

**President** Mr. Dave Warren City of Placerville

**Treasurer** Mr. Tim Sailsbery City of Willows **Vice President** Ms. Liz Ehrenstrom City of Oroville

**Secretary** Ms. Corey Shaver City of Nevada City

# NCCSIF RISK MANAGEMENT COMMITTEE MEETING AGENDA

Date:	Thursday, June 15, 2017	A – Action
Time:	10:00 a.m.	I – Information
Location:	Rocklin Event Center - Garden Room 2650 Sunset Blvd. Rocklin, CA 95677 (916) 625-5200	1 – Attached 2 – Hand Out 3 – Separate Cover 4 – Verbal 5 – Previously Mailed

#### **MISSION STATEMENT**

The Northern California Cities Self Insurance Fund, or NCCSIF, is an association of municipalities joined to protect member resources by stabilizing risk costs in a reliable, economical and beneficial manner while providing members with broad coverage and quality services in risk management and claims management.

#### A. CALL TO ORDER

# **B. INTRODUCTIONS**

# C. APPROVAL OF AGENDA AS POSTED

#### **D. PUBLIC COMMENTS**

This time is reserved for members of the public to address the Committee on matters pertaining to NCCSIF that are of interest to them.

# pg. 3 E. CONSENT CALENDAR

All matters listed under the consent calendar are considered routine with no separate discussion necessary. Any member of the public or Risk Management committee may request any item to be considered separately.

pg.4 1. Minutes of the Risk Management Committee Meeting - April 27, 2017

# F. COMMITTEE BUSINESS

pg. 101. Focused Risk Assessment Additions - Volunteers & Special Events<br/>Henri Castro from Bickmore Risk Services will present an overview of the<br/>risk control services scheduled for next fiscal year and proposed additions to<br/>the risk assessment best practices, for volunteers and special events.

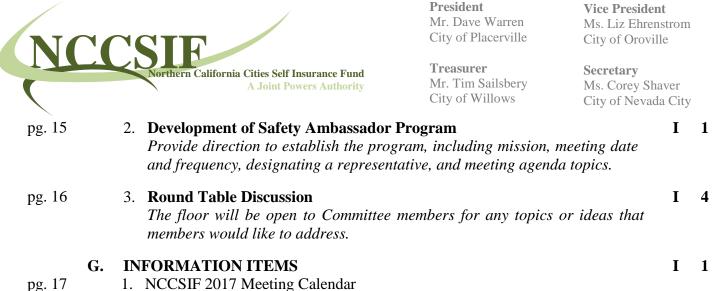
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pg. 18 2. NCCSIF Travel Reimbursement Form

# H. ADJOURNMENT

# **UPCOMING MEETINGS**

Police Risk Management Committee Meeting - August 3, 2017 Claims Committee Meeting - September 21, 2017 Executive Committee Meeting - September 21, 2017 Risk Management Committee Meeting - October 19, 2017 Board of Directors Meeting - October 19, 2017

Per Government Code 54954.2, persons requesting disability related modifications or accommodations, including auxiliary aids or services in order to participate in the meeting, are requested to contact Raychelle Maranan at Alliant Insurance Services at (916) 643-2712.

The Agenda packet will be posted on the NCCSIF website at <u>www.nccsif.org</u>. Documents and material relating to an open session agenda item that are provided to the NCCSIF Risk Management Committee less than 72 hours prior to a regular meeting will be available for public inspection and copying at 2180 Harvard Street, Suite 460, Sacramento, CA 95815.

Access to some buildings and offices may require routine provisions of identification to building security. However, NCCSIF does not require any member of the public to register his or her name or to provide other information, as a condition to attendance at any public meeting and will not inquire of building security concerning information so provided. See Government Code section 54953.3

BACK TO AGENDA



Northern California Cities Self Insurance Fund Risk Management Committee Meeting June 15, 2017

Agenda Item E.

