

**MARIN SCHOOLS INSURANCE AUTHORITY
MANAGEMENT COMMITTEE MEETING**

**Marin County Office of Education
1111 Las Gallinas Ave.
San Rafael, CA 94913
Thursday, October 2, 2008
9:00 a.m. – 12:00 p.m.**

MINUTES

1. CALL TO ORDER

The meeting was called to order by Board President, Ms. Chris Thomas at 9:20 a.m.

MEMBERS PRESENT: Ms. Chris Thomas, President, *San Rafael City Schools*
Mr. Larry Enos, *Bolinas Stinson/Lagunitas*
Ms. Karen Maloney, Treasurer, *MCOE/Rurals*
Ms. Michele Rollins, *Mill Valley Elementary*
Mr. Robert Marical, *Dixie Elementary*
Mr. John Frick, *Reed Union Elementary (entered at 9:25am)*

MEMBERS ABSENT: Ms. Lori Parrish, *Tamalpais Union High*

OTHERS PRESENT: Mr. Rick Brush, *Executive Director, Bickmore Risk Services*
Mr. Jim Elledge, *Accounting Manager, Bickmore Risk Services*
Ms. Rahnisha Keith, *Analyst, Bickmore Risk Services*
Ms. Gail Gibson, *Accounting Manager, Bickmore Risk Services*
Mr. Tony Hayes, *Keenan & Associates*
Mr. Erik Peterson, *Norman Peterson & Associates*
Ms. Sandy Hollingsworth, *Norman Peterson & Associates*
Ms. Caitlin Baker, *Professional Dynamics, Inc.*

2. INTRODUCTIONS

Those in attendance introduced themselves and it was determined a quorum was present.

3. APPROVAL OF AGENDA

Mr. Robert Marical moved to approve the agenda. Mr. Larry Enos seconded the motion. The motion passed unanimously.

4. PUBLIC COMMENTS

There were no public comments.

5. CONSENT CALENDAR

Ms. Michele Rollins moved to approve the consent calendar. Mr. Robert Marical seconded the motion. The motion passed unanimously.

6. POOLED WORKERS' COMPENSATION PLAN

A. Nurse Triage Update – Professional Dynamics Inc.

Ms. Caitlin Baker, Professional Dynamics, Inc (PDI), reported there have been twenty calls in to nurse triage since May 21, 2008, and stated she was unable to obtain the amount of claims since May. Ms. Baker stated an initial concern regarding people calling in and hanging up before the process was complete. Now, staff asks for name and phone number at the start of the call and informs the caller of the process will take approximately 15 minutes, in order to avoid such situations. Ms. Baker stated another issue is employees who do not call at the time of the incident, but days later. Ms. Baker stated this might be due to the fact that Bragg & Associates (Bragg) explained the service as an injury reporting line; however, this is a nurse advice line (in addition to reporting). Some employees have called Bragg directly, who automatically opens a claim. This eliminates the possibility of nurse triage and claims avoidance.

Ms. Karen Maloney stated she had not been contacted by PDI, and noted she attended the training; however, there was not enough information. She stated several questions had to be asked during the training in order to get the valuable information. The Board questioned if there was a checklist available of what they should do once an injury occurs. Ms. Baker stated she would meet with each District individually to develop a checklist, as each district has different needs and processes. Ms. Chris Thomas requested that Mr. Rick Brush meet with PDI, Bragg, and NPA to develop a protocol for injury reporting that incorporates all three programs. The Board requested that PDI provide cards and posters in various languages to post at campuses.

B. Return-To-Work Program – Norman Peterson & Associates

Ms. Sandy Hollingsworth, Norman Peterson & Associates (NPA), reported the majority of members have implemented the return-to-work (RTW) program. Ms. Hollingsworth noted staff separated the members by size for the implementation process, and stated they met with Tamalpais, Dixie, San Rafael, and Novato on campus but were still waiting to meet with MCCC. Ms. Hollingsworth noted they conducted group training and had a turnout of nine members, and they also sat in on the claims file review process to discuss open claims with the members and Bragg & Associates. For the smaller members NPA called in to provide implementation information and gave them the option to have staff come to the member's location to assist with the implementation process.

Ms. Hollingsworth provided a flow chart of how the program works and discussed the various bridge assignments that have been created for the group. Ms.

Hollingsworth noted the goal is to find bridge assignments that would be considered “level one”, meaning the employee would have low usage of injured body parts, and would only deal with the lightest tasks. Ms. Hollingsworth stated that the assignment analysis, or bridge assignment, must be approved by the doctor prior to use. Ms. Hollingsworth noted the reason for the listed tasks is because staff found that most schools needed assistance in these areas, such as student monitors and food services.

