

Reduction Matching Grant Program and recommend revisions, as appropriate

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|-----------|--|----------|---------------|
| 7. | AORMA Smart Phone Application
<i>The Committee will preview a draft version of the AORMA smart phone application</i> | I | <i>p.44</i> |
| 8. | Shoes for Crews Program
<i>The Committee will be asked to discuss the formation of an AORMA Shoes for Crews Program</i> | A | <i>p. 45</i> |
| 9. | Praesidium – Prevention and Management of Child Sexual Abuse in Higher Education
<i>The Committee will review the proposed contract with Praesidium for a self-assessment tool</i> | A | <i>p. 80</i> |
| 10. | I-9 / E-Verify
<i>The Committee will be asked to review the information provided by Employers Group for I-9 / E-Verify services through LawLogix</i> | I | <i>p. 100</i> |
| 11. | Workers’ Compensation Safety Program Award – Safety Superstar
<i>The Committee will be asked to review the current Safety Superstar recognition process and direct staff to take action as appropriate</i> | A | <i>p. 105</i> |
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| D. | INFORMATION ITEMS | | |
| 1. | Alliant Loss Control – Utilization Report | I | <i>p. 110</i> |
| 2. | TargetSolutions – Utilization Report | I | <i>p. 112</i> |
| 3. | Employers Group – Utilization Report | I | <i>p. 116</i> |
| 4. | CSURMA AORMA Loss Data Reports | I | <i>p. 118</i> |
| 5. | AORMA Program Administrator – Contact List | I | <i>p. 125</i> |
| 6. | AORMA Committee and Standing Committees - Roster | I | <i>p. 137</i> |
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| E. | ADJOURNMENT | | |

The next meeting is scheduled for February 3, 2014 as a teleconference meeting.

Agenda Item C1
CSURMA AORMA Member Services, Loss
Control & Training Committee
Meeting Date: November 18, 2013

APPROVAL OF THE AGENDA ORDER

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

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

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None

ATTACHMENT(S): None

Agenda Item C2
CSURMA AORMA Member Services, Loss
Control & Training Committee
Meeting Date: November 18, 2013

APPROVAL OF MEETING MINUTES – AUGUST 26, 2013

ISSUE: The Committee will be asked to review and approve the draft minutes from the August 23, 2013, Members Services, Loss Control and Training Committee meeting.

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

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None.

ATTACHMENT(S):

- a. Meeting Minutes – August 26, 2013

**MINUTES OF THE CSURMA AORMA
MEMBER SERVICES, LOSS CONTROL AND TRAINING COMMITTEE
AUGUST 26, 2013**

**TELECONFERENCE MEETING
11:00 AM**

MEMBERS PRESENT

Dwayne Brummett (Chair), Associated Students, Inc. (Cal Poly San Luis Obispo)
Dennis Miller, Cal Poly Pomona Foundation, Inc. (Cal Poly Pomona)
Arnecia Bryant, Loker University Student Union (CSU Dominguez Hills); *left at 1:00pm*
Raven Tyson, Associated Students of San Diego State University (San Diego State University)
Debbie Adishian-Astone, CSU Fresno Association (CSU Fresno)
Melinda Coil, SDSU Research Foundation (San Diego State University)

MEMBERS ABSENT

Kristin Kelly, Student Union of San Jose State University (San Jose State University)

STAFF, GUESTS AND CONSULTANTS

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

A. CALL TO ORDER

The meeting was called to order by Dwayne at 11:06 AM.

B. PUBLIC COMMENTS

Dwayne introduced the two new MSLCTC members – Debbie Adishian-Astone and Melinda Coil.

C. GENERAL ADMINISTRATION

C1. Approval of the Agenda Order

A motion was made to approve the agenda as presented.

MOTION: Dennis Miller

SECOND: Debbie Adishian-Astone

MOTION CARRIED

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

C2. Approval of Meeting Minutes – June 3, 2013

A motion was made to approve the June 3, 2013, MSLCTC meeting minutes.

MOTION: Dennis Miller

SECOND: Raven Tyson

MOTION CARRIED

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

C3. Use of Technology in Safety Training

Brent Escoubas discussed his idea for the first AORMA smartphone application – Crisis Management. Brent’s idea would be to load onto the app what to do in the case of an emergency, i.e., fire, bomb threat, medical emergency, etc. When a crisis occurs an employee most likely will not take the time to find (whether hard copy or electronic copy) the auxiliary organization’s emergency response plan. However, most employees will take the time to grab their phones. His idea is to load all of the information onto a smartphone app for easy access. Debbie Astone pointed out that Fresno State already has an emergency procedure and preparation plan that includes all of the campus building and departments as well as the auxiliary organization operations. She felt that Brent’s work would be a duplication of efforts.

Debbie suggested an app for reporting workers’ compensation claims. Many of the AORMA workers’ compensation members are very small and some may experience workers’

compensation claims with such an infrequency that they may not know what to do when an employee is hurt on the job. The smartphone app could provide information on where the claim is to be reported and where the injured worker should go for first aid or medical treatment. The application could also include a fillable workers' compensation claim form that would be completed directly by the supervisor.

The committee agreed that a workers' compensation claim reporting app should be the first AORMA smartphone app.

C4. AORMA Officers Liability Claims Review – Lessons Learned

Mimi Long explained that the AORMA Chair and Vice Chair will be meeting with Carl Warren Staff, CSURMA JPA Program Administration Staff and CSU Chancellors Office Staff on a quarterly basis and will be reviewing all large (incurred amounts in excess of \$25,000) open claims and all Employment Practices claims with the purpose of;

1. Establishing “lessons learned” that can be brought to the entire AORMA membership
2. Establishing a timeline for settlement
3. Reviewing Carl Warren’s settlement strategy, timeline and settlement reserve amount
4. Reviewing Carl Warren’s watch list write up and recommending revisions as appropriate

The lessons learned from the Employment Practices Liability (EPL) claims will be received from defense counsel after final resolution of the claim. These lessons learned will be added to the AORMA EPL lessons learned presentation. The lessons learned from “other than EPL” claims will be received from defense counsel when appropriate. Staff will redact all confidential information and format into a Lessons Learned AORMA Bulletin.

The committee felt that the use of an AORMA bulletin to distribute the lessons learned was not the best way to distribute the information. The committee directed staff to send the lessons learned from EPL claims to the auxiliary organization HR directors and the lessons learned from other than EPL claims to the auxiliary organization executive directors. The committee felt that the HR directors and the executive directors should be responsible for distributing the lessons learned information to their own staff as appropriate.

C5. On-Line Training Options – SkillSoft and LawRoom

Mimi Long explained that AORMA has a contract with TargetSolutions for online training. All 23 campuses have now successfully moved over to SkillSoft and LawRoom for all of their online training. It has been suggested that the Auxiliaries may benefit from utilizing the same online training platform as the campuses. SkillSoft and LawRoom have proposed a 50 seats / two month promotional offer for AORMA to review the online training platform.

During the AOA HR Committee meeting in San Luis Obispo, the members were asked if they would be interested in reviewing the on-line training platform with the goal of providing a

recommendation to the MSLCTC and the AORMA Committee for future utilization of SkillSoft and LawRoom. The following auxiliaries expressed an interested in previewing the platform:

1. The CSU, Chico Research Foundation
2. Associated Students, San Jose State University
3. University Enterprises Corporation at CSUSB
4. Cal Poly Pomona Foundation, Inc.
5. California State University, Fresno Association, Inc.
6. Associated Students, SDSU

David Kervella, the Senior Director for Systemwide Professional Development, Human Resources will need to design an access hub for those auxiliary employees that do not work within the PeopleSoft network. Once that is complete, the AORMA members can begin previewing the platform.

Mimi reiterated that the any change in the on-line training platform would not occur until July 1, 2014 at the earliest. Mimi also confirmed that all information on the current TartgetSolutions platform is owned by AORMA so the transition, if any, from TargetSolution to SkillSoft should be easier than the transition from Workplace Answers to TargetSolutions.

C6. AORMA Short-Term Disability Program

Dennis Miller, from Cal Poly Pomona Foundation, Inc., surveyed the AORMA members to see if there was sufficient interest in creating an AORMA short-term disability program. Dennis let Staff know that there is not sufficient interest in this type of program and therefore the project is being terminated for now.

C7. Approval of the FY 13/14 Risk Reduction Matching Grant Program Awards

Mimi Long explained that the Risk Reduction Matching Grant Incentive Program application was sent out by staff in early June, 2013. Applications were received from ten different auxiliary organizations. Four grants in the amount of \$10,000 have been approved by the MSLCTC. The MSLCTC now has the task of reviewing the applications and if found to be appropriate and consistent with the purpose of the matching grant incentive program, awarding the grants.

A summary of each grant project and the committee's decision is included below:

University Glen Corporation, CSU Channel Islands

1. **\$10,869** - *Purchase of slip resistant tape and treads, life vests, ring buoys, pool master life hooks and poles and dock box to store the safety equipment.* Potential for slip, trip and fall. With significant moisture inherent in any facility located near a natural body of water, we must be concerned with the walking surfaces of the facility being "slippery when wet". The primary concerns are the surface of (1) the outer upper deck of the

building, and (2) the surface of the dock facility adjacent to the water. It is also imperative that water safety equipment be available (and properly stored) for use by our employees, as well as our guest. *Committee's decision – the grant was not awarded for this project. This project does not seem to be consistent with the grant's focus for FY 13/14.*

2. **\$1,733** - *Purchase of hydraulic lift table, chair dollies, table dollies.* Our second area of concern is the lifting and carrying aspect of moving tables, chairs and equipment throughout the center while providing maintenance to the facility, in addition to facilitating educational opportunities, events and catering services. *Committee's decision – the grant was awarded for this purchase.*
3. **\$7,000** - *Safety training for staff.* *Committee's decision – the grant was not awarded for the staff training. The purpose of the matching grant program is to provide funds for specialized training, safety equipment, physical improvements or any other safety related item that will lead to a documentable reduction in claim costs. All auxiliary organizations are responsible to provide their staff with standard safety training; staff training is a necessary function of any auxiliary organization and those costs should be assumed by the auxiliary organizations as a part of their standard operating costs.*

CSU Fullerton Auxiliary Services Corporation

1. **\$2,000** – *Purchase of back support belts and anti-fatigue mats.* At our Titan Shops bookstore warehouse we would like to purchase back support belts to reduce the risk of back injury. We are also looking to purchase some Anti-fatigue mats. These mats will help reduce back, neck, leg and foot fatigue. *Committee's decision – the grant was awarded for the purchase of back support belts in the amount \$1,000. The committee did not award the grant for the anti-fatigue mats. The use of anti-fatigue mats is necessary to protect workers from leg and foot fatigue. The committee felt the purchase of anti-fatigue mats should be retained by the auxiliary organization as a standard cost of operation.*

Humboldt State University Center

1. **\$20,000 to \$24,000** – *Designing and constructing a food preparation floor mat cleaning station.* Presently, heavy rubber floor mats that are used in a food preparation area are brought up to a loading dock, laid flat on the dock to be cleaned using a hot water hose. The area used is open to the elements, has heavy foot traffic and does not have adequate drainage. This project involves installing a designed cleaning station with a covered overhang that will provide a safer way of hanging the mats on an elevated bar. This will greatly reduce the carrying and lifting now required. The drain will go directly into the sanitary sewer instead of across a parking area into a storm drain. This will also eliminate the health and safety issues that are presently created due to food particles that come off the mats and the slip hazard created by exposure to the elements and the water used for cleaning. *Committee's decision – this grant was not approved. The committee felt that this project did not entirely fit within the focus of the program. The committee also did not want to award a grant for standard facilities upkeep and maintenance. The*

committee's opinion was that all facilities required a certain amount of upkeep and the focus of the grant is not to provide monetary relief to an auxiliary organization for standard operating expenses.

Forty-Niner Shops, Inc., CSULB

1. **\$99,715** – *Purchase of lighter weight catering tables and chairs.* We have seen continued growth in our catering department and our business is changing. As we grow we have found that our current tables and chairs are not user friendly due to the weight, causing us concern when it comes to employee safety. We move them several times a week and it's only a matter of time before a staff member gets injured (back or pulled muscle injury). The chairs weigh 50lbs and the tables depending on size weigh 125lbs to 160lbs with an iron base. *Committee's decision – the committee did not approve the cost for the purchase of lighter weight tables and chairs. The committee felt that this purchase is a standard operational upgrade that is necessary to sustain a business. The committee would consider; however, offering a grant for the purchase of a cart or dolly to hold the new tables and chairs. The committee directed staff to contact the auxiliary organization and request a revised grant application for the cart or dolly.*

University Student Union, CSU Northridge

1. **\$9,804** – *Purchase of lighter weight event tables and storage cart.* Reduction of weight and vertical lift requirements for outdoor event tables by replace existing wood/metal 30" x72" folding banquet tables with equivalent POLYlite Tables. Existing tables weigh 59 pounds each and are stored on a horizontal transport cart. As the cart is emptied, the employee is required to bend lower to lift each subsequent table. The replacement tables weigh only 39 pounds each reducing weight to be carried and are stored on edge allowing the tables to be lifted without significant bending as required for the flat storage. In addition, the plastic material will reduced the risk of hand injury from splinters and cuts as the plastic tables are not subject to chipping, splintering or peeling, and have no edge band around the table. *Committee's decision – the committee did not approve the cost for the purchase of lighter weight tables and chairs. The committee felt that this purchase is a standard operational upgrade that is necessary to sustain a business. The committee would consider; however, offering a grant for the purchase of the storage cart to hold the new tables and chairs. The committee directed staff to contact the auxiliary organization and request a revised grant application for the storage cart.*
2. **\$1,700** – *Purchase of water cart.* Many potted plants have been added throughout the exterior of University Student Union. They are currently water by hand, using five gallon buckets that are filled with water and placed on the back of a service cart. The buckets then have to lifted and carried to the plant to water it. This cart would allow our grounds workers to fill the cart and push it to the closest proximity of the plant. This cart with an integrated pump and 15 foot hose would eliminate all lifting from the watering process.

Committee's decision – the committee did not approve the cost for the purchase of a water cart.

Cal Poly Pomona Foundation, Inc.

1. **\$20,400** – *Purchase of 360 pairs of shoes from Shoes for Crews and 60 back braces for Foundation employees including part-time and student employees. Committee's decision – the committee did not approve the cost for the purchase of the Shoes for Crews. The need for foodservice employees to wear slip resistant shoes should be a standard requirement for all auxiliary organizations. Some auxiliary organizations already have a subsidy program in place for employees to purchase slip resistance shoes. The committee is interested in exploring a Shoes for Crews AORMA program. Staff will present some options at the next MSLCTC meeting. The committee did award a \$1,000 grant for the purchase of back support belts.*

Associated Student, CSU Sacramento

1. **\$2,125** – *Purchase of floor mats, extension cord covers, flammable cabinet and tricycle 3-speed cargo bike.*
 - a. Floor mats to reduce the slipperiness when wet from people walking in with wet shoes from rain. Our Concrete floor is very slippery when wet. Three lobby floor mats are needed.
 - b. Extension cord covers. Currently there are some tools that are used where our staff needs to put an extension cord across a walk area. Need covers to reduce trip hazard.
 - c. Replace flammable cabinet. Current one is too small, so items get left around the base of it, which make for tripping hazard, not to mention a fire hazard. Need 45 gallon capacity.
 - d. Tricycle 3-speed cargo bike. Currently employees ride a bicycle with a large front basket and sometimes they overload it while conducting errands; riding it can be wobbly. Potential fall-related injury. If we had a tricycle with cargo basket, it would be much more stable and safe. Estimate is based on KHS product since we are a vendor and can order at cost.

Committee's decision – this grant was not approved. The committee felt that this project did not fit within the focus of the program.

2. **\$6,840** - *Replace and/or purchase of ropes course equipment.*
 - a. *Purchase of an additional extension ladder.* Sometimes staff will not wait for the other one to be done being used and will use other methods to get themselves higher. We need an additional ladder to increase likelihood of staff actually using the appropriate means to reach up high. Brand option: Werner Fiberglass Flat D-Rung Extension Ladder (250 lb. load capacity, duty rating).

- b. *Replacement of tower platform.* Replacing the platform entails renting a boom lift, wood, screws, stain and labor. Tower platform has some dry rot and poses a hazard if the dry rot continues to ‘grow’. Injury related to fall is the risk reduction.
- c. *Replacement of J-pole steps.* These are a specialized type of equipment that create foot holds for our employees and participants to climb the poles and trees on our ropes course. Many of our current stepping pegs have been overgrown by the trees and need to be replaced. Estimate includes equipment plus labor.
- d. *Purchase of big wall harnesses for maintenance climbing.* Our regular harnesses don’t have enough padding for hanging in the air for long time frames. Our employees need what are called “Big Wall Harnesses” for doing maintenance. Currently, it is uncomfortable for our staff when doing maintenance and inspections and the discomfort could be enough of a distraction to produce human errors while doing critical safety work. We can order these at a discount. Would like 4-6. I have estimated for 6.

Committee’s decision – this grant was not approved. The committee felt that this project did not fit within the focus of the program.

- 3. **\$11,520 - Staff training.** Currently we require our trip leaders to have wilderness first aid training. The head rafting guides are required to complete swiftwater rescue training. Also, our team leads for our ropes course are required to attend at least one in-house rescue training annually. The following items would be a significant bolstering to our adventure staff training this coming year. The more we invest in our staff training, the more likely we avoid injuries and potential lawsuits. In my experience, formal training increases employee awareness of what the risks are and how to avoid them in them and/or manage/mitigate them.
 - a. *Swiftwater rescue training* to be included in our annual guide training. Next training would be in spring 2014. Cost estimate is based on Sierra Rescue’s pricing. This is a highly reputable company that serves the Sacramento area and beyond. \$425/person x 10 people
 - b. *Wilderness first responder training.* 80-hour course designed for outdoor trip leaders who are more than 30 minutes away from advanced medical care. Course includes CPR for professional rescuer. \$260/person x 20 students
 - c. *PCIA Climbing Instruction course* would be a great addition for our rock climbing trip leaders. Currently, only our Outdoor Trip Supervisor has this certification, but it would be highly beneficial to provide this level of training for the leaders who are actually in the field. PCIA is the organization that is recognized in this industry, especially for college-based programming.

Committee’s decision – this grant was not approved. The committee felt that this project did not fit within the focus of the program.

1. **\$1,000** – *Staff training.* We currently have about 150 staff in our department. With recent changes, we will be hiring 120 new staff in the next 6 months. This would be an excellent topic to reinforce with current staff and training opportunity to train new staff. It would protect their quality of life and reduce OJT injuries/time loss. *Committee's decision – this grant was not approved. The committee felt that standard employee safety training is a typical cost of maintaining a productive business and that this cost should be retained by the auxiliary organization.*

Aztec Shops, LTD., SDSU

1. **\$28,910** – *Reimbursement of costs for the purchase of a gravity fed ice bin and costs of the trench drain installation.* The dining services operations went for years with no drain under the ice bin. This required a shovel to retrieve ice which created a potential hazard with both lifting and slips, trips and falls. We purchased a new gravity fed bin and installed a trench drain to capture any spills. The new system is significantly safer due to drier floors and reduced exposure to back injuries due to the gravity feed of the new bin. *Committee's decision – this grant was not approved. The committee felt that reimbursing an auxiliary organization for the costs of a necessary standard facilities grade was not in keeping with the focus of the program.*
2. **\$2,700** – *Replacement of non skid epoxy coating.* Replace coating on north and south steps and entry to the SDSU Bookstore with a non skid epoxy coating. Current coating is chipped and worn smooth and slippery when wet. *Committee's decision – this grant was not approved. The committee's opinion was that all facilities required a certain amount of upkeep and the focus of the grant is not to provide monetary relief to an auxiliary organization for its standard operating expenses.*

Cesar Chavez Student Center, SFSU

1. **\$15,064** – *Purchase of crowd control safety barriers.* Traditionally, the campus has been a commuter campus, with most students living and socializing off-campus. However, over the past years the numbers of students living in dormitories and other campus housing has increased. The need for on campus, and, in particular, late-night entertainment has correspondingly increased. The CCSC has therefore worked with our university partners at Student Life, and with the Associated Students, to provide safe music and dance events. These events, such as festivals, concerts and dance parties, attracted attendances of between 300-1000 students. Noise Complaint dance parties occur monthly, and The Depot, the CCSC's live entertainment space, has successfully raised its profile as a San Francisco music venue and is attracting bands with larger followings, so that crowds of 300-400 people occur 2 or 3 times a semester. Situations such as these, and other public celebrations such as sporting events, require crowd control barriers that can offer a temporary sturdy wall that will hold a large group of people from moving forward toward an area that might be considered unsafe. Stages often have high voltage

cables around the area and the need to keep crowds from interacting with the instruments and cables is necessary. These barriers will be used in the CCSC’s Depot (live entertainment venue), Jack Adams Hall (largest space in the building), Malcolm X Plaza (outdoor event space), and Amphitheater (roof top entertainment space.) *Committee’s decision – this grant was not approved. The committee felt that this project did not fit within the focus of the program.*

Staff will prepare a letter which summarizes the committee’s decisions. The letter will be sent from the MSLCTC Chair, but will include the names of all of the committee members so that an AORMA member can discuss the committee’s decisions directly with a committee member.

Dwayne Brummett summarized the committee’s decisions:

Award grants as follows:

1. University Glen Corporation, CSU Channel Islands - \$1,733 for the purchase of hydraulic lift table, chair dollys, table dollys.
2. CSU Fullerton Auxiliary Services Corporation - \$1,000 for the purchase of back belts.
3. Cal Poly Pomona Foundation, Inc. - \$1,000 for the purchase of back belts.

Direct Staff to seek amended applications as follows:

1. Forty-Niner Shops, Inc., CSULB - The committee directed staff to contact the auxiliary organization and request a revised grant application for the cart or dolly.
2. University Student Union, CSU Northridge - The committee directed staff to contact the auxiliary organization and request a revised grant application for the storage cart.

Direct Staff to bring to the next meeting a Shoes for Crews program idea where all auxiliary organizations could participate.

Direct Staff to discuss optional ideas for the Workers’ Compensation Superstar Award at the next meeting. Ideas discussed - awards for largest reduction in exp mod, \$1,000 to \$5,000 awards to be used as a staff celebration.

A motion was made to accept the committee’s decisions as summaries by Dwayne Brummett above.

MOTION: Dennis Miller
SECOND: Debbie Adishian-Astone

MOTION CARRIED

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

D. INFORMATION ITEMS

The following information items were reviewed by the Committee:

- D1. Alliant Loss Control – Utilization Report**
- D2. TargetSolutions – Utilization Report**
- D3. Employers Group – Utilization Report**
- D4. FY 12/13 Long Range Action Plan**
- D5. 2013 CSURMA AORMA Meeting Calendar**
- D6. AORMA Committee and Standing Committees – Roster**

E. ADJOURNMENT

The meeting was adjourned at 1:28 PM.

**FY 13/14 LONG RANGE ACTION PLAN FOR THE
MEMBER SERVICES, LOSS CONTROL AND TRAINING COMMITTEE**

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

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

RECOMMENDATION: Staff recommends that the Committee review the Long Range Action Plan, approve the plan as presented and take action as necessary.

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None.

