



President
Ms. Rachel Ancheta
City of Dixon

Vice President
Ms. Jen Leal
City of Auburn

Treasurer
Ms. Jen Lee
City of Rio Vista

Secretary
Ms. Tricia Cobey
City of Galt

NORTHERN CALIFORNIA CITIES SELF INSURANCE FUND RISK MANAGEMENT COMMITTEE MEETING AGENDA

Date: Thursday, October 15, 2026

Time: 10:00 a.m.

Location: Rocklin Event Center – Ballroom
2650 Sunset Blvd
Rocklin, CA 95677

A - Action
I - Information

1 - Attached
2 - Hand Out
3 - Separate Cover
4 - Verbal

MISSION STATEMENT

The Northern California Cities Self Insurance Fund (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. 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. 4 **D. 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.

A 1

pg. 5 1. Minutes of the Risk Management Committee Meeting - April 16, 2026

pg. 10 **E. GENERAL RISK MANAGEMENT ISSUES**

This is an opportunity for a member to discuss a topic of interest or seek guidance and input from the group about a current issue, risk management topic or exposure the member is facing.

I 4



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F. COMMITTEE BUSINESS

- | | | |
|---------|---|-----|
| pg. 11 | 1. Trending Reports for Liability Claims – Sedgwick
<i>Members will receive an overview of liability claim statistics and trends.</i> | I 1 |
| pg. 22 | 2. Sedgwick Risk Control Services Update
<i>Shane Baird from Sedgwick will present an overview of the risk control services provided for the current program year and provide direction on future regional trainings.</i> | I 1 |
| pg. 48 | 3. Sedgwick FY 26/27 Risk Control Service Plan
<i>Shane Baird from Sedgwick will present an overview of the risk control service plan for FY 26/27.</i> | I 1 |
| pg. 51 | 4. Cash for Safety Awards Recognition 25/26
<i>Members will receive awards recognition from the 25/26 Cash for Safety program.</i> | I 1 |
| pg. 52 | 5. Police Risk Management Committee Update
<i>Evan Washburn will provide the Committee with a summary of this year's Police Risk Management Committee Meetings.</i> | I 1 |
| pg. 57 | 6. Training Resources
<i>Members will receive and review of the training resources available to members.</i> | I 1 |
| pg. 128 | 7. Risk Management Training Calendar
<i>Members will receive a suggested calendar of training activities throughout the year.</i> | I 1 |

H. ADJOURNMENT UPCOMING MEETINGS

Police Risk Management Committee Meeting – November 12, 2026
Board of Directors Meeting – December 10, 2026
Police Risk Management Committee Meeting – February 11, 2027
Claims Committee Meeting – March 18, 2027
Executive Committee Meeting – March 18, 2027
Risk Management Committee Meeting – April 15, 2027
Board of Directors Meeting – April 15, 2027



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Per Government Code 54954.2, persons requesting disability related modifications or accommodations, including auxiliary aids or services to participate in the meeting, are requested to contact Jenna Wirkner at Alliant Insurance Services at (916) 643-2714.

The Agenda packet will be posted on the NCCSIF website at www.nccsif.org. Documents and material relating to an open session agenda item that are provided to the NCCSIF Committee less than 72 hours prior to a regular meeting will be available for public inspection and copying at 2180 Harvard Street, Suite 380, 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
October 15, 2026**

Agenda Item D.

CONSENT CALENDAR

ACTION ITEM

ISSUE: The Risk Management Committee (RMC) reviews items on the Consent Calendar, and if any item requires clarification or discussion a member should ask that it be removed for separate action. The Committee should then consider action to approve the Consent Calendar excluding those items removed. Any items removed from the Consent Calendar will be placed on the agenda in an order determined by the Chair.

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 and any other routine items that generally do not require discussion.

ATTACHMENT(S): Minutes of the Risk Management Committee Meeting - April 16, 2026



**NORTHERN CALIFORNIA CITIES SELF INSURANCE FUND
RISK MANAGEMENT COMMITTEE MEETING MINUTES
ROCKLIN EVENT CENTER BALLROOM
APRIL 16, 2026**

COMMITTEE MEMBERS PRESENT

Christy White, City of Anderson
Shelly Kittle, City of Colusa
Anje Mahil, City of Elk Grove
Rachelle Jennings, City of Galt
Debbie Mackey, City of Ione
Veronica Rodriguez, City of Lincoln
Amber Wright, City of Nevada City
Natalie Tornincasa, City of Placerville
Tameka Usher, City of Rocklin
Ciara Wakefield, City of Yuba City

Jen Leal, City of Auburn
Rachel Ancheta, City of Dixon
Allison Garcia, City of Folsom
Patricia Taverner, City of Gridley
Dalacie Blankenship, City of Jackson
Annis Leung, City of Marysville
Elizabeth Ehrenstrom, City of Oroville
Paul Young, City of Red Bluff
Joei Harrison, City of Willows

COMMITTEE MEMBERS ABSENT

Crystal Peters, Town of Paradise

Jennifer Schultz, City of Rio Vista

CONSULTANTS & GUESTS

Marcus Beverly, Alliant Insurance Services
Evan Washburn, Alliant Insurance Services
Stacey Bean, LWP
Megan Williams, City of Oroville
Dave Warren, City of Placerville

Jenna Wirkner, Alliant Insurance Services
Shane Baird, Sedgwick
Samantha Hall, City of Oroville
Savannah Ford, City of Yuba City
David Patzer, DKF

A. CALL TO ORDER

Chair Elizabeth Ehrenstrom called the meeting to order at 10:01a.m.

B. ROLL CALL

Roll call was made, and a majority of the members were present constituting a quorum.

C. PUBLIC COMMENTS

There were no public comments.

D. CONSENT CALENDAR

1. Minutes of the Risk Management Committee Meeting – October 16, 2025

A motion was made to approve the Consent Calendar as posted.



**NORTHERN CALIFORNIA CITIES SELF INSURANCE FUND
RISK MANAGEMENT COMMITTEE MEETING MINUTES
ROCKLIN EVENT CENTER BALLROOM
APRIL 16, 2026**

MOTION: Rachel Ancheta

SECOND: Dalacie Blankenship

**MOTION CARRIED
UNANIMOUSLY**

Ayes: White, Leal, Kittle, Ancheta, Mahil, Garcia, Jennings, Blankenship, Rodriguez, Leung, Wright, Ehrenstrom, Tornincasa, Young, Usher, Harrison, Wakefield

Nays: None

E. COMMITTEE BUSINESS

E.1. Trending Reports for Workers' Compensation Claims

Ms. Stacey Bean from LWP provided an overview of the trending reports for workers' compensation claims from 2020-2025.

Information only, no action taken.

E.2. Sewer O&M Academy (Formerly Sewer Summitt)

Mr. David Patzer from DKF discussed the Sewer O&M Academy. Members asked if public works folks were utilizing Training LINK. Recorded webinars saved to Training LINK for members to access.

A motion was made to recommend the Board Approve the Sewer O&M Academy.

MOTION: Dalacie Blankenship

SECOND: Rachel Ancheta

**MOTION CARRIED
UNANIMOUSLY**

Ayes: White, Leal, Kittle, Ancheta, Mahil, Garcia, Jennings, Blankenship, Rodriguez, Leung, Wright, Ehrenstrom, Tornincasa, Young, Usher, Harrison, Wakefield

Nays: None

David Patzer left the meeting at 10:30a.m.

E.3. NCCSIF FY 25/26 Program Year Risk Control Services Update

Mr. Shane Baird provided an update on the FY 25/26 Program Year Risk Control Services Update. To date for PY 2025/2026 there have been 106 service requests from NCCSIF members. These requests include training, program development, phone/email consultations, and physical inspections. Training (27) and ergonomic evaluations (51) were the most requested out of those 106 service requests. Members are encouraged to reach out to Shane Baird to utilize his services.

Information only, no action taken.



**NORTHERN CALIFORNIA CITIES SELF INSURANCE FUND
RISK MANAGEMENT COMMITTEE MEETING MINUTES
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APRIL 16, 2026**

E.4. Proposed Risk Control Service Plan for the 2026/2027 Program Year

Mr. Shane Baird discussed the Proposed Risk Control Plan for the 2026/2027 Program Year. For the 2026 program year, Shane will conduct Risk and Regulatory audits, this will place the focused risk assessments.

A motion was made to approve the 2026/27 program year Risk Control Service Plan.

MOTION: Rachel Ancheta **SECOND:** Tameka Usher **MOTION CARRIED
UNANIMOUSLY**

Ayes: White, Leal, Kittle, Ancheta, Mahil, Garcia, Jennings, Blankenship, Rodriguez, Leung, Wright, Ehrenstrom, Tornincasa, Young, Usher, Harrison, Wakefield

Nays: None

E.5. Cash for Safety Culture

Mr. Shane Baird presented the FY 25/26 Cash for Safety Culture Nominations. We had 11 applications this year. Members reviewed and discussed the nominations and voted for the top 5.

A motion was made to recommend to the Board of Directors for 1st Place Yuba City, 2nd Place Galt, 3rd Place Auburn, 4th Place Willows and 5th place City of Oroville.

MOTION: Tameka Usher **SECOND:** Rachelle Jennings **MOTION CARRIED
UNANIMOUSLY**

Ayes: White, Leal, Kittle, Ancheta, Mahil, Garcia, Jennings, Blankenship, Rodriguez, Leung, Wright, Ehrenstrom, Tornincasa, Young, Usher, Harrison, Wakefield

Nays: None

E.6. Risk Management Training Calendar FY 26/27

Ms. Wirkner discussed the risk management training calendar for FY 26/27

A motion was made to approve the risk management training calendar for FY 26/27

MOTION: Dave Warren **SECOND:** Dalacie Blankenship **MOTION CARRIED
UNANIMOUSLY**

Ayes: White, Leal, Kittle, Ancheta, Mahil, Garcia, Jennings, Blankenship, Rodriguez, Leung, Wright, Ehrenstrom, Tornincasa, Young, Usher, Harrison, Wakefield

Nays: None

E.7.a. Police Risk Management Committee Update

Ms. Evan Washburn provided the Police Risk Management Committee Update for FY 25/26.



**NORTHERN CALIFORNIA CITIES SELF INSURANCE FUND
RISK MANAGEMENT COMMITTEE MEETING MINUTES
ROCKLIN EVENT CENTER BALLROOM
APRIL 16, 2026**

Information only, no action taken.

E.7.b. PRMC Grant Fund Usage Report and Request

Ms. Evan Washburn discussed the PRMC Grant Fund Usage Report and Request Form. Members discussed continuing on with the \$100,000 PRMC Grant Fund for FY 26/27.

A motion was made to approve the PRMC Grant Fund in the amount of \$100,000 for FY 26/27

MOTION: Rachel Ancheta

SECOND: Tameka Usher

**MOTION CARRIED
UNANIMOUSLY**

Ayes: White, Leal, Kittle, Ancheta, Mahil, Garcia, Jennings, Blankenship, Rodriguez, Leung, Wright, Ehrenstrom, Tornincasa, Young, Usher, Harrison, Wakefield

Nays: None

E. 8. Return to Work Services Proposal

Mr. Marcus Beverly presented the Return to Work Service Proposal. The Program Administrators are looking for members to implement the NPA system and their RTW services on a regular basis. If we provide enough volume, there is no set up charge and the per claim charge of \$1,000 is billed to the claim file. The NPA consultant will manage the RTW process as indicated in the attached brochure with sample “bridge assignments” and Service Agreement. They guarantee they will save more than their fee by the end of one year or will refund the difference.

A motion was made for Program Administrators to reach out to members for interest and report to the Board.

MOTION: Rachel Ancheta

SECOND: Crystal Peters

**MOTION CARRIED
UNANIMOUSLY**

Ayes: White, Leal, Kittle, Ancheta, Mahil, Garcia, Jennings, Blankenship, Rodriguez, Leung, Wright, Ehrenstrom, Tornincasa, Young, Usher, Harrison, Wakefield

Nays: None

E.9. FY 26/27 Risk Control Services Budget

Ms. Evan Washburn discussed the FY 26/27 Risk Control Services Budget. We increased the Risk Control Services fee to reflect the CPI increase, increased the outside training budget to include the DKF training and increase to the Cash for Safety Culture Program. The total proposed budget of \$429,612, an increase of \$4,425 or 0.7%.



**NORTHERN CALIFORNIA CITIES SELF INSURANCE FUND
RISK MANAGEMENT COMMITTEE MEETING MINUTES
ROCKLIN EVENT CENTER BALLROOM
APRIL 16, 2026**

A motion was made to recommend the Board approve the FY 26/27 Risk Control Services Budget.

MOTION: Tameka Usher **SECOND:** Rachel Ancheta **MOTION CARRIED
UNANIMOUSLY**

Ayes: White, Leal, Kittle, Ancheta, Mahil, Garcia, Jennings, Blankenship, Rodriguez, Leung, Wright, Ehrenstrom, Tornincasa, Young, Usher, Harrison, Wakefield
Nays: None

E.10. ADA Compliance and Training

Ms. Wirkner discussed options for ADA Compliance Training. Members discussed providing the Roles and Responsibilities training to members.

A motion was made to approve hosting the Roles and Responsibilities training.

MOTION: Tameka Usher **SECOND:** Allison Garica. **MOTION CARRIED
UNANIMOUSLY**

Ayes: White, Leal, Kittle, Ancheta, Mahil, Garcia, Jennings, Blankenship, Rodriguez, Leung, Wright, Ehrenstrom, Tornincasa, Young, Usher, Harrison, Wakefield
Nays: None

E.11. Round Table Discussion

Information only. No motion was taken.

F. ADJOURNMENT

The meeting was adjourned at 11:35a.m.

Next Meeting Date: October 15, 2026

Respectfully Submitted,

Tricia Cobey, Secretary

Date



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 15, 2026**

Agenda Item E.

GENERAL RISK MANAGEMENT ISSUES

INFORMATION ITEM

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

- ADA website compliance

The deadline to comply with the new rule is
April 26, 2027, for cities greater than 50,000 in population and
April 26, 2028, for cities smaller than 49,999 and commissions

- AB 1637: Local government: internet websites and email addresses must end in .gov or .ca.gov (no later than January 1, 2029).
- AB 310, the Nevaeh Youth Sports Safety Act, is effective January 1, 2027, and requires all youth sports coaches to be CPR/AED certified
- El Nino: Flood Coverage, preparation, etc.

RECOMMENDATION: None expected from this item.

FISCAL IMPACT: None.

BACKGROUND: This is an opportunity for members to ask questions or raise issues on risk exposures common to the members.

ATTACHMENT(S): None.



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 15, 2026**

Agenda Item F.1.

**TRENDING REPORTS FOR
LIABILITY CLAIMS
INFORMATION ITEM**

ITEM: Members will receive an overview of NorCal Cities claim trends over the last five years, 2021-2026 and analysis of the top loss exposures related to the Liability Program.

FISCAL IMPACT: None expected from this item.

RECOMMENDATION: Review analysis and consider when providing input for setting risk management goals.

BACKGROUND: Sedgwick maintains a database of member claims experience that includes loss causes and other demographic information that can be used for risk management purposes.

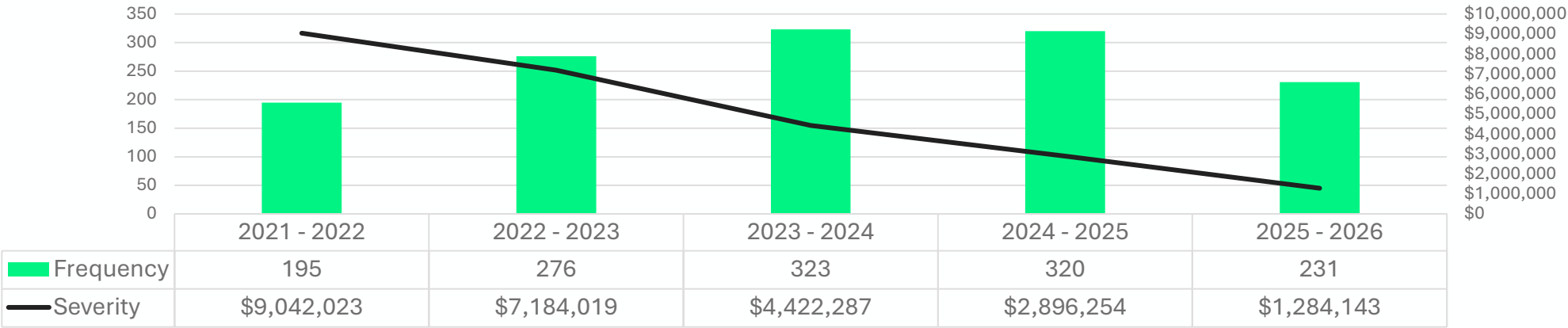
ATTACHMENT(S): Liability Loss Exposures Claims Experience Analysis

OCTOBER 2026

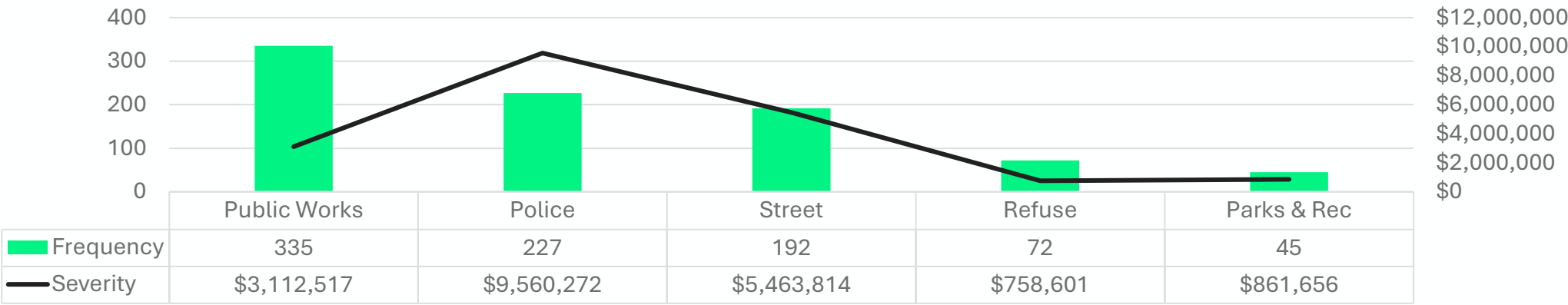
General Liability Trending Report for NCCSIF

sedgwick 

Frequency and Severity by Fiscal Year



Claims by Department Fiscal Year 2021-2026

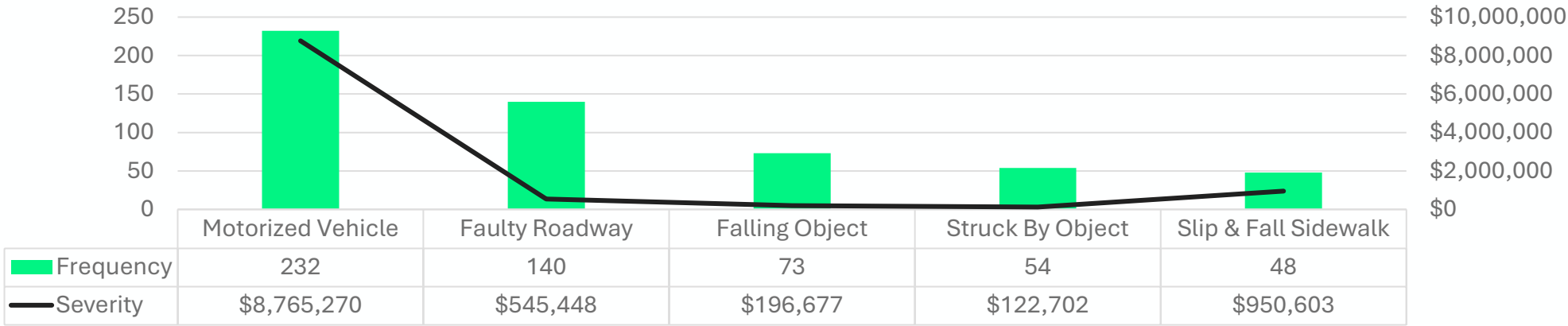


Top 5 Departments Fiscal Year 2021-2026

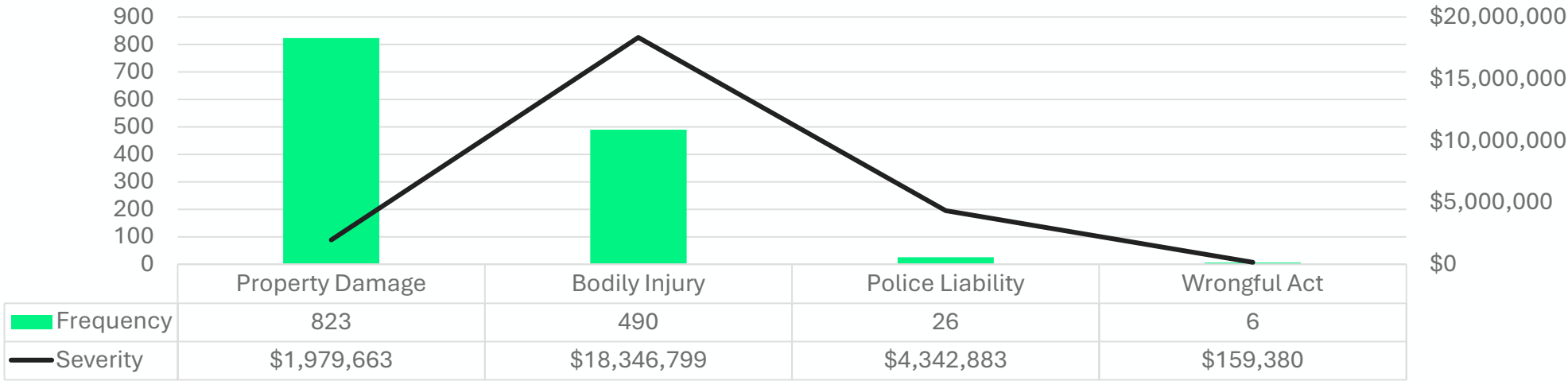
Department	Frequency	Severity	Average
Public Works	335	\$3,112,517	\$9,291
Police	227	\$9,560,272	\$42,116
Street	192	\$5,463,814	\$28,457
Refuse	72	\$758,601	\$10,536
Parks & Rec	45	\$861,656	\$19,148



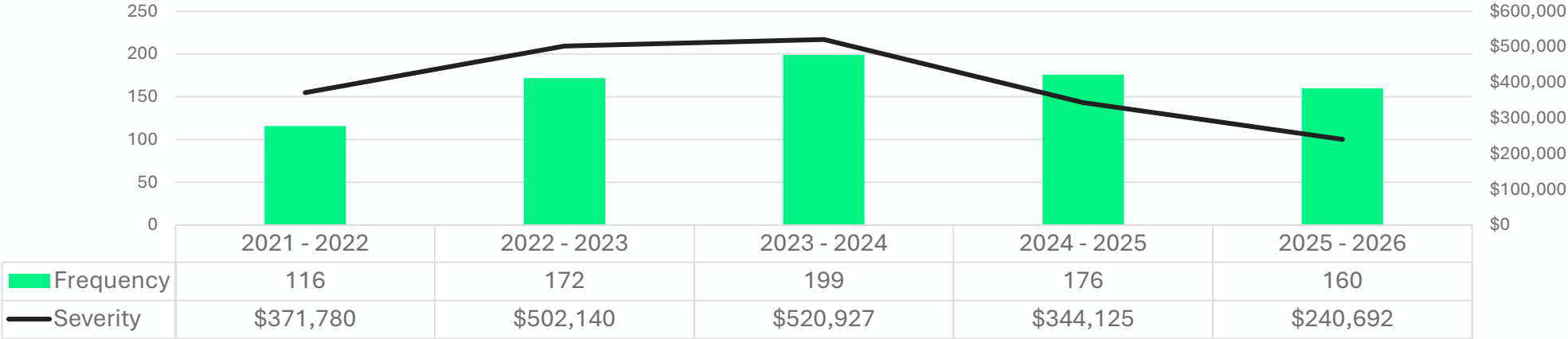
Top Causes of Claim Fiscal Year 2021-2026



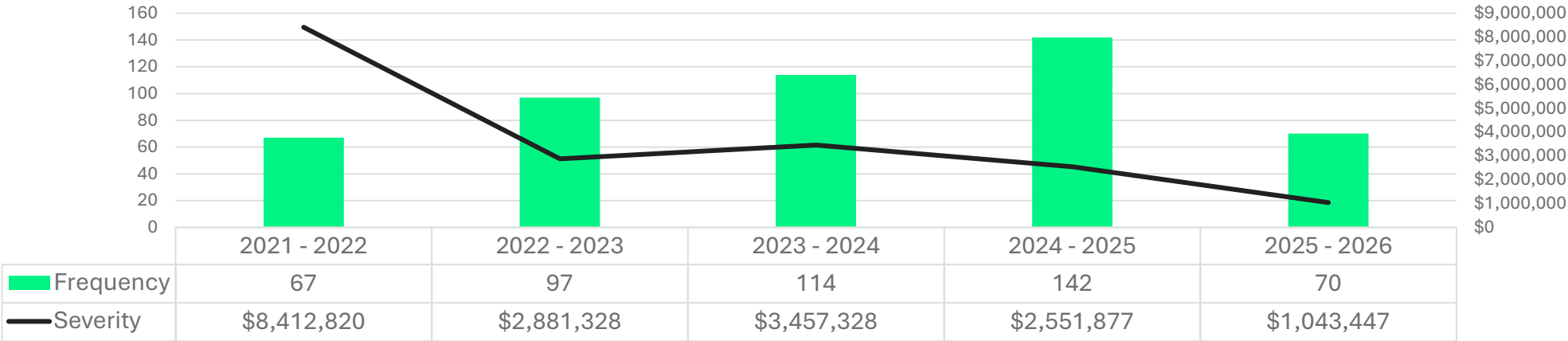
Frequency and Severity by Claim Type Fiscal Year 2021-2026



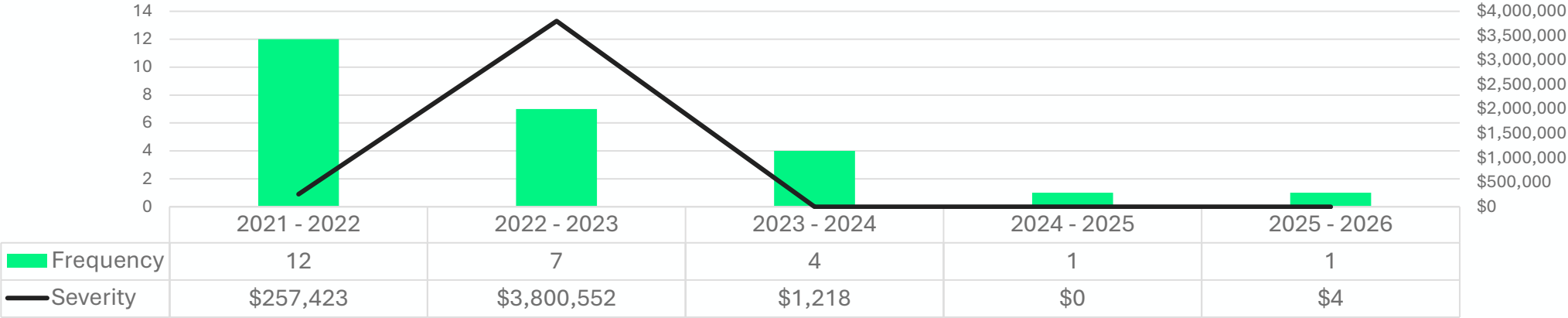
Property Damage Claims by Fiscal Year



Bodily Injury Claims by Fiscal Year



Police Liability Claims by Fiscal Year



Top 5 Cause of Police Liability Claims Fiscal Year 2021-2026



Top 10 Liability Claims Fiscal Year 2021-2026

Claim Number	Department	Description	Incurred
4A2209FZKFG-0001	Street	Trauma and injuries as result of vehicle accident	\$4,215,000
4A22104GTP-0001	Police	Illness as a result of arrest	\$3,742,476
4A2211NSW2P-0001	Police	Workplace harassment, discrimination and wrongful termination	\$1,600,000
4A2406LL76R-0001	Public Works	Injury when bicycle hit pothole	\$475,000
4A221128375-0001	Fire	Workplace harassment, discrimination and wrongful termination	\$465,680
4A2310D5TP6-0001	Public Works	Motor vehicle accident fatality	\$404,250
4A23123L7CN-0001	Police	Workplace harassment and discrimination	\$379,283
4A2509256YD-0002	Police	Motor vehicle accident	\$360,000
4A24128RPJ3-0001	Police	Fatality following traffic stop and pursuit	\$350,000
4A2309DFMCX-0001	Police	Workplace harassment and discrimination	\$316,955



Frequency and Severity of General Liability Claims by Member Fiscal Year 2021-2026

Member	Frequency	Severity	Average
City of Anderson	18	\$259,852	\$14,436
City of Auburn	64	\$318,236	\$4,972
City of Colusa	28	\$420,743	\$15,027
City of Corning	27	\$404,261	\$14,973
City of Dixon	42	\$209,662	\$4,992
City of Folsom	338	\$5,539,856	\$16,390
City of Galt	87	\$4,918,947	\$56,540
City of Gridley	9	\$114,321	\$12,702
City of Ione	13	\$429,494	\$33,038
City of Jackson	17	\$596,889	\$35,111



Frequency and Severity of General Liability Claims by Member Fiscal Year 2021-2026

Member	Frequency	Severity	Average
City of Lincoln	137	\$1,505,024	\$10,986
City of Maryville	100	\$1,498,383	\$14,984
City of Oroville	24	\$4,262,254	\$177,594
City of Red Bluff	80	\$452,688	\$5,659
City of Rio Vista	30	\$169,877	\$5,663
City of Rocklin	110	\$1,394,311	\$12,676
City of Willows	12	\$41,036	\$3,420
City of Yuba City	149	\$1,547,810	\$10,388
Town of Paradise	60	\$745,083	\$12,418



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Your Sedgwick team



**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 15, 2026**

Agenda Item F.2.

