



Terracon

Case Study: Driving Workplace Productivity with the Right Support

IBI Annual Forum| March 12-14, 2018

TheStandard

Speakers



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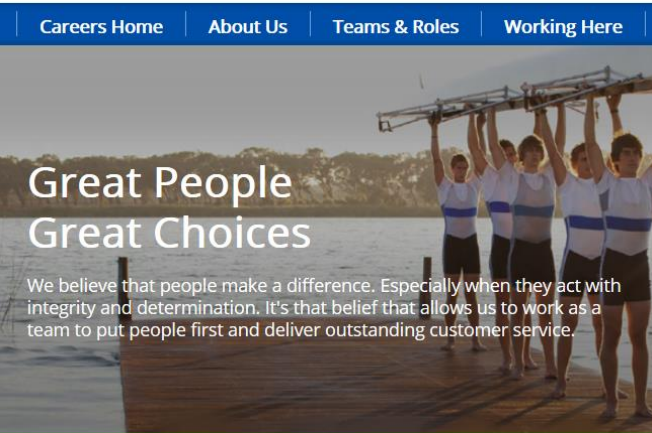
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**Where Others See Disabilities,
We See Possibilities**



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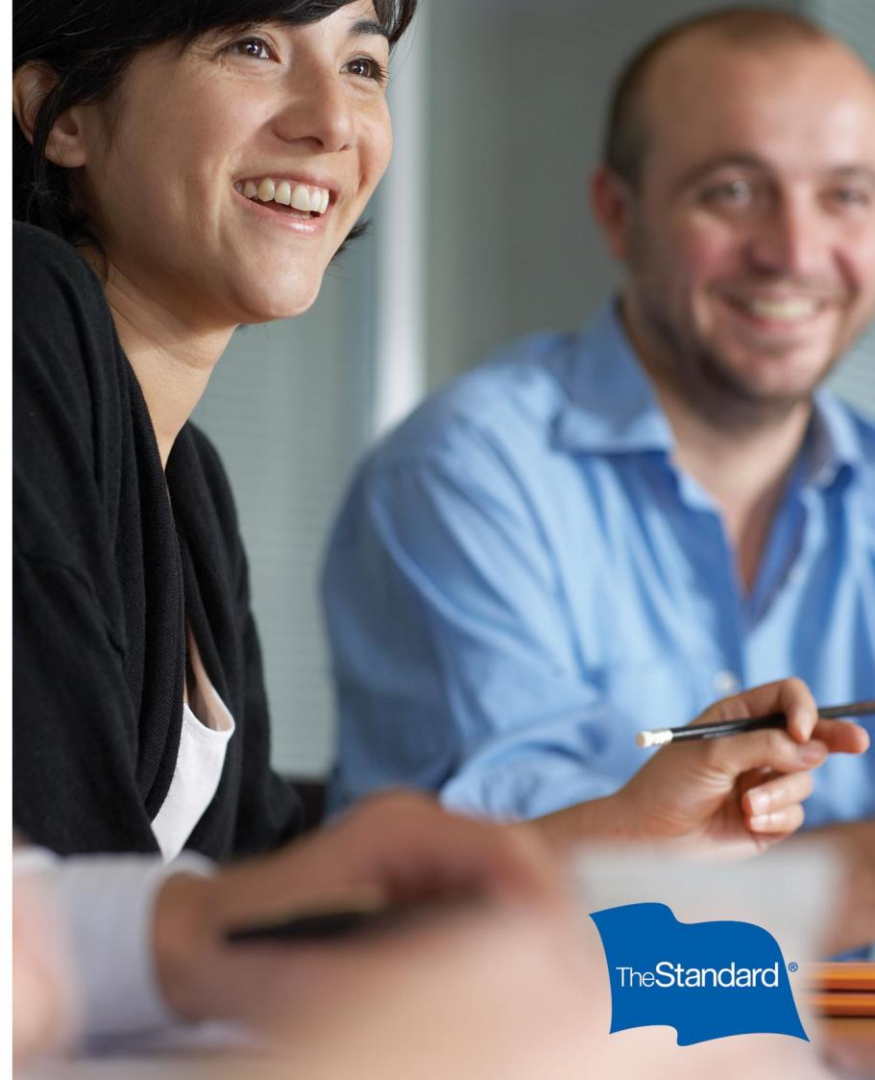


Terracon is an employee-owned firm of consulting engineers and scientists.