# **CONSENT CALENDAR**

# **ACTION ITEM**

**ISSUE:** The Risk Management Committee (RMC) reviews and approves items on the Consent Calendar as a whole. If an item requires clarification or amendment it may be pulled for separate discussion and the Committee may approve the remainder of the Consent Calendar. Any item removed from Consent will be agendized later during the meeting as recommended by the Chair and approved by the Committee.

**RECOMMENDATION:** Review and approve the Consent Calendar.

FISCAL IMPACT: None

**BACKGROUND:** The Committee regularly places the minutes of previous meetings on the Consent Calendar for approval, as well as any other routine items that generally do not require discussion.

ATTACHMENT(S): Minutes of the Risk Management Committee Meeting - April 27, 2017

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# MINUTES OF THE NCCSIF RISK MANAGEMENT COMMITTEE MEETING ROCKLIN EVENT CENTER, ROCKLIN, CA APRIL 27, 2017

# **COMMITTEE MEMBERS PRESENT**

Liz Cottrell, City of Anderson Shari Harris, City of Auburn Tom Watson, City of Corning Kim Stalie, City of Dixon Jim Ramsey, City of Elk Grove Kristine Haile, City of Folsom Matt Michaelis, City of Gridley Jon Hanken, City of Ione

# **OTHER MEMBERS PRESENT**

Julie Rucker, City of Elk Grove Andrew Schiltz, City of Rocklin

# **COMMITTEE MEMBERS ABSENT**

City of Colusa (vacant) City of Galt (vacant) Satwant Takhar, City of Marysville Crystal Peters, Town of Paradise

# **CONSULTANTS & GUESTS**

Marcus Beverly, Alliant Insurance Services Raychelle Maranan, Alliant Insurance Services

# A. CALL TO ORDER

Chair Liz Ehrenstrom called the meeting to order at 10:07 a.m.

# **B. INTRODUCTIONS**

Introduction was made and the majority of the members were present constituting a quorum.

# C. APPROVAL OF AGENDA AS POSTED

#### A motion was made to approve the Agenda as posted.

Motion: Jim RamseySecond: Dave WarrenMotion CarriedAyes: Cottrell, Harris, Watson, Stalie, Ramsey, Haile, Hanken, Shaver, Ehrenstrom, Warren,<br/>Ryan, LeeNays: None

Dalacie Blankenship, City of Jackson Astrida Trupovnieks, City of Lincoln Corey Shaver, City of Nevada City Liz Ehrenstrom, City of Oroville (**Chair**) Dave Warren, City of Placerville Sandy Ryan, City of Red Bluff Donna Lee, City of Rio Vista

Spencer Morrison, City of Yuba City Sheleen Edwards, City of Yuba City

Kimberly Sarkovich, City of Rocklin Wayne Peabody, City of Willows Natalie Springer, City of Yuba City

Jeff Johnston, Bickmore Tom Kline, Bickmore Gail Zeigler, Bickmore



# **D. PUBLIC COMMENTS**

There were no public comments made.

# E. CONSENT CALENDAR

1. Minutes of the Risk Management Committee Meeting - October 27, 2016

# A motion was made to approve the consent calendar.

Motion: Corey ShaverSecond: Dave WarrenMotion CarriedAyes: Cottrell, Harris, Watson, Stalie, Ramsey, Haile, Hanken, Shaver, Ehrenstrom, Warren,<br/>Ryan, LeeNays: None

# F. COMMITTEE BUSINESS

# F1. Risk Control Services Update - Bickmore

Mr. Jeff Johnston from Bickmore Risk Services introduced Gail Zeigler to the Committee. He indicated that Gail has been in contact with most members, if not all, in completing the assessments and filling in while Henri Castro is out on medical leave. Mr. Johnston stated that Henri is doing well.