SEDGWICK RISK CONTROL SERVICES UPDATE

INFORMATION ITEM

ISSUE: Shane Baird will present an update on the risk control services Sedgwick has provided to NCCSIF members from July 01, 2026, through September 30, 2026. A member services report is included for review and discussion.

Loss Runs Analysis

The NCCSIF Risk Control Manager has completed the workers compensation loss run analysis for each NCCSIF member and the results and findings were emailed to each member detailing the findings August 13, 2026.

Risk & Regulatory Audit

This program year the focus switched from the scorecard to the Risk & Regulatory Audit. The Risk & Regulatory Audit focuses on Cal/OSHA regulatory requirements and training, general liability, workers compensation, and police and fire department operations. During the 2026/2027 program year half (11) of the members will participate in the audit. The members chosen were based on the members EMR rating. Those eleven (11) members have been contacted to schedule with five (5) responding. As of September 30th, the NCCSIF Risk Control Manager met with two (2) of the five (5) members. The remaining program year the NCCSIF Risk Control Manager will continue to reach out to the remaining members in an attempt to schedule the audit.

Risk & Regulatory Audit Follow-up

The NCCSIF Risk Control Manager will provide members with draft resolutions, policies, and programs related to their Risk & regulatory Audit results. Some examples include:

Automobile & Fleet Liability
Return to Work Program
Bloodborne Pathogens
Sidewalk Liability Program
Volunteer Risk Management

Urban Forest & Wildfire Best Practices
Injury and Illness Prevention Program
Emergency Response Management
ADA Compliance & Transition Plans
Sewer & Stormwater Management

Training:

Regional IIPP training (virtual), office ergonomics training, Industrial ergonomic trainings (virtual), lithium battery safety (virtual), train the trainer ergonomic training (in person), and safe lifting (virtual). More virtual trainings will be scheduled throughout the program year.



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 15, 2026**

Agenda Item F.2. *continued*

Policy Development and/or Review:

Injury and Illness Prevention Program (IIPP), Hazardous Communication, Respiratory Protection, EAP, Workplace Violence, Heat Illness.

Physical inspections

Members have requested physical inspections city wide and some with just one or two specific locations. Some common inspection requests have been Aquatic Centers, Wastewater Plants, Water Plants, Corporate Yards, City Halls, and Playgrounds.

Ergonomic Evaluations

Members have continued to request office ergonomic evaluations for their staff. These evaluations have been conducted both virtually and in person. To request an ergonomic evaluation please use the ergonomic evaluation form and send to the NCCSIF Risk Control Manager.

Cash for Safety Culture

The NCCSIF Risk Control Manager continues to promote the cash for safety culture program. As entries are sent to the NCCSIF Risk Control Manager those entries are filed away. The NCCSIF Risk Control Manager will reach out to each member who submitted an entry (if they submitted multiple entries) and will assist the member to decide which entry will be presented at the April 2027 RMC meeting. For 2026/2027, five (5) members have submitted entries.

Phone Email Consultations

Members have requested information or guidance regarding the following topics: First Aid Kits, AED's, Respiratory Protection, Cal/OSHA reporting and document request, & workplace violence training requirements.

Safety Communications

Each month the NCCSIF Risk Control Manager will send Safety Communications covering a variety of topics. Naloxone in First Aid Kits, El Nino Property, El Nino Liability, and the Great Shakeout have been sent to all NCCSIF members.

FISCAL IMPACT: None expected from this item.

RECOMMENDATION: None. This is provided as information only.

ATTACHMENTS:

1. Safety Award Program Overview and Application Form
2. Sedgwick Risk Control Brochure
3. Ergonomic Evaluation Request Form

A Public Entity Joint Powers Authority



Cash for SAFETY CULTURE

SAFETY AWARD PROGRAM APPLICATION

Do you have an idea about how to keep you and your fellow employees safe at work? Have you developed a program, policy, or system to help reduce losses or exposures?

If so, the NCCSIF Risk Management Committee would like to hear about your ideas and solutions. The *Cash for Culture* Safety Award Program was established by the NCCSIF Risk Management Committee to promote a positive safety culture by recognizing and rewarding members who take an active role in their safety program.

Members may be rewarded for implementing proactive/innovative safety solutions that impact workplace safety.

Safety Culture Champion - \$5,000
Safety Culture Advocate - \$4,000
Safety Culture Leader - \$3,000
Safety Culture Supporter - \$2,000
Safety Culture Supporter - \$2,000
Safety Culture Partner - Honorable Mention Certificate

Submit your ideas and solutions by completing the attached form and email to Shane Baird at shane.baird@sedgwick.com. You are encouraged to submit your ideas as they arise. Use a separate Application Form for each submission. You may submit multiple entries, but there only one submission can be submitted to the NCCSIF Risk Management Committee. There is only one monetary award per member.

All submissions must be received by **April 2, 2027** in order to be eligible.

Retain a copy of all documents for your records. Once we receive your submission, a confirmation email will be sent.

All entries will be voted on by the NCCSIF Risk Management Committee during their April meeting.

Cash^{SAFETY}
for CULTURE
Safety Award Program Application

City:

Name of person submitting:

Title:

Phone:

Email:

Describe the hazard or problem:

Provide details about your idea and solutions:

Describe the results:

Attach additional details and supporting documentation if needed.



Cash SAFETY for **CULTURE**

Change Happens One Idea At A Time

SAFETY AWARD PROGRAM OVERVIEW

The NCCSIF Risk Management Committee has approved a “*Cash for Safety Culture*” Award Program for the 2025-2026 program year. This program is designed to recognize and reward members for promoting a positive safety culture within their organization. We encourage you to identify ways where the program can specifically help your city promote a positive safety culture and reduce losses.

AWARDS CRITERIA

Members will be recognized for:

- Implementing proactive/innovative safety solutions that impact employee safety
- Implementing proactive/innovative safety solutions that reduce liability exposures

Prize Awards

- Safety Culture Champion - \$5,000
- Safety Culture Advocate - \$4,000
- Safety Culture Leader - \$3,000
- Safety Culture Supporter - \$2,000
- Safety Culture Supporter - \$2,000
- Safety Culture Partner - Honorable Mention Certificate

MARKETING

Marketing materials and reminders will be sent throughout the year to help promote participation. Consider promoting the program during staff and department head meetings, emailing the Application Form to employees, or posting the Application Form in employee break rooms.



Safety Award Program Overview

SUBMISSIONS

Members must submit an application form and supporting documentation where applicable to be eligible. Tell us what your city has done to improve safety and its effects on your employees or the citizens you serve. Encourage your management team and employees to develop an idea and solution that can have a positive impact on your agency's safety program.

Email all submissions to Shane Baird at shane.baird@sedgwick.com. Remember to retain a copy for your records. Once your submission is received, a confirmation email will be sent to the member. Feel free to contact Shane with any questions at 661.619.3520.

Each member can submit as many submissions as they choose, but only one submission can be submitted into the into the "Cash for Safety Award" program before the deadline of April 03, 2026.

The Risk Management Committee (RMC) will review all submissions and select the winners during the April RMC meeting. The RMC reserves the right to withhold, or reduce, a monetary award if the submission does not meet the awards criteria. In such instances, the member will receive an Honorable Mention certificate.

RECOGNITION

The members who submit the top five entries will be invited to share their submissions at the Annual NCCSIF Board Meeting and all submissions will be posted on the NCCSIF website.

AWARD DISTRIBUTION

Members may receive their award in the following ways:

- Cash award to the Member
- Off-set future NCCSIF premiums

If desired by the member, NCCSIF Staff will come to the member to present the awards during staff meetings and/or board meetings.



RISK CONTROL

Safety Training Catalog





INTRODUCTION



Sedgwick's California-based risk control team consists of experienced and certified professionals who specialize in safety, risk management, and real-world solutions. Our team's diverse expertise and collaborative approach allow us to deliver high-quality, customized training solutions that address the unique needs of each client.

Whether you're looking to energize your team with an on-site session, connect virtually across locations, or empower your internal leaders through train-the-trainer programs, we've got you covered. Each session is designed to be interactive, relevant, and tailored to your organization's unique challenges and goals. At the conclusion of each training, clients will receive a sign-in sheet, a presentation summary handout, and course evaluations. Certificates of completion are available upon request.

This catalog showcases some of our most popular and impactful training topics. From compliance essentials to culture-shifting safety strategies, we're here to help you build a safer, smarter workplace—one session at a time.

COURSE LIST

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COURSE DESCRIPTIONS



Aerial Lift/Elevated Work Platforms

This training course is designed for operators of aerial/elevating work platforms, with a primary focus on bucket truck and scissor lift operations. The course aims to equip participants with the knowledge and skills necessary to safely operate aerial lifts and elevating platforms.

Course Objectives:

- Understand the types and classifications
- Learn the regulatory standards and safety guidelines as per ANSI and Cal/OSHA
- Gain insights into the causes of fatalities and injuries associated with lift operations
- Learn procedures for pre-use inspections, frequent and annual inspections, and maintenance
- Acquire practical skills for safe operation, including platform safety, stability, and handling of weather conditions
- Explore the importance of recordkeeping and compliance with safety standards

Asbestos Awareness

This training course is designed to provide participants with essential knowledge about asbestos and its properties, uses, associated health risks, and safety measures. The course aims to raise awareness and ensure safe practices when dealing with asbestos-containing materials (ACM).



Course Objectives:

- Understand the properties and common uses of asbestos
- Learn about the health risks and diseases caused by asbestos exposure
- Identify asbestos-containing materials and evaluate hazards
- Gain knowledge of regulatory requirements and program elements for asbestos management
- Develop skills for exposure monitoring, evaluation, and control
- Implement safe work practices and personal protective equipment (PPE) usage



Backhoe Operator Training

This course is designed for employees who operate or work around backhoes and loader/backhoe equipment. It provides essential knowledge on equipment dynamics, Cal/OSHA regulations, safe operating procedures, and hazard recognition. Participants will gain a thorough understanding of machine stability, trenching techniques, loader operations, and the importance of pre-operation inspections. Emphasis is placed on preventing common hazards such as rollovers, back overs, and rollaway, while promoting safe work practices and regulatory compliance.

Course Objectives:

- Understand the principles of machine dynamics, including center of gravity and stability
- Learn how to conduct thorough pre-operation inspections of both the backhoe and loader
- Understand how to apply safe operating procedures for digging, lifting, trenching, and loading
- Recognize and mitigate primary hazards such as rollovers, back overs, and co-worker complacency
- Learn how to follow Cal/OSHA and DMV regulations related to backhoe operations
- Understand the importance of operator confidence and the responsibilities of all personnel on site



Bloodborne Pathogens

This training course is designed to provide participants with essential knowledge about bloodborne pathogens (BBP), their transmission, associated health risks, and effective exposure control measures. The course aims to ensure safe practices and compliance with regulatory requirements to minimize the risk of BBP exposure.

Course Objectives:

- Understand what bloodborne pathogens are and the diseases they cause
- Learn about the modes of transmission and how to prevent exposure
- Identify and implement effective exposure control measures
- Learn how to comply with Cal/OSHA's Bloodborne Pathogens standard
- Develop skills for proper use of PPE and safe work practices



Confined Space Awareness

This training course is designed to provide participants with essential knowledge about confined spaces, their hazards, and safe entry procedures. The course aims to ensure compliance with regulatory requirements and promote safe practices when working in or around confined spaces.

Course Objectives:

- Understand the definition and types of confined spaces
- Learn about the hazards associated with confined spaces
- Identify and implement safe entry procedures and controls
- Learn how to comply Cal/OSHA confined space regulations

Defensive Driver

This training course is designed to provide essential knowledge and skills to make better driving decisions, enhance safety, and reduce the risk of accidents. It covers various aspects of safe driving, including vehicle maintenance, road hazards, weather conditions, and defensive driving techniques.

Course Objectives:

- Understand safe and unsafe driving behaviors
- Learn how to combat complacency and make smarter driving decisions
- Identify and manage road hazards and adverse weather conditions
- Develop skills for maintaining proper following distance and avoiding collisions
- Gain knowledge of current traffic safety laws and vehicle safety technologies



Electrical Safety - Low Voltage

This training course is designed to provide participants with essential knowledge about electrical safety, the risks associated with electricity, and safe work practices. The course aims to raise awareness and ensure compliance with safety regulations to prevent electrical hazards and injuries.

Course Objectives:

- Understand the basic principles of electricity and electrical terminology
- Learn about the risks and hazards associated with electricity
- Identify common electrical hazards in the workplace
- Develop skills for safe work practices and proper use of PPE
- Learn how to comply with Cal/OSHA electrical safety regulations



Electrical and Arc Flash Safety Awareness

This is a critical course to educate employees, supervisors, and safety professionals on the hazards associated with electrical systems and arc flash incidents. This course provides a comprehensive overview of the NFPA 70E standard, Cal/OSHA regulations, and best practices for electrical safety in the workplace. Participants will learn how to recognize electrical hazards, implement safe work practices, and use appropriate PPE to prevent injuries and fatalities.

Course Objectives:

- Understand the fundamentals of arc flash and electrical hazards, including causes and consequences
- Interpret and apply the NFPA 70E standard and relevant Cal/OSHA regulations
- Identify and implement electrical safe work practices, including lockout/tagout procedures
- Conduct arc flash hazard analyses and determine appropriate PPE
- Recognize and maintain electrical safety boundaries and approach limits
- Understand the responsibilities of host and contract employers in managing electrical safety



Emergency Action Preparedness

This training course is designed to provide participants with essential knowledge about emergency action plans (EAP). This includes evacuation procedures, shelter-in-place protocols, and responses to various emergencies such as fires, medical emergencies, earthquakes, and workplace violence.

Course Objectives:

- Understand the components and importance of an EAP
- Learn evacuation procedures and shelter-in-place protocols
- Develop skills for responding to various workplace emergencies
- Comply with Cal/OSHA emergency action plan regulations
- Implement best practices for emergency preparedness and employee safety

ERGONOMICS TRAINING

Office Staff Ergonomics

This training course is designed to provide participants with essential knowledge about office ergonomics, including basic principles, risk factors, and control measures. Participants will learn how to improve workplace comfort, reduce the risk of musculoskeletal disorders, and enhance productivity through effective ergonomic practices.

Course Objectives:

- Learn basic ergonomic principles and understand common misconceptions
- Identify risk factors associated with office work and their relationship to injuries
- Develop skills for implementing control measures to reduce ergonomic risks
- Understand the importance of creating an ergonomic lifestyle and taking micro-breaks



Industrial Ergonomics

This training course will provide participants with essential knowledge about industrial ergonomics and safe lifting practices. The course aims to reduce the risk of musculoskeletal disorders, improve workplace safety, and enhance productivity through effective ergonomic principles and material handling.

Course Objectives:

- Learn basic ergonomic principles and understand common misconceptions
- Recognize signs and symptoms of musculoskeletal disorders
- Identify risk factors associated with industrial work and their relationship to injuries
- Understand the use of mechanical aids and their benefits

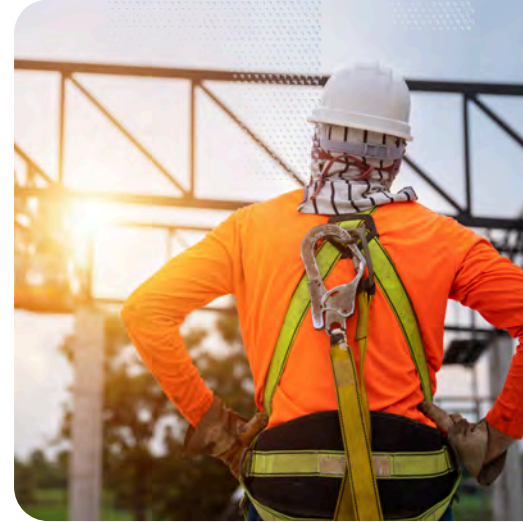


Fall Protection

This training course is designed to provide participants with essential knowledge about fall protection, including understanding regulations, fall protection systems, and rescue procedures. The course aims to raise awareness and ensure compliance with safety standards to prevent falls and related injuries.

Course Objectives:

- Learn general industry and construction requirements
- Identify basic fall protection systems and equipment
- Develop skills for implementing control measures to eliminate or reduce fall potential
- Understand the importance of rescue plans and procedures



Fire Prevention

This training course is designed to provide participants with essential knowledge about fire prevention, including understanding fire hazards, fire protection equipment, and emergency procedures. The course aims to raise awareness and ensure compliance with safety regulations to prevent fires and related injuries.

Course Objectives:

- Understand the components and importance of a Fire Prevention Plan (FPP)
- Learn fire prevention practices and housekeeping procedures
- Identify different classes of fires and appropriate fire protection equipment
- Recognize potential fire hazards in various workplace settings and implement control measures
- Develop skills for responding to fire emergencies and evacuation procedures



Forklift Certification

This training course will provide participants with essential knowledge about the safe operation of forklifts, including pre-use inspections, lifting principles, and safe driving practices. The course aims to ensure compliance with safety regulations and reduce the risk of accidents and injuries with forklifts.

Course Objectives:

- Understand the importance of pre-use inspections and how to conduct them
- Learn about different types of forklifts and their specific features
- Identify common causes of forklift accidents and how to prevent them
- Implement safe driving practices and special concerns related to forklift operation





Hazard Communication

This training course is designed to provide participants with essential knowledge about hazard communication, including understanding hazardous chemicals, product labels, and safety data sheets (SDS). The course aims to ensure compliance with safety regulations and protect employees from chemical hazards in the workplace.

Course Objectives:

- Understand what hazardous chemicals are and their effects on the body
- Learn about different types of hazardous chemicals and how they enter the body
- Identify and interpret product labels and SDS
- Gain skills to minimize chemical exposures

Hearing Conservation

This training course is designed to provide participants with essential knowledge about hearing conservation, including understanding the effects of noise on hearing, types of hearing loss, and protective measures.

Course Objectives:

- Understand the importance of hearing conservation and the impact of noise on hearing
- Learn about different types of hearing loss and how the ear works
- Identify what sound is and how to measure noise levels
- Develop skills for selecting and using hearing protection effectively



Heat Illness Prevention - Indoor and Outdoor

This training course is designed to provide participants with essential knowledge about preventing heat illness in both indoor and outdoor work environments. The course aims to ensure compliance with safety regulations and protect employees from heat-related illnesses through effective prevention measures and emergency response procedures.



Course Objectives:

- Understand the importance of heat illness prevention and the impact of heat on health
- Learn about different types of heat illnesses and their symptoms
- Identify risk factors for heat illness and how to mitigate them
- Develop skills for implementing heat illness prevention measures
- Learn emergency response procedures for heat-related illnesses



Injury & Illness Prevention Program

This training course is designed to provide participants with essential knowledge about the Injury and Illness Prevention Program (IIPP), including its purpose, key elements, and responsibilities.

Course Objectives:

- Understand the purpose and importance of the IIPP
- Learn about the key elements of the IIPP
- Understand the roles and responsibilities of employees, supervisors, managers, and the IIPP Administrator
- Learn how to report workplace hazards, conducting hazard assessments, and implementing corrective actions
- Understand the procedures for accident reporting, investigation, and maintaining compliance with safety regulations



Ladder Safety

This training course is designed to provide participants with essential knowledge about ladder safety, including regulatory requirements, proper selection, setup, use, care, and storage of ladders.

Course Objectives:

- Learn how to choose the right ladder based on duty ratings and height
- Develop skills for inspecting ladders and identifying defects
- Implement proper setup and securement techniques for ladders
- Understand the importance of ladder care, storage, and training requirements

Lead Awareness

This training course is designed to provide participants with essential knowledge about lead awareness, including understanding the properties of lead, exposure risks, health hazards, and methods to minimize exposure.

Course Objectives:

- Understand the properties and common uses of lead
- Identify health hazards associated with lead exposure
- Develop skills for minimizing lead exposure and implementing safety guidelines
- Comply with Cal/OSHA lead awareness regulations





Lockout/Tagout

This training course is designed to provide participants with essential knowledge about lockout-tagout (LOTO) procedures, including understanding the importance of LOTO, creating written procedures, training requirements, and performing LOTO.

Course Objectives:

- Understand the purpose and importance of LOTO
- Identify roles and responsibilities of employees, supervisors, and contractors
- Develop skills for creating written LOTO procedures and training employees
- Implement proper LOTO procedures, including shutdown, isolation, and verification
- Understand special circumstances and group lockout procedures

Mandated Reporter

This training course is designed to equip individuals, especially those who work with children, dependent adults, and elders, with the knowledge and skills to recognize and report abuse and neglect. This course covers legal responsibilities, signs of abuse, and reporting procedures, ensuring mandated reporters can effectively protect children, dependent adults, and elders.

Course Objectives:

- Understand your legal responsibilities as mandated reporters
- Identify indicators of child, dependent adult, and elder abuse and neglect
- Know how to report suspected abuse to the appropriate agencies
- Know how to maintain a safe environment for children



Playground Inspection & Maintenance

This training course is designed to provide participants with essential knowledge about playground inspection and maintenance, including the importance of regular inspections, what to look for, and how to document findings.

Course Objectives:

- Understand the importance of playground inspection and maintenance
- Learn about the frequency and types of inspections (high frequency, low frequency, and audits)
- Identify common hazards and what to look for during inspections
- Develop skills for documenting inspection findings and corrective actions

Personal Protective Equipment

This training course is designed to provide participants with essential knowledge about personal protective equipment (PPE), including understanding the PPE program, types of PPE, care and maintenance, and limitations.

Course Objectives:

- The purpose and requirements of the PPE program according to Cal/OSHA regulations
- Learn about different types of PPE and their specific uses
- Develop skills for proper care, maintenance, and inspection of PPE
- Identify the limitations of PPE and the importance of combining it with other control measures



Reasonable Suspicion Training for DOT Supervisors

A specialized program designed to educate supervisors of commercial motor vehicle drivers on identifying and addressing substance abuse in the workplace. This course covers the regulatory requirements, signs of alcohol and drug abuse, and the reasonable suspicion testing process. Participants will learn how to observe, document, and respond to potential substance abuse issues, ensuring compliance with DOT regulations and maintaining a safe work environment.

Course Objectives:

- Identify the signs of alcohol abuse among employees, including physical and behavioral indicators
- Recognize the signs of drug abuse among employees, including changes in appearance, behavior, and performance
- Review the reasonable suspicion process for supervisors, including observation, documentation, and testing procedures
- Learn how to apply the regulatory requirements of 49 CFR 382.603, ensuring compliance with DOT standards
- Develop strategies for maintaining a drug and alcohol-free workplace, including the use of Employee Assistance Programs (EAPs)



Silica Awareness

This training course is designed to provide participants with essential knowledge about silica awareness, including understanding the sources of silica, health hazards, exposure risks, and methods to evaluate and control silica exposure



Course Objectives:

- Learn the health hazards associated with silica exposure, including silicosis, lung cancer, and other diseases
- Identify symptoms of silica-related diseases and how silica enters the body
- Develop skills for evaluating silica hazards and implementing exposure control methods
- Understand the requirements for respiratory protection, housekeeping, medical surveillance, hazard communication, and recordkeeping

Slip, Trip, and Fall Prevention

This training course is designed to provide participants with essential knowledge about preventing slips, trips, and falls in the workplace. The course aims to raise awareness, identify common hazards, and implement effective prevention measures to reduce the risk of injuries.

Course Objectives:

- Understand the importance of preventing slips, trips, and falls
- Learn about the common causes and exposures related to slips, trips, and falls
- Develop skills for identifying and mitigating hazards
- Implement best practices for maintaining a safe work environment



Tool Safety (Hand and Power)

This training course is designed to provide participants with essential knowledge about hand and portable power tool safety, including understanding regulatory requirements, proper use, maintenance, and safety practices.



Course Objectives:

- Learn about common injury causes and how to prevent them
- Develop skills for proper use, maintenance, and inspection of hand and power tools
- Identify the types of personal protective equipment (PPE) required for different tools
- Implement general safe practices and special conditions for tool use



Traffic Control & Flagger

This training course is designed to provide participants with essential knowledge about temporary traffic control and flagger operations, including understanding the principles of traffic control, work zone sections, flagger qualifications, and typical applications.

Course Objectives:

- Understand the importance of temporary traffic control operations
- Identify different work durations and mobile operations considerations
- Develop skills for setting up and taking down work zones effectively
- Best practices for flagger operations, including equipment use and emergency procedures
- Understand typical applications for various work zone scenarios

Tree Trimming Safety

This training will provide participants with essential knowledge about tree maintenance, including safe practices for trimming, pruning, felling, and removing trees and bushes.

Course Objectives:

- Understand the hazards associated with tree work and how to perform a hazard assessment
- Learn safe practices for preventing injuries from falling objects and using power tools
- Develop skills for handling chain saws and pole saws safely
- Be able to apply best practices for climbing trees, using portable ladders, and being lifted in aerial devices
- Understand the importance of PPE and training for tree work safety



Trenching & Excavation

This training course is designed to provide participants with essential knowledge about trenching and shoring safety, including understanding the hazards, competent person requirements, soil classification, and protective systems.

