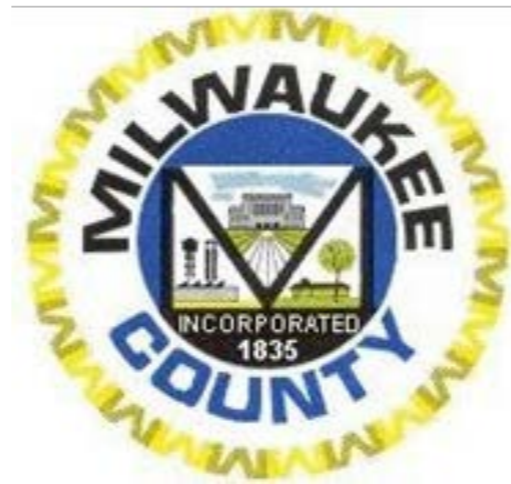


Milwaukee County Risk Review

Amy C. Pechacek - Director, Risk Management



Principles of Risk Management

1. Identify exposures
2. Analyze losses
3. Develop plan to minimize
4. Monitor and adjust plan
 - Performance measures
 - a. Frequency of claims (#)
 - b. Severity of claims (cost)



Workers' Compensation

- Statutory wage and medical benefits for individuals injured in the course and scope of their employment
- Milwaukee County has approx. 4,750 employees

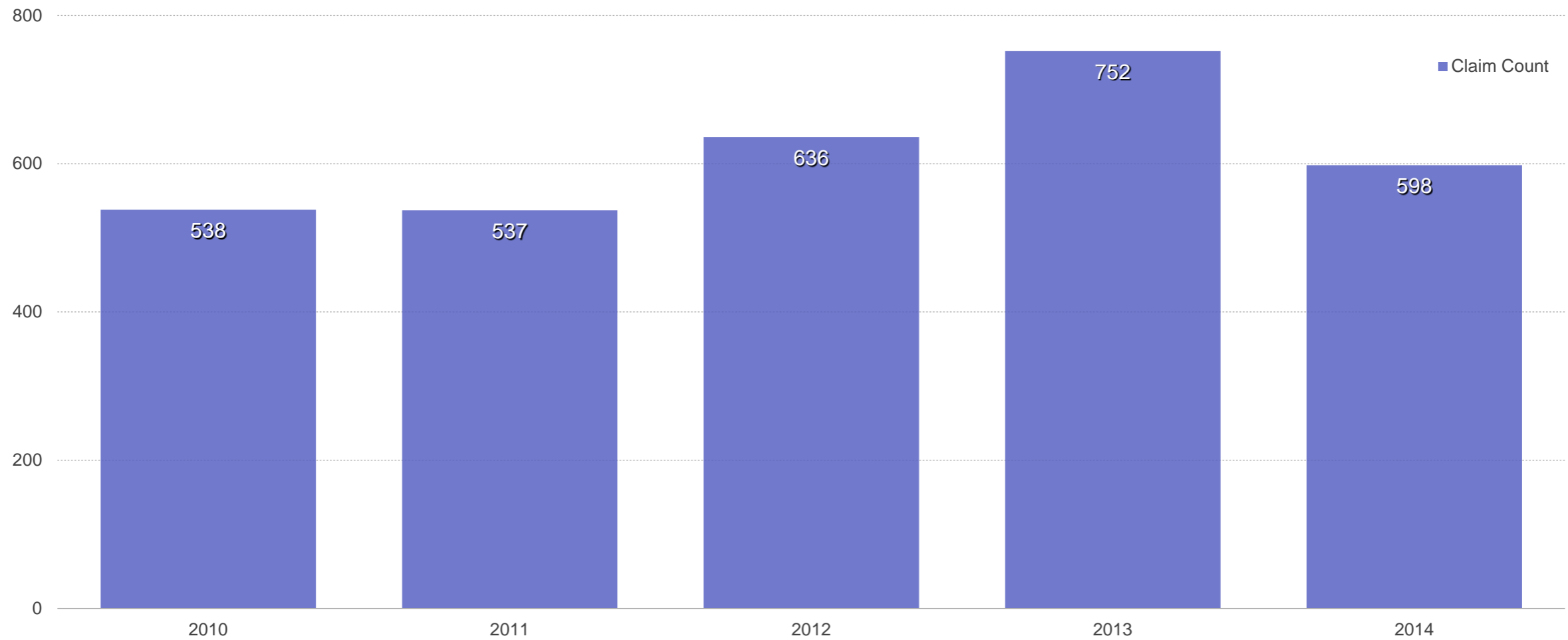


Workers' Compensation Claim Frequency

Claim Frequency | 2010 - 2014

	Claim Count
2010	538
2011	537
2012	636
2013	752
2014	598
TOTAL	3061

Claim Frequency | 2010 - 2014



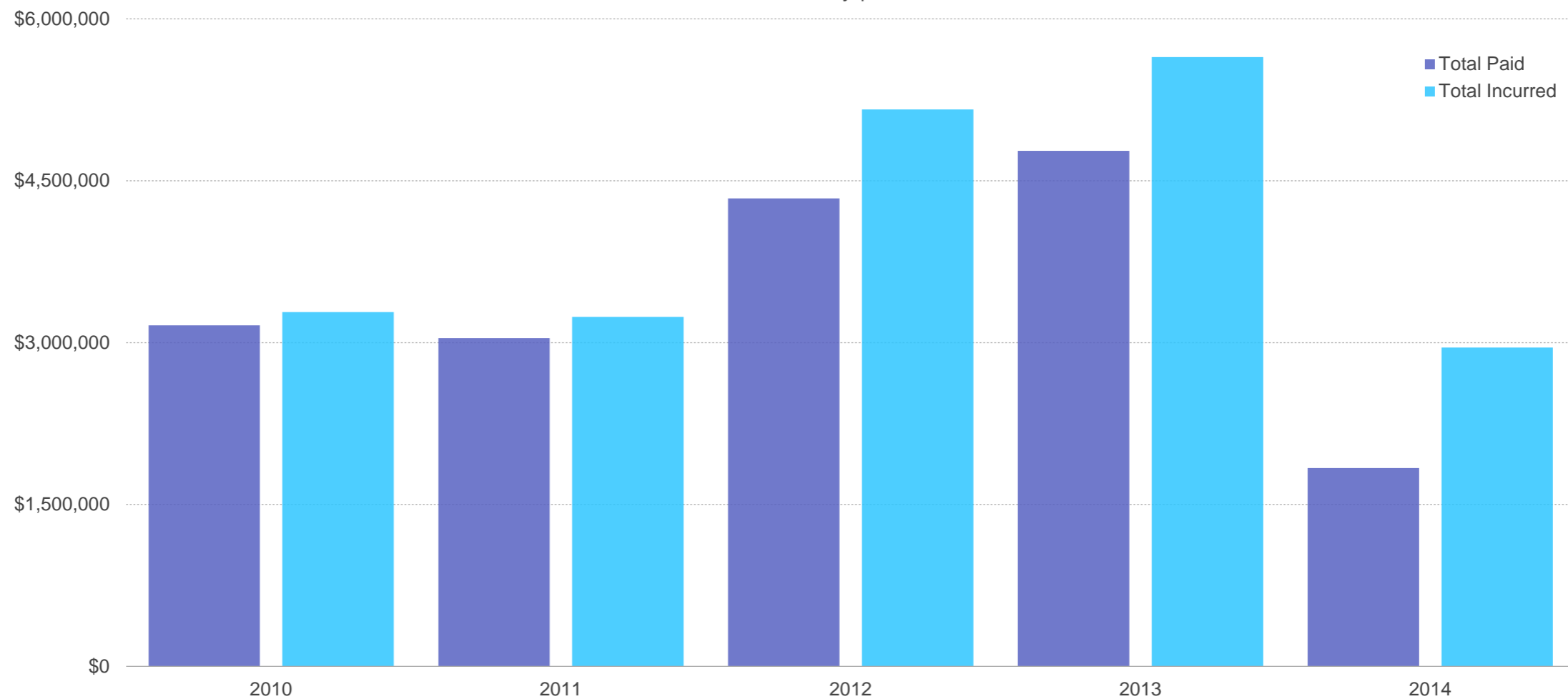
Harsh winter weather conditions in 2013 lead to an uptick in claims in all lines. Increased risk for travel conditions, snow & ice on premises, extended working hours.

Workers' Compensation Claim Financial Summary

Claim Financial Summary | 2010 - 2014

	Total Paid	Total Incurred
2010	\$3,159,777	\$3,283,620
2011	\$3,041,393	\$3,238,946
2012	\$4,335,551	\$5,160,105
2013	\$4,777,852	\$5,646,686
2014	\$1,838,002	\$2,954,337
TOTAL	\$17,152,575	\$20,283,695

Claim Financial Summary | 2010 - 2014



This chart shows the relationship between total paid and total incurred for 2010 through 2014. From 2013 to 2014, a 60% reduction in total paid and 47% in total incurred.

