



CSURMA EXECUTIVE COMMITTEE MEETING AGENDA

“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 publicly accessible places, including the Internet, at least ten (10) days in advance of the meeting.

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 requires routine provision of identification to building security. However, CSURMA 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, CA

Meeting Date: May 8, 2020
Time: 8:30 AM to 10:30 AM

Primary Location: Teleconference

Legend: **A** = Action
I = Information

A. CALL TO ORDER

- 1. **Approval of the Agenda** A p. 4

B. PUBLIC COMMENTS

C. CONSENT CALENDAR A

The Committee is asked to take action on the consent calendar items as a group, except that a member may request that an item be withdrawn from the Consent Calendar for discussion and action.

- 1. **Approval of Minutes - March 5-6, 2020** A p. 5
The Committee will be asked to approve the minutes from their last meeting.

2. Financial Reports

- a. **Draft Financial Statement at March 31, 2020** A p. 20
The Committee will be asked to review and accept the unaudited Financial Statement as March 31, 2020

- b. **Treasurer’s Quarterly Investment Report at March 31, 2020** A p. 33
The Committee will be asked to review and accept the Treasurer’s Quarterly Investment Report.

- 3. **FY 2020/21 Long Range Action Plan** A p. 40
The Committee will be asked to review and approve the FY 20/21 Long Range Action Plan.

4. **Chancellor’s Office Services Budget Proposal for FY 20/21 Systemwide Risk Management** A p. 43
The Committee will be asked to approve the Chancellor’s Office Systemwide Risk Management budget proposal for FY 20/21.

 5. **FY 2020/21 CSURMA Operating Budget** A p. 46
The Committee will be asked to review and recommend approval of the FY 20/21 CSURMA budget to the Board of Directors.

 6. **Policy and Procedure No. 28 – Process for Approving Affinity Group Funding Support** A p. 85
The Committee will be asked to review and approve Policy and Procedure No. 28 addressing biennial funding for the Affinity Groups to host mini conferences, workshops and/or training.

 7. **Witt O’Brien Consulting Services Two-Year Contract Extension** A p. 88
The Committee will be asked to delegate authority to the Secretary-Auditor to extend the contract for an additional two-year term.

 8. **Agility Master Recovery** A p. 107
The Committee will be asked to delegate authority to the Secretary-Auditor to, if appropriate, extend the contract for one additional year.

 9. **Praesidium Proposal** A p. 124
The Committee will be asked to delegate authority to the Secretary-Auditor to execute a new contract with Praesidium for an additional three-year term.

 10. **Discussion of CAJPA Comparative Review in FY 2020/21** A p. 153
The Committee will be asked to approve funding for a JPA Administration Operation Review to be completed in FY 20/21.
- D. GENERAL ADMINISTRATION**
1. **Excess Insurance Renewals and Underwriter Meetings Report** I p. 180
The Committee will receive a report on the renewals of the excess insurance policies. Renewal of the insurance programs is delegated to the Treasurer and Secretary-Auditor under Policy and Procedure No. 15.

 2. **CSURMA Self Insured Fund Exposure Due to COVID19** I p. 183
The Committee will hear about the potential financial impact due to COVID19 and CSU travelers.

 3. **Foreign Travel Insurance Program Enhancements** I p. 188
The Committee will hear an overview of the enhancements to be added to the foreign travel insurance program.



California State University Risk Management Authority

- 4. Owner Controlled Insurance Program (OCIP) Cash Recovery Progress - Quarterly Update** I p. 189
The Committee will be asked to review the quarterly true ups report within the OCIP program.

E. AUXILIARY ORGANIZATIONS INSURANCE PROGRAMS

- 1. AIME Programs Update** I p. 195
The Committee will receive a verbal report on the AIME program.
- 2. AORMA Programs Update** I p. 196
The Committee will receive a verbal report on the AORMA programs.

F. CLOSED SESSION Pursuant to Cal. Gov. Code Sec. 11126(e)(1) & 11126(f)(1) – A
Action may be taken per Government Code Section 11126(e)(1) & 11126(f)(1). The matters below may be discussed. The Committee may take action or provide direction to Staff regarding the matters.

1. AB 218 Revised Liability Funding Plan
2. Freeman v. CSU (SB)
3. Payne v. CSU (Maritime)
4. Miller (Class Action) v. CSU

G. INFORMATION ITEMS

1. **Service Provider Performance Evaluation of CSURMA Vendors for 2019** I p. 197
2. **CSURMA Committee Member Professional Development** I p. 337
3. **CSURMA Administrative Service Calendar** I p. 339
4. **CSURMA FY 2019/20 and FY 2020/21 Meeting Calendars** I p. 343
5. **CSURMA Executive Committee and Staff Contact List** I p. 346

H. ADJOURNMENT

*The next CSURMA Executive Committee meeting is scheduled for September 11, 2020 at 8:30 AM in TBD.
Please contact Mimi Long mlong@alliant.com or Tevea Him 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 - MARCH 5-6, 2020

ISSUE: The Executive Committee will be asked to review and approve the draft minutes of its March 5-6, 2020 meeting.

RECOMMENDATION: It is recommended that the Executive Committee approve the minutes from its March 5-6, 2020 meeting, including revisions as necessary.

FISCAL IMPACT: None.

BACKGROUND: The minutes reflect the action taken by the Executive Committee at its last meeting.

PUBLICATION: All CSURMA Executive Committee meeting minutes are posted on the CSURMA website once they are approved.

ATTACHMENT(S):

- a. CSURMA EC Meeting Minutes – March 5-6, 2020

**MINUTES OF THE
CSURMA EXECUTIVE COMMITTEE MEETING**

MARCH 5-6, 2020

**ALLIANT INSURANCE SERVICES
701 B STREET, 6TH FLOOR • SAN DIEGO, CA**

2:30 PM

MEMBERS PRESENT

Scott Apel, California State University Long Beach
Lisa Chavez (Chair), California State University Los Angeles
Thom Davis, California State University, Bakersfield
Robert Eaton (Treasurer), California State University, Office of the Chancellor
Lisa Kao, California State University, Fresno
Dave Nakamura (AORMA First Vice Chair), Humboldt State University Center (*attendance on day two only*)
Kevin Saunders (Vice-Chair), California State University, Monterey Bay
Amy Thomas, California State University, Monterey Bay

MEMBERS ABSENT

Dwayne Brummett (AORMA Chair), Associated Students, Inc. at San Luis Obispo

STAFF, GUESTS & CONSULTANTS

Zachary Gifford, CSU Office of the Chancellor – Systemwide Risk Management
Daniel Howell, Alliant Insurance Services, Inc.
William Hsu, CSU Office of the Chancellor – General Counsel (*via teleconference*)
Susan Leung, Alliant Insurance Services
Amy Lightner, Alliant Insurance Services, Inc.
Mimi Long, Alliant Insurance Services, Inc.
Jody Van Leuven, CSU Office of the Chancellor
Lilian Vanvieldt, Alliant Insurance Services, Inc. (*attendance on second day only*)
Robin Webb, CSU Office of the Chancellor – General Counsel (*via teleconference*)

A. CALL TO ORDER

The meeting was called to order at 2:31 PM by the Chair, Lisa Chavez.

A1. Approval of the Agenda

A motion was made to approve the agenda as presented.

MOTION: Kevin Saunders

SECOND: Robert Eaton

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett				X
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Lisa Kao	X			
Dave Nakamura				X
Kevin Saunders	X			
Amy Thomas	X			

MOTION CARRIED

B. PUBLIC COMMENTS

There were no comments from the public.

C. CONSENT CALENDAR

C1. Approval of Minutes – January 12, 2020

C2a. Financial Report – Draft Financial Statement at December 31, 2019

C2b. Treasurer’s Quarterly Investment Report at December 31, 2019

The minutes from the January 12, 2020 meeting were pulled from the consent calendar.

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

MOTION: Thom Davis

SECOND: Robert Eaton

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett				X
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Lisa Kao	X			
Dave Nakamura				X
Kevin Saunders	X			
Amy Thomas	X			

MOTION CARRIED

The minutes from the January 12, 2020 meeting were revised to show that Amy Thomas attended the meeting via teleconference and chose to abstain from voting on all action items.

A motion was made to accept the minutes from the January 12, 2020 meeting.

MOTION: Robert Eaton
SECOND: Kevin Saunders

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett				X
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Lisa Kao	X			
Dave Nakamura				X
Kevin Saunders	X			
Amy Thomas	X			

MOTION CARRIED

D. GENERAL ADMINISTRATION

D1. CSURMA Master Investment Policy and Related Investment Policies

The Treasurer of CSURMA is directed to adopt the CSURMA Investment Policy and related policies, as the Master Investment Policy of the CSURMA. As noted within Resolution 02-14 (BOD), the Executive Committee will annually review the Master Investment Policy and approve amendments as necessary.

The Executive Committee approved changes to the investment policy at its meeting in September. Staff confirmed that per their recent review, the master investment policy is acceptable and does not require additional modification.

A motion was made to accept the CSURMA Master Investment Policy and Related Investment Policies as presented.

MOTION: Robert Eaton
SECOND: Kevin Saunders

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett				X
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Lisa Kao	X			
Dave Nakamura				X

Kevin Saunders	X			
Amy Thomas	X			

MOTION CARRIED

D2. Annual Review of the CSURMA’s Data Security Policies

The Executive Committee resolved to annually review CSURMA’s data security policies. The Committee reviewed the iVOS and Blackbaud user policies. Staff confirmed that per their review, the user policies are acceptable and do not require modification.

A motion was made to accept the iVos and Financial Edge (Blackbaud) System user security policies as presented.

MOTION: Scott Apel
SECOND: Amy Thomas

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett				X
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Lisa Kao	X			
Dave Nakamura				X
Kevin Saunders	X			
Amy Thomas	X			

MOTION CARRIED

D3. Conversion of Accounting Software - Transition of Accounting Software from Financial Edge to Common Financial System

The Committee discussed the upcoming conversion of accounting software from Financial Edge (Blackbaud) to the CSU Common Financial System (CFS) effective July 2020.

D4. Annual Review of the Applicable Integrated CSU Administrative Manual Policies

Staff completed its annual review of all sections of the Integrated CSU Administrative Manual (ICSUAM) and all updates thereto. The following sections have already been adopted by CSURMA. Staff is not recommending adoption of any additional policies.

- Section 1101.....Delegation of Authority to Obligate the University
- Section 1301..... Hospitality, Payment or Reimbursement of Expenses
- Section 2002..... Budget Oversight

- Section 3000..... General Accounting
- Section 3103.02..... Outgoing Disbursements (revised)
- Section 3103.05..... Payroll Payments Issued by Accounts Payable (revised)
- Section 3130.01..... Accounts Receivable Management (revised)
- Section 3601.01..... Travel Policy (revised)
- Section 6000..... Financing, Treasury, and Risk Management
- Section 7100..... Identity Access Management
- Section 8000..... Information Security
- Section 13175..... Auxiliary Organizations External Auditor Firms Qualifications (revised)
- Section 13680..... Placement and Control of Receipts for Campus Activates and Programs (revised)

A motion was made to accept and adopt the revisions to the previously adopted ICSUAM policies shown above.

MOTION: Kevin Saunders
SECOND: Robert Eaton

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett				X
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Lisa Kao	X			
Dave Nakamura				X
Kevin Saunders	X			
Amy Thomas	X			

MOTION CARRIED

Items D5 and D7 were discussed out of order.

D6. Chancellor’s Office Services Budget Proposals for FY 2020/21

CSURMA obtains services from the Chancellor’s Office under three memoranda of understanding. Each year, the CSURMA Executive Committee considers the services and budget proposals as a part of the budget adoption process. Enterprise Accounting, Office of General Counsel and have developed proposals for FY 2020/21 and include the renewal pricing as follows:

Table 1

Budget Proposals				
Chancellor's Office Service	FY 19/20	FY 20/21	% Change	\$ Change
Financial Services Administration & Accounting	412,000	424,360	3%	12,360
Office of General Counsel	608,363	626,615	3%	18,252
Systemwide Risk Management	1,159,500	TBD	TBD	TBD

The Systemwide Risk Management budget proposal will be presented for the Committee’s approval at the next meeting in May as the new Director of Systemwide Emergency Management and COOP position salary will not be finalized until April and there may be a slight adjustment in other salary ranges as a consequence.

The amounts proposed are included in the draft CSURMA FY 20/21 Budget. Financial Services and Systemwide Risk Management costs are allocated proportionately across all funds. With respect to the Office of General Counsel, \$469,961 is allocated to the Campus Risk Pool Liability Program for claims legal expense, and \$156,654 is allocated across all funds for CSURMA General Counsel.

A motion was made to approve the Financial Services Administration and Accounting, and the Office of General Counsel Services Budget Proposals for FY 20/21 as presented.

MOTION: Kevin Saunders
SECOND: Lisa Kao

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett				X
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Lisa Kao	X			
Dave Nakamura				X
Kevin Saunders	X			
Amy Thomas	X			

MOTION CARRIED

D8. CSU Affinity Groups Biennial Mini-Conference and/or Workshops

The concept of rescheduling the Fitting the Pieces Together Conference (FTPT) to take place every-other-year while providing funding for affinity groups (RM, EHS, WC & EM/COOP) workshops, conferences and trainings in the off-FTPT years was discussed. The average net cost of the FTPT, which currently takes place every 18 months, is \$58,930. Over a three-year period, this averages out to an annual cost of \$39,287. Should CSURMA provide up to \$10,000 apiece to each of the aforementioned affinity groups (\$40K every other year) CSURMA would end up

potentially seeing an initial small increase in the yearly cost, i.e. \$40,000 versus \$39,287 annual prorated average. Over time, CSURMA should realize some modest savings. The Committee reviewed the estimated future costs exhibit.

Biennial Fitting the Pieces Conference and WERCS Training Support								
Estimated Costs	20/21	21/22	22/23	23/24	24/25	25/26	26/27	Total
Current:								
FTPT Every 18 Months +8% per conference	63,644	68,736		74,234	80,173		86,587	\$373,374
Proposed:								
FTPT Every 24 Months - +8% per conference		63,644		68,736		74,235		206,615
WERCS Training/Meeting Support	40,000		40,000		40,000		40,000	160,000
Total Cost:	40,000	63,644	40,000	68,736	40,000	74,235	40,000	\$366,615

Staff was directed to create and present to the Executive Committee for approval at its next meeting in May, 2020, the Affinity Group approval process for training support.

A motion was made to approve the \$40,000 biennial funding for the Affinity Group hosted workshops, conference and/or training.

MOTION: Amy Thomas

SECOND: Robert Eaton

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett				X
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Lisa Kao	X			
Dave Nakamura				X
Kevin Saunders	X			
Amy Thomas	X			

MOTION CARRIED

D9. Excess Insurance Renewals and Underwriter Meetings Report

The Committee discussed the projected renewal cost estimates for FY 20/21. Daniel Howell reported on the state of the insurance market and concerns related to excess liability capacity and potential restrictions in coverage terms. Howell reported that the property insurance market remains firm and CSURMA’s recent claims history will further impact rates.

Projected Renewal Cost Change Estimates

Program	AORMA Percent Change	Campus Percent Change
Excess Liability	+20%	+20%
Property	+20%	+20%
Worker's Compensation	Flat to 5% Increase	Flat to 5% Increase
Builder's Risk	N/A	+5%
Fine Arts	N/A	+10%
SPLIP & SAFECLIP	Flat Rate	Flat Rate
FTIP	Flat Rate	Flat Rate
Aviation	+5%	+5%
Medical Malpractice	N/A	Flat Rate to 10% Increase
Fidelity	+5%	+5%

Currently 100% of the Fine Arts costs are allocated to the Campus property program. Staff will allocate a percentage of the total costs to the FY 21/22 AORMA property program.

D10. CSU International Programs Funding

The Committee reviewed and discussed the proposed per participant cost for the CSU International Program (IP).

**CSU INTERNATIONAL PROGRAM
Foreign Travel Insurance Program**

Coverage Period	Premium Expense	CSU IP Contribution	Deficit	# Participants	CSU IP Paid per Participant	Actual Cost per Participant
01/15/12 - 06/30/13	\$132,400	\$95,710	(\$36,690)	563	\$170	\$235
07/01/13 - 06/30/14	\$125,000	\$89,250	(\$35,750)	525	\$170	\$238
07/01/14 - 06/30/15	\$209,250	\$119,050	(\$90,200)	530	\$225	\$395
07/01/15 - 06/30/16	\$277,983	\$137,225	(\$140,758)	500	\$274	\$556
07/01/16 - 06/30/17	\$289,135	\$187,500	(\$101,635)	500	\$375	\$578
07/01/17 - 06/30/18	\$310,929	\$214,800	(\$96,129)	537	\$400	\$579
07/01/18 - 06/30/19	\$291,225	\$214,800	(\$76,425)	500	\$430	\$582
07/01/19 - 06/30/20	\$291,225	\$212,100	(\$79,125)	470	\$430	\$582
Total Deficits:			(\$656,712)			
<i>Estimated Renewal Terms:</i>						
07/01/20 - 06/30/21	\$231,000	\$210,000	(\$21,000)	420	\$500	\$550

CSU IP students departed in August/September 2019 and approximately 25 students departed in January/February 2020. Staff began renewal discussions for the July 2020 renewal in February 2020, so that the cost can be known to CSU IP in March 2020 for the annual rate per student to be included in enrollment documents.

Currently, the IP program includes an annual minimum premium of \$210,000 in anticipation of 420 travelers. Staff was directed obtain assurance from the insurer that the minimum premium

would be renegotiated should the number of travelers drop significantly due to the COVID-19 virus.

A motion was made to approve the FY 20/21 rate of \$500 per IP traveler, and to write off the anticipated deficit of \$21,000, and for CSURMA to continue to fund the rate difference as long as the rate charged per traveler) is at least 85% of the total cost being charged by the insurer.

MOTION: Kevin Saunders

SECOND: Robert Eaton

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett				X
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Lisa Kao	X			
Dave Nakamura				X
Kevin Saunders	X			
Amy Thomas	X			

MOTION CARRIED

D11. Owner Controlled Insurance Program (OCIP) – Cash Recovery Progress

The Committee reviewed the OCIP quarterly true up exhibit. The Committee directed staff to provide a similar report at all future EC meetings.

The next item was discussed out of order.

D13. CSAC EIA Proposed Amendments to its Joint Powers Agreement

At its January 9, 2020 meeting, the EIA’s Executive Committee approved the circulation of draft revisions to the Joint Powers Agreement for review and comment. The Agreement was last updated in 2006. The primary reason for amending the Agreement is because the EIA is proposing to change its name. Attached to this item is the memorandum summarizing the proposed revisions and explaining the rationale behind the proposed changes.

