

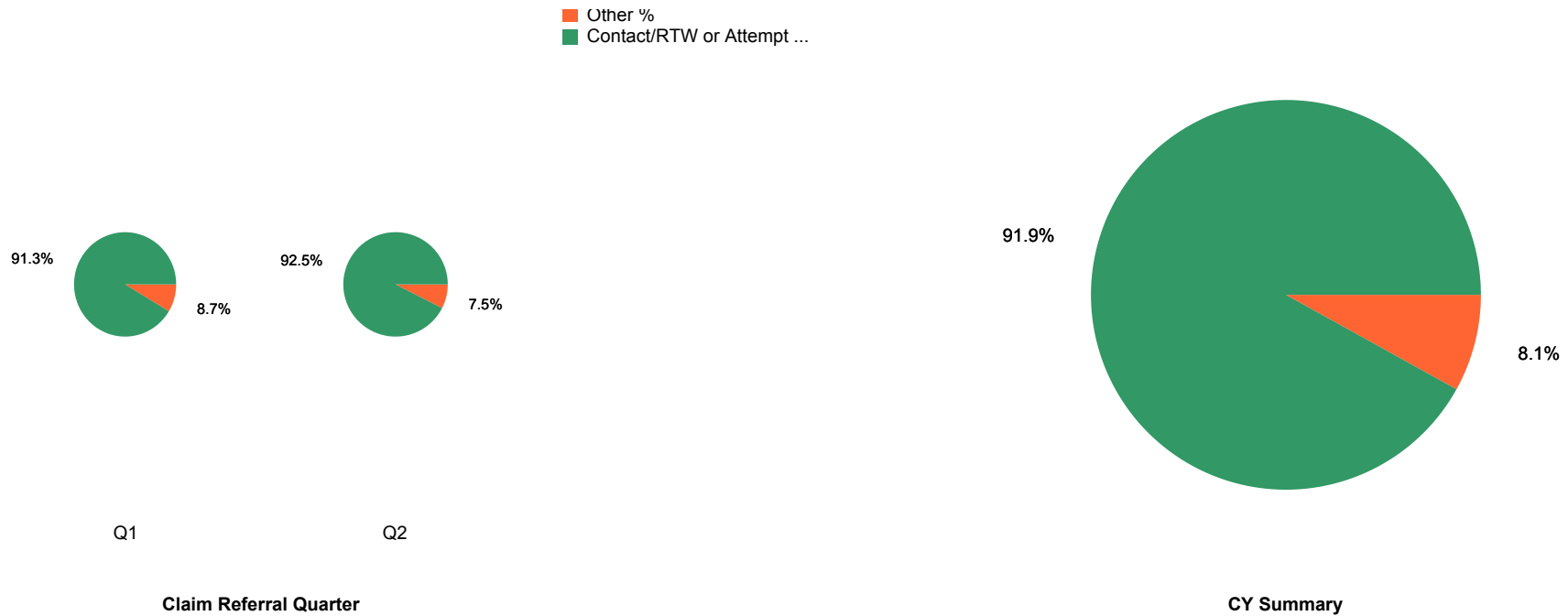
Case Management - Time to First Contact Summary

***Note: For further information on content, data and calculations please refer to "Report Definitions" contained in this reporting package.

A) CY - Contacts, RTW or Attempted Contacts Within Target (<=2 Days).

7

Note: The following charts identify referrals either contacted, returned to work or where an attempted contact was made within the 2 day target window. These charts do not differentiate between actual contacts, RTW or attempts. Referrals which may be identified in subsequent report sections as having "missed the 2 day target" may be represented here as within 2 days if an attempted contact is identified within the target window.

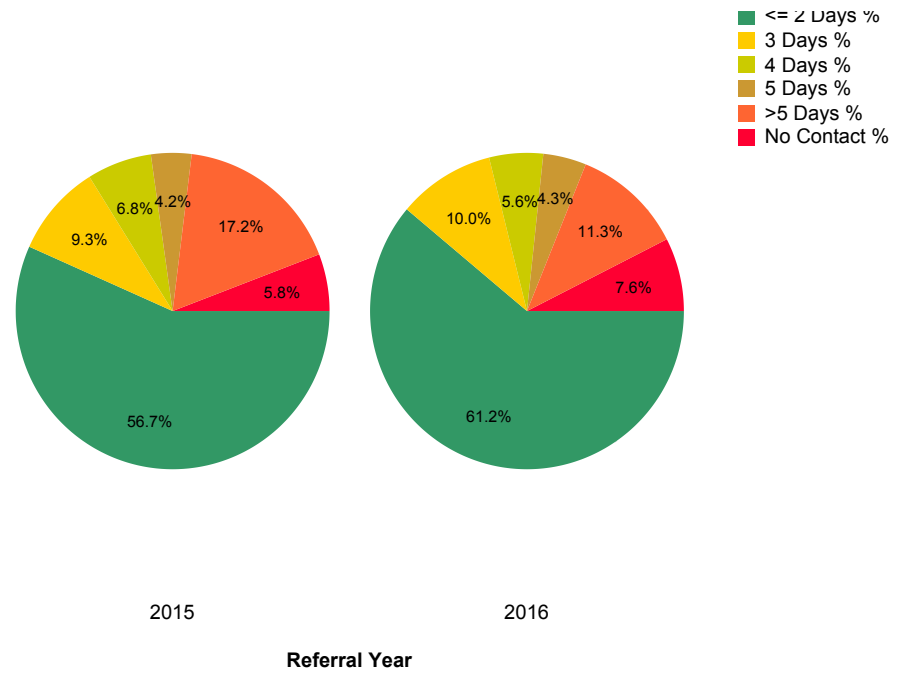
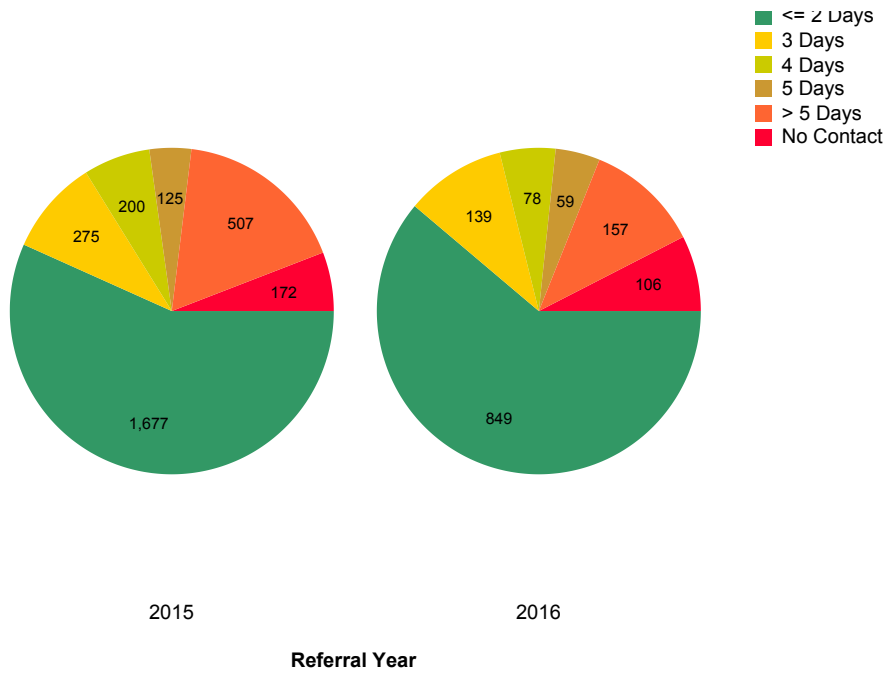


