

Study of	Rec or Internal Change	Rec or Internal Change Number	RFI Year	RFI #	Status of Implementation	Date of 100% Completion - Actual or Anticipated, if not yet complete (mm/dd/yyyy)	If unable to implement, explain why?	Does this refine one or more agency processes and save/repurpose employee hours? (Yes/No)	Are there anticipated net savings? (Yes/No)	Other Benefits Realized from Implementing Recommendation or Internal Change, if any (e.g., results of agency performance measures and outcomes that improved)	Other Drawbacks Realized or from Implementing Recommendation or Internal Change, if any	Additional Comments (optional)
State Accident Fund	Recommendation	2	2024	2	In progress	4/11/2025		No	No			Our hope was to have this completed in April 2024. While we have a plan for the quarterly report for the website, for the past 19 months, we have been implementing a new case management system that is a complete overhaul of our legacy system, which dates back to the 1990s. As a result, our IT department and Director of Insurance services (the project manager) has been stretched thin working on this implementation as well as their daily responsibilities. Completing the implementation of this recommendation would involve compiling claims and policy related information and pulling reports from our system as well as a number of changes to our website, all of which would require significant work for the IT department and the Director of Insurance Services. This would also need to be repeated quarterly to gather updated information and compile the data for posting on the website. In the interest of not taking time away from the implementation of the new system, we put a hold on changes to our website until the project is either complete or is less of a time burden on the parties needed to complete implementation of this recommendation.
State Accident Fund	Recommendation	9	2024	2	Complete	11/1/2024		No	No			We compiled the data for various resources throughout the state earlier this year, and have just completed disseminating the data to the claims team and provided training on how to identify an injured worker who may need assistance, where to find the information, and how to provide it as needed.
State Accident Fund	Recommendation	11	2024	2	In progress			No	Yes			We have a preliminary list of entities that would be eligible for optional coverage from SAF. We are still considering the best option for communicating SAF's services in a meaningful, informative way, taking into account the current workers' compensation market and SAF's business practices. This included policy renewal dates, as well as accounting for the implementation of our new system as some of the capabilities that will provide in the future, but the limitations it may pose currently. In the meanwhile, we have been sure to participate in different conferences and other informational events that may include possible entities who can seek coverage from us to ensure that we are expanding our exposure so these entities are aware of SAF and the services we provide. This includes presentations by SAF employees at these events.
State Accident Fund	Recommendation	13	2024	2	Complete	6/1/2024		No	No			We have been very proactive in providing training to all employees at SAF, but in particular supervisors. All employees who are in supervisory role at SAF have taken, or are scheduled to take, supervisory practices training with the Department of Administration. We have had three employees take part in the LeadSC program. SAF's Director completed Executive Institute this year. We also have a claims supervisor currently enrolled in the CPM program and intend to make that available to upper management in the future after our system implementation is complete. We have also provided other individual and agency wide training through the Department of Administration, and plan to offer further trainings in the future. The above training is all in addition to agency specific training provided to SAF employees. This will remain an ongoing focus for our agency.

State Accident Fund	Recommendation	19	2024	2	In progress	4/1/2025		No	No			As mentioned above, we have put a temporary hold on changes to our website pending completion of the implementation of our new system. Last year, we updated our website with contact information for management, as well as a welcome from the director on the opening screen with information regarding SAF and its mission. We also obtained professional headshots of the director earlier this year to include on the website. We have received those and have compiled a biography for the website, and it will be updated as soon as the IT staff are able to make those additions to the website.
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