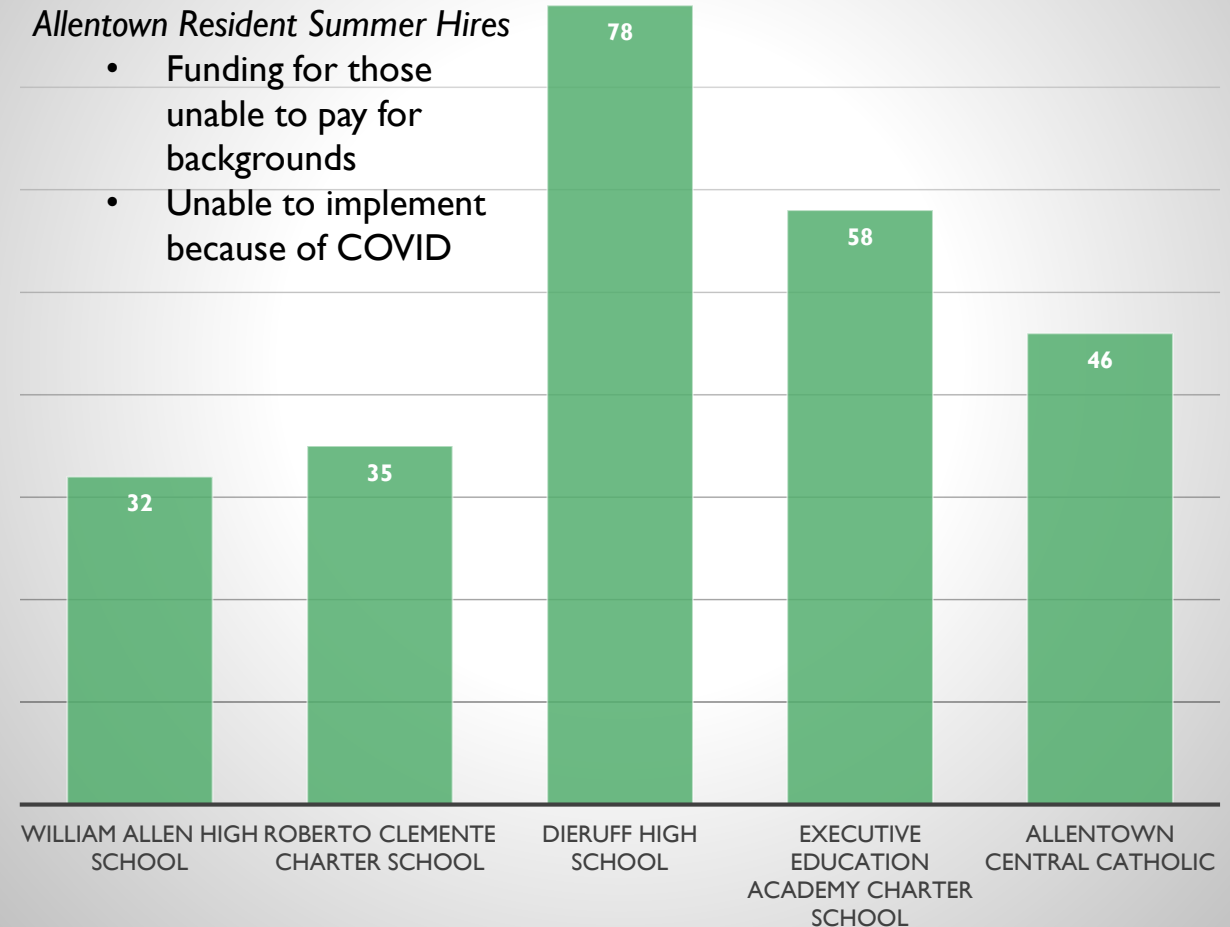
# 2020 SUMMER HIRE RECRUITMENT

- With the goal of increasing Allentown resident hiring results and diversity, prior to COVID 19, in school job fairs were completed, with Parks and Recreation, during lunch breaks and assemblies at:
  - Lincoln Leadership Academy – Assembly to 500 Students
  - Parkland High School- Assembly to 105
  - Building 21 was cancelled due to COVID 19