Case Management - Time to First Contact Summary

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B. Prior & Current Year Contacts & RTW (Excluding Unsuccessful Attempts)

Referral Year	Referrals	Contacts & RTW	% Contacts & RTW	<=2 Days	% <=2 Days	3 Days	% 3 Days	4 Days	% 4 Days	5 Days	% 5 Days	>5 Days	% >5 Days	No Contact or RTW	% No Contact or RTW
2015	2,956	2,784	94.2%	1,677	56.7%	275	9.3%	200	6.8%	125	4.2%	507	17.2%	172	5.8%
2016	1,388	1,282	92.4%	849	61.2%	139	10.0%	78	5.6%	59	4.3%	157	11.3%	106	7.6%

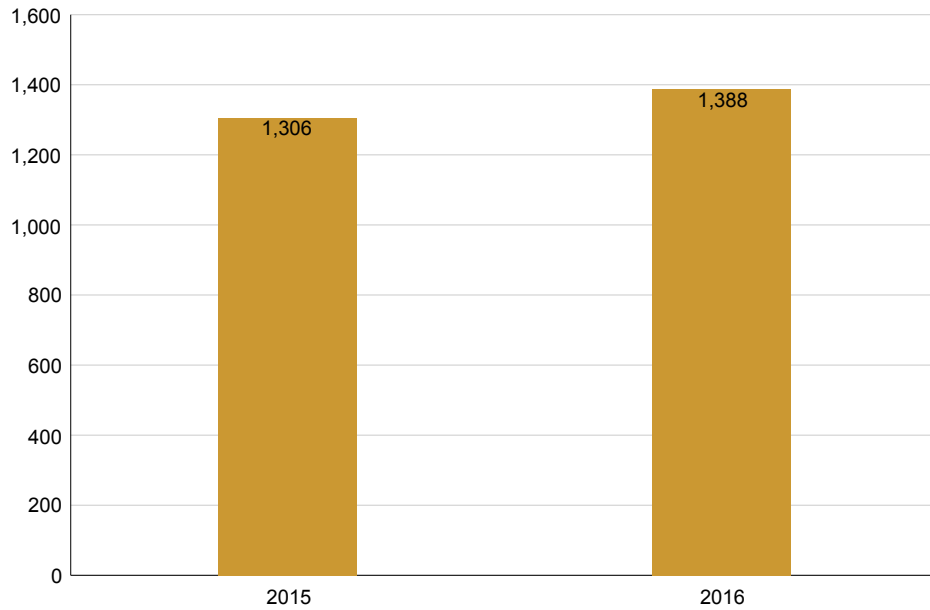


Case Management - Time to First Contact Summary

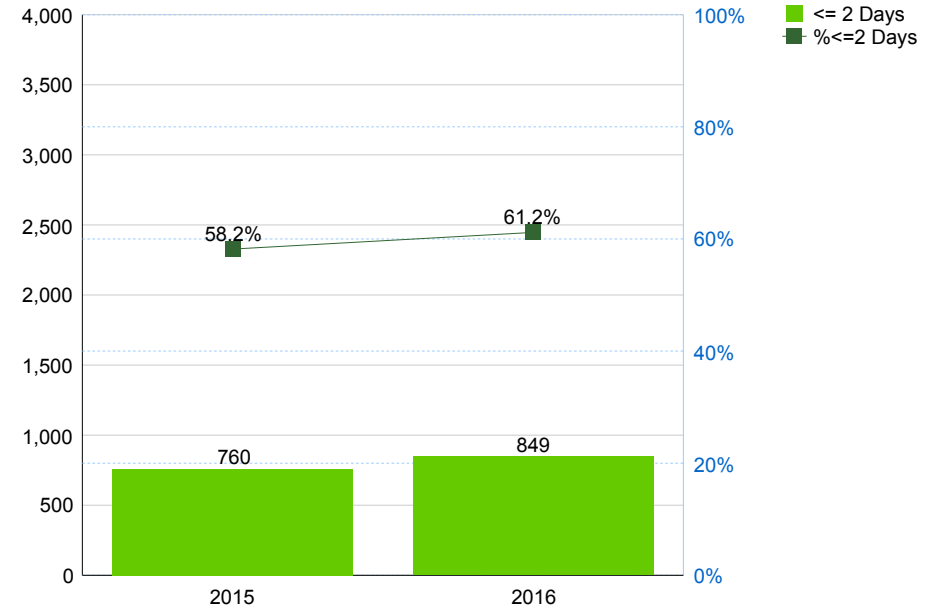
***Note: For further information on content, data and calculations please refer to "Report Definitions" contained in this reporting package.

