

## WCB Nova Scotia Balanced Scorecard

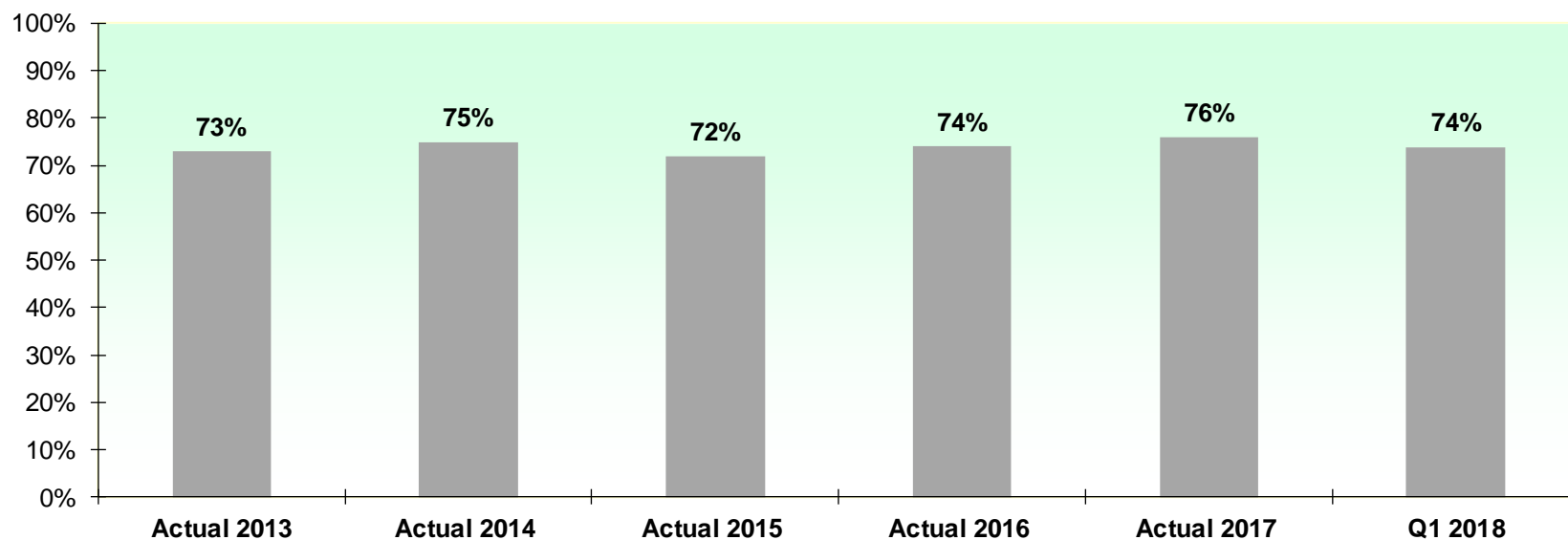
		2015 Results	2016 Results	2017 Results	2018 Targets
<b>SERVICE</b>	Worker Satisfaction Index <sup>1</sup>	72%	74%	76%	70%
	Employer Satisfaction Index	81%	79%	78%	70%
<b>OPERATIONS</b>	Time loss injuries per 100 covered workers	1.84	1.74	1.76	1.76
	Duration (composite; in days)	108	110	117	117
	Time loss days paid per 100 covered employees	236	232	241	241
	Return to Employability	95%	95.2%	94.4%	95.4%
	Cost of New Extended Earnings Replacement Benefits (EERBs) (\$M)	\$54.5	\$59.2	\$67.8	\$57.7
<b>EMPLOYEE</b>	WCB Employee Satisfaction Index	73%	71%	70%	70%
<b>FINANCIAL</b>	Claims payments for the last 3 years per \$100 of payroll (excluding prevention costs)	\$0.657	\$0.664	\$0.667	\$0.665
	Administrative costs per \$100 of payroll	\$0.38	\$0.40	\$0.41	\$0.48
	Five Year Rate of Return on Investment <sup>2</sup> Five Year Rate of Return Five Year Target	8.8% 8.1%	9.8% 9.3%	9.6% 9.3%	Exceed Benchmark Portfolio Return

1 The worker Satisfaction Index does not include workers on long term benefits or those for claims with little or no time loss.

