



**CALIFORNIA JOINT POWERS RISK MANAGEMENT AUTHORITY
EXECUTIVE COMMITTEE MEETING**

June 9, 2010 - 1:00 P.M.

**CJPRMA Main Office
3252 Constitution Drive
Livermore, CA 94551**

(925) 837-0667

AGENDA

- I. CALL TO ORDER:** 1:00 p.m.
- II. ROLL CALL**
- III. APPROVAL OF MINUTES**
 - March 31, 2010 Pages 3-5
- IV. PRESENTATIONS**
 - None
- V. CONSENT CALENDAR**
 - None
- VI. THIS TIME IS RESERVED FOR MEMBERS OF THE PUBLIC TO ADDRESS THE EXECUTIVE COMMITTEE ON MATTERS OF EXECUTIVE COMMITTEE BUSINESS**
- VII. ACTION CALENDAR**
 - 1. Approval of Claims Administrator and Executive Assistant Job Descriptions Pages 6-15
 - 2. Discussion of City of Petaluma designated Director Pages 16-19
 - 3. Committee assignments/Executive Committee transition Page 20
 - 4. General Manager's Goals & Objectives Pages 21-28

VIII. CLOSED SESSION

- None

IX. ACTION ON CLOSED SESSION ITEMS

X. ADJOURNMENT



CALIFORNIA JOINT POWERS RISK MANAGEMENT AUTHORITY

EXECUTIVE COMMITTEE MEETING

**March 31, 2010
8:00 A.M.**

**Redding City Hall
777 Cypress Avenue
Redding, CA 96001**

(530) 225-4387

Minutes

I. CALL TO ORDER:

President Henderson called the meeting to order at 8:15 a.m.

II. ROLL CALL

PRESENT

- | | |
|-------------------------------------|---------------------------------------|
| 1) Jessica Henry, <i>Chico</i> | 5) Kathleen Williams, <i>Stockton</i> |
| 2) Bill Henderson, <i>Livermore</i> | 6) Harry Maurer, <i>Vallejo</i> |
| 3) Janet Hamilton, <i>Lodi</i> | 7) Jeff Tonks, <i>YCPARMIA</i> |
| 4) Chris Carmona, <i>Redding</i> | |

ABSENT

None

OTHERS PRESENT

- | | |
|--|-------------------------------------|
| 8) Byrne Conley, <i>Gibbons & Conley</i> | 9) Lynette Frediani, <i>Redding</i> |
| | 10) David Clovis, <i>CJPRMA</i> |

III. APPROVAL OF MINUTES

None

IV. PRESENTATIONS

- None

V. CONSENT CALENDAR

- None

VI. THIS TIME IS RESERVED FOR MEMBERS OF THE PUBLIC TO ADDRESS THE EXECUTIVE COMMITTEE ON MATTERS OF EXECUTIVE COMMITTEE BUSINESS

VII. ACTION CALENDAR

1. Review of CJPRMA By-Laws

The General Manager presented the Executive Committee with proposed modifications to the CJPRMA By-Laws. The Executive Committee supported the changes that were presented and agreed that the Amended By-Laws should be presented to the Board of Directors at the April Annual Meeting.

2. Claim Form Revision

This item was presented to the Executive Committee for general discussion and review. After a lengthy discussion, the primary concern of the committee was the inclusion of a Social Security Number on a claim form. The current claim form provided by CJPRMA as a model form currently requests the information. Director Tonks advised that the Government Code that specifies which information should be included on a claim form has been modified and he will forward the information to the General Manager. This item will be referred to the Claim/Coverage Committee for ongoing discussion..

3. General Manager's Goals & Objectives

The General Manager provided the committee with a copy of the Goals and Objectives that were adopted by the Board of Directors for the prior General Manager. Although many of the current Goals and Objectives still apply, the G.M. Clovis identified a number of key issues that were receiving priority attention. These items include; Conducting an RFP for Broker of Record, evaluation of current staff assignments, create a methodology for the transition period for litigation management, develop a long term solution for litigation management and creation of the 2010-2011 annual budget. The Executive Committee supported the direction of the General Manager and were in agreement of the items requiring immediate attention.

In addition to the Goals and Objectives, the Executive Committee identified a number of issues of key importance to the organization that would provide the membership with added value. These items included; discussion of recreating a 250k Sir Pool, creating of a broker contract that included a flat fee, develop a mandate electronic claims reporting system, modify board meetings and eliminate the round robin discussion, create a GM Communication section, identify the specific timelines for submitting information to be included on agendas. The Executive Committee also reviewed the schedule for the 2010 Annual Board Meeting.

