



NCCSIF
RISK MANAGEMENT COMMITTEE MEETING
PLANNING SESSION AGENDA

Date: Thursday, October 15, 2015
Time: 10:00 a.m.
Location: Rocklin Event Center - Garden Room
 2650 Sunset Blvd.
 Rocklin, CA 95677
 (916) 625-5227

A – Action
 I – Information

 1 – Attached
 2 – Hand Out
 3 – Separate Cover
 4 – Verbal
 5 – Previously Mailed

MISSION STATEMENT

The Northern California Cities Self Insurance Fund, or NCCSIF, is an association of municipalities joined to protect member resources by stabilizing risk costs in a reliable, economical and beneficial manner while providing members with broad coverage and quality services in risk management and claims management.

- Page
- A. **CALL TO ORDER**
 - B. **APPROVAL OF AGENDA AS POSTED** A 1
 - C. **PUBLIC COMMENTS**
This time is reserved for members of the public to address the Committee on matters pertaining to NCCSIF that are of interest to them.
 - pg. 4 D. **CONSENT CALENDAR** A 1
All matters listed under the consent calendar are considered routine with no separate discussion necessary. Any member of the public or Risk Management Committee may request any item to be considered separately.
 - pg. 5 1. Minutes of the Risk Management Committee Meeting - June 18, 2015
 - E. **RISK MANAGEMENT COMMITTEE PLANNING**
 - pg. 11 1. **Current Programs, Policies, Services, and Funding** I 1
Est. Time 10:15 a.m.
The Program Administrators will present an overview of the NCCSIF Risk Management Programs, Policies, Services, and Funding.



Est. Time 10:30 a.m.

pg. 24 **2. Bickmore Risk Management Services, Assessments, and Recommendations** **I 1**
Henri Castro of Bickmore Risk Services will present an overview of the services they provide and a summary of member risk assessments, including a scorecard of progress made to date and recommendations for continued improvement.

pg. 27 **3. Loss Exposures and Claims Experience** **I 2**
The Committee will receive a summary of NCCSIF member loss exposures and claims by type and cause over the last ten years.

Est. Time 11:15 a.m.

pg. 28 **4. Discuss Current Practices and Goals** **A**
The Committee will discuss the information presented and give direction for setting and achieving risk management goals for the next 2-3 years.

Est. Time Noon

Lunch Break

F. COMMITTEE BUSINESS

Est. Time 12:30 p.m.

pg. 29 **1. Proposed Policies - Best Practices & Scorecard** **A 1**
The Committee will receive and may recommend a revised set of Risk Management Policies and Best Practices, along with a Scorecard approach to tracking member achievement of risk management goals.

pg. 48 **2. Risk Management Grant Policy Revision** **A 1**
The Committee will review and may recommend a revision to the current Risk Management Grant Policy and how refunds from the Shared Layer are allocated.

Est. Time 1:00 p.m.

pg. 55 **3. Employment Practices Liability (EPL) Hotline** **A 1**
Marcus Beverly will present and the committee may recommend EPL Hotline Services offered by several local law firms.

pg. 68 **4. Police Risk Management Committee Update** **I 4**
Tom Kline, Bickmore Risk Services, will provide the Committee with a summary of the August 6, 2015, Police Risk Management Committee Meeting.



pg. 69 **5. Round Table Discussion** **I 4**
The floor will be open to Committee members for any topics or ideas that members would like to address.

G. INFORMATION ITEMS **I 1**

pg. 70 1. NCCSIF Travel Reimbursement Form

Est. Time 1:30 p.m.

H. ADJOURNMENT

UPCOMING MEETINGS

Police Risk Management Committee Meeting - November 5, 2015

Long Range Planning and Board Meeting - November 19, 2015

Claims Committee Meeting - November 19, 2015

Per Government Code 54954.2, persons requesting disability related modifications or accommodations, including auxiliary aids or services in order to participate in the meeting, are requested to contact Raychelle Maranan at Alliant Insurance Services at (916) 643-2712.

The Agenda packet will be posted on the NCCSIF website at www.nccsif.org. Documents and material relating to an open session agenda item that are provided to the NCCSIF Committee less than 72 hours prior to a regular meeting will be available for public inspection and copying at 2180 Harvard Street, Suite 460, Sacramento, CA 95815.

Access to some buildings and offices may require routine provisions of identification to building security. However, NCCSIF does not require any member of the public to register his or her name, or to provide other information, as a condition to attendance at any public meeting and will not inquire of building security concerning information so provided. See Government Code section 54953.3



BACK TO AGENDA

**Risk Management Committee Meeting
October 15, 2015**

Agenda Item D.

CONSENT CALENDAR

ACTION ITEM

ISSUE: The Risk Management Committee (RMC) reviews and approves items on the Consent Calendar as a whole. If an item requires clarification or amendment it may be pulled for separate discussion and the Committee may approve the remainder of the Consent Calendar. Any item removed from Consent will be agendized later during the meeting as recommended by the Chair and approved by the Committee.

RECOMMENDATION: Review and approve the Consent Calendar.

FISCAL IMPACT: None

BACKGROUND: The Committee regularly places the minutes of previous meetings on the Consent Calendar for approval, as well as any other routine items that generally do not require discussion.

ATTACHMENTS: Minutes of the Risk Management Committee Meeting - June 18, 2015



**MINUTES OF THE
NCCSIF RISK MANAGEMENT COMMITTEE MEETING
LINCOLN CITY HALL, LINCOLN, CA
JUNE 18, 2015**

MEMBERS PRESENT

Liz Cottrell, City of Anderson
Dylan Feik, City of Auburn
Michelle Pellegrino, City of Dixon
Kris Haile, City of Folsom
Paula Islas, City of Galt
Dalacie Blankenship, City of Jackson

John Lee, City of Lincoln
Liz Ehrenstrom, City of Oroville
Crystal Peters, Town of Paradise
Russell Hildebrand, City of Rocklin
Robin Bertagna, City of Yuba City

MEMBERS ABSENT

Shelly Kittle, City of Colusa
Tom Watson, City of Corning
Jim Ramsey, City of Elk Grove
Matt Michaelis, City of Gridley
Dave Andres, City of Ione
Satwant Takhar, City of Marysville

Corey Shaver, City of Nevada City
Dave Warren, City of Placerville
Sandy Ryan, City of Red Bluff
Marni Rittburg, City of Rio Vista
Tim Sailsbery, City of Willows

GUESTS & CONSULTANTS

Michael Simmons, Alliant Insurance Services
Marcus Beverly, Alliant Insurance Services
Michelle Minnick, Alliant Insurance Services
Raychelle Maranan, Alliant Insurance Services

Henri Castro, Bickmore
Tom Kline, Bickmore
David Patzer, DKF Risk Services

A. CALL TO ORDER

The meeting was called to order at 9:47 a.m.

B. PUBLIC COMMENTS

There were no public comments made.

C. APPROVAL OF AGENDA AS POSTED

A motion was made to approve the Agenda as posted.

MOTION: Dylan Feik **SECOND:** Russell Hildebrand **MOTION CARRIED**
AYES: Cottrell, Pellegrino, Haile, Islas, Blankenship, Lee, Ehrenstrom, Peters, Bertagna.
NAYS: None.



D. CONSENT CALENDAR

1. Minutes of the Risk Management Committee Meeting – April 16, 2015

A motion was made to approve the consent calendar.

MOTION: Paula Islas **SECOND:** Russell Hildebrand **MOTION CARRIED**

AYES: Cottrell, Pellegrino, Haile, Feik, Blankenship, Lee, Ehrenstrom, Peters, Bertagna.

NAYS: None.

E. RISK MANAGEMENT BUSINESS

E1. Police Risk Management Committee Update & Budget

Tom Kline presented the Risk Management Committee with a summary of the last Police Risk Management Committee (PRMC) meeting, which took place on May 7, 2015.

There was a discussion at the PRMC about the Assembly and Senate bills which relate to the use of body cameras. Tom Kline then provided an update (status of bills as of 6/17/2015) regarding the following:

- AB65 – grant program for body-worn cameras, has been held in submission and Tom noted that the author of AB65 (Luis Alejo) wrote an article in the Sacramento Bee advocating the use of body cameras.
- AB66 - refers to how the body cameras can be used and what they cannot be used for. He noted that AB66 is still moving along and Bickmore will continue monitoring this bill as well as all the other bills as they continue through legislation.
- AB1118 - speaks to the Police Officer Standards and training for the body cameras and indicated that this bill is also under submission.
- SB175 - This bill has been referred to committees as of May 14, 2015 and addresses the policy and procedure regarding where the body cameras should be worn, where the video will be stored and who would have access to the video.
- SB227 - Tom Kline then presented a new bill, SB227, and noted it is gaining traction. The bill is changing the procedure for when an officer's conduct can be reviewed by a grand jury.

Liz Ehrenstrom from the City of Oroville indicated that she hopes some of these bills pass so there will be more grant funding available for the purchase of body cameras. Marcus Beverly added we have been helping cities, such as Placerville, obtain Federal Department of Justice grant funding by providing support letters.

Tom Kline also noted at the last PRMC there was a discussion about the positive events that have occurred due to the use of the body cameras and the committee should be looking for ways to publicize these events.

Tom Kline mentioned that Bickmore hosted a Webinar on June 17, 2015 regarding the police outer carrier duty vests. The speaker of the short Webinar was the Chief of Central Marin, Todd Cusimano, who provided his perspective regarding the process of evaluating the use of outer carrier vests versus the duty belt. Henri Castro noted that the Webinar was recorded and the Police Risk Management Committee will be sent an email with a link so that members may watch at their convenience. Tom Kline also indicated that the next Police Risk Management meeting is set for Aug 6, 2015 and members should be receiving a “Save the Date” email in an effort to increase the attendance.

There was also discussion regarding the Police Risk Management Committee operating budget as well as the grant funds.

Marcus Beverly noted we have placed \$50,000 in the PRMC budget and currently the plan is to split the funds amongst those members who need additional body cameras and those members who need additional data storage. Bickmore has prepared a survey which will be distributed to the members to determine which members still need body cameras and which members need additional data storage.

Tom Kline noted there was a multi-step plan for rolling out the body cameras- round one was the initial purchase of 66 body cameras for all members and were distributed August 27, 2015, but a couple members opted out because they had already purchased cameras. The next step would be to assess the need for additional body cameras and to address the need for additional data storage of the video.

Liz Ehrenstrom noted that at the last PRMC meeting it was mentioned that cities should be storing body camera video for up to 2 years—due to the statute of limitations—as there are instances where there doesn’t appear to be a potential claim which later escalates into a claim or lawsuit and there if there is no video there could be detrimental effects to the case. Russell Hildebrand mentioned that in Rocklin all arrest videos will be stored for 2 years on CD for the time being and the non-arrest videos will be deleted after 6 months.

Tom Kline mentioned that we are currently looking into the cost difference related to certified storage as compared to individual agencies storing the video internally. Taser and Amazon provide cloud storage but there are potential exposures to offsite storage that need to be further investigated and brought back to the Committee.

Dylan Feik noted that there is not a clear recommendation about the \$50,000 amount and what the money will be used for and requested that this be brought back to the Committee with a breakdown of how the money will be used.

A motion was made to approve the \$50,000 budget for body cameras and storage with \$7,900 for the committee operating expenses with the caveat that no money will be dispersed from the \$50,000 without approval from the Executive Committee.



MOTION: Russell Hildebrand **SECOND:** Robin Bertanga **MOTION CARRIED**
AYES: Cottrell, Pellegrino, Haile, Islas, Blankenship, Lee, Ehrenstrom, Peters, Feik.
NAYS: None.

E2. Sewer Risk Management Proposal

Marcus Beverly presented the Risk Management Committee with a revised proposal from DKF Solutions regarding Sewer Risk Management and noted that this is an underserved area that deserves attention. After review by the Executive Committee, Alliant was asked to address a number of questions, including whether or not to conduct an RFP. Based on feedback from the City of Belmont regarding their responses from a recent RFP Marcus stated he did not believe an RFP was necessary as there are no other vendors who provide the same services in the proposal. He went on to state that sewer backups are an issue and this proposal could be effective to prevent or reduce claims.

Marcus Beverly mentioned there was a survey sent to all members and noted that every NCCSIF member—with the exception of Rocklin and Paradise—has a sewer system and indicated there are 10 members who would like to participate in the Sewer Risk Management Proposal. He also indicated that even if a city has a model program there is still the potential exposure of a sewer backup claim and noted the largest claim in NCCSIF history was a sewer backup claim. Henri Castro noted that the following cities contract out for their Sewer Management: Ione, Corning, and Auburn.

Services included in the revised proposal:

- An audit of each member's Sanitary Sewer Management Plan (SSMP) against SWRCB's Waste Discharge Requirements
- Development and/or update of members' Sanitary Sewer Overflow/Backup Response Plans (OERP)
- Development and/or update of members' Pump Station Emergency Response Plans (PSERP) meeting SWRCB requirements
- One NCCSIF-branded interactive computer training module
- If all services are implemented for 10 members the proposal cost is \$79,000

The recommendation in the Agenda Item was to budget for up to half of the cost, on a matching basis, for the members who would like to participate.

Russell Hildebrand mentioned this might be a time to complete an audit of members' sewer operations to identify weaknesses in the system and help with adequate response plans rather than agree to this proposal as is. Liz Ehrenstrom agreed and noted that having updated response plans are a large part of the defense of a claim in an effort to show the city has done everything possible to prevent a sewer backup. She then reminded the Risk Management Committee that the City of Oroville has been fighting a sewer backup claim since 2010 which has not resolved and has cost over \$1,000,000.



Marcus Beverly stated this proposal focuses on responding to a sewer backup when it happens rather than identifying weak points in their operations. Henri Castro noted that Bickmore completes an audit of the member cities (not as in depth as the presented DKF proposal) and in that report they address best practices, the responses provided from members, and if there are city ordinances in place.

Liz Ehrenstrom requested an updated report from Bickmore which Henri indicated will be provided in the first quarter of the next policy year. Liz Ehrenstrom also asked for information related to which members have funds dedicated to sewer operations.

Marcus Beverly also noted the Risk Management Policy and Procedure #RM-9: Model Sewer Overflow and Backup Response should be reviewed for an update.

Given the concerns of some members the recommended funding request (of up to half for those members who want to participate) was tabled pending further research.

A motion was made to approve updating the Risk Management Policy and Procedure #RM-9.

MOTION: Russell Hildebrand **SECOND:** Dylan Feik **MOTION CARRIED**
AYES: Cottrell, Pellegrino, Haile, Islas, Blankenship, Lee, Ehrenstrom, Peters, Bertagna.
NAYS: None.

