



President
Ms. Rachel Ancheta
City of Dixon

Vice President
Mr. Spencer Morrison
City of Yuba City

Treasurer
Ms. Jen Lee
City of Rio Vista

Secretary
Ms. Jennifer Styczynski
City of Marysville

NORTHERN CALIFORNIA CITIES SELF INSURANCE FUND RISK MANAGEMENT COMMITTEE MEETING AGENDA

Date: Thursday, October 19, 2023

Time: 10:00 a.m.

Location: Rocklin Community Center – Springview Hall
5480 5th Street
Rocklin, CA 95677

A - Action
I - Information

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

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. INTRODUCTIONS

C. PUBLIC COMMENTS

This time is reserved for members of the public to address the Committee on matters pertaining to NCCSIF that are of interest to them.

pg. 4 **D. CONSENT CALENDAR**

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.

A 1

pg. 5 1. Minutes of the Risk Management Committee Meeting - April 20, 2023

pg. 10 **E. GENERAL RISK MANAGEMENT ISSUES**

This is an opportunity for a member to discuss a topic of interest or seek guidance and input from the group about a current issue, risk management topic or exposure the member is facing.

I 4



President
Ms. Rachel Ancheta
City of Dixon

Vice President
Mr. Spencer Morrison
City of Yuba City

Treasurer
Ms. Jen Lee
City of Rio Vista

Secretary
Ms. Jennifer Styczynski
City of Marysville

F. COMMITTEE BUSINESS

- | | | |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| pg. 23 | 1. Trending Reports for Liability Claims
<i>Members will receive an overview of liability claim statistics and trends.</i> | I 1 |
| pg. 36 | 2. Sedgwick Risk Control Services Update
<i>Shane Baird from Sedgwick will present an overview of the risk control services provided for the current program year and provide direction on future regional trainings.</i> | I 1 |
| pg. 60 | 3. Sedgwick FY 23/24 Risk Control Service Plan
<i>Shane Baird from Sedgwick will present an overview of the risk control service plan for FY 23/24.</i> | I 1 |
| pg. 62 | 4. Cash for Safety Awards Recognition 22/23
<i>Members will receive awards recognition form the 22/23 Cash for Safety program.</i> | I I |
| pg. 63 | 5. Police Risk Management Committee Update
<i>Tom Kline from Sedgwick will provide the Committee with a summary of this year's Police Risk Management Committee Meetings.</i> | I 1 |
| pg. 65
pg. 68 | 6. Risk Management Policy and Procedure Revisions and Additions <ul style="list-style-type: none"> a. RM-16: Special Events Risk Management b. RM 20: Ergonomics | A 1 |
| pg. 74 | 7. Risk Management Training Calendar and Matrix
<i>Members will receive a suggested calendar of training activities through the year as well as a matrix of required and recommended employee trainings.</i> | I 1 |

H. ADJOURNMENT

UPCOMING MEETINGS

Police Risk Management Committee Meeting – November 2, 2023

Board of Directors Meeting – December 14, 2023

Police Risk Management Committee Meeting – February 1, 2024

Claims Committee Meeting – March 28, 2024

Executive Committee Meeting – March 28, 2024

Risk Management Committee Meeting – April 18, 2024

Board of Directors Meeting – April 18, 2024



President
Ms. Rachel Ancheta
City of Dixon

Vice President
Mr. Spencer Morrison
City of Yuba City

Treasurer
Ms. Jen Lee
City of Rio Vista

Secretary
Ms. Jennifer Styczynski
City of Marysville

Per Government Code 54954.2, persons requesting disability related modifications or accommodations, including auxiliary aids or services in order to participate in the meeting, are requested to contact Jenna Wirkner at Alliant Insurance Services at (916) 643-2714.

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

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



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 19, 2023**

Agenda Item D.

CONSENT CALENDAR

ACTION ITEM

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

RECOMMENDATION: Review and approve the Consent Calendar.

FISCAL IMPACT: None

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

ATTACHMENT(S): Minutes of the Risk Management Committee Meeting - April 20, 2023



**NORTHERN CALIFORNIA CITIES SELF INSURANCE FUND
RISK MANAGEMENT COMMITTEE MEETING MINUTES
ROCKLIN EVENT CENTER BALLROOM
APRIL 20, 2023**

COMMITTEE MEMBERS PRESENT

Liz Cottrell, City of Anderson
Kristina Miller, City of Corning
Jim Ramsey, City of Elk Grove
Elisa Arteaga, City of Gridley
Jennifer Styczynski, City of Marysville
Crystal Peters, Town of Paradise
Andy Schiltz, City of Rocklin
Sheleen Loza, City of Yuba City

Ishrat Aziz- Khan, City of Colusa
Rachel Ancheta, City of Dixon
Allison Garcia, City of Folsom
Veronica Rodriguez, City of Lincoln
Elizabeth Ehrenstrom, City of Oroville
Jennifer Schultz, City of Rio Vista
Lori Fahey, City of Willows

OTHER MEMBERS PRESENT

Kim Stalie, City of Dixon
Jodi Molinari, City of Gridley

Gaby Cousineau, City of Folsom
Amanda Tonks, City of Rocklin

COMMITTEE MEMBERS ABSENT

Nathan Bagwill, City of Auburn
Chris Hancock, City of Ione

Stephanie VanSteyn, City of Galt
Sean Grayson, City of Nevada City

CONSULTANTS & GUESTS

Marcus Beverly, Alliant Insurance Services
Evan Washburn, Alliant Insurance Services
Shane Baird, Sedgwick
Devora Brainard, Sedgwick

Jenna Wirkner, Alliant Insurance Services
Tom Kline, Sedgwick
Summer Simpson, Sedgwick

A. CALL TO ORDER

Chair Elizabeth Ehrenstrom called the meeting to order at 10:02a.m.

B. ROLL CALL

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

C. PUBLIC COMMENTS

There were no public comments.

D. CONSENT CALENDAR

1. Minutes of the Risk Management Committee Meeting – October 20, 2022



**NORTHERN CALIFORNIA CITIES SELF INSURANCE FUND
RISK MANAGEMENT COMMITTEE MEETING MINUTES
ROCKLIN EVENT CENTER BALLROOM
APRIL 20, 2023**

A motion was made to approve the Consent Calendar as posted.

**MOTION: Jim Ramsey SECOND: Ishrat Aziz Khan MOTION CARRIED
UNANIMOUSLY**

Ayes: Cottrell, Aziz-Khan, Miller, Ancheta, Ramsey, Garcia, Arteaga, Rodriguez, Styczynski,
Ehrenstrom, Peters, Schultz, Schiltz, Fahey, Loza

Nays: None

E. COMMITTEE BUSINESS

E.1. Trending Reports for Workers' Compensation Claims

Ms. Devora Brainard from Sedgwick gave an overview of the Trending Reports for Workers' Compensation Claims for FY 2017-2022.

Information only. No motion was taken.

E.2. Sedgwick Risk Control Services Update

Mr. Shane Baird from Sedgwick gave an update of Sedgwick Risk Control Services. The service records went down in 2021 because of COVID and spiked up in 2022.

Most of the service requests were for phone and email consultation.

Members should reach out to Mr. Baird and utilize the resources available.

Information only. No motion was taken.

E.3. NCCSIF FY 23/24 Risk Control Service Plan

Mr. Baird discussed the FY 23/24 Risk Control Service Plan.

The contract for Risk Control Services provides focused risk assessments, member services, safety communication/resource development, training coordination, EAP and management training and additional services and resources.

Members discussed train the trainer CDL driver trainers. Some of the members send drivers to a local driving school.

The City of Oroville invited members to a playground safety inspection training on July 12th.



**NORTHERN CALIFORNIA CITIES SELF INSURANCE FUND
RISK MANAGEMENT COMMITTEE MEETING MINUTES
ROCKLIN EVENT CENTER BALLROOM
APRIL 20, 2023**

Information only. No motion was taken.

A motion was made to approve the FY 23/24 Risk Control Service Plan.

MOTION: Liz Cottrell **SECOND:** Rachel Ancheta **MOTION CARRIED
UNANIMOUSLY**

Ayes: Cottrell, Aziz-Khan, Miller, Ancheta, Ramsey, Garcia, Arteaga, Rodriguez, Styczynski, Ehrenstrom, Peters, Schultz, Schiltz, Fahey, Loza

Nays: None

E.4. Safety Award

Mr. Baird gave an updated on the Safety Award Program and nominations for 22/23.

City of Yuba City, Town of Paradise and City of Dixon submitted applications for the Safety Award Program. Members discussed and like the idea of the Safety Award.

A motion was made to recommend to the Board of Directors for Most Outstanding (City of Dixon), Outstanding (City of Yuba City) and Good (Town of Paradise).

MOTION: Liz Cottrell **SECOND:** Ishrat Aziz-Khan **MOTION CARRIED
UNANIMOUSLY**

Ayes: Cottrell, Aziz-Khan, Miller, Ancheta, Ramsey, Garcia, Arteaga, Rodriguez, Styczynski, Ehrenstrom, Peters, Schultz, Schiltz, Fahey, Loza

Nays: None

E.5.a. Police Risk Management Committee Update

Mr. Tom Kline gave an update on The Police Risk Management Committee.

Members asked if other members are using guardian for background checks.

MOTION: Dave Warren **SECOND:** Ishrat Aziz-Khan **MOTION CARRIED
UNANIMOUSLY**

Ayes: Cottrell, Aziz-Khan, Miller, Ancheta, Ramsey, Garcia, Arteaga, Rodriguez, Styczynski, Ehrenstrom, Peters, Schultz, Schiltz, Fahey, Loza

Nays: None

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

A Public Entity Joint Powers Authority



**NORTHERN CALIFORNIA CITIES SELF INSURANCE FUND
RISK MANAGEMENT COMMITTEE MEETING MINUTES
ROCKLIN EVENT CENTER BALLROOM
APRIL 20, 2023**

No discussion.

A motion was made to approve the PRMC Grant Fund Usage Report and Request.

**MOTION: Dave Warren SECOND: Ishrat Aziz-Khan MOTION CARRIED
UNANIMOUSLY**

Ayes: Ayes: Cottrell, Aziz-Khan, Miller, Ancheta, Ramsey, Garcia, Arteaga, Rodriguez, Styczynski, Ehrenstrom, Peters, Schultz, Schiltz, Fahey, Loza

Nays: None

E.6. FY 23/24 Risk Control Services Budget

Members discussed the FY23/24 Risk Control Services Budget.

A motion was made to recommend the Board approve the FY 23/24 Risk Control Services Budget.

**MOTION: Liz Cottrell SECOND: Rachel Ancheta MOTION CARRIED
UNANIMOUSLY**

Ayes: Ayes: Cottrell, Aziz-Khan, Miller, Ancheta, Ramsey, Garcia, Arteaga, Rodriguez, Styczynski, Ehrenstrom, Peters, Schultz, Schiltz, Fahey, Loza

Nays: None

Nays: None

E.7. Policy and Procedure Revisions

a. RM-2: Driving Standards

Mr. Beverly discussed revisions to the driving standards. Mr. Beverly is recommended added DUI citations.

A motion was made to recommend the Board approve updates to RM-2: Driving Standards.

**MOTION: Jennifer Styczynski SECOND: Jim Ramsey MOTION CARRIED
UNANIMOUSLY**

Ayes: Ayes: Cottrell, Aziz-Khan, Miller, Ancheta, Ramsey, Garcia, Arteaga, Rodriguez, Styczynski, Ehrenstrom, Peters, Schultz, Schiltz, Fahey, Loza

Nays: None



**NORTHERN CALIFORNIA CITIES SELF INSURANCE FUND
RISK MANAGEMENT COMMITTEE MEETING MINUTES
ROCKLIN EVENT CENTER BALLROOM
APRIL 20, 2023**

b. RM-21: Park and Recreation Risk Management Best Practices

Mr. Beverly discussed the RM-21: Park and Recreation Risk Management Best Practices.

A motion was made to recommend the Board approve RM-21: Park and Recreation Best Practices.

MOTION: Dave Warren

SECOND: Liz Cottrell

**MOTION CARRIED
UNANIMOUSLY**

Ayes: Cottrell, Aziz-Khan, Miller, Ancheta, Ramsey, Garcia, Arteaga, Rodriguez, Styczynski, Ehrenstrom, Peters, Schultz, Schiltz, Fahey, Loza

Nays: None

c. Risk Management Policies and Best Practices

Mr. Beverly discussed the Risk Management Policies and Procedures Table of Contents.
Risk Management Policies & Procedures Table of Contents

Information only. No motion was taken.

E.8. Round Table Discussion

Mr. Beverly discussed the OSHA Webinar for members and PRISM Risk Control Services available to members.

Information only. No motion was taken.

F. ADJOURNMENT

The meeting was adjourned at 11:30a.m.

Next Meeting Date: October 20, 2023

Respectfully Submitted,

Jennifer Styczynski, Secretary

Date



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 19, 2023**

Agenda Item E.

GENERAL RISK MANAGEMENT ISSUES

INFORMATION ITEM

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

- Benchmark Analytics

RECOMMENDATION: None.

FISCAL IMPACT: None.

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

ATTACHMENT(S): Benchmark Analytics



Benchmark Risk Solutions

Automate Operations and
Prevent Critical Incidents

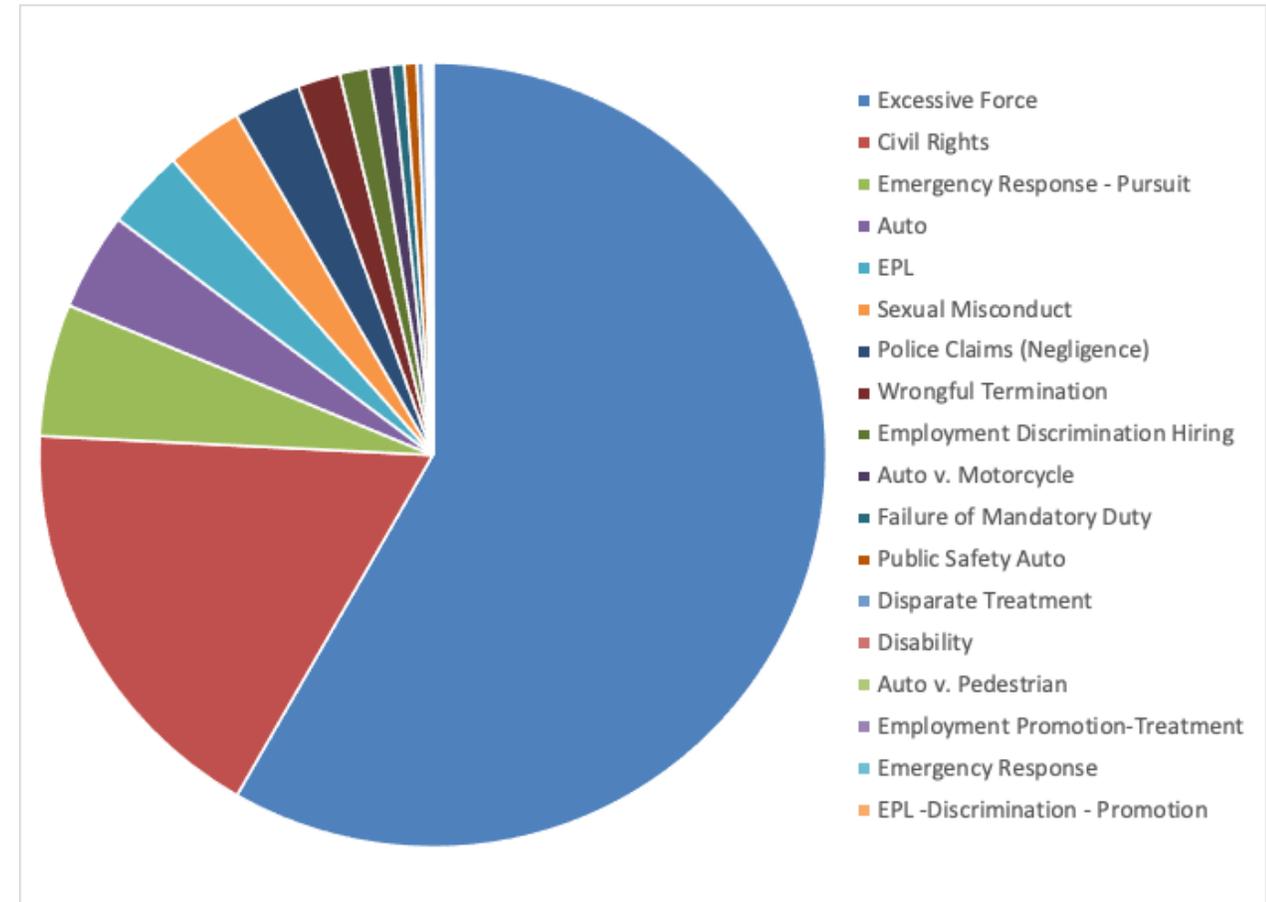
Executive Summary

- CJPRMA is partnering with Benchmark as a new part of its loss control program.
- The Benchmark Blueprint helps law enforcement agencies:
 - automate people management & regulatory compliance
 - keep officers safer
 - keep citizens safer
 - and reduce claim costs.
- This **partnership is designed to help CJPRMA members reverse an escalating cycle of claim costs** resulting from critical incidents and officer injuries.