C. Prior & Current YTD Referrals & Target Compliance (Excluding Unsuccessful Attempts)

1.1 YTD - Referrals



1.5 YTD - <=2 Days

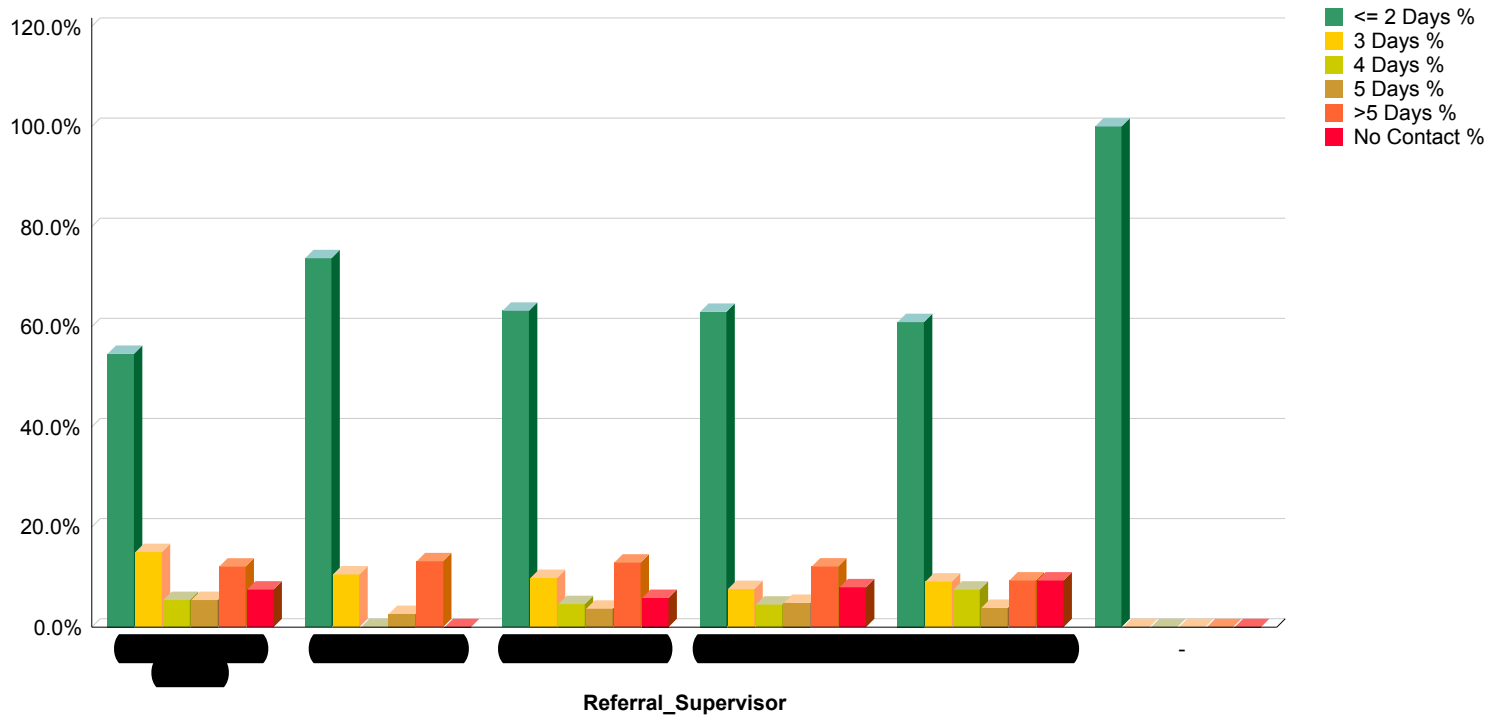


Case Management - Time to First Contact Summary

***Note: For further information on content, data and calculations please refer to "Report Definitions" contained in this reporting package.

C2. Current YTD Team Compliance (Excluding Unsuccessful Attempts)

C2b CY Contacts & RTW % by Supervisor

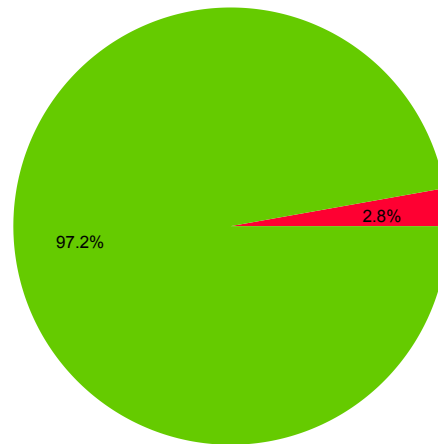


Case Management - Time to First Contact Summary

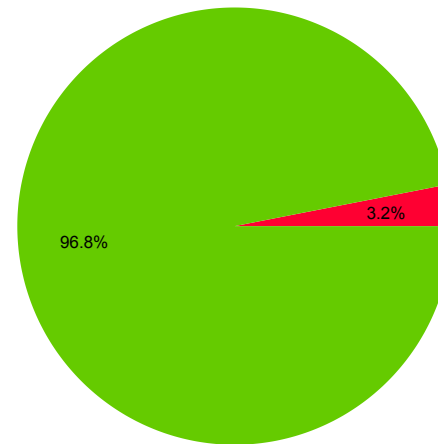
***Note: For further information on content, data and calculations please refer to "Report Definitions" contained in this reporting package.