Workers' Compensation

Top Claim Frequency & Severity Accident Types

Top 5 Most Severe Accident Types | 2010 - 2014

	Claim Count	Total Incurred
Strain	670	\$6,878,561
Slip or Trip	211	\$2,009,357
Altercation	167	\$1,944,291
Motor Vehicle Accident	67	\$1,797,797
Struck By	446	\$1,451,419
Twisted Body Part	134	\$941,255

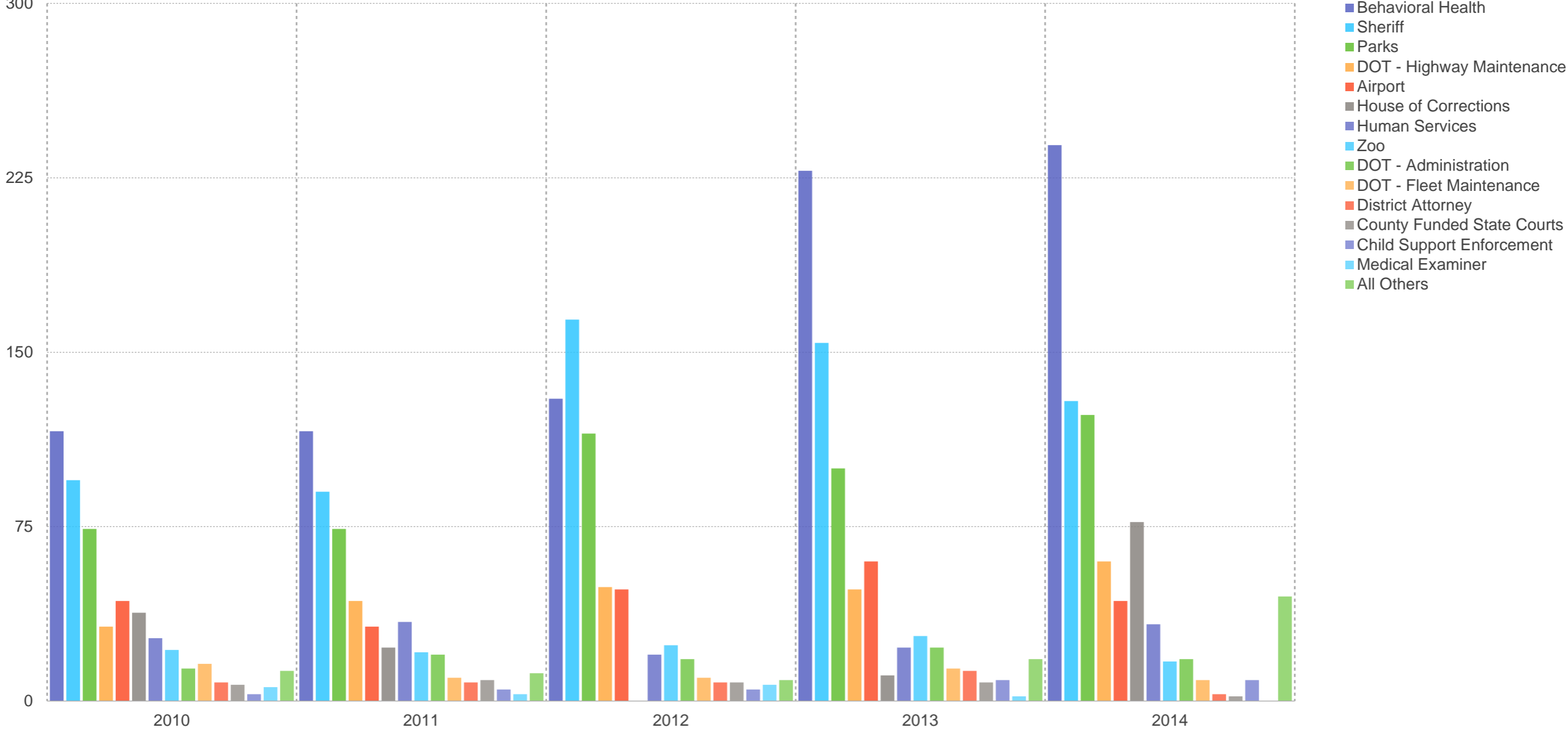
Top 5 Most Frequent Accident Types | 2010 - 2014

	Total Incurred	Claim Count
Strain	\$6,878,561	670
Struck By	\$1,451,419	446
Slip or Trip	\$2,009,357	211
Exposure	\$184,588	168
Altercation	\$1,944,290	167
Laceration	\$194,296	157

Workers' Compensation

Annual Claim Frequency by Department

Annual Claim Frequency by Department | 2010 - 2014



Workers' Compensation

Claim Frequency & Severity by Department

Claim Frequency & Severity by Department | 2010 - 2014

	Claim Count	Total Incurred
Behavioral Health	753	\$4,106,275
Sheriff	596	\$6,288,321
Parks	440	\$1,994,764
House of Corrections	242	\$1,423,026
Highway - Maintenance	221	\$1,096,931
Airport	207	\$2,096,305
Health & Human Services	132	\$642,767
DOT - Administration	108	\$866,794
Zoo	106	\$341,387
DOT - Fleet Maintenance	59	\$531,769
District Attorney	38	\$103,497
County Funded State Court	35	\$131,330
Child Support Enforcement	27	\$129,265
Office On Aging	19	\$23,996
All Others	78	\$507,268
TOTAL	3061	\$20,283,695



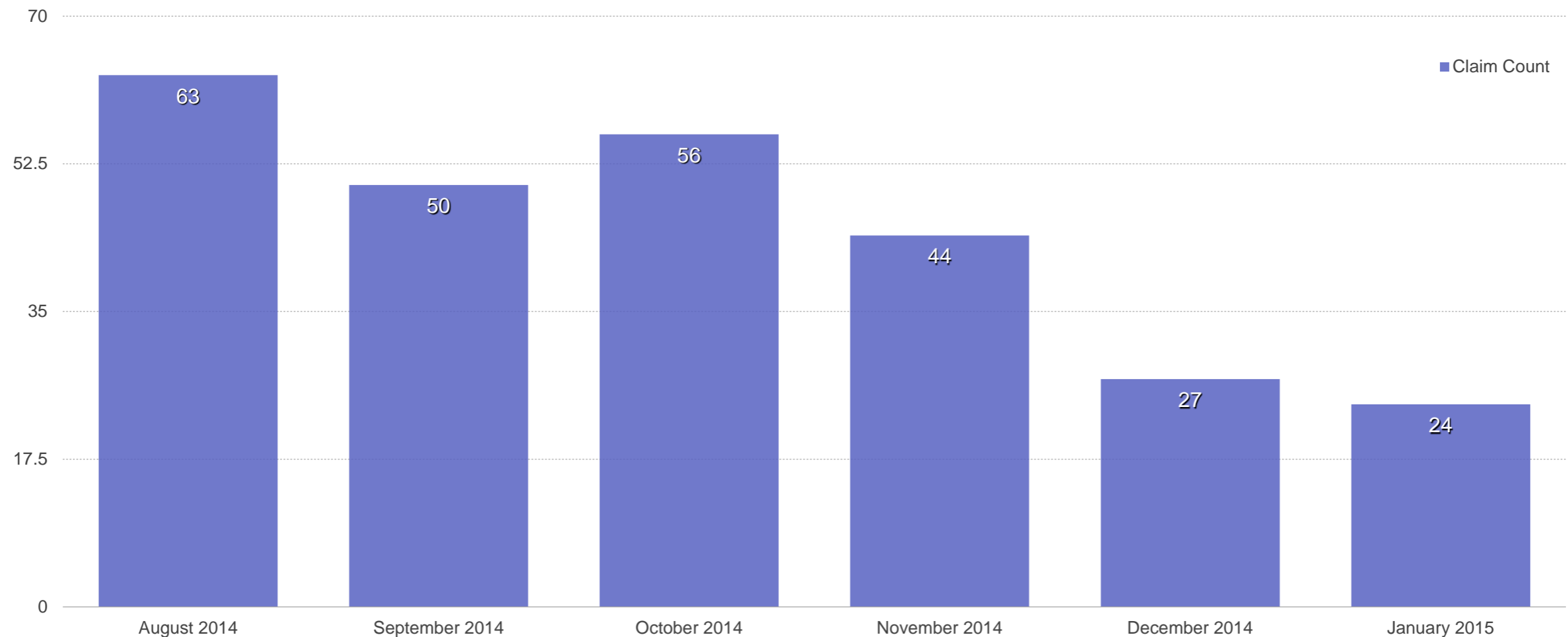
Workers' Compensation

Claim Frequency by Month - August 2014 - January 2015

Claim Frequency | 2010 - 2014

	Claim Count
August 2014	63
September 2014	50
October 2014	56
November 2014	44
December 2014	27
January 2015	24
TOTAL	264

Claim Frequency | 2010 - 2014



Since the implementation of the WC TPA we have seen a downward trend in WC claims. We are currently trending a 50% reduction from our historic monthly averages.

