



## MEMBER SERVICES, LOSS CONTROL AND COMMITTEE MEETING “This is an Open Public Meeting”

In accordance with the requirements of the Bagley-Keene Open Meeting Act, notice of this meeting must be posted in a publicly accessible place, including the internet, at least ten days in advance of the meeting. This meeting agenda shall also be posted at the address of the teleconference location with access for the public via phone/speaker phone.

Per Government Code section 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 Alliant at (415) 403-1400 twenty-four hours in advance of the meeting. Entrance to the meeting location may require routine provision of identification to building security. However, CSURMA AORMA 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.

1. Debbie Adishian-Astone, CSU Fresno Association, 2271 East Shaw Avenue, Fresno
2. Arnecia Bryant: Loker University Student Union, 1000 East Victoria St., Carson
3. Melinda Coil, SDSU Research Foundation, 5250 Campanile Drive, San Diego
4. Kristin Kelly: Student Union of San Jose State University, 290 South 7th Street, San Jose
5. Dennis Miller, Cal Poly Pomona Foundation, 3801 West Temple Ave., #55, Pomona
6. Raven Tyson, Associated Students of San Diego State University, 5500 Campanile Drive, San Diego
7. Leslie Davis, University Union Operation of CSUS, Inc., 6000 J Street, Sacramento

**Meeting Date:** Monday, April 20, 2015  
**Time:** 11:00 a.m. (Teleconference)

**Location:** Alliant Insurance Services, Inc.  
100 Pine Street, 11<sup>th</sup> Floor  
San Francisco, CA 94111

**A. CALL TO ORDER**

**B. PUBLIC COMMENTS**

**C. GENERAL ADMINISTRATION**

1. **Approval of the Agenda Order** A p. 3  
*The committee will be asked to approve today’s meeting agenda order*
2. **Approval of Minutes – November 17, 2014** A p. 4  
*The Committee will be asked to approve the minutes from its last meeting*
3. **FY 15/16 MSLCTC Expense Items within the CSURMA Budget** I p. 10  
*The Committee will be asked to review the allocation of the MSLCTC expense items within the FY 15/16 CSURMA Budget*
4. **FY 15/16 Alliant Risk Control Consulting – Renewal Contract Proposal** A p. 12  
*The Committee will be asked to review the proposed renewal contract for Alliant Risk Control Consulting and make a recommendation as appropriate*

5. **TargetSolutions Contract Extension and Discussion of Future Utilization of SkillSoft / LawRoom** A p. 25  
*The Committee will be asked to approve a one-year extension of the Target Solutions contract and will discuss the future utilization of SkillSoft and LawRoom*
6. **Risk Reduction Innovation Matching Grant Incentive Program** A p. 34  
*The Committee will be asked to review and approve, if appropriate, the grant application from Spartan Shops Inc., SJSU*
7. **Keeping Minors Safe While on Campus Manual** A p. 39  
*The Committee approve the first two topics for the manual and discuss the progress and timeline for completion*
8. **Real Property Acquisitions Checklist** I p. 40  
*The Committee will review the Real Property Acquisitions checklist prepared by Alliant Risk Control Consulting*
9. **CSURMA Vendor Survey** I p. 47  
*The Committee will review the vendor survey*
10. **Discussion and Recommendation for New MSLCTC Chair for FY 15/16** A p. 82  
*The Committee will recommend to the AORMA Chair its nominee for the position of MSLCTC Chair*
- D. INFORMATION ITEMS**
1. **AORMA Loss Data Reports** p. 83
2. **Employers Group – Utilization Report** p. 93
3. **Praesidium, Inc. – Utilization Report** p. 95
4. **FY 14/15 Long Range Action Plan** p. 98
5. **2015 CSURMA AORMA Meeting Calendar** p. 103
6. **AORMA Committee and Standing Committees - Roster** p. 106
- E. ADJOURNMENT**

*The next MSLCTC meeting is scheduled for June 29, 2015 at 11:00am via teleconference. Please contact Mimi Long [mlong@alliant.com](mailto:mlong@alliant.com) or Tevea Him [thim@alliant.com](mailto:thim@alliant.com) with questions.*

**APPROVAL OF THE AGENDA ORDER**

**ISSUE:** The Committee will be asked to approve the agenda order for today's meeting.

**RECOMMENDATION:** Staff recommends that the Committee approve the agenda as presented.

**FISCAL IMPACT:** None.

**BACKGROUND:** None.

**PUBLICATION:** None.

**ATTACHMENT(S):** None.

**Agenda Item C2**  
**CSURMA AORMA Member Services, Loss**  
**Control & Training Committee**  
**Meeting Date: April 20, 2015**

**APPROVAL OF MEETING MINUTES – NOVEMBER 17, 2014**

**ISSUE:** The Committee will be asked to review and approve the draft minutes from the November 17, 2014, Members Services, Loss Control and Training Committee meeting.

**RECOMMENDATION:** Staff recommends approving the minutes, with revisions as necessary.

**FISCAL IMPACT:** None.

**BACKGROUND:** None.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. Meeting Minutes – November 17, 2014

**MINUTES OF THE CSURMA AORMA  
MEMBER SERVICES, LOSS CONTROL AND TRAINING COMMITTEE  
NOVEMBER 17, 2014**

**TELECONFERENCE MEETING  
11:00 AM**

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**MEMBERS PRESENT**

Arnecia Bryant, Loker University Student Union University  
Melinda Coil, SDSU Research Foundation  
Leslie Davis, University Union Operation of CSUS, Inc.  
Kristin Kelly, Student Union of San Jose State (*arrived 11:03am*)  
Dennis Miller, Cal Poly Pomona Foundation

**MEMBERS ABSENT**

Debbie Adishian-Astone, CSU Fresno Association  
Raven Tyson, Associated Students of San Diego State University

**STAFF, GUESTS AND CONSULTANTS**

Brent Escoubas, Alliant Insurance Services, Inc.  
Tevea Him, Alliant Insurance Services, Inc.  
Mimi Long, Alliant Insurance Services, Inc.  
Melissa Diaz, Alliant Insurance Services, Inc.

**A. CALL TO ORDER**

The meeting was called to order by Melinda Coil, the MSLCTC Chair, at 11:01 AM.

**B. PUBLIC COMMENTS**

There were no public comments.

**C. GENERAL ADMINISTRATION**

**C1. Approval of the Agenda Order**

A motion was made to approve the agenda as presented.

**MOTION: Leslie**

**SECOND: Dennis**

NAME	AYES	ABSTAIN	NAYS	ABSENT
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NAME	AYES	ABSTAIN	NAYS	ABSENT
Arnecia Bryant	X			
Debbie Adishian-Astone				X
Dennis Miller	X			
Kristin Kelly				X
Leslie Davis	X			
Melinda Coil	X			
Raven Tyson				X

**MOTION CARRIED**

**C2. Approval of Meeting Minutes – September 29, 2014**

A motion was made to approve the September 29, 2014, MSLCTC meeting minutes as presented.

**MOTION: Dennis Miller**

**SECOND: Leslie Davis**

NAME	AYES	ABSTAIN	NAYS	ABSENT
Arnecia Bryant	X			
Debbie Adishian-Astone				X
Dennis Miller	X			
Kristin Kelly				X
Leslie Davis	X			
Melinda Coil	X			
Raven Tyson				X

**MOTION CARRIED**

**C3. Approval of the MSLCTC Long Range Planning Goals for FY 14/15**

Mimi summarized the LRP items that have been assigned to the MSLCTC. The Risk Reduction Innovative Matching Grant Program will be discussed during this meeting. The AORMA Insurance Handbook – Is This Covered is currently in process and will be finalized for the AOA Conference in February for one of AORMA’s conference sessions. Brent is working on the Real Property Acquisitions Checklist. With regard to the Keeping Minors Safe While on Campus Handbook, Mimi noted that this project is massive due to the variety of auxiliary programs offered to minors. The handbook will only address keeping minors safe from physical hazards. It will not address abuse of minors which is already covered by the Praesidium contract. Zach Gifford, the Director of Systemwide Risk Management suggested that the scope of the Keeping Minors Safe While on Campus handbook should be broken down into manageable sections, i.e., playground safety, swimming pool safety, etc. This would allow Brent to pick two or three

topics annually to add to the handbook. Mimi asked the committee to provide direction as to the minor activities they would like Brent to review first. The committee wanted to discuss this with their staff and will be prepared to provide direction at the next MSLCTC meeting in January, 2015.

A motion was made to accept the FY 14/15 AORMA Long Range Action Plan for the MSLCTC.

**MOTION: Dennis Miller**

**SECOND: Leslie Davis**

NAME	AYES	ABSTAIN	NAYS	ABSENT
Arnecia Bryant	X			
Debbie Adishian-Astone				X
Dennis Miller	X			
Kristin Kelly	X			
Leslie Davis	X			
Melinda Coil	X			
Raven Tyson				X

**The motion carried.**

**C4. Risk Reduction Matching Grant Program**

Mimi explained that approving funds for the Risk Reduction Matching Grants projects has proven to be a challenge for both the MSLCT Committee and Brent Escoubas from Alliant Risk Control Consulting. In response, Policy and Procedure A-6, has been revised to make the grant program more innovative in nature. Descriptive words such as, original, inventive, innovative, cutting edge, creative, ingenious are now included to reaffirm that this program is an Innovation grant program. The policy sections that describe the identification of claim patterns and the AORMA loss control consultant’s site inspections and coordination of the application process have been removed. Losses will continue to be reviewed and the loss control consultant will continue to provide site inspections; however, these activities will not be a part of the grant process. How to access funds section was updated to show that the grant application will reside on the CSURMA website. The actual location of the application within the website will be added to the Policy and Procedure when it is confirmed. The development of benchmarks has been removed. Because the grants will be unique in nature, benchmarks may not be obtainable; the program, as a whole will be reviewed and evaluated at least every two years.

A motion was made to approve the changes to the grant application and to recommend approval to the AORMA Committee of the revisions to Policy and Procedure A-6.

**MOTION: Leslie Davis**

**SECOND: Arnecia Bryant**

NAME	AYES	ABSTAIN	NAYS	ABSENT
Arnecia Bryant	X			
Debbie Adishian-Astone				X
Dennis Miller	X			
Kristin Kelly	X			
Leslie Davis	X			
Melinda Coil	X			
Raven Tyson				X

**The motion carried.**

**C5. SkillSoft Analysis Survey Tool**

Mimi let the committee know that the SkillSoft survey was sent out to the twenty previewers twice – on September 29<sup>th</sup> and November 3<sup>rd</sup>. Only four previewers responded. The committee expressed their concern that the original plan of announcing the new online service provider at the AOA Conference in February, 2015, may be premature, if all Auxiliary staff members have not been uploaded to the SkillPort platform. The original goal of the MSLCTC was to have AORMA members preview the SkillSoft platform and provide feedback so that the MSLCT and AORMA Committees could make a decision by December, 2014 with regard to future utilization. An announcement would then be made at the AOA Conference in February, 2015, which would be five months prior to the expiration of the TargetSolution contract on June 30, 2015. Originally, David Kervella, from the Chancellor’s Office Systemwide Professional Development, believed that all of the campuses would have their auxiliary organization staff uploaded into the auxiliary hub by the end of the year. To date, only two campuses – HSU and the Chancellor’s Office – have completed the upload.

The committee directed Mimi to request a progress report from David Kervella so that Dennis Miller could provide an update at the AOA EC meeting on Friday. The committee also directed Mimi to inquire about a one year contract renewal with TargetSolutions.

**C6. Approval of 2015 MSLCTC Meeting Dates**

The committee reviewed the proposed 2015 MSLCTC meeting dates of January 26, 2015, April 20, 2015, June 29, 2015 and October 5, 2015. Rather than meeting on January 26<sup>th</sup>, the committee suggested a meeting on Sunday, February 8<sup>th</sup> at the AOA Conference. Mimi will check into a meeting time and location that may work for everyone. The proposed date and time will be sent out to the committee members in a separate email.

A motion was made to approve the following MSLCTC meeting dates for 2015:

- February 8, 2015 – Pasadena
- April 20, 2015 – Teleconference
- June 29, 2015 – Teleconference

October 5, 2015 - Teleconference

**MOTION: Kris Kelly**  
**SECOND: Dennis Miller**

NAME	AYES	ABSTAIN	NAYS	ABSENT
Arnecia Bryant	<b>X</b>			
Debbie Adishian-Astone				<b>X</b>
Dennis Miller	<b>X</b>			
Kristin Kelly	<b>X</b>			
Leslie Davis	<b>X</b>			
Melinda Coil	<b>X</b>			
Raven Tyson				<b>X</b>

**The motion carried.**

**D. INFORMATION ITEMS**

The committee reviewed the information item.

**D1. AORMA Committee and Standing Committees - Roster**

**E. ADJOURNMENT**

A motion was made to adjourn at meeting at 11:46 am.

**MOTION: Arnecia Bryant**  
**SECOND: Dennis Miller**

NAME	AYES	ABSTAIN	NAYS	ABSENT
Arnecia Bryant	<b>X</b>			
Debbie Adishian-Astone				<b>X</b>
Dennis Miller	<b>X</b>			
Kristin Kelly	<b>X</b>			
Leslie Davis	<b>X</b>			
Melinda Coil	<b>X</b>			
Raven Tyson				<b>X</b>

**The motion carried.**

**Agenda Item C3**  
**CSURMA AORMA Member Services, Loss**  
**Control & Training Committee**  
**Meeting Date: April 20, 2015**

**FY 15/16 MSLCTC EXPENSE ITEM WITHIN THE CSURMA BUDGET**

**ISSUE:** The FY 15/16 CSURMA Budget has been approved by the AORMA Committee and the CSURMA Executive Committee and will be presented to the CSURMA Board of Directors for final approval on Monday, April 27<sup>th</sup>. The chart below outlines the Loss Control costs, Workshops and Training costs, as well as the Risk Reduction Program costs, which have been allocated to the different AORMA programs.

	<b>FY 14/15</b>	<b>FY 15/16</b>	
<b><i>Loss Control</i></b>			
Alliant Loss Control Services	102,000	87,000	#1
TargetSolutions	80,750	80,750	#1
Employers Group - HR Services	28,899	28,899	#1
SkillSoft / LawRoom	5,300	12,187	#2
<b><i>Workshops and Training</i></b>			
AOA Sponsorship	18,000	2,886	#2
Fitting the Pieces Conference	12,533	12,026	#2
Minors on Campus (Praesidium)	8,826	8,304	#2
Theater Safety (UC)	5,884	8,304	#2
<b><i>Risk Reduction Program - Safety</i></b>			
<b><i>Contingency</i></b>	<b>40,000</b>	<b>40,000</b>	#1
<b>Total:</b>	<b>302,192</b>	<b>280,356</b>	

#1 Costs are allocated to only the Liability and Workers' Compensation Programs

#2 Costs are allocation to all AORMA Programs - Liability, Workers' Compensation, Crime, Property and Unemployment Insurance

**RECOMMENDATION:** This item is for information only. No action is requested.

**FISCAL IMPACT:** The final FY 15/16 CSURMA budget will be approved by the CSURMA Board of Directors on April 27<sup>th</sup>. No changes are anticipated.

**BACKGROUND:** None.

**PUBLICATION:** The final budget will be posted on the CSURMA website.

**ATTACHMENT(S):** None.

**FY 15/16 ALLIANT RISK CONTROL CONSULTING -  
RENEWAL CONTRACT PROPOSAL**

**ISSUE:** The current contract with Alliant Risk Control Consulting is due to expire on June 30, 2015. ARCC has proposed a one-year contract effective July 1, 2015 to June 30, 2016 with an annual fee of \$87,000. This will include approximately 60 annual safety days. The safety days may be used for any risk management or safety related topic.

The following section has been added to the contract in compliance with Policy and Procedure W-3.

ARCC will review the workers' compensation losses for those AORMA members with an experience modification factor of between 1.10 and 1.25 and provide recommendations as how to best reduce future losses. For those AORMA members with an experience modification in excess of 1.25, ARCC will meet with the AORMA member and assist in creating an experience modification reduction plan.

The sections within the contract regarding the Risk Reduction Matching Grant Program have been deleted as the grant program guidelines have been revised and no longer include ARCC's mandatory project recommendation or oversight.

**RECOMMENDATION:** Staff recommends discussing the proposed renewal contract, recommending amendments if necessary, and providing direction to the AORMA Committee and/or staff as appropriate.

**FISCAL IMPACT:** The expiring contract for FY 14/15 also included 60 safety days and an annual fee of \$87,000.

**BACKGROUND:** The 2014 CSURMA Vendor Survey results have been included with this item. In order to proactively respond to the survey comments an AORMA bulletin will be published. The goal of the bulletin will be to better inform the members of the loss control services available through this contract as well as managing the Members' expectations as to the breadth and amount of services available.

AORMA has had a contract with ARCC since 2006 and the scope of service has been similar over the years.

**PUBLICATION:** An AORMA bulletin will be sent out to all AORMA members as well as AOA members explaining the services provided by ARCC.

**ATTACHMENT(S):**

- a. FY 15/16 Alliant Risk Control Consulting – Proposed Contract
- b. Policy and Procedure A-6 – Risk Reduction Matching Innovation Matching Grant Incentive Program
- c. Policy and Procedure W-3 – Requirement of Members to Maintain Experience Modification of 1.25 or Less
- d. 2014 Vendor Survey Results

## Proposed Scope of AORMA Loss Control Services for 20145-20156

Alliant Risk Control Consulting (ARCC) proposed July 1, 20145 through June 30, 20156 loss control services for Auxiliary Organization Risk Management Alliance (AORMA) members within California State University Risk Management Authority (CSURMA):

### 1. Safety Days

ARCC proposes to develop and present up to 60 Safety Days to the AORMA members:

- a. Cost = \$1,450 per day X 60 days = \$87,000 annually
- b. Partial days will be charged in hourly increments at a rate of \$181.25 an hour.
- c. All safety days include travel expenses and training materials. \*
- d. Any credits from unused prior year's contract will be applied to the current contract.
- e. In the event AORMA exhausts all existing funds (including previous years) during the policy period, rates will be billed monthly as described in items a. and b.

Safety Days may be used for any Risk Management or safety-related topic. Topics may be customized to each Auxiliary and may include live training, fact sheets, industrial hygiene, webinars, written programs or applicable risk management topics.

~~The Safety Days will also be used to assist in managing, coordinating and improving the AORMA Risk Reduction Matching Grant Program structure. ARCC will work with AORMA to accomplish the following items:~~

- ~~a. Conduct a loss analysis to determine the members with the highest loss ratios as related to workers' compensation and general liability. The loss analysis will review claims over a five-year period.~~
- ~~b. Based on the loss analysis, ARCC will select locations will be visited. The onsite visit will include a physical walkthrough, policy file review, Cal/OSHA compliance and stakeholder interviews.~~
- ~~c. A risk report will be developed with recommendations based upon ARCC's findings. The report will provide policy and training recommendations as well as the development of a benchmarking tool to help members monitor improvement.~~
- ~~d. ARCC will provide recommended Risk Reduction Matching Grant Projects (Grant Project), as appropriate, in the risk reports. The recommended Grant Projects will be submitted and approved by the MSLGTC prior to distribution of funds and will be issued in accordance with Policy and Procedure A-6 — Risk Reduction Matching Grant Program. Grant Project recommendations may include physical improvements as well as consulting and/or training.~~

\*ARCC will not conduct additional work requiring billed rates over and beyond the contract without prior approval from the AORMA committee. In the event, industrial hygiene services, laboratory analysis or other special equipment will be needed beyond

the typical scope of a safety day; rates will be presented to the AORMA committee for approval.

## **2. Safety Assessment Priority**

Priority will be given to members that have leading workers' compensation and general liability losses within AORMA as well as members with special projects and requests (such as new exposures, equipment and specialized training).

## **3. Experience Modification Reduction Plan**

ARCC will review the workers' compensation losses for those AORMA members with an experience modification factor of between 1.10 and 1.25 and provide recommendations as how to best reduce future losses. For those AORMA members with an experience modification in excess of 1.25, ARCC will meet with the AORMA member and assist in creating an experience modification reduction plan.

### **3.4. First Aid and CPR Training**

ARCC has partnered with "Onsite Training" to provide cost effective First Aid, CPR, AED and BBP training to AORMA members. Onsite Training is authorized to teach classes following the guidelines of the Red Cross, AHA and EMS. Members may choose to use safety day funds towards First Aid/CPR Training.

### **4.5. Videos, Newsletters, Factsheets and Webinars**

Members will receive invites to Alliant Risk Controls periodic safety and property webinars as well as email newsletters, custom videos and factsheets based upon various safety, risk management and insurance topics.

### **5.6. Summary**

Safety Days (approximately 60 days) = \$87,000, annually

### **6.7. Insurance**

ARCC shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by ARCC, its agents, representatives, or employees. Coverage shall be at least as broad as:

- a. Commercial General Liability (CGL): Insurance Services Office Form CG 00 01 covering CGL on an "occurrence" basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than \$1,000,000 per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.

- b. Automobile Liability: Insurance Services Office Form Number CA 0001 covering, Code 1 (any auto), or if ARCC has no owned autos, Code 8 (hired) and 9 (non-owned), with limit no less than \$1,000,000 per accident for bodily injury and property damage.
- c. Workers' Compensation insurance as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than \$1,000,000 per accident for bodily injury or disease.
- d. Professional Liability (Errors and Omissions) Insurance appropriate to ARCC's profession, with limits no less than \$1,000,000 per occurrence or claim, \$2,000,000 aggregate.

If ARCC maintains higher limits than the minimums shown above, CSURMA requires and shall be entitled to coverage for the higher limits maintained by the ARCC. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to CSURMA.

### **7.8. Other Insurance Provisions**

- a. Additional Insured Status - California State University Risk Management Authority, members of Auxiliary Organizations Risk Management Alliance, their officers, directors, members and agents are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the ARCC including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the ARCC's insurance (at least as broad as ISO Form CG 20 10 11 85 or both CG 20 10 and CG 20 37 forms if later revisions used).
- b. Primary Coverage - For any claims related to this contract, ARCC's insurance coverage shall be primary. Any insurance or self-insurance maintained by CSURMA AORMA shall be excess of ARCC's insurance and shall not contribute with it.
- c. Notice of Cancellation - Each insurance policy required above shall state that coverage shall not be canceled, except with notice to CSURMA.
- d. Waiver of Subrogation - ARCC hereby grants to CSURMA a waiver of any right to subrogation which any insurer of said ARCC may acquire against CSURMA by virtue of the payment of any loss under such insurance. ARCC agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not CSURMA has received a waiver of subrogation endorsement from the insurer.
- e. Deductibles and Self-Insured Retentions - Any deductibles or self-insured retentions must be declared to and approved by CSURMA. CSURMA may require the ARCC to provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention.
- f. Acceptability of Insurers - Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:VII, unless otherwise acceptable to CSURMA.
- g. Claims Made Policies - If any of the required policies provide coverage on a claims-made basis:
  - 1) The Retroactive Date must be shown and must be before the date of the contract or the beginning of contract work.

- 2) Insurance must be maintained and evidence of insurance must be provided for at least five (5) years after completion of the contract of work.
- 3) If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a Retroactive Date prior to the contract effective date, the ARCC must purchase “extended reporting” coverage for a minimum of five (5) years after completion of contract work.
  
