

Governor's Commission on
Workers' Compensation
in State Agencies

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Introduction

Ohio is committed to workplace safety and effective claims management. Preserving the health and well-being of all employees is not just good business; it's the right thing to do. It is the responsibility of any organization's senior management to: provide for the safety and health of all employees on the job; prevent injuries and illnesses; and maximize support and assistance if people do get hurt.

Studies show the most critical elements of a successful workers' compensation program are senior leadership, commitment and direct employee involvement. The greatest barriers to success are lack of commitment from the top, lack of accountability of structures, lack of charge-back systems and lack of clear reporting systems. Many times, the personal and financial costs of workers' compensation claims can go unnoticed when there are numerous priorities. While executives face many priorities each day, it is critically important that workers' compensation be treated equal to any other organizational priority.

On Aug. 21, 2002, Governor Bob Taft created a commission of cabinet members to review and report back to him the most appropriate and effective injury-prevention, and claims-management system for Ohio's state agencies. The cabinet members assigned to the commission were the administrator of the Bureau of Workers' Compensation (BWC), director of the Department of Rehabilitation and Corrections, director of the Department of Administrative Services, director of the Department of Transportation and director of the Department of Mental Retardation and Developmental Disabilities.

The following report assesses the current state of workers' compensation and makes recommendations on how to reduce workers' compensation costs, and improve the quality of services to injured workers.

Background

The three greatest cost drivers in workers' compensation claims are lag time (the time difference between the actual date of injury and the date it is filed); frequency (number of claims each year); and severity (number of lost work days each year) of the injuries. BWC's 10-Step Business Plan, which works to directly address the frequency and severity of a claim, will be referenced throughout the report. The 10-step plan focuses on:

- Step 1 — Visible, active senior management leadership;
- Step 2 — Employee involvement and recognition;
- Step 3 — Medical treatment and return-to-work practices;
- Step 4 — Communication;
- Step 5 — Timely notification of claims;
- Step 6 — Safety and health process coordination;
- Step 7 — Written orientation and training plan;
- Step 8 — Written and communicated safe work practices;
- Step 9 — Written safety and health policy;
- Step 10 — Recordkeeping and data analysis.

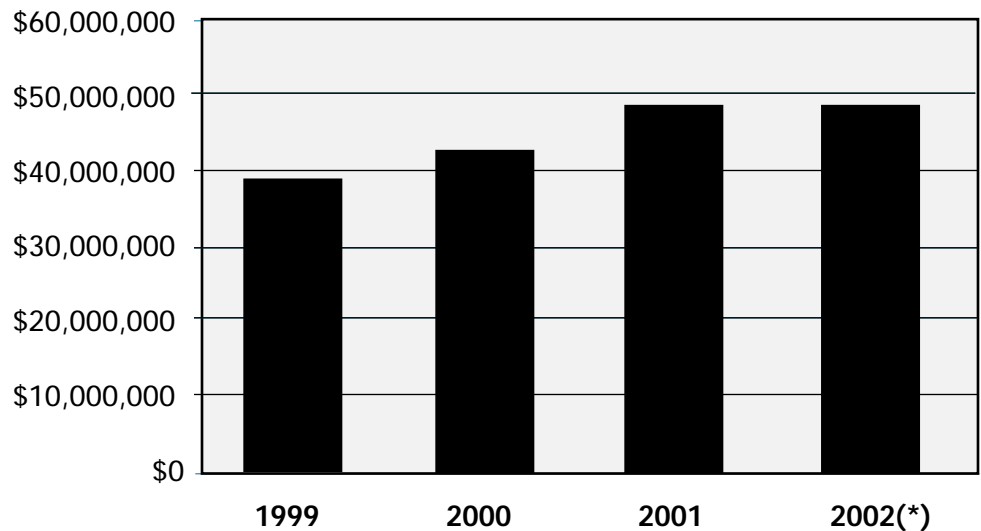
The cost of workers' compensation to state agencies is becoming an ever-increasing burden, and that is resulting in a loss of productivity. This is evidenced by the following statistics reported by BWC:

- In calendar year 2001, BWC paid \$47,952,763 in benefits to and on behalf of employees in the state's 24 cabinet agencies. If the 2000-2002 payment trend continues, the bureau will pay \$50,043,522 in calendar year 2003;
- Thirty-three percent of claims with benefits paid in calendar year 2001 are more than five years old, yet they make up almost 46 percent of the benefits paid in calendar year 2001;
- In calendar year 2001, cabinet agencies' employees experienced 352,574 calendar days away from work due to workplace injuries and illnesses;
- The cabinet agencies reported 3,875 workers' compensation claims in calendar year 2001;
- The average claim filing lag time in calendar year 2001 was 14.7 days.

Please see Attachment A for current and historical data on claims filed, filing lags, days absent and benefits paid for each of the 24 cabinet agencies.

A graphical portrayal of workers' compensation benefits paid shows the growing cost of work-related injuries and illnesses to state agencies:

Workers' compensation benefits paid 24 cabinet-level agencies



(*) Calendar year 2002 benefits paid are projected based on doubling actual payments during the first half of the year.

Our vision for workers' compensation among state agencies

- The ultimate goal is to have zero injuries, zero lost days and minimal workers' compensation premiums.
- All agencies should be competent and proficient in injury and accident prevention, and claims management.
- All stakeholders should have clearly defined roles.
- State agencies should have more precise data with which to manage their accident- and injury-prevention programs, and their claims for workers' compensation.
- Workers' compensation premiums should be responsive to improvements in an individual agency's accident-prevention and claims-management programs.

The following report establishes a multifaceted approach to use in developing and implementing effective and efficient injury prevention, and claims management for the state's agencies. To develop the plan, the commission acknowledged that a coalition would need to be formed that would:

- Assess the health of the workers' compensation process in state agencies;
- Work to continuously integrate and improve the process;
- Advise the appropriate party on recommended action.

To accomplish this vision, the commission recommends the adoption and implementation of the following strategic plan.

Strategic plan

1. Challenge agencies to set performance goals to manage and control workers' compensation costs

- The specific performance measures recommended are claim frequency (number of claims); claim severity (calendar days lost per year, benefits paid per year); and average filing lag time (calendar days from date of injury to date filed with BWC). See Attachment D for detailed definitions of each performance measure, as well as a discussion of the methodology used in developing the trends and goals.
- Based on experience with private-sector employers, BWC recommends a goal of 10-percent reduction in each measure against the trend line created by the previous three years. BWC will provide each agency with baseline data for each performance measure, including the three-year historical trend. This trend will be projected over a two-year measurement period. For example, the measurement period of calendar year 2003-2004 would have a goal of reducing each performance measure by 10 percent below the trend generated by calendar year 2000-2002 actual results.
- Each director may negotiate a deviation from the standard 10-percent improvement goal, based on the unique circumstances facing that agency.

2. Educate agencies in workers' compensation strategies

All agencies should be competent and proficient in injury and accident prevention, and claims management. To provide the individual state agencies the expertise to manage and control workers' compensation costs, various educational initiatives should be established (see page 9). State agencies, being uniquely different from other organizations, will require education customized to meet their needs.

3. Challenge agencies to set process goals to prevent injuries where they can, and manage claims where they can't

Each agency will be held accountable for implementing BWC's 10-Step Business Plan (see Attachment B), or an equivalent workers' compensation injury-prevention and claims-management program.

In the first year, each agency will implement at least the following systems:

- Visible, active senior management leadership;
- Employee involvement and recognition;
- Timely notification of claims;
- Safety and health process coordination;
- Recordkeeping and data analysis;
- Evaluate how to implement medical treatment and return-to-work practices.

In the second and subsequent years, each agency will sustain all previously implemented systems, and implement the following systems:

- Medical treatment and return-to-work practices;
- Communication;
- Written orientation training;
- Written and communicated safe work practices;
- Written safety and health policy.

