



1. CalPERS Appeal
2. CNA Insurance v. California State University Fullerton Auxiliary Services
3. Chrisanne Lazar v. Cal Poly Corp, San Luis Obispo
4. Arce v. CSUN ASI
5. Tu Nghiem v. CSU Associated Students, Inc. (Aquatic Center)
6. Diane Adams v. Sacramento State Associated Students, Inc (Aquatic Center)
7. Grajeda v. Cal Poly Pomona Foundation
8. Baker v. San Diego State University Research Foundation
9. Ming Xu v. CSU Dominguez Hills Foundation
10. Schwemley v. CSUS Union

**E. STANDING COMMITTEE REPORTS**

- |    |                                |          |               |
|----|--------------------------------|----------|---------------|
| 1. | Programs Committee Report      | <b>I</b> | <i>pg. 32</i> |
| 2. | AOA Executive Committee Report | <b>I</b> | <i>pg. 35</i> |

**F. GENERAL ADMINISTRATION**

- |    |   |          |               |
|----|---|----------|---------------|
| 1. | <b>Workers' Compensation Renewal Options</b><br><i>The Committee will be asked to review two workers' compensation renewal options through CSAC EIA and to provide approval or direction Staff.</i>   | <b>A</b> | <i>pg. 36</i> |
| 2. | <b>Underwriter Meetings Report</b><br><i>The Committee will receive a verbal report on the Underwriters Meetings report and take action as appropriate.</i>   | <b>A</b> | <i>pg. 53</i> |
| 3. | <b>FY 2017/2018 CSURMA Operating Budget</b><br><i>The Committee will review and recommend approval to the Executive Committee of the FY 2017/2018 CSURMA Budget</i>   | <b>A</b> | <i>pg. 55</i> |
| 4. | <b>AORMA Committee Nominations and Election</b><br><i>The Committee will review the nominee(s) for the open AORMA Committee seat for the term July 1, 2017 to June 30, 2019</i>   | <b>A</b> | <i>pg. 74</i> |
| 5. | <b>Workers' Compensation and Unemployment Insurance Program Refund to Sponsored Programs</b><br><i>The Committee will be asked to discuss and approve a new procedures for processing refunds for those auxiliary organizations who have federal sponsored programs</i> | <b>A</b> | <i>pg. 79</i> |
| 6. | <b>Policy and Procedures Review</b><br><i>The Committee will be asked to review and approve revisions to several Policies and Procedures</i>  | <b>A</b> | <i>pg. 92</i> |

<b>7.</b>	<b>Employers Group Renewal Contract July 1, 2017 – June 30, 2020</b> <i>The Committee will be asked to approve the renewal contract with Employers Group</i>	<b>A</b>	<i>pg. 101</i>
<b>8.</b>	<b>Alliant Risk Control Consulting Renewal Contract Proposal for FY 2017/2018</b> <i>The Committee will be asked to approve the renewal contract with Alliant Risk Control Consulting</i>	<b>A</b>	<i>pg. 116</i>
<b>9.</b>	<b>Member Allocation Formula Review (Every Three Years)</b> <i>The Committee will hear an update from the Programs Committee regarding the review of the Liability, Workers' Compensation, Crime, Property, Unemployment Insurance member allocation formulas for the FY 18/19 program year as well as the formula for determining the minimum Employment Practices Liability deductible</i>	<b>I</b>	<i>pg. 132</i>
<b>10.</b>	<b>On-Line Training Platform Update</b> <i>The Committee will hear an update on the AORMA members' transition to the SkillPort platform</i>	<b>I</b>	<i>pg. 134</i>
<b>11.</b>	<b>Watercraft Program Update</b> <i>The Committee will hear an update on the formation of the watercraft program</i>	<b>I</b>	<i>pg. 136</i>
<b>G.</b>	<b>INFORMATION ITEMS</b>		
<b>1.</b>	Service Provider Performance Evaluation of CSURMA Vendors	<b>I</b>	<i>pg. 141</i>
<b>2.</b>	FY 2016/2017 AORMA Long Range Action Plan	<b>I</b>	<i>pg. 250</i>
<b>3.</b>	CSURMA AORMA 2017 Meeting Calendar	<b>I</b>	<i>pg. 253</i>
<b>4.</b>	CSURMA AORMA Program Administrator Contact Lists	<b>I</b>	<i>pg. 255</i>
<b>5.</b>	CSURMA AORMA Committee Contact List	<b>I</b>	<i>pg. 268</i>
<b>6.</b>	AORMA Travel Reimbursement Policy	<b>I</b>	<i>pg. 270</i>
<b>H.</b>	<b>ADJOURNMENT</b>		

*The next AORMA Committee meeting is scheduled for May 4, 2017 at 10:00 AM in Long Beach. Please contact Mimi Long [mlong@alliant.com](mailto:mlong@alliant.com) or Tevea Him [thim@alliant.com](mailto:thim@alliant.com) with questions.*

**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 – DECEMBER 1, 2016**

**ISSUE:** The Committee will be asked to review and approve the draft minutes of its December 1, 2016 meeting.

**RECOMMENDATION:** It is recommended that the Committee approve the minutes of its December 1, 2016 meeting, including corrections as necessary.

**FISCAL IMPACT:** None.

**BACKGROUND:** None.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. CSURMA AORMA Committee Meeting Minutes – December 1, 2016

**MINUTES OF THE  
CSURMA AORMA COMMITTEE MEETING  
DECEMBER 1, 2016  
CSU CHANCELLOR'S OFFICE, MUNITZ ROOM  
401 GOLDEN SHORE • LONG BEACH, CA  
10:00 AM**

---

**MEMBERS PRESENT**

Guy Dalpe (AORMA Vice-Chair), Associated Students, Inc., San Francisco State University  
Leslie Davis, University Union Operation of CSUS, Inc.  
Robert de Wit, Forty-Niner Shops, Inc., CSU Long Beach  
Gigi Kiama, The University Corporation at Monterey Bay  
Frank Mumford (AORMA Chair), CSU Fullerton Auxiliary Services Corporation  
Dave Nakamura, Humboldt State University Center  
Brian Nowlin, CSU Long Beach Research Foundation  
Jim Reinhart, University Enterprises, Inc., CSU Sacramento

**MEMBERS ABSENT**

Dave Nirenberg, University Glen Corporation, CSU Channel Islands

**STAFF, GUESTS AND CONSULTANTS**

Zachary Gifford, CSU Office of the Chancellor – Systemwide Risk Management  
Tevea Him, Alliant Insurance Services  
Daniel Howell, Alliant Insurance Services, Inc.  
William Hsu, General Counsel  
Amy Lightner, Alliant Insurance Services, Inc.  
Mimi Long, Alliant Insurance Services, Inc.  
Mauri McGuire, Carl Warren and Company  
John Stricklin, Carl Warren and Company

**A. CALL TO ORDER**

The meeting was called to order by the Chair, Frank Mumford at 10:05 AM.

**A1. Approval of the Agenda**

A motion was made to approve the agenda.

Motion: Leslie Davis  
Second: Brian Nowlin

<b>NAME</b>	<b>AYE</b>	<b>ABSTAIN</b>	<b>NAY</b>	<b>ABSENT</b>
Brian Nowlin	X			
Dave Nakamura	X			
Dave Nirenberg				X
Frank Mumford	X			
Gigi Kiama	X			
Guy Dalpe	X			
Jim Reinhart	X			
Leslie Davis	X			
Robert de Wit	X			

**MOTION CARRIED**

**A2. Introduction of New CSURMA Program Administrator and CSURMA AORMA Liability Claims Examiner**

Daniel Howell introduced Amy Lightner who recently joined the CSURMA team at Alliant Insurance Services, Inc., and John Stricklin from Carl Warren & Company who is the new Senior Claims Examiner assigned to the AORMA Liability Program.

**B. PUBLIC COMMENTS**

There were no comments from members of the public.

**C. STANDING COMMITTEE REPORTS**

**C1. Programs Committee Report**

Gigi Kiama the Chair of the Programs provided a brief report of the program committee’s recent activities.

**C2. AOA Executive Committee Report**

Frank Mumford provided a report of the recent activities of the AOA Executive Committee.

**D. CONSENT CALENDAR**

**D1. Approval of Minutes – September 7, 2016 and September 8, 2016**

A motion was made to approve the items on the consent calendar.

Motion: Dave Nakamura  
 Second: Leslie Davis

NAME	AYE	ABSTAIN	NAY	ABSENT
Brian Nowlin	X			
Dave Nakamura	X			
Dave Nirenberg				X
Frank Mumford	X			
Gigi Kiama	X			
Guy Dalpe	X			
Jim Reinhart	X			
Leslie Davis	X			
Robert de Wit	X			

**MOTION CARRIED**

**E. CLOSED SESSION**

1. CalPERS audit finding regarding Humboldt State University Center Board of Directors
2. Arce v CSUN ASI
3. Harryman v CSU San Jose Student Union, Inc.
4. Tu Nghiem v CSU Associated Students, Inc. (Aquatic Center)
5. Diane Adams v Sacramento State Associated Students, Inc. (Aquatic Center)
6. Grajeda v Cal Poly Pomona Foundation
7. Baker v San Diego State University Research Foundation
8. Ming Xu v CSU Dominguez Hills Foundation

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

**MOTION:** Brian Nowlin  
**SECOND:** Robert de Wit

NAME	AYE	ABSTAIN	NAY	ABSENT
Brian Nowlin	X			
Dave Nakamura	X			
Dave Nirenberg				X
Frank Mumford	X			
Gigi Kiama	X			
Guy Dalpe	X			
Jim Reinhart	X			
Leslie Davis	X			
Robert de Wit	X			

**MOTION CARRIED**

The Committee left closed session at 11:25 AM. The Chair reported that action was taken on the CalPERS audit finding regarding Humboldt State University Center Board of Directors during closed session.

**MOTION:** Brian Nowlin  
**SECOND:** Robert de Wit

NAME	AYE	ABSTAIN	NAY	ABSENT
Brian Nowlin	X			
Dave Nakamura	X			
Dave Nirenberg				X
Frank Mumford	X			
Gigi Kiama	X			
Guy Dalpe	X			
Jim Reinhart	X			
Leslie Davis	X			
Robert de Wit	X			

**MOTION CARRIED**

**F. GENERAL ADMINISTRATION**

**F1. AORMA’s Long Range Action Plan for FY 16/17**

The Committee reviewed the draft FY 16/17 Long Range Action Plan which includes the following items proposed by the Committee during its September 7, 2016 meeting:

1. Benchmarking beyond workers’ compensation
2. Watercraft – follow-up on data collected and design next steps
- 3a. Evaluation of participation in possible CSU captive vehicle
- 3b. AORMA participation in captive’s third party programs
4. Fine Arts, Archives and Artifacts rollout and schedule of development
5. GoGround communication and rollout plan
- 6a. Drive traffic to the CSURMA website (i.e., links, newsletters, etc.)
- 6b. Policy and Procedure of the Month
7. Special Funding Task Group

A motion was made to approve its FY 16/17 Long Range Action Plan.

**MOTION:** Jim Reinhart  
**SECOND:** Gigi Kiama

NAME	AYE	ABSTAIN	NAY	ABSENT
Brian Nowlin	X			

Dave Nakamura	X			
Dave Nirenberg				X
Frank Mumford	X			
Gigi Kiama	X			
Guy Dalpe	X			
Jim Reinhart	X			
Leslie Davis	X			
Robert de Wit	X			

**MOTION CARRIED**

**F2. AORMA Committee Election for Officer Positions**

The Nominations Committee nominated Guy Dalpe to service as the CSURMA AORMA Committee First Vice Chair.

An election was held and Guy Dalpe was elected to service as the AORMA Committee First Vice Chair for the term July 1, 2017 to June 30, 2019.

Frank Mumford apprised the Committee of his appointment of Bella Newberg, the Executive Director of the University Enterprises Corporation at CSUSB to fill the seat vacated by Cheree Aguilar. Mumford thanked Leslie Davis for her service on the Committee. This was her last meeting before retiring.

**F3. Liability Memorandum of Coverage effective July 1, 2016**

Mimi Long provided an overview of the revisions to the AORMA Liability Memorandum of Coverage.

A motion was made to ratify the revisions to the AORMA Liability Memorandum of Coverage that became effective July 1, 2016.

**MOTION:** Guy Dalpe  
**SECOND:** Brian Nowlin

NAME	AYE	ABSTAIN	NAY	ABSENT
Brian Nowlin	X			
Dave Nakamura	X			
Dave Nirenberg				X
Frank Mumford	X			
Gigi Kiama	X			
Guy Dalpe	X			
Jim Reinhart	X			
Leslie Davis	X			

Robert de Wit	X			
---------------	---	--	--	--

**MOTION CARRIED**

**F4. On-line Training Platform Update**

Mimi Long updated the Committee regarding the campus integration of auxiliary organization staff into the SkillPort training platform. Two more campuses completed the integration since the last update – CSU East Bay and CSU Monterey Bay.

The remaining campuses shown below are still working on an integration solution.

<u>Campus</u>	<u>Implementation Status</u>
CSU Bakersfield .....	In process
Maritime Academy .....	In discussion
San Francisco State University .....	In process
CSU Dominguez Hills .....	In process
Sonoma State University.....	In process (Tentatively January, 2017)
CSU Long Beach .....	In process
San Diego State University.....	In process

**F5. Benchmarking Initiative**

Daniel Howell noted that the CSURMA Executive Committee approved agreements with Ventiv Technologies and CWCI. The services through Ventiv include benchmarking dashboards for the larger CSURMA AORMA insurance programs. CSURMA also joined the California Workers’ Compensation Institute (CWCI), a statewide database on claims costs that will allow CSURMA AORMA to evaluate the performance of the workers’ compensation program.

The Chancellor’s Office Systemwide Risk Management is developing standards for a balanced scorecard approach that includes liability, property, workers’ compensation benchmarks.

**F6. Marine Program**

Mimi Long noted that one of AORMA’s long range goals for FY 15/16 was to complete a watercraft schedule including all campus and auxiliary owned watercraft and stand-alone marine policies purchased, if any. The AORMA Committee has directed Staff to investigate forming a marine program. The following steps have been added to the FY 16/17 long range action plan:

1. Review and update watercraft schedule, as appropriate
2. Create marine program coverage specifications
3. Obtain coverage options, and pricing, for program and present to the Programs Committee
4. Present final program design to the AORMA Committee
5. Distribute the Marine Program information to the AORMA members

Staff will work towards a July 1, 2017, effective date for the marine program.

**G. INFORMATIONAL ITEMS**

- G1. Markel Paper Transition Letter**
- G2. CSURMA AORMA 2017 Meeting Calendar**
- G3. CSURMA AORMA Program Administrator Contact Lists**
- G4. AORMA Travel Reimbursement Policy**
- G5. AORMA Committee Members - Effective 7/01/16**
- G6. CSURMA Administrative Service Calendar**

**H. ADJOURNMENT**

The meeting was adjourned at 11:51 AM.

## **FY 2016/2017 MIDTERM BUDGET AMENDMENTS**

**ISSUE:** The Board of Directors adopted the FY 2016/17 Budget at its meeting on May 6, 2016. Upon review of the Financial Statements at December 31, 2016 (unaudited), Staff recommends the Executive Committee adopt Resolution No. 01-17 (EC) amending the FY 2016/17 Budget as follows:

FY 2016/17 Midterm Budget Amendments:

*Please refer to the Midterm Budget Amendments worksheet for details on the cost allocation between Campus and AORMA programs, including details by coverage fund.*

1. Increase Contributions by \$620,502 for Club Sports and AORMA UIP programs.
2. Increase Reinsurance Premiums by \$2,054,157 for estimated reinsurance costs.
3. Increase Claims Payments by \$2,641,207 per latest actuarial estimates for the risk pools, and AORMA UIP expenditures.
4. Increase Deductible Recoveries by \$658,384 per actuarial updates.
5. Decrease Claims Administrators by \$338,498 to move Campus Liability and Campus WC Claims Consultants to Program Admin, and additional amount for Club Sports.
6. Increase Program Administrators by \$1,168,500 for Campus Liability and Campus WC Consultants, OCIP admin.
7. Increase Brokerage Commissions & Fees by \$253,645 for AORMA and OCIP.
8. Increase Insurance Premiums by \$4,554,662 for estimated insurance costs.
9. Decrease Excess/Reinsurance Recoveries by \$1,609,064 per actuarial updates.
10. Increase Dividend Distribution by \$14,229,626 for actual amounts paid to members.
11. Increase Membership Dues by \$27,550 for Campus WC membership in CWCI.

Additional budget adjustments may be identified at today's Executive Committee meeting for review and adoption as appropriate.

**RECOMMENDATION:** It is recommended the AORMA Committee approve the budget amendments at today's meeting.

**FISCAL IMPACT:** The effect of the above adjustments decreases Total Revenues by \$1,433,656, increases Total Expenses by \$23,487,372 resulting Total Revenue of \$89,689,467, Total Expenses of \$112,919,728 and Non-Operating Income of \$2,500,000. The amended budget results in a Net Deficit of \$20,730,261. The Ending Balance at June 30, 2017 is estimated to be \$67,372,983.

**BACKGROUND:** None.

**PUBLICATION:** The amended FY 2016/17 Budget will be uploaded onto the CSURMA website.

**ATTACHMENT(S):**

- a. Draft FY 2016/17 CSURMA Midterm Budget Amendments

# **CSURMA**

## **Cash Flow Budget of Revenues and Expenses Fiscal Year July 1, 2016 to June 30, 2017**

### **Midterm Budget Amendments** *Draft 6*

### **Executive Committee** **March 9, 2017**

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2016 to June 30, 2017**

**Midterm Budget Amendments**  
**Draft 6**

**TOTAL: ALL FUNDS**

	<i>Adopted</i> <b>FY 16/17</b> <b><u>Budget</u></b>	<i>Amended</i> <b>FY 16/17</b> <b><u>Budget</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>Operating Revenues</b>			
Contributions	98,787,129	99,407,630	620,502
Reinsurance Premiums	-7,664,006	-9,718,163	-2,054,157
Total Operating Revenues	<u>91,123,123</u>	<u>89,689,467</u>	<u>-1,433,656</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	59,479,626	62,120,833	2,641,207
Deductible Recoveries	-5,381,360	-6,039,744	-658,384
Claims Administrators	4,492,631	4,154,133	-338,498
Management Information System	85,000	85,000	0
Program Administrators	2,592,251	3,760,751	1,168,500
Brokerage Commissions & Fees	1,290,820	1,544,465	253,645
Insurance Premiums (net of brokerage)	38,442,443	42,997,104	4,554,662
Taxes, Assessments & Fees	265,500	265,500	0
Actuarial Services	386,000	386,000	0
Claims Audit	22,000	22,000	0
Coverage Counsel	16,000	16,000	0
Program Legal	24,500	24,500	0
Miscellaneous Program Services	10,000	10,000	0
Workshop/Training Expenses	329,000	329,000	0
Loss Control Expenses	1,064,466	1,064,466	0
Appraisals	0	0	0
Excess/Reinsurance Recoveries	-16,452,994	-14,843,930	1,609,064
Program Committee	0	0	0
Dividend Distributions	1,171,524	15,401,150	14,229,626
Total Direct Program Expenses	<u>87,837,407</u>	<u>111,297,228</u>	<u>23,459,822</u>

**CSURMA**

**Cash Flow Budget of Revenues and Expenses  
Fiscal Year July 1, 2016 to June 30, 2017**

**Midterm Budget Amendments**

**Draft 6**

**TOTAL: ALL FUNDS**

	<i>Adopted</i> <b>FY 16/17</b> <u><b>Budget</b></u>	<i>Amended</i> <b>FY 16/17</b> <u><b>Budget</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	43,000	43,000	0
Executive Committee & Board Expenses	34,000	34,000	0
JPA Insurance	27,500	27,500	0
Memberships, Associations & Dues	7,450	35,000	<b>27,550</b>
Chancellor's Office Accounting Services	350,000	350,000	0
Chancellor's Office Risk Management Service	1,013,000	1,013,000	0
JPA Accreditation	0	0	0
JPA Legal	105,000	105,000	0
Miscellaneous Expenses	15,000	15,000	0
Total General & Administrative Expenses	<u>1,594,950</u>	<u>1,622,500</u>	<u>27,550</u>
Total Operating Expenses	<u>89,432,357</u>	<u>112,919,728</u>	<u>23,487,372</u>
<b>Non-Operating Revenues</b>			
Investment Income	2,500,000	2,500,000	0
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>2,500,000</u>	<u>2,500,000</u>	<u>0</u>
<b>Net Surplus (Deficit)</b>	<u>4,190,766</u>	<u>-20,730,261</u>	
<b>Beginning Retained Earnings (actual at 7/1/16)</b>	88,103,244	88,103,244	
<b>Ending Retained Earnings (est at 6/30/17)</b>	92,294,010	67,372,983	

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2016 to June 30, 2017**

**Draft 6**

**GENERAL FUND**

**To allocate General Expenses  
across All Program Funds**

	<i>Adopted</i> <b>FY 16/17</b> <u><b>Budget</b></u>	<i>Amended</i> <b>FY 16/17</b> <u><b>Budget</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>Operating Revenues</b>			
Contributions	0	0	0
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>0</u>	<u>0</u>	<u>0</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	0	0	0
Deductible Recoveries	0	0	0
Claims Administrators	0	0	0
Management Information System	0	0	0
Program Administrators	0	0	0
Brokerage Commissions & Fees	0	0	0
Insurance Premiums (net of brokerage)	0	0	0
Taxes, Assessments & Fees	0	0	0
Actuarial Services	0	0	0
Claims Audit	0	0	0
Coverage Counsel	0	0	0
Program Legal	0	0	0
Miscellaneous Program Services	0	0	0
Workshop/Training Expenses	0	0	0
Loss Control Expenses	0	0	0
Appraisals	0	0	0
Excess/Reinsurance Recoveries	0	0	0
Program Committee	0	0	0
Dividend Distributions	0	0	0
Total Direct Program Expenses	<u>0</u>	<u>0</u>	<u>0</u>

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2016 to June 30, 2017**

**Draft 6**

**GENERAL FUND**

**To allocate General Expenses  
across All Program Funds**

	<i>Adopted</i> <b>FY 16/17</b> <u><b>Budget</b></u>	<i>Amended</i> <b>FY 16/17</b> <u><b>Budget</b></u>	<b>Budget</b> <b>Change</b>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	43,000	43,000	0
Executive Committee & Board Expenses	34,000	34,000	0
JPA Insurance	27,500	27,500	0
Memberships, Associations & Dues	7,450	7,450	0
Chancellor's Office Accounting Services	345,000	350,000	5,000
Chancellor's Office Risk Management Service	1,004,914	1,013,000	8,086
JPA Accreditation	0	0	0
JPA Legal	105,000	105,000	0
Miscellaneous Expenses	15,000	15,000	0
Total General & Administrative Expenses	<u>1,581,864</u>	<u>1,594,950</u>	<u>13,086</u>
Total Operating Expenses	<u>1,581,864</u>	<u>1,594,950</u>	<u>13,086</u>

**Non-Operating Revenues**

Investment Income	2,500,000	2,500,000	0
Interest Income - Loans (separate fund)	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>2,500,000</u>	<u>2,500,000</u>	<u>0</u>

**CSURMA****Cash Flow Budget of Revenues and Expenses  
Fiscal Year July 1, 2016 to June 30, 2017****Midterm Budget Amendments****Draft 6****TOTAL: AORMA PROGRAMS**

	<i>Adopted</i> <b>FY 16/17</b> <b><u>Budget</u></b>	<i>Amended</i> <b>FY 16/17</b> <b><u>Budget</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>Operating Revenues</b>			
Contributions	13,210,576	13,678,896	468,320
Reinsurance Premiums	-3,079,000	-2,964,904	114,096
Total Operating Revenues	<u>10,131,576</u>	<u>10,713,992</u>	<u>582,416</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	6,251,127	4,554,815	-1,696,312
Deductible Recoveries	-50,000	-50,000	0
Claims Administrators	263,653	263,653	0
Management Information System	6,774	6,774	0
Program Administrators	1,274,402	1,311,477	37,075
Brokerage Commissions & Fees	62,182	282,137	219,955
Insurance Premiums (net of brokerage)	3,138,240	3,775,139	636,899
Taxes, Assessments & Fees	65,500	65,500	0
Actuarial Services	48,937	48,937	0
Claims Audit	10,000	10,000	0
Coverage Counsel	6,000	6,000	0
Program Legal	2,500	2,500	0
Miscellaneous Program Services	1,449	1,449	0
Workshop/Training Expenses	47,347	47,347	0
Loss Control Expenses	281,548	281,548	0
Appraisals	0	0	0
Excess/Reinsurance Recoveries	-1,302,639	-1,379,996	-77,357
Program Committee	0	0	0
Dividend Distributions	1,171,524	1,712,755	541,231
Total Direct Program Expenses	<u>11,278,544</u>	<u>10,940,035</u>	<u>-338,509</u>

**CSURMA**

**Cash Flow Budget of Revenues and Expenses  
Fiscal Year July 1, 2016 to June 30, 2017**

**Midterm Budget Amendments**

**Draft 6**

**TOTAL: AORMA PROGRAMS**

	<i>Adopted</i> <b>FY 16/17</b> <u><b>Budget</b></u>	<i>Amended</i> <b>FY 16/17</b> <u><b>Budget</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	5,826	5,826	0
Executive Committee & Board Expenses	4,606	4,606	0
JPA Insurance	3,726	3,726	0
Memberships, Associations & Dues	1,009	1,009	0
Chancellor's Office Accounting Services	47,420	47,420	0
Chancellor's Office Risk Management Service	137,246	137,246	0
JPA Accreditation	0	0	0
JPA Legal	14,226	14,226	0
Miscellaneous Expenses	2,032	2,032	0
Total General & Administrative Expenses	<u>216,091</u>	<u>216,091</u>	<u>0</u>
Total Operating Expenses	<u>11,494,635</u>	<u>11,156,126</u>	<u>-338,509</u>
<b>Non-Operating Revenues</b>			
Investment Income	350,975	350,975	0
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>350,975</u>	<u>350,975</u>	<u>0</u>
<b>Net Surplus (Deficit)</b>	<u><b>-1,012,083</b></u>	<u><b>-91,158</b></u>	
<b>Beginning Retained Earnings (actual at 7/1/16)</b>	20,807,801	20,807,801	
<b>Ending Retained Earnings (est at 6/30/17)</b>	19,795,718	20,716,643	

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2016 to June 30, 2017**

**Midterm Budget Amendments**  
**Draft 6**

**AORMA LIABILITY PROGRAM**

(Fund 21)

	<i>Adopted</i> FY 16/17 <u>Budget</u>	<i>Amended</i> FY 16/17 <u>Budget</u>	<b>Budget Change</b>
<b>Operating Revenues</b>			
Contributions	3,880,956	3,880,956	0
Reinsurance Premiums	-1,400,000	-1,285,904	114,096
Total Operating Revenues	<u>2,480,956</u>	<u>2,595,052</u>	<u>114,096</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	1,700,777	846,200	-854,577
Deductible Recoveries	-50,000	-50,000	0
Claims Administrators	15,000	15,000	0
Management Information System	1,990	1,990	0
Program Administrators	596,230	600,000	3,770
Brokerage Commissions & Fees	39,939	39,939	0
Insurance Premiums (net of brokerage)	404,339	148,524	-255,815
Taxes, Assessments & Fees	0	0	0
Actuarial Services	16,145	16,145	0
Claims Audit	5,000	5,000	0
Coverage Counsel	5,000	5,000	0
Program Legal	2,500	2,500	0
Miscellaneous Program Services	426	426	0
Workshop/Training Expenses	18,447	18,447	0
Loss Control Expenses	122,095	122,095	0
Appraisals	0	0	0
Excess/Reinsurance Recoveries	0	-243,845	-243,845
Program Committee	0	0	0
Dividend Distributions	871,524	824,133	-47,391
Total Direct Program Expenses	<u>3,749,411</u>	<u>2,351,553</u>	<u>-1,397,858</u>

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2016 to June 30, 2017**

**Midterm Budget Amendments**  
**Draft 6**

**AORMA LIABILITY PROGRAM**

(Fund 21)

	<i>Adopted</i> <b>FY 16/17</b> <u><b>Budget</b></u>	<i>Amended</i> <b>FY 16/17</b> <u><b>Budget</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	1,711	1,711	0
Executive Committee & Board Expenses	1,353	1,353	0
JPA Insurance	1,095	1,095	0
Memberships, Associations & Dues	297	297	0
Chancellor's Office Accounting Services	13,931	13,931	0
Chancellor's Office Risk Management Service	40,320	40,320	0
JPA Accreditation	0	0	0
JPA Legal	4,179	4,179	0
Miscellaneous Expenses	597	597	0
 Total General & Administrative Expenses	 <u>63,482</u>	 <u>63,482</u>	 <u>0</u>
 Total Operating Expenses	 <u>3,812,894</u>	 <u>2,415,036</u>	 <u>-1,397,858</u>
 <b>Non-Operating Revenues</b>			
Investment Income	98,507	98,507	0
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
 Total Non-Operating Revenues	 <u>98,507</u>	 <u>98,507</u>	 <u>0</u>
 <b>Net Surplus (Deficit)</b>	 <u>-1,233,431</u>	 <u>278,523</u>	
 <b>Beginning Retained Earnings (actual at 7/1/16)</b>	 6,465,172	 6,465,172	
<b>Ending Retained Earnings (est at 6/30/17)</b>	<b>5,231,741</b>	<b>6,743,695</b>	

**Includes Cyber Risk Liability**

**CSURMA****Cash Flow Budget of Revenues and Expenses  
Fiscal Year July 1, 2016 to June 30, 2017****Midterm Budget Amendments****Draft 6****AORMA WORKERS' COMPENSATION PROGRAM**

(Fund 22)

	<i>Adopted</i> FY 16/17 <u>Budget</u>	<i>Amended</i> FY 16/17 <u>Budget</u>	<b>Budget Change</b>
<b>Operating Revenues</b>			
Contributions	4,523,000	4,523,000	0
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>4,523,000</u>	<u>4,523,000</u>	<u>0</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	3,236,000	2,406,631	-829,369
Deductible Recoveries	0	0	0
Claims Administrators	219,765	219,765	0
Management Information System	2,319	2,319	0
Program Administrators	351,636	386,477	34,841
Brokerage Commissions & Fees	0	30,112	30,112
Insurance Premiums (net of brokerage)	2,483,349	3,332,037	848,688
Taxes, Assessments & Fees	65,500	65,500	0
Actuarial Services	18,989	18,989	0
Claims Audit	5,000	5,000	0
Coverage Counsel	1,000	1,000	0
Program Legal	0	0	0
Miscellaneous Program Services	496	496	0
Workshop/Training Expenses	14,011	14,011	0
Loss Control Expenses	138,985	138,985	0
Appraisals	0	0	0
Excess/Reinsurance Recoveries	-1,302,639	-1,136,151	166,488
Program Committee	0	0	0
Dividend Distributions	300,000	888,622	588,622
Total Direct Program Expenses	<u>5,534,411</u>	<u>6,373,793</u>	<u>839,382</u>

**CSURMA****Cash Flow Budget of Revenues and Expenses  
Fiscal Year July 1, 2016 to June 30, 2017****Midterm Budget Amendments****Draft 6****AORMA WORKERS' COMPENSATION PROGRAM**

(Fund 22)

	<i>Adopted</i> FY 16/17 <u>Budget</u>	<i>Amended</i> FY 16/17 <u>Budget</u>	<b>Budget Change</b>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	1,995	1,995	0
Executive Committee & Board Expenses	1,577	1,577	0
JPA Insurance	1,276	1,276	0
Memberships, Associations & Dues	346	346	0
Chancellor's Office Accounting Services	16,235	16,235	0
Chancellor's Office Risk Management Service	46,990	46,990	0
JPA Accreditation	0	0	0
JPA Legal	4,871	4,871	0
Miscellaneous Expenses	696	696	0
Total General & Administrative Expenses	<u>73,985</u>	<u>73,985</u>	<u>0</u>
Total Operating Expenses	<u>5,608,395</u>	<u>6,447,777</u>	<u>839,382</u>
<b>Non-Operating Revenues</b>			
Investment Income	159,993	159,993	0
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>159,993</u>	<u>159,993</u>	<u>0</u>
<b>Net Surplus (Deficit)</b>	<u>-925,402</u>	<u>-1,764,784</u>	
<b>Beginning Retained Earnings (actual at 7/1/16)</b>	6,183,396	6,183,396	
<b>Ending Retained Earnings (est at 6/30/17)</b>	5,257,993	4,418,611	

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2016 to June 30, 2017**

**Midterm Budget Amendments**  
**Draft 6**

**AORMA PROPERTY PROGRAM \***

(Fund 23)

	<i>Adopted</i> <b>FY 16/17</b> <b><u>Budget</u></b>	<i>Amended</i> <b>FY 16/17</b> <b><u>Budget</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>Operating Revenues</b>			
Contributions	2,368,714	2,368,714	0
Reinsurance Premiums	-1,679,000	-1,679,000	0
Total Operating Revenues	<u>689,714</u>	<u>689,714</u>	<u>0</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	250,000	250,000	0
Deductible Recoveries	0	0	0
Claims Administrators	0	0	0
Management Information System	1,215	1,215	0
Program Administrators	254,828	255,000	172
Brokerage Commissions & Fees	0	189,843	189,843
Insurance Premiums (net of brokerage)	21,000	65,026	44,026
Taxes, Assessments & Fees	0	0	0
Actuarial Services	6,802	6,802	0
Claims Audit	0	0	0
Coverage Counsel	0	0	0
Program Legal	0	0	0
Miscellaneous Program Services	260	260	0
Workshop/Training Expenses	7,338	7,338	0
Loss Control Expenses	18,219	18,219	0
Appraisals	0	0	0
Excess/Reinsurance Recoveries	0	0	0
Program Committee	0	0	0
Dividend Distributions	0	0	0
Total Direct Program Expenses	<u>559,661</u>	<u>793,702</u>	<u>234,041</u>

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2016 to June 30, 2017**

**Midterm Budget Amendments**  
**Draft 6**

**AORMA PROPERTY PROGRAM \***

(Fund 23)

	<i>Adopted</i> <b>FY 16/17</b> <u><b>Budget</b></u>	<i>Amended</i> <b>FY 16/17</b> <u><b>Budget</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	1,045	1,045	0
Executive Committee & Board Expenses	826	826	0
JPA Insurance	668	668	0
Memberships, Associations & Dues	181	181	0
Chancellor's Office Accounting Services	8,503	8,503	0
Chancellor's Office Risk Management Service	24,609	24,609	0
JPA Accreditation	0	0	0
JPA Legal	2,551	2,551	0
Miscellaneous Expenses	364	364	0
Total General & Administrative Expenses	<u>38,746</u>	<u>38,746</u>	<u>0</u>
Total Operating Expenses	<u>598,407</u>	<u>832,448</u>	<u>234,041</u>
<b>Non-Operating Revenues</b>			
Investment Income	25,418	25,418	0
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>25,418</u>	<u>25,418</u>	<u>0</u>
<b>Net Surplus (Deficit)</b>	<u>116,725</u>	<u>-117,316</u>	
<b>Beginning Retained Earnings (actual at 7/1/16)</b>	1,895,009	1,895,009	
<b>Ending Retained Earnings (est at 6/30/17)</b>	2,011,734	1,777,693	

\* AORMA Property includes Cyber Risk and ID Fraud; AORMA Fidelity is Crime only.

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2016 to June 30, 2017**

**Midterm Budget Amendments**  
**Draft 6**

**AORMA CRIME PROGRAM \***

(Fund 24)

	<i>Adopted</i> <b>FY 16/17</b> <b><u>Budget</u></b>	<i>Amended</i> <b>FY 16/17</b> <b><u>Budget</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>Operating Revenues</b>			
Contributions	310,552	310,552	0
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>310,552</u>	<u>310,552</u>	<u>0</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	50,000	50,000	0
Deductible Recoveries	0	0	0
Claims Administrators	0	0	0
Management Information System	159	159	0
Program Administrators	24,432	25,000	568
Brokerage Commissions & Fees *	22,243	22,243	0
Insurance Premiums	229,552	229,552	0
Taxes, Assessments & Fees *	0	0	0
Actuarial Services	892	892	0
Claims Audit	0	0	0
Coverage Counsel	0	0	0
Program Legal	0	0	0
Miscellaneous Program Services	34	34	0
Workshop/Training Expenses	962	962	0
Loss Control Expenses	286	286	0
Appraisals	0	0	0
Excess/Reinsurance Recoveries	0	0	0
Program Committee	0	0	0
Dividend Distributions	0	0	0
Total Direct Program Expenses	<u>328,561</u>	<u>329,129</u>	<u>568</u>

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2016 to June 30, 2017**

**Midterm Budget Amendments**  
**Draft 6**

**AORMA CRIME PROGRAM \***

(Fund 24)

	<i>Adopted</i> <b>FY 16/17</b> <u><b>Budget</b></u>	<i>Amended</i> <b>FY 16/17</b> <u><b>Budget</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	137	137	0
Executive Committee & Board Expenses	108	108	0
JPA Insurance	88	88	0
Memberships, Associations & Dues	24	24	0
Chancellor's Office Accounting Services	1,115	1,115	0
Chancellor's Office Risk Management Service	3,226	3,226	0
JPA Accreditation	0	0	0
JPA Legal	334	334	0
Miscellaneous Expenses	48	48	0
Total General & Administrative Expenses	<u>5,080</u>	<u>5,080</u>	<u>0</u>
Total Operating Expenses	<u>333,640</u>	<u>334,208</u>	<u>568</u>
<b>Non-Operating Revenues</b>			
Investment Income	4,686	4,686	0
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>4,686</u>	<u>4,686</u>	<u>0</u>
<b>Net Surplus (Deficit)</b>	<u><b>-18,403</b></u>	<u><b>-18,971</b></u>	
<b>Beginning Retained Earnings (actual at 7/1/16)</b>	408,581	408,581	
<b>Ending Retained Earnings (est at 6/30/17)</b>	390,179	389,611	

\* AORMA Crime separated from AORMA Property beginning July 1, 2011

**CSURMA****Cash Flow Budget of Revenues and Expenses  
Fiscal Year July 1, 2016 to June 30, 2017****Midterm Budget Amendments****Draft 6****AORMA UNEMPLOYMENT INSURANCE PROGRAM**

(Fund 25)

	<i>Adopted</i> FY 16/17 <u>Budget</u>	<i>Amended</i> FY 16/17 <u>Budget</u>	<b>Budget Change</b>
<b>Operating Revenues</b>			
Contributions	2,127,354	2,595,674	468,320
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>2,127,354</u>	<u>2,595,674</u>	<u>468,320</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	1,014,350	1,001,984	-12,366
Deductible Recoveries	0	0	0
Claims Administrators	28,888	28,888	0
Management Information System	1,091	1,091	0
Program Administrators	47,276	45,000	-2,276
Brokerage Commissions & Fees	0	0	0
Insurance Premiums (net of brokerage)	0	0	0
Taxes, Assessments & Fees	0	0	0
Actuarial Services	6,109	6,109	0
Claims Audit	0	0	0
Coverage Counsel	0	0	0
Program Legal	0	0	0
Miscellaneous Program Services	233	233	0
Workshop/Training Expenses	6,590	6,590	0
Loss Control Expenses	1,963	1,963	0
Appraisals	0	0	0
Excess/Reinsurance Recoveries	0	0	0
Program Committee	0	0	0
Dividend Distributions	0	0	0
Total Direct Program Expenses	<u>1,106,500</u>	<u>1,091,858</u>	<u>-14,642</u>

**CSURMA**

**Cash Flow Budget of Revenues and Expenses  
Fiscal Year July 1, 2016 to June 30, 2017**

**Midterm Budget Amendments**

**Draft 6**

**AORMA UNEMPLOYMENT INSURANCE PROGRAM**

(Fund 25)

	<i>Adopted</i> <b>FY 16/17</b> <u><b>Budget</b></u>	<i>Amended</i> <b>FY 16/17</b> <u><b>Budget</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	938	938	0
Executive Committee & Board Expenses	742	742	0
JPA Insurance	600	600	0
Memberships, Associations & Dues	163	163	0
Chancellor's Office Accounting Services	7,636	7,636	0
Chancellor's Office Risk Management Service	22,101	22,101	0
JPA Accreditation	0	0	0
JPA Legal	2,291	2,291	0
Miscellaneous Expenses	327	327	0
Total General & Administrative Expenses	<u>34,798</u>	<u>34,798</u>	<u>0</u>
<b>Total Operating Expenses</b>	<u><b>1,141,298</b></u>	<u><b>1,126,656</b></u>	<u><b>-14,642</b></u>
<b>Non-Operating Revenues</b>			
Investment Income	62,371	62,371	0
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>62,371</u>	<u>62,371</u>	<u>0</u>
Net Surplus (Deficit)	<u>1,048,427</u>	<u>1,531,389</u>	
<b>Beginning Retained Earnings (actual at 7/1/16)</b>	5,855,643	5,855,643	
<b>Ending Retained Earnings (est at 6/30/17)</b>	6,904,070	7,387,032	

## **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):**

- a. Agenda table of contents from Programs Committee meeting on February 23, 2017.



# PROGRAMS 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. Teleconference Location - CSU Chancellor’s Office, 401 Golden Shore, Long Beach

**Meeting Date:** February 23, 2017  
**Time:** 9:00 AM  
**Location:** Alliant Insurance Services, Inc.  
100 Pine Street, 11<sup>th</sup> Floor  
San Francisco, CA 94111

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

**A. CALL TO ORDER**

- 1. Approval of the Agenda Order** A p. 3  
*The Committee will be asked to approve today’s meeting agenda order*

**B. PUBLIC COMMENTS**

**C. GENERAL ADMINISTRATION**

- 1. Meeting Minutes – December 8, 2016** A p. 4  
*The Committee will be asked to review and approve the minutes from the last Programs Committee meeting on December 8, 2016*
- 2. Workers’ Compensation Program Member Allocation Formula** A p. 16  
*The Committee will be asked to review the workers’ compensation program member allocation formula and provide recommendations for revisions, as appropriate*
- 3. Liability Program Member Allocation Formula** A p. 28  
*The Committee will be asked to review the liability program member allocation formula and provide recommendations for revisions, as appropriate*
- 4. Liability Program - Minimum Employment Practices Liability Deductible Calculation** A p. 37  
*The Committee will be asked to review the formula for determining the minimal EPL deductible for each member and provide recommendations for revisions, as appropriate*

- 5. **Property Program Member Allocation Formula** A p. 46  
*The Committee will be asked to review the property program member allocation formula and provide recommendations for revisions, as appropriate*
  - 6. **Crime Program Member Allocation Formula** A p. 53  
*The Committee will be asked to review the crime program member allocation formula and provide recommendations for revisions, as appropriate*
  - 7. **Formula for Determining the Unemployment Insurance Program Annual Contributions** A p. 61  
*The Committee will be asked to review the formula for determining the unemployment insurance program annual contributions and provide recommendations for revisions, as appropriate*
- D. INFORMATION ITEMS**
- 1. **2017 CSURMA AORMA Meeting Calendar** I p. 66
  - 2. **FY 16 17 AORMA Long Range Action Plan** I p. 68
  - 3. **AORMA Committee and Standing Committee Roster** I p. 71
  - 4. **AORMA Programs Committee – Ad Hoc Committee for UIP Claims Administration RFP** I p. 73
- E. ADJOURNMENT**

**The next Programs Committee meeting is scheduled for June 22, 2017.**

*If you have questions regarding the agenda package, please contact*

*Mimi Long at [mlong@alliant.com](mailto:mlong@alliant.com) / (415) 403-1423 or Tevea Him at [thim@alliant.com](mailto:thim@alliant.com) / (415) 403-1416*

**AOA EXECUTIVE COMMITTEE REPORT**

**ISSUE:** The AORMA Chair attends the AOA Executive Committee meetings and reports on recent AORMA activities. The Committee will hear a brief verbal overview of the AOA Executive Committee meeting.

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

**FISCAL IMPACT:** None.

**BACKGROUND:** None.

**PUBLICATION:** None.

**ATTACHMENT(S):** None.

## **EXCESS WORKERS' COMPENSATION RENEWAL OPTIONS**

**ISSUE:** The AORMA Workers' Compensation Program elected to participate in the CSAC Excess Insurance Authority's (EIA) Primary Workers' Compensation (PWC) Program. CSURMA committed that both the campus and AORMA programs would renew for PY 17/18 in return for a guaranteed rate on the primary layer. The excess layer is insured via EIA with Safety National Insurance Company. Safety National had committed to maintain the excess rates for the upcoming year if loss development was as projected. AORMA's loss development has been higher than expected. As a result, Safety National is asking for a 20% rate increase if the \$500,000 retention is maintained. The Table below shows the excess insurance options for the AORMA Workers' Compensation Program.

<b>Table 1</b>						
<b>CSURMA AORMA Workers' Compensation Program</b>						
<b>FY 17/18 Excess Workers' Compensation Renewal Options</b>						
<b>Cost Item</b>	<b>Expiring at \$500K SIR</b>	<b>Renewal at \$500K SIR</b>	<b>Difference</b>	<b>Percent Change</b>	<b>Renewal at \$750K SIR</b>	<b>Renewal at \$2.5 million SIR</b>
<b>Payroll</b>	\$303,772,288	\$345,167,168	\$41,394,880	13.6%	\$345,167,168	\$345,167,168
<b>Rate per \$100</b>	\$0.1605	\$0.1950	\$0.0345	21.5%	\$0.1400	\$0.0625
<b>Excess Premium</b>	\$487,555	\$672,998	\$185,443	38.0%	\$483,178	\$215,704
<b>Diff to next SIR</b>	N/A	N/A			\$189,820	\$267,474

Moving to a \$2.5 million SIR does not make sense since the savings of \$267,454 are more than offset by the increase in the EIA pooled layer deposit. However, at the \$750,000 SIR the savings of \$189,820 are greater than EIA's indicated funding of \$100,000 for the layer \$250,000 excess of \$250,000. EIA will have final cost projections for AORMA prior to the meeting.

In an effort to provide rate stability EIA is offering the option to commit to participate for both FY 17/18 and FY 18/19 at a guaranteed rate that will hold if claims trend as the updated actuarial projections hold. The Executive Committee will consider the two year commitment at its meeting in March and the AORMA Committee may wish to provide its recommendation.

**RECOMMENDATION:** It is recommended that the AORMA Committee take action to select the excess insurance retention and provide input to the Executive Committee regarding a new two year commitment is viewed as desirable.

**FISCAL IMPACT:** The action taken at today's meeting is expected to set the AORMA WC program rates for FY 17/18 and also includes an option for FY 18/19 rates.

**BACKGROUND:** The excess insurer cites two large claims as impacting the cost to continue coverage at the \$500,000 SIR. One claim is settled and shows a total incurred cost of \$954,103. The other claim involves a large medical and indemnity reserve and is postured for a settlement soon. Staff is working to clarify the status of the two claims and possibly mitigate the excess underwriter's concerns and pricing increase.

