



## Union Construction Workers' Compensation Program

Administered by Wilson-McShane Corporation

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### EMPLOYER MEMBER TESTIMONIALS

*"Injury prevention, as well as minimizing the losses of injuries that do occur, is a significant 'profit-center' for any successful company. Although our company has one of the lowest injury rates in our industry, the services provided by the UCWCP have reduced the expected costs associated with our claims. The use of a network of pre-approved treating physicians achieves the best medical outcomes and the dispute resolution facilitator quickly responds when a problem occurs. Recently the UCWCP's alternative dispute resolution process helped in getting a complex claim settled. I was very satisfied with the prompt delivery of a resolution that I believe was fair to the employer and the injured employee."*

- **Kent Peterson, Owner, Bituminous Roadways; Management Co-Chair/Trustee, UCWCP**  
**Member Since: 2002**

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*"This program avoids the mistrust and lack of communication that occurs when attorneys get involved in the claim. Getting to the problem NOW is the only solution that prevents a problem claim from ending up in litigation."*

- **Scott Weicht, President, Adolfson & Peterson Construction; Management Trustee, UCWCP**  
**Member Since: 1997**

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*"Whether economic times are good or bad, the medical treatment and expenses involved with workers' compensation claims are always a concern for both the contractor and their workers. Having access to a group of doctors that understand the unique physical demands of our industry is a real value. The EPO doctors know how to properly treat the injuries we've experienced, and the outcome of a quicker and safer return to the job benefits everyone involved."*

- **Bonnie Jorgenson, Corporate Secretary and Safety Director, Jorgenson Construction, Inc.; Management Trustee, UCWCP**  
**Member Since: 1999**

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*"The UCWCP program is a great asset to our small business. Our company has an outstanding safety record and experience very few significant accidents. When an injury does occur, whether it's a simple or a complex workers' compensation claim, Carciofini and our employees have the resources available through the UCWCP to proactively manage the claim and get better outcomes. Without these resources these claims would result in a far greater negative financial impact for both the company and our injured workers."*

- **Heather Grazzini-Sims, Vice President Administration, Carciofini Company; Management Trustee, UCWCP**  
**Member Since: 2005**

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*"As a management association executive representing the interests of union contractors on a myriad of issues that affect their industry, workers' compensation issues have been of frequent concern. That has begun to change due to the Union Construction Workers' Compensation Program (UCWCP). Contractors' internal staff spends less time with reduced stress when managing difficult work injuries if enrolled in the UCWCP. Serving as an Employer Trustee for over ten years on the UCWCP's board, I have reviewed numerous case studies showing the positive impact the program has for both the employer and the injured union tradesperson."*

- **John Nesse, Partner, Management Guidance, LLP; Management Trustee, UCWCP**

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*"Recently the UCWCP's dispute resolution facilitator and program mediator teamed up to help settle a complex claim in a creative way that protected my company's EMR and fairly compensated my employee's family. I was very pleased with the responsiveness of these professionals in understanding the needs of all the parties and crafting a win-win solution in this case."*

- **Doug Olson, Former Owner, Premier Electrical Corporation**  
**Member Since: 2001**

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*"As a former Trustee, I am impressed with the quality and integrity of the staff that provide information; and the neutral medical examiners used to clarify issues that can occur with work injuries."*

- **Michael J. Gresser, Owner, Gresser Companies, Inc.**  
**Member Since: 1998**
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*"Knutson Construction joined the UCWCP in 2011 and we are very pleased with the services provided. Two components of the program have been extremely beneficial. First, the Exclusive Provider Network has allowed us to direct injured employees to 'best in class' physicians who are familiar with workers' compensation. This has created consistently better outcomes for our employees and lowered costs for our company. Second, the "Intervention" component of the dispute resolution system has been invaluable. When an employee has concerns about their claim which I can't resolve or that they don't feel comfortable discussing with me, I direct them to the UCWCP's Facilitator. As a neutral professional, the Facilitator does an exceptional job of explaining how the process works and has been able to either reassure the individual or get any problem resolved quickly. Typically, one conversation with the Facilitator is all it takes to put the focus back on a full recovery and return to work. I highly recommend the program to any union contractor."*

- **Mike Nielsen, Safety Director, Knutson Construction**  
**Member Since: June 2011**