## High School Job Fairs

*Developed new program to increase Allentown Resident Summer Hires*

- Funding for those unable to pay for backgrounds
- Unable to implement because of COVID





# 2020 BENEFITS

## HEALTH BENEFITS

- PLAN CHANGE FOR ACTIVE NON-BARGAINING FROM TRADITIONAL AND HMO PLANS TO PPO
  - 5 YEAR COST SAVINGS PROJECTION \$3.7M ACTIVE NON-BARGAINING EMPLOYEES

## COVID-19 COSTS

- As of 11/01/2020 total COVID-19 related costs for employees, retirees and dependents total \$46,123.73
- As of 11/01/2020 no hospitalizations

## WELLNESS PROGRAM

- 10 WELLNESS PROGRAMS (Pivot to virtual format in midst of COVID-19)
- LAUNCHED HENRY THE DENTIST
- MOBILE MAMMOGRAPHY (LVHN)



# 2021 PLANS

- Training
  - Customer Service Training
  - Diversity, Equity, Inclusion, and Unconscious Bias training
  - Performance Management for Supervisors
- Revamp job descriptions
- Continue to focus on diversity recruiting and Allentown residents
- Develop robust onboarding program
- Implement Wellness Incentives for Active Non-Bargaining
  - Implement TelaDoc requirement
- Livongo program to save on claims for high-risk chronic conditions
- Continue to seek opportunities for Health Care cost savings
- Implement RFP for Benefits Broker service
- Implement Family Fun and Field Day if appropriate (COVID)



