



**D. GENERAL ADMINISTRATION**

1. **FY 2018/2019 Long Range Action Plan** A p. 82  
*The Committee will be asked to review and approve the FY 18/19 Long Range Action Plan, with revisions as appropriate.*
  
2. **Review and Amendment to CSURMA Policy & Procedure No. 15 – Responsibilities of the Treasurer and the Secretary-Auditor** A p. 86  
*The Committee will be asked to review and approve the proposed revisions to Policy and Procedure No. 15, with additional amendments as appropriate.*
  
3. **Excess Insurance Renewals Update and Underwriter Meeting Report** I p. 90  
*The Committee will receive a report on the renewals of the excess insurance policies. Renewal of the insurance programs is delegated to the Treasurer and Secretary-Auditor under Policy and Procedure No. 15.*
  
4. **Witt O’Brien Consulting Services - Two-Year Contract Extension** A p. 93  
*The Committee will be asked to approve the revised scope of services and to delegate authority to the CSURMA Secretary-Auditor to execute a two-year contract extension subject to review of CSURMA legal counsel.*
  
5. **Extension of the UC Theater Safety Contract** A p. 113  
*The Committee will be asked to delegate authority to the CSURMA Secretary-Auditor to execute an extension of the existing contract with the UC for theater safety inspections subject to review of CSURMA legal counsel.*
  
6. **Revisions to Policy & Procedure No. 20 – Owner Controlled Insurance Program (OCIP) and Policy & Procedure No. 24 – Builders Risk Insurance Program (BRIP)** A p. 129  
*The Committee will be asked to appoint a task group to review OCIP payment process.*
  
7. **CSAC-EIA Workers’ Compensation Renewal Options** A p. 138  
*The Committee will be asked to review and take action on CSAC-EIA WC Reinsurance renewal proposal.*
  
8. **Review of Budgeting Practices Regarding Dividends** A p. 152  
*The Committee will be asked to approve proposed amendments to P&P #11 (CSURMA Operating Budget Development and Adoption).*
  
9. **CSURMA Operational Review Report** A p. 155  
*The Committee will be asked to discuss Staff’s response to the eight recommendations included within the CSURMA Operational Review Report and provide direction as appropriate.*
  
10. **Financial Report of the CSURMA Insurers and Reinsurers** I p. 184  
*The Committee will be asked to review the financial status of the CSURMA’s current insurers and reinsurers.*

- 11. Club Liability Insurance Program (CLIP)** A p. 190  
*The Committee will be asked to recommend to the Board that it approves the CLIP Program and that it delegates authority to the Secretary-Auditor to bind the coverage (per P&P #15) and to finalize the terms of the new program.*

**E. AUXILIARY ORGANIZATIONS INSURANCE PROGRAMS**

- 1. AIME Programs Update** I p. 196  
*The Committee will receive a verbal report on the AIME program.*
- 2. AORMA Programs Update** I p. 197  
*The Committee will receive a verbal report on the AORMA programs.*

- F. CLOSED SESSION Pursuant to Cal. Gov. Code Sec. 11126(e)(1) & 11126(f)(1) –** A  
*Action may be taken per Government Code Section 11126(e)(1) & 11126(f)(1). The matters below may be discussed. The Committee may take action or provide direction to Staff regarding the matters.*

1. Burns. Settled.
2. SLO Hillside/Landslide Update
3. SF State Science Building Coverage Claim

**G. INFORMATION ITEMS**

1. **Chancellor’s Office Vendor Survey** I p. 198
2. **CSURMA Administrative Service Calendar** I p. 307
3. **2018 CSURMA Meeting Calendar** I p. 313
4. **CSURMA Executive Committee and Staff Contact List** I p. 315

**H. ADJOURNMENT**

*The next CSURMA Executive Committee meeting is scheduled for September 7, 2018 at TBD  
 If you have questions regarding the agenda package, please contact  
 Mimi Long at [mlong@alliant.com](mailto:mlong@alliant.com) / (415) 403-1423 or Tevea Him at [thim@alliant.com](mailto:thim@alliant.com) / (415) 403-1416*

**APPROVAL OF THE AGENDA**

**ISSUE:** The Committee will be asked to approve the agenda 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.

**APPROVAL OF MINUTES – MARCH 8 AND 9, 2018**

**ISSUE:** The Executive Committee will be asked to review and approve the draft minutes of its March 8, 2018 and March 9, 2018 meetings.

**RECOMMENDATION:** It is recommended that the Executive Committee approve the minutes from its March 8, 2018 and March 9, 2018 meetings, including revisions as necessary.

**FISCAL IMPACT:** None.

**BACKGROUND:** The minutes reflect the actions taken by the Executive Committee at its last meetings.

**PUBLICATION:** All CSURMA Executive Committee meeting minutes are posted on the CSURMA website once they are approved.

**ATTACHMENT(S):**

- a. CSURMA EC and LRP Meeting Minutes - March 8-9, 2018

**MINUTES OF THE  
CSURMA EXECUTIVE COMMITTEE MEETING  
MARCH 8, 2018  
CSU CHANCELLOR'S OFFICE, MUNITZ ROOM  
401 GOLDEN SHORE • LONG BEACH, CA  
2:30 PM**

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**MEMBERS PRESENT**

Scott Apel, California State University Long Beach  
Dwayne Brummett AORMA Vice-Chair, Associated Students, Inc. at San Luis Obispo  
Lisa Chavez (Vice-Chair), California State University Los Angeles  
Thom Davis, California State University, Bakersfield (*arrived at 2:32pm*)  
Robert Eaton (Treasurer), California State University, Office of the Chancellor (*left at 4:25pm*)  
Mike Lee (Chair), California State University, Sacramento  
Dave Nakamura, Humboldt Center (*arrived 2:35pm via Teleconference*)  
Kevin Saunders, California State University, Monterey Bay  
Jody Van Leuven, California State University, San Bernardino

**MEMBERS ABSENT**

None

**STAFF, GUESTS & CONSULTANTS**

Zachary Gifford, CSU Office of the Chancellor, Systemwide Risk Management  
Tevea Him, Alliant Insurance Services, Inc.  
Daniel Howell, Alliant Insurance Services, Inc.  
William Hsu, CSU Office of the Chancellor, OGC  
Sedong John, CSU Office of the Chancellor, Financial Services  
David Kervella, CSU Office of the Chancellor, Systemwide Professional Development (*left at 2:59pm*)  
Alice Kim, CSU Office of the Chancellor, Financial Services  
Robert Leong, Alliant Insurance Services, Inc.  
Jessica Liu Tanaka, CSU Office of the Chancellor, Financial Services  
Mimi Long, Alliant Insurance Services, Inc.  
Nada Moeiny, CSU Office of the Chancellor, OGC  
Jim Holobaugh, Alliant (*arrived 3:25pm, left at 4:15pm*)  
Jim Hoffman, CSU Capital Planning, Design and Construction (*arrived 3:25pm, left at 4:15pm*)

**A. CALL TO ORDER**

The meeting was called to order by the Chair, Mike Lee at 2:30 PM. Dave Nakamura expressed his desired to abstain from voting on all action items.

**A1. Approval of the Agenda**

A motion was made to approve the agenda as presented.

**MOTION:** Jody Van Leuven

**SECOND:** Lisa Chavez

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett	X			
Lisa Chavez	X			
Thom Davis				X
Robert Eaton	X			
Mike Lee	X			
Dave Nakamura		X		
Kevin Saunders	X			
Jody Van Leuven	X			

**MOTION CARRIED**

**B. PUBLIC COMMENTS**

There were no comments from the public.

Zachary Gifford announced that Jody Van Leuven would be joining Systemwide Risk Management effective March 26, 2018. She is replacing Rebecca Skidmore.

**C. CONSENT CALENDAR**

- C1. Approval of Minutes – January 7, 2018**
- C2a. Draft Financial Statement at December 31, 2017**
- C2b. Treasurer’s Quarterly Investment Report at December 31, 2017**
- C3. Agreement to Provide Systemwide Training for Loss Control**
- C4. Witt O’Brien Consulting Services - Two-Year Contract Extension**
- C5. Sedgwick CMS Three-Year Contract Extension**

The Committee members asked that Items C4. Witt O’Brien Consulting Services - Two-Year Contract Extension and C5. Sedgwick CMS Three-Year Contract Extension be removed from the consent calendar.

A motion was made to approve the items C1, C2a, C2b and C3 within the consent calendar.

**MOTION:** Robert Eaton

**SECOND:** Lisa Chavez

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett	X			
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Mike Lee	X			
Dave Nakamura		X		
Kevin Saunders	X			
Jody Van Leuven	X			

**MOTION CARRIED**

**C4. Witt O’Brien Consulting Services - Two-Year Contract Extension**

The Committee members commented specifically on the Scope of Work and Project Outline attachment which is summarized below:

- Task 1: Chancellor’s Office Preparedness and Resilience: Emergency Plans, Training, and Exercises. (\$130,000)
- Task 2: Presidents and Senior Emergency Management Training Seminar. (\$50,000)
- Task 3: CSU System Emergency Management and Business Continuity Affinity Groups Support. (\$40,000)
- Task 4: System-Wide Coordination Resources. (\$45,000)
- Task 5: CSU System Public Information Officer Training. (\$15,000)
- Task 6: Provide strategic advisory, representation, and technical services as needed. (\$15,000)
- Task 7: CSU Risk Management Authority (CSURMA) Support. (\$5,000)
- Task 8: Support Development of CSU Systemwide Mitigation Plan.

The total annual fee proposed for FY 18/19 is \$300,000. Staff corrected the summary in the agenda item that states the annual fee is \$130,000.

The Committee members questioned why the Campuses should be asked to pay for Task 1 when it is specific to the Chancellor’s Office only.

Daniel Howell noted that one of the recommendations for improvement that came to light during the CSURMA Operational Review Audit was that the Witt O’Brien’s contract, specifically the Limitation of Liability section, needed to be reviewed and updated or deleted. Therefore, Howell suggested that Staff work with Systemwide Risk Management and Witt O’Brien’s and come back to the Committee at its next meeting in April with an updated renewal proposal.

This item was tabled to the April 25, 2018 meeting.

**C5. Sedgwick CMS Three-Year Contract Extension**

The current contract with Sedgwick has a term of July 1, 2013 to June 30, 2018, and includes five one-year optional contract extensions. Systemwide Risk Management exercised three one-year extensions and the Committee is asked to ratify the decision. If the CSURMA Secretary-Auditor has the authority to extend the contract then the Committee questioned why they were being asked to ratify the decision. The Committee thought that either the contract extension should have been presented as an information item or the contract proposal should have been reviewed and approved by the Committee prior to final approval. The Committee did note, however, that the issue of whether the Secretary-Auditor had delegation authority is somewhat moot as the agreement includes a 90 day cancellation clause and the extension was more than 90 days from the inception. Staff agreed to review the policy and procedure which delegates some authority to Secretary-Auditor.

A motion was made to ratify the three one-year extensions to the Sedgwick CMS contract.

**MOTION:** Kevin Saunders

**SECOND:** Robert Eaton

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett	X			
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Mike Lee	X			
Dave Nakamura		X		
Kevin Saunders	X			
Jody Van Leuven	X			

**MOTION CARRIED**

**D. GENERAL ADMINISTRATION**

**D1. Annual Review of the CSURMA’s Data Security Policies**

Zachary Gifford explained that the Executive Committee resolved to annually review CSURMA’s data security policies. Staff reviewed the iVOS and Blackbaud user policies and stated they are comfortable with the current published version and are not recommending changes at this time.

A motion was made to accept Staff’s report as presented.

**MOTION:** Thom Davis

**SECOND:** Scott Apel

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett	X			
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Mike Lee	X			
Dave Nakamura		X		
Kevin Saunders	X			
Jody Van Leuven	X			

**MOTION CARRIED**

**D2. Annual Review of the Applicable Integrated CSU Administrative Manual Policies**

The Executive Committee resolved to annually review applicable sections of the Integrated CSU Administrative Manual (ICSUAM) and any updates thereto.

Alice Kim explained that Staff reviewed all sections of the Integrated CSU Administrative Manual and determined that the following sections are relevant and beneficial to the operation of CSURMA:

- Section 1101..... Delegation of Authority to Obligate the University
- Section 1301..... Hospitality, Payment or Reimbursement of Expenses
- Section 2002..... Budget Oversight (*new*)
- Section 3000..... General Accounting
- Section 6000..... Financing, Treasury, and Risk Management
- Section 7100..... Identity Access Management
- Section 8000..... Information Security
- Section 13175..... Auxiliary Organizations External Auditor Firms Qualifications
- Section 13680..... Placement and Control of Receipts for Campus Activities and Programs

The Committee has already adopted all Sections except Section 2002 (Budget Oversight) which is being recommended for adoption at today’s meeting.

A motion was made to adopt Resolution 02-18 (EC) – Resolution Adopting Administrative Policies and Procedures.

**MOTION:** Robert Eaton  
**SECOND:** Lisa Chavez

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett	X			
Lisa Chavez	X			

Thom Davis	X			
Robert Eaton	X			
Mike Lee	X			
Dave Nakamura		X		
Kevin Saunders	X			
Jody Van Leuven	X			

**MOTION CARRIED**

**D3. CSURMA Master Investment Policy and Related Investment Policies and Adoption of Resolution No. 03-18 (EC)**

Daniel Howell stated that the Treasurer of CSURMA is directed to adopt the CSURMA Investment Policy and related policies, as the Master Investment Policy of the CSURMA. As noted within Resolution 02-14 (BOD), the Executive Committee will annually review the Master Investment Policy and approve amendments as necessary.

A motion was made to adopt Resolution No.03-18 (EC) – CSURMA Master Investment Policy and Related Investment Policies.

**MOTION:** Kevin Saunders

**SECOND:** Lisa Chavez

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett	X			
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Mike Lee	X			
Dave Nakamura		X		
Kevin Saunders	X			
Jody Van Leuven	X			

**MOTION CARRIED**

**D4. FY 2017/2018 Midterm Budget Amendments and Adoption of Resolution No. 01-18 (EC)**

Robert Leong stated that the Board of Directors adopted the FY 2017/18 budget at its meeting on May 5, 2017. Upon review of the Financial Statements at December 31, 2017 (*unaudited*), Staff recommends the Executive Committee adopt Resolution No. 01-18 (EC) amending the FY 2017/18 budget. Leong summarized the budget amendment as follows:

1. Increase Contributions by \$4,373,010 to \$104,636,641 resulting primarily from FTIP, Property, AORMA Workers Comp, and OCIP.
2. Decrease Reinsurance Premiums by \$15,685 to \$9,968,874 for actual expenditures.
3. Increase Claim Payments & Legal Expenses by \$1,190,871 to \$63,728,987 due to updated actuarial reports and loss trends.
4. Decrease Deductible Recoveries by \$1,431,980 to \$4,618,980 due to updated actuarial reports and loss trends.
5. Increase MIS by \$311,725 to \$396,724 for Ventiv RMIS implementation, OGC e-billing platform and Sedgwick Claims MIS conversion.
6. Decrease Insurance Premiums and Brokerage Commissions & Fees by \$3,429,588 to \$46,181,875 for actual costs projected to fiscal year end.
7. Increase Taxes, Assessments & Fees by \$35,950 to \$301,450 per accounting projections.
8. Decrease Actuarial Services by \$302,750 to \$83,250 by eliminating budget for captive formation expenses and for actual expenditures.
9. Decrease Claims Audits by \$14,000 to \$8,000. Campus Liability and AORMA Liability were audited last year; only AIME remains for this year.
10. Increase Workshop/Training Expenses by \$222,000 to \$451,000 for new UCRSS subscription, FTPT conference and AOA conference.
11. Decrease Loss Control Expenses by \$23,000 to \$941,826 to correct UCOP (*Theater Safety*) and addition for AORMA.
12. Decrease Excess/Reinsurance Recoveries by \$3,799,249 to \$14,128,714 per actuarial updates.
13. Increase Program Committee by \$10,800 to \$10,800 for AIME and AORMA committees.
14. Increase Dividend Distribution by \$6,965,250 to \$8,678,005 for actual amounts returned to members.
15. Increase Membership Dues by \$8,050 to \$43,050 due to increase for CWCI data access.
16. Increase JPA Accreditation by \$7,000 to \$7,000 for CAJPA comparative review.
17. Increase Miscellaneous Expenses by \$12,493 to \$27,493 for Blackbaud, SouthTech and CO banking/cash management.
18. Interfund transfer of \$184,876 from Campus WC to AORMA WC to reallocate premium credits that EIA misapplied to Campus WC only.

The effect of the above adjustments increases Total Revenues by \$4,388,695, increases Total Expenses by \$10,225,528 resulting Total Revenue of \$94,667,767, Total Expenses of \$110,703,380 and Non-Operating Income of \$2,500,000. The amended budget results in a Net Deficit of \$13,535,613. The Ending Balance at June 30, 2018 is estimated to be \$59,844,740.

A motion was made to adopt Resolution No. 01-18 (EC) which includes the budget amendments described above.

**MOTION:** Robert Eaton  
**SECOND:** Lisa Chavez

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett	X			
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Mike Lee	X			
Dave Nakamura		X		
Kevin Saunders	X			
Jody Van Leuven	X			

**MOTION CARRIED**

A motion was made to amend the second page of Resolution No. 01-18 (EC) to reflect the correct fiscal year as FY 17/18 rather than FY 16/17.

**MOTION:** Robert Eaton  
**SECOND:** Kevin Saunders

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett	X			
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Mike Lee	X			
Dave Nakamura		X		
Kevin Saunders	X			
Jody Van Leuven	X			

**MOTION CARRIED**

**D5. Chancellor’s Office Services Budget Proposal for FY 2018/2019**

The Committee reviewed the Chancellor’s Office services budget proposals for FY 18/19. The Committee questioned why the Financial Services Administration & Accounting fees were increasing 9%.

A motion was made to approve the Chancellor’s Office Services Budget Proposal for FY 18/19 as presented.

**MOTION:** Thom Davis  
**SECOND:** Scott Apel

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett	X			
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Mike Lee	X			
Dave Nakamura		X		
Kevin Saunders	X			
Jody Van Leuven	X			

**MOTION CARRIED**

**D6. Excess Liability Program Insurance Renewals and Underwriter Meetings Report**

Daniel Howell provided an overview of the recent meetings with Excess Liability’s underwriters. More markets are indicating that their home offices are mandating an exclusion of traumatic brain injury claims from athletic participants. Howell noted that some level of coverage could be maintained but it may be difficult to sustain the full \$100 million limit on renewal. The excess liability insurance market for California Public Entities is beginning to firm. Staff is anticipating an average increase of 5% on the renewal policies. Last year CSURMA added a catastrophic layer of \$100 million xs of \$200 million; however, Howell noted that Staff was only able to obtain underwriter support for \$75 million part of \$100 million at the very low pricing target, so CSURMA retained the remaining \$25 million. Staff will look to fill out that retained portion at renewal.

Additional underwriter meetings are planned in London on March 26-27, 2018 and in New York and Bermuda (dates TBD).

**D7. CSAC EIA Workers’ Compensation Program Costs Adjustment**

Daniel Howell explained that the total CSAC EIA costs for the CSURMA workers’ compensation program are allocated between the AORMA and Campus programs. The allocated portion for the AORMA program for FY 17/18 was slightly too high based on the recommended loss rates calculated by CSURMA’s actuary. The CSAC EIA rate for AORMA went up 13% between FY 16/17 and FY 17/18; however, the loss rate, as calculated by CSURMA’s actuary, only went up 9%. Therefore, the AORMA rate is being adjusted to reflect the 4% delta.

Howell confirmed that the funds transfer is included in the FY 17/18 mid-term CSURMA budget amendments and the revised allocation of the total workers’ compensation costs for both programs are also included in the FY 18/19 proposed CSURMA budget.

A motion was made to approve the funds transfer in the amount of \$184,876 to be made from the Campus workers’ compensation program to the AORMA workers’ compensation program.

**MOTION:** Kevin Saunders  
**SECOND:** Dwayne Brummett

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett	X			
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Mike Lee	X			
Dave Nakamura		X		
Kevin Saunders	X			
Jody Van Leuven	X			

**MOTION CARRIED**

The next item was discussed out of order.

**D9. \*\*Presentation\*\* Owner Controlled Insurance Program (OCIP) Renewal**

Jim Hoffman from the CSU’s Capital Project, Design and Construction (CPDC) and Jim Holobaugh from Alliant Insurance Services provided an overview of the changes to the OCIP program for the renewal period of December 31, 2017 to 2022. Alliant and Systemwide Risk Management will take on an increased administrative role in the OCIP program. CSURMA will act as the financial sponsor for the OCIP II projects in order to address the current cash flow problems. CSURMA will front all premiums due to the underwriters. Contracts will include insurance costs in bids which will be removed by deductive change order. CPDC will bill the Campuses for the amount of the deductive change orders and deposit the funds in the CPDC / CSURMA account. The OCIP program savings will be shared by all Campuses on a prorate basis after the program performance has been established. A single point of contact for both the OCIP, Builders Risk and Property claims has been established. Alliant has assumed the administration of the random drug testing program.

The revised Policies and Procedures addressing the delegation of program savings will be reviewed at the meeting on April 25, 2018.

A motion was made to ratify the decision to renew the OCIP II program for the term December 31, 2017 to December 31, 2022.

**MOTION:** Robert Eaton  
**SECOND:** Dwayne Brummett

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett	X			
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Mike Lee	X			
Dave Nakamura		X		
Kevin Saunders	X			
Jody Van Leuven	X			

**MOTION CARRIED**

**D8. FY 2018/2019 Operating Budget**

Robert Leong summarized the updates to CSURMA’s FY 2018/19 operating budget. Major features of the proposed budget include:

- Decrease in Total Operating Revenues from \$94,667,767 to \$91,075,908.
- Decrease in Total Operating Expenses from \$110,703,380 to \$98,353,442.
- Non-Operating Revenue remains the same at \$2,500,000.
- Decrease in Net Deficit from \$13,535,613 (*deficit*) to \$4,777,534 (*deficit*).
- Retained Earnings is estimated to decrease from \$59,844,740 to \$55,602,156 at June 30, 2018.

The preceding does not include projected Dividend Distributions during FY 2018/19, which, if any, will increase expenditures and decrease fund reserves. The proposed budget is estimated to produce a Net Deficit of \$4,777,534. Retained Earnings is estimated to decrease from \$59,844,740 to \$55,602,156 at June 30, 2019.

The Committee members questioned why the dividends are included in the budget. Staff will add an item to the April 25, 2018 meeting agenda to discuss the need to include dividends in the budget.

A motion was made to recommend approval of the proposed budget for FY 2018/19 to the Board of Directors for adoption.

**MOTION:** Lisa Chavez  
**SECOND:** Kevin Saunders

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett	X			
Lisa Chavez	X			
Thom Davis	X			

Robert Eaton				X
Mike Lee	X			
Dave Nakamura		X		
Kevin Saunders	X			
Jody Van Leuven	X			

**MOTION CARRIED**

**D10. Risk Management Innovation Grant Program**

Zachary Gifford stated that CSURMA offers funding for safety projects that serve to support risk management throughout the CSU system. Grant applications are to be submitted through the WERCS affinity groups. An application for Lean Safety Gemba Walks Training was submitted by the EH&S and Workers’ Compensation affinity groups. The objective is to provide field training to reduce custodian occupational injuries.

A motion was made to approve the grant as requested.

**MOTION:** Jody Van Leuven

**SECOND:** Lisa Chavez

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett	X			
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton				X
Mike Lee	X			
Dave Nakamura	X			
Kevin Saunders	X			
Jody Van Leuven	X			

**MOTION CARRIED**

**D11. Agility Recovery**

Agility has proposed a one-year contract renewal at the same cost as the expiring term - \$6,589 per month (\$79,068 per year). \$79,068 is included in the CSURMA draft FY 18/19 CSURMA Budget.

Staff was directed to confirm if the Agility services can be used for scheduled power outages. Staff was also directed to send out another communication to the membership regarding the Agility services.

A motion was made to approve a one-year extension to the existing agreement with Agility Recovery.

**MOTION:** Scott Apel  
**SECOND:** Jody Van Leuven

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett	X			
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton				X
Mike Lee	X			
Dave Nakamura		X		
Kevin Saunders	X			
Jody Van Leuven	X			

**MOTION CARRIED**

**E. OTHER PROGRAMS**

**E1. AORMA Programs Update**

Dwayne Brummett reported on the recent activities of the AORMA Committee.

**E2. AIME Programs Update**

Jody Van Leuven provided a brief report of the activities of the AIME Committee

**F. CLOSED SESSION**

1. **Chili v. SFSU**
2. **SF State Science Building Coverage Claim**
3. **Burns v. SDSU**
4. **SLO Hillside update / SLO Landslide (property loss)**
5. **ADA accessibility claim against Cal Poly Pomona and Foundation**
6. **CalPERS adv. HSU Auxiliary**
7. **Apodaca v. CSU and ASI**

A motion was made to enter closed session at 5:10 PM.

**MOTION:** Kevin Saunders  
**SECOND:** Dwayne Brummett

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett	X			
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton				X
Mike Lee	X			
Dave Nakamura		X		
Kevin Saunders	X			
Jody Van Leuven	X			

**MOTION CARRIED**

The Committee came out of closed session 5:46 PM. The Chair reported that no action was taken during the closed session.

**MOTION:** Kevin Saunders

**SECOND:** Scott Apel

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett	X			
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton				X
Mike Lee	X			
Dave Nakamura		X		
Kevin Saunders	X			
Jody Van Leuven	X			

**MOTION CARRIED**

**G. LONG RANGE ACTION PLANNING ITEMS**

**G1. Review of CSURMA FY 2017/2018 Long Range Action Plan**

The Executive Committee reviewed the items on the current FY 2017/18 Long Range Action Plan and directed Staff as follows:

- LRP-1 Special Events Resource Guide (*going forward to FY 18/19*)
- LRP-2 RMIS Reporting (*going forward to FY 18/19*)
- LRP-3 Captive Insurer (*going forward to FY 18/19*)
- LRP-4 Campus Visits (*almost complete*)

- LRP-5 Accessing and Communicating EIA Resources (*completed*)
- LRP-6 Member Loan Policy (*completed*)
- LRP-7 Allocation of Investments (*going forward to FY 18/19*)
- LRP-8 Earthquake Coverage (*completed*)
- LRP-9 Risk Management Grant Program (*completed*)
- LRP-10 Workers' Compensation Projects Based on CWCI Data (*on-going project*)
- LRP-11 Marine Program (*completed*)
- LRP-12 Auxiliary Organizations Employee Benefits (*move to AORMA LRP*)
- LRP-13 Student Health and UC Ship (*not going anywhere, will remove*)
- LRP-14 Worker's Compensation Experience Modification Factor (*resolved*)

The next item was discussed out of agenda order.

### **G3. Campus Risk Pools Funding Status**

Robert Leong explained that Staff prepared an analysis of the pooled programs funding position relative to the actuary's projection for CSURMA's minimum funding requirements and expected cash expenditures for program administration as of December 31, 2017 projected to June 30, 2018. The Executive Committee, at its March meeting, reviews the pooled programs funding position and determines if there are sufficient funds to meet anticipated needs, including a confidence margin for unexpected expenditures.

Dividends (Assessments), if any, will reduce (increase) fund balances by the amount recommended by the Executive Committee in the fiscal period from which excess funds are distributed to members.

The meeting was adjourned for the day at 6:17 PM and will reconvene at 8:30 AM tomorrow.

#### **A. CALL TO ORDER**

The meeting was called to order on March 9, 2018 by the Chair, Mike Lee at 8:30 AM.

The next items were discussed out of agenda order.

### **G6. Learning Management System for all CSU Students**

David Kervella, from Systemwide Professional Development (SPD), discussed the request for one-time funding to support a systemwide initiative for students. SPD identified an area of opportunity for the CSU through its relationship with SkillSoft and the needs of the CSU's students. SPD initiated a pilot to build a Learning Management System (LMS) for all CSU students across the 23 campuses in 2017. This LMS is not intended (or capable) of replacing student learning systems such as Blackboard or Moodle but will provide an administrative platform to support peripheral learning on campuses. Many campuses have shown interest in such a system and would like to implement it as a new system or replacement.

A motion was made to approve a one-time partial funding of \$25,000 for the LMS for students as recommended.

**MOTION:** Robert Eaton  
**SECOND:** Kevin Saunders

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett	X			
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Mike Lee	X			
Dave Nakamura				X
Kevin Saunders	X			
Jody Van Leuven	X			

**MOTION CARRIED**

**G5. GenSource Corporation – Campus Support for Alternate EH&S Software Package**

Zachary Gifford noted that CSURMA’s Executive Committee has agreed to support campus implementation of the University of California’s Risk and Safety Solutions (RSS) software modules, with campuses to pay for annual licensing. CSU Sacramento has asked CSURMA to also consider a similar product from Gensuite. Both of these software packages include modules that support Environmental Health and Safety activities and compliance. Gifford notes that campus consistency is important and the Committee discussed the need to be able to track training as it is a systemwide audit requirement. It was suggested that this issue be discussed by CABO. Staff was directed to compile a schedule showing what each campus currently has in place which will be presented to CABO in the summer.

**G2. Risk Management Information System (Ventiv) Update**

Myron Leavell from Alliant Insurance Services was present to provide a demonstration of the new Risk Management Information System through Ventiv. The Ventiv database has been populated with CSURMA’s hierarchy structure, policy data and claims data.

**G4. CSURMA CAJPA Operational Review Report**

Daniel Howell noted that at its March 10, 2017 meeting, the CSURMA Executive Committee determined that it would have a consultant perform an operational review along the lines of a California Association of Joint Powers Authorities (CAJPA) accreditation review. Robin Johnson was retained to perform the review. Johnson presented his operational review report to the Executive Committee via teleconference. Johnson noted that the CSURMA governing documents, program documents and operations met high marks overall and in each category. He discussed

with the Committee his eight recommendations which are intended to better the operation of CSURMA, as shown below.

1. CSURMA should file amendments to the JPA agreement as soon as practical after adoption of such amendments.
2. The minutes for the Board of Director’s meetings should reflect the vote or abstention of each of the Board members.
3. Provision No. 11 of the Witt O’Brien contract, which states the consultant will not be liable for damages arising out of the contract, should be deleted.
4. Staff should check certificates of insurance against the coverages required under the contracts to make sure all required coverages are in place. Although most of the coverages required by the contracts were shown on certificates, the professional liability coverage certificates request by the Alliant and the Sedgwick contracts were not available at the time of the site visit.
5. CSURMA should consider providing greater details in the allocation of contributions from the campuses, similarly to what is done for the Auxiliaries.
6. CSURMA may consider placing the coverage documents for the campuses on the website for member references. Because the property program has many documents, perhaps, posting the first layer insurance policies would be sufficient.
7. CSURMA should consider providing the members with CSAC-EIA’s workers’ compensation converge document rather than CSURMA’s own documents to reduce the possibility of gaps in coverage between the documents and confusion regarding who provides and controls the coverage.
8. CSURMA may consider providing the Board of Directors with summary of the financial strength, e.g. AM Best ratings, of the insurance providers to the programs.

Johnson noted, that overall, CSURMA is managed well, with documentation of major policies and procedures providing members and staff a relatively easy means of understanding the robust and varied programs and operations of CSURMA. Its overall rating places it among those joint powers authorities with outstanding overall management.

The Committee directed Staff to provide a respond to the eight recommendations, including proposed action as appropriate, at the next meeting on April 25, 2018.

A motion was made to accept the Operational Review Report as provided.

**MOTION:** Thom Davis

**SECOND:** Scott Apel

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett	X			
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			

Mike Lee	X			
Dave Nakamura				X
Kevin Saunders	X			
Jody Van Leuven	X			

**MOTION CARRIED**

The next two items were discussed together.

- G7. Development of New Programs, Services and Projects**
- G8. Development of CSURMA Goals for Next One to Three Years**

The Committee reviewed the items discussed during the meeting and compiled the following list of Long Range Action Plan items for FY 18/19:

1. CSURMA Support of Systemwide Environmental Health and Safety Initiatives such as Compliance, Chemical Safety, Laboratory Safety
2. Update of Quarterly CSURMA Report to CABO Utilizing RMIS Dashboard and Graphics
3. Roll Out of RMIS System to Campus Risk Managers, EH&S and WC Coordinators
4. Campus Support for Managing Liability Arising from Club Activities Including CSURMA Programs and Services
5. Roll Out of Special Events Resource Guide Including Outreach to Campus and Auxiliary Organization Event Planners
6. Conduct Intensive North – South Training of New IRIC and SERG Manuals directed at CSU Procurement Professionals
7. Review Timing and Budgeting Practices Related to CSURMA Dividends
8. Campus Visits Including:
  - a. CABO Member Presentations
  - b. Risk Management and EH&S
  - c. Outreach to Athletic Directors and Trainers on Their Ability to Impact Liability Claims and Participant Injury Claims
  - d. Auxiliary Organization Leadership
9. Review of Financial Reports to EC and BOD for Compliance, Relevance and Effectiveness
10. Captive Formation and Analysis of CSURMA Investment Options
11. Development of OCIP Dividend Policy and Procedure

Staff was directed to draft the FY 18/19 Long Range Action Plan to include the items noted above and to develop steps for completion.

**H. INFORMATION ITEMS**

The Committee reviewed the information items, but there was no discussion.

- H1. CSAC EIA Annual Report**
- H2. 2018 CSURMA Meeting Calendar**
- H3. CSURMA Administrative Service Calendar**
- H4. CSURMA Executive Committee & Staff Contact List**

**H. ADJOURNMENT**

The meeting was adjourned at 10:44 AM.

**FINANCIAL REPORT**  
**FINANCIAL STATEMENT AT MARCH 31, 2018**

**ISSUE:** The Chancellor’s Office Financial Services Accounting prepares Financial Statements for CSURMA. The Executive Committee is asked to review the Financial Statement as a part of the Consent Calendar. The Chancellor’s Office Finance Services Accounting will be available at the meeting to answer questions.

**RECOMMENDATION:** It is recommended that the Executive Committee review and accept the Financial Statement at March 31, 2018 as part of the Consent Calendar.

**FISCAL IMPACT:** None.

**BACKGROUND:** Financial Statements provide a status of CSURMA’s financial position and are relied upon for decision making by the Executive Committee.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. CSURMA Financial Statement at March 31, 2018

**California State University Risk Management Authority**  
**Member Aged Accounts Receivable**  
**As of 4/11/2018**

Client Name	Current	31-60	91-120	Balance
Associated Students Inc, CSU East Bay	\$0.00	\$3,856.00	\$0.00	\$3,856.00
Associated Students Inc, CSU Long Beach	\$0.00	\$4,231.00	\$0.00	\$4,231.00
Associated Students Inc, CSU Northridge	\$0.00	\$16,615.00	\$0.00	\$16,615.00
Associated Students Inc, CSU Sacramento	\$0.00	\$9,535.00	\$0.00	\$9,535.00
a California State University San Marcos Corporation	\$0.00	\$22,185.00	\$60.00	\$22,245.00
CSU Bakersfield Foundation	\$0.00	\$354.00	\$0.00	\$354.00
CSU Fullerton Univ Auxiliary Services Corporation	\$490.00	\$0.00	\$0.00	\$490.00
Humboldt State Univ Sponsored Programs Foundation	\$875.00	\$0.00	\$0.00	\$875.00
Santos Manuel Student Union, CSU San Bernardino	\$0.00	\$2,419.00	\$0.00	\$2,419.00
The University Corporation, CSU Northridge	\$0.00	\$16,133.00	\$0.00	\$16,133.00
University Corporation at Monterey Bay	\$420.00	\$0.00	\$0.00	\$420.00
<b>Totals:</b>	<b>\$1,785.00</b>	<b>\$75,328.00</b>	<b>\$60.00</b>	<b>\$77,173.00</b>

a Member has indicated that payment will be processed this month.

**California State University Risk Management Authority  
Outstanding Member Loan Status  
As of 3/31/2018**

**Loan Pool: 15% of the overall average cash and investment for the preceding 12 months (Apr 2017 - Mar 2018)** **\$ 23,186,462**

Member Name	Maturity Date	Original Issue Date	Original Issue Amount	Outstanding Loan Balance 3/31/2018	Outstanding Loan Balance 06/30/2017
CSU Sacramento	Jun 2019	May 2014	\$ 4,000,000	\$ 611,723	\$ 1,225,760
Humboldt State University *	Oct 2022	Jun 2017	\$ 1,800,000	\$ 1,800,000	\$ 1,800,000 *
<b>Total Loans</b>			<b>\$ 8,335,000</b>	<b>\$ 2,411,723</b>	<b>\$ 3,025,760</b>

**Remaining Amount Available for Member Loans** **\$ 17,386,462**  
*(The remaining amount reflects CSU Sacramento Line of credit balance of \$3,388,277)*

**Per CSURMA P&P No. 10:**

Loans to a single Member Campus (and its associated Member Auxiliary Organizations) shall not exceed 5% of the overall average cash and investments for the preceding 12 months. **\$ 7,728,821**

\* HSU Advancement Foundation transferred their loan to HSU campus in June 2017

**California State University Risk Management Authority  
Travel Expenses Report  
Processed from July 1, 2017 to March 31, 2018**

Travel Dates	Traveler	Location	Purpose	Lodging	Meals & Incidentals	Transportation & Business Expenses	Total Amount
1/8-1/9/2018	Zachary Gifford	Sacramento	AOA Conference with Stacey Weeks	\$ 109.07	\$ 29.38	\$ 184.49	\$ 322.94
1/30/2018	Zachary Gifford	San Francisco	Gupta mediation at SF Superior Court (Part 1)	\$ -	\$ -	\$ 251.11	\$ 251.11
1/31/2018	Zachary Gifford	Folsom	CSAC EIA Underwriting Committee meeting at CSAC office	\$ -	\$ -	\$ 287.89	\$ 287.89
2/7/2018	Zachary Gifford	Irvine	Coe Jury Study Observations at Alder Weiner Research Office	\$ -	\$ -	\$ 47.25	\$ 47.25
2/13-14/2018	Zachary Gifford	San Jose	Excess Liability Underwriter Forum with Alliant team at San Jose State University	\$ 262.87	\$ 11.15	\$ 234.52	\$ 508.54
2/20/2018	Zachary Gifford	San Francisco	Gupta mediation at SF Superior Court (Part 2)	\$ -	\$ 12.04	\$ 250.48	\$ 262.52
2/28-3/1/2018	Zachary Gifford	Sacramento	CSAC EIA Underwriting meeting at Hilton Arden West	\$ -	\$ 31.19	\$ 292.17	\$ 323.36
3/5-3/6/2018	Zachary Gifford	San Francisco	SFSU Science Building meeting with CSU Counsel, McLarens, and Lexington at Alliant office	\$ 191.85	\$ 45.44	\$ 254.42	\$ 491.71
3/19-3/20/2018	Zachary Gifford	San Francisco	Sposito-Bernath mediation at Mark Peters office	\$ 160.50	\$ 42.95	\$ 247.97	\$ 451.42
3/23-3/28/2018	Zachary Gifford	London	CSURMA Underwriting meeting with Robert Eaton and Daniel Howell	\$ 1,469.64	\$ 135.12	\$ 1,621.82	\$ 3,226.58
<b>01/01/2018 to 03/31/2018 Travel Expenses Processed</b>				<b>\$ 2,193.93</b>	<b>\$ 307.27</b>	<b>\$ 3,672.12</b>	<b>\$ 6,173.32</b>
11/12-11/15/2017	Timothy White	London	CSURMA Underwriting meeting with Robert Eaton, Steven Relyea, and Daniel Howell	\$ 934.62	\$ 49.49	\$ 13,399.28	\$ 14,383.39
<b>Previously Reported</b>							
10/3-10/6/2017	Zachary Gifford	SB / Bakersfield / SLO / MB / SJ / EB / Sacramento	Campus Outreach with Daniel Howell	\$ 541.87	\$ 88.35	\$ 22.38	\$ 652.60
10/18/2017	Zachary Gifford	Yorba Linda	CalPRIMA Conference Charity Gold Tournament	\$ -	\$ -	\$ 28.15	\$ 28.15
10/19-10/20/2017	Zachary Gifford	Anaheim	President of CalPRIMA Conference	\$ -	\$ -	\$ 41.10	\$ 41.10
10/22-10/23/2017	Zachary Gifford	San Luis Obispo	Foreign Travel Insurance Program meeting with Stacey Weeks at CPSU San Luis Obispo	\$ 101.88	\$ 53.88	\$ 194.36	\$ 350.12
11/02/2017	Zachary Gifford	Long Beach	NCURA Export Controls Workshop	\$ -	\$ -	\$ 13.00	\$ 13.00
11/10-11/15/2017	Steven Relyea	London	CSURMA Underwriting meeting with Robert Eaton, Timothy White, and Daniel Howell	\$ 1,530.24	\$ 111.68	\$ 619.73	\$ 2,261.65
11/11-11/15/2017	Robert Eaton	London	CSURMA Underwriting meeting with Steven Relyea, Timothy White, and Daniel Howell	\$ 788.85	\$ 61.11	\$ 3,135.35	\$ 3,985.31
11/30/2017	Zachary Gifford	Century City	CNA vs. CSUF Auxiliary Services	\$ -	\$ -	\$ 63.96	\$ 63.96
12/4-12/7/2017	Zachary Gifford	Sacramento / Chico / Arcata / San Francisco	Campus visits & AORMA meeting	\$ 506.91	\$ 66.78	\$ 274.04	\$ 847.73
12/17-12/19/2017	Zachary Gifford	San Francisco	Chili mediation at JAMS office	\$ 370.32	\$ 107.78	\$ 217.70	\$ 695.80
<b>10/01/2017 to 12/31/2017 Travel Expenses Processed</b>				<b>\$ 4,774.69</b>	<b>\$ 539.07</b>	<b>\$ 18,009.05</b>	<b>\$ 23,322.81</b>

**California State University Risk Management Authority  
Travel Expenses Report  
Processed from July 1, 2017 to March 31, 2018**

Travel Dates	Traveler	Location	Purpose	Lodging	Meals & Incidentals	Transportation & Business Expenses	Total Amount
7/13/2017	Zachary Gifford	Woodland Hills	CNA vs CSUF Auxiliary Services Deposition Preparation at Tobin Lucks office	\$ -	\$ -	\$ 48.26	\$ 48.26
7/13-7/17/2017	Joseph Shepler	Tucson, AZ	CSHEMA Conference	\$ 639.00	\$ 133.44	\$ 922.77	\$ 1,695.21
7/17-7/18/2017	Zachary Gifford	San Diego	CSURMA AORMA Officers Retreat at Alliant office	\$ 156.88	\$ 7.00	\$ 189.91	\$ 353.79
7/21/2017	Zachary Gifford	San Francisco / Monterey Bay	CSURMA Risk Console Implementation Project Kick-Off meeting at Alliant; AOA HR Committee Meeting Presentation with Daniel Howell at CSU Monterey Bay	\$ 212.93	\$ 12.04	\$ 332.60	\$ 557.57
7/28-8/1/2017	Zachary Gifford	Los Angeles / Cal Maritime	CNA Ins vs. CSU Deposition at Jeffrey Adleson's office; Cal Maritime campus meeting with Franz Lozano, Marianne Spotorno-Risk Manager, and Amy Lightner	\$ -	\$ -	\$ 184.25	\$ 184.25
8/9-8/10/2017	Zachary Gifford	San Francisco / Oakland	Glazier mediation at JAMS office; WC Stewardship meetings at Sedgwick office	\$ 290.59	\$ 47.54	\$ 225.71	\$ 563.84
9/6-9/8/2017	Zachary Gifford	Sacramento	AORMA LEP, AORMA Committee, and EC meetings at Alliant office	\$ 241.10	\$ 49.07	\$ 333.61	\$ 623.78
<b>07/01/2017 to 09/30/2017 Travel Expenses Processed</b>				<b>\$ 1,747.28</b>	<b>\$ 299.32</b>	<b>\$ 2,340.00</b>	<b>\$ 4,386.60</b>
<b>GRAND TOTAL</b>				<b>\$ 8,715.90</b>	<b>\$ 1,145.66</b>	<b>\$ 24,021.17</b>	<b>\$ 33,882.73</b>

# California State University Risk Management Authority

## Balance Sheets - Campus Programs as of 3/31/2018

(Unaudited)

	<u>Liability</u>	<u>Workers' Compensation</u>	<u>IDL/NDI/UI</u>	<u>Property</u>	<u>AIME</u>	<u>Auto Liability</u>	<u>Total Campus Programs as of 3/31/2018</u>
<b>Assets:</b>							
Cash and Investments	3,070,794	5,265,617	424,358	480,461	437,621	(84,364)	9,594,487
Other long-term investments	35,697,574	56,860,513	4,841,822	5,308,881	4,757,567	0	107,466,357
Accounts receivable	874,943	1,206,529	0	0	0	0	2,081,472
Loan receivable	0	0	0	0	0	0	0
Reinsurance receivable	0	133,358	0	0	0	0	133,358
Accrued interest receivable	(0)	0	0	0	0	0	(0)
Prepaid insurance	656,682	7,580,057	571	1,457,722	7,595	193,208	9,895,836
Prepaid expense	144,807	2,020,010	21,992	287,781	546,637	0	3,021,227
<b>Total assets:</b>	<b><u>40,444,800</u></b>	<b><u>73,066,084</u></b>	<b><u>5,288,743</u></b>	<b><u>7,534,844</u></b>	<b><u>5,749,420</u></b>	<b><u>108,844</u></b>	<b><u>132,192,736</u></b>
<b>Liabilities:</b>							
Accounts payable	60,931	706,638	3,243,031	7,166	503,915	0	4,521,681
Unearned revenue	3,484,414	9,084,405	3,750,000	914,393	1,126,583	207,378	18,567,172
SELF assessment liability	0	6,818,219	0	0	0	0	6,818,219
Reported claims	12,475,774	26,647,833	0	0	110,893	0	39,234,500
Claims incurred but not reported	10,985,689	13,056,845	0	0	2,217,851	0	26,260,385
<b>Total liabilities:</b>	<b><u>27,006,808</u></b>	<b><u>56,313,940</u></b>	<b><u>6,993,031</u></b>	<b><u>921,559</u></b>	<b><u>3,959,241</u></b>	<b><u>207,378</u></b>	<b><u>95,401,957</u></b>
Fund balance	13,437,992	16,752,144	(1,704,288)	6,613,285	1,790,179	(98,533)	36,790,779
<b>Total liabilities and fund balance</b>	<b><u>40,444,800</u></b>	<b><u>73,066,084</u></b>	<b><u>5,288,743</u></b>	<b><u>7,534,844</u></b>	<b><u>5,749,420</u></b>	<b><u>108,844</u></b>	<b><u>132,192,736</u></b>

# California State University Risk Management Authority

## Balance Sheets - AORMA Programs as of 3/31/2018

(Unaudited)

	<u>AORMA Liability</u>	<u>AORMA Workers' Comp</u>	<u>AORMA Property</u>	<u>AORMA Crime</u>	<u>AORMA UIP</u>	<u>Total AORMA Programs as of 3/31/2018</u>
<b>Assets:</b>						
Cash and Investments	782,682	636,492	185,591	39,941	503,037	2,147,743
Other long-term investments	8,448,518	6,886,228	2,021,166	431,330	5,398,776	23,186,018
Accounts receivable	3,596	145,959	(0)	(0)	49,006	198,561
Loan receivable	0	0	0	0	0	0
Reinsurance receivable	0	0	0	0	0	0
Accrued interest receivable	0	0	0	0	0	0
Prepaid insurance	52,621	1,075,703	119,376	44,582	73	1,292,355
Prepaid expense	338,167	217,108	61,289	4,650	12,517	633,731
<b>Total assets:</b>	<b><u>9,625,584</u></b>	<b><u>8,961,490</u></b>	<b><u>2,387,423</u></b>	<b><u>520,503</u></b>	<b><u>5,963,409</u></b>	<b><u>27,458,408</u></b>
<b>Liabilities:</b>						
Accounts payable	1,259,103	653,884	1,803	241	318,672	2,233,702
Unearned revenue	697,913	105,095	249,860	69,441	15,824	1,138,133
SELF assessment liability	0	0	0	0	0	0
Reported claims	617,924	2,166,536	0	0	0	2,784,460
Claims incurred but not reported	829,780	1,709,404	0	0	0	2,539,184
<b>Total liabilities:</b>	<b><u>3,404,720</u></b>	<b><u>4,634,918</u></b>	<b><u>251,663</u></b>	<b><u>69,682</u></b>	<b><u>334,496</u></b>	<b><u>8,695,479</u></b>
Fund balance	6,220,864	4,326,571	2,135,760	450,821	5,628,913	18,762,929
<b>Total liabilities and fund balance</b>	<b><u>9,625,584</u></b>	<b><u>8,961,490</u></b>	<b><u>2,387,423</u></b>	<b><u>520,503</u></b>	<b><u>5,963,409</u></b>	<b><u>27,458,408</u></b>

# California State University Risk Management Authority

## Balance Sheets - Miscellaneous Programs as of 3/31/2018

(Unaudited)

	Misc Purchased	OCIP	Club Sports	Loans	Total Misc Programs as of 3/31/2018	Grand Total All Programs 3/31/2018
<b>Assets:</b>						
Cash and Investments	1,600	256,852	45,008	(212,666)	90,793	11,833,023
Other long-term investments	17,271	2,942,135	487,360	(2,199,057)	1,247,709	131,900,084
Accounts receivable	2,730	0	0	0	2,730	2,282,763
Loan receivable	0	0	0	2,411,723	2,411,723	2,411,723
Reinsurance receivable	0	0	0	0	0	133,358
Accrued interest receivable	0	0	0	0	0	0
Prepaid insurance	0	3,305,890	55,308	0	3,361,198	14,549,390
Prepaid expense	0	49,257	23,277	0	72,534	3,727,492
<b>Total assets:</b>	<b>21,600</b>	<b>6,554,134</b>	<b>610,953</b>	<b>0</b>	<b>7,186,688</b>	<b>166,837,832</b>
<b>Liabilities:</b>						
Accounts payable	0	2,245,008	313	0	2,245,321	9,000,704
Unearned revenue	0	0	126,161	0	126,161	19,831,466
SELF assessment liability	0	0	0	0	0	6,818,219
Reported claims	0	0	0	0	0	42,018,960
Claims incurred but not reported	0	0	0	0	0	28,799,569
<b>Total liabilities:</b>	<b>0</b>	<b>2,245,008</b>	<b>126,474</b>	<b>0</b>	<b>2,371,482</b>	<b>106,468,917</b>
Fund balance	21,600	4,309,127	484,479	0	4,815,206	60,368,915
<b>Total liabilities and fund balance</b>	<b>21,600</b>	<b>6,554,134</b>	<b>610,953</b>	<b>0</b>	<b>7,186,688</b>	<b>166,837,832</b>

**California State University Risk Management Authority**  
**Income Statements - Campus Programs as of 3/31/2018**  
(Unaudited)

	Liability	Workers' Compensation	IDL/NDI/UI	Property	AIME	Auto Liability	Total Campus Programs
<b>OPERATING REVENUES:</b>							
Contributions	12,412,350	27,253,216	11,250,000	6,726,340	3,379,748	622,132	61,643,785
Reinsurance premiums	(1,388,262)	0	0	(3,961,187)	0	0	(5,349,449)
<b>Total operating revenues:</b>	<b>11,024,088</b>	<b>27,253,216</b>	<b>11,250,000</b>	<b>2,765,152</b>	<b>3,379,748</b>	<b>622,132</b>	<b>56,294,336</b>
<b>OPERATING EXPENSES:</b>							
<b>DIRECT PROGRAM EXPENSES:</b>							
Claims payment & legal expenses	8,141,651	11,091,365	11,899,154	2,015,160	2,339,448	0	35,486,777
Deductible recoveries	(3,764,470)	0	0	0	0	0	(3,764,470)
Claims administrators	0	2,749,404	56,699	0	150,000	0	2,956,103
Claims management information system	48,423	77,257	15,309	8,379	4,552	0	153,919
Program administrator	201,803	536,487	129,723	162,380	7,940	0	1,038,333
Brokerage commissions	266,126	157	63	418,239	1,839	0	686,423
Insurance premiums	2,372,469	22,735,123	0	1,297,124	14,479	579,625	26,998,819
Taxes, assessments & fees	235,950	0	0	0	0	0	235,950
Actuarial services	4,932	5,712	173	102	2,803	0	13,722
Miscellaneous program services	1,661	0	0	0	0	0	1,661
Workshops/training	23,697	42,669	14,792	7,120	0	0	88,279
Loss control	187,919	10,621	0	47,381	0	0	245,922
Reinsurance/excess recovery	0	(9,120,875)	0	0	0	0	(9,120,875)
Program committee	131	282	116	69	2,520	0	3,118
Dividend distributions	3,304,943	3,722,665	0	0	0	0	7,027,608
<b>Total direct program expenses:</b>	<b>11,025,235</b>	<b>31,850,866</b>	<b>12,116,029</b>	<b>3,955,955</b>	<b>2,523,580</b>	<b>579,625</b>	<b>62,051,290</b>
<b>GENERAL &amp; ADMINISTRATIVE EXPENSES:</b>							
Financial audit	5,505	12,847	5,303	2,917	1,593	0	28,164
Executive committee & board expenses	428	959	396	226	119	0	2,127
JPA insurance	1,813	4,242	1,746	962	524	0	9,288
Memberships, associations & dues	2,913	20,435	679	405	208	0	24,639
Chancellor's office accounting services	43,349	101,170	41,763	22,969	12,542	0	221,793
Risk management expenses	101,732	236,142	97,481	55,685	29,285	0	520,326
Miscellaneous indirect services	4,200	7,834	3,099	1,747	936	0	17,816
<b>Total general &amp; administrative expenses:</b>	<b>159,940</b>	<b>383,629</b>	<b>150,466</b>	<b>84,910</b>	<b>45,207</b>	<b>0</b>	<b>824,152</b>
<b>Total operating expenses:</b>	<b>11,185,175</b>	<b>32,234,495</b>	<b>12,266,495</b>	<b>4,040,865</b>	<b>2,568,787</b>	<b>579,625</b>	<b>62,875,442</b>
<b>NON-OPERATING REVENUES:</b>							
Investment income	(152,286)	(251,286)	35,898	(13,820)	(24,512)	0	(406,007)
<b>Total non-operating revenues:</b>	<b>(152,286)</b>	<b>(251,286)</b>	<b>35,898</b>	<b>(13,820)</b>	<b>(24,512)</b>	<b>0</b>	<b>(406,007)</b>
<b>BEGINNING RETAINED EARNINGS</b>	<b>14,251,365</b>	<b>22,169,586</b>	<b>(723,690)</b>	<b>7,902,818</b>	<b>503,731</b>	<b>(141,041)</b>	<b>43,962,769</b>
<b>ADJUSTMENTS TO RETAINED EARNINGS</b>	<b>(500,000)</b>	<b>(184,876)</b>	<b>0</b>	<b>0</b>	<b>500,000</b>	<b>0</b>	<b>(184,876)</b>
<b>TOTAL ADJUSTED RETAINED EARNINGS</b>	<b>13,751,365</b>	<b>21,984,710</b>	<b>(723,690)</b>	<b>7,902,818</b>	<b>1,003,731</b>	<b>(141,041)</b>	<b>43,777,893</b>
<b>NET SURPLUS/(DEFICIT)</b>	<b>(313,373)</b>	<b>(5,232,566)</b>	<b>(980,597)</b>	<b>(1,289,533)</b>	<b>786,448</b>	<b>42,508</b>	<b>(6,987,113)</b>
<b>ENDING RETAINED EARNINGS</b>	<b>13,437,992</b>	<b>16,752,144</b>	<b>(1,704,288)</b>	<b>6,613,285</b>	<b>1,790,179</b>	<b>(98,533)</b>	<b>36,790,779</b>

**California State University Risk Management Authority**  
**Income Statements - AORMA Programs as of 3/31/2018**

(Unaudited)

	AORMA Liability	AORMA Workers' Comp	AORMA Property	AORMA Crime	AORMA UIP	Total AORMA Programs
<b>OPERATING REVENUES:</b>						
Contributions	3,111,140	3,617,375	1,756,894	208,323	763,682	9,457,414
Reinsurance premiums	(1,002,206)	0	(1,007,093)	0	0	(2,009,299)
<b>Total operating revenues:</b>	<b>2,108,934</b>	<b>3,617,375</b>	<b>749,801</b>	<b>208,323</b>	<b>763,682</b>	<b>7,448,115</b>
<b>OPERATING EXPENSES:</b>						
<b>DIRECT PROGRAM EXPENSES:</b>						
Claims payment & legal expenses	990,893	1,847,652	191,356	0	1,011,899	4,041,800
Deductible recoveries	(94,582)	0	0	0	0	(94,582)
Claims administrators	11,250	168,120	0	0	22,534	201,904
Claims management information system	4,200	4,644	2,062	333	1,969	13,209
Program administrator	456,905	261,272	234,316	16,900	30,421	999,814
Brokerage commissions	54,259	19	146,052	11,793	9	212,133
Insurance premiums	157,395	3,692,294	94,482	133,713	0	4,077,884
Taxes, assessments & fees	0	48,868	0	0	0	48,868
Actuarial services	5,049	5,556	28	4	29	10,666
Miscellaneous program services	0	0	0	0	0	0
Workshops/training	12,275	11,905	5,599	744	5,345	35,867
Loss control	58,290	64,886	19,183	970	6,736	150,064
Reinsurance/excess recovery	0	(845,805)	0	0	0	(845,805)
Program committee	2,882	3,151	1,459	195	1,353	9,039
Dividend distributions	1,118,476	531,921	0	0	0	1,650,397
<b>Total direct program expenses:</b>	<b>2,777,292</b>	<b>5,794,482</b>	<b>694,537</b>	<b>164,652</b>	<b>1,080,296</b>	<b>10,511,258</b>
<b>GENERAL &amp; ADMINISTRATIVE EXPENSES:</b>						
Financial audit	1,449	1,584	734	98	680	4,545
Executive committee & board expenses	109	125	55	7	51	346
JPA insurance	478	523	243	32	226	1,502
Memberships, associations & dues	13	2,082	8	1	9	2,113
Chancellor's office accounting services	11,412	12,476	5,777	772	5,358	35,795
Risk management expenses	26,658	29,323	13,485	1,801	12,507	83,773
Miscellaneous indirect services	856	952	452	60	416	2,735
<b>Total general &amp; administrative expenses:</b>	<b>40,974</b>	<b>47,064</b>	<b>20,753</b>	<b>2,772</b>	<b>19,247</b>	<b>130,809</b>
<b>Total operating expenses:</b>	<b>2,818,266</b>	<b>5,841,545</b>	<b>715,290</b>	<b>167,424</b>	<b>1,099,543</b>	<b>10,642,068</b>
<b>NON-OPERATING REVENUES:</b>						
Investment income	(43,705)	(43,741)	(9,820)	(2,683)	(27,870)	(127,819)
<b>Total non-operating revenues:</b>	<b>(43,705)</b>	<b>(43,741)</b>	<b>(9,820)</b>	<b>(2,683)</b>	<b>(27,870)</b>	<b>(127,819)</b>
<b>BEGINNING RETAINED EARNINGS</b>	<b>6,973,901</b>	<b>6,409,607</b>	<b>2,111,069</b>	<b>412,604</b>	<b>5,992,643</b>	<b>21,899,825</b>
<b>ADJUSTMENTS TO RETAINED EARNINGS</b>	<b>0</b>	<b>184,876</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>184,876</b>
<b>TOTAL ADJUSTED RETAINED EARNINGS</b>	<b>6,973,901</b>	<b>6,594,483</b>	<b>2,111,069</b>	<b>412,604</b>	<b>5,992,643</b>	<b>22,084,701</b>
<b>NET SURPLUS/(DEFICIT)</b>	<b>(753,037)</b>	<b>(2,267,911)</b>	<b>24,691</b>	<b>38,216</b>	<b>(363,730)</b>	<b>(3,321,771)</b>
<b>ENDING RETAINED EARNINGS</b>	<b>6,220,864</b>	<b>4,326,571</b>	<b>2,135,760</b>	<b>450,821</b>	<b>5,628,913</b>	<b>18,762,929</b>

**California State University Risk Management Authority**  
**Income Statements - Miscellaneous Programs as of 3/31/2018**  
(Unaudited)

	Misc Purchased	OCIP	Club Sports	Total Misc Programs	Grand Total All Programs
<b>OPERATING REVENUES:</b>					
Contributions	437,044	5,441,118	282,072	6,160,233	77,261,432
Reinsurance premiums	0	0	0	0	(7,358,748)
<b>Total operating revenues:</b>	<b>437,044</b>	<b>5,441,118</b>	<b>282,072</b>	<b>6,160,233</b>	<b>69,902,684</b>
<b>OPERATING EXPENSES:</b>					
<b>DIRECT PROGRAM EXPENSES:</b>					
Claims payment & legal expenses	0	0	29,170	29,170	39,557,747
Deductible recoveries	0	0	0	0	(3,859,051)
Claims administrators	0	0	6,667	6,667	3,164,674
Claims management information system	0	6,341	349	6,690	173,819
Program administrator	0	2,239,693	0	2,239,693	4,277,840
Brokerage commissions	69,478	20,478	13,153	103,109	1,001,665
Insurance premiums	401,618	5,880,010	125,123	6,406,752	37,483,455
Taxes, assessments & fees	0	0	0	0	284,818
Actuarial services	0	76	4	80	24,468
Miscellaneous program services	0	0	0	0	1,661
Workshops/training	0	0	0	0	124,146
Loss control	0	0	0	0	395,986
Reinsurance/excess recovery	0	0	0	0	(9,966,681)
Program committee	0	0	0	0	12,157
Dividend distributions	0	0	0	0	8,678,005
<b>Total direct program expenses:</b>	<b>471,097</b>	<b>8,146,598</b>	<b>174,465</b>	<b>8,792,160</b>	<b>81,354,708</b>
<b>GENERAL &amp; ADMINISTRATIVE EXPENSES:</b>					
Financial audit	0	2,163	127	2,290	35,000
Executive committee & board expenses	0	181	10	191	2,664
JPA insurance	0	714	42	756	11,545
Memberships, associations & dues	0	21	1	22	26,775
Chancellor's office accounting services	0	17,035	1,003	18,038	275,625
Risk management expenses	0	40,401	2,347	42,748	646,847
Miscellaneous indirect services	0	1,303	69	1,372	21,922
<b>Total general &amp; administrative expenses:</b>	<b>0</b>	<b>61,818</b>	<b>3,599</b>	<b>65,417</b>	<b>1,020,379</b>
<b>Total operating expenses:</b>	<b>471,097</b>	<b>8,208,416</b>	<b>178,065</b>	<b>8,857,577</b>	<b>82,375,087</b>
<b>NON-OPERATING REVENUES:</b>					
Investment income	0	0	(5,209)	(5,209)	(539,035)
<b>Total non-operating revenues:</b>	<b>0</b>	<b>0</b>	<b>(5,209)</b>	<b>(5,209)</b>	<b>(539,035)</b>
<b>BEGINNING RETAINED EARNINGS</b>	<b>55,653</b>	<b>7,076,425</b>	<b>385,682</b>	<b>7,517,760</b>	<b>73,380,353</b>
<b>ADJUSTMENTS TO RETAINED EARNINGS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>TOTAL ADJUSTED RETAINED EARNINGS</b>	<b>55,653</b>	<b>7,076,425</b>	<b>385,682</b>	<b>7,517,760</b>	<b>73,380,353</b>
<b>NET SURPLUS/(DEFICIT)</b>	<b>(34,053)</b>	<b>(2,767,298)</b>	<b>98,797</b>	<b>(2,702,554)</b>	<b>(13,011,438)</b>
<b>ENDING RETAINED EARNINGS</b>	<b>21,600</b>	<b>4,309,127</b>	<b>484,479</b>	<b>4,815,206</b>	<b>60,368,915</b>

# California State University Risk Management Authority

## Income Statement as of 3/31/2018

(Unaudited)

	Budget vs. Actual			Percent of Budget
	FY 2017/18 Amended Budget	Year-to-Date 3/31/2018	Variance	
<b>OPERATING REVENUES:</b>				
Contributions	104,636,641	77,261,432	27,375,209	73.84 %
Reinsurance premiums	(9,968,874)	(7,358,748)	(2,610,126)	73.82 %
<b>Total operating revenues:</b>	<b>94,667,767</b>	<b>69,902,684</b>	<b>24,765,083</b>	<b>73.84 %</b>
<b>OPERATING EXPENSES:</b>				
<b>DIRECT PROGRAM EXPENSES:</b>				
Claims payment & legal expenses	63,728,987	39,557,747	24,171,240	62.07 %
Deductible recoveries	(4,618,980)	(3,859,051)	(759,929)	83.55 %
Claims administrators	4,206,920	3,164,674	1,042,246	75.23 %
Claims management information system	396,724	173,819	222,905	43.81 %
Program administrator	2,739,408	4,277,840	(1,538,432)	156.16 %
Brokerage commissions	1,279,002	1,001,665	277,337	78.32 %
Insurance premiums	44,902,873	37,483,455	7,419,418	83.48 %
Taxes, assessments & fees	301,450	284,818	16,632	94.48 %
Actuarial services	83,250	24,468	58,782	29.39 %
Claims audit	8,000	0	8,000	0.00 %
Coverage counsel	16,000	0	16,000	0.00 %
Program legal	24,500	0	24,500	0.00 %
Miscellaneous program services	10,000	1,661	8,339	16.61 %
Workshops/training	451,000	124,146	326,854	27.53 %
Loss control	941,426	395,986	545,440	42.06 %
Reinsurance/excess recovery	(14,128,714)	(9,966,681)	(4,162,033)	70.54 %
Program committee	10,800	12,157	(1,357)	112.57 %
Dividend distributions	8,678,005	8,678,005	0	100.00 %
<b>Total direct program expenses:</b>	<b>109,030,651</b>	<b>81,354,708</b>	<b>27,675,943</b>	<b>74.62 %</b>
<b>GENERAL &amp; ADMINISTRATIVE EXPENSES:</b>				
Financial audit	35,000	35,000	0	100.00 %
Executive committee & board expenses	34,036	2,664	31,372	7.83 %
JPA insurance	16,000	11,545	4,455	72.16 %
Memberships, associations & dues	43,050	26,775	16,275	62.20 %
Chancellor's office accounting services	367,500	275,625	91,875	75.00 %
Risk management expenses	1,034,500	646,847	387,653	62.53 %
JPA accreditation	7,000	0	7,000	0.00 %
JPA legal	108,150	0	108,150	0.00 %
Miscellaneous indirect services	27,493	21,922	5,571	79.74 %
<b>Total general &amp; administrative expenses:</b>	<b>1,672,729</b>	<b>1,020,379</b>	<b>652,351</b>	<b>61.00 %</b>
<b>Total operating expenses:</b>	<b>110,703,380</b>	<b>82,375,087</b>	<b>28,328,293</b>	<b>74.41 %</b>
<b>NON-OPERATING REVENUES:</b>				
Investment income	2,500,000	(539,035)	3,039,035	(21.56)%
<b>Total non-operating revenues:</b>	<b>2,500,000</b>	<b>(539,035)</b>	<b>3,039,035</b>	<b>(21.56)%</b>
<b>NET SURPLUS/(DEFICIT)</b>	<b>(13,535,613)</b>	<b>(13,011,438)</b>	<b>(524,175)</b>	<b>96.13 %</b>

**FINANCIAL REPORT**  
**TREASURER'S QUARTERLY INVESTMENT REPORT**

**ISSUE:** California Government Code Section 53646(b)(1) requires that the CSURMA Treasurer submit a Quarterly Investment Report stating that all investments are in compliance with the current investment policy and that CSURMA has sufficient funds to meet its expenditure requirements for the next six months. The CSURMA Treasurer will be on hand to address questions.

**RECOMMENDATION:** It is recommended that the Executive Committee review and accept the Treasurer's quarterly report letter dated April 11, 2018 as part of the Consent Calendar.

**FISCAL IMPACT:** None.

**BACKGROUND:** None.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. Certification of Funds Letter dated April 11, 2018



California State University Risk Management Authority

**Officers**


**Ming Tung (Mike) Lee**  
Chair - 916-278-6312

**Lisa Chavez**  
Vice Chair - 323-343-3500

**Robert Eaton**  
Treasurer - 562-951-4572

**Zachary Gifford**  
Secretary-Auditor - 562-951-4568

To: Executive Committee  
CSU Risk Management Authority

From: Robert Eaton   
Treasurer of CSU Risk Management Authority

Re: Treasurer's Certification

Date: April 11, 2018

As of April 11, 2018, the Authority funds held in investments are sufficient to meet the Authority's cash flow needs for the following six (6) months, and the investments are in accordance with the investment policy of the Authority, as duly authorized by the Executive Committee.

Robert Eaton  
Treasurer  
CSU Risk Management Authority

## **FY 2018/2019 OPERATING BUDGET**

**ISSUE:** The Executive Committee approved the FY 2018/19 proposed budget for CSURMA at its meeting on March 8, 2018 with the changes noted below. The Executive Committee's changes have been incorporated in the attachment and prepared for the Executive Committee's recommendation to the Board of Directors to adopt the FY 2018/19 operating budget at its meeting later today.

The following items have been changed per the Executive Committee's instructions:

- Replace funding for Law Room Compliance (\$26,000) to United Educators (\$30,000) in Workshop Training.
- Decrease funding for SkillSoft Online Library from \$50,000 to \$40,000.
- Increase funding to \$79,068 for Agility Recovery to update the annual fee.
- Add \$25,000 one-time funding for Systemwide Professional Development to support the development of a Learning Management System for all students with a need for peripheral learning.

**RECOMMENDATION:** The Executive Committee is asked to review the draft proposed budget for FY 2018/19 and make a recommendation to the Board of Directors for adoption with changes as appropriate.

**FISCAL IMPACT:** The proposed budget is estimated to produce a Net Deficit of \$4,803,721. Retained Earnings is estimated decrease from \$60,379,690 to \$55,575,969 at June 30, 2019.