Why has CJPRMA partnered with Benchmark?

- **Over 75% of CPRMA** and its members' **Total Incurred Dollars** of law enforcement claims were **from Principal Causes that the Benchmark Blueprint helps agencies address.**

Claims Incurred By Cause*



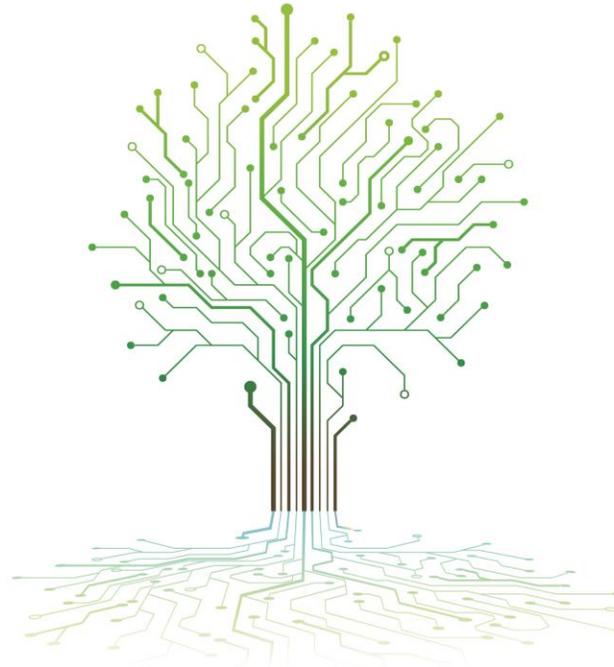
*Query: All Program Years, Total Gross Incurred = Member Gross Incurred + CJPRMA Gross Incurred

Who is Benchmark Analytics?

Founded on a mission to advance Public Safety performance through applied data science.

Benchmark has:

- Government roots
- A heart of data science
- Sole focus on elevating public safety through evidence-based insights



Benchmark helps:

- Improve officer performance, reduce critical incidents and manage compliance.
- Reinforce trust and transparency with stakeholders.
- Offset or reduce escalating costs of injuries or incidents.



TheJoyceFoundation



Benchmark's Police Force Management Blueprint

Helping Agencies Automate Operational Reporting & Systematically Reduce Risk



Step 1: Evidence-Based Practices Review

Benchmark’s research identifies agency practices with **strong statistical connection** to reduced incidents after deployment. These “Evidence-Based Practices” are directly related to reduced frequency of officer injuries and incidents leading to liability claims.

Sample Evidence-Based Practices	Liability Claims Reduction	Workers’ Comp Claims Reduction
Body-Worn Cameras	✓	
Restrictive Pursuit Policy	✓	✓
Emergency Vehicle Operations Policy	✓	
Evidence-Room Practices	✓	
After-Action Review		✓
Outcome-Based Wellness Program	✓	✓
Mental Illness / Crisis Response Policy	✓	
Crisis Intervention Team (CIT) Certification	✓	
Tasers	✓	

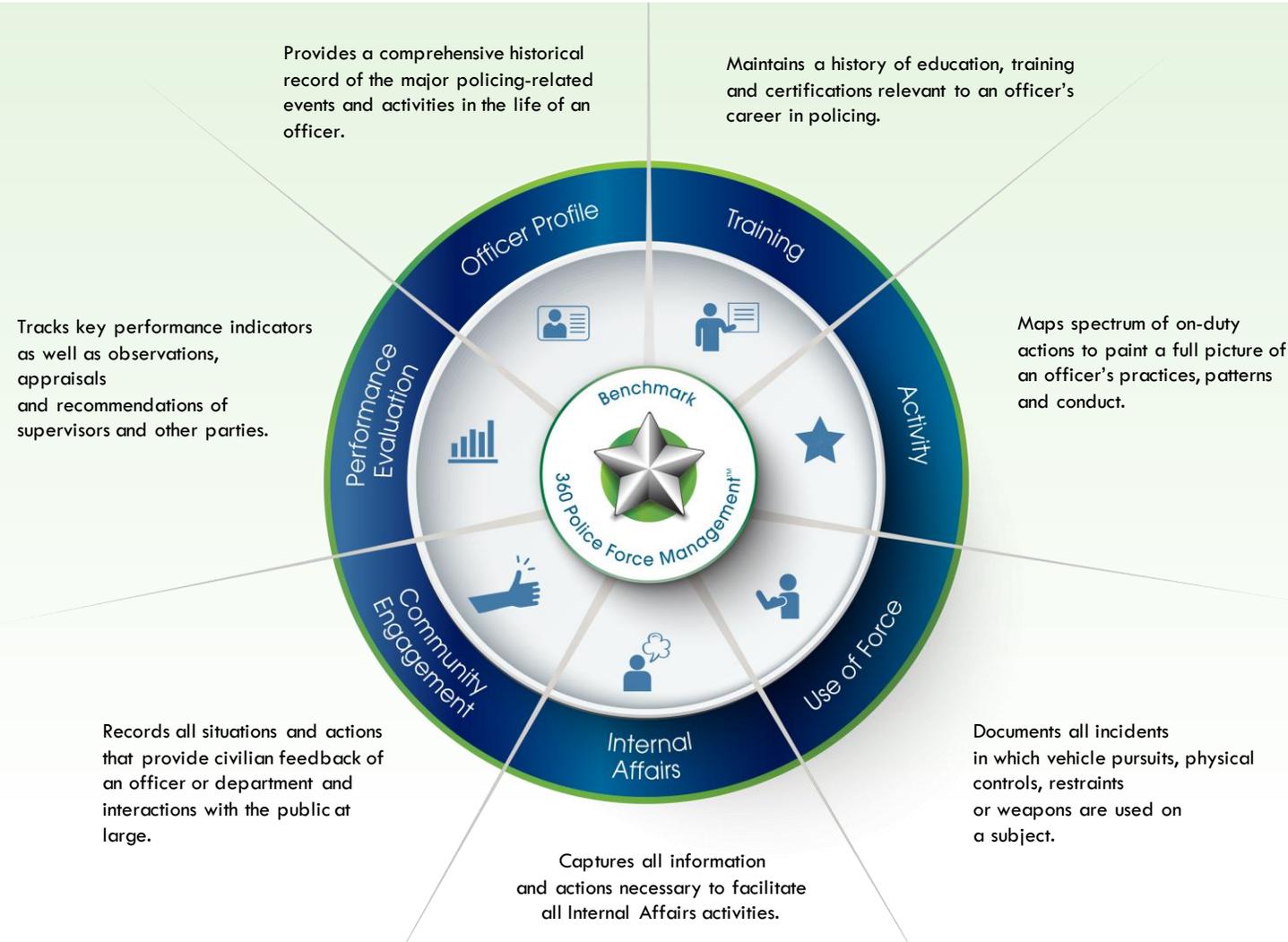


Increasing Benefit



EBP Panel Discussion at the 2023 MN Chiefs Conference

Step 2: Holistic People Management with the Benchmark Management System[®] (BMS)



Step 3: Accurately Identify Officers at Risk with First Sign®

Why First Sign is Powerful

Traditional early intervention systems usually flag the **wrong** officer because they use thresholds/triggers. **Traditional EIS only get it right 29% of the time.** First Sign® models enable agencies to focus on the **<5% of their officers who are most at risk.**

4

Data Sources:

Officer Attributes, Arrests,
Use of Force and Internal Affairs

91

Model Variables
on Average

85%

Model
Precision

<5%

At-Risk
Average

66%

Of Injuries and Disproportionate
Use of Force Generated
by At-Risk Officers



TheJoyceFoundation



Step 3: Systematic Support for At-Risk Officers with C.A.R.E.®



- Typically part of agency's proactive *wellness* strategy
- Connect at-risk officers to needed support
- Provide evidence-based recommendations
- Features case management functionality
- Facilitates the planning process with a template of actionable steps and goals
- Includes sample process / policy
- Includes supervisor training and focus groups

Typical Implementation Plan

	Q1	Q2	Q3	Q4
Evidence-Based Practices Review	Analysis / Configure	Deploy	Deploy	Deploy
Benchmark Management System (BMS®)	Analysis / Configure	Deploy	Deploy	Deploy
First Sign® Early Intervention	Analysis / Configure	Analysis / Configure	Deploy	Deploy
C.A.R.E® Officer Support	Analysis / Configure	Analysis / Configure	Deploy	Deploy

 - Analysis / Configure

 - Deploy

Feedback, Questions and Next Steps



Samantha Smith
Director, Partnerships

m: 281-937-2344

samantha.smith@benchmarkanalytics.com



Alec Henderson
Director, Business Development

m: 469-933-8366

alec.henderson@benchmarkanalytics.com



Steve Brewer
Partner, Risk Solutions

m: 414-308-4837

steven.brewer@benchmarkanalytics.com



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 19, 2023**

Agenda Item F.1.

**TRENDING REPORTS FOR
LIABILITY CLAIMS**

INFORMATION ITEM

ITEM: Members will receive an overview of NorCal Cities claim trends over the last ten years, 2013-2023 and analysis of the top loss exposures related to the Liability Program.

FISCAL IMPACT: None.

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

BACKGROUND: Sedgwick maintains a database of member claims experience that includes loss causes and other demographic information that can be used for risk management purposes.

ATTACHMENT(S):

1. Liability Loss Exposures Claims Experience Analysis

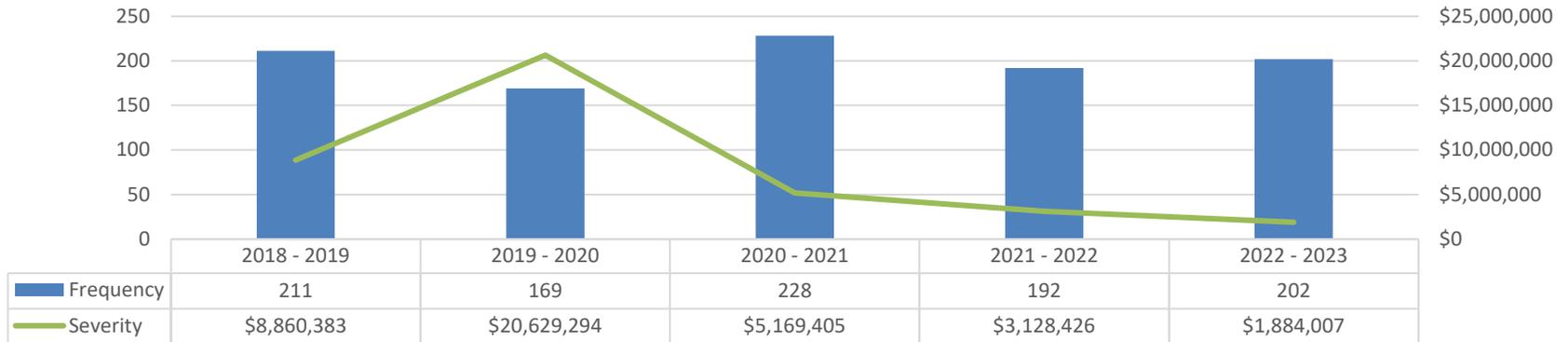
General Liability Trending Report for NCCSIF



