



**STATE OF NORTH CAROLINA  
OFFICE OF STATE PERSONNEL  
1331 Mail Service Center  
Raleigh, North Carolina 27699-1331**

BEVERLY EAVES PERDUE  
GOVERNOR

ANN G. COBB, DEPUTY DIRECTOR  
INTERIM STATE PERSONNEL DIRECTOR

August 16, 2012

The Honorable Thom Tillis  
Speaker of the NC House of Representatives  
16 West Jones Street, Room 2304  
Raleigh, NC 27601-1096

Dear Speaker Tillis:

In compliance with the requirements outlined in Article 63 of Chapter 143 of the General Statutes, the State Personnel Commission is submitting a report to the Joint Legislative Committee on Governmental Operations summarizing the safety and health program activities of state departments and universities under the North Carolina State Employee Workplace Requirements Program for Safety and Health. This report was reviewed and adopted by the State Personnel Commission on June 21, 2012.

The complete report is attached. This report offers a comprehensive overview of the personnel activities related to safety and health and workers' compensation occurring during calendar year 2011. If you have any comments or questions concerning this report, please contact Ann Cobb, Interim State Personnel Director, at (919) 807-4800. Thank you for your attention to this matter.

Sincerely,

A handwritten signature in blue ink that reads "Susan C. Bailey".

Susan C. Bailey, Chairwoman  
State Personnel Commission

SCB/AGC/asm

cc: Ann G. Cobb, Office of State Personnel

**Physical Address: 116 West Jones Street, Raleigh NC 27603  
Telephone: (919) 807-4800; Fax (919) 715-9750  
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INTERIM STATE PERSONNEL DIRECTOR

August 16, 2012

The Honorable Phil Berger  
President Pro Tempore  
16 West Jones Street, Room 2008  
Raleigh, NC 27601-2808

Dear President Pro Tempore Berger:

In compliance with the requirements outlined in Article 63 of Chapter 143 of the General Statutes, the State Personnel Commission is submitting a report to the Joint Legislative Committee on Governmental Operations summarizing the safety and health program activities of state departments and universities under the North Carolina State Employee Workplace Requirements Program for Safety and Health. This report was reviewed and adopted by the State Personnel Commission on June 21, 2012.

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C: Ann G. Cobb, Office of State Personnel

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# **North Carolina State Employees Workplace Requirements Program For Safety and Health FY 2011**

**Summary of Programs in Compliance with Article 63  
of Chapter 143**

**Prepared By: The North Carolina Office of State Personnel**

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# **EXECUTIVE SUMMARY**

## **Fiscal Year 2010-2011**

### **Introduction**

This report summarizes the safety and health program activities of State Departments and Universities in compliance with Article 63 of Chapter 143 of the General Statutes, ratified in July of 1992. In accordance with legislation, the Office of State Personnel (OSP) Workplace Requirements Program for Safety and Health staff, in cooperation with the State Steering Committee for Safety and Health, developed an assessment tool to evaluate the safety and health programs of each Department and University (Attachment A). Assessment of thirty (30) safety and health criteria are summarized in the nine (9) written program elements and six (6) safety and health committee criteria (Attachment B) established to evaluate the Department and University programs.

This report provides the following:

- Safety and Health Program Assessment Summary for Departments and Universities
- State Employee Fatalities
- North Carolina Occupational Safety & Health Inspections and Fines for State Facilities
- FY 2011 Workers Compensation Statistics

### **Recommendation**

A proactive and unrelenting effort by each State Department and University is essential in making safety a priority, thereby reducing occupational injuries and illnesses, and associated Workers' Compensation costs. This can be accomplished through actively supporting the implementation of safety and health programs, maintaining safety and health committees, providing safety resources, and training both new employees and personnel responsible for implementing an effective employee safety and health program.

### **Summary Results from an Online Safety Program Assessment**

#### **Safety & Health Program Components Compliance Assessment for each Agency and University:**

In the timeframe of October-December 2010, the safety leadership throughout the state was asked to complete an online safety program self assessment based on the standard audit criteria used during an onsite walkthrough by the OSP Safety Consultant.

The following results include information from 33 agencies and 17 universities that are not exempt. For each safety program component and/or metric the possible choices for responses for the status of that component are:

- Is complete and is in place and is consistently used
- Is complete and is in place but is Not consistently used
- Is in place but needs improvement and/or review
- Is in development
- Is not in place
- Is not applicable

Data sets for the agencies and universities were analyzed independent of one another and are represented as 2 separate stand alone data sets.

Each percentage provided represents the average percent of the 50 agencies and universities that responded by answering “is complete and is in place and is consistently used” for each given component or metric. There are 30 components that were evaluated for agencies and universities safety and health programs which also include the evaluation of 9 components for agency and university safety and health committees. All related data in this report will be used over the next year to prioritize program initiatives and assistance.

