



**CSURMA AORMA COMMITTEE MEETING AGENDA**  
**“This is an Open Public Meeting”**

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

1. Teleconference Location - CSU Chancellor’s Office, 401 Golden Shore, Long Beach, CA

<b>Meeting Date:</b>	March 21, 2013	<b>Location:</b>	Alliant Insurance Service
<b>Time:</b>	9:00 a.m.		1301 Dove Street, Suite 200 Newport Beach, CA 92660

A = Action  
 I = Information  
 V = Verbal

- A. CALL TO ORDER**
- B. PUBLIC COMMENTS**
- C. CONSENT CALENDAR** A  
*The Committee is asked to take action on the consent calendar items as a group, except that a member may request that an item be withdrawn from the Consent Calendar for discussion and action.*
  - 1. Approval of the Agenda** *pg. 4*
  - 2. Approval of Minutes – December 6, 2012** *pg. 5*
- D. CLOSED SESSION Pursuant to California Government Code Section 11126(e)(1) & 1126(f)(1)** A  
*Action may be taken per Government Code Section 11126(e)(1) & 1126(f)(1). Please refer to the below list of claims that may be discussed. The Committee may assess and evaluate pending claims and related issues and take action or provide direction to Staff regarding the litigation described below.*
  - 1. Mendocino College Foundation, Inc. vs. Sonoma State University Academic Foundation, Inc.**
  - 2. Orozco vs. Cal Poly Pomona Foundation, Inc.**

**E. STANDING COMMITTEE REPORTS**

- 1. Programs Committee Report **I** pg. 19
- 2. Member Services, Loss Control and Training Committee Report **I** pg. 22

**F. GENERAL ADMINISTRATION**

- 1. **Alliant Loss Control Services Contract** **A** pg. 25  
*The Committee will be asked to review the Alliant Loss Control Services Contract for the term July 1, 2012 to June 30, 2013 and approve additional safety days*
- 2. **Review and Approval of FY 12/13 CSURMA Budget – Midterm Adjustments** **A** pg. 26  
*The Committee will review and recommend approval to the Executive Committee of the FY 12/13 CSURMA Budget – Midterm Adjustments*
- 3. **Review and Approval of FY 13/14 CSURMA Budget** **A** pg. 40  
*The Committee will review and recommend approval to the Executive Committee of the FY 13/14 CSURMA Budget*
- 4. **Inter-Fund Transfer between the AORMA Property Program and the Campus Property Program** **A** pg. 54  
*The Committee will be asked to review and recommend approval to the Executive Committee for an Inter-Fund Transfer of Funds between the AORMA Property Program and the Campus Property Program*
- 5. **Insurance Program Renewal Report** **I** pg. 58  
*The Committee will receive a verbal report on the CSURMA AORMA program renewals for FY 13/14*
- 6. **Legal Opinion Regarding Unemployment Insurance Benefits for Student Employees** **I** pg. 59  
*The Committee will be asked to review the legal opinion regarding unemployment insurance benefits for student employees*
- 7. **Policy & Procedure L-5 – Guidelines for Extending Liability Coverage to Non-Auxiliary Organizations** **A** pg. 61  
*The Committee will be asked to review and approve the revisions to P&P L-5, with revisions as appropriate*
- 8. **Approval of Policy and Procedure A-6 - Risk Reduction Matching Grant Program** **A** pg. 66  
*The Committee will be asked to review and approve Policy and Procedure A-6 – Risk Reduction Matching Grant Program*

- |           |   |   |         |
|-----------|---|---|---------|
| 9.        | <b>Review and Approval of the AORMA Recommended Facilities Use Agreement</b><br><i>The Committee will be asked to review and approve the AORMA Recommended Facilities Use Agreement and Handbook, with revisions as appropriate</i> | A | pg. 74  |
| 10.       | <b>Review of Auxiliary Service Provider Report</b><br><i>The Committee will receive a copy of the Auxiliary Service Provider Report for review</i>  | I | pg. 89  |
| 11.       | <b>Review of the Slate of Nominees for the AORMA Committee</b><br><i>The Committee members will review the nominee(s) for the open AORMA Committee seat for the term July 1, 2013 to June 30, 2015</i>                              | I | pg. 151 |
| 12.       | <b>Workers' Compensation Payroll Rules to Follow</b><br><i>The Committee will be asked to review and approve, with revisions as appropriate, the updated AORMA Workers' Compensation Payroll Rules to Follow document</i>           | A | pg. 155 |
| 13.       | <b>Adoption of Policy &amp; Procedure A-7 – Travel Reimbursement Policy</b><br><i>The Committee will be asked to review and approve, with revisions as appropriate, the new AORMA Travel Reimbursement Policy</i>                   | A | pg. 159 |
| <br>      |   |   |         |
| <b>G.</b> | <b>INFORMATION ITEMS</b>  |   |         |
| 1.        | FY 12/13 Long Range Action Plan   | I | pg. 162 |
| 2.        | CSURMA AORMA 2013 Meeting Calendar  | I | pg. 169 |
| 3.        | CSURMA AORMA Program Administrator's Contact Lists  | I | pg. 172 |
| 4.        | AORMA Committee Members - Effective 7/01/12   | I | pg. 180 |
| 5.        | AORMA Travel Reimbursement Policy   | I | pg. 183 |
| <br>      |   |   |         |
| <b>H.</b> | <b>ADJOURNMENT</b>  |   |         |

*The next AORMA Committee meeting is scheduled for May 9, 2013 at 10:00 AM in Long Beach. Please contact Mimi Long [mlong@alliant.com](mailto:mlong@alliant.com) or Tevea Him [thim@alliant.com](mailto:thim@alliant.com) with questions.*

**APPROVAL OF THE AGENDA**

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

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

**FISCAL IMPACT:** None.

**BACKGROUND:** None.

**PUBLICATION:** None.

**ATTACHMENT(S):** None

**APPROVAL OF MINUTES – DECEMBER 6, 2012**

**ISSUE:** The Committee will be asked to review and approve the draft minutes from its December 6, 2012 meeting.

**RECOMMENDATION:** It is recommended that the Committee approve the minutes from its December 6, 2012 meeting, including corrections as necessary.

**FISCAL IMPACT:** None.

**BACKGROUND:** None.

**PUBLICATION:** None

**ATTACHMENT(S):**

- a. CSURMA AORMA Committee Meeting Minutes – December 6, 2012

**MINUTES OF THE CSURMA AORMA  
COMMITTEE MEETING**

**DECEMBER 6, 2012**

**ALLIANT INSURANCE SERVICES  
100 Pine Street, 11<sup>th</sup> Floor • San Francisco, CA**

**10:00 AM**

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**MEMBERS PRESENT**

Kurt Borsting, Associated Students, Inc., CSU Fullerton  
Dwayne Brummett, Associated Students, Cal Poly San Luis Obispo  
Patricia Worley, Associated Students Inc., Sacramento State University  
David Prenovost, Cal Poly Pomona Foundation, Cal Poly Pomona  
Frank Mumford, CSU Fullerton Auxiliary Services Corporation, CSU Fullerton  
Gigi Kiama, University Corporation, CSU Monterey Bay  
Guy Dalpe, Cesar Chaves Student Center, San Francisco State University (*arrived at 12:30pm*)  
Leslie Davis, University Union Operation of CSUS, Inc., Sacramento State University  
Keith Kompsi, Fresno Association, Inc., CSU Fresno  
Peter Neville, Sonoma Student Union Corporation, Sonoma State University  
Robert de Wit, Forty-Niner Shops, Inc., CSU Long Beach  
Brian Nowlin, CSULB Foundation, CSU Long Beach

**STAFF, GUESTS AND CONSULTANTS**

Daniel Howell, Alliant Insurance Services, Inc.  
Mimi Long, Alliant Insurance Services, Inc.  
Tevea Him, Alliant Insurance Services, Inc.  
Brandon Schlenker, Carl Warren & Company  
William Hsu, CSU Office of General Counsel

**A. CALL TO ORDER**

The meeting was called to order by the Chair, Kurt Borsting at 10:00 AM.

**B. PUBLIC COMMENTS**

There were no public comments.

**C. CONSENT CALENDAR**

- C1. Approval of the Agenda**
- C2. Approval of Minutes – October 25, 2012**

A motion was made to approve the items on the consent calendar.

**MOTION: Keith Kompsi**

**SECOND: Pat Worley**

**MOTION CARRIED**

<b>NAME</b>	<b>AYE</b>	<b>ABSTAIN</b>	<b>NAY</b>	<b>ABSENT</b>
Kurt Borsting	X			
Brian Nowlin	X			
Dwayne Brummett	X			
Frank Mumford	X			
Gigi Kiama	X			
Guy Dalpe				X
Keith Kompsi	X			
Leslie Davis	X			
Peter Neville	X			
Robert de Wit	X			
<b>AORMA Committee Alternates Vote Only When Committee Members are Absent</b>				
Pat Worley - Alternate	X			
David Prenovost - Alternate				

**D. CLOSED SESSION**

A motion was made to enter closed session.

**MOTION: Frank Mumford**

**SECOND: Brian de Wit**

**MOTION CARRIED**

<b>NAME</b>	<b>AYE</b>	<b>ABSTAIN</b>	<b>NAY</b>	<b>ABSENT</b>
Kurt Borsting	X			
Brian Nowlin	X			
Dwayne Brummett	X			
Frank Mumford	X			
Gigi Kiama	X			
Guy Dalpe				X
Keith Kompsi	X			
Leslie Davis	X			
Peter Neville	X			
Robert de Wit	X			

<b>AORMA Committee Alternates</b>				
<b>Vote Only When Committee Members are Absent</b>				
Pat Worley - Alternate	<b>X</b>			
David Prenovost - Alternate				

A motion was made to end closed session.

**MOTION: Leslie Davis**  
**SECOND: Peter Neville**

**MOTION CARRIED**

<b>NAME</b>	<b>AYE</b>	<b>ABSTAIN</b>	<b>NAY</b>	<b>ABSENT</b>
Kurt Borsting	<b>X</b>			
Brian Nowlin	<b>X</b>			
Dwayne Brummett	<b>X</b>			
Frank Mumford	<b>X</b>			
Gigi Kiama	<b>X</b>			
Guy Dalpe				<b>X</b>
Keith Kompsi	<b>X</b>			
Leslie Davis	<b>X</b>			
Peter Neville	<b>X</b>			
Robert de Wit	<b>X</b>			
<b>AORMA Committee Alternates</b>				
<b>Vote Only When Committee Members are Absent</b>				
Pat Worley - Alternate	<b>X</b>			
David Prenovost - Alternate				

The AORMA Chair reported that action had been taken in the closed session.

**E. GENERAL ADMINISTRATION**

**E1. Employment Practices Liability Deductible Determination Formula**

The committee reviewed the revised EPL deductible determination formula. The original formula was based on (1) number of employees, (2) number of claims, (3) size of claims, (4) loss prevention courses completed, and (5) location of auxiliary. The committee asked that the formula be revised to eliminate number of employees, loss prevention courses completed, and location of auxiliary.

The revised EPL deductible determination formula now takes into account only the total amount of paid EPL claims within the last five years.

A motion was made to approve the revised EPL deductible determination formula.

**MOTION: Frank Mumford**  
**SECOND: Dwayne Brummett**

The committee discussed the revised formula in detail. The general consensus was that the formula should include number of claims rather than just total amount paid. The committee also felt that the formula should not take into account small claims that are within the \$25,000 deductible since those claims do not have a fiscal impact on the AORMA liability program. If a Member has only one large EPL claim, the committee felt that the Member should not be penalized for one isolated incident, but that the formula should be geared more to Members with multiple claims.

An amended motion was made to approve the revised EPL deductible determination formula with the following amendments:

- The Member must have more than one EPL claim
- One of the EPL claims must be in excess of \$25,000
- Only losses in excess of \$25,000 will be applied to the new deductible schedule

**MOTION: Frank Mumford**  
**SECOND: Peter Neville**

An additional amended motion was made to table item E1 until after item E2 is discussed.

**MOTION: Pat Worley**  
**SECOND: Peter Neville**

**MOTION CARRIED**

NAME	AYE	ABSTAIN	NAY	ABSENT
Kurt Borsting	X			
Brian Nowlin	X			
Dwayne Brummett	X			
Frank Mumford	X			
Gigi Kiama	X			
Guy Dalpe				X
Keith Kompsi	X			
Leslie Davis	X			
Peter Neville	X			
Robert de Wit	X			
<b>AORMA Committee Alternates</b>				
<b>Vote Only When Committee Members are Absent</b>				
Pat Worley - Alternate	X			
David Prenovost - Alternate				

**E2. Policy and Procedure L-1 – Employment Practices Deductible**

The committee reviewed revised Policy and Procedure L-7 and based on earlier discussions, suggested the following changes to Item 1:

1. It is the policy of CSURMA AORMA that annually a minimum suggested EPL deductible will be determined for each Member. The formula for determining the minimum suggested deductible is based ~~solely~~ on **number and cost** of EPL claims paid, at June 30, for the last five fiscal years. **If a Member has more than one EPL claim payment within the last five fiscal years, then the total amount paid within those five years for all claims exceeding \$25,000 will be applied to the following schedule:**

Paid losses of \$75,000 or less .....	\$25,000 deductible
Paid losses of \$75,001 to \$175,000 .....	\$50,000 deductible
Paid losses of \$175,001 to \$275,000 .....	\$75,000 deductible
Paid losses in excess of \$275,001 .....	\$100,000 deductible

Annually, based on the formula above, the JPA Program Administrator will determine the minimum suggested deductible for each Member. The Programs Committee will review and approve each Member’s minimum deductible for the upcoming fiscal year.

A motion was made to approve revised Policy and Procedure L-7, with the additional changes to Item 1 as noted above.

**MOTION: Frank Mumford**

**SECOND: Leslie Davis**

**MOTION CARRIED**

NAME	AYE	ABSTAIN	NAY	ABSENT
Kurt Borsting	X			
Brian Nowlin	X			
Dwayne Brummett	X			
Frank Mumford	X			
Gigi Kiama	X			
Guy Dalpe				X
Keith Kompsi	X			
Leslie Davis	X			
Peter Neville	X			
Robert de Wit	X			

**AORMA Committee Alternates  
Vote Only When Committee Members are Absent**

Pat Worley - Alternate	X			
David Prenovost - Alternate				

**E1. Employment Practices Liability Deductible Determination Formula**

A motion was made to approve the revised EPL Deductible Determination Formula, with the following additional amendments:

- The Member must have more than one EPL claim
- One of the EPL claims must be in excess of \$25,000
- Only losses in excess of \$25,000 will be applied to the new deductible schedule

**MOTION: Pat Worley**

**SECOND: Dwayne Brummett**

**MOTION CARRIED**

NAME	AYE	ABSTAIN	NAY	ABSENT
Kurt Borsting	X			
Brian Nowlin	X			
Dwayne Brummett	X			
Frank Mumford	X			
Gigi Kiama	X			
Guy Dalpe				X
Keith Kompsi	X			
Leslie Davis	X			
Peter Neville	X			
Robert de Wit	X			
<b>AORMA Committee Alternates</b>				
<b>Vote Only When Committee Members are Absent</b>				
Pat Worley - Alternate	X			
David Prenovost - Alternate				

**E3. Policy & Procedure UI-1 – Formula for Determining the Unemployment Insurance Program Annual Contributions**

Staff explained that Policy and Procedure UI-1 – Formula for Determining the Unemployment Insurance Program Annual Contributions was revised to document the following practices:

1. At the end of each fiscal year, Staff will distribute the UIP Financial Statement to each UIP member
2. The Financial Statement will include actual paid claims for the four quarters within the fiscal year, rather than the estimated claims for the last quarter

3. If the Member’s fund balance is below the minimum fund balance required then the Member will annually be assessed an amount not to exceed 20% of its annual contributions
4. If the Member’s fund balance exceeds the minimum fund balance required then the Member can request that the excess funds be returned
5. Should the Member choose to request that excess funds be returned, any obligation to a third party is the responsibility of the Member
6. The total investment income or loss will be allocated to each Member based on its percentage of the total AORMA UIP average fund balance for the preceding fiscal year
7. The Member’s average fund balance shall be calculated as follows:

$$\text{Beginning fund balance} + \text{additional contributions} - \text{paid claims} - \text{allocated admin costs} = \text{Member’s average balance}$$

A motion was made to approve revised Policy and Procedure UI-1.

**MOTION: Frank Mumford**

**SECOND: Robert de Wit**

**MOTION CARRIED**

NAME	AYE	ABSTAIN	NAY	ABSENT
Kurt Borsting	X			
Brian Nowlin	X			
Dwayne Brummett	X			
Frank Mumford	X			
Gigi Kiama	X			X
Guy Dalpe				
Keith Kompsi	X			
Leslie Davis	X			
Peter Neville	X			
Robert de Wit	X			
<b>AORMA Committee Alternates</b>				
<b>Vote Only When Committee Members are Absent</b>				
Pat Worley - Alternate	X			
David Prenovost - Alternate				

**E4. Policy and Procedure L-5 – Guidelines for Extending Liability Coverage to Non-Auxiliary Organizations**

Daniel Howell explained that The Fresno State Foundation formed the “New California Ventures, LLC” a wholly owned “for-profit” corporation. The Foundation delegated authority to the Foundation’s Investment Committee to act as the members of the LLC who conduct and oversee the LLC’s operations. The LLC does not have any employees. It will secure its

management and accounting services from the CSU Fresno Association, Inc. through a management services agreement.

Policy & Procedure L-5 – Guidelines for Extending Liability Coverage to Non-Auxiliary Organizations allows AORMA’s liability coverage to be extended to cover student groups, alumni organizations and/or booster clubs if the AORMA Member maintains direct control over the events, activities and operations of the non-auxiliary organization. As the Policy & Procedure currently reads, liability coverage could not be extended to any other type of organization.

Daniel expressed that at this point, there really is no liability exposure. If this model is successful, other campuses may create similar “for-profit” entities. New California Ventures, LLC, will be a wholly owned subsidiary of the Fresno Foundation and will invest in start-up companies as a passive investor only. The LLC will not provide any management or oversight of the start-up companies.

A motion was made to approve revised Policy and Procedure L-5.

**MOTION: Frank Mumford**

**SECOND: Brian Nowlin**

**MOTION DID NOT CARRY**

NAME	AYE	ABSTAIN	NAY	ABSENT
Kurt Borsting		X		
Brian Nowlin		X		
Dwayne Brummett		X		
Frank Mumford	X	X		
Gigi Kiama		X		
Guy Dalpe			X	
Keith Kompsi		X		
Leslie Davis		X		
Peter Neville			X	
Robert de Wit		X		
<b>AORMA Committee Alternates</b>				
<b>Vote Only When Committee Members are Absent</b>				
Pat Worley - Alternate				
David Prenovost - Alternate				

Staff was directed to bring more information to the next meeting. One committee member questioned, if the charter limits activities to passive investments only, why create a separate LLC?

A motion was made to delegate authority to the Programs Committee to rework Policy and Procedure L-5.

**MOTION: Frank Mumford**

**SECOND: Guy Dalpe**

**MOTION CARRIED**

<b>NAME</b>	<b>AYE</b>	<b>ABSTAIN</b>	<b>NAY</b>	<b>ABSENT</b>
Kurt Borsting	<b>X</b>			
Brian Nowlin	<b>X</b>			
Dwayne Brummett	<b>X</b>			
Frank Mumford	<b>X</b>			
Gigi Kiama	<b>X</b>			
Guy Dalpe	<b>X</b>			
Keith Kompsi		<b>X</b>		
Leslie Davis	<b>X</b>			
Peter Neville	<b>X</b>			
Robert de Wit	<b>X</b>			
<b>AORMA Committee Alternates</b>				
<b>Vote Only When Committee Members are Absent</b>				
Pat Worley - Alternate				
David Prenovost - Alternate				

**E5. Extension of the Employers Group Contract**

Staff explained that the current contract with the Employers Group for HR Consulting Services has a term of March 1, 2012 to February 28, 2013. Before renewing this contract, the Member Services, Loss Control and Training Committee (MSLCTC) suggested sending out a survey to all of the current users to see if they were satisfied with the services provided by the Employers Group. Systemwide Risk Management, Office of the Chancellor already sends out a vendor survey to all Members in January. Rather than duplicating efforts, Staff would like to review the results of the survey prior to negotiating the renewal of the Employers Group contract.

The Employers Group has offered to extend its current contract for four months to terminate on June 30, 2013. The cost for the four month extension is \$9,375. This additional fee is pro-rated based on the exiting auxiliary member fee of \$485 per auxiliary.

A motion was made to approve the extension of the Employers Group contract to June 30, 2013.

**MOTION: Frank Mumford**

**SECOND: Dwayne Brummett**

**MOTION CARRIED**

NAME	AYE	ABSTAIN	NAY	ABSENT
Kurt Borsting	X			
Brian Nowlin				X
Dwayne Brummett	X			
Frank Mumford	X			
Gigi Kiama	X			
Guy Dalpe	X			
Keith Kompsi	X			
Leslie Davis				X
Peter Neville	X			
Robert de Wit	X			
<b>AORMA Committee Alternates</b> <b>Vote Only When Committee Members are Absent</b>				
Pat Worley - Alternate	X			
David Prenovost - Alternate	X			

#### **E6. AORMA Unemployment Insurance Program Claims Administration Contract**

Guy Dalpe explained that the current contract for with The EGroup for the AORMA UIP claims administration will automatically renew on July 1, 2013. The contract requires 90 days notice of cancellation. The AORMA UIP ad hoc committee directed staff to send out a Request for Proposal (RFP) for UI claims administration services. Staff sent out the RFP on October 5, 2012 to four different claims administrators. A response was received by all four companies. The AORMA UIP ad hoc committee members, along with Gigi Kiama (HR Director from The University Corporation at Monterey Bay) and Jennifer Montero (HR Director from Associated Students, San Jose State University) met on November 13, 2012 to review the proposals. Based on the information provided, the candidates were narrowed down to TALX and the Employers Group. This decision was based on the on-line reporting capabilities, pricing, and the ability to provide the I-9 and E-Verify services. The ad hoc committee directed Staff to request that TALX and the Employers Group revise their proposals to include the following:

1. Increase the maximum number of claims to 2,300 and maximum number of hearings to 36 in-person and 14 via phone (this was requested due to the recent layoffs of 1,300 UEI student employees)
2. Include the names of the staff members providing the day to day servicing
3. Provide pricing for a three-year and five-year contract (Employers Group only)
4. Provide references (Employers Group only)

The AORMA UIP ad hoc committee members had met with TALX on a few occasions and were familiar with their website and I-9 / E-Verify services. The committee members were not familiar, however, with the services provided by the Employers Group. Therefore, a webinar was scheduled for Tuesday, November 27<sup>th</sup> so that the committee could receive an on-line demonstration of the UI services provided by the Employers Group.

The AORMA UIP ad hoc committee members attended the Employers Group webinar to discuss their UI claims handling and I-9 / E-Verify services. They met again on Tuesday, December 4<sup>th</sup> to discuss the UI claims administration services being proposed by both TALX and the Employers Group. The general consensus of the committee members was that they would like to move the contract for UI claims administration to the Employer Group for the following reasons:

1. Their system is user-friendly
2. The cost is competitive
3. AORMA already has a great relationship with the Employers Group
4. Members were generally happy with their level of service
5. Their tracking software seemed fairly simple to navigate
6. The Employers Group has other clients in higher education
7. The references received were positive

The ad hoc committee directed staff to confirm that the 5-year contract would include a 90-days notice of cancellation by either party. The Employers group confirmed that it would.

At the beginning of August 2012, The University Enterprises, Inc., CSU Sacramento (UEI) laid off approximately 1,300 students. Therefore, the number of UI claims for UEI went from 47 in the 2<sup>nd</sup> quarter to 427 in the 3<sup>rd</sup> quarter. The Employers Group revised its pricing to reflect this increase in claims. The original proposal was based on 1,760 annual claims. The revised proposal is based on an estimate of 2,300 annual claims. The ad hoc committee wanted to make sure that the pricing would be revised annually on this 5-year contract to reflect the actual amount of UI claims. The Employers Group agreed to adjust the pricing if the claims increase or decrease over 10%. If this happens, the pricing will be modified for the upcoming year based on \$14.00 per claim.

After several meetings, the AORMA UIP ad hoc committee is recommending approval of a 5-year contract for UI claims administration with the Employers Group. The first year of the 5-year contract will have an annual cost of \$32,100. This fee is based on an estimated annual claims activity of 2,300 claims – 250 protested and 2,050 not protested. Should the annual claims activity exceed this amount, AORMA will be billed \$15.00 per claim over 2,530 claims.

On each anniversary of this contract, a review of claims activity will be conducted. If the actual activity reflects a variation of more than 10% above or below 2,300 claims, the claims volume and corresponding pricing will be adjusted based on the per claim fee of \$14.00. Any change will be effective as of the first day of the first quarter of the contract year.

The annual cost of \$32,100 does not include the I-9 and E-Verify. Those costs are separate and will be billed directly to the Auxiliary.

A motion was made to approve the contract with the Employers Group for UI claims administration effective July 1, 2013.

**MOTION: Frank Mumford**  
**SECOND: Dwayne Brummett**

**MOTION CARRIED**

NAME	AYE	ABSTAIN	NAY	ABSENT
Kurt Borsting	X			
Brian Nowlin				X
Dwayne Brummett	X			
Frank Mumford	X			
Gigi Kiama	X			
Guy Dalpe	X			
Keith Kompsi	X			
Leslie Davis				X
Peter Neville	X			
Robert de Wit	X			
<b>AORMA Committee Alternates</b>				
<b>Vote Only When Committee Members are Absent</b>				
Pat Worley - Alternate	X			
David Prenovost - Alternate	X			

**E7. Earthquake Insurance Program Discussion**

Over the past half year, AORMA has been considering the issue of earthquake coverage, conducting a survey of the membership, modeling the risk, and estimating market pricing. While coverage is available, it is quite expensive and generally not in the budget for the average AORMA member. Further, due to the catastrophic nature of the exposure, the risk of loss is not evenly spread among the membership, making equitable group funding plans difficult to achieve.

At the September 12<sup>th</sup> meeting, it was reported that constructing a meaningful earthquake coverage program would very likely require the commitment of several million dollars of premium over a multi-year period.

Staff will continue to work with the Programs Committee on this project. The next step is to send out estimated pricing to the members that initially responded to the EQ survey and expressed an initial interest in joining an EQ program.

**E8. AORMA Recommended Facilities Use Agreement**

Staff explained that the Member Services, Loss Control and Training Committee (MSLCTC) was assigned the long range goal of designing an AORMA Recommended Facilities Use Agreement and Handbook. The MSLCTC met on November 5, 2012, and reviewed the final agreement and handbook. Willy Hsu, CSURMA’s legal counsel, reviewed the agreement and

handbook as well. Willy's comments will be presented to the MSLCTC for review at its next meeting on February 4, 2013. The final AORMA Recommended Facilities Use Agreement and Handbook will be presented to the AORMA Committee at its next meeting on March 21, 2013, for final approval.

**E9. Member Presentations**

The committee viewed the PowerPoint Presentation of the draft Member Presentation.

**F. STANDING COMMITTEE REPORTS**

**F1. Programs Committee Report**

Mimi Long provided a brief review of the last PC meeting.

**F2. Member Services, Loss Control and Training Committee Report**

Dwayne Brummett provided a brief review of the last MSLCTC meeting.

**G. INFORMATION ITEMS**

**G1. FY 12/13 Long Range Action Plan**

**G2. CSURMA AORMA 2013 Meeting Calendar**

**G3. CSURMA AORMA Program Administrator's Contact Lists**

**G4. AORMA Committee Member – Effective 7/01/12**

**G5. AORMA's Travel Reimbursement Policy**

**F. ADJOURNMENT**

The meeting was adjourned at 2:53 PM.

## **PROGRAMS COMMITTEE REPORT**

**ISSUE:** The Committee Members will hear a verbal report on recent activities.

**RECOMMENDATION:** This is an information item only; no action is required.

**FISCAL IMPACT:** None.

**BACKGROUND:** None.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. Agenda table of contents from Programs Committee meeting on January 3, 2013.

## PROGRAMS COMMITTEE MEETING

### “This is an Open Public Meeting”

*In accordance with the requirements of the Bagley-Keene Open Meeting Act, notice of this meeting must be posted in publicly accessible places, including the Internet, at least ten (10) days in advance of the meeting.*

<b>Meeting Date:</b>	January 3, 2013	<b>Location:</b>	Alliant Insurance Services, Inc. 100 Pine Street, 11 <sup>th</sup> Floor San Francisco, CA 94111
<b>Time:</b>	2:00 p.m. (Teleconference)	<b>Legend:</b>	A – Action may be taken I – Information Only

1. Kurt Borsting: ASI., CSU Fullerton, 800 N. State College Blvd., Fullerton
2. Guy Dalpe: Cesar Chavez Student Center, SFSU, 1650 Holloway Avenue Room C-134, San Francisco
3. Mark Day: Santos Manuel Student Union, CSU San Bernardino, 5500 University Parkway, San Bernardino
4. Gigi Kiama: University Corporation at CSUMB, 100 Campus Center, Bldg. 201, Seaside
5. Haleh Minakary: Cal Poly Pomona Foundation, CSU Pomona, 3801 W. Temple Ave., Bldg. 55, Pomona

**A. CALL TO ORDER**

**B. PUBLIC COMMENTS**

**C. GENERAL ADMINISTRATION**

- |           |  |          |              |
|-----------|--|----------|--------------|
| <b>1.</b> | <b>Approval of the Agenda</b><br><i>The Committee will be asked to approve the agenda for today’s meeting</i>  | <b>A</b> | <b>P. 3</b>  |
| <b>2.</b> | <b>Approval of Minutes – October 25, 2012</b><br><i>The Committee will be asked to approve the minutes from its last meetings</i>  | <b>A</b> | <b>P. 4</b>  |
| <b>3.</b> | <b>Approval of FY 13/14 Liability Program Member Cost Allocations</b><br><i>The Committee will be asked to review and approve the FY 13/14 Liability Program cost allocations.</i>                         | <b>A</b> | <b>P. 10</b> |
| <b>4.</b> | <b>Approval of FY 13/14 Workers’ Compensation Program Cost Allocations</b><br><i>The Committee will be asked to review and approve the FY 13/14 Workers’ Compensation Program Member Cost Allocations.</i> | <b>A</b> | <b>P. 14</b> |
| <b>5.</b> | <b>Approval of the FY 13/14 Liability Program Dividend</b><br><i>The Committee will be asked to review and approve the member allocation of the Liability Program dividend</i>                             | <b>A</b> | <b>P. 21</b> |
| <b>6.</b> | <b>Approval of the FY 13/14 Workers’ Compensation Program Dividend</b><br><i>The Committee will be asked to review and approve the member allocation of the Workers’ Compensation dividend</i>             | <b>A</b> | <b>P. 34</b> |
| <b>7.</b> | <b>Review of the Current Workers’ Compensation Program Rating and Allocation Method; Discussion Regarding the Formation of a One-Rate Workers’</b>   | <b>A</b> | <b>P. 38</b> |

**Compensation Program**

*The Committee will be asked to discuss the current rating and allocation method and also to discuss a possible one-rate workers' compensation plan*

- 8. **Review of the Current Property Program Rating and Allocation Method; Discussion of Alternative Rating and Allocation Plans** A P. 43  
*The Committee will be asked to discuss the current rating and allocation method and also to discuss alternative rating and allocation plans*
  - 9. **Approval of the FY 13/14 Crime Program Member Cost Allocation; Discussion of Alternative Rating and Allocation Plans** A P. 44  
*The Committee will be asked to approve the FY 13/14 Crime Program member cost allocation and to discuss alternative rating and allocation plans*
  - 10. **Review and Approval of AORMA's Workers' Compensation Payroll Rules to Follow** A P. 52  
*The Committee will be asked to review and approve the AORMA Workers' Compensation Payroll Rules to Follow, with revisions as appropriate*
  - 11. **Earthquake Insurance Program Discussion** A P. 56  
*The Committee will be asked to discuss options for a CSURMA Earthquake Insurance Program and to give direction to staff as appropriate*
  - 12. **Review of the CSURMA Approved Budget for FY 12/13** I P. 58  
*The Committee will be asked to review the administrative costs for each AORMA Program*
  - 13. **Policy & Procedure L-5 – Guidelines for Extending Liability Coverage to Non-Auxiliary Organizations** A P. 69  
*The Committee will be asked to review and approve the revised Policy & Procedure L-5, with revisions as appropriate*
  - 14. **New California Ventures, LLC** A P. 74  
*The Committee will be asked whether to allow The Fresno State Foundation to extend its Liability Coverage to cover its wholly owned "for-profit" corporation – New California Ventures, LLC*
- D. INFORMATION ITEMS**
- 1. **FY 12/13 Long Range Action Plan** P. 76
  - 2. **CSURMA AORMA 2013 Meeting Calendar** P. 84
  - 3. **CSURMA AORMA Program Administrator's Contact Lists** P. 85
  - 4. **AORMA Committee Members - Effective 7/1/13** P. 95

**E. ADJOURNMENT**

*The next meeting is scheduled for April 18, 2013 at 2:00 p.m. as a teleconference meeting.*

**MEMBER SERVICES, LOSS CONTROL AND TRAINING  
COMMITTEE REPORT**

**ISSUE:** The Committee Members will hear a verbal report on recent activities.

**RECOMMENDATION:** This item is for information only; no action is required.

**FISCAL IMPACT:** None.

**BACKGROUND:** None.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. Agenda table of contents from Member Services, Loss Control and Training Committee meeting on February 4, 2013.



6. **Review of Workers’ Compensation and Liability Claims Information at 12/31/12 and Determination of Criteria for FY 13/14 Risk Reduction Matching Grant Program** **A** *p. 34*  
*The Committee will be asked to review the workers’ compensation and liability loss information and determine the criteria for the FY 13/14 Risk Reduction Matching Grant Program*

**D. INFORMATION ITEMS**

- |    |   |          |              |
|----|---|----------|--------------|
| 1. | <b>Alliant Loss Control – Utilization Report</b>        | <b>I</b> | <i>p. 47</i> |
| 2. | <b>TargetSolutions – Utilization Report</b>             | <b>I</b> | <i>p. 49</i> |
| 3. | <b>Employers Group – Utilization Report</b>             | <b>I</b> | <i>p. 52</i> |
| 4. | <b>FY 12/13 Long Range Action Plan</b>                  | <b>I</b> | <i>p. 54</i> |
| 5. | <b>2013 CSURMA AORMA Meeting Calendar</b>               | <b>I</b> | <i>p. 61</i> |
| 6. | <b>AORMA Committee and Standing Committees - Roster</b> | <b>I</b> | <i>p. 64</i> |

**E. ADJOURNMENT**

*The next meeting is scheduled for June 3, 2013 as a teleconference meeting.*

**ALLIANT LOSS CONTROL SERVICES CONTRACT**

**ISSUE:** AORMA has a contract with Alliant Loss Control Services (ALCS) for the term July 1, 2012 to June 30, 2013. The current contract includes 50 safety days at \$1,450 per day or \$72,500 annually. The demand for the services provided by ALCS has greatly exceeded the contract amount of 50 safety days. Brent Escoubas (from ALCS) anticipates that he will use all 50 safety days by March 1, 2013. Therefore, ALCS is requesting that the contract be amended to include an additional 12.5 safety days or an additional \$18,125 annually.

**RECOMMENDATION:** Staff recommends that the Committee discuss the requested contract amendment and approve as appropriate.

**FISCAL IMPACT:** The current contract includes 50 safety days at \$1,450 per day or \$72,500 annually. The proposed contract amendment will increase the annual cost by \$18,125.

**BACKGROUND:** As noted below, over the years, AORMA received roll over credits for unused services each fiscal year. At the end of the FY 11/12, ALCS had used the entire roll over credit. In order to keep the same standard of service for FY 12/13, the contract hours were increased from 40 to 50 and the annual fee was increased from \$58,000 to \$72,500.

<u>Term</u>	<u>Roll Over</u>
FY 08/09	\$10,670
FY 09/10	\$34,725
FY 10/11	\$20,551
FY 11/12	-\$3,500

**PUBLICATION:** None.

**ATTACHMENT(S):** None

## **REVIEW AND APPROVAL OF FY 12/13 CSURMA BUDGET – MIDTERM ADJUSTMENTS**

**ISSUE:** The CSURMA Board of Directors adopted the FY 12/13 budget at its meeting in April, 2012. Upon review of the Financial Statements at December 31, 2012 (unaudited), Staff recommends that the FY 12/13 budget be amended as follows:

1. Workshop / Training Expenses (Fitting the Pieces and AoA Conference sponsorship) – Reduced by \$8,042
2. Increase Loss Control Expenses by \$18,125 – Anticipated increase to the ALCS contract
3. The Loss Control Expenses have been allocated to just the Liability and Workers’ Compensation Programs
4. Investment Income – Increased by \$19,166
5. Reallocation of the Program Administration costs as follows:

Program	FY 12/13 Budget approved in May, 2012	FY 12/13 Budget with mid-term amendments
Liability	\$567,500	\$567,500
Workers’ Compensation	\$342,596	\$334,692
Property	\$236,816	\$242,548
Crime	\$21,084	\$23,256
Unemployment Insurance	\$45,000	\$45,000
<b>Total</b>	<b>\$1,212,996</b>	<b>\$1,212,996</b>

6. Reduce Liability Claims Payments and Legal Expenses \$1,375,312 to \$1,167,620 (\$207,692) based on updated Actuarial Study @ 9/19/12
7. Increase Workers’ Compensation Claims Payments and Legal Expenses from \$2,048,157 to \$2,204,128 (\$155,971) based on updated Actuarial Study @ 9/19/12
8. Increase Unemployment Insurance Program Legal by \$10,000 for the cost of the UIP legal opinion regarding student employees

**RECOMMENDATION:** It is recommended that the AORMA Committee review and approve the mid-term adjustments to the AORMA Programs Budget for FY 12/13 and recommend approval to the CSURMA Executive Committee with changes as appropriate.

