



**NCCSIF
Risk Management Committee Meeting
AGENDA**

Location: Peach Tree Golf and Country Club
2043 Simpson Dantoni Road
Marysville, CA 95901

Date/Time: January 24, 2013 - 10:00 a.m.

- A – Action
- I – Information

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

MISSION STATEMENT

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

A. CALL TO ORDER

B. PUBLIC COMMENTS

C. APPROVAL OF AGENDA AS POSTED

A 1

pg. 01 **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. 02 1. Minutes of the Risk Management Committee Meeting – October 18, 2012
- pg. 06 2. ADA Safety Grant Funds Utilization

F. RISK MANAGEMENT BUSINESS

- pg. 07 1. **Risk Control Services Summary as of December 31, 2012** I 1
Henri Castro will address the Committee will receive an update regarding the Risk Control Services provided by Bickmore as of December 31, 2012.

- pg. 26 2. **Member Risk Assessment Update and Discussion** I 1
Henri Castro will provide the Committee with an update on the Risk Assessments and the Committee will have the opportunity to discuss any relevant findings.

- pg. 27 3. **Upcoming Risk Control Services** I 1
The Committee will receive an update on Upcoming Services from Bickmore.



pg. 28 4. **NCCSIF Long Range Planning Meeting – Risk Management Training** A 1
The Committee will receive a report on suggested training that was discussed during the Long Range Planning meeting held in December.

pg. 39 5. **Police Risk Management Committee Meetings** I 1
Ms. Liz Ehrenstrom attended the Police Risk Management Committee and will provide a verbal report on the January 10, 2013 PRMC meeting.

pg. 44 6. **Training - Sanitary Sewer Overflows and Backups: New State Water Resources Control Board Requirements and the Latest Risk Management Strategies** I 1
NCCSIF has scheduled the above training in February for all members.

G. INFORMATION ITEMS I 1

- pg. 45 1. PARMA Conference at Rancho Mirage, CA on February 3 – 6, 2013
- pg. 55 2. NCCSIF Travel Reimbursement Form

H. ADJOURNMENT

UPCOMING MEETINGS

- Executive Committee Meeting – March 14, 2013
- Claims Committee Meeting – March 14, 2013
- Risk Management Meeting – April 25, 2013
- Board of Directors Meeting – April 25, 2013

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 Johnny Yang at Alliant Insurance at (916) 643-2712.

The Agenda packet will be posted on the NCCSIF website at www.nccsif.org. Documents and material relating to an open session agenda item that are provided to the NCCSIF Board of Directors less than 72 hours prior to a regular meeting will be available for public inspection and copying at 1792 Tribute Road, Suite 450, 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



**Risk Management Committee Meeting
January 24, 2013**

Agenda Item D.

CONSENT CALENDAR

ACTION ITEM

ISSUE: The Risk Management Committee should review items on the Consent Calendar and, if there is any item requiring clarification or amendment, such item(s) should be pulled from the agenda for separate discussion. The Risk Management Committee should approve the Consent Calendar excluding those items pulled. Any items removed from Consent will be agendized later during the meeting as recommended by the Chair and approved by the Committee.

RECOMMENDATION: It is the recommendation of Staff to approve the Consent Calendar after review by the Risk Management Committee.

FISCAL IMPACT: None

BACKGROUND: The Committee places the following items on the Consent Calendar for approval. The Committee may approve the Consent Calendar items as presented, or any individual may request that an item be pulled for discussion and separate action during the meeting. Remaining items would then be approved by action of the Committee.

ATTACHMENTS:

1. Minutes of the Risk Management Committee Meeting – October 18, 2012
2. ADA Safety Grant Funds Utilization



**MINUTES OF THE
NCCSIF RISK MANAGEMENT COMMITTEE MEETING
BONANZA INN CONFERENCE CENTER, YUBA CITY, CA
OCTOBER 18, 2012**

MEMBERS PRESENT

Tom Watson, City of Corning
Paula Islas, City of Galt
Elisa Arteaga, City of Gridley
Sheila Vanzandt, City of Lincoln
Matt Michaelis, City of Marysville
Liz Ehrenstrom, City of Oroville
Dave Warren, City of Placerville
Sandy Ryan, City of Red Bluff
Russell Hildebrand, City of Rocklin
Natalie Walter, City of Yuba City

MEMBERS ABSENT

City of Anderson
City of Auburn
City of Dixon
City of Folsom
City of Ione
City of Jackson
City of Nevada City
City of Rio Vista
City of Willows
Town of Paradise

GUESTS & CONSULTANTS

Chief Paul Nanfito, City of Red Bluff
Susan Adams, Alliant Insurance Services
Johnny Yang, Alliant Insurance Services
Laurence Voiculescu, Alliant Insurance Services

A. CALL TO ORDER

The meeting was called to order at 9:33 a.m.

B. PUBLIC COMMENTS

There were no public comments made.

C. APPROVAL OF AGENDA AS POSTED



A motion was made to approve the Agenda as posted.

MOTION: Dave Warren **SECOND:** Sandy Ryan **MOTION CARRIED**

D. CONSENT CALENDAR

1. Minutes of the Risk Management Committee Meeting – June 14, 2012
2. ADA Safety Grant Funds Utilization

A motion was made to approve the consent calendar.

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

E. PRESENTATIONS

E1. NCCSIF 3rd Annual Walking Challenge

Ms. Karen Reuben, from ACI Core Wellness presented to the Risk Management Committee regarding the NCCSIF 3rd Annual Walking Challenge beginning November 1 – November 29, 2012. Member employees will be able to sign up via the ACI Core Wellness website.

F. INFORMATION ITEMS

F1. Risk Control Services Summary as of October 1, 2012

Ms. Henri Castro advised that several members have received their Comprehensive Risk Assessments with several Assessment Reports completed. The reports to taking more time to complete due to the extensive data included. She then discussed the NCCSIF Risk Control Member Services Report as provided in the Agenda packet explaining that member orientation visits have been completed. She estimated the time needed to bring members into compliance is over 5 years. Several Trainings have also been provided to members as outline in the Summary of Services.

F2. Upcoming Services

Ms. Castro addressed the committee regarding services to be provided in the new few months to members which are as follows:

- Complete the remaining Hazard & Safety Assessments
- Contact each member to develop a 2013 action plan based on the assessment recommendations and individual member requests
- Continue to deliver phone/email consultative services
- Scheduled Training

- Sexual Harassment – Galt
- Confined Space (location specific) – Folsom, Dixon
- A/C Pipe – Yuba City/TBD
- Hazmat - TBD

F3. Police Risk Management Committee Meetings

Chief Paul Nanfito, Red Bluff Police Department, gave a report to the committee regarding the previous Police Risk Management Committee meeting held on August 23, 2012 explaining that he felt Mr. Mark Wittenberg's Training Session was extremely impressive. He then advised that a Chair and Vice Chair was appointed at the meeting and there was discussion the Police Loss Analysis provided by staff.

Ms. Castro asked for feedback regarding the Components involved in the Police Risk Management Committee Meetings.

Ms. Adams advised that there was a request for staff to drill down on Police Loss Analysis in future meetings to determine the types of losses the Committee should be focusing on. She then noted that the Risk Management Committee should consider providing funding to member police departments to assist Risk Management as Police losses are the leading loss leaders for NCCSIF. Fitness Training was a topic which was discussed during the meeting.

Ms. Castro requested to have the police chiefs' respond to a survey regarding the types of training that should be offered at the quarterly Police Risk Management Committee.

Upon further discussion the next Police Risk Management Committee meeting will be held in January, 2013.

F4. Long Range Planning Meeting Topics

Ms. Adams explained the Long Range Planning meeting will be scheduled on December 13, 2012 mainly to discuss the Shared Risk Funding deficit in the Liability Program. Ms. Paula Islas requested that Risk Management Funding for Police Training be discussed during the Planning Meeting.

Upon further discussion the Committee came to a consensus to have the Long Range Planning Session on a separate day from the Board of Directors meeting and the rescheduling of the Risk Management Committee and Board of Directors meetings will be rescheduled at the Board meeting later today.

F5. Rescheduling of December Risk Management Committee Meeting

As discussed in the previous item above, as the Long Range Planning Meeting is to be held on a separate day aside from the Board of Directors meeting there was no further discussion on this item.

G. INFORMATION ITEMS

G1. NCCSIF Travel Reimbursement Form

G2. PARMA Conference at Rancho Mirage, CA on February 13 – 16, 2013

The Information Items are provided as an update only.

There was further discussion by the Committee regarding Pool Access being in compliance with the new ADA regulations. Ms. Castro advised that the new requirement is being extended until March of 2013 and should this item be addressed in the Members' transition plan.

Mr. Russell Hildebrand thanked the Committee for their support on the recent police claim against the City of Rocklin.

G. ADJOURNMENT

The meeting was adjourned at 10:34 a.m.

**NCCSIF
ADA and Safety Grant Fund Reimbursements History**

Member	ADA Grants Declared in FY 2009 Board Meeting 4/24/2009	Risk Management Grants elected to be retained in WC admin by members from their WC shared refund FY 2010	Risk Management Grants elected to be retained in WC admin by members from their WC shared refund FY 2011	Risk Management Grants elected to be retained in WC admin by members from their WC shared refund FY 2012	Total funds available FY 2009 - FY 2012 for ADA grants and Risk Management Grants	Total Disbursements Paid through Last Update	Funds Available
Anderson	\$ 6,496	8,039.00	7,650.00	7,540.00	29,725.00	22,185.00	7,540.00
Auburn	6,397	-	-	8,098.00	14,495.00	6,397.00	8,098.00
Colusa	6,258	-	-	5,817.00	12,075.00	6,258.00	5,817.00
Corning	6,157	6,149.00	5,788.00	5,678.00	23,772.00	23,772.00	-
Dixon	6,592	-	-	-	6,592.00	6,592.00	-
Folsom	16,732	62,977.00	-	61,737.00	141,446.00	27,037.35	114,408.65
Galt	7,613	14,375.00	14,135.00	14,171.00	50,294.00	36,123.00	14,171.00
Gridley	6,144	6,391.00	-	6,507.00	19,042.00	6,144.00	12,898.00
Ione	-	-	-	-	-	-	-
Jackson	5,627	3,510.00	3,487.00	-	12,624.00	5,500.00	7,124.00
Lincoln	6,303	8,638.00	10,028.00	-	24,969.00	24,969.00	-
Marysville	6,758	-	-	-	6,758.00	-	6,758.00
Nevada City	5,665	-	-	-	5,665.00	5,665.00	-
Oroville	7,633	-	-	-	7,633.00	7,633.00	-
Placerville	6,883	-	-	-	6,883.00	6,883.00	-
Paradise	7,182	-	-	-	7,182.00	7,182.00	-
Red Bluff	7,339	12,860.00	12,493.00	12,290.00	44,982.00	32,692.00	12,290.00
Rio Vista	5,818	-	4,770.00	4,766.00	15,354.00	5,818.00	9,536.00
Rocklin	9,178	24,019.00	25,254.00	25,419.00	83,870.00	58,451.00	25,419.00
Willows	5,856	4,618.00	4,412.00	-	14,886.00	8,656.00	6,230.00
Yuba City	8,607	-	-	22,184.00	30,791.00	30,791.00	-
	\$ 145,238	151,576.00	88,017.00	174,207.00	559,038.00	328,748.35	230,289.65



RISK CONTROL SERVICES SUMMARY AS OF DECEMBER 31, 2012

INFORMATION ITEM

ISSUE: Ms. Henri Castro from Bickmore Risk Services will address the Committee to update them on the services that BRS has provided the NCCSIF members through December 31, 2012.

Below is a summary of the risk control services and resources provided to members from January 1 through December 31, 2012. A detailed report outlining member specific services is included.

SERVICES PROVIDED	Hours (as of)				
	4/18	6/1	10/11	12/31	TOTAL
Phone & Email Consultation	19	12	13	10	53
Hazard & Safety Assessments		20	220	20	260
Orientation Visits	123	26			149
Ergonomic Evaluations	6	6	8	9	29
Playground CPSI Inspection				18	18
Training (Conducted by BRS Risk Control)			8		8
Vendor Training Coordination	2	4	3	8	17
Written Safety Program Review/Development	19	13		12	44
Resource Development	47	27			74
TOTAL SERVICE HOURS*:	216	108	252	77	653

* Account management time for scheduling, member services report, RMC and Police RMC meeting preparation, meeting attendance, and coordination is not included in the total.

RECOMMENDATION: None.

FISCAL IMPACT: None.

BACKGROUND: NCCSIF contract with Bickmore on January 1, 2012 to provide risk control services. Ms. Henri Castro is NCCSIF’s consultant for these services.