Course Objectives:

- Understand the hazards associated with trenching and excavation work
- Learn the requirements and responsibilities of a competent person.
- Identify different types of soil and their classifications
- Develop skills for using protective support systems, including shoring, shielding, sloping, and benching
- Recognize signs of soil distress and implement general safety measures



Utility Cart/Golf Cart Safety

This training course is designed to ensure the safe operation of utility carts in various work environments. This course covers regulatory guidelines, safety concerns, and practical skills needed for operating utility carts. Participants will learn about the different types of utility carts, their features, and the specific safety protocols required by Cal/OSHA.



Course Objectives:

- Understand the regulatory guidelines for powered industrial trucks and application to utility carts
- Recognize the safety concerns associated with operating utility carts
- Learn to perform pre-trip inspections and identify potential hazards before operating a utility cart
- Learn to apply safe driving practices, including proper loading, traveling, and emergency procedures
- Conduct routine maintenance and understand the importance of proper cart modifications and repairs
- How to respond appropriately to real-world accident scenarios and understand the consequences of non-compliance with safety regulations

Verbal Judo/De-Escalation Training

This training course is designed to provide participants with essential knowledge about Verbal Judo, also known as de-escalation or conflict resolution. The course aims to equip participants with the skills to handle tense situations effectively, ensuring personal safety and enhancing professionalism through mindful communication techniques.



Course Objectives:

- Learn what Verbal Judo can do in professional and personal interactions
- Develop skills to deal with situations with dignity and style
- Recognize the three types of people in conversations and how to handle them
- Master the power of paraphrasing to demonstrate active listening
- Use effective words and phrases to de-escalate conflicts

Wheelchair Transit Safety

This training course designed to educate transit personnel and disability service providers on the proper methods for securing wheelchairs and scooters in transit vehicles. This course covers the diversity of mobility aids, ADA transportation service requirements, and the latest industry standards for wheelchair securement.

Course Objectives:

- Understand ADA transportation service requirements and regulations related to wheelchair securement
- Learn appropriate attachment points on various types of wheelchairs and scooters for securement
- Be able to apply wheelchair marking and tethering techniques to enhance safety and stability during transit
- Understand the importance of proper training and education for both transit personnel and customers
- Apply best practices for documenting and maintaining records of wheelchair securement procedures





Wildfire Smoke

This training course is designed to educate employees and employers on the hazards of wildfire smoke and the necessary measures to protect health and safety. The course covers the background of the Cal/OSHA Protection from Wildfire Smoke regulation, health effects of wildfire smoke, air quality index (AQI), and employer requirements.

Course Objectives:

- Understand the Cal/OSHA Protection from Wildfire Smoke regulation and its requirements
- Identify the health effects of wildfire smoke, particularly the dangers of particulate matter
- Determine the AQI and its significance in triggering protective measures
- Implement employer requirements to reduce employee exposure to wildfire smoke
- Communicate effectively with employees about AQI levels and protective measures
- Be able to apply mitigation strategies to protect employees from wildfire smoke
- Know how to use respirators correctly, including understanding the importance, limitations, and benefits of respirator use



Workplace Violence

This training will equip employees with the knowledge and skills to recognize, prevent, and respond to incidents of workplace violence. It covers the definition and types of workplace violence, the cycle of anger and hostility, and effective strategies for de-escalation and communication. Participants will learn about the latest legislative updates, including California's Senate Bill 553, and the importance of maintaining a safe and supportive work environment.

Course Objectives:

- Define workplace violence and understand its various forms, including criminal intent, co-worker violence, customer/client violence, and personal relationship violence
- Recognize the warning signs of potentially violent situations and individuals
- Understand the cycle of anger and hostility and how to intervene effectively
- Apply de-escalation techniques and effective communication strategies to manage difficult situations
- Become familiarize with the requirements of Senate Bill 553 and the employer's responsibilities in preventing workplace violence
- Develop personal safety plans and participate in workplace violence prevention initiatives
- Respond appropriately during and after a violent incident, including seeking medical treatment and counseling

A photograph of five warehouse workers wearing high-visibility yellow safety vests. One worker is operating a forklift, while the others are standing and talking. The background shows high industrial shelving filled with boxes.

OTHER TOPICS

In addition to the popular topics detailed in the catalog, the following training topics can also be requested. If there is a safety topic that is not listed, please contact Sedgwick.

- ATV Safety
- DOT Requirements
- Fatigue Awareness
- Forklift Train-the-Trainer
- HazWOPER Awareness
- Sidewalk Liability
- Trailer Safety
- Transit Safety

CONTACT US

For more information or to schedule a training, contact:

Lisa Harvey

Risk Services Manager
Lisa.Harvey@sedgwick.com
(916) 752-4865

Shane Baird

Risk Services Manager
Shane.Baird@sedgwick.com
(661) 619-3520



ERGONOMIC EVALUATION REQUEST FORM

Northern California Cities Self- Insurance Fund (NCCSIF) is pleased to offer ergonomic evaluation services. Sedgwick is the risk control service partner to NCCSIF and conduct the evaluation. If you have any questions, please reach out to Shane Baird: shane.baird@sedgwick.com.

Member Entity Name: **Today's Date:**

Your Name: **Phone:**

Your Email Address:

Employee Contact Information

*Please include pictures of your workstation.

Employee Name: **Job Title:**

Email Address: **Phone Number:**

Employee Work Site Address:

Employee Work Hours:

Date Ergo Evaluation Needed by:

Please provide a reason for the ergonomic evaluation request: (explain employee symptoms or workstation issues).

(If additional room is needed, please attach separate sheet.)

Please e-mail the completed form to: Shane Baird shane.baird@sedgwick.com or (661) 619-3520

NCCSIF Program Administrators:

Marcus Beverly Marcus.Beverly@alliant.com or Jenna Wirkner Jenna.Wirkner@alliant.com



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**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 15, 2026**

Agenda Item F.3.

FY 26/27 RISK CONTROL SERVICE PLAN

INFORMATION ITEM

ISSUE: Shane Baird, Sr. Consultant, Risk Control Services, will provide an overview of the services available to members and solicit feedback on training topics, risk management support, or other focus of risk control efforts for the 2026/2027 Program Year.

The contract for Risk Control Services provides the following scope of services, with each member able to customize the plan to their needs. Certain areas may be a focus for all members based on loss experience, evolving risks, or the need to establish baseline standards and goals.

Member Services

Provide the equivalent of three days (provided in half day and/or full day increments) of risk control services to each member, Risk control services may include assisting with best practice recommendations identified in the loss runs analysis and/or the Risk & Regulatory Audit. In addition, the following services include:

- Onsite or virtual trainings to meet the Cal/OSHA requirements and identify gaps.
- Participate in safety committee meetings
- Provide sample written programs/policies and assist with development and implementation.
- Facility inspections that focus on Cal/OSHA compliance, liability exposures, workers compensation exposures, and other hazards
- Provide cause and analysis
- Other consulting services as needed

Members may request a risk management orientation for Managers and Supervisors. This orientation is designed to provide your management team with an understanding of risk management best practices and services that are available as an NCCSIF member. The training is jointly presented by the NCCSIF Program Administrator, Sedgwick Account Manager (TPA) and Sedgwick Risk Control Account Manager. This service will not count toward the number of allocated service days.

Workers Compensation Claims Loss Analysis

Conduct in-depth claims loss analysis of the previous 5-year experience focusing on severity and frequency trends. Using a systematic approach to analyze loss data, the NCCSIF Risk



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**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 15, 2026**

Agenda Item F.3. *continued*

Control Manager will identify the loss drivers and recommend targeted services to pool members.

Risk & Regulatory Audit

Conduct biennial risk & regulatory audits for each member. The audit will identify gaps and include discussion on member's specific needs, development of action plans, and review of the available risk control resources to close the identified gaps. Services include on-site inspections, interviews with staff, and report writing. The NCCSIF Risk Control Manager will maintain and update the member's progress as the gaps are closed throughout the year.

Safety Communication/Resource Development

Timely safety topic alerts and information will be provided to NCCSIF members on a regular basis. In addition, Sedgwick Risk Control continues to build documents and tools for members to conduct a self-assessment of liability and employee safety exposures.

Training Coordination

Coordination of member training services and provision of regional trainings (training may be virtual or in person events). Trainings recently completed or planned for the program year include the following:

- Injury & Illness Prevent Program – July 2026
- Office Ergonomics – September 2026
- Industrial Ergonomics for Public Works September 2026
- Lithium Battery Safety – October 2026
- Verbal Judo & Deescalation - TBD
- Playground Inspections – TBD
- Heat Illness Prevention – April 2026
- Aquatic Facility Operator Course – May 2026
- More as they surface

Ergonomic Evaluations

Provide office ergonomic evaluations upon request, conducted in person or virtually.

Cash For Safety Culture

The NCCSIF Risk Control Manager will promote the cash for safety culture program. As entries are sent to the NCCSIF Risk Control Manager those entries are filed away. The NCCSIF Risk Control



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**Northern California Cities Self Insurance Fund
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Agenda Item F.3. *continued*

Manager will reach out to each member who submitted an entry (if they submitted multiple entries) and will assist the member to decide which entry will be presented at the April 2027 RMC meeting.

Additional Services and Resources

- Unlimited phone and email consultation with the NCCSIF Risk Control Manager
- Coordination support for members to request grants from the NCCSIF Cash for Safety Culture Risk Management Fund
- Access to the resources on the Sedgwick Risk Control website: <https://poolingguide.com/>
 - ***Online Streaming Videos*** - Members have access to over 400 on-line streaming videos to help comply with OSHA and other regulatory training requirements. Sedgwick-produced videos are also developed on key safety topics.
 - ***Safety Publications*** - Sedgwick Risk Control has developed customized safety publications that provide guidance on Cal/OSHA regulatory requirements and industry Best Practices. The publications are written in an interesting and informative manner, nicely designed, and ready for distribution.
 - ***Sample Programs, Forms, and Checklists*** - Up to date sample safety programs, forms, and checklists are available in a streamlined, yet comprehensive manner. These documents are in Word or Excel format so that each member can easily customize them.

FISCAL IMPACT: None expected from this item.

RECOMMENDATION: Information Only – review and provide feedback and direction.

ATTACHMENTS: None



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**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 15, 2026**

Agenda Item F.4

CASH FOR SAFETY AWARDS RECOGNITION 25/26

INFORMATION ONLY

ISSUE: The Program Administrators received nominations for the “Cash for Safety Culture” program awards which were voted on and approved by the Board of Directors at the June meeting.

Cash prizes were awarded for the

- City of Yuba City, Safety Culture Champion
- City of Galt, Safety Culture Advocate
- City of Auburn, Safety Culture Leader
- City of Willows, Safety Culture Supporter
- City of Oroville, Safety Culture Supporter

Safety Culture Partner:

- City of Anderson
- City of Corning
- City of Dixon
- City of Ione
- City of Red Bluff
- City of Rocklin

FISCAL IMPACT: None expected from this item.

RECOMMENDATION: None - information only.

BACKGROUND: The program is designed to recognize and reward members for promoting a positive safety culture within their organization. Members are encouraged to identify risks within their organizations, develop an idea or solution to reduce the risk, and describe the results. The award criteria will be based on proactive/innovative safety solutions that were implemented by the member and improved employee safety or reduced risk exposures.

ATTACHMENT(S): None.



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 15, 2026**

Agenda Item F.5.

POLICE RISK MANAGEMENT COMMITTEE UPDATE

INFORMATION ITEM

ISSUE: Alliant will present an update on the activities of the Police Risk Management Committee (PRMC). PRMC meetings are held quarterly with most of them being in-person at the Events Center in Rocklin.

November 13, 2025 – SWORN.ai

SWORN.ai provided an overview and demo to the PRMC. SWORN.ai is a complete health and wellness platform built for public safety professionals. The technology delivers personalized, real-time insights into stress, sleep, nutrition, and activity and connects with popular wellness apps.

February 5, 2026 – Derick Konz and Bill Bittner of Angelo, Kilday, and Kilduff presented a legal update on the many new California laws affecting police agencies.

May 14, 2026 – Retired Chief Denton Carlson and Sara Edmonds presented on the California Accreditation for Public Safety (CAPS) program. The presentation covered the structure of the program, how standards are applied and what implementation looks like.

August 6, 2026 – Derick Konz of Angelo, Kilday, and Kilduff presented Police Pursuit Liability and Immunity which covered required written policy and annual training.

FISCAL IMPACT: None expected from this item.

RECOMMENDATION: None - information only.

BACKGROUND: NCCSIF contracts with Sedgwick to provide Risk Control Services including the facilitation of the Police Risk Management Committee meetings.

ATTACHMENT(S):

1. Police Risk Management Grant Fund Usage Report
2. Police Risk Management Grant Fund Request Form

	A	B	L	M	N	O	V	W	X	Y	Z
1		NCCSIF POLICE RISK MANAGEMENT GRANT FUNDS HISTORIC USAGE REPORT									
2											
3		Member	FY 23/24 \$50,000 Grant Fund Allocation	FY 24/25 \$100,000 Grant Fund Allocation	FY 25/26 \$100,000 Grant Fund Allocation	FY 26/27 \$100,000 Grant Fund Allocation	Member Specific Police Fund Contributions FY 21/22 to FY 26/27	TOTAL GRANTS	YTD Reimbursements Made	REMAINING FUNDS 10/7/26	Reimbursement Notes/Plan Usage
4	1	Anderson	\$1,515	\$3,030	\$3,030	\$3,030	\$4,952	\$27,677	\$24,500	\$3,177	10-22-25 Bodyworn Cameras
5	2	Auburn	\$3,030	\$6,060	\$6,060	\$6,060	\$0	\$45,450	\$28,149	\$17,301	4/25/17 \$6,280.56 (12 VieVu LE4 mini body worn cameras) 9/8/17 \$3,029.18 (4 VieVu LE4mini & 1 multi-dock LE4) 2/5/19 \$2,810.26 portion of invoice (16 VieVu LE5 body worn cameras) 3/24/21 \$5,998.49 Body Cameras 9/29/22 VIEVU Bodyworn Camears 9/19/24 Lexopol Training Bulletin 8/8/25 Rollbot
6	3	Colusa	\$1,515	\$3,030	\$3,030	\$3,030	\$8,360	\$31,085	\$3,030	\$28,055	7/27/17 \$3,030 (concealable vests with load bearing carriers)
7	4	Corning	\$1,515	\$3,030	\$3,030	\$3,030	\$8,480	\$31,205	\$12,073	\$19,133	9/6/16 \$3,291.26 (4 VieVu LE4 body cameras) 2/15/19 \$2,301.12 firewall 1/14/25 Front door upgrades
8	5	Dixon	\$3,030	\$6,060	\$6,060	\$6,060	\$5,000	\$50,450	\$23,846	\$26,604	4/20/17 \$6,060 (30 Wolfcom Vision 1080p body camera with rotatable camera head and 32GB memory) 6/1/18 \$2,934.38 (3 Wolfcom Vision 1080p body camera + training cost for force options simulator) 3/6/20 \$2,631.63 (5 Wolfcom Body Camera + 1 docking port) 8/26/20 IA PRO Program 2/7/23 DeleteMe App - Removes officers personal information from the internet
9	6	Elk Grove*	\$3,030	\$6,060	\$6,060	\$6,060	\$0	\$45,450	\$27,210	\$18,240	1/11/18 \$9,090 (WatchGuard Vista HD body cameras) 3/20/19 \$3,030 (portion of Cordico Wellness Program) 11/4/19 \$3,030 (portion of 2019 BWC purchase/Vista HD) 5/6/22 \$6,060 (portion of Cordico Wellness Program) 10/17/23 \$6,000 My Steady Mind
10	7	Folsom	\$3,788	\$7,575	\$7,575	\$7,575	\$400,000	\$456,813	\$22,725	\$434,088	10/5/16 \$7,576 (8 VieVu LE4 body camera and 1 multi-dock network station) 12/16/20 \$15,150 Iapro software 1/25/18 Plan to use fund /BWC program under consideration
11	8	Galt	\$3,030	\$6,060	\$6,060	\$6,060	\$285,000	\$330,450	\$230,589	\$99,861	2/28/22 AXON Body Worn Cameras 2/13/24 Gym Equipment and Tactial Vests 12/17/24 Starchase and Glock Guns
12	9	Gridley	\$1,515	\$3,030	\$3,030	\$3,030	\$80,000	\$102,725	\$4,543	\$98,182	9/6/16 \$3,291.26 (4 VieVu LE4 body camerass) 3/28/18 \$1,252 (one VieVu LE5 camera and seven Public Safety Vests) 8/7/20 \$2,700.41 (load bearing vests and flashlights) 11/2/16 \$1,655.23 (2 VieVu LE4 body camera)
13	10	lone	\$1,515	\$3,030	\$3,030	\$3,030	\$15,331	\$38,056	\$10,605	\$27,451	9/8/17 \$1,736.24 balance (2 VieVu LE4 body cameras and 2 LE4 Cradle) 5/21/18 \$1,234.14 (2 VieVu LE5 body camera and license for Veripatrol Software) 5/28/21 Lava Dog Fire and Police Supply (Riot helmets, batons, gas masks and filters) 3/7/22 LENSLOCK Cameras

	A	B	L	M	N	O	V	W	X	Y	Z
3		Member	FY 23/24 \$50,000 Grant Fund Allocation	FY 24/25 \$100,000 Grant Fund Allocation	FY 25/26 \$100,000 Grant Fund Allocation	FY 26/27 \$100,000 Grant Fund Allocation	Member Specific Police Fund Contributions FY 21/22 to FY 26/27	TOTAL GRANTS	YTD Reimbursements Made	REMAINING FUNDS 10/7/26	Reimbursement Notes/Plan Usage
14	11	Jackson	\$1,515	\$3,030	\$3,030	\$3,030	\$0	\$22,725	\$18,563	\$4,162	4/20/20 Jackson PD in process of acquiring new body cams. 1/7/2021 \$9,090 Vista HD Wearable Camera User Guide 4/17/26 Lenslock Body Worn Cameras
15	12	Lincoln	\$3,030	\$6,060	\$6,060	\$6,060	\$0	\$45,450	\$27,271	\$18,180	10/5/16 \$6,060 (8 VieVu LE4 body cameras) 2/25/21 \$11,632 (14 Watchguard body worn cameras) 4/19/24 \$9,090 Body Worn Cameras
16	13	Marysville	\$2,273	\$4,545	\$4,545	\$4,545	\$0	\$34,088	\$20,453	\$13,635	8/18/17 \$4,919.87 (6 VieVu LE4 body cameras) 7/25/23 \$15,533 (Body Cameras)
17	14	Nevada City	\$1,515	\$3,030	\$3,030	\$3,030	\$0	\$22,725	\$7,575	\$15,150	2/6/18 \$4,545 (Body Camera Storage and Equipment cost for 2015-2017) 7/15/19 \$1,515 (Axon Body Camera Storage) 4/17/20 \$1,515.00 (Body Camera Storage Fees) 3/31/21 \$1,515.00 (Body Camera Storage Fees)
18	15	Oroville	\$3,030	\$6,060	\$6,060	\$6,060	\$0	\$45,450	\$31,968	\$13,482	9/23/16 \$3,010 (Video Storage Buffalo Terastation) 10/5/16 \$3,050 (5 VieVu LE4 body cameras) 11/20/17 \$1,174.00 (1 Tactical Armor-Ballistic Vest) 9/4/18 \$4,886 (20 VieVu LE5s body cameras) 1/26/26 \$10, 396.66 Gym Equipment 9/14/26 Stairclimber \$9,451.54
19	16	Paradise	\$2,273	\$4,545	\$4,545	\$4,545	\$0	\$34,088	\$18,180	\$15,908	11/15/16 \$762.14 (5 flashlights) + \$1,477.28 (1 VieVu LE4 multi-dock station) 3/14/17 \$2,305.58 (Ballistic Vests) 5/3/19 \$1,895.50 (five load bearing vests) 8/7/20 \$2,700.41 (load bearing vests and flashlights) 7/27/22 \$9,039 Body Worn Cameras
20	17	Placerville*	\$1,515	\$3,030	\$3,030	\$3,030	\$0	\$22,725	\$13,928	\$8,797	12/28/17 \$3,970.32 (4 Tactical Armor-Ballistic Vests) 10/3/19 \$3,674.75 (Fitness Equipment) 11/18/20 \$1,077.49 (Treadmill) 9/29/21 \$1,382.87 (Kettlebell, Resistance bands, under desk bike pedal, weight bench, battle rope) 4/30/26 BWC Video Release and Redaction
21	18	Red Bluff	\$2,273	\$4,545	\$4,545	\$4,545	\$0	\$34,088	\$20,452	\$13,635	2/17/17 \$1,473.74 (Apex Body cam storage remediation) 10/18/17 \$3,071.26 (5 VieVu LE4 body cameras) 1/25/18 Plan to use to purchase more BWC & future funds to replace old cameras. 3/27/20 Red Bluff PD BWC is fully funded; plan to use funds for fitness equipent. 5/26/20 \$6,814.17 (Fitness Slam Balls, ball rack, cable machine, dumbbell rack, kettlebell racks, kettlebells and bumper rack) 10/29/21 \$2,692.86 (3 Body Cameras, 12 Clip Lock Metal Clips) 11/14/23 Lenslock Cameras
22	19	Rio Vista	\$1,515	\$3,030	\$3,030	\$3,030	\$0	\$22,725	\$19,695	\$3,030	11/16/17 \$4,241.15 (9 VieVu LE5 body cameras) 6/4/26 \$7,574.85 Computers for RIMS
23	20	Rocklin	\$3,030	\$6,060	\$6,060	\$6,060	\$64,291	\$109,741	\$55,242	\$54,499	10/5/16 \$6,516.24 (4 VieVu LE4 body cameras, 1 LE4 multi-dock, 1 LE3 multi-dock) 1/3/19 \$5,603.76 (58 Lenslock bwc cameras and 25 in car dash cameras) 11/9/20 \$6,060 (Lenslock software) 4/22/25 40 mm single launcher
24	21	Willows	\$1,515	\$3,030	\$3,030	\$3,030	\$0	\$22,725	\$22,725	(\$0)	7/2/19 \$2,130 for 19/20 Lexipol-Fire Policy Service annual fee 7/1/20 \$2,157 for 20/21 Lexipol- Fire Policy Service annual fee 6/15/21 \$2,178 21/22 Lexipol- Fire Policy Service annual fee 6/15/21 \$2,010 Lexipol Fire Policy Service 6/21/24 Lexipol Fire Services 6/30/25 Lexipol Fire Services 6/23/26 Lexipol Fire Services Lexipol LE Policy Subscription

	A	B	L	M	N	O	V	W	X	Y	Z
3		Member	FY 23/24 \$50,000 Grant Fund Allocation	FY 24/25 \$100,000 Grant Fund Allocation	FY 25/26 \$100,000 Grant Fund Allocation	FY 26/27 \$100,000 Grant Fund Allocation	Member Specific Police Fund Contributions FY 21/22 to FY 26/27	TOTAL GRANTS	YTD Reimbursements Made	REMAINING FUNDS 10/7/26	Reimbursement Notes/Plan Usage
25	22	Yuba City	\$3,030	\$6,060	\$6,060	\$6,060	\$0	\$45,450	\$26,689	\$18,761	5/5/17 \$6,060 (Data911 body-worn cameras) 7/12/21 \$3,699.05 (Treadmill) 11/1/23 Gym Flooring 4/23/25 Treadmill 9/16/25 Wellness Program
26		TOTAL	\$49,995	\$99,990	\$99,990	\$99,990	\$871,414	\$1,621,339	\$670,010	\$951,329	



POLICE RISK MANAGEMENT GRANT REQUEST FORM

Member Entity Name: _____

Submitted by: _____ Submission Date: _____

Available Funds: _____ Requested Funds: _____

Please use the following lines to describe the proposed use for your funds, and be sure to attach any applicable backup data such as purchase order, receipts, etc.

(If additional room is needed, please attach separate sheet.)

Check Payable to: _____

Mail Check to: _____

Signature: _____ Date: _____

Please e-mail the completed form to: Jenna Wirkner at Jenna.Wirkner@alliant.com

STAFF USE ONLY

Program Administrator Approval: _____

Total Amount Subject to Reimbursement: \$ _____



[BACK TO AGENDA](#)

**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 15, 2026**

Agenda Item F.6.

TRAINING RESOURCES

INFORMATION ITEM

ISSUE: Members will receive an overview of Training Resources available to members.

- DKF Training Link
- Sedgwick Risk Control (Zywave)
- PRISM – Vector Solutions
- Safety National
- The Briefing Room
- Alliant Risk Control Webinar
- Return to Work

FISCAL IMPACT: None expected from this item – training is budgeted.

RECOMMENDATION: None-information only.

BACKGROUND: None.

ATTACHMENT(S):

1. Training Link Website Overview and Classes Offered
2. Safety National
3. Alliant Risk Control Webinar
4. PRISM Resource Guide
5. Return to Work Brochure and Bridge Assignment Sample



Training Content Library for TrainingLink Pro & TrainingLink Basic Subscribers

rev. 8-20-24

www.traininglink.com

Welcome to the guide to the training content available for TrainingLink subscribers. This document outlines the range of learning options we offer, including live trainings, live and recorded tailgates, live and recorded webinars, and self-directed computer-based training modules. Our library is continually expanding, so if you don't find the specific content you're looking for, please check the website or reach out to us at training@dkfsolutions.com. We're here to support your training needs and ensure you have access to the latest resources.