**BACKGROUND:** The proposed budget is detailed by program in the draft document included with the agenda packet.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. Draft FY 2018/19 CSURMA Budget of Revenues and Expenses

# CSURMA

## **Cash Flow Budget of Revenues and Expenses Fiscal Year July 1, 2018 to June 30, 2019**

*Recommended by the Executive Committee  
for Adoption by the Board of Directors*

**April 25, 2018**

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****TOTAL: ALL FUNDS**

	<i>Amended</i> <b>FY 17/18</b> <b><u>MTBA</u></b>	<i>Proposed</i> <b>FY 18/19</b> <b><u>Budget</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>Operating Revenues</b>			
Contributions	104,636,641	102,471,662	-2,164,979
Reinsurance Premiums	-9,968,874	-11,395,754	-1,426,880
Total Operating Revenues	<u>94,667,767</u>	<u>91,075,908</u>	<u>-3,591,859</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	63,728,987	65,445,567	1,716,580
Deductible Recoveries	-4,618,980	-5,100,000	-481,020
Claims Administrators	4,206,920	4,401,422	194,502
Management Information System	396,724	125,000	-271,724
Program Administrators	2,739,408	3,238,950	499,542
Brokerage Commissions & Fees	1,279,002	1,411,974	132,972
Insurance Premiums (net of brokerage)	44,902,873	43,884,440	-1,018,433
Taxes, Assessments & Fees	301,450	301,450	0
Actuarial Services	83,250	74,500	-8,750
Claims Audit	8,000	9,870	1,870
Coverage Counsel	16,000	16,000	0
Program Legal	24,500	24,500	0
Miscellaneous Program Services	10,000	10,000	0
Workshop/Training Expenses	461,000	265,000	-196,000
Loss Control Expenses	941,426	978,614	37,188
Appraisals	0	0	0
Excess/Reinsurance Recoveries	-14,128,714	-19,927,941	-5,799,227
Program Committee	10,800	11,000	200
Dividend Distributions	8,678,005	1,401,588	-7,276,417
Total Direct Program Expenses	<u>109,040,651</u>	<u>96,571,934</u>	<u>-12,468,717</u>

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****TOTAL: ALL FUNDS**

	<i>Amended</i> <b>FY 17/18</b> <u><b>MTBA</b></u>	<i>Proposed</i> <b>FY 18/19</b> <u><b>Budget</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	35,000	36,400	1,400
Executive Committee & Board Expenses	34,036	35,396	1,360
JPA Insurance	16,000	16,640	640
Memberships, Associations & Dues	43,050	44,772	1,722
Chancellor's Office Accounting Services	367,500	400,000	32,500
Chancellor's Office Risk Management Service	1,034,500	1,134,500	100,000
JPA Accreditation	7,000	0	-7,000
JPA Legal	108,150	111,394	3,244
Miscellaneous Expenses	27,493	28,593	1,100
Total General & Administrative Expenses	<u>1,672,729</u>	<u>1,807,695</u>	<u>134,966</u>
Total Operating Expenses	<u>110,713,380</u>	<u>98,379,629</u>	<u>-12,333,751</u>
<b>Non-Operating Revenues</b>			
Investment Income	2,500,000	2,500,000	0
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>2,500,000</u>	<u>2,500,000</u>	<u>0</u>
<b>Net Surplus (Deficit)</b>	<u><b>-13,545,613</b></u>	<u><b>-4,803,721</b></u>	
<b>Beginning Retained Earnings</b>	73,380,353	60,369,690	
<b>Ending Retained Earnings</b>	60,369,690	55,565,969	

**CSURMA**

**Cash Flow Budget of Revenues and Expenses**

**FY 18/19 Proposed Budget**

**Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee**

**GENERAL FUND**

**To allocate General Expenses  
across All Program Funds**

<i>Amended</i>	<i>Proposed</i>	
<b>FY 17/18</b>	<b>FY 18/19</b>	<b>Budget</b>
<b><u>MTBA</u></b>	<b><u>Budget</u></b>	<b><u>Change</u></b>

**Operating Revenues**

Contributions  
Reinsurance Premiums

Total Operating Revenues

**Operating Expenses**

*Direct Program Expenses*

Claims Payments & Legal Expenses  
Deductible Recoveries  
Claims Administrators  
Management Information System  
  
Program Administrators  
  
Brokerage Commissions & Fees  
Insurance Premiums (net of brokerage)  
Taxes, Assessments & Fees  
Actuarial Services  
Claims Audit  
Coverage Counsel  
Program Legal  
Miscellaneous Program Services  
Workshop/Training Expenses  
Loss Control Expenses  
Appraisals  
Excess/Reinsurance Recoveries  
Program Committee  
Dividend Distributions

CSURMA

Cash Flow Budget of Revenues and Expenses

FY 18/19 Proposed Budget

Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee

**GENERAL FUND**

To allocate General Expenses  
across All Program Funds

<i>Amended</i>	<i>Proposed</i>	
<b>FY 17/18</b>	<b>FY 18/19</b>	<b>Budget</b>
<u>MTBA</u>	<u>Budget</u>	<u>Change</u>

Total Direct Program Expenses

**General & Administrative Expenses**

**4%**

Financial Audit	35,000	36,400	1,400
Executive Committee & Board Expenses	34,035	35,396	1,361
JPA Insurance	16,000	16,640	640
Memberships, Associations & Dues	43,050	44,772	1,722
Chancellor's Office Accounting Services	367,500	400,000	32,500
Chancellor's Office Risk Management Service	1,034,500	1,134,500	100,000
JPA Accreditation	7,000	0	-7,000
JPA Legal	108,150	111,394	3,244
Miscellaneous Expenses	27,493	28,593	1,100

Total General & Administrative Expenses	<u>1,672,728</u>	<u>1,807,695</u>	<u>134,967</u>
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Total Operating Expenses	<u>1,672,728</u>	<u>1,807,695</u>	<u>134,967</u>
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**Non-Operating Revenues**

Investment Income	2,500,000	2,500,000	0
Interest Income - Loans (separate fund)	0	0	0
Miscellaneous Fee Revenue	0	0	0

Total Non-Operating Revenues	<u>2,500,000</u>	<u>2,500,000</u>	<u>0</u>
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**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****TOTAL: CAMPUS PROGRAMS**

	<i>Amended</i> <b>FY 17/18</b> <b><u>MTBA</u></b>	<i>Proposed</i> <b>FY 18/19</b> <b><u>Budget</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>Operating Revenues</b>			
Contributions	82,560,843	84,393,912	1,833,069
Reinsurance Premiums	-7,132,600	-8,082,877	-950,277
Total Operating Revenues	<u>75,428,243</u>	<u>76,311,035</u>	<u>882,792</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	58,400,735	58,701,423	300,688
Deductible Recoveries	-4,518,980	-5,000,000	-481,020
Claims Administrators	3,930,872	4,114,166	183,294
Management Information System	340,085	109,378	-230,707
Program Administrators	1,407,350	1,407,350	0
Brokerage Commissions & Fees	909,010	945,177	36,167
Insurance Premiums (net of brokerage)	35,866,392	37,462,377	1,595,985
Taxes, Assessments & Fees	235,950	235,950	0
Actuarial Services	70,797	63,500	-7,297
Claims Audit	8,000	5,250	-2,750
Coverage Counsel	10,000	10,000	0
Program Legal	22,000	22,000	0
Miscellaneous Program Services	8,610	8,599	-12
Workshop/Training Expenses	389,037	234,696	-154,341
Loss Control Expenses	676,999	772,116	95,116
Appraisals	0	0	0
Excess/Reinsurance Recoveries	-12,673,436	-18,121,933	-5,448,497
Program Committee	3,000	3,000	0
Dividend Distributions	7,027,608	0	-7,027,608
Total Direct Program Expenses	<u>92,114,030</u>	<u>80,973,048</u>	<u>-11,140,982</u>

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****TOTAL: CAMPUS PROGRAMS**

	<i>Amended</i> <b>FY 17/18</b> <b><u>MTBA</u></b>	<i>Proposed</i> <b>FY 18/19</b> <b><u>Budget</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	28,164	30,082	1,918
Executive Committee & Board Expenses	27,395	29,252	1,857
JPA Insurance	12,875	13,752	877
Memberships, Associations & Dues	41,585	37,001	-4,584
Chancellor's Office Accounting Services	295,726	330,570	34,845
Chancellor's Office Risk Management Service	832,456	937,580	105,124
JPA Accreditation	5,632	0	-5,632
JPA Legal	87,028	92,059	5,031
Miscellaneous Expenses	22,125	23,630	1,505
Total General & Administrative Expenses	<u>1,352,986</u>	<u>1,493,926</u>	<u>140,940</u>
Total Operating Expenses	<u>93,467,016</u>	<u>82,466,974</u>	<u>-11,000,042</u>
<b>Non-Operating Revenues</b>			
Investment Income	2,085,528	2,048,291	-37,237
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>2,085,528</u>	<u>2,048,291</u>	<u>-37,237</u>
<b>Net Surplus (Deficit)</b>	<u>-15,953,245</u>	<u>-4,107,648</u>	
<b>Beginning Retained Earnings</b>	43,777,893	27,824,647	
<b>Ending Retained Earnings</b>	27,824,647	23,717,000	

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****CAMPUS LIABILITY PROGRAM**

(Fund 10)

	<i>Amended</i> <b>FY 17/18</b> <b><u>MTBA</u></b>	<i>Proposed</i> <b>FY 18/19</b> <b><u>Budget</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>Operating Revenues</b>			
Contributions	16,957,436	16,173,148	-784,288
Reinsurance Premiums	-1,851,016	-2,040,745	-189,729
Total Operating Revenues	<u>15,106,420</u>	<u>14,132,403</u>	<u>-974,017</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	14,553,483	13,203,348	-1,350,135
Deductible Recoveries	-4,518,980	-5,000,000	-481,020
Claims Administrators	0	0	0
Management Information System	98,615	49,386	-49,229
Program Administrators	269,070	269,070	0
Brokerage Commissions & Fees	352,784	388,944	36,160
Insurance Premiums (net of brokerage)	3,003,012	3,310,821	307,809
Taxes, Assessments & Fees	235,950	235,950	0
Actuarial Services	16,095	14,670	-1,425
Claims Audit	0	5,250	5,250
Coverage Counsel	10,000	10,000	0
Program Legal	22,000	22,000	0
Miscellaneous Program Services	1,683	1,663	-20
Workshop/Training Expenses	173,418	76,627	-96,791
Loss Control Expenses	449,489	474,972	25,483
Appraisals	0	0	0
Excess/Reinsurance Recoveries	0	0	0
Program Committee	0	0	0
Dividend Distributions	3,304,943	0	-3,304,943
Total Direct Program Expenses	<u>17,971,562</u>	<u>13,062,701</u>	<u>-4,908,861</u>

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****CAMPUS LIABILITY PROGRAM**

(Fund 10)

	<i>Amended</i> <b>FY 17/18</b> <b><u>MTBA</u></b>	<i>Proposed</i> <b>FY 18/19</b> <b><u>Budget</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	5,505	5,818	314
Executive Committee & Board Expenses	5,347	5,658	310
JPA Insurance	2,516	2,660	143
Memberships, Associations & Dues	1,180	7,156	5,977
Chancellor's Office Accounting Services	57,799	63,936	6,137
Chancellor's Office Risk Management Service	162,701	181,337	18,637
JPA Accreditation	1,101	0	-1,101
JPA Legal	17,009	17,805	796
Miscellaneous Expenses	4,325	4,570	245
Total General & Administrative Expenses	<u>257,483</u>	<u>288,940</u>	<u>31,457</u>
Total Operating Expenses	<u>18,229,045</u>	<u>13,351,641</u>	<u>-4,877,403</u>
<b>Non-Operating Revenues</b>			
Investment Income	625,839	614,665	-11,174
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>625,839</u>	<u>614,665</u>	<u>-11,174</u>
<b>Net Surplus (Deficit)</b>	<u>-2,496,785</u>	<u>1,395,427</u>	
<b>Beginning Retained Earnings</b>	13,751,365	11,254,580	
<b>Ending Retained Earnings</b>	11,254,580	12,650,006	

**CSURMA**

**Cash Flow Budget of Revenues and Expenses**

**FY 18/19 Proposed Budget**

**Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee**

**CAMPUS WORKERS' COMPENSATION PROGRAM**

(Fund 11)

	<i>Amended</i>	<i>Proposed</i>	
	<b>FY 17/18</b>	<b>FY 18/19</b>	<b>Budget</b>
	<u>MTBA</u>	<u>Budget</u>	<u>Change</u>
<b>Operating Revenues</b>			
Contributions	36,337,621	38,837,384	2,499,763
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>36,337,621</u>	<u>38,837,384</u>	<u>2,499,763</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	21,794,769	23,280,508	1,485,739
Deductible Recoveries	0	0	0
Claims Administrators	3,665,872	3,849,166	183,294
Management Information System	160,163	34,544	-125,619
Program Administrators	738,223	738,223	0
Brokerage Commissions & Fees	210	217	7
Insurance Premiums (net of brokerage)	30,314,694	31,350,000	1,035,306
Taxes, Assessments & Fees	0	0	0
Actuarial Services	31,728	28,722	-3,006
Claims Audit	0	0	0
Coverage Counsel	0	0	0
Program Legal	0	0	0
Miscellaneous Program Services	3,928	3,994	66
Workshop/Training Expenses	164,410	129,962	-34,448
Loss Control Expenses	170,076	234,022	63,946
Appraisals	0	0	0
Excess/Reinsurance Recoveries	-12,673,436	-18,121,933	-5,448,497
Program Committee	0	0	0
Dividend Distributions	3,722,665	0	-3,722,665
Total Direct Program Expenses	<u>48,093,302</u>	<u>41,527,425</u>	<u>-6,565,878</u>

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****CAMPUS WORKERS' COMPENSATION PROGRAM**

(Fund 11)

	<i>Amended</i> <b>FY 17/18</b> <u>MTBA</u>	<i>Proposed</i> <b>FY 18/19</b> <u>Budget</u>	<b>Budget</b> <u>Change</u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	12,847	13,971	1,125
Executive Committee & Board Expenses	12,480	13,586	1,106
JPA Insurance	5,873	6,387	514
Memberships, Associations & Dues	38,303	17,185	-21,118
Chancellor's Office Accounting Services	134,891	153,532	18,641
Chancellor's Office Risk Management Service	379,713	435,454	55,741
JPA Accreditation	2,568	0	-2,568
JPA Legal	39,696	42,756	3,060
Miscellaneous Expenses	10,092	10,975	883
Total General & Administrative Expenses	<u>636,463</u>	<u>693,846</u>	<u>57,384</u>
Total Operating Expenses	<u>48,729,765</u>	<u>42,221,271</u>	<u>-6,508,494</u>
<b>Non-Operating Revenues</b>			
Investment Income	1,139,430	1,119,086	-20,344
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>1,139,430</u>	<u>1,119,086</u>	<u>-20,344</u>
<b>Net Surplus (Deficit)</b>	<u>-11,252,713</u>	<u>-2,264,801</u>	
<b>Beginning Retained Earnings</b>	21,984,710	10,731,996	
<b>Ending Retained Earnings</b>	10,731,996	8,467,196	

**CSURMA**

**Cash Flow Budget of Revenues and Expenses**

**FY 18/19 Proposed Budget**

**Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee**

**CAMPUS IDL NDL UI PROGRAM \***

(Fund 12)

	<i>Amended</i> <b>FY 17/18</b> <u>MTBA</u>	<i>Proposed</i> <b>FY 18/19</b> <u>Budget</u>	<b>Budget</b> <u>Change</u>
<b>Operating Revenues</b>			
Contributions	15,000,000	15,500,000	500,000
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>15,000,000</u>	<u>15,500,000</u>	<u>500,000</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	14,500,000	14,500,000	0
Deductible Recoveries	0	0	0
Claims Administrators	70,000	70,000	0
Management Information System	43,940	13,787	-30,153
Program Administrators	172,964	172,964	0
Brokerage Commissions & Fees	0	0	0
Insurance Premiums (net of brokerage)	0	0	0
Taxes, Assessments & Fees	0	0	0
Actuarial Services	10,930	9,268	-1,662
Claims Audit	0	0	0
Coverage Counsel	0	0	0
Program Legal	0	0	0
Miscellaneous Program Services	1,621	1,594	-27
Workshop/Training Expenses	26,587	11,718	-14,868
Loss Control Expenses	0	0	0
Appraisals	0	0	0
Excess/Reinsurance Recoveries	0	0	0
Program Committee	0	0	0
Dividend Distributions	0	0	0
Total Direct Program Expenses	<u>14,826,042</u>	<u>14,779,331</u>	<u>-46,711</u>

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****CAMPUS IDL NDL UI PROGRAM \***

(Fund 12)

	<i>Amended</i> <b>FY 17/18</b> <u>MTBA</u>	<i>Proposed</i> <b>FY 18/19</b> <u>Budget</u>	<b>Budget</b> <u>Change</u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	5,303	5,576	273
Executive Committee & Board Expenses	5,152	5,422	271
JPA Insurance	2,424	2,549	125
Memberships, Associations & Dues	1,136	6,858	5,722
Chancellor's Office Accounting Services	55,682	61,274	5,592
Chancellor's Office Risk Management Service	156,744	173,790	17,046
JPA Accreditation	1,061	0	-1,061
JPA Legal	16,387	17,064	678
Miscellaneous Expenses	4,166	4,380	214
Total General & Administrative Expenses	<u>248,055</u>	<u>276,914</u>	<u>28,859</u>
Total Operating Expenses	<u>15,074,097</u>	<u>15,056,245</u>	<u>-17,852</u>
<b>Non-Operating Revenues</b>			
Investment Income	126,054	123,804	-2,251
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>126,054</u>	<u>123,804</u>	<u>-2,251</u>
<b>Net Surplus (Deficit)</b>	<u>51,958</u>	<u>567,558</u>	
<b>Beginning Retained Earnings</b>	-723,690	-671,733	
<b>Ending Retained Earnings</b>	-671,733	-104,174	

**\* Industrial Disability, Non-industrial Disability, Unemployment Insurance**

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****CAMPUS PROPERTY PROGRAM**

(Fund 13)

	<i>Amended</i> <b>FY 17/18</b> <b><u>MTBA</u></b>	<i>Proposed</i> <b>FY 18/19</b> <b><u>Budget</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>Operating Revenues</b>			
Contributions	8,929,946	8,450,000	-479,946
Reinsurance Premiums	-5,281,584	-6,042,132	-760,548
Total Operating Revenues	<u>3,648,362</u>	<u>2,407,868</u>	<u>-1,240,494</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	4,000,000	4,000,000	0
Deductible Recoveries	0	0	0
Claims Administrators	0	0	0
Management Information System	24,167	7,516	-16,651
Program Administrators	216,507	216,507	0
Brokerage Commissions & Fees	554,016	554,016	0
Insurance Premiums (net of brokerage)	1,756,052	2,008,923	252,871
Taxes, Assessments & Fees	0	0	0
Actuarial Services	6,011	5,053	-958
Claims Audit	0	0	0
Coverage Counsel	0	0	0
Program Legal	0	0	0
Miscellaneous Program Services	892	869	-23
Workshop/Training Expenses	14,623	6,388	-8,234
Loss Control Expenses	57,434	63,122	5,688
Appraisals	0	0	0
Excess/Reinsurance Recoveries	0	0	0
Program Committee	0	0	0
Dividend Distributions	0	0	0
Total Direct Program Expenses	<u>6,629,701</u>	<u>6,862,394</u>	<u>232,693</u>

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****CAMPUS PROPERTY PROGRAM**

(Fund 13)

	<i>Amended</i> <b>FY 17/18</b> <u><b>MTBA</b></u>	<i>Proposed</i> <b>FY 18/19</b> <u><b>Budget</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	2,917	3,040	123
Executive Committee & Board Expenses	2,833	2,956	123
JPA Insurance	1,333	1,390	56
Memberships, Associations & Dues	625	3,739	3,114
Chancellor's Office Accounting Services	30,625	33,404	2,779
Chancellor's Office Risk Management Service	86,209	94,743	8,534
JPA Accreditation	583	0	-583
JPA Legal	9,013	9,303	290
Miscellaneous Expenses	2,291	2,388	97
 Total General & Administrative Expenses	 <u>136,429</u>	 <u>150,963</u>	 <u>14,533</u>
 Total Operating Expenses	 <u>6,766,131</u>	 <u>7,013,357</u>	 <u>247,226</u>
<b>Non-Operating Revenues</b>			
Investment Income	119,913	117,772	-2,141
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
 Total Non-Operating Revenues	 <u>119,913</u>	 <u>117,772</u>	 <u>-2,141</u>
 <b>Net Surplus (Deficit)</b>	 <u>-2,997,856</u>	 <u>-4,487,717</u>	
 <b>Beginning Retained Earnings</b>	 7,902,818	 4,904,963	
<b>Ending Retained Earnings</b>	<b>4,904,963</b>	<b>417,246</b>	

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****CAMPUS ATHLETIC INJURY MEDICAL EXPENSE**

(Fund 14)

	<i>Amended</i>	<i>Proposed</i>	
	<b>FY 17/18</b>	<b>FY 18/19</b>	<b>Budget</b>
	<b><u>MTBA</u></b>	<b><u>Budget</u></b>	<b><u>Change</u></b>

**Operating Revenues**

Contributions	4,506,330	4,660,547	154,217
Reinsurance Premiums	0	0	0
<b>Total Operating Revenues</b>	<b><u>4,506,330</u></b>	<b><u>4,660,547</u></b>	<b><u>154,217</u></b>

**Operating Expenses***Direct Program Expenses*

Claims Payments & Legal Expenses	3,552,483	3,717,567	165,084
Deductible Recoveries	0	0	0
Claims Administrators	195,000	195,000	0
Management Information System	13,200	4,145	-9,055
Program Administrators	10,586	10,586	0
Brokerage Commissions & Fees	2,000	2,000	0
Insurance Premiums (net of brokerage)	19,800	19,800	0
Taxes, Assessments & Fees	0	0	0
Actuarial Services	6,033	5,787	-246
Claims Audit	8,000	0	-8,000
Coverage Counsel	0	0	0
Program Legal	0	0	0
Miscellaneous Program Services	487	479	-8
Workshop/Training Expenses	10,000	10,000	0
Loss Control Expenses	0	0	0
Appraisals	0	0	0
Excess/Reinsurance Recoveries	0	0	0
Program Committee	3,000	3,000	0
Dividend Distributions	0	0	0
<b>Total Direct Program Expenses</b>	<b><u>3,820,589</u></b>	<b><u>3,968,364</u></b>	<b><u>147,775</u></b>

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****CAMPUS ATHLETIC INJURY MEDICAL EXPENSE**

(Fund 14)

<i>Amended</i>	<i>Proposed</i>	
<b>FY 17/18</b>	<b>FY 18/19</b>	<b>Budget</b>
<u>MTBA</u>	<u>Budget</u>	<u>Change</u>

**General & Administrative Expenses**

Financial Audit	1,593	1,677	83
Executive Committee & Board Expenses	1,583	1,630	47
JPA Insurance	728	766	38
Memberships, Associations & Dues	341	2,062	1,721
Chancellor's Office Accounting Services	16,728	18,424	1,696
Chancellor's Office Risk Management Service	47,089	52,255	5,166
JPA Accreditation	319	0	-319
JPA Legal	4,923	5,131	208
Miscellaneous Expenses	1,251	1,317	66

Total General & Administrative Expenses	<u>74,556</u>	<u>83,263</u>	<u>8,706</u>
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Total Operating Expenses	<u>3,895,145</u>	<u>4,051,627</u>	<u>156,482</u>
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**Non-Operating Revenues**

Investment Income	74,291	72,964	-1,326
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0

Total Non-Operating Revenues	<u>74,291</u>	<u>72,964</u>	<u>-1,326</u>
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<b>Net Surplus (Deficit)</b>	<u>685,476</u>	<u>681,884</u>	
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<b>Beginning Retained Earnings</b>	1,003,731	1,689,206	
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<b>Ending Retained Earnings</b>	1,689,206	2,371,091	
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**CSURMA**

**Cash Flow Budget of Revenues and Expenses**

**FY 18/19 Proposed Budget**

**Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee**

**CAMPUS AUTO LIABILITY PROGRAM \***

(Fund 15)

	<i>Amended</i>	<i>Proposed</i>	
	<b>FY 17/18</b>	<b>FY 18/19</b>	<b>Budget</b>
	<u><b>MTBA</b></u>	<u><b>Budget</b></u>	<u><b>Change</b></u>
<b>Operating Revenues</b>			
Contributions	829,510	772,833	-56,677
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>829,510</u>	<u>772,833</u>	<u>-56,677</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	0	0	0
Deductible Recoveries	0	0	0
Claims Administrators	0	0	0
Management Information System	0	0	0
Program Administrators	0	0	0
Brokerage Commissions & Fees	0	0	0
Insurance Premiums (net of brokerage)	772,834	772,833	-1
Taxes, Assessments & Fees	0	0	0
Actuarial Services	0	0	0
Claims Audit	0	0	0
Coverage Counsel	0	0	0
Program Legal	0	0	0
Miscellaneous Program Services	0	0	0
Workshop/Training Expenses	0	0	0
Loss Control Expenses	0	0	0
Appraisals	0	0	0
Excess/Reinsurance Recoveries	0	0	0
Program Committee	0	0	0
Dividend Distributions	0	0	0
Total Direct Program Expenses	<u>772,834</u>	<u>772,833</u>	<u>-1</u>

**CSURMA**

**Cash Flow Budget of Revenues and Expenses**

**FY 18/19 Proposed Budget**

**Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee**

**CAMPUS AUTO LIABILITY PROGRAM \***

(Fund 15)

	<i>Amended</i> <b>FY 17/18</b> <u>MTBA</u>	<i>Proposed</i> <b>FY 18/19</b> <u>Budget</u>	<b>Budget</b> <u>Change</u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	0	0	0
Executive Committee & Board Expenses	0	0	0
JPA Insurance	0	0	0
Memberships, Associations & Dues	0	0	0
Chancellor's Office Accounting Services	0	0	0
Chancellor's Office Risk Management Service	0	0	0
JPA Accreditation	0	0	0
JPA Legal	0	0	0
Miscellaneous Expenses	0	0	0
Total General & Administrative Expenses	<u>0</u>	<u>0</u>	<u>0</u>
Total Operating Expenses	<u>772,834</u>	<u>772,833</u>	<u>-1</u>
<b>Non-Operating Revenues</b>			
Investment Income	0	0	0
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>0</u>	<u>0</u>	<u>0</u>
<b>Net Surplus (Deficit)</b>	<u>56,676</u>	<u>0</u>	
<b>Beginning Retained Earnings</b>	-141,041	-84,365	
<b>Ending Retained Earnings</b>	-84,365	-84,365	

\* Vehicle Liability Self-Insurance Program  
State Motor Vehicle Self-Insurance Account

**CSURMA**

**Cash Flow Budget of Revenues and Expenses**

**FY 18/19 Proposed Budget**

**Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee**

**TOTAL: AORMA PROGRAMS**

	<i>Amended</i> <b>FY 17/18</b> <u><b>MTBA</b></u>	<i>Proposed</i> <b>FY 18/19</b> <u><b>Budget</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>Operating Revenues</b>			
Contributions	13,436,380	13,628,849	192,469
Reinsurance Premiums	-2,836,274	-3,312,877	-476,603
Total Operating Revenues	<u>10,600,106</u>	<u>10,315,972</u>	<u>-284,134</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	5,218,252	5,371,922	153,670
Deductible Recoveries	-100,000	-100,000	0
Claims Administrators	268,048	279,256	11,208
Management Information System	37,661	12,122	-25,539
Program Administrators	1,331,600	1,331,600	0
Brokerage Commissions & Fees	289,564	334,305	44,741
Insurance Premiums (net of brokerage)	4,905,089	4,591,570	-313,519
Taxes, Assessments & Fees	65,500	65,500	0
Actuarial Services	11,799	11,000	-799
Claims Audit	0	4,620	4,620
Coverage Counsel	6,000	6,000	0
Program Legal	2,500	2,500	0
Miscellaneous Program Services	1,390	1,401	12
Workshop/Training Expenses	71,963	30,304	-41,659
Loss Control Expenses	264,427	206,498	-57,928
Appraisals	0	0	0
Excess/Reinsurance Recoveries	-1,455,278	-1,806,008	-350,730
Program Committee	7,800	8,000	200
Dividend Distributions	1,650,397	1,401,588	-248,809
Total Direct Program Expenses	<u>12,576,711</u>	<u>11,752,179</u>	<u>-824,532</u>

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****TOTAL: AORMA PROGRAMS**

	<i>Amended</i> <b>FY 17/18</b> <u><b>MTBA</b></u>	<i>Proposed</i> <b>FY 18/19</b> <u><b>Budget</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	4,545	4,903	358
Executive Committee & Board Expenses	4,415	4,768	352
JPA Insurance	2,078	2,241	163
Memberships, Associations & Dues	974	6,031	5,057
Chancellor's Office Accounting Services	47,726	53,877	6,152
Chancellor's Office Risk Management Service	134,346	152,810	18,464
JPA Accreditation	910	0	-910
JPA Legal	14,045	15,004	959
Miscellaneous Expenses	3,569	3,851	282
Total General & Administrative Expenses	<u>212,608</u>	<u>243,485</u>	<u>30,877</u>
Total Operating Expenses	<u>12,789,319</u>	<u>11,995,664</u>	<u>-793,655</u>
<b>Non-Operating Revenues</b>			
Investment Income	410,040	402,719	-7,321
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>410,040</u>	<u>402,719</u>	<u>-7,321</u>
<b>Net Surplus (Deficit)</b>	<u><b>-1,779,173</b></u>	<u><b>-1,276,973</b></u>	
<b>Beginning Retained Earnings</b>	22,084,701	20,305,528	
<b>Ending Retained Earnings</b>	20,305,528	19,028,555	

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****AORMA LIABILITY PROGRAM**

(Fund 21)

	<i>Amended</i> <b>FY 17/18</b> <b><u>MTBA</u></b>	<i>Proposed</i> <b>FY 18/19</b> <b><u>Budget</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>Operating Revenues</b>			
Contributions	4,158,018	4,517,782	359,764
Reinsurance Premiums	-1,336,274	-1,748,198	-411,924
Total Operating Revenues	<u>2,821,744</u>	<u>2,769,584</u>	<u>-52,160</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	783,549	1,027,137	243,588
Deductible Recoveries	-100,000	-100,000	0
Claims Administrators	15,000	15,000	0
Management Information System	12,007	4,018	-7,989
Program Administrators	609,206	609,206	0
Brokerage Commissions & Fees	72,346	79,761	7,415
Insurance Premiums (net of brokerage)	209,860	231,371	21,511
Taxes, Assessments & Fees	0	0	0
Actuarial Services	5,414	5,250	-164
Claims Audit	0	4,620	4,620
Coverage Counsel	5,000	5,000	0
Program Legal	2,500	2,500	0
Miscellaneous Program Services	443	465	22
Workshop/Training Expenses	42,816	10,045	-32,771
Loss Control Expenses	110,778	91,425	-19,353
Appraisals	0	0	0
Excess/Reinsurance Recoveries	0	0	0
Program Committee	2,487	2,500	13
Dividend Distributions	1,118,476	1,118,478	2
Total Direct Program Expenses	<u>2,889,882</u>	<u>3,106,776</u>	<u>216,893</u>

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****AORMA LIABILITY PROGRAM**

(Fund 21)

	<i>Amended</i> <b>FY 17/18</b> <u>MTBA</u>	<i>Proposed</i> <b>FY 18/19</b> <u>Budget</u>	<b>Budget</b> <u>Change</u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	1,449	1,625	176
Executive Committee & Board Expenses	1,408	1,580	173
JPA Insurance	662	743	81
Memberships, Associations & Dues	311	1,999	1,689
Chancellor's Office Accounting Services	15,216	17,860	2,644
Chancellor's Office Risk Management Service	42,832	50,654	7,823
JPA Accreditation	290	0	-290
JPA Legal	4,478	4,974	496
Miscellaneous Expenses	1,138	1,277	139
Total General & Administrative Expenses	<u>67,783</u>	<u>80,712</u>	<u>12,929</u>
Total Operating Expenses	<u>2,957,665</u>	<u>3,187,488</u>	<u>229,823</u>
<b>Non-Operating Revenues</b>			
Investment Income	137,527	135,071	-2,456
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>137,527</u>	<u>135,071</u>	<u>-2,456</u>
<b>Net Surplus (Deficit)</b>	<u>1,605</u>	<u>-282,833</u>	
<b>Beginning Retained Earnings</b>	6,973,901	6,975,506	
<b>Ending Retained Earnings</b>	6,975,506	6,692,673	

Includes Cyber Risk Liability

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****AORMA WORKERS' COMPENSATION PROGRAM**

(Fund 22)

	<i>Amended</i> <b>FY 17/18</b> <b><u>MTBA</u></b>	<i>Proposed</i> <b>FY 18/19</b> <b><u>Budget</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>Operating Revenues</b>			
Contributions	5,001,808	5,005,003	3,195
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>5,001,808</u>	<u>5,005,003</u>	<u>3,195</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	2,365,952	2,496,490	130,538
Deductible Recoveries	0	0	0
Claims Administrators	224,160	235,368	11,208
Management Information System	13,127	4,452	-8,675
Program Administrators	392,407	392,407	0
Brokerage Commissions & Fees	26	26	0
Insurance Premiums (net of brokerage)	4,322,130	4,000,000	-322,130
Taxes, Assessments & Fees	65,500	65,500	0
Actuarial Services	5,953	5,750	-203
Claims Audit	0	0	0
Coverage Counsel	1,000	1,000	0
Program Legal	0	0	0
Miscellaneous Program Services	484	515	30
Workshop/Training Expenses	14,914	11,129	-3,785
Loss Control Expenses	119,245	99,128	-20,117
Appraisals	0	0	0
Excess/Reinsurance Recoveries	-1,455,278	-1,806,008	-350,730
Program Committee	2,718	2,800	82
Dividend Distributions	531,921	283,110	-248,811
Total Direct Program Expenses	<u>6,604,258</u>	<u>5,791,666</u>	<u>-812,593</u>

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****AORMA WORKERS' COMPENSATION PROGRAM**

(Fund 22)

	<i>Amended</i> FY 17/18 <u>MTBA</u>	<i>Proposed</i> FY 18/19 <u>Budget</u>	<b>Budget Change</b>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	1,584	1,801	216
Executive Committee & Board Expenses	1,539	1,751	212
JPA Insurance	724	823	99
Memberships, Associations & Dues	339	2,215	1,875
Chancellor's Office Accounting Services	16,635	19,786	3,151
Chancellor's Office Risk Management Service	46,826	56,117	9,291
JPA Accreditation	317	0	-317
JPA Legal	4,895	5,510	615
Miscellaneous Expenses	1,244	1,414	170
Total General & Administrative Expenses	<u>74,104</u>	<u>89,416</u>	<u>15,312</u>
Total Operating Expenses	<u>6,678,363</u>	<u>5,881,082</u>	<u>-797,280</u>
<b>Non-Operating Revenues</b>			
Investment Income	139,570	137,078	-2,492
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>139,570</u>	<u>137,078</u>	<u>-2,492</u>
<b>Net Surplus (Deficit)</b>	<u>-1,536,985</u>	<u>-739,002</u>	
<b>Beginning Retained Earnings</b>	6,594,483	5,057,498	
<b>Ending Retained Earnings</b>	5,057,498	4,318,496	

**CSURMA**

**Cash Flow Budget of Revenues and Expenses**

**FY 18/19 Proposed Budget**

**Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee**

**AORMA PROPERTY PROGRAM \***

(Fund 23)

	<i>Amended</i> <b>FY 17/18</b> <u>MTBA</u>	<i>Proposed</i> <b>FY 18/19</b> <u>Budget</u>	<b>Budget</b> <u>Change</u>
<b>Operating Revenues</b>			
Contributions	2,075,000	2,134,679	59,679
Reinsurance Premiums	-1,500,000	-1,564,679	-64,679
Total Operating Revenues	<u>575,000</u>	<u>570,000</u>	<u>-5,000</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	250,000	250,000	0
Deductible Recoveries	0	0	0
Claims Administrators	0	0	0
Management Information System	6,078	1,899	-4,179
Program Administrators	258,913	258,913	0
Brokerage Commissions & Fees	194,949	235,888	40,939
Insurance Premiums (net of brokerage)	128,099	155,000	26,901
Taxes, Assessments & Fees	0	0	0
Actuarial Services	210	0	-210
Claims Audit	0	0	0
Coverage Counsel	0	0	0
Program Legal	0	0	0
Miscellaneous Program Services	224	220	-5
Workshop/Training Expenses	6,906	4,746	-2,159
Loss Control Expenses	24,130	15,946	-8,184
Appraisals	0	0	0
Excess/Reinsurance Recoveries	0	0	0
Program Committee	1,259	1,300	41
Dividend Distributions	0	0	0
Total Direct Program Expenses	<u>870,768</u>	<u>923,912</u>	<u>53,144</u>

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****AORMA PROPERTY PROGRAM \***

(Fund 23)

	<i>Amended</i> <b>FY 17/18</b> <u>MTBA</u>	<i>Proposed</i> <b>FY 18/19</b> <u>Budget</u>	<b>Budget</b> <u>Change</u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	734	768	34
Executive Committee & Board Expenses	713	747	34
JPA Insurance	335	351	16
Memberships, Associations & Dues	157	945	787
Chancellor's Office Accounting Services	7,703	8,439	736
Chancellor's Office Risk Management Service	21,683	23,935	2,252
JPA Accreditation	147	0	-147
JPA Legal	2,267	2,350	83
Miscellaneous Expenses	576	603	27
Total General & Administrative Expenses	<u>34,314</u>	<u>38,137</u>	<u>3,823</u>
Total Operating Expenses	<u>905,082</u>	<u>962,049</u>	<u>56,967</u>
<b>Non-Operating Revenues</b>			
Investment Income	32,886	32,299	-587
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>32,886</u>	<u>32,299</u>	<u>-587</u>
<b>Net Surplus (Deficit)</b>	<u>-297,196</u>	<u>-359,750</u>	
<b>Beginning Retained Earnings</b>	2,111,069	1,813,874	
<b>Ending Retained Earnings</b>	1,813,874	1,454,124	

\* AORMA Property includes Cyber Risk and ID Fraud; AORMA Fidelity is Crime only.

**CSURMA**

**Cash Flow Budget of Revenues and Expenses**

**FY 18/19 Proposed Budget**

**Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee**

**AORMA CRIME PROGRAM \***

(Fund 24)

	<i>Amended</i> <b>FY 17/18</b> <u>MTBA</u>	<i>Proposed</i> <b>FY 18/19</b> <u>Budget</u>	<b>Budget</b> <u>Change</u>
<b>Operating Revenues</b>			
Contributions	277,000	232,000	-45,000
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>277,000</u>	<u>232,000</u>	<u>-45,000</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	50,000	41,877	-8,123
Deductible Recoveries	0	0	0
Claims Administrators	0	0	0
Management Information System	811	206	-605
Program Administrators	25,384	25,384	0
Brokerage Commissions & Fees *	22,243	18,630	-3,613
Insurance Premiums	245,000	205,199	-39,801
Taxes, Assessments & Fees *	0	0	0
Actuarial Services	28	0	-28
Claims Audit	0	0	0
Coverage Counsel	0	0	0
Program Legal	0	0	0
Miscellaneous Program Services	30	24	-6
Workshop/Training Expenses	922	516	-406
Loss Control Expenses	1,293	0	-1,293
Appraisals	0	0	0
Excess/Reinsurance Recoveries	0	0	0
Program Committee	168	200	32
Dividend Distributions	0	0	0
Total Direct Program Expenses	<u>345,879</u>	<u>292,036</u>	<u>-53,843</u>

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****AORMA CRIME PROGRAM \***

(Fund 24)

	<i>Amended</i> <b>FY 17/18</b> <u><b>MTBA</b></u>	<i>Proposed</i> <b>FY 18/19</b> <u><b>Budget</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	98	83	-14
Executive Committee & Board Expenses	95	81	-14
JPA Insurance	45	38	-7
Memberships, Associations & Dues	21	103	82
Chancellor's Office Accounting Services	1,028	917	-111
Chancellor's Office Risk Management Service	2,895	2,601	-293
JPA Accreditation	20	0	-20
JPA Legal	303	255	-47
Miscellaneous Expenses	77	66	-11
Total General & Administrative Expenses	<u>4,581</u>	<u>4,145</u>	<u>-436</u>
Total Operating Expenses	<u>350,460</u>	<u>296,180</u>	<u>-54,279</u>
<b>Non-Operating Revenues</b>			
Investment Income	6,344	6,230	-113
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>6,344</u>	<u>6,230</u>	<u>-113</u>
<b>Net Surplus (Deficit)</b>	<u><b>-67,116</b></u>	<u><b>-57,950</b></u>	
<b>Beginning Retained Earnings</b>	412,604	345,488	
<b>Ending Retained Earnings</b>	345,488	287,538	

\* AORMA Crime separated from AORMA Property beginning July 1, 2011

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****AORMA UNEMPLOYMENT INSURANCE PROGRAM**

(Fund 25)

	<i>Amended</i> <b>FY 17/18</b> <b><u>MTBA</u></b>	<i>Proposed</i> <b>FY 18/19</b> <b><u>Budget</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>Operating Revenues</b>			
Contributions	1,924,554	<b>1,739,385</b>	-185,169
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>1,924,554</u>	<u>1,739,385</u>	<u>-185,169</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	1,768,751	<b>1,556,418</b>	-212,333
Deductible Recoveries	0	0	0
Claims Administrators	28,888	28,888	0
Management Information System	5,638	1,547	-4,091
Program Administrators	45,690	45,690	0
Brokerage Commissions & Fees	0	0	0
Insurance Premiums (net of brokerage)	0	0	0
Taxes, Assessments & Fees	0	0	0
Actuarial Services	194	0	-194
Claims Audit	0	0	0
Coverage Counsel	0	0	0
Program Legal	0	0	0
Miscellaneous Program Services	208	179	-29
Workshop/Training Expenses	6,405	3,868	-2,538
Loss Control Expenses	8,982	0	-8,982
Appraisals	0	0	0
Excess/Reinsurance Recoveries	0	0	0
Program Committee	1,168	1,200	32
Dividend Distributions	0	0	0
Total Direct Program Expenses	<u>1,865,924</u>	<u>1,637,789</u>	<u>-228,134</u>

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****AORMA UNEMPLOYMENT INSURANCE PROGRAM**

(Fund 25)

	<i>Amended</i> <b>FY 17/18</b> <u><b>MTBA</b></u>	<i>Proposed</i> <b>FY 18/19</b> <u><b>Budget</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	680	626	-55
Executive Committee & Board Expenses	661	608	-52
JPA Insurance	311	286	-25
Memberships, Associations & Dues	146	770	624
Chancellor's Office Accounting Services	7,144	6,876	-268
Chancellor's Office Risk Management Service	20,111	19,502	-608
JPA Accreditation	136	0	-136
JPA Legal	2,102	1,915	-188
Miscellaneous Expenses	534	492	-42
Total General & Administrative Expenses	<u>31,826</u>	<u>31,075</u>	<u>-751</u>
<b>Total Operating Expenses</b>	<u>1,897,749</u>	<u>1,668,864</u>	<u>-228,885</u>
<b>Non-Operating Revenues</b>			
Investment Income	93,714	92,041	-1,673
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>93,714</u>	<u>92,041</u>	<u>-1,673</u>
Net Surplus (Deficit)	<u>120,519</u>	<u>162,562</u>	
<b>Beginning Retained Earnings</b>	5,992,643	6,113,162	
<b>Ending Retained Earnings</b>	6,113,162	6,275,724	

**CSURMA**

**Cash Flow Budget of Revenues and Expenses**

**FY 18/19 Proposed Budget**

**Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee**

**PURCHASED INSURANCE PROGRAM \***

(Fund 20)

	<i>Amended</i> <b>FY 17/18</b> <u>MTBA</u>	<i>Proposed</i> <b>FY 18/19</b> <u>Budget</u>	<b>Budget</b> <u>Change</u>
<b>Operating Revenues</b>			
Contributions	514,800	514,800	0
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>514,800</u>	<u>514,800</u>	<u>0</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	0	0	0
Deductible Recoveries	0	0	0
Claims Administrators	0	0	0
Management Information System	0	0	0
Program Administrators	0	0	0
Brokerage Commissions & Fees	43,500	51,480	7,980
Insurance Premiums (net of brokerage)	391,500	463,320	71,820
Taxes, Assessments & Fees	0	0	0
Actuarial Services	0	0	0
Claims Audit	0	0	0
Coverage Counsel	0	0	0
Program Legal	0	0	0
Miscellaneous Program Services	0	0	0
Workshop/Training Expenses	0	0	0
Loss Control Expenses	0	0	0
Appraisals	0	0	0
Excess/Reinsurance Recoveries	0	0	0
Program Committee	0	0	0
Dividend Distributions	0	0	0
Total Direct Program Expenses	<u>435,000</u>	<u>514,800</u>	<u>79,800</u>

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****PURCHASED INSURANCE PROGRAM \***

(Fund 20)

	<i>Amended</i> <b>FY 17/18</b> <u>MTBA</u>	<i>Proposed</i> <b>FY 18/19</b> <u>Budget</u>	<b>Budget</b> <u>Change</u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	0	0	0
Executive Committee & Board Expenses	0	0	0
JPA Insurance	0	0	0
Memberships, Associations & Dues	0	0	0
Chancellor's Office Accounting Services	0	0	0
Chancellor's Office Risk Management Service	0	0	0
JPA Accreditation	0	0	0
JPA Legal	0	0	0
Miscellaneous Expenses	0	0	0
Total General & Administrative Expenses	<u>0</u>	<u>0</u>	<u>0</u>
Total Operating Expenses	<u>435,000</u>	<u>514,800</u>	<u>79,800</u>
<b>Non-Operating Revenues</b>			
Investment Income	0	0	0
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>0</u>	<u>0</u>	<u>0</u>
<b>Net Surplus (Deficit)</b>	<u>79,800</u>	<u>0</u>	
<b>Beginning Retained Earnings</b>	55,653	135,453	
<b>Ending Retained Earnings</b>	135,453	135,453	

\* Participant Accident Insurance (PAI), Auto Physical Damage (APD),  
International Programs (IP)

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****OWNER CONTROLLED INSURANCE PROGRAM**

(Fund 16)

	<i>Amended</i>	<i>Proposed</i>	
	<b>FY 17/18</b>	<b>FY 18/19</b>	<b>Budget</b>
	<b><u>MTBA</u></b>	<b><u>Budget</u></b>	<b><u>Change</u></b>
<b>Operating Revenues</b>			
Contributions	7,751,690	3,561,173	-4,190,517
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>7,751,690</u>	<u>3,561,173</u>	<u>-4,190,517</u>

**Operating Expenses***Direct Program Expenses*

Claims Payments & Legal Expenses	0	1,262,222	1,262,222
Deductible Recoveries	0	0	0
Claims Administrators	0	0	0
Management Information System	17,923	3,168	-14,755
Program Administrators	433	500,000	499,567
Brokerage Commissions & Fees	19,116	63,200	44,084
Insurance Premiums (net of brokerage)	3,573,519	1,200,800	-2,372,719
Taxes, Assessments & Fees	0	0	0
Actuarial Services	618	0	-618
Claims Audit	0	0	0
Coverage Counsel	0	0	0
Program Legal	0	0	0
Miscellaneous Program Services	0	0	0
Workshop/Training Expenses	0	0	0
Loss Control Expenses	0	0	0
Appraisals	0	0	0
Excess/Reinsurance Recoveries	0	0	0
Program Committee	0	0	0
Dividend Distributions	0	0	0
Total Direct Program Expenses	<u>3,611,609</u>	<u>3,029,390</u>	<u>-582,219</u>

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****OWNER CONTROLLED INSURANCE PROGRAM**

(Fund 16)

	<i>Amended</i> <b>FY 17/18</b> <u>MTBA</u>	<i>Proposed</i> <b>FY 18/19</b> <u>Budget</u>	<b>Budget</b> <u>Change</u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	2,163	1,281	-882
Executive Committee & Board Expenses	2,101	1,246	-856
JPA Insurance	989	586	-403
Memberships, Associations & Dues	464	1,576	1,112
Chancellor's Office Accounting Services	22,713	14,078	-8,635
Chancellor's Office Risk Management Service	63,936	39,929	-24,007
JPA Accreditation	433	0	-433
JPA Legal	6,684	3,921	-2,764
Miscellaneous Expenses	1,699	1,006	-693
Total General & Administrative Expenses	<u>101,182</u>	<u>63,622</u>	<u>-37,560</u>
Total Operating Expenses	<u>3,712,791</u>	<u>3,093,012</u>	<u>-619,779</u>
<b>Non-Operating Revenues</b>			
Investment Income	0	44,637	44,637
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>0</u>	<u>44,637</u>	<u>44,637</u>
<b>Net Surplus (Deficit)</b>	<u>4,038,899</u>	<u>512,798</u>	
<b>Beginning Retained Earnings</b>	7,076,425	11,650,274	
<b>Ending Retained Earnings</b>	11,650,274	12,163,072	

OCIP I launched 1/1/12, extended 12/31/14

OCIP II launches 1/31/18

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****CLUB SPORTS INSURANCE PROGRAM**

(Fund 17)

	<i>Amended</i> <b>FY 17/18</b> <u>MTBA</u>	<i>Proposed</i> <b>FY 18/19</b> <u>Budget</u>	<b>Budget</b> <u>Change</u>
<b>Operating Revenues</b>			
Contributions	372,928	372,928	0
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>372,928</u>	<u>372,928</u>	<u>0</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	110,000	110,000	0
Deductible Recoveries	0	0	0
Claims Administrators	8,000	8,000	0
Management Information System	1,055	332	-723
Program Administrators	25	0	-25
Brokerage Commissions & Fees	17,812	17,812	0
Insurance Premiums (net of brokerage)	166,373	166,373	0
Taxes, Assessments & Fees	0	0	0
Actuarial Services	36	0	-36
Claims Audit	0	0	0
Coverage Counsel	0	0	0
Program Legal	0	0	0
Miscellaneous Program Services	0	0	0
Workshop/Training Expenses	0	0	0
Loss Control Expenses	0	0	0
Appraisals	0	0	0
Excess/Reinsurance Recoveries	0	0	0
Program Committee	0	0	0
Dividend Distributions	0	0	0
Total Direct Program Expenses	<u>303,301</u>	<u>302,517</u>	<u>-784</u>

**CSURMA****Cash Flow Budget of Revenues and Expenses****FY 18/19 Proposed Budget****Fiscal Year July 1, 2018 to June 30, 2019 Recommended by the Executive Committee****CLUB SPORTS INSURANCE PROGRAM**

(Fund 17)

	<i>Amended</i> <b>FY 17/18</b> <u><b>MTBA</b></u>	<i>Proposed</i> <b>FY 18/19</b> <u><b>Budget</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	127	134	7
Executive Committee & Board Expenses	124	130	7
JPA Insurance	58	61	3
Memberships, Associations & Dues	27	165	138
Chancellor's Office Accounting Services	1,336	1,474	138
Chancellor's Office Risk Management Service	3,762	4,181	420
JPA Accreditation	25	0	-25
JPA Legal	393	411	17
Miscellaneous Expenses	100	105	5
Total General & Administrative Expenses	<u>5,953</u>	<u>6,663</u>	<u>710</u>
Total Operating Expenses	<u>309,254</u>	<u>309,180</u>	<u>-74</u>
<b>Non-Operating Revenues</b>			
Investment Income	4,432	4,353	-79
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>4,432</u>	<u>4,353</u>	<u>-79</u>
<b>Net Surplus (Deficit)</b>	<u>68,106</u>	<u>68,101</u>	
<b>Beginning Retained Earnings</b>	385,682	453,788	
<b>Ending Retained Earnings</b>	453,788	521,889	

Launched beginning August 1, 2012

## **CONFLICT OF INTEREST CODE**

**ISSUE:** The Committee will be asked to review and approve revisions to its current Conflict of Interest Code.

**RECOMMENDATION:** Staff recommends that the Committee approve the revisions to the CSURMA Conflict of Interest Code, with additional changes as appropriate.

**FISCAL IMPACT:** None.

**BACKGROUND:** CSURMA is required to review and approve its Conflict of Interest Code every even numbered year. Staff is recommending the following revisions based on recommendation made by the FPPC:

1. Revise the code to reflect that all forms are now filed electronically.
2. Add wording to reflect that the Risk Management Consultant, Claims Administrators and Program Administrators are outside consultants, but act in a staff capacity.
3. Restate the Chair's authority regarding determination of disclosure requirements for Consultants and New Positions.

**PUBLICATION:** None at this time; but will be distributed and uploaded into the CSURMA website once approved by the FPPC.

**ATTACHMENT(S):**

- a. Revised Conflict of Interest Code for the CSURMA with redline and strikeout.

## **CONFLICT OF INTEREST CODE FOR THE CALIFORNIA STATE UNIVERSITY RISK MANAGEMENT AUTHORITY**

The Political Reform Act (Cal. Gov. Code Sect. 81000, *et seq.*) requires that state and local government agencies adopt and promulgate conflict of interest codes. The Fair Political Practices Commission has adopted a regulation (2 California Code of Regulations Section 18730) which contains the terms of a standard conflict of interest code, which can be incorporated by reference in an agency's code. After public notice and hearing it may be amended by the Fair Political Practices Commission to conform to amendments in the Political Reform Act. Therefore, the terms of 2 California Code of Regulations Section 18730 and any amendments to it duly adopted by the Fair Political Practices Commission are hereby incorporated by reference. This regulation and the attached Appendix designating officials and employees and establishing disclosure categories, shall constitute the conflict of interest code of the **California State University Risk Management Authority (CSURMA)**.

~~Designated positions shall file their statements with the California State University Risk Management Authority who will make the statements available for public inspection and reproduction. (Cal. Gov. Code Sect. 81008). Statements for all designated positions will be retained by the CALIFORNIA STATE UNIVERSITY MANAGEMENT AUTHORITY. Upon receipt of the statements, the CSURMA shall make and retain copies and forward the originals to the Fair Political Practices Commission. All original statements will be retained by the Fair Political Practices Commission.~~

Individuals holding designated positions must file their statements of economic interests electronically with the Fair Political Practices Commission. All statements must be made available for public inspection and reproduction under Government Code Section 81008.

Note: CSURMA cited: Sections 81008, 87300, 87306, Government Code. Reference: Section 87302, Government Code.

**APPENDIX TO  
CONFLICT OF INTEREST CODE OF THE  
CALIFORNIA STATE UNIVERSITY RISK MANAGEMENT AUTHORITY**

<u>Designated Positions**</u>	<u>Disclosure Category:</u>
Members of the AORMA Committee	All
Attorney	All
Risk Management Consultant***	All
Secretary-Auditor	All
Claims Administrators***	All
Other Consultants/ <u>New Position</u>	All <u>**</u>

Note: The positions of Risk Management Consultant, Claims Administrators, and Program Director are filled by an outside consultant, but act in a staff capacity.

Officials who manage public investments\*\*:

It has been determined that the positions listed below manage public investments and will file a Statement of Economic Interest pursuant to California Government Code Section 87200:

Members of Board of Directors  
Alternate Members of Board of Directors  
Members of Executive Committee  
Chair  
Vice-Chair  
Program Director\*\*\*  
Treasurer

\*\*Certain CSURMA employees and officers may hold more than one position. In the case of an employee or officer who holds two designated positions, that person need file only one Form 700 Statement of Economic Interest covering both/all designated positions. In the case of an employee or official who holds a designated position or positions and is also classified as an official who manages public investments, that person need file only the Form 700 Statement of Economic Interest required under California Government Code Section 87200 for both/all of his or her positions.

\*\*\*With respect to Consultants/New pPosition, the Chair of the CSURMA may determine in writing whether a particular Consultant or New pPosition is hired to perform a range of duties which are limited in scope, and thus, is not required to comply with the disclosure requirements described in these categories. Such determination shall include a description of the consultant's or nNew pPosition's duties, and, based on that description, a statement of the extent of disclosure requirements. ~~The Chair shall forward a copy of this determination to the Fair Political Practices Commission. Nothing herein excuses any such consultant from any other provisions of this Conflict of Interest Code.~~ The Chair of the CSURMA's determination is a public record and shall be retained for public inspection in the same manner and location as this conflict of interest code. (Government Code Section 81008.)

Nothing herein excuses any such consultant from any other provisions of this Conflict of Interest Code. (Government Code Section 81008.) If these positions are held by business firms,

the statement shall be filed by the individual in the firm who has primary responsibility for conducting the firm's business activities for the CSURMA.

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## Disclosure Categories

Persons designated to report in any of the following categories shall disclose relevant information concerning:

Category 1. Investments and business positions in business entities, and income (including the receipt of loans, gifts, and travel payments), from sources of the type to contract with the CSURMA to supply materials, goods, products, supplies, services, commodities or equipment, or lease space utilized by the CSURMA.

Category 2. Investments and business positions in business entities, and income (including the receipt of loans, gifts, and travel payments), from contractors engaged in the performance of work or services of the type utilized by the CSURMA, including professional services.

Category 3. Investments and business positions in business entities, and income (including the receipt of loans, gifts, and travel payments), from contractors engaged in the business of insurance including, but not limited to, insurance companies, carriers, holding companies, underwriters, brokers, solicitors, agents, adjusters, claims managers and actuaries.

Category 4. Investments and business positions in financial institutions, and income (including the receipt of loans, gifts, and travel payments) including, but not limited to, banks, savings and loans associations and credit unions in which the CSURMA has deposited or invested funds during the year preceding the filing of the statement.

Category 5. Investments and business positions in business entities, and income (including the receipt of loans, gifts, and travel payments) from which either have claims pending or during the year preceding the filing of the statement, filed a claim against the CSURMA or any member of the CSURMA.

## **FY 2018/2019 LONG RANGE ACTION PLAN**

**ISSUE:** The Executive Committee held its long range planning session on March 8-9, 2018. The planning session consisted of a review of the FY 17/18 Long Range Action Plan, a report on its status, an evaluation on where efforts should be focused for the next one to three years, and the development of new long range goals for FY 18/19 and beyond. Based on the discussions during the long range planning session, Staff drafted the FY 18/19 Long Range Action Plan summarizing goals to be accomplished in the next fiscal year for the Committee's review and approval.

**RECOMMENDATION:** The Executive Committee is asked to approve the draft FY 18/19 Long Range Action Plan with modifications, as necessary.

**FISCAL IMPACT:** No fiscal impact is expected from action at today's meeting.

**BACKGROUND:** The Executive Committee establishes a Long Range Action Plan every year. The planning session is held in March to consider how CSURMA may be refined to improve member services and to evaluate areas of coverage in response to emerging risk.

**PUBLICATION:** The Long Range Action Plan will be included in every agenda packet.

**ATTACHMENT(S):**

- a. FY 18/19 Long Range Action Plan (draft)

## FY 2018/19 CSURMA LONG RANGE ACTION PLAN

GOAL	ACTION / TASK	RESPONSIBLE ENTITY	DEADLINE	STATUS
<b>LRP-1</b>	<b>SPECIAL EVENTS RESOURCE GUIDE</b>			
<b>Roll Out of Special Events Resource Guide Including Outreach to Campus and Auxiliary Organization Event Planners</b>	1 Identify and engage consultant to create Special Events Risk Management Manual and training modules.	SRM	Aug-15	Completed
	2 Consultant presents Special Event Management Project at Fitting the Pieces Together Conference	SRM	Nov-16	Completed
	3 Develop subject content for special events risk management manual.	SRM	Apr-17	Completed
	4 Oversee design and development of special events risk management manual.	SRM	Apr-17	Completed
	5 Consultant develops training module(s) for CSU LMS	SRM	Mar-18	In Process
	6 Roll out manual to all campus and auxiliary organization staff	SRM	Mar-18	Completed
	7 Post manual on the CSURMA website	PA	Mar-18	Completed
	8 Roll out special events training on the CSU LMS	SRM	Apr-18	In Process
	9 Finaliz review by legal counsel	SRM	Apr-18	In Process
	10 Consultant presents the completed Special Event Management manual	SRM	May-18	
<b>LRP-2</b>	<b>RMIS REPORTING</b>			
<b>Roll Out of RMIS System to Campus Risk Managers, EH&amp;S and WC Coordinators</b>	1 Populate Ventiv database with hierarchy structure.	PA	17-Oct	In Process
	2 Populate Ventiv database with Phase 1 policy data.	PA	17-Dec	In Process
	3 Present Phase 1 project results and recommendations for Phase 2.	SRM, PA	17-Dec	In Process
	4 Implement initial benchmarking project.	SRM, PA	18-Jan	In Process
	5 Approve Phase 2 and ongoing database maintenance plan.	EC	18-Mar	In Process
	6 Report to EC and BOD.	SRM, PA	18-Apr	In Process
	7 Presentation of sustainable long term benchmarking program.	SRM, PA	18-Oct	
	8 Approval of long term benchmarking project scope and costs.	EC	19-Jan	
<b>LRP-3</b>	<b>CAPTIVE INSURER</b>			
<b>Captive Formation and Analysis of CSURMA Investment Options</b>	1 Identify and engage consultant to evaluate CSURMA's captive utilization options.	EC, SRM, PA	Jan-16	Completed
	2 Review the Pinnacle Actuarial Resources initial evaluation of CSURMA's captive utilization options.	EC	May-16	Completed
	3 Present further evaluation to EC for direction	EC	Sep-16	Completed
	4 Report on project to EC and BOD	BOD	Nov-16	Completed
	5 Approval of the use of a captive for the legacy workers' compensation claims	EC	Mar-17	Completed
	6 Report on project to the BOD	PA	May-17	Completed
	7 Perform legal and actuarial work needed to evaluate further	SRM, PA	Feb-18	In Process
	8 Analyze captive relative to JPA & new investment flexibility	SRM, PA	Mar-18	In Process
	9 Oversee development of a captive cell	SRM, PA	May-18	In Process
	10 Review CSU's new investment flexibility with legal counsel as it pertains to CSURMA.	SRM, PA	Sep-18	
<b>LRP-4</b>	<b>CAMPUS VISITS</b>			
<b>Campus Visits to include CABO Member, RM and EH&amp;S, Athletic Directors and Trainers, Auxiliary Organization</b>	1 Schedule meetings with all Campus VPs	PA	Aug-16	Completed
	2 RPTG will meet to review risk pool rating plans	SRM, RPTG, PA	Oct-16	Completed
	4 Completion of Campus VP presentation	PA	Nov-16	Completed
	5 Completion Campus visits	SRM, PA	Mar-17	In Process
	6 Report on project to the BOD	BOD	Apr-18	In Process

## FY 2018/19 CSURMA LONG RANGE ACTION PLAN

GOAL	ACTION / TASK	RESPONSIBLE ENTITY	DEADLINE	STATUS	
<b>Leadership</b>	7	Schedule meetings with all Campus RM and EH&S, Athletic Trainers and Auxiliary Organization Leadership	PA	Aug-18	
	8	Completion of visit presentations	PA	Mar-19	
	9	Completion of Campus visits	SRM, PA	Mar-19	
<b>LRP-5 SYSTEMWIDE EH&amp;S</b>					
<b>CSURMA Support of Systemwide Environmental Health and Safety Initiatives Such as Compliance, Chemical Safety, Laboratory Safety</b>	1	Report on project to the BOD	BOD	Apr-18	In Process
	2	Survey all Campuses to ascertain what EH&S initiatives are in place	SRM, PA	May-18	
	3	Present EH&S survey information to CABO, provide direction to EC	PA, CABO	Aug-18	
	4	EC to discuss EH&S safety training and tracking systems available	EC	Sep-18	
	5	EC to recommend systemwide EH&S safety training and tracking system to SRM	EC	Oct-18	
<b>LRP-6 STUDENT CLUB ACTIVITIES</b>					
<b>Campus Support for Managing Liability Arising from Club Activities Including CSURMA Programs and Services</b>	1	Complete marketing specifications and coverage program design	PA	Mar-18	Completed
	2	Submit specs to insurers for coverage quotes	PA	Mar-18	Completed
	3	Review quotes received from insurers	PA	Mar-18	Completed
	4	BOD and EC to approve the Club Liability Insurance Program (CLIP)	EC, BOD	Apr-18	In Process
	5	Send out notification to campuses for roll out of the program	PA	May-18	
<b>LRP-7 IRIC AND SERG MANUAL TRAINING</b>					
<b>Conduct Intensive North – South Training of New IRIC and SERG Manuals Directed at CSU Procurement Professionals</b>	1	Present IRIC at CSU Business Conference	PA	Apr-18	Completed
	2	Schedule training dates	PA	Apr-18	In Process
	3	Finalize IRIC and SERG presentations	PA	Apr-18	In Process
	4	Southern California IRIC training presentation	PA	Apr-18	
	5	Northern California IRIC training presentation	PA	TBD	
	6	Southern California SERG training presentation	PA	TBD	
	7	Northern California SERG training presentation	PA	TBD	
<b>LRP-8 BUDGETING PRACTICES RELATED TO CSURMA DIVIDENDS</b>					
<b>Review Timing and Budgeting Practices Related to CSURMA Dividends</b>	1	Review budgeting practices related to CSURMA dividends	PA	Apr-18	Completed
	2	EC to review recommendations and provide direction to PA	EC	Apr-18	In Process
	3	Revise Policies and Procedures as appropriate in accordance with changes, if any	PA	Apr-18	In Process
<b>LRP-9 FINANCIAL REPORTING</b>					
<b>Review of Financial Reports to EC and BOD for</b>	1	Completion of Report of Financial Strength for all CSURMA Insurers and Reinsurers for FY 17/18	PA	Apr-18	Completed
	2	EC to review report for all FY 17/18 Insurers / Reinsurers	EC	Apr-18	In Process

## FY 2018/19 CSURMA LONG RANGE ACTION PLAN

GOAL	ACTION / TASK	RESPONSIBLE ENTITY	DEADLINE	STATUS
<b>Compliance, Relevance and Effectiveness</b>	3 BOD to review report for all FY 17/18 Insurers / Reinsurers	BOD	Apr-18	In Process
	4 Completion of Report of Financial Strength of all CSURMA Insurers and Reinsurers for FY 18/19	PA	Oct-18	
	5 BOD to review report for all FY 18/19 Insurers / Reinsurers	BOD	Oct-18	
<b>LRP-10 QUARTERLY CSURMA REPORTS FOR CABO UTILIZING RMIS DASHBOARD AND GRAPHICS</b>				
<b>Update of Quarterly CSURMA Report to CABO Utilizing RMIS Dashboard and Graphics</b>	Presentation of sustainable long term benchmarking program to CABO	SRM	Oct-18	
	Prepare quarterly Risk Management update to include the RMIS dashboard and graphics	SRM	Oct-18	
<b>LRP-11 OCIP DIVIDEND POLICY AND PROCEDURE</b>				
<b>Development of OCIP Dividend Policy and Procedure</b>	1 Develop revisions to policies and procedures to address the allocation of potential OCIP dividends	PA	Apr-18	In Process
	2 EC to review OCIP dividends allocations	EC	Oct-18	
	3 BOD to approve the final formula to allocate OCIP dividends	BOD	Oct-18	

**BOD:** CSURMA Board of Directors  
**CABO:** CSU Chief Administrators and Business Officers  
**CO:** Chancellor's Office  
**CPDC:** CO Capital Planning Design & Construction

**EC:** CSURMA Executive Committee  
**OGC:** CSU Office of General Counsel  
**PA:** CSURMA Program Administrator  
**SRM:** CSU Systemwide Risk Management

**REVIEW AND AMENDMENT OF CSURMA POLICY AND PROCEDURE  
NO. 15 – RESPONSIBILITIES OF THE TREASURER AND THE  
SECRETARY-AUDITOR**

**ISSUE:** CSURMA has established policies and procedures to facilitate operation of CSURMA’s activities and programs. Policy and Procedure No. 15 describes the Responsibilities of the Treasurer and the Secretary-Auditor. At the last meeting, the Executive Committee asked about the CSURMA Secretary-Auditor’s delegated authority to negotiate and renew service agreements. Staff review of P&P No. 15 indicates that it delegates authority to bind insurance renewals, but does not discuss renewals or extensions of service agreements. Staff has prepared a proposed revision to P&P No. 15 that would delegate authority to the Secretary-Auditor to renew or extend agreements with a requirement that the Executive Committee receive a report on any action taken by the Secretary-Auditor in this regard.

**RECOMMENDATION:** It is recommended that the Executive Committee consider the proposed revision to Policy and Procedure No. 15 and take action as appropriate

**FISCAL IMPACT:** No fiscal impact is expected from action at today’s meeting.

**BACKGROUND:** Previously, the Executive Committee agreed that it was appropriate and efficient to delegate authority to the Secretary-Auditor to bind renewal of insurance and reinsurance programs. These programs are included in the annual budget adopted by the Board of Directors. Similarly, there are a number of service agreements that include optional extension and renewal terms. These agreements have been previously approved by the Executive Committee and reviewed by CSURMA counsel. Staff believes it is appropriate to delegate authority to the Secretary-Auditor to renew or extend these agreements when service has been acceptable and the compensation for the renewal or extension term is within the amount approved by the Board of Directors.

**PUBLICATION:** If amended, the revised P&P No. 15 would be posted at CSURMA.org.

**ATTACHMENT(S):**

- a. Proposed revision to Policy and Procedure No. 15 – Responsibilities of the Treasurer and the Secretary-Auditor.



## CSURMA

## POLICY AND PROCEDURE NO. 15

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**ADOPTED:** December 9, 2011

**EFFECTIVE:** October 23, 2015

**REVISED:** [April 25, 2018](#)  
October 23, 2015

**SUBJECT:** RESPONSIBILITIES OF THE TREASURER AND THE SECRETARY-AUDITOR

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**POLICY:** Pursuant to California Government Code Section 6505 et seq. (referenced below) the CSURMA has designated in the governing documents the officer positions of the Treasurer and the Secretary-Auditor. It is the policy of the CSURMA that there shall a designation of the operational responsibilities of the Treasurer and the Secretary-Auditor as described in this Policy & Procedure No. 15.

**PROCEDURE:** The Treasurer and Secretary-Auditor shall perform the duties specified in California Government Code Section 6505 et seq. and other duties as designated by the Board of Directors, Executive Committee or AORMA Committee. To clarify the roles of the Treasurer and the Secretary-Auditor, the duties and responsibilities of the Treasurer and the Secretary-Auditor are described respectively as follows:

### TREASURER

The Treasurer shall serve as a member of the Executive Committee and have the following duties and responsibilities for CSURMA:

#### 1. FUNDS AND ACCOUNTS:

##### 1.1. ACCOUNTS

1.1.1. The Treasurer shall establish and maintain funds and accounts in compliance with good accounting practice.

##### 1.2. RECEIPT

1.2.1. The Treasurer shall receive all funds for custody by the entity.

1.2.2. The Treasurer ensures all funds are deposited to the proper program fund accounts.

1.2.3. Upon receipt of the approved premium deposit allocation, the Treasurer bills and collects annual premiums, quarterly premiums, and special assessments from all members.

##### 1.3. DISBURSEMENT

1.3.1. The Treasurer shall pay any sums due out of monies of the Authority, as approved for payment.



**2. REPORTING**

- 2.1. The Treasurer maintains a central accounting system for CSURMA.
- 2.2. Unaudited financial statements will be produced as requested by the Executive Committee to show the accounting transactions by fund.
- 2.3. The Treasurer shall engage a certified public accountant or public accountant to perform an independent financial audit as provided by law.
- 2.4. The Treasurer shall create a quarterly investment report for review by the Executive Committee.

**3. CASH AND DEBT MANAGEMENT**

- 3.1. The Treasurer manages the cash flow of CSURMA which includes investing the excess monies over the required immediate expenditures for the Authority.
- 3.2. The Treasurer administers short-term and long-term debt financing, authorized by the Executive Committee
- 3.3. The Treasurer shall maintain a detailed record of every loan, including an entry on the loan register showing each loan and payment.

The duties of the Treasurer vary and play a key fiduciary role in the operation of the Authority.

**SECRETARY-AUDITOR**

The Secretary-Auditor shall have the following duties and responsibilities for CSURMA:

**1. BUDGET**

- 1.1. The Secretary-Auditor shall ensure that all bills are reviewed and approved for payment before payments are issued by the Treasurer.
- 1.2. The Secretary-Auditor may examine the Treasurer's book on behalf of the CSURMA Executive Committee to check for accuracy.
- 1.3. The Secretary-Auditor acts as the CSURMA budget officer and shall be responsible for the preparation and administration of the budget.

**2. MISCELLANEOUS DUTIES**

- 2.1. The Secretary Auditor also conducts the sale of surplus items such as office equipment.
- 2.2. The internal audit duties may also fall under the direction of the Secretary-Auditor as directed by the Executive Committee.
- 2.3. The Secretary-Auditor serves as Secretary of the CSURMA.

**3. AUTHORITY TO BIND INSURANCE AND RENEW SERVICE AGREEMENTS**

- 3.1. The Secretary-Auditor is authorized to finalize negotiations with insurers and to bind insurance on behalf of the CSURMA.
- 3-1-3.2. The Secretary-Auditor is authorized to renew or extend service agreements on behalf of the CSURMA.



## **CSURMA**

## **POLICY AND PROCEDURE NO. 15**

3.2.3.3. The Secretary-Auditor shall provide a report to the Executive Committee summarizing the insurance bound or service agreements renewed or extended pursuant to the authority granted under this Policy and Procedure. ~~on behalf of CSURMA to the Executive Committee.~~

The duties of the Secretary-Auditor are directly accountable to the Executive Committee in the implementation of the policies, procedures and programs of the CSURMA.

## **EXCESS INSURANCE RENEWALS AND UNDERWRITER MEETINGS REPORT**

**ISSUE:** Most of CSURMA’s coverage programs renew on July 1. Chancellor’s Office and Program Administrator staff are actively marketing the programs and negotiating renewal terms. At this time the Program Administrator anticipates the major programs will renew as shown in Table 1 below.