ATTACHMENT:

1. Member Services Report

NCCSIF Risk Control Member Services Report

January 1, 2012 to December 31, 2012

Entity Name	Owner	Work Status	Activity	Specialties	Description	Notes
Anderson, City of						
	Terrie S. Norris	Completed	Assessment	Other (Describe below)	City Wide	<p>5.23.12 - email sent to Juanita Barnett asking her to pick a date for the assessment.</p> <p>6/1/12 - Assessment scheduled.</p> <p>6/28/12 - Reassigned assessment to Terrie Norris, sent an email to Juanita advising of change.</p> <p>8/14/12 - Assessment visit conducted as scheduled.</p> <p>9/6/12 - started report</p> <p>9/17/12 - continued report</p> <p>10/2/12 Finished interviews with city representatives, and sent report to Jane for processing.</p> <p>10/15/12 - Emailed report to Juanita B at City of Anderson with cc to Jane Hayes and Henri Castro.</p>
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Parks and Recreation	Disc Course Exposure	7/23/12 - Received a call from Kristen Maze requesting advise on disc golf courses. I sent an email confirming our conversation. The City of Anderson has an 18 hole Disc Golf Course where there are two tee areas where the players are required to throw the disc across a public roadway to make the pole hole (basket). Kristen is concerned that the city may have some liability in the event a player is hit by a vehicle while playing through these two holes. I recommended a redesign of the disc golf course as outlined in the PDGA Course Design Guide, Section 9, Layout.
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Parks and Recreation	Skateparks	3/16/12 - Pam requested information on skateboard parks and the use of BMX bikes. Provided safety publication and had telephone discussion.
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Parks and Recreation	Swimming pool chemical treatment	3/13/12 - Question - Is the person treating the swimming pool was required to be a Certified Pool Operator. Reviewed the California Code of Regulations, Title 22, Chapter 20 Public Swimming Pools. There was no specific reference to a "Certified Pool Operator" requirement. However, Section 65521, Pool Supervision Responsibility, states that "Every pool shall be under the supervision of a person who is fully capable of, and shall assume responsibility for, compliance with all requirements relating to pool operation, maintenance and safety of bathers." Sent email.
	Enriqueta Castro	Completed	Training	Orientation	CPR Training	8/6/12 - 19 employees received CPR training and certification. Forwarded invoice to Alliant for reimbursement.
	Enriqueta Castro	Completed	Training	Orientation		
Auburn, City of						
	Enriqueta Castro	In Progress	Assessment	Other (Describe below)	City Wide	

NCCSIF Risk Control Member Services Report

January 1, 2012 to December 31, 2012

Entity Name	Owner	Work Status	Activity	Specialties	Description	Notes
	Enriqueta Castro	Completed	Phone & E-mail Consultation	ADA		3/21/12 - Andy Heath requested information about the new ADA requirements. Provided ADA Guide http://www.ada.gov/smtown.htm#anchor23988 and an example of a transition plan.
	Enriqueta Castro	Completed	Training	Orientation		3/16/12 - left msg with Bob Richardson to schedule visit. 3/22/12 sent follow up email to schedule orientation visit. 4/17/12 - Follow up call 6/11/12 - No response to date. Will discuss during the 6/14 rm committee meeting and most likely combine the orientation and assessment visit. 7/6/12 - No response to date. Closing deliverable. Will conduct an orientation during the assessment.
Colusa, City of						
	Terrie S. Norris	Completed	Assessment	Other (Describe below)	City Wide	7/19/12 - called Jan to discuss site visit date and time - left voice mail 7/24/12 - Still unable to reach Jan McClintock - the phone number listed is not hers and she is not responding to my emails. I have left voice mail asking that someone contact me with the correct information, but have received no responses. 7/26/12 Spoke with Assistant City Manager, Randy Dunn; and set appointment for 9/12/12 9/12/12 - Completed the on site assessment visit. 10/3/12 - Called City professional service providers to complete the assessment interviews. 10/4/12 - Called City Engineer consultant 10/5/12 - Called and email City Engineer Constant 10/10/12 - Received final information from Colusa personnel, completed the report, and sent to Jane for processing. 11/15/12 - Emailed the report to Randy Dunn, Acting City Manager
	Enriqueta Castro	Completed	Training	Orientation		4/17/12 - left msg to schedule orientation visit 5/29/12 - Contact is out of the office until 6/1. 6/11/12 - Left voicemail message requesting return call to discuss combining orientation and assessment visit. 6/12/12 - Scheduled visit 6/27/12 - Conducted the orientation visit with city management.

NCCSIF Risk Control Member Services Report

January 1, 2012 to December 31, 2012

Entity Name	Owner	Work Status	Activity	Specialties	Description	Notes
Corning, City of						
	Terrie S. Norris	Completed	Assessment	Other (Describe below)	City Wide	7/25/12 Tom Watson emailed to cancel the 8/9/12 assessment visit. Will reschedule for a date TBD in September. 9/14/12 - Completed the on-site assessment visit. 10/9/12 - Finished employee interviews. Interviewed Lisa Linnet re: EPL, RTW & WC. Interviewed City Manager re: Traffic Engineering 10/9/12 - Completed interviews with personnel who were not available during the on-site visit. 10/10/12 - Completed the written report and sent to Jane for processing. 11/4/12 Emailed the completed report to Tom Watson and Henri Castro.
	Enriqueta Castro	Completed	Phone & E-mail Consultation	ADA		8/27/12 - Request from John Brewer for information about an ADA specialist. Provided email response.
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Parks and Recreation	New skatepark	2/22/12 - Participated in a teleconference with city to provide feedback on the new skatepark development.
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Parks and Recreation	Lifeguard Certification	3/22/12 - Received call from Dawn asking if lifeguard certifications are acceptable from the American Heart Association. I reviewed the applicable health and safety code and confirmed the code does not include The American Heart Association, however, it does indicate "equivalent qualifications". I contacted the California Department of Parks and Recreation who confirmed CPR training, offered by the American Heart Association, is compatible to the American Red Cross, but indicated that the American Heart Association does not have a lifeguard certification training program in place, to their knowledge.
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Parks and Recreation	Skateparks & Playgrounds	3/15/12 - Provided sample skate park ordinance and signage. Also included the BRS publication about skate parks and some information about the relevant regulations.
	Enriqueta Castro	Completed	Training	Orientation		
Dixon, City of						
	Enriqueta Castro	Completed	Assessment	Ergonomics		
	Enriqueta Castro	Completed	Assessment	Ergonomics		12/18/12 - Ergonomic evaluation for Michele Tam. Report distributed.
	Enriqueta Castro	Completed	Assessment	Other (Describe below)	City Wide	6/11/12 - Called and emailed Steve Johnson to schedule assessment. He previously requested a September assessment date. 6/26/12 - Assessment scheduled 10/11/12 - Assessment complete. Report under development

NCCSIF Risk Control Member Services Report

January 1, 2012 to December 31, 2012

Entity Name	Owner	Work Status	Activity	Specialties	Description	Notes
						11/7/12 - Report complete emailed to Steve Johnson and Kim Stalie
Enriqueta Castro	Completed	Other	Other (Describe below)		2013 Action Plan Development	12/18/12 - Met with Steve Johnson and staff to develop 2013 action plan based on the Hazard & Safety Assessment.
Enriqueta Castro	Completed	Other	Safety Committee			9/12/12 - Participated in quarterly safety committee meeting.
Enriqueta Castro	Completed	Phone & E-mail Consultation	Confined Space			10/19/12 - Assisted Sandy Jones with providing a resource (Kent Freeman) to evaluate their specific confined spaces. Once completed, we can assist with developing a written program and coordinating training.
Enriqueta Castro	Completed	Phone & E-mail Consultation	Other (Describe below)	Intersection Signal		10/29/12 - Received an email from Steve Johnson/Jason Riley requesting an opinion about whether placing temporary stop signs at Caltrans owned intersection would increase the city's risk. I talked to Jason and conducted research and sent an email stating "In my opinion, placing the city's current traffic control procedures during a power outage, at the intersections outlined in your Caltrans Maintenance Agreement 2006 which are owned, operated, maintained by Caltrans would increase liability risk to the City. When an outage occurs on City streets, the Public Works Department responds and places temporary stop signs on barricades, places the signal in "police panel flash," and returns to remove the temporary stop signs once the power has been restored. The purpose of placing the traffic signal in the manual "police panel flash" mode is so that when power is restored the signal powers up with flashing red lights rather than the regular green, yellow, red cycling that would otherwise conflict with the temporary stop signs. The California Vehicle Code Section 21800(d)(1) already requires that all vehicles "shall stop at the intersection, and may proceed with caution when it is safe to do so." Once the City introduces temporary controls the City is now required to ensure the controls are monitored. Because the system is dependent on action/inaction by a City employee there is an additional risk to the City."
Enriqueta Castro	Completed	Phone & E-mail Consultation	Other (Describe below)	Fire Department Resources		11/6/12 - Received request to obtain additional information about the Target Solutions EMS continuing education series.
Enriqueta Castro	Completed	Phone & E-mail Consultation	Parks and Recreation	Bounce Houses		3/15/12 - Received email from Steve Johnson requesting information on bounce houses. I sent him the Can You Risk It publication and discussed the information over the phone.
Enriqueta Castro	Completed	Phone & E-mail Consultation	Police Department Operations	K-9 Question		3/8/12 - Request to review Police K-9 policy. 1/30 - I reviewed the program and noted that it was a Lexipol product updated as of 11/19/10. I confirmed with Steve that this was the most current policy published by Lexipol.
Enriqueta Castro	Completed	Phone & E-mail Consultation	Police Department Operations			10/22/12 - Received an email request from Steve Johnson requesting information about sleep deprivation for police officers. I replied with an email providing website resources and a response from Monterey Park.
Enriqueta Castro	Completed	Phone & E-mail Consultation	Waste Water and Sewer			3/8/12 - Research and response to Waste Water Pond Plant question regarding required sings around 440 acre pond. Talked to George Silva and Sandy Jones. Also emailed response.

NCCSIF Risk Control Member Services Report

January 1, 2012 to December 31, 2012

Entity Name	Owner	Work Status	Activity	Specialties	Description	Notes
	Tom Kline	Completed	Physical Inspection	Parks and Recreation	CPSI Playground Inspection	<p>10/31/12 - Sent an email to Janet Koster advising of the assignment.</p> <p>11/2/12 - Left voice message for Janet Koster to call about a playground inspection.</p> <p>11/5/12 - Spoke with Janet Koster about playground inspections. She will forward some pictures of the park playground layout. Also spoke about some potential inspection dates.</p> <p>11/6/12 - Spoke with Janet Koster and set up playground inspection of Northwest Park for 11/20/12</p> <p>11/20/12 - Meet with Janet Koster, Doug Horgan and Bud then conduct Northwest playground inspection</p> <p>1/7/13 - Drafted playground inspection report for Tot Lot and School Age playgrounds at Northwest park</p> <p>1/8/13 - Emailed Northwest Park playground inspection report to Janet Koster</p>
	Enriqueta Castro	Completed	Program Development	ATD	ATD for Police and Fire	<p>11/16/12 - Received request from Tony Welch for assistance with ATD resources. I responded and advised I would call him after Thanksgiving holiday.</p> <p>11/26/12 - Sent a detailed email with sample program attachments, training webinar information and other pertinent information.</p>
	Lee Sorenson	Completed	Program Development	Auto, Fleet and Driver Risk	Commercial Driver Drug & Alcohol Policy	<p>7/24/12 Discussed scope of project with Steve Johnson. They would like their existing City D & A Testing Policy to be updated to be in compliance with the new FTA requirements as their policy covers all city employees including transit. This could be a CalTIP RC Services project. Dixon to send an electronic version of the policy on 7-30-12. I will estimate time needed and confirm CalTIP service days with Dixon.</p> <p>7/30/12 Received a PDF file of the current city program. I would need to MS Word file to perform the edits. If the word file is delivered, this would be a one day project. If not, it would be a two day project.</p> <p>7/31/12 Received the MS Word file. I e-mailed a proposal to Steve Johnson and Janet Koster to use a CalTIP RC Field Service day for the project. I am closing this deliverable and opening a new CalTIP deliverable if approved.</p>
	Enriqueta Castro	In Progress	Program Development	Hazard Communication	Assessment Action Item	1/11/13 - Updated draft hazcom program. Sent to Steve/Kim with three step process. Progress follow up on 2/13/13.
	Enriqueta Castro	Completed	Training	Orientation		
	Enriqueta Castro	Completed	Training	Other (Describe below)	EPL - Sexual Harassment Training	3/8/12 - Two sessions conducted. Over 100 attendees.

NCCSIF Risk Control Member Services Report

January 1, 2012 to December 31, 2012

Entity Name	Owner	Work Status	Activity	Specialties	Description	Notes
	Enriqueta Castro	Completed	Training	Safety Committee		5/10/12 - Attended Safety Committee meeting and provided information about the upcoming assessment.
Folsom, City of						
	Enriqueta Castro	Completed	Assessment	Ergonomics		
	Enriqueta Castro	Completed	Assessment	Ergonomics		
	Enriqueta Castro	Completed	Assessment	Ergonomics	Zoo	9/11/12 - Request to observe zoo employees to identify ergonomic areas of improvement and equipment upgrades. Conducted observation on 9/11. Report to follow 10/11/12 - Report under development 11/19/12 - Report complete and sent to Wendy Fox and Joceyln Smeltzer.
	Enriqueta Castro	Completed	Assessment	Other (Describe below)	City Wide	6/11/12 - Assessment visit scheduled through Bruce Cline. 8/2/12 - Assessment completed on 7/11 with report to administration today. 8/16/12 - Sent final report to Bruce Cline
	Enriqueta Castro	Completed	Other	Other (Describe below)	Meet with EMT to Develop Action Plan	10/11/12 - Visit complete.
	Enriqueta Castro	Completed	Other	Other (Describe below)	Meeting with Executive Mgmt Team	6/25/12 - Met with the Executive Management Team to provide feedback on ways to enhance the city's safety culture.
	Enriqueta Castro	Completed	Other	Other (Describe below)	Meeting with HR Director	5/3/12 - Met with the HR Director to review the NCCSIF service plan and discuss the city's action plan.
	Enriqueta Castro	Completed	Phone & E-mail Consultation	ADA		3/8/12 - Received request from Bruce Cline on the new ADA pool requirements effective March 2012. Research and provided feedback. Developed Safety Communication based on this request.
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Aerial & Fork Lifts	Heat Illness	7/20/12 - Provided Darin Ajax, Environmental Spec. Supv with additional information on forklift posting requirements and daily checklists. Also provided heat illness guide and policy to assist with shade and water requirements.
	Enriqueta Castro	Completed	Phone & E-mail Consultation	BBP		8/6/12 - Received email from Sharon Blackburn, PD, requesting BBP resources.
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Orientation	Resources for City Newsletter	10/19/12 - Received a call from Sue Ryan requesting resources and ideas for their quarterly newsletter. We discussed ideas and reviewed the resources available on the Bickmore site as well as reviewing all the vendor resources.