2 As of January 2013, this target was changed from Benchmark Portfolio Return +1% to Exceed Benchmark Portfolio Return.

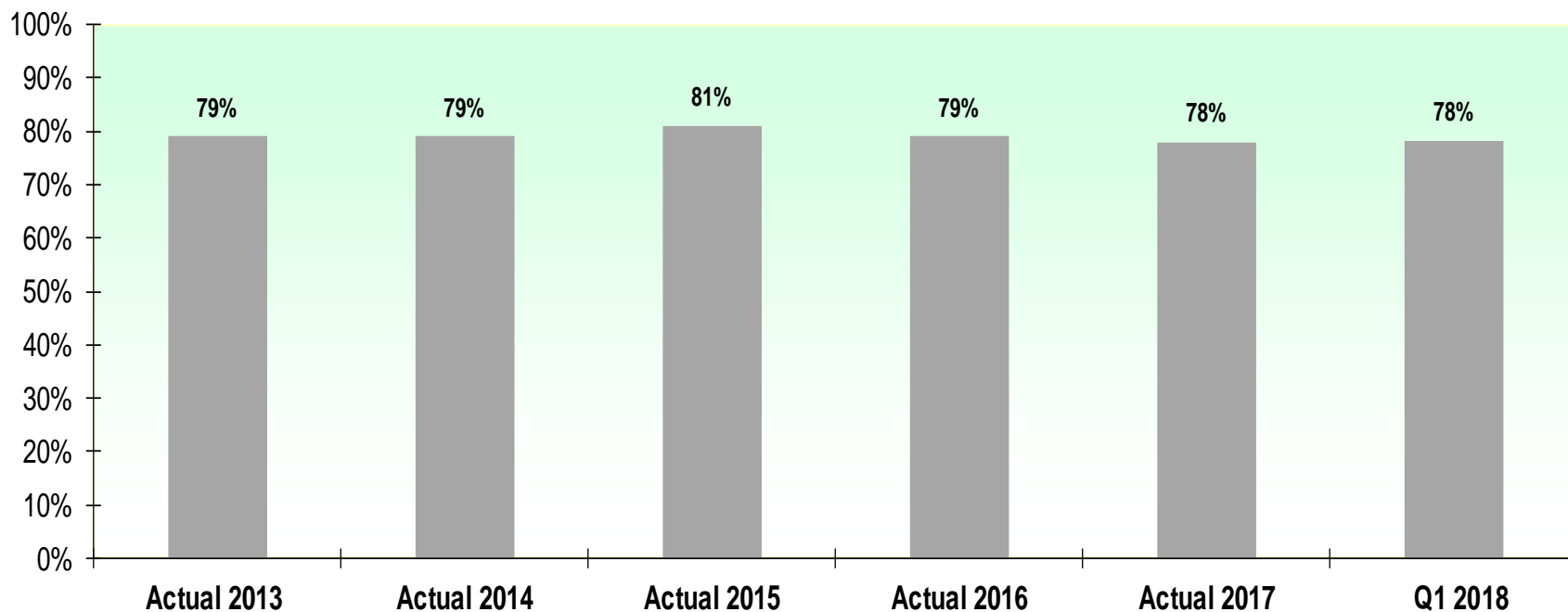
# Worker Satisfaction Index

**Measures whether workers are satisfied with the service they receive from the WCB**



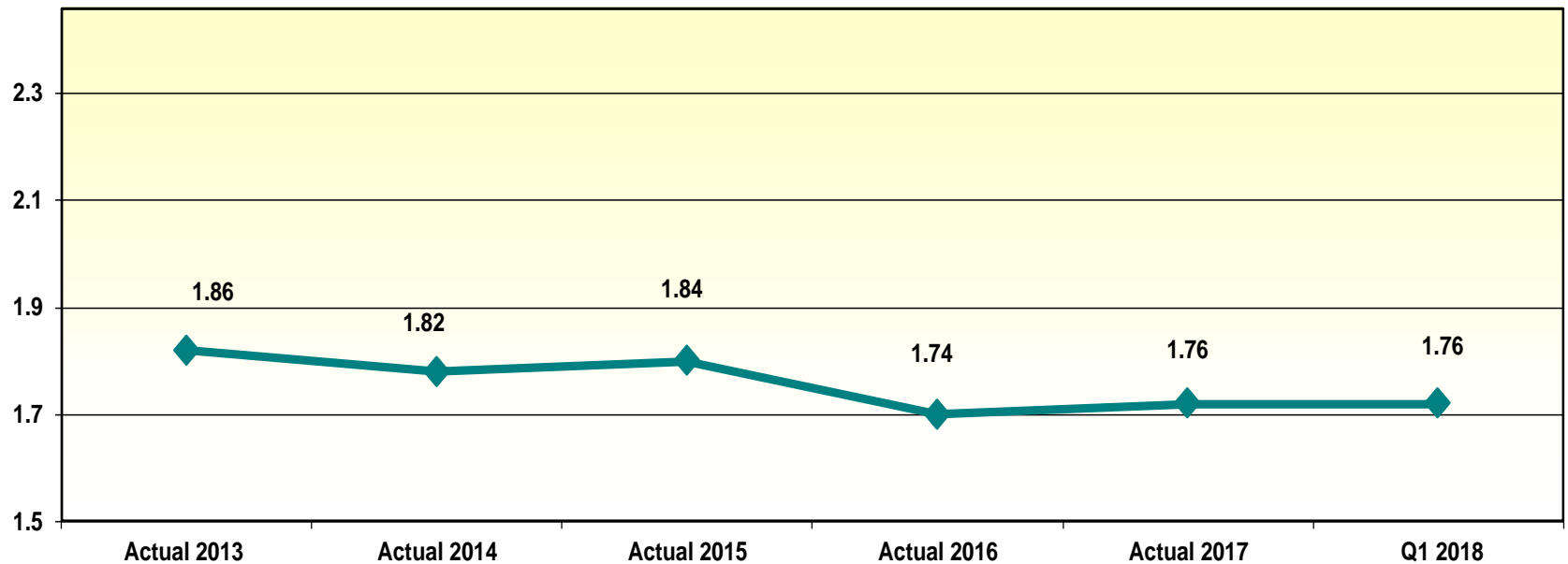
# Employer Satisfaction Index

Measures whether employers are satisfied with the service they receive from the WCB



