

**MINUTES OF THE CSURMA AORMA
MEMBER SERVICES, LOSS CONTROL AND TRAINING COMMITTEE
NOVEMBER 18, 2013**

**TELECONFERENCE MEETING
11:00 AM**

MEMBERS PRESENT

Dennis Miller, Cal Poly Pomona Foundation, Inc. (Cal Poly Pomona); *left at 12:31 PM*
Arnecia Bryant, Loker University Student Union (CSU Dominguez Hills); *arrived at 12:06 PM; left at 1:56 PM*
Raven Tyson, Associated Students of San Diego State University (San Diego State University)
Melinda Coil, SDSU Research Foundation (San Diego State University)
Kristin Kelly, Student Union of San Jose State University (San Jose State University)

MEMBERS ABSENT

Dwayne Brummett (Chair), Associated Students, Inc. (Cal Poly San Luis Obispo)
Debbie Adishian-Astone, CSU Fresno Association (CSU Fresno)

STAFF, GUESTS AND CONSULTANTS

Haleh Minakary, The Cal Poly Pomona Foundation, Inc. (Cal Poly Pomona)
Mimi Long, Alliant Insurance Services, Inc.
Brent Escoubas, Alliant Insurance Services, Inc.
Tevea Him, Alliant Insurance Services, Inc.

A. CALL TO ORDER

The meeting was called to order by Melinda Coil, the MSLCTC Chair, at 11:04 AM.

B. PUBLIC COMMENTS

Mimi Long announced that Melinda Coil would be assuming the MSLCTC Chair position.

C. GENERAL ADMINISTRATION

C1. Approval of the Agenda Order

A motion was made to approve the agenda as presented.

MOTION: Kris Kelly
SECOND: Dennis Miller

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

MOTION CARRIED

C2. Approval of Meeting Minutes – August 26, 2013

Melinda asked that the minutes be revised to show that she was present and voted for all of the action items. It appears that Haleh Minakary’s name was included rather than Melinda Coil’s name. Mimi agreed to change the minutes to reflect this change. Haleh was at the meeting but only as a guest; not as a voting member of the committee.

A motion was made to approve the August 26, 2013, MSLCTC meeting minutes with the revision noted above.

MOTION: Dennis Miller

SECOND: Raven Tyson

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

MOTION CARRIED

C3. FY 13/14 Long Range Action Plan for the Member Services, Loss Control and Training Committee

Mimi explained that at the September 2013 Long Range Planning meeting, the AORMA Committee updated the FY 13/14 Long Range Action Plan. The following actions/responsibilities have been assigned to the MSLCTC to oversee, coordinate and take action on:

- Finalize Risk Reduction Matching Grant Program criteria and qualifications
- Create the AORMA smart phone application
- Evaluate the formation of a Shoes for Crews program
- Create standard Insurance Requirements for Sponsored Programs / Grants and Contracts
- Continue to monitor on-line safety training options through SkillSoft and LawRoom
- Review and evaluate services offered through Praesidium and provide a recommendation to the AORMA Committee for approval
- Evaluate the option of providing a procedures and practices audit of the human resources and payroll functions with the auxiliary organizations

Dennis Miller talked about the need for a human resources / payroll function audit. It was his opinion that a non-interested consultant could provide a valuable assessment which would apprise the auxiliary of any deficiencies that may need to be addressed. The committee members felt that this item should be forwarded to the AOA HR Committee for discussion. The creation of a standard assessment tool could be helpful. The committee members wanted the item to remain on the LRP but only to be apprised of decisions made by the AOA HR Committee.

Melinda asked Mimi to update some the deadline dates within the LRP; 2013 was used rather than 2014.

A motion was made to approve the FY 13/14 AORMA Long Range Action Plan for the MSLCTC, with the date revisions as discussed above.

MOTION: Dennis Miller
SECOND: Kris Kelly

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

MOTION CARRIED

C4. Approval of the 2014 MSLCTC Meeting Dates

A motion was made to approve the following MSLCTC meeting dates for 2014:

- February 3, 2014
- April 7, 2014

- July 28, 2014
- November 17, 2014

MOTION: Kris Kelly
SECOND: Dennis Miller

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

MOTION CARRIED

C5. MSLCTC Budget for FY 13/14

Mimi explained that the current FY 13/14 CSURMA budget allocates the loss control expenses to all of the members in the liability and workers' compensation programs. Only the Workshops and Training expenses are allocated to all of the AORMA programs. The expenses are allocated based on each member's percentage of the total program premiums. Some of the loss control programs provide a benefit only to auxiliary organizations with employees, such as the Employers Group HR consulting services, and Target Solutions. Staff would like to explore the option of allocating these expenses to just the auxiliaries that have employees, or to those auxiliaries that will directly benefit from the particular loss control service. The Programs Committee will begin exploring a revised liability member allocation formula for FY 15/16. Staff will look at the allocation of the loss control expenses as a part of the revisions.