**FISCAL IMPACT:** The mid-term changes

**BACKGROUND:** None.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. FY 12/13 CSURMA Budget – with midterm adjustments.

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2012 to June 30, 2013**

**DRAFT**

**TOTAL: AORMA PROGRAMS**

	<i>Adopted</i> <b>FY 12/13</b> <b><u>Budget</u></b>	<i>Proposed</i> <b>Midyear</b> <b><u>Amendment</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>Operating Revenues</b>			
Contributions	12,962,681	12,962,681	0
Reinsurance Premiums	-825,000	-825,000	0
Total Operating Revenues	<u>12,137,681</u>	<u>12,137,681</u>	<u>0</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	5,415,706	5,363,985	-51,721
Deductible Recoveries	-50,000	-50,000	0
Claims Administrators	240,000	240,000	0
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	2,500	12,500	10,000
Miscellaneous Program Services	255	255	0
Workshop/Training Expenses	23,042	15,000	-8,042
Loss Control Expenses	240,000	258,125	18,125
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>12,643,463</u>	<u>12,611,825</u>	<u>-31,638</u>

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2012 to June 30, 2013**

**DRAFT**

**TOTAL: AORMA PROGRAMS**

	<i>Adopted</i> <b>FY 12/13</b> <b><u>Budget</u></b>	<i>Proposed</i> <b>Midyear</b> <b><u>Amendment</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	7,544	7,544	0
Executive Committee & Board Expenses	4,664	4,664	0
JPA Insurance	3,772	3,772	0
Memberships, Associations & Dues	720	720	0
Chancellor's Office Accounting Services	44,578	44,578	0
Chancellor's Office Risk Management Service	153,073	153,073	0
JPA Accreditation	0	0	0
JPA Legal	686	686	0
Miscellaneous Expenses	2,057	2,057	0
Total General & Administrative Expenses	<u>217,093</u>	<u>217,093</u>	<u>0</u>
Total Operating Expenses	<u>12,860,557</u>	<u>12,828,918</u>	<u>-31,638</u>
<b>Non-Operating Revenues</b>			
Investment Income	793,311	812,476	19,166
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>793,311</u>	<u>812,476</u>	<u>19,166</u>
<b>Net Surplus (Deficit)</b>	<u>70,435</u>	<u>121,239</u>	
<b>Beginning Retained Earnings</b>	15,680,497	13,905,612	
<b>Ending Retained Earnings</b>	15,750,932	14,026,851	

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2012 to June 30, 2013**

**DRAFT**

**AORMA LIABILITY PROGRAM**

(Fund 21)

	<i>Adopted</i> <b>FY 12/13</b> <u><b>Budget</b></u>	<i>Proposed</i> <b>Midyear</b> <u><b>Amendment</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>Operating Revenues</b>			
Contributions	3,546,798	3,546,798	0
Reinsurance Premiums	-825,000	-825,000	0
Total Operating Revenues	<u>2,721,798</u>	<u>2,721,798</u>	<u>0</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	1,375,312	1,167,620	-207,692
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	567,500	0
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	6,305	4,104	-2,201
Loss Control Expenses	77,068	118,497	41,429
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>3,827,733</u>	<u>3,659,269</u>	<u>-168,463</u>

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2012 to June 30, 2013**

**DRAFT**

**AORMA LIABILITY PROGRAM**

(Fund 21)

	<i>Adopted</i> <b>FY 12/13</b> <u><b>Budget</b></u>	<i>Proposed</i> <b>Midyear</b> <u><b>Amendment</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	2,064	2,064	0
Executive Committee & Board Expenses	1,276	1,276	0
JPA Insurance	1,032	1,032	0
Memberships, Associations & Dues	197	197	0
Chancellor's Office Accounting Services	12,197	12,197	0
Chancellor's Office Risk Management Service	41,883	41,883	0
JPA Accreditation	0	0	0
JPA Legal	188	188	0
Miscellaneous Expenses	563	563	0
Total General & Administrative Expenses	<u>59,400</u>	<u>59,400</u>	<u>0</u>
Total Operating Expenses	<u>3,887,133</u>	<u>3,718,669</u>	<u>-168,463</u>
<b>Non-Operating Revenues</b>			
Investment Income	308,572	316,027	7,455
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>308,572</u>	<u>316,027</u>	<u>7,455</u>
<b>Net Surplus (Deficit)</b>	<u>-856,763</u>	<u>-680,845</u>	
<b>Beginning Retained Earnings</b>	6,159,342	6,159,342	
<b>Ending Retained Earnings</b>	5,302,579	5,478,497	

**Includes Cyber Risk Liability**

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2012 to June 30, 2013**

**DRAFT**

**AORMA WORKERS' COMPENSATION PROGRAM**

(Fund 22)

	<i>Adopted</i> <b>FY 12/13</b> <u><b>Budget</b></u>	<i>Proposed</i> <b>Midyear</b> <u><b>Amendment</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>Operating Revenues</b>			
Contributions	4,179,283	4,179,283	0
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>4,179,283</u>	<u>4,179,283</u>	<u>0</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	2,048,157	2,204,128	155,971
Deductible Recoveries	0	0	0
Claims Administrators	205,000	205,000	0
Claims Management Information System	0	0	0
Program Administrators	342,596	334,692	-7,904
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	7,429	4,836	-2,593
Loss Control Expenses	90,811	139,628	48,817
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>4,001,497</u>	<u>4,195,788</u>	<u>194,291</u>

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2012 to June 30, 2013**

**DRAFT**

**AORMA WORKERS' COMPENSATION PROGRAM**

(Fund 22)

	<i>Adopted</i> FY 12/13 <u>Budget</u>	<i>Proposed</i> Midyear <u>Amendment</u>	<b>Budget Change</b>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	2,432	2,432	0
Executive Committee & Board Expenses	1,504	1,504	0
JPA Insurance	1,216	1,216	0
Memberships, Associations & Dues	232	232	0
Chancellor's Office Accounting Services	14,372	14,372	0
Chancellor's Office Risk Management Service	49,352	49,352	0
JPA Accreditation	0	0	0
JPA Legal	221	221	0
Miscellaneous Expenses	663	663	0
Total General & Administrative Expenses	<u>69,993</u>	<u>69,993</u>	<u>0</u>
Total Operating Expenses	<u>4,071,490</u>	<u>4,265,781</u>	<u>194,291</u>
<b>Non-Operating Revenues</b>			
Investment Income	389,071	398,471	9,400
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>389,071</u>	<u>398,471</u>	<u>9,400</u>
<b>Net Surplus (Deficit)</b>	<u>496,864</u>	<u>311,973</u>	
<b>Beginning Retained Earnings</b>	5,119,614	5,119,614	
<b>Ending Retained Earnings</b>	5,616,478	5,431,587	

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2012 to June 30, 2013**

**DRAFT**

**AORMA PROPERTY PROGRAM \***

(Fund 23)

	<i>Adopted</i> <b>FY 12/13</b> <b><u>Budget</u></b>	<i>Proposed</i> <b>Midyear</b> <b><u>Amendment</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>Operating Revenues</b>			
Contributions	3,028,727	3,028,727	0
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>3,028,727</u>	<u>3,028,727</u>	<u>0</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	240,000	240,000	0
Deductible Recoveries	0	0	0
Claims Administrators	0	0	0
Claims Management Information System	0	0	0
Program Administrators	236,816	242,548	5,732
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	5,384	3,505	-1,879
Loss Control Expenses	65,811	0	-65,811
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>2,796,640</u>	<u>2,734,683</u>	<u>-61,958</u>

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2012 to June 30, 2013**

**DRAFT**

**AORMA PROPERTY PROGRAM \***

(Fund 23)

	<i>Adopted</i> <b>FY 12/13</b> <u><b>Budget</b></u>	<i>Proposed</i> <b>Midyear</b> <u><b>Amendment</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	1,763	1,763	0
Executive Committee & Board Expenses	1,090	1,090	0
JPA Insurance	881	881	0
Memberships, Associations & Dues	168	168	0
Chancellor's Office Accounting Services	10,416	10,416	0
Chancellor's Office Risk Management Service	35,765	35,765	0
JPA Accreditation	0	0	0
JPA Legal	160	160	0
Miscellaneous Expenses	481	481	0
 Total General & Administrative Expenses	 <u>50,724</u>	 <u>50,724</u>	 <u>0</u>
 Total Operating Expenses	 <u>2,847,364</u>	 <u>2,785,406</u>	 <u>-61,958</u>
 <b>Non-Operating Revenues</b>			
Investment Income	38,856	39,795	939
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
 Total Non-Operating Revenues	 <u>38,856</u>	 <u>39,795</u>	 <u>939</u>
 <b>Net Surplus (Deficit)</b>	 <u>220,219</u>	 <u>283,115</u>	
 <b>Beginning Retained Earnings</b>	 1,484,769	 -290,116	
<b>Ending Retained Earnings</b>	<b>1,704,988</b>	<b>-7,001</b>	

\* 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, 2012 to June 30, 2013**

**DRAFT**

**AORMA CRIME PROGRAM \***

(Fund 24)

	<i>Adopted</i> <b>FY 12/13</b> <u><b>Budget</b></u>	<i>Proposed</i> <b>Midyear</b> <u><b>Amendment</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>Operating Revenues</b>			
Contributions	290,404	290,404	0
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>290,404</u>	<u>290,404</u>	<u>0</u>
<b>Operating Expenses</b>			
<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	21,084	23,256	2,172
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	516	336	-180
Loss Control Expenses	6,310	0	-6,310
Appraisals	0	0	0
Reinsurance Recovery	0	0	0
Program Committee	394	394	0
Dividend Distributions	0	0	0
Total Direct Program Expenses	<u>267,885</u>	<u>263,567</u>	<u>-4,318</u>

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2012 to June 30, 2013**

**DRAFT**

**AORMA CRIME PROGRAM \***

(Fund 24)

	<i>Adopted</i> <b>FY 12/13</b> <u><b>Budget</b></u>	<i>Proposed</i> <b>Midyear</b> <u><b>Amendment</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	169	169	0
Executive Committee & Board Expenses	104	104	0
JPA Insurance	85	85	0
Memberships, Associations & Dues	16	16	0
Chancellor's Office Accounting Services	999	999	0
Chancellor's Office Risk Management Service	3,429	3,429	0
JPA Accreditation	0	0	0
JPA Legal	15	15	0
Miscellaneous Expenses	46	46	0
 Total General & Administrative Expenses	 <u>4,864</u>	 <u>4,864</u>	 <u>0</u>
 Total Operating Expenses	 <u>272,749</u>	 <u>268,430</u>	 <u>-4,318</u>
<b>Non-Operating Revenues</b>			
Investment Income	1,030	1,055	25
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
 Total Non-Operating Revenues	 <u>1,030</u>	 <u>1,055</u>	 <u>25</u>
 <b>Net Surplus (Deficit)</b>	 <u>18,685</u>	 <u>23,028</u>	
 <b>Beginning Retained Earnings</b>	 60,671	 60,671	
<b>Ending Retained Earnings</b>	79,356	83,699	

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

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2012 to June 30, 2013**

**DRAFT**

**AORMA UNEMPLOYMENT INSURANCE PROGRAM**

(Fund 25)

	<i>Adopted</i> <b>FY 12/13</b> <u><b>Budget</b></u>	<i>Proposed</i> <b>Midyear</b> <u><b>Amendment</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>Operating Revenues</b>			
Contributions	1,917,469	1,917,469	0
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>1,917,469</u>	<u>1,917,469</u>	<u>0</u>
<b>Operating Expenses</b>			
<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	20,000	0
Claims Management Information System	0	0	0
Program Administrators	45,000	45,000	0
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	0	10,000	10,000
Miscellaneous Program Services	0	0	0
Workshop/Training Expenses	3,408	2,219	-1,190
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>1,749,708</u>	<u>1,758,518</u>	<u>8,810</u>

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2012 to June 30, 2013**

**DRAFT**

**AORMA UNEMPLOYMENT INSURANCE PROGRAM**

(Fund 25)

	<i>Adopted</i> FY 12/13 <u>Budget</u>	<i>Proposed</i> Midyear <u>Amendment</u>	<u>Budget</u> <u>Change</u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	1,116	1,116	0
Executive Committee & Board Expenses	690	690	0
JPA Insurance	558	558	0
Memberships, Associations & Dues	107	107	0
Chancellor's Office Accounting Services	6,594	6,594	0
Chancellor's Office Risk Management Service	22,643	22,643	0
JPA Accreditation	0	0	0
JPA Legal	101	101	0
Miscellaneous Expenses	304	304	0
Total General & Administrative Expenses	<u>32,113</u>	<u>32,113</u>	<u>0</u>
<b>Total Operating Expenses</b>	<b><u>1,781,821</u></b>	<b><u>1,790,631</u></b>	<b><u>8,810</u></b>
<b>Non-Operating Revenues</b>			
Investment Income	55,782	57,129	1,348
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>55,782</u>	<u>57,129</u>	<u>1,348</u>
Net Surplus (Deficit)	<u>191,430</u>	<u>183,967</u>	
<b>Beginning Retained Earnings</b>	2,856,101	2,856,101	
<b>Ending Retained Earnings</b>	3,047,531	3,040,068	

## **REVIEW AND APPROVAL OF FY 13/14 CSURMA BUDGET**

**ISSUE:** CSURMA's next fiscal year begins on July 1, 2013. The FY 13/14 operating budget is to be approved at the May, 2013, CSURMA Board of Directors meeting. The Chancellor's Office and Program Directors have worked together to develop a draft FY 13/14 budget for the AORMA Committee to review at today's meeting.

AORMA separately approves the budget for its coverage programs. The FY 13/14 budget is based on the funding and dividend calculations as presented and approved at the September, 2012, AORMA Committee meeting. The budget also includes a breakout of anticipated administrative and excess insurance costs.

Major features of the proposed **AORMA Programs** budget include:

- Projected increase in Total contributions from \$12,962,681 to \$14,293,685.
- Projected increase in Liability contributions from \$3,546,798 to \$3,665,132 due to actuarial projected claim trend and projected reinsurance premiums.
- Projected increase in Workers' Compensation contributions from \$4,179,283 to \$4,444,743 due to actuarial projected claim trend and projected excess insurance premium.
- Projected increase in Property contributions from \$3,028,727 to \$3,539,254 due to change in total insured values and expected insurance premiums. Premiums are subject to adjustment based on final reported total insured values (TIV) and final negotiated rates.
- Projected increase in Crime contributions from \$290,404 to \$351,104 due to claims experience.
- Projected increase in Unemployment Insurance contributions from \$1,917,469 to \$2,293,452 due to claims experience.

**FISCAL IMPACT:** The proposed CSURMA AORMA FY 13/14 operating budget includes Total Operating Revenues of \$12,892,362; Total Operating Expenses of \$13,142,538; and Total Non-Operating Revenues of \$627,018. This generates Net Surplus in the amount of \$953,165.

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

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. Draft FY 13/14 CSURMA AORMA Budget.

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

**DRAFT**

**TOTAL: AORMA PROGRAMS**

	<i>Amended</i> <b>FY 12/13</b> <b><u>Budget</u></b>	<i>Proposed</i> <b>FY 13/14</b> <b><u>Budget</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>Operating Revenues</b>			
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>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
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**

**DRAFT**

**TOTAL: AORMA PROGRAMS**

	<i>Amended</i> FY 12/13 <u>Budget</u>	<i>Proposed</i> FY 13/14 <u>Budget</u>	<b>Budget Change</b>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	7,544	8,694	1,150
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>250,176</u>	<u>33,083</u>
Total Operating Expenses	<u>12,828,918</u>	<u>13,142,538</u>	<u>313,620</u>
<b>Non-Operating Revenues</b>			
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>
<b>Net Surplus (Deficit)</b>	<u>121,239</u>	<u>953,165</u>	
<b>Beginning Retained Earnings</b>	13,905,612	14,026,851	
<b>Ending Retained Earnings</b>	14,026,851	14,980,016	

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

**DRAFT**

**AORMA LIABILITY PROGRAM**

(Fund 21)

	<i>Amended</i> <b>FY 12/13</b> <u><b>Budget</b></u>	<i>Proposed</i> <b>FY 13/14</b> <u><b>Budget</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>Operating Revenues</b>			
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>
<b>Operating Expenses</b>			
<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**

**DRAFT**

**AORMA LIABILITY PROGRAM**

(Fund 21)

	<i>Amended</i> <b>FY 12/13</b> <u><b>Budget</b></u>	<i>Proposed</i> <b>FY 13/14</b> <u><b>Budget</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	2,064	2,229	165
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>64,149</u>	<u>4,749</u>
Total Operating Expenses	<u>3,718,669</u>	<u>3,872,018</u>	<u>153,349</u>
<b>Non-Operating Revenues</b>			
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>
<b>Net Surplus (Deficit)</b>	<u>-680,845</u>	<u>-826,181</u>	
<b>Beginning Retained Earnings</b>	<b>6,159,342</b>	5,478,497	
<b>Ending Retained Earnings</b>	5,478,497	4,652,316	

**Includes Cyber Risk Liability**

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

**DRAFT**

**AORMA WORKERS' COMPENSATION PROGRAM**

(Fund 22)

	<i>Amended</i> <b>FY 12/13</b> <b><u>Budget</u></b>	<i>Proposed</i> <b>FY 13/14</b> <b><u>Budget</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>Operating Revenues</b>			
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>
<b>Operating Expenses</b>			
<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**

**DRAFT**

**AORMA WORKERS' COMPENSATION PROGRAM**

(Fund 22)

	<i>Amended</i> <b>FY 12/13</b> <u><b>Budget</b></u>	<i>Proposed</i> <b>FY 13/14</b> <u><b>Budget</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	2,432	2,703	271
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>77,794</u>	 <u>7,802</u>
 Total Operating Expenses	 <u>4,265,781</u>	 <u>4,336,373</u>	 <u>70,593</u>
 <b>Non-Operating Revenues</b>			
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>
 <b>Net Surplus (Deficit)</b>	 <u>311,973</u>	 <u>393,247</u>	
 <b>Beginning Retained Earnings</b>	 5,119,614	 5,431,587	
<b>Ending Retained Earnings</b>	5,431,587	5,824,834	

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

**DRAFT**

**AORMA PROPERTY PROGRAM \***

(Fund 23)

	<i>Amended</i> <b>FY 12/13</b> <b><u>Budget</u></b>	<i>Proposed</i> <b>FY 13/14</b> <b><u>Budget</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>Operating Revenues</b>			
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>
<b>Operating Expenses</b>			
<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**

**DRAFT**

**AORMA PROPERTY PROGRAM \***

(Fund 23)

	<i>Amended</i> FY 12/13 <u>Budget</u>	<i>Proposed</i> FY 13/14 <u>Budget</u>	<b>Budget Change</b>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	1,763	2,153	390
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>61,946</u>	<u>11,222</u>
Total Operating Expenses	<u>2,785,406</u>	<u>2,822,216</u>	<u>36,810</u>
<b>Non-Operating Revenues</b>			
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>
<b>Net Surplus (Deficit)</b>	<u>283,115</u>	<u>765,622</u>	
<b>Beginning Retained Earnings</b>	-290,116	-7,001	
<b>Ending Retained Earnings</b>	-7,001	758,622	

\* 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**

**DRAFT**

**AORMA CRIME PROGRAM \***

(Fund 24)

	<i>Amended</i> <b>FY 12/13</b> <u><b>Budget</b></u>	<i>Proposed</i> <b>FY 13/14</b> <u><b>Budget</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>Operating Revenues</b>			
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>
<b>Operating Expenses</b>			
<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**

**DRAFT**

**AORMA CRIME PROGRAM \***

(Fund 24)

	<i>Amended</i> <b>FY 12/13</b> <u><b>Budget</b></u>	<i>Proposed</i> <b>FY 13/14</b> <u><b>Budget</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	169	214	45
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>6,145</u>	<u>1,282</u>
Total Operating Expenses	<u>268,430</u>	<u>272,075</u>	<u>3,645</u>
<b>Non-Operating Revenues</b>			
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>
<b>Net Surplus (Deficit)</b>	<u>23,028</u>	<u>81,431</u>	
<b>Beginning Retained Earnings</b>	60,671	83,699	
<b>Ending Retained Earnings</b>	83,699	165,130	

\* 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**

**DRAFT**

**AORMA UNEMPLOYMENT INSURANCE PROGRAM**

(Fund 25)

	<i>Amended</i> <b>FY 12/13</b> <u><b>Budget</b></u>	<i>Proposed</i> <b>FY 13/14</b> <u><b>Budget</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>Operating Revenues</b>			
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>
<b>Operating Expenses</b>			
<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**

**DRAFT**

**AORMA UNEMPLOYMENT INSURANCE PROGRAM**

(Fund 25)

	<i>Amended</i> FY 12/13 <u>Budget</u>	<i>Proposed</i> FY 13/14 <u>Budget</u>	<b>Budget Change</b>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	1,116	1,395	279
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>40,141</u>	<u>8,028</u>
<b>Total Operating Expenses</b>	<b><u>1,790,631</u></b>	<b><u>1,839,855</u></b>	<b><u>49,224</u></b>
<b>Non-Operating Revenues</b>			
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>539,046</u>	
<b>Beginning Retained Earnings</b>	<b>2,856,101</b>	3,040,068	
<b>Ending Retained Earnings</b>	3,040,068	3,579,115	

**INTER-FUND TRANSFER BETWEEN THE AORMA PROPERTY  
PROGRAM AND THE CAMPUS PROPERTY PROGRAM**

**ISSUE:** Upon review of the draft financial statements dated December 31, 2012, the Program Administrator determined that the fund balances for Campus Property and AORMA Property need correction for the following reasons:

In accordance with CSURMA Policy & Procedure No. 9:

1. Property Coverage for all state-owned buildings is the responsibility of the University including state-owned buildings leased to an Auxiliary Organization, unless there exists a written agreement that the Auxiliary Organization is required to purchase and maintain Property Coverage for the leased building;
2. CSURMA may invoice either the University or an Auxiliary Organization for state-owned buildings leased to an Auxiliary Organization as advised upon agreement of the University and the Auxiliary Organization;
3. Property Coverage cost attributable to state-owned facilities that are leased to an Auxiliary Organization have been paid by the University, however,
4. Property Fund contributions for state-owned buildings leased to an Auxiliary Organization have been improperly recorded to AORMA Property Fund rather than to Campus Property Fund;
5. Campus Property Fund and AORMA Property Fund require a reconciliation of fund balances to correct fund balances and restore Property Fund assets at December 31, 2012.
6. Program Administrator has instructed and trained staff on proper method when issuing invoices for state-owned buildings leased to an Auxiliary Organization so that Accounting may correctly record the transactions.

As a result, Campus Property Fund is understated by \$1,774,885 whereas AORMA Property Fund is overstated by \$1,774,885 requiring a reconciliation of fund balances to correct fund balances and restore Property Fund assets at December 31, 2012.

**RECOMMENDATION:** Staff recommends that the AORMA Committee recommend approval to the Executive Committee of Resolution No. 13-02 (EC) which authorizes the inter-fund transfer of \$1,774,885 from the AORMA Property Fund to the CSURMA Property Fund.

**FISCAL IMPACT:** At December 31, 2012, the AORMA Property Fund had a fund balance of \$2,024,479. If \$1,774,885 is transferred from the AORMA Property Fund to the Campus Property Fund, \$249,594 will remain in the AORMA Property Fund for claim payments within the \$250,000 aggregate SIR. As of December 31, 2012, the current policy year aggregate SIR has been eroded by only \$406.

**BACKGROUND:** The AORMA Property Program has a \$250,000 annual aggregate SIR. Annually, AORMA funds the \$250,000 SIR at \$240,000 rather than \$250,000 to account for investment income earned. The aggregate SIR may take 12 to 18 months to completely erode and therefore the AORMA Property Fund does earn some interest on the \$240,000 funding. Property losses have completely eroded the annual aggregate SIR every year except for the current year. Claims paid within the current year are \$406. Therefore, the chart below demonstrates that \$249,594 should remain in the AORMA Property Fund.

<b>AORMA Property Fund</b>					
<b>Fiscal Year</b>	<b>SIR Funding</b>	<b>Estimate of Investment Income Earned on SIR Funding</b>	<b>Total SIR Funding</b>	<b>Claims Paid w/in the Aggregate</b>	<b>Remaining Funds w/in SIR to Pay Claims</b>
FY 07/08	\$240,000	\$10,000	\$250,000	\$250,000	\$0
FY 08/09	240,000	10,000	250,000	250,000	0
FY 09/10	240,000	10,000	250,000	250,000	0
FY 10/11	240,000	10,000	250,000	250,000	0
FY 11/12	240,000	10,000	250,000	250,000	0
FY 12/13	240,000	10,000	250,000	\$406	249,594
<b>Total</b>	<b>\$1,440,000</b>	<b>\$60,000</b>	<b>\$1,500,000</b>	<b>\$1,250,406</b>	<b>\$249,594</b>

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. Resolution No. 13-02 (EC)

**EXECUTIVE COMMITTEE**  
**Resolution No. 13-02 (EC)**

**Resolution Approving CSURMA Property Fund Reconciliation for FY 2012-13**

The Executive Committee of the California State University Risk Management Authority finds and determines as follows:

In accordance with CSURMA Policy & Procedure No. 9:

1. Property Coverage for all state-owned buildings is the responsibility of the University including state-owned buildings leased to an Auxiliary Organization, unless there exists a written agreement that the Auxiliary Organization is required to purchase and maintain Property Coverage for the leased building;
2. CSURMA may invoice either the University or an Auxiliary Organization for state-owned buildings leased to an Auxiliary Organization as advised upon agreement of the University and the Auxiliary Organization;
3. Property Coverage cost attributable to state-owned facilities that are leased to an Auxiliary Organization have been paid by the University, however,
4. Property Fund contributions for state-owned buildings leased to an Auxiliary Organization have been improperly recorded to AORMA Property Fund rather than to Campus Property Fund;
5. Campus Property Fund and AORMA Property Fund require a reconciliation of fund balances to correct fund balances and restore Property Fund assets at December 31, 2012.
6. Program Administrator has instructed and trained staff on proper method when issuing invoices for state-owned buildings leased to an Auxiliary Organization so that Accounting may correctly record the transactions.

In consideration of the foregoing findings and determinations,

IT IS RESOLVED by the Executive Committee of the California State University Risk Management Authority as follows:

AORMA Property Fund Balance and Campus Property Fund Balance at December 31, 2012 shall be amended as follows:

1. Decrease AORMA Property Fund Balance by \$1,774,885; thereby AORMA Property Fund Balance at December 31, 2012 is corrected from \$2,024,479 to become \$249,594.
2. Increase Campus Property Fund Balance by \$1,774,885; thereby Campus Property Fund Balance at December 31, 2012 is corrected from \$5,785,155 to become \$7,560,040.

The transfer of funds from AORMA Property to Campus Property reconciles the fund balances to reflect Campus Property payments for AORMA Property expenditures. There is no effect on planned revenues or expenditures as this resolution is an accounting reconciliation for the respective funds.

In consideration of the foregoing findings and determinations,

IT IS RESOLVED by the Executive Committee of the California State University Risk Management Authority as follows:

The California State University Risk Management Authority does hereby amend the FY 2012-13 operating budget as presented herein.

\* \* \* \* \*

I hereby certify that the foregoing is a full, true and correct copy of a Resolution duly and regularly adopted and passed at a meeting of the Executive Committee of the California State University Risk Management Authority held on the 21th day of March 2013, which was approved by the following vote:

AYES, and in favor thereof, members:

NOES, members:

ABSTAIN, members:

ABSENT, members:

ATTEST: \_\_\_\_\_  
Chair, Cynthia Teniente-Matson

\_\_\_\_\_  
Secretary, Charlene M. Minnick

## **INSURANCE PROGRAM RENEWAL REPORT**

**ISSUE:** The Committee will receive a verbal report regarding the renewal of the excess insurance placements.

**RECOMMENDATION:** This is for information only. Approval of the excess insurance policy placements will be discussed at the May, 2013 AORMA Committee meeting.

**FISCAL IMPACT:** To be determined.

**BACKGROUND:** The AORMA Committee approved at its September, 2012, meeting the overall funding for the Liability, Workers' Compensation, Property and Crime Programs. The Programs Committee approved the allocation of the Liability, Worker's Compensation and Crime costs at its meeting in January, 2013. The excess insurance costs for these programs were based on estimates. The actual costs are not determined until May or June, 2013.

**PUBLICATION:** None.

**ATTACHMENT(S):** None

## **LEGAL OPINION REGARDING UNEMPLOYMENT INSURANCE BENEFITS FOR STUDENT EMPLOYEES**

**ISSUE:** Certain employees and specific types of employment are not subject to one or more payroll taxes. Students working for the school in which they are enrolled and regularly attending classes are not subject to UI, ETT and SDI. UI Code Section 642 states the following:

“Employment” does not include services performed in the employ of a **school, college, or university**, if such service is performed by (a) a student who is enrolled and is regularly attending classes **at such school, college, or university** ...”

The CSU Auxiliary Organizations were set up as separate 501(c)(3) non-profit corporations exclusively for the benefit of, to perform the functions of, or to carry out the purposes of the CSU. Student employees of a CSU Auxiliary Organization are technically working for a “non-profit organization” rather than “the school in which they are enrolled.” Therefore, not all CSU Auxiliary Organizations have been managing their student wages in the same manner.

At the September, 2012 meeting, the AORMA Committee members directed staff to request a legal opinion. CSURMA AORMA contracted with Sheppard Mullin Richter & Hampton LLP to receive a legal opinion regarding Unemployment Insurance benefits for CSU students working for a CSU Auxiliary Organization.

Staff was also directed to send out a survey to all UIP members to see how they are managing their student wages. The following questions were asked:

1. Are you including student wages on your DE-9 report within the “Total Subject Wages Paid This Quarter” section?
2. Do you generally direct the UI claims administrator to protect all student UI claims?
3. Upon hiring a student employee, what type of information would you provide regarding Unemployment Insurance?

**RECOMMENDATION:** This item is for information only; no action is required.

**FISCAL IMPACT:** \$10,000 has been included in the mid-term budget adjustments for FY 12/13. To date, approximately \$5,000 has been incurred in legal fees.

**BACKGROUND:** None.

**PUBLICATION:** The publication of the legal opinion will be discussed at this meeting.

**ATTACHMENT(S):**

- a. Legal Opinion from Sheppard Mullin Richter & Hampton LLP *(This will be provided as a handout)*
- b. UI Student Wages – Survey Results *(This will be provided as a handout)*

## **POLICY & PROCEDURE L-5 - GUIDELINES FOR EXTENDING LIABILITY COVERAGE TO NON-AUXILIARY ORGANIZATIONS**

**ISSUE:** Policy & Procedure L-5 – Guidelines for Extending Liability Coverage to Non-Auxiliary Organizations allows AORMA’s liability coverage to be extended to cover student groups, alumni organizations and/or booster clubs if an AORMA Member maintains direct control over the events, activities and operations of the non-auxiliary organization. As the Policy & Procedure currently reads, liability coverage could not be extended to any **other** type of organization. Policy & Procedure L-5 has been revised to allow coverage to be extended to “other related entities” in addition to the student groups, alumni organizations and/or booster clubs as long as they comply with the Policy & Procedure requirements as noted below:

1. The AORMA Member must exercise substantial control over the other related entity
2. The AORMA Member must have substantial financial control of the other related entity
3. A risk analysis has been performed by the AORMA Member
4. The AORMA Member will participate in the planning and oversight of all events and activities of the other related entity
5. The other related entity will complete an AORMA Liability Program application which will be reviewed by the Programs Committee
6. Coverage will not be extended to the other related entity until the Programs Committee approves the extension

The Programs Committee reviewed the revised Policy & Procedure L-5 at its meeting on January 3, 2013 and suggested the following additional revisions:

1. The entity would be required to complete a Liability application rather than the AORMA Liability application as it may not fully capture the entities risk exposures.
2. The completed Liability application will be reviewed by legal counsel and the CSURMA Liability underwriter who will provide the Programs Committee with a recommendation as to whether coverage should be extended.

Should Policy & Procedure L-5 be revised to allow liability coverage to be extended to “other related entities”?

**RECOMMENDATION:** The Program Committee recommends approving the revised Policy and Procedure with the additional amendments as noted above.

**FISCAL IMPACT:** The extension of liability coverage in the future to “other related entities,” could result in additional claim liabilities within the AORMA Liability Insurance Program.

**BACKGROUND:** At its meeting in December, 2012, the AORMA Committee was asked to approve the revisions to Policy & Procedure L-5 which would allow the Fresno State Foundation to begin the process of extending coverage to its new wholly owned for-profit corporation New California Ventures, LLC. This request was not approved by the AORMA Committee. The AORMA Committee referred this item to the Programs Committee. The AORMA Committee felt they did not have enough information to approve the request.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. Revised Policy & Procedure L-5 – Guidelines for Extending Liability Coverage to Non-Auxiliary Organization (*marked up version*)

**SUBJECT: GUIDELINES FOR EXTENDING LIABILITY  
COVERAGE TO NON-AUXILIARY  
ORGANIZATIONS**

**ADOPTED: AUGUST 19, 2003**

**EFFECTIVE: JULY 1, 2003**

**AMENDED: NOVEMBER 20, 2003**

**OCTOBER 8, 2009**

**DECEMBER 6, 2012**

**POLICY & PROCEDURE NO.: (FORMERLY) 5-AORMA**

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**PURPOSE:**

The purpose of this Policy and Procedure is to describe the conditions under which Auxiliary Organizations (Members) may~~should~~ extend Liability coverage to student groups, alumni organizations, ~~and~~ booster clubs and other related entities.

Coverage provided under the CSURMA AORMA Self-Insured Liability program is governed solely by the Liability Memorandum of Coverage and excess insurance policies providing coverage under that program. This Policy and Procedure shall not be construed to broaden or restrict coverage in any way. Rather, this Policy and Procedure is intended to guide MembersAuxiliary Organizations as respects coverage.

**POLICY:**

It is the policy of the CSURMA AORMA Self-Insured Liability Program that Members~~member organizations~~ will protect CSURMA program assets by fully implementing the guidelines found in the Insurance Requirements in Contracts Manual prepared by CSURMA's Program Administrator. It is understood that from time-to-time, MembersAuxiliary Organizations may choose to extend Liability coverage for certain student group activities, booster club activities, ~~and~~ alumni organization activities or operations of other related entities~~other auxiliary organization activities~~ that benefit the member Auxiliary Organization, and this extension of coverage is acceptable provided that the member Auxiliary organization exercises substantial control over the activities or organizations to which coverage is extended.

It is the intention of this Policy & Procedure that the Auxiliary Organizations Association (AOA) be considered a member organization for purposes of insurance coverage through the CSURMA AORMA Self-Insured Liability Program.

**PROCEDURE:**

MembersAuxiliary Organizations are expected to adhere to the following procedures:

~~Members organizations~~ shall fully implement the guidelines of the Insurance Requirements in Contracts Manual prepared by the CSURMA Program Administrator. This means that Members Auxiliary Organizations will require third party contractors and vendors to provide appropriate indemnification, insurance and documentation of coverage.

1. From time-to-time, a Member Auxiliary Organization may choose to extend liability coverage to student groups, alumni organizations, ~~and~~ booster groups or other related entities upon confirmation of the following:
  - a. ~~The Member member Auxiliary Organization~~ exercises substantial control over all the events, activities and operations ~~or organizations to which coverage is extended~~. By this, it is meant that the ~~Member Auxiliary Organization~~ is directly involved in all the planning of the activities an activity ~~and~~ is in a position to exercise management control ~~over the activity~~.
  - b. ~~If coverage is to be extended to an organization, such as an alumni organization or booster club related entity, the~~ The Member Auxiliary Organization will hold substantial financial ~~and operational~~ control ~~over the alumni organization or booster club related entity~~ such that the ~~Member Auxiliary Organization~~ is considered the staff of the entity to which coverage is extended.
  - c. A risk analysis has been performed by the Member Auxiliary Organization to determine that the extension of coverage does not generate unnecessarily high risks.
  - d. ~~The Member Auxiliary Organization will only extend coverage where it maintains direct control over the events or activities of the student group, alumni association or booster club.~~
  - d. The Member Auxiliary Organization will participate in the planning and oversight of activities or events so that risk is minimized. The requirements for drivers described in Policy and Procedure AORMA # L-4 will be applicable to those groups to whom coverage is extended. Special Events coverage shall be purchased when the coverage extension is deemed to generate significant additional risk.
  - e. ~~A related entity~~ AORMA-Liability ~~Program~~ application will be completed.
  - f. The completed Liability application will be reviewed by legal counsel and the CSURMA AORMA liability underwriter who will provide the Programs Committee with a recommendation as to whether coverage should be extended.
  - g. ~~The Member Auxiliary Organization~~ will consult with the Program Administrator prior to extending coverage and the Program Administrator shall refer requests for

coverage extensions along with the completed AORMA Liability Program application to the AORMA Programs Committee for coverage approval.

