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Case Study

Pittsburgh City Housing Authority

Overview

The Housing Authority of the City of Pittsburgh (HACP) is proud of the role it has as the premier provider of affordable and safe housing in the City of Pittsburgh for more than half a century. The organization provides numerous services to residents to help them achieve the goal of self-sufficiency, however, their primary service remains to supply safe and affordable housing.

Challenges

The organization needed assistance with injury frequency, injury severity, Transitional Return to Work and an overall safety culture change. Gilbert's focused on encompassing all aspects of the monoline Workers' Compensation Insurance Carrier, Synergy/SOS Safety Solutions programs. to fit their needs.

Solutions

Gilbert's and the carrier diligently worked hand-in-hand with the Housing Authority to create a heightened safety culture with a focus on getting injured workers back to work. This is done through attentive claims handling, loss prevention safety audits designed to proactively eliminate/reduce hazards and an Injury Review Process (IRP). Annual safety awareness training is also an ongoing tool to keep their employees safe on the job.

Results

67% decrease in incurred costs

Gilbert's and the carrier were able to reduce the incurred costs from claims by 67%.

14% decrease in average claim costs

Gilbert's and the carrier were able to reduce the average cost per workers' comp claim by 14%.

100% commitment to transitional return to work

Gilbert's and the carrier were able to get every injured employee back to work 100% of the time.

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