

1. Marsh v. Associated Students of CSU, Chico
2. Moore v. Associated Students, Inc., Cal Poly Pomona
3. CSURMA / CSU Fullerton Auxiliary Services Corporation vs. CNA Insurance Company
4. Hubbard v. University Auxiliary and Research Services Corporation, San Marcos
5. Brown v. San Diego State University Research Foundation
6. Trapper v. Associated Students, California State University, Long Beach
7. Torres v. University Student Union of California State University, Northridge
8. Calderon v. Cesar Chavez Student Center, San Francisco State University
9. Lyons v. The CSU Chico Research Foundation
10. Arce v. Associated Students, California State University, Northridge, Inc.
11. Cahuilla Band of Indians v. San Diego State University Research Foundation

E. STANDING COMMITTEE REPORTS

- | | | | |
|----|--|----------|--------------|
| 1. | Programs Committee Report | I | <i>p. 21</i> |
| 2. | Member Services, Loss Control and Training Committee Report | I | <i>p. 22</i> |
| 3. | AOA Executive Committee Report | I | <i>p. 25</i> |

F. GENERAL ADMINISTRATION

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|----|---|----------|--------------|
| 1. | Update of Excess Insurance Renewals
<i>The Committee will receive a verbal report on the excess insurance renewals</i> | I | <i>p. 26</i> |
| 2. | Review of CSURMA Operational Review Report
<i>The Committee will be asked to review and discuss the results of the operational review and the corrective action proposed</i> | A | <i>p. 28</i> |
| 3. | Alliant Risk Control Consulting Renewal Contract Proposal for FY 15/16
<i>The Committee will be asked to review and approve the renewal contract for Alliant Risk Control Consulting</i> | A | <i>p. 55</i> |
| 4. | TargetSolutions Contract Extension for FY 15/16 and Discussion of Future Utilization of SkillSoft / LawRoom
<i>The Committee will be asked to review and approve the contract extension for TargetSolutions</i> | A | <i>p. 68</i> |

5.	Praesidium Contract for Prevention of Sexual Abuse of Minors <i>The Committee will be asked to discuss the services provided and provide a recommendation with regard to future utilization</i>	A	<i>p. 77</i>
6.	CSURMA AORMA Committee Election Results <i>The Committee will review the election results for the AORMA Committee term July 1, 2015 to June 30, 2017</i>	I	<i>p. 81</i>
7.	Policy and Procedure L-2 – Liability Claims Administration & Litigation Management <i>The Committee will be asked to approve the revisions to Policy and Procedure L-2</i>	A	<i>p. 85</i>
8.	Carl Warren & Company, Third Party Liability Claims Administration Contract Revisions <i>The Committee will be asked to approve amendments to the current contract</i>	A	<i>p. 95</i>
9.	Real Property Acquisitions Checklist <i>The Committee will be asked to accept the Real Property Acquisitions checklist prepared by Alliant Risk Control Consulting</i>	A	<i>p. 108</i>
 G. INFORMATION ITEMS			
1.	CSURMA AORMA 2015 Meeting Calendar	I	<i>p. 115</i>
2.	AORMA Long Range Action Plan	I	<i>p. 118</i>
3.	AORMA Service Calendar	I	<i>p. 123</i>
4.	CSURMA AORMA Program Administrator’s Contact Lists	I	<i>p. 128</i>
5.	AORMA Committee Members - Effective 7/1/14	I	<i>p. 141</i>
6.	Policy & Procedure A-7 – CSURMA Travel Reimbursement Policy	I	<i>p. 144</i>

H. ADJOURNMENT

The next AORMA Committee meeting is scheduled for September 10 and 11, 2015 at the Alliant Office in Newport Beach, CA. If you have questions regarding the agenda package, please contact Mimi Long at mlong@alliant.com / (415) 403-1423 or Tevea Him at thim@alliant.com / (415) 403-1416

APPROVAL OF THE AGENDA

ISSUE: The Committee will be asked to approve the agenda for today's meeting.

RECOMMENDATION: Staff recommends that the Committee approve the agenda as presented.

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None.

ATTACHMENT(S): None.

APPROVAL OF MINUTES – MARCH 19, 2015

ISSUE: The Committee will be asked to review and approve the draft minutes from its March 19, 2015 meeting.

RECOMMENDATION: It is recommended that the Committee approve the minutes from its March 19, 2015 meeting, including corrections as necessary.

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None.

ATTACHMENT(S):

- a. CSURMA AORMA Committee Meeting Minutes – March 19, 2015

**MINUTES OF THE
CSURMA AORMA COMMITTEE MEETING
MARCH 19, 2015
ALLIANT INSURANCE SERVICES
1301 Dove Street, 2nd Floor • Newport Beach, CA
10:00 AM**

MEMBERS PRESENT

Dwayne Brummett, Associated Students, Cal Poly San Luis Obispo
Melinda Coil, San Diego State University Research Foundation
Guy Dalpe, Cesar Chaves Student Center, San Francisco State University
Mark Day, Santos Manuel Student Union of CSU San Bernardino
Robert de Wit, Forty-Niner Shops, Inc., CSU Long Beach
Frank Mumford, CSU Fullerton Auxiliary Services Corporation, CSU Fullerton
Kurt Borsting, Associated Students, Inc., CSU Fullerton
Keith Kompasi, Fresno Association, Inc., CSU Fresno (*via Teleconference*)
Brian Nowlin, CSULB Foundation, CSU Long Beach (*via Teleconference*)

MEMBERS ABSENT

Gigi Kiama, University Corporation, CSU Monterey Bay
Haleh Minakary, The Cal Poly Pomona Foundation, Inc., Cal Poly Pomona
Leslie Davis, University Union Operation of CSUS, Inc., Sacramento State University (*non-voting via Teleconference*)

STAFF, GUESTS AND CONSULTANTS

Zachary Gifford, CSU Office of the Chancellor – Systemwide Risk Management
William Hsu, CSU Office of the Chancellor – Office of General Counsel
Mauri McGuire, Carl Warren & Company
Melissa Diaz, Alliant Insurance Services, Inc.
Daniel Howell, Alliant Insurance Services, Inc.
Mimi Long, Alliant Insurance Services, Inc.
Robert Leong, Alliant Insurance Services, Inc.

A. CALL TO ORDER

The meeting was called to order by the AORMA Chair, Robert de Wit at 10:03 AM.

A1. Approval of the Agenda

A motion was made to approve the order of the agenda as presented.

MOTION: Frank Mumford
SECOND: Guy Dalpe

NAME	AYE	ABSTAIN	NAY	ABSENT
Melinda Coil	X			
Guy Dalpe	X			
Leslie Davis				X
Mark Day	X			
Robert de Wit	X			
Gigi Kiama				X
Keith Kompsi		X		
Haleh Minakary				X
Frank Mumford	X			
Brian Nowlin		X		
AORMA Committee Alternates Vote Only When Committee Members are Absent				
Kurt Borsting - Alternate	X			
Dwayne Brummett - Alternate	X			

MOTION CARRIED

B. PUBLIC COMMENTS

There were no public comments.

C. CONSENT CALENDAR

C1. Approval of Minutes – December 4, 2014

The Committee reviewed the minutes from their last meeting.

A motion was made to approve the minutes from the December 4, 2014 meeting.

MOTION: Frank Mumford
SECOND: Guy Dalpe

NAME	AYE	ABSTAIN	NAY	ABSENT
Melinda Coil	X			
Guy Dalpe	X			
Leslie Davis				X
Mark Day	X			
Robert de Wit	X			
Gigi Kiama				X

Keith Kompsi		X		
Haleh Minakary				X
Frank Mumford	X			
Brian Nowlin		X		
AORMA Committee Alternates Vote Only When Committee Members are Absent				
Kurt Borsting - Alternate	X			
Dwayne Brummett - Alternate	X			

MOTION CARRIED

D. CLOSED SESSION

A motion was made to enter closed session at 10:07 AM.

MOTION: Frank Mumford

SECOND: Guy Dalpe

NAME	AYE	ABSTAIN	NAY	ABSENT
Melinda Coil	X			
Guy Dalpe	X			
Leslie Davis				X
Mark Day	X			
Robert de Wit	X			
Gigi Kiama				X
Keith Kompsi		X		
Haleh Minakary				X
Frank Mumford	X			
Brian Nowlin		X		
AORMA Committee Alternates Vote Only When Committee Members are Absent				
Kurt Borsting - Alternate	X			
Dwayne Brummett - Alternate	X			

MOTION CARRIED

The AORMA Chair reported that action had been taken during closed session.

E. STANDING COMMITTEE REPORTS

E1. Programs Committee Report

Guy Dalpe the Programs Committee Chair provided a brief report of the committee’s recent activities. The Programs Committee met twice, on January 7th and February 26th, since the last

AORMA Committee meeting. At the January 7th meeting, the Programs Committee approved the FY 15/16 revised liability program member allocation formula, as well as the rates for the FY 15/16 workers' compensation program. The Programs Committee also approved the removal of the 25% surcharge for those members with an experience modification factor in excess of 1.25 and removal of the minimum and maximum rate collars. The Programs Committee approved the FY 15/16 property program allocation factors as well as the member allocation. All rate collars were removed from the property calculation. The FY 15/16 crime program calculation factors as well as the member allocation were approved. The maximum rate collar was removed from the crime calculation as no members were collared. The FY 15/16 liability member EPL deductibles were approved. The allocation of the dividend distribution for July, 2015 was approved for both the liability and workers' compensation programs.

At the February 26th Programs Committee meeting, several changes to the FY 14/15 Liability Program Memorandum of Coverage were approved. The AORMA Committee will be reviewing those recommended changes at today's meeting. The Programs Committee will be reviewing prior year's exposure data used in the FY 14/15 liability rating formula and possibly adjusting FY 15/16 premium for those members whose FY 15/16 premiums are substantially higher than the non-collared FY 15/16 premium. The committee also reviewed a requested change to the crime program member allocation for one member. In order to be fair and equitable to all crime program members, the Programs Committee tabled this item until June when more information would be available.

E2. Member Services, Loss Control and Training Committee Report

Melinda Coil the Member Services, Loss Control and Training Committee Chair reported that the MSLCTC had not met since the last AORMA Committee meeting.

E3. AOA Executive Committee Report

Robert de Wit provided a report of the recent activities of the AOA Executive Committee. The AOA EC met during the AOA Conference in February. Kelsey Brown was awarded the AOA scholarship. A survey was sent to the AOA Conference attendees to see how they liked the February conference date. Karen Finley has been assigned as the AOA Admin Staff back-up for Richard Jackson. Richard Bromley no longer has a retainer with AOA for labor counsel. The AOA EC has sent out an RFP for labor counsel. The salary survey is still in process. Taren Mulhause will be retiring and therefore, Kim Clark will be returning to the AOA EC and will serve as the past chair. The AOA EC sent out a survey to the AOA members regarding the services provided by the contract administrative staff – Dixie and Fred.

The AORMA Committee discussed the I.D. Fraud benefit and asked Staff to send out an AORMA bulletin reminding members that the benefit is available.

F. GENERAL ADMINISTRATION

F1. AORMA Liability Program Claims Administration Audit Report

Mauri McGuire from Carl Warren and Company summarized the audit results. Bickmore finds the overall performance of Carl Warren at 97%, indicating a **Superior** performance level. Bickmore does point out that Carl Warren should do a better job conforming to the Litigation and Recovery Management procedures set up by AORMA. Carl Warren should suspend payments to defense counsel until the signed engagement letter, initial case analysis and case budget are submitted. If compliance is not met within the required time frame, but no later than 45 days from assignment, Carl Warren will also send the suspension notice letter to counsel. Carl Warren will monitor costs against the approved legal budget and notify counsel to prepare a revised budget when costs exceed 85% of the budget. McGuire has agreed to follow the appropriate AORMA procedures.

A motion was made to accept the 2015 General Liability and Errors and Omissions Claims Audit.

MOTION: Frank Mumford
SECOND: Dwayne Brummett

NAME	AYE	ABSTAIN	NAY	ABSENT
Melinda Coil	X			
Guy Dalpe	X			
Leslie Davis				X
Mark Day	X			
Robert de Wit	X			
Gigi Kiama				X
Keith Kompsi		X		
Haleh Minakary				X
Frank Mumford	X			
Brian Nowlin		X		
AORMA Committee Alternates				
Vote Only When Committee Members are Absent				
Kurt Borsting - Alternate	X			
Dwayne Brummett - Alternate	X			

MOTION CARRIED

F2. FY 14/15 CSURMA Budget – Midterm Adjustments

Robert Leong summarized the mid-term changes to the FY 14/15 budget. The Reinsurance Premiums with the Operating Revenues were increased by \$1,546,476 as a reclassification of the property reinsurance. The Claim Payments & Legal Expenses were updated per the actuary reports dated September 15, 2014. The Workers’ Compensation Taxes, Assessments & Fees were increased to \$63,003 for total amount paid to the California Department of Industrial Relations,

Office of Self Insured Plans for the FY 14/15 self-insurers’ assessment. The Workers’ Compensation Premiums were increased by \$1,241,707 for the new CSAC-EIA workers’ compensation program. The reclassification of the property reinsurance results in a net reduction of \$304,769 to the total program premiums. The Reinsurance Recovery amount of \$224,632 was added per the actuary’s determination.

A motion was made to recommend approval to the Executive Committee of the AORMA FY 14/15 midterm budget amendments.

MOTION: Frank Mumford

SECOND: Guy Dalpe

NAME	AYE	ABSTAIN	NAY	ABSENT
Melinda Coil	X			
Guy Dalpe	X			
Leslie Davis				X
Mark Day	X			
Robert de Wit	X			
Gigi Kiama				X
Keith Kompsi		X		
Haleh Minakary				X
Frank Mumford	X			
Brian Nowlin		X		
AORMA Committee Alternates				
Vote Only When Committee Members are Absent				
Kurt Borsting - Alternate	X			
Dwayne Brummett - Alternate	X			

MOTION CARRIED

F3. FY 15/16 CSURMA Operating Budget

Robert Leong summarized the changes to the CSURMA FY 15/16 operating budget. The major features of the proposed **AORMA Programs** budget include:

- Projected decrease in Total Contributions from \$14,716,434 to \$13,895,979.
- Projected decrease in Liability Contributions from \$3,823,115 to \$3,747,378 due to actuarial projected claim trend and projected reinsurance premiums.
- Projected increase in Workers’ Compensation contributions from \$4,382,449 to \$4,486,750 due to actuarial projected claim trend and projected excess insurance premium.
- Projected decrease in Property Contributions from \$3,179,019 to \$2,357,000 due to expected insurance premiums.
- Projected decrease in Crime from \$337,000 to \$310,000.

It was noted that the FY 14/15 dividend should be amended. It is shown as the FY 15/16 dividend.

A motion was made to recommend approval to the CSURMA Executive Committee of the proposed FY 15/16 budget and to correct the dividend shown for FY 14/15.

MOTION: Kurt Borsting
SECOND: Frank Mumford

NAME	AYE	ABSTAIN	NAY	ABSENT
Melinda Coil	X			
Guy Dalpe	X			
Leslie Davis				X
Mark Day	X			
Robert de Wit	X			
Gigi Kiama				X
Keith Kompsi		X		
Haleh Minakary				X
Frank Mumford	X			
Brian Nowlin		X		
AORMA Committee Alternates Vote Only When Committee Members are Absent				
Kurt Borsting - Alternate	X			
Dwayne Brummett - Alternate	X			

MOTION CARRIED

F4. Review of Auxiliary Service Provider Report

Zachary Gifford summarized this item. CSURMA strives to provide consistency and reliability over time. One key component to accomplishing this goal is evaluating those organizations that provide services to CSURMA. On an annual basis CSU Systemwide Risk Management contacts CSURMA AORMA members who regularly use vendor services and asks them to complete an on-line vendor survey. For 2014 the following vendors and service providers were listed on the survey:

AUXILIARY VENDORS:

Alliant (Program Admin)
Alliant (Insurance Broker)
CO Risk Management (Consulting)
Employers Group (HR consulting)
Alliant (Claims – property/crime)

Sedgwick CMS (W/C claims)
E-Group (UI claims)
Alliant (Loss control & safety)
Target Safety (Web-based training)
CO Enterprise Accounting

Carl Warren & Co. (Liability claims)

The full report will be available for members to view on the CSURMA website.

F5. FY 14/15 AORMA Liability Program Memorandum of Coverage

Melissa Diaz summarizes the recommended changes to the AORMA Liability Program Memorandum of Coverage (MOC). The AORMA Liability Program was designed to provide Broadcaster's and Publisher's Liability coverage. The coverage has existed within the liability program because it was not specifically excluded. In order to further clarify the intent of the liability MOC, a definition of media wrongful act, as well as specific exclusions, has been included in the MOC. Also, the Medical Malpractice Exclusion was revised to add back coverage for phlebotomists.

Mimi Long summarized the recommended changes to the Domestic Hired Automobile Physical Damage endorsement. Exclusion A, within the Domestic Hired Automobile Physical Damage endorsement, was revised to remove 15-Passenger Vans as an excluded type of vehicle. The liability MOC does not exclude auto liability coverage when driving a 15-Passenger Van; however, the Domestic Hired Automobile Physical Damage endorsement excludes physical damage coverage for any rented 15-Passenger Van.

The Domestic Hired Automobile Physical Damage endorsement was also revised to add back coverage for rented vehicles being driven on non-paved roads.

Long explained that Steven Karp, the chair of the AOA Research Administration Committee, asked that the AORMA Committee reconsider coverage for off-road operation of a rented vehicle in violation of the rental car agreement. At Humboldt State University, vehicles are rented and driven on non-paved roads to conduct required research or campus field trips. Based on Karp's discussions with the RAC, this appears to be a CSU systemwide practice. Jun Reina, a Programs Committee member also indicates that his staff may at times be required to drive vehicles on non-paved private roads. The Programs Committee reviewed coverage for hired vehicles being used off-road and recommended the following changes for the AORMA Committee to consider:

Exclusion G:

CSURMA AORMA will not pay for loss arising out of any violation of the rental car agreement. **This exclusion does not apply to operation of an auto on non-paved roads.**

Exclusion N:

CSURMA AORMA will not cover loss due to **off-road** operation of the rented **auto on non-paved roads**, except when (1) the operation is authorized by a Covered Party

~~and is used~~ for an appropriate business operation, and (2) the rented **auto** is appropriate for the condition of the non-paved road.

The AORMA Committee discussed the proposed changes as recommended by the Programs Committee and proposed adding the following additional revisions (in blue) to the Domestic Hired Automobile Physical Damage endorsement:

C. Deductible

For each covered auto, CSURMA AORMA’s obligation to pay for repair, return or replace damaged or stolen property will be reduced by the applicable deductible of \$1,000. A deductible of \$5,000 will apply to all losses covered subject to the add-back of coverage detailed in Exclusions G and N.

Exclusion G:

CSURMA AORMA will not pay for loss arising out of any violation of the rental car agreement. This exclusion does not apply to operation of an **auto** on non-paved roads, subject to Exclusion N.

Exclusion N:

CSURMA AORMA will not cover loss due to ~~off-road~~ operation of the rented **auto** on non-paved roads, except when (1) the operation is authorized by a Covered Party ~~and is used~~ for an appropriate business operation, and (2) the rented **auto** is appropriate for the condition of the non-paved road.

A motion was made to approve the revisions to the Liability Program Memorandum of Coverage and the Domestic Hired Automobile Physical Damage endorsement as well as the additional revisions shown above in blue.

MOTION: Frank Mumford

SECOND: Melinda Coil

NAME	AYE	ABSTAIN	NAY	ABSENT
Melinda Coil	X			
Guy Dalpe	X			
Leslie Davis				X
Mark Day	X			
Robert de Wit	X			
Gigi Kiama				X
Keith Kompsi		X		
Haleh Minakary				X
Frank Mumford	X			

Brian Nowlin		X		
AORMA Committee Alternates Vote Only When Committee Members are Absent				
Kurt Borsting - Alternate	X			
Dwayne Brummett - Alternate	X			

MOTION CARRIED

F6. Policy and Procedure A-7 - Travel Reimbursement Policy

Melissa Diaz summarized the recommended revisions to Policy and Procedure A-7 – Travel Reimbursement. AORMA Committee Member and Covered Traveler were changed to AUTHORIZED TRAVELER to be consistent with the definition provided within the Policy and Procedure. P&P was spelled out as Policy and Procedure to be consistent with AORMA’s other Policies and Procedures.

A motion was made to approve the revisions as presented.

MOTION: Kurt Borsting
SECOND: Guy Dalpe

NAME	AYE	ABSTAIN	NAY	ABSENT
Melinda Coil	X			
Guy Dalpe	X			
Leslie Davis				X
Mark Day	X			
Robert de Wit	X			
Gigi Kiama				X
Keith Kompsi		X		
Haleh Minakary				X
Frank Mumford	X			
Brian Nowlin		X		
AORMA Committee Alternates Vote Only When Committee Members are Absent				
Kurt Borsting - Alternate	X			
Dwayne Brummett - Alternate	X			

MOTION CARRIED

F7. Policy and Procedure L-5 – Guidelines for Extending Liability Coverage to Non-Auxiliary Organizations

Mimi Long explained that the AORMA Committee recently revised Policy and Procedure L-5 – Guidelines for Extending Liability Coverage to Non-Auxiliary Organizations when the

Auxiliaries Multiple Employer VEBA requested an extension of coverage under Policy and Procedure L-5. The Policy and Procedure had been revised to make the extension of coverage available to the VEBA Trust as a separate approval item. The revisions being suggested now, are meant to reiterate that the extension of coverage under Policy and Procedure L-5 is not automatic and that there is an approval process. The following revisions are included on Policy and Procedure L-5:

1. AORMA Self Insured Liability Program was changed to AORMA Liability Program to be consistent with the current name of the program.
2. The Policy section was changed so it is clear that a member may request to have coverage extended, and that the extension of coverage may be acceptable. These changes were made to reiterate that the extension of coverage is not automatic.
3. The Policy and Procedure specifically notes that coverage has been extended to AOA and the Auxiliaries Multiple Employer VEBA. These two entities were specifically added to the Policy and Procedure because coverage is not being extended from one particular member.
4. Item 1 of the Procedures section was revised to reiterate that the extension of coverage is not automatic and that there is an approval process.
5. Item e was revised to note that appropriate underwriting information will be provided which may not be a liability application.
6. Item f was revised to delete the reference to the AORMA liability underwriter because Phil Lendaris is now retired. The Policy and Procedure now stipulates that the underwriting information will be reviewed by the Program Administrator and, if necessary, the Systemwide Director of Risk Management and CSURMA Legal Counsel.
7. Item g was revised to show that the AORMA Programs Committee will make the final determination.

A motion was made to approve the revisions as presented.

MOTION: Frank Mumford
SECOND: Dwayne Brummett

NAME	AYE	ABSTAIN	NAY	ABSENT
Melinda Coil	X			
Guy Dalpe	X			
Leslie Davis				X
Mark Day	X			
Robert de Wit	X			
Gigi Kiama				X
Keith Kompsi		X		
Haleh Minakary				X
Frank Mumford	X			
Brian Nowlin		X		
AORMA Committee Alternates				

Vote Only When Committee Members are Absent				
Kurt Borsting - Alternate	X			
Dwayne Brummett - Alternate	X			

MOTION CARRIED

F8. Policy and Procedure L-7 – Employment Practices Deductible Options

Mimi Long explained that Staff reviewed Policy and Procedure L-7 – Employment Practices Liability Deductible Options and is recommending that the following statement be added:

EPL EXPENSE PAYMENTS made in a fiscal year subsequent to the fiscal year in which the final EPL LOSS PAYMENT was made will be considered to have been made in the same fiscal year as the final EPL LOSS PAYMENT.

The formula for determining the minimum EPL deductible is based on number and cost of EPL claims paid, at June 30, for the last five fiscal years. If a Member has more than one EPL claim payment within the last five fiscal years, then the total amount paid within those five years for all claims exceeding \$25,000 will be applied to the EPL deductible schedule.

After reviewing the EPL deductible calculation, a Member noted that after making the final loss payment to the plaintiff, a claim can stay open for several months while the expenses are finalized and closed out. This means that some of the claim costs are included in the EPL deductible calculation for an additional fiscal year.

The committee reviewed the claim example below. As explained by Long, this claim would not be included in the FY 18/19 EPL deductible calculation as the expense payments of \$16,564 were made in the fiscal year subsequent to the loss payment to the plaintiff of \$230,000.

Fiscal Year Calculation	Payment Period	Fiscal Period of Payment	Expense Payments	Loss Payments	Total
FY 15/16	FY 09/10 - FY 13/14	FY 11/12	83,777	230,000	313,777
FY 16/17	FY 10/11 - FY 14/15	FY 11/12	83,777	230,000	313,777
FY 17/18	FY 11/12 - FY 15/16	FY 11/12	83,777	230,000	313,777
FY 18/19	FY 12/13 - FY 16/17	FY 12/13	16,564	-	16,564

A committee member asked that the font size on the \$100,000 deductible within the Consent to Change EPL Deductible form be fixed to be consistent with the other deductibles.

A motion was made to approve the revisions to Policy and Procedure L-7 as presented as well as revising the font size of the \$100,000 deductible on the Consent to Change EPL Deductible form to be consistent with the other deductibles.

MOTION: Frank Mumford

SECOND: Guy Dalpe

NAME	AYE	ABSTAIN	NAY	ABSENT
Melinda Coil	X			
Guy Dalpe	X			
Leslie Davis				X
Mark Day	X			
Robert de Wit	X			
Gigi Kiama				X
Keith Kompsi		X		
Haleh Minakary				X
Frank Mumford	X			
Brian Nowlin		X		
AORMA Committee Alternates Vote Only When Committee Members are Absent				
Kurt Borsting - Alternate	X			
Dwayne Brummett - Alternate	X			

MOTION CARRIED

F9. Review of the Slate of Nominees for the AORMA Committee

Robert de Wit noted that the Nomination Committee met to discuss the slate of nominees to fill the one vacant seat on the AORMA Committee effective July 1, 2015.

AORMA Committee Roster – Effective July 1, 2015				
Seat	Committee Member	Term	Term	Date Appointed
Chair	Frank Mumford	7/01/15 - 16	N/A	7/01/12
Vice Chair	Guy Dalpe	7/01/15 - 16	N/A	7/01/11
Past Chair	Robert de Wit	7/01/15 - 16	N/A	7/01/10
Ex Officio	Dwayne Brummett	7/01/15 - 16	N/A	7/01/09
At Large	Brian Nowlin *	7/01/15 - 17	Third	3/24/11
At Large	Gigi Kiama *	7/01/15 - 17	Third	3/24/11
At Large	Leslie Davis	7/01/14 - 16	Second	7/01/12
At Large	Keith Kompsi	7/01/14 - 16	Second	7/01/12
At Large	Haleh Minakary *	7/01/15 - 17	Second	7/01/13
At Large	Melinda Coil *	7/01/15 - 17	Second	7/01/13
At Large	Mark Day	7/01/14 - 16	First	7/01/14
Open Seat		7/01/15 - 17	First	7/01/15

* Up for re-election.