4. Define the roles of the stakeholders

Cabinet agencies

Each director will develop and report an annual plan to achieve performance goals. The initial plan (for calendar year 2003-2004) will be submitted to the governor or his designee by May 15, 2003. Annual plan updates will be reported to the governor or his designee by Dec. 31. Additionally, each agency will:

- Implement the 10-Step Business Plan or its equivalent;
- Make use of the wide array of BWC, third party administrator (TPA) and managed care organization (MCO) loss-prevention and loss-control services;
- Develop its own expertise in accident prevention and claims management by:
 - Participating in the workers' compensation coalition;
 - Attending BWC's Workers' Compensation University;
 - Attending Division of Safety & Hygiene training courses;
 - Using, as appropriate, the Quality Services through Partnership program.

BWC will:

- Participate in and co-sponsor educational events and coalition meetings;
- Offer loss-prevention and loss-control services to state agencies in the form of:
 - Formation of claims processing team(s) that are knowledgeable regarding unique issues involving employment by state agencies;
 - On-site safety and health consultation;
 - Training classes;
 - Information services (i.e., library and videos);
 - Consulting on implementation of the 10-Step Business Plan (or equivalent);
 - Provision of timely and accurate performance measurement data;
 - Provision of workers' compensation technical expertise;
 - Assistance and coordination in the investigation of fraud.

The Department of Administrative Services (DAS) will:

- Participate in and co-sponsor educational events and coalition meetings;
- Integrate and coordinate efforts to manage workers' compensation with other wellness and absence-management programs. This includes sharing utilization data on other absence-management programs (e.g., disability and sick leave) and overseeing benefits to help avoid cost shifting between major medical and workers' compensation;
- Coordinate the bidding and selection process of TPAs and MCOs; and select best-qualified vendors to assist agencies in their injury-prevention and claims-management systems;
- Monitor performance of vendors, and assure the TPA is fulfilling contractual obligations in meeting the individual agency's needs;
- Annually evaluate agency satisfaction with the performance of MCOs and TPAs in assisting them in their injury-prevention and claims-management program;
- Send detailed billing reports to the agencies regarding gross payroll, workers' compensation base premium, Disabled workers' Relief Fund (DWRF) contributions and workers' compensation administrative cost charges.

TPAs and MCOs will:

- Participate in and co-sponsor educational events and coalition meetings;
- Develop and distribute statistical reports to state agencies. These reports should be developed in coordination with BWC, as they should be consistent with performance measurement data provided by BWC;
- Assist agencies in implementation and review of transitional work programs.

See Attachment C for a more in-depth review of TPA and MCO roles and responsibilities.

5. Create ongoing dialogue to solve difficult issues.

To facilitate ongoing discussion and issue resolution, DAS and BWC will co-sponsor a coalition on workers' compensation in state agencies. The mission of the coalition is to:

- Routinely assess the effectiveness of workers' compensation in state agencies;
- Work to integrate and continuously improve the process;
- Advise the commission on recommended action. The Governor's Commission on Workers' Compensation in State Government will convene at least biannually to receive recommendations from the coalition. Commission membership may expand to include other agencies.

6. Develop recommended procedures for claims settlement

BWC, the Department of Administrative Services and the Office of Budget & Management will meet to explore and, if feasible, recommend claims settlement procedures. In principle, settling claims should provide a financial benefit for state agencies and directly reduce insurance premiums. Today's system does not appear to properly reflect sound returns for claims settlement.

The coalition should include representation from cabinet agencies, MCOs and TPAs. The coalition should meet quarterly to address outstanding and ongoing issues affecting the administration and control of workers' compensation costs for state agencies, and should forward recommendations to the governor's designee as appropriate. One of the first items the coalition should work to implement is the exclusion of settlement payments from the rate-making process. Other issues that should receive immediate attention are listed in the Issues that need immediate attention section.

Implementation timeline

- Report to governor – December 2002
- Presentation to directors – February 2003
- Coalition kick-off – February 2003
- WCU event – March/April 2003
- Initial process plans to governor – May 2003
- Participation in discount program – July 2003
- Progress reports to governor – December 2003

Summary

The effect of these recommendations is an increased valuing of state employees. If safety and best-in-class injury management become priorities, then, claim costs will decline and premium costs will drop. In the event that these recommendations are adopted and implemented, the state will obtain savings in workers' compensation costs and a reduction in lost workdays, which would result in increased efficiency and productivity.

Other state agencies outside of the executive branch of Ohio government are invited to implement similar recommendations of this plan. They too will share in the benefits of fewer workplace injuries, fewer lost work days and reduced workers compensation premiums.

Issues that need immediate attention

- Conduct a Workers' Compensation University style educational event for state agencies to teach workers' compensation control strategies.
- Establish best practices for preventing injuries and managing claims.
- Put into practice methods of implementing each step of the BWC 10-Step Business Plan.
- Educate on pursuit and practice of settlements for state agencies.
- Identify budgetary requirements to support settlements.
- Understand state agency rate-making methodology.
- Gain hands-on experience with the Dolphin system.
- Discuss safety topics, e.g., lifting/handling patients.
- Hold recognition event for those who have successfully implemented the plan.
- Define case law and legal matters.
- Understand statutory differences between state agencies and private entities.
- Analyze data and research best practices, including:
 - Methods of dealing with issues of fraud and enabling providers, benefits structure, and other disability separations;
 - Strategies to communicate our recommendations to other agencies (i.e., annual summer school for state agencies);
 - Explanation of loss-prevention and loss-control strategies;
 - Explanation of this initiative and goals, and why they are important;
 - Explanation of baselines and what they represent, and how to access on an ongoing basis (i.e., Dolphin Project);
 - Information on DAS reports to agencies (breaking out costs, i.e., a balance sheet).

Incentives for state agencies Discount for implementation of 10-Step Business Plan

Beginning in July 2003, BWC will provide an incentive for state agencies to adopt proven loss-reduction techniques. The incentive will allow the funds otherwise used to pay Ohio State Insurance Fund premiums to be used to reduce frequency/severity, thereby, producing long-term savings to all participants.

Law requires that state agency premium rates be set to cover current year claim cost expenditures, adjusted to account for prior years' overage/shortage of premiums as compared to claim costs. There are no mutualized costs for state agencies. There are no interest/investment earnings to use in paying claim expenses. There is no excess of premiums over losses from prior years' collections. Law prevents the use of public employer taxing districts and private employer premiums to support state agencies and vice versa.

Because of the above, the ability to provide financial incentives to state agencies to motivate certain behavior is extremely limited. The dollar-for-dollar matching of claim costs to premiums would seem to be an obvious incentive to reduce claim costs.

Given the constraints of the law, the only flexibility that can be used may be the timing of the overage/shortage of premium. Conceptually, if certain goals were met, BWC could predict lower claim costs during the policy year. Then, should the prediction come true, the lower premium would be justified.

The only impact of meeting goals would be on continuation of the discount. The goals should translate into a reduction in claim payments of 10 percent or more, or the premium rate will increase.

Three-year program

The 10-percent reduction in premium for three years assumes no overall rate increase and assumes no shortage of premium at the beginning of the program. Participating state agencies will qualify for a 10-percent discount in premiums for up to three years. Participants must meet qualifying criteria to remain in the program.

Year one — The agency must institute the 10-step plan and demonstrate in writing at the end of the year that they have fulfilled steps 1, 2, 5, 6 and 10. If the agency has done this, it is eligible to participate in year two.

Year two — The agency must reduce its frequency rate by 10 percent and must reduce its severity rate by 10 percent. If the agency has done this, it is eligible to participate in year three.

Year three — The agency must reduce its frequency rate by an additional 10 percent and must reduce its severity rate by an additional 10 percent.

The following requirements must be met each year:

- (1) Participation must be set by Jan. 31 prior to the July 1 start of the policy year;
- (2) Any agency at the minimum (\$0.05/\$100 P/R) rate does not qualify for the discount;
- (3) Any agency in schedule for rate calculations does not qualify for the discount;
- (4) Notwithstanding agreement to participate. Any employer whose rate is capped does not qualify for the discount (already getting one with the "cap"), unless the reduction will reduce the rate below the uncapped rate;
- (5) Participants may be in the program for three consecutive years;
- (6) No premium rate will be reduced to below \$0.05/\$100 payroll.