NCCSIF Risk Control Member Services Report

January 1, 2012 to December 31, 2012

Entity Name	Owner	Work Status	Activity	Specialties	Description	Notes
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Other (Describe below)	Maintenance of Commercial Ice Machine	7/20/12 - Received a call from Chief Phillips inquiring if the City is required to use a certified vendor to clean and maintain the commercial ice machines located throughout the city. I discussed the question with Chief Phillips, conducted research, and provided a response via email. In summary, based on my research, I was not able to locate a specific health and safety code requiring the use of a "certified" vendor to clean and maintain the machines. I did provide three website articles that provided detailed direction on when and how to clean the ice machines. I also sent the applicable California Retail Food Code and the Health and Safety Code #114193 and 114171, and the applicable Cal/OSHA Title 8, Regulation 4555, Ice cubing and Ice Scoring machines provides direction on enclosure requirements.
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Other (Describe below)	EAP through NCCSIF	3/22/12 - Kris inquired about the ACI EAP. Provided program and contact information
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Parks and Recreation	Skateboard parks	3/8/12 - Research and response to skate park question about allowing BMX bikes in skateboard parks. Sent email response to Debra Corbett. Developed a sign in sheet and surface inspection form.
	Enriqueta Castro	Completed	Physical Inspection	Other (Describe below)	Fire Marshall City Hall Inspection	7/13/12 - Participated in the Fire Marshall's inspection of City Hall.
	Enriqueta Castro	Completed	Program Development	ATD	Police	4/12/12 - Request to review the Lexipol policy on ATD to ensure it complies with Cal/OSHA requirements. It did not comply. Will provide additional assistance to develop written procedures for police. 5/29/12 - Met with Chris Emery to obtain additional information. Written program development in progress. 6/11/12 - Program under development. Draft planned to be completed by 6/15. 7/6/12 - Sent the customized draft to Chris Emery on 6/26. Await feedback to complete the program. F/U on 7/26. 8/6/12 - Sent Chris Emery a f/u email to check on questions outlined in July. 11/20/12 - Sent email to new contact, Sharon Blackbun. Draft ATD program was complete and sent. Will close out this request at this time.
	Enriqueta Castro	In Progress	Program Development	Hearing Conservation		4/5/12 Met with Public Works Super to review the noise study conducted in the vehicle maintenance shop. Meeting with C. Barake to review to study and develop program 5/29/12 - Provided updated draft program. Discussed progress with Kent Gary. He is identifying tasks/occupations for sound level testing. Once testing complete I will evaluate information and complete written program. F/U call 6/30/12 7/6/12 - Sent f/u email to check on status of testing and program development 8/6/12 - Received email from Candy Glass. City is identifying applicable job classes for testing. Once testing complete will complete written program.

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Entity Name	Owner	Work Status	Activity	Specialties	Description	Notes
						<p>8/14/12 - Provided suggested step to conduct employee testing, obtaining required protection, program development, and training.</p> <p>9/28/12 - Await testing results, new due date of 10/31/12.</p> <p>11/20/12 - Await testing results. Email sent on 8/14 advising on the recommended steps to take (testing, program development, etc.). I will close out this request until we receive results. At that time I will complete the written program.</p>
	Dave Beal	In Progress	Program Development	IIPP		<p>11/6/12 - Received email from Bruce. Await his call back after he discusses the scope and billing with Susan.</p> <p>11/27/12: left voice mail with Chief Phillips to discuss IIPP project.</p> <p>12/7/12: received voice mail from Chief Phillips regarding getting together to discuss IIPP project</p> <p>12/10/12: Returned call to Chief Phillips - left message on work and cell phone to call me back to set up a date to start project.</p> <p>12/11/12: Spoke with Chief Phillips. Initial meeting set for Dec.19 at his office.</p> <p>12/12/12/: 1.5 hours on project reviewing current IIPP</p> <p>12/18/12: 2 hours - initial meeting with Chief Phillips to discuss IIPP project. Kickoff meeting with Dept. Directors on Jan 7th. Dept. meetings scheduled for Jan 9, 16, 23.</p> <p>12/20/12: .5 hrs</p> <p>12/21/12: 2 hrs</p> <p>12/28/12: 1 hour</p> <p>1/4/13: .5 hours - sent draft IIPP to Ron. Phone conversation to confirm Jan. 7 meeting. reviewed staff memo for IIPP meeting</p> <p>1/7/13: 1hr. - Intro meeting at Folsom</p> <p>1/8/13: 2 hrs. IIPP review w/ Henri</p> <p>1/9/13: 5 hrs - Met with Admin & Parks/Rec teams to review IIPP.</p> <p>1/10/13: 1.5 hrs - made revisions to IIPP, sent hazard inspection schedule, training matrix, safety officer form and revised IIPP to Ron.</p> <p>1/15/13: .5 hr</p>
	Dave Beal	Completed	Training	Ergonomics		Ergo assessment conducted for Todd Eising
	Enriqueta Castro	Completed	Training	Orientation		
Galt, City of						
	Enriqueta Castro	Completed	Assessment	Other (Describe below)	City Wide	<p>5/8/12 - Visit completed, report in progress</p> <p>5/31/12 - Sent draft of observations and recommendations to Paula for final review.</p> <p>6/11/12 - Sent follow up email</p> <p>7/6/12 - Sent Paula a f/u email to obtain contact names/phone numbers to gather additional information</p>

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Entity Name	Owner	Work Status	Activity	Specialties	Description	Notes
						8/6/12 - Received add'l information from Paula. Estimated report completion on 8/8 8/13/12 - Report complete. Sent to admin for proofing, formatting, and charts. 8/16/12 - Sent final report to Paula Islas.
Enriqueta Castro	Completed	Other	Other (Describe below)		2013 Action Plan Development	12/20/12 - Telephone conference with Paula Islas to develop 2013 action plan based on the Hazard & Safety Assessment.
Enriqueta Castro	Completed	Phone & E-mail Consultation	Other (Describe below)		Air Quality - Potential Mold Exposure	7/30/12 - Paula Islas called about a potential mold exposure. Carol Barake, CIH, talked to Paula and confirmed with an email. Tom referred her to me when she called with potential mold and asbestos exposures. Employees were starting to be relocated out of their office spaces and she needed to respond quickly. I spoke with her briefly to explain the process, and referred her to John Martinelli at Forensic Analytical in Citrus Heights. Given that the space was occupied and the employees were already concerned, I advised that it would not be appropriate for their in-house staff to start tearing out the water-damaged ceiling tiles and other materials under the drop ceiling. It is an older building so there may also be an asbestos exposure. I explained that Forensic would provide an initial inspection with limited environmental monitoring. After the initial inspection, they will provide a scope of work and a short list of contractors who are qualified to perform the remediation work. At the completion of the remediation work, Forensic will conduct air monitoring to "clear" the space for employees.
Enriqueta Castro	Completed	Phone & E-mail Consultation	Respiratory Protection Program			3/13/12 - Question about whether a medical questionnaire is required for employees who use a "dust mask" as defined by Cal/OSHA. Emailed response (the questionnaire is not required for a "dust mask". Provided link to Cal/OSHA's Guide to Respiratory Protection which confirms on page 7 that it is not required. http://www.dir.ca.gov/DOSH/dosh_publications/Respiratory.pdf
Enriqueta Castro	In Progress	Program Development	IIPP		Assessment Action Item	1/10/13 - Developed draft IIPP and sent to Paula for review. I will follow up on 2/11/13.
Enriqueta Castro	In Progress	Training	BBP		Police	5.24.12 - Return phone call from P. Islas to discuss blood borne pathogens workshops in June and September. June workshop for Public Works and Galt Market employees. September workshops are for Police. To send us the Police ECP for review. 6.5.12 - Set training date for 9.26.12. and 10.3.12 6/6/12 - Two sessions - one late September and one early October 10/11/12 - Training postponed until Nov/Dec. 11/20/12 - I will f/u with Paula after the Thanksgiving break

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Entity Name	Owner	Work Status	Activity	Specialties	Description	Notes
	Mary Beth O'Connell	Completed	Training	BBP	Public Works	BBP Training. 2 sessions. Mary Beth will conduct the training.
	Enriqueta Castro	Completed	Training	Orientation		
	Enriqueta Castro	Completed	Training	Other (Describe below)	Sexual Harassment Training	9/18/12 - Received a request for Sexual Harassment training for the City of Galt. Forwarded the information to Gerry Preciado at Bickmore. Training complete.
Gridley, City of						
	Terrie S. Norris	Completed	Assessment	Other (Describe below)	City Wide	8/9/12 - Assessment visit conducted as scheduled. 8/29/12 - Finished Gridley report except missing IT information. 8/30/12 - Called Gridley IT consultant left message. 9/4/12 Called Gridley IT consultant and left another message. 9/6/12 - Called Steve at Vista Net and left a third message. Called back to let reception know of my multiple requests and his non-response. Called Lisa to advise her - left voice mail, and then emailed her the questions that need answering. 9/17/12 - Received answers from Gridley to the open questions. Continued with the report. 9/17/12 - Report sent to Jane for processing. 10/2/12 - Emailed completed report to Elisa Artega.
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Other (Describe below)	Dial-A-Ride Program	3/15/12 - Elisa requested assistance developing best practices for their Dial-A-Ride program. Discussed over the phone, during safety committee meeting and sent email.
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Other (Describe below)	On line resources	11/6/12 - received an email request from Daryl Dye for additional information about the streaming video services. provided a detailed response with website instructions.
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Parks and Recreation	Certified Pool Operator	8/14/12 - Received a call from Melanie Montero inquiring about the next CPO training class. The City is developing a water spray park and the vendor told Melanie that they are required to have a CPO on staff. I reviewed Title 22, article 3, 65521 and provided information to her.
	Enriqueta Castro	Completed	Training	Orientation		
	Enriqueta Castro	Completed	Training	Other (Describe below)	CPO Training - Coordination	8/16/12 - Request from Malanee to attend CPO training (3 employees) on 10/1. Vendor: Knorr Systems, Inc. Email: I spoke with Susan and NCCSIF will cover the cost of the CPO training for your three employees @ \$350/person. Please forward the invoice directly to Susan for reimbursement.

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Entity Name	Owner	Work Status	Activity	Specialties	Description	Notes
Ione, City of						
	Enriqueta Castro	In Progress	Assessment	Other (Describe below)	City Wide	
	Enriqueta Castro	Completed	Training	Orientation		<p>3/22/12 - Talked to Jeff Butzlaff, City Manager, who advised that he will be on staff for about 3 more months and his city was going through major personnel changes. He requested that I call them next month to schedule the visit.</p> <p>6/11/12 - Will combine the orientation and assessment visit. Will discuss the status with the rm committee on 6/14/12.</p> <p>7/6/12 - No response to date. Closing deliverable. Will conduct an orientation during the assessment.</p>
Jackson, City of						
	Enriqueta Castro	Completed	Assessment	Other (Describe below)	City Wide	8/6/12 - Sent email to Carla Soracco to schedule assessment with tentative date of 8/22
						10/11/12 - Report complete, sent to technical editor for proofing, editing, and chart development.
	Enriqueta Castro	Completed	Training	Orientation		<p>4/17/12 - left msg to schedule orientation visit</p> <p>5/25/12 - Visit completed</p>
Lincoln, City of						
	Enriqueta Castro	Appointment Set	Assessment	Ergonomics		1/15/13 - Request for an ergo evaluation for Amber Ambrose scheduled.
	Terrie S. Norris	Completed	Assessment	Other (Describe below)	City Wide	<p>9/16/12 - October 15th date confirmed and scheduling document sent.</p> <p>10/15/12 - Completed on-site hazard & safety assessment visit to the City of Lincoln.</p> <p>10/20/12 - Forwarded the Lincoln HS Assessment report and graph to Jane Hayes for processing.</p> <p>11/26/12 - Received and forwarded the finished Hazard & Safety Assessment Report to John Lee.</p>
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Other (Describe below)	Fire department training resources	9/20/12 - Received a call from Mark Macias to discuss the specific resources available for their fire department. We reviewed the vendor matrix with a focus on fire department. Also send detailed information about the Coach Hofman resources on our website.
	Enriqueta Castro	Completed	Training	Orientation		
Marysville, City of						

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Entity Name	Owner	Work Status	Activity	Specialties	Description	Notes
	Enriqueta Castro	In Progress	Assessment	Other (Describe below)	City Wide	
	Enriqueta Castro	Completed	Training	Orientation		3/16/12 - Left msg with Dixon Coulter to schedule visit 3/19/12 - Tentative schedule on 3/28 @ 9:00. Dixon
Nevada City, City of						
	Dave Beal	In Progress	Assessment	Other (Describe below)	City Wide	11/1/12 - Conducted assessment with Dave Beal. Report in progress. Dave is gathering additional information from IT. Reassigned deliverable to Dave. 1/8/13: report almost complete. left voice mail w/Catrina - need answers to Parks & Rec questions. 1/10/13: report completed - sent to Henri for review.
	Enriqueta Castro	Completed	Training	Orientation		4/17/12 - Spoke to Catrina, she will call back with date for orientation meeting
Northern California Cities Self Insurance Fund						
	Enriqueta Castro	Completed	Other	Other (Describe below)	Vendor Service Matrix Development	5/29/12 - Matrix complete. Sent email to NCCSIF distribution.
	Enriqueta Castro	Completed	Other	Other (Describe below)	Training Matrix Development	5/29/12 - Matrix complete. Sent to NCCSIF email distribution.
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Heat Illness		5/15/12 - Drafted a Safety Training Topic email providing information about the heat illness prevention and the resources available through Cal/OSHA. 5/15/12 - Sent members a Safety Topic email on heat illness. Provided Cal/OSHA requirements and resources
	Enriqueta Castro	In Progress	Program Development	Other (Describe below)	Volunteer Policy	6/1/12 - Prepared draft policy for RM committee review. 7/6/12 - RMC requested format and content change. Schedule to work on this the week of 7/9. 8/6/12 - Update: blocked out 9/17 to work on policy development 9/20/12 - No progress to date. Will work on before October meeting 11/20/12 - No progress to date. I will discuss and add this to the service plan for 2013.
	Carol Barake	Appointment Set	Regional Training	ATD	ATD for Police Workshop	
	Enriqueta Castro	In Progress	Regional Training	Confined Space	Confined Space Entry	6/1/12 - Request from Rocklin. Coordinating with Susan to determine how to deliver this training 7/6/12 - Training approval received. Will research and coordinate training. 8/6/12 - Blocked out 8/14 to research vendors and schedule requested training.