- h. After approval of the coverage extension, the student group, alumni association, booster club or other related entity auxiliary organization will be listed on the CSURMA AORMA Self-Insured Retention Liability Program Memorandum of Coverage Declarations Page for the Member.;

~~The member Auxiliary Organization will consult with the Program Administrator prior to extending coverage and the program Administrator shall refer requests for coverage extensions to the Auxiliary Organizations Committee for a coverage determination.~~

**APPROVAL OF POLICY & PROCEDURE A-6**  
**RISK REDUCTION MATCHING GRANT PROGRAM**

**ISSUE:** Policy & Procedure A-6 – Risk Reduction Matching Grant Program (Program) was created to outline the purpose of the Program and also the procedures to be followed by the MSLCTC and the Members when seeking grants under this Program. The MSLCTC approved a “work plan” to be followed for the first year of the Program, which was not a “matching” grant Program. Policy & Procedure A-6 incorporates much of the “work plan” into the Matching Grant Program. It also specifies how the Members will be reimbursed for their Program expenses.

**RECOMMENDATION:** The MSLCTC recommends that the Committee approve Policy & Procedure A-6, with amendments as appropriate.

**FISCAL IMPACT:** The Policy & Procedure specifies that the MSLCTC will recommend a budget amount for this Program on an annual basis. The FY 12/13 MSLCTC budget includes \$35,000 for this Program.

**BACKGROUND:** The Risk Reduction Grant Program was approved for FY 12/13 with a budget of \$35,000. The MSLCTC approved grants of \$10,000 each to go to Cal Poly Corporation, The Cal Poly Pomona Foundation and The University Corporation, CSU Northridge. Cal Poly Corporation is working on developing a training program to be viewed on a smart phone. The Cal Poly Pomona Foundation has replaced an excessively slippery floor. As of today, The University Corporation, CSU Northridge is undecided as to how the money will be spent.

**PUBLICATION:** After the MSLCTC decides on the loss reduction “focus” for FY 13/14 and the AORMA Committee approves the Program costs, Staff will send out a memo to all Members inviting them to apply for the grant by completing the grant application.

**ATTACHMENT(S):**

- a. Policy & Procedure A-6 – Risk Reduction Matching Grant Program
- b. Risk Reduction Incentive Program - Work Plan

**SUBJECT:** **RISK REDUCTION MATCHING GRANT  
INCENTIVE PROGRAM**

**ADOPTED:** **MARCH 21, 2013**

**EFFECTIVE:** **MARCH 21, 2013**

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**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 submit a brief written request explaining the intended use of the requested funds.
3. The **Member** will also submit an estimate of the total costs for the proposed risk reduction project.
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 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 Risk Reduction Incentive Program Work Plan**

**Statement of Purpose:** A *Risk Reduction Incentive Program* has the intent of making funds available to Auxiliary Members in both Liability and Workers’ Compensation programs, to fund things like specialized training, safety equipment, physical improvements or any other safety related items that will lead to a documentable reduction in claims costs. *This type of project reimbursement program is intended to encourage members to enhance existing risk reduction efforts.*

Typically, commercial insurers may invest 3% to 10% in loss control for Liability and 5% toward Workers’ Compensation; or a range of \$59,000 to \$195,000 and \$130,000 respectively. On the chart below you can see our insurance programs’ total costs compared with the cost of claims; this *Pool Layer “pure” Loss Ratio* does not include excess insurance, or administrative costs. It is designed to show exactly what portion of the money you put in, gets paid out in loss dollars. Although there is nothing necessarily bad (high) about these percentages, they can be reduced even further, creating long-term sustainable savings.

<b>Liability Insurance Program</b>		
Average Annual Losses Capped at Pooled Layer Limit (FY 06/07 to FY 09/10)	Average Annual Pooled Layer Funding (FY 06/07 to FY 09/10)	Loss Ratio
\$1,172,737	\$1,954,799	67%
<b>Workers’ Compensation Program</b>		
Average Annual Losses Capped at Pooled Layer Limit (FY 06/07 to FY 09/10)	Average Annual Pooled Layer Funding (FY 06/07 to FY 09/10)	Loss Ratio
\$1,597,690	\$2,611,434	63%

Loss Ratios for Liability “pools” traditionally hover in the 50% range (depending on both the actuarial confidence level funding, and the pool layer’s exposure to frequent larger claims). With AORMA, a loss ratio range between 45% and 65% is to be expected, with a shock loss from time to time bringing the average higher. Reducing the average annual loss ratio by 10% may be possible if further analysis suggests a frequency problem that could be addressed through safety program/incentives.

Workers Compensation Loss Ratios hover between 55% and 70% and again, based on the same factors, but they are more largely driven by expanding medical costs. Reducing the average 10% may be feasible if risk reduction efforts were placed appropriately.

**Program Goals:** Achieving a 2 ½ % - 5% additional reduction in the Program Loss Ratios is the key *program goal*, and by adding this tool to AORMA’s Loss Control “toolbox” will make it possible to generate additional long-term, sustainable reductions. If the program reduces pooled layer losses by 5%, then AORMA would see an annual savings of \$97,000 for Liability and \$130,000 for Workers’ Compensation. Over time, the payback could be significant by instilling “*safety*” in the culture and annual costs can be reduced while the savings are maintained long-term.

Obviously, the costs to fund the Risk Reduction Incentive Program will be adjusted annually; programs such as this have a limited life expectancy of about 5 years before the culture is created and the advantages are less significant. But during the next five years the established goals are:

- Reduce the liability loss ratio an additional 5% within 3 years.
- Maintain that lower loss ratio over many additional years.
- Motivate members to be active in identifying and reducing loss - - to instill a “culture of safety.”
- Provide members a financial incentive to develop programs and practices.
- Motivate members to institute (copy) programs created by other members.
- Benefit members financially in the form of reduced insurance costs and increased dividends.

**Pilot Program Selection:** Biannually, AORMA reviews the losses within the Liability and Workers’ Compensation Programs. For the Pilot program, AORMA staff and the MSLCTC will review the number of claims and severity of claims for the top 25% of the Auxiliary Organizations with the most slip, trip and fall claims within the liability program and food services claims within the workers’ compensation program. The losses will be reviewed for patterns and for claims which may be preventable with the purchase, replacement or upgrade of physical property.

Historically, AORMA *frequency “loss leaders”* within the Liability Program are:

1. Auto – 101 claims,
2. Employment practices liability – 60 claims
3. Slip, trip and fall – 40 claims.

And the *severity “loss leaders”* are:

1. Employment practices liability - \$2,250,000 in claims costs,
2. Slip, trip and fall - \$990,000 in claims costs,
3. Auto - \$250,000 in claims costs.

This number one loss leader in number of claims – auto – has an insignificant dollar amount - \$250,000 or \$50,000 per year. The second loss leader in – employment practices liability has significant losses; however, a recent contract has been entered into with Employers Group, an HR consulting company, with the hopes of reducing these losses.

And the third loss leader – slip, trip and fall – has as significant number of losses with a significant total dollar amount. These types of claims may be preventable with the purchase, replacement or

upgrade of physical property and/or equipment. Examples – replacement of flooring with non-slip flooring, purchase of non skids shoes for kitchen workers, purchase of pop up safety cones, contract for sidewalk grinding services. *This is why we are utilizing the Pilot Program to address these specific areas.*

Within the Workers' Compensation Program the *loss leader in frequency and severity* is Class Code #1006 (Kitchen Safety). During the Risk Assessment process, the top three loss drivers were identified based upon frequency and severity: 1) floor condition, 2) cuts, and 3) housekeeping. ***These will be the focus area of the Pilot Program.***

**Pilot Program Protocols:** Careful consideration needs to be given to the perception of this type of grant program; since success will be difficult to define, we don't want to have Members suggesting projects that are less measurable than others, especially at the Pilot stage. As a result, during this pilot stage we will work to create a metric that can be used long term. At first, our conclusion may be more anecdotal, with "*Success Announcements*" generated to demonstrate that goals are on track; but soon we will look for the ability to measure results with long-term metrics; defined **Measurable Loss Improvements**, that would be based on 1) The Auxiliary Organization's own historical loss information, 2) The Auxiliary Organization's claims information compared to other similar Auxiliary Organizations, and 3) OSHA incident rates.

It's also very important at time of tightening budget and increasing insurance costs, that a program like this not be seen as a give-a-way. As a result, the committee has determined a series of protocols to follow when choosing the Members to receive the pilot program grants. The following criteria will be followed:

1. Within the workers' compensation program - address Members with a high frequency and/or severity of claims within workers' compensation class code 1006 (food services)
2. Within the liability program - address Members with a high frequency and/or severity of slip, trip and fall claims
3. Seek the participation of 3-5 campuses that are willing to address and reduce their losses.
4. The chosen participants will agree to meet with Brent Escoubas, from Alliant Loss Control Services, prior to receiving the grant funds to discuss the participant's internal safety and risk control practices and to determine how the grant funds will be utilized.
5. The MSLCTC ad hoc committee reviews proposed projects and allocates funding.
6. The MSLCTC ad hoc committee promotes the program at the annual AOA conference, and throughout the year.
7. ***The Pilot program of FY12/13 transforms into a matching grant program beginning in FY13/14.***

**Matching Grant Program Selection:** After the pilot program is used as a launch in FY 12/13, the program will be developed as a ***matching grant program***. The following outlines the general guidelines to be followed:

- In order to access funds under Risk Reduction Incentive Program, the member must submit a brief written request explaining the intended use of the requested funds. The Program Administrator and the MSLCTC will review each request and, if found to be appropriate and consistent with the purpose of the Risk Reduction Incentive Program, will approve the request and funds will be distributed. (If any request is denied, the member may submit a new or amended request, or appeal the denial to the AORMA Committee, which will make the final determination whether the request should be granted.)
- After the funds are put to use, the member should file a brief report confirming the procedure and relaying any information that may be helpful to the MSLCTC, so that it can monitor the Risk Reduction Incentive Program and consider the merits of future funds.

In the first to three years, identify a theme the program would address such as food service injuries. We talked about “attacking a problem” then monitoring results over the long-term. The system-wide awareness of a risk reduction program has great value. We need to motivate folks’ participation by carefully identifying the product. For example, “the loss that didn’t happen” is the product, but is that enough to sell the concept? A grant-seeking process, including review and award, will need to be developed. An AOA Conference session by the program users may help motivate others. The dollars available will make a difference in participation.

**Risk Control Process:** AOMRA’s Risk Reduction strategy has a series of key elements:

- The first step in developing a sound Risk Reduction Strategy is to perform a comprehensive **Risk Assessment**. The Risk Assessment will involve a loss analysis, stakeholder interviews and an operational assessment.
- Items identified from the risk assessment as having a risk impact will be measured as **Critical Success Factors**, (or benchmarks). The critical success factors will help align solutions with risk and operational goals and become pre-loss indicators of risk.
- Once critical success factors are identified, the next step is to **Implement Solutions**. Examples of solutions may include, training, program and/or best practices development, purchasing of equipment, contract review or other risk mitigation strategies.
- Once solutions have been implemented, the critical success factors must be monitored and measured. **Monitoring of Results** will quantify the value of the solutions as well as identify any adjustments needed in the implementation process. *This process is repeated indefinitely, or until the desired goal is achieved; see below the section entitled “Monitoring of the Results”.*

**Timeline:** To begin understanding the benefits from the Pilot Program, to determine if, and how it should be expanded, time is of the essence for implementation. Committees, staff and management need to be comfortable that the expenditure of funds is appropriate before launch. The following timeline is established to back into a first round of “*Success Announcements*” at the upcoming AOA Conference, and may need to be modified depending on the ongoing approval process.

- Five to Seven Pilot Project Identified September, 2012
- Commitment Meetings with Auxiliary Executive Directors & Staff October, 2012
- Pilot Program Launch/Project Funding November 1, 2012
- AOA Conference - *Success Announcements* discussed January 16-19, 2013
- Activities & Accomplishment six month reports due April 1, 2013
- Evaluation of Pilot Program April, 2013
- Decision to fund and launch “matching” Grant Program FY13/14 May, 2013
- Grants reviewed and accepted July, 2013
- Matching Grant Program Funds available for release August, 2013

**Monitoring of Results:** The key to success of any program involves the ability to measure improvement; but to a certain degree we would be asking Pilot Program participants to “*prove they didn’t have a loss*” if we wanted to effectively measure our results. This is impractical, if not impossible, but we do need to work toward measurable goals.

***Activities & Accomplishment:*** Progress should be shared with stakeholders using a dedicated dashboard or other communication tool with changes made to the program as needed. The program must establish measurable benchmarks and critical success factors associated with goals of the auxiliary and the program (2 ½ % to 5% reduction). In order to determine success of the program, the following questions will be asked of each participant:

- What is the lag time for reporting of claims?
- How do losses, (frequency and severity) compared to previous years?
- How do losses, compare to other AORMA members?
- How do losses compare to the OSHA incident rate?
- Number of Total Lost workdays?
- Based on the lost time cases, what percentage of employees have returned to work?
- What is the average cost per claim and how does this number compare to previous years?

Results will vary depending on the nature of the opportunities identified in the Risk Assessment Process; however results can be measured as soon as 3-15 months following implementation. Leading indicators can be measured sooner than financial impact due to the amount of time required to effect results. Most projects require 12-15 month involvement to ensure that a sustainable model has been implemented.

**Attachments:**

1. Workers’ Compensation – **Frequency:** Top 10 Auxiliaries by Class Code #1006 (Food Services)
2. Workers’ Compensation – **Severity:** Top 10 Auxiliaries by Class Code #1006 (Food Services)
3. Liability – **Frequency:** Top 10 Auxiliaries by Slip, Trip and Falls
4. Liability – **Severity:** Top 10 Auxiliaries by Slip, Trip and Falls

## **REVIEW AND APPROVAL OF THE AORMA RECOMMENDED FACILITIES USE AGREEMENT**

**ISSUE:** The attached Facilities Use Agreement and Handbook have now been finalized and are being presented to the AORMA Committee for final approval. The MSLCTC worked with legal counsel (Steven Lightfoot) to design the agreement and handbook. Both documents have been reviewed by Willy Hsu and Staff.

**RECOMMENDATION:** Staff recommends that the Committee Members review the Facilities Use Agreement and Handbook and approve, with modifications as necessary.

**FISCAL IMPACT:** None.

**BACKGROUND:** The MSLCTC was assigned the long range goal of designing an AORMA Recommended Facilities Use Agreement and Handbook. Staff received sample facility use agreements from (1) Associated Students, California State University, Fullerton, Inc., (2) Associated Students Inc., California State Polytechnic University, Pomona, (3) The University Corporation, CSU Northridge, (4) The Donald P. and Katherine B. Loker University Student Union, Inc. Combined with the information included within the IRIC manual, legal counsel (Steven Lightfoot) completed a proposed Facilities Use Agreement.

The MSLCTC met on November 5, 2012, and reviewed the final Agreement and Handbook and made the following recommendations which have been incorporated into the attached agreement and handbook:

1. Change the “fill-in” sections within the brackets from blue to red so they are easier to see.
2. Add brackets around the recommended timeframe within the Deposit and Facility Use Fee, Responsibility Party/Event Coordinating Deadline and Verification of Coverage sections and change the color to red so that the Auxiliary can review and change as necessary.
3. Review the CSU records retention policy regarding facilities use agreements to make sure it is consistent with AORMA’s recommended policy within the Facilities Use Agreement Handbook.
4. Revise agreement and/or handbook as necessary to explain that the agreement is applicable to Auxiliary facilities and does not apply to the entire campus.

The MSLCTC approved the AORMA Recommended Facilities Use Agreement and Handbook at its meeting on November 5, 2012. The Agreement and Handbook was going to be presented to the AORMA Committee at its meeting on December 6, 2012; however, after the November 5<sup>th</sup> meeting, CSURMA's general counsel Willy Hsu, reviewed the Agreement and Handbook and provided many recommended revisions. Rather than having the AORMA Committee review and approve the additional revisions, this item was brought back to the MSLCTC for final approval.

**PUBLICATION:** Once the agreement is approved, the following action will be taken:

1. Post the approved AORMA Recommended Facilities Use Agreement and Handbook on the CSURMA website within the AORMA Toolkit, and
2. Send out an AORMA Bulletin which explains that the AORMA Recommended Facilities Use Agreement and Handbook have been finalized and that they have been posted on the CSURMA website.

**ATTACHMENT(S):**

- a. AORMA Recommended - Facilities Use Agreement - DRAFT
- b. AORMA Recommended – Facilities Use Agreement Handbook – DRAFT

## AORMA Recommended - Facilities Use Agreement

This Facilities Use Agreement (“Agreement”) is made and entered into on [date] (“Effective Date”) between [name of auxiliary organization] (“Auxiliary”) and [name of user] (“User”). The Auxiliary and the User are sometimes referred to collectively as the “Parties.”

Auxiliary, a California non-profit organization is located at: [name of campus] (“Campus”).

User, a [type of organization] is located at: [user’s address].

For and in consideration of the following promises, covenants and conditions, Auxiliary and User hereby agree as follows:

**Use of Facility.** Auxiliary hereby permits User to use the following premises: [description of premises], which is located at [premises address] (the “Facility”). User shall use the Facility for the following event or purpose: [detailed description of the event] (the “Event”) **only and for no other event or purpose.** User acknowledges that use of the Facility is conditioned on User and Auxiliary’s execution of this Agreement and User’s payment of the required Deposit and Facility Use Fee. User acknowledges and understands that no binding or enforceable agreement regarding use of the Facility shall exist until and unless (1) this Agreement has been signed by User and received by Auxiliary and (2) User has paid the required Deposit and Facility Use Fee.

**Date and Time of Use.** User shall be permitted to use the Facility on [date of event] between the hours of [start time] and [end time] (the “Event Date”) only.

**Access and Event Times.** The Facility access and use must be within the time specified above. Date and use times include individual/organization preparation, decorating, and or rehearsal time, as well as time after the Event to remove decoration, User equipment, and other items.

**Deposit and Facility Use Fee.** User agrees to pay to Auxiliary a Deposit of [deposit amount] within five business days of the execution of this Agreement. User agrees to pay to Auxiliary a Facility Use Fee in the amount of [facility use fee] for the use of the Facility. The Facility Use Fee must be received by the Auxiliary at least [45] days before the Event Date. If either the Deposit or Facility Use Fee is not timely received by the Auxiliary, this Agreement shall be automatically void and User shall have no right to use the Facility.

The deposit is non-refundable and non-transferable. If the User cancels the Event, User shall forfeit the deposit. Cancellations must be received [10] business days prior to Event Date, or no refund of the Facility Use Fee will be provided.

**Responsible Party/Event Coordinating Deadline.** The person(s) who completes and signs this Agreement shall be the Responsible Party. The Responsible Party shall coordinate all Event details with the Auxiliary and agrees to complete this coordination no later than [21] days prior to the Event Date. The Responsible Party must be the host and in attendance throughout the Event. The Responsible Party shall take all reasonable actions to assure event safety, to prevent damage to the Facility and equipment, and to see that these conditions and other policies and regulations, outlined in this Agreement are met.

**User's Obligations.**

- a. User shall not violate any Federal, State, or local law, or rules of the Auxiliary, the Trustees of the California State University, or the Campus. User shall not allow any Federal, State, local law, or rules of the Auxiliary, the Trustees or the Campus to be violated.
- b. User shall not make any alterations to the Facility, any fixtures, building systems, or equipment. At the end of the Event, the Facility shall be left in a clean, safe condition. The User shall remove from the Facility all property and materials belonging to the User. If User damages the Facility, Auxiliary shall have the option of either (i) requiring User, at User's own expense and risk, to restore the Facility to the condition existing prior to the Event, or (ii) itself making the repairs and restorations to the Facility. Auxiliary shall have sole and complete discretion in deciding which option to exercise. If Auxiliary decides to itself make the repairs and restorations to the Facility, the costs for same shall be borne solely by User. User shall reimburse Auxiliary for any repairs or restoration necessary to repair damages to the Facility caused by User or the attendees of the Event no later than [10] business days after Auxiliary presents User with a written statement or invoice reflecting the nature and costs of the repairs.
- c. User shall exercise care in the use of the Facility and adjacent Campus areas and shall comply with guidelines to reduce excessive wear or damage. User agrees to keep the Facility and adjacent areas on the Campus in a clean and orderly condition and to remove all waste material at the conclusion of the Event, unless Auxiliary agrees, in writing, to be responsible for cleanup, removal of waste or recycling.
- d. Specific limitations apply as to the use of tape, balloons, glitter, candles, markers, tack, nails, other such materials, and signage. Decorations must be fire retardant. User should consult with the Auxiliary for a full overview of allowable decorations and signage items and to appropriately accommodate User's needs. Decorations/signage which causes damage or additional cleaning requirements will result in additional charges to the User. All decorations and all outdoor and indoor directional signage must be removed by the User immediately following the Event.

**User's Property.** Neither the Auxiliary nor Campus insure the personal property of the User its employees, agents, guests or attendees against damage or loss by any means. User assumes the risk of any such damage or loss.

**No Assignment or Subletting.** This Agreement is non-assignable and non-transferable.

**Right to Enter.** Auxiliary reserves the right to enter and inspect the Facility at any time for any purpose during the Event. User shall follow all directives from Auxiliary staff.

**Indemnification and Hold Harmless.** User shall hold harmless, defend and indemnify the State of California, the Trustees of the California State University, the [campus name], the Auxiliary, and their employees, officers, directors, volunteers and agents (collectively, the "University") from and against any and all liability, loss, damage, expense, costs (including without limitation costs, attorney's fees and fees of litigation) of every nature arising out of, or in connection with, or relating to User's use of the Facility or its failure to comply with any of its obligations contained in this Agreement, except such loss or damage which was caused by the sole negligence or willful misconduct of the Auxiliary.

**Insurance Requirements.** User shall procure and maintain for the duration of the rental period insurance against claims for injuries to persons or damages to property which may arise from or in connection with the rental of the facilities and the activities of the renter, his guests, agents, representatives, employees, or subcontractors. The cost of such insurance shall be borne by User.

Coverage shall be at least as broad as Insurance Services Office Form CG 00 01 covering Commercial General Liability (CGL) on an "occurrence" basis, including products-completed operations, personal and advertising injury, with limits no less than \$1,000,000 per occurrence.

**Other Insurance Provisions.** The general liability policy is to contain, or be endorsed to contain, the following provisions:

- a) The State of California, the Trustees of the California State University, the California State University, [campus name], the Auxiliary, and their employees, officers, directors, volunteers and agents ("University") are to be covered as additional insureds with respect to liability arising out of the rental of the facility, including work or operations performed by or on behalf of the User and materials, parts or equipment furnished in connection with such work or operations.
- b) For claims arising out of liability arising out of this Agreement and the User's use of the Facility, the User's insurance coverage shall be primary insurance as respects the Auxiliary and the University and any insurance or self-insurance maintained by the Auxiliary or the University shall be excess of the User's insurance and shall not contribute with it.

- c) The User's Insurance Company agrees to waive all rights of subrogation against the Auxiliary and the University for losses paid under the terms of any policy covering the facility rental or any activities of the User, its guests, agents, representatives, employees or subcontractors.

**Acceptability of Insurers.** Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:VII, unless otherwise acceptable to the Auxiliary.

**Verification of Coverage.** User shall furnish the Auxiliary with original certificates and amendatory endorsements effecting coverage required by this clause. All certificates and endorsements must be actually received by the Auxiliary at least [45] days before the Event Date. If the certificates and endorsements are not timely delivered to and received by the Auxiliary, this Agreement shall be automatically and immediately void and User shall have no right to use the Facility. Auxiliary may in its sole discretion, decide not to approve or accept User's insurance coverage in which event this Agreement shall be automatically and immediately void and User shall have no right to use the Facility.

**Liquor Liability.** If User will be supplying alcoholic beverages, the general liability insurance shall include host liquor liability coverage. If User is using a caterer or other vendor to supply alcohol that vendor must have liquor liability coverage. If User intends to sell alcohol either the User or vendor providing the alcohol for sale must have a valid liquor sales license and liquor liability insurance covering the sale of alcohol.

**Homeowners Insurance.** In some cases the User's homeowner's liability insurance may provide coverage sufficient to meet these requirements. User should provide these requirements to his or her agent to confirm and provide verification to the Auxiliary.

**Special Events Coverage.** Special events coverage may be available for an additional fee to provide the liability insurance required by this Agreement. User can obtain additional information and cost from the Auxiliary.

**Right to Modify.** Auxiliary reserves the right to modify these insurance requirements at any time without any advance notice, including limits, based on the nature of the risk, prior experience, prior events, insurer, coverage, or other special circumstances.

**No Weapons/Firearms.** All weapons and firearms are strictly prohibited at the Facility and on the Campus.

**Reassignment of Facilities.** Should the Facility become unavailable due to an emergency, the Auxiliary reserves the right to reassign the User to another Campus facility.

**Termination/Cancellation.** This Agreement to use the Facility is granted subject to observance of regulations. The Auxiliary may revoke this Agreement effective immediately upon User's

failure to timely comply with any pre-Event requirement, for any violation of use conditions or regulations required by the Auxiliary or governmental agency, or at any time for misrepresentation. The Auxiliary may terminate any part of this Agreement without notice in the event of an emergency which, in the opinion and sole discretion of the Auxiliary, would make the Event unfeasible. Refunds of any Deposits and/or Facility Use Fees paid will be determined at the discretion of the Auxiliary, on a case by case basis.

**Modification of this Agreement.** This Agreement contains the entire agreement and any modifications, changes or amendments to this Agreement must be written and signed by all the Parties to this Agreement. Notwithstanding the above, the Parties to this Agreement incorporate by reference, as though fully set forth herein, those specific paragraphs initialed by the Parties in the attached Facilities Use Agreement Addendum.

**Acceptance of Terms.** I have read and understand the above terms and conditions and agree to abide by these terms and conditions.

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

Name and Title: \_\_\_\_\_

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

Name and Title: \_\_\_\_\_

## **AORMA Recommended - Facilities Use Agreement Facilities Use Agreement Addendum**

**Auxiliary:** [name of auxiliary]  
**User:** [name of user]  
**Event / Date:** [event name / event date]  
**Campus:** [campus name]

By initialing below, Auxiliary and User agree the following paragraphs are incorporated into the attached Facilities Use Agreement as if fully set forth therein.

**User / Auxiliary**

\_\_\_\_ / \_\_\_\_ **Special Equipment.** The Auxiliary, Campus and University assume no responsibility for equipment used at the Event which is supplied by the User or any other party. The Auxiliary reserves the right to approve equipment and equipment providers.

**User / Auxiliary**

\_\_\_\_ / \_\_\_\_ **Publicity/Advertising.** All forms of Advertising and Publicity must be submitted to the Auxiliary for approval [30] days in advance of posting or communication. When the Campus, University or Auxiliary name is used in conjunction with publicity, inclusion of non-endorsement statement may be required. The Auxiliary will furnish User with such a statement. Posting of any materials on Campus bulletin boards must be approved in accordance with Auxiliary, Campus and University Policy.

**User / Auxiliary**

\_\_\_\_ / \_\_\_\_ **Additional Charges for Security/Police.** Campus Police shall solely determine and control security arrangements for the Event including, but not limited to, the type and number of security personnel and placement and use of security personnel. The cost of such service shall be paid by the User in addition to the Deposit and Facility Use Fee mentioned above.

**User / Auxiliary**

\_\_\_\_ / \_\_\_\_ **Vehicle Parking/Unloading.** User and its guests must abide by all Auxiliary, Campus and University parking/traffic requirements, including but not limited to passenger and equipment loading and unloading regulations, observance of authorized parking locations, payment of required fees, and display of vehicle parking permits. Payments of citations which result from parking/traffic violations are the sole responsibility of the User and its guests. If applicable, upon approval from Auxiliary, User must use the Facility loading dock and freight elevator to bring in and take out equipment from the Facility.

**User / Auxiliary**

\_\_\_\_ / \_\_\_\_ **Unsupervised Minors.** Unsupervised minors (persons under the age of 18) are not permitted at the User's Event(s).

User / Auxiliary

\_\_\_\_ / \_\_\_\_ **No Smoking.** Smoking is prohibited in the Facility and outdoors within 20 feet of the Facility as well as at any other designated No Smoking area.

User / Auxiliary

\_\_\_\_ / \_\_\_\_ **Animals.** Except for animals certified to assist disabled persons, animals are prohibited in the Facility.

User / Auxiliary

\_\_\_\_ / \_\_\_\_ **No Flames/Fire/Smoke/Fog.** Open flames and the burning of any materials, including incense is prohibited. Use of candles must receive advance approval and meet fire code regulations. Fog/smoke machines or other equipment, which may activate fire alarms, are prohibited in the Facility.

User / Auxiliary

\_\_\_\_ / \_\_\_\_ **No Bare Feet.** Bare feet are prohibited in the building and on the grounds of the Facility.

User / Auxiliary

\_\_\_\_ / \_\_\_\_ **Conduct.** The User and guests shall not interfere with the regular use of the Facility, the building and the adjacent areas on Campus by the public or other facility guests. Excessive noise or other disruptive behavior is prohibited.

**User / Auxiliary**

\_\_\_\_ / \_\_\_\_ **Technology Needs.** If the User has extraordinary need for bandwidth, technology equipment or access to the Campus' technology resources. User must submit a written request explaining its particular technology needs to Auxiliary within five business days of the execution of this Agreement. Auxiliary and/or Campus, in its/their sole discretion, shall approve or deny User's request.

**User / Auxiliary**

\_\_\_\_ / \_\_\_\_ **Other:** [description of contract addendum]

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

Name and Title: \_\_\_\_\_

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

Name and Title: \_\_\_\_\_

# AORMA Recommended - Facilities Use Agreement Handbook

## 1. Introduction

This handbook is general and is intended only to provide basic information. Your Auxiliary Organization should consult its counsel to respond to any questions regarding this Facilities Use Agreement or to assist in the use of releases and informed consents as part of your risk management process.

A Facilities Use Agreement is intended for short-term rentals of Auxiliary or University rooms, auditoriums, grounds or other related facilities for a specific Event, such as a concert. The Facilities Use Agreement is a legal contract which sets forth the duties and obligations of the Auxiliary and User in connection with the User's Event, which is being held in or on property owned or controlled by the Auxiliary or the University.

## 2. Facilities Use Agreement

### A. Purpose

The *Facilities Use Agreement* is a contract in which the User agrees to abide by specific terms and conditions in order to hold a particular Event at a facility owned or controlled by an Auxiliary Organization or the University.

### B. Elements

The AORMA Committee has developed a *Facilities Use Agreement* that contains the following elements:

- Identification of the parties to the Agreement, the location, date and time of the Event.
- Facility Use Fee and Deposit.
- Identification of a Responsible Party representing the User.
- The obligations the User must adhere to as a condition of using the Facility, including conduct, decorations, use restrictions and cleanup.
- An indemnification and hold harmless clause whereby the User agrees to pay the Auxiliary Organization and University for any losses it may suffer as a result of the User's use of the Facility or as a result of an accident that occurs at the Event.
- Specific insurance requirements the User must satisfy in order to use the Facility.
- A list of addenda which may be included in the Agreement as necessary.

### 3. Procedures/Strategies for Risk Management

Although the Facilities Use Agreement contains an indemnification/hold harmless clause, it should not be relied upon solely to reduce the exposure to risk. The Auxiliary Organization bears responsibility for the condition of its facilities and for conducting its activities and events in a manner that reasonably protects the health and safety of students or other participants. For this reason, the following risk control measures should be utilized in addition to the use of a release:

- Conduct a risk assessment of the program/activity/Event prior to executing the Facilities Use Agreement.
- Inspect Facilities and equipment for safety hazards frequently and take action to correct. Document actions taken.
- Train staff in emergency response procedures such as first aid and CPR.
- Train staff and participants on how to properly use facilities and equipment.
- Develop and enforce policies and procedures that minimize risk.
- Design programs that reflect the relevant safety standards of the given activity.
- Consider purchasing or requiring others to purchase appropriate insurance coverage as applicable.

### 4. Instructions

Identifying Information. Upon receipt of an application to use an Auxiliary Organization's Facility, the necessary information can be inserted into the Facilities Use Agreement. This information includes:

- The name and address of the User – *make sure this information is accurate and correct;*
- The specific Facility where the Event is to take place;
- A description of or purpose of the Event – *make sure there are enough specific details to accurately reflect what activity is taking place;* and
- The Date and Time of the Event.

Deposit and Fees. The User must pay a deposit within five business days of the Auxiliary executing the Facilities Use Agreement. The User must pay the total Facility Use Fee no later than 45 days before the Event. Importantly, the User must also submit for Auxiliary review and approval, all necessary insurance paperwork no later than 45 days before the Event. *Note; 45 days is the recommended timeframe only; your particular event may require that this timeframe be shortened.*

Responsible Party. The person who signs the Facilities Use Agreement on behalf of the User is deemed the “Responsible Party.” That person shall serve as the primary contact between the Auxiliary and the User group. The Responsible Party is required to coordinate all Event details with the Auxiliary no later than 21 days before the Event and must be in attendance at the entire Event. The Responsible Party is also charged with making sure the Event runs smoothly and safely and to assure the User adheres to the terms and conditions of the Facilities Use Agreement. *Note; 21 days is the recommended timeframe only; your particular event may require that this timeframe be shortened.*

User’s Obligations. In general, the User agrees to abide by Federal, State and local laws, as well as the rules of the Auxiliary, and the University. The User also agrees that it shall not make any permanent alterations to the Facility and shall exercise care in setting up and cleanup after the Event. If the User damages the Facility, the User is responsible for paying to repair the damages. Unless otherwise agreed to in writing, the User is responsible for cleanup, including removal of garbage and recycling efforts. If for any reason the Auxiliary wants to control waste removal or recycling, the Auxiliary should confirm same in writing to the User – this can be done via the Addendum provisions attached to the Facility Use Agreement or in a separate writing signed by the User and the Auxiliary.

No Assignment. The Agreement is not assignable or transferable, unless the Agreement is modified in writing.

Auxiliary’s Right to Enter. The Auxiliary maintains a right to enter the Facility during the Event for any reasonable purpose.

Indemnification and Hold Harmless. There is an indemnification and hold harmless provision in which the User agrees to waive and release any and all claims against the Auxiliary, University, etc., from any liability, damages and loss related to or arising out of the Event or the use of the Facility. The exception is any loss or damage which is caused by the sole negligence or willful misconduct of the Auxiliary.

Insurance requirements. User must have and maintain insurance for injuries to persons and damages to property before and throughout the Event. The User must submit the required insurance policy information to the Auxiliary no later than 45 days before the Event; this is the same deadline as the payment of the Facility Use Fee. The Auxiliary must review the insurance paperwork submitted by the User to confirm that it meets the requirements specified in the Facilities Use Agreement. The Auxiliary must approve the insurance paperwork submitted in order for the Event to take place. Pay special attention if the User will be supplying alcoholic beverages at the Event. If so, the general liability insurance coverage must include host liquor liability coverage. If the User is using a caterer or other vendor to supply alcohol, that vendor must have liquor liability coverage. If the User intends to sell alcohol, either the User or vendor providing the alcohol for sale, must have a valid

liquor sales license and liquor liability insurance covering the sale of alcohol. *Note; 45 days is the recommended timeframe only; your particular event may require that this timeframe be shortened.*

**Special Events Coverage.** Special events coverage may be available for an additional fee to provide the liability insurance required by this Agreement. User can obtain additional information and cost from the Auxiliary.

**Right to Modify.** Auxiliary reserves the right to modify these insurance requirements at any time without any advance notice, including limits, based on the nature of the risk, prior experience, prior events, insurer, coverage, or other special circumstances.

**Reassignment of Facility.** The Auxiliary reserves the right to reassign the User to another Campus facility.

**Termination.** The Auxiliary may revoke the Facilities Use Agreement if the User fails to timely comply with any pre-Event requirement, for any violation of use conditions or regulations, or at any time for misrepresentation. The Auxiliary may also terminate the Facilities Use Agreement in the event of an emergency.

**Entire Agreement / Modification.** The Facilities Use Agreement contains all of the written provisions making up the contract between the Auxiliary and the User. No oral promises or other outside agreements will have any force or effect unless they are in writing and signed by both the Auxiliary and User. Therefore, the Auxiliary should not make any representations to the User which are outside of the terms and conditions of the Facilities Use Agreement. For example, do not represent to the User that they will be allowed to hold their Event without timely providing the required insurance paperwork.