Attachment C

Third party administrator
(TPA)/managed care organization
(MCO) responsibilities

Third party administrator(TPA)/managed care organization(MCO) responsibilities

	Responsibilities	TPA	MCOs
Claims management	First Report of Injury to the BWC		*
	Advice on certification /rejection	*	
	Three-to-five point contact to gather initial information	*	*
	Establish claims management strategies	*	*
	Monitor medical costs	*	*
	Validate claim payments (comp)	*	
	Medical bill payments		*
	Review for appropriateness of medical treatment	*	
	Occupational injury leave claims adjudication	*	
	Settlements	*	
	Rehabilitation referrals (identify vocational needs)	*	*
Medical management	Maintains medical provider network		*
	Early intervention, managed medical care		*
	Prior authorization of medical treatment and services		*
	Referral for specialists care and second opinions		*
	Obtain work restrictions from medical provider		*
	Assist state agencies with transitional work	*	*
	Provide needed medical and vocational service		*
Risk services	Safety services, coordination and requirements	*	*
	Violation of specific safety requirements	*	
Defense measures	Claims investigation and fraud investigation referrals	*	
	Coordinates independent medical exams	*	
	Files appeals and motions	*	
	Commission hearings	*	
	Legal counsel referrals	*	
Customer service	Customer satisfaction surveys	*	*
	Claim activity reports	*	*
	State agency visits and account reviews	*	*
	Risk reports	*	
	State agency education, workshops, seminars	*	*
	Claim/risk correspondence	*	
	Employee, state agency, provider education	*	*
	Validate BWC rate calculations and compensation payments		

Attachment D

Definitions

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Definitions

Date of injury

This is the date on which an injury occurred. In the case of an occupational disease, the date of injury is the latest of:

- Date condition first diagnosed;
- Date condition first treated;
- Date first missed work due to condition.

New claims filed

This is a count of claims whose entry date (i.e., the date on which the claim number was assigned) falls within the measurement period. Generally, the entry date and the filing date are identical. In the case of occupational disease claims, it is sometimes necessary to change the filing date as the date of injury changes.

Therefore, entry date has been used rather than filing date to keep claims from being counted in more than one measurement period. Claims that have been combined into other claims are not counted. Claims that are in disallowed, disallowed/appeal or dismissed statuses are not counted.

Filing lag days

This is the number of calendar days between the date of injury and the filing date. Claims that have been combined into other claims, claims that are in a disallowed, disallowed/appeal or dismissed status and occupational disease claims are excluded from this measurement.

Days absent

This refers to the number of days between the last day worked and the earliest of return to work, settlement or death. Neither the last day worked, nor the return-to-work dates, are counted as days absent. Only those days absent which fall within the measurement period are counted. Claims evaluated for days absent include those with an entry date in the measurement year, plus those with a date of injury during any of the four years preceding the measurement year. Claims that have been combined into other claims are not counted. Claims that are in disallowed, disallowed/appeal or dismissed statuses are not counted. Here are examples for measurement year 2002, assuming measurement after the end of 2002.

Claim	Last day worked	Return-to-work date	Settlement date	Date of death	Days absent thru 2002	Days absent in 2002
A	10/15/2001				442	365
B	10/15/2001	10/30/2001			14	0
C	10/15/2001		05/25/2002		221	144
D	10/15/2001	02/10/2002	03/20/2002		117	40
E	10/15/2001			11/15/2002	395	318

The values in the "Days absent in 2002" would be used.

Total benefits paid

This refers to the net amount of benefits paid to or on behalf of injured workers. The net amount refers to the sum of all warrants dated within the measurement period, less the sum of warrants voided during the measurement period (regardless of the original warrant date). All warrants would be included; even those associated with disallowed or combined claims.

Total benefits excluding settlements

This refers to the net amount of benefits paid to or on behalf of injured workers, exclusive of payments specifically identified as lump sum settlements. The net amount refers to the sum of all warrants dated within the measurement period, less the sum of warrants voided during the measurement period (regardless of the original warrant date). All warrants would be included, even those associated with disallowed or combined claims.

Lost-time claim percentage

Attachment A illustrates another potential performance measure, which is listed as the lost-time claim percentage. This is calculated by dividing the number of lost-time claims by the total number of claims. Consistent with the performance measurement for claims filed, the entry date is used to determine which measurement year claims will be counted in. Many claims are filed as medical only, but become lost-time claims over time. Claims filed a year ago have more time in which this transition could take place, making more recently filed claims appear to have a lower percentage of lost-time claims. Therefore, claim type (medical only vs. lost time) and combine status will all be evaluated as of 30 days after each individual claim's entry date to ensure that all claims have an equal amount of time to mature.

Performance goal

After the logarithmic trend values have been established using the formulas described on the next page, performance goals can be set based on those trend values. A performance goal of 10-percent improvement vs. the goal would be calculated by multiplying the trend values for years four and five (i.e., measurement years one and two) by 90 percent.

Logarithmic trend

Several trending methods were considered, including straight line, simple average, weighted average and least squares regression. The logarithmic regression trending method was selected because the general result of this forecasting method is that the amount of change anticipated between years four and five is significantly less than the change expected between years three and four. This tends to create a more forgiving forecast than other methods. (See next page.)

Logarithmic trend (continued)

The generic formula for a logarithmic regression curve is

$$y = m \ln(x) + b$$

where m is calculated as

$$\frac{n \sum y \ln(x) - \sum y \sum \ln(x)}{n \sum [\ln(x)^2] - [\sum \ln(x)]^2}$$

and where b is calculated as

$$\frac{\sum(y)}{n} \text{ minus } \frac{n \sum y \ln(x) - \sum y \sum \ln(x)}{n \sum [\ln(x)^2] - [\sum \ln(x)]^2} \text{ times } \frac{\sum \ln(x)}{n}$$

Since a three-year trend is used, n becomes 3, and several of these complex elements become constants:

$$\begin{aligned} \sum \ln(x) &= \ln(1) + \ln(2) + \ln(3) \\ &= 1.79175946922805 \\ n \sum [\ln(x)^2] - [\sum \ln(x)]^2 &= 3[\ln(1)^2 + \ln(2)^2 + \ln(3)^2] - [\ln(1) + \ln(2) + \ln(3)]^2 \\ &= 1.85180392862395 \\ \sum \ln(x) \div n &= [\ln(1) + \ln(2) + \ln(3)] \div 3 \\ &= 0.597253156409352 \end{aligned}$$

The Excel formula for calculating the fourth-year (i.e, the first year of the measurement period) logarithmic projection based on three years of known values is:

$$\begin{aligned} & [\{ 3 * [A * \text{LN}(1) + B * \text{LN}(2) + C * \text{LN}(3)] - [(A+B+C) * 1.79175946922805] \} \div 1.85180392862395] \\ & \quad * \\ & \quad \text{LN}(4) \\ & \quad + \\ & \quad \text{AVERAGE}(A,B,C) \\ & \quad - \\ & [\{ 3 * [A * \text{LN}(1) + B * \text{LN}(2) + C * \text{LN}(3)] - [(A+B+C) * 1.79175946922805] \} \div 1.85180392862395] \\ & \quad * \\ & \quad 0.597253156 \end{aligned}$$

A, B, and C are the cell references of the three historical values from which the curve will be determined. This is the formula that was used in developing the information displayed in Attachment A. For the second year of the measurement period, the only change to the formula would be to change "LN(4)" to "LN(5)".