**Data for agencies and universities who responded “Is complete and is in place and is consistently used” for each given component or metric:**

1. Written program for maintenance of a S&H recordkeeping system for the analysis & evaluation of the effectiveness of the overall program and for NC OSHA & OSP reporting:

Agencies - 57%

Universities - 64%

2. Hazard assessment methods used to identify, analyze, & control or eliminate new or existing hazardous conditions or operations:

Agencies - 41%

Universities - 56%

3. Authority & accountability for implementing safety & health program and how continued participation of management & employees will be established, measured and maintained:

Agencies - 56%

Universities - 61%

4. Plan communicated to all affected employees so that they are informed of work related hazards & controls necessary to prevent injury or illness:

Agencies - 49%

Universities - 57%

5. Communication of safety & health training for managers, supervisor, and employees in avoidance of job related injuries and health impairments:

Agencies - 45%

Universities - 40%

6. Accident Reporting Investigation & Corrective Action:

Agencies - 78%

Universities - 78%

7. Communications & enforcement of safe work practices:

Agencies - 52%

Universities - 54%

8. Safety & Health Training available to employees:

Agencies - 47%

Universities - 38%

9. Complaint reporting system concerning safety & health problems without fear of retaliation:

Agencies - 75%

Universities - 70%

10. Written procedure for accident reporting & receiving medical treatment for on-the-job injuries and illnesses. Procedure includes how, where, and who will provide medical treatment (in-house), designated physicians panel, employee choice, etc.):

Agencies - 90%

Universities - 100%

11. Safety & Health Committee:

Agencies - 70%

Universities - 68%

### **Assessment Summary for Agency and University Site Visits**

Due to a change in personnel at OSP, there were only two facility site visits conducted after the online assessment. Safety & Health Program Components and Compliance Assessments were conducted for the North Carolina School of Science and Mathematics and the NC Department of State Treasurer.

The areas reviewed included: Audit/Inspection Program, Emergency Evacuation Plan, Employee Safety and Health Training, Safety Committee involvement, Continuity of Operations Plan (COOP), and a walkthrough of the facilities were conducted.

## State Employee Fatalities Fiscal Year 2011

There was one reported State employee occupational fatality in FYE 2011:

- August 4, 2011, Department of Correction, Probation/Parole Officer, was struck from behind while sitting in his state vehicle at a stop sign during travel in Iredell County.

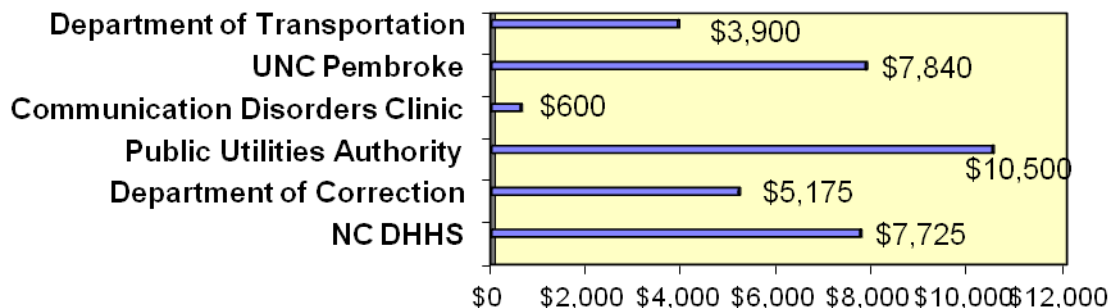
## North Carolina Occupational Safety and Health Inspections and Fines

The North Carolina Department of Labor, Division of Occupational Safety and Health conducted inspections or response to complaints in State government facilities:

July 1, 2010 through May 31, 2011

- Fifty (50) inspections or response to complaints were conducted.
- Initial fines from violations totaled: \$59,275.00.
- Reduced fines following informal hearings totaled: \$35,740.00.

### Summary of North Carolina Department of Labor, Occupational Safety and Health Fines for State Departments and Universities Fiscal Year 2011





## **Fiscal Year 2010-11 Workers' Compensation Statistics**

Statistical data is provided by the third party administrator, CorVel Corporation and includes agencies and universities, as well as Community Colleges. This data does not include Department of Public Instruction, as that information is combined with DPI public school statistical reports, and it also excludes UNC Health Care.

### **2010-11 HIGHLIGHTS**

- 5,062 New Medical Only Claims which was 6% reduction from previous year
- 1,219 New Indemnity Claims which was a 20% increase from previous year
- 4,803 Total Open Indemnity Claims as of 6/30/2011
- 238,161 Total lost and restricted workdays which was a 13% increase from previous year
- \$70,079,310 Total Cost for all new and open claims as of 6/30/2011 which was a 16% increase from previous year

The reports on the following pages (Attachment C) show Paid Amounts per claim from FYE 2008 to FYE 2011, Total Costs for all open claims, and summarize the details and associated costs of the top 5 characteristics of injuries, by Nature of Injury, Part of Body, and Injury Cause.