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*"For several reasons, in 2010 our company was suffering from an EMOD of well over 2.00. To try to address this issue head on, we brought on a new insurance agency and implemented internal procedures and required field staff training. We also joined the UCWCP. Over the last four years, our EMOD has dropped over 150 points to a record low for our company-0.84 for the coming year. These changes have breathed new life into our company, and opened a whole new world of bidding opportunities. I believe that the relationship we've developed with these two entities is crucial to this turnaround. I look forward to the years ahead, and our continued partnership with our insurance agency and the UCWCP."*

- **Brad Jacobs, President & Owner, Patriot Erectors, Inc.**  
**Member Since: January 2011**

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*"As a long-standing member of the UCWCP that sees few disputed claims, it is easy to think that Harris Companies doesn't use the program often. However, as a Management Trustee for the UCWCP I have a unique perspective – I see the ongoing work the program does behind the scenes to ensure that 'the right thing happens' when a tradesperson gets injured. This proactive method prevents disputes from occurring. The UCWCP provides ongoing training to contractors, union leadership, claims adjusters, and the program's physicians that treat our injured employees. This training gets everyone on the same page: provide our injured workers excellent treatment without delay and return them to union work and benefits as quickly and safely as possible. The UCWCP is much more than a dispute resolution system. It is a dispute prevention system first and foremost."*

- **Tom DePauw, Former CFO, Harris Companies**  
**Member Since: 2003**

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*"Although we rarely have workers' compensation claims, our company is a 10+ year member of the Union Construction Workers' Compensation Program. The UCWCP provides efficient and effective services which assist the parties through every part of a claim. The network of doctors, the QRCs in the exclusive list of rehabilitation consultants, and the alternative dispute resolution system all work together to streamline the claims management process. Their staff assist in making sure our company, insurer and employees all communicate clearly when an injury happens, and this helps avoid costly, time consuming delays that create losses for everyone."*

- **Daniel Kent, Safety Director, Harris Companies**  
**Member Since: 2003**

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*"J&L Steel joined the UCWCP in 1998 and I soon became a Trustee because I saw the benefits it offered to both my ironworkers and my company. In three years our EMR was cut by more than a third and our workers' compensation insurance premiums went down. Additionally, the program allowed me as the employer to actually be involved in the process of resolving and settling claims, working with my injured workers to reach common sense solutions to any problem."*

- **LouAnne Berg, CEO, J&L Steel Erectors**  
**Member Since: 1998**

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*"The AGC of Minnesota and the Building Trades worked as a team to take a leadership role in the development of this Program. While there is no substitute for the benefits of an injury free project, this innovative Program is providing that labor and management can tackle difficult workers' compensation cases without costly litigation."*

- **Dave Semerad, Associated General Contractors of Minnesota**
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*“Our company has been with this innovative workers’ compensation program since 2001. The dispute resolution process has worked at achieving the win-win outcomes that allow our company and our injured employees to feel good about resolving difficult workers’ compensation issues and reduce the financial impact for both parties. It is a great process.”*

- **Gidget Wegener, Insurance Coordinator, Ryan Companies US, Inc.**  
**Member Since: 2001**

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*“Our company is a founding member of this program. Over the years we have had difficult cases get resolved quickly and fairly. The select doctors in the Exclusive Provider Organization and the program’s Exclusive Rehabilitation Consultant Network provide the care and guidance that result in great outcomes, and when there is a dispute the mediation process gets to the bottom of the problem and provides a common-sense solution without the usual delays that come with formal litigation.”*

- **Jerry Corcoran, Treasurer/Controller, Phillippi Equipment Co.**  
**Member Since: 1997**

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*“After we joined in 2004, we appreciated the program’s innovative approach to workers’ compensation claims administration, access to an exclusive network of doctors and rehabilitation consultants, and having a dispute resolution process that quickly moved disputed claims to a resolution. When we changed to a non-sponsoring insurance carrier in 2009 we had to leave the program. Luckily the carrier recently became a sponsor of the UCWCP and we were able to join again. We knew that the program’s services resulted in better outcomes for our employees and the company, and we are glad to be back.”*

- **Mary Lemke, Controller, Associated Mechanical Contractors, Inc.**  
**Member from 2004-2009, returned September 2011**

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*“We joined this program over 10 years ago and have benefited from all it has to offer to us as an employer and to our employees as well. They have kept their promises and help cases move along with less grief for everyone involved in a claim. The doctors, QRCs and the program’s staff adhere to their stated mission and it works.”*

- **Diane Randolph, CSP, CHST; Safety and Claims Manager, Danny’s Construction Co., Inc.**  
**Member Since: 2000**

