**President**
Mr. Dave Warren
City of Placerville

**Vice President**
Mr. Jose Jasso
City of Rio Vista

**Treasurer**
Ms. Jen Lee
City of Rio Vista

**Secretary**
Ms. Jennifer Styczynski
City of Marysville

# NORTHERN CALIFORNIA CITIES SELF INSURANCE FUND
# RISK MANAGEMENT COMMITTEE MEETING
# AGENDA

**A - Action**
**I - Information**

**1 - Attached**
**2 - Hand Out**
**3 - Separate Cover**
**4 - Verbal**

**Date:** **Thursday, December 16, 2021**

**Time:** **10:00 a.m.**

**Location:** **Rocklin Event Center – Ballroom**
**2650 Sunset Blvd**
**Rocklin, CA**

## 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.***

**A. CALL TO ORDER**

**B. ROLL CALL**

**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 - April 22, 2021

pg. 10 **E. GENERAL RISK MANAGEMENT ISSUES** **I 4**
*This is an opportunity for a member to discuss a topic of interest or seek guidance and input from the group about a current issue, risk management topic or exposure the member is facing.*

**F. COMMITTEE BUSINESS**

**President**
Mr. Dave Warren
City of Placerville

**Vice President**
Mr. Jose Jasso
City of Rio Vista

**Treasurer**
**Ms. Jen Lee**
**City of Rio Vista**

**Secretary**
Ms. Jennifer Styczynski
City of Marysville

| | | | | |
|---|---|---|---|---|
| pg. 11 | 1. **Trending Reports for Workers' Compensation and Liability Claims**<br>*Erik Baumle from Sedgwick will present an overview of claim statistics and trends for both coverage programs.* | **I** | **1** |
| pg. 33 | 2. **Sedgwick Risk Control Services Update**<br>*Eric Lucero from Sedgwick will present an overview of the risk control services provided for the current program year and provide direction on future regional trainings.* | **I** | **1** |
| pg. 50 | 3. **Sedgwick FY 21/22 Risk Control Service Plan**<br>*Eric Lucero from Sedgwick will present an overview of the risk control service plan for FY 21/22.* | **A** | **1** |
| pg. 57 | 4. **Police Risk Management Committee Update**<br>*Tom Kline from Sedgwick will provide the Committee with a summary of this year's Police Risk Management Committee Meetings.* | **I** | **1** |
| pg. 59 | 5. **Sedgwick Safety & Risk Control Contract Renewal Proposal**<br>*The Committee will the review the scope of services for a proposed contract renewal with Sedgwick Safety &Risk Control Services and provide feedback.* | **I** | **1** |
| pg. 66 | 6. **Company Nurse**<br>*The Committee will review the nurse triage services provided by Company Nurse, newly available to all members.* | **I** | **1** |
| pg. 77 | 7. **Wildfire Risk Management Resources and Best Practices**<br>*Marcus Beverly will present information regarding wildfire risk management resources and updated best practices for review and discussion.* | **I** | **1** |
| pg. 90 | 8. **Workers' Compensation Claims Advocate**<br>*Marcus Beverly will present information regarding "carve out" options for Workers' Compensation claims and the use of a Claims Advocate.* | **I** | **1** |
| pg. 97 | 9. **Cyber Renewal Resources**<br>*Members will receive an update on available resources and an overview of the best practices needed for cyber coverage.* | **I** | **1** |

**H. ADJOURNMENT**

**UPCOMING MEETINGS**

Police Risk Management Committee Meeting - February 3, 2022
Executive Committee – March 24, 2022
Claims Committee – March 24, 2022
Risk Management Committee & Board of Directors April, 21 2022

**President**
Mr. Dave Warren
City of Placerville

**Vice President**
Mr. Jose Jasso
City of Rio Vista

**Treasurer**
**Ms. Jen Lee**
**City of Rio Vista**

**Secretary**
Ms. Jennifer Styczynski
City of Marysville

*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 Jenna Wirkner at Alliant Insurance Services at (916) 643-2714.*

*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*

**Northern California Cities Self Insurance Fund**
**Risk Management Committee Meeting**
**December 16, 2021**

**Agenda Item D.**

# CONSENT CALENDAR

## ACTION ITEM

**ISSUE:** The Risk Management Committee (RMC) reviews items on the Consent Calendar, and if any item requires clarification or discussion a Member should ask that it be removed for separate action. The Committee should then consider action to approve the Consent Calendar excluding those items removed. Any items removed from the Consent Calendar will be placed on the agenda in an order determined by the Chair.

**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 and any other routine items that generally do not require discussion.

**ATTACHMENT(S):** Minutes of the Risk Management Committee Meeting - April 22, 2021

**MINUTES OF THE**
**NCCSIF RISK MANAGEMENT COMMITTEE MEETING**
**Zoom Teleconference**
**APRIL 22, 2021**

**COMMITTEE MEMBERS PRESENT**

Liz Cottrell, City of Anderson
Jim Ramsey, City of Elk Grove
Stephanie Van Steyn, City of Galt
Dalacie Blankenship, City of Jackson
Liz Ehrenstrom, City of Oroville
Dave Warren, City of Placerville
Jose Jasso, City of Rio Vista
Spencer Morrison, City of Yuba City
Rachel Ancheta, City of Dixon
Susan Walter, City of Folsom
Elisa Arteaga, City of Gridley
Jennifer Styczynski, City of Marysville
Crystal Peters, Town of Paradise
Sandy Ryan, City of Red Bluff
Andy Schiltz, City of Rocklin

**OTHER MEMBERS PRESENT**

Julie Rucker, City of Elk Grove
Sheleen Loza, City of Yuba City
Kim Stalie City of Dixon

**COMMITTEE MEMBERS ABSENT**

Cristina Shafer, City of Auburn
Kristina Miller, City of Corning
Veronica Rodriguez, City of Lincoln
Toni Benson, City of Colusa
Lori McGraw, City of Ione
Wayne Peabody, City of Willows

**CONSULTANTS & GUESTS**

Marcus Beverly, Alliant Insurance Services
Tom Kline, Sedgwick
Henri Castro, Sedgwick
Chris Hancock, City of Ione
Jenna Wirkner, Alliant Insurance Services
Dave Beal, Sedgwick Risk Control
Jill Petrarca, Sedgwick

**A. CALL TO ORDER at 9:05 a.m.**

**B. ROLL CALL**

Roll call was made and the majority of the members were present constituting a quorum.

## C. PUBLIC COMMENTS

There were no public comments.

## D. CONSENT CALENDAR

1. Minutes of the Risk Management Committee Meeting – December 10, 2020

**A motion was made to approve the consent calendar as presented.**

**MOTION:** Dave Warren **SECOND:** Andy Schiltz **MOTION CARRIED UNANIMOUSLY**

**Ayes:** Cottrell, Ancheta, Ramsey, Walter, Van Steyn, Arteaga, Blankenship, Styczynski, Ehrenstrom, Peters, Warren, Ryan, Jasso, Schiltz, Morrison
**Nays:** None

## E. COMMITTEE BUSINESS

### E.1. 2020/2021 Program Year Risk Control Services Update

Dave Beal gave an update on the 2020/2021 Program Year Risk Control Services.
Sedgwick allowed three days of Risk Control Services to members. This year has been very COIVD-19 focused. We're doing more virtual training classes this year. We recently had an Assertive Communications class with ACI Specialty Benefits.

Mr. Beal reminded members to make sure they have a COIVD-19 Prevention Plans in place, if members need assistance with the prevention plan reach out to Dave Beal.

Members also have unlimited access to the Sedgwick Risk Control website resources and members are encouraged to access the website and use the resources available.

*Crystal Peters joined the meeting at 9:13 a.m.*

Information only.

### E.2. Staffing update

Mr. Beal announced that he will be retiring on May 6th from Sedgwick. Henri Castro will be taking over as NCCSIFs interim Risk Control Manager until a permanent replacement can be found. Henri Castro will send out an email letting members know Dave's last day will be May 7, 2021.

Information only.

## E.3. Proposed Risk Control Service Plan for 2021/2022 Program Year

Mr. Beal discussed, the Proposed Risk Control Service Plan for the 2021/2022 Program Year. Members will have access to three risk control service days to assist with implementing effective safety programs. We would also like to have a Risk Management 101 orientation for Managers and Supervisors. We will still do a Focused Assessment Program/Policy follow-up. Topics for this year may include Aquatics, EPL, Police Risk Management, Playground Risk Management, Wildfire Risk Management, and Police Driver Safety. For the remainder of this year we will focus on follow-up with programs that were sent out to members. The new Risk Assessments will begin in January 2022.

Dave Beal discussed the trainings available with ACI Specialty Benefits. NCCSIF will be hosting more ACI Specialty Benefits trainings this year.

Mr. Beverly discussed at training from Gerry Preciado on remote worker training. If anyone is interested in this training please reach out to Mr. Beverly.

**A motion was made to approve the Proposed Risk Control Service Plan.**

**MOTION:** Rachel Ancheta **SECOND:** Dave Warren **MOTION CARRIED UNANIMOUSLY**

**Ayes:** Cottrell, Ancheta, Ramsey, Walter, Van Steyn, Arteaga, Blankenship, Styczynski, Ehrenstrom, Peters, Warren, Ryan, Jasso, Schiltz, Morrison
**Nays:** None

## E.4. Safety Award Program

Mr. Beverly discussed a potential Safety Award Program. We want the change to be more cultural or environmental. Members will be recognized for implementing proactive/innovative safety solutions that impact employee safety.

The idea is to generate ideas and programs for the organization. The Risk Management Committee would review the entries and vote on the submissions.

Members discussed this being a good idea and giving employees something to look forward to.

**A motion was made to approve the Safety award program.**

**MOTION:** Jose Jasso **SECOND:** Liz Cottrell **MOTION CARRIED UNANIMOUSLY**

**Ayes:** Cottrell, Ancheta, Ramsey, Walter, Van Steyn, Arteaga, Blankenship, Styczynski, Ehrenstrom, Peters, Warren, Ryan, Jasso, Schiltz, Morrison
**Nays:** None

## E.5. Police Risk Management Committee (PRMC)

### E.5.a. PRMC Update

Tom Kline from Sedgwick gave and overview of the Police Risk Management Committee Meetings for FY 20/21. During the August meeting we had a presentation from Veritone titled Using Artificial Intelligence to Decrease Response Time for Public Record Requests.

During the November meeting we had a training on Human Relations and Implicit Bias for Public Safety Leadership. We reviewed new technology for Police Departments including the Bolo Wrap Remote Restraint Device and Grappler Pursuit Bumper to help stop vehicles in pursuit.

The February Meeting we had a training on Avoiding Nuclear Verdicts: A Tough time Calls for Tougher Legal Defense. We discussed with members some of the impacts of newer laws such as AB 392 and AB 953.

We will be having a training on May 6th regarding AB 392. Mr. Beverly encouraged all members to attend the training.

Information only.

### E.5.b. PRMC Grant Fund Usage Report and Request

Mr. Beverly discussed the Police Grant Usage Report and Requests. We encourage members to purchase Body Warn Cameras for Police Departments. Members discussed the storage capacity of the Body Warn Cameras. Placerville has been awarded Homeland Security Grants to help pay for the storage capacity.

Mr. Kline discussed the storage costs of the body warn cameras.

**A motion was made to approve the Police Risk Management Grant Funds.**

**MOTION:** Liz Cottrell **SECOND:** Dave Warren **MOTION CARRIED UNANIMOUSLY**

**Ayes:** Cottrell, Ancheta, Ramsey, Walter, Van Steyn, Arteaga, Blankenship, Styczynski, Ehrenstrom, Peters, Warren, Ryan, Jasso, Schiltz, Morrison
**Nays:** None

**E.6. FY 21/22 Risk Control Services Budget**

Mr. Beverly discussed the Risk Control Services Budget. We will need to review the Risk Control Services Budget that will renew in 2022. We do have a Budget for Outside Training for members. Please keep that in mind if you have training ideas, please share with your Program Administrators.

Mr. Beverly also discussed the FY 20/21 Member Training and Risk Management Fund. It was suggested that we transfer the balance of the Member Training Funds to the Risk Management Reserves or a credit off the premium.

Members discussed liking the idea of transferring the funds to the Risk Management Reserve Funds.

**A motion was made to approve the Risk Control Services Budget and roll over the Member Training Funds to the Risk Management Reserves.**

**MOTION:** Dave Warren **SECOND:** Jose Jasso **MOTION CARRIED UNANIMOUSLY**

**Ayes:** Cottrell, Ancheta, Ramsey, Walter, Van Steyn, Arteaga, Blankenship, Styczynski, Ehrenstrom, Peters, Warren, Ryan, Jasso, Schiltz, Morrison
**Nays:** None

**E.7. Round Table Discussion**

Members discussed the Cordico App and ACI Benefits for Police Departments. ACI Benefits doesn't have as many counselors for Police Departments. The service on the App and the phone call for Cordico is covered for the services. The City of Dixon has used the Cordico before.

Mr. Beverly discussed Workers' Compensation rates going up. The fees for all services for Medical claims are going up this year.

**F. ADJOURNMENT**

The meeting was adjourned at 10:15 a.m.

**Next Meeting Date:** December 16, 2021

Respectfully Submitted,

_____
Jennifer Styczynski, Secretary

_____
Date

**Northern California Cities Self Insurance Fund**
**Risk Management Committee Meeting**
**December 16, 2021**

**Agenda Item E.**

# GENERAL RISK MANAGEMENT ISSUES

## INFORMATION ITEM

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

**RECOMMENDATION:** None.

**FISCAL IMPACT:** None.

**BACKGROUND:** This is an opportunity for members to ask questions or raise issues on risk exposures common to the members.

**ATTACHMENT(S):** None.

**REFERENCE**: SB296 – Code Enforcement Officers: Safety Standards
https://www.caceo.us/page/CEOSafetyandSurvivalGuide

Intersection/crosswalk review

**Northern California Cities Self Insurance Fund**
**Risk Management Committee Meeting**
**December 16, 2021**

**Agenda Item F.1.**

# TRENDING REPORTS FOR WORKERS' COMPENSATION AND LIABILITY CLAIMS

## INFORMATION ITEM

**ITEM:** Erik Baumle from Sedgwick will present an overview of NCCSIF claim trends over the last five years, 2016-2021, and analysis of the top loss exposures related to the Workers' Compensation and Liability Programs.

**FISCAL IMPACT:** None.

**RECOMMENDATION:** Review analysis and consider when providing input for setting risk management goals.

**BACKGROUND:** York/Sedgwick 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):**

1. Workers' Compensation Loss Exposures Claims Experience Analysis
2. Liability Loss Exposures Claims Experience Analysis

# Workers' Compensation Trending Report for NCCSIF

sedgwick®

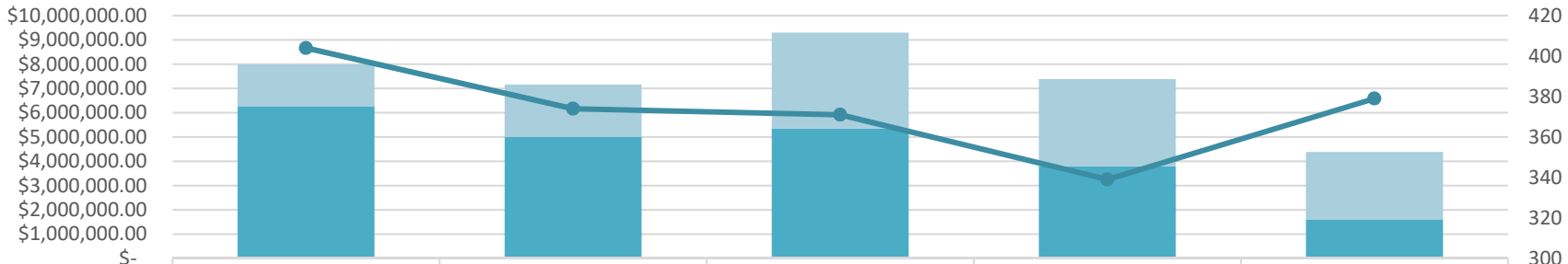
*caring counts*

December 2021

© 2019 Sedgwick

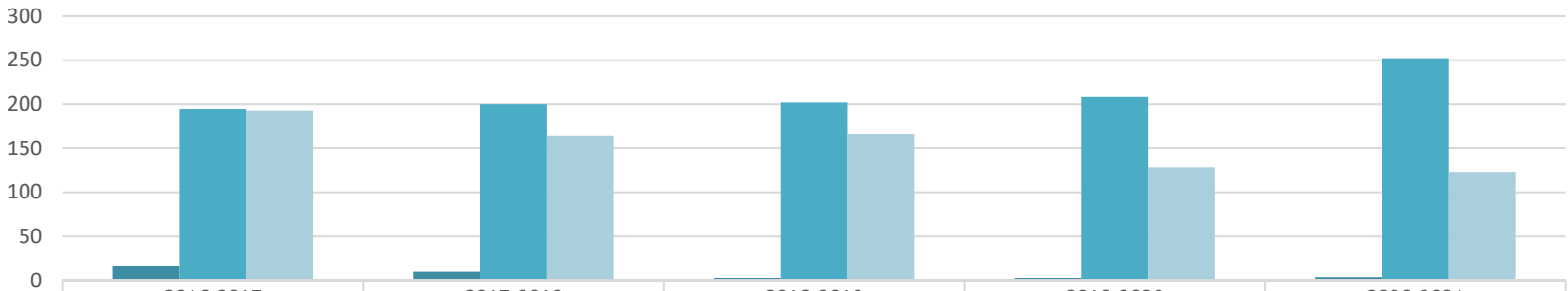
# NCCSIF WC Trending Report Fiscal Years 2016-2021

## Total Paid and Incurred by Fiscal Year




| | 07/01/2016 - 06/30/2017 | 07/01/2017 - 06/30/2018 | 07/01/2018 - 06/30/2019 | 07/01/2019 - 06/30/2020 | 07/01/2020 - 06/30/2021 |
|---|---|---|---|---|---|
| Sum of Tot Fut Reserves | $1,725,397.41 | $2,150,253.03 | $3,949,256.93 | $3,593,210.93 | $2,777,515.49 |
| Sum of Tot Paid | $6,264,339.41 | $5,009,009.02 | $5,350,060.02 | $3,792,061.55 | $1,603,771.95 |
| Count of File Num | 404 | 374 | 371 | 339 | 379 |

## Claim Type by Fiscal Year



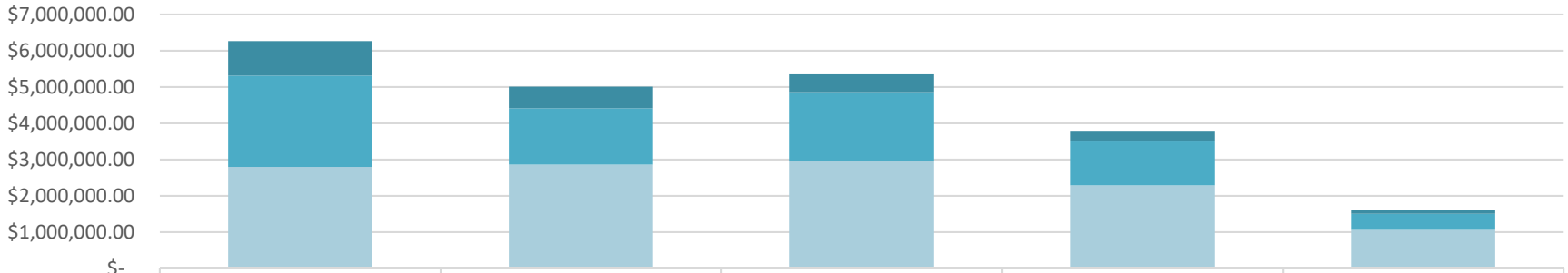

| | 2016-2017 | 2017-2018 | 2018-2019 | 2019-2020 | 2020-2021 |
|---|---|---|---|---|---|
| First aid | 16 | 10 | 3 | 3 | 4 |
| Indemnity | 195 | 200 | 202 | 208 | 252 |
| Medical only | 193 | 164 | 166 | 128 | 123 |

© 2019 Sedgwick

sedgwick

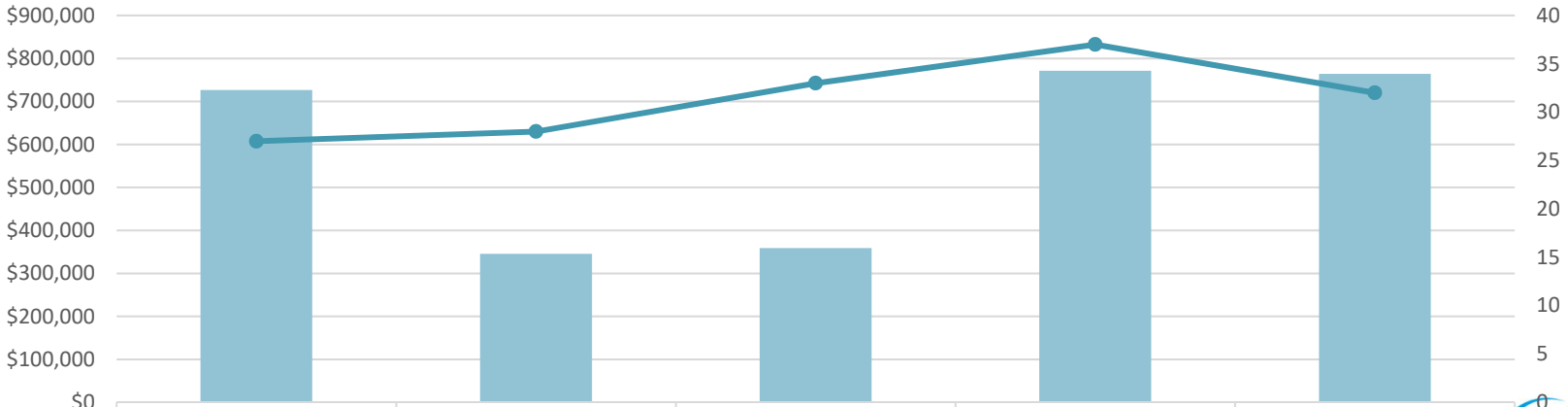
# NCCSIF WC Trending Report Fiscal Years 2016-2021

## Total Paid by Fiscal Year




| | 07/01/2016 - 06/30/2017 | 07/01/2017 - 06/30/2018 | 07/01/2018 - 06/30/2019 | 07/01/2019 - 06/30/2020 | 07/01/2020 - 06/30/2021 |
|---|---|---|---|---|---|
| Sum of Pd Exp/Oth | $953,058.70 | $597,771.37 | $494,114.19 | $294,168.67 | $98,963.50 |
| Sum of Pd Med | $2,514,062.71 | $1,550,447.73 | $1,909,146.31 | $1,210,841.27 | $446,506.40 |
| Sum of Pd Ind | $2,797,218.00 | $2,860,789.92 | $2,946,799.52 | $2,287,051.61 | $1,058,302.05 |