Table 1  
**Projected Renewal Cost Change Estimates**

<b>Program</b>	<b>AORMA Percent Change</b>	<b>Campus Percent Change</b>
Excess Liability	+5%	+5%
Property	+10%	+10%
Worker’s Compensation	Flat Rate or Decrease	Flat Rate or Decrease
Builder’s Risk	N/A	Flat Rate or Decrease
Fine Arts	0%	+25%
SPLIP & SAFECLIP	Flat Rate or Decrease	Flat Rate or Decrease
FTIP	Flat Rate or Decrease	Flat Rate or Decrease
Aviation	Flat Rate or Decrease	Flat Rate or Decrease
Medical Malpractice	N/A	Flat Rate or Decrease
Fidelity	-5%	-5%

**RECOMMENDATION:** No action is requested at today’s meeting; however the Executive Committee may take action or provide direction to staff based on the report of the meetings.

**FISCAL IMPACT:** The cost of the insurance programs is included in the proposed budget and renewals are expected to be within the budgeted amount.

**BACKGROUND:** CSURMA representatives met with CSURMA’s program underwriters in London on March 26-27, 2018. CSURMA was represented by Robert Eaton, CSU Assistant Vice Chancellor, Financing, Treasury and Risk Management, Zachary Gifford, CSU Director, Systemwide Risk Management, Daniel Howell, CSURMA Program Director, P.J. Skarlanic, CSURMA Program Administrator and Amy Lightner, CSURMA Program Administrator. The main goals of underwriter meetings are:

- Demonstration of CSU leadership’s commitment to risk management;
- Update on CSU’s financial and operational outlook;
- Evaluation of the state of the insurance market and how changes may impact CSURMA’s placements;
- Discussion of pending claims matters; and,
- Discussion on technical points of insurance placements and renewal expectations.

Over the two days of meetings there were over 10 meetings with over 25 market participants. The recent meetings focused on CSURMA’s Excess Liability, Property, Fine Arts, SAFECLIP, SPLIP, and Medical Malpractice coverage programs. Important discussions include:

- Establishment of a blanket student organization liability program modelled after SAFECLIP;
- Meeting with CSURMA’s excess liability underwriters to discuss response to industry concern for traumatic brain injury (TBI) claims by student athletes;
- Review of the performance of the Fine Arts, Archives and Artifacts Program and renewal outlook considering high claims costs; and,
- Discussion of the impact of the significant catastrophic losses (Harvey, Irma and Maria (“HIM” to the marketplace) hurricanes, Mexico Earthquakes and California Wildfires) along with CSU’s recent high cost claims on the property insurance renewal.

Following are comments on the status of programs:

- **Excess Liability** – This program has seen loss development in the first excess layers for both the AORMA and Campus programs. The Program Administrator anticipates rate increases in the lower layers and possible rate increases in the excess layers due to catastrophic losses impacting the entire marketplace. Underwriters have concerns about TBI injuries in professional and college sports and we anticipate pressure to reduce or eliminate the coverage, which may require changing our insurer partners.
- **Property** – Property losses to both the AORMA and Campus programs has increased the past two years. While CSU performed well in the wet winter and recent wildfires, related losses and other losses continue to mount. Significant rate decreases in recent years will likely be partially eroded by increases this coming renewal.
- **Workers’ Compensation** – CSURMA has an existing two year rate agreement. The Excess Insurance Authority has offered a rate decrease in return for a new two year commitment by CSURMA.
- **Builders Risk** – This program is stable and the Program Administrator expects a flat rate renewal, though general market pressures due to catastrophic property losses may result in an increase. Rates are down 25% in recent years.
- **Fine Arts** – This program was launched in 2016 and the Program Administrator anticipates underwriters will require a rate increase due to a loss ratio above 100% in the first 24 months of the program.
- **SPLIP & SAFECLIP** – These programs performed exceptionally well with no losses and rates will remain stable.

- **FTIP** – The loss ratio has stabilized at a level acceptable to underwriters. The Program Administrator expects a flat rate renewal.
- **Aviation** – This program has no losses and the market is soft. The Program Administrator expects a flat rate renewal despite general aviation market firming.
- **Medical Malpractice** – This program is at minimum premiums and we expect a flat renewal; however, general market firming may come into play.
- **Fidelity** – Claims have remained low and the Program Administrator expects a premium decrease on renewal unless new claims materialize prior to renewal.

**PUBLICATION:** None.

**ATTACHMENT(S):** None.

**WITT O'BRIEN CONSULTING SERVICES**  
**TWO-YEAR CONTRACT EXTENSION**

**ISSUE:** Witt O'Brien's provides emergency services consulting for the California State University System under an agreement dated July 1, 2012 between Witt Group Holdings, LLC and CSURMA. The agreement is renewable for successive two-year periods. The current service term is July 1, 2016-18. Witt O'Brien's has proposed the new scope of work for the period July 1, 2018 and June 30, 2019 as shown on the attached document. Also, as recommended within the CSURMA Operational Review, Witt O'Brien's has agreed to delete Section 11, Limitations of Liability, from their agreement with CSURMA.

**RECOMMENDATION:** The Executive Committee is asked to review the Witt O'Brien's proposed scope of services for July 1, 2018 to June 30, 2019, and also to delegate authority to the CSURMA Secretary-Auditor, in coordination with the CSURMA Legal Counsel, to execute a new two-year addendum to the existing agreement.

**FISCAL IMPACT:** The annual fee of \$300,000 is included in the operating budget for FY 17/18 and the proposed budget for FY 18/19.

**BACKGROUND:** Witt O'Brien's provides emergency services consulting for the California State University System under an agreement between Witt Group Holdings LLC and CSURMA. The original two-year agreement was effective July 1, 2012 and is renewable for successive two-year periods subject to adjustments of costs and fees to be agreed upon in writing.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. Scope of work and project outline for the period July 1, 2018 to June 30, 2019 (amended)
- b. Witt O'Brien's Professional Services Agreement July 1, 2018 to June 30, 2020
- c. Witt O'Brien's Professional Services Agreement July 1, 2012 to June 30, 2014

## **Witt O'Brien's and CSU System Contract July 1, 2018 – June 30, 2019 (amended) Scope of Work and Project Outline**

This document outlines proposed emergency management projects for both the CSU Chancellor's Office (CO) and the CSU System based on a continuation of successful preparedness programs, current emergency management needs, and inclusion of good practices and trends in higher education emergency management. These projects can be changed or adjusted as necessary, based on the needs of the CO and any emergency incidents that may affect the CSU System.

Witt O'Brien's will perform the following services:

### **Task 1: Preparedness and Resilience: Emergency Plans, Training, and Exercises. (\$110,000)**

#### *1. a. EOC Training and Exercises*

Assist the Systemwide Emergency Managers, as needed and budget allows, with special training and exercises on an as-needed basis. This could include scenario-based exercises, and trainings related to emergency management plans and procedures, continuity plans, procedures for the campus, and coordination with external partners and guest speakers.

#### *1. b. Emergency Management Plan (EMP) and Emergency Annexes*

Witt O'Brien's will work with the Systemwide Emergency Managers, as needed and budget allows, to provide updates to EMPs. This will involve reviewing and updating the various components of the plan(s). We will support development of specific annexes in coordination with the EMP. We will also provide forms and other guidance from FEMA and national standards, as needed.

#### *1. c. Continuity Planning –Departmental Continuity Annexes Update*

Witt O'Brien's will work with the Systemwide Emergency Managers, as needed and budget allows, to assist with supporting the campus departments in development of their business impact analysis (BIA) data, including critical functions analysis, and in updating their existing plans.

#### *1. d. Fire Code Compliance Support to the CO and system-wide*

Our team will support the CO and systemwide efforts toward meeting fire code compliance activities, including education, outreach, support of good practices, and integration of fire code awareness and compliance into preparedness activities.

#### *1. e. Provide Annual Update/Refresher to Chancellor and Campus Policy Groups*

Witt O'Brien's will provide annual update to the CO Chancellor and the campus' Policy Group, with new information related to good practices for executive policy group teams in response to emergencies and continuity events. If requested, we could also provide 2018 updates to recent training seminars for the Chancellor's Cabinet and campuses.

*1. f. Systemwide Staff Personal and Family Preparedness and Emergency Communications.*

Witt O'Brien's will assist the CSU with developing tools and activities aimed to support the CSU staff with enhancing their personal and their family's preparedness in the event of an emergency. This could involve education, communications plan templates, etc.

**Task 2: Presidents and Senior Emergency Management Training Seminar. (\$50,000)**

Witt O'Brien's will assist in promoting the availability of the Sr. Manager Training Seminars, and to work with campus emergency preparedness coordinators/directors to provide a robust, half-day emergency management training seminar for the campus Presidents and Senior Campus Management, to be conducted throughout the fiscal year (2018/2019) preferably on a regional, and/or campus by campus basis. This training will include:

- Executive Summary of the Campus Emergency Operations Plans (EOPs) Project.
- The Role of the Policy Group/Senior Executives, and Case Studies of successes and challenges.
- Crisis Communications, Reputation Management, and Public Perception.
- Tabletop Exercise.

Following this training, the CSU Presidents will have an enhanced concept of emergency management in general, their essential role in the process, the status of their specific campus emergency management program, and recent trends requiring focused attention.

**Task 3: CSU System Emergency Management and Business Continuity Affinity Groups Support. (\$40,000)**

Witt O'Brien's will assist both the CSU System Emergency Managers Affinity Group, and the Business Continuity Coordinators Affinity Group with system-wide efforts that may include:

- Attending Affinity Group bi-monthly meetings and providing subject matter expertise as requested.
- Support and attend the annual EM Affinity Group Conference. Support any similar activities by the BC Affinity Group.
- Support development of revised Executive Orders and technical memos related to EM and BC programs.
- Conducting research and compiling information about good practices in higher education emergency management.
- Providing tools and resources to enhance the emergency management and business continuity programs at the campuses (e.g. plan templates, exercise scenarios, etc.).
- Provided expanded EOP Hazmat Annex template for campuses that would address hazmat by rail, crude by rail, pipeline, and chemical storage risks to campuses.

- Create and Active Shooter and Act of Violence Guidance Resource Guide or other material for affinity groups.
- Conducting training and exercise sessions for the emergency managers and business continuity coordinators (these may be conducted via webinar or in-person regionally or at conferences).

Witt O'Brien's will serve as a resource for the Emergency Managers and Continuity Coordinators in order to help enhance the campus emergency management and business continuity programs and increase consistency and collaboration system-wide.

#### **Task 4: System-Wide Coordination Resources. (\$45,000)**

Witt O'Brien's will assist the Chancellor's Office and the Emergency Management Affinity Groups in identifying ways for the Chancellor's Office to assist campuses in an emergency response, how campuses should coordinate with each other in an emergency, and notification and communication requirements and recommendations between campuses and other local or state entities. The effort will include the following.

- Additional development of the Campus Emergency Management Mutual Aid Agreement (CEMMA).
- Support augmenting use of VEOCI software to support inter-and intra-campus coordination and management of major campus incidents. Develop templates for CO and system.
- Conduct regional coordination workshop(s) for EMs and Sr. VPs on campus. These might include an active shooter scenario, and other scenarios as developed in coordination with regional representatives.
- Identify Federal and State financial resources (e.g., post-disaster mitigation grants) for CSU System resiliency efforts such as development of mitigation plan. Support the grant application process as needed and assist with development of system plans, especially a Hazard Mitigation Plan.

#### **Task 5: CSU System Public Information Officer Training. (\$15,000)**

Witt O'Brien's will be available to work with the Assistant Vice Chancellor for Public Affairs to assist in developing and conducting PIO training for communications and public affairs staff from all of the CSU campuses and the Chancellor's Office as needed. These trainings may consist of Federal Emergency Management Agency (FEMA) PIO courses and/or training sessions using scenario-based discussions and exercises.

#### **Task 6: Provide strategic advisory, representation, and technical services as needed. (\$15,000)**

Witt O'Brien's will provide support to CSU CO initiatives including:

- Fitting the Pieces Conference
- California Higher Education conference
- Other representation as requested

We will also provide public assistance consulting support to campuses or CO as needed following a disaster, and provide a Public Assistance Seminar (or series of webinars) for CSU Campus finance officers related to intricacies of FEMA public assistance program.

**Task 7: CSU Risk Management Authority (CSURMA) Support. (\$5,000)**

Witt O'Brien's will provide assistance to CSURMA as needed and requested, including providing requested information on work completed, and a training seminar for the CSURMA Board of Directors, regular status presentations, and yearly reports.

**Task 8: Support Development of CSU Systemwide Mitigation Plan.**

This task is contingent on receipt of FEMA post-disaster mitigation funding that is available following the 2017 federally declared disasters in California. The work will be contingent on planning once potential grant money is provided. Work would include:

- Develop systemwide mitigation planning strategy
- Engage campuses toward developing their "Participating Campus" sections, with specific risk assessments and mitigation strategies
- Engage with Cal OES as needed for review

**Task 9: Support for Chancellor's Office Training (\$20,000)**

*Multi-year Training and Exercise Plan (MYTEP)*

Witt O'Brien's will continue to assist the Chancellor's Office Emergency Manager in establishing training and exercises over a multi-year horizon. The MYTEP schedule includes: establish preparedness goal for the calendar year; scheduling exercises and drill to support the goals; outlining a schedule of trainings for CO EOC staff and others to support preparedness; and outlining program activities designed to meet the preparedness goal. Training and exercise focus areas could include: intentional human-caused threats such as cyber security, demonstrations, or acts of violence; human-caused accidents such as hazmat spills or fires; and natural hazards such as earthquakes and floods.

## Estimated Cost Structure

**Compensation.** For the services as described above, Consultant shall be compensated as follows:

<b>CSU Chancellor's Office July 1, 2018 - June 30, 2019</b>		
<b>Tasks related to Chancellors Office Emergency Management Program</b>		
		<b><i>BUDGET</i></b>
Task 1	Preparedness and Resiliency: Emergency Plans, Training, and Exercises	\$110,000
<b>Tasks related to CSU System-Wide Emergency Management Program</b>		
Task 2	Presidents and Senior Management Training Seminar	\$50,000
Task 3	CSU System Emergency Management and Business Continuity Affinity Groups Support	\$40,000
Task 4	System-Wide Coordination Resources	\$45,000
Task 5	CSU System Public Information Officer Training	\$15,000
Task 6	Provide strategic advisory, representation, and technical as needed	\$15,000
Task 7	CSU Risk Management Authority (CSURMA) Support	\$5,000
Task 8	Support Systemwide Mitigation Plan (pending receipt of FEMA grant funding)	
	Expenses are included in the tasks	
Task 9	Support for Chancellor's Office Training	\$20,000
	<b>TOTAL</b>	<b>\$300,000</b>

The above costs include Witt O'Brien's out-of-pocket expenses reasonably associated with services performed and will be reimbursed by CSU in accordance with Witt O'Brien's expense reimbursement policy. Hours spent traveling by Witt O'Brien's personnel for tasks under this project will not be billed to the project, in accordance with CSU policies.

**Amendment #3 for Extension to Professional Services Agreement  
Between Witt O'Brien's, LLC and  
California State University Risk Management Authority**

This Third Amendment of the Agreement for Professional Services (this "Third Amendment") is made and entered into as of February 26, 2018, between California State University Risk Management Authority ("Client") and Witt O'Brien's, LLC ("Consultant").

Whereas, California State University Risk Management Authority and Witt O'Brien's, LLC entered into an Agreement for Professional Services on July 1, 2012 ("Agreement").

Whereas California State University Risk Management Authority and Witt O'Brien's, LLC entered into a First Amendment for Professional Services on May 27, 2014 ("First Amendment");

Whereas California State University Risk Management Authority and Witt O'Brien's, LLC entered into a Second Amendment for Professional Services on April 20, 2016 ("Second Amendment").

Whereas, Client and Consultant desire to amend the Agreement in accordance with the terms and conditions described below.

Now, therefore, in consideration of the terms and conditions contained in this Amendment, and for other good and valuable consideration, the receipt and sufficiency of which are acknowledged, Client and Consultant hereby agree as follows:

1. Section 3, Period of Performance, shall be amended as follows: The period of performance under the Agreement shall be from July 1, 2018 to July 1, 2020. The Agreement may thereafter, by mutual written agreement, be renewed for a successive two (2) year period. The renewal will be issued under the same terms and conditions as the Agreement, unless otherwise agreed to by the parties at that time.
2. Section 2, Scope of Work, is amended to add the attached scope of work as listed below for the period of July 1, 2018 – June 30, 2019. By no later than June 1, 2019, Consultant will provide an additional Scope of Work and Project Outline for the period July 1, 2019 – June 30, 2020, for review and approval of Client
3. Section 4, Fees and Payment, shall be amended to include the fees and payment chart listed below.
4. Section 11 of Appendix A, Limitations of Liability, is deleted in its entirety.
- 4.5. Other Terms and Conditions: All other terms and conditions of the basic Agreement remain in full force and effect.

IN WITNESS WHEREOF, Client and Consultant have executed this Amendment as of the date first above written:

Signature Page Follows  
**California State University,  
Risk Management Authority**

**Witt O'Brien's, LLC**

\_\_\_\_\_  
Signature

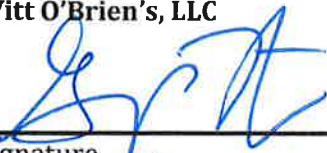
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Signature

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Name (Typed or Printed)

\_\_\_\_\_  
Title and Date

\_\_\_\_\_  
Title and Date



GREG FENNON

C. O. O. 4/10/18

## PROFESSIONAL SERVICES AGREEMENT

This Agreement ("Agreement") dated this the 1st day of July, 2012, is between California State University Risk Management Authority ("Client"), with offices at 401 Golden Shore, 5<sup>th</sup> Floor, Long Beach, CA 90802 and Witt Group Holdings, LLC ("Consultant"), located at 1501 M Street, NW, 5<sup>th</sup> Floor, Washington, DC 20005.

**TYPE OF AGREEMENT:** Professional Services Agreement

**Whereas,** Consultant is in the business of providing certain consulting services and is willing to provide such services to Client; and

**Whereas,** Client desires to utilize Consultant's services as provided for herein.

**Now, therefore,** in consideration of the mutual covenants and promises contained herein, the parties hereto agree as follows:

### 1. General Terms and Conditions

The general terms and conditions of this Agreement are set forth in Appendix A, attached hereto and incorporated herein by reference.

### 2. Scope of Work

Consultant shall provide the services set forth in Appendix B, attached hereto and Incorporated herein by reference ("Services"). Consultant shall furnish all reports and deliverables as set forth in Appendix B in accordance with the terms set forth therein (hereafter "Deliverables").

### 3. Period of Performance

The period of this Agreement shall be two (2) year(s) from the signing of this Agreement and shall be renewed for successive two (2)-year periods subject to adjustments of costs and fees to be agreed upon in writing.

### 4. Fees and Payment

In consideration of Services performed hereunder, Client shall pay Consultant in accordance with Appendix C.

Payment terms for the Agreement shall be in accordance with paragraph 8 of Appendix A.

**5. Notice**

Any notice given by either party shall be in writing and shall be given by registered or certified mail, return receipt requested, postage prepaid, or Federal Express or DHL courier, shipped prepaid, addressed to the parties at the addresses herein designated for each party or at such other addresses as they may hereafter designate in writing.

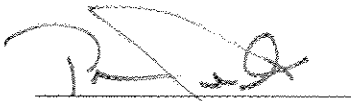
To: Charlene M. Minnick Assistant Vice Chancellor/Chief Risk Officer, System-wide Risk Management Office of Risk Management California State University Office of the Chancellor	To: Nathan Weinman, Director of Contracts and Compliance Witt Group Holdings, LLC.
401 Golden Shore, 5 <sup>th</sup> Floor	1501 M Street, NW, 5 <sup>th</sup> Floor
Long Beach, CA 90802	Washington, DC 20005
Phone: 562.951.4580	Phone 202.585.0780
Fax: 562.951.4967	Fax 202.585.0792
Email: <a href="mailto:cminnick@calstate.edu">cminnick@calstate.edu</a>	Email: <a href="mailto:nweinman@wittassociates.com">nweinman@wittassociates.com</a>

**6. Entire Agreement**

Both parties acknowledge that they have read this Agreement, understand it, and agree to be bound by its terms and further agree that it is the entire agreement between the parties hereto which supersedes all prior agreements, written or oral, relating to the subject matter hereof. No modification or waiver of any provision shall be binding unless in writing signed by the party against whom such modification or waiver is sought to be enforced.

**In Witness Whereof**, Client and Consultant have caused this Agreement to be executed by their duly authorized representatives as of the date first written above.

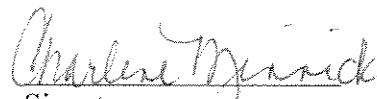
For: Consultant

  
Signature

Nate Fe LB  
Name (Typed or Printed)

7/9/12  
Date

For: Client

  
Signature

Charlene Minnick  
Name (Typed or Printed)

6-28 2012  
Date

## APPENDIX A

### GENERAL TERMS & CONDITIONS

**1. CONSULTANT'S RESPONSIBILITIES.** Consultant/Contractor ("Consultant") shall perform the Services utilizing the standard of care normally exercised by professional consulting firms in performing comparable services under similar conditions. CONSULTANT MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, EXCEPT AS SPECIFICALLY SET FORTH IN THIS AGREEMENT.

**2. CLIENT'S RESPONSIBILITIES.** Client shall provide site access to the site or facility at which the Services are to be performed at such times as may reasonably be required by Consultant, and shall make timely payments in accordance with the terms and conditions of this Agreement.

To the extent Client has access to information relating to the Services to be performed, Client shall provide such information as is reasonably available and appropriate for the efficient performance of the Services ("Information"). Such Information includes, but is not limited to, available site history and the identification, location, quantity, concentration and character of known or suspected hazardous conditions, wastes, substances or materials that are likely to pose a significant risk to human life, health, safety or to the environment. Consultant shall be entitled to rely upon the Information provided by the Client or the Client's agents without independent verification except to the extent set forth herein and shall bear no liability arising from such reasonable reliance.

**3. COMMENCEMENT AND COMPLETION OF THE SERVICES.** The Services shall commence and shall be completed on the respective dates specified in this Agreement or, in the absence of such specification, as soon as good practice and due diligence reasonably permit.

**4. PROPRIETARY INFORMATION.** Proprietary confidential information ("Proprietary Information") developed or disclosed by either party under this Agreement shall be clearly labeled and identified as Proprietary Information by the disclosing party at the time of disclosure. When concurrent written identification of Proprietary Information is not feasible at the time of such disclosure, the disclosing party shall provide such identification in writing promptly thereafter.

Proprietary Information shall not be disclosed to any other person except to those individuals who need access to such Proprietary Information as needed to ensure proper performance of the Services.

Neither party shall be liable for disclosure or use of Proprietary Information which: (1) is generally available to the public without breach of this Agreement; (2) is disclosed with the prior written approval of the disclosing party; or (3) is required to be released by applicable law or court order.

Each party shall return all Proprietary Information relating to this Agreement to the disclosing party upon request of the disclosing party or upon termination of this Agreement, whichever occurs first. Each party shall have the right to retain a copy of the Proprietary Information for its internal records and subject to ongoing compliance with the restrictions set forth in this Section. This Section shall survive termination of this Agreement.

**5. DELIVERABLES.** Upon payment in full for the Services, and unless otherwise agreed ("Deliverables") shall be the property of the Client. The Consultant shall not disclose the Deliverables relating to the Services to a third party without the prior written authorization of the Client. Client shall be solely responsible for any disclosure of the Deliverables, which may be required by law and agrees to indemnify and hold Consultant harmless for any loss, liability, or claim resulting from Client's failure to make such disclosure and fully indemnify Consultant. Where applicable law requires immediate disclosure by the Consultant, Consultant shall make its best efforts to give prior notice to Client. At Client's request and expense, Consultant will assist the Client in making such disclosures as may be required by law.

Notwithstanding the foregoing provisions of this Clause, the Client acknowledges that in the course of its performance under the Contract the Consultant may use products, materials and methodologies proprietary to the Consultant, and the Client agrees that it shall have or obtain no rights in such proprietary products, materials and methodologies except pursuant to a separate written agreement (if any) executed by the parties.

**6. INDEMNIFICATION/INSURANCE.** Each Party (the "Indemnifying Party") shall defend, indemnify and save the other Party (the "Indemnified Party"), its officers, directors, agents, and employees harmless from and against any and all claims, liabilities, demands, judgments, losses, costs, expenses (including reasonable attorney's fees), suits, or damages arising by reason of bodily injury, death or damage to a third party's tangible property sustained by any person or entity (whether or not a party to this Agreement) caused by or attributable to an action of gross negligence or willful misconduct of the Indemnifying Party or an officer, director, agent or employee of Indemnifying Party.

Consultant shall provide proof of General Liability insurance coverage of at least \$1,000,000 per incident and \$5,000,000 aggregate, Business Automobile Liability of \$1,000,000 per person and \$2,000,000 per incident and Professional Liability of \$5,000,000.

The California State University is permissibly self-insured.

**7. ACCEPTANCE.** Client shall have five (5) days from the date each deliverable is made to Client to reject all or part of each Deliverable. Each Deliverable, to the extent not rejected in writing by Client, shall be deemed accepted.

**8. PAYMENT TERMS.** Invoices will be submitted monthly and are due upon receipt. Invoices for out of pocket expenses may be submitted on a monthly basis and are due upon receipt. Timely payment is a material part of the consideration for the performance of the Services.

In the event that payment has not been made in accordance with the terms of this Agreement, in addition to any other remedy, which Consultant may have under law or equity, Consultant may stop work immediately, without further duty, obligation, and/or liability.

**9. CONTRACT CEILING PRICE.** For time and material or unit price contracts with a contract ceiling, if at any time Consultant has reason to believe that an increase in such limitation will be necessary, it will give prior notice to that effect providing a written estimate to complete the Services and proposing a new limitation figure and giving appropriate supporting data so that Client may, at its sole discretion, increase such limitation by written modification to this Agreement.

Consultant shall not be required to perform the Services to the extent that such performance exceeds the ceiling price of this Agreement. In the event of a dispute relating to the contract-ceiling price, such dispute shall be resolved in accordance with the Disputes clause of this Agreement.

**10. CURRENCY OF PAYMENT.** Unless otherwise set forth in this Agreement, all payments shall be made in United States Dollars (\$US). Where exchange rates are involved, the rate of exchange between \$US and the other currency involved in the transaction shall be the rate of exchange as of the date of invoice. The date of each invoice shall be clearly marked on each invoice.

**11. LIMITATIONS OF LIABILITY.** IN NO EVENT SHALL CONSULTANT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING BUT NOT LIMITED TO LOST PROFITS OR INTERRUPTION OF BUSINESS) ARISING OUT OF OR RELATED TO THE SERVICES PROVIDED UNDER THIS AGREEMENT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

**12. HEALTH & SAFETY.** Client shall notify Consultant of any known or suspected hazards existing at any site where the Services are to be provided, including but not limited to, hazardous waste, substances or materials and underground utilities.

Consultant shares in the responsibility of using due-diligence when on site and if concerned of a potential hazard will inform Client immediately before proceeding with applicable endeavor.

**13. CONFLICT OF INTEREST.** The Client acknowledges that the Consultant provides similar services for a broad range of other clients and agrees that Consultant shall be free to work for other clients in matters that do not involve the use of any Proprietary Information that has been disclosed by the Client under the terms of this Agreement or do not directly relate to the specific Services provided by the Consultant to the Client under this Agreement.

**14. FORCE MAJEURE.** Neither party shall be responsible for any delay or failure in performance, other than the obligation to make payments for work previously performed, to the extent that such delay or failure was caused by a force majeure event including Act of God, war, civil disturbance, governmental action, labor dispute unrelated to and without fault or negligence of the party claiming the force majeure event, computer virus, or denial of

access to the site or any other event beyond the reasonable control of the claiming party. For the duration of this Agreement, Consultant will keep a back-up copy of all important documents related to the Project.

Performance under this Agreement shall resume promptly once the cause of delay or failure ceases and an equitable adjustment shall be made to the price and/or schedule of the Services including any mobilization or demobilization costs of Consultant.

**15. CHANGED CONDITIONS.** The discovery of any hazardous waste, substance or material; underground obstruction; underground utilities; or other latent obstruction to the performance of the Services to the extent that such conditions are not the subject of the Services, and to the extent that such conditions were not brought to the attention of the Consultant prior to execution of this Agreement, or any change in law that materially affects the obligations or rights of either party under this Agreement, shall constitute a materially different site condition entitling the Consultant to an equitable adjustment in the contract price, time of performance, or both, as appropriate. If the change materially changes the nature of the Services, the Consultant may terminate this Agreement as a result of such changed conditions.

**16. CHANGES TO THE SERVICES.** The Client may direct changes within the general Scope of Work. Upon notification of such direction, the Consultant shall prepare an estimate of the additional costs and time required, if any, to perform the change. Upon mutual written agreement, Consultant shall perform the change and an equitable adjustment shall be made to the price and/or time schedule as appropriate.

**17. DISPUTES.** Any dispute relating to this Agreement shall be submitted to a panel consisting of at least one representative of each party who shall have the authority to enter into an agreement to resolve the dispute. The panel shall meet for a maximum of three (3) days. Should this dispute resolution be unsuccessful, or if the panel has failed to meet within two (2) weeks of demand for such a meeting by either party, the matter may be submitted by either party to arbitration and no written or oral representation made during the course of any panel proceeding or other settlement negotiations shall be deemed to be a party admission.

The arbitration shall be conducted in accordance with the Arbitration Rules of the American Arbitration Association. The award rendered by the arbitrators shall be used only as a method of avoiding litigation through the conducting of Alternative Dispute Resolution and will not be final. The arbitration shall take place at a location acceptable to both the client and consultant. Furthermore, in all events, no party shall be liable for indirect, special, consequential or punitive damages.

**18. THIRD PARTY LITIGATION.** In the event that any litigation, proceeding, or claim (including any investigation which may be preliminary thereto) involving the Services performed by Consultant is commenced by a third party, Consultant shall furnish, if compelled by law or upon the reasonable request of Client, such person or persons from Consultant's organization as are familiar with the matters embraced within the knowledge of Consultant's personnel to testify as witnesses and to provide Consultant's records and such other information and assistance in connection with such litigation, proceeding or claim (or investigation preliminary thereto). To

the extent Consultant may be required, either by law or at the request of Client, to provide such testimony, records, information, or assistance, Client shall reimburse Consultant for the reasonable value of its services at its then prevailing rate for comparable work, based on the time expended, and for Consultant's out-of-pocket expenses incurred in connection therewith in accordance with the provisions of this Agreement.

**19. INDEPENDENT CONTRACTOR.** The Consultant is an independent contractor and shall not be deemed to be an employee or agent of the Client. Consultant shall indemnify and hold Client harmless against all liability and loss resulting from Consultant's failure to pay all taxes and fees imposed by the government under employment insurance, social security and income tax laws with regard to Consultant's employees engaged in the performance of this Agreement.

**20. NON-SOLICITATION OF EMPLOYEES.** Neither party shall solicit for employment or hire the employees of the other party involved in the management or performance of the Services during the term of this Agreement and for one year thereafter.

**21. NONWAIVER.** No waiver of any breach of this Agreement shall operate as a waiver of any similar subsequent breach or any breach of any other provision of this Agreement.

**22. SEVERABILITY.** If any provision of this Agreement is held invalid by a court of competent jurisdiction, such provision shall be severed from this Agreement and to the extent possible, this Agreement shall continue without affect to the remaining provisions.

**23. ASSIGNMENT/SUBCONTRACTS.** Neither party may assign this Agreement without the written consent of the other party, which shall not unreasonably be withheld; provided, however, that Consultant may assign this Agreement in connection with a sale of all or substantially all of its assets without Client's consent.

**24. DRAFTING PARTY.** Each party has reviewed this Agreement and any question of interpretation shall not be resolved by any rule of interpretation providing for interpretation against the drafting party. This Agreement shall be construed as though drafted by both parties.

**25. GOVERNING LAW.** The validity, enforceability and interpretation of this Agreement shall be determined and governed by the laws of the District of Columbia and, where applicable by virtue of preemption, under the laws of the United States of America.

**26. CAPTIONS.** The captions and headings of this agreement are intended for convenience and reference only, do not affect the construction or meaning of this agreement and further do not inform a party of the covenants, terms or conditions of this Agreement or give full notice thereof.

**27. ADDITIONAL INSTRUMENTS.** The parties agree to provide the other with any and all documents required to carry out any and all obligations in connection with the agreement as set forth herein.

**28. NO AGENCY.** Except as specifically set forth otherwise, it is agreed and understood that neither party hereto is, by this Agreement or anything herein contained, constituted or appointed

agent or representative of the other for any purpose whatsoever, nor shall anything in this Agreement be deemed or construed as granting either party any right or authority to assume or to create any obligation, warranty or responsibility, express or implied, for or in behalf of the other.

**29. ORDER OF PRECEDENCE.** In the event of a conflict in the terms and conditions of this Agreement, the following order of precedence shall apply:

- A. This Agreement
- B. The Rate Schedule (Appendix C)
- C. The Scope of Work (Appendix B)
- D. The General Terms and Conditions (Appendix A)
- E. Task Orders (if applicable)
- F. Other Contract Documents

**30. ENTIRE AGREEMENT.** The parties acknowledge that they have read this Agreement, understand it and agree to be bound by its terms. This Agreement supersedes all prior agreements, whether written or oral, relating to the subject matter hereof. No modification or change to this Agreement shall be binding unless such modification or change is in writing and signed by an authorized representative of each party.

**31. OTHER.** Neither Party shall disseminate or make use of any materials making reference to the other Party, without the other Party's written consent. Neither Party shall make any statements or promises relating to the other Party or its Services or any use of the other Party's name, which is not authorized in writing by the other Party.

**32. TERMINATION.** This agreement may be terminated at any time by either party provided the requesting party provides the other with 30 days written notice. In this event, Client shall pay for services rendered through the date of termination. Either party may also immediately terminate this Agreement upon a material breach of this Agreement, with no further payment or service obligation.

## APPENDIX B

### Scope of Work

Consultant will perform the following services:

#### **Task A: Chancellor's Office Continuity of Operations (COOP) Plan (remaining tasks)**

Complete the Chancellor's Office COOP Plan by developing the following components:

- *A1: Relocation Annex to CSU CO COOP Plan*  
Develop a Relocation Annex to the CSU CO COOP Plan that accounts for one relocation site close to the CSU CO in Long Beach (possibly a local CSU campus) and one relocation site outside of the Southern California region (possibly Fresno State University). The Annex will account for low activation, medium activation, and full activation COOP events.
- *A2: Communications Annex to the CSU CO COOP Plan*  
Develop a Communications Annex to the CSU CO COOP Plan that describes communications processes, equipment, and alternative methods for COOP events.
- *A3: Training for CSU CO COOP Management Team*  
Develop and conduct a training session for the individuals assigned to the CO COOP Management Team. Include training on other CO emergency plans and how they coordinate and interact with the COOP Plan.

#### **Task B: CSU Presidents and Executive Leadership Training**

Conduct specialized emergency management training for the CSU campus presidents and executive leadership personnel. Include information about emergency preparedness and response, the Standardized Emergency Management System (SEMS), reputation management, and senior leadership team involvement in emergencies. Tailor the training to the unique needs of a campus president and senior leadership team in managing an emergency.

#### **Task C: Chancellor's Office Tabletop Exercise**

Develop and conduct a tabletop exercise to test the CSU CO COOP Plan, the CO CSEOT Guide, and the CO Crisis Communications Plan. Use the Homeland Security Exercise and Evaluation Program (HSEEP) to develop the exercise and create an Exercise Planning Team that consists of CO staff members. The tabletop exercise will allow critical CO emergency operations personnel and senior leadership personnel to practice using the plans by applying them to a realistic scenario that may affect the CO. The tabletop exercise will also test coordination with CSU campuses and external partners.

### **Task D: Webinar Workshops for CSU Campuses**

Develop and conduct 1-2 webinars for the CSU campuses. These webinars will address:

- Executive Orders 1056 and 1014, including expectations from the Chancellor's Office on how to address these Executive Orders
- Planning steps and strategies for creating a viable and successful COOP Plan and Emergency Operations Plan (EOP)
- Common issues faced by the CSU campuses and potential resolutions
- Success stories from the various CSU campuses in emergency operations and continuity of operations planning endeavors
- Additional elements as requested

Witt Associates will provide suggested templates/outlines for a COOP Plan and an EOP. The webinar(s) will also feature guest speakers from various CSU campuses to share best practices and lessons learned.

### **Task E: CSU System-wide Emergency Management Training and Exercise Program Guidebook**

Develop an exercise and training program guidebook for use by the CSU campuses that addresses:

- Suggested training and exercise program goals and objectives
- Information about the Homeland Security Exercise and Evaluation Program (HSEEP) and how to implement it for a campus exercise program
- Training and exercise purpose, characteristics, and requirements for CSU System campuses
- Suggested training and exercise program organization, timeline, and schedules
- Suggested federal and state available training and additional training resources
- Design templates and/or suggested methodologies for conducting seminars, workshops, drills, tabletop exercises, functional exercises, and full-scale exercises
- Proposed training and exercise evaluation, after action reporting, and improvement planning guidance

### **Task F: Develop and Conduct Two Functional Exercises**

Develop two tabletop exercises that incorporate functional elements and target CSU campuses in Northern California (F1) and CSU campuses in Southern California (F2). These exercises will test campus-specific emergency plans, coordination and mutual aid between the campuses, and interaction with the Chancellor's Office during a campus emergency. CSU campuses can participate at a level that is comfortable to them, and Witt Associates will provide assistance and guidance to all campuses, as well as facilitation of both exercises. Witt Associates will also conduct a workshop with the Chancellor's Office prior to the exercises to prepare CO staff members for interaction.

- F1: Tabletop Exercise – Northern Campuses and Chancellor's Office
- F2: Tabletop Exercise – Southern Campuses and Chancellor's Office

**Task G: Provide strategic advisory, representation, and technical services to the Chancellor's Office on emergency preparedness issues. (General Administration Function)**

## APPENDIX C

**Compensation.** For the services as described in Appendix B, Consultant shall be compensated as follows:

- |  |          |
|--|----------|
| • Task A: Chancellor's Office Continuity of Operations (COOP) Plan                     | \$75,000 |
| • Task B: CSU Presidents and Executive Leadership Training                             | \$30,000 |
| • Task C: Chancellor's Office Tabletop Exercise  | \$30,000 |
| • Task D: Webinar Workshops for CSU Campuses   | \$30,000 |
| • Task E: CSU System-wide Emergency Management Training and Exercise Program Guidebook | \$40,000 |
| • Task F: Develop and Conduct Two Tabletop Exercises                                   | \$80,000 |
| • Task G: Strategic Advisory/Technical Services  | \$15,000 |

**Total:** **\$300,000**

In addition, Consultant shall be reimbursed for all out-of-pocket expenses reasonably associated with services performed and in accordance with Consultant's expense reimbursement policy.

## **EXTENSION OF THE UC THEATER SAFETY CONTRACT**

**ISSUE:** The MOU between CSURMA and the University of California outlines the audit, inspection and risk assessment services provided by the UC for CSU's performing arts facilities, operations and activities. The current MOU will expire on June 30, 2018. The UC has provided an amendment to extend the current MOU from July 1, 2018 to June 30, 2019.

**RECOMMENDATION:** Staff recommends that the Executive Committee delegate authority to the Secretary-Auditor to execute the MOU extension, with input from CSURMA's legal counsel as appropriate.

**FISCAL IMPACT:** The cost for the services included in the MOU is \$3,400 per month, up to a total of \$40,000 per year, plus travel expenses (not to exceed \$5,000). These costs are included in the current CSURMA budget for FY 17/18 and the proposed budget for FY 18/19.

**BACKGROUND:** Per the MOU attached the UC will provided the following services:

- Audit Injury and Illness Prevention Program Compliance
- Conduct Facility Health and Safety Inspections
- Perform Risk Assessment of Hazardous Operations and Activities
- Provide Safety Education and Outreach Materials

Staff will be available at the meeting to answer questions.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. Proposed MOU - July 1, 2018 to June 30, 2019
- b. Current MOU - April 1, 2017 to June 30, 2018
- c. Original MOU - March 6, 2014

**MEMORANDUM OF UNDERSTANDING**  
**BY AND BETWEEN**  
**CALIFORNIA STATE UNIVERSITY RISK MANAGEMENT AUTHORITY**  
**AND**  
**UNIVERSITY OF CALIFORNIA, OFFICE OF THE PRESIDENT/RISK SERVICES**  
**AMENDMENT #1**

This **Amendment #1** to the Memorandum of Understanding dated **April 1, 2017** is entered into between the University of California, Office of the President/Risk Services and the California State University Risk Management Authority.

The Agreement is hereby amended as follows:

**Term of Agreement**, revised to incorporate the following:

The period of performance for this Agreement shall be **July 1, 2018** through **June 30, 2019**.

All other Terms and Conditions remain unchanged.

**THE REGENTS OF THE UNIVERSITY  
OF CALIFORNIA**

**CALIFORNIA STATE UNIVERSITY  
RISK MANAGEMENT AUTHORITY (CSURMA)**

\_\_\_\_\_  
Signature

Richard L. Greene

\_\_\_\_\_  
Signature

Manager/UCOP Local Procurement

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

Zachary Gifford

\_\_\_\_\_  
Signature

CSURMA Secretary/Auditor

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

**MEMORANDUM OF UNDERSTANDING  
BY AND BETWEEN  
CALIFORNIA STATE UNIVERSITY RISK MANAGEMENT AUTHORITY  
AND  
UNIVERSITY OF CALIFORNIA, OFFICE OF THE PRESIDENT/RISK SERVICES**

This Agreement to furnish certain professional services is made as of April 1, 2017 by and between THE CALIFORNIA STATE UNIVERSITY RISK MANAGEMENT AUTHORITY, (hereinafter called "University") and the UC Office of Risk Services Performing Arts Center of Excellence, a Department within THE REGENTS OF THE UNIVERSITY OF CALIFORNIA, a California public corporation (hereinafter called "Contractor") located at 1111 Franklin Street, Oakland, CA 94607.

**Term of Agreement**

The period of performance for this Agreement shall be from April 1, 2017 through June 30, 2018.

Either the University or the Contractor may terminate this Agreement for convenience at any time by giving the other 30 calendar days written notice of such action.

If one party gives sixty (60) days' notice to the other of a breach of this Agreement and the breaching party fails to cure said breach within said 30-day period, this Agreement may be terminated by the non-breaching party.

**Service Description**

The purpose of this agreement is to provide audit, inspection and risk assessment services for CSU performing arts facilities, operations and activities.

The UC Performing Arts Center of Excellence is positioned to support this opportunity based on:

- **Qualified Staffing:** Tracy Stark, UC Arts Health & Safety Advisor has years of theater arts related experience having previously worked for Cirque du Soleil. In her current role as UC Arts Health & Safety Advisor, she conducts facility inspections, audits Injury & Illness Prevent Programs (IIPP), and provides EH&S training and consultation to University faculty, staff and students.
- **Developed Reference Materials:** The Center of Excellence has performing arts specific resource and reference materials including facility self-inspection documents, production safety assessment forms, and pre/ post-production safety inspection checklists.
- **Performing Arts Safety Listserv Administration:** The Center of Excellence manages and administers a safety listserv with over 100 technical and professional staff (technical directors, scene shop managers, costume shop managers, lighting supervisors, campus EH&S professionals) at 9 different UC campuses giving us the ability to collaborate and share best practices, distribute lessons learned, provide updates regarding training opportunities, and coordinate system-wide meetings.

Four services will be provided as part of this initiative including auditing IIPP compliance, identifying facility safety deficiencies, evaluating operational hazards and risks and providing education and outreach materials.

***Service 1 - Audit Injury & Illness Prevention Program Compliance***

The California Code of Regulations, Title 8, Section 3203 (8 CCR 3203) requires employers to develop and maintain a written Injury & Illness Prevention Program in accordance with regulatory requirements outlined in the standard. The UPP provides the framework for developing a safety management system that can be adapted to many different work environments. By following the provisions of a well-developed IIPP, an organization can maintain regulatory compliance, establish a robust safety system and actively manage their safety programs, processes and procedures.

1. Perform a Cal-OSHA "mock" audit of CSU Theater and Performing Arts IIPP documents including verification of responsible persons, training records, hazard identification and correction forms, incident investigation procedures, and safety communication processes.
2. Provide a written summary of audit findings including compliance deficiencies and corrective action recommendations.

### ***Service 2 - Conduct Facility Health & Safety Inspections***

Performing Arts facilities include diverse work environments such as wood shops, metal shops, costume shops, elevated work locations (catwalks & tension grids), front-of-house spaces, audience areas, and on-stage and back-stage locations. Each of these areas must maintain fundamental facility safety standards to insure a safe work environment, performance area, and audience experience when attending a production.

1. Conduct facility health and safety inspections of wood shops, metal shops, costume shops, elevated work locations, audience areas and on-stage and back-stage locations. Inspections will include a review of current conditions related to emergency response/life safety systems, seismic, fire, electrical, shops, and chemical safety.
2. Provide a written summary of facility inspection findings including deficiencies and corrective action recommendations.

### ***Service 3 - Perform Risk Assessment of Hazardous Operations & Activities***

A facility inspection can provide a snapshot in time of the observable conditions and deficiencies related to designated shops and areas within a theater or performing arts complex; however, to gain a better understanding of the potential for significant injuries or incidents, a risk assessment of operational activities should be performed. In the case of performing arts operations, the risk assessment process involves asking knowledgeable staff details about how they perform certain on-stage and back-stage procedures related to lighting, sound, management of scenic elements, load in and strike activities. Examples of activities that may benefit from a formal risk assessment process include the operation of the counterweight rigging system, accessing designated lighting positions, protecting the stage edge when the orchestra pit is lowered, and how are aerial lifts, mobile scaffolds and ladders used to reach overhead battens and equipment.

1. Perform a risk assessment of hazardous operations and activities occurring as part of the performing arts program.
2. Provide a relative risk ranking (high, medium, low) of the various activities reviewed and discussed.
3. Recommend best practices and procedures that operations staff can use to manage risk associated with designated activities.
4. Provide a written summary of risk assessment findings, relative risk rankings and best practices to manage identified risks.

### ***Service 4 - Provide Safety Education and Outreach Materials***

On-going management of safety programs requires routine communication, education and distribution of information related to the identification, evaluation and control of hazards in a work environment. Members of the CSU system will be provided the opportunity to sign up and participate on the UC Performing Arts Safety listserv. The UC Center of Excellence manages and administers the listserv that includes over 80 technical and professional staff (technical directors, scene shop managers, costume shop managers, lighting supervisors, campus EH&S professionals, etc.) at 9 different UC campuses. This listserv allows Performing Arts staff throughout the UC to:

- Communicate and network with colleagues facing similar health & safety challenges;
- Share best practices, raise questions and seek information about procedures, equipment, tools, and safe work practices;
- Distribute information related to lessons learned, incident summaries, and injury prevention measures;
- Provide updates regarding instructor led or online training opportunities offered by professional safety organizations, equipment manufacturers or other vendors;

Routine distributions to the list include the UC Safety Spotlight newsletter and poster. These tools and information can be used to provide "tail-gate" training sessions, post information to a safety bulletin board and forward along to others in a unit to reinforce the importance of safety in all areas of performing arts activities.

1. Sign up and manage CSU participants on the UC Performing Arts Safety listserv.

### **Compensation and Reimbursement of Expenses**

The University will pay the following to the Contractor for services performed:

- \$3,400.00 per month for the months of April, May and June 2017.
- A total amount of \$40,000.00 plus Travel expenses for the period July 1, 2017 through June 30, 2018. Travel expenses may not exceed \$5,000.00/year.

Payment will be made upon submission of an invoice by the Contractor identifying the service performed. The invoice shall include the Contractor's taxpayer identification number. The invoice will be submitted to Zachary Gifford, CSURMA Secretary-Auditor.

### **Contractor's Liability and Insurance Requirements**

1. The Contractor shall defend, indemnify, and hold the University, its officers, employees, and agents harmless from and against any and all liability, loss, expense (including reasonable attorneys' fees), or claims for injury or damages that are caused by or result from the negligent or intentional acts or omissions of the Contractor, its officers, agents, or employees.

2. The Contractor, at its sole cost and expense, shall insure its activities in connection with the work under this Agreement and obtain, keep in force, and maintain insurance or an equivalent program of self-insurance as follows:

a. Commercial Form General liability (contractual liability included) with limits as follows:

(1)	Each Occurrence	\$ 1,000,000.00
(2)	Products/Completed Operations Aggregate	\$ 2,000,000.00
(3)	Personal and Advertising Injury	\$ 1,000,000.00
(4)	General Aggregate	\$ 2,000,000.00

If the above insurance or self-insurance is written on a claims-made form, it shall continue for three years following termination of this Agreement. The insurance or self-insurance shall have a retroactive date of placement prior to or coinciding with the effective date of this Agreement.

b. Business Automobile Liability for owned, scheduled, non-owned, or hired automobiles with a combined single limit not less than One Million Dollars (\$1,000,000.00) per occurrence.

c. Professional Liability with a limit not less than One Million Dollars (\$ 1,000,000.00) per occurrence. If this insurance is written on a claims-made form, it shall continue for three years following termination of this Agreement. The insurance or self-insurance shall have a retroactive date of placement prior to or coinciding with the effective date of this Agreement.

d. Workers' Compensation as required by California State law.

It should be expressly understood, however, that the coverage and limits referred to under a., b., and c., above, shall not in any way limit the liability of the Contractor. The Contractor shall furnish the University with certificates of insurance or self-insurance evidencing compliance with all requirements prior to commencing work under this Agreement.

### **Reporting**

In performing services hereunder, the Contractor shall report to:

**Joseph Shepler**  
**EH&S Manager, CSU Office of the Chancellor**  
**401 Golden Shore, 5th Floor**  
**Long Beach, CA 90802-4210**

### **Notification**

Any written notification required hereunder shall be personally served or mailed by certified mail, return receipt requested, to the following:

**Zachary Gifford, CSURMA Secretary-Auditor**  
**CSU Office of the Chancellor**  
**401 Golden Shore, 5th Floor**  
**Long Beach, CA 90802-4210**

Notices pursuant to this Agreement shall be effective sent by fax or e-mail or delivered personally to the recipient, or three days after deposit with the U.S. Postal Service, certified mail, return receipt requested.

### **Governing Law and Forum**

This Agreement shall be governed by the laws of the State of California without regard to its conflict-of-law provisions. Any arbitration between the parties shall take place in Alameda County, California.

### **Severability**

In the event any portion of this Agreement is declared illegal, unenforceable, invalid or void by a court of competent jurisdiction, such portion shall be severed from this Agreement, and the remaining provisions shall remain in full force and effect.

**Standard For Performance**

The parties acknowledge that the University, in selecting the Contractor to perform the services hereunder, is relying upon the Contractor's reputation for excellence in the performance of the services required hereunder. The Contractor shall perform the services in the manner of one who is a recognized specialist in the types of services to be performed. All deadlines set forth in the Agreement are binding and may be modified only by subsequent written agreement of the parties. The Contractor shall devote such time to performance of its, her, or his duties under this Agreement as is reasonably necessary for the satisfactory performance of such duties within the deadlines set forth herein. Nothing in the foregoing shall be construed to alter the requirement that time is of the essence in this Agreement.

**Dispute Resolution**

Any dispute arising regarding the interpretation or implementation of this Agreement, including any claims for breach of this Agreement, shall be resolved by submitting the claim for arbitration to the American Arbitration Association in accordance with its rules and procedures applicable to commercial disputes. The location of any arbitration hearing shall be Oakland, California, and any enforcement of the arbitrator's decision shall be brought in the Superior Court of Alameda County, California.

**Integration**

This Agreement, including any and all exhibits, attachments, and appendices, constitutes the entire understanding and agreement between the parties as to all matters contained herein, and supersedes any and all prior agreements, representations and understandings of the parties.

**Counterparts**

This Agreement may be executed in two or more counterparts, which may be transmitted via facsimile or electronically, each of which shall be deemed an original and all of which together shall constitute one instrument.

**Amendment**

This Agreement may be amended or modified only by mutual written agreement of the parties and may result in a change to the Program Fee.

**Entire Agreement**

This Agreement contains the entire Agreement between the parties and supersedes all prior written or oral agreements with respect to the subject matter herein.

EXECUTED by the parties as of the Effective Date:

THE REGENTS OF THE UNIVERSITY OF CALIFORNIA  
("CONTRACTOR")

CALIFORNIA STATE UNIVERSITY  
RISK MANAGEMENT AUTHORITY (CSURMA)  
("UNIVERSITY")

By: \_\_\_\_\_

By:  \_\_\_\_\_

Printed Name: Richard L. Greene

Printed Name: Zachary Gifford

Title: Manager/UCOP Local Procurement

Title: CSURMA Secretary/Auditor

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

Date: Apr. 12, 2017

## PROFESSIONAL SERVICES AGREEMENT

This Agreement to furnish certain professional services is made as of March 6, 2014 by and between THE CALIFORNIA STATE UNIVERSITY RISK MANAGEMENT AUTHORITY, (hereinafter called "University") and the UC Office of Risk Services Performing Arts Center of Excellence, a department within THE REGENTS OF THE UNIVERSITY OF CALIFORNIA, a California public corporation hereinafter called (the "Contractor") located at 1111 Franklin Street, Oakland, CA 94607.

### I. NATURE AND PLACE(S) OF SERVICE

#### A. The Contractor shall furnish to the University the following described services:

As part of this agreement, the UC Performing Arts Center of Excellence will provide the following four services as part of this initiative: 1) Auditing IIPP compliance, 2) identifying facility safety deficiencies, 3) evaluating operational hazards and risks, and 4) providing education and outreach materials.

#### **Service 1 – Audit Injury & Illness Prevention Program Compliance**

1. Perform a Cal-OSHA "mock" audit of CSU Theater and Performing Arts IIPP documents including verification of responsible persons, training records, hazard identification and correction forms, incident investigation procedures, and safety communication processes.
2. Provide a written summary of audit findings including compliance deficiencies and corrective action recommendations.

#### **Service 2 – Conduct Facility Health & Safety Inspections**

1. Conduct facility health and safety inspections of wood shops, metal shops, costume shops, elevated work locations, audience areas and on-stage and back-stage locations. Inspections will include a review of current conditions related to emergency response / life safety systems, seismic, fire, electrical, shops, and chemical safety.
2. Provide a written summary of facility inspection findings including deficiencies and corrective action recommendations.

#### **Service 3 – Perform Risk Assessment of Hazardous Operations & Activities**

1. Perform a risk assessment of hazardous operations and activities occurring as part of the performing arts program.
2. Provide a relative risk ranking (high, medium, low) of the various activities reviewed and discussed.
3. Recommend best practices and procedures that operations staff can use to manage risk associated with designated activities.
4. Provide a written summary of risk assessment findings, relative risk rankings and best practices to manage identified risks.

#### **Service 4 – Provide Safety Education and Outreach Materials**

1. Sign up and manage CSU participants on the UC Performing Arts Safety listserv.
- B. In addition to the services described in subparagraph A. above, the Contractor's proposal to the University shall be incorporated herein by reference and made part of this Agreement as Appendix 1.
- C. If the Contractor is an entity other than an individual, the University requires that **Brent Cooley** be assigned to perform the work set forth herein. No reassignment of work to any other individual shall be made without the written approval of the University
- D. Reports:  
As stated in Appendix 1.

II. TERM OF AGREEMENT

- A. The period of performance for this Agreement shall be from **November 1, 2013** through **June 30, 2015**.
- B. Either the University or the Contractor may terminate this Agreement for convenience at any time by giving the other 30 calendar days' written notice of such action.
- C. If one party gives **30** days' notice to the other of a breach of this Agreement and the breaching party fails to cure said breach within said 30-day period, this Agreement may be terminated by the non-breaching party.

III. COMPENSATION AND REIMBURSEMENT OF EXPENSES

A. The University will pay the following to the Contractor for services performed:

- 1. **Fees:** \$40,000.00/year plus travel expenses. (Travel expenses not to exceed \$5,000/year)

Subtotal: **\$ 45,000.00**

**MAXIMUM TO BE PAID UNDER THIS AGREEMENT:**

**TOTAL: \$ 90,000.00**

B. Payments

  X   Payment will be made upon submission of an invoice by the Contractor indicating the Agreement Number and setting forth charges in accordance with rates detailed in paragraph A above and the performance schedule in Article IV. below. The invoice must include the Contractor's taxpayer identification number. Contractors shall submit invoices to person named in V., below.

25% of the project investment (\$10,000) to be invoiced and paid at contract execution and issuance of Purchase Order and will be deemed a credit against future invoices.

IV. PERFORMANCE SCHEDULE

**The period of performance for this agreement shall be from the "effective date" to June 30 2015.**

V. REPORTING

In performing consulting services hereunder, the Contractor shall report to:

\_\_\_\_\_

\_\_\_\_\_

VI. NOTIFICATION

Any written notification required hereunder shall be personally served or mailed by certified mail, return receipt requested, to the following:

For the University:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

For the Contractor:

**Erke Young**  
**UC Office of Risk Services**  
**1111 Franklin Street, 10<sup>th</sup> Floor**  
**Oakland, CA 94607-5200**

VII. TAXES

The compensation stated in Article III. of this Agreement includes all applicable taxes and will not be changed hereafter as the result of Contractor's failure to include any applicable tax, or as the result of any changes in the Contractor's tax liabilities.

The Contractor may not assign or transfer this agreement, or any interest therein or claim thereunder, or subcontract any portion of the work thereunder, without the prior written approval of the University. If the University consents to such assignment or transfer, the terms and conditions of this Agreement shall be binding upon any assignee or transferee.

**IX. COPYRIGHT**

Contractor agrees that all deliverables required herein are works made for hire under the Copyright Act and, accordingly, that the University owns all right, title, and interest, including, but not limited to, copyright and all copyright rights in said deliverables. University agrees that the Contractor shall own and retain all rights, title and interest to any created works that predate this agreement.

**X. CONTRACTOR'S LIABILITY AND INSURANCE REQUIREMENTS**

1. The Contractor shall defend, indemnify, and hold the University, its officers, employees, and agents harmless from and against any and all liability, loss, expense (including reasonable attorneys' fees), or claims for injury or damages that are caused by or result from the negligent or intentional acts or omissions of the Contractor, its officers, agents, or employees.

2. The Contractor, at its sole cost and expense, shall insure its activities in connection with the work under this Agreement and obtain, keep in force, and maintain insurance or an equivalent program of self-insurance as follows:

a. Commercial Form General Liability (contractual liability included) with limits as follows:

(1) Each Occurrence	<b><u>\$1,000,000</u></b>
(2) Products/Completed Operations Aggregate	<b><u>\$2,000,000</u></b>
(3) Personal and Advertising Injury	<b><u>\$1,000,000</u></b>
(4) General Aggregate	<b><u>\$2,000,000</u></b>

If the above insurance or self-insurance is written on a claims-made form, it shall continue for three years following termination of this Agreement. The insurance or self-insurance shall have a retroactive date of placement prior to or coinciding with the effective date of this Agreement.

b. Business Automobile Liability for owned, scheduled, non-owned, or hired automobiles with a combined single limit not less than **One Million** dollars (**\$1,000,000**) per occurrence.

c. Professional Liability with a limit not less than **One Million** dollars (**\$1,000,000**) per occurrence. If this insurance is written on a claims-made form, it shall continue for three years following termination of this Agreement. The insurance or self-insurance shall have a retroactive date of placement prior to or coinciding with the effective date of this Agreement.

d. Workers' Compensation as required by California State law.

It should be expressly understood, however, that the coverage and limits referred to under a., b., and c. above shall not in any way limit the liability of the Contractor. The Contractor shall furnish the University with certificates of insurance or self-insurance evidencing compliance with all requirements prior to commencing work under this Agreement.

**XI. RECORDS ABOUT INDIVIDUALS**

The State of California Information Practices Act of 1977, as well as University policy, sets forth certain requirements and safeguards regarding records pertaining to individuals, including the rights of access by the subject individual and by third parties.

If the Contractor creates records about an individual of a confidential or personal type, including notes or tape recordings, the information shall be collected to the greatest extent practicable directly from the individual who is the subject of the information. When collecting the information, the Contractor shall inform the individual that the record is being made and the purpose of the record. Use of recording devices in discussions with employees is permitted only as specified in this Agreement.

Contractor agrees to comply with all applicable federal, state and local privacy laws and regulations.

## **XII. OWNERSHIP AND ACCESS TO RECORDS**

While ownership of confidential or personal information about individuals shall be subject to negotiated agreement between the University and the Contractor, records will normally become the property of the University and subject to state law and University policies governing privacy and access to files.

## **XIII. EXAMINATION OF RECORDS**

The University, and if the applicable contract or grant so provides, the other contracting party or grantor (and if that be the United States, or an agency or instrumentality thereof, then the Controller General of the United States) shall have access to and the right to examine any pertinent books, documents, papers, and records of the Contractor involving transactions and work related to this Agreement until the expiration of five years after final payment hereunder. The Contractor shall retain project records for a period of five years from the date of final payment.

## **XIV. CONFLICT OF INTEREST**

1. The Contractor shall not hire any officer or employee of the University to perform any service covered by this Agreement. If the work is to be performed in connection with a Federal contract or grant, the Contractor shall not hire any employee of the United States government to perform any service covered by this agreement.
2. The Contractor affirms that to the best of his/her knowledge there exists no actual or potential conflict between the Contractor's family, business, or financial interests and the services provided under this Agreement, and in the event of change in either private interests or service under this agreement, any question regarding possible conflict of interest which may rise as a result of such change will be raised with the University.
3. The Contractor shall not be in a reporting relationship to a University employee who is a near relative, nor shall the near relative be in a decision-making position with respect to the Contractor.
4. If Contractor becomes aware of any potential or actual conflict of interest, Contractor shall immediately notify CSU of the conflict.

## **XV. AFFIRMATIVE ACTION**

The Contractor recognizes that as a federal and state government contractor or subcontractor, the University is obligated to comply with certain laws and regulations of the federal and state government regarding equal opportunity and affirmative action. When applicable, the Contractor agrees that, as a government subcontractor, the following are incorporated herein as though set forth in full: the non-discrimination and affirmative action clauses contained in Executive Order 11246, as amended by Executive Order 11375, relative to equal employment opportunity for all persons without regard to race, color, religion, sex or national origin, and the implementing rules and regulations contained in Title 41, part 60 of the Code of Federal Regulations, as amended; the non-discrimination and affirmative action clause contained in the Rehabilitation Act of 1973, as amended, as well as the Americans With Disabilities Act relative to the employment and advancement in employment of qualified individuals with disabilities, and the implementing rules and regulations in Title 41, part 60-741 and 742 of the Code of Federal Regulations; the non-discrimination and affirmative action clause of the Vietnam Era Veterans Readjustment Assistance Act of 1974 relative to the employment and advancement in employment of qualified special disabled veterans and Vietnam era veterans without discrimination, and the implementing rules and regulations in Title 41, part 60-250 of the Code of Federal Regulations; and the non-discrimination clause required by California Government Code Section 12900 relative to equal employment opportunity for all persons without regard to race, religion, color, national origin, ancestry, physical handicap, medical condition, marital status, age, or sex, and the implementing rules and regulations of Title 2, Division 4, Chapter 5 of the California Code of Regulations. The Contractor, as a government subcontractor, further agrees that when applicable it shall provide the certification of non-segregated facilities required by Title 41, part 60-1.8(b) of the Code of Federal Regulations.

## **XVI. CONFIDENTIALITY**

The Contractor shall use his or her best efforts to keep confidential any information provided by the University and marked "Confidential Information," or any oral information conveyed to the Contractor by the University and followed by a written communication within thirty (30) days that said information shall be considered Confidential Information. This non-disclosure provision shall not apply to any of the following:

1. Information which the Contractor can demonstrate by written records was known to him or her prior to the effective date of this Agreement;
2. Is currently in, or in the future enters, the public domain other than through a breach of this Agreement or through other acts or omissions of Contractor; or
3. Is obtained lawfully from a third party.
4. Contractor may not disclose or provide copies of reports, analyses or evaluations to any person or entity other than CSU without first obtaining written permission from CSU to do so.

**XVII. NON-WAIVER**

Waiver or non-enforcement by either party of a term or condition shall not constitute a waiver or a non-enforcement of any other term or condition or of any subsequent breach of the same or similar term or condition.

**XIII. NO THIRD-PARTY RIGHTS**

Nothing in this Agreement is intended to make any person or entity who is not signatory to the agreement a third-party beneficiary of any right created by this Agreement or by operation of law.

**XIX. TIME IS OF THE ESSENCE**

Time is of the essence in this Agreement.

**XX. STANDARD FOR PERFORMANCE**

The parties acknowledge that the University, in selecting the Contractor to perform the services hereunder, is relying upon the Contractor's reputation for excellence in the performance of the services required hereunder. The Contractor shall perform the services in the manner of one who is a recognized specialist in the types of services to be performed. All deadlines set forth in the Agreement are binding and may be modified only by subsequent written agreement of the parties. The Contractor shall devote such time to performance of its, her, or his duties under this Agreement as is reasonably necessary for the satisfactory performance of such duties within the deadlines set forth herein. Nothing in the foregoing shall be construed to alter the requirement that time is of the essence in this Agreement.

**XXI. DISPUTE RESOLUTION**

Any dispute arising regarding the interpretation or implementation of this Agreement, including any claims for breach of this Agreement, shall be resolved by submitting the claim for arbitration to the American Arbitration Association in accordance with its rules and procedures applicable to commercial disputes. The location of any arbitration hearing shall be Oakland, California, and any enforcement of the arbitrator's decision shall be brought in the Superior Court of Alameda County, California.

**XXII. ATTORNEY'S FEES**

In any action brought by a party to enforce the terms of this Agreement, the prevailing party shall be entitled to reasonable attorney's fees and costs. The prevailing party shall be entitled to the reasonable value of any services provided to it by in-house counsel. The reasonable value of services provided by in-house counsel shall be calculated by applying an hourly rate commensurate with prevailing market rates charged by attorneys in private practice for such services.


**XXIII. ENTIRE AGREEMENT**

This Agreement contains the entire Agreement between the parties and supersedes all prior written or oral agreements with respect to the subject matter herein.

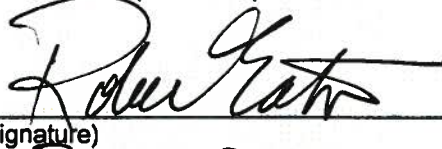
**XXVII. APPLICABLE LAW/VENUE**

This agreement shall be governed by the laws of the State of California.

**CONTRACTOR**

  
\_\_\_\_\_  
(Signature) 3.10.14 (Date)  
\_\_\_\_\_  
Printed Name **PETER J. Taylor**  
\_\_\_\_\_  
**CFO**  
\_\_\_\_\_  
Title

**UNIVERSITY (CSURMA)**

  
\_\_\_\_\_  
(Signature) 3/21/14 (Date)  
\_\_\_\_\_  
Responsible Administrative Official Printed Name **ROBERT EATON**  
\_\_\_\_\_  
**SECRETARY - AUDITOR**  
\_\_\_\_\_  
Title

# APPENDIX 1

UNIVERSITY OF CALIFORNIA

BERKLEY • DAVIS • IRVINE • LOS ANGELES • MERCED • RIVERSIDE • SAN DIEGO • SAN FRANCISCO



SANTA BARBARA • SANTA CRUZ

## Purpose/Scope/Deliverables

The University of California (UC) Performing Arts Center of Excellence is pleased to submit this proposal to provide the California State University (CSU) system with performing arts safety consultation and support services. The purpose of this agreement is to provide audit, inspection and risk assessment services for CSU performing arts facilities, operations and activities.

The UC Performing Arts Center of Excellence is positioned to support this opportunity based on:

- *Qualified Staffing:* Brent Cooley, CIH, CSP, UC Arts Health & Safety Advisor has over 14 years of University EH&S experience conducting facility inspections, auditing Injury & Illness Prevent Programs (IIPP), and providing EH&S training and consultation to University faculty, staff and students.
- *Developed Reference Materials:* The Center of Excellence has developed performing arts specific resource and reference materials including facility self-inspection documents, production safety assessment forms, and pre / post-production safety inspection checklists.
- *Performing Arts Safety Listserv Administration:* The Center of Excellence manages and administers a safety listserv with over 80 technical and professional staff (technical directors, scene shop managers, costume shop managers, lighting supervisors, campus EH&S professionals) at 9 different UC campuses giving us the ability to collaborate and share best practices, distribute lessons learned, provide updates regarding training opportunities, and coordinate system-wide meetings.

Four services will be provided as part of this initiative including auditing IIPP compliance, identifying facility safety deficiencies, evaluating operational hazards and risks and providing education and outreach materials.

### Service 1 – Audit Injury & Illness Prevention Program Compliance

The California Code of Regulations, Title 8, Section 3203 (8 CCR 3203) requires employers to develop and maintain a written Injury & Illness Prevention Program in accordance with regulatory requirements outlined in the standard. The IIPP provides the framework for developing a safety management system that can be adapted to many different work environments. By following the provisions of a well-developed IIPP, an organization can maintain regulatory compliance, establish a robust safety system and actively manage their safety programs, processes and procedures.

As part of this agreement, the UC Performing Arts Center of Excellence will:

1. Perform a Cal-OSHA “mock” audit of CSU Theater and Performing Arts IIPP documents including verification of responsible persons, training records, hazard identification and correction forms, incident investigation procedures, and safety communication processes.
2. Provide a written summary of audit findings including compliance deficiencies and corrective action recommendations.

## **Service 2 – Conduct Facility Health & Safety Inspections**

Performing Arts facilities include diverse work environments such as wood shops, metal shops, costume shops, elevated work locations (catwalks & tension grids), front of house spaces, audience areas, and on-stage and back-stage locations. Each of these areas must maintain fundamental facility safety standards to insure a safe work environment, performance area, and audience experience when attending a production.

As part of this agreement, the UC Performing Arts Center of Excellence will:

1. Conduct facility health and safety inspections of wood shops, metal shops, costume shops, elevated work locations, audience areas and on-stage and back-stage locations. Inspections will include a review of current conditions related to emergency response / life safety systems, seismic, fire, electrical, shops, and chemical safety.
2. Provide a written summary of facility inspection findings including deficiencies and corrective action recommendations.

## **Service 3 – Perform Risk Assessment of Hazardous Operations & Activities**

A facility inspection can provide a snapshot in time of the observable conditions and deficiencies related to designated shops and areas within a theater or performing arts complex; however, to gain a better understanding of the potential for significant injuries or incidents, a risk assessment of operational activities should be performed. In the case of performing arts operations, the risk assessment process involves asking knowledgeable staff details about how they perform certain on-stage and back-stage procedures related to lighting, sound, management of scenic elements, load in and strike activities. Examples of activities that may benefit from a formal risk assessment process include the operation of the counterweight rigging system, accessing designated lighting positions, protecting the stage edge when the orchestra pit is lowered, and how are aerial lifts, mobile scaffolds and ladders used to reach overhead battens and equipment.

As part of this agreement, the UC Performing Arts Center of Excellence will:

1. Perform a risk assessment of hazardous operations and activities occurring as part of the performing arts program.
2. Provide a relative risk ranking (high, medium, low) of the various activities reviewed and discussed.
3. Recommend best practices and procedures that operations staff can use to manage risk associated with designated activities.
4. Provide a written summary of risk assessment findings, relative risk rankings and best practices to manage identified risks.

#### **Service 4 – Provide Safety Education and Outreach Materials**

On-going management of safety programs requires routine communication, education and distribution of information related to the identification, evaluation and control of hazards in a work environment. Members of the CSU system will be provided the opportunity to sign up and participate on the UC Performing Arts Safety listserv. The UC Center of Excellence manages and administers the listserv that includes over 80 technical and professional staff (technical directors, scene shop managers, costume shop managers, lighting supervisors, campus EH&S professionals, etc.) at 9 different UC campuses. This listserv allows Performing Arts staff throughout the UC to:

- Communicate and network with colleagues facing similar health & safety challenges;
- Share best practices, raise questions and seek information about procedures, equipment, tools, and safe work practices;
- Distribute information related to lessons learned, incident summaries, and injury prevention measures;
- Provide updates regarding instructor led or online training opportunities offered by professional safety organizations, equipment manufacturers or other vendors;

Routine distributions to the list include the UC Safety Spotlight newsletter and poster. These tools and information can be used to provide “tail-gate” training sessions, post information to a safety bulletin board and forward along to others in a unit to reinforce the importance of safety in all areas of performing arts activities.