# **RISK MANAGEMENT DEPARTMENT**

**Committed to Safety Excellence**

## **Part Two**

**Meloney Sallie-Dosunmu**

Director, Human Resources, Risk & Safety

**Jeffrey B. Nelson**

Risk Manager

# Workers' Compensation Highlights

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## 2020



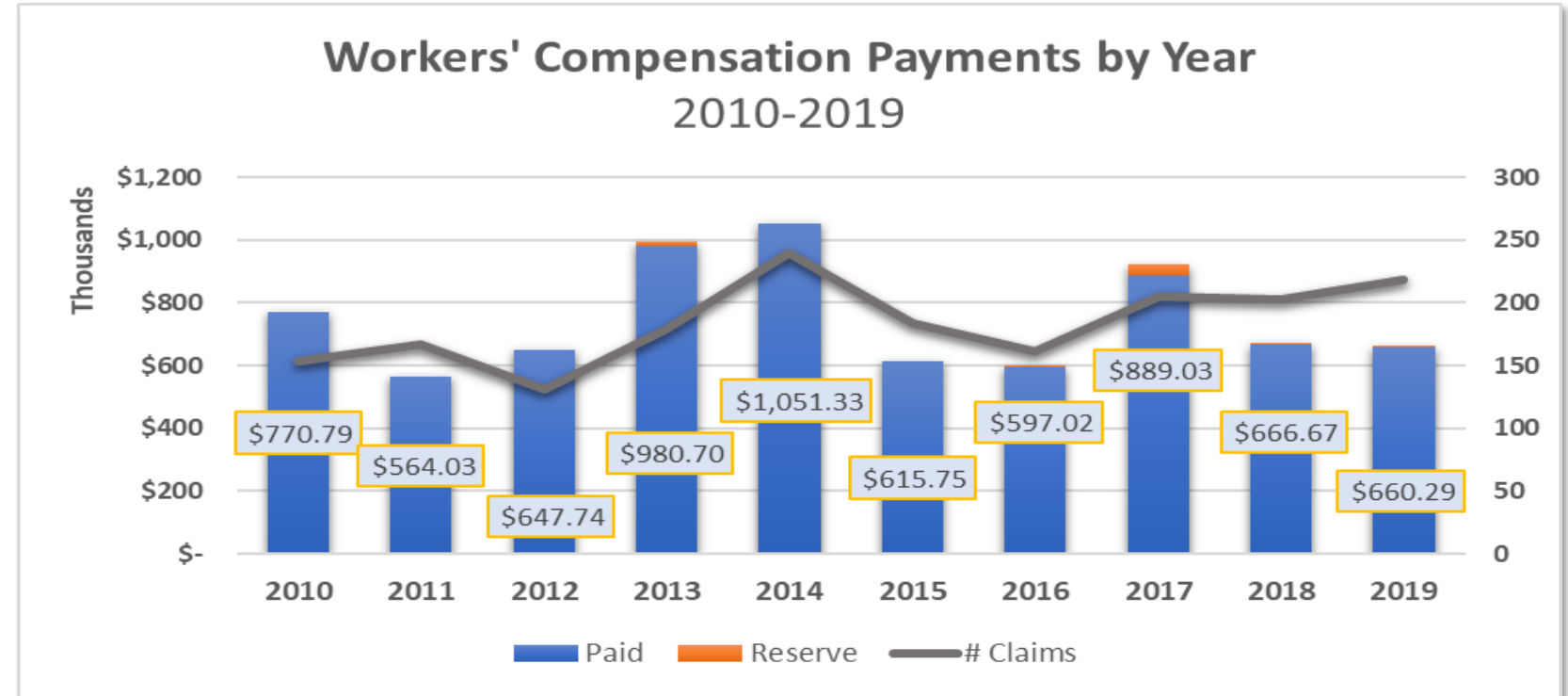
- The COA median days claim reporting results is one (1) day.
  - TPA benchmark 3-5-days
- Lost time claim closure rate is better than peers.
  - Claims closed within 90 days result is better than peers.
  - Average paid per closed lost time claim result is better than peers.
- Increased usage in preferred network during last two years (Risk initiative)
- Workers' compensation program cumulative recoveries: \$346,338 as of 1 Sep 20
- Partnership with St. Luke's for COVID Rapid Testing CoA First Responders
- Aggressive tracking/recovery of restitution payments to City
  - Seeking workers comp restitution where applicable
  - Aggressive collection of payments due from claims to COA
- Heart & Lung Act requests dispositions in under 30 days; most time less than 10 days
- EMS Heart & Lung Agreement implemented during Summer 2020