## Claim Recoveries by Fiscal Year



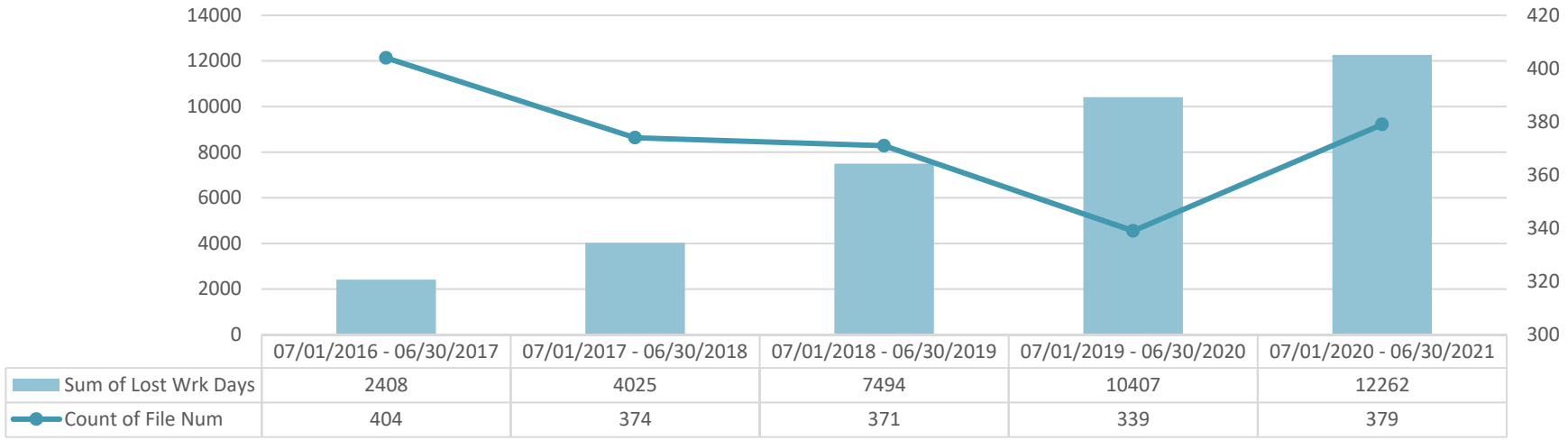

| | 07/01/2016 - 06/30/2017 | 07/01/2017 - 06/30/2018 | 07/01/2018 - 06/30/2019 | 07/01/2019 - 06/30/2020 | 07/01/2020 - 06/30/2021 |
|---|---|---|---|---|---|
| Recovery | $726,616 | $345,587 | $358,705 | $771,493 | $763,933 |
| Claims | 27 | 28 | 33 | 37 | 32 |

© 2019 Sedgwick

sedgwick

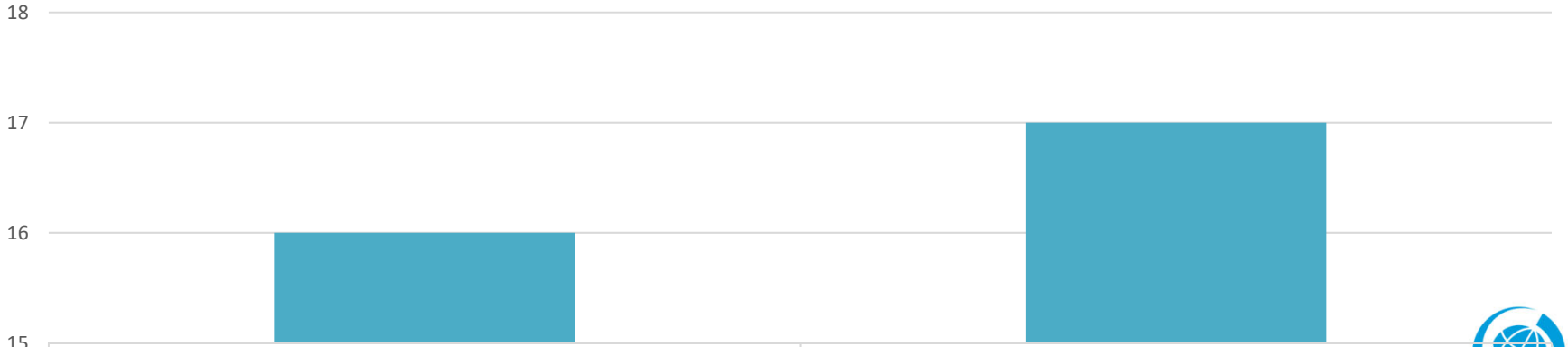
# NCCSIF WC Trending Report Fiscal Years 2016-2021

## Loss Days for Claims in each Fiscal Year




| | 07/01/2016 - 06/30/2017 | 07/01/2017 - 06/30/2018 | 07/01/2018 - 06/30/2019 | 07/01/2019 - 06/30/2020 | 07/01/2020 - 06/30/2021 |
|---|---|---|---|---|---|
| Sum of Lost Wrk Days | 2408 | 4025 | 7494 | 10407 | 12262 |
| Count of File Num | 404 | 374 | 371 | 339 | 379 |

## Claims Settled During Fiscal Year 2020 - 2021



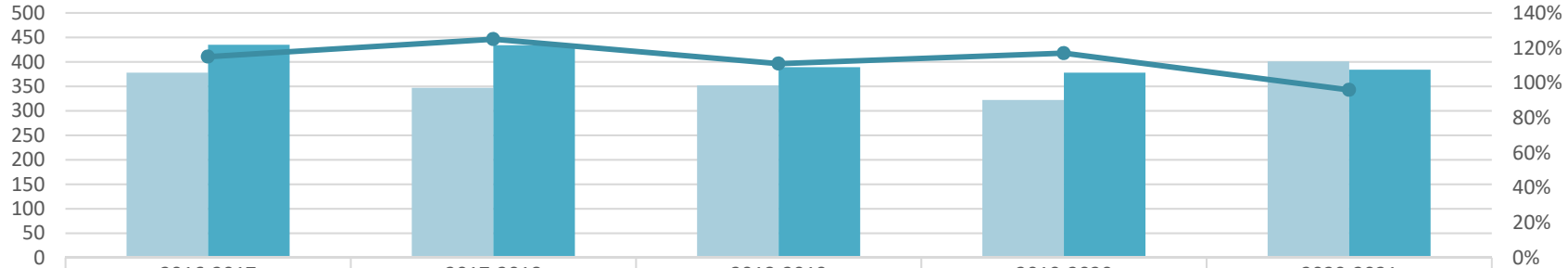

| | Stipulation with Request for Award | Compromise and Release |
|---|---|---|
| Total | 16 | 17 |

© 2019 Sedgwick

sedgwick®

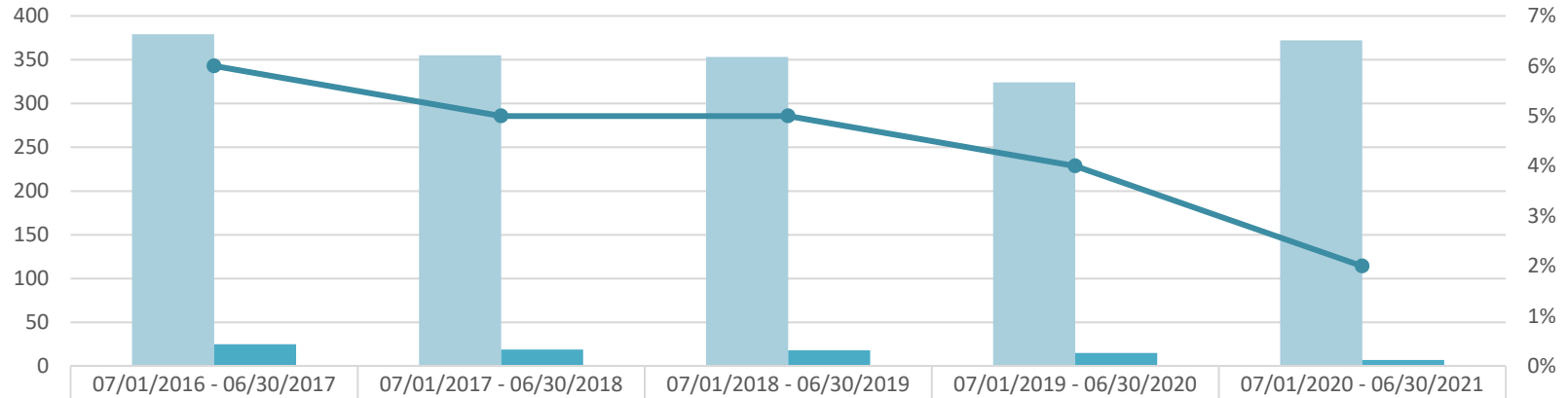
# NCCSIF WC Trending Report Fiscal Years 2016-2021

## Closing Ratio by Fiscal Year




| | 2016-2017 | 2017-2018 | 2018-2019 | 2019-2020 | 2020-2021 |
|---|---|---|---|---|---|
| open | 378 | 347 | 352 | 322 | 401 |
| closed | 435 | 434 | 389 | 378 | 384 |
| ratio | 115% | 125% | 111% | 117% | 96% |

## Litigation Rate by Fiscal Year



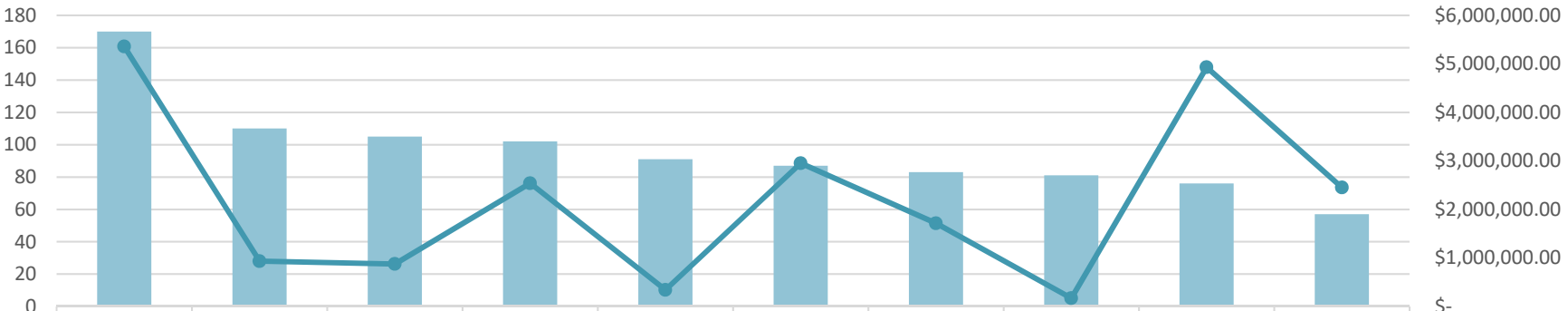

| | 07/01/2016 - 06/30/2017 | 07/01/2017 - 06/30/2018 | 07/01/2018 - 06/30/2019 | 07/01/2019 - 06/30/2020 | 07/01/2020 - 06/30/2021 |
|---|---|---|---|---|---|
| Not Litigated | 379 | 355 | 353 | 324 | 372 |
| Yes Litigated | 25 | 19 | 18 | 15 | 7 |
| Rate | 6% | 5% | 5% | 4% | 2% |

© 2019 Sedgwick

sedgwick

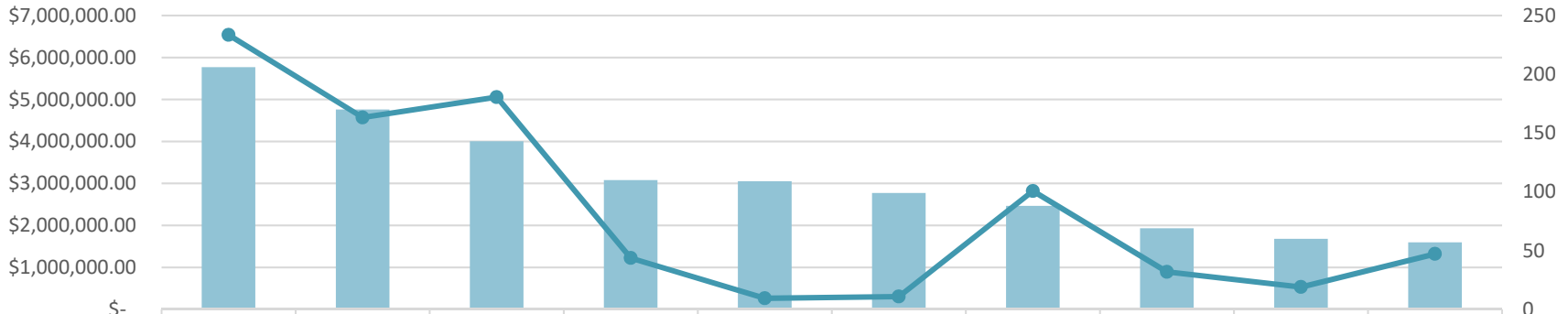
# NCCSIF WC Trending Report Fiscal Years 2016-2021

## Top 10 Cause of Injury Fiscal year 2016-2021




| | Strain | Inhalation | Person in act of crime | Lifting | Pandemic | Not physical | Fall/Slip | Struck by | Cumulative | Repetitive motion |
|---|---|---|---|---|---|---|---|---|---|---|
| Frequency | 170 | 110 | 105 | 102 | 91 | 87 | 83 | 81 | 76 | 57 |
| Severity | $5,358,021.7 | $932,423.06 | $875,361.27 | $2,539,391.0 | $340,233.29 | $2,952,178.6 | $1,713,307.7 | $169,318.65 | $4,930,946.0 | $2,451,695.5 |

## Top 10 Part of Body Injured Fiscal Year 2016-2021



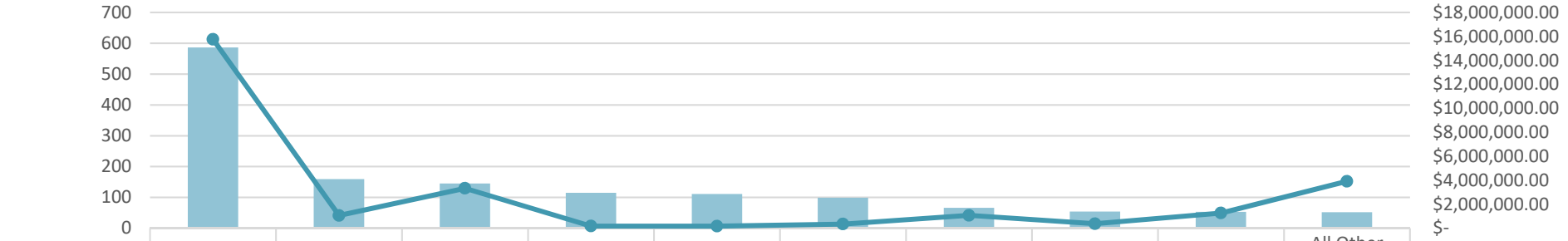

| | Multiple areas | Low back | Knee | Body systems | Finger(s) | Hand | Shoulder(s) | Ankle | Wrist | No Phys Injury |
|---|---|---|---|---|---|---|---|---|---|---|
| Frequency | 206 | 170 | 143 | 110 | 109 | 99 | 88 | 69 | 60 | 57 |
| Severity | $6,538,847. | $4,570,867. | $5,055,599. | $1,223,122. | $263,553.86 | $305,275.01 | $2,819,861. | $893,202.07 | $531,490.97 | $1,320,648. |

© 2019 Sedgwick

sedgwick

# NCCSIF WC Trending Report Fiscal Years 2016-2021

## Top 10 Nature of Injury Fiscal Year 2016-2021




| | Strain | Contusion | Sprain | Puncture | Laceration | COVID-19 | Unspecified injuries | No phys Injury | Fracture | All Other Cumulative Injury |
|---|---|---|---|---|---|---|---|---|---|---|
| Frequency | 586 | 159 | 145 | 115 | 111 | 99 | 66 | 54 | 53 | 52 |
| Severity | $15,753,840. | $1,065,412.8 | $3,333,968.0 | $184,050.23 | $174,843.00 | $345,607.39 | $1,072,964.2 | $376,790.79 | $1,266,176.8 | $3,913,002.3 |

## Top 10 Occupation of Injury Fiscal Year 2016-2021

| | Police Officer | Misc. positions | Firefighter | Fire Captain | Police Sergeant | Fire Engineer | Maintenance worker | Firefighter II | Refuse Driver | Community Service |
|---|---|---|---|---|---|---|---|---|---|---|
| Frequency | 540 | 136 | 99 | 75 | 52 | 50 | 46 | 44 | 31 | 24 |
| Severity | $11,131,598. | $847,675.24 | $1,866,574.2 | $2,412,267.0 | $927,706.08 | $1,307,983.9 | $541,993.18 | $586,102.95 | $1,677,225.6 | $469,613.44 |

© 2019 Sedgwick

sedgwick

## Top 10 Claims Fiscal Year 2016-2021

| Claim Number | Description | Loss Date | Status | Paid | Incurred |
|---|---|---|---|---|---|
| NCWA-557610 | Cumulative trauma to neck, back, upper, lower extremities, and hearing | 8/11/2016 | O | $34,581 | $495,636 |
| NCWA-558030 | Stepping on curb caused twisting injury to hip. | 9/06/2018 | O | $246,721 | $486,220 |
| NCWA-557465 | Terminal cancer | 11/30/2016 | C | $414,277 | $414,277 |
| NCWA-558122 | Cumulative trauma claim to multiple areas | 12/04/2018 | O | $138,504 | $392,465 |
| NCWA-557762 | Left knee pain from picking up trash can | 10/30/2017 | O | $168,670 | $367,598 |
| NCWA-558290 | Aneurysm | 5/8/2019 | O | $197,582 | $361,654 |
| NCWA-558696 | Left hip arthritis and lower back injuries | 06/19/2020 | O | $140,419 | $350,324 |
| NCWA-557956 | Bilateral knee injuries | 04-06-2018 | O | $177,247 | $333,287 |
| NCWA-557711 | Post-traumatic stress disorder. Police officer | 11/14/2017 | O | $228,108 | $333,067 |
| NCWA-557129 | Right knee injury, exiting patrol car | 07/27/2016 | O | $274,518 | $321,147 |

© 2019 Sedgwick

# General Liability Trending Report for NCCSIF

sedgwick®

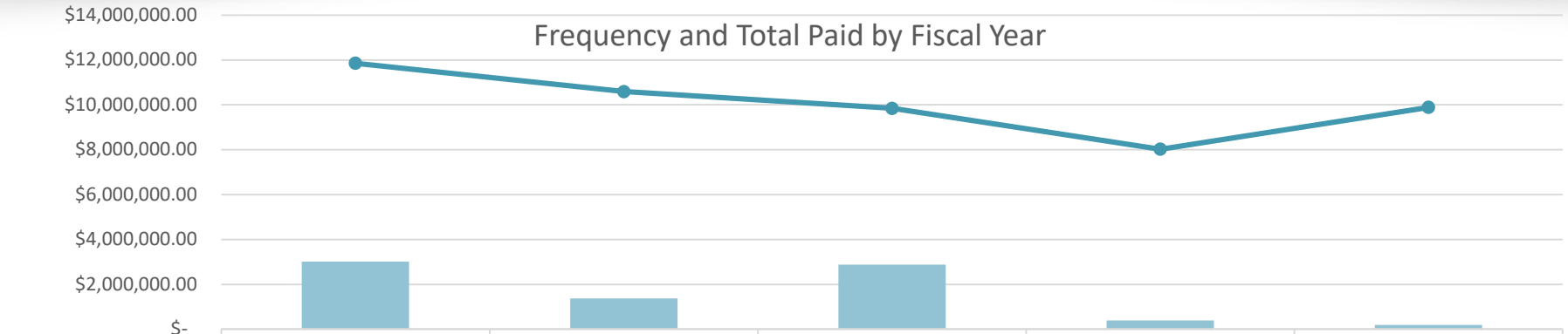
*caring counts*

December 2021

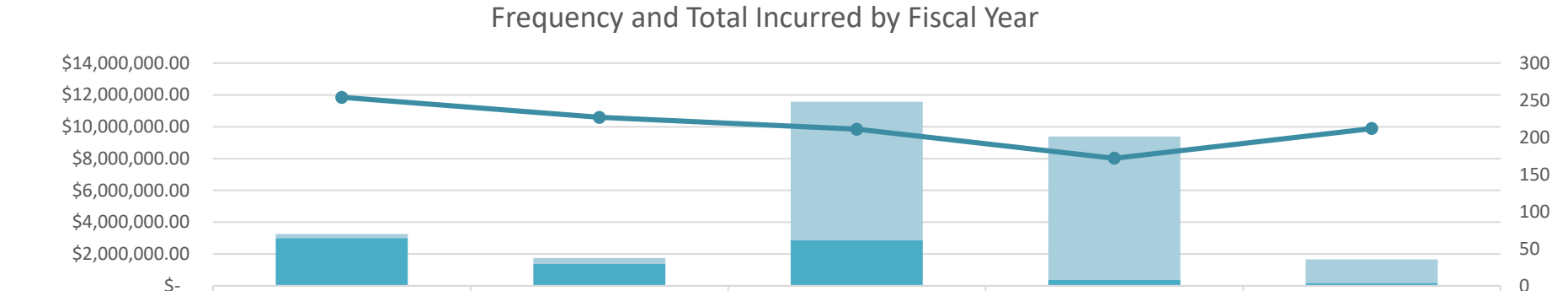


© 2019 Sedgwick

# NCCSIF GL Trending Report Fiscal Years 2016-2021




| | 2016 - 2017 | 2017 - 2018 | 2018 - 2019 | 2019 - 2020 | 2020 - 2021 |
|---|---|---|---|---|---|
| Sum of Tot Paid | $3,009,553.24 | $1,367,527.76 | $2,880,062.29 | $390,064.61 | $186,115.49 |
| Count of File Num | 254 | 227 | 211 | 172 | 212 |




| | 2016 - 2017 | 2017 - 2018 | 2018 - 2019 | 2019 - 2020 | 2020 - 2021 |
|---|---|---|---|---|---|
| Sum of Fut reserv | $255,923.02 | $386,328.41 | $8,689,774.75 | $8,994,238.98 | $1,480,900.99 |
| Sum of Tot Paid | $3,009,553.24 | $1,367,527.76 | $2,880,062.29 | $390,064.61 | $186,115.49 |
| Count of File Num | 254 | 227 | 211 | 172 | 212 |

Impact to Total Incurred:

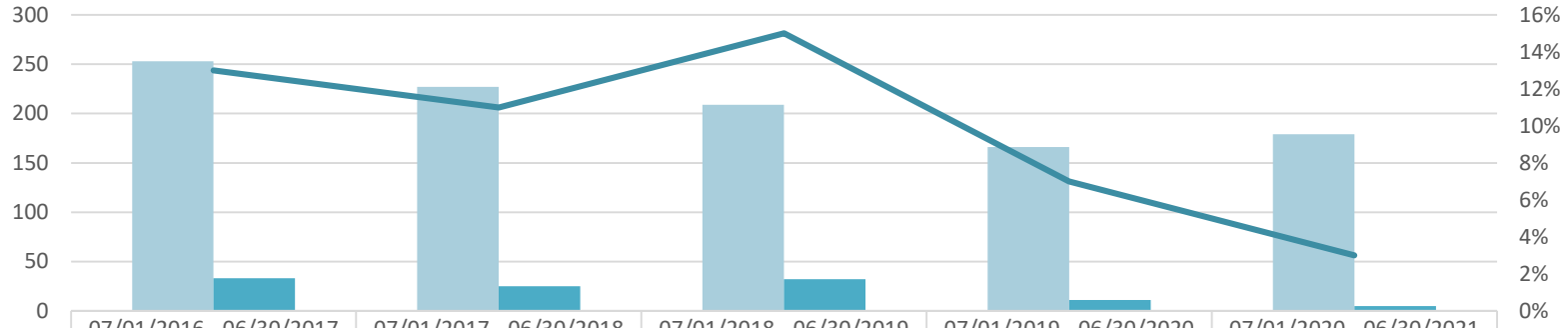
- 2018-2019 Single claim impacting this FY at $7,225,000
- 2019-2020 Single claims impacting the FY at $7,500,000

© 2019 Sedgwick

sedgwick

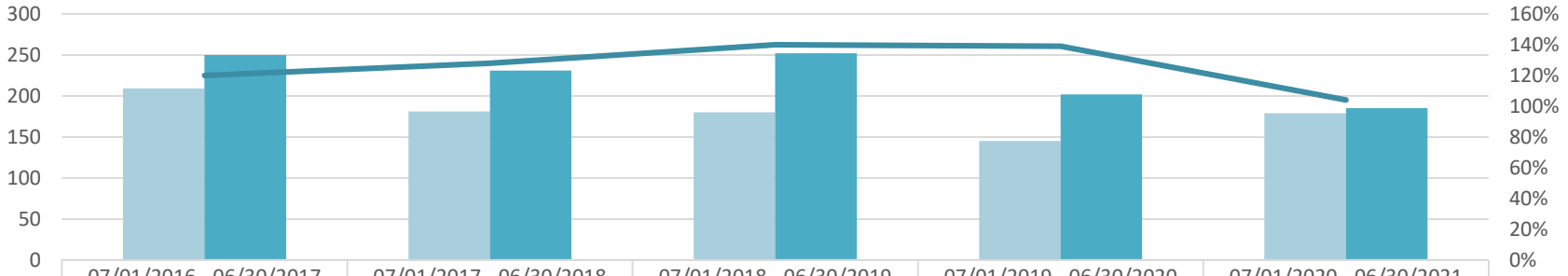
# NCCSIF GL Trending Report Fiscal Years 2016-2021

## Litigation Ratio By Fiscal year




| | 07/01/2016 - 06/30/2017 | 07/01/2017 - 06/30/2018 | 07/01/2018 - 06/30/2019 | 07/01/2019 - 06/30/2020 | 07/01/2020 - 06/30/2021 |
|---|---|---|---|---|---|
| Total Claims | 253 | 227 | 209 | 166 | 179 |
| Litigated | 33 | 25 | 32 | 11 | 5 |
| Ratio | 13% | 11% | 15% | 7% | 3% |

## Closing Ratio By Fiscal year



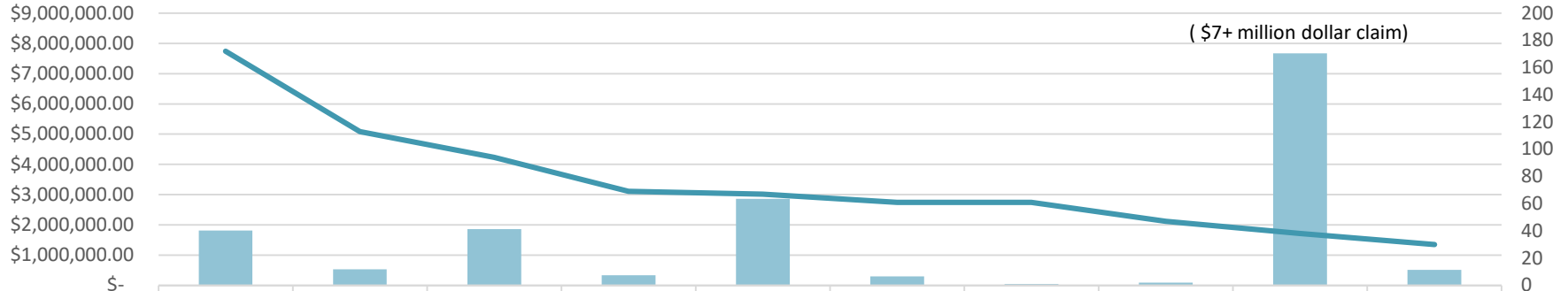

| | 07/01/2016 - 06/30/2017 | 07/01/2017 - 06/30/2018 | 07/01/2018 - 06/30/2019 | 07/01/2019 - 06/30/2020 | 07/01/2020 - 06/30/2021 |
|---|---|---|---|---|---|
| Open | 209 | 181 | 180 | 145 | 179 |
| Closed | 250 | 231 | 252 | 202 | 185 |
| Ratio | 120% | 128% | 140% | 139% | 104% |

© 2019 Sedgwick

sedgwick

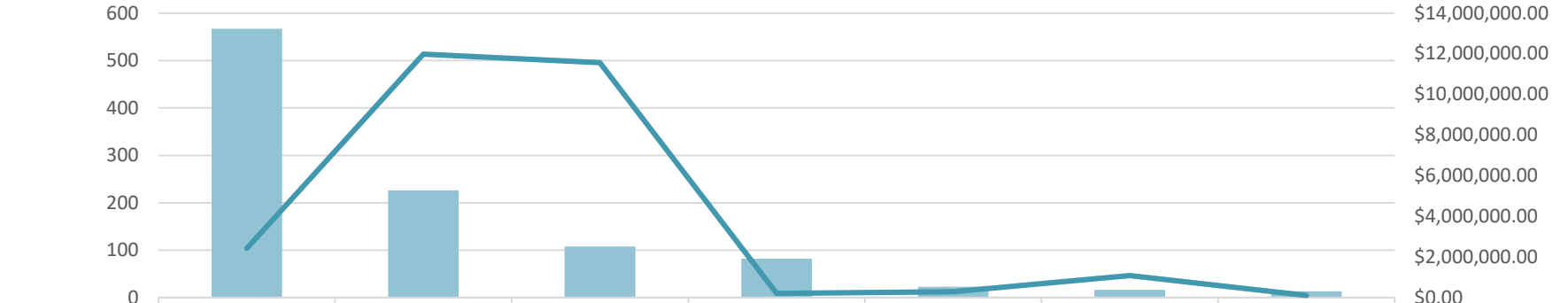
# NCCSIF GL Trending Report Fiscal Years 2016-2021

## Top 10 Cause of Claim Fiscal Year 2016 - 2021




| | Misc. bodily / property damage | Motorized Vehicle | Slip & Fall - inside | Insufficient Data | Civil Rights | Hit Vehicle On Side | Faulty Roadway | Property Damage | Faulty Roadway Design | Sewer Backup |
|---|---|---|---|---|---|---|---|---|---|---|
| Severity | $1,809,646. | $533,149.18 | $1,862,857. | $330,168.87 | $2,857,895. | $294,206.38 | $40,170.75 | $86,505.44 | $7,675,971. | $508,190.34 |
| Frequency | 172 | 113 | 94 | 69 | 67 | 61 | 61 | 47 | 38 | 30 |

## Frequency and Severity by Claim Type Fiscal year 2016 - 2021

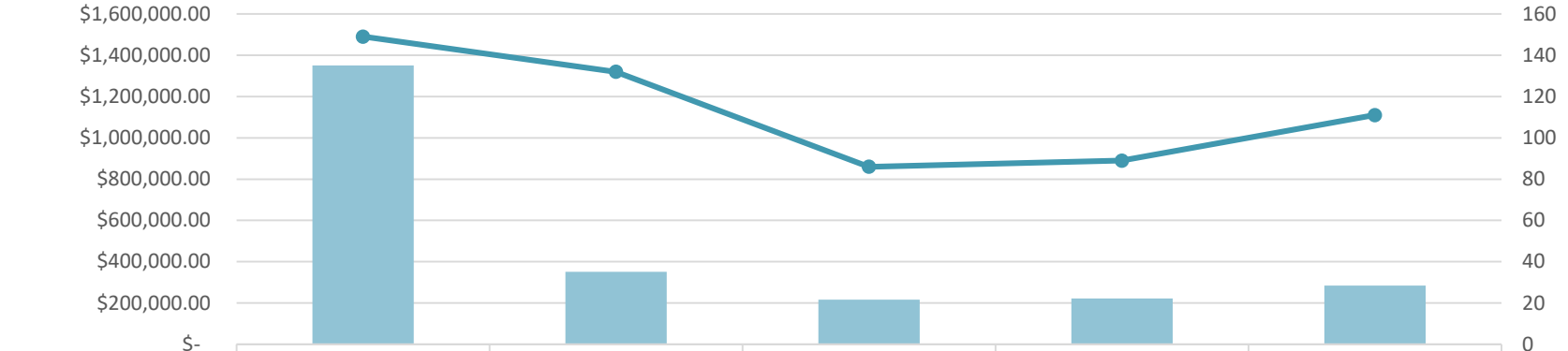



| | Property Damage - GL | Bodily Injury - GL | Police Liability | Property Damage – Auto | Bodily Injury – Auto | Employment Practices | Public Officials |
|---|---|---|---|---|---|---|---|
| Frequency | 567 | 226 | 108 | 82 | 23 | 16 | 13 |
| Severity | $2,425,030.76 | $11,984,793.25 | $11,560,228.49 | $198,646.44 | $288,954.62 | $1,076,545.85 | $104,624.70 |

© 2019 Sedgwick

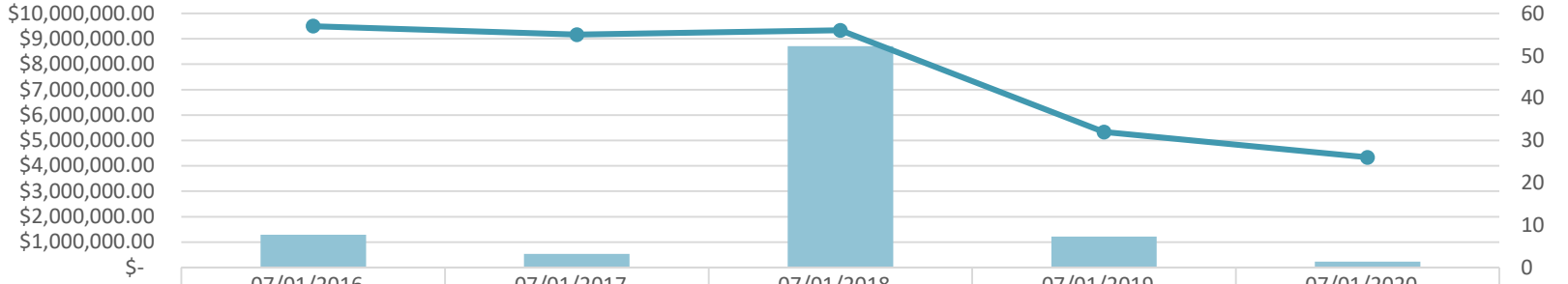
# NCCSIF GL Trending Report Fiscal Years 2016-2021

## Property Damage - GL Claims By Fiscal Year




| | 07/01/2016 - 06/30/2017 | 07/01/2017 - 06/30/2018 | 07/01/2018 - 06/30/2019 | 07/01/2019 - 06/30/2020 | 07/01/2020 - 06/30/2021 |
|---|---|---|---|---|---|
| Sum of Tot Inc | $1,351,113.36 | $351,884.68 | $215,916.50 | $221,786.99 | $284,329.23 |
| Count of File Num | 149 | 132 | 86 | 89 | 111 |

## Bodily injury - GL Claims By Fiscal Year

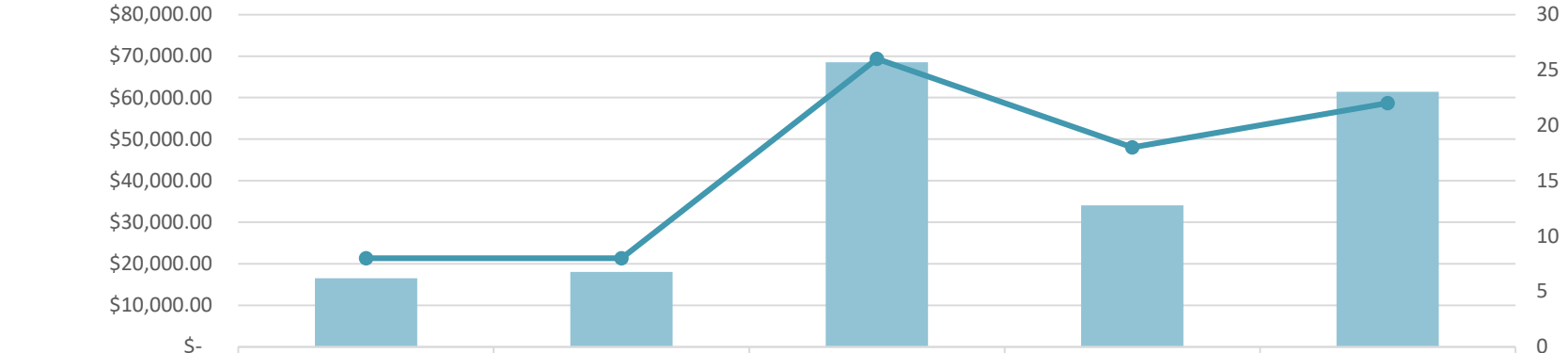



| | 07/01/2016 - 06/30/2017 | 07/01/2017 - 06/30/2018 | 07/01/2018 - 06/30/2019 | 07/01/2019 - 06/30/2020 | 07/01/2020 - 06/30/2021 |
|---|---|---|---|---|---|
| Sum of Tot Inc | $1,282,902.58 | $529,980.32 | $8,715,913.58 | $1,220,088.56 | $235,908.21 |
| Count of File Num | 57 | 55 | 56 | 32 | 26 |

© 2019 Sedgwick

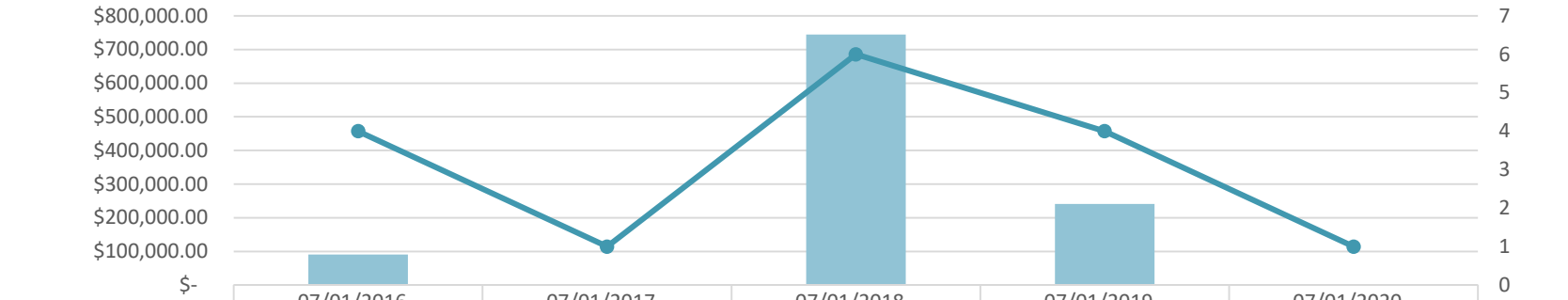
# NCCSIF GL Trending Report Fiscal Years 2016-2021

## Property Damage- Auto Claims By Fiscal Year




| | 07/01/2016 - 06/30/2017 | 07/01/2017 - 06/30/2018 | 07/01/2018 - 06/30/2019 | 07/01/2019 - 06/30/2020 | 07/01/2020 - 06/30/2021 |
|---|---|---|---|---|---|
| Sum of Tot Inc | $16,515.38 | $18,068.97 | $68,544.43 | $34,086.57 | $61,431.09 |
| Count of File Num | 8 | 8 | 26 | 18 | 22 |

## Employment Practices Claims By Fiscal Year



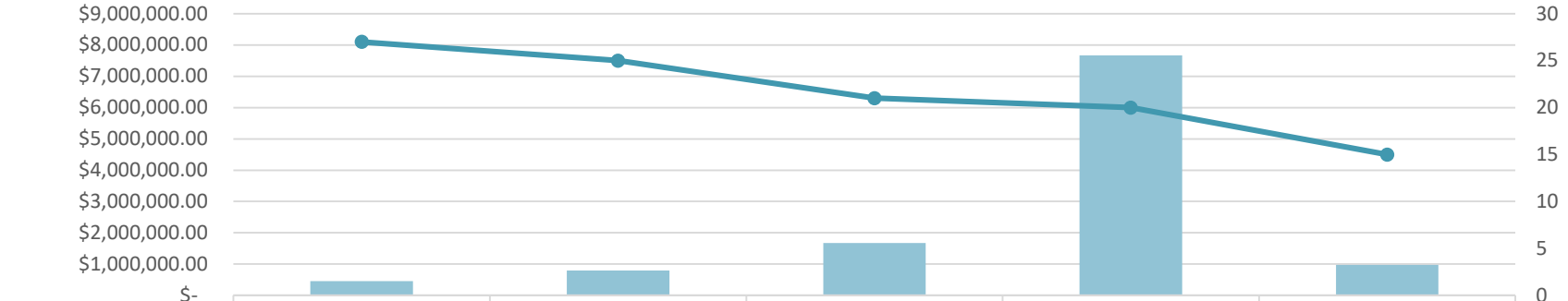

| | 07/01/2016 - 06/30/2017 | 07/01/2017 - 06/30/2018 | 07/01/2018 - 06/30/2019 | 07/01/2019 - 06/30/2020 | 07/01/2020 - 06/30/2021 |
|---|---|---|---|---|---|
| Sum of Tot Inc | $90,803.00 | $505.60 | $744,275.65 | $240,961.60 | $- |
| Count of File Num | 4 | 1 | 6 | 4 | 1 |

© 2019 Sedgwick

sedgwick®

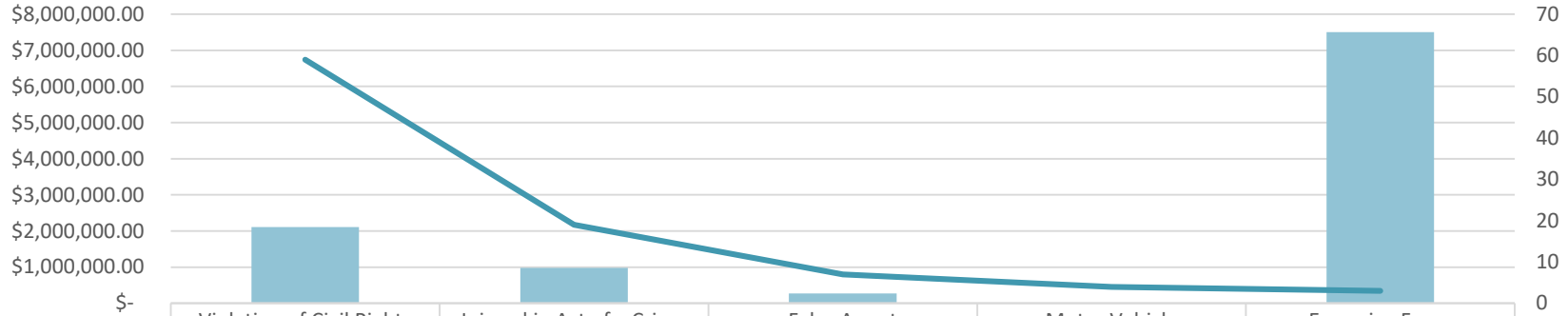
# NCCSIF GL Trending Report Fiscal Years 2016-2021

## Police Liability Claims By Fiscal Year




| | 07/01/2016 - 06/30/2017 | 07/01/2017 - 06/30/2018 | 07/01/2018 - 06/30/2019 | 07/01/2019 - 06/30/2020 | 07/01/2020 - 06/30/2021 |
|---|---|---|---|---|---|
| Sum of Tot Inc | $450,543.41 | $794,252.55 | $1,675,248.01 | $7,665,113.27 | $975,071.25 |
| Count of File Num | 27 | 25 | 21 | 20 | 15 |

## Top 5 Cause of Police Liability Claims Fiscal Year 2016 - 2021




| | Violation of Civil Rights | Injured in Act of a Crime | False Arrest | Motor Vehicle | Excessive Force |
|---|---|---|---|---|---|
| Severity | $2,105,733.50 | $976,452.93 | $272,769.30 | $5,992.57 | $7,500,013.85 |
| Frequency | 59 | 19 | 7 | 4 | 3 |

© 2019 Sedgwick

sedgwick

## Top 10 Police Liability Claims Fiscal Year 2016-2021

| Claim Number | Description | Incurred |
|---|---|---|
| 40201028983-0001 | Excessive force arising from arrest | $7,500,000 |
| NCGA08811A1 | Fatal officer involved shooting | $890,243 |
| 402104A9F7G-0001 | Fatal SWAT officer involved shooting | $650,000 |
| NCGA08783A1 | Alleging violation of civil rights and injury from K9 | $275,000 |
| NCGA08592A1 | Alleging unreasonable force used to detain & arrest causing injury | $275,000 |
| NCGA08481A1 | Alleging unreasonable force used to detain & arrest causing injury | $257,838 |
| 402104A9DF9-0001 | Alleging unreasonable force | $175,000 |
| 40201244A82-0001 | Alleging false arrest and excessive use of force | $150,000 |
| NCGA08821A1 | Alleges police officer slammed claimant to the ground | $140,000 |
| NCGA08359B1 | Fatal officer involved shooting | $131,736 |