- h. Verification of Coverage - ARCC shall furnish CSURMA with original certificates and amendatory endorsements or copies of the applicable policy language effecting coverage required by this clause. All certificates and endorsements are to be received and approved by CSURMA before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the ARCC’s obligation to provide them. CSURMA reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.
- i. Subcontractors - ARCC shall require and verify that all subcontractors maintain insurance meeting all the requirements stated herein, and ARCC shall ensure that CSURMA is an additional insured on insurance required from subcontractors.
- j. Special Risks or Circumstances - CSURMA reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

**8-9. Indemnification**

ARCC agrees to indemnify, defend and hold harmless the California State University Risk Management Authority, members of Auxiliary Organizations Risk Management Alliance, their officers, directors, members and agents with regard to any and all claims, penalties, liabilities, damages, actions, causes of action and expenses of any nature (including but not limited to legal costs and attorney’s fees) arising out of or relating to any negligence or willful misconduct by ARCC in performing under this agreement.

**9-10. Termination**

Either ARCC or CSURMA may terminate, with or without cause, this agreement at any time by giving the other party thirty (30) days written notice.

**Notice to Proceed**

<b>Alliant Insurance Services, Inc.</b>	<b>Client (Authorized Representative)</b>
BY:	BY:
<b>Name:</b> Tim Leech	<b>Name:</b>
<b>Title:</b> First Vice President	<b>Title:</b>
<b>Date:</b>	<b>Date:</b>

This contract has been reviewed and approved by CSURMA legal counsel.

\_\_\_\_\_  
William Hsu – CSURMA Legal Counsel

\_\_\_\_\_  
Date



## CSURMA AORMA

## POLICY AND PROCEDURE NO. A-6

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<b>SUBJECT:</b>	<b>RISK REDUCTION INNOVATION MATCHING GRANT INCENTIVE PROGRAM</b>
<b>ADOPTED:</b>	<b>MAY 9, 2013</b>
<b>EFFECTIVE:</b>	<b>JULY 1, 2013</b>
<b>AMENDED:</b>	<b>SEPTEMBER 12, 2013 MARCH 20, 2014 DECEMBER 4, 2014</b>

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### **PURPOSE:**

The Risk Reduction Innovation Matching Grant Program (**Program**) makes funds available to AORMA Members (**Members**). It funds original and inventive training programs, the purchase of cutting edge safety equipment, innovative modernization of the **Member's** premises or any other unique or creative safety related project that may lead to a documentable reduction in claims costs. The purpose of this type of *matching grant program* is to encourage **Members** to enhance existing risk reduction efforts and to inspire ingenious safety ideas that the other **Members** may employ.

### **POLICY:**

1. Annually, the following activities will be completed
  - a. The Member Services, Loss Control and Training Committee (**MSLCTC**) will propose to the AORMA Committee a budget amount for the **Program**.
  - b. The **MSLCTC** will approve the maximum grant amount.
  - c. The **MSLCTC** along with the Program Administrator will review the grant applications, and if found to be appropriate and consistent with the purpose of the **Program** may be approved by the **MSLCTC**.
2. To access funds under the **Program**, the **Member**, must complete the grant application which is located on the CSURMA website and will include the following information;
  - a. A description of the proposed risk reduction project
  - b. The anticipated timeline for completion of the risk reduction project.
  - c. An estimate of the total costs for the proposed risk reduction project.
3. The **Member** will be expected to complete the proposed risk reduction project within the timeline provided within the grant application. Upon review, the **MSLCTC** may rescind the

grant if the **Member** has not started, or completed, the risk reduction project within the timeframe proposed.

4. Fifty percent (50%) of the **Member's** risk reduction project costs (up to the maximum grant amount approved for that **Member**) will be reimbursed under the **Program**. The **Member** will submit to the **MSLCTC** the final paid receipt to be used to calculate the **Program** reimbursement amount.
5. After the grant funds are utilized, the **Member** will provide a brief report providing information that will assist the **MSLCTC** in monitoring this **Program's** effectiveness and the merits of future **Program** funds.



## **CSURMA AORMA**

## **POLICY AND PROCEDURE NO. W - 3**

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**SUBJECT:** **REQUIREMENT OF MEMBERS TO MAINTAIN  
EXPERIENCE MODIFICATION FACTOR OF 1.25  
OR LESS**

**ADOPTED:** **SEPTEMBER 9, 2003**

**EFFECTIVE:** **SEPTEMBER 9, 2003**

**AMENDED:** **DECEMBER 8, 2009  
MARCH 20, 2014**

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### **PURPOSE:**

The AORMA Workers' Compensation Program is dedicated toward reducing Member costs through a combination of effective loss prevention, claims mitigation, claims management and administrative efficiencies. The long-term viability of the AORMA Workers' Compensation Program requires that a member with an experience modification factor in excess of 1.25 develop and implement a plan to reduce that member's experience modification factor to 1.25 or less.

### **POLICY STATEMENT:**

It is the policy of the AORMA Committee that members of the AORMA Workers' Compensation Program shall work to maintain an experience modification factor of 1.25 or less.

### **PROCEDURE:**

Using loss data valued at June 30<sup>th</sup>, the Program Administrator shall by October 1<sup>st</sup> of each year, calculate the experience modification factor of each member. The formula used to determine the experience modification factor developed by the Actuarial consultant and agreed by the AORMA Committee. This experience modification factor shall be applicable in developing each Member's share of the actuarially required contribution for the upcoming plan year effective the following July 1<sup>st</sup>. By January 31<sup>st</sup>, the Program Administrator will notify each member of their updated experience modification factor.

1. Members with an experience modification factor less than 1.10 will be notified that their experience modification factor is satisfactory.
2. For members with experience modification factors ranging from 1.10 to 1.25, notice will be given that their experience modification factor is near the maximum threshold of 1.25. The Program Administrator will offer to assist the member in evaluating how best to avoid having their experience modification exceed 1.25.
3. For members with experience modification factors exceeding 1.25, the Program Administrator will assist the member in creating a plan to reduce its experience



**CSURMA AORMA**

**POLICY AND PROCEDURE NO. W - 3**

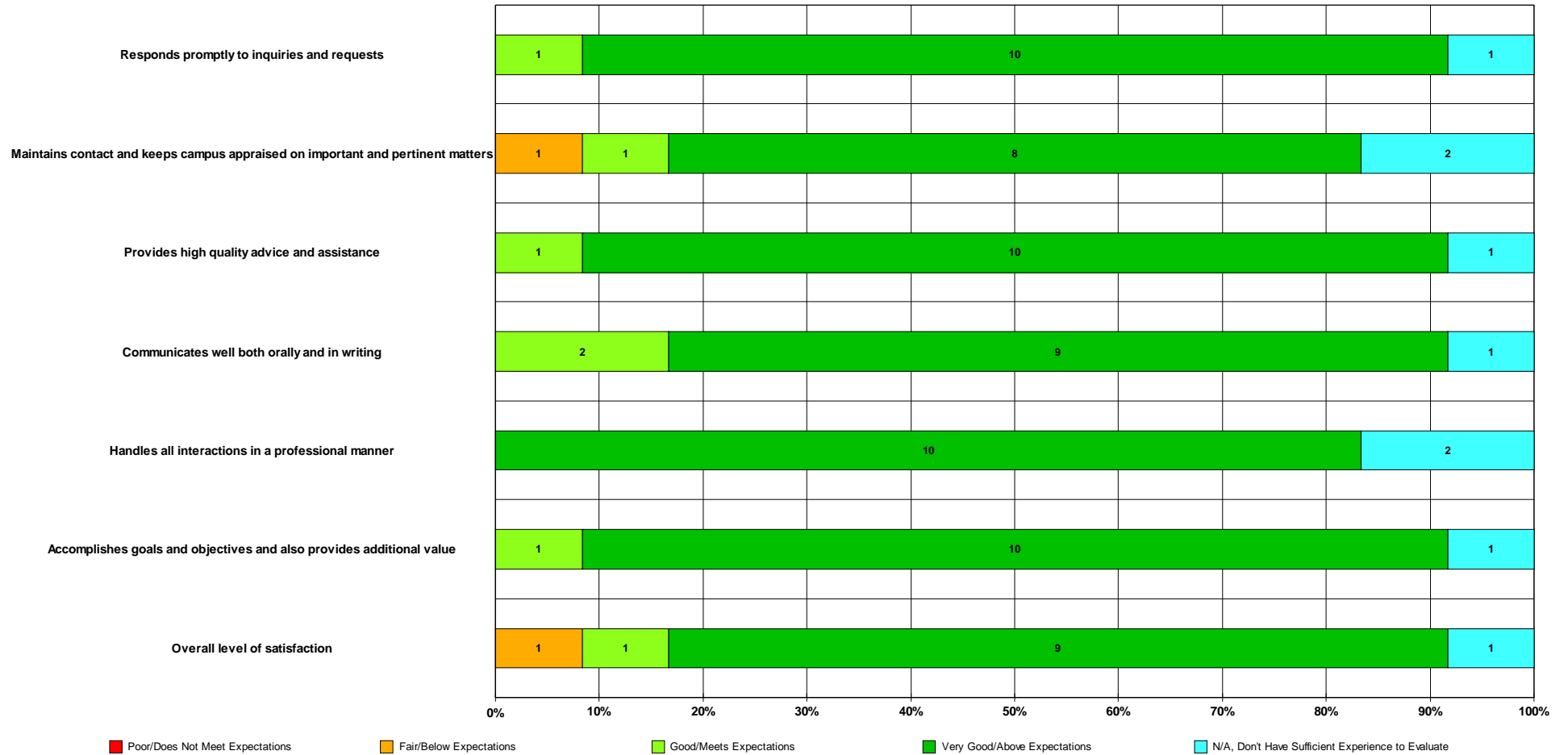
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modification factor. The experience modification reduction plan will be presented to the AORMA Programs Committee for review and approval.

### Q7.a to Q7.g Alliant Loss Control & Safety Services

Analysis.: Q7.a to Q7.g  
 Filter.....: All Respondents  
 Options.. : Transposed  
 Cells.....: Counts, Respondents

Q7.a to Q7.g Alliant Loss Control & Safety Services



**Please use the space below to provide us with any additional comments or suggestions: Alliant Loss Control & Safety Services**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*Working With Brent and Mimi has been great this past year.*

*We have received only once; an individual came to do a risk check but we never received a follow up on any findings.*

*I do not hear from them unless I need them to do a work place evaluation. Not real sure what services they provide.*

*brigs information tot he group and provides timely updates.*

**TARGET SOLUTIONS CONTRACT EXTENSION AND  
DISCUSSION OF FUTURE UTILIZATION OF SKILLSOFT / LAWROOM**

**ISSUE:** The current contract with TargetSolutions for on-line safety training is due to expire on June 30, 2015. TargetSolutions has offered a one-year extension of the existing contract.

**RECOMMENDATION:** Staff recommends that the Committee Members review the proposed renewal extension and recommend approval to the AORMA Committee.

**FISCAL IMPACT:** The TargetSolutions extension will continue at the existing cost of \$80,750, annually.

**BACKGROUND:** In early 2014, select AORMA members began the process of previewing the SkillPort / LawRoom online training platform with the goal of recommending a change of AORMA's online training provider from TargetSolutions to SkillPort / LawRoom effective July 1, 2015. To accomplish this goal, all of the auxiliary organization staff members needed to be loaded into an AORMA hub. Campus IT staff has begun the process, but the majority of campuses have not completed the upload. Because of this, it does not appear that the auxiliary's use of SkillPort / LawRoom effective July 1, 2015, is a realistic goal. Therefore, Staff is recommending that the MSLCTC recommend renewal of the TargetSolutions contract for one additional year. David Krevella, from the Chancellor's Office, will participate in the meeting and will update the Committee on the progress of this project.

The TargetSolutions' utilization report at February, 2015, indicates that AORMA members completed 7,930 TargetSolutions courses and 6,883 custom activities. AORMA members will be able to upload onto the SkillPort platform custom activities.

The advantages to the SkillPort / LawRoom online training includes lower pricing, enhanced library of courses, and removal of the duplicate training requirement for staff who are employees of both the state and the auxiliary.

**PUBLICATION:** None at this time.

**ATTACHMENT(S):**

- a. TargetSolutions Service Agreement One-Year Extension
- b. Utilization Report at February, 2015
- c. CO's Auxiliary Solution Contact Sheet

AMENDMENT TO AGREEMENT BY AND BETWEEN  
TARGETSAFETY.COM, INC. – dba TARGETSOLUTIONS AND CSURMA

THIS AMENDMENT is made and entered into on February 1, 2015 by and between TargetSolutions Learning LLC (“TS”) and California State University Risk Management Authority (“CSURMA”) to amend the Term Sheet for CSURMA and TargetSafety.com, Inc. – dba TargetSolutions Agreement, Effective July 1, 2012 (“Agreement”). The parties agree to modify the Agreement as set forth below:

1. The section titled AGREEMENT TERM is hereby amended to read as follows:

*TargetSolutions Learning LLC. agrees to allow CLIENT access to the TargetSolutions Platform for twelve (12) months effective July, 1 2015.*

*Year 1 – July 1, 2015 – June 30, 2016*

2. The section titled INVOICING AND PAYMENT is hereby amended to read as follows:

*The annual license fee for Year 1 shall be \$80,750 and shall be invoiced 25 days prior to the effective date.*

3. The exhibit titled C is hereby removed.

Agreed on this date by the following:

For AORMA/CSURMA

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

For TS (TargetSolutions Learning LLC.)

Name: Thom Woodward

Signature: \_\_\_\_\_

Title: Executive Vice President

Date: \_\_\_\_\_

<b>TargetSolutions Utilization Report</b>	<b>February 2015</b>
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	<b>Dec.</b>	<b>Jan</b>	<b>Feb</b>	<b>Last 12 months</b>
Active Users	11418	11,527	11,499	11,499
Total Active and Offline Registered Users	17088	17,341	17,545	17,545
Courses Completed-Users	326	339	365	4,717
Courses Completed-Total	432	592	553	7,930
Custom Activities Completed-Users	222	262	228	1,664
Custom Activities Completed-Total	342	662	554	6,883

<b>Member Organization</b>	<b>Contracted Employees</b>	<b>Total Active and Offline Users</b>	<b>Registered Users</b>	<b>Users Completing One or More Course</b>	<b>Courses Completed-Total</b>	<b>Users Completing One or More Custom Activity</b>	<b>Custom Activities Completed-Total</b>
AORMA	0	5	3	0	0	0	0
Associated Students of Sonoma State University	0	46	33	0	0	0	0
Cal Poly Pomona ASI	0	63	46	0	0	0	0
Cal Poly Pomona Foundation	0	943	638	3	3	0	0
Cal Poly San Luis Obispo ASI	0	668	231	4	4	156	420
Cal Poly San Luis Obispo Corporation	0	375	271	10	14	6	10
Cal Poly SLO ASI Admin	0	1	1	0	0	0	0
California Maritime Academy	0	282	3	0	0	0	0
CSU Bakersfield Student Union	0	1	1	0	0	0	0
CSU Channel Islands	0	24	19	0	0	0	0
CSU Chico ASI	0	365	320	24	26	0	0
CSU Chico Research Foundation	0	740	460	3	3	0	0
CSU Dominguez Hills ASI	0	25	22	0	0	0	0
CSU Dominguez Hills Foundation	0	4	2	0	0	0	0
CSU Dominguez Hills Loker University Student Union	0	23	16	0	0	0	0
CSU East Bay ASI	0	3	2	0	0	0	0
CSU East Bay Foundation	0	328	95	1	1	0	0
CSU Fresno Athletics Corporation	0	1	1	0	0	0	0
CSU Fullerton ASI	0	798	780	9	36	9	56
CSU Fullerton Auxiliary Services Corp	0	196	116	0	0	0	0
CSU Long Beach ASI	0	598	507	31	31	0	0
CSU Long Beach Forty-Niner Shops	0	563	182	13	13	14	14
CSU Long Beach Foundation	0	118	116	6	6	0	0
CSU Los Angeles ASI	0	50	4	0	0	0	0
CSU Los Angeles University Student Union	0	278	259	8	8	0	0
CSU Los Angeles, Auxiliary Services	0	4	3	0	0	0	0
CSU Monterey Bay University Corporation	0	644	418	12	26	1	1
CSU Northridge ASI	0	317	316	9	18	1	1
CSU Northridge University Corporation	0	208	166	2	2	1	1
CSU Northridge University Student Union	0	562	555	14	31	12	12
CSU Sacramento ASI	0	514	150	1	1	0	0
CSU Sacramento Capital Public Radio	0	56	55	0	0	0	0
CSU Sacramento University Enterprises, Inc.	0	922	451	10	11	0	0
CSU San Bernardino ASI	0	3	3	0	0	0	0
CSU San Bernardino Santos Manuel Student Union	0	458	328	0	0	0	0
CSU San Bernardino UE	0	50	45	1	1	0	0
CSU San Marcos Univ Auxiliary & Research Services	0	66	55	1	1	0	0
CSU Stanislaus	0	42	38	4	6	0	0
Fresno State Auxiliary Services	0	1495	875	22	23	0	0
Humboldt State University, Univ Center	0	46	42	2	2	0	0
SDSU ASI	0	1072	681	1	3	1	1
SDSU Aztec Shops	0	474	439	56	59	1	1
SDSU Research Foundation	0	2488	1390	10	50	0	0
SFSU ASI	0	86	70	7	7	0	0
SFSU Center	0	7	5	0	0	0	0
SFSU Franciscan Shops	0	76	66	0	0	0	0
SJSU ASI	0	288	265	34	100	1	1
SJSU Research Foundation	0	123	46	0	0	0	0
SJSU Spartan Shops	0	976	864	67	67	25	36
SJSU Student Union	0	48	27	0	0	0	0
SJSU Tower Foundation	0	22	18	0	0	0	0
	-	<b>17,545</b>	<b>11,499</b>	<b>365</b>	<b>553</b>	<b>228</b>	<b>554</b>

<b>Member Organization</b>	<b>Contracted Employees</b>	<b>Total Active and Offline Users</b>	<b>Registered Users</b>	<b>Users Completing One or More Course</b>	<b>Courses Completed-Total</b>	<b>Users Completing One or More Custom Activity</b>	<b>Custom Activities Completed-Total</b>
AORMA	0	5	3	0	0	0	0
Associated Students of Sonoma State University	0	46	33	3	6	0	0
Cal Poly Pomona ASI	0	63	46	0	0	0	0
Cal Poly Pomona Foundation	0	943	638	33	88	12	60
Cal Poly San Luis Obispo ASI	0	668	231	151	240	435	3894
Cal Poly San Luis Obispo Corporation	0	375	271	61	74	57	85
Cal Poly SLO ASI Admin	0	1	1	0	0	0	0
California Maritime Academy	0	282	3	0	0	0	0
CSU Bakersfield Student Union	0	1	1	0	0	0	0
CSU Channel Islands	0	24	19	19	19	3	3
CSU Chico ASI	0	365	320	248	290	2	2
CSU Chico Research Foundation	0	740	460	108	128	1	1
CSU Dominguez Hills ASI	0	25	22	20	51	0	0
CSU Dominguez Hills Foundation	0	4	2	0	0	0	0
CSU Dominguez Hills Loker University Student Union	0	23	16	11	20	1	1
CSU East Bay ASI	0	3	2	0	0	0	0
CSU East Bay Foundation	0	328	95	35	38	8	8
CSU Fresno Athletics Corporation	0	1	1	0	0	0	0
CSU Fullerton ASI	0	798	780	193	389	234	1512
CSU Fullerton Auxiliary Services Corp	0	196	116	22	22	22	22
CSU Long Beach ASI	0	598	507	361	366	1	1
CSU Long Beach Forty-Niner Shops	0	563	182	117	189	33	38
CSU Long Beach Foundation	0	118	116	47	47	0	0
CSU Los Angeles ASI	0	50	4	0	0	0	0
CSU Los Angeles University Student Union	0	278	259	54	56	0	0
CSU Los Angeles, Auxiliary Services	0	4	3	0	0	0	0
CSU Monterey Bay University Corporation	0	644	418	136	252	4	4
CSU Northridge ASI	0	317	316	95	282	15	23
CSU Northridge University Corporation	0	208	166	11	11	44	47
CSU Northridge University Student Union	0	562	555	502	1273	436	636
CSU Sacramento ASI	0	514	150	45	45	0	0
CSU Sacramento Capital Public Radio	0	56	55	0	0	0	0
CSU Sacramento University Enterprises, Inc.	0	922	451	173	186	7	7
CSU San Bernardino ASI	0	3	3	0	0	0	0
CSU San Bernardino Santos Manuel Student Union	0	458	328	65	65	0	0
CSU San Bernardino UE	0	50	45	8	10	0	0
CSU San Marcos Univ Auxiliary & Research Services	0	66	55	19	20	0	0
CSU Stanislaus	0	42	38	25	36	16	21
Fresno State Auxiliary Services	0	1495	875	552	743	2	2
Humboldt State University, Univ Center	0	46	42	9	9	1	1
SDSU ASI	0	1072	681	195	261	140	142
SDSU Aztec Shops	0	474	439	270	310	1	1
SDSU Research Foundation	0	2488	1390	311	1070	1	1
SFSU ASI	0	86	70	19	30	0	0
SFSU Center	0	7	5	0	0	0	0
SFSU Franciscan Shops	0	76	66	0	0	0	0
SJSU ASI	0	288	265	167	624	1	1
SJSU Research Foundation	0	123	46	5	5	0	0
SJSU Spartan Shops	0	976	864	611	653	186	369
SJSU Student Union	0	48	27	1	1	0	0
SJSU Tower Foundation	0	22	18	15	21	1	1
	-	<b>17,545</b>	<b>11,499</b>	<b>4,717</b>	<b>7,930</b>	<b>1,664</b>	<b>6,883</b>