As a public entity member of the EIA, CSURMA will not be voting on the proposed amendments to the Agreement. Instead, the seven voting Public Entity Board members will have the authority to cast a vote on the amendments on behalf of the public entity membership.

E. STANDING COMMITTEE REPORTS

E1. AIME Program Update

Lisa Kao provided an overview of current activity within the AIME program.

E2. AORMA Programs Update

Mimi Long reported on the recent activities of the AORMA Committee.

The next item was discussed out of order.

G. LONG RANGE ACTION PLANNING ITEMS

G1. Review of CSURMA FY 2019/ 20 Long Range Action Plan

The Executive Committee reviewed the items on the current FY 2019/20 Long Range Action Plan.

The next item was discussed out of order.

F. CLOSED SESSION

- F1.** CSU Maritime Academy Wildfire Loss
- F2.** Freeman v. CSU (San Bernardino)
- F3.** Chavez v. CSU (Northridge)
- F4.** DOE (Class Action) v. CSU
- F5.** Dennis and Susan Payne adv. CSU (Maritime)

A motion was made to enter closed session at 4:11 PM.

MOTION: Scott Apel
SECOND: Kevin Saunders

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett				X
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Lisa Kao	X			
Dave Nakamura				X
Kevin Saunders	X			
Amy Thomas	X			

MOTION CARRIED

The Committee came out of closed session at 4:35 PM. The Chair reported that action was taken on the CSU Maritime Academy wildfire loss during the closed session.

D5. FY 2019/20 Midterm Budget Amendments and Adoption of Resolution No. 01-20 (EC)

The Committee reviewed the mid-term amendments to the FY 19/20 CSURMA budget for each CSURMA coverage programs. The Committee directed Staff to review the allocation of the RSS expense with both SRM and Accounting. The Committee questioned why the CSURMA budget is amended mid-term. They agreed that a review of the budget variances was prudent, but felt that the continuation of the current practice should be examined.

Staff was directed to add to the FY 20/21 Long Range Action Plan, a review and revamp of the mid-term budget amendment practice with a goal of developing a process of reviewing mid-term budget variances and year end projections in a way that provides the Executive Committee insight on the performance and standing of the programs.

D7. FY 2020/21 Operating Budget

CSURMA’s next fiscal year begins on July 1, 2020. The FY 2020/21 operating budget is to be approved by the Board of Directors at its May 8, 2020. The Chancellor’s Office Enterprise Accounting Services and the Program Administrators worked together to develop a draft FY 2020/21 budget for the Executive Committee to review at today’s meeting. Susan Leung provided a detailed review of the draft budget on a fund by fund basis.

This item was tabled to the May 8, 2020 Executive Committee meeting.

The meeting was adjourned for the day.

The meeting was reconvened and called to order at 8:30 AM.

D12. CSAC-EIA Workers’ Compensation Renewal Options

Lilian Vanvieldt from Alliant Insurance Services, Inc., joined the meeting to present the revised FY 20/21 and FY 21/22 CSAC-EIA workers’ compensation program proposal. CSURMA has been participating in the CSAC EIA primary workers’ compensation program since January 1, 2015. Upon review of CSURMA’s collective loss experience and the actuary’s projections, staff asked EIA to revise its renewal terms for FY 20/21, and extend the two-year plan to FY 21/22.

The proposed WC rate was lowered from .8350 to .7979 for the Campus WC program and from .9407 to .8077 for the AORMA WC program.

The Committee directed Staff to have CSAC EIA attend an upcoming CSURMA meeting to review all of the services available to its members.

The Committee discussed the Cost Options chart below.

CSAC-EIA Workers' Compensation Coverage Program		
Cost Options for FY 20/21		
Campus	at Expected	at 70%
Estimated Payroll	4,124,759,000	4,124,759,000
Excess Insurance	3,118,318	3,118,318
Pooled Layer Funding (w/ XS insurance)	32,404,107	34,054,010
Current Two-Year Rate - CSAC-EIA Reinsurance (w XS insurance)	34,441,932	34,441,932
(Current Savings) or additional costs above pool layer funding	2,037,825	387,922
Revised Two-Year Rate - CSAC-EIA Reinsurance (w XS insurance)	32,913,509	32,913,509
(Revised Rate Savings) or additional costs above pool layer funding:	509,402	(1,140,501)
AORMA	at Expected	at 75%
Estimated Payroll	414,771,315	414,771,315
Excess Insurance	580,680	580,680
Pooled Layer Funding (w/ XS insurance)	3,318,171	3,815,896
Current Two-Year Rate - CSAC-EIA Reinsurance (w XS insurance)	3,901,725	3,901,725
(Current Savings) or additional costs above pool layer funding	583,555	85,829
Revised Two-Year Rate - CSAC-EIA Reinsurance (w XS insurance)	3,350,157	3,350,157
(Revised Rate Savings) or additional costs above pool layer funding:	31,986	(465,739)
<i>Actuarial Confidence Level (Present Value)</i>		

A motion was made to approve CSAC EIA’s revised program terms and to extend CSURMA’s commitment to participate in the CSAC EIA primary workers’ compensation program for FY 20/21 and 21/22.

MOTION: Kevin Saunders
SECOND: Scott Apel

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett				X
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Lisa Kao	X			
Dave Nakamura	X			
Kevin Saunders	X			
Amy Thomas	X			

MOTION CARRIED

G. LONG RANGE ACTION PLANNING ITEMS
G2. Campus Risk Pools Funding Status

In accordance with the CSURMA’s adopted funding policy for its self-funded pooling programs, Staff prepares an analysis of the risk pools funding position relative to the actuary’s projection in

accordance with CSURMA’s minimum funding requirements and expected cash expenditures as of December 31, 2019 projected to June 30, 2020. The Committee reviewed the Risk Pools Funding Status Exhibit.

G3. Further Development of Youth Protection Programs

Youth protection is a priority for the California State University. In an effort of continuous improvement, the partnership with Praesidium continues and increases. Systemwide Risk Management appointed a workgroup which worked to create the Managing Risk in Youth Program Resource Guide. The Committee reviewed the draft version. The resource guide will be reviewed by legal counsel and the Campus Risk Managers prior to finalizing. Once finalized, the resource guide will be available for distribution to all of the campuses and will be a dynamic guide that will be updated regularly.

G4. Foreign Travel Program Review Update

A Task Group was been formed with representatives from the Chancellors Office and various campuses. The Task Group evaluated the current processes and determined where new processes were needed. The group is recommending the purchase of a systemwide contract through Terra Dotta for Travel Registry. The systemwide cost is \$83,503, or between \$3,000 and \$5,000 per campus. The Task Group also recommends upgrading travel services through AXA or ISOS for a cost to be determined for additional services. The campuses are not satisfied with the current AXA services.

A motion was made to delegate authority to the Secretary-Auditor to enhance the Travel Registry and Travel Services as a part of the program renewal proposal.

MOTION: Kevin Saunders

SECOND: Scott Apel

NAME	AYE	ABSTAIN	NAY	ABSENT
Scott Apel	X			
Dwayne Brummett				X
Lisa Chavez	X			
Thom Davis	X			
Robert Eaton	X			
Lisa Kao	X			
Dave Nakamura	X			
Kevin Saunders	X			
Amy Thomas	X			

MOTION CARRIED

G5. Development of New Programs, Services and Projects

G6. Development of CSURMA Goals for Next One to Three Years

The above two items were discussed together.

The Committee reviewed the items discussed during the meeting and compiled the following list of Long Range Action Plan items for FY 20/21:

1. Revamp Mid-Term Budget Analysis
2. Affinity Group Mini Conference Support Policy
3. Roof Assessment and Fall Protection
4. Enhancement of Youth Protection Policies
5. Annual Review of Digital ADA Compliance
6. CSURMA AORMA Campus Outreach and Presentation Update
7. Implementation and Education of the Foreign Travel Insurance Program Enhancements

Staff was directed to draft the FY 20/21 Long Range Action Plan to include the items noted above and to develop steps for completion.

H. INFORMATION ITEMS

H1. CSURMA Committee Member Professional Development

H2. CSURMA Meeting Calendar

H3. CSURMA Administrative Service Calendar

H4. CSURMA Executive Committee & Staff Contact List

The Committee reviewed and discussed the information items.

I. ADJOURNMENT

The meeting was adjourned at 10:30 AM.

FINANCIAL REPORT
DRAFT FINANCIAL STATEMENT AT MARCH 31, 2020

ISSUE: The Chancellor's Office Financial Services Accounting prepares Financial Statements for CSURMA. The Executive Committee is asked to review the Draft Financial Statement as a part of the Consent Calendar. The Chancellor's Office Finance Services Accounting will be available at the meeting to answer questions.

RECOMMENDATION: It is recommended that the Executive Committee review and accept the Draft Financial Statement at March 31, 2020 as a part of the Consent Calendar.

FISCAL IMPACT: None.

BACKGROUND: Financial Statements provide a status of CSURMA's financial position and are relied upon for decision making by the Executive Committee.

PUBLICATION: None.

ATTACHMENT(S):

- a. Draft Financial Statement at March 31, 2020

**CSURMA Accounting
Financial Statement Internal Review
March 2020**

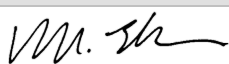
Financial Highlights/Recent Developments:

- Cash and Investments (SWIFT): In December, \$9 million was transferred from CSURMA’s long-term investments (MSSB) to cover CSURMA’s projected operating costs, and ensure compliance with the CSURMA Master Investment Policy target ranges.

The short-term investments (SWIFT) balance of \$27,004,089 comprises 21% of the total investment balance, which is within the EC’s approved target range of 15% to 40%.
- In the first three quarters, OCIP II and OCIP IIB projects were billed \$4,558,099 and \$6,566,312, respectively, and corresponding insurance premiums of \$1,931,622 and \$1,536,839, respectively, were paid.

OCIP accounts receivable of \$6,118,067, prepaids of \$8,514,695, and accounts payable of \$651,449 are primarily made up of balances accrued as of prior year-end. These accounts will be trued-up at year-end. OCIP revenues and expenses will not be accrued quarterly unless invoiced.

OCIP accounts receivable, prepaids, and accounts payable as of prior year-end were \$5,433,646, \$8,514,695, and \$651,449 respectively.
- Campus dividend distributions: Campus dividends of \$7,219,915 from the Workers’ Compensation program were distributed to campuses in October 2019.
- AORMA dividend distributions: In the September 2019 AORMA meeting, the AORMA committee declared and approved dividends of \$782,985 and \$544,190 for their Liability and Workers’ Compensation programs, respectively. The dividends have been accrued and will be distributed in July 2020.
- Investment earnings and realized gains amounted to \$5,515,473 including change in unrealized gains of \$1,296,134 and loan interest income of \$49,524. The majority of investment income is from the MSSB investment portfolio.
- Miscellaneous Purchased Insurance Program – CSU International Programs: On September 6, 2019, the EC approved a transfer of \$76,425 from the FTIP program fund reserve in the Liability Program, to cover the anticipated deficit for the IP program. In February, CSURMA billed the CO for \$202,100, which is less than the \$214,800 in contributions anticipated in September. After the transfer, the IP deficit for FY 2019/20 will stand at \$(12,700).
- Cash basis financial statements: CSURMA quarterly financial statements are recorded primarily on a cash basis. Third quarter deductible recovery collection and IDL/NDI/UI claims expenses have not been accrued.
- Mid-term budget adjustments: During the March 5-6, 2020 EC meeting, it was decided that budget adjustments would not be done going forward. Beginning March 2021, variance analyses will be performed in order to better project future budgets.

	Date
	
Mary Ek, Assistant VC/Controller, Financial Services – Accounting	

California State University Risk Management Authority
Member Aged Accounts Receivable
As of 4/20/2020

Client Name	Current	31-60	61-90	Over 121	Balance
Associated Students Inc, CSU Long Beach	\$44,653.00	\$0.00	\$0.00	\$0.00	\$44,653.00
a Associated Students Inc, CSU Sacramento	\$379.00	\$0.00	\$1,860.00	\$0.00	\$2,239.00
Cal Poly Corporation	\$0.00	\$1,995.00	\$0.00	\$0.00	\$1,995.00
Cal Poly Pomona Foundation, Inc.	\$0.00	\$308.00	\$0.00	\$0.00	\$308.00
Cal State LA University Auxiliary Services Inc	\$29,626.00	\$0.00	\$0.00	\$0.00	\$29,626.00
Chico State Enterprises	\$0.00	\$1,270.00	\$0.00	\$0.00	\$1,270.00
CSU Bakersfield Foundation	\$1,367.00	\$0.00	\$0.00	\$0.00	\$1,367.00
CSU Channel Islands Site Authority	\$40,908.00	\$0.00	\$0.00	\$0.00	\$40,908.00
CSU Fullerton Univ Auxiliary Services Corporation	\$0.00	\$1,115.00	\$0.00	\$0.00	\$1,115.00
CSU Long Beach Research Foundation	\$0.00	\$2,990.00	\$0.00	\$0.00	\$2,990.00
CSU Stanislaus Stockton Center Site Authority	\$41,447.00	\$0.00	\$0.00	\$0.00	\$41,447.00
Humboldt State Univ Sponsored Programs Foundation	\$0.00	\$1,165.00	\$0.00	\$0.00	\$1,165.00
a Santos Manuel Student Union, CSU San Bernardino	\$0.00	\$0.00	\$8,133.00	\$0.00	\$8,133.00
a Sonoma State University Enterprises, Inc	\$0.00	\$0.00	\$0.00	\$151.00	\$151.00
Student Union of CSU Bakersfield	\$13,560.00	\$0.00	\$0.00	\$0.00	\$13,560.00
a The University Foundation of Sacramento State	\$0.00	\$0.00	\$0.00	\$6,591.00	\$6,591.00
Totals:	\$171,940.00	\$8,843.00	\$9,993.00	\$6,742.00	\$197,518.00

Notes pertaining to invoices over 60 days old:

- a Member has indicated that payment will be processed.

**California State University Risk Management Authority
Outstanding Member Loan Status
As of March 31, 2020**

Loan Pool: 15% of the overall average cash and investment for the preceding 12 months (Apr 2019 - Mar 2020) **\$ 19,348,492**

Member	Maturity Date	Original Issue Date	Original Issue Amount	Outstanding Loan Balance 3/31/2020	Outstanding Loan Balance PYE 6/30/2019
Humboldt State University	Oct 2022	Jun 2017	\$ 1,800,000	\$ 1,497,091	\$ 1,637,923
Total Loans			\$ 1,800,000	\$ 1,497,091	\$ 1,637,923

Remaining Amount Available for Member Loans **\$ 17,851,401**

Per CSURMA P&P No. 10:

Loans to a single Member Campus (and its associated Member Auxiliary Organizations) shall not exceed 5% of the overall average cash and investments for the preceding 12 months. **\$ 6,449,497**

**California State University Risk Management Authority
Travel Expenses Report
Processed between July 1, 2019 and March 31, 2020**

Travel Dates	Traveler	Location	Purpose	Lodging	Meals & Incidentals	Transportation & Business Expenses	Total Amount
11/20/2019	Scott Bourdon	Santa Ana	American Red Cross, November Technical meeting	\$ -	\$ -	\$ 20.00	\$ 20.00
12/19/2019	Scott Bourdon	Sacramento	Cal/OSHA Standard Board meeting	\$ -	\$ -	\$ 416.51	\$ 416.51
1/12 - 1/14/2020	Zachary Gifford	San Diego	AOA Conference at Loews Coronado Bay Resort	\$ 559.94	\$ -	\$ 171.46	\$ 731.40
1/12 - 1/15/2020	Jody Van Leuven	San Diego	CSURMA EC meeting & AOA 2020 Conference at Loews Coronado Bay Resort	\$ 671.91	\$ 21.00	\$ 198.86	\$ 891.77
1/22/2020	Jody Van Leuven	San Francisco	FTIP review meeting with Alliant and Chubb at Alliant office	\$ -	\$ -	\$ 190.41	\$ 190.41
1/28/2020	Zachary Gifford	Los Angeles	Freeman mediation at Judicate West	\$ -	\$ 7.00	\$ -	\$ 7.00
1/28/2020	Scott Bourdon	Dominguez Hills	Meet-n-Greet with new EHS Director and Chemical Hygiene Officer	\$ -	\$ -	\$ 13.23	\$ 13.23
1/28/2020	Scott Bourdon	San Diego	Meet-n-Greet with new EHS Director and WC Coordinator	\$ -	\$ -	\$ 82.80	\$ 82.80
1/28 - 1/29/2020	Jody Van Leuven	Cal Maritime	Campus visit for Risk & Insurance review of Glen Cover Fire impact to campus	\$ 108.56	\$ 63.24	\$ 357.98	\$ 529.78
2/5/2020	Zachary Gifford	Folsom	CSAC EIA Underwriting Committee Meeting at CSAC office	\$ -	\$ 216.87	\$ 3.92	\$ 220.79
2/17 - 2/21/2020	Zachary Gifford	Northridge / Channel Islands / San Luis Obsipo / Monterey Bay	Campus visits with Alliant	\$ 888.20	\$ 46.00	\$ 119.88	\$ 1,054.08
2/25 - 2/28/2020	Zachary Gifford	Monterey	PARMA conference presenter at the Monterey Conference Center	\$ 910.66	\$ 75.03	\$ 485.09	\$ 1,470.78
3/1 - 3/6/2020	Zachary Gifford	Sacramento / San Diego	Director, Emergency Management & Continuity Zoom Interviews with recruitment committee; CSAC Underwriting Committee at the Hilton Arden West; CSURMA EC & LRP meeting at Alliant office	\$ 870.39	\$ 173.88	\$ 535.84	\$ 1,580.11
			01/01/2020 to 03/31/2020	\$ 4,009.66	\$ 603.02	\$ 2,595.98	\$ 7,208.66
9/14 - 9/19/2019	Jody Van Leuven	Boston	URMIA Conference	\$ 1,282.84	\$ 90.12	\$ 436.05	\$ 1,809.01
9/17 - 9/19/2019	Scott Bourdon	San Jose	Presented at the Executive Facilities Officers - Directors of Facilities Operations meeting and participated in the seismic safety discussion at CSU San Jose	\$ 525.04	\$ 39.69	\$ 524.31	\$ 1,089.04
10/1 - 10/3/2019	Zachary Gifford	Los Angeles	Presenter at the 2019 CHEC (California Higher Education Collaborative) Conference	\$ 450.00	\$ 14.00	\$ 93.12	\$ 557.12
10/6 - 10/8/2019	Zachary Gifford	Humboldt / Sonoma	HSU New Campus President Event and Sonoma Campus meeting with Daniel Howell from Alliant	\$ 317.92	\$ 34.35	\$ 415.07	\$ 767.34
10/14/2019	Zachary Gifford	San Francisco	SFSU meeting with Phil to discuss mediation at Pillbury	\$ -	\$ -	\$ 278.75	\$ 278.75
10/15 - 10/16/2019	Zachary Gifford	San Marcos / San Diego	CSU San Marcos, San Diego State University, and ASI SDSU Campus Development meetings with Daniel Howell and Amy Lightner from Alliant	\$ 152.10	\$ 24.65	\$ -	\$ 176.75
10/21 - 10/22/2019	Zachary Gifford	Oakland	Lexington Mediation on SFSU Science Building	\$ 248.21	\$ 35.00	\$ 330.24	\$ 613.45
10/21 - 10/23/2019	Zachary Gifford	San Bernardino	CABO Presentation at CSU San Bernardino campus	\$ -	\$ -	\$ 81.20	\$ 81.20
11/14/2019	Scott Bourdon	Pomona	Discussion of System-Wide EH&S	\$ -	\$ -	\$ 6.66	\$ 6.66
11/4 - 11/8/2019	Jody Van Leuven	San Francisco	Fitting the Pieces Together Conference at the Crowne Plaza	\$ 865.09	\$ 126.26	\$ 491.71	\$ 1,483.06
11/5 - 11/8/2019	Scott Bourdon	San Francisco	Fitting the Pieces Together Conference at the Crowne Plaza	\$ 672.03	\$ 96.34	\$ 313.59	\$ 1,081.96
11/5 - 11/8/2019	Zachary Gifford	San Francisco	Fitting the Pieces Together Conference at the Crowne Plaza	\$ 638.41	\$ 103.00	\$ 273.76	\$ 1,015.17
11/5 - 11/8/2019	Leona Ching	San Francisco	Fitting the Pieces Together Conference at the Crowne Plaza	\$ 638.41	\$ 72.71	\$ 207.32	\$ 918.44
11/5 - 11/8/2019	Martha Guiditta	San Francisco	Fitting the Pieces Together Conference at the Crowne Plaza	\$ 672.03	\$ 9.00	\$ 197.28	\$ 878.31