Mimi Long mentioned that Haleh Minakary is up for re-election for the July 1, 2015 to June 30, 2017, term; however, she is out on disability and may not be able to run. Mark Day let the committee know that his employment with the Santos Manuel Student Union is questionable and he may need to be replaced as well.

Direction was given to Staff to contact Minakary via letter to her home address asking if she would like to run for re-election.

The Nomination Committee will meet at a later date to discuss nominees to fill the upcoming vacant seats.

F10. Delegation of the Authority to Renew Insurance Programs

Daniel Howell noted that AORMA’s insurance and reinsurance programs renew on July 1st. The Program Administrator is actively marketing the programs to ensure competitive rates and terms.

It is recommended that the AORMA Committee delegate authority to the CSURMA Secretary-Auditor to negotiate and bind insurance renewals as appropriate and within the budgeted amounts of the FY 15/16 Budget to be adopted by the Board of Directors at their April, 2015 meeting.

A motion was made to delegate authority to the CSURMA Secretary-Auditor to negotiate and bind the insurance renewals as appropriate within the budgeted amounts of the FY 15/16 Budget and to direct staff to develop a Policy and Procedure which gives the CSURMA Secretary-Auditor permanent authority to negotiate and bind the insurance renewals.

MOTION: Frank Mumford
SECOND: Dwayne Brummett

NAME	AYE	ABSTAIN	NAY	ABSENT
Melinda Coil	X			
Guy Dalpe		X		
Leslie Davis				X
Mark Day	X			
Robert de Wit	X			
Gigi Kiama				X
Keith Kompsi		X		
Haleh Minakary				X
Frank Mumford	X			
Brian Nowlin		X		
AORMA Committee Alternates				
Vote Only When Committee Members are Absent				
Kurt Borsting - Alternate	X			

Dwayne Brummett - Alternate	X			
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MOTION CARRIED

G. INFORMATION ITEMS

The Committee Members reviewed the following information items:

- G1. FY 14/15 Long Range Action Plan**
- G2. CSURMA AORMA 2015 Meeting Calendar**
- G3. CSURMA AORMA Program Administrator’s Contact Lists**
- G4. AORMA Committee Member – Effective 7/01/14**
- G5. AORMA’s Travel Reimbursement Policy**

F. ADJOURNMENT

A motion was made to adjourn the meeting at 12:01 PM.

MOTION: Guy Dalpe
SECOND: Frank Mumford

NAME	AYE	ABSTAIN	NAY	ABSENT
Melinda Coil	X			
Guy Dalpe		X		
Leslie Davis				X
Mark Day	X			
Robert de Wit	X			
Gigi Kiama				X
Keith Kompsi		X		
Haleh Minakary				X
Frank Mumford	X			
Brian Nowlin		X		
AORMA Committee Alternates Vote Only When Committee Members are Absent				
Kurt Borsting - Alternate	X			
Dwayne Brummett - Alternate	X			

MOTION CARRIED

PROGRAMS COMMITTEE REPORT

ISSUE: The Committee Members will hear a verbal report on recent activities.

RECOMMENDATION: This is an information item only; no action is required.

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None.

ATTACHMENT(S): None.

**MEMBER SERVICES, LOSS CONTROL AND TRAINING
COMMITTEE REPORT**

ISSUE: The Committee Members will hear a verbal report on recent activities.

RECOMMENDATION: This item is for information only; no action is required.

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None.

ATTACHMENT(S):

- a. Agenda table of contents from the MSLCTC Committee meeting on April 20, 2015.



MEMBER SERVICES, LOSS CONTROL AND COMMITTEE MEETING
“This is an Open Public Meeting”

In accordance with the requirements of the Bagley-Keene Open Meeting Act, notice of this meeting must be posted in a publicly accessible place, including the internet, at least ten days in advance of the meeting. This meeting agenda shall also be posted at the address of the teleconference location with access for the public via phone/speaker phone.

Per Government Code section 54954.2, persons requesting disability-related modifications or accommodations, including auxiliary aids or services in order to participate in the meeting, are requested to contact Alliant at (415) 403-1400 twenty-four hours in advance of the meeting. Entrance to the meeting location may require routine provision of identification to building security. However, CSURMA AORMA 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.

1. Debbie Adishian-Astone, CSU Fresno Association, 2271 East Shaw Avenue, Fresno
2. Arnecia Bryant: Loker University Student Union, 1000 East Victoria St., Carson
3. Melinda Coil, SDSU Research Foundation, 5250 Campanile Drive, San Diego
4. Kristin Kelly: Student Union of San Jose State University, 290 South 7th Street, San Jose
5. Dennis Miller, Cal Poly Pomona Foundation, 3801 West Temple Ave., #55, Pomona
6. Raven Tyson, Associated Students of San Diego State University, 5500 Campanile Drive, San Diego

Meeting Date: Monday, April 20, 2015
Time: 11:00 a.m. (Teleconference)

Location: Alliant Insurance Services, Inc.
 100 Pine Street, 11th Floor
 San Francisco, CA 94111

Legend: A – Action may be taken
 I – Information Only

A. CALL TO ORDER

B. PUBLIC COMMENTS

C. GENERAL ADMINISTRATION

1. **Approval of the Agenda Order** A p. 3
The committee will be asked to approve today’s meeting agenda order
2. **Approval of Minutes – November 17, 2014** A p. 4
The Committee will be asked to approve the minutes from its last meeting
3. **FY 15/16 MSLCTC Expense Items within the CSURMA Budget** I p. 10
The Committee will be asked to review the allocation of the MSLCTC expense items within the FY 15/16 CSURMA Budget
4. **FY 15/16 Alliant Risk Control Consulting – Renewal Contract Proposal** A p. 12
The Committee will be asked to review the proposed renewal contract for Alliant Risk Control Consulting and make a recommendation as appropriate

5.	TargetSolutions Contract Extension and Discussion of Future Utilization of SkillSoft / LawRoom <i>The Committee will be asked to approve a one-year extension of the Target Solutions contract and will discuss the future utilization of SkillSoft and LawRoom</i>	A p. 25
6.	Risk Reduction Innovation Matching Grant Incentive Program <i>The Committee will be asked to review and approve, if appropriate, the grant application from Spartan Shops Inc., SJSU</i>	A p. 34
7.	Keeping Minors Safe While on Campus Manual <i>The Committee approve the first two topics for the manual and discuss the progress and timeline for completion</i>	A p. 39
8.	Real Property Acquisitions Checklist <i>The Committee will review the Real Property Acquisitions checklist prepared by Alliant Risk Control Consulting</i>	I p. 40
9.	CSURMA Vendor Survey <i>The Committee will review the vendor survey</i>	I p. 47
10.	Discussion and Recommendation for New MSLCTC Chair for FY 15/16 <i>The Committee will recommend to the AORMA Chair its nominee for the position of MSLCTC Chair</i>	A p. 82
D.	INFORMATION ITEMS	
1.	AORMA Loss Data Reports	p. 83
2.	Employers Group – Utilization Report	p. 93
3.	Praesidium, Inc. – Utilization Report	p. 95
4.	FY 14/15 Long Range Action Plan	p. 98
5.	2015 CSURMA AORMA Meeting Calendar	p. 103
6.	AORMA Committee and Standing Committees - Roster	p. 106
E.	ADJOURNMENT	

The next MSLCTC meeting is scheduled for June 29, 2015 at 11:00am via teleconference. Please contact Mimi Long mlong@alliant.com or Tevea Him thim@alliant.com with questions.

AOA EXECUTIVE COMMITTEE REPORT

ISSUE: The AORMA Chair attends the AOA Executive Committee meetings and reports to the committee the recent AORMA activities. The AORMA Chair will provide a brief overview to the AORMA Committee as to the recent activities of the AOA Executive Committee.

Robert de Wit will provide a verbal report at today's meeting.

RECOMMENDATION: This item is for information only; no action is requested.

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None.

ATTACHMENT(S): None.

UPDATE OF EXCESS INSURANCE RENEWALS

ISSUE: The Committee will receive a verbal report regarding the renewal of the following AORMA insurance placements:

1. *Liability - Reinsurance Agreement w/ Genesis (\$4,650,000 excess of \$350,000).* Genesis has proposed a 5% increase in premium due to increase in claims activity within the reinsurance layer. In addition, Genesis anticipates that their SIR will likely increase in FY 16/17. The reinsurance premium for FY 15/16 will be \$1,071,000; the FY 14/15 was \$1,020,000. The approved FY 15/16 funding allowed for a 10% increase.
2. *Excess Liability (\$15,000,000 excess of \$5,000,000).* Ironshore, the lead excess insurer confirmed its ability to maintain the expiring self-insured retention and has indicated terms with an increase less than 5% over expiring. We are now negotiating terms for the excess liability tower and believe we will be able to replace CV Starr's participation which is necessitated by Starr's exit from the California municipal liability insurance market. We expect to obtain terms for the entire renewal within a 5% increase over expiring. The liability programs are being marketed extensively.
3. *Crime.* The campus program has a loss reported, but we are expecting a flat rate renewal overall for the programs. We will discuss in detail with the underwriters the first week of June. We expect a flat renewal for AORMA this year.
4. *Excess Workers' Compensation.* Effective January 1, 2015, CSURMA joined CSAC EIA for the reinsurance of its workers' compensation program. The FY 15/16 annual reinsurance premium is \$2,483,349. In September 2014, the Workers' Compensation Program funding amount approved for the estimated pooled layer and the excess insurance was \$3,738,750. This reinsurance opportunity has resulted in a cost saving of \$1,255,401.
5. *Property.* CSU and the auxiliary organizations have had excellent property loss results in recent years, but a recent major loss will impact future renewals. The property market remains soft. We are actively marketing the property risks and expect the renewal rates to remain stable following last year's sizeable decrease.
6. *ID Fraud.* The renewal quote has not yet been received. Staff will provide a verbal report at the meeting.

RECOMMENDATION: This item is for information only; no action is requested. At the March 19th meeting, the AORMA Committee delegated authority the CSURMA Secretary to negotiate, finalize and bind the renewal insurance policies.

FISCAL IMPACT: The overall AORMA program costs were approved by the AORMA Committee in September, 2014. The total program costs for the Liability, Workers' Compensation and Crime programs will not change from the amounts approved. If the insurance premium and/or admin costs are greater than what was estimated and approved in September, 2014, the additional costs will be paid from the programs' fund balance.

BACKGROUND: Staff will provide a verbal update at the meeting.

PUBLICATION: None.

ATTACHMENT(S): None

REVIEW OF CSURMA OPERATIONAL REVIEW REPORT

ISSUE: At their September 2014 meeting, the CSURMA Executive Committee determined that it would have a consultant perform an operational review along the lines of a California Association of Joint Powers Authorities (CAJPA) accreditation review. It has been three years since the last review and the Executive Committee's practice has been to perform the review every three years, as if CSURMA were seeking CAJPA accreditation. The Executive Committee determined that the scope of this year's review would be limited to an operational review of the Program Administration and not include CSURMA accounting services since those services are already audited on an annual basis.

Robin Johnson was retained to perform the review and presented the attached report to the Executive Committee at their March 20, 2015 meeting. Staff will be present at today's meeting to discuss the findings and recommendations as well as actions being taken in response to the report.

RECOMMENDATION: It is recommended that the AORMA Committee review and discuss the Operational Review Report and take action or provide direction as appropriate.

FISCAL IMPACT: No additional cost is anticipated from action at today's meeting.

BACKGROUND: The report preparer, Robin Johnson, is a practicing attorney in the Sacramento area who has previously worked with joint powers authorities as an administrator. He has served as Chair of the CAJPA Legislative Committee for several years and performs CAJPA accreditation reviews.

PUBLICATION: The report will be posted on the CSURMA web site.

ATTACHMENT(S):

- a. CSURMA Operational Review – Report April, 2015
- b. CSURMA Operational Review – Action Items



California State University Risk Management Authority

CALIFORNIA STATE UNIVERSITY RISK MANAGEMENT AUTHORITY

OPERATIONAL REVIEW

April 2015

by

Robin Johnson, Esq.

California State University Risk Management Authority

Operational Review

April 2015

INTRODUCTION

In 1997, California State University Risk Management Authority (CSURMA) was created through a Joint Powers Agreement authorized by California Government Code sections 6500, et seq. The mission of CSURMA was, and is, to join California State University (CSU) with the Auxiliary Organizations (Auxiliaries) “to protect member resources by providing broad coverage and quality risk management services that stabilize risk costs in a reliable, economical and beneficial manner.” CSURMA provides a number of programs to both CSU and the Auxiliaries. However, the needs of CSU and the Auxiliaries are different, both in terms of member retention and risk management services. In addition, the programs for CSU and the programs for the Auxiliaries are different in terms of the sharing of losses as well as the risk management services provided.

The main programs offered, named by the coverage provided, are the CSU liability, workers’ compensation, property and crime programs and the Auxiliary Organizations Risk Management Alliance (AORMA) liability, workers’ compensation, property and crime programs. All of these programs have a layer retained by CSURMA with excess insurance taking limits to a higher level above the CSURMA retention.

The legal characteristic of a joint powers authority is interesting because it takes on the character of the public entity of its membership while being required to follow some rules that apply to special districts. Thus, CSURMA is governed by laws applicable to state agencies, while also needing to abide by some laws applicable to local agencies. This will become apparent as one reads through this report.

The governing body of CSURMA is the Board of Directors, consisting of 30 directors. The Executive Committee provides more direct oversight and policy implementation than the Board of Directors, working closely with the contract administrator, Alliant Insurance Services (Alliant), which are collectively referred to as “staff” in this document. The Auxiliaries have their own Committee that reports to the Executive Committee. This Committee and its subcommittees review the Auxiliaries’ programs and give guidance as to general policies affecting their programs.

This report reviews the overall effectiveness of CSURMA and areas where its operations may be enhanced and the documents altered to conform to applicable laws and to meet the standards generally applied to self-insurance joint powers authorities.

EXECUTIVE SUMMARY

The review of the general operations of CSURMA gives the management of CSURMA a general understanding of the level of performance relative to other joint powers authorities and discloses

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some areas for improvement. A rating system was applied to give the reader a better feel for the level of performance in each area. A lower score does not mean that CSURMA necessarily needs to change. It merely points out areas where CSURMA may consider changes in policies or procedures. However, the “best practices” the industry has adopted are not necessarily those that CSURMA wants to adopt.

This review broke down the areas of study into the following sections:

- I. Governing Documents – a review of the Joint Powers Agreement (Agreement), Bylaws, and Policies and Procedures;
- II. Contracts – a review of the existing contracts for major services;
- III. General Operations – a review of the manner in which meetings are conducted, the communications with members, the competence of staff and management, and whether the Agreement, Bylaws and Policies and Procedures are being followed;
- IV. Programs – a review of the documentation of the programs; and
- V. Finance and Accounting – a review of the policies and procedures of funding, finance and investments.

The CSURMA Governing Documents are well written and maintained with few exceptions. These exceptions are:

1. CSURMA files did not include a copy of the Joint Powers Agreement signed by CSU;
2. There is a seemingly incorrect reference in the Agreement to Government Code section 6505, which should be section 6505.5;
3. There is no provision for the withdrawal of CSU from the Agreement; the withdrawal of CSU is one trigger for the termination of the agreement, making the provision that much more important; and
4. The assessment provision in the Bylaws does not state how such an assessment will be distributed, such as based on contributions or contributions and losses.

Contractual Agreements provide the major services needed for the operations of CSURMA. The following summarizes some areas that CSURMA may want to consider changing in future contracts or in contract management.

1. The Alliant contract for brokerage, unlike the administration contract, has no provision for cancellation. Because this contract has the option to extend beyond one-year terms, such a provision is valuable.
2. The Carl Warren contract for liability claims adjusting should (a) defend and indemnify for claims from Carl Warren’s negligence, whether solely or jointly (b) expand the conflict of interest provision to include co-defendants, and (c) specify in the scope of work that the claims to be adjusted are those under the liability Memorandum of Coverage.

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3. The Employer's Group unemployment claims management should have a provision for cancellation.
4. The Praesidium contract should require professional liability.
5. Staff should obtain and maintain certificates of insurance for coverages required under the contracts. These were unavailable for some contractors.

The Operations of CSURMA adhered to the law and the Governing Documents except the filing of the Conflict of Interest Code. The Conflict of Interest Code was adopted as amended by the Board prior to October 2014 as required by the Government Code. However, it was not filed. The Conflict of Interest Code needs to be filed with the Fair Political Practices Commission (FPPC).

The Finance and Accounting practices of CSURMA, including investing, meet the legal requirements and funding of the AORMA programs, and meet the standards generally accepted in the industry for proper funding. Although the CSURMA auditors have opined that GASB 10 does not apply to CSURMA, the GASB 10 requirements for certain disclosures and supplemental information would provide additional insight into the financial operations of CSURMA. CSURMA, therefore, may consider providing these disclosures and the supplemental information in a different format than the audited financial statements. Overall, CSURMA is managed well with documentation of major policies and procedures for ease of transition of staff members as well as transparency. Its overall rating places it among those joint powers authorities with outstanding overall management.

I. GOVERNING DOCUMENTS

The Agreement and Bylaws generally meet the requirements of both contract law and Government Code sections 6500, et seq. CSU is a government agency that meets the requirements as a public entity for Section 6500 purposes. Government Code section 6516.9 allows the Auxiliaries to enter into a joint powers agreement, such as this one forming the CSURMA. It is interesting to note that the CSURMA Agreement is between CSU and each Auxiliary, rather than the usual joint powers agreement which is among the signatories of the parties.¹ This distinction probably has little effect because of the relationship between CSU and its Auxiliaries. However, an Auxiliary could defend a claim by another Auxiliary for breach of contract.

The Agreement and Bylaws are generally well written and meet most of the requirements of contract law and the Government Code. Because this study is to assist CSURMA in its governance and for the sake of brevity, I will only disclose those areas where I had some concerns, which are listed below.

1. Although CSURMA has copies of the signature pages for all the participating Auxiliaries, it does not seem to have a copy of a signature page from CSU. Although

¹ The introductory statement of the Agreement reads, "THIS AGREEMENT is made and entered into by and between the Trustees of the California State University . . . and its auxiliary organizations . . ."

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CSU is not likely able to deny it is a party to the Agreement or that the action to participate was taken by an individual without the power to enter into such Agreement, it is good practice to retain proper signatures of all the parties to the contract.

2. Government Code section 6505 requires the Agreement to provide for strict accountability of all funds and a report of all receipts and disbursements. Section 6505.5 requires the Treasurer to, among other duties, receive all money of the agency and place it in the treasury, and to be responsible, upon his bond, for the safekeeping of such funds, and to pay all sums due from the agency upon warrants from the auditor. Section 6509.5 requires the investment of money not required for immediate use to be the same as for a local agency under section 53601. The Treasurer's report and other reporting seem to be in compliance with sections 53601 and 53646. The Treasurer's activities seem to be in conformity with the duties described in Section 17 of the Agreement. Thus, from a review of the general operations and the audited financial statement, CSURMA seems to be managing the funds of the organization in conformity with the laws and the dictates of the Agreement and the Bylaws. The Agreement, however, seems to erroneously refer to section 6505 in Section 7(a)(iv). It reference section 6505, which is the requirement of reporting the receipts and disbursements. Section 6505.5 references the receipts and disbursements of the moneys received.
3. The term of the Agreement is set to expire upon the withdrawal of all Auxiliaries or CSU. However, there is no provision in the Agreement enabling, or establishing a procedure for, CSU to withdraw.
4. There are provisions for assessments under Section 20(b)(ii) of the Agreement. However, there does not seem to be a process for determining the amount of the assessment to each member. Assessments seem to be allowed only when the pool funds are likely to be exhausted before the next influx from contributions. This sounds like a cash flow analysis. The more common practice in the joint powers industry is to activate assessments or at least a plan for assessments when the joint powers authority's assets are less than its liabilities, generally well before it is short of cash.

II. CONTRACTS

The contracts with service providers are important to CSURMA, not only to make sure CSURMA is receiving the services for which it has paid, but for the rights and responsibilities of the parties. Except for a partial review of the scope of services provided by Alliant, I reviewed the provider contracts with less of an emphasis on the scope of work, believing CSURMA is in the best position to know if it is receiving the services that it expected from the contracts. My emphasis in reviewing the contracts is to assure the basic requirements of a contract are included and CSURMA's interests are reasonably protected.

A. Program Administration Contract

The contract with Alliant for the general administration of CSURMA contains the basic requirements of the term of the contract, compensation, and the scope of services described in sufficient detail as to be enforceable. The contract imposes a fiduciary duty upon Alliant to disclose any conflicts of interest as well as refrain from any activity that may impair its fidelity to CSURMA. It also contains provisions for indemnification where Alliant may cause loss to CSURMA due to negligent conduct by Alliant. The contract also requires an insurance policy to support the indemnification. Alliant maintains copies of certificates of insurance for CSURMA as proof of Alliant's compliance with the insurance requirements.

The scope of work defines fairly well the services to be provided, while allowing for additional services, with comparable compensation, to be included as CSURMA determines such services are needed or desired. The measure of performance is reflected in the whole of this report, which reviews the administration of CSURMA.

B. Program Brokerage

The brokerage contract with Alliant is also well written, with the exception that there seems to be no cancellation provision. Although a brokerage agreement without a cancellation provision is probably acceptable for an annual contract, this contract may be extended for many years. Thus, as a safety net, CSURMA should have a provision to allow cancellation with or without cause such that CSURMA can alter the contract as circumstances change. A provision for cancellation without cause reduces the chance of lawsuits should the contract be cancelled.

C. Liability Claims Administration

The contract with Carl Warren may be drafted to provide more protection for CSURMA. The indemnification provision is weak, with Carl Warren indemnifying for defense and indemnity for liability caused **solely** by the wrongful acts of Carl Warren. The contract also does not require Carl Warren to maintain any insurance. Thus, there were no certificates of insurance offered with this contract.

The conflict of interest provision for claimants is admirable. However, I would expand that disclosure and rights to CSURMA to include co-defendants and clarify that the duty to disclose extends throughout the life of the claim. It is probably just as likely that Carl Warren will have a conflict from another defendant or potential defendant, such as a city in which an affected campus resides, than with another claimant.

The scope of work in the contract could be more carefully drafted to apply to claims brought under the coverage document of CSURMA rather than claims brought by third parties against CSURMA. CSURMA may consider a redrafted contract rather than accepting an extension on the existing contract.

D. Workers' Compensation Claim Adjusting

Sedgwick's claims services contract provides a well-defined scope of work, and a reasonable allocation of the assumption of risk based on whose negligence caused the loss, disclosures of conflicts of interest etc.

E. Unemployment Claims Management

Although the Employers Group contract's scope of work was hard to determine from all the comments regarding what they can do or do for other clients, I was able to determine with fair accuracy what the bargained for services were intended to be.

The contract with the Employers Group extends until June 30, 2018. However, there does not seem to be any provision for cancellation, leaving one to argue breach of contract or other reason to terminate the contract should such action be necessary. The contract also lacks an indemnification provision for liabilities incurred by the representation of Employers Group.

F. Safety and Loss Control

The contract with Alliant for loss control services seems to be more of a proposal rather than a contract. Perhaps the Administration Agreement could be amended to include the loss control services or a separate contract should be drafted.

The contract with Praesidium seems appropriate as to compensation, indemnification, etc. because of the nature of the contract as one for a license to use Praesidium's online programs, except perhaps for insurance. Professional liability insurance is probably appropriate requirement for the use of an online platform agreement. The certificates of insurance are missing from the file.

The contract with Target Safety seems well written and provides at least a reliance on a professional skill that is commensurate with industry standards.

G. Administration of the Contracts

The contracts have been maintained for easy review by the administration. A follow-up system needs to be implemented to make sure the insurance requirements are being met.

III. GENERAL OPERATIONS

A. Government Code

The management of CSURMA has substantially complied with the Government Code requirements and best practices found in the industry of joint powers authorities. The filing of the Joint Powers Agreement and the Public Agency Roster, also called the "Statement of Facts," is important in order to maintain the procedural and substantive legal protections afforded a public entity under the Government Code. Staff has filed the Joint Powers Agreement and the Public Agency Roster with the Secretary of State in a timely fashion. In addition to the filings with the

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Secretary of State, staff has filed the requisite financial statements with the State Controller and the County of San Francisco.

Staff has the duty to bring the Conflict of Interest Code to the Board for review prior to October 1st of every even year, and to administer the disclosures annually on Form 700 for those officers leaving or entering office during the year. Staff has done well with the process, including abiding by the new directions from the FPPC for those entities not in public buildings to send these documents to the FPPC for safekeeping. Alliant sends the original documents to the FPPC and maintains copies for its own records.

The Conflict of Interest Code was amended recently, causing a delay in the filing of the amended Code with the FPPC. Although the Board of CSURMA had approved the changes, I was advised that there are procedures within the CSU system that require additional approvals prior to the filing. Staff should advise the Executive Committee of the status of the filing of the Code until it is filed with the FPPC and recognized by it.

The Bagley-Keene Act, Government Code sections 11120 et seq., requires meetings to be open to the public, with a 10-day notice to the CSURMA Board and Committees. CSURMA physically posts notices of the meetings of the CSURMA Board and Committees at the Treasurer's location, meeting that requirement of the Bagley-Keene Act. CSURMA also complies with Government Code section 11125(a), which requires the agendas to be posted on CSURMA's website.

Minutes of each meeting are drafted and placed on the consent calendar of the following meeting for adoption. These minutes have sufficient detail that discussions occurring and actions taken at the meeting are clear to one who did not attend the meeting.

CSURMA maintains and follows a record retention policy with security and backup that meets or exceeds the standard of practice for joint powers authorities.

B. Organizational Issues

CSURMA seems to conduct an effective strategic planning session, although somewhat separate, with CSU having a session while AORMA holds its own. There seems to be some coordination or alignment of interests between the two groups because the conflicting, if any, issues between the Auxiliaries and CSU do not seem to be apparent.

Communications seems to be well maintained with much of the information available on the CSURMA website regarding the governance of CSURMA, the program of CSURMA and the available services. The website has pages to assist members with getting certificates of coverage, filing claims, and other transaction with the joint powers authority. The website also hosts many bulletins regarding safety, transfer of risk, and loss control.

Staff has an internal tickler system to remind them when certain requirements are coming due, such as a review of the investment policy, the filing of the financial reports, and items that require periodic presentation to the Board or Committees. Staff issues an annual report

summarizing the activities of the year so all interested parties will know CSURMA's accomplishments for the year.