Attachment A

Public employer state
agency exhibit

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Attachment A

Workers' compensation performance predictor All cabinet agencies

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	3,854	4,179	3,875	3,652	
Three-year logarithmic trend				4,023	3,527
Goal, at 90-percent of trend				3,620	3,174
Claims filed goal met				No	
Total lag days	54,950	67,508	56,994	48,242	
Actual average claim filing lag	14.3	16.2	14.7	13.2	
Three-year logarithmic trend				15.6	12.6
Goal, at 90 percent of trend				14.0	11.4
Average filing lag goal met				Yes	
Total days absent	406,875	373,008	352,574	309,814	
Three-year logarithmic trend				338,534	302,128
Goal, at 90 percent of trend				304,681	271,915
Days absent goal met				No	
Total benefits paid	\$ 39,187,639	\$ 42,993,620	\$ 47,952,763	\$ 47,909,360	
Three-year logarithmic trend				\$ 49,461,910	\$ 50,043,522
Goal, at 90 percent of trend				\$ 44,515,719	\$ 45,039,170
Benefits paid goal met				No	
Total benefits excluding settlements	\$ 36,801,798	\$ 38,796,222	\$ 42,705,245	\$ 45,923,033	
Three-year logarithmic trend				\$ 43,462,282	\$ 47,521,410
Goal, at 90 percent of trend				\$ 39,116,054	\$ 42,769,269
Benefits excluding settlements goal met				No	
Lost-time claim percentage	24.9%	27.3%	26.6%	22.3%	
Three-year logarithmic trend				27.7%	22.1%
Goal, at 90 percent of trend				24.9%	19.9%
Lost-time percentage goal met				Yes	

NOTES:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor all cabinet agencies

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	3,875	4,204	3,893	3,668	
Three-year logarithmic trend				4,043	3,540
Goal, at 90 percent of trend				3,638	3,186
Claims filed goal met				No	
Total lag days	55,190	68,174	57,807	49,178	
Actual average claim filing lag	14.2	16.2	14.8	13.4	
Three-year logarithmic trend				15.7	12.9
Goal, at 90 percent of trend				14.2	11.6
Average filing lag goal met				Yes	
Total days absent	408,093	374,314	353,973	311,386	
Three-year logarithmic trend				339,968	303,735
Goal, at 90 percent of trend				305,972	273,362
Days absent goal met				No	
Total benefits paid	\$ 39,271,034	\$ 43,099,656	\$ 48,087,643	\$ 48,343,325	
Three-year logarithmic trend				\$ 49,605,785	\$ 50,482,181
Goal, at 90 percent of trend				\$ 44,645,207	\$ 45,433,963
Benefits paid goal met				No	
Total benefits excluding settlements	\$ 36,885,193	\$ 38,902,259	\$ 42,835,125	\$ 46,356,999	
Three-year logarithmic trend				\$ 43,601,286	\$ 47,957,790
Goal, at 90 percent of trend				\$ 39,241,158	\$ 43,162,011
Benefits excluding settlements goal met				No	
Lost-time claim percentage	24.8%	27.2%	26.6%	22.2%	
Three-year logarithmic trend				27.6%	22.1%
Goal, at 90 percent of trend				24.8%	19.9%
Lost-time percentage goal met				Yes	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sep. 21, 2002. 2002 values are for 1st six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor Attorney General of Ohio 10003110

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	21	25	18	16	
Three-year logarithmic trend				20	13
Goal, at 90 percent of trend				18	12
Claims filed goal met				Yes	
Total lag days	240	666	813	936	
Actual average claim filing lag	11.4	26.6	45.2	58.5	
Three-year logarithmic trend				51.2	66.1
Goal, at 90 percent of trend				46.1	59.5
Average filing lag goal met				No	
Total days absent	1,218	1,306	1,399	1,572	
Three-year logarithmic trend				1,434	1,608
Goal, at 90 percent of trend				1,291	1,447
Days Absent Goal Met				No	
Total benefits paid	\$ 83,395	\$ 106,037	\$ 134,880	\$ 433,966	
Three-year logarithmic trend				\$ 143,875	\$ 438,659
Goal, at 90 percent of trend				\$ 129,488	\$ 394,793
Benefits paid goal met				No	
Total benefits excluding settlements	\$ 83,385	\$ 106,037	\$ 134,880	\$ 428,966	
Three-year logarithmic trend				\$ 143,879	\$ 433,788
Goal, at 90 percent of trend				\$ 129,491	\$ 390,409
Benefits excluding settlements goal met				No	
Lost-time claim percentage	17.4%	9.7%	13.0%	0.0%	
Three-year logarithmic trend				9.6%	1.8%
Goal, at 90 percent of trend				8.7%	1.6%
Lost-time percentage goal met				Yes	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for 1st six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor Department of Agriculture 10003111

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	12	16	15	24	
Three-year logarithmic trend				17	23
Goal, at 90 percent of trend				15	21
Claims filed goal met				No	
Total lag days	164	680	328	384	
Actual average claim filing lag	13.7	42.5	21.9	16.0	
Three-year logarithmic trend				34.8	7.3
Goal, at 90 percent of trend				31.3	6.5
Average filing lag goal met				Yes	
Total days absent	1,836	1,242	1,386	860	
Three-year logarithmic trend				1,127	936
Goal, at 90 percent of trend				1,014	842
Days absent goal met				Yes	
Total benefits paid	\$ 265,406	\$ 255,286	\$ 271,997	\$ 158,272	
Three-year logarithmic trend				\$ 267,214	\$ 168,393
Goal, at 90 percent of trend				\$ 240,492	\$ 151,553
Benefits paid goal met				Yes	
Total benefits excluding settlements	\$ 265,394	\$ 246,286	\$ 271,997	\$ 158,272	
Three-year logarithmic trend				\$ 263,116	\$ 172,264
Goal, at 90 percent of trend				\$ 236,804	\$ 155,037
Benefits excluding settlements goal met				Yes	
Lost-time claim percentage	38.5%	25.0%	17.6%	16.7%	
Three-year logarithmic trend				12.0%	13.5%
Goal, at 90 percent of trend				10.8%	12.2%
Lost-time percentage goal met				No	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor Department of Commerce 10003112

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	14	23	24	20	
Three-year logarithmic trend				28	21
Goal, at 90 percent of trend				25	18
Claims filed goal met				Yes	
Total lag days	259	478	1,994	380	
Actual average claim filing lag	18.5	20.8	83.1	19.0	
Three-year logarithmic trend				82.5	47.4
Goal, at 90 percent of trend				74.2	42.7
Average filing lag goal met				Yes	
Total days absent	1,025	864	1,143	872	
Three-year logarithmic trend				1,067	999
Goal, at 90 percent of trend				960	899
Days absent goal met				Yes	
Total benefits paid	\$ 156,430	\$ 162,672	\$ 268,513	\$ 261,011	
Three-year logarithmic trend				\$ 268,469	\$ 306,729
Goal, at 90 percent of trend				\$ 241,622	\$ 276,056
Benefits paid goal met				No	
Total benefits excluding settlements	\$ 156,420	\$ 162,672	\$ 268,513	\$ 239,761	
Three-year logarithmic trend				\$ 268,473	\$ 286,027
Goal, at 90 percent of trend				\$ 241,626	\$ 257,425
Benefits excluding settlements goal met				Yes	
Lost-time claim percentage	21.1%	25.0%	21.9%	20.0%	
Three-year logarithmic trend				23.7%	18.7%
Goal, at 90 percent of trend				21.3%	16.8%
Lost-time percentage goal met				Yes	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor Department of Education 10003113

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	16	16	15	10	
Three-year logarithmic trend				15	10
Goal, at 90 percent of trend				14	9
Claims filed goal met				Yes	
Total lag days	473	382	606	786	
Actual average claim filing lag	29.6	23.9	40.4	78.6	
Three-year logarithmic trend				37.5	84.7
Goal, at 90 percent of trend				33.8	76.3
Average filing lag goal met				No	
Total days absent	45	65	109	334	
Three-year logarithmic trend				116	347
Goal, at 90 percent of trend				105	312
Days absent goal met				No	
Total benefits paid	\$ 86,279	\$ 81,966	\$ 129,544	\$ 138,253	
Three-year logarithmic trend				\$ 126,462	\$ 158,492
Goal, at 90 percent of trend				\$ 113,816	\$ 142,643
Benefits paid goal met				No	
Total benefits excluding settlements	\$ 86,271	\$ 81,966	\$ 129,544	\$ 126,253	
Three-year logarithmic trend				\$ 126,465	\$ 146,802
Goal, at 90 percent of trend				\$ 113,819	\$ 132,122
Benefits excluding settlements goal met				No	
Lost-time claim percentage	11.1%	11.8%	12.0%	12.5%	
Three-year logarithmic trend				12.3%	12.6%
Goal, at 90 percent of trend				11.0%	11.3%
Lost-time percentage goal met				No	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor Department of Health 10003114