C6. Risk Reduction Matching Grant Program Criteria and Qualifications

Mimi asked the committee to consider revising the Risk Reduction Matching Grant Incentive Program criteria and qualifications to provide better guidelines for the AORMA members when applying for a grant. Policy and Procedure A-6 states the purpose of the grant as follows:

The Risk Reduction Matching Grant Incentive Program (**Program**) makes funds available to AORMA Members (**Members**) in both the Liability and Workers' Compensation programs. It funds specialized training, safety equipment, physical improvements or any other safety related item that will 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.

All of the 2013 grant applications received for loss control projects would have technically fit within the purpose as stated above. However, with the exception of three, grants were not awarded for these projects. The grants were denied for three different reasons:

1. All auxiliary organizations are responsible to provide their staff with a certain amount of standard safety training and those costs should be assumed by the auxiliary organization as a part of their standard operating expenses.
2. All facilities require a certain amount of upkeep and maintenance and the grant should not provide assistance for standard facilities maintenance or for replacement of old or worn equipment.
3. The project did not fit within the focus of the program.

Policy and Procedure A-6 should now be revised to reflect the criteria and qualifications each risk reduction effort should have in order to be eligible for a grant award.

The committee members provided the following thoughts:

- ✓ Fund future project only; no reimbursement for projects already completed.
- ✓ No funding for high risk activities
- ✓ Fund optional training, but not required training
- ✓ Grant must fit within the grant focus for that year

The committee discussed the idea of providing a few grant projects annually that the members could apply for, i.e., shoes for crews, slip resistant tape, back belts, etc. Based on AORMA's losses, Brent Escoubas and Mimi Long will suggest three or four grant projects for FY 14/15. The committee will review these at their next meeting in February, 2014.

C7. AORMA Smart Phone Application

Brent Escoubas demonstrated the "In Case of Crisis" AORMA Smart Phone Application. He worked with Loker Student Union to load their crisis information into the application for the demonstration. The application includes various icons which can be viewed for specific information. These icons can be customized. The basic application includes the following icons:

- ✓ Medical
- ✓ Evacuation
- ✓ Weather Emergency
- ✓ Utility Outage
- ✓ Criminal / Hostile Activity

The information lives on the phone so you don't need to have power or working cell phone lines to access the information.

The committee members liked the application, but felt that the campus should be involved with the crisis information. The members felt the information in the application should apply to the entire campus; not just the auxiliary.

There is a cost for these applications. Staff is hoping to negotiate the cost down to \$1,000 per member per year. Depending on how the applications are designed, the cost could be per campus or per campus and auxiliary.

The committee directed staff to work with the CSURMA Executive Committee to finalize the “In Case of Crisis” smartphone application.

C8. Shoes for Crews Program

Mimi summarized some of the benefits of the Shoes for Crews program.

1. 60 day wear and compare guarantee
2. Free exchanges and an easy return policy
3. \$5,000 or \$10,000 slip and fall accident warranty
4. Special corporate discount pricing
5. Customized shoe programs as noted below
6. Voluntary employee payroll deduction programs
7. Detailed risk reporting to track usage
8. Regular program review

The customized shoe programs offered are noted below:

1. Company Paid Program – 100% funding by the auxiliary; average participation 90%; expected slip and fall reduction 72%
2. Company Subsidized Program – Auxiliary determines the subsidized amount per pair of shoes; remaining balance is paid by the employee; average participation 50% to 70%; expected slip and fall reduction 40%-56%
3. Employee Voluntary Payroll Deduction Program – 100% funded by the employee; average participation 20% to 40%; expected slip and fall reduction 16% to 32%

The terms of the program and the corporate pricing the slip and fall accident warranty amount will be determined based on the total participation in the corporate program.

According to the Sedgwick loss run valued at June 30, 2013, over the past five years, AORMA has incurred slip, trip and fall workers’ compensation claims in the amount of \$7.9 Million.

The committee members suggested that Shoes for Crews become an AOA Business Partner and set up a booth at the AOA conference.

The committee members directed staff to send out information to the auxiliaries regarding the Shoes for Crews program in order to generate some interest.