© 2019 Sedgwick

Frequency and Severity of Police Claims by Member
Fiscal Year 2016-2021

| Member | Frequency | Severity | Average | Open as of 6.30.2021 |
|---|---|---|---|---|
| City of Anderson | 3 | $111,015 | $37,005 | 2 |
| City of Auburn | 3 | $15,525 | $5,175 | 2 |
| City of Colusa | 5 | $160,473 | $32,095 | 2 |
| City of Corning | 2 | $12,567 | $6,284 | 0 |
| City of Dixon | 0 | $0 | $0 | 0 |
| City of Folsom | 13 | $133,695 | $10,284 | 1 |
| City of Galt | 0 | $0 | $0 | 0 |
| City of Gridley | 4 | $225,004 | $56,251 | 4 |
| City of Ione | 0 | $0 | $0 | 0 |
| City of Jackson | 0 | $0 | $0 | 0 |

© 2019 Sedgwick

Frequency and Severity of Police Claims by Member
Fiscal Year 2016-2021

| Member | Frequency | Severity | Average | Open as of 6.30.2021 |
|---|---|---|---|---|
| City of Lincoln | 9 | $9,945 | $1,105 | 4 |
| City of Marysville | 8 | $82,417 | $10,302 | 1 |
| City of Oroville | 4 | $179,508 | $44,877 | 1 |
| City of Red Bluff | 10 | $967,979 | $96,798 | 1 |
| City of Rio Vista | 4 | $537,456 | $134,364 | 3 |
| City of Rocklin | 18 | $691,353 | $38,409 | 2 |
| City of Willows | 0 | $0 | $0 | 0 |
| City of Yuba City | 21 | $8,423,187 | $401,104 | 7 |
| Town of Paradise | 4 | $10,104 | $2,526 | 0 |

© 2019 Sedgwick

## Top 10 Liability Claims Fiscal Year 2016-2021

| Claim Number | Claim Type | Description | Incurred |
|---|---|---|---|
| 40201028983-0001 | POLICE LIABILITY | Excessive force arising from arrest | $7,500,000 |
| NCGA08753A1 | BODILY INJURY - GL | Traumatic brain injury from MVA due to alleged dangerous road condition | $7,225,000 |
| NCGA08811A1 | POLICE LIABILITY | Fatal officer involved shooting | $890,243 |
| 402104A9F7G-0001 | POLICE LIABILITY | Fatal SWAT officer involved shooting | $650,000 |
| NCGA08905A1 | BODILY INJURY - GL | The claimant was struck and killed by a DUI driver | $525,000 |
| NCGA08401A1 | BODILY INJURY - GL | Alleges eviction from a homeless camp violated claimant's civil rights | $360,000 |
| NCGA08839A1 | BODILY INJURY - GL | Claimant suffered injuries from alleged dangerous crosswalk road condition | $350,000 |
| NCGA08478A1 | BODILY INJURY - GL | Alleged discrimination based on retaliation, disability and gender | $346,753 |
| NCGA08970A1 | BODILY INJURY - GL | Claimant suffered injuries from alleged dangerous crosswalk condition | $310,000 |
| NCGA08783A1 | POLICE LIABILITY | Alleging violation of civil rights | $275,000 |
| NCGA08592A1 | POLICE LIABILITY | Alleging violation of civil rights and injury from K9 | $275,000 |

© 2019 Sedgwick

Frequency and Severity of General Liability Claims by Member
Fiscal Year 2016-2021

| Member | Frequency | Severity | Average |
|---|---|---|---|
| City of Anderson | 15 | $335,986 | $22,399 |
| City of Auburn | 50 | $809,360 | $16,187 |
| City of Colusa | 33 | $273,419 | $8,285 |
| City of Corning | 23 | $105,376 | $4,582 |
| City of Dixon | 18 | $80,526 | $4,474 |
| City of Folsom | 312 | $1,180,268 | $3,783 |
| City of Galt | 46 | $395,006 | $8,587 |
| City of Gridley | 13 | $257,697 | $19,823 |
| City of Ione | 5 | $21,002 | $4,200 |
| City of Jackson | 7 | $120,213 | $17,173 |

© 2019 Sedgwick

Frequency and Severity of General Liability Claims by Member
Fiscal Year 2016-2021

| Member | Frequency | Severity | Average |
|---|---|---|---|
| City of Lincoln | 112 | $717,918 | $6,410 |
| City of Marysville | 88 | $1,357,320 | $15,424 |
| City of Oroville | 17 | $445,733 | $26,220 |
| City of Red Bluff | 66 | $1,439,872 | $21,816 |
| City of Rio Vista | 36 | $1,716,203 | $47,672 |
| City of Rocklin | 76 | $8,323,552 | $109,520 |
| City of Willows | 10 | $490,806 | $49,081 |
| City of Yuba City | 73 | $9,437,964 | $129,287 |
| Town of Paradise | 34 | $132,267 | $3,890 |

© 2019 Sedgwick

**Northern California Cities Self Insurance Fund**
**Risk Management Committee Meeting**
**December 16, 2021**

**Agenda Item F.2.**

# SEDGWICK RISK CONTROL SERVICES UPDATE
## INFORMATION ITEM

**ISSUE:** Eric Lucero will present an update on the risk control services Sedgwick has provided to NCCSIF members from January 1 through December 3, 2021. A member services report is included for review and discussion.

**Focused Risk Assessments**
Sedgwick staff last completed a Risk Assessment in 2020 for all members. Beginning in January 2022, Sedgwick staff will meet with all members to update the Risk Assessment Scorecard and review services available to NCCSIF members.

**Focused Risk Assessment Follow-up**
Sedgwick has provided members with draft resolutions, policies, and programs related to their Focused Risk Assessment Examples include:

| | |
|---|---|
| Special Events Risk Management | Urban Forest & Wildfire Best Practices |
| Return to Work Program | Injury and Illness Prevention Program |
| Vehicle Use Program | Ergonomics Program |
| Sidewalk Liability Program | ADA Compliance & Transition Plans |
| Volunteer Risk Management | Risk Management Resolution & Policy |

**Training**
Due to the COVID restrictions, the ability to conduct on-site training has been limited. A regional training on temporary work zones and traffic flagger was conducted virtually in August.

**Ergonomic Evaluations**
Members have continued to request office ergonomic evaluations for their staff. Due to the COVID-19 restrictions, Sedgwick staff has performed these evaluations virtually.

**FISCAL IMPACT:** None.

**RECOMMENDATION:** None. This is provided as information only.

**ATTACHMENTS:**
1. 2019/2020 Risk Management Assessment Scorecard Summary
2. Member Services Summary Report January 1, 2021 – December 3, 2021
3. Safety Award Program Overview

# 2019/2020 Risk Management Assessment Scorecard Summary

*As of date: 3/31/20*

| | Risk Management Framework | Injury & Illness Prevention Program | ADA Compliance | Driver & Vehicle Use Safety | Ergonomics Injury Management | Sidewalk Liability Management | Urban Forest Management | Volunteer Risk Management | Special Events Management |
|---|---|---|---|---|---|---|---|---|---|
| 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 | 🟢 | 🟢 | 🟢 | 🟡 | 🟢 | 🟡 | 🟡 | 🟡 | 🟢 |

*Nevada City is PARSAC member for liability and did not answer questions regarding Sidewalk Liability or Urban Forest. Volunteered answers in other liability exposures were scored.

**Implementation Level**

🟢 In Place/Effective  🟡 In Progress/Needs work  🔴 Absent/Ineffective  ⚫ Minimal Exposure Exists  🔵 Not completed/discussed

# Risk Management Assessment Scorecard Summary

*date*

| 1 | RISK MANAGEMENT FRAMEWORK |
|---|---|
| **1-1** | Executive Management has developed a Risk Management Policy that supports an effective risk management structure designed to protect employees and reduce costs associated with liability and workers' compensation losses. |
| **1-2** | The City Council has adopted a resolution supporting the Risk Management Policy. |
| **1-3** | The NCCSIF Board and Risk Management Committee members have reviewed the updated NCCSIF Risk Management Policies & Procedures Manual. |
| **1-4** | A Safety/Risk Management Committee has been formed to assist with effectively implementing the City's Injury & Illness Prevention program and risk management program. The committee provides regular progress reports to Senior Management. |
| **1-5** | The City conducts an analysis of liability and workers' compensation losses to identify trends and loss reduction measures. |
| **1-6** | A risk control plan is developed with measurable loss reduction goals. |
| **1-7** | A system is in place to immediately report and investigate workers' compensation and liability claims to control claims costs. |
| **1-8** | Return-To-Work program is in place to aid in employee recovery and reduce claim costs. |
| **1-9** | The City utilizes the available NCCSIF risk management and safety resources. |

| | 1-1 | 1-2 | 1-3 | 1-4 | 1-5 | 1-6 | 1-7 | 1-8 | 1-9 |
|---|---|---|---|---|---|---|---|---|---|
| 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 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |

**Implementation Level**

**In Place/Effective** 🟢 **In Progress/Needs work** 🟡 **Absent/Ineffective** 🔴 **Minimal Exposure Exists** ⚫ **Not completed/discussed** 🔵

| 2 | INJURY & ILLNESS PROGRAM IMPLEMENTATION |
|---|---|
| **2-1** | A current program has been developed that contains the Cal/OSHA required elements |
| **2-2** | An IIPP Administrator, who has the authority to implement the program, has been designated. |
| **2-3** | Responsibilities have been identified for managers, supervisors, and employees. |
| **2-4** | All employees are held accountable for the completion of their safety duties as part of their performance review. |
| **2-5** | A system for communicating hazards to employees and receiving employee feedback on safety concerns is in place. Examples include training, postings, communication, hazard reporting procedures, and safety committees. |
| **2-6** | Methods to enforce safety rules and regulations are in place and utilized. |
| **2-7** | Procedures for identifying workplace hazards are in place, including hazard assessments, documented inspections, and observation of work practices. |
| **2-8** | A system to correct unsafe conditions is in place. |
| **2-9** | A documented accident investigation process is in place that includes root cause analysis, manager review, and corrective action follow-up. |
| **2-10** | Training or other effective methods are used to ensure employees are aware of safety policies, programs, procedures, and tasks. |
| **2-11** | All IIPP activities are documented and records are maintained as required by Cal/OSHA. |

| | 2-1 | 2-2 | 2-3 | 2-4 | 2-5 | 2-6 | 2-7 | 2-8 | 2-9 | 2-10 | 2-11 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |

**Implementation Level**

**In Place/Effective** 🟢 **In Progress/Needs work** 🟡 **Absent/Ineffective** 🔴 **Minimal Exposure Exists** ⚫ **Not completed/discussed** 🔵

| 3 | ADA COMPLIANCE |
|---|---|
| **3-1** | A self-evaluation of programs and facilities has been conducted per ADA requirements. |
| **3-2** | A transition plan has been completed to bring noncompliant programs and facilities into compliance. |
| **3-3** | There is a process in place to ensure all new construction, alterations, and additions meet current accessibility standards. |
| **3-4** | A procedure is in place for filing complaints related to compliance with ADA requirements. |
| **3-5** | A qualified individual has been assigned to coordinate ADA compliance requirements. |
| **3-6** | Budget and development plans include budgeting for ADA compliance projects. |

| | 3-1 | 3-2 | 3-3 | 3-4 | 3-5 | 3-6 |
|---|---|---|---|---|---|---|
| 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 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |

**Implementation Level**

**In Place/Effective** 🟢 **In Progress/Needs work** 🟡 **Absent/Ineffective** 🔴 **Minimal Exposure Exists** ⚫ **Not completed/discussed** 🔵

| 4 | DRIVER & VEHICLE USE SAFETY |
|---|---|
| **4-1** | The City has a written program in place that establishes vehicle use, vehicle maintenance, use of personal vehicles during City business, driver selection criteria, and defensive driver requirements. |
| **4-2** | All employees who are required to drive in the course of their employment are placed in the Department of Motor Vehicles' Employee Pull Notice Program. |
| **4-3** | Acceptable driver criterion mirrors the requirements in RM-2. |
| **4-4** | Maintenance records are maintained to meet relevant standards and warranties. |
| **4-5** | The program includes defensive driver techniques and safe practices on the use of hands free electronic devices and distracted driving. |
| **4-6** | Employees and supervisors who regularly drive on City business are trained on the City's program and procedures at hire and annually thereafter. |

| | 4-1 | 4-2 | 4-3 | 4-4 | 4-5 | 4-6 |
|---|---|---|---|---|---|---|
| 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 | ● | ● | ● | ● | ● | ● |

**Implementation Level**

**In Place/Effective** ● **In Progress/Needs work** ● **Absent/Ineffective** ● **Minimal Exposure Exists** ● **Not completed/discussed** ●

| 5 | ERGONOMIC INJURY MANAGEMENT |
|---|---|
| **5-1** | The City has developed an ergonomics program to assist in the identification, prevention, and control of exposure to ergonomic risk factors (awkward postures, repetitive motion, forceful exertion, contact stress, and vibration). https://www.dir.ca.gov/title8/5110.html |
| **5-2** | High risk positions are identified by utilizing worksite evaluations, job hazard analyses, employee input, and loss data. |
| **5-3** | Once the risk factors are identified the City works at developing controls measures. |
| **5-4** | A system is in place for employees to report discomfort and/or symptoms of musculoskeletal problems and for the City to identify ergonomic solutions. |
| **5-5** | All employees are trained to recognize work-related ergonomic risk factors. High-risk employees are trained on their specific ergonomic risk factors and control measures. |

| | 5-1 | 5-2 | 5-3 | 5-4 | 5-5 |
|---|---|---|---|---|---|
| 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 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |

**Implementation Level**

**In Place/Effective** 🟢 **In Progress/Needs work** 🟡 **Absent/Ineffective** 🔴 **Minimal Exposure Exists** ⚫ **Not completed/discussed** 🔵

| 6 | SIDEWALK LIABILITY MANAGEMENT |
|---|---|
| **6-1** | Written sidewalk inspection and mitigation procedures are in place. Procedures include a schedule for routine, documented sidewalk inspection and repair. |
| **6-2** | A written process is in place to notify property owners to repair sidewalks as allowed by the Municipal Code. |
| **6-3** | Follow-up procedures are in place to ensure defects have been mitigated by the property owner within a reasonable period. |
| **6-4** | The City has a follow-up procedure to ensure defects have been addressed by marking, barricading, etc. within reasonable periods. |
| **6-5** | Photographs are taken and maintained to visually record action taken to guard against contact by the public within a hazardous sidewalk site. |
| **6-6** | The City maintains, where feasible, an annual budget to administer the program. |
| **6-7** | A sidewalk liability transfer ordinance has been adopted. Alternatively, the City Council has considered and declined to pass such an ordinance. |

| | 6-1 | 6-2 | 6-3 | 6-4 | 6-5 | 6-6 | 6-7 |
|---|---|---|---|---|---|---|---|
| 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 | 🟡 | 🟢 | 🟡 | 🟢 | 🟢 | 🟢 | 🟡 |

**Implementation Level**

**In Place/Effective** 🟢 **In Progress/Needs work** 🟡 **Absent/Ineffective** 🔴 **Minimal Exposure Exists** ⚫ **Not completed/discussed** 🔵

| 7 | URBAN FOREST MANAGEMENT |
|---|---|
| **7-1** | The City has a written urban forest management plan that includes selection and placement of trees and provides for identification and mitigation of hazards related to trees, shrubs, and vegetation. The plan also includes procedures for periodic inspection, care, maintenance, and complaint/emergency response. |
| **7-2** | Urban forest management is under the control and supervision of persons who have the expertise to qualify as urban foresters or arborists. Alternatively, the management plan was created by an expert and managed by the City. |
| **7-3** | Inspection and monitoring frequency is prioritized by degree of exposure of the public to vegetation hazards. (i.e.: obscured intersections, parks, playgrounds). |
| **7-4** | The City examines and, where feasible, budgets for the cost of tree maintenance, including trimming, removal and replacement as needed. |
| **7-5** | The City has adopted an ordinance defining ownership and maintenance responsibilities for trees. |

| | 7-1 | 7-2 | 7-3 | 7-4 | 7-5 |
|---|---|---|---|---|---|
| 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 | 🟡 | 🟢 | 🟢 | 🟢 | 🟡 |

**Implementation Level**

**In Place/Effective** 🟢 **In Progress/Needs work** 🟡 **Absent/Ineffective** 🔴 **Minimal Exposure Exists** ⚫ **Not completed/discussed** 🔵

| 8 | VOLUNTEER RISK MANAGEMENT |
|---|---|
| 8-1 | The City has either 1) adopted a resolution extending Workers' Compensation benefits to volunteers or 2) the City Council has considered and declined to extend benefits. |
| 8-2 | Volunteers complete applications and undergo screening procedures. Volunteer screen includes criminal background checks if the volunteer works with children, the elderly or disabled. |
| 8-3 | Volunteers receive clear direction on the scope of their volunteering duties including a written orientation and training procedures. |
| 8-4 | The driving records of volunteers who operate vehicles while volunteering for the City are screened and have no more than four points in the last three years. |
| 8-5 | Volunteers who operate personal vehicles while volunteering for the City must provide proof of adequate auto insurance (NCCSIF recommended minimum limits of: 100k/300k/50k) |
| 8-6 | Volunteers are advised their own insurance is primary in the event of an accident. |
| 8-7 | Volunteers working with children have been trained regarding requirements for mandatory reporting of suspected abuse or neglect. |

| | 8-1 | 8-2 | 8-3 | 8-4 | 8-5 | 8-6 | 8-7 |
|---|---|---|---|---|---|---|---|
| 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 | ● | ● | ● | ● | ● | ● | ● |

**Implementation Level**

**In Place/Effective** ● **In Progress/Needs work** ● **Absent/Ineffective** ● **Minimal Exposure Exists** ● **Not completed/discussed** ●

| 9 | SPECIAL EVENTS |
|---|---|
| 9-1 | The City has 1) a written process and 2) an application form for applicants who wish to use city facilities and/or host events on public property. (ex: classes, meetings, banquets, outdoor markets, block parties and parades) |
| 9-2 | The City requires a written contract and/or permit that includes language that the applicant agrees to defend, indemnify and hold harmless the city, its officials, agents and employees from any and all claims arising from the special event. |
| 9-3 | When appropriate, the City requires the applicant to provide proof of insurance including an additional insured endorsement in favor of the city, its officials, agents and employees for any covered claims arising from the event. |
| 9-4 | The City utilizes NCCSIF's recommended insurance specifications and requires liability limits of at least $1 million per occurrence, increasing with the level of risk, with at least $5 million dedicated limit for any fireworks display or demonstration. |
| 9-5 | Special events requiring road closures includes a traffic management plan that is approved by a qualified engineer. |
| 9-6 | The participants and/or volunteers of special events that involve risk of injury (ex: sporting activities) are required to sign waivers prior to participation. |

| | 9-1 | 9-2 | 9-3 | 9-4 | 9-5 | 9-6 |
|---|---|---|---|---|---|---|
| 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 | ● | ● | ● | ● | ● | ● |

**Implementation Level**

**In Place/Effective** ● **In Progress/Needs work** ● **Absent/Ineffective** ● **Minimal Exposure Exists** ● **Not completed/discussed** ●

| Client | Activity | Status | Staff |
|---|---|---|---|
| Anderson, City of | Phone & E-mail Consultation: Water splash pads | Completed | Enriqueta Castro |
| Anderson, City of | Program Development: Urban Forest Ordinance | In Progress | Eric Lucero |
| Anderson, City of | Program Development: Urban Forest Management | In Progress | Eric Lucero |
| Auburn, City of | Program Development: Urban Forest Ordinance | In Progress | Eric Lucero |
| Auburn, City of | Program Development: Urban Forest Management | In Progress | Eric Lucero |
| Corning, City of | Program Development: Vehicle Use Policy | Completed | Dave Beal |
| Corning, City of | Program Development: Ergonomics | Completed | Dave Beal |
| Corning, City of | Program Development: Urban Forest Ordinance | In Progress | Eric Lucero |
| Corning, City of | Program Development: Urban Forest Management | In Progress | Eric Lucero |
| Elk Grove, City of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Folsom, City of | Phone & E-mail Consultation: Services Review | Completed | Eric Lucero |
| Folsom, City of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Folsom, City of | Phone & E-mail Consultation: Service Review | Completed | Eric Lucero |
| Folsom, City of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Folsom, City of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Folsom, City of | Phone & E-mail Consultation: Service Review | Completed | Eric Lucero |
| Folsom, City of | Phone & E-mail Consultation: SB95 / CPP | Completed | Eric Lucero |
| Folsom, City of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Folsom, City of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Folsom, City of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Galt, City of | Program Development: Confined Space | Completed | Dave Beal |
| Galt, City of | Physical Inspection | Completed | Dave Beal |

| Client | Activity | Status | Staff |
|---|---|---|---|
| Galt, City of | Program Development: Urban Forest Management | In Progress | Eric Lucero |
| Gridley, City of | Program Development: Drone Policy | Completed | Eric Lucero |
| Gridley, City of | Program Development: Urban Forest Ordinance | In Progress | Eric Lucero |
| Gridley, City of | Program Development: Urban Forest Management | In Progress | Eric Lucero |
| Ione, City of | Program Development: Urban Forest Management | In Progress | Eric Lucero |
| Ione, City of | Program Development: Urban Forest Ordinance | In Progress | Eric Lucero |
| Jackson, City of | Program Development: VectorSolutions Set-up | Completed | Jane Hayes |
| Jackson, City of | Phone & E-mail Consultation: Cyber Risk | Completed | Eric Lucero |
| Jackson, City of | Program Development: Urban Forest Ordinance | In Progress | Eric Lucero |
| Jackson, City of | Program Development: Urban Forest Management | In Progress | Eric Lucero |
| Lincoln, City of | Training: IIPP | Completed | Dave Beal |
| Lincoln, City of | Program Development: Urban Forest Ordinance | In Progress | Eric Lucero |
| Lincoln, City of | Program Development: Urban Forest Management | In Progress | Eric Lucero |
| Marysville, City of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Marysville, City of | Program Development: Urban Forest Management | In Progress | Eric Lucero |
| Marysville, City of | Program Development: Urban Forest Management | In Progress | Eric Lucero |
| Nevada City, City of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Nevada City, City of | Phone & E-mail Consultation: Services Review | Completed | Eric Lucero |
| Northern California Cities Self Insurance Fund | Training: Mandated Reporting | Completed | Lisa Harvey |
| Oroville, City of | Training: Hazardous Material | Completed | Bill Taylor |
| Paradise, Town of | Webinar: CPP Training | Completed | Eric Lucero |
| Paradise, Town of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Paradise, Town of | Program Development: VectorSolutions Set-up | Completed | Jane Hayes |

| Client | Activity | Status | Staff |
|---|---|---|---|
| Paradise, Town of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Paradise, Town of | Phone & E-mail Consultation: Wildfire Smoke | Completed | Eric Lucero |
| Paradise, Town of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Paradise, Town of | Program Development: Urban Forest Ordinance | In Progress | Eric Lucero |
| Paradise, Town of | Program Development: Urban Forest Management | In Progress | Eric Lucero |
| Paradise, Town of | Webinar: CPP | Completed | Eric Lucero |
| Placerville, City of | Program Development: Urban Forest Ordinance | In Progress | Eric Lucero |
| Placerville, City of | Program Development: Urban Forest Management | In Progress | Eric Lucero |
| Red Bluff, City of | Program Development: Urban Forest Ordinance | In Progress | Eric Lucero |
| Red Bluff, City of | Program Development: Urban Forest Management | In Progress | Eric Lucero |
| Rio Vista, City of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Rio Vista, City of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Rio Vista, City of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Rio Vista, City of | Program Development: Urban Forest Management | In Progress | Eric Lucero |
| Rocklin, City of | Program Development: Leave Management Practices | Completed | Eric Lucero |
| Rocklin, City of | Assessment: Ergonomics | Completed | Eric Lucero |
| Rocklin, City of | Assessment: Ergonomics | Completed | Eric Lucero |
| Rocklin, City of | Consulting: EAP | In Progress | Eric Lucero |
| Rocklin, City of | Assessment: Ergonomic | Completed | Eric Lucero |
| Rocklin, City of | Program Development: Leave Management Practices | Completed | Eric Lucero |
| Willows, City of | Program Development: Urban Forest Ordinance | In Progress | Eric Lucero |
| Willows, City of | Program Development: Urban Forest Management | In Progress | Eric Lucero |
| Yuba City, City of | Program Development: IIPP | Completed | Eric Lucero |

| Client | Activity | Status | Staff |
|---|---|---|---|
| Yuba City, City of | Program Development: Wildfire Smoke | Completed | Eric Lucero |
| Yuba City, City of | Program Development: CPP | Completed | Eric Lucero |
| Yuba City, City of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Yuba City, City of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Yuba City, City of | Phone & E-mail Consultation: AB685 | Completed | Eric Lucero |
| Yuba City, City of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Yuba City, City of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Yuba City, City of | Phone & E-mail Consultation: Wildfire Smoke | Completed | Eric Lucero |
| Yuba City, City of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Yuba City, City of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Yuba City, City of | Phone & E-mail Consultation: Fleet Safety | Completed | Eric Lucero |
| Yuba City, City of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Yuba City, City of | Phone & E-mail Consultation: CPP | Completed | Eric Lucero |
| Yuba City, City of | Program Development: Urban Forest Ordinance | In Progress | Eric Lucero |
| Yuba City, City of | Program Development: Urban Forest Management | In Progress | Eric Lucero |
| Yuba City, City of | Program Development: Wildfire Smoke Policy | Completed | Eric Lucero |
| Yuba City, City of | Consulting: CPP | In Progress | Eric Lucero |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Cash for SAFETY CULTURE

*Change Happens One Idea At A Time*

# SAFETY AWARD PROGRAM OVERVIEW

The NCCSIF Risk Management Committee has approved a "*Cash for Safety Culture"* Award Program for the 2021-2022 program year. This program is designed to recognize and reward members for promoting a positive safety culture within their organization. We encourage you to identify ways where the program can specifically help your city promote a positive safety culture and reduce losses.