Mr. Johnston presented the Risk Control Summary Report to the Committee and reviewed the services Bickmore has provided during the 2016/17 program year. Members have received risk control services with implementing recommendations from the Hazard & Safety Assessments and ongoing support for various customized services as requested by members including on-site trainings, Cal/OSHA written program development for liability exposures, hazard and playground inspections and ergonomic evaluations. Various regional trainings were held and are underway as follows:

- Sexual Harassment and Code of Conduct (February 1, 2017 and scheduled June 8, 2017)
- Playground Maintenance (April 18 and 19, 2017)
- Forklift Train-the-Trainer (scheduled May 11, 2017)
- Understanding legal Marijuana for Municipalities (scheduled May 16 and 17, 2017)

# Dalacie Blankenship arrived at 10:14 a.m. Astrida Trupovnieks arrived at 10:16 a.m.

Mr. Johnston indicated that the scorecard has been updated for the Risk Management Assessment for best practices and framework except for three members: Galt, Marysville and Oroville; and those are being scheduled. It was noted that most members are in yellow status, meaning in



progress/needs work, for the Driver & Vehicle Use Safety as NCCSIF just recently developed this policy that incorporated defensive driver training.

Information only, no action was taken.

# F2. Police Risk Management Committee (PRMC)F2.a. PRMC Update

Mr. Tom Kline from Bickmore Risk Services indicated that trainings are held at each Police Risk Management Committee (PRMC) meetings. Topics recently covered were Workers' Compensation for Police at the February 2, 2017 meeting; Police Liability on how to mitigate use of force at the November 3, 2016 meeting; and Proposition 64 training in law enforcement perspective at the August 4, 2016 meeting. The planned trainings for the next several meetings are: Community Policing by former Sacramento Police Chief Rick Braziel and Lexipol Refresher and Update by Ken Wallentine. Mr. Kline noted he is also tracking various bills specific to law enforcement agencies.

Mr. Kline indicated that more agencies are now using drones. CHUBB presented drone coverage at the December 2016 Board meeting, and Mr. Kline suggested that it would be prudent for the pool to conduct drone safety training. Mark Hazelwood from Allen, Glaessner, Hazelwood & Werth law firm can provide training in legal perspective as there are pressing concerns in using drones in police surveillance and it is important to set a parameters for usage.

Information only, no action was taken.

# F2.b. PRMC Grant Fund Usage Report

Mr. Beverly indicated that for the last three fiscal years the members have funded grants totaling \$50,000 per year for the police departments mainly to provide funding to purchase and implement body-worn camera program. To date, most members have implemented body-camera program except for two members: City of Anderson and City of Galt. Some member agencies have used the grant to purchase additional cameras or video storage. Mr. Beverly noted than an e-mail was sent out to the police risk management committee to solicit feedback from the police department as to the need to continue the grant for next year. To date, three responded and noted they would want for the grant to continue.

# Matt Michaelis arrived at 10:37 a.m.

The general consensus of the Committee is to continue the \$50,000 grant for next fiscal year. The grant can be used for any risk management related use such as upgrade to newer body-worn cameras, upgrade to duty vest which in turn mitigate the special presumption to duty belt related injury, and towards purchase of drone within reasonable policing use.



Chair Ehrenstrom indicated that she regularly attends the PRMC meetings and due to the training session it is well attended by police command staff however, she would like to see more participation by police chiefs. Chair Ehrenstrom directed Tom Kline to reach out and encourage the rest of the Chiefs to attend the meeting.

# A motion was made to continue the \$50,000 Police Risk Management Grant for FY 17/18 for general risk management use.

Motion: Jon HankenSecond: Jim RamseyMotion CarriedAyes: Cottrell, Harris, Watson, Stalie, Ramsey, Haile, Michaelis, Hanken, Blankenship,<br/>Trupovnieks, Shaver, Ehrenstrom, Warren, Ryan, LeeMaxe: None

# F3. Risk Management Recognition

Mr. Beverly indicated that having an incentive program, as a way of recognizing members for meeting risk management best practices standards and/or improving their risk management programs, is a means for members to influence behavior for managing risks.

The Committee discussed in length the idea of implementing an incentive program either by monetary rewards, award plaque or premium discounts. Although this brings competitive atmosphere amongst the members however, members are not the same and thus create a disadvantage for smaller cities with limited resources.