Campus	Last Name	First Name	E-mail	Auxiliary Solution	Schedule Date/Status	1 on 1 Call
*CSU-Bakersfield	Dinz	Christopher	cdiniz@csub.edu	API	Need to schedule Technical Call with Mike's team.	1/29/2015
	Garcia	Kellie	kgarcia@csub.edu			
	Rivera	Sue	srivera@csub.edu			
	Chen	Brian	bchen@csub.edu			
CSU - Chancellor's Office	Trullinger	Mike	mtrullinger@calstate.edu	API	DONE	Done
	Pham	Eli	epham@calstate.edu			
	Kervella	David	dkervella@calstate.edu			
*CSU-Channel Islands	Spencer	Joyce	joyce.spencer@csuci.edu		Neil to see if API can work for them.	1/23/2015
	Pavin	Anna	<a href="mailto:anna.pavin@csuci.edu">anna.pavin@csuci.edu</a>			
*CSU-Chico	Gentry	Bev	bgentry@csuchico.edu	API	Need to wait until LearnerWeb is launched. One month after LearnerWeb is live.	1/22/2015
	Wilson	Doug	EDWilson@csuchico.edu			
	Coates	Greg	GCoates@csuchico.edu			
	Abernatha	Sharyn	sabernatha@csuchico.edu			
	Kissinger	Beth	bkissinger@csuchico.edu			
	Bealer	Yvonne	ybealer@csuchico.edu			
*CSU-Dominguez Hills	Cagle	Rebecca	rcagle@csuchico.edu		Waiting for solution confirmation from Bill.	1/21/2015
	Statham	Russel	rdstatham@csudh.edu			
	Manriquez	Chris	cmanriquez@csudh.edu			
	Chang	Bill	bchang@csudh.edu			
*CSU-East Bay	Vagts	Sarah	svagts@csudh.edu	API	Need to have internal discussions with IDM team and then schedule technical call with Mike/Eli. Should contact us first week of March	1/14/2015
	Boish	Ben	bboish@csudh.edu			
	Millican	Jill	jill.millican@csueastbay.edu			
	Chen	Roger	roger.chen@csueastbay.edu			
	Lim	Gene	gene.lim@csueastbay.edu			
*CSU-Fresno	Gin	Corey	corey.gin@csueastbay.edu	Database	Mid-April (testing in next two weeks)	1/14/2015
	Morilla	David	dmorilla@csufresno.edu			
	Wagenleitner	John	johnwa@csufresno.edu			
CSU-Fullerton	Parten	Janice	jparten@csufresno.edu		Tentative April implementation	
	Luzzi	Joe	jluzzi@exchange.fullerton.edu			
	Boyer	Kerry	kboyer@exchange.fullerton.edu			
	Dominguez	Melissa	mdominguez@fullerton.edu			
CSU-Humboldt	Badal	Welson	wbadal@fullerton.edu	Database	Done	Done
	Mullery	Colleen	cbm1@humboldt.edu			
	Callahan	Josh	jc115@humboldt.edu			
	Williams	Jeff	Jeffrey.Williams@humboldt.edu			
CSU-Long Beach	Johnson	Peter	Peter.Johnson@humboldt.edu		Want to know when automation and assignment of auxiliary organizations to Skillport. Refer to Asyu e-mail dated 2/5/15. Need to work with Aux orgs on campus	1/29/2015
	Litman	Adam	Adam.Litman@csulb.edu			
	Spruill	Aysu	aysu.spruill@csulb.edu			
	Wohlgezogen	Gene	gene.wohlgezogen@csulb.edu			
	Alfaro	George	George.Alfaro@csulb.edu			
CSU-Los Angeles	Apel	Scott	sapel@csulb.edu		Still waiting on the resources and getting a team together. Someone from their team should be contacting Chris in the next week (3/2/15)	
	Okuno	Sheryl	seng@calstatela.edu			
	Wilson	Andrew	awilson@cslanet.calstatela.edu			
	Thomas	Daniel	dthomas@cslanet.calstatela.edu			
	Williams	Deborah	dwillia@cslanet.calstatela.edu			
	Carnahan	Jill	jcarnah@cslanet.calstatela.edu			
	Brady	Kevin	kbrady@cslanet.calstatela.edu			
Sanchez	Lisa	lsanchez@cslanet.calstatela.edu				
Varela	Susie	svarela@cslanet.calstatela.edu				

CSU-Maritime	Miller	Demetra	dmiller@csum.edu		Not enough time and resources at the moment. Still very much interested.	
	<b>Busquaert</b>	<b>Emily</b>	<b>ebusquaert@csum.edu</b>			
	Williams	Ingrid	iwilliams@csum.edu			
	<b>Edwards</b>	<b>Kristofer</b>	<b>kedwards@csum.edu</b>			
	Axson	Margo	maxson@csum.edu			
*CSU-Monterey Bay	Brown	William	wbrown@csum.edu		Waiting on IT resources to become available. NO IDM person on campus. No state/auxiliary separation.	
	Mauro	Mary	mmauro@csumb.edu			
	Simpson	Henry	hsimpson@csumb.edu			
	McFarlane	Susan	smcfarlane@csumb.edu			
*CSU-Northridge	Krzewinski	Kevin	kevin.krzewinski@csun.edu	Database	Firewall poke next week. Still need to testing	
	De la Vega	Kristina	kristina.delavega@csun.edu			
	Choi	Sean	sean.choi@csun.edu			
CSU-Ponoma	Arboleda	Albert	aarboleda@csupomona.edu			
	Patterson	Dave	dlpatterson@csupomona.edu			
	Hang	Ly	lahang1@csupomona.edu			
	Roth	Loretta	ljroth@csupomona.edu			
	Branconier	Leanne	lrpage@csupomona.edu			
	Beltran	Patricio	pbeltran@csupomona.edu			
	Swart-Reiter	Sharon	slreiter@csupomona.edu			
*CSU-Sacramento	Bishop	Skip	william.bishop@csus.edu	Database	Week of April 20th. Just waiting for firewall request to be approved.	1/15/2015
	<b>Pech</b>	<b>Seima</b>	<b>pechs@csus.edu</b>			
	<b>Pike</b>	<b>Brennan</b>	<b>pikejb@csus.edu</b>			
	Fox	Marc	foxm@skymail.csus.edu			
*CSU-San Bernardino	Portillo	Cesar	cportillo@csusb.edu	API	Jun-15	1/30/2015
	O'Linger	Jim	jolinger@csusb.edu			
	Torner	Javier	jtorner@csusb.edu			
	<b>Rogers</b>	<b>Lenora</b>	<b>lenora@csusb.edu</b>			
	Casis-Woidyla	Rowena	rwoidyla@csusb.edu			
	Lin	Sunny	slin@csusb.edu			
*CSU-San Diego	<b>Vlahos</b>	<b>Felecia</b>	<b>fvlahos@mail.sdsu.edu</b>		Said won't be ready until at least June 2015. No IDM on campus	1/16/2015
	McKelvey	Kent	kent@sdsu.edu			
	<b>Jeffers</b>	<b>Marcus</b>	<b>mjeffers@mail.sdsu.edu</b>			
	Clements	Christopher	cclement@mail.sdsu.edu			
	LeDuc	Gene	gleduc@mail.sdsu.edu			
CSU-San Francisco	McCoy	Henry	henry@sfsu.edu			
	Tolson	Julianne	jtolson@sfsu.edu			
	Kaur Kandola	Praveen	prattan@sfsu.edu			
	Titus	Reji	reji@sfsu.edu			
*CSU-San Jose	Pugliese	Beth	beth.pugliese@sjsu.edu	Database	DONE	DONE
	<b>Huynh</b>	<b>Hien</b>	<b>hien.huynh@sjsu.edu</b>			
	Meka	Prasad	prasad.meka@sjsu.edu			
	Cook	Mike	mike.cook@sjsu.edu			
CSU-San Luis Obispo	Malone	Dan	dmalone@calpoly.edu	Database	Done	Done
	Ross	Dave	ddross@calpoly.edu			
	Gallagher	Beth	begallag@calpoly.edu			
	Weller	Karen	kweller@calpoly.edu			
	Schiffman	Deborah	schiffma@calpoly.edu			
	Bullaro	David	dbullaro@calpoly.edu			
	Schultz	Craig	cschultz@calpoly.edu			

<b>CSU-San Marcos</b>	<b>Rauch</b>	<b>Pete</b>	<b>prauch@csusm.edu</b>	Database	Testing 2/13; Implementation March 2015	1/23/2015
<b>CSU-Sonoma</b>	Stekinger	Dana	boyerd@sonoma.edu	6 Aux Employees. Inputting into PeopleSoft	DONE	Done
	Dawson	Craig	craig.dawson@sonoma.edu			
	Chong	Cindy	cynthia.chong@sonoma.edu			
	Harrington	Debra	debra.harrington@sonoma.edu			
	Flores	Peter	floresp@sonoma.edu			
	Suzuki	Joyce	joyce.suzuki@sonoma.edu			
	Kenber	Tammy	kenber@sonoma.edu			
	Spitzer	Kathleen	kspitzer@sonoma.edu			
	Coate	Letitia	letitia.coate@sonoma.edu			
	Luvisi	Andru	luvisi@sonoma.edu			
	Mefferd	Judy	MEFFERD@SONOMA.EDU			
	Montalto	Meryl	meryl.montalto@sonoma.edu			
Rock	Erin	rocke@sonoma.edu				
<b>*CSU-Stanislaus</b>	<b>Dunham-Filson</b>	<b>April</b>	<b>AFilson@csustan.edu</b>	API	April 8th	1/29/2015
	Boucher	Craig	cboucher@csustan.edu			
	Cardoza	Corey	ccardoza@csustan.edu			
	Marlow	Julie	jcmarlow@csustan.edu			
<b>*denotes 1-on-1 e-mail has been set to their campus</b>						

**RISK REDUCTION INNOVATION MATCHING GRANT  
INCENTIVE PROGRAM**

**ISSUE:** The goal of the Risk Reduction Innovation Matching Grant Program is to encourage Members to enhance existing risk reduction efforts and to inspire ingenious safety ideas that all Member may eventually adopt. Policy and Procedure A-6, was recently revised to reiterate that the program intent is to provide grant money for,

- ✓ Original and inventive training programs
- ✓ Cutting edge safety equipment
- ✓ Innovative modernization of a Member's premises
- ✓ Unique or creative safety related projects

Spartan Shops, Inc., SJSU has submitted a grant application for non-slip shoes for their dining, catering and real estate divisions. Their application is attached for the Committee's review.

**RECOMMENDATION:** Staff recommends that the Committee review the grant application and provide direction to Staff as appropriate.

**FISCAL IMPACT:** The current maximum grant amount available under this program is \$10,000. Spartan Shops anticipates that the project will cost \$35,775. Fifty percent (50%) of the project costs, up to \$10,000, are available if the grant is approved.

**BACKGROUND:** None.

**PUBLICATION:** None at this time.

**ATTACHMENT(S):**

- a. AORMA Risk Innovation Reduction Matching Grant application from Spartan Shops, Inc., SJSU
- b. Policy and Procedure A-6



## **The AORMA Member Services, Loss Control and Training Committee (MSLCTC) invites you to apply for the **\$10,000** AORMA Risk Innovation Reduction Matching Grant**

The ***AORMA Risk Reduction Matching Grant Incentive Program*** makes funds available to AORMA Members to fund (1) original and inventive training, (2) the purchase of cutting edge safety equipment, (3) innovative modernization of the Member's premises or (4) any other unique or creative safety related project that may lead to a documentable reduction in claims costs. The purpose of this program is to encourage Members to enhance their existing risk reduction efforts and to inspire ingenious safety ideas that other Members may employ.

To access funds under the Risk Reduction Program, you may complete the Risk Reduction Innovation Matching Grant Incentive Program application which is located on the CSURMA website.

The MSLCTC will review all of the grant applications and if your project is found to be appropriate and consistent with the focus of the program, it may be approved. You will be notified by the MSLCTC immediately after your application has been approved. (Note, the MSLCTC meets quarterly, so a final decision may take a few months.)

The MSLCTC may reevaluate the grant award if your project has not been started, or completed, within the timeframe proposed.

Fifty percent (50%) of your project costs, up to \$10,000, will be reimbursed. When your project is completed, you may submit to the MSLCTC the final paid receipt which will be used to calculate the reimbursement amount.

After completing your project, the MSLCTC may request a brief report to assist the MSLCTC in monitoring the program's effectiveness and the merits of future program funds.

***Please email your completed application to:***

***Mimi Long***  
***[mlong@alliant.com](mailto:mlong@alliant.com)***

# CSURMA AORMA RISK REDUCTION INNOVATION MATCHING GRANT INCENTIVE PROGRAM APPLICATION

**Per Member Grant Amount: \$10,000**

**Name of Auxiliary Organization:**

Spartan Shops Incorporated - San Jose State University

**Total anticipated costs for the risk reduction project: \$** 35,775

**Description of your proposed risk reduction project:**

Spartan Shops is a self-supporting Campus Benefit Organization dedicated to providing top quality goods and services to SJSU students, faculty, staff and guests. Spartan Shops operates Spartan Dining, Catering, and Real Estate divisions. We currently employ 795 student employees. We would like the opportunity to provide them with non-slip shoe guards or \$20 towards non-slip shoes. Calculating a 25% turnover rate in the Fall semester, we are calculating needing 1,790 pairs of guards or shoes. Purchasing non-slip guards or shoes would decrease our slip and fall accidents by 72%. Between the Spring 2014 and Fall 2014 semesters we had twenty slip and fall claims. These are only those incidents reported. We wish to significantly decrease, if not eliminate, slip and falls.

**Anticipated start date and completion date of your risk reduction project:**

We wish to begin this project at the start of the Fall 2015 semester on August 15, 2015.

**Informational attachments (optional):**

Further documentation of figures and pricing can be provided if needed.

***Please email your completed application to Mimi Long***

***[m.long@alliant.com](mailto:m.long@alliant.com)***

**CSURMA AORMA****POLICY AND PROCEDURE NO. A-6**


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<b>SUBJECT:</b>	<b>RISK REDUCTION INNOVATION MATCHING GRANT INCENTIVE PROGRAM</b>
<b>ADOPTED:</b>	<b>MAY 9, 2013</b>
<b>EFFECTIVE:</b>	<b>JULY 1, 2013</b>
<b>AMENDED:</b>	<b>SEPTEMBER 12, 2013 MARCH 20, 2014 DECEMBER 4, 2014</b>

---

**PURPOSE:**

The Risk Reduction Innovation Matching Grant Program (**Program**) makes funds available to AORMA Members (**Members**). It funds original and inventive training programs, the purchase of cutting edge safety equipment, innovative modernization of the **Member's** premises or any other unique or creative safety related project that may lead to a documentable reduction in claims costs. The purpose of this type of *matching grant program* is to encourage **Members** to enhance existing risk reduction efforts and to inspire ingenious safety ideas that the other **Members** may employ.

**POLICY:**

1. Annually, the following activities will be completed
  - a. The Member Services, Loss Control and Training Committee (**MSLCTC**) will propose to the AORMA Committee a budget amount for the **Program**.
  - b. The **MSLCTC** will approve the maximum grant amount.
  - c. The **MSLCTC** along with the Program Administrator will review the grant applications, and if found to be appropriate and consistent with the purpose of the **Program** may be approved by the **MSLCTC**.
2. To access funds under the **Program**, the **Member**, must complete the grant application which is located on the CSURMA website and will include the following information;
  - a. A description of the proposed risk reduction project
  - b. The anticipated timeline for completion of the risk reduction project.
  - c. An estimate of the total costs for the proposed risk reduction project.
3. The **Member** will be expected to complete the proposed risk reduction project within the timeline provided within the grant application. Upon review, the **MSLCTC** may rescind the

grant if the **Member** has not started, or completed, the risk reduction project within the timeframe proposed.

4. Fifty percent (50%) of the **Member's** risk reduction project costs (up to the maximum grant amount approved for that **Member**) will be reimbursed under the **Program**. The **Member** will submit to the **MSLCTC** the final paid receipt to be used to calculate the **Program** reimbursement amount.
5. After the grant funds are utilized, the **Member** will provide a brief report providing information that will assist the **MSLCTC** in monitoring this **Program's** effectiveness and the merits of future **Program** funds.

## **KEEPING MINORS SAFE WHILE ON CAMPUS MANUAL**

**ISSUE:** The Committee will be asked to approve the first two topics for the manual and discuss progress and timeline for completion.

**RECOMMENDATION:** Staff recommends that the Committee approve the two topics as presented.

**FISCAL IMPACT:** None.

**BACKGROUND:** The project to develop a “Keeping Minors Safe While on Campus Manual” was assigned to the MSLCTC to oversee as part of the Long Range Action Plan. Because this is an extremely large project due to the variety of auxiliary programs offered to minors, the MSLCTC decided to focus on two or three activities each year.

The manual will only address keeping minors safe from physical hazards. It will not address abuse of minors which is already covered by the Praesidium contract.

For 2015, the MSLCTC members, during the AOA Conference, decided to focus on two topics:

1. Traveling with Minors
2. Overnight Camping/Wilderness Trips

The due date for the completion of the two topics is June 29, 2015.

**PUBLICATION:** The Keeping Minors Safe While on Campus Manual will be maintained on the CSURMA website.

**ATTACHMENT(S):** None.

## **REAL PROPERTY ACQUISITIONS CHECKLIST**

**ISSUE:** The Committee will review the Real Property Acquisitions checklist prepared by Alliant Risk Control Consulting.

**RECOMMENDATION:** Staff recommends that the Committee accept this report, or provide direction to Staff for modifications.

**FISCAL IMPACT:** None. This project was completed as a part of the contract services with Alliant Risk Control Consulting.

**BACKGROUND:** None.

**PUBLICATION:** This item will be uploaded to the CSURMA website.

**ATTACHMENT(S):**

- a. Real Property Loss Control Checklist

## Real Property Acquisition Loss Control Checklist

This form is designed to be a guide to loss control and safety issues when acquiring real property. Not all elements of loss are included in this form. The following checklist is designed to help identify items that have an important bearing on the safety of the building and to protect the building and its contents from damage. It is not intended as an all-inclusive list of protection against earthquakes, severe storms, flooding, or wildfires, but it contains basic elements for loss resistance.

### General Property Information

**Date:** \_\_\_\_\_

**Property Name:** \_\_\_\_\_

**Property Address:** \_\_\_\_\_

**Building Occupancies:** \_\_\_\_\_

**Year Built** \_\_\_\_\_

**Sq.Ft.** \_\_\_\_\_

**Number of Stories** \_\_\_\_\_

**Building Construction Type** \_\_\_\_\_

**Physical Condition** \_\_\_\_\_

Please read the following questions and record answers using a “Y” for “Yes”, “N” for “No” or “U” for “Unknown” or Comment in the section.”

Property Characteristics	Yes	No	Unknown/Comment
Automatic Fire Sprinkler System			
Fire or Smoke Detection			
Burglary Protection			
Electrical Updates within last 15 years			
Roof replaced within 10 years			
Architectural “as built” plans available			
Neighboring exposure within 50 feet			
Hazardous operations within 200 feet of property			
Subterranean Floor (including parking)			
Elevator			
Historic Issues			
Asbestos			
Lead (paint, pipes)			
Phase I assessment and other environmental reports available			
Neighboring buildings in good condition, well maintained			

## Real Property Acquisition Loss Control Checklist

<b>Property Characteristics</b>	<b>Yes</b>	<b>No</b>	<b>Unknown/Comment</b>
Evidence of vandalism, tagging, break-in, etc.			
Any history of loss, (fire, water damage)			
Exterior lighting adequate, (parking, sidewalk, building access)			
Existing warranties, (roof, mechanical, elevator, etc.)			
Flood Zone verified			
History of nearby wildfire			
Wildland within 100 feet of building			
Is the nearest fire hydrant more than 500 feet away			
Fire truck access to the property and all sides of the building			
Is the building subject freezing weather			
HVAC and mechanical system reports available			
Piping replacement or updates within 15 years			
Copies of building service, maintenance and other contracts			

## Real Property Acquisition Loss Control Checklist

### ADA Characteristics

This portion of the assessment is designed to help evaluate if existing conditions of the building meet basic ADA guidelines. Ideally, the layout of the building should allow people with disabilities to obtain access, materials or services without assistance.

ADA Characteristics	Yes	No	NA/Unk/Comment
Reports showing compliance with ADA?			
Does the building have an accessible entrance?			
Is there an accessible entrance that provides direct access to the main floor, lobby and elevator?			
Slopes of accessible ramps not greater than 1:12?			
Do public spaces have at least one accessible route?			
Are there ramps, lifts, or elevators to all public levels?			
Are accessible routes at least 36 inches wide?			
Accessible parking spaces available closest to accessible entrance?			
Do doors into public spaces have at least a 32-inch clear opening?			
If emergency systems are provided, do they have both flashing lights and audible signals?			
If rest rooms are available to the public, is at least one rest room (either one for each sex, or unisex) fully accessible?			

## Real Property Acquisition Loss Control Checklist

### Earthquake Risk Assessment

The following building characteristics describe the types of building configuration or feature that can make a building *less* vulnerable to earthquake damage. This does not mean, however, that there is a low risk of earthquake damage.

Additional risk may be imposed on a building due to its irregular features, presence of brick veneer, and vulnerable foundation types. Characteristics that could make your building more vulnerable to earthquake damage may not be as important if your building was professionally designed. In that case, the building should have been designed in a way that accounts for the features listed below.

Building EQ Characteristics	Yes	No	Unknown/Comment
Seismic risk assessment (PML) reports and geotechnical soil reports			
Seismic Updates? If yes, list dates and type of updates.			
Does the building have a box-like shape?			
Is the roof free of openings, such as for access doors or skylights, or are the openings minimized to dimensions of less than 12 feet or less than 50 percent of the smallest roof dimension?			
Have light roofing materials been used, such as asphalt shingles and metal panels or tiles?			
Is the building free of large garage doors, first-story parking lots or other large ground-floor openings in multiple-story buildings?			
Does the building's exterior limit or exclude the use of brick or stone veneer?			

The foundation of a structure plays a crucial role in the structure's performance during an earthquake. There are several types of foundation systems. A slab-on-grade is a foundation system built directly on the ground, compared to crawlspace or pier foundations where the floor is elevated above the grade. The slab-on-grade system and a crawlspace that uses a continuous masonry or concrete wall are the most resistant to earthquake damage.

## Real Property Acquisition Loss Control Checklist

Which system best describes the building foundation system:	Yes	No	Unknown/Comment
Slab-on-grade with integral footing (the footing and slab are a single unit)			
Crawlspace or basement foundation wall system consisting of a continuous concrete or masonry wall system			
Crawlspace or basement foundation wall systems consisting of a wood stud cripple wall or an un-reinforced masonry wall.			
Pier or pile foundation system consisting of wood, concrete, or steel			

*Note: A professional civil engineer should always be consulted when any structural improvements are being considered.*

## Real Property Acquisition Loss Control Checklist

### Fire and Life Safety

Refer to the following checklist for additional actions that should be taken to protect employees, customers and visitors, as well as building, contents and inventory regardless of the building's configuration.

<b>Fire and Life Safety Earthquake Considerations</b>	<b>Yes</b>	<b>No</b>	<b>Unknown/Comment</b>
Do the windows, skylights and doors have either tempered glass or safety film applied on the interior side of the glass, to reduce the chances of the glass shattering?			
Are natural gas lines outfitted with flexible connections and an automatic shut off valve?			
Have flexible stainless steel supply lines been installed leading to toilet(s)?			
Were flexible couplings used on the sprinkler systems?			
Are major appliances, such as boilers, furnaces, and water heaters, braced to the wall and/or floor so the appliances will not overturn or shift in the event of an earthquake?			
Are the hangers (usually strips of sheet metal or stiff steel rods) used to support your mechanical and plumbing systems 12 inches or less in length?			
Are suspended ceilings braced to the structure to limit the amount of displacement during an earthquake?			

## **CSURMA VENDOR SURVEY**

**ISSUE:** CSURMA strives to provide consistency and reliability over time. One key component to accomplishing this goal is evaluating those organizations that provide services to CSURMA. On an annual basis CSU Systemwide Risk Management contacts CSURMA AORMA members who regularly use vendor services and asks them to complete an on-line vendor survey. For 2014 the following vendors and service providers were listed on the survey:

**AUXILIARY VENDORS:**

*Alliant (Program Admin)*  
*Alliant (Insurance Broker)*  
*Alliant (Loss control & safety)*  
*Alliant (Claims – property/crime)*  
*Employers Group (HR consulting)*  
*Carl Warren & Co. (Liability claims)*  
*CO Risk Management Consulting)*  
*CO Enterprise Accounting*  
*Employers Edge (UI claims)*  
*Sedgwick CMS (W/C claims)*  
*Target Safety (Web-based training)*

**RECOMMENDATION:** This is an information only item; no action is recommended at this time.

**FISCAL IMPACT:** None.

**BACKGROUND:** The Service Provider Performance evaluation will assist CSURMA AORMA with additional information to support strategic planning. The evaluation is tailored to maintain respondent confidentiality in order to produce candid comments.

