



Progress Check for Continuous Improvement

**Office of Legal Affairs/Dept. of Safe Schools
and Student Relations
November 18, 2015**

Strategic Plan Goal Area	Organizational Effectiveness and Efficiency
Strategic Plan Performance Objective	Improve efficient use of resources, processes and management structure to support system innovation

PLAN
Review the goal area, performance objective, initiative(s), performance measures, and action steps that you are working on for this particular area. What have you completed? What can you celebrate?
<p>Provide excellent customer service, prompt medical treatment to injured workers, and identify high exposure claims early in order to implement cost containment practices through completing timely claim contacts and investigations. These objective procedures will result in efficient claim handling and claim closures. It will also help identify claims that need to be settled in order to extinguish future claim exposure and liability.</p> <p>The claims office reduced open claims by 49% after restructuring claim handling protocols in 2015. In addition, litigated matters were reduced by 38% and legal defense costs were reduced by 59% in 2015.</p>
DO
Describe the work of your team in achieving your performance objectives. Specifically address your initiatives and action steps.
<p>Initiatives include adjuster compliance to make timely contacts within 24 hours and thorough investigations following a report of a work place accident. The team is focused on getting injured employees to panel physicians, prompt authorization of treatment, and providing the follow up medical care and guidance so they can return to work. Light duty work will be offered when it is available. Making financially beneficial settlements when funding is available.</p>
CHECK
Are you getting the results needed to reach the performance targets? How are you monitoring and measuring to ensure results?
<p>The office continues to struggle to get access to funds to settle claims. It's imperative for the office to have the financial ability to settle claims so that legal liability and claim exposure can be reduced when possible. Cost containment practices will help keep our budget in check so all surplus funds can be used to settle claims.</p>
ACT
What are the challenges or obstacles you are facing or anticipating? What needs to change and/or improve to reach your performance targets? How will these changes lead to progress?
<p>Challenges include getting support from all departments to offer light duty work for injured employees. Providing light duty work is the most effective cost containment practice available to the District. It extinguishes income benefit liability and studies show injured workers who return to work in a light duty capacity achieve full duty status faster than employees who continue to stay out on workers' compensation. Cost containment helps the office stay on budget have funding for claim settlements.</p>