Accountability Report 1995-96
ACCOUNTABILITY REPORT
FISCAL YEAR 1995-96

STATE ACCIDENT FUND
Program Name: Worker's Compensation Claims.

Created in 1947 by an Act of the General Assembly [1947(45)147], the State Accident Fund (Formerly the State Workers' Compensation Fund) is one of twenty-seven state sponsored workers' compensation insurance funds.

Mission

The Mission of the State Accident Fund is to:

- Provide an assured workers' compensation insurance market for state agencies and political subdivisions, with capability to assure such a market for small businesses should the commercial market become inadequate;
- Facilitate timely medical rehabilitation, family income replacement and return of injured workers to full employment;
- Assist and train employers in workplace accident and disease prevention; and
- Ensure actuarial soundness of the fund with premium rates that are equitable and neither excessive nor inadequate.

Goals

To: 1) promptly and efficiently provide appropriate workers' compensation benefits and services; 2) assist employers with effective programs and training in accident and occupational disease prevention; 3) maintain trust relationships with employers and their injured workers; 4) constantly improve processes for delivery of innovative and efficient services; and 5) ensure actuarially sound management of the Fund.
Objectives

To: 1) determine compensability and deny or start claim benefits within two weeks of knowledge of injury; 2) pay proper medical bills within two weeks of receipt of charge on required form; 3) target high risk employers for proactive accident prevention services; 4) maintain feedback system which reads customer perceptions of service quality and reveals improvement opportunities; 5) keep staff aware of program goals and involved in meeting them; 6) keep premium rates adequate, equitable and not excessive.

Performance Measures

Workload indicators: FY 95-96
1. New claims received................................................................. 9,292
2. Claims closed................................................................. 13,009
3. Claims expenses paid out (Disbursements).......................... $36,324,705
4. Payroll audits completed..................................................... 2068
5. Claim inventory............................................................... 5292
6. Claims litigated (Hearings held)........................................ 322
7. Safety inspections............................................................. 45
8. Safety classes conducted.................................................. 73

Efficiency indicators:
1. Administrative expense ratio (percent of premium)............. 9.5%
2. Unallocated loss adjustment expense ratio.......................... 3.6%

Outcome indicators:
1. Average days to pay medical bills..................................... 25 *
2. Average days from injury to ACORD report......................... 42
3. Average days from ACORD report to decision.................... 36
4. Average aggregate cost per closed claim........................... $3,840
5. New claims per 100 covered workers................................. 7.0 **
6. Average lost time days per 100 covered workers...................***
7. Ratio of positive customer survey responses.......................... 96.2%

* Includes bills delayed by submission on improper form.
** 1994 OSHA data; includes government experience not covered by the State Accident Fund. New system will report only State Accident Fund results.
*** Data not currently available; will be captured in new system beginning next year.
**PROGRAM NAME:** OSHA Voluntary Programs

**PROGRAM GOAL:** Provide safety and health consultations, training and technical assistance to aid businesses in voluntarily complying with all areas of the Occupational Safety and Health Act. Run the Palmetto Star program which recognizes manufacturing facilities that have exemplary safety and health records and have reduced injury and illness rates.

**PROGRAM OBJECTIVE:**

- Conduct 100% of the training requests.
- Conduct 100% of all consultation requests from small employers within high hazard industries with less than 100 employees.
- Provide training to businesses cited for non-compliance as part of settlement agreement.
- Promote availability of services to new industry in South Carolina.

**PERFORMANCE MEASURES:**

**Workload:**
- No. of Trainees: 14,522
- No. of training programs: 491
- Businesses requesting consultations: 435

**Outcomes:**
- Serious Violations Corrected: 3,052
- Total Hazards Corrected: 4,797
- No. of Consultation Visits: 388
- No. of workplaces achieving compliance: 380
PROGRAM NAME: Occupational Safety and Health

PROGRAM GOAL: Provide safe and healthy work environment for all employees through the adoption, interpretation and enforcement of Safety and Health Standards in order to assure the health and safety of all employees in both the public and private sectors.

PROGRAM OBJECTIVE: Inspect both the private and public sectors for compliance with safety and health standards and initiate enforcement procedures in cases of noncompliance.

Survey approximately 7,000 businesses for injury and illness data.

Provide interpretation of OSH Standards to 100% of all requests.

Provide administrative review of all protested cases of noncompliance.

PERFORMANCE MEASURES:

Workload:
No. of Inspections 1,636
Employees covered 108,176

Outcomes:
Businesses in compliance 474
Percent of business in compliance 29.0%
Total Hazards Identified 3,072
Workplace Fatalities 32
PROGRAM NAME: SC Fire Academy

PROGRAM GOAL: Provide an instructional delivery system through which a standardized statewide firefighter training curriculum is developed and implemented to train a maximum number of career, volunteer, and industrial fire service personnel.

PROGRAM OBJECTIVE: Operate at maximum potential the SC Fire Academy.

- Develop skills in firefighters necessary to command and control emergency operations involving fire, rescue and hazardous materials incidents.
- Develop the managerial leadership skills in all levels of fire officers.
- Develop skills in fire department support functions to include public fire education, fire prevention, inspections and fire investigations.