C. Staff and Board Training

Training provides a good basis for oversight and policy direction for the Board and Committees, while staff training brings ideas to meet the mission and purpose of CSURMA. Both staff and the Board of CSURMA receive training on issues regarding joint powers authorities, liability, and workers compensation. Staff participates in the California Association of Joint Powers Authorities (CAJPA) and the Association of Governmental Risk Pools (AGRIP), and other organizational training emphasizing the best practices of pooling risks. Staff receives training in risk management in public entities through its participation in the Public Agency Risk Managers Association (PARMA), the Public Risk Management Association (PRIMA), the Risk Management Society (RIMS) and other organizations. The Board and CSURMA members also receive training at CAJPA, PARMA and other organizations.

IV. PROGRAMS

Workers' compensation coverages are defined by the Memorandum of Coverage and distributed to those participating in the program. The claims management is performed by Sedgwick, which received a favorable claims audit in 2014. Most areas show improvement from the audit in 2009, with the three-point contact and the follow-up contact needing improvements.

The CSURMA liability program is well documented, with coverage clear and the documents available on the website. The forms are also available on the website for filing claims, obtaining certificates, etc. The CSU liability program is adjusted by the Office of Risk Management, a department within the State of California. The overall rating of the claims audit in 2013 was favorable, with areas needing improvement in (1) the claims disposition and payment and (2) the investigations. Carl Warren adjusts the claims for AORMA. The claims audit performed in 2013 showed superior performance with only one area, litigation/recovery management, needing some improvement, but still within the auditor's acceptable range.

Policy and procedures establish settlement authority and dispute resolution, as well as required claims audits and actuarial studies. Thus, the coverage programs' coverages, policies and procedures are well documented and administered with proficiency.

V. FINANCE AND ACCOUNTING

A. Audited Financials

A joint powers authority must adhere to generally accepted accounting principles (GAAP) and other accounting standards. This review looks at some of the basics of those requirements and relies on the financial auditor's representations. KPMG reviewed and opined on the financials for the fiscal year ending June 30, 2014. KPMG's opinion states that CSURMA's accounting procedures follows GAAP standards. KPMG has opined that GASB 10, requiring special disclosures and supplementals of an independent public entity risk pool, does not apply to

CSURMA. Although the additional disclosures and supplementals are not required, CSURMA might consider including this information in a separate document as additional information to its members.

A breakout of the liability and the workers' compensation programs in the audited financials would be helpful in determining the financial viability of these programs.

The indications of the financial strength of CSURMA from its financial statements relies heavily on a well-reasoned actuarial estimate of losses. CSURMA has actuarial studies applying to both the workers' compensation pool as well as the liability pool. The professionals at AON performing the actuarial studies are well versed in the art/science of projecting ultimate liabilities. The discount rate of two percent for workers' compensation and liability claims is fairly standard in the self-insurance pooling industry.

The audited financial statements are distributed to CSURMA's members.

B. Annual Budget

The Government Code requires the governing board of a joint powers authority to adopt a budget for that organization. CSURMA follows this requirement with comparative information from the prior year.

C. Quarterly Reports

Staff provides the Executive Committee with quarterly financial statements, keeping Committee members informed of developments throughout the year.

The Treasurer makes a quarterly report as required by the Government Code and makes the requisite findings regarding (1) whether the investments are in compliance with the CSURMA's Investment Policy, and (2) whether there are sufficient funds to meet the cash flow requirements of CSURMA for the following six months.

D. General Funding of AORMA

From the unaudited financial reports as of June 30, 2014, the AORMA programs are well funded, are meeting or exceeding the equity targets stated in the Target Equity Policy, and are meeting all the generally accepted minimum ratios for joint powers authorities. Some of these measurements are confidence levels above 70 percent, equity to SIR above 5 times, and loss reserves to equity below 4.

Assuming CSURMA does not need to follow GASB disclosures, the financial reports, including the audited financials, are revealing of the financial position of the pool and indicate that the strength of at least the AORMA programs seems sound.

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EXHIBIT 1

GOVERNING DOCUMENTS

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	PERCENT
Singed Copy of JPA	10		No signature for CSU	
JPA Specifically creates the Authority	2	Y		
JPA States Purpose	5	Y		
List Common Powers	3	Y		
JPA Names Member for Manner of Exercising Power	5	Y		
JPA States Strict Accountability/Designate Treasurer	5	Y		
Debts of Agency Addressed	2	Y		
Provides for Bylaws	2	Y		
Provides for Governing Body	2	Y		
Statement Not Jointly Liable per 6512.2	2	Y		
Termination by a Party not Completion of Purpose	2	Y		
Means of Dissolving	5	Y		
JPA Provides for Distribution of Property/Surplus Money at Dissolution	5	Y		
Total Points	50	40		80%

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EXHIBIT 2

CONTRACTS

CONTRACTS - PROGRAM ADMINISTRATION AND BROKERAGE

ALLIANT - JPA ADMINISTRATION

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	PERCENT
Scope of Work	10	Y		
Indemnification Provision	10	Y		
Insurance Provision	5	Y		
Disclosure of Conflicts	10	Y		
Compensation	10	Y		
Ownership of Records	5	Y		
Term	5	Y		
Cancellation	5	Y		
Cert of Insurance on File	5	Y		
Total	65	65		100%

ALLIANT BROKERAGE

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	PERCENT
Scope of Work	10	Y		
Indemnification Provision	10	Y		
Insurance Provision	5	Y		
Disclosure of Conflicts	10	Y		
Compensation	10	Y		
Ownership of Records	5	Y		
Term	5	Y		
Cancellation	5			
Cert of Insurance on File	5	Y		
Total	65	60		92%

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CONTRACTS - CLAIMS MANAGEMENT

CARL WARREN

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	PERCENT
Scope of Work	10	Y		
Indemnification Provision	10	Y		
Insurance Provision	5			
Disclosure of Conflicts	10	Y		
Compensation	10	Y		
Ownership of Records	5	Y		
Term	5	Y		
Cancellation	5	Y		
Cert of Insurance on File	5		Old Certificate on file	
Total	65	55		85%

SEDGWICK

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	PERCENT
Scope of Work	10	Y		
Indemnification Provision	10	Y		
Insurance Provision	5	Y		
Disclosure of Conflicts	10	Y		
Compensation	10	Y		
Ownership of Records	5	Y		
Term	5	Y		
Cancellation	5	Y		
Cert of Insurance on File	5	Y		
Total	65	65		100%

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CONTRACTS - CLAIMS MANAGEMENT, *cont'd.*

EMPLOYERS GROUP

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	PERCENT
Scope of Work	10	Y		
Indemnification Provision	10			
Insurance Provision	5			
Disclosure of Conflicts	10			
Compensation	10	Y		
Ownership of Records	5	Y		
Term	5	Y		
Cancellation	5			
Cert of Insurance on File	5			
Total	65	30		46%

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CONTRACTS - SAFETY AND LOSS CONTROL

ALLIANT

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	PERCENT
Scope of Work	10	Y		
Indemnification Provision	10	Y		
Insurance Provision	5	Y		
Disclosure of Conflicts	10	Y		
Compensation	10	Y		
Ownership of Records	5	Y		
Term	5	Y		
Cancellation	5	Y		
Cert of Insurance on File	5	Y		
Total	65	65		100%

PRAESIDIUM

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	PERCENT
Scope of Work	10	Y		
Indemnification Provision	10			
Insurance Provision	5			
Disclosure of Conflicts		N/A		
Compensation	10	Y		
Ownership of Records		N/A		
Term	5	Y		
Cancellation	5	Y		
Cert of Insurance on File	5			
Total	50	30		60%

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CONTRACTS - SAFETY AND LOSS CONTROL, *cont'd*

TARGET SAFETY

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	PERCENT
Scope of Work	10	Y		
Indemnification Provision	10	Y		
Insurance Provision	5	Y		
Disclosure of Conflicts	10	Y		
Compensation	10	Y		
Ownership of Records		N/A		
Term	5	Y		
Cancellation	5			
Cert of Insurance on File	5			
Total	60	50		83%
Total All Contracts	500	420		84%

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EXHIBIT 3

GENERAL OPERATIONS

GENERAL OPERATIONS - GOVERNMENT CODE REQUIREMENTS

CRITERIA	MAX PTS	PTS EARNE D	COMMENTS	PERCENT
Conflict of Interest Code Adopted/Reviewed	10	Y	Adopted with changes waiting for approval to submit	
Investment Policy Adopted/Reviewed	10	Y		
Target Equity Policy	3	Y		
Assessments and Distributions Provisions	10	Y		
Records Retention Policy	5	Y		
Provision for Withdrawal	10		There is not provision for CSU Withdrawal	
Provision for Member's Termination	10	Y		
Obligations of Members	10	Y		
Board Membership	3	Y		
Board's Duties and Authority	3	Y		
Board Meetings	3	Y		
Indemnification of Board	3	Y		
Officers' Election/Term	3	Y		
Officers Duty	3	Y		
Provision for Resolution of Disputes	5	Y		
Financial Audit Required	3	Y		
Actuarial Studies Required	3	Y		
Total	97	87		90%

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GENERAL OPERATIONS - INTERNAL OPERATIONS

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	PERCENT
Follow Policies	15	Y		
Communications with Members	10	Y		
File Roster with Secretary/County	5	Y		
Filed last JPA Amendment	5	Y		
Reviews Conflict of Interest Code Biannually	3	Y		
Collects/Files Form 700s	7	Y		
Delegates Investment Authority Annually	3			
Board Adopts Budget Annually	5	Y		
Discloses Allocation of Contributions	10	Y		
Insurance for JPA Ops/ E&O Liability/Fidelity	5	Y		
Review of Excess/Reinsurance Strength	10	Y		
Follow Records Retention	7	Y		
Strategic Planning/mission Statement/Objectives	10	Y		
Achievements Tracked	5	Y		
Promote Training Members	15	Y		
Adequate Training for Staff	10	Y		
Adopted Risk Control Guidelines	10	Y		
Follow Up on Implementation	10	Y		
Training Based on Losses	10	Y		
Participation in Industry Association Functions	5	Y		
Total	160	157		98%

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GENERAL OPERATIONS - INTERNAL OPERATIONS, *cont'd.*

MEETINGS

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	PERCENT
Notice Timely/Proper	5	Y		
Notice of Closed Session	10	Y		
ADA Notices	5	Y		
Minutes/ Detail	10	Y		
Standing Committee Seats/Powers	20	Y		
Guidelines for Orderly Meeting	5	Y		
Follows Bagley-Keene	10	Y		
Total	65	65		100%
TOTAL OPERATIONS INCLUDING GOVERNMENT CODE	322	309		96%

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EXHIBIT 4

PROGRAMS

LIABILITY

PROGRAMS DOCUMENTATION

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	PERCENT
Process to Review MOC	10	Y		
MOC Distributed	5	Y		
Reporting Requirements	5	Y		
Cooperation Required	5	Y		
Coverage Dispute Procedures	10	Y		
Limits and Deductible Clear	10	Y		
Proper Named Parties	10	Y		
Term		Y		
Conditions of Coverage	5	Y		
Total	60	60		100%

CLAIMS MANAGEMENT

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	PERCENT
Litigation Management Policy	10	Y		
Settlement Authority	15	Y		
Document Closed Session	10	Y		
Claims Audits Frequency and Adequacy	5	Y		
Claims Audit Report Favorable	10	Y		
Communications with Member re Their Loss	10	Y		
Reserves Appropriate	15	Y		
Subrogation	5	Y		
Excess/Reinsurance Reporting/Collecting	10	Y		
Total	90	90		100%
LIABILITY PROGRAM TOTAL	150	150		100%

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WORKERS' COMPENSATION

PROGRAMS DOCUMENTATION

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	PERCENT
Process to Review MOC	10	Y		
MOC Distributed	5	Y		
Reporting Requirements	5	Y		
Cooperation Required	5	Y		
Coverage Dispute Procedures	10	Y		
Limits and Deductible Clear	10	Y		
Proper Named Parties	10	Y		
Term		Y		
Conditions of Coverage	5	Y		
Total	60	60		100%

CLAIMS MANAGEMENT

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	PERCENT
Settlement Authority	15	Y		
Document Closed Session	10	Y		
Claims Audits Frequency and Adequacy	5	Y		
Claims Audit Report Favorable	10	Y	Some areas noticed for improvement; generally favorable report	
Communications with Member re Their Loss	10	Y		
Reserves Appropriate	15	Y		
Subrogation	5	Y		
Excess/Reinsurance Reporting/Collecting	10	Y		
Total	80	80		100%

W.C. PROGRAM TOTAL	140	140		100%
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PROPERTY

PROGRAMS DOCUMENTATION

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	PERCENT
MOC distributed	5	Y		
Reporting Requirements	5	Y		
Cooperation Required	5	Y		
Coverage Dispute Procedures	10	Y		
Limits and deductible clear	10	Y		
Proper Named Parties	10	Y		
Term		Y		
Conditions of Coverage	5	Y		
Total	50	50		100%

CLAIMS MANAGEMENT

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	PERCENT
Settlement Authority	15	Y		
Document closed session	10	Y		
Communications with Member re. their loss	10	Y		
Subrogation	5	Y		
Excess/Reinsurance Reporting/Collecting	10	Y		
Total	50	50		100%

PROPERTY PROGRAM TOTAL	100	100		100%
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Total All Programs	390	390		100%
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EXHIBIT 5

FINANCE AND ACCOUNTING

FUNDING

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	PERCENT
Funding Confidence Level	10	Y	AORMA funding	
Equity to SIR	5	Y		
Equity to Reserves	5			
Budgeted Contribution Confidence Level	10	Y		
Actuarial Study Sound, e.g. Discount Rate, Development Reasonable	20	Y	2 Percent	
Total	50	45		90%

INVESTMENTS

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	PERCENT
Investments in JPA Name		N/A	At University Level	
Separation of Functions		N/A	At University Level	
Documented Investment Procedures	15	Y		
Delegation of Treasurer's Authority	5			
Monthly Investment Reports	10	Y		
Detailed Quarterly Reports	10	Y		
Investment Conform to Policy	10	Y		
Written Contracts with Third Party Advisors/ Custodians		N/A	At University Level	
Total	50	45		90%

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FINANCE AND ACCOUNTING, *cont'd*

ACCOUNTING

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	
GAAP Rules	5	Y		
GASB Rules	5	Y	per KPMG Memo	
MDA Informative	10	Y	per KPMG Memo	
Audit Distributed	10	Y		
Management Letter/Qualified Opinion		N/A		
Review of Internal Controls		N/A		
Quarterly Statements, Including Distribution	10	Y		
Target Equity Ratios Reviewed	5	Y		
Total	45	45		100%

Total Finance and Accounting	145	135		93%
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**CSURMA Operational Review - April 2015
CSURMA Response Matrix**

#	Recommendation	Action	Status
GOVERNING DOCUMENTS			
1.	CSURMA files did not include a copy of JEPA signed by CSU	The CSURMA Board of Directors will be asked to approve the proposed amendments to the JEPA and Bylaws at its meeting on Monday, April 27, 2015.	
2.	There is a seemingly incorrect reference in the JEPA to Government Code section 6505, which should be section 6505.5	The CSURMA Board of Directors will be asked to approve the proposed amendments to the JEPA and Bylaws at its meeting on Monday, April 27, 2015.	
3.	There is no provision for the withdrawal of CSU from the JEPA	The CSURMA Board of Directors will be asked to approve the proposed amendments to the JEPA and Bylaws at its meeting on Monday, April 27, 2015.	
4.	The assessment provision in the Bylaws does not state how such an assessment will be distributed	The CSURMA Board of Directors will be asked to approve the proposed amendments to the JEPA and Bylaws at its meeting on Monday, April 27, 2015.	
CONTRACTS			
1.	The Alliant contract for brokerage has no provision for cancellation	Staff has proposed a contract amendment for the Executive Committee to consider at its meeting on May 8, 2015.	
2.	The Carl Warren contract for liability claims adjusting should (a) defend and indemnify for claims from Carl Warren's negligence, whether solely or jointly (b) expand the conflict of interest provision to include co-defendants, and (c) specify in the scope of work that the claims to be adjusted are those under the liability Memorandum of Coverage.	Staff has proposed a contract amendment for the AORMA Committee to consider its meeting on May 7, 2015.	
3.	The Employer's Group unemployment claims management should have a provision for cancellation	None.	A Staff will forward the current Employer's Group contract which includes a provision for cancellation.
4.	The Praesidium contract should require professional	Staff has proposed amendments to the	

CSURMA Operational Review - April 2015
CSURMA Response Matrix

#	Recommendation	Action	Status
	liability.	contract for the new term June 30, 2015 – June 30, 2016 which the Executive Committee will consider at its meeting on May 8, 2015.	
5.	The contract with Alliant Risk Control Consulting for loss control services seems to be more of a proposal rather than a contract.	Staff has proposed changes to the contract which will be considered at the AORMA Committee meeting on May 7, 2015.	
6.	Staff should obtain and maintain certificates of insurance for coverage required under contracts.	Staff has requested certificates of insurance from all vendors.	
GENERAL OPERATIONS			
1.	The Conflict of Interest Code was amended recently, causing a delay in the filing of the amended code with the FPPC.	Staff will request the appropriate authorization from the CSURMA Chair and file the Conflict of Interest Code with the FPPC.	
FINANCE AND ACCOUNTING			
1.	GASB 10 requiring special disclosures and supplemental of an independent public entity pool, does not apply to CSURMA; however, CSURMA might consider including this information in a separate document as additional information to its members.	Under review with CSURMA Accounting.	
2.	A breakout of the liability and the workers' compensation programs in the audited financial would be helpful in determining the financial viability of these programs.	Under review with CSURMA Accounting.	

**ALLIANT RISK CONTROL CONSULTING
RENEWAL CONTRACT PROPOSAL FOR FY 15/16**

ISSUE: The current contract with Alliant Risk Control Consulting is due to expire on June 30, 2015. ARCC has proposed a one-year contract effective July 1, 2015 to June 30, 2016 with an annual fee of \$87,000. This will include approximately 60 annual safety days. The safety days may be used for any risk management or safety related topic.

The following section has been added to the contract in compliance with Policy and Procedure W-3.

ARCC will review the workers' compensation losses for those AORMA members with an experience modification factor of between 1.10 and 1.25 and provide recommendations as how to best reduce future losses. For those AORMA members with an experience modification in excess of 1.25, ARCC will meet with the AORMA member and assist in creating an experience modification reduction plan.

The sections within the contract regarding the Risk Reduction Matching Grant Program have been deleted as the grant program guidelines have been revised and no longer include ARCC's mandatory project recommendation or oversight.

The Operational Review of CSURMA's contracts resulted in the following findings regarding this contract:

The contract with Alliant for loss control services seems to be more of a proposal rather than a contract. Perhaps the administration agreement could be amended to include the loss control services or a separate contract should be drafted.

Staff will work with Alliant Risk Control Consulting as well as the CSURMA Secretary-Auditor and CSURMA Legal Counsel to finalize the contract wording.

RECOMMENDATION: The Member Services, Loss Control and Training Committee has reviewed the renewal proposal and recommends approval of the FY 15/16 contract. The MSLCTC also recommends that the AORMA Committee delegate authority to the CSURMA Secretary-Auditor, and CSURMA Legal Counsel to finalize the contract wording.

FISCAL IMPACT: The expiring contract for FY 14/15 also included 60 safety days and an annual fee of \$87,000.

BACKGROUND: The 2014 CSURMA Vendor Survey results have been included with this item. In order to proactively respond to the survey comments an AORMA bulletin will be published. The goal of the bulletin will be to better inform the members of the loss control services available through this contract as well as managing the Members' expectations as to the breadth and amount of services available.

AORMA has had a contract with ARCC since 2006 and the scope of service has been similar over the years.

PUBLICATION: An AORMA bulletin will be sent out to all AORMA members as well as AOA members explaining the services provided by ARCC.

ATTACHMENT(S):

- a. FY 15/16 Alliant Risk Control Consulting – Proposed Contract
- b. Policy and Procedure A-6 – Risk Reduction Matching Innovation Matching Grant Incentive Program
- c. Policy and Procedure W-3 – Requirement of Members to Maintain Experience Modification of 1.25 or Less
- d. Utilization Report

Proposed Scope of AORMA Loss Control Services for 2014~~5~~-2015~~6~~

~~This one-year Risk Control Consulting agreement is between Alliant Risk Control Consulting (ARCC) and the California State University Risk Management Authority (CSURMA) for the benefit of the Auxiliary Organizations who are members of the proposed July 1, 2014~~5~~ through June 30, 2015~~6~~ loss control services for Auxiliary Organization Risk Management Alliance (AORMA). The term of this contract is July 1, 2015 to June 30, 2016. members within California State University Risk Management Authority (CSURMA):~~

1. Safety Days

ARCC ~~proposes will to~~ develop and present up to 60 Safety Days to the AORMA members:

- a. Cost = \$1,450 per day X 60 days = \$87,000 annually
- b. Partial days will be charged in hourly increments at a rate of \$181.25 an hour.
- c. All safety days include travel expenses and training materials. *
- d. Any credits from unused prior year's contract will be applied to the current contract.
- e. In the event AORMA exhausts all existing funds (including previous years) during the policy period, rates will be billed monthly as described in items a. and b.

Safety Days may be used for any Risk Management or safety-related topic. Topics may be customized to each Auxiliary and may include live training, fact sheets, industrial hygiene, webinars, written programs or applicable risk management topics.

~~The Safety Days will also be used to assist in managing, coordinating and improving the AORMA Risk Reduction Matching Grant Program structure. ARCC will work with AORMA to accomplish the following items:~~

- ~~a. Conduct a loss analysis to determine the members with the highest loss ratios as related to workers' compensation and general liability. The loss analysis will review claims over a five year period.~~
- ~~b. Based on the loss analysis, ARCC will select locations will be visited. The onsite visit will include a physical walkthrough, policy file review, Cal/OSHA compliance and stakeholder interviews.~~
- ~~c. A risk report will be developed with recommendations based upon ARCC's findings. The report will provide policy and training recommendations as well as the development of a benchmarking tool to help members monitor improvement.~~
- ~~d. ARCC will provide recommended Risk Reduction Matching Grant Projects (Grant Project), as appropriate, in the risk reports. The recommended Grant Projects will be submitted and approved by the MSLGTC prior to distribution of funds and will be issued in accordance with Policy and Procedure A-6 Risk Reduction~~

~~Matching Grant Program. Grant Project recommendations may include physical improvements as well as consulting and/or training.~~

*ARCC will not conduct additional work requiring billed rates over and beyond the contract without prior approval from the AORMA committee. In the event, industrial hygiene services, laboratory analysis or other special equipment will be needed beyond the typical scope of a safety day; rates will be presented to the AORMA committee for approval.

2. Safety Assessment Priority

Priority will be given to members that have leading workers' compensation and general liability losses within AORMA as well as members with special projects and requests (such as new exposures, equipment and specialized training).

3. Experience Modification Reduction Plan

ARCC will review the workers' compensation losses for those AORMA members with an experience modification factor of between 1.10 and 1.25 and provide recommendations as how to best reduce future losses. For those AORMA members with an experience modification in excess of 1.25, ARCC will meet with the AORMA member and assist in creating an experience modification reduction plan.

3.4. First Aid and CPR Training

ARCC has partnered with "Onsite Training" to provide cost effective First Aid, CPR, AED and BBP training to AORMA members. Onsite Training is authorized to teach classes following the guidelines of the Red Cross, AHA and EMS. Members may choose to use safety day funds towards First Aid/CPR Training.

4.5. Videos, Newsletters, Factsheets and Webinars

Members will receive invites to Alliant Risk Controls periodic safety and property webinars as well as email newsletters, custom videos and factsheets based upon various safety, risk management and insurance topics.

5.6. Summary

Safety Days (approximately 60 days) = \$87,000, annually

6.7. Insurance

ARCC shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by ARCC, its agents, representatives, or employees. Coverage shall be at least as broad as:

- a. Commercial General Liability (CGL): Insurance Services Office Form CG 00 01 covering CGL on an "occurrence" basis, including products and completed

operations, property damage, bodily injury and personal & advertising injury with limits no less than \$1,000,000 per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.

- b. Automobile Liability: Insurance Services Office Form Number CA 0001 covering, Code 1 (any auto), or if ARCC has no owned autos, Code 8 (hired) and 9 (non-owned), with limit no less than \$1,000,000 per accident for bodily injury and property damage.
- c. Workers' Compensation insurance as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than \$1,000,000 per accident for bodily injury or disease.
- d. Professional Liability (Errors and Omissions) Insurance appropriate to ARCC's profession, with limits no less than \$1,000,000 per occurrence or claim, \$2,000,000 aggregate.

If ARCC maintains higher limits than the minimums shown above, CSURMA requires and shall be entitled to coverage for the higher limits maintained by the ARCC. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to CSURMA.

8. Other Insurance Provisions

- a. Additional Insured Status - California State University Risk Management Authority, members of Auxiliary Organizations Risk Management Alliance, their officers, directors, members and agents are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the ARCC including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the ARCC's insurance (at least as broad as ISO Form CG 20 10 11 85 or both CG 20 10 and CG 20 37 forms if later revisions used).
- b. Primary Coverage - For any claims related to this contract, ARCC's insurance coverage shall be primary. Any insurance or self-insurance maintained by CSURMA AORMA shall be excess of ARCC's insurance and shall not contribute with it.
- c. Notice of Cancellation - Each insurance policy required above shall state that coverage shall not be canceled, except with notice to CSURMA.
- d. Waiver of Subrogation - ARCC hereby grants to CSURMA a waiver of any right to subrogation which any insurer of said ARCC may acquire against CSURMA by virtue of the payment of any loss under such insurance. ARCC agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not CSURMA has received a waiver of subrogation endorsement from the insurer.
- e. Deductibles and Self-Insured Retentions - Any deductibles or self-insured retentions must be declared to and approved by CSURMA. CSURMA may require the ARCC to provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention.
- f. Acceptability of Insurers - Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:VII, unless otherwise acceptable to CSURMA.

- g. Claims Made Policies - If any of the required policies provide coverage on a claims-made basis:
 - 1) The Retroactive Date must be shown and must be before the date of the contract or the beginning of contract work.
 - 2) Insurance must be maintained and evidence of insurance must be provided for at least five (5) years after completion of the contract of work.
 - 3) If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a Retroactive Date prior to the contract effective date, the ARCC must purchase “extended reporting” coverage for a minimum of five (5) years after completion of contract work.
- h. Verification of Coverage - ARCC shall furnish CSURMA with original certificates and amendatory endorsements or copies of the applicable policy language effecting coverage required by this clause. All certificates and endorsements are to be received and approved by CSURMA before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the ARCC’s obligation to provide them. CSURMA reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.
- i. Subcontractors - ARCC shall require and verify that all subcontractors maintain insurance meeting all the requirements stated herein, and ARCC shall ensure that CSURMA is an additional insured on insurance required from subcontractors.
- j. Special Risks or Circumstances - CSURMA reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

7.9. Indemnification

ARCC agrees to indemnify, defend and hold harmless the California State University Risk Management Authority, members of Auxiliary Organizations Risk Management Alliance, their officers, directors, members and agents with regard to any and all claims, penalties, liabilities, damages, actions, causes of action and expenses of any nature (including but not limited to legal costs and attorney’s fees) arising out of or relating to any negligence or willful misconduct by ARCC in performing under this agreement.