**Addendum Provisions.** Attached to the Facilities Use Agreement is a Facilities Use Agreement Addendum containing additional provisions which may be incorporated into the Facilities Use Agreement if necessary or appropriate. To be effective, the provisions must be initialed by the Auxiliary and the User. The addendum provisions include:

- The Special Equipment and/or Technology needs;
- Campus Police and Security arrangements;
- Vehicle Parking / Traffic / Unloading;
- Unsupervised Minors; and
- Smoking restrictions.

Depending on the location and nature of the Event, the provisions listed in the Facilities Use Agreement Addendum should be initialed so they become incorporated into the Facilities Use Agreement. For example, if the Event is taking place at a Facility indoors then the No Smoking addenda should be initialed so it is incorporated into the Agreement.

Failure to Execute Agreement. Any User who refuses to sign the Facilities Use Agreement shall not be allowed to hold their Event in an Auxiliary or University Facility. The opportunity to hold an Event at an Auxiliary or University Facility is exchanged for the User's execution of the Facilities Use Agreement, which thereby obligates the User to faithfully abide by its terms and conditions. Occasionally, an User may sign the Agreement after crossing out certain portions that they do not like or adding words to modify the Agreement. This is not acceptable.

## 5. Electronic Signatures

Electronic signatures and acknowledgements can only be used if Government Code section 16.5 and California Code of Regulations section 22000 are adhered to and the User's signature and acknowledgement can be authenticated and a copy of the authentication and process can be produced upon request. It is recommended that the Auxiliary utilize existing security applications and access protocol when establishing an electronic signature process.

The electronic signature or acknowledgement must be stronger than simply clicking "I Agree." It should require the full name of the User / Responsible Party that is signing along with an acknowledgement by the User / Responsible Party that by clicking / checking the subject electronic signature button, that they have read, understood and are accepting all of the terms of the Facilities Use Agreement.

If these additional electronic safeguards cannot be initiated, then the use of a paper waiver / release with a "wet" signature must be used.

Facility Use Agreements sent with an electronic signature or acknowledgement should be stored in electronic form. It is sensible to regularly backup or store waivers that are in electronic form on other media (i.e. burning to a CD) in case of hard drive failure.

## 6. Retention and Storage

The Facilities Use Agreements and any related addenda or modifications must be stored for at least four years after the Event. It is best practices to store the Agreements and related documents by Event Date in alphabetical order by User name. Doing so greatly expedites retrieval if the Agreement is needed for a legal proceeding. If space becomes a problem, the documents may be stored electronically in lieu of hard copies, but we recommend keeping wet signatures for at least two years after the Event if possible.

## **REVIEW OF AUXILIARY SERVICE PROVIDER REPORT**

**ISSUE:** CSURMA AORMA desires to maintain open and candid communications with its member Auxiliary Organizations in all areas involving the services it provides. Periodic discussions seek comments from members concerning the management of CSURMA, the quality of services provided by its staff and vendors, and offers suggestions for program enhancements that may be beneficial for all members. The CSU Office of Risk Management has contacted all CSURMA AORMA participants requesting comments on vendor performance.

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

**FISCAL IMPACT:** None.

**BACKGROUND:** The Service Provider Performance evaluation will assist CSURMA AORMA with additional information to support strategic planning. The evaluation is tailored to meet the requirements of AORMA members and maintain respondent confidentiality in order to elicit candid comments.

**PUBLICATION:** The vendor survey will be provided to the AORMA Programs Committee and Member Services, Loss Control and Training Committee.

**ATTACHMENT(S):**

- a. Summary of the Service Provider Evaluation Report
- b. Trend Report
- c. Vendor responses to survey

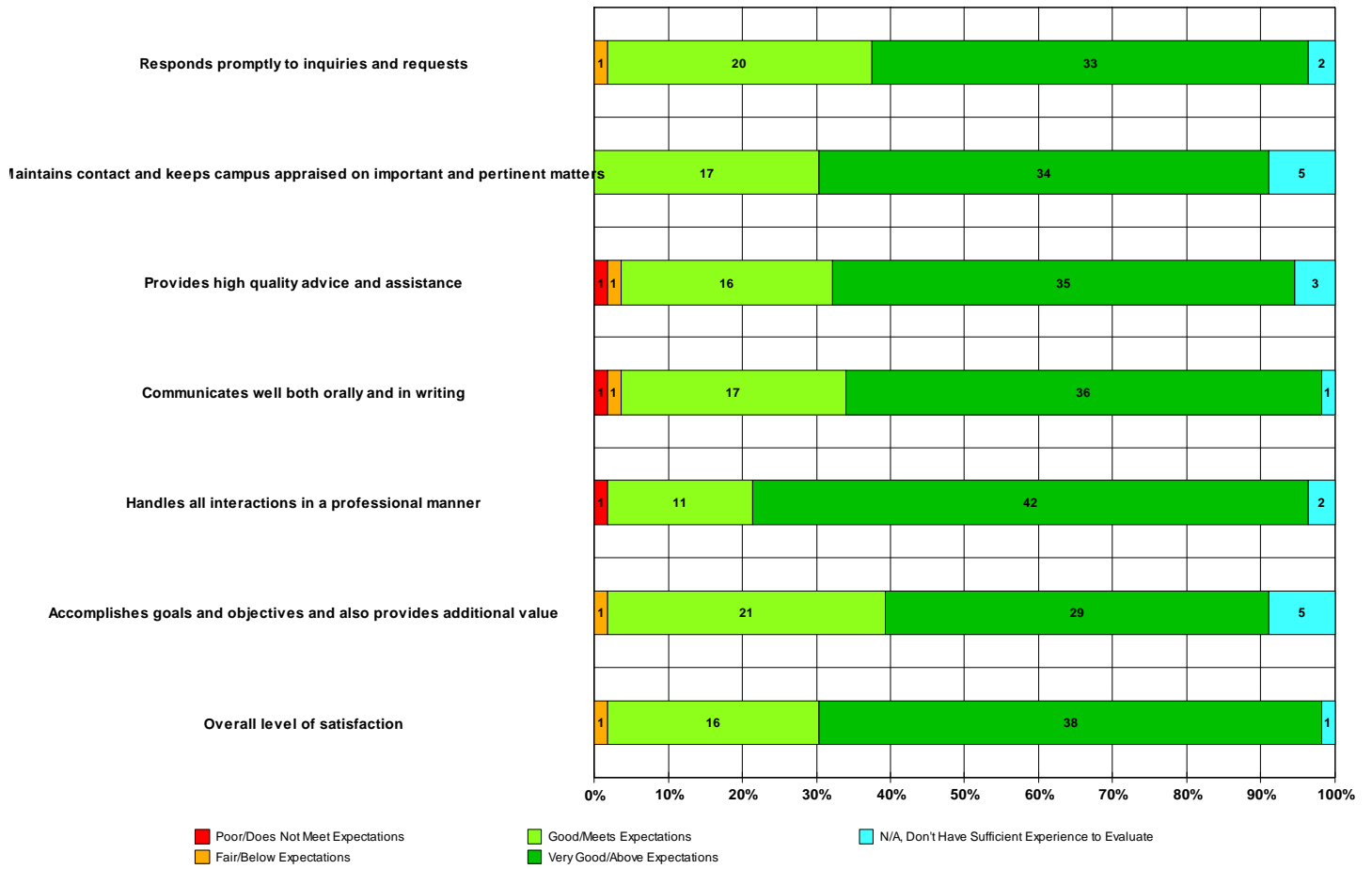
2012  
California State University Risk Management  
Authority

**CSURMA AORMA Survey**

Prepared by:  
Alexis Naiknimbalkar  
Quality Initiatives  
Office of the Chancellor  
Software: Snap Survey Professional 10  
Report Date: 02/13/2013

# ALL Survey Results

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



**Please use the space below to provide us with any additio...**

*It's the staff with whom we communicate regularly that really make the difference.*

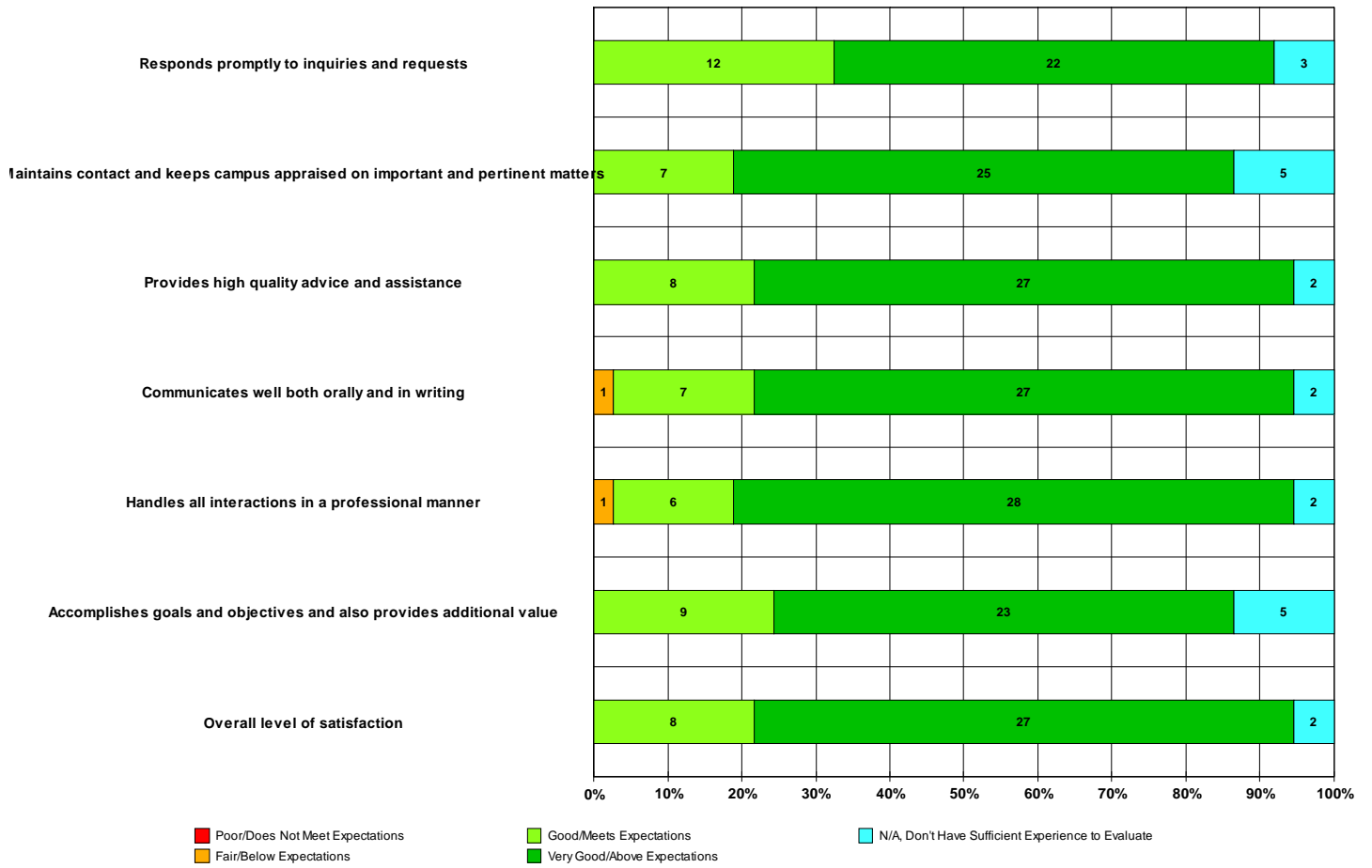
*Dissapointed with ability to report claims data*

*Mimi Long has been most helpful to me this year. I really appreciate having her to consult with and explain things as needed. All of the other staff have been very helpful and responsive as well.*

*they consistently provide a high level of service*

*They always respond promptly to my requests in a timely manner.*

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



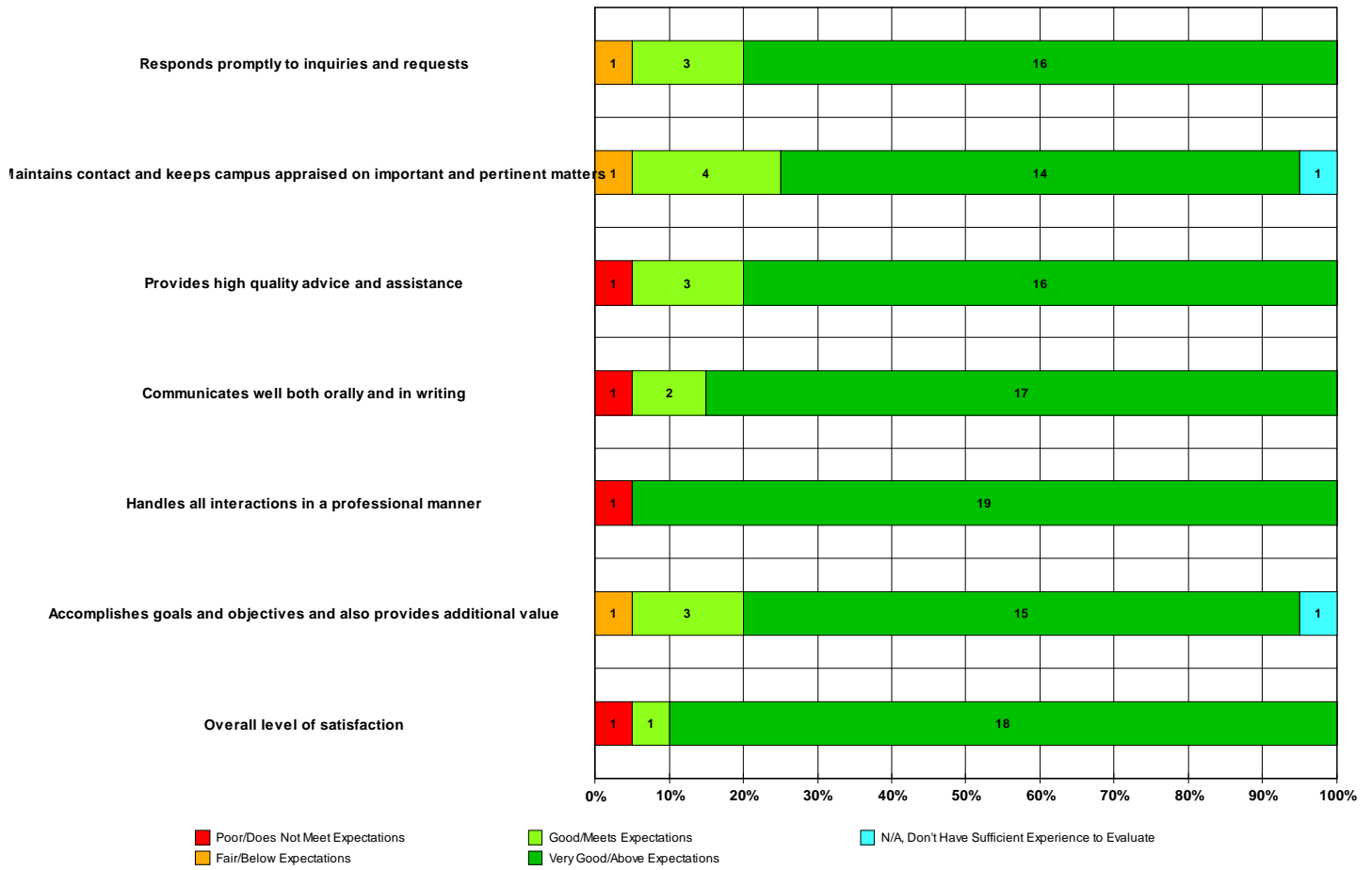
**Please use the space below to provide us with any additio...**

*Was very helpful in finding a creative solution for purchasing workers comp for one employee.*

*Again -- it's the people providing the service.*

*Exceptional service and response to questions or issues related to the CSU San Marcos Foundation insurance coverage. Primarily dealt with Van Rin and Hsan Htein on annual renewals or questions on coverage.*

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



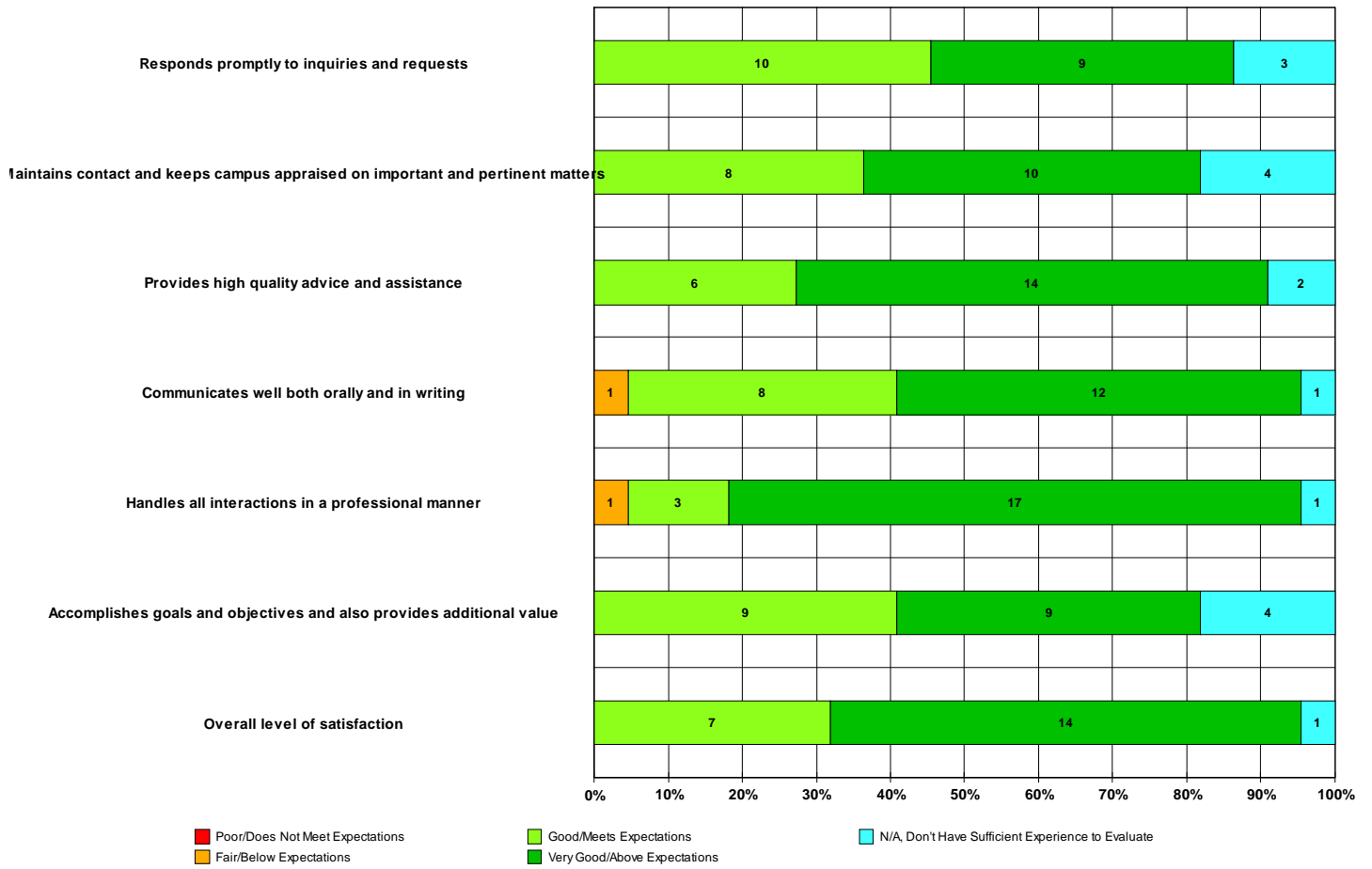
**Please use the space below to provide us with any additio...**

*Brent Escobas has done some work with our campus this year and we were very pleased with his support and work.*

*Brent Escobas is absolutely fantastic. Great resource. His safety guidance and information is invaluable*

*Brent is awesome to work with. He is responsive and always willing to work with the needs of our organization. He's a great asset to Alliant!*

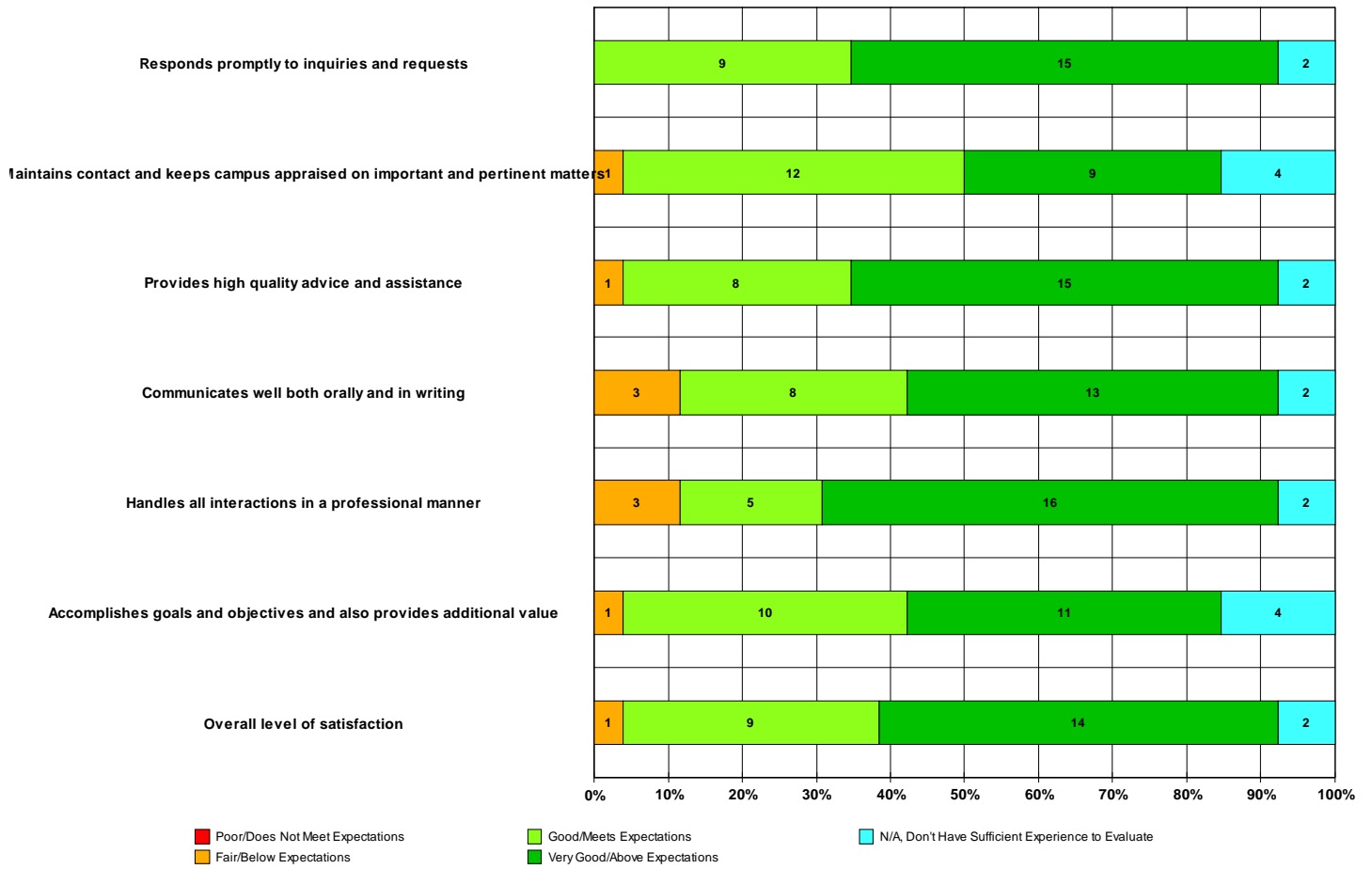
Q9.a to Q9.g Alliant Insurance Services AORMA - Property/Crime Claims Administrator



**Please use the space below to provide us with any additio...**

*It is a pleasure to work with Katie Brandt.*

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



**Please use the space below to provide us with any additio...**

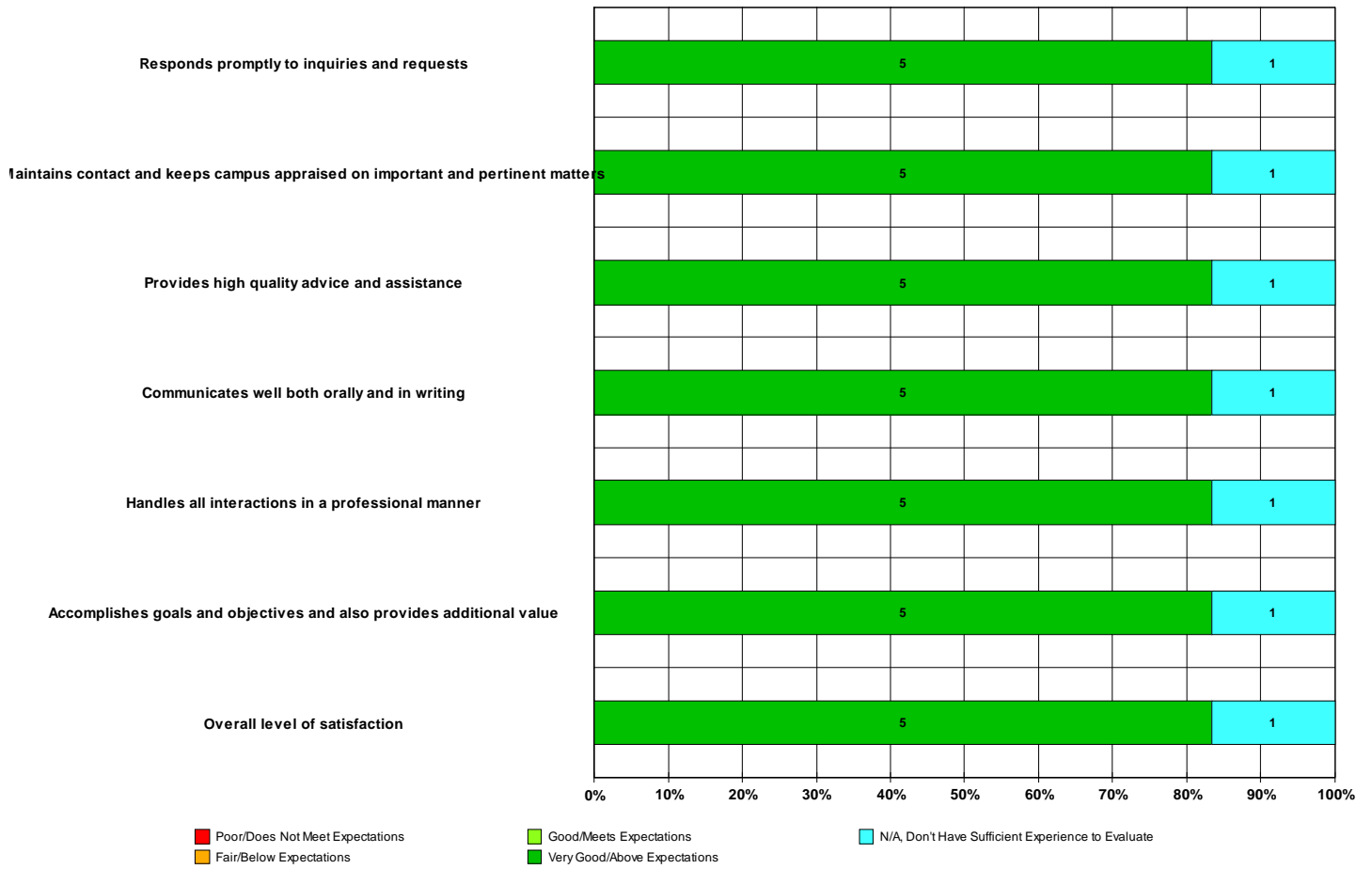
*Sometimes in the whirl of busy schedules, our claim status does not get updated. It would be helpful to know the outcome once Carl Warren is involved instead of my having to ask.*

*Not exactly sure what they do other than process claims*

*My experience has been minimal (thankfully) so I rated them meets. I have not had enough experience to rate them higher. They responded to me timely and forwarded my employee complaint to the attorney without any problems.*

*Jill has be great wit work with. She is very responsive and knowledgeable. The above ratings are based in interactions with Jill.*

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

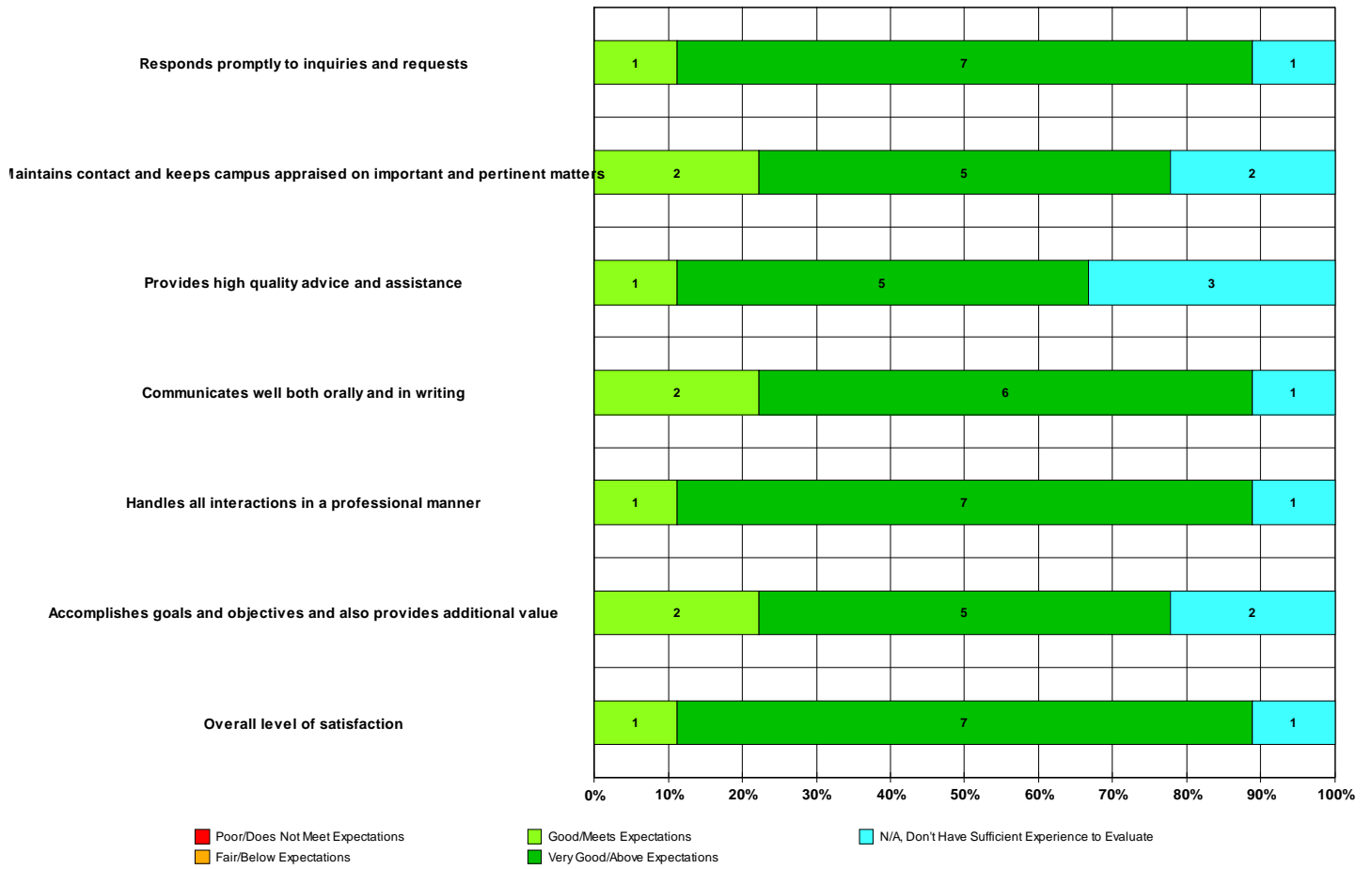


**Please use the space below to provide us with any additio...**

*Both Charlene and Zach are very practical in their assistance and advise.*

*Very accessible and helpful*

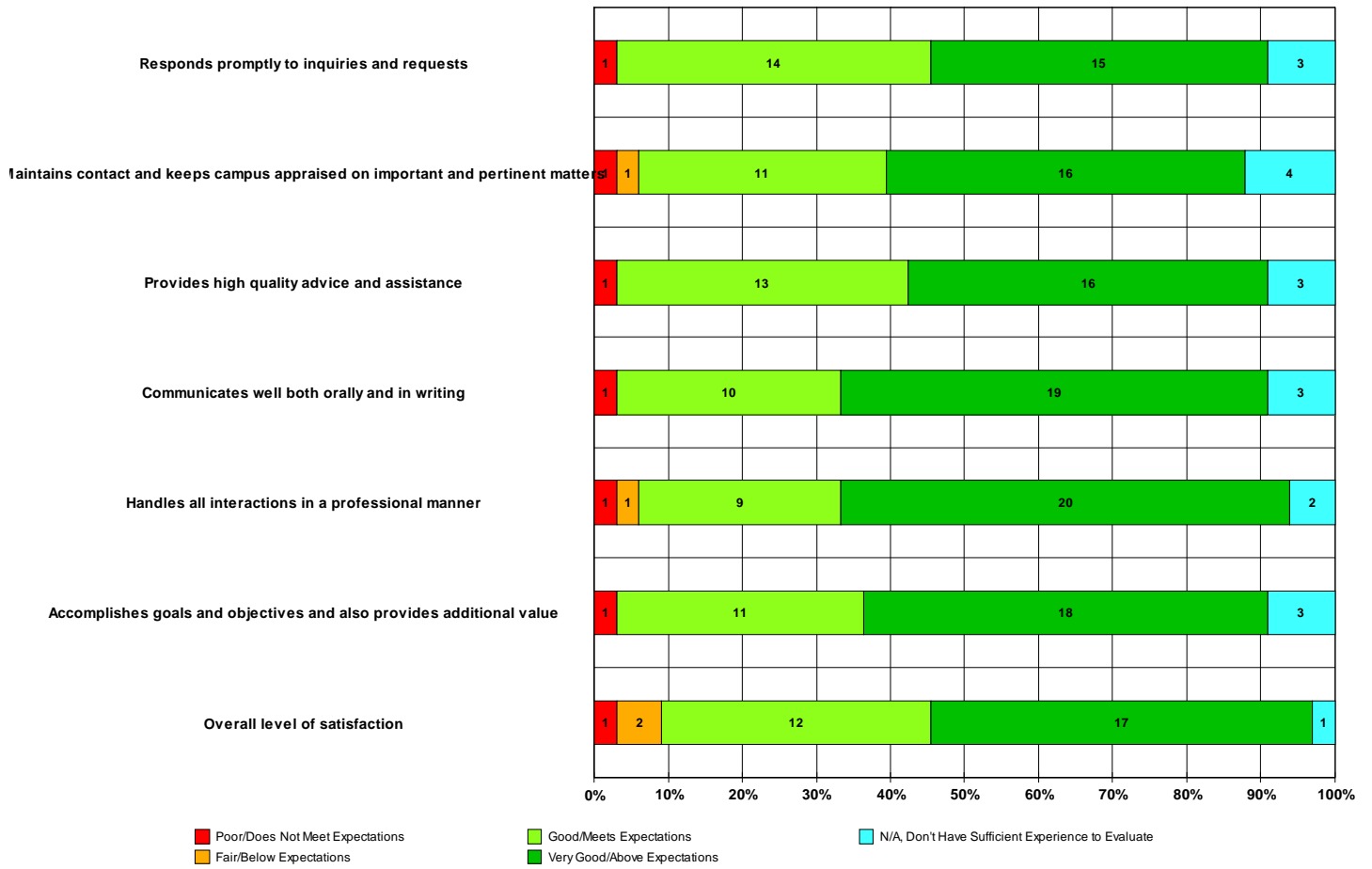
Q15.a to Q15.g CO Enterprise Accounting - Accounting Services



**Please use the space below to provide us with any additio...**

*Only interaction is receipt of dividend check.*

Q17.a to Q17.g Employers Group - HR Consulting Services



**Please use the space below to provide us with any additio...**

*I don't believe they know us well enough to respond quickly. Whenever I call I feel like I have to give too much background information and waste too much time. It isn't that they don't know the law, but the comfort level with them is not there to make me want to deal with them*

*This is an excellent service*

*Their additional services (training, consulting, surveys etc.) are too expensive for our organization.*