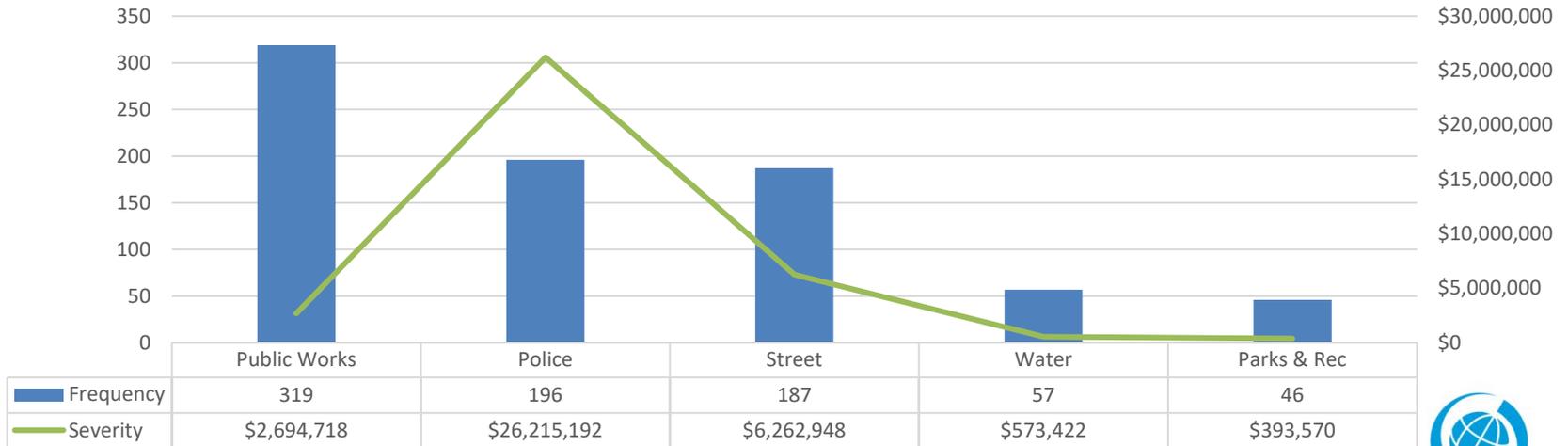
sedgwick®
caring counts

October 2023

Frequency and Severity by Fiscal Year



Claims by Department Fiscal Year 2018-2023

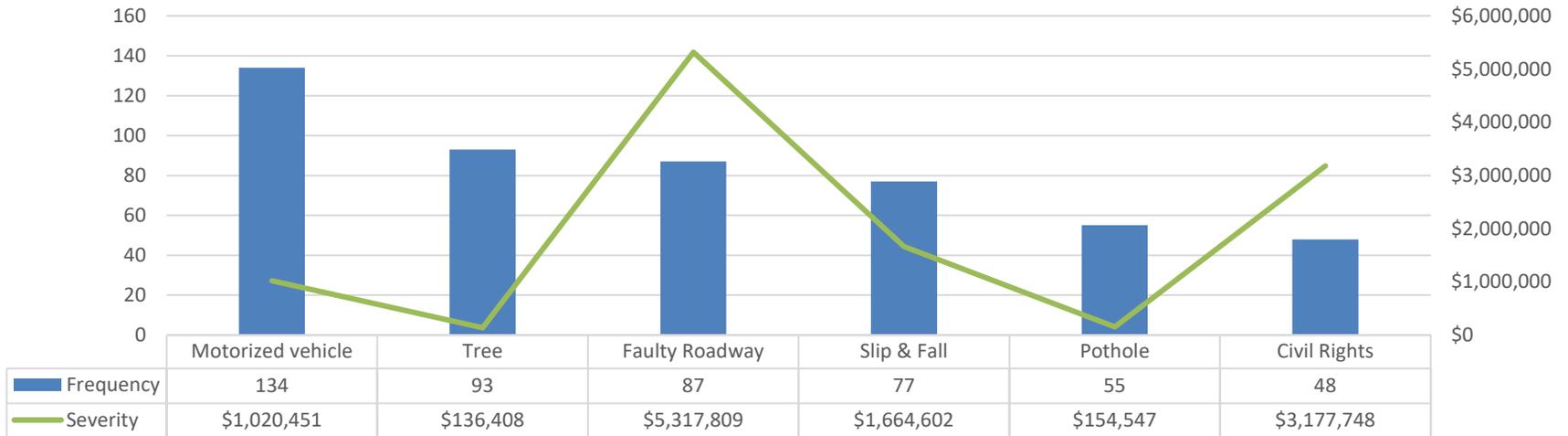


Top 5 Departments Fiscal Year 2018-2023

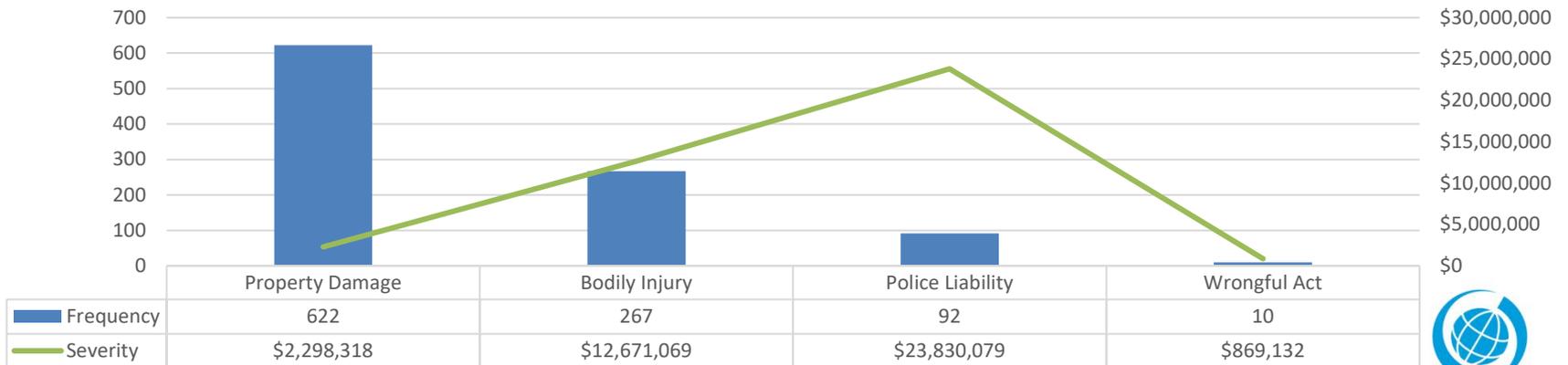
Department	Frequency	Severity	Average
Public Works	319	\$2,694,718	\$8,447
Police	196	\$26,215,192	\$133,751
Street	187	\$6,262,948	\$33,492
Water	57	\$573,422	\$10,060
Parks & Rec	46	\$393,570	\$8,556



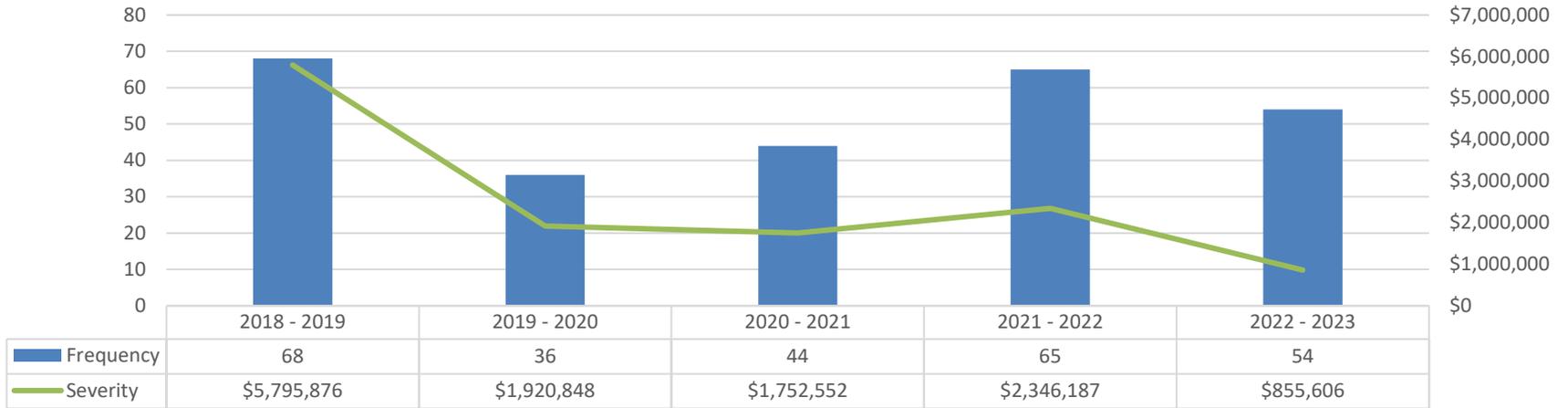
Top Causes of Claim Fiscal Year 2018-2023



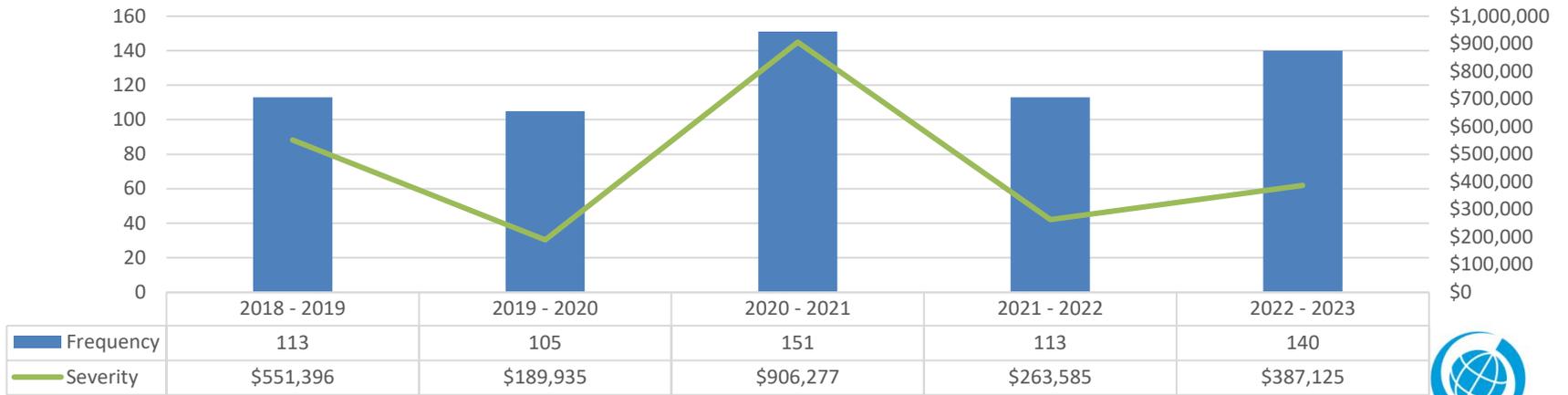
Frequency and Severity by Claim Type Fiscal Year 2018-2023



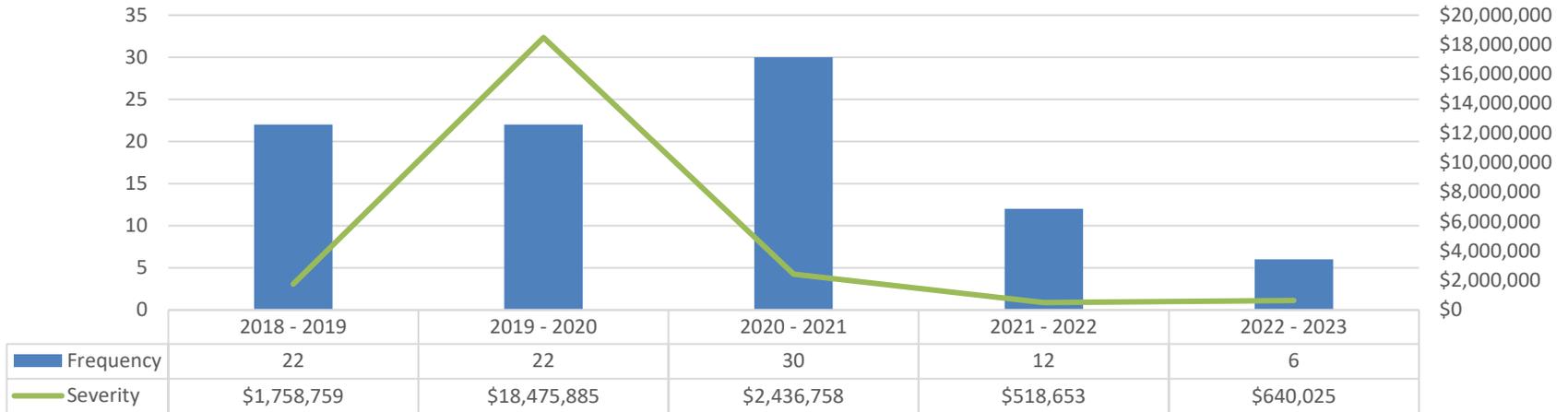
Bodily Injury Claims by Fiscal Year



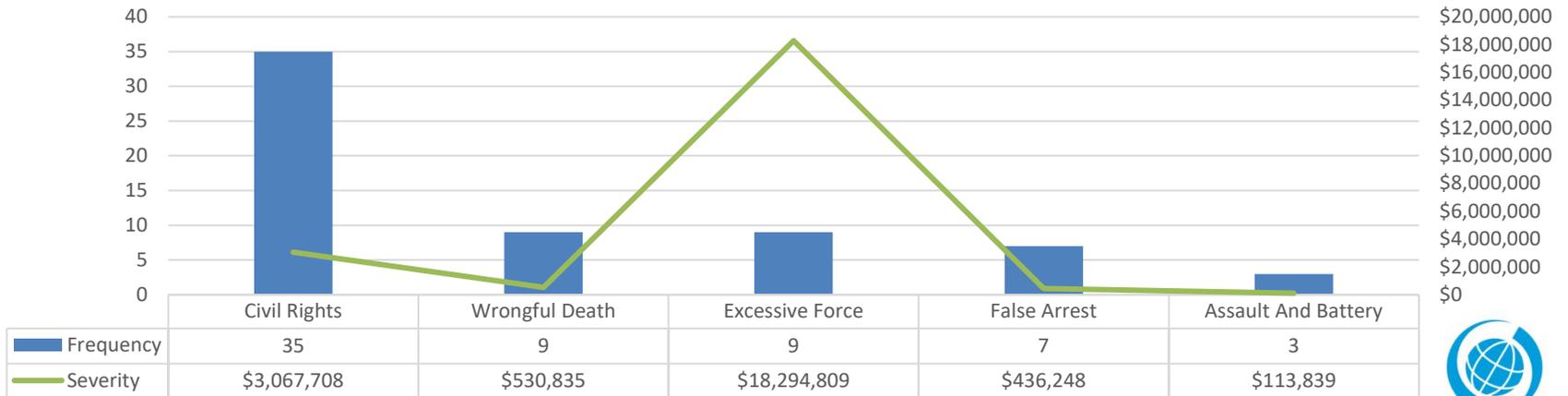
Property Damage Claims by Fiscal Year



Police Liability Claims by Fiscal Year



Top 5 Cause of Police Liability Claims Fiscal Year 2018-2023



Top 10 Police Liability Claims Fiscal Year 2018-2023

Claim Number	Description	Incurred
40201028983-0001	Extensive injuries due to force used during arrest	\$18,100,000
NCGA08811A1	Police Excessive Force - Fatality	\$890,243
4A2211NSW2P-0001	Workplace harassment, discrimination, and wrongful termination	\$838,175
402104A9F7G-0001	Fatality from shooting	\$650,000
4A1603Q9DT2-0001	Retaliation and civil rights	\$400,000
4A22104GTTP-0001	Neglect/breach of duty	\$350,000
40201244A82-0001	False arrest and excessive force	\$344,213
4A2112043YD-0001	K-9 Officer	\$275,000
4A21063344F-0001	Wrongful removal	\$230,000
4A2207YL14S-0001	K-9 officer	\$225,000



Frequency and Severity of Police Claims by Member
Fiscal Year 2018-2023

Member	Frequency	Severity	Average	Open as of 6.30.2023
City of Anderson	11	\$470,196	\$42,745	3
City of Auburn	5	\$62,985	\$12,597	2
City of Colusa	4	\$106,162	\$26,540	2
City of Corning	3	\$225,029	\$75,010	2
City of Dixon	7	\$174,839	\$24,977	3
City of Folsom	31	\$1,552,368	\$50,076	10
City of Galt	6	\$200,877	\$33,479	4
City of Gridley	8	\$755,229	\$94,404	3
City of Lone	1	\$595	\$595	0
City of Jackson	1	\$50,002	\$50,002	1



Frequency and Severity of Police Claims by Member
Fiscal Year 2018-2023

Member	Frequency	Severity	Average	Open as of 6.30.2023
City of Lincoln	20	\$599,873	\$29,994	9
City of Marysville	13	\$81,557	\$6,274	4
City of Oroville	12	\$912,151	\$76,013	5
City of Red Bluff	13	\$953,844	\$73,373	0
City of Rio Vista	7	\$769,089	\$109,870	0
City of Rocklin	21	\$253,756	\$12,084	6
City of Yuba City	26	\$19,030,873	\$731,957	7
Town of Paradise	7	\$15,768	\$2,253	1



Top 10 Liability Claims Fiscal Year 2018-2023

Claim Number	Department	Description	Incurred
40201028983-0001	Police	Extensive injuries due to force used during arrest	\$18,100,000
NCGA08753A1	Street	Trauma and injuries as result of vehicle accident	\$3,748,394
NCGA08811A1	Police	Police Shooting - Fatality	\$890,243
4A2211NSW2P-0001	Police	Workplace harassment, discrimination, and wrongful termination	\$838,175
402104A9F7G-0001	Police	Police Shooting - Fatality	\$650,000
NCGA08905A1	Street	Pedestrian struck and killed by vehicle	\$550,000
4A210808D3D-0001	Administration	Retaliation based on sex and discrimination	\$550,000
40210157069-0001	Public Works	Service E&O	\$550,000
4A2203FTVY5-0001	Administration	Damage to professional and personal reputation	\$460,000
NCGA08855B1	Public Works	Trauma and injuries as result of vehicle accident	\$415,017



Frequency and Severity of General Liability Claims by Member Fiscal Year 2018-2023

Member	Frequency	Severity	Average
City of Anderson	16	\$471,558	\$29,472
City of Auburn	39	\$562,231	\$14,416
City of Colusa	20	\$269,211	\$13,461
City of Corning	20	\$268,761	\$13,438
City of Dixon	28	\$464,501	\$16,589
City of Folsom	311	\$3,022,732	\$9,719
City of Galt	52	\$780,319	\$15,006
City of Gridley	12	\$856,731	\$71,394
City of Ione	4	\$550,599	\$137,650
City of Jackson	12	\$427,889	\$35,657



Frequency and Severity of General Liability Claims by Member Fiscal Year 2018-2023

Member	Frequency	Severity	Average
City of Lincoln	104	\$1,360,160	\$13,078
City of Marysville	76	\$1,077,994	\$14,184
City of Oroville	22	\$1,534,871	\$69,767
City of Red Bluff	55	\$1,170,124	\$21,275
City of Rio Vista	33	\$1,438,425	\$43,589
City of Rocklin	84	\$4,546,394	\$54,124
City of Willows	12	\$455,055	\$37,921
City of Yuba City	61	\$20,328,416	\$333,253
Town of Paradise	41	\$85,547	\$2,087





**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 19, 2023**

Agenda Item F.2.