ATTACHMENT(S):

- a. FY 13/14 Long Range Action Plan

CSURMA AORMA FY 13/14 - LONG RANGE ACTION PLAN

#	RESPONSIBLE ENTITY	ACTION/RESPONSIBILITY	DEADLINE	STATUS
AORMA COMMITTEE				
A-1	WORKERS' COMPENSATION POLICIES AND PROCEDURES			
	Staff (Alliant)	Review all workers' compensation policies and procedures and recommend revisions as necessary.	January, 2014	
	PC	Review all workers' compensation policies and procedures and recommend approval to the AORMA Committee, with revisions as appropriate.	February 2, 2014	
	AORMA Committee	Review and approve revisions to the workers' compensation policies and procedures.	March 20, 2014	

CSURMA AORMA FY 13/14 - LONG RANGE ACTION PLAN

	RESPONSIBLE ENTITY	ACTION/RESPONSIBILITY	DEADLINE	STATUS
PROGRAMS COMMITTEE				
P-1	WORKERS' COMPENSATION PROGRAM RATES			
	PC	Discuss actuary's comments regarding AORMA six workers' compensation class codes. Review WCIRB rates as a replacement for the AORMA combined rates.	December 12, 2013	
	Staff (Alliant)	Code all losses on the workers' compensation loss run @12/31/13 using the new WCIRB class code and AORMA class code.	May, 2014	
P-2	PROPERTY AND CRIME PROGRAMS – MEMBER ALLOCATION FORMULAS (for FY 14/15 term)			
	PC	Discuss current rating and allocation methodology	January 3, 2013	Completed
	PC	Review alternative rating and allocation methodologies (first review)	April 18, 2013	Completed
	PC	Review alternative rating and allocation methodologies (second review)	June 6, 2013	Completed
	PC	Review alternative rating and allocation methodologies (third review)	June 27, 2013	Completed
	AORMA Officers	Review alternative rating and allocation methodologies and make recommendations to the PC	July 10, 2013	Completed
	PC	Review and approve final revised rating and allocation methodology	August 8, 2013	Completed
	AORMA Committee	Review and approve final revised rating and allocation methodology	September 11, 2013	Completed
	PC	Review and recommend approval of Policy and Procedures P-1 and C-1	October 3, 2013	Completed
	AORMA Committee	Review and approve Policy and Procedures P-1 and C-1	November 6, 2013	Completed and Approved
	PC	Review revisions to the FY 14/15 MOC for the Property and Crime Programs	December 12, 2013	
	Staff (Alliant)	Notify AO's of their new premium allocation	January 31, 2014	
	AORMA Committee	Approval of revisions to the FY 14/15 MOC for the Property and Crime Programs	March 20, 2014	

CSURMA AORMA FY 13/14 - LONG RANGE ACTION PLAN

#	RESPONSIBLE ENTITY	ACTION/RESPONSIBILITY	DEADLINE	STATUS
PROGRAMS COMMITTEE				
P-3	LIABILITY PROGRAM MEMBER ALLOCATION FORMULA (for FY 15/16 term)			
	PC	Discuss current liability program member allocation formula and alternative allocation formulas	December 12, 2013	
	PC	Review alternative member allocation formula (first review)	February 6, 2014	
	PC	Review alternative member allocation formula (second review)	April 10, 2014	
	AORMA Officers	Review alternative member allocation formula	July, 2014	
	AORMA Committee	Review and approve modifications to the liability program member allocation formula.	September 11, 2014	

CSURMA AORMA FY 13/14 - LONG RANGE ACTION PLAN

#	RESPONSIBLE ENTITY	ACTION/RESPONSIBILITY	DEADLINE	STATUS
MEMBER SERVICES, LOSS CONTROL AND TRAINING COMMITTEE				
M-1 RISK REDUCTION MATCHING GRANT PROGRAM (for FY 13/14)				
	MSLCTC	Approval of Formal Policy and Procedure for the Risk Reduction Matching Grant Program	February 4, 2013	Completed
	AORMA Committee	Approval of Formal Policy and Procedure for the Risk Reduction Matching Grant Program	March 21, 2013	Completed
	MSLCTC	Review Workers' Compensation and Liability claims information @ 12/31/12 and determine criteria for matching grant program	February 4, 2013	Completed
	Staff (Alliant)	Send out notification to AORMA members of the grant criteria and solicit participants	June, 2013	Completed
	MSLCTC	Review grant applications received; approve participants	August, 2013	Completed
	MSLCTC	Review Policy and Procedure A-6 and update the grant criteria and qualifications as appropriate	November 18, 2013	
	AORMA Committee	Approval of revisions to Policy and Procedure A-6, if required	March 20, 2014	
M-2 AORMA SMART PHONE APPLICATION				
	MSLCTC	Review of AORMA Smartphone App	November 18, 2014	
	AORMA Chair	Announcement of AORMA Smartphone App at AoA Conference	January, 2014	
M-3 SHOES FOR CREWS				
	MSLCTC	Discuss Shoes for Crews AORMA program	November 18, 2013	
	AORMA	Approval of Shoes for Crews program	March 21, 2014	
	AORMA	Approval of budgeted expense for the Shoes for Crews program.	March 21, 2014	

CSURMA AORMA FY 13/14 - LONG RANGE ACTION PLAN

#	RESPONSIBLE ENTITY	ACTION/RESPONSIBILITY	DEADLINE	STATUS
MEMBER SERVICES, LOSS CONTROL AND TRAINING COMMITTEE				
M-4 INSURANCE REQUIREMENTS FOR SPONSORED PROGRAMS / GRANTS AND CONTRACTS				
	MSLCTC	Review of proposed Insurance Requirement for Sponsored Programs / Grants and Contracts	February 3, 2014	
	AORMA Committee	Review and approval of Insurance Requirements for Sponsored Programs / Grants and Contracts	March 21, 2013	
	Staff (Alliant)	Update AORMA Toolkit with approved Insurance Requirements for Sponsored Programs / Grants and Contracts	April, 2013	
	Staff (Alliant)	Send out AORMA Bulletin notifying members	April, 2013	
M-5 ON-LINE SAFETY TRAINING				
	MSLCTC	Continue to monitor on-line safety training through SkillSoft	November 5, 2012	Completed
	MSLCTC	Review optional on-line safety training through SkillSoft; provide recommendation to the AORMA Committee. The MSLCTC is not recommending that the on-line training services be changed at this time.	February 4, 2013	Completed
	AORMA Committee	If applicable, approve contract with SkillSoft	March 21, 2013	Project Terminated
	Staff (Alliant)	If applicable, give notice of contract termination to TargetSolutions (60 days in advance of 7/01 renewal). Will review again in FY 13/14.	April 1, 2013	Project Terminated
	AOA HR Committee	David Kervella from the CSU Office of the Chancellor will provide a demonstration of the new Campus on-line training platform provided by SkillSoft and LawRoom.	July 26, 2013	Completed
	CSU Systemwide Professional Development Staff	Design an access hub for AORMA members to preview platform.	September, 2013	Still in process
	AORMA Members	Preview on-line training platform and provide recommendation to the MSLCTC for future utilization.	January, 2014	
	MSLCTC	Provide recommendation to the AORMA Committee regarding renewal of the current TargetSolutions contract or utilization of SkillSoft / LawRoom effective July 1, 2014.	February 3, 2014	

CSURMA AORMA FY 13/14 - LONG RANGE ACTION PLAN

#	RESPONSIBLE ENTITY	ACTION/RESPONSIBILITY	DEADLINE	STATUS
M-6 PRAESIDIUM CONTRACT – MANAGING THE RISK OF MINORS ON CAMPUS				
	MSLCTC	Review and evaluate services offered through Praesidium and provide a recommendation to the AORMA Committee for approval	November 18, 2013	
	AORMA Committee	Approve services provided by Praesidium	December 5, 2013	
M-7 PROCEDURES AND PRACTICES AUDIT OF AUXILIARY’S HUMAN RESOURCES AND PAYROLL FUNCTIONS				
	MSLCTC	Discuss the idea of contracting with an outside vendor who could audit an auxiliary’s human resources and payroll procedures and practices	November 18, 2013	

APPROVAL OF THE 2014 MSLCTC MEETING DATES

ISSUE: The following dates have been scheduled for the MSLCTC to meet in 2014. All of the meetings are on Mondays at 11:00 AM.

- February 3, 2014
- April 7, 2014
- July 28, 2014
- November 17, 2014

RECOMMENDATION: Staff recommends approving the proposed 2014 meeting dates for the CSURMA AORMA MSLCTC, with changes as appropriate.

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None.

ATTACHMENT(S):

- a. CSURMA AORMA 2014 Meeting Calendar.



California State University Risk Management Authority
 Auxiliary Organizations Risk Management Alliance

2014 CSURMA • AORMA MEETING CALENDAR

JANUARY, 2014	FEBRUARY, 2014	MARCH, 2014
12-15 AOA Conference: Sacramento	3 MSLCTC: Teleconference, 11:00 a.m. 6 PC: Teleconference, 2:00 p.m. 18 Liab claim review: Teleconference, 10:00 AM Only the AORMA Chair and Vice Chair attend the liab claim review	20 AORMA: Newport Beach, 10:00 a.m. 20 EC: Newport Beach: 2:30 p.m. 21 EC LRP: Newport Beach, 8:00 a.m. Only the AORMA Chair and Vice Chair attend the EC meetings Only the AORMA Chair attends to AOA EC meeting
APRIL, 2014	MAY, 2014	JUNE, 2014
7 MSLCTC: Teleconference, 11:00 a.m. 8 Liab claim review: Teleconference, 10:00 AM 10 PC: Teleconference, 2:00 p.m. Only the AORMA Chair and Vice Chair attend the liab claim review	8 AORMA: Long Beach, 10:00 a.m. 9 EC: Long Beach, 8:00 a.m. 9 BOD: Long Beach, 10:30 a.m. Only the AORMA Chair and Vice Chair attend the EC meetings All AORMA Committee members attend the BOD	

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



California State University Risk Management Authority
Auxiliary Organizations Risk Management Alliance

2014 CSURMA • AORMA MEETING CALENDAR

JULY, 2014		AUGUST, 2014		SEPTEMBER, 2014	
TBD	AORMA Officers Retreat (TBD)	13	Liab claim review: Teleconference, 10:00 AM	10	AORMA New Committee Member Orientation: Newport Beach, 9:00 a.m.
28	MSLCTC: Teleconference, 11:00 a.m.			10	AORMA LRP: Newport Beach, 10:00 a.m.
31	PC: Teleconference, 2:00 p.m.			11	AORMA: Newport Beach, 9:00 a.m.
				12	EC: Newport Beach, 8:30 a.m.
	Only the AORMA Chair, Vice Chair, Past Chair and Ex Officio attend the AORMA Officers Retreat		Only the AORMA Chair and Vice Chair attend the liab claim review		Only the AORMA Chair and Vice Chair attend the EC meetings
OCTOBER, 2014		NOVEMBER, 2014		DECEMBER, 2014	
23	AORMA: Long Beach, 10:00 a.m.	12	Liab claim review: Teleconference, 10:00 AM	4	AORMA: TBD, 10:00 a.m.
24	EC: Long Beach, 9:00 a.m.	17	MSLCTC: Teleconference, 11:00 a.m.	5	EC: TBD, 8:30 a.m.
24	BOD: Long Beach, 10:30 a.m.			11	PC: Teleconference, 2:00 p.m.
	Only the AORMA Chair and Vice Chair attend the EC meetings		Only the AORMA Chair and Vice Chair attend the liab claim review		Only the AORMA Chair and Vice Chair attend the EC meetings
	All AORMA Committee members attend the BOD				

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

MSLCTC BUDGET FOR FY 13/14

ISSUE: The current FY 13/14 CSURMA budget allocates the loss control expenses to all of the members in the liability and workers' compensation programs. Only the Workshops and Training expenses are allocated to all of the AORMA programs. The expenses are allocated based on each member's percentage of the total program premiums. Some of the loss control programs provide a benefit only to auxiliary organizations with employees, such as the Employers Group HR consulting services, and Target Solutions. Staff will begin working on the FY 14/15 CSURMA budget and would like input from the MSLCTC as to how these loss control expenses should be allocated.

RECOMMENDATION: Staff recommends that the committee review the FY 13/14 MSLCTC budget – program allocation and provide direction for the allocation of the FY 14/15 loss control expenses.

FISCAL IMPACT: None.

BACKGROUND: Historically, the loss control expenses have been allocated to all AORMA members regardless of whether they are eligible to use the service. The logic for this decision is that all members in a self-insured program benefit from an overall reduction of losses.

PUBLICATION: None

ATTACHMENT(S):

- a. MSLCTC FY 13/14 Budget - Allocation Between Programs
- b. CSURMA FY 13/14 Budget

CSURMA AORMA
Member Services, Loss Control and Training Committee
FY 13/14 Budget - Allocation Between Programs

Total Operating Revenues:	300,844	Liability	WC	Property	Crime	UIP
Operating Expenses:						
<i>Loss Control</i>						
Alliant Loss Control Services	87,000	43,500	43,500	-	-	-
Target Safety	80,750	40,375	40,375	-	-	-
Employers Group - HR Services	27,645	13,823	13,823	-	-	-
Minors on Campus (Praesidium)	9,499	9,499	-	-	-	-
Theater Safety (UC)	6,332	3,166	3,166	-	-	-
<i>Infrared Testing</i>	5,000	2,500	2,500	-	-	-
<i>Risk Reduction Program - Safety Contingency</i>	35,000	-	35,000	-	-	-
<i>Remaining Funds</i>	22,730	10,947	11,782	-	-	-
TOTAL:	273,956	123,810	150,146	-	-	-
<i>Workshops and Training</i>						
AOA Sponsorship / 2013 Fitting the Pieces Conference	26,888	6,894	8,361	6,658	660	4,314
TOTAL:	26,888	6,894	8,361	6,658	660	4,314
GRAND TOTAL:	300,844	130,704	158,507	6,658	660	4,314

**CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2013 to June 30, 2014**

ADOPTED

TOTAL: AORMA PROGRAMS

	<i>Amended</i> FY 12/13 <u>Budget</u>	<i>Proposed</i> FY 13/14 <u>Budget</u>	Budget <u>Change</u>
Operating Revenues			
Contributions	12,962,681	14,293,685	1,331,004
Reinsurance Premiums	-825,000	-825,000	0
Total Operating Revenues	<u>12,137,681</u>	<u>13,468,685</u>	<u>1,331,004</u>

Operating Expenses

Direct Program Expenses

Claims Payments & Legal Expenses	5,363,985	5,614,704	250,719
Deductible Recoveries	-50,000	-50,000	0
Claims Administrators	240,000	252,100	12,100
Claims Management Information System	0	0	0
Program Administrators	1,212,996	1,212,996	0
Brokerage Commissions & Fees	298,750	298,750	0
Insurance Premiums (net of brokerage)	2,950,336	2,950,336	0
Taxes, Assessments & Fees	35,000	35,000	0
Actuarial Services	11,000	11,000	0
Claims Audit	10,000	10,000	0
Coverage Counsel	6,000	6,000	0
Program Legal	12,500	2,500	-10,000
Miscellaneous Program Services	255	255	0
Workshop/Training Expenses	15,000	26,888	11,888
Loss Control Expenses	258,125	273,956	15,831
Appraisals	0	0	0
Reinsurance Recovery	0	0	0
Program Committee	28,688	28,688	0
Dividend Distributions	2,219,190	2,219,190	0
Total Direct Program Expenses	<u>12,611,825</u>	<u>12,892,362</u>	<u>280,537</u>

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2013 to June 30, 2014

ADOPTED

TOTAL: AORMA PROGRAMS

	<i>Amended</i> FY 12/13 <u>Budget</u>	<i>Proposed</i> FY 13/14 <u>Budget</u>	Budget <u>Change</u>
General & Administrative Expenses			
Financial Audit	7,544	7,587	43
Executive Committee & Board Expenses	4,664	5,374	711
JPA Insurance	3,772	4,347	575
Memberships, Associations & Dues	720	830	110
Chancellor's Office Accounting Services	44,578	51,371	6,793
Chancellor's Office Risk Management Service	153,073	176,399	23,327
JPA Accreditation	0	0	0
JPA Legal	686	790	105
Miscellaneous Expenses	2,057	2,371	314
Total General & Administrative Expenses	<u>217,093</u>	<u>249,069</u>	<u>31,976</u>
Total Operating Expenses	<u>12,828,918</u>	<u>13,141,432</u>	<u>312,513</u>
Non-Operating Revenues			
Investment Income	812,476	627,018	-185,458
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>812,476</u>	<u>627,018</u>	<u>-185,458</u>
Net Surplus (Deficit)	<u>121,239</u>	<u>954,272</u>	
Beginning Retained Earnings	13,905,612	14,026,851	
Ending Retained Earnings	14,026,851	14,981,123	

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2013 to June 30, 2014

ADOPTED

AORMA LIABILITY PROGRAM

(Fund 21)

	<i>Amended</i> FY 12/13 <u>Budget</u>	<i>Proposed</i> FY 13/14 <u>Budget</u>	Budget <u>Change</u>
Operating Revenues			
Contributions	3,546,798	3,665,132	118,334
Reinsurance Premiums	-825,000	-825,000	0
Total Operating Revenues	<u>2,721,798</u>	<u>2,840,132</u>	<u>118,334</u>
Operating Expenses			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	1,167,620	1,318,479	150,859
Deductible Recoveries	-50,000	-50,000	0
Claims Administrators	15,000	15,000	0
Claims Management Information System	0	0	0
Program Administrators	567,500	557,137	-10,363
Brokerage Commissions & Fees	60,000	60,000	0
Insurance Premiums (net of brokerage)	346,582	346,582	0
Taxes, Assessments & Fees	0	0	0
Actuarial Services	5,000	5,000	0
Claims Audit	5,000	5,000	0
Coverage Counsel	5,000	5,000	0
Program Legal	2,500	2,500	0
Miscellaneous Program Services	0	0	0
Workshop/Training Expenses	4,104	6,894	2,790
Loss Control Expenses	118,497	123,810	5,313
Appraisals	0	0	0
Reinsurance Recovery	0	0	0
Program Committee	8,619	8,619	0
Dividend Distributions	1,403,847	1,403,847	0
Total Direct Program Expenses	<u>3,659,269</u>	<u>3,807,869</u>	<u>148,600</u>

**CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2013 to June 30, 2014**

ADOPTED

AORMA LIABILITY PROGRAM

(Fund 21)

	<i>Amended</i> FY 12/13 <u>Budget</u>	<i>Proposed</i> FY 13/14 <u>Budget</u>	<u>Budget</u> Change
General & Administrative Expenses			
Financial Audit	2,064	1,945	-119
Executive Committee & Board Expenses	1,276	1,378	102
JPA Insurance	1,032	1,115	83
Memberships, Associations & Dues	197	213	16
Chancellor's Office Accounting Services	12,197	13,172	975
Chancellor's Office Risk Management Service	41,883	45,232	3,349
JPA Accreditation	0	0	0
JPA Legal	188	203	15
Miscellaneous Expenses	563	608	45
Total General & Administrative Expenses	<u>59,400</u>	<u>63,865</u>	<u>4,465</u>
Total Operating Expenses	<u>3,718,669</u>	<u>3,871,734</u>	<u>153,065</u>
Non-Operating Revenues			
Investment Income	316,027	205,705	-110,322
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>316,027</u>	<u>205,705</u>	<u>-110,322</u>
Net Surplus (Deficit)	<u>-680,845</u>	<u>-825,897</u>	
Beginning Retained Earnings	6,159,342	5,478,497	
Ending Retained Earnings	5,478,497	4,652,600	

Includes Cyber Risk Liability

**CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2013 to June 30, 2014**

ADOPTED

AORMA WORKERS' COMPENSATION PROGRAM

(Fund 22)

	<i>Amended</i> FY 12/13 <u>Budget</u>	<i>Proposed</i> FY 13/14 <u>Budget</u>	Budget <u>Change</u>
Operating Revenues			
Contributions	4,179,283	4,444,743	265,460
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>4,179,283</u>	<u>4,444,743</u>	<u>265,460</u>
Operating Expenses			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	2,204,128	2,293,988	89,860
Deductible Recoveries	0	0	0
Claims Administrators	205,000	205,000	0
Claims Management Information System	0	0	0
Program Administrators	334,692	293,581	-41,111
Brokerage Commissions & Fees	40,000	40,000	0
Insurance Premiums (net of brokerage)	395,000	395,000	0
Taxes, Assessments & Fees	35,000	35,000	0
Actuarial Services	6,000	6,000	0
Claims Audit	5,000	5,000	0
Coverage Counsel	1,000	1,000	0
Program Legal	0	0	0
Miscellaneous Program Services	255	255	0
Workshop/Training Expenses	4,836	8,361	3,525
Loss Control Expenses	139,628	150,146	10,518
Appraisals	0	0	0
Reinsurance Recovery	0	0	0
Program Committee	9,906	9,906	0
Dividend Distributions	815,343	815,343	0
Total Direct Program Expenses	<u>4,195,788</u>	<u>4,258,579</u>	<u>62,791</u>

**CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2013 to June 30, 2014**

ADOPTED

AORMA WORKERS' COMPENSATION PROGRAM

(Fund 22)

	<i>Amended</i> FY 12/13 <u>Budget</u>	<i>Proposed</i> FY 13/14 <u>Budget</u>	Budget <u>Change</u>
General & Administrative Expenses			
Financial Audit	2,432	2,359	-73
Executive Committee & Board Expenses	1,504	1,671	168
JPA Insurance	1,216	1,352	136
Memberships, Associations & Dues	232	258	26
Chancellor's Office Accounting Services	14,372	15,974	1,602
Chancellor's Office Risk Management Service	49,352	54,853	5,501
JPA Accreditation	0	0	0
JPA Legal	221	246	25
Miscellaneous Expenses	663	737	74
Total General & Administrative Expenses	<u>69,993</u>	<u>77,450</u>	<u>7,458</u>
Total Operating Expenses	<u>4,265,781</u>	<u>4,336,029</u>	<u>70,248</u>
Non-Operating Revenues			
Investment Income	398,471	284,878	-113,593
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>398,471</u>	<u>284,878</u>	<u>-113,593</u>
Net Surplus (Deficit)	<u>311,973</u>	<u>393,591</u>	
Beginning Retained Earnings	5,119,614	5,431,587	
Ending Retained Earnings	5,431,587	5,825,178	

**CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2013 to June 30, 2014**

ADOPTED

AORMA PROPERTY PROGRAM *

(Fund 23)

	<i>Amended</i> FY 12/13 <u>Budget</u>	<i>Proposed</i> FY 13/14 <u>Budget</u>	<u>Budget</u> Change
Operating Revenues			
Contributions	3,028,727	3,539,254	510,527
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>3,028,727</u>	<u>3,539,254</u>	<u>510,527</u>
Operating Expenses			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	240,000	250,000	10,000
Deductible Recoveries	0	0	0
Claims Administrators	0	0	0
Claims Management Information System	0	0	0
Program Administrators	242,548	254,983	12,435
Brokerage Commissions & Fees	181,250	181,250	0
Insurance Premiums (net of brokerage)	2,061,673	2,061,673	0
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	3,505	6,658	3,153
Loss Control Expenses	0	0	0
Appraisals	0	0	0
Reinsurance Recovery	0	0	0
Program Committee	5,707	5,707	0
Dividend Distributions	0	0	0
Total Direct Program Expenses	<u>2,734,683</u>	<u>2,760,270</u>	<u>25,588</u>

**CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2013 to June 30, 2014**

ADOPTED

AORMA PROPERTY PROGRAM *

(Fund 23)

