

# Risk Management Department

- **Insurance Procurement**
  - Property and Casualty
  - For the BCC, Appointing Authorities including Sheriff
- **Claims Handling in House**
  - Worker's Compensation for BCC, Appointing Authorities including Sheriff
  - General liability, auto liability, and property for BCC and Appointing Authorities excluding Sheriff
- **Risk Avoidance and Mitigation**
  - Contract Review
  - Safety Inspections, investigations and job hazard analysis
  - Safety training
  - For the BCC, Appointing Authorities excluding Sheriff
- **Mandated State and Federal Programs**

# Overview of Reductions

- **Met 30% reduction by eliminating 7 positions (33% of the Risk Management staff) - \$505,000**
- **Positions eliminated consisted of 2 supervisors, 1 administrative, 2 adjusters, 1 safety, 1 technical**
- **Reduced the frequency of safety programs related to training, inspections, investigations etc.**
- **Operational costs related to staffing eliminations - \$20,000**

# Key Programs & Service Levels

- **Insurance and Contract Review Program**

- Competitive procurement of all types of insurance coverage for the BCC, Appointing Authorities including Sheriff
- \$100 million property coverage - \$650 million value of assets insured excluding South Cross and Solid Waste
- Certificate of insurance tracking in order to ensure risk transfer

- **Worker's Compensation Program**

- Required by the State of Florida
- Use 3<sup>rd</sup> party to issue worker's compensation checks
- 95% compliance with state regulations to pay worker's compensation lost time wages within 7 days

- **Liability Claims**

- \$5,000 average expenditures for liability claims
- 50% recovered from negligent third parties

# Key Programs & Service Levels

(Continued)

- **Employee and Citizen Safety**

- Reducing vehicles accidents through maintaining a safe driver pool and provide driver's training
- Investigate and identify root cause of accidents in order to avoid a recurrence
- 3.5 traffic accidents per 100,000 miles driven – light vehicles
- 14 lost time worker's compensation claims per 1,000 employees

- **Mandated State & Federal Programs**

- CDL Drug Testing and Driver Training
- Risk Management Plan for the EPA
- Annual Tier II Chemical Reporting to the State

# Impacts to the Public

- Initial response time to liability claims investigation from 1 to 5 days, potentially causing more litigation and/or complaints
- Safety issues are not addressed as quickly as in the past, potentially causing more litigation and/or complaints
- Other departments are looking for Risk Management's assistance with programs we have reduced or do not have responsibility for

# Operational Changes

- ◉ Frequency of training has been reduced and some training is now contracted out
- ◉ Safety inspections are less proactive and more reactive
- ◉ Reduced level of job hazard analysis and training
- ◉ Reduction in administrative staff has caused Adjusters to perform more administrative functions
- ◉ Assigning more duties and responsibilities to all staff members
- ◉ Adjusters and Safety staff are unable to provide case management as focused and intense

# Unintended Consequences

- **Changes in other departments have required our department to make changes**
- **New Federal Center for Medicare and Medicaid Services (CMS) mandated reporting created more costs and increased workload for remaining staff**

# Challenges & Lessons Learned

## ● Challenges

- Making necessary changes to existing processes is more difficult due to lack of staffing
- Any new mandatory federal or state programs will put more pressure on the budget and staffing
- Helping the departments manage their new risks with our limited staffing

## ● Lessons Learned

- The effects of the departmental budget cuts were larger and deeper than Risk Management anticipated. This has caused work to shift from the departments to Risk Management