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	17	10	20	16	
Three-year logarithmic trend				17	20
Goal, at 90 percent of trend				15	18
Claims filed goal met				No	
Total lag days	269	394	559	192	
Actual average claim filing lag	15.8	39.4	28.0	12.0	
Three-year logarithmic trend				38.4	7.5
Goal, at 90 percent of trend				34.5	6.7
Average filing lag goal met				Yes	
Total days absent	983	813	1,731	1,802	
Three-year logarithmic trend				1,634	2,195
Goal, at 90 percent of trend				1,471	1,976
Days absent goal met				No	
Total benefits paid	\$ 275,098	\$ 416,848	\$ 300,055	\$ 393,003	
Three-year logarithmic trend				\$ 364,037	\$ 340,371
Goal, at 90 percent of trend				\$ 327,634	\$ 306,334
Benefits paid goal met				No	
Total benefits excluding settlements	\$ 275,087	\$ 416,848	\$ 150,055	\$ 391,753	
Three-year logarithmic trend				\$ 217,910	\$ 270,766
Goal, at 90 percent of trend				\$ 196,119	\$ 243,689
Benefits excluding settlements goal met				No	
Lost-time claim percentage	23.1%	12.0%	25.0%	18.2%	
Three-year logarithmic trend				19.9%	23.9%
Goal, at 90 percent of trend				17.9%	21.6%
Lost-time percentage goal met				No	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor Industrial Commission of Ohio 10003115

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	8	15	12	8	
Three-year logarithmic trend				15	7
Goal, at 90 percent of trend				14	6
Claims filed goal met				Yes	
Total lag days	475	1,249	252	308	
Actual average claim filing lag	59.4	83.3	21.0	38.5	
Three-year logarithmic trend				32.9	11.3
Goal, at 90 percent of trend				29.6	10.1
Average filing lag goal met				No	
Total days absent	807	1,316	1,378	1,596	
Three-year logarithmic trend				1,595	1,617
Goal, at 90 percent of trend				1,436	1,455
Days absent goal met				No	
Total benefits paid	\$ 218,279	\$ 197,332	\$ 206,678	\$ 315,750	
Three-year logarithmic trend				\$ 197,428	\$ 316,957
Goal, at 90 percent of trend				\$ 177,685	\$ 285,261
Benefits paid goal met				No	
Total benefits excluding settlements	\$ 218,273	\$ 197,332	\$ 196,678	\$ 309,250	
Three-year logarithmic trend				\$ 187,688	\$ 306,065
Goal, at 90 percent of trend				\$ 168,919	\$ 275,459
Benefits excluding settlements goal met				No	
Lost-time claim percentage	11.1%	33.3%	0.0%	0.0%	
Three-year logarithmic trend				10.4%	0.0%
Goal, at 90 percent of trend				9.4%	0.0%
Lost-time percentage goal met				Yes	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor Department of Taxation 10003120

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	14	11	5	24	
Three-year logarithmic trend				4	21
Goal, at 90 percent of trend				3	19
Claims filed goal met				No	
Total lag days	1,128	189	755	286	
Actual average claim filing lag	80.6	17.2	151.0	11.9	
Three-year logarithmic trend				120.3	73.1
Goal, at 90 percent of trend				108.3	65.8
Average filing lag goal met				Yes	
Total days absent	1,912	1,636	715	1,022	
Three-year logarithmic trend				620	618
Goal, at 90 percent of trend				558	556
Days absent goal met				No	
Total benefits paid	\$ 145,321	\$ 130,408	\$ 158,864	\$ 204,852	
Three-year logarithmic trend				\$ 151,716	\$ 215,906
Goal, at 90 percent of trend				\$ 136,544	\$ 194,315
Benefits paid goal met				No	
Total benefits excluding settlements	\$ 145,295	\$ 130,408	\$ 146,594	\$ 189,852	
Three-year logarithmic trend				\$ 139,773	\$ 195,698
Goal, at 90 percent of trend				\$ 125,796	\$ 176,128
Benefits excluding settlements goal met				No	
Lost-time claim percentage	9.5%	6.7%	35.7%	11.5%	
Three-year logarithmic trend				33.7%	24.7%
Goal, at 90 percent of trend				30.4%	22.2%
Lost-time percentage goal met				Yes	

NOTES:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

**Workers' compensation performance predictor
Bureau of Workers' Compensation
10003121**

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	95	102	85	56	
Three-year logarithmic trend				88	49
Goal, at 90 percent of trend				80	44
Claims filed goal met				Yes	
Total lag days	3,208	5,451	2,033	2,974	
Actual average claim filing lag	33.8	53.4	23.9	53.1	
Three-year logarithmic trend				33.1	39.7
Goal, at 90 percent of trend				29.8	35.7
Average filing lag goal met				No	
Total days absent	11,511	10,164	9,585	5,538	
Three-year logarithmic trend				9,021	5,393
Goal, at 90 percent of trend				8,119	4,854
Days absent goal met				Yes	
Total benefits paid	\$ 970,255	\$ 1,099,800	\$ 1,368,772	\$ 1,680,340	
Three-year logarithmic trend				\$ 1,417,555	\$ 1,787,996
Goal, at 90 percent of trend				\$ 1,275,800	\$ 1,609,196
Benefits paid goal met				No	
Total benefits excluding settlements	\$ 970,220	\$ 1,046,300	\$ 1,344,660	\$ 1,572,140	
Three-year logarithmic trend				\$ 1,369,689	\$ 1,694,605
Goal, at 90 percent of trend				\$ 1,232,720	\$ 1,525,145
Benefits excluding settlements goal met				No	
Lost-time claim percentage	17.7%	13.6%	8.7%	11.4%	
Three-year logarithmic trend				7.0%	9.2%
Goal, at 90 percent of trend				6.3%	8.3%
Lost-time percentage goal met				No	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor Department of Administrative Services 10003125

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	15	24	13	22	
Three-year logarithmic trend				17	17
Goal, at 90 percent of trend				15	15
Claims filed goal met				No	
Total lag days	339	1,116	149	1,938	
Actual average claim filing lag	22.6	46.5	11.5	88.1	
Three-year logarithmic trend				22.6	71.0
Goal, at 90 percent of trend				20.4	63.9
Average filing lag goal met				No	
Total days absent	2,018	2,480	2,754	2,524	
Three-year logarithmic trend				2,946	2,648
Goal, at 90 percent of trend				2,651	2,383
Days absent goal met				Yes	
Total benefits paid	\$ 313,507	\$ 271,832	\$ 412,544	\$ 378,928	
Three-year logarithmic trend				\$ 390,990	\$ 440,318
Goal, at 90 percent of trend				\$ 351,891	\$ 396,286
Benefits paid goal met				No	
Total benefits excluding settlements	\$ 313,496	\$ 241,832	\$ 412,544	\$ 266,928	
Three-year logarithmic trend				\$ 377,317	\$ 344,110
Goal, at 90 percent of trend				\$ 339,585	\$ 309,699
Benefits excluding settlements goal met				Yes	
Lost-time claim percentage	27.8%	25.9%	22.2%	18.2%	
Three-year logarithmic trend				21.5%	16.7%
Goal, at 90 percent of trend				19.4%	15.0%
Lost-time percentage goal met				Yes	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor Department of Youth Services 10003137

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	319	404	383	320	
Three-year logarithmic trend				420	313
Goal, at 90 percent of trend				378	281
Claims filed goal met				Yes	
Total lag days	5,084	7,240	6,230	4,746	
Actual average claim filing lag	15.9	17.9	16.3	14.8	
Three-year logarithmic trend				17.2	14.2
Goal, at 90 percent of trend				15.4	12.7
Average filing lag goal met				Yes	
Total days absent	40,000	38,513	39,539	37,882	
Three-year logarithmic trend				38,873	38,366
Goal, at 90 percent of trend				34,986	34,529
Days absent goal met				No	
Total benefits paid	\$ 2,588,827	\$ 3,089,094	\$ 3,684,579	\$ 3,890,503	
Three-year logarithmic trend				\$ 3,884,399	\$ 4,141,324
Goal, at 90 percent of trend				\$ 3,495,959	\$ 3,727,191
Benefits paid goal met				No	
Total benefits excluding settlements	\$ 2,588,635	\$ 3,077,844	\$ 3,469,156	\$ 3,623,853	
Three-year logarithmic trend				\$ 3,669,485	\$ 3,788,175
Goal, at 90 percent of trend				\$ 3,302,536	\$ 3,409,358
Benefits excluding settlements goal met				No	
Lost-time claim percentage	38.1%	37.0%	31.2%	23.4%	
Three-year logarithmic trend				30.9%	21.2%
Goal, at 90 percent of trend				27.8%	19.0%
Lost-time percentage goal met				Yes	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor Department of Mental Health 10003150