	<i>Amended</i> FY 12/13 <u>Budget</u>	<i>Proposed</i> FY 13/14 <u>Budget</u>	Budget <u>Change</u>
General & Administrative Expenses			
Financial Audit	1,763	1,879	116
Executive Committee & Board Expenses	1,090	1,331	241
JPA Insurance	881	1,076	195
Memberships, Associations & Dues	168	205	37
Chancellor's Office Accounting Services	10,416	12,720	2,304
Chancellor's Office Risk Management Service	35,765	43,678	7,913
JPA Accreditation	0	0	0
JPA Legal	160	196	35
Miscellaneous Expenses	481	587	106
Total General & Administrative Expenses	<u>50,724</u>	<u>61,672</u>	<u>10,948</u>
Total Operating Expenses	<u>2,785,406</u>	<u>2,821,942</u>	<u>36,536</u>
Non-Operating Revenues			
Investment Income	39,795	48,584	8,790
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>39,795</u>	<u>48,584</u>	<u>8,790</u>
Net Surplus (Deficit)	<u>283,115</u>	<u>765,896</u>	
Beginning Retained Earnings	-290,116	-7,001	
Ending Retained Earnings	-7,001	758,896	

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

**CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2013 to June 30, 2014**

ADOPTED

AORMA CRIME PROGRAM *

(Fund 24)

	<i>Amended</i> FY 12/13 <u>Budget</u>	<i>Proposed</i> FY 13/14 <u>Budget</u>	Budget <u>Change</u>
Operating Revenues			
Contributions	290,404	351,104	60,700
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>290,404</u>	<u>351,104</u>	<u>60,700</u>
Operating Expenses			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	75,000	75,000	0
Deductible Recoveries	0	0	0
Claims Administrators	0	0	0
Claims Management Information System	0	0	0
Program Administrators	23,256	25,295	2,039
Brokerage Commissions & Fees *	17,500	17,500	0
Insurance Premiums	147,081	147,081	0
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	336	660	324
Loss Control Expenses	0	0	0
Appraisals	0	0	0
Reinsurance Recovery	0	0	0
Program Committee	394	394	0
Dividend Distributions	0	0	0
Total Direct Program Expenses	<u>263,567</u>	<u>265,930</u>	<u>2,363</u>

**CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2013 to June 30, 2014**

ADOPTED

AORMA CRIME PROGRAM *

(Fund 24)

	<i>Amended</i> FY 12/13 <u>Budget</u>	<i>Proposed</i> FY 13/14 <u>Budget</u>	Budget <u>Change</u>
General & Administrative Expenses			
Financial Audit	169	186	17
Executive Committee & Board Expenses	104	132	28
JPA Insurance	85	107	22
Memberships, Associations & Dues	16	20	4
Chancellor's Office Accounting Services	999	1,262	263
Chancellor's Office Risk Management Service	3,429	4,333	904
JPA Accreditation	0	0	0
JPA Legal	15	19	4
Miscellaneous Expenses	46	58	12
Total General & Administrative Expenses	<u>4,864</u>	<u>6,118</u>	<u>1,254</u>
Total Operating Expenses	<u>268,430</u>	<u>272,048</u>	<u>3,618</u>
Non-Operating Revenues			
Investment Income	1,055	2,402	1,347
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>1,055</u>	<u>2,402</u>	<u>1,347</u>
Net Surplus (Deficit)	<u>23,028</u>	<u>81,458</u>	
Beginning Retained Earnings	60,671	83,699	
Ending Retained Earnings	83,699	165,157	

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

**CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2013 to June 30, 2014**

ADOPTED

AORMA UNEMPLOYMENT INSURANCE PROGRAM

(Fund 25)

	<i>Amended</i> FY 12/13 <u>Budget</u>	<i>Proposed</i> FY 13/14 <u>Budget</u>	Budget <u>Change</u>
Operating Revenues			
Contributions	1,917,469	2,293,452	375,983
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>1,917,469</u>	<u>2,293,452</u>	<u>375,983</u>
Operating Expenses			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	1,677,237	1,677,237	0
Deductible Recoveries	0	0	0
Claims Administrators	20,000	32,100	12,100
Claims Management Information System	0	0	0
Program Administrators	45,000	82,000	37,000
Brokerage Commissions & Fees	0	0	0
Insurance Premiums (net of brokerage)	0	0	0
Taxes, Assessments & Fees	0	0	0
Actuarial Services	0	0	0
Claims Audit	0	0	0
Coverage Counsel	0	0	0
Program Legal	10,000	0	-10,000
Miscellaneous Program Services	0	0	0
Workshop/Training Expenses	2,219	4,314	2,095
Loss Control Expenses	0	0	0
Appraisals	0	0	0
Reinsurance Recovery	0	0	0
Program Committee	4,063	4,063	0
Dividend Distributions	0	0	0
Total Direct Program Expenses	<u>1,758,518</u>	<u>1,799,714</u>	<u>41,195</u>

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2013 to June 30, 2014

ADOPTED

AORMA UNEMPLOYMENT INSURANCE PROGRAM

(Fund 25)

	<i>Amended</i> FY 12/13 <u>Budget</u>	<i>Proposed</i> FY 13/14 <u>Budget</u>	Budget <u>Change</u>
General & Administrative Expenses			
Financial Audit	1,116	1,217	101
Executive Committee & Board Expenses	690	862	172
JPA Insurance	558	697	139
Memberships, Associations & Dues	107	133	27
Chancellor's Office Accounting Services	6,594	8,243	1,649
Chancellor's Office Risk Management Service	22,643	28,304	5,661
JPA Accreditation	0	0	0
JPA Legal	101	127	25
Miscellaneous Expenses	304	380	76
Total General & Administrative Expenses	<u>32,113</u>	<u>39,964</u>	<u>7,851</u>
Total Operating Expenses	<u>1,790,631</u>	<u>1,839,678</u>	<u>49,046</u>
Non-Operating Revenues			
Investment Income	57,129	85,449	28,320
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>57,129</u>	<u>85,449</u>	<u>28,320</u>
Net Surplus (Deficit)	<u>183,967</u>	<u>539,224</u>	
Beginning Retained Earnings	2,856,101	3,040,068	
Ending Retained Earnings	3,040,068	3,579,292	

RISK REDUCTION MATCHING GRANT PROGRAM
CRITERIA AND QUALIFICATIONS

ISSUE: As stated in Policy and Procedure A-6 – Risk Reduction Matching Grant Incentive Program, the purpose of the program is:

The Risk Reduction Matching Grant Incentive Program (**Program**) makes funds available to AORMA Members (**Members**) in both the Liability and Workers' Compensation programs. It funds specialized training, safety equipment, physical improvements or any other safety related item that will lead to a documentable reduction in claims costs. The purpose of this type of *matching grant program* is to encourage **Members** to enhance existing risk reduction efforts.

Bearing in mind the purpose and the focus of the Program, the MSLCTC met on August 26, 2013, and reviewed all of the grant applications received. The committee ultimately decided that;

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

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

RECOMMENDATION: Staff recommends that the Committee review Policy and Procedure A-6 and recommend revisions as appropriate.

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None

ATTACHMENT(S):

- a. Policy and Procedure A-6 – Risk Reduction Matching Grant Incentive Program



CSURMA AORMA

POLICY AND PROCEDURE NO. A-6

SUBJECT:	RISK REDUCTION MATCHING GRANT INCENTIVE PROGRAM
ADOPTED:	MAY 9, 2013
EFFECTIVE:	JULY 1, 2013
AMENDED:	SEPTEMBER 12, 2013

PURPOSE:

The Risk Reduction Matching Grant Incentive Program (**Program**) makes funds available to AORMA Members (**Members**) in both the Liability and Workers' Compensation programs. It funds specialized training, safety equipment, physical improvements or any other safety related item that will lead to a documentable reduction in claims costs. The purpose of this type of *matching grant program* is to encourage **Members** to enhance existing risk reduction efforts.

POLICY:

1. Annually, the Member Services, Loss Control and Training Committee (**MSLCTC**) will complete the following activities:
 - a. Propose to the AORMA Committee a budget amount for the **Program**.
 - b. Review the Liability and Workers' Compensation loss information to identify patterns and claims which may be preventable with the (1) purchase, replacement or upgrade of physical property or (2) development of specialized training.
 - c. Identify the focus of the **Program** for the upcoming fiscal year.
 - d. Approve a grant application and a maximum per **Member** grant amount.
 - e. Send out a memo to all **Members** identifying the focus of the **Program** and inviting **Members** to apply for the grant by completing the grant application.
 - f. Along with the Program Administrator, the grant applications will be reviewed, and if found to be appropriate and consistent with the purpose of the **Program** may be approved by the MSLCTC.
2. To access funds under the **Program**, a **Member** must complete the grant application which will include;
 - a. A description of the proposed risk reduction project
 - b. The anticipated timeline for completion of the risk reduction project. An estimate of the total costs for the proposed risk reduction project.

3. The **Member** will be expected to complete the proposed risk reduction project within the timeline provided within the grant application. Upon review, the MSLCTC may rescind the grant if the **Member** has not started, or completed, the risk reduction project within the timeframe proposed.
4. Fifty percent (50%) of the **Member's** risk reduction project costs (up to the maximum grant amount approved for that **Member**) will be reimbursed under the **Program**. The **Member** will submit to the MSLCTC the final paid receipt to be used to calculate the **Program** reimbursement amount.
5. After the grant funds are utilized, the **Member** will provide a brief report providing information that will assist the MSLCTC in monitoring this **Program's** effectiveness and the merits of future **Program** funds.
6. The MSLCTC will work with the Grant Recipients to develop benchmarks to evaluate the success of the **Program**. The MSLCTC will also provide guidance to future Grant Recipients based on these historical benchmarks.

AORMA SMART PHONE APPLICATION

ISSUE: Brent Escoubas, from Alliant Loss Control Services, will provide a demonstration of the new AORMA smart phone application during the meeting.

RECOMMENDATION: Staff recommends that the committee members review the smart phone application and direct Staff accordingly.

FISCAL IMPACT: To be determined.

BACKGROUND: None.

PUBLICATION: None

ATTACHMENT(S): None

SHOES FOR CREWS PROGRAM

ISSUE: According to the Sedgwick loss run valued at June 30, 2013, over the past five years, AORMA has incurred slip, trip and fall workers' compensation claims in the amount of \$7.9 Million. Shoes for Crews (SFC) helps eliminate workplace slips and falls by selling slip-resistant footwear. SFC has a corporate program which offers the following benefits:

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

The customized shoe programs offered are noted below:

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

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

RECOMMENDATION: Staff recommends that the committee review the SFC information attached and provide direction.

FISCAL IMPACT: To be determined.

BACKGROUND: None.

PUBLICATION: None, at this time.

ATTACHMENT(S):

1. \$10,000 Slip and Fall Warranty
2. Cost Savings Calculator
3. UC Case Study
4. University Presentation
5. Types of Programs Offered
6. AORMA Slip, Trip and Fall Workers' Compensation Loss Information
7. Corporate Program Benefits

**SHOES
FOR CREWS®**

THE SHOE THAT GRIPS®

\$10,000

WARRANTY

"This is the single **most effective program** to reduce the total cost of workman's compensation."

KURT L.
Vice President of Risk Services,
The Cheescake Factory,
Calabasas Hills, CA

The
greatest
warranty you
may never
need!

Employees rarely, if ever, slip and fall in our footwear. Should any employee have a slip and fall accident while wearing Shoes For Crews®, we will reimburse your company up to \$10,000 for each workers' compensation claim paid.



250 S. Australian Avenue, West Palm Beach, Florida 33401 • For more information, please call toll free
1.877.NO.SLIPS (1.877.667.5477) • Visit us online at shoesforcrews.com/warranty

Warranty Limitations, Conditions & Exceptions

LIMITED WARRANTY

Shoes For Crews® hereby agrees to reimburse a qualifying Company participating in the Shoes For Crews Payroll Deduction Plan for any direct medical expenses paid by Company relative to injuries sustained by an employee(s) of Company resulting from slip and fall accidents while wearing shoes purchased from Shoes For Crews. Conditions apply.

CONDITIONS & EXCEPTIONS:

1. At the time of the accident, the employee must have been wearing shoes purchased through Shoes For Crews Payroll Deduction Plan within six (6) months prior to the accident date.
2. Accidents occurring due to solid obstacles on the floor, or on ice surfaces, in freezers, coolers, or sub-zero environments are specifically excluded. Acceptable obstacles include, but not limited to: water, grease, liquefied fats, and synthetic lubricants.
3. The maximum individual claim is up to \$10,000, limited to 20% of your year-to-date purchases from SFC during the calendar year of which the accident occurs.
4. Shoes For Crews reimbursement through the Payroll Deduction Plan are for direct medical expenses only. Claims other than direct medical expenses will not be considered for payment including but not limited to expenses due to time lost at work.
5. Shoes For Crews reserves the right to require written verification by the employee confirming any of the above conditions on form(s) provided by Shoes For Crews.
6. The Limited Warranty may be cancelled by Shoes For Crews if the Company is more than sixty (60) days delinquent at any time on any invoice(s) from Shoes For Crews.
7. The Limited Warranty is only effective for slip and falls that occur on a level floor within the Company workplace.
8. CrewGuard® is a shoe covering that does not possess the same fit characteristics as Shoes For Crews footwear; therefore, CrewGuard is excluded from the warranty.
9. Stairs are excluded from coverage in any form within the context of the warranty.
10. Reimbursement request must be submitted within sixty (60) days from the accident date. Shoes For Crews will not pay any reimbursements on closed claims.
11. Final claim reimbursements must be made within two (2) years of the accident date. Reimbursements for claims submitted after the two (2) year anniversary date of the accident will be refused.

CLAIMS PROCEDURES

Upon occurrence of any accident covered hereunder, Company must report the same to Shoes For Crews (on form(s) to be provided by Shoes For Crews) which must be received by Shoes For Crews within sixty (60) days of the occurrence of such accident. Failure to so notify company within the stated time period, will result in denial of the claim.

TERMINATION

This Limited Warranty shall automatically be cancelled upon the termination of the employee Payroll Deduction Plan with Shoes For Crews.

VENUE

This Limited Warranty shall be governed by the laws of the State of Florida. The venue for any action arising out of this agreement shall lie in Palm Beach County, Florida.



Shoes For Crews, LLC, a Florida Corp.

Date


Matthew Smith, President

Shoes For Crews® Warranty Claim Instructions

When a manager at one of your facilities informs you that an employee has had a slip and fall accident while wearing Shoes For Crews purchased through Payroll Deduction, please do the following:

- The facility manager, where the accident occurred, must fill out the Shoes For Crews Slip and Fall Accident Report. The form must be completed, signed, notarized and forwarded to the corporate Safety/Risk Manager.
- The corporate Safety/Risk Manager will be required to forward the following forms to Shoes For Crews, within sixty (60) days of the accident date:
 - The Shoes For Crews Slip and Fall Accident Report completed, signed and notarized by the facility manager where the accident occurred
 - A copy of your company's internal Worker's Compensation Claim
- Send a copy of the paid Worker's Compensation Claim to Shoes For Crews, LLC for processing as soon as it is available.
- Shoes For Crews may reimburse up to a **maximum of \$10,000, limited to 20% of the respective company's years-to-date purchases from SFC during the calendar year in which the accident occurred.** Once a copy of the paid Worker's Compensation Claim has been received, reimbursement will be made for direct medical expenses only. (Please see the Limited Warranty for details.)

Please send the completed forms to:

Shoes For Crews, LLC
Attn: Warranty Program Manager
250 South Australian Avenue
West Palm Beach, FL 33401

Note: To qualify for the Shoes For Crews Slip and Fall Warranty, all claims for reimbursement must include employee's name and employee's ID number to verify their purchase of Shoes For Crews.

Not responsible for any typographical errors. Terms of this policy is subject to change.



250 S. Australian Avenue, West Palm Beach, Florida 33401
For more information, please call toll free
1.877.NO.SLIPS (1.877.667.5477)
Visit us online at shoesforcrews.com/warranty

Slip & Fall Accident Report

Before me the undersigned notary appeared _____ who after being duly sworn states the following:

Name of Company: _____

Location of Accident: _____

City: _____ State: _____ Zip Code: _____

Phone Number: _____

Claimant Name: _____ Claimant ID Number: _____

Date of Injury: _____ SFC style worn at time of accident: _____ Invoice Number: _____

Incident Description: _____

At the time of the accident, was the claimant wearing Shoes For Crews® purchased within six (6) months prior to the date of the accident through your Company's Payroll Deduction Plan? Yes No

Please Check one of the following as the cause of the accident:

- Claimant slipped on food particles or some other object that was left on the floor
- Claimant slipped on ice or while working in the freezer, cooler or sub-zero environment
- Claimant slipped while wearing Shoes For Crews in his/her workplace and not because of option 1 or 2

The undersigned has personal knowledge of the information obtained herein. I hereby certify the above information to be true and correct with the full knowledge of the applicable law regarding sworn affidavits, certificates and the penalties and liabilities resulting from false statements and misrepresentations.

Manager's Name: _____ Work Phone: _____

Manager's Signature: _____ Title: _____

State: _____ County: _____

The foregoing instrument was acknowledged before me this _____ day of _____, 20____, by

_____, who is personally known to me or who has produced

_____ as identification who did/did not take an oath.

Signature: _____ Print Name: _____

Notary Public State of _____ at large. My commission expires _____

Office Use Only

Claim Number _____ Approved Denied _____

IMPORTANT: THIS FORM MUST BE NOTARIZED

250 S. Australian Avenue, West Palm Beach, Florida 33401 • For more information, please call toll free
1.877.NO.SLIPS (1.877.667.5477) • Visit us online at shoesforcrews.com/warranty 50



Shoes For Crews® Annual Accident Cost Savings & Profitability Calculator

If it ain't broke, A Shoes For Crews Safety Footwear Program will save your company money.

REDUCE Workplace accidents
Workers' Compensation costs
Business production
INCREASE Employee safety
Employee productivity
Profit margin

Program Type & Employee Participation

Shoes For Crews supports a variety of footwear payment options, each with varying employee participation averages. Your cost savings and slip and fall accident reductions will depend on how many employees are wearing SFC footwear. The higher the percentage of employees wearing Shoes For Crews, the greater your accident reduction rate will be.

Program Details	Average Employee Participation Rate
Company Paid Program <ul style="list-style-type: none"> • 100% funded by the company • Typically, companies purchase 2 pairs per employee, per year 	≥90%
Company Subsidized Program <ul style="list-style-type: none"> • Subsidy is offered by company for each pair purchased • Remaining balance is paid by employee (via payroll deduction or direct payment) • Subsidy amount is up to the company's discretion (a typical amount is \$30 per pair) • Typically, companies will subsidize 2 pairs per employee, per year 	50-70%
Employee Voluntary Payroll Deduction Program <ul style="list-style-type: none"> • 100% paid by Employee • The company is billed net 30 • Company will deduct payments straight from employees paycheck for convenience • Typically, companies will deduct from 2 paychecks 	20-40%
Employee Direct Payment <ul style="list-style-type: none"> • 100% paid by Employee • Employee can purchase with credit card, check or money order 	≤5%

Enter your company's information to see your savings.

Number of Employees required to wear slip-resistant footwear: **5,200**
 Total annual number of slip & fall accidents: **-**
 Total annual slip & fall costs: **\$ 1,580,000**

Average slip and fall costs includes full cost of accident including litigation and lost workdays

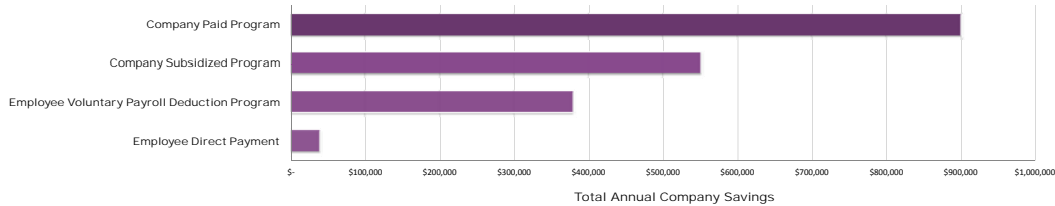
† Annual slip & fall costs are based on the national average of \$21,782, according to the National Safety Council 2007-2008, from "Fall at Work" NSC presentation by W. E. Scott PhD PE

Slip & Fall Reduction Rate

80%

Many factors contribute to the cost savings you will see when implementing a Shoes For Crews Safety Footwear Program. The largest is the participation rate you achieve. SFC estimates that your slip and falls will decline by 80% or more when participation in an SFC Program approaches 100%. Factors that prevent the elimination of all slips and falls include: first-day/new employees and guests not wearing SFC footwear, employees tripping on objects, and employees wearing SFC footwear that is older than 6 months. These are estimates based on actual customer data, results may vary.

Which program will save you the most money?



Company Paid Program

100% funded by the company

Avg Participation: **100%**
 Avg Shoe Price: **\$35**
 Annual pairs per employee: **2.0**

Slip and Fall Savings: \$ 1,264,000 = [Avg Participation X Annual Slip & Fall Cost] X 0.8
 Annual Cost for Company: \$ 364,000 = [Avg Shoe Price X Annual pair per employee] X Number of Employees
ANNUAL COMPANY SAVINGS \$ 900,000
 = Slip and Fall Savings - Annual Cost for Company

Company Subsidized Program

Cost is shared by company and employees

Avg Participation: **60%**
 Subsidy provided per pair: **\$20**
 Annual pairs per employee: **2.0**

Slip and Fall Savings: \$ 758,400 = [Avg Participation X Annual Slip & Fall Cost] X 0.8
 Annual Cost for Company: \$ 208,000 = [Subsidy Amt X Annual pair per employee] X 0.8
ANNUAL COMPANY SAVINGS \$ 550,400

Employee Voluntary Payroll Deduction Program

100% employee funded, paid in installments

Avg Participation: **30%**

Slip and Fall Savings: \$ 379,200 = [Avg Participation X Annual Slip & Fall Cost] X 0.8
 Annual Cost for Company: \$ -
ANNUAL COMPANY SAVINGS \$ 379,200

Employee Direct Payment

100% employee funded, paid by credit card, PayPal, check or money order

Avg Participation: **3%**

Slip and Fall Savings: \$ 37,920 = [Avg Participation X Annual Slip & Fall Cost] X 0.8
 Annual Cost for Company: \$ -
ANNUAL COMPANY SAVINGS \$ 37,920



Stop your profits from slipping away.
 Click here to get more information and set up an account





BACKGROUND

The University of California experiences over 700 slip and fall related claims every year which result in direct workers' compensation costs in excess of \$7 million per year. When factoring the indirect cost of these claims, it is estimated that these claims cost the University over \$15 million per year. During the last five fiscal years we have seen a consistent trend upward in both the frequency and severity of these types of claims. For the last five fiscal years (2006-2010), the ultimate direct cost of these claims will exceed \$33 million. The large majority of these claims involve food service and custodial employees who work in environments with wet and/or greasy floors. While attempts have been made to reduce slip and falls with the placement of mats and improved flooring material, these programs have not been as effective as the implementation of slip resistant shoe programs.

UCLA has one of the largest food service operations in the UC System, employing over 900 employees. For the past three years, the department has averaged over 100 slip and fall claims a year. In FY 2010, UCLA piloted a slip-resistant shoe program that utilized several different vendors. Those employees who wore the Shoes for Crews slip-resistant shoes did not experience any slip and falls during the pilot period and also received high ratings from the employees in terms of comfort.