Founded	1965
Employees	> 4500
Ownership	> 800 individual shareholders and ESOP
Headquarters	Olathe, KS (Kansas City metro)
Offices	> 140 nationwide – services in all 50 states
Services	<ul style="list-style-type: none">• Environmental• Facilities• Geotechnical• Materials
Markets	Commercial / Retail, Transportation / Infrastructure, State and Local, Power Generation and Transmission, Oil and Gas, Industrial / Agriculture

Why This Matters

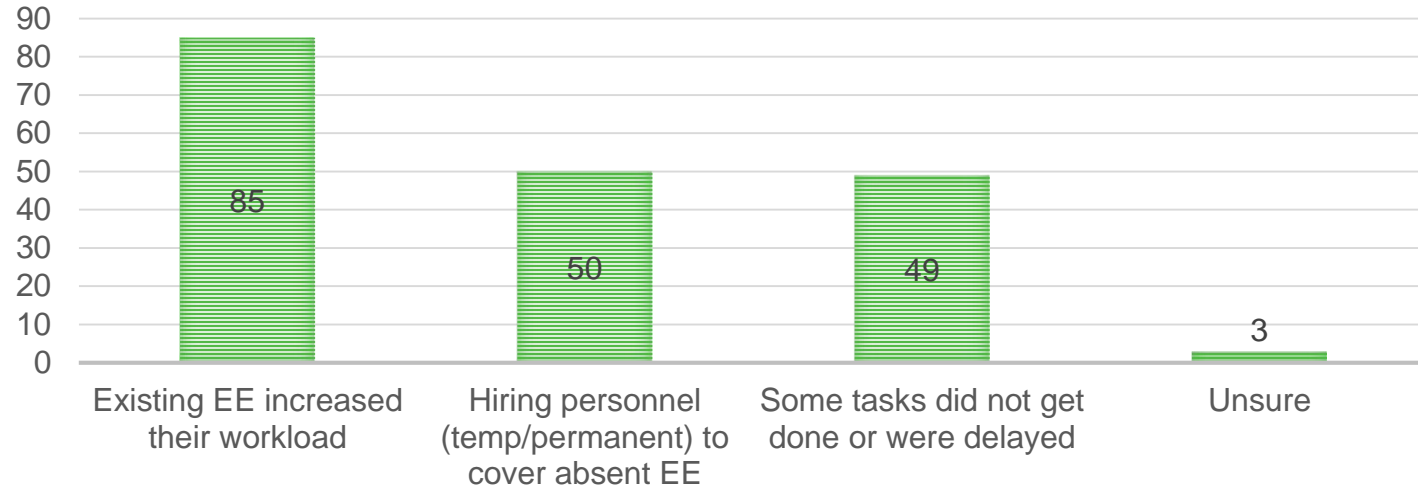
- Benefits to Employers
 - Increased employee engagement
 - Cost savings
- Benefits to Employees
 - Earlier RTW
 - Financial security
- What Employees are Saying



Research Reveals Common Employer Reactions

“The most common reaction to EE disability is increasing other EEs' workloads.”

Issues Experienced / Expected Due to Disabling Conditions
% Cited, With Experience (n=228)



The Right Support Fuels Workplace Productivity

“Employees who worked with their HR department and received communication from their employer returned to work 44% faster.”

HR departments provided a better overall experience than supervisors.

Employees who sought help from their direct supervisor **felt negatively labeled** by their condition.



Employees who contacted their HR department for assistance **felt more positive** about their experience.



18 fewer days of leave were taken by employees who worked with HR managers.



77% of employees were helped by their employer's disability insurance carrier.