VIII. CLOSED SESSION

None

IX. ACTION ON CLOSED SESSION ITEMS

None

X. ADJOURNMENT

The meeting was adjourned at 11.00 a.m.

**CALIFORNIA JOINT POWERS
RISK MANAGEMENT AUTHORITY**

AGENDA BILL

Item #: 1	<u>Title:</u> APPROVAL OF CLAIMS ADMININSTRATOR AND EXECUTIVE ASSISTANT JOB DESCRIPTIONS
Meeting: 06/09/2010	
General Manager: <i>J.P.C.</i>	

Recommended Action:

Approval of Claims Administrator and Executive Assistant Job Descriptions

Item Explanation:

The Executive Committee has been assigned the responsibility and authority to review and approve job descriptions. The General Manager has reviewed the organization and has identified two job descriptions that require modification and creation.

Claims Administrator:

The General Manager has been in the process of reviewing the workload of the CJPRMA office and has reviewed the litigation process. In an effort to promote a smooth transition, the General Manager hired the services of Nova Pro Inc. for the interim period, to monitor the litigation and claims activity. Colleen Abney, Assistant Vice President, is currently working as a dedicated contract litigation manager at the CJPRMA office. Ms. Abney is working two to three days per week based upon the office workload and her availability.

Ms. Abney has reviewed the 2010 Claims Audit and has reviewed a number of cases that were identified as "Watch List Files". Her observations have been consistent with the report provided by CJPRMA Claims Auditor Craig Bowlus of AON Risk Services. In addition to the specific claims findings made while reviewing the member files, Craig Bowlus also identified a number of areas that should be addressed by a Claims Administrator. A job description for the position of Claims Administrator has been created and is attached to this agenda bill for review. A number of critical points will be addressed by the recruitment of a Claims Administrator.

The 2010 Claims Audit identified the following recommendations:

- CJPRMA should hire a Claims Administrator who has experience managing catastrophic liability claims;
- CJPRMA should populate its Risk Management Information System (RMIS) with the data generated in this report;
- CJPRMA should begin utilizing the RMIS immediately upon hiring a Claims Manager;
- Once a claim is reported and accepted as an excess file by CJPRMA, automated RMIS data exchange should be required with member;

- The RMIS (or an Excel document) should track trial dates;
- A Claims Committee should be created;
- “Watch List files” should be formally identified as such;
- The Claims Committee should review all “Watch List files” within three months of trial;
- A formal excess reserving model should be considered;
- Reporting requirements for self-administered members should be modified to include captioned reporting on a quarterly basis. Civil rights cases with incurred values of less than \$50,000 should be subject to reduced levels of oversight at CJPRMA, and should not be subject to the captioned reporting requirements.

The creation of the Claims Administrator job spec was developed based upon the recommendations of the annual audit, the recommendations of Ms Abney and the observations of the General Manager. This position will require a person with substantial experience in public agency litigation management, an understanding of the government claims process and have the ability to translate the knowledge to our members. The person will also be required to work in a small office environment and be a team player. In developing the job description a review of similar positions in the SF Bay Area was utilized for the purpose of developing a salary range. Positions evaluated included the MPA Claims Manager, City of Stockton Claims Adjuster and input from local TPA’s. Although a formal compensation study was not completed, the range recommended for the position should be the current salary range for the Risk Manager position, which is \$90,068.27 to \$114,934.63. In addition to the salary, it would be appropriate to apply the CJPRMA vehicle allowance of \$500 per month to this position as the incumbent would be required to attend regular meetings with members.

Executive Assistant:

CJPRMA has an approved job description of Administrative Secretary which is currently not filled. The office support is currently provided by two Office Assistants that have interchangeable functions. In reviewing the office makeup and workload, the General Manager has identified a need to have one of the office personnel be devoted to the support of the General Manager. A historic job description of Administrative Secretary has been revised to reflect the current duties of staff and the intended future responsibilities. The modified position will be titled Executive Assistant, demonstrating the role of the individual in direct support of the functions of the Executive of the organization. The existing Office Assistant, in addition to assigned functions, will provide staff support for the Finance Officer and the Claims Administrator. In reviewing the duties and responsibilities of the revised job description, it would be appropriate that the compensation for the position be \$43,003.02 to \$54,951.7 or a 10% increase of the current range for the Office Assistant. This modification will provide the General Manager with the greatest ability to effectively manage the operation of CJPRMA and will provide for the greatest level of services to our members. Approval of this job description will result in one of the current Office Assistant positions being eliminated.