SEDGWICK RISK CONTROL SERVICES UPDATE

INFORMATION ITEM

ISSUE: Shane Baird will present an update on the risk control services Sedgwick has provided to NCCSIF members from January 1 through September 30, 2023. A member services report is included for review and discussion.

Focused Risk Assessments

Sedgwick staff last completed a Risk Assessment in 2020 for all members. Sedgwick has created a Focused Assessment Self Reporting tool which will allow each member to complete the self-assessment “on their own time”. Once completed Sedgwick will update the NCCSIF Scorecard. There is still an option to conduct this assessment in person if the member would prefer this approach.

Beginning in January 2023, Sedgwick staff will continue to engage with all members to update the Risk Assessment Scorecard and review services available to NCCSIF members.

Focused Risk Assessment Follow-up

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

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

Training:

Traffic Control Flagging, Powered Industrial Trucks (Forklift), Sidewalk Liability, COVID-19, Motivate and Lead, Stormwater and Sewer Risk Management (Regional), Sexual Abuse and Molestation Liability (Regional), Hazardous Waste Handling, Homeless Camp Cleanup

Policy Development and/or Review:

Injury and Illness Prevention Program (IIPP), Heat Illness Prevention Plan (HIPP), Wildfire Smoke Policy, COVID -19 Program Updates, Drivers Safety Program, Special Events, Workplace Hazards, Hazardous Waste Handling,



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 19, 2023**

Agenda Item F.2. continued

Ergonomic Evaluations

Members have continued to request office ergonomic evaluations for their staff. These evaluations have been conducted both virtually and in person. To request an ergonomic evaluation please use the ergonomic evaluation form and send Shane Baird to set up.

FISCAL IMPACT: None.

RECOMMENDATION: None. This is provided as information only.

ATTACHMENTS:

1. Risk Control Service Activity 2020-2022
2. Risk Management Assessment Scorecard Summary
3. Safety Award Program Overview
4. Sedgwick Risk Control Brochure
5. Ergonomic Evaluation Request Form

Risk Control Services Activity

Northern California Cities Self Insurance Fund (NCCSIF) contracts with Sedgwick to provide safety and risk control services to its membership. The information portrayed reflects open and closed service activity records for PY2022 & PY2023 valued at August 31, 2023.

SERVICES UTILIZATION



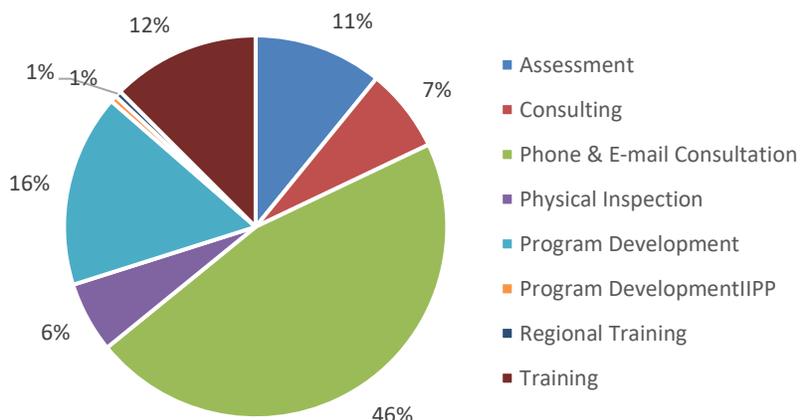
184
Service Activity Record

163
Completed
21
In Progress

15
Safety Professionals in CA

- Member outreach campaign to assist members with written safety programs including IIPP and COVID-19 Prevention Plan (CPP) development.
- Increase in requests for Ergonomic Assessments of computer workstations
- Phone and email consultations with NCCSIF Risk Manager is majority of service request with consultative assistance on COVID-19 safety matters, auto/fleet policies, IIPP and Cal OSHA compliance
- Safety training requests are light and involve Forklift, Temporary Traffic Control, and public works focused areas

Services by Activity



TRAINING SERVICES REQUESTED BY SPECIALITY TYPE

Aerial lifts and Forklift Safe Operator Training

Fall Prevention

Bloodborne Pathogens Exposure and Controls

Playground Inspections and Maintenance

Confined Space Entry Awareness

Temporary Traffic Control and Flagging



Attendance Counts

PY 2022: 121 attendees

PY 2023: 201 attendees

Active members: Folsom, Galt, Anderson, Rocklin, Oroville, Red Bluff

Sedgwick is a service partner to NCCSIF. We strive to deliver easy-to-use resources to take your safety culture to the next level. With a focus on WHY safety matters, everything we provide is aimed to help inspire and motivate managers, supervisors, and employees to make a difference by being safe and productive.

Want to learn more or have a safety question?

[REACH US](#)



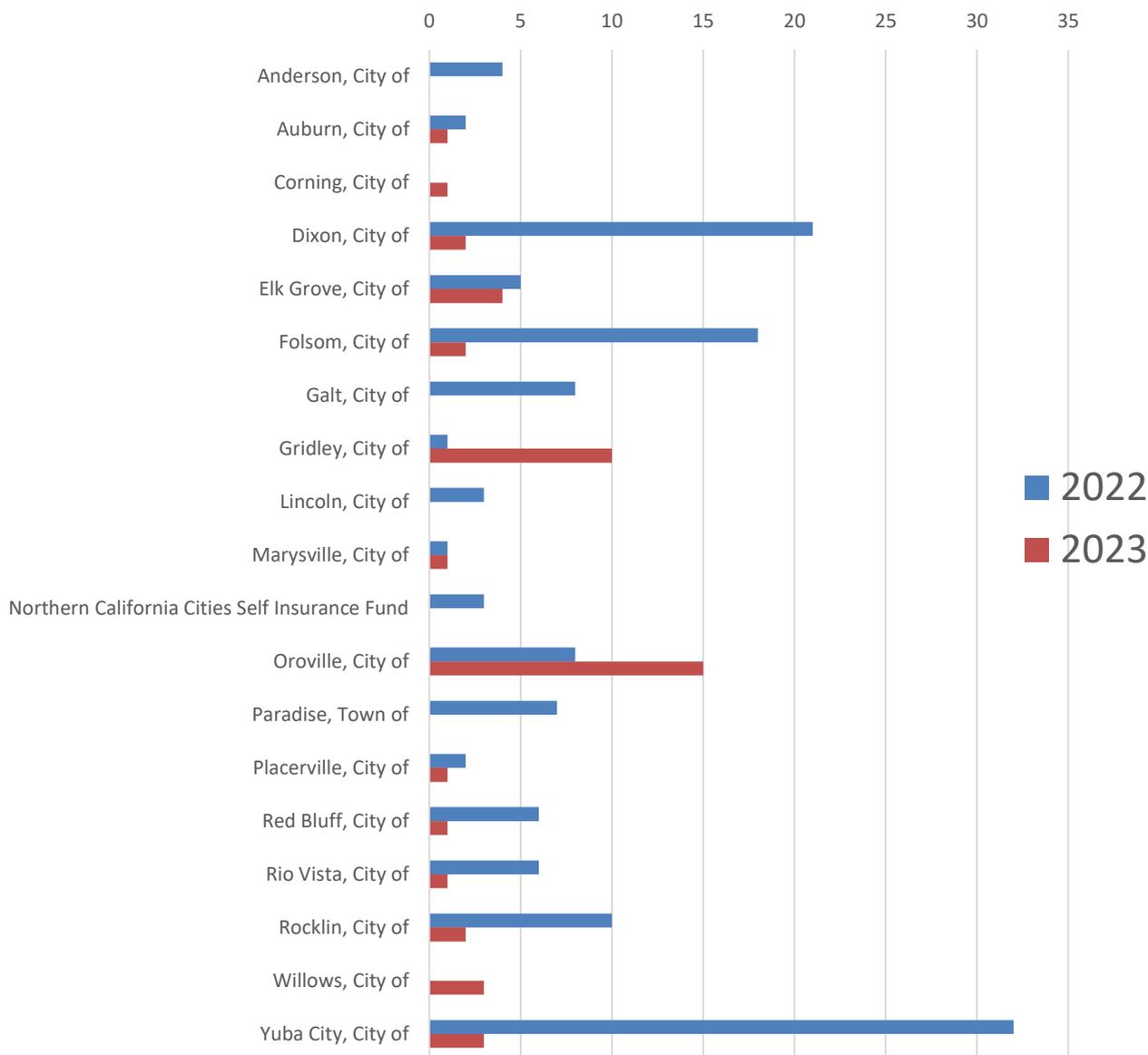
sedgwick®

RISKCONTROL.SEDGWICK.COM

Risk Control Services Activity

Northern California Cities Self Insurance Fund (NCCSIF) contracts with Sedgwick to provide safety and risk control services to its membership. The information portrayed reflects open and closed service activity records for PY2022 & PY2023 valued at August 31, 2023.

SERVICE ACTIVITY RECORDS BY MEMBER BY PROGRAM YEAR



Sedgwick is a service partner to NCCSIF. We strive to deliver easy-to-use resources to take your safety culture to the next level. With a focus on WHY safety matters, everything we provide is aimed to help inspire and motivate managers, supervisors, and employees to make a difference by being safe and productive.

Want to learn more or have a safety question?

[REACH US](#)



sedgwick®

RISKCONTROL.SEDGWICK.COM



RISK MANAGEMENT FOCUSED ASSESSMENT
SELF-REPORTING FORM

Instructions: Northern California Cities Seif Insurance Fund (NCCSIF) has appointed Sedgwick to provide safety and risk control services to its member cities and entities. A major element of the service plan is to perform a biennial focused assessments of the risk management policies and procedures. As an active member of NCCSIF, your City has been selected for an assessment. This self-reporting form is being used to gather data and information and update the scorecard. The survey form includes questions about the Cal/OSHA written programs currently used by the department, NCCSIF risk management policies and procedures, hazard inspection procedures, personal protective equipment requirements, and information about employee training. The survey form data will serve as a tool to complete the full assessment and to help improve the City-wide safety program. Please complete and submit the survey form to Shane Baird, NCCSIF Risk Control Manager at shane.baird@sedgwick.com by **January 31, 2024**.

Assessment Categories:

1. Risk Management Framework
2. Injury & Illness Prevention Program (IIPP)
3. ADA Compliance
4. Driver & Vehicle Use Safety
5. Ergonomics Injury Management
6. Sidewalk Liability Management
7. Urban Forest Management
8. Volunteer Risk Management
9. Special Events Risk Management

Please provide names and titles of City staff providing contributing input for the assessment:

Names:	Title/Department

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

2. INJURY & ILLNESS PREVENTION PLAN (IIPP) (CAL/OSHA REGULATION 3203)	
Program Element	Comments
1. A current program has been developed that contains the Cal/OSHA required elements https://www.dir.ca.gov/title8/3203.html (responsibilities, communication, compliance, hazard assessment/ inspections, hazard correction, accident investigation, training, and record keeping).	
2. An IIPP Administrator, who has the authority to implement the program, has been designated.	
3. Responsibilities have been identified for managers, supervisors, and employees.	
4. All employees are held accountable for the completion of their safety duties as part of their performance review.	
5. A system for communicating hazards to employees and receiving employee feedback on safety concerns is in place. Examples include training, postings, written communication, hazard reporting procedures, and safety committees.	
6. Methods to enforce safety rules and regulations are in place and utilized.	
7. Procedures for identifying workplace hazards are in place, including hazard assessments, documented inspections, and observation of work practices.	
8. A system to correct unsafe conditions is in place.	
9. A documented accident investigation process is in place that includes root cause analysis, manager review, and corrective action follow-up.	
10. Training or other effective methods are used to ensure employees are aware of safety policies, programs, procedures, and tasks.	
11. All IIPP activities are documented, and records are maintained as required by Cal/OSHA.	

3. AMERICAN WITH DISABILITIES (ADA) COMPLIANCE (NCCSIF RM POLICY #13)	
Program Element	Comments
1. There is a process in place to ensure all new construction, alterations, and additions meet current accessibility standards.	
2. A transition plan has been completed to bring noncompliant programs and facilities into compliance.	
3. A self-evaluation of programs and facilities has been conducted per ADA requirements https://www.ada.gov/ .	
4. A procedure is in place for filing complaints related to compliance with ADA requirements	
5. A qualified individual has been assigned to coordinate ADA compliance requirements	
6. Budget and development plans include budgeting for ADA compliance projects.	

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

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

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

7. URBAN FOREST MANAGEMENT (NCCSIF RM POLICY #14)	
Program Element	Comments
1. The City has a written urban forest management plan that includes selection and placement of trees and provides for identification and mitigation of hazards related to trees, shrubs, and vegetation. The plan also includes procedures for periodic inspection, care, maintenance, and complaint/emergency response.	
2. Urban forest management is under the control and supervision of persons who have the expertise to qualify as urban foresters or arborists. Alternatively, the management plan was created by an expert and managed by the City.	
3. Inspection and monitoring frequency are prioritized by degree of exposure of the public to vegetation hazards. (i.e., obscured intersections, parks, playgrounds).	
4. The City examines and, where feasible, budgets for the cost of tree maintenance, including trimming, removal, and replacement as needed.	
5. The City has adopted an ordinance defining ownership and maintenance responsibilities for trees.	

8. VOLUNTEERS (NCCSIF RM POLICY #17)	
Program Element	Comments
1. The City has either 1) adopted a resolution extending Workers' Compensation benefits to volunteers or 2) has considered extending benefited and declined to do so.	
2. Volunteers complete applications and undergo screening procedures. Volunteer screen includes criminal background checks if the volunteer works with children, the elderly or disabled.	
3. Volunteers receive clear direction on the scope of their volunteering duties including a written orientation and training procedures.	
4. The driving records of volunteers who operate vehicles are screened and have no more than 4 points in the last three years.	
5. Volunteers who operating their own vehicles for volunteer services provide proof of adequate auto insurance (NCCSIF recommended minimum limits of:100k/300k/50k).	
6. Volunteers are advised their own insurance is primary in the event of an accident.	
7. Volunteers working with children have been trained regarding requirements for mandatory reporting of suspected abuse or neglect.	

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



Cash SAFETY for CULTURE

Change Happens One Idea At A Time

SAFETY AWARD PROGRAM OVERVIEW

The NCCSIF Risk Management Committee has approved a “Cash for Safety Culture” Award Program for the 2023-2024 program year. This program is designed to recognize and reward members for promoting a positive safety culture within their organization. We encourage you to identify ways where the program can specifically help your city promote a positive safety culture and reduce losses.

AWARDS CRITERIA

Members will be recognized for:

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

Prize Awards

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

MARKETING

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



Safety Award Program Overview

SUBMISSIONS

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

Email all submissions to Shane Baird at shane.baird@sedgwick.com. Remember to retain a copy for your records. Once your submission is received, a confirmation email will be sent to the member. Feel free to contact Shane with any questions at 661.619.3520.