**PUBLICATION:** The complete 2014 Vendor Survey Report will be posted on the CSURMA website.

**ATTACHMENT(S):**

- a. CSURMA 2014 Annual Vendor Survey Report

## Q3.a to Q3.g Alliant Insurance Services AORMA - Program Administrator

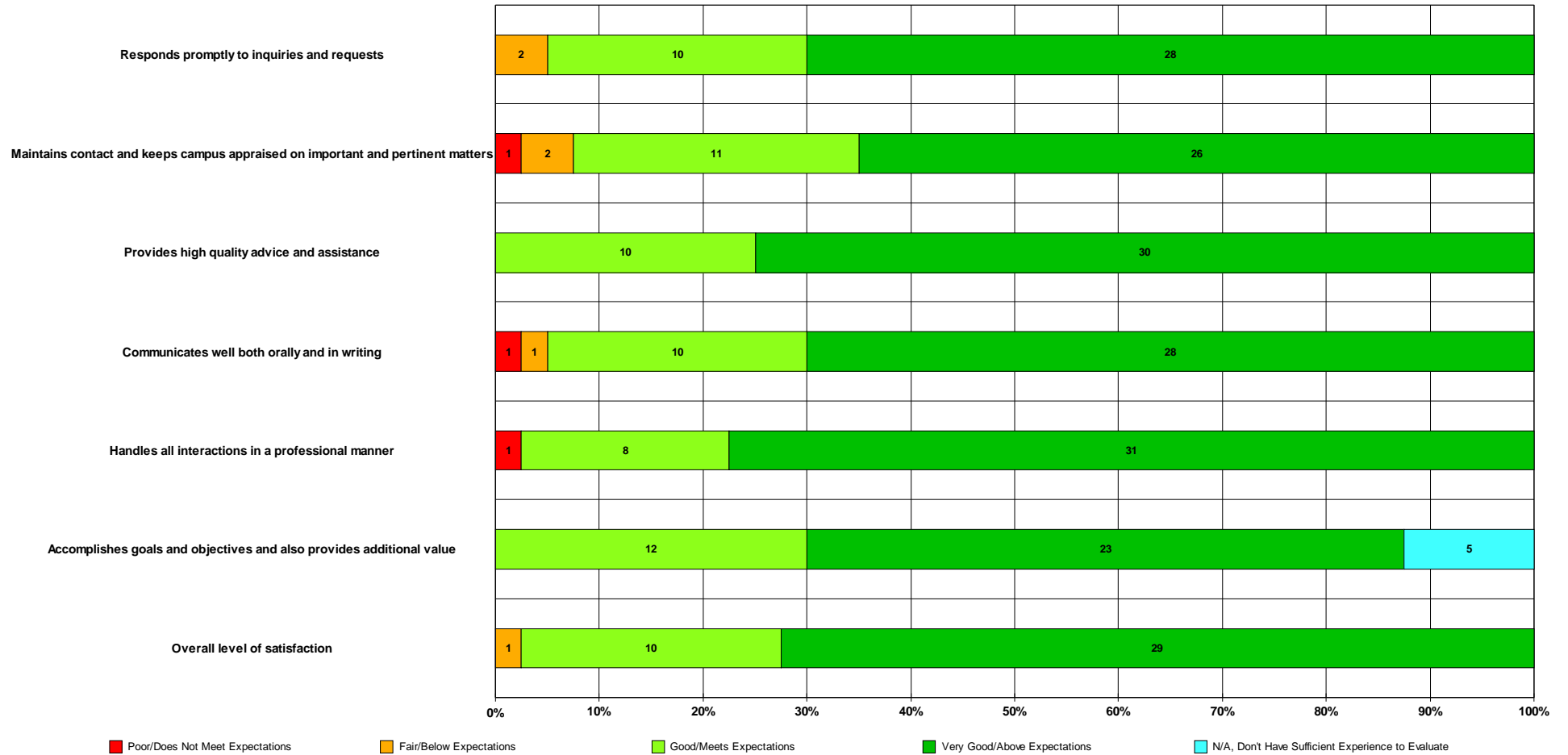
Analysis...: Q3.a to Q3.g  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	280	3.67	3	6	71	195	5
Responds promptly to inquiries and requests	40	3.65	-	2	10	28	-
Maintains contact and keeps campus apprised on important and pertinent matters	40	3.55	1	2	11	26	-
Provides high quality advice and assistance	40	3.75	-	-	10	30	-
Communicates well both orally and in writing	40	3.63	1	1	10	28	-
Handles all interactions in a professional manner	40	3.73	1	-	8	31	-
Accomplishes goals and objectives and also provides additional value	40	3.66	-	-	12	23	5
Overall level of satisfaction	40	3.70	-	1	10	29	-

### Q3.a to Q3.g Alliant Insurance Services AORMA - Program Administrator

Analysis...: Q3.a to Q3.g  
 Filter.....: All Respondents  
 Options.. : Transposed  
 Cells.....: Counts, Respondents

Q3.a to Q3.g Alliant Insurance Services AORMA - Program Administrator



**Please use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services AORMA - Program Administrator**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*Not always easy to reach someone.*

*They do a good job!*

*Love Love Love all of the staff...feel like they are here and close coworkers!!!*

*They are very helpful with fast response*

*I often work with Van Rin and it is always a positive experience*

*Hsan and Van! Love this team. Always gets me the info I need promptly. Stacey too!*

*I am consistently impressed with the entire group, including Mimi Long, Hsan Htein, and Van Rin. They are always helpful, knowledgeable, professional and patient. It's a pleasure working with them.*

### Q5.a to Q5.g Alliant Insurance Services AORMA - Insurance Brokerage/Consulting

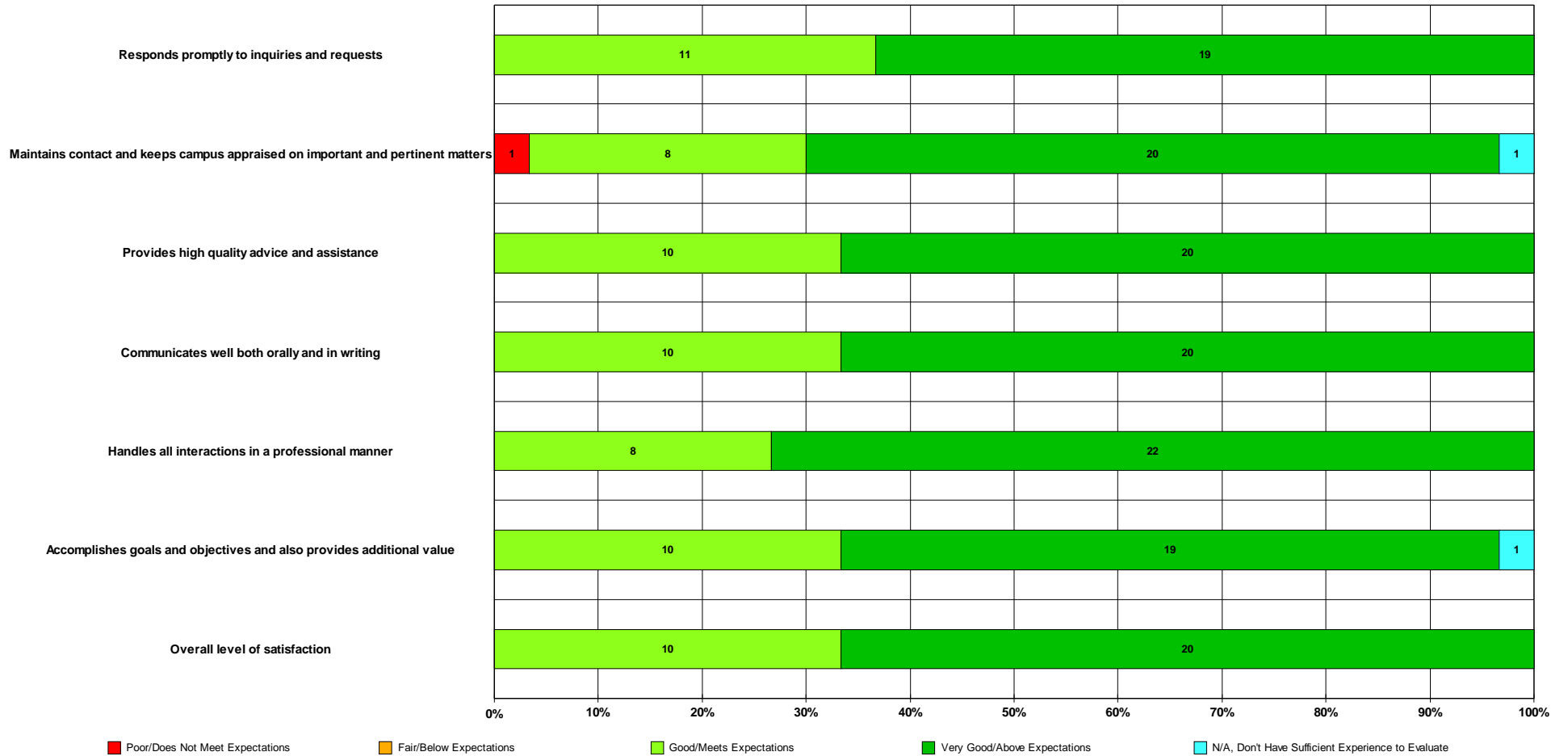
Analysis...: Q5.a to Q5.g  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	210	3.66	1	-	67	140	2
Responds promptly to inquiries and requests	30	3.63	-	-	11	19	-
Maintains contact and keeps campus apprised on important and pertinent matters	30	3.62	1	-	8	20	1
Provides high quality advice and assistance	30	3.67	-	-	10	20	-
Communicates well both orally and in writing	30	3.67	-	-	10	20	-
Handles all interactions in a professional manner	30	3.73	-	-	8	22	-
Accomplishes goals and objectives and also provides additional value	30	3.66	-	-	10	19	1
Overall level of satisfaction	30	3.67	-	-	10	20	-

### Q5.a to Q5.g Alliant Insurance Services - AORMA Insurance Brokerage/Consulting

Analysis...: Q5.a to Q5.g  
 Filter.....: All Respondents  
 Options.. : Transposed  
 Cells.....: Counts, Respondents

Q5.a to Q5.g Alliant Insurance Services - AORMA Insurance Brokerage/Consulting



**Please use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services - AORMA Insurance Brokerage/Consulting**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*I am very pleased with Hsan Htein's professional services through the years.*

*We have very little contact with this part of Alliant and, therefore, have very little information to go on. The contact we have had, has been fine.*

## Q7.a to Q7.g Alliant Loss Control &amp; Safety Services

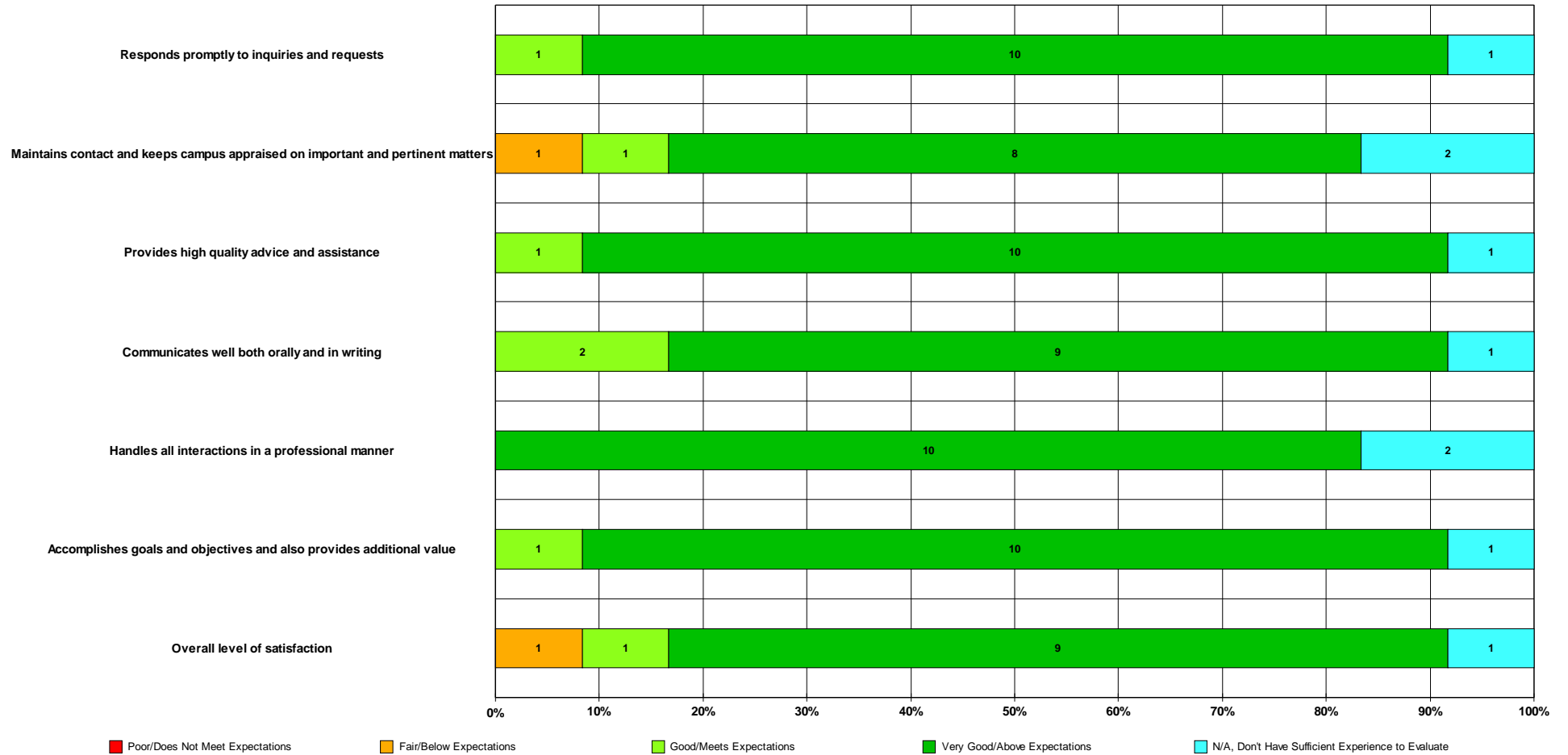
Analysis...: Q7.a to Q7.g  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	84	3.85	-	2	7	66	9
Responds promptly to inquiries and requests	12	3.91	-	-	1	10	1
Maintains contact and keeps campus apprised on important and pertinent matters	12	3.70	-	1	1	8	2
Provides high quality advice and assistance	12	3.91	-	-	1	10	1
Communicates well both orally and in writing	12	3.82	-	-	2	9	1
Handles all interactions in a professional manner	12	4.00	-	-	-	10	2
Accomplishes goals and objectives and also provides additional value	12	3.91	-	-	1	10	1
Overall level of satisfaction	12	3.73	-	1	1	9	1

### Q7.a to Q7.g Alliant Loss Control & Safety Services

Analysis.: Q7.a to Q7.g  
 Filter.....: All Respondents  
 Options.. : Transposed  
 Cells.....: Counts, Respondents

Q7.a to Q7.g Alliant Loss Control & Safety Services



**Please use the space below to provide us with any additional comments or suggestions: Alliant Loss Control & Safety Services**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*Working With Brent and Mimi has been great this past year.*

*We have received only once; an individual came to do a risk check but we never received a follow up on any findings.*

*I do not hear from them unless I need them to do a work place evaluation. Not real sure what services they provide.*

*brigs information tot he group and provides timely updates.*

### Q9.a to Q9.g Alliant Insurance Services AORMA - Property/Crime Claims Administrator

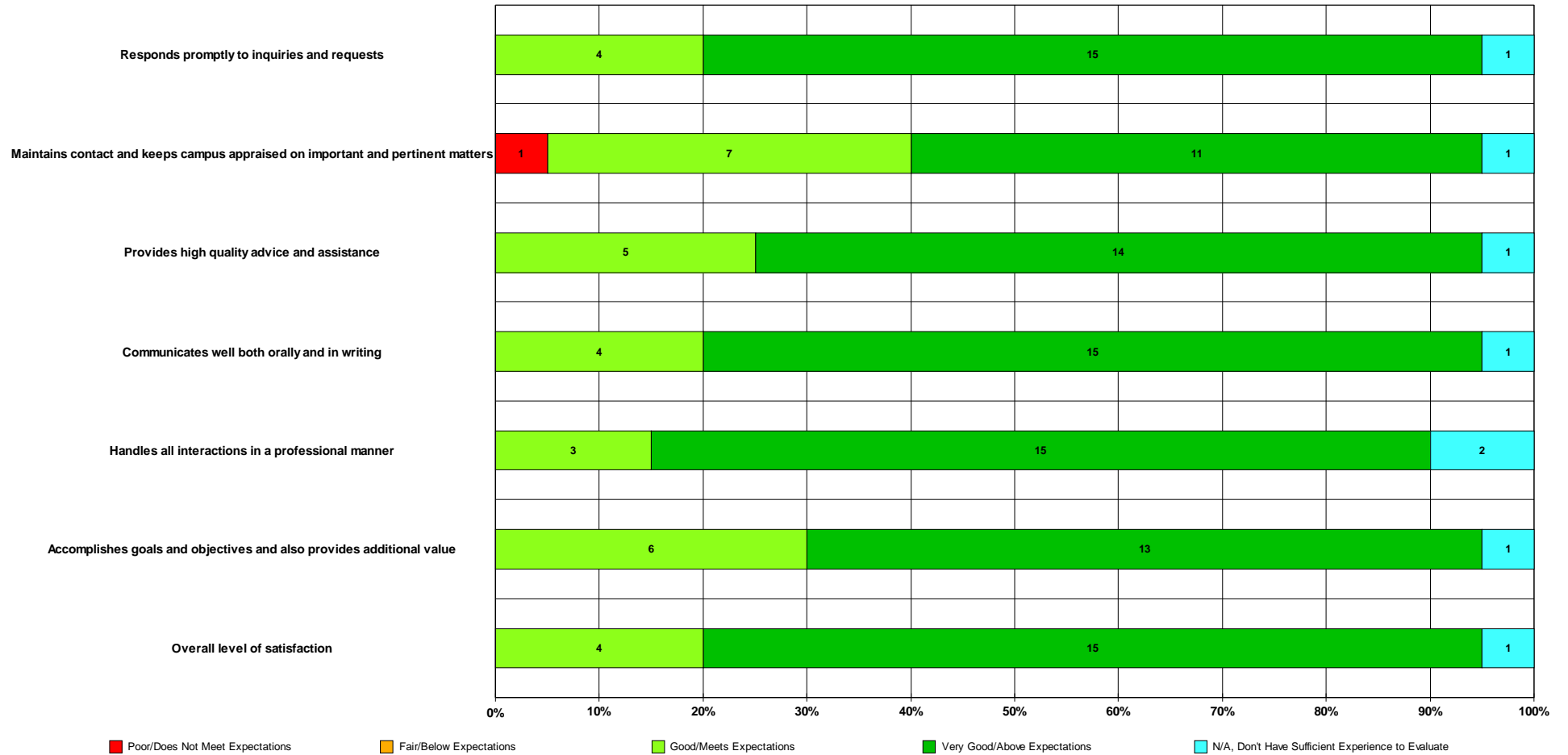
Analysis...: Q9.a to Q9.g  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	140	3.73	1	-	33	98	8
Responds promptly to inquiries and requests	20	3.79	-	-	4	15	1
Maintains contact and keeps campus appraised on important and pertinent matters	20	3.47	1	-	7	11	1
Provides high quality advice and assistance	20	3.74	-	-	5	14	1
Communicates well both orally and in writing	20	3.79	-	-	4	15	1
Handles all interactions in a professional manner	20	3.83	-	-	3	15	2
Accomplishes goals and objectives and also provides additional value	20	3.68	-	-	6	13	1
Overall level of satisfaction	20	3.79	-	-	4	15	1

### Q9.a to Q9.g Alliant Insurance Services AORMA - Property/Crime Claims Administrator

Analysis...: Q9.a to Q9.g  
 Filter.....: All Respondents  
 Options.. : Transposed  
 Cells.....: Counts, Respondents

Q9.a to Q9.g Alliant Insurance Services AORMA - Property/Crime Claims Administrator



**se use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services AORMA - Property/Crime Claims Administr**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*When Alliant shifts the claim to other adjusters, these secondary adjusters do not provide satisfactory service levels.*

### Q11.a to Q11.g Carl Warren & Co - Liability Claims Administrator

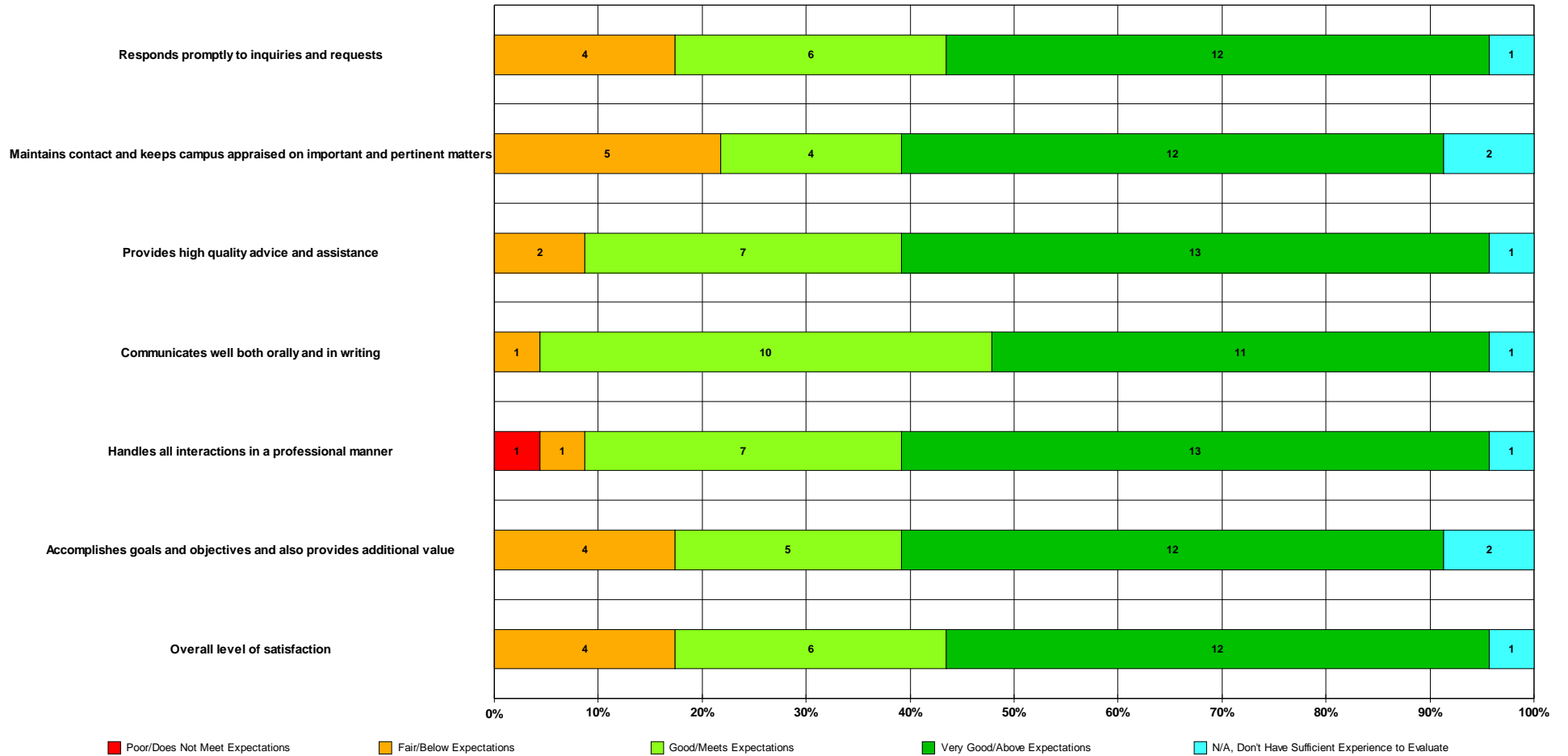
Analysis...: Q11.a to Q11.g  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	161	3.41	1	21	45	85	9
Responds promptly to inquiries and requests	23	3.36	-	4	6	12	1
Maintains contact and keeps campus apprised on important and pertinent matters	23	3.33	-	5	4	12	2
Provides high quality advice and assistance	23	3.50	-	2	7	13	1
Communicates well both orally and in writing	23	3.45	-	1	10	11	1
Handles all interactions in a professional manner	23	3.45	1	1	7	13	1
Accomplishes goals and objectives and also provides additional value	23	3.38	-	4	5	12	2
Overall level of satisfaction	23	3.36	-	4	6	12	1