The General Manager recommends that the Executive Committee approve the job description of Claims Administrator and Executive Assistant. The 2010-2011 Annual Budget will be presented to the Board of Directors for approval at the June 17, 2010 meeting. The approval by the Executive Committee will be reflected in the budget.

Fiscal Impact:

Maximum top step increase for Executive Assistant of \$4,995.62 per year. There will be no annual fiscal increase for the Claims Administrator Position.

Exhibits:

- 1) Claims Administrator Job Description
- 2) Executive Assistant Job Description

Executive Committee Action:



CALIFORNIA JOINT POWERS RISK MANAGEMENT AUTHORITY

CLAIMS ADMINISTRATOR

DEFINITION:

This position coordinates and directs the CJPRMA liability claims process, including the development of policies, procedures, and systems. Performs a wide variety of professional risk management/claims services and is responsible for supervising various professional administrative activities for the California Joint Powers Risk Management Authority (CJPRMA).

REPORTING RESPONSIBILITIES:

Receives general supervision from, and reports directly to, the General Manager. Makes presentations to the Board, Executive Committee, Claims/Coverage Committee and member entities. Works with CJPRMA staff, investment managers, insurance broker, consultants, Board Members, member entities, TPA's and counsel.

ESSENTIAL AND IMPORTANT DUTIES:

- 1) Supervise and direct liability claims processing activities and procedures; participate in the development of policies, goals and objectives; recommend new or modified programs and systems.
- 2) Receive, review and evaluate claims submitted against members; assign claims to defense attorneys; monitor and evaluate progress and final disposition; attend settlement conferences and authorize settlement decision as appropriate.
- 3) Coordinate the activities of contractual services provided to CJPRMA by attorneys, auditors and claims adjusters; evaluate services; monitor contract compliance and approve payment of fees.
- 4) Prepare and present operational reports; keep members apprised of claim status. Develops risk control recommendations, prepares reports and monitors entities' implementation plans;
- 5) Meet with member claims staff, defense attorneys and TPA's.
- 6) Reviews claims patterns and coordinates, recommends and conducts specific training programs to reduce claims in critical areas;
- 7) Assists entities in developing and implementing new and revised policies and procedures in the area of risk control and litigation management;

- 8) Reviews contracts and assists entities in establishing appropriate insurance requirements, and developing hold harmless agreements and contractual risk transfer specifications for such agreements;
- 9) Assists member entities in establishing litigation management programs and provides appropriate training;
- 10) Provides expert assistance to entities, in the absence of their risk manager;
- 11) Oversees and manages the CJPRMA RMIS System;
- 12) Review and development of the Claim Manual;
- 13) Maintain current knowledge of legislation and general development related to risk management administration;
- 14) Issues certificates of coverage to members in the absence of the General Manager;
- 15) Works with and assists the General Manager in the purchase and placement of commercial insurance products;
- 16) Works with the General Manager on special projects.
- 17) Performs other duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge:

The individual must possess knowledge of (1) litigation management practices and training; (2) the structure and operation of public organizations; (3) methods and techniques regarding the investigation and settlement of liability claims and risk control programs for local government agencies; (4) principals of contract administration; (5) computer and RMIS systems; (6) English grammar and usage; and (7) principles of public sector litigation management.

Skills:

The individual must be able to (1) use various computer software programs including Microsoft Office Suite; (2) analyze problems and recommend alternatives/solutions; (3) plan, initiate and complete assignments with a minimum of direction; (4) design and prepare various types of reports; (5) communicate clearly and concisely, both orally and in writing; (6) establish and maintain cooperative working relationships with those contacted in the course of work; and (7) manage personnel in an office environment.

Abilities:

The individual must be able to (1) develop and manage liability management programs; (2) conduct general on-site assessment of claims and write reports; (3) consult with entities regarding their litigation management practices and programs; and (4) maintain expertise on current legislative and case laws related to public sector litigation.