**PUBLICATION:** The AORMA program membership will be advised of the program rates.

**ATTACHMENT(S):**

- a. Excess workers' compensation quote from Safety National.
- b. Annual report from CSAC EIA



**MEMBERS OF THE CSAC EXCESS INSURANCE AUTHORITY (CSAC EIA) EDUCATIONAL TOWER II  
EXCESS WORKERS' COMPENSATION PROGRAM (EWC)  
2017/2018 PRELIMINARY EXCESS PROPOSAL**

	<b>PRESENT Safety National Casualty Corporation</b>	<b>PROPOSED Safety National Casualty Corporation</b>
<b>COMPANY AFFORDING COVERAGE</b>	Safety National Casualty Corporation	Safety National Casualty Corporation
<b>A.M. BEST'S GUIDE RATING</b>	A+ (Superior); Financial Size Category XIV (\$1,500,000,000 to \$2,000,000,000) as of 7/14/2015	A+ (Superior); Financial Size Category XIV (\$1,500,000,000 to \$2,000,000,000) as of 2/7/2017
<b>STANDARD &amp; POOR'S RATING</b>	A (Stable) as of 7/14/2016	A (Stable) as of 2/7/2017
<b>CALIFORNIA STATUS</b>	Admitted	Admitted
<b>GOVERNING LAW STATE</b>	Not specified	Not specified
<b>ARBITRATION JURISDICTION STATE</b>	Not specified	Not specified
<b>COVERAGE TERM</b>	July 1, 2016 to July 1, 2017	July 1, 2017 to July 1, 2018
<b>COVERAGE PROVIDED</b>	Excess Workers' Compensation excess of Self-Insured Retention (coverage does not follow underlying EWC Memorandum of Coverage)	Excess Workers' Compensation excess of underlying coverage (coverage does not follow underlying EWC Memorandum of Coverage)
<b>POOLED RETENTION</b>	\$ 500,000 Worker's Compensation \$ 500,000 Employers' Liability	<b><u>Option 1:</u></b> \$ 500,000 Workers' Compensation \$ 500,000 Employers' Liability <b><u>Option 2:</u></b> \$ 750,000 Workers' Compensation \$ 750,000 Employers' Liability

**NOTE: THIS PROPOSAL IS FOR INFORMATIONAL PURPOSES ONLY AND DOES NOT AMEND, EXTEND OR ALTER THE POLICY IN ANY WAY. PLEASE REFER TO THE POLICY FORM FOR COMPLETE COVERAGE INFORMATION.**

Alliant Insurance Services, Inc. • 1301 Dove Street • Suite 200 • Newport Beach, CA 92660  
PHONE (949) 756-0271 • www.alliant.com • License No. 0C36861



**MEMBERS OF THE CSAC EXCESS INSURANCE AUTHORITY (CSAC EIA) EDUCATIONAL TOWER II  
EXCESS WORKERS' COMPENSATION PROGRAM (EWC)  
2017/2018 PRELIMINARY EXCESS PROPOSAL**

<b>PRESENT</b>		<b>PROPOSED</b>	
<b>Safety National Casualty Corporation</b>		<b>Safety National Casualty Corporation</b>	
<b>POOLED RETENTION</b> <i>continued</i>		<b><u>Option 3:</u></b> \$ 2,500,000 Workers' Compensation \$ 2,500,000 Employers' Liability	
<b>LIMIT(S)</b>	<b><u>Excess Workers' Compensation</u></b> Statutory Per Occurrence excess of \$500,000 pooled pooled retention  <b><u>Employers Liability</u></b> \$ 5,000,000 Per Occurrence excess of \$500,000 pooled retention  • Annual Aggregate Maximum Limit of \$5,000,000	<b><u>Option 1:</u></b> <b><u>Excess Workers' Compensation</u></b> Statutory Per Occurrence excess of \$500,000 pooled pooled retention  <b><u>Employers Liability*</u></b> \$ 5,000,000 Per Occurrence excess of \$500,000 pooled retention  <b><u>Option 2:</u></b> <b><u>Excess Workers' Compensation</u></b> Statutory Per Occurrence excess of \$750,000 pooled pooled retention  <b><u>Employers Liability*</u></b> \$ 5,000,000 Per Occurrence excess of \$750,000 pooled retention  <b><u>Option 3:</u></b> <b><u>Excess Workers' Compensation</u></b> Statutory Per Occurrence excess of \$2,500,000 pooled pooled retention  <b><u>Employers Liability*</u></b> \$ 5,000,000 Per Occurrence excess of \$2,500,000 pooled retention  * Annual Aggregate Maximum Limit of \$5,000,000	

**NOTE: THIS PROPOSAL IS FOR INFORMATIONAL PURPOSES ONLY AND DOES NOT AMEND, EXTEND OR ALTER THE POLICY IN ANY WAY. PLEASE REFER TO THE POLICY FORM FOR COMPLETE COVERAGE INFORMATION.**

Alliant Insurance Services, Inc. • 1301 Dove Street • Suite 200 • Newport Beach, CA 92660  
PHONE (949) 756-0271 • www.alliant.com • License No. 0C36861



**MEMBERS OF THE CSAC EXCESS INSURANCE AUTHORITY (CSAC EIA) EDUCATIONAL TOWER II  
EXCESS WORKERS' COMPENSATION PROGRAM (EWC)  
2017/2018 PRELIMINARY EXCESS PROPOSAL**

	<b>PRESENT Safety National Casualty Corporation</b>	<b>PROPOSED Safety National Casualty Corporation</b>
<b>MAJOR EXCLUSIONS (Including but not limited to)</b>	<ul style="list-style-type: none"> <li>No indemnification for any loss arising out of operations for which any Workers' Compensation Law has been rejected</li> <li>Operations and Employees of AORMA that are separately insured by a subsidiary of Safety National Casualty Corporation</li> </ul>	Same as present
<b>TERMS &amp; CONDITIONS</b>	<ul style="list-style-type: none"> <li>Detailed claims reports must be submitted quarterly</li> <li>Subject to payroll audit. Final payroll figures must be submitted within 30 days after the close of the payroll reporting period.</li> <li>Final payroll figures must be submitted within 180 days following the conclusion of the payroll reporting period.</li> <li>Claims audit may be required during the policy term</li> <li>Subject to receipt, review and acceptance of information contained in SNCC's Employee Concentration Supplemental Information (08/04) form prior to binding.</li> <li>Subject to receipt of completed Safety National Excess W.C. application along with aircraft and watercraft supplemental applications/information prior to 09/01/2016.</li> <li>Maritime coverage added to cover the one full time captain for the University Corporation of Monterey Bay.</li> </ul>	Same as present, except: <ul style="list-style-type: none"> <li>A rate commitment applies to the \$2,500,000 option for 2018/2019.</li> <li>Subject to completion of Special Exposure Section of the Safety National excess application and excess watercraft supplemental applications/information for the following entities prior to 09/01/17:               <ul style="list-style-type: none"> <li>Humboldt State University</li> <li>The University Corporation at Monterey Bay</li> <li>Associated Students Inc., San Diego University</li> <li>San Jose State University Research Foundation</li> </ul> </li> <li>Payroll by class code prior to binding</li> <li>Employee Concentration</li> <li>Clarification of Employees for the following members:               <ul style="list-style-type: none"> <li>CSU, Fresno Athletic Corporation</li> <li>Humboldt State University Center</li> </ul> </li> <li>Losses valued as of 12/31/16 or after prior to binding</li> </ul>

**NOTE: THIS PROPOSAL IS FOR INFORMATIONAL PURPOSES ONLY AND DOES NOT AMEND, EXTEND OR ALTER THE POLICY IN ANY WAY. PLEASE REFER TO THE POLICY FORM FOR COMPLETE COVERAGE INFORMATION.**

Alliant Insurance Services, Inc. • 1301 Dove Street • Suite 200 • Newport Beach, CA 92660  
PHONE (949) 756-0271 • www.alliant.com • License No. 0C36861



**MEMBERS OF THE CSAC EXCESS INSURANCE AUTHORITY (CSAC EIA) EDUCATIONAL TOWER II  
EXCESS WORKERS' COMPENSATION PROGRAM (EWC)  
2017/2018 PRELIMINARY EXCESS PROPOSAL**

	<b>PRESENT Safety National Casualty Corporation</b>	<b>PROPOSED Safety National Casualty Corporation</b>
<b>RISK CONTROL SERVICES</b>	Number of Hours: 142 <ul style="list-style-type: none"> <li>Services provided at a rate of \$175 per hour, up to a threshold of \$25,000. Services may include general risk control consulting services, training materials, online training, live training, industrial hygiene and ergonomics analysis</li> </ul>	Number of Hours: 142 <ul style="list-style-type: none"> <li>Services provided at a rate of \$175 per hour, up to a threshold of \$25,000. Services may include general risk control consulting services, training materials, online training, live training, industrial hygiene and ergonomics analysis</li> </ul>
<b>ESTIMATED PAYROLL</b>	\$ 303,772,288	\$ 345,127,168
<b>ANNUAL PREMIUM (AORMA)</b>	<b>\$ 487,555</b> Estimated Deposit Premium <ul style="list-style-type: none"> <li>Deposit premium based on a rate of 0.1605</li> <li>\$487,555 minimum premium</li> <li>Estimated deposit premium based on estimated payroll</li> <li>Premium includes TRIA</li> </ul>	<u><b>Option 1:</b></u> <b>\$ 672,998</b> Estimated Deposit Premium <ul style="list-style-type: none"> <li>Deposit premium based on a rate of 0.195</li> <li>\$672,998 minimum premium</li> </ul> <u><b>Option 2:</b></u> <b>\$ 483,178</b> Estimated Deposit Premium <ul style="list-style-type: none"> <li>Deposit premium based on a rate of 0.14</li> <li>\$483,178 minimum premium</li> </ul> <u><b>Option 3:</b></u> <b>\$ 215,704</b> Estimated Deposit Premium <ul style="list-style-type: none"> <li>Deposit premium based on a rate of 0.0625</li> <li>\$215,704 minimum premium</li> <li>Estimated deposit premium based on estimated payroll</li> <li>Premium includes TRIA</li> </ul>
<b>COMMISSION</b>	10% (\$ 48,755) Alliant Insurance Services, Inc.	10% (\$) Alliant Insurance Services, Inc.

**NOTE: THIS PROPOSAL IS FOR INFORMATIONAL PURPOSES ONLY AND DOES NOT AMEND, EXTEND OR ALTER THE POLICY IN ANY WAY. PLEASE REFER TO THE POLICY FORM FOR COMPLETE COVERAGE INFORMATION.**

Alliant Insurance Services, Inc. • 1301 Dove Street • Suite 200 • Newport Beach, CA 92660  
PHONE (949) 756-0271 • www.alliant.com • License No. 0C36861



**MEMBERS OF THE CSAC EXCESS INSURANCE AUTHORITY (CSAC EIA) EDUCATIONAL TOWER II  
EXCESS WORKERS' COMPENSATION PROGRAM (EWC)  
2017/2018 PRELIMINARY EXCESS PROPOSAL**

*\*In the course of placing various programs and products on behalf of CSAC EIA, Alliant Insurance Services may either elect, or find it necessary, to utilize intermediary brokers such as Excess & Surplus Lines Brokers (sometimes referred to as "wholesalers") and/or Reinsurance Brokers (herein after collectively referred to as "intermediary brokers"). While Alliant Insurance Services is not customarily privy to such information, we will endeavor to secure and provide CSAC EIA with confirmation of all compensation (commission, fees and/or other income) derived by all such intermediary brokers as a direct or indirect result of a CSAC EIA related placement. While making best efforts to provide CSAC EIA with this information, Alliant Insurance Services is relying on information volunteered by the intermediary brokers and therefore cannot guarantee the delivery, nor warranty the accuracy, of such information.*

This proposal of insurance is provided as a matter of convenience and information only. All information included in this proposal, including but not limited to personal and real property values, locations, operations, products, data, automobile schedules, financial data and loss experience, is based on facts and representations supplied to Alliant Insurance Services, Inc. by you. This proposal does not reflect any independent study or investigation by Alliant Insurance Services, Inc. or its agents and employees.

Please be advised that this proposal is also expressly conditioned on there being no material change in the risk between the date of this proposal and the inception date of the proposed policy (including the occurrence of any claim or notice of circumstances that may give rise to a claim under any policy which the policy being proposed is a renewal or replacement). In the event of such change of risk, the insurer may, at its sole discretion, modify, or withdraw this proposal, whether or not this offer has already been accepted.

This proposal is not confirmation of insurance and does not add to, extend, amend, change, or alter any coverage in any actual policy of insurance you may have. All existing policy terms, conditions, exclusions, and limitations apply. For specific information regarding your insurance coverage, please refer to the policy itself. Alliant Insurance Services, Inc. will not be liable for any claims arising from or related to information included in or omitted from this proposal of insurance.

Alliant embraces a policy of transparency with respect to its compensation from insurance transactions. Details on our compensation policy, including the types of income that Alliant may earn on a placement, are available on our website at [www.alliant.com](http://www.alliant.com). For a copy of our policy or for any inquiries regarding compensation issues pertaining to your account you may also contact us at: Alliant Insurance Services, Inc., Attention: General Counsel, 701 B Street, 6th Floor, San Diego, CA 92101.

Analyzing insurers' over-all performance and financial strength is a task that requires specialized skills and in-depth technical understanding of all aspects of insurance company finances and operations. Insurance brokerages such as Alliant Insurance typically rely upon rating agencies for this type of market analysis. Both A.M. Best and Standard and Poor's have been industry leaders in this area for many decades, utilizing a combination of quantitative and qualitative analysis of the information available in formulating their ratings.

A.M. Best has an extensive database of nearly 6,000 Life/Health, Property Casualty and International companies. You can visit them at [www.ambest.com](http://www.ambest.com). For additional information regarding insurer financial strength ratings visit Standard and Poor's website at [www.standardandpoors.com](http://www.standardandpoors.com).

Our goal is to procure insurance for you with underwriters possessing the financial strength to perform. Alliant does not, however, guarantee the solvency of any underwriters with which insurance or reinsurance is placed and maintains no responsibility for any loss or damage arising from the financial failure or insolvency of any insurer. We encourage you to review the publicly available information collected to enable you to make an informed decision to accept or reject a particular underwriter. To learn more about companies doing business in your state, visit the Department of Insurance website for that state.

**NOTE: THIS PROPOSAL IS FOR INFORMATIONAL PURPOSES ONLY AND DOES NOT AMEND, EXTEND OR ALTER THE POLICY IN ANY WAY. PLEASE REFER TO THE POLICY FORM FOR COMPLETE COVERAGE INFORMATION.**

Alliant Insurance Services, Inc. • 1301 Dove Street • Suite 200 • Newport Beach, CA 92660  
PHONE (949) 756-0271 • [www.alliant.com](http://www.alliant.com) • License No. 0C36861



# *Hello* **Value**



CSAC  
EXCESS  
INSURANCE  
AUTHORITY

2016/17  
California State  
University Risk  
Management Aut...  
Annual Report

Greetings,

This year marks the EIA's 37<sup>th</sup> year providing exceptional risk coverage programs and risk management services to California's counties and public entities. This report is intended to quantify the value of participation and highlight the benefits realized as a direct result of your membership in the EIA.

### Benefits of Membership

- Flexible & Responsive to Your Needs
- Shield You from Insurance Market Swings
- Minimize Risk & Uncertainty
- Legislative Advocacy

### Savings

- We're proud of the \$438 million saved by our membership in the last 5 years!
- Monies Saved Through Volume Discounts
- Savings from Claims, Loss Prevention, and Risk Management Services

### Success Attributable to Stability and Longevity

- 80% of county members have been participants for more than 30 years
- Additional membership volume has reduced costs and increased stability for all
- Creation of the EIO (Excess Insurance Organization), a single parent Captive Insurance Company

### Organization Strength

- The EIA is truly member driven
- Stability is achieved through long-term member involvement
- Most California public entities obtain coverage through the EIA
- One of the largest insurance pools in the U.S.

We encourage you to share this information with your governing bodies or others interested in your participation in the EIA.

Regards,

EIA

By choosing EIA, you saved...

**\$4,445,163**

2016/17

## Your Coverages

2016/17

Excess Workers' Compensation  
Member Since 2015

**\$4,445,163**

As an EIA member, you're eligible to take advantage of any of our Member Services!

(non-program specific)

Are you looking for training resources for your employees? Do you need to administer DOT testing or EPN management, learn how we can help!

### You may benefit from these additional coverages

#### Property

Benefit from the economies of scale with one of the largest group purchased property placements in the world, the EIA Property Program provides the protection you need from physical damage to property. The coverages range from "All Risk" perils to Boiler & Machinery, and from Flood (included automatically) to Earthquake and Auto Physical Damage for vehicles (which are both optional).

#### General Liability 1

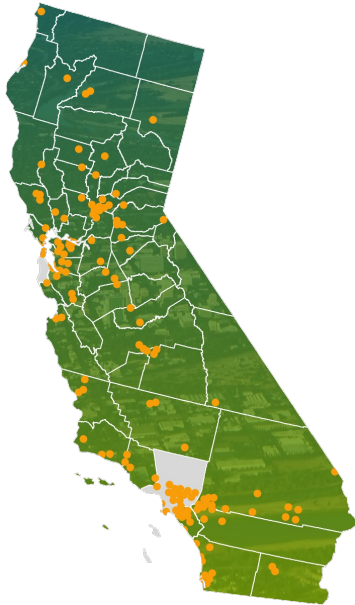
Our General Liability 1 Program provides excess insurance with low net cost and a broad manuscript form, and is tailored to meet your own self-insured retention, which you can set from \$100k to \$1M. Members also benefit from a host of loss prevention, claims and risk management services.

#### MROCIP

With higher limits and better coverage terms as well as a program designed to limit your administrative burden, you can attain significant enhancements over a traditional insurance approach.

# About EIA

Who we are and what we do.



- 37**  
Years

We've been partnering with you and hundreds of other entities in California for 36 years.
- 55**

of California's Counties
- 323**

Total Members
- 1.9K**

Organizations within Membership






We deliver an array of coverage programs to meet your needs

- 10**

Major Coverage Programs
- 20**

Miscellaneous/Ancillary Group- Purchase Offerings

We are one of the largest Pools in the Nation, our major programs represent...

 <b>Premium</b>  <b>716 Million</b>	 <b>Payroll</b>  <b>51.3 Billion</b>	 <b>Avg Daily Attendance</b>  <b>481,980</b>	 <b>Total Insured Values</b>  <b>61.6 Billion</b>	 <b>Employee Lives</b>  <b>170,107</b>
---	--	--	---	--

## Awards and Certifications

 Financial Reporting & Budgeting Awards, CAFR 2004-2014, PAFR 1994-2015, Budget 2011-2017	 Compliance with AGRIP Advisory Standards 2013-2016	 Accredited with Excellence 1989-2019
---	---	---

# Can our Member Services help you?

Our Member Services are constantly evolving to respond to and meet your needs. Some of our more popular offerings are highlighted here, but there's more. Visit our website for full details. Don't see what you need? Give us a call and we'll see what we can do! We're here to find solutions!



## Risk Management

- Actuarial Analyses
- Subsidies for Loss Prevention & Risk Management needs
- Real & Personal Property Appraisals
- Certificate of Insurance Management
- Pre-Employment Background Checks
- Legal Advice



## Loss Prevention

- Online Services
- Risk Management Platform
- Employer Pull Notice Program
- Drug & Alcohol Monitoring Consortium
- Personal Consultation
- Risk Control Toolbox Training
- EIA TV
- Soft Tissue Injury Prevention



## Claims

- 24/7 Nurse Triage Services
- Return to Work Program
- Claims Audits
- Claim System Utilization
- ISO Claims Search
- Medicare Reporting Services
- Medical Provider Network
- Express Scripts Pharmacy Benefit Management

# You Make a Difference

## Thank you for being involved.

The success of the EIA is dependent on participation by our members. We thank them for their continued support of the EIA's mission. Your entity's participation on the Board of Directors and/or various committees is illustrated below.

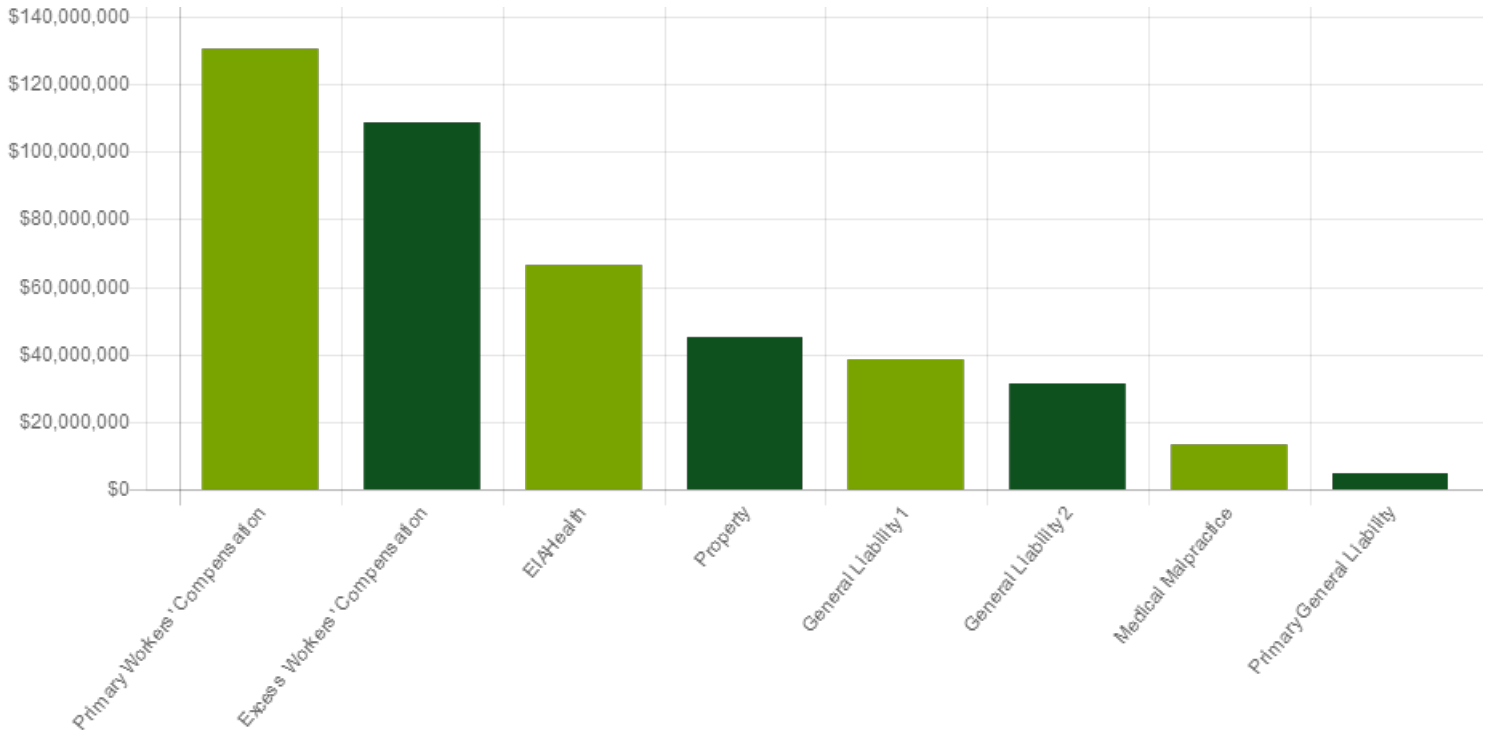
Underwriting											
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017

COMMITTEE NAME	PARTICIPANT NAME	FROM DATE	TO DATE
Underwriting	Zachary Gifford	● 1/8/2015	

The information shown is representative of your entity's participation on the EIA's Board or committees over the last ten years. Terms shown represent anticipated terms through 2017, and may not represent full historical participation.

# All Member Savings

2012/13 - 2016/17



COVERAGE	EIA PREMIUM	EST. STAND-ALONE PREMIUM	SAVINGS
Primary Workers' Compensation	\$287,465,635	\$417,883,838	\$130,418,203
Excess Workers' Compensation	\$468,902,325	\$577,675,057	\$108,772,732
EIA/Health	\$1,153,996,859	\$1,220,445,320	\$66,448,461
Property	\$289,251,913	\$334,341,090	\$45,089,177
General Liability 1	\$178,494,787	\$217,113,385	\$38,618,598
General Liability 2	\$158,182,705	\$189,330,185	\$31,147,480
Medical Malpractice	\$66,593,508	\$80,087,893	\$13,494,385
Primary General Liability	\$9,379,460	\$14,333,342	\$4,953,882
<b>Total Savings</b>	<b>\$2,612,267,192</b>	<b>\$3,051,210,110</b>	<b>\$438,942,918</b>

We're proud of the savings realized by our membership in the last 5 years!

**\$438,942,918**

2012/13 - 2016/17

# Calculating Savings

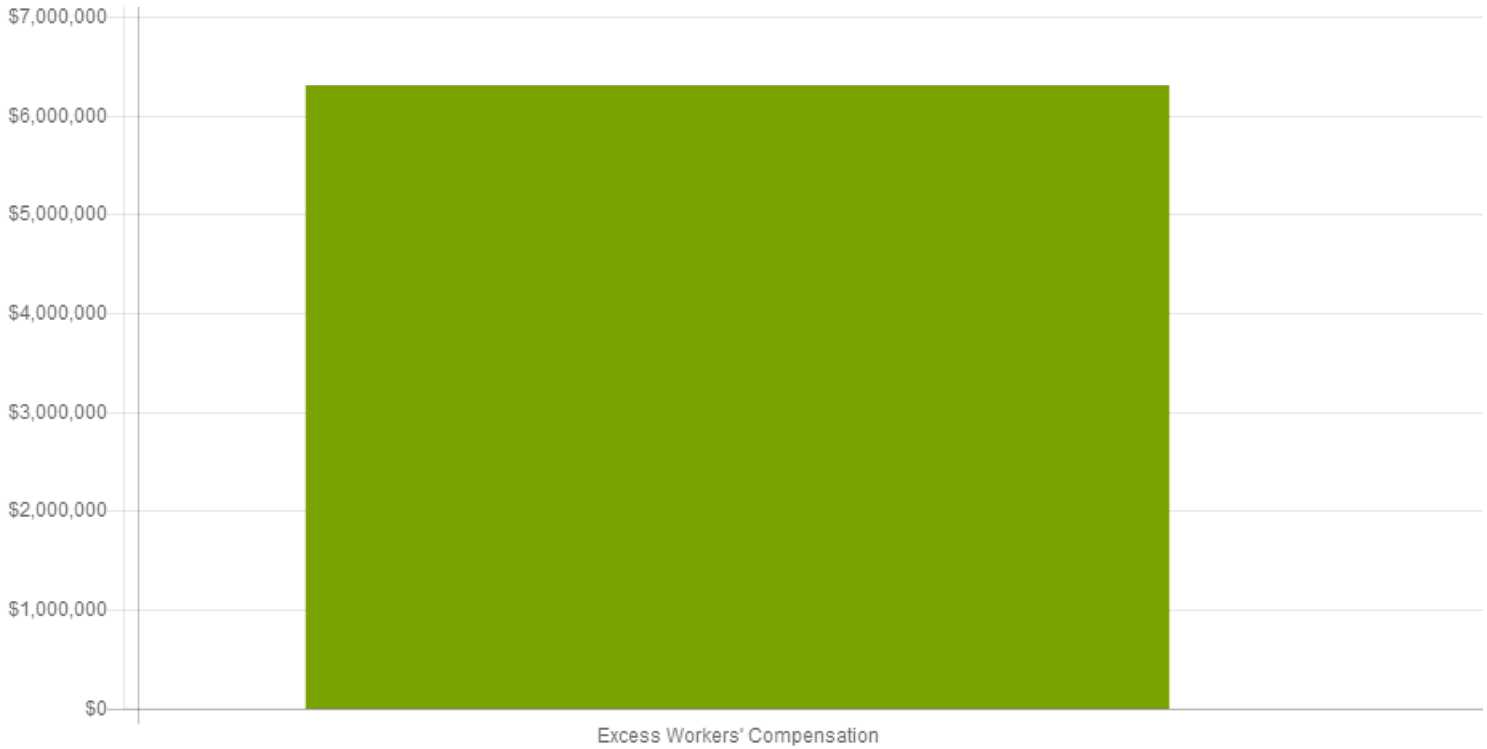
## How are the premium comparisons computed?

In the report, we compare the premiums your agency paid to the EIA to what it would likely cost to purchase similar coverage and services on your own, or what is referred to as the "stand-alone" premium. Except for the Primary Workers' Compensation and Primary General Liability Programs, the stand alone premium estimates are market based projections. Factors such as the entity's size, retention, type of exposures, location, and/or the coverage being purchased has an impact on the estimated stand-alone projection. Below is a summary of the analysis that was done to derive the stand-alone projections as well as the various factors that influence the estimated projections:

Excess Workers' Compensation	Insurance market projection based on actual quotes received by Alliant for similar public entity risks, ranging from 5-30% below market pricing pending on the type of exposure (county, city, school or other) and SIR levels.
Primary General Liability	Actuarial projection to fund a self-insured layer at the 80% confidence level, discounted at 1%.
Property	Insurance market projection based on actual All Risk and Earthquake quotes received by Alliant for similar public entity risks, ranging from 11 - 25% on an individual member basis below market pricing depending on size of the entity. Size of the entity is measured by total insured values, type of exposure (county, city, school or other), and if earthquake coverage is purchased, and the earthquake zone of the covered location.
EIAHealth	Insurance market projection based on actual member experience including insurance company margins for contingencies and profit.
General Liability 2	Insurance market projection based on actual quotes received by Alliant for similar public entity risks, at approximately 15 - 25% below market pricing depending on the entity's size and type of exposure (county or city).
General Liability 1	Insurance market projection based on actual quotes received by Alliant for similar public entity risks, ranging from 10 - 15% below market pricing depending on the type of exposure (county, school or other).
Medical Malpractice	Insurance market projection based on actual quotes received by Alliant for similar public entity risks, ranging from 15 - 20% below market pricing depending on the size of the county and whether the member has a low deductible or higher SIR.
Primary Workers' Compensation	Actuarial projection to fund a self-insured layer at the 90% confidence level.

# Your Savings

2012/13 - 2016/17



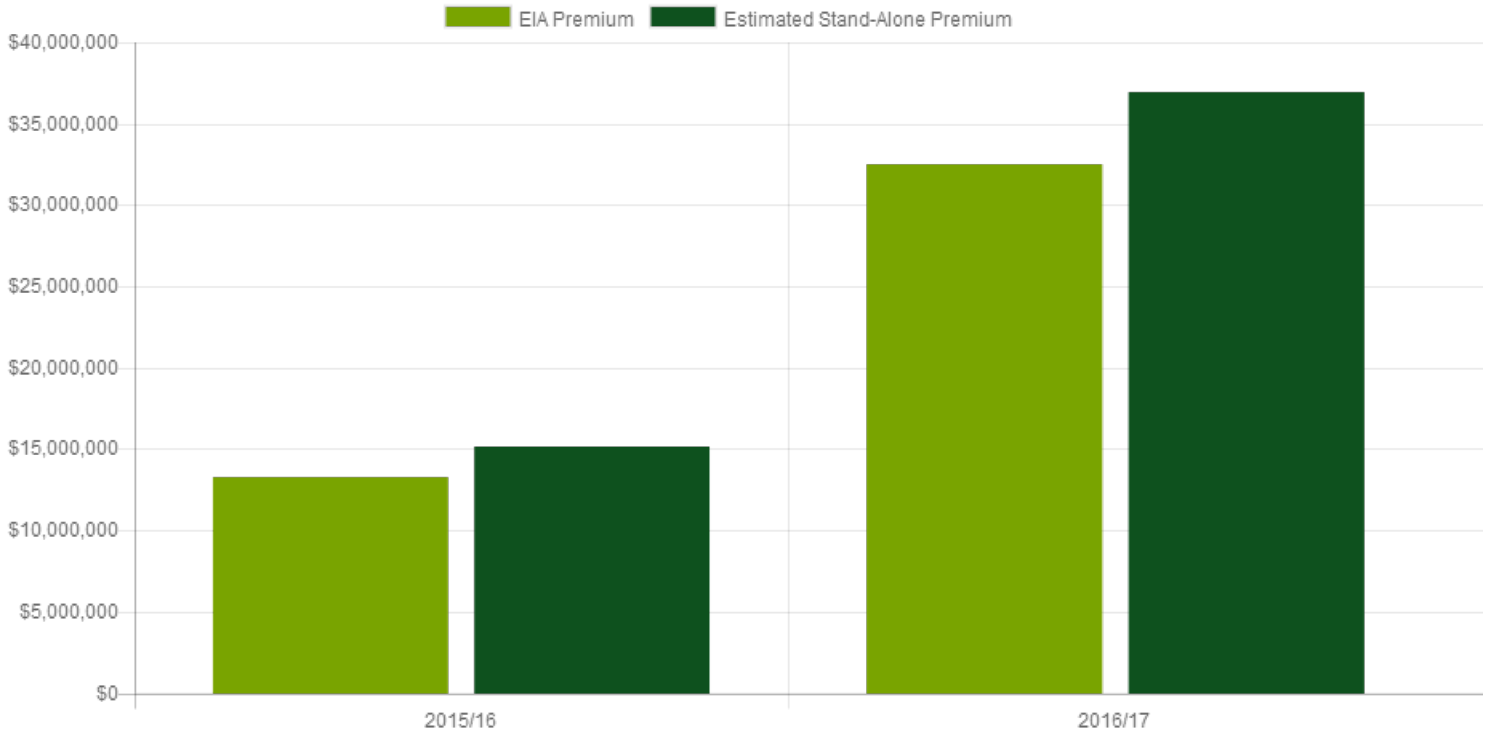
COVERAGE	EIA PREMIUM	EST. STAND-ALONE PREMIUM	SAVINGS
Excess Workers' Compensation	\$45,793,783	\$52,103,052	\$6,309,269
<b>Total Savings</b>	<b>\$45,793,783</b>	<b>\$52,103,052</b>	<b>\$6,309,269</b>

By choosing EIA, you saved a total of

**\$6,309,269**

2012/13 - 2016/17

## Excess Workers' Compensation



YEAR	EIA PREMIUM	EST. STAND-ALONE PREMIUM	SAVINGS
2015/16	\$13,315,040	\$15,179,146	\$1,864,106
2016/17	\$32,478,743	\$36,923,906	\$4,445,163
<b>Total Savings</b>	<b>\$45,793,783</b>	<b>\$52,103,052</b>	<b>\$6,309,269</b>

With Excess Workers' Compensation coverage, you saved:

**\$6,309,269**

2012/13 - 2016/17

## **UNDERWRITER MEETINGS REPORT**

**ISSUE:** CSURMA representatives meet with CSURMA's program underwriters in New York and Bermuda on February 20-24, 2017. CSURMA will be represented by Robert Eaton, CSU Assistant Vice Chancellor, Financing, Treasury and Risk Management, Zachary Gifford, CSU Director of Systemwide Risk Management, Daniel Howell, CSURMA Program Director and Amy Lightner, CSURMA Program Administrator. The main goals of the meetings are:

- Demonstration of CSU leadership's commitment to risk management ;
- Update on CSU's financial and operational outlook;
- Evaluation of the state of the insurance market and how changes may impact CSURMA's placements;
- Discussion of pending claims matters; and,
- Discussion on technical points of insurance placements and renewal expectations.

Over the five day period there are 11 meetings with over 20 market participants. The meetings will focus on CSURMA's BRIP, Excess Liability, SAFECLIP, SPLIP, and Medical Malpractice coverage programs. Important discussions for AORMA include:

- Meeting with CSURMA's lead excess liability underwriters for the AORMA first layer reinsurance program (Markel);
- Meeting with the lead underwriter for the first joint excess layer, Ironshore; and,
- Meeting with AWAC who set the first layer following form pricing that carries up the coverage tower.

In February 2017 Ironshore consolidated public entity liability underwriting in its home office. It is fortunate that CSURMA leadership have a direct relationship with senior management. We need to understand the impact this move may have on upcoming renewals and plan accordingly. Robert Eaton, Zachary Gifford, Daniel Howell and Amy Lightner will be available at today's meeting to report on the meetings.

**RECOMMENDATION:** The AORMA Committee may take action or provide direction to staff based on the report of the meetings.

**FISCAL IMPACT:** No direct fiscal impact is expected from action on this item at today's meeting.

**BACKGROUND:** None.

**PUBLICATION:** None.

**ATTACHMENT(S):** None.

## **FY 2017/2018 OPERATING BUDGET**

**ISSUE:** CSURMA's next fiscal year begins on July 1, 2017. The FY 2017/18 operating budget is to be approved by the Board of Directors at its May 5, 2017 meeting. The Chancellor's Office Enterprise Accounting Services and the Program Administrators worked together to develop a draft FY 2017/18 budget for the Executive Committee to review at today's meeting.

AORMA separately develops a budget for its coverage programs. The AORMA Committee will be asked to finalize its proposed budget for FY 2017/18 and will make a recommendation to the Executive Committee to include its budget in the CSURMA operating budget for adoption by the Board of Directors.

Major features of the proposed **AORMA Programs** budget include:

- Decrease in Total Operating Revenues from \$10,713,992 to \$9,856,592.
- Increase in Total Operating Expenses from \$11,156,126 to \$11,887,644.
- Increase in Non-Operating Revenue \$350,975 to \$400,594.
- Increase Net Operating Deficit from \$91,158 to \$1,630,458.
- Retained Earnings is estimated to be reduced from \$20,716,643 to \$19,086,184 at June 30, 2018.

Staff will be present at today's meeting to review the proposed budget.

**RECOMMENDATION:** The AORMA Committee is asked to review the draft proposed budget for FY 2017/18 and make a recommendation to the Executive Committee for adoption with changes as appropriate.

**FISCAL IMPACT:** The proposed operating budget would develop Total Operating Revenues of \$90,273,638 (net of reinsurance premiums), Total Operating Expenses of \$98,951,271, and Total Non-Operating Revenues of \$2,500,000, generating Net Operating Deficit of \$6,177,633. Retained Earnings is estimated decrease from \$67,372,983 to be \$61,195,350 at June 30, 2018.

**BACKGROUND:** The proposed budget is detailed by program in the draft document included with the agenda packet.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. Draft FY 2017/18 CSURMA Budget of Revenues and Expenses

# CSURMA

## **Cash Flow Budget of Revenues and Expenses Fiscal Year July 1, 2017 to June 30, 2018**

**Proposed**  
*Draft 6*

**Executive Committee**  
**March 9, 2017**

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2017 to June 30, 2018**

**FY 17/18 Proposed Budget**  
**Draft 6**

**TOTAL: ALL FUNDS**

	<i>Midterm</i> <b>FY 16/17</b> <b><u>Amended</u></b>	<i>Proposed</i> <b>FY 17/18</b> <b><u>Budget</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>Operating Revenues</b>			
Contributions	99,407,630	100,258,197	850,567
Reinsurance Premiums	-9,718,163	-9,984,559	-266,396
Total Operating Revenues	<u>89,689,467</u>	<u>90,273,638</u>	<u>584,171</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	62,120,833	62,538,116	417,283
Deductible Recoveries	-6,039,744	-6,050,000	-10,256
Claims Administrators	4,154,133	4,206,920	52,787
Management Information System	85,000	84,998	-2
Program Administrators	3,760,751	2,738,950	-1,021,801
Brokerage Commissions & Fees	1,544,465	1,588,892	44,427
Insurance Premiums (net of brokerage)	42,997,104	48,022,571	5,025,466
Taxes, Assessments & Fees	265,500	265,500	0
Actuarial Services	386,000	583,711	197,711
Claims Audit	22,000	22,000	0
Coverage Counsel	16,000	16,000	0
Program Legal	24,500	24,500	0
Miscellaneous Program Services	10,000	10,000	0
Workshop/Training Expenses	329,000	229,000	-100,000
Loss Control Expenses	1,064,466	974,426	-90,040
Appraisals	0	0	0
Excess/Reinsurance Recoveries	-14,843,930	-17,927,963	-3,084,033
Program Committee	0	0	0
Dividend Distributions	15,401,150	0	-15,401,150
Total Direct Program Expenses	<u>111,297,228</u>	<u>97,327,621</u>	<u>-13,969,607</u>

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2017 to June 30, 2018**

**FY 17/18 Proposed Budget**  
**Draft 6**

**TOTAL: ALL FUNDS**

	<i>Midterm</i> <b>FY 16/17</b> <b><u>Amended</u></b>	<i>Proposed</i> <b>FY 17/18</b> <b><u>Budget</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	43,000	35,000	-8,000
Executive Committee & Board Expenses	34,000	34,000	0
JPA Insurance	27,500	16,000	-11,500
Memberships, Associations & Dues	35,000	35,000	0
Chancellor's Office Accounting Services	350,000	367,500	17,500
Chancellor's Office Risk Management Service	1,013,000	1,013,000	0
JPA Accreditation	0	0	0
JPA Legal	105,000	108,150	3,150
Miscellaneous Expenses	15,000	15,000	0
Total General & Administrative Expenses	<u>1,622,500</u>	<u>1,623,650</u>	<u>1,150</u>
Total Operating Expenses	<u>112,919,728</u>	<u>98,951,271</u>	<u>-13,968,457</u>
<b>Non-Operating Revenues</b>			
Investment Income	2,500,000	2,500,000	0
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>2,500,000</u>	<u>2,500,000</u>	<u>0</u>
<b>Net Surplus (Deficit)</b>	<u>-20,730,261</u>	<u>-6,177,633</u>	
<b>Beginning Retained Earnings (est at 7/1/17)</b>	88,103,244	67,372,983	
<b>Ending Retained Earnings (est at 6/30/18)</b>	67,372,983	61,195,350	

CSURMA

Cash Flow Budget of Revenues and Expenses  
Fiscal Year July 1, 2017 to June 30, 2018

FY 17/18 Proposed Budget  
Draft 6

**GENERAL FUND**

To allocate General Expenses  
across All Program Funds

	<i>Midterm</i> FY 16/17 <u>Amended</u>	<i>Proposed</i> FY 17/18 <u>Budget</u>	<b>Budget</b> <b>Change</b>
<b>Operating Revenues</b>			
Contributions	0	0	0
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>0</u>	<u>0</u>	<u>0</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	0	0	0
Deductible Recoveries	0	0	0
Claims Administrators	0	0	0
Management Information System	0	0	0
Program Administrators	0	0	0
Brokerage Commissions & Fees	0	0	0
Insurance Premiums (net of brokerage)	0	0	0
Taxes, Assessments & Fees	0	0	0
Actuarial Services	0	0	0
Claims Audit	0	0	0
Coverage Counsel	0	0	0
Program Legal	0	0	0
Miscellaneous Program Services	0	0	0
Workshop/Training Expenses	0	0	0
Loss Control Expenses	0	0	0
Appraisals	0	0	0
Excess/Reinsurance Recoveries	0	0	0
Program Committee	0	0	0
Dividend Distributions	0	0	0

**CSURMA****Cash Flow Budget of Revenues and Expenses  
Fiscal Year July 1, 2017 to June 30, 2018****FY 17/18 Proposed Budget  
Draft 6****GENERAL FUND****To allocate General Expenses  
across All Program Funds**

	<i>Midterm</i> <b>FY 16/17</b> <b><u>Amended</u></b>	<i>Proposed</i> <b>FY 17/18</b> <b><u>Budget</u></b>	<b>Budget</b> <b><u>Change</u></b>
Total Direct Program Expenses	<u>0</u>	<u>0</u>	<u>0</u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	43,000	35,000	-8,000
Executive Committee & Board Expenses	34,000	34,000	0
JPA Insurance	27,500	16,000	-11,500
Memberships, Associations & Dues	7,450	7,500	50
Chancellor's Office Accounting Services	350,000	367,500	17,500
Chancellor's Office Risk Management Service	1,013,000	1,013,000	0
JPA Accreditation	0	0	0
JPA Legal	105,000	108,150	3,150
Miscellaneous Expenses	15,000	15,000	0
Total General & Administrative Expenses	<u>1,594,950</u>	<u>1,596,150</u>	<u>1,200</u>
Total Operating Expenses	<u>1,594,950</u>	<u>1,596,150</u>	<u>1,200</u>
<b>Non-Operating Revenues</b>			
Investment Income	2,500,000	2,500,000	0
Interest Income - Loans (separate fund)	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>2,500,000</u>	<u>2,500,000</u>	<u>0</u>

**CSURMA****Cash Flow Budget of Revenues and Expenses  
Fiscal Year July 1, 2017 to June 30, 2018****FY 17/18 Proposed Budget  
Draft 6****TOTAL: AORMA PROGRAMS**

	<i>Midterm</i> <b>FY 16/17</b> <b><u>Amended</u></b>	<i>Proposed</i> <b>FY 17/18</b> <b><u>Budget</u></b>	<b>Budget</b> <b><u>Change</u></b>
<b>Operating Revenues</b>			
Contributions	13,678,896	12,856,592	-822,304
Reinsurance Premiums	-2,964,904	-3,000,000	-35,096
Total Operating Revenues	<u>10,713,992</u>	<u>9,856,592</u>	<u>-857,400</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	4,554,815	5,684,380	1,129,565
Deductible Recoveries	-50,000	-50,000	0
Claims Administrators	263,653	268,048	4,395
Management Information System	6,774	6,493	-281
Program Administrators	1,311,477	1,331,600	20,123
Brokerage Commissions & Fees	282,137	282,137	0
Insurance Premiums (net of brokerage)	3,775,139	5,269,350	1,494,211
Taxes, Assessments & Fees	65,500	65,500	0
Actuarial Services	48,937	81,405	32,468
Claims Audit	10,000	10,000	0
Coverage Counsel	6,000	6,000	0
Program Legal	2,500	2,500	0
Miscellaneous Program Services	1,449	1,390	-59
Workshop/Training Expenses	47,347	29,102	-18,246
Loss Control Expenses	281,548	241,753	-39,795
Appraisals	0	0	0
Excess/Reinsurance Recoveries	-1,379,996	-1,549,309	-169,313
Program Committee	0	0	0
Dividend Distributions	1,712,755	0	-1,712,755
Total Direct Program Expenses	<u>10,940,035</u>	<u>11,680,348</u>	<u>740,313</u>

**CSURMA****Cash Flow Budget of Revenues and Expenses  
Fiscal Year July 1, 2017 to June 30, 2018****FY 17/18 Proposed Budget  
Draft 6****TOTAL: AORMA PROGRAMS**

	<i>Midterm</i> <b>FY 16/17</b> <u><b>Amended</b></u>	<i>Proposed</i> <b>FY 17/18</b> <u><b>Budget</b></u>	<b>Budget</b> <u><b>Change</b></u>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	5,826	4,546	-1,280
Executive Committee & Board Expenses	4,606	4,416	-191
JPA Insurance	3,726	2,078	-1,648
Memberships, Associations & Dues	1,009	974	-35
Chancellor's Office Accounting Services	47,420	47,728	309
Chancellor's Office Risk Management Service	137,246	131,561	-5,684
JPA Accreditation	0	0	0
JPA Legal	14,226	14,046	-180
Miscellaneous Expenses	2,032	1,948	-84
Total General & Administrative Expenses	<u>216,091</u>	<u>207,297</u>	<u>-8,794</u>
Total Operating Expenses	<u>11,156,126</u>	<u>11,887,644</u>	<u>731,519</u>
<b>Non-Operating Revenues</b>			
Investment Income	350,975	400,594	49,619
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>350,975</u>	<u>400,594</u>	<u>49,619</u>
<b>Net Surplus (Deficit)</b>	<u><b>-91,158</b></u>	<u><b>-1,630,458</b></u>	
<b>Beginning Retained Earnings (est at 7/1/17)</b>	20,807,801	20,716,643	
<b>Ending Retained Earnings (est at 6/30/18)</b>	20,716,643	19,086,184	

**CSURMA****Cash Flow Budget of Revenues and Expenses  
Fiscal Year July 1, 2017 to June 30, 2018****FY 17/18 Proposed Budget  
Draft 6****AORMA LIABILITY PROGRAM**

(Fund 21)

	<i>Midterm</i> <b>FY 16/17</b> <b>Amended</b>	<i>Proposed</i> <b>FY 17/18</b> <b>Budget</b>	<b>Budget</b> <b><u>Change</u></b>
<b>Operating Revenues</b>			
Contributions	3,880,956	4,098,878	217,922
Reinsurance Premiums	-1,285,904	-1,500,000	-214,096
Total Operating Revenues	<u>2,595,052</u>	<u>2,598,878</u>	<u>3,826</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	846,200	1,116,991	270,791
Deductible Recoveries	-50,000	-50,000	0
Claims Administrators	15,000	15,000	0
Management Information System	1,990	2,070	80
Program Administrators	600,000	609,206	9,206
Brokerage Commissions & Fees	39,939	39,939	0
Insurance Premiums (net of brokerage)	148,524	404,339	255,815
Taxes, Assessments & Fees	0	0	0
Actuarial Services	16,145	26,496	10,351
Claims Audit	5,000	5,000	0
Coverage Counsel	5,000	5,000	0
Program Legal	2,500	2,500	0
Miscellaneous Program Services	426	443	17
Workshop/Training Expenses	18,447	9,278	-9,169
Loss Control Expenses	122,095	99,946	-22,149
Appraisals	0	0	0
Excess/Reinsurance Recoveries	-243,845	0	243,845
Program Committee	0	0	0
Dividend Distributions	824,133	0	-824,133
Total Direct Program Expenses	<u>2,351,553</u>	<u>2,286,208</u>	<u>-65,345</u>

**CSURMA****Cash Flow Budget of Revenues and Expenses  
Fiscal Year July 1, 2017 to June 30, 2018****FY 17/18 Proposed Budget  
Draft 6****AORMA LIABILITY PROGRAM**

(Fund 21)

	<i>Midterm</i> <b>FY 16/17</b> <b>Amended</b>	<i>Proposed</i> <b>FY 17/18</b> <b>Budget</b>	<b>Budget</b> <b><u>Change</u></b>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	1,711	1,449	-262
Executive Committee & Board Expenses	1,353	1,408	55
JPA Insurance	1,095	662	-432
Memberships, Associations & Dues	297	311	14
Chancellor's Office Accounting Services	13,931	15,217	1,286
Chancellor's Office Risk Management Service	40,320	41,944	1,624
JPA Accreditation	0	0	0
JPA Legal	4,179	4,478	299
Miscellaneous Expenses	597	621	24
Total General & Administrative Expenses	<u>63,482</u>	<u>66,089</u>	<u>2,607</u>
Total Operating Expenses	<u>2,415,036</u>	<u>2,352,298</u>	<u>-62,738</u>
<b>Non-Operating Revenues</b>			
Investment Income	98,507	125,276	26,769
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>98,507</u>	<u>125,276</u>	<u>26,769</u>
<b>Net Surplus (Deficit)</b>	<u>278,523</u>	<u>371,856</u>	
<b>Beginning Retained Earnings (est at 7/1/17)</b>	6,465,172	6,743,695	
<b>Ending Retained Earnings (est at 6/30/18)</b>	6,743,695	7,115,552	

Includes Cyber Risk Liability

**CSURMA****Cash Flow Budget of Revenues and Expenses  
Fiscal Year July 1, 2017 to June 30, 2018****FY 17/18 Proposed Budget  
Draft 6****AORMA WORKERS' COMPENSATION PROGRAM**

(Fund 22)

<i>Midterm</i>	<i>Proposed</i>	
<b>FY 16/17</b>	<b>FY 17/18</b>	<b>Budget</b>
<b>Amended</b>	<b>Budget</b>	<b><u>Change</u></b>

**Operating Revenues**

Contributions	4,523,000	4,481,160	-41,840
Reinsurance Premiums	0	0	0
<b>Total Operating Revenues</b>	<b><u>4,523,000</u></b>	<b><u>4,481,160</u></b>	<b><u>-41,840</u></b>

**Operating Expenses***Direct Program Expenses*

Claims Payments & Legal Expenses	2,406,631	2,498,638	92,007
Deductible Recoveries	0	0	0
Claims Administrators	219,765	224,160	4,395
Management Information System	2,319	2,263	-56
Program Administrators	386,477	392,407	5,930
Brokerage Commissions & Fees	30,112	30,112	0
Insurance Premiums (net of brokerage)	3,332,037	4,599,011	1,266,974
Taxes, Assessments & Fees	65,500	65,500	0
Actuarial Services	18,989	30,306	11,317
Claims Audit	5,000	5,000	0
Coverage Counsel	1,000	1,000	0
Program Legal	0	0	0
Miscellaneous Program Services	496	484	-12
Workshop/Training Expenses	14,011	10,143	-3,867
Loss Control Expenses	138,985	107,402	-31,582
Appraisals	0	0	0
Excess/Reinsurance Recoveries	-1,136,151	-1,549,309	-413,158
Program Committee	0	0	0
Dividend Distributions	888,622	0	-888,622
<b>Total Direct Program Expenses</b>	<b><u>6,373,793</u></b>	<b><u>6,417,118</u></b>	<b><u>43,325</u></b>

**CSURMA****Cash Flow Budget of Revenues and Expenses  
Fiscal Year July 1, 2017 to June 30, 2018****FY 17/18 Proposed Budget****Draft 6****AORMA WORKERS' COMPENSATION PROGRAM**

(Fund 22)

	<i>Midterm</i> <b>FY 16/17</b> <b>Amended</b>	<i>Proposed</i> <b>FY 17/18</b> <b>Budget</b>	<b>Budget</b> <b><u>Change</u></b>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	1,995	1,584	-410
Executive Committee & Board Expenses	1,577	1,539	-38
JPA Insurance	1,276	724	-551
Memberships, Associations & Dues	346	340	-6
Chancellor's Office Accounting Services	16,235	16,636	400
Chancellor's Office Risk Management Service	46,990	45,856	-1,134
JPA Accreditation	0	0	0
JPA Legal	4,871	4,896	25
Miscellaneous Expenses	696	679	-17
Total General & Administrative Expenses	<u>73,985</u>	<u>72,253</u>	<u>-1,731</u>
Total Operating Expenses	<u>6,447,777</u>	<u>6,489,371</u>	<u>41,594</u>
<b>Non-Operating Revenues</b>			
Investment Income	159,993	152,963	-7,030
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>159,993</u>	<u>152,963</u>	<u>-7,030</u>
<b>Net Surplus (Deficit)</b>	<u>-1,764,784</u>	<u>-1,855,248</u>	
<b>Beginning Retained Earnings (est at 7/1/17)</b>	6,183,396	4,418,611	
<b>Ending Retained Earnings (est at 6/30/18)</b>	4,418,611	2,563,363	

**CSURMA****Cash Flow Budget of Revenues and Expenses  
Fiscal Year July 1, 2017 to June 30, 2018****FY 17/18 Proposed Budget  
Draft 6****AORMA PROPERTY PROGRAM \***

(Fund 23)

	<i>Midterm</i> <b>FY 16/17</b> <b>Amended</b>	<i>Proposed</i> <b>FY 17/18</b> <b>Budget</b>	<b>Budget</b> <b><u>Change</u></b>
<b>Operating Revenues</b>			
Contributions	2,368,714	2,075,000	-293,714
Reinsurance Premiums	-1,679,000	-1,500,000	179,000
Total Operating Revenues	<u>689,714</u>	<u>575,000</u>	<u>-114,714</u>
<b>Operating Expenses</b>			
<i>Direct Program Expenses</i>			
Claims Payments & Legal Expenses	250,000	250,000	0
Deductible Recoveries	0	0	0
Claims Administrators	0	0	0
Management Information System	1,215	1,048	-167
Program Administrators	255,000	258,913	3,913
Brokerage Commissions & Fees	189,843	189,843	0
Insurance Premiums (net of brokerage)	65,026	21,000	-44,026
Taxes, Assessments & Fees	0	0	0
Actuarial Services	6,802	12,042	5,240
Claims Audit	0	0	0
Coverage Counsel	0	0	0
Program Legal	0	0	0
Miscellaneous Program Services	260	224	-35
Workshop/Training Expenses	7,338	4,697	-2,641
Loss Control Expenses	18,219	24,130	5,911
Appraisals	0	0	0
Excess/Reinsurance Recoveries	0	0	0
Program Committee	0	0	0
Dividend Distributions	0	0	0
Total Direct Program Expenses	<u>793,702</u>	<u>761,897</u>	<u>-31,806</u>

**CSURMA****Cash Flow Budget of Revenues and Expenses  
Fiscal Year July 1, 2017 to June 30, 2018****FY 17/18 Proposed Budget  
Draft 6****AORMA PROPERTY PROGRAM \***

(Fund 23)

	<i>Midterm</i> <b>FY 16/17</b> <b>Amended</b>	<i>Proposed</i> <b>FY 17/18</b> <b>Budget</b>	<b>Budget</b> <b><u>Change</u></b>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	1,045	734	-311
Executive Committee & Board Expenses	826	713	-113
JPA Insurance	668	335	-333
Memberships, Associations & Dues	181	157	-24
Chancellor's Office Accounting Services	8,503	7,703	-799
Chancellor's Office Risk Management Service	24,609	21,233	-3,375
JPA Accreditation	0	0	0
JPA Legal	2,551	2,267	-284
Miscellaneous Expenses	364	314	-50
Total General & Administrative Expenses	<u>38,746</u>	<u>33,457</u>	<u>-5,289</u>
Total Operating Expenses	<u>832,448</u>	<u>795,354</u>	<u>-37,095</u>
<b>Non-Operating Revenues</b>			
Investment Income	25,418	29,036	3,618
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>25,418</u>	<u>29,036</u>	<u>3,618</u>
<b>Net Surplus (Deficit)</b>	<u>-117,316</u>	<u>-191,317</u>	
<b>Beginning Retained Earnings (est at 7/1/17)</b>	1,895,009	1,777,693	
<b>Ending Retained Earnings (est at 6/30/18)</b>	1,777,693	1,586,376	

\* AORMA Property includes Cyber Risk and ID Fraud; AORMA Fidelity is Crime only.