**SAFETY AND HEALTH PROGRAM  
ASSESSMENT WORKSHEET  
OFFICE OF STATE PERSONNEL  
EMPLOYEE SAFETY & HEALTH**

DEPARTMENT/UNIVERSITY

DIVISION

CONSULTANT

DATE

**CONTACT PERSONS:**

ELEMENTS	CORE REQUIREMENTS	IN PLACE YES <input type="checkbox"/> NO <input type="checkbox"/>	DEVELOPMENT IN PROGRESS YES <input type="checkbox"/> NO <input type="checkbox"/>	NEEDS IMPROVEMENT YES <input type="checkbox"/> NO <input type="checkbox"/>	HOW WERE YOU ABLE TO IDENTIFY THEIR ADEQUACY? WHAT IMPROVEMENTS ARE NEEDED?
A. Written State Employee Workplace Requirements Program for Safety & Health.					
1. Hazard assessment methods used to identify, analyze, & control or eliminate new or existing hazardous conditions or operations.	<p>(a) Written program for maintenance of a S&amp;H recordkeeping system for the analysis &amp; evaluation of the effectiveness of the overall program and for NC OSHA &amp; OSP reporting.</p> <p>(b) Written system for hazard assessment of each operation and the requirements for safe work practices for each.</p> <p>(c) Audit/inspection program. Identification of inspection frequency (at least (1) annually).</p> <p>(d) Policy for the purchase review of equipment, chemicals, safety equipment, and biological agents by Safety &amp; Health Director or designee, prior to introduction into the workplace.</p>	<p>[ ] [ ]</p> <p>[ ] [ ]</p> <p>[ ] [ ]</p> <p>[ ] [ ]</p>	<p>[ ] [ ]</p> <p>[ ] [ ]</p> <p>[ ] [ ]</p> <p>[ ] [ ]</p>	<p>[ ] [ ]</p> <p>[ ] [ ]</p> <p>[ ] [ ]</p> <p>[ ] [ ]</p>	

ELEMENTS	CORE REQUIREMENTS	IN PLACE YES <input type="checkbox"/> NO <input type="checkbox"/>	DEVELOPMENT IN PROGRESS YES <input type="checkbox"/> NO <input type="checkbox"/>	NEEDS IMPROVEMENT YES <input type="checkbox"/> NO <input type="checkbox"/>	HOW WERE YOU ABLE TO IDENTIFY THEIR ADEQUACY? WHAT IMPROVEMENTS ARE NEEDED?
	<p>(e) Procedures and criteria for conducting industrial hygiene surveys to identify chemicals, biological or physical hazards &amp; investigate occupational illnesses which may occur.</p> <p>(f) Written procedure for the review of new construction and renovation plans to ensure compliance with applicable safety and health codes or regulations.</p> <p>(g) Policy for prioritizing funding corrections needed for unsafe workplace conditions.</p> <p>(h) Policy requiring compliance with all applicable laws, regulations &amp; accepted practices.</p>	<p>[ ] [ ]</p> <p>[ ] [ ]</p> <p>[ ] [ ]</p> <p>[ ] [ ]</p>	<p>[ ] [ ]</p> <p>[ ] [ ]</p> <p>[ ] [ ]</p> <p>[ ] [ ]</p>	<p>[ ] [ ]</p> <p>[ ] [ ]</p> <p>[ ] [ ]</p> <p>[ ] [ ]</p>	
<p>2. Authority &amp; accountability for implementing safety &amp; health program and how continued participation of management &amp; employees will be established, measured and maintained.</p>	<p>(a) Policy defines and outlines role and responsibilities of management, supervisors, &amp; employees in the overall safety &amp; health program.</p> <p>(b) Annual written goals &amp; objectives for the agency safety &amp; health program.</p>	<p>[ ] [ ]</p> <p>[ ] [ ]</p>	<p>[ ] [ ]</p> <p>[ ] [ ]</p>	<p>[ ] [ ]</p> <p>[ ] [ ]</p>	