Live Online Training

*Offered live online twice per year and available on-demand in between sessions for **TrainingLink Pro** subscribers. **TrainingLink Pro** subscriber employees can choose up to six trainings per year from the following list. **TrainingLink Basic** subscribers can attend live sessions by purchasing seats on the **Register for Training** page.*

- Bloodborne Pathogens
- Confined Space - Entrant/Attendant
- Electrical Safety (Low Voltage) - Awareness: Electrical Safety for Wastewater Operators
- Excavation - Competent Person
- Fall Protection- Authorized Person
- Flagging/Traffic Control
- Forklift Safety Awareness: Operator Safety Theory
- Hazardous Waste Management: Hazardous Waste Handler T22
- Hearing Conservation
- Heat Illness
- Lockout/Tagout Training for Authorized Employees
- Respiratory Protection
- Underground Marking & Locating
- Workplace Violence Awareness & Prevention

Pre-Recorded Tailgate Videos

*Approximately 15-20 minutes each. Live sessions are conducted biweekly and archived for on-demand viewing by **TrainingLink Pro** and **TrainingLink Basic** subscribers.*

- Animal Safety
- Back Safety & Ergonomic Adventures
- Back Safety & General Ergonomics
- Biological Hazards in Sewage and Wastewater

- Bloodborne Pathogens
- Cal/OSHA: A Brief History
- CalOSHA Has One Job
- Chainsaw Safety
- Compressed Gas
- Confined Space
- COVID-19 2022 Edition
- CPR AED History
- Crane Safety
- Defensive Driving
- Dig Safe... Can you dig it?
- Driver Safety
- Driving Safety
- Electrical Safety
- Ergonomics
- Excavation Safety
- Eye Protection
- Fall Protection
- Fire Extinguisher Safety
- Gas Monitoring
- Gloves
- Hazard Communication
- Head Protection
- Hearing Conservation
- Heat Illness
- Heat Illness: Wet Spring
- Heavy Machinery
- Hot Work
- Ladder Safety
- Ladder Safety
- Lockout/Tagout
- New for 2024
- Poison Oak
- Power Tools
- Respirator Types and How They Work
- Respiratory Protection
- Safety Glasses
- Sewer Backups and Angry Customers
- Slips, Trips and Falls
- Tool Safety (Small Angry Tools)
- Traffic Clothing
- Traffic Control Safety
- Traffic Control: Traffic Cones
- Traffic Safety
- Trenching
- USA: DigSafe
- What Goes Up... Ladders
- When Animals Attack
- Wild Kingdom - Animal Safety
- Wildfire Smoke
- Wildlife at Work
- Working at Elevation

Pre-Recorded Webinar Videos

*Approximately 45-60 minutes each. Live webinars are conducted regularly and archived for on-demand viewing by **TrainingLink Pro** and **TrainingLink Basic** subscribers.*

- 2+ Years, No SSOs - How We Did It
- 6 Types of Working Genius
- A Wet Weather Story - Extreme Precipitation Hits the Bay Area
- Accident Investigation - A Supervisor's Roles and Responsibilities
- America's Water Infrastructure Act
- Asbestos Training Requirements
- Back Injury Prevention and the NIOSH Lift Equation
- Backhoe/Excavator Safety
- Basics of Sewer System Design
- Best Practices for Preparing Collection System LROs, Supervisors, and Managers for Water Board Inspections
- Building a FOG Control Program That Works!
- Cal/OHSA Training Requirements
- Cal/OSHA Crane Operator Safety
- Cal/OSHA Multi-Employer Worksite Safety
- Cal/OSHA Silica Regulations
- Cal/OSHA Top 25 Violations 2021-2022
- Cal/OSHA's Emergency Covid-19 Regulations
- CalOSHA Inspection and Serious Injury Reporting - Understanding and Knowing Your Responsibilities
- CalOSHA Reporting Requirements
- CalOSHA's Fall Rescue Requirements
- Competency Based Training
- Confined Space Ventilation
- Continuity of Operations in an Emergency
- Contract Management: Tools, Tips and Tricks
- Contractor Liability for Public Agencies: Risks and Management Techniques
- Contractual Risk Transfer
- Covid-19 Employee Exposure Control Plan
- Cyber Security Basics

- Cyber Security for Employees
- Cyber Security Self-Audit
- Cybersecurity Email and Web Browsing Best Practices
- Developing a Stormwater Emergency Response Plan
- Developing Condition Assessment Programs
- Developing Your Leadership Skills: Building Depth for Succession
- Easement Maintenance: You Never Know What You May Find
- Effective Force Main Condition Assessment
- Effective Knowledge Transfer & Operator Qualification
- Effective Safety Tailgate/Toolbox Training
- Electrical Line Clearance Safety
- Elements of Effective Contract Management Program
- Fall Protection Requirements for Wastewater and Public Works
- Forklift Safety Awareness
- Hazard Communication Including Globally Harmonized System of Classification and Labeling of Chemicals
- Heavy Equipment: Combination Hydro-Vac & CCTV Inspection Unit - Strategies for Safe and Efficient Use
- Hot Spot / High Frequency and Reduction Strategies
- How To ID and Classify Confined Spaces for Wastewater Workers
- How to Run a Collection System: Managing the Risks and Solving the Problems
- How to Train Adult Learners
- Hydro Jetting and Power Rodding
- Incident Investigation: Getting to the Root Cause for Accident Prevention
- Insurance Requirements in Contracts
- Introduction to Locating: 811
- Job Hazard Analysis - Your Safety Super Tool
- Just In Time Training: Improving Effectiveness and Efficiency in Your Training
- KnowledgeVine- Leveraging Technology to Create a Sustainable Safety Culture
- Lifecycle of a Sewer Backup Claim
- Lift Station Inspection and Condition Assessment
- Maintenance Strategies to Keep Your Infrastructure from Failing
- Manhole Inspections and Rehabilitation
- Mastering FOG Management: Best Practices for an Effective Fats, Oils, and Grease Program

- Navigating FEMA Assistance
- New Employee Orientations Made Easy
- NFPA 70E Electrical Safety 2024 Update
- OERP to Spill Emergency Response Plan What's New for Collection System Operators
- On-Boarding a New Sewer Collections Worker
- Overview of the Reissued WDR: What's changed and what do you have to do?
- Physical Demand Assessments
- Preventing and Responding to Vehicle Accidents
- Protecting Wastewater Infrastructure Assets
- Pump Station Emergency Response Plans: A Commonly Overlooked SSMP Requirement
- Pump Station Failures and Class Action Lawsuits
- Ransomware and Cyber Attack Incident Response
- Regulatory Compliance Best Practices: 2022 "Reissued" WDR
- Remote Training Solutions for Public Works, Water and Wastewater Workers
- Resilience Planning for Remote Facilities
- Root Cause Analysis
- Root Cause Analysis Following an Accident/Incident
- Safety Responsibilities for Supervisors and Managers
- Safety Training and Learning Management for Public Works and Wastewater Utilities
- Say What?! Mitigating Safety Risks in High Noise Areas with the Help of Sonetics Wireless Headsets
- Selecting the Best Method and Nozzle/Attachment for Cleaning Pipe
- SERP Services
- Service Truck Crane (Mechanical Crane)
- Sewer Backup Policy & Procedure: What to Include in your SERP
- Sewer Combo & CCTV Inspection Units
- Sewer Lift Station Inspection and Condition Assessment
- Shifting the Wellness Mindset: Building a Fit-for-Life Culture
- Sidewalk and Streets: Implementing an Effective Program to Manage the Exposures
- Simple Rules for a Safe Home Office
- SmartCover Case Studies
- Smooth Operations, Solid Safety: Harnessing Smart SOP for SOPs and LOTO
- Soft Tissue Injury Risks and Solutions for Collection, Ops and Maintenance Workers
- SOPs- The Key to Effective Training and Employee Safety

- Standard Operating Procedures (SOP) 2023: Risk Mitigation & Regulatory Compliance
- State of the Insurance Market: December 2022
- Strategies for Onboarding the New Collections System Worker
- SWRCB Revised Spill Emergency Response Plan (SERP) Requirements?
- Temporary Traffic Control
- The Reissued WDR Part 2
- The State of the Insurance Market: December 2023
- Training Tools for On-Boarding Collection System Workers
- TrainingLink: Cal/OSHA Training Made Easy
- Treatment Plant Operator Competency Based Training
- Trees, Trees, and More Trees! Implementing an Effective Program to Manage the Exposures
- Underground Service Alert
- Underground Utility Locating
- Understand SB 553 Workplace Place Violence Prevention Plan
- Understanding Risk Management
- Understanding The ASTM F3445 Slip Resistant Footwear Standard
- Unlocking Knowledge Transfer: Turning WWTP O&M Manuals into Interactive Training Tools
- Unveiling Sentinel: The CSRMA Solution for Worker's Compensation Management
- Using Leading Indicators to Improve Program Performance
- Vehicle Inspections for Combination Units
- Waking Up Emergency Operations Plans
- Water Main Repairs: Returning Depressurized Line to Service
- Water System Emergency Response Plan: Getting Compliance and Capability
- What Supervisors Need to Know About Workers' Compensation to Avoid Legal Pitfalls
- Wildfire Preparedness and Prevention
- Wildfire Property Risk Mitigation for Agencies that Own and/or Operate Exposed Facilities
- Workplace Violence Awareness and Prevention
- Wrong Chemical in the Wrong Tank

Printable Tailgate Materials

*Approximately 15 minutes of downloadable content designed for in-house trainers. Content is included in **TrainingLink Pro** and **TrainingLink Basic** subscriptions.*

- Accident Investigation for Supervisors
- Accident Prevention Signs and Tags
- Aerial Lift Safety
- Asbestos Safety
- Asphalt Fumes
- Back Safety
- Batteries
- Bloodborne Pathogens
- Blown Toilets
- Boating
- Boom Collapse
- Buried Utilities
- Carbon Monoxide Poisoning
- Carpal Tunnel Syndrome
- Chainsaw Safety
- Cold Weather
- Commercial Vehicle Backing Safety
- Compressed Gas Safety
- Confined Space Awareness
- Cranes and Hoists
- Driving Safety
- Electrical Safety
- Emergency Action Plan
- Ergonomics
- Excavation Safety
- Eye Protection
- Fall Protection
- Field Ergonomics
- Field Ergonomics and Back Safety
- Fire Extinguisher Safety
- Fire Prevention
- Flagging Safety
- GHS Safety Data Sheets
- Golf Cart Safety
- Hazard Communication and GHS
- Hazardous Chemicals
- Hazardous Materials on the Side of the Road
- HAZWOPER
- Head Protection
- Hearing Conservation
- Heat Illness
- Heat Illness
- Homeless Individuals and Encampments
- Hot Work
- Inspecting Harnesses
- Inspecting Lanyards
- Inspecting Self-Retracting Lifelines
- Ladder Safety
- Lawn Mower Safety
- Lead Exposure
- Lifting and Carrying Materials
- Lockout Tagout
- Lyme Disease
- Nail Guns
- Night Shift
- Office Safety
- Overhead Power Lines
- Oxygen and Acetylene Gas Safety
- Painting and Spraying Safely
- Personal Protective Equipment

- Pesticide Safety
- Pesticide Use
- Pests and Vermin
- Poison Oak
- Power Saws
- Power Tools
- Powered Landscaping Equipment
- Rattlesnakes
- Roadside Safety
- Rodent Prevention and Housekeeping
- Rodents and Other Pests
- Safe Driving - Navigating Turns and Intersections
- Shift Work
- Silica
- Step Ladders
- Temporary Traffic Control
- Tree Care Work
- Tree Trimming
- Tree Work Safety
- Underground Marking and Locating
- Vehicle Accidents
- Vibration
- Welding
- Welding, Cutting and Brazing
- Wet Concrete
- Wheels and Rims Tire Inflation
- Wood Chippers
- Zoonotics

Self-Directed Computer-Based Training

*Approximately 30-60 minutes each on average. The complete library is available on-demand to **TrainingLink Pro** subscribers for unlimited use. **TrainingLink Basic** subscribers can purchase access to individual courses on the **Register for Classes** tab.*

- Accident Prevention
- Accident Prevention Signs and Tags
- Backhoe Operation
- Basic Math for Collection Systems Workers
- Bloodborne Pathogens
- Boilers 101: Inspections, Maintenance & Operation
- Bypass Pumping
- Cal/OSHA Inspections
- Cal/OSHA Record Keeping
- Chainsaw Safety
- Closed Circuit Televising (CCTV)
- Collection System 101
- Compressed Air Safety

- Conducting Competency Assessments & Reacting to the Outcomes
- Conducting Trip Inspections for Vehicles and Equipment
- Confined Space
- Confined Space Ventilation
- Construction Inspection Training Course
- Continuity of Operations Planning for Wastewater Agencies
- Contract Management
- Cover Removal Safety: Know the Risks and Avoid the Hazards
- COVID-19 Exposure Control and Disease Preparedness Response Plan Training
- Crane Operator Regulatory Requirements
- Defensive Driving
- Developing Condition Assessment Programs June 2022
- DOT Drug and Alcohol Awareness for Employees
- DOT Drug and Alcohol Testing/Requirements for Supervisors
- Easement Maintenance
- Easement Maintenance & Repair
- Electrical Protection
- Email & Web Browsing Cyber Security
- Emergency Action Plan
- Emergency Eyewash Stations
- Employees' Workers' Compensation Rights & Responsibilities
- Everyday Asset Management June 2022
- Excavation & Trenching Awareness
- Fall Protection
- Finding Your Alligators - Lifting Safety
- Fire Extinguisher Training
- Fire Prevention Plans
- Grounds Safety
- Hand and Power Tool Safety
- Hazard Communication & GHS
- Hazardous Waste Handling and Emergency Procedures
- Hazards on the Road: Road Rage
- HazMat Incident The Role of the First Responder
- Hearing Conservation

- Hearing Protection
- Heat Illness
- Hot Work 2021
- Hotwork (2023)
- Housekeeping
- How to Read Sewer Maps
- Human Error 101
- Hydrogen Peroxide
- Illness and Injury Prevention Program
- Jet Rodding (Hydro Jetting)
- Ladder Safety
- Lateral Maintenance
- Lockout/Tagout
- Machine Safeguarding
- Maintenance Strategies to Keep Your Infrastructure from Failing June 2022
- Manhole Cover Removal
- Manhole Inspection and Rehabilitation
- Mechanical Rodding
- Multi-Employer Responsibility
- Multi-Employer Worksite Safety Rule
- Near Miss 2021
- NFPA 70E Overview
- Office Ergonomics
- Office Safety
- Overhead Cranes and Hoists
- Personal Protective Equipment
- Plugging Sewers
- Pneumatic Tool Safety
- Power and Hand Tool Safety
- Powered Cart & Low Speed Vehicle Safety
- Preparing for Your Next SSO
- Prevent Dog Bites: Learning to Deal with Dogs on the Job
- Public Agency Risk Management
- Reissued WDR

- Resilience Planning for Wastewater Industries
- Respiratory Protection
- Roadway Restoration and Repairs
- Rodder Safety
- Root Cause Analysis
- SCORE | Bloodborne Pathogens Employee Training
- SCORE | Confined Space Safety
- SCORE | Confined Space Training 2022
- SCORE | COVID-19 (May 2022)
- SCORE | Illness and Injury Prevention Program
- SCORE | Lockout/Tagout Employee Training Course
- Setting Up a Home Office
- Sewer Cleaning Nozzle Selection
- Sewer Easement Maintenance Part 1
- Sewer Easement Maintenance Part 2
- Sewer Easement Maintenance Part 3
- Sewer Force Main Condition Assessment June 2022
- Sewer Overflow and Backup Response
- Silica Regulations | Part 1
- Silica Regulations | Part 2
- Simple Rules for Safe Lifting
- Skid Steer Operations
- Slips, Trips, and Falls
- Sodium Bisulfate
- Sodium Hydroxide
- Sodium Hypochlorite
- Spot Repairs
- SSO Emergency Response Preparedness
- Supervision for Safety
- Tactical Communication Skills When Dealing with the Public
- Traffic Control Awareness
- Traffic Safety Training: Temporary Traffic Control
- Underground Service Alert

- Underground Utility Locating
- USA Call Before You Dig
- Vacaville | New Employee Orientation
- Vacuum Truck Safety
- Vacuuming - Combination Unit
- Vehicle Inspection for Combination Units
- Violence Against Public Utility Workers Training
- Wastewater Collections Systems 101
- Wastewater Utility Security and Vulnerability Assessment
- Water Quality Monitoring Plan
- Water Sampling Training Course
- Welding Safety
- What to Do Following a Vehicle Accident
- What to Include in Your SERP
- Wildfire Preparedness
- Workers' Compensation 101
- Workers' Compensation for Supervisors
- Workplace Bullying
- Workplace Violence, Protecting Your Agency's Most Valuable Resource

Non-Subscriber Training

*TrainingLink offers a wide range of live online and on-site training outside of the TrainingLink subscriptions. Search the upcoming training schedule at **www.traininglink.com** or on the **Register for Classes** tab after you log in to TrainingLink. Contact us at **training@dkfsolutions.com** to arrange an on-site training at your facilities. The following is a selected list of classes we offer. Please note that not all topics are offered every year.*

- Accident Investigation Safety Awareness
- Aerial Lift/Boom Training: Aerial Lift/Boom Qualified Operator
- America's Water Infrastructure Act (AWIA) - What You Need To Know
- Another Seat at The Table: Diversity & Inclusion
- Asbestos Awareness
- Asbestos Class III Maintenance Worker Initial
- Asbestos Pipe Awareness

- Atmospheric Monitoring
- Bloodborne Pathogens Safety Awareness
- Bulletproof Wastewater Treatment Plants
- Bypass & Drill Training
- Chainsaw and Woodchipper Safety
- CIWQS Training for Data Submitters and Legally Responsible Officials
- Collection System 101 - Intro to Collection System Operations and Maintenance
- Collection Workers Technical Certification Program Exam Prep
- Communicating to Connect - Methods for Moving Your Team from Me to We
- Communication Workshop- Understanding Your Team's Personality Styles
- Confined Space - Entrant/Attendant
- Confined Space - Entrant/Attendant & Confined Space Entry - Supervisor
- Confined Space - Non Entry Rescue & Confined Space - Entry Rescue
- Confined Space Awareness
- Confined Space Mandatory Training: includes Confined Space - Entrant/Attendant, Confined Space - Non Entry Rescue
- Contractual Risk Transfer
- COVID-19 Jobsite Screening for Symptoms
- CSRMA and Its New Physical Demands Assessment Web Application - Help Prevent CSRMA's Most Common Cause of Lost Time Claims
- CWEA TCP Prep for Grade 1 & 2
- De-escalation – How to Calm a Volatile Situation
- Defensive Driving
- Developing Condition Assessment Programs
- Developing Your Leadership Skills - Building Depth for Succession
- Diversity & Inclusion Training - Another Seat at The Table
- DOT Reasonable Suspicion Training
- Easement Maintenance
- Effective Hydro Flushing and Power Rodding Cleaning Techniques
- Electrical Line Clearance Safety
- Electrical Safety (Low Voltage) - Awareness: Electrical Safety Basics for the Non-Electrician
- Electrical Safety (Low Voltage) - Awareness: Electrical Safety for Wastewater Operators
- Electrical Safety (Low Voltage) - Qualified Worker
- Electrical Safety Awareness

- Emergency Evacuation Safety Awareness
- Emergency Preparedness and Response
- Ergonomic/Back Injury Prevention Safety Awareness
- Estimating Spill Start Time and Spill Volume - Strategies and Methods
- Excavation - Competent Person
- Excavation - Hazard Awareness
- Fall Protection - Authorized Person
- Fall Protection - Awareness
- Fall Protection Competent Person
- Fall Protection Competent Person- Refresher
- Fall Rescue
- Finding Solutions to Drinking Water Treatment Scenarios
- First Aid/CPR/AED
- Flagging/Traffic Control
- Flagging/Traffic Control & Collection Worker 101
- Forklift Authorized User
- Forklift Safety Awareness: Operator Safety Theory
- Grease Sand Interceptor Overview (3-Hr Live Online Training)
- Hazardous Waste Management: Hazardous Waste Handler T22
- HAZWOPER First Responder Awareness (FRA)
- HAZWOPER First Responder Operations (FRO) Refresher
- Hearing Conservation Safety Awareness
- Hearing Tests
- Hearing Tests & Respirator Fit Testing
- Heat Illness
- Heavy Equipment (Earth Moving Equipment) : Backhoe/Loader Safety
- Heavy Equipment: Aerial Lift/Boom Training : Aerial Lift/Boom Qualified Operator
- Heavy Equipment: Backhoe Initial
- Heavy Equipment: Combination Hydro-Vac & CCTV Inspection Unit - Strategies for Safe and Efficient Use
- Heavy Equipment: Hydro Jetting and Power Rodding Workshop
- Heavy Equipment: Sewer Combo Truck Operations for Efficiency and Safety
- Heavy Equipment: Skid Steer
- Heavy Equipment: Woodchipper Safety

- HMBP - T22
- HMBP-SPCC Procedures
- Homeless Encampment Cleanup Training
- Hot Spot/High Frequency Cleaning Reduction Strategies
- Hotwork
- How to Audit Your SSMP
- How to Establish Defensible Spill Volume and Spill Start Time Estimates
- How to Have a Difficult Conversation
- How to Run a Collection System
- I&I Program Strategies
- Improving Worker Safety by Managing Human Error
- Intensive Driver
- Introduction to Underground Utility Locating
- Ironclad Spill Documentation Workshop - 2 Part
- Job Competencies for Water and Sewer Workers: Training for Safety and Professionalism
- Just in Time Training and Reference Tools for Public Works, Water and Wastewater
- KnowledgeVine- Leveraging Technology to Create a Sustainable Safety Culture.
- Ladder Safety Awareness
- Ladder/Fixed Ladder Safety
- Lead Safety Awareness
- Lift Station Inspection & Condition Assessment
- Lockout/Tagout Affected Employee Safety Awareness
- Lockout/Tagout Training for Authorized Employees
- LVE Program Update
- Minimize Risk Exposure for Public Works Employee
- Multi-Employer Liability
- NEA Testing
- New WDR - Expediting WDR Compliance for Sewer Managers
- NFPA70E Electrical Safety in the Workplace
- Noise Assessment
- Non-Mobile Cranes and Hoists
- Non-Mobile Cranes and Hoists: Crane Operations/Rigging
- Office General Safety

- On-Boarding the Collection System Worker
- Organizational Values Workshop- Discovering Your Teams Values
- Personal Protective Equipment
- Pesticides
- Post Fall Rescue Training - CalOSHA Requirements, Planning, and Techniques
- Potable Water Emergency Response Plans in Accordance with the Federal Bioterrorism Act (and Common Sense)
- Preparing and Submitting the Annual Report - Due April 1
- Preparing for Annual Certified Spill Reporting of Category 4 and/or Non Category 1 Lateral Spills - Due February 1
- Process Control Testing for Wastewater Treatment Plant Operators
- Remote Office Ergonomics
- Remote Training Solutions for Public Works, Water and Wastewater Workers
- Respirator Physical and Fit Test
- Respiratory Protection
- Returning a Waterline to Service
- Risk Management 101
- Safety Tailgate - Private
- SB553 Workplace Violence Compliance
- SCORE - From SSMPs to SERPs to Claims
- SERP - Refresher for the New WDRs
- SERP Drills
- SERP Spill Documentation Assessment
- Sewer Cleaning 102
- Sewer Collections Employees: Online Library of Technical Skills Courses
- Sewer Easement Maintenance #1 of 3 - Preparing Collection System Workers
- Sewer Easement Maintenance #2 of 3 - Not all easements are created equal!
- Sewer Easement Maintenance #3 of 3 - Performing easement maintenance
- Sewer Pipe Repair and Trench Safety
- Sewer Spills and Backups: Emergency Response Preparedness
- Sewer Spills and Backups: SERP Policy Review
- Sewer Spills and Backups: SERP Refresher and Spill Drills
- Sewer Spills and Backups: Spill Documentation & Volume Estimation
- Sewer Spills and Backups: Spill Documentation: From Notification to CIWQS Certification

- Sewer Spills and Backups: Spill Emergency Response Drill
- Sidewalk Inspections: Liability Reduction Strategies
- Silica/Asbestos Testing
- So, you lost a water zone....Now What Do I Do?
- Source Control 101 for the Collection System Operator
- SSMP Auditing to Comply with 2022 WDR
- SSMP Site Specific
- Supervisor 101
- Surface Water Quality Sampling as Part of Your Spill Emergency
- Surface Water Sampling Following a Sewer Spill
- SWRCB February and April Reports
- Tactical Communication Skills When Dealing with Members of the Public
- Taking Ownership of the Lower Laterals and Developing Maintenance Programs
- Train-the-Trainer on Sanitary Sewer Spill Emergency Response Plan
- Transite Pipe (Asbestos) Initial Training
- Transite Pipe (Asbestos) Refresher Training
- Ultimate Collection System Operator
- Underground Marking & Locating
- Verbal Judo
- Wastewater Treatment Plant Lab 101 for Operators
- Water Distribution & Treatment Operator Math Workshop
- Water Quality Monitoring Plan
- Watering Sampling
- WDR for Collection Systems
- WDR Training for LROs, Managers, Supervisors, and Data Submitters
- Welding/Cutting/Brazing
- What to Do Following a Work Vehicle Accident
- Who's Going to Clean Our Sewers and Run Our Plants? Planning for the Next Generation of Employees
- Workplace Violence Awareness & Prevention
- Workplace Violence/Active Shooter Awareness
- Workzone Traffic Control & Flagger
- **Additional topics available upon request**

At TrainingLink, our mission is to empower public works, water, and wastewater utilities with industry-specific training solutions that enhance safety, efficiency, and compliance. We are committed to delivering best-in-class educational experiences tailored to the unique needs of these essential sectors. Through innovative training programs, expert-led instruction, and a focus on continuous improvement, we aim to equip teams with the knowledge and skills they need to drive excellence in their operations, safeguarding our communities and the environment.

**Contact us at
training@dkfsolutions.com or (800) 215-5206
for assistance with all your training needs.**

Jenna Wirkner

From: Jenna Wirkner
Sent: Thursday, August 14, 2025 9:07 AM
To:
Cc:
Subject: Safety National Training Resources
Attachments: August 2023 Demo Login.pdf

NorCal Cities Members now have access to Safety National Risk Control Services.

Safety National has a strong focus on risk management, and they offer many risk control services to their insureds. To allow you time to explore the range of services, we will send you information on a few resources at a time over the next several weeks. Some services are provided at no cost, and we have been offered unlimited access. Some of the services are at no cost, but Safety National has provided a limited number of licenses. Finally, some of the resources have no free access but are provided at discounted cost for those members that are interested. Safety National started as a workers' compensation carrier before starting to write liability coverage later in their history. As such, many of their resources are focused on safety issues.

Free Training Resources

- [SafetySkills](#) – aka “Safety Training Source” This is an online Learning Management System (LMS) with 1100+ courses. Click [here](#) for course catalogs.
- [Safety Source](#) –This is a online video on demand safety training library (Video on Demand).
- [Q Safety](#) Online driving simulation courses that use gamification.
 - [Safety: Emergency Responder Vehicle Education \(S:ERVE\)](#)
 - [Distracted](#) Driving (30 min) & Defensive Driving (3.5 hours)

Free Assessment Tool

[Office Ergonomics Solution](#). Helps employees assess and improve their own workstations.

If you would like to try out any of the resources without committing to registering, you can use the attached “August 2023 Demo Login.pdf” for links and access codes.

If you are ready to start using any of the resources, [Click Here](#). Once submitted, you will receive an email with logins for the resources.

If you have any questions, please let us know.

Thank you,

Jenna Wirkner, CISR
Account Manager
CA License No. 4044349



2026-27 RISK CONTROL TRAINING SERIES

Alliant Property Insurance Program

Alliant's goal is aimed at educating our clients in protection and occupational safety and health. Our new series is offered to all clients at no additional cost. Click on the title to register.

DATE	WEBINAR TITLE - DETAILS
August 12, 2026	<u>Wildfire</u> Alliant has partnered with Guardian Ember Defense to advance innovative wildfire mitigation strategies. In this webcast, we break down our approach and sit down with seasoned wildfire professionals who bring more than 30 years of frontline experience battling wildfires across Canada. Join the conversation to gain real-world insight into what works, what is changing, and how to better prepare for growing wildfire risk.
September 9, 2026	<u>Artificial Intelligence in Environmental Health & Safety</u> Artificial Intelligence is rapidly reshaping Environmental Health and Safety, but it's not a magic fix. In this webinar, we cut through the hype to explore how AI can predict risks, enhance workplace safety, and simplify compliance, while also looking at the real-world challenges, from data quality issues to privacy concerns and over-reliance on automation. Join us for a balanced and practical conversation about how to use AI responsibly to drive smarter decisions, safer workplaces, and sustainable results.
October 14, 2026	<u>The Value of Drone Technology in Property Inspections</u> Drone technology is transforming inspections by delivering faster results while significantly improving safety. What once required time-consuming, high-risk roof and building assessments can now be done efficiently from the ground. Its value extends well beyond inspections. Drones are increasingly used across property management for stormwater monitoring, erosion assessment, and wildfire risk management, expanding both visibility and control. Hear how industry experts are advancing drone technology and integrating it into everyday operations.
November 12, 2026	<u>Civil Unrest and Property Protection – How preparing your property protection plan can help reduce negative outcomes</u> Civil unrest can put your properties at risk if you are not prepared. A strong property protection plan can help reduce damage and limit disruption when events escalate. In this webinar, we will walk through practical and proactive steps to strengthen your plan and better protect your assets during periods of unrest.
December 9, 2026	<u>FEMA: Responding to Cat 4/5</u> Planning for a catastrophe can be the critical difference in a successful recovery and resuming operations following an event. Navigating FEMA regulations, guidelines and documentation is complex. We will break it down for you and shine some light on what can be a daunting experience.
January 13, 2027	<u>The Importance of High-Frequency Building Inspections and Why You are NOT Doing Them.</u> Relying on compliance-driven inspection policies can leave critical shortfalls when it comes to protecting your property. Learn how to incorporate higher-frequency building inspections into already existing maintenance programs, or how to build your own high-frequency inspection program from your existing personnel resources!
February 10, 2027	<u>Property Protection through Proactive Care</u> Alliant conducts hundreds of property loss control surveys each year, giving us a strong view of where risks show up and where things are often missed. In this webcast, specialists from our Property Risk Control team share what they see in the field and what it means for your organization. They'll cover the key pieces of a comprehensive property conservation plan and highlight the details that are often overlooked.
March 10, 2027	<u>Managing Your Construction Site</u> We'll be interviewing a construction specialist on common on substandard practices and processes in project findings to owner-controlled construction projects.