D. Roles & Responsibilities Checked on 1st Contact

Referral_Event_Year	Contacts	RR on 1st Contact	% RR on 1st	Missed RR on 1st	% RR Missed
2015	2,519	2,449	97.2%	70	2.8%
2016	1,161	1,124	96.8%	37	3.2%



2015



2016

Current Claims and Overview (TEL, ESRTW, LMR)

A. CM Current Claims Active in CM Summaries (TEL, ESRTW, LMR) ** Avg Days indicate the average days for active claims in their current program instance & do not necessarily represent the overall claim duration.

Supervisors_Name	Total Claims	Avg Days	TEL	T Avg Days	ESRTW	E Avg Days	LMR	L Avg Days	Total Claims (Excluding LMR)	E & T Avg Days	TEL %	% ESRTW	LMR %	ESRTW as % of Total Claims (Excluding LMR)
A1 Supervisor Summary														
██████████	311	246	182	329.7	104	90.1	25	286.1	286	242.0	58.5%	33.4%	8.0%	36.4%
██████████	5	720	5	720.0	0		0		5	720.0	100.0%	0.0%	0.0%	0.0%
██████████	292	183	160	255.6	114	75.1	18	232.8	274	180.0	54.8%	39.0%	6.2%	41.6%
██████████	520	218	366	261.4	122	81.0	32	256.3	488	216.0	70.4%	23.5%	6.2%	25.0%
██████████	383	245	238	301.2	107	78.4	38	371.6	345	232.0	62.1%	27.9%	9.9%	31.0%
Not Coded	33	127	17	172.8	16	79.0	0		33	127.0	51.5%	48.5%	0.0%	48.5%
Overall - Total	1,544	224.1	968	283.9	463	80.9	113	297.9	1,431	218.2	62.7%	30.0%	7.3%	32.4%

Current Claims and RTW Overview (TEL, ESRTW, LMR)

B. 3 Year Summary - Intake & CM Closures ** Sub Programs identified are at the time of first closure. This does not identify any other programs the claimants may have participated in.

First Closure Year	Sub_Program_Group	Closed Claims	Intake RTW	CM RTW	RTW Outcome	RTW as % of Closures
B. Annual RTW Outcome - Includes Intake and CM RTW Outcomes						
2014	ESRTW	1,687	62	1,576	1,638	97.1%
	LMR	120	3	91	94	78.3%
	TEL	2,488	1,571	761	2,332	93.7%
2014 - Total		4,295	1,636	2,428	4,064	94.6%
2015	ESRTW	1,725	38	1,621	1,659	96.2%
	LMR	103	0	82	82	79.6%
	TEL	2,270	1,388	736	2,124	93.6%
2015 - Total		4,098	1,426	2,439	3,865	94.3%
2016	ESRTW	560	12	524	536	95.7%
	LMR	56	0	43	43	76.8%
	TEL	1,025	593	369	962	93.9%
2016 - Total		1,641	605	936	1,541	93.9%
Overall - Total		10,034	3,667	5,803	9,470	94.4%

Excluding LMR - Current Claims and RTW Overview (TEL, ESRTW)

B. 3 Year Summary - Intake & CM Closures ** Sub Programs identified are at the time of first closure. This does not identify any other programs the claimants may have participated in.

First Closure Year	Sub_Program_Group	Closed Claims	Intake RTW	CM RTW	RTW Outcome	RTW as % of Closures
B. Annual RTW Outcome - Includes Intake and CM RTW Outcomes (Excluding LMR)						
2014	ESRTW	1,687	62	1,576	1,638	97.1%
	TEL	2,488	1,571	761	2,332	93.7%
2014 - Total		4,175	1,633	2,337	3,970	95.1%
2015	ESRTW	1,725	38	1,621	1,659	96.2%
	TEL	2,270	1,388	736	2,124	93.6%
2015 - Total		3,995	1,426	2,357	3,783	94.7%
2016	ESRTW	560	12	524	536	95.7%
	TEL	1,025	593	369	962	93.9%
2016 - Total		1,585	605	893	1,498	94.5%
Overall - Total		9,755	3,664	5,587	9,251	94.8%

RTW Overview (TEL, ESRTW, LMR)

C. CM 3 Year Summary - RTW Closures Only (Excluding Non-RTW Closures)

Duration_End_Year	Sub_Program_Group	Intake RTW	CM RTW	RTW Outcome	RTW Avg Days	Avg Days in Pgm Instance	% of Days in Pgm Instance	Sustainable RTW Outcome	Sustainable Avg Days to RTW	% of RTW Sustainable	# RTW with Subsequent Activity	% RTW with Subsequent Activity
Annual Sustainable RTW as % of RTW Outcomes - Includes Intake and CM RTW Outcomes												
2014	ESRTW	62	1,576	1,638	143.6	51.5	35.9%	1,524	135.4	93.0%	114	7.0%
	LMR	3	91	94	939.6	311.0	33.1%	90	928.9	95.7%	4	4.3%
	TEL	1,571	761	2,332	54.9	32.1	58.5%	2,205	53.0	94.6%	127	5.4%
2014 - Total		1,636	2,428	4,064	111.1	46.4	41.7%	3,819	106.5	94.0%	245	6.0%
2015	ESRTW	38	1,621	1,659	148.4	57.7	38.9%	1,580	145.6	95.2%	79	4.8%
	LMR	0	82	82	1,071.6	327.9	30.6%	80	1,072.6	97.6%	2	2.4%
	TEL	1,388	736	2,124	50.0	29.2	58.4%	2,035	49.2	95.8%	89	4.2%
2015 - Total		1,426	2,439	3,865	113.9	47.8	41.9%	3,695	112.6	95.6%	170	4.4%
2016	ESRTW	12	524	536	167.1	65.2	39.0%	526	165.9	98.1%	10	1.9%
	LMR	0	43	43	765.2	270.2	35.3%	42	772.5	97.7%	1	2.3%
	TEL	593	369	962	53.3	35.6	66.8%	922	53.7	95.8%	40	4.2%
2016 - Total		605	936	1,541	112.7	52.4	46.5%	1,490	113.5	96.7%	51	3.3%
Overall - Total		3,667	5,803	9,470	112.5	47.9	42.6%	9,004	110.2	95.1%	466	4.9%