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

RECOGNITION

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

AWARD DISTRIBUTION

Members may receive their award in the following ways:

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

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

Safety and Risk Control Services

Member service offerings

Sedgwick is a service partner to Northern California Cities Self Insurance Fund (NCCSIF). We strive to deliver easy-to-use resources to take your safety and risk control culture to the next level. With a focus on why safety and risk control matters, everything we provide is aimed to help inspire and motivate managers, supervisors, and employees to make a difference by being safe and productive. Risk control staff is available to provide services on-site and virtually to the membership based on a defined list of services and service day allowance allocated to each member.

Contact for services and questions

Shane Baird, CSP, CHST | Sr. Consultant
Risk Control Services
Sacramento, CA
CELL 661.619.3520 (TEXTING OK)
EMAIL shane.baird@sedgwick.com

Service request guidelines

Guidelines for the use of risk control services on-site and virtual are included at the end of this document.

Members will receive a minimum of three (3) risk control service days during the program year that may be delivered on-site or virtually. Services may be mixed and matched within the service guidelines to fit member’s individual needs. Each member may select from the services listed in the table below or discuss other services with the risk control manager.

Service Offerings	Day/Time Allotment Details	Descriptions of Service Offerings for Planning Purposes
Biennial Risk Assessments and Action Plans	1 to 2-days of on-site time; some services can be provided virtually	Conduct a focused biennial risk assessment for each member, including discussion of member’s specific needs, action plan development, and review of the available risk control resources. Services also include on-site inspections, interviews with staff, and report writing, as well as maintenance and updates to the member’s progress and scorecard throughout the year.

Service Offerings	Day/Time Allotment Details	Descriptions of Service Offerings for Planning Purposes
On-Site Training	<p>1 hour training sessions up to all day training sessions.</p> <p>Can be provided on-site or virtually</p>	<p>On-site training is available to members on a variety of workers' compensation, liability, and EPL exposures. Training topics include, but are not limited to, Cal/OSHA program requirements, hazard inspections, accident investigation, forklift certification, driver training, sexual harassment, CPR certification, various workplace safety topics, and more.</p>
Policy/Program Development	<p>Can be provided on-site or virtually</p>	<p>Risk Control staff will provide guidance in the customization of policy templates or the revision of existing written safety program documents to meet the agency's needs.</p>
Driving Safety: Making Better Driving Decisions and Reducing Complacency Training	<p>Can be provided virtually or in person</p>	<p>This training will include a focus on loss cause drivers for the pool, as well as good defensive driving techniques. This program includes discussion, lecture, and video formats and is designed for drivers. This is a 2-hour training session and can be provided in-person or virtually.</p>
Temporary Traffic Control & Flagging Training	<p>Training session available</p> <p>3-4 hour/ training</p> <p>Can be provided in morning or afternoon</p>	<p>This training is required to all employees who engage in any form of traffic control of flagging operations. The training is based on the latest version of the CA Manual on Uniform Traffic Control Devices (CA MUTCD).</p>
On-Site Inspections	<p>Depending on the site or facility will depend on the duration.</p> <p>Typically, a few hours and done in person</p>	<p>On-Site inspections of facilities or corporate yards will focus on offices, storage rooms, bathrooms, building exteriors, kitchen/break rooms, interior work areas, machine shops equipment storage material storage, chemical storage etc.</p>
Sidewalk Maintenance Program and Awareness Training Resources	<p>Consultative assistance to review and update policies and programs</p>	<p>Sidewalk Inspection and Maintenance Program and best practices</p> <p>Sidewalk Liability RM Best Practices</p> <p>Sidewalk Inspection and Maintenance</p> <p>Vendor: Precision Concrete Cutting Joseph Ortega jortega@dontgrind.com</p>

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

Program development and implementation

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

Safety training services

- Aerosol Transmissible Diseases (ATD)
- Bloodborne Pathogens
- Confined Space Awareness
- Defensive Driver
- Electrical Safety – Low Voltage
- Emergency Action Preparedness
- Ergonomics (Office & Industrial)
- Fall Protection
- Forklift Certification & Train-the-Trainer
- Hazard Communication
- Hearing conservation
- Heat Illness Prevention
- Injury & Illness Prevention Program
- Ladder Safety
- Lockout/Tagout
- Mobile Elevated Work Platforms
- Playground Inspection & Maintenance
- Personal Protective Equipment
- Respiratory Protection
- Sidewalk Liability
- Temporary Traffic Control & Flagging
- Trailer Safety
- Wildfire Smoke
- Workplace Violence

Additional onsite services

- Hazard Inspections
- Ergonomic Evaluations (Office & Industrial)
- Playground inspections by Certified Playground Safety Inspectors
- Safety Committee Development

IMPORTANT NOTE: NCCSIF 2023/24 program year ends June 30, 2024. You must reach the Risk Manager to schedule services *no later than May 1, 2024*, to ensure delivery before the end of the program year.

Risk control website resources

Members have 24/7 access to the Sedgwick Risk Control website at: riskcontrol.sedgwick.com



What's New

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

Safety Communications – Information for managers on regulations
Cal/OSHA Serious Injury Reporting, eff. 1/1/2020
FMCSA Drug and Alcohol Clearinghouse, eff. 1/26/2020
Ergonomics – Back Injury Prevention Training Resources

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

Regulatory updates and training publications – Over 300 publications have been developed to assist members with Cal/OSHA compliance and liability best practices.

On-Line Streaming Safety Videos – Over 400 safety training titles available on-demand. This service has allowed members to deliver brief safety trainings or tailgate sessions.

Sample Programs, forms, and checklists – Sample programs available for members to use; many of the programs include a development guide. In addition, there are several forms and checklists available.

Webinars – Sedgwick’s Risk Control team regularly develops pertinent safety webinars. Members are invited to attend live sessions or can view recorded webinars.

Additional Services

Resource	Description	Contact/Links
Cal/OSHA Basic Information	Basic OSHA information including electronic reporting requirements and information on the Injury Tracking Application (ITA) an online portal OSHA requires CA employers use to report injury and illness data	Cal/OSHA Report Accident or Injury Cal/OSHA Log 300 Reporting Injury Reporting Site
Lexipol	Public safety policies, training, grant assistance, news, and analysis	Lexipol Site
PRISM Risk Control Resources	<ul style="list-style-type: none"> List of risk control services and programs Risk Control services specifically for peace officers 	PRISM Risk Control Menu of Services & Partner Programs PRISM Risk Control Services for Peace Officers
Cyber Risk Management Resources Beazley Breach Solutions Risk Management Portal (APIP Members only)	www.beazleybreachsolutions.com Please reach out to Jenna Wirkner (Jenna.Wirkner@alliant.com) (to get connected to the site. At a minimum, we will need the person's name, the name of their corresponding organization, and their work-issued email addresses (personal email addresses won't work).	The Portal contains a lot of useful cyber risk management information, including best practices, training, response plans, tabletop exercises, and what to do before, during and after a cyber-attack.
Sewer Risk Management	DKF Solutions Group, LLC David Patzer Office: 707.373.9709 Email: dpatzer@dkfsolutions.com Website: http://www.dkfsolutions.com	Free sewer risk management resources for NCC members and residents https://www.besewersmart.com
Sidewalk Repair Services	Precision Concrete Cutting www.dontgrind.com Katrina Lynch (916) 847-7346 Klynch@dontgrind.com Joseph Ortega jortega@DontGrind.com	<i>Master contract with NCCSIF – no need for your own</i>

Member Services

User Guidelines

NCCSIF Risk Control services include a variety of services such as, training, inspections, assessments, and program development efforts. Each member has a designated number of days of service for the current program year. Members are encouraged to use their designated allowance within the program year.

The list of service options is provided for the program year. The time required to deliver each service option is available for planning purposes. Members may combine service offerings, as needed, to fill a service day. Many of the services can be provided on-site or virtually. Members are encouraged to use their allotted service days in two consecutive day increments when selecting on-site services.

Service day

Service days are normally delivered Monday through Friday, 8:00 a.m. to 5:00 p.m. Requests for Saturday service are considered on a case-by-case basis when staff and equipment are available.

On-Site Services

On-site services and training sessions are delivered in full-day increments. Half-Day trainings can be completed in one working day in a morning and afternoon session to utilize a single service day.

Virtual Services

Training sessions delivered virtually can be provided in half-day increments. Virtual training will be recorded and made available to the members.

Service & Scheduling Requests

All service requests are made through the Risk Control Manager. All efforts will be made to accommodate requests based on staff availability.

Members may contact the Risk Control Manager throughout the year to schedule services or may set their desired training timeframe at the beginning of the program year. NCCSIF will send out periodic reminders to members and their risk control contacts to remind them to schedule services.



ERGONOMIC EVALUATION REQUEST FORM

Northern California Cities Self- Insurance Fund (NCCSIF) is pleased to offer ergonomic evaluation services. Sedgwick is the risk control service partner to NCCSIF and conduct the evaluation. If you have any questions, please reach out to Shane Baird: shane.baird@sedgwick.com.

Member Entity Name: _____ **Today's Date:** _____

Your Name: _____ **Phone:** _____

Your Email Address: _____

Employee Contact Information

*Please include pictures of your workstation.

Employee Name: _____ **Job Title:** _____

Email Address: _____ **Phone Number:** _____

Employee Work Site Address: _____

Employee Work Hours: _____

Date Ergo Evaluation Needed by: _____

Please provide a reason for the ergonomic evaluation request: (explain employee symptoms or workstation issues).

(If additional room is needed, please attach separate sheet.)

Please e-mail the completed form to: Shane Baird shane.baird@sedgwick.com or (661) 619-3520

NCCSIF Program Administrators:

Marcus Beverly Marcus.Beverly@alliant.com or Jenna Wirkner Jenna.Wirkner@alliant.com



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 19, 2023**

Agenda Item F.3.

FY 22/23 RISK CONTROL SERVICE PLAN

INFORMATION ITEM

ISSUE: Shane Baird from Sedgwick Risk Control will provide the Risk Management Committee with the risk control service plan for the remainder of FY 23/24.

Member Services:

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

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

Focused Risk Assessment Action Items

Conduct biennial risk management program assessment for each member including discussion on member's specific needs, development of action plans, and review of the available risk control resources. Services include a self-assessment reporting tool that each member can complete "on their own time", on-site inspections, interviews with staff, and report writing. Maintain and update the member's progress and program scorecard throughout the year.

Safety Program Review and Development

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

Ergonomic Evaluations

Provide office ergonomic evaluations upon request, conducted in person or virtually.



**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 19, 2023**

Agenda Item F.3. *continued*

Training

Coordination of member training services and provision of regional trainings (training may be virtual or in person events). Training events are being planned for the program year but include the following:

1. Sidewalk Liability Management
2. Fostering Resilience – Making it Your Own
3. Stormwater and Sewer Risk Management
4. Sexual Abuse and Molestation Liability
5. Motivate and Lead

EAP and Management Training

Staff is working with ACI Specialty Benefits, 34th Street Consulting and others to deliver virtual training events on topics addressing management, communication, stress, wellness, diversity, equity, inclusion, ethics, and harassment. ACI Specialty Benefits sessions will be recorded and posted on the NCCSIF website.

Additional Services and Resources

- Unlimited phone and email consultation with the NCCSIF Risk Control Manager
- Coordination support for members to request grants from the NCCSIF Cash for Safety Culture Risk Management Fund
- Access to the resources on the Sedgwick Risk Control website: <http://riskcontrol.sedgwick.com>
 - ***On-line Streaming Videos*** - Members have access to over 400 on-line streaming videos to help comply with OSHA and other regulatory training requirements. Sedgwick-produced videos are also developed on key safety topics.
 - ***Safety Publications*** - Sedgwick Risk Control has developed customized safety publications that provide guidance on Cal/OSHA regulatory requirements and industry Best Practices. The publications are written in an interesting and informative manner, nicely designed, and ready for distribution.
 - ***Sample Programs, Forms, and Checklists*** - Up to date sample safety programs, forms, and checklists are available in a streamlined, yet comprehensive manner. These documents are in Word or Excel format so that they can be easily customized by each member.

FISCAL IMPACT: None expected from this item.

RECOMMENDATION: Information Only – review and provide feedback and direction.

ATTACHMENTS: None



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 19, 2023**

Agenda Item F.4.

CASH FOR SAFETY AWARDS RECOGNITION 22/23

ISSUE: The Program Administrators received nominations for the “Cash For Safety Culture” program awards which were voted on and approved by the Board of Directors at the June meeting.

Cash prizes were awarded for the “Most Outstanding” submission (\$5,000), an “Outstanding” submission (\$3,000) and a “Good” submission (\$2,000).

- City of Dixon, Most Outstanding
- City of Yuba City, Outstanding
- Town of Paradise, Good

RECOMMENDATION: None - information only.

BACKGROUND: The program is designed to recognize and reward members for promoting a positive safety culture within their organization. Members are encouraged to identify risks within their organizations, develop an idea or solution to reduce the risk, and describe the results. The award criteria will be based on proactive/innovative safety solutions that were implemented by the member and improved employee safety or reduced risk exposures.

ATTACHMENT(S): None.



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 19, 2023**

Agenda Item F.5.

POLICE RISK MANAGEMENT COMMITTEE UPDATE

INFORMATION ITEM

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

November 3, 2022 – John Carli, Retired Police Chief presented on *Fortifying Personal Wellness & Strengthening Organizational Resilience*.

There are no shortages of challenges facing leaders in today's volatile environments. Political pressures and community expectations frame strategic objectives which drive organizational agendas. Law enforcement leaders are exposed to very high levels of stress and trauma. Attendees will learn how these stressors affect police organizations and first responder families. This interactive presentation will assist you in becoming trauma-informed, preparing you for the impact that is inherent in the role of leadership, and help you serve as change agents to improve the health and wellness of officers, and lead the way to building organizational resilience.

February 2, 2023 - Bruce Kilday of Angelo, Kilday, and Kilduff presented a legal update on the many new California laws affecting police agencies including:

- AB 485 - Hate Crime Reporting
- AB 655 - California Law Enforcement Accountability Reform Act
- AB 1475 - Low. Law Enforcement: Social Media
- AB 2229 - Bias Evaluation
- AB 2644 - Minor Custodial Interrogation
- AB 2773 - Reason for Stop
- SB 960 - Citizenship
- SB 1359 - Vehicle Registration

May 4, 2023 – Gary Hughes has been employed with Butte-Glenn Community College, as an instructor with the Law Enforcement Academy, for the past twenty-eight years. Twelve years ago, he became an instructor for the P.O.S.T. Emergency Vehicle Operation Course referred to as EVOC. The last three years, Gary has been the Lead Instructor. Safely operating a patrol vehicle is a timely and growing issue in the law enforcement community. Research indicates that the collision rate among law enforcement drivers is 2.5 times higher than the rest of the driving population. Most collisions involving law enforcement vehicles occur during normal or routine driving conditions, and many are



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 19, 2023**

Agenda Item F.5. continued

preventable. Because of the nature and demands of their jobs, law enforcement drivers need to have a high level of driving skill, awareness, self-control, emotional maturity, accurate perception of his or her driving abilities and the knowledge to successfully apply those driving skills to specific situations.

During this session, Gary Hughes, Tactical Driving Instructor from Butte College reviewed EVOC perishable driving skills, legal updates pertaining to vehicle pursuits, and changes on the horizon.

August 3, 2023 – Mandy Nice Lexipol’s Strategic Wellness Director serves as Chair of the International Association of Chiefs of Police (IACP) Officer Safety and Wellness Section Physical Wellness Committee. She presented *Masterclass: Law Enforcement Wellness Programs, Design and Implementation Strategies for Maximum Success*. Practical, **evidence-proven best practices** that agencies can use to build and sustain wellness program success. The physical wellness strategies you’ll learn will equip you to **measurably reduce officer injury** risk while increasing their physical strength and resilience. The **mental wellness strategies** shared will show you how to **help officers transform stress into strength**. A brief overview of the cutting-edge technology that you can use to support officer wellness success will also be shared. Employees are an agency’s most valuable resource, and this session will equip you to take great care of them so that they can take great care of the communities they serve.