PHYSICAL REQUIREMENTS:

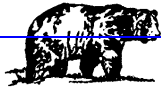
This individual must have the ability to (1) type and use computer keyboards; (2) use hands to reach, handle or feel objects or controls; (3) stand, walk, talk, see and hear with sufficient acuity to successfully perform all aspects of the job; (4) travel to various entity sites by vehicle or plane; (5) be exposed to dust, noise, moving objects and other vehicles while in the field; (6) work unusual and prolonged hours; and (7) lift and carry items weighing up to 25 pounds. Reasonable accommodations will be provided upon request.

EXPERIENCE AND TRAINING:

Any combination of experience and training that would likely provide the required knowledge, skill and ability outlined above is qualifying. A typical way to obtain such knowledge, skill and ability would be the possession of a Bachelor's degree from an accredited college or university with major course work in business or public administration or a related field; ten years of increasingly responsible administrative experience in public sector claims/litigation management, or a related field; and possession of a professional designation such as ARM, CPCU or claims adjuster license.

LICENSE OR CERTIFICATE:

Possession of, or ability to obtain, a valid California Driver's License is required; however, a reasonable accommodation alternative will be considered for individuals with a disability.



CALIFORNIA JOINT POWERS
RISK MANAGEMENT AUTHORITY



CALIFORNIA JOINT POWERS
RISK MANAGEMENT AUTHORITY

EXECUTIVE ASSISTANT ADMINISTRATIVE SECRETARY

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DEFINITION:

To perform responsible and confidential administrative and secretarial duties for the General Manager; provide administrative support to assigned projects or programs; and to provide information and respond to questions from the Board of Directors and public. This is the highest level assistant class of CJPRMA. Under general supervision, performs a wide variety of professional, administrative secretarial functions for the California Joint Powers Risk Management Authority (CJPRMA).

REPORTING RESPONSIBILITIES:

Receives direction from, and reports directly to, the General Manager. The Executive Assistant will serve as the lead office assistant of CJPRMA. The Executive Assistant will have the discretion of assigning assignments and projects to the other office assistant based upon workload and organization priorities. The Executive Assistant Supervises the Typist Clerk and works with CJPRMA Staff, the Accountant, investment managers, consultants and Board Members.

ESSENTIAL AND IMPORTANT DUTIES:

- 1) Administers office functions in the absence of the General Manager.
- ~~2) Supervises the Typist Clerk.~~
- ~~3) Prepares agendas for Executive Committee Meetings and Board of Directors meetings.~~
- ~~4) Records and prepares minutes for the Executive Committee and Board of Directors meetings.~~
- ~~5) Administers and maintains the master office calendar and the General Manager's calendar.~~
- ~~6) Develops and maintains filing systems.~~

- | ~~76)~~ Develops and maintains office procedure manuals.
- | ~~87)~~ Prepares correspondence, reports, etc.
- | ~~98)~~ Prepares reports and coordinates projects for the General Manager.
- | ~~109)~~ Assists with the administration and the maintenance of policies, procedures and manuals.
- | ~~110)~~ Maintains and updates the Administrative Manual.
- | ~~1211)~~ Creates and maintains standardized formats for reports.
- | ~~1312)~~ Designs, creates and maintains data bases.
- | ~~1413)~~ Maintains and updates personnel files.
- | ~~15)~~ ~~Prepares and processes payroll.~~
- | ~~16)~~ ~~Assists investment managers with coordination of financial transactions.~~
- | ~~147)~~ Processes accounts receivable and accounts payable.
- | ~~158)~~ Prepares checks and acquires appropriate signatures.
- | ~~19)~~ ~~Charges disbursements to appropriate accounts.~~
- | ~~20)~~ ~~Prepares and administers the invoicing system for all coverage programs.~~
- | ~~16)~~ ~~Orders office supplies, books and materials;~~
- | ~~17)~~ ~~Assists in set-up and hosting of CJPRMA meetings and training sessions, both local and out-of-town;~~
- | ~~2118)~~ Performs all functions in a professional and business-like manner.
- | ~~2219)~~ Performs all other duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of:

Automated office systems, their characteristics and applications.

Modern office practices, procedures and equipment.

Skill in:

The use of various computer software programs such as Windows, [Microsoft Office Suite](#), [Risk Management Information System](#), [CJPRMA Data Base](#), [Wordperfect](#), [Lotus 1-2-3](#), [Paradox](#), [BPI Accounting II](#), etc.

Preparing various types of reports.

