

City of Allentown


City Council Response – Claims Recovery

Risk Management

16 March 2021



Our Mission Statement

A nighttime aerial photograph of Allentown, Pennsylvania, serves as the background for the mission statement. The city lights are visible, with the Lehigh Valley Mall and the Lehigh Valley Hospital being prominent. The image is framed by green and blue geometric shapes.

“ To efficiently and properly identify, manage, mitigate and finance risks; seek to reduce the frequency, severity and associated costs of claims; and serve as a resource for the health, safety and well-being of the City of Allentown employees by offering continuous education, expert advice and clear communication. ”

Risk Management Team

Meloney Sallie-Dosunmu
Director
Human Resources, Risk & Safety

John P. Ferry
Risk & Safety Manager

Brendan O'Connell
Risk & Safety Claims Coordinator

Audrey Danek
Financial Analyst (PT)



Risk Recovery Actions

- **Automobile Accidents/Incidents** – payments for damages to city vehicles are initially pursued by our TPA, PMA Companies. Cases that involve legal action are turned over to the Solicitors office.
 - Insurance policy limits are met
 - At-fault party does not have insurance
- **Workers' Compensation Claims** – payments from an at-fault party for injuries to employees.
 - First responders injured performing apprehension/arrest duties
 - Employees injured resulting from accidents where the employees' actions did not result in the accident and another party is at-fault party. (automobile incidents)
- **Property Damage Claims** – Damages that arise from an accident, theft, or vandalization of City property.
 - Risk gathers data surrounding the incident and provides to appropriate partner for resolution.
 - PMA Companies – will pursue damages if resulting from Automobile claim.
 - Solicitor – any cases that require legal action or property damages resulting from external actions.



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.

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



Workers Compensation Key Metrics

Key Metrics	2019	2020
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)

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



Property Damage/External Claims

Property Damage Type	2019	2020
Auto Accident	\$27,185.91	\$38,039.72
Vandalism/Theft	\$12,789.24	\$7,786.39
Restitution Payments (legal)	\$11,366.29	\$18,354.10

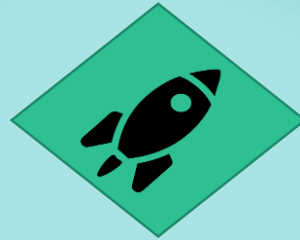
Source: *IndustrySafe® Risk Management System*

15 Mar 2021



2021 Goals

- Maximize data analytics capability in Industry Safe RM Software
- Increase Safety Training and Programs
- Continue to drive Preferred Network usage for Workman's Comp
- Modernize processing of internal liability claims
- Increase results in aggressive collections



QUESTIONS?