

Spotlight^{on} Success



Monmouth County, NJ

A passion for transforming their workers' compensation program resulted in sustainable success with better morale, safer workplaces and healthier, engaged employees.



From its beaches to its roads and neighborhoods, Monmouth County has many responsibilities to fulfill on behalf of its 625,000 residents. The County's 4,100 employees keep their communities clean, green and safe. Working with their TPA, PMA Management Corp., the County has made great strides in securing stronger workers' compensation outcomes while protecting employees and controlling costs. Their strategies included revamping its hiring practices and return-to-work program and implementing worker safety and wellness programs. Their remarkable improvements created an award-winning workers' compensation program.

Partnership Results

2009-2017

- New claim volume decreased by 40% from 410 claims (2009) to 230 claims (2017)
- Lost-time claims decreased 56%
- Incurred losses reduced from \$5.7 million in 2009 to \$2.0 million in 2017
- Open outstanding claims decreased 16% while open litigated files were reduced by nearly 38%

2018 Teddy Award Winner

Monmouth County recently earned one of the most coveted honors in the workers' compensation industry. 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 Award judges independently review applications, looking for innovation, flexible approaches, and sustainable results. Monmouth County's commitment to restructuring its workers' compensation program and instilling a culture of worker safety landed them a 2018 Teddy Award.

"The Monmouth County Board of Chosen Freeholders and County Administration have universally embraced and fostered a culture of employee wellness and safety. They truly understand that our organization is as effective and productive as the people that comprise it. Over the past twenty years PMA has proven to be a great strategic partner in applying management tools and processes supporting that basic tenet."

– William McGuane

County Benefits Coordinator, Monmouth County



About Monmouth County

Monmouth County is a suburban county in central New Jersey within the New York metro areas. It is the fifth largest county in New Jersey and home to 625,000 people. Bordered on one side by the northernmost section of the Jersey Shore, it is known for its beaches. As an employer, the County has 4,100 full-time workers with a combined annual payroll of more than \$183 million. The largest Departments by employment are the Parks Department, Corrections Department, Highway Department, Buildings and Grounds, Social Services, Sheriff's Office and the Prosecutor's Office.

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.orgig.com), the largest business segment within the Old Republic International Corporation (NYSE: ORI), one of the nation's 50 largest publicly held insurance organizations.