WC Administration:

Major Initiatives

- Milwaukee County Care Line- medical triage
- Work restrictions from Medical Doctor only
- Transitional duty / return to work programs



MILWAUKEE COUNTY CARE LINE 2014 TOTALS

Total New Files	129
Total New Care Line Calls	126
Total New Field/Liability/Task/Transitional RTW	0
Total New Telephonic Case Management	3

TOTALS - Care Line	
Cost Savings	\$237,300.00
Potential Indemnity Cost Savings	N/A
Cost to Date	\$13,472.50
Return on Investment	5.68%

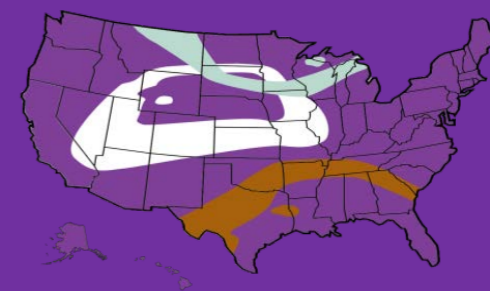
Quarter	Closed Care Line	First Aid/Home Care
Q4*	102	67
Totals	102	67

No Treatment Beyond First Aid Percentage	65.69%
--	--------

* Q4 is Nov and Dec Only

TOTALS - Field/Liability/TASK/Transitional RTW	
Cost Savings	\$2,032.00
Potential Indemnity Cost Savings	N/A
Cost to Date	\$747.11
Return on Investment	36.77%

TOTALS - Telephonic Case Management	
Cost Savings	\$11,000.00
Potential Indemnity Cost Savings	N/A
Cost to Date	\$994.10
Return on Investment	9.04%



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MILWAUKEE COUNTY CARE LINE JANUARY TOTALS

Total New Files	55
Total New Care Line Calls	48
Total New Field/Liability/Task/Transitional RTW	2
Total New Telephonic Case Management	5

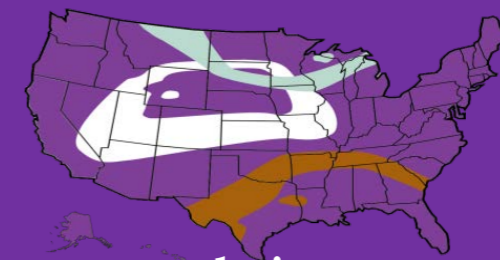
TOTALS - Care Line	
Cost Savings	\$114,379.00
Potential Indemnity Cost Savings	N/A
Cost to Date	\$6,060.50
Return on Investment	5.30%

Month	Closed Care Line	First Aid/Home Care
January	48	32
Totals	48	32

No Treatment Beyond First Aid Percentage	66.67%
--	--------

TOTALS - Field/Liability/TASK/Transitional RTW	
Cost Savings	\$4,868.00
Potential Indemnity Cost Savings	N/A
Cost to Date	\$468.00
Return on Investment	9.61%

TOTALS - Telephonic Case Management	
Cost Savings	\$13,520.00
Potential Indemnity Cost Savings	N/A
Cost to Date	\$926.50
Return on Investment	6.85%



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Workers' Compensation

Claim Frequency in January & February 2015

24
Claims



55% REDUCTION
OFF 5 YR AVERAGE

Workers' Compensation Loss Control Recommendations

- **Milwaukee County Programs and Policies**
 - Establish Safety Performance Measures for Supervisors and Employees
 - Update existing OSHA Safety Programs & Policies
- **Milwaukee County Employee Engagement Initiative**
 - Find It Fix It Program – Safety and Property Issues
 - Milwaukee County Joint Safety Committee
- **Employee Training Initiatives**
 - Deliver OSHA Compliance Training throughout the County
 - Focus on Safe Lifting/Back Injury Prevention

General Liability

- All third party claims against the County for damages resulting from our operations or our premises
- All employment actions
- Errors & omissions
- Police practices

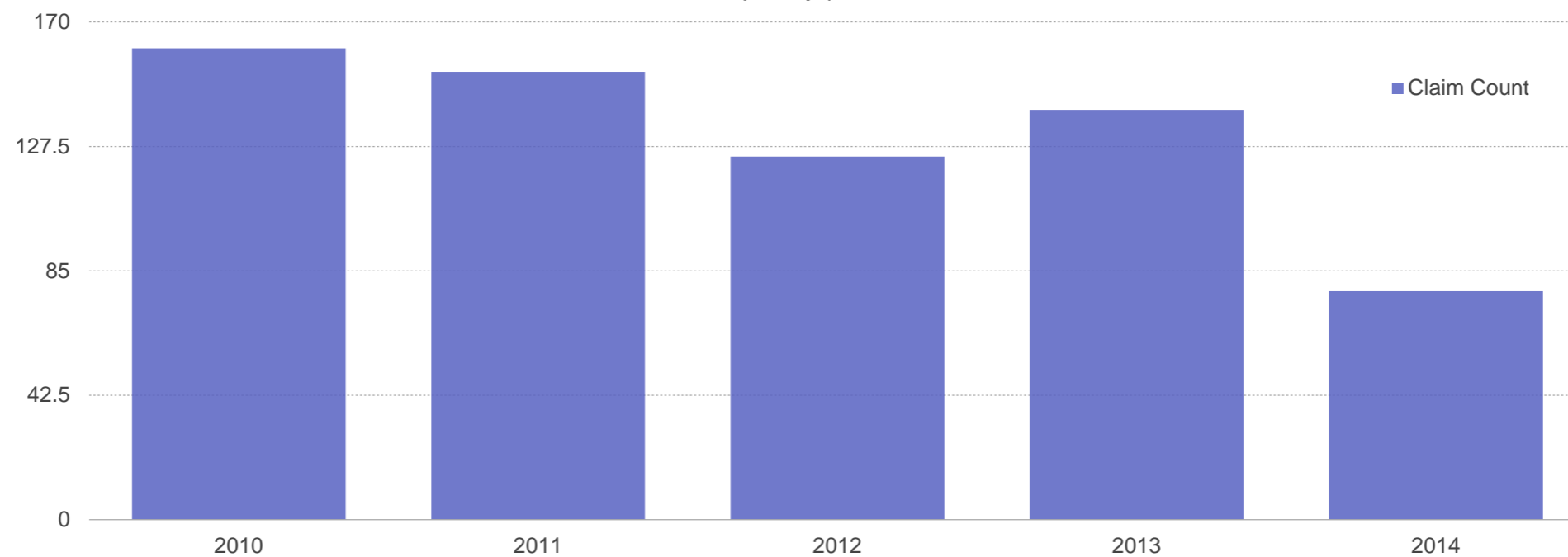


General Liability Claim Frequency

Claim Frequency | 2010 - 2014

	Claim Count
2010	161
2011	153
2012	124
2013	140
2014	78
TOTAL	656

Claim Frequency | 2010 - 2014



The claim frequency may be indicative of the lack of maturity of policy year 2014. Claim frequency may increase due to: claims not yet reported, suits not yet filed, discrimination complaints not submitted to ERD, EEOC (300 days to file).