### Q11.a to Q11.g Carl Warren & Co - Liability Claims Administrator

Analysis.: Q11.a to Q11.g  
 Filter.....: All Respondents  
 Options.. : Transposed  
 Cells.....: Counts, Respondents

Q11.a to Q11.g Carl Warren & Co - Liability Claims Administrator



**Please use the space below to provide us with any additional comments or suggestions: Carl Warren & Co - Liability Claims Administrator**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*Mauri is outstanding!*

*Unless there is a suit, nobody hears at all from Carl Warren. Maybe that's the set up for this provider. There is no general information from this outfit that's provided to Auxiliaries to understand the liability system, in general, which would be very helpful.*

*they do an excellent job! Very thorough and detailed!*

*We do not receive feedback nor do we receive billing information in a timely manner.*

## Q13.a to Q13.g CO Office of Risk Management - Risk Consulting

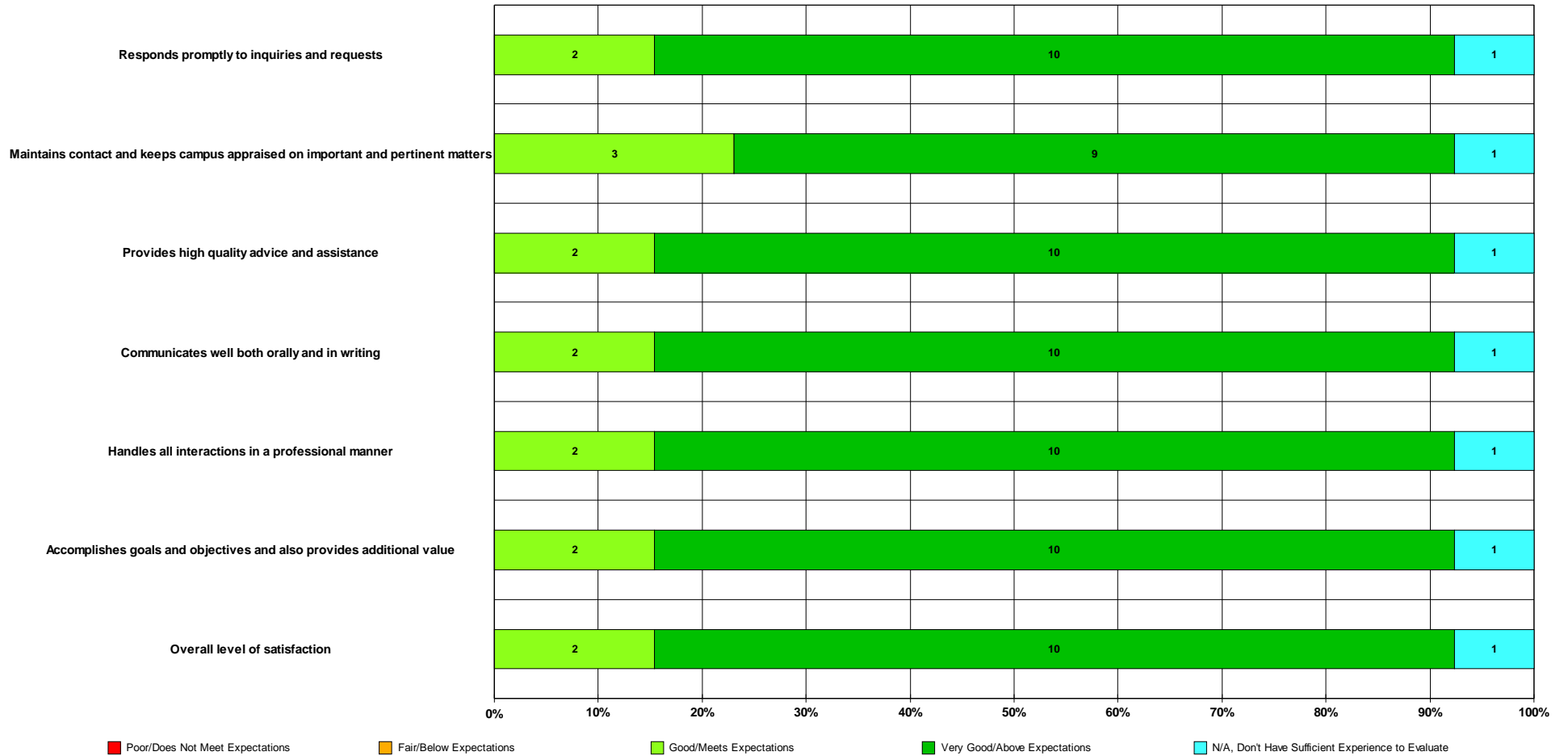
Analysis...: Q13.a to Q13.g  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	91	3.82	-	-	15	69	7
Responds promptly to inquiries and requests	13	3.83	-	-	2	10	1
Maintains contact and keeps campus appraised on important and pertinent matters	13	3.75	-	-	3	9	1
Provides high quality advice and assistance	13	3.83	-	-	2	10	1
Communicates well both orally and in writing	13	3.83	-	-	2	10	1
Handles all interactions in a professional manner	13	3.83	-	-	2	10	1
Accomplishes goals and objectives and also provides additional value	13	3.83	-	-	2	10	1
Overall level of satisfaction	13	3.83	-	-	2	10	1

### Q13.a to Q13.g CO Office of Risk Management - Risk Consulting

Analysis...: Q13.a to Q13.g  
 Filter.....: All Respondents  
 Options.. : Transposed  
 Cells.....: Counts, Respondents

Q13.a to Q13.g CO Office of Risk Management - Risk Consulting



**Please use the space below to provide us with any additional comments or suggestions: CO Office of Risk Management - Risk Consulting**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*We are an Auxiliary; most of our communication comes to us through our campus not from the CO. It would be better and more appropriate if we heard the Risk Management information directly from the CO.*

*Auxiliaries are left out of important communications. If you cc all campus risk managers, please make sure that you cc auxiliary risk managers.*

*Very helpful and quick to respond*

**Q15.a to Q15.g CO Enterprise Accounting - Accounting Services**

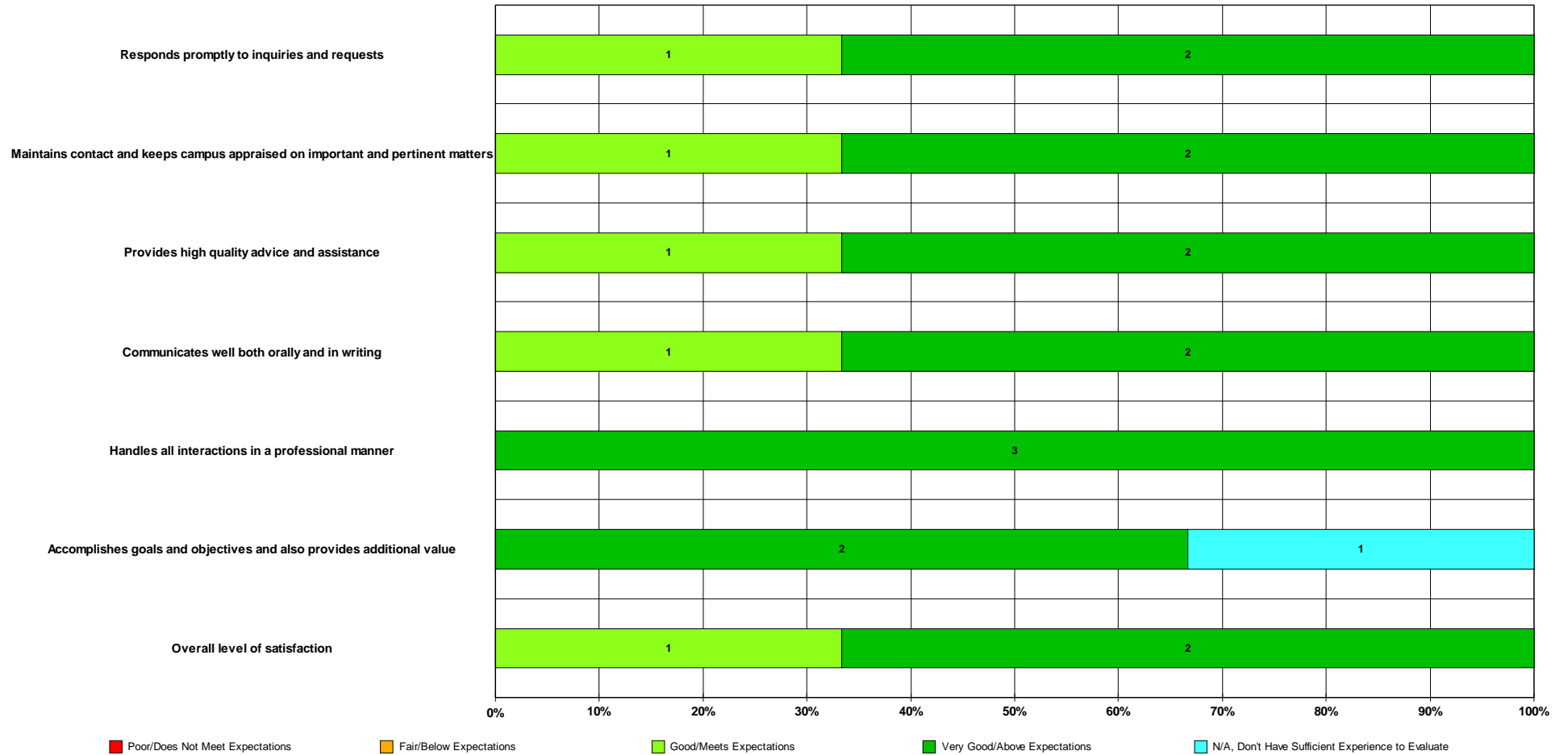
Analysis...: Q15.a to Q15.g  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	21	3.75	-	-	5	15	1
Responds promptly to inquiries and requests	3	3.67	-	-	1	2	-
Maintains contact and keeps campus apprised on important and pertinent matters	3	3.67	-	-	1	2	-
Provides high quality advice and assistance	3	3.67	-	-	1	2	-
Communicates well both orally and in writing	3	3.67	-	-	1	2	-
Handles all interactions in a professional manner	3	4.00	-	-	-	3	-
Accomplishes goals and objectives and also provides additional value	3	4.00	-	-	-	2	1
Overall level of satisfaction	3	3.67	-	-	1	2	-

### Q15.a to Q15.g CO Enterprise Accounting - Accounting Services

Analysis..: Q15.a to Q15.g  
 Filter.....: All Respondents  
 Options.. : Transposed  
 Cells.....: Counts, Respondents

Q15.a to Q15.g CO Enterprise Accounting - Accounting Services



**Please use the space below to provide us with any additional comments or suggestions: CO Enterprise Accounting - Accounting Services**

Analysis.: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*We have had very little contact with Accounting. However, the invoicing, amount of the insurance/invoice, etc., have always been timely and professional. I especially appreciate knowing so early how much we will be expected to pay next year. This is a huge help in our budget allocation process.*

### Q17.a to Q17.g Employers Edge - Unemployment Claims Administrator

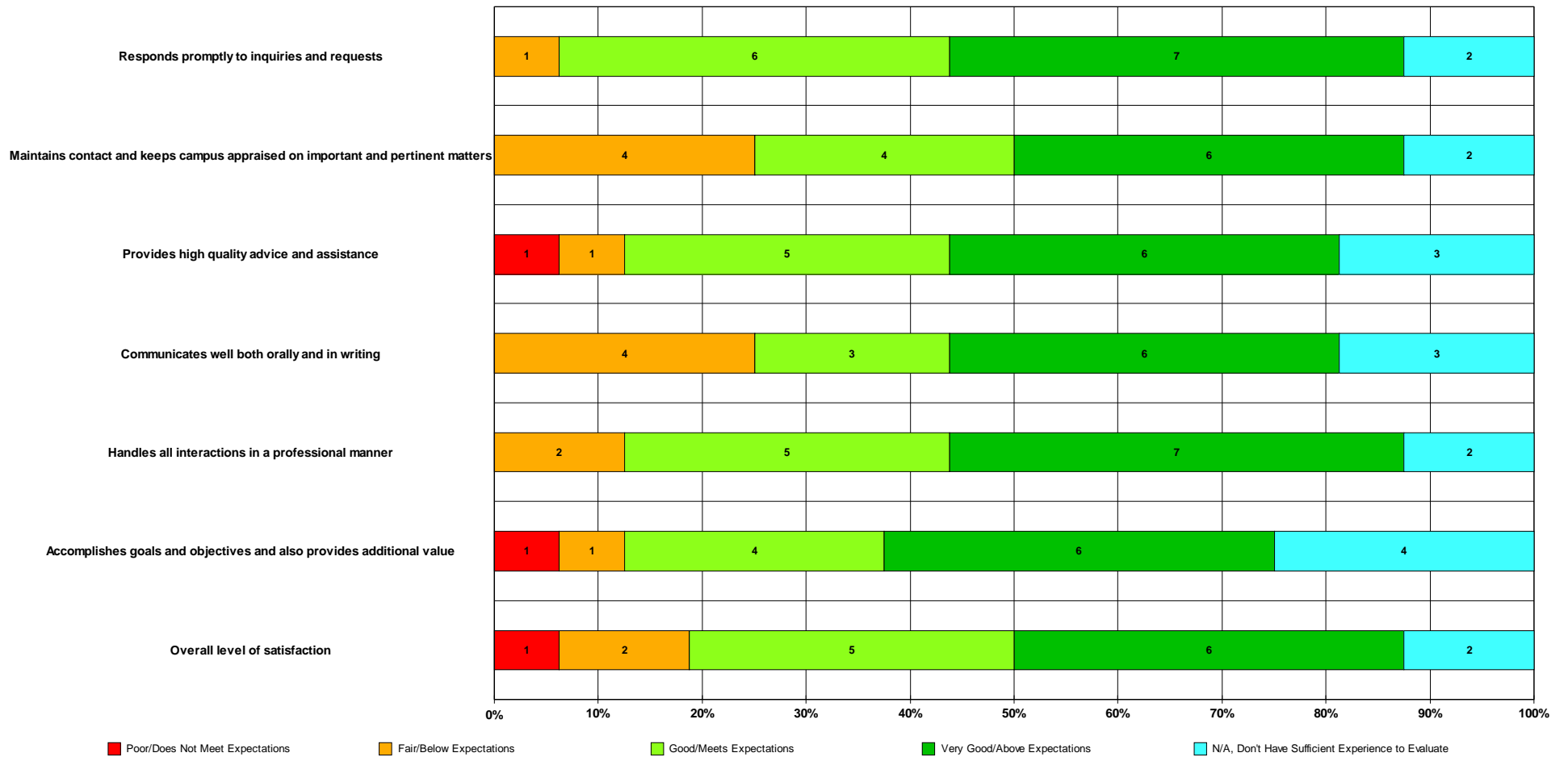
Analysis...: Q17.a to Q17.g  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	112	3.24	3	15	32	44	18
Responds promptly to inquiries and requests	16	3.43	-	1	6	7	2
Maintains contact and keeps campus appraised on important and pertinent matters	16	3.14	-	4	4	6	2
Provides high quality advice and assistance	16	3.23	1	1	5	6	3
Communicates well both orally and in writing	16	3.15	-	4	3	6	3
Handles all interactions in a professional manner	16	3.36	-	2	5	7	2
Accomplishes goals and objectives and also provides additional value	16	3.25	1	1	4	6	4
Overall level of satisfaction	16	3.14	1	2	5	6	2

### Q17.a to Q17.g Employers Edge - Unemployment Claims Administration

Analysis.: Q17.a to Q17.g  
 Filter.....: All Respondents  
 Options.. : Transposed  
 Cells.....: Counts, Respondents

Q17.a to Q17.g Employers Edge - Unemployment Claims Administration



**Please use the space below to provide us with any additional comments or suggestions: Employers Edge - Unemployment Claims Administration**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*Not a good thing that I know more about California Unemployment compensation and laws than these folks do. The forms that this company uses to respond could also be improved. Do NOT have good overall user experience with this outfit.*

*I've had some problems with Employer's Edge and the transition from the EGroup. Specifically, I have received claims notifications with a very tight turnaround (1-2 days) before I was required to respond. I always had more time to prepare my response with the EGroup. I asked why there was such a short turn around time and received no response. Also, we had a claim go to adjudication, and I had to follow-up to see the status instead of receiving an update from Employers Edge. It just seems that sometimes the claims go into a black hole and unless I follow up, I have no idea where we are with them. Also, I have not received any reports detailing our claims experience in quite awhile. I used to receive these quarterly from the EGroup. I feel that we took a step backward with this vendor transition.*

## Q19.a to Q19.g Employers Group - HR Consulting Services

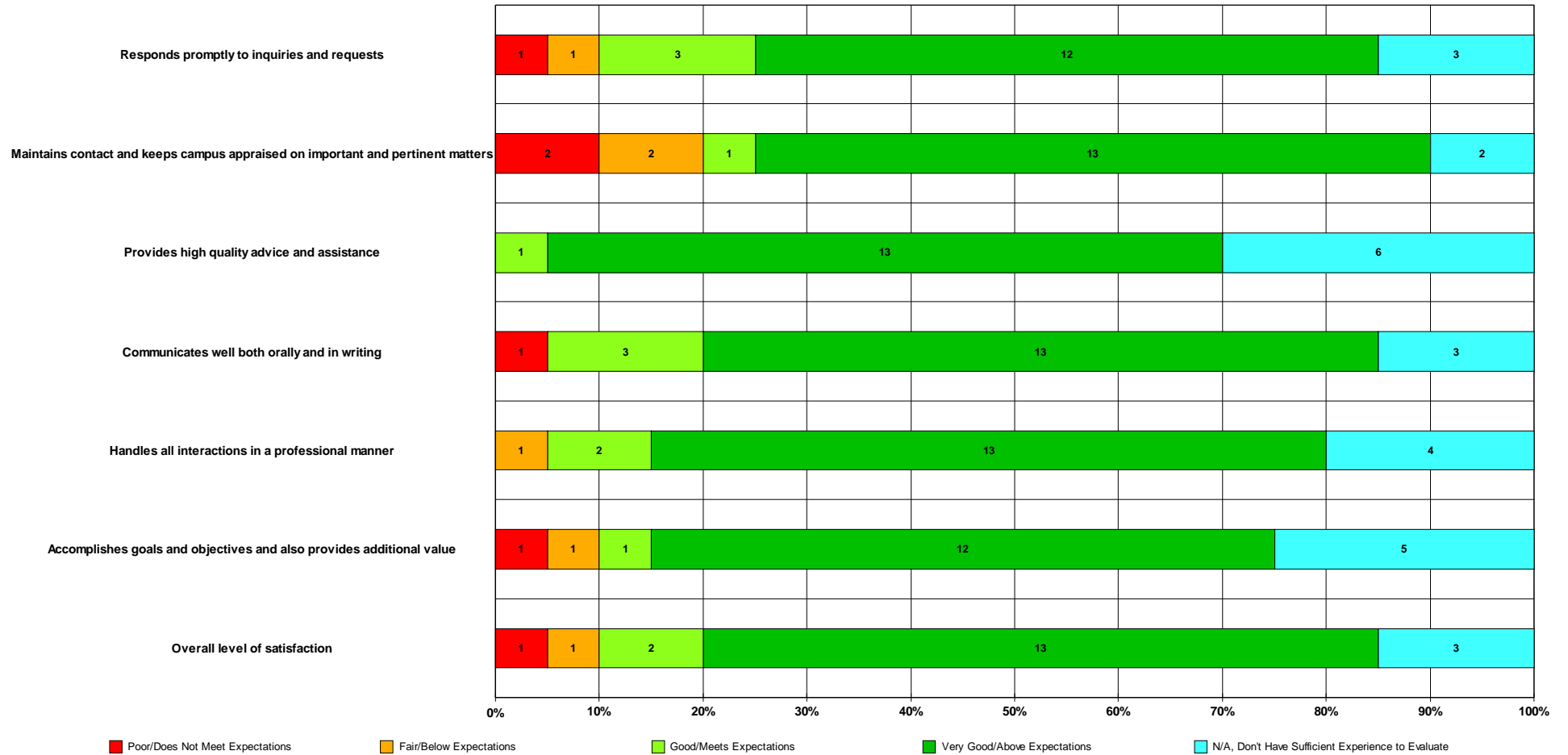
Analysis...: Q19.a to Q19.g  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	140	3.62	6	6	13	89	26
Responds promptly to inquiries and requests	20	3.53	1	1	3	12	3
Maintains contact and keeps campus appraised on important and pertinent matters	20	3.39	2	2	1	13	2
Provides high quality advice and assistance	20	3.93	-	-	1	13	6
Communicates well both orally and in writing	20	3.65	1	-	3	13	3
Handles all interactions in a professional manner	20	3.75	-	1	2	13	4
Accomplishes goals and objectives and also provides additional value	20	3.60	1	1	1	12	5
Overall level of satisfaction	20	3.59	1	1	2	13	3

### Q19.a to Q19.g Employers Group - HR Consulting Services

Analysis...: Q19.a to Q19.g  
 Filter.....: All Respondents  
 Options.. : Transposed  
 Cells.....: Counts, Respondents

Q19.a to Q19.g Employers Group - HR Consulting Services



**Please use the space below to provide us with any additional comments or suggestions: Employers Group - HR Consulting Services**

Analysis.: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*Have had zero communications from this provider all year. How can you maintain a program when nobody ever bothers to send out communications?*

*Not sure what the problem is but we have been working on an employee manual for three years!!! still no manual but I received a bill*

*The amount of communication/emails is somewhat overwhelming at times making it difficult to distinguish general information from pertinent HR info.*

