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SHARED CONSULTATION COUNCIL / SCC MEETING  
STRATEGIC PLANNING ~ POLICY & PROCEDURE APPROVAL ~ ISSUE MANAGEMENT ~ CAMPUS  
COMMUNICATION  
Wednesday, March 21, 2012 3:00 – 5:00 pm Room: L238 N & S

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## S U M M A R Y

**All SCC members are expected to share the following action, information and approvals with their constituent groups:**

### Strategic Planning

1. The SCC conducted a conversation concerning urgent hiring requests that are not within the Program Review cycle. Two requests considered to be within the top four areas of staffing needs, as per the Cabinet, are a Risk Management Analyst (classified position) and an Assistant Director of Facilities and Operations (management position). Written rationale for the Risk position was presented and is attached to this summary (Attachment #1). Due to a separation in the Business and Financial Affairs wing of the college, and an attempted solution using existing staff, this staffing need was not addressed in the regular program review process.

The SCC's adopted process of February 15, 2012 provides the agreed steps for recommendation to proceed to recruit and hire positions outside of the regular prioritization process. The SCC followed this process and there was consensus agreement to recommend recruitment and hiring. The committee agreed that the liability exposure of the college in terms of workers' compensation claims creates an urgency to fill this staffing need.

This is a specialized technical position that requires experience in the area of risk management including workers' compensation and general property/liability related experience. (See Job Description – Attachment #2).

In keeping with the District's commitment to reduce salary/benefits expenses and to attempt to reorganize and replace vacancies internally, the following has and will happen:

- First, the separation that created this need was a management retirement. The College will not replace with another management position. This salary savings will be used to fund the new risk management analyst position. (The remaining savings, not used for this classified position, will be used to fund any increased expense that may occur due to the Governing Board's adoption of an augmented salary range for VPs. Additionally, part of the VPBFA's salary may be paid via Prop R funds.)
  - Second, recruitment for this position will begin with internal recruitment for a limited time period. The College will assure that current staff members possessing the minimum qualifications (See Job Description – Attachment #2) are made aware of this opportunity. In the event that no internal staff members possess the minimum qualifications, the position will be advertised externally to be hired as soon as possible.
2. The SCC recommended a formal discussion on the Facilities and Operations position during a special SCC Meeting next week, March 28, 2012. The SCC will make a recommendation on this position at that time.

3. The SCC discussed the current Academic Affairs structure resulting from the two dean vacancies which were eliminated. Co-Chair Nish recommended the immediate initiation of a formal and inclusive college discussion regarding reorganization of the Academic Affairs area. The three primary leads are Kathy Tyner, Interim Vice President for Academic Affairs; Angelina Stuart, Academic Senate President; and Linda Gilstrap, Dean, Office of Institutional Effectiveness & Executive Director of Southwestern College Foundation. It was recommended that Angelica Suarez, Vice President for Student Affairs, assist. Forums will be held before and after spring break.
4. Rebecca Wolniewicz presented a new SLO Outcome, Data and Evidence Sheet to assist faculty and staff in closing the loop with an improved focus on data in Program Review leading to improvement of learning.

Policy & Procedures

5. The SCC approved the Fraud Policy & Procedure. It was noted that on the Procedures, under General Definitions, Paragraph i, the word, “anything” could be cause for concern. This paragraph should come back to the SCC for further discussion.

SCC Special Meeting, March 28, 2012

6. The SCC agreed to schedule a special meeting next week, March 28, 3:00 – 4:00 p.m. to address the remaining items on the March 21 agenda.
  - Protocols for Governing Board Contacts
  - Hiring Committee Confidentiality & Process
  - Hiring of Non-Academic Hourlies
  - Workforce Demographic Snapshot as of 3/2012
  - Travel Limitations Recommendations
  - GB Debrief



## Approval of Risk Management Analyst Position not included in Program review

1. Is the position necessary to maintain program integrity?

A. YES

2. Was this need noted in the most recent Program Review or Snapshot Report? If not, why?

A. Not sure. It does not seem likely, as this is a new request.

3. What are the needs that warrant a new Position?

A. There are various needs that warrant this new position and they are:

### STAFFING LEVELS:

- There is insufficient qualified staffing to respond to number of current workers comp issues, reports, follow up, etc.