93% of employees who received support said they can do their job effectively.



2017 Results

	Terracon	IBI Benchmarking Data
Average payments per closed claim	\$3700	\$5201
Lost calendar days per closed claim	49	51
End of benefit period	5.6%	6.8%
Average closed claims (mental)	50	63
Average closed claims (orthopedic)	48	63.4

Terracon provides responsiveness,
resourcefulness, and reliability.



Mission



*Delivering
Success for
Employees,
Clients, and
Communities*

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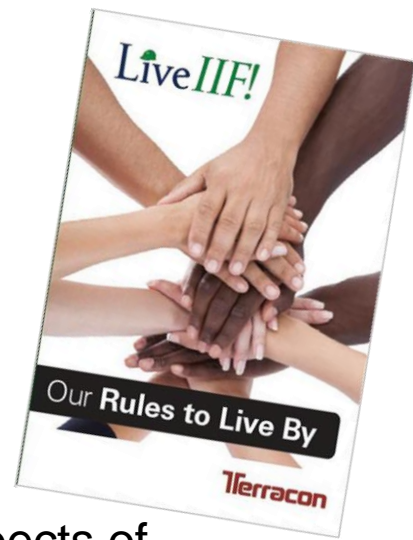
Core Values





Delivering Success... Safely

- Safety is one of Terracon's core values.
- Our commitment to being an ***Incident and Injury-Free (IIF)*** company is an operational priority.
- We strive to build safety and wellbeing into all aspects of our business.
- **Working safely is an uncompromising commitment at all levels of the company to ensure everyone goes home safe to their family each and every day.**



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Implementation

1 Program details and projected improvements are described to the group



2 Program processes are shared



3 Ways to best integrate program with existing processes and structure are discussed



Communications and Training

- Customized implementation of the program for employer and employees
 - Through continued phone meetings, job aids and detailed process guides
- Customized education by the coordinator and group consultant, for example:
 - Terracon's HR and The Standard's Workplace Possibilities teams have a bi-monthly call
 - Ongoing and new claim management activity is discussed
 - The Standard's STD team also hosts a regular conference call with Terracon's HR team to review open and ongoing claims

Program Expectations

- Recognition of partnership
- Ongoing and regular communication with partner
- Commitment to collaborate with The Standard to accommodate employees
- Commitment to facilitate communications between key participants in program



The Right Support: An Employer Perspective

- Intentional Rollout
 - By office and opportunity
- Employee support
 - Personal phone calls
- Manager support
 - Ongoing education of process, options and accommodations assistance
 - Support from The Standard