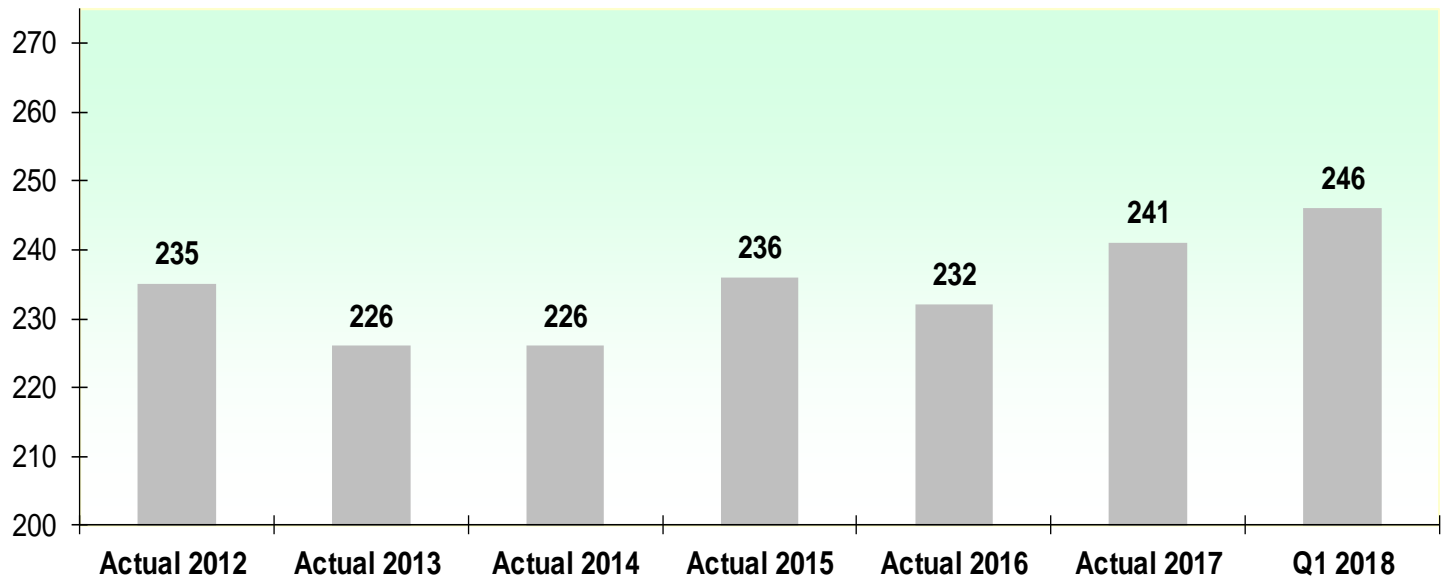
## Time Loss Injuries per 100 Covered Workers

Number of time-loss claims per 100 covered workers  