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2017 to June 30, 2018**

**FY 17/18 Proposed Budget**  
**Draft 6**

**AORMA CRIME PROGRAM \***

(Fund 24)

<i>Midterm</i>	<i>Proposed</i>	
<b>FY 16/17</b>	<b>FY 17/18</b>	<b>Budget</b>
<b>Amended</b>	<b>Budget</b>	<b><u>Change</u></b>

**Operating Revenues**

Contributions	310,552	277,000	-33,552
Reinsurance Premiums	0	0	0
Total Operating Revenues	<u>310,552</u>	<u>277,000</u>	<u>-33,552</u>

**Operating Expenses**

*Direct Program Expenses*

Claims Payments & Legal Expenses	50,000	50,000	0
Deductible Recoveries	0	0	0
Claims Administrators	0	0	0
Management Information System	159	140	-19
Program Administrators	25,000	25,384	384
Brokerage Commissions & Fees *	22,243	22,243	0
Insurance Premiums	229,552	245,000	15,448
Taxes, Assessments & Fees *	0	0	0
Actuarial Services	892	1,592	700
Claims Audit	0	0	0
Coverage Counsel	0	0	0
Program Legal	0	0	0
Miscellaneous Program Services	34	30	-4
Workshop/Training Expenses	962	627	-335
Loss Control Expenses	286	1,293	1,006
Appraisals	0	0	0
Excess/Reinsurance Recoveries	0	0	0
Program Committee	0	0	0
Dividend Distributions	0	0	0
Total Direct Program Expenses	<u>329,129</u>	<u>346,309</u>	<u>17,180</u>

**CSURMA**  
**Cash Flow Budget of Revenues and Expenses**  
**Fiscal Year July 1, 2017 to June 30, 2018**

**FY 17/18 Proposed Budget**  
**Draft 6**

**AORMA CRIME PROGRAM \***

(Fund 24)

	<i>Midterm</i> <b>FY 16/17</b> <b>Amended</b>	<i>Proposed</i> <b>FY 17/18</b> <b>Budget</b>	<b>Budget</b> <b><u>Change</u></b>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	137	98	-39
Executive Committee & Board Expenses	108	95	-13
JPA Insurance	88	45	-43
Memberships, Associations & Dues	24	21	-3
Chancellor's Office Accounting Services	1,115	1,028	-86
Chancellor's Office Risk Management Service	3,226	2,835	-392
JPA Accreditation	0	0	0
JPA Legal	334	303	-32
Miscellaneous Expenses	48	42	-6
 Total General & Administrative Expenses	 <u>5,080</u>	 <u>4,466</u>	 <u>-614</u>
 Total Operating Expenses	 <u>334,208</u>	 <u>350,775</u>	 <u>16,567</u>
<b>Non-Operating Revenues</b>			
Investment Income	4,686	7,640	2,955
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
 Total Non-Operating Revenues	 <u>4,686</u>	 <u>7,640</u>	 <u>2,955</u>
 Net Surplus (Deficit)	 <u>-18,971</u>	 <u>-66,135</u>	
 Beginning Retained Earnings (est at 7/1/17)	 408,581	 389,611	
Ending Retained Earnings (est at 6/30/18)	389,611	323,476	

\* AORMA Crime separated from AORMA Property beginning July 1, 2011

**CSURMA**

**Cash Flow Budget of Revenues and Expenses  
Fiscal Year July 1, 2017 to June 30, 2018**

**FY 17/18 Proposed Budget  
Draft 6**

**AORMA UNEMPLOYMENT INSURANCE PROGRAM**

(Fund 25)

<i>Midterm</i>	<i>Proposed</i>	
<b>FY 16/17</b>	<b>FY 17/18</b>	<b>Budget</b>
<b>Amended</b>	<b>Budget</b>	<b><u>Change</u></b>

**Operating Revenues**

Contributions	2,595,674	1,924,554	-671,120
Reinsurance Premiums	0	0	0
<b>Total Operating Revenues</b>	<b><u>2,595,674</u></b>	<b><u>1,924,554</u></b>	<b><u>-671,120</u></b>

**Operating Expenses**

*Direct Program Expenses*

Claims Payments & Legal Expenses	1,001,984	1,768,751	766,767
Deductible Recoveries	0	0	0
Claims Administrators	28,888	28,888	0
Management Information System	1,091	972	-119
Program Administrators	45,000	45,690	690
Brokerage Commissions & Fees	0	0	0
Insurance Premiums (net of brokerage)	0	0	0
Taxes, Assessments & Fees	0	0	0
Actuarial Services	6,109	10,969	4,860
Claims Audit	0	0	0
Coverage Counsel	0	0	0
Program Legal	0	0	0
Miscellaneous Program Services	233	208	-25
Workshop/Training Expenses	6,590	4,356	-2,234
Loss Control Expenses	1,963	8,982	7,019
Appraisals	0	0	0
Excess/Reinsurance Recoveries	0	0	0
Program Committee	0	0	0
Dividend Distributions	0	0	0
<b>Total Direct Program Expenses</b>	<b><u>1,091,858</u></b>	<b><u>1,868,816</u></b>	<b><u>776,958</u></b>

**CSURMA****Cash Flow Budget of Revenues and Expenses  
Fiscal Year July 1, 2017 to June 30, 2018****FY 17/18 Proposed Budget  
Draft 6****AORMA UNEMPLOYMENT INSURANCE PROGRAM**

(Fund 25)

	<i>Midterm</i> <b>FY 16/17</b> <b>Amended</b>	<i>Proposed</i> <b>FY 17/18</b> <b>Budget</b>	<b>Budget</b> <b><u>Change</u></b>
<b>General &amp; Administrative Expenses</b>			
Financial Audit	938	680	-258
Executive Committee & Board Expenses	742	661	-81
JPA Insurance	600	311	-289
Memberships, Associations & Dues	163	146	-17
Chancellor's Office Accounting Services	7,636	7,145	-492
Chancellor's Office Risk Management Service	22,101	19,694	-2,407
JPA Accreditation	0	0	0
JPA Legal	2,291	2,103	-188
Miscellaneous Expenses	327	292	-36
Total General & Administrative Expenses	<u>34,798</u>	<u>31,031</u>	<u>-3,767</u>
<b>Total Operating Expenses</b>	<u>1,126,656</u>	<u>1,899,847</u>	<u>773,191</u>
<b>Non-Operating Revenues</b>			
Investment Income	62,371	85,678	23,307
Interest Income - Loans	0	0	0
Miscellaneous Fee Revenue	0	0	0
Total Non-Operating Revenues	<u>62,371</u>	<u>85,678</u>	<u>23,307</u>
Net Surplus (Deficit)	<u>1,531,389</u>	<u>110,385</u>	
<b>Beginning Retained Earnings (est at 7/1/17)</b>	5,855,643	7,387,032	
<b>Ending Retained Earnings (est at 6/30/18)</b>	7,387,032	7,497,417	

## **AORMA COMMITTEE NOMINATIONS AND ELECTION**

**ISSUE:** Due to the retirement of Guy Dalpe and Leslie Davis, there are two open seats on the AORMA Committee. The Chair has the authority to appoint members to fill these seats. Effective June 30, 2017, Brian Nowlin and Robert de Wit will term out, and Jim Reinhart will not seek reelection. Therefore, three additional seats will become available. The Nominations Committee has met to discuss these open seats and will provide a verbal report at this meeting.

**RECOMMENDATION:** The Committee will be asked to elect a new First Vice Chair for the term July 1, 2017 to June 30, 2019.

**FISCAL IMPACT:** None.

**BACKGROUND:** Policy and Procedure A-1 was revised in December, 2015 so that the AORMA Committee would be comprised of seven at-large members and three Officers (Chair, First Vice Chair and Second Vice Chair). Each Officer may serve two two-year terms per position. At-large members may serve a maximum of three consecutive complete two-year terms. Upon reaching the end of the third complete two-year term, At-large members will either be “termed out” (they may be again nominated after one year off the Committee) or advance to the role of Chair, First Vice Chair or Second Vice Chair.

**PUBLICATION:** The AORMA Committee roster will be kept up to date and uploaded onto the CSURMA website.

**ATTACHMENT(S):**

- a. AORMA Committee roster
- b. Policy and Procedure A-1 – AORMA Committee Composition, Elections and Term Limits

## AORMA Committee

**Ten voting members - two alternates - twelve members total**

**Effective at July 1, 2016**

Committee	Seat	Member	Position	Campus	Type of Auxiliary	Location	Size of Campus	Type of Campus	Term	1st, 2nd or Final Term	Date Appointed
AORMA	Chair	Frank Mumford	Executive Director	Fullerton	CSU Fullerton Auxiliary Services Corporation	South	Large	Urban	7/1/16 - 6/30/18	First	7/1/2012
AORMA	First Vice Chair										
AORMA	Second Vice Chair	Gigi Kiama	Human Resources Director	Monterey Bay	The University Corporation at Monterey Bay	North	Small	Rural	7/1/16 - 6/30/18	First	3/24/2011
AORMA	Seat 1	Dave Nakamura	Executive Director	Humboldt	Humboldt State University Center	North	Large	Rural	7/1/16 - 6/30/18	First	7/1/2015
AORMA	Seat 2	Dave Nirenberg	Senior Director	Channel Islands	Channel Islands University Auxiliary Services, Inc.	South	Small	Rural	7/1/15 - 6/30/17	First	10/1/2015
AORMA	Seat 3	Brian Nowlin	Chief Operating Officer	Long Beach	California State University, Long Beach Research Foundation	South	Large	Urban	7/1/15 - 6/30/17	Third	3/24/2011
AORMA	Seat 4	Bella Newberg	Executive Director	San Marcos	University Auxiliary and Research Services Corporation	South			Completing 7/1/15 - 6/30/17	N/A	12/20/2016
AORMA	Seat 5	Jim Reinhart	Executive Director	Sacramento	University Enterprises, Inc. (UEI)	South	Large	Urban	7/1/15 - 6/30/17	First	7/1/2015
AORMA	Seat 6										
AORMA	Seat 7	Robert de Wit	Chief Financial Officer	Long Beach	Forty-Niner Shops, Inc., CSU Long Beach	South	Large	Urban	7/1/15 - 6/30/17	Third	7/1/2010

**SUBJECT:** AORMA COMMITTEE COMPOSITION,  
ELECTIONS & TERM LIMITS

**ADOPTED:** APRIL 18, 2003

**EFFECTIVE:** JULY 1, 2003

**AMENDED:** JANUARY 15, 2005  
OCTOBER 27, 2005  
JANUARY 16, 2008  
OCTOBER 29, 2009  
JANUARY 11, 2010  
SEPTEMBER 16, 2010  
DECEMBER 8, 2011  
SEPTEMBER 13, 2012  
MARCH 20, 2014  
DECEMBER 10, 2015

---

**PURPOSE:**

This policy and procedure outlines the process by which members of the Auxiliary Organizations Risk Management Alliance (AORMA) Committee are nominated and elected to serve. This policy and procedure addresses the desire of the CSURMA to ensure broad organizational representation among AORMA Committee members, acknowledging the AORMA Committee's need for stability of leadership while encouraging participation from qualified candidates.

**POLICY:**

It is the policy of the CSURMA that, in accordance with the Bylaws, the AORMA Committee shall adopt the procedure outlined in this document for purposes of generating continuity of leadership, encouraging opportunity for diverse committee representation and participation and continuing effective administration of established insurance programs and services.

**PROCEDURE:**

The following steps will be taken to affect the policy:

1. The AORMA Committee will be elected from representatives of the auxiliary organization members of the CSURMA, effective July 1 of every year. No auxiliary organization will have multiple representatives serving simultaneously on either the AORMA Committee or on the same Standing Committee. At-large members may serve a maximum of three consecutive complete two-year terms. Upon reaching the end of the third complete two-year term, At-large members will either be "termed out" (they may be again nominated after one year off the Committee) or advance to the role of Chair, First Vice Chair or

- Second Vice Chair. Terms are staggered to create a rotation of the at-large Committee members each year.
2. The AORMA Committee will be comprised of seven at-large members and three Officers (Chair, First Vice Chair and Second Vice Chair). Each Officer may serve two two-year terms per position.
  3. The AORMA Committee will review its membership annually to strive for diversity on the Committee based on the following criteria:
    - Type of Auxiliary Organization (Foundation, ASI/Student Union or Commercial)
    - Mix of personnel (Executive Director, CFO, HR, etc.)
    - Campus size (small – less than 10,000 FTE, medium – between 10,000 and 20,000 FTE, or large – more than 20,000 FTE)

The First Vice Chair and Chair shall serve as AORMA Committee representatives to the CSURMA Executive Committee.

***AORMA Committee Chair/Vice Chair Qualifications***

- Served on AORMA Committee for at least two years
  - Demonstrated leadership abilities in group settings
  - Ability to serve as primary advocate and spokesperson for AORMA Committee
  - Ability to lead the AORMA Committee
4. Annually, the Chair shall appoint a Nominations Committee, consisting of at least two AORMA Committee members to seek nominations for available positions on the AORMA Committee. The AORMA Committee Nominating Committee shall consider the following as minimum qualification criteria for individuals seeking nomination to the AORMA Committee:

***AORMA Committee Representative***

- Participating professional member of CSURMA AORMA for at least two years
- Served in a CSURMA auxiliary organization management position for at least two years
- Demonstrated leadership abilities
- Ability to attend meetings regularly and contribute to the AORMA Committee's work agenda, as described in Policy & Procedure A-2.

Previous service on one of AORMA's Standing Committees is preferred, but not required.

5. Timeline for nominations:

***October/November***

The Nominations Committee shall poll the AORMA Committee members, including the Chair, First Vice Chair and Second Vice Chair to identify which of the incumbents whose terms expire the following June 30 are interested in seeking re-election.

At the October AORMA Committee meeting, the Nominations Committee will announce their nominations for Chair, First Vice Chair and Second Vice Chair. The Chair, First Vice Chair and Second Vice Chair shall be elected by the AORMA Committee from its members. All ballots will be tallied by the CSURMA Secretary.

***January***

The Nominations Committee will announce to the membership changes to the Chair, First Vice Chair and Second Vice Chair as well as the opening of the nominations period for open committee positions (for July 1 appointments). The Nominations Committee will indicate which types of auxiliary representations are needed on the AORMA Committee (to ensure broad representation). Nominations will remain open through the end of February, and self-nominations will be accepted as well as nominations by others.

***February***

The Nominations Committee will continue to solicit nominations, especially if specific types of auxiliary organizations are not being represented.

***March***

A nominations slate will be forwarded to the AOA Executive Committee for review and comment. The slate, with comments, will be returned to the AORMA Committee no later than March 31.

***April***

All CSURMA member auxiliary organizations will be sent a ballot with the names of the nominated individuals. Each member auxiliary can vote for the representatives. Completed ballots will be due to the CSURMA by April 30.

***May***

Announcement at the CSURMA Board of Directors meeting of the outcomes of the election process to be effective July 1.

The AORMA Committee shall establish a statement of roles and responsibilities that provide guidance on operations of the Committee and may be amended from time to time by the AORMA Committee.

## **WORKERS' COMPENSATION AND UNEMPLOYMENT INSURANCE PROGRAM REFUNDS TO SPONSORED PROGRAMS**

**ISSUE:** Many Members are involved in federally sponsored programs. When the Member receives money back from either the AORMA workers' compensation or unemployment insurance programs, the federal government is entitled to receive a portion of that return. Within the workers' compensation program the refunds include dividends and premiums returned after the payroll audits, and within the unemployment insurance program, this would be funds in excess of the minimum required fund balance.

There are two ways a Member can address this issue:

1. Retain the refunds on account with CSURMA AORMA to be used to offset the contributions for the next year, or current year.
2. Receive the return from CSURMA AORMA and then calculate what percentage of the Member's payroll / salaries are attributable to federally sponsored programs to determine what percentage of the refund will need to be returned to the Feds.

Staff has drafted revisions to the following Policies and Procedures to address this situation:

1. Policy and Procedure UI-1 (Formula for Determining UIP Annual Deposit)
2. Policy and Procedure A-4 (Dividends and Assessments)
3. Policy and Procedure W-1 Workers' Compensation Program Member Allocation Formula

**RECOMMENDATION:** Staff recommends that the Committee discuss the refunds for federally sponsored programs and approve revisions to Policy and Procedures Nos. UI-1, A-4 and W-1, with additional changes as appropriate.

**FISCAL IMPACT:** There is no direct fiscal impact to CSURMA AORMA. The same refunds and dividends will be paid to the Members; however, the payments may be used to reduce the Member's deposit premium for the current or upcoming fiscal year.

**BACKGROUND:** Sue DeRosa, the Director of Sponsored Programs, within the Chancellor's Office will be at the meeting to provide additional information and answer questions.

**PUBLICATION:** The AORMA Members involved in federally sponsored programs have been notified of this issue. Additional notifications will be sent out once the Committee provides final direction and/or approval.

**ATTACHMENT(S):**

- a. Policy and Procedure UI-1 (Formula for Determining UIP Annual Deposit)
- b. Policy and Procedure A-4 (Dividends and Assessments)
- c. Policy and Procedure W-1 Workers' Compensation Program Member Allocation Formula



## CSURMA AORMA

## POLICY & PROCEDURE UI-1

**SUBJECT:** FORMULA FOR DETERMINING THE UNEMPLOYMENT INSURANCE PROGRAM ANNUAL CONTRIBUTIONS

**ADOPTED:** MAY 12, 2010

**EFFECTIVE:** JULY 1, 2011

**REVISED:** DECEMBER 6, 2012  
MAY 8, 2014  
MAY 5, 2016  
MARCH 9, 2017

---

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

### **POLICY:**

The AORMA Unemployment Insurance Program (UIP) annual contribution for each Auxiliary Organization participating in the AORMA UIP (MEMBER) shall be calculated using two factors – paid claims and administrative costs.

### **PROCEDURE:**

1. **Deposit Formula** - Paid claims (the MEMBER's average annual paid claims for five years ending 6/30), plus an administrative cost. The administrative costs are allocated to each MEMBER based on its percentage of the total average annual paid claims.
2. **Minimum Fund Balance** - Each MEMBER must maintain in the AORMA UIP a minimum fund balance of two times its average annual losses. If a MEMBER's fund balance is below the minimum, annually, the additional funding required will be calculated and the MEMBER will be assessed at the program anniversary date an amount not to exceed 20% of the additional funding required to achieve the minimum fund balance. The MEMBER will be assessed annually until the MEMBER's fund balance is at the minimum fund balance.

At the end of each fiscal year, the AORMA UIP Fund Balance Report will be distributed to each MEMBER. The Fund Balance Report will include actual paid claims for the fiscal year rather than estimates. If the MEMBER's fund balance exceeds the minimum fund balance required (two times annual average losses) then the MEMBER can request that the excess funds be returned.



For those MEMBERS involved in federally sponsored programs, the funds in excess of the minimum required fund balance can be retained on account with CSURMA to be used to lower contributions for the upcoming or current fiscal year. If the MEMBER chooses to receive a refund of the funds in excess of the minimum required fund balance, then the MEMBER will be required to calculate the percentage of its payroll and salary that is attributable to federally sponsored programs to determine what percentage of the refund will need to be returned to the federal government. Any obligation to a third party will be the responsibility of the MEMBER.

3. **Minimum Contribution** - There is no minimum contribution based on paid claims. However, there is a \$250 minimum annual contribution for administrative costs.
4. **Investment Income / Loss** - The total Investment Income or Loss is allocated to each MEMBER based on its percentage of the total AORMA UIP average fund balance for the preceding fiscal year. For the purpose of calculating the MEMBER's average fund balance, the following formula shall be used:

Beginning fund balance *plus* additional contributions *less* MEMBER's paid claims *less* MEMBER's allocated administrative costs = MEMBER's average balance.

**MEMBER APPEAL PROCESS:**

If a MEMBER wishes to appeal any decision regarding the application of the Target Surplus Funding Policy, the MEMBER must present an appeal in writing to the CSURMA Secretary-Auditor within 30 days of the disputed decision. The Secretary-Auditor shall place the Member's appeal on the AORMA COMMITTEE's agenda at its next regularly scheduled meeting. The AORMA COMMITTEE will review the appeal and inform the Member of the final decision within 5 business days of the final decision.

If a Member wishes to appeal the AORMA COMMITTEE's decision, the Member will notify the CSURMA Secretary-Auditor in writing within 5 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:**

**AORMA COMMITTEE** - The governing body of AORMA.

**AORMA** - Auxiliary Organizations Risk Management Alliance is a group of PROGRAMs that operate within the California State University Risk Management Authority representing the auxiliary organizations.

**CSURMA** - The California State University Risk Management Authority, a California Joint Powers Authority, comprised of the California State University and its auxiliary organizations.

**MEMBER** – The MEMBER is a signatory to the CSURMA Joint Powers Authority. Within this Policy and Procedure, MEMBER also means the Auxiliary Organization participating in the AORMA Unemployment Insurance Program.

**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.

**PARTICIPATION AGREEMENT** – A governing document of CSURMA AORMA which outlines the roles and responsibilities of AORMA and its MEMBERS.

**UIP** – AORMA Unemployment Insurance Program.



**CSURMA AORMA**

**POLICY AND PROCEDURE NO. A-4**

**SUBJECT: DIVIDENDS & ASSESSMENTS**

**ADOPTED: MARCH 8, 2007**

**AMENDED: OCTOBER 29, 2009  
SEPTEMBER 16, 2010  
OCTOBER 23, 2014  
MAY 5, 2016  
MARCH 9, 2017**

**EFFECTIVE: JULY 1, 2007**

**POLICY & PROCEDURE NO.: (FORMERLY) 8-AORMA**

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

**POLICY**

It is the policy of the AORMA COMMITTEE that:

1. Evaluation of the funding for each Self-Insured PROGRAM shall be made based on all coverage periods combined for that particular PROGRAM rather than on each coverage period on its own. The availability of any dividend or need for any assessment will be determined based on the PROGRAM's overall funding relative to the Target Surplus Goal detailed in the separate Policy and Procedure No. A-3.
2. Assessments and Dividends shall be allocated to the MEMBERS based on participation in "open" policy periods only.
3. Unless the AORMA COMMITTEE takes specific action to the contrary, a coverage period shall be considered "closed" for dividend and assessment purposes five (5) years from the expiration of that period (i.e. 6/30/03 for FY 07/08).
4. Assessments are a responsibility of membership and shall be allocated to all MEMBERS who participated in the open policy periods which the assessment is based on, regardless of whether they are current MEMBERS at the time the assessment is declared.
5. Dividends are a privilege of membership and shall be allocated only to the current MEMBERS in the PROGRAM at the time the dividend is declared who participated in one or more of the open policy periods which the dividend is based on.

## PROCEDURE

- 1. Annual Funding Analysis** – Each year the Program Director will analyze the current funding position of the PROGRAMs in accordance with the Target Surplus Goal detailed in Policy and Procedure No. A-3. This analysis will, in part, determine whether the PROGRAM’s overall funding is sufficient to consider a dividend or is depleted to the point of considering an assessment. The Program Director’s analysis will be reviewed by the AORMA COMMITTEE.
- 2. Closure of Policy Periods** - Upon reaching five (5) years of maturity after the end of a coverage period, that period shall be "closed" and there shall be no further dividends or assessments allocated with respect to those PROGRAM periods. Notwithstanding the above, the AORMA COMMITTEE may take action to leave a policy period "open" even though it may otherwise qualify for closure. In addition, the last five (5) policy periods shall always remain "open" unless the AORMA COMMITTEE takes specific action to declare any of the last five (5) policy periods closed.
- 3. Dividends and Assessments** - Dividends and assessments shall be allocated to the MEMBERS based upon the proportion of all premiums paid to the PROGRAM in all "open" periods only. For purposes of allocating dividends and assessments pursuant to this subparagraph, all "open" policy periods shall be considered collectively.
- 4. DECLARATION OF ASSESSMENTS** – Assessments will be declared as needed by the AORMA COMMITTEE, and will be collected from a MEMBER in accordance with its proportionate funding to the PROGRAM during all “open” policy periods, whether or not they currently participate in the PROGRAM at the time of the assessment.
- 5. DECLARATION OF DIVIDENDS** – The AORMA COMMITTEE may declare dividends if overall funding is sufficient to support such action. Upon such a declaration, the dividend shall be allocated to those MEMBERS currently participating in the PROGRAM at the time the dividend is declared, based on the proportionate funding of all “open” policy periods. For those MEMBERS involved in federally sponsored programs, the dividend can be retained on account with CSURMA to be used to lower contributions for the upcoming or current fiscal year. If the MEMBER chooses to receive the dividend, then the MEMBER will be required to calculate the percentage of its payroll and salary that is attributable to federally sponsored programs to determine what percentage of the dividend will need to be returned to the federal government.

## MEMBER APPEAL PROCESS

If a MEMBER wishes to appeal any decision regarding the application of the Dividend/Assessment Policy, the MEMBER must present an appeal in writing to the CSURMA Secretary-Auditor within 30 days of the disputed decision. The Secretary-Auditor shall place the MEMBER appeal on the AORMA COMMITTEE agenda at its next regularly scheduled



## **CSURMA AORMA**

## **POLICY AND PROCEDURE NO. A-4**

meeting. The AORMA COMMITTEE will review the appeal at its next regularly scheduled meeting and inform the MEMBER of the final decision within 5 business days of its decision.

If a MEMBER wishes to appeal the AORMA COMMITTEE's decision, the MEMBER will notify the CSURMA Secretary-Auditor in writing within 5 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:**

**AORMA** – Auxiliary Organizations Risk Management Alliance, a group of PROGRAMs of the California State University Risk Management Authority representing auxiliary organizations.

**AORMA COMMITTEE** – The governing body of AORMA.

**CSURMA** - The California State University Risk Management Authority, a California Joint Powers Authority, comprised of the California State University and its auxiliary organizations.

**MEMBER** – The MEMBER is a signatory to the CSURMA Joint Powers Authority.

**PROGRAM** – For purposes of dividends and assessments, AORMA's PROGRAMs are the Liability, Workers' Compensation, Property and Crime.



## CSURMA AORMA

## POLICY AND PROCEDURE NO. W - 1

---

<b>SUBJECT:</b>	<b>WORKERS' COMPENSATION MEMBER ALLOCATION FORMULA</b>
<b>ADOPTED:</b>	<b>MAY 15, 2008</b>
<b>EFFECTIVE:</b>	<b>MAY 15, 2008</b>
<b>AMENDED:</b>	<b>DECEMBER 8, 2009</b> <b>SEPTEMBER 10, 2015</b> <b>MAY 5, 2016</b> <b><u>MARCH 9, 2017</u></b>

---

### **PURPOSE:**

It shall be the policy of the CSURMA Auxiliary Organizations Risk Management Alliance (AORMA) to determine each MEMBER's allocation of the workers' compensation TOTAL PROGRAM FUNDING as outlined in the Workers' Compensation Member Allocation Formula noted below:

### **PROCEDURE:**

Annually, in September, the AORMA COMMITTEE will approve the TOTAL PROGRAM FUNDING for the workers' compensation program for the upcoming fiscal year.

Annually, in December, the PROGRAMS COMMITTEE will approve or accept the following allocation criteria with the Workers' Compensation Member Allocation Formula:

1. AORMA BASIC RATES for each class code
2. EXPERIENCE MODIFICATION FACTOR (EMF) as determined by the actuary.

### **ALLOCATION FORMULA:**

1. The MEMBER's EXPERIENCE MODIFICATION FACTOR is applied separately to each of the AORMA BASIC RATES. Result – Member's modified rates.
2. MEMBER's modified rates are applied separately to the MEMBER's estimated payroll, separated by class code, for the upcoming fiscal year. Result – Member's final modified deposit premium.

**\*\* Example \*\***

<b>1001</b>	<b>.50</b>	<b>*</b>	<b>.95</b>	<b>=</b>	<b>.48</b>
<b>1002</b>	<b>1.00</b>	<b>*</b>	<b>.95</b>	<b>=</b>	<b>.95</b>
<b>1004</b>	<b>1.50</b>	<b>*</b>	<b>.95</b>	<b>=</b>	<b>1.43</b>
<b>1005</b>	<b>3.00</b>	<b>*</b>	<b>.95</b>	<b>=</b>	<b>2.85</b>
<b>1006</b>	<b>4.00</b>	<b>*</b>	<b>.95</b>	<b>=</b>	<b>3.80</b>
<b>1007</b>	<b>5.00</b>	<b>*</b>	<b>.95</b>	<b>=</b>	<b>4.75</b>
AORMA basic rates			Experience modification factor		Modified rates
<b>1001</b>	<b>.48</b>	<b>*</b>	<b>\$1,000,000</b>	<b>=</b>	<b>\$4,800</b>
<b>1002</b>	<b>.95</b>	<b>*</b>	<b>\$800,000</b>	<b>=</b>	<b>\$7,600</b>
<b>1004</b>	<b>1.43</b>	<b>*</b>	<b>\$0</b>	<b>=</b>	<b>\$0</b>
<b>1005</b>	<b>2.85</b>	<b>*</b>	<b>\$0</b>	<b>=</b>	<b>\$0</b>
<b>1006</b>	<b>3.80</b>	<b>*</b>	<b>\$0</b>	<b>=</b>	<b>\$0</b>
<b>1007</b>	<b>4.75</b>	<b>*</b>	<b>\$0</b>	<b>=</b>	<b>\$0</b>
					<b>\$12,400</b>
	Modified rates		Estimated payroll		Final modified deposit premium

**ANNUAL PAYROLL AUDIT:**

The MEMBER's final payroll separated by AORMA class code will be requested at the end of each program year. The MEMBER's final workers' compensation premium will be calculated by multiplying the MEMBER's actual payroll per class code by the MEMBER's modified rates. The MEMBER will receive either a refund or additional deposit billing based on how their audited contribution compares with their initial deposit. MEMBERS will allocate their payroll to each of the AORMA class codes as outlined in the (1) AORMA Workers' Compensation Explanation of Classification Codes and (2) AORMA Workers' Compensation Payroll Rules to Follow publications. For those MEMBERS involved in federally sponsored programs, the refund can be retained on account with CSURMA to be used to lower contributions for the upcoming or current fiscal year. If the MEMBER chooses to receive the refund, then the MEMBER will be required to calculate the percentage of its payroll and salary that is attributable to federally sponsored programs to determine what percentage of the dividend will need to be returned to the federal government.

If the final audit or the renewal application is not received by the deadline, then the Program Administrator may increase that MEMBERS payrolls by the average payroll increase for all MEMBERS for the prior two years.

**MEMBER APPEAL PROCESS:**

If a MEMBER wishes to appeal any decision regarding the application of the Workers' Compensation Program Member Allocation Formula Policy and Procedure, the MEMBER must present an appeal in writing to the CSURMA Secretary-Auditor within 30 days of the disputed decision. The Secretary-Auditor shall place the MEMBER's appeal on the AORMA COMMITTEE's agenda at its next regularly scheduled meeting. The AORMA COMMITTEE will review the appeal and inform the MEMBER of the final decision within 5 business days of the final decision.

If a MEMBER wishes to appeal the AORMA COMMITTEE's decision, the MEMBER will notify the CSURMA Secretary-Auditor in writing within five (5) 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:**

**AORMA** – Auxiliary Organizations Risk Management Alliance is a group of PROGRAMs that operate within the California State University Risk Management Authority representing the auxiliary organizations.

**AORMA COMMITTEE** – The governing body of AORMA.

**AORMA BASIC RATES** – The AORMA Basic Rates will be approved annually by the PROGRAMS COMMITTEE. The WCIRB class code rates shown below will be utilized when determining the AORMA BASIC RATES. A normalization factor will be added to the WCIRB class code rates in order to achieve the TOTAL PROGRAM FUNDING required as approved by the AORMA COMMITTEE.

<b>Class Code Description</b>	<b>AORMA</b>	<b>WCIRB</b>
Clerical	1001	8810
Off-site activities / professional / student activities	1002	8868
Retail	1004	8071
Sports / day care	1005	9053
Food service	1006	9079
Manual labor	1007	9101

**CSURMA** – The California State University Risk Management Authority, a California Joint Powers Authority, comprised of the California State University and its auxiliary organizations.

**CSURMA EXECUTIVE COMMITTEE** – The California State University Risk Management Authority Executive Committee.

**EXPERIENCE MODIFICATION FACTOR (EMF)** – The experience rating system is a merit rating system intended to provide MEMBERS a direct financial incentive to reduce work-related accidents. The experience rating system objectively distributes the cost of the workers’ compensation program more equitably among the MEMBERS. An EMF less than 100% reflects better than average experience. The actuary will determine each MEMBER’s EMF based on the current published WCIRB method. The EMF will be adjusted for the normalization factor and capped at a maximum change of +/- 15% from the prior (normalized) EMF.

**MEMBER** – The Member is a signatory to the CSURMA Joint Powers Authority as well as the AORMA Workers’ Compensation Program Participation Agreement.

**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.

**PARTICIPATION AGREEMENT** – A governing document of CSURMA AORMA which outlines the roles and responsibilities of AORMA and its MEMBERS.

**PROGRAMS COMMITTEE** - The Programs Committee oversees the management of all programs not otherwise assigned to another committee, including, but not limited to, the Liability, Workers' Compensation, Property, Crime, Unemployment Insurance, Participant Accident Insurance and Foreign Travel Liability Programs, as well as new program development. The Committee will assist in the review of annual actuarial reports and the development of rating plans for allocation of annual costs, policies and coverage documents. Training, service provider RFP development and selection will also be handled by this Committee. The Programs Committee will act as a liaison to the AOA Human Resources Committee.

**TOTAL PROGRAM FUNDING** - The Total Program Funding costs will include (1) the pooled layer funding requirement, as recommended by the actuary, (2) administrative costs and (3) excess insurance or reinsurance costs.

## **POLICY AND PROCEDURE REVIEW**

**ISSUE:** Policy and Procedure A-5 requires that the AORMA Committee review its policies and procedures at least every two years. The following policies and procedures are due to be reviewed in 2017:

- A-1 AORMA Committee Composition, Elections and Terms Limits
- A-7 Travel Reimbursement Policy
- C-1 Crime Program Member Allocation Formula
- L-5 Guidelines for Extending Liability Coverage to Non-Auxiliary Organizations
- L-7 Employment Practices Deductible Options
- P-1 Property Program Member Allocation Formula

Because the Programs Committee is completing its review of the member allocation formulas and may suggest revisions, C-1, L-5 and P-1 will be reviewed at the May, 2017 meeting.

**RECOMMENDATION:** Staff recommends that the Committee review the policies and procedures and approve the suggested revisions, with additional modifications as appropriate.

**FISCAL IMPACT:** No financial impact is expected from action taken on this item.

**BACKGROUND:** Shown below is a summary of Staff's suggested revisions:

- A-1 The last paragraph is redundant. Policy and Procedure A-2 already addresses the committee's roles and responsibilities.
- A-7 No substantive revisions are suggested (correction of one typo only).
- L-5 No revisions are suggested.

**PUBLICATION:** The revised policies and procedures will be posted on the CSURMA website.

**ATTACHMENT(S):**

- a. AORMA Policy and Procedure Review Schedule
- b. A-1 AORMA Committee Composition, Elections and Terms Limits
- c. A-7 Travel Reimbursement Policy
- d. L-5 Guidelines for Extending Liability Coverage to Non-Auxiliary Organizations

## AORMA Policies and Procedures

### Review Schedule

Policy and Procedure		Adopted	Amended / Reviewed	Scheduled for Review
A-1	AORMA Committee Composition, Elections and Terms Limits	4/18/2003	12/10/2015	2017
A-2	AORMA Committee and Standing Committee Roles and Responsibilities	8/19/2003	9/8/2016	2018
A-3	Target Surplus Funding Policy	1/10/2007	5/5/2016	2018
A-4	Dividends and Assessments	3/8/2007	5/5/2016	2018
A-5	Annual Calendar of Reports, Audits and Filings	10/29/2009	5/5/2016	2018
A-6	Risk Reduction Matching Grant Program	5/9/2013	5/5/2016	2018
A-7	Travel Reimbursement Policy	5/21/2013	3/19/2015	2017
A-8	Closed Session	10/23/2014	5/5/2016	2018
C-1	Crime Program Member Allocation Formula	11/6/2013	9/10/2015	2017
L-1	Claims Reporting	12/7/2006	5/5/2016	2018
L-2	Liability Claims Administration and Litigation Management	12/7/2006	3/10/2016	2018
L-3	Legal Counsel Selection	12/7/2006	5/5/2016	2018
Attachment	Approved Legal Counsel List (Review at least every three years)	N/A	9/8/2016	2019
L-4	Employee Driving Standards	7/1/2002	5/5/2016	2018
L-5	Guidelines for Extending Liability Coverage to Non-Auxiliary Organizations	8/19/2003	3/19/2015	2017
L-6	Requirement to Purchase PAI for all Activities Involving Minors	6/17/2010	5/5/2016	2018
L-7	Employment Practices Deductible Options	5/12/2011	3/19/2015	2017
L-8	Liability Program Member Allocation Formula	9/8/2016	9/8/2016	2018
P-1	Property Program Member Allocation Formula	11/6/2013	9/10/2015	2017
UI-1	Formula for Determining Unemployment Insurance Program Annual Contributions	5/12/2010	5/5/2016	2018
W-1	Workers' Compensation Member Allocation Formula	5/15/2008	5/5/2016	2018
W-2	Requirement of Members to Maintain Experience Modification Factor of 1.25 or Less	9/9/2003	5/5/2016	2018
W-3	Claims Handling Procedures and Guidelines	12/8/2009	9/8/2016	2018
W-4	Workers' Compensation Coverage Claims Settlement Authority	9/16/2010	5/5/2016	2018
W-5	Volunteer Coverage	1/12/2005	5/5/2016	2018

<b>SUBJECT:</b>	<b>AORMA COMMITTEE COMPOSITION, ELECTIONS &amp; TERM LIMITS</b>
<b>ADOPTED:</b>	<b>APRIL 18, 2003</b>
<b>EFFECTIVE:</b>	<b>JULY 1, 2003</b>
<b>AMENDED:</b>	<b>JANUARY 15, 2005 OCTOBER 27, 2005 JANUARY 16, 2008 OCTOBER 29, 2009 JANUARY 11, 2010 SEPTEMBER 16, 2010 DECEMBER 8, 2011 SEPTEMBER 13, 2012 MARCH 20, 2014 DECEMBER 10, 2015 <u>MARCH 9, 2017</u></b>

---

**PURPOSE:**

This policy and procedure outlines the process by which members of the Auxiliary Organizations Risk Management Alliance (AORMA) Committee are nominated and elected to serve. This policy and procedure addresses the desire of the CSURMA to ensure broad organizational representation among AORMA Committee members, acknowledging the AORMA Committee’s need for stability of leadership while encouraging participation from qualified candidates.

**POLICY:**

It is the policy of the CSURMA that, in accordance with the Bylaws, the AORMA Committee shall adopt the procedure outlined in this document for purposes of generating continuity of leadership, encouraging opportunity for diverse committee representation and participation and continuing effective administration of established insurance programs and services.

**PROCEDURE:**

The following steps will be taken to affect the policy:

1. The AORMA Committee will be elected from representatives of the auxiliary organization members of the CSURMA, effective July 1 of every year. No auxiliary organization will have multiple representatives serving simultaneously on either the AORMA Committee or on the same Standing Committee. At-large members may serve a maximum of three consecutive complete two-year terms. Upon reaching the end of the third complete two-year term, At-large members will either be “termed out” (they may be again nominated after one year off the Committee) or advance to the role of Chair, First Vice Chair or

Second Vice Chair. Terms are staggered to create a rotation of the at-large Committee members each year.

2. The AORMA Committee will be comprised of seven at-large members and three Officers (Chair, First Vice Chair and Second Vice Chair). Each Officer may serve two two-year terms per position.
3. The AORMA Committee will review its membership annually to strive for diversity on the Committee based on the following criteria:
  - Type of Auxiliary Organization (Foundation, ASI/Student Union or Commercial)
  - Mix of personnel (Executive Director, CFO, HR, etc.)
  - Campus size (small – less than 10,000 FTE, medium – between 10,000 and 20,000 FTE, or large – more than 20,000 FTE)

4. The First Vice Chair and Chair shall serve as AORMA Committee representatives to the CSURMA Executive Committee.

***AORMA Committee Chair and /Vice First Chair Qualifications***

- Served on AORMA Committee for at least two years
  - Demonstrated leadership abilities in group settings
  - Ability to serve as primary advocate and spokesperson for AORMA Committee
  - Ability to lead the AORMA Committee
- 4.5. Annually, the Chair shall appoint a Nominations Committee, consisting of at least two AORMA Committee members to seek nominations for available positions on the AORMA Committee. The AORMA Committee Nominating Committee shall consider the following as minimum qualification criteria for individuals seeking nomination to the AORMA Committee:

***AORMA Committee Representative***

- Participating professional member of CSURMA AORMA for at least two years
- Served in a CSURMA auxiliary organization management position for at least two years
- Demonstrated leadership abilities
- Ability to attend meetings regularly and contribute to the AORMA Committee’s work agenda, as described in Policy & Procedure A-2.

Previous service on one of AORMA’s Standing Committees is preferred, but not required.

**5.6.** Timeline for nominations:

***October/November***

The Nominations Committee shall poll the AORMA Committee members, including the Chair, First Vice Chair and Second Vice Chair to identify which of the incumbents whose terms expire the following June 30 are interested in seeking re-election.

At the October AORMA Committee meeting, the Nominations Committee will announce their nominations for Chair, First Vice Chair and Second Vice Chair. The Chair, First Vice Chair and Second Vice Chair shall be elected by the AORMA Committee from its members. All ballots will be tallied by the CSURMA Secretary-~~Auditor~~.

***January***

The Nominations Committee will announce to the membership, changes to the Chair, First Vice Chair and Second Vice Chair as well as the opening of the nominations period for open committee positions (for July 1 appointments). The Nominations Committee will indicate which types of auxiliary representations are needed on the AORMA Committee (to ensure broad representation). Nominations will remain open through the end of February, and self-nominations will be accepted as well as nominations by others.

***February***

The Nominations Committee will continue to solicit nominations, especially if specific types of auxiliary organizations are not being represented.

***March***

A nominations slate will be forwarded to the AOA Executive Committee for review and comment. The slate, with comments, will be returned to the AORMA Committee no later than March 31.

***April***

All CSURMA member auxiliary organizations will be sent a ballot with the names of the nominated individuals. Each member auxiliary can vote for the representatives. Completed ballots will be due to the CSURMA by April 30.

***May***

Announcement at the CSURMA Board of Directors meeting of the outcomes of the election process to be effective July 1.

~~The AORMA Committee shall establish a statement of roles and responsibilities that provide guidance on operations of the Committee and may be amended from time to time by the AORMA Committee.~~



## **CSURMA AORMA**

## **POLICY AND PROCEDURE NO. A-7**

---

**SUBJECT:** CSURMA AORMA TRAVEL REIMBURSEMENT  
POLICY

**ADOPTED:** MARCH 21, 2013

**AMENDED:** MARCH 19, 2015

**MARCH 9, 2017**

---

**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 ~~a~~ 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.



---

**CSURMA AORMA****POLICY AND PROCEDURE NO. L-5**

---

**SUBJECT:** **GUIDELINES FOR EXTENDING LIABILITY  
COVERAGE TO NON-AUXILIARY  
ORGANIZATIONS**

**ADOPTED:** **AUGUST 19, 2003**

**EFFECTIVE:** **JULY 1, 2003**

**AMENDED:** **NOVEMBER 20, 2003  
OCTOBER 8, 2009  
DECEMBER 6, 2012  
MARCH 21, 2013  
MARCH 19, 2015**

**POLICY & PROCEDURE NO.:** **(FORMERLY) 5-AORMA**

---

**PURPOSE:**

The purpose of this Policy and Procedure is to describe the conditions under which Auxiliary Organizations (Members) may extend Liability coverage to student groups, alumni organizations, booster clubs and other related entities.

Coverage provided under the CSURMA AORMA Liability Program is governed solely by the Liability Memorandum of Coverage and excess insurance policies providing coverage under that program. This Policy and Procedure shall not be construed to broaden or restrict coverage in any way. Rather, this Policy and Procedure is intended to guide Members as respects coverage.

**POLICY:**

It is the policy of the CSURMA AORMA Liability Program that Members will protect CSURMA program assets by fully implementing the guidelines found in the Insurance Requirements in Contracts Manual prepared by CSURMA's Program Administrator. It is understood that from time-to-time, Members may request to extend Liability coverage for certain student group activities, booster club activities, alumni organization activities or operations of other related entities that benefit the member Auxiliary Organization, and this extension of coverage may be acceptable provided that the member Auxiliary Organization exercises substantial control over the activities or organizations to which coverage is extended.

It is the intention of this Policy and Procedure that the Auxiliary Organizations Association (AOA) and the Auxiliaries Multiple Employer VEBA be considered Member organizations for purposes of insurance coverage through the CSURMA AORMA Liability Program.

**PROCEDURE:**

Members are expected to adhere to the following procedures:

## **CSURMA AORMA**

## **POLICY AND PROCEDURE NO. L-5**

Members shall fully implement the guidelines of the Insurance Requirements in Contracts Manual prepared by the CSURMA Program Administrator. This means that Members will require third party contractors and vendors to provide appropriate indemnification, insurance and documentation of coverage.

