

2011 Corporate Scorecard



Customer Outcomes

Financial Stability



★ We will measure the positive impact we have on the lives of Alberta's injured workers by helping 90 per cent of those cared for in 2011 achieve the fitness they need to make a safe return to work.



★ We will measure our positive impact on the lives of Alberta's injured workers by exceeding an 85 per cent average case planning quality certification score to deliver outcome focused services for a successful return to work.

★ We will measure the positive impact we have on Alberta's workplaces by increasing the number of workers covered by employers participating in the voluntary pricing programs (PIR and ICP) as measured by a \$1 billion increase in total insurable earnings for participants.

★ We will measure the positive impact our initiatives and results have on the workers' compensation system by achieving:

1. Transaction year claim costs that do not exceed the 2011 budget by more than 5 per cent
2. 95 per cent of the premium revenue target set for 2011

Key Deliverables

Innovations

- Proactively negotiate modified work on behalf of injured workers and improve the per cent of files¹ with modified work performed and documented by 5% over our 2010 result.
- Prevent lifelong disability by helping injured workers move effectively through the disability management process. Monitor clients' injury rehabilitation through their progression from short-term disability benefits to fitness for work or appropriate long-term benefits by reporting the number of cases that exceed three months of total disability at year end. (Target: 830 cases)
- Provide timely vocational assistance to identify positive return-to-work options for clients who require a job change and assist 75 per cent of injured workers who utilize career planning services to achieve the potential to earn 75 per cent or more of their pre-injury income.
- Help injured workers maximize their post-accident earnings through effective return-to-work planning. Do not exceed capitalized economic loss payment budget by more than 15 per cent.

- Optimize internal and external process and reduce technical complexity while re-platforming critical legacy systems.
 1. Focus on Claims Information System (CIS) opportunities projects to support the disability management program and return-to-work initiatives.

Core focus: Benefit rate-setting and eCO System enhancements
 2. Focus on Employer Account Information Management System projects to enhance account management service delivery.

Core focus: Continue systems alignment work to the corporate address book (CLEAR) and continue development of the employer electronic file (EDGE)
 3. Enhance online services for WCB stakeholders.

Core focus: Leverage External Security and MyWCB offerings through WOS, LCR, DECC and SAM

¹ With time loss greater than 21 days.



Designates a corporate objective.



Designates a corporate pay for performance measure.