11/20/2019	Scott Bourdon	Fullerton	Pillars of Safety Presentation: Professional Development and Continuing Education points toward certification	\$ -	\$ -	\$ 20.00	\$ 20.00
11/23 - 11/27/2019	Robert Eaton	London	CSURMA Underwriting meeting with Chancellor White, Steve Relyea, Andy Jones, Karen Nakai, Daniel Howell, Amy Lightner, Susan Leung, and P.J. Skarlanic	\$ 908.59	\$ 59.39	\$ 1,944.06	\$ 2,912.04
12/19/2019	Scott Bourdon	Rancho Cordova	Cal/OSHA Standards Board meeting and vote on the Wildfire Smoke Emergency Regulations	\$ -	\$ -	\$ 416.51	\$ 416.51
12/5, 12/10 - 12/11/2019	Zachary Gifford	Oakland / San Francisco / Folsom	AORMA Committee meeting, meeting with Dave Georage at SELF, EIA Underwriting Committee meeting	\$ 106.59	\$ 44.71	\$ 359.04	\$ 510.34
10/01/2019 to 12/31/2019				\$ 7,477.26	\$ 749.22	\$ 6,388.67	\$ 14,615.15
6/5/2019	Scott Bourdon	Los Angeles	LAUSD EHS Director - Lead in Drinking Water discussion	\$ -	\$ -	\$ 29.00	\$ 29.00
6/6/2019	Scott Bourdon	Northridge	Campus visit	\$ -	\$ -	\$ 52.20	\$ 52.20
7/7 - 7/9/2019	Scott Bourdon	Sacramento	California DOH meeting; UCD EHS office; RSS Academy meeting	\$ 285.00	\$ 29.97	\$ 426.22	\$ 741.19
7/15 - 7/18/2019	Zachary Gifford	Sacramento	Praesidium Guardian Workshop	\$ 458.85	\$ 103.28	\$ 442.28	\$ 1,004.41
7/12 - 7/22/2019	Scott Bourdon	Indianapolis	CSHEMA Conference	\$ 684.45	\$ 52.23	\$ 652.02	\$ 1,388.70
7/16 - 7/19/2019	Jody Van Leuven	Sonoma	CSU Emergency Managers Conference	\$ 541.74	\$ 21.00	\$ 362.89	\$ 925.63
7/27 - 8/3/2019	Scott Bourdon	Humboldt	EHS/RM Team meetings, Safety Drive Officer meeting	\$ 186.24	\$ 8.72	\$ 155.09	\$ 350.05
7/31 - 8/2/2019	Zachary Gifford	Paso Robles	AORMA Officers' Retreat	\$ 277.98	\$ 65.62	\$ 277.48	\$ 621.08
8/8/2019	Zachary Gifford	Sacramento	Sedgwick WC meeting and Thank You Luncheon at Sedgwick	\$ -	\$ -	\$ 192.67	\$ 192.67
8/11 - 8/13/2019	Scott Bourdon	San Luis Obispo	EHS Affinity Group meetings	\$ 414.50	\$ 43.27	\$ 212.09	\$ 669.86
8/13 - 8/16/2019	Zachary Gifford	Folsom / Oakland	CSAC EIA Underwriting Committee and Strategic Planning at CSAC; CSU Stewardship with Sedgwick and Genex & Optum, Sedgwick WC Doubleplay meeting at Sedgwick	\$ 509.15	\$ 94.57	\$ 438.37	\$ 1,042.09
8/29 - 9/2/2019	Jody Van Leuven	San Francisco	Foreigh Travel Insurance Program review with Alliant	\$ -	\$ -	\$ 142.30	\$ 142.30
9/4 - 9/6/2019	Zachary Gifford	San Diego	CSURMA AORMA & EC meeting at Alliant	\$ 525.64	\$ 14.00	\$ 244.31	\$ 783.95
9/5 - 9/6/2019	Jody Van Leuven	San Diego	CSURMA EC meeting at Alliant	\$ 213.13	\$ 7.00	\$ 113.60	\$ 333.73
9/11 - 9/13/2019	Zachary Gifford	South Lake Tahoe	CAJPA Conference	\$ 446.92	\$ 58.21	\$ 423.75	\$ 928.88
9/15 - 9/19/2019	Zachary Gifford	Boston	URMIA Conference	\$ 1,181.06	\$ 61.71	\$ 296.67	\$ 1,539.44
9/15 - 9/19/2019	Jody Van Leuven	Boston	URMIA Conference	\$ 1,282.84	\$ 90.12	\$ 436.05	\$ 1,809.01
9/17 - 9/19/2019	Scott Bourdon	San Jose	Executive Facilities Officers - Directors of Facilities Operations meeting	\$ 525.04	\$ 39.69	\$ 524.31	\$ 1,089.04
07/01/2019 to 09/30/2019				\$ 7,532.54	\$ 689.39	\$ 5,421.30	\$ 13,643.23
GRAND TOTAL				\$ 19,019.46	\$ 2,041.63	\$ 14,405.95	\$ 35,467.04

California State University Risk Management Authority

Balance Sheets - Campus Programs as of 3/31/2020

(Unaudited)

	<u>Liability</u>	<u>Workers' Compensation</u>	<u>IDL/NDI/UI</u>	<u>Property</u>	<u>AIME</u>	<u>Auto Liability</u>	<u>Total Campus Programs As of 3/31/2020</u>
Assets:							
Cash and Investments	13,806,366	7,283,158	3,140,641	838,411	973,676	(365,163)	25,677,089
Other long-term investments	24,757,723	47,709,568	5,792,310	2,417,231	4,554,580	0	85,231,413
Accounts receivable	1,870	0	0	125,016	0	0	126,886
Loans receivable	0	0	0	0	0	0	0
Reinsurance receivable	0	0	0	0	0	0	0
Prepaid insurance	0	0	0	0	0	0	0
Prepaid expense	0	999,015	0	0	936,080	0	1,935,095
Total assets:	<u>38,565,959</u>	<u>55,991,741</u>	<u>8,932,952</u>	<u>3,380,658</u>	<u>6,464,335</u>	<u>(365,163)</u>	<u>112,970,482</u>
Liabilities:							
Accounts payable	98,167	698,000	0	0	0	0	796,167
Unearned revenue	0	0	0	0	0	0	0
SELF assessment liability	0	4,091,079	0	0	0	0	4,091,079
Reported claims	9,137,924	17,804,358	0	0	122,455	0	27,064,737
Claims incurred but not reported	15,032,516	7,388,940	0	0	2,449,105	0	24,870,561
Total liabilities:	<u>24,268,607</u>	<u>29,982,377</u>	<u>0</u>	<u>0</u>	<u>2,571,560</u>	<u>0</u>	<u>56,822,544</u>
Fund balance	14,297,352	26,009,364	8,932,952	3,380,658	3,892,775	(365,163)	56,147,938
Total liabilities and fund balance	<u>38,565,959</u>	<u>55,991,741</u>	<u>8,932,952</u>	<u>3,380,658</u>	<u>6,464,335</u>	<u>(365,163)</u>	<u>112,970,482</u>

California State University Risk Management Authority

Balance Sheets - AORMA Programs as of 3/31/2020

(Unaudited)

	AORMA Liability	AORMA Workers' Comp	AORMA Property	AORMA Crime	AORMA UIP	Total AORMA Programs As of 3/31/2020
Assets:						
Cash and Investments	2,889,123	2,275,823	473,156	155,269	1,281,309	7,074,680
Other long-term investments	6,852,703	4,321,202	1,574,873	362,411	4,258,465	17,369,653
Accounts receivable	16,351	8,133	1,283	1,744	1,860	29,371
Loans receivable	0	0	0	0	0	0
Reinsurance receivable	0	0	0	0	0	0
Prepaid insurance	0	0	0	0	0	0
Prepaid expense	150,000	155,000	0	0	0	305,000
Total assets:	9,908,177	6,760,158	2,049,312	519,424	5,541,634	24,778,705
Liabilities:						
Accounts payable	782,981	544,193	0	0	0	1,327,174
Unearned revenue	0	0	0	0	0	0
SELF assessment liability	0	0	0	0	0	0
Reported claims	1,531,069	1,111,364	0	0	0	2,642,433
Claims incurred but not reported	1,009,149	786,996	0	0	0	1,796,145
Total liabilities:	3,323,199	2,442,553	0	0	0	5,765,752
Fund balance	6,584,978	4,317,605	2,049,312	519,424	5,541,634	19,012,953
Total liabilities and fund balance	9,908,177	6,760,158	2,049,312	519,424	5,541,634	24,778,705

California State University Risk Management Authority

Balance Sheets - Miscellaneous Programs as of 3/31/2020

(Unaudited)

	Misc Purchased	OCIP	OCIP IIb	Club Sports	Loans	Total Misc Programs As of 3/31/2020	Grand Total All Programs As of 3/31/2020
Assets:							
Cash and Investments	(217,441)	(8,299,316)	3,750,719	515,451	(1,497,091)	(5,747,679)	27,004,089
Other long-term investments	0	0	0	141,766	0	141,766	102,742,832
Accounts receivable	2,670	5,149,564	968,503	44,653	0	6,165,390	6,321,647
Loans receivable	0	0	0	0	1,497,091	1,497,091	1,497,091
Reinsurance receivable	0	0	0	0	0	0	0
Prepaid insurance	0	7,688,686	0	0	0	7,688,686	7,688,686
Prepaid expense	0	826,009	0	62,266	0	888,274	3,128,369
Total assets:	(214,771)	5,364,943	4,719,222	764,135	0	10,633,528	148,382,715
Liabilities:							
Accounts payable	0	373,715	277,734	0	0	651,449	2,774,790
Unearned revenue	0	0	0	0	0	0	0
SELF assessment liability	0	0	0	0	0	0	4,091,079
Reported claims	0	0	0	0	0	0	29,707,170
Claims incurred but not reported	0	0	0	0	0	0	26,666,706
Total liabilities:	0	373,715	277,734	0	0	651,449	63,239,745
Fund balance	(214,771)	4,991,228	4,441,488	764,135	0	9,982,079	85,142,971
Total liabilities and fund balance	(214,771)	5,364,943	4,719,222	764,135	0	10,633,528	148,382,715

California State University Risk Management Authority
Income Statements - Campus Programs as of 3/31/2020
(Unaudited)

	Liability	Workers' Compensation	IDL/NDI/UI	Property	AIME	Auto Liability	Total Campus Programs
OPERATING REVENUES:							
Contributions	19,282,645	40,781,992	16,800,000	12,452,431	4,760,949	1,408,547	95,486,564
Reinsurance premiums	(2,490,076)	0	0	(7,620,173)	0	0	(10,110,249)
Total operating revenues:	16,792,568	40,781,992	16,800,000	4,832,258	4,760,949	1,408,547	85,376,314
OPERATING EXPENSES:							
DIRECT PROGRAM EXPENSES:							
Claims payment & legal expenses	6,946,224	12,079,989	8,461,281	1,602,893	2,801,876	0	31,892,262
Deductible recoveries	(1,910,974)	0	0	0	0	0	(1,910,974)
Claims administrators	0	2,886,875	39,111	0	200,000	0	3,125,986
Claims management information system	67,426	101,936	11,949	6,514	3,593	0	191,418
Program administrator	228,004	613,710	146,566	128,229	8,971	0	1,125,480
Brokerage commissions	385,882	1,376	568	695,321	2,708	0	1,085,854
Insurance premiums	3,295,916	33,307,361	0	3,255,959	18,723	1,053,632	40,931,591
Taxes, assessments & fees	0	0	0	0	0	0	0
Actuarial services	4,750	5,250	0	0	2,750	0	12,750
Claims audit	5,000	0	0	0	0	0	5,000
Coverage counsel	0	0	0	0	0	0	0
Program legal	0	0	0	0	0	0	0
Miscellaneous program services	17,742	0	0	0	0	0	17,742
Workshops/training	32,391	72,507	29,646	19,169	0	0	153,713
Loss control	1,191,251	68,644	0	48,659	0	0	1,308,554
Reinsurance/excess recovery	0	(10,328,967)	0	0	0	0	(10,328,967)
Program committee	0	0	0	0	472	0	472
Dividend distributions	0	7,219,915	0	0	0	0	7,219,915
Change in claims losses and loss adjustment	0	0	0	0	0	0	0
Total direct program expenses:	10,263,611	46,028,596	8,689,121	5,756,743	3,039,092	1,053,632	74,830,794
GENERAL & ADMINISTRATIVE EXPENSES:							
Financial audit	6,417	14,066	5,794	3,926	1,642	0	31,845
Executive committee & board expenses	498	1,169	470	272	139	0	2,549
JPA insurance	5,145	11,024	4,551	2,709	1,367	0	24,796
Memberships, associations & dues	2,530	29,605	1,933	1,176	570	0	35,813
Chancellor's office accounting services	68,186	149,432	56,114	38,069	17,428	0	329,229
Risk management expenses	119,481	260,449	107,277	72,649	30,412	0	590,268
Miscellaneous indirect services	10,340	10,261	4,167	2,704	1,197	0	28,669
Total general & administrative expenses:	212,597	476,007	180,306	121,505	52,755	0	1,043,170
Total operating expenses:	10,476,208	46,504,603	8,869,427	5,878,248	3,091,847	1,053,632	75,873,964
NON-OPERATING REVENUES:							
Investment income	1,341,777	2,526,033	345,958	129,726	247,919	0	4,591,414
Total non-operating revenues:	1,341,777	2,526,033	345,958	129,726	247,919	0	4,591,414
BEGINNING RETAINED EARNINGS	6,639,214	29,205,942	656,421	4,296,922	1,975,754	(720,078)	42,054,174
NET SURPLUS/(DEFICIT)	7,658,138	(3,196,578)	8,276,531	(916,264)	1,917,022	354,915	14,093,764
ENDING RETAINED EARNINGS	14,297,352	26,009,364	8,932,952	3,380,658	3,892,775	(365,163)	56,147,938

California State University Risk Management Authority
Income Statements - AORMA Programs as of 3/31/2020

(Unaudited)

	AORMA Liability	AORMA Workers' Comp	AORMA Property	AORMA Crime	AORMA UIP	Total AORMA Programs
OPERATING REVENUES:						
Contributions	4,518,410	3,987,225	2,541,636	230,559	621,428	11,899,258
Reinsurance premiums	(1,461,936)	0	(1,840,540)	0	0	(3,302,476)
Total operating revenues:	3,056,474	3,987,225	701,096	230,559	621,428	8,596,782
OPERATING EXPENSES:						
DIRECT PROGRAM EXPENSES:						
Claims payment & legal expenses	915,638	933,224	15,090	0	645,108	2,509,060
Deductible recoveries	0	0	0	0	0	0
Claims administrators	12,000	176,526	0	0	11,969	200,495
Claims management information system	3,210	3,812	1,887	179	535	9,623
Program administrator	458,639	395,615	261,030	25,591	46,064	1,186,939
Brokerage commissions	73,739	189	210,800	16,088	73	300,889
Insurance premiums	255,680	3,702,699	246,173	178,284	0	4,382,836
Taxes, assessments & fees	0	34,327	0	0	0	34,327
Actuarial services	5,000	5,500	0	0	0	10,500
Claims audit	6,500	0	0	0	0	6,500
Coverage counsel	0	0	0	0	0	0
Program legal	0	0	0	0	0	0
Miscellaneous program services	0	0	0	0	0	0
Workshops/training	41,075	44,041	23,211	2,117	7,215	117,658
Loss control	62,401	70,239	19,549	813	2,434	155,437
Reinsurance/excess recovery	0	(695,752)	0	0	0	(695,752)
Program committee	3,710	3,992	2,099	192	651	10,643
Dividend distributions	782,985	544,190	0	0	0	1,327,175
Change in claims losses and loss adjustment	0	0	0	0	0	0
Total direct program expenses:	2,620,577	5,218,603	779,839	223,264	714,049	9,556,332
GENERAL & ADMINISTRATIVE EXPENSES:						
Financial audit	1,545	1,648	872	79	272	4,416
Executive committee & board expenses	121	132	68	19	20	361
JPA insurance	1,261	1,517	630	84	584	4,076
Memberships, associations & dues	50	2,808	28	3	9	2,897
Chancellor's office accounting services	16,439	17,510	9,229	865	2,884	46,927
Risk management expenses	28,615	30,560	16,137	1,457	5,081	81,850
Miscellaneous indirect services	1,135	1,221	615	58	256	3,285
Total general & administrative expenses:	49,166	55,396	27,579	2,565	9,106	143,812
Total operating expenses:	2,669,743	5,273,999	807,417	225,830	723,155	9,700,144
NON-OPERATING REVENUES:						
Investment income	365,572	223,226	82,997	19,140	225,070	916,005
Total non-operating revenues:	365,572	223,226	82,997	19,140	225,070	916,005
BEGINNING RETAINED EARNINGS	5,832,675	5,381,153	2,072,636	495,555	5,418,291	19,200,310
NET SURPLUS/(DEFICIT)	752,303	(1,063,548)	(23,324)	23,869	123,343	(187,357)
ENDING RETAINED EARNINGS	6,584,978	4,317,605	2,049,312	519,424	5,541,634	19,012,953