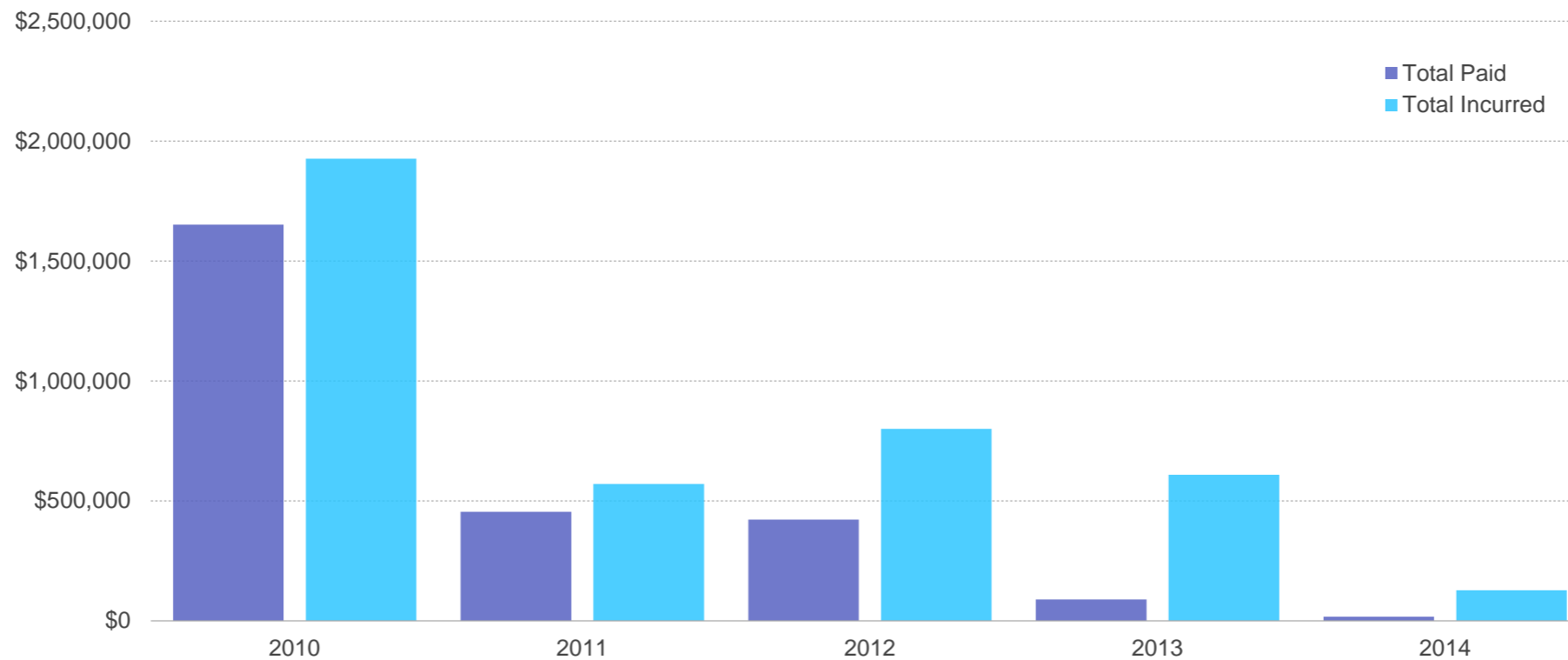
General Liability

Claim Financial Summary

Claim Financial Summary | 2010 - 2014

	Total Paid	Total Incurred
2010	\$1,651,901	\$1,926,638
2011	\$455,474	\$570,767
2012	\$422,882	\$800,641
2013	\$89,336	\$609,864
2014	\$18,270	\$128,547
TOTAL	\$2,637,863	\$4,036,457

Claim Financial Summary | 2010 - 2014



The 2013 and 2014 policy years are still immature. Paid and Incurred values will increase as claims begin to be reported and claims develop over time. Statute of limitations: 3 years State, 6 years Federal.

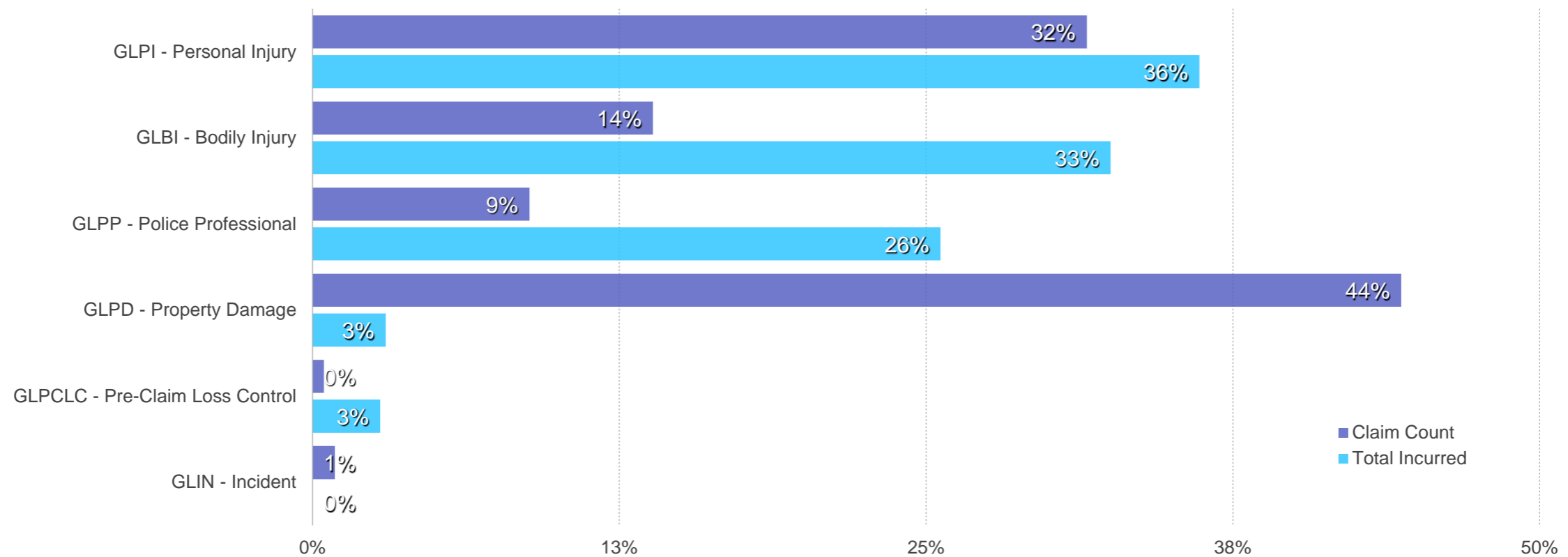
General Liability

Claim Frequency & Severity by Claim Identifiers

Claim Frequency & Severity by Claim Identifiers | 2010 - 2014

	Claim Count	Total Incurred
GLPI - Personal Injury	207	\$1,458,935
GLBI - Bodily Injury	91	\$1,312,756
GLPP - Police Professional	58	\$1,032,779
GLPD - Property Damage	291	\$120,486
GLPCLC - Pre-Claim Loss Control	3	\$111,501
GLIN - Incident	6	\$0

Claim Frequency & Severity by Claim Identifiers | 2010 - 2014



This chart shows the relationship between GL claim frequency & severity by claim identifiers. While property damage claims have the highest frequency the severity is among the lowest. Personal injury, however goes hand in hand with frequency and severity.

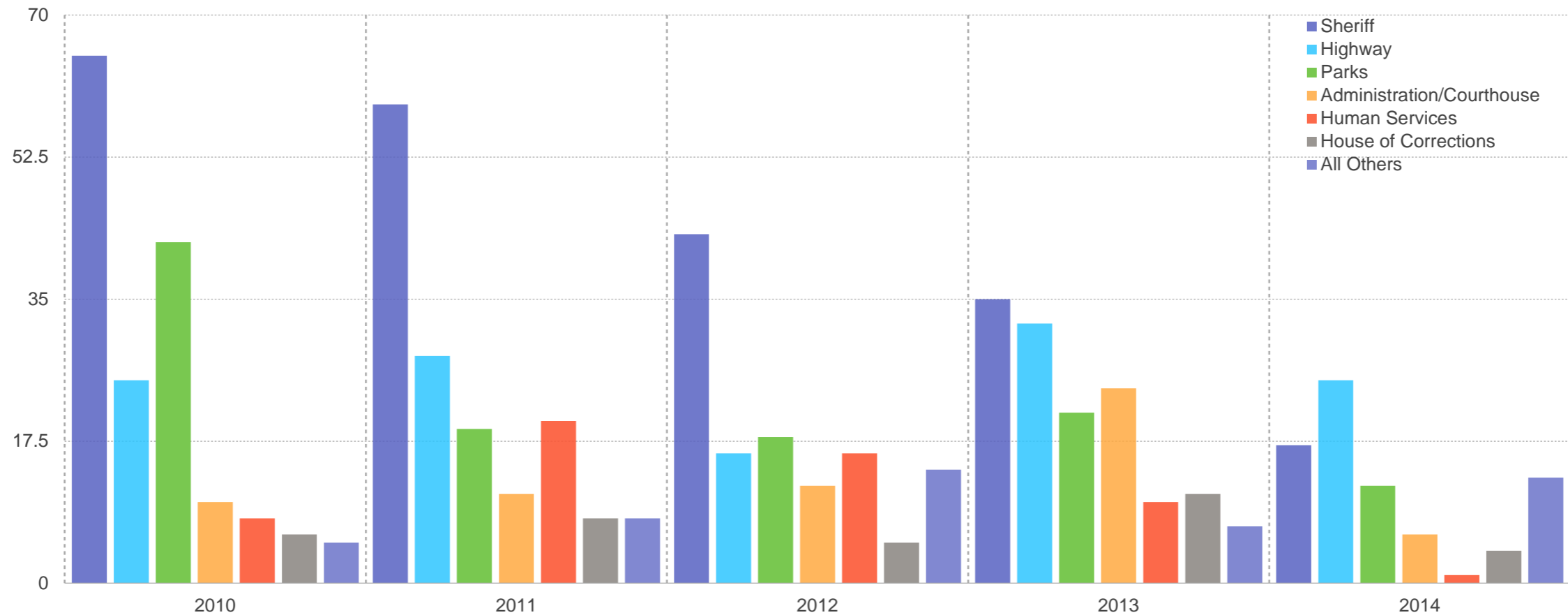
General Liability

Annual Claim Frequency by Department

Annual Claim Frequency by Department | 2010 - 2014

	2010	2011	2012	2013	2014	Total	Total Incurred
Sheriff	65	59	43	35	17	219	\$1,914,558
Highway	25	28	16	32	25	126	\$31,795
Parks	42	19	18	21	12	112	\$1,368,581
Administration/Courthouse	10	11	12	24	6	63	\$71,120
Human Services	8	20	16	10	1	55	\$259,393
House of Corrections	6	8	5	11	4	34	\$77,122
All Others	5	8	14	7	13	47	\$313,888
TOTAL	161	153	124	140	78	656	\$4,036,457