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Entity Name	Owner	Work Status	Activity	Specialties	Description	Notes
	Enriqueta Castro	In Progress	Regional Training	Other (Describe below)	Sexual Harassment	6/1/12 - Request from Gridley. Coordinating with Susan to determine how to deliver this training. 7/6/12 - Training approval received. Will research and coordinate training. 8/6/12 - Blocked out 8/14 to research vendors and schedule requested training.
	Enriqueta Castro	In Progress	Regional Training	Other (Describe below)	Utility Marking	6/1/12 - Request from Folsom. Coordinating with Susan to determine how to deliver this training 7/6/12 - Training approval received. Will research and coordinate training. 8/6/12 - Blocked out 8/14 to research vendors and schedule requested training.
	Enriqueta Castro	Completed	Regional Training	Other (Describe below)	CPR/First Aid	6/1/12 - Request from Anderson, Paradise and Folsom. Coordinating with Susan to determine how to deliver this training 7/6/12 - CPR Training is scheduled on 7/28/12 in Paradise. Checking with Crystal Peters to determine if there is space to include Oroville in the training. Will f/u on 7/9/12. 8/6/12 - Training conducted and completed. Sent Invoice to Alliant for processing
	Enriqueta Castro	Completed	Training	Other (Describe below)	Asbestos Cement Pipe	10/29/12 - TRAINING COORDINATION - Yuba City has requested A/C pipe training. An announcement will be sent to all members to attend. 11/15/12 - Training complete
Oroville, City of						
	Dave Beal	In Progress	Assessment	Other (Describe below)	City wide	10/15/12 - City canceled appointment. Will reassign rather than have Terrie Norris travel for one assessment. 1/8/13: Left voice mail & email for Liz to contact me to set up date for site visit. 12/19/12 - Assigned to Dave Beal
	Terrie S. Norris	Reassigned	Assessment	Other (Describe below)	City Wide	8/20/12 Spoke with Liz and set appointment for 10/16/12; She hopes to be back from her back surgery by then. 9/16/12 - October 16th appointment confirmed. 10/15/12 - Liz E. canceled the assessment visit stating she wasn't ready. She's been out on a medical leave. I stated I would contact Henri regarding setting a new appointment date. I called Henri, and she will reassign to someone else rather than have me come up for just the one assessment.
	Enriqueta Castro	Completed	Phone & E-mail Consultation	BBP		8/20/12 - Received call from Liz requesting information about hep b vaccination requirements for a newly transferred waste water employee. Tom Kline provided feedback via email.

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Entity Name	Owner	Work Status	Activity	Specialties	Description	Notes
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Other (Describe below)	Parachute Ops in City Airport	4/30/12 - Received call from Art Darosa requesting risk management information regarding allowing a private company to run parachute operations at city airport. Sent the BRS safety publication on this topic and requested him and city attorney to review and give me a call back so we could discuss next step.
	Enriqueta Castro	In Progress	Training	BBP		11/19/12 - Received request for BBP training. Will contact Liz after Thanksgiving holiday.
	Enriqueta Castro	Completed	Training	Orientation		
Paradise, Town of						
	Dave Beal	In Progress	Assessment	Other (Describe below)	City Wide	11/2/12 - Sent a detailed email to Crystal Peters outlining the assessment day and sending the best practices and scheduling tool. Dave Beal will be conducting this assessment. 11/9/12: Received email from Crystal, she needs to reschedule appt. due to personnel issues at City. Responded back that we would like to reschedule visit before Jan 14. 11/14/12: Left voice mail with Crystal asking about date to reschedule site visit. 1/8/13: left voice mail & email w/Crystal to schedule site visit. 1/10/13: received email from Crystal asking for available days 1/11/13: replied to Crystal recommending Feb 19 or 20 for site visit. 11/20/12 - Crystal Peters requested to reschedule the assessment until early January.
	Enriqueta Castro	Completed	Training	Orientation		3/16/12 - Left msg with Crystal Peters to schedule visit 3/22/12 - Follow up email sent 4/17/12 - Sent follow up email 6/20/12 - Orientation completed with Crystal Peters.
	Enriqueta Castro	Completed	Training	Other (Describe below)	CPR Training	7/26/12 - CPR/First Aid training for 10 employees. Conducted by RTI (hours reflects coordination time)
Placerville, City of						
	Dave Beal	In Progress	Assessment	Other (Describe below)	City Wide	12/19/12 - Assigned to Dave Beal 1/8/13: Sent email to Dave Warren to schedule risk assessment 1/9/13: received email from Steve Youel to contact him to schedule visit 1/10/13: left voice mail with Steve to call me back.
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Traffic Control & Flagging	City risk management	5/31/12 - Received call from Susan Zeto to discuss training. Also provided an overview of both matrices and discussed the challenges of effective risk management.
	Enriqueta Castro	Completed	Training	Orientation		

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Entity Name	Owner	Work Status	Activity	Specialties	Description	Notes
Red Bluff, City of						
	Terrie S. Norris	Completed	Assessment	Other (Describe below)	City Wide	<p>Received email from Cheryl Smith requesting August 13th. 7/17/12 - Spoke with Cheryl Smith regarding what to expect and to establish time of meeting.</p> <p>8/13/12 - Assessment visit completed as scheduled.</p> <p>8/13/12 - On Site visit for hazard & safety assessment completed.</p> <p>9/4/12 - Report submitted to Jane Hayes for processing.</p> <p>9/28/12 - Sent report via email to Cheryl Smith.</p>
	Enriqueta Castro	Completed	Phone & E-mail Consultation	ADA	Parks and Recreation	Swimming pools/skate parks 7/31/12 - Sent Cheryl Smith requested information about ADA requirements for swimming pools, BMX bikes in skateparks, and Disc golf courses
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Other (Describe below)	NCCSIF Resources	8/13/12 - Received call from Vy Cobbs requesting clarification and additional information about the NCCSIF resources. Sent the Vendor Services Matrix and provided direction.
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Parks and Recreation	Dog Parks	3/22/12 - Provided requested information on dog park risk management best practices.
	Enriqueta Castro	Completed	Training	Orientation		
Rio Vista, City of						
	Enriqueta Castro	In Progress	Assessment	Other (Describe below)	City Wide	
	Enriqueta Castro	Completed	Training	Orientation		<p>3/16/12 - Left msg with Hector De LaRosa to schedule meeting</p> <p>3/22/12 - Sent f/u email</p> <p>6/11/12 - Will combine the orientation and assessment visit. Will discuss the status with the rm committee on 6/14/12.</p>
	Enriqueta Castro	Completed	Training	Other (Describe below)	Sexual Harassment	4/18/12 - Five employees attended the sexual harassment training conducted at Dixon.
Rocklin, City of						
	Enriqueta Castro	Completed	Assessment	Other (Describe below)	City Wide	<p>6/11/12 - Meeting with management team on 6/21 to discuss IIPP and other program updates. During this meeting we will schedule the assessment.</p> <p>7/6/12 - Not scheduled to date. F/U with Russell.</p> <p>8/6/12 - Sent email to Russell to schedule assessment with tentative date of 8/29</p> <p>10/11/12 - Assessment complete, report under development.</p> <p>11/20/12 - no progress to date. Scheduled to complete report on 11/29.</p>

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Entity Name	Owner	Work Status	Activity	Specialties	Description	Notes	
						12/17/12 - Draft report submitted to Jane for proofing.	
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Ergonomics		9/18/12 - Received an email/call from Joe Dargi, IT to discuss the available resources specific to ergonomic exposures for his staff. Reviewed the website resources and discussed the vendor matrix.	
	Enriqueta Castro	Completed	Phone & E-mail Consultation	IIPP	BBP	ATD	6/1/12 - Telephone consultation with Russell Hildebrand to provide an overview of how the IIPP and other written programs tie into the city's overall safety program.
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Orientation		NCCSIF Services	8/13/12 - Called Micheal Green, new HR Director and discussed the available NCCSIF resources 8/8/12 - Request from Tim Benoit for additional information on streaming videos and other NCCSIF resources
	Enriqueta Castro	Completed	Program Development	ATD		Fire	6/25/12 - Met with Rocklin fire during the IIPP training to discuss the ATD requirements for fire. Provided a draft of the ATD ECP to Rick Holmes.
	Enriqueta Castro	Completed	Program Development	ATD		Police	6/29/12 - Provided the model ATD Police procedures to Lt. Butler at the request of Russell. Offered additional assistance if needed.
	Enriqueta Castro	Completed	Program Development	IIPP	Hazard Communication	BBP	Additional programs. see notes 3/8/12 - Request to review the IIPP and help roll out by Russell Hildebrand. Actual request is to review IIPP, Hazard Communication, BBP, Emergency Action, Heat Illness, and Fire Prevention Plan.
	Enriqueta Castro	Completed	Training	IIPP			6/1/12 - At Russell Hildebrand's request, scheduled IIPP training for managers and supervisors. 6/21/12 - Conducted IIPP training for managers/supervisors.
	Enriqueta Castro	Completed	Training	Orientation			
Willows, City of							
	Terrie S. Norris	Completed	Assessment	Other (Describe below)	City Wide		7/17/12 - Spoke with Wayne Peabody to schedule appointment for site visit. 8/8/12 - Assessment visit conducted as scheduled. 8/8/12 Assessment visit completed. 8/24/12 Report submitted to Jane for review and processing. 9/28/12 - Sent report to Chief Wayne Peabody via email.
	Enriqueta Castro	Completed	Training	Orientation			
Yuba City, City of							
	Enriqueta Castro	In Progress	Assessment	Ergonomics			11/9/12 - Conducted four evaluations. Report in progress

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Entity Name	Owner	Work Status	Activity	Specialties	Description	Notes
						12/5/12 - Two reports completed and distributed. Two evaluations required new chairs. Will conduct the evaluation once equipment is obtained. Will close deliverable until that time.
Enriqueta Castro	Completed	Assessment	Ergonomics			<p>6/1/12 - Request from Devon/Ashley to conduct four ergonomic evaluations for IT staff</p> <p>6/22/12 - Met with the IT staff on 6/8 and coordinated with Devin to purchase the required equipment first and then I will return to conduct the individual assessment. Sent equipment recommendations with helpful website links. Will follow up in mid-July</p> <p>8/6/12 - Sent email to Devin requesting a call when they are ready for the individual assessments. Closing project.</p> <p>5/16/12 - Evaluated Dianne Wright and Janielle Saigeon. Recommended specific equipment. Will conduct a follow up visit once equipment is installed.</p> <p>6/22/12 - Sent a f/u email to Chief Daley to complete the ergo evaluations</p> <p>7/9/12 - Sent an email to Chief Daley indicating that I was going to close this request, but he could feel free to give me a call he would like me to come out and complete the ergonomic evaluations.</p>
Enriqueta Castro	Completed	Assessment	Other (Describe below)		City Wide	<p>6/11/12 - Spoke to Terrel Locke to schedule visit. She will check schedules and reply.</p> <p>6/22/12 - Visit scheduled</p> <p>8/6/12 - Visit complete. Report under development</p> <p>8/30/12 - Sent report to admin for proofing/formatting</p> <p>10/11/12 - Report complete and distributed. Feedback received. Update in progress</p> <p>11/9/12 - Revised report sent to Steve Kroeger</p>
Enriqueta Castro	Completed	Phone & E-mail Consultation	ATD	IIPP	PPE	8/14/12 - Received email from Natalie Walter requesting guidance on several topics. Spoke with her and provided guidance on ATD vaccination requirements for police and fire, developing a proactive safety incentive program, updating the IIPP and developing a purposeful safety committee, and reflective vest requirements for field representatives.
Enriqueta Castro	Completed	Phone & E-mail Consultation	ATD			9/18/12 - Received email from Natalie Walker requesting Cal/OSHA requirements for vaccinations. Provided her with the Cal/OSHA summaries and regulation.
Enriqueta Castro	Completed	Phone & E-mail Consultation	Other (Describe below)		Request for Office employee training materials	5/3/12 - received request from Ashley Rico for office exposure training materials. Sent her 3 BRS publications, 2 OSHA publications, the streaming video options, and Target Solutions web based course options.

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Entity Name	Owner	Work Status	Activity	Specialties	Description	Notes
	Enriqueta Castro	Completed	Phone & E-mail Consultation	Parks and Recreation	Skate park	3/26/12 - Brad called to discuss revising its skate park regulations to allow BMX bikes to use the existing skate park. We discussed the pros and cons. I provided a safety publication and sample ordinance and provided information about government coded 831.7
	Enriqueta Castro	Completed	Training	Orientation		
	Enriqueta Castro	Completed	Training	Other (Describe below)	CPR & AED	3/8/12 - Total of 60 participants. Two classes conducted on 3/6 and one on 3/8.
	Enriqueta Castro	Completed	Training	Safety Committee	Fire Department	5/28/12 - Attended the Fire Dept safety committee meeting and provide an orientation of services and resources available



MEMBER RISK ASSESSMENT UPDATE AND DISCUSSION

INFORMATION ITEM

ITEM: Throughout 2012 a comprehensive Hazard & Safety Assessment has been conducted to help members identify risk management strengths and improvement opportunities. The assessment is comprised of Cal/OSHA requirements and industry accepted best practices in the following areas:

- | | |
|-------------------------------------------|-----------------------------------------|
| 1. Risk Management Program Overview | 18. Hazard Communication Program |
| 2. Aerial Lift Operations | 19. Hearing Conservation Program |
| 3. Aerosol Transmissible Diseases (ATD) | 20. Heat Illness Prevention Program |
| 4. ADA Compliance | 21. Information Technology |
| 5. Animal Control Services | 22. Injury & Illness Prevention Program |
| 6. Automobile & Fleet Liability | 23. Lockout-Tagout |
| 7. Blood Borne Pathogens ECP | 24. Parks & Recreation Operations |
| 8. Business Continuity Plan | 25. Personal Protection Equipment |
| 9. Confined Space Entry Program | 26. Police Department Operations |
| 10. Contractor Selection & Control | 27. Respiratory Protection Program |
| 11. Contractual Transfer of Risk | 28. Return-to-Work & Transitional Duty |
| 12. Emergency Response & Management | 29. Sewers Liability Management |
| 13. Employment Practices Liability | 30. Sidewalks Liability Management |
| 14. Ergonomic Injury Management | 31. Traffic Engineering |
| 15. Fire Department Operations | 32. Trenching & Excavation Operations |
| 16. Fire Prevention Program | 33. Urban Forest Management |
| 17. Forklifts & Powered Industrial Trucks | 34. Work Zone Safety |
| | 35. Workers Compensation Claims Admin |

Ms. Henri Castro will provide the committee with an update on completed Hazard & Safety assessments and have the opportunity to discuss relevant findings.

FISCAL IMPACT: None

RECOMMENDATION: None

BACKGROUND: None

ATTACHMENTS: None



**Risk Management Committee Meeting
January 24, 2013**

Agenda Item F.3.

UPCOMING SERVICES

INFORMATION ITEM

ITEM: Ms. Henri Castro will address the committee regarding the following services to be provided to members within the next few months:

- Complete the remaining Hazard & Safety Risk Assessments
- Contact each member to develop a 2013 action plan based on the assessment recommendations and individual member requests
- Assist members with action plan implementation such as:
 - Developing Cal/OSHA required programs
 - Developing codes of safe practices
 - Conducting inspections
 - Conducting training
- Discuss ATD regional training (follow up on discussion from the Police RMC meeting)
- Develop Volunteer Risk Management policy
- Continue to deliver phone/email consultative services
- Continue to develop and provide safety publications and resources
- Continue to conduct ergonomic evaluations as requested

FISCAL IMPACT: None

RECOMMENDATION: None

BACKGROUND: None

ATTACHMENTS: None



**Risk Management Committee Meeting
January 24, 2013**

Agenda Item F.4.