Identifying, recommending and implementing improvements to office procedures.

Supervising personnel, on a limited basis.

Ability to:

Perform work requiring the exercise of independent judgement, speed and accuracy with a minimum level of supervision.

Identify problems, analyze situations and data, and recommend effective courses of action/solutions/alternatives.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted during the course of business.

PHYSICAL REQUIREMENTS:

Ability to type and use computer keyboards for extended periods of time.

Ability to sit for extended periods of time.

Ability to lift and carry items weighing up to 25 pounds.

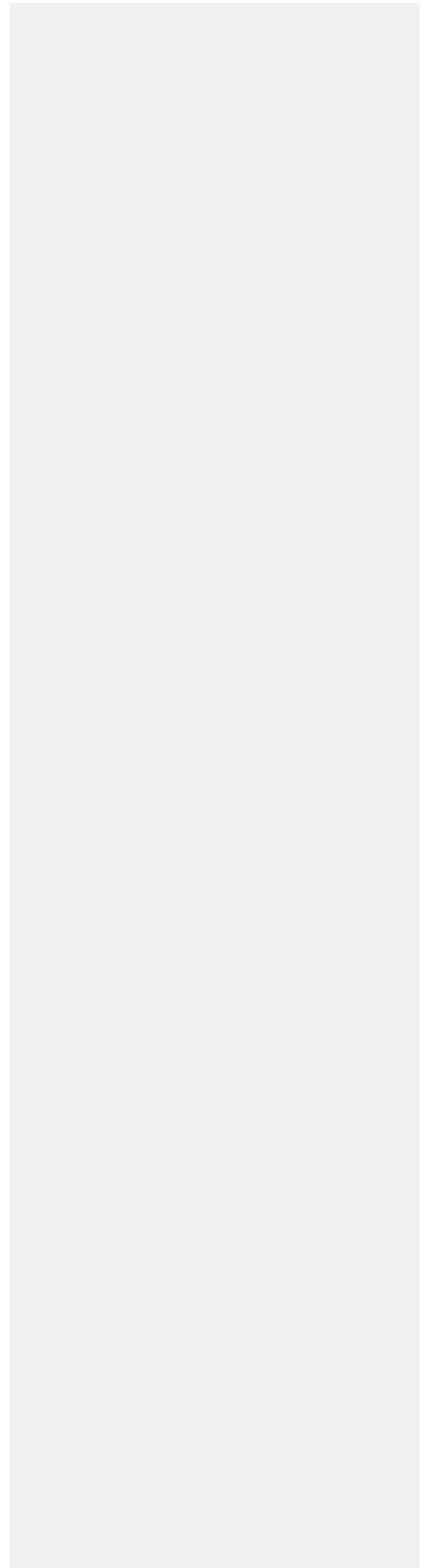
EXPERIENCE AND TRAINING:

Any combination of experience and training that would likely provide the required knowledge, skill and ability outlined above is qualifying. A typical way to obtain such knowledge, skill and ability is:

Four years of increasingly responsible professional secretarial experience, the equivalent of an Associate of Arts Degree (A.A.) and four years of experience in using various software programs.


LICENSE OR CERTIFICATE:

Possession of, or ability to obtain, a valid California Driver's License is required; however, a reasonable accommodation alternative will be considered for individuals with a disability.



**CALIFORNIA JOINT POWERS
RISK MANAGEMENT AUTHORITY**

AGENDA BILL

Item #: 2	<u>Title:</u> DISCUSSION OF CITY OF PETALUMA DESIGNATED DIRECTOR
Meeting: 06/09/2010	
General Manager: 	

Recommended Action:

None. This item is being provided for information and discussion purposes only.

Item Explanation:

Director Ron Blanquie requested a review of his date of appointment to the CJPRMA Board of Directors. The date currently listed on the roster is October 26, 2009. This date is based upon a letter submitted by the Petaluma City Manager (copy attached). Director Blanquie has questioned why his date did not reflect the April 28, 2009 date when Director Blanquie was appointed by the City to serve as contract Risk Manager.

The General Manager has researched the history of the date in question and has discovered the following, Director Blanquie retired from the City of Petaluma on or about April 27, 2009.

On April 28, 2009 the City of Petaluma executed a contract with Director Blanquie naming him as the contract Risk Manager, an Officer of the city. On April 30, 2009 Ron Blanquie sent an email to CJPRMA advising that the alternate Director Jerry Gebhardt would continue to serve in the same capacity and would cast votes on behalf of the city. The letter dated October 26, 2009 was sent to CJPRMA by the City Manager John Brown confirming the status of Director Blanquie.