Annual Claim Frequency by Department | 2010 - 2014



General Liability

Claim Frequency & Severity by Claim Identifiers

Top 5 Most Frequent Claim Incidents | 2010 - 2014

	Claim Count	Total Incurred
Missing Property	109	\$11,171
Poor Road Conditions	83	\$242
Race Discrimination	34	\$155,607
ADA Discrimination	31	\$108,416
Improper Treatment Rendered	29	\$172,045
FMLA	29	\$337,967

Top 5 Most Severe Claim Incidents | 2010 - 2014

	Total Incurred	Claim Count
Fatality	\$1,060,559	10
Struck by Flying Object	\$467,468	16
FMLA	\$337,967	29
False Imprisonment/Arrest/Detent.	\$289,430	13
Sex Discrimination	\$190,565	12
Improper Treatment Rendered	\$172,045	29

General Liability

Loss Control Initiatives

Process Review

- Inmate property / chain of custody
- Slip, trip, and fall prevention:
 - Documentation and detailed log books
 - Walking working surfaces inspections

Employee Training

- Sexual harassment
- Ethics & diversity in the workplace

Auto Liability

- Auto Liability refers to all third party claims arising from our fleet and driving operations
- Milwaukee County has 1,005 vehicles and 1,823 pieces of fleet related equipment such as plows, mowers, and trailers
- Self-insure first party physical auto damage



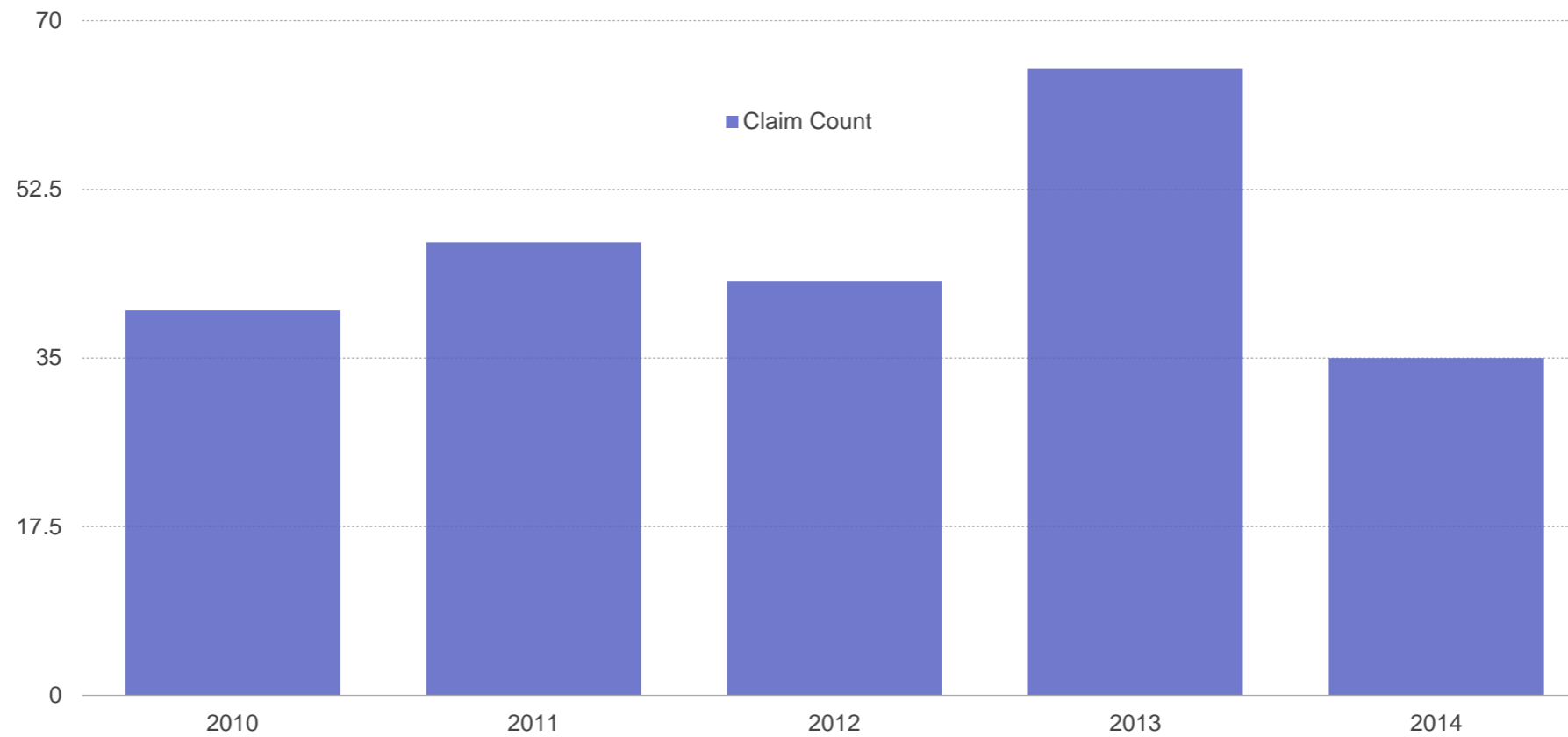
Automobile Liability

Claim Frequency

Claim Frequency | 2010 - 2014

	Claim Count
2010	40
2011	47
2012	43
2013	65
2014	35
TOTAL	230

Claim Frequency | 2010 - 2014



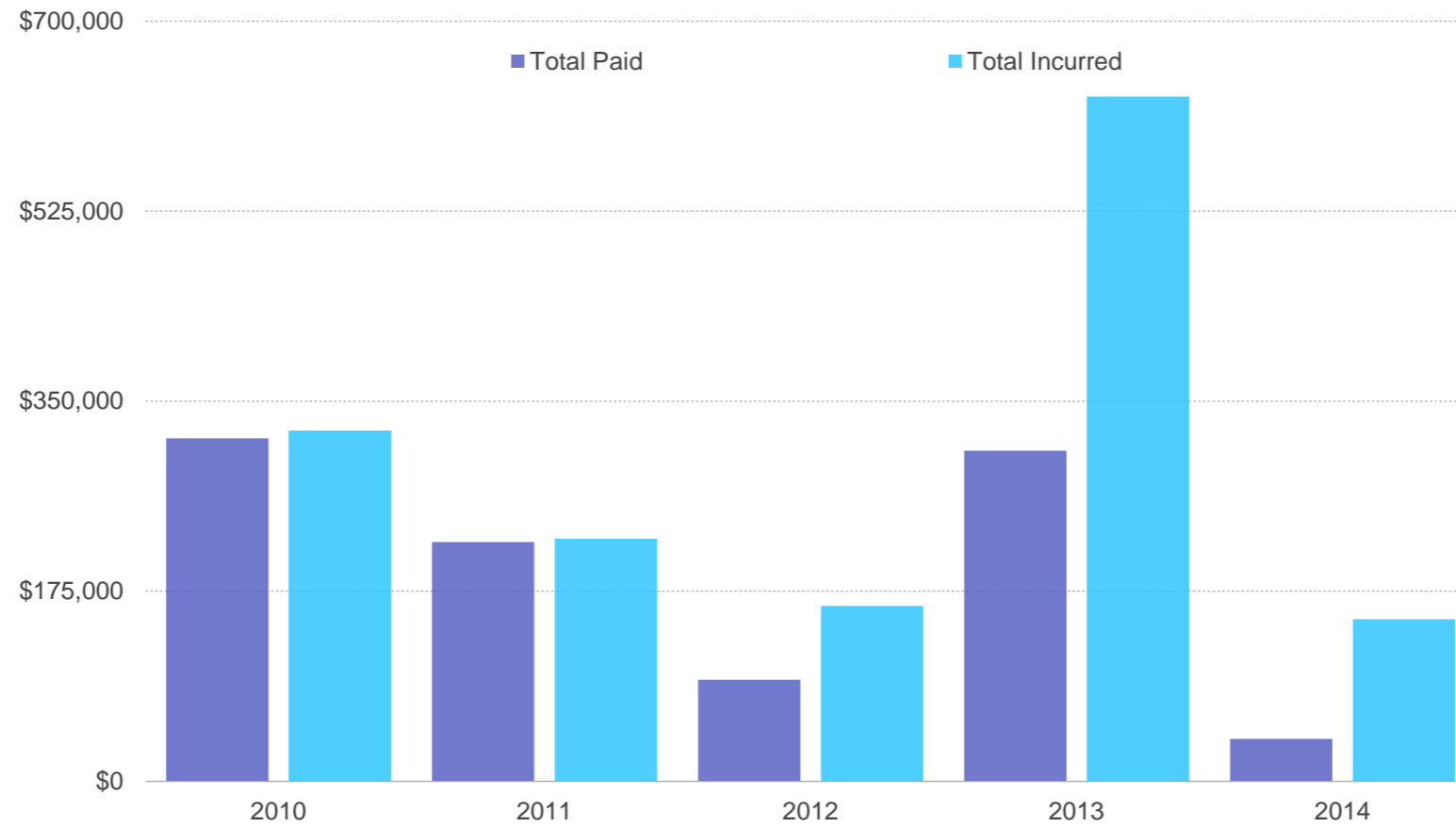
Automobile Liability

Claim Financial Summary

Claim Financial Summary | 2010 - 2014

	Total Paid	Total Incurred
2010	\$315,771	\$323,118
2011	\$220,330	\$223,256
2012	\$93,486	\$161,402
2013	\$304,366	\$630,451
2014	\$39,111	\$149,347
TOTAL	\$973,063	\$1,487,573

Claim Financial Summary | 2010 - 2014



This chart shows a significant increased incurred cost in 2013. This is attributed to the bad winter, which lead to increased claims.