ELEMENTS	CORE REQUIREMENTS	IN PLACE YES <input type="checkbox"/> NO <input type="checkbox"/>	DEVELOPMENT IN PROGRESS YES <input type="checkbox"/> NO <input type="checkbox"/>	NEEDS IMPROVEMENT YES <input type="checkbox"/> NO <input type="checkbox"/>	HOW WERE YOU ABLE TO IDENTIFY THEIR ADEQUACY? WHAT IMPROVEMENTS ARE NEEDED?
	<p>(c) Written emergency preparedness plan (Business Continuity/ COOP Plan) that includes individual responsibilities and workplace evacuation plan.</p> <p>(d) Procedure outlining the responsibility and authority to stop work for any condition determined to be of imminent danger to life or health.</p> <p>(e) Procedure to evaluate the effectiveness or needs of training programs.</p>	<p>[ ] [ ]</p> <p>[ ] [ ]</p> <p>[ ] [ ]</p>	<p>[ ] [ ]</p> <p>[ ] [ ]</p> <p>[ ] [ ]</p>	<p>[ ] [ ]</p> <p>[ ] [ ]</p> <p>[ ] [ ]</p>	
<p>3. Plan communicated to all affected employees so that they are informed of work related hazards &amp; controls necessary to prevent injury or illness.</p>	<p>(a) Written employee safety &amp; health orientation program that identifies hazards inherent to the job and explains hazard assessment, inspection requirements, reporting procedures, and the availability of PPE.</p> <p>(b) Safety and health awareness program (newsletters, handbooks, posters or other promotional materials.)</p> <p>(c) Procedures explaining the purpose, use, and maintenance of PPE and other devices provided in the workplace.</p>	<p>[ ] [ ]</p> <p>[ ] [ ]</p> <p>[ ] [ ]</p>	<p>[ ] [ ]</p> <p>[ ] [ ]</p> <p>[ ] [ ]</p>	<p>[ ] [ ]</p> <p>[ ] [ ]</p> <p>[ ] [ ]</p>	

ELEMENTS	CORE REQUIREMENTS	IN PLACE YES <input type="checkbox"/> NO <input type="checkbox"/>	DEVELOPMENT IN PROGRESS YES <input type="checkbox"/> NO <input type="checkbox"/>	NEEDS IMPROVEMENT YES <input type="checkbox"/> NO <input type="checkbox"/>	HOW WERE YOU ABLE TO IDENTIFY THEIR ADEQUACY? WHAT IMPROVEMENTS ARE NEEDED?
4. Communication of safety & health training for managers, supervisors, and employees in avoidance of job related injuries and health impairments.	(d) Procedures for medical surveillance program as required by regulation.	[ ] [ ]	[ ] [ ]	[ ] [ ]	
	(a) Written procedures outlining required training, training frequency and documentation requirements.	[ ] [ ]	[ ] [ ]	[ ] [ ]	
	(b) Training program provided for the purpose, use, and maintenance of personal protective equipment and other safety devices provided in the workplace.	[ ] [ ]	[ ] [ ]	[ ] [ ]	
	(c) Written outlines of general & specific safety & health training provided.	[ ] [ ]	[ ] [ ]	[ ] [ ]	
5. Accident Reporting Investigation & Corrective Action	(a) Procedure for accident/incident reporting.	[ ] [ ]	[ ] [ ]	[ ] [ ]	
	(b) Procedure for prompt investigation of accident/incident or near misses.	[ ] [ ]	[ ] [ ]	[ ] [ ]	
	(c) Procedure to ensure the timely correction & interim controls of identified hazards.	[ ] [ ]	[ ] [ ]	[ ] [ ]	

ELEMENTS	CORE REQUIREMENTS	IN PLACE YES <input type="checkbox"/> NO <input type="checkbox"/>	DEVELOPMENT IN PROGRESS YES <input type="checkbox"/> NO <input type="checkbox"/>	NEEDS IMPROVEMENT YES <input type="checkbox"/> NO <input type="checkbox"/>	HOW WERE YOU ABLE TO IDENTIFY THEIR ADEQUACY? WHAT IMPROVEMENTS ARE NEEDED?
6. Communication & enforcement of safe work practices.	<p>(a) Program for safety &amp; health policies and procedures consisting of such communication tools as manuals and handbooks.</p> <p>(b) Procedures for disciplinary action when employee fails to follow established safety &amp; health rules.</p> <p>(c) Procedure used to inform contractors and others of hazards, chemicals &amp; emergency plans in the work area.</p>	<p>[ ] [ ]</p> <p>[ ] [ ]</p> <p>[ ] [ ]</p>	<p>[ ] [ ]</p> <p>[ ] [ ]</p> <p>[ ] [ ]</p>	<p>[ ] [ ]</p> <p>[ ] [ ]</p> <p>[ ] [ ]</p>	
7. Safety & Health Training available to employees.	<p>(a) Written policy to provide all required training based on job assignments and potential hazards in the workplace.</p> <p>(b) Plan to ensure training is conducted at time of initial assignment or reassignment.</p>	<p>[ ] [ ]</p> <p>[ ] [ ]</p>	<p>[ ] [ ]</p> <p>[ ] [ ]</p>	<p>[ ] [ ]</p> <p>[ ] [ ]</p>	
8. Complaint reporting system concerning safety & health problems without fear of retaliation.	<p>(a) Written policy on reporting safety &amp; health problems/ complaint procedures without fear of discrimination or reprisal.</p>	<p>[ ] [ ]</p>	<p>[ ] [ ]</p>	<p>[ ] [ ]</p>	