8.10. Termination

Either ARCC or CSURMA may terminate, with or without cause, this agreement at any time by giving the other party thirty (30) days written notice.

 Notice to Proceed

Alliant Insurance Services, Inc.	Client (Authorized Representative)
BY:	BY:

Name: Tim Leech	Name:
Title: First Vice President	Title:
Date:	Date:

This contract has been reviewed and approved by CSURMA legal counsel.

William Hsu – CSURMA Legal Counsel

Date



CSURMA AORMA

POLICY AND PROCEDURE NO. A-6

SUBJECT:	RISK REDUCTION INNOVATION MATCHING GRANT INCENTIVE PROGRAM
ADOPTED:	MAY 9, 2013
EFFECTIVE:	JULY 1, 2013
AMENDED:	SEPTEMBER 12, 2013 MARCH 20, 2014 DECEMBER 4, 2014

PURPOSE:

The Risk Reduction Innovation Matching Grant Program (**Program**) makes funds available to AORMA Members (**Members**). It funds original and inventive training programs, the purchase of cutting edge safety equipment, innovative modernization of the **Member's** premises or any other unique or creative safety related project that may lead to a documentable reduction in claims costs. The purpose of this type of *matching grant program* is to encourage **Members** to enhance existing risk reduction efforts and to inspire ingenious safety ideas that the other **Members** may employ.

POLICY:

1. Annually, the following activities will be completed
 - a. The Member Services, Loss Control and Training Committee (**MSLCTC**) will propose to the AORMA Committee a budget amount for the **Program**.
 - b. The **MSLCTC** will approve the maximum grant amount.
 - c. The **MSLCTC** along with the Program Administrator will review the grant applications, and if found to be appropriate and consistent with the purpose of the **Program** may be approved by the **MSLCTC**.
2. To access funds under the **Program**, the **Member**, must complete the grant application which is located on the CSURMA website and will include the following information;
 - a. A description of the proposed risk reduction project
 - b. The anticipated timeline for completion of the risk reduction project.
 - c. An estimate of the total costs for the proposed risk reduction project.
3. The **Member** will be expected to complete the proposed risk reduction project within the timeline provided within the grant application. Upon review, the **MSLCTC** may rescind the

grant if the **Member** has not started, or completed, the risk reduction project within the timeframe proposed.

4. Fifty percent (50%) of the **Member's** risk reduction project costs (up to the maximum grant amount approved for that **Member**) will be reimbursed under the **Program**. The **Member** will submit to the **MSLCTC** the final paid receipt to be used to calculate the **Program** reimbursement amount.
5. After the grant funds are utilized, the **Member** will provide a brief report providing information that will assist the **MSLCTC** in monitoring this **Program's** effectiveness and the merits of future **Program** funds.



CSURMA AORMA

POLICY AND PROCEDURE NO. W - 3

SUBJECT:	REQUIREMENT OF MEMBERS TO MAINTAIN EXPERIENCE MODIFICATION FACTOR OF 1.25 OR LESS
ADOPTED:	SEPTEMBER 9, 2003
EFFECTIVE:	SEPTEMBER 9, 2003
AMENDED:	DECEMBER 8, 2009 MARCH 20, 2014

PURPOSE:

The AORMA Workers' Compensation Program is dedicated toward reducing Member costs through a combination of effective loss prevention, claims mitigation, claims management and administrative efficiencies. The long-term viability of the AORMA Workers' Compensation Program requires that a member with an experience modification factor in excess of 1.25 develop and implement a plan to reduce that member's experience modification factor to 1.25 or less.

POLICY STATEMENT:

It is the policy of the AORMA Committee that members of the AORMA Workers' Compensation Program shall work to maintain an experience modification factor of 1.25 or less.

PROCEDURE:

Using loss data valued at June 30th, the Program Administrator shall by October 1st of each year, calculate the experience modification factor of each member. The formula used to determine the experience modification factor developed by the Actuarial consultant and agreed by the AORMA Committee. This experience modification factor shall be applicable in developing each Member's share of the actuarially required contribution for the upcoming plan year effective the following July 1st. By January 31st, the Program Administrator will notify each member of their updated experience modification factor.

1. Members with an experience modification factor less than 1.10 will be notified that their experience modification factor is satisfactory.
2. For members with experience modification factors ranging from 1.10 to 1.25, notice will be given that their experience modification factor is near the maximum threshold of 1.25. The Program Administrator will offer to assist the member in evaluating how best to avoid having their experience modification exceed 1.25.
3. For members with experience modification factors exceeding 1.25, the Program Administrator will assist the member in creating a plan to reduce its experience



CSURMA AORMA

POLICY AND PROCEDURE NO. W - 3

modification factor. The experience modification reduction plan will be presented to the AORMA Programs Committee for review and approval.

AORMA 2014-2015 Loss Control Service Summary (As of 3/01/2015)

Total Available 2014/2015	\$ 94,410.72
Total Used	\$ 77,756.25
Total Available	\$16,654.47

Service Summary			
Location	Date(s)	Service	Hours
AORMA		Administrative	45
University Corp CSUN	07/03/14	New Hire orientation review	3.5
AORMA	07/03/14	ADA Compliance	5
Fresno Association	07/10/14	First Aid, CPR, AED	9
AORMA	07/08/14	CSUnity RM Presentation	12
Research Foundation, Chico	07/09/14	Ergo Evaluations, water treatment	8
Research Foundation, Chico	07/10/14	Risk Assessment plan	8
Foundation Cal Poly Pomona	07/16/14	Safety Assessment / Training	24
Loker Student Union - DH	07/21/14	Ergo Evaluations	4
AS - Cal Poly Pomona	07/24/14	AED Locations / Placement Plan	2
University Ctr - HSU	08/06/14	Safety Days	22
Research Foundation- SDSU	08/18/14	Safety Assessment	8
University Corp - MB	08/19/14	Ergo Evaluations	16
Univ Aux Services - SM	08/21/14	Safety Assessment	8
Univrsity Ctr - HSU	08/21/14	Accident Investigation Forms	3
Univerity Corp - MB	08/21/14	Ergo Report (M. Bassett)	2.5
Research Foundation - SJSU	08/22/14	Ergo Evaluation (NASA Ames)	8.5
AS - Fullerton	09/08/14	First Aid, CPR, AED	9
AS - Northridge	09/11/14	Forklift Training	12
AS - Long Beach	09/15/14	First Aid, CPR, AED	9
Research Foundation - Chico	09/30/14	Risk Assessment	8
Research Foundation - Chico	10/01/14	Big Chico Creek Reserve Assess	16
Research Foundation - Chico	10/02/14	OLLI Forms/Policy Review	8.5
AS - Sacramento	10/21/14	Fraud Training PPT	5
University Corp - CSUN	11/03/14	Safety Assessment	20
Research Foundation - Chico	11/04/14	Porta Potty Regulations	5.5
Research Foundation - SJSU	11/14/14	Ergo Assessment (Mesa Schools)	8.5
AS -Sacramento	12/03/14	Fraud Seminar	16
Loker Student Union - DH	12/12/14	First Aid, CPR, AED	9
AS - Pomona	12/12/14	Cal/OSHA Training Req	3.5
AORMA	01/05/15	Working w Minors Handbook	24
University Ctr - HSU	01/08/15	Accident Investigatin Webinar	4
AS - CSUN	02/06/15	Forklift Training	16
AORMA	02/10/15	AOA Prensentation	24
AS - Long Beach	02/19/15	Massage Therapy Policy	2.5
AS - Fullerton	02/14/15	First Aid, CPR, AED	8
AS - Sacramento	02/26/15	Safety Assessment	26
Student Uninion - SJSU	03/02/15	Hazcom / GHS Trainign Template	2

AORMA 2014-2015 Loss Control Service Summary (As of 3/01/2015)

Total Available 2014/2015	\$ 94,410.72
Total Used	\$ 77,756.25
Total Available	\$16,654.47

Service Summary			
Location	Date(s)	Service	Hours
Research Foundation - Chico	03/04/15	Ergo Evaluations	4
Total Hours Used			429
Cost			\$ 77,756.25
Avaiable as of 03/01/2015			\$16,654.47

TARGET SOLUTIONS CONTRACT EXTENSION FOR FY 15/16 AND DISCUSSION OF FUTURE UTILIZATION OF SKILLSOFT / LAWROOM

ISSUE: The current contract with TargetSolutions for on-line safety training is due to expire on June 30, 2015. TargetSolutions has offered a one-year extension of the existing contract.

RECOMMENDATION: At its April 20th meeting, the Member Services, Loss Control and Training Committee reviewed the services being provided by TargetSolutions and is recommending approval of a one-year extension of the contract.

FISCAL IMPACT: The TargetSolutions extension will continue at the existing cost of \$80,750, annually.

BACKGROUND: In early 2014, select AORMA members began the process of previewing the SkillPort / LawRoom online training platform with the goal of recommending a change of AORMA's online training provider from TargetSolutions to SkillPort / LawRoom effective July 1, 2015. To accomplish this goal, all of the auxiliary organization staff members needed to be loaded into an AORMA hub. Campus IT staff has begun the process, but the majority of campuses have not completed the upload. Because of this, it does not appear that the auxiliary's use of SkillPort / LawRoom effective July 1, 2015, is a realistic goal. Therefore, Staff is recommended to the MSLCTC that the TargetSolutions contract be renewed for one additional year. David Krevella, from the Chancellor's Office, gave an update to the MSLCTC with regard to completion of the IT Campus uploading of auxiliary staff into the AORMA hub.

The TargetSolutions' utilization report at February, 2015, indicates that AORMA members completed 7,930 TargetSolutions courses and 6,883 custom activities. AORMA members will be able to upload onto the SkillPort platform custom activities. Raven Tyson, from Associated Students, SDSU, agreed to be the custom activities tester. David Krevella is in contact with Tyson and will begin evaluating ASI's custom training to confirm that it does comply with certain IT requirements.

The advantages to the SkillPort / LawRoom online training includes lower pricing, enhanced library of courses, and removal of the duplicate training requirement for staff who are employees of both the state and the auxiliary.

PUBLICATION: None at this time.

ATTACHMENT(S):

- a. TargetSolutions Service Agreement One-Year Extension
- b. Utilization Report at February, 2015
- c. CO's Auxiliary Solution Contact Sheet

AMENDMENT TO AGREEMENT BY AND BETWEEN
TARGETSAFETY.COM, INC. – dba TARGETSOLUTIONS AND CSURMA

THIS AMENDMENT is made and entered into on February 1, 2015 by and between TargetSolutions Learning LLC (“TS”) and California State University Risk Management Authority (“CSURMA”) to amend the Term Sheet for CSURMA and TargetSafety.com, Inc. – dba TargetSolutions Agreement, Effective July 1, 2012 (“Agreement”). The parties agree to modify the Agreement as set forth below:

1. The section titled AGREEMENT TERM is hereby amended to read as follows:

TargetSolutions Learning LLC. agrees to allow CLIENT access to the TargetSolutions Platform for twelve (12) months effective July, 1 2015.

Year 1 – July 1, 2015 – June 30, 2016

2. The section titled INVOICING AND PAYMENT is hereby amended to read as follows:

The annual license fee for Year 1 shall be \$80,750 and shall be invoiced 25 days prior to the effective date.

3. The exhibit titled C is hereby removed.

Agreed on this date by the following:

For AORMA/CSURMA

Name: _____

Signature: _____

Title: _____

Date: _____

For TS (TargetSolutions Learning LLC.)

Name: Thom Woodward

Signature: _____

Title: Executive Vice President

Date: _____

TargetSolutions Utilization Report	February 2015
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	Dec.	Jan	Feb	Last 12 months
Active Users	11418	11,527	11,499	11,499
Total Active and Offline Registered Users	17088	17,341	17,545	17,545
Courses Completed-Users	326	339	365	4,717
Courses Completed-Total	432	592	553	7,930
Custom Activities Completed-Users	222	262	228	1,664
Custom Activities Completed-Total	342	662	554	6,883

Member Organization	Contracted Employees	Total Active and Offline Users	Registered Users	Users Completing One or More Course	Courses Completed-Total	Users Completing One or More Custom Activity	Custom Activities Completed-Total
AORMA	0	5	3	0	0	0	0
Associated Students of Sonoma State University	0	46	33	0	0	0	0
Cal Poly Pomona ASI	0	63	46	0	0	0	0
Cal Poly Pomona Foundation	0	943	638	3	3	0	0
Cal Poly San Luis Obispo ASI	0	668	231	4	4	156	420
Cal Poly San Luis Obispo Corporation	0	375	271	10	14	6	10
Cal Poly SLO ASI Admin	0	1	1	0	0	0	0
California Maritime Academy	0	282	3	0	0	0	0
CSU Bakersfield Student Union	0	1	1	0	0	0	0
CSU Channel Islands	0	24	19	0	0	0	0
CSU Chico ASI	0	365	320	24	26	0	0
CSU Chico Research Foundation	0	740	460	3	3	0	0
CSU Dominguez Hills ASI	0	25	22	0	0	0	0
CSU Dominguez Hills Foundation	0	4	2	0	0	0	0
CSU Dominguez Hills Loker University Student Union	0	23	16	0	0	0	0
CSU East Bay ASI	0	3	2	0	0	0	0
CSU East Bay Foundation	0	328	95	1	1	0	0
CSU Fresno Athletics Corporation	0	1	1	0	0	0	0
CSU Fullerton ASI	0	798	780	9	36	9	56
CSU Fullerton Auxiliary Services Corp	0	196	116	0	0	0	0
CSU Long Beach ASI	0	598	507	31	31	0	0
CSU Long Beach Forty-Niner Shops	0	563	182	13	13	14	14
CSU Long Beach Foundation	0	118	116	6	6	0	0
CSU Los Angeles ASI	0	50	4	0	0	0	0
CSU Los Angeles University Student Union	0	278	259	8	8	0	0
CSU Los Angeles, Auxiliary Services	0	4	3	0	0	0	0
CSU Monterey Bay University Corporation	0	644	418	12	26	1	1
CSU Northridge ASI	0	317	316	9	18	1	1
CSU Northridge University Corporation	0	208	166	2	2	1	1
CSU Northridge University Student Union	0	562	555	14	31	12	12
CSU Sacramento ASI	0	514	150	1	1	0	0
CSU Sacramento Capital Public Radio	0	56	55	0	0	0	0
CSU Sacramento University Enterprises, Inc.	0	922	451	10	11	0	0
CSU San Bernardino ASI	0	3	3	0	0	0	0
CSU San Bernardino Santos Manuel Student Union	0	458	328	0	0	0	0
CSU San Bernardino UE	0	50	45	1	1	0	0
CSU San Marcos Univ Auxiliary & Research Services	0	66	55	1	1	0	0
CSU Stanislaus	0	42	38	4	6	0	0
Fresno State Auxiliary Services	0	1495	875	22	23	0	0
Humboldt State University, Univ Center	0	46	42	2	2	0	0
SDSU ASI	0	1072	681	1	3	1	1
SDSU Aztec Shops	0	474	439	56	59	1	1
SDSU Research Foundation	0	2488	1390	10	50	0	0
SFSU ASI	0	86	70	7	7	0	0
SFSU Center	0	7	5	0	0	0	0
SFSU Franciscan Shops	0	76	66	0	0	0	0
SJSU ASI	0	288	265	34	100	1	1
SJSU Research Foundation	0	123	46	0	0	0	0
SJSU Spartan Shops	0	976	864	67	67	25	36
SJSU Student Union	0	48	27	0	0	0	0
SJSU Tower Foundation	0	22	18	0	0	0	0
	-	17,545	11,499	365	553	228	554

Member Organization	Contracted Employees	Total Active and Offline Users	Registered Users	Users Completing One or More Course	Courses Completed-Total	Users Completing One or More Custom Activity	Custom Activities Completed-Total
AORMA	0	5	3	0	0	0	0
Associated Students of Sonoma State University	0	46	33	3	6	0	0
Cal Poly Pomona ASI	0	63	46	0	0	0	0
Cal Poly Pomona Foundation	0	943	638	33	88	12	60
Cal Poly San Luis Obispo ASI	0	668	231	151	240	435	3894
Cal Poly San Luis Obispo Corporation	0	375	271	61	74	57	85
Cal Poly SLO ASI Admin	0	1	1	0	0	0	0
California Maritime Academy	0	282	3	0	0	0	0
CSU Bakersfield Student Union	0	1	1	0	0	0	0
CSU Channel Islands	0	24	19	19	19	3	3
CSU Chico ASI	0	365	320	248	290	2	2
CSU Chico Research Foundation	0	740	460	108	128	1	1
CSU Dominguez Hills ASI	0	25	22	20	51	0	0
CSU Dominguez Hills Foundation	0	4	2	0	0	0	0
CSU Dominguez Hills Loker University Student Union	0	23	16	11	20	1	1
CSU East Bay ASI	0	3	2	0	0	0	0
CSU East Bay Foundation	0	328	95	35	38	8	8
CSU Fresno Athletics Corporation	0	1	1	0	0	0	0
CSU Fullerton ASI	0	798	780	193	389	234	1512
CSU Fullerton Auxiliary Services Corp	0	196	116	22	22	22	22
CSU Long Beach ASI	0	598	507	361	366	1	1
CSU Long Beach Forty-Niner Shops	0	563	182	117	189	33	38
CSU Long Beach Foundation	0	118	116	47	47	0	0
CSU Los Angeles ASI	0	50	4	0	0	0	0
CSU Los Angeles University Student Union	0	278	259	54	56	0	0
CSU Los Angeles, Auxiliary Services	0	4	3	0	0	0	0
CSU Monterey Bay University Corporation	0	644	418	136	252	4	4
CSU Northridge ASI	0	317	316	95	282	15	23
CSU Northridge University Corporation	0	208	166	11	11	44	47
CSU Northridge University Student Union	0	562	555	502	1273	436	636
CSU Sacramento ASI	0	514	150	45	45	0	0
CSU Sacramento Capital Public Radio	0	56	55	0	0	0	0
CSU Sacramento University Enterprises, Inc.	0	922	451	173	186	7	7
CSU San Bernardino ASI	0	3	3	0	0	0	0
CSU San Bernardino Santos Manuel Student Union	0	458	328	65	65	0	0
CSU San Bernardino UE	0	50	45	8	10	0	0
CSU San Marcos Univ Auxiliary & Research Services	0	66	55	19	20	0	0
CSU Stanislaus	0	42	38	25	36	16	21
Fresno State Auxiliary Services	0	1495	875	552	743	2	2
Humboldt State University, Univ Center	0	46	42	9	9	1	1
SDSU ASI	0	1072	681	195	261	140	142
SDSU Aztec Shops	0	474	439	270	310	1	1
SDSU Research Foundation	0	2488	1390	311	1070	1	1
SFSU ASI	0	86	70	19	30	0	0
SFSU Center	0	7	5	0	0	0	0
SFSU Franciscan Shops	0	76	66	0	0	0	0
SJSU ASI	0	288	265	167	624	1	1
SJSU Research Foundation	0	123	46	5	5	0	0
SJSU Spartan Shops	0	976	864	611	653	186	369
SJSU Student Union	0	48	27	1	1	0	0
SJSU Tower Foundation	0	22	18	15	21	1	1
	-	17,545	11,499	4,717	7,930	1,664	6,883

Auxiliary Solution Contact Sheet

Campus	Last Name	First Name	E-mail	Auxiliary Solution	Schedule Date/Status	1 on 1 Call
CSU-Humboldt	Mullery	Colleen	cbm1@humboldt.edu	Database	Done	Done
	Callahan	Josh	jc115@humboldt.edu			
	Williams	Jeff	Jeffrey.Williams@humboldt.edu			
	Johnson	Peter	Peter.Johnson@humboldt.edu			
CSU - Chancellor's Office	Trullinger	Mike	mtrullinger@calstate.edu	API	DONE	Done
	Pham	Eli	epham@calstate.edu			
	Kervella	David	dkervella@calstate.edu			
*CSU-Northridge	Krzewinski	Kevin	kevin.krzewinski@csun.edu	Database	Done	4/8/2015
	De la Vega	Kristina	kristina.delavega@csun.edu			
	Choi	Sean	sean.choi@csun.edu			
*CSU-San Jose	Pugliese	Beth	beth.pugliese@sjsu.edu	Database	DONE	DONE
	Huynh	Hien	hien.huynh@sjsu.edu			
	Meka	Prasad	prasad.meka@sjsu.edu			
	Cook	Mike	mike.cook@sjsu.edu			
CSU-San Luis Obispo	Malone	Dan	dmalone@calpoly.edu	Database	Done	Done
	Ross	Dave	ddross@calpoly.edu			
	Gallagher	Beth	begallag@calpoly.edu			
	Weller	Karen	kweller@calpoly.edu			
	Schiffman	Deborah	schiffma@calpoly.edu			
	Bullaro	David	dbullaro@calpoly.edu			
	Schultz	Craig	cschultz@calpoly.edu			
CSU-Sonoma	Stekkinger	Dana	boyerd@sonoma.edu	6 Aux Employees. Inputting into PeopleSoft	DONE	Done
	Dawson	Craig	craig.dawson@sonoma.edu			
	Kenber	Tammy	kenber@sonoma.edu			
	Spitzer	Kathleen	kspitzer@sonoma.edu			
	Luvisi	Andru	luvisi@sonoma.edu			
	Montalto	Meryl	meryl.montalto@sonoma.edu			
*CSU-Stanislaus	Dunham-Filson	April	AFilson@csustan.edu	API	DONE	1/29/2015
	Boucher	Craig	cboucher@csustan.edu			
	Cardoza	Corey	ccardoza@csustan.edu			
	Marlow	Julie	jcmarlow@csustan.edu			

*CSU-Bakersfield	Dinz	Christopher	cdiniz@csusb.edu	API	working with Eli to resolve various issues such as creation of database link account, firewall exception and interface data validation etc	1/29/2015
	Garcia	Kellie	kgarcia@csusb.edu			
	Rivera	Sue	srivera@csusb.edu			
	Chen	Brian	bchen@csusb.edu			
*CSU-Fresno	Morilla	David	dmorilla@csufresno.edu	Database	Mid-April (testing in next two weeks)	1/14/2015
	Wagenleitner	John	johnwa@csufresno.edu			
	Parten	Janice	jparten@csufresno.edu			
CSU-Fullerton	Luzzi	Joe	jluzzi@exchange.fullerton.edu		Tentative April implementation	3/24/2015
	Boyer	Kerry	kboyer@exchange.fullerton.edu			
	Dominguez	Melissa	mdominguez@fullerton.edu			
	Badal	Welson	wbadal@fullerton.edu			
*CSU-Sacramento	Bishop	Skip	william.bishop@csus.edu	Database	May 7th	1/15/2015
	Pech	Seima	pechs@csus.edu			
	Pike	Brennan	pikejb@csus.edu			
	Fox	Marc	foxm@skymail.csus.edu			
*CSU-Chico	Gentry	Bev	bgentry@csuchico.edu	API	LearnerWeb Live. Meeting scheduled for 4/27/15 on next steps	1/22/2015
	Wilson	Doug	EDWilson@csuchico.edu			
	Coates	Greg	GCoates@csuchico.edu			
	Abernatha	Sharyn	sabernatha@csuchico.edu			
	Kissinger	Beth	bkissinger@csuchico.edu			
	Bealer	Yvonne	ybealer@csuchico.edu			
*CSU-San Bernardino	Cagle	Rebecca	rcagle@csuchico.edu	API	Jun-15	1/30/2015
	Portillo	Cesar	cportillo@csusb.edu			
	O'Linger	Jim	jolinger@csusb.edu			
	Torner	Javier	jtornier@csusb.edu			
	Rogers	Lenora	lenora@csusb.edu			
	Casis-Woidyla	Rowena	rwoidyla@csusb.edu			
CSU-Long Beach	Lin	Sunny	slin@csusb.edu		Want to know when automation and assignment of auxiliary organizations to Skillport. Refer to Asyu e-mail dated 2/5/15. Need to work with Aux orgs on campus	1/29/2015
	Litman	Adam	Adam.Litman@csulb.edu			
	Spruill	Aysu	aysu.spruill@csulb.edu			
	Wohlgezogen	Gene	gene.wohlgezogen@csulb.edu			
	Alfaro	George	George.Alfaro@csulb.edu			
	Apel	Scott	sapel@csulb.edu			

CSU-Los Angeles	Okuno	Sheryl	seng@calstatela.edu		Still waiting on the resources and getting a team together. (follow up 4/10)	
	Wilson	Andrew	awilson@cslanet.calstatela.edu			
	Thomas	Daniel	dthomas@cslanet.calstatela.edu			
	Williams	Deborah	dwillia@cslanet.calstatela.edu			
	Carnahan	Jill	jcarnah@cslanet.calstatela.edu			
	Brady	Kevin	kbrady@cslanet.calstatela.edu			
	Sanchez	Lisa	lsanchez@cslanet.calstatela.edu			
	Varela	Susie	svarela@cslanet.calstatela.edu			
CSU-Maritime	Miller	Demetra	dmiller@csum.edu		Not enough time and resources at the moment. Still very much interested.	
	Busquaert	Emily	ebusquaert@csum.edu			
	Williams	Ingrid	iwilliams@csum.edu			
	Edwards	Kristofer	kedwards@csum.edu			
	Axson	Margo	maxson@csum.edu			
	Brown	William	wbrown@csum.edu			
*CSU-Monterey Bay	Mauro	Mary	mmauro@csumb.edu		Waiting on IT resources to become available. NO IDM person on campus. No state/auxiliary separation.	
	Simpson	Henry	hsimpson@csumb.edu			
	McFarlane	Susan	smcfarlane@csumb.edu			
CSU-Ponoma	Arboleda	Albert	aarboleda@csupomona.edu			
	Patterson	Dave	dlpatterson@csupomona.edu			
	Hang	Ly	lahang1@csupomona.edu			
	Roth	Loretta	ljroth@csupomona.edu			
	Branconier	Leanne	lrpage@csupomona.edu			
	Beltran	Patricio	pbeltran@csupomona.edu			
	Swart-Reiter	Sharon	slreiter@csupomona.edu			
CSU-San Francisco	McCoy	Henry	henry@sfsu.edu			
	Tolson	Julianne	jtolson@sfsu.edu			
	Kaur Kandola	Praveen	prattan@sfsu.edu			
	Titus	Reji	reji@sfsu.edu			
CSU-San Marcos	Rauch	Pete	prauch@csusm.edu	Database	Testing 2/13; Put on Hold. Should be ready to implement April/May. (Follow up 4/10)	1/23/2015
*CSU-Channel Islands	Spencer	Joyce	joyce.spencer@csuci.edu		Neil to see if API can work for them. (follow up e-mail 4/10)	1/23/2015
	Pavin	Anna	anna.pavin@csuci.edu			
*CSU-Dominguez Hills	Statham	Russel	rdstatham@csudh.edu		Waiting for solution confirmation from Bill. (follow up 4/10)	1/21/2015
	Manriquez	Chris	cmanriquez@csudh.edu			
	Chang	Bill	bchang@csudh.edu			
	Vagts	Sarah	svagts@csudh.edu			
	Boish	Ben	bboish@csudh.edu			
*CSU-East Bay	Millican	Jill	jill.millican@csueastbay.edu	API	Need to have internal discussions with IDM team and then schedule technical call with Mike/Eli. (follow up 4/10)	1/14/2015
	Chen	Roger	roger.chen@csueastbay.edu			
	Lim	Gene	gene.lim@csueastbay.edu			
	Gin	Corey	corey.gin@csueastbay.edu			
*CSU-San Diego	Vlahos	Felecia	fvlahos@mail.sdsu.edu		Said won't be ready until at least June 2015. No IDM on campus	1/16/2015
	McKelvey	Kent	kent@sdsu.edu			
	Jeffers	Marcus	mjeffers@mail.sdsu.edu			
	Clements	Christopher	cclement@mail.sdsu.edu			
	LeDuc	Gene	gleduc@mail.sdsu.edu			
*denotes 1-on-1 e-mail has been set to their campus						

PRAESIDIUM CONTRACT FOR PREVENTION OF SEXUAL ABUSE OF MINORS

ISSUE: The current contract with Praesidium for prevention of sexual abuse of minors will expire on June 30, 2015. Praesidium has proposed a one-year contract effective June 30, 2015 to June 30, 2016. This will include access by all campus and auxiliary organization programs to the Praesidium Online Self-Assessment and the six Armatus Online Training courses.