1. In order to extend liability coverage to student groups, alumni organizations, booster groups or other related entities, the following conditions must be met:
  - a. The Member must exercise substantial control over all events, activities and operations. By this, it is meant that the Member is directly involved in all planning of the activities and is in a position to exercise management control.
  - b. The Member will hold substantial financial control.
  - c. A risk analysis has been performed by the Member to determine that the extension of coverage does not generate unnecessarily high risks.
  - d. The Member will participate in the planning and oversight of activities or events so that risk is minimized. The requirements for drivers described in Policy and Procedure AORMA # L-4 will be applicable to those groups to whom coverage is extended. Special Events coverage shall be purchased when the coverage extension is deemed to generate significant additional risk.
  - e. The Member will provide to the CSURMA AORMA Program Administrator appropriate underwriting information.
  - f. The underwriting information will be reviewed by the CSURMA AORMA Program Administrator and may also be reviewed by the Systemwide Director of Risk Management and/or CSURMA's legal counsel who will provide the Programs Committee with a recommendation as to whether coverage should be extended.
  - g. The AORMA Programs Committee will make the final determination if the Member's coverage can be extended.
  - h. After approval of the coverage extension, the student group, alumni association, booster club or other related entity will be listed on the CSURMA AORMA Liability Program Memorandum of Coverage Declarations Page.

**EMPLOYERS GROUP RENEWAL CONTRACT**  
**JULY 1, 2017 TO JUNE 30, 2020**

**ISSUE:** The current contract with the Employers Group for HR Consulting Services is due to expire on June 30, 2017. The Employers Group has proposed a three-year renewal contract.

**RECOMMENDATION:** The Programs Committee discussed the services provided by Employers Group at their meeting on September 29, 2016. Staff also surveyed the AOA HR Committee members at their meeting on July 29, 2016. Both committees founds the services provided by Employers Group to be very valuable and both recommended continuing the services.

Staff recommends that the Committee approve the proposed renewal services and delegate authority to the CSURMA Secretary-Auditor to finalize and execute the contract.

**FISCAL IMPACT:** The Employers Group has agreed to a three-year contract – 7/01/17 to 6/30/20, with a per auxiliary price of \$530, or \$30,210 annually. This pricing represents a 4.5% increase over the expiring contract pricing of \$507 per auxiliary. Shown below is the historical pricing for this contract:

*Historical Pricing:*

3/01/11 to 2/29/12 - \$497 per auxiliary  
3/01/12 to 6/30/13 - \$485 per auxiliary  
7/01/13 to 6/30/14 - \$485 per auxiliary  
7/01/14 to 6/30/17 - \$507 per auxiliary  
7/01/17 to 6/30/20 - \$530 per auxiliary (proposed)

**BACKGROUND:** AORMA has had this contract with the Employers Group since March 1, 2011.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. EG-AORMA Service Agreement – 3 Year Contract
- b. Utilization Report
- c. Vendor Survey

## **Sponsored Membership Sales Agreement 7/1/2017 – 6/30/2020**

This three-year Sponsored Membership Sales Agreement (“Agreement”) is between Employers Group, Inc. (“EG”), a California nonprofit mutual benefit corporation, and California State University Risk Management Authority (“CSURMA”) for the benefit of the Auxiliary Organizations who are members of CSURMA’s Auxiliary Organization Risk Management Alliance (“CSURMA AORMA”).

### **I. Nature of Agreement**

This Agreement provides for EG’s sale of sponsored, non-voting, annual EG memberships (“memberships”) to CSURMA for distribution to members of CSURMA AORMA (“CSURMA AORMA sponsored members”) subject to all of the terms and conditions specified herein. Upon activation, holders of these memberships will be entitled to all rights and benefits as EG members, except for the right to vote on matters submitted to a vote of EG members, for the duration of the memberships. This is a nonexclusive Agreement and the parties acknowledge that it does not preclude them from entering into other sponsored membership sales or other agreements with anyone. The effective date of the Agreement shall be July 1, 2017 until June 30, 2020.

### **II. Purchase and Renewal**

#### **A. Pricing and Payment**

##### **(1) Contract Preferred Rate**

- a. The applicable membership preferred annual rate will be \$530 each for the sponsored new or renewal memberships initiated by CSURMA based on a minimum of 50 active, sponsored memberships.
- b. CSURMA will pay for memberships based on an annual invoice provided by EG, reflecting all entities to be included in the membership and reflecting the corresponding current per-member dues rate. A broker portal (described below) is available should CSURMA choose to utilize it at the time of future renewals. CSURMA may choose to purchase sponsored memberships through EG’s web-based broker portal page that will be built specifically for CSURMA. EG will accept all major credit cards through a secure online transaction process and membership will be activated (Section III.A). EG will support this process with its ServiceOne call center during normal business hours (8:00AM-5:00PM PST) for live assistance.
  - (i) EG represents and warrants that it is compliant with and maintains certification of Payment Card Industry (“PCI”)

compliance standards regarding data security and that it is subject to independent third-party quarterly scans that audit for all known methods hackers use to access private information, in addition to vulnerabilities that would allow malicious software or “malware” to gain access to EG’s network devices. If during the term of this Agreement, EG undergoes, or has reason to believe that it will undergo, an adverse change in its certification or compliance status with PCI DSS standards and/or other material payment card industry standards, it will promptly notify CSURMA of that fact.

- (ii) At the request of CSURMA, EG will promptly provide CSURMA with evidence that is reasonably satisfactory to CSURMA that EG is compliant with current PCI DSS security standards.
- (iii) EG will maintain and protect in accordance with all applicable laws and PCI regulations the security of all cardholder data when providing or performing any service under this Agreement.

### III. Terms of Membership

#### A. Activation

Memberships for CSURMA sponsored members will be activated upon EG’s receipt of both the applicable annual membership dues payment and requisite new member information (“activated membership”). EG will not recognize or serve any CSURMA sponsored member until they have an activated membership.

#### B. New Member Induction

EG will work directly with CSURMA to contact and assign an EG Service Manager to each new CSURMA sponsored member. The EG Service Manager will provide a comprehensive induction (on-boarding) process which may consist of customized strategic or informational emails, educational programs, personal calls, on-site meetings, and other initiatives as appropriate for each such member. CSURMA is not responsible for, and will not reimburse EG for, any out-of-pocket costs incurred by EG relating to the new member induction.

#### C. Duration

CSURMA acknowledges that activated memberships for CSURMA sponsored members are annual memberships and are provided for a full year from activation. Within the annual period of the agreement, memberships are transferable. CSURMA may cancel at any time, with or without cause, the membership of a CSURMA sponsored member. If CSURMA cancels a CSURMA sponsored member’s membership for any reason other than termination of this agreement **(Section V.B.2), EG will deactivate the**

**membership within two business days.** CSURMA understands that this does not preclude EG from directly and independently pursuing dropped members for regular membership. If a membership is deactivated during the annual term of the Agreement, CSURMA maintains the right to transfer that membership to another CSURMA sponsored member for the duration of the existing annual term. No refunds will be provided.

D. Compliance

CSURMA sponsored members must comply with all existing EG member rules. EG may terminate CSURMA sponsored members or otherwise enforce its member rules against sponsored members to the fullest extent allowed, including termination of membership.

#### IV. Cross-Marketing

A. EG Services

CSURMA AORMA representatives will work together with EG personnel under the guidance of the CSURMA AORMA executive management team to provide information about the needs of CSURMA AORMA sponsored members for EG services. To aid that process, EG will provide CSURMA AORMA representatives with information programs about EG service lines, products, and benefits so they can better assess the needs of CSURMA AORMA sponsored members. Such programs may be conducted in-person, by webinar or phone as may be appropriate for the level of participation, proximity, and other practical or logistical considerations. Subject to availability and reasonable scheduling, EG will be permitted to use CSURMA AORMA offices to host educational and training programs, new member receptions, legal updates, executive roundtables, and other pre-approved marketing efforts and activities.

B. CSURMA AORMA Services

Subject to availability and reasonable scheduling, EG Service Managers will provide sales support to CSURMA, including, participation in presentations, follow-up with potential clients, and other pre-approved marketing efforts and activities.

## V. General Terms

### A. Notice

Any notice required to be given pursuant to this Agreement shall be either sent by email or fax and overnight delivery by any private mail carrier as follows:

CSURMA  
c/o CSU Office of the Chancellor  
~~Robert Eaton~~ [Zachary Gifford](#)  
CSURMA Auditor-Secretary  
401 Golden Shore, 5<sup>th</sup> Floor  
Long Beach, CA90802-4210  
Email: ~~zgifford~~~~reaton~~@calstate.edu  
Phone: (562) 951-4580  
Fax: (562) 951-4859

Employers Group, Inc.  
Mark W. Wilbur  
President and CEO  
400 North Continental Blvd. Suite 300  
El Segundo, CA 90245  
Email: [mwilbur@EmployersGroup.com](mailto:mwilbur@EmployersGroup.com)  
Phone: (213) 765-3999  
Fax: (213) 742-0301

### B. Term and Termination

(1) Termination. Either party shall have the right to terminate this Agreement for any reason and without penalty, upon sixty (60) days prior written notice to the other party. Termination shall be effective on the sixty-first day after the requisite notice is provided (“termination date”). Upon termination of the Agreement, each party agrees to return all restricted property belonging to the other and not to further use such restricted property except as necessary to fulfill any contractual obligations which may survive termination. If this Agreement is terminated during the course of an existing annual term, EG shall continue to provide all membership benefits and services for the duration of the existing annual term. No refunds will be provided.

### C. Restricted Property

(1) Use. CSURMA and EG will not use the content, courseware, trademarks, service marks, logos or other intellectual property (“restricted property”) of each other without that party’s prior written consent and approval. The terms of that consent will be specified in writing when provided, except that the use of any restricted property will not be deemed to transfer any rights

in the restricted property other than the right to use it in accordance with the written instructions of the owner of the restricted property.

- (2) Warranty. CSURMA and EG each warrant, solely with respect to their own respective restricted property, that they possess all copyright, trademark, patent, trade secret and similar property and other rights in their own respective restricted property which they have made available for use to the other party under this Agreement, whether fully original or comprised of preexisting materials, necessary for them to fulfill their obligations under this Agreement, and that there is no pending or threatened litigation, including court, administrative or arbitration proceedings, which, if decided adversely to them or their licensors, would interfere in any material manner with any right to use the restricted property under this Agreement. Each party to this Agreement will defend, indemnify and hold the other harmless from any and all fees, costs, liabilities and expenses, including all reasonable legal fees and expenses that arise from breach of this warranty, provided that the party invoking this provision gives prompt notice to the party upon whom claim is made. The parties involved shall consult and cooperate in the settlement of any such claim or action. Any party being defended under this provision may, at its sole cost, appear separately in the defense of the claim or action.

D. Assignment

The parties may not assign or subcontract this Agreement or any interest therein, without the other party's express written consent.

E. Governing Law and Venue

This Agreement shall be governed by the laws of the State of California, without regard to its choice of law rules. The parties agree that any legal proceedings arising out of or relating to this Agreement shall be conducted solely and exclusively in Los Angeles County, California, or, if in federal court, in the United States District Court, Central District of California.

F. Cumulative Remedies

All remedies available to either party for breach of this Agreement are cumulative and may be exercised concurrently or separately, and the exercise of any one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.

G. Waiver

No term or provision hereof shall be deemed waived and no breach excused unless such waiver or consent shall be in writing and signed by the duly authorized representative of the party which is claimed to have waived or consented.

H. Entire Agreement

The Agreement contains the entire understanding of the parties regarding its subject matter. All previous agreements or understandings concerning the subject matter of this Agreement, if any, whether written or oral, separate or contained in another agreement, are superseded. No amendment or modification of this Agreement shall be valid and binding on the parties unless made in writing, specifically referencing this Agreement, and signed by the parties' duly authorized representatives.

I. Severability

Should any term or provision herein be deemed invalid, void or unenforceable either in its entirety or in a particular application, the remainder of this Agreement shall nonetheless remain in full force and effect.

J. Successors

This Agreement shall be binding upon and inure to the benefit of the respective parties and their permitted assigns and successors in interest.

K. Indemnification

To the fullest extent allowable by law, EG shall indemnify, defend and hold harmless CSURMA, CSURMA AORMA and its Members and each of their officers, employees, elected and appointed officials, and volunteers (the "Indemnified Parties") from and against all claims, demands, causes of action, lawsuits (whether at law, equity or both), proceedings, liabilities, losses, damages, expense costs (including without limitation attorney's fees and costs and expert witness fees), judgments, penalties and liens or every nature resulting from injury to or death sustained by any person (including Contractor's employees), or damage to property of any kind, or any other injury or damage whatsoever, which injury, death or damage arises out of or is in any way connected with EG's performance of work hereunder, or its failure to comply with any of its obligations contained in this Contract, or its failure to comply with any current or prospective law, regardless of EG's fault or negligence, including any of the same resulting from the alleged or actual negligent act or omission of an Indemnified Party, except that said indemnity shall not be applicable to injury, death or damage to property arising from the sole negligence or willful misconduct of CSURMA, CSURMA AORMA, its officers, agents or servants.

This indemnification obligation shall survive this Contract and shall not be limited by any term of any insurance policy required under this Contract.

L. No Recovery of Attorneys' Fees

Should any court action or any other legal or administrative proceeding be filed by either party under this Agreement, each such party shall pay its own attorneys' fees and costs.

M. Counterparts

This Agreement may be executed in one or more counterparts and the several executed counterparts will be considered but one document.

N. Third Party Rights

This Agreement does not and shall not be construed to give any third party rights, except that CSURMA AORMA sponsored members shall be entitled to enjoy the benefits of their memberships for their duration as specified in Section III C.

O. Construction

This Agreement shall not be construed against either party as the preparer, but shall be construed as if both parties hereto jointly prepared it and any uncertainty or ambiguity shall not be interpreted against any one party as the preparer.

P. No Conflict of Interest

Each Party represents and warrants that it is not bound by any contract or agreement, nor will it enter into any contract or agreement during the term of this Agreement, which would prohibit its performance of this Agreement.

Q. Insurance Requirements

EG 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 provision of the services hereunder by EG, its agents, representatives, or employees.

Minimum Scope of Insurance - Coverage shall be at least as broad as:

- 1) Insurance Services Office Commercial General Liability coverage (occurrence Form CG 00 01).
- 2) Insurance Services Office Form Number CA 00 01 covering Automobile Liability, Code 1 (any auto).

- 3) Workers' Compensation insurance as required by the State of California and Employers' Liability insurance.
- 4) Errors & Omissions Liability insurance appropriate to the consultant's profession.

Minimum Limits of Insurance - EG shall maintain limits no less than:

General Liability: (Including operations, products and completed operations, as applicable.)	<b>\$2,000,000</b> per occurrence for bodily injury, personal injury and property damage. If Commercial General Liability Insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.
Automobile Liability:	<b>\$1,000,000</b> per accident for bodily injury and property damage.
Workers' Compensation	As required by the State of California
Employers' Liability:	<b>\$1,000,000</b> each accident, <b>\$1,000,000</b> policy limit bodily injury by disease, <b>\$1,000,000</b> each employee bodily injury by disease.
Errors & Omissions Liability:	<b>\$2,000,000</b> per occurrence.

Deductibles and Self-Insured Retentions- Any deductibles or self-insured retentions must be declared to and approved by CSURMA AORMA.

Waiver of Subrogation - EG hereby agrees to waive subrogation which any insurer of EG may acquire from EG by virtue of payment of any loss. EG agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation.

Other Insurance Provisions - The Commercial General Liability and Automobile Liability policies are to contain, or be endorsed to contain, the following provisions:

1. CSURMA, CSURMA AORMA, its officers, officials, employees and volunteers are to be covered as additional insureds as respects: liability arising out of services or operations performed by or on behalf of EG; or automobiles owned, leased, hired or borrowed by the EG.
2. For any claims related to the services provided, the EG's insurance coverage shall be primary insurance as respects CSURMA, CSURMA AORMA, its

officers, officials, employees and volunteers. Any insurance or self-insurance maintained by CSURMA, CSURMA AORMA, its officers, officials, employees or volunteers shall be excess of the Consultant's insurance and shall not contribute with it.

If any coverage, such as, Errors & Omissions coverage is written on a claims-made form:

- a) The retroactive date must be shown, and must be before the date of the contract or the beginning of contract work.
- b) Insurance must be maintained and evidence of insurance must be provided for at least five (5) years after completion of the contract of work.
- c) 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, EG must purchase an extended period coverage for a minimum of five (5) years after completion of contract work.
- d) A copy of the claims reporting requirements must be submitted to CSURMA for review.

Acceptability of Insurers - Insurance is to be placed with insurers with a current A.M. Best rating of no less than A:VII, unless otherwise acceptable to CSURMA. Exception may be made for the California State Compensation Insurance Fund when not specifically rated.

Verification of Coverage - EG shall furnish CSURMA with endorsements effecting coverages required by this clause. The endorsements are to be signed by a person authorized by that Insurer to bind coverage on its behalf. All endorsements are to be received and approved by CSURMA before work commences. However, failure to do so shall not operate as a waiver of these insurance requirements.

IN WITNESS WHEREOF, the parties have read, had the opportunity to discuss, and caused this Agreement to be executed and do each hereby warrant and represent that their respective signatory whose signature appears below has been and is on the date of this Agreement duly authorized by all necessary and appropriate corporate or its entity action to execute this Agreement.

CSURMA

Employers Group

By: \_\_\_\_\_  
~~Robert Eaton~~ Zachary Gifford

By: \_\_\_\_\_  
Mark Wilbur

Title: CSURMA – Auditor-Secretary

Title: President and CEO

Date:

Date:

**AORMA - HR Consulting  
Employers Group  
Utilization Report - As of 2/24/2017**

z

Type of Activity	Activity - As of 4/9/2015	Activity - As of 6/17/2015	Activity - As of 2/10/2016	Activity - As of 9/13/2016	Activity - As of 2/24/2017	Notes
Helpline Calls	601	621	702	765	814	2/24//2017 - 47 Auxiliaries have called.
Resource Library	252	260	267	291	316	
Comp/Benefits Survey Participation	7	8	10	10	13	
Roundtable/Webinar Attendance	129	145	158	180	202	Includes roundtables, fee-based and free webinars
Public Workshop Trainings*	21	22	25	26	38	
Registration - Workplace/Employment Law Update	50	50	61	65	73	
Inquiry/Proposed – On-Site Training*	40	41	42	44	45	
Contracted - On-Site Training	32	33	36	38	42	Includes CPR on-going program and 2 ETP programs
Inquiry/Proposed - On-Line training	7	7	8	8	8	
Contracted - On-Line Training	4	4	4	5	5	
Inquiry/Proposed Affirmative Action Planning	19	20	22	24	26	
Contracted - Affirmative Action Planning	13	13	14	16	18	
Contracted - Affirmative Action Plan Audit Support	1	1	1	1	1	
Inquiry/Proposed – Employee Handbook*	6	6	6	6	6	3 Contracted
Inquiry/Proposed – E.O.S.*	3	7	8	10	11	6.17 - Interest in new free EOS.
Contracted - EOS	1	1	3	4	5	
Inquiry/Proposed – Consulting*	17	17	18	19	19	
Contracted - Consulting	11	11	11	12	12	10 comp evals, 1 job description assignment
Inquiry/Proposal - Unemployment Insurance Managemen	3	3	3	3	3	
Contracted - Unemployment Insurance Management	1	1	1	1	1	Not including CSURMA Pooled Program
Inquiry/Proposal - Comp.Benenfits Planning	13	13	14	15	18	Also includes 6 comp evals (not included above)
Contracted - Research, Comp/Benefits Planning	7	8	8	9	10	
Other (Books, CD ROMs, Posters, etc.	5	5	6	6	7	

## CSURMA AUXILIARY

**Q25.a to Q25.g Employers Group - HR Consulting Services**

Analysis..: Q25.a to Q25.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	154	3.51	-	3	66	78	7
Responds promptly to inquiries and requests	22	3.43	-	1	10	10	1
Maintains contact and keeps campus apprised on important and pertinent matters	22	3.45	-	-	12	10	-
Provides high quality advice and assistance	22	3.52	-	1	8	12	1
Communicates well both orally and in writing	22	3.57	-	-	9	12	1
Handles all interactions in a professional manner	22	3.55	-	1	7	12	2
Accomplishes goals and objectives and also provides additional value	22	3.60	-	-	8	12	2
Overall level of satisfaction	22	3.45	-	-	12	10	-

CSURMA AUXILIARY

**Q25.a to Q25.g Employers Group - HR Consulting Services**

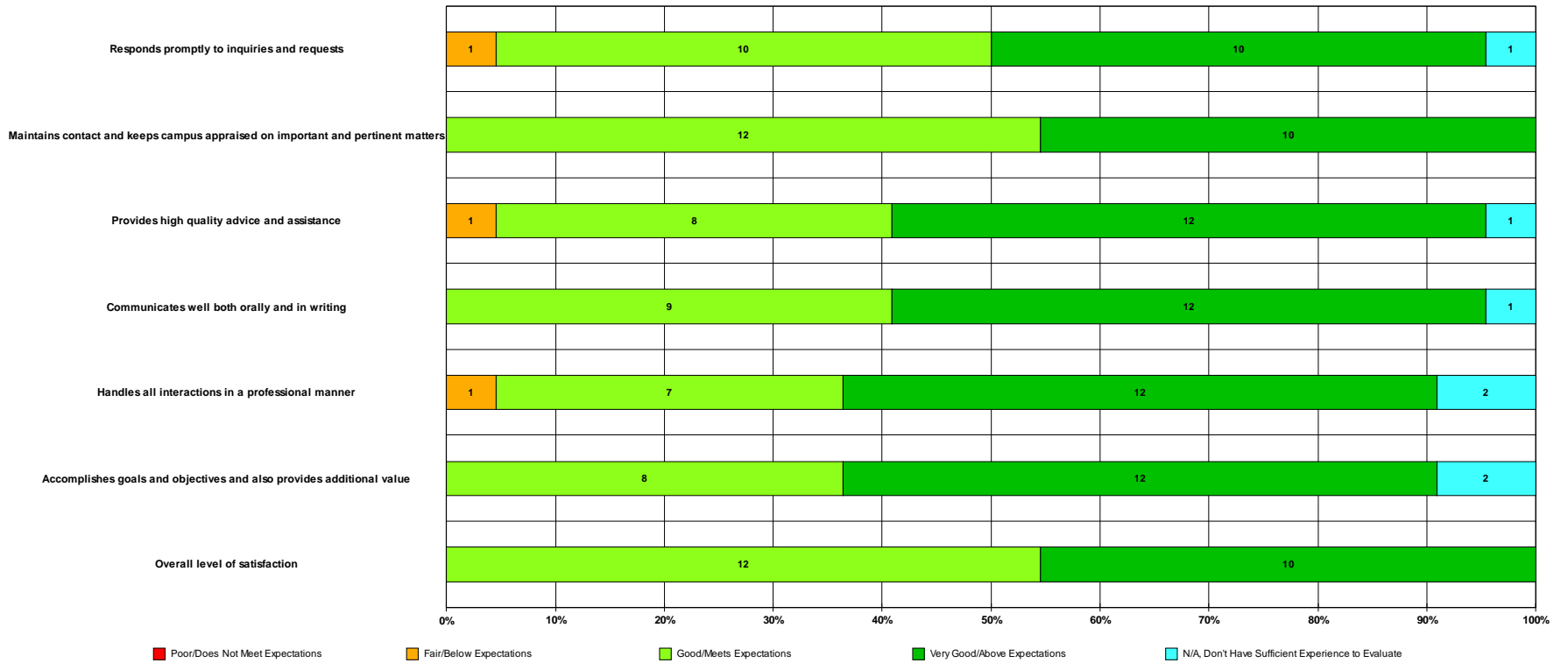
Analysis...: Q25.a to Q25.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q25.a to Q25.g Employers Group - HR Consulting Services



**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: Employers Group - HR Consulting Services**

Analysis.: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>easy to work with and great advising and information</i>
<i>N/A</i>
<i>--</i>
<i>I have spoken to their consultants on several occassions. They are prompt, professional and always provide me with information and resources to assist me. Their reference libriarn is awesome too.</i>
<i>This year WELU - end of the year workshop was not handled as smoothly as before. The result for us - we did not go.</i>
<i>Limited regular contact but newsletter is very informative and timely regarding ongoing HR laws and changes</i>
<i>N/A</i>
<i>Very good about keeping us up to date on new regulations and laws. The hotline is very easy to use and very responsive.</i>
<i>nice to work with them</i>
<i>excellent!</i>
<i>None</i>
<i>none</i>
<i>None</i>
<i>Our HR Manager works directly with Employers Group. She always provides me with information and updates received from this source.</i>
<i>Love Employers Group. Our rep- Bill- sends us timely legal updates to keep us up to date. When we call their hotline, they are very helpful. Money well spent on this vendor.</i>
<i>Need more information on how to access their different services.</i>
<i>None</i>
<i>last few times I called help line, no one was available until the next day. Bill Stephens email updates are very timely, informative and well written.</i>
<i>Love their publication</i>
<i>The level of contact is very minimal, company receive emails twice a week on updates.</i>

**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: Employers Group - HR Consulting Services**

Analysis.: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*It took some to understand how to best use the services.*

*This is a valuable resource for Auxiliaries.*

**ALLIANT RISK CONTROL CONSULTING  
 RENEWAL CONTRACT PROPOSAL FOR FY 2017/2018**

**ISSUE:** The current contract with Alliant Risk Control Consulting is due to expire on June 30, 2017. ARCC has proposed a one-year contract effective July 1, 2017 to June 30, 2018 with an annual fee of \$93,000. This will include approximately 60 annual safety days. The safety days may be used for any risk management or safety related topic.

**RECOMMENDATION:** Staff discussed this contract with the Program Committee during their meeting on September 29, 2016. The Committee found the scope of services to be valuable and recommended continuing the contract.

Staff recommends that the Committee review the ARCC renewal proposal and provide direction to Staff as appropriate.

**FISCAL IMPACT:** ARCC is proposing an hourly, daily and annual fee of \$193.73, \$1,550 and \$93,000, respectively. This represents a flat renewal.

Noted below are the historical fees for ARCC’s services.

<b>Alliant Risk Control Consulting Historical Fee Schedule</b>			
<b>Fiscal Year</b>	<b>Per Day Cost</b>	<b>Hourly Cost</b>	<b>Annual Cost</b>
FY 09/10	\$1,500	Various	\$87,465
FY 10/11	\$1,545	Various	\$85,005
FY 11/12	\$1,450	\$181.25	\$58,000
FY 12/13	\$1,450	\$181.25	\$72,500
FY 13/14	\$1,450	\$181.25	\$102,000
FY 14/15	\$1,450	\$181.25	\$87,000
FY 15/16	\$1,450	\$181.25	\$87,000
FY 16/17	\$1,550	\$193.75	\$93,000
FY 17/18	\$1,500	\$193.75	\$93,000

**BACKGROUND:** AORMA has had a contract with ARCC since 2006 and the scope of service has been similar over the years. Brent Escoubas has left ARCC. The contract will be serviced

by Tim Leech, Kristi Loiselle, Archie Lazar and a Northern California replacement has just been hired to replace Brent.

**PUBLICATION:** Notification of this change will be sent out in the next CSURMA What's the News newsletter with contact information for the ARCC staff.

**ATTACHMENT(S):**

- a. FY 17/18 Alliant Risk Control Consulting – Proposed Contract
- b. ARCC Utilization Report
- c. Vendor Survey

## **Alliant Risk Control Consulting Loss Control Services Agreement**

This agreement is made and entered into effective July 1, ~~2016-2017~~ through June 30, ~~2017-2018~~. The parties to this agreement are the CALIFORNIA STATE UNIVERSITY RISK MANAGEMENT AUTHORITY (“CSURMA”) and ALLIANT RISK CONTROL CONSULTING (“ARCC”). CSURMA and ARCC are hereinafter collectively referred to as “the Parties.”

The Parties, for and in consideration of the promises and covenants hereinafter contained to be kept and performed do agree as follows:

### **1. ARCC Provided Safety Days**

ARCC will develop and present up to 60 Safety Days to the AORMA members.

- a. The Cost will be \$1,550 per day X 60 days, or \$93,000 (Ninety-Three Thousand Dollars) annually.
- b. Partial days will be charged in hourly increments at a rate of \$193.75 an hour. Travel costs are included in this rate.
- 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., above.

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.

ARCC will not conduct additional work requiring billed rates over and beyond the contract without prior written 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.

#### **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.

#### **5. Videos, Newsletters, Factsheets and Webinars**

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

#### **6. 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.

## 7. 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.

## **8. 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.

## **9. 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.

## **10. Use, Ownership and Confidentiality of Information**

ARCC shall not utilize any information made available to it by reason of this agreement for pecuniary gain not contemplated by the terms of this agreement, regardless of whether ARCC is or is not under contract at the time such gain is realized.

Any information made available to ARCC by reason of this agreement or any report, survey, or other product developed by ARCC pursuant to this agreement is exclusively the property of CSURMA. Any such information and materials shall not be used by ARCC for any purpose or in any manner not authorized by CSURMA. ARCC disavows any ownership interest in such information and materials. CSURMA is not intending to, and does not, grant to ARCC any express or implied license or other rights to in the information or materials, except the limited right to use the information in accordance with this agreement.

Within seven calendar days from the termination or expiration of this agreement, ARCC will return to CSURMA any information it received from CSURMA.

ARCC shall treat as confidential any information made available to it by reason of this agreement. ARCC will not release or disclose any such information without the express approval of CSURMA. To the extent it is necessary for ARCC to disclose CSURMA's information to a third party, ARCC shall limit the information disclosed to the minimum

amount required for it to perform its obligations under this agreement and shall inform the third-party that the information is to be treated as confidential.

ARCC shall maintain the privacy of any information made available to it by reason of this agreement. ARCC represents and warrants that its collection, access, use, storage, disposal and disclosure of any such information will comply with all applicable federal and state privacy and data protection laws, as well as all other applicable regulations.

ARCC shall protect any information made available to it by reason of this agreement from any unauthorized use or disclosure. ARCC shall use the same level of care in preventing the unauthorized use and disclosure of this information that it uses to protect its own similar information. In no event, however, shall ARCC use less than reasonable care.

ARCC will immediately notify CSURMA of any unauthorized use or disclosure of its information or other materials. ARCC will take all reasonable remedial and corrective measures to address the incident, including the prevention of future incidents.

This Paragraph shall not apply to any information or material which is or becomes publicly available other than as a result of a breach of this section by ARCC; is already otherwise rightfully in ARCC's possession; is independently developed by ARCC outside the scope of this agreement; or, is rightfully obtained by ARCC from third-parties outside the scope of this agreement.

#### **11. No Assignment or Delegation**

The Parties recognize that this agreement is one for personal services and cannot be assigned or delegated, in whole or in part, by either party without the prior written consent of the other party.

#### **12. Independent Contractor**

In performing under the terms of this agreement, ARCC and its agents, personnel and employees shall act in an independent capacity and not as employees of CSURMA.

#### **13. Applicable Law and Dispute Resolution**

This agreement shall be deemed to be made in California, and shall be governed by and interpreted in accordance with the laws of the State of California.

Any dispute or claim arising under or relating to this agreement which is not resolved within a reasonable period of time by authorized representatives of the Parties shall be brought to the attention of the Chief Executive Officer (or designated representative) of ARCC and the Chair (or designee) of CSURMA for joint resolution. At the request of either party, CSURMA shall provide a forum for discussion of the disputed item(s).

If the Parties are unable to informally resolve a dispute or claim, the Parties agree that with regard to any dispute or claim related to this agreement, prior to the initiation of arbitration or other dispute resolution mechanism, they shall and must, in good faith, submit the claim or dispute to mediation with any mutually agreeable neutral possessing not less than three years mediation or other neutral alternative dispute resolution

experience. To initiate the mediation process, the aggrieved party shall notify the other of the party's intent to seek mediation and provide a name for consideration as the neutral. The parties shall, within seven (7) days thereafter, in good faith select the neutral, and, as soon as such agreement is reached, the mediation process shall proceed. If the Parties are unable to reach agreement as to the selection of a neutral, they shall immediately submit the claim or dispute to the American Arbitration Association ("AAA") for mediation. The Parties agree to share equally the cost of the mediation, except that each party shall pay and bear its own attorney's fees and attorney related costs. At such time as the mediator declares that an impasse exists, either party may submit the matter to arbitration or other adjudication as provided for in the paragraph below.

The Parties agree that any claim or dispute between or among them, their agents, employees, assignees, or successors, in any way related to or arising out of this agreement must be resolved by arbitration under the commercial arbitration rules of the AAA and California Code of Civil Procedure §1280 et seq., which code sections shall prevail in the case of any conflict with the rules of the AAA. In any such arbitration, the arbitrator's powers may include, without limitation, the power to determine the scope of the arbitration, including whether any or all of the any issues raised by either party are subject to arbitration, the power to grant any relief which may be granted by a court of law or equity, and the power to award costs and attorney's fees to the prevailing party. The venue and location for any such arbitration shall be Los Angeles County, California, and the arbitration shall be governed by and interpreted in accordance with the laws of the State of California.

#### **14. Notices**

Any notices required to be given to ARCC under this agreement shall be delivered to:

Alliant Insurance Services, Inc.  
1301 Dove Street, Suite 200  
Newport Beach, CA 92660  
Attention: Alliant Risk Control Consulting

Any notices required to be given to CSURMA under this agreement shall be delivered to:

California State University Risk Management Authority  
CSU Office of the Chancellor  
401 Golden Shore, 5th Floor  
Long Beach, CA 90802  
Attention: Office of Risk Management

These addresses may be changed at any time by either party upon written notice to the other party. Notices shall be effective when delivered, or, if refused, when delivery is attempted.

#### **15. Severability**

Should any portion of this agreement be determined to be illegal or unenforceable, the remainder of this Agreement shall be interpreted, construed and enforced as if such illegal or unforced portion were not a part of this agreement.

**16. Entire Agreement**

This agreement contains all of the agreements of the Parties with respect to any matter covered or mentioned in the agreement, and no prior agreement, understanding or representation, oral or written, shall be effective for any purpose. This agreement supersedes any prior statement, writing or understanding of the Parties with respect to the subject matter hereof. This agreement may be modified or amended only by a written statement signed by the Parties. Such modification or amendment shall thereupon become a part of this agreement.

**Notice to Proceed**

<b>Alliant Insurance Services, Inc.</b> BY: Alliant Risk Control Consulting	<b>Client (Authorized Representative)</b> BY: California State University Risk Management Authority
<b>Name:</b> Tim Leech	<b>Name:</b> Zachary Gifford
<b>Title:</b> First Vice President	<b>Title:</b> CSURMA Secretary-Auditor
<b>Date:</b>	<b>Date:</b>

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

\_\_\_\_\_  
William Hsu – CSURMA Legal Counsel

\_\_\_\_\_  
Date

# AUXILIARY ORGANIZATION RISK MANAGEMENT ASSOCIATION 2016-17

12/31/2016

DATE	ACCOUNT NO.	Safety Day - Project Name	No. Safety Days	PROJECT DETAILS	CONSULTANT / COMPANY	NO. OF HOURS	HOURLY RATE	TOTAL LABOR	TOTAL INVOICE AMT	INVOICE NUMBER
07/01/16				CARRY OVER (2015-16)					\$2,040.16	
07/01/16				QUARTERLY INVOICE \$					\$23,250.00	494245
10/01/16				QUARTERLY INVOICE \$					\$23,250.00	522114
01/01/17				QUARTERLY INVOICE \$					\$23,250.00	559945
				<b>TOTAL AVAIL. FUNDS 2016/2017</b>					<b>\$71,790.16</b>	
06/27/16	SFSU University Corp			Peer Review - SNFC Building Deck Review	B. Escoubas	1.25	\$193.75	\$242.19	\$242.19	
07/13-07/15/16	Associated Students, San Diego State			Prep/Travel/Survey/Rprt - Material Handling/Ergo Surveys	B. Escoubas	20	\$193.75	\$3,875.00	\$5,234.42	BE-008
07/13/16	General			ASSE Material Handling Seminar	B. Escoubas		\$193.75	\$0.00	\$95.00	BE-008
			<b>0</b>	<b>JULY TOTALS</b>		<b>21.25</b>	-----	<b>\$4,117.19</b>	<b>\$5,571.61</b>	
08/09/16	Humboldt State			Research/Development - Student Training Session for Fall	B. Escoubas	0.5	\$193.75	\$96.88	\$96.88	
08/11/16	AORMA			Product Development - Zika factsheet and Webinar Outline	B. Escoubas	1	\$193.75	\$193.75	\$193.75	
08/17/16	AORMA			Prep/Travel/Survey/Rprt - Zika Webinar	B. Escoubas	1.25	\$193.75	\$242.19	\$242.19	
08/15-08/18/16	CSUN-Associated Students			Prep/Travel/Survey/Rprt - Researched and created Forklift Training PPT	A. Lazar	10	\$193.75	\$1,937.50	\$1,937.50	
08/04/16	Humboldt State			Research/Development - Student Training Session for Fall	B. Escoubas	1	\$193.75	\$193.75	\$193.75	
08/15-08/18/16	CSUN-Associated Students			Prep/Travel/Survey/Rprt - Researched and created Forklift Training PPT	A. Lazar	10	\$193.75	\$1,937.50	\$1,937.50	
08/22/16	AORMA			Prep/Travel/Survey/Rprt - Zika Webinar	B. Escoubas	0.5	\$193.75	\$96.88	\$96.88	
08/16-08/18/16	CSUN-Associated Students		1.25	Prep/Travel/Survey/Rprt - Reviewed materials for the survey (TUE). Conducted Forklift Training for 3 staff members at CSUN - Austin Ysais, Robert Richards, Rolando Valiente (WED)	A. Lazar	9.5	\$193.75	\$1,840.63	\$1,937.50	AL-2016-08
			<b>1.25</b>	<b>Aug Totals</b>		<b>33.75</b>	-----	<b>\$6,539.06</b>	<b>\$6,635.94</b>	
09/01/16	UEI Sacramento			Prep/Travel/Survey/Rprt - First Aid kit requierments	B. Escoubas	1.5	\$193.75	\$290.63	\$290.63	
09/06-09/08/16	AORMA			Prep/Travel/Survey/Rprt - Zika Webinar	B. Escoubas	1.75	\$193.75	\$339.06	\$339.06	

# AUXILIARY ORGANIZATION RISK MANAGEMENT ASSOCIATION 2016-17

12/31/2016

DATE	ACCOUNT NO.	Safety Day - Project Name	No. Safety Days	PROJECT DETAILS	CONSULTANT / COMPANY	NO. OF HOURS	HOURLY RATE	TOTAL LABOR	TOTAL INVOICE AMT	INVOICE NUMBER
09/06-09/08/16	ASI San Diego			Research/Development - Childcare Ergonomics Factsheets and PPT development	B. Escoubas	4	\$193.75	\$775.00	\$775.00	
09/08/16	AORMA			Correspondence - Webinar Announcement	K. Loiselle	0.5	\$193.75	\$96.88	\$96.88	
09/16/16	Cal Poly- Pomona University Village Apts.		1.25	EMS Safety Services: Adult CPR, AED & Basic First Aid Certification	OnSite Training			\$1,470.00	\$1,937.50	160916
09/14-09/15/16	AORMA			Correspondence - Admin: Utilization Report	B. Escoubas	2.5	\$193.75	\$484.38	\$484.38	
09/20/16	General/All		0.5	Preparation and delivery of single session Zika Virus Webinar	Zoubek Consulting			\$637.50	\$775.00	#1062
09/20-09/21/16	AORMA			Prep/Travel/Survey/Rprt - Zika Webinar	B. Escoubas	1.25	\$193.75	\$242.19	\$242.19	
09/20/16	AORMA			Webinar (Present/Host) - Set up, monitor/host 1 hour presentation. Follow up correspondence to clients	K. Loiselle	1.5	\$193.75	\$290.63	\$290.63	
							\$193.75	\$0.00	\$0.00	
<b>September Totals</b>			1.75	-----	-----	13.00	-----	\$4,626.25	\$5,231.25	
10/06-10/07/16	CSUN - University Corporation		1	Prep/Travel/Survey/Rprt - Conducted Annual Safety Walk Thru of facilities	A. Lazar	6	\$193.75	\$1,162.50	\$1,550.00	AL-2016-10
10/03-10/05/16	AORMA			Research/Development - AS and Student Union, services: Planning Outings, Political Protest	B. Escoubas	2.50	\$193.75	\$484.38	\$484.38	
10/10-10/14/16	AORMA			Correspondence - Coordination of SO CAL visit 10/19-21	B. Escoubas	2	\$193.75	\$387.50	\$387.50	
10/12-10/14/16	AS San Diego			Research/Development - Child Care Ergonomic Training PPT	B. Escoubas	6.5	\$193.75	\$1,259.38	\$1,259.38	
10/17/16	AS SDSU			Prep/Travel/Survey/Rprt - Ergo report Chameiaz	B. Escoubas	1.25	\$193.75	\$242.19	\$242.19	
10/17-10/18/16	AORMA			Research/Development - Harassment Training Vendor, Research	B. Escoubas	1.25	\$193.75	\$242.19	\$242.19	
10/19/16	DH Loker Student Union			Prep/Travel/Survey/Rprt - IIPP Review	B. Escoubas	0.75	\$193.75	\$145.31	\$145.31	
10/19-10/20/16	AS Long Beach		1.25	Client Meeting - Meeting with Jessie Alvaries and Debra gamage on 2017 service	B. Escoubas	6	\$193.75	\$1,162.50	\$1,937.50	BE-010
10/20/16	DH Loker Student Union		1.00	Client Meeting - 2017 service planing meeting with Arneica	B. Escoubas	4	\$193.75	\$775.00	\$1,550.00	BE-010
10/21/16	AS DH			Client Meeting - Child Development Center Risk Review and 2017 plan	B. Escoubas	4	\$193.75	\$775.00	\$775.00	

# AUXILIARY ORGANIZATION RISK MANAGEMENT ASSOCIATION 2016-17

12/31/2016

DATE	ACCOUNT NO.	Safety Day - Project Name	No. Safety Days	PROJECT DETAILS	CONSULTANT / COMPANY	NO. OF HOURS	HOURLY RATE	TOTAL LABOR	TOTAL INVOICE AMT	INVOICE NUMBER
<b>October Totals</b>			<b>3.25</b>			<b>34.25</b>	-----	<b>\$6,635.94</b>	<b>\$8,573.44</b>	
10/25-10/27/16	CSU DH Loker Student Union			Client Meeting - Meeting summary and dock recs	B. Escoubas	2.5	\$193.75	\$484.38	\$484.38	
11/01/16	CSUN-University Corp			Prep/Travel/Survey/Rprt - report writing	A. Lazar	6	\$193.75	\$1,162.50	\$1,162.50	
10/31/16	Assoc Students Dominquez Hills			Prep/Travel/Survey/Rprt - Childcare checklist	B. Escoubas	0.75	\$193.75	\$145.31	\$145.31	
11/03-11/04/16	AORMA		1.75	Prep/Travel/Survey/Rprt - Fitting the Pieces Conf, Sacramento	B. Escoubas	10	\$193.75	\$1,937.50	\$2,712.50	BE-011
11/09/16	AS Dominguez Hills		1.25	Prep/Travel/Survey/Rprt - Childrens Center assessment and Emergency Plan (day)	B. Escoubas	8	\$193.75	\$1,550.00	\$1,937.50	BE-011
11/16-11/17/16	AS Sacramento			Research/Development - Safety Committee Requierments	B. Escoubas	1.75	\$193.75	\$339.06	\$339.06	
10/29/16	CSUF- Fresno Auxiliary Corp.		1	EMS Safety Services: Adult CPR, AED & Basic First Aid Certification	OnSite Training			\$1,375.00	\$1,550.00	#161029
									\$0.00	
<b>November Totals</b>			<b>4</b>			<b>29.00</b>	-----	<b>\$6,993.75</b>	<b>\$8,331.25</b>	
12/2/16	Fresno Ag Foundation			Conference Call - Conf Call with Lisa Kao on Risk assessment for Ag foundation	B. Escoubas	0.50	\$193.75	\$96.88	\$96.88	
12/13-12/14/16	Cal Poly Pomona		1.5	Prep/Travel/Survey/Rprt - Researched info and conducted sample tests of slip meter. Conducted onsite test at Cal Poly Pomona	A. Lazar	10.00	\$193.75	\$1,937.50	\$2,325.00	
12/09/16	CSUDH, Loker Student Union		0.75	EMS Safety Services: Adult CPR, AED & Basic First Aid Certification	OnSite Training			\$775.00	\$1,162.50	161209
11/28/16	CSUN - University Corp			Prep/Travel/Survey/Rprt - Wrote confirmation letter on Safety Walk.	A. Lazar	4	\$193.75	\$775.00	\$775.00	
12/10/16	Cal Poly Pomona			Prep/Travel/Survey/Rprt - Reviewed and practiced using the slip meter equipment in preparation for upcoming client appointment	A. Lazar	3	\$193.75	\$581.25	\$581.25	
12/9/16	Fresno Ag Foundation			Conference Call - Conf Call with Lisa Kao on Risk assessment for Ag foundation	B. Escoubas	0.5	\$193.75	\$96.88	\$96.88	
12/19-12/20/16	Cal Poly Pomona/University Village		1.25	EMS Safety Services: Adult CPR, AED & Basic First Aid Certification	OnSite Training			\$1,550.00	\$1,937.50	161220 & 161219
12/19-12/20/16	Fresno State			Research/Development - Ag Aux Document Review	B. Escoubas	1.25	\$193.75	\$242.19	\$242.19	

## AUXILIARY ORGANIZATION RISK MANAGEMENT ASSOCIATION 2016-17

12/31/2016

DATE	ACCOUNT NO.	Safety Day - Project Name	No. Safety Days	PROJECT DETAILS	CONSULTANT / COMPANY	NO. OF HOURS	HOURLY RATE	TOTAL LABOR	TOTAL INVOICE AMT	INVOICE NUMBER
12/29 - 12/30/16	Cal Poly Pomona			Research - verify results from sample tests conducted. Call to manufacture/online research	A. Lazar	3.00	\$193.75	\$581.25	\$581.25	
12/29-12/30/16	AORMA - Cal Poly Pomona			Research/Development - Researched info to verify the results from the sample tests that was conducted. Called the manufacturer, re researched online.	A. Lazar	3.00	\$193.75	\$581.25	\$581.25	
<b>December Totals</b>			<b>3.5</b>		-----	<b>25.25</b>	-----	<b>\$7,217.19</b>	<b>\$8,379.69</b>	
<b>TOTAL SAFETY DAYS USED (2016-17):</b>			<b>13.75</b>	<b>TOTAL FUNDS USED TO DATE:</b>		<b>156.50</b>	-----	<b>\$36,129.38</b>	<b>\$42,723.17</b>	
12/31/2016				<b>BALANCE</b>					<b>\$29,066.99</b>	

## CSURMA AUXILIARY

**Q9.a to Q9.g Alliant Loss Control & Safety Services**

Analysis...: Q9.a to Q9.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	119	3.69	-	4	25	76	14
Responds promptly to inquiries and requests	17	3.67	-	-	5	10	2
Maintains contact and keeps campus apprised on important and pertinent matters	17	3.40	-	2	5	8	2
Provides high quality advice and assistance	17	3.80	-	-	3	12	2
Communicates well both orally and in writing	17	3.80	-	-	3	12	2
Handles all interactions in a professional manner	17	3.80	-	-	3	12	2
Accomplishes goals and objectives and also provides additional value	17	3.60	-	2	2	11	2
Overall level of satisfaction	17	3.73	-	-	4	11	2

CSURMA AUXILIARY

**Q9.a to Q9.g Alliant Loss Control & Safety Services**

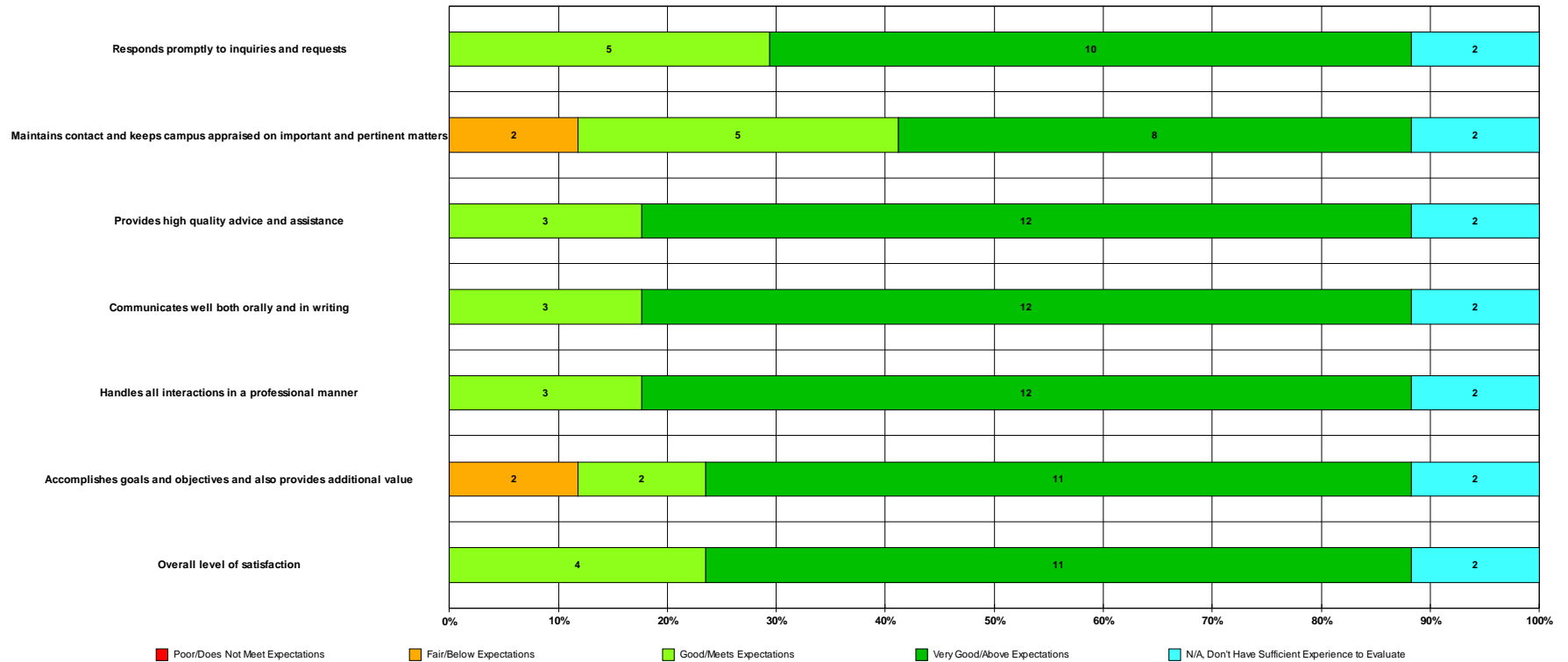
Analysis...: Q9.a to Q9.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q9.a to Q9.g Alliant Loss Control & Safety Services



**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: Alliant Loss Control & Safety Services**

Analysis.: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>n/a</i>
<i>none at this time</i>
<i>Provided wonderful consultative services.</i>
<i>NA</i>
<i>Limited use resource but available and responsive when needed.</i>
<i>Unless I have a need to interact with them I do not necessarily hear from them. When I have contacted them, they are always very nice and helpful.</i>
<i>ok</i>
<i>-</i>
<i>none</i>
<i>Highly knowledgeable team members.</i>
<i>Bret(?) is a really good asset to have. Glad he is on the AORMA team.</i>
<i>Thanks for all of your assistance.</i>
<i>Nothing additional</i>
<i>none</i>
<i>Highly knowledgeable team members</i>
<i>NONE</i>
<i>When I have questions that need to be answered, I always receive quick responses and provided with valuable information. I would like to be aware of opportunities to attend conference training and safety days.</i>

**MEMBER ALLOCATION FORMULA REVIEW**  
**(EVERY THREE YEARS)**

**ISSUE:** In accordance with Policy and Procedure A-5, the Programs Committee met on February 23, 2017, and reviewed in detail the allocation formulas for all of the AORMA programs with a pooled layer in order to verify that the formulas are still fair and equitable. A summary of the proposed changes will be discussed at today's meeting and will be presented for approval at the AORMA Committee meeting in May, 2017.