ELEMENTS	CORE REQUIREMENTS	IN PLACE YES <input type="checkbox"/> NO <input type="checkbox"/>	DEVELOPMENT IN PROGRESS YES <input type="checkbox"/> NO <input type="checkbox"/>	NEEDS IMPROVEMENT YES <input type="checkbox"/> NO <input type="checkbox"/>	HOW WERE YOU ABLE TO IDENTIFY THEIR ADEQUACY? WHAT IMPROVEMENTS ARE NEEDED?
9. Medical attention following a work related injury or illness.	(a) Written procedure for accident reporting & receiving medical treatment for on-the-job injuries and illnesses. Procedure includes how, where, and who will provide medical treatment (in-house, designated physicians panel, employee choice, etc.)	[ ] [ ]	[ ] [ ]	[ ] [ ]	
B. Safety & Health Committee	1. Committee structure & size meets requirements.	[ ] [ ]	[ ] [ ]	[ ] [ ]	
	2. Number of employee representatives meets requirements.	[ ] [ ]	[ ] [ ]	[ ] [ ]	
	3. Field operations represented.	[ ] [ ]	[ ] [ ]	[ ] [ ]	
	4. Committee responsibilities identified.	[ ] [ ]	[ ] [ ]	[ ] [ ]	
	5. Meet at least once every 3 months.	[ ] [ ]	[ ] [ ]	[ ] [ ]	
	6. Meeting minutes maintained and circulated or posted.	[ ] [ ]	[ ] [ ]	[ ] [ ]	
	7. Written recommendations forwarded to agency head.	[ ] [ ]			
	8a. Committee members & employee representatives appointed by management.	[ ] [ ]			





**STATE EMPLOYEE WORKPLACE REQUIREMENTS  
FOR SAFETY AND HEALTH**

***WRITTEN PROGRAM REQUIREMENTS AND  
EVALUATION CRITERIA***

Purpose

Each State agency will have a written safety and health program for State employees that promote safe and healthful working conditions and will be based on clearly stated goals or objectives for meeting these requirements. The program shall provide managers, supervisors, and employees with a clear and firm understanding of the States' concern for protecting employees from job-related injuries and health impairment.

Scope

These requirements shall apply to State agencies, commissions, divisions, boards, and institutions within the Executive Branch of the Government and their respective employees.

Requirements

Components of an agency written program shall describe at a minimum, the following nine (9) elements:

Written Program Elements

1. The methods to be used to identify, analyze, and control new or existing hazards, conditions, and operations include the maintenance of a safety and health recordkeeping system; a system for agency hazard assessment of each operation; the requirements for written safe work practices; and an audit plan that specifies inspection at least once annually. Procedures provided for the review of new construction and renovation plans to ensure compliance with applicable safety and health codes or regulations and policy requiring agency compliance with all applicable laws, regulations, and accepted practices.
2. How managers, supervisors, and employees are responsible for implementing the program, controlling accident-related expenditures, and how continued participation of management and employees will be established, measured, and maintained. Provide policy that defines and outlines the role and responsibilities of management, supervisors, and employees in their overall safety and health program. Provide annual written goals and objectives for the agency safety and health program. Provide emergency preparedness plan that includes individual responsibilities and the workplace evacuation plan.

3. How the plan will be communicated to all affected employees so that they are informed of work-related physical, chemical, or biological hazards, and controls necessary to prevent injury or illness. Procedures for New Employee Safety and Health Orientation Program that would identify hazards inherent to the job, explain hazards assessment, inspection requirements and reporting procedures as well as the availability of Personal Protective Equipment and Procedures for Medical Surveillance Programs, as required by regulations.
4. How managers, supervisors, and employees will receive training such as for the purpose, use, and maintenance of Personal Protective Equipment and other safety devices provided in the workplace in avoidance of job-related injuries and health impairments. Provide procedures outlining required training, training frequency, and documentation requirements.
5. How workplace accidents will be reported and investigated and how corrective actions will be implemented and procedures to ensure the timely correction and interim controls of identified hazards.
6. How safe work practices and rules will be communicated and enforced by a program for safety and health policies and procedures consisting of such communication tools as manuals and handbooks. How communication is made to inform contractors and others, unfamiliar with the hazards that are likely to be encountered in the workplace, including foreseeable emergencies.
7. The safety and health policy required for training programs based on the job assignments and potential hazards in the workplace that will be made available to all employees. Written Plan to ensure training is conducted at the time of initial assignment or reassignment.
8. Written policy that outlines how employees can make complaints concerning safety and health matters that also ensure employee protection against discrimination or reprisal.
9. How employees will report an occupational accident and receive medical attention following an occupational work-related injury/illness.