2026-27 RISK CONTROL TRAINING SERIES

May 12, 2027	Have you considered the thermal runaway exposure at your campus? Have you considered the risk of thermal runaway on your campus? Join us for a closer look at both the obvious and often overlooked exposures that exist across modern campuses today. We'll cover where these risks tend to surface, why they are frequently missed, and what steps you can take to better identify and manage them.
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June 9, 2027	Business Continuity Planning – Why do you need to plan contingencies and the impact of not having a plan Business continuity planning is not optional. Without a clear plan in place, even minor disruptions can turn into major setbacks. A strong COOP keeps operations moving and reduces the impact of unexpected events. This webcast breaks down why contingency planning matters, what's at risk without it, and how to start building a practical, comprehensive plan. Join us for practical takeaways to strengthen preparedness, reduce disruption, and keep operations running smoothly.
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All training sessions begin at 10am PT and are approximately 60 minutes.
Questions? Contact us at: riskcontrol@alliant.com



PRISM

Public Risk Innovation,
Solutions, and Management

QUICK START GUIDE

*Your Guide to Easy and Successful Implementation of
PRISM's Services and Partner Programs*

M A Y
2025

www.prismrisk.gov



ABOUT THE GUIDE

These Quick Start Guides were created to assist with easily and effectively rolling out services within our PRISM members' agencies.

Why the focus on ease of use?

Because engaged employees have the knowledge, skills, ability, and willingness to manage their safety and to act on employer's recommendations. Members that invest in safety and employee engagement can expect returns in the form of lower claims, higher morale, and improved bottom-line costs.

But the barriers are real, too: reluctant users, end-user questions, cumbersome enrollment, and puzzling interfaces. And that's why we created The Guide.

How to use The Guide?

In this guide, we describe how you can make the services work for you and your agency. Find out more about the benefits, services, products, and features of each one. Step-by-step instructions make it easy to started.

Eligibility

PRISM members who participate in a Major Program either directly, or via their parent Joint Powers Authority (JPA), may access the services contained in The Guide. Check out the [PRISM's Menu of Services](#) matrix for more information.

If you have any questions, please feel free to [contact us](#). Ready! Set! Break!



Risk Control



Risk Management



Claims



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(Click on the titles below to view individual service Quick Start Guide)

Partner Programs

- Active Violence Emergency Response Training (Health and Safety Institute)
- Background Check Services (Plexus Global)
- Catastrophic Claims Management (Paradigm)
- Checkpoint System (Guard1)
- Certificate of Insurance Management Services (Evident)
- CPR, First Aid, AED (Health and Safety Institute)
 - * Onsite
 - * Blended Learning with Remote Skills Verification (RSV)
- Crisis Incident Management and Communication (Mainstream Unlimited)
- Drug and Alcohol Testing Services (Plexus Global)
- Early Intervention System (Benchmark Analytics)
- Employee Performance Evaluations Software (Vector Solutions)
- Employer Pull Notice (EPN) Program (Plexus Global)
- Equipment & Apparatus Inspection Software (Vector Solutions)
- First Responder Peer Support Services (TCTI)
- Injury Reporting & Triage (Company Nurse)
- Investigative Services (iUnited)
- Learning Management System (Vector Solutions)
- Legal Advice Services (Steve Underwood)
- Managed Care Consulting (Donn & Co)
- Medical Transportation & Language Services (ProCare)
- Medicare Reporting Services (ExamWorks)
- On-Demand Webcasts (PRISMtv)
- PRISM Employment Practices Legal Advice Services (PRISM)
- Property Restoration Emergency Services (BELFOR)
- Rehabilitation Care (NeuroRestorative)
- Return-to-Work (NPA)
- Safety Data Sheet Management (Health and Safety Institute)
- Sidewalk Assessment & Maintenance (Precision Concrete Cutting)
- Strategic Planning Facilitation (PRISM)
- Structured Settlements (Ringle)
- Substance Abuse Professional (SAP) Services
- Workforce Management Software (Vector Solutions)

PRISM Staff Services

We invite you to [contact us](#) for any of the below service offerings:

- [Direct Consultation](#)
- [Policy Review](#)
- [On-Site Inspections](#)



ACTIVE VIOLENCE EMERGENCY RESPONSE TRAINING (AVERT)

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To get started, please contact:
Tim Cross, Channel Partner Specialist
tcross@hsi.com | 509.412.7062

PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with the Health & Safety Institute (HSI) to provide members access to AVERT. AVERT goes beyond active shooter training and uses dynamic methods to teach employees proactive awareness, how to react and protect themselves and others in a violent situation, and how to respond to severe injuries that are often a result of these occurrences.

Benefits Include

- Training to build confidence
- Blended training format
- Hands-on training to reinforce life-skills combined with flexibility and responsiveness of local instructors



Confidence

Give employees the confidence they need to respond if active violence or a life-threatening situation occurs. Being able to react to these situations quickly and with confidence is vital to saving lives.



Flexibility

Instructors train to build confidence, using a blended training format with hands-on training to reinforce life-skills.



Discounted Pricing

Prices have been negotiated with your public entity's needs in mind.



Quick Start Steps

1. Visit <https://goto.hsi.com/prism> to complete the information request, and a representative from HSI will contact you.
2. Set up an "Open P.O." agreement regarding billing (can include a not-to-exceed amount) when you're ready to move forward.
3. The client's main point of contact will provide HSI dates, times, and locations, and a list of participants for the training.
4. HSI scheduling team will work with the client and our instructor base to set up the class.
5. Blended AVERT links will be sent out to each participant.
6. In-person AVERT class takes place.
7. Employees will receive digital certificates via email.

BACKGROUND CHECK SERVICES

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PRISM partners with the industry's best to provide services that are second to none.

Ensure prospective employees will not pose a risk to others by using one of the four comprehensive background check packages.

Plexus Global conducts background checks and ensures compliance with requirements for safeguarding the confidentiality of information obtained.

Services Include

- Criminal and Civil Record Searches
- Professional licensing/certification/education verification
- Credit Check



Intuitive Web-Based
Member Platform
Simplified applicant
screening process.



Quality Control & Compliance
FCRA and California
specific compliant
reporting.



Discounted Pricing
Packages have been
specifically designed
for unique public entity
needs.

Quick Start Steps

1. Discuss and finalize with Plexus Global the services your agency will require.
2. Complete and sign the Master Service Agreement with Plexus Global.
3. Each individual user who will access the consumer reports must sign and return the End User Access Security Agreement & Acknowledgment of FCRA Compliance Requirements.
4. An independent third party will complete an on-site inspection. This is required since Plexus Global manages sensitive information.
5. Finalize your agency's account set up, which includes web-based training for all PlexOne platform users who will be accessing applicant reports.

CATASTROPHIC CLAIMS MANAGEMENT SERVICES

PRISM partners with the industry's best to provide services that are second to none.

Paradigm Catastrophic Claims Management focuses on providing medical coordination and family support for injured workers suffering from catastrophic injuries. Working in collaboration with families, medical providers, employers, and insurers, Paradigm helps return the injured worker to the best possible life.

Services Include

- Dedicated care management team of expert clinicians focused on optimal medical recovery
- Comprehensive care plan, guaranteed to achieve the highest possible clinical outcome for the injured worker
- Navigating a complex healthcare system
- Coordinating the multiple aspects of care

Paradigm

To get started, please contact:
Lori Reid, Director of Key Accounts
lori.reid@paradigmcorp.com | 800.397.6517



Physician Consultation

Routine treating physician consultation with a highly specialized Paradigm Medical Director



Access

Top providers and centers of excellence



Fixed Price

Includes all medical costs from the date of injury until the guaranteed clinical outcome is achieved



Quick Start Steps

1. To make a referral, call the Paradigm Referral Team at 1.877.875.9479 or visit www.paradigmcorp.com/catastrophic/referral-case and select one of the following:
 - Complete the online Catastrophic Referral Form - OR -
 - Download the form and fax to: 925.676.2197 or email it to referrals-catastrophic@paradigmcorp.com
2. Advise Lori Reid, Paradigm Director of Key Accounts, that you have made a referral at lori.reid@paradigmcorp.com.

CHECKPOINT SYSTEM SERVICES

PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with TimeKeeping Systems to provide discounted rates for Guard1, a comprehensive automated check-in system.

A guard tour system aids in loss prevention and provides members with defensible documentation in the event of a lawsuit or investigation.

Services Include

- Complimentary Point Upgrades for the life of the purchased support subscription.
- Variety of wireless styles and mounting options for touch memory button checkpoints.
- Securely transfer information from the rugged data collection device in seconds.

GUARD1

by TimeKeeping Systems

To get started, please contact:
Stephanie Barsella, Western Regional Manager
sbarsella@guard1.com | 216.595.1105



Safety Inspections

Provide proof of presence and confirm that inspections have been made in your government buildings, hospitals, and jails.



Record Multiple Activities

Document a variety of activities, such as well-being checks, inmate demeanor, or meal and medication distribution.



Discounted Pricing

Packages have been specifically designed for unique public entity needs.

Quick Start Steps

1. Contact Guard1 to receive an overview of system features, you can request an on-site meeting or a demonstration via WebEx teleconference.
2. The Guard1 representative will discuss service and equipment options, as well as develop a customized package.
3. Guard1 will provide a kick-off meeting to discuss responsibilities and system requirements.
4. On-site installation assistance or WebEx based installation and training are provided based on the equipment and services selected.
5. Final software and database configuration.
6. Initial end-user training provided on-site or via WebEx.

CERTIFICATE OF INSURANCE MANAGEMENT SERVICES

PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with Evident to provide automated Certificate of Insurance Management services to help members manage and mitigate third party risk.

Evident has a diverse set of enterprise and municipal customers with third parties that range from tens to hundreds of thousands, which include vendors, contractors, borrowers, franchisees, and many other types of third party service providers.

Services Include

1. Automated Insurance Verification
2. White Glove Managed Service
3. Implementation
4. Insurance Requirements Extraction



To get started, please contact:
Bryan Cogliano - Director of Insurance
bcogliano@evidentid.com | 949.432.1986



Leading Automation

Unlimited Flexibility and
24 hour turnaround times



Deep Verifications

Go beyond policies and
limits to truly mitigate risk



Discounted Pricing

PRISM members benefit
from discounted, pre-
negotiated pricing

Quick Start Steps

1. Contact [Bryan Cogliano](#) or [fill out this form](#) to receive a demo and overview of system features.
2. Bryan will discuss platform options, as well as develop a customized package to fit your needs.
3. Bryan will provide a kick-off meeting to discuss responsibilities and system requirements.

4-Week Onboarding Plan

Week 1: Kickoff meeting; finalize decision criteria, email templates, and cadence; receive data sheet.

Week 2: Review portal settings; conduct training; begin importing third party insureds.

Week 3: First review meeting; adjust email content, cadence, or Coverage Criteria Groups.

Week 4: Follow-up training; conduct second review meeting; implement final changes.

CPR, FIRST AID & AED

ONSITE TRAINING

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PRISM partners with the industry's best to provide services that are second to none.

To get started, please contact:
Tim Cross, Channel Partner Specialist
tcross@hsi.com | 509.412.7062

PRISM has partnered with the Health & Safety Institute (HSI) to provide members access to an entire training network of qualified instructors who bring engaging and cost-effective classes to you and your employees.

Benefits Include

- Single point of contact, centralizing your scheduling and total program management
- Dynamic and engaging first aid, CPR, and AED training that conforms with current AHA and ARC guidelines
- Quality, consistency, and accountability, combined with flexibility and responsiveness of local instructors



Consistency

Regardless of location, you can trust that your employees receive a consistent training message.



Experience

Instructors are highly experienced, qualified, verified, and required to adhere to effective quality assurance standards.



Discounted Pricing

Prices have been negotiated with your public entity's needs in mind.

Quick Start Steps

1. Visit: <https://goto.hsi.com/prism> to complete the information request and a representative from HSI will contact you.
2. Set up an "Open P.O." agreement regarding billing (can include a not-to-exceed amount).
3. You are now able to schedule classes. There is a maximum of 12 students per class and the course is 6 hours long. You will need to provide a credit card to secure a course date (your account will not be charged until the course is completed).
4. Members must provide the training facility with the following:
 - space large enough to accommodate class size
 - adequate seating, light, temperature, and floor space for skill practice sessions
 - an operational DVD player and a color television or monitor
5. HSI will provide the training materials and equipment.

REMOTE SKILLS VERIFICATION (RSV) CPR, FIRST AID & AED TRAINING

PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with the Health & Safety Institute (HSI) to provide members access to Remote Skills Verification (RSV) for CPR, First Aid & AED Certification.

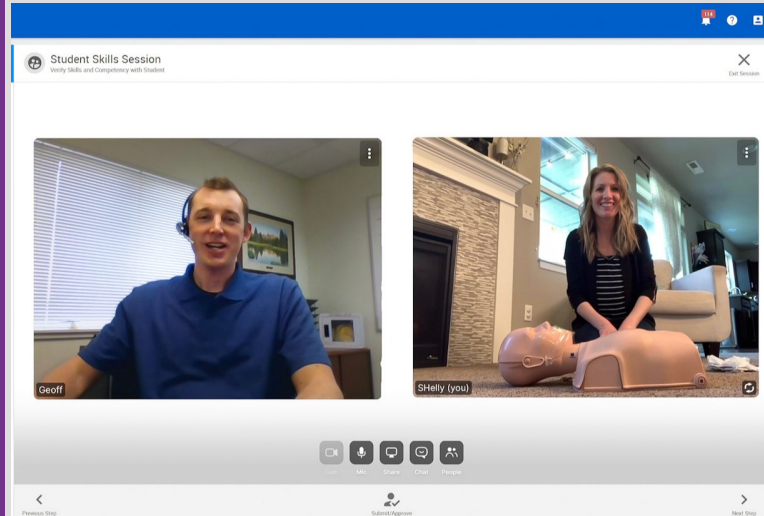
RSV Benefits Include

- Incorporates hands-on remote skills verification with blended training options to meet certification requirements
- Allows employees to stay up to date with certification from the comfort of their home or office
- Single point of contact, centralizing your scheduling and total program management
- Dynamic and engaging first aid, CPR, and AED training that conforms with current AHA and ARC guidelines

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To get started, please contact:
Tim Cross, Channel Partner Specialist
tcross@hsi.com | 509.412.7062



Consistency

Regardless of location, you can trust that your employees receive a consistent training message.



Experience

Instructors are highly experienced, qualified, verified, and required to adhere to effective quality assurance standards.



Discounted Pricing

Prices have been negotiated with your public entity's needs in mind.

Quick Start Steps

1. Determine how many employees need training
 - a. To directly purchase individual RSV classes contact riskcontrol@prismrisk.gov for instructions.
 - b. To purchase multiple seats in an RSV class, please visit <https://goto.hsi.com/prism> to complete the information request, and a representative from HSI will contact you.
 2. Set up an "Open P.O." agreement regarding billing (can include a not-to-exceed amount).
 3. Provide HSI with the main point of contact/ administrator's contact info.
 4. A self-enrollment email will be sent out to the main POC/admin to share with the employees that should enroll.
 5. Each enrolled employee fills out a very short form using the link the admin provided.
 6. Enrolled employees will be given access to a CPR/FA blended course, a scheduling tool, and the RSV Session. Members will have a loaner manikin* shipped directly to employees, along with any necessary FA training supplies.
 7. Upon passing the blended course & demonstrating proficiency during RSV, employees will receive a digital certification card.
 8. RSV sessions will be made up of 1-3 students (from your organization or others).
- * This manikin is made to be used once and returned to HSI for sanitation.

CRISIS INCIDENT MANAGEMENT & COMMUNICATION SERVICES

*PRISM partners with the industry's best to
provide services that are second to none.*



To get started, please contact:
Robert "Bob" May, Founder & Principal
biem47@outlook.com | 800.831.5529



Consultation Services

A myriad of risk
management and
consulting services



Team of Experts

Their team of highly
experienced consultants
tailor solutions to meet your
agency's unique needs.



Competitive Rates

Special pricing for
consultation services
are available through
your membership.

Pre - Crisis Training Services

*For training, please feel free to contact
Mainstream Unlimited directly at 800.831.5529.*

- Regional training programs
- Emergency plans (review and development)
- Vulnerability assessments
- Webinars on critical incident management, communications, media management, and more!

Any member-specific, pre-crisis training may be contracted and paid for by the member at the discounted rates offered to PRISM members.

Members may also access their available subsidy balances to assist in covering those costs.

Crisis Management Services

*Have a crisis? Contact us at **916.850.7700**.*

Mainstream can serve in a lead or "second set of eyes" capacity, working with you and your PIO to help with:

- Situation assessment
- Media consulting
- Public announcements
- Deployment of outside resources to member site

These services will be provided to members upon approval by PRISM, and paid for by PRISM up to \$50,000 per incident. Any costs above that would be paid for by the member.



DRUG & ALCOHOL TESTING SERVICES

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PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with Plexus Global to deliver drug and alcohol testing services for our members.

Services Include

- Random Driver Selection
- Medical Review Officer (MRO) Coordination
- Test Types available:
 - Post-Accident,
 - Reasonable Suspicion, and
 - Applicant Screening
- FMCSA Clearinghouse Queries
- Program Management



Confidential Electronic Results

Test results will be available to view within 24 to 72 hours on PlexOne.



PRISM Consortium

The Consortium option can be a way to help reduce costs by placing your drivers into a larger testing pool.



Discounted Pricing

Prices have been negotiated with your public entity's needs in mind.

Quick Start Steps

1. Speak with Plexus Global and complete and sign the Master Service Agreement and submit to randoms@plexusglobalinc.com.
2. Plexus will work with the Designated Employer Representative (DER) to establish:
 - a. Who will be able to work with Plexus to submit and receive results and Reports.
 - b. Which pool type your organization will participate in (PRISM Consortium or Stand-Alone).
 - c. If a non-DOT program also be established.
 - d. Where your program stands to date so a plan can be created to meet DOT annual requirements.
 - e. The collection sites that best meet your organization's needs.
3. Prepare an [Excel document](#) of all employees who will be participating in the Random Testing Program.
4. Read the [PRISM Drug and Alcohol Testing Program Policy](#) and sign the [Policy Acknowledgment](#) statement. The statement should be sent to [PRISM Risk Control](#).
5. Complete the Designated Employer Representative Training course on PRISMtv.

EARLY INTERVENTION SYSTEM (EIS)

PRISM partners with the industry's best to provide services that are second to none.



To get started, please contact:
Alec Henderson, Director of Business Development
alec.henderson@benchmarkanalytics.com
469.933.9366

PRISM selected Benchmark Analytics® to offer our members the Benchmark Blueprint - an evidence-based software solution that automates personnel management and enables accurate early intervention.

The Benchmark Blueprint uniquely provides real-time analytics allowing command staff to proactively identify agency and officer level risk patterns before adverse events happen — paired with the industry's first research-based technology to recommend and track support strategies that change officer behavior as well as facilitate custom wellness planning to improve health and well-being. Benchmark's Blueprint automates and centralizes agency operations while enabling command staff to elevate performance, trust, and transparency.



What is it?

A PRISM partnership offering members discounted access to Benchmark's evidence-based solution for police force management and early intervention.



Who can participate?

Any PRISM member that has a law enforcement agency, including participating individual entity members, risk pools and all of the pool's members, and any PRISM participant outside of California.



Discounted Pricing

Prices have been negotiated with your public entity's needs in mind.

How does it work?

- 1 Through a special Benchmark offering for PRISM, agency members can deploy the Benchmark Blueprint to automate all their officer management processes with evidence-based risk analytics — to improve overall agency-level and officer-level performance.
- 2 PRISM negotiated a standard license agreement and discounted price for any member who wishes to deploy the Benchmark Blueprint. Member agencies implementing the solution need only fill out a Work Order after securing necessary approval to access Benchmark's services.
- 3 PRISM members work directly with Benchmark to configure and deploy the Blueprint for agency operations. Participating members get ongoing access to the Benchmark Blueprint's latest evidence-based research and system upgrades at no additional cost.

EMPLOYEE PERFORMANCE EVALUATION SOFTWARE

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PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with Vector Solutions to bring our members Vector Evaluations+, an Employee Performance Evaluation Software designed specifically for first responders.

Tracking your crews' abilities is essential for ensuring effective job performance. With this software, all your performance evaluation needs are met in one powerful tool. Vector Evaluations+ delivers an all-in-one solution for law enforcement FTO.

Services Include

- Test and track skill competencies
- Oversee officers' progress during FTO program
- Record videos of skill demonstrations
- Assess performance
- Integrates with Vector Solutions' training platform



Customizable

Access a library of pre-built skill sheets or create your own.



Mobile Ready

Works with any smart device to allow for assessments in the field.



Discounted Pricing

Prices have been negotiated with your agencies' needs in mind.

Quick Start Steps

1. Contact [Kegan Konrady](#) for a demo or to answer any of your questions.
2. Discount pricing is based on the number of users in your agency.
3. Administrators will be given one-on-one training to ensure a successful launch.

EMPLOYER PULL NOTICE (EPN) PROGRAM

PRISM partners with the industry's best to provide services that are second to none.

Plexus Global has partnered with Embark Safety, a DMV approved EPN agent, so members can monitor employee driving records efficiently and securely.

Promote driver safety by receiving automated reports and email notifications.

Benefits Include

- Ability to manage drivers electronically.
- Assist agencies with California Vehicle Code compliance.
- Reduce administrative costs for your organization.



To get started, please contact:
Destinee Zarate, Client Support Specialist
dzarate@plexusglobalinc.com | 951.335.4904



Reports

Management reports available to help you quickly identify expirations and other risk-related driving activity.



Monitoring

Receive an electronic pull notice alert automatically, easing your administrative efforts.



Value Added Benefit

Access this service at no extra cost as a value-added benefit of your membership with PRISM.

Quick Start Steps

1. Determine if your agency already has an EPN Agent and/or a DMV requester code (information for your new account must match existing records with the DMV).
2. If you wish to enroll all employees, DMV Form INF 1101 Authorization for Release of Driver Record Information must be completed by each non-mandated driver.
3. Visit <https://www.embarksafety.com/plexus/> using the password: "prism" to enter. Here you will find implementation instructions directing you to complete the Terms of Service and INF 2110 - Agent Authorization Form.
4. If you have a current EPN Agent, you will need to formally terminate the service. This letter should be on company letterhead, dated, and signed. The current agent must acknowledge receipt of this letter with the DMV before they will assign your agency to a new agent.
5. Plexus will set up user accounts, ensure drivers have been added correctly, and provide system training for the Embark Safety Connect Platform.

EQUIPMENT & APPARATUS INSPECTION SOFTWARE

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To get started, please contact:

Steve Walsh, TS Inside Sales Representative
steve.walsh@vectorsolutions.com | 858.683.7745

PRISM partners with the industry's best to provide services that are second to none.

Vector Check It simplifies how first responder agencies track inspections. Streamline routine checks for equipment, vehicles and apparatus including the ability to: open service tickets, document, and track the progress of an out-of-service apparatus. This allows your agency to ensure resources are current, in compliance, and functioning properly.

Services Include

- Access to customizable checklists which can be created based on your needs
- Push notifications to alert users of past-due checks, like an overdue oil change or necessary repair
- Reports with automatically generated graphs and figures that make it easy to track your apparatus



Mobile

Conduct inspections with this powerful application built for iOS or Android devices.



Integrated

Access your checks through the same Vector Solutions LMS platform you use for training.



Discounted Pricing

Prices have been negotiated with your fire and EMS agencies' needs in mind.

Quick Start Steps

1. Check out <https://www.vectorsolutions.com/solutions/vector-check-it/> and watch the introduction video to learn more.
2. Contact [Steve Walsh](#), for a demo of the software and mobile application. He will request information regarding your apparatus and trucks in order to provide you with a quote that includes the special PRISM discounted rate.
3. Administrator training is available through one-on-one training sessions set up directly with your account manager.
4. Vector Solutions will help at any step of the way in the implementation process, including helping you build customized checklists based on your needs.

FIRST RESPONDER PEER SUPPORT SERVICES

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To get started, please contact:

TCTI Team Members

prism@thecounselingteam.com | 800.222.9691

PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with The Counseling Team International (TCTI) to provide discounted rates for their expansive range of First Responder Peer Support services. This partnership offers access to TCTI's team of professionals and network of culturally competent clinicians who know how to treat sensitive issues with trust and confidentiality. TCTI is committed to integrating both proactive and reactive wellness solutions to support the ever-changing needs of individuals and departments that they serve.

Services Include

- Program implementation assistance
- Existing policy and program review
- Assistance in selecting peer support team members
- Wide variety of training and retreat topics for all employees, including members of the peer support team
- Ongoing program consultation and support
- Crisis incident management assistance



Experience

TCTI has nearly 40 years of experience working with First Responder agencies across the Country.



A-La-Carte

No service bundles or requirements, pick any or all of the offered services that your agency needs.



Discounted Pricing

Prices have been negotiated with your public entity's needs in mind.

Quick Start Steps

1. The First Responder Agency sends an email to prism@thecounselingteam.com or calls 800.222.9691 to set up an introductory meeting with The Counseling Team to discuss their service offerings.
2. TCTI staff will collaborate with you to answer questions and establish the specific services that you would like to set up and that best fits your needs.
3. A contract will be created that reflects the services that your agency has decided to utilize and a start date for services to begin.
4. After the contract is signed, TCTI will support your agency and provide services as agreed.
5. If your agency has an EAP or is a member of the PRISM Concern/ConcernPlus programs then some TCTI services may be duplicative. Be sure to check current coverages to avoid overlap. If you need assistance, please reach out to Tani Corona - 916.850.7300 or tc corona@prismrisk.gov

INJURY REPORTING & TRIAGE SERVICES

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PRISM partners with the industry's best to provide services that are second to none.

PRISM has contracted with Company Nurse to provide members with a first-call, first-reporting system that includes both a medical needs triage at the time of injury and a means of initiating the injury/incident reports. As a result, more injuries are designated as first-aid, while others are directed to the appropriate level of care.

Services Include

- Access to registered nurses who provide self-care advice and medical referrals for on-the-job injuries.
- Validated and verified Provider Database to ensure referrals are made to the appropriate and available employer designated facility(ies).
- Monthly reports summarizing incidents and outcomes, and a list of partially completed First Report of Injury forms.



24/7/365 Access

Injuries can happen any time. Detailed injury reports get to the right people, right away.



Proprietary Medical Response Platform

Efficiency matters - Company Nurse has technology that covers your best interest.