The Operational Review of CSURMA's contract resulted in the following finding regarding this contract:

The contract with Praesidium seems appropriate as to compensation, indemnification, etc. because of the nature of the contract as one for a license to use Praesidium's online programs, except perhaps for insurance. Professional liability insurance is probably an appropriate requirement for the use of an online platform agreement. The certificates of insurance are missing from the file.

Staff will work with the CSURMA Secretary-Auditor and CSURMA Legal Counsel to finalize the terms of the renewal contract with Praesidium.

RECOMMENDATION: Staff recommends that the AORMA Committee discuss the services provided by Praesidium and provide a recommendation to the Executive Committee with regard to future utilization.

FISCAL IMPACT: The cost for the online self-assessment tool and the six online training courses is \$2,000 per program not to exceed \$50,000 annually. \$12,000 has been billed by Praesidium for FY 14/15.

BACKGROUND: The Praesidium contract includes the following services:

1. Online Self-Assessment Tool – The self-assessment tools allows each youth program to identify those areas in which abuse may occur and it provides a customized action plan based on the program's strengths and weaknesses. Sample policies and procedures are then provided for use by the program director and staff.

2. Online Training – Six corresponding training courses are available to the program’s staff after the Online Self-Assessment is completed.

PUBLICATION: Periodically, Staff will send out reminders, to all of the AORMA Members, outlining the Praesidium program services.

ATTACHMENT(S):

- a. Praesidium Inc. – Utilization Report.

**Update from Candace Collins of Praesidium
4/9/15**

Online Self-Assessment

To date, there are 22 completed assessments and 7 in progress. This activity is from the following campuses:

- CSU Dominguez Hills
- CSU Stanislaus
- San Francisco State University
- California Polytechnic State University San Luis Obispo
- CSU San Bernardino
- CSU Fresno

Several of the programs at these campuses have also started to use the online training resources that are available after completion of an assessment. We will present more detailed data as part of the *Fitting the Pieces Together* conference this month. At the bottom of this email chain I also included some feedback we recently received. I think it's very representative of other comments we've heard in the field – people realize this is an important process and are excited about having resources to help them get started.

Communication with the Campuses

Through other nearby client travel, we have had the opportunity to conduct in-person meetings with state-side and auxiliary representatives at the following campuses.

- CSU Dominguez Hills
- San Francisco State University
- Sacramento State
- California Polytechnic State University Pomona
- Fresno State University

Most of these meetings were coordinated by state-side Risk Management, and we used the discussions to discuss general abuse prevention best practices, the online self-assessment and available resources, plus a variety of other ways Praesidium might assist with their ongoing minors on campus efforts. For instance, at Sacramento we talked with Kirt Stout about campus-wide policies and his ongoing efforts to roll out a comprehensive policy framework. We received a variety of inquiries from San Francisco regarding best practices in ratios, screening and documentation, and Michael Martin has asked us to keep him apprised of our nearby travel for future consultation opportunities. At the AOA conference, Raven Tyson at San Diego State University ASI also mentioned that additional HR training might be helpful to her team. . Many of these campuses also inquired about the ability to provide CANRA and reporting / responding training.

We have also provided ongoing phone consultation on several matters:

- CSU Dominguez Hills – various programmatic details and best practices for multiple programs and events on campus
- CSU San Bernardino – best practices in screening student child care workers

Other CSU Contracts

Because many campuses have expressed interest in additional services, we have already or are in the process of contracting as follows:

CSU Long Beach – access to one additional online training course (*Abuse Prevention Refresher*) not offered through the system-wide online self-assessment contract

CSU Long Beach ASI – on-site risk assessment of all ASI programs serving minors (including child care center)

CSU Dominguez Hills – one day of on-site abuse prevention training with two sessions: one for senior campus leadership, another for all individuals (state-side and auxiliary) that work with minors

CSU Dominguez Hills Foundation – on-site risk assessment of the infant / toddler center

CSU Fullerton ASI – on-site risk assessment of the child care center (part of an older contract that originated in CSUF Student Affairs)

Next Steps

One of the items we discussed at the AOA Conference was the possibility of an in-person meeting with your team to review the available tools and resources. I know the next conference is rapidly approaching, but let us know your thoughts and availability to continue these discussions. We're looking forward to working with you as you transition in this role!

CSURMA AORMA COMMITTEE ELECTION RESULTS

ISSUE: The following three “at large” incumbent seats are up for re-election:

Brian Nowlin

Chief Operating Officer
CSU Long Beach, Research Foundation
Third Term – 7/01/15 to 6/30/17

Gigi Kiama

Director, Human Resources
University Corporation at Monterey Bay
Third Term – 7/01/15 to 6/30/17

Melinda Coil

Chief Financial Officer
SDSU Research Foundation
Second Term – 7/01/15 to 6/30/17

There are two open seats on the AORMA Committee to replace Guy Dalpe, who will be moving into the Vice Chair seat, and Haleh Minakary, who is not running for re-election for the 7/01/15 to 6/30/17 term. The Nominations Committee nominated Jim Reinhardt and Cheree Suarez to fill the two open seats for the 7/01/15 to 6/30/17 term.

Jim Reinhart

Executive Director
University Enterprises, Inc., CSU Sacramento
First Term – 7/01/15 to 6/30/17

Cheree Suarez

Senior Director, Human Resources
San Jose State University Research Foundation
First Term – 7/01/15 to 6/30/17

Ballots were sent out to all primary AORMA contacts. Staff will report on the election results at today’s meeting.

RECOMMENDATION: This item is for information only; no action is requested at this time.

FISCAL IMPACT: None.

BACKGROUND: The AORMA Committee consists of eight at-large members and two Officers. These ten individuals also serve corresponding terms on the CSURMA Board of Directors. Additionally, two alternates serve with the AORMA Committee as Past-Chair and Ex-Officio.

AORMA Committee Roster – Effective July 1, 2015				
Seat	Committee Member	Term	Term	Date Appointed
Chair	Frank Mumford	7/01/15 - 16	N/A	7/01/12
Vice Chair	Guy Dalpe	7/01/15 - 16	N/A	7/01/11
Past Chair	Robert de Wit	7/01/15 - 16	N/A	7/01/10
Ex Officio	Dwayne Brummett	7/01/15 - 16	N/A	7/01/09
At Large	Brian Nowlin *	7/01/15 - 17	Third	3/24/11
At Large	Gigi Kiama *	7/01/15 - 17	Third	3/24/11
At Large	Leslie Davis	7/01/14 - 16	Second	7/01/12
At Large	Keith Kompsi	7/01/14 - 16	Second	7/01/12
At Large	Haleh Minakary **	7/01/15 - 17	Second	7/01/13
At Large	Melinda Coil *	7/01/15 - 17	Second	7/01/13
At Large	Mark Day	7/01/14 - 16	First	7/01/14
Open Seat		7/01/15 - 17	First	7/01/15

* Up for re-election.

** Open seat – Haleh will not seek re-election.

PUBLICATION: The election results will be announced via an AORMA bulletin.

ATTACHMENT(S): None.

AORMA Committee

Ten voting members - two alternates - twelve members total

Effective at July 1, 2014

Committee	Seat	Member	Position	Campus	Location	Size of Campus	Type of Campus	Term	1st, 2nd or Final Term	Date Appointed
AORMA	Chair	Robert de Wit	Chief Financial Officer	Long Beach	South	Large	Urban	7/1/14 - 6/30/15	N/A	7/1/2010
AORMA	Vice Chair	Frank Mumford	Executive Director	Fullerton	South	Large	Urban	7/1/14 - 6/30/15	N/A	7/1/2012
AORMA	Past Chair	Dwayne Brummett	Director of Business Services	San Luis Obispo	Central	Medium	Urban	7/1/14 - 6/30/15	N/A	7/1/2009
AORMA	Ex Officio	Kurt Borsting	Director, Titan Student Centers	Fullerton	South	Large	Urban	7/1/14 - 6/30/15	N/A	5/16/2006
AORMA	At Large	Brian Nowlin	Chief Operating Officer	Long Beach	South	Large	Urban	7/1/13 - 6/30/15	Second	3/24/2011
AORMA	At Large	Gigi Kiama	Human Resources Manager	Monterey Bay	North	Small	Rural	7/1/13 - 6/30/15	Second	3/24/2011
AORMA	At Large	Guy Dalpe	Managing Director	San Francisco	North	Large	Urban	7/1/13 - 6/30/15	Second	7/1/2011
AORMA	At Large	Haleh Minakary	General Business Manager	Pomona	South	Medium	Urban	7/1/13 - 6/30/15	First	7/1/2013
AORMA	At Large	Keith Kompsi	Director, Foundation Financial Services	Fresno	Central	Medium	Rural	7/1/14 - 6/30/16	Second	7/1/2012
AORMA	At Large	Leslie Davis	Executive Director	Sacramento	North	Large	Urban	7/1/14 - 6/30/16	Second	7/1/2012
AORMA	At Large	Mark Day	Executive Director	San Bernardino	South	Medium	Urban	7/1/14 - 6/30/16	First	7/1/2014
AORMA	At Large	Melinda Coil	Chief Financial Officer	San Diego	South	Large	Urban	7/1/13 - 6/30/15	First	7/1/2013

Member Services, Loss Control & Training Committee

Minimum of five members - at least two of whom are AORMA Committee members

Committee	Seat	Member	Position	Campus	Location	Size of Campus	Type of Campus	Term	1st, 2nd or Final Term	Date Appointed
MSLCTC	Chair	Melinda Coil	Chief Financial Officer	San Diego	South	Large	Urban	7/1/13 - 6/30/15	First	7/1/2013
MSLCTC	At Large	Arnecia Bryant	Associate Director, Operations	Dominguez Hills	South	Medium	Urban	7/1/13 - 6/30/15	Second	5/2/2011
MSLCTC	At Large	Debbie Adishian-Astone	Executive Director	Fresno	Central	Medium	Rural	7/1/13 - 6/30/15	First	7/1/2013
MSLCTC	At Large	Dennis Miller	Director, Employment Services	Pomona	South	Medium	Urban	7/1/13 - 6/30/15	Second	7/1/2011
MSLCTC	At Large	Kristin Kelly	Associate Director	San Jose	North	Large	Urban	7/1/14 - 6/30/16	Third	
MSLCTC	At Large	Leslie Davis	Executive Director	Sacramento	North	Large	Urban	7/1/14 - 6/30/16	First	7/1/2014
MSLCTC	At Large	Raven Tyson	Contracts & Risk Management Coordinator	San Diego	South	Large	Urban	7/1/13 - 6/30/15	First	7/1/2013

Programs Committee

Minimum of five members - at least two of whom are AORMA Committee members

Committee	Seat	Member	Position	Campus	Location	Size of Campus	Type of Campus	Term	1st, 2nd or Final Term	Date Appointed
PC	Chair	Guy Dalpe	Managing Director	San Francisco	North	Large	Urban	7/1/14 - 6/30/16	Third	
PC	At Large	Gigi Kiama	Human Resources Manager	Monterey Bay	North	Small	Rural	7/1/13 - 6/30/15	Third	
PC	At Large	Haleh Minakary	General Business Manager	Pomona	South	Medium	Urban	7/1/14 - 6/30/16	Third	
PC	At Large	Mark Day	Executive Director	San Bernardino	South	Medium	Urban	7/1/14 - 6/30/16	Second	4/28/2011
PC	At Large	Jun Reina	Chief Operations Officer/ Chief Financial Officer	Sacramento	North	Large	Urban	7/1/15 - 6/30/17	First	9/15/2014
PC	At Large	Jason Porth	Executive Director	San Francisco	North	Large	Urban	2/13/14 - 6/30/17	First	2/13/2015

AORMA Committee Chair serves for a period of four years - Vice Chair, to Chair, to Past President, to Ex-Officio.

Standing Committee Chair serves a one-year term, is appointed by the AORMA Committee Chair, and must be an AORMA Committee member.

AORMA Committee and Standing Committee members may serve a maximum of three consecutive two-year terms (total six years).

Size of Campus: small - less than 10,000 FTE; medium - between 10,000 and 20,000 FTE; large - more than 20,000 FTE

POLICY AND PROCEDURE L-2
LIABILITY CLAIMS ADMINISTRATION & LITIGATION
MANAGEMENT

ISSUE: Policy and Procedure L-2 has been revised as follows:

1. It now gives the Liability Claims Administrator claims settlement authority of up to \$25,000 per occurrence, or per claimant, if more than one claimant is involved in the occurrence.
2. The definition of Occurrence was added.
3. The definition of Memorandum of Coverage was modified to be consistent with AORMA's other Policies and Procedures.

RECOMMENDATION: Staff recommends that the Committee review the suggested revisions and approve the changes to Policy and Procedure L-2 with modification as necessary.

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: The revised Policy and Procedure will be uploaded to the CSURMA website.

ATTACHMENT(S):

- a. Policy and Procedure L-2 (with suggested revisions)

SUBJECT: **LIABILITY CLAIMS ADMINISTRATION &
LITIGATION MANAGEMENT**

ADOPTED: **DECEMBER 7, 2006**

AMENDED: **OCTOBER 8, 2009
SEPTEMBER 16, 2010
MAY 10, 2012
OCTOBER 23, 2014
MAY 7, 2015**

EFFECTIVE: **JANUARY 1, 2007**

POLICY & PROCEDURE NO.: **(FORMERLY) 3B-LIAB**

Should there be any discrepancy between this document and either the LIABILITY MEMORANDUM OF COVERAGE or PARTICIPATION AGREEMENT between the AORMA and the MEMBER, the LIABILITY MEMORANDUM OF COVERAGE and the PARTICIPATION AGREEMENT will govern.

POLICY:

- It is the policy of AORMA that liability claims be handled in the most efficient and cost-effective manner possible. To that end, the AORMA COMMITTEE has retained the services of a TPA who has been designated the primary contact and control point for all liability claims management.
- It is the policy of AORMA that there will be no coverage for any settlement negotiated or agreed to without involvement and prior approval of the TPA.
- It is the policy of AORMA that (1) LEGAL COUNSEL engaged to defend a MEMBER shall be selected pursuant to AORMA Policy & Procedure L-3 - Legal Counsel Selection and that (2) such LEGAL COUNSEL shall be responsive to TPA and that (3) failure of LEGAL COUNSEL to be responsive to TPA may result in replacement of LEGAL COUNSEL.

PROCEDURE:

The purpose of this document is to outline the process of liability claims administration and litigation management by the TPA and the involvement of the AORMA COMMITTEE.

1. LIABILITY CLAIMS ADMINISTRATION

The TPA shall report its activities to the AORMA COMMITTEE pursuant to the Liability Claims Administration Service Agreement.

2. RESPONSIBILITIES OF THE MEMBER

The MEMBER shall assist the TPA in obtaining all necessary documentation to assist in efficient and comprehensive handling of a claim.

3. RESPONSIBILITIES OF THE AORMA COMMITTEE

A. The AORMA COMMITTEE shall meet as needed to review open claims.

B. The responsibilities of the AORMA COMMITTEE shall include, but are not limited to:

1. Review claims with the TPA as necessary.
2. Review the specific handling of reported losses.
3. Review adequacy of reserve levels in conjunction with the PROGRAM DIRECTOR and TPA.
4. Make decisions regarding rejection of coverage for claims, or the handling of claims under a reservation of rights, based on the MEMORANDUM OF COVERAGE.
5. Make recommendations to individual MEMBERS concerning the settlement or litigation of claims.
6. Report to the CSURMA EXECUTIVE COMMITTEE on claims related matters as appropriate.

4. RESPONSIBILITIES OF THE LIABILITY THIRD PARTY CLAIMS ADMINISTRATOR (TPA)

The TPA has general responsibility for performing or overseeing all necessary investigation of claims, as well as overseeing legal defense. The TPA is responsible for reporting claims to the excess liability insurers or reinsurers as appropriate. The TPA provides regular claims reports containing the status of claims and the projected reserves. The specific services to be provided and the responsibilities of the TPA are found in the Liability Claims Administration Service Agreement.

The TPA shall perform a survey of the legal marketplace per Policy & Procedure No. L-3 to verify that approved LEGAL COUNSEL rates are in line with industry standards, and report their findings to the AORMA COMMITTEE.

The TPA shall forward a copy of its summary of reports to the MEMBER and the PROGRAM DIRECTOR. In the event that a lawsuit or a CLAIM involves the MEMBER Executive Director, the Campus Vice President of Administration & Finance or his/her designee shall manage the claim with the TPA.

Two claims listings will be provided at each meeting for which there is a closed session.

- A. A detailed listing of all claims requiring action by the AORMA Committee. The narrative will include at least the following information:
- 1) Date of Loss
 - 2) Member
 - 3) Fiscal Year
 - 4) Simplified Description
 - 5) Line of Coverage
 - 6) Member retained limit
 - 7) Report to Excess Status
 - 8) Paid
 - 9) Reserves
 - 10) Total Incurred
 - 11) Defense counsel name and firm
 - 12) Plaintiff counsel name and firm
 - 13) Legal counsel budget
 - 14) Estimate of probable liability
 - 15) Action requested
- B. A Watch List for the following claims:
- 1) All claims with a total incurred value of \$25,000 or more.
 - 2) Any claim that will be or has been reported to the excess carrier or reinsurer.
 - 3) All employment practices liability claims.
 - 4) Any other claim with a substantial potential exposure to AORMA.

The Liability Third Party Claims Administrator may attend the AORMA Committee meetings in order to request settlement authority, discuss coverage issues and provide updates on large open claims.

5. RESPONSIBILITIES OF LEGAL COUNSEL

Assigned LEGAL COUNSEL selected as provided in AORMA Policy & Procedure L-3 - Legal Counsel Selection will be notified in writing by the TPA of assignment. LEGAL COUNSEL will be required to acknowledge and sign an engagement letter prior to beginning the defense of any AORMA claim. Assigned LEGAL COUNSEL are required to report claim status to the TPA every 90 days, or upon any activity that would significantly affect the value reserved for the claim.

6. LIABILITY LITIGATION MANAGEMENT

A. Correspondence and Pleadings

Copies of all correspondence and pleadings shall be provided to the TPA and the Member.

After a case has been reported to an excess coverage provider, LEGAL COUNSEL shall ensure that additional copies of all correspondence and pleadings are forwarded to such excess coverage provider or reinsurer.

Notification of depositions, trials, arbitrations, and hearing shall be sent to all parties specified above who are to receive copies of correspondence.

LEGAL COUNSEL will promptly respond to all letter or phone calls from the TPA, and keep them advised as to the progress of each case. LEGAL COUNSEL will cooperate with the TPA in all other aspects of this Litigation Management including providing copies of all motions and pleadings, and completing expert witness and plaintiff counsel evaluations as requested by the TPA.

B. Case Analysis and Litigation Budget

Within 30 days of retention in each case, selected LEGAL COUNSEL shall complete and return a case analysis and litigation budget in accordance with the Legal Counsel Engagement Letter appendixes to AORMA Policy & Procedure L-3 Legal Counsel Selection.

Unanticipated litigation activity may give rise to an under reserved litigation budget. As soon as it is reasonably foreseeable that the file is under budgeted, an updated litigation budget should be completed along with recommendation for a budget increase or decrease, where appropriate. The TPA will closely monitor the basis for budget increases. If the litigation budget has been exceeded, no further payment of fees will be made until a revised litigation budget has been submitted and approved. Significant deviations from the budget will be taken into account when evaluating LEGAL COUNSEL's performance.

Mandatory Status Reports – Status reports are mandatory every 90 days or as soon as possible following any significant event in the case. LEGAL COUNSEL shall report only on new developments since the last report. The reporting diary can be extended if the TPA is notified of the Legal counsel's intention to put the file on an extended diary.

The attorney handling the case should prepare the status reports. Status reports should include the following:

1. The ongoing strategy for defense or resolution of the case, including a factual analysis of issues related to liability and damages;
2. A description of planned discovery with a time table for completion;
3. A brief synopsis of the discovery completed since the last report;
4. Court dates including, but not necessarily limited to, mandatory settlement conferences, trial setting conferences, arbitration and trial dates, hearings on discovery, etc.;
5. New settlement demands; and
6. Any anticipated changes in the litigation budget.

Furthermore, no later than 30 days prior to mediation, arbitration or trial or as requested by the TPA, the defense trial attorney will provide a trial/binding arbitration report, which shall include:

1. an assessment of the Member's liability;
2. an assessment of plaintiff's damages;
3. an assessment of legal defenses (and probability or prevailing);
4. an assessment of the chances of prevailing at trial;
5. the verdict value assuming full liability
6. as assessment of any other factors affecting the items above, including demeanor or credibility of important witnesses, evidentiary disputes, tendencies or local juries, the judge or opposing counsel, liability and solvency/coverage of co-defendants, or similar important issues;
7. an appraisal of settlement value, considering verdict value and chances of prevailing
8. the status of settlement discussions
9. estimated future fees and costs through trial (since last billing)

C. Further Evaluations and Reserves

Upon request by the excess coverage provider or reinsurer, LEGAL COUNSEL shall provide written or oral evaluations of the case. These evaluations shall disclose any weaknesses or strengths of the case that have been discovered, any increase or decrease in anticipated costs, any recommended change in reserves, and, if pertinent, settlement recommendations.

D. Settlement Conferences

Once the TPA receives notice that a MEMBER'S case has a settlement conference date scheduled, the following procedure will occur:

1. The TPA shall notify the MEMBER regarding the settlement conference and provide a comprehensive case review and/or documentation for review.

2. The TPA shall attend all settlement conferences as outlined in the Claims Administration Service Agreement and, if time permits, shall review the case with the AORMA COMMITTEE prior to the settlement conference or at the next regularly scheduled AORMA COMMITTEE meeting.
3. LEGAL COUNSEL shall not settle any litigation by way of any monetary offering without the prior approval of the TPA, in accordance with the Claims Settlement Authority noted in Item 7 below.

E. Motions/Court Appearances (Excluding Settlements and Trial)

Appearances shall be made by the selected LEGAL COUNSEL as outlined in the Claims Administration Services Agreement.

F. Trials

Appearances shall be made by LEGAL COUNSEL. Trials shall be attended by LEGAL COUNSEL (or designated representative of the MEMBER), and after notification to the PROGRAM DIRECTOR.

G. Special Situations and Circumstances

Should any MEMBER send or receive correspondence or documentation on a case in litigation, a copy of all such correspondence or documentation must be sent to the TPA.

Expenses incurred by LEGAL COUNSEL (or approved alternate representative) for duties outlined in Paragraphs 1.B, 1.C and 1.D shall be reimbursed by AORMA and allocated directly to the case file. All travel expenses shall be in accordance with the CSURMA's travel policy.

H. Audit of Defense Firms

The TPA reserves the right to order an independent legal billing audit if in his or her discretion, the LEGAL COUNSEL billings do not comply with AORMA's Liability Litigation Management guidelines or are excessive and/or unwarranted. Payment of any LEGAL COUNSEL billings shall not constitute a waiver of AORMA's right to seek reimbursement of any excessive or unwarranted billings disclosed by an independent legal billing audit. If an independent legal billing audit is ordered, The AORMA Committee, with input from the TPA, shall determine who shall pay for the independent legal billing audit.

7. LIABILITY CLAIMS SETTLEMENT

A. Claim Settlement Authority

The following guidelines apply to settlement authority of the AORMA Self-Insured Retention Liability Fund policy:

1. \$0 to 25,000 – Claims Administrator (TPA)

The TPA has authority to settle each ~~claims~~ OCCURRENCE up to, and including, \$25,000 in indemnity payment or \$25,000 per claimant if more than one claimant is a party to the OCCURRENCE.~~CLAIM.~~

2. \$25,001 to POOLED LAYER LIMIT – AORMA COMMITTEE

The AORMA COMMITTEE has authority to authorize claims settlement up to the POOLED LAYER LIMIT per ~~CLAIM~~OCCURRENCE.

All of the foregoing notwithstanding, if time is of the essence in a specific matter, the AORMA Committee Chair, Vice Chair, Past Chair and Ex Officio, on the advice of the TPA, shall have authority to determine the terms of an emergency settlement up to the POOLED LAYER LIMIT upon the agreement of a majority consisting of at least two participants, provided that no member involved in the specific matter may participate in the determination. Any determination reached under this paragraph shall be reported to the AORMA Committee at the next regularly scheduled meeting.

The CSURMA Secretary-Auditor may participate in any legal proceeding and represent the interests of the AORMA Programs.

B. Liability Claims Settlement Responsibility

AORMA COMMITTEE shall have the primary responsibility to control and direct settlement negotiations and to determine the terms of any settlement. However, before effecting any settlement, the AORMA COMMITTEE shall comply with the provisions of the MEMORANDUM OF COVERAGE, which pertain to settlement of claims, including provisions that require the AORMA COMMITTEE to give notice to the MEMBER of the terms of the proposed settlement and to request the MEMBER's consent. AORMA COMMITTEE's notice to the MEMBER shall refer specifically to any provisions by the MEMORANDUM OF COVERAGE which, in the absence of the MEMBER's consent to the proposed settlement, would require the MEMBER to assume all future responsibility for Defense of the claim and for any risk of loss which might ensue. The notice shall also inform the MEMBER that AORMA's obligation to pay for the Defense of the claim may terminate immediately if the MEMBER does not consent to the proposed settlement.