In addition to the reduction in slip and fall injuries, the Shoes for Crews program also provides a slip and fall accident warranty that will reimburse the University for the cost of a workers' compensation claim, up to \$10,000, if an employee is wearing shoes when he/she slipped and fell.

The Charge/Goal

Implement the Shoes for Crews slip-resistant shoe program for food service and custodial employees system-wide with the goal of reducing the count and cost of slip and fall injuries by 50% in these job classifications.

CHALLENGES

Shoes for Crews does not have store front outlets to purchase shoes and ships shoes directly to the campus from their distribution center in Chino, California. As most people are accustomed to trying shoes on before purchasing and not waiting to receive the shoes, there may be some resistance to being required to purchase shoes through the program. To help facilitate this change in process, Shoes for Crews will conduct shoe fittings at the campuses for employees.

SUCCESSSES

After many years of contracting out the food service operations at UC Irvine, in 2006 the Campus brought the operations in house and employs over 150 full-time employee and over 700 student employees. As part of the transition,

the Food Service Department implemented the Shoes for Crews program and provided slip-resistant shoes to food service employees. The annual investment to purchase shoes for employees is \$16,000. Based upon the number of employees and historical University data, one would expect about 50 slip and fall claims per year; however, UC Irvine has only experienced an average of two claims per year. When considering the average slip and fall claim costs \$9,000, it is estimated that UC Irvine is saving over \$400,000 in direct workers' compensation costs annually by implementing the Shoes for Crews program.

INITIAL INVESTMENT

The initial investment to implement the Shoes for Crews program for the food service departments system-wide is \$300,000 annually. This is based upon providing 4,000 employees two shoes every year at a cost of \$35 per pair of shoes. Additionally, 2,000 pairs of slip-resistant over shoes at a cost of \$20,000, will be purchased for student and temporary employees to wear over their shoes regular shoes.

ANTICIPATED FISCAL RESULTS

UC Irvine's own experience and historical data from Shoes for Crews clients, has shown an immediate reduction in slip and fall accidents upon implementation, with over a 75% reduction within the first full year of implementation. Based upon the University's past trends, the program is expected to result in direct savings between \$1.5 to \$2 million annually. When considering the indirect costs associated with workplace accidents, the total savings will range between \$3-\$5 million annually. More importantly, we expect to achieve a sustainable reduction of over 400 employee injuries annually.

CURRENT ACTION AND NEXT STEPS

The Office of Risk Services is in the process of establishing a system-wide contract with Shoes for Crews and expects to roll-out the program by May 2011. Additionally, in order to help remove barriers to implementation, Risk Services will be funding the purchase of the shoes for the first two years and will be working with each campus to schedule on-site shoe fittings and to develop internal procedures to ensure the ordering and distribution of shoes is easy and as efficient as possible.

For more information, contact Erike Young, UCOP Risk Services, at (510) 987-0170 or eyoung@ucop.edu.

CONCLUDING STATEMENT

There are very few examples in which you can "buy" safety; however, the Shoes for Crews slip-resistant shoe program is one of those programs which will have an immediate impact in the reduction of employee slip and falls and ultimately will result in substantial savings to the University.



October 2013

THE ORIGINAL SLIP-RESISTANT SHOE

25 YEARS AND STILL GRIPPING



Delivering Safety Since 1984

SFC Vision Statement:

Eliminate workplace slip & fall accidents by making and selling the best slip-resistant footwear in the world while delighting our customers.

Shoes For Crews® Headquarters | West Palm Beach Florida



54 THE SHOE THAT GRIPS®

A Leader You Can Trust

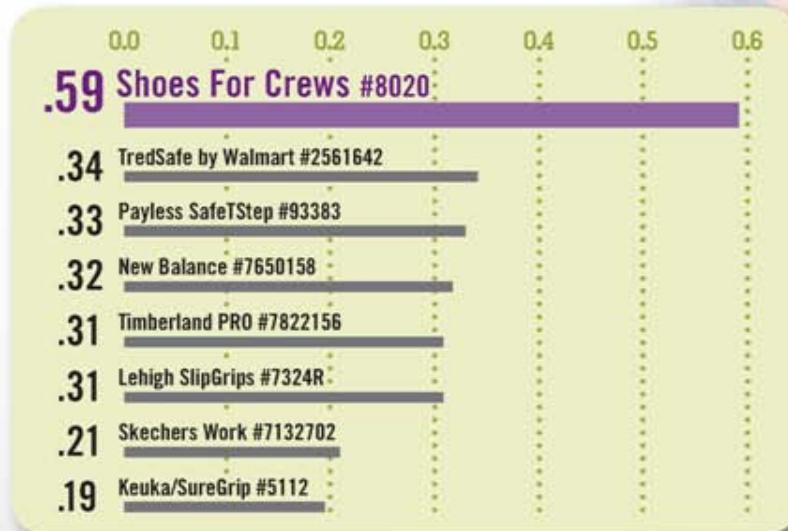
Shoes For Crews® has been the **trusted leader in safety footwear for education and foodservice professionals** for more than 25 years.

See why **thousands of facilities, in more than 100,000 locations** worldwide partners with SFC.

sfc outgrips

THE COMPETITION

*Independent slip-resistant testing by Precision Testing Laboratories**



*On a scale where 0.0 is the absence of friction and 1.0 is very high friction (e.g., dry carpet), SFC rated .59 – more than doubling the .29 average of the competitors above. See the full April 2012 independent lab test results at shoesforcrews.com/technology.

Did You Know?

- ❖ Slips and falls account for **more injury and workers' compensation costs** than any other accident type.¹
- ❖ The median number of **work days lost due to slip, trip and fall accidents** is between 7 and 14 days.²
- ❖ Slip and fall claims amounted to a staggering **\$13 billion annually** ¹, that's 25% of all workers compensation costs in 2010!

1 Liberty Mutual's Research Institute for Safety: 2010 Liberty Mutual Workplace Safety Index

2 Days lost vary depending on the severity of the incident. US Bureau of Labor Statistics 2007 Study on Median Days away from work in 2006.



How Well Are You Protected?

Do you have a defined slip and fall safety plan?

- ❖ Organizations that have communicated a well-defined safety program see **slip and fall claims decline by 59%**.¹
- ❖ Any safety program that does not mandate slip-resistant work shoes **increases the risk** of accident claims and higher insurance premiums.
- ❖ It is important to have a preferred slip-resistant shoe partner that is an expert in this category.

¹ Department of Health and Human Services, Slip, Trip and Fall Prevention for workers study by Jennifer Bell, Ph.D. 2008



Proven Leader in Slip and Fall Prevention

- ❖ We are committed to the advancement of slip-resistant technology.
- ❖ We are not a distributor, a middleman or a big box retailer serving the masses.
- ❖ We do one thing: research, design, engineer and manufacture every shoe we sell. Only then can a shoe carry the SFC insignia.



Unmatched Benefits to Maximize Safety

- ❖ We stand behind every shoe we sell:
 - 60-Day Wear and Compare Guarantee
 - FREE exchanges and an easy return policy
 - \$5,000 Slip & Fall Warranty
- ❖ Implementing our safety program is simple:
 - Special low corporate pricing
 - Customized programs to fit your needs
 - Payroll Deduction Program at no cost to you
- ❖ We make program tracking easy:
 - Detailed risk reporting to track usage
 - Regular program reviews



The Perfect Fit for You and Your Employees

Our shoes are designed to provide solid support and unbelievable comfort. With more than 100 styles to choose from, we have you covered.

- ❖ Men's and Women's options
- ❖ Athletic, Casual, Dress and Work



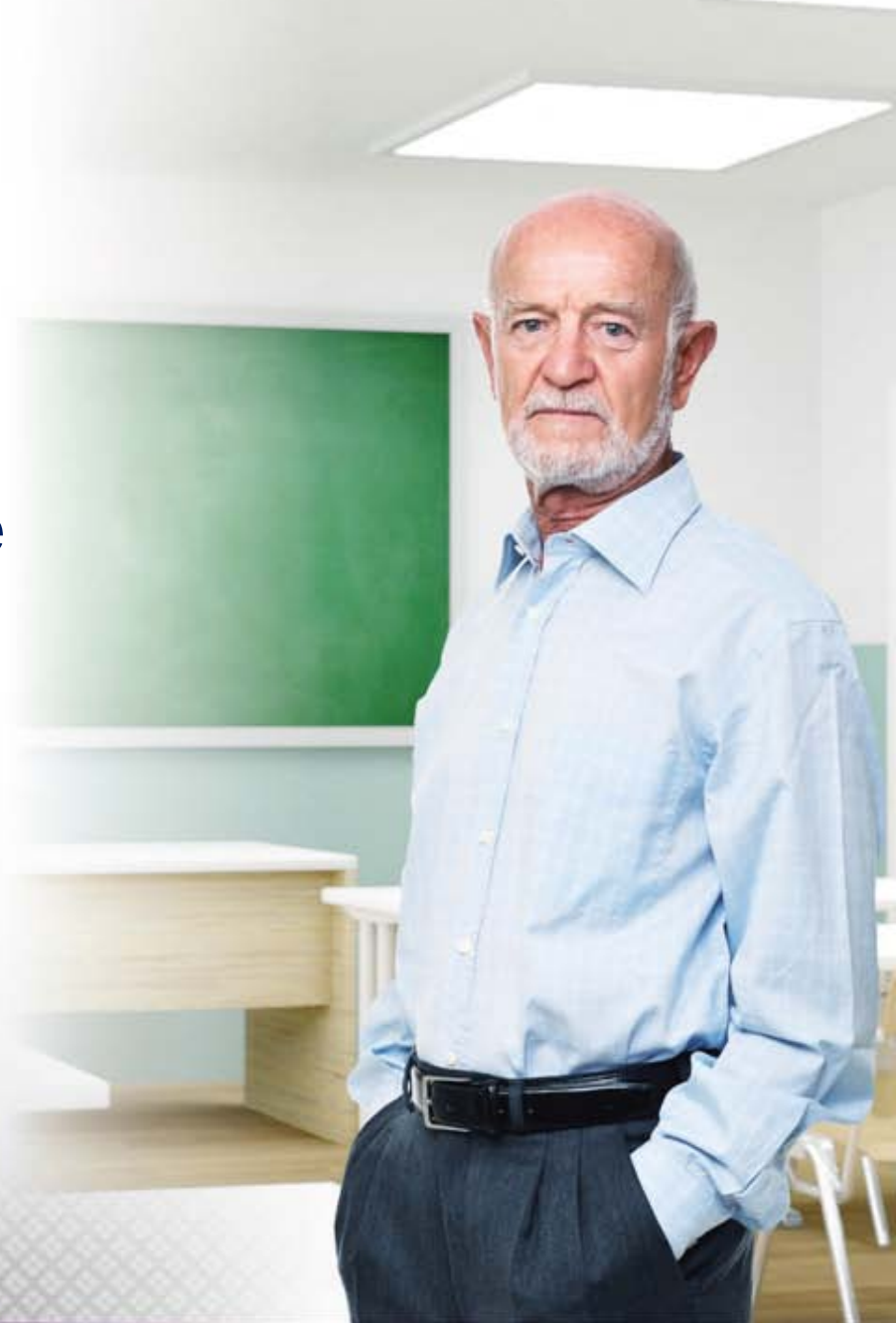
“I have a pair of
(a competitor) steel toe
shoes. Shoes For Crews
are **better price,
more comfort and
better slip
resistance. Best
shoe around!”**

Paul P., Janitor, New Jersey



“I am on my feet 75% of the time and I have found this shoe to be the **most comfortable** of any I have ever worn. **You’ve got a customer for life.**”

Bernard M., Washington University,
Missouri



“They are like
walking on air!
...extremely
comfortable to
wear all day.”

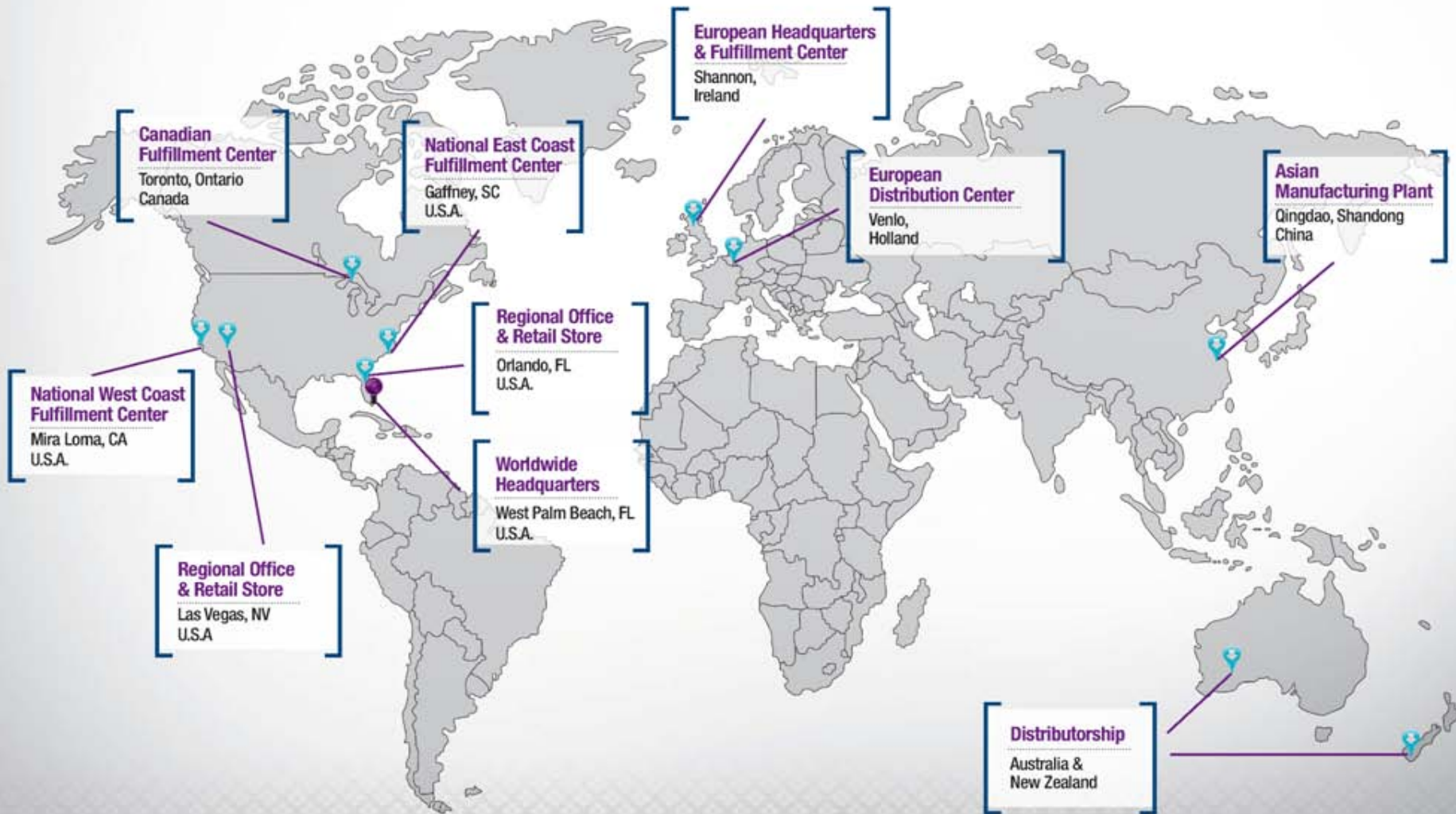
Mary K., Teacher, Ohio



Join more than **15,000 companies** in more than **100,000 locations worldwide** that rely on Shoes For Crews® as their **solution for slip and fall accidents.**



Delivering Safety Worldwide



For more information, contact:

Scott Townsend

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THE ORIGINAL SLIP-RESISTANT SHOE

25 YEARS AND STILL GRIPPING

SHOES FOR CREWS SAFETY FOOTWEAR PROGRAM TYPE OPTIONS

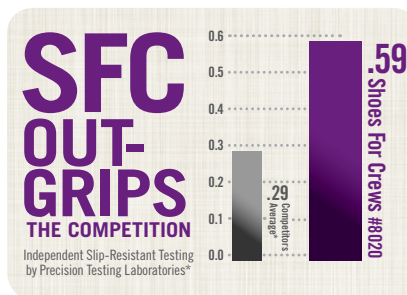
SHOES FOR CREWS SUPPORTS A VARIETY OF FOOTWEAR PAYMENT OPTIONS, EACH WITH VARYING EMPLOYEE PARTICIPATION AVERAGES

SFC PROGRAM OPTION	PROGRAM DETAILS	PAYMENT INFORMATION	AVERAGE PARTICIPATION	EXPECTED SLIP AND FALL REDUCTION*
Company Paid Program	<ul style="list-style-type: none"> • 100% funded by the company • Highest employee participation • Most effective mandatory slip-resistant shoe policy 	<ul style="list-style-type: none"> • Company is billed Net 30 for the 100% subsidy 	≥90%	≥72%
Company Subsidized Program	<ul style="list-style-type: none"> • Company determines a subsidized amount per pair purchased • Remaining balance is paid by the employee • High employee participation 	<ul style="list-style-type: none"> • Company requires employee to pay the balance directly or offers payroll deduction • Company is billed Net 30 for all employee purchases 	50-70%	40-56%
Employee Voluntary Payroll Deduction Program	<ul style="list-style-type: none"> • 100% funded by the employee • Employee permits deductions from his/her paycheck to cover the cost of the shoes • Low employee participation 	<ul style="list-style-type: none"> • Company is billed Net 30 for all employee purchases • Company deducts from employees paycheck to cover the cost of the shoes 	20-40%	16-32%

*Expected slip and fall reduction is 80% multiplied by the average participation percent. Many factors contribute to the cost savings you will see when implementing a Shoes For Crews Safety Footwear Program. The largest is the participation rate you achieve. Shoes For Crews (SFC) estimates that your slip and falls will decline by 80% or more when participation in an SFC Program approaches 100%. Factors that prevent the elimination of all slips and falls include: first-day/new employees and guests not wearing SFC footwear, employees tripping on objects, and employees wearing SFC footwear that is more than 6 months old. These are estimates based on actual customer data; results may vary.



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Workers' Compensation - Slip, Trip and Fall - Loss Information
July 1, 2008 through June 30, 2013
Class Codes 1006, 1007 and 1004

Incident Desc	Medical Incurred	Indemnity Incurred	Expense Incurred	Total Incurred	Shoes for Crews Coverage
Slipped on a piece of tomato on the floor.	4,700	62	383	5,144	4,700
EE walked backwards, slipped and fell, bruised upper left leg.	284	-	-	284	284
EE was standing on top of a milk crate to compact trash in dumpster, he slipped and fell as he stepped down from the crate hurting his right ankle.	198	38	-	236	198
EE stepped on floor mat by sink w/ right foot and left foot slipped on wet floor.	1,032	71	-	1,103	1,032
Employee was making shots, into a garbage can when he slipped and hit his head on a cart causing a cut above his left eye brow.	-	-	-	-	-
EE was entering back of van, van moved forward ee fell out.	117,500	100,612	16,800	234,912	10,000
EE walked into a beverage cooler carrying a case of bottled water to restock. It had been raining outside, her shoes were wet and the floor of the cooler is slick. As she walked in, her left foot slipped out from under her while trying to catch herself, s	823	-	-	823	823
EE was on steps vacuuming when she tripped on the vacuum cord and fell to knees.	249	-	-	249	
ee slipped on wet stairs	264	-	-	264	264
ee was doing food prep, working in the kitchen and slipped on the wet floor. She fell on her back, hurting her back, shoulders and leg and left arm.	951	-	-	951	951
slipped and fell, rolling ankle	533	5	-	539	533
EE was sliding a box of potatoes across the floor in the kitchen, she pushed against it and lost her balance causing to fall onto the floor.	-	-	-	-	-
EE stepped on a cart reached up for a case of taco meat, case fell forward knocking ee back and he fell on the floor landing on his right lower back.	361	-	-	361	
Walking to Public Safety, twisted right ankle.	1,307	-	-	1,307	1,307
EE was walking around a corner of the kitchen then slipped on a slice of tomatoe twisting her left leg	8,000	69	7,000	15,069	8,000
floor mat slipped due to grease underneath it and ee twisted his ankle.	120	-	-	120	
EE was walking. She slipped on wet floor.	693	-	-	693	693
EE slipped on the floor while carrying the serving trays.	320	-	-	320	320
while walking ee stepped wrong twisting ankle	745	-	-	745	

Workers' Compensation - Slip, Trip and Fall - Loss Information
July 1, 2008 through June 30, 2013
Class Codes 1006, 1007 and 1004

Incident Desc	Medical Incurred	Indemnity Incurred	Expense Incurred	Total Incurred	Shoes for Crews Coverage
after fixing the plates on the conveyor started to walk when she slipped and fell on her hand bending wrist back.	6,608	18,790	-	25,398	6,608
walked from wet carpet onto the tile floor and slipped and fell.	1,104	2,055	-	3,159	1,104
Employee and Supervisor was walking back to the office when she slipped on wet moss that was on the cement and fell	101	-	-	101	101
Employee works near the ice machine and when she turned and walked away she slipped on the ice that fell on the floor and fell bruising her right leg.	-	-	-	-	-
Employee slipped on main mess deck near the bottom of the stairs	111	-	-	111	111
Employee was compacting waste in trash dumpster. He attempted to use truck platform to jump on landing. Employee lost balance and crashed into truck bed injuring R wrist and R thigh	786	-	-	786	786
Employee walked in Room NRC where the lights were off and tripped over 2 tables on the floor	-	-	-	-	-
EE slipped in water	1,148	-	-	1,148	1,148
Worker slipped on tailgate while unloading compost, twisted sharply while trying to catch herself and strained her low back and left elbow	495	39	-	534	495
walked in front of ice machine and slipped on melted ice	458	-	-	458	458
Worker jumped over wet spot on floor and slipped, hyperextending the left wrist	450	-	-	450	450
Tripped on rubber mat and cut her cheek when fell, sore knee and wrist	16,719	3,450	20,500	40,669	
Fainted and hit the back of her head	1,032	-	-	1,032	
Employee slipped on wet floor	230	-	-	230	230
EE slipped and fell in water and hit back of head	58	-	-	58	58
EE was walking towards bakery from pots area and she slipped on water on the ground and fell backwards	1,361	-	-	1,361	1,361
EE was walking by dish wash area and slipped and fell	2,687	-	-	2,687	2,687
EE was retrieving bagels and slipped and fell	3,791	537	1,567	5,895	3,791
EE was pushing a wheelbarrow and slipped, landing on left knee	263	-	-	263	263
EE slipped and when she tried to catch her fall she cut her wrist on a metal shelf and had to receive stitches	371	-	-	371	371

Workers' Compensation - Slip, Trip and Fall - Loss Information
July 1, 2008 through June 30, 2013
Class Codes 1006, 1007 and 1004