# Workers' Compensation



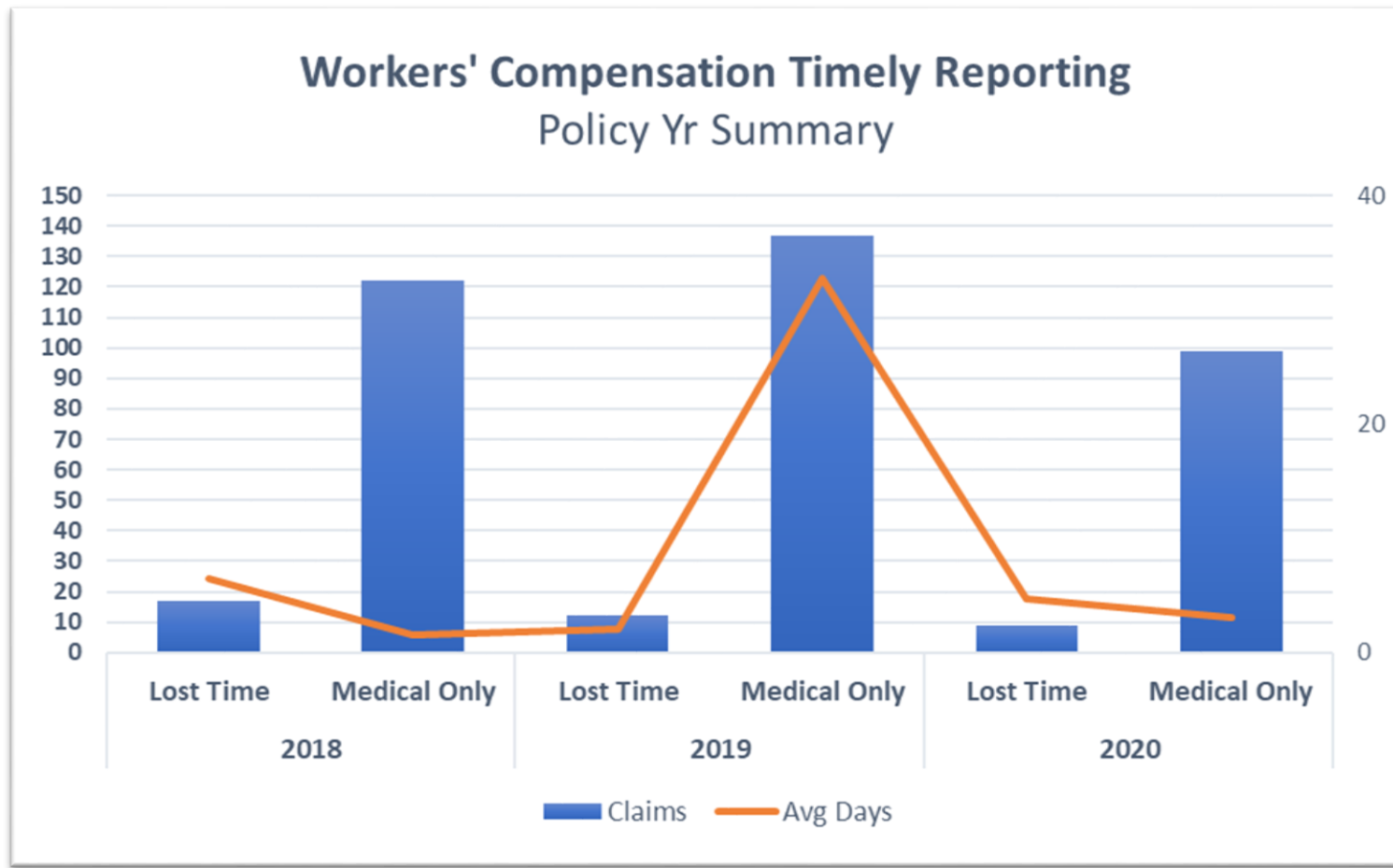
**RISK MANAGEMENT DEPARTMENT**

Committed to Safety Excellence



Payment Year	Medical	Indemnity	Voc Rehab	Expense	Total
2010	\$364,534	\$283,501	\$11,341	\$41,408	\$700,785
2011	\$405,583	\$123,797	\$420	\$34,232	\$564,033
2012	\$341,743	\$234,064	\$3,063	\$68,871	\$647,741
2013	\$427,750	\$481,322	\$0	\$71,631	\$980,704
2014	\$569,154	\$396,629	\$0	\$85,548	\$1,051,330
2015	\$383,095	\$165,039	\$0	\$67,613	\$615,747
2016	\$297,903	\$216,043	\$0	\$83,079	\$597,025
2017	\$508,518	\$313,117	\$0	\$67,397	\$889,032
2018	\$366,838	\$257,648	\$0	\$42,181	\$666,667
2019	\$418,348	\$193,617	\$0	\$48,326	\$660,291
2020	\$310,149	\$121,173	\$0	\$32,069	\$463,392
	<b>\$4,393,615</b>	<b>\$2,785,950</b>	<b>\$14,824</b>	<b>\$642,356</b>	<b>\$7,836,745</b>

# Timely Reporting



- Sudden increase in timeliness of reporting during 2019 is a result of HAZMAT response 315 days after incident.
- City of Allentown Employees and Managers routinely report incidents to Risk in timely manner.
- Our numbers reflect the Administration commitment to employee safety.