C. Member Appeal Process

First Level Appeal - If a MEMBER wishes to appeal a decision resulting from the enforcement of this policy & procedure, the MEMBER must present an appeal in writing to the AORMA COMMITTEE within 30 days of the disputed decision. The AORMA COMMITTEE will review the appeal at its next regularly scheduled meeting and inform the MEMBER within five business days of its final decision.

Second Level Appeal - If a Member wishes to appeal the AORMA COMMITTEE's decision, the MEMBER will notify the CSURMA Secretary-Auditor in writing within

five business days of receipt of the AORMA Committee's decision. The CSURMA EXECUTIVE COMMITTEE will then review the appeal at its next meeting or sooner. The CSURMA EXECUTIVE COMMITTEE's decision will be the final determination.

DEFINITIONS:

1. **AORMA** - The Auxiliary Organizations Risk Management Alliance, a member of the California State University Risk Management Authority, a California Joint Powers Authority An insurance purchasing program for use exclusively by auxiliary organization members of the CSURMA.
2. **AORMA COMMITTEE** - A Committee of the CSURMA providing management and oversight to the Auxiliary Organizations Risk Management Alliance. Comprised of the Chair, the Vice Chair, eight “At Large” members, and two non-voting members.
- ~~3.~~
- ~~4.~~**3.** **CSURMA** - The California State University Risk Management Authority, a Joint Powers Authority comprised of the California State University and its Auxiliary Organizations.
- ~~5.~~**4.** **CSURMA EXECUTIVE COMMITTEE** - The California State University Risk Management Authority Executive Committee.
- ~~6.~~**5.** **LEGAL COUNSEL** - Any attorney selected to represent an AORMA member. Legal Counsel is selected from the approved legal counsel list maintained by the TPA.
- ~~7.~~**6.** **MEMBER** - Any Auxiliary Organization participating in AORMA.
- 7.** **MEMORANDUM OF COVERAGE** – The AORMA Liability Program MEMORANDUM OF COVERAGE is a governing document which outlines the AORMA Liability Program’s definitions, coverages, exclusions and provisions. The AORMA Liability Program MEMORANDUM OF COVERAGE does not provide insurance, but instead provides for pooled-insurance. The MEMORANDUM OF COVERAGE is a negotiated agreement among the MEMBERS of CSURMA AORMA.
- 8.** **OCCURRENCE** - As defined within the AORMA Liability Program MEMORANDUM OF COVERAGE.
- 9.** **PARTICIPATION AGREEMENT** - A governing document of AORMA. Outlines the roles and responsibilities of AORMA and its membership.
- 10.** **POOLED LAYER LIMIT** - The Self-Insured Retention Liability Fund’s maximum limit of liability. Currently, the pooled layer limit is \$350,000 per OCCURRENCE.
- 11.** **PROGRAM DIRECTOR** – The Program Director is under the direction of the AORMA and is responsible for the day-to-day administration and management of AORMA programs.
- 12.** **TPA** - A Third Party Claims (TPA) claims administrator whose responsibilities include claim handling, litigation management and excess liability carrier reporting.

**CARL WARREN & COMPANY – THIRD PARTY LIABILITY CLAIMS
ADMINISTRATION CONTRACT REVISIONS**

ISSUE: The Operational Review of CSURMA’s contracts resulted in the following finding regarding this contract:

The contract with Carl Warren may be drafted to provide more protection for CSURMA. The indemnification provision is weak, with Carl Warren indemnifying for defense and indemnity for liability caused solely by the wrongful actions of Carl Warren. The contract also does not require Carl Warren to maintain any insurance. Thus, there were no certificates of insurance offered with this contract.

The conflict of interest provision for claimants is admirable. However, I would expand that disclosure and rights to CSURMA to include co-defendants and clarify that the duty to disclose extends throughout the life of the claim. It is probably just as likely that Carl Warren will have a conflict from another defendant or potential defendant, such as a city in which an affected campus resides, than with another claimant.

The scope of work in the contract could be more carefully drafted to apply to claims brought under the coverage document of CSURMA rather than claims brought by third parties against CSURMA. CSURMA may consider a redrafted contract rather than accepting an extension on the existing contract.

Staff has proposed amendments to the contract as suggested in the Operational Review. The mutual indemnification wording was deleted and replaced with a one-way hold harmless agreement which requires Carl Warren & Company to indemnify CSURMA for all losses except when caused by CSURMA’s sole negligence or willful misconduct. Standard insurance requirements were added to the contract. The Conflict of Interest was amended and the definition of the Program was amended to tie back to the AORMA Liability Program Memorandum of Coverage.

RECOMMENDATION: Staff recommends that the Committee delegate authority to the CSURMA Secretary-Auditor and CSURMA JPA Legal Counsel to negotiate and finalize the terms of the contract amendments.

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None.

ATTACHMENT(S):

- a) Third Party Claims Administration Contract dated July 1, 2011
- b) Draft – Amendment No. 2 – to the Third Party Claims Administration Contract dated July 1, 2011



California State University Risk Management Authority
Auxiliary Organizations Risk Management Alliance



THIRD PARTY CLAIMS ADMINISTRATION CONTRACT

THIS AGREEMENT, entered into on **July 1, 2011** by and between **CALIFORNIA STATE UNIVERSITY RISK MANAGEMENT AUTHORITY**, hereinafter called "PRINCIPAL," and **CARL WARREN & COMPANY**, hereinafter called "CONTRACTOR," is for certain services as outlined in connection with the duties and responsibilities of administering a program of self-insurance.

WITNESSETH

WHEREAS, PRINCIPAL has undertaken to self-insure and is in need of a qualified third party to whom to delegate the responsibilities and duties of administering said partially or totally self-insured insurance program ("the Program"), and

WHEREAS, CONTRACTOR is engaged in the supervision and administration of programs for self-insurance and first dollar claims with deductibles,

NOW, THEREFORE, PRINCIPAL and CONTRACTOR mutually understand and agree as follows:

1. GENERAL

CONTRACTOR shall: (a) supervise and administer the Program for PRINCIPAL; (b) represent the PRINCIPAL in all matters related to the investigation, adjustment, processing, supervision and resolution of liability claims for money damages asserted by third parties against the PRINCIPAL (and other participants in the Program as specified); and (c) provide to PRINCIPAL during the term of this Agreement all the services more particularly set forth hereinafter.

2. INVESTIGATIVE SERVICES

CONTRACTOR shall provide complete investigative and analytical services including, but not limited to: (a) receipt and examination of all reports of accidents, incidents, claims or cases which are or may be the subject of such claims reported by PRINCIPAL to

CONTRACTOR; and (b) the investigation of such accidents, incidents, claims or cases where examination warrants such investigation or when requested by PRINCIPAL, such investigation to include on-site investigation, photographs, interviewing of witnesses, determination of losses and other such investigative services necessary to determine liability and loss but not to include Allocated Expenses and extraordinary professional services set forth below.

Regarding Allocated Expenses, PRINCIPAL agrees to pay for the cost of all reasonable and supportable extraordinary services and costs, including but not limited to, professional photography, police reports, independent medical examinations, professional engineering services, laboratory services, bulk copy jobs, private investigators, legal costs and fees and work performed by accountants. CONTRACTOR shall charge PRINCIPAL for non-staff investigators or adjusters when, in the opinion of CONTRACTOR, such assistance is necessary and reasonably related to the monetary exposure.

3. SETTLEMENT AUTHORITY

CONTRACTOR shall have discretionary settlement authority up to \$25,000 (Twenty Five Thousand Dollars).

4. CLAIMS ADJUSTMENT SERVICES

CONTRACTOR shall provide complete claims adjustment services on each accident, occurrence or incident that may be the subject of a claim or potential claim against the PRINCIPAL which is reported to CONTRACTOR by the PRINCIPAL. Such services shall include, but not be limited to (a) the maintenance of a claim file on each potential or actual claim reported to CONTRACTOR; (b) whenever its investigation results in a determination that PRINCIPAL has sustained a liability to a third party, CONTRACTOR shall process any such claim or potential claim for settlement in accordance with the PRINCIPAL'S instructions for settlement of such claims; and (c) obtaining all release agreements or proofs of loss on settlement of any claim or potential claim. Specific service instructions will be added to this contract as an exhibit. If subrogation is pursued, the rates in Section 8 will apply unless a separate contingency fee agreement is agreed to by PRINCIPAL and CONTRACTOR.

5. ADMINISTRATIVE SERVICES

CONTRACTOR shall provide at least the following administrative services: (a) assignment of a Principal Account Adjuster and Account Manager to the PRINCIPAL; (b) providing PRINCIPAL with electronic access to all reported claims during the term of this Agreement, indicating the status of each reported open claim assigned to CONTRACTOR, the details of each such claim, the outstanding reserves for each claim and details of all claim payments; and (c) periodic review and adjusting of reserves on all open claims.

6. LEGAL SUPPORT SERVICES

CONTRACTOR shall provide at least the following legal support services on each claim wherein the claimant has commenced litigation: (a) Upon notification by PRINCIPAL that litigation has been filed on an open claim, CONTRACTOR shall notify PRINCIPAL and, in accordance with PRINCIPAL'S instructions, the PRINCIPAL'S excess insurance carrier and/or excess reporting authority, pool or group (the "excess entity") and/or trial attorney assigned by PRINCIPAL to handle the case and provide such excess entity and/or trial attorney with all information and files concerning claim; (b) maintain liaison with PRINCIPAL'S excess entity and/or trial attorney and provide such investigation services as are required by such attorney during pre-trial and trial stages; and (c) assist PRINCIPAL'S excess entity and/or trial attorney with discovery and other legal processes.

7. PERIOD OF AGREEMENT

This Agreement is for a period of Thirty-Six (36) months commencing **July 1, 2011** and ending June 30, 2014, after which PRINCIPAL will have two separate one-year options for fiscal years 2015 and 2016.

8. CONSIDERATION

PRINCIPAL agrees to pay, effective **July 1, 2011** the following claim handling fees for CONTRACTOR'S services:

Administration

CONTRACTOR shall be compensated an annual administration fee according to the below "RMIS and Administration" schedule for the following services:

- (a) Administrative services pursuant to Section 5.
- (b) Check writing and reconciliation of expenses as necessary.
- (c) Handle the deductible recovery activities.
- (d) File set up and data processing for reported claims.
- (e) Time and expense to attend five CSURMA committee meetings per fiscal year.
- (f) Other administrative services necessarily required to be provided by CONTRACTOR in order to perform the obligations specified in this Agreement.

Time & Expense

Services for July 1, 2011 through June 30, 2016 will be billed on a time and expense basis as follows:

	Current As of 7/1/2011	July 1, 2011- 2014	July 1, 2014- 2015 Option Yr 1	July 1, 2015- 2016 Option Yr 2
Adjuster Service Rate per Billable Hour/Unit	\$58	\$54	\$56	\$58
Telephone / Fax	10%	10%	10%	10%
Office Expense (including regular postage)	20%	20%	20%	20%
Cassettes	Included	Included	Included	Included
Stenographic	4.50/page	4.50/page (Waived)	Waived	Waived
Photocopies	\$0.25 ea	\$0.25 ea (Waived)	Waived	Waived
Mileage (each way)	IRS Rate	IRS Rate	IRS Rate	IRS Rate
Photos	\$2.25	\$2.25 (Waived)	Waived	Waived
File Set Up	Included	Included	Included	Included
Data Processing	Included	Included	Included	Included
Indexing / OFAC *	\$15	\$18	\$18	\$18
MMSEA Search** (pass through)	\$0.00	\$4.85	\$4.85	\$4.85
Reporting Purposes Only	Included	Included	Included	Included
RMIS & Administration	\$14,000.00	\$12,600.00	\$13,300.00	\$14,000.00

* Index includes Insurance Services Office (ISO) Claims Search and OFAC (a/k/a "pay no terrorist").

** Medicare Mandatory Reporting is scheduled to start 1/1/12.

Charges for non-file-related professional services performed at the specific request of PRINCIPAL will be billed on an as quoted basis.

PRINCIPAL agrees to pay charges for outside adjusters other than CONTRACTOR'S adjusters and file related expenses such as medical reports, police reports, etc. on a pass

through basis with no additional fees added.

9. DATA PROCESSING

(a) The following standard services are included in the annual administrative fee; claims data electronically for up to three recipients and access to mycarlwarren.com for up to three users. For security purposes, access to mycarlwarren and any subscriptions will automatically terminate at the end of twelve (12) months. PRINCIPAL shall be responsible for notifying CONTRACTOR to renew user subscriptions and access or to substitute users.

(b) Additional users or recipients shall be charged on a per person basis at an annual fee of \$250 which includes training of said users as to mycarlwarren.com and each users report subscriptions.

(c) Special reports, new reports and data feeds can also be requested. They are subject to a cost per quote at a rate per project or per hour once the scope has been agreed upon. CONTRACTOR does not possess any interest, title, lien or right to any client data or records. Therefore, upon termination of the contract, CONTRACTOR is relieved of all obligations to provide data processing services to PRINCIPAL and will deliver to PRINCIPAL all data and records in a readily available excel or PDF format. If a different format is desired by PRINCIPAL, CONTRACTOR will provide it to PRINCIPAL at an agreed upon and reasonable cost and timeline.

10. PRINCIPAL'S RESPONSIBILITIES

PRINCIPAL shall provide CONTRACTOR with copies of all relevant documents upon request and without charge and shall make available any PRINCIPAL employee for interviews by CONTRACTOR at reasonable times concerning any investigation of a claim or incident pursuant to this Agreement.

CONTRACTOR shall bill PRINCIPAL and furnish PRINCIPAL with invoices for services rendered in accordance with the fee schedule set forth in the Agreement. Each invoice will include the claim or other matters for which a fee is being charged and the amount of the associated fee for that claim or matter. Payment shall be due and payable within thirty (30) days of receipt. PRINCIPAL shall report all billing discrepancies in writing to CONTRACTOR within thirty (30) days and adjustments will be promptly considered. PRINCIPAL will become delinquent when any undisputed invoice has been outstanding for over ninety (90) days. CONTRACTOR may elect to limit access to data and/or suspend and/or terminate this Agreement in the event PRINCIPAL fails to pay CONTRACTOR. Good faith disputed amount(s) will not be considered in establishing delinquency. CONTRACTOR will notify PRINCIPAL of such failure to pay and if PRINCIPAL does not cure such failure, excluding any good faith disputed amount, within ten (10) banking days after the date of such notice ("the cure period"), CONTRACTOR may immediately limit access to data and/or suspend and/or terminate this Agreement as of the first business day

following expiration of the cure period, and/or send the outstanding invoices to a collection agency to pursue recovery of outstanding amounts plus fees and interest.

11. CONFLICT OF INTEREST

In the event a claim or incident is reported to CONTRACTOR by PRINCIPAL and it is determined that the actual or potential claimants therein are also clients of CONTRACTOR, then CONTRACTOR shall immediately notify PRINCIPAL of such potential conflict of interest so PRINCIPAL may have the option to choose an independent investigator and adjuster.

12. CANCELLATION OF AGREEMENT

This Agreement may be terminated by either party with or without cause upon giving other party written notice at least ninety (90) days prior to the date of termination.

13. DISPOSITION OF FILES ON TERMINATION OF AGREEMENT

(a) All files on each claim shall be property of the PRINCIPAL.

(b) In the event of expiration of the Agreement, non-renewal thereof, or cancellation, CONTRACTOR shall bill the PRINCIPAL, subject to the rates quoted in Section 8 herein above, for work completed by CONTRACTOR on each claim. Upon receipt of payment of outstanding invoices (including those in 13c below), CONTRACTOR shall promptly forward all completed and pending claim files to the PRINCIPAL unless PRINCIPAL requests CONTRACTOR to continue to process any files on a time and expense basis as provided for in the CONTRACTOR'S Rate Manual at the time such services are rendered.

(c) PRINCIPAL agrees to pay CONTRACTOR for the internal and/or external cost of retaining, storing, retrieving, logging, packing and shipping files which are stored on or off premises by CONTRACTOR.

14. HOLD HARMLESS

PRINCIPAL agrees to defend any legal action commenced against CONTRACTOR caused directly or indirectly by the alleged wrongful or negligent acts, errors or omissions of PRINCIPAL; and indemnify CONTRACTOR against any liability, loss, cost or damage including attorneys' fees resulting therefrom.

CONTRACTOR agrees to defend any legal action commenced against PRINCIPAL caused directly or indirectly solely by the wrongful or negligent acts, errors or omissions of the CONTRACTOR, employees, agents or others engaged by CONTRACTOR and to indemnify PRINCIPAL against any liability, loss, cost or damage including attorneys' fees resulting therefrom.

15. AUDITS

The CONTRACTOR'S files shall be made available for audits at any time upon reasonable notice. Reasonable notice shall be defined as thirty (30) days or as otherwise agreed by the parties. If special retrieval or shipment of the requested files is necessary, PRINCIPAL shall reimburse CONTRACTOR at cost. The CONTRACTOR reserves the right to reject an auditor proposed by PRINCIPAL if the proposed auditor may gain an unfair competitive advantage over CONTRACTOR by conducting such an audit.

IN WITNESS WHEREOF, the parties hereto have caused these present to be signed by the duly authorized Officers effective as of the day and year first above written.

(CONTRACTOR)
CARL WARREN & COMPANY

(PRINCIPAL)
**CALIFORNIA STATE UNIVERSITY
RISK MANAGEMENT AUTHORITY**

BY: *Caryn Siebert*
Caryn Siebert
President

BY: *Charlene Minnick*
Charlene Minnick
Assistant Vice Chancellor

DATE: 5/16/11

DATE: 5-12-2011



June 13, 2011

Alliant Insurance Services
Attn: Mimi Long
100 Pine Street, 11th Floor
San Francisco, CA 94111

RE: Carl Warren & Company Service Agreement 2011-2016

Dear Mimi:

Please find attached CSURMA's original executed copy of the service agreement for your records.

Thank you and let me know if you have any questions.

Sincerely,

Brandon Schlenker
Service & Retention Leader
CARL WARREN & COMPANY
Bschlenker@carlwarren.com

CARL WARREN & CO.

CLAIMS MANAGEMENT • CLAIMS ADJUSTERS

PO Box 3975 • Walnut Creek, CA 94598

Phone: (800) 998-4763 • Fax: (925) 825-5964

AMENDMENT NO. 2

TO AGREEMENT BETWEEN
CALIFORNIA STATE UNIVERSITY RISK MANAGEMENT AUTHORITY
AND
CARL WARREN & COMPANY
FOR
THIRD PARTY CLAIMS ADMINISTRATION CONTRACT ENTERED INTO ON JULY 1, 2011

The California State University Risk Management Authority (PRINCIPAL) and Carl Warren & Company (CONTRACTOR) are parties to the Third Party Claims Administration Contract entered into on July 1, 2011 (AGREEMENT).

For consideration received and acknowledged by both parties, PRINCIPAL and CONTRACTOR have agreed that (a) Amendment 2 shall be added to the AGREEMENT, and (b) as of May 7, 2015, this Amendment constitutes a part of the AGREEMENT's terms and conditions.

1. The definition of "the Program" is amended to state, "... partially or totally self-insured insurance program as defined within the AORMA Liability Program Memorandum of Coverage, and"

2. **Item 11 - CONFLICT OF INTEREST – is amended as follows:**

11. In the event a claim or incident is reported to CONTRACTOR by PRINCIPAL and it is determined that the actual or potential claimants, or co-defendant(s), therein are also clients of CONTRACTOR, then CONTRACTOR shall immediately notify PRINCIPAL of such potential conflict of interest so PRINCIPAL may have the option to choose an independent investigator and adjuster. This conflict of interest provision extends until final resolution of the claim or incident.

3. **Item 14 – HOLD HARMLESS – is deleted in its entirety and replaced with the following:**

14. HOLD HARMLESS

CONTRACTOR shall hold harmless, defend and indemnify the PRINCIPAL and its officers, directors, volunteers and agents from and against any and all liability, loss, damage, expense costs (including without limitation costs and fees of litigation) of every nature arising out of or in connection with CONTRACTOR's performance of work hereunder or its failure to comply with any of its obligations contained in the agreement, except such loss or damage which was caused by the sole negligence or willful misconduct of the PRINCIPAL.

4. **The following INSURANCE section is added:**

16. INSURANCE

CONTRACTOR shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the CONTRACTOR, its agents, representatives, or employees.

Coverage shall be at least as broad as:

1. Commercial General Liability (CGL): Insurance Services Office Form CG 00 01 covering CGL on an "occurrence" basis, including property damage, bodily injury and personal & advertising injury with limits no less than \$1,000,000 per occurrence.
2. Automobile Liability: Insurance Services Office Form Number CA 0001 covering, Code 1 (any auto), or if CONTRACTOR has no owned autos, Code 8 (hired) and 9 (non-owned), with limit no less than \$1,000,000 per accident for bodily injury and property damage.
3. Workers' Compensation insurance as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than \$1,000,000 per accident for bodily injury or disease.
4. Professional Liability (Errors and Omissions) Insurance appropriate to the CONTRACTOR's profession, with limits no less than \$1,000,000 per occurrence or claim, \$2,000,000 aggregate.

If the CONTRACTOR maintains higher limits than the minimums shown above, the PRINCIPAL requires and shall be entitled to coverage for the higher limits maintained by the CONTRACTOR. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the PRINCIPAL.

The insurance policies are to contain, or be endorsed to contain, the following provisions:

1. The PRINCIPAL and its officers, directors, volunteers and agents are to be covered as additional insureds.
2. For any claims related to this contract, the CONTRACTOR's insurance coverage shall be primary insurance as respects the PRINCIPAL and its officers, directors, volunteers and agents. Any insurance or self-insurance maintained by the PRINCIPAL shall be excess of the CONTRACTOR's insurance and shall not contribute with it.
3. Each insurance policy required above shall state that coverage shall not be canceled, except with notice to the PRINCIPAL.
4. CONTRACTOR hereby grants to PRINCIPAL a waiver of any right to subrogation which any insurer of said CONTRACTOR may acquire against the PRINCIPAL by virtue of the payment of any loss under such insurance. CONTRACTOR agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether

or not the PRINCIPAL has received a waiver of subrogation endorsement from the insurer.

Any deductibles or self-insured retentions must be declared to and approved by the PRINCIPAL. The PRINCIPAL may require the CONTRACTOR to provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention.

Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:VII, unless otherwise acceptable to the PRINCIPAL.

If any of the required policies provide coverage on a claims-made basis;

1. The Retroactive Date must be shown and must be before the date of the contract or the beginning of contract work.
2. Insurance must be maintained and evidence of insurance must be provided for at least five (5) years after completion of the contract of work.
3. If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a Retroactive Date prior to the contract effective date, the CONTRACTOR must purchase "extended reporting" coverage for a minimum of five (5) years after completion of contract work.

CONTRACTOR shall furnish the PRINCIPAL with original certificates and amendatory endorsements or copies of the applicable policy language effecting coverage required by this clause. All certificates and endorsements are to be received and approved by the PRINCIPAL before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the CONTRACTOR's obligation to provide them. The PRINCIPAL reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.

PRINCIPAL reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

California State University
Risk Management Authority

Carl Warren & Company

Robert Eaton
CSURMA Secretary-Auditor

Name and Title
CSURMA Secretary-Auditor

Date

Date

REAL PROPERTY ACQUISITIONS CHECKLIST

ISSUE: The Committee will review the Real Property Acquisitions checklist prepared by Alliant Risk Control Consulting.

RECOMMENDATION: Staff recommends that the Committee accept this report, or provide direction to Staff for modifications.

FISCAL IMPACT: None. This project was completed as a part of the contract services with Alliant Risk Control Consulting.

BACKGROUND: None.

PUBLICATION: This item will be uploaded to the CSURMA website.

ATTACHMENT(S):

- a. Real Property Acquisitions Checklist

Real Property Acquisition Loss Control Checklist

This form is designed to be a guide to loss control and safety issues when acquiring real property. Not all elements of loss are included in this form. The following checklist is designed to help identify items that have an important bearing on the safety of the building and to protect the building and its contents from damage. It is not intended as an all-inclusive list of protection against earthquakes, severe storms, flooding, or wildfires, but it contains basic elements for loss resistance.

General Property Information

Date: _____

Property Name: _____

Property Address: _____

Building Occupancies: _____

Year Built _____

Sq.Ft. _____

Number of Stories _____

Building Construction Type _____

Physical Condition _____

Please read the following questions and record answers using a “Y” for “Yes”, “N” for “No” or “U” for “Unknown” or Comment in the section.”

Property Characteristics	Yes	No	Unknown/Comment
Automatic Fire Sprinkler System			
Fire or Smoke Detection			
Burglary Protection			
Electrical Updates within last 15 years			
Roof replaced within 10 years			
Architectural “as built” plans available			
Neighboring exposure within 50 feet			
Hazardous operations within 200 feet of property			
Subterranean Floor (including parking)			
Elevator			
Historic Issues			
Asbestos			
Lead (paint, pipes)			
Phase I assessment and other environmental reports available			
Neighboring buildings in good condition, well maintained			

Real Property Acquisition Loss Control Checklist

Property Characteristics	Yes	No	Unknown/Comment
Evidence of vandalism, tagging, break-in, etc.			
Any history of loss, (fire, water damage)			
Exterior lighting adequate, (parking, sidewalk, building access)			
Existing warranties, (roof, mechanical, elevator, etc.)			
Flood Zone verified			
History of nearby wildfire			
Wildland within 100 feet of building			
Is the nearest fire hydrant more than 500 feet away			
Fire truck access to the property and all sides of the building			
Is the building subject freezing weather			
HVAC and mechanical system reports available			
Piping replacement or updates within 15 years			
Copies of building service, maintenance and other contracts			

Real Property Acquisition Loss Control Checklist

ADA Characteristics

This portion of the assessment is designed to help evaluate if existing conditions of the building meet basic ADA guidelines. Ideally, the layout of the building should allow people with disabilities to obtain access, materials or services without assistance.

ADA Characteristics	Yes	No	NA/Unk/Comment
Reports showing compliance with ADA?			
Does the building have an accessible entrance?			
Is there an accessible entrance that provides direct access to the main floor, lobby and elevator?			
Slopes of accessible ramps not greater than 1:12?			
Do public spaces have at least one accessible route?			
Are there ramps, lifts, or elevators to all public levels?			
Are accessible routes at least 36 inches wide?			
Accessible parking spaces available closest to accessible entrance?			
Do doors into public spaces have at least a 32-inch clear opening?			
If emergency systems are provided, do they have both flashing lights and audible signals?			
If rest rooms are available to the public, is at least one rest room (either one for each sex, or unisex) fully accessible?			

Real Property Acquisition Loss Control Checklist

Earthquake Risk Assessment

The following building characteristics describe the types of building configuration or feature that can make a building *less* vulnerable to earthquake damage. This does not mean, however, that there is a low risk of earthquake damage.

Additional risk may be imposed on a building due to its irregular features, presence of brick veneer, and vulnerable foundation types. Characteristics that could make your building more vulnerable to earthquake damage may not be as important if your building was professionally designed. In that case, the building should have been designed in a way that accounts for the features listed below.

