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Compensation & Benefits Committee - AWCBC Jurisdictional Update Report

Committee Member: Wade Hynes	From: Nova Scotia	Date: September 2016
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Mandate	<i>Defines expectations / responsibilities. Facilitates better focus on objectives and activities by which the committee operates.</i>
<p>The AWCBC Compensation & Benefits Committee works collaboratively to share experiences, identify and improve claim-related outcomes and identify and action opportunities around operational, research and policy development initiatives.</p>	

Goals	<i>Based on your mandate, set realistic and specific goals. What is the long-range aim? What do you hope to achieve?</i>
<ol style="list-style-type: none"> 1. To share jurisdictional experiences and knowledge. 2. To put before the committee, emerging issues that are deemed high priority, for consideration of planning 3. To identify, plan, and carry out specific projects for the benefit of the committee members and their respective jurisdictions. 4. To be available to other AWCBC / national committees to provide input and or partner with when requested. 5. To provide feedback to AWCBC Executive when required or requested. 	

Return to Work Outcomes

Objectives <i>Improving Return to Work Outcomes/Reducing Durations (Share work that is being done within your organization to support RTW, reduce duration etc)</i> <ol style="list-style-type: none"> 1. Organizational Changes to support RTW 2. New Initiatives 3. Best Practices 4. Outcomes 	Activities	Target Date(s) / Status	Budget
<p>Development of a 6 week pathway and Onboarding program for new Case Workers</p> <p>Assignment of Case Manager who is responsible for onboarding new Case Workers – manage the caseload and support the new Case Worker as the cases are transitioned</p>	<p><u>PATHWAY OBJECTIVES:</u></p> <ul style="list-style-type: none"> • Offers a roadmap of how to use the existing tools, resources and operational supports • Provides a framework which can be customized • Includes key outcomes & weekly expectations • Utilize a combination of blended learning • Promotes individual and customized learning! <p><u>PATHWAY ELEMENTS:</u></p> <ul style="list-style-type: none"> • Regular meetings with Mgr. & coach • Toolkit utilization • Self-directed learning • Some classroom training • Lots of coaching, follow-up • Homework • Other activities to help with integration <p><u>6 WEEK GAME PLAN:</u></p> <ul style="list-style-type: none"> • Week 1 - General Orientation & Entitlement • Week 2 - More on Entitlement • Week 3 - RTW Management • Week 4 - Tiered Services, Chronic Pain & Psych. Overlay • Week 5 - VR • Week 6 - Benefits & Rate Setting • Week 6+ - Other ongoing requirements... 	<p>Ongoing</p>	<p>Within operations budget</p>

Return to Work – The Basics. Revisiting the foundations of the RTW model with Case Workers.	Presentation delivered by operational managers and reinforced through periodic file reviews.		
Strategic partnership with CBI for the delivery of multi-disciplinary services for workers with Chronic Pain	RFP process in 2015 resulted in the selection of CBI as the single provider of a 6 and 8 week multi-disciplinary program	May 2016	Expect cost savings from reduced program cost and improved RTW outcomes
<u>Labour Market Re-Entry (LMR)</u> what programs in your jurisdiction that target injured workers with low levels of education and limited variability in work experience	There are currently no career centers or job pools to assist this population. We work with individuals to determine if they are a candidate for GED tutoring and/or on line tutorials. This is usually completed during the medical management of the claim prior to maximum medical recovery and the start of job search. Obtaining their GED definitely makes the worker more employable.		
<u>LMR cont.</u> what are the challenges	In Nova Scotia, we have a lot of worker’s that live in rural areas. Farming, Fishing and Construction are industries where employees have very low education levels. These workers have worked heavy labour jobs their entire lives and have not learned technology or people skills. This creates more of a challenge when trying to identify suitable and reasonably available occupations.		
<u>LMR cont.</u> What types of On the Job training programs are offered	We have 2 programs: On the Job Training Program (OJT) – Temporary Earnings Replacement Benefits remain in pay and there is no guaranteed job at the end of the program. The intention is to create a worker with a skillset that makes him		

	<p>or her more employable.</p> <p>Employment Incentive Program (EIP) – This program includes a sliding scale for reimbursement of wages (eg:100% x 1 month; 75% x 1 month; 50% x 1 month) until no longer subsidizing employment. The employer commits to providing a permanent position to the worker at the end of the program. Should the employer default on their obligation the payments are treated like a non-forgivable loan and needs to be repaid.</p>		
<p><u>LMR cont.</u></p> <p>Where do you get your wage information and are the wages regionally</p>	<p>We get our wage information from labour market information provided on the Government of Canada Job Bank Website. This information is regional. See link below.</p> <p>http://www.jobbank.gc.ca/occupation_search-eng.do;jsessionid=E696A7150F4E3B9DB2916ACEE9B1BF9F.imnav1</p>		