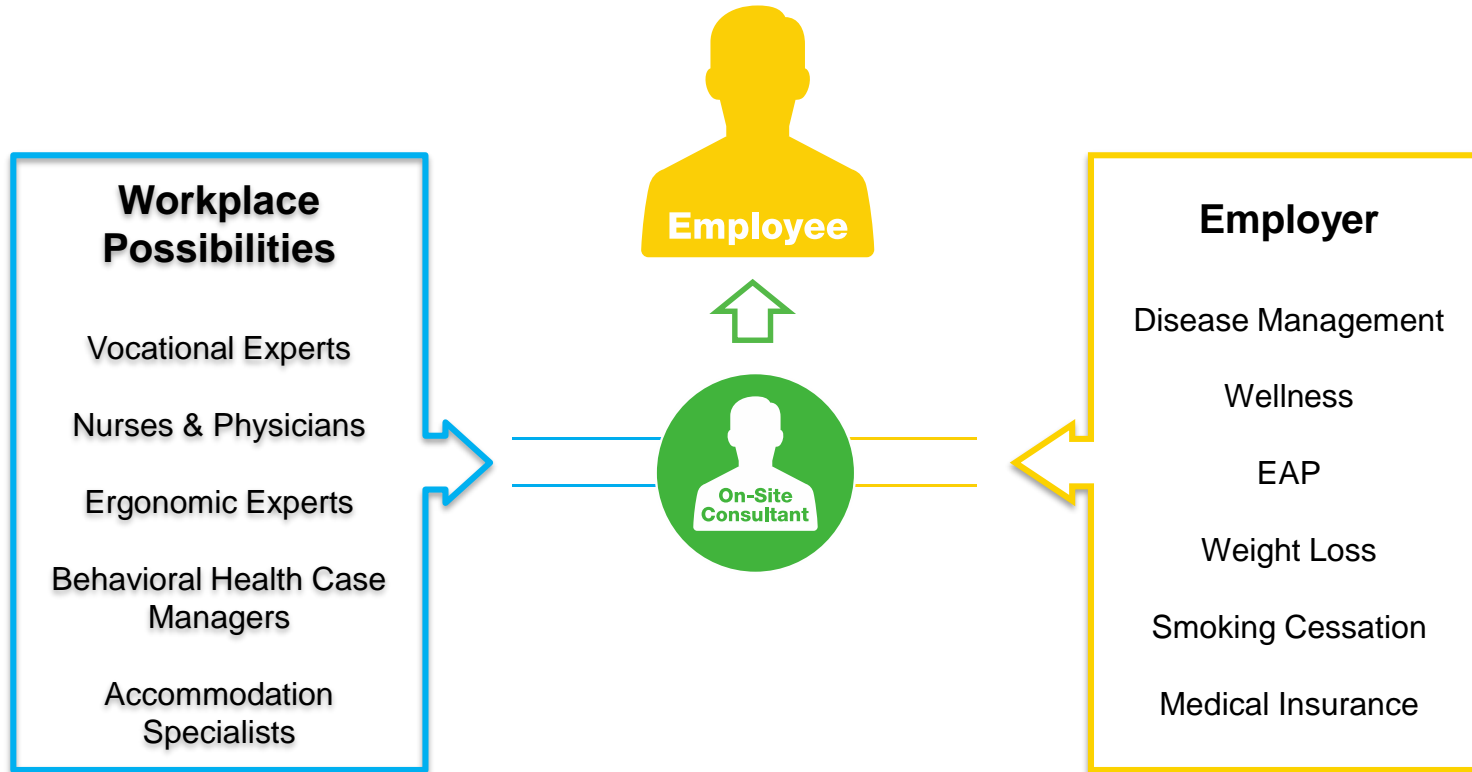


The Right Support: A Carrier Perspective

- Individual process
 - Customized to each employee's needs
- Programs should address certain factors, for example:
 - Organization size
 - Job functions
 - Size of HR team
 - Age of employee
 - Worksite locations