RECOMMENDATION: None - information only.

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

ATTACHMENT(S): None.



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 19, 2023**

Agenda Item F.6.a.

RISK MANAGEMENT POLICY – SPECIAL EVENTS RISK MANAGEMENT

ACTION ITEM

ISSUE: The Program Managers are undertaking a review of NorCal Cities Policies and Procedures and making recommendations as appropriate. The current recommendation is to revise the recommend limit for Special Events to \$2,000,000 per occurrence, or more depending on the risk. In certain circumstances and for certain exposures a member may have to accept a \$1,000,000 limit.

RECOMMENDATION: Review and recommend the Best Practices as presented or revised.

FISCAL IMPACT: No fiscal impact is expected from this item.

BACKGROUND: NorCal Cities has four sets of Policies and Procedures: Administration, Risk Management, Liability and Workers' Compensation. The Risk Management policies were expanded in 2016. Other polices for Work Comp and Liability have been updated within the last 4-5 years. The Administration policies have been expanded in the last few years to add an Underwriting Policy, with others relating to funding and claims procedures updated in the last 2-3 years. However, there are other policies, mostly administrative, that have not been reviewed in the last five years and will be brought to the appropriate committees for review.

ATTACHMENT(S): RM-16: Special Events Risk Management



RISK MANAGEMENT POLICY AND PROCEDURE #RM-16

SUBJECT: SPECIAL EVENT RISK MANAGEMENT

1.0 Policy

It is the policy of the Northern California Cities Self Insurance Fund (NCCSIF) to prudently manage its programs to minimize the frequency and severity of losses incurred by its members. We will achieve this by recommending members implement a risk management program that utilizes the operational best practices provided herein.

2.0 Scope

This Policy applies to all members of NCCSIF.

3.0 Objective

Provide a process to effectively identify, analyze and manage risks related to special events.

4.0 Criteria

The following Best Practices are used to assess member achievement in addressing the risks associated with special events.

Approved By Board of Directors: June 14, 2018

Revised: TBD



Special Events Risk Management	
Each City has a comprehensive special event risk management program to include risk identification and appropriate risk transfer, control and mitigation techniques.	
	There is a written process and application in place for third parties to use city facilities or hold events on public property, including classes, meetings, weddings, banquets, outdoor markets, block parties, parades, and similar events.
	A written contract and/or permit is required for any special event that includes an agreement to defend, indemnify, and hold harmless the city, its officials, agents and employees from any and all claims arising from or connected to the special event.
	Where appropriate, the third party is required to provide proof of liability insurance and additional insured endorsement in favor of the city, its officials, agents and employees for any covered claims arising from the event. The city uses NCCSIF's recommended insurance specifications, with limits of at least \$1 million per occurrence, increasing with the level of risk, with at least \$5 million dedicated limit for any fireworks display or demonstration. <u>Coverage should include liquor liability if event involves the sale of alcohol. For all other Special Events, limits of at least \$2 million per occurrence are recommended. Special exceptions can be granted, on a case by case basis, in the event of a low-risk event where the vendor only has \$1M per occurrence.</u> Coverage includes liquor liability if event involves the sale of alcohol.
	Special events requiring road closures include a traffic management plan that is approved by a qualified engineer delegated such authority by the city.
	Participants in City-sponsored special events involving risk of injury, including sporting activities, are required to sign waivers before participation.



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 19, 2023**

Agenda Item F.6.b.

RISK MANAGEMENT POLICY – ERGONOMICS

ACTION ITEM

ISSUE: The Program Managers are undertaking a review of NorCal Cities Policies and Procedures and making recommendations as appropriate. The current recommendation is to approve a new Risk Management Policy related to ergonomics.

The Program Managers and Loss Control Consultant have drafted the attached Policy RM20 – Ergonomic Risk Management, for review, discussion, and approval. The policy was drafted after a Risk Management Committee recommended the attached form for requesting ergonomic assessments and has been recommended by the Executive Committee.

These assessments are a popular request and very necessary to assess and prevent workplace injuries and claims for repetitive stress, back, neck and shoulder pain. A program to minimize such injuries is also required of employers per the CA Code of Regulations, Title 8 §5110 Repetitive Motion Injuries, referenced in the draft policy. The program “shall include a worksite evaluation, control of exposures which have caused RMIs and training of employees”.

RECOMMENDATION: Review and recommend the Best Practices as presented or revised.

FISCAL IMPACT: No fiscal impact is expected from this item.

BACKGROUND: NorCal Cities has four sets of Policies and Procedures: Administration, Risk Management, Liability and Workers’ Compensation. The Risk Management policies were expanded in 2016. Other policies for Work Comp and Liability have been updated within the last 4-5 years. The Administration policies have been expanded in the last few years to add an Underwriting Policy, with others relating to funding and claims procedures updated in the last 2-3 years. However, there are other policies, mostly administrative, that have not been reviewed in the last five years and will be brought to the appropriate committees for review.

ATTACHMENT(S):

1. RM20 - Ergonomic Risk Management Draft
2. Ergonomic Evaluation Request Form
3. Risk Management Policies – Table of Contents

RISK MANAGEMENT POLICY AND PROCEDURE #RM-20

SUBJECT: ERGONOMIC RISK MANAGEMENT BEST PRACTICES

1.0 Policy

It is the policy of the Northern California Cities Self Insurance Fund (NCCSIF) to prudently manage its programs to minimize the frequency and severity of losses incurred by its members. We will achieve this by recommending members implement a risk management program that utilizes the operational best practices provided herein.

2.0 Scope

This Policy applies to all members of NCCSIF.

3.0 Objective

Provide a process to effectively identify, analyze and manage risks related to ergonomics.

4.0 Criteria

The following Best Practices are used to assess member achievement in addressing the risks associated with ergonomics.

Approved by Board of Directors – pending

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



ERGONOMIC EVALUATION REQUEST FORM

Northern California Cities Self- Insurance Fund (NCCSIF) is pleased to offer ergonomic evaluation services. Sedgwick is the risk control service partner to NCCSIF and conduct the evaluation. If you have any questions, please reach out to Shane Baird: shane.baird@sedgwick.com.

Member Entity Name: _____ **Today's Date:** _____

Your Name: _____ **Phone:** _____

Your Email Address: _____

Employee Contact Information

*Please include pictures of your workstation.

Employee Name: _____ **Job Title:** _____

Email Address: _____ **Phone Number:** _____

Employee Work Site Address: _____

Employee Work Hours: _____

Date Ergo Evaluation Needed by: _____

Please provide a reason for the ergonomic evaluation request: (explain employee symptoms or workstation issues).

(If additional room is needed, please attach separate sheet.)

Please e-mail the completed form to: Shane Baird shane.baird@sedgwick.com or (661) 619-3520

NCCSIF Program Administrators:

Marcus Beverly Marcus.Beverly@alliant.com or Jenna Wirkner Jenna.Wirkner@alliant.com



POLICIES AND PROCEDURES

TABLE OF CONTENTS

P & P NUMBER	SUBJECT	LAST REVISION	TYPE
RM-1	Risk Management Policy and Framework - <i>Sample Risk Management Policy Resolution</i> - <i>Sample Risk Management Administrative Policy (City of Belvedere)</i>	12/08/2016	Mandatory
RM-2	Driving Standards	6/22/2023	Mandatory
RM-3	Sidewalk Inspection and Maintenance - <i>Sample Program (City of Livermore)</i> - <i>Sample Property Owner Notice Letter</i>	11/19/2015	Advisory
RM-4	Use of Public Facilities -Insurance Requirements - <i>Attachment: Hazard Classes</i>	10/20/2022	Advisory
RM-5	Employment Liability Best Practices - <i>Sample Policy and Complaint Procedure Against Harassment, Discrimination, and Retaliation</i>	12/08/2016	Mandatory*
RM-6	Approval of Coverage for Skateboard Parks - <i>Exhibit A: Skatepark Sign Oregon</i>	12/19/2008	Mandatory
RM-7	Aquatics Programs	06/09/2016	Mandatory
RM-8	Development and Operation of Bicycle Parks	10/24/2003	Mandatory
RM-9	Sewer Overflow and Backup Response - <i>Sample Backflow Prevention Device City Ordinance (City of Nevada City)</i>	11/19/2015	Advisory
RM-10	Risk Management Committee Composition and Duties	12/14/2017	Mandatory
RM-11	Review of Member Risk Assessments and Compliance with Recommendations	12/08/2016	Mandatory
RM-12	Risk Management Reserve Program	11/19/2015	Optional
RM-13	ADA Compliance and Transition Plans	11/19/2015	Mandatory
RM-14	Urban Forest Management - <i>Sample Tree Ordinance (City of Rocklin)</i>	06/09/2016	Mandatory

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



POLICIES AND PROCEDURES

TABLE OF CONTENTS

P & P NUMBER	SUBJECT	LAST REVISION	TYPE
RM-15	Vehicle Use and Operations	12/08/2016	Mandatory
RM-16	Special Events Risk Management	06/14/2018	Mandatory
RM-17	Volunteer Risk Management <i>- Sample Volunteer Release Form</i>	12/14/2017	Mandatory
RM-18	Wildfire Risk Management	12/15/2022	Advisory
RM-19	Cyber Liability Best Practices	12/15/2022	Advisory
<i>RM-20</i>	<i>Ergonomic Injury Management- draft</i>	<i>TBD</i>	
RM-21	Park & Rec Risk Management	6/22/2023	Advisory



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 19, 2023**

Agenda Item F.7.

**RISK MANAGEMENT
TRAINING CALENDAR AND MATRIX**

INFORMATION ITEM

ISSUE: Members will receive an overview of the Employee Training Matrix and NorCal Cities Training Calendar. Members are asked to discuss additional training topics for 23/24.

23/24 NorCal Cities Training Calendar

- Managing Sidewalk Liability (Webinar)
- Sewer Summit (Webinar)
- Law Enforcement Training Day (Rocklin Event Center)
- Risk Management 101 (Webinar)
- AMVP v. APIP (Webinar)
- Insurance Requirements in Contracts (Webinar)
- Heat Illness Prevention (Webinar)
- Flagger Training (Regional)
- Aquatic Risk Management (Webinar)
- Playground Safety Inspection Training (Regional)

RECOMMENDATION: None - information only.

BACKGROUND: None.

ATTACHMENT(S):

1. Employee Training Matrix
2. 34th Street Consulting Training Catalog
3. NorCal Cities Training Calendar

 EMPLOYEE SAFETY TRAINING MATRIX	Training Frequency	Section Reference Ca/OSHA	Administration	Fire	Parks Maintenance	Police	Public Works	Recreation Community Service	Water/Waste Water
Aerial Devices	I/(3yr)	3646, 3648		X	X		X		X
Aerosol Transmissible Diseases	I/A	5199		X		X			
Asbestos Awareness	I/A	1529, 5208		X			X		X
Battery Handling & Maintenance	I	5185			X		X		X
Bloodborne Pathogens	I/A	5193		X	X	X	X	X	X
Compressed Gas Safety	I	3301, 3304		X	X		X		X
Confined Space Entry	I/U	5157, 5158		X			X		X
Defensive Driving (staff who drive while at work)	I	3203	X	X	X	X	X	X	X
Electrical Safety	I	2299 - 2974		X	X		X		X
Emergency Action/Fire Prevention	I/U	3220, 3221	X	X	X	X	X	X	X
Emergency Eye Wash	I	5162		X	X		X		X
Equipment Operation Safety (department specific)	I/U	Title 8 Index	X	X	X	X	X	X	X
Ergonomics - Office	I	5110	X	X	X	X	X	X	X
Ergonomics – Back Safety	I	5110	X	X	X	X	X	X	X
Excavation/Trenching/Shorting	I	1540			X		X		X
Fall Protection	I	1670	X	X	X	X	X	X	X
First Aid/CPR (designated staff)	I/C (2yr)	3400	X	X	X	X	X	X	X

Training Frequency: I – Initial Exposure/New Employee A – Annual U – Update/Change C – Certification



**EMPLOYEE SAFETY
TRAINING MATRIX**

	Training Frequency	Section Reference Ca/OSHA	Administration	Fire	Parks Maintenance	Police	Public Works	Recreation Community Service	Water/Waste Water
Forklift	I/C (3yr)	Article 24		X	X		X		X
Hazard Communication/Hazardous Waste	I/U	5194		X	X	X	X	X	X
Hearing Conservation	I/A	5095		X	X		X		X
Heat Illness Prevention	A-Spring	3395		X	X	X	X	X	X
Heavy Equipment Operations	I/U	1590 - 1596		X	X		X		X
Injury & Illness Prevention Program	I/U	3203	X	X	X	X	X	X	X
Ladder Safety	I	3276	X	X	X	X	X	X	X
Lead Awareness	I/A	5216		X	X		X		X
Lockout/Tag Out	I/U	3314		X	X	X	X		X
Machine Shop Safety	I	3940		X	X		X		X
New Employee Safety Orientation/Specific Job Hazards	I	3203	X	X	X	X	X	X	X
Outdoor Hazards (plants, animals, insects)	A-Spring	3203		X	X		X	X	X
Personal Protective Equipment Requirements (PPE)	I/U	3380, 3385		X	X	X	X		X
Pesticide Use Safety	I/U	5194			X				X
Respiratory Protection	I/A	5144		X	X	X	X		X
Rigging/Hoisting	I	5006		X	X		X		X
Supervisor Safety Training (designated employees)	I/U	3203	X	X	X	X	X	X	X

Training Frequency: I – Initial Exposure/New Employee A – Annual U – Update/Change C – Certification

 EMPLOYEE SAFETY TRAINING MATRIX	Training Frequency	Section Reference Cal/OSHA	Administration	Fire	Parks Maintenance	Police	Public Works	Recreation Community Service	Water/Waste Water
Tools – Hand & Power (department specific)	I/U	Article 20		X	X	X	X	X	X
Traffic Control & Flagger Training	I	1599			X	X	X		X
Tree Work	I	3421			X		X		X
Welding & Cutting Safety/Fire Watch/Hot Work	I	4799, 4848		X			X		X
Workplace Violence	I	3203	X	X	X	X	X	X	X

This employee training matrix has been developed to assist you with the preparation and implementation of an effective Employee Safety Training Program. Each subject contains links to applicable Cal/OSHA regulations. The matrix identifies potential training opportunities. Depending on actual hazards and exposures it may be necessary to provide additional training not listed in this matrix. The Cal/OSHA Safety and Health Training website contains specific requirements and additional training tools.

http://www.dir.ca.gov/dosh/dosh_publications/TrainingReg.htm

The Cal/OSHA Title 8 A-Z Browse Index is a valuable tool to research applicable regulations.

<http://www.dir.ca.gov/title8/index/T8index.asp>

This training information is presented as a sample. It is based on information considered reliable, but we cannot assure its effectiveness or that all potential hazards are addressed. This information does not ensure compliance with federal, state, or local regulations. For questions or additional information, feel free to contact Enriqueta Castro, BRS Risk Control Manager @ 800-541-4591, ext. 4614 or email hcastro@brsrisk.com.



Training Frequency:	I – Initial Exposure/New Employee	A – Annual	U – Update/Change	C – Certification
---------------------	-----------------------------------	------------	-------------------	-------------------



34th Street Consulting
SOLUTIONS FOR WORKPLACE RELATIONSHIPS



PUBLIC AGENCY TRAINING

34TH STREET TRAINING CATALOG

2023 / 2024

Table of contents

Philosophy & Vision	1
Conflict Resolution Consulting	2
About the Catalog	3
Modules & Most Popular Trainings	4
Session Descriptions <i>(Alphabetically listed)</i>	6
Compliance Session Descriptions	17
Leadership Team Bios	18
Contact Information	19

Our Philosophy

Public agencies face the unique challenge of being community servants and leaders. At 34th Street we understand the weight and privilege of that responsibility. We have trained thousands of public agency employees, with essential, practical and innovative strategies for successful workplace relationships. Using our comprehensive training curriculum, immersive participatory process, and three pillars of focus (integrity, relationships, service) we tailor our training content to your unique context. Your employees will walk away feeling empowered to create sustained positive change.