#### Six (6) Safety and Health Committee Criteria

- Committee structure and reporting must be in accordance with requirements based on agency size.
- Number of employee representatives on the committee must be in accordance with requirements based on agency size.
- Field operations must be represented on committee.
- Committee operation and responsibilities must be identified in writing.
- Committees must meet at least every three (3) months.
- Meetings' minutes must be maintained and either dispersed or posted in the workplace.

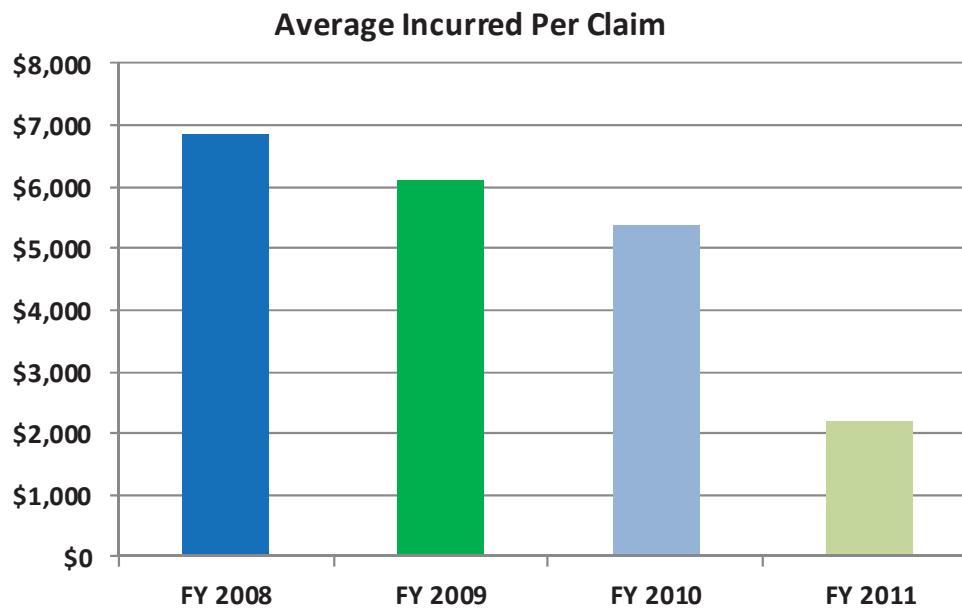


State of North Carolina

## Paid Amounts

The following provides details of the average paid per claim for Fiscal Years ending (FYE) 2008 through (FYE) 2011. The following Paid amounts are for Medical Only and Indemnity claims. All numbers valued as of 6/30/2011.

Average Paid Per Claim	Injury (FYE)			
	FY 2008	FY 2009	FY 2010	FY 2011
<b>Indemnity and Medical Only Claims</b>	<b>\$6,850</b>	<b>\$6,127</b>	<b>\$5,388</b>	<b>\$2,215</b>
<b>Indemnity Claims</b>	<b>\$22,498</b>	<b>\$19,905</b>	<b>\$16,933</b>	<b>\$6,890</b>
Average Indemnity	\$9,387	\$6,847	\$3,906	\$1,564
Average Medical	\$12,709	\$12,682	\$12,570	\$5,177
Average ALAE	\$402	\$377	\$456	\$149
<b>Medical Only Claims</b>	<b>\$1,589</b>	<b>\$1,429</b>	<b>\$1,388</b>	<b>\$787</b>



\*ALAE (Allocated Loss Adjustment Expense) includes payments associated with Bill Review, Litigation, Court Reporter, Claimant Attorney, Surveillance, Investigation, SIF, MSA Evaluation Fee, IME Fee, and Voc Rehab



The following shows the amount of Open Claims and the Total Amount Paid in Fiscal Year 2011 for all Claims by Injury Fiscal Year.