Excluding LMR - RTW Overview (TEL, ESRTW)

C. CM 3 Year Summary - RTW Closures Only (Excluding Non-RTW Closures & LMR)

Duration_End_Year	Sub_Program_Group	Intake RTW	CM RTW	RTW Outcome	RTW Avg Days	Avg Days in Pgm Instance	% of Days in Pgm Instance	Sustainable RTW Outcome	Sustainable Avg Days to RTW	% of RTW Sustainable	# RTW with Subsequent Activity	% RTW with Subsequent Activity
Annual Sustainable RTW as % of RTW Outcomes - Includes Intake and CM RTW Outcomes (Excluding Non RTW Closures & LMR)												
2014	ESRTW	62	1,576	1,638	143.6	51.5	35.9%	1,524	135.4	93.0%	114	7.0%
	TEL	1,571	761	2,332	54.9	32.1	58.5%	2,205	53.0	94.6%	127	5.4%
2014 - Total		1,633	2,337	3,970	91.5	40.1	43.8%	3,729	86.7	93.9%	241	6.1%
2015	ESRTW	38	1,621	1,659	148.4	57.7	38.9%	1,580	145.6	95.2%	79	4.8%
	TEL	1,388	736	2,124	50.0	29.2	58.4%	2,035	49.2	95.8%	89	4.2%
2015 - Total		1,426	2,357	3,783	93.1	41.7	44.8%	3,615	91.4	95.6%	168	4.4%
2016	ESRTW	12	524	536	167.1	65.2	39.0%	526	165.9	98.1%	10	1.9%
	TEL	593	369	962	53.3	35.6	66.8%	922	53.7	95.8%	40	4.2%
2016 - Total		605	893	1,498	94.0	46.2	49.1%	1,448	94.4	96.7%	50	3.3%
Overall - Total		3,664	5,587	9,251	92.6	41.7	45.1%	8,792	89.9	95.0%	459	5.0%

RTW Overview (TEL, ESRTW, LMR)

D. CM Durations 3 Year Summary - RTW Closures Only (Excluding Non-RTW Closures)

Duration_End_Year	Sub_Program_Group	RTW Outcome	Avg. Days	<=30	31 - 60	61 - 90	91 - 120	121 - 150	151 - 180	181 - 365	>365	% <=30	% 31 - 60	% 61 - 90	% 91 - 120	% 121 - 150	% 151 - 180	% 181 - 365	% > 365
D. Annual RTW - Includes CM Intake and RTW Outcomes																			
2014	ESRTW	1,638	143.6	325	325	216	163	126	81	246	137	19.8%	19.8%	13.2%	10.0%	7.7%	4.9%	15.0%	8.4%
	LMR	94	939.6	0	0	0	1	0	0	6	84	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	6.4%	89.4%
	TEL	2,332	54.9	1,717	193	105	59	47	39	97	58	73.6%	8.3%	4.5%	2.5%	2.0%	1.7%	4.2%	2.5%
2014 - Total		4,064	111.1	2,042	518	321	223	173	120	349	279	50.2%	12.7%	7.9%	5.5%	4.3%	3.0%	8.6%	6.9%
2015	ESRTW	1,659	148.4	290	303	236	196	133	95	262	134	17.5%	18.3%	14.2%	11.8%	8.0%	5.7%	15.8%	8.1%
	LMR	82	1,071.6	0	0	0	0	0	0	0	82	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
	TEL	2,124	50.0	1,592	177	88	55	31	34	95	41	75.0%	8.3%	4.1%	2.6%	1.5%	1.6%	4.5%	1.9%
2015 - Total		3,865	113.9	1,882	480	324	251	164	129	357	257	48.7%	12.4%	8.4%	6.5%	4.2%	3.3%	9.2%	6.6%
2016	ESRTW	536	167.1	76	93	84	71	35	41	90	46	14.2%	17.4%	15.7%	13.2%	6.5%	7.6%	16.8%	8.6%
	LMR	43	765.2	0	0	0	0	0	0	1	42	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	97.7%
	TEL	962	53.3	714	65	35	23	19	22	62	21	74.2%	6.8%	3.6%	2.4%	2.0%	2.3%	6.4%	2.2%
2016 - Total		1,541	112.7	790	158	119	94	54	63	153	109	51.3%	10.3%	7.7%	6.1%	3.5%	4.1%	9.9%	7.1%
Overall - Total		9,470	112.5	4,714	1,156	764	568	391	312	859	645	49.8%	12.2%	8.1%	6.0%	4.1%	3.3%	9.1%	6.8%