As part of this agreement, the UC Performing Arts Center of Excellence will:

1. Sign up and manage CSU participants on the UC Performing Arts Safety listserv.

Attached to a forming a part of **PROFESSIONAL SERVICES AGREEMENT** dated **March 6, 2014** by  
and between **THE CALIFORNIA STATE UNIVERSITY RISK MANAGEMENT AUTHORITY** and the  
**UC Office of Risk Services Performing Arts Center of Excellence**

The following is inserted into sections V. and VI. of the Agreement as follows:

**V. REPORTING**

In performing consulting services hereunder, the Contractor shall report to:

Zachary Gifford  
Associate Director - Systemwide Risk Management  
CSU Office of the Chancellor  
401 Golden Shore, 5th Floor  
Long Beach, CA 90802-4210

**VI. NOTIFICATION**

Any written notification required hereunder shall be personally served or mailed by certified mail, return receipt requested, to the following:

Robert Eaton  
Senior Director - Finance & Treasury, Secretary - CSURMA  
CSU Office of the Chancellor  
401 Golden Shore, 5th Floor  
Long Beach, CA 90802-4210

No other changes are made to this Agreement.

**REVISIONS TO POLICY AND PROCEDURE NO. 20 – OWNER  
CONTROLLED INSURANCE PROGRAM (OCIP) AND POLICY AND  
PROCEDURE NO. 24 – BUILDERS RISK INSURANCE PROGRAM (BRIP)**

**ISSUE:** CSURMA staff and Systemwide Risk Management met with the Chancellor’s Office Capital Planning, Design & Construction (CPDC) along with Alliant’s Construction Services Group to resolve procedural issues that prevented construction projects from realizing expected savings from the Owner Controlled Insurance Program (OCIP); i.e., the projects’ net insurance cost after dividends. Dividends however are not calculated until after project completion, and CPDC has no means to adjust project costs after a project is closed. Additionally, quarterly premium adjustments have been delayed due to the time needed to reconcile and agree on construction values and the calculations used to determine the amounts due.

To enable CPDC to determine ultimate project insurance costs and to facilitate premium adjustments, CSURMA and CPDC agreed to amend the premium payment process such that all project premiums will be paid by CSURMA, and the projects will reimburse CSURMA the net insurance cost, which shall be calculated to include the cost savings anticipated from the future payment of dividends by OCIP’s insurers. Dividends subsequently paid by the insurers will be retained by CSURMA. Because dividends are not guaranteed, there is uncertainty as to the actual amounts of dividend to be paid by the insurers, whose risk is assumed by CSURMA. The draft revision to Policy and Procedure No. 20 (OCIP) has been reviewed by all parties in the Chancellor’s Office, and will serve to memorialize the understanding between CSURMA and CPDC.

Policy & Procedure No. 24 (BRIP) describes CSURMA’s administration for the Builder’s Risk Insurance Program. The proposed revisions to P&P 24 describe the agreed payment process for BRIP, which is to be similar to OCIP for administrative consistency.

**RECOMMENDATION:** It is recommended that the Executive Committee form a task group to review the proposed OCIP payment process, cost implications, draft amendments to Policy and Procedure No. 20 (OCIP) and No. 24 (BRIP), and to develop recommendations for the Executive Committee’s consideration and action.

**FISCAL IMPACT:** The proposed amendments of Policy and Procedure No. 20 (OCIP) and Policy & Procedure No. 24 (BRIP) impact CSURMA’s operating budget in respect of the cash flow, but should not impact CSURMA’s actual cost since direct costs for premium payments including premium adjustments are reimbursed by CPDC. However, the actual amount of future

dividends are estimable but not guaranteed. If the Executive Committee approves the amendment to Policy and Procedure No. 20, any difference is retained by CSURMA, and CSURMA maintains sole authority on the disposition of any and all dividends paid by OCIP's insurers. BRIP is a guaranteed cost program; i.e., there is no dividend consideration, thus there would be no difference in ultimate cost and reimbursement.

**BACKGROUND:** CSURMA established an OCIP and BRIP to insure most of the university's and auxiliary organizations' construction projects. OCIP provides General Liability and Workers' Compensation insurance for CSU's capital projects with construction values of \$10,000,000 and more. The OCIP is supplemented by insurance covering Contractors Pollution Liability (CPL) and Owner's Protective Professional Indemnity (OPPI). Separately, BRIP insures direct damage to CSU's major capital outlay projects themselves, typically projects with \$650,000 and more in construction values. Policy and Procedure Nos. 20 and 24 were adopted by the Executive Committee on November 6, 2013 and revised on May 6, 2016 to outline how premium payments, including premium adjustments, are to be managed by CSURMA and CPDC respectively.

**ATTACHMENT(S):**

- a. Proposed Amendment of Policy and Procedure No. 20 (OCIP)
- b. Proposed Amendment of Policy and Procedure No. 24 (BRIP)

**ADOPTED:** September 13, 2013

***DRAFT***

**AMENDED:** November 6, 2013  
December 5, 2014 (OCIP I Extension)  
April 25, 2018 (OCIP II) - draft

**EFFECTIVE:** January 1, 2012 (OCIP I)  
December 31, 2014 (OCIP I Extension)  
January 31, 2018 (OCIP II)

**SUBJECT:** Owner Controlled Insurance Program

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**PURPOSE:**

CSURMA launched the Owner Controlled Insurance Program (OCIP) to realize a cost savings, improve coverage, and efficiently administer General Liability, Completed Operations Liability, Property, and Workers' Compensation coverage for all contractors performing construction work on CSU's construction projects over \$10M as established by the CSU Chancellor's Office Capital Planning, Design and Construction Office (CPDC). Additionally, CSURMA purchased insurance covering Contractor's Pollution Liability (CPL) and Owner's Protective Professional Indemnity (OPPI) to supplement OCIP. The purpose of this Policy and Procedure No. 20 is to describe the operation of the program and provide a process for CSURMA and CPDC to collaborate on administering the program efficiently and effectively.

Separately, CSURMA maintains a Builder's Risk Insurance Program (BRIP), which is addressed in Policy & Procedure No. 24.

**POLICY:**

It is the policy of CSURMA that the OCIP Administrator, Chancellor's Office Accounting Department (Accounting), and Systemwide Office of Risk Management will collaborate with CPDC to administer the OCIP as described in this Policy and Procedure.

**PROCEDURE:**

**PART A: CSURMA OCIP**

*Section 1: General Procedures*

1. CSURMA shall pay the insurance premiums for WC, GL, XS, CPL, OPPI, XS OPPI, and deductible collateral up front to the OCIP Administrator, and added premiums through audit; i.e., the quarterly report of new and ongoing projects enrolled during the quarter. CSURMA will recover the advanced monies from Campus Projects on a project-by-project basis, as described herein.
2. The insurance premiums shall include the costs for WC, GL, XS, CPL, OPPI, XS OPPI, and deductible collateral. CSURMA shall prepare invoices for CPDC for the amounts generated from the bid credit

tracking change orders for Campus Projects. CPDC shall promptly review the invoices and upon agreement of the amount, shall remit the invoice amount via CPO directly to CSURMA.

3. The OCIP Administrator shall manage the OCIP carrier contracts, collect required data from the contractors directly each month, and develop and maintain a quarterly report which will be used by CSURMA and CPDC to determine the cost of the OCIP on a per-project basis. The quarterly report shall contain:
  - Projects started, continuing, or completed in each quarter.
  - Completed projects shall not drop off report.
  - Project start and completion dates.
  - CPDC project name and CPDC project number.
  - Initial Construction Contract Value, which varies by procurement method as follows:
    - For CM at Risk or Design-Bid-Build: Total construction contract award amount.
    - For Design-Build: Total contract award minus pre-construction and design costs
  - Initial premiums and deductible collateral for each project.
  - Updated, final / completed premiums and deductible collateral for each project based on final labor costs and loss rates.
  - Total premiums and deductible collateral for all projects.
  - Audited final labor costs.
  - Final labor costs as a percentage of the Initial Construction Contract Value for each project.
  - Contractor bid credits collected through deductive change orders.
  - Column to indicate which projects are subject to Bid Credit Tracking
  - Claims & loss report with actual to date loss rate (provided separately).
4. For OCIP II and any extension or renewal thereof, OCIP Administrator's billings to CSURMA will be based on the construction value enrolled in each quarter as reported on the quarterly report and approved by CPDC. The program's fixed premium and collateral will be calculated by the carrier based upon the construction values in the approved quarterly report. At program inception, the OCIP Administrator will invoice CSURMA the fixed deposit premium and the collateral.

#### *Section 2: OCIP Enrollment and Invoicing*

**Payment Provisions - All invoicing shall be done on templates as agreed upon by CPDC and CSURMA.**

1. The OCIP Administrator shall enroll new projects in OCIP with an Initial Construction Contract Value of \$10 million or more during the construction contract award process (including projects that are in multiple phases with a cumulative value of at least \$10 million). There will be a pre-enrollment period for contractors and their subcontractors in the months leading up to a construction contract award. During this time the contractors will receive enrollment and safety information and will submit cost of insurance documentation for the policies the CSURMA OCIP will replace.
2. After CPDC and CSURMA approve the quarterly reports, OCIP Administrator will provide the carrier with the construction value enrolled in the quarter. The carrier will use those values as the basis to invoice CSURMA for the insurance costs. CPDC will review the invoices and the supporting information provided by OCIP Administrator and approve or reject the invoices.
3. Upon approval of the invoices by CPDC, OCIP Administrator will forward the invoices to CSURMA along with supporting documentation and CPDC's approval.
4. CSURMA will receive all funds collected from bid credit tracking for the contractors' insurance costs by projects through change orders. Those costs will be identified by OCIP Administrator and provided

to CSURMA. The funds transfer will take place via Cash Posting Order (CPO). OCIP Administrator will maintain an accounting of the identified funds each quarter and include the information in the quarterly report.

Section 3: OCIP Project Completion Activities

1. At the completion of a project the OCIP Administrator shall add to the quarterly report:
  - Final labor costs.
  - Project completion date.
  - Final premium amounts.
  - Confirmation that all contractor closeout materials have been submitted.
  - Within 30 days of completion the Program Administrator shall separately provide a clearance letter to CPDC for release of contractor retention.
  - Final value of change orders for contractors' insurance costs.
  - Other required information as described in Section #2.
2. As described above, the OCIP Administrator shall submit the quarterly report to CPDC for review and approval.
3. Upon CPDC's approval of the invoices, CSURMA shall collect the monies invoiced via CPO to recover, or credit as necessary, the final premiums from the project.

Section 4: OCIP Program Closeout

1. After completion of a project, and over the duration of OCIP policy coverage, the OCIP Administrator shall continue to administer project claims.
2. Because the benefits of the OCIP apply system wide, CSURMA shall not allocate a charge for missed investment income on advanced premiums.

Section 5: OCIP Program Savings (Dividends)

*Savings are derived from the payment of dividends in the future.*

In respect of savings that may be earned by the OCIP, CSURMA and CPDC agreed as follows:

1. Because actual savings are dependent on the actual loss experience of all projects insured by the OCIP, the loss amount (i.e., *expected losses*) used by the insurers to estimate the amount of savings will likely differ because *actual losses* will not be known until some time after the conclusion of the OCIP coverage period.
2. To enable CPDC to determine ultimate project insurance costs and to facilitate premium adjustments, CSURMA and CPDC agreed to a premium payment process such that all premium invoices will be paid by CSURMA, and CPDC will reimburse CSURMA the Net Insurance Cost based on the bid credit tracking process.
3. CSURMA and CPDC mutually agreed that actual savings paid under the Program will be retained by CSURMA, and CSURMA and CPDC shall solely determine the disposition of any and all dividends. CPDC shall be reimbursed for administration costs from the gross program dividends before net dividends are disbursed. (EC to discuss)

**PART B: Definitions**

As used in this Policy and Procedure, the following terms are defined:

**Accounting:** CSURMA has engaged the CSU Chancellor's Office Department of Financial Services to perform OCIP accounting duties on behalf of CSURMA.

**Campus Projects:** means CSU's construction projects that are enrolled in the Program.

**CSURMA:** CSURMA is the California State University Risk Management Authority which is a joint powers authority separate from the CSU and its participating auxiliary organizations. CSURMA has established various programs for insurance and self-insurance to serve the University, including OCIP.

**CPDC:** CSU's Department of Capital Planning, Design and Construction in the Chancellor's Office is the primary client for the OCIP and the designated representative for managing the program internal to the CSU. CPDC serves as the Program's administrative overseer to ensure the accuracy of all construction values, project insurance costs, bid-credit tracking and savings, and other information necessary for the Program's quarterly reports.

**Initial Construction Contract Value** - varies by procurement method as follows:

- For CM at Risk or Design-Bid-Build: total construction contract award amount.
- For Design-Build: total contract award less pre-construction and design costs.

**Net Insurance Cost:** means the final cost chargeable to Campus Projects for OCIP, OPPI, and CPL. The final costs shall be calculated to include the cost savings anticipated from the future payment of dividends by the program's insurers.

**OCIP Administrator:** CSURMA has appointed Alliant Insurance Services, Inc. as Program Administrator responsible for designing and implementing the OCIP serving the CSU and auxiliary organization participants.

**OCIP Program:** means the Owner Controlled Insurance Program (OCIP), Owner's Protective Professional Indemnity (OPPI), and Contractor's Pollution Liability (CPL) insuring the CSU's construction projects.

**Program Underwriters:** The insurance companies that underwrite the Program's insurance policies.

**Systemwide Office of Risk Management:** CSURMA has engaged the CSU Chancellor's Office Department of Risk Management to provide risk management consulting services to the CSURMA including oversight of the programs.

**ADOPTED:** September 13, 2013 as part of P&P No. 20

**AMENDED:** November 6, 2013; May 6, 2016; April 25, 2018

**EFFECTIVE:** January 1, 2012

**SUBJECT:** Builder's Risk Insurance Program

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*Should there be any discrepancy between this documents and either the JOINT POWERS AGREEMENT or BYLAWS, the JOINT POWERS AGREEMENT and BYLAWS will govern.*

**PURPOSE:**

CSURMA launched the Builder's Risk Insurance Program (BRIP) to realize a cost savings, improve coverage, and efficiently administer the Course of Construction coverage for all projects exceeding the threshold for Minor Capital Outlay Projects as established by the CSU Chancellor's Office Capital Planning, Design and Construction Office (CPDC). The purpose of this Policy and Procedure is to describe the operation of BRIP and provide a process for CSURMA and CPDC to collaborate on administering the program efficiently and effectively.

**POLICY:**

It is the policy of CSURMA that the Program Administrator, Alliant Insurance Services, the Chancellor's Office Accounting Department and Systemwide Office of Risk Management will collaborate with CPDC to administer the BRIP as described in this Policy and Procedure.

**PROCEDURE:**

Section 1: General Administration

1. All premiums, taxes and fees associated with BRIP shall be managed by CSURMA on behalf of CPDC.
2. CSURMA shall pay all costs associated with BRIP when due to the insurer, and shall be reimbursed by CPDC upon agreement and remittance of an invoice from CSURMA describing the amounts due, including the premium deposit and payments due as determined by the Quarterly Reports for the periods ending September 30, December 31, March 31, and June 30.
3. The Quarterly Reports shall include all newly-reported projects during the quarter, and final premium adjustments on all projects closed during the quarter. Closed projects will not be invoiced to CPDC until all parties (CSURMA, CPDC, and Underwriter) are in agreement on the amounts due, at which time the premium including all taxes/fees shall be deemed final and closed.

4. Invoices –

(a) Premium Deposit Invoices:

The Program Administrator shall prepare invoices including project name and CPDC project number.

(b) Reconciliation Invoices:

Program Administrator shall also provide quarterly reconciliation invoices to CPDC based on CPDC's quarterly reports. These reports shall contain for the preceding quarter detail of initial premiums for actual new construction starts, and final premium adjustments on completed projects that are deemed closed by CPDC.

The quarterly reconciliation invoices shall also detail all CPDC payments of premium deposit invoices made and credit previous payment of premium deposit invoices from the actual amount due on each invoice. If the quarterly reconciliation invoice after the application of previously paid premium deposit invoices, is (1) a net credit, this credit shall be debited from the next quarterly premium deposit invoice due as identified in the premium deposit payment schedule, (2), if a net add, the amount shall be carried over to the following quarterly premium deposit invoice or year-end premium audit invoice calculation.

(c) CPDC will pay all invoices within 30 business days of receipt.

5. Program Administrator will identify and include applicable premium taxes/fees to be added to each invoice at the rates established by the Department of Insurance. Completed, closed projects exceeding \$5,000,000 in construction cost will pay the applicable final adjusted premium and tax/fee rate, when invoiced, based on the policy year when originally enrolled in BRIP.
6. Program Administrator will provide the carrier's endorsements to CPDC naming each project enrolled with each reconciliation invoice. The endorsements will include each project's name and CPDC project number. Additionally, Program Administrator will prepare and send evidence of coverage certificates immediately-promptly as each project is enrolled as required by campuses for their contractors performing work on enrolled projects.
7. Late Reports:
  - (a) Projects reported to CPDC after the Start Date of Construction shall be rated for premium calculation purposes on the Quarterly Report using the date when actual construction began (*Date of Commencement*), and the date when actual construction is completed (*Date of Completion*).
  - (b) If the actual Date of Completion is not known at the time of the late report, the Quarterly Report shall be updated and rated using the Expected Date of Completion as of the Quarterly Report ending date.
  - (c) All late reported projects must complete a "No Known Loss Letter" (NKLL) warranting the Campus Project Manager and the project's General Contractor have no knowledge of any loss that may give rise to a claim under BRIP from the actual Start Date of Construction to the date of the NKLL, whose date shall be no sooner than the date when the late report is submitted to CPDC.
  - (d) Projects up to \$5,000,000 construction value - There shall be no further premium adjustment after actual project completion.
  - (e) Projects over \$5,000,000 construction value - There shall be a final premium adjustment based on the actual period of construction and the actual total cost of construction (i.e., including "change orders") after project completion.

Section 2: Definitions~~PART B: Definitions~~

As used in this Policy and Procedure, the following terms are defined:

**Accounting:** Financial Services located in the Chancellor’s Office provides accounting services for CSURMA.

**Construction Cost (Construction Value)** – varies by procurement method as follows:

- Design-Bid-Build: Construction Contract Value.
- CM at Risk: Construction Contract Value. Construction Phase Services/Site Management Fee, CM Contingency, and CM OH&P.
- Design-Build and Collaborative Design Build: Contract Value less preconstruction and design services.
- Final Construction Cost: Construction Cost plus all construction contract change orders.

**CPDC:** Capital Planning, Design and Construction located in the Chancellor’s Office.

**CSURMA:** California State University Risk Management Authority.

**Program Administrator:** Alliant Insurance Services is the CSURMA Program Administrator responsible for designing and implementing coverage programs serving CSU and its auxiliary organizations.

**Systemwide Office of Risk Management:** Systemwide Risk Management located in the Chancellor’s Office.

**Underwriter (insurer):** Chubb is the company providing “Builder’s Risk” insurance coverage through CSURMA for CSU and its auxiliary organizations.

## CSAC-EIA WORKERS' COMPENSATION RENEWAL OPTIONS

**ISSUE:** CSURMA has been participating in the CSAC Excess Insurance Authority (EIA) Primary Workers' Compensation (PWC) program since January 1, 2015. CSURMA accepted terms last year to renew both the Campus WC and AORMA WC programs for a new two year period (i.e., FY 17/18 and FY 18/19) in return for a guaranteed rate on the primary layer and reduced cost from EIA's captive investment pool. Upon review of CSURMA's collective loss experience and the actuary's projections for Campus WC and AORMA WC, staff requested EIA to review its renewal terms for FY 18/19. EIA revised its renewal terms for FY 18/19, and submitted a new two year proposal to extend the agreement through FY 19/20.

The table below shows the projected costs for FY 18/19. The AORMA Committee will review AORMA WC renewal terms separately, and will provide its recommendation to the Executive Committee.

<b>CSAC-EIA WORKERS' COMPENSATION COVERAGE PROGRAM</b>					
<b>Cost Options for FY 18/19</b>					
		<b>CSU</b>		<b>AORMA</b>	
<i>Actuarial Confidence --&gt;</i>		<i>at Expected</i>	<i>at 70%</i>	<i>at Expected</i>	<i>at 70%</i>
<b>A</b>	<b>Funding at Selected Discounted <sup>1</sup></b>	\$31,950,173	\$33,102,223	\$3,959,743	\$4,631,361
<b>B</b>	<b>Renewal Cost at Current Rate Agreement <sup>2</sup></b>	\$32,143,764	\$32,143,764	\$4,983,297	\$4,983,297
<b>C</b>	<b>Savings from Actuarial Funding (A-B)</b>	(\$193,591)	\$958,458	(\$1,023,553)	(\$351,936)
<b>D</b>	<b>Funding with New Two-Year Commitment</b>	\$31,148,113	\$31,148,113	\$3,998,076	\$3,998,076
<b>E</b>	<b>Additional Savings (B-D)</b>	\$995,651	\$995,651	\$985,221	\$985,221
<b>F</b>	<b>Total Savings (C+E)</b>	\$802,060	\$1,954,110	(\$38,333)	\$633,285

<sup>1</sup> Based on Aon Actuarial Reports dated August 9, 2017, including cost for excess insurance.

<sup>2</sup> Adjusted for Proposed Payroll Basis.

EIA's two-year proposal effectively locks in both CSU and AORMA costs at less than their discounted values. For FY 18/19, EIA premium for CSU is \$31,148,113 vs. \$31,950,173 (*expected*) or \$33,102,223 (*70% c.i.*) if self-funded. CSU savings are estimated to be \$802,060

(*expected*) or \$1,954,110 (70% *c.i.*) over self-funding. EIA further agreed to continue the strategic process to mitigate the additional premium burden for Campus WC by increasing the payroll basis by 2.5%.

AORMA's premium is \$3,998,076 vs. \$3,959,743 (*expected*) or \$4,631,361 (70% *c.i.*) if self-funded. EIA's premium for AORMA is \$38,333 more than self-funding at expected, but saves \$633,285 at 70% *c.i.*

**RECOMMENDATION:** It is recommended that the Executive Committee take action to determine whether to extend the commitment to participate in EIA's PWC program for FY 18/19 and FY 19/20 as presented.

**FISCAL IMPACT:** The action taken at today's meeting is expected to set the Campus and AORMA Workers' Compensation program rates for FY 18/19 and FY 19/20 (other than the excess insurance cost which is dependent on market).

**BACKGROUND:** EIA has a priority of assisting members by offering rate stabilization opportunities so that members can benefit from knowledge of their costs, and has proposed a new two year proposal that would continue to provide savings and cost stability.

**PUBLICATION:** The CSU Campus leadership will be advised of the program rates.

**ATTACHMENT(S):**

- a. EIA Primary WC Renewal Proposal dated April 9, 2018
- b. EIA Excess WC Renewal Proposal dated April 9, 2018

**CSAC EXCESS INSURANCE AUTHORITY (CSAC EIA)  
PRIMARY WORKERS' COMPENSATION PROGRAM  
2018/2019 PROPOSAL**

	PRESENT	PROPOSED
<b>COVERED PARTY</b>	California State University Risk Management Authority <ul style="list-style-type: none"> <li>• California State University (CSU)</li> <li>• Auxiliary Organizations Risk Management Alliance (AORMA)</li> </ul>	Same as present
<b>COVERAGE TERM</b>	July 1, 2017 to July 1, 2018	July 1, 2018 to July 1, 2019
<b>COMPANIES AFFORDING COVERAGE</b>	CSAC Excess Insurance Authority (CSAC EIA) with reinsurance and excess insurance provided by (see Schedule of Insurers)	Same as present
<b>COVERAGE PROVIDED</b>	Primary Workers' Compensation and Employers Liability	Same as present
<b>LIMITS (See attached)</b>	\$ 125,000 Workers Compensation and Employers' Liability <ul style="list-style-type: none"> <li>• Limits are eroded by allocated claims expense</li> <li>• Limits apply each loss occurrence</li> <li>• Limits excess of SIR shown below</li> </ul>	Same as present
<b>RETENTION</b>	Not applicable; First dollar coverage	Same as present
<b>MAJOR EXCLUSIONS (Including but not limited to)</b>	<ul style="list-style-type: none"> <li>• Punitive or exemplary damages, fines or penalties</li> <li>• Any payments in excess of the benefits regularly provided by the Workers' Compensation law</li> <li>• Labor Code 4850 benefits</li> <li>• Labor Code 4856 benefits</li> <li>• Education Section Codes 44984 and 45192</li> </ul>	Same as present

**NOTE: THIS PROPOSAL IS FOR INFORMATIONAL PURPOSES ONLY AND DOES NOT AMEND, EXTEND OR ALTER THE POLICY FORM IN ANY WAY. PLEASE REFER TO THE POLICY FORM FOR COMPLETE COVERAGE AND EXCLUSION INFORMATION**

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**CSAC EXCESS INSURANCE AUTHORITY (CSAC EIA)  
PRIMARY WORKERS' COMPENSATION PROGRAM  
2018/2019 PROPOSAL**

	PRESENT	PROPOSED
<b>PREMIUM AUDIT</b>	Premiums are auditable and adjustable at June 30, 2019 based on actual payroll	Premiums are auditable and adjustable at June 30, 2020 based on actual payroll
<b>CONDITIONS</b>	Participation in CSAC EIA Excess Workers' Compensation Program	Same as present
<b>ESTIMATED ANNUAL PAYROLL</b>	\$ 3,449,189,485 CSU 345,127,168 AORMA <b>\$ 3,794,316,653 Total</b>	\$ 3,657,300,000 CSU 399,772,184 AORMA <b>\$ 4,057,072,184 Total</b>
<b>ESTIMATED PREMIUM (Annualized)</b>	<p><b>CSU</b></p> \$ 2,299,707 Deposit Premium 14,437,575 Corridor Premium 88,490 CSAC EIA Administration Fee 172,736 Alliant Broker Fee <b>\$ 16,998,508 Total Estimated Deposit Premium</b> <p><b>AORMA</b></p> \$ 314,803 Deposit Premium 1,976,337 Corridor Premium 11,510 CSAC EIA Administration Fee 23,646 Alliant Broker Fee <b>\$ 2,326,296 Total Estimated Deposit Premium</b> <p><b>\$ 19,324,804 Total Estimated Deposit Premium</b></p> <ul style="list-style-type: none"> <li>• Premium does not include a \$2,000 annual loss prevention subsidy</li> <li>• Premium does not include \$2,000 actuarial subsidy</li> <li>• Premium includes a cost for claim audit requirement (audit to include access to all files handled by TPA)</li> </ul>	<p><b>CSU</b></p> \$ 1,690,333 Deposit Premium and Margin 16,045,470 Corridor Premium 100,633 CSAC EIA Administration Fee 128,748 Alliant Broker Fee <b>\$ 17,965,184 Total Estimated Deposit Premium</b> <p><b>AORMA</b></p> \$ 180,275 Deposit Premium and Margin 2,060,413 Corridor Premium 10,597 CSAC EIA Administration Fee 14,305 Alliant Broker Fee <b>\$ 2,265,590 Total Estimated Deposit Premium</b> <p><b>\$ 20,230,774 Total Estimated Deposit Premium</b></p> <ul style="list-style-type: none"> <li>• Premium does not include a \$2,000 annual loss prevention subsidy</li> <li>• Premium does not include \$2,000 actuarial subsidy</li> <li>• Premium includes a cost for claim audit requirement (audit to include access to all files handled by TPA)</li> </ul>

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**CSAC EXCESS INSURANCE AUTHORITY (CSAC EIA)  
PRIMARY WORKERS' COMPENSATION PROGRAM  
2018/2019 PROPOSAL**

	<b>PRESENT</b>	<b>PROPOSED</b>
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**ALLIANT INSURANCE SERVICES, INC.**  
Gordon DesCombes, Executive Vice President  
Nazie Arshi, Senior Vice President  
Tom E. Corbett, Senior Vice President  
Lilian Vanvieldt, Senior Vice President  
Daniel Howell, Senior Executive Vice President  
Rhiannon Cabral, CSAC EIA Program Specialist-Lead

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**CSAC EXCESS INSURANCE AUTHORITY (CSAC EIA)  
PRIMARY WORKERS' COMPENSATION PROGRAM  
2018/2019 PROPOSAL**

This proposal of insurance is provided as a matter of convenience and information only. All information included in this proposal, including but not limited to personal and real property values, locations, operations, products, data, automobile schedules, financial data and loss experience, is based on facts and representations supplied to Alliant Insurance Services, Inc. by you. This proposal does not reflect any independent study or investigation by Alliant Insurance Services, Inc. or its agents and employees.

Please be advised that this proposal is also expressly conditioned on there being no material change in the risk between the date of this proposal and the inception date of the proposed policy (including the occurrence of any claim or notice of circumstances that may give rise to a claim under any policy which the policy being proposed is a renewal or replacement). In the event of such change of risk, the insurer may, at its sole discretion, modify, or withdraw this proposal, whether or not this offer has already been accepted.

This proposal is not confirmation of insurance and does not add to, extend, amend, change, or alter any coverage in any actual policy of insurance you may have. All existing policy terms, conditions, exclusions, and limitations apply. For specific information regarding your insurance coverage, please refer to the policy itself. Alliant Insurance Services, Inc. will not be liable for any claims arising from or related to information included in or omitted from this proposal of insurance.

Alliant embraces a policy of transparency with respect to its compensation from insurance transactions. Details on our compensation policy, including the types of income that Alliant may earn on a placement, are available on our website at [www.alliant.com](http://www.alliant.com). For a copy of our policy or for any inquiries regarding compensation issues pertaining to your account you may also contact us at: Alliant Insurance Services, Inc., Attention: General Counsel, 701 B Street, 6th Floor, San Diego, CA 92101.

Analyzing insurers' over-all performance and financial strength is a task that requires specialized skills and in-depth technical understanding of all aspects of insurance company finances and operations. Insurance brokerages such as Alliant Insurance typically rely upon rating agencies for this type of market analysis. Both A.M. Best and Standard and Poor's have been industry leaders in this area for many decades, utilizing a combination of quantitative and qualitative analysis of the information available in formulating their ratings.

A.M. Best has an extensive database of nearly 6,000 Life/Health, Property Casualty and International companies. You can visit them at [www.ambest.com](http://www.ambest.com). For additional information regarding insurer financial strength ratings visit Standard and Poor's website at [www.standardandpoors.com](http://www.standardandpoors.com).

Our goal is to procure insurance for you with underwriters possessing the financial strength to perform. Alliant does not, however, guarantee the solvency of any underwriters with which insurance or reinsurance is placed and maintains no responsibility for any loss or damage arising from the financial failure or insolvency of any insurer. We encourage you to review the publicly available information collected to enable you to make an informed decision to accept or reject a particular underwriter. To learn more about companies doing business in your state, visit the Department of Insurance website for that state.

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**CSAC EXCESS INSURANCE AUTHORITY (CSAC EIA)  
EXCESS WORKERS' COMPENSATION PROGRAM  
2017/2018 SCHEDULE OF INSURERS  
PRESENT**

<b>Companies Affording Coverage</b>	<b>California Status</b>	<b>A.M. Best's Guide Rating</b>	<b>Standard &amp; Poor's Rating</b>
<b>CSAC Excess Insurance Authority</b>	Not Applicable	Not Applicable	Not Applicable
<b>With reinsurance provided by Great American Insurance Company*</b>	Not Applicable (reinsurance)	A+ (Superior) Financial Size Category XV (\$2,000,000,000 or greater)	A+ (Stable)
<b>Safety National Casualty Corporation An excess insurance policy</b>	Admitted	A+ (Superior); Financial Size Category XIII (\$1,500,000,000 or \$2,00,000,000)	A (Stable)

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**CSAC EXCESS INSURANCE AUTHORITY (CSAC EIA)  
EXCESS WORKERS' COMPENSATION PROGRAM  
2018/2019 SCHEDULE OF INSURERS  
PROPOSED**

<b>Companies Affording Coverage</b>	<b>California Status</b>	<b>A.M. Best's Guide Rating</b>	<b>Standard &amp; Poor's Rating</b>
<b>CSAC Excess Insurance Authority</b>	Not Applicable	Not Applicable	Not Applicable
<b>With reinsurance provided by Great American Insurance Company*</b>	Not Applicable (reinsurance)	A+ (Superior) Financial Size Category XV (\$2,000,000,000 or greater)	A+ (Stable)
<b>Safety National Casualty Corporation An excess insurance policy</b>	Admitted	A+ (Superior); Financial Size Category XIII (\$1,500,000,000 or \$2,00,000,000)	A (Stable)

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**CSAC EXCESS INSURANCE AUTHORITY (CSAC EIA)  
EXCESS WORKERS' COMPENSATION PROGRAM  
2018/2019 PROPOSAL**

	PRESENT	PROPOSED
<b>COVERED PARTY</b>	California State University Risk Management Authority <ul style="list-style-type: none"> <li>• California State University (CSU)</li> <li>• Auxiliary Organizations Risk Management Alliance (AORMA)</li> </ul>	Same as present
<b>COVERAGE TERM</b>	July 1, 2017 to July 1, 2018	July 1, 2018 to July 1, 2019
<b>COMPANIES AFFORDING COVERAGE</b>	CSAC Excess Insurance Authority (CSAC EIA) with reinsurance and excess insurance provided by (see Schedule of Insurers)	Same as present
<b>COVERAGE PROVIDED</b>	Workers' Compensation and Employers' Liability	Same as present
<b>LIMITS (See attached)</b>	<p><b>CSU</b> \$ 5,000,000    Employers' Liability                          Statutory    Workers' Compensation</p> <p><b>AORMA</b> \$ 5,000,000    Employers' Liability                          Statutory    Workers' Compensation</p> <ul style="list-style-type: none"> <li>• Limits are eroded by allocated claims expense</li> <li>• Limits apply each loss occurrence</li> <li>• Limits excess of SIR shown below</li> </ul>	Same as present
<b>RETENTION</b>	\$ 125,000    each occurrence  Self-insured retention is eroded by allocated claims expense	Same as present

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**CSAC EXCESS INSURANCE AUTHORITY (CSAC EIA)  
EXCESS WORKERS' COMPENSATION PROGRAM  
2018/2019 PROPOSAL**

	PRESENT	PROPOSED
<b>MAJOR EXCLUSIONS (Including but not limited to)</b>	Per CSAC EIA Excess Workers' Compensation and Employers' Liability Memorandum of Coverage (MOC) and the following: <ul style="list-style-type: none"> <li>• Punitive or exemplary damages, fines or penalties</li> <li>• Any payments in excess of the benefits regularly provided by the Workers' Compensation law</li> <li>• Labor Code 4850 benefits</li> <li>• Labor Code 4856 benefits</li> <li>• Education Section Codes 44984 and 45192</li> </ul>	Same as present
<b>PREMIUM AUDIT</b>	Premiums are auditable and adjustable at June 30, 2019 based on actual payroll	Premiums are auditable and adjustable at June 30, 2020 based on actual payroll
<b>ESTIMATED ANNUAL PAYROLL</b>	\$ 3,449,189,485 CSU <u>345,127,168 AORMA</u> <b>\$ 3,794,316,653 Total</b>	\$ 3,657,300,000 CSU <u>399,772,184 AORMA</u> <b>\$ 4,057,072,184 Total</b>
<b>ESTIMATED PREMIUM (Annualized)</b>	\$ 3,188,209 Pool Premium 7,901,581 Corridor Premium 3,116,069 Excess Premium 973,804 CSAC EIA Administration Fee <u>112,356 Alliant Broker Fee</u> <b>\$ 15,292,019 Total Estimated Deposit Premium</b> <ul style="list-style-type: none"> <li>• Premium includes a \$2,000 annual loss prevention subsidy</li> <li>• Premium includes a \$2,000 actuarial subsidy</li> <li>• Premium includes cost for claim audit requirement (audit to include access to all files handled by TPA)</li> </ul>	\$ 2,920,729 Pool Premium 7,820,098 Corridor Premium 3,324,600 Excess Premium 740,770 CSAC EIA Administration Fee <u>111,218 Alliant Broker Fee</u> <b>\$ 14,915,415 Total Estimated Deposit Premium</b> <ul style="list-style-type: none"> <li>• Premium includes a \$2,000 annual loss prevention subsidy</li> <li>• Premium includes \$2,000 actuarial subsidy</li> <li>• Premium includes cost for claim audit requirement (audit to include access to all files handled by TPA)</li> </ul>

**NOTE: THIS PROPOSAL IS FOR INFORMATIONAL PURPOSES ONLY AND DOES NOT AMEND, EXTEND OR ALTER THE POLICY FORM IN ANY WAY. PLEASE REFER TO THE POLICY FORM FOR COMPLETE COVERAGE AND EXCLUSION INFORMATION**

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**CSAC EXCESS INSURANCE AUTHORITY (CSAC EIA)  
EXCESS WORKERS' COMPENSATION PROGRAM  
2018/2019 PROPOSAL**

	<b>PRESENT</b>	<b>PROPOSED</b>
--	----------------	-----------------

**ALLIANT INSURANCE SERVICES, INC.**  
Gordon DesCombes, Executive Vice President  
Nazie Arshi, Senior Vice President  
Tom E. Corbett, Senior Vice President  
Lilian Vanvieldt, Senior Vice President  
Daniel Howell, Senior Executive Vice President  
Rhiannon Cabral, CSAC EIA Program Specialist-Lead

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**CSAC EXCESS INSURANCE AUTHORITY (CSAC EIA)  
EXCESS WORKERS' COMPENSATION PROGRAM  
2018/2019 PROPOSAL**

This proposal of insurance is provided as a matter of convenience and information only. All information included in this proposal, including but not limited to personal and real property values, locations, operations, products, data, automobile schedules, financial data and loss experience, is based on facts and representations supplied to Alliant Insurance Services, Inc. by you. This proposal does not reflect any independent study or investigation by Alliant Insurance Services, Inc. or its agents and employees.

Please be advised that this proposal is also expressly conditioned on there being no material change in the risk between the date of this proposal and the inception date of the proposed policy (including the occurrence of any claim or notice of circumstances that may give rise to a claim under any policy which the policy being proposed is a renewal or replacement). In the event of such change of risk, the insurer may, at its sole discretion, modify, or withdraw this proposal, whether or not this offer has already been accepted.

This proposal is not confirmation of insurance and does not add to, extend, amend, change, or alter any coverage in any actual policy of insurance you may have. All existing policy terms, conditions, exclusions, and limitations apply. For specific information regarding your insurance coverage, please refer to the policy itself. Alliant Insurance Services, Inc. will not be liable for any claims arising from or related to information included in or omitted from this proposal of insurance.

Alliant embraces a policy of transparency with respect to its compensation from insurance transactions. Details on our compensation policy, including the types of income that Alliant may earn on a placement, are available on our website at [www.alliant.com](http://www.alliant.com). For a copy of our policy or for any inquiries regarding compensation issues pertaining to your account you may also contact us at: Alliant Insurance Services, Inc., Attention: General Counsel, 701 B Street, 6th Floor, San Diego, CA 92101.

Analyzing insurers' over-all performance and financial strength is a task that requires specialized skills and in-depth technical understanding of all aspects of insurance company finances and operations. Insurance brokerages such as Alliant Insurance typically rely upon rating agencies for this type of market analysis. Both A.M. Best and Standard and Poor's have been industry leaders in this area for many decades, utilizing a combination of quantitative and qualitative analysis of the information available in formulating their ratings.

A.M. Best has an extensive database of nearly 6,000 Life/Health, Property Casualty and International companies. You can visit them at [www.ambest.com](http://www.ambest.com). For additional information regarding insurer financial strength ratings visit Standard and Poor's website at [www.standardandpoors.com](http://www.standardandpoors.com).

Our goal is to procure insurance for you with underwriters possessing the financial strength to perform. Alliant does not, however, guarantee the solvency of any underwriters with which insurance or reinsurance is placed and maintains no responsibility for any loss or damage arising from the financial failure or insolvency of any insurer. We encourage you to review the publicly available information collected to enable you to make an informed decision to accept or reject a particular underwriter. To learn more about companies doing business in your state, visit the Department of Insurance website for that state.

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**CSAC EXCESS INSURANCE AUTHORITY (CSAC EIA)  
EXCESS WORKERS' COMPENSATION PROGRAM  
2017/2018 SCHEDULE OF INSURERS  
PRESENT**

<b>Companies Affording Coverage</b>	<b>California Status</b>	<b>A.M. Best's Guide Rating</b>	<b>Standard &amp; Poor's Rating</b>
<b>CSAC Excess Insurance Authority</b>	Not Applicable	Not Applicable	Not Applicable
<b>With reinsurance provided by Great American Insurance Company*</b>	Not Applicable (reinsurance)	A+ (Superior) Financial Size Category XV (\$2,000,000,000 or greater)	A+ (Stable)
<b>Safety National Casualty Corporation An excess insurance policy</b>	Admitted	A+(Superior); Financial Size Category XIII (\$1,500,000,000 or \$2,00,000,000)	A (Stable)

**NOTE: THIS PROPOSAL IS FOR INFORMATIONAL PURPOSES ONLY AND DOES NOT AMEND, EXTEND OR ALTER THE POLICY FORM IN ANY WAY. PLEASE REFER TO THE POLICY FORM FOR COMPLETE COVERAGE AND EXCLUSION INFORMATION**



**CSAC EXCESS INSURANCE AUTHORITY (CSAC EIA)  
EXCESS WORKERS' COMPENSATION PROGRAM  
2018/2019 SCHEDULE OF INSURERS  
PROPOSED**

<b>Companies Affording Coverage</b>	<b>California Status</b>	<b>A.M. Best's Guide Rating</b>	<b>Standard &amp; Poor's Rating</b>
<b>CSAC Excess Insurance Authority</b>	Not Applicable	Not Applicable	Not Applicable
<b>With reinsurance provided by Great American Insurance Company*</b>	Not Applicable (reinsurance)	A+ (Superior) Financial Size Category XV (\$2,000,000,000 or greater)	A+ (Stable)
<b>Safety National Casualty Corporation An excess insurance policy</b>	Admitted	A+(Superior); Financial Size Category XIII (\$1,500,000,000 or \$2,00,000,000)	A (Stable)

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## **REVIEW OF BUDGETING PRACTICES REGARDING DIVIDENDS**

**ISSUE:** At its March 8, 2018 meeting, the Executive Committee questioned whether it was appropriate to include anticipated dividends in the annual operating budget. CSURMA's operating budget is developed as a cash flow budget, and dividend payments represent a cash outflow. CSURMA records dividends as an expense rather than as a change in equity. The Executive Committee requested staff to review the practice with Accounting and to amend the budget practice accordingly, if any. Accounting reported as follows:

CSURMA's financial statements are prepared under GASB and KPMG concurs with management's accounting treatment of the CSURMA activities as internal service fund activities. This results in the recognition of all charges to the members as revenues and loss expenses and dividends as expenses, and more detailed information can be found in GASB 10.

Accounting found the definition of Operating Revenues in Policy & Procedure No.11 should be corrected to read, "Operating Revenues shall include Members' Contributions and ~~Dividends~~. Reinsurance premiums."

**RECOMMENDATION:** It is recommended that the Executive Committee approve the draft amendments to Policy & Procedure No. 11.

**FISCAL IMPACT:** None. The proposed amendment to Policy and Procedure No. 11 (CSURMA Operating Budget Development and Adoption) amends the practice on how dividends are budgeted, but does not impact CSURMA's financial position.

**BACKGROUND:** CSURMA adopted Policy and Procedure No. 11 on March 26, 2009 outlining its practices for Operating Budget Development and Adoption.

**ATTACHMENT(S):**

- a. Proposed Amendment of Policy and Procedure No. 11



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**CSURMA****POLICY AND PROCEDURE NO. 11**

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**ADOPTED:** March 26, 2009**AMENDED:** April 25, 2018**EFFECTIVE:** July 1, 2009**SUBJECT:** CSURMA OPERATING BUDGET DEVELOPMENT AND ADOPTION

---

**POLICY:**

CSURMA's fiscal period begins on July 1 each year and ends on June 30 of the following year. Upon the Executive Committee's recommendation, an annual operating budget is to be approved and adopted by the Board of Directors at its meeting preceding the beginning of the new budget period.

The operating budget for the Auxiliary Organizations coverage programs are developed separately by the AORMA Committee. The AORMA Committee shall develop its operating budget, and recommend to the Executive Committee its inclusion in the CSURMA Operating Budget for adoption by the Board of Directors.

**PROCEDURE:**

The Chancellor's Office and the Program Administrators shall work together to develop a draft operating budget for the Executive Committee to review and recommend adoption by the Board of Directors with any changes it deems necessary.

The operating budget shall be composed of a General Fund for General and Administrative Expenses (indirect expenses) and separate Program Funds for direct program expenses. The General Fund shall include an estimate for Non-Operating Revenues such as Investment Income, Loan Interest and Miscellaneous Fee Revenue.

Operating Revenues shall include Members' Contributions and DividendsReinsurancePremiums. Operating Expenses and Non-Operating Revenues are allocable to each Program Fund as applicable, and shall be distributed in the following general manner:

General and Administrative Expenses shall be allocated to each Program Fund in proportion that each Program Fund Contribution bears to the Total Contribution for the fiscal period as of the start of the fiscal period; i.e., as of July 1. The proportionate share shall be fixed (locked-in) as of the beginning of the fiscal period for the duration of the fiscal period.

Non-Operating Revenues shall be distributed to each Program Fund that generate opportunities for investment income based on each fund's average monthly balance for Cash and Investments during the fiscal period. For budget development purposes, estimated Non-Operating Revenues



for each applicable fund shall be based on the each fund's average monthly cash balance of the preceding twelve months at the time the budget is developed.

Direct Program Expenses shall be allocated to each Program Fund as specified for the coverage as applicable (e.g., claims, claim administration, program administration, brokerage, insurance, actuarial, reinsurance, program committee, [dividends](#), etc.). Other Direct Program Expenses shall be allocated to each Program Fund in the proportion directed by the respective Program Committee, which shall generally reflect estimated utilization by/for the applicable coverage.

## **CSURMA OPERATIONAL REVIEW REPORT**

**ISSUE:** The CSURMA Operational Review completed on March 2, 2018, resulted in an overall compliance score of 96%. The reviewer, Robin Johnson, made eight recommendations to better the operations of CSURMA. The recommendations and Staff's response to each is attached to this item for the Committee's review.

**RECOMMENDATION:** The Executive Committee is asked to discuss Staff's response to the eight recommendations included within the CSURMA Operational Review Report and provide direction as appropriate.

**FISCAL IMPACT:** No fiscal impact is expected from action at today's meeting.

**BACKGROUND:** Staff will be available at this meeting to provide additional information as requested.

**PUBLICATION:** The CSURMA Operational Review Report has been included in the Board agenda.

**ATTACHMENT(S):**

- a. Operational Review Report – Recommendations and Responses
- b. Operational Review Report – March 2, 2018

**CSURMA Operational Review Report – March, 2018  
Recommendations**

<b>Recommendation</b>		<b>Response</b>
1.	CSURMA should file amendments to the JPA agreement as soon as practical after adoption of such amendments.	The JPA Agreement was filed with the State of California on March 12, 2018.
2.	The minutes for the Board of Director’s meetings should reflect the vote or abstention of each of the Board members.	Staff will comply with this recommendation going forward.
3.	Provision No. 11 of the Witt O’Brien contract, which states the consultant will not be liable for damages arising out of the contract, should be deleted.	The agreement was amended via addendum.
4.	Staff should check certificates of insurance against the coverages required under the contracts to make sure all required coverages are in place. Although most of the coverages required by the contracts were shown on certificates, the professional liability coverage certificates request by the Alliant and the Sedgwick contracts were not available at the time of the site visit.	Staff requested and received the missing certificates of insurance.
5.	CSURMA should consider providing greater details in the allocation of contributions from the campuses, similarly to what is done for the Auxiliaries.	No action taken. The CSURMA rating plan task group (RPTG) meets every three years to review in detail all Campus rating plans to confirm that the allocation formulas are still fair and equitable to all members. The RPTG publishes a report and shares it with the EC and BOD.
6.	CSURMA may consider placing the coverage documents for the campuses on the website for member references. Because the property program has many documents, perhaps, posting the first layer insurance policies would be sufficient.	The Coverage Documents have been uploaded to the CSURMA website.



California State University Risk Management Authority

**CSURMA Operational Review Report – March, 2018  
Recommendations**

<b>Recommendation</b>	<b>Response</b>
<p>7. CSURMA should consider providing the members with CSAC-EIA’s workers’ compensation converge document rather than CSURMA’s own documents to reduce the possibility of gaps in coverage between the documents and confusion regarding who provides and controls the coverage.</p>	<p>No action taken. Because the CSAC-EIA coverage program is secured as reinsurance to the CSURMA Campus and AORMA workers’ compensation programs and because workers’ compensation coverage is based on statutory limits, CSURMA has chosen not to adopt the EIA coverage form.</p>
<p>8. CSURMA may consider providing the Board of Directors with a summary of the financial strength of the insurance providers to the programs.</p>	<p>Staff will provide this report to the EC and BOD annually going forward.</p>

## Law Office of Robin Johnson

March 2, 2018

Ms. Mimi Long  
Alliant Insurance Services, Inc.  
100 Pine Street, 11<sup>th</sup> Floor  
San Francisco, CA 94111

CALIFORNIA STATE UNIVERSITY  
RISK MANAGEMENT AUTHORITY  
OPERATIONS REVIEW

Dear Ms. Long,

Please find attached my report on the overall operations of California State University Risk Management Authority. The report includes an executive summary with the ratings by category as well as the overall rating and some suggestions for improvement. The report states that there was no certificate of insurance on file for Alliant's or Sedgwick's professional liability insurance. I received copies of certificates for those coverages after my visit and commend you on the quick response. I hope you will find the other suggestions as helpful.

I appreciate the opportunity to provide this review of CSURMA's operations and thank you and your team for the time and effort in preparing for the review. Please call me with any questions or comments you may have.

Respectfully submitted,

A handwritten signature in dark ink, appearing to read 'Robin Johnson', with a long horizontal flourish extending to the right.

Robin Johnson

## California State University Risk Management Authority

### Operational Review

April 2018

#### INTRODUCTION

In 1997, California State University Risk Management Authority (CSURMA) was created through a Joint Powers Agreement (“Agreement”) authorized by California Government Code sections 6500, et seq. The mission of CSURMA was, and is, to join California State University (CSU) with the Auxiliary Organizations (Auxiliaries) “to protect member resources by providing broad coverage and quality risk management services that stabilize risk costs in a reliable, economical and beneficial manner.” CSURMA provides a number of programs to both CSU and the Auxiliaries. However, the needs of CSU and the Auxiliaries are different, both in terms of coverage, member retention and risk management services. In addition, the programs for CSU and the programs for the Auxiliaries are different in terms of the sharing of losses, as well as the risk management services provided.

The main programs provided to the campuses are the CSU Liability, Workers’ Compensation, Property and Crime Programs. Those programs provided to the Auxiliaries through the Auxiliary Organizations Risk Management Alliance (AORMA) are the AORMA Liability, Workers’ Compensation, Property and Crime Programs. These programs either have a layer retained by CSURMA with excess insurance or reinsurance taking limits to a higher level above the CSURMA retention or are fully insured.

The legal characteristic of a joint powers authority is interesting because it takes on the character of the public entity of its membership while being required to follow some rules that apply to special districts. Thus, CSURMA is governed by laws applicable to state agencies, such as the Bagley-Keene Act as it relates to meetings, while also needing to abide by some laws applicable to local agencies, such as restrictions on investments and filings with the State Controller’s Office. This will become apparent as one reads through this report.

The governing body of CSURMA is the Board of Directors, consisting of 30 directors. The Executive Committee provides more direct oversight and policy implementation than the Board of Directors, working closely with the contract administrator, Alliant Insurance Services (Alliant), which are collectively referred to as “staff” in this document. The Auxiliaries have their own Committee that reports to the Executive Committee. This Committee and its subcommittees review the Auxiliaries’ programs and give guidance as to general policies affecting their programs.

This report reviews the overall effectiveness of CSURMA operations and illuminates areas where its operations may be enhanced. However, this report does not include a review of the financial strength and reporting requirements. The report also highlights documents that may be needed

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or altered to conform to applicable laws and to meet the standards generally applied to self-insurance joint powers authorities.

### EXECUTIVE SUMMARY

The review of the general operations of CSURMA gives the management of CSURMA a general understanding of the level of performance relative to other joint powers authorities and discloses some areas for improvement. A rating system was applied to give the reader a better feel for the level of performance in each area. A lower score does not mean that CSURMA necessarily needs to change. It merely points out areas where CSURMA varies from the standards and may consider changes in policies or procedures.

This review broke down the areas of study into the following sections:

- I. Governing Documents – a review of the Joint Powers Agreement (Agreement), Bylaws, and Policies and Procedures;
- II. Contracts – a review of the existing contracts for major services;
- III. General Operations – a review of the communications with members, the competence of staff and management, and whether the Agreement, Bylaws and Policies and Procedures are being followed;
- IV. Meetings – a review of the notices and the minutes of the meeting; and
- IV. Programs – a review of the documentation of the programs.

This review of the operations did not include a review of the financial activities of CSURMA, other than to check that the proper financial documents were filed as required by the Government Code.

The CSURMA governing documents, program documents and operations meet extremely high marks overall and in each category, as shown in the following table.

TOPIC	MAX PTS	PTS EARNED	COMMENTS	%
Governing Documents	235	235		100%
Contracts	625	588		94%
General Operations	461	438		95%
Meetings	65	60		92%
Programs	400	390		98%
<b>Total</b>	<b>1,786</b>	<b>1,711</b>		<b>96%</b>

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A few recommendations are made to better the operations of CSURMA. These are:

1. CSURMA should file amendments to the joint powers authorities agreement as soon as practical after adoption of such amendments.
2. The minutes for the Board of Director's meetings should reflect the vote or abstention of each of the Board members.
3. Provision No. 11 of the Witt O'Brien contract, which states the consultant will not be liable for damages arising out of the contract, should be deleted.
4. Staff should check certificates of insurance against the coverages required under the contracts to make sure all required coverages are in place. Although most of the coverages required by the contracts were shown on certificates, the professional liability coverage certificates required by the Alliant and the Sedgwick contracts were not available at the time of the site visit.
5. CSURMA should consider providing greater detail in the allocation of contributions from the campuses, similarly to what is done for the Auxiliaries.
6. CSURMA may consider placing the coverage documents for the campuses on the website for member references. Because the property program has many documents, perhaps, posting the first layer insurance policies would be sufficient.
7. CSURMA should consider providing the members with CSAC-EIA's workers' compensation coverage document rather than CSURMA's own document to reduce the possibility of gaps in coverage between the documents and confusion regarding who provides and controls the coverage.
8. CSURMA may consider providing the Board of Directors with a summary of the financial strength, e.g. AM Best ratings, of the insurance providers to the programs.

Overall, CSURMA is managed well, with documentation of major policies and procedures providing members and staff a relatively easy means of understanding the robust and varied programs and operations of CSURMA. Its overall rating places it among those joint powers authorities with outstanding overall management.

### I. GOVERNING DOCUMENTS

The Agreement and Bylaws generally meet the requirements of both contract law and Government Code sections 6500, et seq. CSU is a government agency that meets the requirements as a public entity for Section 6500 purposes. Government Code section 6516.9 allows the Auxiliaries to enter into a joint powers agreement, such as this one forming CSURMA.

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The Agreement was revised in 2015. However, the Agreement, as revised in 2015, was never filed with the Secretary of State. Thus, such action should be taken.

The Policies and Procedures for the operations of CSURMA and its programs are also well developed and detailed. The Investment Policy was revised in 2015 and reviewed in March of 2017 by the Executive Committee, which found it still sufficient as it currently stands. The Conflict of Interest Code is in place and readily available to members on the website. Policies requiring periodic actuarial studies and claims audits are also in place.

## II. CONTRACTS

The contracts with service providers are important to CSURMA, not only to make sure CSURMA is receiving the services for which it has paid, but for the rights and responsibilities of the parties. This review of the contracts focuses on whether the basic requirements of a contract are included and CSURMA's interests are reasonably protected.

### A. Program Administration Contract

The contract with Alliant for the general administration of CSURMA contains the basic requirements of the term of the contract, compensation, and the scope of services described in sufficient detail as to be enforceable. The contract imposes a fiduciary duty upon Alliant to disclose any conflicts of interest, as well as to refrain from any activity that may impair its fidelity to CSURMA. It also contains provisions for indemnification where Alliant may cause loss to CSURMA due to negligent conduct by Alliant. The contract also requires an insurance policy to support the indemnification. Alliant maintains copies of certificates of insurance for CSURMA as proof of Alliant's compliance with the insurance requirements. However, the professional liability was not listed on the certificate.

### B. Program Brokerage

The brokerage contract with Alliant is very similar to its Program Administration Contract, well written and includes adequate indemnification and insurance requirements to protect CSURMA's interests. As mentioned above, Alliant's insurance certificate did not show professional liability insurance, also required on this contract.

### C. AORMA Liability Claims Administration

The current contract with Carl Warren has the requirement to disclose conflicts, indemnification, insurance, ownership of files and other provisions as expected in a claims administration contract for a joint powers authority. Administration had the certificates of insurance showing that Carl Warren carried the insurance as required in the contract.

**D. Workers' Compensation Claim Adjusting**

Sedgwick's claims services contract provides a well-defined scope of work, and a reasonable allocation of the assumption of risk based on whose negligence caused the loss, disclosures of conflicts of interest, etc. Although the contract requires professional liability insurance, there was not a certificate of insurance showing such coverage available for review at the time of the site visit.

**E. Unemployment Claims Management**

The contract with the Employers Group includes the expected provisions, including indemnification, insurance conflicts, cancellation and other provisions expected in a contract with a joint powers authority

**F. Safety and Loss Control**

The contract with Alliant for loss control services was well written with the safeguards in place for CSURMA as found in the other two Alliant contracts. Because the same certificate of insurance was used to prove coverage in all three Alliant contracts, there was not proof of the professional liability as required in this contract.

The contract with Praesidium seems appropriate as to compensation, indemnification, etc., because of the nature of the contract as one for a license to use Praesidium's online programs, except perhaps for insurance. Professional liability insurance is probably an appropriate requirement for the use of an online platform agreement. The certificates of insurance, however, does not indicate professional liability coverage is in place as required by the contract.

The Witt O'Brien contract has the appropriate provisions one would expect to find, including an indemnification provision. However, it also includes a limitation of liability, stating that the consultant is not liable for any damages arising out of the contact. This limitation of liability should be deleted, allowing CSURMA to bring legal action to recover damages caused by Witt O'Brien's negligent, or lack of, performance under the contract.

**G. Administration of the Contracts**

The contracts and certificates of insurance have been maintained for easy review by the administration. A follow-up system needs to be implemented to make sure the insurance requirements are being met for all lines of coverage.

**III. GENERAL OPERATIONS**

**A. Government Code**

The management of CSURMA has substantially complied with the Government Code requirements and best practices found in the industry of joint powers authorities, except in a few cases

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indicated below. The filings of the joint powers agreement and the public agency roster, also called the Statement of Facts, are important to maintain the procedural and substantive legal protections afforded a public entity under the Government Code. The joint powers roster was filed with the Secretary of State in a timely fashion. In addition to the filings with the Secretary of State, staff has filed the requisite financial statements with the State Controller and the County of San Francisco. However, the joint powers agreement, as amended in 2015, was not filed with the Secretary of State. This should be done as soon as possible.

Staff has the duty to bring the Conflict of Interest Code to the Board for review prior to October 1, of every even year, and to administer the disclosures on the Form 700s annually, and for those officers leaving or entering office during the year. Staff has done well with the process, which currently requires the Form to be completed and filed online.

The Bagley-Keene Act, Government Code sections 11120, et seq., requires meetings of the CSURMA Board and Committees to be open, with a 10-day notice. CSURMA physically posts notices of the meetings of the CSURMA Board and Committees at the Treasurer's location, meeting that requirement of the Bagley-Keene Act. CSURMA also posts meeting agendas on its website where the public can review. Minutes of the meetings are drafted and placed on the consent calendar of the following meeting for adoption. These minutes have sufficient detail of discussions and actions taken at the meeting, such that one attending the meeting would know the action taken and some of the rationale for the action.

Government Code section 11123(c) requires the recording of each member's vote or abstention on an action taken at a meeting. Although the Executive Committee minutes show the votes or each of the members, the Board of Directors meeting minutes do not reflect the individual member's vote or abstention.

A record retention policy is followed, with security and backup that meets or exceeds the standard of practice for joint powers authorities. The purging of files is accomplished automatically by Alliant's computer programming. Those documents that are required to be maintained indefinitely are transferred to a special server specific to that purpose.

The audited financials are provided to the Board for review and comment, and staff has filed them with the State Controller and the county where CSURMA's primary office is located, as required by the Government Code. The Treasurer provides the Board of Directors with quarterly report as to the liquidity of CSURMA and whether the investments are in compliance with the policy adopted. The Executive Committee receives a quarterly investment report in addition to the Treasurer's report. These reports provide the Board and Executive Committee with means to provide financial oversight of CSURMA.

### **B. Organizational Issues**

CSURMA seems to conduct effective strategic planning sessions, although somewhat separate, with CSU having a separate session from AORMA. Although there is this separation of planning by the two types of members, there does not seem to conflict between the results of the separation.

Communications seem to be well maintained, with much of the information about the governance of CSURMA, the program of CSURMA and services available from CSURMA on its website. The website has pages to assist members with getting certificates of coverage, filing claims, and effecting other transactions with the joint powers authority. The website also hosts many bulletins regarding safety, transfer of risk, and loss control.

Staff has an internal tickler system to remind them when certain requirements are coming due, such as a review of the investment policy, the filing of the financial reports, and items that require periodic presentation to the Board or Committees. Staff issues an annual report summarizing the activities for the year, such that all know those accomplishments.

### **C. Staff and Board Training**

Board training provides a good basis for oversight and policy direction for the Board and Committees, while staff training provides ideas to assist the staff in meeting the mission and purpose of CSURMA. Both staff and the Board of CSURMA receive training on issues regarding joint powers authorities, liability, and workers' compensation. Staff participates in the California Association of Joint Powers Authorities (CAJPA) and the Association of Governmental Risk Pools (AGRIP), and other organizational training emphasizing the best practices of pooling risks. Staff receives training in risk management in public entities through its participation in the Public Agency Risk Managers Association (PARMA), the Public Risk Management Association (PRIMA), the Risk Management Society (RIMS), and other organizations. The Board and CSURMA members also receive training at PARMA and other organizations, as well as the orientation that is on the CSURMA website.

## **IV. PROGRAMS**

Workers' compensation coverages are defined by the Memorandum of Coverage and, at least for AORMA, posted in the "Members Only" portion of the website. The claims management is performed by Sedgwick, which received a favorable claims audit in 2017 and meets the requirement of a claims review every odd numbered year, pursuant to Policy and Procedure No. 5. The coverage is currently provided by CSAC-EIA, which has issued its own Memorandum of Coverage. Thus, there may be conflicts between the CSAC-EIA coverage and that represented by CSURMA's issued Memorandum of Coverage. There may also be confusion by the AORMA members as to who has ultimate authority regarding the handling of a claim or a dispute of coverage. It may be better practice to provide the members the CSAC-EIA coverage document rather than CSURMA issuing a coverage document.

The AORMA liability program is well documented, with coverage clearly stated, and the coverage documents available on the website. Forms are also available on the website for filing claims, obtaining certificates, etc. Carl Warren adjusts the claims for AORMA. The claims audit performed in 2017 showed superior performance. This audit also meets the requirement for an audit every odd year.

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The CSU campus liability program is adjusted by the Systemwide Office of Risk Management, a department within the State of California. The overall rating of the claims audit in 2017 was very favorable and meets the required claims audit. The Policies and Procedures applicable to the campuses are fairly well documented, with target equity funding policies, claims settlement authority, etc. Although a summary of the coverage is posted on the website, the coverage document itself is not posted. CSURMA may consider posting the actual coverage document on the website, such that the campuses can readily review the details of coverage, if desired.

The property coverage is an important coverage to the campuses as well as to the Auxiliaries. The Property Program is a fully insured program, leaving deductibles and other non-covered items the obligations of the campuses and Auxiliaries. The summary of coverages is provided on the website. However, the coverage documents are not posted on the website. CSURMA may consider a means of providing at least the primary layer coverage document to be available for the members to review, if desired.

The CSURMA Board of Directors has a fiduciary duty to assure the pool is financially sound and provides sound insurance to its members. Thus, CSURMA may consider having a quick summary of the financial strength of the insurance and reinsurance purchased by the pools. A list of the companies with an AM Best rating or other rating will alert the Board to the strength of the insurers. Where the coverage is provided by another pool or a non-rated coverage provider, a quick report of some basic financial ratios may be of value in assisting the Board to evaluate the financial strength of those sources of coverage.

### **V. CONCLUSION**

It was a pleasure to review such a well-run self-insurance pool as CSURMA. The review did not address the financial or investment aspects of the operations, in accordance with the scope of the review for this report. However, the governing boards of CSURMA can feel confident that the other parts of the operations are well above the standards established by CAJPA and the general practices in the industry.

## Law Office of Robin Johnson

### EXHIBIT 1

#### GOVERNING DOCUMENTS

Criteria	Max Pts	Pts Earned	Comments	Percent
Signed Copy of JPA	10	10		
JPA specifically creates the Authority	10	10		
JPA States Purpose	5	5		
Lists Common Powers	10	10		
JPA states strict accountability/ Designates Treasurer	10	10		
Debts of agency addressed	10	10		
Provides for Bylaws	5	5		
Provides for Governing Body	10	10		
Statement not jointly liable per § 6512.2	5	5		
Termination by a party not completion of purpose	10	10		
Means of Dissolving	10	10		
JPA provides for distribution of property/surplus money at dissolution	10	10		
Conflict of Interest Code Adopted	10	10		
Investment Policy Adopted/Reviewed	10	10		
Target Equity Policy	5	5	AORMA Target Equity Policy	
Assessments and Distributions Provisions	10	10		
Records Retention Policy	5	5		
Provision for withdrawal	10	10		
Provision for member's termination	10	10		
Obligations of Members	10	10		
Board membership	5	5		
Board's duties and authority	10	10		

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Criteria	Max Pts	Pts Earned	Comments	Percent
Board meetings	5	5		
Indemnification of Board	5	5		
Officers' election/term	10	10		
Officers duty	10	10		
Provision for resolution of disputes	5	5	Coverage only	
Financial Audit Required	5	5		
Actuarial Studies Required	5	5		
<b>Total</b>	<b>235</b>	<b>235</b>		<b>100%</b>

Law Office of Robin Johnson

EXHIBIT 2

CONTRACTS

ALLIANT - JPA ADMINISTRATION

Criteria	Max Pts	Pts Earned	Comments	Percent
Scope of Work	10	10		
Indemnification Provision	10	10		
Insurance Provision	5	5		
Disclosure of Conflicts	10	10		
Compensation	10	10		
Ownership of Records	5	5		
Term	5	5		
Cancellation	5	5		
Cert of Insurance on file	5	5		
Dispute Resolution	5	5		
Confidential Info	5	5		
Total	75	75		100%

## Law Office of Robin Johnson

### ALLIANT BROKERAGE

Criteria	Max Pts	Patients Earned	Comments	Percent
Scope of Work	10	10		
Indemnification Provision	10	10		
Insurance Provision	5	5		
Disclosure of Conflicts	10	10		
Compensation	10	10		
Ownership of Records	5	5		
Term	5	5		
Cancellation	5	5		
Cert of Insurance on file	5	5		
Dispute Resolution	5	5		
Confidential Info	5	5		
<b>Total</b>	<b>75</b>	<b>75</b>		<b>100%</b>

## Law Office of Robin Johnson

### CARL WARREN AORMA Liability Program

Criteria	Max Pts	Pts Earned	Comments	Percent
Scope of Work	10	10	Including settlement authority to \$25k	
Indemnification Provision	10	10		
Insurance Provision	5	5	requires cyber liability and professional	
Disclosure of Conflicts	10	10		
Compensation	10	10		
Ownership of Records	5	5		
Term	5	5		
Cancellation	5	5		
Cert of Insurance on file	5	5		
Dispute Resolution	5	5		
Confidential Info	5	5		
<b>Total</b>	<b>75</b>	<b>75</b>		<b>100%</b>

## Law Office of Robin Johnson

### SEDGWICK Workers comp

Criteria	Max Pts	Pts Earned	Comments	Percent
Scope of Work	10	10		
Indemnification Provision	10	10	Including penalties	
Insurance Provision	5	5		
Disclosure of Conflicts	10	10		
Compensation	10	10		
Ownership of Records	5	5		
Term	5	5		
Cancellation	5	5		
Cert of Insurance on file	5	0	No cert for E&O of \$5m or Fidelity	
Dispute Resolution	5	5		
Confidential Info	5	5		
<b>Total</b>	<b>75</b>	<b>70</b>		<b>93%</b>

## Law Office of Robin Johnson

### EMPLOYERS GROUP

Criteria	Max Pts	Pts Earned	Comments	Percent
Scope of Work	10	10		
Indemnification Provision	10	10		
Insurance Provision	5	5		
Disclosure of Conflicts	10	10		
Compensation	10	10		
Ownership of Records	5	5		
Term	5	5		
Cancellation	5	5		
Cert of Insurance on file	5	5		
Dispute Resolution	5	5	Choice of law included	
Confidential Info		N/A		
<b>Total</b>	<b>70</b>	<b>70</b>		<b>100%</b>

## Law Office of Robin Johnson

### ALLIANT Loss Control

Criteria	Max Pts	Pts Earned	Comments	Percent
Scope of Work	10	10		
Indemnification Provision	10	10		
Insurance Provision	5	5		
Disclosure of Conflicts	10	10		
Compensation	10	10		
Ownership of Records	5	5		
Term	5	5		
Cancellation	5	5		
Cert of Insurance on file	5	0	No Professional Liability Cert. Need with Retro Date.	
Dispute Resolution	5	5		
Confidential Info	5	5		
<b>Total</b>	<b>75</b>	<b>70</b>		<b>93%</b>

## Law Office of Robin Johnson

### PRAESIDIUM

Criteria	Max Pts	Pts Earned	Comments	Percent
Scope of Work	10	10		
Indemnification Provision	10	10		
Insurance Provision	5	0		
Disclosure of Conflicts	10	10		
Compensation	10	10		
Ownership of Records		N/A		
Term	5	5		
Cancellation	5	5		
Cert of Insurance on file	5	5		
Dispute Resolution		N/A		
Confidential Info		N/A		
<b>Total</b>	<b>60</b>	<b>55</b>		<b>92%</b>

## Law Office of Robin Johnson

### WITT O'BRIEN

Criteria	Max Pts	Pts Earned	Comments	Percent
Scope of Work	10	10		
Indemnification Provision	10	5	Contractor absolved of liability per Section 11	
Insurance Provision	5	3	No Workers' Comp required	
Disclosure of Conflicts	10	0		
Compensation	10	10		
Ownership of Records	5	5		
Term	5	5		
Cancellation	5	5		
Cert of Insurance on file	5	5		
Dispute Resolution	5	0	No provision	
Confidential Info	5	5	Must label before confidential	
<b>Total</b>	<b>75</b>	<b>53</b>		<b>71%</b>

<b>Total All Contracts</b>	<b>625</b>	<b>588</b>		<b>94%</b>
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Law Office of Robin Johnson

EXHIBIT 3

OPERATIONS

Criteria	Max Pts	Pts Earned	Comments	Percent
Follow Policies	15	15		
Communications with Members	10	10		
File Roster with Secretary/County	5	5		
Filed last JPA Amendment	5	0	The 2015 amendments were not filed with the Secretary of State.	
Reviews Conflict of Interest Code biannually	3	0	Five days late	
Collects/Files Form 700s	7	7	Done online	
Delegates Investment Authority annually	3	3		
Board Adopts budget annually	5	5	Adopted 5/5/17	
Files audited financials with the State Controller and County	3	3		
Filed Special Districts Financial Transactions Report	3	3		
Discloses allocation of Contributions	10	5	The allocation to the campuses could be better documented showing the parameters of the ex mods, etc.	
Insurance for JPA Ops/ E&O Liability/Fidelity	5	5	Fidelity coverage self insurance	
Review of Excess/Reinsurance strength	10	5	Although provided at renewal, the Board does not receive the information	
Follow Records Retention	7	7		

## Law Office of Robin Johnson

Criteria	Max Pts	Pts Earned	Comments	Percent
Strategic Planning/mission statement/objectives	10	10		
Achievements Tracked	5	5		
Promote Members' Training	15	15		
Adequate Training for Staff	10	10		
Adopted Risk Control Guidelines	10	10		
Follow Up on Implementation	5	5		
Training based on losses	5	5		
Participation in Industry Association Functions	5	5		
Procedure for Reviewing Policies	5	5	All policies are reviewed every other year, one year odd then even numbered.	
<b>Total</b>	<b>161</b>	<b>143</b>		<b>89%</b>

### MEETINGS

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	PERCENT
Notice timely/Proper	5	5		
Notice of Closed Session	10	10		
ADA Notices	5	5	At top of Agendas	
Minutes/ Detail	10	5	The Board minutes do not show the individual votes of the members	
Standing Committee seats/powers/	20	20	Agendas on website	
Guidelines for Orderly meeting	5	5		
Follows Bagley Keene	10	10		
<b>Total</b>	<b>65</b>	<b>60</b>		<b>92%</b>

Law Office of Robin Johnson

EXHIBIT 4

PROGRAMS

LIABILITY

PROGRAMS DOCUMENTATION

Criteria	Max Pts	Pts Earned	Comments	Percent
Process to review MOC	10	10		
MOC distributed	5	3	AORMA on website not the Campus coverage	
Reporting Requirements	5	5	Reporting Requirements in separate document from MOC.	
Cooperation Required	5	5		
Coverage Dispute Procedures	10	10		
Limits and deductible clear	10	10		
Proper Named Parties	10	10		
Term	10	10		
Conditions of Coverage	5	5		
Total	70	68		97%

## Law Office of Robin Johnson

### CLAIMS MANAGEMENT

Criteria	Max Pts	Pts Earned	Comments	Percent
Litigation Management Policy	10	10		
Settlement Authority	15	15		
Document closed session	10	10		
Claims Audits frequency and adequacy	5	5	Every odd years - last review thorough	
Claims Audit Report Favorable	10	10	CSURMA and Carl Warren great scores with a few minor suggested changes in procedures	
Communications with Member re. their loss	10	10		
Reserves Appropriate	15	15		
Subrogation	5	5		
Excess/Reinsurance Reporting/Collecting	10	10		
<b>Total</b>	<b>90</b>	<b>90</b>		<b>100%</b>

### PROGRAM FUNDING

Criteria	Max Pts	Pts Earned	Comments	Percent
Target Equity Policy	5	5	AORMA	
Funding Level Policy	5	5		
Allocation Transparency	5	5		
Actuarial Study sound, e.g. discount rate, development factors reasonable	20	20	AON 9/2017 2 Percent Discount for Outstanding and Funding Provides confidence levels	
<b>Total</b>	<b>35</b>	<b>35</b>		<b>100%</b>

<b>LIABILITY PROGRAM TOTAL</b>	<b>195</b>	<b>193</b>		<b>99%</b>
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## Law Office of Robin Johnson

### WORKERS' COMPENSATION

#### PROGRAMS DOCUMENTATION

Criteria	Max Pts	Pts Earned	Comments	Percent
Process to review MOC		N/A	Fully insured	
Policy distributed	5	2	AORMA MOC not CSAC-EIA's	
Reporting Requirements		N/A		
Cooperation Required		N/A		
Coverage Dispute Procedures		N/A		
Limits and deductible clear	10	10		
Proper Named Parties	10	10		
Term	10	10		
Conditions of Coverage	5	5		
<b>Total</b>	<b>40</b>	<b>37</b>		<b>93%</b>

#### CLAIMS MANAGEMENT

Criteria	Max Pts	Pts Earned	Comments	Percent
Settlement Authority	15	15		
Document closed session	10	10		
Claims Audits frequency and adequacy	5	5		
Claims Audit Report Favorable	10	10	Some areas noticed for improvement, Generally favorable report	
Communications with Member re. their loss	10	10		
Reserves Appropriate	15	15		
Subrogation	5	5		
Excess/Reinsurance Reporting/Collecting	10	10		
<b>Total</b>	<b>80</b>	<b>80</b>		<b>100%</b>

## Law Office of Robin Johnson

### PROGRAM FUNDING

Criteria	Max Pts	Pts Earned	Comments	Percent
Target Equity Policy		N/A	Fully Insured	
Funding Level Policy		N/A		
Allocation Transparency	5	5		
Actuarial Study sound, e.g. discount rate, development factors reasonable	20	20	AON 9/2017 Outstanding and Cash Funding Provides confidence levels	
<b>Total</b>	<b>25</b>	<b>25</b>		<b>100%</b>
<b>W.C. PROGRAM TOTAL</b>	<b>145</b>	<b>142</b>		<b>98%</b>

## Law Office of Robin Johnson

### PROPERTY PROGRAM

#### PROGRAMS DOCUMENTATION

Criteria	Max Pts	Pts Earned	Comments	Percent
MOC distributed	5	0	Should provide a copy of at least the first layer of coverage	
Reporting Requirements	5	5		
Cooperation Required	5	5		
Coverage Dispute Procedures	10	10		
Limits and deductible clear	10	10		
Proper Named Parties	10	10		
Term	10	10		
Conditions of Coverage	5	5		
<b>Total</b>	<b>60</b>	<b>55</b>		<b>92%</b>

#### TOTAL ALL PROGRAMS

Criteria	Max Pts	Pts Earned	Comments	Percent
<b>Total All Programs</b>	<b>400</b>	<b>390</b>		<b>98%</b>

## **FINANCIAL REPORT OF THE CSURMA INSURERS AND REINSURERS**

**ISSUE:** One of the recommendations that came out of the CSURMA Operational Review was the suggestion that Staff should consider providing to the Board of Directors a summary of the financial strength of all insurance and reinsurance providers on the CSURMA programs. Staff prepared the attached report based on the current placements for FY 17/18 and will update the report in October for the FY 18/19 placements.