LONG RANGE PLANNING – TRAINING RECOMMENDATIONS

ACTION ITEM

ISSUE: The Committee will receive a report from Staff outlining suggested training topics for the members of NCCSIF that were recommended during the recent Long Range Planning session.

RECOMMENDATION: The Committee should review these topics and give staff direction.

FISCAL IMPACT: Unknown.

BACKGROUND: At the NCCSIF Strategic Planning session held in December 2012, the Board reviewed various topics and during these discussions, recommendations were presented by members for the Risk Management Committee to discuss and create training programs for members.

ATTACHMENT:

1. 12/13/12 Long Range Planning Session Training Topics
2. CSAC EIA Upcoming Training Webinars Schedule
3. CSAC EIA 2013 Training Calendar

**RISK MANAGEMENT TRAINING TOPICS FROM LONG RANGE
PLANNING MEETING DECEMBER 2012**

1. Ms. Paula Islas, City of Galt suggested provided Training to the Police Chiefs and Lieutenants regarding the claims process.
2. Mr. Kevin Bibler suggested Employment Practices Training as these types of losses can grow severe very quickly. There was further discussion of purchasing EPL through ERMA as EPL Training is provided through ERMA. Ms. Adams advised this will be an item to be discussed by the Risk Management Committee. She also advised that two types of Employment Practices training is available through Bickmore, Ethics and Harassment and shared that the Hazard and Risk Assessments will be completed soon and show great information.
3. Members advised that they would like to receive a list of upcoming trainings and webinars available through CSAC EIA at no additional costs.

From: [Maria Blanco](#)
To: [Susan Adams](#)
Cc: [Travis Clemmer](#)
Subject: You're Invited to our upcoming Webinar: Wednesday, January 23rd at 2pm
Date: Friday, January 18, 2013 9:29:31 AM

Hello Susan,

I was advised that you and your members were interested in a presentation regarding some of the services offered by the Loss Prevention department.

If you are available, I'd like to invite you to an upcoming information webinar we are holding on Wednesday, January 23rd at 2pm. I, along with Scarlett Sadler of our department, will be going over some of the programs/trainings offered as well as introduce our staff.

Please click [here](#) to register. If you have any questions, please do not hesitate to contact me.

I look forward to seeing you on the webinar. Have a great day!

Regards,

Maria Blanco

Loss Prevention Assistant
75 Iron Point Circle, Suite 200
Folsom, CA 95630
Phone. 916-850-7300
Fax. 916-850-7800

Lots of new & exciting things are happening at the
EIA...
Check out our webinar schedule below!! See you
there!

MCHUMOR.com by T. McCracken



“Have you seen that new
safety inspector anywhere?”

© T. McCracken mchumor.com

[Upcoming Loss Prevention Webinar Schedule:](#)

(Click [here](#) to view our website calendar)

January 23rd, 2013 @ 2 PM

“Intro to Loss Prevention... Our Services, Our People”
with Maria Blanco of CSAC EIA

January 24th, 2013 @ 9AM

“EPLI in a Climate of Claims Series: Nine Legal and Policy
Landmines” with Patricia Eyres of the Eyres Law Group

January 30th, 2013 @ 9AM

“Cal/OSHA 300 Log” with Juan Cajandig of CSAC EIA



Calendar

Search Upcoming Meetings and Events

January 2013

Committee Member Orientation: Webinar

This webinar is designed as an orientation for members newly appointed to EIA Committees or as a refresher for those already serving on EIA Committees.

Location: WebEx

Date: 1/23/2013

Time: 10:00 AM - 11:00 AM

[Event Details & Registration](#)

Introduction to Our Services... Our People: Loss Prevention Training Seminar

If you are a current member of the EIA and have questions about our webinars, subsidy program, Lending Library, TargetSolutions platform, the DOT Consortium, or anything else Loss Prevention related, please join us for an hour long session presented by Maria Blanco and Scarlett Sadler of the EIA Loss Prevention Department.

Date: 1/23/2013

Time: 2:00 PM - 3:00 PM

[Event Details & Registration](#)

EPLI in a Climate of Claims Series: Nine Legal and Policy Landmines: Loss Prevention Training Seminar

This is the first session of a series of webinars that will be presented by Patricia S. Eyres of the Eyres Law Group. Drawing upon many years' experience in the courtroom and the boardroom, and unique insights from advising employers on discrimination, harassment, retaliation, return to work and leave management issues, Patricia S. Eyres takes you step-by-step through the maze of ever-expanding legal risks you face today. You can protect your public agency and gain peace of mind, when you pay attention to prevention, **enact** proper policies, **enforce** uniform procedures, **educate** leaders and know what to do when trouble strikes. Check out the rest of Ms. Eyres' EPLI series throughout the rest of 2013!

Location: WebEx

Date: 1/24/2013

Time: 9:00 AM - 12:00 PM

[Event Details & Registration](#)

Cal/OSHA 300 Log: Loss Prevention Training Seminar

This will be a 2.5 hour informative online training session aimed at Human Resource Managers and Supervisors who have the responsibility for recording workplace injuries and illnesses on OSHA Log 300 presented by Juan Cajandig of the EIA.

Date: 1/30/2013

Time: 9:00 AM - 11:30 AM

[Event Details & Registration](#)

February 2013

TargetSolutions Platform: Bundling & Delivering New Hire & Annual Training Courses, and much more!: Loss Prevention Training Seminar

This 30 minute informative session is for current TargetSolution Platform users and will be presented by Liz Farzan of TargetSolutions. This month, we will learn: how to bundle your courses for new hires, track documents, and when to use the 'Request a File' feature.

Location: WebEx
Date: 2/7/2013
Time: 10:00 AM - 10:30 AM
[Event Details & Registration](#)

Socratics of Safety Power Hour: Inaugural Session: Loss Prevention Training Seminar

Join the CSAC EIA LP for an hour of power, must attend, "roundtable" event!

Presented by Travis Clemmer of the EIA and Devon Benbrook of Fresno County.

Location: WebEx
Date: 2/14/2013
Time: 2:00 PM - 3:00 PM
[Event Details & Registration](#)

Defensive Driving: Loss Prevention Training Seminar

This will be a 2.5 hour session on Defensive Driver training presented by Travis Clemmer of the EIA. This course is now being offered as a quarterly event. We will be offering it again in the months of May, August, and November 2013.

Location: WebEx
Date: 2/20/2013
Time: 9:00 AM - 11:30 AM
[Event Details & Registration](#)

Managing Multiple Leaves of Absence and Return-to-Work Processes in California, Standards for Navigating a Maze of Complementary and Conflicting Requirements: Loss Prevention Training Seminar

This will be a 3 hour educational seminar presented by Patricia S. Eyres of the Eyres Law Group. Employers must be able to coordinate their leaves compliance with their other compelling responsibilities; most significantly, the return to work process for making and reasonable accommodation decisions under FEHA and the ADA. This session is designed to acquaint HR specialists, claims examiners, brokers, managers and front-line supervisors with the range of legal risks facing California employers. You will focus specifically on their critical roles in their organization's administration of mandated leaves of absence and return-to-work processes.

Location: WebEx
Date: 2/21/2013
Time: 9:00 AM - 12:00 PM
[Event Details & Registration](#)

DOT Reasonable Suspicion Training for Supervisors: Loss Prevention Training Seminar

This 2.5 hour session on DOT Reasonable Suspicion For Supervisors will be presented by Juan Cajandig of CSAC EIA.

Location: WebEx
Date: 2/27/2013
Time: 9:00 AM - 11:30 AM
[Event Details & Registration](#)

March 2013

Students, Teachers and Social Media: Loss Prevention Training Seminar

Please join us for a 2 hour session presented by Carl Fessenden of Porter Scott wherein he will discuss the challenges faced by schools when it comes to social media and the rules applied by the courts. The goal is to provide schools with tools to help combat this growing issue.

Location: WebEx

Date: 3/6/2013

Time: 9:00 AM - 11:00 AM

[Event Details & Registration](#)

« Page 1 of 3 »



Calendar

Search Upcoming Meetings and Events

March 2013

Trees, Sidewalks, Hills and Slides - Claims, Defenses and Strategies: Loss Prevention Training Seminar

This is a 2 hour session presented by Mr. Greg Fox of Bertrand, Fox & Elliot designed to analyze pro-active strategies related to "Trees, Sidewalks, Hills and Slides" problems in a systemic manner.

Location: WebEx

Date: 3/7/2013

Time: 10:00 AM - 12:00 PM

[Event Details & Registration](#)

Annual Orientation/Re-Orientation Seminar

Registration now available!

Location: EIA Office

Date: 3/13/2013

Time: 10:30 AM - 2:30 PM

[Event Details & Registration](#)

Tools for Tense Situations: What to do When Facing the Angry Customer, the Difficult Taxpayer, or the Bullying Employee: Loss Prevention Training Seminar

Back by popular demand, Dr. Albrecht will be joining us once more to present this very informative session. It will be a 90 minute session on Tools For Tense Situations: What to do When Facing the Angry Customer, the Difficult Taxpayer, or the Bullying Employee presented by Dr. Steve Albrecht, PHR, CPP.

Date: 3/20/2013

Time: 9:00 AM - 11:00 AM

[Event Details & Registration](#)

April 2013

To Settle or Defend: Liability Training Course: Webinar

Register for a 90 minute Liability Training Course presented by the EIA with special guest, Carl Fessenden of Porter Scott.

Location: WebEx

Date: 4/3/2013

Time: 10:00 AM - 11:30 AM

[Event Details & Registration](#)

Excavations for Public Entities, Part 1 of 3: Loss Prevention Training Seminar

This will be a 3 part session on Excavations for Public Entities presented by Juan Cajandig of the EIA.

Location: WebEx

Date: 4/17/2013

Time: 8:30 AM - 11:15 AM

[Event Details & Registration](#)

Excavations for Public Entities, Part 2 of 3 : Loss Prevention Training Seminar

This will be a 3 part session on Excavations for Public Entities presented by Juan Cajandig of the EIA.

Date: 4/18/2013
Time: 8:00 AM - 11:15 AM
[Event Details & Registration](#)

Excavations for Public Entities, Part 3 of 3: Loss Prevention Training Seminar

This will be a 3 part session on Excavations for Public Entities presented by Juan Cajandig of the EIA.

Location: WebEx
Date: 4/23/2013
Time: 8:00 AM - 2:00 PM
[Event Details & Registration](#)

EPLI Series: Landmines #3, #4, and #5: Harassment Prevention, Misconduct Investigations and Retaliation Prevention : Loss Prevention Training Seminar

This 3 hour session presented by Patricia S. Eyres of the Eyres Law Group will go over 3 of the 9 topics in her series on EPLI topics: Harassment Prevention, Misconduct Investigations and Retaliation Prevention in the workplace environment.

Location: WebEx
Date: 4/24/2013
Time: 9:00 AM - 12:00 PM
[Event Details & Registration](#)

May 2013**EPLI Series: Landmine #1: Conducting and Documenting the FEHA/ADA Interactive Process: Introducing an Easy to Implement Ten Step System (Day 1 of 2): Loss Prevention Training Seminar**

Are your HR professionals and managers prepared to handle return to work and reasonable accommodation decisions properly for both work and non-work related injuries or illness? Are they trained to correctly conduct the specific "interactive process," required by law? Can they distinguish between a reasonable accommodation and an undue hardship for your organization? The changing legal climate in California mandates knowledgeable and skilled HR specialists in your organization. Join CSAC EIA with presenter Patricia S. Eyres of the Eyres Law Group for a 2 part session focused on this very important subject matter.

Location: WebEx
Date: 5/8/2013
Time: 9:30 AM - 12:00 PM
[Event Details & Registration](#)

EPLI Series: Landmine #1: Conducting and Documenting the FEHA/ADA Interactive Process: Introducing an Easy to Implement Ten Step System (Day 2 of 2): Loss Prevention Training Seminar

Join us for Part 2 of Patricia S. Eyres' 2 part series on FEHA and the ADA Interactive Process. She will cover topics regarding if your HR professionals and managers are prepared to handle return to work and reasonable accommodation decisions properly for both work and non-work related injuries or illness; if they are they trained to correctly conduct the specific "interactive process," required by law, and can they distinguish between a reasonable accommodation and an undue hardship for your organization? The changing legal climate in

Location: WebEx
Date: 5/15/2013
Time: 9:30 AM - 12:00 PM
[Event Details & Registration](#)



Calendar

Search Upcoming Meetings and Events

May 2013

Defensive Driving: Loss Prevention Training Seminar

This will be a 2.5 hour session on Defensive Driver training presented by Travis Clemmer of the EIA. This course is offered as a quarterly event. We will be offering it again in the months of August and November 2013.

Location: WebEx

Date: 5/22/2013

Time: 9:00 AM - 11:30 AM

[Event Details & Registration](#)

June 2013

EPLI Series: Landmine #6: Preventing "Lifestyle Lawsuits" Managing Employee Appearance, Expression and Behavior without Inviting Discrimination Claims: Loss Prevention Training Seminar

The traditional notions of "work appropriate attire" are challenged daily." Lifestyle lawsuits are on the rise. Employees are using discrimination concepts to push the envelope in making claims of lifestyle discrimination. Attend this 2 hour webinar presented by Patricia S. Eyres of the Eyres Law Group and learn how to manage through this escalating area of focus in the Employment Practices Liability Insurance world.

Location: WebEx

Date: 6/12/2013

Time: 9:00 AM - 11:00 AM

[Event Details & Registration](#)

August 2013

Defensive Driving: Loss Prevention Training Seminar

This will be a 2.5 hour session on Defensive Driver training presented by Travis Clemmer of the EIA. This course is now being offered as a quarterly event. We will be offering it again in November 2013.

Location: WebEx

Date: 8/14/2013

Time: 9:00 AM - 11:30 AM

[Event Details & Registration](#)

EPLI Series: Landmine #2: Preventing FMLA-CFRA and Other Leave Abuse: Loss Prevention Training Seminar

Location: WebEx

Date: 8/21/2013

Time: 9:30 AM - 12:00 PM

[Event Details & Registration](#)

The variety of abuses is staggering. The results are both costly to the agency and frustrating for your front line leaders. Leave abuse can range from fudging their eligibility or "persuading" a health care provider to certify the medical need, to creatively scheduling discretionary appointments to coincide with your busiest work days, to even working a part time job while on authorized leave. When one type of leave can be stacked upon another, running seamlessly from one FY to the next, what can your agency do? And what about those Certifications that simply say "absences as needed for flare ups?" Can you impose any objective standards for enforcement without being charged with "leave interference;" or worse, retaliation? Join CSAC EIA and presenter Patricia S. Eyres of the Eyres Law Group for this 2.5 hour session and learn how to combat this issue.