After further discussion, the Committee directed the Program Administrator and Bickmore to work collaboratively to develop a Safety Ambassador Program where each member appoints a representative from a line staff and conducts a training/train-the-trainer approach and hones in on what is needed to be achieved from this session. Sharing ideas by those in the front line can bring great results. The training session can be done regionally to accommodate member geographic locations.

# F4. Risk Management Safety Grant

Mr. Beverly noted that members have the option to set aside all or a portion of their annual refunds in a risk management reserve account. Initially, this Risk Management Reserve Fund (formerly known as Safety Grant) started in 2009 where members were forced to set aside funds targeted for ADA compliance and through the years expanded to general risk management use. City of Folsom and City of Rocklin both uses their RM Reserve Fund for extra risk control services from Bickmore.

#### Continued discussion under agenda item F5.



# F5. FY 17/18 Risk Control Services Budget

Mr. Beverly presented the Risk Control Services Budget and noted it is the same items as last year. Mr. Beverly indicated each member is allocated \$3,300 for Seminar Conference training budget for attending risk management related conferences such as the CAJPA (California Association of Joint Powers Authorities), PARMA (Public Agency Risk Management Association) and CalPELRA (California Public Employers Labor Relations Association). This is a use or lose it fund. Mr. Beverly suggested perhaps liberalizing this training fund to a more general use.

The Committee had a lengthy discussion on the ACI Wellness services and felt this is underutilized. The general consensus of the Committee is to discontinue the wellness service and reallocate the budgeted expense of \$15,000 and combine that fund with the Seminar Conference training budget and rename it as 'Member Training and Risk Management' with an estimate of \$4,000 for each member to use for more generalized risk management training funds. It was noted that each member pays for the EAP (Employee Assistance Program) purchased through ACI, and those cities who want to continue the wellness service may do so and will be billed directly by ACI.

# A motion was made to approve the FY 17/18 Risk Control Services Budget as amended excluding the ACI Wellness Service and re-allocation of the Seminar Conference budget to Member Training and Risk Management with estimate of \$4,000 for each member.

Motion: Jim RamseySecond: Jon HankenMotion CarriedAyes: Cottrell, Harris, Watson, Stalie, Ramsey, Haile, Michaelis, Hanken, Blankenship,<br/>Trupovnieks, Shaver, Ehrenstrom, Warren, Ryan, LeeMays: None

# F6. Round Table Discussion

Mr. Kline indicated that he just received an e-mail that former Sacramento Police Chief Rick Braziel is available to do the Community Policing training for the PRMC meeting in November.

Mr. Johnston encouraged members to continually check the Bickmore website as it has a wealth of information including pre-recorded webinars on various topics. Some of the new resources include:

- A live and recorded webinar on entering the drone zone
- A four part video series on effective communication and defusing difficult situations
- A model Driver Safety and Vehicle Use program

Mr. Johnston also added that Bickmore will also conduct a training on AB 2127 Concussions and Head Injuries protocol for youth amateur program.



# G. INFORMATION ITEMS

1. NCCSIF Travel Reimbursement Form

# H. ADJOURNMENT

The meeting was adjourned at 11:38 a.m.

Respectfully Submitted,

Corey Shaver, Secretary

Date

BACK TO AGENDA



Northern California Cities Self Insurance Fund Risk Management Committee Meeting June 15, 2017

Agenda Item F.1.

# NCCSIF FOCUSED RISK ASSESSMENT PROPOSED CATEGORY ADDITIONS IN FY 17/18

# **INFORMATION ITEM**

**ITEM:** Ms. Enriqueta Castro, Bickmore Risk Control Manager will provide the Committee with an overview of activities planned for the next fiscal year and proposed additions to the Risk Management Policies used in the NCCSIF Focused Risk Assessments.