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

**FISCAL IMPACT:** None.

**BACKGROUND:** None.

**PUBLICATION:** This report will be presented to the Board of Directors every year at the fall meeting.

**ATTACHMENT(S):**

- a. Financial Report of CSURMA Insurers and Reinsurers

## Financial Strength of Insurers and Reinsurers

Coverage	Carrier	Financial Rating
<b>CAMPUS &amp; AORMA</b>		
<b>REINSURANCE LIABILITY</b>		
Reinsurance Liability (\$4M xs \$1M) Markel (50% share)	Markel Global Reinsurance Company	S&P: A AM Best Rating: A XV Outlook: Stable
Reinsurance Liability (\$4M xs \$1M) Great American (50% share)	Great American Insurance Company	S&P: A+ AM Best Rating: A+ XIV Outlook: Stable
Reinsurance Liability (\$5M xs \$5M) Ironshore	Ironshore Indemnity Inc.	S&P: A AM Best Rating: A XIV Outlook: Stable
Reinsurance Liability (\$10M xs \$10M) AWAC	Allied World Assurance Co. (U.S) Inc.	S&P : A- AM Best Rating: A XV Outlook: Stable
<b>EXCESS LIABILITY</b>		
Excess Liability (\$5M xs \$20M) Ironshore - Layer 3	Ironshore Specialty Insurance Co.	S&P: A AM Best Rating: A XIV Outlook: Stable
Excess Liability (\$10M xs \$25M) Peleus - Layer 4	Peleus Insurance Company	S&P: A- AM Best Rating: A XII Outlook: Stable
Excess Liability (\$5M xs \$35M) AWAC - Layer 5	Allied World Assurance Co. (U.S) Inc.	S&P : A- AM Best Rating: A XV Outlook: Stable
Excess Liability (\$10M xs \$40M) Gemini - Layer 6	Gemini Insurance Company	S&P : A+ AM Best Rating: A+ XV Outlook: Stable
Excess Liability (\$10M po \$50M xs \$50M) Great American Layer 7a	Great American E&S Insurance Company	S&P: A+ AM Best Rating: A+ XIV Outlook: Stable

## Financial Strength of Insurers and Reinsurers

Coverage	Carrier	Financial Rating
Excess Liability (\$30M po \$50M xs \$50M) Hiscox, ATL, Score Re - Layer 7b	Hiscox	S&P: A AM Best Rating: A XV Outlook: Stable
Excess Liability (\$10M po \$50M xs \$50M) Hallmark - Layer 7c	Hallmark Specialty Insurance Company	AM Best Rating: A- VIII Outlook: Stable Non-Admitted in the State of CA
Excess Liability (\$25M po \$50M x \$100M) Aspen - Layer 8a	Aspen Bermuda Limited	S&P: A (Strong) AM Best Rating: A (Excellent) Outlook: Stable
Excess Liability (\$25M po \$50M x 100M) Ironshore / Starr / Hamilton / Antares Layer 8b	Iron Starr Excess Agency Ltd.	AM Best Rating: A
Excess Liability (\$50M x \$150M) XL - Layer 9	XL Insurance Company SD	S&P: A+ AM Best Rating: A u XV Outlook: Developing
NEW - Excess Liability (\$25M po \$75M x \$200M) Ironshore / Starr / Hamilton Re / Antares - Layer 10a	Iron Starr Excess Agency Ltd.	AM Best Rating: A
NEW - Excess Liability (\$25M po \$75M x \$200M) Aspen - Layer 10b	Aspen Bermuda Limited	S&P: A (Strong) AM Best Rating: A (Excellent) Outlook: Stable
NEW - Excess Liability (\$25M po \$75M x \$200M) Chubb Bermuda - Layer 10c	Chubb Bermuda Insurance Ltd.	S&P: AA AM Best Rating: A++ VX Outlook: Stable
<b>OTHER PROGRAM / COVERAGES</b>		
Cyber Risk Liability (CYBER ENHANCEMENT OPTION (CEO))	Lloyd's of London / Beazley	S&P: A+ (Stable) AM Best Rating: A XIII (Positive) Non-Admitted
Cyber Risk Liability (Excess of APIP & CEO) (\$5M xs \$2M - Novae)	Lloyd's Syndicate Novae	S&P: A+ (Strong) AM Best Rating: A (Excellent) Fitch: AA- (Very Strong)

## Financial Strength of Insurers and Reinsurers

Coverage	Carrier	Financial Rating
Cyber Risk Liability (\$5M xs \$7M - CFC)	Beazley Various Lloyd's Insurers	S&P: A+ (Stable) AM Best Rating: A XIII (Positive) Non-Admitted
NEW: Cyber Risk Liability (\$5M xs \$12M - AXIS)	AXIS Insurance	S&P: A+ AM Best Rating: A+ : XV Outlook: Negative
Fidelity - Crime	Lloyd's Syndicate AGM 2488	S&P: A+ (Strong) AM Best Rating: A (Excellent) Fitch: AA- (Very Strong)
Trustees E&O, Fiduciary Liability	Lloyd's Syndicate - Aspen	S&P: A+ (Strong) AM Best Rating: A (Excellent) Fitch: AA- (Very Strong)
Auto Physical Damage (APD)	AGCS Marine Insurance Company	S&P: AA AM Best Rating: A+ XV Outlook: Stable
NEW - Drone Insurance Program (DRIP)	Westchester Fire Insurance Company	S&P: AA AM Best Rating: A++ XV Outlook: Stable
<b>CAMPUS PROGRAMS</b>		
Workers Compensation Program - BILLED DIRECTLY FROM CSAC EIA	CSAC Excess Insurance Authority	Not Rated
Foreign Travel Insurance Program (FTIP)	Chubb	S&P: AA AM Best Rating: A++ XV Outlook: Stable
Foreign Travel Insurance Program (FTIP) - GL / XS Auto / WC	ACE American Insurance Company	S&P: AA AM Best Rating: A++ XV Outlook: Stable
CSU IP (International Program)	Chubb	S&P: AA AM Best Rating: A++ XV Outlook: Stable

### Financial Strength of Insurers and Reinsurers

Coverage	Carrier	Financial Rating
Student Professional Liability Insurance Program (SPLIP)	Ascot Underwriting Bermuda Syndicate 1414 at Lloyd's of London	S&P: A+ (Strong) AM Best Rating: A (Excellent) Fitch: AA- (Very Strong)
Ascot (Sideways- SPLIP Agg Excess SPLIP)	Ascot Underwriting Bermuda Syndicate 1414 at Lloyd's of London	S&P: A+ (Strong) AM Best Rating: A (Excellent) Fitch: AA- (Very Strong)
Student Academic Field Exp. For Credit Liab Ins. Program (SAFECLIP) - (\$5M / \$10M)	Ascot Underwriting Bermuda Syndicate 1414 at Lloyd's of London	S&P: A+ (Strong) AM Best Rating: A (Excellent) Fitch: AA- (Very Strong)
Student Academic Field Exp. For Credit Liab Ins. Program (SAFECLIP) - (Ascot SAFECLIP Agg Excess)	Ascot Underwriting Bermuda Syndicate 1414 at Lloyd's of London	S&P: A+ (Strong) AM Best Rating: A (Excellent) Fitch: AA- (Very Strong)
Doctors' Med Mal (Ascot Excess)	Ascot Underwriting Bermuda Syndicate 1414 at Lloyd's of London	S&P: A+ (Strong) AM Best Rating: A (Excellent) Fitch: AA- (Very Strong)
Property and B&M Insurance (incl. Cyber & Pollution Liab)	Alliant Property Insurance Program (APIP) – Lexington Insurance Co.	S&P: AA AM Best Rating: A++ XV Outlook: Stable
Inland Marine Insurance (overall rate flat)	AGCS Marine Insurance Company	S&P: AA AM Best Rating: A+ XV Outlook: Stable
Fine Arts, Artifacts, & Archives Program	Lloyd's of London syndicates: HIS33, ASC1414, AUW609, XLC2003, ATL1861, KLN510	S&P: A+ (Strong) AM Best Rating: A (Excellent) Fitch: AA- (Very Strong)
Non-Owned Aircraft Liability	Westchester Fire Insurance Company	S&P: AA- AM Best Rating: A++ XV
CSU Rocketry Program	ACE Property and Casualty Insurance Company	S&P: AA- AM Best Rating: A++ XV
Builder's Risk - Note: Billed directly to CSU Construction Mgmt Dept	Illinois Union Insurance Company	S&P: AA- AM Best Rating: A++ XV

### Financial Strength of Insurers and Reinsurers

Coverage	Carrier	Financial Rating
Athletic Injury Medical Expense (AIME)	AXIS Insurance Company	S&P: A+ AM Best Rating: A+ XV Outlook: Negative
APEEL (Pollution Liability)	Illinois Union Insurance Company	S&P: AA (Very Strong) AM Best Rating: A++ (Superior), XV Non-Admitted
<b>AORMA PROGRAMS</b>		
Workers Compensation Program - BILLED DIRECTLY FROM CSAC EIA	CSAC Excess Insurance Authority	Not Rated
Property and B&M Insurance (incl. Cyber & Pollution Liab)	Alliant Property Insurance Program (APIP) – Lexington Insurance Co.	S&P: AA AM Best Rating: A++ XV Outlook: Stable
ID Fraud	Travelers Excess and Surplus Lines Company	S&P: AA AM Best Rating: A++ XV Outlook: Stable
Participant Accident Insurance	QBE Insurance Company	S&P: A+ AM Best Rating: A Admitted

## **CLUB LIABILITY INSURANCE PROGRAM**

**ISSUE:** The Committee will be asked to approve the formation of a new CSURMA Club Liability Insurance Program (CLIP).

**RECOMMENDATION:** Staff recommends that the Executive Committee recommend to the Board that it approves the Club Liability Insurance Program and that it delegates authority to the Secretary-Auditor to bind the coverage (per Policy and Procedure No. 15) and to finalize the terms of the new program.

**FISCAL IMPACT:** \$150,000 will be charged to the liability fund and allocated to campuses within the FY 19/20 rates. Campuses will then have the option on whether to recover the costs from their clubs, similar to SPLIP and SAFECLIP.

**BACKGROUND:** The attached proposal summary provides additional information regarding the coverage terms and conditions. Staff will be available the meeting to provide additional information.

**PUBLICATION:** An announcement of this new coverage program will be distributed to all Campus and Auxiliary Organization members. A summary of the new program will also be uploaded to the CSURMA website.

**ATTACHMENT(S):**

- a. Club Liability Insurance Program proposal summary
- b. Policy and Procedure No. 15 – Responsibilities of the Treasurer and Secretary-Auditor



# Club Liability Insurance Program (CLIP)

DRAFT

## COVERAGE SUMMARY

**INSURER:**  
Lloyd's of London

**POLICY TERM:**  
July 1, 2018 to  
July 1, 2019

**POLICY NO:**  
TBD



**QUESTIONS:**

**Amy Lightner**  
(415) 403-1457  
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**Van Rin**  
(415) 403-1408  
[vrin@alliant.com](mailto:vrin@alliant.com)

**INSURED:**

California State University Risk Management Authority

**COVERED PARTIES:**

1. California State University (CSU)
2. All campuses of the CSU
3. Board of Trustees of the CSU
4. Employees, Faculty, Staff of the CSU
5. Elected/Appointed Officials of the CSU
6. CSU Auxiliary Organizations, and their Employees, Officers, Directors, Volunteers and Agents
7. All Student Clubs Officially Recognized by the CSU
8. All students in clubs Officially Recognized by the CSU

*It is a requirement for CLIP coverage that all Officially Recognized Clubs must be reported to the Program Administrator*

**ADDITIONAL INSURED:**

Any affiliate institution to whom the Named Insured is obligated by written agreement to provide such coverage as is afforded by this policy.

**COVERAGES:**

1. General Liability, claims-made
2. Professional Liability, claims-made

**COVERAGE DESCRIPTION:**

Covers General and Professional Liability Coverage for Officially Recognized Clubs (per Executive Order 1068\*) of the California State University. Coverage provided for both on and off campus activities.

\*<http://www.calstate.edu/eo/eo-1068.html>

**LIMITS:**

\$1,000,000	Each Loss
\$5,000,000	Aggregate for all Covered Parties, and not per student

**MEMBER'S DEDUCTIBLE:**

\$0 Per Claim

*While we believe this Summary of Insurance fairly represents the terms, conditions and exclusions found in your insurance policies, in the event of any differences between the policies themselves and this summary, the policy provision will direct any resolution. This summary is not intended to replace or supersede any of your insurance contracts.*

## COVERAGE SUMMARY

**INSURER:**  
Lloyd's of London

**POLICY TERM:**  
July 1, 2018 to  
July 1, 2019

**POLICY NO:**  
TBD



**QUESTIONS:**

**Amy Lightner**  
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[alightner@alliant.com](mailto:alightner@alliant.com)

**Van Rin**  
(415) 403-1408  
[vrin@alliant.com](mailto:vrin@alliant.com)

### COVERAGE EXTENSIONS:

1. **Damage to Property of Others:** for damage caused accidentally by a Covered Party to the property of others at your location; \$1,000 per incident; \$100,000 aggregate
2. **Assault Coverage:** covers your medical expenses or reimburses you for damage to your property if you are assaulted at your location; \$5,000 per incident; \$100,000 aggregate
3. **Medical Payments:** reimbursement of medical expenses to others injured on your location; \$5,000 per incident; \$100,000 aggregate
4. **First Aid Expenses:** for expenses you incur in rendering first aid to others: \$1,000 per defendant; \$100,000 aggregate
5. **Defendant Expense Benefit:** reimburses you for lost wages and other expenses incurred when you attend a required trial, hearing or proceeding as a defendant in a covered claim: \$1,000 per defendant; \$100,000 aggregate

### NO EXCLUSION FOR:

1. Sexual Harassment
2. Abuse or Molestation
3. Corporal Punishment

### MAJOR EXCLUSIONS:

1. Fraternal Organizations (men and women)
2. Hazing
3. Injuries to Participants while participating in athletic activities
4. Intentional Discrimination

### COMMENTS / CONDITIONS:

1. This is a "claims- made" policy. Coverage is only provided for claims which are both: (1) first made against the Insured during the Policy Period; and (2) reported to the Carrier as soon as practicable, but not later than 3 years after the Policy Period.
2. Limited alcohol exclusion pending

### HOW TO REPORT A CLAIM:

Alliant Insurance Services, Inc.  
100 Pine Street, 11th Floor  
San Francisco, CA 94111-5101

Bob Frey  
415-403-1445  
[rfrey@alliant.com](mailto:rfrey@alliant.com)

Elaine Tizon  
415-403-1458  
[elaine.tizon@alliant.com](mailto:elaine.tizon@alliant.com)



## CSURMA

## POLICY AND PROCEDURE NO. 15

**ADOPTED:** December 9, 2011

**EFFECTIVE:** October 23, 2015

**REVISED:** October 23, 2015

**SUBJECT:** RESPONSIBILITIES OF THE TREASURER AND THE SECRETARY-AUDITOR

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**POLICY:** Pursuant to California Government Code Section 6505 et seq. (referenced below) the CSURMA has designated in the governing documents the officer positions of the Treasurer and the Secretary-Auditor. It is the policy of the CSURMA that there shall a designation of the operational responsibilities of the Treasurer and the Secretary-Auditor as described in this Policy & Procedure No. 15.

**PROCEDURE:** The Treasurer and Secretary-Auditor shall perform the duties specified in California Government Code Section 6505 et seq. and other duties as designated by the Board of Directors, Executive Committee or AORMA Committee. To clarify the roles of the Treasurer and the Secretary-Auditor, the duties and responsibilities of the Treasurer and the Secretary-Auditor are described respectively as follows:

### TREASURER

The Treasurer shall serve as a member of the Executive Committee and have the following duties and responsibilities for CSURMA:

#### 1. FUNDS AND ACCOUNTS:

##### 1.1. ACCOUNTS

1.1.1. The Treasurer shall establish and maintain funds and accounts in compliance with good accounting practice.

##### 1.2. RECEIPT

1.2.1. The Treasurer shall receive all funds for custody by the entity.

1.2.2. The Treasurer ensures all funds are deposited to the proper program fund accounts.

1.2.3. Upon receipt of the approved premium deposit allocation, the Treasurer bills and collects annual premiums, quarterly premiums, and special assessments from all members.

##### 1.3. DISBURSEMENT

1.3.1. The Treasurer shall pay any sums due out of monies of the Authority, as approved for payment.

**2. REPORTING**

- 2.1. The Treasurer maintains a central accounting system for CSURMA.
- 2.2. Unaudited financial statements will be produced as requested by the Executive Committee to show the accounting transactions by fund.
- 2.3. The Treasurer shall engage a certified public accountant or public accountant to perform an independent financial audit as provided by law.
- 2.4. The Treasurer shall create a quarterly investment report for review by the Executive Committee.

**3. CASH AND DEBT MANAGEMENT**

- 3.1. The Treasurer manages the cash flow of CSURMA which includes investing the excess monies over the required immediate expenditures for the Authority.
- 3.2. The Treasurer administers short-term and long-term debt financing, authorized by the Executive Committee
- 3.3. The Treasurer shall maintain a detailed record of every loan, including an entry on the loan register showing each loan and payment.

The duties of the Treasurer vary and play a key fiduciary role in the operation of the Authority.

**SECRETARY-AUDITOR**

The Secretary-Auditor shall have the following duties and responsibilities for CSURMA:

**1. BUDGET**

- 1.1. The Secretary-Auditor shall ensure that all bills are reviewed and approved for payment before payments are issued by the Treasurer.
- 1.2. The Secretary-Auditor may examine the Treasurer's book on behalf of the CSURMA Executive Committee to check for accuracy.
- 1.3. The Secretary-Auditor acts as the CSURMA budget officer and shall be responsible for the preparation and administration of the budget.

**2. MISCELLANEOUS DUTIES**

- 2.1. The Secretary Auditor also conducts the sale of surplus items such as office equipment.
- 2.2. The internal audit duties may also fall under the direction of the Secretary-Auditor as directed by the Executive Committee.
- 2.3. The Secretary-Auditor serves as Secretary of the CSURMA.

**3. AUTHORITY TO BIND INSURANCE**

- 3.1. The Secretary-Auditor is authorized to finalize negotiations with insurers and to bind insurance on behalf of the CSURMA.
- 3.2. The Secretary-Auditor shall provide a report summarizing the insurance bound on behalf of CSURMA to the Executive Committee.



## **CSURMA**

## **POLICY AND PROCEDURE NO. 15**

The duties of the Secretary-Auditor are directly accountable to the Executive Committee in the implementation of the policies, procedures and programs of the CSURMA.

## **AIME PROGRAMS UPDATE**

**ISSUE:** The Athletic Injury Medical Expense (AIME) program continues to address the insurance and risk management needs of its members.

The Executive Committee Liaison for AIME, will report on the activities of the AIME Committee.

**RECOMMENDATION:** This item is for information only; no action is required on this item at today's meeting.

**FISCAL IMPACT:** None.

**BACKGROUND:** AIME is designed to cover medical expenses arising from injuries to student athletes while practicing or competing in inter-collegiate sports programs of the university.

**PUBLICATION:** None.

**ATTACHMENT(S):** None.

## **AORMA PROGRAMS UPDATE**

**ISSUE:** The Auxiliary Organizations Risk Management Alliance (AORMA) continues to address the insurance and risk management needs of its members. All Auxiliary Organizations in Good Standing purchase insurance coverage through the AORMA.

The AORMA Chair, will report on the activities of the AORMA Committee.

**RECOMMENDATION:** No action is required on this item at today's meeting.

**FISCAL IMPACT:** None.

**BACKGROUND:** The AORMA was first marketed to CSU Auxiliary Organizations in 1998. Since that time, the program has grown from 12 members to 86 members, and represents 100% participation.

**PUBLICATION:** None.

**ATTACHMENT(S):** None.

**SERVICE PROVIDER PERFORMANCE EVALUATION OF  
CSURMA VENDORS**

**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 members who regularly use vendor services and asks them to complete an on-line vendor survey.

The complete 2017 Vendor Survey Report will be posted on the CSURMA website.

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

**FISCAL IMPACT:** None.

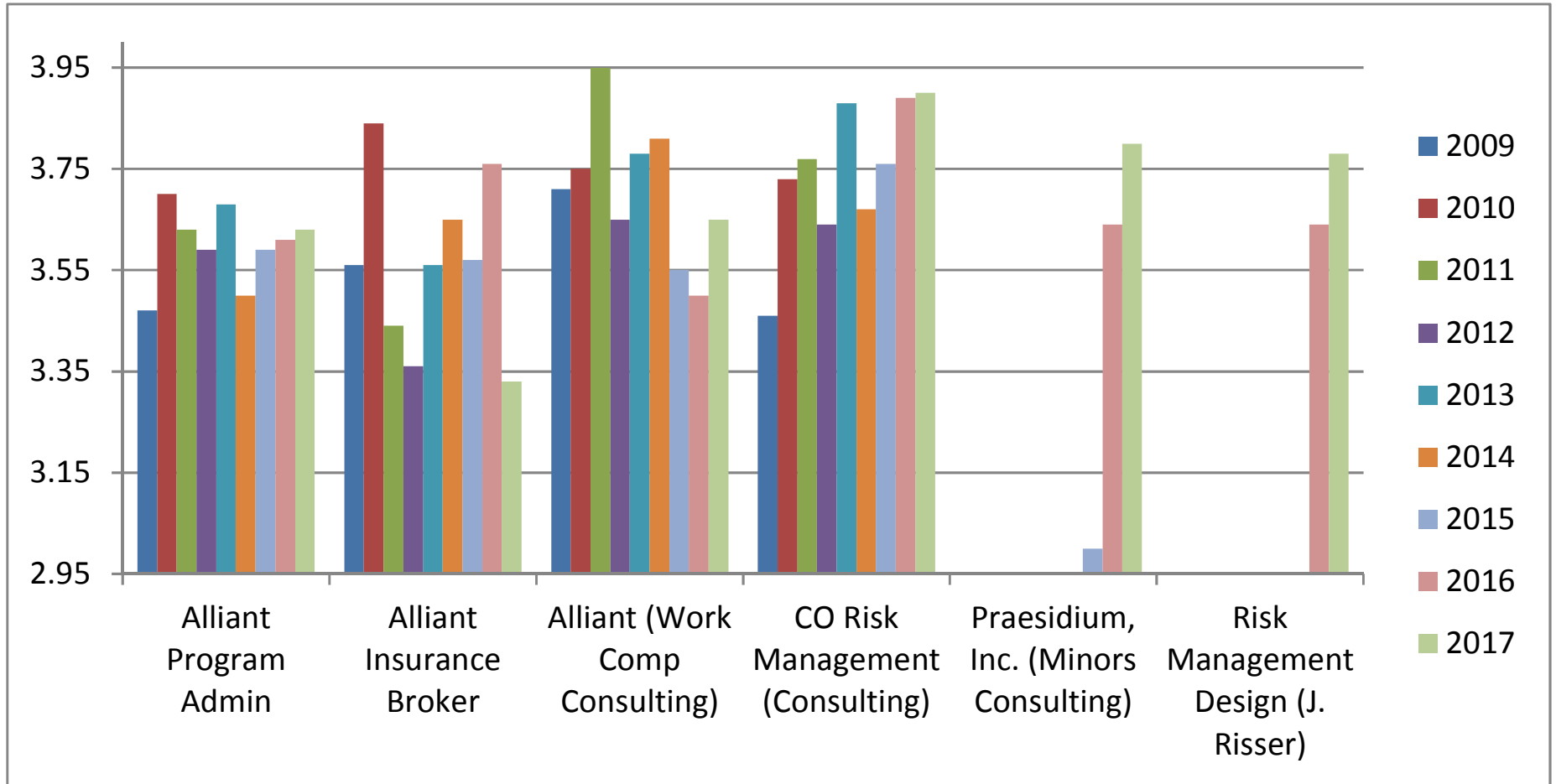
**BACKGROUND:** The Service Provider Performance evaluation will assist CSURMA with additional information to support strategic planning. The evaluation is tailored to meet the requirements of CSURMA members and maintain respondent confidentiality in order to elicit candid comments.

**PUBLICATION:** None.

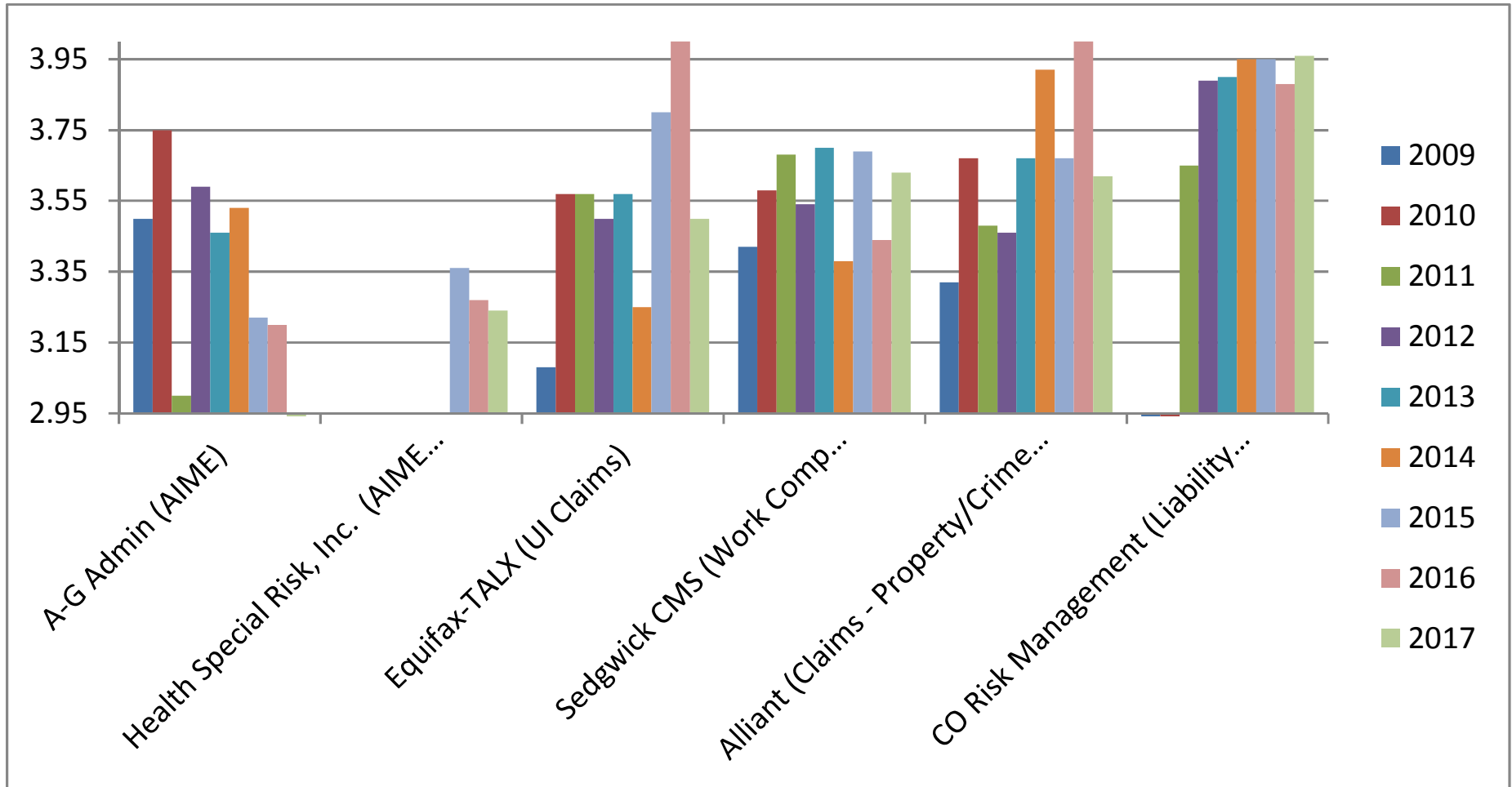
**ATTACHMENT(S):**

- a. CSURMA 2017 Annual Vendor Survey Report

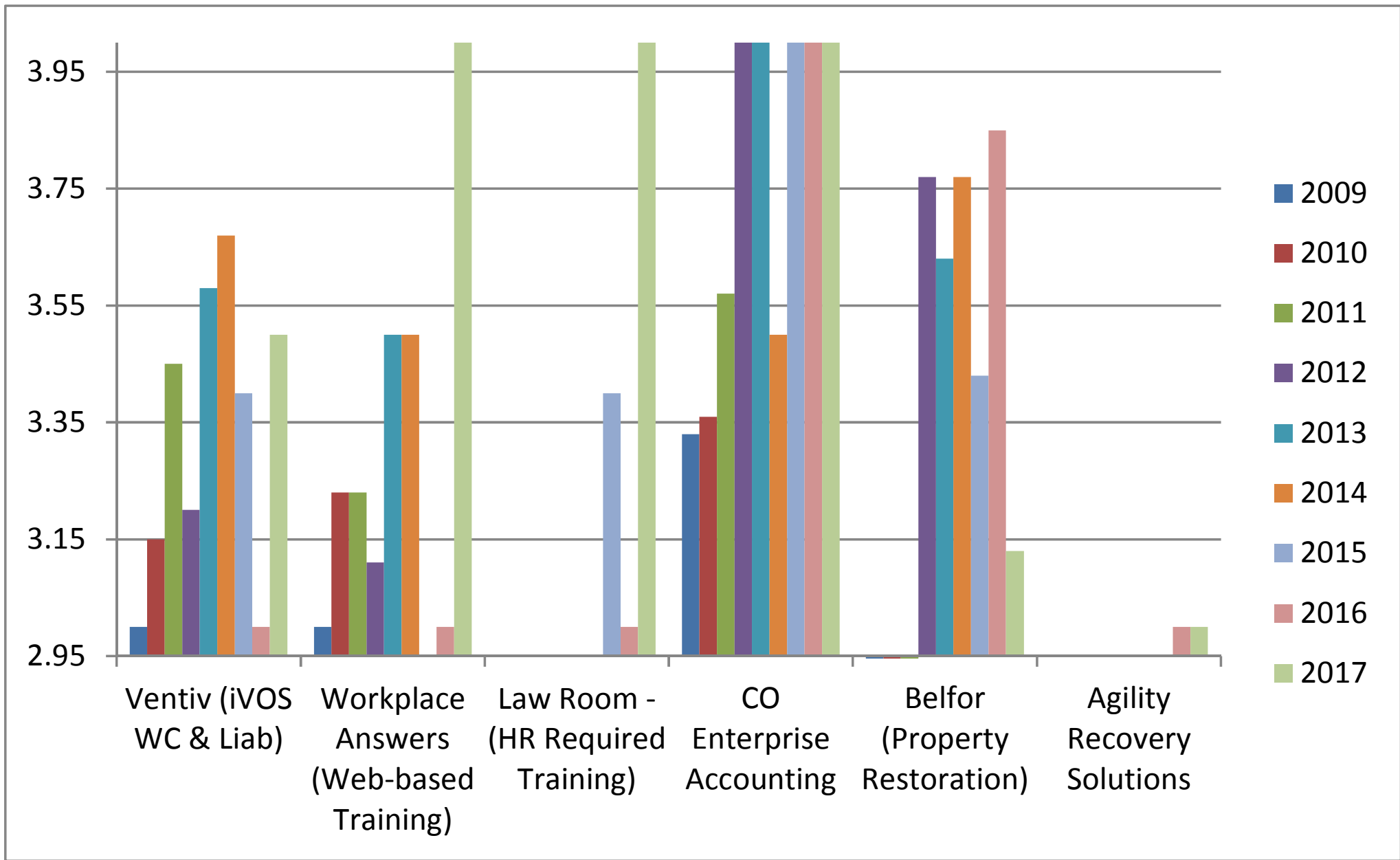
Campus

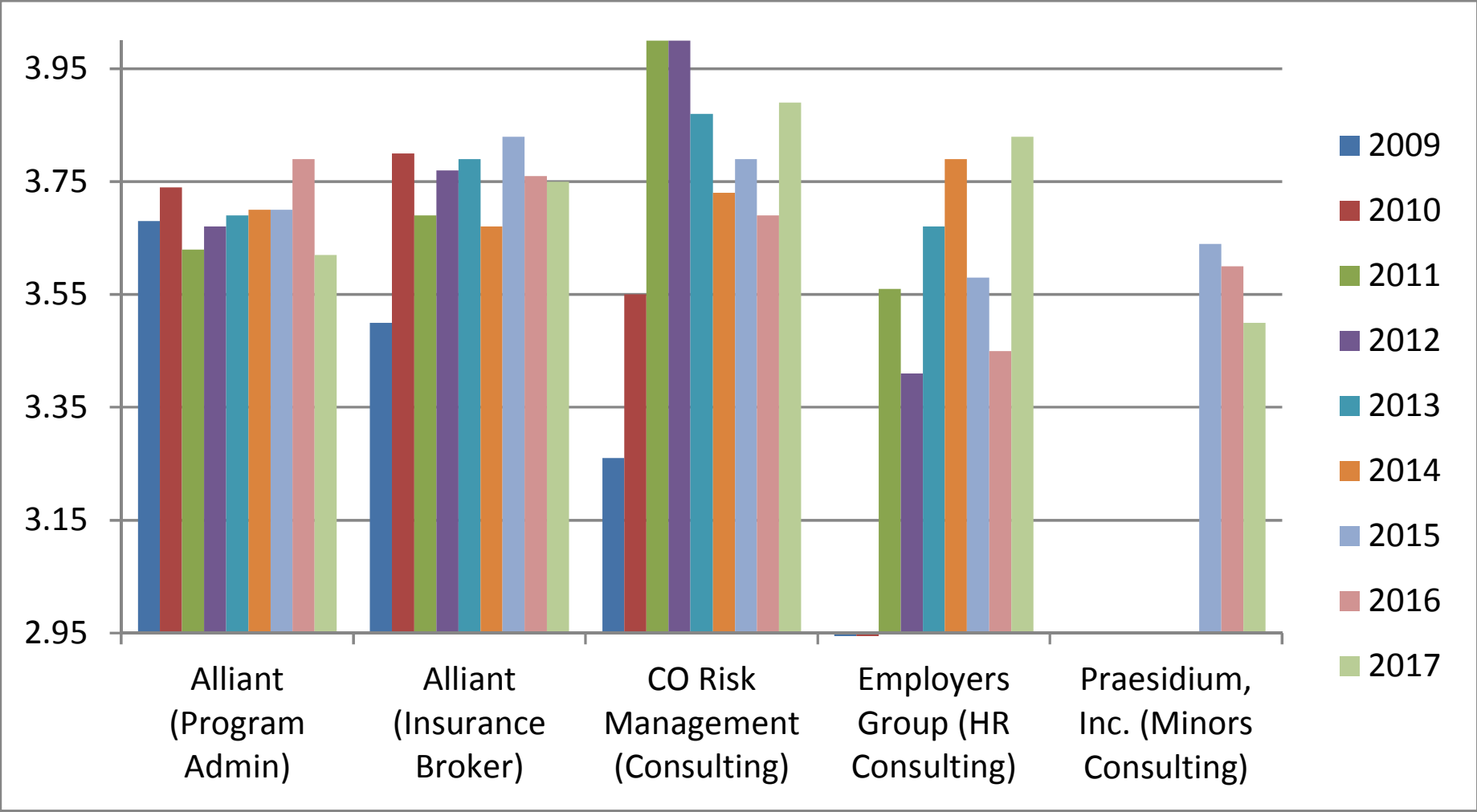


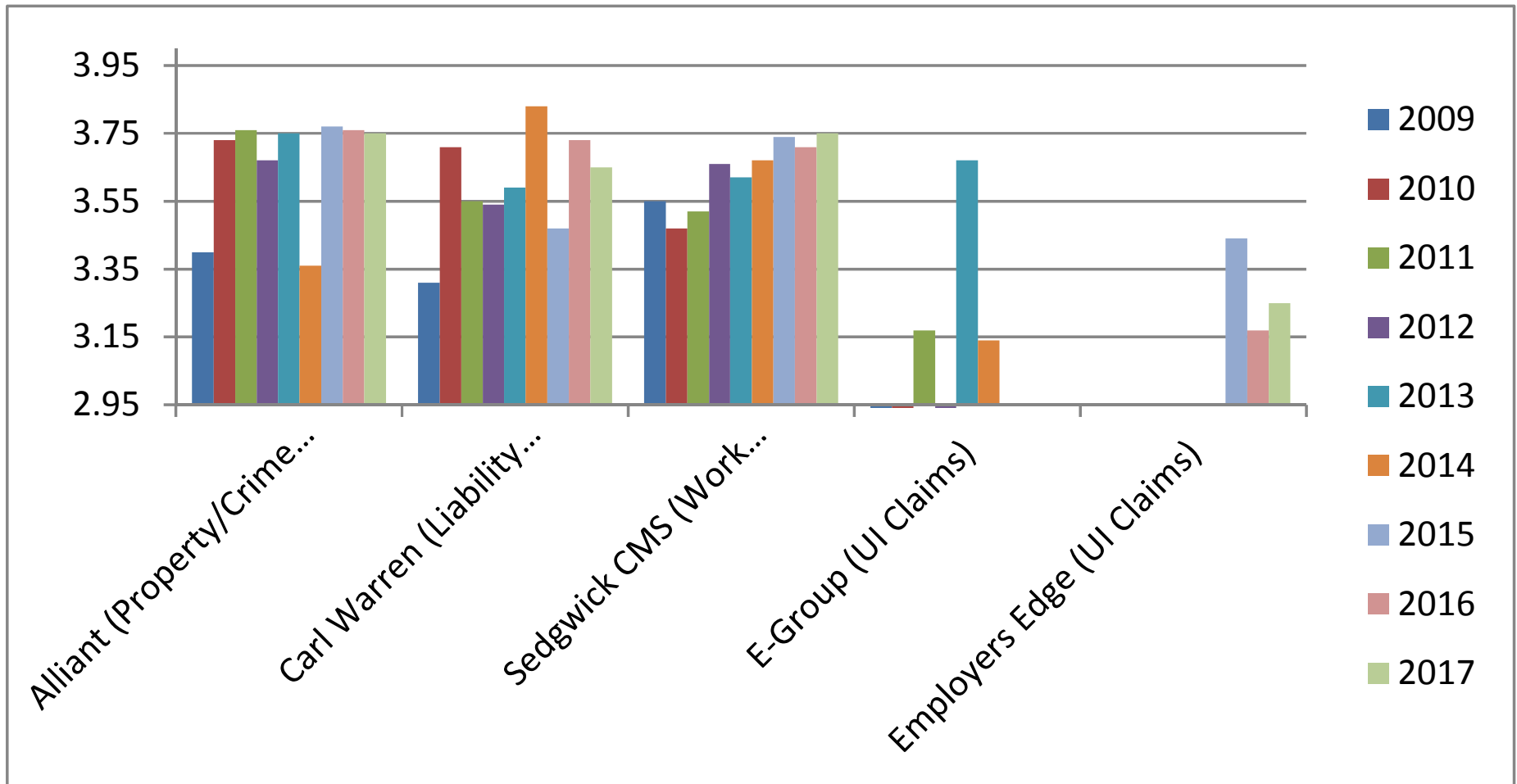
Campus

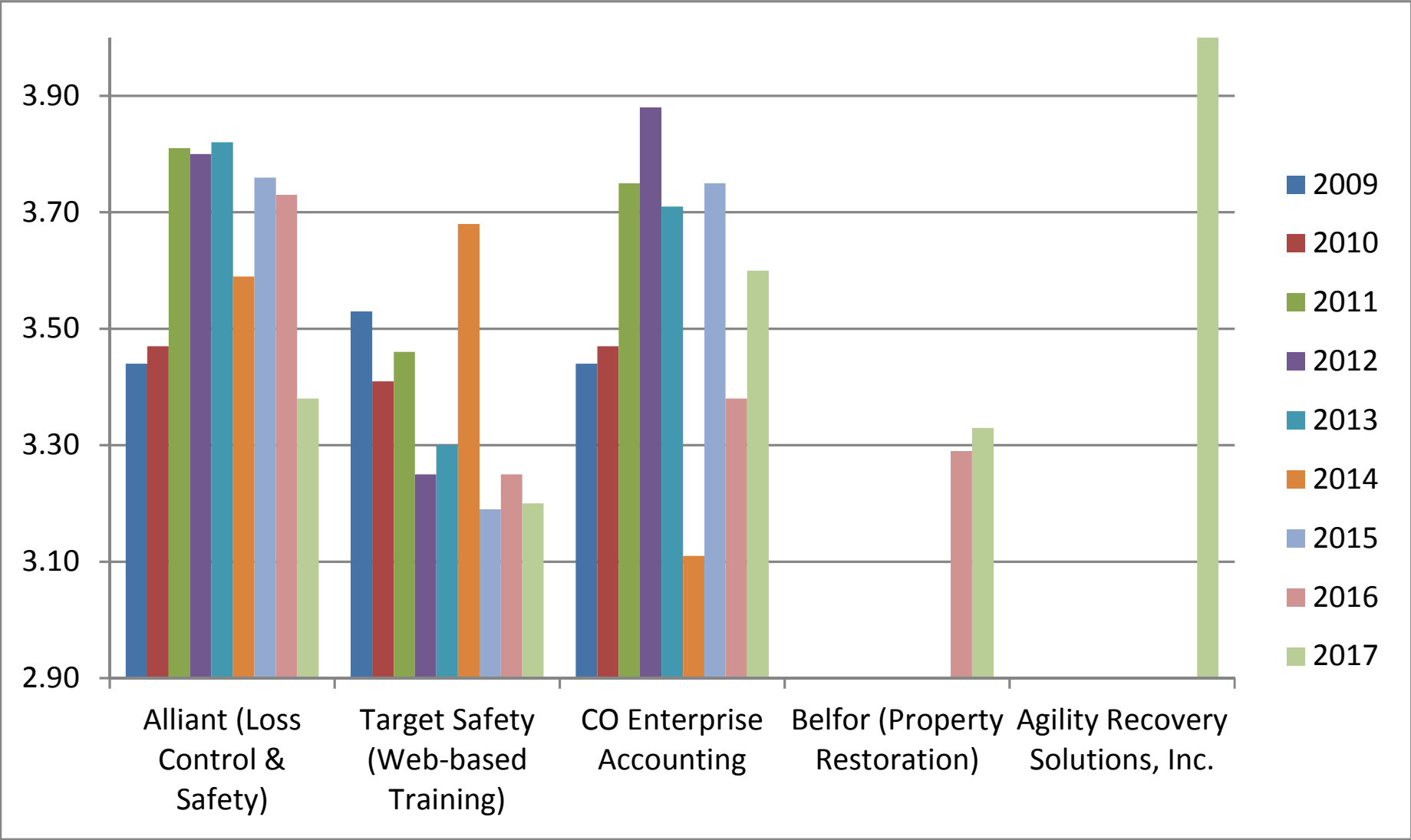


Campus









2017

# CSURMA Campus Survey Results

Prepared by:  
Alexis Naiknimbalkar  
Organizational Excellence  
Office of the Chancellor  
Software: Snap Survey Professional 11  
Report Date: 03/16/2018

## Survey Campus Coordinator Contacts

for survey customization & approval.

	Primary Contact	Additional Contact 1	Additional Contact 2
<b>Name</b>	Leona Ching		
<b>Phone</b>	(562) 951-4575		
<b>Email</b>	lching@calstate.edu		

Date Survey Opened: 02/12/2018  
 Date Reminder Sent: 02/19/2018 and 02/26/2018  
 Date Survey Closed: 03/02/2018

## Survey Administration & Analysis

The web-based surveys were conducted using SNAP Survey Professional 10.  
 The survey URL was distributed to the sample group via e-mail.  
 Analysis was performed and reports created using SNAP Survey Professional 10.

## Population and Sample

	Listserve
Total Population	273
Sample	273
Responses	81
Minimum Response Rate	30%

*Note: The response rates listed above must be considered as minimum values as they assume that all individuals on the campus-provided e-mail list had an opportunity to take the survey. In reality the number of individuals that will have received the e-mail link is lower than the Sample value due incorrect e-mail addresses, blocked e-mail, etc.*

## Sample Description

2017 Listserve contacts

**Surveys Administered by:** Chancellor's Office

**Survey E-mail Letter Invitation Text:**

Subject: CSURMA/AORMA Survey - Due March 2<sup>nd</sup>

Dear Campus Representative:

CSURMA/AORMA is conducting surveys on the performance of the firms that provide service and support to the campuses and auxiliary organizations. Your participation in this survey provides important information for the success of the programs and the improvement of the services provided to CSURMA/AORMA members.

Please complete this electronic survey by March 2, 2018, for the service organizations with which you work. To begin the survey, click on the link below and complete the survey online. You will note on the first page that you can choose the vendors with whom you have worked with. For each service provider, there is opportunity to provide additional comments at the end of each section. All answers and comments will be handled in a confidential manner.

Survey link:

{SurveyLinkAuto}

We appreciate your participation and thank you for your prompt feedback.

If you should have any questions about the survey, please contact Zachary Gifford at 562-951-4580.

**Survey E-mail Letter Reminder Text:**

Subject: Reminder: CSURMA/AORMA Survey - Due March 2<sup>nd</sup>

Dear Campus Representative:

CSURMA/AORMA is conducting surveys on the performance of the firms that provide service and support to the campuses and auxiliary organizations. Your participation in this survey provides important information for the success of the programs and the improvement of the services provided to CSURMA/AORMA members.

Please complete this electronic survey by March 2, 2018, for the service organizations with which you work. To begin the survey, click on the link below and complete the survey online. You will note on the first page that you can choose the vendors with whom you have worked with. For each service provider, there is opportunity to provide additional comments at the end of each section. All answers and comments will be handled in a confidential manner.

Survey link:

{SurveyLinkAuto}

We appreciate your participation and thank you for your prompt feedback.

If you should have any questions about the survey, please contact Zachary Gifford at 562-951-4580.

# ALL Survey Results

**Q3.a to Q3.g AG Administrators AIME Claims Administrator**

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

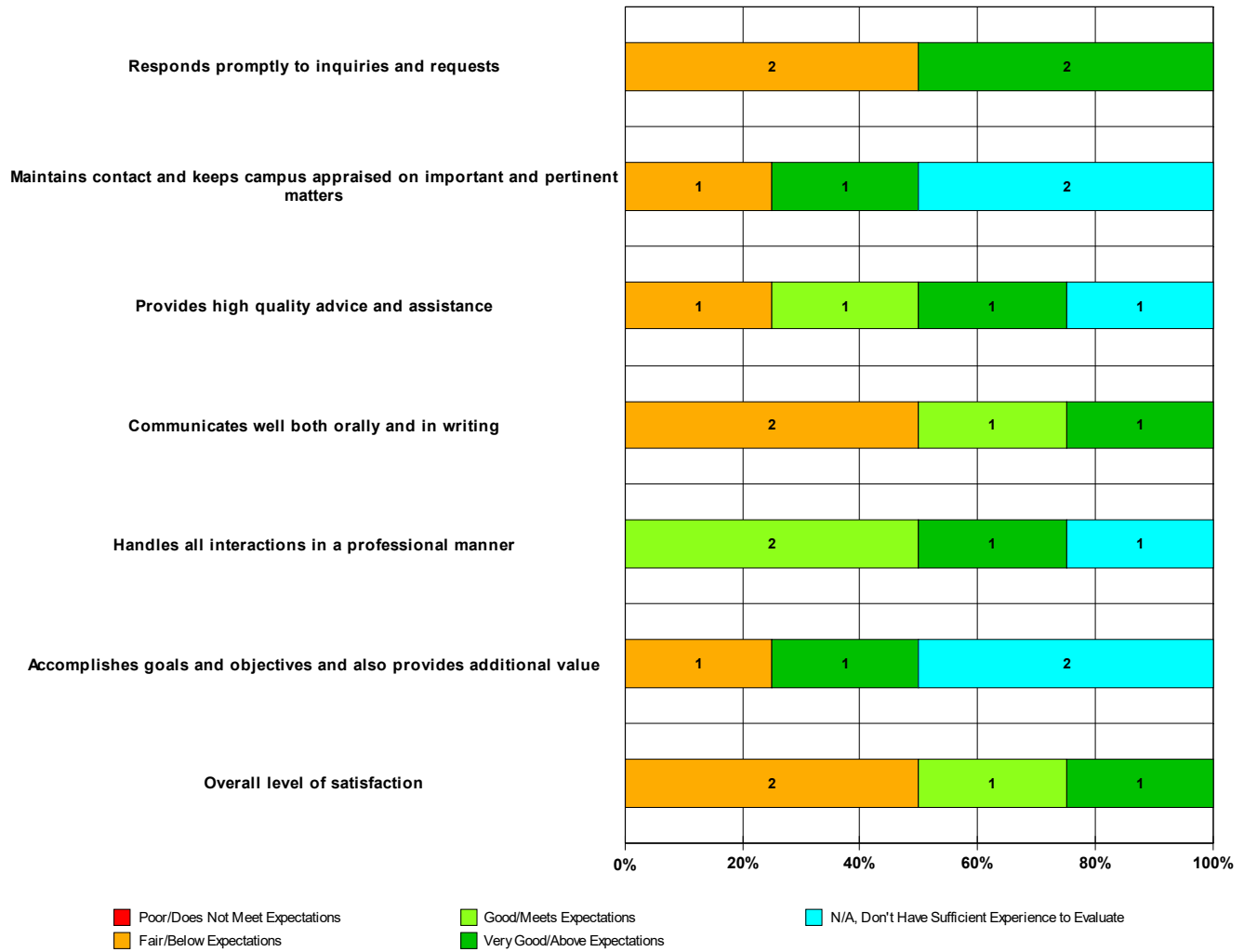
	Total	Mean		
			Poor/Does Not Meet Expectations	Fair/Below Expectations
Base	28	2.95	-	9
Responds promptly to inquiries and requests	4	3.00	-	2
Maintains contact and keeps campus apprised on important and pertinent matters	4	3.00	-	1
Provides high quality advice and assistance	4	3.00	-	1
Communicates well both orally and in writing	4	2.75	-	2
Handles all interactions in a professional manner	4	3.33	-	-
Accomplishes goals and objectives and also provides additional value	4	3.00	-	1
Overall level of satisfaction	4	2.75	-	2

	Total			
		Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	28	5	8	6
Responds promptly to inquiries and requests	4	-	2	-
Maintains contact and keeps campus apprised on important and pertinent matters	4	-	1	2
Provides high quality advice and assistance	4	1	1	1
Communicates well both orally and in writing	4	1	1	-
Handles all interactions in a professional manner	4	2	1	1
Accomplishes goals and objectives and also provides additional value	4	-	1	2
Overall level of satisfaction	4	1	1	-

### Q3.a to Q3.g AG Administrators AIME Claims Administrator

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

#### Q3.a to Q3.g AG Administrators AIME Claims Administrator



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

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

Filter.....: All Respondents

Options...: Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>Minimal contact with them as it was last year bills could be turned in to them</i>
<i>- This would be a good survey for students utilizing the coverage. - While the Risk Manager is asked to sign the student's claim form, the RM is should not be the primary contact on the claim. This has been a difficult issue with the carrier. After the filing of the claim, the student alone should receive correspondence, with the RM supporting the student when he/she has questions or concerns.</i>
<i>Stopped working with A-G in June 2017.</i>
<i>They are very responsive.</i>

**Q5.a to Q5.g Agility Recovery Solutions, Inc. (Agility)**

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

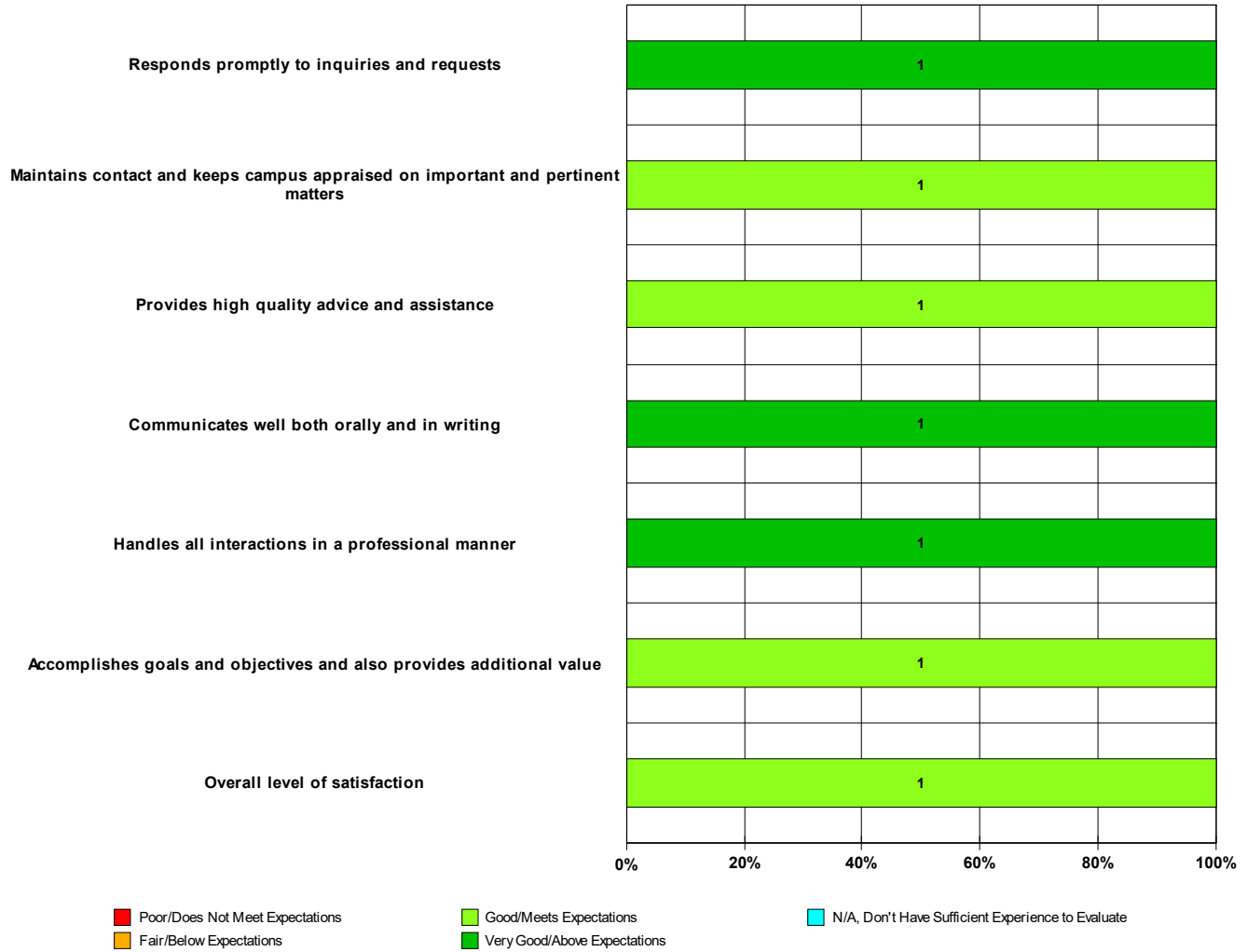
	Total	Mean		
			Poor/Does Not Meet Expectations	Fair/Below Expectations
Base	7	3.43	-	-
Responds promptly to inquiries and requests	1	4.00	-	-
Maintains contact and keeps campus apprised on important and pertinent matters	1	3.00	-	-
Provides high quality advice and assistance	1	3.00	-	-
Communicates well both orally and in writing	1	4.00	-	-
Handles all interactions in a professional manner	1	4.00	-	-
Accomplishes goals and objectives and also provides additional value	1	3.00	-	-
Overall level of satisfaction	1	3.00	-	-

	Total			
		Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	7	4	3	-
Responds promptly to inquiries and requests	1	-	1	-
Maintains contact and keeps campus apprised on important and pertinent matters	1	1	-	-
Provides high quality advice and assistance	1	1	-	-
Communicates well both orally and in writing	1	-	1	-
Handles all interactions in a professional manner	1	-	1	-
Accomplishes goals and objectives and also provides additional value	1	1	-	-
Overall level of satisfaction	1	1	-	-

## Q5.a to Q5.g Agility Recovery Solutions, Inc. (Agility)

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

### Q5.a to Q5.g Agility Recovery Solutions, Inc. (Agility)



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

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

Filter.....: All Respondents

Options...: Transposed

**I**

**Q7.a to Q7.g Alliant Insurance Services CSURMA Program Administrator**

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

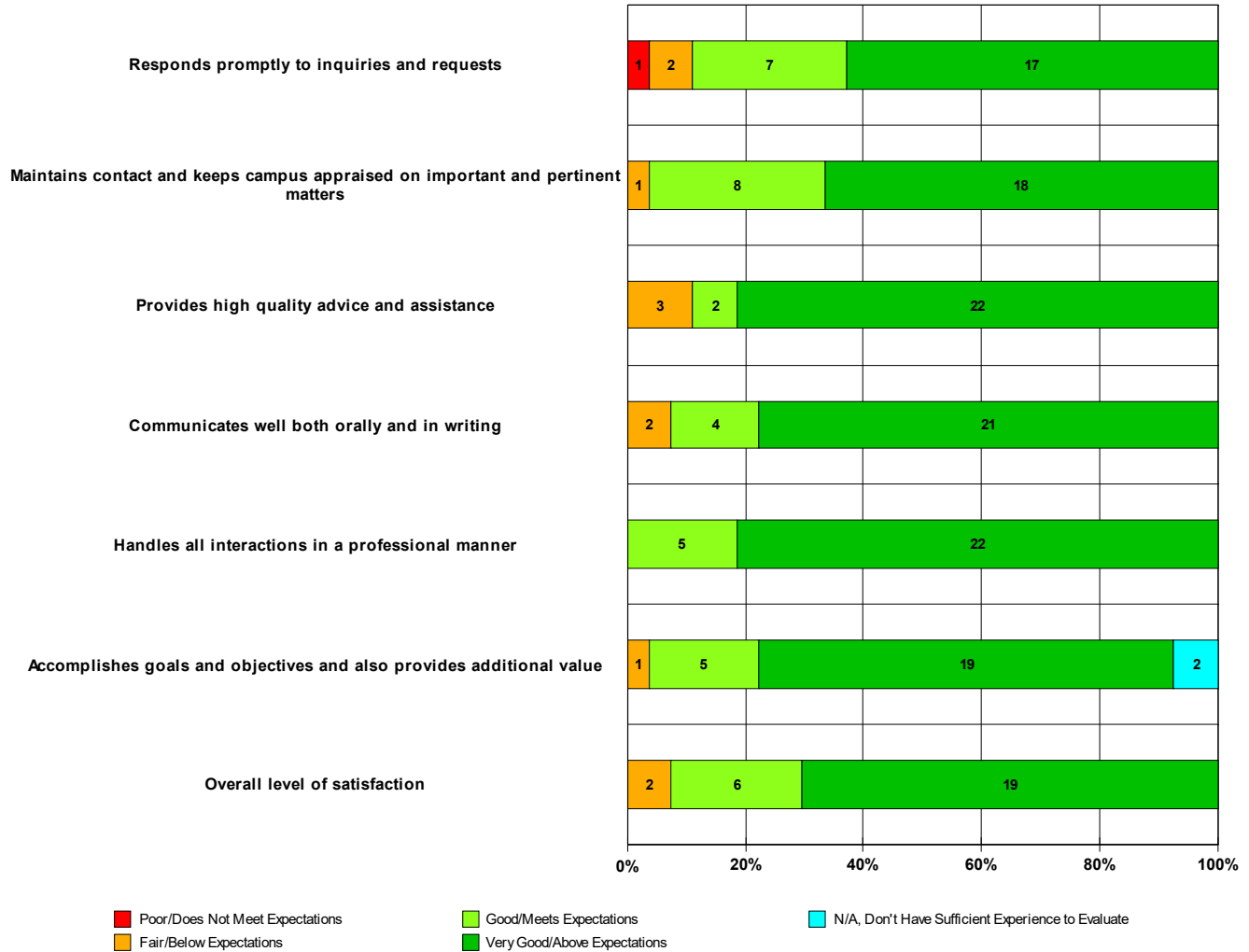
	Total	Mean		
			Poor/Does Not Meet Expectations	Fair/Below Expectations
Base	189	3.67	1	11
Responds promptly to inquiries and requests	27	3.48	1	2
Maintains contact and keeps campus apprised on important and pertinent matters	27	3.63	-	1
Provides high quality advice and assistance	27	3.70	-	3
Communicates well both orally and in writing	27	3.70	-	2
Handles all interactions in a professional manner	27	3.81	-	-
Accomplishes goals and objectives and also provides additional value	27	3.72	-	1
Overall level of satisfaction	27	3.63	-	2

	Total			
		Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	189	37	138	2
Responds promptly to inquiries and requests	27	7	17	-
Maintains contact and keeps campus apprised on important and pertinent matters	27	8	18	-
Provides high quality advice and assistance	27	2	22	-
Communicates well both orally and in writing	27	4	21	-
Handles all interactions in a professional manner	27	5	22	-
Accomplishes goals and objectives and also provides additional value	27	5	19	2
Overall level of satisfaction	27	6	19	-

## Q7.a to Q7.g Alliant Insurance Services CSURMA Program Administrator

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

### Q7.a to Q7.g Alliant Insurance Services CSURMA Program Administrator



ce below to provide us with any additional comments or suggestions: Alliant Insurance Services CSURMA Prog

Analysis.: Please use the space below to provide us with any additional comments or suggestions:  
 Filter.....: All Respondents  
 Options...: Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>Would like to see more communication from them to all campuses. Not just to campuses who have people on committee they work with.</i>
<i>Replied email sometimes take 3-4 days for a response, when you try to call most of the time a voice message.</i>
<i>excellent service always</i>
<i>none</i>
<i>N/A</i>
<i>Very happy with the service.</i>
<i>Sometimes it takes a whole to get responses to my email questions.</i>
<i>NA</i>
<i>Excellent</i>
<i>n/a</i>
<i>The entire staff is responsive, professional and a valued resource for guidance and direction.</i>
<i>No complaints.</i>
<i>It is a pleasure working with the staff from Alliant.</i>
<i>n/a</i>
<i>none</i>
<i>No specific comments, most of the time I am pleased with the prompt response and turn around times.</i>
<i>none</i>
<i>always helpful</i>
<i>Very knowledgeable and provide good insight.</i>
<i>The Program Administrators are very easy to work with and they assist our campus well.</i>
<i>Wonderful!</i>
<i>None</i>
<i>N/A</i>
<i>Response time is excellent for COI requests and other routine inquiries. For other questions, there have been instances where I didn't receive an acknowledgment or response and have had to follow up. If not time sensitive, I have waited a few weeks before following up.</i>
<i>Quite a bit different level of service than I am used to from other similar companies in my past work places. Slow to respond to emails, and often unable or unwilling to answer the questions posed. It is hard to get details about coverage and protocol, and as the Program Administrator, they seem to sometimes have difficulty navigating novel or new situations. Other than the insurance products themselves, I unfortunately do not feel there is a lot of "added value" provided. Some of the educational offerings are OK, but there are not as many as I am used to other insurers offering.</i>
<i>1) I really appreciated Daniel Howell &amp; Zachary Gifford personally delivering the CSUMB 2017 Campus Presentation 2017 - Thank you! 2) The BOD meetings are well organized. All BOD materials are easy to follow &amp; (comprehensive) packed with great program information.</i>
<i>Alliant provides excellent service to CSUF.</i>

**Q9.a to Q9.g Alliant Insurance Services CSURMA Insurance Brokerage/Consulting**

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

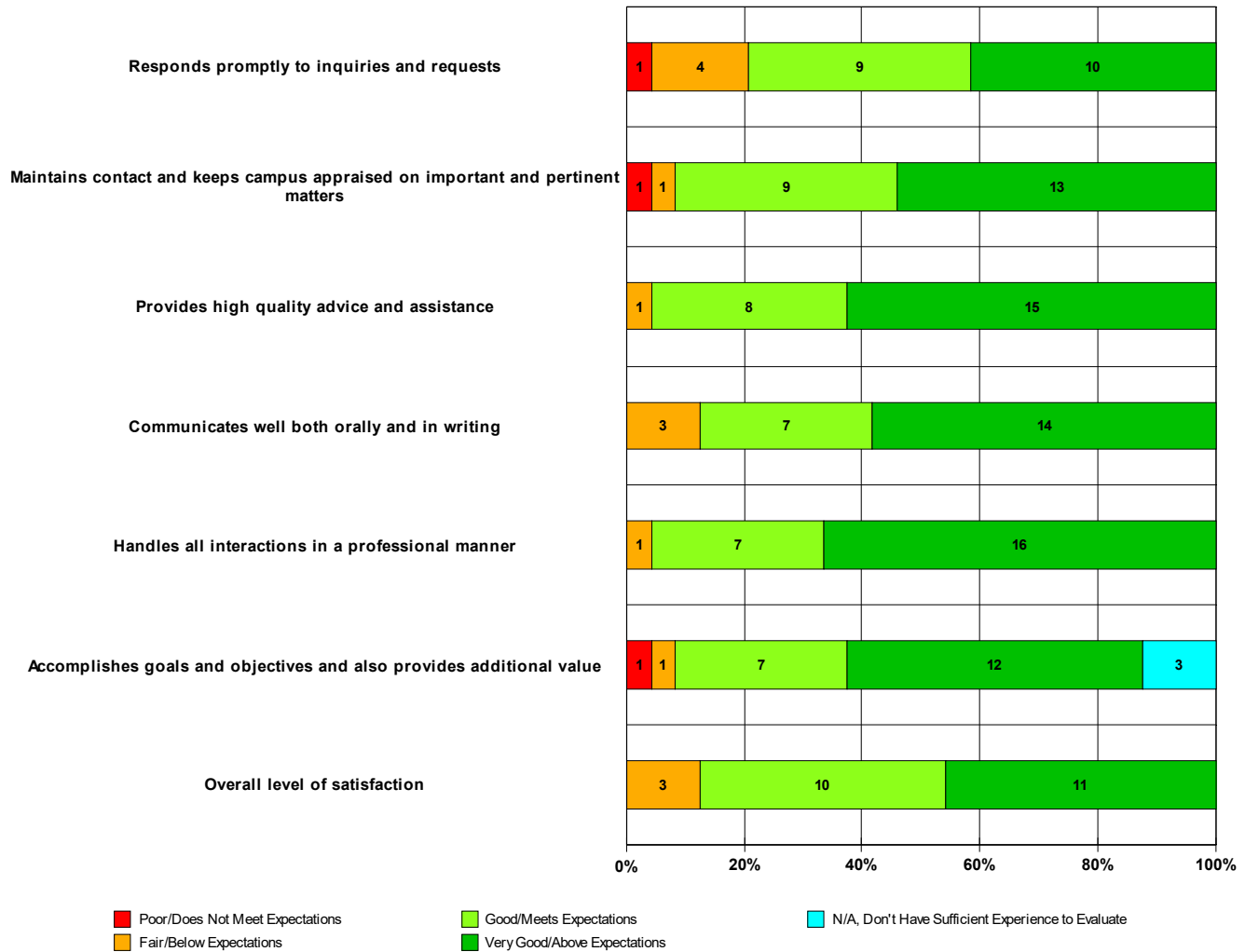
	Total			
		Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations
Base	168	3.43	3	14
Responds promptly to inquiries and requests	24	3.17	1	4
Maintains contact and keeps campus apprised on important and pertinent matters	24	3.42	1	1
Provides high quality advice and assistance	24	3.58	-	1
Communicates well both orally and in writing	24	3.46	-	3
Handles all interactions in a professional manner	24	3.63	-	1
Accomplishes goals and objectives and also provides additional value	24	3.43	1	1
Overall level of satisfaction	24	3.33	-	3

