

RISK MANAGEMENT 2013 REVIEW

All figures through June 30, 2013

Significant 2013 Events:

Administration-

- Processed 34 risk claims received for 2013
- Processed 26 new WC claims for 2013
- Began preparation for CVMIC audit, to be complete by Mid-August
- Developed a Risk Management Manual
- Researched and recommended to CVMIC a system for on-line MSDS (Material Safety Data Sheets) Management. (Awaiting possible approval of system)
- Reviewed and accepted alternate Crime Coverage.
- Reviewed Volunteer Insurance
- Currently reviewing Cyber Insurance Coverage

Loss Control-

- 7 safety training sessions for DPW, Parks, Utilities and F&C field staff (19 topics covered)
- 3 seasonal training classes
- 12 General Employee training classes, 3 Supervisory training classes
- Training provided to field staff on new GHS (Globally Harmonized System) and MSDS
- Conducted in-house Confined Space Entry training with joint efforts from Fire, DPW, Facilities and Utilities
- Scheduled in-house First Aid/CPR training with Fire Instructors
- Continued to work on LEAN change to Certificates of Insurance Handling Procedures
- Settled several of the Cities higher value claims from 2010 and 2011
- Completed Bi-annual Actuarial Risk Management Study

Performance Data:

<u>Program</u>	<u>Criteria</u>	<u>Actual 2010</u>	Actual 2011	Actual 2012	Projected 2013	Actual 2013
<u>6210</u>	<u>Client Benefits/Impacts</u>					
	Average workers compensation cost per claim	\$2900	\$4454	\$3777	\$4,000	\$6,511
	Average cost per general liability claim	\$44	\$529	\$428	\$300	\$0
	Average cost per auto liability claim	\$275	\$884	\$146	\$600	\$311
	<u>Strategic Outcomes</u>					
	\$ value of claims paid	\$2192 GL + \$278,949 WC	\$90,912GL + \$413,227 WC	\$21,444 GL + \$203,959 WC	\$300,000	\$3424.00 GL + \$169,304 WC
	\$ value of subrogation recovery	\$8114	\$22,040	\$6,369	\$11,000	\$1010

	<u>Work Process Outputs</u>					
	# of insurance policy renewals	10	10	10	10	10
	# of new insurance policies purchased	2	0	0	0	0
	# of claims filed:					
	General Liability	55	73	49	50	23
	Auto Liability	22	33	19	30	11
	Worker's comp – lost time	57	67	54	7	4
	Worker's comp – medical only				50	22
6220	<u>Client Benefits/Impacts</u>					
	# of people who attended safety training classes	3,405	2,800	2,800	3,500	3325
	<u>Strategic Outcomes</u>					
	# of safety inspections conducted	126	131	128	125	58
	# of safety problems	179	242	219	200	73
	# of safety corrections	163	206	203	175	66
	<u>Work Process Outputs</u>					
	# of educational programs given	119	133	19	15	19
	New: # of topics covered during each safety class		11			
	Ave employees per session	26.4	28	28	26	30

Areas of Primary Concentration for 2013:

Continue to monitor all areas of insurance to make sure the City is adequately covered for all potential losses. Continue to have safety training sessions and safety inspections to make sure all areas are in compliance. Handle all worker's compensation claims as they come in and report to the state. Continue to have central safety meetings. Continue to process and investigate all claims that come into the City. Handle all issues with special events, insurance certificates and contractor contracts. Continue to cross train other Human Resources staff on the investigation and processing of claims, insurance renewal administration and general risk training as part of our succession planning. Prepare for the changes that will take place in the next two years related to: Right to Know law/MSDS. Prepare for CVMIC tri-annual audit, and a new electronic format. Continue to review alternate Insurance coverages

Budget Performance Summary

Even though we are at 72.5% of budget spent, the larger administration account pays most of the full year insurance premiums in January, we paid out two large claim settlements from prior year incidents as well as continuing to pay the Fox River legal expenses. These factors take us over the 50% mark at mid year. We will continue to work with the Finance Department on the monitoring of the risk fund.