# Key Metrics



Key Metrics	2019	2020
Medical Bill Savings	68%	68%
Pharmacy Savings	46%	30%
Preferred Provider Network (PPN)	65%	70%
Lost Time Closure Rate	88%	86%
Cumulative Recoveries	\$311,243	\$346,338
Average Lost Time Claim Paid Amount	\$21,169	\$22,344
Calendar Year Payments	\$666,667 (2018)	\$660,281 (2019)
Most Frequent Claims	Knees(s)	Knee(s)
Most Severe Claims	Low Back	Knee(s)

Source: *PMA Companies 2020 Stewardship Report*

# City Benchmark Data



Benchmark Categories	City of Allentown	TPA PA Clients
Medical Bill Savings	68%	68%
PPN Penetration	70%	78%
Lost Time Closure Rates	86%	79%
Claims Closed within 90 Days	19%	15%
Avg Paid per Closed Lost Time Claim	\$22,344	\$29,638

Source: *PMA Companies 2020 Stewardship Report*  
28 September 2020



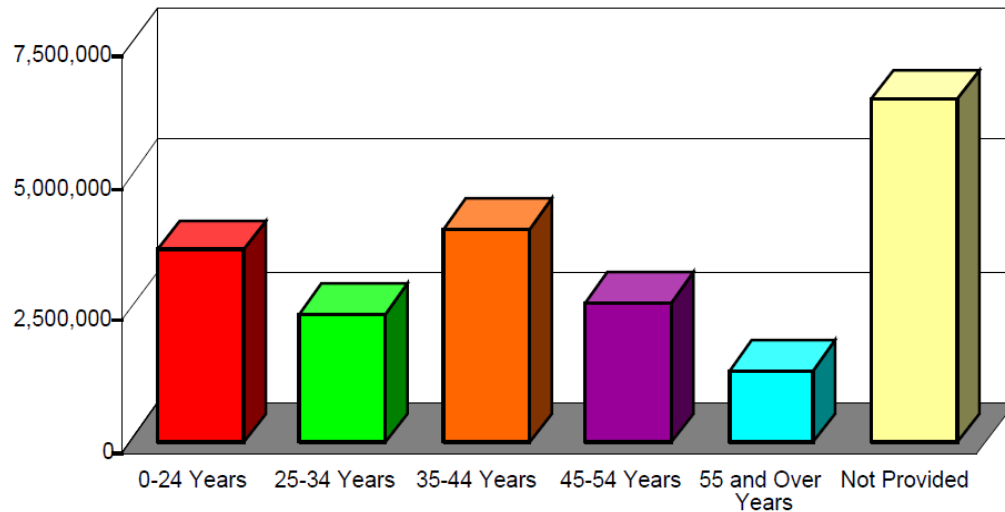
# Age Factor – All Years 1979 to Current