	Total			
		Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	168	57	91	3
Responds promptly to inquiries and requests	24	9	10	-
Maintains contact and keeps campus apprised on important and pertinent matters	24	9	13	-
Provides high quality advice and assistance	24	8	15	-
Communicates well both orally and in writing	24	7	14	-
Handles all interactions in a professional manner	24	7	16	-
Accomplishes goals and objectives and also provides additional value	24	7	12	3
Overall level of satisfaction	24	10	11	-

# Q9.a to Q9.g Alliant Insurance Services CSURMA Insurance Brokerage/Consulting

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

## Q9.a to Q9.g Alliant Insurance Services CSURMA Insurance Brokerage/Consulting



Analysis.: Please use the space below to provide us with any additional comments or suggestions:  
 Filter.....: All Respondents  
 Options...: Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>none at this time</i>
<i>excellent service</i>
<i>none</i>
<i>N/A</i>
<i>No additional comments</i>
<i>Generally everything is good.</i>
<i>NA</i>
<i>n/a</i>
<i>Intermittent - Slow response time for Club Sports insurance purchase and assistance with FTIP medical claims. Van Rin rocks!</i>
<i>Exceptional service.</i>
<i>n/a</i>
<i>NA</i>
<i>It would be helpful to have more timely responses to emails and phone calls.</i>
<i>Pretty responsive!</i>
<i>N/A.</i>
<i>Could do a better job of communicating with all campuses. The campus representative board members are well informed, but that seems to be where the communication stops. Information needs to get out to campuses.</i>
<i>Gets the job done</i>
<i>It's been a pleasure working with Van Rin and Andrew Gaspari while procuring FTIP coverage for campus constituency.</i>
<i>It is a pleasure working with Alliant! The quote turnaround time is super quick.</i>
<i>N/A</i>
<i>leave multiple emails and calls to our contact but often do not get a reply. when I am fortunate to catch someone, the service is very good. however, if I don't catch someone when I try to call there is no follow-up</i>
<i>Assuming this is where the Foreign Travel Insurance Program resides, this is what my ratings are based on, and I feel in that realm that Alliant is doing a fairly poor job. For a company their size, managing the foreign travel program for a system our size, the fact that their processes are so manual is extremely frustrating, inefficient and excessively subject to human error. Travelers should be able to enroll through a portal (rather than campus staff having to collect information and populate a lengthy spread sheet). And if Alliant is supposed to be monitoring world events and notifying us when something major happens, they are INCREDIBLY slow at that. Most often, we have already found out about an incident, tracked down our travelers and notified Stacey Weeks before any notification even comes out from her about the incident. For two recent incidents, we didn't even receive notification until 48 hours and 24 hours after the incidents. (And the fact that travelers are tracked so manually leaves a number of potential points of failure.) If it is not their job to track travelers for us, then that is fine, but then why do we have to go through the painful and cumbersome, clunky enrollment process for each individual? Why can't we just go to blanket coverage? And if it IS their responsibility, then they need to do a much better job. I wish they would get a portal and reporting system, and do a much more timely job of monitoring and reporting on world events. I hate to be so critical, but this is serious stuff, and I assure you that if I were in trouble somewhere out there in the world, based on my experience with the FTIP program management and protocols, these are not the people I would want having anything to do with my safety.</i>
<i>Excellent service on all certificate requests, FTIP, Special Events insurance, general questions and coverage information requests. I really appreciate when Alliant takes time to personally visit our campus to give special presentations to help better educate us!</i>

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 would welcome a more efficient solution for processing and confirming Foreign Travel Insurance. The manual effort put in by campus staff (multiple departments) and Alliant is mind boggling. Could we instead consider an online portable for registration and confirmation? Or blanket coverage, with campuses maintaining travel approvals and records?*

## Q11.a to Q11.g Alliant Insurance Services Workers' Compensation Consulting

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

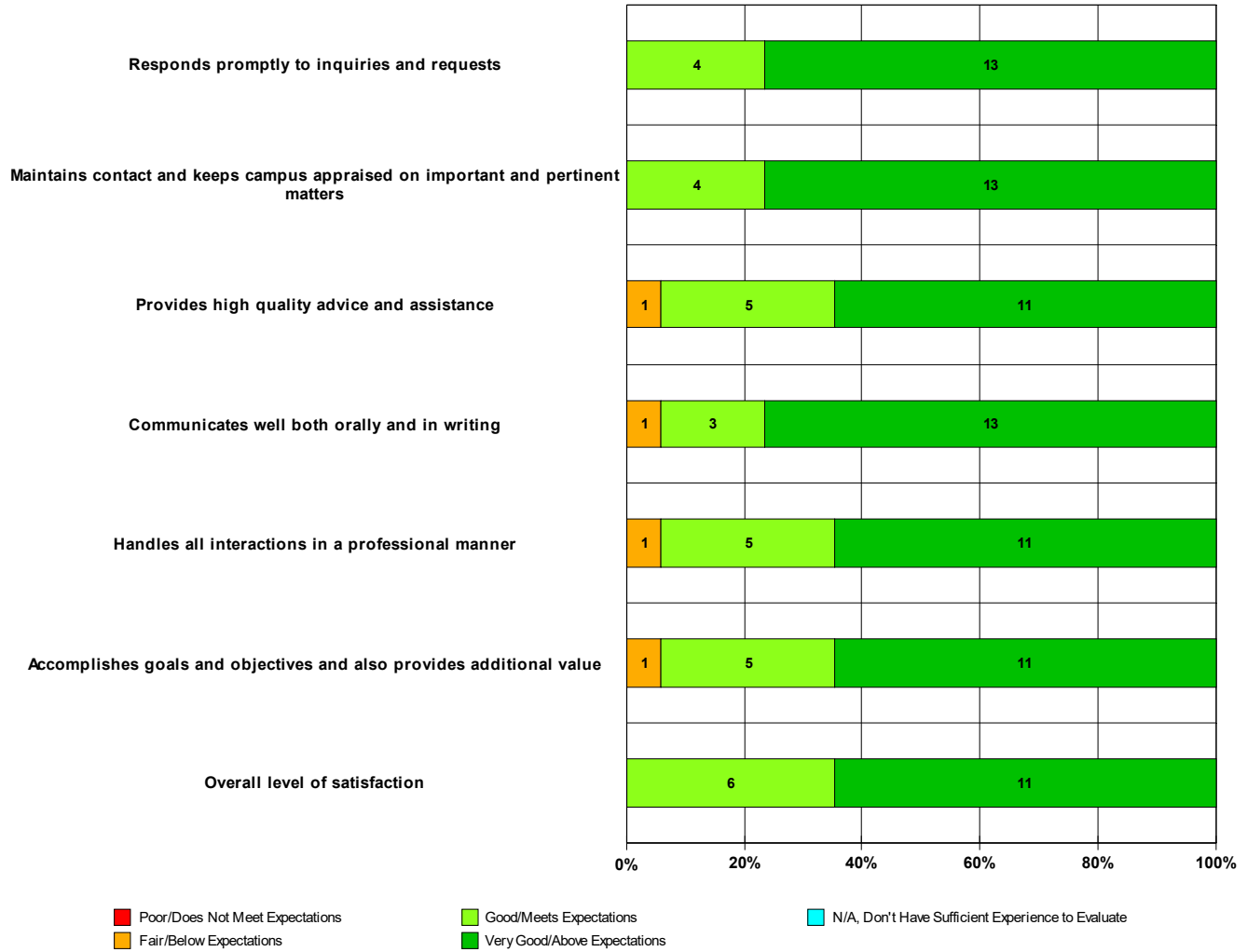
	Total			
		Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations
Base	119	3.66	-	4
Responds promptly to inquiries and requests	17	3.76	-	-
Maintains contact and keeps campus apprised on important and pertinent matters	17	3.76	-	-
Provides high quality advice and assistance	17	3.59	-	1
Communicates well both orally and in writing	17	3.71	-	1
Handles all interactions in a professional manner	17	3.59	-	1
Accomplishes goals and objectives and also provides additional value	17	3.59	-	1
Overall level of satisfaction	17	3.65	-	-

	Total			
		Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	119	32	83	-
Responds promptly to inquiries and requests	17	4	13	-
Maintains contact and keeps campus apprised on important and pertinent matters	17	4	13	-
Provides high quality advice and assistance	17	5	11	-
Communicates well both orally and in writing	17	3	13	-
Handles all interactions in a professional manner	17	5	11	-
Accomplishes goals and objectives and also provides additional value	17	5	11	-
Overall level of satisfaction	17	6	11	-

# Q11.a to Q11.g Alliant Insurance Services Workers' Compensation Consulting

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

## Q11.a to Q11.g Alliant Insurance Services Workers' Compensation Consulting



**Below to provide us with any additional comments or suggestions: Alliant Insurance Services Workers' Compensation**

Analysis...: Please use the space below to provide us with any additional comments or suggestions:  
Filter.....: All Respondents  
Options...: Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>Jacki Graf is always a pleasure to work with</i>
<i>Keeps us up to date on new legislation in the industry, good to bounce ideas, helps new WCC</i>
<i>Excellent</i>
<i>She doesn't really know CSU policies</i>
<i>Always very helpful and always willing to assist where ever possible</i>
<i>no issues</i>
<i>A great asset to the campus and the system.</i>
<i>N/A</i>
<i>none</i>
<i>N/A.</i>
<i>-0-</i>
<i>n</i>
<i>Very responsive.</i>
<i>Very consistent and helpful!</i>
<i>Sometimes not the most professional communication and behavior. The WCC calls are not always managed efficiently or effectively. The support and information provided by the WC program is good, but in general I feel like we are working with a "mom and pop" shop rather than an insurance company that behaves and is equipped to support an organization our size.</i>
<i>None</i>
<i>Excellent on-going support for W/C claims. Solid updates on legal and medical trends and problem solving of complex claims situations.</i>

**Q13.a to Q13.g Alliant Insurance Services CSURMA Property/Crime Claims Consulting**

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

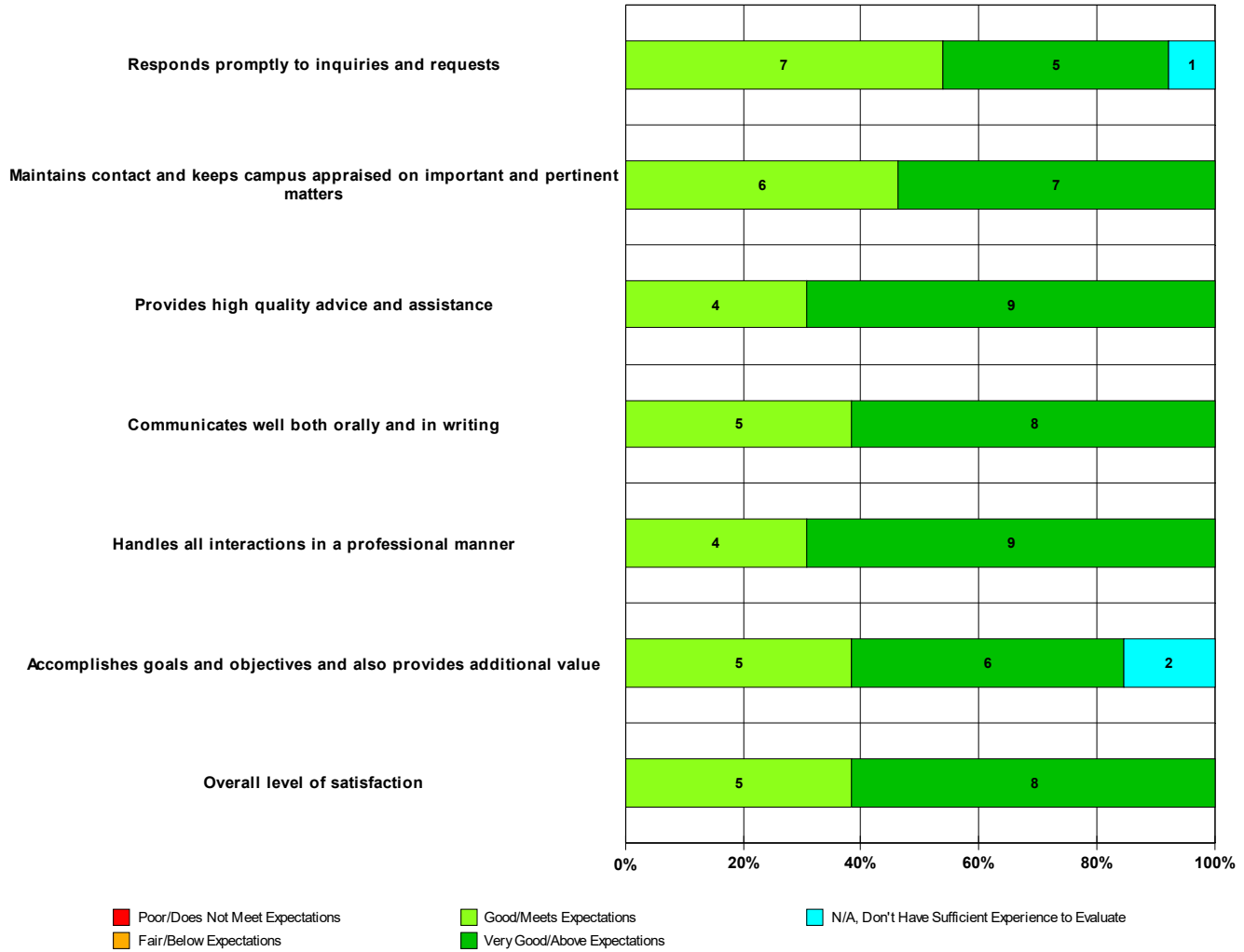
	Total	Mean		
			Poor/Does Not Meet Expectations	Fair/Below Expectations
Base	91	3.59	-	-
Responds promptly to inquiries and requests	13	3.42	-	-
Maintains contact and keeps campus apprised on important and pertinent matters	13	3.54	-	-
Provides high quality advice and assistance	13	3.69	-	-
Communicates well both orally and in writing	13	3.62	-	-
Handles all interactions in a professional manner	13	3.69	-	-
Accomplishes goals and objectives and also provides additional value	13	3.55	-	-
Overall level of satisfaction	13	3.62	-	-

	Total			
		Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	91	36	52	3
Responds promptly to inquiries and requests	13	7	5	1
Maintains contact and keeps campus apprised on important and pertinent matters	13	6	7	-
Provides high quality advice and assistance	13	4	9	-
Communicates well both orally and in writing	13	5	8	-
Handles all interactions in a professional manner	13	4	9	-
Accomplishes goals and objectives and also provides additional value	13	5	6	2
Overall level of satisfaction	13	5	8	-

# Q13.a to Q13.g Alliant Insurance Services CSURMA Property/Crime Claims Consulting

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

## Q13.a to Q13.g Alliant Insurance Services CSURMA Property/Crime Claims Consulting



Analysis.: Please use the space below to provide us with any additional comments or suggestions:  
Filter.....: All Respondents  
Options...: Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>none at this time</i>
<i>Bob Frey does a fantastic job.</i>
<i>N/A</i>
<i>No other comments</i>
<i>Generally, everything is running smoothly. Good advocate for the campus on property claims.</i>
<i>Bob Frey and others are really good. Appreciate the assistance.</i>
<i>n/a</i>
<i>n/a</i>
<i>N/A</i>
<i>These folks are very helpful.</i>
<i>good service. responds well and communicates</i>
<i>Good support on managing &amp; settling Property claims!</i>
<i>Alliant is excellent</i>

**Q15.a to Q15.g AON (ARM Tech)**

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

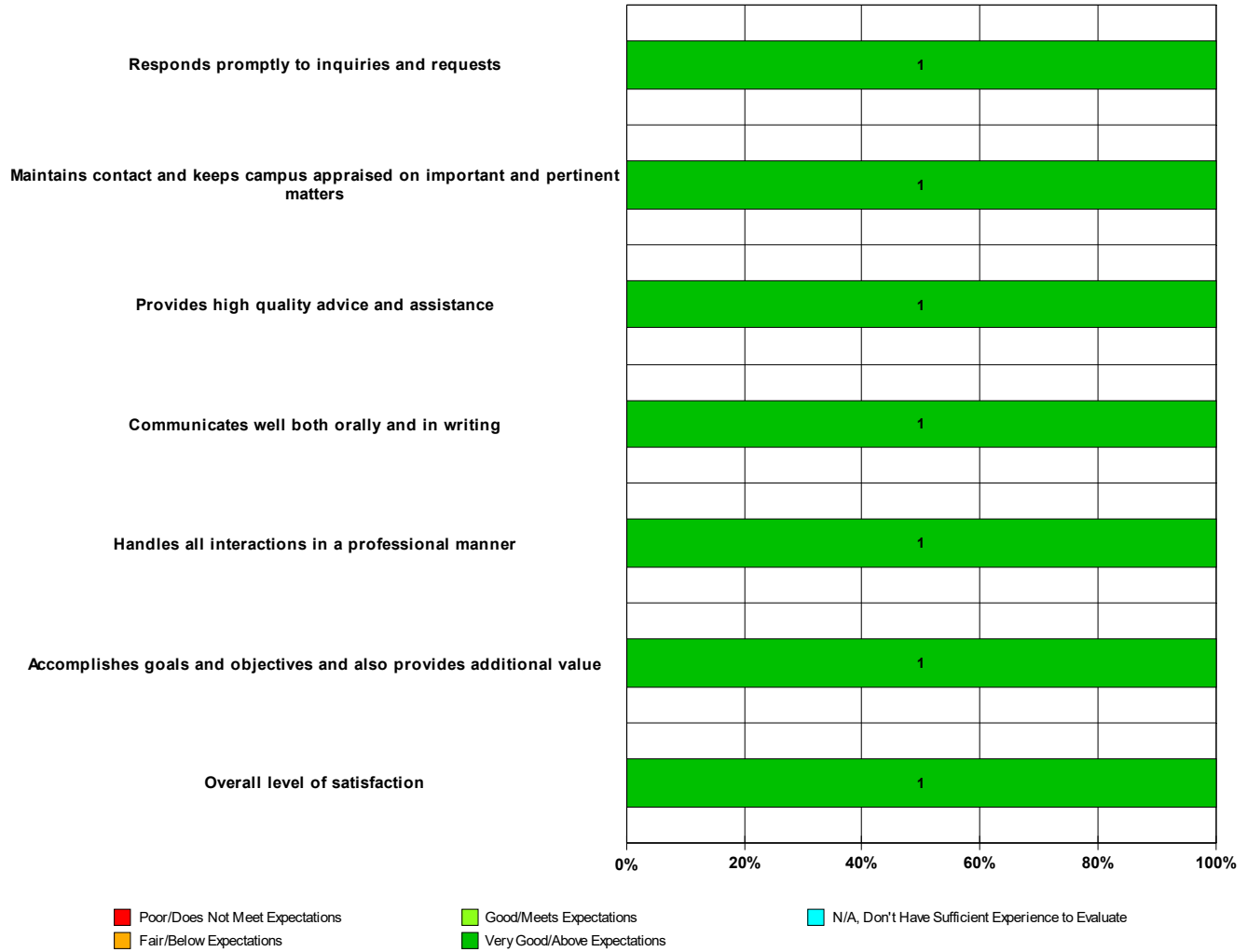
	Total	Mean		
			Poor/Does Not Meet Expectations	Fair/Below Expectations
Base	7	4.00	-	-
Responds promptly to inquiries and requests	1	4.00	-	-
Maintains contact and keeps campus apprised on important and pertinent matters	1	4.00	-	-
Provides high quality advice and assistance	1	4.00	-	-
Communicates well both orally and in writing	1	4.00	-	-
Handles all interactions in a professional manner	1	4.00	-	-
Accomplishes goals and objectives and also provides additional value	1	4.00	-	-
Overall level of satisfaction	1	4.00	-	-

	Total			
		Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	7	-	7	-
Responds promptly to inquiries and requests	1	-	1	-
Maintains contact and keeps campus apprised on important and pertinent matters	1	-	1	-
Provides high quality advice and assistance	1	-	1	-
Communicates well both orally and in writing	1	-	1	-
Handles all interactions in a professional manner	1	-	1	-
Accomplishes goals and objectives and also provides additional value	1	-	1	-
Overall level of satisfaction	1	-	1	-

## Q15.a to Q15.g AON (ARM Tech)

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

### Q15.a to Q15.g AON (ARM Tech)



**Please use the space below to provide us with any additional comments or suggestions: AON (ARM Tech)**

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:**

*Excellent service at a very reasonable price point.*

**Q17.a to Q17.g Belfor - Property Loss Mitigation & Restoration**

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

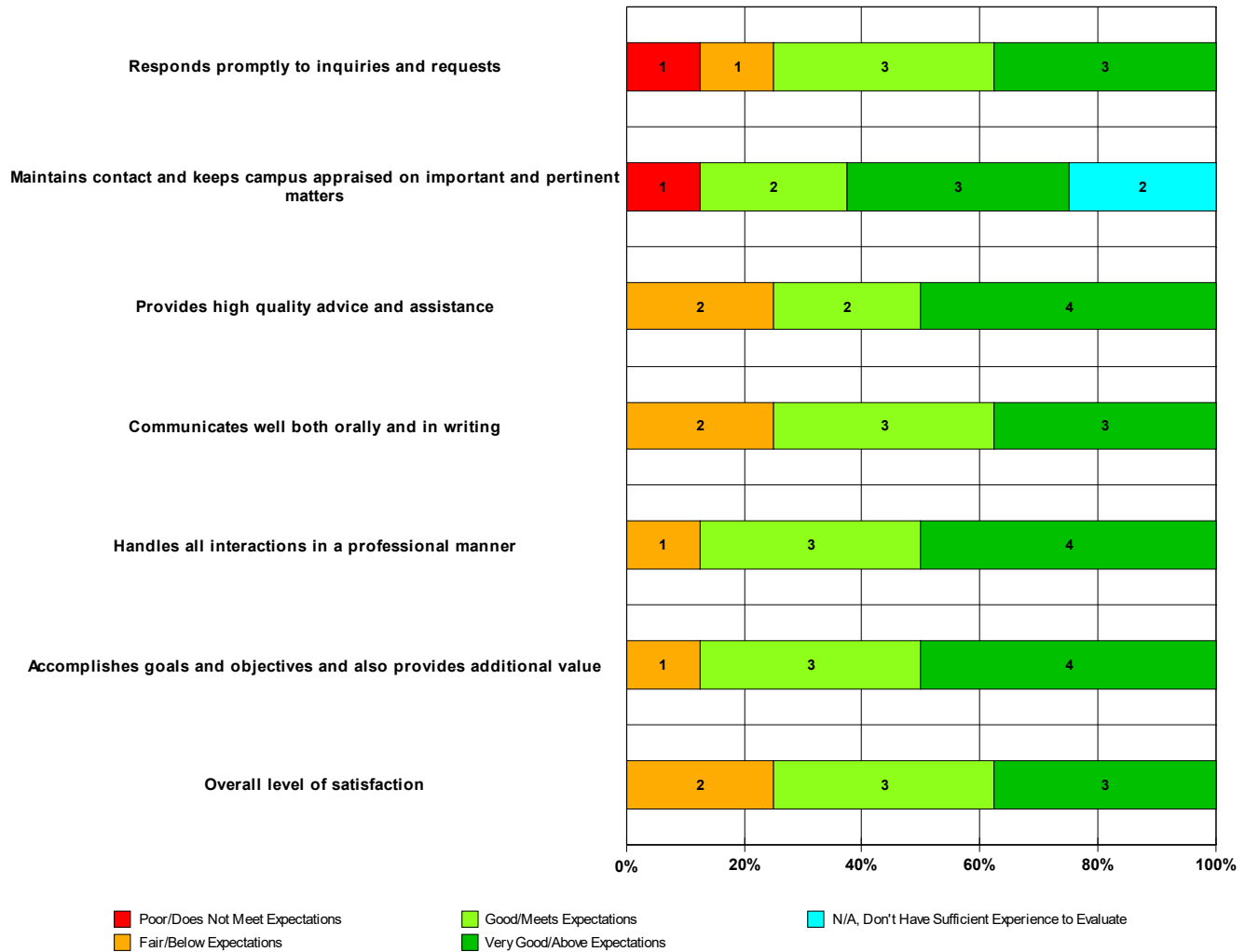
	Total	Mean		
			Poor/Does Not Meet Expectations	Fair/Below Expectations
Base	56	3.20	2	9
Responds promptly to inquiries and requests	8	3.00	1	1
Maintains contact and keeps campus apprised on important and pertinent matters	8	3.17	1	-
Provides high quality advice and assistance	8	3.25	-	2
Communicates well both orally and in writing	8	3.13	-	2
Handles all interactions in a professional manner	8	3.38	-	1
Accomplishes goals and objectives and also provides additional value	8	3.38	-	1
Overall level of satisfaction	8	3.13	-	2

	Total			
		Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	56	19	24	2
Responds promptly to inquiries and requests	8	3	3	-
Maintains contact and keeps campus apprised on important and pertinent matters	8	2	3	2
Provides high quality advice and assistance	8	2	4	-
Communicates well both orally and in writing	8	3	3	-
Handles all interactions in a professional manner	8	3	4	-
Accomplishes goals and objectives and also provides additional value	8	3	4	-
Overall level of satisfaction	8	3	3	-

## Q17.a to Q17.g Belfor - Property Loss Mitigation & Restoration

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

### Q17.a to Q17.g Belfor - Property Loss Mitigation & Restoration



**Use the space below to provide us with any additional comments or suggestions: Belfor - Property Loss Mitigation &**

Analysis.: Please use the space below to provide us with any additional comments or suggestions:  
Filter.....: All Respondents  
Options...: Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>Very happy with the partnership. Senior leadership often mentions the high costs associated with BELFOR.</i>
<i>No additional comments</i>
<i>n/a</i>
<i>Good service. Could communicate a bit better with key campus personnel and/or CO RM.</i>
<i>n/a</i>
<i>Difficulty in getting a timely response. Had to involve Alliant for assistance in resolving issue.</i>
<i>Dave and his team are highly professional and quick to respond. We appreciate all their good work in times of need.</i>
<i>I had difficulty in getting them to provide appropriate documentation for JOC projects. Non-responsive.</i>

**Q19.a to Q19.g CO Office of Risk Management CSURMA Liability Claims Administrator**

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

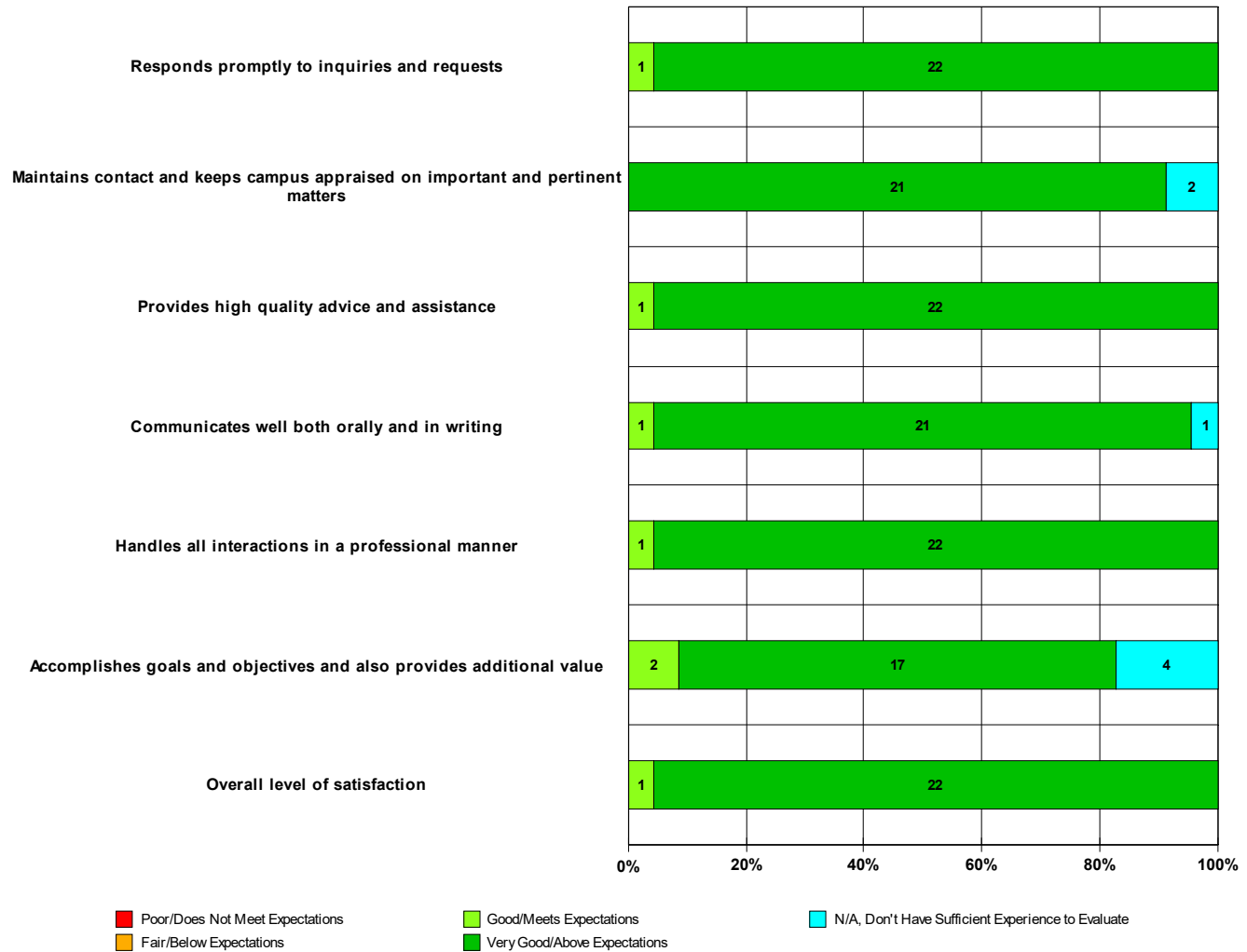
	Total	Mean		
			Poor/Does Not Meet Expectations	Fair/Below Expectations
Base	161	3.95	-	-
Responds promptly to inquiries and requests	23	3.96	-	-
Maintains contact and keeps campus apprised on important and pertinent matters	23	4.00	-	-
Provides high quality advice and assistance	23	3.96	-	-
Communicates well both orally and in writing	23	3.95	-	-
Handles all interactions in a professional manner	23	3.96	-	-
Accomplishes goals and objectives and also provides additional value	23	3.89	-	-
Overall level of satisfaction	23	3.96	-	-

	Total			
		Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	161	7	147	7
Responds promptly to inquiries and requests	23	1	22	-
Maintains contact and keeps campus apprised on important and pertinent matters	23	-	21	2
Provides high quality advice and assistance	23	1	22	-
Communicates well both orally and in writing	23	1	21	1
Handles all interactions in a professional manner	23	1	22	-
Accomplishes goals and objectives and also provides additional value	23	2	17	4
Overall level of satisfaction	23	1	22	-

# Q19.a to Q19.g CO Office of Risk Management CSURMA Liability Claims Administrator

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

## Q19.a to Q19.g CO Office of Risk Management CSURMA Liability Claims Administrator



**How to provide us with any additional comments or suggestions: CO Office of Risk Management CSURMA Liability**

Analysis...: Please use the space below to provide us with any additional comments or suggestions:  
 Filter.....: All Respondents  
 Options...: Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>CO RM department personnel are always pleasant and helpful</i>
<i>Great service but I wish there was more training available on ways to reduce EPL claims. Senior leadership would benefit greatly from such training,</i>
<i>N/A</i>
<i>I have no additional comments.</i>
<i>No additional comments</i>
<i>Very helpful - provides excellent advice when I have questions.</i>
<i>Zachary and Martha are great claim administrators!</i>
<i>Not much interaction but very satisfied.</i>
<i>Martha Guiditta rocks!</i>
<i>Martha is wonderful. Provides great service, insight and prompt claims handling. The campus is very happy.</i>
<i>good resource to the campus.</i>
<i>Always pleased with the service provided by Zach and Lenora.</i>
<i>n/a</i>
<i>Always responsive even when out of the office. Always courteous and prompt.</i>
<i>Awesome group of people, always there to help in anyway they can, staying positive and flexible</i>
<i>Very knowledgeable, I feel confident in the advise provided, provide good support to campus, always pleasant to work with. Zachary in particular is great to work with.</i>
<i>The CO risk folks are fantastic. They are quick to respond to any calls and emails from me. They are my lifeline and they always serve the CSU with a smile upon their faces.</i>
<i>None</i>
<i>xxxxxxxxxxxx</i>
<i>When called upon, the response time is unfailingly prompt and the quality of advice/service is excellent. I feel well supported by this office. Not able to rate proactive contact and updates on pertinent matters as these communications are typically routed through the campus risk manager, which I am not, and I may not have visibility to all these communications.</i>
<i>Very satisfied with the support and guidance provided.</i>
<i>Outstanding, positive &amp; no-nonsense claims administration. For any potential claims, the CO makes this a team effort and is easy to work with to resolve matters in an effective manner. I receive good advice &amp; a prompt response every time! CO gives practical advice and has a great depth and breadth of claims handling (&amp; litigation) knowledge. CO rapidly determines a "major" case from more routine claims and helps with all claims - big or small. CO claims handling goes above a "10". THANKS FOR DOING SUCH AN AMAZING JOB!!!</i>
<i>always helpful and pleasant</i>

**Q21.a to Q21.g CO Office of Risk Management Risk Consulting**

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

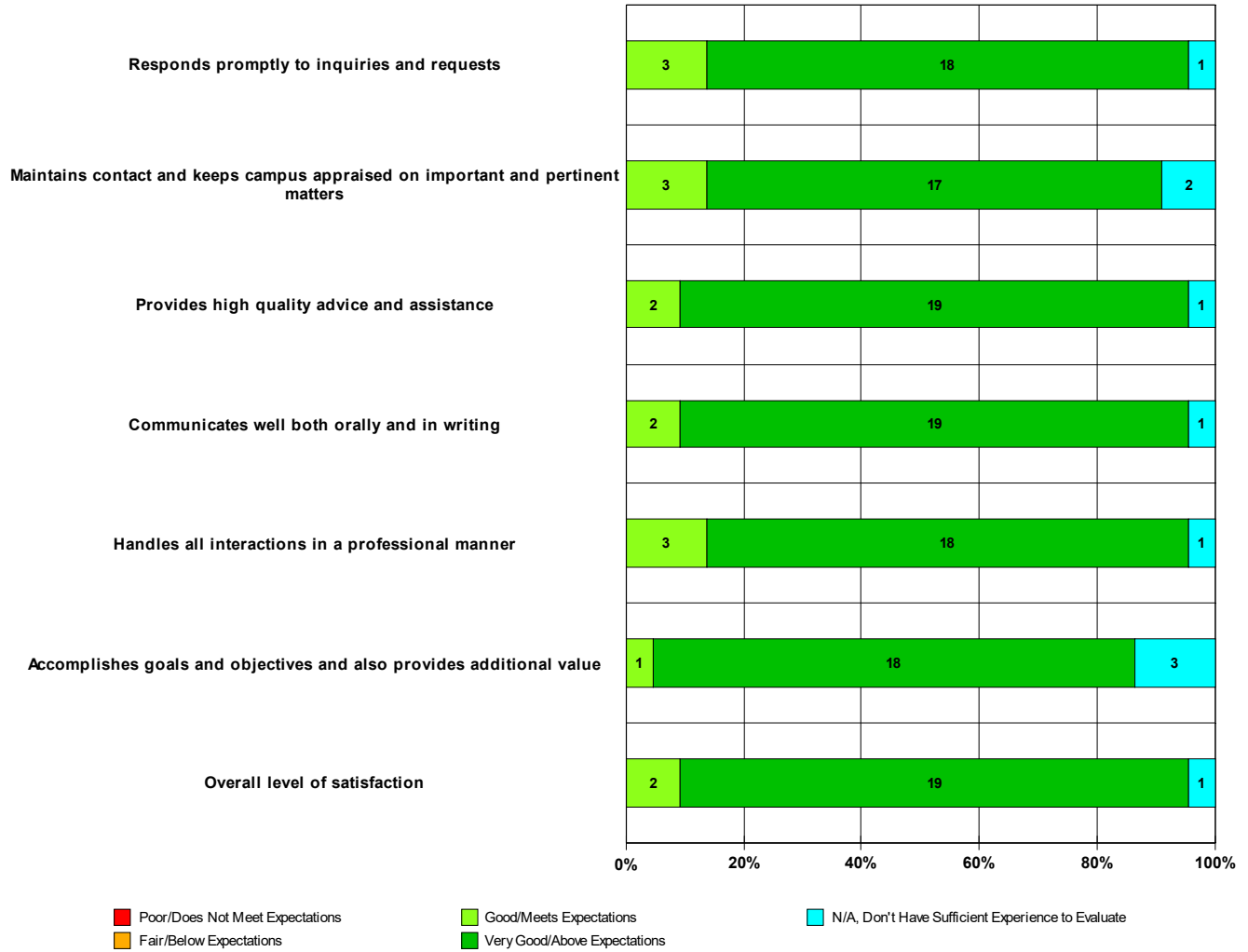
	Total	Mean		
			Poor/Does Not Meet Expectations	Fair/Below Expectations
Base	154	3.89	-	-
Responds promptly to inquiries and requests	22	3.86	-	-
Maintains contact and keeps campus apprised on important and pertinent matters	22	3.85	-	-
Provides high quality advice and assistance	22	3.90	-	-
Communicates well both orally and in writing	22	3.90	-	-
Handles all interactions in a professional manner	22	3.86	-	-
Accomplishes goals and objectives and also provides additional value	22	3.95	-	-
Overall level of satisfaction	22	3.90	-	-

	Total			
		Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	154	16	128	10
Responds promptly to inquiries and requests	22	3	18	1
Maintains contact and keeps campus apprised on important and pertinent matters	22	3	17	2
Provides high quality advice and assistance	22	2	19	1
Communicates well both orally and in writing	22	2	19	1
Handles all interactions in a professional manner	22	3	18	1
Accomplishes goals and objectives and also provides additional value	22	1	18	3
Overall level of satisfaction	22	2	19	1

## Q21.a to Q21.g CO Office of Risk Management Risk Consulting

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

### Q21.a to Q21.g CO Office of Risk Management Risk Consulting



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

Analysis...: Please use the space below to provide us with any additional comments or suggestions:  
 Filter.....: All Respondents  
 Options...: Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>None at this time</i>
<i>I always receive quick and knowledgeable answers to my risk questions.</i>
<i>N/A</i>
<i>I have none.</i>
<i>No additional comments</i>
<i>I don't believe I utilize this service.</i>
<i>NA</i>
<i>Zachary is very responsive and provides excellent guidance and recommendations.</i>
<i>Helpful.</i>
<i>Not sure how Zach and his group do it with 3 or 4 people, however they somehow deliver!</i>
<i>appreciate the support and collaboration</i>
<i>Always responsive and helpful.</i>
<i>Best group to work with, dependable and resourceful</i>
<i>Zachary is a joy to work with and we do not know what we would do without him. Excellent job by all the CO risk people.</i>
<i>Zachary and team are exceptional. They keep us afloat at the campus. I do not know what I would do without them. Please share our gratitude, thanks yous, and applauds for their assistance. We could not do it without them!</i>
<i>Had little contact with this group last year.</i>
<i>xxxxxxxxxxxxxxxxxxx</i>
<i>Please see previous comments.</i>
<i>Very knowledgeable and skilled at navigating the nuance and ambiguity that often comes along with this line of work. Highly responsive and supportive.</i>
<i>Excellent risk consulting on any number of "crazy" or "unique" questions! The risk consulting is a very important resource to campus risk managers. The consulting is practical, responsive and pinpoints the major areas to consider.</i>
<i>always sound advice</i>
<i>The Chancellor's Office is a valuable resource and sounding board.</i>

**Q23.a to Q23.g CO Enterprise Accounting Services**

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

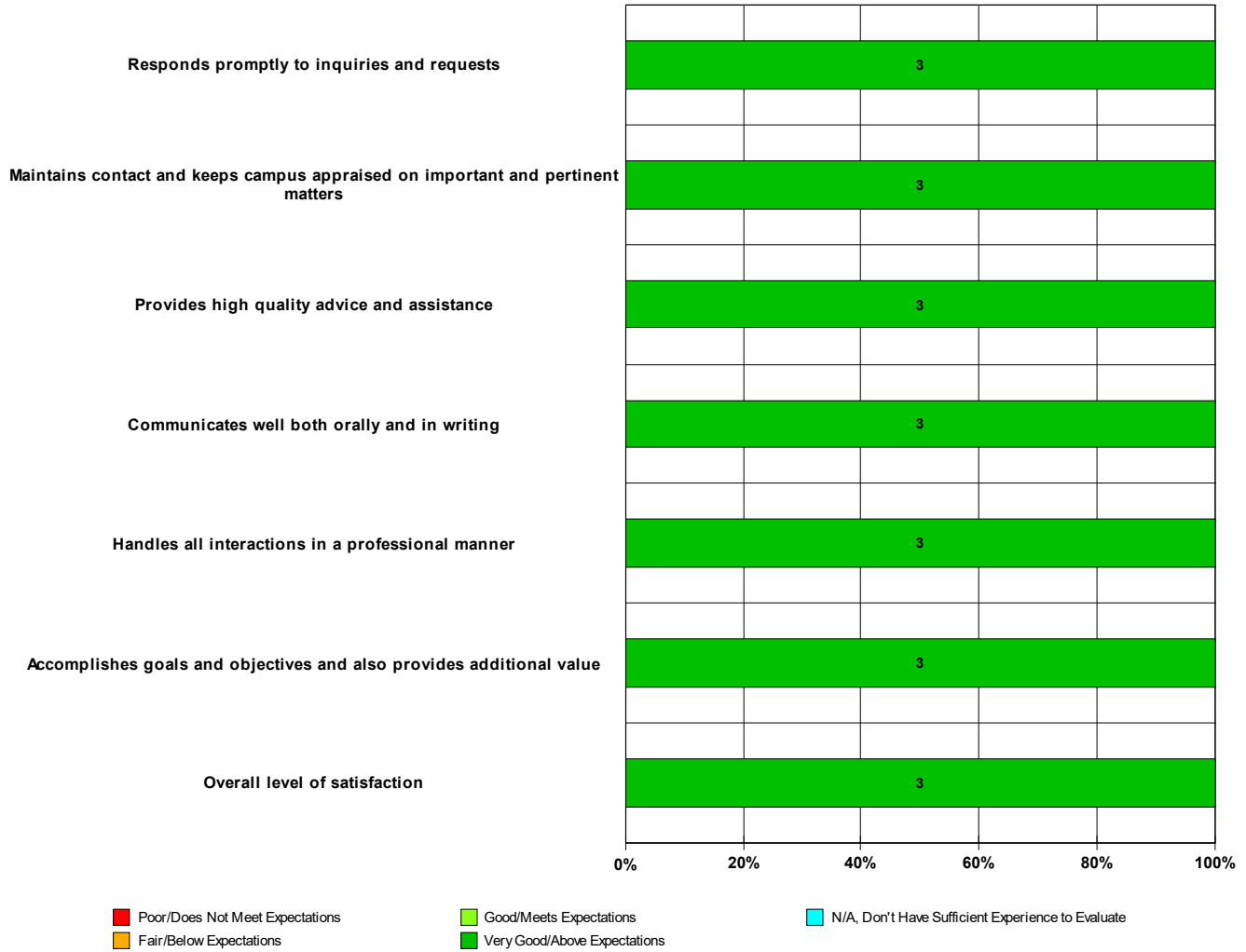
	Total	Mean		
			Poor/Does Not Meet Expectations	Fair/Below Expectations
Base	21	4.00	-	-
Responds promptly to inquiries and requests	3	4.00	-	-
Maintains contact and keeps campus apprised on important and pertinent matters	3	4.00	-	-
Provides high quality advice and assistance	3	4.00	-	-
Communicates well both orally and in writing	3	4.00	-	-
Handles all interactions in a professional manner	3	4.00	-	-
Accomplishes goals and objectives and also provides additional value	3	4.00	-	-
Overall level of satisfaction	3	4.00	-	-

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

## Q23.a to Q23.g CO Enterprise Accounting Services

Analysis...: Q23.a to Q23.g  
 Filter.....: All Respondents  
 Options...: Transposed  
 Cells.....: Counts, Respondents

### Q23.a to Q23.g CO Enterprise 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:**

*Communicate well. Good attitudes.*

*Really great team, very accommodating and efficient*

*CPO's are accurate and easy to process. No problems or issues have been encountered.*

**Q25.a to Q25.g Equifax Workforce Solutions (formerly TALX-UCeXpress) Unemployment Claims Administrator**

Analysis.: Q25.a to Q25.g  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents

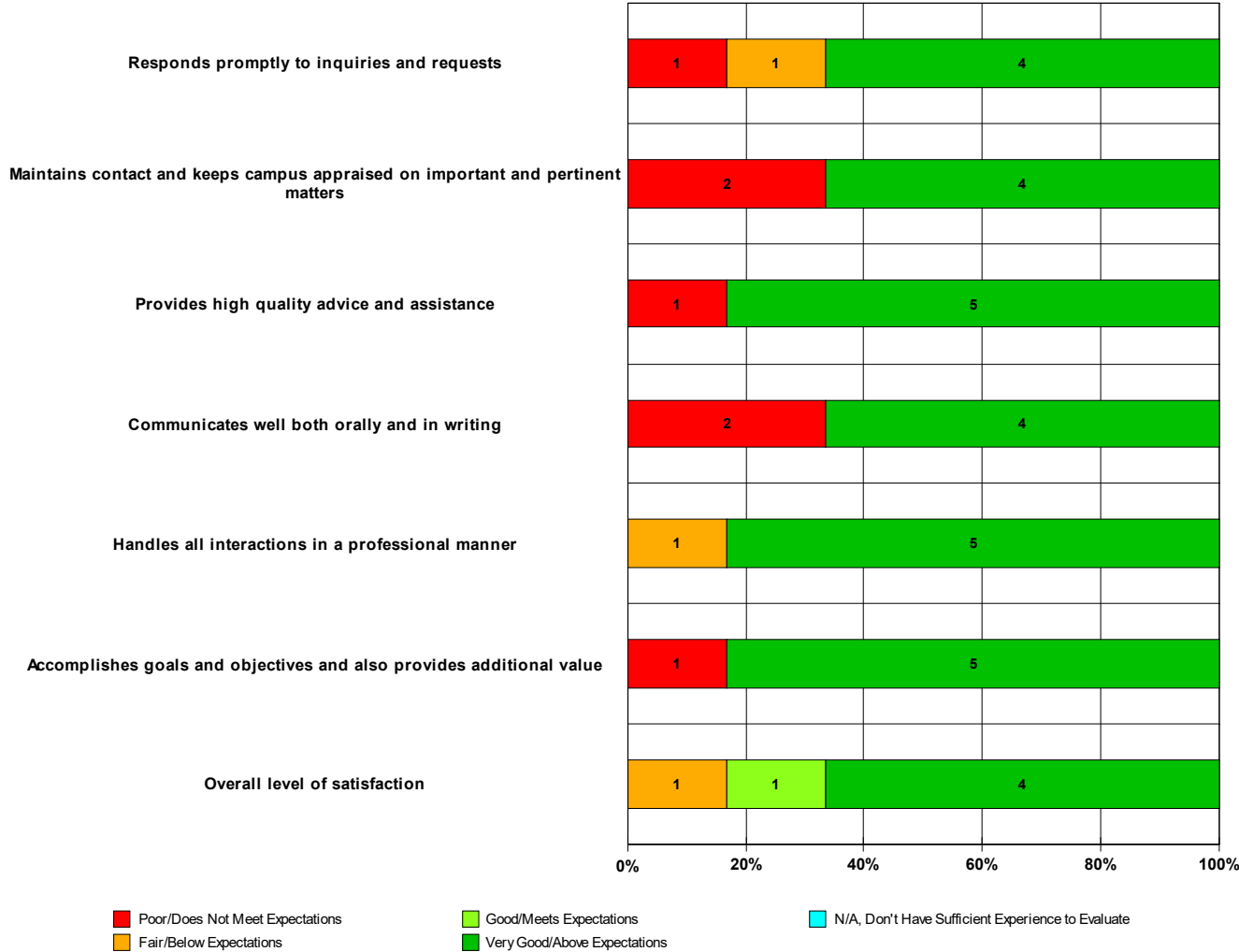
	Total	Mean		
			Poor/Does Not Meet Expectations	Fair/Below Expectations
Base	42	3.33	7	3
Responds promptly to inquiries and requests	6	3.17	1	1
Maintains contact and keeps campus apprised on important and pertinent matters	6	3.00	2	-
Provides high quality advice and assistance	6	3.50	1	-
Communicates well both orally and in writing	6	3.00	2	-
Handles all interactions in a professional manner	6	3.67	-	1
Accomplishes goals and objectives and also provides additional value	6	3.50	1	-
Overall level of satisfaction	6	3.50	-	1

	Total			
		Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	42	1	31	-
Responds promptly to inquiries and requests	6	-	4	-
Maintains contact and keeps campus apprised on important and pertinent matters	6	-	4	-
Provides high quality advice and assistance	6	-	5	-
Communicates well both orally and in writing	6	-	4	-
Handles all interactions in a professional manner	6	-	5	-
Accomplishes goals and objectives and also provides additional value	6	-	5	-
Overall level of satisfaction	6	1	4	-

**Q25.a to Q25.g Equifax Workforce Solutions (formerly TALX-UCeXpress) Unemployment Claims Administrator**

Analysis...: Q25.a to Q25.g  
 Filter.....: All Respondents  
 Options...: Transposed  
 Cells.....: Counts, Respondents

Q25.a to Q25.g Equifax Workforce Solutions (formerly TALX-UCeXpress) Unemployment Claims Administrator



Analysis...: Please use the space below to provide us with any additional comments or suggestions:  
Filter.....: All Respondents  
Options...: Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>Steve Mintz has helped us transition UI claims handling from Labor Relations to Enterprise Risk Management. Again, I think additional CSU-based training for senior leadership would be a benefit. Or, presentations from campuses that have low UI claim costs on best practices.</i>
<i>Excellent</i>
<i>My adjuster Irene Wang is wonderful. If she cannot answer a question she will find out the answer. She always makes sure I know there is a decision or hearing notice. Very professional and always willing to help and answer questions.</i>
<i>The red marks are for Talk management. They did not let campus know that Rosie was no longer with the firm. The green marks are all for Rosie.</i>
<i>Rose Mizak is the BEST. She always responds quickly and is so helpful.</i>
<i>I have been trying to arrange a meeting since Thanksgiving to discuss ~180 questions based on claims that I have processed since July 2016. Our account rep left Equifax in November 2017 and I have not been told the identity of the new rep despite asking on several occasions. The number of questions increases every quarter, as does the University's expense. I have trouble seeing the value Equifax provides, outside of the centralized processing of claims and responses.</i>

**Q27.a to Q27.g Health Special Risk, Inc. - AIME Claims Administrator**

Analysis.: Q27.a to Q27.g  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents

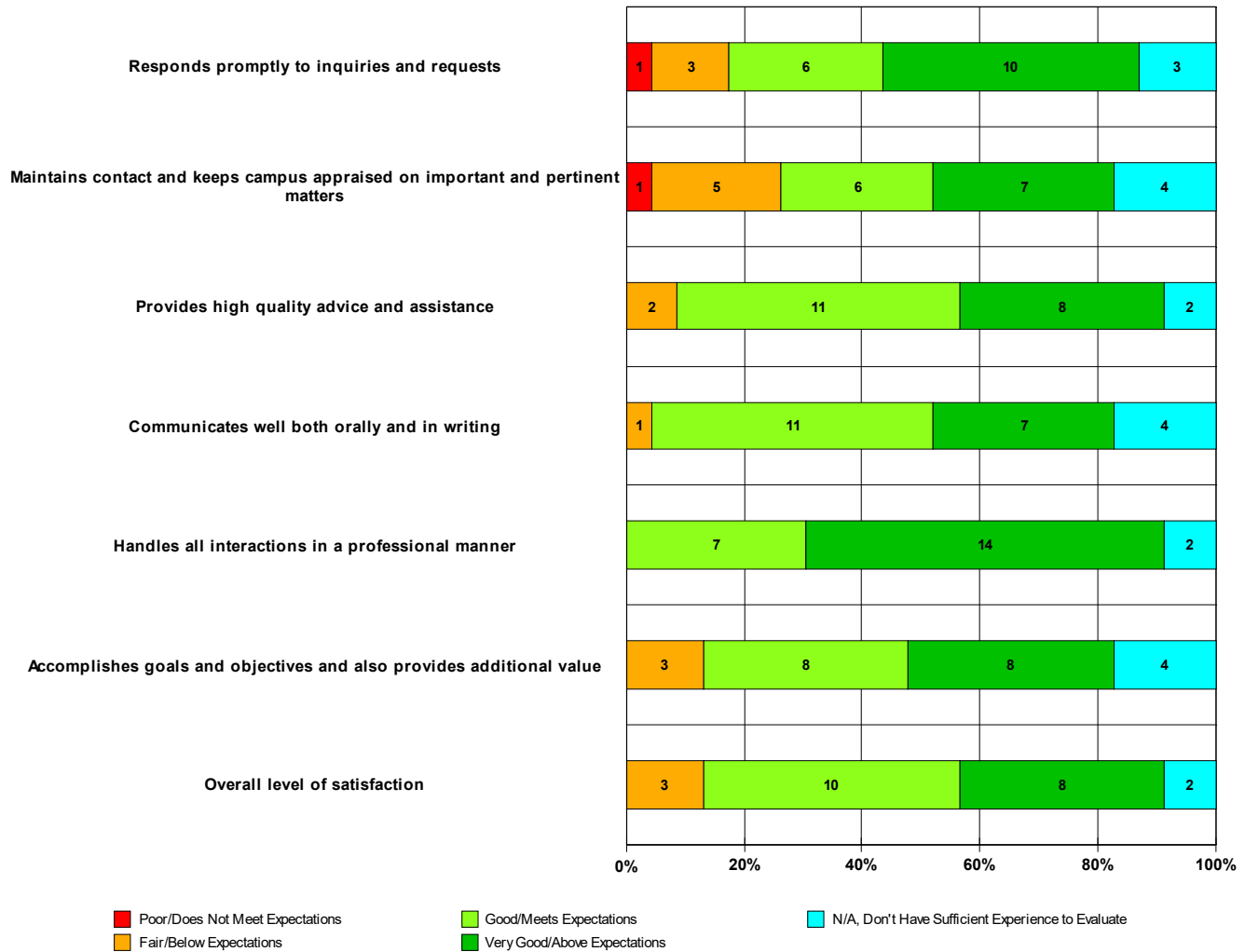
	Total	Mean		
			Poor/Does Not Meet Expectations	Fair/Below Expectations
Base	161	3.29	2	17
Responds promptly to inquiries and requests	23	3.25	1	3
Maintains contact and keeps campus apprised on important and pertinent matters	23	3.00	1	5
Provides high quality advice and assistance	23	3.29	-	2
Communicates well both orally and in writing	23	3.32	-	1
Handles all interactions in a professional manner	23	3.67	-	-
Accomplishes goals and objectives and also provides additional value	23	3.26	-	3
Overall level of satisfaction	23	3.24	-	3

	Total			
		Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	161	59	62	21
Responds promptly to inquiries and requests	23	6	10	3
Maintains contact and keeps campus apprised on important and pertinent matters	23	6	7	4
Provides high quality advice and assistance	23	11	8	2
Communicates well both orally and in writing	23	11	7	4
Handles all interactions in a professional manner	23	7	14	2
Accomplishes goals and objectives and also provides additional value	23	8	8	4
Overall level of satisfaction	23	10	8	2

## Q27.a to Q27.g Health Special Risk, Inc. - AIME Claims Administrator

Analysis...: Q27.a to Q27.g  
 Filter.....: All Respondents  
 Options...: Transposed  
 Cells.....: Counts, Respondents

### Q27.a to Q27.g Health Special Risk, Inc. - AIME Claims Administrator



space below to provide us with any additional comments or suggestions: Health Special Risk, Inc. - AIME Claims

Analysis.: Please use the space below to provide us with any additional comments or suggestions:  
 Filter.....: All Respondents  
 Options...: Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
N/A
<i>We utilize Patricia Sann whenever we have concerns or questions and she has been wonderful to work with at HSR rarely receive communications from HSR. I am usually the one calling and asking questions about problems.</i>
none
<i>HSR has been helpful in answering any questions in a timely manner</i>
<i>No additional comments</i>
<i>My only comment is regarding the reports. The reports do not distinguish between claims that are athletics vs other type of claims for our University. It may be that I don't know how to use the reports to their full potential. But I get concerned when I see a claim on the report that I don't know about and how that may factor into our calculations for next year's premium.</i>
n/a
<i>Our representative at HSR has been quick to respond and extremely helpful in handling our accounts.</i>
<i>It's a user friendly system to interact with</i>
.
<i>Head and shoulders above AG.</i>
<i>They have adapted and made changes as necessary to assist all of the schools of the AIME program.</i>
<i>We have run into a couple issues along the way, but I would say that HSRI works to promptly correct/address them.</i>
.
.
None
<i>Claims processing and payments under HSR is far below the service we received from AG Administrators.</i>
<i>Have had very poor response in replying to emails in a timely fashion. Sometimes never replying at all.</i>
<i>Patricia is fantastic!</i>
<i>Overall, I feel the service has improved over the past year.</i>
<i>I feel like I have to do the job of an insurance adjuster more now than I did with our previous company AG administrators</i>
<i>I have limited interaction with HSR, but the one correspondence with them was done in a prompt and professional manner.</i>

**Q29.a to Q29.g LawRoom - Campus Web-based Training (HR Required Training)**

Analysis.: Q29.a to Q29.g  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents

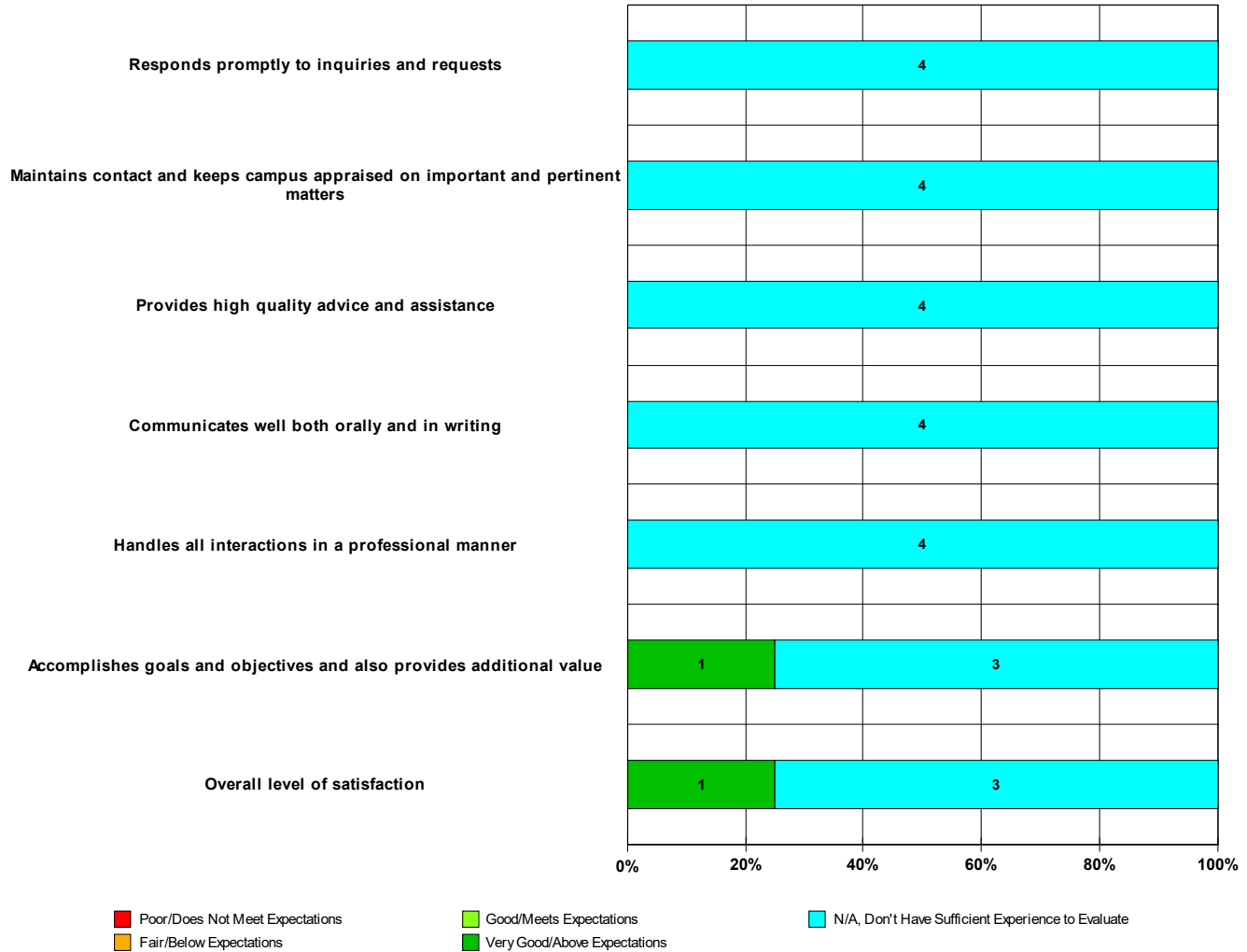
	Total			
		Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations
Base	28	4.00	-	-
Responds promptly to inquiries and requests	4	-	-	-
Maintains contact and keeps campus apprised on important and pertinent matters	4	-	-	-
Provides high quality advice and assistance	4	-	-	-
Communicates well both orally and in writing	4	-	-	-
Handles all interactions in a professional manner	4	-	-	-
Accomplishes goals and objectives and also provides additional value	4	4.00	-	-
Overall level of satisfaction	4	4.00	-	-

	Total			
		Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	28	-	2	26
Responds promptly to inquiries and requests	4	-	-	4
Maintains contact and keeps campus apprised on important and pertinent matters	4	-	-	4
Provides high quality advice and assistance	4	-	-	4
Communicates well both orally and in writing	4	-	-	4
Handles all interactions in a professional manner	4	-	-	4
Accomplishes goals and objectives and also provides additional value	4	-	1	3
Overall level of satisfaction	4	-	1	3

## Q29.a to Q29.g LawRoom - Campus Web-based Training (HR Required Training)

Analysis...: Q29.a to Q29.g  
 Filter.....: All Respondents  
 Options...: Transposed  
 Cells.....: Counts, Respondents

### Q29.a to Q29.g LawRoom - Campus Web-based Training (HR Required Training)



Analysis.: Please use the space below to provide us with any additional comments or suggestions:  
Filter.....: All Respondents  
Options...: Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>I've taken the training, but have not interacted with any service providers.</i>
<i>no interaction with LawRoom personnel to answer these questions.</i>
<i>I've never talked to anyone from LawRoom, but have taken the mandatory campus training from them. Their trainings are a bit confusing. Maybe it's the material being discussed (sexual harassment), but I hope their training can be more clear.</i>
<i>Skillport (Law room?) HR compliance training is easy to use and informative.</i>

**Q31.a to Q31.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training**

Analysis.: Q31.a to Q31.g  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents

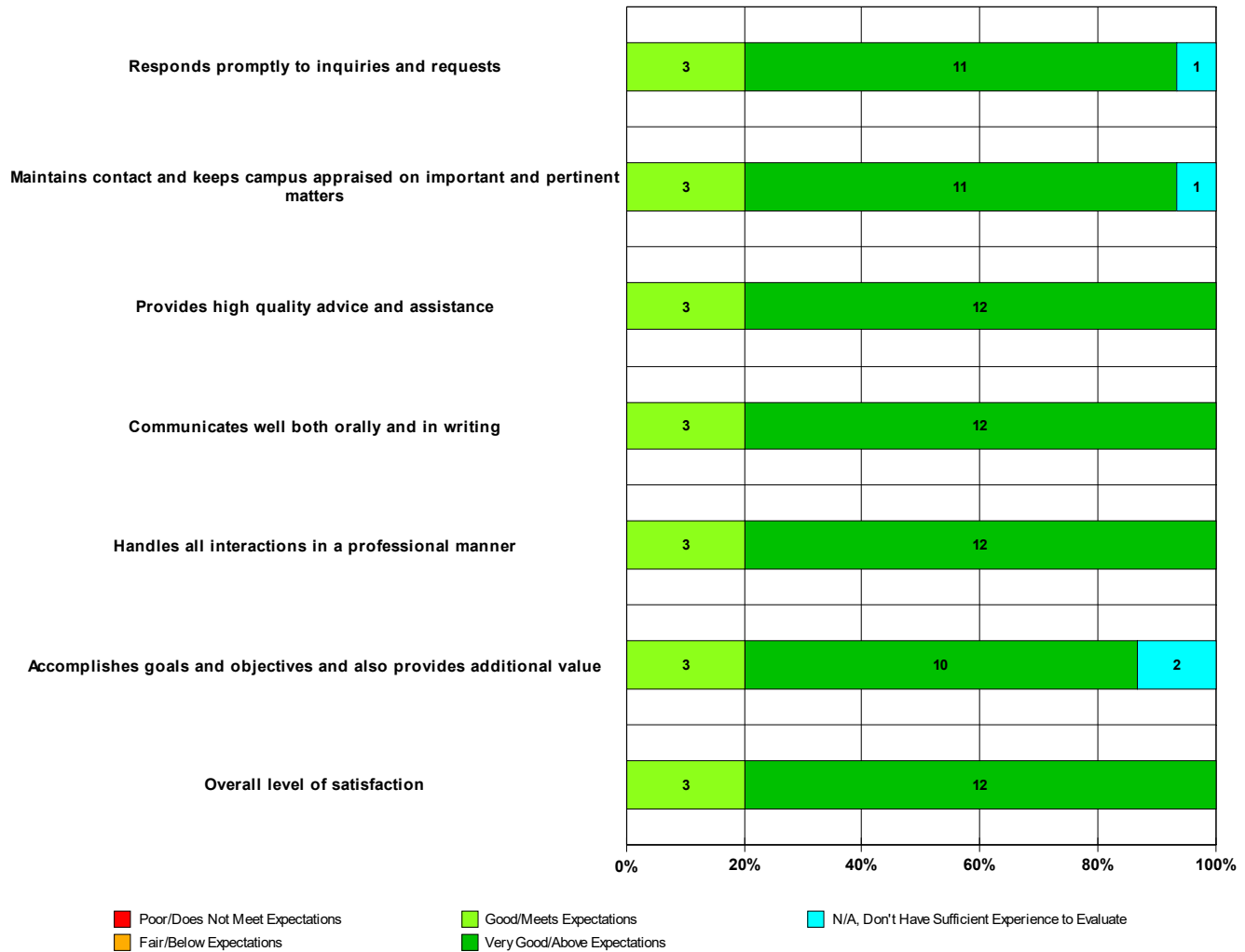
	Total	Mean		
			Poor/Does Not Meet Expectations	Fair/Below Expectations
Base	105	3.79	-	-
Responds promptly to inquiries and requests	15	3.79	-	-
Maintains contact and keeps campus apprised on important and pertinent matters	15	3.79	-	-
Provides high quality advice and assistance	15	3.80	-	-
Communicates well both orally and in writing	15	3.80	-	-
Handles all interactions in a professional manner	15	3.80	-	-
Accomplishes goals and objectives and also provides additional value	15	3.77	-	-
Overall level of satisfaction	15	3.80	-	-

	Total			
		Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	105	21	80	4
Responds promptly to inquiries and requests	15	3	11	1
Maintains contact and keeps campus apprised on important and pertinent matters	15	3	11	1
Provides high quality advice and assistance	15	3	12	-
Communicates well both orally and in writing	15	3	12	-
Handles all interactions in a professional manner	15	3	12	-
Accomplishes goals and objectives and also provides additional value	15	3	10	2
Overall level of satisfaction	15	3	12	-

# Q31.a to Q31.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training

Analysis.: Q31.a to Q31.g  
 Filter.....: All Respondents  
 Options...: Transposed  
 Cells.....: Counts, Respondents

## Q31.a to Q31.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training



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

Filter.....: All Respondents

Options...: Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>Candace and her team do a fantastic job.</i>
<i>N/A</i>
<i>No additional comments</i>
<i>Offer a wide variety of services that we have yet to take advantage of. Mainly due to time constraints on our campus.</i>
<i>n/a</i>
<i>A very important asset to campus and system.</i>
<i>Excellent campus resource.</i>
<i>Knowledgeable and very professional staff. The Praesidium staff were a pleasure to work with.</i>
<i>Excellent resource and training</i>
<i>Our campus has recently started to work with Praesidium and they are great!</i>
<i>Ongoing communication with this group is typically routed through our campus risk manager. I have attended a Praesidium workshop and read some of their published educational materials and have been very impressed by their expertise and professionalism.</i>
<i>Excellent partners and collaborators. Highly knowledgeable and supportive of individual, campus and system-wide needs.</i>
<i>CSUMB is currently working with Praesidium on a Phase 1 Consulting Project. So far, everything has been going well. The reports and outputs have yet to be received, reviewed &amp; assessed. However, I believe we may use them for additional (Phase 2 &amp; 3, etc...) future project work for on-going improvements. Candace Collins and her team have been very professional, responsive, easy to work with and knowledgeable. She keeps her word &amp; I expect all deadlines/deliverables will be met with good quality, actionable results/output.....</i>
<i>valuable information by a quality team</i>
<i>I would like to be able to take fuller advantage of what Praesidium offers.</i>

**Q33.a to Q33.g Risk Management Design (Joseph C. Risser)**

Analysis.: Q33.a to Q33.g  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents

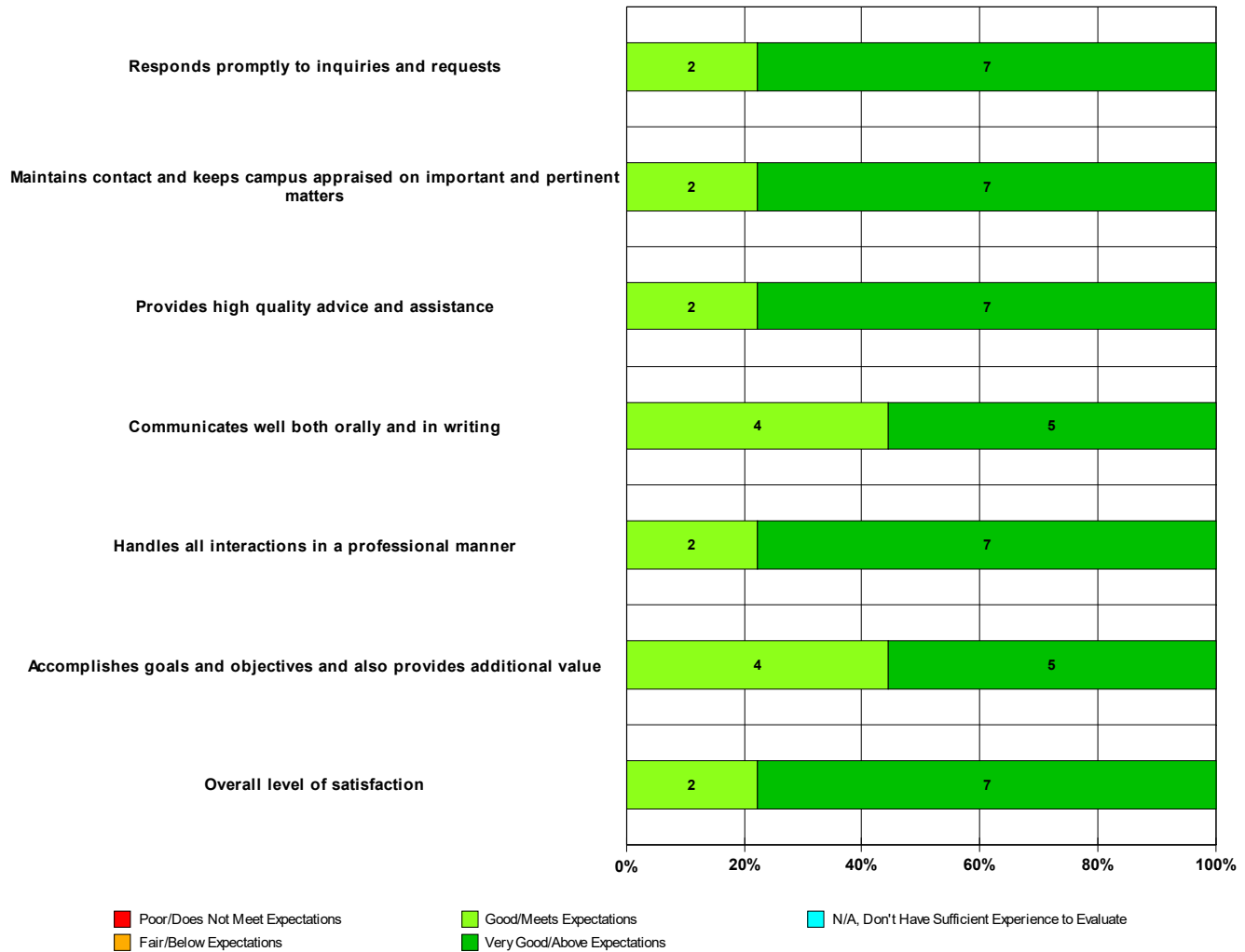
	Total	Mean		
			Poor/Does Not Meet Expectations	Fair/Below Expectations
Base	63	3.71	-	-
Responds promptly to inquiries and requests	9	3.78	-	-
Maintains contact and keeps campus apprised on important and pertinent matters	9	3.78	-	-
Provides high quality advice and assistance	9	3.78	-	-
Communicates well both orally and in writing	9	3.56	-	-
Handles all interactions in a professional manner	9	3.78	-	-
Accomplishes goals and objectives and also provides additional value	9	3.56	-	-
Overall level of satisfaction	9	3.78	-	-

	Total			
		Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	63	18	45	-
Responds promptly to inquiries and requests	9	2	7	-
Maintains contact and keeps campus apprised on important and pertinent matters	9	2	7	-
Provides high quality advice and assistance	9	2	7	-
Communicates well both orally and in writing	9	4	5	-
Handles all interactions in a professional manner	9	2	7	-
Accomplishes goals and objectives and also provides additional value	9	4	5	-
Overall level of satisfaction	9	2	7	-

## Q33.a to Q33.g Risk Management Design (Joseph C. Risser)

Analysis...: Q33.a to Q33.g  
 Filter.....: All Respondents  
 Options...: Transposed  
 Cells.....: Counts, Respondents

### Q33.a to Q33.g Risk Management Design (Joseph C. Risser)



**Q35.a to Q35.g Sedgwick CMS CSURMA Workers' Compensation Claims Administrator**

Analysis.: Q35.a to Q35.g  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents

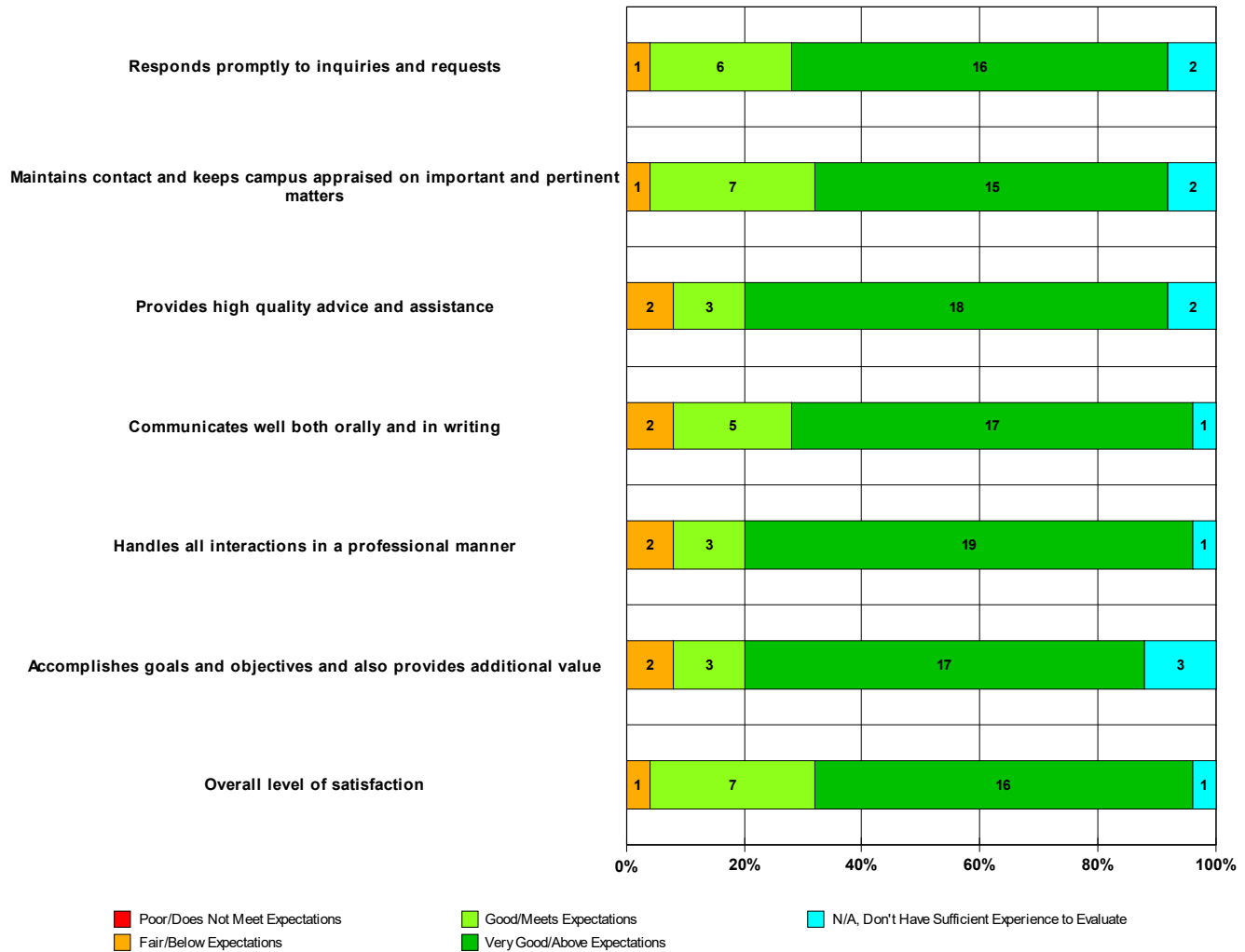
	Total			
		Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations
Base	175	3.66	-	11
Responds promptly to inquiries and requests	25	3.65	-	1
Maintains contact and keeps campus apprised on important and pertinent matters	25	3.61	-	1
Provides high quality advice and assistance	25	3.70	-	2
Communicates well both orally and in writing	25	3.63	-	2
Handles all interactions in a professional manner	25	3.71	-	2
Accomplishes goals and objectives and also provides additional value	25	3.68	-	2
Overall level of satisfaction	25	3.63	-	1

	Total			
		Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	175	34	118	12
Responds promptly to inquiries and requests	25	6	16	2
Maintains contact and keeps campus apprised on important and pertinent matters	25	7	15	2
Provides high quality advice and assistance	25	3	18	2
Communicates well both orally and in writing	25	5	17	1
Handles all interactions in a professional manner	25	3	19	1
Accomplishes goals and objectives and also provides additional value	25	3	17	3
Overall level of satisfaction	25	7	16	1

# Q35.a to Q35.g Sedgwick CMS CSURMA Workers' Compensation Claims Administrator

Analysis...: Q35.a to Q35.g  
 Filter.....: All Respondents  
 Options...: Transposed  
 Cells.....: Counts, Respondents

## Q35.a to Q35.g Sedgwick CMS CSURMA Workers' Compensation Claims Administrator



**How to provide us with any additional comments or suggestions: Sedgwick CMS CSURMA Workers' Compensation**

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

Filter.....: All Respondents

Options...: Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>Very personable and courteous. The injured worker's also seem to really like their examiner.</i>
<i>N/A</i>
<i>No additional comments</i>
<i>Experience with Sedgwick has been good, occasionally may be left disconnected/not fully aware of what is going on with some claims but we are always able to reach out and get the updates needed</i>
<i>Good adjuster communication. On campus visits are helpful to build rapport with physicians and campus.</i>
<i>Joanne Michaels has my full confidence. Awesome.</i>
<i>Excellent</i>
<i>The goals of the campus (managing employees, injuries, and budget) do not appear to always align with the goals of Sedgwick (closing files).</i>
<i>This is based on my adjuster at Sedgwick only.</i>
<i>always willing to answer questions (as a newbie to the role- this has been hugely helpful!)</i>
<i>Perhaps part of the nature of workers' comp administration, but the process is adversarial between Sedgwick and the employee. I understand trying to minimize risk, but I think greater communication and understanding with employees would actually reduce our claims.</i>
<i>solid claims handler</i>
<i>The service is good. Examiner(s) are easy to work with.</i>
<i>n/a</i>
<i>I've only had interactions in Claims Review sessions and they have always been very professional and considerate of time constraints.</i>
<i>CSULA adjustor Megan Warren is the best. I just love her work ethics</i>
<i>n/a</i>
<i>Totally Satisfied</i>
<i>n</i>
<i>I love working with this company. I hope you don't change administrators without contacting the WCC's first. FYI, I have tried to give the ViaOne system some time to grow on me but it hasn't. It's unfortunate we couldn't have kept Valley Oaks. That system was much more user friendly. Nonetheless their services are fantastic.</i>
<i>Have had positive interaction and work well with Sedgwick Claims Administrators.</i>
<i>I provide back up support to the WC function on our campus and have been satisfied with the level of service that I've received.</i>
<i>Overall very satisfied with the services and support provided.</i>
<i>Ginger Pierce is great and we enjoy working with her. She understands our culture and we value her advice.</i>
<i>We appreciate working with Sedgwick on W/C claims. Sedgwick is OUTSTANDING!!!!</i>

**Q37.a to Q37.g Ventiv/AON e-solutions (Valley Oak Systems)**

Analysis.: Q37.a to Q37.g  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents

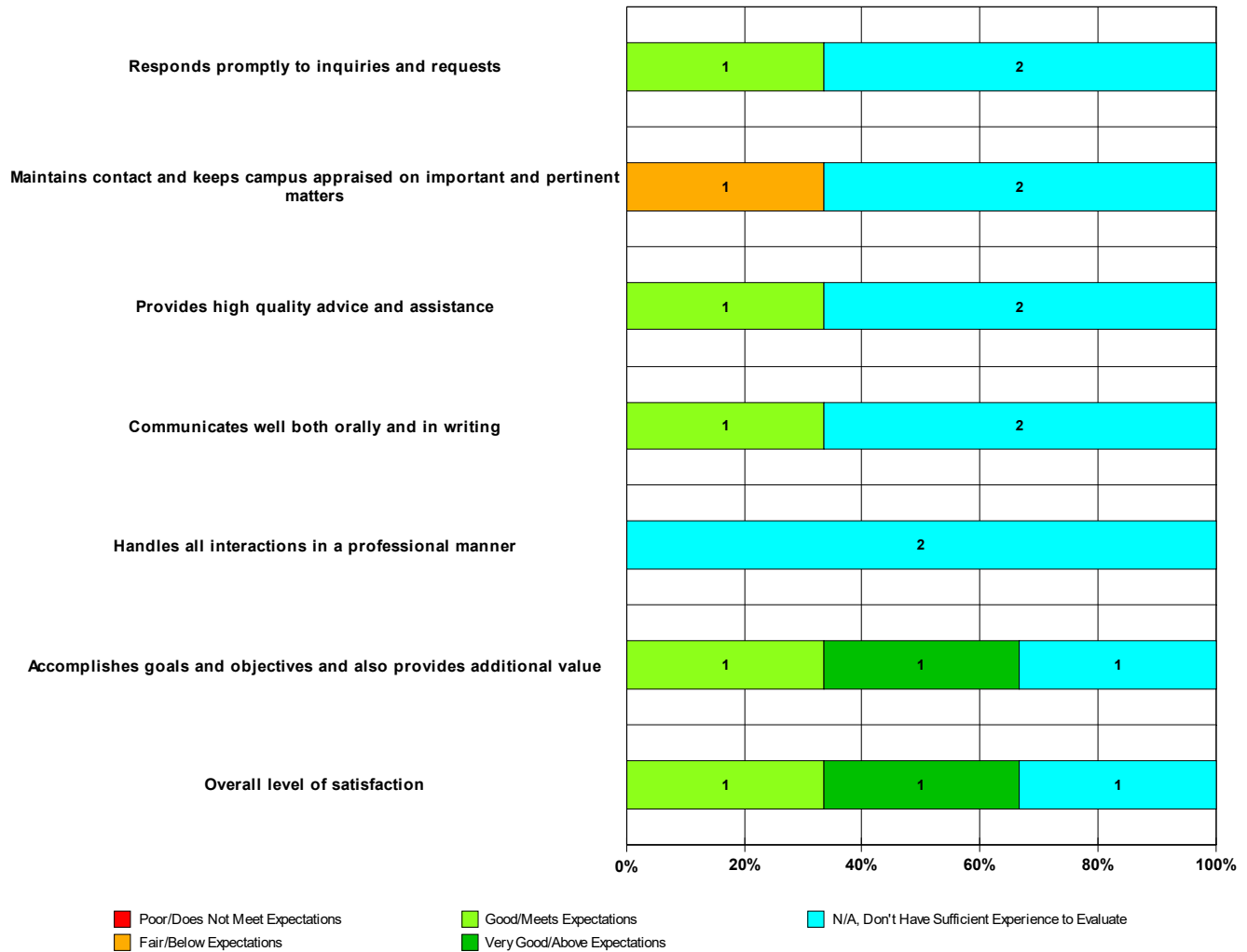
	Total	Mean		
			Poor/Does Not Meet Expectations	Fair/Below Expectations
Base	20	3.13	-	1
Responds promptly to inquiries and requests	3	3.00	-	-
Maintains contact and keeps campus apprised on important and pertinent matters	3	2.00	-	1
Provides high quality advice and assistance	3	3.00	-	-
Communicates well both orally and in writing	3	3.00	-	-
Handles all interactions in a professional manner	2	-	-	-
Accomplishes goals and objectives and also provides additional value	3	3.50	-	-
Overall level of satisfaction	3	3.50	-	-

	Total			
		Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	20	5	2	12
Responds promptly to inquiries and requests	3	1	-	2
Maintains contact and keeps campus apprised on important and pertinent matters	3	-	-	2
Provides high quality advice and assistance	3	1	-	2
Communicates well both orally and in writing	3	1	-	2
Handles all interactions in a professional manner	2	-	-	2
Accomplishes goals and objectives and also provides additional value	3	1	1	1
Overall level of satisfaction	3	1	1	1

## Q37.a to Q37.g Ventiv/AON e-solutions (Valley Oak Systems)

Analysis...: Q37.a to Q37.g  
 Filter.....: All Respondents  
 Options...: Transposed  
 Cells.....: Counts, Respondents

### Q37.a to Q37.g Ventiv/AON e-solutions (Valley Oak Systems)



the space below to provide us with any additional comments or suggestions: Ventiv/AON e-solutions (Valley Oak)

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 use the work comp system but do not deal directly with Ventiv/Aon*

*I don't believe these questions are appropriate for a software too, but overall satisfied with the Valley Oak system.*

*Quite solid. Not great at communicating change on occasion.*

**Q39.a to Q39.g Witt O'Brien's, LLC (formally Witt Group Holdings, LLC)**

Analysis.: Q39.a to Q39.g  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents

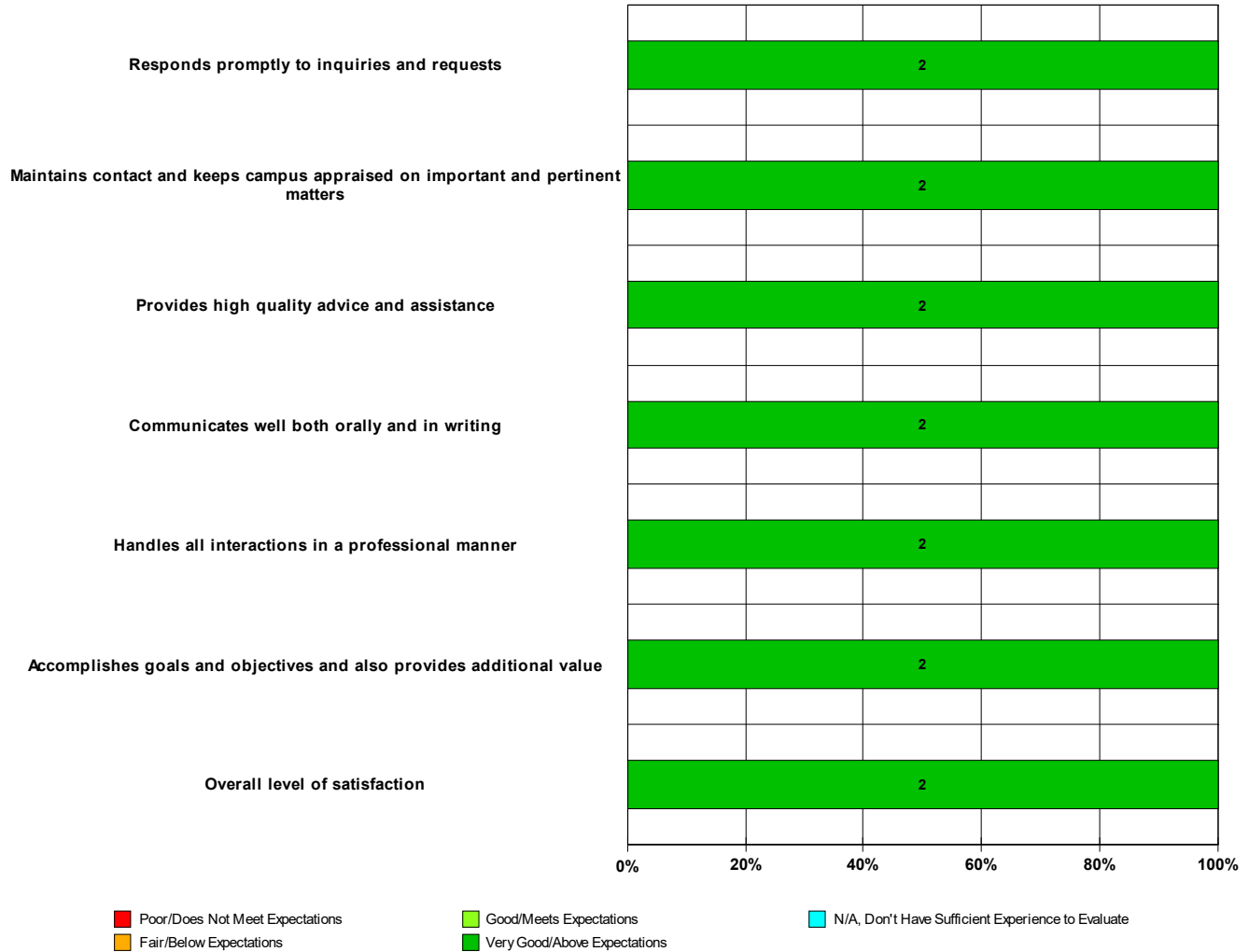
	Total			
		Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations
Base	14	4.00	-	-
Responds promptly to inquiries and requests	2	4.00	-	-
Maintains contact and keeps campus apprised on important and pertinent matters	2	4.00	-	-
Provides high quality advice and assistance	2	4.00	-	-
Communicates well both orally and in writing	2	4.00	-	-
Handles all interactions in a professional manner	2	4.00	-	-
Accomplishes goals and objectives and also provides additional value	2	4.00	-	-
Overall level of satisfaction	2	4.00	-	-

	Total			
		Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	14	-	14	-
Responds promptly to inquiries and requests	2	-	2	-
Maintains contact and keeps campus apprised on important and pertinent matters	2	-	2	-
Provides high quality advice and assistance	2	-	2	-
Communicates well both orally and in writing	2	-	2	-
Handles all interactions in a professional manner	2	-	2	-
Accomplishes goals and objectives and also provides additional value	2	-	2	-
Overall level of satisfaction	2	-	2	-

## Q39.a to Q39.g Witt O'Brien's, LLC (formally Witt Group Holdings, LLC)

Analysis...: Q39.a to Q39.g  
 Filter.....: All Respondents  
 Options...: Transposed  
 Cells.....: Counts, Respondents

### Q39.a to Q39.g Witt O'Brien's, LLC (formally Witt Group Holdings, LLC)



space below to provide us with any additional comments or suggestions: Witt O'Brien's, LLC (formally Witt Group)

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:**

*WOB is wonderful. Really easy to work with. Frank and Matt are a dynamic duo. I appreciate their work with our emergency manager's affinity group.*

*They are a great help with EOC training for our executives.*

## Q41.a to Q41.g Workplace Answers

Analysis.: Q41.a to Q41.g  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents

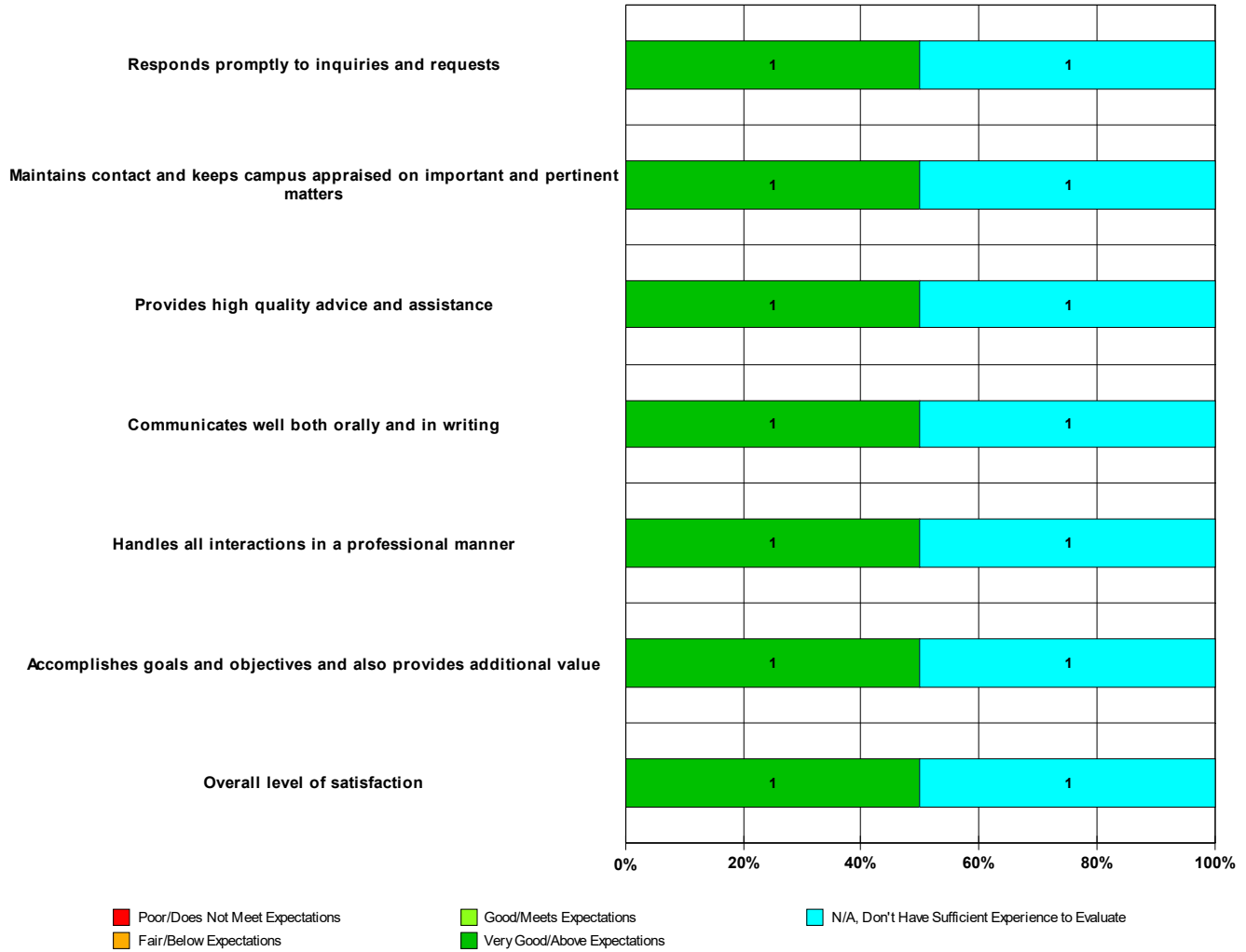
	Total	Mean		
			Poor/Does Not Meet Expectations	Fair/Below Expectations
Base	14	4.00	-	-
Responds promptly to inquiries and requests	2	4.00	-	-
Maintains contact and keeps campus apprised on important and pertinent matters	2	4.00	-	-
Provides high quality advice and assistance	2	4.00	-	-
Communicates well both orally and in writing	2	4.00	-	-
Handles all interactions in a professional manner	2	4.00	-	-
Accomplishes goals and objectives and also provides additional value	2	4.00	-	-
Overall level of satisfaction	2	4.00	-	-

	Total			
		Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	14	-	7	7
Responds promptly to inquiries and requests	2	-	1	1
Maintains contact and keeps campus apprised on important and pertinent matters	2	-	1	1
Provides high quality advice and assistance	2	-	1	1
Communicates well both orally and in writing	2	-	1	1
Handles all interactions in a professional manner	2	-	1	1
Accomplishes goals and objectives and also provides additional value	2	-	1	1
Overall level of satisfaction	2	-	1	1

## Q41.a to Q41.g Workplace Answers

Analysis...: Q41.a to Q41.g  
 Filter.....: All Respondents  
 Options...: Transposed  
 Cells.....: Counts, Respondents

### Q41.a to Q41.g Workplace Answers



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

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:**

*N/A*  
*insufficient experience to evaluate properly.*

2017

# CSURMA Auxiliary Survey Results

Prepared by:  
Alexis Naiknimbalkar  
Organizational Excellence  
Office of the Chancellor  
Software: Snap Survey Professional 11  
Report Date: 03/16/2017

## Survey Campus Coordinator Contacts

for survey customization & approval.

	Primary Contact	Additional Contact 1	Additional Contact 2
<b>Name</b>	Leona Ching		
<b>Phone</b>	(562) 951-457		
<b>Email</b>	lching@calstate.edu		

Date Survey Opened: 02/12/2018  
 Date Reminder Sent: 02/19/2018 and 02/26/2018  
 Date Survey Closed: 03/02/2018

## Survey Administration & Analysis

The web-based surveys were conducted using SNAP Survey Professional 10.  
 The survey URL was distributed to the sample group via e-mail.  
 Analysis was performed and reports created using SNAP Survey Professional 10.

## Population and Sample

	Listserve
Total Population	258
Sample	258
Responses	56
Minimum Response Rate	22%

*Note: The response rates listed above must be considered as minimum values as they assume that all individuals on the campus-provided e-mail list had an opportunity to take the survey. In reality the number of individuals that will have received the e-mail link is lower than the Sample value due incorrect e-mail addresses, blocked e-mail, etc.*

## Sample Description

2017 Listserve contacts

**Surveys Administered by:** Chancellor's Office

**Survey E-mail Letter Invitation Text:**

Subject: CSURMA/AORMA Survey - Due March 2nd

Dear Auxiliary Representative:

CSURMA/AORMA is conducting surveys on the performance of the firms that provide service and support to the campuses and auxiliary organizations. Your participation in this survey provides important information for the success of the programs and the improvement of the services provided to CSURMA/AORMA members.

Please complete this electronic survey by March 2, 2018, for the service organizations with which you work. To begin the survey, click on the link below and complete the survey online. You will note on the first page that you can choose the vendors with whom you have worked with. For each service provider, there is opportunity to provide additional comments at the end of each section. All answers and comments will be handled in a confidential manner.

Survey link:

{SurveyLinkAuto}

We appreciate your participation and thank you for your prompt feedback.

If you should have any questions about the survey, please contact Zachary Gifford at 562-951-4580.

**Survey E-mail Letter Reminder Text:**

Subject: Reminder: CSURMA/AORMA Survey - Due March 2nd

Dear Auxiliary Representative:

CSURMA/AORMA is conducting surveys on the performance of the firms that provide service and support to the campuses and auxiliary organizations. Your participation in this survey provides important information for the success of the programs and the improvement of the services provided to CSURMA/AORMA members.

Please complete this electronic survey by March 2, 2018, for the service organizations with which you work. To begin the survey, click on the link below and complete the survey online. You will note on the first page that you can choose the vendors with whom you have worked with. For each service provider, there is opportunity to provide additional comments at the end of each section. All answers and comments will be handled in a confidential manner.

Survey link:

{SurveyLinkAuto}

We appreciate your participation and thank you for your prompt feedback.

If you should have any questions about the survey, please contact Zachary Gifford at 562-951-4580.

# ALL Survey Results

### Q3.a to Q3.g Agility Recovery Solutions, Inc. (Agility)

Analysis.: Q3.a to Q3.g

Filter.....: All Respondents

Score.....: Weight WT1

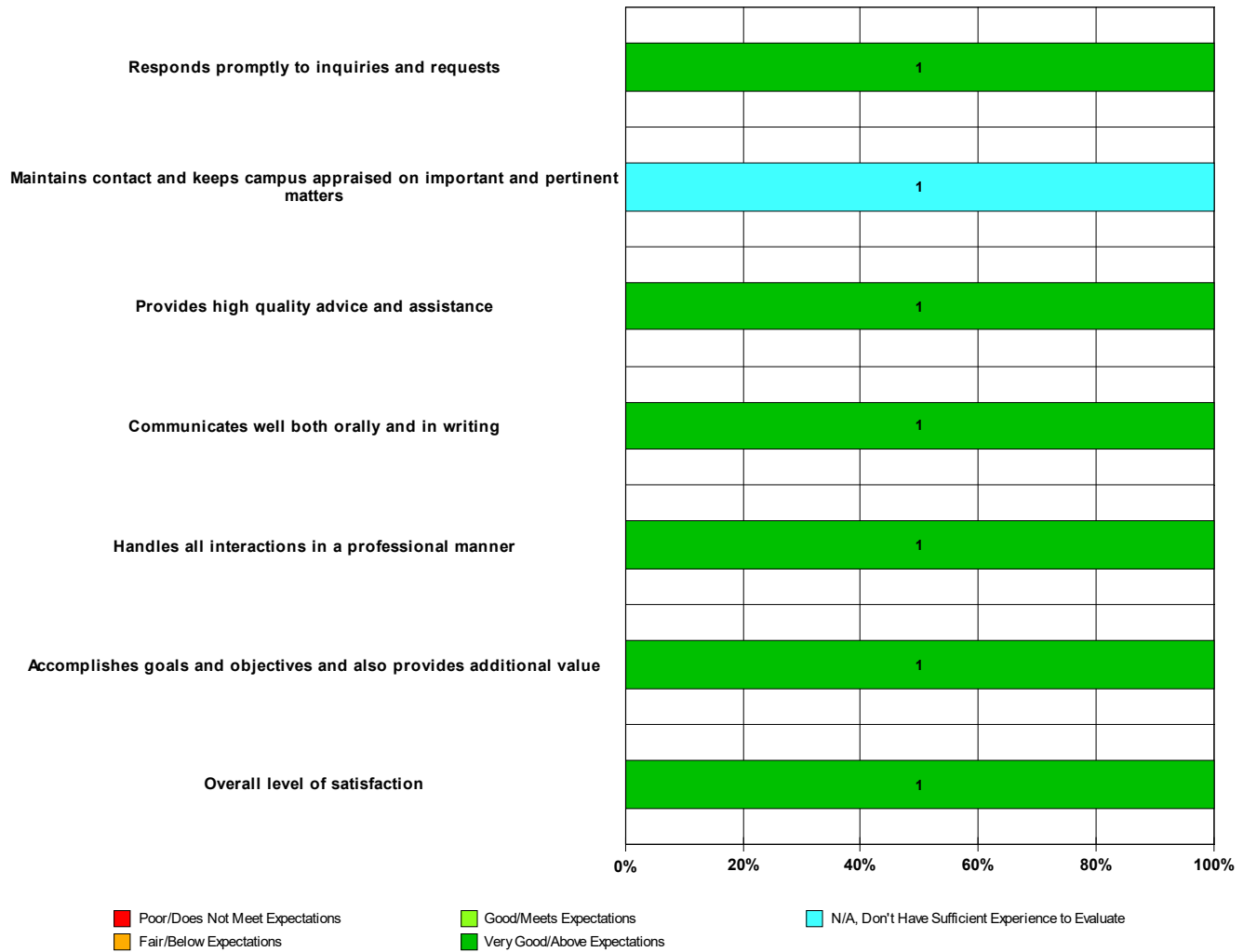
Cells.....: Counts, Respondents

	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	7	4.00	-	-	-	6	1
Responds promptly to inquiries and requests	1	4.00	-	-	-	1	-
Maintains contact and keeps campus apprised on important and pertinent matters	1	-	-	-	-	-	1
Provides high quality advice and assistance	1	4.00	-	-	-	1	-
Communicates well both orally and in writing	1	4.00	-	-	-	1	-
Handles all interactions in a professional manner	1	4.00	-	-	-	1	-
Accomplishes goals and objectives and also provides additional value	1	4.00	-	-	-	1	-
Overall level of satisfaction	1	4.00	-	-	-	1	-

### Q3.a to Q3.g Agility Recovery Solutions, Inc. (Agility)

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

Q3.a to Q3.g Agility Recovery Solutions, Inc. (Agility)



### Please use the space below to provide us with any additional comments or suggestions: Agility Recovery Solutions, Inc. (Agility)

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:**

*None*

### Q5.a to Q5.g Alliant Insurance Services - AORMA Program Administrator

Analysis.: Q5.a to Q5.g

Filter.....: All Respondents

Score.....: Weight WT1

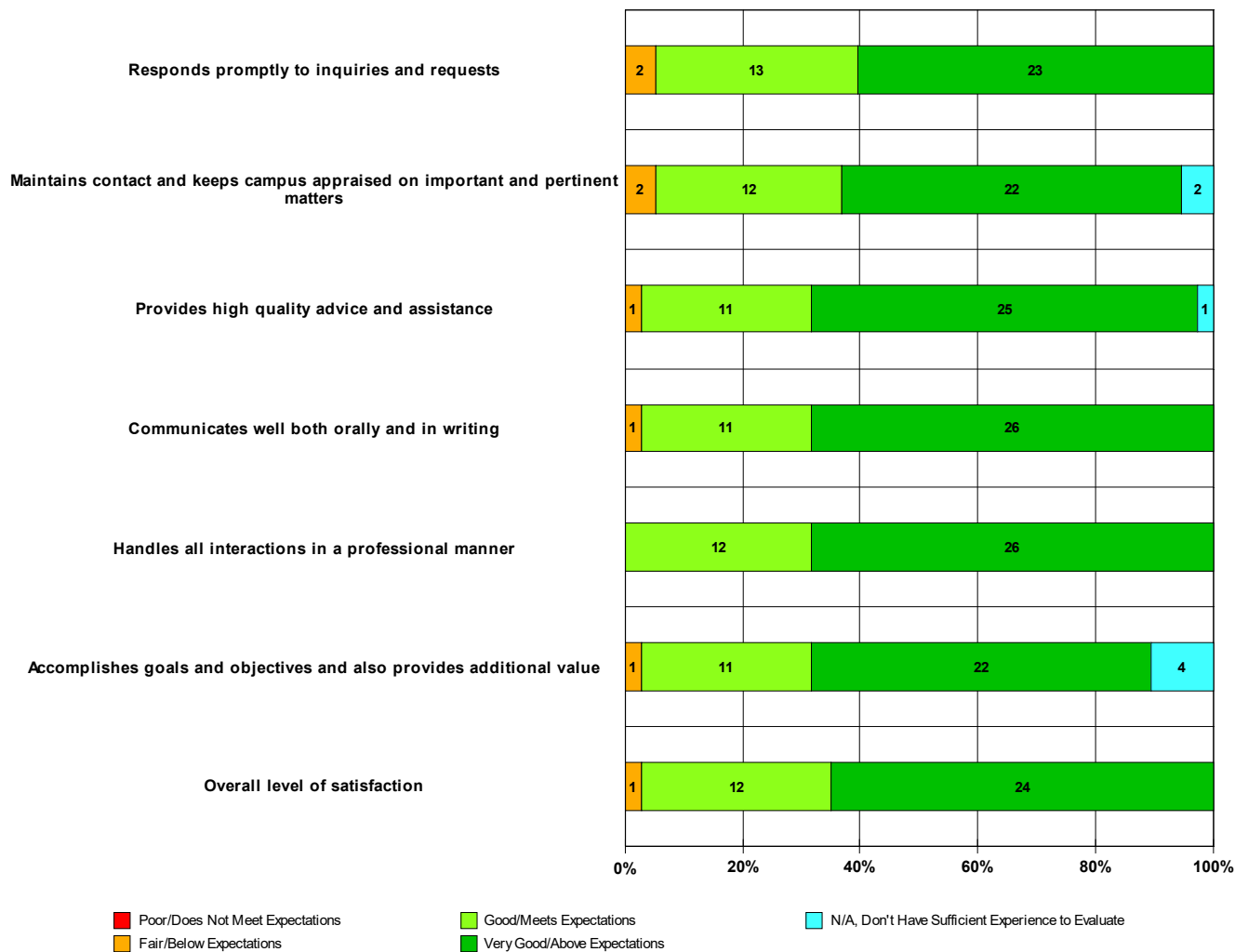
Cells.....: Counts, Respondents

	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	265	3.62	-	8	82	168	7
Responds promptly to inquiries and requests	38	3.55	-	2	13	23	-
Maintains contact and keeps campus apprised on important and pertinent matters	38	3.56	-	2	12	22	2
Provides high quality advice and assistance	38	3.65	-	1	11	25	1
Communicates well both orally and in writing	38	3.66	-	1	11	26	-
Handles all interactions in a professional manner	38	3.68	-	-	12	26	-
Accomplishes goals and objectives and also provides additional value	38	3.62	-	1	11	22	4
Overall level of satisfaction	37	3.62	-	1	12	24	-

### Q5.a to Q5.g Alliant Insurance Services - AORMA Program Administrator

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

#### Q5.a to Q5.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:**

*As busy as they are, members of the Alliant team do a great job and are always on top of things.*

*Response time has slowed down quite a bit, but I also understand that they're busy.*

### Q7.a to Q7.g Alliant Insurance Services - AORMA Insurance Brokerage/Consulting

Analysis.: Q7.a to Q7.g

Filter.....: All Respondents

Score.....: Weight WT1

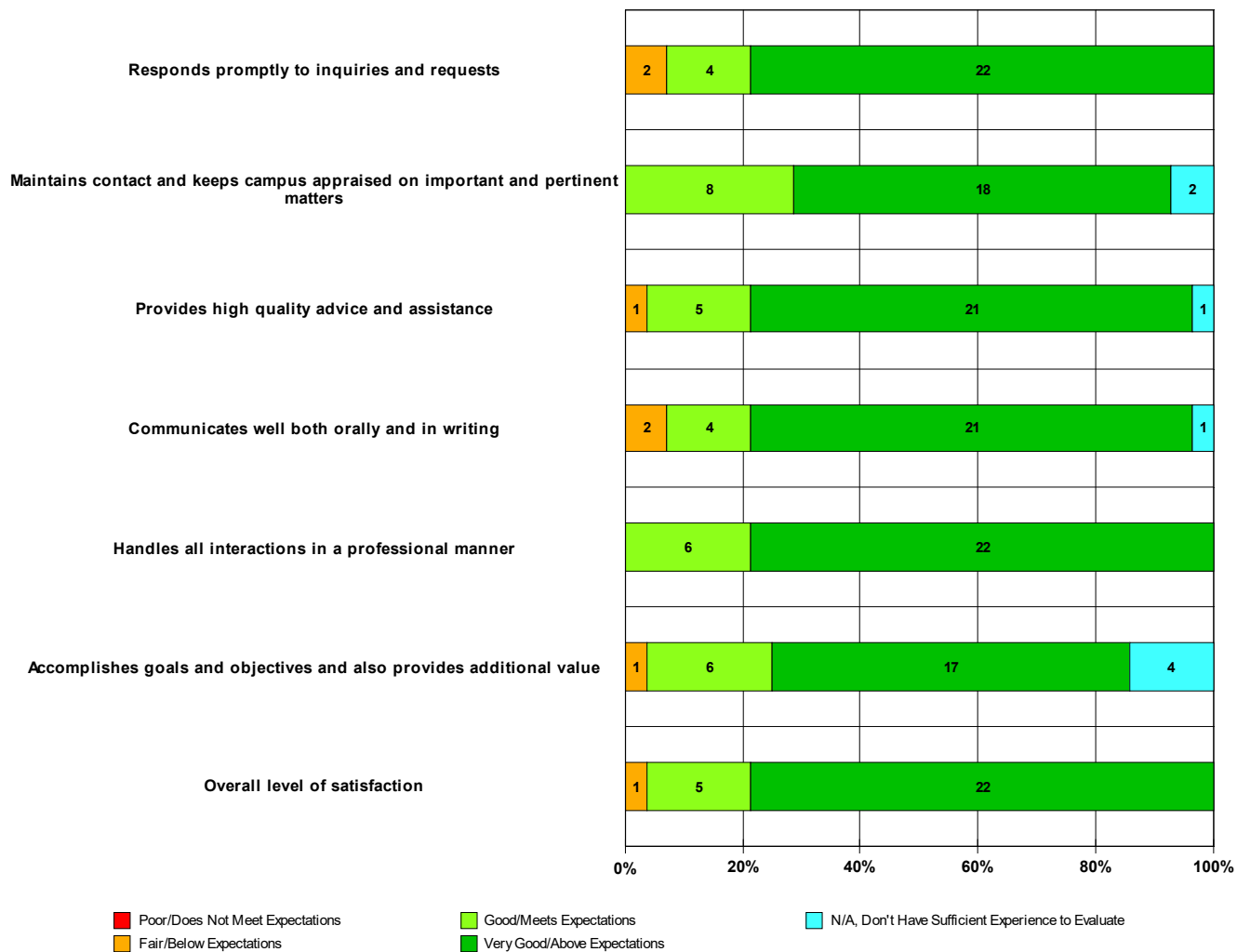
Cells.....: Counts, Respondents

	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	196	3.72	-	7	38	143	8
Responds promptly to inquiries and requests	28	3.71	-	2	4	22	-
Maintains contact and keeps campus apprised on important and pertinent matters	28	3.69	-	-	8	18	2
Provides high quality advice and assistance	28	3.74	-	1	5	21	1
Communicates well both orally and in writing	28	3.70	-	2	4	21	1
Handles all interactions in a professional manner	28	3.79	-	-	6	22	-
Accomplishes goals and objectives and also provides additional value	28	3.67	-	1	6	17	4
Overall level of satisfaction	28	3.75	-	1	5	22	-

### Q7.a to Q7.g Alliant Insurance Services - AORMA Insurance Brokerage/Consulting

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

Q7.a to Q7.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

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
X
n/a
<i>I always get the answers I need immediately. Their customer service is above bar!</i>

**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

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>No comments: keep up the good work</i>
<i>This is a fantastic vendor who keeps excellent communication channels with the auxiliary.</i>
<i>N/A</i>
<i>n/a</i>
<i>Very professional team.</i>
<i>Please with the level of service and customer service.</i>
<i>None</i>
<i>Their staff is easy to work with and responds quickly to questions.</i>
<i>.....</i>
<i>N/A</i>
<i>None</i>
<i>None</i>
<i>Mimi is excellent</i>
<i>nothing to add</i>
<i>My response/rating is based upon initial interaction with Alliant as the new benefit broker for AOA. The transition to Alliant has been really bumpy. We have not been impressed so far, but are hoping that once everything is in place interactions will be smoother. They talk a nice talk, but communication has not been good and as a result, things have been wrong and required cleaning up on our part or additional communication to staff.</i>
<i>Daniel Howell, Mimi Long, Van Rin are very knowledgeable and very helpful.</i>
<i>n/a</i>
<i>.</i>
<i>none</i>
<i>My communication with the staff is great and very supportive. If I have any question or come across a matter that i have not dealt with before I am walked through the process to handle the matter accordingly.</i>
<i>Timely response is lacking</i>
<i>No additional comments</i>
<i>None</i>
<i>None</i>
<i>Bob Corwin and Susan Sgroi from the San Diego Offices are exceptional to work with and very responsive to our needs. Great team.</i>

### Q9.a to Q9.g Alliant Loss Control & Safety Services

Analysis.: Q9.a to Q9.g

Filter.....: All Respondents

Score.....: Weight WT1

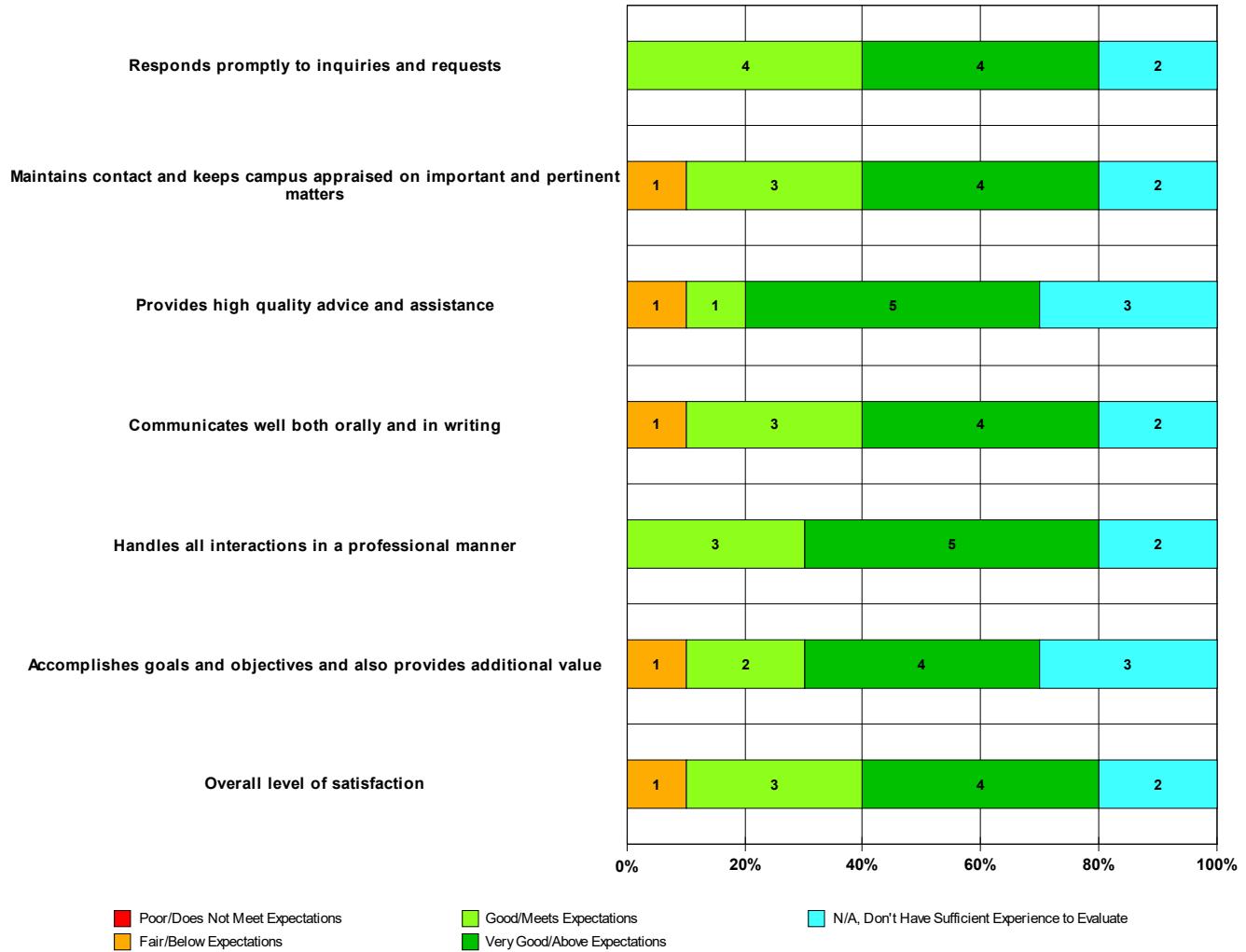
Cells.....: Counts, Respondents

	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	70	3.46	-	5	19	30	16
Responds promptly to inquiries and requests	10	3.50	-	-	4	4	2
Maintains contact and keeps campus apprised on important and pertinent matters	10	3.38	-	1	3	4	2
Provides high quality advice and assistance	10	3.57	-	1	1	5	3
Communicates well both orally and in writing	10	3.38	-	1	3	4	2
Handles all interactions in a professional manner	10	3.63	-	-	3	5	2
Accomplishes goals and objectives and also provides additional value	10	3.43	-	1	2	4	3
Overall level of satisfaction	10	3.38	-	1	3	4	2

## Q9.a to Q9.g Alliant Loss Control & Safety Services

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

### Q9.a to Q9.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

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>Have not worked with them.</i>
<i>Didn't have much contact this year.</i>
.....
<i>The recent reorganization appears to have created a more proactive and forward looking relationship</i>
<i>waiting for information regarding safety topics - but promptly scheduled a walk through when requested - we like working with Alliant.</i>
<i>Provides good services and contacts me promptly to any questions I may have.</i>
.
<i>Good communication and assistance is usually very prompt</i>
<i>In fairness I am comparing my experience to when I worked with Brent Escobas. My experience with Archie has not been as good. Maybe Archie has too much? He did a great job when he came out for the safety walk but it took a bit to get it scheduled and we have had very little communication other than that. Archie responds when we initiate but we typically are initiating the communication.</i>
<i>No additional comments other than what was checked in - Q9a - Q9g.</i>

**Q11.a to Q11.g Alliant Insurance Services - AORMA Property/Crime Claims Administrator**

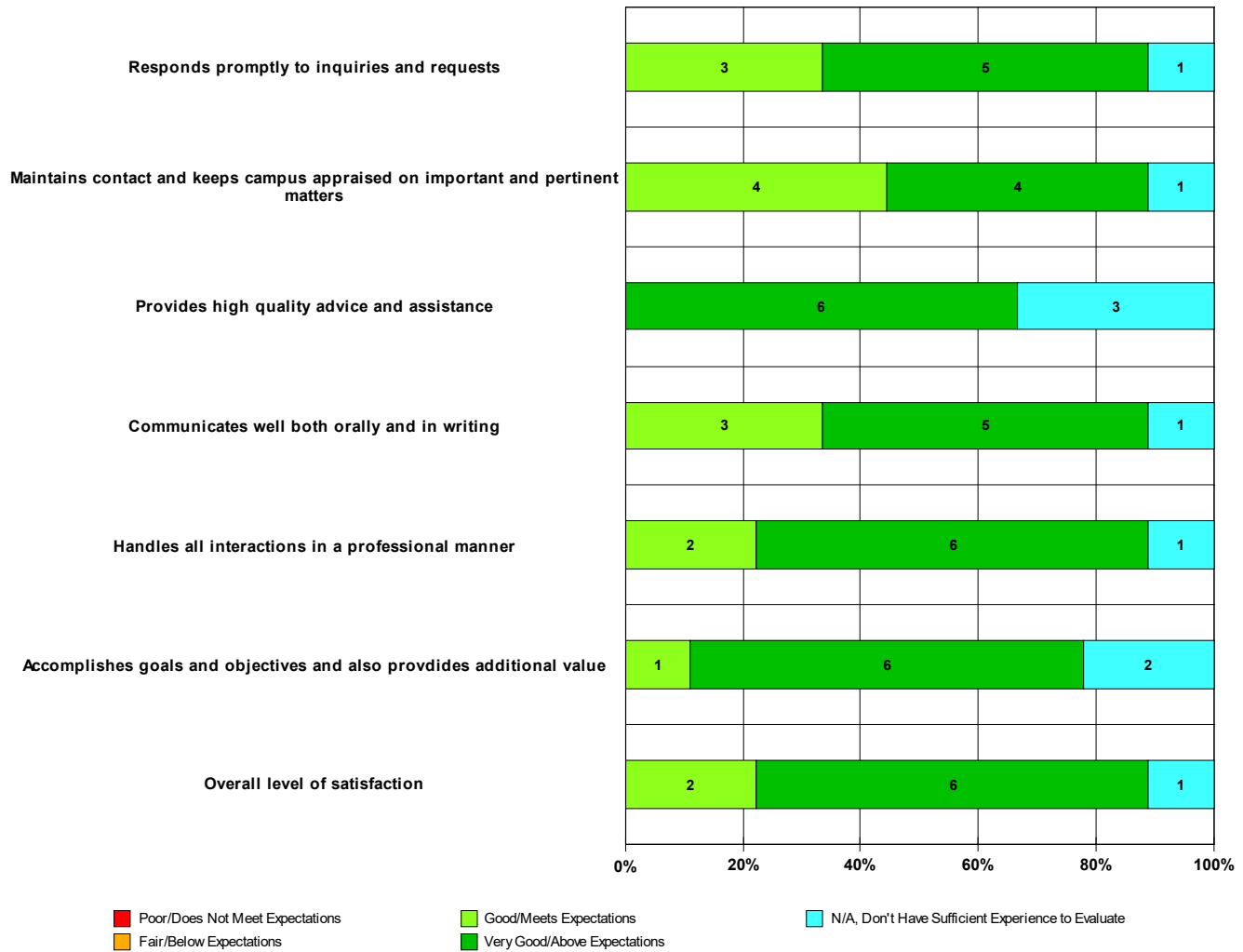
Analysis.: Q11.a to Q11.g  
Filter.....: All Respondents  
Score.....: Weight WT1  
Cells.....: Counts, Respondents

	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	63	3.72	-	-	15	38	10
Responds promptly to inquiries and requests	9	3.63	-	-	3	5	1
Maintains contact and keeps campus apprised on important and pertinent matters	9	3.50	-	-	4	4	1
Provides high quality advice and assistance	9	4.00	-	-	-	6	3
Communicates well both orally and in writing	9	3.63	-	-	3	5	1
Handles all interactions in a professional manner	9	3.75	-	-	2	6	1
Accomplishes goals and objectives and also provides additional value	9	3.86	-	-	1	6	2
Overall level of satisfaction	9	3.75	-	-	2	6	1

## Q11.a to Q11.g Alliant Insurance Services - AORMA Property/Crime Claims Administrator

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

### Q11.a to Q11.g Alliant Insurance Services - AORMA Property/Crime Claims Administrator



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

Analysis.: Please use the space below to provide us with any additional comments or suggestions:  
Filter.....: All Respondents  
Options...: Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
.
<i>Not enough experience to rate at this time</i>
.....
<i>Enquiries are handled in an expedient manner with proper guidance for claim settlement approach</i>
<i>No additional comments</i>
<i>n/a</i>
<i>We had a significant amount of water damage from a busted pipe at one of our offices and CSURMA made the process of clean up and rebuilding effortless.</i>
<i>Limited interaction for these services; no comments to offer.</i>
<i>No additional comments other than what was checked in - Q11a - Q11g.</i>

**Q13.a to Q13.g AON (ARM Tech)**

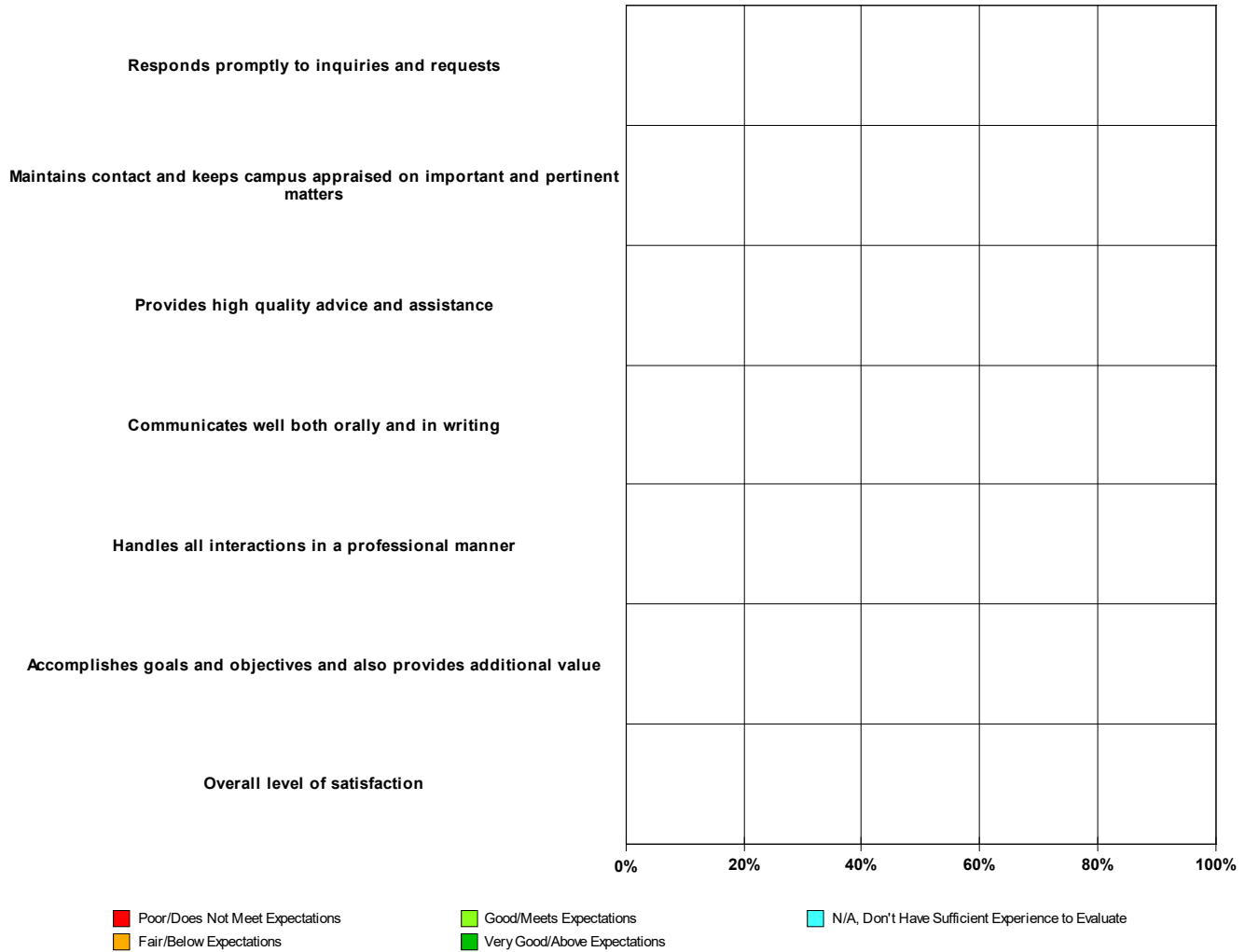
Analysis.: Q13.a to Q13.g  
Filter.....: All Respondents  
Score.....: Weight WT1  
Cells.....: Counts, Respondents

	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	-	-	-	-	-	-	-
Responds promptly to inquiries and requests	-	-	-	-	-	-	-
Maintains contact and keeps campus apprised on important and pertinent matters	-	-	-	-	-	-	-
Provides high quality advice and assistance	-	-	-	-	-	-	-
Communicates well both orally and in writing	-	-	-	-	-	-	-
Handles all interactions in a professional manner	-	-	-	-	-	-	-
Accomplishes goals and objectives and also provides additional value	-	-	-	-	-	-	-
Overall level of satisfaction	-	-	-	-	-	-	-

### Q13.a to Q13.g AON (ARM Tech)

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

Q13.a to Q13.g AON (ARM Tech)



**Please use the space below to provide us with any additional comments or suggestions:  
 AON (ARM Tech)**

Analysis.: Please use the space below to provide us with any additional comments or suggestions:  
 Filter.....: All Respondents  
 Options...: Transposed

I

### Q15.a to Q15.g Belfor

Analysis.: Q15.a to Q15.g

Filter.....: All Respondents

Score.....: Weight WT1

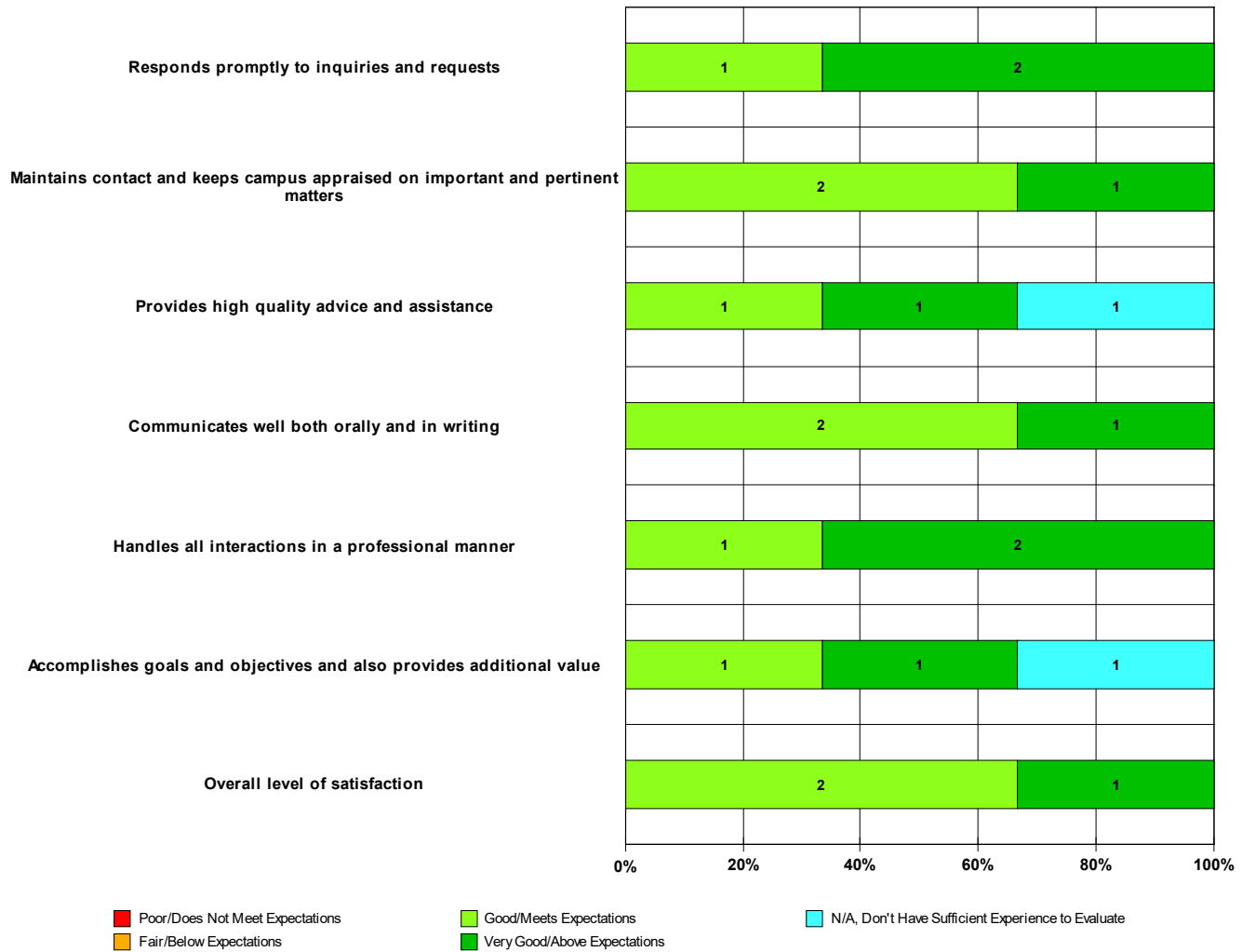
Cells.....: Counts, Respondents

	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	3.47	-	-	10	9	2
Responds promptly to inquiries and requests	3	3.67	-	-	1	2	-
Maintains contact and keeps campus apprised on important and pertinent matters	3	3.33	-	-	2	1	-
Provides high quality advice and assistance	3	3.50	-	-	1	1	1
Communicates well both orally and in writing	3	3.33	-	-	2	1	-
Handles all interactions in a professional manner	3	3.67	-	-	1	2	-
Accomplishes goals and objectives and also provides additional value	3	3.50	-	-	1	1	1
Overall level of satisfaction	3	3.33	-	-	2	1	-

### Q15.a to Q15.g Belfor

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

Q15.a to Q15.g Belfor



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

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:**

*Worked with Belfor in the past year on some restoration projects. Very good communication and overall very happy with their service.*

*No additional comments other than what was checked in - Q15a - Q15g.*

### Q17.a to Q17.g Carl Warren & Co - Liability Claims Administrator

Analysis.: Q17.a to Q17.g

Filter.....: All Respondents

Score.....: Weight WT1

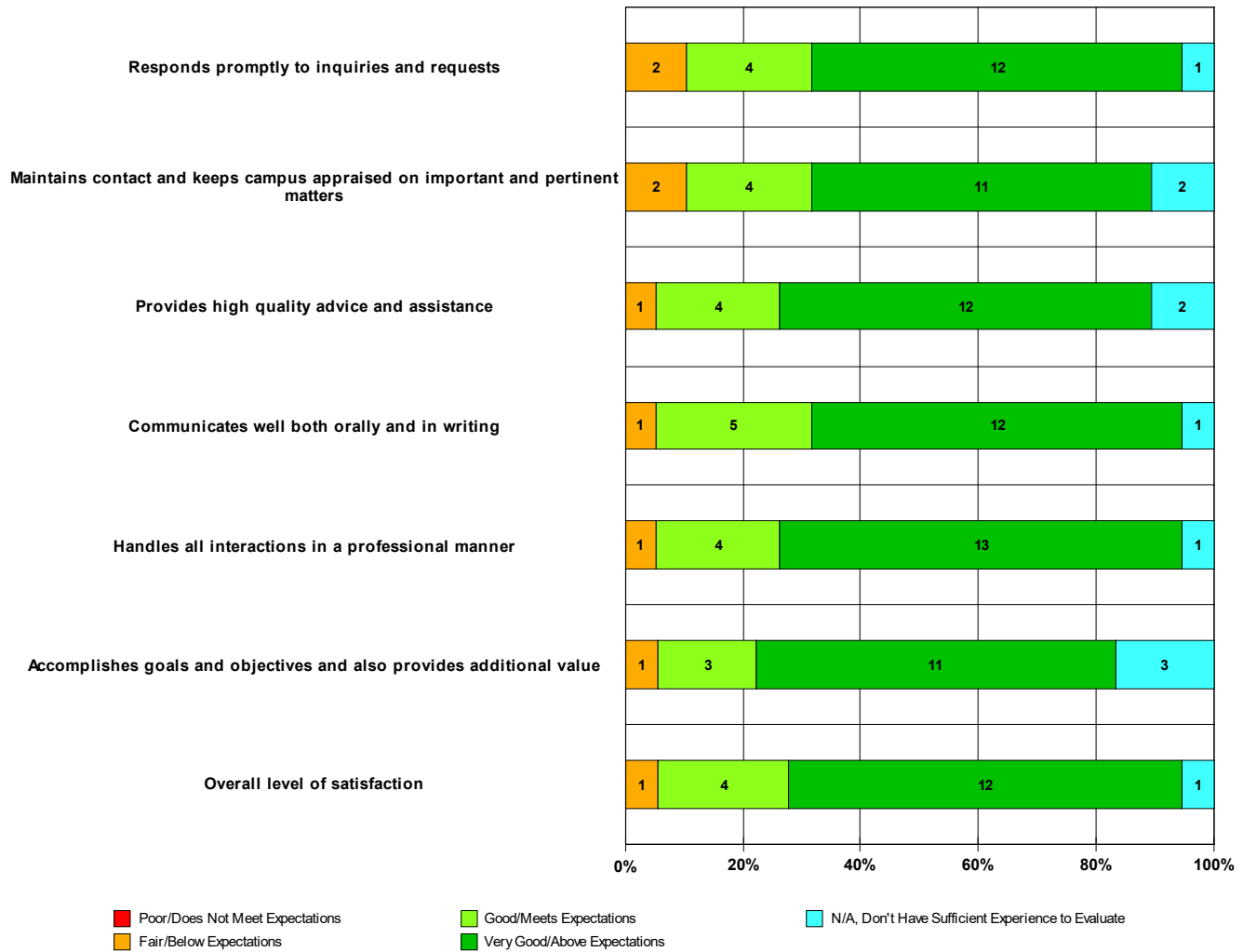
Cells.....: Counts, Respondents

	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	131	3.62	-	9	28	83	11
Responds promptly to inquiries and requests	19	3.56	-	2	4	12	1
Maintains contact and keeps campus apprised on important and pertinent matters	19	3.53	-	2	4	11	2
Provides high quality advice and assistance	19	3.65	-	1	4	12	2
Communicates well both orally and in writing	19	3.61	-	1	5	12	1
Handles all interactions in a professional manner	19	3.67	-	1	4	13	1
Accomplishes goals and objectives and also provides additional value	18	3.67	-	1	3	11	3
Overall level of satisfaction	18	3.65	-	1	4	12	1

## Q17.a to Q17.g Carl Warren & Co - Liability Claims Administrator

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

### Q17.a to Q17.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

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>Great Customer Service and a very knowledgeable team.</i>
<i>Felt like our issue in good hands</i>
<i>No experience this year to properly evaluate.</i>
<i>I am very satisfied with Carl Warren. They provide information timely and are always friendly and helpful.</i>
.....
<i>None</i>
<i>Carl Warren staff have always been highly responsive and professional.</i>
<i>I worked with two reps this last year. One was friendly, but took a very long time to respond, and I'm still not sure if one of the cases is closed. The other was extremely blunt, pretty unfriendly, and not helpful at all. She seemed irritated when I asked questions, as it was my first time handling one of these cases.</i>
<i>Yumi is a delight to work with. She responds very diligently and communicates very effectively.</i>
<i>We had one claim opened during this period of evaluation and had our case manager changed twice. I believe this is the reason for the lack of communication, longer response time.</i>
<i>Yumi Augustus is very helpful and responsive to addressing our claims needs and providing updated information and status reports.</i>
<i>No additional comments other than what was checked in - Q917a - Q17g.</i>