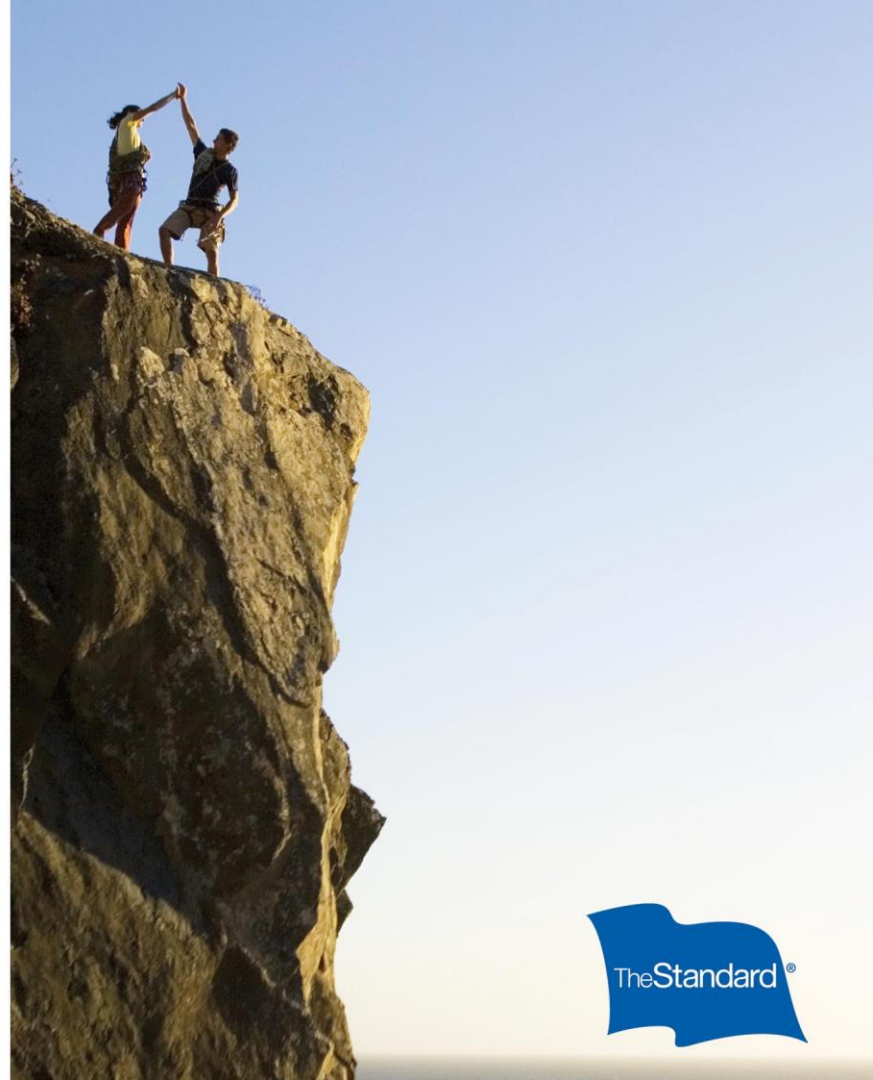


Typical Services Available to Employees



Keys to Success

- Have a clear understanding about where you are and where you want to improve
- Provide ongoing education to employees about vendor partners and their services
- Engage in frequent communication with partners and employees
- Be committed to providing accommodations, when needed



Employee Satisfaction

Terracon results from Jan. 2016 - Nov. 2017

Response Rate	23%
Overall Satisfaction with program	4.5 / 5.0
Percentage Satisfied with program (3.0 rating or higher)	100%
Percentage Very Satisfied with program (5.0 rating)	54%

*Surveys were mailed to 82 employees with a closed claim in the program.





Customized Accommodations

Accommodations Example

Case Study #1	
Situation	Bike accident caused concussion, arm and wrist pain, neck fracture, bi-lateral knee injuries, back pain.
Age Range	50-65
Intervention	<p>An ergonomic evaluation was done.</p> <ul style="list-style-type: none">• A sit stand work station was created to increase his comfort by allowing him to maintain a neutral neck, wrist, arm and spine posture
Impacts	Able to RTW 8 weeks earlier than MDA guidelines
Costs	\$3753



Accommodations Example

Case Study #2	
Situation	Severe arthritis affecting joints; required chemotherapy medication.
Age Range	40-55
Intervention	Provided with a sit stand desk top unit, an adjustable chair and a keyboard and mouse that allowed for increased comfort and ease of keyboarding with reduced pressure being put on her wrist, arms and shoulders.
Impacts	Able to SAW without need for STD or LTD
Costs	\$3127



Accommodations Example

Case Study #3	
Situation	Lab manager with hernia repair unable to meet lifting requirement of 50 pounds.
Age Range	30-45
Intervention	Provided accommodation that reduced the amount of weight that could be lifted safely for 4 weeks while employee recovered from surgery.
Impacts	Able to RTW 4 weeks earlier than MDA guidelines.
Costs	\$574



Accommodations Example

Case Study #4	
Situation	Construction inspector unable to work due to pain that required removal of tumor on spine.
Age Range	30-45
Intervention	Provided assistance with communication between doctor and employer identifying key restrictions allowing time for job modifications and proper recovery.
Impacts	Able to RTW after 7 weeks, which was 5-9 weeks earlier than MDA guidelines for employee's medical issues.
Costs	\$812





Final Thoughts



Questions & Answers

Contact Us



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