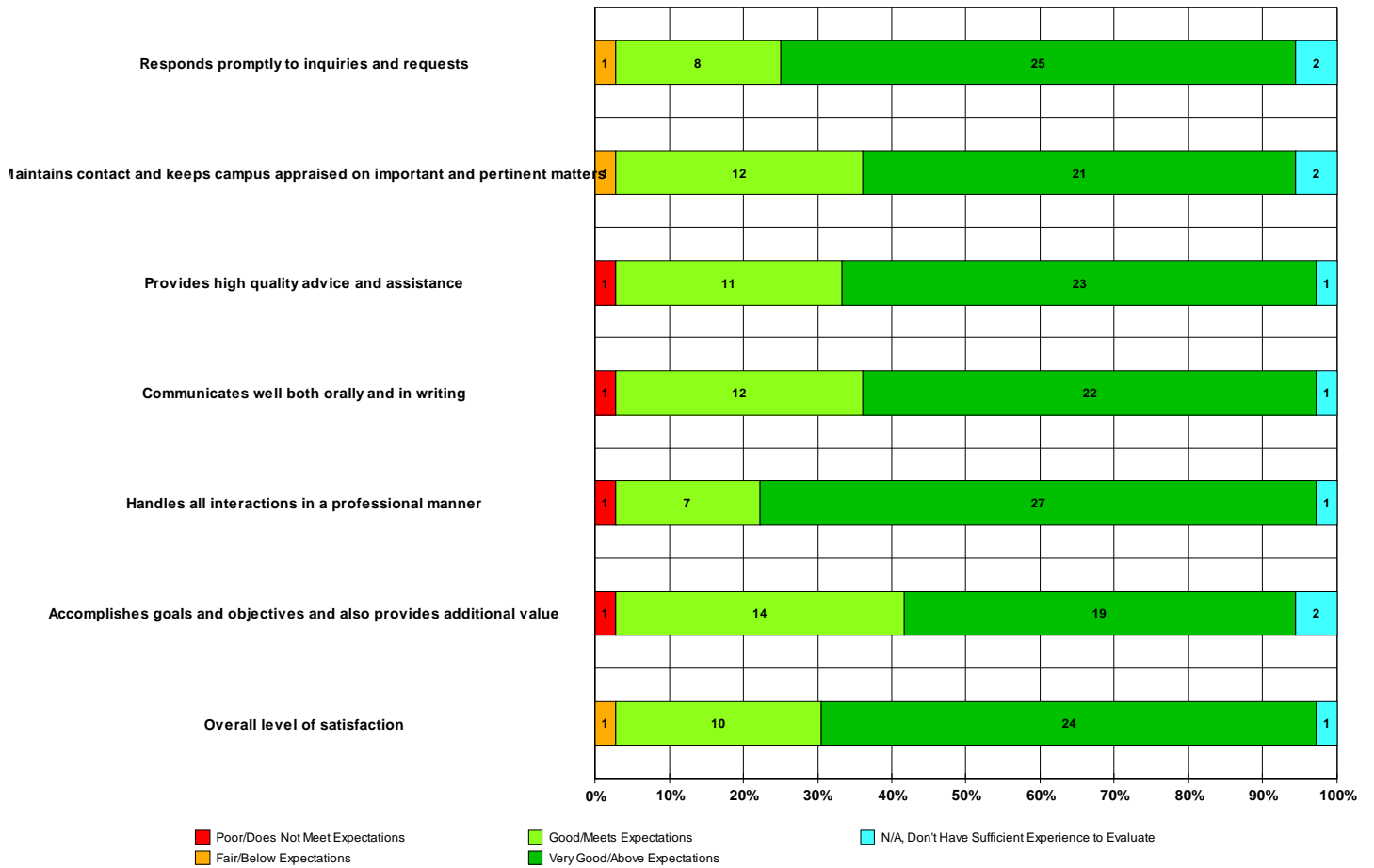
*Love Employers Group. I have worked with them before and I am glad to have them as a resource again. Great services and our rep Bill is always very responsive. Also really like the legal alerts he sends.*

*Employers Group representatives did an exceptional job in "coaching" me through a pregnancy/FMLA leave incident I needed to handle during a vacancy in my HR Manager position. I couldn't have done it without them! They made a very complex process understandable.*

*Employers Group is EXCELLENT!!! Awesome service! Genuine concern for our needs!! Go above and beyond!!!!*

*Very pleased with the service.*

Q19.a to Q19.g Sedgwick CMS - Workers' Compensation Claims Administrator



**Please use the space below to provide us with any additio...**

*Few interactions but good outcomes.*

*Mary Albert does an outstanding job, very proactive, initiates actions. Katherine Brandt needs to learn how to more professionally and tactfully interact with customers and clients. Additionally, her functional expertise is pretty "black and white," there does not appear to be an understanding of gray areas when it comes to resolution of cases.*

*We have a great working relationship with Sedgwick. The staff are great! They even know our studentt assistants on a first name basis and are a pleasure to work with.*

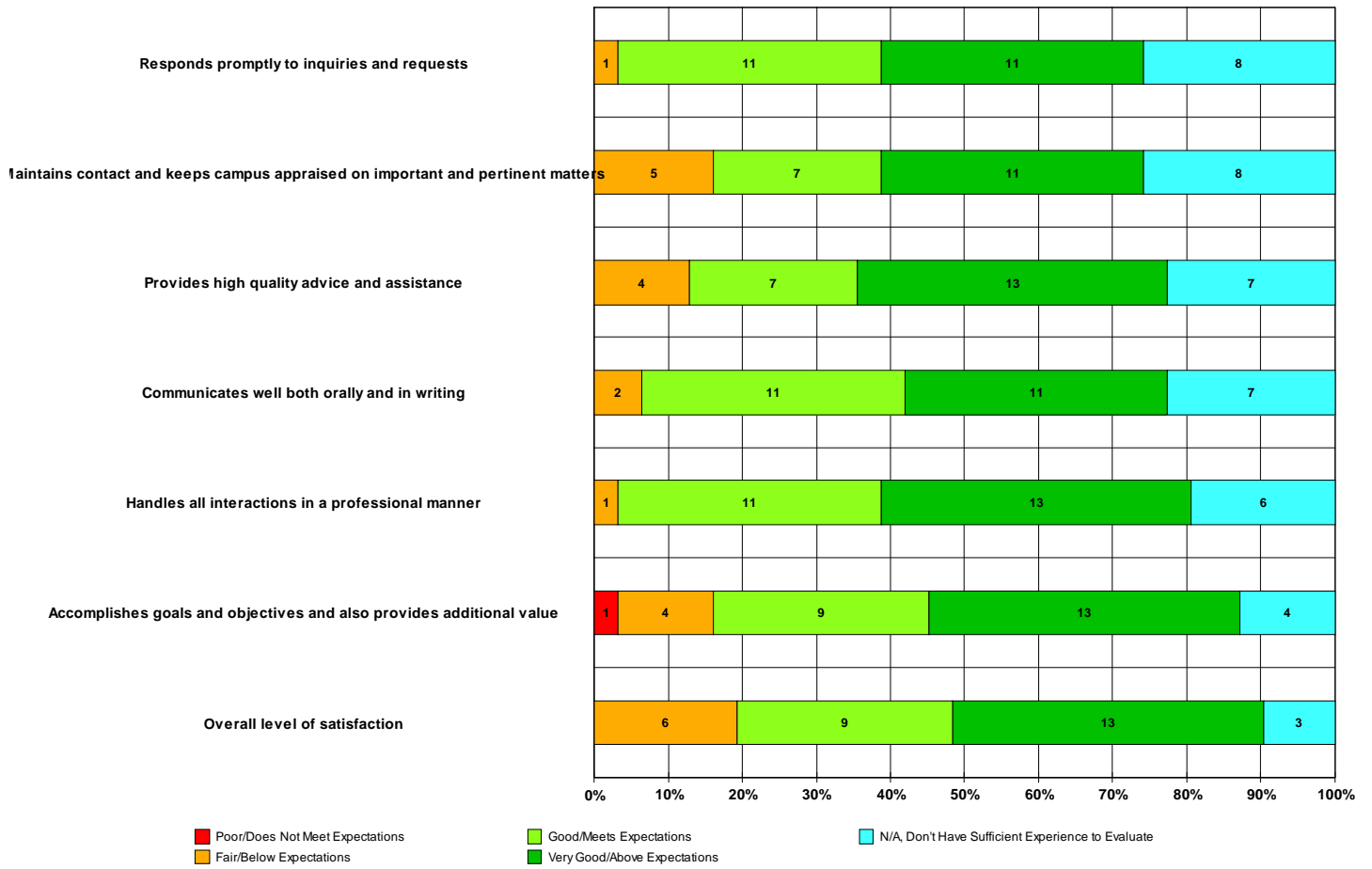
*They've been GREAT!*

*Very helpful to our staff who transitioned into a new role.*

*I have built a good relationship with the adjusters Mary and Katie and think they process works well.*

*I have worked with Target Safety Solutions, Brent Escoubas on our IIPP/Safety Presentations/Safety Inspections, and with Sedgwich representatives. It has been on the safety officer, WCI side not the liability side of the house. I have been very pleased with my service.*

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



**Please use the space below to provide us with any additio...**

*I have not had any interactions with Target Safety staff, however, I'm not very impressed with the website and its features.*

*I have talked with Target Solutions regarding the online Sexual Harassment training. In my opinion, the online program is poorly organized and presented. Additionally, I personally completed the program, yet the "system" shows me as having only completed half. I discussed this issue several times with our assigned program manager, to no avail, the system MUST BE correct. In talking with colleagues from other auxiliaries, they had the same experience as well. The online Sexual Harassment program provided by our previous vendor was vastly superior to Target Safety's as to content.*

*After so many years it is not acceptable that they have not been able to make simple changes like "being able to customize the email that the messages are sent from" and customize some of the verbal language on their site for the specific campuses. For training purposes we would like some input vs generic information which may not be what we want to convey. Some of the training materials are good. Although we can upload new employee data (or send it to them to upload), the removal is manual which limits some of the large scale training that we want to do.*

*We've had several account manager changes since going live and their styles have been different.*

*Target Safety is a good resource but I admit we have not used it as much as we probably could.*

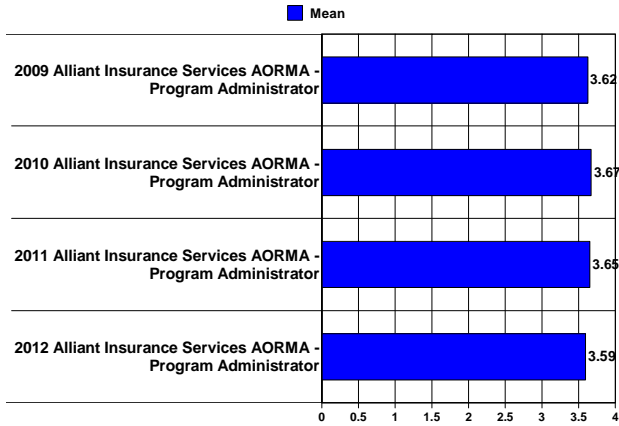
*TargetSafety is now TargetSolutions. Our TargetSolutions Representative keeps changing. I don't get notified when changes are made to their system which affects notifications that are emailed out to our employees. Our representative never seems to be aware of the change to the notifications and is unable to provide a solution to this on going problem.*

*I am enjoying working with some departments on on-line training. I love it for my department. It works very well with Board members who are not in the office on a regular basis.*

CSURMA AUXILIARY

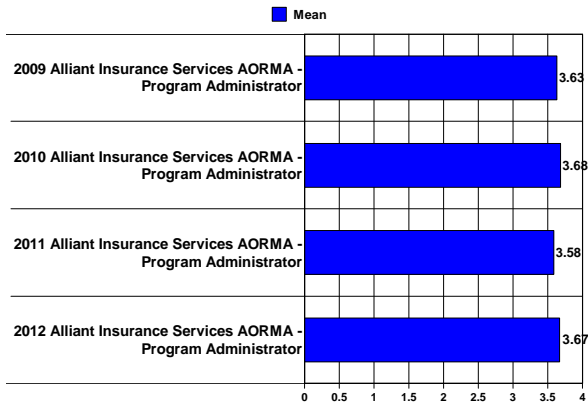
**Responds promptly to inquiries and requests - Alliant Insurance Services AORMA - Program Administrator by Year**

Analysis...: Responds promptly to inquiries and requests  
 Break.....: Alliant Insurance Services AORMA - Program Administrator by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



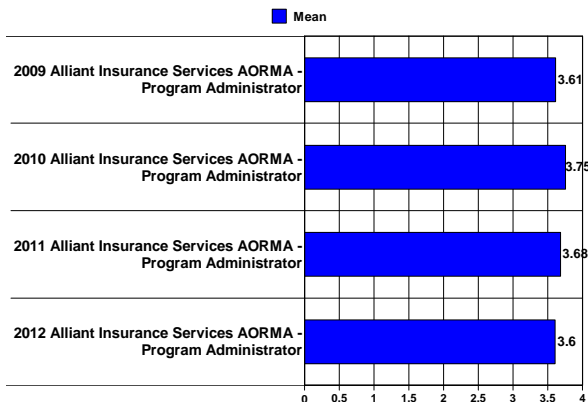
**Maintains contact and keeps campus apprised on important and pertinent matters - Alliant Insurance Services AORMA - Program Administrator by Year**

Analysis...: Maintains contact and keeps campus apprised on important and pertinent matters  
 Break.....: Alliant Insurance Services AORMA - Program Administrator by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



**Provides high quality advice and assistance - Alliant Insurance Services AORMA - Program Administrator by Year**

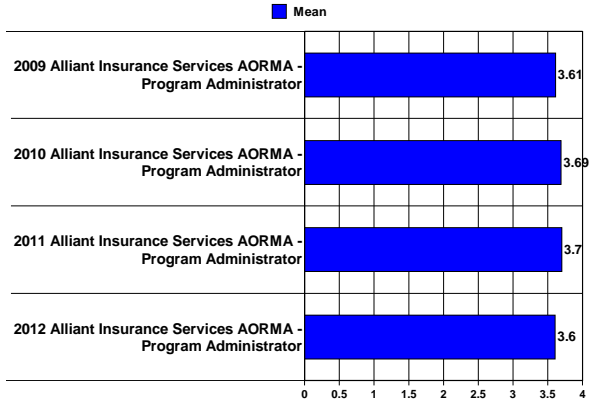
Analysis...: Provides high quality advice and assistance  
 Break.....: Alliant Insurance Services AORMA - Program Administrator by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
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CSURMA AUXILIARY

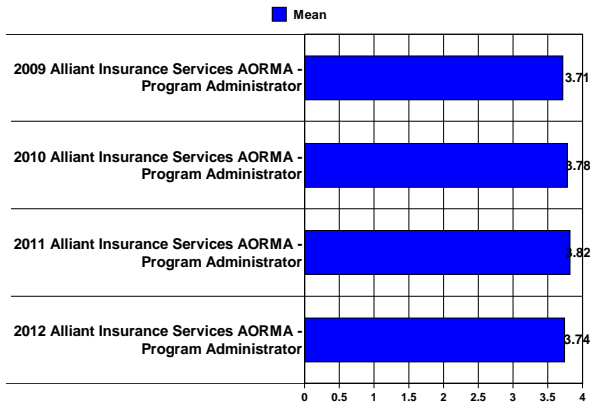
**Communicates well both orally and in writing - Alliant Insurance Services AORMA - Program Administrator by Year**

Analysis...: Communicates well both orally and in writing  
 Break.....: Alliant Insurance Services AORMA - Program Administrator by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



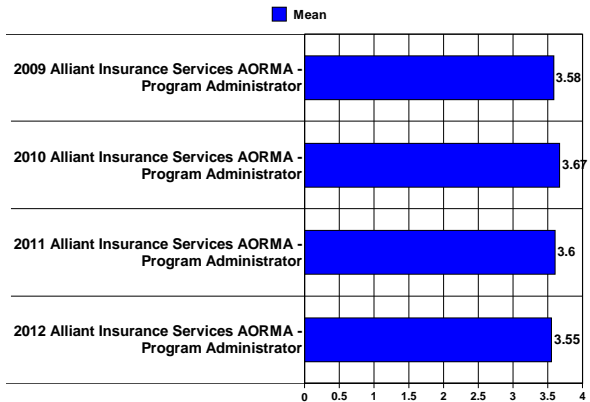
**Handles all interactions in a professional manner - Alliant Insurance Services AORMA - Program Administrator by Year**

Analysis...: Handles all interactions in a professional manner  
 Break.....: Alliant Insurance Services AORMA - Program Administrator by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



**Accomplishes goals and objectives and also provides additional value - Alliant Insurance Services AORMA - Program Administrator by Year**

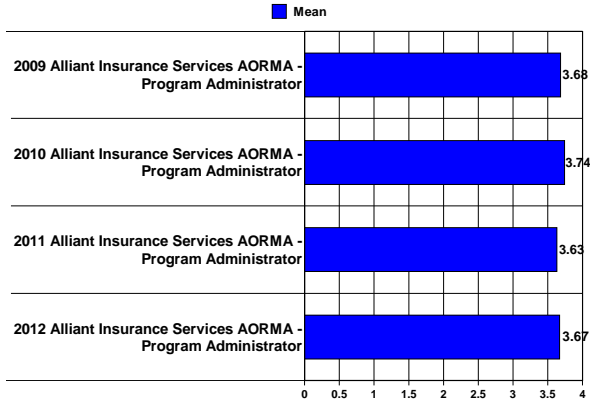
Analysis...: Accomplishes goals and objectives and also provides additional value  
 Break.....: Alliant Insurance Services AORMA - Program Administrator by Year  
 Filter.....: All Respondents  
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 Cells.....: Counts, Respondents



CSURMA AUXILIARY

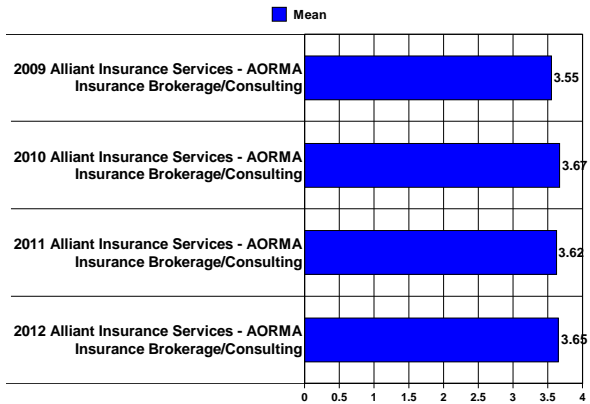
**Overall level of satisfaction - Alliant Insurance Services AORMA - Program Administrator by Year**

Analysis...: Overall level of satisfaction  
 Break.....: Alliant Insurance Services AORMA - Program Administrator by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



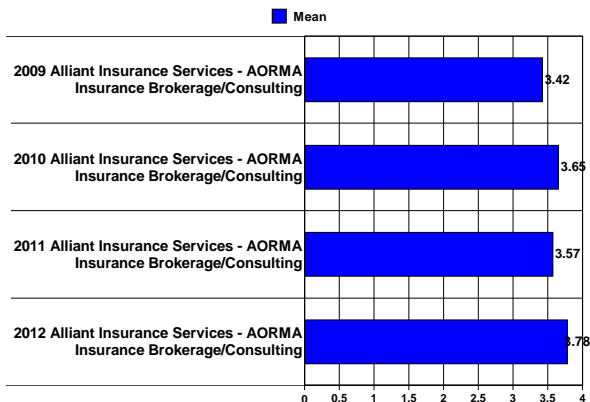
**Responds promptly to inquiries and requests - Alliant Insurance Services - AORMA Insurance Brokerage/Consulting by Year**

Analysis...: Responds promptly to inquiries and requests  
 Break.....: Alliant Insurance Services - AORMA Insurance Brokerage/Consulting by Year  
 Filter.....: All Respondents  
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**Maintains contact and keeps campus apprised on important and pertinent matters - Alliant Insurance Services - AORMA Insurance Brokerage/Consulting by Year**

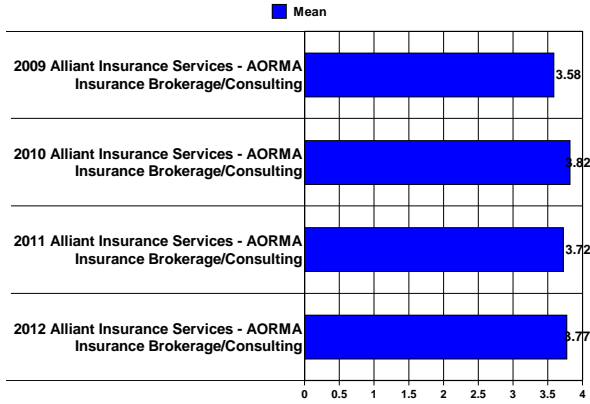
Analysis...: Maintains contact and keeps campus apprised on important and pertinent matters  
 Break.....: Alliant Insurance Services - AORMA Insurance Brokerage/Consulting by Year  
 Filter.....: All Respondents  
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CSURMA AUXILIARY

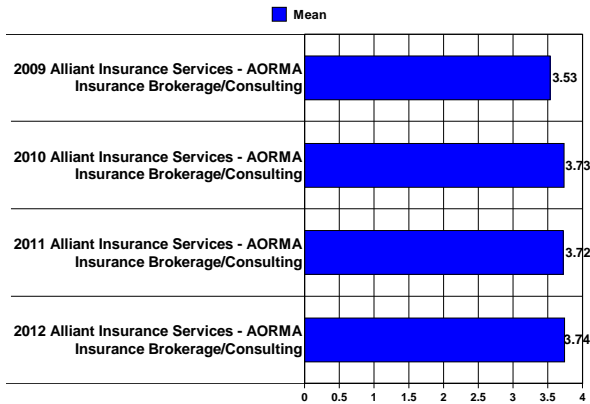
**Provides high quality advice and assistance - Alliant Insurance Services - AORMA Insurance Brokerage/Consulting by Year**

Analysis...: Provides high quality advice and assistance  
 Break.....: Alliant Insurance Services - AORMA Insurance Brokerage/Consulting by Year  
 Filter.....: All Respondents  
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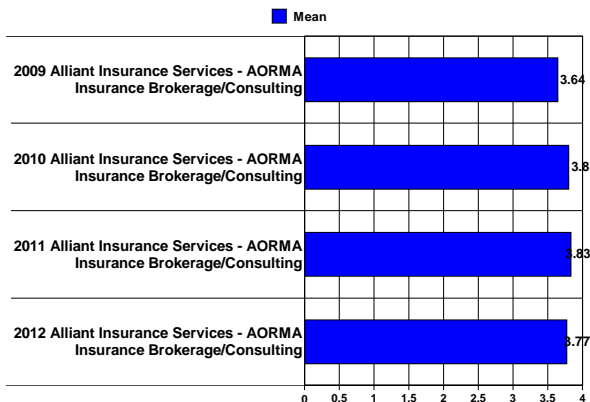
**Communicates well both orally and in writing - Alliant Insurance Services - AORMA Insurance Brokerage/Consulting by Year**

Analysis...: Communicates well both orally and in writing  
 Break.....: Alliant Insurance Services - AORMA Insurance Brokerage/Consulting by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



**Handles all interactions in a professional manner - Alliant Insurance Services - AORMA Insurance Brokerage/Consulting by Year**

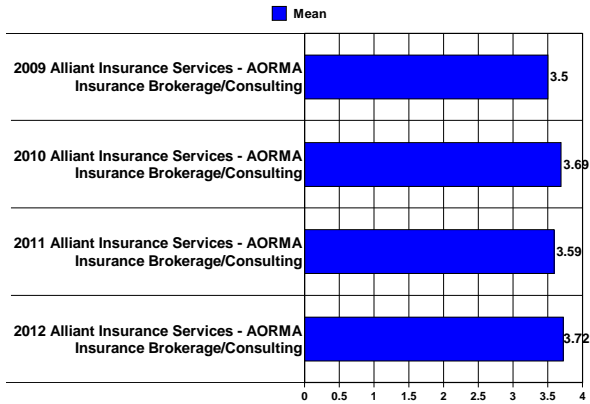
Analysis...: Handles all interactions in a professional manner  
 Break.....: Alliant Insurance Services - AORMA Insurance Brokerage/Consulting by Year  
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CSURMA AUXILIARY

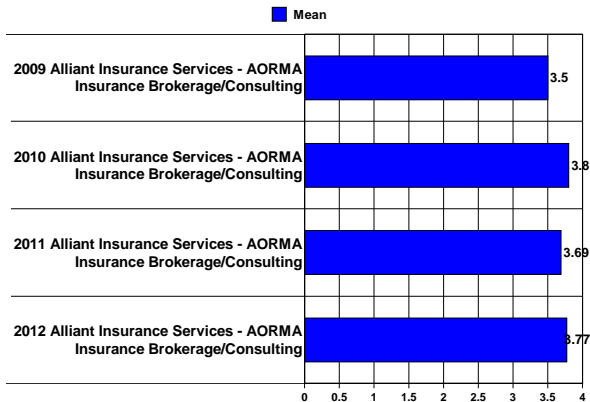
**Accomplishes goals and objectives and also provides additional value - Alliant Insurance Services - AORMA Insurance Brokerage/Consulting by Year**

Analysis...: Accomplishes goals and objectives and also provides additional value  
 Break.....: Alliant Insurance Services - AORMA Insurance Brokerage/Consulting by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



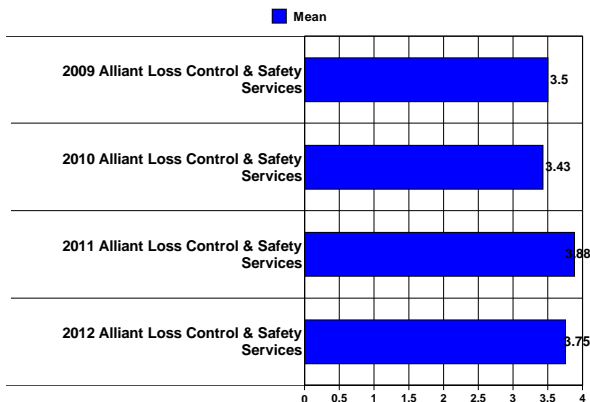
**Overall level of satisfaction - Alliant Insurance Services - AORMA Insurance Brokerage/Consulting by Year**

Analysis...: Overall level of satisfaction  
 Break.....: Alliant Insurance Services - AORMA Insurance Brokerage/Consulting by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



**Responds promptly to inquiries and requests - Alliant Loss Control & Safety Services by Year**

Analysis...: Responds promptly to inquiries and requests  
 Break.....: Alliant Loss Control & Safety Services by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



CSURMA AUXILIARY

**Maintains contact and keeps campus appraised on important and pertinent matters - Alliant Loss Control & Safety Services by Year**

Analysis...: Maintains contact and keeps campus appraised on important and pertinent matters

Break.....: Alliant Loss Control & Safety Services by Year

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents



**Provides high quality advice and assistance - Alliant Loss Control & Safety Services by Year**

Analysis...: Provides high quality advice and assistance

Break.....: Alliant Loss Control & Safety Services by Year

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents



**Communicates well both orally and in writing - Alliant Loss Control & Safety Services by Year**

Analysis...: Communicates well both orally and in writing

Break.....: Alliant Loss Control & Safety Services by Year

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents



CSURMA AUXILIARY

**Handles all interactions in a professional manner - Alliant Loss Control & Safety Services by Year**

Analysis...: Handles all interactions in a professional manner  
 Break.....: Alliant Loss Control & Safety Services by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



**Accomplishes goals and objectives and also provides additional value - Alliant Loss Control & Safety Services by Year**

Analysis...: Accomplishes goals and objectives and also provides additional value  
 Break.....: Alliant Loss Control & Safety Services by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



**Overall level of satisfaction - Alliant Loss Control & Safety Services by Year**

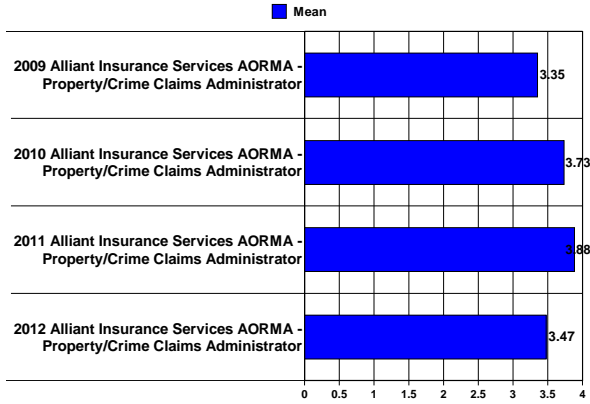
Analysis...: Overall level of satisfaction  
 Break.....: Alliant Loss Control & Safety Services by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



CSURMA AUXILIARY

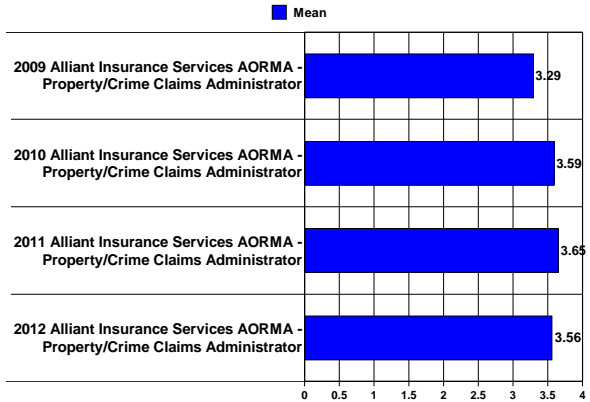
**Responds promptly to inquiries and requests - Alliant Insurance Services AORMA - Property/Crime Claims Administrator by Year**

Analysis...: Responds promptly to inquiries and requests  
 Break.....: Alliant Insurance Services AORMA - Property/Crime Claims Administrator by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



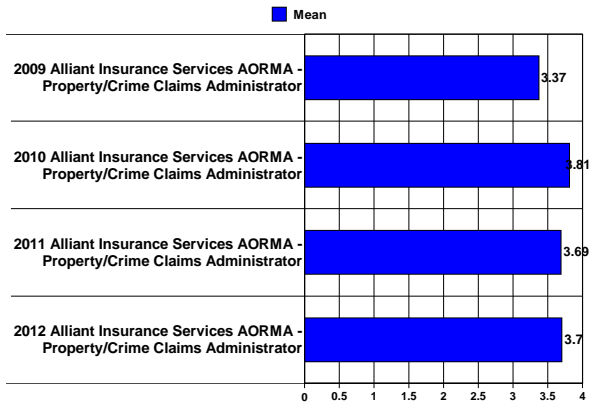
**Maintains contact and keeps campus apprised on important and pertinent matters - Alliant Insurance Services AORMA - Property/Crime Claims Administrator by Year**

Analysis...: Maintains contact and keeps campus apprised on important and pertinent matters  
 Break.....: Alliant Insurance Services AORMA - Property/Crime Claims Administrator by Year  
 Filter.....: All Respondents  
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**Provides high quality advice and assistance - Alliant Insurance Services AORMA - Property/Crime Claims Administrator by Year**

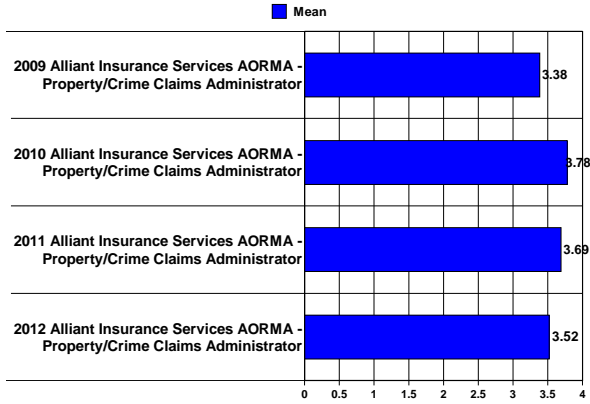
Analysis...: Provides high quality advice and assistance  
 Break.....: Alliant Insurance Services AORMA - Property/Crime Claims Administrator by Year  
 Filter.....: All Respondents  
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CSURMA AUXILIARY

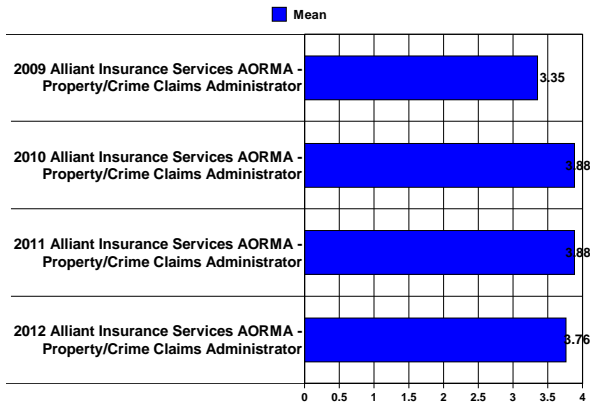
**Communicates well both orally and in writing - Alliant Insurance Services AORMA - Property/Crime Claims Administrator by Year**

Analysis...: Communicates well both orally and in writing  
 Break.....: Alliant Insurance Services AORMA - Property/Crime Claims Administrator by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



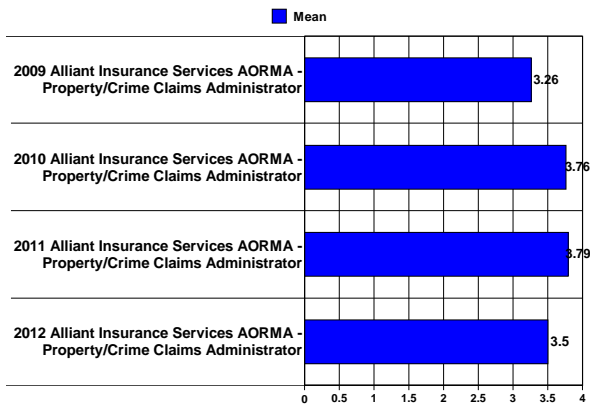
**Handles all interactions in a professional manner - Alliant Insurance Services AORMA - Property/Crime Claims Administrator by Year**

Analysis...: Handles all interactions in a professional manner  
 Break.....: Alliant Insurance Services AORMA - Property/Crime Claims Administrator by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



**Accomplishes goals and objectives and also provides additional value - Alliant Insurance Services AORMA - Property/Crime Claims Administrator by Year**

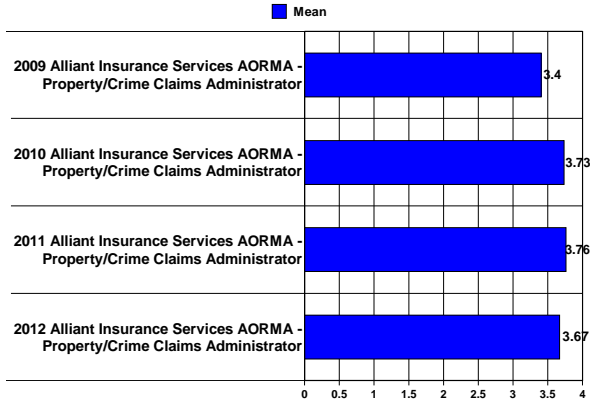
Analysis...: Accomplishes goals and objectives and also provides additional value  
 Break.....: Alliant Insurance Services AORMA - Property/Crime Claims Administrator by Year  
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CSURMA AUXILIARY

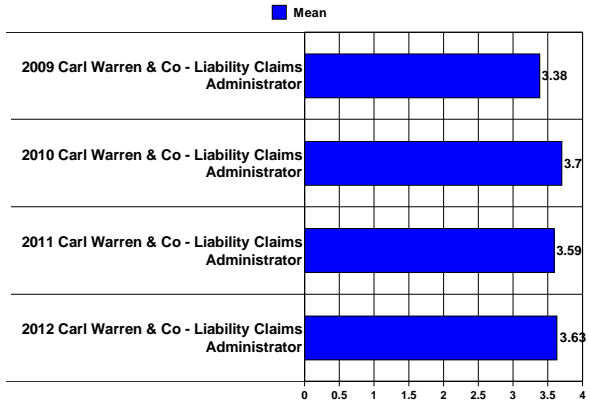
**Overall level of satisfaction - Alliant Insurance Services AORMA - Property/Crime Claims Administrator by Year**

Analysis...: Overall level of satisfaction  
 Break.....: Alliant Insurance Services AORMA - Property/Crime Claims Administrator by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



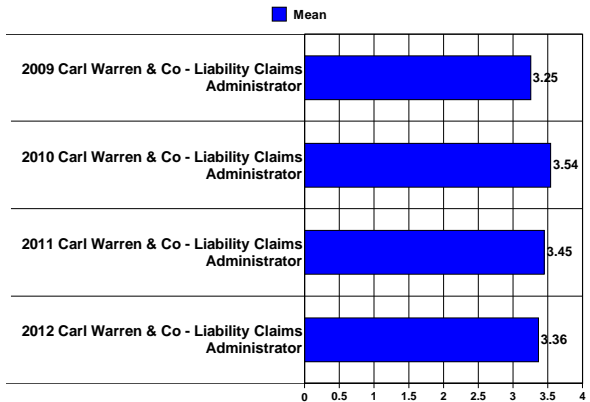
**Responds promptly to inquiries and requests - Carl Warren & Co - Liability Claims Administrator by Year**

Analysis...: Responds promptly to inquiries and requests  
 Break.....: Carl Warren & Co - Liability Claims Administrator by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



**Maintains contact and keeps campus appraised on important and pertinent matters - Carl Warren & Co - Liability Claims Administrator by Year**