Incident Desc	Medical Incurred	Indemnity Incurred	Expense Incurred	Total Incurred	Shoes for Crews Coverage
EE was getting a pot from a shelf when a smaller pot stored underneath slid out and was pulled off the shelf, he used his leg to break his fall	333	-	-	333	333
employee picked up a bread pan from a cart and tripped on the cart. She fell to her knees and then all the way to the floor face down.	2,231	-	23	2,254	2,231
walking in dormitory bathroom and slipped on wet floor	335	-	-	335	335
Employee fell and landed on her left hand/arm	26,000	10,561	15,200	51,761	10,000
EE slipped and fell as he was walking thru the kitchen area	147	-	-	147	147
EE fell to the ground onto the concrete driveway below the loading dock.	436	-	-	436	436
EE was working a shift at the Homan Hall desk. EE left Homan to go to Baker Hall, EE place of residence, to get a beverage using a skateboard. As EE was exiting Baker Hall on skateboard to return to Homan Hall, EE fell off skateboard. As EE tried to cont-	469	-	-	469	
slipped on wet floor and hurt left knee	407	-	-	407	407
EE was exiting area. Her pant leg caught on the corner of the box and lost her balance and fell.	_____	-	-	_____	
plugging in speakers, slipped off of stage falling to concrete, fell onto left side hit his head	199	-	-	199	
Carry two boxes of creamer, a box of stirrers, was walking through kitchen and slipped falling forward with hitting knee first, then stomach and strained lower back	3,793	-	-	3,793	3,793
EE was throwing a can of trash into a large dumpster and he lost his grip on the trash can. He climbed into the dumpster to retrieve the trash can and when he began to climb out of the dumpster, he slipped and fell, catching his left elbow on the corner e	84	-	-	84	
Was walking to take an order and another employee whom spilled water seconds before the fall there was no wet floor sign.	780	-	-	780	780
was cleaning the stairs and trying to carry bucket of solution down. Slipped and fell. During the process fell on left hand	269	-	-	269	269
EE was walking through dining area and slipped from food being on the floor. EE continued to work 8 hrs shift without telling anyone of her fall.	3,814	-	-	3,814	3,814

Workers' Compensation - Slip, Trip and Fall - Loss Information
July 1, 2008 through June 30, 2013
Class Codes 1006, 1007 and 1004

Incident Desc	Medical Incurred	Indemnity Incurred	Expense Incurred	Total Incurred	Shoes for Crews Coverage
The log broke and EE fell onto another log, spraining back and hitting head slipped on wet floor	2,641	-	-	2,641	
	1,311	-	-	1,311	1,311
EE was Assisting students with SAT questions, when another student requested the EE's help at their desk. On the EE's way to the other student, her pant leg became caught on a students desk and the EE fell on both knees.	1,657	-	-	1,657	
EE walked across wet floor causing her to slip and fall	5,143	-	132	5,275	5,143
EE walked into a freezer carrying a pan of ribs. Due to condensation, ice had formed on the floor which he was not aware of. As he walked into the freezer he stepped on the ice and his feet went out from under him. The motion caused him to twist his back	8,500	55	250	8,805	
EE slipped on syrup spilled on the floor after customer rush while walking away from the serving line, EE stepped off the safety mat. The floor next to the mat was slick with grease and as she walked on it she lost her footing and fell, landing on both knees	1,768	599	-	2,367	1,768
	68	-	-	68	68
slipped while walking; reached out to steady himself using arm/elbow felt pains	12,367	12,100	18,720	43,187	10,000
EE was unloading her vehicle of linen she turned not realizing how close she was to the curb, hitting the curb with her foot she began to fall, to block fall she extended her right wrist landing on her wrist.	3,634	232	8	3,875	
Tripped on stone on my way out of work, fell on path	145	-	-	145	
Slipped and fell on wet floor while at work, filed by AA	-	-	-	-	-
I was going to put more meat and I slipped. I landed on my shoulder and whole side.	413	-	-	413	413
The employee's foot got caught under a mat, causing him/her to fall on his/her left knee	1,511	27	-	1,538	
Employee was walking on a freshly mopped floor while carrying a pan of ice. She lost her footing, slipped, fell, and landed on her left and right knees.	49	-	-	49	49
Slipped on the wet floor and fell onto his right knee	254	-	-	254	254

Workers' Compensation - Slip, Trip and Fall - Loss Information
July 1, 2008 through June 30, 2013
Class Codes 1006, 1007 and 1004

Incident Desc	Medical Incurred	Indemnity Incurred	Expense Incurred	Total Incurred	Shoes for Crews Coverage
EE states that the was walking across parking lot to survey participant when he slipped on black ice.	63	-	-	63	
Walking to fridge, getting ranch, slipped on black mat and twisted back, landed on right knee	534	-	-	534	534
Walking to freezer and slipped and fell on wet black mat, left knee broke my fall	-	-	-	-	-
When taking back something to the walk-in freezer, fall on my back	359	-	-	359	
The EE slipped on a wet spot on the floor and fell, slamming her wrist into the door frame	468	-	-	468	468
Slippery floor while going downstairs	-	-	-	-	
EE is trying to get some food from the refridgorator while walking into the kitchen where nearby the dishwasher area, she slipped and hurt her lower left back and ankle.	-	-	-	-	
EE states she was carrying a container of hot soup from the back prep area to the serving area when she tripped on a mat and the soup container flew out of her hands splattering hot soup and burning her.	-	-	-	-	
Worker walked into storage room to get the foam cups for an event and tripped on boxes and coffee containers that were on the floor	1,908	-	1,300	3,208	
On 4/18/11 Kristin Bonotati was locked out of the Blair Field Baseball Stadium. Everyone had left for the day. At about 5:10pm she climbed the fence to get out of the stadium. As she jumped over the fence, she landed wrong and sprained her right ankle.	-	-	-	-	-
Claimant was walking toward the deep fat fryers. He stepped on some grease that was on the floor and he sliped, fell and twisted his left ankle.	900	-	-	900	900
Walking on slippery/wet floor, fell on face, chin and shoulder	94	-	-	94	94
while walking into the dish room, the EE slipped and fell, landing on his left knee and elbow	49	-	-	49	49
cleaning up after an event EE was caring a pole in her right hand and a small table with her left hand when she tripped over uneven bricks that are layed out in the backyard of the manor house	2,590	-	-	2,590	

Workers' Compensation - Slip, Trip and Fall - Loss Information
July 1, 2008 through June 30, 2013
Class Codes 1006, 1007 and 1004

Incident Desc	Medical Incurred	Indemnity Incurred	Expense Incurred	Total Incurred	Shoes for Crews Coverage
As she was walking to her car, she tripped over the ADA sidewalk covering EE was using the stairway, she missed the step and fell down. It hurts her left and right knees and right shoulder	342	-	-	342	
Mike was walking down stairs and slipped/missed a step causing him o fall and roll down approximately six steps, stopping in a seated position at approximately the fourth from last step	366	-	-	366	
EE was carrying an air foild of water from one building to another. While carrying the air fold, EE tripped on cracked concrete	4,803	75	-	4,878	
slipped and fell; rolled on ankle; hit freezer with hip	294	-	-	294	
EE turned head, slipped and fell	76	190	-	266	76
slipped on wet floor	1,185	-	-	1,185	1,185
EE was carrying a pan to French Fry area when they tripped on mat on the floor	1,056	-	-	1,056	1,056
getting yogurt from regrigerator	-	-	-	-	
Marjorie was placing a lid back to its place, when she tripped over a floor mat. She lost balance and couldn't hold herself. Marjorie hit the freezer near the place she landed on the floor, hitting the back of her neck and right knee	408	296	-	704	
walking towards oven to place biscuits for baking walked past breakfast reachin - slipped on floor mat	626	-	-	626	
slip and fall at end of shift while clocking out	1,968	-	-	1,968	
walking and slipped on a piece of lettuce on the concrete floor	1,393	-	24	1,417	1,393
jogging from 79-133 to 79-139, slipped on spilled iced tea	10,569	596	162	11,328	10,000
EE was setting up condiment station outside the Beach Hut prior to opening the location and as she re-entered the beach hut to cont setting up for opening she slipped and fell. It was raining outside and she had not laid the slip-resistant mats down at	-	-	-	-	
EE was charging a customer from her order when he lost consciousness. He fell backwards and hit his head on the counter behind him	1,437	-	18	1,455	1,437
employee fainted	-	-	-	-	-

Workers' Compensation - Slip, Trip and Fall - Loss Information
July 1, 2008 through June 30, 2013
Class Codes 1006, 1007 and 1004

Incident Desc	Medical Incurred	Indemnity Incurred	Expense Incurred	Total Incurred	Shoes for Crews Coverage
tripped over box on the floor	278	-	-	278	278
going downstairs; missed last step and fell; carrying two boxes of paper off to right side of torso to enable employee to see the steps in front of him	-----	-	-	-----	
filled box - loading onto truck and slipped	14,827	-	750	15,577	10,000
The cart hit a metal door beam and the tires were not able to go over. The cart tipped over towards employee and the employee was able to stop item from tipping over, that caused employee to trip and scrapped her right knee	8,200	-	1,250	9,450	
slipped on freezer floor and hit right knee on forklift	314	-	-	314	
while replacing rubber floor mats in walk-in cooler, Katherine slipped on the wet floor. She tried to grab hold of a nearby shelf to catch herself, but was unsuccessful	104	-	-	104	
while walking back to work station, slipped on wet floor and strained / hyperextended left knee	-	-	-	-	-
missed last step of stairs	557	-	-	557	557
EE slipped on grease that was on floor	1,809	-	-	1,809	
EE states she took order from customer, walked to place order in grill area, tripped on mat and landed on right knee and right hand. Both right knee and hand are sore but functional	-----	-	-	-----	
EE fell, blows to heel of right hand and rear	93	-	11	104	93
slipped on oil	397	108	-	505	397
slipped on a grape	123	-	-	123	123
walking on slippery, wet floor	2,275	-	8	2,283	2,275
Cole was frying food when he slipped on oil. He tried to catch himself break his fall and his hand caught the fryer but his forearm went into the hot fryer	959	-	8	967	959
EE was attempting to shut the door and she tripped on the rubber mat outside the door	11,300	-	2,100	13,400	
fell down hill and hurt wrist	368	-	20	388	
taking boxes from freezer; slipped on ice; strained back	2,266	-	218	2,484	
The EE was rolling up a floor mat and slipped on the tile floor	197	-	-	197	197

Workers' Compensation - Slip, Trip and Fall - Loss Information
July 1, 2008 through June 30, 2013
Class Codes 1006, 1007 and 1004

Incident Desc	Medical Incurred	Indemnity Incurred	Expense Incurred	Total Incurred	Shoes for Crews Coverage
Slipped hurt back	491	-	76	568	491
worker was testing out stability of newly built table, when standing he slipped on sawdust on floor and landed on back. a nearby bicycle then fell on him	109	-	-	109	
EE was putting dirty dishes in dish room and tripped on mat that was not laid properly	-	-	-	-	
tripped over box on the floor	65	-	-	65	65
while cleaning the bathroom she slipped due to the wet floor. she hit the trash can on the way down	-	-	-	-	-
EE was hiking a steep incline with loose rocks, slipped and fell, hitting her knee on a rock	-	-	-	-	
water on floor in bathroom stall caused employee to slip, she caught herself and did not fall	88	-	12	101	88
missed a step on stairwell and fell	1,053	-	79	1,132	1,053
arose from chair and her knee locked and EE slid along the wall to floor	-	-	-	-	
slipped and fell	41	-	-	41	41
EE was getting up from her chair with a cup of coffee and tripped with the cord from the keyboard or mouse. Radio went one direction, coffee splashed on carpet, wall, everywhere. it is unknown as to how her leg was scratched	163	-	13	176	
EE was standing next to sink when she squatted to rest her leg and due to the wet floor, slipped and hit leg on bar that was underneath sink	-	-	-	-	-
Ms. O'Neill was looking up at a building while walking	540	-	31	571	540
tripped on piece of plastic and fell down and hurt her knees	2,500	-	500	3,000	2,500
draining can of water chestnuts	8,100	-	1,000	9,100	8,100
EE was walking around ice machine and tripped on mat on floor. She put her hands out to save herself so she would not fall.	-	-	-	-	
tripped on floor mat; fell	14,300	2,400	15,000	31,700	
walking on wet floor	-	-	-	-	-
slipped on grease on floor, reaching for sink, and fell on wrist and back, hitting arm and leg	10,000	5,133	7,500	22,633	10,000

Workers' Compensation - Slip, Trip and Fall - Loss Information
July 1, 2008 through June 30, 2013
Class Codes 1006, 1007 and 1004

Incident Desc	Medical Incurred	Indemnity Incurred	Expense Incurred	Total Incurred	Shoes for Crews Coverage
EE was walking and the floor was slick from some slight drizzle, EE tripped over a low black wall and landed on her face chipping a tooth and causing a laceration across the bridge of her nose. she also broke her glasses with the fall	10,000	-	1,750	11,750	10,000
walking from campus dining while carrying product and slipped and fell on wet cement	817	-	43	860	817
slipped and fell	48	-	-	48	48
Anali was carrying dishes and slipped and fell landing on her back	12,500	5,588	7,850	25,938	10,000
While walking by the freezer where it was wet and slipped	312	-	21	333	312
while walking to dishwasher in dish room, jared slipped in water on floor	-	-	-	-	-
the ee was checking for a leak on the roof of the university union when he slipped and fell	2,500	-	500	3,000	2,500
slipped on grease and fell to floor, dropping bucket of turkey stock	-	-	-	-	-
while walking to oven, EE slipped on oil on the floor and fell forward hitting her right knee on the ground and skidding her right arm and wrist along the floor	-	-	-	-	-
slipped on wet floor in dish room and fell to ground while walking with cart of glasses. Landed on left side of body	-	-	-	-	-
EE was walking to time clock and fell to the ground hitting nose, right elbow and mouth	2,783	-	24	2,807	2,783
EE was picking up equipment he slipped and fell on his left knee	625	-	59	685	625
while walking down stairs Kelsey tripped and fell down a few stairs	-----	-	-	-----	
fell	3,500	-	250	3,750	3,500
delivering food to 1 house; stopped out of van and rolled ankle	-----65	-	-	-----65	
carry a 1/2 rack of glasses from bar when slipped in water and fell to ground	1,500	-	300	1,800	1,500
slipped in metal part of the drain and fell on the ground	-----	-	-	-----	
removing dishes from dishwasher	-----	-	-	-----	
while disassembling a wooden structure in a fenced area. Carl tripped over one of the structure pieces that was on the floor and fell hitting his forehead against a bolt on the fence. Carl cut his forehead and eyebrow	-----20,000	2,918	1,500	-----24,418	

Workers' Compensation - Slip, Trip and Fall - Loss Information
July 1, 2008 through June 30, 2013
Class Codes 1006, 1007 and 1004

Incident Desc	Medical Incurred	Indemnity Incurred	Expense Incurred	Total Incurred	Shoes for Crews Coverage
claimant had completed her shift and was leaving the dining hall. there is a tile floor in front of the doorway that had just been freshly mopped. she sllipped on the wet floor and fell, causing a strain to her lower back	-	23	-	23	-
Scott was stepping out of the Zodiac and as he was stepping off he twisted and sprained his right ankle.	500	-	150	650	
WHILE CARRYING TEA BAG TO TRASH CAN, ALLISON SLIPPED ON WET FLOOR AND TRIED TO CATCH HERSELF AS SHE FELL, CAUSING PAIN IN HER BOTTOM, BACK AND RT THUMB AND RT FINGER	-	-	-	-	-
Employee was walking in for his morning shift and when he walked into the kitchen there was a slippery floor from coffee spills that he slipped and fell.	385	-	36	421	385
Slipped on wet floor while carrying utensils to salad station	-	-	-	-	-
EE was in the back cleaning up after closed concessions and slipped in some water from the melted ice that was on the floor.	63	-	10	73	63
Slipped on wet floor while carrying pot of soup. Soup may have spilled out of pot, causing floor to become wet.	-	-	-	-	-
Walking into building - tripped over floor mat at the entry - mat was bunched up	800	-	80	880	
While cleaning mirrors in the lower exercise room, EE turned around and tripped over the hammer strength lifting platform, hitting his elbow very roughly as he fell face forward onto the platform;resulting in moderate pain in his right shoulder-	1,500	-	150	1,650	
Total	4,673,353	1,858,897	1,418,732	7,950,983	519,814

Shoes for Crews – Corporate Program Benefits

Prevent Employee Slips and Falls

- Reduce Workers' Compensation Claims
- Increase Worker Productivity

We stand behind every shoe we sell:

- 60-Day Wear and Compare Guarantee
- FREE exchanges and an easy return policy
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Implementing our safety program is simple:

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- Customized shoe programs that fit your needs
- Voluntary employee Payroll Deduction Programs at no cost to your company

We make program tracking easy:

- Detailed risk reporting to track usage
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Opening a SHOES FOR CREWS Corporate Account allows your employees to receive our special Corporate Pricing and your company qualifies for our \$5,000 Slip and Fall Accident Warranty. Adding SHOES FOR CREWS to your safety program saves your company money and helps increase productivity.

PRAESIDIUM CONTRACT FOR ABUSE RISK MANAGEMENT ONLINE SELF ASSESSMENT

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

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

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

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

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

RECOMMENDATION: Staff recommends that the committee discuss the draft contract with Praesidium and recommend approval to the AORMA Committee or direct staff to work with Praesidium to modify the terms of the contract.

FISCAL IMPACT: This is a three year contract with a total cost of \$140,000. The total cost is allocated as follows:

Year One - \$40,000
Year Two - \$50,000
Year Three - \$50,000

Cost for the on-line training has been requested and will be presented during the meeting.

BACKGROUND: Praesidium initially proposed the following services:

1. \$10,000 for Leadership Training – one webinar, three regional training sessions for campus leadership, and a presentation at Fitting the Pieces Together conference and the AOA Annual conference. (This section of the contract has been approved by the CSURMA Executive Committee.)
2. \$40,000 for Online Training – 8,000 users; each user would have access to three courses. (This section of the contract has not been approved.)

The AORMA Committee members discussed the online training option during their September meeting and felt that first, the members would need basic assistance with establishing their core policies and practices for activities involving minors and then the online training could be beneficial. The CSURMA Executive Committee felt the online training option was not a good use of funds.

PUBLICATION: None at this time.

ATTACHMENT(S):

1. Draft – Abuse Risk Management Online Self Assessment Contract
2. Prevention and Management of Child Sexual Abuse in Higher Education

ABUSE RISK MANAGEMENT ONLINE SELF ASSESSMENT

FOR

CALIFORNIA STATE UNIVERSITY



PRAESIDIUM

Our passion. Your protection.

Information contained in this proposal is confidential and proprietary to Praesidium, Inc. and should not be disclosed to anyone not a designated reviewer.

ABOUT PRAESIDIUM

Praesidium is the national leader in abuse risk management. For more than two decades our mission has been to help organizations protect children and vulnerable adults from abuse by employees, volunteers, clergy or other program participants.

Praesidium works with companies to determine potential exposures and then find effective ways to reduce them. Our dedicated team of psychologists, social workers, lawyers, anthropologists, and human resource professionals has spent the past two decades analyzing more than 4,000 cases of institutional abuse and synthesizing the latest scientific research to develop empirically-based practices to keep organizations safe.

Praesidium's clients include thousands of universities, recreation centers, child care centers, social service programs, churches, schools, camps, water parks, youth development organizations, insurance companies, and law firms across the United States and in Great Britain, the Philippines, Panama, and Australia. Praesidium has implemented Abuse Risk Management programs in numerous large-scale organizations including University of California, YMCA of the USA, Six Flags, 24 Hour Fitness, the majority of Catholic Religious Order in the United States, Presbyterian Church of the USA, Ventura Self-Funding School Authorities (150 school districts), Edison Schools, The Salvation Army of the Western Territory (over 750 locations), The Salvation Army of the Southern Territory, The Salvation Army of the UK, Episcopal Dioceses nationwide, Boys and Girls Clubs of America, and the largest YMCAs and social services agencies in the United States.



DELIVERABLES AND BUDGET

Praesidium will develop and deliver the following resources to all California State University campuses and auxiliary associations:

- 1. Online Self Assessment.** Praesidium will develop a customized online self assessment tool that will allow each campus to identify potential exposures and solutions in their various programs that serve minors. Once a program completes the online self assessment tool, they will receive a customized action plan that lists strengths and exposures. In addition, the program will receive sample resources to fix the identified exposures. For example, if the program lacks a policy for managing electronic communication between staff and minors they will be provided with a sample policy on electronic communication. Sample policies and instruments could include but not be limited to policies that define boundaries between adults and minors, procedures for managing high-risk activities (e.g. field trips, overnight activities, bathroom activities, etc.), and sample applicant interview questions that are designed to assess abuse risk. Praesidium will develop these customized resources to meet the specific needs of California State University programs. If desired the program will be able to download the resources in Microsoft Word so they can customize the policies or instruments to meet their specific needs.
- 2. Ongoing Consultation and Technical Support.** California State University campuses and auxiliary associations will have direct access to Praesidium's team of professional Safety Analysts to receive direct consultation in regards to the results of the online Self Assessment as well as preventing abuse and false allegations. *Praesidium will set up an hour call with every program that completes the Self Assessment to answer any follow-up questions and discuss next steps.*

Praesidium's Safety Analysts include a team of psychologists, master level social workers, clinicians, and attorneys who work with various organizations across North America and the U.K.



BUDGET

Deliverable	Details	Cost
1. Online Self-Assessment		
Development and set up		
Access to all campus and auxiliary association programs		
	Three year contract	\$140,000¹
2. Ongoing Consultation and Technical Support.		One free hour for every program that completes the assessment.

1. Payments can be made in the following annual installments:

Year One: \$40,000
Year Two: \$50,000
Year Three: \$50,000

Contact

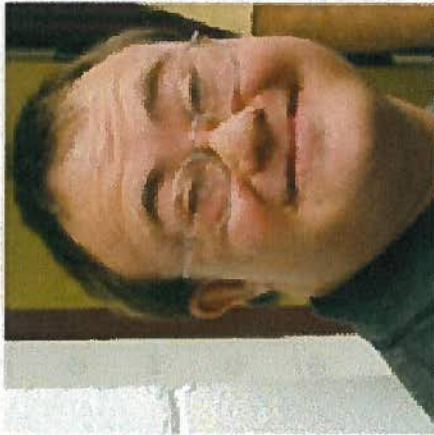
Aaron Lundberg, LMSW
 Vice President of Account Services and COO

PRAESIDIUM
 624 Six Flags Drive, Suite 110
 Arlington, TX 76011
 817-801-7773 main
 800-743-6354 toll-free
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www.PraesidiumInc.com



Prevention and Management of Child Sexual Abuse in Higher Education

Richard F. Dangel, Ph.D.
Aaron Lundberg, LMSW



PRAESIDIUM
Our passion. Your protection.

About Praesidium

“To help you protect those in your care from abuse and to help preserve trust in your organization.”