The review of this file and history provides the following chronological order of events.

1. Director Blanquie was removed from his role as Director based upon notice of his retirement.
2. Director Blanquie and former General Manager Robert German discussed at length, without resolution, the difference between employment status and a contract risk manager.
3. As a result, Director Blanquie submits an email dated April 30, 2009 explaining his employment status.
4. On October 26, 2009 the City Manager John Brown clarifies via letter, Director Blanquie's contract risk management status as of April 28, 2009.

After reviewing the file materials, my interpretation of these events indicates that the correct designated date for Director Blanquie being appointed as contract Risk Manager for the City of Petaluma is April 28, 2009.

The General Manager will discuss his finding with the committee.

Fiscal Impact:

None.

Exhibits:

- 1) Email from Director Blanquie to General Manager German dated April 30, 2010
- 2) Letter from City Manager John Brown dated October 26, 2009

Executive Committee Action:

Robert J. German

From: Blanquie, Ron [rblanquie@ci.petaluma.ca.us]
Sent: Thursday, April 30, 2009 3:30 PM
To: Robert J. German
Cc: Gebhardt, Jerry; Rossotti, Jolene; David Clovis; Henderson, Bill
Subject: RON BLANQUIE-CHANGE OF EMPLOYMENT STATUS WITH THE CITY OF PETALUMA

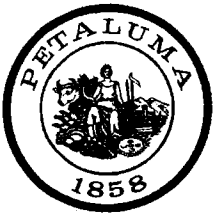
Bob,

This will confirm our telephone conversation of today. As of April 28, 2009 my status as a direct City of Petaluma Risk Manager employee, will now be changed to contract Risk Manager for the City of Petaluma. Jerry Gebhardt, is currently the City's alternate director to the CJPRMA and will remain a City Employee. Mr. Gebhardt will now cast any vote on behalf of the City of Petaluma. If you have any questions, or comments, please let me know. Thanks.

Regards,

Ron

Ron Blanquie, Risk Manager
City of Petaluma
1304 South Point Blvd., Suite 270
Petaluma, CA 94954
(707) 776-3695



CITY OF PETALUMA

POST OFFICE BOX 61
PETALUMA, CA 94953-0061

RECEIVED
NOV 03 2009
C.J.P.R.M.A.

Pamela Torliatt
Mayor

Teresa Barrett
David Glass
Mike Harris
Mike Healy
David Rabbitt
Tiffany Renée
Councilmembers

October 26, 2009

CJPRMA
Attention: Bob German
2333 San Ramon Valley Blvd., Suite 250
San Ramon, CA 94583-4456

Dear Mr. German:

Please be advised that the City of Petaluma has appointed Ron Blanquie to the position of Risk Manager, an Officer of the City. Mr. Blanquie is hereby appointed by the City as its Director on the CJPRMA Board.

Thanks you for your assistance in this matter.

Sincerely,

John C. Brown
City Manger
707-778-4345

Cc: Byrne Conley
Bill Henderson

City Manager's Office
11 English Street
Petaluma, CA 94952

Phone (707) 778-4345
Fax (707) 778-4419
E-Mail
citymgr@ci.petaluma.ca.us

Housing Division
Phone (707) 778-4555
Fax (707) 778-4586
E-Mail
bgaebler@ci.petaluma.ca.us

Human Resources Division
Phone (707) 778-4534
Fax (707) 778-4539
E-Mail
humanresources@
ci.petaluma.ca.us

Information Technology Division
Phone (707) 778-4417
Fax (707) 776-3623
E-Mail
it@ci.petaluma.ca.us

Risk Management Division
Phone (707) 776-3695
Fax (707) 776-3697
E-Mail
riskmgt@ci.petaluma.ca.us



**CALIFORNIA JOINT POWERS
RISK MANAGEMENT AUTHORITY**

AGENDA BILL

Item #: 3	<u>Title:</u> COMMITTEE ASSIGNMENTS/EXECUTIVE COMMITTEE TRANSITION
Meeting: 06/09/2010	
General Manager: <i>D.C.C.</i>	

Recommended Action:

None. This item is being provided for information and discussion purposes only.