## AWARDS CRITERIA

Members will be recognized for:

- Implementing proactive/innovative safety solutions that impact employee safety
- Implementing proactive/innovative safety solutions that reduce liability exposures

## Prize Awards

- Most Outstanding Submission - $5,000
- Outstanding Submission - $3,000
- Good Submission - $2,000
- Honorable Mention – Certificate

## MARKETING

Marketing materials and reminders will be sent throughout the year to help promote participation. Consider promoting the program during staff and department head meetings, emailing the Application Form to employees, or posting the Application Form in employee break rooms.

Cash for SAFETY CULTURE

**Safety Award Program Overview**

## SUBMISSIONS

Members must submit an application form and supporting documentation where applicable to be eligible. Tell us what your city has done to improve safety and its effects on your employees or the citizens you serve. Encourage your management team and employees to develop an idea and solution that can have a positive impact on your agency's safety program.

Email all submissions to Henri Castro at enriqueta.castro@sedgwick.com. Remember to retain a copy for your records. Once your submission is received, a confirmation email will be sent to the member. Feel free to contact Henri with any questions at 916.508.3927.

The Risk Management Committee (RMC) will review all submissions and select the winners during the April RMC meeting. The RMC reserves the right to withhold, or reduce, a monetary award if the submission does not meet the awards criteria. In such instances, the member will receive an Honorable Mention certificate.

## RECOGNITION

The members who submit the top three entries will be invited to share their submissions at the Annual NCCSIF Board Meeting and all submissions will be posted on the NCCSIF website.

## AWARD DISTRIBUTION

Members may receive their award in the following ways:

- Cash award to the Member
- Off-set future NCCSIF premiums

If desired by the member, NCCSIF Staff will come to the member to present the awards during staff meetings and/or board meetings.

**Northern California Cities Self Insurance Fund**
**Risk Management Committee Meeting**
**December 16, 2021**

**Agenda Item F.3.**

# FY 21/22 RISK CONTROL SERVICE PLAN

## ACTION ITEM

**ISSUE:** Eric Lucero from Sedgwick Risk Control will provide the Risk Management Committee with the risk control service plan for the remainder of FY 21/22.

The risk control service plan is designed to provide members with assistance in complying with Cal/OSHA requirements and industry best practices, including those approved by the NorCal Cities Board. The goal is to improve employee and public safety, reduce losses, and to respond to individual member requests for assistance.

The plan includes three days of customized risk control services for each member. Types of services include, but are not limited to, program review and development, on-site and virtual training, hazard inspections, ergonomic evaluations, and safety committee participation. Members will also have unlimited access to the Sedgwick Risk Control website, and phone and email consultation for safety and risk management related questions.

**Focused Risk Assessment Action Items**
Provide support for members in completing the action items that were identified in the 2019/2020 Focused Risk Assessments.

**Safety Program Review and Development**
Provide support in reviewing/developing Cal/OSHA required programs including Injury & Illness Prevention Program, Bloodborne Pathogens, Ergonomics, Emergency Action Plan, Hazard Communication, Heat Illness Prevention, Hearing Conservation, Lockout/Tagout, Personal Protective Equipment, Respiratory Protection and Workplace Violence Prevention.

**COVID-19 Support**
Conduct COVID-19 site inspections, review/develop Cal/OSHA required COVID-19 Prevention Plan and continue to provide telephonic/email consultation support.

**Ergonomic Evaluations**
Provide office ergonomic evaluations upon request, conducted virtually at this time.

**Training**
Provide training on a variety of safety-related topics upon request. In-person training must follow COVID-19 safety protocols. Classes may be able to be done virtually, depending on subject matter.

**Webinars**
Staff is requesting feedback from the members on risk management webinar topics that may be of interest. Webinars can be provided by NCCSIF and Sedgwick staff, or from outside speakers, depending on the topic. There is no additional cost for webinars conducted by staff.

**Website Resources**
Members will have unlimited access to the Sedgwick Risk Control website which contains safety publications, webinars, streaming videos, Sedgwick produced specialty videos, and sample programs, policies, and forms.

**FISCAL IMPACT:** None

**RECOMMENDATION:** Provide direction on webinar topics and feedback on planned services.

**ATTACHMENTS:**
1. Sedgwick Risk Control Training Capabilities and Timing
2. ACI Specialty Benefits Training Topics

# Risk Control Services

## *Consulting Services*

Our risk control staff has extensive experience assisting clients with safety program development and implementation. We also have a team of credentialed safety professionals who can provide onsite risk control services and employee safety training on a variety of subjects. Below is a sample list of what Sedgwick can provide.

### PROGRAM DEVELOPMENT AND IMPLEMENTATION

- Aerosol Transmissible Diseases (ATD)
- Bloodborne Pathogens
- Confined Space
- Driver Safety & Vehicle Use
- Electrical Safety Program
- Emergency Action Plan
- Ergonomics
- Fall Protection Program
- Fire Prevention Plan
- Hazard Communication
- Hearing Conservation
- Heat Illness Prevention
- Injury & Illness Prevention Program (IIPP)
- Lockout/Tagout
- Personal Protective Equipment Policy
- Respiratory Protection
- Return to Work
- Sidewalk Inspection and Maintenance
- Urban Forest Management
- Workplace Violence

### ONSITE SAFETY TRAINING SERVICES

- Aerial Lift/Elevate Platforms
- Aerosol Transmissible Diseases (ATD)
- Asbestos Awareness/Abatement
- ATV Safety
- Bloodborne Pathogens
- Confined Space Awareness
- Defensive Driver
- Defusing Difficult Situations/Communications
- DOT Requirements
- Electrical Safety – Low Voltage
- Emergency Action Preparedness
- Ergonomics (Office & Industrial)
- Excavation/Trenching
- Fall Protection
- Forklift Certification & Train the Trainer
- Hazard Communication
- HazWoper Refresher
- Hearing Conservation
- Heat Illness Prevention
- Injury & Illness Prevention Program
- Ladder Safety
- Lead Awareness
- Lockout/Tagout
- Playground Inspection & Maintenance
- Personal Protective Equipment Certification
- Reasonable Suspicion
- Respiratory Protection
- Sidewalk Liability
- Silica Awareness
- Tool Safety
- Traffic Control & Flagger
- Trailer Safety
- Transit Safety
- Wheelchair Safety
- Workplace Violence

## ADDITIONAL ONSITE SERVICES

- Hazard Inspections
- Ergonomic Evaluations (Office & Industrial)
- CPSI Playground Inspections
- Safety Committee Development

## RISK CONTROL WEBSITE RESOURCES

riskcontrol.sedgwick.com

### What's New

**Safety Talks** – *one page training handouts for your staff*
Blood borne Pathogens – Infection Control
Personal Protective Equipment: Sunglasses or Safety Glasses

**Safety Communications** – *information for managers on regulations changes or training requirements*
Cal/OSHA Serious Injury Reporting, eff. 1/1/2020
FMCSA Drug and Alcohol Clearinghouse, eff. 1/6/2020
Ergonomics – Back Injury Prevention Training Resources

**Sample Programs** – *model documents to update your policies*
Ergonomics Program
Mobile Device and Electronics Policy

**On-line Streaming Videos** – Clients have access to over 300 on-line streaming videos to help comply with OSHA and other regulatory training requirements. York-produced videos are also developed on key safety topics.

**Safety Publications** – Sedgwick develops customized safety publications that provide guidance on a range of topics from OSHA regulatory updates to safety training resources for employees. The publications are written in an interesting and informative manner, nicely designed, and ready for distribution.

**Webinars** – Sedgwick conducts live webinars on a range of safety and risk management topics. All of our webinars are recorded and our library contains over 40 topics from which to choose.

**Sample Programs, Forms, and Checklists** – Find up to date sample safety programs, forms, and checklists are written in a streamlined yet comprehensive manner.

# Training Topics

**MANAGEMENT**

**Developing Team Relationships**
Personality assessments help people understand themselves and others with the goal of working together more effectively. “Developing Team Relationships” is a fast-paced, lively approach to reducing stress personally and professionally. Discuss practical and easy techniques for dealing with various personality styles for better working relationships.

**Developing Team Relationships*****
Personality assessments help people understand themselves and others with the goal of working together more effectively. “Developing Team Relationships” is a fast-paced, lively approach to reducing stress personally and professionally. Discuss practical and easy techniques for dealing with various personality styles for better working relationships.

**Leadership vs. Management**
There is a difference between leading a team and managing a team. Leaders are strategically focused. Rather than directing employees through tasks, good leaders inspire and motivate employees to drive themselves. Leaders are adept in the art of emotional intelligence and apply it in a way that attains the best work out of their team. One of the key characteristics of a manager is that they were given their authority by the nature of their role. They ensure work gets done, focus on day-to-day tasks and manage the activities of others. Managers often have a more controlling approach than a leader.

**Leadership vs. Management**
There is a difference between leading a team and managing a team. Leaders are strategically focused. Rather than directing employees through tasks, good leaders inspire and motivate employees to drive themselves. Leaders are adept in the art of emotional intelligence and apply it in a way that attains the best work out of their team. One of the key characteristics of a manager is that they were given their authority by the nature of their role. They ensure work gets done, focus on day-to-day tasks and manage the activities of others. Managers often have a more controlling approach than a leader.

**Managing Conflict**
Conflict, strife, and opposing points of view are part of the workplace and part of life. Learn how to display control, confidence, and composure in even the most highly charged situations, change reactions and manage conflict when it does occur.

**Maintaining a Respectful Workplace***

Showing respect towards others includes all aspects of diversity. Organizations are filled with people of different ages, races, genders, religions, backgrounds and interests. This can create challenging situations in the workplace, which managers must learn how to handle for a diverse organization to thrive.

**Motivate and Lead**

Effective leaders and managers engage the workforce to increase commitment. In a business environment, employee engagement improves productivity and performance. People are not only motivated by personal gain; they can be motivated by feeling like they are contributing directly to organizational goals. Learn how good leaders motivate staff using a variety of skills.

**Responding to Aggressive Behavior in the Workplace**

Many people have faced a challenging work situation or have had to deal with difficult clients at some point. A raised voice, making unreasonable demands and verbal threats are all warning signs that can potentially lead to aggression. Dealing with a difficult person not only drains employees emotionally but can affect physical well-being as a result of prolonged stress. This training focuses on coping with difficult people as well as learning how to identify, prevent and respond to aggressive behavior in the workplace.

**STRESS**

**Coping with Change**

Change is a fact of life. Every day brings about change – whether positive or negative – and even the positive changes can be stressful. The inability to cope with change can be detrimental to mental and physical health. In this session, discover tools and techniques to successfully manage change and thrive.

**Stress and Heart Disease**

Chronic stress can greatly increase the risk of heart disease, also known as the “silent killer.” Learn how different personalities are affected by stress and acquire the skill sets necessary to reduce the risk of heart disease.

**Coping with Stress: A Wellness Perspective****

Stress is a fact of life. While stress can’t be eliminated, it is possible to manage stress levels. Learn healthy coping skills to reduce stress, even when under pressure.

**Time Management**

Time management is the process of organizing and planning time spent on daily activities. High performers manage their time exceptionally well. Become more effective and efficient by using tools to organize, delegate, quit procrastinating and manage priorities.

## COMMUNICATION

### Nurturing Relationships Through Effective Communication***
Communication is how thoughts, ideas and feelings are expressed to others. Communicating with others includes communicating attitudes, values, priorities, and beliefs. No matter what is expressed in words, messages about the speaker and the listener are conveyed through non-verbal communication—including gestures, facial expressions, tone of voice and attitude.

### Personalities in the Workplace
Personal and professional success largely depends on interpersonal relationships. This one-hour training provides a basic introduction to four different personality types and social styles. Participants will have the opportunity to learn to use individual character traits to improve relationships with coworkers.

## WELLNESS

### Best Moves for Injury Prevention
A lot of injuries can be prevented simply by taking a few minutes to warm up before exercise or intensive labor. Get a few quick, easy tips that can help prevent unnecessary injury.

### Preventing Back Injury
65 million Americans suffer from low back pain every year. Learn how to prevent and manage chronic pain and explore the most effective treatment options.

### Preventing Back Injury
65 million Americans suffer from low back pain every year. Learn how to prevent and manage chronic pain and explore the most effective treatment options.

### Sleep for Health
Having difficulty sleeping, or waking up exhausted? The basic rules for good sleep are outlined in this presentation, to ensure participants feel rested and healthy.

**Highlighted sessions are recommended to be conducted first.*

**Northern California Cities Self Insurance Fund**
**Risk Management Committee Meeting**
**December 16, 2021**

**Agenda Item F.4.**

# POLICE RISK MANAGEMENT COMMITTEE UPDATE

## INFORMATION ITEM

**ISSUE:** Tom Kline from Sedgwick will present the following update on the activities of the Police Risk Management Committee (PRMC). The PRMC meetings continue to be well attended.

February 11, 2021 - Training on *Avoiding Nuclear Verdicts: A Tough Time Calls for Tougher Legal Defense* was provided by attorneys from Tyson and Mendes and focused on how public entities can counter the "reptile" tactics used by plaintiff attorneys to fuel "nuclear" verdicts. The webinar provided concrete solutions to mitigate this exposure in troublesome claims.

March 16, 2021 - Aviv Redlich, a Veritone Public Safety Solutions Specialist, discussed and demonstrated *how artificial intelligence is helping law enforcement* agencies manage workflows while satisfying AB 953 requirements. AB 953, the Racial and Identity Profiling Act (RIPA), requires all city and county local law enforcement agencies in California to collect demographic and other detailed data regarding pedestrian and traffic stops.

May 6, 2021 - Training on the *Impact of AB 392 on Police Criminal and Civil Liability* was presented by Gregory M. Fox, Senior Partner at Bertrand, Fox, Elliot, Osman & Wezel. The training covered the challenges facing public entities in adapting their police department training and policies on use of force to comply with new California laws, including SB320. It also presented an opportunity to discuss possible changes in policing and how best to use the new laws to defend and protect officers in both criminal and civil litigation.

August 5, 2021 – Ben Laird of Frontline Public Safety Solutions provided a training titled *Body Worn Camera/Motor Vehicle Recorder Audit Software for Police.* Benefits of the auditing software include verifying department standards are being met, visibility into individual and team performance, and precision to coaching and training needs.

November 4, 2021 - Stefanie Cruz, Transparency Engagement Advisor at Cole Pro Media, provided training titled *Transparency Engagement - The Next Step in Communicating with the Public.* The session provided the tools needed to communicate more effectively by building trust with your audience. In a time of crisis, it's vital to show people that you understand the importance of being open and honest, and members were provided specific best practices to employ to do so.

**UPCOMING TRAINING:** At the next Police Risk Management Committee meeting on February 3, 2022, Bruce Kilday, Partner at Angelo, Kilday, and Kilduff will present a legal update on the many new California laws affecting police agencies including:

SB 2. Bradford. Peace Officers: Certification: Civil Rights
SB 16. Skinner. Peace Officers: Release of Records
SB 98. McGuire. Public Peace: Media Access
AB 26. Holden. Peace Officers: Use of Force
AB 48. Gonzalez. Law Enforcement: Use of Force
AB 89. Jones-Sawyer. Peace Officers: Minimum Qualifications
AB 481, Chiu. Law enforcement and state agencies: military equipment: funding, acquisition, and use
AB 490. Gipson. Law Enforcement Agency Policies: Arrests: Positional Asphyxia
AB 958. Gipson. Peace Officers: Law Enforcement Gangs
AB 1475. Low. Law Enforcement: Social Media

**RECOMMENDATION:** None - information only.

**BACKGROUND:** NCCSIF contracts with Sedgwick to provide risk control services including the facilitation of the Police Risk Management Committee meetings by Tom Kline.

**ATTACHMENT(S):** None.

**Northern California Cities Self Insurance Fund**
**Risk Management Committee Meeting**
**December 16, 2021**

**Agenda Item F.5.**

# SEDGWICK SAFETY & RISK CONTROL CONTRACT RENEWAL SCOPE OF SERVICES

## INFORMATION ITEM

**ISSUE:** The Risk Management Committee is asked to review and provide feedback on the attached Scope of Work for Sedgwick Risk Control Services. This is part of the proposal to extend their services for three years beyond July 1, 2022. The proposal is for a similar number of hours but in a different mix of services than currently performed.

The focused risk assessment is reduced from one day every year to every other year, with two or three key areas for each member to address and follow up resources to assist in completion. Members will continue to receive three days of individual services (on-site and/or remote). An additional half day of phone and email consultation (from 1.5 to 2 hours per month or more as needed) has been included to address the current demand, with reduced time for meetings and regional training coordination to mitigate the budget impact.

Sedgwick has also prepared the attached Activity Report to provide a summary of their services over the last two years and a sense of where they are most utilized. They provided a more detailed activity report and scope of services up to July 1, 2022 in previous items on the agenda.

**RECOMMENDATION:** Provide feedback or direction on the scope of services. The Executive Committee has recommended extending the services per the attached, and approval is on the Board agenda following this meeting.

**FISCAL IMPACT:** $184,320 annually, an increase of 5.3% from the current fee of $178,480.

**BACKGROUND:** NCCSIF contracted with Bickmore (now Sedgwick) on January 1, 2012 to provide risk control services. Sedgwick's contract for risk management services expires June 30, 2022.

**ATTACHMENT(S):**
1. NCCSIF Scope of Work and Pricing Proposal for 2022-2025
2. 2021 NCCSIF Risk Control Services Stewardship Report

NORTHERN CALIFORNIA CITIES SELF INSURANCE FUND

# Scope of Work

## *Risk Control Services*

### Objectives

Sedgwick safety professionals will provide a combination of on-site and remotely delivered safety consultation services designed to provide a regular safety presence for the members of Northern California Cities Self Insurance Fund (NCCSIF). A safety professional will be dedicated as the NCCSIF Risk Control Manager and report to the NCCSIF staff, board, and respective committees. The goals of the safety program include a reduction in loss exposures for both employee safety and liability and increased compliance with regulatory requirements.

### SERVICES

The specific safety services will be developed with and delivered at the direction of NCCSIF and will be dependent on the varying needs of NCCSIF and the availability of time within the limits specified in the contract. Examples of safety consulting deliverable services include, but are not limited to the following:

- Focused Risk Assessments and Action Plans – Conduct a focused risk assessment for each member including discussion on member's specific needs, development of action plans, and review of the available risk control resources. Services include on-site inspections, interviews with staff, and report writing. Maintain and update the member's progress and scorecard throughout the year.
- Member Services – Provide the equivalent of three days (provided in half day and/or full day increments) of risk management and risk control services to each member, facilitate Risk Management 101 for supervisors and managers, and provide risk control services orientations to new Risk Management Committee members. Risk management and risk control services may include assisting with best practice recommendations identified in the risk assessments, providing on-site training, participating in/facilitating committee meetings, conducting ergonomic evaluations, developing written programs/policies, inspecting facilities, providing incident root cause and trend analysis, and other consulting services.
- NCCSIF Meetings – At least one Sedgwick staff will prepare, attend, and participate in meetings that may include:
    - Risk Management Committee
    - Police Risk Management Committee
    - Executive Committee (when CLIENT requested)
    - Board of Directors meeting (when CLIENT requested)

  Pricing includes staff time for staff report development, analysis/research of topics, training coordination, agenda preparation, meeting attendance, travel time, and expenses.
- Phone and Email Consultations – Provide members with unlimited access to a risk control professional for technical information and guidance. This service provides one central resource to help answer questions about occupational safety and health, risk management, and best practices.
- Safety Communication/Resource Development – Timely safety topic information will be provided to NCCSIF members on a regular basis. In addition, the Sedgwick Risk Control website will be updated regularly with newly developed resources.

- Training Coordination – Coordination of member training services and provision of regional trainings per year (regional training may be virtual or in person events). Services may include topic research, trainer and location selection, announcements, electronic registration management, materials development, coordination, and facilitation of services and/or attendance and participation at training.

