WORKLOAD COMMITTEE PROPOSAL

SSRS WORKLOAD BALANCE

There is currently an abundance of uncertainty in the SSRS role regarding workload balance and fair distribution of caseloads.

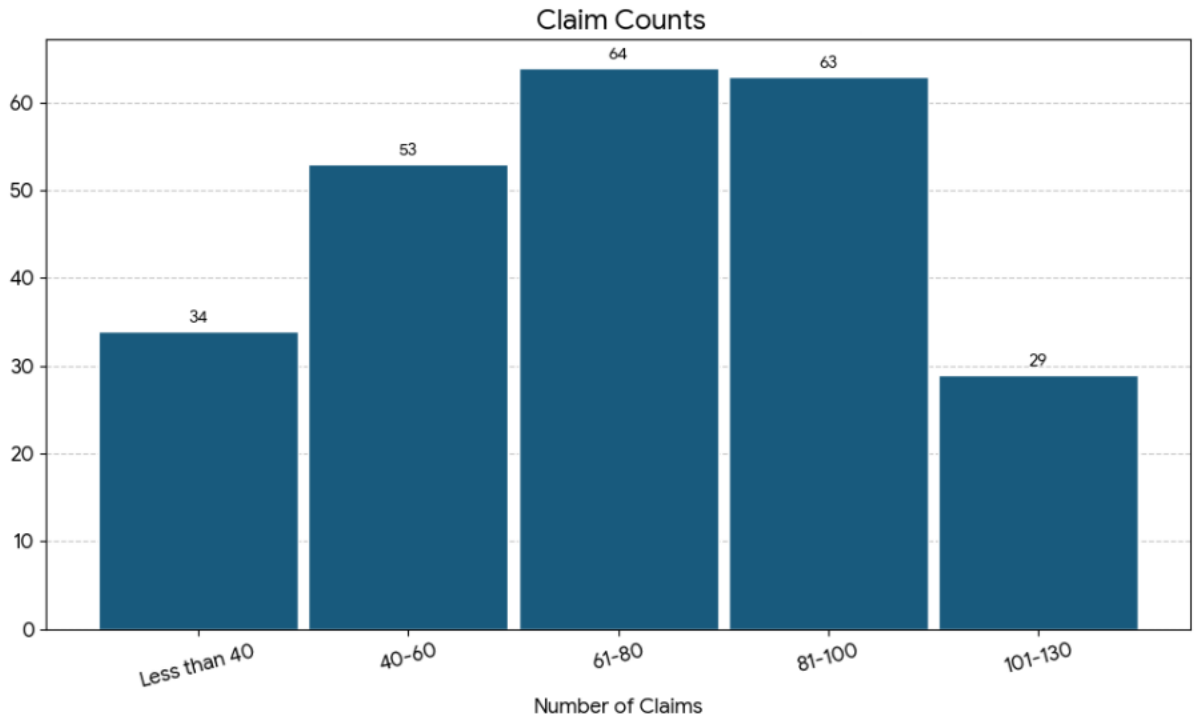
The current allocation of files within the SSRS department violates the workload balance provisions of the Collective Bargaining Agreement (CBA).

Section 5.09 of the CBA states: "The Corporation agrees to make every reasonable effort to ensure that the workload is evenly distributed amongst employees within the same job classification." It further mandates that unresolved distribution issues be referred to the Joint Consultation Committee before a grievance is initiated.

We request the immediate redistribution of caseloads across all SSRS staff to comply with Article 5.09 of the Collective Bargaining Agreement. Specifically, we propose equalizing caseloads to the department average indicated in our recent Town Hall of approximately 67 files per person and removing the preferential cap currently applied only to the SPOC “0-4 month” teams.

The Corporation is failing to meet the "even distribution" standard.

- Perry Stauss stated during the town hall meeting in 2024 that SSRS had an average caseload of 67 files
- The SPOC (0-4 month) group benefits from handling only 30–40 files. The remaining SSRS staff carry 60 to more than 130 files.
- File complexity does not diminish after four months. Files older than 4 months continue to require frequent contacts, including but not limited to updated PCAs, GRTW coordination, on-going RTW and return-to-ADL supports including calculating bi-weekly updated IRB, and to address inquiries from healthcare providers. Allocating triple the caseload to groups outside of the “0-4 months” segment ignores these realities and makes meeting KPI impossible. “Non-SPOC” SSRS continue to handle the full spectrum of claims from date-of-loss to files older than 36 months. What this represents is some SSRS are handling a full 0-4 month caseload as well as another 60+ claims.



Y-axis: Number of SSRS at each claim count group

X-axis: Number of claims each SSRS has

To resolve this violation and ensure all SSRS staff can meet KPIs, we request:

1. **Immediate Redistribution:** Balance caseloads across all SSRS employees to the sustainable average (approx. 67 files).
2. **Data Transparency:** Release the results of the SSRS job shadowing study (supervised by Geoff Deacon) to justify any future workload models.
3. **Unified Standards:** If caseload caps are necessary for data collection, apply them equitably across the entire department.

Question 1: The current workload is not evenly distributed amongst SSRS as clearly indicated in the graph above. When and how will such a balance be instituted? If the corporation is unable to meet its obligation of fair workload distribution, how much longer are over-worked SSRS expected to wait before their caseloads are balanced with those of their peers?

Question 2: Why are the stats and workloads of the remaining SSRS (those not in ‘SPOC’ 0-4 month group) not also being analyzed and communicated so constructive solutions to the problem can be addressed? What has been done to fairly distribute workload based on these clear results indicating the time required to meet KPIs, contact customers and employers etc., for all claims over and above the 4-month mark?

Question #3: Can you please provide statistics showing the claims distribution by AREA (Operational Leadership Teams)?