PIE - Administrative Services: Risk Management Unit

Where We Are Now: Analysis and Summary

2018-19

Contact Person: Duetta Langevin
Email/Extension: dlangevin@mtsac.edu/5508

Program Planning Dialog: Risk Management, including safety, emergency management, and health and wellness

We continue to develop internal programs and resources to support our mission.

We continue to evaluate and enhance the risk management programs, to better meet the goals of the College.

In order to reach our goals of a safe environment will take an additional add to staff, or contract with outside services to grow our safety inspection program and partner with departments that are in need of continued safety training. This will impact the budget and facilities, budget will be impacted by an additional salary and benefits.

Facilities will be impacted, as we will need to build out an office for another person to add to staff.

Our departments Risk Management Specialist, needs a confidential space to speak with employee and discuss matters with the insurance carrier on Workers Compensation claims. Currently we are sharing an office two days a week the ultimate goal would be to build out an office for privacy reasons when discussing medical and personal situations.

External Conditions, Trends, or Impacts (Student Services): Workers Compensation laws, individual personal situations, state and federal regulatory compliance

Internal Conditions, Trends, or Impacts (Student Services): Different management styles within departments and past cultures within those departments. Shift in business priorities and needs

Critical Decisions Made by Unit: RFP for health benefits, which failed to move away from CalPERS

Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement: Able to hire a temporary admin staff at nineteen hours a week for support and completed the update to the Risk Management website -

Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: Development of the in house ergonomics program to assist in the prevention of work related injuries as it pertains to proper ergonomics and furniture. This program involves an evaluation of an individuals work station to prevent injuries from hazards, or repetitive motion injuries. Purchasing additional equipment to enhance the work station to fit the employee’s needs. We were able to determine excess monies setting in our liability insurance program to fund a one time ergonomic funding resource.

Decrease in the Workers Compensation experience modification by 11 points 98.24 to 87.34, meaning that we are we are paying almost 25% less in workers compensation premium then other community colleges in our Workers Compensation program. We have been able to lower the overall costs of the claims and minimize lost time and disability benefits by establishing a transitional return to work program for our injured employees.

Finalizing policies and procedures as it pertains to contract language, managing liability exposure as it pertains to affiliate agreements.

Review and updating policies and procedures in the workers compensation program, educating on timely reporting, investigation process as protocols for employees as they navigate through the workers compensation process.
Funding resource established for claims that we have to pay for that are in our self retention threshold as it pertains to property damage or third party property damage, and theft claims.

Recovery of $85,000 from rain property damage claim.

OSHA inspection occurred with minimal fine violation.

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: Parterned with Planning and furniture to established campus wide standard office chair and sit to stand desks that has more compatibility with ergonomic needs for our staff due to the variant in size and shape. They to have a better understanding of furniture needs in new buildouts and remodels as it pertains to ergonomic necessity.

Partnership with HR and addressing work related and medical accommodation needs.

Ongoing monthly safety trainings program with topics specific to work comp claims for the Custodial and Grounds staff.

Risk Management in coordination with Student Life and Health Services provided an “Arrive and Drive” demonstration open to all students and staff to participate in a simulation of what is it like to drive under the influence of drugs and alcohol.

With all the Active Shooter situations that occur almost weekly now, the health and safety committee recommended Amberbox system. It was installed in 9B with the assistance of IT and Facilities. The system detects a gunfire and sends an alert to local law enforcement and police and campus safety that gunfire has been detected. We may discuss the need to put the system in other identified areas on campus.

Partnered with Faculty Association to assist in Faculty new hire orientation and what risk management means to them, went over field trips, student accident process, contract language and workers compensation. Melonee went over Emergency evacuation information.

Wellness program was identified as exemplary achievement for an Employer Wellness program award from Kaiser Permanente.

Safety Inspection program implemented
Funding granted for ergonomics and accommodation needs
Workers Compensation ex-modification went down from 11 points

Contributors to the Report: Mike Gregoryk

<table>
<thead>
<tr>
<th>Unit Goals</th>
<th>Resources Needed</th>
<th>Where We Make an Impact: Closing the Loop on Goals and Plans</th>
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<tbody>
<tr>
<td>Custodial safety and stretching program - Develop an internal safety program to address work related injuries - we have monthly safety meetings for custodial. We will be implementing a safety slogan for this division that they take ownership for</td>
<td>Report directly on Goal</td>
<td>Reporting Year: 2018-19 % Completed: 0 Hasn’t started, meeting with custodial Fall 2019. (09/16/2019)</td>
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<td>In Progress - Part of the plan is implemented, Keenan is providing</td>
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Unit Goals | Resources Needed | Where We Make an Impact: Closing the Loop on Goals and Plans
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and develop further details in the safety program
**Status:** Active
**Goal Year(s):** 2017-18, 2018-19, 2019-20
**Goal Entered:** 10/02/2017

**Resources Needed:**
monthly safety trainings for the staff.
Develop an internal stretching program to address body mechanics and work tasks.
The program would like to ensure that the trainings and stretching activities are also led by the employees. This type of engagement from the employees will create a more sustainable safety culture.