Conditions that may limit the delivery of desired safety consultation services include available time based on agreed contract limits and the available subject matter expertise of the Sedgwick Risk Control team. Services outside of Sedgwick's team capabilities are not included in the proposal.

### Sedgwick Risk Control Resources

In addition to the above named services, NCCSIF has access to the resources listed below at no additional cost as a Sedgwick client.

- Up-to-date notifications of changes in Cal/OSHA and other regulatory environments
- A dedicated COVID-19 resources web page with up-to-date information, model programs, checklists, and training webinars at https://pooling.sedgwick.com/covid-19-resources-page/
- Invitations to attend live webinars on a variety of risk management and safety-related topics
- Unlimited access to the Sedgwick Risk Control website resources
    - Over 400 streaming safety videos
    - Model programs, forms, checklists, and job task analyses
    - Hundreds of safety training handouts and risk management publications
    - Recorded webinars

For an overview, please visit our Risk Control website at http://riskcontrol.sedgwick.com/

## COST OF SERVICES

The following cost proposal has been developed for NCCSIF to review.

### Proposed Contract Period: July 1, 2022, through June 30, 2025

| Services | Task/Costs | Annual Fees |
|---|---|---|
| Focused Risk Assessments | Conduct a focused member risk assessment and service plan. Members will receive an assessment on a biennial schedule. 22 members, 2 service days per member @ $1,500/service day. | $33,000 |
| Member Services | Provide the equivalent of 3 service days per year to implement the risk control service plan or other member-directed services (on-site and remote consulting time). 22 members, 3 service days per member @ $1,320/service day | $87,120 |
| NCCSIF Meetings | Attend NCCSIF meetings. Pricing includes staff time for staff report development, analysis/research of topics, training coordination, agenda preparation, meeting attendance, travel time, and expenses. 6 meetings/year @ $3,000 per meeting | $18,000 |
| Phone and Email Consultations | Unlimited access to a risk control professional for technical information and guidance. 2 service days/month @ $1,320 | $31,680 |

| Services | Task/Costs | Annual Fees |
|---|---|---|
| Safety Communications | Provide regular safety communications and alerts. 4 service days per year @ $1,320 per day | $5,280 |
| Training Coordination | Coordinate 4 regional or pool-wide events annually including workshops and webinars. 7 service days/year @ $1,320 per day | $9,240 |
| Sedgwick Risk Control Website Access | Members have unlimited access to the website. No additional cost. | $0 |
| | **Total proposed annual contract fees effective July 1, 2022** | **$184,320** |
| | | Total Fees |
| | **Total proposed contract price, July 1, 2022 – June 30, 2025** | **$552,960** |

## FEE STRUCTURE

1. All services identified in this agreement will be provided for the not-to-exceed fee of $184,320 annually. This rate includes mileage, travel expenses, and value-added services such as access to streaming videos, webinars, and safety communications.

2. Sedgwick will invoice CLIENT at a rate of $15,360 on a monthly basis, with payment due within 30 days of receipt of our invoice.

3. CLIENT will be asked to reimburse Sedgwick for any pre-approved additional expense(s) incurred that are beyond the scope of the Agreement. This will include such things as industrial hygiene lab work and supplies, training materials, refreshments for training attendees, etc.

## ADDITIONAL SERVICES

Additional services consistent with this proposal will be available to CLIENT on a time and materials basis. Fees for such additional services will be negotiated on an as-needed basis.

sedgwick

# *Risk Control Services Activity Report*

## OCTOBER 2021

Provided by Sedgwick Risk Control Services (CA)

caring counts.

# Summary of Services

Sedgwick Risk Control Services, formerly York and Bickmore, is a service partner to Northern California Cities Self Insurance Fund. Sedgwick safety colleagues service the risk and loss control needs of the member agencies that are covered through the JPA including workers' compensation, liability, property, auto, and cyber risk. The membership consists of 22 cities located throughout Northern California. The current contract was entered into on July 1, 2019, and ends on June 30, 2022.

In March 2020, the COVID-19 pandemic significantly changed member priorities and modified the services requested by members. In response to the pandemic, resources were developed to assist members with remote work challenges, reopening requirements, and new regulatory requirements. Virtual technology has enabled staff to continue delivering requested training and ergonomic evaluations. In mid-2020 on-site services were made available with protocols in place.

A summary of overall services provided during the service period thus far is presented below:

***Period: Program Years 2019/20 – 10/1/2021***

| | |
|---|---|
| **Outreach to Membership** | • 378 service activity records in period<br>• Unlimited phone and email consultation<br>• Of the 198 service days allotted for the period a total of 121 service days have been used (as of 10/1/21)<br>• Timely safety publications and communications provided throughout the service period via email |
| **Meetings** | At least one Sedgwick staff has prepared, attended and/or participated in the following meetings:<br><br>• Risk Management Committee (2 per year)<br>• Police Risk Management Committee (3 per year)<br>• Executive Committee (when requested)<br>• Board of Directors meeting (when requested) |
| **Site Assessments** | • 22 focused assessments were completed in the period to identify member's specific needs, develop action plans, and review available risk control resources |
| **Program Development** | • Top 5 programs requested for consultative development:<br>1. Injury and Illness Prevention Program<br>2. Bloodborne Pathogens Exposure Control Program<br>3. Driver Safety and Vehicle Use Policy<br>4. Emergency Action Plan<br>5. Infectious Disease Outbreak Response Plan |
| **Training** | • 5 regional workshops<br>• 26 training sessions |

| | |
|---|---|
| **Training (continued)** | • Top 5 training topics include: Forklift Operator Certification, Aerial Lift Safety, Traffic Control & Flagging, Infectious Disease |
| **Member Resources & Website Access** | A total of 195 registered users with:<br>• Complimentary access to Sedgwick's COVID-19 resources page<br>• Complimentary access to Sedgwick's Risk Control online resources, which includes safety publications, sample programs, and on-demand webinars |

# About Us

With our extensive experience and robust team of experts, we are committed to providing the best and most up-to-date resources and qualified personnel.

### *Firm History*

Founded in 1969, Sedgwick has grown into a leading global provider that delivers results our clients can see and feel. We serve public and private entities to reduce risk and drive high-quality outcomes. We do this by offering integrated and customized solutions, including risk management, risk control, claims administration, managed care, and absence management. With our data-driven and compassionate approach, we deliver on our mission of reducing risk and getting people and organizations back to health, work, and productivity.

Many of our staff hold advanced degrees and professional designations in risk management, risk control, insurance underwriting law, workers' compensation, claims management, and accounting. The diverse background of our professionals enables us to address a broad array of risk-related management and technical topics. In addition to our risk control expertise, we conduct risk retention analyses, self-insurance funding studies, claims audits, due diligence insurance coverage analysis, broker selection, risk-related staffing studies, and more. In short, no risk-related assignment is beyond our capabilities.

### *Sedgwick Risk Control Team*

Sedgwick's California-based Risk Control team consists of experienced and certified experts in risk management and risk control. Our depth of staff allows us to perform a wide range of services and ensures total coverage for clients. We can evaluate risks with a broader viewpoint, provide rich training experiences, and facilitate the development of safety solutions that are practical to implement. Our consultants share ideas with and seek advice from colleagues in other disciplines, which adds a depth of expertise and perspective to the advice they provide to clients. With our entire network of risk professionals available to assist, there is no task too big.

*14*

**SAFETY PROFESSIONALS**

CERTIFICATIONS

- Certified Safety Professional (CSP)
- Associate Safety Professional (ASP)
- Associate in Risk Management (ARM)
- Associate in Risk Management for Public Entities (ARM-P)
- Advanced Office Ergonomic Assessment Specialist (AOEAS)
- Certified Ergonomics Assessment Specialist (CEAS)
- Certified Playground Safety Inspector (CPSI)

**Northern California Cities Self Insurance Fund**
**Risk Management Committee Meeting**
**December 16, 2021**

**Agenda Item F.6.**

# COMPANY NURSE OVERVIEW

## INFORMATION ITEM

**ISSUE:** Members requested the addition of Nurse Triage services for reporting of Workers' Compensation claims as provided by Company Nurse. Their service and the triage process delivers better outcomes by responding to injuries promptly and professionally. Triage also reduces the number of reportable claims by referring employees to first aid treatment as appropriate.

The service is voluntary and the fee of $157.50 is charged to the claim file as an adjustment expense. *Incidents that are reported and triaged to self-care or first aid are not charged a fee*. The fee reflects a $7.50 discount for being a PRISM member.

The agreement has been approved and members have begun receiving information to sign up for the service, with January 1, 2022 as the start date. Attached is the enrollment form and a summary of how the process works. Posters and other reminders of the service will be distributed and webinars scheduled to train supervisors and employees. They also provide training videos online to explain the process:

- **Employee English:** https://youtu.be/4YqgSyuuAzk

Train for Success with Company Nurse: Employee
This video shows employees how to utilize Company Nurse's Nurse Triage Contact Center.

**RECOMMENDATION:** Information only.

**FISCAL IMPACT:** None directly – $157.50 fee is to Member who wishes to use the service and upon triage of a recorded claim

**BACKGROUND:** The request for nurse triage services from Company Nurse came from a member at the last Board meeting and direction was given to offer this service to members.

**ATTACHMENT(S):**
1. Company Nurse Call and Service Summary
2. Company Nurse Enrollment Form

# What Happens During A Call?

**Workplace Injury Occurs**

(Ouch!)

**Injured Employee Contacts Company Nurse**

(Glad my employer has Company Nurse… I'll call them first!)

**Injury Care Coordinator Takes Injury Report, Triage by RN Offered**

(Gathers demographics and preliminary injury information)

**Employee Receives Expert Medical Triage & Self-Care Advice**

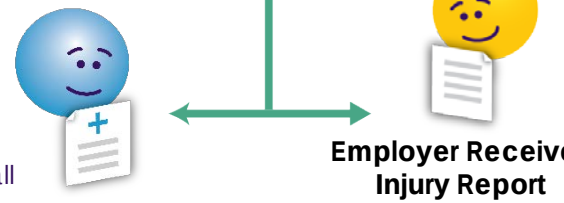
(Recommends the appropriate care and/or treatment)

**Medical Referral**

(Refers the injured employee to either self-care, clinic, or emergency room)

**Self-Care**

(Easy!)



**Approved Medical Provider Receives Provider Injury Alert**

(Shares all the facts, to all stakeholders instantly)

**Employer Receives Injury Report**

(Shares immediate, detailed facts)

## What Sets Company Nurse Apart?

Company Nurse is the premier nurse triage service for workplace injuries, **lessening the pain of workers' comp** for 22 years. With this innovative mindset, we look at ourselves as a technology company that does great triage. Here's how we continue to differentiate ourselves:

- **100% Focus:** For 22 years, we've focused on providing the best nurse triage for workplace injuries. While we've developed into a technology company, that focus has not changed, allowing us to provide superior service.
- **Scalability:** With 100% of our focus on nurse triage for workplace injuries, we can scale quickly. We've streamlined our training process so we can grow along with our clients' needs.
- **Agility:** We are a small company with the resources of a big company, which means we can adapt to your unique needs quickly and easily.
- **Collaboration:** We treat our clients like partners. We understand that you have unique needs and we want to help you meet them.
- **Configurability:** We've developed our own report system, which allows us to be flexible with setups and customization. We know not every client is the same and we don't try to fit them into a box.
- **Flexibility:** We understand that you have unique needs and we want to help you meet them.
- **Responsiveness:** Our contact center team is responsive to the needs of your injured workers, efficiently getting them the care they need. And our Client Management Services Team is here to support you every step of the way with any questions or customizations you may need to help simplify your workplace injury management.
- **Future-Proof Technology:** We don't just create technology solutions that can work today. We create adaptable solutions with tomorrow in mind.
- **Omni-Channel:** Your workers have unique communication preferences, so we offer a variety of channels to connect with our service. This includes a mobile application with the capability to web and video chat with injured workers, as well as receive pictures of the injuries.
- **Integrity:** We hold Company Nurse and all our team members to the highest level of integrity.
- **Values:** This integrity is demonstrated in our core values:
    - Do the right thing
    - Go the Extra Two Miles
    - Driven to Find Solutions
    - Compassion for Everyone
    - Work Together to Work it Out
- **Security:** Cyber security isn't just a hot topic in workers' comp to us – it has a place as one of our technology pillars. We are continuously implementing and testing best security practices.
- **Integrations:**

We have established several **value-add integrations** to further lessen the pain of workers' comp. One of these is an optional service through One Call called Relay Ride, which arranges Lyft rides for injured workers who need transportation. It is done through text, so no app is needed. It can also be allocated to the claim log.

Company Nurse can **refer injured workers to telemedicine** to have a virtual visit with a doctor, if their injuries meet the telemed criteria. Our training emphasizes making the *right* referrals to telemedicine so that your injured workers have the best patient experience and your organization has the best telemed outcomes.

- **Reputation**: As a pioneer in the workers' comp industry, Company Nurse has earned the reputation of a market leader. We continue to hold this reputation through our investments in people and technology.

# *Company Nurse Enrollment Template*

**Application Date:** | **Desired Service Start Date:** 1/1/2022
*(Minimum 2 Weeks for Enrollment)*

## Employer Corporate Information

| | |
|---|---|
| **Company Name** | NCCSIF - City Name |
| **Corporate Street Address** | |
| **City** | |
| **State** | |
| **Zip** | |
| Estimated Annual Claims | Select From Drop Down |
| FEIN | |
| WC Policy Number | |
| **Number of Employees *** | NCCWC-21 |

** This number is used to determine the quantity of Program Materials to be provided.*

## Policyholder Worker's Compensation Contact Information

| | |
|---|---|
| **Primary WC Contact** | |
| **Contact Phone** | |
| Contact Fax | |
| **Contact Email** | |
| Alternate WC Contact | |
| Contact Phone | |
| Contact Email | |
| Return to Work Contact | |
| Contact Company | |
| Contact Phone | |
| Contact Email | |
| **Work Status Fax or Email** *There can be only one entry* | |

***Bold Items are Required Fields**


©2016 Company Nurse, LLC

## Billing Contact Information for Medical Provider Invoices

*Please provide billing contact information where a Medical Providers can send their service invoices for processing. For example, this may be a contact at a Third Party Administrator or a contact with the Employer.*

| | |
|---|---|
| **Entity Paying Provider Invoices** | Sedgwick on behalf of employer |
| **Type of Entity** | Third Party Administrator (TPA) |
| **Billing Address** | |
| **Billing Phone** | |
| Billing Fax | |
| Billing Email | |
| Third Party Administrator (TPA) *(If Applicable)* | |
| TPA Contact | |
| TPA Address | |
| TPA Phone | |
| TPA Fax | |
| TPA Email | |

## Billing Contact Information for Company Nurse Invoices

*Please provide contact information for where Company Nurse can send their service invoices for processing. Again, this may be someone at the Employer or a Third Party Administrator.*

| | |
|---|---|
| **Entity Paying Company Nurse Invoices** | Sedgwick |
| **Type of Entity** | Third Party Administrator (TPA) |
| **Billing Contact** | |
| **Billing Address** | |
| **Billing Phone** | |
| Billing Fax | |
| Billing Email | |


©2016 Company Nurse, LLC

## Worksite Location Information

Please answer the following questions about the enrolling entity's organizational structure. This information will help determine how the entity locations will be structured in the Company Nurse system.

**Is the Organization's workforce 1) Remote or 2) do they have set, static worksite locations?**

Select From Drop Down

**Work Site Location Names**

Individual work site location must be named in such a way that an employee who is calling to report an injury can identify with the location loaded in the Company Nurse system. When providing location names, you should consider the following question:

**"If you were to ask the employee who they work for - what would they say?"**

**Organization DBA's & Location Addresses**

If the entity being enrolled has any DBAs or AKAs, these should be included in the location name provided. Also, all worksite locations must have a physical address complete with zip codes. This address information is integral to our referral process and cannot be a PO Box or left blank.

**Remote Workforce Location Listing**

If the Organization's workforce is remote or doesn't work from static locations, please list any branch locations to which the employees report, or just provide the organization name with a city and state identifier. **Example: ABC Company – Branch 123 or ABC Company – Memphis, TN.**

**Static Workforce Location Listing**

This the most straightforward listing of an Organization's worksite locations, just make sure to include the full address with zip code. **If they are to be grouped under any Region/Department/ Division as noted above, please be sure to note in the Location Name.**


©2016 Company Nurse, LLC

## Worksite Location Listing

| | WORKSITE LOCATION NAME | REGION / DIVISION *(Optional)* | LOCATION ADDRESS | CITY | STATE | ZIP | LOCATION NUMBER *(Optional)* |
|---|---|---|---|---|---|---|---|
| | ABC Company - Head Office | North Region | 123 Main Street | Anywhere | CA | 99999 | 001 |
| 1 | | | | | | | |
| 2 | | | | | | | |
| 3 | | | | | | | |
| 4 | | | | | | | |
| 5 | | | | | | | |
| 6 | | | | | | | |
| 7 | | | | | | | |
| 8 | | | | | | | |
| 9 | | | | | | | |
| 10 | | | | | | | |
| 11 | | | | | | | |
| 12 | | | | | | | |
| 13 | | | | | | | |
| 14 | | | | | | | |
| 15 | | | | | | | |
| 16 | | | | | | | |
| 17 | | | | | | | |
| 18 | | | | | | | |
| 19 | | | | | | | |
| 20 | | | | | | | |
| 21 | | | | | | | |
| 22 | | | | | | | |
| 23 | | | | | | | |
| 24 | | | | | | | |
| 25 | | | | | | | |
| 26 | | | | | | | |
| 27 | | | | | | | |
| 28 | | | | | | | |
| 29 | | | | | | | |
| 30 | | | | | | | |
| 31 | | | | | | | |
| 32 | | | | | | | |
| 33 | | | | | | | |
| 34 | | | | | | | |
| 35 | | | | | | | |
| 36 | | | | | | | |
| 37 | | | | | | | |
| 38 | | | | | | | |
| 39 | | | | | | | |
| 40 | | | | | | | |

**Note:**
If there are more than 40 work site locations, a separate Excel spreadsheet can be provided in lieu of filling out the section above as long as all required information is included.


©2016 Company Nurse, LLC

## Assigned Medical Facilities

Company Nurse can triage an injury and refer the injured employee to an initial treating facility. The enrolling organization has two options regarding medical facilities used for referrals: 1) The organization can have Company Nurse refer an injured employee to a verified facility in our database that is closest to the employee's location, or 2) the organization can provide specific facilities Company Nurse is to use for their employees' referrals.

Use Closest Facilities in CN Database

If the organization has specific medical facilities they would like us to use, those must be identified below, and the specific location the facility is to be attached to should be noted using the line number from the location listing on Page 4. If a facility is to be used for all locations, ALL can be noted instead of a location line number. If more room is needed, a separate spreadsheet can be provided.

| NON-ER FACILITY NAME | FACILITY ADDRESS | CITY | STATE | ZIP | PHONE NUMBER | ASSIGNED LOCATIONS |
|---|---|---|---|---|---|---|
| SAMPLE URGENT CARE | 123 Main Street | Anywhere | CA | 99999 | (999) 999-9999 | 1,5,10,11,23 |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

| ER FACILITY NAME | FACILITY ADDRESS | CITY | STATE | ZIP | PHONE NUMBER | ASSIGNED LOCATIONS |
|---|---|---|---|---|---|---|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

**Facility Notes**

1) Company Nurse will only make referrals to front-line Providers including ERs, Occupational Medicine Clinics, Urgent Cares, and General Practices that handle Worker's Comp injuries.
2) Company Nurse will not load or refer to any Specialists (i.e. Ortho, Physical Therapy, etc.)
3) Company Nurse will submit any medical provider specified above to a comprehensive verification process if the provider is not already in the Company Nurse database. Should we find the facility is not viable for some reason, we will notify the enrollment contact.


©2016 Company Nurse, LLC

## Injury Report Distribution Contacts & State Forms (FROI)

Once an Employee has completed a call to Company Nurse, the Hotline will send out a Company Nurse Report of Injury to recipients provided on the report distribution below, which may include a TPA or Insurance Carrier, as well as any Employer contacts, Risk Management, etc. **List only those receiving reports for ALL Worksite Locations below.**

In addition to the Company Nurse Report of Injury, Company Nurse can provide a partially-completed **State First Report of Injury (FROI)** as an editable PDF. The FROI will not be totally complete, so the recipient will be able to edit and add any missing information before submitting it to the appropriate State Agency. We recommend that only one recipient per department receive the editable FROI to reduce issues with version control of this form. In California, we can also provide the partially-completed DWC-1 form, which can be completed and then printed for signature by the Employee.

| Recipient Name | Recipient Company | Recipient Email/Fax | Report Frequency | State Forms |
|---|---|---|---|---|
| | | | Send All Incidents | No |
| | | | Send All Incidents | No |
| | | | Send All Incidents | No |
| | | | Send All Incidents | No |
| | | | Send All Incidents | No |
| | | | Send All Incidents | No |

**Send Reports to Insurance Carrier?** No

| Recipient Name | Recipient Company | Recipient Email/Fax | Report Frequency | State Forms |
|---|---|---|---|---|
| | | | Send All Incidents | No |

## Individual Worksite Location Report Distribution

In the event there are specific individuals that should only get reports for specific worksite locations, please list those recipients below and reference the number(s) of the worksite location(s) from the Worksite Location Listing on page 4. If there are no worksite-specific report recipients, please leave this area blank.

| Recipient Name | Worksite Locations | Recipient Email/Fax | Report Frequency | State Forms |
|---|---|---|---|---|
| | | | Send All Incidents | No |
| | | | Send All Incidents | No |
| | | | Send All Incidents | No |
| | | | Send All Incidents | No |
| | | | Send All Incidents | No |
| | | | Send All Incidents | No |
| | | | Send All Incidents | No |


©2016 Company Nurse, LLC

## Monthly Injury Summary Report Distribution

All injuries reported by worksite location are summarized on this monthly report which also provides important program statistics. Indicate the appropriate report recipients below.

| Recipient Name | Recipient Email | Recipient Name | Recipient Email |
|---|---|---|---|
| | | Marcus Beverly | |
| | | Jenna Wirkner | |
| | | | |
| | | | |

## DIRECTIVES

## Post-Injury Drug Testing Protocol

During the call, Company Nurse can advise Employees regarding the policy on Drug Testing after a workplace incident. There are three choices for the Drug Testing Directive: 1) Advise that ALL Incidents require drug testing, 2) Only incidents with a Medical Referral, 3) All Other Policies - Employee must consult with their Supervisor about any necessary Drug Testing.

Choices 1 or 2 will include instructions on the Provider Alert to the referred medical facility that Drug Testing is required. Choice 3 will just be a directive read to the Employee during the call.