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	266	281	279	294	
Three-year logarithmic trend				286	293
Goal, at 90 percent of trend				257	263
Claims filed goal met				No	
Total lag days	3,806	3,874	3,415	2,606	
Actual average claim filing lag	14.3	13.8	12.2	8.9	
Three-year logarithmic trend				12.1	8.3
Goal, at 90 percent of trend				10.9	7.5
Average filing lag goal met				Yes	
Total days absent	40,830	29,295	26,707	20,538	
Three-year logarithmic trend				21,812	19,584
Goal, at 90 percent of trend				19,631	17,626
Days absent goal met				No	
Total benefits paid	\$ 7,727,236	\$ 7,090,188	\$ 6,936,711	\$ 6,130,478	
Three-year logarithmic trend				\$ 6,666,660	\$ 6,085,257
Goal, at 90 percent of trend				\$ 5,999,994	\$ 5,476,731
Benefits paid goal met				No	
Total benefits excluding settlements	\$ 7,727,058	\$ 6,010,233	\$ 5,747,594	\$ 5,003,253	
Three-year logarithmic trend				\$ 5,015,921	\$ 4,909,482
Goal, at 90 percent of trend				\$ 4,514,329	\$ 4,418,533
Benefits excluding settlements goal met				No	
Lost-time claim percentage	23.1%	31.6%	32.6%	21.3%	
Three-year logarithmic trend				36.3%	22.1%
Goal, at 90 percent of trend				32.6%	19.9%
Lost-time percentage goal met				Yes	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor Department of Natural Resources 10003154

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	237	182	200	178	
Three-year logarithmic trend				176	186
Goal, at 90 percent of trend				158	168
Claims filed goal met				No	
Total lag days	3,080	3,791	3,488	3,440	
Actual average claim filing lag	13.0	20.8	17.4	19.3	
Three-year logarithmic trend				20.9	17.8
Goal, at 90 percent of trend				18.8	16.0
Average filing lag goal met				No	
Total days absent	14,332	12,684	11,011	7,562	
Three-year logarithmic trend				10,345	6,931
Goal, at 90 percent of trend				9,311	6,238
Days absent goal met				Yes	
Total benefits paid	\$ 1,186,837	\$ 1,357,994	\$ 1,378,996	\$ 1,330,160	
Three-year logarithmic trend				\$ 1,452,072	\$ 1,340,453
Goal, at 90 percent of trend				\$ 1,306,865	\$ 1,206,407
Benefits paid goal met				No	
Total benefits excluding settlements	\$ 1,186,730	\$ 1,345,494	\$ 1,160,496	\$ 1,247,093	
Three-year logarithmic trend				\$ 1,233,554	\$ 1,165,288
Goal, at 90 percent of trend				\$ 1,110,199	\$ 1,048,759
Benefits excluding settlements goal met				No	
Lost-time claim percentage	18.5%	14.4%	13.9%	4.7%	
Three-year logarithmic trend				12.1%	4.7%
Goal, at 90 percent of trend				10.9%	4.2%
Lost-time percentage goal met				Yes	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor Adjutant General's Office 10003156

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	18	18	17	14	
Three-year logarithmic trend				17	14
Goal, at 90 percent of trend				15	12
Claims filed goal met				Yes	
Total lag days	527	501	278	44	
Actual average claim filing lag	29.3	27.8	16.4	3.1	
Three-year logarithmic trend				16.0	0.0
Goal, at 90 percent of trend				14.4	0.0
Average filing lag goal met				Yes	
Total days absent	2,319	2,717	2,166	1,086	
Three-year logarithmic trend				2,351	877
Goal, at 90 percent of trend				2,116	789
Days absent goal met				Yes	
Total benefits paid	\$ 134,111	\$ 170,184	\$ 178,595	\$ 176,093	
Three-year logarithmic trend				\$ 193,893	\$ 179,775
Goal, at 90 percent of trend				\$ 174,504	\$ 161,798
Benefits paid goal met				No	
Total benefits excluding settlements	\$ 134,100	\$ 170,184	\$ 163,595	\$ 175,343	
Three-year logarithmic trend				\$ 179,285	\$ 172,206
Goal, at 90 percent of trend				\$ 161,356	\$ 154,985
Benefits excluding settlements goal met				No	
Lost-time claim percentage	10.5%	19.0%	10.0%	9.1%	
Three-year logarithmic trend				13.9%	5.2%
Goal, at 90 percent of trend				12.5%	4.7%
Lost-time percentage goal met				Yes	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor Department of Development 10003166

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	1	4	2	8	
Three-year logarithmic trend				3	7
Goal, at 90 percent of trend				3	6
Claims filed goal met				No	
Total lag days	2	40	18	42	
Actual average claim filing lag	2.0	10.0	9.0	5.3	
Three-year logarithmic trend				12.5	4.9
Goal, at 90 percent of trend				11.2	4.4
Average filing lag goal met				Yes	
Total days absent	814	367	0	2	
Three-year logarithmic trend				0.0	0.0
Goal, at 90 percent of trend				0.0	0.0
Days absent goal met				No	
Total benefits paid	\$ 104,349	\$ 283,905	\$ 79,193	\$ 80,058	
Three-year logarithmic trend				\$ 161,704	\$ 0
Goal, at 90 percent of trend				\$ 145,533	\$ 0
Benefits paid goal met				Yes	
Total benefits excluding settlements	\$ 104,344	\$ 283,905	\$ (120,807)	\$ 80,058	
Three-year logarithmic trend				\$ 0	\$ 0
Goal, at 90 percent of trend				\$ 0	\$ 0
Benefits excluding settlements goal met				No	
Lost-time Claim Percentage	0.0%	16.7%	0.0%	0.0%	
Three-year logarithmic trend				7.6%	0.0%
Goal, at 90 percent of trend				6.8%	0.0%
Lost-time percentage goal met				Yes	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

**Workers' compensation performance predictor
Department of Insurance
10003167**

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	3	6	3	4	
Three-year logarithmic trend				4	3
Goal, at 90 percent of trend				4	2
Claims filed goal met				No	
Total lag days	320	164	18	46	
Actual average claim filing lag	106.7	27.3	6.0	11.5	
Three-year logarithmic trend				0.0	2.2
Goal, at 90 percent of trend				0.0	2.0
Average filing lag goal met				No	
Total days absent	23	704	555	726	
Three-year logarithmic trend				852	658
Goal, at 90 percent of trend				767	592
Days absent goal met				Yes	
Total benefits paid	\$ 62,514	\$ 126,893	\$ 146,341	\$ 253,085	
Three-year logarithmic trend				\$ 173,530	\$ 258,697
Goal, at 90 percent of trend				\$ 156,177	\$ 232,828
Benefits paid goal met				No	
Total benefitsexcluding settlements	\$ 62,510	\$ 126,893	\$ 146,341	\$ 253,085	
Three-year logarithmic trend				\$ 173,532	\$ 258,697
Goal, at 90 percent of trend				\$ 156,179	\$ 232,828
Benefits excluding settlements goal met				No	
Lost-time claim percentage	0.0%	25.0%	12.5%	0.0%	
Three-year logarithmic trend				23.6%	0.0%
Goal, at 90 percent of trend				21.2%	0.0%
Lost-time percentage goal met				Yes	

NOTES:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor Department of Rehabilitation & Corrections 10003188