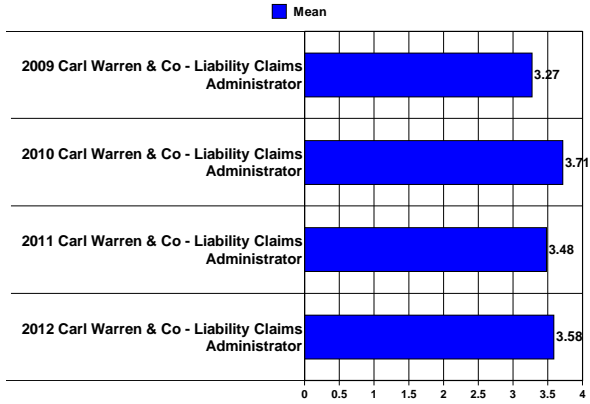
Analysis...: Maintains contact and keeps campus appraised on important and pertinent matters  
 Break.....: Carl Warren & Co - Liability Claims Administrator by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



CSURMA AUXILIARY

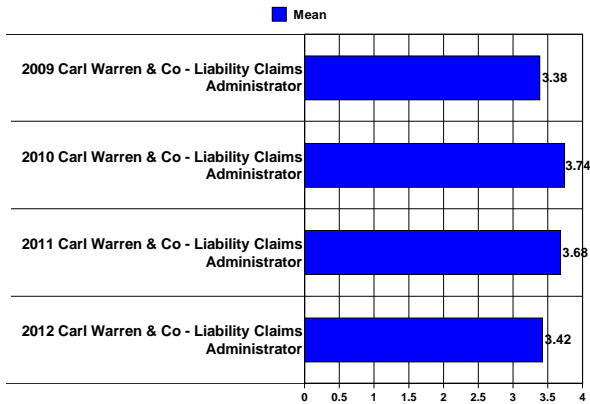
**Provides high quality advice and assistance - Carl Warren & Co - Liability Claims Administrator by Year**

Analysis...: Provides high quality advice and assistance  
 Break..... : Carl Warren & Co - Liability Claims Administrator by Year  
 Filter.....: All Respondents  
 Score..... : Weight WT1  
 Cells.....: Counts, Respondents



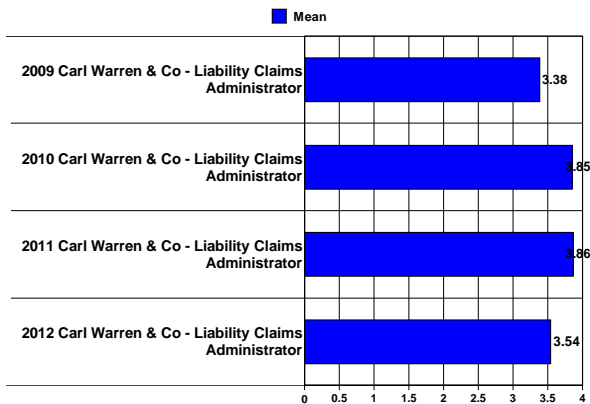
**Communicates well both orally and in writing - Carl Warren & Co - Liability Claims Administrator by Year**

Analysis...: Communicates well both orally and in writing  
 Break..... : Carl Warren & Co - Liability Claims Administrator by Year  
 Filter.....: All Respondents  
 Score..... : Weight WT1  
 Cells.....: Counts, Respondents



**Handles all interactions in a professional manner - Carl Warren & Co - Liability Claims Administrator by Year**

Analysis...: Handles all interactions in a professional manner  
 Break..... : Carl Warren & Co - Liability Claims Administrator by Year  
 Filter.....: All Respondents  
 Score..... : Weight WT1  
 Cells.....: Counts, Respondents



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**Accomplishes goals and objectives and also provides additional value - Carl Warren & Co - Liability Claims Administrator by Year**

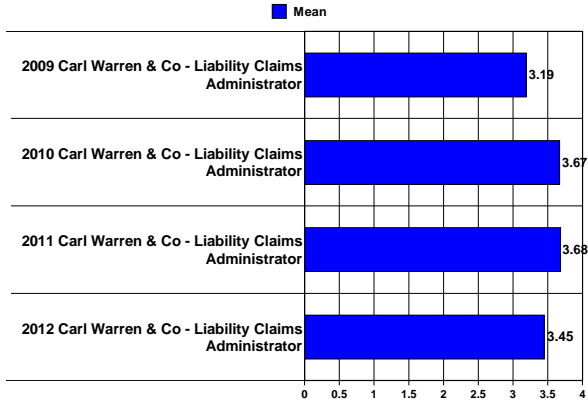
Analysis...: Accomplishes goals and objectives and also provides additional value

Break.....: Carl Warren & Co - Liability Claims Administrator by Year

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents



**Overall level of satisfaction - Carl Warren & Co - Liability Claims Administrator by Year**

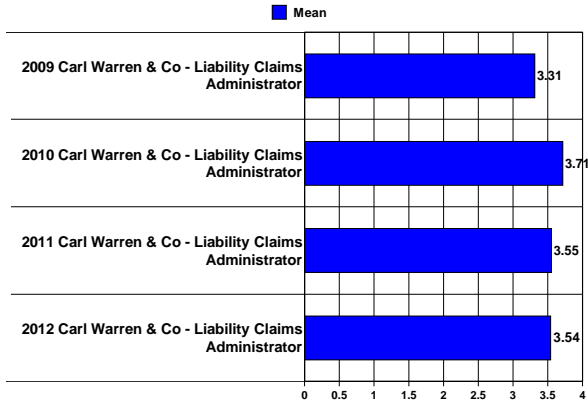
Analysis...: Overall level of satisfaction

Break.....: Carl Warren & Co - Liability Claims Administrator by Year

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents



**Responds promptly to inquiries and requests - CO Office of Risk Management - Risk Consulting by Year**

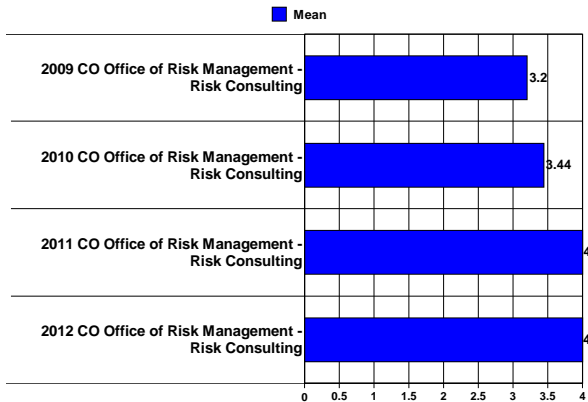
Analysis...: Responds promptly to inquiries and requests

Break.....: CO Office of Risk Management - Risk Consulting by Year

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents



CSURMA AUXILIARY

**Maintains contact and keeps campus apprised on important and pertinent matters - CO Office of Risk Management - Risk Consulting by Year**

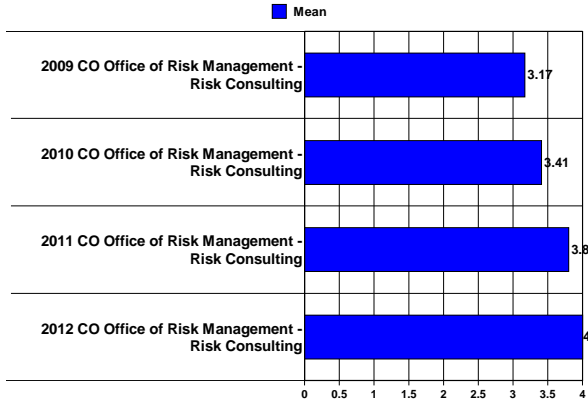
Analysis...: Maintains contact and keeps campus apprised on important and pertinent matters

Break..... : CO Office of Risk Management - Risk Consulting by Year

Filter.....: All Respondents

Score..... : Weight WT1

Cells.....: Counts, Respondents



**Provides high quality advice and assistance - CO Office of Risk Management - Risk Consulting by Year**

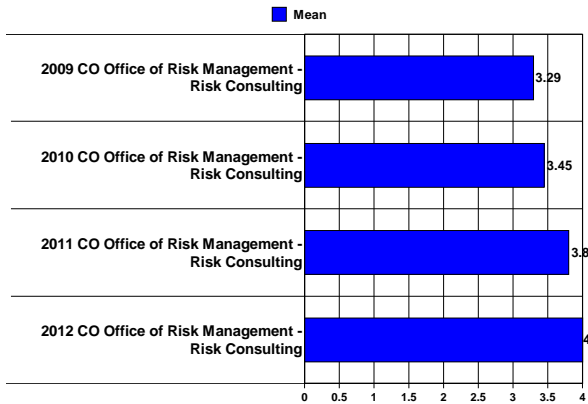
Analysis...: Provides high quality advice and assistance

Break..... : CO Office of Risk Management - Risk Consulting by Year

Filter.....: All Respondents

Score..... : Weight WT1

Cells.....: Counts, Respondents



**Communicates well both orally and in writing - CO Office of Risk Management - Risk Consulting by Year**

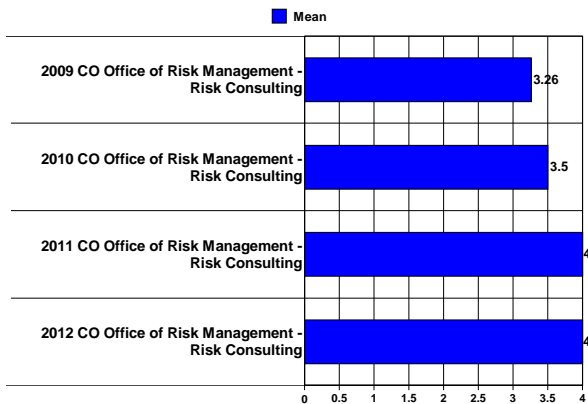
Analysis...: Communicates well both orally and in writing

Break..... : CO Office of Risk Management - Risk Consulting by Year

Filter.....: All Respondents

Score..... : Weight WT1

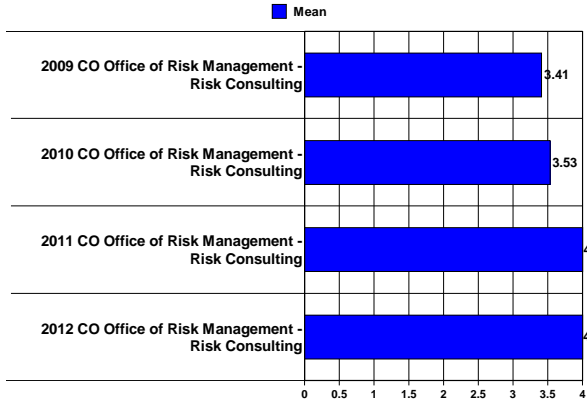
Cells.....: Counts, Respondents



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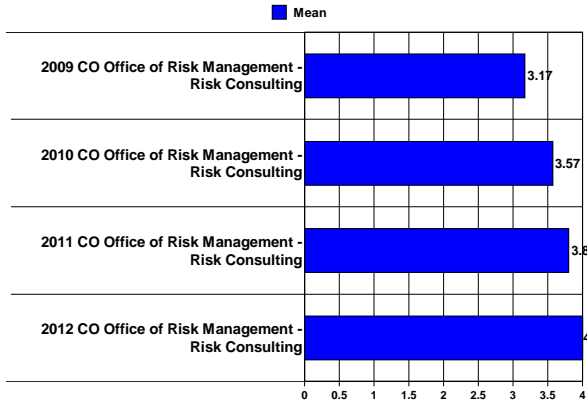
**Handles all interactions in a professional manner - CO Office of Risk Management - Risk Consulting by Year**

Analysis...: Handles all interactions in a professional manner  
 Break..... : CO Office of Risk Management - Risk Consulting by Year  
 Filter.....: All Respondents  
 Score..... : Weight WT1  
 Cells.....: Counts, Respondents



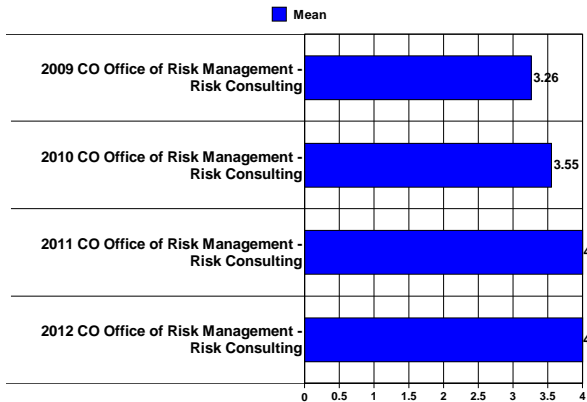
**Accomplishes goals and objectives and also provides additional value - CO Office of Risk Management - Risk Consulting by Year**

Analysis...: Accomplishes goals and objectives and also provides additional value  
 Break..... : CO Office of Risk Management - Risk Consulting by Year  
 Filter.....: All Respondents  
 Score..... : Weight WT1  
 Cells.....: Counts, Respondents



**Overall level of satisfaction - CO Office of Risk Management - Risk Consulting by Year**

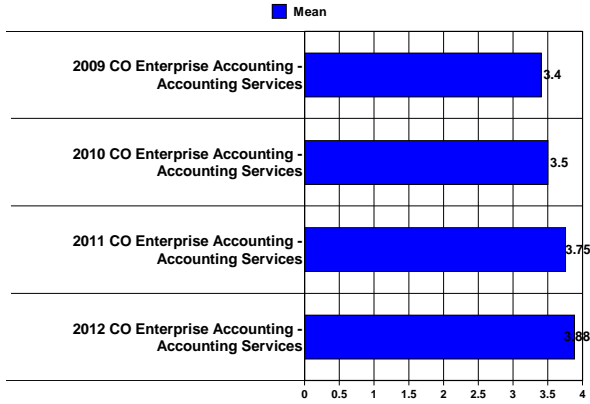
Analysis...: Overall level of satisfaction  
 Break..... : CO Office of Risk Management - Risk Consulting by Year  
 Filter.....: All Respondents  
 Score..... : Weight WT1  
 Cells.....: Counts, Respondents



CSURMA AUXILIARY

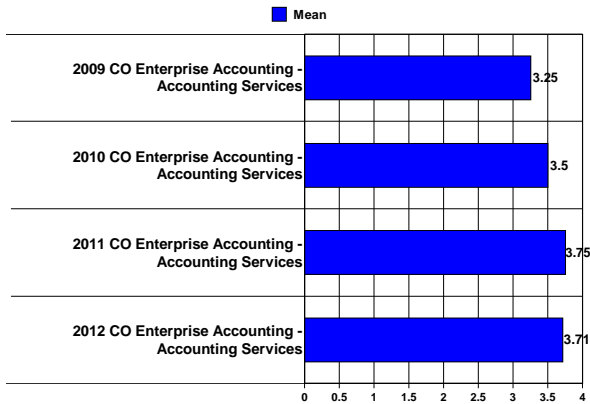
**Responds promptly to inquiries and requests - CO Enterprise Accounting - Accounting Services by Year**

Analysis...: Responds promptly to inquiries and requests  
 Break..... : CO Enterprise Accounting - Accounting Services by Year  
 Filter.....: All Respondents  
 Score..... : Weight WT1  
 Cells.....: Counts, Respondents



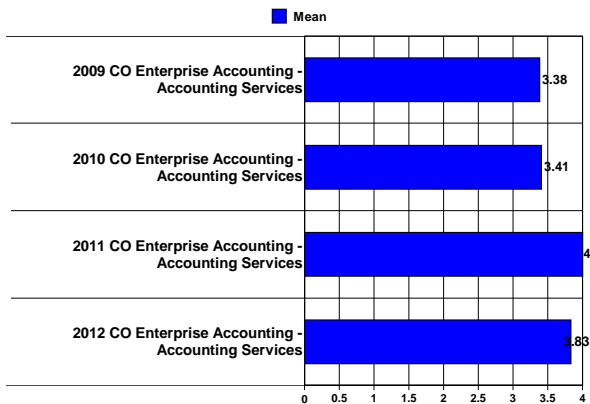
**Maintains contact and keeps campus apprised on important and pertinent matters - CO Enterprise Accounting - Accounting Services by Year**

Analysis...: Maintains contact and keeps campus apprised on important and pertinent matters  
 Break..... : CO Enterprise Accounting - Accounting Services by Year  
 Filter.....: All Respondents  
 Score..... : Weight WT1  
 Cells.....: Counts, Respondents



**Provides high quality advice and assistance - CO Enterprise Accounting - Accounting Services by Year**

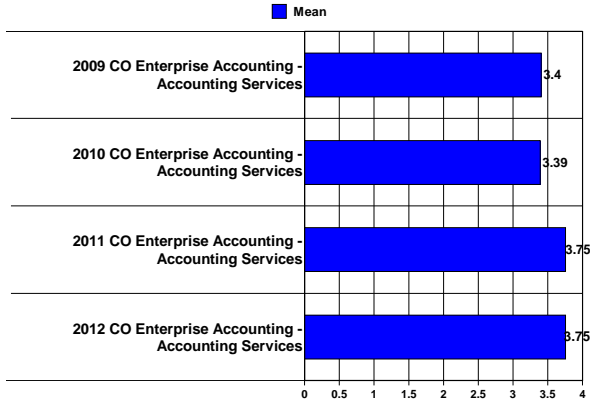
Analysis...: Provides high quality advice and assistance  
 Break..... : CO Enterprise Accounting - Accounting Services by Year  
 Filter.....: All Respondents  
 Score..... : Weight WT1  
 Cells.....: Counts, Respondents



CSURMA AUXILIARY

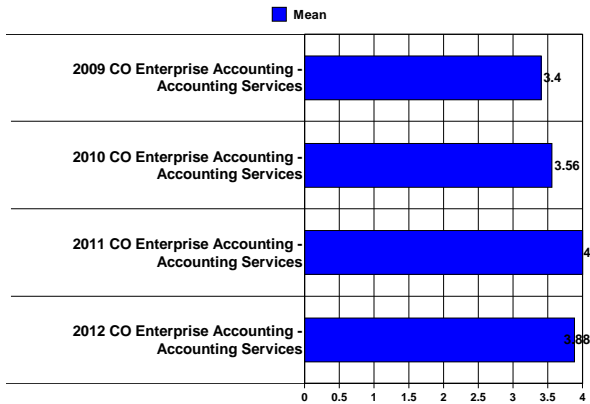
**Communicates well both orally and in writing - CO Enterprise Accounting - Accounting Services by Year**

Analysis...: Communicates well both orally and in writing  
 Break..... : CO Enterprise Accounting - Accounting Services by Year  
 Filter.....: All Respondents  
 Score..... : Weight WT1  
 Cells.....: Counts, Respondents



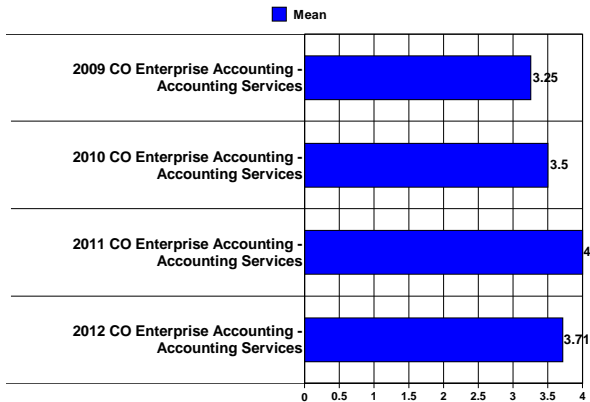
**Handles all interactions in a professional manner - CO Enterprise Accounting - Accounting Services by Year**

Analysis...: Handles all interactions in a professional manner  
 Break..... : CO Enterprise Accounting - Accounting Services by Year  
 Filter.....: All Respondents  
 Score..... : Weight WT1  
 Cells.....: Counts, Respondents



**Accomplishes goals and objectives and also provides additional value - CO Enterprise Accounting - Accounting Services by Year**

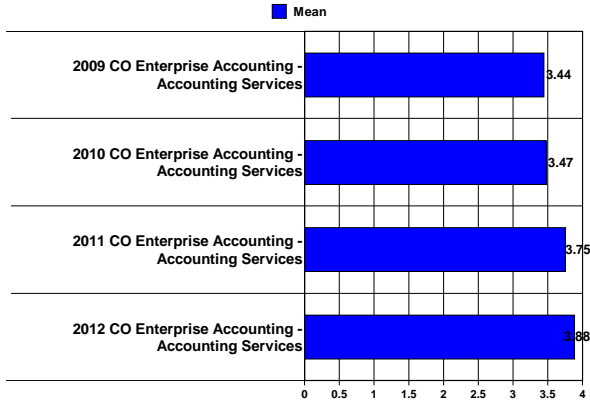
Analysis...: Accomplishes goals and objectives and also provides additional value  
 Break..... : CO Enterprise Accounting - Accounting Services by Year  
 Filter.....: All Respondents  
 Score..... : Weight WT1  
 Cells.....: Counts, Respondents



CSURMA AUXILIARY

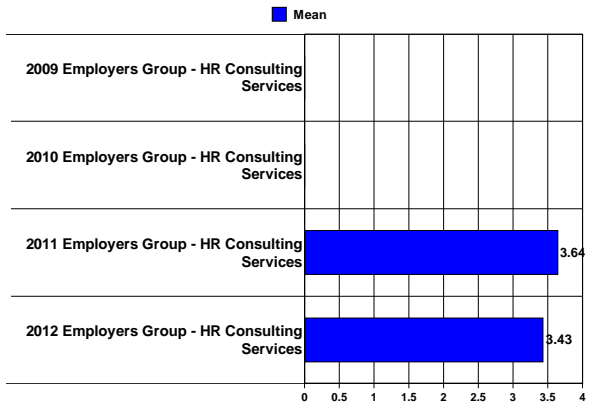
**Overall level of satisfaction - CO Enterprise Accounting - Accounting Services by Year**

Analysis...: Overall level of satisfaction  
 Break..... : CO Enterprise Accounting - Accounting Services by Year  
 Filter.....: All Respondents  
 Score..... : Weight WT1  
 Cells.....: Counts, Respondents



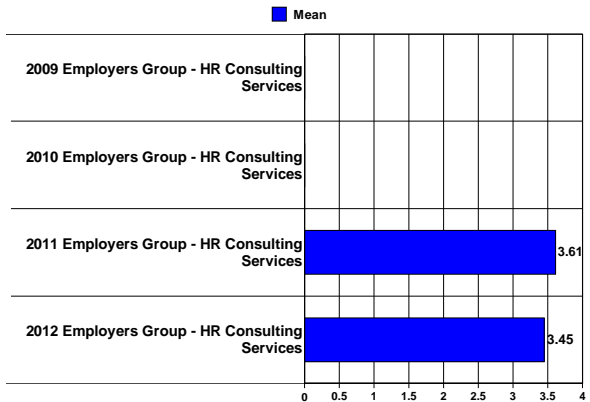
**Responds promptly to inquiries and requests - Employers Group - HR Consulting Services by Year**

Analysis...: Responds promptly to inquiries and requests  
 Break..... : Employers Group - HR Consulting Services by Year  
 Filter.....: All Respondents  
 Score..... : Weight WT1  
 Cells.....: Counts, Respondents



**Maintains contact and keeps campus appraised on important and pertinent matters - Employers Group - HR Consulting Services by Year**

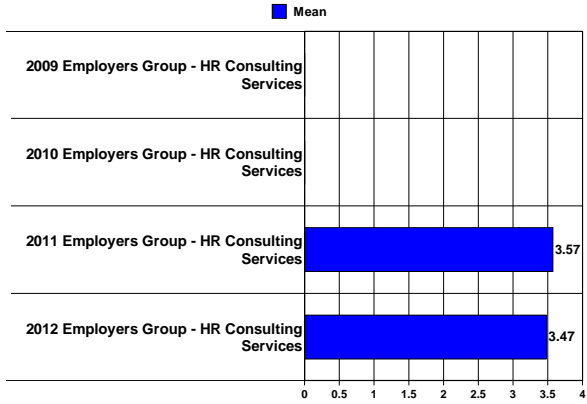
Analysis...: Maintains contact and keeps campus appraised on important and pertinent matters  
 Break..... : Employers Group - HR Consulting Services by Year  
 Filter.....: All Respondents  
 Score..... : Weight WT1  
 Cells.....: Counts, Respondents



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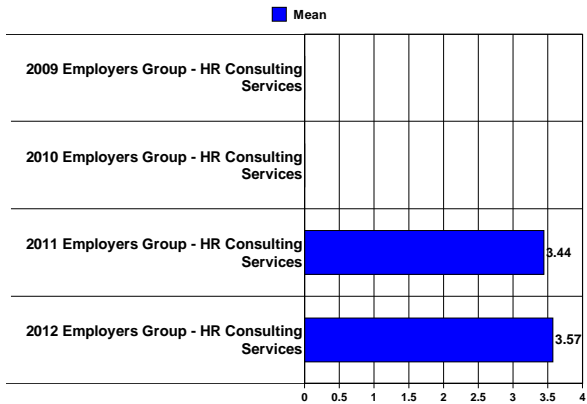
**Provides high quality advice and assistance - Employers Group - HR Consulting Services by Year**

Analysis...: Provides high quality advice and assistance  
 Break..... : Employers Group - HR Consulting Services by Year  
 Filter.....: All Respondents  
 Score..... : Weight WT1  
 Cells.....: Counts, Respondents



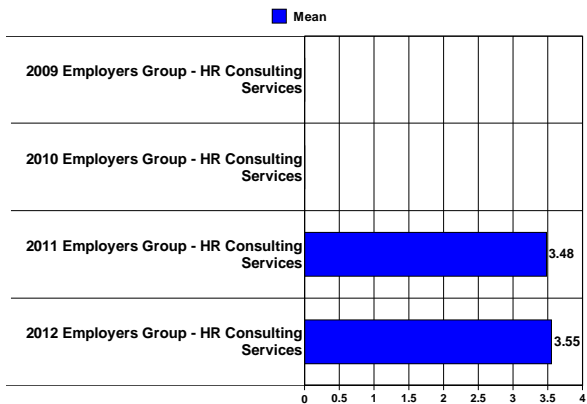
**Communicates well both orally and in writing - Employers Group - HR Consulting Services by Year**

Analysis...: Communicates well both orally and in writing  
 Break..... : Employers Group - HR Consulting Services by Year  
 Filter.....: All Respondents  
 Score..... : Weight WT1  
 Cells.....: Counts, Respondents



**Handles all interactions in a professional manner - Employers Group - HR Consulting Services by Year**

Analysis...: Handles all interactions in a professional manner  
 Break..... : Employers Group - HR Consulting Services by Year  
 Filter.....: All Respondents  
 Score..... : Weight WT1  
 Cells.....: Counts, Respondents



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**Accomplishes goals and objectives and also provides additional value - Employers Group - HR Consulting Services by Year**

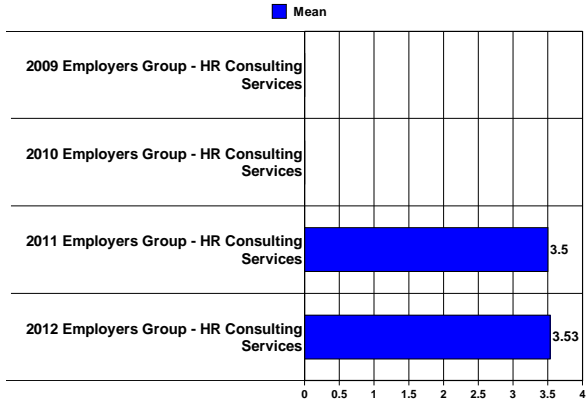
Analysis...: Accomplishes goals and objectives and also provides additional value

Break.....: Employers Group - HR Consulting Services by Year

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents



**Overall level of satisfaction - Employers Group - HR Consulting Services by Year**

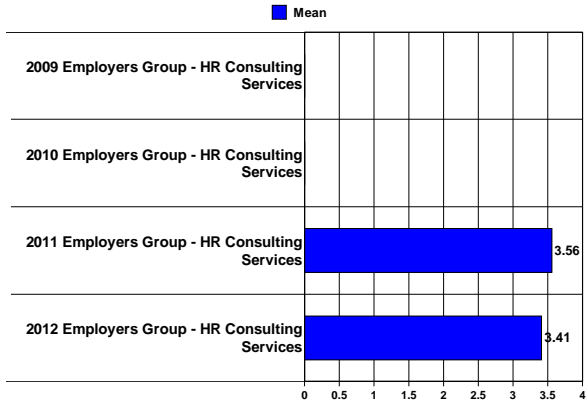
Analysis...: Overall level of satisfaction

Break.....: Employers Group - HR Consulting Services by Year

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents



**Responds promptly to inquiries and requests - E-Group - Unemployment Insurance Claims Administration by Year**

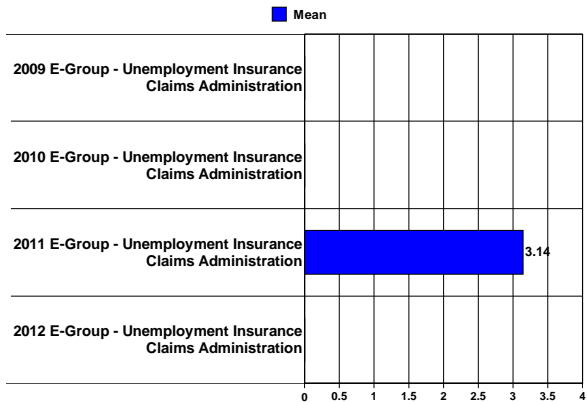
Analysis...: Responds promptly to inquiries and requests

Break.....: E-Group - Unemployment Insurance Claims Administration by Year

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents



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**Maintains contact and keeps campus apprised on important and pertinent matters - E-Group - Unemployment Insurance Claims Administration by Year**

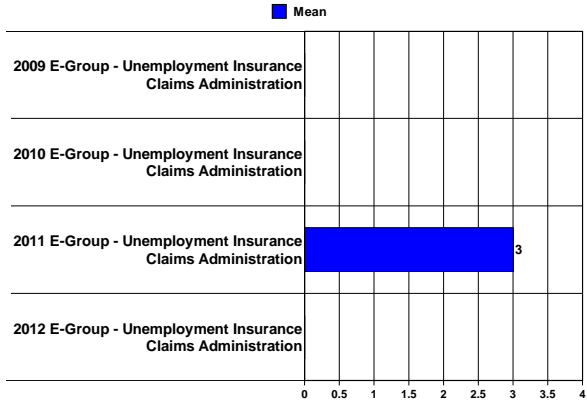
Analysis...: Maintains contact and keeps campus apprised on important and pertinent matters

Break.....: E-Group - Unemployment Insurance Claims Administration by Year

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents



**Provides high quality advice and assistance - E-Group - Unemployment Insurance Claims Administration by Year**

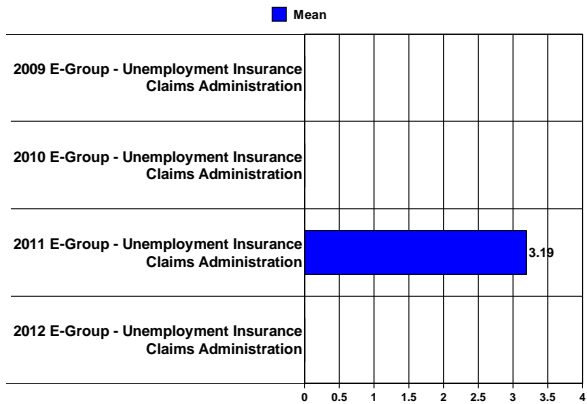
Analysis...: Provides high quality advice and assistance

Break.....: E-Group - Unemployment Insurance Claims Administration by Year

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents



**Communicates well both orally and in writing - E-Group - Unemployment Insurance Claims Administration by Year**

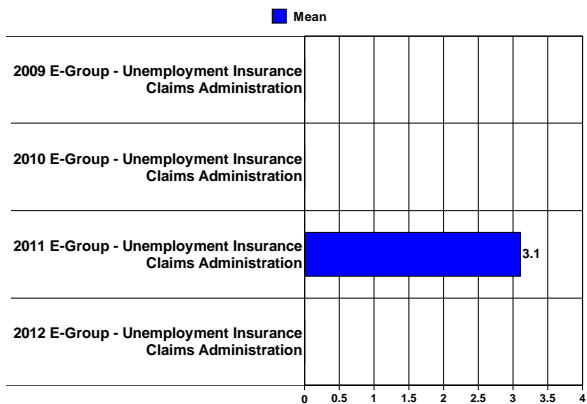
Analysis...: Communicates well both orally and in writing

Break.....: E-Group - Unemployment Insurance Claims Administration by Year

Filter.....: All Respondents

Score.....: Weight WT1

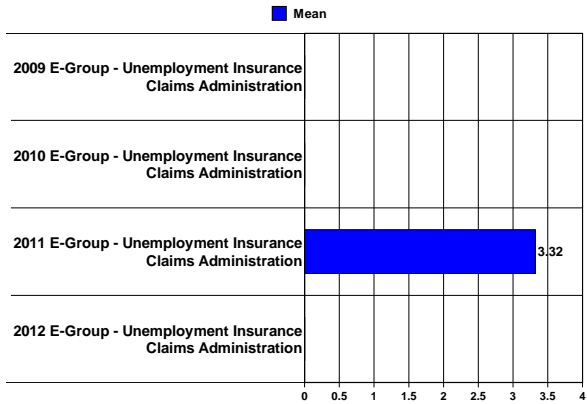
Cells.....: Counts, Respondents



CSURMA AUXILIARY

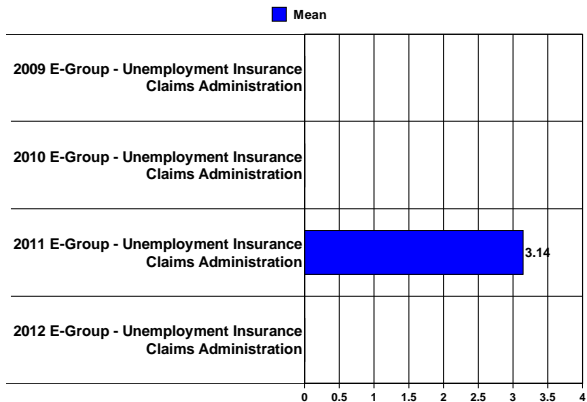
**Handles all interactions in a professional manner - E-Group - Unemployment Insurance Claims Administration by Year**

Analysis...: Handles all interactions in a professional manner  
 Break.....: E-Group - Unemployment Insurance Claims Administration by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



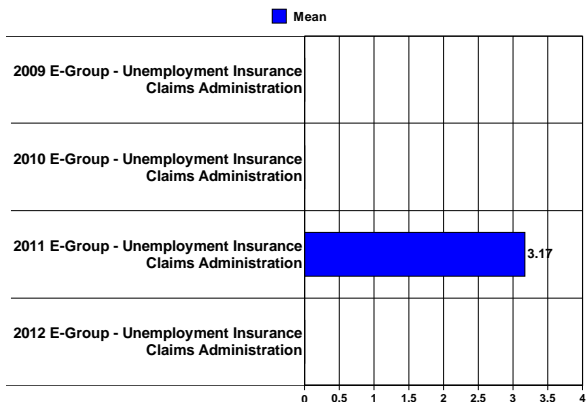
**Accomplishes goals and objectives and also provides additional value - E-Group - Unemployment Insurance Claims Administration by Year**

Analysis...: Accomplishes goals and objectives and also provides additional value  
 Break.....: E-Group - Unemployment Insurance Claims Administration by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



**Overall level of satisfaction - E-Group - Unemployment Insurance Claims Administration by Year**

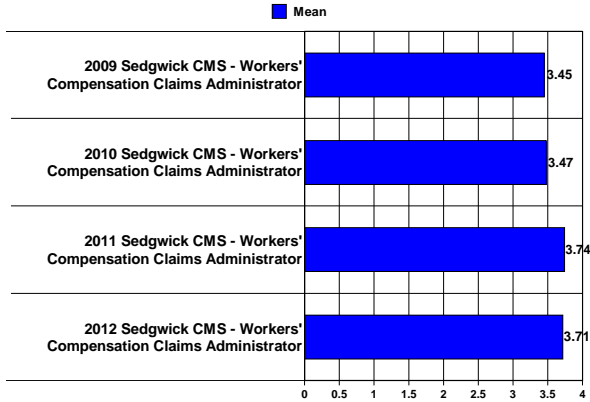
Analysis...: Overall level of satisfaction  
 Break.....: E-Group - Unemployment Insurance Claims Administration by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



CSURMA AUXILIARY

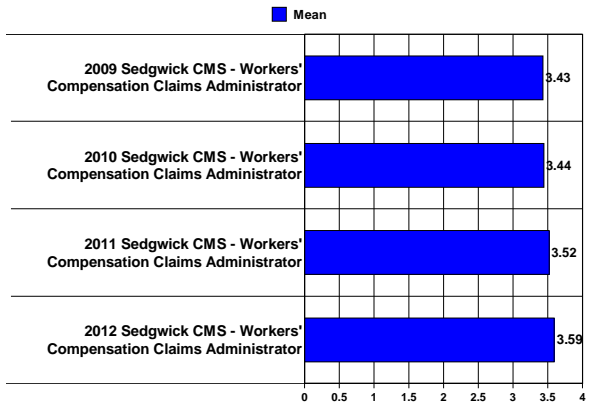
**Responds promptly to inquiries and requests - Sedgwick CMS - Workers' Compensation Claims Administrator by Year**