*This has been a great resource for me*

*Really glad that we have Employers Group. They are a great resource*

*Always informative and a useful resource*

## Q21.a to Q21.g Sedgwick CMS - AORMA Workers' Compensation Claims Administrator

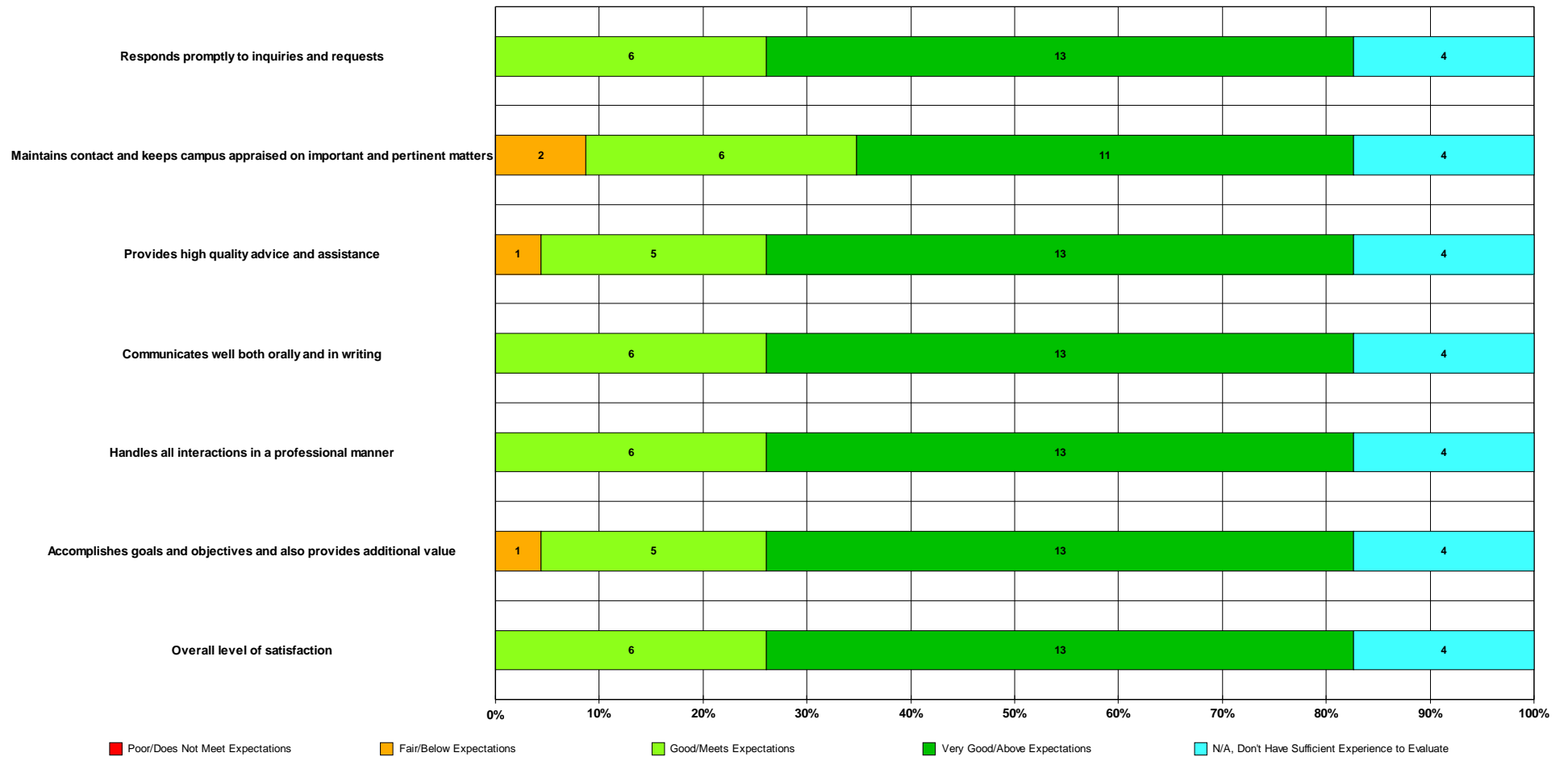
Analysis...: Q21.a to Q21.g  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	161	3.64	-	4	40	89	28
Responds promptly to inquiries and requests	23	3.68	-	-	6	13	4
Maintains contact and keeps campus apprised on important and pertinent matters	23	3.47	-	2	6	11	4
Provides high quality advice and assistance	23	3.63	-	1	5	13	4
Communicates well both orally and in writing	23	3.68	-	-	6	13	4
Handles all interactions in a professional manner	23	3.68	-	-	6	13	4
Accomplishes goals and objectives and also provides additional value	23	3.63	-	1	5	13	4
Overall level of satisfaction	23	3.68	-	-	6	13	4

### Q21.a to Q21.g Sedgwick CMS - Workers' Compensation Claims Administrator

Analysis...: Q21.a to Q21.g  
 Filter.....: All Respondents  
 Options.. : Transposed  
 Cells.....: Counts, Respondents

Q21.a to Q21.g Sedgwick CMS - Workers' Compensation Claims Administrator



**Please use the space below to provide us with any additional comments or suggestions: Sedgwick CMS - Workers' Compensation Claims Administrator**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*Not really pleased that the program administrators that excel at Sedgwick are removed and taken somewhere else, like Mary Albert. After a couple of customer-service related hiccups with Katie Brandt, we are now on solid ground, BUT....*

*Sedgwick is wonderful. Katie Brandt is phenomenal to work with. She has gone above and beyond in assisting us with everything from minor to significant claims. She is always willing to answer my questions and is very responsive to any requests.*

*I do wish that in the court cases we would receive a little bit of information. I am not asking for a phone call every month, just a little information so I know that I have done all that is expected of me OR if by chance I needed to do more. In one of our cases, one that looks like it is going to go on for while and I have very little idea what is going on.*

*I love working with Katie Brant. She is always quick to answer my questions and assist our employees as well.*

*I have never had a claim.*

### Q23.a to Q23.g Target Safety - Web-based Training

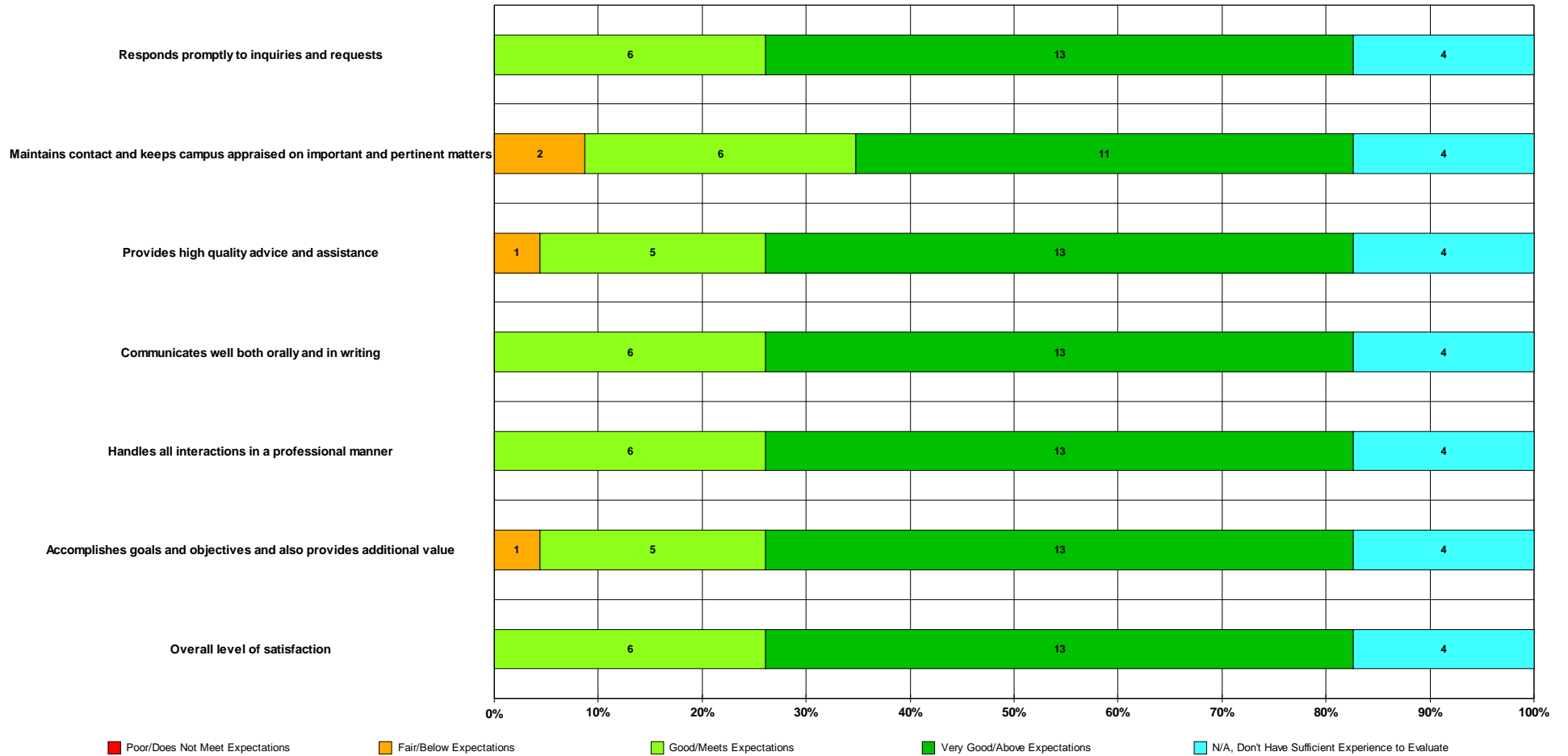
Analysis...: Q23.a to Q23.g  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	146	3.18	3	19	59	48	17
Responds promptly to inquiries and requests	21	3.37	-	2	8	9	2
Maintains contact and keeps campus appraised on important and pertinent matters	21	3.22	-	3	8	7	3
Provides high quality advice and assistance	21	2.94	1	4	7	5	4
Communicates well both orally and in writing	21	3.16	-	3	10	6	2
Handles all interactions in a professional manner	21	3.42	-	1	9	9	2
Accomplishes goals and objectives and also provides additional value	21	3.00	1	4	7	6	3
Overall level of satisfaction	20	3.11	1	2	10	6	1

### Q21.a to Q21.g Target Safety - Web-based Training

Analysis...: Q21.a to Q21.g  
 Filter.....: All Respondents  
 Options.. : Transposed  
 Cells.....: Counts, Respondents

Q21.a to Q21.g Target Safety - Web-based Training



**Please use the space below to provide us with any additional comments or suggestions: Target Safety - Web-based Training**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*Website is WAY too complicated, tries to do too much, very hard to negotiate and not at all user friendly. Their offerings do NOT meet legal muster -- I would hate to go into court with someone who took their online Sexual Harassment training course.*

*We have used Target solutions for a variety of purposes including online courses, harassment training, certification tracking, and training tracking. We really like this service and it's a shame it's being phased out.*

*I rarely use this service. It is fair.*

*Could benefit from a more interactive role with the representative.*

**Agenda Item C10**  
**CSURMA AORMA Member Services, Loss**  
**Control & Training Committee**  
**Meeting Date: April 20, 2015**

**DISCUSSION AND RECOMMENDATION FOR NEW MSLCTC CHAIR**  
**FOR FY 15/16**

**ISSUE:** Annually, the AORMA Committee Chair will appoint a new Chair of the Member Services, Loss Control and Training Committee (MSLCTC). The Chair of the MSLCTC must also be an AORMA Committee member. Every spring, the membership of the MSLCTC will recommend to the AORMA Committee Chair a nominee for the Chair position. The following MSLCTC members are also members of the AORMA Committee and therefore qualified to serve as the MSLCTC Chair:

Melinda Coil, San Diego State University Research Foundation  
Leslie Davis, University Union Operation of CSUS, Inc.

**RECOMMENDATION:** Staff recommends that the Committee discuss the MSLCTC Chair position for the July 1, 2015 to June 30, 2016 term and then make a recommendation to the AORMA Committee Chair.

**FISCAL IMPACT:** None.

**BACKGROUND:** None.

**PUBLICATION:** None.

**ATTACHMENT(S):** None.

## **REVIEW OF THE CSURMA AORMA LOSS DATA REPORTS**

**ISSUE:** Staff has prepared the attached loss reports for the AORMA Liability and Workers' Compensation coverage programs.

**RECOMMENDATION:** These reports are provided for information only. Staff recommends the Committee review the reports and discuss possible training and/or loss control techniques to mitigate certain types of losses that might have high frequency or severity.

**FISCAL IMPACT:** None at this time.

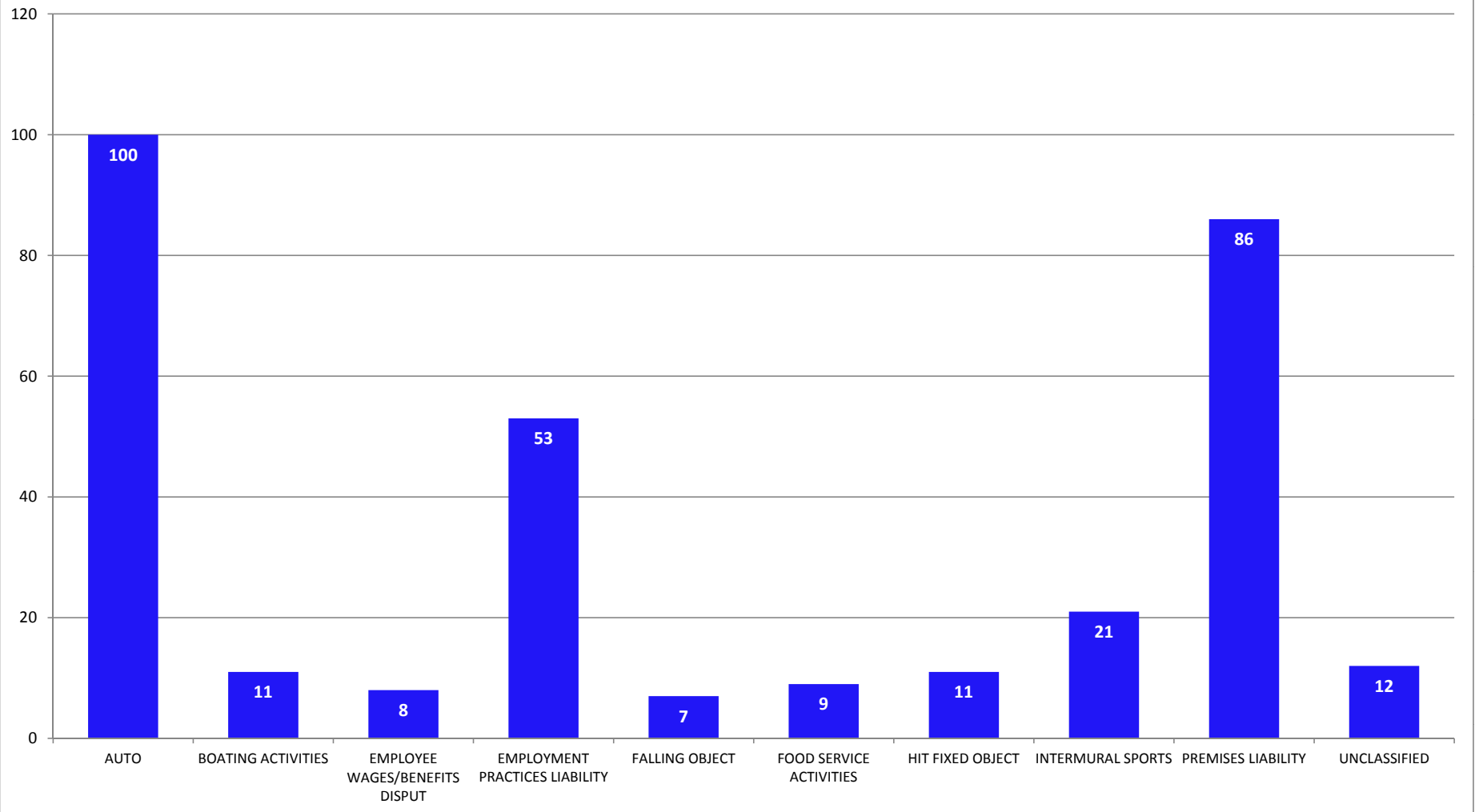
**BACKGROUND:** Staff has been asked to provide loss data reports to the Committee on a biannual basis – based on losses at June 30 and December 31 of each year.

**PUBLICATION:** None

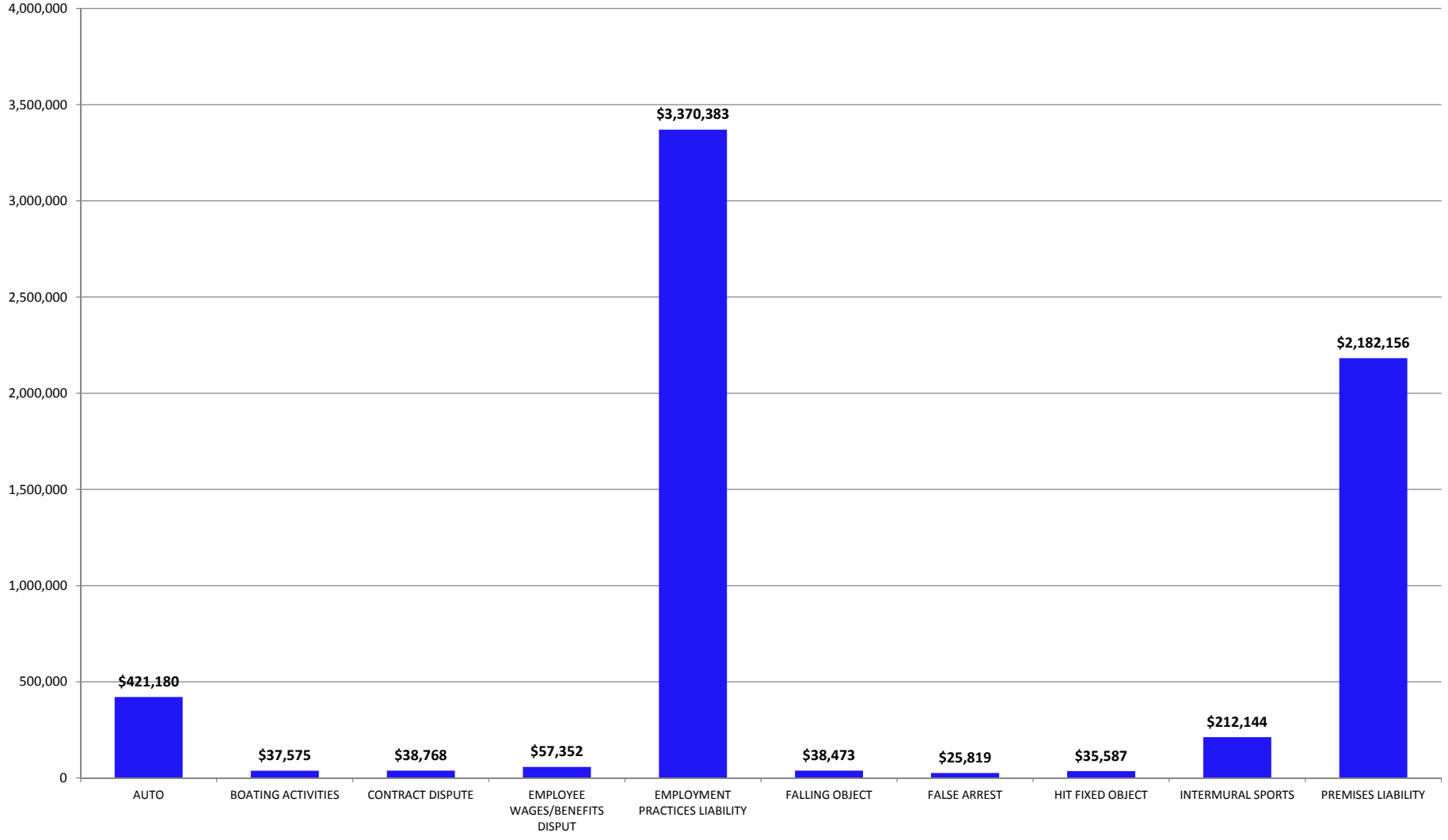
**ATTACHMENT(S):**

- a. Liability Loss Exhibits
- b. Workers' Compensation Loss Exhibits

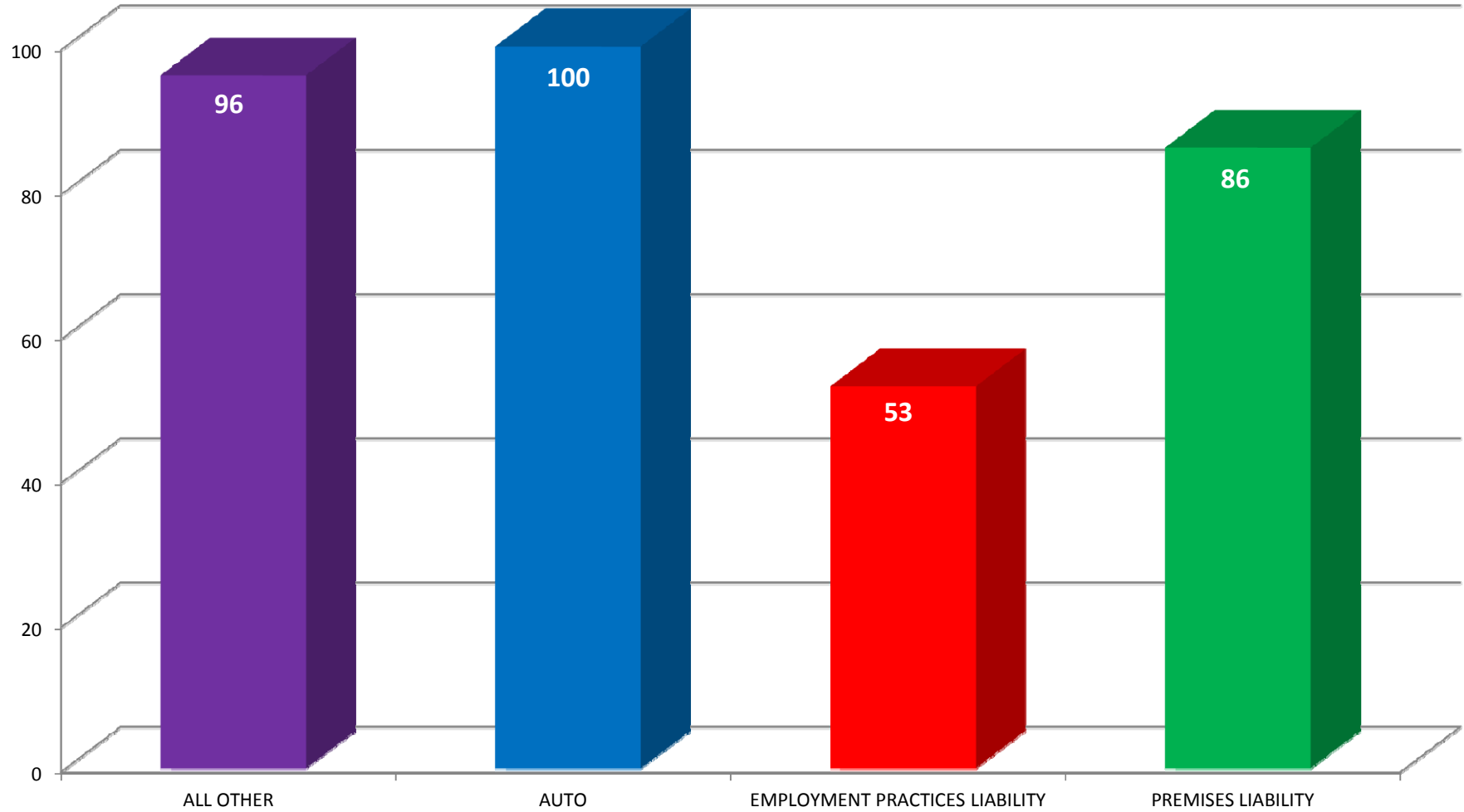
**CSURMA AORMA - Liability Losses (Top 10)**  
**Frequency of Cause of Loss by Total Incurred**  
**July 1, 2009 - December 31, 2014**