**Q19.a to Q19.g CO Office of Risk Management - Risk Consulting**

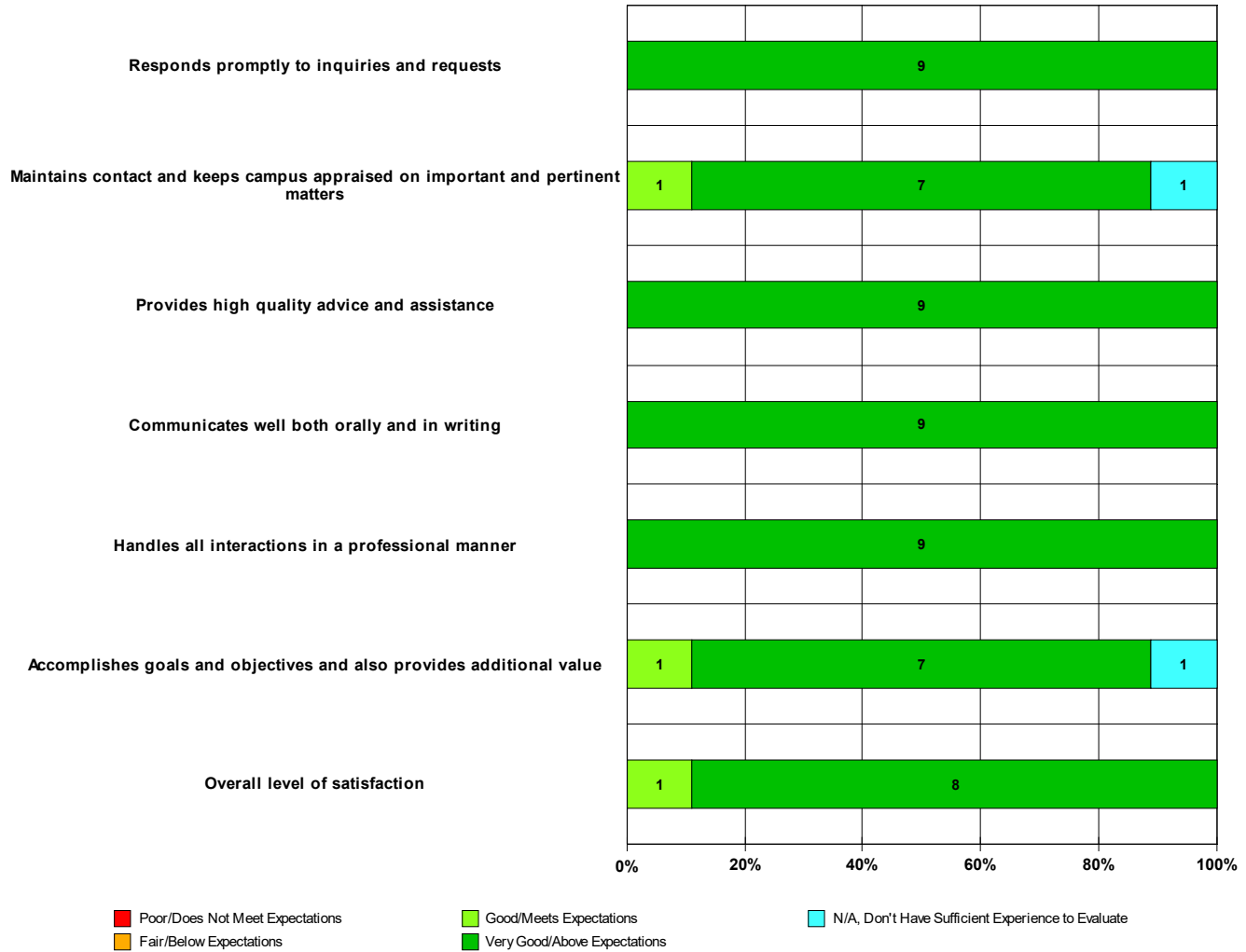
Analysis.: Q19.a to Q19.g  
Filter.....: All Respondents  
Score.....: Weight WT1  
Cells.....: Counts, Respondents

	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	63	3.95	-	-	3	58	2
Responds promptly to inquiries and requests	9	4.00	-	-	-	9	-
Maintains contact and keeps campus apprised on important and pertinent matters	9	3.88	-	-	1	7	1
Provides high quality advice and assistance	9	4.00	-	-	-	9	-
Communicates well both orally and in writing	9	4.00	-	-	-	9	-
Handles all interactions in a professional manner	9	4.00	-	-	-	9	-
Accomplishes goals and objectives and also provides additional value	9	3.88	-	-	1	7	1
Overall level of satisfaction	9	3.89	-	-	1	8	-

## Q19.a to Q19.g CO Office of Risk Management - Risk Consulting

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

### Q19.a to Q19.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

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>I appreciate that the Director of Systemwide Risk Management is able to be responsive and a fantastic resource despite what I am sure is a very full plate. He has been a lot of help when our auxiliary has needed his advice.</i>
<i>Thank you for always being available to consult and talk through reasonable risk management solutions.</i>
<i>n/a</i>
<i>The Systemwide Risk Management team is very responsive and wonderful to work with.</i>
<i>.....</i>
<i>Limited interaction required but promotional events and bulletins are informative</i>
<i>Zachary Gifford is very helpful and provides good advice. He is excellent</i>
<i>very responsive to my inquires and working together to come up with a plan to better our workers comp and safety program</i>
<i>handles matters professionally</i>

**Q21.a to Q21.g CO Enterprise Accounting - Accounting Services**

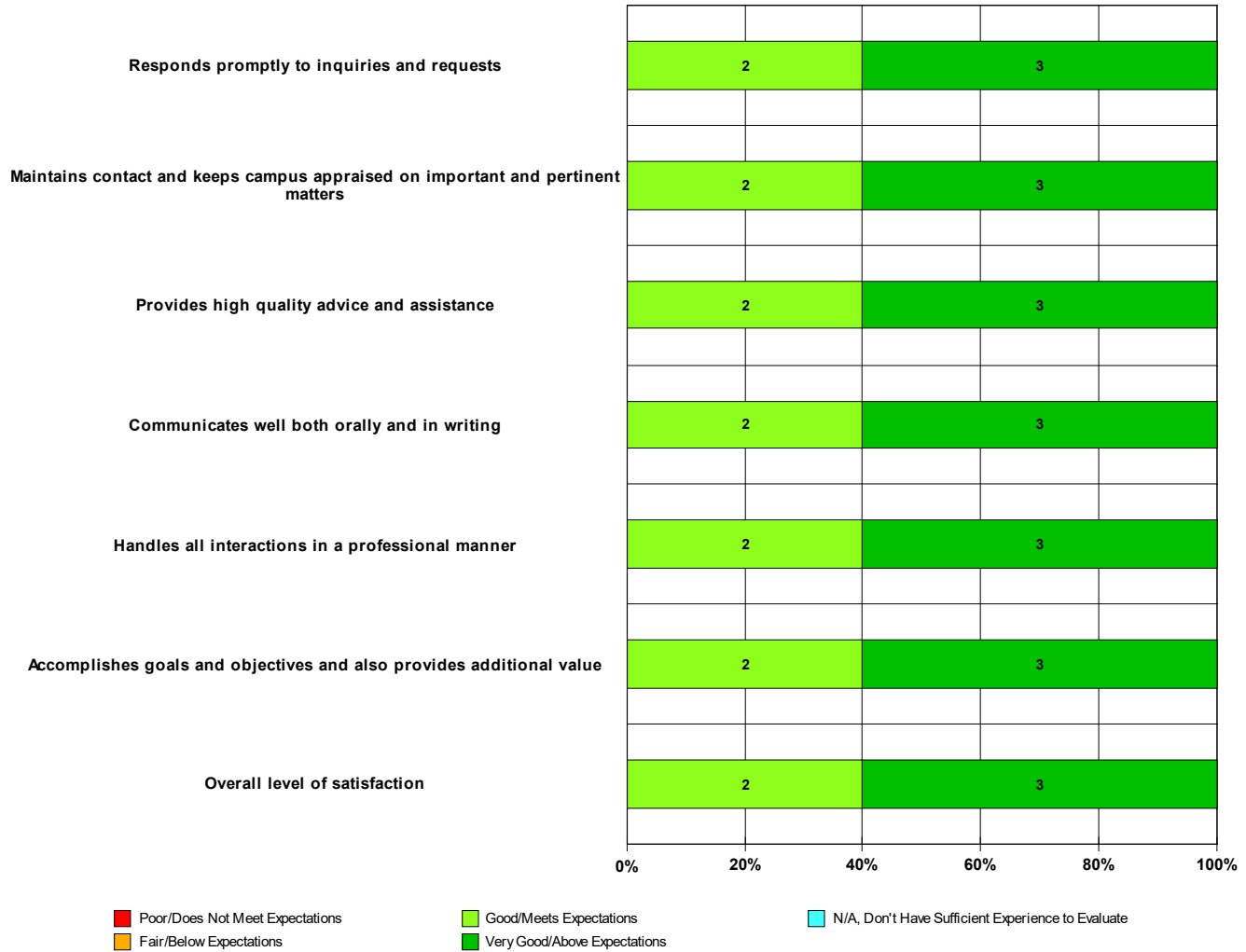
Analysis.: Q21.a to Q21.g  
Filter.....: All Respondents  
Score.....: Weight WT1  
Cells.....: Counts, Respondents

	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	35	3.60	-	-	14	21	-
Responds promptly to inquiries and requests	5	3.60	-	-	2	3	-
Maintains contact and keeps campus apprised on important and pertinent matters	5	3.60	-	-	2	3	-
Provides high quality advice and assistance	5	3.60	-	-	2	3	-
Communicates well both orally and in writing	5	3.60	-	-	2	3	-
Handles all interactions in a professional manner	5	3.60	-	-	2	3	-
Accomplishes goals and objectives and also provides additional value	5	3.60	-	-	2	3	-
Overall level of satisfaction	5	3.60	-	-	2	3	-

## Q21.a to Q21.g CO Enterprise Accounting - Accounting Services

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

### Q21.a to Q21.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

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>Responsive and provides good research on inquiries.</i>
.
<i>CSURMA Accounting members are helpful, responsive, and friendly.</i>
.....
<i>handles matters very professionally and timely responsive</i>

**Q23.a to Q23.g Employers Edge - Unemployment Claims Administrator**

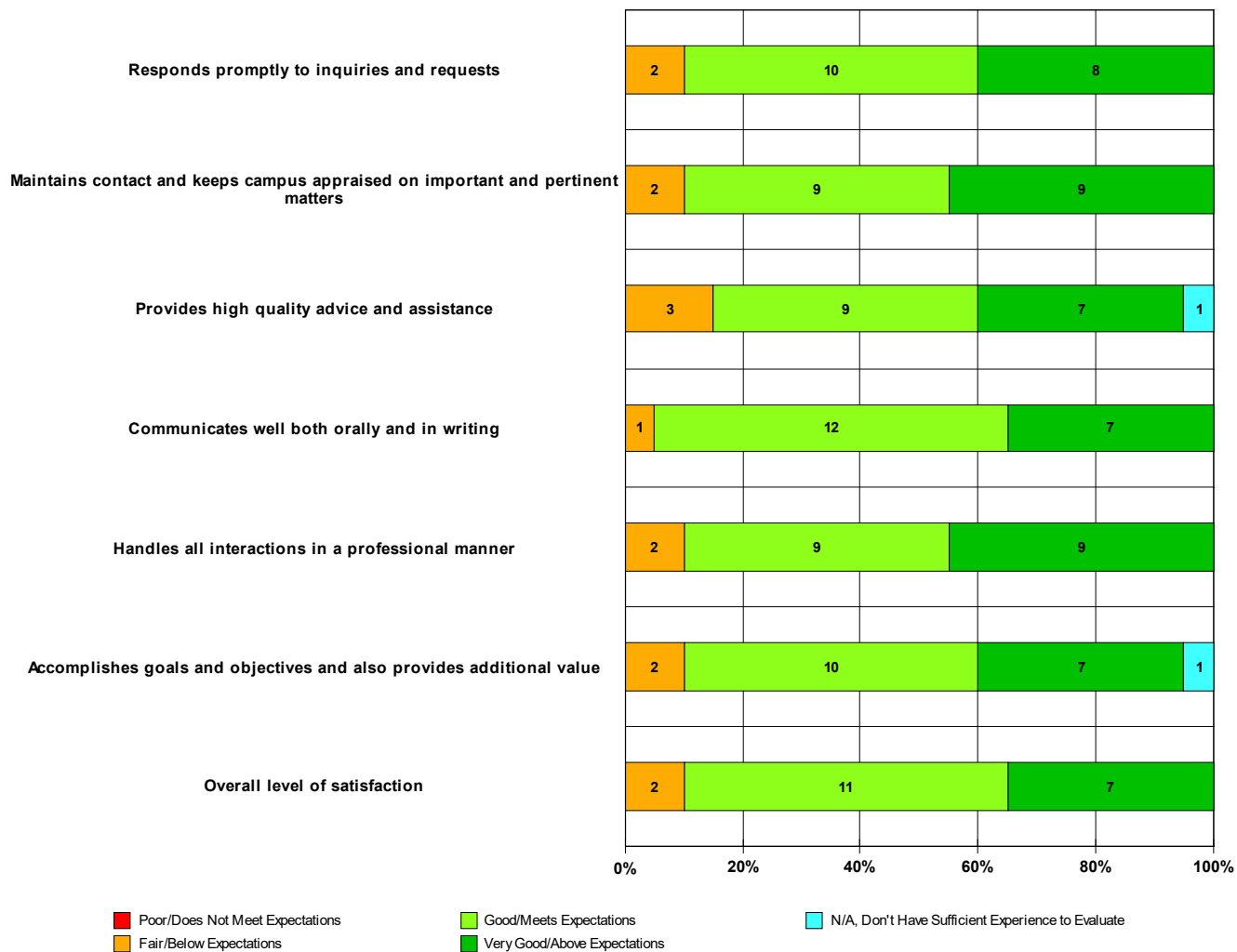
Analysis...: Q23.a to Q23.g  
Filter.....: All Respondents  
Score.....: Weight WT1  
Cells.....: Counts, Respondents

	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
<b>Base</b>	140	3.29	-	14	70	54	2
Responds promptly to inquiries and requests	20	3.30	-	2	10	8	-
Maintains contact and keeps campus apprised on important and pertinent matters	20	3.35	-	2	9	9	-
Provides high quality advice and assistance	20	3.21	-	3	9	7	1
Communicates well both orally and in writing	20	3.30	-	1	12	7	-
Handles all interactions in a professional manner	20	3.35	-	2	9	9	-
Accomplishes goals and objectives and also provides additional value	20	3.26	-	2	10	7	1
Overall level of satisfaction	20	3.25	-	2	11	7	-

### Q23.a to Q23.g Employers Edge - Unemployment Claims Administrator

Analysis.: Q23.a to Q23.g  
 Filter.....: All Respondents  
 Options...: Transposed  
 Cells.....: Counts, Respondents

Q23.a to Q23.g Employers Edge - Unemployment Claims Administrator



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

Analysis.: Please use the space below to provide us with any additional comments or suggestions:  
 Filter.....: All Respondents  
 Options...: Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
X
N/A
N/A

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

Analysis.: Please use the space below to provide us with any additional comments or suggestions:  
Filter.....: All Respondents  
Options...: Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>Quick response.</i>
<i>Don't see the value added.</i>
<i>.....</i>
<i>Statistical reporting and status is very helpful. Some dissatisfaction with missed attendance at hearings</i>
<i>None</i>
<i>No additional comments</i>
<i>nothing to add</i>
<i>Very organized and efficient.</i>
<i>no additional comments</i>
<i>Would love if they would notify us of all outcomes.</i>
<i>.</i>
<i>none</i>
<i>For some reason, we have not been able to establish a good rapport with this organization. We initially got off on the wrong foot -- they dropped the ball on an important unemployment issue -- and have not had other than tangential, "as needed" communication from them.</i>
<i>My experience with them has just been ok. I don't have any additional comments</i>
<i>N/A</i>
<i>Good solid partner; no issues working with Employers Edge this past year.</i>
<i>No additional comments other than what was checked in - Q23a - Q23g.</i>

**Q25.a to Q25.g Employers Group - HR Consulting Services**

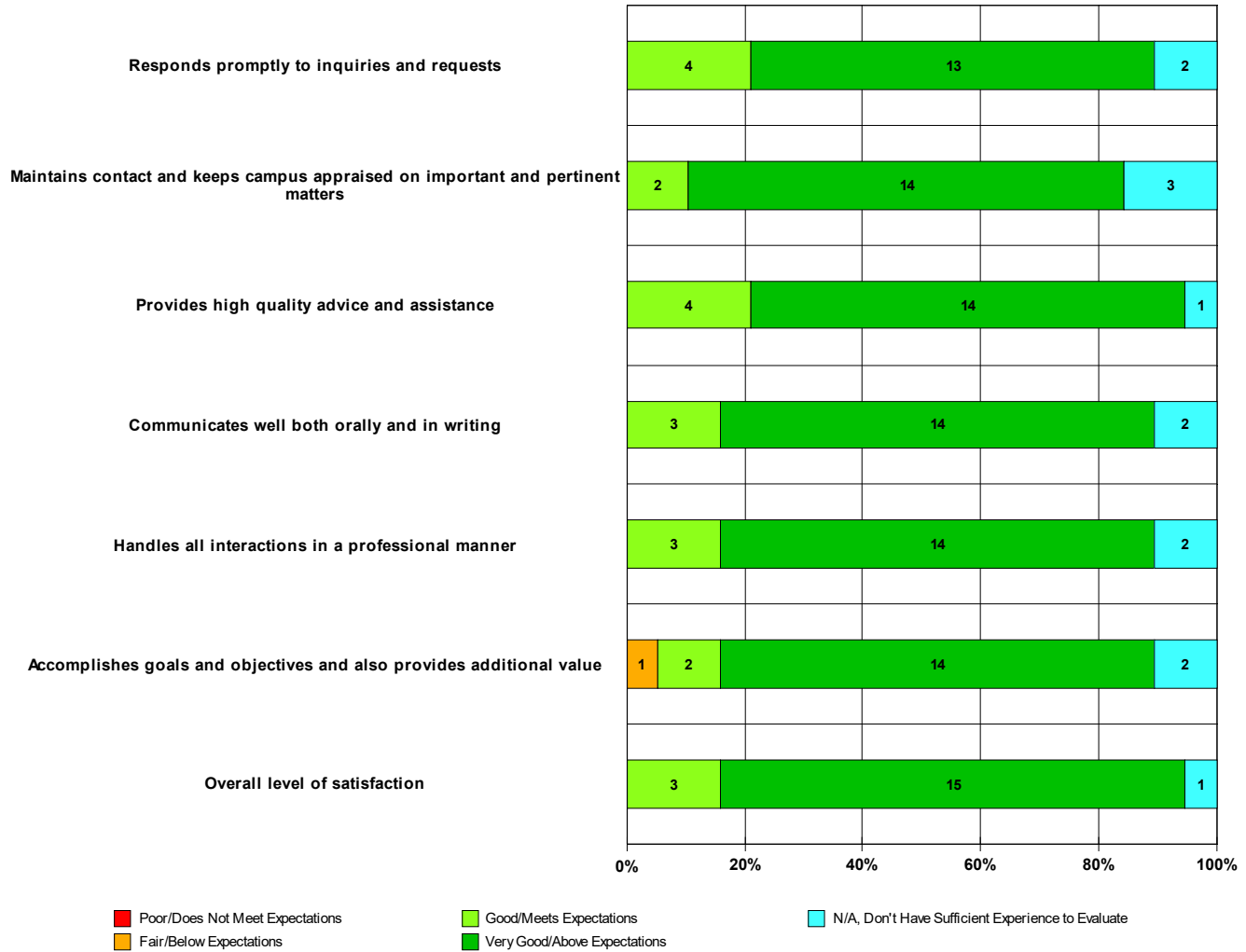
Analysis.: Q25.a to Q25.g  
Filter.....: All Respondents  
Score.....: Weight WT1  
Cells.....: Counts, Respondents

	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	133	3.81	-	1	21	98	13
Responds promptly to inquiries and requests	19	3.76	-	-	4	13	2
Maintains contact and keeps campus apprised on important and pertinent matters	19	3.88	-	-	2	14	3
Provides high quality advice and assistance	19	3.78	-	-	4	14	1
Communicates well both orally and in writing	19	3.82	-	-	3	14	2
Handles all interactions in a professional manner	19	3.82	-	-	3	14	2
Accomplishes goals and objectives and also provides additional value	19	3.76	-	1	2	14	2
Overall level of satisfaction	19	3.83	-	-	3	15	1

## Q25.a to Q25.g Employers Group - HR Consulting Services

Analysis.: Q25.a to Q25.g  
 Filter.....: All Respondents  
 Options...: Transposed  
 Cells.....: Counts, Respondents

### Q25.a to Q25.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

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
x
N/A
<i>Very valuable resource</i>
<i>Great hot line service</i>
<i>Valuable HR Resource</i>
....
<i>Provides very informational tidbits. Have engaged them for consulting services for which they have been very professional.</i>
<i>None</i>
<i>very responsive and excellent information in record time - we love Bill Stephens</i>
<i>nothing to add</i>
<i>Very knowledgeable and helpful whenever asked.</i>
<i>We had a consulting project with Employers Group and were not completely satisfied with the results (although some of the data provided was helpful).</i>
<i>always great service!</i>
<i>n/a</i>
.
<i>none</i>
<i>Meets expectations</i>
<i>Really appreciate having Employers Group as a resource. Our rep is always helpful and I like the legal alerts.</i>
<i>Good partner to have; provides pertinent resources timely; regular newsletter and communication helpful to keep current on important issues.</i>

**Q27.a to Q27.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training**

Analysis.: Q27.a to Q27.g

Filter.....: All Respondents

Score.....: Weight WT1

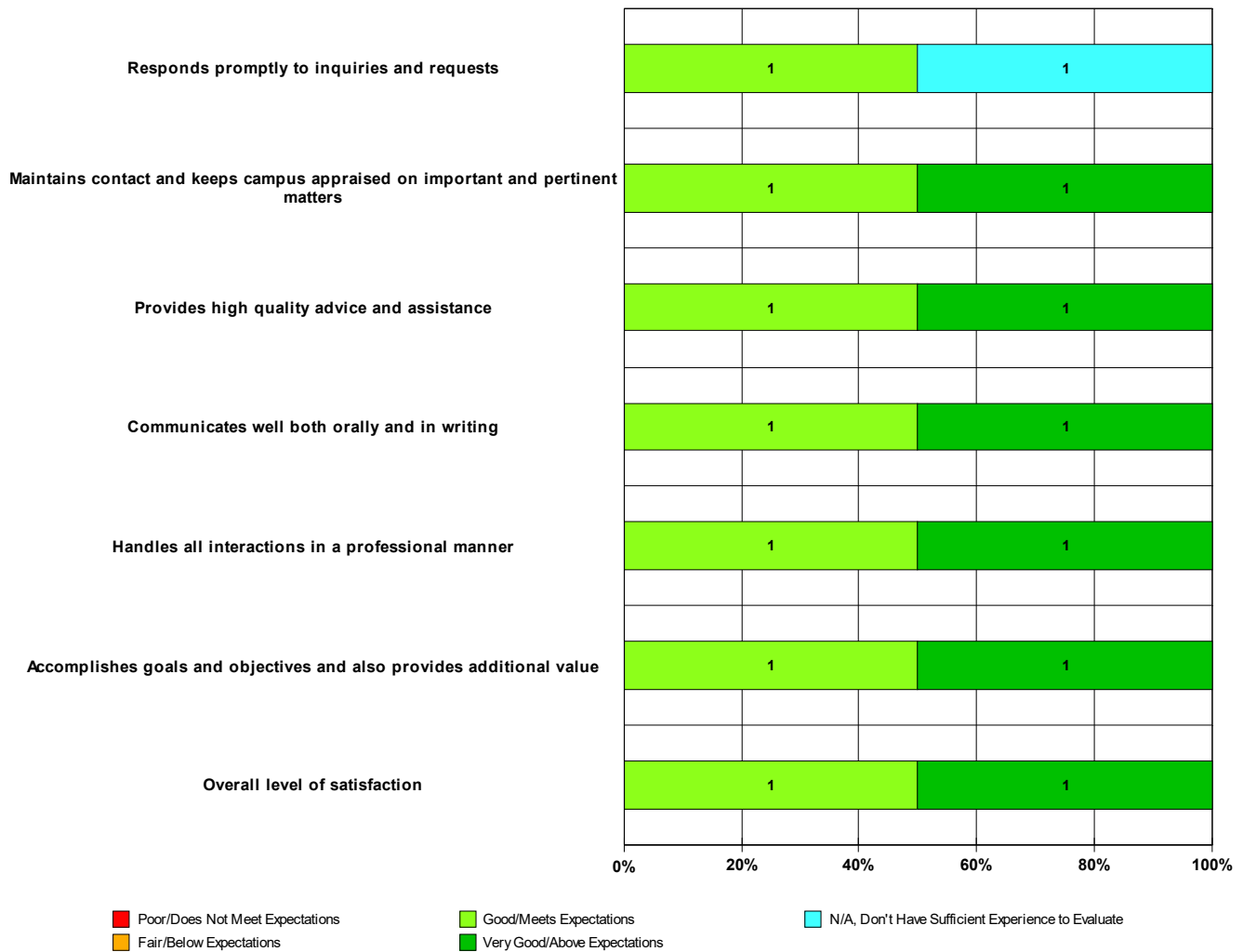
Cells.....: Counts, Respondents

	Total	Mean					N/A, Don't Have Sufficient Experience to Evaluate
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	
Base	14	3.46	-	-	7	6	1
Responds promptly to inquiries and requests	2	3.00	-	-	1	-	1
Maintains contact and keeps campus apprised on important and pertinent matters	2	3.50	-	-	1	1	-
Provides high quality advice and assistance	2	3.50	-	-	1	1	-
Communicates well both orally and in writing	2	3.50	-	-	1	1	-
Handles all interactions in a professional manner	2	3.50	-	-	1	1	-
Accomplishes goals and objectives and also provides additional value	2	3.50	-	-	1	1	-
Overall level of satisfaction	2	3.50	-	-	1	1	-

## Q27.a to Q27.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training

Analysis.: Q27.a to Q27.g  
 Filter.....: All Respondents  
 Options...: Transposed  
 Cells.....: Counts, Respondents

### Q27.a to Q27.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training



**Please use the space below to provide us with any additional comments or suggestions:  
Praesidium, Inc. - Consultant - Minors on Campus Online self assessment 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:**

*Great at communicating updates and trends.*

*The online training is OK. As Administrator for the SkillPort system for our auxiliary, getting on the system has been slow and the system is confusing to use.*

**Q29.a to Q29.g Sedgwick CMS - AORMA Workers' Compensation Claims Administrator**

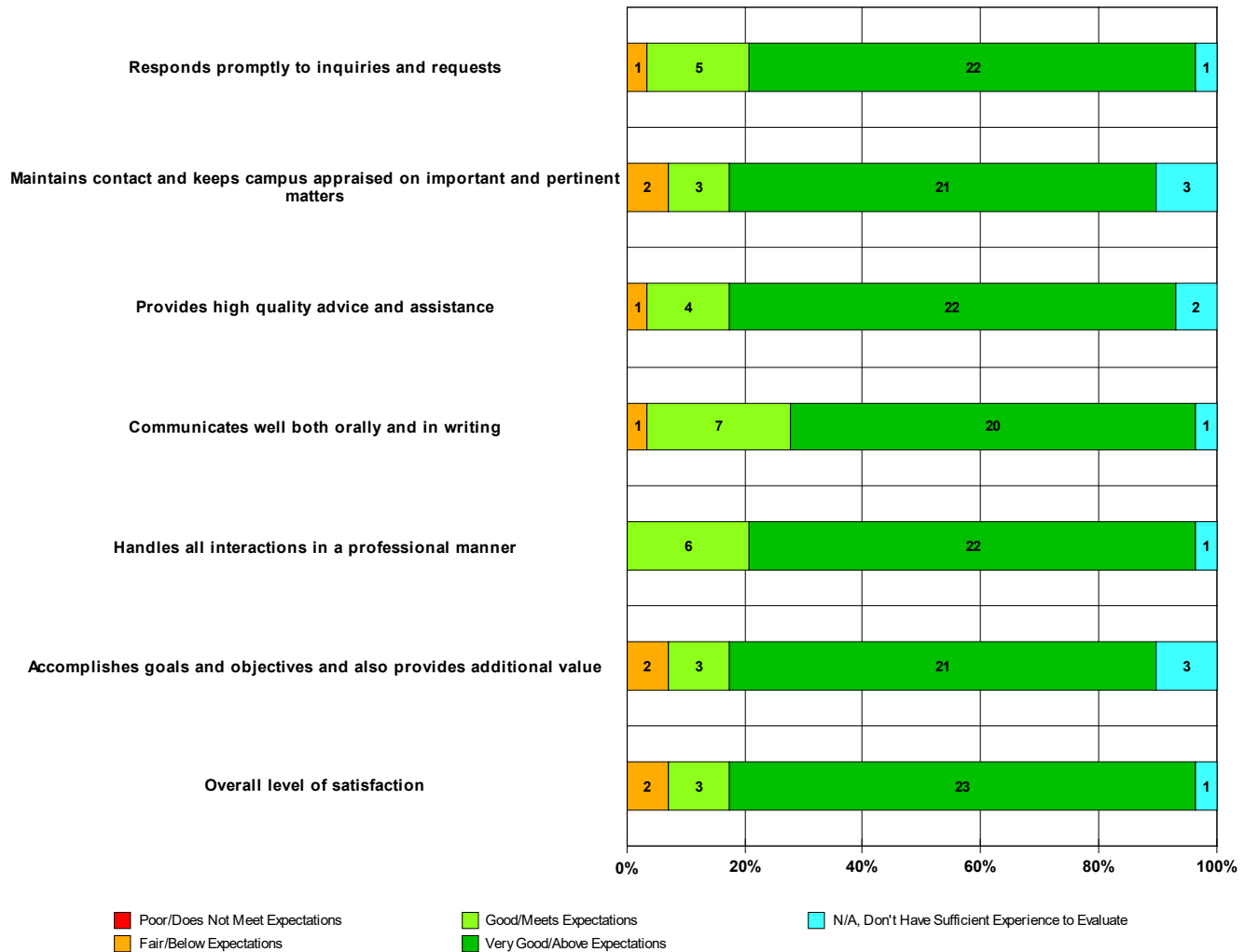
Analysis...: Q29.a to Q29.g  
Filter.....: All Respondents  
Score.....: Weight WT1  
Cells.....: Counts, Respondents

	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	203	3.74	-	9	31	151	12
Responds promptly to inquiries and requests	29	3.75	-	1	5	22	1
Maintains contact and keeps campus apprised on important and pertinent matters	29	3.73	-	2	3	21	3
Provides high quality advice and assistance	29	3.78	-	1	4	22	2
Communicates well both orally and in writing	29	3.68	-	1	7	20	1
Handles all interactions in a professional manner	29	3.79	-	-	6	22	1
Accomplishes goals and objectives and also provides additional value	29	3.73	-	2	3	21	3
Overall level of satisfaction	29	3.75	-	2	3	23	1

## Q29.a to Q29.g Sedgwick CMS - AORMA Workers' Compensation Claims Administrator

Analysis.: Q29.a to Q29.g  
 Filter.....: All Respondents  
 Options...: Transposed  
 Cells.....: Counts, Respondents

### Q29.a to Q29.g Sedgwick CMS - AORMA Workers' Compensation Claims Administrator



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

Analysis.: Please use the space below to provide us with any additional comments or suggestions:  
 Filter.....: All Respondents  
 Options...: Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
X
<i>Very easy to work with.</i>
<i>No comments</i>

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

Analysis.: Please use the space below to provide us with any additional comments or suggestions:  
Filter.....: All Respondents  
Options...: Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
N/A
n/a
N/A
<i>I got very clear instructions. Communication was efficient</i>
<i>No additional comments</i>
<i>Katie is the best.</i>
<i>My contacts from Sedgwick Claims Administration are knowledgeable and always provide assistance proactively. However the Sedgwick Financial Services team leaves much to be desired in many areas.</i>
.....
<i>Provides good feedback and status on claims</i>
<i>They need better customer service and to keep customers informed. Our interaction with them has not been very easy.</i>
None
<i>Katie Brand is our Rep and she is fantastic...a big asset to Sedgwick.</i>
na
<i>Sometimes they are so busy its difficult to get a response. But otherwise they are great.</i>
<i>Working with Sedgwick is a breeze. They are very efficient and on top of things.</i>
<i>always on top of things! Great communication</i>
<i>I have a great working relationship with Katie Brant and Matt Ducart at Sedgwick. They are extremely helpful, diligent, responsive, and in constant communication. I would also like to recognize Shane Cole, who provides me with quarterly Workers' Comp reports immediately after the quarter closes!</i>
<i>Work very closely with our claims administrator and she always keeps me appraise of claims and we work very well together</i>
<i>not directly contacted for claims yet.</i>
.
<i>Meets expectations</i>
<i>Katie does a good job of communicating and of responding very promptly and dillilgently</i>
<i>Since we have moved to a different adjuster, we still feel that we don't get as much communication as we used to. Feel very in the dark regarding our losses. We have tried several ways for someone to listen to us on this but nothing has changed.</i>
<i>Very happy with the customer service and communication - Katie Brandt provides exceptional service.</i>
N/A
<i>No additional comments other than what was checked in - Q29a - Q29g.</i>

### Q31.a to Q31.g Target Safety - Web-based Training

Analysis.: Q31.a to Q31.g

Filter.....: All Respondents

Score.....: Weight WT1

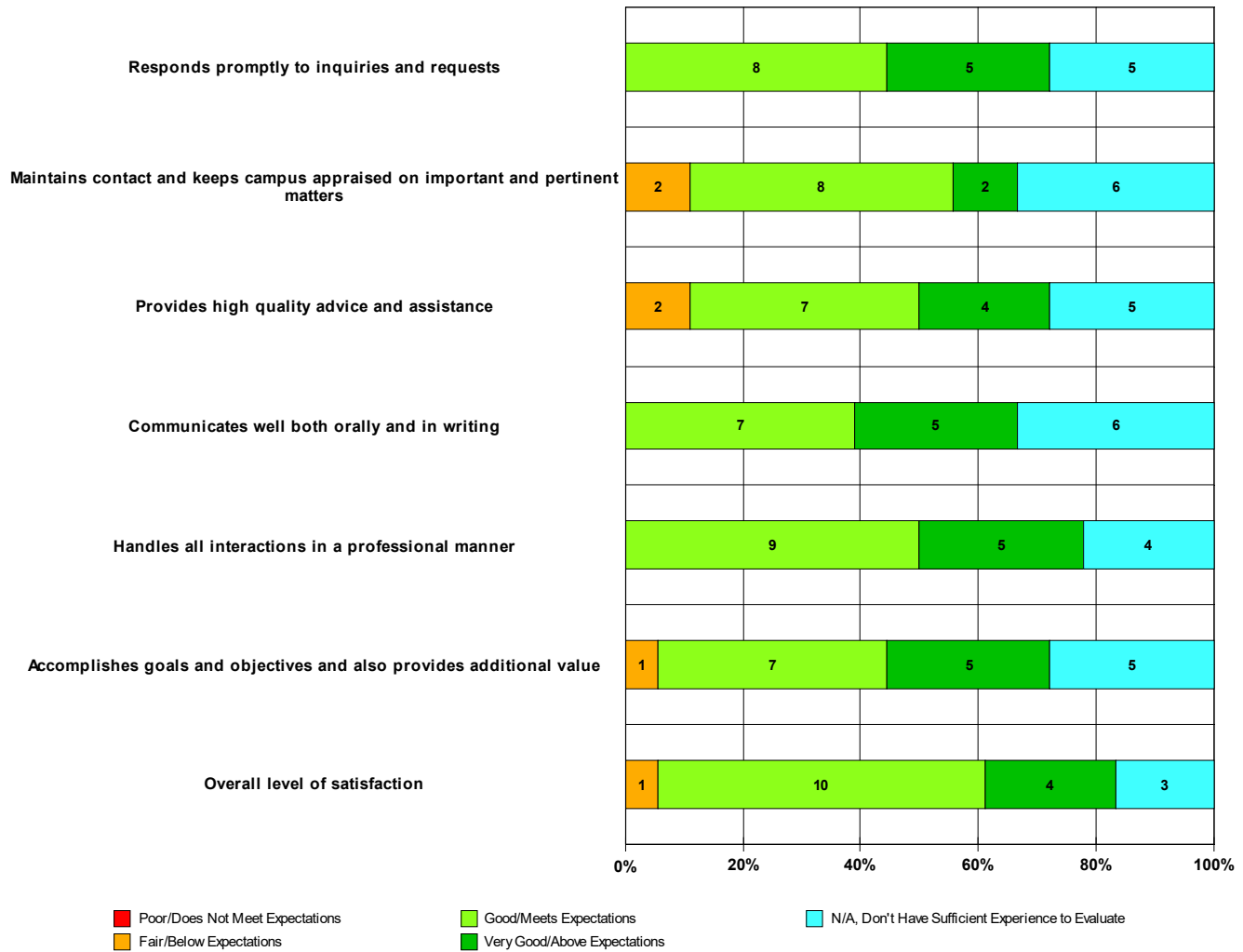
Cells.....: Counts, Respondents

	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	126	3.26	-	6	56	30	34
Responds promptly to inquiries and requests	18	3.38	-	-	8	5	5
Maintains contact and keeps campus apprised on important and pertinent matters	18	3.00	-	2	8	2	6
Provides high quality advice and assistance	18	3.15	-	2	7	4	5
Communicates well both orally and in writing	18	3.42	-	-	7	5	6
Handles all interactions in a professional manner	18	3.36	-	-	9	5	4
Accomplishes goals and objectives and also provides additional value	18	3.31	-	1	7	5	5
Overall level of satisfaction	18	3.20	-	1	10	4	3

### Q31.a to Q31.g Target Safety - Web-based Training

Analysis.: Q31.a to Q31.g  
 Filter.....: All Respondents  
 Options...: Transposed  
 Cells.....: Counts, Respondents

Q31.a to Q31.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

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>Target Safety continues to be greatly utilized in our organization, especially since our auxiliary student employees cannot access Skillport. We use it for several trainings, and it is consistent and reliable.</i>
N/A
N/A
<i>Haven't used since switching to Skillport.</i>
.....
<i>Have just implemented the system with most employees still needing to access the system</i>
<i>we are using skillport now.</i>
<i>nothing to add</i>
<i>Target Safety is easier to use than SkillPort by far. Their trainings are basic, but fulfill the training requirements sent forth in various regulations. Their staff have always been professional and helpful.</i>
<i>no additional comments</i>
<i>I prefer Target Safety over Skillport because users do not have to be employees in order to access the system and the report in Target Solution is very user friendly.</i>
.
none
N/A
<i>Will provide timely response and offer options to trainings not in current library.</i>
<i>Their website is SO complicated that ir's virtually useless to me</i>
<i>Since we have been attempting to move to Skillport unsuccessfully, we have been glad to still have Target Solutions to fall back on. Nothing else of value to comment on at this time.</i>
N/A

## **CSURMA ADMINISTRATIVE SERVICE CALENDAR**

**ISSUE:** This item is provided as information to advise the Executive Committee of the various recurring administrative activities and when they take place over the course of the year. It includes items noting when they appear before the Executive Committee and Board of Directors. It is to be provided for information with each agenda packet.

**RECOMMENDATION:** It is recommended that the Executive Committee review the CSURMA Administrative Service Calendar and provide direction to staff as appropriate.

**FISCAL IMPACT:** No direct fiscal impact is expected.

**BACKGROUND:** None.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. CSURMA Administrative Service Calendar

## CSURMA AORMA SERVICE CALENDAR

DATE	ACTION / RESPONSIBILITY	RESPONSIBLE ENTITY	LEAD	STATUS
<b>JANUARY 2018</b>				
01/01/18	CSURMA Policies and Procedures (odd in odd years / even in even years)	Alliant Staff	Robert Leong	Completed
01/01/18	FTIP: Order FTIP loss run and IP loss run valued at 12/31	Alliant Staff	Stacey Weeks	
01/02/18	FORM 700 - JPA ADMIN finalizes current year member listing	Alliant Staff	Tevea Him	Completed
01/06/18	State Filing - Statement of Facts – Roster of Public Agencies - file with Secretary of State	Alliant Staff	Tevea Him	Completed
01/06/18	State Filing - Joint Powers Authority - file with Secretary of State - As Needed	Alliant Staff	Tevea Him	In Process
01/06/18	State Filing - Financial Statement to the County Auditor and State Controller	Alliant Staff	Tevea Him	Completed
01/06/18	State Filing - Treasurers' Bond	Alliant Staff	Tevea Him	
01/07/18	Announce the new AORMA Committee Vice Chair as well as open seats on the AORMA Committee	Nominations Committee	Mimi Long	Completed
<b>1/7-10/2018</b>	<b>CSURMA AOA CONFERENCE</b>	<b>Alliant Staff</b>	<b>Mimi Long</b>	<b>Completed</b>
<b>01/07/18</b>	<b>CSURMA EC Meeting</b>	<b>Alliant Staff</b>	<b>Mimi Long</b>	<b>Completed</b>
<b>01/09/18</b>	<b>AORMA PC Meeting</b>	<b>Alliant Staff</b>	<b>Mimi Long</b>	<b>Completed</b>
<b>01/15/18</b>	<b>AIME Committee Meeting</b>	<b>Alliant Staff</b>	<b>Stacey Weeks</b>	<b>Completed</b>
01/15/18	FORM 700 - JPA ADMIN sends Form 700 to CSURMA FILERS, including EC, BOD, AORMA, Standing Committees, and designated consultants, including identified Alliant personnel.	Alliant Staff	Tevea Him	Completed
01/31/18	Final premium / rate letter to all AORMA members	Alliant Staff	Mimi Long	Completed
01/31/18	Workers' Compensation Scorecard - Receive report from Sedgwick and distribute	Alliant Staff / Sedgwick	Tevea Him	Completed
<b>FEBRUARY 2018</b>				
02/01/18	FORM 700 - Follow up No. 1 - JPA ADMIN follows up with FILER	Alliant Staff	Tevea Him	Completed
02/01/18	UIP - Process EDD Statement of Reimbursable Benefit Charges for the period ending 12/31	Alliant Staff	Tevea Him	Completed
02/01/18	UIP - Send EDD Claims Information to Individual Members	Alliant Staff	Tevea Him	Completed
02/01/18	Campus Liability Risk Pool claims audit (every odd year)	Alliant Staff	Mimi Long	
02/01/18	Campus Workers' Compensation Risk Pool claims audit (every odd year)	Alliant Staff	Jacki Graf	
02/01/18	AORMA Workers' Compensation program claims administration audit (every even year)	Alliant Staff	Jacki Graf	
02/01/18	AIME Risk Pool claims audit (every odd year)	Alliant Staff	Mimi Long	
02/01/18	AORMA Liability Program claims audit (every odd year)	Alliant Staff	Mimi Long	
02/01/18	FTIP: Prepare loss summaries, review with SRM to determine renewal strategy (market or not, etc)	Alliant Staff	Stacey Weeks	
02/15/18	FORM 700 - Follow up No. 2 - JPA ADMIN follows up with FILER	Alliant Staff	Tevea Him	Completed
<b>02/22/18</b>	<b>AORMA Program Committee Meeting (Teleconference) - Canceled</b>	<b>Alliant Staff</b>	<b>Mimi Long</b>	<b>Completed</b>
<b>MARCH 2018</b>				
03/01/18	Annual Review of (1) Data Security Policies and (2) the Integrated CSU Administration Manual	Alliant Staff	Mimi Long	Completed
03/01/18	AORMA Liability Program - Reinsurance Recovery (verify w/ Yumi)	Carl Warren	Mimi Long	Completed
03/01/18	Chancellor's Office Services Budget Proposals	Alliant Staff	Mimi Long	Pending
03/01/18	CSURMA Budget (EC and AORMA Approval)	Alliant Staff	Robert Leong	Pending
03/01/18	Review of the CSURMA Master Investment Policy	Alliant Staff	Mimi Long	Completed
03/01/18	CSURMA Mid-Term Budget Amendments	Alliant Staff	Robert Leong	Pending
03/01/18	FORM 700 - Follow up No. 3 - JPA ADMIN follows up with FILER	Alliant Staff	Tevea Him	Completed
03/01/18	Review the Auxiliary Service Provider Report	Alliant Staff	Mimi Long	Pending
03/01/18	Appointment of the Campus Programs RPTG - Spring 2018 (FY 2019/2020)	Alliant Staff	Robert Leong	In Process
03/01/18	FTIP: Obtain initial feedback from underwriters on renewal pricing, prepare item for EC and obtain renewal for overall renewal pricing	Alliant Staff	Stacey Weeks	
<b>03/08/18</b>	<b>AORMA Committee Meeting</b>	<b>Alliant Staff</b>	<b>Mimi Long</b>	<b>Completed</b>
<b>03/08/18</b>	<b>CSURMA EC Meeting</b>	<b>Alliant Staff</b>	<b>Mimi Long</b>	<b>Completed</b>

## CSURMA AORMA SERVICE CALENDAR

DATE	ACTION / RESPONSIBILITY	RESPONSIBLE ENTITY	LEAD	STATUS
03/09/18	<b>CSURMA EC LRP Meeting</b>	Alliant Staff	Mimi Long	Completed
03/15/18	FORM 700 - Follow up - JPA ADMIN follows up with FILER, prepares status report for CSURMA EC review at Long Range Planning meeting	Alliant Staff	Tevea Him	Completed
03/15/18	Quarterly Risk Management Report	Alliant Staff	Mimi Long	
03/20/18	Forward slate of nominees to fill the open seats on the AORMA Committee	Alliant Staff	Mimi Long	Completed
03/31/18	Completion of the Form 700 – Statement of Economic Interest	BOD and Alliant Staff	Tevea Him	Completed
03/31/18	CSURMA Quarterly EPL Deductible Recoverys	Alliant Staff	Van Rin	
<b>APRIL 2018</b>				
04/01/18	Campus Risk Pool Administrator verifies Campus Primary and Alternate representative remain in place by contacting campus representatives ( i.e. ensure no leave of absence, retirement, change in duties, etc.)	Alliant Staff	Tevea Him	Completed
04/01/18	FORM 700 - JPA ADMIN sends all forms received to FPPC for processing	Alliant Staff	Tevea Him	Completed
04/01/18	Send out ballot for AORMA Committee term beginning on July 1, 2018	Alliant Staff	Tevea Him	Completed
04/01/18	FTIP: Announce upcoming FY rates to campuses, continue renewal marketing/negotiations	Alliant Staff	Stacey Weeks	
4/23-24/2018	<b>Fitting the Pieces Together Conference, San Diego</b>	Alliant Staff	Mimi Long	
04/25/18	<b>CSURMA BOD NMO Meeting via Teleconference</b>	Alliant Staff	Mimi Long	
04/25/18	<b>CSURMA EC Meeting</b>	Alliant Staff	Mimi Long	
04/25/18	<b>CSURMA BOD Meeting</b>	Alliant Staff	Mimi Long	
04/30/18	Workers' Compensation Scorecard - Receive report from Sedgwick and distribute	Alliant Staff / Sedgwick	Tevea Him	
<b>MAY 2018</b>				
05/01/18	FTIP: Include renewal rates/coverage summary to board of directors, finish underwriter negotiations, bind program with underwriters	Alliant Staff	Stacey Weeks	
05/07/18	<b>AIME Committee Meeting</b>	Alliant Staff	Stacey Weeks	
05/01/18	Approval by EC Resolution allowing Treasurer to invest or reinvest funds (annual approval required - see Res 01-15 BOD)	BOD and Alliant Staff	Tevea Him	Completed
05/01/18	Approval of Conflict of Interest Code by BOD every even-number year - File with FPPC as required.	BOD and Alliant Staff	Tevea Him	Completed
05/04/18	Receive back all AORMA Committee ballots for the term beginning on July 1, 2018	Alliant Staff	Tevea Him	Completed
05/11/18	CSURMA Quarterly Investment Reschedule for EC Meeting	Alliant Staff	Tevea Him	
05/15/18	FORM 700 - Follow up No. 1 - JPA ADMIN follows up with FILER	Alliant Staff	Tevea Him	
05/30/18	Send out appointment letters to the newly appointed AORMA Standing Committee Chairs for the term beginning on July 1, 2018	AORMA Chair/Alliant Staff	Tevea Him	
05/30/18	Send out appointment letters to the newly elected AORMA Committee members for the term beginning on July 1, 2018	AORMA Chair/Alliant Staff	Tevea Him	
05/30/18	Send out appointment letters to the newly elected Executive Committee members for the term beginning on July 1, 2018	AORMA Chair/Alliant Staff	Tevea Him	
05/30/18	UIP - Process EDD Statement of Reimbursable Benefit Charges for the period ending 3/31/18	Alliant Staff	Tevea Him	
05/30/18	Update the AORMA Committee and Standing Committee Org Chart for the term beginning July 1, 2018	Alliant Staff	Tevea Him	
05/30/18	Update the AORMA Committee and Standing Committee Roster for the term beginning July 1, 2018	Alliant Staff	Mimi Long	
<b>JUNE</b>				
06/01/18	AORMA Liability Program - Reinsurance Recovery (verify w/ Yumi)	Carl Warren	Mimi Long	
06/01/18	FORM 700 - Follow up No. 2 - JPA ADMIN follows up with FILER	Alliant Staff	Tevea Him	
06/23/18	<b>AORMA Program Committee Meeting (Teleconference)</b>	Alliant Staff	Mimi Long	
06/30/18	CSURMA Quarterly EPL Deductible Recoverys	Alliant Staff	Van Rin	

## CSURMA AORMA SERVICE CALENDAR

DATE	ACTION / RESPONSIBILITY	RESPONSIBLE ENTITY	LEAD	STATUS
06/30/18	<i>Expiring Contract: CO Enterprise Accounting / Financial Services - July 1, 2017 to June 30, 2018</i>	Alliant Staff	Mimi Long	
06/30/18	<i>Expiring Contract: UC Office of Risk Services Performing Arts Center of Excellence - November 1, 2013 to June 30, 2018</i>	Alliant Staff	Mimi Long	
06/30/18	<i>Expiring Contract: A-G Administrator (AIME) - July 1, 2009 to June 30, 2018</i>	Alliant Staff	Mimi Long	
06/30/18	<i>Expiring Contract: Alliant Loss Control Services - July 1, 2017 to June 30, 2019</i>	Alliant Staff	Mimi Long	
06/30/18	<i>Expiring Contract: CO OGC / Legal - July 1, 2017 to June 30, 2019</i>	Alliant Staff	Mimi Long	
06/30/18	<i>Expiring Contract: CO Risk Management - July 1, 2017 to June 30, 2019</i>	Alliant Staff	Mimi Long	
06/30/18	<i>Expiring Contract: Employers Risk - July 1, 2013 to June 30, 2019</i>	Alliant Staff	Mimi Long	
06/30/18	<i>Expiring Contract: Agility - July 1, 2017 to June 30, 2019</i>	Alliant Staff	Mimi Long	
06/30/18	<i>Expiring Contract: Sedgwick - July 1, 2013 to June 30, 2019</i>	Alliant Staff	Mimi Long	
06/30/18	<i>Expiring Contract: Employers Group Service Corp - July 1, 2013 to June 30, 2018</i>			
06/30/18	<i>Expiring Contract: Sedgwick CMS - July 1, 2013 to June 30, 2018</i>			
06/30/18	<i>Expiring Contract: Witt O'Brien's, LLC (formally Witt Group Holdings, LLC) - July 1, 2014 to July 1, 2018</i>	Alliant Staff	Mimi Long	
06/30/18	Request COI from all vendor's contract	Alliant Staff	Andrew Gaspari	

### JULY

07/01/18	OCIP Renewal (5 year program)	Alliant Staff	Daniel Howell/ Mimi Long	
07/01/18	Financial audit prep with KPMG	Alliant Staff / RM	Van Rin	
07/01/18	Send to CSU Accounting the approved dividends and allocation of program costs for invoicing	Alliant Staff	Van Rin	
07/04/18	Send out AORMA binder, insurance summary and invoice to all members	Alliant Staff	Van Rin	
07/05/18	Request a review of the claims activity within the UIP – claims activity variations of more than 10% above or below pricing levels used will resulting in a pricing adjustment	Alliant Staff	Mimi Long	
07/05/18	Request Workers' Compensation and Liability loss runs @ 6/30 – Forward to Actuary	Alliant Staff	Mimi Long	
07/07/18	Request Liability (EPL check register) for minimum EPL deductible calculation for upcoming fiscal year	Alliant Staff	Tevea Him	
07/14/18	FORM 700 - Follow up No. 1 - JPA ADMIN follows up with FILER	Alliant Staff	Tevea Him	
07/15/18	Final FY Payroll - request from Chancellor's Office	Alliant Staff	Robert Leong	
07/15/18	Process the Liability and Workers' Compensation dividend checks and forward to Alliant for distribution	CSU Accounting	Van Rin	
<b>07/TBD/2018</b>	<b>AORMA Officers Retreat – TBD</b>	<b>AORMA Officers</b>	<b>Mimi Long</b>	
07/21/18	FORM 700 - Follow up No. 2 - JPA ADMIN follows up with FILER	Alliant Staff	Tevea Him	
07/28/18	FORM 700 - FORMS DUE TO FPCC ON THIS DATE [ASSUMING/LEAVING]	Alliant Staff	Tevea Him	
07/31/18	Actuarial Study - receive draft and forward to RM	Alliant Staff	Robert Leong	
07/31/18	Campus Workers' Compensation Program Safety National Aggregate Stop Loss Report - Present to EC in Sept	Alliant Staff	Robert Leong	
07/31/18	Distribute the Liability and Workers' Compensation dividend checks	Alliant Staff	Van Rin	
07/31/18	Request final audited payroll from all Workers' Compensation program members for expired year	Alliant Staff	Tevea Him	
07/31/18	Survey legal counsel compensation and recommend to AORMA a fair and equitable maximum allowable hourly rate (every three years)	Liability TPA	Mimi Long	
07/31/18	Workers' Compensation Scorecard - Receive report from Sedgwick and distribute	Alliant Staff / Sedgwick	Tevea Him	
07/31/18	Appointment of the Campus Programs RPTG - 2019 (FY 2021/2022)	Alliant Staff	Robert Leong	
07/31/18	Campus Workers' Compensation Program Safety National Aggregate Stop Loss Report	Alliant Staff	Robert Leong	

### AUGUST

08/01/18	FORM 700 - JPA ADMIN sends entering and leaving office notices to AORMA FILERS who will be taking office on AORMA and Standing Committees	Alliant Staff	Tevea Him	
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## CSURMA AORMA SERVICE CALENDAR

DATE	ACTION / RESPONSIBILITY	RESPONSIBLE ENTITY	LEAD	STATUS
08/01/18	Send out letter regarding Campus Appointment of CSURMA Board of Directors Members and Alternate	Alliant Staff	Tevea Him	
08/01/18	Send out letter to regarding Claims Settlement Authority Annual Confirmation	Alliant Staff	Tevea Him	
08/01/18	Send out letter to regarding Foreign Travel Authority Confirmation	Alliant Staff	Tevea Him/ Stacey Weeks	
08/01/18	Completion of draft actuarial studies for Workers' Compensation and Liability programs	Actuary	Mimi Long	
08/01/18	AOA EC Meeting: Send out AORMA Summary	Alliant Staff	Mimi Long	
08/11/18	CSURMA Quarterly Investment Reschedule for EC Meeting	Alliant Staff	Tevea Him	
08/15/18	AOA EC Meeting - San Diego	Alliant Staff	Mimi Long	
08/31/18	Calculate additional premium or return premium for each Workers' Compensation program member based on the audited payroll	Alliant Staff	Mimi Long	
08/31/18	Calculate each member's minimum EPL deductible for the upcoming program term	Alliant Staff	Mimi Long	
08/31/18	Complete Target Surplus Funding Report	Alliant Staff	Mimi Long	
08/31/18	Completion of Financial Audit	CSU Accounting	Mimi Long	
08/31/18	UIP - Process EDD Statement of Reimbursable Benefit Charges for the period ending 6/30	Alliant Staff	Tevea Him	
Begin Task	Completion of the Public Self-Insurer's Annual Report for CSURMA (must be filed with the state by Oct 1st.)	Alliant Staff	Mimi Long	
Begin Task	AORMA Workers' Compensation Desk Audit	Alliant Staff	Mimi Long	
<b>SEPTEMBER</b>				
09/01/18	AORMA Liability Program - Reinsurance Recovery (verify w/ Carl Warren)	Carl Warren	Mimi Long	
09/01/18	Stewardship Report	Alliant Staff	Mimi Long	
09/01/18	10/01 - EQ Renewal Anniversary	Alliant Staff	Daniel Howell	
09/05/18	<i>AORMA Long Range Plan meeting</i>	<i>Alliant Staff</i>	<i>Mimi Long</i>	
09/05/18	<i>AORMA New Committee Member Orientation meeting</i>	<i>Alliant Staff</i>	<i>Mimi Long</i>	
09/06/18	<i>AORMA Committee Meeting</i>	<i>Alliant Staff</i>	<i>Mimi Long</i>	
09/06/18	<i>CSURMA EC Orientation Meeting</i>	<i>Alliant Staff</i>	<i>Mimi Long</i>	
09/07/18	<i>CSURMA EC Meeting</i>	<i>Alliant Staff</i>	<i>Mimi Long</i>	
09/12/18	<i>CAJPA Fall Conference and Training Seminar -South Lake Tahoe</i>	<i>Alliant Staff</i>	<i>Mimi Long</i>	
09/14/18	CAJPA Standards review (2017 and every 3 years thereafter)	Alliant Staff	Mimi Long	
09/15/18	Prepare invoices or checks for the Workers' Compensation payroll audit	CSU Accounting	Van Rin	
09/15/18	Quarterly Risk Management Report for Systemwide Risk Management	Alliant Staff	Dan Howell	
09/27/18	<i>AORMA Program Committee Meeting (Teleconference)</i>	<i>Alliant Staff</i>	<i>Mimi Long</i>	
09/30/18	CSURMA Quarterly EPL Deductible Recoverys ending September 30 (Begin Task)	Alliant Staff	Van Rin	
09/30/18	Completion of the AORMA Committee (September Letter) updating all AORMA members on the funding and dividends approved for the upcoming fiscal year	Alliant Staff/AORMA C	Mimi Long	
<b>OCTOBER</b>				
10/01/18	Request completion of the Liability applicator	Alliant Staff	Mimi Long	
10/01/18	Request estimated Workers' Compensation payroll	Alliant Staff	Mimi Long	
10/15/18	CSURMA Quarterly Investment Reschedule for EC Meeting	Alliant Staff	Tevea Him	
10/15/18	<i>AIME Committee Meeting</i>	<i>Alliant Staff</i>	<i>Stacey Weeks</i>	
10/25/18	<i>AORMA Committee Meeting</i>	<i>Alliant Staff</i>	<i>Mimi Long</i>	
10/25/18	<i>CSURMA BOD NMO Meeting via Teleconference</i>	<i>Alliant Staff</i>	<i>Mimi Long</i>	
10/26/18	<i>CSURMA BOD Meeting</i>	<i>Alliant Staff</i>	<i>Mimi Long</i>	

## CSURMA AORMA SERVICE CALENDAR

DATE	ACTION / RESPONSIBILITY	RESPONSIBLE ENTITY	LEAD	STATUS
10/26/18	<b>CSURMA EC Meeting</b>	<b>Alliant Staff</b>	<b>Mimi Long</b>	
10/31/18	Government Compensation Report (request from CSU Accounting)	Accounting	Tevea Him	
10/31/18	Workers' Compensation Scorecard - Receive report from Sedgwick and distribute	Alliant Staff / Sedgwick	Tevea Him	
<b>NOVEMBER</b>				
11/01/18	Review CAJPA Accrediation Standard for new or reoccurring item	Alliant Staff	Tevea Him	
11/01/18	FORM 700 - Campus Risk Pool Administrator sends request to campus president to confirm appointments of primary and alternate representative to BOD (Note: AORMA Representatives are maintained through their election process;	Alliant Staff	Tevea Him	
11/28/18	Send campus risk pool renewal budget (Budget)	Alliant Staff	Robert Leong	
11/28/18	Send campus risk pool renewal budget (Early Bird Renewal Letter)	Alliant Staff	Robert Leong	
11/28/18	Campus Risk Pool Deductible - Confirm (every 3 years - 2017, 2020)	Alliant Staff	Robert Leong	N/A
11/30/18	Review volunteer losses within the Workers' Compensation program	Alliant Staff	Mimi Long	
11/30/18	UIP - Process EDD Statement of Reimbursable Benefit Charges for the period ending 9/30	Alliant Staff	Tevea Him	
11/29/18	<b>AORMA Program Committee Meeting</b>	<b>Alliant Staff</b>	<b>Mimi Long</b>	
<b>DECEMBER</b>				
12/01/18	2018 Vendor Survey - Review List of Vendors and Work on Recipients	Risk Management	Risk Management	
12/01/18	Appointment of the Club Sport Insurance Programs RPTG - Spring 2019 (FY 2019/2020)	rob	Robert Leong	
12/01/18	AORMA Liability Program - Reinsurance Recovery (verify w/ Carl Warren)	Carl Warren	Mimi Long	
12/06/18	<b>AORMA Committee Meeting</b>	<b>Alliant Staff</b>	<b>Mimi Long</b>	
12/07/18	<b>CSURMA EC Meeting</b>	<b>Alliant Staff</b>	<b>Mimi Long</b>	
12/15/18	FORM 700 - Campus Risk Pool Administrator sends revised Campus Primary and Alternate CSURMA BOD member listing to JPA ADMIN	Alliant Staff	Tevea Him	
12/15/18	Quarterly Risk Management Report for Systemwide Risk Management	Alliant Staff	Dan Howell	
12/30/18	Financial Audit - mail to Secretary of State and County Auditor	Alliant Staff/Accounting	Tevea Him	
12/31/18	CSURMA Quarterly EPL Deductible Recoverys	Alliant Staff	Van Rin	
12/31/18	<b>Expiring Contract: Enterprises Rent A Car - January 1, 2018 - December 31, 2018</b>	<b>Alliant Staff</b>	<b>Mimi Long</b>	

## **2018 CSURMA MEETING CALENDAR**

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

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

**FISCAL IMPACT:** None.

**BACKGROUND:** None.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. CSURMA – 2018 Meeting Calendar

## 2018 CSURMA MEETING CALENDAR

JANUARY				FEBRUARY				MARCH			
Date	Time	Committee	Location	Date	Time	Committee	Location	Date	Time	Committee	Location
7	3:30 PM	EC (AOA Conference)	Sacramento	22	9:00 AM	PC	Teleconference	8	10:00 AM	AORMA	Long Beach
9	7:30 AM	PC (AOA Conference)	Sacramento					8	2:30 PM	EC	Long Beach
7 - 10		AOA Annual Conference	Sacramento					9	8:30 AM	EC LRP	Long Beach
15	10:30 AM	AIME									
APRIL				MAY				JUNE			
Date	Time	Committee	Location	Date	Time	Committee	Location	Date	Time	Committee	Location
23 - 24		Fitting the Pieces Conference	San Diego	7	10:30 AM	AIME	San Francisco	TBD		AOA EC	TBD
25	TBD	AORMA	San Diego		2:00 PM	BOD Orientation	Teleconference	21	1:00 PM	PC	Teleconference
25	8:30 AM	EC	San Diego								
25	10:30 AM	BOD	San Diego								
JULY				AUGUST				SEPTEMBER			
Date	Time	Committee	Location	Date	Time	Committee	Location	Date	Time	Committee	Location
23-24	11:00 AM	AORMA Officers Retreat	TBD	TBD		AOA EC	TBD	5	9:00 AM	AORMA New Member	TBD
								5	10:00 AM	AORMA LRP	TBD
								6	9:00 AM	AORMA	TBD
								6	4:00 PM	EC Orientation	TBD
								7	8:30 AM	EC	TBD
								27	1:00 PM	PC	Teleconference
OCTOBER				NOVEMBER				DECEMBER			
Date	Time	Committee	Location	Date	Time	Committee	Location	Date	Time	Committee	Location
15	10:30 AM	AIME	Fullerton	TBD		AOA EC	TBD	6	10:00 AM	AORMA	TBD
	2:00 PM	BOD Orientation	Teleconference	29	8:00 AM	PC	San Francisco	7	8:30 AM	EC	TBD
25	10:00 AM	AORMA	Long Beach								
26	8:30 AM	EC	Long Beach								
26	10:30 AM	BOD	Long Beach								

AORMA = Auxiliary Organizations Risk Management Alliance Committee  
 AIME = Athletic Injury Medical Expense Committee  
 AORMA LRP = AORMA Long Range Planning Meeting

PC = AORMA Programs Committee  
 AOA = CSU Auxiliary Organizations Association  
 BOD = CSURMA Board of Directors

EC = CSURMA Executive Committee  
 EC LRP = EC Long Range Planning Meeting

## **CSURMA EXECUTIVE COMMITTEE AND STAFF CONTACT LIST**

**ISSUE:** Attached is a list of CSURMA Executive Committee members and the Program Administrators.

**RECOMMENDATION:** It is recommended that members review the list at each meeting for accuracy, making revisions as appropriate. If there are any changes, please contact Tevea Him at [thim@alliant.com](mailto:thim@alliant.com).

**FISCAL IMPACT:** None.

**BACKGROUND:** An accurate and current contact list facilitates better communication among Committee Members and Staff.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. CSURMA Executive Committee and Staff Contact List

## CSURMA EXECUTIVE COMMITTEE MEMBERS

**Effective at July 1, 2017**

Seat	Member	Position	Campus	Organization	E-Mail	Telephone Number
Chair	Ming Tung (Mike) Lee	Vice President, Administration and Chief Financial Officer	Sacramento	California State University Sacramento	mikelee@csus.edu	916-278-6312
Vice Chair	Lisa Chavez	Vice-President, Administration and Chief Financial Officer	Los Angeles	California State University Los Angeles	lisa.chavez@calstatela.edu	323-343-3500
CSU Seat #1	Thom Davis	Vice President for Business and Administrative Services	Bakersfield	California State University, Bakersfield	tdavis31@csub.edu	661-654-2287
CSU Seat #2						
CSU Seat #3	Scott Apel	Vice President, Administration and Finance	Long Beach	California State University Long Beach	scott.apel@csulb.edu	562-985-8716
CSU Seat #4	Kevin Saunders	VP Administration & Finance	Monterey Bay	California State University Monterey Bay	kesaunders@csumb.edu	831-582-3397
AORMA Seat #5 - Chair	Dwayne Brummett	Director of Business Services	San Luis Obispo	Polytechnic State University at San Luis Obispo	dbrummet@calpoly.edu	805-756-5768
AORMA Seat #6 - V Chair	Dave Nakamura	Executive Director	Humboldt	Humboldt State University Center	dave.nakamura@humboldt.edu	707-826-4878
Treasurer	Robert Eaton	Assistant Vice Chancellor, Financing, Treasury, and Risk Management	Chancellor's Office	California State University, Office of the Chancellor	reaton@calstate.edu	562-951-4572
Secretary Auditor	Zachary Gifford	Director of Systemwide Risk Management and Public Safety	Chancellor's Office	California State University, Office of the Chancellor	zgifford@calstate.edu	562-951-4580



California State University Risk Management Authority

## CONTACT LIST

Coverage	Contact	E-Mail Address	Office	Fax
<b>JPA Program Administrator – Alliant Insurance Services, Inc.</b>				
<b>Certificate of Insurance Requests</b>	<b>Van Rin</b>	vrin@alliant.com	415-403-1408	415-874-4810
<b>General CSURMA Coverage Questions</b>	<b>Robert Leong Van Rin Amy Lightner Daniel Howell</b>	rleong@alliant.com vrin@alliant.com amy.lightner@alliant.com dhowell@alliant.com	415-403-1423 415-403-1408 415-403-1457 415-403-1426	415-874-4810 415-874-4810 415-874-4810 415-874-4810
<b>General AORMA Coverage Questions</b>	<b>Mimi Long Van Rin Amy Lightner Daniel Howell</b>	mlong@alliant.com vrin@alliant.com amy.lightner@alliant.com dhowell@alliant.com	415-403-1423 415-403-1408 415-403-1457 415-403-1426	415-874-4810 415-874-4810 415-874-4810 415-874-4810
<b>AIME</b>	<b>Stacey Weeks Robert Leong</b>	sweeks@alliant.com rleong@alliant.com	415-403-1448 415-403-1441	415-874-4810 415-874-4810
<b>Inland Marine</b>	<b>Van Rin Mimi Long</b>	vrin@alliant.com mlong@alliant.com	415-403-1408 415-403-1423	415-874-4810 415-874-4810
<b>Participant Accident Insurance (PAI)</b>	<b>Van Rin Tevea Him</b>	vrin@alliant.com thim@alliant.com	415-403-1408 415-403-1416	415-874-4810 415-874-4810
<b>Special Events Insurance</b>	<b>Van Rin</b>	vrin@alliant.com	415-403-1408	415-874-4810
<b>Foreign Travel Program</b>	<b>Stacey Weeks Van Rin</b>	sweeks@alliant.com vrin@alliant.com	415-403-1448 415-403-1408	415-874-4810 415-874-4810
<b>General Risk Management Questions</b>	<b>Mimi Long Van Rin Amy Lightner Daniel Howell</b>	mlong@alliant.com vrin@alliant.com amy.lightner@alliant.com dhowell@alliant.com	415-403-1423 415-403-1408 415-403-1457 415-403-1426	415-874-4810 415-874-4810 415-874-4810 415-874-4810
<b>Workers' Compensation Claims Consultant</b>	<b>Jacki Graf</b>	jgraf@alliant.com	415-403-1438	415-874-4810
<b>Alliant Claims Consulting</b>	<b>Robert Frey Diana Walizada Elaine (Kim) Tizon Sheila McClenaghan</b>	rfrey@alliant.com dwalizada@alliant.com elaine.tizon@alliant.com sheila.mcclenaghan@alliant.com	415-403-1445 415-403-1453 415-403-1458 415-403-1492	415-403-1466 415-403-1466 415-403-1466 415-403-1466
<b>Form 700</b>	<b>Tevea Him</b>	thim@alliant.com	415-403-1416	415-402-0773
<b>Website and Technology Questions</b>	<b>Yung Lam Tevea Him Myron Leavell</b>	ylam@alliant.com thim@alliant.com mleavell@alliant.com	415-403-1461 415-403-1416 415-403-1404	415-874-4810 415-874-4810 415-874-4810

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<b>CONTACT LIST</b>				
<b>Coverage</b>	<b>Contact</b>	<b>E-Mail Address</b>	<b>Office</b>	<b>Fax</b>
<b>CSU Chancellor's Office</b>				
<b>CSU Chancellor's Office</b>	<b>Leona Ching</b>	lching@calstate.edu	562-951-4580	562-951-4859
	<b>Robert Eaton</b>	reaton@calstate.edu	562-951-4572	562-951-4971
	<b>Zachary Gifford</b>	zgifford@calstate.edu	562-951-4568	562-951-4859
	<b>Martha Guiditta</b>	mguiditta@calstate.edu	562-951-4557	562-951-4859
	<b>Audra Reed</b>	areed@calstate.edu	562-951-4564	562-951-4971
	<b>Steve Relyea</b>	srelyea@calstate.edu	562-951-4600	562-951-4971
<b>CSU Chancellor's Office</b> Office of General Counsel	<b>William Hsu</b> <b>Nada Moeiny</b>	whsu@calstate.edu nmoeiny@calstate.edu	562-951-4500 562-951-4500	562-951-4956 562-951-4956
<b>CSU Chancellor's Office</b> Financial Services Division Systemwide Accounting & Reporting	<b>Sedong John</b> <b>Alice Kim</b> <b>Cindi Le</b> <b>Jessica Liu Tanaka</b>	sjohn@calstate.edu akim@calstate.edu cle@calstate.edu jliu@calstate.edu	562-951-4577 562-951-4627 562-951-4651 562-951-4621	562-951-4865 562-951-4865
<b>Chancellor's Office</b> Systemwide Professional Development	<b>David Kervella</b> <b>Chris Fondacaro</b>	dkervella@calstate.edu cfondacaro@calstate.edu	562-951-4403 562-951-4403	

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**318**