PERFORMANCE MEASURES:

<table>
<thead>
<tr>
<th>Workload:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of Firefighters trained</td>
<td>16,800 Firefighters completing Certification Programs</td>
</tr>
<tr>
<td>No. of training programs</td>
<td>1,400</td>
</tr>
</tbody>
</table>
PROGRAM NAME: State Fire Marshal's Office

PROGRAM GOAL: Serve as the state focal point for the supervision of enforcement of fire prevention codes and laws. Reduce the state's death rate through public safety education programs.

PROGRAM OBJECTIVE: Reduce the state's fire death rate.

Through inspection, code consultation and plan review ensure compliance with national and state-adopted fire safety codes and standards promulgated by the agency and the Liquefied Petroleum Gas Board.

PERFORMANCE MEASURES:

Workload:
No. of Students receiving Freddie-in-Schools fire prevention curriculum 60,000
Compliance inspections performed 12,449
Plans reviewed 451
LP gas companies licensed 798

Outcomes:
Smoke detectors provided to "at-risk" citizens 100,000
Decrease in fire deaths 12
PROGRAM NAME: Elevator and Amusement Rides

PROGRAM GOAL: Administer and ensure compliance with the SC Elevator Code and SC Amusement Ride Safety Code. Provide, as requested, technical assistance and training to owners.

PROGRAM OBJECTIVE: Register and inspect elevators and amusement rides to ensure the highest level of safety.

PERFORMANCE MEASURES:

Workload:
- Elevators inspected: 6,212
- Elevator permits issued: 5,459
- Amusement Rides Inspected: 973
- Operating permits issued for amusement rides: 803

Outcomes:
- Elevator Fatalities: 0
- Amusement Ride Fatalities: 0
PROGRAM NAME: Professional and Occupational Licensing Boards

PROGRAM GOAL: Protect the health, safety and well-being of the general public by licensing qualified individuals and businesses in professional and occupational fields. Monitor technical competence and investigate complaints against licensees.

PROGRAM OBJECTIVE: License qualified professional and occupational individuals and businesses.

Investigate and take proper action in complaints against licensees.

Maintain current listing of licensees.

PERFORMANCE MEASURES:

**Workload:**
No. of Licenses issued 200,000+
Complaints reviewed and responded to 4,000+

**Efficiency:**
Licenses issued or denied within 30 days of examination 100%
Complaints against licensees investigated and action recommended within thirty days of complaint 100%

**Outcomes:**
No. of examinations given 20,000+
PROGRAM NAME: Payment of Wages/Child Labor

PROGRAM GOAL: Ensure compliance with the Payment of Wages and Child Labor Acts.

PROGRAM OBJECTIVE: Investigate within 15 days of receipt of claims received.

Resolve 100% of claims received.

Inspect 4.4% of businesses for compliance with payment of wages.

PERFORMANCE MEASURES:

**Workload:**
- Complaints received - Payment of Wages: 1,678
- Child Labor investigations: 71

**Outcomes:**
- Violations Cited: 5,135
- Warnings issued: 1,062
- Average no. of violations per investigation: 3.06
- Complaints investigated: 100%
PROGRAM NAME: Mediation for Organized Labor


PROGRAM OBJECTIVE: Investigates industrial disputes, strikes, lockouts and their causes and tries to help the sides reach an agreement.

Investigate right to work complaints.

Try to eliminate the causes of misunderstanding and differences between unionized labor and management.

PERFORMANCE MEASURES:

**Workload:**
- Union workers involved in negotiations: 17,349
- Right to work cases: 17
- Contracts negotiated: 238

**Outcomes:**
- Reported strikes: 2
- Workers involved in strikes: 91
- Work hours lost due to strike: 6,488
PROGRAM NAME: SC Migrant Farm Workers Commission

PROGRAM GOAL: Improve the quality of life for migrant and seasonal farm workers and their families.

PROGRAM OBJECTIVE: Actively participate in addressing problems and issues that affect migrant and seasonal farm workers.
Operate a toll free telephone line with voice mail in English and Spanish.
Distribute SC OSHA posters and Services for Migrant Workers handbook, which include emergency numbers in English and Spanish.
Hold workshops to inform growers of changes in laws.
Compile a pool of translators who are available to assist organizations, agencies and individuals that serve migrants and seasonal farm workers.

PERFORMANCE MEASURES:

Workload:
Migrant and seasonal farm workers 1,600

Outcomes:
Respond to calls on toll free line 100%
PROGRAM NAME: Building Codes

PROGRAM GOAL:
Interpret, assist and resolve complaints involving the Americans with Disabilities Act.

Assure statewide consistency in the adoption of nationally recognized building codes as identified by statute.

Regulate the modular building construction industry.

Regulate the manufactured housing industry through licensing and compliance monitoring.

PROGRAM OBJECTIVE:
Process, investigate and resolve all consumer complaints regarding manufactured housing within sixty days of receipt.

Respond to 100% of the requests for technical assistance with the ADA Act.

License qualified individuals and businesses. Investigate and take proper action regarding complaints against licensees.

PERFORMANCE MEASURES:

<table>
<thead>
<tr>
<th>Workload</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barrier Free Design inspections</td>
<td>463</td>
</tr>
<tr>
<td>Barrier Free Design complaints investigated</td>
<td>72</td>
</tr>
<tr>
<td>Modular Units Plans reviewed</td>
<td>272</td>
</tr>
<tr>
<td>Manufactured Housing Investigations</td>
<td>2,028</td>
</tr>
<tr>
<td>Manufactured Housing licenses issued</td>
<td>2,770</td>
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