for the 12-month period ending in the period shown



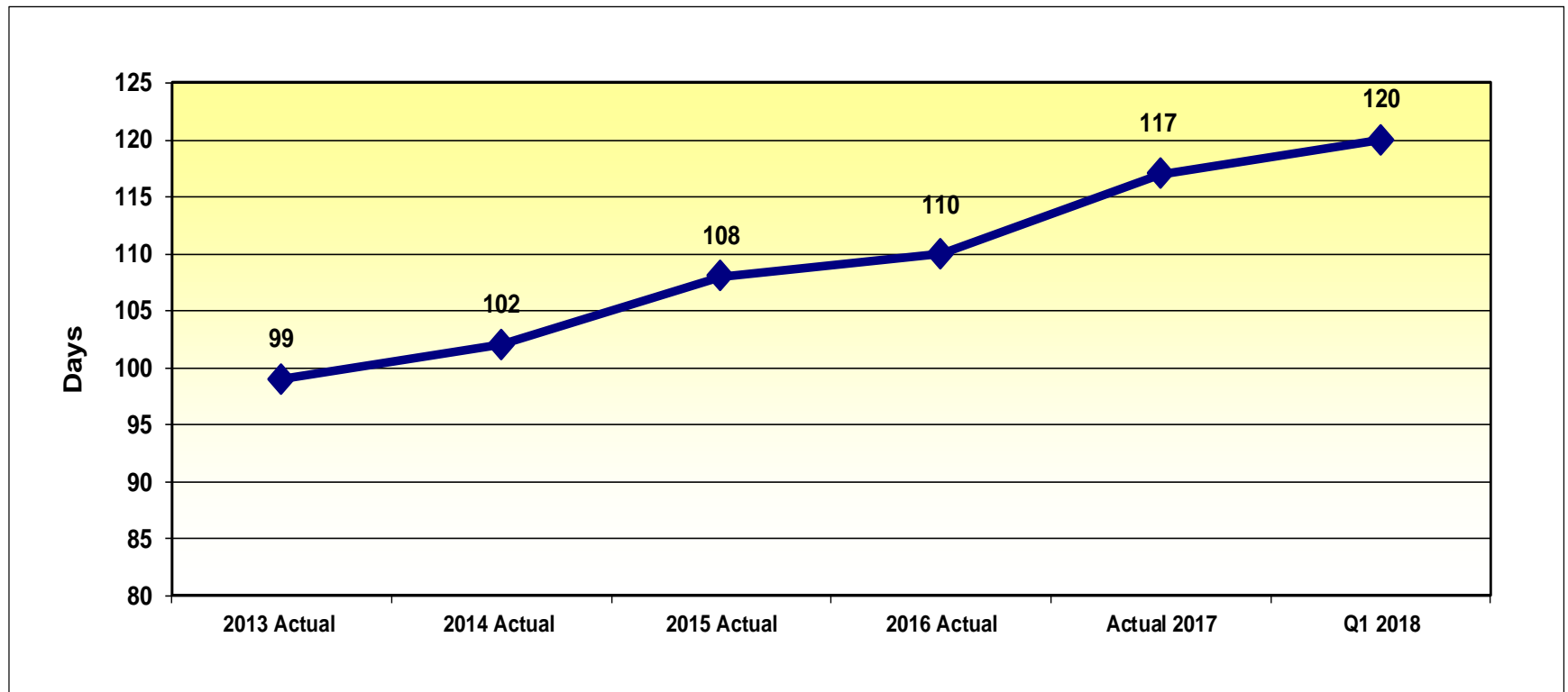
## Time Loss Days Paid Per 100 Covered Employees