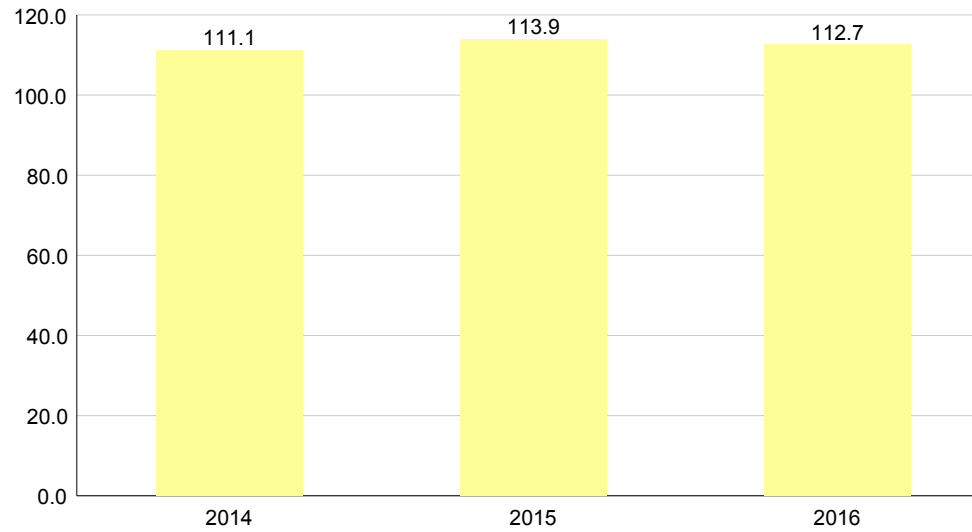
Excluding LMR - RTW Overview (TEL, ESRTW)

D. CM Durations 3 Year Summary - RTW Closures Only (Excluding Non-RTW Closures & LMR)

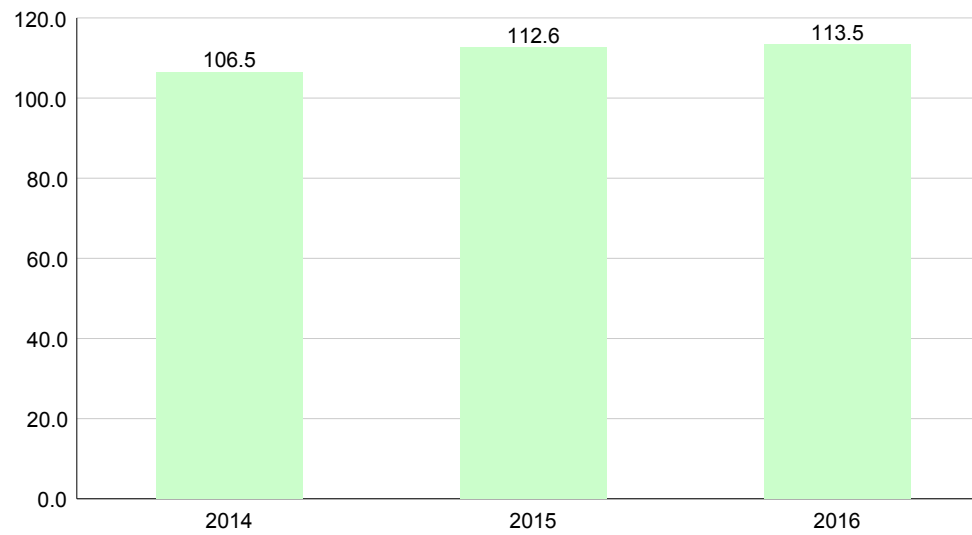
Duration_End_Year	Sub_Program_Group	RTW Outcome	Avg. Days	<=30	31 - 60	61 - 90	91 - 120	121 - 150	151 - 180	181 - 365	>365	% <=30	% 31 - 60	% 61 - 90	% 91 - 120	% 121 - 150	% 151 - 180	% 181 - 365	% > 365
D. Annual RTW - Includes CM Intake and RTW Outcomes (Excluding Non-RTW Closures & LMR)																			
2014	ESRTW	1,638	143.6	325	325	216	163	126	81	246	137	19.8%	19.8%	13.2%	10.0%	7.7%	4.9%	15.0%	8.4%
	TEL	2,332	54.9	1,717	193	105	59	47	39	97	58	73.6%	8.3%	4.5%	2.5%	2.0%	1.7%	4.2%	2.5%
2014 - Total		3,970	91.5	2,042	518	321	222	173	120	343	195	51.4%	13.0%	8.1%	5.6%	4.4%	3.0%	8.6%	4.9%
2015	ESRTW	1,659	148.4	290	303	236	196	133	95	262	134	17.5%	18.3%	14.2%	11.8%	8.0%	5.7%	15.8%	8.1%
	TEL	2,124	50.0	1,592	177	88	55	31	34	95	41	75.0%	8.3%	4.1%	2.6%	1.5%	1.6%	4.5%	1.9%
2015 - Total		3,783	93.1	1,882	480	324	251	164	129	357	175	49.7%	12.7%	8.6%	6.6%	4.3%	3.4%	9.4%	4.6%
2016	ESRTW	536	167.1	76	93	84	71	35	41	90	46	14.2%	17.4%	15.7%	13.2%	6.5%	7.6%	16.8%	8.6%
	TEL	962	53.3	714	65	35	23	19	22	62	21	74.2%	6.8%	3.6%	2.4%	2.0%	2.3%	6.4%	2.2%
2016 - Total		1,498	94.0	790	158	119	94	54	63	152	67	52.7%	10.5%	7.9%	6.3%	3.6%	4.2%	10.1%	4.5%
Overall - Total		9,251	92.6	4,714	1,156	764	567	391	312	852	437	51.0%	12.5%	8.3%	6.1%	4.2%	3.4%	9.2%	4.7%

RTW Overview (TEL, ESRTW, LMR)