E3. Risk Management Grant Policy Revision

****NOTE: The Risk Management Committee requested that we table this item as it will be covered during the Board of Directors Meeting which will immediately follow this meeting.***

E4. Employment Practices Liability (EPL) Hotline

****NOTE: The Risk Management Committee requested that we table this item as it will be covered during the Board of Directors Meeting which will immediately follow this meeting.***

E5. Risk Control Services Budget for FY2015/16

****NOTE: The Risk Management Committee requested that we table this item as it will be covered during the Board of Directors Meeting which will immediately follow this meeting.***

E6. Round Table Discussion

Henri Castro from Bickmore wanted to briefly present the services performed by Bickmore over the policy year just ending. She noted that over the last program year Bickmore has performed 11 city wide inspections, developed over 24 written programs, completed over 30 ergonomic evaluations, trained over 200 NCCSIF member employees, helped the City of Gridley assess their PPE requirements, and for the City of Dixon Bickmore developed a Hazard Inspection



checklist. Henri indicated that there are some things that are still in progress which will be carried on into the new policy year.

F. INFORMATION ITEMS

1. NCCSIF Travel Reimbursement Form

G. ADJOURNMENT

The meeting was adjourned at 10:47 a.m.

Respectfully Submitted,

Michelle Pellegrino, Secretary

Date

DRAFT



RISK MANAGEMENT COMMITTEE PLANNING

CURRENT PROGRAMS, POLICIES, SERVICES & FUNDING

INFORMATION ITEM

ITEM: The Program Administrators will present an overview of the current state of NCCSIF's coverage programs and risk management policies, services, and funding.

FISCAL IMPACT: None

RECOMMENDATION: Review and consider for agenda item on setting risk management goals.

BACKGROUND: NCCSIF has utilized contracted risk management consultants for a variety of services, including assessments, inspections, and training. The group has also funded various form of equipment including personal protective equipment, ergonomic office equipment, and most recently body cameras for police.

ATTACHMENT(S):

1. NCCSIF Risk Management Service Matrix
2. Current Risk Management Admin Funding
3. Risk Management Grant Program Funding
4. PowerPoint Presentation - *handout at meeting*



RISK MANAGEMENT VENDOR SERVICES MATRIX

As a member of NCCSIF, your City/Town has many risk management resources available. This Vendor Services Matrix is designed to assist you with identifying and locating these resources. Vendor names and service categories are hyperlinked, so you can easily navigate through the matrix for specific resources and contact information. The **BACK** button will bring you back to this home page. If you have any questions, contact Henri Castro at Bickmore Risk Services, 800.541.4591, ext. 4614, or hcastro@brsrisk.com.

SERVICE CATEGORY*		BRS	CSAC-EIA	TARGET SOLUTIONS	OCCU - MED	APIP	LEXIPOL	ACI WELLNESS	CAL-TIP	DKF SOLUTIONS GROUP
Page:										
1	Telephone Hotline - Questions & Guidance	X								
1	Hazard & Safety Assessment	X								X
2	Program/Policy Development	X	X				X			X
	Safety Materials/Web-based Courses/Videos	X	X	X						X
2	On-Site Training	X	X							X
3	Ergonomic Evaluations	X								
3	Risk Management Webinars	X	X			X				
3	Employer Pull Notice Program		X							
4	Pre-Employment Medical Services				X					
5	Employee Assistance Program - Health & Wellness							X		
5	Transit Resources (available to CalTIP members)								X	

* Services and resources are available at no additional cost unless specifically noted.



RISK MANAGEMENT VENDOR SERVICES MATRIX

Vendor Contact Information

Vendor Name	Contact Information	Services Provided
BRS - Bickmore Risk Services Risk Management Services Provider	Enriqueta Castro (Henri) Office: 800.541.4591, ext. 4614 Email: hcastro@brsrisk.com Website: http://riskcontrol.brsrisk.com/	<ul style="list-style-type: none"> ▪ Telephone Hotline - Questions & Guidance ▪ Hazard & Safety Assessment ▪ Program/Policy Development ▪ Ergonomic Evaluations ▪ On-site Training ▪ Safety Materials ▪ On-line Streaming Videos ▪ Webinars - WC and Liability Risk Management Topics
CSAC-EIA Excess Workers' Compensation Coverage	Travis Clemmer Kristen Calderon (video library) Office: 916.850.7300 Email: tclemmer@csac-eia.org Website: www.CSAC-EIA-eia.org	<ul style="list-style-type: none"> ▪ Program/Policy Development (additional member cost) ▪ On-site Training ▪ Safety Materials ▪ Video Library ▪ Webinars - WC Risk Management Topics
Target Solutions Web-based Resources available through CSAC-EIA	Website: http://www.targetolutions.com/eia/	<ul style="list-style-type: none"> ▪ Web-based Courses ▪ Records Management





RISK MANAGEMENT VENDOR SERVICES MATRIX

Vendor Contact Information

Vendor Name	Contact Information	Services Provided
<p>CJPRMA - California Joint Powers Risk Management Authority Excess Liability Coverage</p> <p>Risk Control Online (RCO) Provided to you through a strategic partnership between CSRMA (California Sanitation Risk Management Authority) and CJPRMA</p>	<p>David Clovis - General Manager Office: 925.290.1316 Email: david@cjprma.org Website: http://www.cjprma.org/</p> <p>Website: http://www.riskcontrolonline.com</p>	<ul style="list-style-type: none"> ▪ Regional Training provided on a variety of Liability-related Topics ▪ Web-based resources available through CJPRMA
<p>Occu-Med Pre-employment Medical Services</p>	<p>Chris Brynes, Director of Client Services Office: 559.435.2800, ext. 115 Email: cbyrnes@occu-med.com Website: www.occu-med.com</p>	<ul style="list-style-type: none"> ▪ Review of Pre-placement Medical Exams ▪ Job Analysis ▪ Additional Services provided at Additional Member Cost
<p>APIP - Alliant Property Insurance Program</p>	<p>Contact Marcus Beverly, Alliant Insurance Services, for questions.</p>	<ul style="list-style-type: none"> ▪ Webinars - Property Risk Management Topics
<p>Lexipol Police risk management policies</p>	<p>Contact Marcus Beverly, Alliant Insurance Services, for policy updates.</p>	<ul style="list-style-type: none"> ▪ Police Risk Management Policies and Procedures
<p>ACI Wellness Employee assistance program</p>	<p>Kathryn Mullis, Account Manager Office: 800.932.0034 Website: www.acieap.com</p>	<ul style="list-style-type: none"> ▪ Wellness Resources ▪ Employee Assistance Program provided at an Additional Cost





RISK MANAGEMENT VENDOR SERVICES MATRIX

Vendor Contact Information

Vendor Name	Contact Information	Services Provided
CalTIP - California Transit Insurance Pool Self-insurance program for public transit operators	Lee Sorenson, Bickmore Risk Services Office: 800.541.4516. ext. 1168 Email: lsorenson@brsrisk.com Website: http://www.caltiponline.org/	<ul style="list-style-type: none"> ▪ Transit Specific Risk Management Resources for Member Cities (Auburn, Dixon, Folsom, and Lincoln)
DKF Solutions Group, LLC	David Patzer Office: 707.373.9709 Email: dpatzer@dkfsolutions.com Website: http://www.dkfsolutions.com	<ul style="list-style-type: none"> ▪ My Safety Officer (MSO) Members using MSO: Folsom, Gridley, Oroville, Paradise - still in setup ▪ Sewer Risk Management ▪ Additional cost to member
Total Aquatic Management	Jim Wheeler Office: 510.523.3155 Email: jim@totalaquaticmanagement.com swimnjim@hotmail.com Website: http://www.totalaquaticmanagement.webs.com	<ul style="list-style-type: none"> ▪ Aquatic Safety services ▪ Certified Pool Operator (CPO) Trainings ▪ Additional cost to member





RISK MANAGEMENT VENDOR SERVICES MATRIX

<p>Telephone Hot Line Questions/Guidance</p>	<p>BICKMORE RISK SERVICES BRS is NCCSIF’s risk control services provider. Henri is your point of contact for your risk management questions and guidance.</p> <p>Enriqueta Castro, CSP (Henri) 800.541.4591, ext. 4614 Email: hcastro@brsrisk.com</p>
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<p>Hazard & Safety Assessment</p>	<p>BICKMORE RISK SERVICES A comprehensive Hazard & Safety Assessment is completed for each city to help identify risk management strengths and improvement opportunities. The assessment is used as a tool to help prioritize risk management efforts. It includes best practices in the following areas:</p> <table border="0"> <tr> <td>1. Risk Management Program Overview</td> <td>12. Emergency Response & Management</td> <td>23. Lockout-Tagout</td> </tr> <tr> <td>2. Aerial Lift Operations</td> <td>13. Employment Practices Liability</td> <td>24. Parks & Recreation Operations</td> </tr> <tr> <td>3. Aerosol Transmissible Diseases (ATD) Control</td> <td>14. Ergonomic Injury Management</td> <td>25. Personal Protection Equipment</td> </tr> <tr> <td>4. ADA Compliance</td> <td>15. Fire Department Operations</td> <td>26. Police Department Operations</td> </tr> <tr> <td>5. Animal Control Services</td> <td>16. Fire Prevention Program</td> <td>27. Respiratory Protection Program</td> </tr> <tr> <td>6. Automobile & Fleet Liability</td> <td>17. Forklifts & Powered Industrial Trucks</td> <td>28. Return-to-Work & Transitional Duty</td> </tr> <tr> <td>7. Blood Borne Pathogens ECP</td> <td>18. Hazard Communication Program</td> <td>29. Sewers Liability Management</td> </tr> <tr> <td>8. Business Continuity Plan</td> <td>19. Hearing Conservation Program</td> <td>30. Sidewalks Liability Management</td> </tr> <tr> <td>9. Confined Space Entry Program</td> <td>20. Heat Illness Prevention Program</td> <td>31. Traffic Engineering</td> </tr> <tr> <td>10. Contractor Selection & Control</td> <td>21. Information Technology</td> <td>32. Trenching & Excavation Operations</td> </tr> <tr> <td>11. Contractual Transfer of Risk</td> <td>22. Injury & Illness Prevention Program</td> <td>33. Urban Forest Management</td> </tr> <tr> <td></td> <td></td> <td>34. Work Zone Safety</td> </tr> </table>	1. Risk Management Program Overview	12. Emergency Response & Management	23. Lockout-Tagout	2. Aerial Lift Operations	13. Employment Practices Liability	24. Parks & Recreation Operations	3. Aerosol Transmissible Diseases (ATD) Control	14. Ergonomic Injury Management	25. Personal Protection Equipment	4. ADA Compliance	15. Fire Department Operations	26. Police Department Operations	5. Animal Control Services	16. Fire Prevention Program	27. Respiratory Protection Program	6. Automobile & Fleet Liability	17. Forklifts & Powered Industrial Trucks	28. Return-to-Work & Transitional Duty	7. Blood Borne Pathogens ECP	18. Hazard Communication Program	29. Sewers Liability Management	8. Business Continuity Plan	19. Hearing Conservation Program	30. Sidewalks Liability Management	9. Confined Space Entry Program	20. Heat Illness Prevention Program	31. Traffic Engineering	10. Contractor Selection & Control	21. Information Technology	32. Trenching & Excavation Operations	11. Contractual Transfer of Risk	22. Injury & Illness Prevention Program	33. Urban Forest Management			34. Work Zone Safety
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RISK MANAGEMENT VENDOR SERVICES MATRIX

Program & Policy Development	<p>BICKMORE RISK SERVICES Our risk control service includes assistance with the development and implementation of Cal/OSHA required written programs such as Injury & Illness Prevention Program, Hazard Communication Program, Aerosol Transmissible Diseases Procedures for fire and police, Bloodborne Pathogens Exposure Control Plan, etc. Our website also includes sample programs and guides.</p> <p>CSAC-EIA (Additional Cost) CSAC-EIA loss prevention specialists are available to provide assistance with program development at an additional cost to NCCSIF members. Contact CSAC-EIA directly for assistance.</p> <p>LEXIPOL NCCSIF members have access to the police risk management policies offered through Lexipol.</p>
On-Site Training	<p>BRS On-site training is available to members on a variety of workers' compensation, liability, and EPL exposures. Training topics include, but are not limited to, Cal/OSHA program requirements, hazard inspections, accident investigation, forklift certification, driver training, sexual harassment, CPR certification, various workplace safety topics, and more. Contact Henri Castro to discuss and schedule on-site training.</p> <p>CSAC-EIA CSAC-EIA is available to conduct a variety of workers' compensation related safety training at an additional cost to members. Contact Travis Clemmer to discuss available topics and scheduling.</p> <p>CJPRMA Every year CJPRMA conducts up to five regional training workshops throughout California. In the past, topics have included contractual risk transfer, police liability, parks and recreation liability, and sidewalk liability controls. CJPRMA will send the training announcement to Alliant, who will then forward to all NCCSIF members.</p>



RISK MANAGEMENT VENDOR SERVICES MATRIX

Ergonomic Evaluations	<p>BRS BRS is available to conduct office and industrial ergonomic evaluations for all members. Contact Henri Castro to discuss and schedule ergonomic evaluations.</p>
Risk Management Webinars	<p>BRS Throughout the year, BRS risk control staff conducts webinars on a wide range of safety topics such as heat illness prevention, scaffold safety, disaster management, and new safety regulations. Our goal is to communicate relevant safety information in an all-inclusive and cost-effective way. NCCSIF members will receive webinar announcements via email. The one-hour webinars are recorded and available to view at any time on the BRS Risk Control website.</p> <p>CSAC-EIA CSAC-EIA conducts several workers' compensation related webinars throughout the year, which are available to all NCCSIF members. Contact Travis Clemmer to ensure your city is included in the announcement distribution.</p> <p>APIP NCCSIF members have access to all APIP property related webinars. Contact Marcus Beverly to ensure your city is included in the announcement distribution. Recorded webinars are also available on the BRS Risk Control website.</p>
Employer Pull Notice Program	<p>CSAC-EIA & TARGET SOLUTIONS (Additional cost to members) CSAC-EIA and Target Solutions have partnered with A-Check America to automate your Employer Pull Notice (EPN) program. Using this program, you can electronically monitor your employees' driving records and receive notification within hours of a reportable incident.</p> <p>You can access your driver roster and key data from a dashboard within Target Solutions. This data is accessible only to you and A-Check America and features a summary of the number of drivers added and removed from the system, an overview of the violations and accidents that have occurred, and a breakdown of your employees' license renewal status. For additional information go to www.CSAC-EIA-eia.org, Services/Loss Prevention/Target Solutions Platform.</p>



RISK MANAGEMENT VENDOR SERVICES MATRIX

Pre-Employment Medical Services

OCCU-MED

Services offered at no additional cost:

- Review of Pre-Placement Medical Exams
- Job Analysis

Services offered at an additional cost:

- Maintaining a network of qualified and trained medical providers and medical specialists for necessary exams
- Conducting job analyses and preparing job profiles and medical examination profiles
- Providing orientation of client staff in the legal/medical/risk management and human resources aspects of our service
- Scheduling and harvesting of pre-placement medical exams
- Organizing and managing return-to-work and fitness-for-duty exams
- Evaluating medical information in relation to the essential duties of jobs in a legally defensible manner (EXAMQA[®])
- Communicating directly with applicants to obtain the confidential medical information that is needed for clearance for a particular job (RDQA)
- Developing “Occu-Panels” with a national laboratory that allows for the selection of only those tests for the blood chemistry panel that are compliant with state law for each job class
- Performing bill review for the medical exams performed by clinics
- Providing customized services such as OSHA Respirator Questionnaire Evaluations, Bloodborne Pathogen Programs, and clinic trainings



RISK MANAGEMENT VENDOR SERVICES MATRIX

<p>Employee Assistance & Wellness Program</p>	<p>ACI WELLNESS Services offered at no additional cost:</p> <ul style="list-style-type: none"> – Wellness The Core Platform wellness program is available to employees. It includes wellness workshops, personalized meal and exercise plans, healthy articles, healthy logs, healthy recipes, exercise tracker and log, and wellness blogs. The annual walking challenge is also available to employees and their families. <p>Services offered at an additional cost:</p> <ul style="list-style-type: none"> – Employee Assistance Program (Additional cost to members) Employees and their family members can receive up to three counseling visits per year. The family members do not need to be within the same residence. The visits are considered short-term resolution. If the person needs additional counseling, ACI will help them transition into their private insurance plan. – Legal and Financial Services (Additional cost to members) Employees and their family members have unlimited access to telephonic legal and financial services.
<p>Transit Resources</p>	<p>CalTIP - California Transit Insurance Pool Self-insurance program for public transit operators. Member cities include Auburn, Dixon, Folsom, and Lincoln.</p> <p>Programs and Safety Materials</p> <ul style="list-style-type: none"> – System Safety Program Plan (SSPP) Development – SSPP Implementation Assessment & Follow-up Process – SAMPA Fleet Watch Paperless DMV EPN Program – Bus Operator Selection Survey (BOSS) – CalTIP Risk Profile – APTA Membership – Bus Stop Location & Design Evaluation Program – Digital Video Event Recorder System – Mobility Device Marking & Tethering Program – APTA Safety Standards – Best Practices – Bus Stop Toolkit – Pedestrian Safety Guide for Transit Agencies – Safety Posters and Flyers

NCCSIF RISK MANAGEMENT FUNDING – ADMINISTRATIVE EXPENSES

Safety Services:	Total	% of Total	WC	GL
Bickmore Onsite Risk Assessments	\$67,500	11%	\$36,000	\$31,500
Bickmore Risk Control Service Days	\$36,460	6%	\$18,230	\$18,230
Bickmore Police Risk Mgmt Comm Training	\$7,900	1%	\$3,950	\$3,950
Bickmore Phone Consultation	\$18,600	3%	\$9,300	\$9,300
Bickmore Newsletter	\$5,580	1%	\$2,790	\$2,790
Bickmore Safety Training Coordination	\$14,880	2%	\$7,440	\$7,440
Bickmore Meeting Preparation	\$9,300	1%	\$4,650	\$4,650
Total Bickmore	\$160,220	26%	\$82,360	\$77,860
OCCUMED Occupational Health Consulting	\$18,000	3%	\$18,000	\$0
Online Risk Management Services - TargetSolutions	\$14,000	2%	\$7,000	\$7,000
ACI - Wellness Option - Member pays for EAP	\$15,072	2%	\$15,072	\$0
Outside Training (Bickmore & Others)	\$30,000	5%	\$15,000	\$15,000
Risk Management Committee Meeting Expense	\$1,500	0.2%	\$750	\$750
Seminars and PARMA	\$72,600	12%	\$40,000	\$32,600
Lexipol Law Enforcement Policy Manual Updates DTBs	\$106,250	17%	\$12,400	\$93,850
Police Risk Management Funds	\$50,000	8%	\$25,000	\$25,000
Total Safety Services Expense	\$627,862	100%	\$297,942	\$329,920
Total Admin Budget	\$1,082,912		\$574,657	\$508,255
% of Total Admin Budget	58%		52%	65%

Northern California Cities Self Insurance Fund
Budget to Actual
As of June 30, 2015

	Budget 2014-2015			YTD Expended 2014-2015			Remaining 2014-2015			
	Total	WC	Liab	Total	WC	Liab	Total \$	Total %	WC	Liab
ADMIN BUDGET										
Administrative Revenue										
41010 Administrative Deposit - See Note 1	\$ 838,846	\$ 462,123	\$ 376,723	\$ 838,845	\$ 462,122	\$ 376,723	\$ 1	0%	\$ 1	\$ -
44030 Change in Fair Value - See Note 2	-	-	-	1,054	561	493	(1,054)		(561)	(493)
44040 Interest Income - See Note 2	-	-	-	12,307	10,098	2,209	(12,307)		(10,098)	(2,209)
44080 Risk Management Grants - See Note 3	-	-	-	91,532	91,532	-	(91,532)		(91,532)	-
Total Admin Revenue	\$ 838,846	\$ 462,123	\$ 376,723	\$ 943,738	\$ 564,313	\$ 379,425	\$ (13,360)	-2%	\$ (102,190)	\$ (2,702)
Administrative Expenses										
52101 Claims Audit	\$ 7,350	\$ 7,350	\$ -	\$ 10,500	\$ 10,500	\$ -	\$ (3,150)	-43%	\$ (3,150)	\$ -
52102 Financial Audit	27,000	13,500	13,500	26,100	13,050	13,050	900	3%	450	450
52103 Legal Services	10,000	5,000	5,000	12,961	6,480	6,481	(2,961)	-30%	(1,480)	(1,481)
52104 Actuarial Services	10,500	4,200	6,300	9,200	3,600	5,600	1,300	12%	600	700
52106 JPA Accreditation	-	-	-	5,850	2,925	2,925	(5,850)		(2,925)	(2,925)
52107 Fidelity Bonds	2,000	1,000	1,000	2,906	1,453	1,453	(906)	-45%	(453)	(453)
52109 Miscellaneous Consultants	5,000	2,500	2,500	-	-	-	5,000	100%	2,500	2,500
Total Admin Expenses	\$ 61,850	\$ 33,550	\$ 28,300	\$ 67,517	\$ 38,008	\$ 29,509	\$ (5,667)	-9%	\$ (4,458)	\$ (1,209)
Safety Services										
52200 Safety Service	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	\$ -
52201 Outside Training	30,000	15,000	15,000	19,938	9,969	9,969	10,062	34%	5,031	5,031
52202 Risk Mgmt Comm Mtg Expense	1,000	500	500	-	-	-	1,000	100%	500	500
52203 Police Risk Mgmt Comm Svcs	12,400	6,200	6,200	1,082	541	541	11,318	91%	5,659	5,659
52204 On Site Monthly Fee	178,140	104,230	73,910	165,677	82,839	82,838	12,463	7%	21,391	(8,928)
52207 Seminars and PARMA	72,600	40,000	32,600	15,500	7,750	7,750	57,100	79%	32,250	24,850
52208 Police Risk Mgmt Manual	96,500	6,500	90,000	97,763	-	97,763	(1,263)	-1%	6,500	(7,763)
52209 Safety Contingency	50,000	25,000	25,000	45,457	22,728	22,729	4,543	9%	2,272	2,271
52214 OCCUMED	18,000	18,000	-	18,000	18,000	-	-	0%	-	-
52215 Online Risk Management Services	14,000	7,000	7,000	24,907	12,453	12,454	(10,907)	-78%	(5,453)	(5,454)
52217 Wellness Optional	14,150	14,150	-	-	13,838	-	312	2%	312	-
Total Safety Services Expenses	\$ 486,790	\$ 236,580	\$ 250,210	\$ 402,162	\$ 168,118	\$ 234,044	\$ 84,628	17%	\$ 68,462	\$ 16,166

**Northern California Cities Self Insurance Fund
Safety Grant Historic Usage Report
As of June 30, 2015**

Member	ADA Grants Declared in FY 2009 Board Meeting 4/24/2009	Risk Management Grants elected to be retained in WC admin by members from their WC shared refund					Total funds available FY 2009 - FY 2014 for ADA grants and Risk Management Grants	Total Accrued through Last Update	Funds Available
		FY 2010	FY 2011	FY 2012	FY 2013	FY 2014			
Anderson	\$ 6,496.00	\$ 8,039.00	\$ 7,650.00	\$ 7,540.00	\$ 7,451.00	\$ 3,860.00	\$ 41,036.00	\$ 26,478.00	\$ 14,558.00
Auburn	6,397.00	-	-	8,098.00	-	-	14,495.00	6,397.00	8,098.00
Colusa	6,258.00	-	-	5,817.00	5,662.00	-	17,737.00	17,737.00	-
Corning	6,157.00	6,149.00	5,788.00	5,678.00	-	-	23,772.00	23,772.00	-
Dixon	6,592.00	-	-	-	10,379.00	-	16,971.00	11,762.47	5,208.53
Elk Grove	-	-	-	-	-	-	-	-	-
Folsom	16,732.00	62,977.00	-	61,737.00	61,566.00	32,328.00	235,340.00	183,661.00	51,679.00
Galt*	7,613.00	14,375.00	14,135.00	14,171.00	14,153.00	11,310.00	75,757.00	84,412.00	(8,655.00)
Gridley	6,144.00	6,391.00	-	6,507.00	6,476.00	5,152.00	30,670.00	6,144.00	24,526.00
Ione	-	-	-	-	-	514.00	514.00	-	514.00
Jackson	5,627.00	3,510.00	3,487.00	-	-	-	12,624.00	5,500.00	7,124.00
Lincoln	6,303.00	8,638.00	10,028.00	-	10,854.00	-	35,823.00	24,969.00	10,854.00
Marysville	6,758.00	-	-	-	-	-	6,758.00	731.00	6,027.00
Nevada City	5,665.00	-	-	-	3,618.00	1,896.00	11,179.00	5,665.00	5,514.00
Oroville	7,633.00	-	-	-	-	-	7,633.00	7,633.00	-
Placerville	6,883.00	-	-	-	-	9,048.00	15,931.00	6,883.00	9,048.00
Paradise	7,182.00	-	-	-	-	-	7,182.00	7,182.00	-
Red Bluff	7,339.00	12,860.00	12,493.00	12,290.00	-	-	44,982.00	44,982.00	-
Rio Vista	5,818.00	-	4,770.00	4,766.00	-	3,759.00	19,113.00	5,818.00	13,295.00
Rocklin	9,178.00	24,019.00	25,254.00	25,419.00	25,476.00	20,260.00	129,606.00	110,451.00	19,155.00
Willows	5,856.00	4,618.00	4,412.00	-	-	3,405.00	18,291.00	14,886.00	3,405.00
Yuba City	8,607.00	-	-	22,184.00	-	-	30,791.00	30,791.00	-
	\$ 145,238.00	\$ 151,576.00	\$ 88,017.00	\$ 174,207.00	\$ 145,635.00	\$ 91,532.00	\$ 796,205.00	\$ 625,854.47	\$ 170,350.53

*NOTE: Total accrued for City of Galt includes amounts expended by the City prior to June 30, 2015 and reimbursed by the pool in July 2015. The City of Galt elected for \$16,586 to be retained in the pool for risk management grant payments made in 2015-2016 fiscal year.



**BICKMORE RISK MANAGEMENT SERVICES,
ASSESSMENTS, & RECOMMENDATIONS**

INFORMATION ITEM

ITEM: Henri Castro from Bickmore Risk Services will present an overview of the services her firm provides NCCSIF members and update members on the progress made in meeting the goals established after their initial risk assessments. She will also review the attached scorecard summarizing member results and provide recommendations for improvement.

FISCAL IMPACT: None

RECOMMENDATION: Review current services, assessments and recommendations and consider when setting risk management goals.

BACKGROUND: Bickmore Risk Services was contracted to provide Risk Management Services to NCCSIF members beginning in 2011.

ATTACHMENT(S):

1. NCCSIF Risk Management Scorecard
2. PowerPoint Presentation - *handout at meeting*

WORKERS' COMPENSATION BEST PRACTICE CATEGORIES	Anderson	Auburn	Colusa	Corning	Dixon	Elk Grove	Folsom	Galt	Gridley	Ione	Jackson	Lincoln	Marysville	Nevada City	Oroville	Paradise	Placerville	Red Bluff	Rio Vista	Rocklin	Willows	Yuba City	
Aerial Lift Operations	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Aerosol Transmissible Diseases (ATD) Exposure Control	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Bloodborne Pathogens (BBP) Exposure Control	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Confined Space	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Emergency Response	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Ergonomic Injury Management	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Fire Department Operations (WC and GL)	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Fire Prevention Program	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Forklifts & Powered Industrial Trucks	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Hazard Communication Program	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Hearing Conservation Program	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Heat Illness Prevention Program	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Injury & Illness Prevention Program (IIPP)	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
LOTO & Hazardous Energy Control Program	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Parks & Recreation Operations (WC and GL)	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Personal Protective Equipment (PPE) Assessment Certification	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Police Department Operations (WC & GL)	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Respiratory Protection Program	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Return-To-Work -Transitional Duty Program	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Trenching & Excavation Operations	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Work Zone Safety	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Workers' Compensation Claims Administration	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●

GENERAL LIABILITY BEST PRACTICE CATEGORIES	Ander son	Auburn	Colusa	Corning	Dixon	Elk Grove	Folsom	Galt	Gridley	Ione	Jackson	Lincoln	Marys ville	Nevada City	Oroville	Paradise	Placer ville	Red Bluff	Rio Vista	Rocklin	Willows	Yuba City	
ADA Compliance	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Animal Control Services	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Auto & Fleet Liability	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Business Continuity	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Contractor Selection & Control	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Contractual Transfer of Risk	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Employment Practices Liability	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Information Technology	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Risk Management Program Overview	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Sewer Liability Management	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Sidewalk Liability Management	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Traffic Engineering	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Urban Forest Management	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●

PROGRAM COVERAGE	Anderson	Auburn	Colusa	Corning	Dixon	Elk Grove	Folsom	Galt	Gridley	Ione	Jackson	Lincoln	Marys ville	Nevada City	Oroville	Paradise	Placer ville	Red Bluff	Rio Vista	Rocklin	Willows	Yuba City	
Workers' Compensation Program	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
General Liability Program	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Aquatics Operations	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes
City Fire Department Operations	No	Yes	Yes	Yes	Yes	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes
Sewer Operations	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes



LOSS EXPOSURES & CLAIMS EXPERIENCE

INFORMATION ITEM

ITEM: Marcus Beverly with Alliant Insurance Services will present NCCSIF's current loss exposures related to the Liability and Workers' Compensation Programs, including personnel and payroll by job class. NCCSIF's claim results over the last ten years for both programs will also be summarized, with a focus on losses by department, coverage type, and causes.

FISCAL IMPACT: None.

RECOMMENDATION: Review exposure information and consider when providing input for setting risk management goals.

BACKGROUND: The Program Administrators regularly collect loss exposure data, such as payroll and number of employees, for program rating and underwriting purposes. York Risk Services maintains a database of member claims experience that includes loss causes and other demographic information that can be used for risk management purposes.