October 2013

EPLI Series: Landmine #7: Performance Management without Pain or Lawsuits: Loss Prevention Training Seminar

Many public agency leaders are unaware of the legal pitfalls inherent in managing their workplaces. Worse yet, those who are informed are often pressured into avoiding feedback on employee performance or delaying appropriate disciplinary action due to fear of lawsuits. Managers facing critical employee relations decisions need the tools to do so productively, yet legally. Join CSAC EIA and presenter, Patricia S. Eyres of the Eyres Law Group, for this 2.5 hour informative session and learn how to "lead within legal limits, without paralysis."

Location: WebEx
Date: 10/16/2013
Time: 9:30 AM - 12:00 PM
[Event Details & Registration](#)

November 2013

Defensive Driving: Loss Prevention Training Seminar

This will be a 2.5 hour session on Defensive Driver training presented by Travis Clemmer of the EIA. Please keep posted for future dates of this important and popular training session.

Location: WebEx
Date: 11/13/2013
Time: 9:00 AM - 11:30 AM
[Event Details & Registration](#)

December 2013

EPLI Series: Landmines #8 and #9: Privacy Rights & Wrongs, Managing the Wired Workplace and Defensible Documentation: Loss Prevention Training Seminar

The legal and policy considerations governing social media, social networking and electronic communications in the public sector are evolving. New legislation, regulations and litigation continue to define how public agencies should manage in this emerging field. Public agencies are dealing with legal threats from a surprising source: their

Location: WebEx
Date: 12/4/2013
Time: 9:00 AM - 12:00 PM
[Event Details & Registration](#)



**Risk Management Committee Meeting
January 24, 2013**

Agenda Item F.5.

POLICE RISK MANGEMENT COMMITTEE MEETINGS

INFORMATION ITEM

ISSUE: Ms. Liz Ehrenstrom with the City of Oroville will give a brief update of what transpired at the January 10, 2013 Police Risk Management Committee meeting.

RECOMMENDATION: Members should encourage their Chief or his representative to attend these beneficial meetings.

FISCAL IMPACT: \$5,000 has been included in the 2012/13 budget for Police Risk Management meetings.

BACKGROUND: At the NCCSIF Strategic Planning session held in December 2011, one of the goals set by the Board of Directors was a review of the Police Risk Management Committee meetings to evaluate their value to the Police Departments including the time taken to attend the meetings. The Risk Management committee was tasked with evaluating these meeting to determine if they should be modified, disbanded, restructured or integrated into the Risk Management Committee meetings.

ATTACHMENT: Draft 01/10/13 Police Risk Management Committee Meeting Minutes



**MINUTES OF THE
POLICE RISK MANGEMENT COMMITTEE MEETING
JANUARY 10, 2013**

MEMBERS PRESENT

Chief John Ruffcorn, City of Auburn
Chief Ross Stark, Cit of Colusa
Capt. Tony Welch, City of Dixon
Chief Bill Bowen, City of Galt
Asst. Chief Dean Price, City of Gridley
Chief Allen Byers, City of Oroville
Chief Paul Nanfito, City of Red Bluff
Chief Ron Lawrence, City of Rocklin
Chief Rob Landon, City of Yuba City
Sgt. Steve Rowe, Town of Paradise

MEMBERS ABSENT

City of Anderson
City of Corning
City of Ione
City of Jackson
City of Lincoln
City of Marysville
City of Nevada City
City of Placerville
City of Willows
City of Yuba City

GUESTS & CONSULTANTS

Liz Ehrenstrom, City of Oroville
Susan Adams, Alliant Insurance Services
Johnny Yang, Alliant Insurance Services
Tom Kline, Bickmore Risk Services
Carole Barake, Bickmore Risk Services

A. CALL TO ORDER

The meeting was called to order at 10:04 a.m.

B. PUBLIC COMMENTS

Ms. Susan Adams introduced herself to the Committee as the Program Administrator for NCCSIF and also introduced Ms. Liz Ehrenstrom who was also present at the meeting as the NCCSIF President.

C. APPROVAL OF AGENDA AS POSTED

There was no discussion on this item.

D. CONSENT CALENDAR

D1. 08.23.12 Draft Police Risk Management Committee Meeting Minutes

There was no discussion on this item.

E. RISK MANAGEMENT

E1. Police Risk Management Committee Meeting Summary

Ms. Adams gave a brief update of what transpired at the Long Range Planning Meeting held in December. Staff has done analysis on claims which were presented at the meeting and noted that the Police Department is the loss leaders for NCCSIF Liability and Workers' Compensation claims. She mentioned that during the 2013/2014 policy year, the Risk Management Committee will consider budgeting training funds for members' Police Departments that address these claims. She also explained that NCCSIF has decided to lower their Self Insured Retention from \$1,000,000 to \$500,000 effective July 1, 2013. There was discussion on the excess carrier claims handling procedures and whether they would try to manage claims excess \$500,000 in a way not in favor of the City. Ms. Adams explained the members have expressed positive feedback on CJPRMA claims handling. She also advised the Committee that with respects to Employment Practices Claims, notice needs to be provided to CJPRMA immediately or any funds spent on defense or investigation will not erode NCCSIF's self insured retention.

E2. Police Liability and Workers' Compensation Claims Analysis

Mr. Tom Kline introduced him as a Risk Control Manager with Bickmore and gave a quick background of what was discussed at the previous Police Risk Management Committee meeting. With respects to the Liability the three most frequent Causes of Loss were Auto Liability, Civil Rights and Third Party Property Damage claims. The three most sever causes of Loss were Auto Liability, Excessive Force and False Arrest.

With respects to Workers' Compensation the five most frequent causes of loss were Contagious Disease Exposure, Repetitive Motion, Slip & Fall, Strain and Struck by or Against. The most sever causes of loss were Miscellaneous, Repetitive Motion, Slip and Fall, Strain and Struck by or Against.

Mr. Kline then mentioned that during the Round Table discussion the Committee also discussed exposures that may be important to consider. The exposures discussed consisted of the following: New vehicles; Tasers; Vehicle Inspection; Technology Advances; Driver Distractions; Fleet Safety.

With respects to Workers' Compensation the Committee discussed the following exposures: Weight Training; Fitness Funding; AB2451 Pension Reform; Defensive Tactics; Equipment Weight; Taser Usage; Contagious Diseases and Aerosol Transmissible Diseases. He mentioned that an Aerosol Transmissible Diseases Training is scheduled for today's meeting.

He then proceeded to explain the Police Liability and Workers' Compensation and Claims Analysis noting the Contagious Disease Exposure is being addressed today during the training session. He then discussed the breakdown of the Strain Injuries and which body part was involved. Strain claims are responsible for 388 claims at \$7,682,096 over a 10 year period.

Explaining the Liability claims, Mr. Kline noted that Civil Rights/Excessive Force/False Arrest is the leading loss leader for Police Liability Claims. He then discussed the top 10 most severe claims for Civil Rights/Excessive Force and False Arrest Claims suggesting that at the upcoming meeting a Use of Force or Officer Involved Shooting Training. He explained that the training would not be tactical training but more from an attorney's perspective.

The Committee discussed a few items be concerned about which were as follows: Medical Marijuana; Employee purchased weapons have to release weapons upon retirement; Oleoresin Capsicum and Crowd Control;

There was discussion regarding the type of training that will be provided for the upcoming training with respects to Excessive Force, False Arrest and Officer Involved Shootings. Police Chiefs wanted to be sure that the right staff personnel would be attending the training sessions. Upon further discussion it was discussed that at future PRMC meetings a brief training sessions would be provided to Police Chiefs and Captains during the meeting and a separate training be available to officers if desired.

The Committee requested that at future meetings, an attorney and the claims administrator be brought to debrief the Committee on Excessive Force, False Arrest and Officer Involved Shootings. The Committee also requested that an analysis be provide on the claimant's age with respects to Workers' Compensation strain claims.

The Committee also inquired about the claims handling procedures regarding Workers' Compensation claims. Specifically if they received a claim which they believe is a fraudulent claim, what would York's process be in handling these claims? The committee also requested to confirm if the Police Departments are directly responsible for any claims payment with respects to investigation expenses.

E3. Round Table Discussion

G. CAL/OSHA AEROSOL TRANSMISSIBLE DISEASES (ATD) STANDARD: CONTROL PROCEDURES FOR POLICE SERVICES TRAINING

Ms. Carol Barake from Bickmore gave a presentation on the Cal/OSHA Aerosol Transmissible Diseases (ATD): Standard Control Procedures for Police Services Training. The Committee requested to have a training session or possible a regional training provided to officers who would be handling Cal/OSHA policies. Susan Adams advised the committee that she would work with Bickmore to offer regional trainings in the near future.

H. INFORMATION ITEMS

H1. NCCSIF Meeting Calendar 2013

H2. NCCSIF Resource Contact Guide

These items were provided as information only.

I. ADJOURNMENT

The meeting was adjourned at 2:04 p.m.



**Risk Management Committee Meeting
January 24, 2013**

Agenda Item F.6.

WASTEWATER / SEWER TRAINING

INFORMATION ITEM

ITEM: One of the largest loss leaders for NCCSIF is sewer backups. NCCSIF will be hosting training for senior Wastewater and Public Works managers and supervisors. The training will be held in Yuba City on February 19th from 9-12 and this session will also be held in Redding on February 21st from 9-12.

FISCAL IMPACT: Minimal – beverages and snacks.

RECOMMENDATION: Inform the appropriate personnel at your city to register and attend this training.

BACKGROUND: None

ATTACHMENTS: Flyer - *Sanitary Sewer Overflows and Backups: New State Water Resources Control Board Requirements and the Latest Risk Management Strategies*

**THE
SUPERHEROES**

OF



RISK MANAGEMENT

Public Agency Risk Managers Association
Annual Membership Meeting and Conference

Coming Soon to Rancho Mirage
ONLY at the Westin Mission Hills

February 3 - 6, 2013

39TH ANNUAL RISK MANAGERS CONFERENCE AND EXHIBITION
FEBRUARY 3-6, 2013
WESTIN MISSION HILLS, RANCHO MIRAGE, CA
CONFERENCE AT A GLANCE



Sessions are color-coded by their educational focus.

Sunday, February 3, 2013			
7:00 am-4:00 pm	2013 PARMA Annual Golf Tournament at the Westin Mission Hills Golf Course (separate fee)		
1:00 pm-6:00 pm	Registration Desk Open/Exhibitor Set-up		
3:30 pm - 7:00 pm	2013 Welcome Reception and Super Bowl Party		
7:00 pm - on	Evening open for Client Dinners and Events		
Monday, February 4, 2013			
6:30 am - 7:15 am	Morning Walk with Jack Blyskal (PARMA T-shirt for all walkers)		
7:30 am - 8:30 am	Breakfast in the Exhibit Hall/Separate First-Time Attendee Breakfast		
8:30 am - 10:30 am	Opening Session - It's a Brave New World - How Risk Superheroes Can Help Rescue Government Moderated by: Michael Krasny		
10:30 am-11:45 am	Dedicated Exhibit Time		
11:45 am - 1:00 pm	Sponsor Appreciation Luncheon and Membership Meeting		
1:00 pm - 2:00 pm	Dedicated Exhibit Time		
2:00 pm - 3:15 pm	B1 Public Safety Presumptive Injuries: Benefits & Burdens	B2 You've Been Occupied- First Amendment Rights on Public Property	B3 Complex Litigation Management And Good Practices To Help Answer The Critical Question: Settle or Go to Trial
	B4 Investment Policy Risk Management	B5 They Get to See My Email: A Beginners Guide to CA Public Records	B6 Can I Terminate My Injured Workers?
3:15 pm - 3:30 pm	Break and Exhibit Time		
3:30 pm-5:00 pm	C1 Role of Prescription Drugs in Work Compensation Cases	C2 Hot Trends in Use of Force Litigation	C3 Cal OSHA for Public Employees
	C4 Selling Risk Management	C5 Understanding Key Financial Reports	C6 Outsourced Risk Management- Two Edged Sword
5:00 pm - on	Evening open for Client Dinners and Events		

Tuesday, February 5, 2013			
6:30am - 7:15am	Morning Walk with Jack Blyskal (PARMA T-shirt for all walkers)		
7:30am-8:30am	Sit-down Plated Chapter Breakfast		
8:30 am - 9:00 am	Dedicated Exhibit Time		
9:00 am - 11:00 am	D1 Workers Comp Reform; The Cost, the Benefits and Some Expert Analysis	D2 Public & Jury Perceptions & Impressions of Public Entity Defenses	D3 Safety Certificate Program - Part 1
	D4 Advanced Workplace Investigations	D5 Insurance-Part 1 With Robert Marshburn	D6 Creating Safe & Bully Free Schools
11:00 am - 11:45 am	Morning Break and Exhibit Time		
11:45 am - 1:45 pm	Lunch and Exhibit Time for Prizes (Dessert in the Exhibit Hall)		
1:45 pm - 4:00 pm	Exhibit Hall will be open. It will close at 4:00 pm.		
1:45 pm - 3:15 pm	E1 Overview of CA WC: From Injury to Claims	E2 The Quandries of Managing Law Enforcement Misconduct & Lawsuits	E3 Safety Certificate Program - Part 2
	E4 Effective Management of Mutual Aid Agreements	E5 Insurance-Part 2 With Robert Marshburn	E6 So Now You Want Me To Handle Liability Claims Too?
3:15 pm - 3:30 pm	Break and Exhibit Time		
3:30 pm - 5:00 pm	F1 Drive Improved WC Claims Program Results	F2 Medicare Issues Dissected	F3 Current Topic (TBD closer to the conference)
	F4 Finding Balance Between Work & Home	F5 Understanding and Using Financial Reports	F6 Enterprise Risk Management in Public Agencies
2:45 pm - 3:00 pm	Afternoon Break - Exhibitor Prizes to be posted and available for pick up through the conclusion of the conference on Wednesday at the PARMA Registration Desk		
6:00 pm-7:00 pm	Pre-Banquet Reception		
7:00 pm-11:00 pm	PARMA Annual Banquet PARMA respectfully requests that vendors do not schedule dinner or events during this time. Thank you.		
Wednesday, February 6, 2013			
8:00 am-9:00 am	Breakfast		
9:00 am-10:15 am	G1 From Captain Marvel to The Incredibles - The Changing Patterns Among Generations in Society	G2 12 Steps to Avoiding Liability	G3 POST Safe Driving Campaign
	G4 The Evolving Role of Public Entity Risk Management	G5 Stress Personality/Priority Management	G6 Influencing Senior Leadership: Risk Based Budgeting & Calculating ROI
10:15 am - 10:30 am	Morning Break		
10:30 am - Noon	Closing Session: Workers' Comp Bingo - Legal Update 2013		

2013 PARMA ANNUAL RISK MANAGERS CONFERENCE FEBRUARY 3 - 6, 2103

OPENING SESSION:

Monday, February 4, 2013 - 8:30 am - 10:30 am

It's a Brave, New World - How Risk Superheroes Can Help Rescue Government

Moderated by: Michael Krasny

What decisions got your agency to where you are now? Were you involved in the dissolution of redevelopment agencies to ensure risks and solutions are or were considered? Labor negotiations? Bond ratings? Budget development? Underwriter concerns? Are you involved in reserves and other funds being depleted to make up for other fiscal shortfalls? How do we manage these risks when our tried and true best practices may not work or even apply? Come to PARMA's opening session and see a distinguished panel, led by moderator Michael Krasny from National Public Radio, in a fascinating discussion covering the key points-of-view of the current fiscal crisis in California followed by discussion by leaders in risk management as to what risk management professionals can and should be doing. The panel will be composed of people with different viewpoints so there will be lively discussion and some disagreement on some of the ideas and solutions. If you don't think risk management has a big role in this, or can't get a seat at the table to have a role in addressing this acute challenge, think again. You will after you see the most interesting opening session ever at the PARMA conference.