E. Injury to RTW - Avg Days

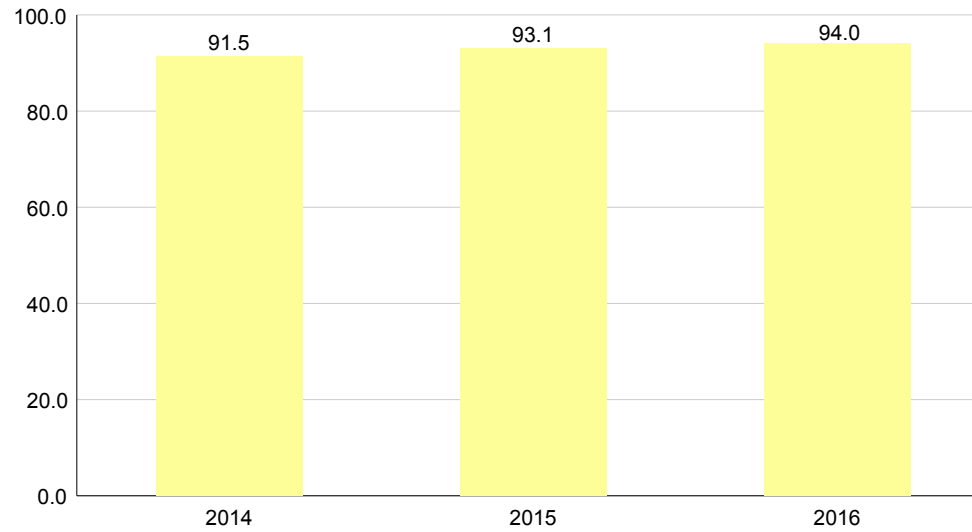


F. Injury to RTW (Sustainable Only) - Avg Days

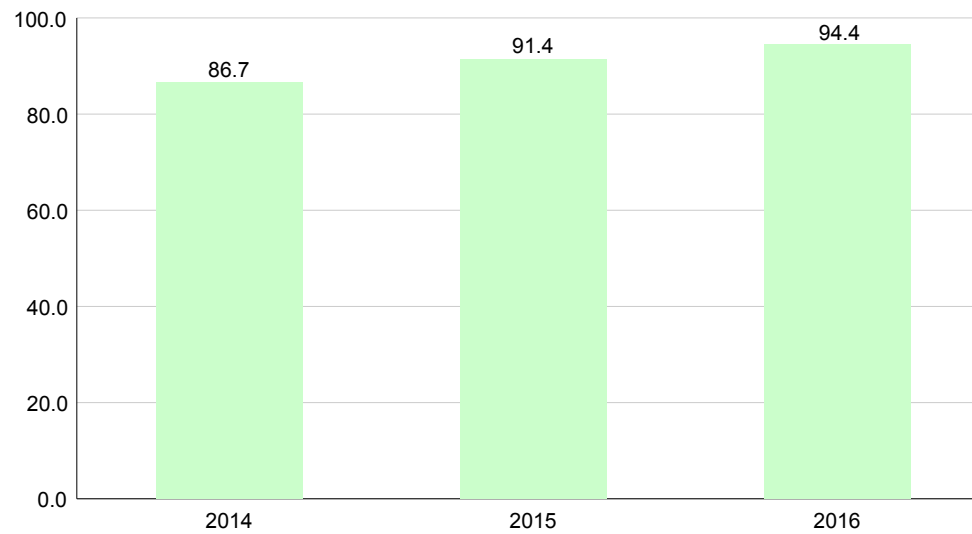


Excluding LMR - RTW Overview (TEL, ESRTW)

E. Injury to RTW - Avg Days (Excluding LMR)



F. Injury to RTW (Sustainable Only) - Avg Days (Excluding LMR)



ESRTW - Hierarchy Levels

A. Current ESRTW Claims - Hierarchy Levels

ESRTW Claims Not Identified on Hierarchy

70

ESRTW_H_Level	< 30 days	% < 30	30 - 45 days	% 30 - 45	46 - 60 days	% 46 - 60	61 - 90 days	% 61 - 90	91 - 120 days	% 91 - 120	> 120 days	% > 120	Total in Level
A. Number of claims - by Days Since Hierarchy Update													
N1-Pre -Injury Job with Modifications	21	55.3%	2	5.3%	6	15.8%	5	13.2%	0	0.0%	4	10.5%	38
N2-Pre-Injury Job Modified Work	9	29.0%	4	12.9%	4	12.9%	4	12.9%	1	3.2%	9	29.0%	31
N3-Pre-Injury Job Modified Work with some non Pre-Injury Duties	2	15.4%	2	15.4%	0	0.0%	3	23.1%	3	23.1%	3	23.1%	13
N4-Ease Back to Pre-Injury Job	8	18.6%	5	11.6%	4	9.3%	9	20.9%	3	7.0%	14	32.6%	43
N5-Alternate Work	4	26.7%	1	6.7%	4	26.7%	3	20.0%	1	6.7%	2	13.3%	15
O1-Pre -Injury Job with Modifications	17	51.5%	3	9.1%	6	18.2%	2	6.1%	3	9.1%	2	6.1%	33
O2-Essential Duties of Pre-Injury Job	1	20.0%	0	0.0%	3	60.0%	0	0.0%	0	0.0%	1	20.0%	5
O3-Pre-Injury Job Modified Work	10	29.4%	2	5.9%	4	11.8%	3	8.8%	0	0.0%	15	44.1%	34
O4-Pre-Injury Job Modified Work with some non Pre-Injury Duties	3	33.3%	0	0.0%	3	33.3%	1	11.1%	1	11.1%	1	11.1%	9
O5-Ease Back to Pre-Injury Job	20	23.5%	10	11.8%	10	11.8%	12	14.1%	7	8.2%	26	30.6%	85
O6-Alternate Work	2	12.5%	3	18.8%	1	6.2%	0	0.0%	5	31.2%	5	31.2%	16
Overall - Total	97	30.1%	32	9.9%	45	14.0%	42	13.0%	24	7.5%	82	25.5%	322

Recent Closures on ESRTW Claims - by Hierarchy Level

Table 6 Definition

- 1) Data for Current and Previous Year
- 2) Reflects hierarchy levels applied to ESRTW claims at the time of closure on an ESRTW program.
- 3) The intent of this data is to identify the ESRTW level at the time of closure. Any ESRTW claims that have closed, but were not entered into the hierarchy, are not represented in this data set.
- 4) Claims that participated in ESRTW but closed while on a program other than ESRTW are not represented in this data set.