- Two decades of experience
- More than 4,000 clients
- Completed thousands of root cause analyses
- Developed comprehensive abuse risk management model
- Offer complete range of risk management solutions
- National safety partner with:

YMCA of the USA, Boys & Girls Clubs of America, USA Swimming (Olympics NGB), Church Pension Group (insuring the Episcopal community), CWLA (Child Welfare League of America), and CMSM (Conference of Major Superiors of Men)

Scope of the Problem

- 1 in 4 girls and 1 in 6 boys
- 10% of school children
- 300% increase in child-to-child abuse
- 80% goes unreported
- Legislative changes allowing litigation



Effects of Abuse on Victims

- Psychological 3 times greater depression
- Educational 4 times greater suicidal thoughts
- Behavioral 6 times greater PTSD
- Interpersonal 13 times greater alcohol abuse
- Sexual 26 times greater drug abuse

Effects of Abuse on Organizations

- Threat to the mission
- Awards from \$3,000 to multi-millions
- Highest percentage of all types of claims in higher education resulting in monetary loss
- Higher education average loss \$475,000 +
- Plaintiffs prevail in two-thirds of cases
- Jeopardizes insurability
- Reputational damage

Common Claims in Litigation

- Negligent screening
- Negligent training
- Negligent supervision
- Negligent retention
- Negligent investigation



How Offenders Operate

- **Types of offenders**
 - **Predatory**
 - **Opportunistic**
- **Conditions necessary to offend**
 - **Access**
 - **Privacy**
 - **Control**

Sample Exposures on Campus

Involving Minors

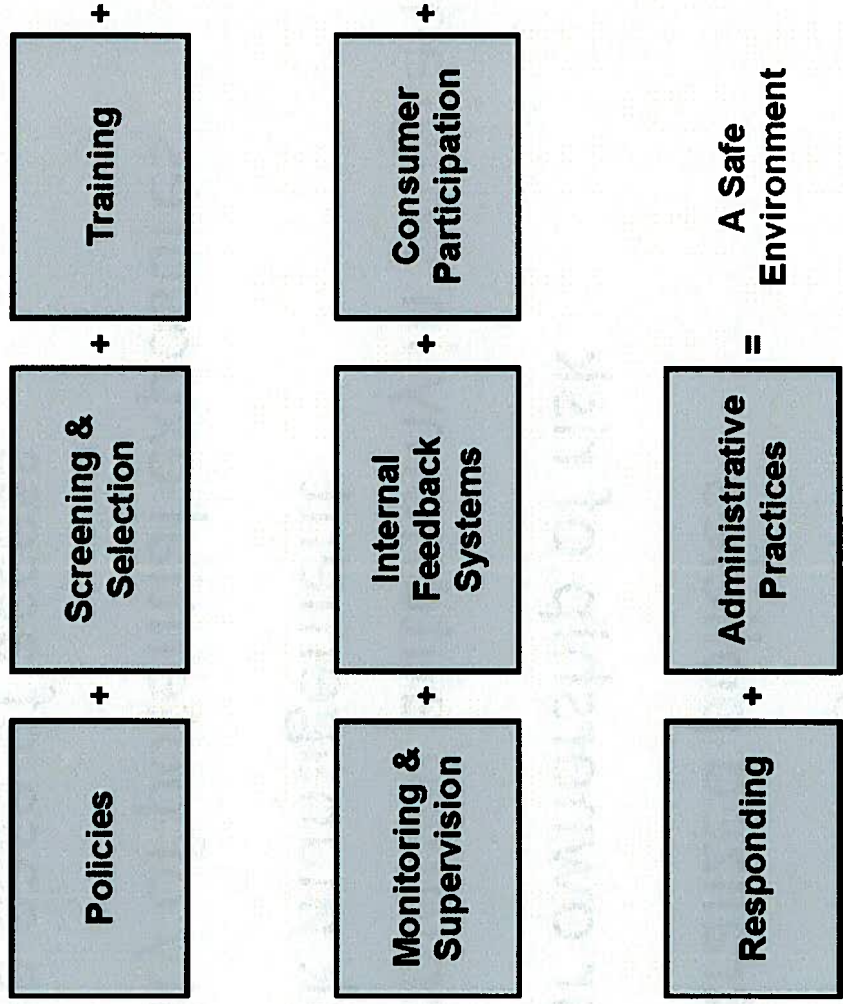
- Field practicum, internships
- Adult student to minor
- Registered sex offender student or employee
- Child care (authorized, unauthorized)
- Athletics, camps, clubs
- Field trips on campus
- Tutoring
- Music lessons
- Exchange students, aspiring students
- Concerts, performances

Unique Circumstances in Higher Education

- Decentralized policies
- Unclear ownership of risk
- Departmental autonomy in program launch and risk management
- Diversity of potential exposures
- Relative ease of access



The Praesidium Safety Equation®



Six Steps to Prevention

- Step 1. Assign leadership, embrace the cause.
- Step 2. Establish a child safety task force.
- Step 3. Identify and assess current exposures.
- Step 4. Establish policies for programs involving minors.
- Step 5. Provide compulsory training with compliance tracking.
- Step 6. Implement system for reporting and responding.

Praesidium Resources

- Online Program Self Assessment
- Model Youth Protection Policies
- Armatus® Online Training
- On-site Training
- Criminal Background Checks
- Confidential Reporting Helpline
- Incident Response and Investigation
- Implementation Consultation Services

Contact Us

Richard F. Dangel, Ph.D.
President & CEO

Aaron Lundberg, LMSW
Vice President of Account Services

PraesidiumInc.com
624 Six Flags Drive, Suite 110
Arlington, TX 76011
817.801.7773

CONTACT US

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Agenda Item C10
CSURMA AORMA Member Services, Loss
Control & Training Committee
Meeting Date: November 18, 2013

I-9 AND E-VERIFY

ISSUE: LawLogix, through the Employers Group, has offered preferred I-9 / E-Verify pricing for the AORMA members.

RECOMMENDATION: Staff recommends that the Committee review the attached pricing information and direct staff to take action as appropriate.

FISCAL IMPACT: Annual fees are between \$300 and \$4,920 depending on the number the I-9 creations per auxiliary.

BACKGROUND: None.

PUBLICATION: None

ATTACHMENT(S):

- a. AORMA Preferred Pricing
- b. LawLogix Road Map to Compliance

AORMA Preferred Pricing

Implementation & Set-up *Includes 2 Premium Users	Standard Set-Up Fees	Discounted Fee for Auxiliary Groups
	\$2,995	\$995 (one-time)

User Fees (one-time)	Standard User Fees	Discounted User Fees
Additional Premium Users	\$79	\$59
Additional Standard Users	\$19.95	\$9.95

Annual Number of I-9s Creations per Client	Standard Annual Fee	Discounted Annual Fee for Auxiliaries
50	\$1,180	\$300
100	\$1,668	\$600
150	\$2,028	\$900
200	\$2,388	\$1,200
300	\$2,988	\$1,800*
400	\$3,540	\$2,160*
500	\$3,948	\$2,700*
750	\$5,580	\$3,660*
1,000	\$6,948	\$4,920*

Current number of I-9s for Data Migration	Standard LawLogix Fee	Discounted per I-9 fee for Data Migration
446 or less	\$4,995 (flat fee)	\$3,995 (flat fee)
447-2,999	\$8.95 per I-9	\$8.45 per I-9
3,000	\$8.45 per I-9	\$7.95 per I-9
5,000	\$7.95 per I-9	\$6.95 per I-9
7,000	\$6.95 per I-9	\$6.45 per I-9
11,000	\$6.45 per I-9	\$5.95 per I-9
15,000	\$5.95 per I-9	\$5.45 per I-9
15,000+		Call for quote



ROADMAP TO COMPLIANCE

I-9 MIGRATION PROCESS

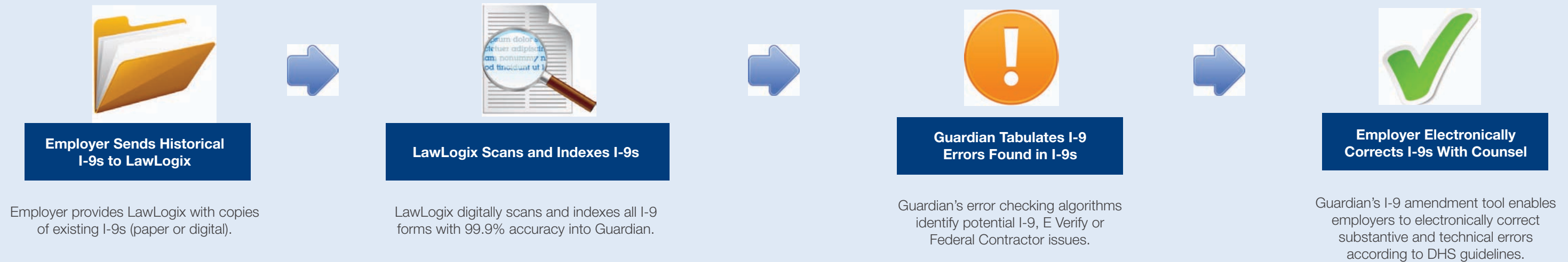
*The Leader in I-9 and E-Verify®
Compliance Software*

Guardian
102wLogix™

MIGRATE EXISTING I-9 FORMS FOR WORRY-FREE COMPLIANCE

Guardian's I-9 Migration Services provides secure document scanning, comprehensive data indexing, and intelligent electronic tools to detect and correct past I-9 errors and omissions.

The Data Migration Process



Secure and Convenient Transport of Historical I-9s

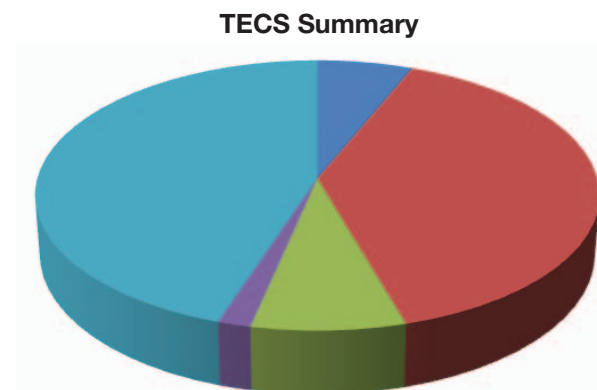
- LawLogix provides several options for sending pre-existing I-9s, including encrypted storage cloud, secure FTP, or white glove on-site courier service.
- LawLogix conducts appropriate background checks of all employees with access to I-9 data and maintains rigorous data security standards and practices.

Data Transcription Ensures I-9 Accuracy and Integrity

- LawLogix scans and transcribes ALL data from the I-9 form (including any text in the margin or other notes) to ensure a 100% digital representation of the original I-9.
- Double key-entry of I-9 data is conducted by two independent coders and reviewed by a supervisor, ensuring near-perfect accuracy.

Error Checking Identifies Potential I-9 and E-Verify Issues

- Guardian's error-checking algorithms identify I-9s that appear to be missing, incomplete, incorrect, illegible or otherwise non-compliant based on established DHS rules.
- Employers can review and analyze a detailed summary of all potential issues with legal counsel through our proprietary Technical Estimated Compliance Summary (TECS) Report.
- Federal Contractors can utilize the TECS Report to identify issues which may prevent submission of current employees to E-Verify, where required.



Streamline the Correction of Paper and Electronic I-9s

- Guardian's I-9 Amendment tool enables employers to easily correct migrated I-9s electronically, eliminating the double-work of hand correcting paper I-9s and re-scanning them into the system.
- Each electronic amendment appears in red text on the scanned I-9 form along with the date and user's initials. Employers can optionally add a record of note and cross-out existing I-9 values.
- Following best practices and USCIS guidance, employers can ensure that only the employee makes corrections or changes to section 1 of the I-9 form.

- Date of Birth: Required field, should not be left blank
- Attestation: Required field, must check one of the available boxes
- Date Signed: Required field, should not be left blank
- Date Hired: Required field, should not be left blank
- Social Security Number: Entry does not appear valid

The Technical Estimated Compliance Summary (TECS) is a full analysis developed to summarize problem areas and individually list each identified issue on all non-compliant I-9s

All fields of the I-9 can be electronically amended. All amendments being made are shown clearly in readable red text with corresponding footnotes.

“With over 100 locations simultaneously running Guardian, I’m pleased to report that LawLogix has made our electronic I-9 and E-Verify implementation a very easy and efficient process.”

– Sysco Corporation

Get Your I-9s in Order

Why Migrate Historical I-9s into Guardian?

- ✓ **Maintain a single, secure database of all I-9s** to facilitate I-9 compliance review and management.
- ✓ **Securely destroy migrated paper I-9s** (after consulting with counsel) to reduce the likelihood of identity theft or accidental disclosure to unauthorized personnel.
- ✓ **Quickly retrieve I-9 data and supporting documents** in order to respond to an ICE Notice of Inspection within the 72 hour time window.
- ✓ **Immediately begin tracking employees with expiring work authorization** and receive automatic alerts to prevent any lapses.
- ✓ **Easily add a section 3 entry for employees** rehired within 3 years of their most recent start date.
- ✓ **Receive automatic notification of I-9s which no longer need to be retained** based on the 3 year/1 year rule.
- ✓ **Identify all I-9s that appear to be missing, incomplete, incorrect, illegible, or otherwise non compliant.**
- ✓ **Quickly mitigate problem I-9s before an ICE inspection.** Since ICE is only required to give you 10 days to correct technical (paperwork) violations, advanced planning can be a huge saver of time and money.
- ✓ **Spot noncompliant patterns or practices** and prevent these issues from recurring during the electronic I-9 roll out.
- ✓ **Easily submit existing I-9s to E-Verify**

Experience Where It Matters Most

With over 50 years of combined experience in data migrations, LawLogix offers unparalleled expertise. We have successfully migrated I-9s for **thousands of clients**, including migrating data from over 10 different electronic I-9 systems. Our thorough understanding allows us to handle migrations of any size and make the conversion as seamless as possible.



WORKERS' COMPENSATION SAFETY PROGRAM AWARD
SAFETY SUPERSTAR

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

RECOMMENDATION: Staff recommends that the Committee review the current recognition process and direct staff to take action as appropriate.

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None

ATTACHMENT(S):

- a. Policy and Procedure W-7 – Workers' Compensation Safety Program Award – Safety Superstar
- b. 2013 Safety Superstar Letter



CSURMA AORMA

POLICY AND PROCEDURE NO. W-7

SUBJECT:	WORKERS' COMPENSATION SAFETY PROGRAM AWARD – SAFETY SUPERSTAR
ADOPTED:	27 OCTOBER 2005
EFFECTIVE:	27 OCTOBER 2005
AMENDED:	8 DECEMBER 2009, DECEMBER 9, 2010

PURPOSE:

CSURMA AORMA wishes to recognize those members of the Workers' Compensation Program who achieve the best loss record overall for the policy year (July 1 through June 30) in the following three measurement categories.

1. Incidence Rate (*a measure of frequency per 100 full-time employees*);
2. Average Medical Cost per Claim (*a measure of the severity of the injuries that occur*); and,
3. Average Indemnity per Claim (*a measure of how aggressive a member is in returning injured employees to work*).

POLICY

The following awards will be presented to the 10% of the membership reflecting the best performance in the three categories listed above:

1. Plaque announcing the Member as a Safety Superstar for the policy year evaluated;
2. Presentation of the award to the Members' governing body by member request;
3. Announcement of the award winners to the CSURMA and AOA Board of Directors; and
4. Bulletin announcing the award winners.

PROCEDURE

Loss data used in determining the awards shall be that taken from the Workers' Compensation Claims Administration loss run ending September 30 of each year for the program year expiring the previous July.

From each Members' Workers' Compensation audit, staff will take the current year FTE data. This information will be used to calculate the claims incidence rate.

Awards shall be presented at the AOA Annual Conference in January, or mailed to the Members in January.



CSURMA AORMA

POLICY AND PROCEDURE NO. W-7

I. METHOD OF MEASUREMENT

A. Members are judged on three criteria:

1. **I:** Incidence Rate (*a measure of frequency per 100 full-time employees*);
2. **C:** Average Medical Cost per Claim (*a measure of the severity of the injuries that occur*); and
3. **D:** Average Indemnity per Claim (*a measure of how aggressive a member is in returning injured employees to work*).

B. Calculation Methodology:

1. The average incidence rate (*I*), medical cost per claim (*C*), and indemnity cost per claim (*D*) will be calculated for the program and for each member.

C. Points will be awarded as follows:

X = Average for Pool	Incidence Rate (<i>I</i>) Points	Medical Cost per Claim (<i>C</i>) Points	Indemnity per Claim (<i>D</i>) Points
>1.0x	100	100	100
0.9x to .99x	90-99	90-99	90-99
0.8x to 0.89x	80-89	80-89	80-89
0.7x to 0.79x	70-79	70-79	70-79
0.6x to 0.69x	60-69	60-69	60-69
0.5x to 0.59x	50-59	50-59	50-59
0.4x to 0.49x	40-49	40-49	40-49
0.3x to 0.39x	30-39	30-39	30-39
0.2x to 0.29x	20-29	20-29	20-29
0.1x to 0.19x	10-19	10-19	10-19
0.0x to 0.9x	0-9	0-9	0-9

D. The 10% of the membership achieving the lowest total point score will be deemed the Safety Superstars for the prior program year.



January 11, 2013

Ms. Cynthia Teniente-Matson
Vice President for Administration
California State University, Fresno
5241 No. Maple Ave, M/S TA-52
Fresno, CA 93740-0052

**Re: CSURMA Auxiliary Organizations Risk Management Alliance (AORMA)
Workers' Compensation Safety Program Award Recognition of Outstanding Performance**

Dear Cynthia:

CSURMA AORMA wishes to recognize those members of the AORMA Workers' Compensation Program who achieved the best loss record overall for the policy period July 1, 2011 through June 30, 2012. Each Auxiliary Organization within the AORMA Workers' Compensation Program is judged based on three criteria;

1. Incident Rate (a measure of frequency per 100 full-time employees)
2. Average Medical Cost per Claim (a measure of the severity of the injuries that occur)
3. Average Indemnity per Claim (a measure of how aggressive a member is in returning injured employees to work)
4. No losses within the evaluation period

The AORMA Officers would like to recognize CSU Fresno State Athletic Corporation) for its exemplary Workers' Compensation loss results in this past year. Their commitment and diligence to workers' safety benefits us all.

Sincerely,

Kurt Borsting
AORMA Committee Chair

cc: Richard Enns, Business Operations Manager
Lisa Kao, Associate Director, EHS, Risk Mgmt & Sustainability



January 11, 2013

Mr. Richard Enns
Business Operations Manager
The California State University, Fresno Athletic Corporation
5305 N Campus Drive #153
Fresno, CA 93740

**Re: CSURMA AORMA – Workers’ Compensation Safety Program Award
Recognition of Outstanding Performance**

Dear Richard:

Congratulations! CSU Fresno State Athletic Corporation has been recognized as one of AORMA’s Workers’ Compensation Program – Safety Superstar Award recipients.

AORMA reviews the prior year’s overall loss experience for each Auxiliary Organization within the AORMA Workers’ Compensation Program. Each Auxiliary Organization is judged based on three criteria;

1. Incident Rate (a measure of frequency per 100 full-time employees)
2. Average Medical Cost per Claim (a measure of the severity of the injuries that occur)
3. Average Indemnity per Claim (a measure of how aggressive a member is in returning injured employees to work)
4. No losses within the evaluation period

The AORMA Officers would like to recognize CSU Fresno State Athletic Corporation for its exemplary Workers’ Compensation loss results. The enclosed letter has been sent to your Campus Vice President, Campus Risk Manager and the CSURMA Secretary.

Thank you for your continuing efforts to control your Workers’ Compensation losses. Your work results in significant overall benefits for each Auxiliary Organization within the AORMA Workers’ Compensation Program.

Sincerely,

Kurt Borsting
AORMA Committee Chair

Encls.

**REVIEW OF THE ALLIANT LOSS CONTROL SERVICES
UTILIZATION REPORT**

ISSUE: Attached for the Committee's review is the Alliant Loss Control Services Utilization Report.

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

FISCAL IMPACT: The annual fee for the Alliant Loss Control Services contract is \$87,000, which provides the Auxiliary Organizations with 60 safety days annually. The cost of each safety day is \$1,450. This expense is currently included within the FY 13/14 CSURMA AORMA budget and therefore, has already been collected from each Auxiliary Organization.

BACKGROUND: This is a one year contract. The current term of this contract is July 1, 2013 to June 30, 2014.

PUBLICATION: None

ATTACHMENT(S):

- a. Alliant Loss Control Services – Utilization Report.

AORMA 2012-13 Loss Control Service Summary (As of 08/01/2013)

Remaining 2012/2013	\$ (7,452.00)
2013/2014 Contract Amount	\$ 87,000.00
Total Available 2013/2014	\$58,292.63

Service Summary			
Location	Date(s)	Service	Hours
AORMA		Administrative	10
AORMA	06/14/13	Smart Phone training/apps	4
UE - Sacramento	07/01/20	Safety Training Program review	1
Fresno Association	07/10/13	First Aid, CPR, AED	7.5
AORMA	07/10/13	Executive Comm Meeting	8
Loker Student Union - DH	07/16/13	Driver Qualifications	1
AS Fullerton	07/25/13	Ergo Evaluations	12
AORMA	08/10/13	CSUnity RM Presentation	16
University Corp, MB	08/16/13	Valley Fever Webinar	16
University Center, Humboldt State	08/16/13	Safety Day, Evacuation Training	24
University Corp, MB	08/30/13	Respirator Program	8
AORMA	09/05/13	Mobile App	18
Research Foundation , SJSU	09/17/13	Ergo Evaluations	8
AORMA	09/30/13	GHS Standard Handout, PPT	8
AS Fullerton	10/25/13	Ergo Evaluations	8
Fresno Association	10/25/13	First Aid, CPR, AED	24
University Union, Sac	10/30/13	First Aid, CPR, AED	18
University Corp, CSUN	11/05/13	Safety Assessment	8
		Total Hours Used	199.5
		Cost	\$ 36,159.38
		Available as of 08/01/13	\$58,292.63

REVIEW OF THE TARGET SOLUTIONS UTILIZATION REPORT

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

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

FISCAL IMPACT: The FY 13/14 annual fee for TargetSolutions is \$80,750. This cost is currently included within the CSURMA AORMA budget and therefore, has already been collected from each Auxiliary Organization.

BACKGROUND: This is a three year contract. The term of this contract is July 1, 2012 to June 30, 2015.