**Select Appropriate Drug Testing Protocol Below**

None

## Designated Facility Directives

Regulations regarding who chooses the initial treating facility for a Worker's Comp Injury - the Employer or the Employee - vary by state. Please indicate below if 1) Employees must be referred to an Employer Designated Facility, 2) Employer has preferred facilities, but Employee may choose their own, 3) Employer has a Panel of providers from which the Employee can choose. 4) For California, a directive referring Employees to designated facilities, unless they have Pre-Designation on file, will be added. 5) If you have locations in multiple states, consult with your Account Executive about state specific directives.

**Select Appropriate Facility Directive Below**

None

## Miscellaneous Directives

Below are some basic directives that can be added to an organization's setup. Check the box next to any desired directive. Any other custom questions or directives will need to be discussed with your Account Executive during Enrollment.

- ☐ **All Employees must be triaged by a Nurse**
- ☐ **All Employees seeking Treatment Must be Triaged by a Nurse**
- ☐ **A Supervisor Must Initiate All Calls**
- ☐ **If an Employee was seen at a Non-Designated Facility, Re-refer to a Designated**
- ☐ **Facility Follow Up / Questions: Contact** _____ **at** _____
- ☐ **Return To Work: Report Work Restrictions to** _____ **at** _____


©2016 Company Nurse, LLC

**Northern California Cities Self Insurance Fund**
**Risk Management Committee Meeting**
**December 16, 2021**

**Agenda Item F.7.**

# WILDFIRE RISK MANAGEMENT RESOURCES & BEST PRACTICES

## INFORMATION ITEM

**ISSUE:** Wildfire risk management remains a major concern for NorCal Cities members, with impacts across a number of risk exposures, including employee health and safety, property, public works, and emergency services.

Members have received wildfire risk scores for their key property locations and more detailed reports for those locations with the highest score(s). A summary of the scoring results by member and two sample reports are attached.

Follow up wildfire risk assessments are available through one of three service providers the pool administrators have identified and included in the Resource Guide. These assessments can be specific to a location or more general in identifying and addressing the overall risk to an area and contain specific recommendations, maps and photos for illustration.

Members have reviewed the attached best practices for wildfire risk management, and these will be included in assessments going forward, as applicable. They complement the Urban Forest Management best practices in place for some time. The Committee is asked to provide feedback regarding their risk, mitigation efforts, use of wildfire soring and assessments, and any additional resources the group may engage to assist in these efforts.

**FISCAL IMPACT:** None.

**RECOMMENDATION:** Review and provide feedback on the policy and suggested resources.

**BACKGROUND:** NCCSIF Members and neighboring communities have sustained catastrophic damage from wildfires over the last several years. In addition to the loss of life and property, the economic fallout includes increasingly expensive and restrictive insurance coverage.

**ATTACHMENT(S):**
1. Wildfire Risk Scores by Member & sample reports
2. Sample Wildfire Assessment Summary
3. RM-18: Wildfire Risk Management
4. RM-14: Urban Forest Management

**Summary of Core Logic Wildfire Risk Scores By Member**

| City / WF Risk Score | Total WF Risk Scores |
|---|---|
| **Anderson** | **11** |
| 21 | 1 |
| 22 | 1 |
| 37 | 1 |
| 46 | 1 |
| 47 | 2 |
| 61 | 1 |
| 62 | 1 |
| 67 | 1 |
| 69 | 1 |
| 84 | 1 |
| **Auburn** | **28** |
| 30 | 7 |
| 32 | 1 |
| 35 | 8 |
| 39 | 1 |
| 45 | 3 |
| 50 | 2 |
| 62 | 1 |
| 65 | 1 |
| 70 | 1 |
| 74 | 1 |
| 80 | 1 |
| 90 | 1 |
| **Colusa** | **19** |
| 6 | 9 |
| 8 | 7 |
| 17 | 1 |
| 18 | 1 |
| 31 | 1 |
| **Dixon** | **19** |
| 6 | 18 |
| 15 | 1 |
| **Folsom** | **65** |
| 6 | 22 |
| 8 | 4 |
| 11 | 1 |
| 13 | 1 |
| 15 | 2 |
| 20 | 7 |
| 22 | 2 |
| 30 | 6 |
| 35 | 5 |
| 37 | 5 |
| 42 | 2 |
| 43 | 1 |
| 47 | 2 |
| 63 | 1 |
| 65 | 1 |
| 80 | 1 |
| 91 | 1 |
| 97 | 1 |

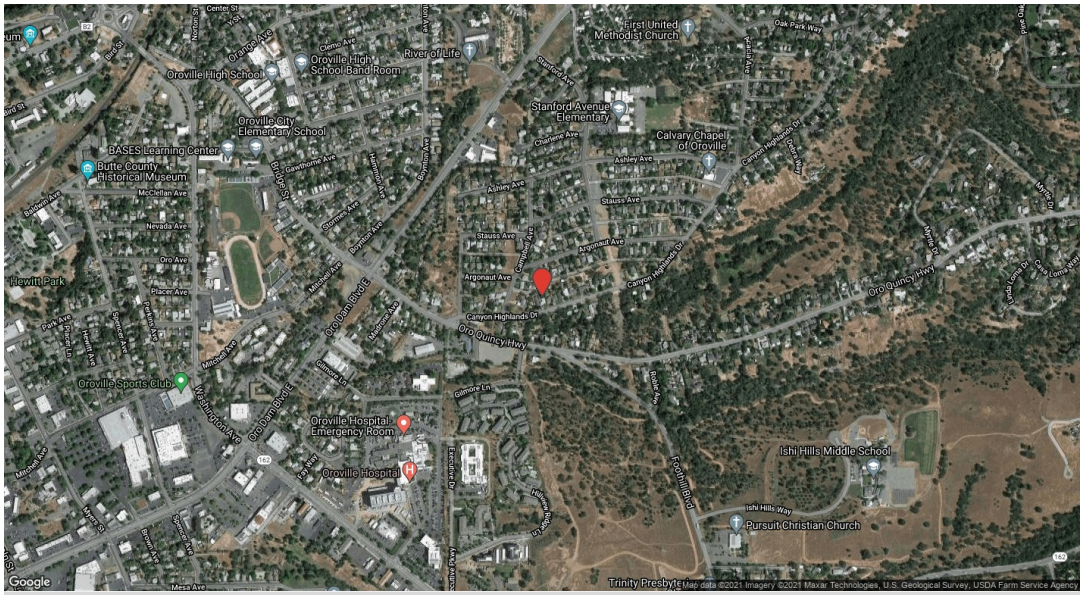
| City / WF Risk Score | Total WF Risk Scores |
|---|---|
| **Lincoln** | **46** |
| 6 | 27 |
| 8 | 1 |
| 9 | 1 |
| 12 | 1 |
| 13 | 1 |
| 14 | 2 |
| 15 | 1 |
| 16 | 3 |
| 18 | 1 |
| 19 | 1 |
| 21 | 1 |
| 22 | 2 |
| 24 | 1 |
| 26 | 1 |
| 53 | 1 |
| 82 | 1 |
| **Marysville** | **20** |
| 6 | 4 |
| 16 | 7 |
| 18 | 4 |
| 19 | 1 |
| 21 | 3 |
| 31 | 1 |
| **Oroville** | **20** |
| 6 | 4 |
| 24 | 4 |
| 34 | 4 |
| 36 | 2 |
| 39 | 2 |
| 44 | 1 |
| 65 | 1 |
| 84 | 2 |
| **Paradise** | **15** |
| 12 | 9 |
| 14 | 1 |
| 16 | 3 |
| 18 | 2 |
| **Red Bluff** | **34** |
| 6 | 16 |
| 11 | 4 |
| 18 | 1 |
| 26 | 1 |
| 27 | 1 |
| 28 | 1 |
| 35 | 1 |
| 36 | 3 |
| 38 | 3 |
| 51 | 1 |
| 53 | 1 |
| 58 | 1 |
| | |

**Summary of Core Logic Wildfire Risk Scores By Member**

| **Galt** | **43** |
|---|---|
| 12 | 37 |
| 14 | 1 |
| 16 | 2 |
| 19 | 1 |
| 21 | 1 |
| 24 | 1 |
| **Gridley** | **11** |
| 6 | 10 |
| 25 | 1 |
| **Ione** | **10** |
| 29 | 2 |
| 35 | 1 |
| 45 | 4 |
| 50 | 1 |
| 52 | 1 |
| 70 | 1 |
| **Jackson** | **10** |
| 50 | 2 |
| 52 | 4 |
| 56 | 1 |
| 62 | 2 |
| 69 | 1 |

| **Rio Vista** | **23** |
|---|---|
| 8 | 2 |
| 11 | 1 |
| 18 | 1 |
| 20 | 2 |
| 28 | 1 |
| 29 | 1 |
| 31 | 1 |
| 33 | 2 |
| 34 | 1 |
| 37 | 3 |
| 39 | 2 |
| 40 | 1 |
| 43 | 1 |
| 46 | 1 |
| 54 | 1 |
| 76 | 1 |
| 98 | 1 |
| **Rocklin** | **57** |
| 6 | 23 |
| 12 | 1 |
| 20 | 15 |
| 30 | 10 |
| 32 | 1 |
| 35 | 3 |
| 45 | 2 |
| 55 | 1 |
| 80 | 1 |
| **Yuba City** | **56** |
| 6 | 40 |
| 8 | 2 |
| 16 | 10 |
| 20 | 2 |
| 21 | 1 |
| 23 | 1 |
| **Grand Total** | **487** |

## Overview Map




© 2021 CoreLogic, Inc. All rights reserved. CORELOGIC, RISKMETER, PXPOINT and the CoreLogic logo are trademarks of CoreLogic, Inc. and/or its subsidiaries. All other trademarks are the property of their respective holders

The closest match to 33 CANYON HIGHLANDS Oroville CA 95965 is 33 CANYON HIGHLANDS DR OROVILLE, CA 95966-5251

# 33 CANYON HIGHLANDS DR OROVILLE, CA 95966-5251

**LOCATION ACCURACY:** Excellent

## Wildfire Risk Score Report

### Wildfire Risk Score: 84

| | | | |
|---|---|---|---|
| RISK DESCRIPTION | Urban | BRUSHFIRE RISK LEVEL | 1 |
| BRUSHFIRE DISTANCE TO HIGH RISK FEET | 101 | BRUSHFIRE DISTANCE TO VERY HIGH RISK FEET | 9,453 |
| WILDFIRE PREBURN SCORE | N/A | BRUSHFIRE PREBURN RISK DESCRIPTION | N/A |
| PREBURN DISTANCE TO HIGH RISK FEET | N/A | PREBURN DISTANCE TO VERY HIGH RISK FEET | N/A |
| FIREBREAK LAND USE DENSITY CLASS | High Density Residential | FIREBREAK LAND USE DENSITY LEVEL | 2 |
| | | FIREBREAK DISTANCE WILDLAND FEET | 6,107 |
| AVERAGE DAYS OF HIGH WIND | 3 | HAS RECENTLY BURNED | No |
| NUMBER OF PAST FIRES | 13 | | |

### Past Fire Overview

**1. Distance To Burn: 19,773**
Name Of Burn: CHEROKEE
Size Of Burn: 8,416
Year Of Burn: 2017

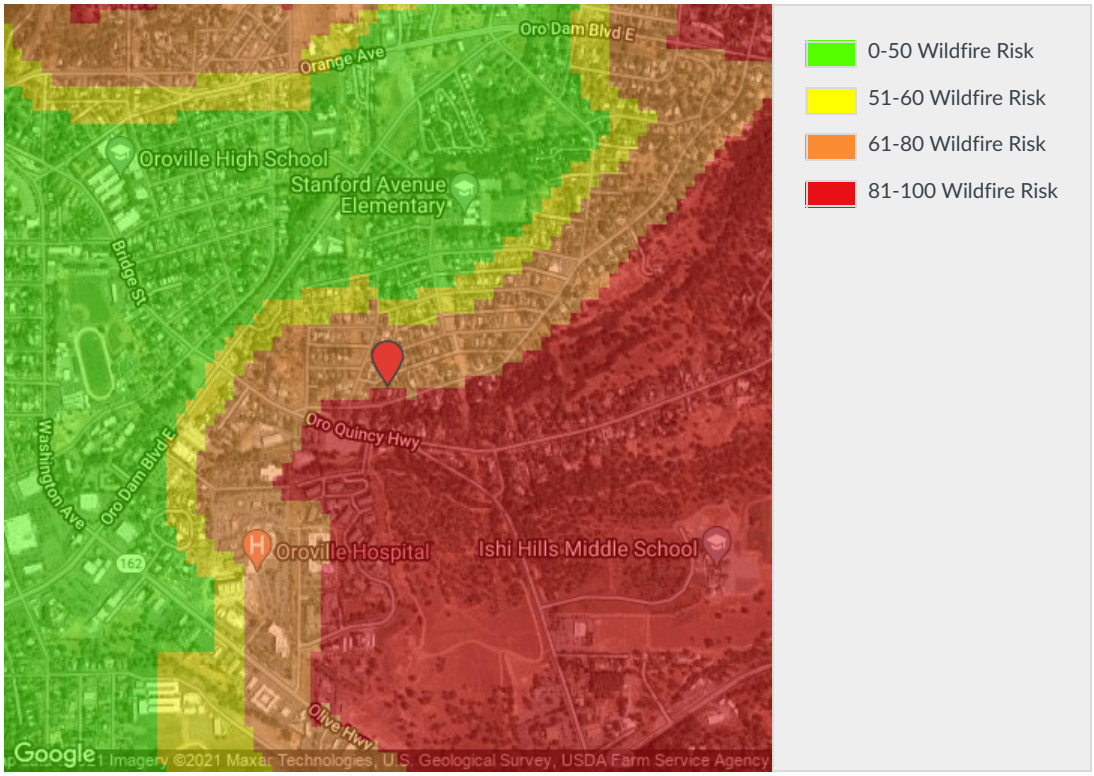
**2. Distance To Burn: 20,652**
Name Of Burn: OREGON
Size Of Burn: 117
Year Of Burn: 2012

**3. Distance To Burn: 23,756**
Name Of Burn: WALL
Size Of Burn: 6,510
Year Of Burn: 2017

**4. Distance To Burn: 25,853**
Name Of Burn: Lone
Size Of Burn: 225
Year Of Burn: 2013

**5. Distance To Burn: 26,233**
Name Of Burn: Claremont_Bear
Size Of Burn: 2,719
Year Of Burn: 2020

© 2021 CoreLogic, Inc. All rights reserved. CORELOGIC, RISKMETER, PXPOINT and the CoreLogic logo are trademarks of CoreLogic, Inc. and/or its subsidiaries. All other trademarks are the property of their respective holders




© 2021 CoreLogic, Inc. All rights reserved. CORELOGIC, RISKMETER, PXPOINT and the CoreLogic logo are trademarks of CoreLogic, Inc. and/or its subsidiaries. All other trademarks are the property of their respective holders

## Overview Map

© 2021 CoreLogic, Inc. All rights reserved. CORELOGIC, RISKMETER, PXPOINT and the CoreLogic logo are trademarks of CoreLogic, Inc. and/or its subsidiaries. All other trademarks are the property of their respective holders

995 FOLSOM LAKE XING FOLSOM, CA 95630-7765

**LOCATION ACCURACY:** Excellent

## Wildfire Risk Score Report

### Wildfire Risk Score: 97

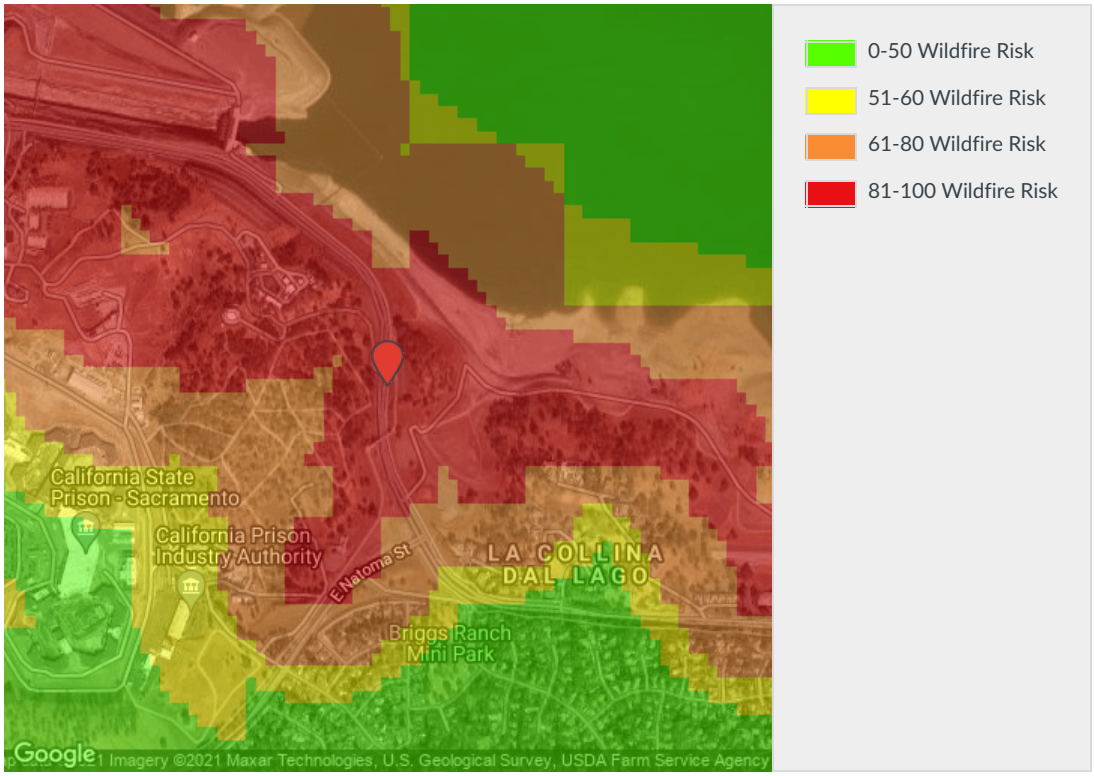
| | | | |
|---|---|---|---|
| RISK DESCRIPTION | Low | BRUSHFIRE RISK LEVEL | 1 |
| BRUSHFIRE DISTANCE TO HIGH RISK FEET | 62 | BRUSHFIRE DISTANCE TO VERY HIGH RISK FEET | 25,822 |
| WILDFIRE PREBURN SCORE | N/A | BRUSHFIRE PREBURN RISK DESCRIPTION | N/A |
| PREBURN DISTANCE TO HIGH RISK FEET | N/A | PREBURN DISTANCE TO VERY HIGH RISK FEET | N/A |
| FIREBREAK LAND USE DENSITY CLASS | Wildland | FIREBREAK LAND USE DENSITY LEVEL | 9 |
| FIREBREAK DISTANCE WILDLAND FEET | 0 | AVERAGE DAYS OF HIGH WIND | 5 |
| HAS RECENTLY BURNED | No | NUMBER OF PAST FIRES | 2 |

### Past Fire Overview

**1. Distance To Burn: 20,442**
Name Of Burn: SILVA
Size Of Burn: 80
Year Of Burn: 2001

**2. Distance To Burn: 22,214**
Name Of Burn: WHITE_2
Size Of Burn: 170
Year Of Burn: 2002

© 2021 CoreLogic, Inc. All rights reserved. CORELOGIC, RISKMETER, PXPOINT and the CoreLogic logo are trademarks of CoreLogic, Inc. and/or its subsidiaries. All other trademarks are the property of their respective holders




© 2021 CoreLogic, Inc. All rights reserved. CORELOGIC, RISKMETER, PXPOINT and the CoreLogic logo are trademarks of CoreLogic, Inc. and/or its subsidiaries. All other trademarks are the property of their respective holders

# SUMMARY

Summarizing the findings to identify the greatest immediate threat to structures within the primary building's ignition zone and integrating a mitigation schedule that responds to an immediate, routine, and long-term strategy that is both Firewise and efficient.

**Short Term Recommendations:**

- Remove all vegetation from the gutters, valleys, and overhangs where the exterior walls meet the roof or deck surface. The receptive fuel that clogged gutters provide for ember cast to land on will create fire extension into the structure through direct flame contact to the wood underlay. Remove moss from roof decking. PHOTO 1

- Maintain the eaves integrity by replacing corners that are deteriorating. Keep Soffits in good condition by routinely painting and repairing any areas that show exposed wood to the fire environment. Areas in disrepair allow fire extension to a greater magnitude. PHOTO 2

- Keep the immediate zone (5') around the foundations free of all vegetation and areas underneath hidden spaces clean of combustible material. PHOTO 3

- Keep areas under decks and other hidden spaces free of vegetation. PHOTO 4

- Remove overhanging trees that encroach within 10'of all building's eaves. PHOTO 5

- Remove all vegetation from detached structures within the immediate zone. Treat the surrounding vegetation within the intermediate zone and provide for separation of fuels by proper canopy and transitional fuel mitigation. PHOTO 6

- Follow NFPA 1144 guidelines for reference to canopy spacing:

Zone 1 0–30 ft (0–9 m) 18 ft (5.5 m)
Zone 2 30–60 ft (9–18 m) 12 ft (3.7 m)
Zone 3 60–100 ft (18–30 m) 6 ft (1.8 m)
Zone 4 Beyond 100 ft (30 m) No restrictions

**Long Term Recommendations**

- Replace the tar and mastic roof decking of several of the secondary buildings with Class A non-combustible material such as metal.

- Replace all wood siding with non-combustible material such as cement lap siding or stucco.

- Replace single-paned windows with duel-paned.

- Remove the shrub component of the extended zone and keep maintained to prevent possible vertical transition of fire into the canopy which produces torching and spotting.

- Enclose Propane Tank on three sides with non- combustible material such as cinder block.