Close Year	ESRTW_H_Level	ESRTW Close Count
6. Hierarchy Level at Closure by Year		
2015	N1-Pre -Injury Job with Modifications	143
	N2-Pre-Injury Job Modified Work	124
	N3-Pre-Injury Job Modified Work with some non Pre-Injury Duties	43
	N4-Ease Back to Pre-Injury Job	109
	N5-Alternate Work	53
	O1-Pre -Injury Job with Modifications	236
	O2-Essential Duties of Pre-Injury Job	73
	O3-Pre-Injury Job Modified Work	176
	O4-Pre-Injury Job Modified Work with some non Pre-Injury Duties	36
	O5-Ease Back to Pre-Injury Job	296
	O6-Alternate Work	42
2015 - Total		1331
2016	N1-Pre -Injury Job with Modifications	57
	N2-Pre-Injury Job Modified Work	47
	N3-Pre-Injury Job Modified Work with some non Pre-Injury Duties	15
	N4-Ease Back to Pre-Injury Job	49
	N5-Alternate Work	14
	O1-Pre -Injury Job with Modifications	77
	O2-Essential Duties of Pre-Injury Job	25
	O3-Pre-Injury Job Modified Work	63
	O4-Pre-Injury Job Modified Work with some non Pre-Injury Duties	10
	O5-Ease Back to Pre-Injury Job	113
	O6-Alternate Work	13
2016 - Total		483
Overall - Total		1814

6a. Hierarchy Closure % Summary

N1-Pre -Injury Job with Modifications	11%
N2-Pre-Injury Job Modified Work	9%
N3-Pre-Injury Job Modified Work with some non Pre-Injury Duties	3%
N4-Ease Back to Pre-Injury Job	9%
N5-Alternate Work	4%
O1-Pre -Injury Job with Modifications	17%
O2-Essential Duties of Pre-Injury Job	5%
O3-Pre-Injury Job Modified Work	13%
O4-Pre-Injury Job Modified Work with some non Pre-Injury Duties	3%
O5-Ease Back to Pre-Injury Job	23%
O6-Alternate Work	3%

6b. Combined (No Obligation & Obligation) Closure % Summary

Pre -Injury Job with Modifications	28%
Pre-Injury Job Modified Work	23%
Pre-Injury Job Modified Work with some non Pre-Injury Duties	6%
Ease Back to Pre-Injury Job	31%
Alternate Work	7%
Essential Duties of Pre-Injury Job	5%

ESRTW - Scans

C - Injury to First Plan Scan Duration

Injury Yr	Total Claims	Without Plan Scans	% Without Plan Scans	With Plan Scans	% with Plan Scans	<= 5 Days	% <= 5 Days	6 - 10 Days	% 6 - 10 Days	11 - 20 Days	% 11 - 20 Days	21 - 30 Days	% 21 - 30 Days	> 30 Days	% > 30 Days	Avg Days
C - Injury to First Plan Scan Duration																
2014	2,169	740	34.1%	1,435	66.2%	236	10.9%	192	8.9%	229	10.6%	160	7.4%	618	28.5%	94.5
2015	2,065	740	35.8%	1,328	64.3%	139	6.7%	183	8.9%	243	11.8%	166	8.0%	597	28.9%	74.0
2016	703	307	43.7%	396	56.3%	59	8.4%	69	9.8%	84	11.9%	52	7.4%	132	18.8%	43.3
Overall - Total	4937	1,787	36.4%	3,159	64.4%	434	8.8%	444	9.1%	556	11.3%	378	7.7%	1,347	27.5%	79.5

Case Management - Report Definitions Summary

** In addition to the summary below, further details may also be available in the Manager level KPI report packages issued on a monthly basis within the Commission. **

Time to First Contact & RTW

Statistics are based on referrals to CM or ESU

Exclusions

This report package excludes referrals issued within the preceding 7 days in order to ensure the statistics for "Time to First Contact" groupings reflect only referrals where the CM has had sufficient time to meet the groupings criteria.

Time to First Contact & RTW is calculated as follows:

Days between the Referral Event (when a claim was referred) and the coinciding Update Date of the first contact record. In cases where the time between the Referral Event and Contact or RTW extends over a weekend, 2 days have been deducted from the overall time to account for the first weekend after referral (all subsequent days are included in the overall time)

Claim Owners / Management Identification

The CM identified is based on the ID of the assigned User for the referral and/or contact at the time of referral, not necessarily the current or latest CM assigned to the claim.

Current Claims Active in CM

Avg Days presented in this report indicate the average number of days for active claims in their current program instance and do not necessarily represent the overall duration of the claim itself.

Return to Work - RTW

Identifies claim closures where the first ever closure on a claim occurred in Intake or Case Management. This report does not identify claims denied in Intake or any subsequent closures on a claim that may exist.

An RTW outcome, for the purposes of this reporting package, is identified as a CM or Intake closure based on the following closure types:

Return to pre-injury job;

Return to essential duties of pre-injury job;

Return to suitable work;

Return to alternate work;

Did not return to work but had the capacity to do so; or

Accepted & Closed in Intake on a TEL or ESRTW program.

The Sub Program Group displayed reflects the sub program group applied to the claim at the time of closure regardless of any previous programs applied to the claim..

Only claims that existed on a TEL, LMR or ESRTW program during the reporting period are included.

Claims with a Stamp to Decision duration of > 200 days are considered outliers and are excluded.

ESRTW Hierarchy

"Current Claim" indicates that the most recent application of a sub program for an ESRTW related claim. Claims identified have not had a subsequent sub program or closure code applied since the start of the sub program.

Claims that have started on an ESRTW program in the past two weeks (based on reporting date) are excluded in order to ensure that Case Managers have adequate time to enter the ESRTW hierarchy information prior to being captured in statistical reporting.

ESRTW Plan Scans

Claims closed in intake are excluded.