Discounted Rates

Discounted pricing has been negotiated exclusively for PRISM members.

Quick Start Steps

1. Contact sales@companynurse.com to review the process and details.
2. Sign the agreement of participation under PRISM's master contract.
3. A kick-off call with your team will be scheduled to communicate the enrollment process.
4. Fill out the enrollment template, including contacts, locations, and preferred providers. Company Nurse will do the heavy lifting and get this information validated, verified, and into their program.
5. You'll receive your toll-free number, client training portal, and communication materials.

INVESTIGATIVE SERVICES

PRISM partners with the industry's best to provide services that are second to none.

iUnited, Inc. is a premier investigation firm specializing in insurance investigations for self-insured entities, third-party administrators, insurance carriers, public entities, and legal counsel. Our experienced team delivers accurate, timely, and cost-effective results by integrating advanced technology, data analysis, and AI-assisted workflows to enhance every investigation. By combining decades of proven real-world investigative expertise with modern tools, we streamline case analysis, optimize field investigations, and provide our clients with clear, actionable intelligence to reduce exposure caused by abuse and fraud.

Services Include

- AOE/COE Investigations
- Surveillance & Activity Checks
- Background & Digital Footprint Investigations
- Medical Canvassing
- Subrogation Investigations
- Alive & Wellness Verifications
- Interactive Physician Surveillance Video



To get started, please contact:
Tim Muraki, President & Co-Founder
tim@iUnitedinc.com | 916.621.9849
www.iUnitedinc.com



AI Powered Analysis

Identifies red flags, inconsistencies, and actionable insights.



Expedited Turnaround Times

Standard 14-day case completion on all assignments RUSH capabilities.



Discounted Rates

Discounted pricing for PRISM members.

Quick Start Steps

1. To make a referral to iUnited, Inc, call 916.621.9849, or email mail@iunitedinc.com
2. iUnited, Inc. will email you a list of services and a referral form; or, you may complete the form online <https://iunitedinc.viewcases.com/case/request/new/client>
3. iUnited, Inc will then contact you to confirm your referral, discuss investigative strategy and/or provide suggested customized investigative solutions

LEARNING MANAGEMENT SYSTEM

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To get started, please contact:
Christian Kelly, Customer Success Manager
christian.kelly@vectorsolutions.com
813.323.9438

PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with Vector Solutions to deliver an online learning management system (LMS) and safety/risk management platform.

This web-based LMS provides access to a wide range of training topics, which are included with your membership, and others at a negotiated rate* exclusive to PRISM members.

Training Topics Include

- Business Skills/HR & Microsoft Office Suite
- Professional Development: Communication, Customer Service and Leadership
- Fire, Water, and Law Enforcement Training*

* = PRISM member exclusive negotiated rates



24/7 Access

"Anytime, anywhere" access to top- quality courses in a wide range of risk management and general business areas.



User Friendly Application System

Training records keeping has never been easier! Electronically produce timely reports with a few clicks of a button.



Value-Added Benefits

Access many of these trainings at no extra cost as a value-added benefit of your membership.

Quick Start Steps

1. Go to <http://prism.vectorsolutions.com/> to take sample courses, view the entire catalog of course offerings, and find out more about the features & benefits of the platform.
2. Contact Christian Kelly, Customer Success Manager at Vector Solutions by phone: 813.323.9438 or email: christian.kelly@vectorsolutions.com.
3. Christian will send a user profile Excel spreadsheet to complete. Employee information (name, department, email, etc) will need to be provided for all employees you wish to enroll so that they can be loaded into the platform.
4. Administrator Training is available via bi-weekly webinars on various topics or one-on-one sessions provided by Vector Solutions.
5. System Roll Out – Vector Solutions can provide assistance as you communicate with employees regarding this new (or refreshed) Learning Management System. They will help you share employee log-in information to launch the service.
6. Ongoing Customer Service – Vector Solutions has excellent ongoing customer service to help at any step of the way in the implementation process, but it won't stop there. They are committed to providing ongoing support.

LEGAL ADVICE SERVICES

PRISM partners with the industry's best to provide services that are second to none.

PRISM's former General Counsel, Steve Underwood, Esq. is available to members for assistance and/or consultation on various legal matters.

The Legal Advice Service is intended to support, not replace, your existing legal personnel.

Services Include

- Brown Act, Public Records Act
- Contracts and other governmental legal review
- Statutory interpretation and other governmental issues



PRISM

For more information, please contact:
Skylar Golding, Member Services Technician
sgolding@prismrisk.gov | 916.850.7300



Unlimited Access

Access Steve Underwood's consultation services as often or as little as your entity needs.



Value Added Benefit

Access this service at no extra cost as a value-added benefit of your membership with the PRISM.

Quick Start Steps

1. To begin using the service, complete a '[Contact Information Form](#)', which will help assure that attorney-client privilege is maintained.
2. Return the completed form directly to Steve at publicentity.law@gmail.com.
3. You may submit a general question, provide some specific information on your individual matter, or simply request a return call. You may also call Steve Underwood directly at 805.705.6195.

Contracts Made Simple

Three resources for your contract needs:

- The [Insurance Requirements in Contracts \(IRIC\) Manual](#) is a great resource for questions regarding contracts, limit suggestions, indemnification language
- [Contract Review assistance](#) is also available through Alliant for specific questions
- Contact [Steve Underwood](#) for consultation regarding contract questions.

MANAGED CARE CONSULTING SERVICES

PRISM partners with the industry's best to provide services that are second to none.

Donn & Company (DonnCo) optimizes medical bill review, case management and PBM products through audits, restructurings, and competitive bids.

Services Include

- Bill review, case management and PBM audits
- Optimization of rates and fee structures, contracts, and performance standards
- Competitive bid bill review, case management, and PBM services
- Financially optimized, transparent, and high performing program model

DONN & COMPANY

WORKERS' COMPENSATION MANAGED CARE ADVISORY

To get started, please contact:

David Donn, CEO

ddonn@donnco.net | 415.409.3666



Cost Containment

Lower medical cost containment fees for bill review and case management products



Reduced Paid Medical

Higher savings and lower drug costs



Transparency

Fully transparent program, compliant with the highest industry standards

Quick Start Steps

1. Members of PRISM's Primary Workers' Compensation (PWC) program are automatically enrolled!
2. PRISM's Excess Workers' Compensation (EWC) members, please contact David Donn at 415.409.3666 or ddonn@donnco.net for a complimentary preliminary evaluation, and preferred pricing for ongoing cost containment services oversight!

MEDICAL TRANSPORTATION & LANGUAGE SERVICES

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PRISM partners with the industry's best to provide services that are second to none.

ProCare provides Transportation and Language services focused exclusively on Workers' Compensation.

Services Include

- **TRANSPORTATION:** Ambulatory, Wheelchair, Non-Emergency Stretcher, ALS/BLS, Air Ambulance
- **TRAVEL:** Commercial Flight Coordination, Hotel Accommodations, Rail/Bus Ticketing, Meal Vouchers
- **LANGUAGE:** On-site Interpretation, Instant Interpretation, Document Translation, and Conference Calls



To get started, please contact:
Dwain Johnson, VP of Regional Sales
djohnson@theprocure.com | 925.381.0417



Guarantee

Supports Positive ID of
Signature Triple
Confirmation Guarantee



Focus

Exclusive focus on
Workers' Compensation



Costs

Cost-efficient
Management of Referrals

Quick Start Steps

1. Choose your Service Type: Transportation, Language, Travel
2. Contact ProCare:
 - Call: 866.941.7878
 - Email: customerservice@theprocure.com
 - Order Online: TheProCare.com
3. Consider it Done!

MEDICARE REPORTING SERVICES

PRISM partners with the industry's best to provide services that are second to none.

PRISM has coordinated with ExamWorks to provide CMS (Center for Medicare/Medicaid Services) query and reporting services, as well as Medicare Set Asides (MSA).

Services Include

- MMSEA Section 111 reporting service
- Medicare set aside allocation
- Evidence based MSA
- Conditional payment services

ExamWorks

To get started, please contact:
Sean Roberts, Account Executive
Sean.Roberts@examworks-cs.com | 800.497.1368



Experience

ExamWorks has over 20 years of experience dealing with CMS



Options

Suite of clinical services to assist along all phases of claim settlement process



Cost-savings

We actively look for areas to mitigate the MSA process

Quick Start Steps

1. Contact your local Account Executive to request a referral - OR - email referrals@examworks-cs.com - OR - upload a referral to our web portal: <https://portal.examworks-cs.com>.
2. Request a review of your MSP Compliance Needs and receive a program that meets your needs.

ON-DEMAND WEBCAST TRAINING SERVICES

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PRISM partners with the industry's best to provide services that are second to none.

To get started, please contact:

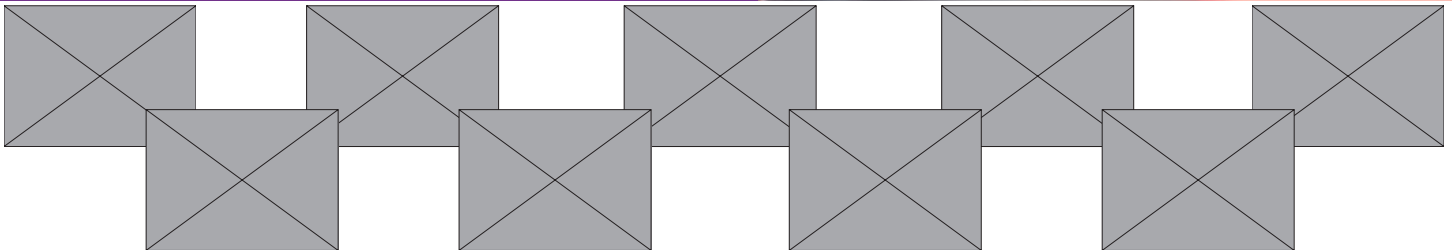
PRISM Risk Control

riskcontrol@prismrisk.gov | 916.850.7300

Our PRISMtv solution offers live training sessions, as well as 24/7 access to on-demand webcasts. Choose from a myriad of risk management topics from workers' compensation, liability, property and health programs via a customized platform for PRISM members and their employees.

Channels Include

- Schools
- EPL and Liability
- Health & Benefits
- News & Administration
- Open Channel
- Podcasts
- Health and Safety
- Risk Management
- Workers' Compensation



Quick Start Steps

1. Type the following into your browser:
www.prismrisk.gov/tv.
2. Each employee that wants to access PRISMtv, will need to register by providing their name, email address, organization and industry in the required fields. After initial registration employees will access the platform with just their email address.
3. The email address used for registration and access needs to be a work email address. Note: personal email domains, such as @gmail.com or @hotmail.com will not work.
4. Upon entering PRISMtv for the first time, a system check is run which will identify any computer requirements that need to be addressed for the webcast to run smoothly.
5. Pop-up blockers must be disabled and all webcasts require high speed internet.
6. If you still have issues entering PRISMtv, please contact Risk Control at riskcontrol@prismrisk.gov or 916.850.7300.
7. Once you have successfully logged in, you will find 8 channels to choose from, with a search feature in the top right-hand corner.

PRISM EMPLOYMENT PRACTICES LEGAL ADVICE SERVICES

PRISM's legal staff are highly knowledgeable in labor and employment law matters affecting California public entities. Examples of the support they provide include:

- Return to work issues;
- Modified duty and reasonable accommodations;
- Leave of absence management and tracking;
- Harassment and retaliation prevention;
- Responding to grievances and complaints;
- Performance management;
- Discipline;
- Policy and handbook review;
- Wage and hour compliance questions.



For more information, please contact:
Katie Mola, Deputy General Counsel
kmola@prismrisk.gov | 916.850.7400



Additional services included are:

1. Periodic webcasts
2. Interactive Process Manual for California Public Agencies
3. Managing Multiple Leaves of Absence Manual – For California Public Agencies

Unlimited access:

- Access PRISM Labor & Law Employment Services as little or as often as your agency needs.
- Request an intake form today to get started!
- Contact Katie Mola at (916)850-7400 or kmola@prismrisk.gov to begin the intake process.

PROPERTY RESTORATION EMERGENCY SERVICES

PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with BELFOR USA Group for Property Restoration Service Preferred Rates and Invoice Conditions, which are now available to PRISM members. Regardless of the size, location, or nature of the catastrophe, you can count on BELFOR to help rebuild properties, lives, and communities.

Services Include

- **Water Damage:** Quick response to mitigate flooding, leaks, and restore your property.
- **Fire Damage:** Comprehensive cleanup and restoration for smoke, soot, and structural damage.
- **Storm Damage:** Emergency repairs and recovery from wind, hail, and severe weather.
- **Mold Damage:** Effective mold removal and prevention to protect health and property.



Communication

Members will work directly with BELFOR for restoration needs.



Experience

Belfor has been in business since 1946 and is known as the largest and most experienced disaster recovery company.



Discounted Pricing

Prices have been negotiated with our public entity's needs in mind.

Quick Start Steps:

1. If you are a part of the PRISM Property Program, please reach out to [Bob Frey](#), Alliant Insurance Services Claims Manager.

Phone Number: 415.403.1445

2. If you are NOT a part of the PRISM Property Program, please reach out to [David Warters](#), BELFOR's Regional Manager.

Phone Number: 510.887.9106

REHABILITATION CARE SERVICES

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To get started, please contact:
Stacy Andreasen, Regional Director
Stacy.Andreasen@neurorestorative.com |
559.400.1978

PRISM partners with the industry's best to provide services that are second to none.

NeuroRestorative is a leading Provider of specialized sub-acute, skilled and post-acute rehabilitation services for people of all ages with brain injuries and other neurological challenges. In a variety of locations and settings, we offer a full continuum of care and rehabilitation options.

Services Include

- Rehabilitation for brain injuries & other neurological challenges
- Full continuum of care
- Individualized programming



Flexibility

Able to quickly move an injured worker to the most clinically appropriate treatment program



Transparent

Outcomes reporting allows funders to review objective data



Communication

Collaborative approach stresses a high level of communication with all team members

Quick Start Steps

1. Place referral with NeuroRestorative
2. Gather patient information
3. Schedule a clinical evaluation
4. Acceptance and proposed plan of care
5. Arrange family tours
6. Arrange patient transfer and admission to the program/facility

RETURN-TO-WORK SERVICES

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PRISM partners with the industry's best to provide services that are second to none.

To get started, please contact:

NPA Return-to-Work Services

info@returntowork.com | 800.497.1368

PRISM has partnered with NPA to offer our members a proactive Return-to-Work (RTW) service that is designed to benefit everyone - employers, employees and physicians. The OUR System® can drastically reduce workers' compensation costs, saving you time and money while laying the foundation for compliance with ADA and FEHA requirements.

Services Include

- No upfront fees
- The Our System: gets workers back to work quickly!
- Monthly status reports
- Expert management of RTW services



Communication

Close, open communications with Doctors, Supervisors, and Personnel



OUR System

Bridge Assignments create productive work!



Costs

PRISM PWC members receive lowest prices!

Quick Start Steps

1. [Contact NPA](#) and mention you're a PRISM member in need of return-to-work services.
2. Schedule a webinar for your team, to learn how the OUR System works.
3. Send NPA your last 3 years of loss-run data.
4. NPA will write a custom proposal and outline about implementation of services.

SAFETY DATA SHEET (SDS) MANAGEMENT SERVICES

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PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with the Health & Safety Institute (HSI) to provide exclusive bundles for PRISM members.

SDS Management has never been so easy, until now. Take the guesswork out of meeting HazCom requirements with easy-to-use chemical management compliance solutions.

Services Include:

- Unlimited Access - Keep all SDS in one place, accessible to an unlimited number of workers
- Ad-Hoc Reporting - Quickly generate inventory and chemical constituent reports to meet local, federal, and internal requirements
- Secondary Container Labeling - Quickly print GHS-compliant secondary container labels



SDS Refresh

Work with HSI to continually monitor and refresh your SDS document collection.



Consulting Services

Available to assist with implementation of your chemical management program.



Discounted Prices

Service bundles have been specifically designed for unique public entity needs.

Quick Start Steps

1. Visit: <https://goto.hsi.com/prism> and complete the information request, or contact Brett and let him know you are a PRISM member and interested in safety data sheet management services.
2. Work with Brett to determine which bundle (standard or premier) is best for your agency.
3. Determine if you will use HSI's on-site inventory service (for an additional fee) or if the inventory can be completed by your agency. Then, complete a service agreement with HSI.
4. Work with HSI to customize location, site and department structures within the software.
5. HSI will provide user and administrator training to assist with roll out of the program.

SIDEWALK ASSESSMENT & MAINTENANCE SERVICES

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PRISM partners with the industry's best to provide services that are second to none.

To get started, please contact:
Joseph Ortega, Vice President of Business Development
jortega@pccnorcal.com | 650.576.4303

PRISM has partnered with Precision Concrete Cutting to offer professional sidewalk assessments and maintenance services. With franchises throughout the state, they are poised to help public agencies reduce sidewalk trip hazards. Their services will repair trip hazards, uneven sidewalks, concrete paths, footpaths, and any other type of damaged walkways; therefore, reducing risk and liability.

Services Include:

- Sidewalk condition assessment and data collection
- Trip hazard removal
- Patented concrete cutting technology resulting in minimal disruptions and a safe work area
- Annual maintenance program
- GIS compatible assessment data



No Sidewalk Closures



ADA Compliant and Non-Slip Surface

Cutting creates surface matching the adjacent panels with an ADA compliant slope.



Negotiated Rates

Service bundles have been specifically designed for unique public entity needs.

Quick Start Steps

There are 4 Precision Concrete Cutting (PCC) Franchises located throughout California. If you are unable to determine the franchise that services your area, contact **Joseph Ortega**, who will direct you to the appropriate representative.

Northern California - Joseph Ortega
jortega@pccnorcal.com | 650.576.4303

Los Angeles and Imperial Valley Areas - Gary Beneduci
gary@safesidewalks.com | 858.699.1089

Temecula / San Diego - Kevin Stengel
kevins@pcctriphazardremoval.com | 760.889.2593

Long Beach Area - Ron Durna
socalpcc@safesidewalks.com | 909.539.7740

1. Determine which type of service agreement you will enter with PCC.
 - a. Sidewalk Assessment - charged by the total miles assessed
 - b. Trip Hazard Removal – charged by the size of the hazard removed
 - c. Annual Maintenance Program - performed annually, semi-annually or quarterly as determined by your agency
2. Mention that you are a PRISM Member to take advantage of the negotiated rates.
3. Complete agreement with Precision Concrete Cutting.

STRATEGIC PLANNING FACILITATION SERVICES

INTRODUCTION

They say that many golf bets are won or lost on the first tee . . . it's what is negotiated prior to the first tee shot that will determine the outcome of the day. The same applies to successful strategic planning session outcomes!

With nearly thirty years of working in organizational management, fourteen years with local, state and national associations, and fifteen years with self-insured risk management pools, Rick Brush has been a part of many strategic planning sessions that ranged from excellent to not very productive. These experiences fueled his passion to create the "Perfect" strategic planning session and to provide this service to organizations.

He has spent his career working with groups of individuals and engaging them for the collective benefit of their group – in other words, getting board members to take off their individual hats, wear the hat of the organization, and figure out how they can best work together to plan the organization's future. His style is personal and collaborative, creating an environment that is comfortable to openly share information, debate in a constructive manner, and come to specific agreed upon goals.

THREE PARTS TO A SUCCESSFUL STRATEGIC PLANNING SESSION

BEFORE THE MEETING

Work that happens prior to the strategic planning meeting sets the stage for the day. Before the meeting, Rick will work with staff to establish a timeline to interview staff and key board members, create a survey to be sent to all participants, and make sure the table is set for a productive meeting. This is the foundation that enables the group to dive into matters swiftly and head on, so that on the day of the meeting, they will be engaged right from the start.

DURING THE MEETING

The best facilitators are simply that – facilitators of discussion. Rick does not impose his opinions into your process and deliberations, but will artfully lead discussions, recognize sticking points, know how to overcome them, and work to build consensus towards setting goals. This is the "What" phase, meaning "What" should be the organization's focus.

AFTER THE MEETING

He will work with your staff to build a report that is clear and concise, creating a useful document to implement the "How" phase. The report will document Strategic Goals, Outcomes, and Milestones. It will be used by staff to establish priorities, build timelines, identify responsible parties, and determine any necessary additional resources.



PRISM

Public Risk Innovation,
Solutions, and Management

For more information, please contact:
Rick Brush, Chief Member Services Officer
rbrush@prismrisk.gov | 916.850.7300

Facilitator Bio

Rick Brush is the Chief Member Services Officer for the Public Risk Innovation, Solutions, and Management (PRISM), one of the largest self-insurance pools in the nation with approximately 2,050 public agency members. Rick is responsible for strategic initiatives for both PRISM and its captive insurance company, the Excess Insurance Organization. He is an integral part of the Senior Management team and is responsible for the delivery of professional and reliable risk management services to PRISM members. In addition, he helps to identify and create future program enhancements.

Previously, Rick worked at Bickmore, a risk management consulting firm, where he led the formation of five self-insurance groups (was the Administrator for one of them), and was the Administrator for a joint powers authority of twenty-one school districts.

Prior to that, Rick was the CEO of the California Society of Association Executives (CalSAE), the third largest society of association executives in the nation.

Perspective

Having been the CEO, Administrator and staff liaison of an organization, working with many strategic planning facilitators, Rick is well aware of the needs and expectations of staff. Having been a board member of many organizations, he also knows what it is like to sit in the seat of a board member. This gives him a unique perspective and understanding of the roles of each person in the room during a strategic planning session.

Specialties

- Strategic Planning
- Board Leadership
- Board Management
- Risk Management
- Relationship Building
- Strategic Partnerships

References are available upon request.



STRUCTURED SETTLEMENT SERVICES

PRISM partners with the industry's best to provide services that are second to none.

Noah Schwartz, a settlement annuity expert, designs structured settlement proposals and helps injured parties understand the benefits of each plan.

All documentation necessary to finalize structured settlements is prepared, and files are reviewed on-site to determine structured settlement potential for clients.

Services Include:

- Providing attractive plans for plaintiffs to reduce total costs
- Assistance in mediations and settlement conferences
- Present value cost analysis on life care plans and economic losses
- Assistance in special needs trusts, MSA allocations, and lien resolution

OFFICES OF
NOAH S. A. SCHWARTZ
AT **RINGLER** ▶
Settlement Consulting

To get started, please contact:
The Offices of Noah S. A. Schwartz
nschwartz@ringlerassociates.com | 800.322.7585



Best Outcomes

Best possibility of a good faith outcome for settlement.



Prepared

All the tools necessary for success



Quick Settlement

Cases statistically settle quicker and for less money with a structured settlement

Quick Start Steps

1. Call the offices of Noah Schwartz as early as possible.
2. Provide all necessary data for the case.
3. If applicable, send over any medicals so that they can retrieve a rated age resulting in savings for the client.

SUBSTANCE ABUSE PROFESSIONAL (SAP) SERVICES

PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with Dr. Harelson, a certified addiction specialist serving California and Nevada, to provide members with SAP services. He is also Department of Transportation (DOT) qualified to provide SAP services for drivers who fall under the Federal regulations.

Services Include

- Face-to-face or telemedicine consultation available
- Initial evaluation within DOT required 72 hours and written report
- Follow up evaluation and written report
- Early return-to-work evaluation (upon employer request)
- DOT Drug & Alcohol Clearinghouse SAP reporting



Robert W. Harelson
Psy.D, SAP

To get started, please contact:
Robert W. Harelson, Psy. D, SAP
robertharelson@aol.com | 925-639-2555



Personal Service

As the sole proprietor, consultation is done directly with Dr. Harelson.



Experience

Dr. Harelson has over 40 years of experience in the industry and has performed hundreds of substance abuse evaluations.



Discounted Pricing

Prices have been negotiated with your agencies' needs in mind.

Quick Start Steps

1. Visit www.subabuseprofessional.com to learn more about Dr. Harelson and the services he provides.
2. Let Dr. Harelson know you are a PRISM member.
3. Discuss with Dr. Harelson which payment option works best for your agency, either a direct agreement or pre-payment.
4. Ensure Dr. Harelson and your agency's Designated Employer Representative (DER) have exchanged contact information.
5. In the event that a positive drug or alcohol test result is received, refer the employee to [Dr. Harelson](#) for evaluation.

WORKFORCE MANAGEMENT SOFTWARE

Table of Contents



PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with Vector Solutions to bring you Scheduling by CrewSense, a Workforce Management Software designed specifically for our mission-critical members (fire, law enforcement, EMS).

Coordinate schedules and oversee employee hours. Manage overtime and simplify communications with this cloud-based system.

Services Include

- Cloud-hosted crew scheduling.
- User friendly software for administrators and end users.
- Fully customizable scheduling tools including emergency recalls and overtime staffing.



Intuitive Dashboard

Make schedule adjustments using intuitive dashboard. View changes in real time.



Mobile Ready

Oversee shifts from mobile app or web-enabled devices.



Discounted Pricing

Prices have been negotiated with your agencies' needs in mind.

Quick Start Steps

1. Contact [Kegan Konrady](#) for a demo or to answer any of your questions.
2. Pricing is based on the number of users in your agency.
3. Administrators will be given one-on-one training to ensure a successful launch.



INDEX

(Click on the titles below to view individual service Quick Start Guide)

Partner Programs

- Active Violence Emergency Response Training (Health and Safety Institute).....Tim Cross, tcross@hsi.com, 509.412.7062
- Background Check Services (Plexus Global).....Plexus Global Info Line, info@plexusglobalinc.com, 844.516.1008
- Catastrophic Claims Management (Paradigm).....Lori Reid, lori.reid@paradigmcorp.com, 800.397.6517
- Checkpoint System (Guard1).....Jody Cattoor, jcattoor@gaurd1.com, 216.595.0890
- Certificate of Insurance Management Services (Evident).....Bryan Cogliano, bcogliano@evidentid.com, 949.432.1986
- CPR, First Aid, AED (Health and Safety Institute).....Tim Cross, tcross@hsi.com, 509.412.7062
- Crisis Incident Management and Communication (Mainstream Unlimited).....Robert May, biem47@outlook.com, 800.831.5529
- Drug and Alcohol Testing Services (Plexus Global).....Destinee Zarate, dzarate@plexusglobalinc.com, 951.335.4904
- Early Intervention System (Benchmark Analytics).....Alec Henderson, alec.henderson@benchmarkanalytics.com, 469.933.9366
- Employee Performance Evaluations (Vector Solutions).....Kegan Konrady, kegan.konrady@vectorsolutions.com, 858.376.1634
- Employer Pull Notice (EPN) Program (Plexus Global).....Destinee Zarate, dzarate@plexusglobalinc.com, 951.335.4904
- Equipment & Apparatus Inspection Software (Vector Solutions).....Steve Walsh, steve.walsh@vectorsolutions.com, 858.683.7745
- First Responder First Responder Services (TCTI).....TCTI Team Members, prism@thecounselingteam.com, 800.222.9691
- Injury Reporting & Triage (Company Nurse).....John Brigowatz, jbrigowatz@companynurse.com, 480.374.2458
- Investigative Services (iUnited).....Tim Muraki, tim@iUnitedinc.com, 916.621.9849
- Learning Management System (Vector Solutions).....Christian Kelly, christian.kelly@vectorsolutions.com, 813.323.9438
- Legal Advice Services (Steve Underwood).....Skylar Golding, sgolding@prismrisk.gov, 916.850.7300
- Managed Care Consulting (Donn & Co).....David Donn, ddonn@donnco.net, 415.409.3666
- Medical Transportation & Language Services (ProCare).....Dwain Johnson, djohnson@theprocure.com, 925.381.0417
- Medicare Reporting Services (ExamWorks).....Sean Roberts, sean.roberts@examworks-cs.com, 800.497.1368
- On-Demand Webcasts (PRISMtv).....PRISM Risk Control, riskcontrol@prismrisk.gov, 916.850.7300
- PRISM Employment Practices Legal Advice Services (PRISM).....Katie Mola, kmola@prismrisk.gov, 916.850.7400
- Property Restoration Emergency Services (BELFOR).....Check for Contact
- Rehabilitation Care (NeuroRestorative).....Stacy Andreasen, stacy.andreasen@neurorestorative.com, 559.400.1978
- Return-to-Work (NPA).....NPA Return-to-Work Services, info@returntowork.com, 800.497.1368
- Safety Data Sheet Management (Health and Safety Institute).....Tim Cross, tcross@hsi.com, 509.412.7062
- Sidewalk Assessment & Maintenance (Precision Concrete Cutting).....Joseph Ortega, jortega@pccnocal.com, 650.576.4303
- Strategic Planning Facilitation (PRISM).....Rick Brush, rbrush@prismrisk.gov, 916.850.7300
- Structured Settlements (Ringler).....Noah S.A. Schwartz, nschwartz@ringlerassociates.com, 800.322.7585
- Substance Abuse Professional (SAP) Services.....Robert W. Harelson, robertharelson@aol.com, 925.639.2555
- Workforce Management Software (Vector Solutions).....Kegan Konrady, kegan.konrady@vectorsolutions.com, 858.376.1634



THE OUR SYSTEM®

What is the OUR System?

