

Customer Story: WORK Inc.

→ **Situation**

WORK Inc., founded in 1965, is a pioneer in developing community based programs for individuals with disabilities and is now one of Massachusetts' most successful non-profit providers of rehabilitation services, supporting over 1,000 consumers daily. Driven by its commitment to excellence, innovative spirit and desire to make a difference, WORK Inc. provides people with a means for economic independence, assisting individuals with career exploration, training, education, counseling and job placement. Its work centers provide opportunities to acquire work readiness skills and sample different jobs. In addition to these programs, WORK Inc. helps create housing supports in group homes and supported living arrangements around the Greater Boston area. These initiatives have the ultimate goal of helping to develop the skills needed for increased independence, meaningful social relationships, confidence in abilities and finding new opportunities for making a positive contribution to the community.

→ **Critical Issue**

Having previously worked with UBS' Stephen Peck at two other non-profit organizations, WORK Inc.'s Jim Cassetta knew that he would be able to drastically reduce Work Inc.'s health insurance costs which had steadily consumed a larger portion of funding. The organization needed a top-to-bottom review of its health care programs in order to best assess how to maximize the benefits to employees while minimizing their costs to WORK Inc. Slashing the insurance scope and coverage was not an option for WORK Inc., as the company has established one of the best benefit programs for a non-profit organization in Massachusetts, and wished to maintain that level of excellence.

→ **Solution**

Stephen Peck recommended that WORK Inc. take advantage of the recent acquisition by Harvard Health Plan of a low cost Third Party Administrator (TPA). This new structure enabled WORK Inc. to reduce both its claims and administration costs with no change in benefits. With a little over 300 employees, WORK Inc. became its own insurance pool, which meant that there were no longer any premiums to be paid to a regular insurance company, a scenario that netted the savings the organization was looking for. Further, Stephen Peck recommended a second layer of insurance, a Stop Loss, to protect WORK Inc. from unforeseen catastrophic healthcare situations which could severely damage the organization's cost structure.

→ **Result**

In the seven years that United Benefit Services' Stephen Peck has managed the organization's healthcare benefits program, WORK Inc. has been able to combat the soaring costs of healthcare while enjoying a highly customized plan. The self-insured structure has allowed them to pass on substantial savings in the \$100000's per year to their employees.