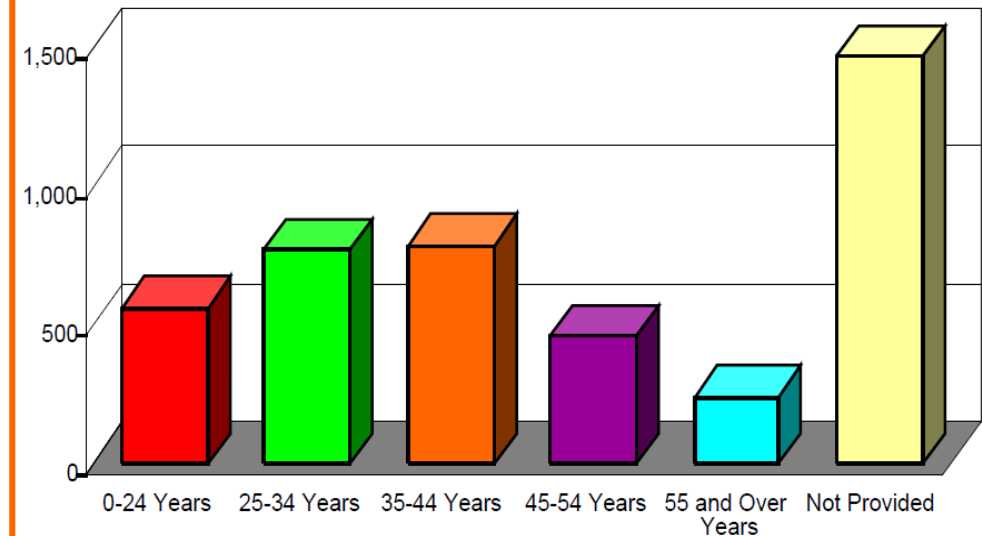
**RISK MANAGEMENT DEPARTMENT**

Committed to Safety Excellence

Total Incurred



Number of Claims



Age Group	Claims	Frequency	Total Incurred	Severity	Total Paid	Average Incurred
Not Provided	1,476	34%	6,495,745	31%	6,495,579	4,401
35-44 Years	791	18%	4,079,057	20%	4,017,373	5,157
0-24 Years	566	13%	3,656,135	18%	3,654,839	6,460
45-54 Years	461	11%	2,663,739	13%	2,641,575	5,778
25-34 Years	775	18%	2,460,986	12%	2,396,105	3,175
55 and Over Years	244	6%	1,377,842	7%	1,354,772	5,647
	<b>4,313</b>	<b>100%</b>	<b>20,733,504</b>	<b>100%</b>	<b>20,560,243</b>	<b>4,807</b>



