

2017

WCB Balanced Scorecard



Customer Outcomes



Customer Satisfaction

- Exceed the North American benchmark of **83%** for customer satisfaction with timeliness, respect and transparency with workers and employers.

Fairness

- Provide consistent, accurate and clearly explained decisions by ensuring we achieve decision quality audit results that exceed **90%** on decisions delivered throughout the life of a claim.

Return to Work

- Increase the satisfaction of workers with their level of engagement in the return-to-work planning process for complex cases (29+ days) by **2.5%** by year end.

Leveraging Prevention

- Collaborate with employers to create **450** custom employer action plans to improve their individual health & safety and disability management performance by year end.

Key Deliverables



Customer Satisfaction

- Minimize the number of times a worker or employer needs to call us for information. Maintain the **36%** volume reduction achieved in 2016 (the goal will be adjusted if claim volume exceeds the forecast 1.9%).

Fairness

- Increase proactive issue resolution within Customer Service teams so workers and employers do not feel they need to proceed to a review. We will increase our resolution rate by **10%**.
- Ensure permanent wage loss decisions are consistent, accurate and clearly explained by achieving wage loss decision quality audit results of **90%** or greater.

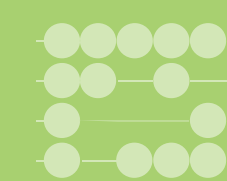
Return to Work

- Positively impact return-to-work success by providing timely vocational assistance so **67%** of workers who use career planning services reach their personal potential to earn at least 75% of their pre-injury income.

Leveraging Prevention

- Enable employers to meet their obligation to accommodate their employees' abilities by providing modified work opportunities on **55%** of files¹.

¹ With time loss greater than 21 days.



Financial Stability

Safeguard financial stability.

- Measure our premium rate setting accuracy and the positive impact our operational initiatives have on the workers' compensation system by ensuring that premium revenues cover the fully funded cost of 2017 injuries.
- Exercise prudent asset-liability management practices to ensure funds are available to provide for the future costs of current and prior-year claims by maintaining a minimum year-end funded ratio target of **114%**.



Innovations

Drive customer-focused innovation.

- Begin implementation of recommendations from the WCB Review Panel. (Target Q2, 2017)
- Implement a public awareness campaign to ensure workers know their rights when they are injured in order to reduce the potential for claims suppression. (Q2, 2017)
- Develop a series of educational and advertising strategies to better inform workers and employers about the claim process. (Q4, 2017)
- Continue our mainframe re-platforming strategy.
 - PAM: Our second PAM release in Q2 integrates our injury prevention application and introduces a premium estimator. Final phase commences in Q3.
 - CIS: The project will complete release 1C code modernization from COBOL to .NET and uplift design for eCO financials by Q2 to achieve mainframe migration plans. Code modernization work is scheduled into 2019; a new phase of development and uplift begins in Q3.