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	1,096	1,329	1,176	1,014	
Three-year logarithmic trend				1,280	952
Goal, at 90 percent of trend				1,152	857
Claims filed goal met				Yes	
Total lag days	14,772	21,991	14,327	12,122	
Actual average claim filing lag	13.5	16.5	12.2	12.0	
Three-year logarithmic trend				13.6	10.1
Goal, at 90 percent of trend				12.3	9.1
Average filing lag goal met				Yes	
Total days absent	131,466	133,155	121,440	97,314	
Three-year logarithmic trend				122,469	92,897
Goal, at 90 percent of trend				110,222	83,608
Days absent goal met				Yes	
Total benefits paid	\$ 9,584,449	\$ 11,458,399	\$ 14,334,306	\$ 13,803,376	
Three-year logarithmic trend				\$ 15,066,168	\$ 15,054,063
Goal, at 90 percent of trend				\$ 13,559,551	\$ 13,548,657
Benefits paid goal met				No	
Total benefits excluding settlements	\$ 9,583,784	\$ 11,138,599	\$ 13,949,652	\$ 12,426,285	
Three-year logarithmic trend				\$ 14,545,919	\$ 13,674,671
Goal, at 90 percent of trend				\$ 13,091,327	\$ 12,307,204
Benefits excluding settlements goal met				Yes	
Lost-time claim percentage	26.5%	32.6%	31.1%	27.1%	
Three-year logarithmic trend				33.8%	26.5%
Goal, at 90 percent of trend				30.4%	23.9%
Lost-time percentage goal met				Yes	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

**Workers' compensation performance predictor
Environmental Protection Agency
10003190**

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	7	15	13	10	
Three-year logarithmic trend				16	9
Goal, at 90 percent of trend				15	8
Claims filed goal met				Yes	
Total lag days	84	143	1,006	112	
Actual average claim filing lag	12.0	9.5	77.4	11.2	
Three-year logarithmic trend				74.6	42.1
Goal, at 90 percentage of trend				67.1	37.9
Average filing lag goal met				Yes	
Total days absent	365	684	848	380	
Three-year logarithmic trend				981	463
Goal, at 90 percent of trend				883	416
Days absent goal met				Yes	
Total benefits paid	\$ 31,089	\$ 44,227	\$ 71,645	\$ 69,412	
Three-year logarithmic trend				\$ 76,589	\$ 81,263
Goal, at 90 percent of trend				\$ 68,930	\$ 73,136
Benefits paid goal met				No	
Total benefits excluding settlements	\$ 31,084	\$ 44,227	\$ 71,645	\$ 69,412	
Three-year logarithmic trend				\$ 76,591	\$ 81,263
Goal, at 90 percent of trend				\$ 68,932	\$ 73,136
Benefits excluding settlements goal met				No	
Lost-time claim percentage	0.0%	14.3%	5.3%	0.0%	
Three-year logarithmic trend				11.6%	0.0%
Goal, at 90 percent of trend				10.5%	0.0%
Lost-time percentage goal met				Yes	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor Office of Budget & Management 10003191

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	1	3	0	0	
Three-year logarithmic trend				1	0.0
Goal, at 90 percent of trend				1	0.0
Claims filed goal met				Yes	
Total lag days	4	117	0	0	
Actual average claim filing lag	4.0	39.0	0.0	0.0	
Three-year logarithmic trend				16.1	0.0
Goal, at 90 percent of trend				14.5	0.0
Average filing lag goal met				Yes	
Total days absent	0	1	0	0	
Three-year logarithmic trend				0	0.0
Goal, at 90 percent of trend				0	0.0
Days absent goal met				Yes	
Total benefits paid	\$ 4,729	\$ 9,512	\$ 170	\$ 0	
Three-year logarithmic trend				\$ 2,468	\$ 0
Goal, at 90 percent of trend				\$ 2,221	\$ 0
Benefits paid goal met				Yes	
Total benefits excluding settlements	\$ 4,729	\$ 9,512	\$ 170	\$ 0	
Three-year logarithmic trend				\$ 2,468	\$ 0
Goal, at 90 percent of trend				\$ 2,221	\$ 0
Benefits excluding settlements goal met				Yes	
Lost-time claim percentage	0.0%	0.0%	0.0%	0.0%	
Three-year logarithmic trend				0.0%	0.0%
Goal, at 90 percent of trend				0.0%	0.0%
Lost-time percentage goal met				Yes	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

**Workers' compensation performance predictor
Department of Aging
10003192**

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	0	1	3	0	
Three-year logarithmic trend				3	1
Goal, at 90 percent of trend				3	1
Claims filed goal met				Yes	
Total lag days	0	372	38	0	
Actual average claim filing lag	0.0	372.0	12.7	0.0	
Three-year logarithmic trend				181.9	0.0
Goal, at 90 percent of trend				163.7	0.0
Average filing lag goal met				Yes	
Total days absent	305	366	396	362	
Three-year logarithmic trend				421	376
Goal, at 90 percent of trend				379	338
Days absent goal met				Yes	
Total benefits paid	\$ 19,444	\$ 110,408	\$ 16,345	\$ 37,825	
Three-year logarithmic trend				\$ 57,897	\$ 0
Goal, at 90 percent of trend				\$ 52,107	\$ 0
Benefits paid goal met				Yes	
Total benefits excluding settlements	\$ 19,444	\$ 110,408	\$ (78,655)	\$ 37,825	
Three-year logarithmic trend				\$ 0	\$ 0
Goal, at 90 percent of trend				\$ 0	\$ 0
Benefits excluding settlements goal met				No	
Lost-time claim percentage	0.0%	100.0%	33.3%	0.0%	
Three-year logarithmic trend				78.1%	0.0%
Goal, at 90 percent of trend				70.3%	0.0%
Lost-time percentage goal met				Yes	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor Department of Transportation 10003200

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	682	582	578	548	
Three-year logarithmic trend				535	547
Goal, at 90 percent of trend				482	492
Claims filed goal met				No	
Total lag days	8,583	6,411	9,507	6,426	
Actual average claim filing lag	12.6	11.0	16.4	11.7	
Three-year logarithmic trend				15.6	14.2
Goal, at 90 percent of trend				14.1	12.8
Average filing lag goal met				Yes	
Total days absent	54,294	49,358	47,631	41,528	
Three-year logarithmic trend				45,552	40,943
Goal, at 90 percent of trend				40,997	36,848
Days absent goal met				No	
Total benefits paid	\$ 7,094,354	\$ 7,493,795	\$ 7,611,485	\$ 7,965,778	
Three-year logarithmic trend				\$ 7,780,259	\$ 8,007,262
Goal, at 90 percent of trend				\$ 7,002,233	\$ 7,206,536
Benefits paid goal met				No	
Total benefits excluding settlements	\$ 7,094,049	\$ 7,052,948	\$ 6,774,855	\$ 7,354,232	
Three-year logarithmic trend				\$ 6,764,348	\$ 7,219,676
Goal, at 90 percent of trend				\$ 6,087,913	\$ 6,497,709
Benefits excluding settlements goal met				No	
Lost-time claim percentage	22.0%	20.5%	24.3%	23.6%	
Three-year logarithmic trend				23.6%	25.3%
Goal, at 90 percent of trend				21.2%	22.7%
Lost-time percentage goal met				No	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor Office of Inspector General 10003203

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	0	0	0	0	
Three-year logarithmic trend				0.0	0.0
Goal, at 90 percent of trend				0.0	0.0
Claims filed goal met				Yes	
Total lag days	0	0	0	0	
Actual average claim filing lag	0.0	0.0	0.0	0.0	
Three-year logarithmic trend				0.0	0.0
Goal, at 90 percent of trend				0.0	0.0
Average filing lag goal met				Yes	
Total days absent	0	0	0	0	
Three-year logarithmic trend				0.0	0.0
Goal, at 90 percent of trend				0.0	0.0
Days absent goal met				Yes	
Total benefits paid	\$ 0	\$ 0	\$ 0	\$ 0	
Three-year logarithmic trend				\$ 0	\$ 0
Goal, at 90 percent of trend				\$ 0	\$ 0
Benefits paid goal met				Yes	
Total benefits excluding settlements	\$ 0	\$ 0	\$ 0	\$ 0	
Three-year logarithmic trend				\$ 0	\$ 0
Goal, at 90 percent of trend				\$ 0	\$ 0
Benefits excluding settlements goal met				Yes	
Lost-time claim percentage	0.0%	0.0%	0.0%	0.0%	
Three-year logarithmic trend				0.0%	0.0%
Goal, at 90 percent of trend				0.0%	0.0%
Lost-time percentage goal met				Yes	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor Department of Public Safety 10003400