The Board inquired how it is communicated to the employee that their tasks are a bridge assignment and not their permanent duties. Ms. Hollingsworth stated they will be monitored and given higher task levels if approved by their doctor, NPA will submit default assignments along with the members preferred assignments to the doctor.

Ms. Hollingsworth noted there is now software that will generate reports of RTW status. This report can be provided to the Board on a monthly basis and to each District individually. Ms. Hollingsworth stated the report will be distributed via email. If a District has no open cases, they will not receive an email. Bickmore Risk Services (Bickmore) will receive the full report including all members.

Ms. Hollingsworth informed the Board the average time for modified duty is six months, and staff will inform the member once an employee has been on modified duty for four months. The Board noted that the time limit should be set by each District individually. Ms. Hollingsworth warned that members should be cautious approaching the six-month mark, because it will begin to affect their ADA.

Ms. Chris Thomas inquired about the Board’s satisfaction with the program. The Board noted there have not been many cases so it is hard to gauge the improvement. Ms. Hollingsworth noted overall the group is where they should be, and stated Novato was struggling with the implementation because there is no defined person to be the point of contact for the program. Mr. Rick Brush stated he would follow up with Novato on the program.

7. CLOSED SESSION

The Board moved to closed session at 10:35 a.m.

The Board reconvened at 10:47 a.m.

8. REPORT FROM CLOSED SESSION

Ms. Chris Thomas reported that while in closed session settlement authority was granted for Roscoe vs. San Rafael City High School District and Crowe vs. Novato District.

9. JPA MANAGEMENT COMMITTEE MATTERS

A. President's Report – Chris Thomas

Ms. Chris Thomas reported that while at CAJPA she attended training, conducted by a certified parliamentarian, about running an effective meeting. She also attended training on reducing the stress from dealing with workers' compensation claims; the training also addressed claims prevention. Ms. Thomas noted the training was conducted by Ms. Cathy Gonzales who also discussed ergonomics and the types of chairs and keyboards to buy, and how the employee takes care of themselves. The Board inquired if MSIA provides ergonomic evaluations for the Districts. Ms. Thomas stated that would need to be addressed by Keenan & Associates (Keenan), and noted they might be able to do something countywide, or through a wellness committee.

B. Executive Director's Report – Rick Brush

Mr. Brush reported while at CAJPA he and Chris Thomas met with Paula Baker, Caitlin Baker, and Betti Anders, of Professional Dynamics, Inc., regarding the implementation of the nurse triage program.

Mr. Brush noted the mediation went very well, and acknowledged the work and coordination with Ms. Chris Thomas and Mr. Dan Sovocool. The Board thanked Ms. Chris Thomas and Mr. Brush for their hard work throughout the process.

C. Bylaws Revision Discussion – Rick Brush

Mr. Brush discussed the Bylaws ad-hoc committee meeting and noted draft revisions were included in the agenda; the ad-hoc committee would be meeting after the Board meeting to discuss further revisions.

D. Strategic Action Plan – Rick Brush

Mr. Brush noted staff has drafted an action plan to present to the Board at the next meeting.

E. Website Update – Rahnisha Keith

Ms. Rahnisha Keith reported that the website changes requested at the last meeting had been made to the site, and gave a brief presentation of the site. Ms. Keith noted a link to the site will be sent to all Board members prior to the next meeting. Staff will request that members review the site prior to the meeting and will seek approval for the site to go live.

10. FINANCIAL MATTERS

A. Budget Revision Process

Ms. Chris Thomas requested that this item be tabled to the next meeting so that she can work with Mr. Brush and Ms. Gail Gibson to create the format for MSIA, and discuss how the schools' budget process works.

11. POOLED PROPERTY AND LIABILITY PROGRAM

A. Liability Claims Analysis

Mr. Rick Brush stated this report was included in the agenda for the Management Committee to review before it goes before the Board, to be sure all information is included in the analysis of the liability program. Mr. Tony Hayes reported he developed a comparison of MSIA to a JPA of a similar size and geographical location. Mr. Hayes stated the report includes legal expense comparison, claim type claims frequency, and payment history. The report also shows how the pool compares to NorCal ReLiEF as a whole. The Board requested that an additional column be added to include industry-wide bench marks versus being compared only to one other group. The Board noted we should highlight the trends/red flags that our pool has so that we can work on them.

12. CLOSING COMMENTS

A. Management Committee

There were no closing comments made by the Management Committee.

B. Staff

There were no closing comments made by staff.

13. ADJOURNMENT

There being no further business the meeting was adjourned at 11:07 a.m.