ATTACHMENT(S): Loss Exposures and Claims Experience Analysis - *handout at meeting*



DISCUSS CURRENT PRACTICES AND GOALS

ACTION ITEM

ITEM: Time is set aside for members to review the material presented thus far and provide feedback and direction to the Program Administrators and consultants regarding NCCSIF Risk Management programs, services, funding and goals, with a focus on what members would like to accomplish over the next 2-3 years. Questions to consider include:

- What are we doing well?
- What do we need to improve?
- Are we prioritizing risks appropriately and effectively?
- Should we change the mix of services we are providing?
- What results do we hope to achieve in the next 2-3 years?
- What new or increasing risk exposures are members facing?
- How do we assist members in improving their risk management programs?
- How do we encourage more participation?

FISCAL IMPACT: None.

RECOMMENDATION: Provide ideas, recommendations and goals for NCCSIF's risk management programs, services and funding.

BACKGROUND: Members have traditionally funded a variety of risk management services and programs to meet member needs and to fulfill NCCSIF's mission:

The Northern California Cities Self Insurance Fund, or NCCSIF, is an association of municipalities joined to protect member resources by stabilizing risk costs in a reliable, economical and beneficial manner while providing members with broad coverage and quality services in risk management and claims management.

ATTACHMENT(S): None



PROPOSED POLICIES - BEST PRACTICES & SCORECARD

ACTION ITEM

ITEM: NCCSIF has a set of Risk Management Policies covering various topics and loss exposures that have been developed over the course of the last twenty years. A number of the policies dealing with specific loss exposures, including Sidewalk Maintenance and Sewer Overflow and Backup response, need to be revised. However, over the last three years NCCSIF members have agreed to a process of Risk Management Assessments that include the areas addressed in the current Policies as well as criteria for a wider variety of risks. Members engaged Bickmore Risk Services to conduct the assessments and provide assistance in achieving the criteria.

Rather than update each of the current policies that deal with individual topics or exposures, Bickmore and the Program Administrators have discussed replacing the current set of Policies with the more comprehensive and up to date criteria and best practices being used in the assessments. The current assessment criteria can be condensed and tailored for NCCSIF members before final adoption.

The goal is to have one Risk Management Policy that incorporates the current Policies, the additional loss exposures and best practices being used in the assessments, and any additional exposures or practices to be assessed after review and feedback from the members, consultants, and Program Administrators.

FISCAL IMPACT: None.

RECOMMENDATION: Provide direction to replace the current set of Risk Management Policies with the framework and criteria currently being used by Bickmore Risk Services in conducting member risk assessments, after review and revision to customize to NCCSIF members.

BACKGROUND: NCCSIF first established Risk Management Policies, beginning with Use of Public Facilities (for Special Events), in the mid-90's, and has updated and/or added to the policies since that time, with the most recent addition related to risk management assessments added in 2011.

ATTACHMENT(S):

1. Current Risk Management Policies - Table of Contents
2. Current Risk Assessment Questions and Criteria

NCCSIF RISK MANAGEMENT POLICY AND PROCEDURES

TABLE OF CONTENTS

P & P NUMBER	SUBJECT	LAST REVISION	TYPE
RM-1	Compliance with Risk Management Standards	06/14/96	Mandatory
RM-2	Driving Standards	04/24/09	Mandatory
RM-3	Sidewalk Maintenance Liability Standards	01/11/08	Advisory
RM-4	Use of Public Facilities	01/11/08	Advisory
RM-5	Unlawful Harassment Policy	04/15/10	Mandatory*
RM-6	Approval of Coverage for Skateboard Parks	12/19/08	Mandatory
RM-7	Pool Operation	01/14/10	Advisory
RM-8	Development and Operation of Bicycle Parks	10/24/03	Mandatory
RM-9	Model Sewer Overflow and Backup Response	04/28/06	Advisory
RM-10	Risk Management Committee Composition and Duties	09/02/10	Mandatory
RM-11	Risk Management Committee Review of Member Risk Assessments	06/23/11	Mandatory

* While every member **must** have a harassment policy in place, the sample policy included is advisory only.

NCCSIF

Risk Management Assessment Questions

1. Risk Management Program Overview

1. Does the City have a dedicated full-time Risk Manager?
2. Does the City conduct an annual or biennial loss analysis of its liability claims to identify areas of greatest loss and loss trends?
3. Does the City conduct an annual or biennial loss analysis of its workers' compensation claims to identify areas of greatest loss and loss trends?
4. Does the City develop an annual risk control plan, with specific measurable goals, based on the loss analyses, the actuary projections, and/or the safety committee's input?
5. Does the City maintain a budget line item to fund its risk management and risk control activities?
6. Is an annual risk management/risk control report provided to the City Council that provides a summary of the City's loss analyses and risk control plan performance?
7. Does the City make full use of its pool's risk management and risk control services? Services such as:
 - Pool-sponsored training opportunities
 - The City's risk control service allotment
 - Pool governing meetings
8. Has a risk management audit, other than this one, been conducted for the City within the last three years?

2. Aerial Lift Operations

1. Does the City have an inventory of its aerial devices?
2. Does the City provide training conducted by a qualified instructor in accordance with the equipment manufacturer's recommendations for employees who operate aerial devices?
3. Is the training documented, and does the documentation include the date of the training, some form of identification of those who attended, the name of the training, and an outline of the training program?
4. Does the City provide the required personal protective equipment such as body harnesses, lanyards, and hard hats for use when operating aerial lift devices?
5. Does the City require and document the completion of a pre-shift operational inspection of all aerial devices and equipment and the operational environment?
6. Is the documentation of the pre-shift inspections maintained for a 12-month period?
7. Does the City enforce the safe use of its aerial devices, including positioning of the equipment and the use of personal protective equipment?
8. Were employees observed operating the aerial device in a safe manner?

3. Aerosol Transmissible Diseases (ATD) Control

1. Has the City conducted an assessment of its operations to determine which employees are performing tasks that pose an occupational exposure to ATDs (i.e. Fire, Police)?
2. Has the City developed a written ATD prevention program for those employees with an occupational exposure to ATDs (i.e. referring employer procedures for police and/or exposure control plan for fire)?
3. Does the City offer required vaccinations and annual TB tests to employees included in the program?
4. Does the City provide the appropriate respiratory protection at no cost to the exposed employees?
5. Does the City conduct annual training about the effects of ATDs, the purpose of control measures, and post-exposure procedures?

6. Do the City's ATD procedures include department-specific information for the required elements (i.e. referring employer procedures for police and/or exposure control plan for fire)?
7. Does the City retain the required program records?
 - Training records
 - Medical records
 - Incident records
 - Respiratory protection records
 - ATD annual procedures review
8. Does the City review the ATDs procedures on an annual basis and conduct periodic assessments when there are changes in workplace operations?

4. Americans with Disabilities Act (ADA) Compliance

1. Has the City completed a self-evaluation of its programs and facilities with regard to its ADA compliance?
2. Does the City have a documented process to ensure all new construction, alterations, and additions meet current accessibility standards?
3. Has the City completed a transition plan to bring its noncompliant programs and facilities into compliance with the requirements of the Americans with Disabilities Act?
4. Does the City have a documented process to ensure all its existing and new programs and services are checked for accessibility?
5. Has the City developed a procedure for the filing of complaints related to compliance with the Americans with Disabilities Act?
6. Has the City designated a qualified individual to coordinate compliance with the Americans with Disabilities Act?
7. Does the City have a line item in the budget for making prioritized improvements related to the Americans with Disabilities Act? **NCCSIF RM Fund Program**

5. Animal Control Services

1. Is there a process to alert City employees of any known animals on a customer's premises and how they can report problem animals?
2. Does the City have written procedures for animal handling, care, and retention?
3. Have all Animal Control Services employees and volunteers been trained regarding proper animal handling techniques, animal care, and retention procedures?
4. Is animal control training documented, and does the documentation include the date of the training, some form of identification of those who attended, the name of the trainer, and an outline of the training program?
5. Do Animal Control Services employees and volunteers have sufficient animal handling and care equipment?
6. Are euthanasia drugs kept in a locked storage cabinet or secure area with limited access?
7. Have all Animal Control Services employees who carry firearms completed training in compliance with PC 832?
8. If the Animal Control Services personnel carry handguns, is the department under the supervision of the Police Department?

6. Automobile & Fleet Liability

1. Does the City have a written and dated fleet safety and driving program that establishes, at a minimum, vehicle use, vehicle selection and maintenance, driver selection criteria, and what constitutes acceptable and unacceptable driving records? **See NCCSIF Sample Policy**
2. Does the City regularly review its fleet safety and driving program to ensure it is current and effective?
3. Does the City have 15-passenger vans, and if so, are drivers appropriately trained as recommended by the National Highway Traffic Safety Administration?
4. Is there a plan in place to retire the use of 15-passenger vans?
5. Are Department of Motor Vehicle records obtained and reviewed, and are negative records addressed for all employees authorized drive motor vehicles on City business?
6. Is safe driving listed as a requirement in position descriptions for jobs that require significant driving?
7. Are affected employees and supervisors trained on the City's fleet safety and driving policy and procedures at hire and annually thereafter?
8. Are employees required to pass a documented driver training program before being allowed to operate vehicles or equipment on behalf of the City?
9. Are there written procedures for vehicle and equipment maintenance that require the sign-off of all work performed?
10. Does the City select vehicles and equipment based on specific use needs and safety features and then include these in purchase specifications?
11. Are drivers required to complete documented vehicle and equipment inspections?
12. Does the City have a process in place to record and monitor overall fleet, driver, and vehicle-related accidents?
13. Are vehicle accidents and incidents required to be reported?
14. Is there a written drug and alcohol testing program in place for covered drivers?
15. Were employees observed wearing seat belts?

7. Blood Borne Pathogens & Exposure Control Plan

1. Does the City have a written blood borne pathogens exposure control plan (BBP ECP) consistent with Cal/OSHA requirements to prevent and minimize occupational exposure to blood borne pathogens (this term includes potentially infectious materials)?
2. Has the City identified all positions that have occupational exposure to blood borne pathogens?
3. Is there a process in place to identify and select appropriate engineering controls to reduce or eliminate exposures to blood borne pathogens?
4. Are all employees and volunteers whose duties expose them to blood borne pathogens trained on the City's BBP ECP at hire, annually thereafter, and when changes are made to the exposure control program or potential hazard exposures?
5. Does the training include how exposure can occur, personal protective equipment use and care, how to identify biohazard waste containers, how blood borne diseases are transmitted, first aid response for exposures, how to report exposures and obtain medical care, an explanation of hepatitis B vaccinations, and other topics required by the Cal/OSHA standard?
6. Is appropriate personal protective equipment provided to employees and volunteers to protect against occupational exposure to blood and body fluids?

7. Has the City established a committee or designated a person to be responsible for selecting control equipment, implementing the program, distributing the equipment and information, and training employees on the use of new products where appropriate?
8. Is there a process for ensuring compliance with the exposure control program, evaluating engineering controls, and evaluating workplace controls?
9. Is the pre-exposure hepatitis B vaccination series offered to all potentially exposed employees free of charge at hire or when first assigned to positions with potential exposure to blood borne pathogens?
10. Are employees required to sign a consent/waiver form to document their hepatitis B vaccination acceptance or declination?

8. Business Continuity Plan

1. Has management acknowledged the importance of business continuity by providing the time and materials needed to develop and maintain a business continuity plan?
2. Is there a comprehensive written business continuity or disaster recovery plan in place?
3. Does the City back-up its digital data and store the backed-up data off premises?
4. Has the City developed mutual aid agreements with one or more similar organizations?
5. Does the City ensure an attorney-review prior to signing the mutual aid agreements?
6. Does the City routinely review its business continuity plan to ensure it is functional and current?

9. Confined Space Entry Program

1. Has the City evaluated its facilities to identify confined spaces under its control and then evaluated those identified confined spaces to determine where an entry permit is required?
2. Has the City developed a written confined space entry program for its confined spaces consistent with Cal/OSHA requirements?
3. Has the City labeled those confined spaces that require a permit and restricted access to authorized personnel?
4. Have pre-entry testing methods been established for the identified confined spaces?
5. Is appropriate equipment (such as respirators, rescue equipment, and other personal protective equipment appropriate to the hazards) provided, and is its use enforced?
6. Does the City have a blower, fan, or other appropriate equipment to remove the toxic gases from confined spaces prior to entry?
7. Have lockout/tagout procedures, such as lockout, line blanking and bleeding, and disconnecting and securing of equipment to isolate the confined space from service prior to entry been established?
8. Have employees been trained regarding their responsibilities as attendant, entrant, supervisor, and rescuer; and does that training include discussion of all potential hazards likely to be encountered in confined spaces?
9. Has the City established written procedures for entering permit-required confined spaces?

10. Contractor Selection & Control

1. Does the City have a contractor selection process for reviewing references, site checks, insurance, loss history (where practical), Cal/OSHA citation history, and license verification for general contractors and all subcontractors?
2. Are all contractor bid submissions required to contain specific safety plans for the protection of people and property from equipment, construction, or other activities?
3. Are contractors obligated to accept responsibility for clean up and debris removal at work sites to reduce the potential for injury and/or property damage?

11. Contractual Transfer of Risk

1. Does the City have contractual transfer of risk guidelines that include one or more provisions for indemnification and insurance requirements? **See NCCSIF Sample Policy**
2. Does the City require the provision of a certificate of insurance, an additional insured endorsement, and other policy endorsements?
3. Does the City have contractual transfer of risk requirements for minimum coverages?
4. Does the City have contractual transfer of risk guidelines that include insurance requirements for contractors and subcontractors based upon the exposures generated by the contract?
5. Does the City have contractual transfer of risk guidelines that include language specifically relating a requirement for "Best's Ratings"?
6. Does the City have contractual transfer of risk guidelines that include language specifically relating a requirement that insurers be "admitted" in California?
7. Does the City have contractual transfer of risk guidelines that require contractors' and subcontractors' insurance policies include a severability of interest, cross liability clause, or equivalent wording?
8. Does the City have contractual transfer of risk guidelines for special events?
9. Does the City have contractual transfer of risk guidelines that require, unless otherwise not available, insurance coverage must be "occurrence" based rather than "claims made"?
10. Does the City have contractual transfer of risk guidelines that require a sufficient "tail" when "claims made" coverage is accepted?
11. Does the City have contractual transfer of risk guidelines that require the City be provided with 30 days written notice prior to cancellation or expiration of the policy or reduction in coverage?
12. Has the City designated a qualified person to review bid submissions and contracts to ensure they include indemnification and insurance provisions, such as insurance certificates and policy endorsements?
13. Does the City have a formal system in place to ensure all contractors and subcontractors maintain the required insurance in force during the entire term of their contracts?
14. Does the City include its indemnification and insurance requirements on all bid specification and requests for proposals?
15. Does the City ensure all contract and transfer of risk language is reviewed and approved by legal counsel to ensure the City is adequately protected, and risks are transferred or shared as intended?
16. Do the City's hold-harmless/waiver of liability agreements contain details that disclose, to the extent possible, the exposure to injury related to each activity?
17. Does the City, when applicable, require adult signatures for hold harmless or waiver of liability agreements if an activity participant is a minor?
18. Are the City's "contractual transfer of risk requirements" written and compiled into a contractual transfer of risk guidelines manual that is available to all personnel involved in the forming contracts on the City's behalf?