**RECOMMENDATION:** This item is for information only but the Committee may provide direction to Staff as appropriate.

**FISCAL IMPACT:** None is anticipated from the discussion at today's meeting.

**BACKGROUND:** Shown below is a brief summary of the changes that will be proposed by the Programs Committee:

**Workers' Compensation Program:**

1. Add a \$1,000 annual minimum premium, and review a percentage increase at each renewal.
2. Increase the maximum change to the experience modification factor from +15% to +20% and eliminate the maximum decrease of -15%.

**Liability Program:**

1. Use a rolling five-year total expenditures (as the rating basis for "all other") in order to smooth out significant fluctuations.
2. Decrease the minimum Experience Modification Factor from .75 to .50.
3. Add a \$1,000 minimum to the Excess Premium.
4. Increase the maximum Excess Premium by 5% each year for three years.
5. Increase the minimum Administrative Costs by 10% each year for three years.
6. Increase the program Minimum Premium by 15% each year for three years.

**Property Program:**

1. Increase the loss ratio surcharges.

**Crime Program:**

1. Use a rolling five-year total expenditures in order to smooth out significant fluctuations when determining the minimum premium.
2. Increase the loss ratio surcharges.

**Unemployment Insurance Program:**

1. Increase the minimum administrative costs by 20% each year for three years.

**PUBLICATION:** None at this time; however, the Members will be informed of the changes once they are finalized by the AORMA Committee.

**ATTACHMENT(S):** None.

**ON-LINE TRAINING PLATFORM UPDATE**

**ISSUE:** The Announcement of the Termination of the TargetSolutions Contract has been sent to the Members in June 2016, October 2016, January 2017 (during the AOA Conference) and February 2017. The following campuses are still working to integrate their auxiliary organization staff into the SkillPort training platform:

**Implementation Status**

CSU Bakersfield .....In process  
Maritime Academy .....In discussion  
CSU Dominguez Hills .....In process  
Sonoma State University.....In process (Tentatively February, 2017)  
CSU Long Beach .....In process  
San Diego State University.....In process \*

\* On January 25<sup>th</sup>, Systemwide Professional Development (SPD) reported that SDSU completed a soft rollout of the IDM which was the step necessary to get the AO solution up and running on campus.

**RECOMMENDATION:** No action is recommended; however, the Committee may provide direction to Staff as appropriate.

**FISCAL IMPACT:** This item is for information only and therefore has no fiscal impact. The AORMA Committee already approved the one-year Target Solutions extension with an annual cost of \$80,750 for FY 16/17 and a separate agreement with the Chancellor’s Office, SPD. The pricing for the services received through SPD is;

FY 16/17 - \$50,000  
FY 17/18 - \$60,000  
FY 18/19 - \$70,000  
FY 19/20 - \$75,000

**BACKGROUND:** None.

**PUBLICATION:** The Announcement of the Termination of the TargetSolutions Contract will be sent to the AORMA members on a quarterly basis; the next one after this meeting.

**ATTACHMENT(S):** None.

## **CSURMA WATERCRAFT PROGRAM**

**ISSUE:** Staff has determined the benefits of putting together a CSURMA watercraft program with the goal of trying to get consistently excellence coverage instead of stand-alone placements. With that we have approached marine markets to solicit a dedicated program and have successfully partnered with the premier marine market, Navigators to customize such program. Attached is a proposed summary of the coverages, terms and conditions. We are still negotiating some items with the carrier that will further tailor the program to CSURMA.

**RECOMMENDATION:** Consider formation of a watercraft program, and if appropriate, delegate authority to bind coverage to the CSURMA Secretary-Auditor.

**FISCAL IMPACT:** The Marine Program will be supported by the premiums paid by the Campuses and Auxiliary Organizations with watercrafts.

**BACKGROUND:** In FY 15/16 Staff surveyed Campuses as well as the Auxiliary Organizations and created a list of owned watercraft. Recognizing that several Campuses and Auxiliary Organizations own vessels insured in various places with varying degrees of coverage Staff recognized a real benefit could be achieved by the creation of a CSURMA watercraft program.

**PUBLICATION:** If launched, an announcement will be made to all CSURMA members.

**ATTACHMENT(S):**

- a. Proposed Watercraft Summary

**CSURMA PROPOSED  
WATERCRAFT PROGRAM  
PROGRAM SUMMARY**

<b>INSURANCE COMPANY</b>	Navigators Insurance Company
<b>A.M. BEST'S RATING</b>	A (Excellent) Financial Size Category XI (\$750 Million to \$1 Billion)
<b>STANDARD &amp; POOR'S RATING</b>	A (Strong)
<b>CALIFORNIA STATUS</b>	Admitted
<b>POLICY PERIOD</b>	July 1, 2017 to June 30, 2018
<b>COVERAGE</b>	<p><b>Hull &amp; Machinery Insurance</b> 0.90% of insured value Vessels and Values - As Scheduled / Physical damage provided to scheduled vessel(s).</p> <p>We are still working with Navigators to put together a tiered rating program for vessels greater than 50' in length and for vessels that travel more than 15 nautical miles away from the campus.</p> <p><b>Collision &amp; Towers Liability</b> - Coverage for property damage caused by the insured vessel (including her tow) that collides with any other vessel, dock, breakwater, cable or any other structure floating. Coverage is also provided if insured vessel strands her tow and/or causes it to collide with any other vessel, structure floating, or if it causes other loss or damage to her tow or to the freight or property on board.</p> <p><b>Protection &amp; Indemnity Liability</b> \$1,000,000 limit Provides coverage for Bodily Injury and Property Damage Liability - excluding damage while towing another vessel.</p> <p>*No coverage is provided for injury to employees and/or crew of any member.</p>
<b>PROGRAM ENHANCEMENTS</b>	<p><b>Automatic Acquisition Clause</b></p> <ul style="list-style-type: none"> <li>• Newly acquired vessels are to be reported to Navigators within 30 days of acquisition or there is no coverage provided.</li> </ul> <p><b>Business Personal Property and/or equipment (used in on-going operation of vessel)</b></p> <ul style="list-style-type: none"> <li>• Up to \$10,000 while on board vessel</li> </ul>

**CSURMA PROPOSED  
WATERCRAFT PROGRAM  
PROGRAM SUMMARY**

**PROGRAM  
ENHANCEMENTS  
Continued**

**Personal Effects Coverage**

- \$ 1,000 per person
- \$ 10,000 per vessel

**Equipment, engines and trailers are under a separate property coverage (separate rate and separate deductible)**

- If scheduled, up to items scheduled limit, subject to \$1,000 per incident deductible. If item included in hull value.

**Profit share**

- 10% return premium if loss ratio is 50% or less for term

**SUPPLEMENTARY  
COVERAGES**

- Hull and Machinery Temporary Shoreside Coverage subject to a \$1,000 deductible
- Collision and Tower's Liability Safeguard of Property subject to a limit of up to \$2,500
- Protection & Indemnity Liability Medical Payments \$10,000 per person, per accident or occurrence subject to policy limit of liability per occurrence, excluding crew liabilities.

**OPTIONAL COVERAGE**

**Crew Liability**

- \$1,500 per each individual crew member

**SUBLIMIT**

\$10,000 Personal property while declared as part of and while on board scheduled vessel, excluding collision. Personal Property is defined as Business Personal Property, subject to declaration at time of attachment. Declaration is required at time of loss. (Business Personal Property are items used in the navigation of the vessel such as a rescue sled, radar, etc.) Personal Effects coverage can be found in section F. of Hull and Machinery Supplementary Coverages.

**NAVIGATIONAL LIMITS**

Vessels are confined to coastal, inland, and tributary waters of the United States no more than 15 nautical miles from their campus. We are working with Navigators to create a tiered rating plan for the vessels that travel further away. They are aware of this occurring and are agreeable to the risk.

**CSURMA PROPOSED  
WATERCRAFT PROGRAM  
PROGRAM SUMMARY**

<b>DEDUCTIBLES</b>	Hull & Machinery Value (All vessels, all values, each vessel separately insured)	2% of value with \$1,000 minimum (no deductible for total loss)*
	Collision and Towers	\$2,500
	Protection and Indemnity	\$2,500
	Personal Effects	\$1,000
	Trailers/Equipment	*same as Hull
	Engines	*same as Hull
	Debris Removal	\$2,500
		Not applicable

**DEDUCTIBLE WORDING**      The Insured shall bear the deductible appearing in each section of the Policy herein. Provided in the event of a casualty involving two or more vessels and/or involving one vessel triggering two or more different coverages and/or two or more Insured's insured herein, it is agreed that only one deductible shall apply of which the highest applicable deductible shall apply

- EXCLUSIONS  
(including but not limited to)**
- All in water activities (where people are actually in the water itself) including, but not limited to swimming, snorkeling, diving, snuba, water or jet skiing, para or kite sailing, etc.
  - High speed boats (over 35 mph)
  - Any and all racing or competitive athletic activities and any student athletes participating in any sporting activity
  - 
  - Acts of Terrorism (individual member buy back endorsement available)
  - Institute Extended Radioactive Contamination
  - Radioactive Contamination
  - Chemical, Biological, Bio-Chemical, Electromagnetic Weapons
  - Punitive Damages
  - Institute Cyber Attack
  - Health Hazard (Specific)
  - Employment-Related Practices
  - Nuclear Energy Liability

- ENDORSEMENTS  
(including but not limited to)**
- American Institute Hull Clauses
  - AIMU Nuclear Exclusion Clause-Hull with Ensuing Fire
  - American Institute SR&CC Endorsement (Hulls)

- ADDITIONAL COVERAGE**
- Pollution Buy Back Endorsement (Broad Form)
  - Medical Payments
  - Personal Effects
  - Personal Property



## CSURMA PROPOSED WATERCRAFT PROGRAM PROGRAM SUMMARY

### UNDERWRITING INFORMATION NEEDED PRIOR TO BINDING:

- How was the exposure previously covered and by whom?
- Schedule of all vessels with year built and hull values?
- A brief description of each boat and its intended use.
- Loss history – 10 years.

### BROKER

ALLIANT INSURANCE SERVICES, INC.  
San Francisco, CA

This summary of insurance is provided as a matter of convenience and information only. All information included in this summary, including but not limited to personal and real property values, locations, operations, products, data, automobile schedules, financial data and loss experience, is based on facts and representations supplied to Alliant Insurance Services, Inc. by you. This summary does not reflect any independent study or investigation by Alliant Insurance Services, Inc. or its agents and employees.

This summary does not add, extend, amend, change, or alter any coverage in any actual policy of insurance you may have. All existing policy terms, conditions, exclusions, and limitations apply. For specific information regarding your insurance coverage, please refer to the policy itself. Alliant Insurance Services, Inc. will not be liable for any claims arising from or related to information included in or omitted from this proposal of insurance

*Alliant embraces a policy of transparency with respect to its compensation from insurance transactions. Details on our compensation policy, including the types of income that Alliant may earn on a placement, are available on our website at [www.alliant.com](http://www.alliant.com). For a copy of our policy or for any inquiries regarding compensation issues pertaining to your account you may also contact us at: Alliant Insurance Services, Inc., Attention: General Counsel, 701 B Street, 6th Floor, San Diego, CA 92101.*

*Analyzing insurers' over-all performance and financial strength is a task that requires specialized skills and in-depth technical understanding of all aspects of insurance company finances and operations. Insurance brokerages such as Alliant Insurance typically rely upon rating agencies for this type of market analysis.*

*Both A.M. Best and Standard and Poor's have been industry leaders in this area for many decades, utilizing a combination of quantitative and qualitative analysis of the information available in formulating their ratings.*

*A.M. Best has an extensive database of nearly 6,000 Life/Health, Property Casualty and International companies. You can visit them at [www.ambest.com](http://www.ambest.com). For additional information regarding insurer financial strength ratings visit Standard and Poor's website at [www.standardandpoors.com](http://www.standardandpoors.com).*

*Our goal is to procure insurance for you with underwriters possessing the financial strength to perform. Alliant does not, however, guarantee the solvency of any underwriters with which insurance or reinsurance is placed and maintains no responsibility for any loss or damage arising from the financial failure or insolvency of any insurer. We encourage you to review the publicly available information collected to enable you to make an informed decision to accept or reject a particular underwriter. To learn more about companies doing business in your state, visit the Department of Insurance website for that state.*

**SERVICE PROVIDER PERFORMANCE EVALUATION OF  
CSURMA VENDORS**

**ISSUE:** 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 members who regularly use vendor services and asks them to complete an on-line vendor survey.

The complete 2016 Vendor Survey Report will be posted on the CSURMA website.

**RECOMMENDATION:** This is an information only item; no action is recommended at this time.

**FISCAL IMPACT:** None.

**BACKGROUND:** The Service Provider Performance evaluation will assist CSURMA with additional information to support strategic planning. The evaluation is tailored to meet the requirements of CSURMA members and maintain respondent confidentiality in order to elicit candid comments.

**PUBLICATION:** None.

**ATTACHMENT(S):**

- a. CSURMA 2016 Annual Vendor Survey Report

CSURMA AUXILIARY

**Q3.a to Q3.g Agility Recovery Solutions, Inc. (Agility)**

Analysis...: Q3.a to Q3.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total						
		Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	-	-	-	-	-	-	-
Responds promptly to inquiries and requests	-	-	-	-	-	-	-
Maintains contact and keeps campus apprised on important and pertinent matters	-	-	-	-	-	-	-
Provides high quality advice and assistance	-	-	-	-	-	-	-
Communicates well both orally and in writing	-	-	-	-	-	-	-
Handles all interactions in a professional manner	-	-	-	-	-	-	-
Accomplishes goals and objectives and also provides additional value	-	-	-	-	-	-	-
Overall level of satisfaction	-	-	-	-	-	-	-

CSURMA AUXILIARY

**Q3.a to Q3.g Agility Recovery Solutions, Inc. (Agility)**

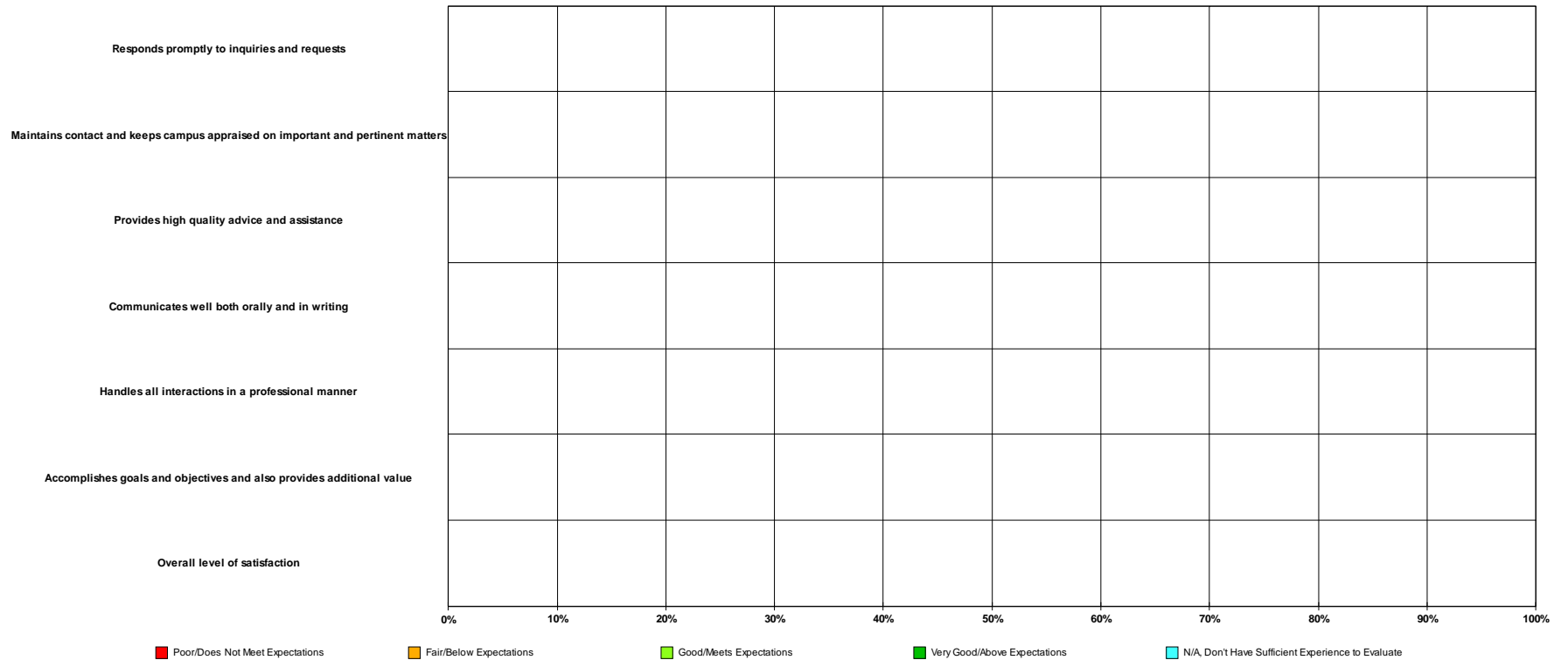
Analysis..: Q3.a to Q3.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q3.a to Q3.g Agility Recovery Solutions, Inc. (Agility)



**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: Agility Recovery Solutions, Inc. (Agility)**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

|

## CSURMA AUXILIARY

**Q5.a to Q5.g Alliant Insurance Services - AORMA Program Administrator**

Analysis...: Q5.a to Q5.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	306	3.75	-	9	57	238	2
Responds promptly to inquiries and requests	44	3.66	-	2	11	31	-
Maintains contact and keeps campus apprised on important and pertinent matters	44	3.70	-	2	9	33	-
Provides high quality advice and assistance	44	3.82	-	1	6	37	-
Communicates well both orally and in writing	43	3.77	-	1	8	34	-
Handles all interactions in a professional manner	44	3.82	-	1	6	37	-
Accomplishes goals and objectives and also provides additional value	44	3.71	-	1	10	31	2
Overall level of satisfaction	43	3.79	-	1	7	35	-

CSURMA AUXILIARY

**Q5.a to Q5.g Alliant Insurance Services - AORMA Program Administrator**

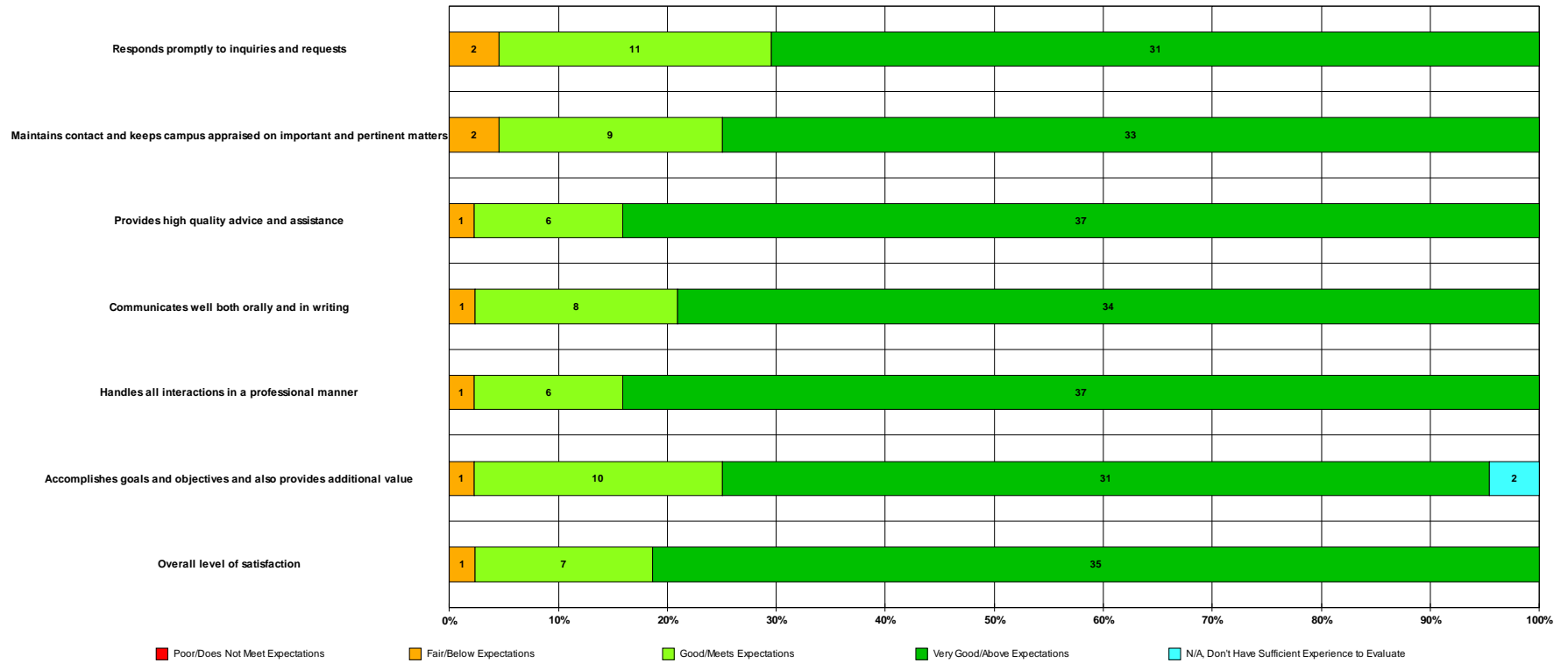
Analysis..: Q5.a to Q5.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q5.a to Q5.g Alliant Insurance Services - AORMA Program Administrator



**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services - AORMA Program Administrator**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:  
Filter.....: All Respondents  
Options.. : Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>na</i>
<i>Program Administrator provides several key contacts with team members being equally responsive.</i>
<i>N/A</i>
<i>Consistently courteous and professional.</i>
<i>They are very professional in monitoring our policies and always help us renewing our policies on time.</i>
<i>Very happy with this team. Sorry to see Hsan go.</i>
<i>none</i>
<i>Consistently courteous and professional</i>

## CSURMA AUXILIARY

**Q7.a to Q7.g Alliant Insurance Services - AORMA Insurance Brokerage/Consulting**

Analysis..: Q7.a to Q7.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	175	3.75	-	3	37	132	3
Responds promptly to inquiries and requests	25	3.68	-	1	6	18	-
Maintains contact and keeps campus apprised on important and pertinent matters	25	3.76	-	-	6	19	-
Provides high quality advice and assistance	25	3.76	-	1	4	20	-
Communicates well both orally and in writing	25	3.68	-	1	6	18	-
Handles all interactions in a professional manner	25	3.84	-	-	4	21	-
Accomplishes goals and objectives and also provides additional value	25	3.77	-	-	5	17	3
Overall level of satisfaction	25	3.76	-	-	6	19	-

CSURMA AUXILIARY

**Q7.a to Q7.g Alliant Insurance Services - AORMA Insurance Brokerage/Consulting**

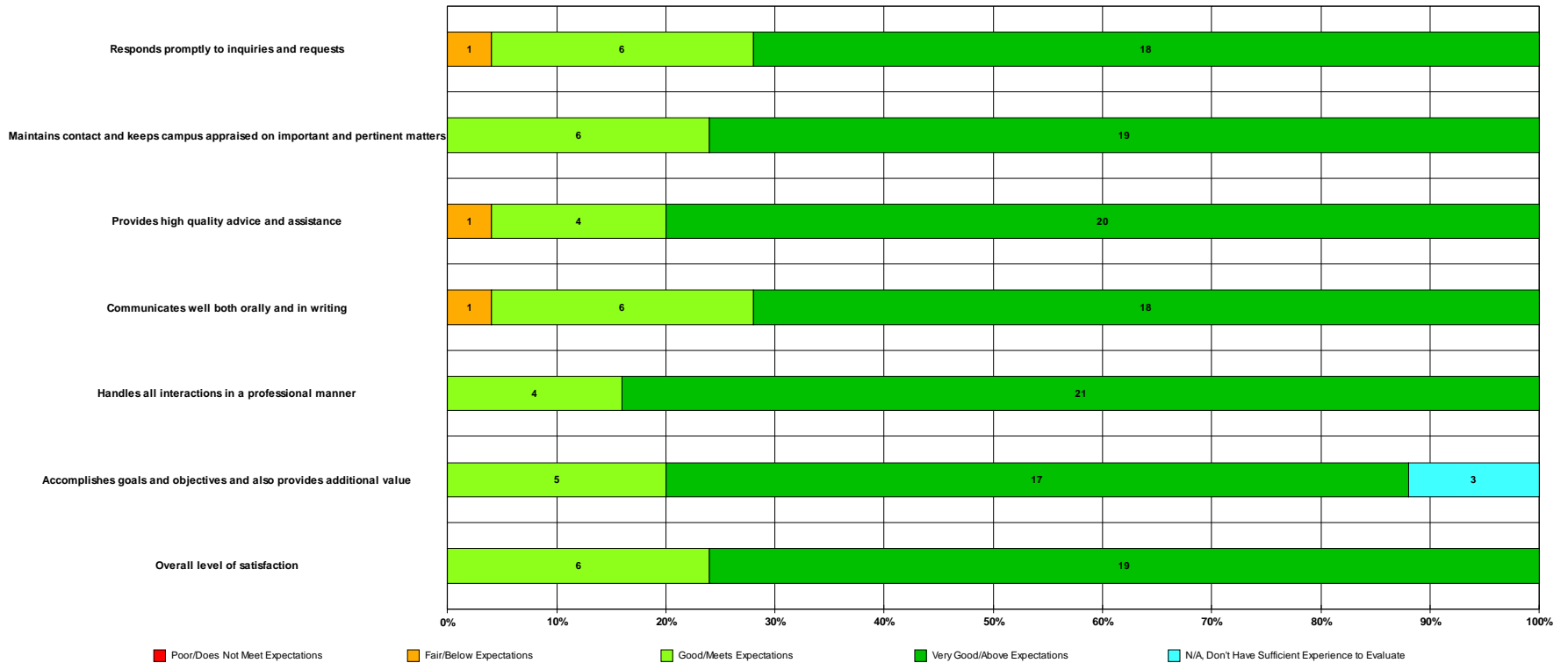
Analysis..: Q7.a to Q7.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q7.a to Q7.g Alliant Insurance Services - AORMA Insurance Brokerage/Consulting



**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services - AORMA Insurance Brokerage/Consulting**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>good service</i>
<i>Always great to work with and provides awesome insight and knowledge to us.</i>
<i>Good group to deal with.</i>
<i>Sometimes it seems that projects are dropped we do not get updates regularly, had to keep internal reminders to follow up</i>
<i>--</i>
<i>n/a</i>
<i>NO comments</i>
<i>Team is very response to inquiries and provides sound advice</i>
<i>N/A</i>
<i>ok</i>
<i>None</i>
<i>None</i>
<i>none</i>
<i>Unaware of specific goals</i>
<i>N/A</i>
<i>n/a</i>
<i>They always provide us the best quotes for any additions or new policies. For example, our child care center received the best quote for our earthquake insurance.</i>
<i>N/A</i>
<i>Tough year with some recent losses that paid out apparently, so I am happy we did not necessarily get gored on renewal.</i>
<i>Always gets back to me within 24 hours/usually 2-3 hours.</i>

**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services - AORMA Insurance Brokerage/Consulting**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*None*

*unaware of specific goals*

*Better special events insurance quoting*

*N/A*

*I appreciate the quick responses I get from Alliant.*

## CSURMA AUXILIARY

**Q9.a to Q9.g Alliant Loss Control & Safety Services**

Analysis...: Q9.a to Q9.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	119	3.69	-	4	25	76	14
Responds promptly to inquiries and requests	17	3.67	-	-	5	10	2
Maintains contact and keeps campus apprised on important and pertinent matters	17	3.40	-	2	5	8	2
Provides high quality advice and assistance	17	3.80	-	-	3	12	2
Communicates well both orally and in writing	17	3.80	-	-	3	12	2
Handles all interactions in a professional manner	17	3.80	-	-	3	12	2
Accomplishes goals and objectives and also provides additional value	17	3.60	-	2	2	11	2
Overall level of satisfaction	17	3.73	-	-	4	11	2

CSURMA AUXILIARY

**Q9.a to Q9.g Alliant Loss Control & Safety Services**

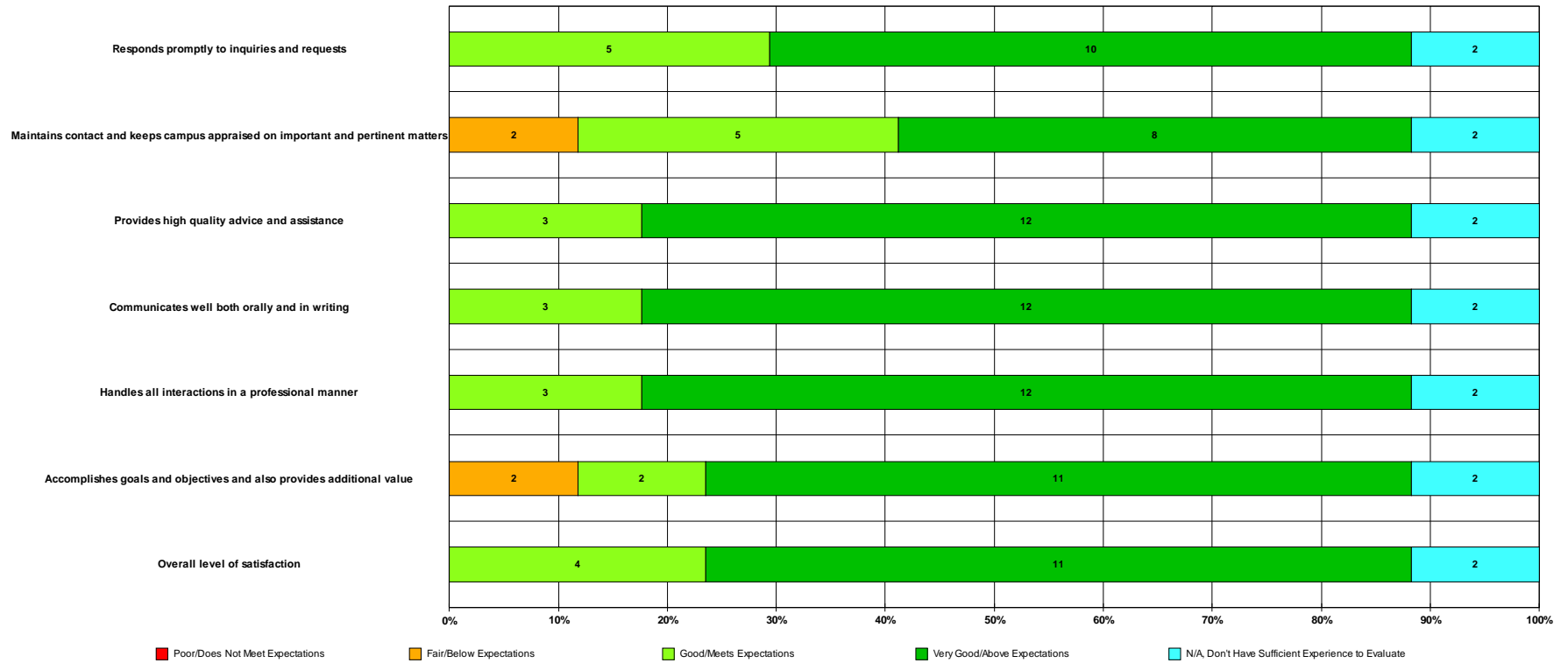
Analysis...: Q9.a to Q9.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q9.a to Q9.g Alliant Loss Control & Safety Services



**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: Alliant Loss Control & Safety Services**

Analysis.: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>n/a</i>
<i>none at this time</i>
<i>Provided wonderful consultative services.</i>
<i>NA</i>
<i>Limited use resource but available and responsive when needed.</i>
<i>Unless I have a need to interact with them I do not necessarily hear from them. When I have contacted them, they are always very nice and helpful.</i>
<i>ok</i>
<i>-</i>
<i>none</i>
<i>Highly knowledgeable team members.</i>
<i>Bret(?) is a really good asset to have. Glad he is on the AORMA team.</i>
<i>Thanks for all of your assistance.</i>
<i>Nothing additional</i>
<i>none</i>
<i>Highly knowledgeable team members</i>
<i>NONE</i>
<i>When I have questions that need to be answered, I always receive quick responses and provided with valuable information. I would like to be aware of opportunities to attend conference training and safety days.</i>

## CSURMA AUXILIARY

**Q11.a to Q11.g Alliant Insurance Services - AORMA Property/Crime Claims Administrator**

Analysis.: Q11.a to Q11.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	154	3.71	-	-	34	84	36
Responds promptly to inquiries and requests	22	3.71	-	-	5	12	5
Maintains contact and keeps campus apprised on important and pertinent matters	22	3.65	-	-	6	11	5
Provides high quality advice and assistance	22	3.76	-	-	4	13	5
Communicates well both orally and in writing	22	3.76	-	-	4	13	5
Handles all interactions in a professional manner	22	3.71	-	-	5	12	5
Accomplishes goals and objectives and also provides additional value	22	3.63	-	-	6	10	6
Overall level of satisfaction	22	3.76	-	-	4	13	5

CSURMA AUXILIARY

**Q11.a to Q11.g Alliant Insurance Services - AORMA Property/Crime Claims Administrator**

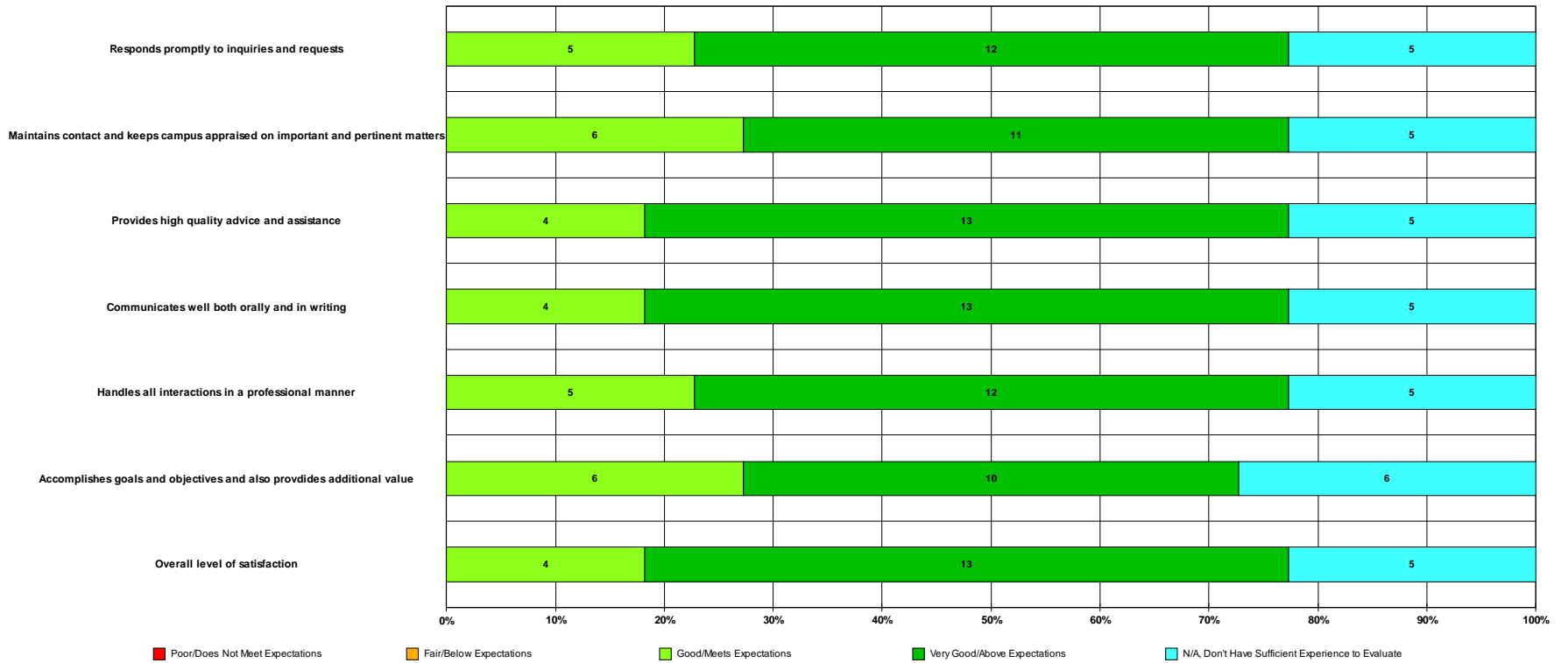
Analysis..: Q11.a to Q11.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q11.a to Q11.g Alliant Insurance Services - AORMA Property/Crime Claims Administrator



**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services - AORMA Property/Crime Claims Administrator**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>n/a</i>
<i>N/A</i>
<i>--</i>
<i>Always responsive and easy to work with</i>
<i>Always very responsive</i>
<i>n/a</i>
<i>Very responsive to recent inquiries and claims</i>
<i>selected Alliant Prop/Crime Claims on accident - no experience with this entity (sorry!)</i>
<i>n/a</i>
<i>-</i>
<i>n/a</i>
<i>.</i>
<i>None</i>
<i>N/A</i>
<i>I'm working with Alliant on a claim due to property. It would be helpful to have some of the legal vernacular explained when receiving court documents.</i>
<i>We were able to have our claim processed on time.</i>
<i>N/A</i>
<i>Other than being overworked, Mr. Frey really is a good contact to have.</i>
<i>Thanks for the great service. Glad you are there for us.</i>
<i>None</i>

**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services - AORMA  
Property/Crime Claims Administrator**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*none*

*NONE AT THIS TIME*

## CSURMA AUXILIARY

**Q13.a to Q13.g AON (ARM Tech)**

Analysis...: Q13.a to Q13.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	7	3.75	-	-	1	3	3
Responds promptly to inquiries and requests	1	4.00	-	-	-	1	-
Maintains contact and keeps campus apprised on important and pertinent matters	1	-	-	-	-	-	1
Provides high quality advice and assistance	1	-	-	-	-	-	1
Communicates well both orally and in writing	1	-	-	-	-	-	1
Handles all interactions in a professional manner	1	4.00	-	-	-	1	-
Accomplishes goals and objectives and also provides additional value	1	3.00	-	-	1	-	-
Overall level of satisfaction	1	4.00	-	-	-	1	-

CSURMA AUXILIARY

**Q13.a to Q13.g AON (ARM Tech)**

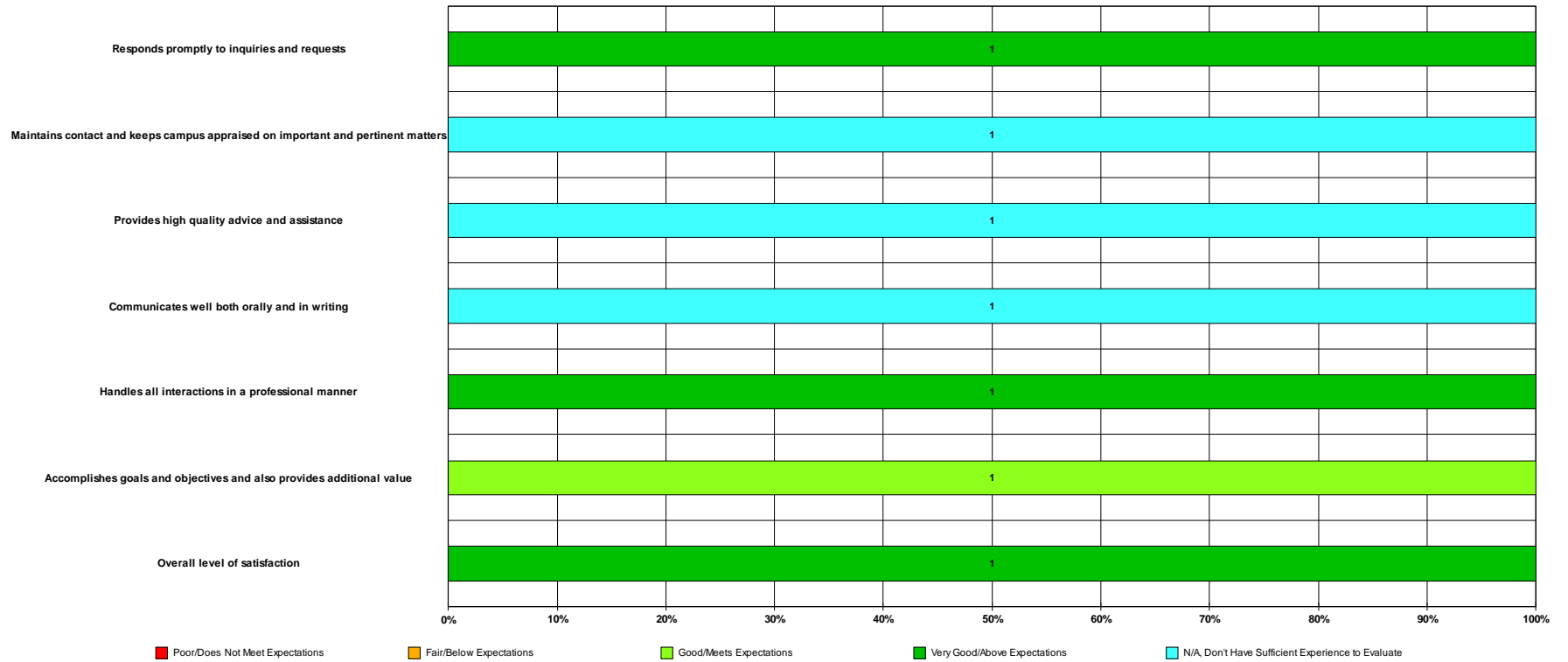
Analysis..: Q13.a to Q13.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q13.a to Q13.g AON (ARM Tech)



**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: AON (ARM Tech)**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*Responses apply to AON Actuarial Services*

## CSURMA AUXILIARY

**Q15.a to Q15.g Belfor**

Analysis.: Q15.a to Q15.g

Filter.....: All Respondents

Score.....: Weight WT1

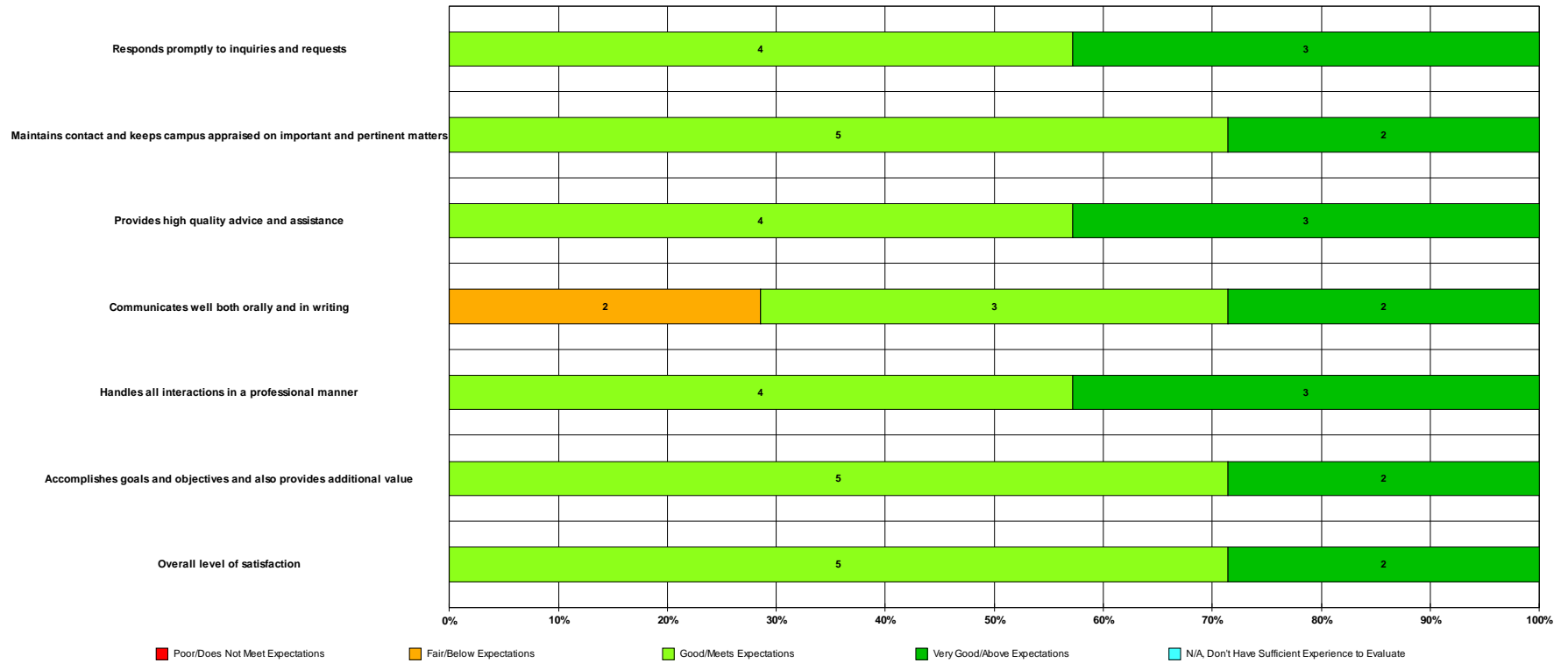
Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	49	3.31	-	2	30	17	-
Responds promptly to inquiries and requests	7	3.43	-	-	4	3	-
Maintains contact and keeps campus apprised on important and pertinent matters	7	3.29	-	-	5	2	-
Provides high quality advice and assistance	7	3.43	-	-	4	3	-
Communicates well both orally and in writing	7	3.00	-	2	3	2	-
Handles all interactions in a professional manner	7	3.43	-	-	4	3	-
Accomplishes goals and objectives and also provides additional value	7	3.29	-	-	5	2	-
Overall level of satisfaction	7	3.29	-	-	5	2	-

CSURMA AUXILIARY

**Q15.a to Q15.g Belfor**  
 Analysis...: Q15.a to Q15.g  
 Filter.....: All Respondents  
 Options.. : Transposed  
 Cells.....: Counts, Respondents

Q15.a to Q15.g Belfor



**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: Belfor**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*Belfor mobilizing with great efficiency and is always kind and prepared to help. They are a great company to work with.*

--

*Only complaint is that post loss there was an issue with prevailing wage that I thought did not need to be an issue. Anyway, really good work and very fast response.*

## CSURMA AUXILIARY

**Q17.a to Q17.g Carl Warren & Co - Liability Claims Administrator**

Analysis..: Q17.a to Q17.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	173	3.68	-	1	49	110	13
Responds promptly to inquiries and requests	25	3.65	-	-	8	15	2
Maintains contact and keeps campus apprised on important and pertinent matters	25	3.61	-	1	7	15	2
Provides high quality advice and assistance	25	3.70	-	-	7	16	2
Communicates well both orally and in writing	25	3.70	-	-	7	16	2
Handles all interactions in a professional manner	25	3.74	-	-	6	17	2
Accomplishes goals and objectives and also provides additional value	25	3.65	-	-	8	15	2
Overall level of satisfaction	23	3.73	-	-	6	16	1

CSURMA AUXILIARY

**Q17.a to Q17.g Carl Warren & Co - Liability Claims Administrator**

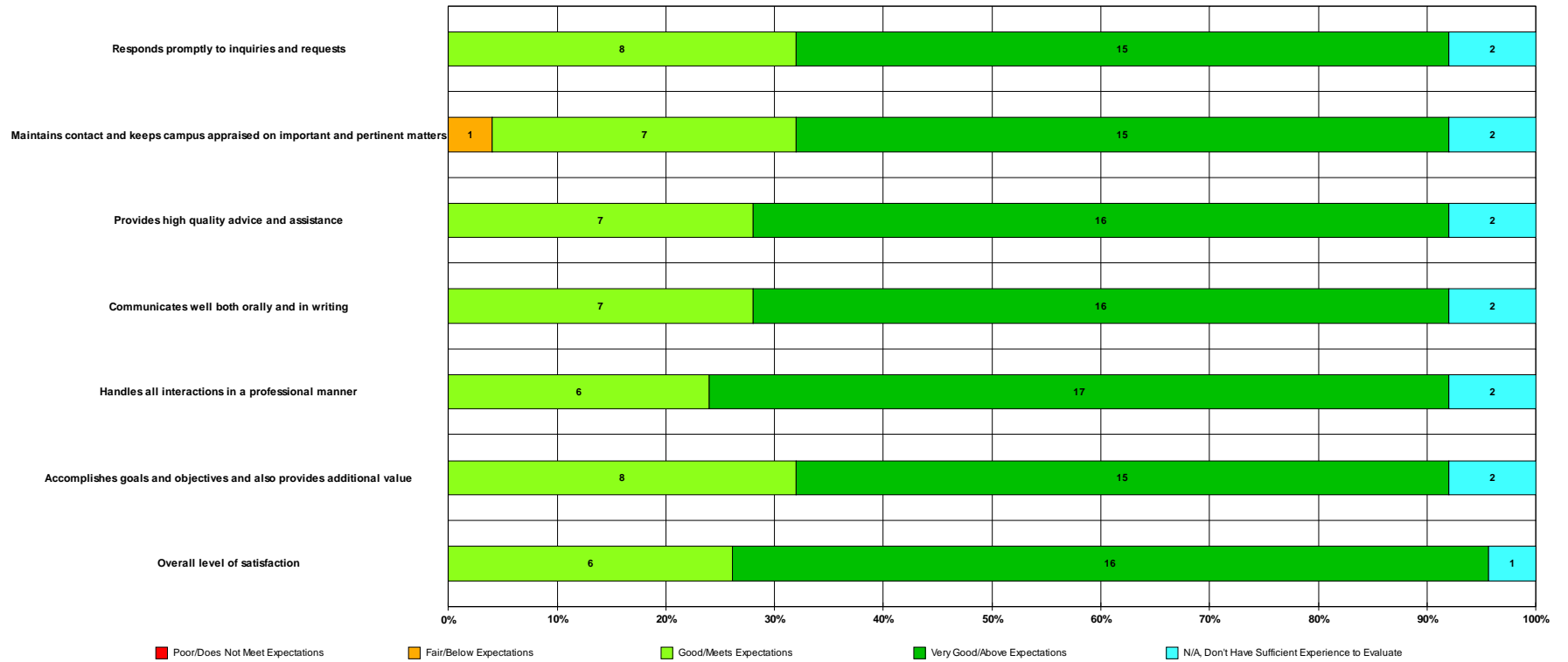
Analysis...: Q17.a to Q17.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q17.a to Q17.g Carl Warren & Co - Liability Claims Administrator