Service Delivery/Quality Initiatives

Objectives <i>Service Delivery/Quality Initiatives</i> <i>Share what is being done in your organization to improve Customer service delivery and to support Quality service/decisions to stakeholders.</i> 1. New Initiatives 2. Best Practices 3. Outcomes	Activities	Target Date(s) / Status	Budget
Plain Language Decision Writing	<p>In 2015 we instituted a Plain Language Decision Writing Model to create more consistency and accuracy in the claim decisions that case workers are making and writing. The framework includes</p> <p>Principles of Decision Writing:</p> <ol style="list-style-type: none"> 1. Write for the reader 2. Use the active voice 3. Take personal ownership of the decision 4. Avoid technical jargon and acronyms 5. Avoid judgmental language 6. If you wouldn't say it, don't write it 7. Short and simple is best 8. Paraphrase policy and legislation 9. Explain medical terms in plain language 10. The written decision should not be your first communication 11. Include relevant facts and evidence only 12. Personalize the decision to the individual <p>All written decisions should have the following seven elements:</p> <ol style="list-style-type: none"> 1. Background Information 2. Issue(s) 3. Law and Policy References 4. Facts and Evidence 5. Decision 6. Reasoning 	Started 2015	1/2 M

	<p>7. Next Steps</p> <p>We now do monthly audits of Case Worker decisions to ensure quality standards are met.</p>		
On-line channels for workers, employers and service providers	These on-line channels will provide a portal for 24/7 access for workers, employers and service providers. The channels will also enable the ability for submission of specific forms and invoices.	January 2017	
Direct Deposit for Injured Workers	Expanded this offering to include short term benefits and medical aid payments to workers.	January 2016	
Interactive Voice Response	Interactive Voice Response system for incoming callers was instituted in January of this year. Offers 24/7 telephone access with self-serve options. This has resulted in a reduction in the number of incoming phone calls for our Telephone Inquiry Assistants.	January 2016	
Collaboration between Internal Appeals and Service Delivery teams	<ul style="list-style-type: none"> Attendance by Hearing Officers at Case Management meetings Hearing Officers provide advice to Case Workers on application of Act and Policy in decision making 	2015	
Coaching Model	Professional Practice Coaches assigned to Case Workers to develop coaching plans and arrange regular coaching sessions with individual Case Workers	2014	

Human Resources/Training

Objectives <i>Human Resources/Training</i> <i>Share information on staff related issues including training, recruitment, management oversight etc..</i> 1. Staffing Issues 2. New Initiatives 3. Training	Activities	Target Date(s) / Status	Budget
Case Worker pathway	See above		
Reviewing Case Worker competency framework	Over the next couple years we will be reviewing the competency requirements for our Case Management positions. We are in the early stages of this review.		

Emerging issues/Changes in Policy or Legislation

Objectives <i>Emerging Issues/Changes in policy or Legislation</i>	Activities	Target Date(s) / Status	Budget
1. Share information that is related to changes in legislation, policy and other significant changes within your organization			
Recent WCAT decision to release full claim file information to employers	<p>A recent WCAT decision allowed for full release of a worker's file to the employer, citing the principles of natural justice and procedural fairness. Our Act directs that we only provide information that is relevant to the issue on appeal so we will now have to separate file release protocols in our system. Here is the link to the decision:</p> <p>http://www.canlii.org/en/ns/nswcat/doc/2016/2016canlii41495/2016canlii41495.html?searchUrlHash=AAAAAQAMMjAxNS00MTYtcGFkAAAAAAE&resultIndex=1</p>		