The Program Administrators have asked Bickmore to include assessments of member special event and volunteer programs as part of the FY 17/18 risk management service plan. The goal is to establish a baseline assessment of member practices, obtain feedback on the attached draft risk management policies, and collect and share samples of best practice policies and procedures from members.

The two new categories for the assessment are Volunteer Risk Management and Special Events Risk Management. Attached are *draft* sample policies that will be used to establish a baseline of current practices and for feedback and revision before recommending to the Board.

In addition the focused risk assessments for FY 17/18 will emphasize completion of the Risk Management Framework, particularly support from the Council and City Manager in passing a resolution in support of risk management and establishing annual goals and objectives to be distributed to all employees, with an annual report to Council.

FISCAL IMPACT: None

**RECOMMENDATION:** Review and provide direction and feedback regarding best practices and sample policies and procedures to share with other members.

**BACKGROUND:** NCCSIF contracted with Bickmore in 2012 to provide risk control services. Ms. Henri Castro is NCCSIF's Risk Control Consultant for these services. The services include risk assessments based on NCCSIF Risk Management Policies and Procedures.

# **ATTACHMENTS:**

- 1. RM-16: Special Events Risk Management Draft
- 2. RM-17: Volunteer Risk Management Draft

#### A Public Entity Joint Powers Authority

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# **RISK MANAGEMENT POLICY AND PROCEDURE #RM-16**

# SUBJECT: SPECIAL EVENT RISK MANAGEMENT

# 1.0 Policy

It is the policy of the Northern California Cities Self Insurance Fund (NCCSIF) to prudently manage its programs to minimize the frequency and severity of losses incurred by its members. We will achieve this by recommending members implement a risk management program that utilizes the operational best practices provided herein.

# 2.0 Scope

This Policy applies to all members of NCCSIF.

# 3.0 Objective

Provide a process to effectively identify, analyze and manage risks related to special events.

# 4.0 Criteria

The following Best Practices are used to assess member achievement in addressing the risks associated with special events.

Approved By Board of Directors -





Special Events Risk Management Each City has a comprehensive special event risk management program to include risk identification and appropriate risk transfer, control and mitigation techniques.		
1	There is a written process and application in place for third parties to use city facilities or hold events on public property, including classes, meetings, banquets, outdoor markets, block parties, parades, and similar events.	
8	A written contract and/or permit is required for any special event that includes an agreement to defend, indemnify, and hold harmless the city, its officials, agents and employees from any and all claims arising from or connected to the special event.	
i c i i	Where appropriate, the third party is required to provide proof of insurance and additional insured endorsement in favor of the city, its officials, agents and employees for any covered claims arising from the event. The city utilizes NCCSIF's recommended insurance specifications and requires limits of at least \$1 million per occurrence, increasing with the level of risk, with at least \$5 million dedicated limit for any fireworks display or demonstration.	
	Special events requiring road closures include a traffic management plan that is approved by a qualified engineer delegated such authority by the city.	
	Participants and/or volunteers special events involving risk of injury, including sporting activities, are required to sign waivers before participation.	





# **RISK MANAGEMENT POLICY AND PROCEDURE #RM-17**

# SUBJECT: VOLUNTEER RISK MANAGEMENT

# 1.0 Policy

It is the policy of the Northern California Cities Self Insurance Fund (NCCSIF) to prudently manage its programs to minimize the frequency and severity of losses incurred by its members. We will achieve this by recommending members implement a risk management program that utilizes the operational best practices provided herein.

# 2.0 Scope

This Policy applies to all members of NCCSIF.

# 3.0 Objective

Provide a process to effectively identify, analyze and manage risks related to volunteers.

# 4.0 Criteria

The following Best Practices are used to assess member achievement in addressing the risks associated with volunteers and volunteer programs.

Approved By Board of Directors -





# Volunteer Risk Management

Each City has a comprehensive volunteer risk management program to include risk identification and appropriate risk transfer, control and mitigation techniques.