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*“Since joining the Union Construction Workers’ Compensation Program I have learned a great deal about how the workers’ compensation system works and how the program’s innovative approach to workers’ compensation provides a very easy path for all to follow. Understanding the system is an important part of injury prevention and injury loss containment for my company and my employees. If one of my employees gets injured it is our mutual understanding of the program’s services that results in a better outcome for both the injured employee and the company. I enjoy reading the success stories in the program’s monthly e-communications which illustrate the importance of knowing what to do when an injury happens.”*

- **Ann Zintl, President, Zintl, Inc.**  
**Member Since: 2007**
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*"Our original company joined in 1998. From the very beginning we appreciated the program's innovative approach to workers' compensation claims administration, and when in 2004 we had access to an exclusive network of doctors the program provided even more value. If we had an issue come up in a claim the alternative dispute resolution process quickly moved everyone to a resolution. In 2010 we changed to a non-sponsoring insurance carrier and had to leave the program. We then changed to a sponsoring carrier and were able to join again. We knew that the program's services resulted in better outcomes for our employees and the company, and we are glad to be back."*

- **Geri Rowan, Retired, Mulcahy Nickolaus, LLC**  
**Member from 1998-2010, returned October 2012**

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*"Our company has more than a decade of experience with the Union Construction Workers' Compensation Program (UCWCP). Properly using the Occupational Medicine doctors within the Exclusive Provider Organization avoids lost time claims to the benefit of contractors and injured employees alike. The UCWCP is an important tool in managing risk. The staff makes sure that our company, the insurer and our employees communicate and understand what must be done when an injury happens."*

- **Marie Egler, Claims Manager, Q3 Contracting, Inc., Member since 2004**

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*"The UCWCP's goal—'Making Work Comp Work Right'—is why we joined the program. While the program's exclusive network of doctors and rehabilitation counselors focus everyone on a safe and rapid return to work, the fact that my company and my employees can obtain accurate, unbiased workers' compensation information within minutes of an injury or a problem occurring is reassuring. Program administration is simple and direct, and the staff's attitude of 'the buck stops here' gets the job done."*

- **Alton Shannon, President, Shannon's, Inc.**  
**Member Since: 2008**

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*"After recently joining the program I attended a training session to learn more about workers' compensation and how the UCWCP helps contractors and their injured employees. The training was very valuable. We now understand that using the Occupational Medicine doctors listed in the Exclusive Provider Organization and effectively communicating with our insurer and our injured worker helps in creating a successful return-to-work plan. This concept is a valuable tool in reducing the negative financial impact for everyone involved in a workplace injury. It is reassuring to know that if my company has the misfortune of a workers' compensation claim we now have this innovative program to help us all through it."*

- **DeeDee Reiner, President, Reiner Contracting, Inc.**  
**Member Since: 2015**

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*"Since joining the Union Construction Workers' Compensation Program (UCWCP) I have appreciated having a reliable and accessible source of information about workers' compensation. From medical issues to questions about how the process should go in any given case, a call to the program will get me an answer I can trust to guide in helping an injured worker get the care they need, resulting in better outcomes and lower costs for my company and my employees."*

- **Julie Krueger, Vice President, Finance and Operations, NAC Mechanical & Electrical Services**  
**Member Since: 2009**

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*"As a union ironworker coming from the field I was skeptical that the Union Construction Workers' Compensation Program was going to be fair to the worker. As a new Safety Director for our company I attended a training session and learned how the program worked, and read the independent studies done on injury outcomes, especially with disputed claims. Using pre-approved providers for medical treatment and rehabilitation services and a 'one-call' service for any concern by the injured worker, employer or insurance company creates the best outcome - immediate focus on getting better, and back to work. I'm convinced this program works and is fair to all parties involved in even the smallest claim."*

- **Nick Shaffar, Safety Director, Amerect, Inc.**  
**Member Since: 1997**
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*"When I began my job here in 2001 I was pleased that my employer was already a member of the UCWCP and that they already knew how the UCWCP works to reduce the costs of workers' compensation for the company. Being involved with the hiring of new employees, I have the opportunity to get to know our employees before an injury even takes place, which I think is crucial. When an injury occurs workers already know to report it to their foreman and get immediate care from the program's network of doctors. Due to the UCWCP Contractor trainings that our safety coordinators and I have attended we know how to properly answer a worker's questions and avoid misunderstandings. When there is an issue about the claim, I know that all of us can depend on a reliable source of information and procedures to resolve disputes. While there can be disagreements with the results, the program gives everyone a fair shake. Contractors and their workers achieve better outcomes because of this program's services"*