12. Emergency Response & Management

1. Has the City developed a comprehensive, written emergency response and management plan?
2. Does the City's emergency response and management plan address all potential emergency situations and adverse events that could affect the City and its facilities?
3. Has the City implemented procedures to mitigate its losses in the event of an emergency?
4. Has the City conducted employee training to ensure employees are aware of their responsibilities and response procedures?

5. Is the emergency response and management system tested on a routine basis?
6. Is the City's command center located such that it can be accessed regardless of the nature of an emergency?
7. Has the City provided necessary personal protective equipment for its response teams?
8. Has the City stored supplies in a secure and accessible location or made arrangements to provide the supplies necessary to sustain its employees for at least three days?

13. Employment Practices Liability

1. Does the City have comprehensive, written personnel policy manual?
2. Has the City's comprehensive, written personnel policy manual been updated within the past two years by an employment practices liability legal professional?
3. Are all employees provided with a copy of the City's personnel policies at hire and whenever changes are made?
4. Does the City have a full-time human resources professional?
5. Does the City conduct harassment prevention training for all employees at hire and on an annual basis thereafter with special training for managers and supervisors?
6. Does the City have written protocols for reporting and investigating alleged workplace wrongdoing?
7. Has the City taken steps to comply with HIPAA, monitor its continued compliance, and to otherwise protect sensitive personnel information?
8. Has the City complied with all posting requirements (including those mandated by the Department of Industrial Relations and Department of Labor posting requirements)?
9. Does the City have written job descriptions for all jobs, and are those descriptions reviewed at least every 24 months?
10. Does the City have a written policy regarding performance evaluations?

14. Ergonomic Injury Management

1. Has the City developed a written ergonomic injury and illness prevention program based on the causes of ergonomic injuries and identified tasks?
2. Has the City identified positions that are at risk from ergonomic injuries or illnesses?
3. Has the City used a variety of sources to analyze the causes of known and/or potential ergonomic injuries and illnesses?
4. Does the City proactively look for signs of potential musculoskeletal problems in the tasks performed by employees or employee-reported symptoms and discomfort?
5. Are employees and supervisors trained to recognize and control potential ergonomic risks related to musculoskeletal disorders?
6. Has the City developed controls to minimize the exposures in high-risk positions or tasks?
7. Are the implemented controls later evaluated to determine if they effectively minimize or prevent musculoskeletal disorders?
8. Is there a procedure in place to effectively handle complaints of symptoms that may be related to musculoskeletal disorders?
9. Does the City refer injured workers to health-care providers that have knowledge of and training in treating musculoskeletal disorders?
10. Are ergonomic principles used in the workplace design process to minimize risk factors?

15. Fire Department Operations

1. Has the fire department designated a person to be accountable for effectively implementing and maintaining the City's Injury and Illness Program (IIPP) within the Fire Department, coordinating the Fire Department's IIPP activities with the City's IIPP coordinator, and providing the City's IIPP coordinator with reports of the Fire Department's safety inspection, accident investigation, and training activities?
2. Has the Fire Department developed written standard operating procedures regarding non-emergency response operations; emergency response operations; use of private vehicles for emergency response; as well as, vehicle inspection and maintenance (including frequency)?
3. Is documented training provided, and checked annually for the following:
 - Firefighter
 - Driver/operator
 - Rescue technician
 - Fire officer
 - Live fire training
 - First responder for hazardous materials spill response
4. Does the Fire Department provide documented vehicle-specific training prior to permitting employees and/or volunteers to operate its vehicles, and is this training repeated on a routine basis?
5. Has the Fire Department developed written respirator protection procedures that are compliant with the City's respiratory protection program and Cal/OSHA requirements?
6. Regarding the use of SCBA devices:
 - Is the air verified Grade D;
 - Are personnel assigned to fill the tanks trained to operate the cylinder filling apparatus;
 - Is appropriate protection provided for those filling the SCBA cylinders;
 - Is the SCBA cylinder-filling equipment inspected routinely by a contracted qualified technician; and
 - Are records maintained regarding the age of the cylinders, the dates and times filled, the dates and times of inspections, and the date of the last hydrostatic testing?
7. Does City use a personal alert safety system?
8. If the City conducts confined space rescue, does it maintain one or more designated and appropriately trained confined space rescue teams?
9. Does the City provide and ensure the proper maintenance of equipment that is appropriate for entering IDLH atmospheres?
10. Does the City provide the equipment necessary for assigned personnel to carry out their responsibilities as identified in the confined space rescue program?
11. Are practice rescue drills conducted with those organizations to which the City has agreed to provide rescue assistance?
12. Are follow-up meetings held after rescues are conducted?
13. Are training exercises designed to minimize repetitive motion and cumulative trauma injuries?
14. Are mechanical aids or special procedures used for rolling hose to minimize effort?
15. Is a wellness program in place to encourage flexibility, strength, and fitness?
16. Are firefighters trained at least annually regarding the skills necessary for their specialized units?
17. Is the equipment appropriate to the specialized task issued and properly maintained?
18. Is appropriate protective clothing and equipment available or issued?

16. Fire Prevention Program

1. Has the City developed a written fire prevention program?
2. Has the City designated a person responsible for the oversight of its fire prevention program?
3. Has the City developed a “hot work permit” procedure?
4. Has the City developed protocols to be followed whenever a facility’s fire protection system is not functional?
5. Does the City conduct documented housekeeping inspections to ensure compliance with its fire prevention program?
6. Does the City provide documented employee training to ensure employees comply with its fire prevention program?

17. Forklifts & Powered Industrial Trucks

1. Does the City have an inventory of its powered industrial trucks (Classes 1 through 7)?
2. Does the City documented provide training for those employees authorized to operate powered industrial equipment, and is that training completed by a qualified powered industrial truck training instructor?
3. Does the City provide documented refresher training by a qualified instructor and re-certify its powered industrial truck operators every three years?
4. Does the training include operating rules?
5. Is the Cal/OSHA Powered Industrial Truck guidelines poster displayed in powered industrial truck parking area?
6. Does the City ensure powered industrial truck drivers perform a documented daily pre-shift safety inspection of operated powered industrial trucks?
7. Are the pre-shift inspections documents maintained for a 12-month period?
8. Were employees observed operating powered industrial trucks in a safe manner?
9. Were powered industrial trucks parked safely when not in use?
10. Were observed powered industrial truck equipped with a legible capacity plate issued by the manufacturer?

18. Hazard Communication Program

1. Does the City have a written hazard communication program?
2. Does the City complete documented hazard communication training for all employees upon hire, whenever a new hazard is introduced to the workplace, and upon placement in new job?
3. Does the City have an inventory listing of its hazardous materials that is no more than 12-months old?
4. Does the City have a system in place to manage its material safety data sheets (MSDS), and ensure all MSDS are current on all its hazardous materials?
5. Does the City provide labels for use on secondary containers or otherwise ensure secondary containers are labeled when hazardous materials are transferred out of the original packaging?
6. Have those persons responsible for purchasing materials on behalf of the City been instructed in the hazard communication program, and are they required to ensure the materials are located on a list of approved materials prior to placing the order?
7. Does the City prohibit employees from bringing hazardous materials to the workplace until they have submitted a request for the materials, submitted MSDS for review, and received approval for the materials’ use?
8. Does the City review its hazard communication program on an annual basis, and update it as necessary?

19. Hearing Conservation Program

1. Has the City conducted a noise survey to determine if there are operations or equipment at or above 85 dBA averaged over an eight-hour period (i.e. the action level)?
2. Has the City developed a hearing conservation program for employees with exposures at or above 85 dBA averaged over an eight-hour period?
3. Does the City provide a selection of hearing protectors at no cost to employees exposed to noise levels at or above 85 dBA averaged over an eight-hour period?
4. Does the City conduct annual documented training about the effects of noise on hearing, the purpose of hearing protectors and how to use them, and the purpose of audiometric testing for employees exposed to noise levels at or above 85 dBA averaged over an eight-hour period?
5. Does the City use engineering or administrative controls to reduce employee exposures at or above 90 dBA as an eight-hour time weighted average?
6. Does the City provide baseline and annual audiometric tests for employees exposed to noise levels at or above 85 dBA averaged over an eight-hour period?
7. Does the City retain the required program records?
8. Employee exposure monitoring records (2 years minimum)
9. Audiometric test records (duration of employment plus 30 years)
10. Does the City review its hearing conservation program on an annual basis and conduct periodic noise surveys when there are changes in workplace operations or equipment?

20. Heat Illness Prevention Program

1. Does the City have a written heat illness prevention program consistent with Cal/OSHA requirements to prevent and minimize occupational exposure to high-heat work environments?
2. Has the City identified all positions that have occupational exposure to high-heat working conditions?
3. Has the City established a process to ensure those employees who work in high heat have access to shade and the required quantities of clean cool water?
4. Does the City conduct documented heat illness prevention training at hire and annually thereafter for those managers and supervisors with oversight responsibilities for affected employees to ensure they understand their responsibilities and how to monitor the weather and environmental conditions?
5. Does the City conduct documented heat illness prevention training for affected employees prior to exposing them to hot work environments and annually thereafter?
6. Has the City developed procedures for working in high-heat conditions, monitoring the weather, and accessing emergency services?

21. Information Technology

1. Has the IT Department implemented controls and systems to provide data security?
2. Does the IT Department have systems in place to provide for the recovery of data?
3. Is critical data backed up on a daily basis?
4. Is backed-up data stored at a secure, off-site location?
5. Is anti-virus software provided on all computer equipment?
6. Are virus definitions updated at least daily?
7. Is the system scanned for viruses at least weekly?
8. Has the e-mail server been configured so it cannot be used as an SMTP relay?

9. Does the City monitor the applications installed on individual user workstations?
10. Is employee access to network resources from home restricted to specific authorized personnel and protected via the use of a VPN system or other secure means?

22. Injury & Illness Prevention Program

1. Does the City have a written injury and illness prevention program (IIPP)?
2. Is the program coordinator position currently occupied by a person with the authority to administer and enforce the program?
3. Does the City provide an effective means for employees to anonymously report safety hazards and/or concerns?
4. Does the City have one or more methods to regularly communicate safety concerns and safety-related information to employees?
5. Does the City have one or more active safety committees?
6. Are agendas and minutes prepared for each safety committee meeting?
7. Has the City developed methods to enforce safety rules and regulations?
8. Does the City use training or other means to ensure employees are aware of safe policies, programs, procedures, and task methods?
9. Does the City have a current training matrix that cross-references the training requirements for each of its employment classifications?
10. Is each training session documented with the date, topic title, topic description, speaker name and qualifications, and a list of the attendees?
11. Does the City use a database to track the training provided to each individual employee?
12. Does the City conduct investigations to determine the root causes of injuries, illnesses, property losses, and near miss incidents?
13. Does the City use a formal, written accident investigation form approved by the City's attorney that captures the information required by Cal/OSHA?
14. Does the City provide routine documented training to management, supervisors, and employees regarding the purpose of the incident investigation procedure and how to conduct investigations that result in root cause identification?
15. Does the City conduct routine documented safety inspections?
16. Are persons responsible for conducting the safety inspections trained to ensure they recognize unsafe, unhealthful, and/or non-compliant conditions and behaviors?
17. Has the City developed customized inspection forms for each department to guide the inspector in the completion of the inspection and to ensure the inspector covers all areas on a consistent basis?
18. Are unacceptable conditions and/or behaviors given a priority for correction and are work orders or some other identification system used to allow for the tracking of corrective actions?
19. Does the City maintain the required records to document its IIPP activities?
20. Does the City maintain a Cal/OSHA Form 300 log and update it within seven calendar days of each recordable incident?
21. Does the City create and post its annual Injury and Illness Report (Cal/OSHA Form 300A) at each of its record-keeping establishments during February, March, and April every year?
22. Are managers and supervisors held accountable for the completion of their safety duties as part of their performance review?

23. Lockout-Tagout & Hazardous Energy Control Program

1. Does the City have a written hazardous energy/ lockout tagout (LOTO) program that addresses all sources of energy as required by Cal/OSHA?
2. Has the City identified the employees to be trained and has the City conducted the initial and annual refresher training specified in the standard for authorized employees, affected employees, and all other employees?
3. Has the City provided the equipment necessary to lockout, tagout, and/or blockout the types of hazardous energy encountered in its facilities and equipment?
4. Do supervisors and/or managers conduct routine inspections to ensure employees are complying with the City's lockout/tagout procedures?
5. Does the City document its training and compliance inspection activities?
6. Does the City share its LOTO program and procedures with outside contractors and require those contractors to share their LOTO program and procedures with the City?
7. Does the City discipline employees for failure to comply with the LOTO procedures?
8. Has the City developed written LOTO procedures for specific hazardous processes, machinery, and/or equipment to ensure employees are aware of how and where to apply lockout, tagout, and blockout devices to effectively control energy sources?
9. Has the City labeled each piece of equipment and machinery to identify the locations where lockout, tagout, and/or blockout devices should be applied?
10. Does the City hold its supervisors and managers accountable as part of their annual performance reviews for the completion of employee LOTO training sessions, LOTO compliance inspections, and corrective actions?

24. Parks & Recreation Operations

1. Are users of the City's park facilities, services, and programs required to sign waivers of liability, agree to indemnify the City for damages, and provide proof of liability insurance?
2. Are there waivers on file for all minors using the skateboard park?
3. Has the City installed signs at park entry points that stipulate its park use rules; at all playground areas to indicate the age-appropriateness of the equipment, the advisability of adult supervision, and safe use rules; at pool facilities that stipulate its use rules; and at skate park entry points that stipulate the required personal protective equipment that must be worn and the use rules?
4. Does the City have a formal process for evaluating risks associated with new programs, procedures, and major park or recreation equipment purchases?
5. Does the City have a mechanism in place to ensure all volunteers and employees are screened according to current state requirements and are trained in mandated reporting requirements?
6. If the City operates one or more swimming pools or aquatic centers, are those facilities under the management of trained and certified pool managers, and do those facilities comply with state health and safety requirements? **NCCSIF Policy**
7. If the City transports program participants within the City or on trips using City-owned or contract carriers, do those drivers and vehicles comply with the City's fleet safety program?
8. Has the City established a written playground liability program that contains an inventory of current playground equipment and describes the City's playground inspection and maintenance procedures?
9. Has the City provided separate playground/equipment areas for differing age groups and provided age-appropriate equipment in each of those areas?
10. Has the City provided documented training to all personnel responsible for inspecting and maintaining its playground equipment?