California State University Risk Management Authority
Income Statements - Miscellaneous Programs as of 3/31/2020
(Unaudited)

	Misc Purchased	OCIP	OCIP IIB	Club Sports	Total Misc Programs	Grand Total All Programs
OPERATING REVENUES:						
Contributions	465,228	4,558,099	6,566,312	488,442	12,078,081	119,463,902
Reinsurance premiums	0	0	0	0	0	(13,412,725)
Total operating revenues:	465,228	4,558,099	6,566,312	488,442	12,078,081	106,051,177
OPERATING EXPENSES:						
DIRECT PROGRAM EXPENSES:						
Claims payment & legal expenses	0	0	0	60,190	60,190	34,461,512
Deductible recoveries	0	0	0	0	0	(1,910,974)
Claims administrators	0	0	0	8,000	8,000	3,334,481
Claims management information system	0	0	0	287	287	201,328
Program administrator	0	931,182	562,435	0	1,493,617	3,806,036
Brokerage commissions	79,208	36,333	25,550	25,506	166,597	1,553,340
Insurance premiums	458,907	1,931,622	1,536,839	239,110	4,166,477	49,480,904
Taxes, assessments & fees	0	0	0	0	0	34,327
Actuarial services	0	0	0	0	0	23,250
Claims audit	0	0	0	0	0	11,500
Coverage counsel	0	0	0	0	0	0
Program legal	0	0	0	0	0	0
Miscellaneous program services	0	0	0	0	0	17,742
Workshops/training	0	0	0	0	0	271,371
Loss control	0	0	0	0	0	1,463,991
Reinsurance/excess recovery	0	0	0	0	0	(11,024,719)
Program committee	0	0	0	0	0	11,115
Dividend distributions	0	0	0	0	0	8,547,090
Change in claims losses and loss adjustment	0	0	0	0	0	0
Total direct program expenses:	538,116	2,899,136	2,124,824	333,092	5,895,169	90,282,294
GENERAL & ADMINISTRATIVE EXPENSES:						
Financial audit	0	3,601	0	138	3,739	40,000
Executive committee & board expenses	0	175	0	25	200	3,110
JPA insurance	0	2,334	0	113	2,447	31,319
Memberships, associations & dues	0	104	0	5	109	38,819
Chancellor's office accounting services	0	34,361	0	1,483	35,844	412,000
Risk management expenses	0	66,643	0	2,543	69,185	741,304
Miscellaneous indirect services	0	2,021	0	100	2,121	34,075
Total general & administrative expenses:	0	109,239	0	4,406	113,645	1,300,627
Total operating expenses:	538,116	3,008,376	2,124,824	337,498	6,008,814	91,582,921
NON-OPERATING REVENUES:						
Investment income	0	0	0	8,054	8,054	5,515,473
Total non-operating revenues:	0	0	0	8,054	8,054	5,515,473
BEGINNING RETAINED EARNINGS	(141,884)	3,441,504	0	605,137	3,904,758	65,159,242
NET SURPLUS/(DEFICIT)	(72,888)	1,549,723	4,441,488	158,998	6,077,321	19,983,728
ENDING RETAINED EARNINGS	(214,771)	4,991,228	4,441,488	764,135	9,982,079	85,142,971

California State University Risk Management Authority

Income Statement as of 3/31/2020

(Unaudited)

	Budget vs. Actual			
	FY 2019/20 Budget	Fiscal Year-to-Date	Variance	Percent of Budget
OPERATING REVENUES:				
Contributions	118,034,699	119,463,902	(1,429,203)	101.21 %
Reinsurance premiums	(13,126,744)	(13,412,725)	285,981	102.18 %
Total operating revenues:	104,907,955	106,051,177	(1,143,222)	101.09 %
OPERATING EXPENSES:				
DIRECT PROGRAM EXPENSES:				
Claims payment & legal expenses	61,079,362	34,461,512	26,617,850	56.42 %
Deductible recoveries	(3,803,763)	(1,910,974)	(1,892,789)	50.24 %
Claims administrators	4,517,260	3,334,481	1,182,779	73.82 %
Claims management information system	125,541	201,328	(75,786)	160.37 %
Program administrator	2,821,119	3,806,036	(984,918)	134.91 %
Brokerage commissions	1,428,437	1,553,340	(124,903)	108.74 %
Insurance premiums	57,828,501	49,480,904	8,347,597	85.56 %
Taxes, assessments & fees	310,494	34,327	276,166	11.06 %
Actuarial services	34,913	23,250	11,663	66.59 %
Claims audit	11,500	11,500	0	100.00 %
Coverage counsel	15,000	0	15,000	0.00 %
Program legal	24,500	0	24,500	0.00 %
Miscellaneous program services	10,300	17,742	(7,442)	172.25 %
Workshops/training	222,100	271,371	(49,271)	122.18 %
Loss control	1,070,252	1,463,991	(393,739)	136.79 %
Reinsurance/excess recovery	(19,757,706)	(11,024,719)	(8,732,987)	55.80 %
Program committee	8,446	11,115	(2,669)	131.60 %
Dividend distributions	6,135,297	8,547,090	(2,411,793)	139.31 %
Total direct program expenses:	112,081,553	90,282,294	21,799,258	80.55 %
GENERAL & ADMINISTRATIVE EXPENSES:				
Financial audit	40,000	40,000	0	100.00 %
Executive committee & board expenses	36,458	3,110	33,348	8.53 %
JPA insurance	17,139	31,319	(14,180)	182.74 %
Memberships, associations & dues	46,115	38,819	7,296	84.18 %
Chancellor's office accounting services	412,000	412,000	0	100.00 %
Risk management expenses	1,159,500	741,304	418,196	63.93 %
JPA legal	114,736	0	114,736	0.00 %
Miscellaneous indirect services	29,451	34,075	(4,624)	115.70 %
Total general & administrative expenses:	1,855,399	1,300,627	554,772	70.10 %
Total operating expenses:	113,936,952	91,582,921	22,354,030	80.38 %
NON-OPERATING REVENUES:				
Investment income	2,500,000	5,515,473	(3,015,473)	220.62 %
Total non-operating revenues:	2,500,000	5,515,473	(3,015,473)	220.62 %
NET SURPLUS/(DEFICIT)	(6,528,997)	19,983,728	(26,512,725)	(306.08)%

FINANCIAL REPORT
TREASURER'S QUARTERLY INVESTMENT REPORT AT
MARCH 31, 2020

ISSUE: California Government Code Section 53646(b)(1) requires that the CSURMA Treasurer submit a Quarterly Investment Report stating that all investments are in compliance with the current investment policy and that CSURMA has sufficient funds to meet its expenditure requirements for the next six months. The CSURMA Treasurer will be on hand to address questions.

RECOMMENDATION: It is recommended that the Executive Committee review the Certification of Funds Letter and the CSURMA Investment Report (January 1, 2020 to March 31, 2020) and accept these reports.

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None.

ATTACHMENT(S):

- a. Certification of Funds Letter dated April 28, 2020
- b. CSURMA Investment Report - January 1, 2020 to March 31, 2020



California State University Risk Management Authority

Officers

Lisa Chavez
Chair - 323-343-3500

Kevin Saunders
Vice Chair – 831-582-3000

Robert Eaton
Treasurer - 562-951-4572

Zachary Gifford
Secretary-Auditor - 562-951-4568

To: Executive Committee
CSU Risk Management Authority

From: Robert Eaton
Treasurer
CSU Risk Management Authority

Re: Quarterly Investment Report
Ending March 31, 2020

Date: April 28, 2020

Government Code Section 53646(b)(1) requires the Authority’s Treasurer to submit to the legislative body (Executive Committee), a quarterly investment report. Attached is the quarterly investment report ending March 31, 2020. The report contains a portfolio summary which includes market value, return, yield, weighted average maturity (WAM), and duration for each of CSURMA Investment Portfolios: the CSU’s SWIFT Portfolio and the Fixed Income Portfolio with TCW (Met West).

The funds held in investments are sufficient to meet the Authority’s cash-flow needs for the following six (6) months.

As of March 31, 2020, the investments are in compliance with the Master Investment Policy of the Authority dated September 6, 2019 (the “MIP”), as duly authorized by the Executive Committee.

Robert Eaton
Treasurer
CSU Risk Management Authority

CSURMA

Quarterly Investment Report

January 1, 2020 - March 31, 2020

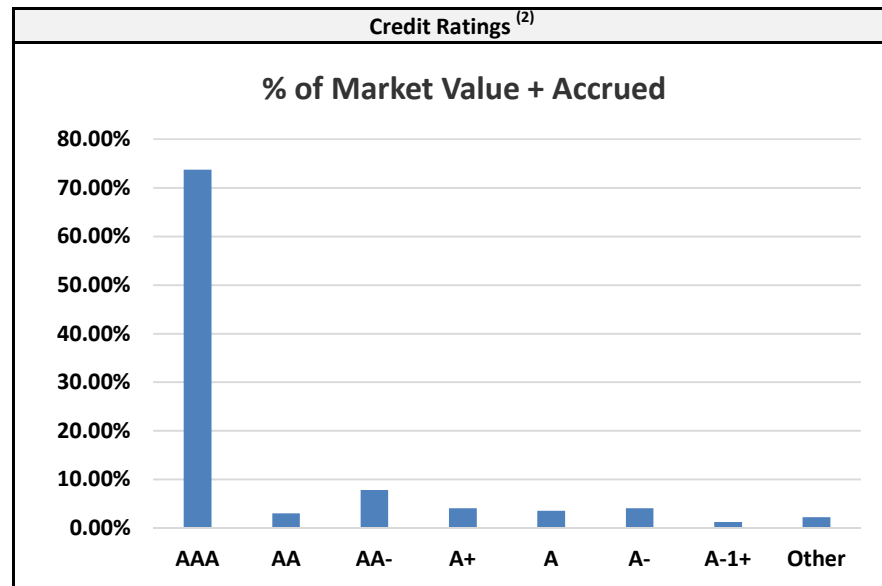
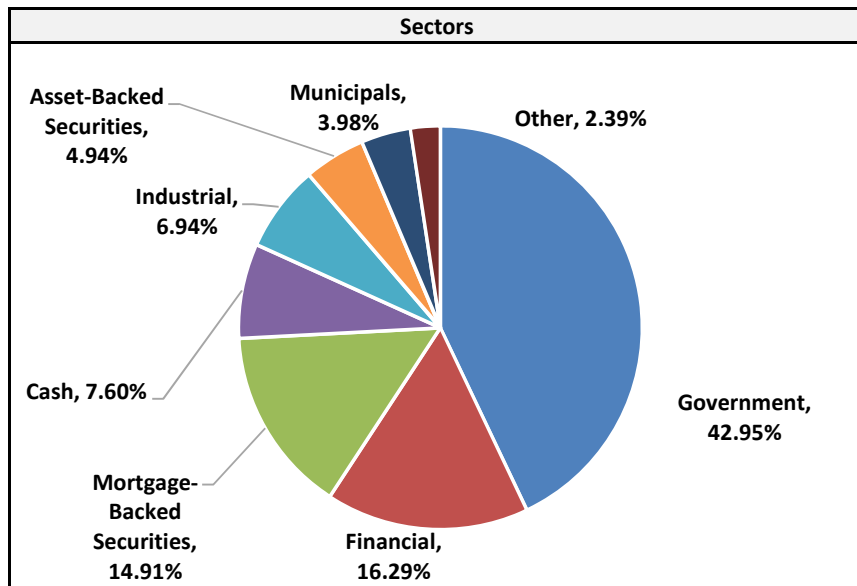
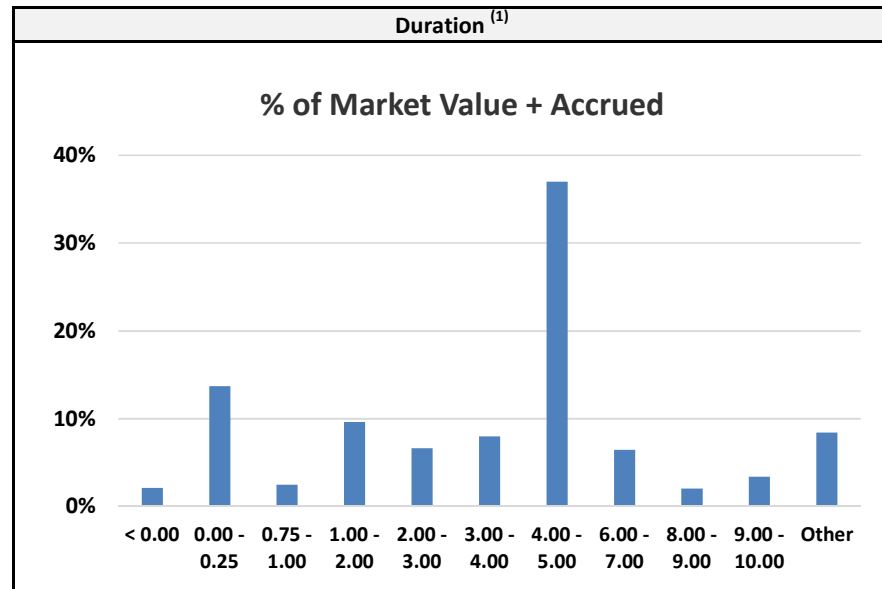
Prepared by Treasury

California State University Risk Management Authority

Fixed Income Portfolio (Auxiliary Investment Platform)

As of 03/31/2020

Portfolio Summary Total	
Total Assets	102,742,832
Duration	3.752
Yield	1.395
Avg Credit Rating	AA/Aa2
QE Performance	4.090%



⁽¹⁾ The Other category combines duration ranges and in aggregate equals 8.44% of the portfolio.

⁽²⁾ The Other category contains assets that do not fall within the seven specific charted credit ratings. These assets make up 2.271% of the portfolio and include the following ratings: AA+, BBB+ and BB.

California State University Risk Management Authority

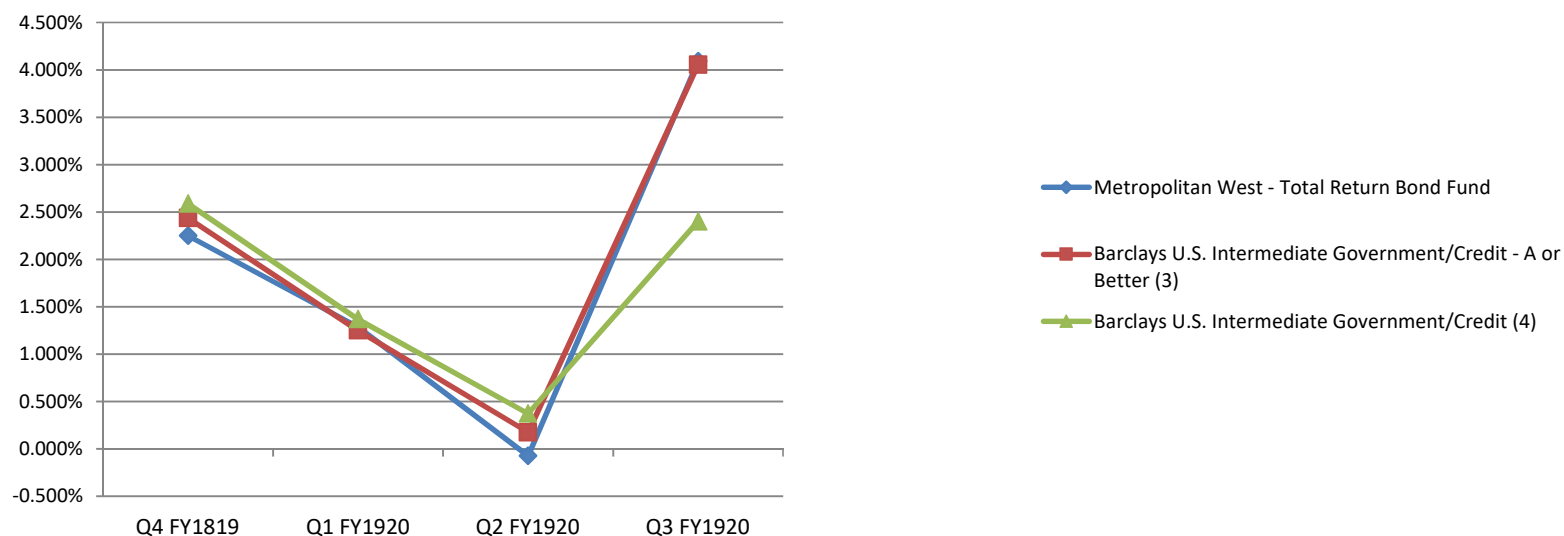
Fixed Income Portfolio (Auxiliary Investment Platform)

Performance Summary

Period Ending 03/31/2020

Account / Index	Market Value	3 Month ⁽¹⁾	Trailing 12 Month ⁽¹⁾	Trailing 3 Year ⁽¹⁾	Trailing 5 Year ⁽¹⁾	Since Inception ⁽¹⁾	Yield	WAM ⁽²⁾	Duration
	03/31/2020	01/01/20 - 03/31/20	04/01/19 - 03/31/20	04/01/17 - 03/31/20	04/01/15 - 03/31/20	07/01/07 - 03/31/20			
Metropolitan West - Total Return Bond Fund	102,742,832	4.090%	7.724%	3.997%	2.580%	3.673%	1.395	3.828	3.752
Barclays U.S. Intermediate Government/Credit - A or Better ⁽³⁾		4.054%	8.111%	4.019%	2.804%	3.158%	0.790	4.084	3.840
Barclays U.S. Intermediate Government/Credit ⁽⁴⁾		2.400%	6.885%	3.788%	2.760%	3.391%	1.279	4.242	3.930