Analysis...: Responds promptly to inquiries and requests  
 Break.....: Sedgwick CMS - Workers' Compensation Claims Administrator by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



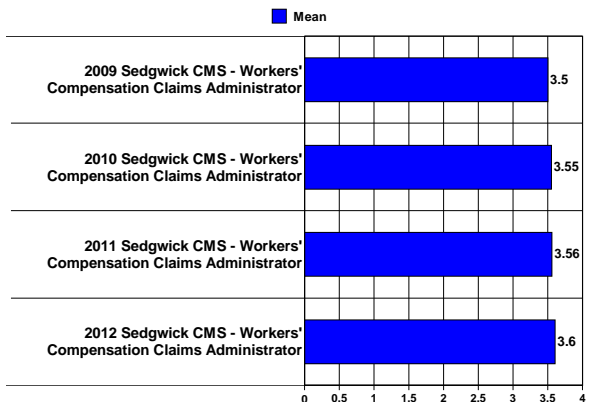
**Maintains contact and keeps campus apprised on important and pertinent matters - Sedgwick CMS - Workers' Compensation Claims Administrator by Year**

Analysis...: Maintains contact and keeps campus apprised on important and pertinent matters  
 Break.....: Sedgwick CMS - Workers' Compensation Claims Administrator by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



**Provides high quality advice and assistance - Sedgwick CMS - Workers' Compensation Claims Administrator by Year**

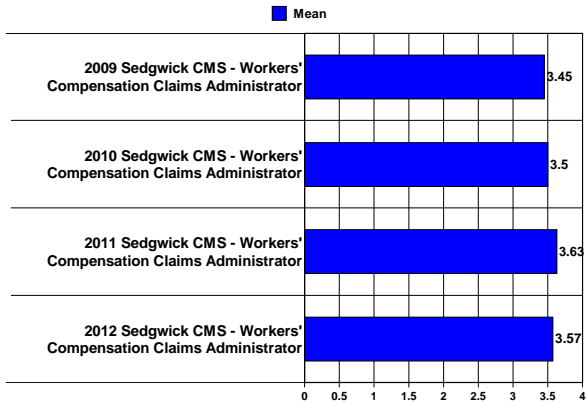
Analysis...: Provides high quality advice and assistance  
 Break.....: Sedgwick CMS - Workers' Compensation Claims Administrator by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



CSURMA AUXILIARY

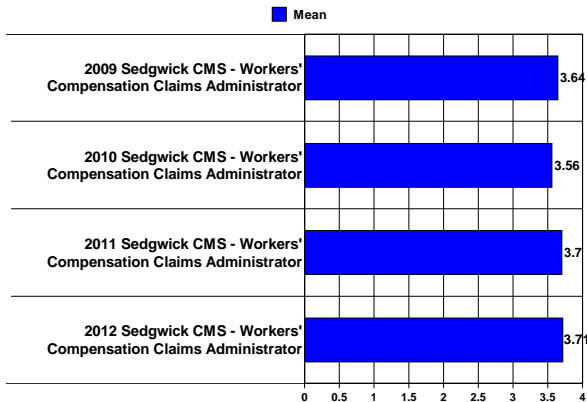
**Communicates well both orally and in writing - Sedgwick CMS - Workers' Compensation Claims Administrator by Year**

Analysis...: Communicates well both orally and in writing  
 Break..... : Sedgwick CMS - Workers' Compensation Claims Administrator by Year  
 Filter.....: All Respondents  
 Score..... : Weight WT1  
 Cells.....: Counts, Respondents



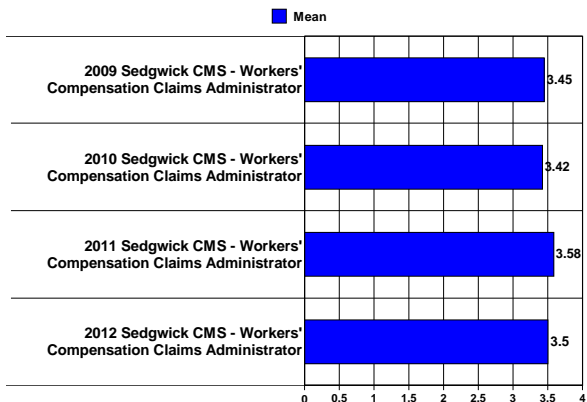
**Handles all interactions in a professional manner - Sedgwick CMS - Workers' Compensation Claims Administrator by Year**

Analysis...: Handles all interactions in a professional manner  
 Break..... : Sedgwick CMS - Workers' Compensation Claims Administrator by Year  
 Filter.....: All Respondents  
 Score..... : Weight WT1  
 Cells.....: Counts, Respondents



**Accomplishes goals and objectives and also provides additional value - Sedgwick CMS - Workers' Compensation Claims Administrator by Year**

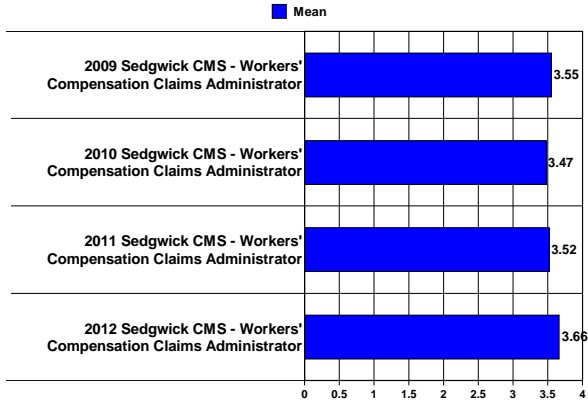
Analysis...: Accomplishes goals and objectives and also provides additional value  
 Break..... : Sedgwick CMS - Workers' Compensation Claims Administrator by Year  
 Filter.....: All Respondents  
 Score..... : Weight WT1  
 Cells.....: Counts, Respondents



CSURMA AUXILIARY

**Overall level of satisfaction - Sedgwick CMS - Workers' Compensation Claims Administrator by Year**

Analysis...: Overall level of satisfaction  
 Break.....: Sedgwick CMS - Workers' Compensation Claims Administrator by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



**Responds promptly to inquiries and requests - Target Safety - Web-based Training by Year**

Analysis...: Responds promptly to inquiries and requests  
 Break.....: Target Safety - Web-based Training by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



**Maintains contact and keeps campus appraised on important and pertinent matters - Target Safety - Web-based Training by Year**

Analysis...: Maintains contact and keeps campus appraised on important and pertinent matters  
 Break.....: Target Safety - Web-based Training by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



CSURMA AUXILIARY

**Provides high quality advice and assistance - Target Safety - Web-based Training by Year**

Analysis...: Provides high quality advice and assistance  
 Break.....: Target Safety - Web-based Training by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



**Communicates well both orally and in writing - Target Safety - Web-based Training by Year**

Analysis...: Communicates well both orally and in writing  
 Break.....: Target Safety - Web-based Training by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



**Handles all interactions in a professional manner - Target Safety - Web-based Training by Year**

Analysis...: Handles all interactions in a professional manner  
 Break.....: Target Safety - Web-based Training by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



CSURMA AUXILIARY

**Accomplishes goals and objectives and also provides additional value - Target Safety - Web-based Training by Year**

Analysis...: Accomplishes goals and objectives and also provides additional value  
 Break.....: Target Safety - Web-based Training by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



**Overall level of satisfaction - Target Safety - Web-based Training by Year**

Analysis...: Overall level of satisfaction  
 Break.....: Target Safety - Web-based Training by Year  
 Filter.....: All Respondents  
 Score.....: Weight WT1  
 Cells.....: Counts, Respondents



February 28, 2013

Mr. Kurt Borsting  
Chair, AORMA Committee  
The California State University Risk Management Authority  
C/o Alliant Insurance Services  
100 Pine Street 11<sup>th</sup> Floor  
San Francisco, CA 94111

## **RESPONSE TO AORMA SERVICE PROVIDER EVALUATION REPORT**

Dear Kurt:

Alliant has reviewed the results of the CSURMA AORMA Program Service Provider Evaluation report dated January 4, 2010. We appreciate the opportunity to review the detailed information included in the report and to provide our response to the AORMA Committee.

On a scale of 1 (lowest) to 4 (highest) Alliant is pleased to have earned the respondents' vendor rating scores of:

- 3.67 for Program Administration Services (56 responses);
- 3.77 for Brokerage/Consulting Services (37 responses);
- 3.80 for Loss Control Services (20 responses); and,
- 3.67 for Property/Crime Claims Services (22 responses).

These scores place Alliant among AORMA's highest performing service providers, but show there is room for improvement.

We see our most important service opportunities in the areas of:

- Improving communications and contact with the members; and,
- Consistent response to claim inquiries and more frequent communications.

Mr. Kurt Borsting  
February 28, 2013  
Page 2

There are two activities being initiated that I believe will help improve Alliant's contact with the members. First, we are embarking on a round of campus visits that will include visits with auxiliary organization personnel. Second, we are launching an improved CSURMA.org web site that we expect will offer easy to navigate access to CSURMA materials.

The Alliant CSURMA Service Team is grateful for the positive survey responses and appreciates the member candor where opportunities for improvement have been indentified The Alliant service team remains enthusiastic about our goal of continuing to improve our services to the AORMA community.

Very truly yours,

A handwritten signature in blue ink that reads "D. Howell". The signature is fluid and cursive, with a large initial "D" and a long, sweeping underline.

Daniel J. Howell  
Senior Executive Vice President  
(415) 403-1426  
[dhowell@alliantinsurance.com](mailto:dhowell@alliantinsurance.com)

cc: Charlene M. Minnick, CSURMA Secretary-Auditor  
Nancy Chavez, First Vice President, Alliant Brokerage Services

Date: March 7, 2013

To: AORMA Committee:

From: Brent Escoubas, C.S.P.

Alliant Risk Control Consulting would like to thank the members of AORMA for making this our most active year in providing loss control services. By the end of June 2013 we will have provided over 650 hours of loss control service to AORMA members, (over 200 more hours of service compared to 2011/2012).

Our services in 2012/2013 focused on creating custom programs designed at targeting high frequency and severity areas such as dining services and driving safety. We are also working with members on creating custom training videos and online programs that are focused specifically on loss leaders and high turnover positions. The custom program will have the ability to be integrated in to a learning management system such as Target Solutions.

In the fall of 2013 our department will be restructuring geographical territories, which includes adding personnel to Northern California. Having Risk Control staff in Northern and Southern California, will help us improve the quality of loss control services and products provided to members.

It truly is a pleasure working with AORMA and we look forward to providing another year of loss control services. We welcome any feedback on how we can better serve AORMA and its members.

## Mimi Long

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**From:** Daniels, Patricia [Patricia.Daniels@sedgwickcms.com]  
**Sent:** Thursday, March 07, 2013 9:35 AM  
**To:** Tevea Him  
**Cc:** Mimi Long; Parker@pps.reinject; Cindy@pps.reinject  
**Subject:** CSURMA Survey Results-AORMA

Hello Tevea. Thank you for the opportunity to review the survey results from 2009-2012. We are pleased to see that the Sedgwick team has consistently met service expectations each year. We take great pride in our partnership with AORMA and are dedicated to maintaining and exceeding these goals in 2013.

Please let me know if you need any additional information on behalf of Sedgwick in regard to our review of the survey.

Thank you,

**TRISH DANIELS** | Operations Manager

**Sedgwick Claims Management Services, Inc.**

Direct (916) 771-2981, Cell (916) 626-7225

Email: [patricia.daniels@sedgwickcms.com](mailto:patricia.daniels@sedgwickcms.com)

[www.sedgwickcms.com](http://www.sedgwickcms.com) | *The leader in innovative claims and productivity management solutions*

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March 7, 2013

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

**RE: 2012 Vendor Survey**

Dear Mimi:

Per your request I have taken the opportunity to review the vendor survey conducted by Alliant and provided to the AORMA members for review of vendor services. We have also had the chance to consider the general comments made by some of the auxiliaries.

Carl Warren & Company prides itself on providing skilled and tailored claims administration services through highly competent adjusters and attentive management. In reviewing the 2012 Survey, we are pleased that 60% of the responses were "Very Good/Above Expectations" and that there were no "poor" ratings given. It appears from the only negative comment that we can do a better job with reporting the status/closure of claims to the members.

Below is a summary of our review of the individual categories:

**Responds promptly to inquiries and requests.** Of the 26 responses, 9 responders indicated that Carl Warren met expectations; 15 responders felt Carl Warren exceeded their expectations in this area. Two responders did not have enough experience to rate the service. There were no exceptions in this category.

**Maintains contact and keeps campus apprised on important and pertinent matters.** Of the 26 responses in this category, 12 members felt that Carl Warren met expectations and 9 felt that expectations were exceeded. One responder felt that Carl Warren was below expectations. 4 responders did not have enough experience to make a rating.

We will endeavor to provide emails and formal reports, including closing reports, in a timely and routine manner in order to ensure each auxiliary receives the information they need.

**Provides high quality advice and assistance.** Of the 26 responses, 8 auxiliaries felt that Carl Warren met expectations and 15 replied that expectations were exceeded. 1 member felt that Carl Warren was below their expectations in this category. 2 responders did not have enough experience to make a rating.

We strive to provide quality recommendations, based in fact and phrased within the parameters of each organization. Carl Warren & Company and its adjusters are dedicated to providing the highest level of expertise and assistance to CSURMA that is available. To that end, Jill Sibling will continue to represent Carl Warren in higher value employment claims and the AORMA Committee meetings. She brings both adjusting knowledge and a wealth of experience in interaction with executive boards which is evident in the positive comment from the survey.

**Communicates well both orally and in writing.** There were 26 responses in this area. 8 responders felt that expectations were met and 13 felt that Carl Warren performed above expectations. 3 members felt that Carl Warren was below expectations in this category and two did not have enough experience to make a rating. We did not find any comments regarding this category.

As a company, Carl Warren provides training in effective communication and reviews written communication on a regular basis.

**Handles all interactions in a professional manner.** Carl Warren requires and expects professional conduct of their employees at all times. Effective communication is an integral part of professionalism. Carl Warren provides and will continue to offer training in the areas of public speaking and professional communication to employees. In addition, mentoring by more experienced employees or managers has proven results.

Of the 26 responses 5 responders felt Carl Warren met expectations and 16 felt that expectations were exceeded. 3 members felt that this was an area that was below expectations and 2 did not have enough experience to make a rating. We did not find any comments attributable to this category.

**Accomplishes goals and objectives and also provides additional value.** 10 responders indicated that expectations were met and 11 felt that expectations were exceeded in this area. One auxiliary responded that Carl Warren was below expectations in this area, 4 did not have enough experience to make a rating. We did not find any comments regarding this category.

**Overall level of satisfaction.** One of the 26 respondents felt that Carl Warren was below expectations. 9 indicated that we had met expectations and 14 felt that we had exceeded their expectations. Two did not have enough experience to form an opinion.

It is our goal that all respondents and all members feel that Carl Warren exceeds expectations in each area. We will be prompt and responsive to needs and requests as communicated by individual members, the AORMA Committee and Alliant.

In conclusion, the survey provides important feedback and we are committed to providing our Gold Level Claim Service to each and every member on a consistent basis. In addition, we would like to reiterate our willingness to facilitate any changes that the members may wish to consider. Our chief concerns are the satisfaction of the members and facilitating open lines of communication.

Please feel free to contact me with any questions or concerns.

Sincerely,

CARL WARREN & COMPANY

Mauri McGuire  
Client Relationship Manager

Brandon Schlenker  
Service & Retention Leader



## **EMPLOYERS GROUP ANALYSIS OF CSURMA 2012 ANNUAL PERFORMANCE SURVEY**

### **Background**

Employers Group has been providing Human Resource and Organizational Development guidance to the CSU Auxiliaries for two years. Over that period of time we have fielded well over 500 calls addressing the full range of employment-related issues. The calls received involve both compliance and employee relations concerns; consequently, many calls can be handled with a simple yes or no answer, and many others require in depth discussion and follow up.

Due to the unique employment and organizational processes at the auxiliaries, EG has designated two Senior Helpline Consultants as direct contacts for the authorized users at each auxiliary. There is an option to reach out directly to one of these two designates, or to call directly to the main Helpline number to ensure an immediate response to the question. Additionally, the auxiliaries have direct access to EG's subject matter experts in areas such as Affirmative Action, Unemployment Claims, Compensation, COBRA, etc.

In the case of the auxiliaries (as with the EG membership in general), we receive calls from a wide range of individuals tasked with employment issues. This includes experienced, senior-level HR professionals as well as others who may be filling the role of HR in lieu of a dedicated HR leader. This drives home the value of the services even more; while, at the same time, often leading to a degree of surprise as to the complexity of state and federal labor law compliance..

By nature, EG is focused on providing the safest advice to minimize risk to the employer. This is not always the answer a caller may want to hear; but, it is generally in the best interest of the caller to consider the advice very carefully. Additionally, the EG Helpline Consultants are high-level, senior HR specialists and not practicing attorneys. There are times when a caller may be referred to counsel - in the case of the auxiliaries, to Richard Bromley.

### **General Response to Survey**

The feedback on EG services included in the 2012 survey is very much in line with our usual client satisfaction surveys. It is always a challenge to have everyone fully in line with all the advice and guidance we provide, but most utilizers of our services do appreciate the support, and respect the level of expertise among the staff. Looking at the responses, it stands out that there is one individual that is very dissatisfied with our service, while most of the others view our services as good to very good.

## **Negatives**

The fact that there was a drop in rating in several categories is disappointing. In 2012 we increased from one dedicated Senior Consultant to two dedicated Senior Consultants, to increase responsiveness and the level of expertise available. Still, there was a slight drop in the rating for promptness

There was also a drop in the “mainlining contact” category. This is an area we targeted this year by offering two auxiliary-specific webinars and by several pieces of email correspondence developed specifically for the auxiliaries. We had hoped to see an improvement in this category.

The slight drop in rating on the question of providing high quality advice and guidance probably ties into the comment regarding EG “not really knowing us well enough to respond quickly.” While we have devoted a good amount of time over the last two years to getting the dedicated staff up-to-speed on the unique issues facing the auxiliaries, this is an on-going process. There are nuances that we are still learning and (because we tend to be very cautious in our approach) there are times when we will take time to do some research or consult with another team member, before providing an answer. We hope this is mitigated by establishing the dedicated team, but there are times when other EG consultants will be speaking with representatives of the auxiliaries and may not be as fully up-to-speed as the dedicated team should be.

The fourth drop off was in the overall level of satisfaction category, and this is the most disappointing. We accept that the nature of our interactions will not always be in a positive context, but we strive to ensure that the value of the advice and guidance we provide will help to overcome the occasionally unpleasant environment overriding the interaction.

## **Positives**

It is encouraging to see that we have reached a higher level of satisfaction on communicating “orally and in writing.” Much of this can probably be attributed to many of the auxiliaries learning more about how to best use our services and becoming familiar with the value of our resource center.

It is always pleasant to be viewed as increasingly “professional,” and a part of the improvement in this category is probably the result of making a few changes in the dedicated staff.

The third area of improvement is in the area of “providing additional value.” This also is probably the result of the auxiliaries attaining a higher degree of familiarity with our services. It is natural to reach out to us for advice on simple compliance issues; but, at this point, it seems that we are able to get involved on a deeper and more strategic level in many situations.

The general comments on the survey provide a very encouraging evaluation of EG services for the most part.

### **Summary and Action Steps**

Overall the survey results are positive for Employers Group and also provide some excellent insight as to what we can do to improve our services going forward. The report will be shared with the service team at EG so everyone will be aware of the strengths and weaknesses as viewed by our clients.

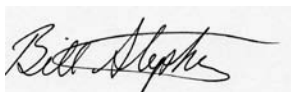
Here are a few key action items:

- In order to overcome the concerns relative to our promptness, we will conduct a retraining of the entire client service team to ensure that they are more familiar with the process in place for the auxiliaries and are prepared to expedite calls and emails. This should already be the case, but a subtle reminder will be helpful
- In order to address the concerns about “knowing” the auxiliaries well enough, we will continue to train the entire staff on the nuances of the auxiliaries. This has also been an on-going process, and we can continue to strengthen this. In 2013 we became a business partner in order to have the opportunity to participate in the AOA conference, and this gave us an extra opportunity to learn more about the concerns and issues that the auxiliaries deal with on a daily basis. Even our CEO attended this event.
- To address the concerns regarding our communication with the auxiliaries, we will continue to offer the CSURMA-specific webinars (we have one being planned for May on the Affordable Health Care Act), and we will conduct a reach-out to make sure that our rosters are up-to-date and that anyone not familiar with our services will receive either a phone or in-person orientation – as we did in 2010.

The survey provides us with an excellent blue print for building off of our positives and improving on the negatives. All of this seems to be very workable, and we are looking forward to continuing to make the adjustments necessary to be an invaluable resource to the auxiliaries.

Thank you for the opportunity to review the survey and to share this feedback.

Sincerely,



Bill Stephens  
Client Service Director  
Employers Group

March 6, 2013  
Alliant Insurance Services  
Attention: Mimi Long  
100 Pine Street, 11<sup>th</sup> Floor  
San Francisco, CA 94111

Re: 2012 Vendor Survey

Dear Mimi,

My staff and I have reviewed the data and comments included in the 2012 Vendor Survey. We appreciate you sharing the results with us.

TargetSolutions endeavors to deliver quality technology solutions and excellent customer support to every user, client and partner. After reviewing the survey results we are pleased to find that 99% of respondents viewed TargetSolutions as Good or Meeting Expectations in several areas: responds promptly to inquiries, communicates well both orally and in writing and handles all interactions in a professional manner. While this feedback is encouraging we are aware we can always improve and elevate our customer's experience.

Listed below you will see our notes and plan of action as it relates to comments shared by survey respondents that fell below expectation.

#### **Comment #2 – Sexual Harassment Training**

*This individual expressed some disappointment in the way our Sexual Harassment Course is "organized and presented." Additionally they noted some frustration in the progress bar only showing half complete when the user believes they have completed the entire course.*

*In 2012 TargetSolutions completed a complete overhaul of our AB1825 – Sexual Harassment for Supervisors Course to incorporate engaging video material, voice narration, high definition multimedia and new "scenario based" learning exercises – all designed to address comments and suggestions we have received from clients about this course. We launched this new version of AB1825 on December 4<sup>th</sup>, 2012. Since the re-launch, we have seen the overall rating of the course increase in excess of 5 percentage points. Users who respond to our course feedback surveys are now recommending our AB1825 course more than 90% of the time. We hope this particular user will be able to experience the new course in the future and we apologize for the unsatisfactory experience they had with our previous course.*

*As a user navigates through any of our timed courses they are able to view and monitor a progress bar that outlines the amount of time spent in the course, as it relates to what is required by law. To ensure a user does not simply open a course and idle on a particular page or scree, each page is capped to record no more than 5 minutes of active participation. As an example, if a user opens our AB1825 course and begins to move through the lessons, they may occasionally get sidetracked, multitask or leave the screen*

*to address an immediate need. When they return to the course they may simply move on to the next lesson (not noticing their progress in the bar). At the end of the course (or when the user notes 2 hours on their watch or clock) they assume they have completed the course and are ready to take the test – only to find their progress bar half full creating the perception that our progress bar is incorrect. Our Client Services team is trained in how to deal with this type of inquiry; their goal is to walk the user through a series of questions and cross-checks to ensure our system is not reflecting an inaccuracy and to ensure the user is comfortable in their understanding of why this may occur.*

### **Comment #3 – Customization of Email, Perceived Inability to Add Content to a Course & Manual Removal of Users**

*Currently our system allows for many different notifications to be sent to users as a way of keeping current and in compliance with their scheduled activities and training. While the emails do state in the subject line the organization TargetSolutions is sending on behalf of, these emails do not currently allow for adjustments to the body of the email. We enhance our platform with upgrades and potentially new tools on a regular basis. We prioritize which enhancements to create based on which will benefit the greatest number of users across all the industries we serve. Should this functionality be included in our program in the future we will be sure to let your members know of the change.*

*Regarding “generic content,” all of our courses are built to nationally accepted standards and may not contain specific “custom” information a particular member may want to see. However, all of our courses allow for the attachment of any additional content, training information, video, PDF or similar resource to the end of the standard TargetSolutions course. This ensures the member is able to deliver our sponsored content along with their own. To the same point, members can upload their own custom published training courses to our system and assign them in the same fashion as TS sponsored courses. TargetSolutions does offer custom course creation, fees based on complexity of the topic and development hours.*

*Lastly, the user mentions the inability to batch delete users from the system. While we never actually “delete” an active user (it is mandated we store completion records for each participant of our program) we do offer members the ability to “batch inactivate” users by submitting a spreadsheet to their assigned Account Manager. Normal turnaround for this process is approximately 5 to 10 business days. We would be happy to work with this particular respondent in any of the areas listed above to help achieve a better experience with our platform.*

### **Comment #6- Change of Assigned Account Manager & Proactive Notification of New Features/Upgrades**

*It is our goal to provide consistency to our clients in all areas, particularly as it relates to their main point of contact at TargetSolutions. Since 2010, AORMA members have experienced one Account Manager adjustment, members are currently working with Ashley Cole. In addition to our dedicated Account Managers we offer full Client Service support from a team of experienced customer service staff. It is common for calls to route to our CS team first and then be escalated to the Account Manager if is a more complex question or one that requires Account Manager involvement. We apologize if the Account*

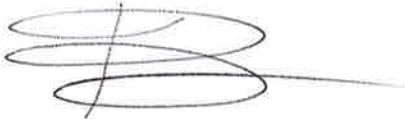
*Manager change which occurred in 2012 was a distribution or a frustration. Please know we only make adjustments with our Account Managers when it is absolutely necessary.*

*Regarding the request asking for notification of new releases to the system, I want to announce the launch of a new email, beginning April 1<sup>st</sup>, which will be delivered to all TargetSolutions administrators. This newsletter will highlight new course titles and revisions, enhancements and upgrades to the program and other important updates. We believe this newsletter will address the concern about proactive notification left by this responder.*

In closing, I hope my responses have effectively addressed any questions arising from the 2012 Vendor Survey. We welcome the feedback of your members and strive to create and deliver an excellent product. More importantly, we value the relationship we have built with AORMA and your members. We take your concerns and questions seriously.

We are thankful for our partnership and appreciate your continued business. We are looking forward to a great 2013!

Kind Regards,

A handwritten signature in black ink, appearing to read 'Kelly Zielinski', with a long horizontal line extending to the right.

**Kelly Zielinski** | Business Unit Manager

Direct: 858.683.7229

Email: [kaz@targetsolutions.com](mailto:kaz@targetsolutions.com)

**REVIEW OF THE SLATE OF NOMINEES FOR THE  
AORMA COMMITTEE**

**ISSUE:** As noted on the chart below, effective July 1, 2013, three At-Large seats are up for re-election for a second and third two-year term and two At-Large seats will become vacant. The Nominations Committee will provide a verbal report on the nominations slate.

<b>Seat</b>	<b>FY 12/13</b>	<b>FY 13/14</b>	<b>FY 13/14 Term</b>
Chair	Kurt Borsting	Dwayne Brummett	N/A
Vice Chair	Dwayne Brummett	Robert de Wit	N/A
Past Chair	Pat Worley	Kurt Borsting	N/A
Ex Officio	David Prenovost	Pat Worley	N/A
At Large	Guy Dalpe	<b>Guy Dalpe – up for re-election</b>	<b>1<sup>st</sup> year of 2<sup>nd</sup> term</b>
At Large	Gigi Kiama	<b>Gigi Kiama – up for re-election</b>	<b>1<sup>st</sup> year of 3<sup>rd</sup> term</b>
At Large	Brian Nowlin	<b>Brian Nowlin – up for re-election</b>	<b>1<sup>st</sup> year of 3<sup>rd</sup> term</b>
At Large	Robert de Wit	<b>Open Seat</b>	
At Large	Peter Neville	<b>Open Seat</b>	
At Large	Frank Mumford	Frank Mumford	2 <sup>nd</sup> year of 1 <sup>st</sup> term
At Large	Leslie Davis	Leslie Davis	2 <sup>nd</sup> year of 1 <sup>st</sup> term
At Large	Keith Kompsi	Keith Kompsi	2 <sup>nd</sup> year of 1 <sup>st</sup> term

**RECOMMENDATION:** This item is for information only; no action is requested at this time.

**FISCAL IMPACT:** None.

**BACKGROUND:** None.

**PUBLICATION:** The slate of nominees will be given to the AoA Executive Committee for review at its March, 2013 meeting.

**ATTACHMENT(S):**

- a. Policy & Procedure A-1 – AORMA Committee Composition Elections & Term Limits

**SUBJECT:** AORMA COMMITTEE COMPOSITION,  
ELECTIONS & TERM LIMITS

**ADOPTED:** APRIL 18, 2003

**EFFECTIVE:** JULY 1, 2003

**AMENDED:** JANUARY 15, 2005  
OCTOBER 27, 2005  
JANUARY 16, 2008  
OCTOBER 29, 2009  
JANUARY 11, 2010  
SEPTEMBER 16, 2010  
DECEMBER 8, 2011  
SEPTEMBER 13, 2012

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**PURPOSE:**

This policy and procedure outlines the process by which members of the Auxiliary Organizations Risk Management Alliance (AORMA) Committee are nominated and elected to serve. This policy and procedure addresses the desire of the CSURMA to ensure broad organizational representation among AORMA Committee members, acknowledging the AORMA Committee's need for stability of leadership while encouraging participation from qualified candidates.

**POLICY:**

It is the policy of the CSURMA that, in accordance with the Bylaws, the AORMA Committee shall adopt the procedure outlined in this document for purposes of generating continuity of leadership, encouraging opportunity for diverse committee representation and participation and continuing effective administration of established insurance programs and services.

**PROCEDURE:**

The following steps will be taken to affect the policy:

1. The AORMA Committee will be elected from representatives of the auxiliary organization members of the CSURMA, effective July 1 of every year. No auxiliary organization will have multiple representatives serving simultaneously on either the AORMA Committee or on the same Standing Committee. At-large members may serve a maximum of three consecutive two-year terms. Upon reaching the end of the third two-year term, members will either be "termed out" (they may be again nominated after one year off the Committee) or advance to the role of Vice Chair. Terms are staggered to create a rotation of half (4) of the at-large Committee members each year.
2. The AORMA Committee will be comprised of eight at-large members and two Officers: a Vice Chair and a Chair. Additionally, two alternates may serve with the committee as

Past Chair and Ex-Officio. Alternates may serve in a voting capacity only in the absence of at-large members. Officers shall serve one, one-year term in each officer seat.

3. The AORMA Committee will review its membership annually to strive for diversity on the Committee based on the following criteria:

- Type of Auxiliary Organization (Foundation, ASI/Student Union or Commercial)
- Mix of personnel (Executive Director, CFO, HR, etc.)  
Campus size (small – less than 10,000 FTE, medium – between 10,000 and 20,000 FTE, or large – more than 20,000 FTE)

The AORMA Committee seats shall be rotated on July 1 of each year as follows:

- Year 1 – Elected to Vice Chair of AORMA Committee
- Year 2 – Vice Chair Succeeds to Chair of AORMA Committee
- Year 3 – Chair Succeeds to Past Chair of AORMA Committee
- Year 4 – Past Chair Succeeds to Ex-Officio
- Year 5 – Ex-Officio Leaves Office and is not allowed to serve on the AORMA Committee for at least one year.

The Vice Chair and Chair shall serve as AORMA Committee representatives to the CSURMA Executive Committee.

***AORMA Committee Chair/Vice Chair Qualifications***

- Served on AORMA Committee for at least two years
- Demonstrated leadership abilities in group settings
- Ability to serve as primary advocate and spokesperson for AORMA Committee
- Ability to lead the AORMA Committee

4. Annually, the Chair shall appoint a Nominations Committee, consisting of at least two AORMA Committee members. The AORMA Committee Chair shall serve as chair of the Nominations Committee. The AORMA Committee Nominating Committee shall consider the following as minimum qualification criteria for individuals seeking nomination to the AORMA Committee:

***AORMA Committee Representative***

- Participating professional member of CSURMA AORMA for at least two years
- Served in a CSURMA auxiliary organization management position for at least two years
- Demonstrated leadership abilities
- Ability to attend meetings regularly and contribute to the AORMA Committee's work agenda, as described in Policy & Procedure A-2.

Previous service on one of AORMA's Standing Committees is preferred, but not required.

5. Timeline for nominations:

***October/November***

The Nominations Committee shall poll the eligible AORMA Committee members to determine which members are willing to be nominated for the Vice Chair position and identify which of the eligible incumbents whose terms expire the following June 30 are interested in seeking re-election.

At the October AORMA Committee meeting, a Vice Chair shall be elected by the AORMA Committee from its members. All ballots will be tallied by the Ex-Officio and the CSURMA Secretary. The Past Chair shall also cast a vote, but this vote will be opened only in the event of a tie.

***January***

The Nominations Committee will announce to the membership the new Vice Chair as well as the opening of the nominations period for open committee positions (for July 1 appointments). The Nominations Committee will indicate which types of auxiliary representations are needed on the AORMA Committee (to ensure broad representation). Nominations will remain open through the end of February, and self-nominations will be accepted as well as nominations by others.

***February***

The Nominations Committee will continue to solicit nominations, especially if specific types of auxiliary organizations are not being represented.

***March***

A nominations slate will be forwarded to the AOA Executive Committee for review and comment. The slate, with comments, will be returned to the AORMA Committee no later than March 31.

***April***

All CSURMA member auxiliary organizations will be sent a ballot with the names of the nominated individuals. Each member auxiliary can vote for the representatives. Completed ballots will be due to the CSURMA by April 30.

***May***

Announcement at the CSURMA Board of Directors meeting of the outcomes of the election process to be effective July 1.

The AORMA Committee shall establish a statement of roles and responsibilities that provide guidance on operations of the Committee and may be amended from time to time by the AORMA Committee.

## **WORKERS' COMPENSATION PAYROLL RULES TO FOLLOW**

**ISSUE:** At its meeting on January 3, 2013, the Programs Committee reviewed AORMA's Workers' Compensation Payroll Rules to Follow. Based on their review, only one minor change is being recommended.

**RECOMMENDATION:** The Programs Committee recommends that the AORMA Committee approve the revised Workers' Compensation Payroll Rules to Follow be as follows:

- Rules 1 through 7 – No change
- Rules 8 and 9 – No change
- Rule 10 – This rule applies to non-hazardous activities only and it states that if an auxiliary does not have such a method to split an employee's hours, then **“wherever 75% or more time is spent”** should become the prevailing allocation. Change to **“wherever more time is spent.”**
- Rules 11 and 12 – No change. The Programs Committee feels that 20% of an employee's hours within a hazardous activity should still be considered “incidental.”

**FISCAL IMPACT:** None.

**BACKGROUND:** Staff was asked by the Programs Committee to review the AORMA Worker's Compensation Rules to Follow and provide comments or suggestions for change. Rules 1 through 7 are basically the same as the rules published by the WCIRB.

Rules 8 through 12 differ from the WCIRB. The WCIRB does not allow employees engaged in activities within more than one class code to split their payroll. The WCIRB requires that the entire payroll be allocated to the higher rated class code. Staff worked with the AORMA Workers' Compensation Committee and the AOA HR Committee to establish the AORMA Class Codes and Rules to Follow. The committee members wanted to have the ability to deviate from the WCIRB payroll requirement because many auxiliaries have employees that engage in activities within more than one class code and those auxiliaries already have in place a method of accurately allocating payroll of a single employee within difference class codes.

The committee members also recognized that some auxiliaries may not have a method to easily allocate a single employee's payroll. It was therefore decided that the activity where 75% or

more time is spent should become the prevailing allocation class code, provided that neither task is considered hazardous.

Some employees are asked engage in hazardous and non-hazardous activities for the same operation. Noted below are two examples that were discussed during the workers' compensation payroll desk audits:

1. A Research Foundation student employee who is assisting with an off-site research project which is not physical in nature (class code 1002) is asked to collect plant samples (class code 1007).
2. A clerical student employee (class code 1001) who is also a camp counselor for a week long summer sports camp (1005).

The committee members decided that if the more hazardous task hours are less than 20% of the employee's hours, then that employee's hours could be allocated to the less hazardous activity.

**PUBLICATION:** This document will be distributed to the AORMA Workers' Compensation members when the estimated payroll for FY 14/15 is requested.

**ATTACHMENT(S):**

- a. Revised AORMA Workers' Compensation Rules to Follow

## **AORMA Workers' Compensation Payroll Rules to Follow**

*Revision Date: January 3, 2013*

Payroll is defined as gross wages; salaries; commissions; bonuses; vacation; holiday and sick pay; overtime payments; and all substitutes for money earned during the policy period by employees and officers of the employer.