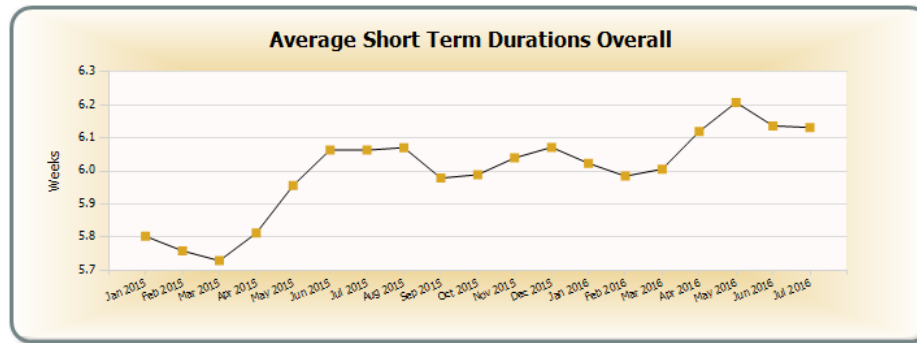
**Other Topics/issues happening in the jurisdiction
that would be of interest nationally**

Objectives	Activities	Target Date(s) / Status	Budget
RFP for replacement of our CORE Claim and Assessments systems	We have recently issued a request for proposals for replacement of our CORE systems. The RFP will close later this fall and a vendor will be selected. Design and development will occur throughout 2017 and 2018 with projected implementation in 2019.		

KPI's			
Objectives: <i>reporting KPI outcomes</i>	Activities	Target Date(s) / Status	Budget
<ul style="list-style-type: none"> • Time to initial payment • Short term duration • Long term duration • RTW outcomes 			
Time to initial payment – as of June 2016	73% of initial payments to workers complete within 15 days		

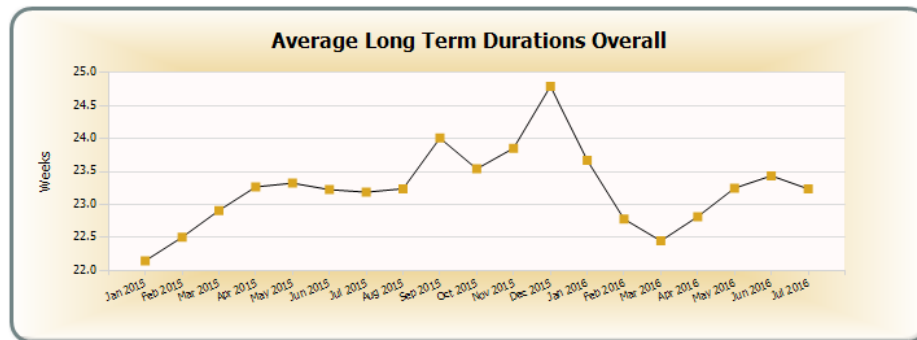
Short Term Duration

As of July the average duration of year 0 claims is 6.13 weeks



Long Term Duration

As of July the average duration of years 1-4 claims is 23.24 weeks



RTW outcomes

95% Return to Work rate so far in 2016

Technological Updates

Objectives: <i>What is new/upcoming in the jurisdiction that will be of national interest.</i>	Activities	Target Date(s) / Status	Budget
<ul style="list-style-type: none"> Share information 			
RFP for a new Claims and Assessment system.	Exploring a Core Systems Suite Solution hosted on a private/hybrid cloud	2019	

Topics to be discussed at Fall meeting (Identified at the Spring meeting)			
Objectives	Activities	Target Date(s) / Status	Budget
B.C.'s Mental Health Recovery guides	Presentation/discussion by B.C. on their mental health recovery guides		
N.S. coaching model	Presentation by NS on their coaching model		
Manitoba	Dan to arrange presentations		
Psychological injuries	Any new issues to be updated here		
Flexible work arrangements	<p>Each jurisdiction to document: telecommuting, compressed working arrangements and flexible work time as well as the jurisdictions experience with flexible work arrangements.</p> <p>(can be documented here or on a separate document)</p> <p>See Separate Document</p>		
Case management systems	<p>Each jurisdiction to document the following from their case management models:</p> <ul style="list-style-type: none"> • Lessons learned • Work flow • What drives outcomes 		

	<ul style="list-style-type: none"> • Dashboards • System activities and outcomes of the activities <p>(can be documented here or on a separate document)</p> <p>We recently went to market with an RFP for a Claims and Assessment System</p>		
Customer/Client Service training	To be updated under service deliveries/quality initiatives		
Internal Training	To be updated under human Resources/training		
Labour Market Re-Entry	<p>Carry over from the spring meeting. Documentation from spring meeting to be discussed including:</p> <ul style="list-style-type: none"> • What types of programs are available that will target injured workers with low levels of education and limited variability in work experience • Challenges with LMR • Types of OJT programs that are offered • How is wage information identified. <p>(can be documented here or on a separate document)</p>		