PHOTO 1

Remove all vegetation from the gutters, valleys, and overhangs where the exterior walls meet the roof or deck surface. The receptive fuel that clogged gutters provide for ember cast to land on will create fire extension into the structure through direct flame contact to the wood underlay. Remove moss from roof decking

| | |
|---|---|
| **Wildfire Best Practices**<br><br>Wildfires are a significant risk to members, their citizens, and the surrounding communities, leading to loss of life, property, and economic vitality. | |
| | |
| 18-1 | There is an effective, written procedure in place to inspect, identify and prioritize areas that are at high risk of wildfire. The procedure includes a process for documenting reports of hazardous conditions and responding appropriately. |
| 18-2 | The City has a written process in place to notice property owners to reduce vegetation where allowed by Municipal Code. |
| 18-3 | The City has a follow-up procedure to ensure hazards have been mitigated by the property owner or other responsible party within a reasonable period. |
| 18-4 | The City participates in outreach campaigns to educate the public about wildfire risk and resources to assist them in reducing their exposure. |
| 18-5 | Emergency Response plans include wildfire response and evacuation plans/routes that are communicated and where appropriate rehearsed. |
| 18-6 | The City maintains, where feasible, an annual budget for addressing needed wildfire inspections, maintenance, and public outreach. |
| | |
| | |

| OPERATIONAL BEST PRACTICES | |
|---|---|
| **Urban Forest Management (Trees and Vegetation)**<br>Cities face a variety of risks from trees and landscaping, including falling limbs, roots cracking sidewalks and sewer lines, and hazards related to watering and irrigation. | |
| 14-1 | The City has a written urban forest management plan that includes selection and placement of trees and provides for identification and mitigation of hazards related to trees, shrubs, and vegetation. |
| 14-2 | Urban forest management is under the control and supervision of persons who have the necessary professional credentials and expertise to qualify as urban foresters or arborists. Alternatively, the management plan was created and/or revised by the city. |
| 14-3 | A written plan is in place and documented to provide for methodical, periodic inspection, care, maintenance, and complaint/emergency response for trees and other vegetation. |
| 14-4 | Inspection and monitoring frequency is prioritized by degree of exposure of the public to vegetation hazards. (i.e. obscured intersections, parks, playgrounds). |
| 14-5 | The City examines and, where feasible, budgets for the cost of tree maintenance, including trimming, removal and replacement as needed. |
| 14-6 | The City has adopted an ordinance defining ownership and maintenance responsibilities for trees. |

Approved By Board of Directors - June 9, 2016

**Northern California Cities Self Insurance Fund**
**Risk Management Committee Meeting**
**December 16, 2021**

**Agenda Item F.8.**

# WORKERS' COMPENSATION CLAIMS ADVOCATE

## INFORMATION ITEM

**ISSUE:** Members have shown interest in the concept of a claims advocate to assist injured employees in navigating the Workers' Compensation system. This is based on the use of an advocate by many public agencies that have opted out of the system to create their own set of benefits, medical providers, and claim resolution process in what is known as a "carve out" program.

PARMA is sponsoring a webinar on this topic, entitled "What a WC ADR Program Can Do For Your Public Agency" on January 12, 2022, from 11 a.m. to 12:00 p.m. Members are encourage to attend the webinar to earn more about the "carve out" process and how it might apply to themselves.

The Program Managers are also researching other methods of providing employee support, including return to work coordinator and claim resolution specialist models, and will provide more information on those approaches for the next meeting. Attached is an overview Mariotto Resolutions, one of the firms providing advocate services as described in the PARMA training

**RECOMMENDATION:** Information only – provide feedback and direction regarding the topic.

**BACKGROUND:** Carve out programs have been used by a number of public agencies with success but also with some pros and cons. Members have expressed interest in improving the delivery of Work Comp benefits and the program administrators are reviewing different models and options for consideration.

**ATTACHMENT(S):**
1. PARMA Webinar on Workers' Compensation ADR
2. Mariotto Resolutions, Inc. Summary Information

## PARMA Webinar: What a WC ADR Program Can do for Your Public Agency
## January 12, 2022
## 11:00am - 12:00pm

**Session Description:** These subject matter experts will explain and discuss their experience in negotiating and launching the City of Los Angeles / Los Angeles Police Protective League WC ADR Program and the benefits that have been enjoyed as a result.

**Hon. Steven Siemers, Ret. WCJ**
Steven Siemers Dispute Resolution, LLC
steven@siemersadr.com

Judge Steven Siemers, Ret. WCJ, is a mediator, arbitrator, and ADR consultant throughout California in the field of workers' compensation.

For the last 17 years he has worked as a consultant facilitating the creation of, and managing, workers' compensation ADR (carve-out) programs throughout the State of California and is currently the ADR Director for multiple programs.

Previously, he sat as a Workers' Compensation Judge in San Francisco and Oakland. During that time, he served two terms as the President of the Conference of California Worker's Compensation Judges. Thereafter, he served as the Chief Judge of the Division of Workers' Compensation under the Davis Administration.

Judge Siemers practiced workers' compensation law as an applicant's attorney for 14 years prior to becoming a judge in both northern and southern California, as a specialist in the field, certified by the State Bar of California Board of Legal Specialization.

Judge Siemers is also currently a member of the Ethics Advisory Committee, Division of Workers' Compensation.

**Tyrone Spears, WCCP, ARM-P, IPMA-SCP**
City of Los Angeles
Chief Workers' Compensation Division
tyrone.spears@lacity.org

Tyrone Spears started his workers' compensation career over 20 years ago. Tyrone currently works for The City of Los Angeles as the Division Chief Workers' Compensation. He is responsible for managing the day to day operations of the Workers' Compensation programs which includes an open inventory of over 17,000 open claims. Tyrone has oversight of three third party administrators and an in-house self-administered program.

Tyrone holds a Bachelor of Science in Human Resource Management and an Executive MBA in Management. Tyrone recently completed his doctoral program in May 2021. Professionally, he holds the Associate in Risk Management (ARM) designation, Senior Certified Professional (IPMA-SCP) by the International Public Management Association for Human Resources, and Workers' Compensation Claims Professional (WCCP) designation from the Insurance Educational Association. Tyrone is certified by the Department of Industrial Relations, Self-Insurance Plans, as a Workers' Compensation Administrator.

---

Mark Cronin, Director
Los Angeles Police Protective League
markcronin@lappl.org www.lapd.com

Mark Cronin is a veteran Los Angeles Police Officer who is one of nine elected Directors representing 10,000 LAPD Officers with their benefits, wages and working conditions as a Director for their union - The Los Angeles Police Protective League.

Mark has been on the job for over 28 years, and prior to becoming an LAPPL Director spent eighteen years as a Motorcycle Officer in the 'City of Angels' among other assignments. He was hit on his motor in 2006 and spent a year recuperating from having his spine fused as a result. Because of this negative personal experience, Mark has devoted the rest of his career to enhancing wellness for his members and creating and overseeing a new Alternative Dispute Resolution (ADR) sworn workers compensation carve-out that provides quality care when an Officer is hurt on-duty to get them up and running as quickly as possible. LAPD's Sworn ADR carve-out is the largest in the State of California and their model has been recently duplicated in the Cities of San Francisco and Oakland.

Podcast: http://d33ejgwsompntb.cloudfront.net/interviews/adr_final.mp3

**REGISTER**

*After registering, you will receive a confirmation email containing information about joining the webinar.*

MARIOTTO RESOLUTIONS, INC. (/)

(/our-team)

# Welcome to Mariotto Resolutions, Inc.

*Ombudsperson/Member Advocate Services*

## *Meet Your Ombudspersons/Member Advocates*

Providing support to Injured Workers, Unions, Employers and Third Party Administrators in the efficient resolution of disputes relating to workers' compensation claims. As ombudspersons and workers' advocates, we promote and encourage early resolution of disputes that includes prompt and quality medical care.

Learn more Maria and Simona » (/meet-your-ombudspersons)

## *What Is Alternative Dispute Resolution?*

Alternative Dispute Resolution, also known as ADR, is the method of resolving disputes without litigation and outside of a courtroom. Here, we use it as a way to facilitate resolution of workers' compensation disputes early, and as an alternative to the California statutory system.

Learn more about ADR » (/faq)

## *Services Provided*

We have had the great opportunity of working collectively with Unions and Employers in the early resolution of disputes and problem solving relating to workers' compensation claims with the participating companies in this program.

Learn more about our services » (/services)

## *Our Services*

MARIOTTO RESOLUTIONS, INC. (/)

# *Our Services*

## *Creating a Collaborative Environment*

By creating a collaborative environment and with proper training and support from labor and management, the parties are better able to discuss issues and disputes and arrive at early solutions to resolve conflict.

This collaborative, problem solving environment is supported by applying independent judgement, extensive knowledge of the California workers' compensation system, using alternative dispute resolutions skills as outlined in the agreements of each program, and utilizing mediation and conflict resolutions capabilities.

## *High Level Confidentiality*

It is important to note that a high level of confidentiality is maintained during this process in order to uphold the ethical standards of the legal and ombudsperson professions, in addition to the specific standards set by each ADR program.

## *In addition to the daily aspects of providing support to injured members and conflict resolutions skills, our services include:*

- Services in English, Spanish, Italian, French
- Maintaining ADR numbering and statistics relating to settlements and responses that assist in annual reporting to the DWC
- Scheduling of Qualified Medical Evaluations, Agreed Medical Evaluations, and Independent Medical Evaluations to ensure claims move quickly
- Settlement facilitators
- Develop and maintain relationships with mediators and arbitrators and assist in scheduling of meditations and arbitrations when necessary
- Training of adjusters and attorneys in ADR programs
- Participation in panels

MARIOTTO RESOLUTIONS, INC. (/)

# *PARTNERSHIP PROGRAMS*

CITY OF PASADENA POLICE DEPARTMENT ()

CITY OF SANTA BARBARA FIRE DEPARTMENT ()

GOLDEN GATE MACHINISTS (goldengatemachinists)

CITY OF SAN FRANCISCO POLICE & FIRE (city-of-san-francisco)

CITY OF LOS ANGELES POLICE DEPARTMENT (city-of-los-angeles)

CITY OF OAKLAND POLICE DEPARTMENT (city-of-oakland-pd)

CITY OF HANFORD POLICE DEPARTMENT (city-of-hanford-police)

GOLDEN GATE TRANSIT (golden-gate-bridge-transit)

MARIOTTO RESOLUTIONS, INC. (/)

CITY OF RICHMOND POLICE DEPARTMENT (/city-of-richmond-police)

CITY OF RICHMOND FIRE DEPARTMENT (/city-of-richmond-fire-deparment)

CITY OF FRESNO POLICE DEPARTMENT (/city-of-fresno)

SUPER A FOODS (/super-a-foods-ufcw)

ABLE SERVICES (/able)

VONS (/vons-ufcw)

# *Interested in learning about our programs?*

EMAIL US (MAILTO:INFO@MARIOTTORESOLUTIONS.COM)

*Maria's Story (/marias-story) Simona's Story (/simonas-story) FAQ (/faq) Careers (/new-page) Contact Us (/contact-us)*

*Employee Blog (/employee-blog) Rules & Info - CA Maintenance Contractors (/rules-info-ca-maintenance-contractors)*

Select Language

Powered by Google **Translate (https://translate.google.com)**

**Northern California Cities Self Insurance Fund**
**Risk Management Committee Meeting**
**December 16, 2021**

**Agenda Item F.9.**

# CYBER RENEWAL RESOURCES

## INFORMATION ITEM

**ISSUE:** Attached are references to additional resources for cyber risk management, including a series of webinars to address and test incident response plans, a guideline for standards needed for cyber coverage quotes, and a federal agency hub for a wide variety of free resources. NorCal Cities also has a new website portal for risk management resources related to cyber, sewers, and wildfires - https://www.besewersmart.com/nccsif.

**UPCOMING TRAININGS:** See attached email notice of upcoming webinars.

**RECOMMENDATION:** None - information only.

**BACKGROUND:** The Program Administrators continue to provide resources for members to harden their computer systems against viruses and ransomware attacks.

**ATTACHMENT(S):**
1. Cyber Security Webinar Series
2. System Security Standards - Guidelines for Cyber Quotes
3. CISA – Cyber Resource Hub
4. Screen shot of https://www.besewersmart.com/nccsif

**Marcus Beverly**

**From:** David Patzer <dpatzer@dkfsolutions.com>
**Sent:** Tuesday, December 7, 2021 1:06 PM
**To:** Marcus Beverly
**Subject:** CSRMA/SCORE/NCCSIF Members: Cyber Security Webinar Series!

**This message has originated outside the organization.**

---

view online.

Brought to you by:

# Cyber Security Webinar Series

Over the past few years, the pace and sophistication of cyber attacks against public agencies has grown rapidly. Join us to discuss the current state of cyber security for public agencies, the recommended response plans to have in place, and what to do should an attack occur. Click any of the '**Register Here**' buttons below and register for one or more of these events today!

*For additional details on each topic, click the '**Register Here**' button.*

**State of Cyberspace for Public Agencies – Yes, You Need to be Afraid**
**Date:** Thursday, February 17
**Time:** 9:30 - 11:00 AM PST

**Register Here**

**Ransomware and Cyber Attack Incident**

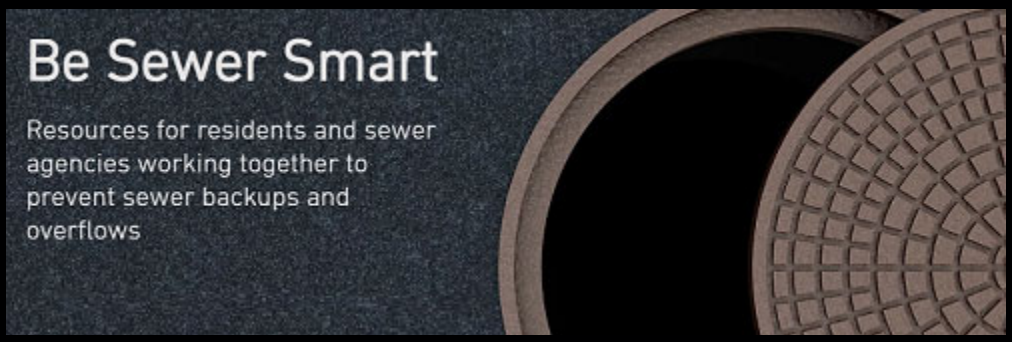
**Response Plans for Public Agencies**
**Date:** Thursday, March 24
**Time:** 9:30 - 11:00 AM PST

**Register Here**

**Cyber Security Table Top Drills –**
**Test Your Agency's Defenses and Response Plan**
**Date:** Thursday, April 7
**Time:** 9:30 - 11:00 AM PST

**Register Here**

**Additional Tools and Resources from DKF Solutions Group**




For additional information please contact:
David Patzer, CSRMA Risk Control Advisor
dpatzer@dkfsolutions.com

**Let's Connect!**

**Unsubscribe**

This message was sent to **Marcus.Beverly@alliant.com** from **dpatzer@dkfsolutions.com**

David Patzer
CSRMA Risk Control
100 Pine Street, Floor 11
San Francisco, CA 94111

PUBLIC ENTITY

# System Security Standards Guidelines for **Cyber** Quotes

Bulletin #1 | October 2021

As the cyber insurance market continues to harden, we prepared this summary of minimum security standards needed by the marketplace to obtain a quote. Please note that each underwriter has its own nuances; however, this list captures the general marketplace.

- Multi-factor authentication - 100% implemented for:
  - Remote access
  - Laptops
  - Privileged access
- End-point protection, detection, and response product implemented across enterprise with 24/7/365 response
- If Remote Desktop Protocol connections enabled, the following are implemented:
  - VPN access only
  - MFA for access
  - Network level authentication enabled
  - Remote Desktop Protocol Honeypots
- Backups
  - 1 working copy, 1 offsite, disconnected not working, 1 onsite disconnected not working
  - Tested at least twice a year
  - Ability to bring up within 24-72 hours – less time for critical operations (4 hours)
  - Protected with antivirus or monitored on a continuous basis
  - Encryption
- Planning and Training:
  - Incident Response Plan
  - Business Continuity Plan
  - Social Engineering Training
  - Phishing Training
  - Training of account team staff on fraudulent transactions
  - General cyber security training
- Critical & high severity patches installed within 30 or fewer days, optimally within 1-7 days
- Plan or adequate measures in place to protect end of life software

For more detailed information please see the following document from Beazley Ins. Co.
This and other useful materials related to Public Entity Cyber insurance products can be found on the Public Entity Cyber Corner on AlliantNet.

**Alliant note and disclaimer:** This document is designed to provide general information and guidance. Please note that prior to implementation your legal counsel should review all details or policy information. Alliant Insurance Services does not provide legal advice or legal opinions. If a legal opinion is needed, please seek the services of your own legal advisor or ask Alliant Insurance Services for a referral. This document is provided on an "as is" basis without any warranty of any kind. Alliant Insurance Services disclaims any liability for any loss or damage from reliance on this document.

# Protecting your organization against ransomware

## Minimum protection

- **Deploy and maintain a well configured and centrally managed End-Point Protection (EPP) solution:** A robust EPP/anti-virus solution is a basic component of any security program.
- **Email tagging:** Tag emails from external senders to alert employees of emails originating from outside the organization.
- **Email content and delivery:** Enforce strict Sender Policy Framework (SPF) checks for all inbound email messages, verifying the validity of sending organizations. Filter all inbound messages for malicious content including executables, macro-enabled documents and links to malicious sites.
- **Office 365 add-ons and configuration:** Enable two-factor authentication (2FA) on Office 365 and use Office 365 Advanced Threat Protection.
- **Macros:** Disable macros from automatically running. Ideally disable them from running at all if your business does not need them.
- **Patching:** Conduct regular vulnerability scans and rapidly patch critical vulnerabilities across endpoints and servers – especially externally facing systems.
- **Remote Access:** Do not expose Remote Desktop Protocol (RDP) directly to the Internet. Use Remote Desktop Gateway (RDG) or secure RDP behind a multi-factor authentication-enabled VPN.
- **Media usage controls:** Put in place controls on the insertion and/or use of media which does not carry appropriate authentication/media identifiers.
- **Well-defined and rehearsed incident response process:** Helps mitigate losses and rapidly restore business operations after a ransomware attack.
- **Back-up key systems and databases:** Ensure regular back-ups which are verified and stored safely offline.
- **Educate your users:** Most attacks rely on users making mistakes, train your users to identify phishing emails with malicious links or attachments. Regular phishing exercises are a great way to do this.
- **Firewalls**: Use network and host-based firewalls with well considered rule-sets, for example, disallow inbound connections by default.

## Stronger protection

- **Establish a secure baseline configuration:** Malware relies on finding gaps to exploit. A baseline configuration for serves, end-points and network devices that conforms to technical standards such as Center for Internet Security (CIS) benchmarks can help plug those gaps.
- **Filter web browsing traffic:** Web filtering solutions will help prevent users from accessing malicious websites.
- **Use of protective DNS:** Helps deny access to known malicious domains on the Internet.
- **Manage access effectively:** Ransomware doesn't have to go viral in your organization. Put in place appropriate measures for general user and system access across the organization: privileged access for critical assets (servers, end-points, applications, databases, etc.) and enforce multi-factor authentication (MFA) where appropriate (remote access/VPN, externally facing applications, etc.)
- **Regular testing of back-ups:** Reduces downtime and data loss in the case of restoring from back-ups after a ransomware attack.
- **Disconnect back-ups from organization's network:** Prevents back-ups from being accessed and encrypted by ransomware in case of a successful attack on an organization's main network.
- **Separately stored, unique back-up credentials:** Prevents bad actors from accessing and encrypting back-up data.

## Best protection

- **End-point detection and response (EDR) tools:** EDR solutions monitor servers, laptops, desktops and managed mobile devices for signs of malicious or unusual user behavior/activity. These tools also enable near immediate response by trained security experts. When effectively deployed and monitored, EDR tools are one of the best defenses against ransomware and other malware attacks.
- **Intelligent email evaluation:** Automatically detonate and evaluate inbound attachments in a sandbox environment to determine if malicious prior to user delivery.
- **Centralized log monitoring:** Centralized collection and monitoring of logs, ideally using a Security Information and Event Management (SIEM) system, identifies threats which breach your internal defenses.
- **Subscription to external threat intelligence services:** Provides access to external services that can provide details of developing attacker tactics, techniques and procedures. They also provide access to databases of known bad websites, mail attachments, etc.
- **Encrypted back-ups:** Prevents use of back-up data by bad actors.
- **Network segregation:** control access and/or traffic flow within the network environment. A well-configured firewall rule set will ensure that only the required traffic can flow from one segment to another. Furthermore, segregate end of life/support systems/software as a priority.
- **Web isolation:** Use of a web-isolation and containment technology to create a secure Internet browsing experience for your users.
- **Application permissions:** Only permit applications trusted by your organization to run on devices.

Lodestone SECURITY

Lodestone Security can help you make impactful changes to your security posture to either prevent breaches before they occur or prevent recurrences. For additional information:

James Habben – Director, Business Development
info@lodestonesecurity.com

KPMG

KPMG offers a wide range of services to help organizations defend against and respond to ransomware attacks.
To discuss how they can help please contact:

Matthew Martindale – Partner, Cyber Security
cyber@kpmg.co.uk

beazley

The descriptions contained in this communication are for preliminary informational purposes only. The product is available on an admitted basis in some but not all US jurisdictions through Beazley Insurance Company, Inc., and is available on a surplus lines basis through licensed surplus lines brokers underwritten by Beazley syndicates at Lloyd's. The exact coverage afforded by the product described herein is subject to and governed by the terms and conditions of each policy issued. The publication and delivery of the information contained herein is not intended as a solicitation for the purchase of insurance on any US risk. Beazley USA Services, Inc. is licensed and regulated by insurance regulatory authorities in the respective states of the US and transacts business in the State of California as Beazley Insurance Services (License#: 0G55497). Lodestone is a wholly owned subsidiary of Beazley plc. and does not provide insurance services. Beazley does not share insured-specific information with Lodestone. Information you provide to Lodestone and any engagement findings are shared only between your organization and Lodestone. BZCER034_US_08/20

An official website of the United States government Here's how you know EMAIL US CONTACT SITE MAP

TLP:WHITE

# CYBER RESOURCE HUB

The Cybersecurity and Infrastructure Security Agency offers a range of cybersecurity assessments that evaluate operational resilience, cybersecurity practices, organizational management of external dependencies, and other key elements of a robust and resilient cyber framework. These professional, no-cost assessments are provided upon request on a voluntary basis and can help any organization with managing risk and strengthening the cybersecurity of our Nation's critical infrastructure.

Expand All Sections

## Assessment Evaluation and Standardization

## Vulnerability Scanning

## Phishing Campaign Assessment

## Risk and Vulnerability Assessment

## Cyber Resilience Review

## CRR Downloadable Resources

## External Dependencies Management Assessment

## EDM Downloadable Resources

TLP:WHITE

TLP:WHITE

## Cyber Infrastructure Survey

## Remote Penetration Testing

## Web Application Scanning

## Cyber Security Evaluation Tool (CSET®)

## Validated Architecture Design Review (VADR)

## More Cybersecurity Services

TLP:WHITE

NCCSIF.org

Northern California Cities Self-Insurance Fund - A Joint Powers Authority

## Cyber Security

*Click here for guidance and downloadable resources to help protect your agency against cyber threats.*

CLICK HERE

## Wildfire Resources

*Click here for downloadable resources to help prepare for and respond to wildfires.*

CLICK HERE

## Sewer Overflow and Backup Response

*Click here for downloadable resources to help communicate effectively with customers.*

CLICK HERE

## SSMP Compliance

*Click here for downloadable resources for complying with Sanitary Sewer Management Plan regulations.*

CLICK HERE