

Shasta County Reduces Claims, Saves Money with PreventionLink

Fast Facts



Location:

- Northern California

Website:

- www.co.shasta.ca.us

Population Served:

- 175,000 residents

Organization Size:

- There are 1,737 full-time employees spread across 27 departments

Courses Delivered:

- More than 6,000 courses in the last year alone, with more than 25 percent of those courses being completed through Custom Activities

Annual Savings with TargetSafety:

- More than \$1 million, according to a safety report completed in July 2010

“Our annual PreventionLink cost is less than \$25,000 and our return-on-investment exceeds \$1 million. Now, that’s a no brainer! The PreventionLink product also goes a long way toward helping us comply with various mandated training requirements and avoiding costly penalties that could be charged if we did not provide training.”

Michelle Schafer

Shasta County’s Director of Support Services

THE COUNTY

One of California’s original 27 counties, Shasta County stretches across 3,850 square miles in Northern California. The County’s 1,737 full-time employees provide services ranging from the Sheriff’s Department to the Human Health Services Agency for more than 175,000 residents. The Support Services team is led by Director Michelle Schafer, whose duties include, among other things, managing risk by finding programs that help keep employees safe while also protecting the county’s assets in an affordable manner.

THE ISSUE

A county this size needs to be proactive in preventing employee-related injuries. In the past, Shasta County Support Services relied on expensive classroom training and an online vendor that was unable to provide results that met expectations. Although the County mandated safety courses, there was a divide between the cost of training and the results. Something needed to be done to improve the bottom line, Schafer said.

“With the old online safety training, there was not a lot of participation and we didn’t have much support,” says Schafer. “We needed an easier way to take courses and have a way to build customized training. We were looking for a vendor who could bring more options and that was really focused on our needs.”

THE SOLUTION

With issues in its training program, Shasta County began its search for a better answer and found TargetSafety’s PreventionLink. With a new and improved system, Schafer hoped to see claims reduced quickly – and to her delight – that’s exactly what happened.

“We were successful in raising safety awareness and reducing costs,” Schafer said. “Our course completions more than tripled when compared to our former training program.”

The statistics certainly proved PreventionLink was the way to go. Risk management analyst Jonathan Hill reported 191 injuries adding up to costs well over \$1.9 million in 2008. In 2009, the first earnest year with TargetSafety, those numbers decreased to 134 injuries and less than \$950,000 in total incurred costs.

“We attribute much of the savings to PreventionLink,” Hill said. “We can’t tie this in an exact scientific way – you can’t say someone took a slips, trips and falls course and since they didn’t slip, trip or fall, the course is the reason why. But if you look at the participation and the decrease in injuries and the costs savings, you can see the evidence is there that PreventionLink helped save us money. We don’t see any way around it.”

The total cost savings for 2010 are not in yet, but they should be impressive due to the fact only 128 injuries – down more than 30 percent from 2008 – were reported in 2010, Hill said.

So what made the difference? Why was PreventionLink so much better than other training solutions? Schafer points to the training application programs inside PreventionLink. “I think the Custom Activities module was a key piece in gaining the interest of departments because they could tailor their training to meet the unique needs of their individual departments,” she said. “The usage exceeded our expectations.”