### TRAINING and PROCEDURES

- Procedures and implementation is needed for the department on how to process paperwork and communication with Keenan and physicians
- Training is needed for all administrators on what to do when a injury/illness/accident occurs
- Procedures and informational brochures are needed for employees who are filing workers comp claims
- Procedures and implementation is needed for timekeepers on what leaves are to be posted, when posted, and who will process the posting of different leaves
- Procedures and coordination is need with the Payroll Technicians for the interaction with all other leave processing and the effect on paychecks
- Procedures and implementation is needed to define the reconciliation of payments from Keenan to the District and/or directly to the employees
- Procedures and follow up is needed for employees who fail to follow the directions from Risk Management or physicians

### RECONCILIATION OF TEMPORARY DISABILITY PAYMENTS

- There are several current employees who received direct TD payments
- These payments need to be reviewed and reconciled according to Education code and Labor code regulations.

### LEAVE CORRECTIONS

- All claims need to be reviewed for leave posting and the interaction with paychecks
- This has never been completed in the past and there are numerous problems that affect paychecks, work assignments and reconciliation of payments

## **NEW CLAIMS MANAGEMENT and CURRENT CLAIMS REVIEW**

- The longer this is delayed, the more technical problems may occur
- The file review and training meetings with Keenan representative is extremely valuable, but there is extensive follow up with physicians, Keenan, administrators and employees which is time intensive

## **INTERACTIVE/KEENAN/SETTLEMENT PROCEDURES**

- Cases have been closed without the proper interactive meetings and subsequent documentation for administrators, Keenan, employees and the permanent record not filed and closed out correctly; hence requiring clean up.
- Interactive meetings required by the ADA and FEHA have not been completed in a timely manner and the required documentation hasn't been completed
- Sometimes the administrators and/or employees delay this processing which is problematic; requiring a dedicated representative in workers' comp to follow up.

### **4. What is the funding source? Will the new position generate new source of income?**

A. The restructuring of the department will pay for the position. The Director for Risk Management recently retired and that salary saving will be used to fund this position. A well managed Workers compensation and insurance/liability program will overall reduce the cost of the liability incurred by the District which will in turn significantly reduce the insurance and liability cost for the District (very high for a District our size).

### **5. What happens if the position is not created?**

A. This liability cost towards our insurance premium in all areas of Worker's compensation, loss control and liability is extremely high due to the neglect and mismanagement of this program. Not having the qualified staff on board to manage this will diminish the District's need to mitigate the risk and reduce cost and hence will continue to escalate the already high premium cost.

### **6. What are the plans to accommodate the negatives of not creating the new position?**

A. There are no plans to accommodate; this department is currently run by 2 employees a Director who oversee other departments as well and a clerical assistant.

### **7. Can reorganization occur to accommodate the new position?**

A. This position is the offshoot of the reorganization. After the Director of Risk Management retired, the Director of Purchasing Contracting and Central Services has taken over the responsibilities of the area (workers' comp., insurance, liability and loss control) hence the request for the position of Risk Management Analyst.

## SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

## CLASS TITLE: RISK MANAGEMENT ANALYST

**SUMMARY DESCRIPTION**

Under the direction of assigned supervisor, perform a variety of specialized duties in support of Risk Management, including Workers' Compensation and general property/liability claims function; provide related program administration, risk management, claims processing, liaison, and technical support services; continuously analyze and develop strategies to reduce overall exposure to risk; initiate, monitor and follow up on status of claims; monitor claim expenditures; communicate with physicians, supervisors, employees and attorneys regarding illnesses or injuries related to employment; and perform related research, analysis, and other professional administrative work in support of assigned functions.

**DISTINGUISHING CHARACTERISTICS**

Incumbents in the Risk Management Analyst classification perform a wide variety of specialized and analytical duties related to the coordination, monitoring, and assessment of risk management functions, in particular workers' compensation, and the mitigation of claims activities. Work is performed at a professional level that requires prior related experience. Strong written and verbal communication skills are required in order to communicate effectively with individuals inside and outside the College at various organizational levels.

**REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Perform a variety of specialized duties in support of Workers' Compensation functions and general property/liability claims function; review and maintain accurate documentation of all claims; review all claims to ensure compliance with established laws, regulations, policies and procedures and process accordingly.
2. Assist injured employees with initiating and maintaining Workers' Compensation claims and related benefits; advise employees of their rights and benefits under the law; advise departments regarding procedures and reporting deadlines; serve as a technical resource to all affected parties by providing necessary information regarding options, claims, forms, standards, requirements, laws, regulations, policies, and procedures.
3. Monitor progress and status of claims to ensure timely delivery of medical and financial benefits; monitor employee work status; coordinate early return-to-work and workplace accommodation functions to meet the needs of injured employee; monitor leave balances and coordinate return to work and absence information with payroll.
4. Develop all necessary documentation by requesting substantiating reports from physicians, departments and witnesses; investigate, evaluate and resolve discrepancies and conflicts in a proper and timely manner; report suspicious occurrences to responsible administrators and recommend surveillance as needed.
5. Provide case management for Workers' Compensation claims; distribute, collect, process and file applicable forms and reports; serve as a liaison between District personnel, incumbents and administration, human resources offices, claims administrators, physicians, legal counsel and outside agencies; schedule interactive meetings as appropriate and summarize discussions.
6. Authorize payment of medical bills, temporary disability, permanent disability and death benefits; review, evaluate and confer with appropriate staff and administrators regarding settlement options from third-party administrators or legal staff.
7. Assist the District with ensuring compliance with applicable laws, codes, rules, and regulations; maintain current knowledge and monitor pending legislation; research claim trends, laws

**SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**  
**Risk Management Analyst - *Continued***

- regulations for the purpose of implementing remedial programs and recommending alternative courses of action to reduce incidents of accidents and claims.
8. Compile, research, assemble and verify a variety of data and information; prepare and maintain various records, reports and files related to Risk Management; create analytical tools to monitor and assess claims activities; prepare and present oral reports as required; compile and prepare mandated State and federal reports as assigned.
  9. Input and update a variety of employee, Workers' Compensation and related data in an assigned computer system; establish and maintain automated records and files; initiate queries and generate computerized lists, documents, reports and correspondence; ensure accuracy of input and output data.
  10. Process renewals for District insurance coverage including general liability, property, Workers' Compensation, crime insurance and special events insurance; process general liability/property claims; ensures the timely rejection or notice of insufficient or deficient claims.
  11. Analyze the District's exposure to risk and develop strategies to reduce claims; plan, develop and coordinate in-service training programs as they relate to Risk Management; track and coordinate completion of Risk Management training programs.
  12. Develop systems and processes for researching, monitoring and following up on the status of Workers' Compensation claims as directed.
  13. Perform a variety of technical, administrative and clerical duties in support of Risk Management; operate a variety of standard office equipment necessary to perform assigned duties; initiate, receive and route telephone calls; may order and maintain adequate inventory levels of supplies; may receive, sort and distribute mail.
  14. Perform related duties and responsibilities as required.

**KNOWLEDGE AND ABILITIES**

**Knowledge of:**

Practices and procedures involved in workers' compensation and property liability claims management.

General and specific risk management reporting requirements.

Methods and techniques of claim negotiation and resolution.

Advanced methods and techniques of researching, collecting, and organizing data and information.

Federal, state and local laws, codes and regulations pertaining to workers' compensation and property liability.

Methods and techniques of record keeping and report preparation.

Principles of business letter writing and report presentation.

Technical and medical occupational health and safety terminology.

Recent developments, research methods, current literature, and sources of information related to risk management programs and service areas.

Principles and practices of developing and delivering training programs.

Mathematical computations.

Office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets and databases.

Oral and written communication skills.

**Ability to:**

Perform a variety of specialized duties in support of risk management functions.

Serve as a liaison and technical resource to employees regarding risk management functions.

**SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**  
**Risk Management Analyst - *Continued***

Interact and communicate effectively with individuals at varying organizational levels, both inside and outside the District.  
Interpret, apply, explain, and maintain current knowledge of laws, codes, rules, regulations, policies and procedures.  
Analyze and assess risk exposure and develop mitigation strategies.  
Coordinate return-to-work and workplace accommodation functions.  
Prioritize activities to meet changing schedules and timelines.  
Prepare and maintain a variety of sensitive and confidential records and reports.  
Work independently within scope of authority.  
Exercise sound judgment in making decisions and conveying sensitive information.  
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**EDUCATION AND EXPERIENCE**

Any combination equivalent to: Bachelors degree with course work in business, accounting, insurance, or related field and three years of progressively responsible experience in employee benefits and risk management, including workers' compensation and general property/liability related experience.

**LICENSE OR CERTIFICATE**

Valid California driver's license and a safe driving record.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.