- **Mike Sturgeleski, Safety Director/Employment Coordinator, Olympic Companies, Inc.**  
**Member Since: 1999**

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*"A former employee called and said his union health insurance would not pay for treatment because they thought his condition was caused by repetitive work. He asked me to file an injury report with our workers' compensation carrier. I had attended a UCWCP training session in which the guest speaker discussed 'repetitive motion' injuries. I called the UCWCP to get more information about complying with my obligations. The UCWCP is a great resource when I have a question about workers' compensation. I strongly recommend every contractor attend at least one of their training events."*

- **Sue Gilbertson, Controller, Rainbow, Inc.**  
**Member Since: 2008**

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*"I recently attended my second seminar for employers who are members of the UCWCP. With my background in managing safety and claims, I was impressed with the usefulness of the guest speaker's presentation (an Occupational Medicine physician) and the discussion that followed with the other attendees. The overview of the UCWCP's services and how to access them will be helpful in making sure any injured employees are treated by the correct physicians and have the transition to a safe return to work go smoothly. I strongly recommend other contractors and their staff attend future training opportunities."*

- **Tom Schoenecker, Safety and Quality Director, MG McGrath Architectural Surfaces, Inc.**  
**Members Since: 2007**

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*"Our company joined the UCWCP as it was just getting off the ground. The program has grown in size and has experienced changes over the years, but there has been one constant since the beginning – a commitment to making workers' compensation work right for everyone. This program has figured out a way of helping injured workers get all the benefits they are entitled to get and help contractors reduce their Experience Modification Rating (EMR). This program takes a complex system and makes it easier to understand. We don't always like what we are told, but we are always confident that the message is correct."*

- **Tom Sloan, Former President, PCI Roads, LLC**  
**Member Since: 1999**

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*"As a risk manager for a contractor with complex operations and multiple divisions, injury prevention and loss containment are top priorities. When an injury occurs I am involved in every aspect of the claim. I have participated in several dispute facilitations and have seen first-hand the innovative approach of the UCWCP. When an injury occurs, I know that Veit and the employee will achieve a better outcome because of the program's services. I especially appreciate that the program's rules and procedures allow me greater involvement both initially and when the claim becomes more complicated."*

- **Steve Halgren, Former Vice President, Risk Management, Veit Companies**  
**Member Since: 1999**

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*"Our companies' work comp litigation costs decreased by 75% the first year we joined and has improved each year for 15 years. This has resulted in improved employee relations, better cooperation between the injured workers, the claims representatives and the medical providers. The program is highly successful in all measures; response time, service, resolution and financial results."*

- **Mark Hubbard, Former Owner, Lakehead Constructors, Inc.**  
**Member Since: 1997**
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*“The role of the facilitator is very clear and his ability to work with both parties in discussion and driving toward resolution is very evident. This process is in the best interest of both parties. It provides a streamlined and efficient way to resolve work comp disputes. I find it very beneficial.”*

- **Ryan R. Nelson, Former Safety Director, Lakehead Constructors, Inc.**  
**Member Since: 1997**

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*“This Program focuses on common sense solutions to whatever problems occur. Workers’ Compensation insurance is paid by employers as a benefit for their employees, and this Program allows labor and management to discuss their mutual concerns regarding an expensive and complicated benefit system.”*

- **Rich Wynne, Former Chapter Manager, NECA-St. Paul Chapter**

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*“We do all we can to provide light duty to our injured workers. The program’s doctors and the Qualified Rehabilitation Consultant were very helpful to us in accommodating the restrictions in this case. When it became clear that our employee was going to have permanent restrictions that would be difficult to accommodate long-term we scheduled a facilitation meeting. The facilitator listened to everyone at the meeting and helped us create a common-sense resolution. The process avoided the delays that can happen in complicated cases like this one.”*

- **Josh Bernhard, Former Safety Director, Frattalone Companies, Inc.**  
**Member since 1998**

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*“After we joined this program it became obvious that this is by far one of the fairest and most cost effective innovations to the workers’ compensation system in many years, and a great benefit to the union construction industry and trades.”*

- **Marv Kotek, Former President, Frerichs Construction Company**  
**Member Since: 2004**

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*“The UCWCP has provided a more efficient way of delivering benefits to employees with legitimate claims and offers a more direct and fairer approach toward resolving questionable claims.”*

- **Pete Taubenberger, Former Owner, Amerect, Inc.**  
**Member Since: 1997**
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