11. Does the City regularly contract with a Certified Playground Safety Inspector to review its playground liability program and its playground equipment to ensure the program is effective, the playground equipment appropriate, and the playground equipment properly maintained?
12. Has the City adopted a skateboard park ordinance?
13. Is there documentation of routine and consistent enforcement of skateboard park rules, such as the wearing of a helmet, elbow pads, and knee pads? **NCCSIF Policy**

25. Personal Protection Equipment

1. Has the City conducted a hazard assessment to determine if PPE is required per the CCR Title 8, 3380 PPE regulations (head, eyes, face, hands, feet, and body)?
2. Has the City certified the assessment with the date(s) of the assessment and who performed the assessment?
3. Does the City have a process in place to select appropriate PPE according the regulations
4. Has the City conducted training for exposed employees on the following:
 - What type of PPE is required
 - When to wear the required PPE
 - How to put on, adjust, wear, and remove PPE
 - The limitations of the PPE
 - Proper care and maintenance
 - How to discard contaminated PP

26. Police Department Operations

1. Does the Police Department have a comprehensive General Orders Manual?
2. Does the Police Department utilize a police legal specialist to review and update its policies and procedures, and is the review conducted at least annually? **Lexipol**
3. Does the Police Department require a written report after every use of force incident, a review of each use of force incident, and an annual review of all use of force incidents?
4. Does the Police Department conduct specific use of force training on a routine basis?
5. Does the Police Department require a written report after every vehicle pursuit, conduct post-incident reviews of vehicle pursuit incidents, and conduct annual reviews of all vehicle pursuit incidents?
6. Does the Police Department provide documented training at time of hire and routinely thereafter for its full-time and reserve officers regarding:
 - The policies and procedures in its General Orders Manual;
 - The City's employment policies and procedures, such as workplace harassment, discrimination, and retaliation prohibition; and
 - Defensive driving?
7. Does the Police Department have a written selection and hiring procedure for the selection, hiring, and retention of competent full-time and reserve officers?
8. Has the Police Department designated a person to be responsible for the investigation and documentation of officer-involved incidents to determine the facts and provide information for the defense of civil claims?
9. Does the Police Department investigate and conduct post-incident reviews of each vehicle accident, and is an annual review of all vehicle accident conducted to identify trends and needed corrective actions?
10. Does the Police Department conduct post-incident critiques involving critical incidents such as SWAT, explosive devices, and hostage/barricaded subject incidents?
11. Does the Police Department use audio-visual recording technology to provide defense against alleged police misconduct claims? **NCCSIF Funding**

12. Does the Police Department have facilities/space dedicated solely to the police function; does it ensure other City employees and non-City personnel cannot enter without authorization; and does it provide escorts for all non-police personnel when those persons are within the police facilities?
13. Does the Police Department require officers to complete documented pre-shift inspections of their assigned vehicles, and are routine documented maintenance activities completed to ensure safe vehicle operating conditions?
14. Does the Police Department equip patrol service vehicles with basic items for the performance of emergency and routine duties, and is there a procedure for replacing this auxiliary equipment when it wears out or malfunctions?
15. Does the Police Department ensure special use vehicles meet safety and equipment standards established for those vehicles?
16. Does the Police Department ensure patrol vehicles are properly marked; have some form of retro-reflective tape for night time visibility; and, if used to transport detainees, are equipped with a shield between the front seat and back seat area?
17. Does the Police Department conduct documented Department of Motor Vehicle record checks for all drivers at the time of hire and annually thereafter?
18. Does the Police Department comply with all POST requirements in regard to the completion of a basic academy and have a formal field officer training program?
19. Does the Police Department complete and document a performance evaluation of each employee at least annually?
20. Does the Police Department issue individual protective body armor, safety goggles, hearing protectors, and other necessary personal protective equipment to all sworn personnel whether full-time or reserve?
21. Has the Police Department established selection criterion for use when selecting personnel for special teams?
22. Does the Police Department ensure special teams are supervised by personnel with appropriate training and experience?
23. Does the Police Department have a code of conduct, and is it periodically reviewed and updated?
24. Does the Police Department have a citizen/personnel complaint procedure in place that documents complaints?
25. Does the Police Department have an emergency call-back program in place to marshal additional resources when needed?

27. Respiratory Protection Program

1. Has the City conducted an exposure assessment of all its work environments and activities to identify when respiratory protection is required to prevent exposures to airborne contaminants?
2. Has the City developed and established a written respiratory protection program?
3. Does the City ensure all employees required to wear a respirator are medically evaluated?
4. Does the City provide the required employee training prior to initial respirator use and annually thereafter?
5. Does the City conduct annual fit tests for all the types of respiratory protection provided to its employees?
6. Does the City have site-specific respirator cleaning, disinfection, inspection, and storage procedures?
7. Does the City have a respirator cartridge change schedule for those tasks/operations where air-purifying respirators are in use?
8. Does the City retain records as required:
 - Employee exposure assessments
 - Medical evaluations
 - Fit testing

- Training
 - Program review
9. Does the City review the respiratory protection program on a regular basis and conduct periodic assessments to identify any changes that would affect the program?

28. Return-to-Work & Transitional Duty Program

1. Does the City have a written policy making use of alternate transitional duty and return to work a requirement for all lost time injuries?
2. Has the City designated a transitional duty/return-to-work coordinator?
3. What percentage of the City's lost time cases are returned to work in full or modified duty within 10 days?
4. Are alternate transitional duty positions developed based on the specific physical limitations set by the treating physician and the physical demands specified in the job descriptions?
5. Are alternate transitional duty positions re-evaluated following each doctor visit to ensure the alternate transitional duty meets the medical restrictions imposed by the treating physician?
6. Does the City require managerial and supervisory personnel to participate in initial and routine refresher training regarding the City's return-to-work program?
7. Does the City advise employees at hire and routinely thereafter of its return-to-work program?
8. Is employee acceptance of alternate transitional duty or permanent return optional?
9. Are periodic job performance evaluations, comparable to those conducted for other employees, performed while an employee is participating in the alternate transitional duty program?
10. Have treating physicians/clinics been informed of the City's return-to-work program and have agreements been reached that ensure the treating facility contacts the City before prescribing time off?
11. Are alternate transitional duty positions identified and offered within three days of the employee being released to restricted duty?
12. Are alternate transitional duty assignments offered in writing and are employees required to sign the document as a means of verifying the offer and the employee's acceptance or refusal?

29. Sewers Liability Management

1. Does the City know the frequency and cost of its sewer-related general liability claims?
2. Does the City have a written program that stipulates its sewer management procedures, such as a sewer system management plan? **Replace NCCSIF Advisory Policy**
3. Does the City annually review and update its sewer system management plan?
4. Does the City provide and document employee training regarding its sewer system management plan?
5. Have procedures been developed that provide for scheduled inspection and maintenance activities?
6. Does the City document all its sewer system inspections and maintenance activities?
7. Has the sewer system been mapped and video recorded to identify problem areas such as at-risk connections?
8. Has the City established a public education program to minimize sewer backups?
9. Is there a written procedure in place for the timely mitigation of sewer backups?
10. Have employees been trained in sewer backup response methods that reduce the risk of liability claims against the City?
11. What is the response time to reports of sewer backups?
12. Does the City have a 24-hour "on call" response for sewer emergency calls?
13. Has the City adopted an ordinance requiring backflow devices on all properties and transferring responsibility for operation and maintenance of those devices, side laterals, and cleanouts to property owners?

14. Does the City have a line item in its budget for prioritized sewer system improvements to prevent backflows?

30. Sidewalks Liability Management

1. Does the City know the frequency and cost of its sidewalk slip, trip, and fall claims?
2. Has the City adopted a sidewalk liability transfer ordinance? **Replace current NCCSIF Policy**
3. Does the City have a follow-up procedure to ensure identified hazards have been mitigated by the responsible party within 30 to 60 days?
4. Does the City have a schedule for routine, documented sidewalk inspection and repair?
5. Does the City document all inspection findings with dated pictures of the hazards and notations on the actions taken to secure or reduce the hazards until repairs are completed?
6. Does the City have a hazard warning procedure to ensure hazards are identified by markings, shielded by barricades, or guarded by other means as soon as practical?
7. Has the City developed a written sidewalk liability program that documents all its procedures regarding liability transfer ordinance, follow-up, inspections, warning systems, documentation of actions, and repair procedures?
8. Does the City have a line item in its budget for sidewalk repairs and planned replacement to prevent trips and falls?

31. Traffic Engineering

1. Is there a registered traffic engineer on staff or is one available under contract?
2. Does the City use a traffic accident records system that is kept up-to-date and routinely reviewed?
3. Are volume counts, speed surveys, and accident studies conducted by a registered traffic engineer?
4. Are traffic engineering improvements prioritized?
5. Does the City have a line item in its budget for making prioritized traffic engineering improvements?

32. Trenching & Excavation Operations

1. Does the City conduct trenching/excavations greater in depth than 5 feet?
2. Does the City have written work procedures that describe its trenching and excavation procedures, including its planning process and employee training?
3. Does the City have a training program that contains the elements for developing one or more "competent persons"?
4. Does the City provide documented initial and annual refresher training for those employees involved in trenching and excavation activities?
5. Does the City have the necessary equipment to erect the required shoring and shielding of trenches and excavations?
6. Does the City ensure excavations have adequate barriers and signage to protect employees and the public from falls?
7. Does the City have a process for conducting documented trench and protective system inspections by "competent persons"?
8. Does the City have a process to determine the approximate location of utility installations or any other installations prior to digging?
9. Are all regional notification centers and all known owners of underground facilities in the area who are not members of a notification center advised of the proposed work at least two working days prior to the start of any digging or excavation work?

33. Urban Forest Management

1. Has the City established a schedule for routine documented tree inspection and maintenance?
2. Has the City developed a written program that details its urban forest management policy and procedures?
3. Is tree trimming, tree repairing, or removal, including work in proximity to electrical equipment and conductors, done under the direction of a qualified tree worker or arborist?
4. Does the City provide its employees with the required personal protective equipment and enforce the proper use of such equipment?
5. Does the City have a process to ensure equipment and safety devices are inspected and any found to be defective immediately repaired or removed from service?
6. Does the City provide documented training upon hire and routinely thereafter to those employees involved in the maintenance of its trees?
7. Are there written procedures for the selection, planting, and maintenance of the City's trees to minimize hazards, hardscape damage, and maintenance costs?
8. Does the City have a certified arborist on staff or is one available under contract?
9. Does the City have written procedures outlining tree trimmer training as it pertains to the health of the tree, maintaining trees in healthy conditions, and pruning them according to Tree Pruning Guidelines and American National Standards Institute (ANSI) A300 standards?
10. Does the City have a line item in its budget for providing basic tree services, such as annual tree maintenance, and planned replacement?

34. Work Zone Safety

1. Does the City ensure employees assigned as flaggers complete documented training?
2. Does the City ensure a qualified traffic control and flagging instructor conducts the employee training?
3. Does the City provide the basic safety equipment required for flaggers controlling traffic in work zones?
4. Does the City provide proper temporary traffic control equipment, such as signs and warning devices, and ensure it is set up prior to work beginning?
5. Does the City document the protection of work sites with photographs of the protection provided for drivers, pedestrians, and cyclists?
6. Do supervisors monitor the quality of traffic control and flagging by completing routine, unannounced spot checks?
7. Are temporary traffic control plans required of contractors?
8. Does the City require contractors to clean up and remove debris at work sites to reduce the potential injury and property damage?
9. Does the City have on staff, or have access to, a Caltrans-trained work zone safety specialist to oversee and approve all work zones?
10. Does the City's engineer or other qualified official sign-off on all work site protection plans to preserve governmental immunity?

35. Workers' Compensation Claims Administration

1. As part of new employee orientation, are employees informed of how they are to report an industrial injury and to whom?
2. Does the City document its new employee orientation, and are all aspects of the orientation noted within the documentation?
3. As part of the City's new employee orientation, are employees provided with the opportunity to pre-designate their personal physician to treat an industrial injury?

4. Is there a process in place to provide relevant information to the claims administrator upon notice of an industrial injury or illness?
5. Does the City have a written manual that specifies the City's policy and procedures for the management of its workers' compensation claims including:
 6. Instructions for the filing of workers' compensation claims;
 7. Maintaining contact with the injured or ill employee; and
 8. Task descriptions for the specific duties of all personnel involved in managing the workers' compensation claims process?
9. Has the City's workers' compensation management manual been reviewed by a qualified claims technician for content and accuracy, and is the manual routinely reviewed to ensure the content remains current and accurate?
10. Is designated staff trained upon assignment, and routinely thereafter, regarding the proper procedures to follow when an industrial injury is reported?
11. Within one business day of being notified of an industrial injury or illness, does the City conduct a workers' compensation investigation and provide this information to the Claims Administrator and/or Risk Manager?
12. Has the City designated a specific employee to be responsible for the management of workers' compensation claims?
13. Does the City's designated Workers' Compensation Claims Manager review all the paperwork on workers' compensation claims prior to submitting the claims to the City's third-party administrator (TPA) or carrier?
14. Is the City's designated Workers' Compensation Claims Manager responsible for maintaining contact with injured employees?
15. Does the City's designated Workers' Compensation Claims Manager have a level of settlement authority?
16. Does the City have a designated medical facility?
17. Are employees provided with information regarding the City's designated medical facility?
18. Does the City's workers' compensation TPA have approved medical cost containment measures in place that include utilization review and bill review?
19. Does the City have a written contract with its TPA, and does the contract specify performance standards for the TPA?
20. As part of the performance standards, does the City require dedicated examiners, three-point contact within 48 hours, supervisory oversight, diary review timeframes, and a written reserving policy?
21. Does the City monitor its workers' compensation TPA's performance against the established performance standards?
22. Does the workers' compensation TPA provide written status reports and/or meet with the City to review open claims at least annually?
23. Are key management personnel involved in the process of reviewing open claims?
24. Are monthly data reports generated by the workers' compensation TPA and provided to the City for review?
25. Do monthly reports from the TPA include the number of open claims, department, injury descriptions, lost work days, total costs incurred, amounts paid to-date, and estimates of future expenses?
26. Is this information utilized by the City in analyzing its workers' compensation program performance?



RISK MANAGEMENT GRANT POLICY REVISION

ACTION ITEM

ISSUE: The Program Administrators were asked by Executive Committee members to provide more details regarding how the Risk Management Grant Program is funded and administered. In addition, a request was made to change the name from “grant” to another term, such as reserve, to avoid any concern or misunderstanding regarding “strings” that may be attached to a grant.

A review of the current policy, Administrative Policy and Procedure (P&P) #A-19, Risk Management Grant, revealed the need to update it to reflect current practices and claim causes. In addition, more direction could be provided for members in how to apply for and receive the grants. The Program Administrators also see this as an opportunity to discuss options the way the program is funded, as well as moving the Administrative Policy to the set of Risk Management Policies.