Building EQ Characteristics	Yes	No	Unknown/Comment
Seismic risk assessment (PML) reports and geotechnical soil reports			
Seismic Updates? If yes, list dates and type of updates.			
Does the building have a box-like shape?			
Is the roof free of openings, such as for access doors or skylights, or are the openings minimized to dimensions of less than 12 feet or less than 50 percent of the smallest roof dimension?			
Have light roofing materials been used, such as asphalt shingles and metal panels or tiles?			
Is the building free of large garage doors, first-story parking lots or other large ground-floor openings in multiple-story buildings?			
Does the building's exterior limit or exclude the use of brick or stone veneer?			

The foundation of a structure plays a crucial role in the structure's performance during an earthquake. There are several types of foundation systems. A slab-on-grade is a foundation system built directly on the ground, compared to crawlspace or pier foundations where the floor is elevated above the grade. The slab-on-grade system and a crawlspace that uses a continuous masonry or concrete wall are the most resistant to earthquake damage.

Real Property Acquisition Loss Control Checklist

Which system best describes the building foundation system:	Yes	No	Unknown/Comment
Slab-on-grade with integral footing (the footing and slab are a single unit)			
Crawlspace or basement foundation wall system consisting of a continuous concrete or masonry wall system			
Crawlspace or basement foundation wall systems consisting of a wood stud cripple wall or an un-reinforced masonry wall.			
Pier or pile foundation system consisting of wood, concrete, or steel			

Note: A professional civil engineer should always be consulted when any structural improvements are being considered.

Real Property Acquisition Loss Control Checklist

Fire and Life Safety

Refer to the following checklist for additional actions that should be taken to protect employees, customers and visitors, as well as building, contents and inventory regardless of the building's configuration.

Fire and Life Safety Earthquake Considerations	Yes	No	Unknown/Comment
Do the windows, skylights and doors have either tempered glass or safety film applied on the interior side of the glass, to reduce the chances of the glass shattering?			
Are natural gas lines outfitted with flexible connections and an automatic shut off valve?			
Have flexible stainless steel supply lines been installed leading to toilet(s)?			
Were flexible couplings used on the sprinkler systems?			
Are major appliances, such as boilers, furnaces, and water heaters, braced to the wall and/or floor so the appliances will not overturn or shift in the event of an earthquake?			
Are the hangers (usually strips of sheet metal or stiff steel rods) used to support your mechanical and plumbing systems 12 inches or less in length?			
Are suspended ceilings braced to the structure to limit the amount of displacement during an earthquake?			

CSURMA AORMA 2015 MEETING CALENDAR

ISSUE: The Program Administrator includes a current copy of the CSURMA AORMA meeting calendar in every agenda

RECOMMENDATION: No action is requested on this item.

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None.

ATTACHMENT(S):

- a. CSURMA AORMA – 2015 Meeting Calendar

2015 CSURMA • AORMA MEETING CALENDAR

JANUARY, 2015		FEBRUARY, 2015		MARCH, 2015	
12	AIME: Northridge: 10:30 a.m.	8	EC: Pasadena: 3:00 p.m.	19	AORMA: Newport Beach: 10:00 a.m.
		8	MSLCTC: Pasadena: 4:30 p.m.	19	EC: Newport Beach: 2:30 p.m.
		8-11	AOA Conference: Pasadena	20	EC LRP: Newport Beach: 8:00 a.m.
		26	PC: Teleconference: 1:00 p.m.		
APRIL, 2015		MAY, 2015		JUNE, 2015	
20	MSLCTC: Teleconference: 10:00 a.m.	7	AORMA: Long Beach; 10:00 a.m	25	PC: Teleconference: 1:00 p.m.
23	BOD Orientation: Teleconference: 2:00 p.m.	8	EC: Long Beach: 8:00 a.m	29	MSLCTC: Teleconference: 10:00 a.m.
27	BOD: San Diego: 4:00 p.m.	18	AIME: TBD – 10:30 a.m.		
28-29	Fitting the Pieces Conference: San Diego	TBD	BOD Orientation: Teleconference: 10:30 a.m.		

AORMA = Auxiliary Organizations Risk Management Alliance Committee	PC = AORMA Programs Committee	EC = CSURMA Executive Committee
AOUI = Auxiliary Organizations Unemployment Insurance Trust	AORMA LRP = AORMA Long Range Planning Meeting	EC LRP = EC Long Range Planning Meeting
MSLCTC = AORMA Member Services, Loss Control & Training Committee	AOA = CSU Auxiliary Organizations Association	BOD = CSURMA Board of Directors

2015 CSURMA • AORMA MEETING CALENDAR

JULY, 2015	AUGUST, 2015	SEPTEMBER, 2015
7-8 AORMA Officers Retreat, San Francisco		9 AORMA New Member Orientation: 9 AORMA LRP: Newport Beach: 10:00 a.m. 10 AORMA: Newport Beach: 9:00 a.m. 10 EC Orientation: Newport Beach: 4:00 pm 11 EC: Newport Beach: 8:30 a.m.
OCTOBER, 2015	NOVEMBER, 2015	DECEMBER, 2015
1 PC: Teleconference: 1:00 p.m. 5 MSLCTC: Teleconference: 10:00 a.m. 22 AORMA: Long Beach: 10:00 a.m. 22 BOD Orientation: Teleconference: 2:00 p.m. 23 EC: Long Beach: 9:00 a.m. 23 BOD: Long Beach: 10:30 a.m. <i>AIME: TBD – 10:30 a.m.</i>		3 AORMA: Long Beach: 10:00 a.m. 4 EC: Long Beach: 8:30 a.m. 10 PC: Teleconference: 1:00 p.m.

AORMA = Auxiliary Organizations Risk Management Alliance Committee	PC = AORMA Programs Committee	EC = CSURMA Executive Committee
AOUIT = Auxiliary Organizations Unemployment Insurance Trust	AORMA LRP = AORMA Long Range Planning Meeting	EC LRP = EC Long Range Planning Meeting
MSLCTC = AORMA Member Services, Loss Control & Training Committee	AOA = CSU Auxiliary Organizations Association	BOD = CSURMA Board of Directors

FY 14/15 AORMA LONG RANGE ACTION PLAN

ISSUE: The Program Administrator includes a copy of the current AORMA Long Range Action Plan in every agenda.

RECOMMENDATION: No action is requested; this item is for information only.

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None.

ATTACHMENT(S):

- a. FY 14/15 AORMA Long Range Action Plan

CSURMA AORMA FY 14/15 - LONG RANGE ACTION PLAN

#	RESPONSIBLE ENTITY	ACTION/RESPONSIBILITY	DEADLINE	STATUS
AORMA COMMITTEE				
A-1 WORKERS' COMPENSATION POLICIES AND PROCEDURES				
	Staff (Alliant)	Review all workers' compensation policies and procedures and recommend revisions as necessary.	January, 2014	Completed
	PC	Review all workers' compensation policies and procedures and recommend approval to the AORMA Committee, with revisions as appropriate. All workers' compensation policies and procedures have been reviewed.	February 2, 2014	Completed
	AORMA Committee	Review and approve revisions to the workers' compensation policies and procedures.	March 20, 2014	Completed
A-2 CLOSED SESSION POLICY AND PROCEDURE				
	AORMA Committee	Review and approve the new policy and procedure	October 23, 2014	Completed
A-3 MEMBER ALLOCATION FORMULA – RATING PLAN REVIEW POLICY AND PROCEDURE				
	AORMA Committee	Review and approve the new policy and procedure	October 23, 2014	Completed

CSURMA AORMA FY 14/15 - LONG RANGE ACTION PLAN

	RESPONSIBLE ENTITY	ACTION/RESPONSIBILITY	DEADLINE	STATUS
PROGRAMS COMMITTEE				
P-1	LIABILITY PROGRAM MEMBER ALLOCATION FORMULA (for FY 15/16 term)			
	PC	Discuss current liability program member allocation formula and alternative allocation formulas	December 12, 2013	Completed
	PC	Review alternative member allocation formula (first review)	February 6, 2014	Completed
	PC	Review alternative member allocation formula (second review)	April 10, 2014	Completed
	AORMA Officers	Review alternative member allocation formula	July, 2014	Completed
	PC	Receipt of supplemental actuarial reports – based rates and experience modification factors. Review draft alternative member allocation formula with actuarial factors included.	August 28, 2014	Completed
	AORMA Committee	Discuss modifications to the liability program member allocation formula.	September 10, 2014	Completed
	PC	Approval of FY 15/16 liability program member allocation formula	November, 2014	Completed
	AORMA Committee	Approval of FY 15/16 liability program member allocation formula	January, 2015	Completed
P-2	EARTHQUAKE COVERAGE FOR CONDOMINIUM OWNERS (WHEN HOA DOES NOT PURCHASE EARTHQUAKE COVERAGE)			
	Staff	Secure exposure information from the members	November, 2014	This item was closed out by the AORMA Committee.
	Staff	Obtain and review earthquake proposals	February, 2015	
	Programs Committee	Review and recommend revisions, as required	February, 2015	
	AORMA Committee	Review final earthquake proposals	March 19, 2015	

CSURMA AORMA FY 14/15 - LONG RANGE ACTION PLAN

#	RESPONSIBLE ENTITY	ACTION/RESPONSIBILITY	DEADLINE	STATUS
MEMBER SERVICES, LOSS CONTROL AND TRAINING COMMITTEE				
M-1	RISK REDUCTION INNOVATIVE MATCHING GRANT PROGRAM			
	MSLCT Committee	Review revisions to grant criteria within policy and procedure A-6; recommend approval to the AORMA Committee	November, 2014	Completed
	AORMA Committee	Review and approve revisions to grant criteria within policy and procedure A-6	December, 2014	Completed
M-2	AORMA INSURANCE HANDBOOK – IS THIS COVERED?			
	Staff	Complete the AORMA – Is This Covered Handbook	January, 2015	Completed
	MSLCT Committee	Review handbook and recommend revisions as appropriate	January, 2015	N/A
	Staff	Present the handbook during the AOA Session – AORMA What’s Covered and What’s Not	February 9, 2015	Completed
	Staff	AORMA Coverage Brochures	Continuous	In Progress
M-3	REAL PROPERTY ACQUISITIONS - CHECKLIST			
	Staff	Complete the AORMA Real Property Acquisitions - Checklist	January, 2015	Completed
	MSLCT Committee	Review checklist and recommend revisions as appropriate	February, 2015	Completed
	AORMA Committee	Review final checklist	March, 2015	
M-4	KEEPING MINORS SAFE WHILE ON CAMPUS - HANDBOOK			
	Staff	Complete the Keeping Minors Safe While on Campus Handbook. The scope of this project was changed by the MSLCTC.	January, 2015	Completed
	MSLCT Committee	Review handbook and recommend revisions as appropriate. The project timeline was changed by the MSLCTC. Each year two or three minor projects will be suggested by the MSLCTC for completion and addition to the handbook. The MSLCTC chose Traveling with Minors and Overnight Wilderness Activities with Minors	February, 2015	Completed

CSURMA AORMA FY 14/15 - LONG RANGE ACTION PLAN

	AORMA Committee	Review final handbook. Review completed sections of the handbook.	June, 2015	
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CSURMA SERVICE CALENDAR

ISSUE: Attached for the Committee's review is the CSURMA Service Calendar. This calendar includes all of the activities that occur on a regular basis as documented in CSURMA's policies and procedures, contracts, resolutions or meeting agendas. This calendar will be kept up-to-date and will be included in each agenda packet.

RECOMMENDATION: It is recommended that the Committee Members review the Service Calendar and report any changes or corrections to Staff.

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: The CSURMA Service Calendar will be included in each agenda packet.

ATTACHMENT(S):

- a. CSURMA Service Calendar

CSURMA SERVICE CALENDAR

DATE	ACTION / RESPONSIBILITY	RESPONSIBLE ENTITY	LEAD	STATUS
JANUARY 2015				
01/02/15	FORM 700 - JPA ADMIN finalizes current year member listing	Alliant Staff	Tevea Him	completed
01/06/15	Statement of Facts – Roster of Public Agencies - file with State & County	Alliant Staff	Tevea Him	completed
01/07/15	AORMA Program Committee Meeting (Teleconference)	Alliant Staff	Mimi Long	completed
01/07/15	Announce the new AORMA Committee Vice Chair as well as open seats on the AORMA Committee	Nominations Committee	Mimi Long	completed
01/12/15	AIME Committee Meeting	Alliant Staff	Stacey Weeks	completed
01/15/15	FORM 700 - JPA ADMIN sends Form 700 to CSURMA FILERS, including EC, BOD, AORMA, Standing Committees, and designated consultants, including identified Alliant personnel	Alliant Staff	Tevea Him	completed
01/31/15	Final premium / rate letter to all AORMA members	Alliant Staff	Mimi Long	completed
FEBRUARY 2015				
02/01/15	FORM 700 - Follow up No. 1 - JPA ADMIN follows up with FILER	Alliant Staff	Tevea Him	completed
02/01/15	UIP - Process EDD Statement of Reimbursable Benefit Charges for the period ending 12/31	Alliant Staff	Tevea Him	completed
02/01/15	Campus Liability Risk Pool claims audit (every odd year)	Alliant Staff	Mimi Long	completed
02/01/15	Campus Workers' Compensation Risk Pool claims audit (every odd year)	Alliant Staff	Jacki Graft	completed
02/01/15	AORMA Workers' Compensation program claims administration audit (every even year)	Alliant Staff	Jacki Graft	completed
02/01/15	AIME Risk Pool claims audit (every odd year)	Alliant Staff	Mimi Long	n/a
02/01/15	AORMA Liability Program claims audit (every odd year)	Alliant Staff	Mimi Long	completed
02/08/15	AORMA MSLCTC Meeting (Teleconference)	Alliant Staff	Mimi Long	CANCELED
02/08/15	CSURMA AOA CONFERENCE	Alliant Staff	Mimi Long	completed
02/08/15	CSURMA EC Meeting	Alliant Staff	Mimi Long	completed
02/11/15	CSURMA Quarterly Investment Reschedule for EC Meeting	Alliant Staff	Tevea Him	completed
02/15/15	FORM 700 - Follow up No. 2 - JPA ADMIN follows up with FILER	Alliant Staff	Tevea Him	completed
02/26/15	AORMA Program Committee Meeting (Teleconference)	Alliant Staff	Mimi Long	completed
MARCH 2015				
03/01/15	CSURMA Master Investment Policy and Investment Policy for the Fixed Income Portfolio	Alliant Staff	Mimi Long	completed
03/01/15	Mid-Term Budget Amendments	Alliant Staff	Robert Leong	completed
03/01/15	Chancellor's Office Services Budget Proposal	Alliant Staff	Mimi Long	completed
03/01/15	FY 15/16 Operation Budget	Alliant Staff	Robert Leong	completed
03/01/15	Review the Auxiliary Service Provider Report	Alliant Staff	Mimi Long	completed
03/01/15	Annual Review of (1) Data Security Policies and (2) the Integrated CSU Administration Manual	Alliant Staff	Mimi Long	completed
03/15/15	FORM 700 - Follow up - JPA ADMIN follows up with FILER, prepares status report for CSURMA EC review at Long Range Planning meeting	Alliant Staff	Tevea Him	completed
03/19/15	AORMA Committee Meeting	Alliant Staff	Mimi Long	completed
03/19/15	CSURMA EC Meeting	Alliant Staff	Mimi Long	completed
03/19/15	CSURMA Policies and Procedures (odd in odd years / even in even years)	Alliant Staff	Robert Leong	completed
03/20/15	Forward slate of nominees to fill the open seats on the AORMA Committee to the AOA Executive Committee for review and comment	Alliant Staff	Mimi Long	
03/20/15	CSURMA EC LRP Meeting	Alliant Staff	Mimi Long	completed
03/31/15	CSURMA Quarterly EPL Deductible Recoverys	Alliant Staff	Van Rin	completed
03/31/15	Completion of the Form 700 – Statement of Economic Interest	BOD and Alliant Staff	Tevea Him	completed

CSURMA SERVICE CALENDAR

DATE	ACTION / RESPONSIBILITY	RESPONSIBLE ENTITY	LEAD	STATUS
APRIL 2015				
04/01/15	Campus Risk Pool Administrator verifies Campus Primary and Alternate representative remain in place by contacting campus representatives (i.e. ensure no leave of absence, retirement, change in duties, etc.)	Alliant Staff	Tevea Him	completed
04/01/15	FORM 700 - JPA ADMIN sends all forms received to FPPC for processing	Alliant Staff	Tevea Him	completed
04/01/15	Send out ballot for AORMA Committee term beginning on July 1, 2015	Alliant Staff	Tevea Him	in process
04/20/15	<i>AORMA MSLCTC Meeting (Teleconference)</i>	<i>Alliant Staff</i>	<i>Mimi Long</i>	<i>completed</i>
04/27/15	<i>CSURMA BOD Meeting</i>	<i>Alliant Staff</i>	<i>Mimi Long</i>	
04/28/15	<i>Fitting the Pieces Conference</i>	<i>Alliant Staff</i>	<i>Mimi Long</i>	
MAY 2015				
05/06/15	Receive back all AORMA Committee ballots for the term beginning on July 1, 2015	Alliant Staff	Tevea Him	
05/06/15	<i>CSURMA BOD NMO Meeting via Teleconference</i>	<i>Alliant Staff</i>	<i>Mimi Long</i>	
05/07/15	<i>AORMA Committee Meeting</i>	<i>Alliant Staff</i>	<i>Mimi Long</i>	
05/08/15	<i>CSURMA EC Meeting</i>	<i>Alliant Staff</i>	<i>Mimi Long</i>	
05/01/15	Develop a benchmarking project for the EC to review	Alliant Staff	Jacki Graf	<i>in process</i>
05/11/15	CSURMA Quarterly Investment Reschedule for EC Meeting	Alliant Staff	Tevea Him	
05/15/15	FORM 700 - Follow up No. 1 - JPA ADMIN follows up with FILER	Alliant Staff	Tevea Him	
05/18/15	<i>AIME Committee Meeting</i>	<i>Alliant Staff</i>	<i>Stacey Weeks</i>	
05/30/15	Send out appointment letters to the newly appointed AORMA Standing Committee Chairs for the term beginning on July 1, 2014	AORMA Chair/Alliant Staff	Tevea Him	
05/30/15	Send out appointment letters to the newly elected AORMA Committee members for the term beginning on July 1, 2014	AORMA Chair/Alliant Staff	Tevea Him	
05/30/15	UIP - Process EDD Statement of Reimbursable Benefit Charges for the period ending 3/31/14	Alliant Staff	Tevea Him	
05/30/15	Update the AORMA Committee and Standing Committee Org Chart for the term beginning July 1, 2014	Alliant Staff	Tevea Him	
05/30/15	Update the AORMA Committee and Standing Committee Roster for the term beginning July 1, 2014	Alliant Staff	Mimi Long	
JUNE 2015				
06/01/15	FORM 700 - Follow up No. 2 - JPA ADMIN follows up with FILER	Alliant Staff	Tevea Him	
06/25/15	<i>AORMA Program Committee Meeting (Teleconference)</i>	<i>Alliant Staff</i>	<i>Mimi Long</i>	
06/29/15	<i>AORMA MSLCTC Meeting (Teleconference)</i>	<i>Alliant Staff</i>	<i>Mimi Long</i>	
06/30/15	CSURMA Quarterly EPL Deductible Recoverys	Alliant Staff	Mimi Long	
06/30/15	<i>Expiring Contract: Alliant Loss Control Services - July 1, 2014 to June 30, 2015</i>	<i>Alliant Staff</i>	<i>Mimi Long</i>	
06/30/15	<i>Expiring Contract: TargetSolutions - July 1, 2012 to June 30, 2015</i>	<i>Alliant Staff</i>	<i>Mimi Long</i>	
06/30/15	Request COI from all vendor's contract	<i>Alliant Staff</i>	<i>Mimi Long</i>	
JULY 2015				
07/01/15	Financial audit prep with KPMG	Alliant Staff / RM	Van Rin	
07/01/15	FORM 700 - JPA ADMIN sends entering and leaving office notices to AORMA FILERS who will be taking office on AORMA and Standing Committees	Alliant Staff	Tevea Him	
07/01/15	Send to CSU Accounting the approved dividends and allocation of program costs for invoicing	Alliant Staff	Van Rin	
07/04/15	Send out AORMA binder, insurance summary and invoice to all members	Alliant Staff	Van Rin	
07/05/15	Request a review of the claims activity within the UIP – claims activity variations of more than 10% above or below pricing levels used will resulting in a pricing adjustment	Alliant Staff	Mimi Long	
07/05/15	Request Workers' Compensation and Liability loss runs @ 6/30 – Forward to Actuary	Alliant Staff	Mimi Long	

CSURMA SERVICE CALENDAR

DATE	ACTION / RESPONSIBILITY	RESPONSIBLE ENTITY	LEAD	STATUS
07/07/15	Request Liability (EPL check register) for minimum EPL deductible calculation for upcoming fiscal year	Alliant Staff	Tevea Him	
07/07/15	AORMA Officers Retreat – San Francisco, CA	AORMA Officers	Mimi Long	
07/14/15	FORM 700 - Follow up No. 1 - JPA ADMIN follows up with FILER	Alliant Staff	Tevea Him	
07/15/15	Final FY Payroll - request from Chancellor's Office	Alliant Staff	Robert Leong	
07/15/15	Process the Liability and Workers' Compensation dividend checks and forward to Alliant for distribution	CSU Accounting	Van Rin	
07/21/15	FORM 700 - Follow up No. 2 - JPA ADMIN follows up with FILER	Alliant Staff	Tevea Him	
07/21/15	Upon receipt of loss data begin semi-annual loss charts for RM meeting in October and to be sent to members	Alliant Staff	Robert Leong	
07/28/15	FORM 700 - FORMS DUE TO FPCC ON THIS DATE [ASSUMING/LEAVING]	Alliant Staff	Tevea Him	
07/31/15	Actuarial Study - receive draft and forward to RM	Alliant Staff	Robert Leong	
07/31/15	Distribute the Liability and Workers' Compensation dividend checks	Alliant Staff	Van Rin	
07/31/15	Request final audited payroll from all Workers' Compensation program members for expired year	Alliant Staff	Hsan Htein	
07/31/15	Survey legal counsel compensation and recommend to AORMA a fair and equitable maximum allowable hourly rate (every three years)	Liability TPA	Mimi Long	
AUGUST 2015				
08/01/15	Send out letter regarding Campus Appointment of CSURMA Board of Directors Members and Alternate	Alliant Staff	Tevea Him	
08/01/15	Research the single bond approach & report back at the September meeting	Alliant Staff	Dan Howell	
08/01/15	Send out letter to regarding Claims Settlement Authority Annual Confirmation	Alliant Staff	Tevea Him	
08/01/15	Send out letter to regarding Foreign Travel Authority Confirmation	Alliant Staff	Tevea Him/Stacey Weeks	
08/01/15	Completion of draft actuarial studies for Workers' Compensation and Liability programs	Actuary	Mimi Long	
08/01/15	AOA EC Meeting: Send out AORMA Summary	Alliant Staff	Mimi Long	
08/11/15	CSURMA Quarterly Investment Reschedule for EC Meeting	Alliant Staff	Tevea Him	
08/15/15	AOA EC Meeting - San Diego	Alliant Staff	Mimi Long	
08/31/15	Calculate additional premium or return premium for each Workers' Compensation program member based on the audited payroll	Alliant Staff	Mimi Long	
08/31/15	Calculate each member's minimum EPL deductible for the upcoming program term	Alliant Staff	Mimi Long	
08/31/15	Complete CSURMA's portion of the Public Self-Insurer's Annual Report for CSURMA – then forward to Sedgwick for TPA completion	Alliant Staff	Mimi Long	
08/31/15	Complete Target Surplus Funding Report	Alliant Staff	Mimi Long	
08/31/15	Completion of Financial Audit	CSU Accounting	Mimi Long	
08/31/15	UIP - Process EDD Statement of Reimbursable Benefit Charges for the period ending 6/30	Alliant Staff	Tevea Him	
Begin Task	Completion of the Public Self-Insurer's Annual Report for CSURMA (must be filed with the state by Oct 1st.)	Alliant Staff	Mimi Long	
Begin Task	AORMA Workers' Compensation Desk Audit	Alliant Staff	Mimi Long	
SEPTEMBER 2015				
09/01/15	Annual Report of Financial Transactions - start process	Alliant Staff / Accounting	Van Rin	
09/01/15	Stewardship Report	Alliant Staff	Robert Leong	
09/09/15	AORMA Long Range Plan meeting	Alliant Staff	Mimi Long	
09/09/15	AORMA New Committee Member Orientation meeting	Alliant Staff	Mimi Long	
09/10/15	AORMA Committee Meeting	Alliant Staff	Mimi Long	
09/10/15	CSURMA EC Orientation Meeting	Alliant Staff	Mimi Long	
09/11/15	CSURMA EC Meeting	Alliant Staff	Mimi Long	
09/13/15	Create UI White Paper for Steve Relyea to discuss Techniques to lower UI cost & Resources available to CSU	Alliant Staff	Dan Howell	

CSURMA SERVICE CALENDAR

DATE	ACTION / RESPONSIBILITY	RESPONSIBLE ENTITY	LEAD	STATUS
09/14/15	CAJPA Standards review (2014 and every 3 years thereafter)	Alliant Staff	Mimi Long	
09/15/15	Prepare invoices or checks for the Workers' Compensation payroll audit	CSU Accounting	Mimi Long	
09/30/15	Completion of the AORMA Committee (September Letter) updating all AORMA members on the funding and dividends approved for the upcoming fiscal year	Alliant Staff/AORMA Chair	Mimi Long	
09/30/15	Completion of Workers' Compensation payroll desk audits	Alliant Staff	Mimi Long	
09/30/15	Send out invoices or checks for the Workers' Compensation payroll audit	Alliant Staff	Mimi Long	
09/30/15	CSURMA Quarterly EPL Deductible Recoverys	Alliant Staff	Mimi Long	
09/15/15	CAJPA Fall Conference and Training Seminar - Lake Tahoe Resort, Harrah's and Harveys	Alliant Staff	Mimi Long	
OCTOBER 2015				
10/01/15	Annual Report of Financial Transactions - File	Alliant Staff / Accounting	Van Rin	
10/01/15	Request completion of the Liability application	Alliant Staff	Mimi Long	
10/01/15	Request estimated Workers' Compensation payroll	Alliant Staff	Mimi Long	
10/01/15	AORMA Program Committee Meeting (Teleconference)	Alliant Staff	Mimi Long	
10/05/15	AORMA MSLCTC Meeting (Teleconference)	Alliant Staff	Mimi Long	
08/11/15	CSURMA Quarterly Investment Reschedule for EC Meeting	Alliant Staff	Tevea Him	
10/15/15	Poll eligible AORMA Committee members to determine which members are willing to be nominated for the Vice Chair position	Nominations Committee	Mimi Long	
10/22/15	AORMA Committee Meeting	Alliant Staff	Mimi Long	
10/22/15	CSURMA BOD NMO Meeting via Teleconference	Alliant Staff	Mimi Long	
10/23/15	CSURMA BOD Meeting	Alliant Staff	Mimi Long	
10/23/15	CSURMA EC Meeting	Alliant Staff	Mimi Long	
TBD	AIME Committee Meeting	Alliant Staff	Stacey Weeks	
NOVEMBER 2015				
11/01/15	FORM 700 - Campus Risk Pool Administrator sends request to campus president to confirm appointments of primary and alternate representative to BOD (Note: AORMA Representatives are maintained through their election process)	Alliant Staff	Tevea Him	
11/28/15	Campus Risk Pool Deductible - Confirm (every 3 years - 2014, 2017, 2020)	Alliant Staff	Robert Leong	
11/28/15	Send campus risk pool renewal budget	Alliant Staff	Robert Leong	
11/30/15	Review volunteer losses within the Workers' Compensation program	Alliant Staff	Mimi Long	
11/30/15	UIP - Process EDD Statement of Reimbursable Benefit Charges for the period ending 9/30/13	Alliant Staff	Tevea Him	
DECEMBER 2015				
12/01/15	2015 Vendor Survey - Review List of Vendors and Work on Recipients	Risk Management	Rebecca Skidmore	
12/01/15	P & P Outlining Underwriting Guidelines for Granting Additional Insured Status	Alliant Staff	Dan Howell	
12/03/15	AORMA Committee Meeting	Alliant Staff	Mimi Long	
12/04/15	CSURMA EC Meeting	Alliant Staff	Mimi Long	
12/10/15	AORMA Program Committee Meeting (Teleconference)	Alliant Staff	Mimi Long	
12/15/15	FORM 700 - Campus Risk Pool Administrator sends revised Campus Primary and Alternate CSURMA BOD member listing to JPA ADMIN	Alliant Staff	Tevea Him	
12/30/15	Financial Audit - mail to Secretary of State and County of Official Address	Alliant Staff/Accounting	Tevea Him	
12/31/15	CSURMA Quarterly EPL Deductible Recoverys	Alliant Staff	Mimi Long	

CSURMA AORMA PROGRAM ADMINISTRATOR CONTACT LISTS

ISSUE: Staff includes an updated AORMA Program Administrator contact list in each agenda.