PUBLICATION: None

ATTACHMENT(S):

- a. TargetSolutions – AORMA July, 2013 Utilization Reports

TargetSolutions Utilization Report	October	2013
---	----------------	-------------

	August	September	October	Last 12 months
Active Users	9,377	9,420	9,440	9,440
Total Active and Offline Registered Users	13,493	13,633	14,347	14,347
Courses Completed-Users	519	444	839	4,152
Courses Completed-Total	825	704	1384	7,453
Custom Activities Completed-Users	137	112	267	1,384
Custom Activities Completed-Total	468	182	482	5,623

Member Organization	Contracted Employees	Total Active and Offline Users	Registered Users	Users Completing One or More Course	Courses Completed-Total	Users Completing One or More Custom Activit	Custom Activities Completed-Tot
AORMA	0	5	3	0	0	0	0
Associated Students of Sonoma State University	0	77	56	15	26	0	0
Cal Poly Pomona ASI	0	153	145	0	0	0	0
Cal Poly Pomona Foundation	0	889	600	40	60	53	80
Cal Poly San Luis Obispo ASI	0	564	155	13	14	136	224
Cal Poly San Luis Obispo Corporation	0	252	228	16	16	11	12
Cal Poly SLO ASI Admin	0	1	1	0	0	0	0
California Maritime Academy	0	282	3	0	0	1	1
CSU Bakersfield Student Union	0	1	1	0	0	0	0
CSU Chico ASI	0	592	506	29	31	0	0
CSU Chico Research Foundation	0	522	368	10	12	0	0
CSU Dominguez Hills ASI	0	25	14	8	10	0	0
CSU Dominguez Hills Foundation	0	4	2	0	0	0	0
CSU Dominguez Hills Loker University Student Union	0	19	12	0	0	0	0
CSU East Bay ASI	0	3	2	0	0	0	0
CSU East Bay Foundation	0	233	26	4	4	0	0
CSU Fullerton ASI	0	473	472	69	70	12	74
CSU Fullerton Auxiliary Services Corp	0	81	80	0	0	0	0
CSU Long Beach ASI	0	731	551	3	3	0	0
CSU Long Beach Forty-Niner Shops	0	307	261	20	20	1	1
CSU Long Beach Foundation	0	129	128	41	41	0	0
CSU Los Angeles ASI	0	50	4	0	0	0	0
CSU Los Angeles University Student Union	0	205	190	11	11	2	3
CSU Los Angeles, Auxiliary Services	0	4	3	0	0	0	0
CSU Monterey Bay University Corporation	0	601	430	16	32	0	0
CSU Northridge ASI	0	230	229	26	54	0	0
CSU Northridge University Corporation	0	119	58	2	2	1	1
CSU Northridge University Student Union	0	601	589	310	631	2	2
CSU Sacramento ASI	0	497	132	7	7	0	0
CSU Sacramento Capital Public Radio	0	56	55	0	0	0	0
CSU Sacramento University Enterprises, Inc.	0	490	449	46	48	0	0
CSU San Bernardino ASI	0	3	3	0	0	0	0
CSU San Bernardino Santos Manuel Student Union	0	366	233	0	0	0	0
CSU San Bernardino UE	0	65	63	0	0	0	0
CSU San Marcos Univ Auxiliary & Research Services	0	52	42	4	6	1	2
CSU Stanislaus	0	50	49	3	3	0	0
Fresno State Auxiliary Services	0	1208	931	18	19	0	0
Humboldt State University, Univ Center	0	37	33	1	1	0	0
SDSU ASI	0	190	112	34	35	0	0
SDSU Aztec Shops	0	240	232	15	15	0	0
SDSU Research Foundation	0	2639	1349	36	147	1	2
SFSU ASI	0	23	23	0	0	0	0
SFSU Center	0	7	5	0	0	0	0
SFSU Cesar Chavez Student Center	0	75	53	2	4	0	0
SFSU Franciscan Shops	0	76	66	0	0	0	0
SJSU	0	9	9	0	0	0	0
SJSU ASI	0	258	228	12	33	0	0
SJSU Research Foundation	0	88	47	0	0	0	0
SJSU Spartan Shops	0	720	187	28	29	46	80
SJSU Student Union	0	31	9	0	0	0	0
SJSU Tower Foundation	0	14	13	0	0	0	0
	0	14347	9440	839	1384	267	482

Member Organization	Contracted Employees	Total Active and Offline Users	Registered Users	Users Completing One or More Course	Courses Completed-Total	Users Completing One or More Custom Activit	Custom Activities Completed-Tot
AORMA	0	5	3	0	0	0	0
Associated Students of Sonoma State University	0	77	56	34	63	1	1
Cal Poly Pomona ASI	0	153	145	0	0	0	0
Cal Poly Pomona Foundation	0	889	600	220	504	313	563
Cal Poly San Luis Obispo ASI	0	564	155	116	163	457	3007
Cal Poly San Luis Obispo Corporation	0	252	228	52	59	42	57
Cal Poly SLO ASI Admin	0	1	1	0	0	0	0
California Maritime Academy	0	282	3	0	0	1	1
CSU Bakersfield Student Union	0	1	1	0	0	0	0
CSU Chico ASI	0	592	506	333	393	1	2
CSU Chico Research Foundation	0	522	368	79	90	0	0
CSU Dominguez Hills ASI	0	25	14	11	22	1	1
CSU Dominguez Hills Foundation	0	4	2	1	1	0	0
CSU Dominguez Hills Loker University Student Union	0	19	12	11	11	0	0
CSU East Bay ASI	0	3	2	0	0	0	0
CSU East Bay Foundation	0	233	26	9	10	1	1
CSU Fullerton ASI	0	473	472	238	300	203	1228
CSU Fullerton Auxiliary Services Corp	0	81	80	51	51	11	11
CSU Long Beach ASI	0	731	551	183	183	2	2
CSU Long Beach Forty-Niner Shops	0	307	261	100	113	40	52
CSU Long Beach Foundation	0	129	128	117	118	1	1
CSU Los Angeles ASI	0	50	4	0	0	0	0
CSU Los Angeles University Student Union	0	205	190	125	154	3	4
CSU Los Angeles, Auxiliary Services	0	4	3	0	0	0	0
CSU Monterey Bay University Corporation	0	601	430	278	460	11	11
CSU Northridge ASI	0	230	229	131	251	15	19
CSU Northridge University Corporation	0	119	58	3	3	2	3
CSU Northridge University Student Union	0	601	589	493	1329	92	161
CSU Sacramento ASI	0	497	132	16	16	1	1
CSU Sacramento Capital Public Radio	0	56	55	13	13	0	0
CSU Sacramento University Enterprises, Inc.	0	490	449	238	288	1	1
CSU San Bernardino ASI	0	3	3	0	0	0	0
CSU San Bernardino Santos Manuel Student Union	0	366	233	58	60	0	0
CSU San Bernardino UE	0	65	63	17	18	0	0
CSU San Marcos Univ Auxiliary & Research Services	0	52	42	5	7	1	2
CSU Stanislaus	0	50	49	34	37	22	27
Fresno State Auxiliary Services	0	1208	931	264	309	5	5
Humboldt State University, Univ Center	0	37	33	3	3	0	0
SDSU ASI	0	190	112	37	40	0	0
SDSU Aztec Shops	0	240	232	115	128	0	0
SDSU Research Foundation	0	2639	1349	566	1709	3	4
SFSU ASI	0	23	23	0	0	0	0
SFSU Center	0	7	5	2	2	0	0
SFSU Cesar Chavez Student Center	0	75	53	20	37	0	0
SFSU Franciscan Shops	0	76	66	0	0	0	0
SJSU	0	9	9	0	0	0	0
SJSU ASI	0	258	228	97	397	0	0
SJSU Research Foundation	0	88	47	0	0	1	1
SJSU Spartan Shops	0	720	187	68	70	153	457
SJSU Student Union	0	31	9	0	0	0	0
SJSU Tower Foundation	0	14	13	14	41	0	0
	0	14347	9440	4152	7453	1384	5623

REVIEW OF THE EMPLOYERS GROUP UTILIZATION REPORT

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

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

FISCAL IMPACT: Currently, the annual rate per Auxiliary Organization is \$485, or a total of \$27,855. This expense is included within the CSURMA AORMA budget and therefore, has already been collected from each auxiliary member.

BACKGROUND: The term of the current contract is July 1, 2013 to June 30, 2014. The Employers Group has been providing HR consulting services to AORMA members since March 1, 2011.

PUBLICATION: None

ATTACHMENT(S):

- a. Employers Group Utilization Report as of August 14, 2013.

**AORMA - HR Consulting
Employers Group
Utilization Report as of 11/1/2013**

Type of Activity	Total Activity - As of 1/23/2013	Total Activity - As of 5/20/2013	Total Activity - As of 8/14/2013	Total Activity - As of 11/1/2013	Notes
Helpline Calls	388	438	455	479	11/1/2013 - 43 auxiliaries have called in
Resource Library	130	151	166	185	
Comp/Benefits Survey Participation	4	6	6	6	
Roundtable/Webinar Attendance	29	44	59	67	
Public Workshop Trainings*	8	9	10	11	
Registration - Workplace/Employment Law Update	21	21	21	33	
Inquiry/Proposed – On-Site Training*	14	18	19	30	
Contracted - On-Site Training	11	14	14	23	Includes on-going coaching program
Inquiry/Proposed - On-Line training	4	5	6	7	
Contracted - On-Line Training	3	3	4	4	
Inquiry/Proposed Affirmative Action Planning	10	11	12	13	(Includes one OFCCP audit)
Contracted - Affirmative Action Planning	6	7	7	8	
Contracted - Affirmative Action Plan Audit Support	1	1	1	1	
Inquiry/Proposed – Employee Handbook*	3	3	3	4	Zero contracted
Inquiry/Proposed – E.O.S.*	1	1	1	1	
Contracted - EOS	1	1	1		
Inquiry/Proposed – Consulting*	8	8	9	10	
Contracted - Consulting	1	1	1	1	Job Descriptions
Inquiry/Proposal - Unemployment Insurance Management	3	3	3	3	
Contracted - Unemployment Insurance Management	1	1	1	1	Not including CSURMA Pooled Program
Inquiry/Proposal - Comp.Benefits Planning	7	9	10	11	
Contracted - Research, Comp/Benefits Planning	3	4	5	6	
Other (Books, CD ROMs, Posters, etc.		3	3	3	

REVIEW OF THE CSURMA AORMA LOSS DATA REPORTS

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

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

FISCAL IMPACT: None.

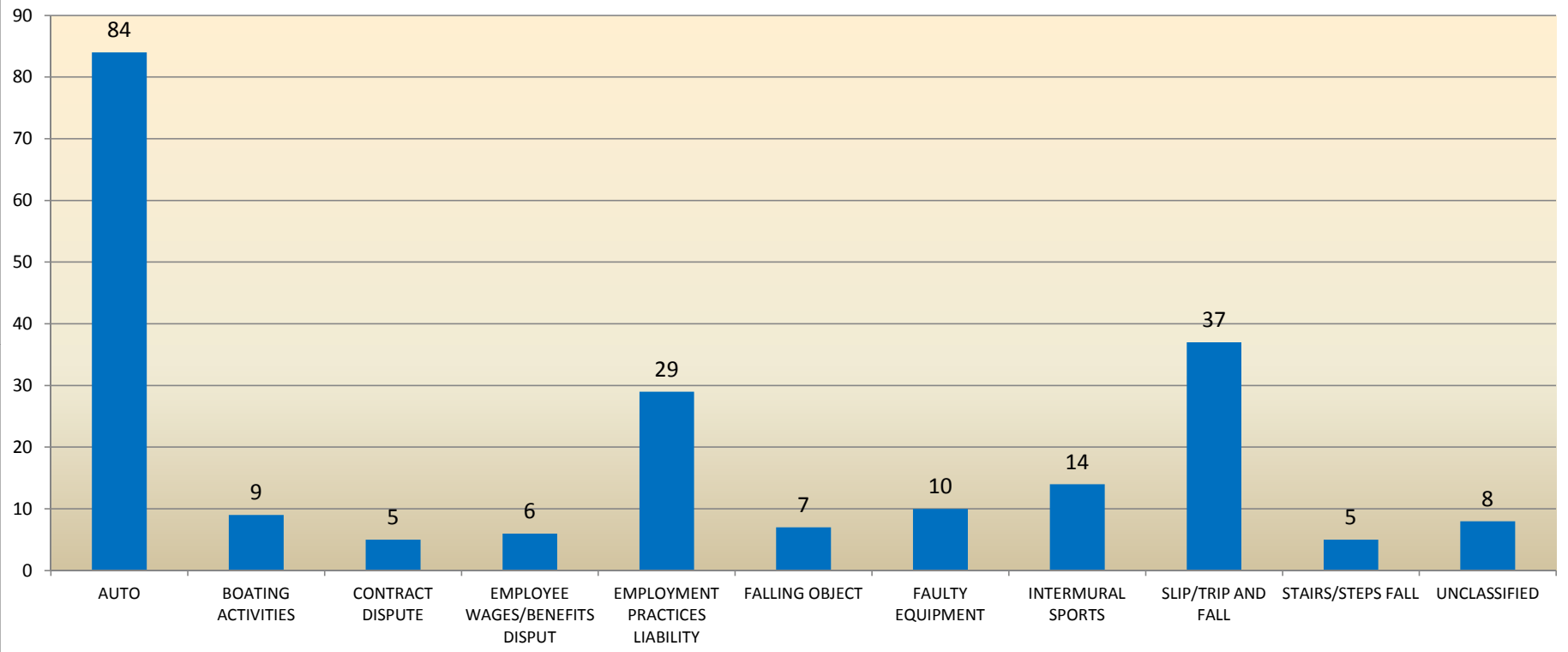
BACKGROUND: Staff has been asked to provide loss data reports to the Committee on a biannual basis – based on losses at June 30 and December 31 of each year.

PUBLICATION: None.

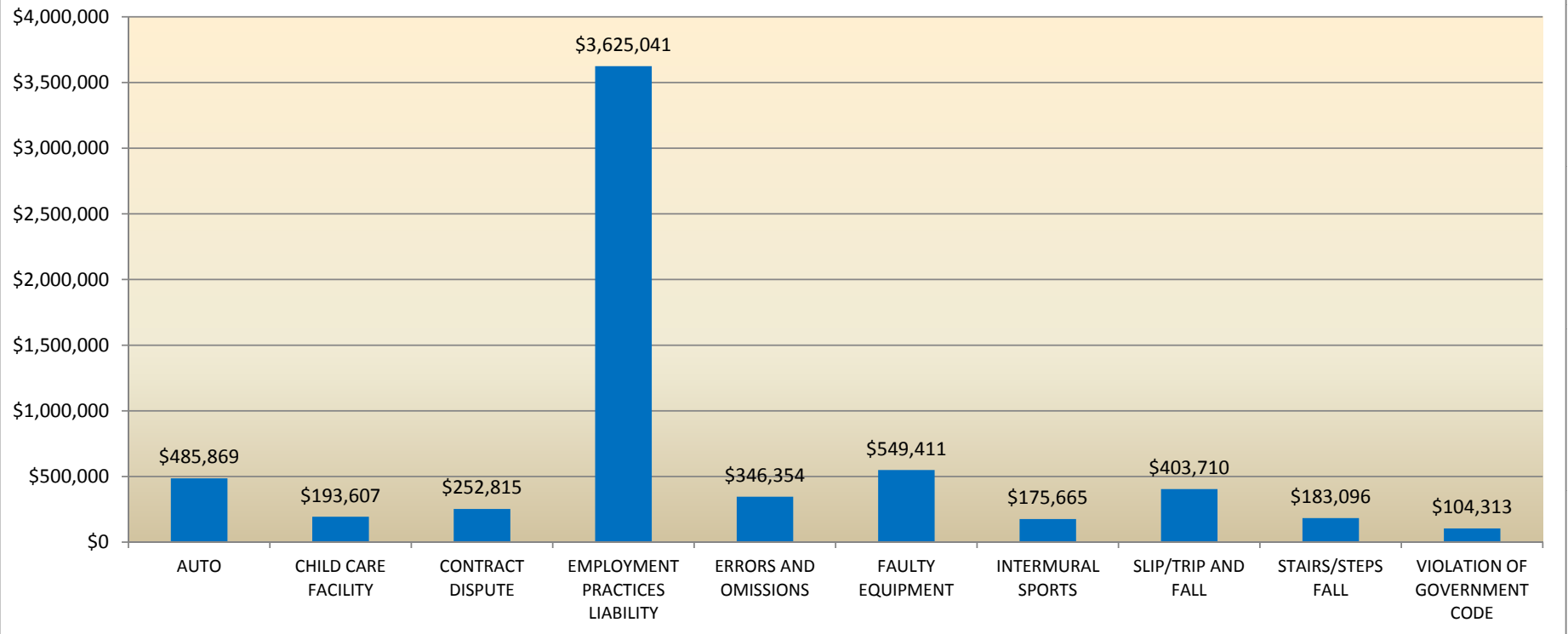
ATTACHMENT(S):

- a. CSURMA AORMA Loss Reports

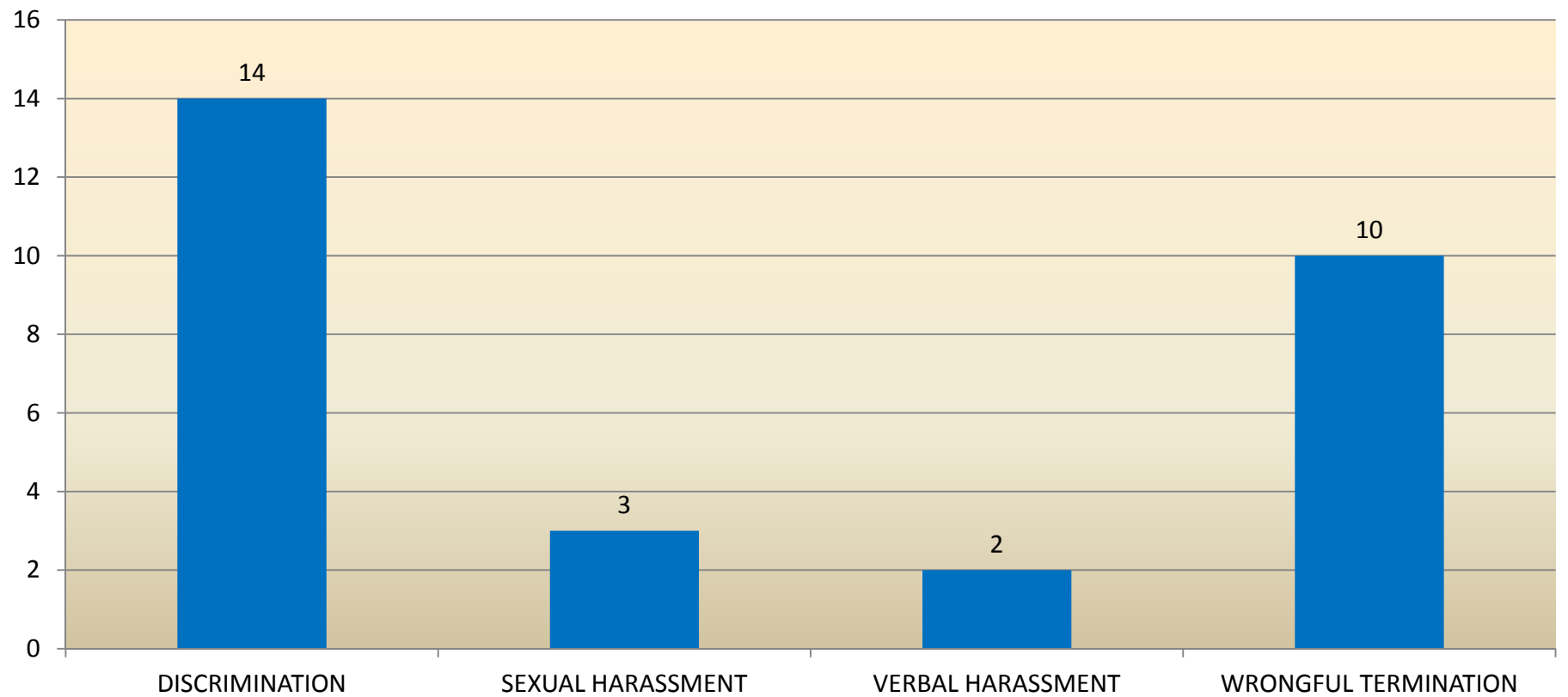
CSURMA AORMA - Liability Losses (Top 10)
Frequency of Total Incurred Cause of Loss 2008 - 2013
As of June 30, 2013



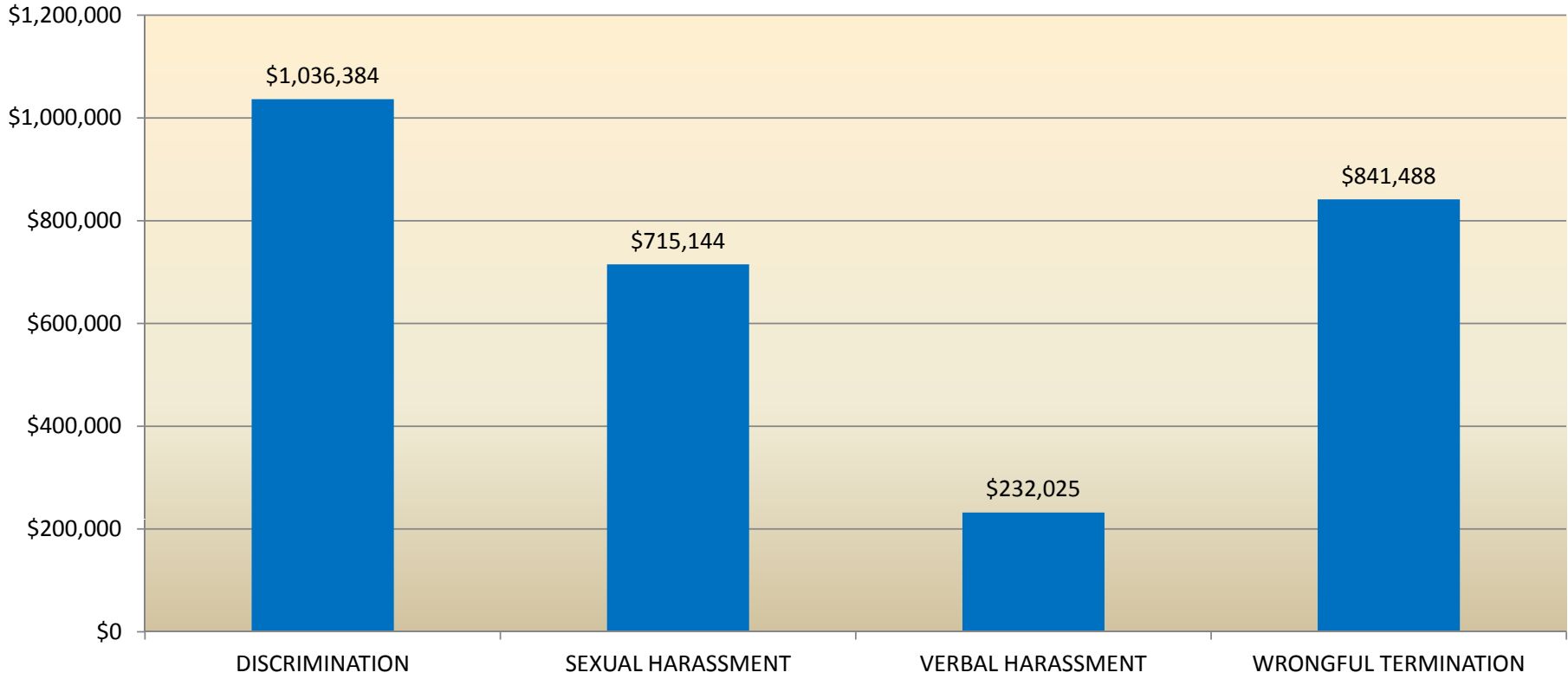
CSURMA AORMA - Liability Losses (Top 10)
Severity of Total Incurred Cause of Loss 2008 - 2013
As of June 30, 2013