Account / Index	Q4 FY1819	Q1 FY1920	Q2 FY1920	Q3 FY1920	Trailing 12 Month ⁽¹⁾
	04/01/19 - 06/30/19	07/01/19 - 09/30/19	10/01/19 - 12/31/19	01/01/20 - 03/31/20	04/01/19 - 03/31/20
Metropolitan West - Total Return Bond Fund	2.250%	1.288%	-0.074%	4.090%	7.724%
Barclays U.S. Intermediate Government/Credit - A or Better ⁽³⁾	2.437%	1.251%	0.175%	4.054%	8.111%
Barclays U.S. Intermediate Government/Credit ⁽⁴⁾	2.587%	1.369%	0.373%	2.400%	6.885%



(1) Represents Total Return on the portfolio (Income Return plus Price Return)

(2) Weighted Average Maturity

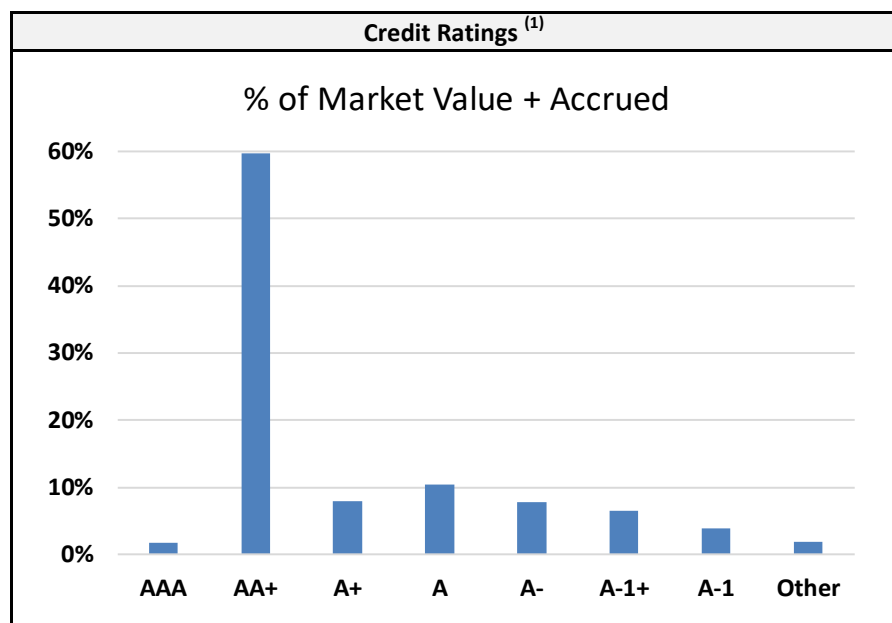
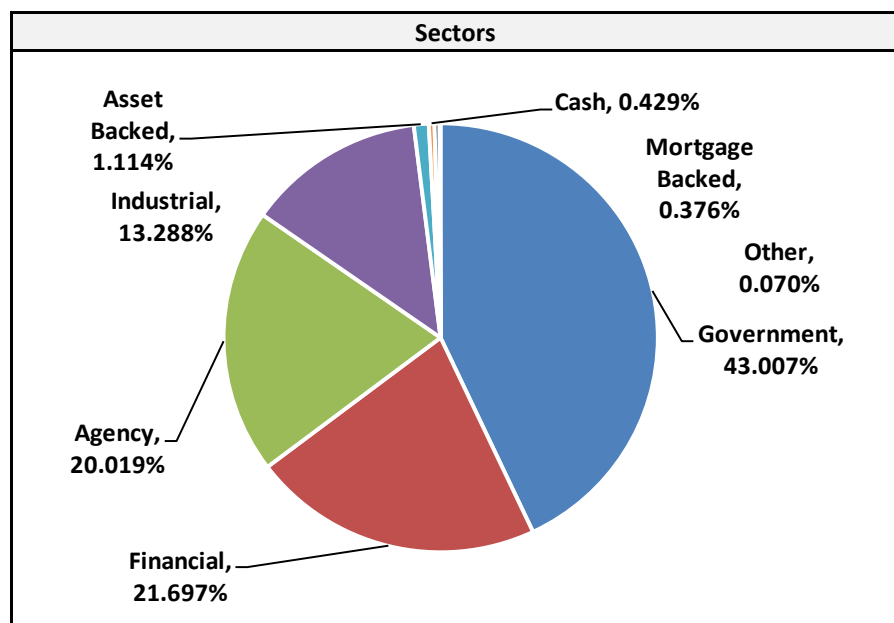
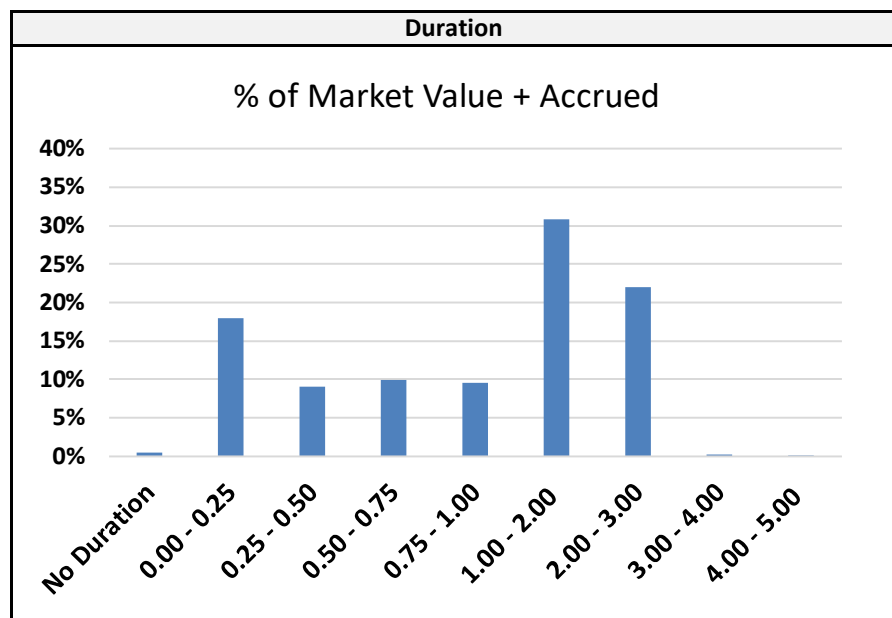
(3) Portfolio Benchmark as of 05/2014.

(4) Portfolio Benchmark prior to 05/2014.

California State University SWIFT Portfolio

As of 03/31/2020

Portfolio Summary Total	
Total Assets	27,362,041
Duration	1.228
Yield	1.017
Avg Credit Rating	AA-/Aa3
QE Performance	1.248%



⁽¹⁾ The other bucket contains assets that do not fall within the top seven credit ratings.

California State University Risk Management Authority

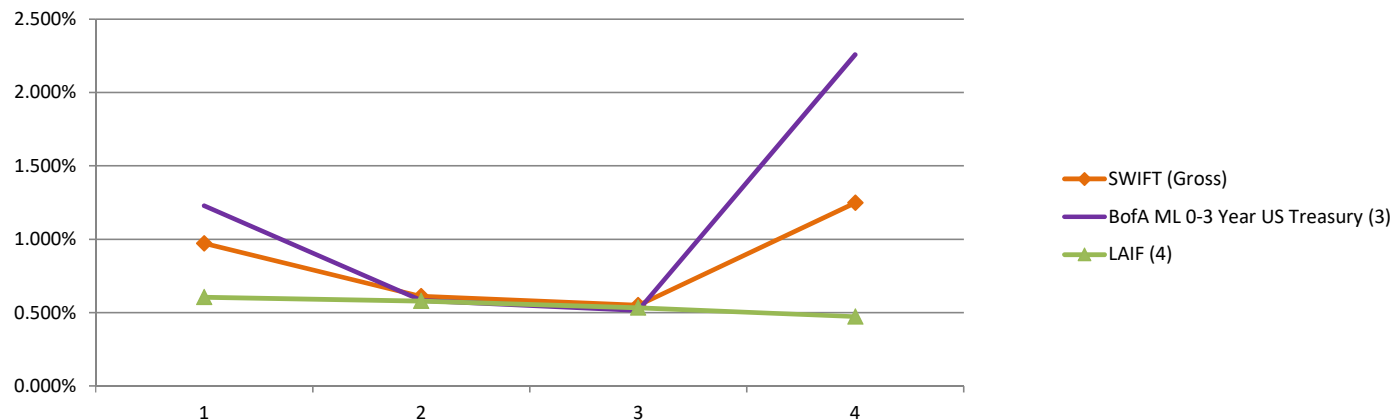
SWIFT Portfolio

Performance Summary

Period Ending 03/31/2020

Account / Index	Market Value	3 Month ⁽¹⁾	Trailing 12 Month ⁽¹⁾	Trailing 3 Year ⁽¹⁾	Trailing 5 Year ⁽¹⁾	Trailing 10 Year ⁽¹⁾	Since Inception ⁽¹⁾	Yield	WAM ⁽²⁾	Duration
SWIFT - CSU Systemwide Investment Fund Trust (Gross)	03/31/20 27,362,041	01/01/20 - 03/31/20 1.248%	04/01/19 - 03/31/20 3.424%	04/01/17 - 03/31/20 2.223%	04/01/15 - 03/31/20 1.640%	04/01/10 - 03/31/20 1.147%	07/01/07 - 03/31/20 1.498%	1.017	1.392	1.228
BofA ML 0-3 Year US Treasury ⁽³⁾		2.258%	4.653%	2.512%	1.712%	1.249%	1.822%	0.162	1.439	1.412
LAIF - Local Agency Investment Fund ⁽⁴⁾		0.472%	2.207%	1.818%	1.296%	0.825%	1.203%	1.903		

Account / Index	Q4 FY1819	Q1 FY1920	Q2 FY1920	Q3 FY1920	Trailing 12 Month ⁽¹⁾
SWIFT (Gross)	04/01/19 - 06/30/19 0.973%	07/01/19 - 09/30/19 0.611%	10/01/19 - 12/31/19 0.550%	01/01/20 - 03/31/20 1.248%	04/01/19 - 03/31/20 3.424%
BofA ML 0-3 Year US Treasury ⁽³⁾	1.228%	0.582%	0.516%	2.258%	4.653%
LAIF ⁽⁴⁾	0.605%	0.579%	0.533%	0.472%	2.207%



(1) Represents Total Return on the portfolio (Income Return plus Price Return)

(2) Weighted Average Maturity

(3) SWIFT Portfolio Benchmark

(4) LAIF returns calculated by CSUCO Treasury

FY 2020/21 LONG RANGE ACTION PLAN

ISSUE: The Executive Committee held its long range planning session on March 5-6, 2020. The planning session consisted of a review of the FY 19/20 Long Range Action Plan, a report on its status, an evaluation on where efforts should be focused for the next one to three years, and the development of new long range goals for FY 20/21 and beyond. Based on the discussions during the long range planning session, Staff drafted the FY 20/21 Long Range Action Plan summarizing goals to be accomplished in the next fiscal year for the Committee's review and approval.

RECOMMENDATION: The Executive Committee is asked to approve the draft FY 20/21 Long Range Action Plan.

FISCAL IMPACT: No fiscal impact is expected from action at today's meeting.

BACKGROUND: The Executive Committee establishes a Long Range Action Plan every year. The planning session is held in March to consider how CSURMA may be refined to improve member services and to evaluate areas of coverage in response to emerging risk.

PUBLICATION: The Long Range Action Plan will be included in every agenda packet.

ATTACHMENT(S):

- a. FY 20/21 Long Range Action Plan (draft)

FY 2020/21 CSURMA LONG RANGE ACTION PLAN

GOAL	ACTION / TASK	STAFF	DEADLINE	STATUS
LRP-1				
Revamp Mid-Term Budget Analysis	1. Review the budget variance report at December 31, 2019 against FY 19/20 mid-term CSURMA budget amendments	PA	Mar-21	
	2. Provide direction to Staff with regard to continuance of the practice of providing mid-term budget amendments	EC	Mar-21	
	3. Review EC recommendation with CSU Accounting	PA	Mar-21	
LRP-2				
Affinity Group Mini Conference Support Policy	1. Draft the policy and procedure for the Affinity Groups to follow in order to obtain funding for their biennial mini conferences, workshops or training	PA	Apr-20	Completed
	2. Approval of the policy and procedure	EC	May-20	In Process
	3. Announcement of the change to the timing of the FTPT Conference as well as CSURMA's support of the biennial affinity groups mini conferences, workshops or training	PA	May-20	
	4. Distribution of the approved policy and procedure to obtain funding	PA	May-20	
LRP-3				
Systemwide Roof Assessment and Fall Protection/Prevention	1. Identify expert(s) to perform assessment visits at all campuses, develop assessment goals, plan schedule of visits over 2-3 year span	PA, SRM	Jul-20	
	2. Implement schedule of roof assessment visits with timeline for report of improvement plans; identify support resources for fall protection systems, training, tools, installations	PA, SRM	Aug-20	
	3. Systemwide training (competent persons), PPE provisions/training, MEAs with fall protection equipment installers, improvement/correction implementation support	PA, SRM	Sep-20	
LRP-4				
Enhancement of Youth Protection Policies	1. Creation of the Managing Risk in Youth Programs Resource Guide	PA, SRM	Jan-20	Completed
	2. Final review of the Resource Guide by OGC, Campus Risk Managers and Youth Programs Work Group	PA, SRM	May-20	In Process
	3. Finalize Resource Guide	PA, SRM	Sep-20	
	4. Review the Resource Guide with the EC and BOD	EC, BOD	Oct-20	
	5. Distribute the Resource Guide to all CSURMA members	PA	Oct-20	
LRP-5				
Annual Review of Digital ADA Compliance	1. Review CSURMA website for digital ADA compliance	PA	Oct-19	Completed
	2. Report to CSURMA EC	PA	Nov-19	Completed
	3. Obtain proposal from website consultant to review CSURMA website for digital ADA compliance	PA	Mar-20	In Process
	4. Approve outside consulting services	EC	May-20	
	5. Implement website changes as appropriate	PA	Aug-20	
	6. Report to CSURMA EC	SRM, PA	Sep-20	
LRP-6				

FY 2020/21 CSURMA LONG RANGE ACTION PLAN

GOAL	ACTION / TASK	STAFF	DEADLINE	STATUS
CSURMA AORMA Campus Outreach and Presentation Update	1. Update CSURMA AORMA Information Presentation	PA, SRM	May-20	In Process
	2. Schedule group visits with all auxiliary organizations, and the campus risk managers at each campus	PA, SRM	Jun-20	
LRP-7				
Implementation and Education of the Foreign Travel Insurance Program Enhancements	1. SRM Initiated review supported by PA	SRM, PA	Aug-19	Completed
	2. Initial report to Executive and AORMA Committees	SRM, PA	Sep-19	Completed
	3. Discussion of proposed changes with CSU IP, at Fitting the Pieces Conference and with other interest groups	SRM, PA	Nov-19	Completed
	4. Approval of contract with Terra Dotta for travel registry	EC	May-20	In Process
	5. Approval of travel services, beginning July 1st, through AXA	EC	May-20	In Process
	6. Communication of changes and initiation of implementation plan	SRM, PA	Jul-20	
	7. Launch of FTIP 2.0	SRM, PA	Jul-20	

BOD: CSURMA Board of Directors
CABO: CSU Chief Administrators and Business Officers
CO: Chancellor's Office
CPDC: CO Capital Planning Design & Construction

EC: CSURMA Executive Committee
OGC: CSU Office of General Counsel
PA: CSURMA Program Administrator
SRM: CSU Systemwide Risk Management

**CHANCELLOR’S OFFICE SERVICES BUDGET PROPOSAL
FOR FY 2020/21**

ISSUE: CSURMA obtains services from the Chancellor’s Office under three memoranda of understanding. Each year, the CSURMA Executive Committee considers the services and budget proposals as a part of the budget adoption process. At its last meeting in March, the Committee approved the budget proposals from Enterprise Accounting, and the Office of General Counsel. At this meeting the Committee will review the FY 20/21 budget proposal from Systemwide Risk Management. A summary of the FY 2020/21 pricing is shown below:

Table 1				
Budget Proposals				
Chancellor's Office Service	FY 19/20	FY 20/21	% Change	\$ Change
Financial Services Administration & Accounting	412,000	424,360	3%	12,360
Office of General Counsel	608,363	626,615	3%	18,252
Systemwide Risk Management	1,159,500	1,349,500	16%	190,000

RECOMMENDATION: It is recommended that the Executive Committee consider the Systemwide Risk Management proposed services and budget for FY 20/21 and take action to approve the FY 20/21 budget proposal.

FISCAL IMPACT: The amounts proposed are included in the draft CSURMA FY 20/21 Budget. Financial Services and Systemwide Risk Management costs are allocated proportionately across all funds. With respect to the Office of General Counsel, \$469,961 is allocated to the Campus Risk Pool Liability Program for claims legal expense, and \$156,654 is allocated across all funds for CSURMA General Counsel.

BACKGROUND: Please refer to the attachment for further information on the issues address in this agenda item.

PUBLICATION: None.


ATTACHMENT(S):

- a. FY 2020/21 Systemwide Risk Management - Proposal

Risk Management
401 Golden Shore, 5th Floor
Long Beach, CA 90802-4210

www.calstate.edu

MEMORANDUM

Date: April 16, 2020
To: CSURMA Executive Committee
From: Zachary Gifford, Director Systemwide Risk Management & CSURMA Secretary-Auditor
Subject:  **Annual Risk Management Overhead Costs for CSURMA**

The following services (costs) are assigned to the CSU Risk Management Authority

CSURMA Risk Management

Annual cost of staff, benefits, space and operation costs for CSURMA – Risk Management which provides the following services:

- **Oversight of CSURMA:** Works directly with CSURMA program administrator and broker in administration and development of the self-insurance and insurance programs.
- **Insurance Placement:** Key participant in the placement of the 16+ insurance placements, including underwriter meetings, insurance program review, analysis and development.
- **Risk Consultation:** Provides daily risk management, loss control, emergency preparedness, and workers compensation consultation with a myriad of campus representatives.
- **General Liability Claims Handling and Litigation Support:** Adjusts claims from notice of incident through the filing and adjustment of the claim and when applicable, monitors and collaborates with legal counsel on litigated matters. Maintains the general liability database.
- **Workers' Compensation, Environmental Health & Safety, Risk Management and Emergency Preparedness Systemwide Oversight:** Provides systemwide guidance, oversight, and development of policy and procedures systemwide.
- **Police Services (Public Safety):** CSURMA provides partial funding for police services related to training and systemwide oversight expense.

CSU Campuses
Bakersfield
Channel Islands
Chico
Dominguez Hills
East Bay

Fresno
Fullerton
Humboldt
Long Beach
Los Angeles
Maritime Academy

Monterey Bay
Northridge
Pomona
Sacramento
San Bernardino
San Diego

San Francisco
San José
San Luis Obispo
San Marcos
Sonoma
Stanislaus

- **Emergency Management & Continuity of Operations:** Provides systemwide guidance, oversight, collaboration, development of resources and the development of policy, procedures and best practices.