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	193	210	202	208	
Three-year logarithmic trend				210	204
Goal, at 90 percent of trend				189	184
Claims filed goal met				No	
Total lag days	2,919	3,757	2,372	4,906	
Actual average claim filing lag	15.1	17.9	11.7	23.6	
Three-year logarithmic trend				13.1	20.6
Goal, at 90 percent of trend				11.8	18.6
Average filing lag goal met				No	
Total days absent	23,371	16,695	13,906	12,140	
Three-year logarithmic trend				11,106	10,986
Goal, at 90 percent of trend				9,996	9,887
Days absent goal met				No	
Total benefits paid	\$ 1,611,654	\$ 1,579,142	\$ 1,742,960	\$ 1,758,940	
Three-year logarithmic trend				\$ 1,724,751	\$ 1,828,990
Goal, at 90 percent of trend				\$ 1,552,276	\$ 1,646,091
Benefits paid goal met				No	
Total benefits excluding settlements	\$ 1,611,530	\$ 1,555,142	\$ 1,690,160	\$ 1,636,440	
Three-year logarithmic trend				\$ 1,662,424	\$ 1,695,900
Goal, at 90 percent of trend				\$ 1,496,182	\$ 1,526,310
Benefits excluding settlements goal met				No	
Lost-time claim percentage	13.6%	20.0%	16.5%	11.3%	
Three-year logarithmic trend				19.4%	9.9%
Goal, at 90 percent of trend				17.4%	8.9%
Lost-time percentage goal met				Yes	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The Three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The Three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

**Workers' compensation performance predictor
Department of Mental Retardation and Development
10003519**

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	826	884	779	810	
Three-year logarithmic trend				807	764
Goal, at 90 percent of trend				726	688
Claims filed goal met				No	
Total lag days	9,244	8,244	7,517	5,074	
Actual average claim filing lag	11.2	9.3	9.6	6.3	
Three-year logarithmic trend				8.8	6.5
Goal, at 90 percent of trend				8.0	5.8
Average filing lag goal met				Yes	
Total days absent	76,329	67,584	65,275	70,926	
Three-year logarithmic trend				61,573	69,787
Goal, at 90 percent of trend				55,416	62,808
Days absent goal met				No	
Total benefits paid	\$ 6,323,864	\$ 7,241,312	\$ 8,106,755	\$ 8,049,833	
Three-year logarithmic trend				\$ 8,479,052	\$ 8,423,548
Goal, at 90 percent of trend				\$ 7,631,147	\$ 7,581,193
Benefits paid goal met				No	
Total benefits excluding settlements	\$ 6,323,393	\$ 6,836,323	\$ 7,316,364	\$ 6,670,343	
Three-year logarithmic trend				\$ 7,524,607	\$ 6,893,481
Goal, at 90 percent of trend				\$ 6,772,147	\$ 6,204,133
Benefits excluding settlements goal met				Yes	
Lost-time claim percentage	27.4%	24.9%	25.8%	25.1%	
Three-year logarithmic trend				24.7%	25.5%
Goal, at 90 percent of trend				22.2%	22.9%
Lost-time percentage goal met				No	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor Alcohol & Drug Addiction Services 10003535

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	2	2	1	2	
Three-year logarithmic trend				1	2
Goal, at 90 percent of trend				1	1
Claims filed goal met				No	
Total lag days	10	10	2	16	
Actual average claim filing lag	5.0	5.0	2.0	8.0	
Three-year logarithmic trend				2.1	6.6
Goal, at 90 percent of trend				1.9	5.9
Average filing lag goal met				No	
Total days absent	1	43	2	4	
Three-year logarithmic trend				21	0.0
Goal, at 90 percent of trend				19	0.0
Days absent goal met				Yes	
Total benefits paid	\$ 11,854	\$ 16,476	\$ 8,593	\$ 22,596	
Three-year logarithmic trend				\$ 10,784	\$ 18,844
Goal, at 90 percent of trend				\$ 9,706	\$ 16,960
Benefits paid goal met				No	
Total benefits excluding settlements	\$ 11,852	\$ 16,476	\$ 8,593	\$ 22,596	
Three-year logarithmic trend				\$ 10,785	\$ 18,844
Goal, at 90 percent of trend				\$ 9,707	\$ 16,960
Benefits excluding settlements goal met				No	
Lost-time claim percentage	50.0%	50.0%	0.0%	50.0%	
Three-year logarithmic trend				1.3%	27.2%
Goal, at 90 percent of trend				1.2%	24.5%
Lost-time percentage goal met				No	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor Lottery Commission 10005900

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	12	13	11	12	
Three-year logarithmic trend				11	11
Goal, at 90 percent of trend				10	10
Claims filed goal met				No	
Total lag days	200	185	167	180	
Actual average claim filing lag	16.7	14.2	15.2	15.0	
Three-year logarithmic trend				14.1	15.4
Goal, at 90 percent of trend				12.7	13.9
Average filing lag goal met				No	
Total days absent	2,267	1,958	1,929	1,928	
Three-year logarithmic trend				1,797	1,916
Goal, at 90 percent of trend				1,617	1,724
Days absent goal met				No	
Total benefits paid	\$ 271,753	\$ 276,083	\$ 330,586	\$ 298,503	
Three-year logarithmic trend				\$ 331,043	\$ 322,773
Goal, at 90 percent of trend				\$ 297,939	\$ 290,496
Benefits paid goal met				No	
Total benefits excluding settlements	\$ 271,744	\$ 276,083	\$ 327,086	\$ 295,503	
Three-year logarithmic trend				\$ 327,637	\$ 318,255
Goal, at 90 percent of trend				\$ 294,873	\$ 286,429
Benefits excluding settlements goal met				No	
Lost-time claim percentage	23.1%	26.7%	38.5%	44.4%	
Three-year logarithmic trend				39.7%	49.4%
Goal, at 90 percent of trend				35.7%	44.4%
Lost-time percentage goal met				No	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment A

Workers' compensation performance predictor Department of Job & Family Services 10005910

Statistic	Calendar Year				
	1999	2000	2001	2002	2003
New claims filed	0	28	39	50	
Three-year logarithmic trend				51	54
Goal, at 90 percent of trend				46	49
Claims filed goal met				No	
Total lag days	0	729	1,935	1,234	
Actual average claim filing lag	0.0	26.0	49.6	24.7	
Three-year logarithmic trend				60.2	35.5
Goal, at 90 percent of trend				54.2	31.9
Average filing lag goal met				Yes	
Total days absent	22	304	2,368	2,888	
Three-year logarithmic trend				2,436	3,762
Goal, at 90 percent of trend				2,192	3,386
Days absent goal met				No	
Total benefits paid	\$ 0	\$ 29,864	\$ 208,534	\$ 512,312	
Three-year logarithmic trend				\$ 216,771	\$ 581,328
Goal, at 90 percent of trend				\$ 195,094	\$ 523,195
Benefits paid goal met				No	
Total benefits excluding settlements	\$ (31)	\$ 29,864	\$ 208,534	\$ 512,312	
Three-year logarithmic trend				\$ 216,785	\$ 581,328
Goal, at 90 percent of trend				\$ 195,106	\$ 523,195
Benefits excluding settlements goal met				No	
Lost-time claim percentage	0.0%	27.5%	39.3%	9.7%	
Three-year logarithmic trend				50.9%	15.5%
Goal, at 90 percent of trend				45.8%	14.0%
Lost-time percentage goal met				Yes	

Notes:

- Three-year trends and goals are calculated without rounding, even if they are shown as whole numbers. For example, goals of both 100.3 and 99.6 would be shown as "100". To meet a goal, actual performance must be less than the calculated goal. When compared to actual results of exactly 100, the first goal would be met while the second would not.
- 1999-2002 historical data as of Sept. 21, 2002. 2002 values are for first six months, doubled.
- The three-year logarithmic trend for 2002 is based on 1999-2001, projected forward one year.
- The three-year logarithmic trend for 2003 is based on 2000-2002, projected forward one year.

Attachment C

Third party administrator
(TPA)/managed care organization
(MCO) responsibilities

Attachment B

10-step Business Plan

Governor's Commission on
Workers' Compensation in State Agencies