**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: Carl Warren & Co - Liability Claims**

**Administrator**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*always efficient with claims and very detailed in their approach.*

*I usually deal with Mauri. Very knowldgable and very helpful*

*Mauri Maguire provides excellent claim management and guidance.*

*--*

*Always responsive and easy to work with*

*Very positive and efficient experience*

*great.*

*-*

*ok*

*N/A*

*Seems like there has been some changes and I am not always sure who is handling my one claim. Though, all-in-all I am pleased with their work.*

*Sometimes a gap between handling the claim and what is the current status. So a report if claim is pending or "completed and closed out" would be great.*

*We have used their services in past years but I am fortunate that we did not need their service last year.*

*I've only had to use them once and they were great at communication.*

*Very professional*

*NONE AT THIS TIME*

## CSURMA AUXILIARY

**Q19.a to Q19.g CO Office of Risk Management - Risk Consulting**

Analysis..: Q19.a to Q19.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	119	3.72	-	2	29	86	2
Responds promptly to inquiries and requests	17	3.76	-	-	4	13	-
Maintains contact and keeps campus apprised on important and pertinent matters	17	3.59	-	1	5	11	-
Provides high quality advice and assistance	17	3.82	-	-	3	14	-
Communicates well both orally and in writing	17	3.76	-	-	4	13	-
Handles all interactions in a professional manner	17	3.82	-	-	3	14	-
Accomplishes goals and objectives and also provides additional value	17	3.56	-	1	5	10	1
Overall level of satisfaction	17	3.69	-	-	5	11	1

CSURMA AUXILIARY

**Q19.a to Q19.g CO Office of Risk Management - Risk Consulting**

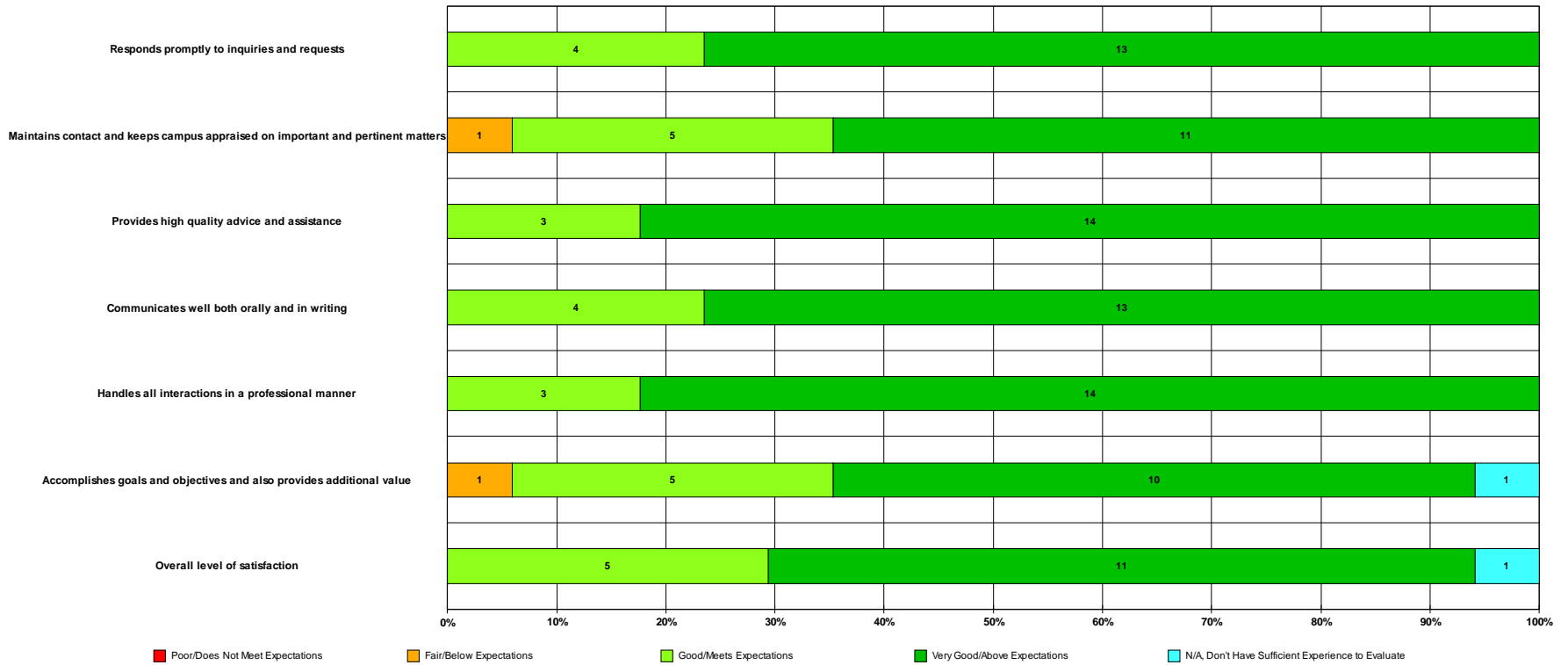
Analysis...: Q19.a to Q19.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q19.a to Q19.g CO Office of Risk Management - Risk Consulting



**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: CO Office of Risk Management - Risk Consulting**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*On the campus level we could not do all that we do in the world of risk without this spectacular group of people at the Co. Zachary and his team should be applauded and congratulated on another wonderful year of well don work. Thank you for your patience and your consulting with our campus!*

*n/a*

*Provides great consultative services*

*Great to work with*

*Limited contact other than conferences and news letter but very informative*

*Zachary Gifford is an outstanding resource*

*The whole team is AWESOME!*

*Members of SRM are awesome!*

*.*

*None*

*n/a*

*Though I do not contact Zach and Rebecca often, when I do, they give me really outstanding and timely service. Keep up the good work!*

*Again - issue of final notification of status of incident or claim would be good.*

*none*

*None*

*none at this time*

*I have had to consult with the office of risk management on a few issues. I am not contacted or receive information from the department on a regular basis*

## CSURMA AUXILIARY

**Q21.a to Q21.g CO Enterprise Accounting - Accounting Services**

Analysis.: Q21.a to Q21.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	56	3.44	-	10	10	34	2
Responds promptly to inquiries and requests	8	3.63	-	-	3	5	-
Maintains contact and keeps campus apprised on important and pertinent matters	8	3.29	-	2	1	4	1
Provides high quality advice and assistance	8	3.63	-	-	3	5	-
Communicates well both orally and in writing	8	3.38	-	2	1	5	-
Handles all interactions in a professional manner	8	3.38	-	2	1	5	-
Accomplishes goals and objectives and also provides additional value	8	3.43	-	2	-	5	1
Overall level of satisfaction	8	3.38	-	2	1	5	-

CSURMA AUXILIARY

**Q21.a to Q21.g CO Enterprise Accounting - Accounting Services**

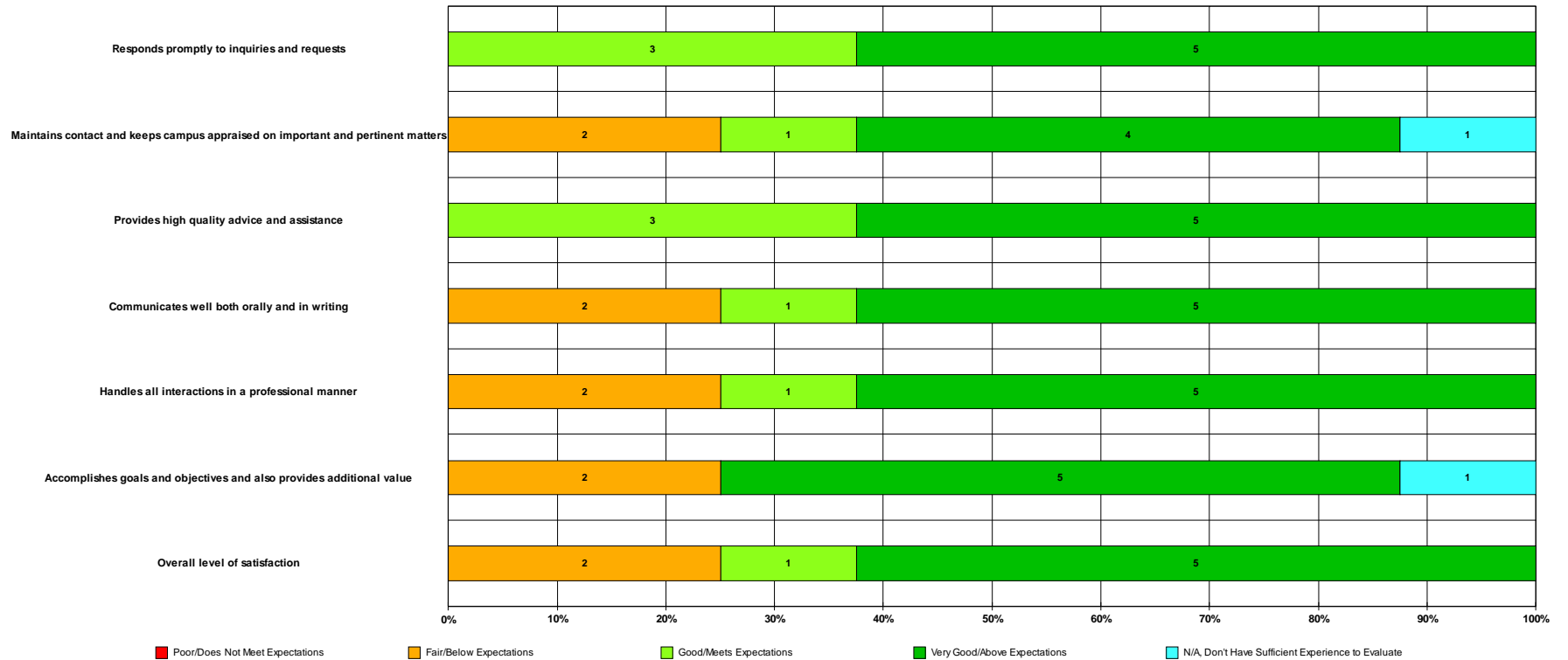
Analysis.: Q21.a to Q21.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q21.a to Q21.g CO Enterprise Accounting - Accounting Services



**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: CO Enterprise Accounting - Accounting Services**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>very diligent and detailed</i>
<i>CSURMA Accounting is great!</i>
.
<i>None</i>
<i>n/a</i>
<i>No complaints.</i>
<i>None</i>
<i>none at this time</i>

## CSURMA AUXILIARY

**Q23.a to Q23.g Employers Edge - Unemployment Claims Administrator**

Analysis.: Q23.a to Q23.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	126	3.28	-	15	59	49	3
Responds promptly to inquiries and requests	18	3.33	-	1	10	7	-
Maintains contact and keeps campus apprised on important and pertinent matters	18	3.06	-	5	6	6	1
Provides high quality advice and assistance	18	3.22	-	2	10	6	-
Communicates well both orally and in writing	18	3.33	-	1	10	7	-
Handles all interactions in a professional manner	18	3.50	-	-	9	9	-
Accomplishes goals and objectives and also provides additional value	18	3.31	-	3	5	8	2
Overall level of satisfaction	18	3.17	-	3	9	6	-

CSURMA AUXILIARY

**Q23.a to Q23.g Employers Edge - Unemployment Claims Administrator**

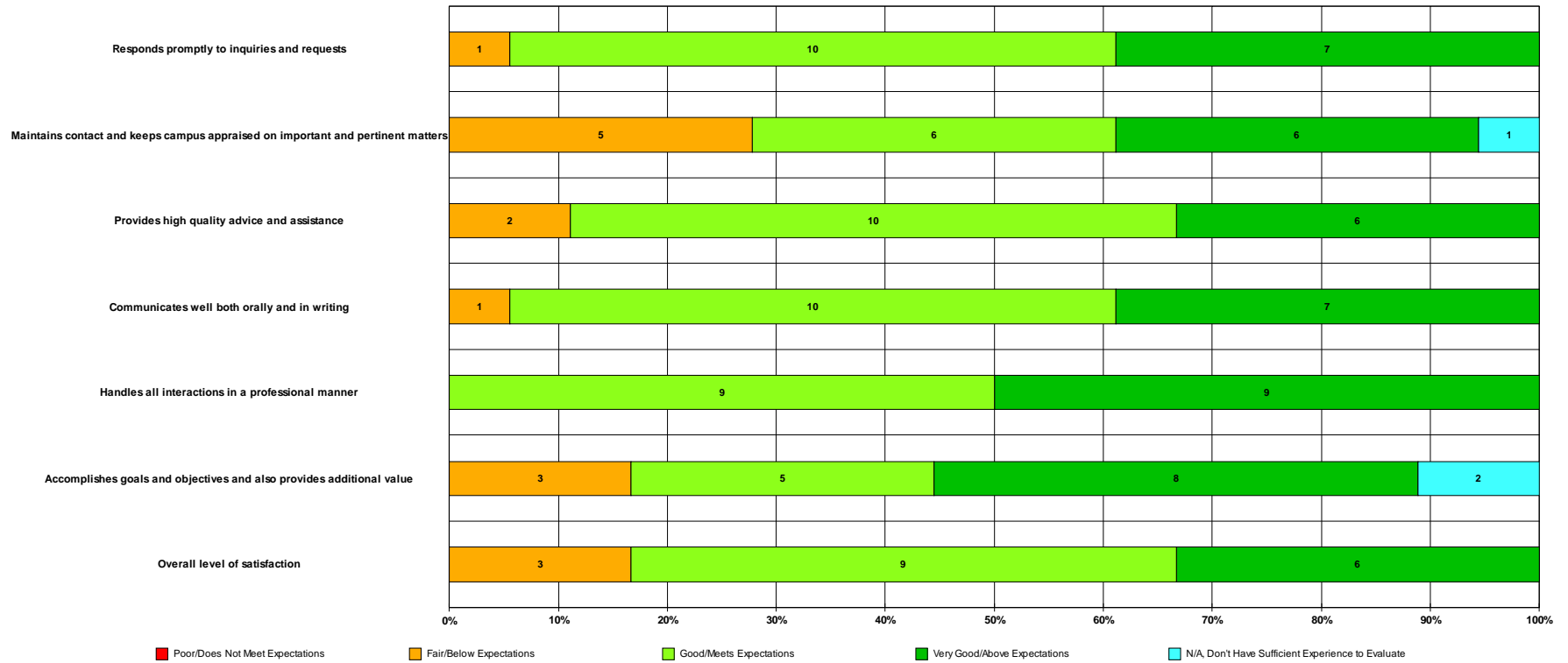
Analysis...: Q23.a to Q23.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q23.a to Q23.g Employers Edge - Unemployment Claims Administrator



**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: Employers Edge - Unemployment Claims Administrator**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

N/A

N/A

*Employers Edge Unemployment Claims processing saves us time and is a quick & easy process.*

--

*I don't think they understand our student employment business well enough to provide the level of support / representation that we need.*

*Great work*

*In some cases, maybe they could do more to contest a claim when an employee was separated for cause.*

*Very good to work with. Our representative, Reina is great!*

*good.*

*Didn't provide much value.*

.

*Overall satisfied*

*I wish they would do more follow up on claim status.*

*Only responds via email. Wish they would call or return calls to handle issues more efficiently.*

*Their services meets the company's expectations.*

*Overall satisfaction can be improved greatly if we are consistently notified of the outcome of an unemployment claim. We have had some claims we had to follow up on because we never heard from Employers Edge on the outcome even if it was in our favor.*

*The communication is very one-sided. We don't get prompt responses if at all both phone and email. No confirmations when we sent items, we usually have to call or email and again we don't get prompt responses.*

*Unemployment claims training would be helpful.*

## CSURMA AUXILIARY

**Q25.a to Q25.g Employers Group - HR Consulting Services**

Analysis.: Q25.a to Q25.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	154	3.51	-	3	66	78	7
Responds promptly to inquiries and requests	22	3.43	-	1	10	10	1
Maintains contact and keeps campus apprised on important and pertinent matters	22	3.45	-	-	12	10	-
Provides high quality advice and assistance	22	3.52	-	1	8	12	1
Communicates well both orally and in writing	22	3.57	-	-	9	12	1
Handles all interactions in a professional manner	22	3.55	-	1	7	12	2
Accomplishes goals and objectives and also provides additional value	22	3.60	-	-	8	12	2
Overall level of satisfaction	22	3.45	-	-	12	10	-

CSURMA AUXILIARY

**Q25.a to Q25.g Employers Group - HR Consulting Services**

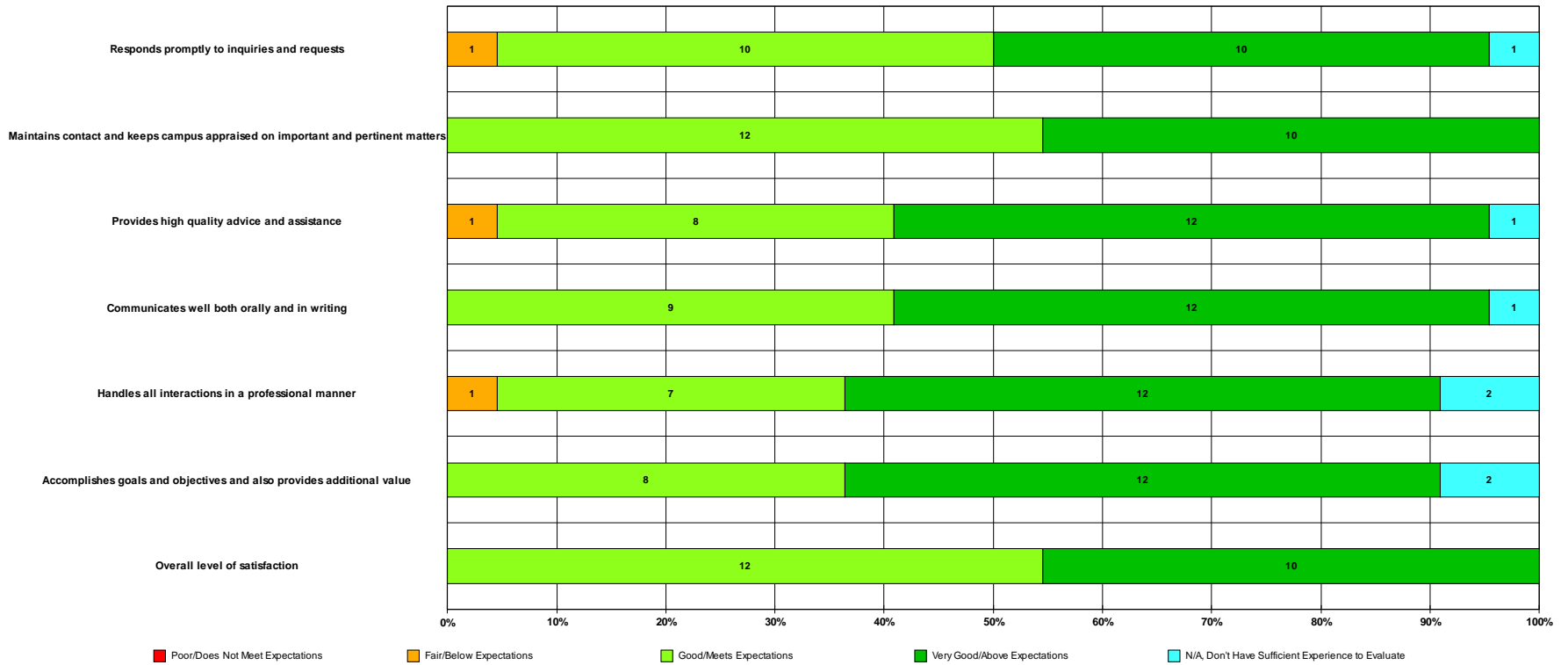
Analysis...: Q25.a to Q25.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q25.a to Q25.g Employers Group - HR Consulting Services



**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: Employers Group - HR Consulting Services**

Analysis.: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>easy to work with and great advising and information</i>
<i>N/A</i>
<i>--</i>
<i>I have spoken to their consultants on several occasions. They are prompt, professional and always provide me with information and resources to assist me. Their reference librarians is awesome too.</i>
<i>This year WELU - end of the year workshop was not handled as smoothly as before. The result for us - we did not go.</i>
<i>Limited regular contact but newsletter is very informative and timely regarding ongoing HR laws and changes</i>
<i>N/A</i>
<i>Very good about keeping us up to date on new regulations and laws. The hotline is very easy to use and very responsive.</i>
<i>nice to work with them</i>
<i>excellent!</i>
<i>None</i>
<i>none</i>
<i>None</i>
<i>Our HR Manager works directly with Employers Group. She always provides me with information and updates received from this source.</i>
<i>Love Employers Group. Our rep- Bill- sends us timely legal updates to keep us up to date. When we call their hotline, they are very helpful. Money well spent on this vendor.</i>
<i>Need more information on how to access their different services.</i>
<i>None</i>
<i>last few times I called help line, no one was available until the next day. Bill Stephens email updates are very timely, informative and well written.</i>
<i>Love their publication</i>
<i>The level of contact is very minimal, company receive emails twice a week on updates.</i>

**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: Employers Group - HR Consulting Services**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*It took some to understand how to best use the services.*

*This is a valuable resource for Auxiliaries.*

## CSURMA AUXILIARY

**Q27.a to Q27.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training**

Analysis...: Q27.a to Q27.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	84	3.68	-	-	19	41	24
Responds promptly to inquiries and requests	12	3.83	-	-	1	5	6
Maintains contact and keeps campus appraised on important and pertinent matters	12	3.60	-	-	4	6	2
Provides high quality advice and assistance	12	3.60	-	-	4	6	2
Communicates well both orally and in writing	12	3.86	-	-	1	6	5
Handles all interactions in a professional manner	12	3.67	-	-	3	6	3
Accomplishes goals and objectives and also provides additional value	12	3.75	-	-	2	6	4
Overall level of satisfaction	12	3.60	-	-	4	6	2

CSURMA AUXILIARY

**Q27.a to Q27.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training**

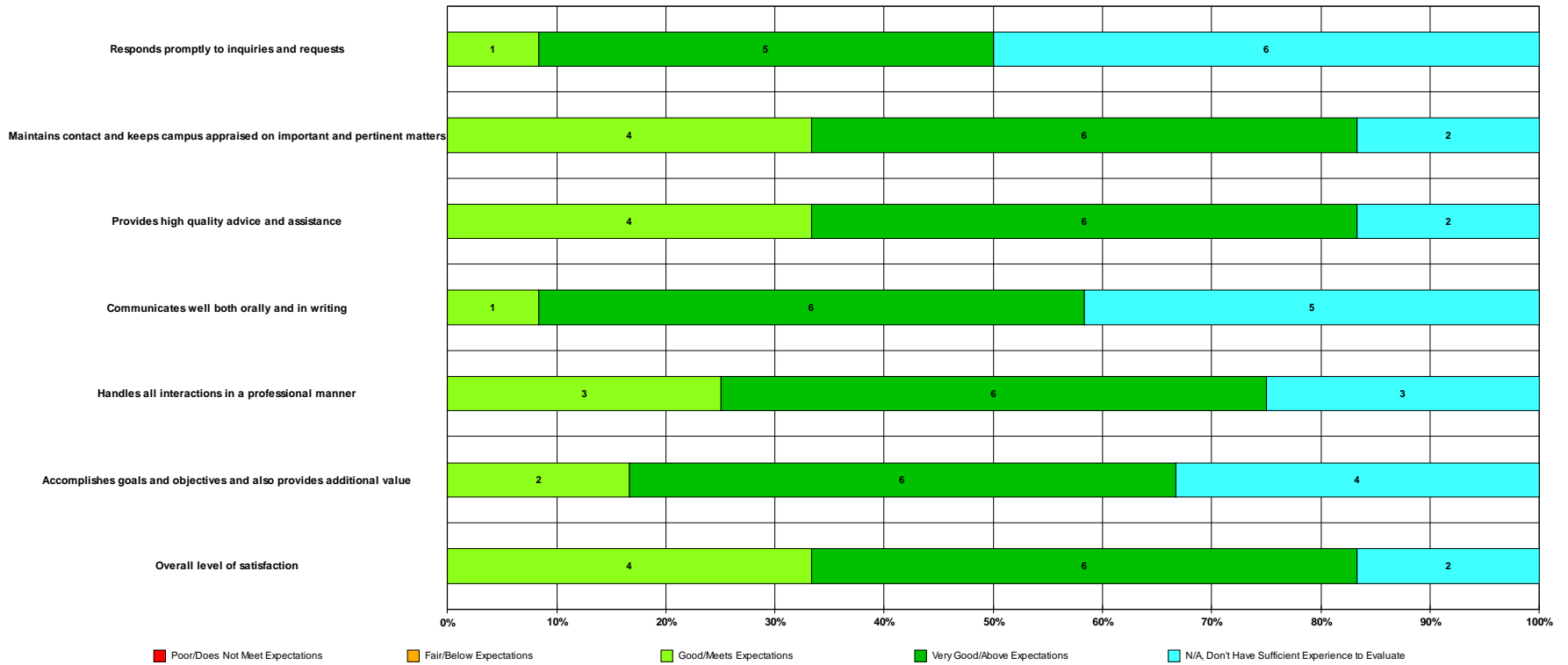
Analysis..: Q27.a to Q27.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q27.a to Q27.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training



**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>excellent program and allows us to be proactive in our approach to managing and mitigating risk.</i>
<i>At this time we are only engaging Praseidium for self evaluation of programs.</i>
<i>Too new to evaluate</i>
<i>Good support when requested</i>
<i>Timeliness of billing/invoicing was an issue. They resolved it, but the invoice was months late.</i>
<i>NA</i>
<i>n/a</i>
<i>New provider with limited interaction to date.</i>
<i>N/A</i>
<i>WE NEED TO SUPPORT THIS PROJECT! Candace has been really good to work with and I am happy CSURMA is helping in the funding.</i>
<i>New provider with limited interaction to date</i>
<i>great training</i>

## CSURMA AUXILIARY

**Q29.a to Q29.g Sedgwick CMS - AORMA Workers' Compensation Claims Administrator**

Analysis..: Q29.a to Q29.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	224	3.71	2	1	55	156	10
Responds promptly to inquiries and requests	32	3.68	1	-	7	23	1
Maintains contact and keeps campus apprised on important and pertinent matters	32	3.61	1	-	9	21	1
Provides high quality advice and assistance	32	3.77	-	-	7	23	2
Communicates well both orally and in writing	32	3.70	-	-	9	21	2
Handles all interactions in a professional manner	32	3.77	-	-	7	23	2
Accomplishes goals and objectives and also provides additional value	32	3.71	-	-	9	22	1
Overall level of satisfaction	32	3.71	-	1	7	23	1

CSURMA AUXILIARY

**Q29.a to Q29.g Sedgwick CMS - AORMA Workers' Compensation Claims Administrator**

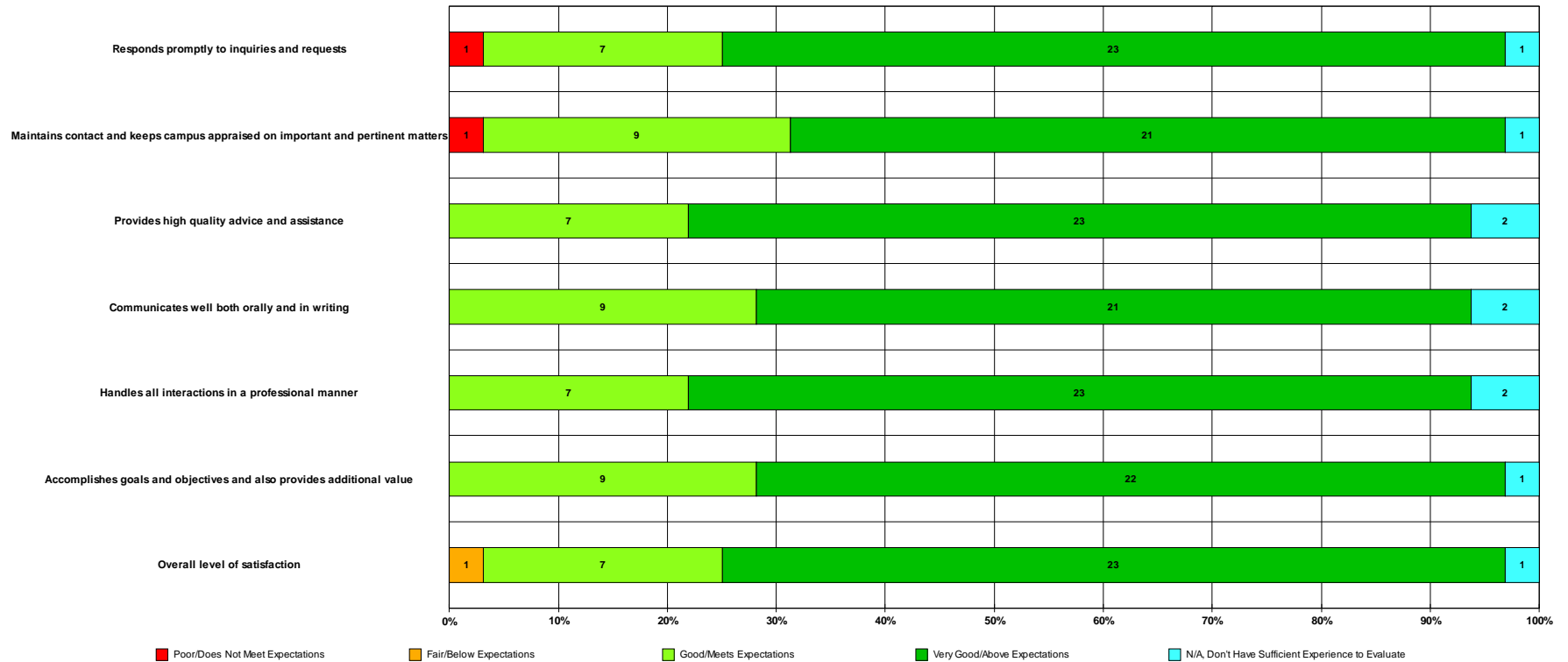
Analysis..: Q29.a to Q29.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q29.a to Q29.g Sedgwick CMS - AORMA Workers' Compensation Claims Administrator



**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: Sedgwick CMS - AORMA Workers' Compensation Claims Administrator**

Analysis...: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
N/A
<i>Sedgwick workers compensation program is AWESOME. They provide all the follow up and tracking on claims. Great time saver, excellent communication and saves us money overall.</i>
<i>Sedgwick was always very informative and worked well in administering our wc cases.</i>
<i>always easy to work with</i>
<i>Very good communication. Personable.</i>
<i>Maintains regular contact and ongoing reporting</i>
<i>prompt, efficient and supportive</i>
NA
<i>They do a great job in managing the claims.</i>
<i>Sedgwick is great. Katie knows her stuff and is great to work with. I have always received great customer service from all Sedgwick staff.</i>
<i>Van, Tevia, Shane and the rest are super. Mimi is excellent! I'm very pleased.</i>
<i>always helpful</i>
<i>The Financial Reporting department leaves much to be desired. All other departments are competent and responsive.</i>
<i>Katie is a valuable resource and responds promptly. Great to work with on claims.</i>
<i>Katie Brant is an outstanding representative of Sedgwick.</i>
N/A
<i>I'm copied on monthly emails from our claims administrator. Sometimes we receive the report from another CSU rather than from Northridge. It's always a quick fix however.</i>
<i>They have always been helpful in processing our claims for the worker's comp.</i>
.

**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: Sedgwick CMS - AORMA Workers' Compensation Claims Administrator**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*Katie is a true pro.*

*Very good at giving us status reports. This was a tough year for us due to loss and they handled the claim very well. Thanks again.*

*I am happy with the timeliness of set up for claims and the responsiveness from Matt and Brian. Both are very helpful. For non litigated and/or minor claims their service is fine. My low ratings are because of the adjuster we have assigned to us for other claims. Our adjuster seems experienced but I like to know what is going on with my claims. With my previous adjuster I was always in the loop and had regular contact. I got updates and she was responsive. It worked well. I no longer feel this way. I recently talked to Trish at Sedgwick and was told that I needed to work with this adjuster because she handles our campus. Really hope things change but as of right now I am very dissatisfied.*

*We have amazing representatives who are great at communicating.*

*Katie is awesome! :)*

*Katie Brant is an outstanding representative of Sedgwick*

*none*

*I don't handle WC claims*

*Enjoy working with Sedgwick, they have provided great service and is always very responsive.*

*The adjusters assigned to our account are very helpful, knowledgeable, and consistent in their communications with our office.*

*Our representative Katie Brant is very responsive. She does her research and is very proactive in our needs. When we reach out, we are comfortable in knowing she will get back to us in a timely manner.*

*All interactions have been positive.*

*I work very well with our WC claims administrators. They are always knowledgeable and respond quickly to my inquiries. I wish I could receive updates on claims that are slow to close.*

## CSURMA AUXILIARY

**Q31.a to Q31.g Target Safety - Web-based Training**

Analysis...: Q31.a to Q31.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	161	3.26	7	6	66	55	27
Responds promptly to inquiries and requests	23	3.32	1	1	8	9	4
Maintains contact and keeps campus appraised on important and pertinent matters	23	3.26	1	1	9	8	4
Provides high quality advice and assistance	23	3.20	1	1	11	7	3
Communicates well both orally and in writing	23	3.32	1	1	8	9	4
Handles all interactions in a professional manner	23	3.32	1	-	10	8	4
Accomplishes goals and objectives and also provides additional value	23	3.17	1	1	10	6	5
Overall level of satisfaction	23	3.25	1	1	10	8	3

CSURMA AUXILIARY

**Q31.a to Q31.g Target Safety - Web-based Training**

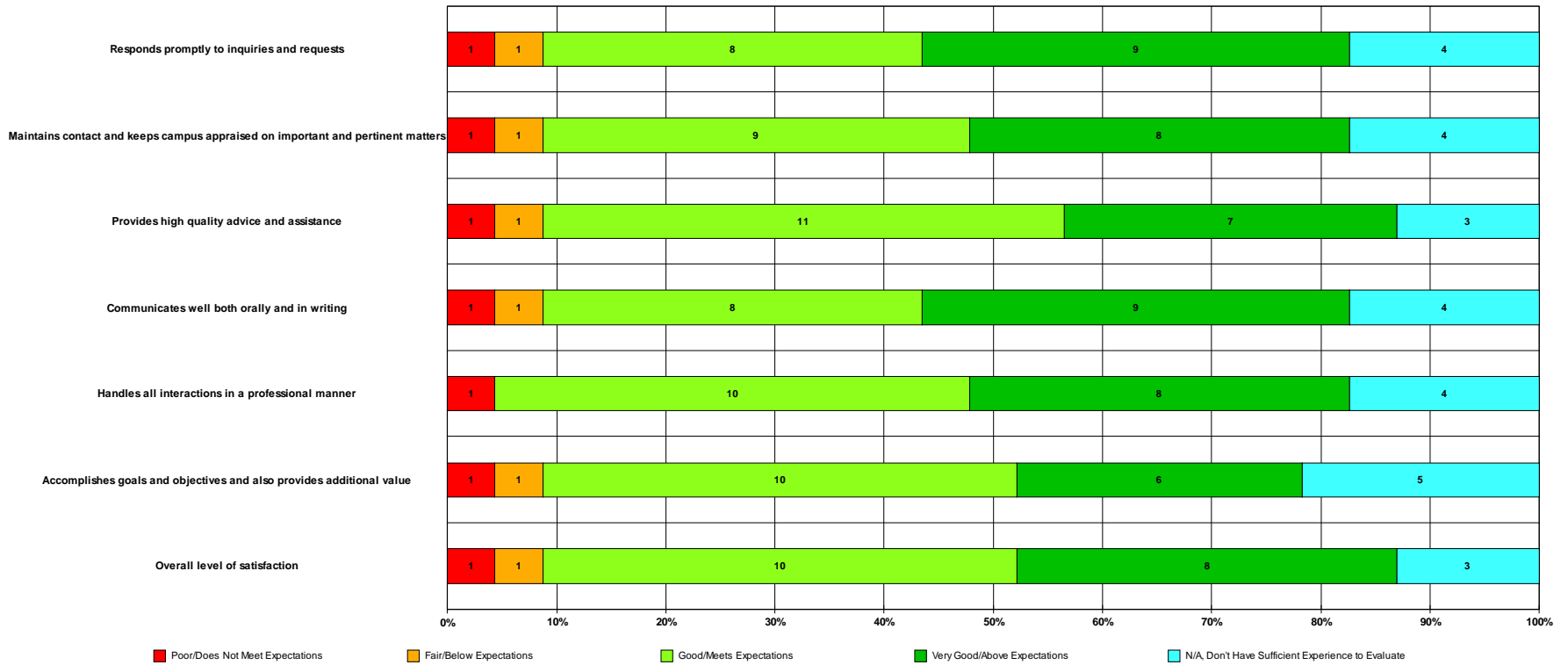
Analysis..: Q31.a to Q31.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q31.a to Q31.g Target Safety - Web-based Training



**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: Target Safety - Web-based Training**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*great program our entire staff uses it for training purposes.*

*N/A*

*Counting the moments until campus opens SkillPort for us to utilize and we can get off of Target Safety. Worst service ever! Most unfriendly system around!*

*some one else in our office handles all risk management issues, safety prevention etc.*

*It's a training tool and does the job*

*N/A*

*Target Safety is good. We do not have too much need to contact the staff at Target Safety. Majority of the coursework scheduling and set up is through the website.*

*ok*

*None*

*ok*

*I don't really interact much with the administrator for this, but the training is great.*

*None*

*Although I don't have direct contact, our HR Manager (who reports to me) keeps me apprised of all information and updates which seem ongoing and accurate.*

*.  
Solid service. Sad we won't be able to use it without us having a separate contract. We still have not been able to get Skillport to work for us.*

*None*

*couldn't help with a question for a few days*

*none at this time*

*There is a quick turn around in responses and they provide the organization with contact information, which is helpful to us.*

**CSURMA AUXILIARY**

**Please use the space below to provide us with any additional comments or suggestions: Target Safety - Web-based Training**

Analysis.: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*I really have had minimal contact with our account representative, but when I have needed to contact her, she is quick to respond and provide resources.*

*Although not too many interactions, each time we reached out they were very responsive and helpful to the issues we were having.*

*I appreciate the service and the extra effort made when I have need of a training that is not listed.*

*Overall, I feel Target Solutions has been a good web based training system although I feel most of their training is focused for towards emergency response teams or K-12. Their reporting is ok. I wish I could look up employee individually do see if they completed training, rather than having to pull a report of all employees.*

**Campus**

**Q3.a to Q3.g AG Administrators AIME Claims Administrator**

Analysis...: Q3.a to Q3.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	70	3.16	5	9	23	30	3
Responds promptly to inquiries and requests	10	3.00	1	2	3	4	-
Maintains contact and keeps campus appraised on important and pertinent matters	10	3.00	1	1	5	3	-
Provides high quality advice and assistance	10	3.20	1	1	3	5	-
Communicates well both orally and in writing	10	3.22	1	1	2	5	1
Handles all interactions in a professional manner	10	3.33	-	1	4	4	1
Accomplishes goals and objectives and also provides additional value	10	3.22	-	2	3	4	1
Overall level of satisfaction	10	3.20	1	1	3	5	-

# Campus

## Q3.a to Q3.g AG Administrators AIME Claims Administrator

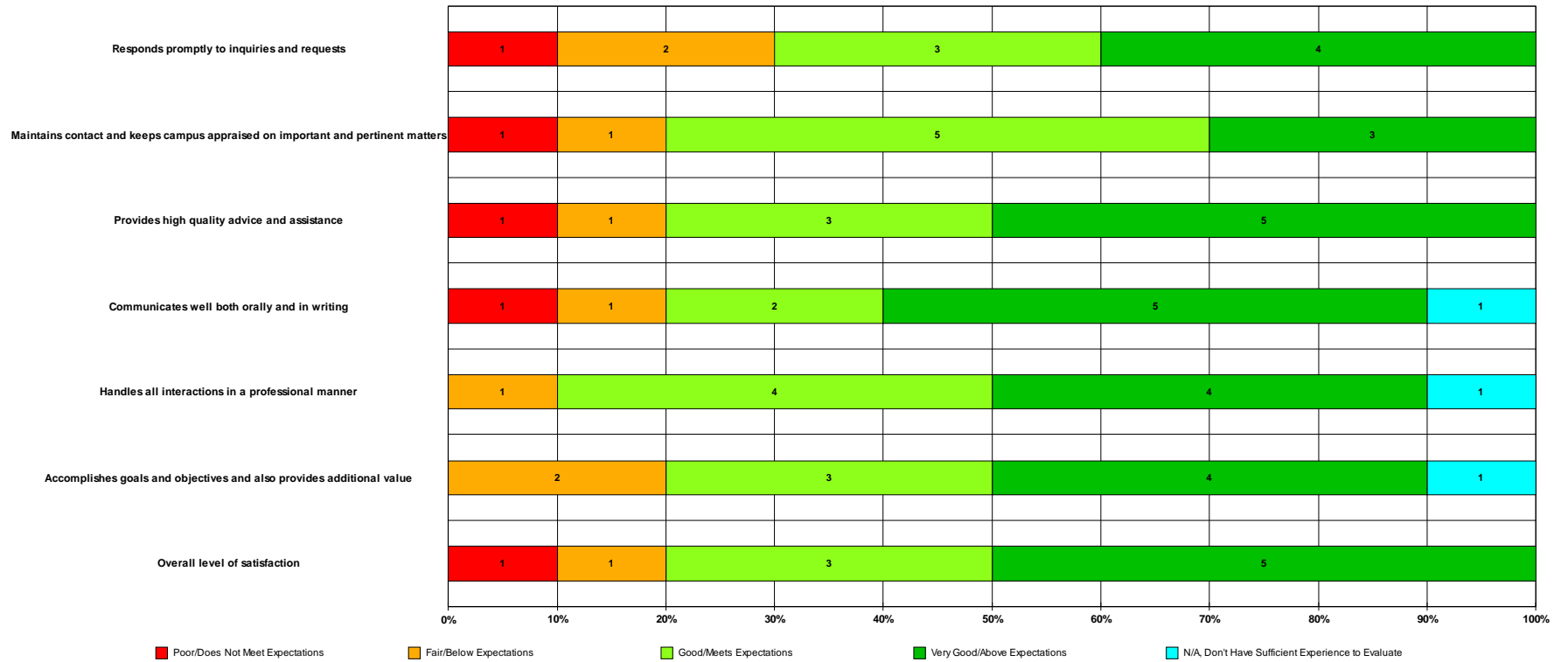
Analysis...: Q3.a to Q3.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q3.a to Q3.g AG Administrators AIME Claims Administrator



**Campus**

**Please use the space below to provide us with any additional comments or suggestions: AG Administrators AIME Claims Administrator**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*It would be very helpful if A-G notified us when a claim has been filed, and provide the claim number. Inevitably I am asked for this number by injured students trying to submit medical invoices. Copies of claim-generated letters would be very helpful (example: claim accepted, denied, paid, closed). Brief communication with A-G reps has not been pleasant.*

*Really enjoy working with AG. They are professional and handle claims quickly.*

*na*

*Do not have as much interaction this past year as years in the past*

*N/A*

*Good to see there was the transition to HSR*

*None*

*I enjoy working with A-G.*

*Dan Beery has always been excellent in helping with our claims.*

*lk*

**Campus**

**Q5.a to Q5.g Agility Recovery Solutions, Inc. (Agility)**

Analysis...: Q5.a to Q5.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	14	3.00	1	1	9	3	-
Responds promptly to inquiries and requests	2	3.00	-	-	2	-	-
Maintains contact and keeps campus apprised on important and pertinent matters	2	2.00	1	-	1	-	-
Provides high quality advice and assistance	2	3.50	-	-	1	1	-
Communicates well both orally and in writing	2	3.00	-	-	2	-	-
Handles all interactions in a professional manner	2	3.50	-	-	1	1	-
Accomplishes goals and objectives and also provides additional value	2	3.00	-	1	-	1	-
Overall level of satisfaction	2	3.00	-	-	2	-	-

# Campus

## Q5.a to Q5.g Agility Recovery Solutions, Inc. (Agility)

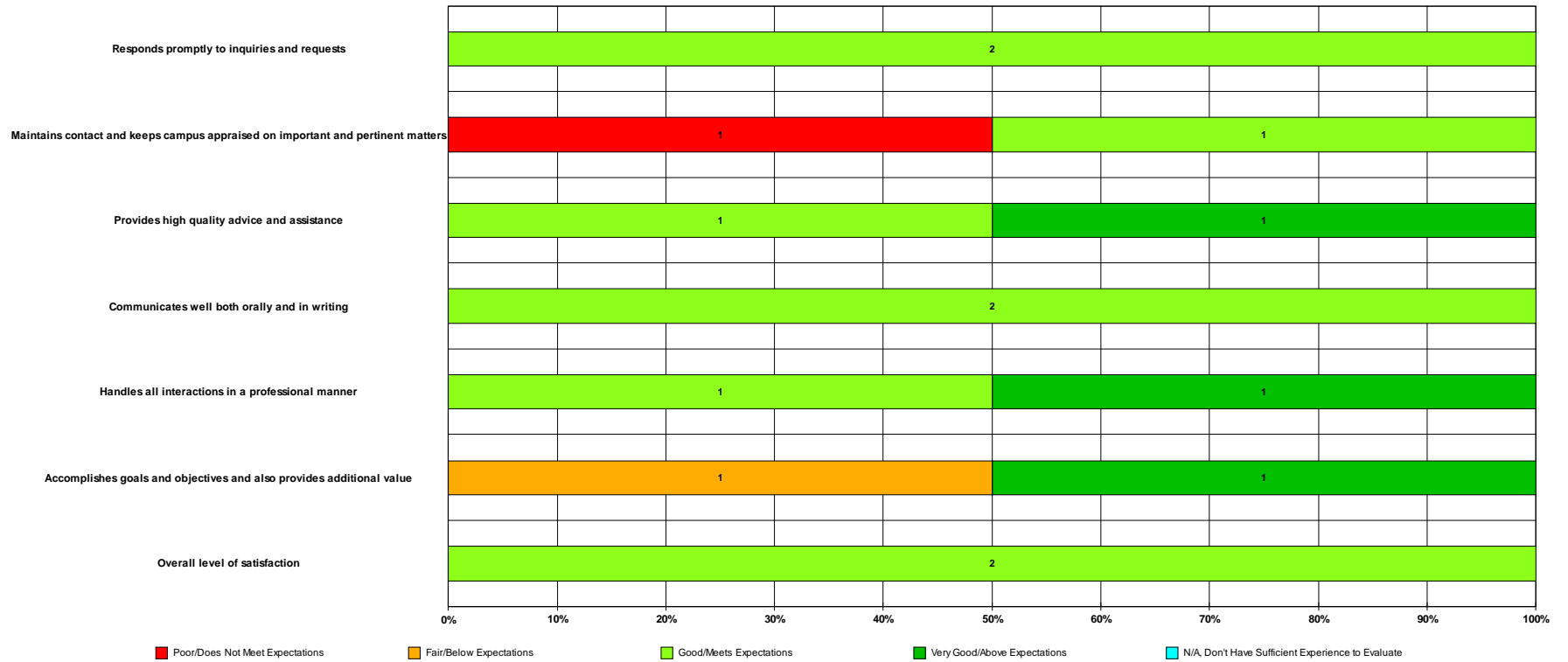
Analysis..: Q5.a to Q5.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q5.a to Q5.g Agility Recovery Solutions, Inc. (Agility)



## Campus

**Please use the space below to provide us with any additional comments or suggestions: Agility Recovery Solutions, Inc. (Agility)**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*When we have had questions about Agility recovery website functions and systems, we received a rapid response and helpful guidance.*

**Campus**

**Q7.a to Q7.g Alliant Insurance Services CSURMA Program Administrator**

Analysis...: Q7.a to Q7.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	196	3.61	1	8	56	129	2
Responds promptly to inquiries and requests	28	3.43	1	2	9	16	-
Maintains contact and keeps campus apprised on important and pertinent matters	28	3.64	-	1	8	19	-
Provides high quality advice and assistance	28	3.64	-	1	8	19	-
Communicates well both orally and in writing	28	3.64	-	1	8	19	-
Handles all interactions in a professional manner	28	3.71	-	1	6	21	-
Accomplishes goals and objectives and also provides additional value	28	3.62	-	-	10	16	2
Overall level of satisfaction	28	3.61	-	2	7	19	-