**Describe Plans & Activities Supported (Justification of Need):**
Develop the program - role it out
Include an outside vendor that has credibility and success with implementation of a stretching program

**Lead:** Duetta Langevin
Ken McAlpin
Gary Neillesen
Outside Vendor - stretching

**What would success look like and how would you measure it?:** Review the number of injuries following implementation compare to prior year injuries

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/audit, personal/consultant, rent/leases, repairs/maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High

Grounds internal Safety and

11/04/2019

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| **Stretching Program** - Develop a departmental safety program to address work related injuries - monthly training calendar has been established for Keenan to provide safety trainings to this classification.  
**Status**: Active  
**Goal Year(s)**: 2017-18, 2018-19, 2019-20  
**Goal Entered**: 10/02/2017 | Report directly on Goal | Reporting Year: 2018-19  
% Completed: 75  
Has been form of the goal developed, there are currently morning tailgate meetings that talk about safety and discuss the importance of stretching. (09/16/2019) |

*In Progress* - Develop a preventative internal safety and stretching program that will address work related injuries and drive a safety culture environment.  
**Describe Plans & Activities**  
**Supported (Justification of Need):**  
Part the plan is in process now.  
Keenan is providing monthly safety trainings.  
Outside vendor that provide education on body mechanics and stretching success.  
**Lead:** Duetta Langevin  
Ruben Avila  
Gary Neillesen  
**What would success look like and how would you measure it?:**  
Measure the number of injuries after implementation and prior to implementation  
**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.  
**Planning Unit Priority:** High |