About Mr. Krasny:

Michael Krasny, Ph.D., is host of KQED's award-winning Forum, a news and public affairs program that concentrates on the arts, culture, health, business, and technology. Forum is one of KQED's most-popular shows and the nation's most-listened-to locally produced public radio talk show.

Before coming to KQED Public Radio in 1993, Dr. Krasny hosted a nighttime talk program for KGO Radio and co-anchored the weekly KGO television show Nightfocus. He hosted Bay TV's Take Issue, a nightly news analysis show, programs for KQED Public Television, KRON television, and NPR, and did news commentary for KTVU television. He has also served as host of NPR's Talk of the Nation.

Invitations have been extended to

- California State Treasurer Bill Lockyer
- California State Superintendent of Public Instruction Tom Torlakson
- Hoover Institute Fellow and former San Jose Police Chief Dr. Joe McNamara
- and other state and local leaders.

When you leave this session, you will know more about:

- What you need to know to get in the room and have your voice heard.
- What you should do when you do get in the room?
- What issues are the most critical for you to be involved in and how best can you identify those issues in the first place.
- How resources are allocated at the state and local levels.

CLOSING SESSION

Wednesday, February 6, 2013 - 10:30 am - Noon

Workers' Comp Bingo - Legal Update 2013

Session Summary:

This program would be the 13th annual presentation of Workers' Comp Bingo by Hanna & Brophy. Everyone in the audience is provided a Bingo card and plays Bingo. Each bingo number is associated with a legal question, that is based on judicial decisions and new laws decided since the 2012 PARMA Conference. People who answer correctly are awarded points. People who are bingo winners win prizes. Everyone has a great time, is not bored, pays attention, and really learns Workers' Compensation. This program is completely re-written each year with new, fresh, informative and entertaining content.

Presented By:

Keith Epstein, Hanna, Brophy, MacLean, McAleer & Jensen, LLP
Gregory Stanfield, Hanna, Brophy, MacLean, McAleer & Jensen, LLP

2013 PARMA ANNUAL RISK MANAGERS CONFERENCE

FEBRUARY 3 - 6, 2103

Monday, February 4, 2013
2:00 pm - 3:15 pm

Title: B1 Public Safety Presumptive Injuries Benefits & Burdens

Focus: Workers' Compensation
Level: Intermediate

Session Summary:

The attendee will learn about special injury presumptions found in Labor Code Sections 3212 - 3213, recent legislative changes, and case law interpretation. The defense of injury presumptions is difficult, but not impossible. The attendee will learn how to effectively interface with claims administrators to defend or manage exposures, rehabilitation and/or retirement issues. A lively "Point - Counter Point" discussion will offer insight in defending these cases along with an analysis of the effects of the costs the claims incur on the agency throughout the TPA.

Presented By:

Susan Hastings, Laughlin, Falbo, Levy & Moresi LLP
Lynn Calvacanti, AIMS
Robyn Kain, City of Richmond

Title: B2 You've Been Occupied- First Amendment Rights on Public Property

Focus: Liability
Level: Beginner

Session Summary:

Recently some groups have visited campuses throughout California expressing various first amendment protected opinions, often disruptive to campuses. If campus security and administration react improperly, these groups file claims and lawsuits. With some of the groups, this seems to be a strategy to gain publicity and money. We have actual case experience in resolving some of these claims, and helping develop clear policies to avoid such claims and litigation. The goal of this session will be to educate members about these issues, so proper procedures can be clear.

Presented By:

Rick Hardin, Hardin & Coffin, LLP
Naomi Dewey, Hardin & Coffin, LLP

Title: B3 Complex Litigation Management And Good Practices To Help Answer The Critical Question: Settle or Go to Trial

Focus: General
Level: General Interest

Session Summary:

An acutely significant incident, claim and lawsuit is not a matter of "if", but a matter of "when" and making the wrong choices can bring significant financial impact as well as adverse publicity to an organization. Learn how risk managers and defense counsel collaborate to produce favorable results. It's not all about dollars....It is about dollars, (common) sense and people.

Presented By:

Zachary Gifford, Associate Director, Systemwide Risk Management and Public Safety at CSU, Chancellor's Office
Patrick Stockalper, Law Firm of Reback, McAndrews, Kjar, Warford & Stockalper

Title: B4 Investment Policy Risk Management

Focus: Leadership
Level: Intermediate

Session Summary:

This session will explain the current economic times that public entities are faced with and the need to review their respective investment policies to conform to the economic changes that have occurred. It will give multiple examples of problems that public entities are faced with in this low interest rate environment.

Presented By:

Richard A. Edwards, Merrill Lynch
Public Entity Member

Title: B5 They Get to See My Email: A Beginner's Guide to CA Public Records

Focus: General
Level: Beginner

Session Summary:

The California Public Records Act (PRA) allows the public access to a number of different records produced by public agencies. Similar to the federal Freedom of Information Act, a person submitting a PRA request can have access to internal reports, audio recordings, internal memorandums, and yes, even your email correspondence. More recently, attorneys are using the PRA process to obtain records in preparation for litigation in what I call quiet discovery. This session will prepare you to recognize a PRA request, respond to the request in a timely manner, and notify your general counsel in those cases where there may be civil litigation involving the requested records. This session will be presented using multimedia, lecture, and interactive scenarios. The presenter is a retired law enforcement manager and current criminal justice professor. He served as the risk manager for the third largest law enforcement agency in California as well as the Subject Matter Expert/Agency Instructor for the PRA.

Presented By:

Mark C. Fields, Folsom Lake Community College

Title: B6 Can I Terminate My Injured Workers?

Focus: Risk Management
Level: Intermediate

Session Summary:

This session is designed to be a panel discussion involving a workers' compensation attorney who is experienced in defending L.C. 132a claims, a risk management professional and a risk management /personnel professional. Attendee's will be provided with information and strategies to effectively document and put forth a plan of action to get either get an injured worker to improve upon their performance or be terminated.

Presented By:

David Parker, Parker, Kern, Nard & Wenzel
Sam Mann, City of Clovis
Darren McCandless, County of Madera

2013 PARMA ANNUAL RISK MANAGERS CONFERENCE

FEBRUARY 3 - 6, 2103

Monday, February 4, 2013

3:30 pm - 5:00 pm

Title: C1 Role of Prescription Drugs in Workers' Compensation Cases

Focus: Workers' Compensation
Level: Intermediate

Session Summary:

Ms. Pfeifle will discuss, in detail, prescription drugs in workers' compensation cases and their role in Medicare Set-Aside Allocations. She will provide specific CMS guidance on AWP, Rx pricing vs. inflation, tapering, expiration of patents, off-label use and utilization reviews. She will offer insights on how to control costs, as well as provide a list of "Red Flag" medications.

Presented By:

Deborah Pfeifle, MSN, CCM, CRRN, MSCC, CLCP, CMSP, Gould & Lamb

Title: C2 Hot Trends in Use of Force Litigation

Focus: Liability
Level: Intermediate

Session Summary:

The session will focus on hot and current trends in use of force civil rights litigation, focusing on police brutality and misconduct cases, effective use of experts in such cases, managements handling of use of force incidents and future strategies for effective defense of public entities and employees in such cases. There will be several experienced presenters, including James V. Fitzgerald, III and Noah G. Blechman, who specialize in this field and who were speakers at the 2012 conference, and handouts will be available and supplemented with PowerPoint presentations.

Presented By:

James V. Fitzgerald, III, McNamara Law Firm
Noah G. Blechman, McNamara Law Firm

Title: C3 Cal OSHA for Public Employees

Focus: Safety
Level: Intermediate

Session Summary:

Effective January 1, 2000 public employers are no longer exempt from imposition of penalties. Penalties range from \$500 to \$3.5 million. Effective January 1, 2011 the definition of what constitutes a "serious" violation has been radically redefined in order to make it easier for the Division of Cal OSHA to issue and prevail on "serious" citations. Accidents happen! This session is intended to educate and inform safety and risk managers on how to prepare for Cal OSHA inspections. It will also inform public employers on the impact of Cal OSHA citations on their safety record, civil litigation and proceedings before the Workers' Compensation Appeals Board. Handouts will be provided and PowerPoint presentation will be used.

Presented By:

Pat Mc Aleer, Esq, Hanna, Brophy, MacLean, McAleer & Jensen, LLP

Title: C4 Selling Risk Management

Focus: Leadership
Level: Intermediate

Session Summary:

Persuading others to care about risk management takes a combination of skills that mirror the risk management process itself, including objective arguments such as cost-benefit analysis to get the needed resources and more subjective or emotional arguments designed to change behavior. In other words, one must convince the head that risk management makes good business sense and convince the heart that risk management makes good common sense. Join us for a discussion of selling risk management how to target your message to your audience and how to overcome the most common reasons why we ignore safety. Tools, techniques and case studies will be provided to help you answer the question "What is risk management and why should I care?"

Presented By:

Marcus Beverly, York Risk Services Group
David Clovis, California Joint Powers Risk Management Authority

Title: C5 Understanding Key Financial Reports

Focus: General
Level: Advanced

Session Summary:

An effective Risk Manager should be able to read and understand certain financial reports. This ability helps to get the Risk Manager into the meetings and rooms where the important financial decisions are made. This session would identify those reports and provide insight and resources as to how to read and understand those reports, and understand why those reports are important to public entities.

Presented By:

Mujtaba Dattoo, ACAS, MAAA, ARM Tech / Aon Global Risk Consulting

Title: C6 Outsourced Risk Management - Two Edged Sword

Focus: Risk Management
Level: Advanced

Session Summary:

Most public agencies are experiencing another cycle of economic pressures. Not surprisingly safety and risk management budgets are not exempt from pressures to reduce costs. One of the direct costs can be for staff and their benefits. While we may be able to get actuarial studies support our funding levels, defending the status quo for safety and risk management staff may not survive intact indefinitely. This session will provide the attendee with an overview of available outsourced risk management services, estimates on costs and discussion of potential benefits to outsourcing all or part of your risk management program.

Presented By:

Donald E. Dodson, ARM, CPDM, COSS, Donald Dodson Consultant

2013 PARMA ANNUAL RISK MANAGERS CONFERENCE

FEBRUARY 3-6, 2103

Tuesday, February 5, 2013

9:00 am - 11:00 am

Title: D1 Workers' Compensation Reform; The Cost, the Benefits and Some Expert Analysis

Focus: Workers' Compensation
Level: Intermediate

Session Summary:

This session will provide a concise description of the often misunderstood sections of the Education Code that affect the payment of temporary disability benefits to school district employees.

Presented By:

Pat Hamblin, Esq., Falk and Hamblin
Dana Miller, Mullen and Filippi Santa Rosa
Barry M. Lesch, Laughlin, Falbo, Levy & Moresi LLP

Title: D2 Public & Jury Perceptions & Impressions of Public Entity Defenses

Focus: Liability
Level: Intermediate

Session Summary:

The session will address the considerations of public and jury perception of witnesses and defenses, how the jury and public tend to stereotype matters, witnesses and evidence, and how witness and employee presentations can affect the way a defense or evidence presentation is viewed and considered by the jury and the public. It will also give specific examples of how proper defenses can be rejected by juries if the presentation of the defenses is poorly made or the witnesses present poorly (even though the substantive defenses themselves are well presented), and how those cases could have been better presented to win the case, both in the public/media and to the jury. The session will also focus on witness presentation and preparation for depositions, court appearances and trial, and how to best present statements to the media. This will be a very interactive session. Participants will be asked to join in with their opinions and thoughts, and to evaluate the desired actions and case issues.

Presented By:

Anthony DeMaria, McCormick, Barstow, Sheppard, Wayne & Carruth LLP
Donna Siers, Integrated Litigation Support

Title: D3 Safety Certificate Program

Focus: Safety
Level: Beginner

Session Summary:

This session will certify attendees to be capable of assisting admin personnel who have physical symptoms related office and other type of administrative duties. As a qualified Ergonomic Evaluator you will be able to assess workstations, detect non-optimal causative factors, recommend and implement ergonomic solutions. The answer to repetitive stress related pain and discomfort is not always expensive new furniture. This certification workshop will assist you to help employees and provide the knowledge managers need to curtail unnecessary expenditures.