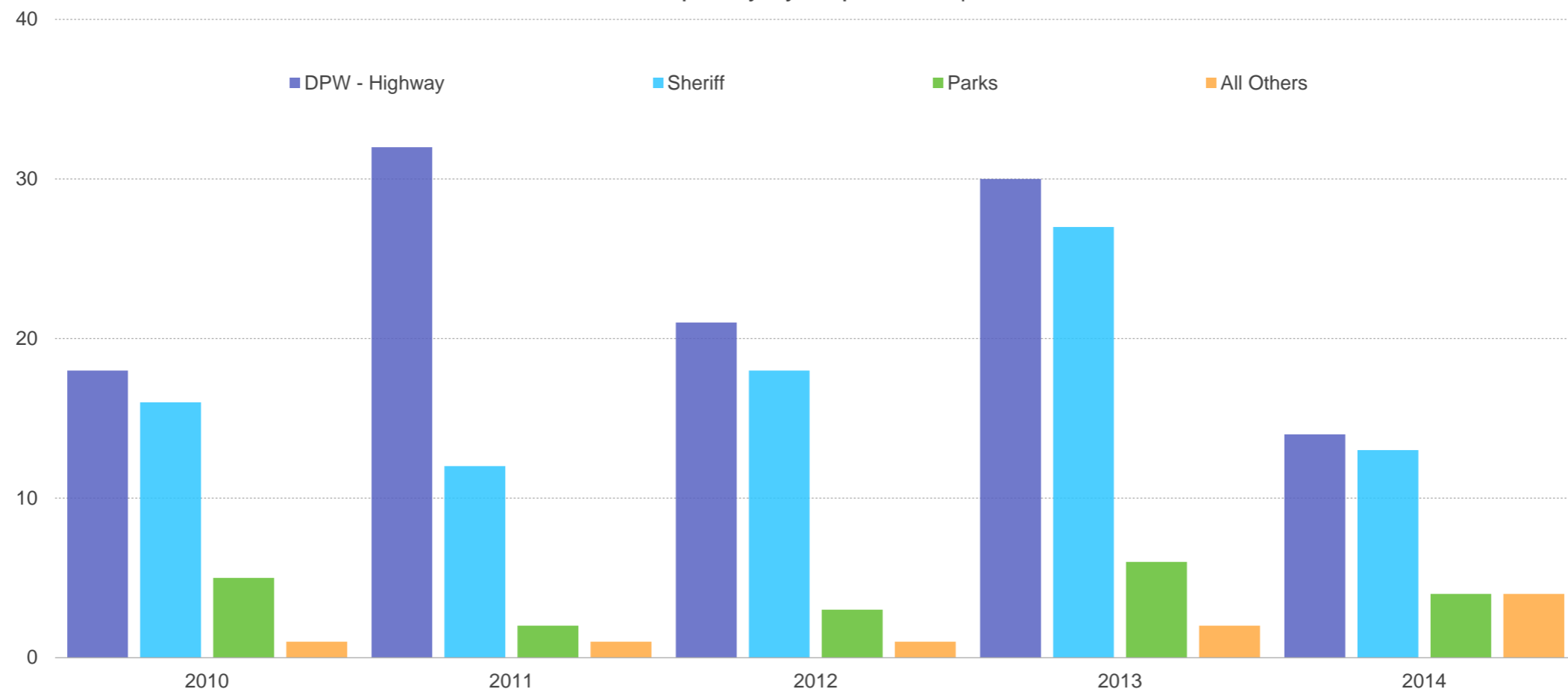
Automobile Liability

Annual Claim Frequency by Department

Annual Claim Frequency by Department | 2010 - 2014

	2010	2011	2012	2013	2014	Total
DPW - Highway	18	32	21	30	14	115
Sheriff	16	12	18	27	13	86
Parks	5	2	3	6	4	20
All Others	1	1	1	2	4	9

Annual Claim Frequency by Department | 2010 - 2014



Automobile Liability

Loss Control Initiatives

- **Milwaukee County Programs and Policies**

- Created Fleet and Driving Policy
- Vehicle Accident Review Committee (VARC)

- **Milwaukee County Employee Engagement Initiatives**

- Continue to conduct the Milwaukee County Truck Rodeo – Parks and Highway

- **Employee Training Initiatives**

- Defensive Driver Training

Property Claims

- Property claims refer to physical damage to the County's buildings or structures that result from a covered peril, such as accidents, fires, flooding, or other weather events
- Milwaukee County currently has \$2.8 billion in insurable property assets

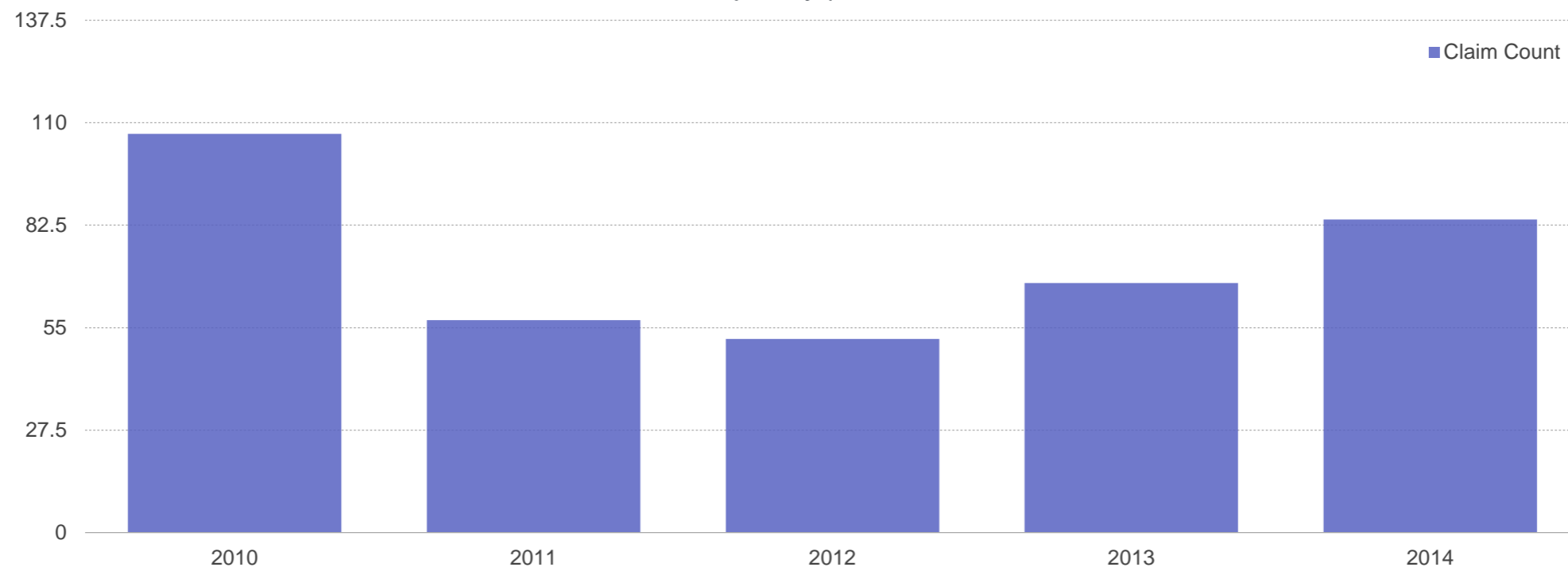


Property Claim Frequency

Claim Frequency | 2010 - 2014

	Claim Count
2010	107
2011	57
2012	52
2013	67
2014	84
TOTAL	367

Claim Frequency | 2010 - 2014



The 2013 winter caused an increase in snow loading, ice damming, and frozen pipes that was experienced in both 2013 and 2014 claims.