C9. Praesidium Contract for Abuse Risk Management – Online Self Assessment

Mimi Long explained that staff has been working to finalize services to be provided by Praesidium for prevention and management of child sexual abuse in higher education. Praesidium is proposing the development of a customized online self assessment tool that will allow the campus or auxiliary youth programs to identify their exposures to loss and to obtain resources to fix the identified loss exposures. Along with the self assessment tool, Praesidium will provide a one-hour consultation with every program completing the self assessment.

Staff asked a few members with youth programs to view the self assessment tool via a webinar and provide feedback for the committee's consideration.

Cindi Dulgar, Associate Director, Operations and Youth Programs, Associated Students of CSU Sacramento; Raven Tyson, Contract and Risk Management Coordinator, Associated Students of SDSU and Dave Nakamura, Executive Director, University Center, Humboldt State University viewed the self-assessment tool via a webinar with Aaron Lundberg from Praesidium. Aaron explained how the self-assessment tool works and walked them through the process. After viewing the webinar, the participants provided the following comments:

1. The service would be potentially beneficial to some auxiliary organization programs.
2. It appears to be a very thorough self-assessment tool.
3. The focus of the assessment is very narrow and may not be the most cost effective tool for assessing risk.
4. In order to effectively utilize the self-assessment tool, each program manager would have to commit significant time and resources, which may not be realistic for all programs.
5. One program manager from each campus could complete the self-assessment for each type of program (i.e., day care, summer camps, outreach programs, etc.), and then finalize the new policy and procedure to be shared with the other program directors.

The AORMA Committee discussed the proposed Praesidium contract at its meeting on November 6th. They felt that some type of consulting regarding youth programs is imperative. Some committee members felt that it may be difficult to get all of the program directors to put in the time necessary to complete the on-line self-assessment. They also felt that some sort of training would be essential in order to put into effect the youth program's policies and procedures.

The cost for the online self assessment tool is \$140,000 for a three year contract. To add online training to the contract would double the cost.

The committee members directed staff to obtain a recommendation from the UC. They are currently using this online self-assessment tool.

The committee felt this contract needs to be negotiated at the campus level. There would need to be some type of campus mandate in order for the contract to be successful. Raven put this into perspective when she stated that SDSU ASI alone would need to assess at least six different youth programs. She would be unable to complete the assessments herself as auxiliary and campus staff work together on these programs and not one person would be able to answer all of the assessment questions. The time involved in gathering the information necessary to complete the self-assessment is significant. The Praesidium contract is expensive and without campus support, the committee feels it would not get utilized as robustly as it should in order to make it cost-effective.

The committee also wondered if this type of self-assessment tool now opens the members up to additional liability as they would now have defined policies, procedures and practices regarding youth programs.

A motion was made for staff to negotiate a one year contract with Praesidium for the on-line self assessment tool and the corresponding training, with a per program cost and a not to exceed cost of \$50,000.

MOTION: Raven Tyson

SECOND: Kris Kelly

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

MOTION CARRIED

Raven stated that she attended the Praesidium presentation at Fitting the Pieces Together and found that it was somewhat helpful, but that it did promote the self-assessment tool in a sales oriented fashion. Mimi, Raven and Dan will work together to change the content included in the Praesidium presentation at the AOA Conference so that different material is included.

C10. I-9 and E-Verify

The committee members reviewed the materials included within the agenda packet.

C11. Workers' Compensation Safety Program Award Safety Superstar

Mimi explained that the AORMA Committee originally approved the Workers’ Compensation Safety Superstar Award in October, 2005. The award policy and procedure states that, “awards shall be presented at the AOA Annual Conference in January, or mailed to the members in January.” Until 2012, framed awards to given to the winners at the AOA Conference. In 2012 and 2013, instead of a framed award, a letter was sent to the Auxiliary Organization Executive Director, the Campus Risk Manager and the Campus Vice President for Administration and Finance, congratulating those Auxiliary Organizations who achieved the best workers’ compensation loss record overall.

A motion was made to keep the same award procedure of sending a congratulatory letter to the Auxiliary ED, the Campus Risk Manager and the Campus Vice President for Administration and Finance.

MOTION: Kris Kelly
SECOND: Raven Tyson

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

MOTION CARRIED

Because these meetings are running so long, the committee suggested adding more meetings. Mimi will schedule a few more meetings and update the LRP to show when each item will be discussed.

D. INFORMATION ITEMS

The following information items were reviewed by the Committee:

- D1. Alliant Loss Control – Utilization Report**
- D2. TargetSolutions – Utilization Report**
- D3. Employers Group – Utilization Report**
- D4. CSURMA AORMA Loss Date Reports**
- D5. AORMA Program Administrator – Contact List**
- D6. AORMA Committee and Standing Committees – Roster**

E. ADJOURNMENT



APPROVED

The meeting was adjourned at 1:58 PM.