1. The value of meals or lodging is not included as payroll.
2. Overtime is included at the regular hourly wage. If someone working overtime is compensated at 1.5 times regular salary, those hours for Workers' Compensation payroll purposes are at the regular hourly rate.
3. Tips, voluntary or prepaid, received from other than the employer or one acting on behalf of the employer, are not to be included in the payroll. With respect to an employer who operates a club, payments to club employees of funds accumulated from voluntary contributions of club members for services afforded to such members shall be considered tips and not included in the payroll.
4. Except as noted herein, payments to which an employee is entitled only upon the termination of the employment relationship are not to be included in the payroll. Sums, such as accrued vacation and sick pay, commissions and bonuses, paid to an employee at the time the employment relationship is terminated are to be included in the payroll, provided such sums would have been payable to the employee at some future date if the employment relationship had not been terminated.
5. Contributory payments made by the employer in connection with group insurance, stock purchase plans or qualified retirement plans, the exercise of stock options and deferred compensation plans are not to be included in the payroll. Payments by an employer of amounts otherwise required by law to be paid by employees to statutory insurance or pension plans, such as the Federal Social Security Act, are to be included in the payroll.
6. The value of an automobile furnished to an employee is not to be included in the payroll, provided the automobile is used in the conduct of the employer's business. A reimbursement to an employee for the business use of a personal automobile using a stipulated amount shall not be reported as payroll, provided

the payments do not exceed the approved Internal Revenue Service (IRS) standard mileage rate for business use of a personal vehicle. An automobile allowance paid to an employee shall be included in the payroll; however, that portion of the allowance, which the employer can show is reimbursement for actual expenses incurred by the employee in the conduct of the employer's business, shall be excluded from the payroll.

7. Payroll for Executive Officers of the Corporation who are paid, and who are otherwise not employees, is limited to a minimum of \$33,800 and a maximum of \$89,700. Executive Officers are those officers commonly known and styled as President, Vice President, Secretary, Assistant Secretary, Treasurer or Assistant Treasurer, and also includes any other Executive Officers enumerated in and empowered by the charter of the Non Profit Corporation.

Division of Single Employee's Payroll:

8. Because most auxiliaries provide a number of services to a number of different operations, they already have a method of allocating hours of employees between these differing operations.
9. AORMA will accept an allocation of hours of employees between the different departments they are assigned to work with provided the auxiliary has maintained complete and accurate records of those employees with multiple tasks.
10. If the auxiliary does not have such a method and cannot easily split hours, then wherever ~~75% or~~ more time is spent should become the prevailing allocation, if neither task is considered hazardous. An accurate description of job duties for personnel whose time is allocated in this fashion should be kept to allow outside verification of the justification for the allocation.

What about personnel who do hazardous and non-hazardous tasks for the same operation?

11. The most prevalent example is a clerical person who also handles a delicatessen or kitchen duties, when needed. If the more hazardous task hours are potentially 20% or more of the person's hours of service, then that person's hours should be allocated to the more hazardous operation. Twenty percent is not an incidental exposure. If less than 20% then those persons' hours can be allocated to the clerical operation.
12. Payroll for any employee vacation time shall be allocated on the same proportional basis as their actual hours have been allocated.

**ADOPTION OF POLICY & PROCEDURE A-7 – TRAVEL  
REIMBURSEMENT POLICY**

**ISSUE:** The CSURMA AORMA programs have had a practice of reimbursing travel expenses of participants in committee meetings and other program related travel. The attached policy and procedure is intended to document the AORMA Programs requirements for reimbursement of travel expenses.

**RECOMMENDATION:** It is recommended that the AORMA Committee adopt AORMA Policy and Procedure No. A-7: Travel Reimbursement.

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

**BACKGROUND:** Please refer to the attachment to this item which is the policy and procedure drafted to memorialize the current practice.

**PUBLICATION:** This new Policy and Procedure will be distributed to the AORMA Committee and Standing Committee members as an information item in all future agendas.

**ATTACHMENT(S):**

- a. DRAFT Policy & Procedure A-7 - Travel Reimbursement Policy

**SUBJECT: TRAVEL REIMBURSEMENT POLICY**

**ADOPTED: MARCH 21, 2013**

**EFFECTIVE: MARCH 21, 2013**

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**PURPOSE:**

CSURMA AORMA members benefit from the work of their elected and appointed representatives who give their time to participate in the governance and development of CSURMA programs. Committee Member in person attendance at the AORMA Committee, standing committee meetings and task group meetings is preferred. This Policy and Procedure is intended to formalize the prior existing practices of CSURMA.

**POLICY:**

It is the policy of the CSURMA AORMA Committee that reasonable and actual expenses incurred by AUTHORIZED TRAVELERS for COVERED PURPOSES related to operation of CSURMA's programs shall be reimbursed. The method of approving travel, and reporting and calculating the reimbursable amount shall be in accordance with the travel reimbursement policy of the California State University or the AUTHORIZED TRAVELER's member auxiliary organization at the time of the travel.

**PROCEDURE:**

1. Reimbursement requests will be reported on the AUTHORIZED TRAVELER's completed State of California – Travel Expense Claim form or the form utilized by the AUTHORIZED TRAVELER'S member auxiliary organization. The claim form should be forwarded to the AUHORIZED TRAVELER's member auxiliary organization accounting department for reimbursement. The member auxiliary organization's accounting department should then seek reimbursement from CSURMA.
2. The AORMA Committee Member's accounting department should send the following documents to CSURMA c/o the Systemwide Office of Risk Management:
  - a) Invoices for all reasonable expenses
  - b) Completed State of California – Travel Expense Claim form
  - c) Documentation of the purpose of the travel such as a copy of the agenda, presentation, etc. for the COVERED PURPOSE that the COVERED TRAVELER attended.

## **DEFINITIONS:**

**AUTHORIZED TRAVELERS** – includes AORMA Committee members and officers, standing committee members and participants in duly established task groups. Other persons traveling on CSURMA AORMA related travel shall be reimbursed pursuant to this P&P No. A-7 as agreed under separate agreement in advance of the travel. Independent consultants shall not be considered **AUTHORIZED TRAVELERS** under this P&P No. A-7 and any travel expenses incurred by independent consultants may be reimbursed as provided under separate consulting agreements.

**COVERED EXPENSES** – includes reasonable expenses incurred by the **AUTHORIZED TRAVELER** as provided under the travel reimbursement policy of the California State University or the traveler's CSURMA member auxiliary organization travel reimbursement policy requirements.

**COVERED PURPOSES** – covered purposes shall include attendance at meetings of the CSURMA AORMA Committee, standing committees, task group meetings, program presentations, member meetings, and approved professional development trainings. Any other **COVERED PURPOSES** must be approved for reimbursement by the AORMA Committee. The AORMA Committee Chair or designee is expected to attend the AOA Executive Committee meetings as the representative of the AORMA Committee and therefore reasonable expenses associated with travel to and from as well as participation in the AOA Executive Committee meetings are reimbursable by CSURMA. If there is travel to an event that would otherwise be a **COVERED PURPOSE** in conjunction with another event the **AUTHORIZED TRAVELER** would otherwise attend such as the AOA Annual Conference or the CSURMA Fitting the Pieces Together Conference, the **AUTHORIZED TRAVELER** is eligible for reimbursement of **COVERED EXPENSES** to attend the **COVERED PURPOSE** meeting only and there will be no CSURMA reimbursement of the expenses the **AUTHORIZED TRAVELER** would have normally incurred to attend the AOA Annual Conference or the CSURMA Fitting the Pieces Together Conference.

**FY 12/13 AORMA LONG RANGE ACTION PLAN**

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

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

**FISCAL IMPACT:** None.

**BACKGROUND:** None.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. FY 12/13 AORMA Long Range Action Plan

#	RESPONSIBLE ENTITY	ACTION/RESPONSIBILITY	DEADLINE	STATUS
<b>AORMA COMMITTEE</b>				
A-1	<b>FORMULA FOR DETERMINING AN AO'S MINIMUM EPL DEDUCTIBLE</b>			
	AORMA Committee	Review and approve EPL deductible size criteria	October 25, 2012	Completed
	AORMA Committee	Review and approve P&P – Formula for Determining an AO's Minimum EPL Deductible	December 6, 2012	Completed
	AORMA Committee	Review and approve list of AO's that will be subject to a higher EPL	December 6, 2012	Completed
	AORMA Committee	Review and approve updated deductible credits based on the \$50,000, \$75,000 and \$100,000 amount	December 6, 2012	Completed
	Staff (Alliant)	Notify AO's of deductible changes and options	January 1, 2013	Completed
A-2	<b>CSURMA WEBSITE</b>			
	Staff (Alliant)	Create and launch the new CSURMA website	April 1, 2013	
A-3	<b>AORMA UIP – CLAIMS ADMINISTRATION</b>			
	Staff (Alliant)	Send out RFP for UIP claims administration	October 5, 2012	Completed
	UIP Ad Hoc Committee	Review responses to RFP and make a recommendation to the AORMA Committee for the FY 13/14 UIP claims administration renewal	November 1, 2012	Completed
	AORMA Committee	Review proposals for UIP claims administration and approve claims administrator	December 6, 2012	Completed
A-4	<b>CAMPUS VISITS</b>			
	Staff (Alliant)	Complete individual PowerPoint Presentations for all 89 Auxiliary Organizations	February, 2013	Completed
	Staff (Alliant)	Visit each campus and meet with the individual Auxiliary Organizations.	Ongoing	

#	RESPONSIBLE ENTITY	ACTION/RESPONSIBILITY	DEADLINE	STATUS
<b>AORMA COMMITTEE</b>				
A-5	<b>LEGAL OPINION REGARDING AUXILIARY ORGANIZATION STUDENT UI CLAIMS</b>			
	CSURMA Legal Counsel	Obtain a legal opinion from legal counsel as to how student UI claims should be handled	January 1, 2013	Completed
	Staff (Alliant)	Survey all UIP members to see how they are handling student UI claims	February 1, 2013	Completed
	AORMA Committee	Review legal opinion and survey results	March 21, 2013	
	AORMA Committee	Review and approve Policy and Procedure regarding student UI claims	March 21, 2013	
	Staff (Alliant)	Send out approved Policy and Procedure regarding student UI claims	April 1, 2013	

#	RESPONSIBLE ENTITY	ACTION/RESPONSIBILITY	DEADLINE	STATUS
<b>PROGRAMS COMMITTEE</b>				
P-1	<b>EARTHQUAKE INSURANCE PROGRAM</b>			
	Staff (Alliant)	Send out survey to see which AORMA members are interested in joining the EQ Insurance Program	April 1, 2012	Completed
	Staff (Alliant)	Complete RMS Catastrophe Risk Report	July 1, 2012	Completed
	Staff (Alliant)	Present RMS Catastrophe Risk Report to the AORMA Committee	September 1, 2012	Completed
	AORMA Committee	Discuss if there is a fiscal ability to form an EQ Insurance Program reviewing the results of the California elections.	December 6, 2012	Completed
	Staff (Alliant)	Begin underwriting, rating and pricing the EQ Insurance Program	December, 2012	Completed
	Staff (Alliant)	Send out estimated program pricing to all AORMA members who responded to the EQ survey.	January 31, 2013	Completed
P-2	<b>ONE-RATE WORKERS' COMPENSATION PROGRAM (for FY 14/15 term)</b>			
	PC	Discuss current rating and allocation methodology	January 3, 2013	Completed
	PC	Review alternative rating and allocation methodologies	April 18, 2013	Project Terminated
	PC	Review and approve <b>final</b> revised rating and allocation methodology	August 1, 2013	
	AORMA Committee	Review and approve <b>final</b> revised rating and allocation methodology	September 11, 2013	
	Staff (Alliant)	Notify AO's of their new premium allocation	January 1, 2014	

#	RESPONSIBLE ENTITY	ACTION/RESPONSIBILITY	DEADLINE	STATUS
<b>PROGRAMS COMMITTEE</b>				
P-3	<b>PROPERTY and CRIME PROGRAMS – RATING METHODOLOGY (for FY 14/15 term)</b>			
	PC	Discuss current rating and allocation methodology	January 3, 2013	Completed
	PC	Review alternative rating and allocation methodologies	April 18, 2013	
	PC	Review and approve <b>final</b> revised rating and allocation methodology	August 1, 2013	
	AORMA Committee	Review and approve <b>final</b> revised rating and allocation methodology	September 11, 2013	
	Staff (Alliant)	Notify AO's of their new premium allocation	January 1, 2014	
P-4	<b>AORMA WORKERS' COMPENSATION PAYROLL RULES TO FOLLOW</b>			
	Staff (Alliant)	Review the AORMA Workers' Compensation Payroll Rules to Follow document and make suggestions for change as necessary	December 2012	Completed
	PC	Review revisions, if any, and recommend approval to the AORMA Committee	January 3, 2013	Completed
	AORMA Committee	Review and approve modifications to the AORMA Workers' Compensation Payroll Rules to Follow document	March 21, 2013	

#	RESPONSIBLE ENTITY	ACTION/RESPONSIBILITY	DEADLINE	STATUS
<b>MEMBER SERVICES, LOSS CONTROL AND TRAINING COMMITTEE</b>				
M-1	<b>RISK REDUCTION INCENTIVE GRANT PROGRAM (for FY 12/13)</b>			
	MSLCTC ad hoc	Approve recipients of the Risk Reduction Incentive Grant Funds	November 5, 2012	Completed
	MSLCTC ad hoc	Provide a recap of the grant program at the AoA Conference	January , 2013	Completed
M-2	<b>RISK REDUCTION MATCHING GRANT PROGRAM (for FY 13/14)</b>			
	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	
	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	April, 2013	
	MSLCTC	Review grant applications received; approve participants	June 3, 2013	
M-3	<b>FACILITIES USE AGREEMENT</b>			
	MSLCTC	Review AORMA Recommended Facilities Use Agreement – recommend amendments as appropriate	November 5, 2012	Completed
	MSLCTC	Review and Approve additional recommended changes to the Facilities Use Agreement as provided by CSURMA Legal Counsel	February 4, 2013	Completed
	AORMA Committee	Review and Approve AORMA Recommended Facilities Use Agreement	March 21, 2013	
	Staff (Alliant)	Update AORMA Toolkit with approved Facilities Use Agreement	April, 2013	
	Staff (Alliant)	Send out AORMA Bulletin notifying members of the new Facilities Use Agreement	April, 2013	

#	RESPONSIBLE ENTITY	ACTION/RESPONSIBILITY	DEADLINE	STATUS
M-4	<b>ON-LINE SAFETY TRAINING</b>			
	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 for FY 12/13
	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 for FY 12/13

**CSURMA AORMA 2013 MEETING CALENDAR**

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

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

**FISCAL IMPACT:** None.

**BACKGROUND:** None.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. CSURMA AORMA – 2013 Meeting Calendar



California State University Risk Management Authority  
 Auxiliary Organizations Risk Management Alliance

## 2013 CSURMA • AORMA MEETING CALENDAR

JANUARY, 2013		FEBRUARY, 2013		MARCH, 2013	
3	PC: Teleconference, 2:00 p.m.	4	MSLCTC: Teleconference, 11:00 a.m.	21	AORMA: <b>Newport Beach, 9:00 a.m.</b>
				21	EC: <b>Newport Beach, 2:30 p.m.</b>
				22	EC LRP: <b>Newport Beach, 8:00 a.m.</b>
					<b>Only the AORMA Chair and Vice Chair attend the EC meetings</b>
					<b>Only the AORMA Chair attends to AOA EC meeting</b>
APRIL, 2013		MAY, 2013		JUNE, 2013	
18	PC: Teleconference, 2:00 p.m.	9	AORMA: Long Beach, 10:00 a.m.	3	MSLCTC: Teleconference, 11:00 a.m.
		10	<b>EC: Long Beach, 9:00 p.m.</b>		
		10	<b>BOD: Long Beach, 10:30 a.m.</b>		
			<b>Only the AORMA Chair and Vice Chair attend the EC meetings</b>		
			<b>All AORMA Committee members attend the BOD</b>		

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

## 2013 CSURMA • AORMA MEETING CALENDAR

JULY, 2013		AUGUST, 2013		SEPTEMBER, 2013	
TBD	AORMA Officers Retreat:  <b>Only the AORMA Chair, Vice Chair, Past Chair and Ex Officio attend the AORMA Officers Retreat</b>	1 26	PC: Teleconference, 2:00 p.m. MSLCTC: Teleconference, 11:00 a.m.	11 11 12 12 13	AORMA New Committee Member Orientation: San Francisco, 9:00 a.m. AORMA LRP: San Francisco, 10:00 a.m. AORMA: San Francisco, 9:00 a.m. EC Orientation: San Francisco, 4:00 p.m. EC: San Francisco, 8:30 a.m.  <b>Only the AORMA Chair and Vice Chair attend the EC meetings</b>
OCTOBER, 2013		NOVEMBER, 2013		DECEMBER, 2013	
3 24 25 25  28 28 28 29-30	PC: Teleconference, 2:00 p.m. AORMA: Long Beach, 10:00 a.m. EC: Long Beach, 9:00 a.m. BOD: Long Beach, 10:30 a.m.  AORMA: San Francisco, 10:00 a.m. EC: San Francisco, 1:00 a.m. BOD: San Francisco, 2:30 p.m. FTPT Conference, San Francisco, CA  <b>Only the AORMA Chair and Vice Chair attend the EC meetings</b>  <b>All AORMA Committee members attend the BOD</b>	18	MSLCTC: Teleconference, 11:00 a.m.	5 6 12	AORMA: San Francisco, 10:00 a.m. EC: San Francisco, 8:30 a.m. PC: Teleconference, 2:00 p.m.  <b>Only the AORMA Chair and Vice Chair attend the EC meetings</b>

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

## **CSURMA AORMA PROGRAM ADMINISTRATOR CONTACT LISTS**

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

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

**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
<b>JPA Program Administrator – Alliant Insurance Services, Inc.</b>				
<b>Certificate of Insurance Requests</b>	<b>Hsan Htein</b> Van Rin	hhtein@alliant.com vrin@alliant.com	415-403-1452 415-403-1408	415-874-4810 415-874-4810
<b>General Coverage Questions</b>	<b>Mimi Long</b> Van Rin Hsan Htein Daniel Howell	mlong@alliant.com vrin@alliant.com hhtein@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
<b>Inland Marine</b>	<b>Van Rin</b> Hsan Htein Mimi Long	vrin@alliant.com hhtein@alliant.com mlong@alliant.com	415-403-1408 415-403-1452 415-403-1423	415-874-4810 415-874-4810 415-874-4810
<b>Participant Accident Insurance (PAI)</b>	<b>Van Rin</b>	vrin@alliant.com	415-403-1408	415-874-4810
<b>Special Events Insurance</b>	<b>Van Rin</b>	vrin@alliant.com	415-403-1408	415-874-4810
<b>Foreign Travel Program</b>	<b>Stacey Weeks</b> Van Rin	sweeks@alliant.com vrin@alliant.com	415-403-1448 415-403-1408	415-874-4810 415-874-4810
<b>General Risk Management Questions</b>	<b>Mimi Long</b> <b>Van Rin</b> <b>Hsan Htein</b> Daniel Howell	mlong@alliant.com vrin@alliant.com hhtein@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
<b>Workers' Compensation Claims Consultant</b>	<b>Jacki Graf</b>	jgraf@alliant.com	415-403-1438	415-874-4810
<b>Form 700</b>	<b>Tevea Him</b>	thim@alliant.com	415-403-1416	
<b>CSU Chancellor's Office</b>				
<b>CSU Chancellor's Office</b>	<b>Charlene Minnick</b> <b>Zachary Gifford</b> Rebecca Skidmore Leona Ching Alice Kim Kelly Cox Mandy Wong Rima Tanuwidjaja	cminnick@calstate.edu zgifford@calstate.edu rskidmore@calstate.edu lching@calstate.edu akim@calstate.edu kcox@calstate.edu mwong@calstate.edu rtanuwidjaja@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
<b>Loss Control Consultants</b>				
<b>Alliant Risk Control Consulting</b>	<b>Brent Escoubas</b>	bescoubas@alliant.com	949-260-5013	
<b>TargetSolutions</b>	<b>Kelly Zielinski</b>	kaz@targetsolutions.com	858-683-7229	858-487-8762
<b>TargetSolutions</b>	<b>Liz Farzan</b>	laf@targetsolutions.com	858-592-6880 Ext. 147	
<b>Human Resources Consulting – Employers Group</b>				
<b>Helpline</b>	<b>Mark Nelson Kimberly Nwamanna</b>	mnelson@employersgroup.com knwamanna@employersgroup.com	213-765-3952 213-765-3982	
<b>Client Service</b>	<b>Bill Stephens</b>	bstephens@employersgroup.com	805-807-9922	213-226-0216
<b>Reference Library</b>	<b>Robert Campbell</b>	rcampbell@employersgroup.com	800-748-8484 Ext. 3430	
<b>Unemployment Questions</b>	<b>Ryan Farias</b>	rfarias@employersgroup.com	213-709-4143	
<b>Affirmative Action Plans</b>	<b>Suzanne Oliva</b>	soliva@employersgroup.com	213-765-3918	
<b>Leave Management</b>	<b>Corin Perez</b>	cperez@employersgroup.com	213-765-3929	
<b>Research and Surveys</b>	<b>Juan Garcia</b>	jpgarcia@employersgroup.com	213-765-3969	
<b>Employer Advocacy</b>	<b>Ken Tiratira</b>	ktiratira@employersgroup.com	213-765-3915	



## CLAIMS REPORTING CONTACTS

The following are important items of information which should be provided when reporting a claim or occurrence:

1. The date, time and location of the event
2. The person at the agency to contact regarding the claim
3. A description of the circumstances of the event
4. Estimated amount of claim or loss (*if applicable*)
5. A complete copy of any legal documents (*if applicable*)

### LIABILITY CLAIMS

In the event of a liability claim (General Liability, Automobile Liability, Errors & Omissions, including Directors & Officers, Employment Practices Liability), please contact:

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

E-mail: [mmcguire@carlwarren.com](mailto: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



## **PROPERTY, BOILER & MACHINERY, CYBER LIABILITY, CRIME CLAIMS**

In the event of a property, boiler & machinery, cyber liability, or crime claim, please contact:

**David C. Sutton, Claims Executive**

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

E-mail: [dsutton@alliant.com](mailto:dsutton@alliant.com)  
Tel: 415-403-1417  
Fax: 415-403-1466  
Cell: 415-693-8816

**OR:**

**Michelle Maffei, Senior Claims Advocate**

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

E-mail: [mmaffei@alliant.com](mailto:mmaffei@alliant.com)  
Tel: 415-403-1418  
Fax: 415-403-1466  
Cell: 415-693-8864

**COPY TO:**

**Robert Frey, Vice President**

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

E-mail: [rfrey@alliant.com](mailto:rfrey@alliant.com)  
Tel: 415-403-1445  
Fax: 415-403-1466  
Cell: 415-518-8490



## **WORKERS' COMPENSATION CLAIMS**

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](mailto: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](mailto: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](mailto: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](mailto:CSRM@hsri.com)  
Tel: 972-512-5600  
Fax: 972-512-5820  
Tel Toll Free: 866-523-3186



## **SLIP, SPECIAL EVENTS, AUTO PHYSICAL DAMAGE, INLAND MARINE, MISCELLANEOUS**

In the event of a loss, please contact:

**David C. Sutton, Claims Executive**

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

E-mail: [dsutton@alliant.com](mailto:dsutton@alliant.com)  
Tel: 415-403-1417  
Fax: 415-403-1466  
Cell: 415-693-8816

**OR:**

**Michelle Maffei, Senior Claims Advocate**

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

E-mail: [mmaffei@alliant.com](mailto:mmaffei@alliant.com)  
Tel: 415-403-1418  
Fax: 415-403-1466  
Cell: 415-693-8864

**COPY TO:**

**Robert Frey, Vice President**

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

E-mail: [rfrey@alliant.com](mailto:rfrey@alliant.com)  
Tel: 415-403-1445  
Fax: 415-403-1466  
Cell: 415-518-8490

## **CSURMA AORMA COMMITTEE CONTACT LIST**

**ISSUE:** Attached for the Committee's review are the AORMA Committee and Standing Committee Membership Roster Contact List effective July 1, 2012.

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

**FISCAL IMPACT:** None.

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

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. AORMA Committee Roster - Effective at 7-01-12

**AORMA Committee**  
**Ten voting members - two alternates - twelve members total**  
**Effective at July 1, 2012**

Committee	Seat	Member	Position	Campus	Type of Auxiliary	E-Mail	Telephone Number
AORMA	Chair	Kurt Borsting	Director, Titan Student Centers	Fullerton	Associated Students, California State University, Fullerton, Inc.	kborsting@fullerton.edu	657-278-4214
AORMA	Vice 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	Past Chair	Pat Worley	Executive Director	Sacramento	Associated Students of California State University, Sacramento	pcworley@csus.edu	916-278-7290
AORMA	Ex Officio	David Prenovost	Chief Financial Officer	Pomona	The Cal Poly Pomona Foundation, Inc.	dfprenovost@csupomona.edu	909-869-2948
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.	leslie@saclink.csus.edu	916-278-2904
AORMA	At Large	Keith Kompasi	Director, Foundation Financial Services	Fresno	Fresno Association, Inc., CSU Fresno	kkompasi@csufresno.edu	559-278-0838
AORMA	At Large	Peter Neville	Executive Director	Sonoma	Sonoma Student Union Corporation	peter.neville@sonoma.edu	707-664-2780
AORMA	At Large	Robert de Wit	Chief Financial Officer	Long Beach	Forty-Niner Shops, Inc., CSU Long Beach	rdewit@csulb.edu	562-985-5549

**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	Peter Neville	Executive Director	Sonoma	Sonoma Student Union Corporation	peter.neville@sonoma.edu	707-664-2780
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

**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

**AOUI Board of Trustees / Unemployment Insurance Program Task Group**  
**Five members**

Committee	Seat	Member	Position	Campus	Type of Auxiliary	E-Mail	Telephone Number
AOUI	Chair	Guy Dalpe	Managing Director	San Francisco	Cesar Chavez Student Center, San Francisco State University	gdalpe@sfsu.edu	415-338-1044
AOUI	Treasurer	Kim Clark	Executive Director	San Marcos	University Corporation	kclark@csusm.edu	760-750-3722
AOUI	Secretary	Kristin Kelly	Associate Director	San Jose	The Student Union of San Jose State University	kristin.kelly@sjsu.edu	408-924-6315
AOUI	Trustee	Heidi Chien	Associate Executive Director	Humboldt	Humboldt State University Center, Board of Directors	heidi.chien@humboldt.edu	707-826-5984
AOUI	Trustee	Joe Illuminate	Associate Director	Northridge	University Student Union of California State University, Northridge	joe.illuminate@csun.edu	818-677-3615

*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

## **AORMA TRAVEL REIMBURSEMENT POLICY**

**ISSUE:** Reasonable expenses associated with your travel to and from this meeting are reimbursable by CSURMA. Attached for your review is the document entitled Procedures for Reimbursement of CSURMA AORMA Travel Expenses.

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

**FISCAL IMPACT:** None.

**BACKGROUND:** Please contact Mimi Long should you have any questions regarding your travel expenses.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. Procedures for Reimbursement of CSURMA AORMA Travel Expenses
- b. AORMA Travel Reimbursement Expense Form



## **Procedure for Reimbursement of CSURMA / AORMA Travel Expenses**

In person attendance at the AORMA Committee meetings is preferred and therefore reasonable expenses associated with travel to and from as well as participation in the meetings are reimbursable by CSURMA. In addition to the roles and responsibilities of AORMA Committee participation, the AORMA Committee Chair is also expected to attend the AOA Executive Committee meetings as the representative of the AORMA Committee. Therefore, if the AORMA Committee Chair attends the AOA Executive Committee meeting strictly as the AORMA Committee representative all reasonable expenses associated with travel to and from as well as participation in the meetings are reimbursable by CSURMA. If the AORMA Committee schedules a meeting the day immediately prior to or after the AOA Annual Conference or the CSURMA Fitting the Pieces Together Conference, members are reimbursed for the extra expenses incurred to attend the AORMA Committee meeting only; the expenses that the Committee Member would have normally incurred to attend the AOA Annual Conference or the CSURMA Fitting the Pieces Together Conference are not reimbursable.

The completed State of California – Travel Expense Claim form should be forwarded to your accounting department for reimbursement to you. Your accounting department should then seek reimbursement from CSURMA. *Your accounting department should send (1) an invoice along with (2) the State of California – Travel Expense Claim form and (3) the meeting agenda for which you are seeking reimbursement to:*

Mr. Zachary Gifford  
Associate Director Systemwide Risk Management  
Office of the Chancellor  
401 Golden Shore, 5<sup>th</sup> Floor  
Long Beach, CA 90802

If you have any questions regarding this procedure or what constitutes a “reasonable travel expense” please contact:

Mimi Long  
CSURMA AORMA Program Administrator  
Alliant Insurance Services  
100 Pine Street, 11<sup>th</sup> Floor  
San Francisco, CA 94111  
Tel: 415-403-1423  
Email: [mlong@alliant.com](mailto:mlong@alliant.com)



### INSTRUCTIONS

Expense accounts are to be submitted at least once a month and not more often than twice a month, except where the amount claimed is less than \$10, the claim need not be submitted until it exceeds \$10 or until June 30, whichever occurs first. Requests for reimbursement of out-of-state travel expenses must be claimed separately. A brief statement, one line if possible, of the purpose or objective, of the trip must be entered on the line immediately below the last entry for each trip. If the claim is for several trips for the same purpose or objective, one statement will suffice for those trips. Vouchers which are required in support of various expenses must be arranged in chronological order and attached to the claim. Each voucher must show the date, cost, and nature of the expense.

**MULTIPLE PAGES**-If your claim is more than one page, indicate page number and total number of pages. DO NOT total each page. Use subtotals and enter the total amount of the claim on the last page of the claim in the space for "TOTALS" and "CLAIM TOTAL". If using the electronic travel claim form, the form will subtotal each page, on the last page of the claim, calculate and enter the "CLAIM TOTAL" to the right of the "CLAIM TOTAL (AMOUNT DUE EMPLOYEE)" description.

### TRAVEL CLAIM HEADER INFORMATION

**Headquarters** will be established for each employee and shall be defined as the place where the employee spends the largest portion of regular work days or working time, or the place to which the employee returns on completion of special assignments, or as the Chancellor's office may define in special situations.

**New Vendors (non-employees)** require a **Vendor Data Record (form 204)**. The Form 204 will be used to identify withholding requirements for out-of-state vendors. Sometimes, a State withholding rate is required for out of state vendors. Additionally, payments to individuals who are not U.S. citizens or possess a valid Green Card may be prohibited from receiving any payments from the University or be subject to a Federal withholding at the current rate in addition to the State rate. Additional forms and analysis are required for these payments. Please contact the Accounting Department Tax Coordinator if you anticipate any such payments.

**\*Campus Employees--State law limits the types of payments that may be made to other state employees. Contact CS&P or Accounts Payable prior to agreeing to reimburse travel expenses from another CSU employee. Most payments to campus employees should be made by the campus Payroll or Campus Accounts Payable Department.**

**Foundation Reimbursements** Check "Foundation" box at top of Travel Claim and use corresponding funding.

### COLUMN ENTRIES

- |  |   |
|--|---|
| <p>(1) MONTH/YEAR-Enter numerical designation of month and last two digits of the year in which the first expense shown on the form were incurred.</p> <p>(2) DATE/TIME-Enter date and time of departure on the appropriate line using twenty-four hour clock (example: 1700 = 5:00pm). Show time of departure on date of departure, show time of return on the date of return. If departure and return are on the same date, enter departure time above and return time below on the same line. Where the first date shown is a continuation of trip, enter "Continuing" above that date, and where a trip is "continuing" after the last date.</p> <p>(3) LOCATIONS WHERE EXPENSES WERE INCURRED-Enter the name of the city, town, or location where expenses were incurred. Abbreviations may be used.</p> <p>(4) LODGING-Enter the actual cost of the lodging not to exceed the maximum amount authorized by CSU Policy and Procedures. An original, itemized hotel receipt is required.</p> <p>(5) MEALS-Enter the actual cost of each meal not to exceed the maximum amount for each meal as authorized by CSU Policy and Procedures. Dinner column is to be used to claim dinner on regular travel, long-term, noncommercial and relocation daily meal</p> <p>BUSINESS RELATED MEAL-Enter the actual cost of the meal not to exceed the maximum amount authorized by CSU Policy and Procedures.</p> <p>OVERTIME MEAL COMPENSATION should not be requested on this form. Contact Accounts Payable for the appropriate form to request Overtime Meal Compensation.</p> <p>(6) INCIDENTALS-Enter the total actual cost of incidentals not to exceed the maximum amount by CSU Policy and Procedures. Incidentals may only be claimed after 24 hours on travel status.</p> <p>(7) TRANSPORTATION-Purchase the least expensive round-trip or special rate tickets available. Otherwise the difference will be deducted from the claim. If you travel between the same points without using round-trip tickets, an explanation should be given.</p> <p>(A) COST OF TRANSPORTATION-Enter the cost of cash purchase of transportation. Show how transportation was obtained if fare was not purchased for cash. Use "CC" for credit card and "C" for cash. If transportation was paid by the State, enter method of payment only. Use "SCC" for State credit card, "TO" for ticket order or "BSA" for billed to State agency. Attach all passenger coupons, itinerary and ticket order stubs including the unused portion of tickets, other credit documents or premiums, where credits or refunds are due to the State.</p> <p>(B) TYPE OF TRANSPORTATION USED-Enter method of transportation used. Use "R" for railway, "B" for bus, airporter, light rail, or Bart. "A" for scheduled commercial airline, "RA" for rental aircraft, "DA" for department-owned aircraft, "PA" privately owned aircraft, "PC" for privately owned car, truck or other privately owned vehicles, handicapped, "SC" for State vehicles, "RC" for rental vehicles, "T" for taxi, and "BI" for bicycle. Supervisors shall not authorize the use of motorcycles on official State business, and no reimbursement will be allowed for motorcycles.</p> | <p>(C) CAR, FARE, TOLLS AND PARKING-Enter carfare, bridge tolls, and parking charges; attach a receipt for any parking charge in excess of \$10.00 for any one continuous period of parking.</p> <p>(D) PRIVATE CAR USE-Enter number of miles traveled and amount due for mileage for the use of privately owned automobiles as authorized by current agreements, regulations, and detailed in CSU Policy and Procedures.</p> <p>(8) BUSINESS EXPENSE-Claims for phone calls must include the place and party called. If charge for telephone, fax or internet exceeds \$5.00, support by receipt or other evidence. Emergency purchases of equipment, clothing, or supplies, travel expenses of inmates, wards, or patients of institutions, and all other charges in excess of \$1.00 require receipts and an explanation.</p> <p>(9) ENTER TOTAL EXPENSES FOR DAY (if not automatically calculated)</p> <p>(10) ENTER SUBTOTALS OR TOTALS (if not automatically calculated)</p> <p>(11) PURPOSE OR TRIP, REMARKS, OR DETAILS-Explain need for travel and any unusual expenses. Enter detail or explanation of items in other columns, if necessary. Vouchers must be provided for any miscellaneous item of expense.</p> <p>(12) NORMAL WORK HOURS-Enter your beginning and ending normal work hours using twenty-four-hour clock (example: 0800 = 8:00am)</p> <p>(13) PRIVATE VEHICLE LICENSE NUMBER-Enter license number of the privately owned vehicle used on official State business. To claim reimbursement, you must have met the requirements as outlined in CSU Policy and Procedures pertaining to operator requirements, vehicle safety, seat belt usage and authorization.</p> <p>(14) MILEAGE RATE CLAIMED-Enter the rate of reimbursement being claimed for private vehicle use. If mileage rate is greater than the current cents per mile allowed by policy, a certification statement must be attached to claim form.</p> <p>(15) CLAIMANT'S CERTIFICATION AND SIGNATURE-Your signature certifies that expenses claimed were actually incurred and that the cost of operating the is at or above the rate claimed.</p> <p>(16) SIGNATURE OF OFFICER APPROVING PAYMENT-Certifies and authorizes travel; approves expenses as incurred on State business</p> <p>(17) SIGNATURE OF AUTHORITY FOR SPECIAL EXPENSES-When a claim for conference or convention expense is included, or when reimbursement expense exceeds \$25.00 or when reimbursement for Bar dues or license fees is included, the signature of the approving officer is required, either on a separate document attached to this claim or by signature in this block.</p> |
|--|---|

### \*PRIVACY STATEMENT

The information Practices Act of 1977 (Civil Code Section 1798.17) and the Federal Privacy Act (Public Law 93-579) require that the following notice be provided when collecting personal information from individuals.

AGENCY NAME: Appointing powers and the State Controller's Office (SCO).

UNITS RESPONSIBLE FOR MAINTENANCE: The accounting office within each appointing power and the Audits Division, SCO, 3301 C Street, Room 404, Sacramento, CA 95816.

AUTHORITY: The reimbursement of travel expenses is governed by CSU Policy and Procedures. These Policies and Procedures allow CSU to establish rules and regulations which define the amount, time, and place that expenses and allowances may be paid to representatives of the State while on State business.

PURPOSE: The information you furnish will allow the above-named agencies to reimburse you for expenses you incur while on official State business.

OTHER INFORMATION: While your social security account number (SSAN) and home address are voluntary information under Civil Code Section 1798.17, the absence of this information may cause payment of your claim to be delayed or rejected. You should contact your department's Accounting Office to determine the necessity for this information.