**An estimate of the total number of compensable days for a typical time-loss claim in any past 12-month period for all injury/duration years**

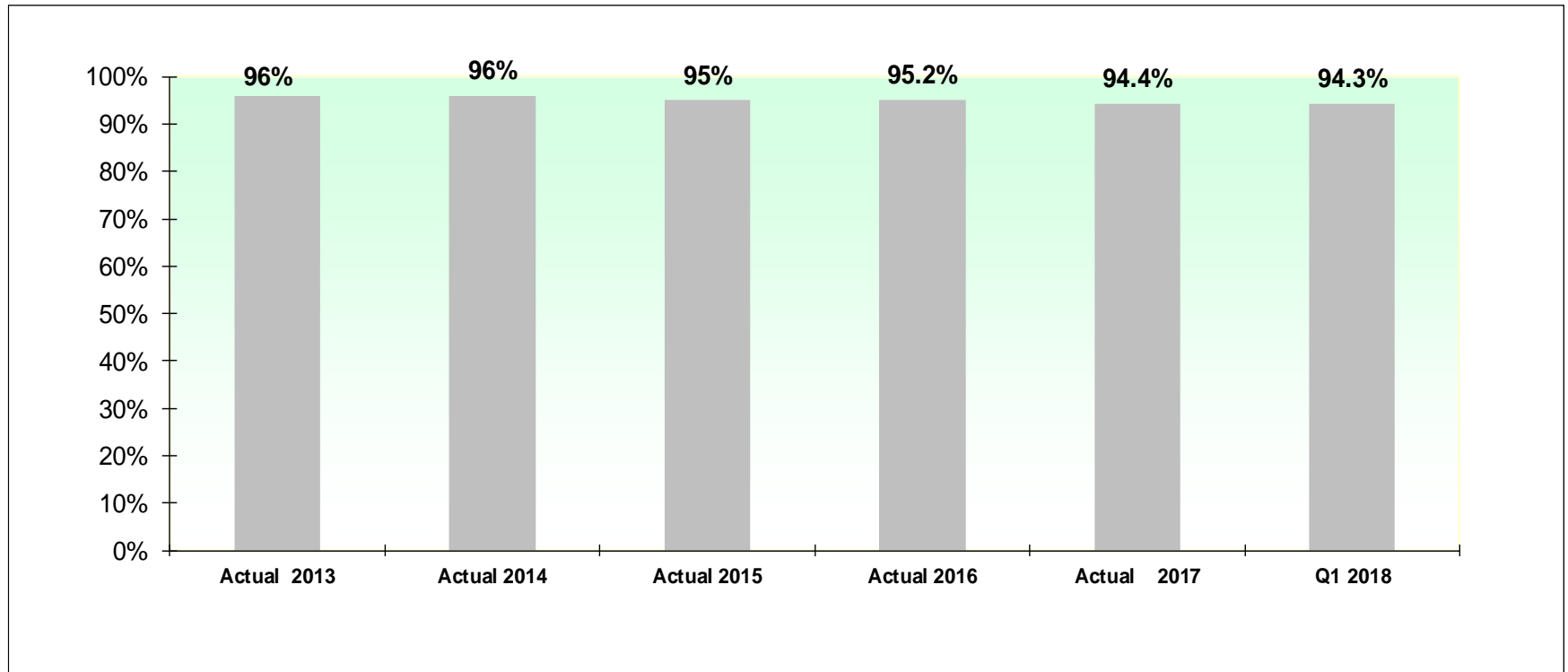


## Composite Duration Index

**An estimate of the total number of compensable days for a typical time-loss claim paid in any past 12-month period for