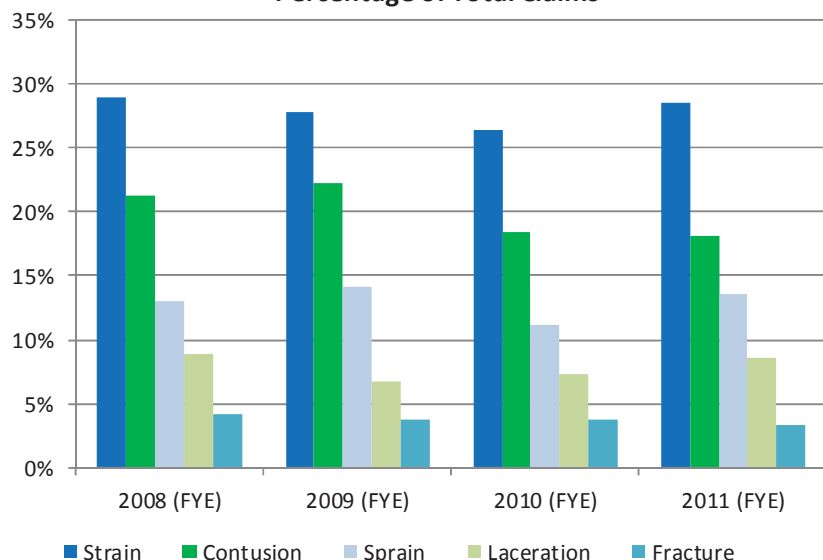
Payments by Type	Open Claim Count Fiscal Year end 6/30/11	Paid Amounts			Total Paid FY 2011
		MED (Medical)	CMP (Indemnity)	ALE (Expense)	
Injury Prior to FY 2009	1,535	\$12,758,329	\$18,823,417	\$802,041	<b>\$32,383,787</b>
2009	470	\$4,046,842	\$4,438,931	\$254,072	<b>\$8,739,845</b>
2010	779	\$12,329,947	\$4,674,009	\$492,045	<b>\$17,496,001</b>
2011	2,019	\$9,011,696	\$2,157,455	\$290,527	<b>\$11,459,677</b>
<b>Grand Total</b>	<b>4,803</b>	<b>\$38,146,813</b>	<b>\$30,093,812</b>	<b>\$1,838,685</b>	<b>\$70,079,310</b>



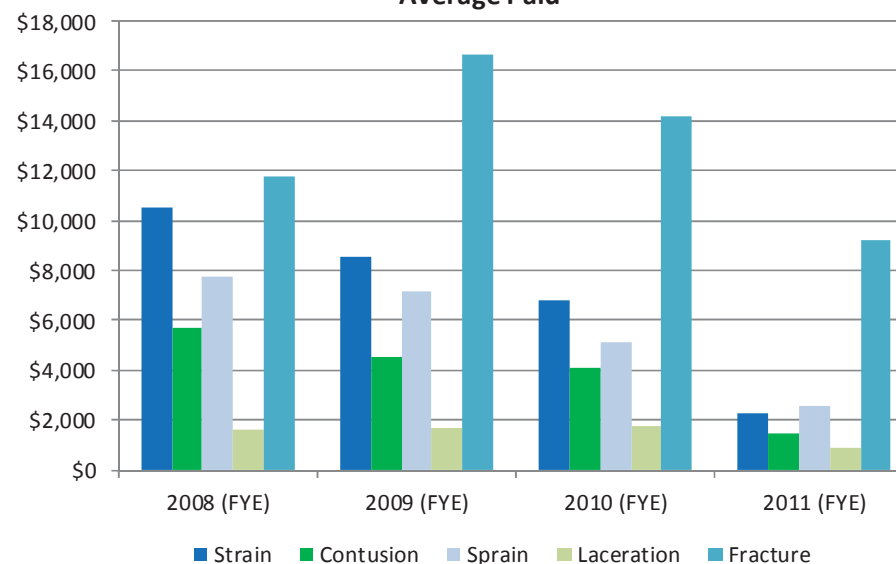
The following provides details of the Top Five Injury Types for Injury Fiscal Years (FYE) 2008 through (FYE) 2011. All numbers valued as of 6/30/2011.

	2008 (FYE)			2009 (FYE)			2010 (FYE)			2011 (FYE)		
	Claims	% of Claims	Average Paid Per Claim	Claims	% of Claims	Average Paid Per Claim	Claims	% of Claims	Average Paid Per Claim	Claims	% of Claims	Average Paid per Claim
<b>Strain</b>	1,691	29%	\$10,509	1,559	28%	\$8,585	1,466	26%	\$6,771	1,475	29%	\$2,276
<b>Contusion</b>	1,239	21%	\$5,730	1,243	22%	\$4,528	1,026	18%	\$4,099	936	18%	\$1,489
<b>Sprain</b>	756	13%	\$7,754	789	14%	\$7,138	623	11%	\$5,117	700	14%	\$2,549
<b>Laceration</b>	515	9%	\$1,610	375	7%	\$1,651	402	7%	\$1,741	446	9%	\$889
<b>Fracture</b>	247	4%	\$11,776	213	4%	\$16,683	208	4%	\$14,164	171	3%	\$9,212