**Custodial Safety Slogan** - Partner with the custodial department to develop and internal safety slogan to support the development of a safety  
**Reporting Year**: 2018-19  
% Completed: 25  
Implementation and policy to be developed Fall 2019, with kickoff date January 2020. (09/16/2019)
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<td><strong>Goal: Culture</strong>&lt;br&gt;Status: Active&lt;br&gt;<strong>Goal Year(s):</strong> 2017-18, 2018-19, 2019-20&lt;br&gt;<strong>Goal Entered:</strong> 10/02/2017</td>
<td><strong>Request - Partial Funding Requested</strong>&lt;br&gt;- Develop and safety slogan for the custodial department. Once a safety slogan has been decided on provide the staff with either t-shirts or some form of product that supports the safety slogan selected. To engage the staff with a safety culture environment.&lt;br&gt;<strong>Describe Plans &amp; Activities Supported (Justification of Need):</strong>&lt;br&gt;Program guidelines and implementation&lt;br&gt;<strong>Lead:</strong> Duetta Langevin&lt;br&gt;Ken Mcalpin&lt;br&gt;Gary Neillesen&lt;br&gt;<strong>What would success look like and how would you measure it?:</strong>&lt;br&gt;compare work injuries from prior years to the year following implementation&lt;br&gt;<strong>Type of Request:</strong> OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/audit, personal/consultant, rent/leases, repairs/maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.&lt;br&gt;<strong>Planning Unit Priority:</strong> High&lt;br&gt;<strong>On-Going Funding Requested (if applicable):</strong> 5000</td>
<td><strong>Goal Year(s):</strong> 2017-18, 2018-19, 2019-20&lt;br&gt;<strong>Goal Entered:</strong> 10/02/2017&lt;br&gt;<strong>Status:</strong> Active&lt;br&gt;<strong>Reporting Year:</strong> 2018-19&lt;br&gt;<strong>% Completed:</strong> 100&lt;br&gt;Outside vendor contracted to leverage quarterly safety inspections. Currently scheduling a re-evaluation of finding that were initially reported. (09/16/2019)</td>
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**Safety Inspection program - ongoing will continue from year to year -**<br>This program will assist in addressing potential work place hazards and provide insight to developing further policies and procedures. This program will either be managed by an | **Report directly on Goal**<br><br>In Progress - This program will assist in addressing potential work place hazards and provide insight to developing further policies and procedures. This program will either be managed by an | **Reporting Year:** 2018-19<br>**% Completed:** 100<br>Outside vendor contracted to leverage quarterly safety inspections. Currently scheduling a re-evaluation of finding that were initially reported. (09/16/2019) |
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<td>outside vendor or with an addition to staff.</td>
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<td>This program will continue as an in house program with the Health and Safety Committee.</td>
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<td><strong>Status:</strong> Active</td>
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<td><strong>Goal Entered:</strong> 10/02/2017</td>
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<td>hazards and provide insight to developing policies and procedures to maintain a safe work environment.</td>
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<td><strong>Describe Plans &amp; Activities Supported (Justification of Need):</strong> This program will either be managed by an outside vendor or with an addition to staff.</td>
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<td><strong>Lead:</strong> Duetta Langevin</td>
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<td><strong>Health and Safety Committee</strong></td>
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<td><strong>What would success look like and how would you measure it?:</strong> Safety inspection reports will provide us with areas of improvement</td>
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<tr>
<td><strong>Type of Request:</strong> OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/audit, personal/consultant, rent/leases, repairs/maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.</td>
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<td><strong>Planning Unit Priority:</strong> Medium</td>
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<td><strong>Request - Full Funding Requested - Safety Compliance Officer</strong></td>
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<td><strong>Describe Plans &amp; Activities Supported (Justification of Need):</strong> To ensure the campuses compliance as it pertains to CALOSHA and OSHA.</td>
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<td><strong>Lead:</strong> Duetta</td>
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<td><strong>What would success look like and how would you measure it?:</strong> Success would be the campus having resources to ensure CALOSHA and OSHA compliance.</td>
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<td><strong>Type of Request:</strong> STAFFING: Requests for permanent employee positions or temporary/hourly employees.</td>
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<td><strong>Planning Unit Priority:</strong> Medium</td>
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<td><strong>On-Going Funding Requested (if applicable):</strong> 75000</td>
<td><strong>Status:</strong> Active</td>
<td><strong>Reporting Year:</strong> 2018-19</td>
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<td><strong>Full monitored security camera system - Campus wide security camera system</strong></td>
<td><strong>% Completed:</strong> 50</td>
<td><strong>% Completed:</strong> 50</td>
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<td><strong>Goal Year(s):</strong> 2018-19, 2019-20, 2020-21</td>
<td><strong>Reporting Year:</strong> 2018-19</td>
<td><strong>RFP has been completed and pending vendor on campus to tie in the existing camera system to place cameras in new structures as well as existing. Ongoing project until complete 2021-22. Goal is shared with Campus Safety, Risk and Technology departments. (09/16/2019)</strong></td>
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<td><strong>Goal Entered:</strong> 03/07/2019</td>
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**Report directly on Goal**

**Describe Plans & Activities Supported (Justification of Need):**

One-time funding of $100,000 was approved by Cabinet to take the first step toward obtaining software which will link existing campus cameras. Measure GO is supportive for this security project to take place. Collaboration of funding to be shared with Campus Safety.

**Lead:** Duetta Langevin, Mike Williams, Mike Landes/ Technology

**What would success look like and how would you measure it?:** When there is a full system in place and fully activated across the entire campus.

**Type of Request:** NON

**INSTRUCTIONAL EQUIPMENT:**

Tangible property with useful life of more than one year, other than land or buildings improvements, equal and over $500 per individual item. Used for administrative or non-instructional purposes.

**Planning Unit Priority:** High

**Documentation Attached?:** Yes

**One-Time Funding Requested (if applicable):** 1500000
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<td>On-Going Funding Requested (if applicable): 100000</td>
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**Emergency Operations Plan**
Complete and continue to practice our Emergency Operations Plan

**Status:** Active

**Goal Year(s):** 2018-19, 2019-20

**Goal Entered:** 09/16/2019

**Request - No Funding Requested**
WestCoast consulting has been hired to complete the compliance needs of our Emergency Operations Plan

**Describe Plans & Activities Supported (Justification of Need):**
Phase I of the EOP training has been complete, Phase II will be training in more detail for the finance group and the chiefs. Phase III training is to identify special events and put together emergency operations plan specific to that event and then practice the plan

**Lead:** Duetta Langevin

**What would success look like and how would you measure it?:** Success for this goal would be that we have the right staff trained to handle an emergency should the college encounter one. We could measure that success by how quickly the college is able to handle the emergency and get operations back to full capacity

**Type of Request:** IT SUPPORT
Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 2500