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	The City has adopted a resolution extending Workers' Compensation benefits to volunteers. Alternatively, the Council has considered and declined to extend benefits.
	Volunteer application and screening procedures are in place for all volunteers, including criminal background checks for those working with children, the elderly or disabled.
	Written orientation and training procedures are in place, and volunteers are provided clear direction regarding the scope of their duties for or on behalf of the city.
	Volunteers who operate vehicles are screened for their driving record, with no more than four points in the last three years allowed. Volunteers who operate their own vehicles provide proof of adequate auto insurance (minimum limits 100/300/50) and advised their own insurance is primary in the event of an accident.
	Volunteers working with children have been trained regarding requirements for mandatory reporting of suspected abuse or neglect.





Northern California Cities Self Insurance Fund Risk Management Committee Meeting June 15, 2017

Agenda Item F.2.

# DEVELOPMENT OF SAFETY AMBASSADOR PROGRAM

# **INFORMATION ITEM**

**ITEM:** Ms. Enriqueta Castro, Bickmore Risk Control Manager will facilitate a discussion with the committee on the development of a Safety Ambassador program. The safety ambassadors would meet on a regular basis to receive training and establish a forum to share ideas by those in the front line.

The Program Administrators would like additional feedback from committee members to assist with establishing and implementing the Safety Ambassador Program. Items to consider are developing the mission of the program, determining ambassador qualifications and designating a City representative, initial meeting date and frequency, training topics, and support for the program and individuals via promotional/incentive materials, etc.

FISCAL IMPACT: TBD, none expected beyond current risk management budget

**RECOMMENDATION:** Review and provide direction regarding the Program.

**BACKGROUND:** During the April 27, 2017 RMC meeting Mr. Beverly indicated that having an incentive program, as a way of recognizing members for meeting risk management best practices standards and/or improving their risk management programs, is a means for members to influence behavior for managing risks.

The RMC discussed the idea of implementing an incentive program either by monetary rewards, award plaque or premium discounts; however, the committee concluded an award system may create a disadvantage for smaller cities with limited resources. After further discussion, the Committee directed the Program Administrator and Bickmore to work on developing a Safety Ambassador Program where each member appoints a representative from a line staff to participate in the program.

ATTACHMENTS: None

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BACK TO AGENDA



Northern California Cities Self Insurance Fund Risk Management Committee Meeting June 15, 2017

Agenda Item F.3.

# **ROUND TABLE DISCUSSION**

# **INFORMATION ITEM**

**ISSUE:** The floor will be open to the Committee for discussion.

**RECOMMENDATION:** None.

FISCAL IMPACT: None.

**BACKGROUND:** The item is to the Committee members for any topics or ideas that members would like to address.

ATTACHMENT(S): None.

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# **2017 MEETING CALENDAR**

February 2, 2017 Police Risk Management Committee - 10:00 a.m.
March 23, 2017 <i>Executive Committee</i> - 10:00 a.m. Claims Committee - 11:30 a.m.
April 27, 2017 Risk Management Committee - 10:00 a.m. Board of Directors - 12 noon
May 4, 2017 Police Risk Management Committee - 10:00 a.m. (Canceled)
May 18, 2017
June 15, 2017 Risk Management Committee - 10:00 a.m. Board of Directors - 12 noon
August 3, 2017 Police Risk Management Committee - 10:00 a.m.
September 21, 2017
Thursday, October 19, 2017 Risk Management Committee Expanded Meeting- 10:00 a.m. (Claims Analysis) Board of Directors - 12:30 p.m. (Finance Focus)
November 2, 2017 Police Risk Management Committee - 10:00 a.m.
December 7, 2017 Board of Directors - 10:00 a.m 3:00 p.m. (Long Range Planning)
MEETING LOCATION: Rocklin Event Center - Garden Room 2650 Sunset Boulevard, Rocklin, CA 95677
<u>NOTE</u> : All meetings are scheduled on Thursdays and will be held at the Rocklin Event Center, Garden Room, except for February and March, in the Ballroom.

# Northern California Cities Self Insurance Fund Travel Reimbursement Expense Form

Signature Date
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