Attached is a DRAFT Policy & Procedure to replace the current one. The new policy includes an expanded list of approved activities, a process for applying for the funds, including appeal of any denied requests, and a process for funding the program as part of any Shared Risk Layer adjustments.

The funding process is recommended to ensure that all members have some reserve funds for risk management purposes. Currently, if a member has a Shared Layer refund but has a deficit in the Banking Layer or another program that exceeds that refund there are no funds available to allocate to risk management. In the draft policy Members may receive a Risk Management Reserve allocation “off the top” and can choose to contribute more to the reserve fund than is allocated by the Board.

Other funding options to consider include adding a reserve fund to the administrative expenses that is allocated to each member or adding an additional amount to each member’s loss funding.

FISCAL IMPACT: TBD

RECOMMENDATION: Review, revise and recommend proposed changes to Policy and Procedure #A-19 to the Executive Committee.

BACKGROUND: At the last Executive Committee meeting members had questions regarding how the Grant Program is being funded. The Program Administrator was asked to review the Policy and Procedure and provide clarification as the allocation of funds to the Risk Management Grants has changed since its inception.

ATTACHMENTS:

1. P&P A-19 Risk Management Reserve Program DRAFT - Clean
2. P&P A-19 Risk Management Reserve Program DRAFT - *redline* version



RISK MANAGEMENT POLICY AND PROCEDURE #RM-12

SUBJECT: RISK MANAGEMENT RESERVE PROGRAM

Policy Statement:

It shall be the policy of the Northern California Cities Self Insurance Fund to establish a “Risk Management Reserve Program” to reimburse members for costs of activities undertaken to

- Bring member facilities into compliance with Americans With Disabilities Act standards,
- Purchase equipment that promotes employee or premises safety,
- Address established risk management policies or best practices
- Address top frequency or severity types of claims.

The following is a list of NCCSIF’s top claims causes by frequency and severity for reference:

Liability - Severity	Liability – Frequency
Auto Accidents	Auto Accidents
Employment Practices	Claimant Property Damage
Civil Rights/Excessive Force	Civil Rights/Excessive Force
Sewer Blockage/Backup	Sewer Blockage/Backup
Road Conditions/Design Defect	Road Conditions/Design Defect

Workers’ Compensation - Severity	Workers’ Compensation – Frequency
Repetitive Motion	Lifting
Slips and Falls	Slips and Falls
Mental Stress	Repetitive Motion
Auto Accidents	Strike/struck by Object
Lifting	

Funding:

The Board will establish annually the minimum funds available to each member.

Funding may be secured from the Shared Risk Layer Adjustments prior to any member refund in an amount determined by the Board of Directors. The amount is subject to annual approval by the Board as part of any shared risk layer adjustment per Administrative Policy and Procedure A-12.

Example: If the total refund available in the Shared Risk Layer is \$1 million and the Board of Directors approves a 10% allocation to the Risk Management Reserves (RMR), then 10% (\$100,000) of the refund will be allocated to each member’s RMR and the remaining amount will be returned to members in accordance with Administrative Policy and Procedure A-12.



The Board may elect to set aside funds from other sources or from annual funding as needed to maintain sufficient reserves to address member risks. Members may set aside funds in the Risk Management Reserve Program in excess of the minimum allocation.

Projects may span multiple years as long as they are approved in advance and funds continue to be available. Any unused portion of funds will continue to remain available to the member in the next policy year. The NCCSIF accountant will track the funds and provide a usage summary to the Board on a quarterly basis.

Procedure:

In order to access funds under this Program, the member must submit a brief written request explaining the intended use of the requested funds. See attached sample request form.

The request will include the proposed use of the funds, describe how the funds will lead to the reduction of claims or otherwise mitigate the member's risks, and state the amount requested.

The Program Administrator will review each request and, if found to be appropriate and consistent with the purpose of the Program, will approve the request.

If the requested amount exceeds the amount of available funds the member will be given the option of using funds over multiple program years as they become available.

Once approved, the member will receive the funds by submitting an invoice or authorized purchase order. The Program Administrator will submit the request and appropriate documentation to NCCSIF's accountant for payment.

If any request is denied, the member may submit a new or amended request, or appeal the denial to the Executive Committee, which will make the final determination whether the request should be granted.

After the funds are put to use, the member should file a brief report confirming this and relaying any information that may be helpful to the Board, so that it can monitor the Grant Program and consider the merits of future additions of funds.

Effective Date: June 26, 2009
First Revision Date: April 15, 2010
DRAFT Revision Date: October 15, 2015



Risk Management Reserve Fund Application

Member Name: _____

Submission Date: _____

Submitted by: _____

Available Funds: _____

Requested Funds: _____

Please use the following lines to describe the proposed use for your funds, and be sure to attach any applicable backup data, such as quotes, receipts, etc. for work to be performed.

If additional room is needed, please attach separate sheet.

STAFF USE ONLY

Program Administrator Approval: _____

Date: _____

Submitted to Accounting: _____

Paid?: Y / N

Check No.: _____

Check Issue Date: _____



ADMINISTRATIVE RISK MANAGEMENT POLICY AND PROCEDURE
#A-19 RM-12

SUBJECT: RISK MANAGEMENT ~~GRANT~~ RESERVE PROGRAM

Policy Statement:

It shall be the policy of the Northern California Cities Self Insurance Fund ~~Executive Committee~~ to establish a “Risk ~~Management Grant~~ Management Reserve Program” to reimburse members for costs of activities undertaken to

- ~~B~~bring member facilities into compliance with Americans With Disabilities Act standards,
- Purchase equipment that promotes employee or premises safety.
- Address established risk management policies or best practices
- ~~A~~ ~~or to address other~~ top frequency ~~and or~~ severity types of claims ~~issues~~.

The following is a list of NCCSIF’s top claims causes by frequency and severity for reference:

Liability - Severity

Auto Accidents
Employment Practices
Civil Rights/Excessive Force
Sewer Blockage/Backup
Road Conditions/Design Defect

Workers’ Compensation - Severity

Repetitive Motion
Slips & Falls
Mental/Other Than Physical
Auto Accidents
Lifting

Liability – Frequency

Auto Accidents
Claimant Property Damage
Sewer Blockage/Backup
Civil Rights/Excessive Force
Road Conditions/Design Defect

Workers’ Compensation – Frequency

Lifting
Slips & Falls
Repetitive Motion Injury
Strike/struck by object



Funding:

The Board will establish annually the ~~maximum–minimum~~ funds available to each member. ~~A quarterly report will be developed and include all activities. Annually, top loss claims will be updated and provided to the Board.~~

Funding may be secured from the Shared Risk Layer Adjustments prior to any member refund in an amount determined by the Board of Directors. The amount is subject to annual approval by the Board as part of any shared risk layer adjustment per Administrative Policy and Procedure A-12.

Example: If the total refund available in the Shared Risk Layer is \$1 million and the Board of Directors approves a 10% allocation to the Risk Management Reserves (RMR), then 10% (\$100,000) of the refund will be allocated to each member's RMR and the remaining amount will be returned to members in accordance with Administrative Policy and Procedure A-12.

The Board may elect to set aside funds from other sources or from annual funding as needed to maintain sufficient reserves to address member risks. Members may set aside funds in the Risk Management Reserve Program in excess of the minimum allocation.

Projects may span multiple years as long as they are approved in advance and funds continue to be available. Any unused portion of funds will continue to remain available to the member in the next policy year. The NCCSIF accountant will track the funds and provide a usage summary to the Board on a quarterly basis.

Procedure:

In order to access funds under this ~~Grant~~ Program, the member must submit a brief written request explaining the intended use of the requested funds. See attached sample request form.

The request will include the proposed use of the funds, describe how the funds will lead to the reduction of claims or otherwise mitigate the member's risks, and state the amount requested.

The Program Administrator will review each request and, if found to be appropriate and consistent with the purpose of the Program, will approve the request.

The Program Administrator ~~and Board President~~ will review each request and, if found to be appropriate and consistent with the purpose of the Grant Program, will approve ~~it, the request and funds disbursed.~~

If the requested amount exceeds the amount of available funds the member will be given the option of using funds over multiple program years as they become available.



Once approved, the member will receive the funds by submitting an invoice or authorized purchase order. The Program Administrator will submit the request and appropriate documentation to NCCSIF's accountant for payment.

If any request is denied, the member may submit a new or amended request, or appeal the denial to the Executive Committee, which will make the final determination whether the request should be granted.

After the funds are put to use, the member should file a brief report confirming this and relaying any information that may be helpful to the Board, so that it can monitor the Grant Program and consider the merits of future additions of funds.

Effective Date: June 26, 2009
First Revision Date: April 15, 2010
DRAFT Revision Date: October 15, 2015



EMPLOYMENT PRACTICES LIABILITY (EPL) HOTLINE

ACTION ITEM

ITEM: Members asked the Program Administrators to provide an option for Employment Practices Liability (EPL) risk management, primarily a hotline service to provide legal advice as needed, particularly prior to any decision related to discipline or termination of employment. A quote from Liebert Cassidy was presented to the Board at their meeting on June 18, 2015, and the members recommended sending the item back to the Risk Management Committee for more options.

Members provided contacts at three local attorney firms and the Program Administrators asked each of them for a proposal for hotline services. Two firms provided proposals which are attached for review and discussion, along with the Liebert Cassidy proposal and a summary of all three proposals.

FISCAL IMPACT: To be determined. Proposals range from a flat hourly fee to “package” programs that range from \$26,000 to \$53,900 per year.

RECOMMENDATION: Review and provide direction regarding proposal and funding.

BACKGROUND: Liebert Cassidy was initially contacted for a quote based on prior experience with them, the Training Consortium they offer that includes hotline services, and the fact that nine members are already members of their consortium.

ATTACHMENTS:

1. Kronick Proposal
2. Eyres Law Group Services Summary - *proposal handout at meeting*
3. Liebert Cassidy Proposal
4. Summary of Proposals

From: Seargeant, Kristianne T. [mailto:kseargeant@kmtg.com]
Sent: Thursday, August 06, 2015 1:23 PM
To: Marcus Beverly
Subject: RE: Employment Practices Hot Line

Good afternoon Marcus,

I have been thinking about what we discussed and have a couple of suggestions.

1. We could set aside up to 20 hours monthly for use by your members to call in for legal advice. If the advice requires *significant research or much beyond 30 minutes or so, then individual legal service agreements could be entered at a reduced rate of \$230 an hour.*

Additionally, we could host two trainings annually, for your members on employment subject matters requested by your members. This would be set at \$48,000 annually.

2. We could set aside up to 5 hours annually for each member, plus the two annual trainings for your members. This would be set at \$26,000 annually.

There are other financial options we could offer, including a reduced tier rate based on how many of the members become clients. I would love to work with you and your members and am very flexible in how we could provide this service for your members. Our firm already provides legal services to several of your members, including Elk Grove, Folsom, Galt, Lincoln, and Rio Vista.

Please let me know if either of these options look good to you or if you have other ideas on how best to craft this.

Thank you

 Kristianne T. Seargeant


 KRONICK
MOSKOVITZ TIEDEMANN & GIRARD



Kristianne T. Seargeant
Shareholder

Tel: (916) 321-4500

Fax: (916) 321-4555

 E-Mail

 V-Card

Areas of Practice

- Appeals and Writs
- Labor and Employment Law
- Litigation
- Health Care

Education

J.D. University of the Pacific,
McGeorge School of Law, 2006

B.A. University of California, Davis,
1994

ATTORNEYS

Kristianne T. Seargeant

Ms. Seargeant is a shareholder who practices in the firm's labor and employment and litigation practice groups. She represents both private and public sector clients with such matters as employment litigation, collective bargaining, arbitrations, administrative agency appeals, in-house training and general advice and counsel.

Legal Experience

Ms. Seargeant provides her legal services to a diverse mix of private sector employers, local and state agencies and school districts. Her areas of emphasis include:

- Advice and counsel on personnel issues, employee handbooks and policies, wage and hour matters, bargaining and disciplinary actions
- Compliance with state and federal employment laws:
 - Fair Labor and Standards Act (FLSA)
 - Family Medical Leave Act (FMLA)
 - California Family Rights Act (CFRA)
 - Pregnancy Disability Leave (PDL)
 - Americans with Disabilities Act (ADA)
 - Fair Employment and Housing Act (FEHA)
- Advice and counsel on Cal-OSHA enforcement and unemployment insurance matters
- Drafting employment agreements, memoranda of understanding, employer-employee relations policies and other contracts
- Investigating and responding to Equal Employment and Opportunity Commission (EEOC) and Department of Fair Employment and Housing (DFEH) complaints
- Negotiations with labor unions

Ms. Seargeant also has a successful litigation practice defending private and public sector clients in labor and employment related lawsuits in both federal and state courts and in administrative hearings. Her specific experience includes:

- Wage and hour violations
- Wrongful terminations
- Discrimination claims, including age, gender and disability
- Harassment claims, including sexual harassment, hostile work environment and retaliation claims
- Defending local entities in grievance arbitrations
- Responding to unfair labor practice charges

Prior Work Experience

Prior to and while attending law school, Ms. Seargeant worked for the Sacramento Fire Department, where she climbed the ranks from Firefighter to Fire Captain to Battalion Chief. Over the course of her 12-year career with the Sacramento Fire Department, Ms. Seargeant was a 2-term Regional Fire Academy Drill Instructor, In-Service Training Officer, and a decorated member of FEMA's Urban Search and Rescue Team and the California Office of Emergency Services' Water Rescue Team.

Practice Examples

- Ms. Seargeant assisted David W. Tyra, lead counsel for Governor Arnold Schwarzenegger and the State of California, in 38 cases filed by public employee unions challenging Governor Schwarzenegger's executive orders furloughing California state employees, which ultimately culminated in a California Supreme Court decision that validated the furloughs of state employees based on the Legislature's ratification of Governor Schwarzenegger's furlough plan (*Professional Engineers in California Government v. Schwarzenegger* (2010) 50 Cal.4th 989).
- Ms. Seargeant and David W. Tyra successfully defended the State of California in a meal period lawsuit that sought damages in the millions of dollars (*California Correctional Peace Officers Association v. State of California* (2010) 188 Cal.App.4th 646).
- Ms. Seargeant and David W. Tyra successfully defended the State of California in a suit brought by prison guards upholding the State's right to implement alternative work schedules under the Fair Labor Standards Act without incurring overtime liability (*California Correctional Peace Officers Association v. State of California* (2010) 189 Cal.App.4th 849).
- Ms. Seargeant and Bruce A. Scheidt successfully appealed a 750K punitive damages award stemming from a wrongful termination suit (*Scott v. Phoenix Schools, Inc.* (2009) 175 Cal.App.4th 702).
- Ms. Seargeant has performed numerous independent investigations of harassment and discrimination complaints, providing timely and thorough analysis and conclusions, to the benefit of the employer and employee.

