

WCIA member contact trainings

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We are seeing story after story about “The Great Resignation” and the high employee turnover in the current labor market. WCIA had nearly 1,600 claims reported in 2021 creating a lot of opportunities for us to work with member staff in pursuit of a shared goal of claim resolution.

Many of our members have experienced turnover in the crucial roles that interact with WCIA in the last 12 months. This occasionally leaves a gap in knowledge of WCIA staff and processes. We constantly strive to meet the contact expectations of those we interact with. We also know that everyone is a little bit different, and that employment turnover can lead to missed expectations, but, did you know we offer a training with this gap in mind?

Our claims staff offers a thirty-minute contact training for city attorneys, police chiefs, and WCIA claims contacts just for this purpose. During the training we cover WCIA’s history and how to handle incidents, claims, and lawsuits. We discuss contact expectations from and to the member, the progression of a normal claim, and have an open conversation about any claims related questions the member may have. In addition to our claims contact training, we offer a claims and incident training for member staff that frequently interact with the public in situations where the public may have damage, such as public works staff. Either of these trainings are available virtually or in person.

If your entity has experienced staff turnover, please reach out to WCIA claims staff and schedule one of these brief trainings to give us an opportunity to connect proactively!