Item Explanation:

The Executive Committee's annual election of officers and the appointment of two new Executive Committee members will occur at the June 17, 2010 meeting. Based upon the correct list of nominees, there will be a new President and Vice President.

Two of the current Executive Committee members, Director Carmona and Director Henry, will be rotating off the committee. The purpose of this item is to discuss a transition plan for current Ad Hoc committees.

The current Ad Hoc committee assignments are as follows:

- Coverage & Claims: Vice President Tonks
Director Henry
- Risk Management: Director Carmona
Director Maurer
- Education & Training: Director Williams
Director Hamilton

Fiscal Impact:

None.

Exhibits:

None.

Executive Committee Action:

**CALIFORNIA JOINT POWERS
RISK MANAGEMENT AUTHORITY**

AGENDA BILL

Item #: 4	<u>Title:</u> GENERAL MANAGER'S GOAL & OBJECTIVES
Meeting: 06/09/2010	
General Manager: <i>D.C.</i>	

Recommended Action:

None. This item is being provided for information and discussion purposes only.

Item Explanation:

The CJPRMA Board of Directors appointed the new General Manager at the March 18, 2010 Meeting. The General Manager David Clovis reviewed the goals and objectives which were adopted by the Board for the prior General Manager Robert German.

General Manager David Clovis identified a number of key issues that will require priority attention over the next several months. These issues should take precedent over other items which are on the previous General Manager's goal and objectives.

This item will be placed in all future Executive Committee Agendas. The General Manager will update the committee on the status of items discussed at the March 31, 2010 Executive Committee meeting.

Fiscal Impact:

None.

Exhibits:

1) General Manager's Goals & Objectives for 2009/2010

Executive Committee Action:



GENERAL MANAGER GOALS & OBJECTIVES FOR 2009-2010

GOALS	ACTION STEPS	STATUS	TARGET COMPLETION	TASKS COMPLETED
1. Maintain financial strength and solvency. 50%	A. Maintain affordable premiums for members.	Reinsurance Liability premiums will be maintained at the current level through June 2011. Reinsurance Property premiums will be the same for two consecutive years through June 2011.	Completed for 2010.	The General Manager provided the Board with a two year fixed premium annual renewal for all commercial programs. The Board adopted the program at the 2009 Annual Meeting.
	B. Explore and evaluate enhanced services at affordable costs.	Refer to coverage committee to review alternative coverage programs for members.	April 2010	
	C. Monitor organizational spending for budget compliance.	Ongoing	April 30, 2010	
	D. Establish a vendor pool providing discounted services to members.	Work with committees in defining vendor needs for members.	February 2010	
	E. Compare programs and services provided by other organizations.	Ongoing. To be discussed with Risk Management Committee.	June 2010	
	F. Monitor, review and evaluate all claims.	Ongoing. Report to Claims and Coverage Committee.		
	G. Monitor the use of outside counsel services in order to ensure that they are cost effective and efficient.	Ongoing. To be discussed with Claims and Coverage Committee.		
	H. Negotiate settlements that minimize the financial impact on organizational resources.	Ongoing. To be discussed with Claims and Coverage Committee.		
	I. Develop annual budget for approval.	Budget to be prepared for adoption at the annual meeting.	April 2010	

GOALS	ACTION STEPS	STATUS	TARGET COMPLETION	TASKS COMPLETED
2. Establish training programs for Board Members, staff and member entities. 10%	A. Identify essential core competencies for Board members and alternates.	Open, To be discussed with Education and Training Committee.		
	B. Develop a training curriculum focused on identified core competencies.	Open, To be discussed with Education and Training Committee.		
	C. Conduct New Board Member Orientation twice annually.	Schedule additional Board Member Orientations and consider a session at CAJPA.	December 3, 2009	Staff created a program for Board Member Orientation. First training of this fiscal year completed.
	D. Create a training program focused on frequency and severity of losses.	Open, To be discussed with Education and Training Committee.		Claims auditor to gather loss data during audit process.
	E. Implement a training program that optimizes member involvement and minimizes impact on member resources.	Open, To be discussed with Education and Training Committee.		
	F. Evaluate alternative methods for delivery of training programs.	Open, To be discussed with Education and Training Committee.		
	G. Create training program for professional development of staff.	Staff members attending CAJPA and PARMA Conferences. Additional programs being researched.	September 09 and February 10	Two staff members attended the 2009 CAJPA Conference. Three staff members to attend the 2010 PARMA Conference.