The proposed annual cost of providing the services identified shall increase \$190,000 to \$1,349,500 (Risk Management) in consideration of the addition of the Director of Emergency Management and Continuity of Operations position (salary and benefits considered). Further, \$100,000 is earmarked for Public Safety/Police Services. The CSURMA program is billed monthly. The above would be effective for the fiscal period beginning July 1, 2020 through June 30, 2021.

If there are any questions, please contact me at zgifford@calstate.edu or by calling (562) 951-4580.

DRAFT

*The Chief Law Enforcement Officer and the Special Assistant – Compliance Coordinator are reimbursable positions at the direction of the Executive vice Chancellor – Chief Financial Officer.

FY 2020/21 CSURMA OPERATING BUDGET

ISSUE: CSURMA's next fiscal year begins on July 1, 2020. The FY 2020/21 operating budget is to be approved by the Board of Directors at its May 8, 2020 meeting. The Chancellor's Office Enterprise Accounting Services and the Program Administrators worked together to develop a draft FY 2020/21 budget for the Executive Committee to review at today's meeting.

AORMA separately develops a budget for its coverage programs. The AORMA Committee will meet earlier today to finalize its proposed budget for FY 2020/21 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. AORMA Committee members will be present at today's meeting to discuss any changes to its draft budget for FY 2020/21.

Major features of the proposed Campus budget include:

- 12.2% increase in Total Operating Revenues from \$84,123,822 to \$94,409,404.
- 3.5% increase in Total Operating Expenses from \$88,055,434 to \$91,126,965.
- Net Surplus increase from (\$3,314,771) to \$3,684,575.
- Retained Earnings increases from \$24,217,586 to \$27,902,161 at June 30, 2021.

Major features of the proposed AORMA budget include:

- 7.0% decrease in Total Operating Revenues from \$9,291,783 to \$8,643,740.
- 1.4% increase in Total Operating Expenses from \$10,903,015 to \$11,059,067.
- Net Deficit increase from (\$1,416,850) to (\$2,225,791).
- Retained Earnings decrease from \$16,630,274 to \$14,404,483 at June 30, 2021.

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

RECOMMENDATION: The Executive Committee is asked to review the draft proposed budget for FY 2020/21 and make a recommendation to the Board of Directors for adoption with changes as appropriate.

FISCAL IMPACT: The proposed budget is estimated to produce a Net Surplus of \$1,460,400. Retained Earnings is estimated increase from \$31,928,415 to \$33,388,816 at June 30, 2021.

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

PUBLICATION: None.

ATTACHMENT(S):

- a. Draft FY 2020/21 CSURMA Budget of Revenues and Expenses

CSURMA

**Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021**

OPERATING BUDGET

**Executive Committee
Board of Directors**

May 8, 2020

PROPOSED

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

TOTAL: ALL FUNDS

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	Budget <u>Change</u>	Percent <u>Change</u>
Operating Revenues				
Contributions	118,034,699	130,482,451	12,447,752	10.5%
Reinsurance Premiums	-13,126,744	-15,813,369	-2,686,625	20.5%
Total Operating Revenues	<u>104,907,955</u>	<u>114,669,082</u>	<u>9,761,127</u>	<u>9.3%</u>
Operating Expenses				
<i>Direct Program Expenses</i>				
Claims Payments & Legal Expenses	61,079,362	62,707,891	1,628,529	2.7%
Deductible Recoveries	-3,803,763	-4,706,341	-902,578	23.7%
Claims Administrators	4,517,260	4,646,055	128,795	2.9%
Management Information System	125,541	205,073	79,531	63.4%
Program Administrators	2,821,119	2,842,189	21,070	0.7%
Brokerage Commissions & Fees	1,428,437	1,490,966	62,529	4.4%
Insurance Premiums (net of brokerage)	57,828,501	61,179,298	3,350,797	5.8%
Taxes, Assessments & Fees	310,494	324,669	14,175	4.6%
Actuarial Services	34,913	35,694	781	2.2%
Claims Audit	11,500	11,500	0	0.0%
Coverage Counsel	15,000	15,000	0	0.0%
Program Legal	24,500	24,500	0	0.0%
Miscellaneous Program Services	10,300	16,716	6,416	62.3%
Workshop/Training Expenses	222,100	239,660	17,560	7.9%
Loss Control Expenses	1,070,252	2,096,873	1,026,621	95.9%
Appraisals	0	0	0	0.0%
Excess/Reinsurance Recoveries	-19,757,706	-20,559,384	-801,678	4.1%
Program Committee	8,446	8,446	0	0.0%
Dividend Distributions	6,135,297	3,050,854	-3,084,443	-50.3%
Total Direct Program Expenses	<u>112,081,553</u>	<u>113,629,658</u>	<u>1,548,105</u>	<u>1.4%</u>

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

TOTAL: ALL FUNDS

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	Budget <u>Change</u>	Percent <u>Change</u>
General & Administrative Expenses				
Financial Audit	40,000	41,200	1,200	3.0%
Executive Committee & Board Expenses	36,458	37,552	1,094	3.0%
JPA Insurance	17,139	18,176	1,037	6.1%
Memberships, Associations & Dues	46,115	47,499	1,383	3.0%
Chancellor's Office Accounting Services	412,000	424,303	12,303	3.0%
Chancellor's Office Risk Management Service	1,159,500	1,349,500	190,000	16.4%
JPA Accreditation	0	0	0	0.0%
JPA Legal	114,736	130,398	15,662	13.7%
Miscellaneous Expenses	29,451	30,396	945	3.2%
Total General & Administrative Expenses	<u>1,855,399</u>	<u>2,079,024</u>	<u>223,625</u>	<u>12.1%</u>
Total Operating Expenses	<u>113,936,952</u>	<u>115,708,682</u>	<u>1,771,730</u>	<u>1.6%</u>
Non-Operating Revenues				
Investment Income	2,500,000	2,500,000	0	0.0%
Interest Income - Loans	0	0	0	0.0%
Miscellaneous Fee Revenue	0	0	0	0.0%
Total Non-Operating Revenues	<u>2,500,000</u>	<u>2,500,000</u>	<u>0</u>	<u>0.0%</u>
Net Surplus (Deficit)	<u>-6,528,997</u>	<u>1,460,400</u>	<u>7,989,397</u>	<u>122.4%</u>
Beginning Retained Earnings	38,457,412	31,928,415	-6,528,997	-17.0%
Ending Retained Earnings	31,928,415	33,388,816	1,460,400	4.6%

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

GENERAL FUND

*To allocate General Expenses
across All Program Funds*

<i>Final</i>	<i>Proposed</i>	<i>Budget</i>	<i>Percent</i>
<u>FY 19/20</u>	<u>FY 20/21</u>	<u>Change</u>	<u>Change</u>
<u>Budget</u>	<u>Budget</u>		

Operating Revenues

Reinsurance Premiums

Total Operating Revenues

Operating Expenses

Direct Program Expenses

- Claims Payments & Legal Expenses
- Deductible Recoveries
- Claims Administrators
- Management Information System
- Program Administrators
- Brokerage Commissions & Fees
- Insurance Premiums (net of brokerage)
- Taxes, Assessments & Fees
- Actuarial Services
- Claims Audit
- Coverage Counsel
- Program Legal
- Miscellaneous Program Services
- Workshop/Training Expenses
- Loss Control Expenses

- Appraisals
- Excess/Reinsurance Recoveries
- Program Committee
- Dividend Distributions

CSURMA
 Cash Flow Budget of Revenues and Expenses
 Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

GENERAL FUND

To allocate General Expenses
 across All Program Funds

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	<i>Budget</i> <u>Change</u>	<i>Percent</i> <u>Change</u>
Total Direct Program Expenses				
General & Administrative Expenses				
Financial Audit	40,000	41,200	1,200	3.0%
Executive Committee & Board Expenses	36,458	37,552	1,094	3.0%
JPA Insurance	17,139	17,653	514	3.0%
Memberships, Associations & Dues	46,115	47,499	1,383	3.0%
Chancellor's Office Accounting Services	412,000	424,360	12,360	3.0%
Chancellor's Office Risk Management Service	1,159,500	1,349,500	190,000	16.4%
JPA Accreditation	0	0	0	0.0%
JPA Legal	114,736	118,178	3,442	3.0%
Miscellaneous Expenses	29,451	30,334	884	3.0%
Total General & Administrative Expenses	<u>1,855,399</u>	<u>2,066,276</u>	<u>210,877</u>	<u>11.4%</u>
Total Operating Expenses	<u>1,855,399</u>	<u>2,066,276</u>	<u>210,877</u>	<u>11.4%</u>
Non-Operating Revenues				
Investment Income	2,500,000	2,500,000	0	0.0%
Interest Income - Loans (separate fund)	0	0	0	0.0%
Miscellaneous Fee Revenue	0	0	0	0.0%
Total Non-Operating Revenues	<u>2,500,000</u>	<u>2,500,000</u>	<u>0</u>	<u>0.0%</u>

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

TOTAL: CAMPUS PROGRAMS

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	<u>Budget</u> <u>Change</u>	<u>Percent</u> <u>Change</u>
Operating Revenues				
Contributions	93,738,415	105,946,916	12,208,501	13.0%
Reinsurance Premiums	-9,614,593	-11,537,512	-1,922,919	20.0%
Total Operating Revenues	<u>84,123,822</u>	<u>94,409,404</u>	<u>10,285,583</u>	<u>12.2%</u>
Operating Expenses				
<i>Direct Program Expenses</i>				
Claims Payments & Legal Expenses	55,531,244	57,384,220	1,852,976	3.3%
Deductible Recoveries	-3,703,763	-4,606,341	-902,578	24.4%
Claims Administrators	4,237,591	4,364,719	127,128	3.0%
Management Information System	112,714	191,998	79,284	70.3%
Program Administrators	1,449,571	1,445,927	-3,644	-0.3%
Brokerage Commissions & Fees	1,044,092	1,094,035	49,942	4.8%
Insurance Premiums (net of brokerage)	40,694,136	45,409,333	4,715,197	11.6%
Taxes, Assessments & Fees	243,029	255,180	12,151	5.0%
Actuarial Services	22,445	23,051	606	2.7%
Claims Audit	5,000	5,000	0	0.0%
Coverage Counsel	10,000	10,000	0	0.0%
Program Legal	22,000	22,000	0	0.0%
Miscellaneous Program Services	9,046	15,541	6,495	71.8%
Workshop/Training Expenses	182,698	191,812	9,115	5.0%
Loss Control Expenses	861,695	1,788,232	926,536	107.5%
Appraisals	0	0	0	0.0%
Excess/Reinsurance Recoveries	-17,669,152	-18,470,830	-801,678	4.5%
Program Committee	3,090	3,090	0	0.0%
Dividend Distributions	5,000,000	2,000,000	-3,000,000	-60.0%
Total Direct Program Expenses	<u>88,055,434</u>	<u>91,126,965</u>	<u>3,071,531</u>	<u>3.5%</u>

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

TOTAL: CAMPUS PROGRAMS

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	Budget <u>Change</u>	Percent <u>Change</u>
General & Administrative Expenses				
Financial Audit	31,845	33,490	1,645	5.2%
Executive Committee & Board Expenses	29,025	30,525	1,500	5.2%
JPA Insurance	13,645	14,350	705	5.2%
Memberships, Associations & Dues	36,714	38,610	1,897	5.2%
Chancellor's Office Accounting Services	328,006	344,951	16,946	5.2%
Chancellor's Office Risk Management Service	923,113	1,096,974	173,862	18.8%
JPA Accreditation	0	0	0	0.0%
JPA Legal	91,345	108,284	16,939	18.5%
Miscellaneous Expenses	23,447	24,658	1,211	5.2%
Total General & Administrative Expenses	<u>1,477,139</u>	<u>1,691,844</u>	<u>214,705</u>	<u>14.5%</u>
Total Operating Expenses	<u>89,532,573</u>	<u>92,818,809</u>	<u>3,286,236</u>	<u>3.7%</u>
Non-Operating Revenues				
Investment Income	2,093,980	2,093,980	0	0.0%
Interest Income - Loans	0	0	0	0.0%
Miscellaneous Fee Revenue	0	0	0	0.0%
Total Non-Operating Revenues	<u>2,093,980</u>	<u>2,093,980</u>	<u>0</u>	<u>0.0%</u>
Net Surplus (Deficit)	<u>-3,314,771</u>	<u>3,684,575</u>	<u>6,999,347</u>	<u>211.2%</u>
Beginning Retained Earnings	27,532,357	24,217,586	-3,314,771	-12.0%
Ending Retained Earnings	24,217,586	27,902,161	3,684,575	15.2%

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

CAMPUS LIABILITY PROGRAM

(Fund 10)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	Budget <u>Change</u>	Percent <u>Change</u>
Operating Revenues				
Contributions	18,605,268	23,256,585	4,651,317	25.0%
Reinsurance Premiums	-2,403,179	-2,883,815	-480,636	20.0%
Total Operating Revenues	<u>16,202,089</u>	<u>20,372,770</u>	<u>4,170,681</u>	<u>25.7%</u>
Operating Expenses				
<i>Direct Program Expenses</i>				
Claims Payments & Legal Expenses	12,369,039	14,151,436	1,782,397	14.4%
Deductible Recoveries	-3,703,763	-4,606,341	-902,578	24.4%
Claims Administrators	0	0	0	0.0%
Management Information System	50,922	70,000	19,078	37.5%
Program Administrators	277,142	277,142	0	0.0%
Brokerage Commissions & Fees	391,297	391,297	0	0.0%
Insurance Premiums (net of brokerage)	3,325,854	3,991,024	665,171	20.0%
Taxes, Assessments & Fees	243,029	255,180	12,151	5.0%
Actuarial Services	6,754	6,957	203	3.0%
Claims Audit	5,000	5,000	0	0.0%
Coverage Counsel	10,000	10,000	0	0.0%
Program Legal	22,000	22,000	0	0.0%
Miscellaneous Program Services	1,823	8,000	6,177	338.9%
Workshop/Training Expenses	38,193	42,128	3,935	10.3%
Loss Control Expenses	536,145	898,710	362,566	67.6%
Appraisals	0	0	0	0.0%
Excess/Reinsurance Recoveries	0	0	0	0.0%
Program Committee	0	0	0	0.0%
Dividend Distributions	2,000,000	0	-2,000,000	-100.0%
Total Direct Program Expenses	<u>15,573,434</u>	<u>15,522,533</u>	<u>-50,901</u>	<u>-0.3%</u>

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

CAMPUS LIABILITY PROGRAM

(Fund 10)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	<u>Budget</u> <u>Change</u>	<u>Percent</u> <u>Change</u>
General & Administrative Expenses				
Financial Audit	6,417	7,507	1,090	17.0%
Executive Committee & Board Expenses	5,849	6,843	994	17.0%
JPA Insurance	2,750	3,217	467	17.0%
Memberships, Associations & Dues	7,398	8,655	1,257	17.0%
Chancellor's Office Accounting Services	66,096	77,327	11,231	17.0%
Chancellor's Office Risk Management Service	186,015	245,905	59,890	32.2%
JPA Accreditation	0	0	0	0.0%
JPA Legal	18,407	21,534	3,128	17.0%
Miscellaneous Expenses	4,725	5,527	803	17.0%
Total General & Administrative Expenses	<u>297,656</u>	<u>376,515</u>	<u>78,859</u>	<u>26.5%</u>
Total Operating Expenses	<u>15,871,090</u>	<u>15,899,049</u>	<u>27,958</u>	<u>0.2%</u>
Non-Operating Revenues				
Investment Income	644,192	644,192	0	0.0%
Interest Income - Loans	0	0	0	0.0%
Miscellaneous Fee Revenue	0	0	0	0.0%
Total Non-Operating Revenues	<u>644,192</u>	<u>644,192</u>	<u>0</u>	<u>0.0%</u>
Net Surplus (Deficit)	<u>975,191</u>	<u>5,117,914</u>	<u>4,142,723</u>	<u>424.8%</u>
Beginning Retained Earnings	6,054,095	7,029,286	975,191	16.1%
Ending Retained Earnings	7,029,286	12,147,199	5,117,914	72.8%

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

CAMPUS WORKERS' COMPENSATION PROGRAM

(Fund 11)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	Budget <u>Change</u>	Percent <u>Change</u>
Operating Revenues				
Contributions	40,781,992	42,821,092	2,039,100	5.0%
Reinsurance Premiums	0	0	0	0.0%
Total Operating Revenues	<u>40,781,992</u>	<u>42,821,092</u>	<u>2,039,100</u>	<u>5.0%</u>
Operating Expenses				
<i>Direct Program Expenses</i>				
Claims Payments & Legal Expenses	21,093,821	20,957,647	-136,174	-0.6%
Deductible Recoveries	0	0	0	0.0%
Claims Administrators	3,964,641	4,083,580	118,939	3.0%
Management Information System	35,580	95,000	59,420	167.0%
Program Administrators	760,370	749,728	-10,642	-1.4%
Brokerage Commissions & Fees	0	0	0	0.0%
Insurance Premiums (net of brokerage)	33,807,361	35,497,729	1,690,368	5.0%
Taxes, Assessments & Fees	0	0	0	0.0%
Actuarial Services	9,760	10,053	293	3.0%
Claims Audit	0	0	0	0.0%
Coverage Counsel	0	0	0	0.0%
Program Legal	0	0	0	0.0%
Miscellaneous Program Services	3,995	4,115	120	3.0%
Workshop/Training Expenses	91,799	94,553	2,754	3.0%
Loss Control Expenses	258,906	818,625	559,720	216.2%
Appraisals	0	0	0	0.0%
Excess/Reinsurance Recoveries	-17,169,152	-17,970,830	-801,678	4.7%
Program Committee	0	0	0	0.0%
Dividend Distributions	3,000,000	2,000,000	-1,000,000	-33.3%
Total Direct Program Expenses	<u>45,857,081</u>	<u>46,340,201</u>	<u>483,120</u>	<u>1.1%</u>