Presented By:

Dennis Downing, Future Industrial Technologies (FIT)

Title: D4 Advanced Workplace Investigations

Focus: Leadership
Level: Advanced

Session Summary:

As you know, Risk Managers and Human Resource professionals have a pivotal role to play when it comes to workplace investigations of all types. You are the starting point for collecting information regarding accidents, misconduct, and possible policy violations. You have to wear many different hats in the course of designing, rolling out, monitoring and conducting workplace investigations. Is human lie detector part of your job description? This session will specifically examine the challenges of interviewing difficult witnesses and problematic employees, and how much more effective your team can be when armed with high-level strategies. This advanced didactic session will provide education and training in dealing with these types of interviewees; identification of and strategies for dealing with problematic and deceitful behaviors; and the assessment and documentation of content veracity.

Presented By:

Manny Tau, Psy.D., Baron Center, Inc.

Title: D5 Insurance-Part 1

Focus: General
Level: Beginner

Session Summary:

The session will be a review and update of Contractual Transfer of Risk, Indemnity Agreements, Additional Insured Endorsements, and How to recognize and prevent "Restricted Coverage" policies that will not provide coverage.

Join a leading expert in the field of contract risk management to discuss the importance of requiring additional insured protection for your entity. You'll leave with practical advice you can use to make sure you request and receive the greatest protection available when you contract for services.

Presented By:

Robert J. Marshburn, Risk Management Consultant and Educator, R J Marshburn & Associates

Title: D6 Creating Safe & Bully Free Schools

Focus: Risk Management
Level: General Interest

Session Summary:

Bullying, cyber-bullying, harassment, and physical violence are financially costly issues for schools and their insurers. This session will present proven and best practice strategies that schools can employ to reduce risk and decrease bullying incidents that can lead to tragic consequences. We will explore best practices, discipline policies, behavioral management strategies, and effective student empowerment models. The session will highlight Safe School Ambassadors, a proven program that has been successfully implemented in more than 1000 schools across North America. Participants will receive handouts including the power point slides used in the presentation along with links to other resources.

Presented By:

Rick Phillips, Community Matters
Martin Brady, Schools Insurance Authority

2013 PARMA ANNUAL RISK MANAGERS CONFERENCE

FEBRUARY 3 - 6, 2103

Tuesday, February 5, 2013
1:45 pm - 3:15 pm

Title: E1 Overview of California Workers' Compensation: From Injury to Claim Resolution

Focus: Workers' Compensation

Level: Intermediate

Session Summary:

Attendees will get a basic understanding of how California's workers' compensation system operates from start to finish. Attendees will learn the legal basis for WC; the concepts of employment and injury; employer/employee/insurer/TPA responsibilities; principles of medical treatment; how the WC judicial system works in contrast to the tort system; how ratings are formulated using AMA Guides; how cases are resolved through trial or settlement; how the appellate process is structured; and attendees will be introduced to special benefits for public employees plus concepts of serious and willful misconduct and Labor Code section 132a claims.

Presented By:

Robert G. Heywood, Law Offices of Robert G. Heywood
Brenna Hampton, Hanna, Brophy, MacLean, McAleer & Jensen, LLP

Title: E2 The Quandaries of Managing Law Enforcement Misconduct & Lawsuits

Focus: Liability

Level: General Interest

Session Summary:

This session will focus on five common issues that arise in police misconduct claims and lawsuits. The objectives of the session are to (1) identify and explain the five issues; (2) provide photographs and case specific examples of each issue; and, (3) provide recommended risk management practice guides to reduce Cities potential exposure to liability. The five common issues are as follows: 1. The confidential and privileged nature of police officers' personnel records pursuant to the California Police Officer Bill of Rights Act, Penal and Evidence Codes, and Pitchess case law progeny. 2. Ethical conflicts that are common place in most police officer misconduct claims and lawsuits. 3. Potential exposure to Cities in civil rights lawsuits under Monell's policy, custom and practice. 4. The Heck doctrine and its protection against certain claims against police officers. 5. What is a Brady issue and how do you institute precautions to minimize Brady claims and lawsuits.

Presented By:

Edwin J. Richards, KUTAK ROCK LLP
Dwight Kunz, Carl Warren & Company
Jad T. Davis, KUTAK ROCK LLP

Title: E3 Safety Certificate Program

Focus: Safety

Level: Beginner

Session Summary:

This session will certify attendees to be capable of assisting admin personnel who have physical symptoms related office and other type of administrative duties. As a qualified Ergonomic Evaluator you will be able to assess workstations, detect non-optimal causative factors, recommend and implement ergonomic solutions. The answer to repetitive stress related pain and discomfort is not always expensive new furniture. This certification workshop will assist you to help employees and provide the knowledge managers need to curtail unnecessary expenditures.

Presented By:

Dennis Downing, Future Industrial Technologies (FIT)

Title: E4 Effective Management of Mutual Aid Agreements-Contracting with Public Agencies

Focus: Leadership

Level: Intermediate

Session Summary:

The speaker has created model language including insurance requirements and hold harmless language for working with other public agencies. In today's budget challenged times, many agencies are proactively working with neighboring agencies to provide public services. It is critically important in creating the agreement and evaluating each agencies exposures to eliminate conflicts when a loss occurs.

Presented By:

David Clovis, California Joint Powers Risk Management Authority

Title: E5 Insurance-Part 2

Focus: General

Level: Beginner

Session Summary:

The session will be a review and update of Contractual Transfer of Risk, Indemnity Agreements, Additional Insured Endorsements, and How to recognize and prevent "Restricted Coverage" policies that will not provide coverage.

Join a leading expert in the field of contract risk management to discuss the importance of requiring additional insured protection for your entity. You'll leave with practical advice you can use to make sure you request and receive the greatest protection available when you contract for services.

Presented By:

Robert J. Marshburn, Risk Management Consultant and Educator, R
J Marshburn & Associates

Title: E6 So Now You Want Me To Handle Liability Claims Too?

Focus: Risk Management

Level: Beginner

Session Summary:

This is a basic course in handling liability claims for professionals who don't have a background in liability claims. Risk Manager are losing staff to budget cuts and retirement and are unable to replace them. Now without the benefit of years of training and experience they are expected to competently handle or supervise liability claims. This is a basic course in handling these claims successfully. It will cover the basics of the Government Claims Act, Reserving, Investigations, Liability Evaluations, and Claims Value Evaluation. This is Liability Claims 101 for people who didn't go to claims training at Safeco, who are now expected to handle claims like a pro.

Presented By:

Craig Schweikhard, California Joint Powers Risk Management
Authority
Neal Meyers, Meyers | Fozl

2013 PARMA ANNUAL RISK MANAGERS CONFERENCE

FEBRUARY 3 - 6, 2103

Tuesday, February 5, 2013
3:30 pm - 5:00 pm

Title: F1 Drive Improved WC Claims Program Results

Focus: Workers' Compensation
Level: Intermediate

Session Summary:

California workers compensation costs have increased substantially over recent years. In some instances, employee injuries have been exacerbated by medication overuse or dependency. While employers are spending more on workers compensation claims, employees are healing less and contributing to increased costs for their employer in not only workers compensation, but in other areas as well. This session will explore the phenomenon. Practical strategies and action items will be discussed that will help employers mitigate this trend.

Presented By:

Terence Boland, Keenan & Associates
David Pinnecker, Apple Valley Unified School District
Valerie Woerndle, RPh, Express Scripts

Title: F2 Medicare Issues Dissected

Focus: Liability
Level: Intermediate

Session Summary:

This session is designed to be a panel discussion about the challenges faced when a claimant is a Medicare beneficiary. There will be numerous perspectives represented on the panel. It is anticipated there will be a defense attorney, a plaintiff attorney, workers compensation attorney, claims professional, Medicare vendor, Medicare consultant, and structured settlement company. Prior to the session, a list of topics will be developed, which will be addressed by the panel. Time will also be set aside to answer questions and discuss the experiences of audience members.

Presented By:

Carl L. Fessenden, Porter Scott
Jack Blyskal, CSAC-EIA

Title: F3 Current Topic in Safety

Focus: Safety
Level: General Interest

Session Summary:

This session is being reserved for a current topic in Safety/Risk Management. Any suggestions for this session can be sent to info@parma.com

Title: F4 Finding Balance Between Work & Home

Focus: Leadership
Level: General Interest

Session Summary:

For working adults, striking a balance between work and home is always a challenge. This session will show participants how to find a balance point at the end of each workday so they can fully focus on life after-work...no more 'blackberry orphans' and neglected spouses. Learn practical steps to clear your mind at the end of each day so you can relax and find daily balance in life.

Presented By:

Kathy Espinoza, MBA, MS, CPE, CIE, Keenan & Associates

Title: F5 Understanding and Using Financial Reports

Focus: General
Level: Beginner

Session Summary:

An effective Risk Manager should be able to read and understand and use certain financial reports. This ability helps to get the Risk Manager into the meetings and rooms where the important financial decisions are made. This session will identify those reports and provide insight and resources as to how to read and understand those reports, and understand why those reports are important to public entities.

Presented By:

Mike Harrington, Bickmore
Larry Moss, East Bay Regional Park District

Title: F6 Enterprise Risk Management in Public Agencies

Focus: Risk Management
Level: Advanced

Session Summary:

How can Public Agency Risk Managers break down silos, utilize tools such as the Exposure Spaces Model and SWOT Analysis, and use existing corporate culture to most effectively assess and manage risk on an enterprise-wide basis? The session will present the theoretical basics of Enterprise Risk Management and describe how the approach differs from traditional risk management. Panelists will discuss how ERM can work in a public agency environment and the challenges of implementation. The panelists will also provide examples of ERM strategies currently used in their organizations and encourage participants to think about risk management strategies in their own organizations that fit within ERM. The session will also explore how to integrate risk management throughout the organization in order to improve strategic decision-making in all departments and improve the assessment of risks and opportunities. The moderator and the panelists will work together as a team to present the material, and we view the presentation as a team approach to cover both theoretical and practical approaches. The moderator and the panelists want to engage the participants as much as possible and will encourage them to share examples, concerns and questions.

Presented By:

William L. Stafford, CIH, Golden Gate Bridge Highway and Transportation District
Anthony Giles, ARM-P, City of Sunnyvale
Steven Keller, ARM, Santa Clara Valley Transportation Authority Supervisor

2013 PARMA ANNUAL RISK MANAGERS CONFERENCE

FEBRUARY 3 - 6, 2103

Wednesday, February 6, 2013
9:00 am - 10:15 am

Title: G1 From Captain Marvel to The Incredibles - The Changing Patterns Among Generations

Focus: Workers' Compensation
Level: General Interest

Session Summary:

This session will review the changing patterns of social, health and risk taking behavior among different generations in society. The audience will become aware of different practices and perceptions of generational groups which directly impacts how claims are viewed and how they are investigated. Information concerning common practices and risk behaviors will be provided and these will help to inform generation specific questions for claims examiners, attorneys, and physicians to use in obtaining a relevant history.

Presented By:

Ted C. Hanf J.D., M.P.H., Kegel, Tobin & Truce

Title: G2 12 Steps to Avoiding Liability

Focus: Liability
Level: Intermediate

Session Summary:

Social networking is part of today's workforce and is here to stay. Help your agency avoid substantial liability. This workshop will identify 12 steps you can take to lessen the probability of lawsuits, strengthen employee relations and increase morale and productivity. Discussion topics will include the importance of positive employment practices, communication with your employees, with the public and with the media, training, following the rules, accountability and more. We will also discuss the ramifications of recent legislation.

Presented By:

Oliver Yee, Liebert Cassidy Whitmore

Title: G3 POST Safe Driving Campaign

Focus: Safety
Level: General Interest

Session Summary:

This session will address the California Commission on Peace Officer Standards and Training's SAFE Driving Campaign. This is a national campaign to reduce serious injury and fatal law enforcement traffic collisions. SAFE stands for Situation-Appropriate, Focused, and Educated driving. The SAFE Driving Campaign is comprised of three primary components; an Advisory Board concerned with national awareness efforts, a Research Team tasked with identifying causes and interventions associated with officer-involved collisions, and a Vehicle Operations and Training Advisory Council (VOTAC) focused on the advancement of best policy and training practices.

Presented By:

Robert "R.C." Smith, CA Commission on Peace Officer Standards & Training (POST)

Title: G4 The Evolving Role of Public Entity Risk Management

Focus: Leadership
Level: General Interest

Session Summary:

Public entity risk managers are facing new and complex risks from environmental, legal and fiscal exposures and events. The challenges posed from both internal and external forces demand that risk managers develop different skills and approaches; the "traditional" risk management paradigm is no longer sufficient.

Our panel will explore emerging risks, examine internal and external constraints faced by public entity risk managers, and provide solutions for both professional development and innovative approaches for effectively managing risk in this new landscape.

Presented By:

Leo Costantino, County of Los Angeles
John G. Chino, ARM-PE, Arthur J. Gallagher
Public Entity Risk Manager TBD
Public Entity Fiscal Officer TBD

Title: G5 Stress Personality/Priority Management

Focus: General
Level: Beginner

Session Summary:

Starting with a workshop, participants will take a short questionnaire to identify the "stress personality" that they may take on when under stress. These are not character flaws but coping mechanisms that actually defeat our ability to keep stress away. The 5 types of stress personalities we will cover are; Internal Timekeeper, Pleaser, Sabertooth, Critical Judge, Worrier, and Internal Con-Artist. We will discuss the coping and self-defeating mechanisms and ways to change this "style" into a more affective coping tool. Participants will then be lead into a priority management workshop that takes those areas in their life both personal and professional, and identify tools to help prioritize activities.

Presented By:

Cathi Marx, ALCM, CHS-V, COSS, Aspen Risk Management Group
Steve Thompson, ARM, COSS, Aspen Risk Management Group

Title: G6 Influencing Senior Leadership: Risk Based Budgeting & Calculating ROI

Focus: Risk Management
Level: Intermediate

Session Summary:

As the business climate continues to change, risk managers are going to be challenged to justify current and new spending. While regulatory compliance may serve as justification for many programs, we also know that regulatory compliance is a floor and often does not result in significant injury reduction. ROI studies conducted by ASSE, Liberty Mutual, and others provide evidence that in general there is on average a 3:1 return-on-investment for safety spending; however, if asked, will you be able to show the same results. Understanding Risk-Based Budgeting and how to use properly valued loss data is your key to demonstrate ROI and the true value that safety brings to the bottom line of your organization.

Presented By:

Erike Young, University of California
Kevin Confetti, University of California

Northern California Cities State Self Insurance Fund

Travel Reimbursement Expense Form

Member Representative: _____

Entity: _____

Payee Address: _____

Meeting or Committee: _____

Date of Meeting: _____

Location of Meeting: _____

Total Mileage: _____

Payment Made to:

Signature _____ Date _____