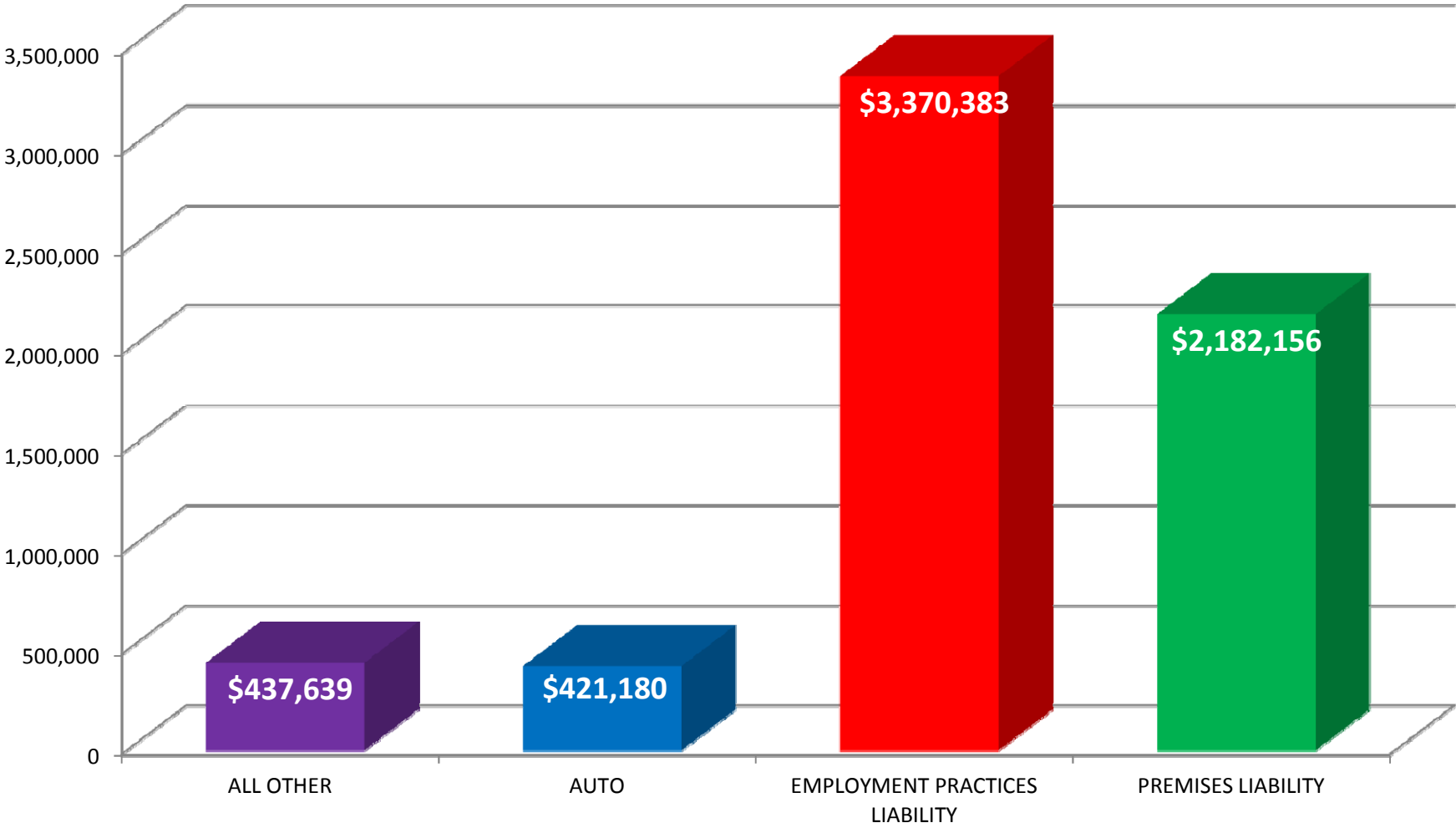
**CSURMA AORMA - Liability Losses (Top 10)  
Severity of Cause of Loss by Total Incurred  
July 1, 2009 - December 31, 2014**



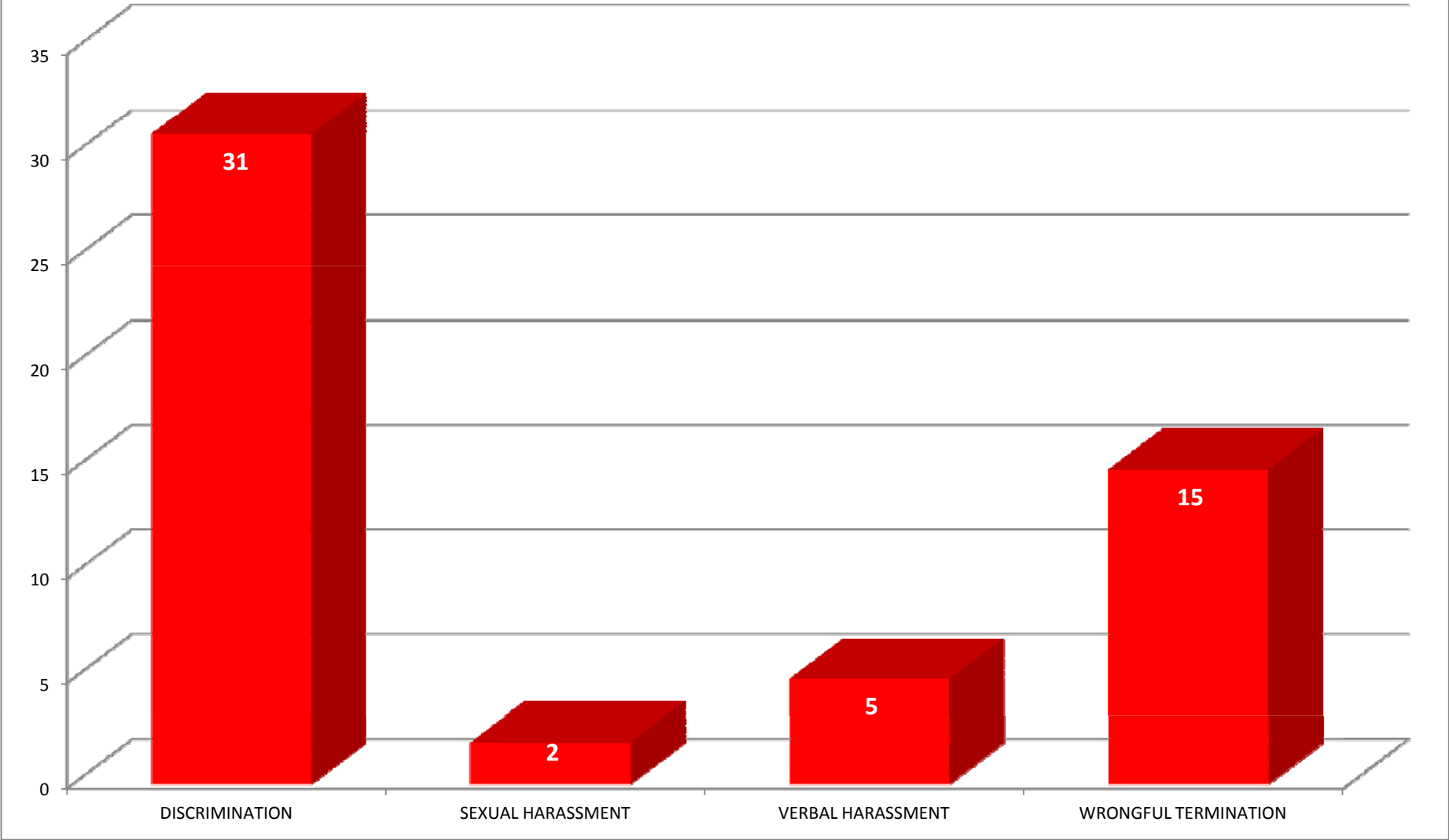
**CSURMA AORMA - Liability Losses (Top 4)**  
**Frequency of Cause of Loss by Total Incurred**  
**July 1, 2009 - December 31, 2014**



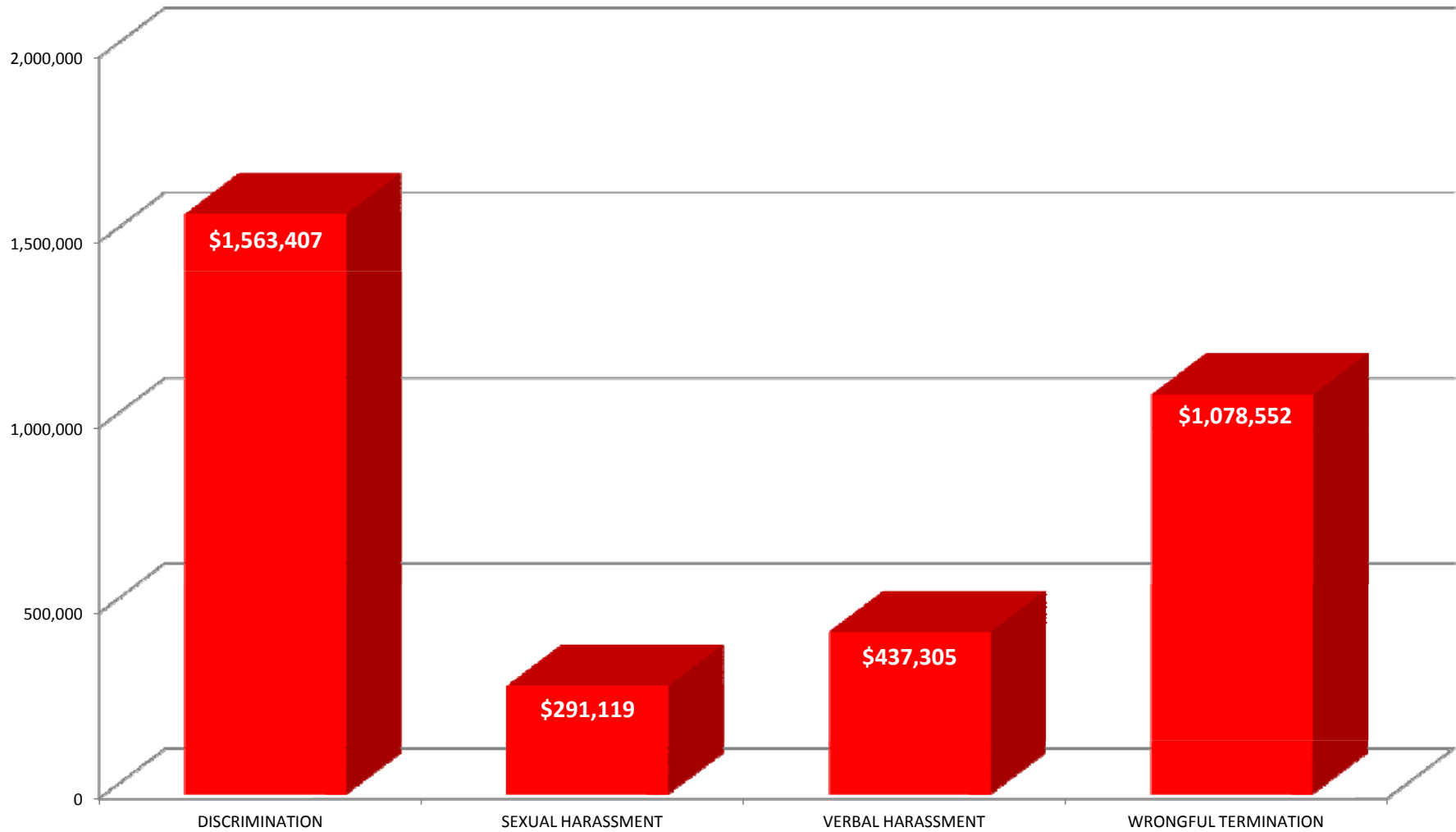
**CSURMA AORMA - Liability Losses (Top 4)  
Severity of Cause of Loss by Total Incurred  
July 1, 2009 - December 31, 2014**



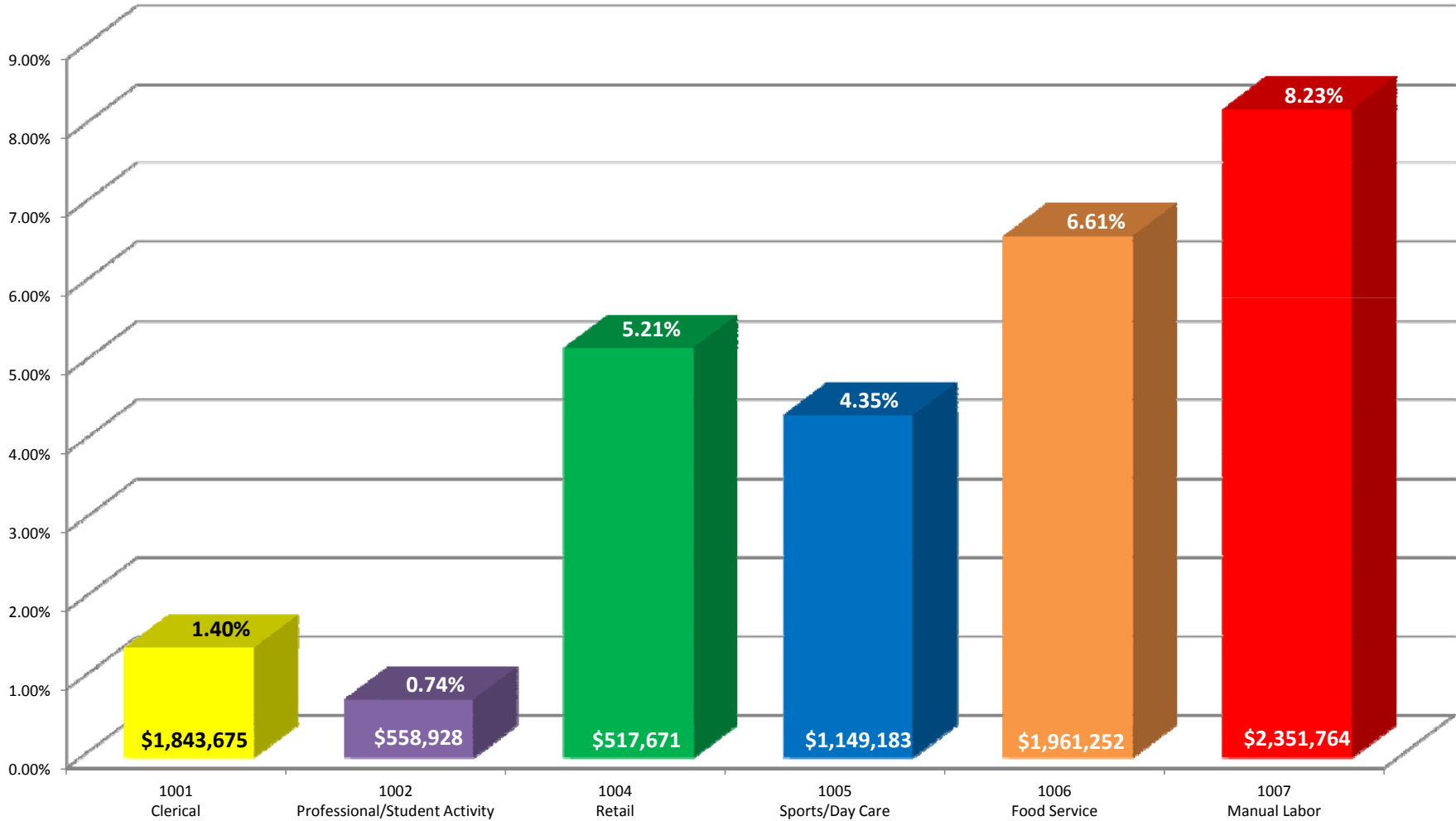
**CSURMA AORMA - Employer Practices Liability  
Frequency of Cause of Loss by Total Incurred  
July 1, 2009 - December 31, 2014**



**CSURMA AORMA - Employer Practices Liability  
Severity of Cause of Loss by Total Incurred  
July 1, 2009 - December 31, 2014**

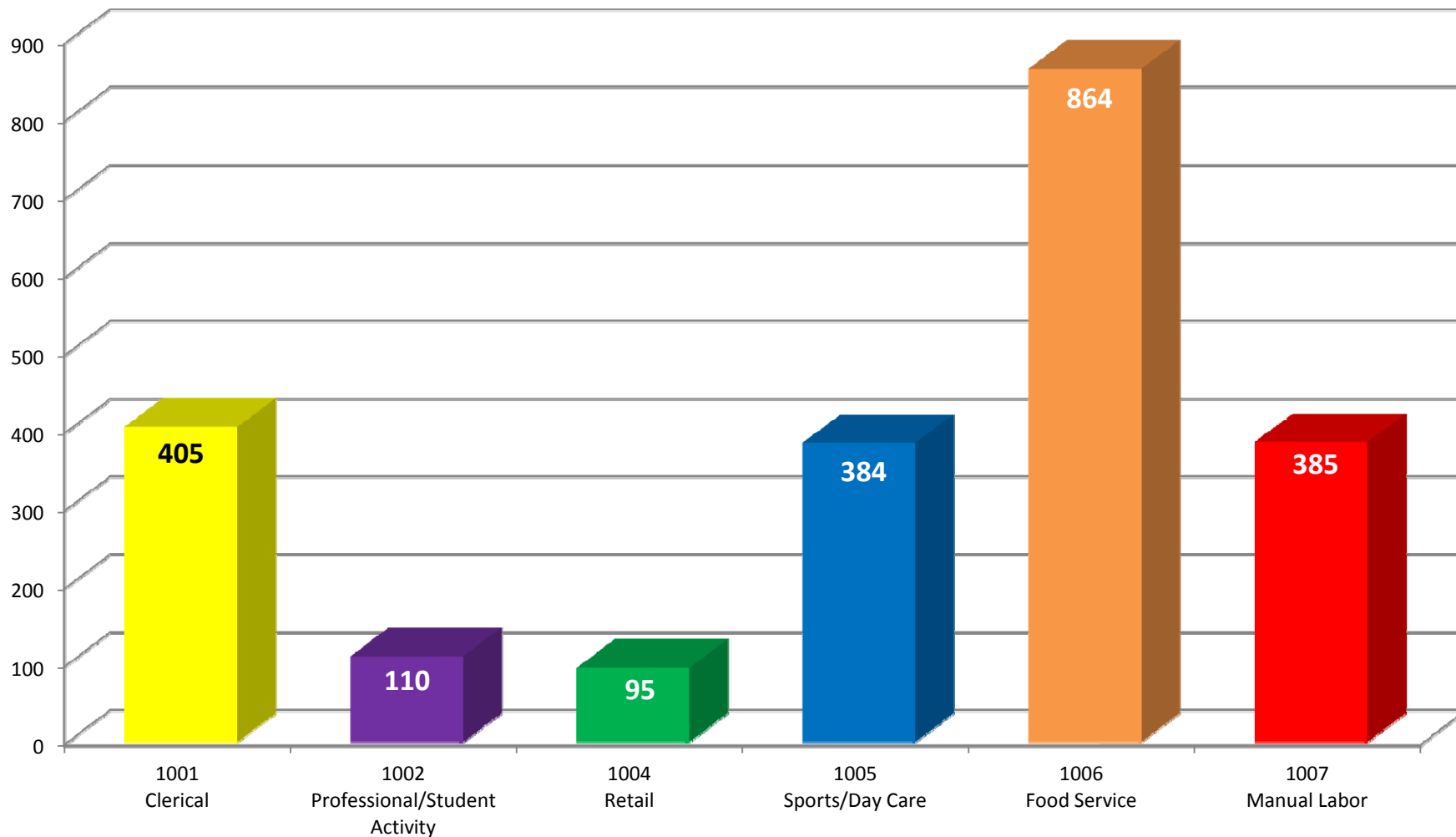


**AORMA Workers' Compensation Losses  
Total Incurred by Class Code  
July 1, 2009 - December 31, 2014**

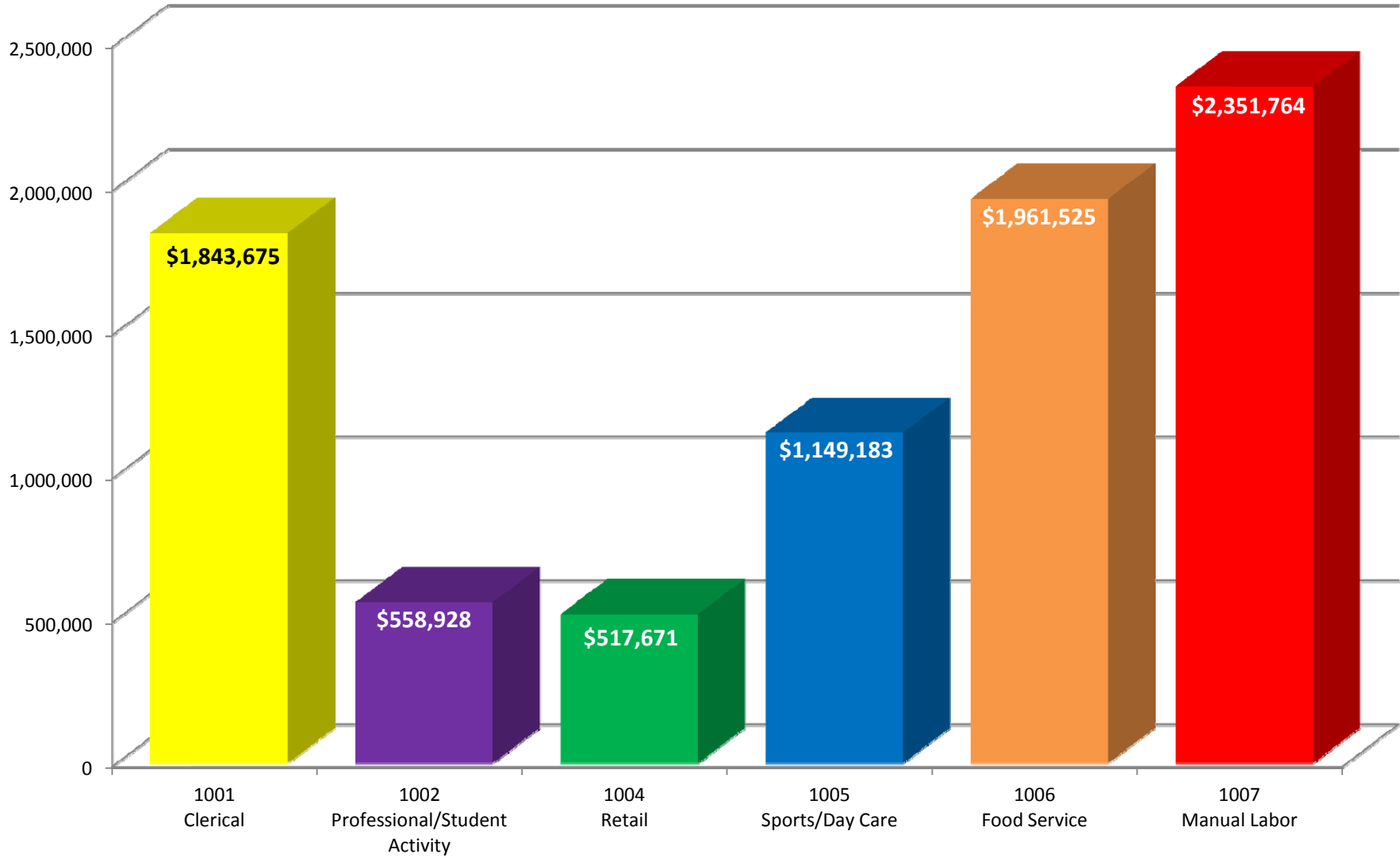


*\*Represents the percentage of claims compared to the payroll reported.*

**AORMA Workers Compensation Losses  
Frequency of Total Incurred by Class Code  
July 1, 2009 - December 31, 2014**



**AORMA Workers Compensation Losses  
Severity of Total Incurred by Class Code  
July 1, 2009 - December 31, 2014**



## **REVIEW OF THE EMPLOYERS GROUP UTILIZATION REPORT**

**ISSUE:** Attached for the Committee's review is the Employers Group utilization report.

**RECOMMENDATION:** No action is recommended. This item is for information only.

**FISCAL IMPACT:** Currently, the annual rate per Auxiliary Organization is \$507. This expense is included within the CSURMA AORMA budget and therefore, has already been collected from each auxiliary member.