# Campus

## Q7.a to Q7.g Alliant Insurance Services CSURMA Program Administrator

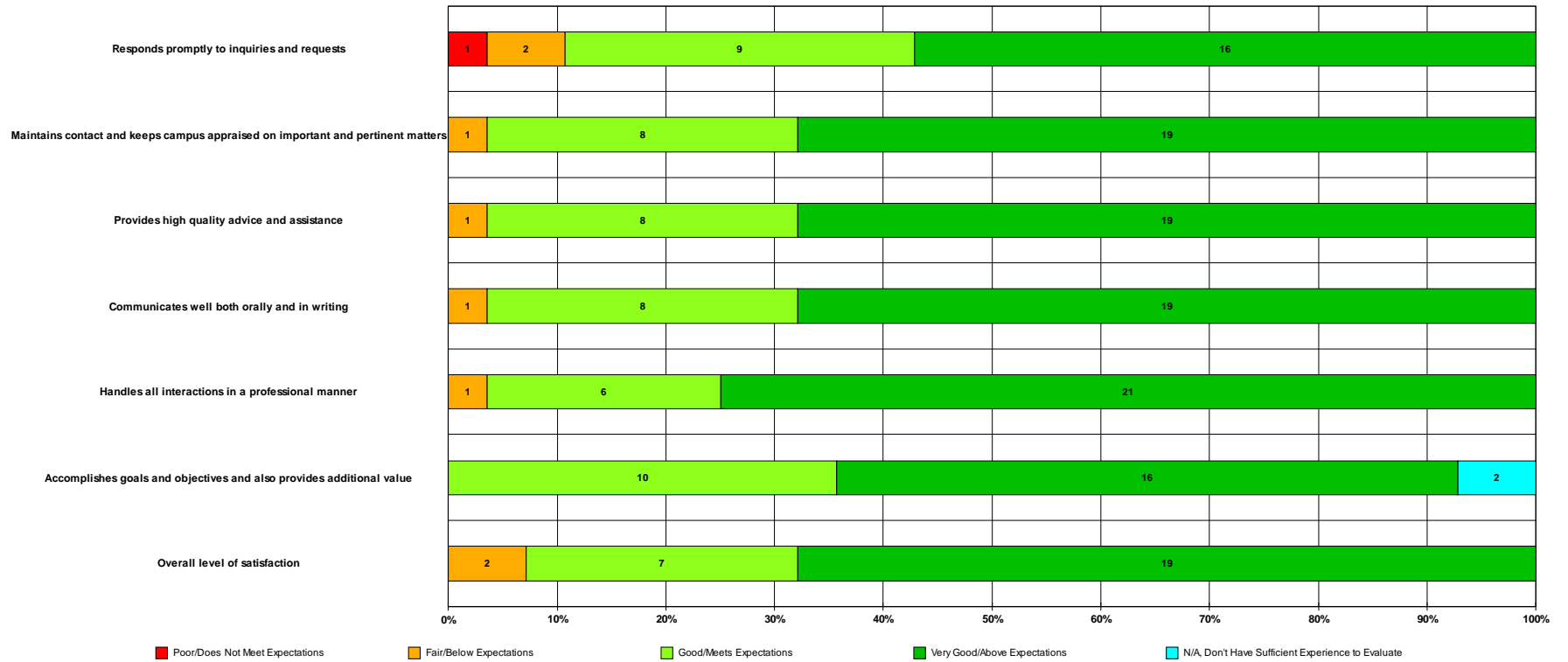
Analysis..: Q7.a to Q7.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q7.a to Q7.g Alliant Insurance Services CSURMA Program Administrator



**Campus**

**Please use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services CSURMA Program Administrator**

Analysis...: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*Very hard to get responses from some people at Alliant. Front line staff (Van, Hsan, etc.) are very responsive, but Rob and Mimi (1) often require multiple emails to get an answer (2) often don't answer the question that was asked. (Jackie Graff and Stacey Weeks are responsive.)*

*I think additional webinars and seminars would be helpful. As new staff members come on board, i'd like to be able to direct them to pre-recorded webinars regarding the structure and services provided by CSURMA>*

*None at this time*

*Always helpful, expedient and professional.*

*Alliant is very professional and has a good understanding of what we (AIME) do.*

*na*

*.*

*Alliant provides prompt service. They are always professional and extremely helpful.*

*n/a*

*Very happy with service and assistance.*

*N/A*

*Alliant has been fantastic to work with.*

*Dan's the man.*

*I have nothing additional to add.*

*appreciate them always being there when i have a question or need assistance!*

*Excellent group/team there in SF. No real complaints.*

*We love each of our CSURMA program administrator staff. They are always friendly, understanding, and informative.*

*Very good experience with the program administrators.*

*N/A*

**Campus**

**Please use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services CSURMA Program Administrator**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*Both programs are well coordinated.*

*N/A*

*I enjoy working with Alliant.*

*Their scope is so broad that I'm guessing that is why they are very slow to understand the area of intercollegiate athletics and what goes on at the base level. Very nice, I enjoy them as people, but we spend a lot of time explaining our environment to them. In my opinion, this is difficult because they cannot see where our TPA struggles.*

*Responds quickly most of the time, however, there are instances where I have had to follow up after not receiving an answer within a couple of days. Sometimes I have had to follow up multiple times.*

*They have answered my questions promptly.*

*Lack of prompt responses to email, no out of office replies when staff are out , we are left hanging out to dry many times...but when we do get info it's reliable and helpful...just need to work on consistency!*

*na*

*n/a*

**Campus**

**Q9.a to Q9.g Alliant Insurance Services CSURMA Insurance Brokerage/Consulting**

Analysis...: Q9.a to Q9.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					N/A, Don't Have Sufficient Experience to Evaluate
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	
Base	126	3.73	-	-	32	86	8
Responds promptly to inquiries and requests	18	3.65	-	-	6	11	1
Maintains contact and keeps campus appraised on important and pertinent matters	18	3.76	-	-	4	13	1
Provides high quality advice and assistance	18	3.71	-	-	5	12	1
Communicates well both orally and in writing	18	3.76	-	-	4	13	1
Handles all interactions in a professional manner	18	3.76	-	-	4	13	1
Accomplishes goals and objectives and also provides additional value	18	3.69	-	-	5	11	2
Overall level of satisfaction	18	3.76	-	-	4	13	1

# Campus

## Q9.a to Q9.g Alliant Insurance Services CSURMA Insurance Brokerage/Consulting

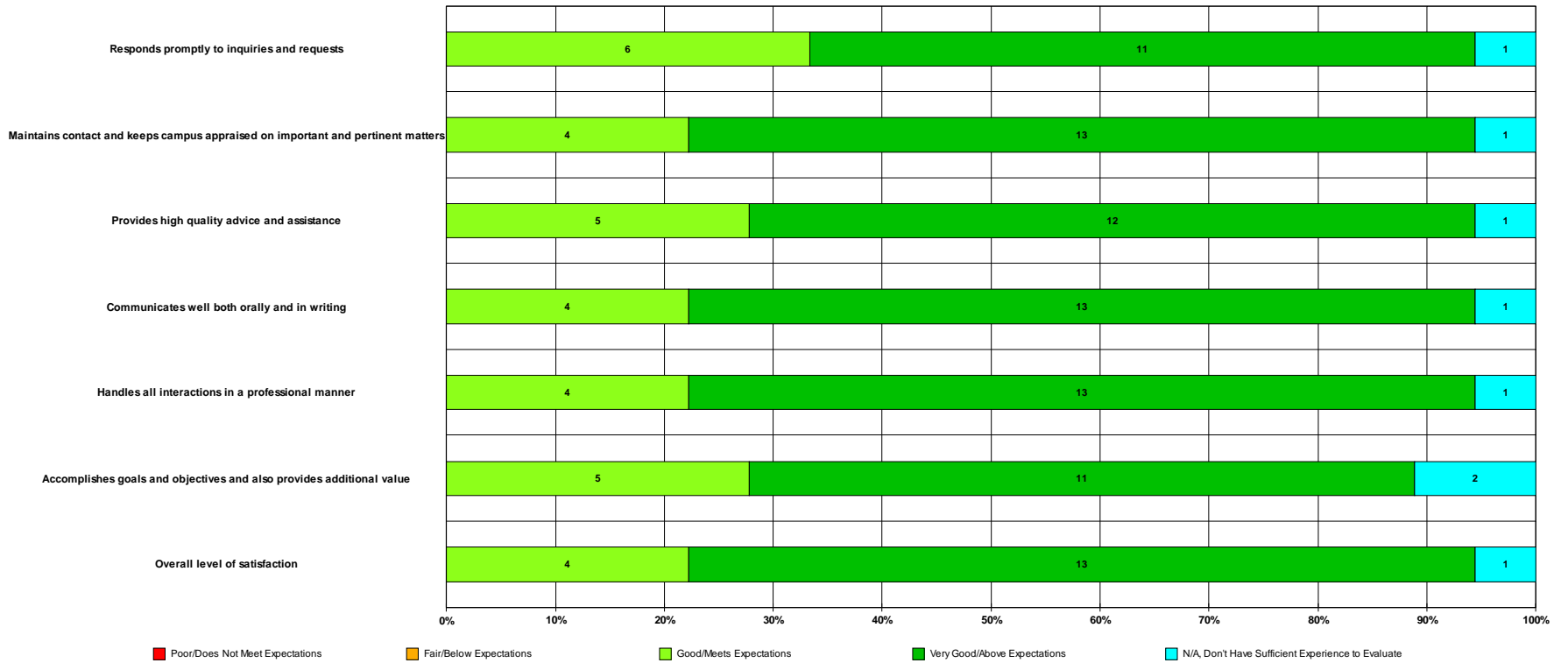
Analysis..: Q9.a to Q9.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q9.a to Q9.g Alliant Insurance Services CSURMA Insurance Brokerage/Consulting



**Campus**

**Please use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services CSURMA Insurance Brokerage/Consulting**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>Last responses were related to whether dealing with Alliant as CSURMA or as brokerage.</i>
<i>Very pleased with the brokerage and consulting services provided.</i>
<i>None at this time</i>
<i>Nothing to add</i>
<i>Rob has always been very kind and a pleasure to work with.</i>
.
<i>They have done a wonderful job working to provide services and to educate us about the services acquired.</i>
<i>n/a</i>
<i>Fully satisfied with contact - oral and written and assistance. Always pleasant and patient.</i>
<i>Van's always great! Sorry to see Hsan go!</i>
<i>A leader in the public sector industry and their service bears this out. Excellent team.</i>
<i>always a high level of service and rapid response</i>
<i>Van Rin is excellent. A pleasure to work with.</i>
<i>In one instance, was not prepared well for the meeting but provided the data quickly after the meeting.</i>
<i>na</i>
<i>Especially helpful with insurance policies presented in other languages</i>
<i>Always helpful and knowledgeable.</i>
<i>It would be helpful to have periodic (annual?) reviews of our various insurance programs. Program summaries are helpful, but I find we often need further clarification which results in much more communication than may be necessary.</i>

**Campus**

**Q11.a to Q11.g Alliant Insurance Services Workers' Compensation Consulting**

Analysis.: Q11.a to Q11.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	42	3.48	-	-	22	20	-
Responds promptly to inquiries and requests	6	3.50	-	-	3	3	-
Maintains contact and keeps campus apprised on important and pertinent matters	6	3.50	-	-	3	3	-
Provides high quality advice and assistance	6	3.50	-	-	3	3	-
Communicates well both orally and in writing	6	3.50	-	-	3	3	-
Handles all interactions in a professional manner	6	3.33	-	-	4	2	-
Accomplishes goals and objectives and also provides additional value	6	3.50	-	-	3	3	-
Overall level of satisfaction	6	3.50	-	-	3	3	-

# Campus

## Q11.a to Q11.g Alliant Insurance Services Workers' Compensation Consulting

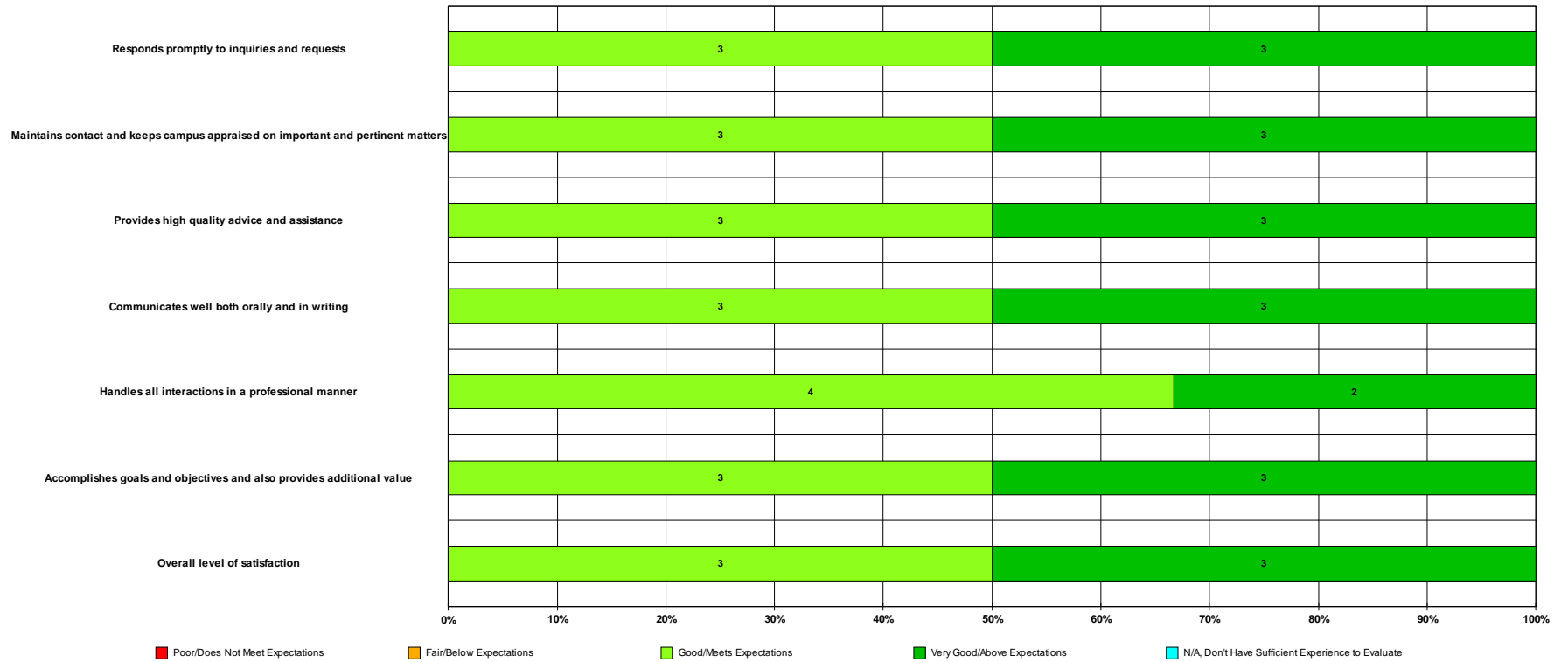
Analysis..: Q11.a to Q11.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q11.a to Q11.g Alliant Insurance Services Workers' Compensation Consulting



**Please use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services Workers' Compensation Consulting**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*Jackie is very helpful.*

*I know my colleague Victoria is pleased with the services provided.*

*Jacki is always helpful and very knowledgeable.*

*na*

*n/a*

*Ms. Graf is wonderful to work with. Encyclopedic knowledge of W/C and if she does not know the answer, she will find it in short order.*

**Campus**

**Q13.a to Q13.g Alliant Insurance Services CSURMA Property/Crime Claims Consulting**

Analysis..: Q13.a to Q13.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	63	3.95	-	-	3	53	7
Responds promptly to inquiries and requests	9	3.88	-	-	1	7	1
Maintains contact and keeps campus apprised on important and pertinent matters	9	3.88	-	-	1	7	1
Provides high quality advice and assistance	9	4.00	-	-	-	8	1
Communicates well both orally and in writing	9	4.00	-	-	-	8	1
Handles all interactions in a professional manner	9	4.00	-	-	-	8	1
Accomplishes goals and objectives and also provides additional value	9	3.88	-	-	1	7	1
Overall level of satisfaction	9	4.00	-	-	-	8	1

# Campus

## Q13.a to Q13.g Alliant Insurance Services CSURMA Property/Crime Claims Consulting

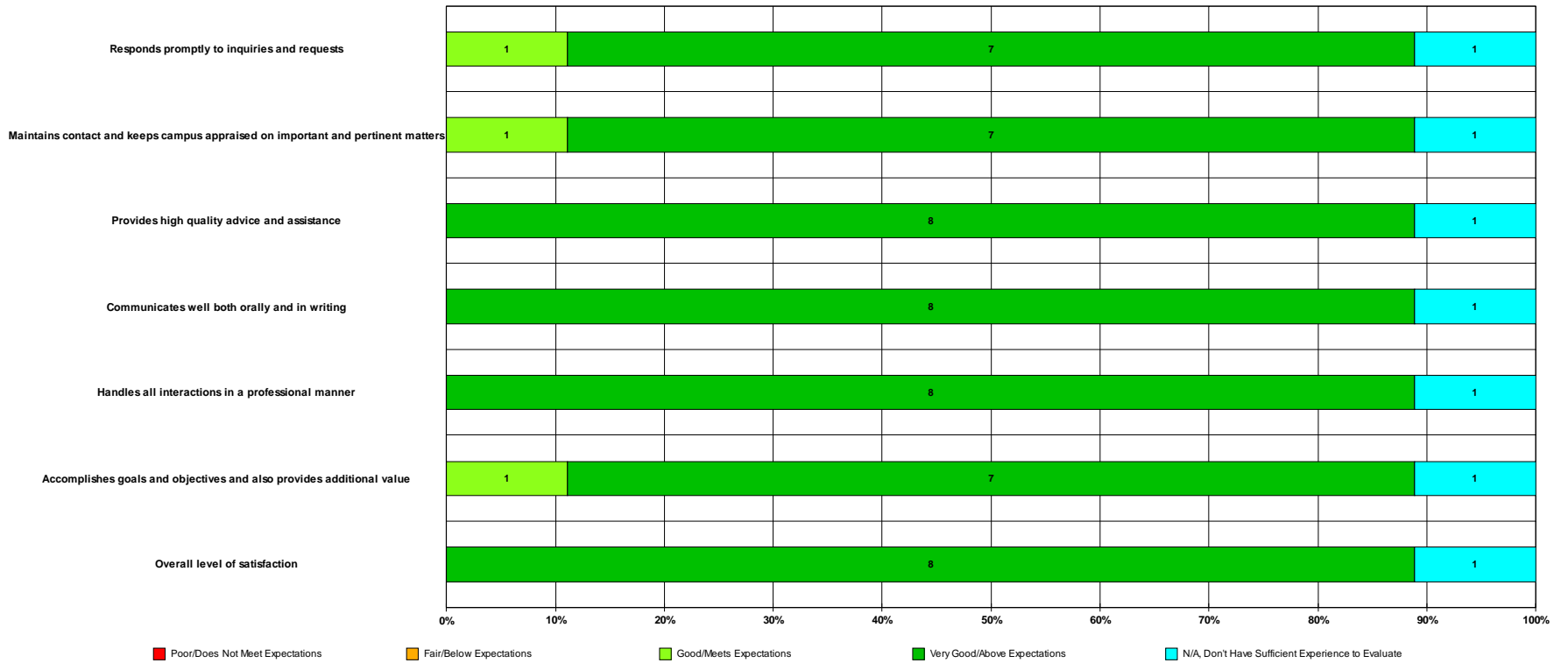
Analysis..: Q13.a to Q13.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q13.a to Q13.g Alliant Insurance Services CSURMA Property/Crime Claims Consulting



**Campus**

**Please use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services CSURMA Property/Crime Claims Consulting**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*Bob, Rob and Van are awesome.*

*Our one crime claim was tendered to two different policies, one of which we knew would not be of benefit due to the size of the loss versus the size of the deductible. The unnecessary tendering caused redundant requests for information. Otherwise assistance with property losses has been terrific, historically.*

*We had a few losses last year and the property claims consulting was great.*

*.*

*Hate to say it, but the less we have to talk to Rob, the better things are!*

*Bob Frey is great, though it seems he could use a bench to help out with the work load. He is a victim of his own skill set and terrific customer service.*

*Previously handled by Mark Loftus (retired) during most recent cycle.*

*none*

*Very responsive.*

**Campus**

**Q15.a to Q15.g Ventiv / Aon e-Solutions (Valley Oak Systems) - WC/Liability Claims System Software**

Analysis..: Q15.a to Q15.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	7	3.00	-	-	6	-	1
Responds promptly to inquiries and requests	1	3.00	-	-	1	-	-
Maintains contact and keeps campus apprised on important and pertinent matters	1	-	-	-	-	-	1
Provides high quality advice and assistance	1	3.00	-	-	1	-	-
Communicates well both orally and in writing	1	3.00	-	-	1	-	-
Handles all interactions in a professional manner	1	3.00	-	-	1	-	-
Accomplishes goals and objectives and also provides additional value	1	3.00	-	-	1	-	-
Overall level of satisfaction	1	3.00	-	-	1	-	-

# Campus

## Q15.a to Q15.g Ventiv / Aon e-Solutions (Valley Oak Systems) - WC/Liability Claims System Software

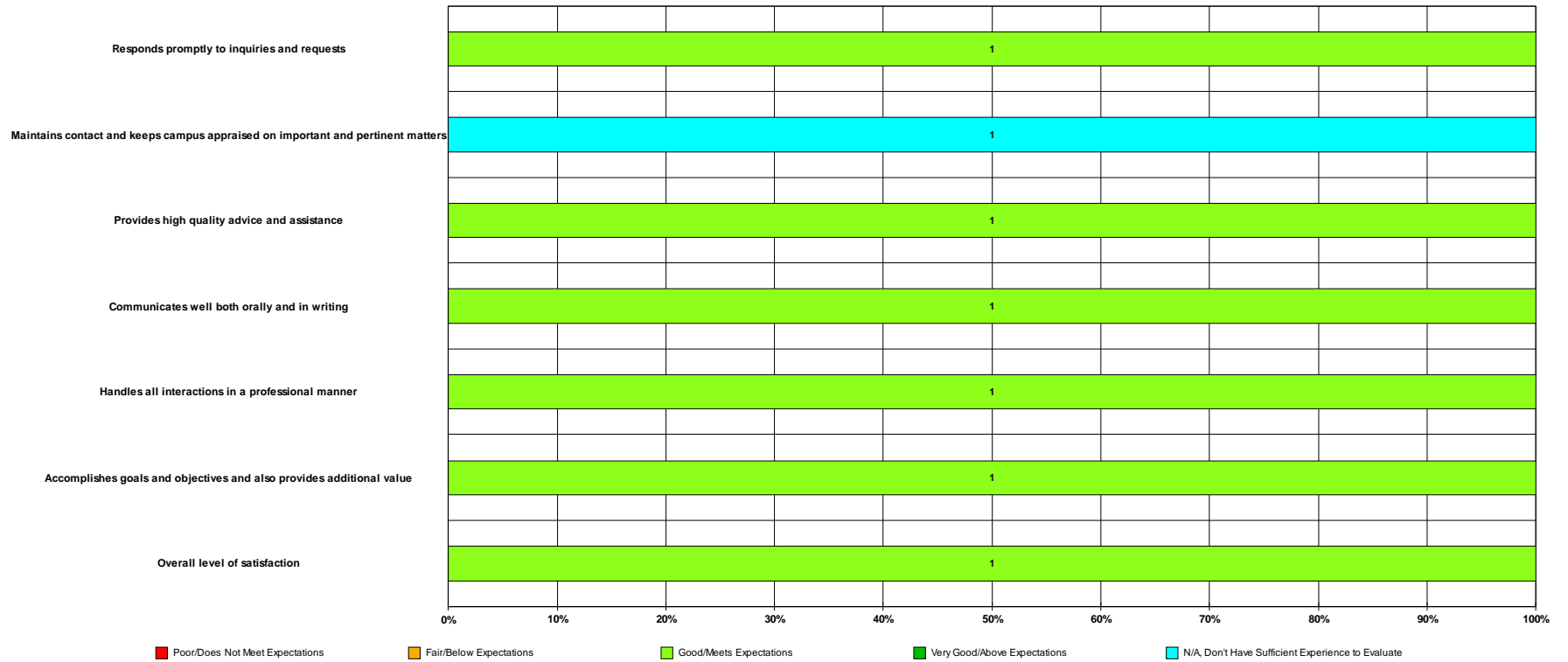
Analysis..: Q15.a to Q15.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q15.a to Q15.g Ventiv / Aon e-Solutions (Valley Oak Systems) - WC/Liability Claims System Software



**Campus**

**Please use the space below to provide us with any additional comments or suggestions: Ventiv / Aon e-Solutions (Valley Oak Systems) - WC/Liability Claims System Software**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*Generally good. Appears better now that they split from iVOS.*

**Campus**

**Q17.a to Q17.g Belfor - Property Loss Mitigation & Restoration**

Analysis..: Q17.a to Q17.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	91	3.78	-	-	19	68	4
Responds promptly to inquiries and requests	13	3.92	-	-	1	12	-
Maintains contact and keeps campus apprised on important and pertinent matters	13	3.67	-	-	4	8	1
Provides high quality advice and assistance	13	3.83	-	-	2	10	1
Communicates well both orally and in writing	13	3.67	-	-	4	8	1
Handles all interactions in a professional manner	13	3.77	-	-	3	10	-
Accomplishes goals and objectives and also provides additional value	13	3.75	-	-	3	9	1
Overall level of satisfaction	13	3.85	-	-	2	11	-

# Campus

## Q17.a to Q17.g Belfor - Property Loss Mitigation & Restoration

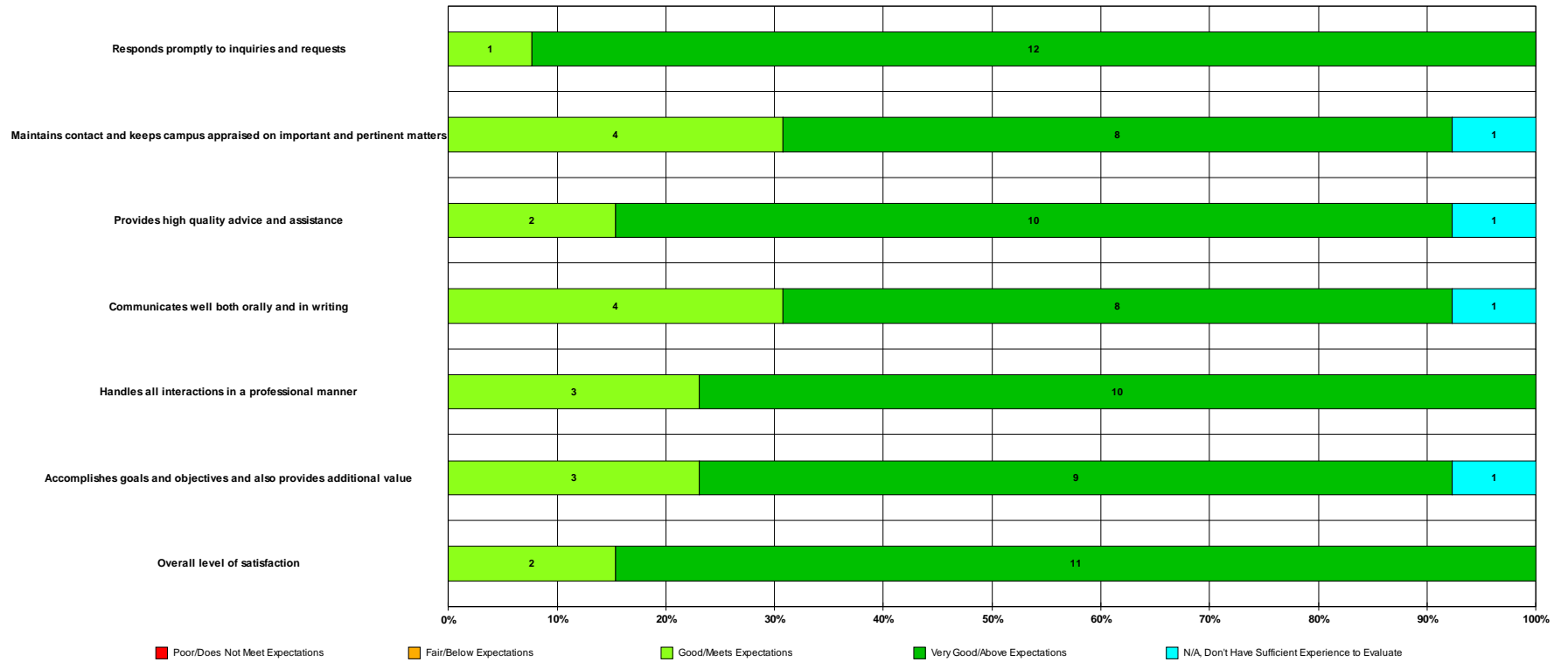
Analysis...: Q17.a to Q17.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q17.a to Q17.g Belfor - Property Loss Mitigation & Restoration



**Campus**

**Please use the space below to provide us with any additional comments or suggestions: Belfor - Property Loss Mitigation & Restoration**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>Steve Starr is very accessible and responsive.</i>
<i>Belfor has done good work for CI.</i>
<i>Did a great job when we had a fire on campus.</i>
<i>They were a wonderful team to work with.</i>
.
<i>abcdefg</i>
<i>Belfor is quite good. Though they need to better understand JOC and respect campus decisions, when applicable, to go with JOC.</i>
<i>Belfor provided us with a lunch and learn in 2016. It was helpful to update everyone with their services per the CSU contract.</i>
<i>n/a</i>
<i>No additional comments</i>
<i>N/A</i>
<i>no comment.</i>
<i>No comments.</i>

**Campus**

**Q19.a to Q19.g CO Office of Risk Management CSURMA Liability Claims Administrator**

Analysis..: Q19.a to Q19.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	119	3.89	-	-	13	106	-
Responds promptly to inquiries and requests	17	3.94	-	-	1	16	-
Maintains contact and keeps campus apprised on important and pertinent matters	17	3.88	-	-	2	15	-
Provides high quality advice and assistance	17	3.88	-	-	2	15	-
Communicates well both orally and in writing	17	3.88	-	-	2	15	-
Handles all interactions in a professional manner	17	3.88	-	-	2	15	-
Accomplishes goals and objectives and also provides additional value	17	3.88	-	-	2	15	-
Overall level of satisfaction	17	3.88	-	-	2	15	-

# Campus

## Q19.a to Q19.g CO Office of Risk Management CSURMA Liability Claims Administrator

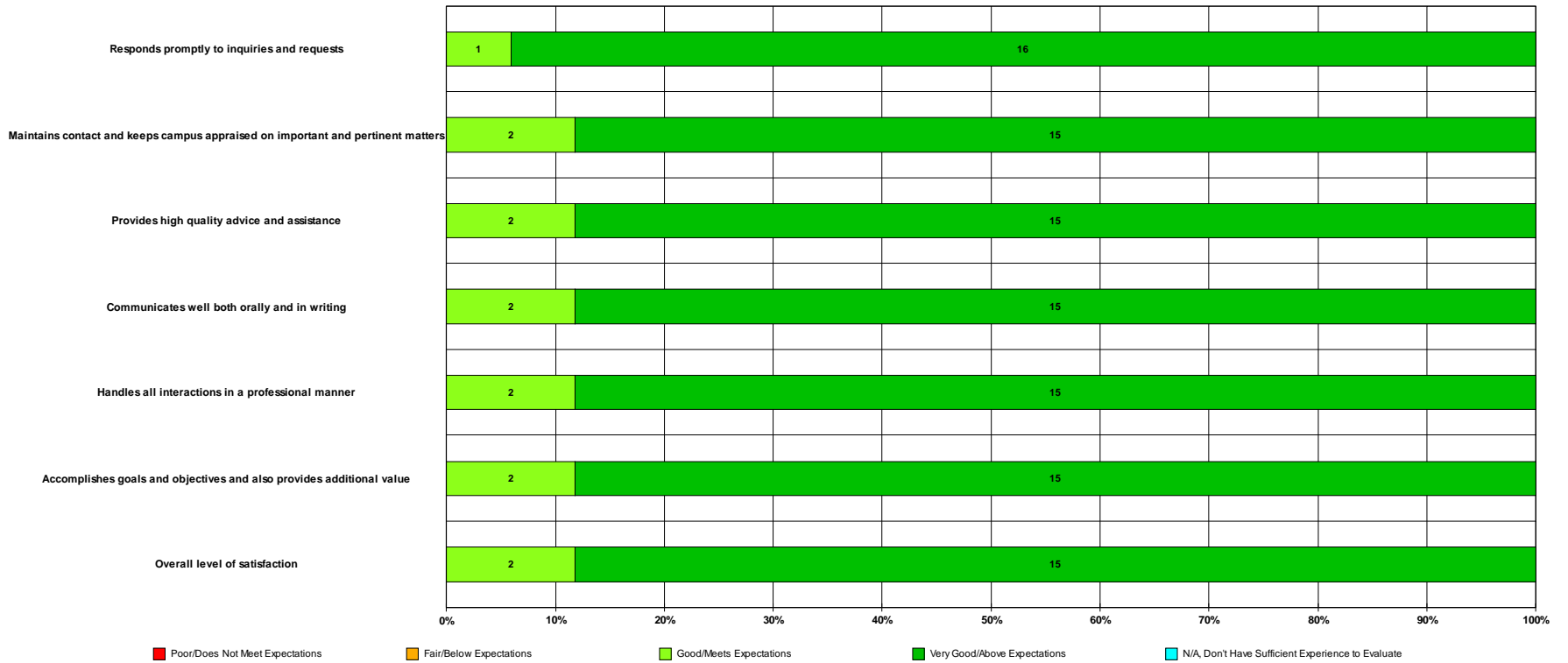
Analysis..: Q19.a to Q19.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q19.a to Q19.g CO Office of Risk Management CSURMA Liability Claims Administrator



**Campus**

**Please use the space below to provide us with any additional comments or suggestions: CO Office of Risk Management CSURMA Liability Claims Administrator**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*I like receiving the monthly liability loss runs, but additional benchmarking analysis (similar to what the WC Program puts out monthly) would be helpful.*

*Martha and Zachary manage our liability claims very well.*

*Zachary and his team are excellent to work with and they prompt, informative and exceptional at assisting our campus.*

.

*n/a*

*Zachary, Rebecca, Martha and Leona are great!*

*I have nothing additional to add.*

*always helpful*

*Martha and Zach are really nice people to work with and they help us mitigate the exposure on claims. They are responsive and provide well above average counsel to us.*

*Bob is the best! I always feel much better when I get a prompt call from him after notice of potential loss of any kind. He's a wealth of info and always at the ready to respond with help and advice.*

*Martha Guiditta is very helpful, professional and a pleasure to work with.*

*N/A*

*They are very prompt to any request.*

*Martha is a consummate professional and we appreciate how responsive and helpful she is.*

*Always willing to provide advice and assistance, which is very much appreciated.*

*Great group.*

*Zach and Martha provide sound advice and always professional and helpful.*

**Campus**

**Q21.a to Q21.g CO Office of Risk Management Risk Consulting**

Analysis.: Q21.a to Q21.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	133	3.90	1	-	10	122	-
Responds promptly to inquiries and requests	19	3.95	-	-	1	18	-
Maintains contact and keeps campus apprised on important and pertinent matters	19	3.95	-	-	1	18	-
Provides high quality advice and assistance	19	3.89	-	-	2	17	-
Communicates well both orally and in writing	19	3.95	-	-	1	18	-
Handles all interactions in a professional manner	19	3.95	-	-	1	18	-
Accomplishes goals and objectives and also provides additional value	19	3.74	1	-	2	16	-
Overall level of satisfaction	19	3.89	-	-	2	17	-

# Campus

## Q21.a to Q21.g CO Office of Risk Management Risk Consulting

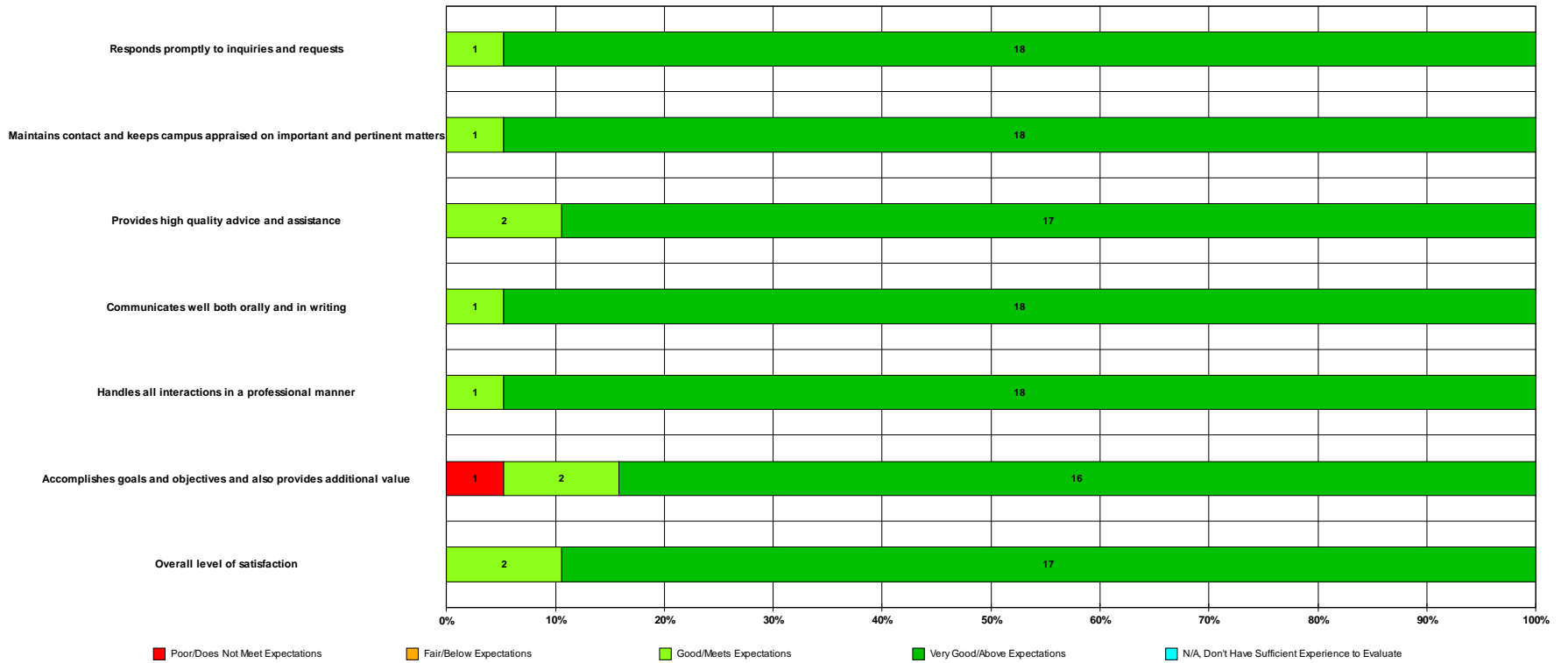
Analysis..: Q21.a to Q21.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q21.a to Q21.g CO Office of Risk Management Risk Consulting



## Campus

### Please use the space below to provide us with any additional comments or suggestions: CO Office of Risk Management Risk Consulting

Analysis...: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

#### Please use the space below to provide us with any additional comments or suggestions:

*Very easy to work with. Provides timely and valuable insight.*

*SRM staff is very responsive and always has the right answer!*

*Always provided with fast answers and helpful guidance.*

*Exceptional! They handle all questions with tact and professionalism.*

*Amazing! These folks are always here for us.*

*n/a*

*I have nothing additional to add.*

*The whole team is AWESOME! Always going above and beyond.*

*The whole team there is really good. They are timely and will find answers to inquiries if they don't already know. Provide very good resource materials and are excellent in problem solving. They are a key resource to us.*

*Zach, Rebecca and the crew at the "mother ship" are terrific (as Zach would say). I always appreciate their sound advice and direction.*

*Zachary Gifford and Rebecca Skidmore are very helpful and a pleasure to work with.*

*Wonderful!*

*Zachary Gifford has been a pleasure to work with on various requests. He is so professional and is very quick to respond.*

*No complaints.*

*We don't feel like we are heard. Great on the top-down direction, but bottom-up feedback is either ignored or simply declined. Although we are captive clients we need responsive and innovative insurance products and programs that keep up with changing times, needs, and issues at the various campuses. Those sorts of requests feel like they mostly fall on deaf ears.*

*na*

*Usually gives me a call to discuss those activities that are outside the norm, which is really helpful.*

*Again, great group of professionals.*

**Please use the space below to provide us with any additional comments or suggestions: CO Office of Risk Management Risk Consulting**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*Appreciate the guidance, advice, and collaboration.*

**Campus**

**Q23.a to Q23.g CO Enterprise Accounting Services**

Analysis...: Q23.a to Q23.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					N/A, Don't Have Sufficient Experience to Evaluate
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	
Base	21	4.00	-	-	-	21	-
Responds promptly to inquiries and requests	3	4.00	-	-	-	3	-
Maintains contact and keeps campus apprised on important and pertinent matters	3	4.00	-	-	-	3	-
Provides high quality advice and assistance	3	4.00	-	-	-	3	-
Communicates well both orally and in writing	3	4.00	-	-	-	3	-
Handles all interactions in a professional manner	3	4.00	-	-	-	3	-
Accomplishes goals and objectives and also provides additional value	3	4.00	-	-	-	3	-
Overall level of satisfaction	3	4.00	-	-	-	3	-

# Campus

## Q23.a to Q23.g CO Enterprise Accounting Services

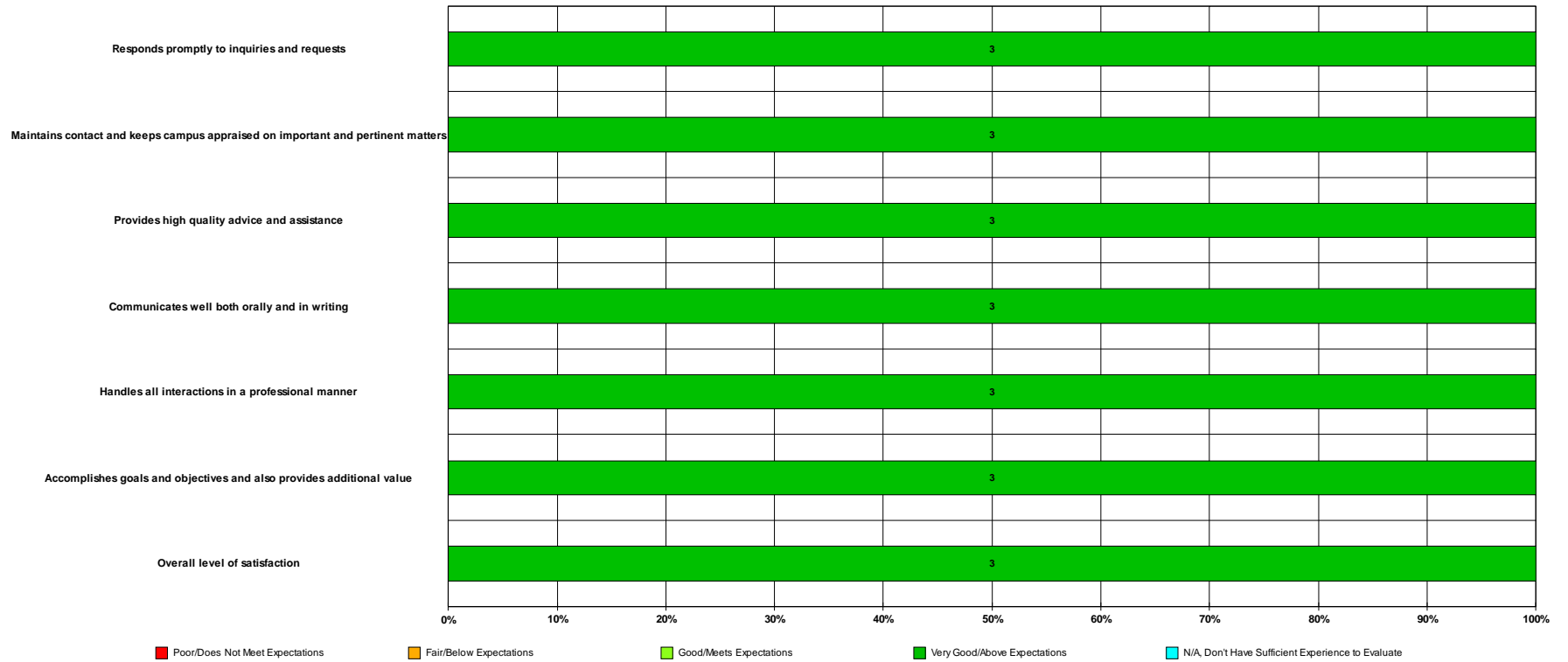
Analysis..: Q23.a to Q23.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q23.a to Q23.g CO Enterprise Accounting Services



## Campus

**Please use the space below to provide us with any additional comments or suggestions: CO Enterprise Accounting Services**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*very diligent and detailed*

*This group is really easy to work with, detailed, timely and are an asset to the large CSURMA operation. Top notch.*

*Very helpful team.*

**Campus**

**Q25.a to Q25.g Equifax Workforce Solutions (formerly TALX-UCeXpress) Unemployment Claims Administrator**

Analysis..: Q25.a to Q25.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

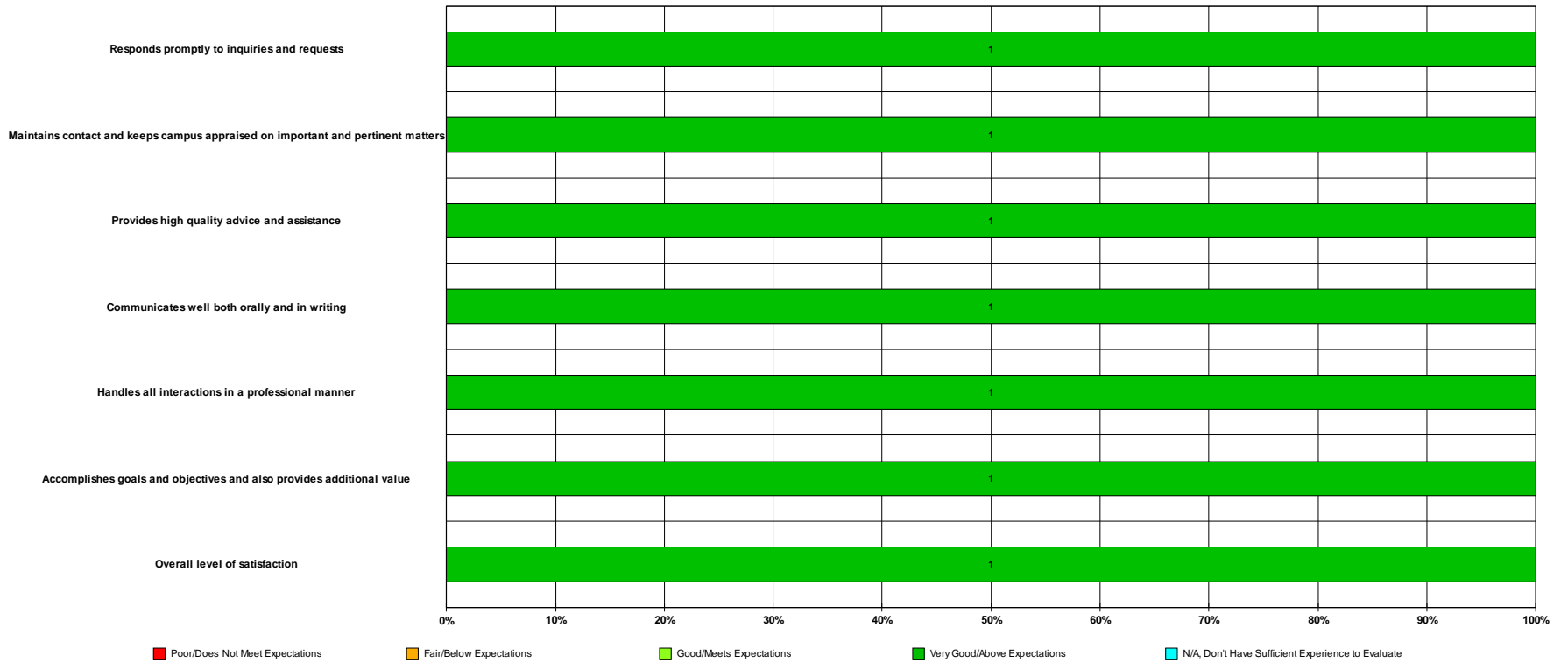
	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	7	4.00	-	-	-	7	-
Responds promptly to inquiries and requests	1	4.00	-	-	-	1	-
Maintains contact and keeps campus apprised on important and pertinent matters	1	4.00	-	-	-	1	-
Provides high quality advice and assistance	1	4.00	-	-	-	1	-
Communicates well both orally and in writing	1	4.00	-	-	-	1	-
Handles all interactions in a professional manner	1	4.00	-	-	-	1	-
Accomplishes goals and objectives and also provides additional value	1	4.00	-	-	-	1	-
Overall level of satisfaction	1	4.00	-	-	-	1	-

# Campus

## Q25.a to Q25.g Equifax Workforce Solutions (formerly TALX-UCeXpress) Unemployment Claims Administrator

Analysis..: Q25.a to Q25.g  
 Filter.....: All Respondents  
 Options.. : Transposed  
 Cells.....: Counts, Respondents

Q25.a to Q25.g Equifax Workforce Solutions (formerly TALX-UCeXpress) Unemployment Claims Administrator



**Campus**

**Please use the space below to provide us with any additional comments or suggestions: Equifax Workforce Solutions (formerly TALX-UCeXpress) Unemployment Claims Administrator**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*Quite simply, Rosie is the best!*

**Campus**

**Q27.a to Q27.g Health Special Risk, Inc. - AIME Claims Administrator**

Analysis.: Q27.a to Q27.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total						
		Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	105	3.27	1	17	37	47	3
Responds promptly to inquiries and requests	15	3.47	-	2	4	9	-
Maintains contact and keeps campus apprised on important and pertinent matters	15	3.07	-	4	5	5	1
Provides high quality advice and assistance	15	3.20	1	2	5	7	-
Communicates well both orally and in writing	15	3.14	-	4	4	6	1
Handles all interactions in a professional manner	15	3.64	-	-	5	9	1
Accomplishes goals and objectives and also provides additional value	15	3.13	-	3	7	5	-
Overall level of satisfaction	15	3.27	-	2	7	6	-