The Optimum Utilization of Resources (OUR) System® is a highly effective, proactive transitional work program, used in public and private sectors nationwide. This customized, cost-saving system streamlines communication between physicians, employers and workers' compensation personnel, creating fast accommodation for injured workers. The OUR System is developed through a series of on-site interviews, to identify meaningful work used to develop Bridge Assignments and to act as a buy-in mechanism for your staff.

BENEFITS

Injured workers are back to work quickly within one day, if possible.

Employers receive productive, valuable work for their money.

Medical and indemnity costs are significantly lowered.

Recovery period is reduced and risk of re-injury is minimized.

Physician receives clear documentation about the physical requirements of temporary transitional work.

Assists in meeting the requirements of ADA and FEHA.

RETURN-TO-WORK

Using the OUR System's Placement Administration Team (PAT), NPA's RTW Specialists will assist with your daily Return-to-Work efforts.

We record all RTW activities and track the days in modified duty via our RTWPro software.

We continue this process until the worker is deemed permanent and stationary/maximum medical improvement or is unable to return to their usual and customary job.

We provide monthly status reports to management, supervisors, and Third Party Administrator's (TPA's) for all active RTW claims.

We provide quarterly and annual RTW analysis, including TTD savings, NPA fees, and other pertinent data.

Each claim opened for RTW Services, we contact designated personnel to gather information such as: the nature of the injury, dept. supervisor and physician contact info, appointment dates, etc.

We work with your selected personnel to choose appropriate Bridge Assignments and facilitate placing the injured worker in a Bridge Assignment.

We help manage the injured worker's RTW progress by maintaining contact with the physician and supervisor.

HOW IT WORKS

Bridging the gap between the onset of a temporary disability and the injured workers' return to usual and customary work:

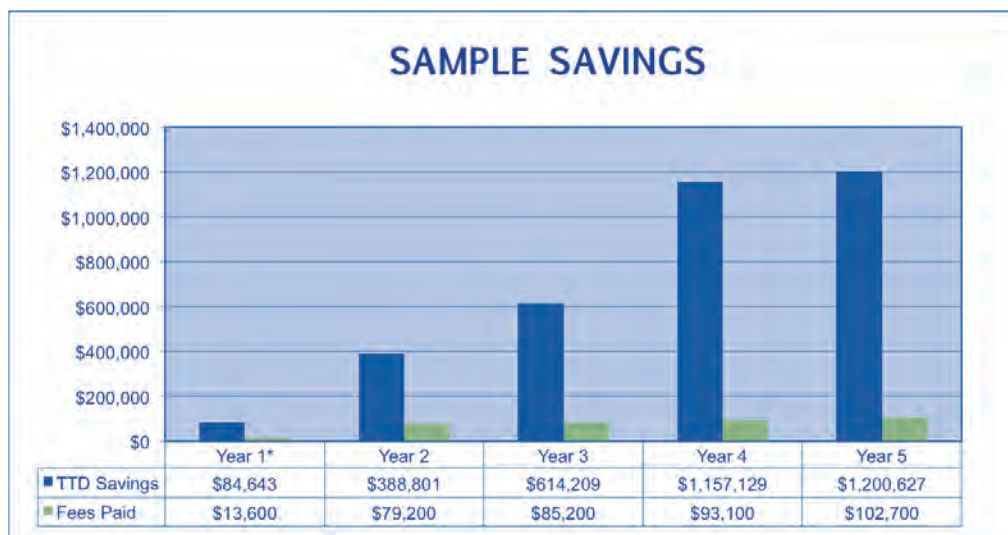
Bridge Assignments (temporary transitional work assignments) are composed of meaningful tasks.

Tasks are identified in advance and ready to submit to the treating physician for approval, empowering your supervisor to drive the RTW process.

With physician approval, injured workers are moved through more physically demanding Bridge Assignments to promote on-the-job work hardening.

RESULTS

You can expect a **20%** drop in workers' compensation costs in the first year of using the OUR System. Below is an example of an organization's potential savings.



OUR SYSTEM[®] GUARANTEE

We guarantee your workers' compensation savings will be greater than the fee paid (per your custom proposal) by the end of one year of full and conscientious use of the OUR System, or we will refund the difference.

ABOUT NPA

NPA Return-To-Work Services (NPA) began consulting in workers' compensation in 1985. In our 30+ years of expertise, NPA has created over 4,000 field developed and tested Bridge Assignments (temporary transitional work assignments), while implementing the OUR System in more than 1,000 organizations, in all 50 states, across the United States, Canada, and Mexico. As a high-quality boutique Return-to-Work management company, our team is dedicated to enhancing and customizing the RTW process for employers and employees, allowing for a flexible and robust RTW program designed just for you.

“

We are **PROUD** of our success. Let us show you the **ADVANTAGES** of our **UNIQUE** Return-to-Work (RTW) program. We will conduct a **FREE** analysis and demonstrate how you can drastically **REDUCE** your workers' compensation **COSTS**.

”

READY TO GET STARTED?

Contact us for a proposal.

NPA Return-to-Work Services

☎ 800-497-1368

✉ info@returntowork.com

www.returntowork.com

FIRE DEPARTMENT

TEMPORARY BRIDGE ASSIGNMENT

Bridge Assignments are designed to be performed by injured workers who cannot do their regular jobs. They are temporary, productive work assignments specifically developed to help employees safely continue working during their recoveries. For injuries requiring longer recovery periods, employees may be moved through a series of Bridge Assignments with physical requirements matching each stage of their recovery. This process accelerates their return to their usual and customary position while benefiting the organization.

TITLE: Fire Inspection Helper I

All work is to be performed in a safe and careful manner.

DESCRIPTION

Worker may perform any combination of the following or similar tasks as directed: Inspects various commercial buildings to ensure they are complying with all Fire Department regulations. The inspection will include but not limited to: elevator operation and instruction, fire extinguisher placement, expiration date and that it is in working order, overhead sprinkler system for proper working order and various other items which are on a check list. May inform owner or occupant as to violation and action necessary; must write reports and inform office when inspection is completed.

MACHINES AND/OR TOOLS USED

Pen, paper, clipboard, telephone and computer.

VEHICLES AND/OR EQUIPMENT DRIVEN

None.

REQUIRED TRAINING, LICENSING AND/OR CERTIFICATIONS

None.

FIRE DEPARTMENT

OUR # : BA - 1
TITLE : Fire Inspection
Helper I

BRIDGE ASSIGNMENT ANALYSIS

Endurance

Minutes at One Time

Total Hours in an 8 Hour Day

Sit	0 - 20 min.	2 - 3(1)
Stand	0 - 5 min.	1 - 2
Walk	0 - 5 min.	1 - 2
Drive	0	0
Keyboarding	0 - 5 min.	1 - 2(2)

STRENGTH	Nvr	Rare	Seld	Occas	Freq	Cont	ACTIVITIES	Nvr	Rare	Seld	Occas	Freq	Cont
Time in an 8 hour day	0	up to 30 min.	31 to 90 min.	1.5 to 2.5 hrs.	2.5 to 5 hrs.	5 to 8 hrs.	Time in an 8 hour day	0	up to 30 min.	31 to 90 min.	1.5 to 2.5 hrs.	2.5 to 5 hrs.	5 to 8 hrs.
LIFT							PHYSICAL ACTIVITIES						
01 - 10 lbs.					X(3)		Bend/Stoop		X				
11 - 20	X						Twist		X				
21 - 35	X						Crouch/Squat	X					
36 - 50	X						Kneel	X					
CARRY							Crawl	X					
01 - 10 lbs.					X(3)		Walk-Level				X		
11 - 20	X						Walk-Uneven	X					
21 - 35	X						Climb Stairs	X					
36 - 50	X						Climb Ladder	X					
PUSH							Reach Above Shldr		X				
01 - 10 lbs.		X(3)					Use of Arms					X(3)	
11 - 20	X						Use of Wrists					X(3)	
21 - 35	X						Use of Hands					X(3)	
36 - 50	X						Grasping					X(3)	
PULL							Fingering				X		
01 - 10 lbs.		X(3)					Foot Control		X				
11 - 20	X						ENVIRONMENT						
21 - 35	X						Inside						X
36 - 50	X						Outside		X				

SPECIAL NOTES/POSSIBLE HAZARDS/POSSIBLE ACCOMMODATIONS:

1. Passenger in vehicle
2. May be performed with one hand.
3. Items weighing less than 1lb.

Nature of assignment allows self-pacing of tasks.

Prepared by on

21112

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Page 2 of 2

FIRE DEPARTMENT

TEMPORARY BRIDGE ASSIGNMENT

Bridge Assignments are designed to be performed by injured workers who cannot do their regular jobs. They are temporary, productive work assignments specifically developed to help employees safely continue working during their recoveries. For injuries requiring longer recovery periods, employees may be moved through a series of Bridge Assignments with physical requirements matching each stage of their recovery. This process accelerates their return to their usual and customary position while benefiting the organization.

TITLE: Training Helper

All work is to be performed in a safe and careful manner in order to protect all employees from any undue harm.

DESCRIPTION

Worker may perform any combination of the following or similar tasks as directed: Following established procedures and training plans, provides training/instruction (commensurate with knowledge, experience and skill level) to other employees as assigned. May provide IIPP (Injury and Illness Prevention Program) instruction. May assist in video program “storyboard” development as qualified. May participate in various training/certifications for skills enhancement, including training to assist as a CTC (Command Training Center) Technician. May assist in conducting research involving grant writing, video conference development, burn building development, etc. May assist with Policy and Procedure manual and Training Academy manual review and revision. May assist with various historical documentation projects, yearbook development and data collection activities.

MACHINES AND/OR TOOLS USED

Telephone, pen, paper, training manuals, lesson plans, computer, photocopier, scanner.

VEHICLES AND/OR EQUIPMENT DRIVEN

None.

REQUIRED TRAINING, LICENSING AND/OR CERTIFICATIONS

None.

Prepared by on

OUR # : BA - 13
TITLE : Training Helper

FIRE DEPARTMENT

BRIDGE ASSIGNMENT ANALYSIS

Endurance

Minutes at One Time

Total Hours in an 8 Hour Day

Sit	0 - 5 min.	May sit or stand at will.
Stand	0 - 5 min.	May sit or stand at will.
Walk	0 - 5 min.	0
Drive	0	0

	Nvr	Rare	Seld	Occas	Freq	Cont		Nvr	Rare	Seld	Occas	Freq	Cont
Time in an 8 hour day	0	up to 30 min.	30 to 90 min.	1.5 to 2.5 hrs.	2.5 to 5 hrs.	5 to 8 hrs.	Time in an 8 hour day	0	up to 30 min.	30 to 90 min.	1.5 to 2.5 hrs.	2.5 to 5 hrs.	5 to 8 hrs.
LIFT							PHYSICAL ACTIVITIES						
01 - 10 lbs.					X(1)		Bend/Stoop	X					
11 - 20	X						Twist	X					
21 - 35	X						Crouch/Squat	X					
36 - 50	X						Kneel	X					
CARRY							Crawl	X					
01 - 10 lbs.				X(1)			Walk-Level	X					
11 - 20	X						Walk-Uneven	X					
21 - 35	X						Climb Stairs	X					
36 - 50	X						Climb Ladder	X					
PUSH							Reach Above Shldr	X					
01 - 10 lbs.	X						Use of Arms						X(1)
11 - 20	X						Use of Wrists						X(1)
21 - 35	X						Use of Hands						X(1)
36 - 50	X						Grasping						X(1)
PULL							Fingering				X(1)		
01 - 10 lbs.	X						Foot Control	X					
11 - 20	X						ENVIRONMENT						
21 - 35	X						Inside						X
36 - 50	X						Outside	X					

SPECIAL NOTES/POSSIBLE HAZARDS/POSSIBLE ACCOMMODATIONS:

1. Items weighing less than 3 lbs.; may be performed with one hand.

Nature of assignment allows pacing.

Prepared by on

POLICE DEPARTMENT

TEMPORARY BRIDGE ASSIGNMENT

Bridge Assignments are designed to be performed by injured workers who cannot do their regular jobs. They are temporary, productive work assignments specifically developed to help employees safely continue working during their recoveries. For injuries requiring longer recovery periods, employees may be moved through a series of Bridge Assignments with physical requirements matching each stage of their recovery. This process accelerates their return to their usual and customary position while benefiting the organization.

TITLE: Police Helper I

All work is to be performed in a safe and careful manner.

DESCRIPTION

Worker may perform any combination of the following or similar tasks as directed: Performs fingerprinting services. Assists with background checks of potential new recruits. Performs miscellaneous back-office filing, file purging, copying, scanning, supply inventorying, data input and organizing. Enters updates, corrections and revisions of operating and training manuals. Inventories, audits for performance and re-stocks personnel and vehicle equipment and supplies: cameras, digital recorders, AEDs, first aid supplies, flares, ammunition, etc.

MACHINES AND/OR TOOLS USED

Computer, telephone, clipboard, pen, paper, scanner, standard office equipment.

VEHICLES AND/OR EQUIPMENT DRIVEN

None.

REQUIRED TRAINING, LICENSING AND/OR CERTIFICATIONS

None.

Prepared by on

22222

POLICE

OUR #: BA - 4
TITLE : Police Helper I

TEMPORARY BRIDGE ASSIGNMENT ANALYSIS

Endurance Minutes at One Time Total Hours in an 8 Hour Day

Sit	0 - 5 min.	1 - 4
Stand	0 - 5 min.	0 - 2
Walk	0 - 5 min.	½ - 3
Drive	0	0
Keyboarding	0 - 10 min.	0 - 3

STRENGTH	Nvr	Rare	Seld	Occas	Freq	Cont	ACTIVITIES	Nvr	Rare	Seld	Occas	Freq	Cont
Time in an 8 hour day	0	up to 30 min.	31 to 90 min.	1.5 to 2.5 hrs.	2.5 to 5 hrs.	5 to 8 hrs.	Time in an 8 hour day	0	up to 30 min.	31 to 90 min.	1.5 to 2.5 hrs.	2.5 to 5 hrs.	5 to 8 hrs.
LIFT							PHYSICAL ACTIVITIES						
01 - 10 lbs.						X	Bend/Stoop			X			
11 - 20			X				Twist			X			
21 - 35	X						Crouch/Squat		X				
36 - 50	X						Kneel		X				
CARRY							Crawl	X					
01 - 10 lbs.						X	Walk-Level					X	
11 - 20			X				Walk-Uneven		X				
21 - 35	X						Climb Stairs	X					
36 - 50	X						Climb Ladder	X					
PUSH							Reach Above Shldr		X				
01 - 10 lbs.				X			Use of Arms						X
11 - 20		X					Use of Wrists						X
21 - 35	X						Use of Hands						X
36 - 50	X						Grasping						X
PULL							Fingering		X				
01 - 10 lbs.				X			Foot Control	X					
11 - 20		X					ENVIRONMENT						
21 - 35	X						Inside						X
36 - 50	X						Outside			X			

SPECIAL NOTES/POSSIBLE HAZARDS/POSSIBLE ACCOMMODATIONS:

Nature of assignment allows self-pacing of tasks.

Prepared by on

22222

POLICE DEPARTMENT

TEMPORARY BRIDGE ASSIGNMENT

Bridge Assignments are designed to be performed by injured workers who cannot do their regular jobs. They are temporary, productive work assignments specifically developed to help employees safely continue working during their recoveries. For injuries requiring longer recovery periods, employees may be moved through a series of Bridge Assignments with physical requirements matching each stage of their recovery. This process accelerates their return to their usual and customary position while benefiting the organization.

TITLE: Evidence Room/Weapon Helper

All work is to be performed in a safe and careful manner.

DESCRIPTION

Worker may perform any combination of the following or similar tasks as directed: Helps in evidence room by looking and confirming description of weapon, model and serial number, as appropriate. May take photos, records and documents all information.

MACHINES AND/OR TOOLS USED

Pen, paper, computer, camera, telephone.

VEHICLES AND/OR EQUIPMENT DRIVEN

None.

REQUIRED TRAINING, LICENSING AND/OR CERTIFICATIONS

Sworn Officer.

Prepared by on

22111

POLICE

OUR #: BA - 7
TITLE : Evidence Room/
Weapon Helper

TEMPORARY BRIDGE ASSIGNMENT ANALYSIS

<u>Endurance</u>	<u>Minutes at One Time</u>	<u>Total Hours in an 8 Hour Day</u>
Sit	0 - 10 min.	4 - 6
Stand	0 - 5 min.	1 - 2
Walk	0 - 5 min.	1 - 2
Drive	0	0
Keyboarding	0 - 10 min.	1 ½ - 2 ½

STRENGTH	Nvr	Rare	Seld	Occas	Freq	Cont	ACTIVITIES	Nvr	Rare	Seld	Occas	Freq	Cont
Time in an 8 hour day	0	up to 30 min.	31 to 90 min.	1.5 to 2.5 hrs.	2.5 to 5 hrs.	5 to 8 hrs.	Time in an 8 hour day	0	up to 30 min.	31 to 90 min.	1.5 to 2.5 hrs.	2.5 to 5 hrs.	5 to 8 hrs.
LIFT							PHYSICAL ACTIVITIES						
01 - 10 lbs.			X				Bend/Stoop		X				
11 - 20	X						Twist		X				
21 - 35	X						Crouch/Squat	X					
36 - 50	X						Kneel	X					
CARRY							Crawl	X					
01 - 10 lbs.			X				Walk-Level			X			
11 - 20	X						Walk-Uneven		X				
21 - 35	X						Climb Stairs		X				
36 - 50	X						Climb Ladder	X					
PUSH							Reach Above Shldr		X				
01 - 10 lbs.		X					Use of Arms						X
11 - 20	X						Use of Wrists						X
21 - 35	X						Use of Hands						X
36 - 50	X						Grasping						X
PULL							Fingering				X		
01 - 10 lbs.		X					Foot Control	X					
11 - 20	X						ENVIRONMENT						
21 - 35	X						Inside						X
36 - 50	X						Outside	X					

SPECIAL NOTES/POSSIBLE HAZARDS/POSSIBLE ACCOMMODATIONS:

Nature of assignment allows self-pacing of tasks.

Prepared by on

22111

TEMPORARY BRIDGE ASSIGNMENT

Bridge Assignments are designed to be performed by injured workers who cannot do their regular jobs. They are temporary, productive work assignments specifically developed to help employees safely continue working during their recoveries. For injuries requiring longer recovery periods, employees may be moved through a series of Bridge Assignments with physical requirements matching each stage of their recovery. This process accelerates their return to their usual and customary position while benefiting the organization.

TITLE: Grounds Beautification Assistant

All work is to be performed in a safe and careful manner in order to protect all employees from any undue harm.

DESCRIPTION

Worker may perform any combination of the following or similar tasks as directed: Tours grounds on foot including walkways, parking lots, fence lines and other exterior areas, hallways and entry areas, looking for litter. Uses a long-handled pick up device to retrieve litter and place in a garbage bag. May either use bucket or bag held by harness to collect debris. May sweep up small amounts of broken glass. If broken glass scattered too widely or litter is too large, notifies appropriate personnel. May work at different locations. Monitors locations for unauthorized people or activities. Reports situations needing intervention to supervisor or designated personnel.

MACHINES AND/OR TOOLS USED

Long-handled pick up device, broom, dustpan, plastic bag, bag harness, bucket.

VEHICLES AND/OR EQUIPMENT DRIVEN

None.

REQUIRED TRAINING, LICENSING AND/OR CERTIFICATIONS

None.

TITLE : Grounds Beautification
Assistant

BRIDGE ASSIGNMENT ANALYSIS

<u>Endurance</u>	<u>Minutes at One Time</u>	<u>Total Hours in an 8 Hour Day</u>
Sit	0 - 5 min.	½ - 1
Stand	0 - 5 min.	1 - 2
Walk	0 - 5 min.	4 - 6
Drive	0	0
Keyboarding	0	0

	Nvr	Rare	Seld	Occas	Freq	Cont		Nvr	Rare	Seld	Occas	Freq	Cont
Time in an 8 hour day	0	up to 30 min.	30 to 90 min.	1.5 to 2.5 hrs.	2.5 to 5 hrs.	5 to 8 hrs.	Time in an 8 hour day	0	up to 30 min.	30 to 90 min.	1.5 to 2.5 hrs.	2.5 to 5 hrs.	5 to 8 hrs.
LIFT							PHYSICAL ACTIVITIES						
01 - 10 lbs.						X(1)	Bend/Stoop		X				
11 - 20	X						Twist			X			
21 - 35	X						Crouch/Squat	X					
36 - 50	X						Kneel	X					
CARRY							Crawl	X					
01 - 10 lbs.						X(2)	Walk-Level						X
11 - 20	X						Walk-Uneven			X			
21 - 35	X						Climb Stairs		X				
36 - 50	X						Climb Ladder	X					
PUSH							Reach Above Shldr	X					
01 - 10 lbs.			X(1)				Use of Arms						X(1)
11 - 20	X						Use of Wrists						X(1)
21 - 35	X						Use of Hands						X(1)
36 - 50	X						Grasping						X(1)
PULL							Fingering	X					
01 - 10 lbs.			X(1)				Foot Control	X					
11 - 20	X						ENVIRONMENT						
21 - 35	X						Inside			X			
36 - 50	X						Outside						X

SPECIAL NOTES/POSSIBLE HAZARDS/POSSIBLE ACCOMMODATIONS:

1. Items weighing less than 3 pounds; may be performed with one hand.
2. Items carried are a pickup device and a trash bag, attached either to a shoulder harness or a belt.

Nature of assignment allows self-pacing of tasks.



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 15, 2026**

Agenda Item F.7.

RISK MANAGEMENT TRAINING CALENDAR

INFORMATION ITEM

ISSUE: Members will receive an overview of the Employee Training Matrix and NorCal Cities Training Calendar. Members are asked to discuss additional training topics for 26/27

26/27 NorCal Cities Training Calendar

- Navigating Presumptive Psychiatric Injuries (Webinar)
- IIIP Training (Webinar)
- Dealing with Angry People Training (Webinar)
- Verbal Judo for Law Enforcement (Rocklin Event Center)
- Office Staff Ergonomics Training (Virtual)
- Industrial Ergonomics for Public Works Training (Virtual)
- Cyber Security Best Practices with Beazley (Virtual)
- Lithium Battery Safety Considerations (Virtual)
- Law Enforcement Training Day (Rocklin Event Center)
- Dangerous Conditions – How to Recognize and Respond (Virtual)
- Risk Management 101 (Webinar)
- AMVP v. APIP (Webinar)
- AB 1825 and AB 1234 (Virtual)
- Insurance Requirements in Contracts (Webinar)
- Heat Illness Prevention (Webinar)
- Flagger Training (Regional)
- Aquatic Risk Management (Webinar)
- Playground Safety Inspection Training (Regional)

FISCAL IMPACT: None expected from this item – training is budgeted.

RECOMMENDATION: None - information only.

BACKGROUND: None.

ATTACHMENT(S):

1. NorCal Cities Training Calendar
2. 34th Street Consulting Training Catalog



2026-2027 TRAINING CALENDAR

AS	Alliant Insurance Services
SRC	Sedgwick Risk Control
DKF	DKF Solutions
OV	Outside Vendor
LWP	LWP
SC	Sedgwick Claims
JM	James Marta & Co.

JULY 2026		
SC	Liability Claims 101	Virtual
OV/LWP	Navigating Presumptive Psychiatric Injuries	Virtual
SRC	Injury & Illness Prevention Program Training	Virtual
August 2026		
OV	Dealing with an Angry Public	Virtual
September 2026		
OV	Verbal Judo For Law Enforcement	In-person
SRC	Office Staff Ergonomics	Virtual
SRC	Industrial Ergonomics for Public Works	Virtual
OV	Cyber Security: Best Practices	Virtual
OCTOBER 2026		
SRC	Temporary Traffic Control and Flagging	Virtual
OV	Lithium Battery Safety Considerations	Virtual
OV	Cyber Security: Tabletop Exercise	Virtual
LWP	Workers' Compensation 101	Virtual
NOVEMBER 2026		
AS	Law Enforcement Training Day	In-person
AS/OV	Recognizing and Responding to Dangerous Conditions of Public Property	Virtual
JANUARY 2027		
AS	AMVP v. APIP Training – Marcus Beverly	Virtual
AS	Risk Management 101 – Marcus Beverly	Virtual
AS	Board Roles, Responsibilities and Questions to Ask	Virtual
OV	AB 1234 and AB 1825	Virtual
FEBRUARY 2027		
AS	Insurance Requirements in Contracts Training – Marcus Beverly	Virtual
AS	Property Renewal Training – Jenna Wirkner	Virtual
MARCH 2027		
SRC	Playground Safety Inspection Training	In-person
APRIL 2027		
SRC	Heat Illness Prevention Training – Virtual	Virtual
AS	Understanding the NorCal Cities Budget	Virtual
MAY 2027		
OV	Aquatic Risk Management	Virtual
AS	Special Events Risk Management	Virtual



PUBLIC AGENCY TRAINING

34TH STREET TRAINING CATALOG

2023 / 2024

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Our Philosophy

Public agencies face the unique challenge of being community servants and leaders. At 34th Street we understand the weight and privilege of that responsibility. We have trained thousands of public agency employees, with essential, practical and innovative strategies for successful workplace relationships. Using our comprehensive training curriculum, immersive participatory process, and three pillars of focus (integrity, relationships, service) we tailor our training content to your unique context. Your employees will walk away feeling empowered to create sustained positive change.

We offer sessions in a variety of formats and lengths. The most common session timeframe is 2-3 hours. We always customize the scope to the needs of the public agency with whom we're partnering and offer specialized pricing based on the volume of the trainings provided.