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

CAMPUS WORKERS' COMPENSATION PROGRAM

(Fund 11)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	<u>Budget</u> <u>Change</u>	<u>Percent</u> <u>Change</u>
General & Administrative Expenses				
Financial Audit	14,066	13,823	-243	-1.7%
Executive Committee & Board Expenses	12,820	12,599	-221	-1.7%
JPA Insurance	6,027	5,923	-104	-1.7%
Memberships, Associations & Dues	16,216	15,936	-280	-1.7%
Chancellor's Office Accounting Services	144,880	142,377	-2,502	-1.7%
Chancellor's Office Risk Management Service	407,738	452,771	45,034	11.0%
JPA Accreditation	0	0	0	0.0%
JPA Legal	40,347	50,000	9,653	23.9%
Miscellaneous Expenses	10,356	10,177	-179	-1.7%
Total General & Administrative Expenses	<u>652,450</u>	<u>703,607</u>	<u>51,157</u>	<u>7.8%</u>
Total Operating Expenses	<u>46,509,531</u>	<u>47,043,808</u>	<u>534,276</u>	<u>1.1%</u>
Non-Operating Revenues				
Investment Income	1,107,513	1,107,513	0	0.0%
Interest Income - Loans	0	0	0	0.0%
Miscellaneous Fee Revenue	0	0	0	0.0%
Total Non-Operating Revenues	<u>1,107,513</u>	<u>1,107,513</u>	<u>0</u>	<u>0.0%</u>
Net Surplus (Deficit)	<u>-4,620,026</u>	<u>-3,115,203</u>	<u>1,504,823</u>	<u>-32.6%</u>
Beginning Retained Earnings	15,586,648	10,966,621	-4,620,026	-29.6%
Ending Retained Earnings	10,966,621	7,851,418	-3,115,203	-28.4%

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

CAMPUS IDL NDL UI PROGRAM *

(Fund 12)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	Budget <u>Change</u>	Percent <u>Change</u>
Operating Revenues				
Contributions	16,800,000	17,304,000	504,000	3.0%
Reinsurance Premiums	0	0	0	0.0%
Total Operating Revenues	<u>16,800,000</u>	<u>17,304,000</u>	<u>504,000</u>	<u>3.0%</u>
Operating Expenses				
<i>Direct Program Expenses</i>				
Claims Payments & Legal Expenses	16,275,137	16,275,137	0	0.0%
Deductible Recoveries	0	0	0	0.0%
Claims Administrators	72,100	74,263	2,163	3.0%
Management Information System	14,201	14,627	426	3.0%
Program Administrators	178,153	178,153	0	0.0%
Brokerage Commissions & Fees	0	0	0	0.0%
Insurance Premiums (net of brokerage)	0	0	0	0.0%
Taxes, Assessments & Fees	0	0	0	0.0%
Actuarial Services	1,449	1,356	-93	-6.4%
Claims Audit	0	0	0	0.0%
Coverage Counsel	0	0	0	0.0%
Program Legal	0	0	0	0.0%
Miscellaneous Program Services	1,646	1,574	-72	-4.4%
Workshop/Training Expenses	25,458	23,905	-1,553	-6.1%
Loss Control Expenses	0	0	0	0.0%
Appraisals	0	0	0	0.0%
Excess/Reinsurance Recoveries	0	0	0	0.0%
Program Committee	0	0	0	0.0%
Dividend Distributions	0	0	0	0.0%
Total Direct Program Expenses	<u>16,568,143</u>	<u>16,569,013</u>	<u>871</u>	<u>0.0%</u>

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

CAMPUS IDL NDL UI PROGRAM *

(Fund 12)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	<u>Budget</u> <u>Change</u>	<u>Percent</u> <u>Change</u>
General & Administrative Expenses				
Financial Audit	5,794	5,586	-209	-3.6%
Executive Committee & Board Expenses	5,281	5,091	-190	-3.6%
JPA Insurance	2,483	2,393	-89	-3.6%
Memberships, Associations & Dues	6,680	6,440	-240	-3.6%
Chancellor's Office Accounting Services	59,683	57,535	-2,148	-3.6%
Chancellor's Office Risk Management Service	167,966	182,965	14,999	8.9%
JPA Accreditation	0	0	0	0.0%
JPA Legal	16,621	16,023	-598	-3.6%
Miscellaneous Expenses	4,266	4,113	-154	-3.6%
Total General & Administrative Expenses	<u>268,775</u>	<u>280,145</u>	<u>11,371</u>	<u>4.2%</u>
Total Operating Expenses	<u>16,836,918</u>	<u>16,849,159</u>	<u>12,241</u>	<u>0.1%</u>
Non-Operating Revenues				
Investment Income	149,798	149,798	0	0.0%
Interest Income - Loans	0	0	0	0.0%
Miscellaneous Fee Revenue	0	0	0	0.0%
Total Non-Operating Revenues	<u>149,798</u>	<u>149,798</u>	<u>0</u>	<u>0.0%</u>
Net Surplus (Deficit)	<u>112,880</u>	<u>604,639</u>	<u>491,759</u>	<u>435.6%</u>
Beginning Retained Earnings	109,456	222,336	112,880	103.1%
Ending Retained Earnings	222,336	826,976	604,639	271.9%

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

CAMPUS PROPERTY PROGRAM

(Fund 13)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	Budget <u>Change</u>	Percent <u>Change</u>
Operating Revenues				
Contributions	11,381,659	15,365,240	3,983,581	35.0%
Reinsurance Premiums	-7,211,414	-8,653,697	-1,442,283	20.0%
Total Operating Revenues	<u>4,170,245</u>	<u>6,711,542</u>	<u>2,541,298</u>	<u>60.9%</u>
Operating Expenses				
<i>Direct Program Expenses</i>				
Claims Payments & Legal Expenses	2,000,000	2,000,000	0	0.0%
Deductible Recoveries	0	0	0	0.0%
Claims Administrators	0	0	0	0.0%
Management Information System	7,741	7,974	232	3.0%
Program Administrators	223,002	230,000	6,998	3.1%
Brokerage Commissions & Fees	650,058	700,000	49,942	7.7%
Insurance Premiums (net of brokerage)	2,485,394	4,100,000	1,614,606	65.0%
Taxes, Assessments & Fees	0	0	0	0.0%
Actuarial Services	981	1,204	223	22.7%
Claims Audit	0	0	0	0.0%
Coverage Counsel	0	0	0	0.0%
Program Legal	0	0	0	0.0%
Miscellaneous Program Services	1,115	1,397	282	25.3%
Workshop/Training Expenses	17,247	21,226	3,979	23.1%
Loss Control Expenses	66,645	70,896	4,251	6.4%
Appraisals	0	0	0	0.0%
Excess/Reinsurance Recoveries	-500,000	-500,000	0	0.0%
Program Committee	0	0	0	0.0%
Dividend Distributions	0	0	0	0.0%
Total Direct Program Expenses	<u>4,952,184</u>	<u>6,632,697</u>	<u>1,680,514</u>	<u>33.9%</u>

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

CAMPUS PROPERTY PROGRAM

(Fund 13)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	<u>Budget</u> <u>Change</u>	<u>Percent</u> <u>Change</u>
General & Administrative Expenses				
Financial Audit	3,926	4,960	1,034	26.4%
Executive Committee & Board Expenses	3,578	4,521	943	26.4%
JPA Insurance	1,682	2,125	443	26.4%
Memberships, Associations & Dues	4,526	5,718	1,193	26.4%
Chancellor's Office Accounting Services	40,434	51,088	10,655	26.4%
Chancellor's Office Risk Management Service	113,794	162,465	48,672	42.8%
JPA Accreditation	0	0	0	0.0%
JPA Legal	11,260	14,227	2,967	26.4%
Miscellaneous Expenses	2,890	3,652	762	26.4%
Total General & Administrative Expenses	<u>182,089</u>	<u>248,757</u>	<u>66,668</u>	<u>36.6%</u>
Total Operating Expenses	<u>5,134,273</u>	<u>6,881,455</u>	<u>1,747,182</u>	<u>34.0%</u>
Non-Operating Revenues				
Investment Income	88,899	88,899	0	0.0%
Interest Income - Loans	0	0	0	0.0%
Miscellaneous Fee Revenue	0	0	0	0.0%
Total Non-Operating Revenues	<u>88,899</u>	<u>88,899</u>	<u>0</u>	<u>0.0%</u>
Net Surplus (Deficit)	<u>-875,129</u>	<u>-81,013</u>	<u>794,116</u>	<u>-90.7%</u>
Beginning Retained Earnings	4,026,528	3,151,399	-875,129	-21.7%
Ending Retained Earnings	3,151,399	3,070,386	-81,013	-2.6%

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

CAMPUS ATHLETIC INJURY MEDICAL EXPENSE

(Fund 14)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	Budget <u>Change</u>	Percent <u>Change</u>
Operating Revenues				
Contributions	4,760,949	5,000,000	239,051	5.0%
Reinsurance Premiums	0	0	0	0.0%
Total Operating Revenues	<u>4,760,949</u>	<u>5,000,000</u>	<u>239,051</u>	<u>5.0%</u>
Operating Expenses				
<i>Direct Program Expenses</i>				
Claims Payments & Legal Expenses	3,793,247	4,000,000	206,753	5.5%
Deductible Recoveries	0	0	0	0.0%
Claims Administrators	200,850	206,876	6,026	3.0%
Management Information System	4,269	4,397	128	3.0%
Program Administrators	10,904	10,904	0	0.0%
Brokerage Commissions & Fees	2,738	2,738	0	0.0%
Insurance Premiums (net of brokerage)	19,980	20,579	599	3.0%
Taxes, Assessments & Fees	0	0	0	0.0%
Actuarial Services	3,501	3,482	-19	-0.5%
Claims Audit	0	0	0	0.0%
Coverage Counsel	0	0	0	0.0%
Program Legal	0	0	0	0.0%
Miscellaneous Program Services	466	455	-12	-2.5%
Workshop/Training Expenses	10,000	10,000	0	0.0%
Loss Control Expenses	0	0	0	0.0%
Appraisals	0	0	0	0.0%
Excess/Reinsurance Recoveries	0	0	0	0.0%
Program Committee	3,090	3,090	0	0.0%
Dividend Distributions	0	0	0	0.0%
Total Direct Program Expenses	<u>4,049,045</u>	<u>4,262,520</u>	<u>213,475</u>	<u>5.3%</u>

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

CAMPUS ATHLETIC INJURY MEDICAL EXPENSE

(Fund 14)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	<u>Budget</u> <u>Change</u>	<u>Percent</u> <u>Change</u>
General & Administrative Expenses				
Financial Audit	1,642	1,614	-28	-1.7%
Executive Committee & Board Expenses	1,497	1,471	-26	-1.7%
JPA Insurance	704	692	-12	-1.7%
Memberships, Associations & Dues	1,893	1,861	-32	-1.7%
Chancellor's Office Accounting Services	16,913	16,625	-289	-1.7%
Chancellor's Office Risk Management Service	47,600	52,868	5,268	11.1%
JPA Accreditation	0	0	0	0.0%
JPA Legal	4,710	6,500	1,790	38.0%
Miscellaneous Expenses	1,209	1,188	-21	-1.7%
Total Non-Operating Revenues	<u>76,168</u>	<u>82,818</u>	<u>6,650</u>	<u>8.7%</u>
Total Operating Expenses	<u>4,125,213</u>	<u>4,345,339</u>	<u>220,126</u>	<u>5.3%</u>
Non-Operating Revenues				
Investment Income	103,578	103,578	0	0.0%
Interest Income - Loans	0	0	0	0.0%
Miscellaneous Fee Revenue	0	0	0	0.0%
Total Non-Operating Revenues	<u>103,578</u>	<u>103,578</u>	<u>0</u>	<u>0.0%</u>
Net Surplus (Deficit)	<u>739,314</u>	<u>758,240</u>	<u>18,925</u>	<u>2.6%</u>
Beginning Retained Earnings	2,475,707	3,215,021	739,314	29.9%
Ending Retained Earnings	3,215,021	3,973,261	758,240	23.6%

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

CAMPUS AUTO LIABILITY PROGRAM *
(Fund 15)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	<u>Budget</u> <u>Change</u>	<u>Percent</u> <u>Change</u>
Operating Revenues				
Contributions	1,408,547	2,200,000	791,453	56.2%
Reinsurance Premiums	0	0	0	0.0%
Total Operating Revenues	<u>1,408,547</u>	<u>2,200,000</u>	<u>791,453</u>	<u>56.2%</u>
Operating Expenses				
<i>Direct Program Expenses</i>				
Claims Payments & Legal Expenses	0	0	0	0.0%
Deductible Recoveries	0	0	0	0.0%
Claims Administrators	0	0	0	0.0%
Management Information System	0	0	0	0.0%
Program Administrators	0	0	0	0.0%
Brokerage Commissions & Fees	0	0	0	0.0%
Insurance Premiums (net of brokerage)	1,055,547	1,800,000	744,453	70.5%
Taxes, Assessments & Fees	0	0	0	0.0%
Actuarial Services	0	0	0	0.0%
Claims Audit	0	0	0	0.0%
Coverage Counsel	0	0	0	0.0%
Program Legal	0	0	0	0.0%
Miscellaneous Program Services	0	0	0	0.0%
Workshop/Training Expenses	0	0	0	0.0%
Loss Control Expenses	0	0	0	0.0%
Appraisals	0	0	0	0.0%
Excess/Reinsurance Recoveries	0	0	0	0.0%
Program Committee	0	0	0	0.0%
Dividend Distributions	0	0	0	0.0%
Total Direct Program Expenses	<u>1,055,547</u>	<u>1,800,000</u>	<u>744,453</u>	<u>70.5%</u>

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

CAMPUS AUTO LIABILITY PROGRAM *
(Fund 15)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	Budget <u>Change</u>	Percent <u>Change</u>
General & Administrative Expenses				
Financial Audit	0	0	0	0.0%
Executive Committee & Board Expenses	0	0	0	0.0%
JPA Insurance	0	0	0	0.0%
Memberships, Associations & Dues	0	0	0	0.0%
Chancellor's Office Accounting Services	0	0	0	0.0%
Chancellor's Office Risk Management Service	0	0	0	0.0%
JPA Accreditation	0	0	0	0.0%
JPA Legal	0	0	0	0.0%
Miscellaneous Expenses	0	0	0	0.0%
Total General & Administrative Expenses	<u>0</u>	<u>0</u>	<u>0</u>	<u>0.0%</u>
Total Operating Expenses	<u>1,055,547</u>	<u>1,800,000</u>	<u>744,453</u>	<u>70.5%</u>
Non-Operating Revenues				
Investment Income	0	0	0	0.0%
Interest Income - Loans	0	0	0	0.0%
Miscellaneous Fee Revenue	0	0	0	0.0%
Total Non-Operating Revenues	<u>0</u>	<u>0</u>	<u>0</u>	<u>0.0%</u>
Net Surplus (Deficit)	<u>353,000</u>	<u>400,000</u>	<u>47,000</u>	<u>13.3%</u>
Beginning Retained Earnings	-720,078	-367,078	353,000	-49.0%
Ending Retained Earnings	-367,078	32,922	400,000	-109.0%

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

TOTAL: AORMA PROGRAMS

	<i>Final</i> <u>FY 19/20</u> <u>Budget</u>	<i>Proposed</i> <u>FY 20/21</u> <u>Budget</u>	<u>Budget</u> <u>Change</u>	<u>Percent</u> <u>Change</u>
Operating Revenues				
Contributions	12,803,934	12,919,598	115,664	0.9%
Reinsurance Premiums	-3,512,151	-4,275,858	-763,706	21.7%
Total Operating Revenues	<u>9,291,783</u>	<u>8,643,740</u>	<u>-648,042</u>	<u>-7.0%</u>
Operating Expenses				
<i>Direct Program Expenses</i>				
Claims Payments & Legal Expenses	5,148,118	4,923,671	-224,447	-4.4%
Deductible Recoveries	-100,000	-100,000	0	0.0%
Claims Administrators	271,429	272,849	1,420	0.5%
Management Information System	12,486	12,723	237	1.9%
Program Administrators	1,371,548	1,396,262	24,714	1.8%
Brokerage Commissions & Fees	300,721	300,794	73	0.0%
Insurance Premiums (net of brokerage)	4,503,502	4,831,351	327,849	7.3%
Taxes, Assessments & Fees	67,465	69,489	2,024	3.0%
Actuarial Services	12,434	12,608	174	1.4%
Claims Audit	6,500	6,500	0	0.0%
Coverage Counsel	5,000	5,000	0	0.0%
Program Legal	2,500	2,500	0	0.0%
Miscellaneous Program Services	1,254	1,175	-80	-6.3%
Workshop/Training Expenses	39,402	47,848	8,445	21.4%
Loss Control Expenses	208,557	308,641	100,084	48.0%
Appraisals	0	0	0	0.0%
Excess/Reinsurance Recoveries	-2,088,554	-2,088,554	0	0.0%
Program Committee	5,356	5,356	0	0.0%
Dividend Distributions	1,135,297	1,050,854	-84,443	-7.4%
Total Direct Program Expenses	<u>10,903,015</u>	<u>11,059,067</u>	<u>156,052</u>	<u>1.4%</u>

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

TOTAL: AORMA PROGRAMS

	<i>Final</i> <u>FY 19/20</u> <u>Budget</u>	<i>Proposed</i> <u>FY 20/21</u> <u>Budget</u>	<u>Budget</u> <u>Change</u>	<u>Percent</u> <u>Change</u>
General & Administrative Expenses				
Financial Audit	4,416	4,171	-246	-5.6%
Executive Committee & Board Expenses	4,025	3,801	-224	-5.6%
JPA Insurance	1,892	2,310	418	22.1%
Memberships, Associations & Dues	5,091	4,808	-283	-5.6%
Chancellor's Office Accounting Services	45,486	42,900	-2,587	-5.7%
Chancellor's Office Risk Management Service	128,014	136,606	8,593	6.7%
JPA Accreditation	0	0	0	0.0%
JPA Legal	12,667	11,963	-704	-5.6%
Miscellaneous Expenses	3,251	3,132	-119	-3.7%
Total General & Administrative Expenses	<u>204,844</u>	<u>209,691</u>	<u>4,847</u>	<u>2.4%</u>
Total Operating Expenses	<u>11,107,859</u>	<u>11,268,757</u>	<u>160,899</u>	<u>1.4%</u>
Non-Operating Revenues				
Investment Income	399,226	399,226	0	0.0%
Interest Income - Loans	0	0	0	0.0%
Miscellaneous Fee Revenue	0	0	0	0.0%
Total Non-Operating Revenues	<u>399,226</u>	<u>399,226</u>	<u>0</u>	<u>0.0%</u>
Net Surplus (Deficit)	<u>-1,416,850</u>	<u>-2,225,791</u>	<u>-808,941</u>	<u>-57.1%</u>
Beginning Retained Earnings	18,047,124	16,630,274	-1,416,850	-7.9%
Ending Retained Earnings	16,630,274	14,404,483	-2,225,791	-13.4%