We offer sessions in a variety of formats and lengths. The most common session timeframe is 2-3 hours. We always customize the scope to the needs of the public agency with whom we're partnering and offer specialized pricing based on the volume of the trainings provided. **We do not want anyone to miss out on the opportunity to improve workplace relationships because of cost.** Send us an email to see how we can work together.

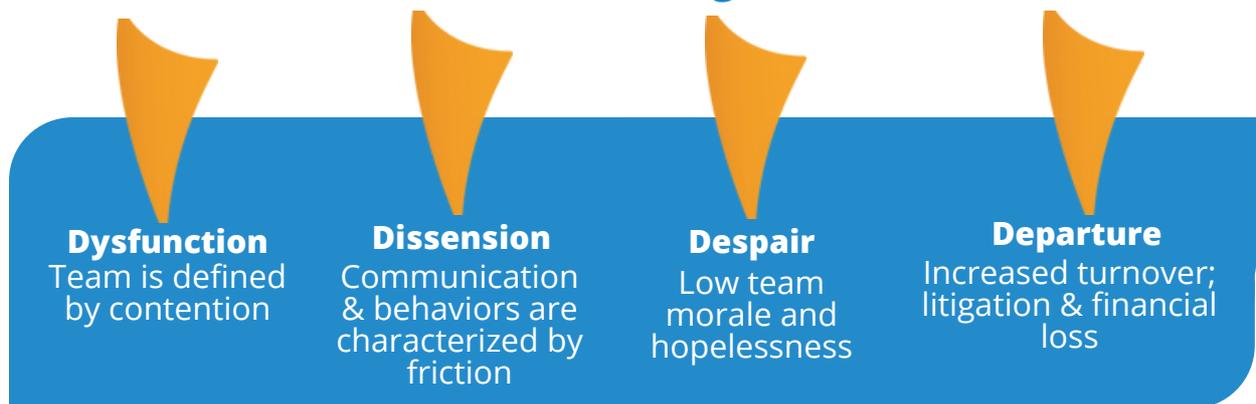
PRICING: (Pricing Per Session)

2 Hour Sessions	3 Hour Sessions
1-4 Sessions \$2500	1-3 Sessions \$3000
5-9 Sessions \$2250	4-9 Sessions \$2750
10+ Sessions \$1950	10+ Sessions \$2450

The Wedge:

Conflict Resolution & Effective Communication Consulting

Harmful Conflict drives wedges into relationships.
Unaddressed wedges create:

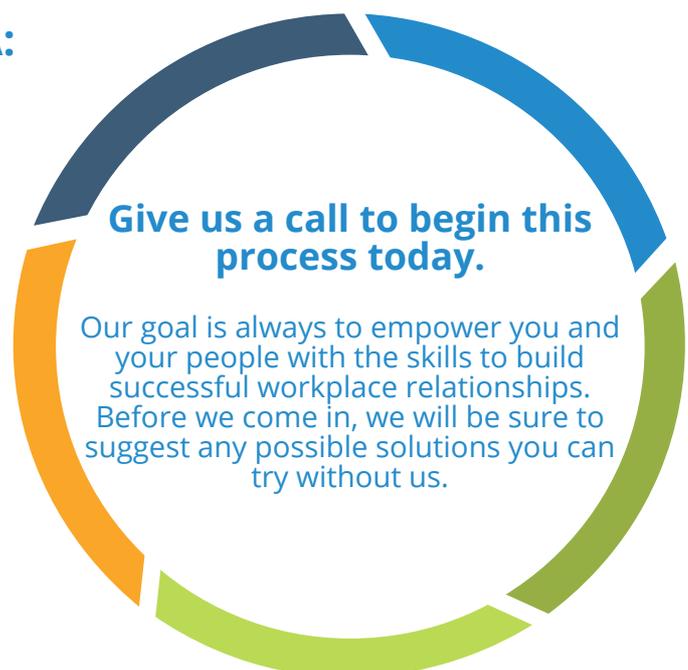


Conflict is Universal, but Wedges don't have to be.

If you have an entrenched conflict within your agency affecting team dynamics, productivity or workplace relationships we can help.

We are not mediators where everyone must compromise. We are systems thinkers. We use our evidence-based, research backed Wedge Removal Formula combined with our tried and true proprietary solutions to remove wedges and create sustained positive change.

WEDGE REMOVAL FORMULA:



About the Catalog

Training is tailored to your needs.

Therefore, sessions can be provided individually, grouped together in a series, facilitated in a workshop/retreat format, presented virtually, etc.

Our team has trained in every format and context possible to agencies nationwide.

This catalog presents our training sessions in two ways:

TRAININGS ARE GROUPED BY LEARNING MODULES

If you are looking for a way to provide ongoing, in-depth training on a particular topic these modules are focused on developing a particular skillset through several interrelated sessions.

TRAININGS ARE LISTED INDIVIDUALLY ALPHABETICALLY

Following the modules you will find a list of our most popular sessions. You will find the session description, objectives and suggested duration. Many of our clients like "build their own bundle" from the list provided. (However bundling session is not necessary and each can be purchased individually.)

Learning Modules



ALL BUNDLES ARE
ADAPTABLE TO YOUR
AGENCY'S TIME
CONSTRAINTS AND
BUDGET

TRUST

Trust has inherent power. Trust fuels cooperation which produces an effective, cohesive and successful agency. Without it an agency pays the price in stress, poor service, and conflict. We focus on building and rebuilding trust as the foundation upon which an agency can build to achieve their goals.

SESSION TITLES:

Harnessing the Power to Lead: Building and Rebuilding Trust
Decision Making and Problem Solving
Extreme Ownership

COMPREHENSIVE LEADERSHIP

These training sessions provide extensive knowledge, understanding and coaching to learn skills, strategies and practical application for immediate implementation to optimize relationships and maximize individual potential. These trainings can be for leaders by title or prospective leaders.

SESSION TITLES:

Understanding your Role: Leader vs. Manager
The Unwritten Rules of Leadership: Leadership Fundamentals
Leveraging Leadership
Critical Conversations
Extreme Ownership
Harnessing the Power to Lead: Building and Rebuilding Trust
Decision Making & Problem Solving
Power and Influence
Maxims of Change: Four Keys to Positive Sustained Change

PEOPLE MANAGEMENT

The greatest investment an organization can make is to invest in its people. This bundle gives leaders the skills needed to effectively lead those they supervise while also giving them the capacity to develop future leaders.

SESSION TITLES:

Power and Influence
Critical Conversations
The Wedge: A Simple Metaphor to Improve all your Workplace Relationships
Becoming a Master Communicator:
Effective communication strategies, decoding nonverbal communication and Best practices
Effectively Leading a Generationally Diverse Workforce
Professional Development as the Optimal Tool for Performance Management
Revitalizing a Resilient Workforce (Mitigating Burnout)
Effectively Managing a Hybrid Workforce

Learning Modules (Cont.)



EFFECTIVE CUSTOMER SERVICE

Effective customer service is essential for all agencies and allows them to more effectively execute their jobs. In this bundle, we focus on teaching employees skills to help them navigate conflict, interact with all stakeholders successfully and how to implement these skills in stressful situations.

SESSION TITLES:

Becoming a Master Communicator: Effective communication strategies, decoding nonverbal communication and Best practices
Customer Service for Public Agencies
De-Escalation: Strategies to Build Customer Trust

EFFECTIVE EMPLOYEE TOOLBOX

This bundle focuses on empowering employees with the skills and training to help them be more effective and increase productivity. These sessions can be combined and tailored to fit your needs.

SESSION TITLES:

Becoming a Master Communicator: Effective communication strategies, decoding nonverbal communication and Best practices
The Wedge: A Simple Metaphor to Improve all your Work Relationships
Decision Making & Problem Solving
Achieving Outcomes: How to Set, Keep and Achieve Strategic Goals

COMPLIANCE

These sessions are updated continuously to meet the requisites of compliance training. We provide engaging educational sessions without losing the seriousness of the subject matter.

SESSION TITLES:

Workplaces that Work for all of Us: A Harassment Prevention Session
(meets requirements for AB 1825 for managers and supervisors, SB1343 for non-supervisory personnel, and AB 1661 for local agency officials.)
Preserving the Public Trust: Ethics for Public Entity Officials
(meets requirements for AB1234)

EFFECTIVELY LEADING TEAMS

What's the common thread amongst ALL effective teams? Effective leaders. This bundle focuses on giving leaders the skills and confidence they need to maximize team productivity, capitalize on potential, and optimize team relationships for success.

SESSION TITLES:

Harnessing the Power to Lead: Building and Rebuilding Trust
Leveraging Leadership
Critical Conversations
Extreme Ownership
Coaching/Leader vs. Manager
Effectively Leading a Generationally Diverse Workforce
Successful Workplace Cultures: Adaptable Communication and Conflict Resolution Strategies

Training Sessions & Descriptions

ACHIEVING OUTCOMES: HOW TO SET, KEEP AND ACHIEVE STRATEGIC GOALS

Description: The process required to effectively set, keep and achieve goals is a skillset, it is rarely an innate gift. Frequently it takes years of trial and error to perfect a system of success, sadly often at the detriment of the organization's effectiveness. Some may find it easy to identify key goals but the technical breakdown into achievable steps eludes them, while others may simply feel overwhelmed with where to start despite a clear vision of where they want to go. This session focuses on the skillset required to be a leader not only with vision, but execution. Participants will learn the needed skills and strategies to translate the agency vision into achievable outcomes that move the team forward whether they are setting goals individually or department wide.

Objectives: Organization Change, Team Alignment, Growth & Outcomes
Duration: 2-3 Hours

GOVERNANCE TRAINING: WHERE GOOD GOVERNMENT AND GOOD GOVERNANCE CONVERGE

Description: Elected and appointed officials operate at their highest and most effective level when they are focused on discharging their duties as a governance team member. The public expects their local government officials to stay within the bounds of their authority as they lead the City. This ensures that the creation of a predictable workplace culture for City employees. This also ensures that the immunities afforded members of the governance team are maintained.

Specifically, this session will cover the origins of power [that governance teams like the] City Council [and various commissions within the city] exercise. The people who grant them such authority remain in charge and do not yield their sovereignty. This session will review some aspects of transparency laws, the importance of maintaining the public trust, and the importance of staying within the bounds of established municipal codes and state and federal law.

Finally, this session focuses on principles of leadership and the value of effective delegation to a City leadership team charged with executing the vision of the governance team.

Objectives: Governance, Leadership, Immunity, Council/Manager form of government
Duration: 2 Hours

Session Descriptions (Cont.)

BECOMING A MASTER COMMUNICATOR: EFFECTIVE COMMUNICATION STRATEGIES, DECODING NONVERBAL COMMUNICATION AND BEST PRACTICES

Description: A common characteristic found in great teams and relationships is fundamentally sound communication. This session focuses on the foundations of good communication--what, how, and when to use them, and the importance of communication to solve workplace and relationship challenges. This session provides participants with tools to communicate their way to achievement, as well as empower people to respond to and address unwanted conduct at work. When a workforce is empowered with communication skills, there are very few things they cannot achieve.

Objectives: Healthy Communication, Building Relationships

Duration: 2-3 Hours

BELONGING: CREATING PSYCHOLOGICAL SAFETY, MANAGING A DIVERSE WORKFORCE & SUPPORTING THE TEAM

Description: Current research has revealed that most of the DEI programs of the last several decades are ineffective and yield few results. Traditionally programs focused on Diversity, Equity, and Inclusion (DEI) by addressing patterns of bias that created inequities in our culture, including our workplace environments. These efforts focused on groups that have been historically discriminated against.

Eliminating bias from our workplaces must be done using a broader holistic approach. This approach should include training and education, development of a team based on a Bias Elimination Plan (BEP), coaching and conflict resolution, and a plan for measuring results. These efforts are focused on all personnel, because all personnel should feel they belong.

It all begins with education sessions to develop a common objective for the organization. That objective is (1) that every employee deserves to feel like they belong and are an important part of the organization; and (2), every employee is entitled to authentic equal access to opportunities within the organization. The inherent challenge is educating every team member on the existence of bias in virtually every organization in the systems of hiring, advancement, work assignment distribution, and leadership opportunities. This session begins this process without placing blame or identifying participants as part of the problem. The DEB subject is approached positively with a focus on the future; because the future is all we can successfully change.

Objectives: Eliminating Bias, Equity Employment Practices, Culture,

Duration: 2-3 Hours

Session Descriptions (Cont.)

CRITICAL CONVERSATIONS: HOW TO NAVIGATE ESSENTIAL DIALOGUE WITH COWORKERS

Description: In our countless training sessions and consulting hours we have yet to find someone who truly wants to actively alienate everyone around them. Most individuals who enter public service are just the opposite, they honor the privilege to serve, relish the opportunity to grow and care deeply about all community stakeholders. Often this desire to contribute in a positive way to society also means they worry about the ramifications of tough conversations. Within this session we are focusing on the crucial conversations required to not only get the job done well, but maintain a sense of belonging, safety, and progress within the agency. Participants will learn methods to having candid conversations that foster growth and trust amidst team members, and strategies to support agency members' progress towards excellence.

Objectives: Growth, Change, Alignment, Effective Communication, Conflict Resolution

Duration: 2-3 Hours

CUSTOMER SERVICE FOR PUBLIC AGENCIES: STRATEGIES FOR SUCCESS

Description: Public agency employees are often the community members' first impression of the city, which makes customer service skills essential. Customer service is inextricably intertwined with being a public servant. Local businesses, residents, and community leaders often feel that because their tax dollars pay public servant salaries they have an unwritten contract that requires agency employees to be responsive to their needs. This session was designed with public agencies for public servants like yours. Building public trust and overcoming negative perceptions about public servants are the byproduct of effective customer service. Too many customer service sessions focus on broad principles without understanding the context public servants experience. This session will focus on providing participants with the necessary skills to improve the quality of customer service for both external and internal customers.

Objectives: Effective Communication, Increase Productivity, Quality Customer Service

Duration: 2-3 Hours

Session Descriptions (Cont.)

DE-ESCALATION: STRATEGIES TO BUILD CUSTOMER TRUST

Description: While we all want to have interactions with community members that are smooth, flowing and productive it is inevitable that we will face a "heated" situation fraught with frustration and anger. It is necessary to find a way to treat community members with respect and give them opportunities to be heard. That is where de-escalation strategies are a necessity. This session will focus on empowering you with the skills to transfer your sense of calm and genuine interest to the person you're interacting with so you can understand the root cause of the situation, and build trust with the individual. This session will be engaging, immersive and provide practical skills you need. Building public trust and overcoming negative perceptions about public servants are the byproduct of effective public servant customer service. You can walk away feeling confident that you know how to navigate a tough situation.

Objectives: Managing Difficult Customer Interactions, Customer Service, Conflict Resolution

Duration: 2.5-3 Hours

EMPOWERING PUBLIC AGENCIES: MASTERING THE ART OF DECISION MAKING & PROBLEM SOLVING

Description: Mastering the art of decision making and problem solving in the public sector is a delicate balance of transparency, critical thinking, and diplomatic process. This session will equip you with practical strategies and best practices to identify and solve tough challenges, foster innovation, and promote continuous improvement. Through engaging exercises and real-world case studies, we'll discuss critical thinking skills and gain the confidence necessary to lead through obstacles. Whether you are a manager, supervisor, or staff member, this training will provide you with the tools and insights you need to succeed in today's rapidly changing public sector environment.