Percentage of Total Claims



Average Paid

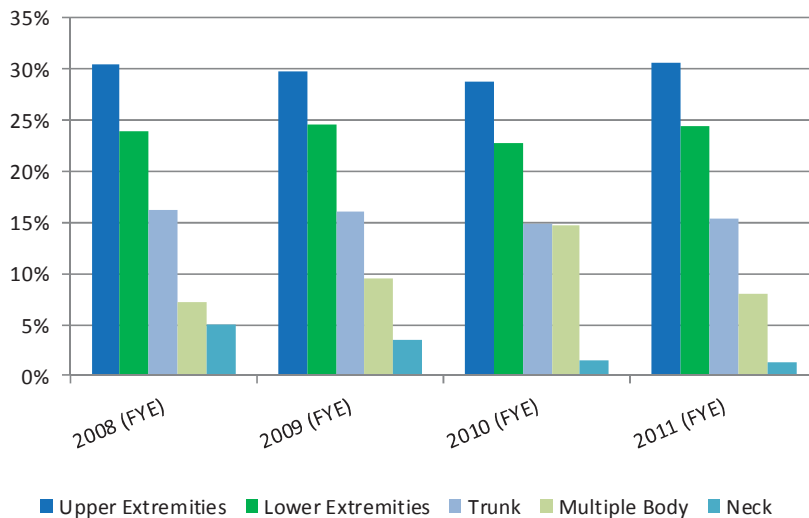




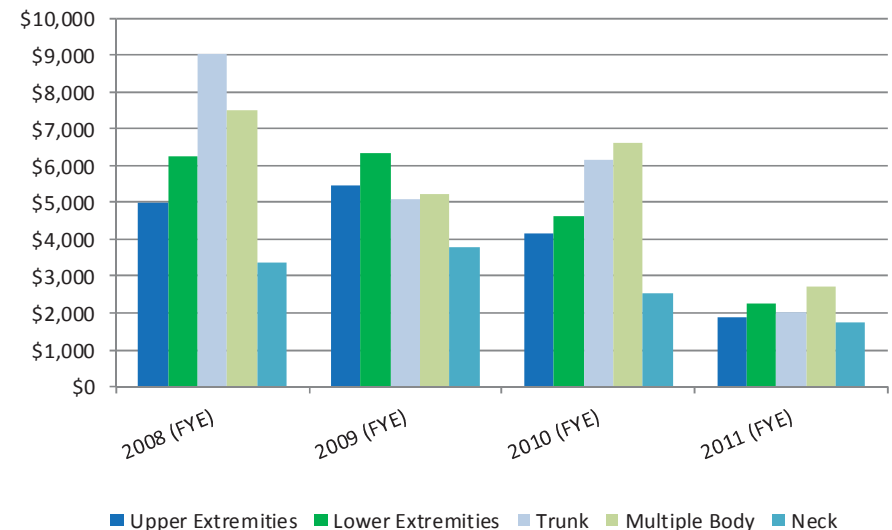
The following chart details the Top Five Injuries by Body Part for Injury Fiscal Years (FYE) 2008 through (FYE) 2011. All numbers valued as of 6/30/2011.

	2008 (FYE)			2009 (FYE)			2010 (FYE)			2011 (FYE)		
	Claims	% of Claims	Average Paid per Claim	Claims	% of Claims	Average Paid per Claim	Claims	% of Claims	Average Paid per Claim	Claims	% of Claims	Average Paid per Claim
<b>Upper Extremities</b>	1,771	30%	\$4,997	1,668	30%	\$5,450	1,597	29%	\$4,164	1,583	31%	\$1,894
<b>Lower Extremities</b>	1,395	24%	\$6,236	1,376	25%	\$6,356	1,264	23%	\$4,627	1,257	24%	\$2,273
<b>Trunk</b>	943	16%	\$9,029	901	16%	\$5,107	824	15%	\$6,179	790	15%	\$2,018
<b>Multiple Body</b>	416	7%	\$7,501	532	9%	\$5,228	815	15%	\$6,611	414	8%	\$2,709
<b>Neck</b>	295	5%	\$3,368	195	3%	\$3,800	86	2%	\$2,535	69	1%	\$1,724

Percentage of Total Claims



Average Paid





The following provides details of the Top Five Injury Types for Injury Fiscal Years (FYE) 2008 through (FYE) 2011. All numbers valued as of 6/30/2011.

	2008 (FYE)			2009 (FYE)			2010 (FYE)			2011 (FYE)		
	Claims	% of Claims	Average Paid Per Claim	Claims	% of Claims	Average Paid Per Claim	Claims	% of Claims	Average Paid Per Claim	Claims	% of Claims	Average Paid per Claim
<b>Other Person</b>	69	7%	\$62,578	162	8%	\$17,613	380	7%	\$4,887	266	5%	\$3,199
<b>Bodily Motion</b>	47	5%	\$31,451	114	5%	\$12,334	322	6%	\$4,163	383	8%	\$2,328
<b>Patient Handling</b>	46	5%	\$58,207	104	5%	\$18,995	350	6%	\$5,695	346	7%	\$1,974
<b>Stairs</b>	53	5%	\$40,587	112	5%	\$9,276	272	5%	\$6,167	239	5%	\$2,862
<b>Floor</b>	41	4%	\$59,432	118	5%	\$26,490	253	5%	\$7,585	207	4%	\$3,189