**BACKGROUND:** The term of the current contract is July 1, 2014 to June 30, 2017. The Employers Group has been providing HR consulting services to AORMA members since March 1, 2011.

**PUBLICATION:** None

**ATTACHMENT(S):**

- a. Employers Group Utilization Report

**AORMA - HR Consulting  
Employers Group  
Utilization Report - As of 4/9/2015**

Type of Activity	Activity - As of 7/15/2011	Activity - As of 1/23/2013	Activity - As of 5/20/2013	Activity - As of 8/14/2013	Activity - As of 11/1/2013	Activity - As of 1/24/2014	Activity - As of 3/28/2014	Activity - As of 7/15/2014	Activity - As of 4/9/2015	Notes
Helpline Calls	54	388	438	455	479	501	520	532	601	4/9/2014 - 44 Auxiliaries have called.
Resource Library	22	130	151	166	185	201	211	229	252	
Comp/Benefits Survey Participation	2	4	6	6	6	7	7	7	7	
Roundtable/Webinar Attendance	8	29	44	59	67	68	77	92	129	Includes roundtables, fee-based and free webinars
Public Workshop Trainings*	4	8	9	10	11	15	15	16	21	
Registration - Workplace/Employment Law Update		21	21	21	33	38	38	38	50	
Inquiry/Proposed – On-Site Training*	5	14	18	19	30	31	33	35	40	
Contracted - On-Site Training	0	11	14	14	23	26	27	28	32	Includes on-going coaching program
Inquiry/Proposed - On-Line training		4	5	6	7	7	7	7	7	
Contracted - On-Line Training		3	3	4	4	4	4	4	4	
Inquiry/Proposed Affirmative Action Planning	2	10	11	12	13	14	15	16	19	(Includes one OFCCP audit)
Contracted - Affirmative Action Planning	0	6	7	7	8	9	9	10	13	
Contracted - Affirmative Action Plan Audit Support	0	1	1	1	1	1	1	1	1	
Inquiry/Proposed – Employee Handbook*	3	3	3	3	4	4	5	5	6	3 Contracted
Inquiry/Proposed – E.O.S.*	1	1	1	1	1	1	1	1	3	
Contracted - EOS	0	1	1	1	1	1	1	1	1	
Inquiry/Proposed – Consulting*	2	8	8	9	10	10	11	15	17	
Contracted - Consulting	0	1	1	1	1	4	5	9	11	10 comp evals, 1 job description assignment
Inquiry/Proposal - Unemployment Insurance Managem	1	3	3	3	3	3	3	3	3	
Contracted - Unemployment Insurance Management	0	1	1	1	1	1	1	1	1	Not including CSURMA Pooled Program
Inquiry/Proposal - Comp.Benefits Planning	0	7	9	10	11	11	12	12	13	
Contracted - Research, Comp/Benefits Planning	0	3	4	5	6	6	7	7	7	
Other (Books, CD ROMs, Posters, etc.	0	2	3	3	3	4	4	4	5	

## **REVIEW OF THE PRAESIDIUM UTILIZATION REPORT**

**ISSUE:** Attached for the Committee's review is the Praesidium utilization report.

**RECOMMENDATION:** No action is recommended. This item is for information only.

**FISCAL IMPACT:** The cost for the online self-assessment tool and the six online training courses is \$50,000 annually. The contract costs have been allocated between the campuses and the auxiliary organizations. AORMA's allocation of the \$50,000 is \$8,304 for FY 15/16 and \$8,826 for FY 14/15.

**BACKGROUND:** The Praesidium contract includes the following services:

1. Online Self-Assessment Tool – The self-assessment tools allows each youth program to identify those areas in which abuse may occur and it provides a customized action plan based on the program's strengths and weaknesses. Sample policies and procedures are then provided for use by the program director and staff.
2. Online Training – Six corresponding training courses are available to the program's staff after the Online Self-Assessment is completed.

**PUBLICATION:** Periodically, Staff will send out reminders, to all of the AORMA Members, outlining the Praesidium program services.

**ATTACHMENT(S):**

- a. Praesidium Inc. – Utilization Report.

**Update from Candace Collins of Praesidium  
4/9/15**

**Online Self-Assessment**

To date, there are 22 completed assessments and 7 in progress. This activity is from the following campuses:

- CSU Dominguez Hills
- CSU Stanislaus
- San Francisco State University
- California Polytechnic State University San Luis Obispo
- CSU San Bernardino
- CSU Fresno

Several of the programs at these campuses have also started to use the online training resources that are available after completion of an assessment. We will present more detailed data as part of the *Fitting the Pieces Together* conference this month. At the bottom of this email chain I also included some feedback we recently received. I think it's very representative of other comments we've heard in the field – people realize this is an important process and are excited about having resources to help them get started.

**Communication with the Campuses**

Through other nearby client travel, we have had the opportunity to conduct in-person meetings with state-side and auxiliary representatives at the following campuses.

- CSU Dominguez Hills
- San Francisco State University
- Sacramento State
- California Polytechnic State University Pomona
- Fresno State University

Most of these meetings were coordinated by state-side Risk Management, and we used the discussions to discuss general abuse prevention best practices, the online self-assessment and available resources, plus a variety of other ways Praesidium might assist with their ongoing minors on campus efforts. For instance, at Sacramento we talked with Kirt Stout about campus-wide policies and his ongoing efforts to roll out a comprehensive policy framework. We received a variety of inquiries from San Francisco regarding best practices in ratios, screening and documentation, and Michael Martin has asked us to keep him apprised of our nearby travel for future consultation opportunities. At the AOA conference, Raven Tyson at San Diego State University ASI also mentioned that additional HR training might be helpful to her team. . Many of these campuses also inquired about the ability to provide CANRA and reporting / responding training.

We have also provided ongoing phone consultation on several matters:

- CSU Dominguez Hills – various programmatic details and best practices for multiple programs and events on campus
- CSU San Bernardino – best practices in screening student child care workers

### **Other CSU Contracts**

Because many campuses have expressed interest in additional services, we have already or are in the process of contracting as follows:

CSU Long Beach – access to one additional online training course (*Abuse Prevention Refresher*) not offered through the system-wide online self-assessment contract

CSU Long Beach ASI – on-site risk assessment of all ASI programs serving minors (including child care center)

CSU Dominguez Hills – one day of on-site abuse prevention training with two sessions: one for senior campus leadership, another for all individuals (state-side and auxiliary) that work with minors

CSU Dominguez Hills Foundation – on-site risk assessment of the infant / toddler center

CSU Fullerton ASI – on-site risk assessment of the child care center (part of an older contract that originated in CSUF Student Affairs)

### **Next Steps**

One of the items we discussed at the AOA Conference was the possibility of an in-person meeting with your team to review the available tools and resources. I know the next conference is rapidly approaching, but let us know your thoughts and availability to continue these discussions. We're looking forward to working with you as you transition in this role!

**FY 14/15 AORMA LONG RANGE ACTION PLAN**

**ISSUE:** The Program Administrator includes a copy of the current AORMA Long Range Action Plan in every agenda.

**RECOMMENDATION:** No action is requested; this item is for information only.

**FISCAL IMPACT:** None.

**BACKGROUND:** None.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. FY 14/15 AORMA Long Range Action Plan

## CSURMA AORMA FY 14/15 - LONG RANGE ACTION PLAN

#	RESPONSIBLE ENTITY	ACTION/RESPONSIBILITY	DEADLINE	STATUS
<b>AORMA COMMITTEE</b>				
A-1	<b>WORKERS' COMPENSATION POLICIES AND PROCEDURES</b>			
	Staff (Alliant)	Review all workers' compensation policies and procedures and recommend revisions as necessary.	January, 2014	Completed
	PC	Review all workers' compensation policies and procedures and recommend approval to the AORMA Committee, with revisions as appropriate. All workers' compensation policies and procedures have been reviewed.	February 2, 2014	Completed
	AORMA Committee	Review and approve revisions to the workers' compensation policies and procedures.	March 20, 2014	Completed
A-2	<b>CLOSED SESSION POLICY AND PROCEDURE</b>			
	AORMA Committee	Review and approve the new policy and procedure	October 23, 2014	Completed
A-3	<b>MEMBER ALLOCATION FORMULA – RATING PLAN REVIEW POLICY AND PROCEDURE</b>			
	AORMA Committee	Review and approve the new policy and procedure	October 23, 2014	Completed

## CSURMA AORMA FY 14/15 - LONG RANGE ACTION PLAN

	RESPONSIBLE ENTITY	ACTION/RESPONSIBILITY	DEADLINE	STATUS
<b>PROGRAMS COMMITTEE</b>				
P-1	<b>LIABILITY PROGRAM MEMBER ALLOCATION FORMULA (for FY 15/16 term)</b>			
	PC	Discuss current liability program member allocation formula and alternative allocation formulas	December 12, 2013	Completed
	PC	Review alternative member allocation formula (first review)	February 6, 2014	Completed
	PC	Review alternative member allocation formula (second review)	April 10, 2014	Completed
	AORMA Officers	Review alternative member allocation formula	July, 2014	Completed
	PC	Receipt of supplemental actuarial reports – based rates and experience modification factors. Review draft alternative member allocation formula with actuarial factors included.	August 28, 2014	Completed
	AORMA Committee	Discuss modifications to the liability program member allocation formula.	September 10, 2014	Completed
	PC	Approval of FY 15/16 liability program member allocation formula	November, 2014	Completed
	AORMA Committee	Approval of FY 15/16 liability program member allocation formula	January, 2015	Completed
P-2	<b>EARTHQUAKE COVERAGE FOR CONDOMINIUM OWNERS (WHEN HOA DOES NOT PURCHASE EARTHQUAKE COVERAGE)</b>			
	Staff	Secure exposure information from the members	November, 2014	This item was closed out by the AORMA Committee.
	Staff	Obtain and review earthquake proposals	February, 2015	
	Programs Committee	Review and recommend revisions, as required	February, 2015	
	AORMA Committee	Review final earthquake proposals	March 19, 2015	

## CSURMA AORMA FY 14/15 - LONG RANGE ACTION PLAN

#	RESPONSIBLE ENTITY	ACTION/RESPONSIBILITY	DEADLINE	STATUS
<b>MEMBER SERVICES, LOSS CONTROL AND TRAINING COMMITTEE</b>				
<b>M-1 RISK REDUCTION INNOVATIVE MATCHING GRANT PROGRAM</b>				
	MSLCT Committee	Review revisions to grant criteria within policy and procedure A-6; recommend approval to the AORMA Committee	November, 2014	Completed
	AORMA Committee	Review and approve revisions to grant criteria within policy and procedure A-6	December, 2014	Completed
<b>M-2 AORMA INSURANCE HANDBOOK – IS THIS COVERED?</b>				
	Staff	Complete the AORMA – Is This Covered Handbook	January, 2015	Completed
	MSLCT Committee	Review handbook and recommend revisions as appropriate	January, 2015	N/A
	Staff	Present the handbook during the AOA Session – AORMA What’s Covered and What’s Not	February 9, 2015	Completed
	Staff	AORMA Coverage Brochures	Continuous	In Progress
<b>M-3 REAL PROPERTY ACQUISITIONS - CHECKLIST</b>				
	Staff	Complete the AORMA Real Property Acquisitions - Checklist	January, 2015	Completed
	MSLCT Committee	Review checklist and recommend revisions as appropriate	February, 2015	
	AORMA Committee	Review final checklist	March, 2015	
<b>M-4 KEEPING MINORS SAFE WHILE ON CAMPUS - HANDBOOK</b>				
	Staff	<del>Complete the Keeping Minors Safe While on Campus Handbook. The scope of this project was changed by the MSLCTC.</del>	January, 2015	Completed
	MSLCT Committee	<del>Review handbook and recommend revisions as appropriate. The project timeline was changed by the MSLCTC. Each year two or three minor projects will be suggested by the MSLCTC for completion and addition to the handbook. The MSLCTC chose Traveling with Minors and Overnight Wilderness Activities with Minors</del>	February, 2015	Completed

## CSURMA AORMA FY 14/15 - LONG RANGE ACTION PLAN

	AORMA Committee	<del>Review final handbook.</del> Review completed sections of the handbook.	June, 2015	
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**CSURMA AORMA 2015 MEETING CALENDAR**

**ISSUE:** The Program Administrator includes a current copy of the CSURMA AORMA meeting calendar in every agenda

**RECOMMENDATION:** No action is requested on this item.

**FISCAL IMPACT:** None.

**BACKGROUND:** None.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. CSURMA AORMA – 2015 Meeting Calendar

## 2015 CSURMA • AORMA MEETING CALENDAR

JANUARY, 2015	FEBRUARY, 2015	MARCH, 2015
12 AIME: Northridge: 10:30 a.m.	8 EC: Pasadena: 3:00 p.m. 8 <del>MSLCTC: Pasadena: 4:30 p.m.</del> 8-11 AOA Conference: Pasadena 26 PC: Teleconference: 1:00 p.m.	19 AORMA: Newport Beach: 10:00 a.m. 19 EC: Newport Beach: 2:30 p.m. 20 EC LRP: Newport Beach: 8:00 a.m.
APRIL, 2015	MAY, 2015	JUNE, 2015
20 MSLCTC: Teleconference: 10:00 a.m. 23 BOD Orientation: Teleconference: 2:00 p.m. 27 BOD: San Diego: 4:00 p.m. 28-29 Fitting the Pieces Conference: San Diego	7 AORMA: Long Beach; 10:00 a.m. 8 EC: Long Beach: 8:00 a.m. 18 AIME: TBD – 10:30 a.m.	25 PC: Teleconference: 1:00 p.m. 29 MSLCTC: Teleconference: 10:00 a.m.

AORMA = Auxiliary Organizations Risk Management Alliance Committee	PC = AORMA Programs Committee	EC = CSURMA Executive Committee
AOUI = Auxiliary Organizations Unemployment Insurance Trust	AORMA LRP = AORMA Long Range Planning Meeting	EC LRP = EC Long Range Planning Meeting
MSLCTC = AORMA Member Services, Loss Control & Training Committee	AOA = CSU Auxiliary Organizations Association	BOD = CSURMA Board of Directors

## 2015 CSURMA • AORMA MEETING CALENDAR

JULY, 2015	AUGUST, 2015	SEPTEMBER, 2015
7-8 AORMA Officers Retreat, San Francisco		9 AORMA New Member Orientation: 9 AORMA LRP: Newport Beach: 10:00 a.m. 10 AORMA: Newport Beach: 9:00 a.m. 10 EC Orientation: Newport Beach: 4:00 pm 11 EC: Newport Beach: 8:30 a.m.
OCTOBER, 2015	NOVEMBER, 2015	DECEMBER, 2015
1 PC: Teleconference: 1:00 p.m. 5 MSLCTC: Teleconference: 10:00 a.m. 22 AORMA: Long Beach: 10:00 a.m. 22 BOD Orientation: Teleconference: 2:00 p.m. 23 EC: Long Beach: 9:00 a.m. 23 BOD: Long Beach: 10:30 a.m.  <i>AIME: TBD – 10:30 a.m.</i>		3 AORMA: Long Beach: 10:00 a.m. 4 EC: Long Beach: 8:30 a.m. 10 PC: Teleconference: 1:00 p.m.

AORMA = Auxiliary Organizations Risk Management Alliance Committee	PC = AORMA Programs Committee	EC = CSURMA Executive Committee
AOUIT = Auxiliary Organizations Unemployment Insurance Trust	AORMA LRP = AORMA Long Range Planning Meeting	EC LRP = EC Long Range Planning Meeting
MSLCTC = AORMA Member Services, Loss Control & Training Committee	AOA = CSU Auxiliary Organizations Association	BOD = CSURMA Board of Directors

## **CSURMA AORMA COMMITTEE CONTACT LIST**

**ISSUE:** Attached for the Committee's review is the AORMA Committee and Standing Committee Membership Roster Contact List.

**RECOMMENDATION:** It is recommended that the Committee Members review the contact information for accuracy and report any changes or corrections to Staff.

**FISCAL IMPACT:** None.

**BACKGROUND:** Contact lists are provided at every meeting.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. AORMA Committee Roster - Effective at July 1, 2014

**AORMA Committee**  
**Ten voting members - two alternates - twelve members total**  
**Effective at July 1, 2014**

Committee	Seat	Member	Position	Campus	Type of Auxiliary	E-Mail	Telephone Number
AORMA	Chair	Robert de Wit	Chief Financial Officer	Long Beach	Forty-Niner Shops, Inc., CSU Long Beach	rdewit@csulb.edu	562-985-5549
AORMA	Vice Chair	Frank Mumford	Executive Director	Fullerton	CSU Fullerton Auxiliary Services Corporation	fmumford@fullerton.edu	657-278-4101
AORMA	Past Chair	Dwayne Brummett	Director of Business Services	San Luis Obispo	Associated Students, Inc., Cal Poly San Luis Obispo	dbrummet@calpoly.edu	805-756-5768
AORMA	Ex Officio	Kurt Borsting	Director, Titan Student Centers	Fullerton	Associated Students, California State University, Fullerton, Inc.	kborsting@fullerton.edu	657-278-4214
AORMA	At Large	Brian Nowlin	Chief Operating Officer	Long Beach	California State University, Long Beach Research Foundation	Brian.Nowlin@csulb.edu	562-985-4690
AORMA	At Large	Gigi Kiama	Human Resources Manager	Monterey Bay	The University Corporation at Monterey Bay	gkiama@csumb.edu	831-582-4301
AORMA	At Large	Guy Dalpe	Managing Director	San Francisco	Associated Students, Inc., San Francisco State University	gdalpe@sfsu.edu	415-338-1044
AORMA	At Large	Haleh Minakary	General Business Manager	Pomona	The Cal Poly Pomona Foundation, Inc.	hminakary@csupomona.edu	909-869-2910
AORMA	At Large	Keith Kompsi	Director, Foundation Financial Services	Fresno	Fresno Association, Inc., CSU Fresno	kkompsi@csufresno.edu	559-278-0838
AORMA	At Large	Leslie Davis	Executive Director	Sacramento	University Union Operation of CSUS, Inc.	leslied@saclink.csus.edu	916-278-2904
AORMA	At Large	Mark Day	Executive Director	San Bernardino	Santos Manuel Student Union of California State University, San Bernardino	mday@csusb.edu	909-537-7201
AORMA	At Large	Melinda Coil	Chief Financial Officer	San Diego	San Diego State University Research Foundation	mcoil@foundation.sdsu.edu	619-594-1076

## Member Services, Loss Control & Training Committee

**Minimum of five members - at least two of whom are AORMA Committee members**

Committee	Seat	Member	Position	Campus	Type of Auxiliary	E-Mail	Telephone Number
MSLCTC	Chair	Melinda Coil	Chief Financial Officer	San Diego	San Diego State University Research Foundation	mcoil@foundation.sdsu.edu	619-594-1076
MSLCTC	At Large	Arnecia Bryant	Associate Director, Operations	Dominguez Hills	The Donald P. and Katherine B. Loker University Student Union, Inc.	abryant@csudh.edu	310-243-3854
MSLCTC	At Large	Debbie Adishian-Astone	Executive Director	Fresno	CSU Fresno Association, Inc.	debbiea@csufresno.edu	559-278-0802
MSLCTC	At Large	Dennis Miller	Director, Employment Services	Pomona	The Cal Poly Pomona Foundation, Inc.	dennismiller@csupomona.edu	909-869-2958
MSLCTC	At Large	Kristin Kelly	Associate Director	San Jose	The Student Union of San Jose State University	kristin.kelly@sjsu.edu	408-924-6315
MSLCTC	At Large	Leslie Davis	Executive Director	Sacramento	University Union Operation of CSUS, Inc.	leslied@saclink.csus.edu	916-278-2904
MSLCTC	At Large	Raven Tyson	Contracts & Risk Management Coordinator	San Diego	Associated Students of San Diego State University	raven.tyson@sdsu.edu	619-594-3760

## Programs Committee

**Minimum of five members - at least two of whom are AORMA Committee members**

Committee	Seat	Member	Position	Campus	Type of Auxiliary	E-Mail	Telephone Number
PC	Chair	Guy Dalpe	Managing Director	San Francisco	Associated Students, Inc., San Francisco State University	gdalpe@sfsu.edu	415-338-1044
PC	At Large	Gigi Kiama	Human Resources Manager	Monterey Bay	University Corporation, CSU Monterey Bay	gkiama@csumb.edu	831-582-4301
PC	At Large	Haleh Minakary	General Business Manager	Pomona	The Cal Poly Pomona Foundation, Inc.	hminakary@csupomona.edu	909-869-2910
PC	At Large	Mark Day	Executive Director	San Bernardino	Santos Manuel Student Union of California State University, San Bernardino	mday@csusb.edu	909-537-7201
PC	At Large	Jun Reina	Chief Operations Officer/ Chief Financial Officer	Sacramento	Capital Public Radio, Inc., CSU Sacramento	jreina@csus.edu	916-278-8925
PC	At Large	Jason Porth	Executive Director	San Francisco	The University Corporation, San Francisco State	jporth@sfsu.edu	415-338-6880

*AORMA Committee Chair serves for a period of four years - Vice Chair, to Chair, to Past President, to Ex-Officio.*

*Standing Committee Chair serves a one-year term, is appointed by the AORMA Committee Chair, and must be an AORMA Committee member.*

*AORMA Committee and Standing Committee members may serve a maximum of three consecutive two-year terms (total six years).*

Size of Campus: small - less than 10,000 FTE; medium - between 10,000 and 20,000 FTE; large - more than 20,000 FTE