Professional Activities & Affiliations

Ms. Seargeant's professional activities and affiliations include:

- *Northern California Super Lawyer* (2013, 2014, 2015)
- *Northern California Rising Star* (2009, 2010, 2011, 2012)
- Member, Executive Committee, State Bar of California, Labor and Employment Law Section
- Member, Sacramento County Bar Association, Labor and Employment Law Section (Past Chair, Executive Committee, 2010/2011; Vice-Chair 2009/2010; Secretary 2008/2009)
- Member, Education Committee, California Special Districts Association
- Member, Labor & Employment Policy Committee, CalChamber
- Adjunct Professor, Employment Law Practicum, University of the Pacific, McGeorge School of Law
- Member, American Bar Association
- Member, California State Bar Association
- Vice President, River City Rowing Club (2009-2010)

Admitted to Practice

- All California State Courts
- United States District Court, Eastern and Northern Districts of California

Academic Background

J.D. University of the Pacific, McGeorge School of Law, 2006

- Dean's List, 2004-2005
- Earned Specialized Certificate Degree in Advocacy (completing coursework in negotiations, mediation and litigation)
- Received State Bar of California Public Service Award, 2004
- Externship - Board Agent, Public Employment Relations Board (PERB)

B.A. University of California, Davis, 1994

**Components of Monthly Labor Law Services
For CSACEIA Member Groups (PWC and GLI Pools)**

1. **Unlimited telephone calls, email communications and/or faxes** from each entity's designated contacts, for answers to employment law questions as they arise; including return to work issues, modified duty and reasonable accommodations, leave of absence management and tracking, harassment and retaliation prevention, performance management, discipline, policy enforcement, or related employment law/practices issues.
2. **Step-by step-coaching and advice in a privileged context** to specified member entity designees for employment law decisions and subsequent actions; including review and analysis of documentation, writing or editing documentation and other assistance or legal counseling and/or advice, developing talking points for return to work and stay at work processes, and reasonable accommodation decisions, as appropriate. Each participating entity will have a separate engagement letter to assure privileges are maintained.
3. **Introductory Webinar**: ELG and CSAC-EIA will deliver a live 90-minute webinar introducing this program and providing all necessary information for participating members to use the program effectively. That webinar will be recorded through the On/24 platform and will remain accessible for participating members on a password-protected basis.
4. **Two Monthly Webinars** customized exclusively for CSAC-EIA members. One monthly 90-minute webinar will focus on timely issues affecting specific issues within the **PWC** member group. The second 90-minute webinar will cover a topic with broader employment/labor law issues relevant to the GL1 member group. Members of each group may attend either or both webinars each month. Webinars will include preparation of materials relevant to each topic. On a quarterly basis, a compilation of webinar handouts will be electronically distributed to all participating entities. All webinars will be delivered via the CSAC-EIA "On/24" Platform, and will be recorded for 24/7 access via password protected site administered by CSAC-EIA.
5. **Interactive Process Manual**: ELG will provide one hard copy of the Interactive Process Manual, 3rd Edition, for each participating entity and will make the Interactive Process Manual available in PDF format for each entity to provide to additional internal staff, as deemed necessary, by the participating entity.
6. **Monthly Newsletter**. ELG will provide a monthly publication on timely issues that directly affect California public entities. Eyres Law Group LLP will also provide, from time to time, special bulletins and memoranda on employment law cases that are relevant to California public entities, including their compliance requirements, employment policies and procedures, and unique work environments.
7. **Quarterly Bulletins and breaking news case law updates**
8. **Coordination with Entity Counsel**: ELG will communicate, as necessary, with County Counsel, City Attorney or other legal departments of participating entities to implement this program.

May 22, 2015

VIA EMAIL

Marcus.Beverly@alliant.com

Mr. Marcus Beverly
First Vice President, Public Entity Group
Alliant Insurance Services, Inc.
1792 Tribute Road, Suite 450
Sacramento, CA 95815

Re: *Liebert Cassidy Whitmore Services*

Dear Mr. Beverly:

Thank you for contacting me about Liebert Cassidy Whitmore's hotline services. We are excited about the possibility of providing these services to the Northern California Cities Self Insurance Fund (NCCSIF) members. This letter and the enclosures will provide an overview of our services.

Hotline Services

Liebert Cassidy Whitmore provides hotline services to hundreds of public agencies annually through our Employment Relations Consortiums. We also provide hotline services to the members of various associations including the California Sanitation Risk Management Authority (CSRMA). We would welcome the opportunity to assist the NCCSIF members reduce their liability by providing a hotline service for their use.

Members would be welcome to speak with any of our attorneys. If you would like us to assign specific attorneys to your hotline, we are happy to do so. We have offices throughout the state, including our recently opened Sacramento office. Your members could call any office or email in their questions – either to the firm's general number/email address or to a specific attorney.

We propose a blended rate of \$250 for these calls (our current hourly rates range from \$190 - \$325.) NCCSIF could establish a cap on the number of hours member may use the service (i.e. 12 hours a year or 1 hour per month for each member) or leave it unlimited.

For those NCCSIF members that are already receiving hotline services through their consortium membership (see next section) we would continue to provide that through the consortium and not bill for those calls.

Work above the allotted hours or outside of the hotline service (i.e. reviewing documents or preparing documents), if any, would be billed at the attorney's standard hourly rate and we can bill this directly to the member.

Consortium Services

Since our inception in 1980, LCW has provided preventative labor and employment law training to public entities throughout California. Our consortiums are groups of entities geographically close to one another that pool their resources to provide training to their employees. Member agencies receive:

- A set number of classes annually, to which they may send their employees
- Reference material for all attendees
- Unlimited, complimentary telephone consultation
- Our monthly newsletter, Client Update
- Reduced fees on non-consortium seminars and webinars
- The ability to participate in any of the other 33 consortiums' workshops around the state, space permitting

These benefits help agencies minimize their liability, increase employee morale, and reduce legal fees. The workshops are presented by practicing attorneys who incorporate best practices along with legal theory. The presenters undergo a communication training course as well as an apprenticeship prior to becoming an LCW presenter.

Currently, more than 670 entities participate in our 33 consortiums statewide, including the following NCCSIF members:

City of Anderson	City of Placerville*
City of Elk Grove	City of Red Bluff
City of Galt	City of Willows
City of Lincoln	City of Yuba City
City of Nevada City*	

*These agencies consortium memberships are paid by PARSAC

Enclosed for your reference is a chart of all NCCSIF members that reflects the exact cost for each of your members had they contacted us directly. The chart includes the nearest consortium, days of training received by that consortium and the annual cost of membership. The consortium fee is dependent upon the number of agencies in the consortium along with the

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number of days the consortium receives. Additionally, some consortiums have a sliding scale fee based on the size of the agency.

You'll note that the rates range from \$1,738 to \$4,100 per year. If all NCCSIF members were to join, the cost would be \$67,370. If NCCSIF would like to provide the consortium service for all of their members, we can offer a group discount of 20% which would bring the total cost to \$53,900, which is \$2,450 for all 22 members or \$2,695 for 20 members (I removed the two that are paid by PARSAC). All NCCSIF members are near fiscal year consortiums whose next contract year begins July 1, 2015. We would welcome them at any point during the year and will prorate membership fees should NCCSIF choose to participate later in the year.

The NCCSIF members can join the consortium nearest to them to keep any drive time to the workshops to a minimum. This will also allow the members the opportunity to network with other public agencies near them. For those members that have already paid, I would suggest LCW refunding them upon receipt of NCCSIF's payment. I would rather not advertise to the consortium members that NCCSIF is receiving a discount. Should NCCSIF choose not to renew memberships in the future, those agencies would be billed the listed rate (and not the discounted rate) should they choose to continue.

Liebert Library

Another option available to NCCSIF is the Liebert Library. The Library, which launched earlier this year, is an online source of all of our reference materials. A list of current Library holdings is attached for your reference. We offer two annual subscription levels:

Basic (\$450 per year): this membership gives users access to view, search and download all of our sample forms, policies, checklists that are used in our workbooks. These are available in both PDF and Word formats. Currently there are more than 200 sample forms, policies and checklists in the library. Many of these are sample personnel policies.

Premium (\$995 per year): this membership gives users access to all of our workbooks, as well as the sample forms, policies, checklists listed above. Additionally, Premium Members also receive a \$15 discount on any workbook they choose to purchase. In addition to the aforementioned forms and policies, the library contains more than 3,500 pages of legal and best practices text.

All members of our Employment Relation Consortiums (ERCs) are eligible to receive 10% off their Library subscription.

The membership fee covers the entire agency – anyone at the agency who may want to access the Library. The agency can decide who has access to this resource – HR Staff, managers, department heads, etc. We're finding that many members are utilizing the sample forms to update their personnel policies as well as research quick questions.

Currently the City of Yuba City is the only NCCSIF member that is also a Liebert Library subscriber.

Should NCCSIF be interested in providing the Liebert Library to all of their members in lieu of the Consortium, we'll honor the 10% discount. Should NCCSIF want to offer this in addition to the Consortium service, we'll honor a 20% group discount for the Liebert Library. Again, I would rather not advertise the discount to the NCCSIF members. Should NCCSIF opt out of renewing the subscription, the members would be billed the standard rates, should they wish to continue.

Firm Qualifications

We've had the opportunity to work with NCCSIF members through the years in the provision of legal services, hotline calls and training services. We are leaders in public agency employment and labor law – it is not a subsection of our practice, it IS our practice. Our attorneys understand not only the law impacting public entities but also the practical implementations of the law. Additionally, we offer our clients one of the most comprehensive public sector employment and labor law training programs and reference materials.

With five offices we're well situated to assist agencies across the state. Our 80+-attorney firm makes us one of the largest labor and employment law firms. NCCSIF and its members would benefit from our depth and breadth of experience as well as our passion for this area of the law.

Summary

Liebert Cassidy Whitmore welcomes the opportunity to expand our relationship with NCCSIF and its members. We are offering NCCSIF the following options, either separately or bundled:

- Hotline Services billed at \$250/hour
- Consortium membership for all 22 members at a discounted rate of \$53,900
- Liebert Library subscription for all members:
 - With Consortium Membership – 20% discount
 - Without Consortium Membership – 10% discount
 - Basic Membership for all NCCSIF members = \$8,910
 - Premium Membership = \$19,701

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Re: *Liebert Cassidy Whitmore Services*

May 22, 2015

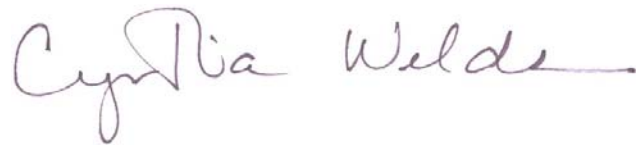
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We believe that NCCSIF members would benefit from the hotline service, consortium membership and/or Liebert Library options as they each reduce liability and improve performance.

If I can answer any questions, please do not hesitate to contact me at 310.981.2055 or cweldon@lcwlegal.com.

Very truly yours,

LIEBERT CASSIDY WHITMORE

A handwritten signature in cursive script that reads "Cynthia Weldon". The signature is written in a dark ink and is positioned above the printed name and title.

Cynthia S. Weldon

Director of Marketing and Training

CSW:

Attachments

Agency	Nearest Consortium (ERC) to Agency	# of Days of Training	Price of that Consortium	Refreshment Fee (Additional)	Current Member?	Library Subscriber?
Anderson	North State (fiscal year)	5	\$4,100		Yes	No
Auburn	Gold Country (fiscal year)	5	\$2,547	\$100.00	No	No
Colusa	Gold Country (fiscal year)	5	\$2,547	\$100.00	No	No
Corning	North State (fiscal year)	5	\$4,100		No	No
Dixon	Napa/Solano/Yolo (fiscal year)	4	\$4,480	\$95.00	No	No
Elk Grove	Gold Country (fiscal year)	5	\$2,547	\$100.00	Yes	No
Folsom	Gold Country (fiscal year)	5	\$3,434	\$200.00	No	No
Galt	Gold Country (fiscal year)	5	\$2,547	\$100.00	Yes	No
Gridley	North State (fiscal year)	5	\$4,100		No	No
Ione	San Joaquin Valley (fiscal year)	4	\$2,205	\$50.00	No	No
Jackson	Gold Country (fiscal year)	5	\$1,738	\$100.00	No	No
Lincoln	Gold Country (fiscal year)	5	\$2,547	\$100.00	Yes	No
Marysville	Gold Country (fiscal year)	5	\$1,738	\$100.00	No	No
Nevada City*	Gold Country (fiscal year)	5	\$1,738	\$100.00	Yes	No
Oroville	North State (fiscal year)	5	\$4,100		No	No
Paradise	North State (fiscal year)	5	\$4,100		No	No
Placerville*	Gold Country (fiscal year)	5	\$1,738	\$100.00	Yes	No
Red Bluff	North State (fiscal year)	5	\$4,100		Yes	No
Rio Vista	NorCal (Calendar Year)	5	\$2,175		No	No
Rocklin	Gold Country (fiscal year)	5	\$2,547	\$100.00	No	No
Willows	North State (fiscal year)	5	\$4,100	\$150.00	Yes	No
Yuba City	Gold Country (fiscal year)	5	\$2,547	\$100.00	Yes	Yes

*Paid by PARSAC

Law Firm	Hotline Hours	Annual Training	Annual Price	Hourly Rate*	Comments
Kronick - Proposal 1	20/month - all members	Two sessions	\$ 48,000	\$230	Recently added to the Approved List of Liability Attorneys
Kronick - Proposal 2	5/year - each member	Two sessions	\$ 26,000	\$230	
Liebert Cassidy	No limit on hours	Four or Five sessions	\$ 53,900	\$250	Nine members already belong to Consortium
Eyres Law Group	PENDING Proposal				Provides services for CSAC-EIA members
Shaw Valenza	Declined to quote				

* Standalone Hotline service or time above normal hotline services



BACK TO AGENDA

**Risk Management Committee Meeting
October 15, 2015**

Agenda Item F.4.

Police Risk Management Committee Update

INFORMATION ITEM

ITEM: The NCCSIF Police Risk Management Committee (PRMC) meets quarterly. Their last meeting was on August 6, 2015. Tom Kline, with Bickmore Risk Services, manages the PRMC meetings and will provide an update on the meeting and future activities.

FISCAL IMPACT: None

RECOMMENDATION: None - information only.

BACKGROUND: None

ATTACHMENT(S): None



BACK TO AGENDA

**Risk Management Committee Meeting
October 15, 2015**

Agenda Item F.5.

ROUND TABLE DISCUSSION

INFORMATION ITEM

ISSUE: The floor will be open to the Committee for discussion.

RECOMMENDATION: None.

FISCAL IMPACT: None.

BACKGROUND: The item is to the Committee members for any topics or ideas that members would like to address.

ATTACHMENT(S): None.

Northern California Cities State Self Insurance Fund

Travel Reimbursement Expense Form

Member Representative: _____

Entity: _____

Payee Address: _____

Meeting or Committee: _____

Date of Meeting: _____

Location of Meeting: _____

Total Mileage: _____

Payment Made to:

Signature _____ Date _____