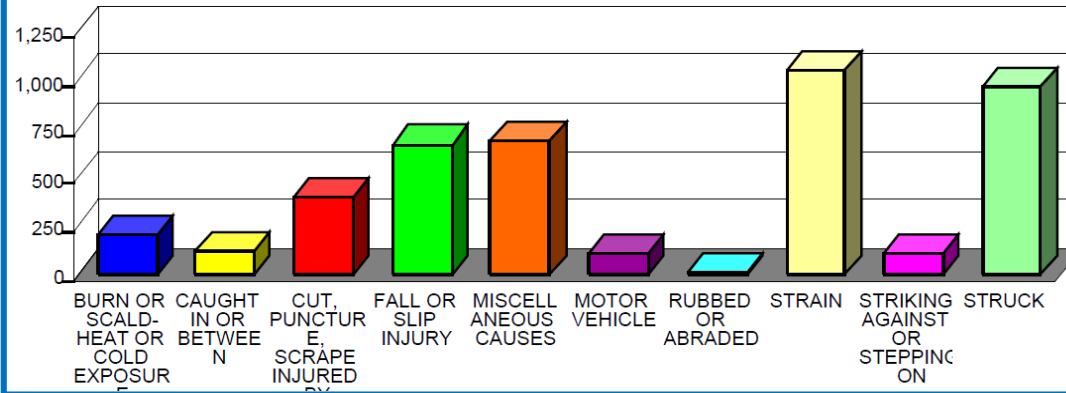
# Top Causes - All Years



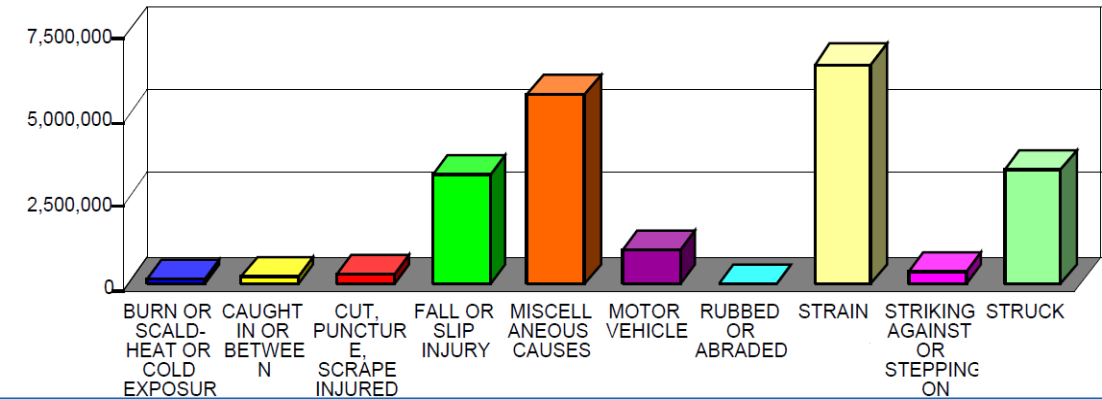
**RISK MANAGEMENT DEPARTMENT**

Committed to Safety Excellence

Number of Claims



Total Incurred



Cause Group	Claims	Frequency	Total Incurred	Severity	Total Paid	Average Incurred
STRAIN OR INJURY	1,047	24%	6,545,466	32%	6,476,872	6,252
MISCELLANEOUS CAUSES	687	16%	5,610,971	27%	5,591,782	8,167
STRUCK OR INJURED BY	968	22%	3,397,396	16%	3,397,322	3,510
FALL OR SLIP INJURY	669	16%	3,251,250	16%	3,186,507	4,860
MOTOR VEHICLE	105	2%	971,001	5%	960,806	9,248
STRIKING AGAINST OR STEPPING ON	104	2%	352,849	2%	347,850	3,393
CUT, PUNCTURE, SCRAPE INJURED BY	399	9%	258,200	1%	254,116	647
CAUGHT IN OR BETWEEN	119	3%	210,409	1%	209,785	1,768
BURN OR SCALD-HEAT OR COLD EXPOSURE	207	5%	123,949	1%	123,927	599
RUBBED OR ABRADED BY	8	0%	12,013	0%	11,277	1,502
	<b>4,313</b>	<b>100%</b>	<b>20,733,504</b>	<b>100%</b>	<b>20,560,243</b>	<b>4,807</b>

# Auto Claim Program Highlights

2020



- The COA has great strategic partnerships with various internal and external resources and agencies that remain committed to safe and operational city vehicles.
- The Risk management team has recovered a record amount in subrogation (collections from third party) in 2020 - **\$80,047**
- IndustrySafe incident reporting software modernized the claim reporting procedures.
  - Reduced employee-hours processing claims
  - Eliminated need for paper (accident kit)
  - Improved results relative to reporting delays
  - Standardized reporting procedures
  - Provides access to real time data
- GPS/Dashcam system deployed by Public Works directorate has already provided valuable evidence that helped determine other party was at fault.
- Incident reporting time of city-owned vehicle incidents trends under three days from occurrence to reporting.