injuries in the most recent 5 year period**

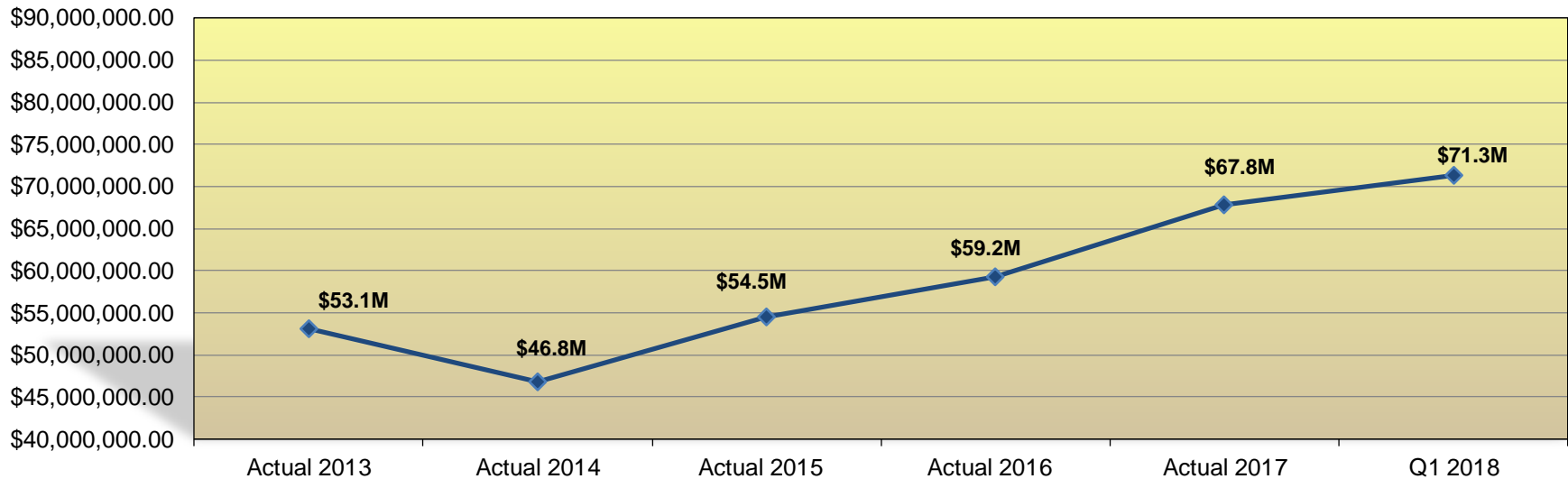


**Percentage of time loss claims where an Extended Earnings Replacement Benefit (EERB) award was avoided (i.e., the entire earnings loss was fully mitigated with the injured worker earning at the pre-injury earning level or fully capable of doing so).**