GOALS	ACTION STEPS	STATUS	TARGET COMPLETION	TASKS COMPLETED
3. Create standards for member Risk Management programs. 15%	A. Develop minimum standards for member Risk Management programs.	To be discussed with Risk Management Committee.		
	B. Develop organizational standards (benchmarks) for comparing member programs.	To be discussed with Risk Management Committee.		
	C. Provide enhanced Risk Management services to members.	To be discussed with Risk Management Committee.		
	D. Create a member Risk Management audit policy and procedure.	To be discussed with Risk Management Committee.		
	E. Create a member Risk Management accreditation program.	To be discussed with Risk Management Committee.		
	F. Create model policies and procedures.	Ongoing		
	G. Establish minimum standards for best practices.	To be discussed with Risk Management Committee.		
	H. Provide enhanced communication to members including jury verdicts, legislative developments and other industry related developments.	Open		
	I. Provide enhanced briefings on closing cases.	To commence with December Board Meeting.	December 10, 2009	
H. Establish a process for collecting member loss data.	Open. The CJPRMA Claims Auditor will be collecting loss data. The data will be transferred to CJPRMA for analysis.	April 2010		

	I. Analyze loss data for categorical frequency and severity.	Open	April 2010	
	J. Develop a comparative analysis for member to member experience.	Open	April 2010	

GOALS	ACTION STEPS	STATUS	TARGET COMPLETION	TASKS COMPLETED
<p>4. Improve the agenda process by creating policies and procedures for agenda preparation and distribution.</p> <p>10%</p>	<p>A. Create an agenda calendar which addresses dates for development and preparation of agendas. Agendas will be delivered via email one week prior to Board Meetings.</p>	<p>Completed December 10, 2009</p>	<p>December 10, 2009</p>	<p>A CJPRMA Annual Calendar was created and has been added as a standing agenda item. Completed December 10, 2009</p>
	<p>B. Increase the amount of background information provided in agenda bills.</p>	<p>Ongoing</p>		
	<p>C. Review preliminary agenda with the Board President at least 14 days prior to each meeting.</p>	<p>Commence in October 2009</p>		

GOALS	ACTION STEPS	STATUS	TARGET COMPLETION	TASKS COMPLETED
5. Establish a permanent office site with meeting space. 5%	A. Award contracts for construction of improvements.	Complete		Contracts for Construction, furniture, cabling, exterior signage and audio visual have been executed.
	B. Purchase furniture and equipment for new facility.	Complete		A contract for new furniture for the facility has been executed. The equipment is currently on order with a delivery date in late January.
	C. Relocate staff and equipment to new facility.		February 2010	An RFP for mover services has been issued. Responses for the RFP were received on December 14, 2009.
	D. Sublease/terminate lease for existing office space.	Open until move completed.		Preliminary discussions with broker have started. The broker is in the process of creating advertising for existing space.
	E. Complete the new facility within allocated budget.	In progress.	February 2010	
	F. Schedule an Open House for new facility.		March 2010	
	G. Develop policy for use of the facility by members and outside parties.		March 2010	
	H. Provide periodic status updates to the Board and Executive Committee.	Ongoing		The General Manager will report the status of the new building at all Executive Committee Meetings and Board Meetings. The GM provided status reports in October and November.

GOALS	ACTION STEPS	STATUS	TARGET COMPLETION	TASKS COMPLETED
<p>6. Conduct analysis to determine optimum organizational size and explore options for the provision of additional coverages, products and services.</p> <p>10%</p>	A. Conduct member survey to identify additional exposures.	Ongoing. To be discussed with Claims and Coverage Committee.	February 2010	
	B. Evaluate optional coverage programs for common member exposures.	Ongoing. To be discussed with Claims and Coverage Committee.	March 2010	
	C. Develop an enhanced special event program.	Complete. Continued development of the coverage to be discussed with Claims and Coverage Committee.	July 1, 2009	The Board adopted the special event program in June 2009.
	D. Conduct an actuarial analysis.	ARM Tech to review existing data to make recommendations for optimum size of organization based upon exposures.	April 2010	
	E. Create a marketing program based upon organizational needs.	Open		
	F. Identify potential new members, create a priority list, and market accordingly.	Open		
	G. Maintain an organizational size that provides optimal pricing and delivery of services.		April 2010	
	H. Develop marketing plan for members and non-members.	Open		