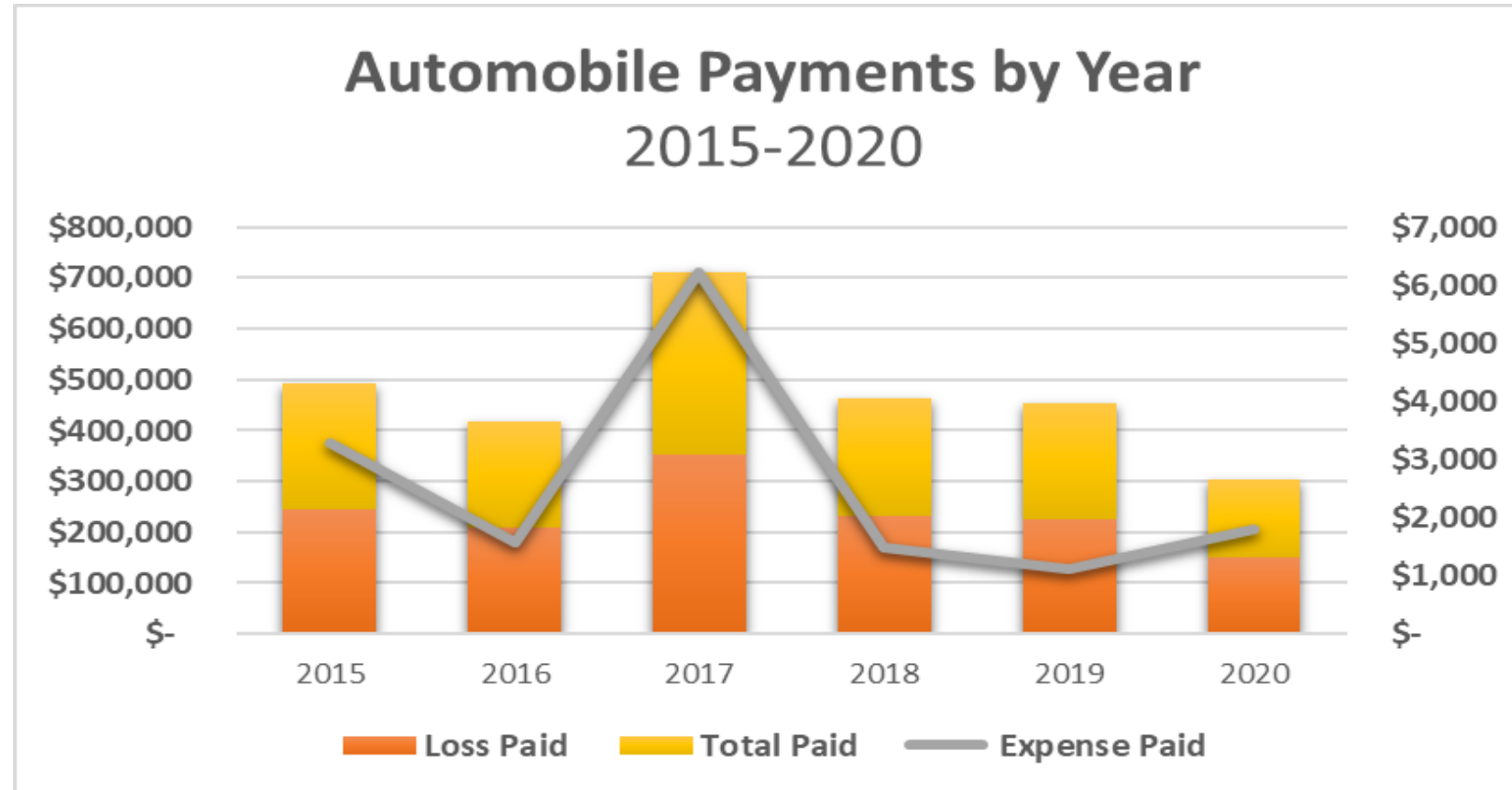
# Auto Claim Causes & Count

## 2015-2020



Loss Cause	Claims Count	Total Paid
Moving Object	756	\$ 689,674
Fixed Object	631	\$ 376,515
Fire/Heat/Temp Damage	6	\$ 99,118
Comprehensive	84	\$ 70,227
On Roadway	58	\$ 43,126
Off Roadway	28	\$ 14,479
Loading and Unloading	27	\$ 18,344
Rear End	26	\$ 28,192
Breakage/Physical Altercation	22	\$ 8,978
Side Swipe	13	\$ 5,947

# Auto Payments



# Auto Subrogation Recoveries



SUBROGATION RECOVERIES BY YEAR		
Year	Amount	
2015	\$	61,644.00
2016	\$	65,537.00
2017	\$	29,422.00
2018	\$	59,118.00
2019	\$	27,849.00
2020	\$	80,047.00

- Partnership with internal/external entities has returned a record recovery amount for 2020.
- Funds returned to COA.

# 2021 Plans



- Fully implement Industry Safe
- Data Driven Safety Training and Programs
- Continue to drive Preferred Network penetration for Workman's Comp
- Standardize processing of internal liability claims
- Increase results in aggressive collections
- Award contract to TPA as result of RFP
- Offer Safety day if appropriate (Based on COVID)