PRICING:

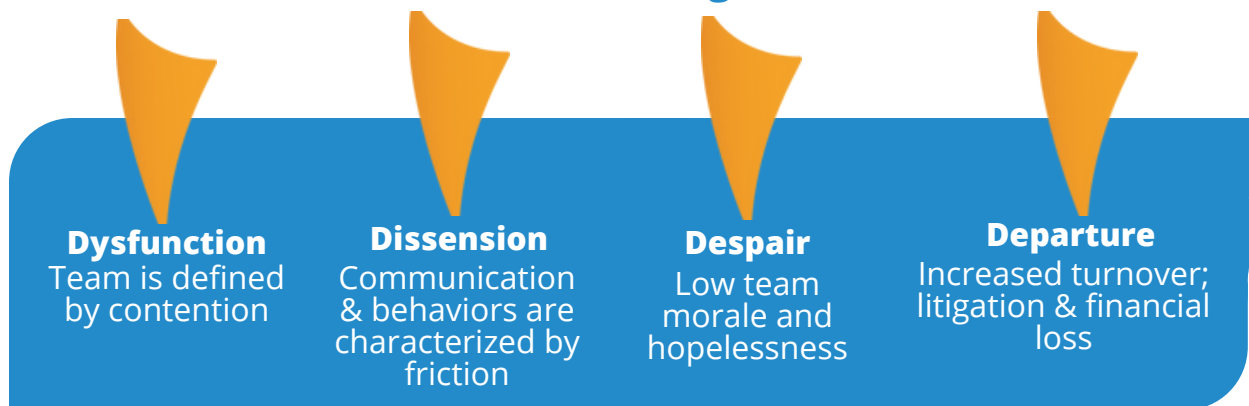
We do not want anyone to miss out on the opportunity to improve workplace relationships because of cost. We can work together to help you stay within budget, send us an email to start empowering your people.

The Wedge:

Conflict Resolution & Effective Communication Consulting

Harmful Conflict drives wedges into relationships.

Unaddressed wedges create:



Conflict is Universal, but Wedges don't have to be.

If you have an entrenched conflict within your agency affecting team dynamics, productivity or workplace relationships we can help.

We are not mediators where everyone must compromise. We are systems thinkers. We use our evidence-based, research backed Wedge Removal Formula combined with our tried and true proprietary solutions to remove wedges and create sustained positive change.

WEDGE REMOVAL FORMULA:



About the Catalog

Training is tailored to your needs.

Therefore, sessions can be provided individually, grouped together in a series, facilitated in a workshop/retreat format, presented virtually, etc.

Our team has trained in every format and context possible to agencies nationwide.

This catalog presents our training sessions in two ways:

TRAININGS ARE GROUPED BY LEARNING MODULES

If you are looking for a way to provide ongoing, in-depth training on a particular topic these modules are focused on developing a particular skillset through several interrelated sessions.

TRAININGS ARE LISTED INDIVIDUALLY ALPHABETICALLY

Following the modules you will find a list of our most popular sessions. You will find the session description, objectives and suggested duration. Many of our clients like "build their own bundle" from the list provided. (However bundling session is not necessary and each can be purchased individually.)

Learning Modules



ALL BUNDLES ARE
ADAPTABLE TO YOUR
AGENCY'S TIME
CONSTRAINTS AND
BUDGET

TRUST

Trust has inherent power. Trust fuels cooperation which produces an effective, cohesive and successful agency. Without it an agency pays the price in stress, poor service, and conflict. We focus on building and rebuilding trust as the foundation upon which an agency can build to achieve their goals.

SESSION TITLES:

Harnessing the Power to Lead: Building and Rebuilding Trust
Decision Making and Problem Solving
Extreme Ownership

COMPREHENSIVE LEADERSHIP

These training sessions provide extensive knowledge, understanding and coaching to learn skills, strategies and practical application for immediate implementation to optimize relationships and maximize individual potential. These trainings can be for leaders by title or prospective leaders.

SESSION TITLES:

Understanding your Role: Leader vs. Manager
The Unwritten Rules of Leadership: Leadership Fundamentals
Leveraging Leadership
Critical Conversations
Extreme Ownership
Harnessing the Power to Lead: Building and Rebuilding Trust
Decision Making & Problem Solving
Power and Influence
Maxims of Change: Four Keys to Positive Sustained Change

PEOPLE MANAGEMENT

The greatest investment an organization can make is to invest in its people. This bundle gives leaders the skills needed to effectively lead those they supervise while also giving them the capacity to develop future leaders.

SESSION TITLES:

Power and Influence
Critical Conversations
The Wedge: A Simple Metaphor to Improve all your Workplace Relationships
Becoming a Master Communicator:
Effective communication strategies, decoding nonverbal communication and Best practices
Effectively Leading a Generationally Diverse Workforce
Professional Development as the Optimal Tool for Performance Management
Revitalizing a Resilient Workforce (Mitigating Burnout)
Effectively Managing a Hybrid Workforce

Learning Modules (Cont.)

EFFECTIVE CUSTOMER SERVICE

Effective customer service is essential for all agencies and allows them to more effectively execute their jobs. In this bundle, we focus on teaching employees skills to help them navigate conflict, interact with all stakeholders successfully and how to implement these skills in stressful situations.

SESSION TITLES:

*Becoming a Master Communicator:
Effective communication strategies, decoding
nonverbal communication and Best practices*
Customer Service for Public Agencies
De-Escalation: Strategies to Build Customer Trust

EFFECTIVE EMPLOYEE TOOLBOX

This bundle focuses on empowering employees with the skills and training to help them be more effective and increase productivity. These sessions can be combined and tailored to fit your needs.

SESSION TITLES:

*Becoming a Master Communicator:
Effective communication strategies, decoding
nonverbal communication and Best practices*
The Wedge: A Simple Metaphor to Improve all
your Work Relationships
Decision Making & Problem Solving
Achieving Outcomes: How to Set, Keep and
Achieve Strategic Goals

COMPLIANCE

These sessions are updated continuously to meet the requisites of compliance training. We provide engaging educational sessions without losing the seriousness of the subject matter.

SESSION TITLES:

*Workplaces that Work for all of Us: A Harassment
Prevention Session*
(meets requirements for AB 1825 for managers and supervisors,
SB1343 for non-supervisory personnel, and AB 1661 for local
agency officials.)
Preserving the Public Trust: Ethics for Public Entity
Officials
(meets requirements for AB1234)

EFFECTIVELY LEADING TEAMS

What's the common thread amongst ALL effective teams? Effective leaders. This bundle focuses on giving leaders the skills and confidence they need to maximize team productivity, capitalize on potential, and optimize team relationships for success.

SESSION TITLES:

*Harnessing the Power to Lead: Building and
Rebuilding Trust*
Leveraging Leadership
Critical Conversations
Extreme Ownership
Coaching/Leader vs. Manager
Effectively Leading a Generationally Diverse
Workforce
*Successful Workplace Cultures: Adaptable
Communication and Conflict Resolution Strategies*

Training Sessions & Descriptions

ACHIEVING OUTCOMES: HOW TO SET, KEEP AND ACHIEVE STRATEGIC GOALS

Description: The process required to effectively set, keep and achieve goals is a skillset, it is rarely an innate gift. Frequently it takes years of trial and error to perfect a system of success, sadly often at the detriment of the organization's effectiveness. Some may find it easy to identify key goals but the technical breakdown into achievable steps eludes them, while others may simply feel overwhelmed with where to start despite a clear vision of where they want to go. This session focuses on the skillset required to be a leader not only with vision, but execution. Participants will learn the needed skills and strategies to translate the agency vision into achievable outcomes that move the team forward whether they are setting goals individually or department wide.

Objectives: Organization Change, Team Alignment, Growth & Outcomes
Duration: 2-3 Hours

GOVERNANCE TRAINING: WHERE GOOD GOVERNMENT AND GOOD GOVERNANCE CONVERGE

Description: Elected and appointed officials operate at their highest and most effective level when they are focused on discharging their duties as a governance team member. The public expects their local government officials to stay within the bounds of their authority as they lead the City. This ensures that the creation of a predictable workplace culture for City employees. This also ensures that the immunities afforded members of the governance team are maintained.

Specifically, this session will cover the origins of power [that governance teams like the] City Council [and various commissions within the city] exercise. The people who grant them such authority remain in charge and do not yield their sovereignty. This session will review some aspects of transparency laws, the importance of maintaining the public trust, and the importance of staying within the bounds of established municipal codes and state and federal law.

Finally, this session focuses on principles of leadership and the value of effective delegation to a City leadership team charged with executing the vision of the governance team.

Objectives: Governance, Leadership, Immunity, Council/Manager form of government
Duration: 2 Hours

Session Descriptions (Cont.)

BECOMING A MASTER COMMUNICATOR: EFFECTIVE COMMUNICATION STRATEGIES, DECODING NONVERBAL COMMUNICATION AND BEST PRACTICES

Description: A common characteristic found in great teams and relationships is fundamentally sound communication. This session focuses on the foundations of good communication--what, how, and when to use them, and the importance of communication to solve workplace and relationship challenges. This session provides participants with tools to communicate their way to achievement, as well as empower people to respond to and address unwanted conduct at work. When a workforce is empowered with communication skills, there are very few things they cannot achieve.

Objectives: Healthy Communication, Building Relationships

Duration: 2-3 Hours

BELONGING: CREATING PSYCHOLOGICAL SAFETY, MANAGING A DIVERSE WORKFORCE & SUPPORTING THE TEAM

Description: Current research has revealed that most of the DEI programs of the last several decades are ineffective and yield few results. Traditionally programs focused on Diversity, Equity, and Inclusion (DEI) by addressing patterns of bias that created inequities in our culture, including our workplace environments. These efforts focused on groups that have been historically discriminated against.

Eliminating bias from our workplaces must be done using a broader holistic approach. This approach should include training and education, development of a team based on a Bias Elimination Plan (BEP), coaching and conflict resolution, and a plan for measuring results. These efforts are focused on all personnel, because all personnel should feel they belong.

It all begins with education sessions to develop a common objective for the organization. That objective is (1) that every employee deserves to feel like they belong and are an important part of the organization; and (2), every employee is entitled to authentic equal access to opportunities within the organization. The inherent challenge is educating every team member on the existence of bias in virtually every organization in the systems of hiring, advancement, work assignment distribution, and leadership opportunities. This session begins this process without placing blame or identifying participants as part of the problem. The DEB subject is approached positively with a focus on the future; because the future is all we can successfully change.

Objectives: Eliminating Bias, Equity Employment Practices, Culture,

Duration: 2-3 Hours

Session Descriptions (Cont.)

CRITICAL CONVERSATIONS: HOW TO NAVIGATE ESSENTIAL DIALOGUE WITH COWORKERS

Description: In our countless training sessions and consulting hours we have yet to find someone who truly wants to actively alienate everyone around them. Most individuals who enter public service are just the opposite, they honor the privilege to serve, relish the opportunity to grow and care deeply about all community stakeholders. Often this desire to contribute in a positive way to society also means they worry about the ramifications of tough conversations. Within this session we are focusing on the crucial conversations required to not only get the job done well, but maintain a sense of belonging, safety, and progress within the agency. Participants will learn methods to having candid conversations that foster growth and trust amidst team members, and strategies to support agency members' progress towards excellence.

Objectives: Growth, Change, Alignment, Effective Communication, Conflict Resolution

Duration: 2-3 Hours

CUSTOMER SERVICE FOR PUBLIC AGENCIES: STRATEGIES FOR SUCCESS

Description: Public agency employees are often the community members' first impression of the city, which makes customer service skills essential. Customer service is inextricably intertwined with being a public servant. Local businesses, residents, and community leaders often feel that because their tax dollars pay public servant salaries they have an unwritten contract that requires agency employees to be responsive to their needs. This session was designed with public agencies for public servants like yours. Building public trust and overcoming negative perceptions about public servants are the byproduct of effective customer service. Too many customer service sessions focus on broad principles without understanding the context public servants experience. This session will focus on providing participants with the necessary skills to improve the quality of customer service for both external and internal customers.

Objectives: Effective Communication, Increase Productivity, Quality Customer Service

Duration: 2-3 Hours

Session Descriptions (Cont.)

DE-ESCALATION: STRATEGIES TO BUILD CUSTOMER TRUST

Description: While we all want to have interactions with community members that are smooth, flowing and productive it is inevitable that we will face a "heated" situation fraught with frustration and anger. It is necessary to find a way to treat community members with respect and give them opportunities to be heard. That is where de-escalation strategies are a necessity. This session will focus on empowering you with the skills to transfer your sense of calm and genuine interest to the person you're interacting with so you can understand the root cause of the situation, and build trust with the individual. This session will be engaging, immersive and provide practical skills you need. Building public trust and overcoming negative perceptions about public servants are the byproduct of effective public servant customer service. You can walk away feeling confident that you know how to navigate a tough situation.

Objectives: Managing Difficult Customer Interactions, Customer Service, Conflict Resolution

Duration: 2.5-3 Hours

EMPOWERING PUBLIC AGENCIES: MASTERING THE ART OF DECISION MAKING & PROBLEM SOLVING

Description: Mastering the art of decision making and problem solving in the public sector is a delicate balance of transparency, critical thinking, and diplomatic process. This session will equip you with practical strategies and best practices to identify and solve tough challenges, foster innovation, and promote continuous improvement. Through engaging exercises and real-world case studies, we'll discuss critical thinking skills and gain the confidence necessary to lead through obstacles. Whether you are a manager, supervisor, or staff member, this training will provide you with the tools and insights you need to succeed in today's rapidly changing public sector environment.

Objectives: Critical Thinking, Trust, Problem Solving, Empowering Leaders

Duration: 2-3 Hours

Session Descriptions (Cont.)

EFFECTIVELY LEADING A GENERATIONALLY DIVERSE WORKFORCE

Description: If you've ever been confused by a coworker's statement and found yourself googling "what does ____ mean"--then this session was made for you. From boomer to zoomer we've all got our own unique lexicon, paradigm, and experience. We've entered a pivotal era of increased diversity, greater flexibility and shifting values. Many agency leaders come from a powerful generation that has created foundational success for the rising generation of millennial leaders and new Gen Z public servants. Agency productivity, unity, and success is contingent upon generations understanding and respecting one another's particular set of values. Participants will learn communication strategies that are unique to each generation. Discuss ways to bridge divisions and make connections. Participants can gain a clearer picture of not just working together, but excelling together.

Objectives: Making Generational Connections, Belonging, Communication
Duration: 1-2 Hours

EFFECTIVELY MANAGING A HYBRID WORKFORCE

Description: The Pandemic of 2020-2022 generated one of the greatest workplace paradigm shifts and social experiments in modern history. Almost overnight we removed millions of employees from the workplace and asked them to stay home, and work. The challenges associated with working from home are real and well-documented. Overcoming the work-from-home distractions, lack of in-person supervision, and bridging accessibility issues will provide needed support for employees. However, the greatest challenge for most remote employees is the isolation. It cuts against our very DNA and our need as humans to connect with one another. This session focuses on solutions to these challenges, and best practices for creating the optimal structure to help employees succeed in a remote environment. The session also includes a discussion on leadership qualities necessary in times of crisis to bring peace, security, and confidence to employees in uncertain times.

Objectives: Bridging the Gaps in Remote Cohesion, Adaptable Leadership, Trust
Duration: 2 Hours

Session Descriptions (Cont.)

FROM DUTY TO OWNERSHIP: EMPOWERING INDIVIDUALS TO "OWN" THEIR ROLES

Description: Increasing employees' accountability, cohesion and trust are vital elements of all agencies. This session focuses not only on the power of owning your role but also owning outcomes of your decisions this leads to more productive, effective, and innovative individuals and teams. Participants will study the mindset shift required to move from merely discharging their duties to becoming leaders who embrace success and failure alike. The session will provide ideas for techniques and systems to enhance accountability, build resilience, promote continuous improvement and foster humility. This session is geared towards every level of the organization, increasing ownership in individual team members means the collective enjoys a culture of growth, progress and safety.

Objectives: Leadership Development, Accountability, Effective Coaching, Trust
Duration: 2-3 Hours

HARNESSING THE POWER TO LEAD: BUILDING & REBUILDING TRUST

Description: This session focuses on the challenges of gaining and maintaining trust, as well as the ability to rebuild trust when necessary. This session will also focus on how trust is a precondition to organizational flexibility and adaptability. When employees focus on building trust, they create greater efficiency within the organization, and develop the fortitude and framework to make the difficult decisions and generate buy-in from leadership. Not only does this help within the organization, it also helps create more buy-in from the community which leads to more support, increased unity and greater success for all. There are three fundamental components to developing trust: building great relationships, utilizing good judgment, and being consistent and accountable. By discussing concrete strategies in these three areas, participants will be able to successfully navigate tough conversations with coworkers, earn the confidence of their colleagues and community stakeholders, and be viewed as a trusted team member by the organization's top leaders.

Objectives: Developing Trust, Creating Consistency, Conflict Resolution, Belonging, Agency Cohesion
Duration: 2-2.5 Hours

Session Descriptions (Cont.)

LEADING WITH PURPOSE: HOW TO LEAD WITH POWER & INFLUENCE

Description: This session is designed to equip public agency leaders with the knowledge and tools they need to lead with purpose, inspire teams, and support strong communities. Participants will explore the art of power and influence, learning how to leverage these tools to build trust, motivate others, and drive meaningful change.

Throughout the session, participants will engage in interactive discussions and practical exercises designed to help them better understand their own strengths and weaknesses. They will learn how to build strong relationships, communicate effectively, and navigate complex organizational dynamics to achieve their goals. Participants will explore strategies for supporting and engaging team and community members.

Objectives: Leadership Development, Effective Communication, Relationship Development, Coaching

Duration: 2-3 Hours

LEVERAGING LEADERSHIP: UNLEASHING THE POTENTIAL OF INTROVERTS, EXTROVERTS, FEELERS, THINKERS, INFLUENCERS, AND MORE

Description: No personality type comes preprogrammed for the leadership fast track. Studies have tried to establish a correlation between successful leaders and personality types but there is no true relationship. Instead research has identified key characteristics, behaviors, and processes that create great leaders. In this session we will focus on self-awareness, emotional intelligence, and the numerous strengths different personality types possess that enhance leadership. Participants will learn how to leverage their own personal strengths and innate leadership styles to maximize their impact within their teams and the agency.

Objectives: Leadership Development, Effective Communication, Belonging

Duration: 2-3 Hours

Session Descriptions (Cont.)

MAXIMS OF CHANGE: FOUR KEYS TO POSITIVE SUSTAINED CHANGE

Description: Shifting a culture must be addressed at the foundational level for it to have lasting effect. Issues plaguing a workplace culture are removed at the root level to achieve sustained change. Anything less is a temporary band-aid approach. Creating sustained change in relationships and workplace culture requires use of these four maxims of change.

1. Walk the Talk - Credibility Maxim
2. Encourage Authentic Participation - Buy-In Maxim
3. Champion the Cause - Momentum Maxim
4. Encourage Accountability - Morale Maxim.

Any organization can achieve the change objectives they desire. This session will empower all participants to understand how to achieve sustained change to a more positive workplace culture, a culture defined by support and teamwork, for a culture of belonging.

Objectives: Change Management, Effective Communication, Relationships

Duration: 2-2.5 Hours

RESUSCITATE PERFORMANCE MANAGEMENT TO REVIVE YOUR TEAMS

Description: This session will focus on how to implement a process of regular Check-Ins with employees for the purpose of performance management. Check-ins serve to remind those good employees how great they are and how much we value them in our organization. These regular Check-Ins also serve as a reminder for those employees that need to improve their performance, they need to do better! Our discussion will focus on how these Check-Ins should be structured (e.g., how long, how often, who should attend, and where should they take place), what should be covered during the Check-In, and how the messaging is critical. The session will also discuss how building this Check-In structure will ease the annual burden felt by managers and supervisors who procrastinate the task of writing and delivering annual performance evaluations. Through this process and structure good employees will be consistently reminded they are valued and thus increase their organizational commitment and engagement, while underperforming and underachieving employees will realize they cannot escape accountability so they will need to improve or move-on. The result, a revitalized workforce where people feel they are working in an appreciative and equitable environment.

Objectives: Leadership Development, Coaching, Effective Questioning, Communication, Relationship Development

Duration: 2 Hours

Session Descriptions (Cont.)

REVITALIZING A RESILIENT WORKFORCE: MITIGATING BURNOUT

Description: Returning to the workplace in 2022 allowed organizations to address a long overlooked workplace challenge: burnout. In 2019, the World Health Organization (WHO) defined it as an “occupational phenomena” and defined it as a “syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed.” This training gives all employees the skills necessary to identify, work through, and overcome burnout. All participants will leave this session with a revitalized passion for work and concrete strategies to create a resilient team. Participants will be equipped with tools to improve team performance, efficiency and connection.

Objectives: Belonging, Communication, Systems

Duration: 2-3 Hours

SUCCESSFUL WORKPLACE CULTURES: COMMUNICATION EXPECTATIONS & CONFLICT RESOLUTION

Description: Many agencies find themselves in situations of having to deal with workplace behaviors that are unacceptable. Rude behaviors, employees angry with one another, or a lack of civility can have an adverse impact on workplace cultures. Sometimes the problem is what we say, other times it is how we say it, our timing, or it's a lack of self-awareness on how our conduct adversely impacts our coworkers. Setting workplace behavioral expectations is the foundation for preventing such conduct at work. This session focuses on setting expectations in the areas of communication, conflict resolution, emotional intelligence, and the importance of consistently maintaining professional and civil behavior.

Topics covered:

- Foundations of Effective Communication
- Impact of Nonverbal Communication
- The origins of Conflict
- Removing Wedges & Resolving Conflict
- Self-Awareness & Self-Regulation

All participants will leave this session with the tools necessary to successfully interact and engage with one another. Conflict and misunderstandings will still occur, but each participant will leave with the tools necessary to respond to the situation and not let conflict define the team or the culture.

Objectives: Conflict Resolution, Communication Skills, Boundaries, Self-Awareness

Duration: 2-3 Hours

Session Descriptions (Cont.)

THE UNWRITTEN RULES OF LEADERSHIP: LEADERSHIP FUNDAMENTALS

Description: The unspoken rules of leadership are the foundational principles of leadership that are not always explicitly taught but are essential for success. By embracing these principles and making them an integral part of your leadership approach, you can magnify your impact and unleash your team's potential. The session will focus on understanding implied rules like: emotions matter, leading is a service, vision matters, balance and burnout, inclusion and adaptability. This session is critical for all aspiring and current leaders, the content discussed, strategies learned, and scenarios practiced will provide relevant job training for every role.

Objectives: Leadership Development, Goal Setting, Communication
Duration: 2-3 Hours

THE WEDGE: A SIMPLE METAPHOR TO IMPROVE ALL OF YOUR WORKPLACE RELATIONSHIPS

Description: Because conflict will always happen, ***this is our most popular session.*** The difference between great teams and dysfunctional teams is not the absence of conflict, it is the collective ability to not let the conflict define the team. When harmful conflict happens the byproduct is wedges driven into relationships. Wedges, left unattended, are the catalysts that destroy teams, departments, and organizations. Each of us needs a well-developed Human Interaction Toolbelt™ (Toolbelt™) with all the skills necessary to successfully engage one another. This session will focus on helping participants sharpen some of those tools and obtain a Wedge Remover™ to add to their Toolbelt™. When team members use their Wedge Remover™ and encourage others to do likewise, they can be assured that their teams will be characterized by greater harmony, productivity, and effectiveness.

Objectives: Communication, Conflict Resolution, Paradigm Shifting
Duration: 2 Hours

Session Descriptions (Cont.)

UNDERSTAND YOUR ROLE AS A LEADER: LEADING & MANAGING

Description: Understanding the role of a leader and a manager is a critical distinction. People in positions of authority are expected to manage people, projects, and resources when necessary, but they need to be leaders *always*. Promotion and position may give people the authority to lead, but leaders need more than that. They need the power to lead. This session identifies the roles that managers and leaders play within an organization, how authentic power is achieved beyond authoritative power, and what leaders need to do to effectively lead a group in achieving objectives. This session also focuses on a variety of leadership characteristics and styles to manage a diverse workforce and take the steps necessary to handle inevitable conflict.

Objectives: Communication, Trust, Leadership Development, Vision

Duration: 2-2.5 Hours

Compliance Session Descriptions

PRESERVING THE PUBLIC TRUST: ETHICS FOR PUBLIC ENTITY OFFICIALS

Description: This session is AB1234 Compliant

This session will focus on the state and federal regulations that outline ethical conduct for public agency employees and officials. Specifically, this session will cover laws relating to personal financial gain by public servants, including laws prohibiting bribery and conflict-of-interest laws, laws relating to claiming prerequisites of office, such as gifts and travel restrictions, prohibitions against the use of public resources for personal or political purposes, prohibitions against gifts of public funds, mass mailing restrictions, and prohibitions against acceptance of free or discounted transportation by transportation companies.

We will also focus on government transparency laws, including, but not limited to, financial interest disclosure requirements and open government laws and laws relating to fair processes.

WORKPLACES THAT WORK FOR ALL OF US: A HARASSMENT PREVENTION SESSION

Description: This session meets the requirements of AB1825 for managers and supervisors, SB1343 for non-supervisory personnel, and AB1661 for local agency officials.

With all the sexual harassment and bullying in the news, it is evident that some folks in the workforce are not getting the message. All employees, elected, appointed officials, contractors, and volunteers are entitled to a workplace free of unwelcome bullying, sexual harassment, discrimination, and retaliation.

This session is designed to provide participants with the knowledge and tools to identify, address, and respond to such unlawful conduct. Participants will learn what constitutes sexual harassment, forms of discrimination, and the legal definition of retaliation. Discussion will include key types of abusive conduct, (i.e., bullying), how to prevent it, respond to it, and the adverse impact of such behaviors on a workplace culture. This session will include how to respond to allegations of harassing and bullying behaviors in the workplace.

Leadership Team

Gerry Preciado

President & Principal Consultant



Gerry Preciado has trained and consulted with thousands of public entity, private sector and university employees. His areas of expertise and emphasis are leadership and organizational development, conflict resolution, and public entity governance. After spending several years as an employment law trial attorney (representing first

plaintiffs and then defendants), Mr. Preciado realized that by the time his clients called him it was too late. Something had gone wrong during the human interaction at work. Consequently, he spent several years developing an approach to leading and managing people while empowering them to positively manage and respond to conflict and other workplace challenges. The result is encapsulated in 34th Street's proprietary approach, "The Wedge: A Simple Metaphor for Improving Every Relationship in Your Life." Over the past 25 years Gerry has been an in-demand keynote speaker and spoken at conferences nationwide. His presentations are engaging, educational and inspiring. He always provides practical solutions for workplace relationships and real life application. Mr. Preciado received both his Bachelor of Arts and Juris Doctor degrees from UCLA and is leading the revolution to empower the labor force with the skills necessary to navigate workplace relationships and create sustained positive change.

Jacob Houghton

Senior Consultant

Jacob Houghton brings a decade of experience to the team in Public Service and Educational Leadership.

His areas of expertise are public service leadership, conflict resolution, and employee coaching. Jacob's background as an Education Administrator has given him a broad range of experience managing relationships among staff, students, and parents while also

interfacing with community agencies. He has trained personnel on risk management, loss prevention, and compliance. As Jacob dealt with conflicts between staff, students, and stakeholders day in and day out, he witnessed the negative effects ripple into the community. He wanted to do more to shift the culture surrounding conflict from dysfunction and despair to hope and growth. Thanks to his years as an Administrator, he is experienced in navigating the life of a public servant, working to connect with all community members and provide the highest level of service at all times to community and colleagues. His professional training makes him adept at identifying the patterns of conflict and creating actionable strategies that teams can understand and buy into. Mr. Houghton specializes in creating and implementing training curriculum specific to organizations' objectives and desired outcomes; focusing on how to navigate workplace relationships to optimize productivity, efficiency, and harmony.



Contact Information



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