

# LABOR SHORTAGES AND EFFECT ON WORK COMP: PANEL DISCUSSION



**FIREKEEPERS**

CASINO • HOTEL  
BATTLE CREEK

Amy Gross

Entech Medical Staffing

President

[Entechmedicalstaffing.com](http://Entechmedicalstaffing.com)

As Owner & President of Entech Medical Staffing, Amy's primary focus lies with the management of the Private Duty Home Care and Medical Facility Division. An area of focus that is dear to her personal life, Entech Medical Staffing offers specialized In-Home Care for individuals recovering from work-related injuries. Amy actively participates and sponsors networking event to maintain close industry relationships. Entech is a proud to be a Diamond Sponsor for Kids Chance of Michigan.



Labor Shortages and the Effect on Work Comp

Denice M. LeVasseur

Attorney, LeVasseur & DeFrank, P.C.

[dking@levasseurlaw.com](mailto:dking@levasseurlaw.com)

Admitted to bar, 1980, Michigan.

**Education:** University of Michigan (B.A., 1976); Detroit College of Law, Michigan State University (J.D., 1980).  
Judicial Clerk, Michigan Court of Appeals, 1980-1982.

**Practice Areas:** Workers' Compensation; Workers' Compensation Mediation; Industrial Insurance; Workers' Compensation Defense.

**Reported Cases:** Hudson v Jackson Plating Co, 161 Mich App 162 (1987).



THE LAW OFFICES OF  
**LEVASSEUR  
& DEFRANK**

Labor Shortages and the Effect on Work Comp



Matthew McCreary  
Director of Risk Management  
Four Winds Casino

[mmccreary@fourwindscasino.com](mailto:mmccreary@fourwindscasino.com)

Matthew McCreary has been in Risk/Safety Management for 25 years with extensive experience in a broad cross section of industries. His experience includes aluminum foundry operations, machining, heavy equipment, automotive parts fabrication, and assembly to the Casino/Gaming/Hospitality industry. His experience has included not only the financial aspects of risk, health, and safety matters but safety improvement, loss prevention, safety auditing, productivity improvement, regulatory agency negotiation, state voluntary investigation, risk-based corrective action, private party allocation negotiations, litigation support and Kaizen training support. Matthew has been known to dress up as Captain Safety and challenge workers to a push up contest.



Labor Shortages and the Effect on Work Comp



Roxanna Perez

Director of Risk Management

FireKeepers Casino Hotel

[rperez@firekc.com](mailto:rperez@firekc.com)

Roxanna joined FireKeepers Casino Hotel during the pre-opening of the property in July, 2009 as the Risk and Safety Manager. Currently, she is the Director of Risk Management with 15 years of experience in the Tribal Casino & Hospitality Industry, Enterprise Risk Management. Roxanna is responsible for securing Firekeepers' self-insured property and general liability insurance programs, and has oversight of property and employee safety compliance and liability. Previous to FireKeepers, Roxanna was a claims adjuster for 20+ years for several large insurance companies with oversight of multi-state claims handling for workers' compensation and group health.



Labor Shortages and the Effect on Work Comp



## QUALIFIED WORKER SHORTAGES

- The U.S. Bureau of Labor Statistics confirmed there were more job openings available in 2021 than in the previous 20 years. Economists predicted the labor shortage to continue as the pandemic influenced many baby boomers to retire early.
- March, 2024 job openings rate decreased in 9 states, increased in 1 state and little changed in 40 states and the District of Columbia.
- March, 2023 MI job openings 250K



U.S. BUREAU OF LABOR STATISTICS, BLS.GOV/NEWS.RELEASE

March, 2024 job openings 246K

# DEMOGRAPHICS

- Location, Location, Location
- Draining the Talent Pool
- Increase Use of On-Call and Temporary Employees

# QUALIFIED WORKER OR TEMPORARY WORKERS

- Inexperienced
- Short-tenured
- Overtired
- “The Great Resignation of 2021”
- Technology Improving Efficiency
- AI



# BEST HIRING PRACTICES

- Remote Workers
- Hybrid Work Schedules
- Increase in Wages
- Bonus Programs
- Diversity & Inclusion
- Company Reputation/Branding

# CLAIMS AFFECTING INDUSTRY REPUTATION & INSURANCE PREMIUMS

- Insufficiently Trained
- Underexperienced Workers
- ↑ Increase in Injuries Litigation
- ↑ Increase in Litigation
- ↑ Increase in Reputation Harm as Unsafe Employer

# Q & A

Labor Shortages and the Effect on Work Comp



THANK YOU AND SAFE TRAVELS  
HOME!