Objectives: Critical Thinking, Trust, Problem Solving, Empowering Leaders

Duration: 2-3 Hours

Session Descriptions (Cont.)

EFFECTIVELY LEADING A GENERATIONALLY DIVERSE WORKFORCE

Description: If you've ever been confused by a coworker's statement and found yourself googling "what does ____ mean"--then this session was made for you. From boomer to zoomer we've all got our own unique lexicon, paradigm, and experience. We've entered a pivotal era of increased diversity, greater flexibility and shifting values. Many agency leaders come from a powerful generation that has created foundational success for the rising generation of millennial leaders and new Gen Z public servants. Agency productivity, unity, and success is contingent upon generations understanding and respecting one another's particular set of values. Participants will learn communication strategies that are unique to each generation. Discuss ways to bridge divisions and make connections. Participants can gain a clearer picture of not just working together, but excelling together.

Objectives: Making Generational Connections, Belonging, Communication
Duration: 1-2 Hours

EFFECTIVELY MANAGING A HYBRID WORKFORCE

Description: The Pandemic of 2020-2022 generated one of the greatest workplace paradigm shifts and social experiments in modern history. Almost overnight we removed millions of employees from the workplace and asked them to stay home, and work. The challenges associated with working from home are real and well-documented. Overcoming the work-from-home distractions, lack of in-person supervision, and bridging accessibility issues will provide needed support for employees. However, the greatest challenge for most remote employees is the isolation. It cuts against our very DNA and our need as humans to connect with one another. This session focuses on solutions to these challenges, and best practices for creating the optimal structure to help employees succeed in a remote environment. The session also includes a discussion on leadership qualities necessary in times of crisis to bring peace, security, and confidence to employees in uncertain times.

Objectives: Bridging the Gaps in Remote Cohesion, Adaptable Leadership, Trust
Duration: 2 Hours

Session Descriptions (Cont.)

FROM DUTY TO OWNERSHIP: EMPOWERING INDIVIDUALS TO "OWN" THEIR ROLES

Description: Increasing employees' accountability, cohesion and trust are vital elements of all agencies. This session focuses not only on the power of owning your role but also owning outcomes of your decisions this leads to more productive, effective, and innovative individuals and teams. Participants will study the mindset shift required to move from merely discharging their duties to becoming leaders who embrace success and failure alike. The session will provide ideas for techniques and systems to enhance accountability, build resilience, promote continuous improvement and foster humility. This session is geared towards every level of the organization, increasing ownership in individual team members means the collective enjoys a culture of growth, progress and safety.

Objectives: Leadership Development, Accountability, Effective Coaching, Trust
Duration: 2-3 Hours

HARNESSING THE POWER TO LEAD: BUILDING & REBUILDING TRUST

Description: This session focuses on the challenges of gaining and maintaining trust, as well as the ability to rebuild trust when necessary. This session will also focus on how trust is a precondition to organizational flexibility and adaptability. When employees focus on building trust, they create greater efficiency within the organization, and develop the fortitude and framework to make the difficult decisions and generate buy-in from leadership. Not only does this help within the organization, it also helps create more buy-in from the community which leads to more support, increased unity and greater success for all. There are three fundamental components to developing trust: building great relationships, utilizing good judgment, and being consistent and accountable. By discussing concrete strategies in these three areas, participants will be able to successfully navigate tough conversations with coworkers, earn the confidence of their colleagues and community stakeholders, and be viewed as a trusted team member by the organization's top leaders.

Objectives: Developing Trust, Creating Consistency, Conflict Resolution, Belonging, Agency Cohesion
Duration: 2-2.5 Hours

Session Descriptions (Cont.)

LEADING WITH PURPOSE: HOW TO LEAD WITH POWER & INFLUENCE

Description: This session is designed to equip public agency leaders with the knowledge and tools they need to lead with purpose, inspire teams, and support strong communities. Participants will explore the art of power and influence, learning how to leverage these tools to build trust, motivate others, and drive meaningful change. Throughout the session, participants will engage in interactive discussions and practical exercises designed to help them better understand their own strengths and weaknesses. They will learn how to build strong relationships, communicate effectively, and navigate complex organizational dynamics to achieve their goals. Participants will explore strategies for supporting and engaging team and community members.

Objectives: Leadership Development, Effective Communication, Relationship Development, Coaching

Duration: 2-3 Hours

LEVERAGING LEADERSHIP: UNLEASHING THE POTENTIAL OF INTROVERTS, EXTROVERTS, FEELERS, THINKERS, INFLUENCERS, AND MORE

Description: No personality type comes preprogrammed for the leadership fast track. Studies have tried to establish a correlation between successful leaders and personality types but there is no true relationship. Instead research has identified key characteristics, behaviors, and processes that create great leaders. In this session we will focus on self-awareness, emotional intelligence, and the numerous strengths different personality types possess that enhance leadership. Participants will learn how to leverage their own personal strengths and innate leadership styles to maximize their impact within their teams and the agency.

Objectives: Leadership Development, Effective Communication, Belonging

Duration: 2-3 Hours

Session Descriptions (Cont.)

MAXIMS OF CHANGE: FOUR KEYS TO POSITIVE SUSTAINED CHANGE

Description: Shifting a culture must be addressed at the foundational level for it to have lasting effect. Issues plaguing a workplace culture are removed at the root level to achieve sustained change. Anything less is a temporary band-aid approach. Creating sustained change in relationships and workplace culture requires use of these four maxims of change.

1. Walk the Talk - Credibility Maxim
2. Encourage Authentic Participation - Buy-In Maxim
3. Champion the Cause - Momentum Maxim
4. Encourage Accountability - Morale Maxim.

Any organization can achieve the change objectives they desire. This session will empower all participants to understand how to achieve sustained change to a more positive workplace culture, a culture defined by support and teamwork, for a culture of belonging.

Objectives: Change Management, Effective Communication, Relationships

Duration: 2-2.5 Hours

RESUSCITATE PERFORMANCE MANAGEMENT TO REVIVE YOUR TEAMS

Description: This session will focus on how to implement a process of regular Check-Ins with employees for the purpose of performance management. Check-ins serve to remind those good employees how great they are and how much we value them in our organization. These regular Check-Ins also serve as a reminder for those employees that need to improve their performance, they need to do better! Our discussion will focus on how these Check-Ins should be structured (e.g., how long, how often, who should attend, and where should they take place), what should be covered during the Check-In, and how the messaging is critical. The session will also discuss how building this Check-In structure will ease the annual burden felt by managers and supervisors who procrastinate the task of writing and delivering annual performance evaluations. Through this process and structure good employees will be consistently reminded they are valued and thus increase their organizational commitment and engagement, while underperforming and underachieving employees will realize they cannot escape accountability so they will need to improve or move-on. The result, a revitalized workforce where people feel they are working in an appreciative and equitable environment.

Objectives: Leadership Development, Coaching, Effective Questioning, Communication, Relationship Development

Duration: 2 Hours

Session Descriptions (Cont.)

REVITALIZING A RESILIENT WORKFORCE: MITIGATING BURNOUT

Description: Returning to the workplace in 2022 allowed organizations to address a long overlooked workplace challenge: burnout. In 2019, the World Health Organization (WHO) defined it as an “occupational phenomena” and defined it as a “syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed.” This training gives all employees the skills necessary to identify, work through, and overcome burnout. All participants will leave this session with a revitalized passion for work and concrete strategies to create a resilient team. Participants will be equipped with tools to improve team performance, efficiency and connection.

Objectives: Belonging, Communication, Systems

Duration: 2-3 Hours

SUCCESSFUL WORKPLACE CULTURES: COMMUNICATION EXPECTATIONS & CONFLICT RESOLUTION

Description: Many agencies find themselves in situations of having to deal with workplace behaviors that are unacceptable. Rude behaviors, employees angry with one another, or a lack of civility can have an adverse impact on workplace cultures. Sometimes the problem is what we say, other times it is how we say it, our timing, or it's a lack of self-awareness on how our conduct adversely impacts our coworkers. Setting workplace behavioral expectations is the foundation for preventing such conduct at work. This session focuses on setting expectations in the areas of communication, conflict resolution, emotional intelligence, and the importance of consistently maintaining professional and civil behavior.

Topics covered:

- Foundations of Effective Communication
- Impact of Nonverbal Communication
- The origins of Conflict
- Removing Wedges & Resolving Conflict
- Self-Awareness & Self-Regulation

All participants will leave this session with the tools necessary to successfully interact and engage with one another. Conflict and misunderstandings will still occur, but each participant will leave with the tools necessary to respond to the situation and not let conflict define the team or the culture.

Objectives: Conflict Resolution, Communication Skills, Boundaries, Self-Awareness

Duration: 2-3 Hours

Session Descriptions (Cont.)

THE UNWRITTEN RULES OF LEADERSHIP: LEADERSHIP FUNDAMENTALS

Description: The unspoken rules of leadership are the foundational principles of leadership that are not always explicitly taught but are essential for success. By embracing these principles and making them an integral part of your leadership approach, you can magnify your impact and unleash your team's potential. The session will focus on understanding implied rules like: emotions matter, leading is a service, vision matters, balance and burnout, inclusion and adaptability. This session is critical for all aspiring and current leaders, the content discussed, strategies learned, and scenarios practiced will provide relevant job training for every role.

Objectives: Leadership Development, Goal Setting, Communication

Duration: 2-3 Hours

THE WEDGE: A SIMPLE METAPHOR TO IMPROVE ALL OF YOUR WORKPLACE RELATIONSHIPS

Description: Because conflict will always happen, ***this is our most popular session.*** The difference between great teams and dysfunctional teams is not the absence of conflict, it is the collective ability to not let the conflict define the team. When harmful conflict happens the byproduct is wedges driven into relationships. Wedges, left unattended, are the catalysts that destroy teams, departments, and organizations. Each of us needs a well-developed Human Interaction Toolbelt™ (Toolbelt™) with all the skills necessary to successfully engage one another. This session will focus on helping participants sharpen some of those tools and obtain a Wedge Remover™ to add to their Toolbelt™. When team members use their Wedge Remover™ and encourage others to do likewise, they can be assured that their teams will be characterized by greater harmony, productivity, and effectiveness.

Objectives: Communication, Conflict Resolution, Paradigm Shifting

Duration: 2 Hours

Session Descriptions (Cont.)

UNDERSTAND YOUR ROLE AS A LEADER: LEADING & MANAGING

Description: Understanding the role of a leader and a manager is a critical distinction. People in positions of authority are expected to manage people, projects, and resources when necessary, but they need to be leaders *always*. Promotion and position may give people the authority to lead, but leaders need more than that. They need the power to lead. This session identifies the roles that managers and leaders play within an organization, how authentic power is achieved beyond authoritative power, and what leaders need to do to effectively lead a group in achieving objectives. This session also focuses on a variety of leadership characteristics and styles to manage a diverse workforce and take the steps necessary to handle inevitable conflict.

Objectives: Communication, Trust, Leadership Development, Vision

Duration: 2-2.5 Hours

Compliance Session Descriptions

PRESERVING THE PUBLIC TRUST: ETHICS FOR PUBLIC ENTITY OFFICIALS

Description: This session is AB1234 Compliant

This session will focus on the state and federal regulations that outline ethical conduct for public agency employees and officials. Specifically, this session will cover laws relating to personal financial gain by public servants, including laws prohibiting bribery and conflict-of-interest laws, laws relating to claiming prerequisites of office, such as gifts and travel restrictions, prohibitions against the use of public resources for personal or political purposes, prohibitions against gifts of public funds, mass mailing restrictions, and prohibitions against acceptance of free or discounted transportation by transportation companies.

We will also focus on government transparency laws, including, but not limited to, financial interest disclosure requirements and open government laws and laws relating to fair processes.

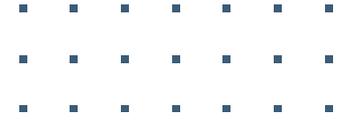
WORKPLACES THAT WORK FOR ALL OF US: A HARASSMENT PREVENTION SESSION

Description: This session meets the requirements of AB1825 for managers and supervisors, SB1343 for non-supervisory personnel, and AB1661 for local agency officials.

With all the sexual harassment and bullying in the news, it is evident that some folks in the workforce are not getting the message. All employees, elected, appointed officials, contractors, and volunteers are entitled to a workplace free of unwelcome bullying, sexual harassment, discrimination, and retaliation.

This session is designed to provide participants with the knowledge and tools to identify, address, and respond to such unlawful conduct. Participants will learn what constitutes sexual harassment, forms of discrimination, and the legal definition of retaliation. Discussion will include key types of abusive conduct, (i.e., bullying), how to prevent it, respond to it, and the adverse impact of such behaviors on a workplace culture. This session will include how to respond to allegations of harassing and bullying behaviors in the workplace.

Leadership Team



Gerry Preciado

President & Principal Consultant



Gerry Preciado has trained and consulted with thousands of public entity, private sector and university employees. His areas of expertise and emphasis are leadership and organizational development, conflict resolution, and public entity governance. After spending several years as an employment law trial attorney (representing first

plaintiffs and then defendants), Mr. Preciado realized that by the time his clients called him it was too late. Something had gone wrong during the human interaction at work. Consequently, he spent several years developing an approach to leading and managing people while empowering them to positively manage and respond to conflict and other workplace challenges. The result is encapsulated in 34th Street's proprietary approach, "The Wedge: A Simple Metaphor for Improving Every Relationship in Your Life." Over the past 25 years Gerry has been an in-demand keynote speaker and spoken at conferences nationwide. His presentations are engaging, educational and inspiring. He always provides practical solutions for workplace relationships and real life application. Mr. Preciado received both his Bachelor of Arts and Juris Doctor degrees from UCLA and is leading the revolution to empower the labor force with the skills necessary to navigate workplace relationships and create sustained positive change.

Jacob Houghton

Senior Consultant

Jacob Houghton brings a decade of experience to the team in Public Service and Educational Leadership. His areas of expertise are public service leadership, conflict resolution, and employee coaching. Jacob's background as an Education Administrator has given him a broad range of experience managing relationships among staff, students, and parents while also interfacing with community agencies. He has trained personnel on risk management, loss prevention, and compliance. As Jacob dealt with conflicts between staff, students, and stakeholders day in and day out, he witnessed the negative effects ripple into the community. He wanted to do more to shift the culture surrounding conflict from dysfunction and despair to hope and growth. Thanks to his years as an Administrator, he is experienced in navigating the life of a public servant, working to connect with all community members and provide the highest level of service at all times to community and colleagues. His professional training makes him adept at identifying the patterns of conflict and creating actionable strategies that teams can understand and buy into. Mr. Houghton specializes in creating and implementing training curriculum specific to organizations' objectives and desired outcomes; focusing on how to navigate workplace relationships to optimize productivity, efficiency, and harmony.



Contact Information



 866-304-7722

 jacobh@34thstreetconsulting.com

 531 Main St, #950, El Segundo, CA 90245

 www.34thstreetconsulting.com



2023-2024 TRAINING CALENDAR

AS	= Alliant Insurance Services
SRC	= Sedgwick Risk Control
DKF	= DKF Solutions
OV	= Outside Vendor

JULY 2023	
AS/SRC	Sidewalk Safety Inspection Training
OCTOBER 2023	
DKF	2023 Sewer Summit
NOVEMBER 2023	
AS	Law Enforcement Training Day
DECEMBER 2023	
AS	Risk Management/Insurance 101
JANUARY 2024	
AS	AMVP v. APIP Training – Marcus Beverly
FEBRUARY 2024	
AS	Insurance Requirements in Contracts Training – Marcus Beverly
MARCH 2024	
OV	AB 1234 and AB 1825 *every odd year
APRIL 2024	
SRC	Heat Illness Prevention Training – Virtual
SRC	Flagger Training – Regional Training
MAY 2024	
SRC	Playground Safety Inspection Training
OV	Aquatic Risk Management