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Date: November 7, 2014

TO: MEMBERS, BOARD OF DIRECTORS

I. AGENDA ITEM # AND TITLE :	Open Agenda Item 17 - Workplace Safety and Loss Prevention Update
II. NAME AND PROGRAM:	Lauren Mayfield, Safety and Health Services
III. ACTIVITY:	<input checked="" type="checkbox"/> Informational <input type="checkbox"/> Request for Direction <input type="checkbox"/> Action Proposed <input type="checkbox"/> Exploratory
IV. JUSTIFICATION:	<input type="checkbox"/> Standard/Required Item <input checked="" type="checkbox"/> Board Request – New Item <input type="checkbox"/> New Topic from Staff

V. EXECUTIVE SUMMARY:

Making workplaces safe has been a core value of State Fund since its inception and we have provided a strong complement of loss prevention services in support of that. The history of loss prevention services, our current strategy and future envisioned services will be covered in this presentation.

VI. ANALYSIS:

Loss prevention service provision has been analyzed and modified so that those employers most in need will receive loss prevention advice, follow up and support in order to lower the incidence of injuries and illness experienced.

VII. APPENDIX:

State Fund Loss Prevention Update

Loss Prevention Services – a snapshot of where we have been, where we are now and where we are going in the future

- Introduction to cover the recognition of our 100th year anniversary and that Loss Prevention is undergoing a renaissance; that we constantly evaluate how we provide services to our policyholders

1. Loss Prevention Services Up to Now

- Service Model – Loss Prevention focused on providing services to all employers by premium level, regardless of risk

- Frequency of service dependent on need of policyholder and loss prevention professional judgment of need
- While services were provided, they were not always documented in a manner that allowed other stakeholders to understand the progress or lack of progress an employer made in rectifying unsafe conditions
- Loss prevention efforts may not have penetrated to all policyholders in need of safety advice due to premium thresholds for service
- Public outreach primarily via our website, social media and seminars

2. Loss Prevention Services currently being offered

- New strategy employed to identify employers most at risk for occupational injuries/illness – helping those most in need
- New methodology rolled out to identify policyholders most in need of loss prevention services, follow up at prescribed intervals to support policyholder progress in making their workplaces safe
- New hardware in support of field work debuts – allowing Loss Prevention personnel to be in the field and document their work efficiently
- Better understanding of documentation for stakeholders to assist policyholder compliance with safety recommendations
- Catastrophic Claims response protocol instituted resulting in rapid, collaborative response from Loss Prevention, Claims and Underwriting
- Safety materials on redesigned website to educate policyholders' workforce, provide latest information on regulatory trends, streaming videos, social media and increased seminar offerings for public outreach
- Raise Broker awareness of loss prevention services so that they understand our offerings and how we can assist them and their clients in providing safe places to work

3. Loss Prevention Services in the Future

- Results of policyholder population's compliance with safety recommendations monitored against injury incidence helping to drive more effective interventions and create leading indicators for stakeholder analysis
- Improved collaboration between State Fund and outside entities, such as the Commission on Health and Safety and Workers Compensation and Cal OSHA will provide additional resources for policyholders such as safety seminars and training resources
- Enhance specialized service offerings in ergonomics and occupational disease exposures to assist employers
- Increase injury incidence analysis across State Fund and California in order to be proactive in addressing emerging trends to prevent injuries in California
- Website offerings to include industry specific safety information easily accessible by industry and risk, increased streaming video presence, social media presence and expanded safety seminars throughout the state