

Spotlight^{on} Success



The Metropolitan Water Reclamation District of Greater Chicago

Safety training and formal return-to-work help reduce MWRD's total cost of risk



The MWRD faces two distinct operational challenges in that its facilities are heavy industrial environments and its workforce is aging. Through focused safety training, a formal district-wide return-to-work program, and a holistic approach to medical management, the wastewater and storm water management authority has improved workplace safety and reduced its total cost of risk—turning operational challenges into workers' compensation opportunities.

Partnership Results

- Average total incurred costs per workers' compensation claim down 47% since 2011
- Introduction of eLearning (sedentary duty) to return-to-work program helps reduce lost-time claims by 37% since 2013
- On-site physical therapy at largest site creates convenience for workers and improves productivity
- LED billboards at four largest plants promote safety through messaging and reminders
- District safety staff conducted 498 training sessions on 53 unique topics in 2015 alone

2016 Teddy Award Honorable Mention

The Metropolitan Water Reclamation District of Greater Chicago was recently recognized by one of the most coveted award programs in workers' compensation.

For more than 20 years, *Risk & Insurance*® has used its Theodore Roosevelt Workers' Compensation & Disability Management Award (Teddy Award for short) to recognize exceptional workers' compensation programs.

Each year, the Teddy judges independently review applications, looking for innovation, flexible approaches, and sustainable results.

The Metropolitan Water Reclamation District of Greater Chicago's effective return-to-work and holistic approach to medical management landed them a 2016 Teddy Award Honorable Mention.

“The District is honored to be recognized by Risk & Insurance for excellence in safety and workers' compensation risk management. We applaud the organization for their longstanding focus on the very important matter of assuring a safer workplace.”

— Ruth Joplin

Risk Manager,

The Metropolitan Water Reclamation District of Greater Chicago



“PMA has brought valued expertise to our claims management program. With their support we have been able to drive down claims costs and streamline process. With PMA as a partner, we have been able to focus more of our time and efforts on preventative safety measures and our own return-to-work program.”

— Robert Gottstein

Claims Administrator,

The Metropolitan Water Reclamation District of Greater Chicago

“PMA is a delight to work with and has made a tremendous difference for our organization.”

— Ruth Joplin

Risk Manager, The Metropolitan Water Reclamation District of Greater Chicago

About The Metropolitan Water Reclamation District of Greater Chicago

The Metropolitan Water Reclamation District of Greater Chicago (the District) is an independent agency of state government with an elected Board of Commissioners. The District's main purpose is the reclamation and treatment of wastewater and flood water abatement in Cook County, Illinois to protect the health and safety of citizens and of area waterways. The District operates one of the largest wastewater treatment facilities in the world, in addition to six other plants and 23 pumping stations that provide treatment for residential and industrial wastewater. The District serves an area of 883 square miles, which includes the City of Chicago and 125 suburban communities. The District serves an equivalent population of 10.35 million people; 5.25 million real people, a commercial and industrial equivalent of 4.5 million people, and a combined sewer overflow equivalent of 0.6 million people.

About PMA Companies

With over 100 years of experience, we are a trusted leader and recognized expert in commercial risk management insurance solutions and services. We specialize in workers' compensation and holistic TPA services. With a relentless focus on clients, we work with them to jointly tackle the risk management challenges that impact their total cost of risk and business results. Our service-driven culture is one of accountability, teamwork, and performance—so every day, every employee is working hard on behalf of our clients. PMA Companies includes PMA Insurance Group, PMA Management Corp., and PMA Management Corp. of New England. Headquartered in Blue Bell, Pennsylvania, PMA Companies is part of the Old Republic General Insurance Group (www.oldrepublicinsurancegroup.com), the largest business segment within the Old Republic International Corporation (NYSE: ORI), one of the nation's 50 largest publicly held insurance organizations.