# Campus

## Q27.a to Q27.g Health Special Risk, Inc. - AIME Claims Administrator

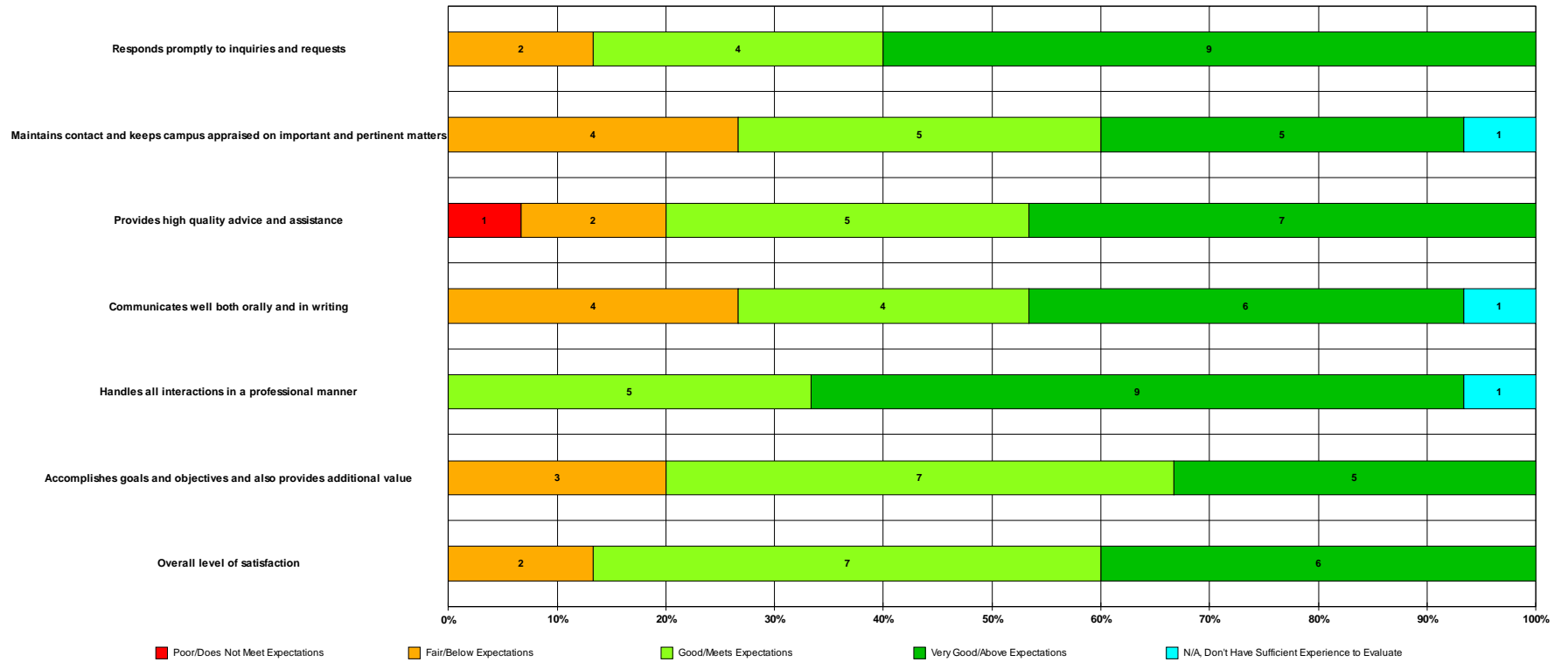
Analysis..: Q27.a to Q27.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q27.a to Q27.g Health Special Risk, Inc. - AIME Claims Administrator



**Campus**

**Please use the space below to provide us with any additional comments or suggestions: Health Special Risk, Inc. - AIME Claims Administrator**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*Overall HSR does a good job. I would like for them to be a little more proactive in helping with contracts and contacting vendors on our behalf to get us discounts.*

*They worked pretty well with me this first year. I think it will take time to really get everything situated with different issues. Every time I needed help they were there. Sometime they are not pro-active about issues but I think that will get better in time.*

*They continue to make improvements on the product they are providing to CSURMA-AIME*

*N/A*

*online platform lacking functionality; Poor customer service in regard to returning calls when issues arise. does not provide support in contacting provider to obtains bills or EOBs which adds an increased burden on our end*

*Since July 2016, our service has improved when we began working with a different representative. Prior to that, the service was very poor in all areas.*

*None*

*n/a*

*They are addressing needs as they arise being new to the AIME program.*

*na*

*I like the website and being to upload documents, but getting claims paid has been much more cumbersome then previously.*

*No problems so far.*

*HSR responds extremely quickly, but most often it is only because the speed is important. A recent example is one of our providers sent a bill directly to them by mistake. They emailed me right away to ask me for a claim form. I told them I wanted to wait to see the EOB and amount before I sent to them and they said that was fine since they just wanted to send me a denial because they didn't have the EOB yet...it was more about quickness than substance. I know AG had issues, but there is no way HSR is doing the work in person of getting good deals and it appears we are paying out much more to the repricing networks. They are always courteous and nice to work with, but the substance seems to be off.*

*none*

*..*

## Campus

### Q29.a to Q29.g LawRoom - Campus Web-based Training (HR Required Training)

Analysis.: Q29.a to Q29.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

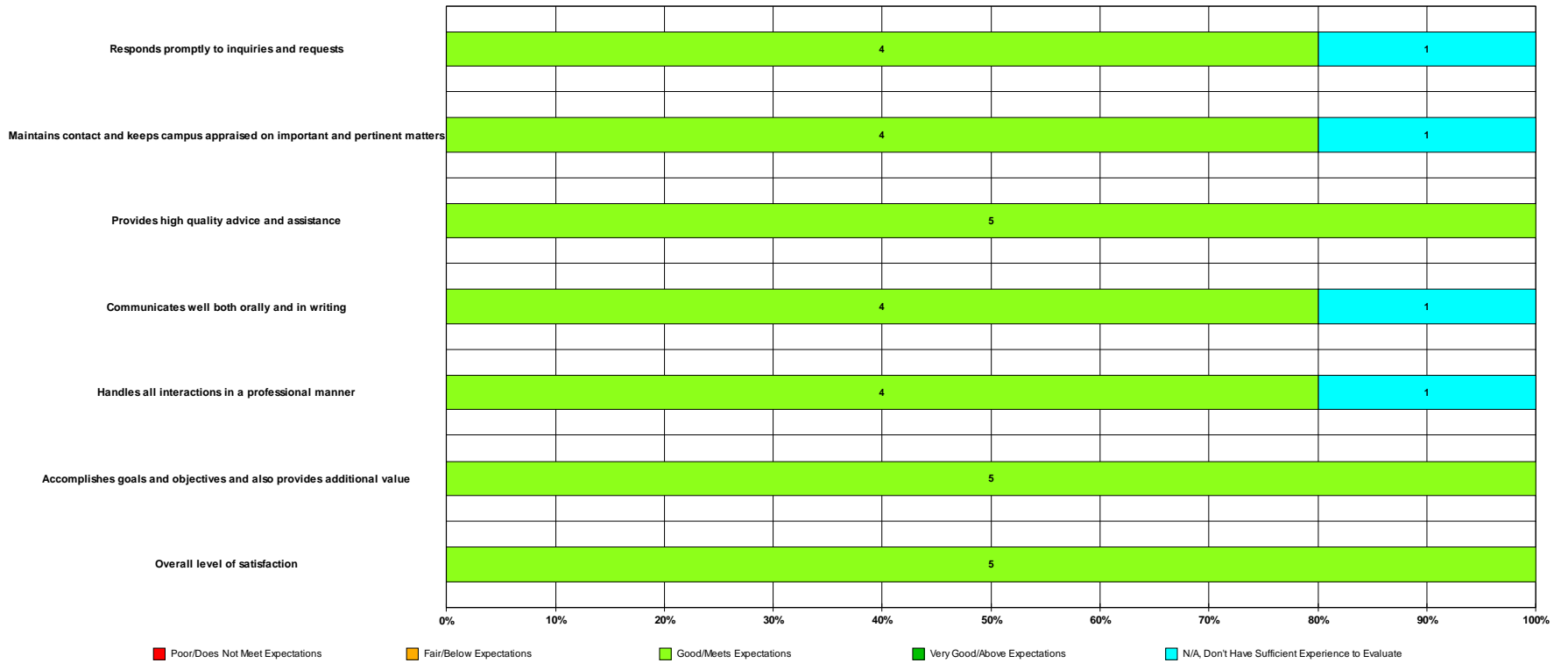
	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	35	3.00	-	-	31	-	4
Responds promptly to inquiries and requests	5	3.00	-	-	4	-	1
Maintains contact and keeps campus apprised on important and pertinent matters	5	3.00	-	-	4	-	1
Provides high quality advice and assistance	5	3.00	-	-	5	-	-
Communicates well both orally and in writing	5	3.00	-	-	4	-	1
Handles all interactions in a professional manner	5	3.00	-	-	4	-	1
Accomplishes goals and objectives and also provides additional value	5	3.00	-	-	5	-	-
Overall level of satisfaction	5	3.00	-	-	5	-	-

# Campus

## Q29.a to Q29.g LawRoom - Campus Web-based Training (HR Required Training)

Analysis..: Q29.a to Q29.g  
 Filter.....: All Respondents  
 Options.. : Transposed  
 Cells.....: Counts, Respondents

Q29.a to Q29.g LawRoom - Campus Web-based Training (HR Required Training)



**Campus**

**Please use the space below to provide us with any additional comments or suggestions: LawRoom - Campus Web-based Training (HR Required Training)**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

<b>Please use the space below to provide us with any additional comments or suggestions:</b>
<i>Good training.</i>
<i>na</i>
<i>I like the quality of lawroom materials and training.</i>
<i>na</i>
<i>Reference is made to W/C claims admin above, but my responses are related to the required on-line HR training.</i>

**Campus**

**Q31.a to Q31.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training**

Analysis..: Q31.a to Q31.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

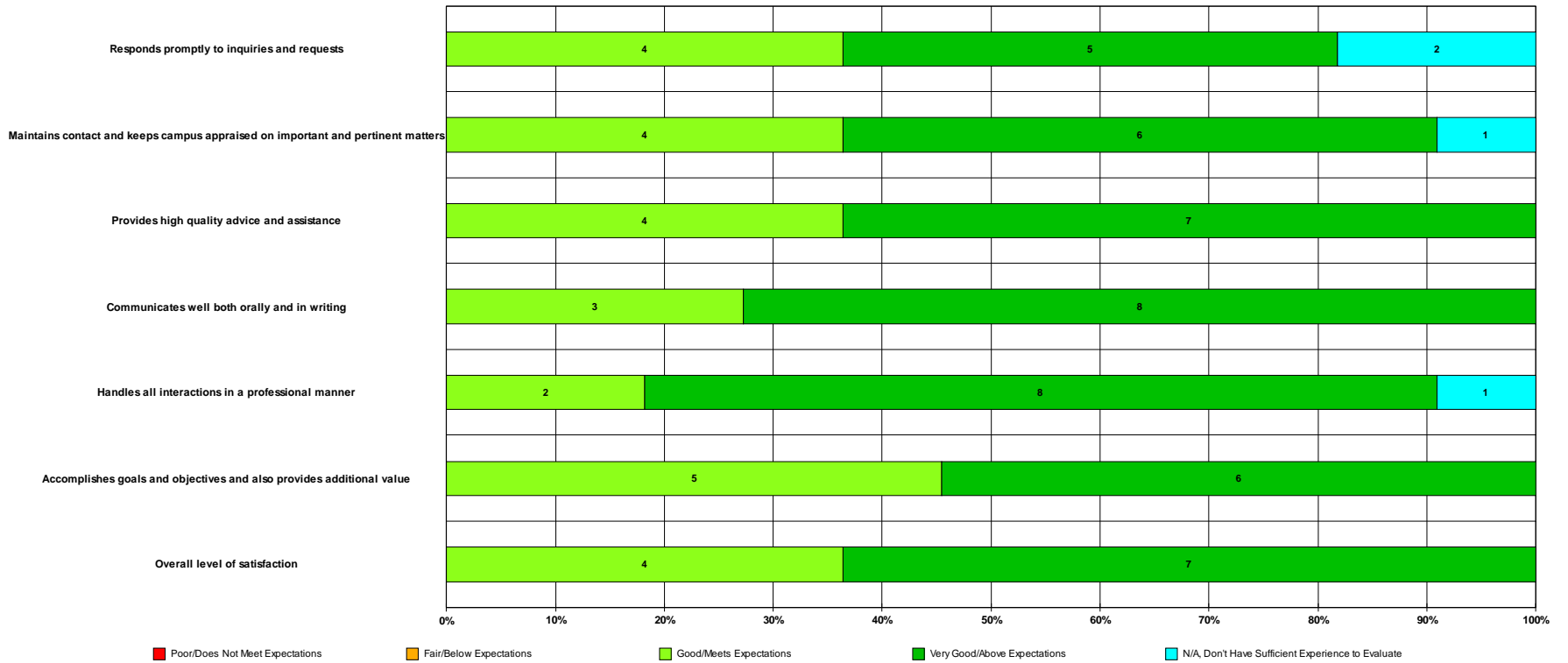
	Total						
		Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	77	3.64	-	-	26	47	4
Responds promptly to inquiries and requests	11	3.56	-	-	4	5	2
Maintains contact and keeps campus apprised on important and pertinent matters	11	3.60	-	-	4	6	1
Provides high quality advice and assistance	11	3.64	-	-	4	7	-
Communicates well both orally and in writing	11	3.73	-	-	3	8	-
Handles all interactions in a professional manner	11	3.80	-	-	2	8	1
Accomplishes goals and objectives and also provides additional value	11	3.55	-	-	5	6	-
Overall level of satisfaction	11	3.64	-	-	4	7	-

# Campus

## Q31.a to Q31.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training

Analysis..: Q31.a to Q31.g  
 Filter.....: All Respondents  
 Options.. : Transposed  
 Cells.....: Counts, Respondents

Q31.a to Q31.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training



## Campus

### Please use the space below to provide us with any additional comments or suggestions: Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

#### Please use the space below to provide us with any additional comments or suggestions:

*Great partnership.*

*Candace and her staff provide great information and are very focused on customer service. The pricing seems a little bit high and lower costs/fees would help the campus get more services to help our youth and minors.*

*abc*

*Was so pleased to see that CSURMA made a commitment to this very important topic. Praesidium has proven to be of great value in assisting in creating a better culture of safety for minors.*

*Great partner*

*Candace and the crew at Praesidium are top notch! I have learned so much from them and I appreciate their attention whenever I need them. They have helped my campus to become safer for minors!*

*I recently attended the training at San Marcos. Candice Collins is very knowledgeable, professional and provided useful information.*

*Looking forward to the seminar in April.*

*good resource*

*Usually just work with the online tools, but when I have had to email with questions, they are very helpful.*

*I appreciate the contract coordination at the CO level.*

**Campus**

**Q33.a to Q33.g Risk Management Design (Joseph C. Risser)**

Analysis...: Q33.a to Q33.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	75	3.62	-	-	28	46	1
Responds promptly to inquiries and requests	10	3.67	-	-	3	6	1
Maintains contact and keeps campus apprised on important and pertinent matters	10	3.60	-	-	4	6	-
Provides high quality advice and assistance	11	3.73	-	-	3	8	-
Communicates well both orally and in writing	11	3.55	-	-	5	6	-
Handles all interactions in a professional manner	11	3.64	-	-	4	7	-
Accomplishes goals and objectives and also provides additional value	11	3.55	-	-	5	6	-
Overall level of satisfaction	11	3.64	-	-	4	7	-

# Campus

## Q33.a to Q33.g Risk Management Design (Joseph C. Risser)

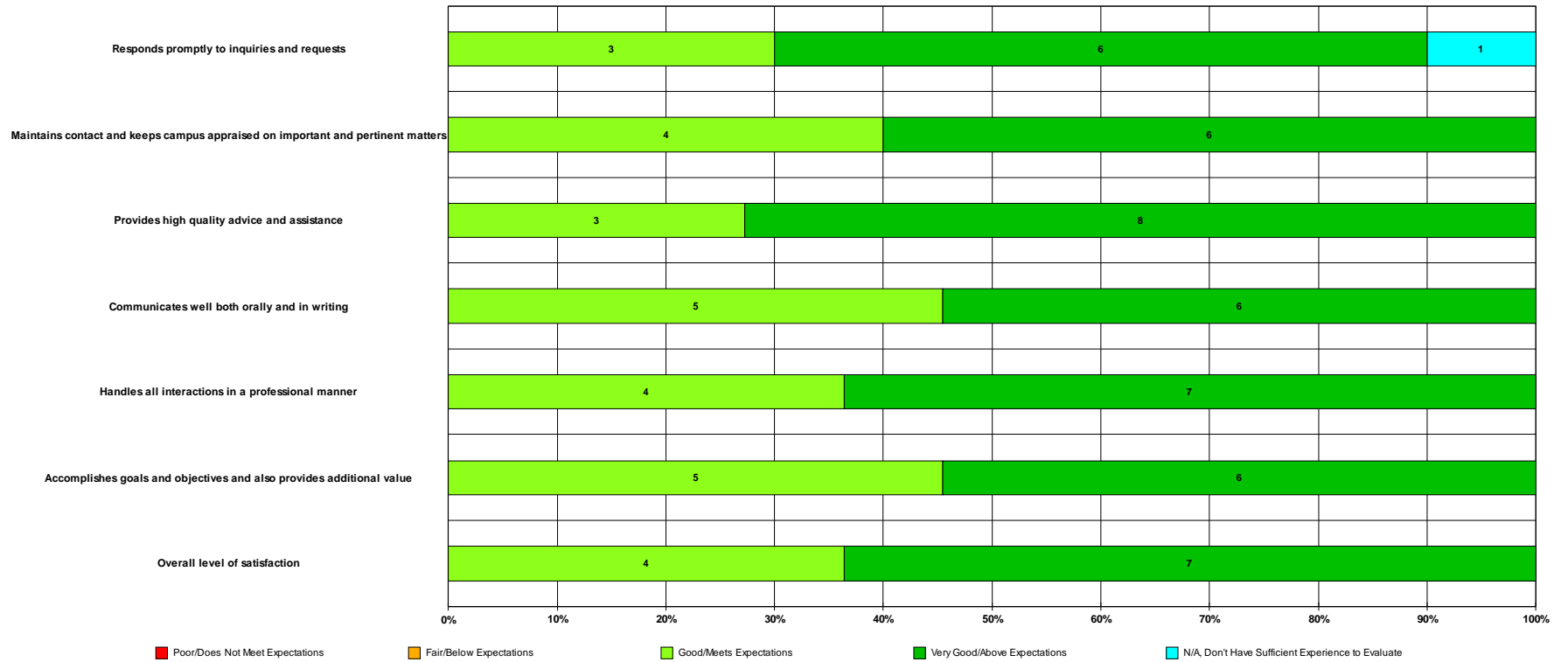
Analysis..: Q33.a to Q33.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q33.a to Q33.g Risk Management Design (Joseph C. Risser)



**Campus**

**Q35.a to Q35.g Sedgwick CMS CSURMA Workers' Compensation Claims Administrator**

Analysis..: Q35.a to Q35.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	63	3.49	-	-	30	29	4
Responds promptly to inquiries and requests	9	3.44	-	-	5	4	-
Maintains contact and keeps campus apprised on important and pertinent matters	9	3.38	-	-	5	3	1
Provides high quality advice and assistance	9	3.50	-	-	4	4	1
Communicates well both orally and in writing	9	3.63	-	-	3	5	1
Handles all interactions in a professional manner	9	3.67	-	-	3	6	-
Accomplishes goals and objectives and also provides additional value	9	3.38	-	-	5	3	1
Overall level of satisfaction	9	3.44	-	-	5	4	-

# Campus

## Q35.a to Q35.g Sedgwick CMS CSURMA Workers' Compensation Claims Administrator

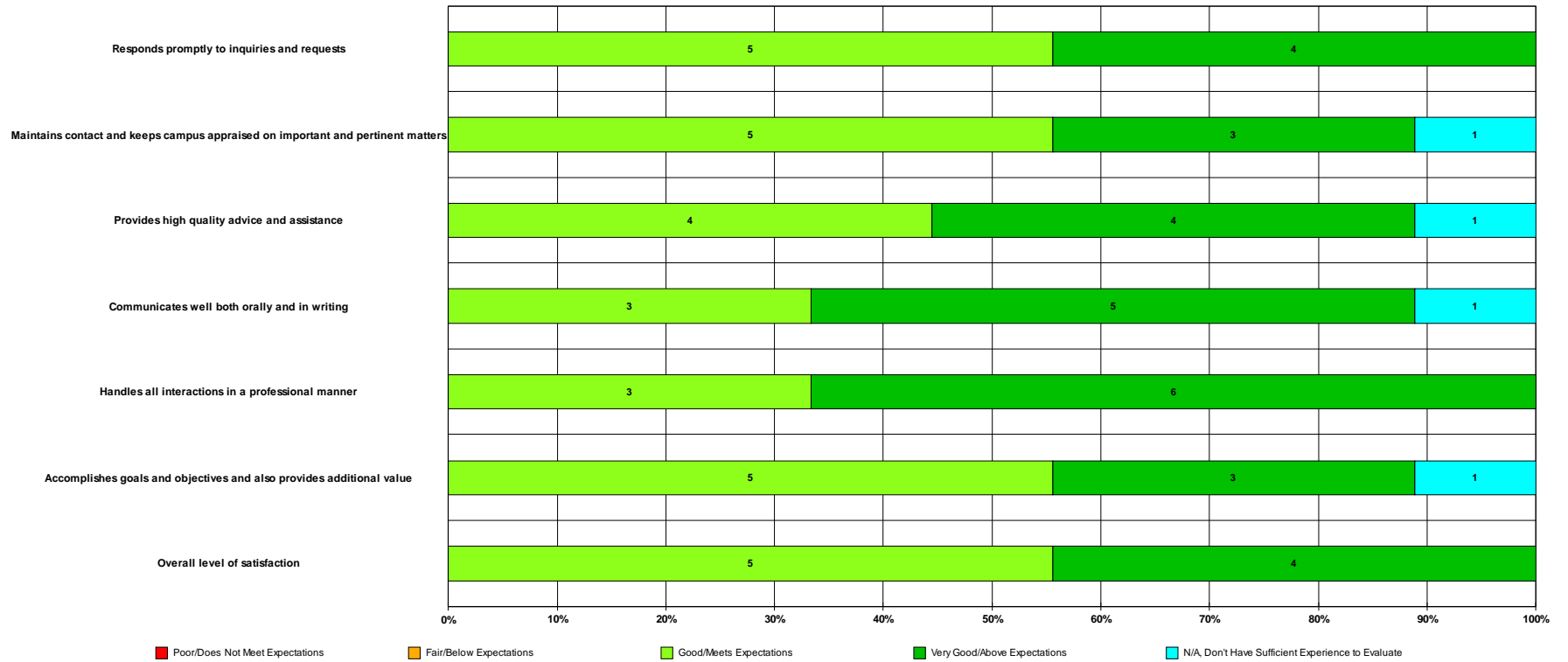
Analysis..: Q35.a to Q35.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q35.a to Q35.g Sedgwick CMS CSURMA Workers' Compensation Claims Administrator



**Campus**

**Please use the space below to provide us with any additional comments or suggestions: Sedgwick CMS CSURMA Workers' Compensation Claims Administrator**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*Sedgwick does a great job for us!*

*Our WC Claims Coordinator is very pleased with Sedgwick's services especially since they have helped with our initiative to get more claims closed out.*

*None at this time*

*Joanne Michaels provides excellent claim management.*

*Great to work with.*

*na*

*n/a*

*It appears at times that the management team is a bit overwhelmed or overtaxed. My examiner is terrific however, though there can be delays when I understand an issue needs to go "up the ladder".*

*Some claims administration has felt like the claims administrator has assumed the role of broker rather than agent on our behalf, focusing more on protecting the interests of insurer than insured.*

**Campus**

**Q37.a to Q37.g Witt O'Brien's, LLC (formally Witt Group Holdings, LLC)**

Analysis...: Q37.a to Q37.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					N/A, Don't Have Sufficient Experience to Evaluate
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	
Base	14	4.00	-	-	-	14	-
Responds promptly to inquiries and requests	2	4.00	-	-	-	2	-
Maintains contact and keeps campus apprised on important and pertinent matters	2	4.00	-	-	-	2	-
Provides high quality advice and assistance	2	4.00	-	-	-	2	-
Communicates well both orally and in writing	2	4.00	-	-	-	2	-
Handles all interactions in a professional manner	2	4.00	-	-	-	2	-
Accomplishes goals and objectives and also provides additional value	2	4.00	-	-	-	2	-
Overall level of satisfaction	2	4.00	-	-	-	2	-

# Campus

## Q37.a to Q37.g Witt O'Brien's, LLC (formally Witt Group Holdings, LLC)

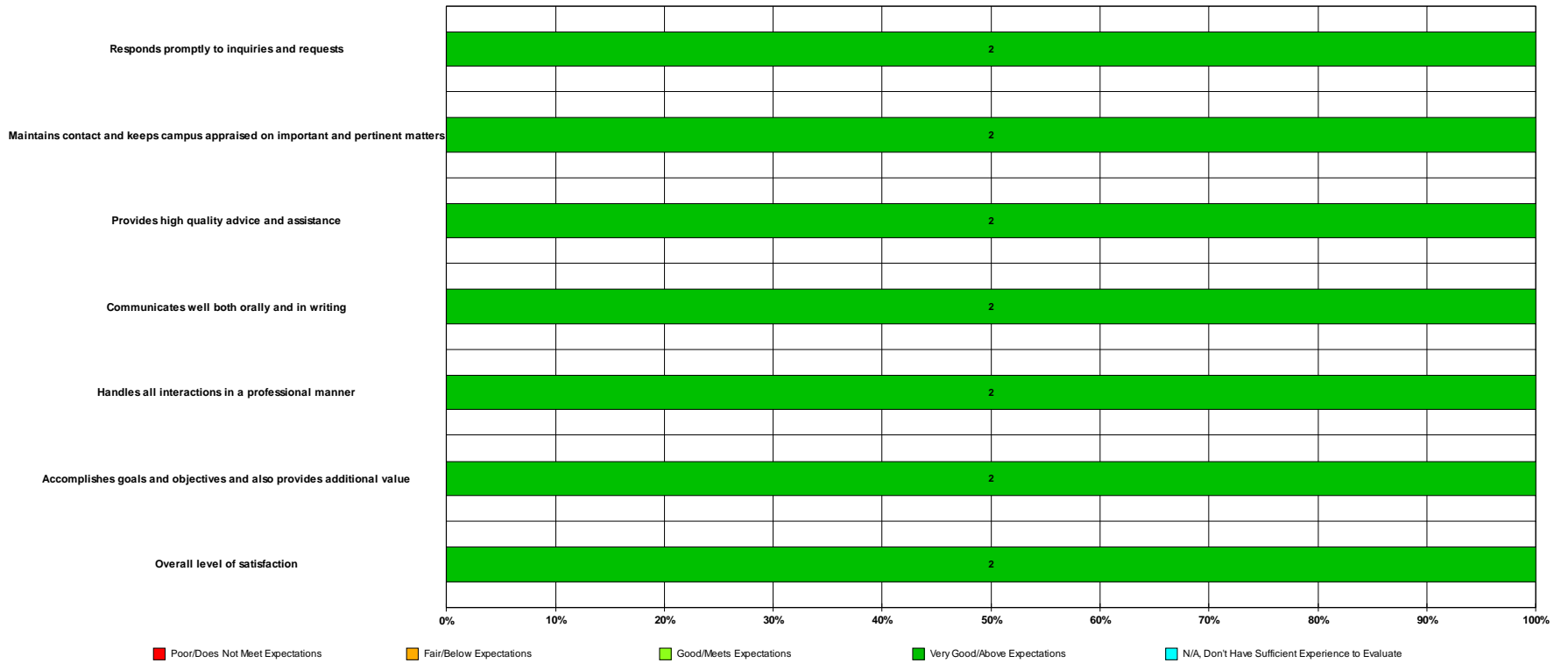
Analysis..: Q37.a to Q37.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q37.a to Q37.g Witt O'Brien's, LLC (formally Witt Group Holdings, LLC)



**Campus**

**Please use the space below to provide us with any additional comments or suggestions: Sedgwick CMS CSURMA Workers' Compensation Claims Administrator**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*No complaints.*

*Frank Castro-Wehr and Suzanne Blake are excellent! They came to my campus in 2016 to provide executive EOC training to our president and VPs. They were just what we needed to help educate a highly educated group! I really enjoyed working with them leading up to the event, and anytime after.*

## Campus

### Q39.a to Q39.g Workplace Answers

Analysis...: Q39.a to Q39.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	14	3.00	-	-	14	-	-
Responds promptly to inquiries and requests	2	3.00	-	-	2	-	-
Maintains contact and keeps campus apprised on important and pertinent matters	2	3.00	-	-	2	-	-
Provides high quality advice and assistance	2	3.00	-	-	2	-	-
Communicates well both orally and in writing	2	3.00	-	-	2	-	-
Handles all interactions in a professional manner	2	3.00	-	-	2	-	-
Accomplishes goals and objectives and also provides additional value	2	3.00	-	-	2	-	-
Overall level of satisfaction	2	3.00	-	-	2	-	-

# Campus

## Q39.a to Q39.g Workplace Answers

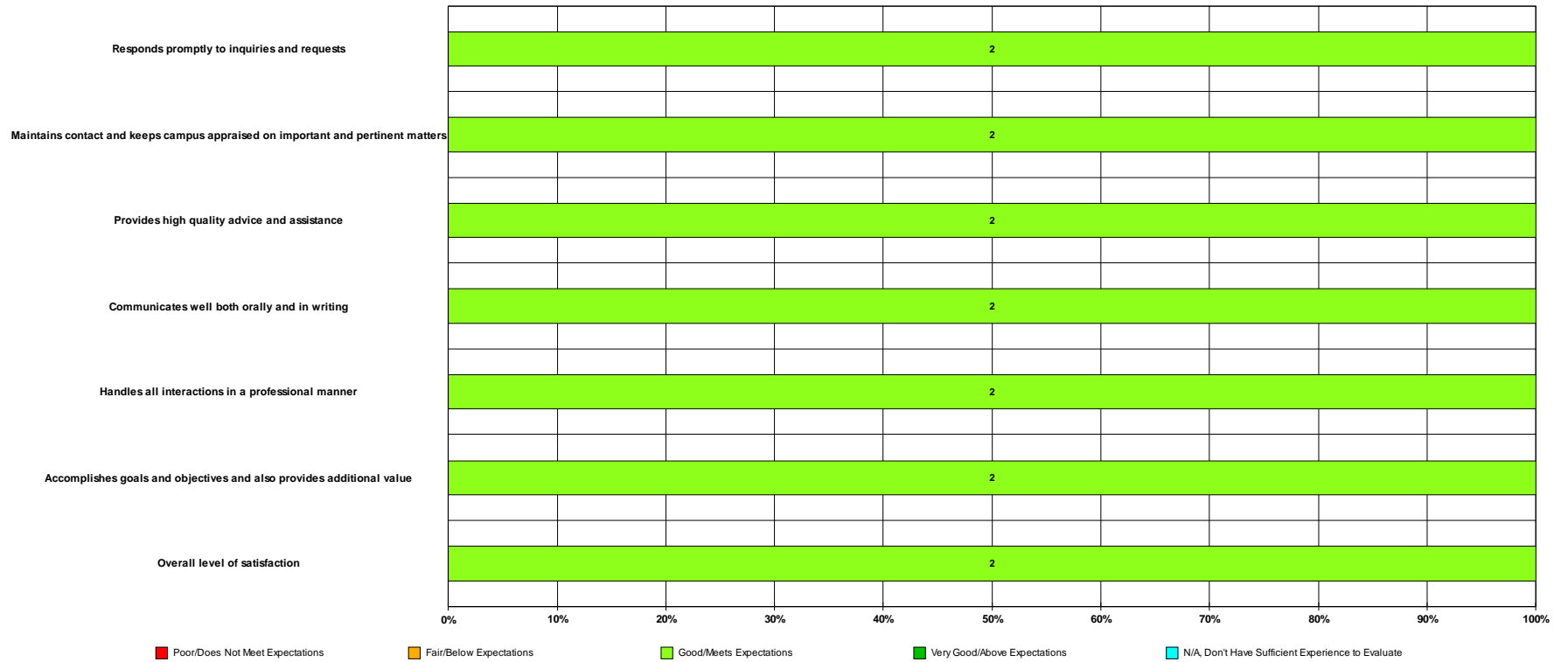
Analysis...: Q39.a to Q39.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q39.a to Q39.g Workplace Answers



## Campus

**Please use the space below to provide us with any additional comments or suggestions: Workplace Answers**

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

**Please use the space below to provide us with any additional comments or suggestions:**

*na*

*Workplace answers training is good.*

**FY 2016/2017 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 2016/2017 AORMA Long Range Action Plan

## FY 2016/17 CSURMA AORMA LONG RANGE ACTION PLAN

GOAL	ACTION / TASK	RESPONSIBLE ENTITY	DEADLINE	STATUS	
<b>LRP-1 Benchmarking Initiative</b>					
<b>Develop benchmarking operations beyond Workers' Compensation</b>	1	Research benchmarking resources available	PA, SRM	Oct., 2016	Completed
	2	Develop a conceptual proposal for short and long term benchmarking	PA, SRM	Jan., 2017	
	3	Presentation of sustainable long term benchmarking program	PA, SRM	Sep., 2017	
	4	Approval of long term benchmarking project scope	AORMA, EC	Sep., 2017	
<b>LRP-2 Marine Program</b>					
<b>Creation of a marine program</b>	1	Review and update watercraft schedule, as appropriate	PA	Nov., 2016	
	2	Create marine program coverage specifications	PA	Nov., 2016	
	3	Obtain coverage options, and pricing, for program and present to the Programs Committee	PA	Feb., 2017	
	4	Present final program design to AORMA Committee	PA	May, 2017	
	5	Disseminate the Marine Program information to the AORMA members	PA	Jul., 2017	
<b>LRP-3 Captive Insurer</b>					
<b>Evaluation of participation in possible CSU captive vehicle</b>	1	Oversee formation of captive	PA, SRM	Jun., 2017	In Process
	2	Determine which insurance products can be marketed by the auxiliary organizations	PA, SRM, EC, AORMA	Jul., 2017	
	3	Design marketing plan	PA, SRM, AORMA	Aug., 2017	
<b>LRP-4 Fine Arts, Artifacts and Archives Program (FAAAP)</b>					
<b>Fine Arts, Artifacts and Archives Program rollout and schedule of development</b>	1	Develop Fine Arts, Artifacts and Archives Program	PA	May, 2016	Completed
	2	Announcement of FAAAP	PA	Jun., 2016	Completed
	3	Introduce the FAAAP during the AOA Conference AORMA Update	AORMA Chair	Jan., 2017	Completed
	4	Provide updated information via the CSURMA Newsletter "What's the Risk"	PA	Mar., 2017	
<b>LRP-5 GoGround (Master Enable Agreement for Transportation)</b>					
<b>GoGround communication and rollout plan</b>	1	Finalize agreement between CSURMA and GoGround	SRM	July, 2017	
	2	Introduce the GoGround MEA for Transportation during the AOA Conference AORMA Update	AORMA Chair	Jan., 2017	N/A
	4	Provide information via the CSURMA Newsletter "What's the Risk"	PA	July, 2017	

**FY 2016/17 CSURMA AORMA LONG RANGE ACTION PLAN**

<b>GOAL</b>	<b>ACTION / TASK</b>	<b>RESPONSIBLE ENTITY</b>	<b>DEADLINE</b>	<b>STATUS</b>	
<b>LRP-4 CSURMA Website</b>					
<b>Drive traffic to the CSURMA website</b>	<b>1</b>	Send out first CSURMA Newsletter "What's the Risk"	PA	Dec., 2016	In Process
	<b>2</b>	Link all "What's the Risk" articles to the CSURMA Website	PA	Dec., 2016	In Process
	<b>3</b>	Include a link in all announcements that take the recipient directly to the CSURMA Website	PA	Dec., 2016	In Process
	<b>4</b>	Include a Policy and Procedure information item in every newsletter	PA	Mar., 2017	
<b>LRP-5 Special Funding Task Group</b>					
<b>Compile historical information on AORMA's funding philosophy</b>	<b>1</b>	Research historical funding decisions	PA	Jun., 2017	
	<b>2</b>	Discuss with Special Funding Task Group (AORMA Officers)	PA, AORMA Officers	Jul., 2017	
	<b>3</b>	Discuss with the AORMA Committee	PA, AORMA	Sep., 2017	
	<b>4</b>	Memorialize AORMA's Funding Philosophy and distribute as appropriate	PA	Oct., 2017	
<b>BOD: CSURMA Board of Directors</b>		<b>EC: CSURMA Executive Committee</b>			
<b>PC: AORMA Programs Committee</b>		<b>OGC: CSU Office of General Counsel</b>			
<b>CABO: CSU Chief Administrators and Business Officers</b>		<b>PA: CSURMA Program Administrator</b>			
<b>CO: Chancellor's Office</b>		<b>SRM: CSU Systemwide Risk Management</b>			
<b>AORMA: AORMA Committee</b>					

**CSURMA AORMA 2017 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 – 2017 Meeting Calendar



California State University Risk Management Authority

## 2017 CSURMA MEETING CALENDAR

JANUARY				FEBRUARY				MARCH			
Date	Time	Committee	Location	Date	Time	Committee	Location	Date	Time	Committee	Location
8	3:00 PM	EC (AOA Conference)	San Diego	23	9:00 AM	PC	San Francisco	9	10:00 AM	AORMA	San Diego
8 - 11		AOA Annual Conference	San Diego					9	2:00 PM	EC	San Diego
11	10:30 AM	AIME	San Diego					10	8:30 AM	EC LRP	San Diego
APRIL				MAY				JUNE			
Date	Time	Committee	Location	Date	Time	Committee	Location	Date	Time	Committee	Location
				1	10:30 AM	AIME	San Francisco	TBD		AOA EC	TBD
				3	2:00 PM	BOD Orientation	Teleconference	22	1:00 PM	PC	Teleconference
				4	10:00 AM	AORMA	Long Beach				
				5	8:30 AM	EC	Long Beach				
				5	10:30 AM	BOD	Long Beach				
JULY				AUGUST				SEPTEMBER			
Date	Time	Committee	Location	Date	Time	Committee	Location	Date	Time	Committee	Location
TBD	11:00 AM	AORMA Officers Retreat	TBD	TBD		AOA EC	TBD	6	9:00 AM	AORMA New Member	TBD
								6	10:00 AM	AORMA LRP	TBD
								7	9:00 AM	AORMA	TBD
								7	4:00 PM	EC Orientation	TBD
								8	8:30 AM	EC	TBD
								28	1:00 PM	PC	Teleconference
OCTOBER				NOVEMBER				DECEMBER			
Date	Time	Committee	Location	Date	Time	Committee	Location	Date	Time	Committee	Location
16	10:30 AM	AIME	Fullerton	TBD		AOA EC	TBD	7	10:00 AM	AORMA	TBD
18	2:00 PM	BOD Orientation	Teleconference	30	8:00 AM	PC	San Francisco	8	8:30 AM	EC	TBD
19	10:00 AM	AORMA	Long Beach					7	8:00 AM	PC	San Francisco
20	8:30 AM	EC	Long Beach								
20	10:30 AM	BOD	Long Beach								

AORMA = Auxiliary Organizations Risk Management Alliance Committee  
 AIME = Athletic Injury Medical Expense Committee  
 MSLCTC = AORMA Member Services, Loss Control & Training Committee

PC = AORMA Programs Committee  
 AORMA LRP = AORMA Long Range Planning Meeting  
 AOA = CSU Auxiliary Organizations Association

EC = CSURMA Executive Committee  
 EC LRP = EC Long Range Planning Meeting  
 BOD = CSURMA Board of Directors

**CSURMA AORMA PROGRAM ADMINISTRATOR’S 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
<b>JPA Program Administrator – Alliant Insurance Services, Inc.</b>				
<b>Certificate of Insurance Requests</b>	<b>Van Rin</b>	vrin@alliant.com	415-403-1408	415-874-4810
<b>General CSURMA Coverage Questions</b>	<b>Robert Leong Van Rin Amy Lightner Daniel Howell</b>	rleong@alliant.com vrin@alliant.com amy.lightner@alliant.com dhowell@alliant.com	415-403-1423 415-403-1408 415-403-1457 415-403-1426	415-874-4810 415-874-4810 415-874-4810 415-874-4810
<b>General AORMA Coverage Questions</b>	<b>Mimi Long Van Rin Amy Lightner Daniel Howell</b>	mlong@alliant.com vrin@alliant.com amy.lightner@alliant.com dhowell@alliant.com	415-403-1423 415-403-1408 415-403-1457 415-403-1426	415-874-4810 415-874-4810 415-874-4810 415-874-4810
<b>Inland Marine</b>	<b>Van Rin Mimi Long</b>	vrin@alliant.com mlong@alliant.com	415-403-1408 415-403-1423	415-874-4810 415-874-4810
<b>Participant Accident Insurance (PAI)</b>	<b>Van Rin Tevea Him</b>	vrin@alliant.com thim@alliant.com	415-403-1408 415-403-1416	415-874-4810 415-874-4810
<b>Special Events Insurance</b>	<b>Van Rin</b>	vrin@alliant.com	415-403-1408	415-874-4810
<b>Foreign Travel Program</b>	<b>Stacey Weeks Van Rin</b>	sweeks@alliant.com vrin@alliant.com	415-403-1448 415-403-1408	415-874-4810 415-874-4810
<b>General Risk Management Questions</b>	<b>Mimi Long Van Rin Amy Lightner Daniel Howell</b>	mlong@alliant.com vrin@alliant.com amy.lightner@alliant.com dhowell@alliant.com	415-403-1423 415-403-1408 415-403-1457 415-403-1426	415-874-4810 415-874-4810 415-874-4810 415-874-4810
<b>Workers' Compensation Claims Consultant</b>	<b>Jacki Graf</b>	jgraf@alliant.com	415-403-1438	415-874-4810
<b>Alliant Claims Consulting</b>	<b>Robert Frey Diana Walizada Elaine Kim Sheila McClenaghan Nicole Henley</b>	rfrey@alliant.com dwalizada@alliant.com ekim@alliant.com sheila.mcclenaghan@alliant.com nicole.henley@alliant.com	415-403-1445 415-403-1453 415-403-1458 415-403-1492 415-403-1418	415-403-1466 415-403-1466 415-403-1466 415-403-1466 415-403-1466
<b>Form 700</b>	<b>Tevea Him</b>	thim@alliant.com	415-403-1416	415-402-0773
<b>Website and Technology Questions</b>	<b>Yung Lam Tevea Him Myron Leavell</b>	ylam@alliant.com thim@alliant.com mleavell@alliant.com	415-403-1461 415-403-1416 415-403-1404	415-874-4810 415-874-4810 415-874-4810

### CONTACT LIST

Coverage	Contact	E-Mail Address	Office	Fax
<b>CSU Chancellor's Office</b>				
<b>CSU Chancellor's Office</b>	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
	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	srelyea@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	
	Jessica Liu	jliu@calstate.edu	562-951-4621	
	Cindi Le	cle@calstate.edu	562-951-4651	

Coverage	Contact	E-Mail Address	Office	Fax
<b>Loss Control Consultants – Alliant Risk Control</b>				
<b>Alliant Risk Control Consulting</b>	<b>Brent Escoubas</b>	bescoubas@alliant.com	949-260-5013	

Coverage	Contact	E-Mail Address	Office	Fax
<b>Online Training - TargetSolutions</b>				
<b>Business Manager</b>	<b>Jennifer Jones</b>	jennifer.jones@targetsolutions.com	858-376-1632	858-487-8762
<b>Account Manager</b>	<b>Stacy L. Schaefer</b>	stacy.schaefer@targetsolutions.com	858-376-1610	

## CONTACT LIST

Coverage	Contact	E-Mail Address	Office	Fax
<b>Unemployment Insurance Claims Administrator – Employers Edge</b>				
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	John Mansfield	jmansfield@employersedge.com	720-891-4900 x128	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

Coverage	Contact	E-Mail Address	Office	Fax
<b>Human Resources Consulting – Employers Group</b>				
Helpline	Mark Nelson	mnelson@employersgroup.com	213-765-3952 or 800-748-8484	
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	Helpline	helpline@employersgroup.com	800-748-8484	
Research and Surveys	Juan Garcia	jgarcia@employersgroup.com	213-765-3969	
Employee Opinion Survey	Megan Vallone	mvallone@employersgroup.com	213-765-3920	
Training Services	Somaly Heng	sheng@employersgroup.com	213-765-3962	
Employer Advocacy	Ken Tiratira	ktiratira@employersgroup.com	213-765-3915	



## **LIABILITY – CLAIMS REPORTING CONTACT**

**In the event of a loss, please contact:**

**Deirdre (Dee) Boyle, AIC**  
**Senior Claims Examiner**  
Carl Warren & Company  
2300 Clayton Road, Suite 1250  
Concord, CA 94520  
csurma@carlwarren.com

or

dboyle@carlwarren.com  
Tel: 925-849-8311



## **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, 11<sup>th</sup> 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](mailto:dwalizada@alliant.com)  
Tel: 415-403-1453  
Fax: 415-403-1466  
Cell: 415-693-8714

**OR**

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

**After hours claims reporting number**

**Robert Frey, First Vice President**  
Alliant Insurance Services, Inc.  
E-mail: [rfrey@alliant.com](mailto: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

**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



## **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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:dwalizada@alliant.com)  
Tel: 415-403-1453  
Fax: 415-403-1466  
Cell: 415-693-8714

**OR**

**Robert Frey, First Vice President**

Alliant Insurance Services, Inc.  
100 Pine Street, 11th Floor  
San Francisco, CA 94111-5101  
E-mail: [rfrey@alliant.com](mailto:rfrey@alliant.com)  
Tel: 415-403-1445  
Fax: 415-403-1466  
Cell: 415-518-8490

**OR**

**Elaine Kim, Claims Advocate**

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

**AND COPY TO:**

**Sandra Doig**

McLaren's  
180 Montgomery Street, Suite 2100  
San Francisco, CA 94104  
[Sandra.Doig@mclarens.com](mailto:Sandra.Doig@mclarens.com)  
Tel: 415-392-6034  
Fax: 949-757-1692

**After hours claims reporting number:**

**Robert Frey, First Vice President**

Alliant Insurance Services, Inc.  
E-mail: [rfrey@alliant.com](mailto: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](mailto: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](mailto:katie.brant@sedgwickcms.com)  
Tel: 916-636-4451  
Fax: 916-851-8079

**OR**

**Biba Olson**  
**Claims Assistant and Medical Only Examiner**  
Sedgwick CMS

E-mail: [biba.olson@sedgwickcms.com](mailto:biba.olson@sedgwickcms.com)  
Tel: 916-636-4439

**Susan Neville**  
**Adjuster, Northridge Auxiliary Only**  
Sedgwick CMS

E-mail: [susan.neville@sedgwickcms.com](mailto:susan.neville@sedgwickcms.com)  
Tel: 916-636-4455



## **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](mailto: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](mailto: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](mailto:s.bell@employersedge.com)

Tel: (720) 891-4900 x101

## **AORMA COMMITTEE MEMBERS**

**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 July 1, 2016

**AORMA Committee**  
**Ten voting members - two alternates - twelve members total**  
**Effective at July 1, 2016**

Committee	Seat	Member	Position	Campus	Type of Auxiliary	E-Mail	Telephone Number
AORMA	Chair	Frank Mumford	Executive Director	Fullerton	CSU Fullerton Auxiliary Services Corporation	fmumford@fullerton.edu	657-278-4101
AORMA	First Vice Chair						
AORMA	Second Vice Chair	Gigi Kiama	Human Resources Director	Monterey Bay	The University Corporation at Monterey Bay	gkiama@csumb.edu	831-582-4301
AORMA	Seat 1	Dave Nakamura	Executive Director	Humboldt	Humboldt State University Center	dave.nakamura@humboldt.edu	707-826-4878
AORMA	Seat 2	Dave Nirenberg	Senior Director	Channel Islands	Channel Islands University Auxiliary Services, Inc.	dave.nirenberg@csuci.edu	805-437-2668
AORMA	Seat 3	Brian Nowlin	Chief Operating Officer	Long Beach	California State University, Long Beach Research Foundation	Brian.Nowlin@csulb.edu	562-985-4690
AORMA	Seat 4	Bella Newberg	Executive Director	San Marcos	University Auxiliary and Research Services Corporation	newberg@csusm.edu	760-750-4700
AORMA	Seat 5	Jim Reinhart	Executive Director	Sacramento	University Enterprises, Inc. (UEI)	Jim.Reinhart@csus.edu	916-278-7001
AORMA	Seat 6						
AORMA	Seat 7	Robert de Wit	Chief Financial Officer	Long Beach	Forty-Niner Shops, Inc., CSU Long Beach	rdewit@csulb.edu	562-985-5549

**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	Gigi Kiama	Human Resources Director	Monterey Bay	University Corporation, CSU Monterey Bay	gkiama@csumb.edu	831-582-4301
PC	At Large	Bill Olmsted	Associate Executive Director	Sacramento	University Union Operation of CSUS, Inc.	olmsted@csus.edu	916-278-6744
PC	At Large						
PC	At Large	Jason Porth	Executive Director	San Francisco	The University Corporation, San Francisco State	jporth@sfsu.edu	415-338-6880
PC	At Large	Jun Reina	Chief Operating Officer/ Chief Financial Officer	Sacramento	Capital Public Radio, Inc., CSU Sacramento	jreina@csus.edu	916-278-8925
PC	At Large	Raven Tyson	Human Resources & Risk Manager	San Diego	Associated Students of San Diego State University	raven.tyson@sdsu.edu	619-594-3760

*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'S TRAVEL REIMBURSEMENT POLICY**

**ISSUE:** Reasonable expenses associated with your travel to and from the AORMA Committee meetings and CSURMA Board of Directors meetings 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 a 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.