

City of Stamford Risk Management

FY 2018-19 Budget Presentation





Department Introduction & Brief History

Department Mission: to reduce the risk of loss to the City and taxpayers

Program (s)	Services Provided (include volume - if applicable)
Critical & Mandated Programs Services	Self Insured Loss Program, Excess Insurance, Safety & Loss Control
Other Services	Review over 3,000 building use, special event, parks use, peddlers, and boat slip permits for insurance compliance
	Prepare insurance language and review documents for compliance for grants, leases, RFPs, contracts, and Community Development. Prior Fiscal Year included 56 Competitive bids, 14 competitive proposals, 109 contracts/amendments based on CT State contracts; misc., and cooperatives, 9 GSA contracts, and 161 bid waivers. Investigation and processing of property losses due to flood, fire, etc. Coordination of Third Party Administrators, review of workers' compensation claims Safety training, CPR, AED, and first aid training, and accident investigations.



Department Introduction & Brief History, Contd.

- ***Five Year History of Major Department Improvements***
 - We are continuing to shift from paper certificates to electronic copies accessible to all Risk employees, which reduces time searching for certificates when permits need to be signed
 - We attempt to maintain someone available at all times during business hours to sign off on permits



Department Introduction & Brief History, Contd.

- By increasing investigations, and following up on injuries with more focused training based on accident trends, injury rates and severity appear to be decreasing, resulting in reduced cost of workers compensation claims.



Department Introduction & Brief History, Contd.

How the department has increased productivity:

- The department is becoming more efficient by utilizing a shared file with Purchasing for insurance requirements for specific RFPs, and by sharing a file within Risk of all certificates of insurance, reducing manual labor time.
- Risk continues to strive to provide excellent customer care, whether internal or external customers.



This is how well we do it (2017-18 Highlights)

What are the most significant accomplishments made & challenges faced by the department in the last FY?

- By increasing electronic communication, we are able to address more and more issues in less time, thus improving service delivery
- Improving customer satisfaction is not easy within Risk. We provide services as appropriate, but a lot of the time goes into workers compensation where there are issues with particular claims. Management satisfaction has increased where we have been able to reduce the cost of some claims, and return employees to work .



This is how well we do it (2017-18 Highlights)

What are the most significant accomplishments made & challenges faced by the department in the last FY?

- No new services were added
- Actions taken to increase productivity and make department more efficient include once again, switching to more electronic communication and sharing of documents



Key Performance Indicators (KPI) Performance Metrics

- ***Using the appropriate data, explain:***
 - As mentioned previously, the amount of documents reviewed, insurance requirements written, and permits and contracts signed has increased. Numbers previously provided, which tell how well the department is performing. Besides the contracts, etc., New workers' compensation claim dollar value decreased 22% in FY 16/17 compared to the previous year. The number of new workers' compensation claims was 547, which is the lowest number of claims in 10 years. FY accident data provided in separate report.
 - Risk is achieving its mission by providing training, providing safety protocols, performing hazard analyses, investigating accidents, reviewing contracts, transferring risk, and managing risk.



Department Management

Key Program/Department Challenges (exclude the impact of staffing)

- Compliance is the biggest factor that drives costs. Without manager buy in, we do not have enough employee buy in, which means there are still a lot of accidents which could be avoided, and as such would reduce risk of loss and the increased expense attributed to that loss.

Budget Scenarios

- *In the event of significant budget reductions describe the impact the reduction would have?* If there was a significant budget reduction, various types of insurance would have to be eliminated
- *If additional funding could be realized how would department services be expanded or enriched?* An additional employee would allow Risk to function better and provide more training, and complete more investigations and hazard assessments.



This is what is coming

Major changes planned for the department

- No major changes planned
- There are no services provided by Risk that are no longer critical.



2018-2019 Goals

What are your department goals and plans for 2018-19?

What is the Department's/Program's budget? (highlight changes)

- 2018-19 Department goals include continuing to reduce the risk of loss to the City of Stamford and taxpayers,
- To achieve this: continue training, monitoring of losses, focusing on ways to decrease the risk of losses, trying to get managers on board
- What are the obstacles to attaining your goals? Need for Cooperation, and no control of legal claims
- How will you measure your success? Year-end account balances and reduced claims
- Budget highlights: decrease in workers compensation losses