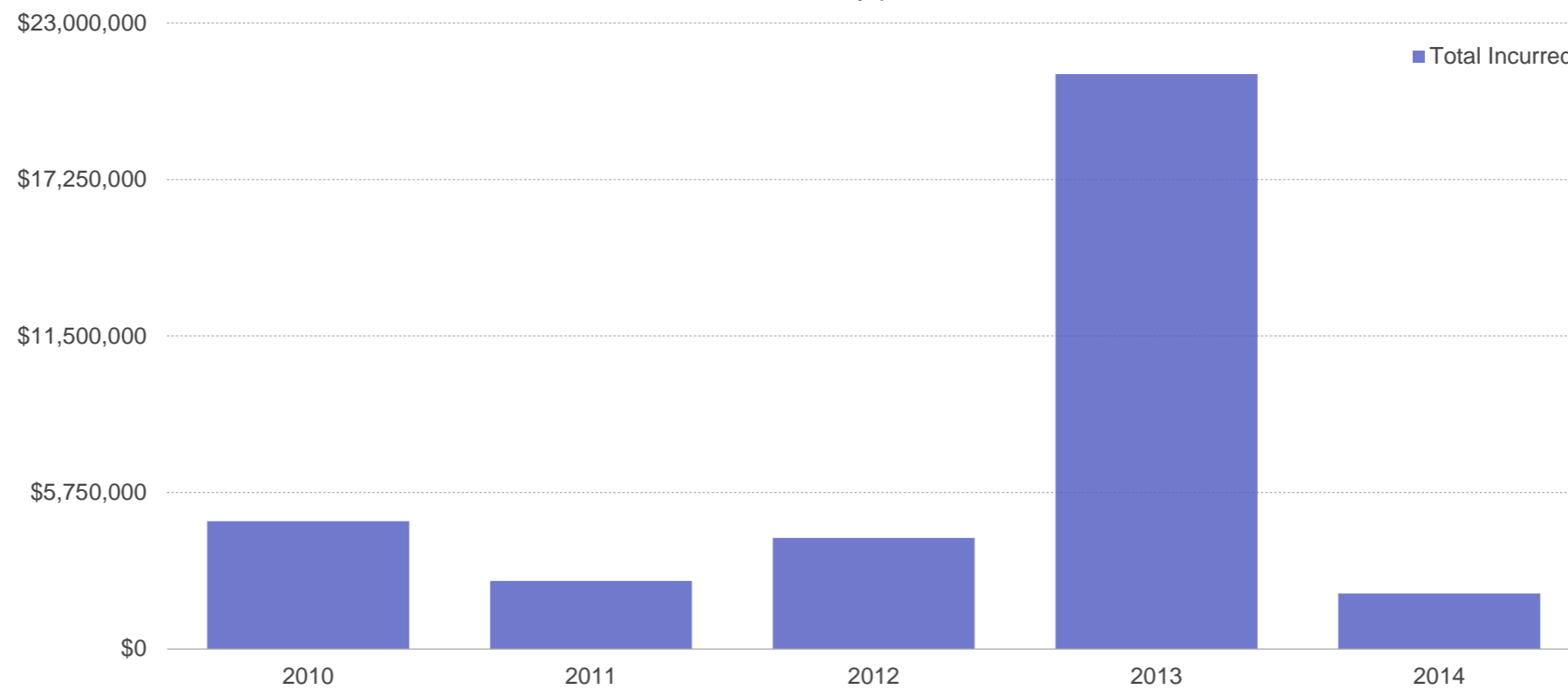


Property Claim Financial Summary

Claim Financial Summary | 2010 - 2014

	Total Loss
2010	\$4,689,987
2011	\$2,497,104
2012	\$4,079,050
2013	\$21,122,838
2014	\$2,035,672
TOTAL	\$34,424,652

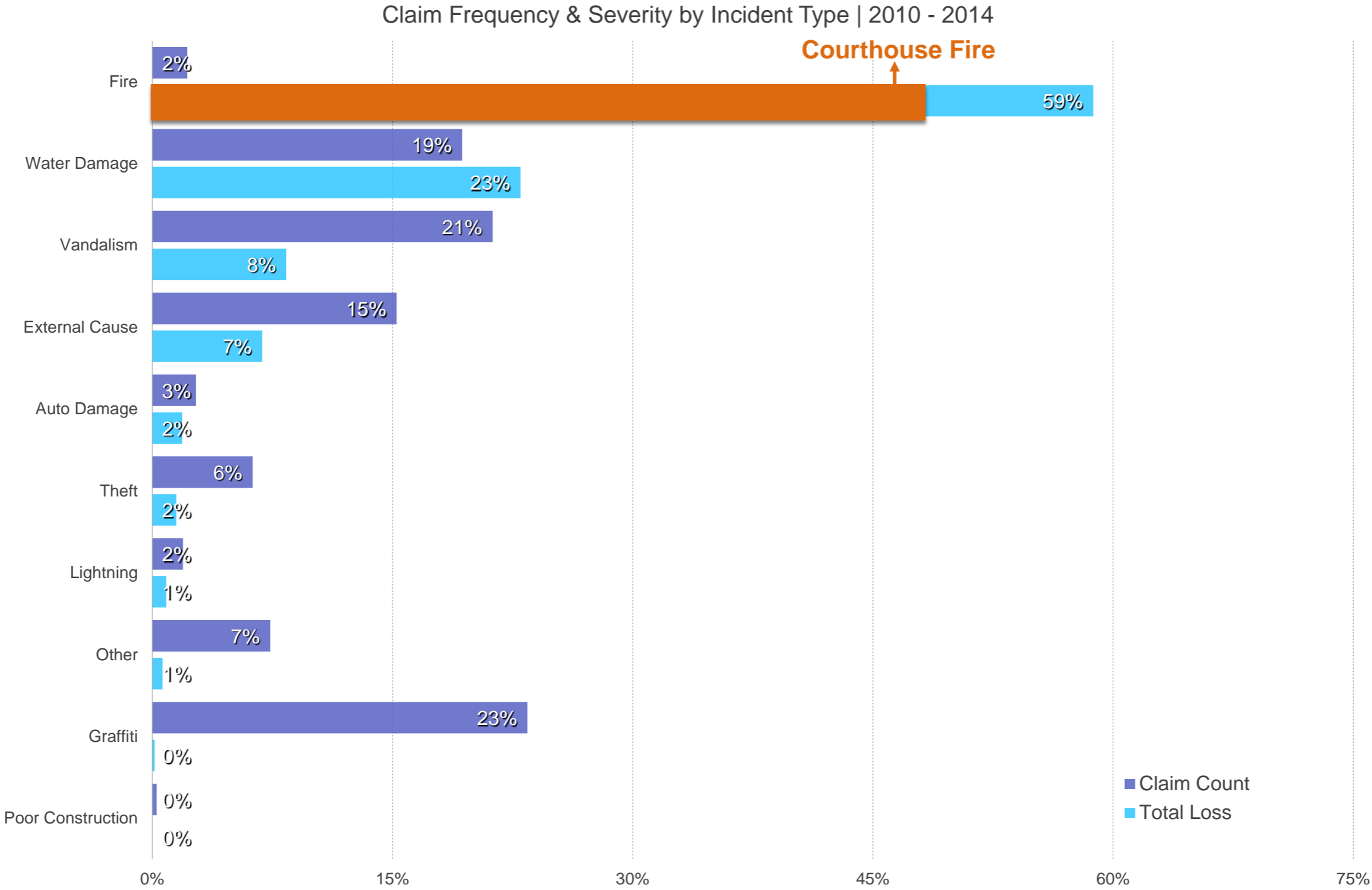
Claim Financial Summary | 2010 - 2014



The large increase in 2013 is a result of the courthouse fire and restoration. 2014 is still undeveloped as we have 28 open claims that need to be resolved and paid.

Property

Incident Types by Frequency & Severity





Property

Incident Types by Frequency & Severity

Incident Types by Severity | 2010 - 2014

	Claim Count	Total Loss
Fire	7	\$19,537,320
Water Damage	71	\$7,917,034
Vandalism	78	\$2,880,738
External Cause	56	\$2,362,993
Auto Damage	10	\$639,994
Theft	23	\$517,928
Lightning	7	\$298,762
Other	27	\$218,512
Graffiti	87	\$51,369
Improper Construction	1	\$0

Incident Types by Frequency | 2010 - 2014

	Claim Count	Total Loss
Graffiti	87	\$51,369
Vandalism	78	\$2,880,738
Water Damage	71	\$7,917,034
External Cause	56	\$2,362,993
Other	27	\$218,512
Theft	23	\$517,928
Auto Damage	10	\$639,994
Fire	7	\$19,537,320
Lightning	7	\$298,762
Poor Construction	1	\$0

This chart shows property incident types by frequency and severity. Water damage and vandalism have historically lead in both categories.

