

Fitting the Pieces Together 2023

40 Tips and 40 Minutes

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Tip 1 – Educate & train your campus

How can your campus assist employees with mental and physical wellness?

- Hold semester training sessions
 - Start out with two each semester, one for managers and one for Staff. Once attendance begins to understand WC, drop to one training each semester for both managers and staff. Continue to train because personnel changes

- Recommended topics for training presentation:
 - What is WC & how it works
 - Types of injuries (specific & CT's)
 - University costs (Costs and expenses)
 - Cost drivers
 - Legal requirements
 - Responsibilities for managers and staff
 - Who is covered
 - Show forms
 - Discuss who is Sedgwick
 - Investigations
 - Medical treatment
 - Compensation
 - RTW process & Transitional Return to Work (TRTW) form

Tip 5 - New accident injury

What to do and who to contact?

- Approach like adjuster's 3 point contact
- Contact employee (establish contact early)
- Supervisor
- Doctor (if they treated and medical status received)
- Sedgwick (email or call them with info)
- Contact your campus leaves person to track FML
- Contact EHS for safety investigation – (Fullerton has a shared drive where we log injuries)

- Fullerton has 2 managers handling Leaves/WC/ADA since areas overlap

Tip 9 - IDL/TD meeting & comparison sheet (see form)

Payroll completes the form and Fullerton meets with each employee that is off work on scheduled to be off by phone or in-person (not usually done for EIDL). See tips below on how we explain the form to employees.

- This is an estimate only and we cannot make the choice for you
- While off work you continue to accrue time
- The first option is IDL
 - This is paid by your campus and keeps your benefits place
 - Within the IDL benefit, there are 2 options
 - Option 1, you are paid full wages for the first 22 working days as if you did not lose any time, then
 - If you are still off work, IDL drops to 2/3rds of your AWW (average weekly wage).
 - Option 2, if 2/3rds of your AWW is not enough, you can supplement with sick leave but you must have 56-59 hours of available sick time and once you use it, you do not get it back.
- The second option is TD
 - TD is paid by Sedgwick and there are 2 options for TD
 - TD option 1 – Sedgwick pays you 2/3rds of AWW (no supplementation). With this option, you must pay your own benefits to CalPERS and not at employer rate, (most employees do not choose). There is not employer contribution & no retirement contribution. Employees select this option when someone else carries their benefits or they are close to retirement and feel they can make up the time.
 - Option 2 – Sedgwick pays you 2/3rds of AWW, however you can supplement the difference with any available leave credits. With your employer paying your benefits with the supplement, this keeps your benefits in place and you do not have to pay them yourself as with the first option.

Tip 13 - Communication with your medical clinics

- Establish relationships
- Visit them often until whenever you call everyone working the front desk knows you.

- Call them when you know something about the employee going to the clinic and call for clarification of work statuses.
- Outcome:
 - Reduces costs
 - Reduces chances of litigation
 - Clearer communication
 - Faster medical reporting
 - Increases awareness of potential RTW program

Tip 20 - Claim reviews

- Know your claims
- Talk to your injured employees often, monthly if possible. If not, start with the employees off work or on transitional work
- Review your claims on ViaOne monthly or as regular as possible
- You won't need claim reviews as often or not at all
- If reviews are needed, have one a semester, and keep review to 10 claims
- Give your adjuster a 30 day notice
- Keeping the number of files down allows adjusters time to review and work your claims

Tip 24 - Return to work ideas (see 2 forms)

Please see the job bank form Fullerton put together and the limited job duty form by Lori Newhouse. She also presented at the conference.

- First push back when department says no to accommodating, have them review the PD
- Create a job bank, have departments create wish list jobs, start with high injury depts, get union buy in to cross union lines
- Get ideas from other campuses:
 - CSUSB: lite duty assignments, police (patrol campus in unmarked vehicles, watch security cameras & report crime, custodians working in other department creating file folders, filing, making packets, mailings, in Housing posting & removing flyers, turning lights on & off, closing windows during high wind days, conduct inventory (key control duties, filing)
 - Chico: established RTW program for WC & non-industrial injuries/illnesses
- If nothing contract with charitable organizations your campus already supports: Salvation Army, Goodwill, medical facilities

Tip 26 – Transitional Return to Form (TRTW) form (see form)

- Use when employees RTW with restrictions
- WCC completes the restrictions section
- Supervisor completes the job duties section
- WCC, make sure duties are within restrictions
- Meet with employee supervisor together to review form and get signatures. Continue until the supervisor is comfortable and you are comfortable with them doing it Employee signs & supervisor
Tell employee not to work outside restrictions
- Tell supervisor not to give them work outside restrictions
- Update the form each time restrictions change
- This form will act as a PD while the employee is on restrictions

Tip 34 – Cost Drivers

This is from Fullerton's point of view

- Late reporting – send late form to manager
- Lack of or untimely communication
- Deadlines
- Costs of doing business
- Nature of injuries/illnesses
- Litigation
- RTW challenges
- Not knowing your campus numbers (costs & expenses: costs what campus pays to have WC insurance and expenses is what Sedgwick pays on claims) you can get these numbers from your Risk Management department

Tip 36 - How to keep litigation down?

This from Fullerton's point of view. Employees do not usually litigate against the employers, they litigate against the manager so sometimes you and you cannot control it but you can help mitigate it.

- Again approach a claim as an adjuster would
- Communicate early & often with employees (at onset & monthly, as restrictions change
Pay attention – claims coming from same department means there may be something going on in the department. Could be a training or managerial challenge. If so, say something, another HR department may be able to help and claims in that area could decrease

Tip 40 - Tips from WCC's – (see PowerPoint)

Your best tips can come from other WCC's on other campuses. See tips other campuses shared years ago and see the presentation from 2013 FTP.

- Humboldt: Quick WC process guide for supervisors
- Maritime: IDL/TD Comparison worksheet on-line (now CSUF has it)
- East Bay: Monthly WC meetings with departments
- Monterey Bay: Voice activated software, reported 50% employees were hands free
- CSUSB – Mandatory MPP training, RTW Program (employee's watched security cameras & sat in patrol cars reporting crimes)
- Chico: RTW program (was always a campus leader)
- East Bay/ Monterey Bay/Northridge/Stanislaus: Participates in new employee training added ergonomic component
- Stanislaus: Monthly AVP reporting
- San Marcos: Ergonomic Resource Fund (incredible program, another campus leader)
- San Fran & Northridge: Stretch break program. In addition, Northridge won the Governor's 2014 Safety Award for their program.
- CSUF – Police emergency email notification when injured employees are taken off campus, attend depositions & hearings, quarterly EHS meetings, establish relationships with campus community, clinics, attorneys, courts, claims administrators and other campuses
- WCC's can impact your campus. Many WCC's are new, but if you see something you like, contact them anyway, they may still be in place or the information may have been passed on.