## Cost of New Extended Earnings Replacement Benefits (EERBs)

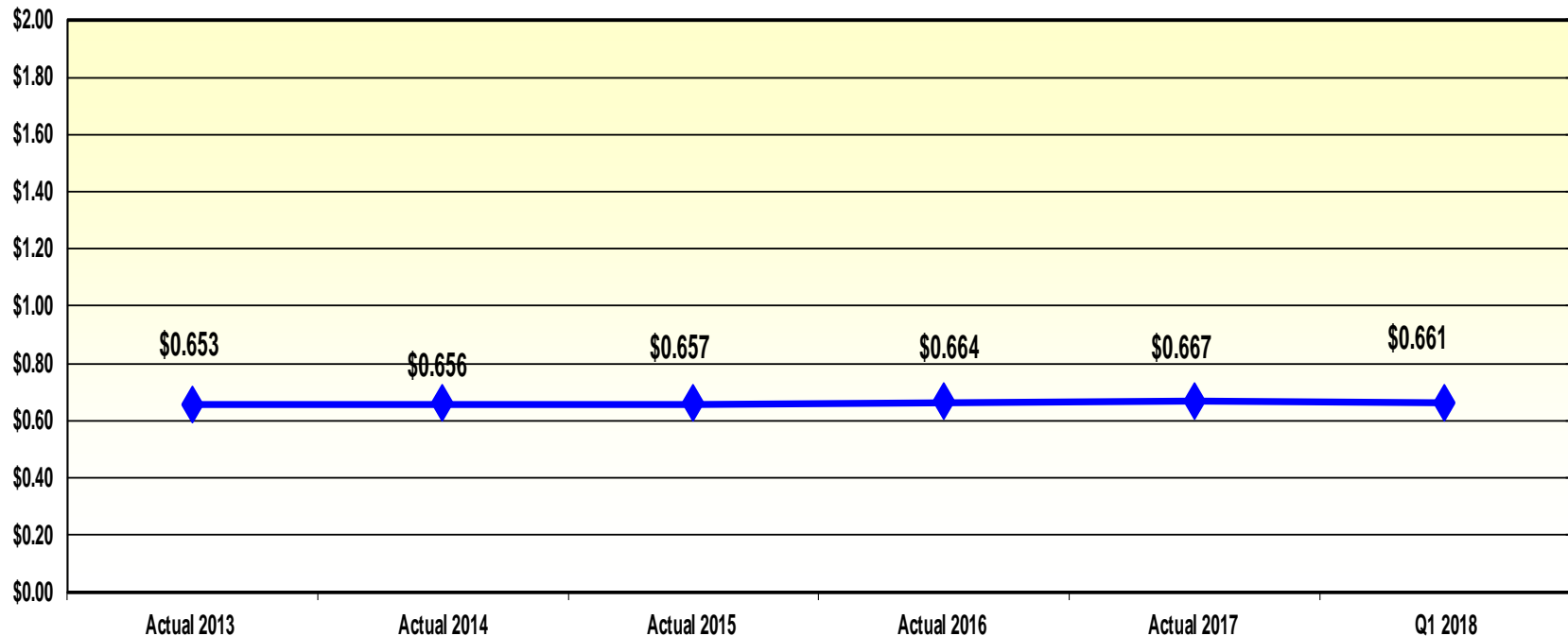
Estimate of long term disability costs related to EERBs for regular classified and self insured claims in any past 12-month period





## **Claims Payments for the last 3 years per \$100 of Assessable Payroll**

**A measure of overall claim costs relative to payroll for  
the last 3 years in any past 12-month period**



## **5-Year Rate of Return on Investment (as measured by benchmark portfolio return)**

**Measures whether the WCB Investment Fund is able to generate  
a consistent, positive real rate of return on invested assets**