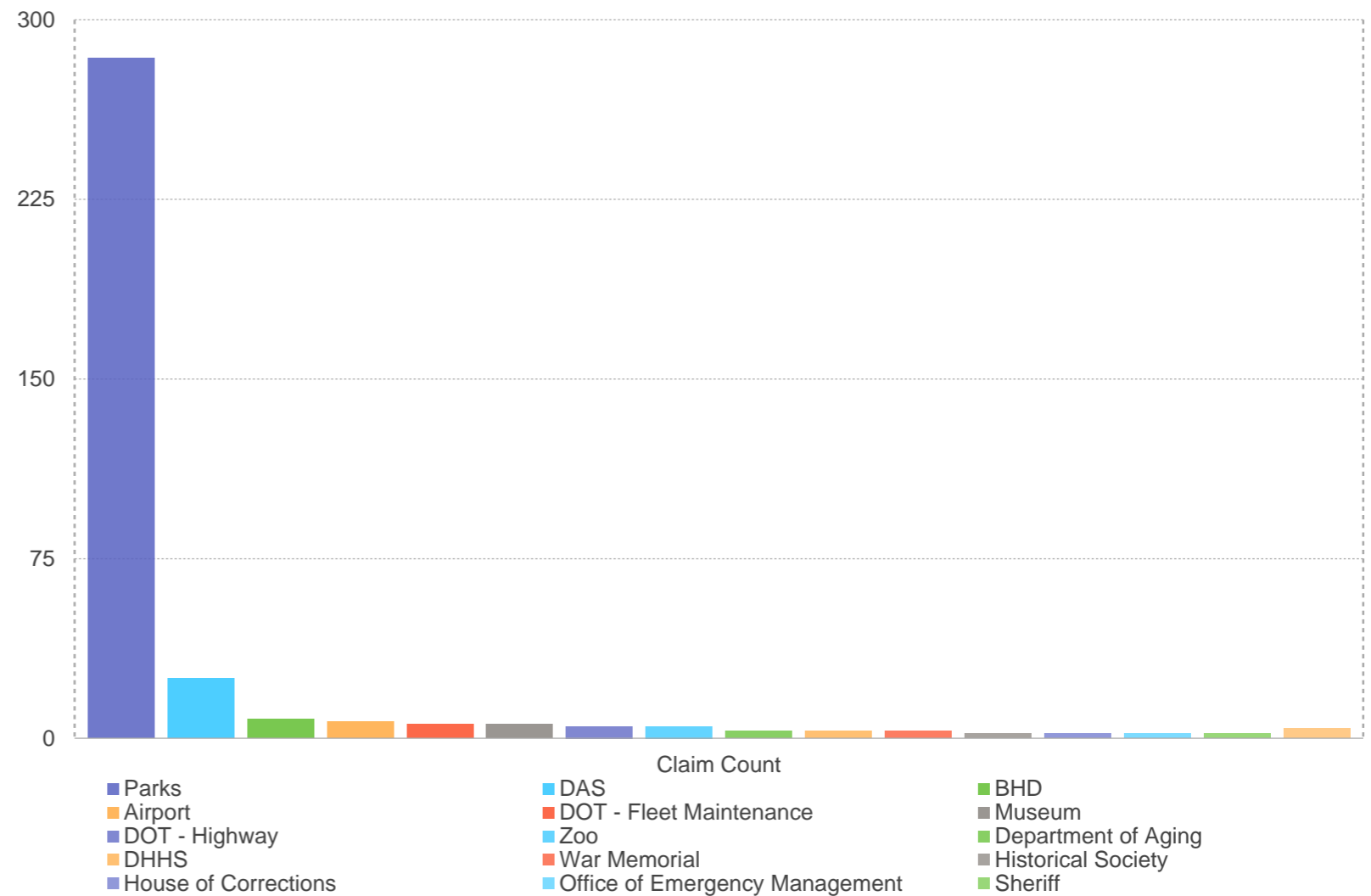
Property

Claim Frequency by Department

Claim Frequency by Department | 2010 - 2014

	Claim Count
Parks	284
DAS	25
BHD	8
Airport	7
DOT - Fleet Maintenance	6
Museum	6
DOT - Highway	5
Zoo	5
Department of Aging	3
DHHS	3
War Memorial	3
Historical Society	2
House of Corrections	2
Office of Emergency Management	2
Sheriff	2
All Others	4
TOTAL	367

Claim Frequency by Department | 2010 - 2014



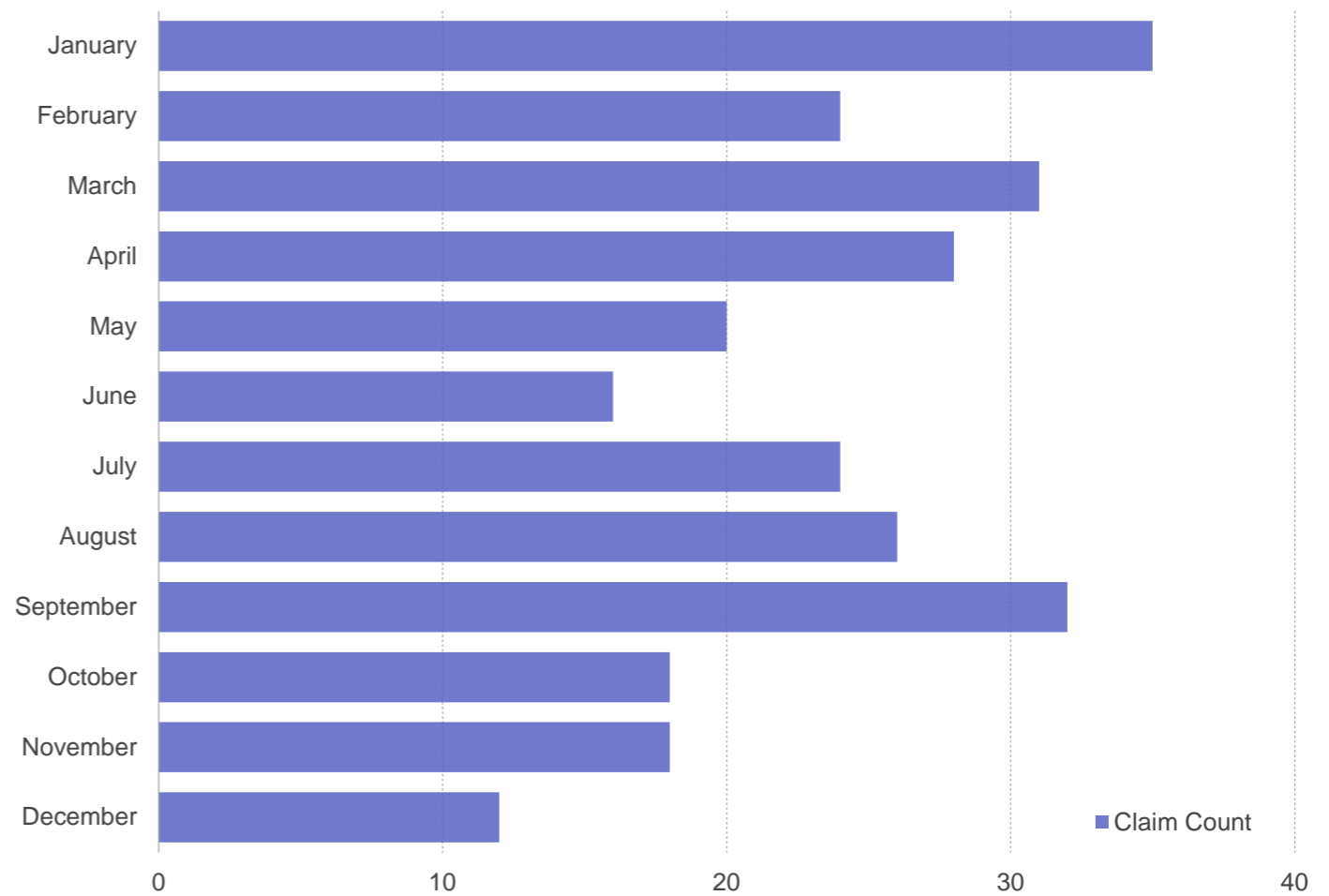
Property

Claim Frequency by Month

Claim Frequency by Month | 2010 - 2014

	Claim Count
January	45
February	34
March	37
April	35
May	24
June	25
July	33
August	28
September	39
October	23
November	26
December	18
TOTAL	367

Claim Frequency by Month | 2010 - 2014



This chart shows the relationship of claim frequency by month. Historically, January has been our worst claim filing month with close to 50 claims in 5 years.



Property

Claim Frequency in January & February 2015

0
Claims



100% REDUCTION
OFF 5 YR AVERAGE

Property

Loss Control Recommendations

- **Milwaukee County Programs and Policies**

- Update existing Emergency Action Plans
- Water Damage -Increased roof and plumbing inspections
- Vandalism – Increased Police presence, install cameras/extra lighting

- **Milwaukee County Employee Engagement Initiative**

- Find It Fix It Program – Safety and Property Issues

- **Training Initiatives**

- Provide Department Heads with updates/changes to cost sharing model and policy terms moving forward.