RECOMMENDATION: No action is requested on this item.

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None.

ATTACHMENT(S):

- a. AORMA Program Administrator - Contact List
- b. Claims Reporting Contacts

CONTACT LIST

Coverage	Contact	E-Mail Address	Office	Fax
JPA Program Administrator – Alliant Insurance Services, Inc.				
Certificate of Insurance Requests	Hsan Htein Van Rin	hhhtein@alliant.com vrin@alliant.com	415-403-1452 415-403-1408	415-874-4810 415-874-4810
General CSURMA Coverage Questions	Robert Leong Van Rin Hsan Htein Daniel Howell	rleong@alliant.com vrin@alliant.com hhhtein@alliant.com dhowell@alliant.com	415-403-1423 415-403-1408 415-403-1452 415-403-1426	415-874-4810 415-874-4810 415-874-4810 415-874-4810
General AORMA Coverage Questions	Mimi Long Van Rin Hsan Htein Daniel Howell Melissa Diaz	mlong@alliant.com vrin@alliant.com hhhtein@alliant.com dhowell@alliant.com mdiaz@alliant.com	415-403-1423 415-403-1408 415-403-1452 415-403-1426 415-403-1444	415-874-4810 415-874-4810 415-874-4810 415-874-4810 415-874-4810
Inland Marine	Van Rin Hsan Htein Mimi Long	vrin@alliant.com hhhtein@alliant.com mlong@alliant.com	415-403-1408 415-403-1452 415-403-1423	415-874-4810 415-874-4810 415-874-4810
Participant Accident Insurance (PAI)	Van Rin	vrin@alliant.com	415-403-1408	415-874-4810
Special Events Insurance	Van Rin	vrin@alliant.com	415-403-1408	415-874-4810
Foreign Travel Program	Stacey Weeks Van Rin	sweeks@alliant.com vrin@alliant.com	415-403-1448 415-403-1408	415-874-4810 415-874-4810
General Risk Management Questions	Mimi Long Van Rin Hsan Htein Daniel Howell	mlong@alliant.com vrin@alliant.com hhhtein@alliant.com dhowell@alliant.com	415-403-1423 415-403-1408 415-403-1452 415-403-1426	415-874-4810 415-874-4810 415-874-4810 415-874-4810
Workers' Compensation Claims Consultant	Jacki Graf	jgraf@alliant.com	415-403-1438	415-874-4810
Alliant Claims Consulting	Robert Frey Diana Walizada Michelle Maffei Martin Fox-Foster Elaine Kim	rfrey@alliant.com dwalizada@alliant.com mmaffei@alliant.com martin.fox-foster@alliant.com ekim@alliant.com	415-403-1445 415-403-1453 415-403-1418 415-403-1417 415-403-1458	415-403-1466 415-403-1466 415-403-1466 415-403-1466 415-403-1466
Form 700	Tevea Him	thim@alliant.com	415-403-1416	415-402-0773
Website and Technology Questions	Melissa Diaz Myron Leavell	mdiaz@alliant.com mleavell@alliant.com	415-403-1444 415-403-1404	415-874-4810 415-874-4810

CONTACT LIST

Coverage	Contact	E-Mail Address	Office	Fax
CSU Chancellor's Office				
CSU Chancellor's Office	Zachary Gifford	zgifford@calstate.edu	562-951-4568	562-951-4859
	Rebecca Skidmore	rskidmore@calstate.edu	562-951-4574	562-951-4859
	Leona Ching	lching@calstate.edu	562-951-4580	562-951-4859
	Alice Kim	akim@calstate.edu	562-951-4627	562-951-4865
	Kelly Cox	kcox@calstate.edu	562-951-4611	562-951-4865
	Mandy Wong	mwong@calstate.edu	562-951-4578	562-951-4865
	Rima Tanuwidjaja	rtanuwidjaja@calstate.edu	562-951-4621	562-951-4856
	Robert Eaton	reaton@calstate.edu	562-951-4572	562-951-4971
	Audra Reed	areed@calstate.edu	562-951-4564	562-951-4971
	William Hsu	whsu@calstate.edu	562-951-4500	562-951-4956
	Steve Relyea	srelya@calstate.edu	562-951-4600	562-951-4971
	Martha Guiditta	mguiditta@calstate.edu	562-951-4557	562-951-4859
Michael Clements	mclements@calstate.edu	562- 951-4091		

Loss Control Consultants – Alliant Risk Control

Alliant Risk Control Consulting	Brent Escoubas	bescoubas@alliant.com	949-260-5013	
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Online Training - TargetSolutions

Business Manager	Kelly Zielinski	kelly.zielinski@targetsolutions.com	858-683-7229	858-487-8762
	Jennifer Jones (<i>while Kelly is out on maternity leave</i>)	jennifer.jones@targetsolutions.com	858-376-1632	858-487-8762
Account Manager	Ashley Cole	ashley.cole@targetsolutions.com	858-638-7176	
	Clair Miller	claire.miller@targetsolutions.com	858-976-1629	

Unemployment Insurance Claims Administrator – Employers Edge

Client Services	Angie Hansen	ahansen@employersedge.com	720-891-4900 x116	720-420-7356
Unemployment Claims Operations, Claim Specialist	Reina Gonzales	rgonzales@employersedge.com	720-891-4900 x139	720-420-7390
Tax Analyst	Larry Blankenship	lblankenship@employersedge.com	720-891-4900 x108	720-420-7430
Appellate Level	Jen Venable Jamie Clark	jvenable@employersedge.com jclark@employersedge.com	720-891-4900 x114 720-891-4900 x122	720-420-7354 720-420-7396
Account Management	Steve Bell	sbell@employersedge.com	720-891-4900 x101	720-420-7431

CONTACT LIST

Coverage	Contact	E-Mail Address	Office	Fax
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Human Resources Consulting – Employers Group

Helpline	Mark Nelson Kimberly Nwamanna	mnelson@employersgroup.com knwamanna@employersgroup.com	213-765-3952 213-765-3982	
Client Service	Bill Stephens	bstephens@employersgroup.com	805-807-9922	213-226-0216
Reference Library	Robert Campbell	rcampbell@employersgroup.com	800-748-8484 Ext. 3430	
Unemployment Questions	Mark Nelson	mnelson@employersgroup.com	213-765-3952	
Affirmative Action Plans	Suzanne Oliva	soliva@employersgroup.com	213-765-3918	
Leave Management	Kimberly Nwamanna	knwamanna@employersgroup.com	213-765-3982	
Research and Surveys	Juan Garcia	kgarcia@employersgroup.com	213-765-3969	
Employer Advocacy	Ken Tiratira	ktiratira@employersgroup.com	213-765-3915	



LIABILITY – CLAIMS REPORTING CONTACT

In the event of a loss, please contact:

Mauri McGuire
Carl Warren & Company
P.O. Box 7059
Ventura, CA 93006

E-mail: mmcguire@carlwarren.com
Tel: 805-650-7020 ext. 1003
Fax: 805-658-9950

Express Mail:
Carl Warren & Company
1000 South Hill Road, Suite 215
Ventura, CA 93003



POLLUTION – CLAIMS REPORTING CONTACT

(All pollution incidents must be reported within **seven** days of discovery)

Report the incident immediately to:

ACE Environmental Risk
casualtyriskenvironmental@acegroup.com
888-310-9553

AND:

Alliant Insurance Services, Inc.
100 Pine Street, 11th Floor
San Francisco, CA 94111-5101

Tel: 877-725-7695
Fax: 415-403-1466

OR

Diana Walizada, Claims Unit Manager
Alliant Insurance Services, Inc.
E-mail: dwalizada@alliant.com
Tel: 415-403-1453
Fax: 415-403-1466
Cell: 415-693-8714

OR

Michelle Maffei, Sr. Claims Advocate
Alliant Insurance Services, Inc.
E-mail: mmaffei@alliant.com
Tel: 415-403-1418
Fax: 415-403-1466
Cell: 415-693-8864

OR

Martin Fox-Foster, Sr. Claims Advocate
Alliant Insurance Services, Inc.
E-mail: martin.fox-foster@alliant.com
Tel: 415-403-1417
Fax: 415-403-1466
Cell: 415-755-0405

After hours claims reporting number

Robert Frey, First Vice President
Alliant Insurance Services, Inc.
E-mail: rfrey@alliant.com
Tel: 415-403-1445
Fax: 415-403-1466
Cell: 415-518-8490



CYBER LIABILITY – CLAIMS REPORTING CONTACT

Report the incident immediately to:

Beazley Group
1270 Avenue of the America's, Suite 1200
New York, NY 10020

bbr.claims@beazley.com
Tel: 646-943-5900
Fax: 546-378-4039

AND COPY TO:

Elaine Kim, Claims Advocate
Alliant Insurance Services, Inc.
E-mail: ekim@alliant.com
Tel: 415-403-1458
Fax: 415-403-1466
Cell: 415-609-2133

OR Diana Walizada, Claims Unit Manager
Alliant Insurance Services, Inc.
E-mail: dwalizada@alliant.com
Tel: 415-403-1453
Fax: 415-403-1466
Cell: 415-693-8714

OR

After hours claims reporting number

Martin Fox-Foster, Sr. Claims Advocate
Alliant Insurance Services, Inc.
E-mail: martin.fox-foster@alliant.com
Tel: 415-403-1417
Fax: 415-403-1466
Cell: 415-755-0405

Robert Frey, First Vice President
Alliant Insurance Services, Inc.
E-mail: rfrey@alliant.com
Tel: 415-403-1445
Fax: 415-403-1466
Cell: 415-518-8490



SPECIAL LIABILITY INSURANCE PROGRAM (SLIP) CLAIMS REPORTING CONTACT

Report the incident immediately to:

Elaine Kim, Claims Advocate
Alliant Insurance Services, Inc.
E-mail: ekim@alliant.com
Tel: 415-403-1458
Fax: 415-403-1466
Cell: 415-609-2133

OR Diana Walizada, Claims Unit Manager
Alliant Insurance Services, Inc.
E-mail: dwalizada@alliant.com
Tel: 415-403-1453
Fax: 415-403-1466
Cell: 415-693-8714

OR:

After hours claims reporting number:

Robert Frey, First Vice President
Alliant Insurance Services, Inc.
E-mail: rfrey@alliant.com
Tel: 415-403-1445
Fax: 415-403-1466
Cell: 415-518-8490



AUTO PHYSICAL DAMAGE (APD) CLAIMS REPORTING CONTACT

Report the incident immediately to:

Elaine Kim, Claims Advocate
Alliant Insurance Services, Inc.
E-mail: ekim@alliant.com
Tel: 415-403-1458
Fax: 415-403-1466
Cell: 415-609-2133

OR Diana Walizada, Claims Unit Manager
Alliant Insurance Services, Inc.
E-mail: dwalizada@alliant.com
Tel: 415-403-1453
Fax: 415-403-1466
Cell: 415-693-8714

OR:

After hours claims reporting number:

Robert Frey, First Vice President
Alliant Insurance Services, Inc.

E-mail: rfrey@alliant.com
Tel: 415-403-1445
Fax: 415-403-1466
Cell: 415-518-8490



PROPERTY / BOILER & MACHINERY CLAIMS REPORTING CONTRACT

Report the incident immediately to Toll Free 877-725-7695:

OR

Diana Walizada, Claims Unit Manager

Alliant Insurance Services, Inc.
100 Pine Street, 11th Floor
San Francisco, CA 94111-5101
E-mail: dwalizada@alliant.com
Tel: 415-403-1453
Fax: 415-403-1466
Cell: 415-693-8714

OR

Michelle Maffei, Sr. Claims Advocate

Alliant Insurance Services, Inc.
100 Pine Street, 11th Floor
San Francisco, CA 94111-5101
E-mail: mmaffei@alliant.com
Tel: 415-403-1418
Fax: 415-403-1466
Cell: 415-693-8864

OR

Martin Fox-Foster, Sr. Claims Advocate

Alliant Insurance Services, Inc.
E-mail: martin.fox-foster@alliant.com
Tel: 415-403-1417
Fax: 415-403-1466
Cell: 415-755-0405

OR

Elaine Kim, Claims Advocate

Alliant Insurance Services, Inc.
E-mail: ekim@alliant.com
Tel: 415-403-1458
Fax: 415-403-1466
Cell: 415-609-2133

AND COPY TO:

Cathryn O'Meara

McLaren's
1301 Dove Street, Suite 200
Newport Beach, CA 92660
cathryn.omeara@mclarens.com
Tel: 949-757-1413
Fax: 949-757-1692

After hours claims reporting number:

Robert Frey, First Vice President

Alliant Insurance Services, Inc.
E-mail: rfrey@alliant.com
Tel: 415-403-1445
Fax: 415-403-1466
Cell: 415-518-8490



WORKERS' COMPENSATION – CLAIMS REPORTING CONTACT

In the event of a Workers' Compensation claim, please forward the Workers' Compensation Claim Form (DWC1) and the Employer's Report of Occupational Injury or Illness (Form 5020) to:

Brian Montagnese - Supervisor
Sedgwick CMS
P.O. Box 14629
Lexington, KY 40512-4629

E-mail: brian.montagnese@sedgwickcms.com
Tel: 916-636-4441
Fax: 916-851-8079

YOUR CLAIM WILL BE ASSIGNED TO EITHER:

Katie Brandt, Adjuster
Sedgwick CMS
P.O. Box 14629
Lexington, KY 40512-4629

E-mail: katie.brant@sedgwickcms.com
Tel: 916-636-4451
Fax: 916-851-8079

OR:

Biba Olson, Claims Assistant
Sedgwick CMS
P.O. Box 14629
Lexington, KY 40512-4629

E-mail: biba.olson@sedgwickcms.com
Tel: 916-636-4446
Fax: 916-851-8079



PARTICIPANT ACCIDENT INSURANCE (PAI)

In the event of a Participant Accident Insurance (PAI) claim, *please forward the completed HSR claim form directly to:*

Health Special Risk, Inc.

HSR Plaza II
4100 Medical Parkway
Carrollton, TX 75007

E-mail: CSRM@hsri.com
Tel: 972-512-5600
Fax: 972-512-5820
Tel Toll Free: 866-523-3186



UNEMPLOYMENT INSURANCE PROGRAM (UIP)

For Unemployment Insurance Program (UIP) claim, please contact Employers Edge directly at:

Reina Gonzales, Claim Specialist

Employers Edge
P.O. Box 351567
Westminister, CO 80035

Email: rgonzales@employersedge.com

Tel: (720) 891-4900 x139

Steve Bell, Account Management

Employers Edge
P.O. Box 351567
Westminister, CO 80035

Email: s.bell@employersedge.com

Tel: (720) 891-4900 x101

AORMA COMMITTEE MEMBERS ROSTER

ISSUE: Attached for the Committee's review is the AORMA Committee and Standing Committee Membership Roster Contact List.

RECOMMENDATION: It is recommended that the Committee Members review the contact information for accuracy and report any changes or corrections to Staff.

FISCAL IMPACT: None.

BACKGROUND: Contact lists are provided at every meeting.

PUBLICATION: None.

ATTACHMENT(S):

- a. AORMA Committee Roster - Effective at 7-01-14

AORMA Committee
Ten voting members - two alternates - twelve members total
Effective at July 1, 2014

Committee	Seat	Member	Position	Campus	Type of Auxiliary	E-Mail	Telephone Number
AORMA	Chair	Robert de Wit	Chief Financial Officer	Long Beach	Forty-Niner Shops, Inc., CSU Long Beach	rdewit@csulb.edu	562-985-5549
AORMA	Vice Chair	Frank Mumford	Executive Director	Fullerton	CSU Fullerton Auxiliary Services Corporation	fmumford@fullerton.edu	657-278-4101
AORMA	Past Chair	Dwayne Brummett	Director of Business Services	San Luis Obispo	Associated Students, Inc., Cal Poly San Luis Obispo	dbrummet@calpoly.edu	805-756-5768
AORMA	Ex Officio	Kurt Borsting	Director, Titan Student Centers	Fullerton	Associated Students, California State University, Fullerton, Inc.	kborsting@fullerton.edu	657-278-4214
AORMA	At Large	Brian Nowlin	Chief Operating Officer	Long Beach	California State University, Long Beach Research Foundation	Brian.Nowlin@csulb.edu	562-985-4690
AORMA	At Large	Gigi Kiama	Human Resources Manager	Monterey Bay	The University Corporation at Monterey Bay	gkiama@csumb.edu	831-582-4301
AORMA	At Large	Guy Dalpe	Managing Director	San Francisco	Associated Students, Inc., San Francisco State University	gdalpe@sfsu.edu	415-338-1044
AORMA	At Large	Haleh Minakary	General Business Manager	Pomona	The Cal Poly Pomona Foundation, Inc.	hminakary@csupomona.edu	909-869-2910
AORMA	At Large	Keith Kompsi	Director, Foundation Financial Services	Fresno	Fresno Association, Inc., CSU Fresno	kkompsi@csufresno.edu	559-278-0838
AORMA	At Large	Leslie Davis	Executive Director	Sacramento	University Union Operation of CSUS, Inc.	leslied@saclink.csus.edu	916-278-2904
AORMA	At Large	Mark Day	Executive Director	San Bernardino	Santos Manuel Student Union of California State University, San Bernardino	mday@csusb.edu	909-537-7201
AORMA	At Large	Melinda Coil	Chief Financial Officer	San Diego	San Diego State University Research Foundation	mcoil@foundation.sdsu.edu	619-594-1076

Member Services, Loss Control & Training Committee

Minimum of five members - at least two of whom are AORMA Committee members

Committee	Seat	Member	Position	Campus	Type of Auxiliary	E-Mail	Telephone Number
MSLCTC	Chair	Melinda Coil	Chief Financial Officer	San Diego	San Diego State University Research Foundation	mcoil@foundation.sdsu.edu	619-594-1076
MSLCTC	At Large	Arnecia Bryant	Associate Director, Operations	Dominguez Hills	The Donald P. and Katherine B. Loker University Student Union, Inc.	abryant@csudh.edu	310-243-3854
MSLCTC	At Large	Debbie Adishian-Astone	Executive Director	Fresno	CSU Fresno Association, Inc.	debbiea@csufresno.edu	559-278-0802
MSLCTC	At Large	Dennis Miller	Director, Employment Services	Pomona	The Cal Poly Pomona Foundation, Inc.	dennismiller@csupomona.edu	909-869-2958
MSLCTC	At Large	Kristin Kelly	Associate Director	San Jose	The Student Union of San Jose State University	kristin.kelly@sjsu.edu	408-924-6315
MSLCTC	At Large	Leslie Davis	Executive Director	Sacramento	University Union Operation of CSUS, Inc.	leslied@saclink.csus.edu	916-278-2904
MSLCTC	At Large	Raven Tyson	Contracts & Risk Management Coordinator	San Diego	Associated Students of San Diego State University	raven.tyson@sdsu.edu	619-594-3760

Programs Committee

Minimum of five members - at least two of whom are AORMA Committee members

Committee	Seat	Member	Position	Campus	Type of Auxiliary	E-Mail	Telephone Number
PC	Chair	Guy Dalpe	Managing Director	San Francisco	Associated Students, Inc., San Francisco State University	gdalpe@sfsu.edu	415-338-1044
PC	At Large	Gigi Kiama	Human Resources Manager	Monterey Bay	University Corporation, CSU Monterey Bay	gkiama@csumb.edu	831-582-4301
PC	At Large	Haleh Minakary	General Business Manager	Pomona	The Cal Poly Pomona Foundation, Inc.	hminakary@csupomona.edu	909-869-2910
PC	At Large	Mark Day	Executive Director	San Bernardino	Santos Manuel Student Union of California State University, San Bernardino	mday@csusb.edu	909-537-7201
PC	At Large	Jun Reina	Chief Operations Officer/ Chief Financial Officer	Sacramento	Capital Public Radio, Inc., CSU Sacramento	jreina@csus.edu	916-278-8925
PC	At Large	Jason Porth	Executive Director	San Francisco	The University Corporation, San Francisco State	jporth@sfsu.edu	415-338-6880

AORMA Committee Chair serves for a period of four years - Vice Chair, to Chair, to Past President, to Ex-Officio.

Standing Committee Chair serves a one-year term, is appointed by the AORMA Committee Chair, and must be an AORMA Committee member.

AORMA Committee and Standing Committee members may serve a maximum of three consecutive two-year terms (total six years).

Size of Campus: small - less than 10,000 FTE; medium - between 10,000 and 20,000 FTE; large - more than 20,000 FTE

AORMA TRAVEL REIMBURSEMENT POLICY

ISSUE: Reasonable expenses associated with your travel to and from this meeting are reimbursable by CSURMA. Attached for your review is Policy & Procedure A-7 – CSURMA AORMA Travel Reimbursement Policy.

RECOMMENDATION: No action is requested on this item.

FISCAL IMPACT: None.

BACKGROUND: Please contact Mimi Long should you have any questions regarding your travel expenses.

PUBLICATION: None.

ATTACHMENT(S):

- a. Policy & Procedure A-7 – CSURMA AORMA Travel Reimbursement Policy



CSURMA AORMA

POLICY AND PROCEDURE NO. A-7

SUBJECT: CSURMA AORMA TRAVEL REIMBURSEMENT
POLICY

ADOPTED: MARCH 21, 2013

AMENDED: MARCH 19, 2015

EFFECTIVE: MARCH 21, 2013

PURPOSE:

CSURMA AORMA members benefit from the work of their elected and appointed representatives who give their time to participate in the governance and development of CSURMA programs. Committee Member in person attendance at the AORMA Committee, standing committee meetings and task group meetings is preferred. This Policy and Procedure is intended to formalize the prior existing practices of CSURMA.

POLICY:

It is the policy of the CSURMA AORMA Committee that reasonable and actual expenses incurred by AUTHORIZED TRAVELERS for COVERED PURPOSES related to operation of CSURMA's programs shall be reimbursed. The method of approving travel, and reporting and calculating the reimbursable amount shall be in accordance with the travel reimbursement policy of the California State University or the AUTHORIZED TRAVELER's member auxiliary organization at the time of the travel.

PROCEDURE:

1. Reimbursement requests will be reported on the AUTHORIZED TRAVELER's completed State of California – Travel Expense Claim form or the form utilized by the AUTHORIZED TRAVELER's member auxiliary organization. The claim form should be forwarded to the AUTHORIZED TRAVELER's member auxiliary organization accounting department for reimbursement. The member auxiliary organization's accounting department should then seek reimbursement from CSURMA.
2. The AUTHORIZED TRAVELER's accounting department should send the following documents to CSURMA c/o the Systemwide Office of Risk Management:
 - a) Invoices for all reasonable expenses
 - b) Completed State of California (or AUTHORIZED TRAVELER's member auxiliary organization) – Travel Expense Claim form



- c) Documentation of the purpose of the travel such as a copy of the agenda, presentation, etc. for the COVERED PURPOSE that the AUTHORIZED TRAVELER attended.

DEFINITIONS:

AUTHORIZED TRAVELER – includes AORMA Committee members and officers, standing committee members and participants in duly established task groups. Other persons traveling on CSURMA AORMA related travel shall be reimbursed pursuant to this Policy and Procedure No. A-7 as agreed under separate agreement in advance of the travel. Independent consultants shall not be considered AUTHORIZED TRAVELERS under this Policy and Procedure No. A-7 and any travel expenses incurred by independent consultants may be reimbursed as provided under separate consulting agreements.

COVERED EXPENSES – includes reasonable expenses incurred by the AUTHORIZED TRAVELER as provided under the travel reimbursement policy of the California State University or the AUTHORIZED TRAVELER’s member auxiliary organization travel reimbursement policy requirements.

COVERED PURPOSES – covered purposes shall include attendance at meetings of the CSURMA AORMA Committee, standing committees, task group meetings, program presentations, member meetings, and approved professional development trainings. Any other COVERED PURPOSES must be approved for reimbursement by the AORMA Committee. The AORMA Committee Chair or designee is expected to attend the AOA Executive Committee meetings as the representative of the AORMA Committee and therefore reasonable expenses associated with travel to and from as well as participation in the AOA Executive Committee meetings are reimbursable by CSURMA. If there is travel to an event that would otherwise be a COVERED PURPOSE in conjunction with another event the AUTHORIZED TRAVELER would otherwise attend such as the AOA Annual Conference or the CSURMA Fitting the Pieces Together Conference, the AUTHORIZED TRAVELER is eligible for reimbursement of COVERED EXPENSES to attend the COVERED PURPOSE meeting only and there will be no CSURMA reimbursement of the expenses the AUTHORIZED TRAVELER would have normally incurred to attend the AOA Annual Conference or the CSURMA Fitting the Pieces Together Conference.