



Doing Things!

Risk Management **Work Session Presentation**

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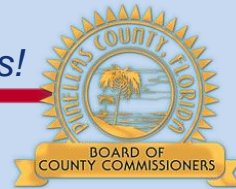


Who We Are

- 16 FTE (1% of workforce)
 - Pre Loss Risk Control Safety Administration
 - Post Loss Claims Administration
 - Insurance and Risk Transfer Administration

What We Do

- Protect against financial loss
- Promote a safe work environment
- Process loss claims
- Insurance Requirement review in contracts
- Manage Insurance Coverage Program



Create a Quality Workforce in a Positive, Supportive Organization

- 1.3 Make workforce safety and wellness a priority
 - Adopt OSHA as the County standard
 - Refresh and update safety training
 - Decrease “lost time” worker accidents
 - Reduce claims overall

Deliver First Class Services to the Public and Our Customers

- 5.1 Maximize partner relationships and public outreach
 - Evaluate feasibility of insurance risk pool with municipalities.
 - Continue engaging Risk Managers in municipalities and other counties to share best practices
 - Promote safe special event guidelines

Deliver First Class Services to the Public and Our Customers

- 5.2 Be responsible stewards of the public's resources
 - Maintain adequate insurance to protect public financial resources
 - Inspect and audit county-owned buildings for fire safety compliance
 - Handle liability claims fairly, consistently and with compassion

Deliver First Class Services to the Public and Our Customers

- 5.3 Ensure effective and efficient delivery of County services and support
 - Maintain 24-hour turn-around on contact with employees/citizen claimants
 - Maintain and improve tracking of Certificates of Insurance (COI) for compliance
 - Maintain expedient turn-around on contract reviews and special events applications
 - Improve the safety audit process
 - Continue safety training

Opportunities

- OSHA Implementation

Doing Things:

- Continue dialogue with USF Occupational Training Institute (OTI)
- Implement 5 Year Phase-In plan
- Leverage technology for efficiencies, transparency, and data-driven decisions (5.3)

Opportunities

- Sea Level Rise

Doing Things:

- Maintain educational outreach (5.1)
- Maintain adequate insurance (5.2)
- Keep pulse on insurance industry information (5.2)

Opportunities

- Recruitment and retention of technical staff

Doing Things:

- Increase workforce satisfaction (1.1)
- Identify recruitment and retention strategies (1.1)
- Identify opportunities to collaborate with other governments (1.1)

1.3 Key Measures

- “Lost time” accidents
- Workers’ compensation modification factor
- Satisfaction with and effectiveness of safety courses
- Percent of eligible employees receiving 5-year safe driver awards
- Number of claims

5.2 Key Measures

- Number of recommendations from fire safety audits completed in a timely manner
- Number of buildings per year inspected in a timely manner

5.3 Key Measures

- Timeliness of turn-around on claim contact
- Certificate of Insurance compliance rate
- Percent of workplace safety audits completed
- Percent of workplace audit findings corrected
- Timeliness of turn-around on insurance review for contracts and special events

Thank You

Hope is not a Risk Management Strategy!



(This would never happen in Pinellas County!)

Thank You