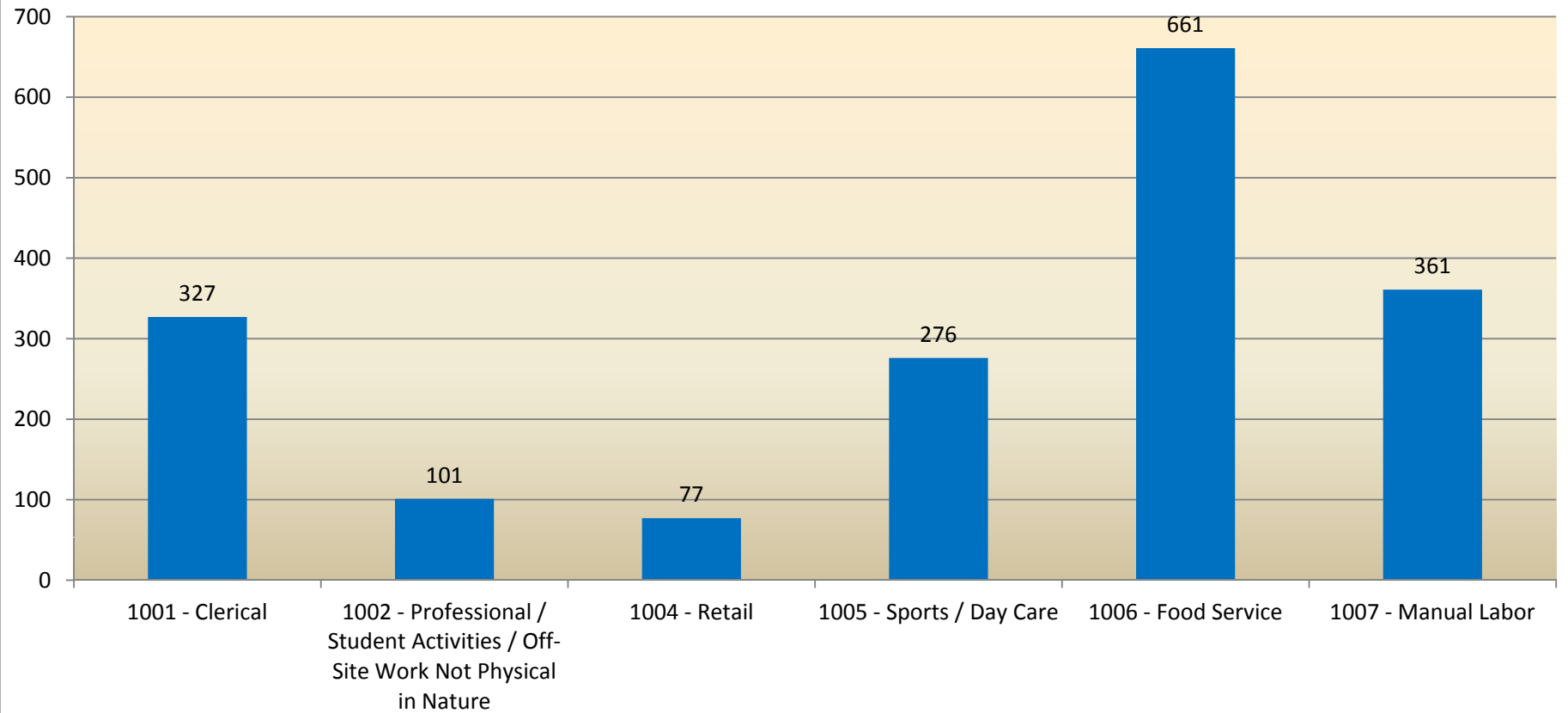
CSURMA AORMA - Employer Practice Liability
Frequency of Total Incurred Cause of Loss 2008 - 2013
As of June 30, 2013



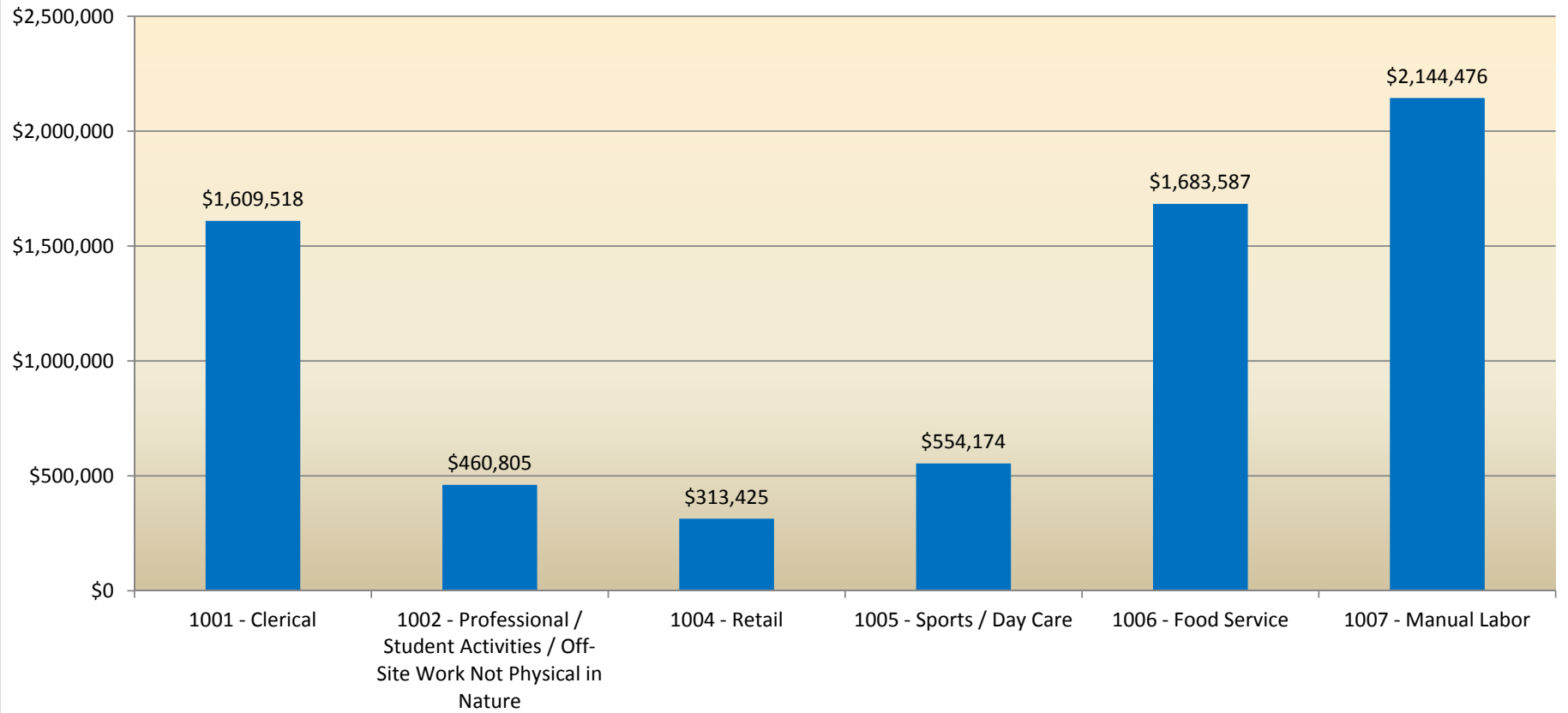
**CSURMA AORMA - Employer Practice Liability
Severity of Total Incurred Cause of Loss 2008 - 2013
As of June 30, 2013**



**CSURMA AORMA - Workers' Compensation
Frequency of Total Incurred by Class Code 2008 - 2013
As of June 30, 2013**



**CSURMA AORMA - Workers' Compensation
Severity of Total Incurred by Class Code 2008 - 2013
As of June 30, 2013**



CSURMA AORMA PROGRAM ADMINISTRATOR CONTACT LISTS

ISSUE: Staff includes an updated AORMA Program Administrator contact list in each agenda.

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

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None

ATTACHMENT(S):

- a. AORMA Program Administrator - Contact List
- b. Claims Reporting Contacts

CONTACT LIST

Coverage	Contact	E-Mail Address	Office	Fax
JPA Program Administrator – Alliant Insurance Services, Inc.				
Certificate of Insurance Requests	Hsan Htein Van Rin	hhhtein@alliant.com vrin@alliant.com	415-403-1452 415-403-1408	415-874-4810 415-874-4810
General Coverage Questions	Mimi Long Van Rin Hsan Htein Daniel Howell	mlong@alliant.com vrin@alliant.com hhhtein@alliant.com dhowell@alliant.com	415-403-1423 415-403-1408 415-403-1452 415-403-1426	415-874-4810 415-874-4810 415-874-4810 415-874-4810
Inland Marine	Van Rin Hsan Htein Mimi Long	vrin@alliant.com hhhtein@alliant.com mlong@alliant.com	415-403-1408 415-403-1452 415-403-1423	415-874-4810 415-874-4810 415-874-4810
Participant Accident Insurance (PAI)	Van Rin	vrin@alliant.com	415-403-1408	415-874-4810
Special Events Insurance	Van Rin	vrin@alliant.com	415-403-1408	415-874-4810
Foreign Travel Program	Stacey Weeks Van Rin	sweeks@alliant.com vrin@alliant.com	415-403-1448 415-403-1408	415-874-4810 415-874-4810
General Risk Management Questions	Mimi Long Van Rin Hsan Htein Daniel Howell	mlong@alliant.com vrin@alliant.com hhhtein@alliant.com dhowell@alliant.com	415-403-1423 415-403-1408 415-403-1452 415-403-1426	415-874-4810 415-874-4810 415-874-4810 415-874-4810
Workers' Compensation Claims Consultant	Jacki Graf	jgraf@alliant.com	415-403-1438	415-874-4810
Form 700	Tevea Him	thim@alliant.com	415-403-1416	
CSU Chancellor's Office				
CSU Chancellor's Office	Charlene Minnick Zachary Gifford Rebecca Skidmore Leona Ching Alice Kim Kelly Cox Mandy Wong Rima Tanuwidjaja Robert Eaton Audra Reed William Hsu	cminnick@calstate.edu zgifford@calstate.edu rskidmore@calstate.edu lching@calstate.edu akim@calstate.edu kcox@calstate.edu mwong@calstate.edu rtanuwidjaja@calstate.edu reaton@calstate.edu areed@calstate.edu whsu@calstate.edu	562-951-4580 562-951-4568 562-951-4574 562-951-4580 562-951-4627 562-951-4611 562-951-4578 562-951-4621	562-951-4859 562-951-4859 562-951-4859 562-951-4859 562-951-4865 562-951-4865 562-951-4865 562-951-4856

CONTACT LIST

Coverage	Contact	E-Mail Address	Office	Fax
Loss Control Consultants				
Alliant Risk Control Consulting	Brent Escoubas	bescoubas@alliant.com	949-260-5013	
TargetSolutions	Kelly Zielinski	kaz@targetsolutions.com	858-683-7229	858-487-8762
TargetSolutions	Liz Farzan	laf@targetsolutions.com	858-592-6880 Ext. 147	
TargetSolutions	Ashley Cole	alc@targetsolutions.com	858-638-7176	
Unemployment & Verification Solutions – Employers Edge				
Unemployment Claims Operations, Claim Specialist	Vanessa Rodriguez	v.rodriquez@employersedge.com	720-891-4900 x144	720-420-7449
Hearing Coordination, Appellate Coordinator’s	Jamie Clark Jen Venable	j.clark@employersedge.com j.venable@employersedge.com	720-891-4900	
Account Management	Steve Bell	s.bell@employersedge.com	720-891-4900 x101	720-420-7431
Alteranate Account Management Contact, Direct of Client Services	Angie Hansen	a.hansen@employersedge.com	720-891-4900 x116	
Human Resources Consulting – Employers Group				
Helpline	Mark Nelson Kimberly Nwamanna	mnelson@employersgroup.com knwamanna@employersgroup.com	213-765-3952 213-765-3982	
Client Service	Bill Stephens	bstephens@employersgroup.com	805-807-9922	213-226-0216
Reference Library	Robert Campbell	rcampbell@employersgroup.com	800-748-8484 Ext. 3430	
Unemployment Questions	Ryan Farias	rfarias@employersgroup.com	213-709-4143	
Affirmative Action Plans	Suzanne Oliva	soliva@employersgroup.com	213-765-3918	
Leave Management	Kimberly Nwamanna	knwamanna@employersgroup.com	213-765-3982	
Research and Surveys	Juan Garcia	jpgarcia@employersgroup.com	213-765-3969	
Employer Advocacy	Ken Tiratira	ktiratira@employersgroup.com	213-765-3915	



LIABILITY – CLAIMS REPORTING CONTACT

In the event of a loss, please contact:

Mauri McGuire
Carl Warren & Company
P.O. Box 7059
Ventura, CA 93006

E-mail: mmcguire@carlwarren.com
Tel: 805-650-7020 ext. 1003
Fax: 805-658-9950

Express Mail:
Carl Warren & Company
1000 South Hill Road, Suite 215
Ventura, CA 93003



POLLUTION – CLAIMS REPORTING CONTACT

(All pollution incidents must be reported within **seven** days of discovery)

Report the incident immediately to:

ACE Environmental Risk
888-310-9553

AND:

Alliant Insurance Services, Inc.
100 Pine Street, 11th Floor
San Francisco, CA 94111-5101

Tel: 877-725-7695
Fax: 415-403-1466

OR:

Diana Walizada, Claims Unit Manager **OR** **Michelle Maffei, Senior Claims Advocate**

Alliant Insurance Services, Inc.
E-mail: dwalizada@alliant.com
Tel: 415-403-1453
Fax: 415-403-1466
Cell: 415-693-8714

Alliant Insurance Services, Inc.
E-mail: mmaffei@alliant.com
Tel: 415-403-1418
Fax: 415-403-1466
Cell: 415-693-8864

After hours claims reporting number:

Robert Frey, First Vice President

Alliant Insurance Services, Inc.
100 Pine Street, 11th Floor
San Francisco, CA 94111-5101

E-mail: rfrey@alliant.com
Tel: 415-403-1445
Fax: 415-403-1466
Cell: 415-518-8490



CYBER LIABILITY – CLAIMS REPORTING CONTACT

Report the incident immediately to:

Beazley Group
1270 Avenue of the America's, Suite 1200
New York, NY 10020

tmbclaims@beazley.com
Tel: 646-943-5900
Fax: 546-378-4039

AND COPY TO:

Elaine Kim, Claims Advocate
Alliant Insurance Services, Inc.
E-mail: ekim@alliant.com
Tel: 415-403-1453
Fax: 415-403-1466
Cell: 415-693-8714

OR Diana Walizada, Claims Unit Manager
Alliant Insurance Services, Inc.
E-mail: mmaffei@alliant.com
Tel: 415-403-1453
Fax: 415-403-1466
Cell: 415-693-8714

OR:

After hours claims reporting number:

Robert Frey, First Vice President
Alliant Insurance Services, Inc.

E-mail: rfrey@alliant.com
Tel: 415-403-1445
Fax: 415-403-1466
Cell: 415-518-8490



SPECIAL LIABILITY INSURANCE PROGRAM (SLIP) CLAIMS REPORTING CONTACT

Report the incident immediately to:

Elaine Kim, Claims Advocate
Alliant Insurance Services, Inc.
E-mail: ekim@alliant.com
Tel: 415-403-1453
Fax: 415-403-1466
Cell: 415-693-8714

OR Diana Walizada, Claims Unit Manager
Alliant Insurance Services, Inc.
E-mail: mmaffei@alliant.com
Tel: 415-403-1453
Fax: 415-403-1466
Cell: 415-693-8714

OR:

After hours claims reporting number:

Robert Frey, First Vice President
Alliant Insurance Services, Inc.

E-mail: rfrey@alliant.com
Tel: 415-403-1445
Fax: 415-403-1466
Cell: 415-518-8490



AUTO PHYSICAL DAMAGE (APD) CLAIMS REPORTING CONTACT

Report the incident immediately to:

Elaine Kim, Claims Advocate
Alliant Insurance Services, Inc.
E-mail: ekim@alliant.com
Tel: 415-403-1453
Fax: 415-403-1466
Cell: 415-693-8714

OR Diana Walizada, Claims Unit Manager
Alliant Insurance Services, Inc.
E-mail: mmaffei@alliant.com
Tel: 415-403-1453
Fax: 415-403-1466
Cell: 415-693-8714

OR:

After hours claims reporting number:

Robert Frey, First Vice President
Alliant Insurance Services, Inc.

E-mail: rfrey@alliant.com
Tel: 415-403-1445
Fax: 415-403-1466
Cell: 415-518-8490



PROPERTY / BOILER & MACHINERY CLAIMS REPORTING CONTRACT

Report the incident immediately to:

Alliant Insurance Services, Inc.
100 Pine Street, 11th Floor
San Francisco, CA 94111-5101

Tel: 877-725-7695
Fax: 415-403-1466
Cell: 415-693-8714

OR:

Diana Walizada, Claims Unit Manager	OR	Michelle Maffei, Senior Claims Advocate
Alliant Insurance Services, Inc.		Alliant Insurance Services, Inc.
E-mail: dwalizada@alliant.com		E-mail: mmaffei@alliant.com
Tel: 415-403-1453		Tel: 415-403-1418
Fax: 415-403-1466		Fax: 415-403-1466
Cell: 415-693-8714		Cell: 415-693-8864

AND COPY TO:

Cathryn O'Meara
McLaren's
1301 Dove Street, Suite 200
Newport Beach, CA 92660
cathryn.omeara@mclarens.com
Tel: 949-757-1413
Fax: 949-757-1692

After hours claims reporting number:

Robert Frey, First Vice President
Alliant Insurance Services, Inc.

E-mail: rfrey@alliant.com
Tel: 415-403-1445
Fax: 415-403-1466
Cell: 415-518-8490



WORKERS' COMPENSATION – CLAIMS REPORTING CONTACT

In the event of a Workers' Compensation claim, please forward the Workers' Compensation Claim Form (DWC1) and the Employer's Report of Occupational Injury or Illness (Form 5020) to:

Brian Montagnese - Supervisor
Sedgwick CMS
P.O. Box 14479
Lexington, KY 40512-4479

E-mail: brian.montagnese@sedgwickcms.com
Tel: 916-851-8060
Fax: 916-851-8079

YOUR CLAIM WILL BE ASSIGNED TO EITHER:

Katie Brandt, Adjuster
Sedgwick CMS
P.O. Box 14479
Lexington, KY 40512-4479

E-mail: katie.brant@sedgwickcms.com
Tel: 916-851-8058
Fax: 916-851-8079

OR:

Biba Olson, Claims Assistant
Sedgwick CMS
P.O. Box 14479
Lexington, KY 40512-4479

E-mail: biba.olson@sedgwickcms.com
Tel: 916-851-8058
Fax: 916-851-8076



PARTICIPANT ACCIDENT INSURANCE (PAI)

In the event of a Participant Accident Insurance (PAI) claim, *please forward the completed HSR claim form directly to:*

Health Special Risk, Inc.

HSR Plaza II
4100 Medical Parkway
Carrollton, TX 75007

E-mail: CSRM@hsri.com
Tel: 972-512-5600
Fax: 972-512-5820
Tel Toll Free: 866-523-3186



UNEMPLOYMENT INSURANCE PROGRAM (UIP)

For Unemployment Insurance Program (UIP) claim, please contact Employers Edge directly at:

Vanessa Rodriguez, Claim Specialist

Employers Edge
P.O. Box 351567
Westminister, CO 80035

Email: v.rodriguez@employersedge.com

Tel: (720) 891-4900 x144

Steve Bell, Account Management

Employers Edge
P.O. Box 351567
Westminister, CO 80035

Email: s.bell@employersedge.com

Tel: (720) 891-4900 x101

CSURMA AORMA COMMITTEE CONTACT LIST

ISSUE: Attached for the Committee's review is the AORMA Committee and Standing Committee Membership Roster effective July 1, 2013.

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

FISCAL IMPACT: None.

BACKGROUND: Contact lists are provided at every meeting.

PUBLICATION: None.

ATTACHMENT(S):

- a. AORMA Committee and Standing Committee Membership Roster - Effective at July 1, 2013.

AORMA Committee
Ten voting members - two alternates - twelve members total
Effective at July 1, 2013

Committee	Seat	Member	Position	Campus	Type of Auxiliary	E-Mail	Telephone Number
AORMA	Chair	Dwayne Brummett	Director of Business Services	San Luis Obispo	Associated Students, Inc., Cal Poly San Luis Obispo	dbrummet@calpoly.edu	805-756-5768
AORMA	Vice Chair	Robert de Wit	Chief Financial Officer	Long Beach	Forty-Niner Shops, Inc., CSU Long Beach	rdewit@csulb.edu	562-985-5549
AORMA	Past Chair	Kurt Borsting	Director, Titan Student Centers	Fullerton	Associated Students, California State University, Fullerton, Inc.	kborsting@fullerton.edu	657-278-4214
AORMA	Ex Officio	Pat Worley	Executive Director	Sacramento	Associated Students of California State University, Sacramento	pcworley@csus.edu	916-278-7290
AORMA	At Large	Brian Nowlin	Chief Operating Officer	Long Beach	California State University, Long Beach Research Foundation	Brian.Nowlin@csulb.edu	562-985-4690
AORMA	At Large	Frank Mumford	Executive Director	Fullerton	CSU Fullerton Auxiliary Services Corporation	fmumford@fullerton.edu	657-278-4101
AORMA	At Large	Gigi Kiama	Human Resources Manager	Monterey Bay	The University Corporation at Monterey Bay	gkiama@csumb.edu	831-582-4301
AORMA	At Large	Guy Dalpe	Managing Director	San Francisco	Cesar Chavez Student Center, San Francisco State University	gdalpe@sfsu.edu	415-338-1044
AORMA	At Large	Leslie Davis	Executive Director	Sacramento	University Union Operation of CSUS, Inc.	leslied@saclink.csus.edu	916-278-2904
AORMA	At Large	Keith Kompsi	Director, Foundation Financial Services	Fresno	Fresno Association, Inc., CSU Fresno	kkompsi@csufresno.edu	559-278-0838
AORMA	At Large	Haleh Minakary	General Business Manager	Pomona	The Cal Poly Pomona Foundation, Inc.	hminakary@csupomona.edu	909-869-2910
AORMA	At Large	Melinda Coil	Chief Financial Officer	San Diego	San Diego State University Research Foundation	mcoil@foundation.sdsu.edu	619-594-1076

Member Services, Loss Control & Training Committee
Minimum of five members - at least two of whom are AORMA Committee members

Committee	Seat	Member	Position	Campus	Type of Auxiliary	E-Mail	Telephone Number
MSLCTC	Chair	Dwayne Brummett	Director of Business Services	San Luis Obispo	Associated Students, Inc., Cal Poly San Luis Obispo	dbrummet@calpoly.edu	805-756-5768
MSLCTC	At Large	Kristin Kelly	Associate Director	San Jose	The Student Union of San Jose State University	kristin.kelly@sjsu.edu	408-924-6315
MSLCTC	At Large	Arnecia Bryant	Associate Director, Operations	Dominguez Hills	The Donald P. and Katherine B. Loker University Student Union, Inc.	abryant@csudh.edu	310-243-3854
MSLCTC	At Large	Dennis Miller	Director, Employment Services	Pomona	The Cal Poly Pomona Foundation, Inc.	dennismiller@csupomona.edu	909-869-2958
MSLCTC	At Large	Debbie Adishian-Astone	Executive Director	Fresno	CSU Fresno Association, Inc.	debbiea@csufresno.edu	559-278-0802
MSLCTC	At Large	Melinda Coil	Chief Financial Officer	San Diego	San Diego State University Research Foundation	mcoil@foundation.sdsu.edu	619-594-1076
MSLCTC	At Large	Raven Tyson	Contracts & Risk Management Coordinator	San Diego	Associated Students of San Diego State University	raven.tyson@sdsu.edu	619-594-3760

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

Committee	Seat	Member	Position	Campus	Type of Auxiliary	E-Mail	Telephone Number
PC	Chair	Guy Dalpe	Managing Director	San Francisco	Cesar Chavez Student Center, San Francisco State University	gdalpe@sfsu.edu	415-338-1044
PC	At Large	Kurt Borsting	Director, Titan Student Centers	Fullerton	Associated Students, California State University, Fullerton, Inc.	kborsting@fullerton.edu	657-278-4214
PC	At Large	Gigi Kiama	Human Resources Manager	Monterey Bay	University Corporation, CSU Monterey Bay	gkiama@csumb.edu	831-582-4301
PC	At Large	Mark Day	Executive Director	San Bernardino	Santos Manuel Student Union of California State University, San Bernardino	mday@csusb.edu	909-537-7201
PC	At Large	Haleh Minakary	General Business Manager	Pomona	The Cal Poly Pomona Foundation, Inc.	hminakary@csupomona.edu	909-869-2910

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

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

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

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