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

AORMA LIABILITY PROGRAM

(Fund 21)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	Budget <u>Change</u>	Percent <u>Change</u>
Operating Revenues				
Contributions	4,479,810	4,758,066	278,256	6.2%
Reinsurance Premiums	-1,586,492	-1,965,066	-378,575	23.9%
Total Operating Revenues	<u>2,893,319</u>	<u>2,793,000</u>	<u>-100,319</u>	<u>-3.5%</u>
Operating Expenses				
<i>Direct Program Expenses</i>				
Claims Payments & Legal Expenses	1,250,814	1,326,233	75,419	6.0%
Deductible Recoveries	-100,000	-100,000	0	0.0%
Claims Administrators	15,000	16,000	1,000	6.7%
Management Information System	4,139	4,263	124	3.0%
Program Administrators	627,482	650,000	22,518	3.6%
Brokerage Commissions & Fees	73,977	73,977	0	0.0%
Insurance Premiums (net of brokerage)	222,084	306,000	83,916	37.8%
Taxes, Assessments & Fees	0	0	0	0.0%
Actuarial Services	5,794	5,781	-13	-0.2%
Claims Audit	6,500	6,500	0	0.0%
Coverage Counsel	5,000	5,000	0	0.0%
Program Legal	2,500	2,500	0	0.0%
Miscellaneous Program Services	439	433	-6	-1.4%
Workshop/Training Expenses	13,786	17,622	3,836	27.8%
Loss Control Expenses	94,399	151,806	57,407	60.8%
Appraisals	0	0	0	0.0%
Excess/Reinsurance Recoveries	0	0	0	0.0%
Program Committee	2,575	2,575	0	0.0%
Dividend Distributions	942,030	782,984	-159,046	-16.9%
Total Direct Program Expenses	<u>3,166,518</u>	<u>3,251,672</u>	<u>85,154</u>	<u>2.7%</u>

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

AORMA LIABILITY PROGRAM

(Fund 21)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	<u>Budget</u> <u>Change</u>	<u>Percent</u> <u>Change</u>
General & Administrative Expenses				
Financial Audit	1,545	1,536	-9	-0.6%
Executive Committee & Board Expenses	1,408	1,400	-8	-0.6%
JPA Insurance	662	658	-4	-0.6%
Memberships, Associations & Dues	1,781	1,771	-11	-0.6%
Chancellor's Office Accounting Services	15,915	15,820	-94	-0.6%
Chancellor's Office Risk Management Service	44,789	50,310	5,521	12.3%
JPA Accreditation	0	0	0	0.0%
JPA Legal	4,432	4,406	-26	-0.6%
Miscellaneous Expenses	1,138	1,131	-7	-0.6%
Total General & Administrative Expenses	<u>71,670</u>	<u>77,031</u>	<u>5,361</u>	<u>7.5%</u>
Total Operating Expenses	<u>3,238,188</u>	<u>3,328,703</u>	<u>90,515</u>	<u>2.8%</u>
Non-Operating Revenues				
Investment Income	148,072	148,072	0	0.0%
Interest Income - Loans	0	0	0	0.0%
Miscellaneous Fee Revenue	0	0	0	0.0%
Total Non-Operating Revenues	<u>148,072</u>	<u>148,072</u>	<u>0</u>	<u>0.0%</u>
Net Surplus (Deficit)	<u>-196,797</u>	<u>-387,631</u>	<u>-190,834</u>	<u>97.0%</u>
Beginning Retained Earnings	5,960,436	5,763,639	-196,797	-3.3%
Ending Retained Earnings	5,763,639	5,376,008	-387,631	-6.7%

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

AORMA WORKERS' COMPENSATION PROGRAM

(Fund 22)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	Budget <u>Change</u>	Percent <u>Change</u>
Operating Revenues				
Contributions	4,778,732	4,298,564	-480,168	-10.0%
Reinsurance Premiums	0	0	0	0.0%
Total Operating Revenues	<u>4,778,732</u>	<u>4,298,564</u>	<u>-480,168</u>	<u>-10.0%</u>
Operating Expenses				
<i>Direct Program Expenses</i>				
Claims Payments & Legal Expenses	2,513,153	2,213,287	-299,866	-11.9%
Deductible Recoveries	0	0	0	0.0%
Claims Administrators	242,429	242,429	0	0.0%
Management Information System	4,586	4,586	0	0.0%
Program Administrators	404,179	404,179	0	0.0%
Brokerage Commissions & Fees	245	245	0	0.0%
Insurance Premiums (net of brokerage)	3,898,698	4,093,633	194,935	5.0%
Taxes, Assessments & Fees	67,465	69,489	2,024	3.0%
Actuarial Services	6,335	6,525	190	3.0%
Claims Audit	0	0	0	0.0%
Coverage Counsel	0	0	0	0.0%
Program Legal	0	0	0	0.0%
Miscellaneous Program Services	468	391	-77	-16.5%
Workshop/Training Expenses	14,706	15,920	1,214	8.3%
Loss Control Expenses	99,363	143,848	44,485	44.8%
Appraisals	0	0	0	0.0%
Excess/Reinsurance Recoveries	-2,088,554	-2,088,554	0	0.0%
Program Committee	0	0	0	0.0%
Dividend Distributions	193,267	267,870	74,603	38.6%
Total Direct Program Expenses	<u>5,356,340</u>	<u>5,373,847</u>	<u>17,507</u>	<u>0.3%</u>

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

AORMA WORKERS' COMPENSATION PROGRAM

(Fund 22)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	<u>Budget</u> <u>Change</u>	<u>Percent</u> <u>Change</u>
General & Administrative Expenses				
Financial Audit	1,648	1,388	-261	-15.8%
Executive Committee & Board Expenses	1,502	1,265	-238	-15.8%
JPA Insurance	706	595	-112	-15.8%
Memberships, Associations & Dues	1,900	1,600	-300	-15.8%
Chancellor's Office Accounting Services	16,977	14,292	-2,684	-15.8%
Chancellor's Office Risk Management Service	47,778	45,451	-2,327	-4.9%
JPA Accreditation	0	0	0	0.0%
JPA Legal	4,728	3,980	-748	-15.8%
Miscellaneous Expenses	1,214	1,022	-192	-15.8%
Total General & Administrative Expenses	<u>76,453</u>	<u>69,592</u>	<u>-6,860</u>	<u>-9.0%</u>
Total Operating Expenses	<u>5,432,792</u>	<u>5,443,439</u>	<u>10,647</u>	<u>0.2%</u>
Non-Operating Revenues				
Investment Income	109,875	109,875	0	0.0%
Interest Income - Loans	0	0	0	0.0%
Miscellaneous Fee Revenue	0	0	0	0.0%
Total Non-Operating Revenues	<u>109,875</u>	<u>109,875</u>	<u>0</u>	<u>0.0%</u>
Net Surplus (Deficit)	<u>-544,185</u>	<u>-1,035,000</u>	<u>-490,815</u>	<u>90.2%</u>
Beginning Retained Earnings	4,365,448	3,821,263	-544,185	-12.5%
Ending Retained Earnings	3,821,263	2,786,263	-1,035,000	-27.1%

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

AORMA PROPERTY PROGRAM *

(Fund 23)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	Budget <u>Change</u>	Percent <u>Change</u>
Operating Revenues				
Contributions	2,526,617	2,814,725	288,108	11.4%
Reinsurance Premiums	-1,925,660	-2,310,792	-385,132	20.0%
Total Operating Revenues	<u>600,957</u>	<u>503,933</u>	<u>-97,024</u>	<u>-16.1%</u>
Operating Expenses				
<i>Direct Program Expenses</i>				
Claims Payments & Legal Expenses	250,000	250,000	0	0.0%
Deductible Recoveries	0	0	0	0.0%
Claims Administrators	0	0	0	0.0%
Management Information System	1,956	2,015	59	3.0%
Program Administrators	266,680	266,680	0	0.0%
Brokerage Commissions & Fees	210,048	210,048	0	0.0%
Insurance Premiums (net of brokerage)	199,087	238,904	39,817	20.0%
Taxes, Assessments & Fees	0	0	0	0.0%
Actuarial Services	218	221	3	1.4%
Claims Audit	0	0	0	0.0%
Coverage Counsel	0	0	0	0.0%
Program Legal	0	0	0	0.0%
Miscellaneous Program Services	248	256	8	3.4%
Workshop/Training Expenses	7,775	10,424	2,649	34.1%
Loss Control Expenses	14,795	12,987	-1,808	-12.2%
Appraisals	0	0	0	0.0%
Excess/Reinsurance Recoveries	0	0	0	0.0%
Program Committee	1,339	1,339	0	0.0%
Dividend Distributions	0	0	0	0.0%
Total Direct Program Expenses	<u>952,146</u>	<u>992,874</u>	<u>40,729</u>	<u>4.3%</u>

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

AORMA PROPERTY PROGRAM *

(Fund 23)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	<u>Budget</u> <u>Change</u>	<u>Percent</u> <u>Change</u>
General & Administrative Expenses				
Financial Audit	871	909	37	4.3%
Executive Committee & Board Expenses	794	828	34	4.3%
JPA Insurance	373	389	16	4.3%
Memberships, Associations & Dues	1,005	1,048	43	4.3%
Chancellor's Office Accounting Services	8,976	9,229	253	2.8%
Chancellor's Office Risk Management Service	25,261	29,762	4,501	17.8%
JPA Accreditation	0	0	0	0.0%
JPA Legal	2,500	2,606	107	4.3%
Miscellaneous Expenses	642	669	27	4.3%
Total General & Administrative Expenses	<u>40,422</u>	<u>45,440</u>	<u>5,018</u>	<u>12.4%</u>
Total Operating Expenses	<u>992,568</u>	<u>1,038,314</u>	<u>45,746</u>	<u>4.6%</u>
Non-Operating Revenues				
Investment Income	33,901	33,901	0	0.0%
Interest Income - Loans	0	0	0	0.0%
Miscellaneous Fee Revenue	0	0	0	0.0%
Total Non-Operating Revenues	<u>33,901</u>	<u>33,901</u>	<u>0</u>	<u>0.0%</u>
Net Surplus (Deficit)	<u>-357,709</u>	<u>-500,480</u>	<u>-142,770</u>	<u>39.9%</u>
Beginning Retained Earnings	2,142,087	1,784,378	-357,709	-16.7%
Ending Retained Earnings	1,784,378	1,283,899	-500,480	-28.0%

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

AORMA CRIME PROGRAM *

(Fund 24)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	<u>Budget</u> <u>Change</u>	<u>Percent</u> <u>Change</u>
Operating Revenues				
Contributions	229,984	238,287	8,303	3.6%
Reinsurance Premiums	0	0	0	0.0%
Total Operating Revenues	<u>229,984</u>	<u>238,287</u>	<u>8,303</u>	<u>3.6%</u>
Operating Expenses				
<i>Direct Program Expenses</i>				
Claims Payments & Legal Expenses	41,877	41,877	0	0.0%
Deductible Recoveries	0	0	0	0.0%
Claims Administrators	0	0	0	0.0%
Management Information System	212	219	6	3.0%
Program Administrators	26,146	26,930	784	3.0%
Brokerage Commissions & Fees *	16,451	16,451	0	0.0%
Insurance Premiums	183,633	192,814	9,182	5.0%
Taxes, Assessments & Fees *	0	0	0	0.0%
Actuarial Services	20	19	-1	-5.0%
Claims Audit	0	0	0	0.0%
Coverage Counsel	0	0	0	0.0%
Program Legal	0	0	0	0.0%
Miscellaneous Program Services	23	22	-1	-3.8%
Workshop/Training Expenses	708	882	175	24.7%
Loss Control Expenses	0	0	0	0.0%
Appraisals	0	0	0	0.0%
Excess/Reinsurance Recoveries	0	0	0	0.0%
Program Committee	206	206	0	0.0%
Dividend Distributions	0	0	0	0.0%
Total Direct Program Expenses	<u>269,275</u>	<u>279,420</u>	<u>10,145</u>	<u>3.8%</u>

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

AORMA CRIME PROGRAM *

(Fund 24)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	<u>Budget</u> <u>Change</u>	<u>Percent</u> <u>Change</u>
General & Administrative Expenses				
Financial Audit	79	77	-2	-3.0%
Executive Committee & Board Expenses	72	70	-2	-3.0%
JPA Insurance	34	84	50	147.1%
Memberships, Associations & Dues	91	89	-3	-3.0%
Chancellor's Office Accounting Services	817	865	48	5.9%
Chancellor's Office Risk Management Service	2,299	2,520	220	9.6%
JPA Accreditation	0	0	0	0.0%
JPA Legal	228	221	-7	-3.0%
Miscellaneous Expenses	58	57	-2	-3.0%
Total General & Administrative Expenses	<u>3,679</u>	<u>3,982</u>	<u>302</u>	<u>8.2%</u>
Total Operating Expenses	<u>272,954</u>	<u>283,401</u>	<u>10,447</u>	<u>3.8%</u>
Non-Operating Revenues				
Investment Income	7,496	7,496	0	0.0%
Interest Income - Loans	0	0	0	0.0%
Miscellaneous Fee Revenue	0	0	0	0.0%
Total Non-Operating Revenues	<u>7,496</u>	<u>7,496</u>	<u>0</u>	<u>0.0%</u>
Net Surplus (Deficit)	<u>-35,474</u>	<u>-37,619</u>	<u>-2,144</u>	<u>6.0%</u>
Beginning Retained Earnings	434,196	398,722	-35,474	-8.2%
Ending Retained Earnings	398,722	361,103	-37,619	-9.4%

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

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

AORMA UNEMPLOYMENT INSURANCE PROGRAM

(Fund 25)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	Budget <u>Change</u>	Percent <u>Change</u>
Operating Revenues				
Contributions	788,791	809,956	21,165	2.7%
Reinsurance Premiums	0	0	0	0.0%
Total Operating Revenues	<u>788,791</u>	<u>809,956</u>	<u>21,165</u>	<u>2.7%</u>
Operating Expenses				
<i>Direct Program Expenses</i>				
Claims Payments & Legal Expenses	1,092,274	1,092,274	0	0.0%
Deductible Recoveries	0	0	0	0.0%
Claims Administrators	14,000	14,420	420	3.0%
Management Information System	1,593	1,641	48	3.0%
Program Administrators	47,061	48,473	1,412	3.0%
Brokerage Commissions & Fees	0	73	73	0.0%
Insurance Premiums (net of brokerage)	0	0	0	0.0%
Taxes, Assessments & Fees	0	0	0	0.0%
Actuarial Services	68	63	-5	-7.4%
Claims Audit	0	0	0	0.0%
Coverage Counsel	0	0	0	0.0%
Program Legal	0	0	0	0.0%
Miscellaneous Program Services	77	74	-4	-4.7%
Workshop/Training Expenses	2,427	3,000	572	23.6%
Loss Control Expenses	0	0	0	0.0%
Appraisals	0	0	0	0.0%
Excess/Reinsurance Recoveries	0	0	0	0.0%
Program Committee	1,236	1,236	0	0.0%
Dividend Distributions	0	0	0	0.0%
Total Direct Program Expenses	<u>1,158,737</u>	<u>1,161,253</u>	<u>2,516</u>	<u>0.2%</u>

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

AORMA UNEMPLOYMENT INSURANCE PROGRAM

(Fund 25)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	<u>Budget</u> <u>Change</u>	<u>Percent</u> <u>Change</u>
General & Administrative Expenses				
Financial Audit	272	261	-11	-3.9%
Executive Committee & Board Expenses	248	238	-10	-3.9%
JPA Insurance	117	584	467	401.0%
Memberships, Associations & Dues	314	301	-12	-3.9%
Chancellor's Office Accounting Services	2,802	2,693	-109	-3.9%
Chancellor's Office Risk Management Service	7,886	8,564	678	8.6%
JPA Accreditation	0	0	0	0.0%
JPA Legal	780	750	-30	-3.9%
Miscellaneous Expenses	200	254	54	26.8%
Total General & Administrative Expenses	<u>12,619</u>	<u>13,646</u>	<u>1,027</u>	<u>8.1%</u>
Total Operating Expenses	<u>1,171,356</u>	<u>1,174,899</u>	<u>3,543</u>	<u>0.3%</u>
Non-Operating Revenues				
Investment Income	99,882	99,882	0	0.0%
Interest Income - Loans	0	0	0	0.0%
Miscellaneous Fee Revenue	0	0	0	0.0%
Total Non-Operating Revenues	<u>99,882</u>	<u>99,882</u>	<u>0</u>	<u>0.0%</u>
Net Surplus (Deficit)	<u>-282,684</u>	<u>-265,062</u>	<u>17,622</u>	<u>-6.2%</u>
Beginning Retained Earnings	5,144,956	4,862,273	-282,684	-5.5%
Ending Retained Earnings	4,862,273	4,597,211	-265,062	-5.5%

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

PURCHASED INSURANCE PROGRAM *

(Fund 20)

	<i>Final</i> <u>FY 19/20</u> <u>Budget</u>	<i>Proposed</i> <u>FY 20/21</u> <u>Budget</u>	<u>Budget</u> <u>Change</u>	<u>Percent</u> <u>Change</u>
Operating Revenues				
Contributions	652,777	652,777	0	0.0%
Reinsurance Premiums	0	0	0	0.0%
Total Operating Revenues	<u>652,777</u>	<u>652,777</u>	<u>0</u>	<u>0.0%</u>
Operating Expenses				
<i>Direct Program Expenses</i>				
Claims Payments & Legal Expenses	0	0	0	0.0%
Deductible Recoveries	0	0	0	0.0%
Claims Administrators	0	0	0	0.0%
Management Information System	0	0	0	0.0%
Program Administrators	0	0	0	0.0%
Brokerage Commissions & Fees	65,278	77,791	12,513	19.2%
Insurance Premiums (net of brokerage)	587,499	605,124	17,625	3.0%
Taxes, Assessments & Fees	0	0	0	0.0%
Actuarial Services	0	0	0	0.0%
Claims Audit	0	0	0	0.0%
Coverage Counsel	0	0	0	0.0%
Program Legal	0	0	0	0.0%
Miscellaneous Program Services	0	0	0	0.0%
Workshop/Training Expenses	0	0	0	0.0%
Loss Control Expenses	0	0	0	0.0%
Appraisals	0	0	0	0.0%
Excess/Reinsurance Recoveries	0	0	0	0.0%
Program Committee	0	0	0	0.0%
Dividend Distributions	0	0	0	0.0%
Total Direct Program Expenses	<u>652,777</u>	<u>682,915</u>	<u>30,138</u>	<u>4.6%</u>

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

PURCHASED INSURANCE PROGRAM *

(Fund 20)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	<u>Budget</u> <u>Change</u>	<u>Percent</u> <u>Change</u>
General & Administrative Expenses				
Financial Audit	0	0	0	0.0%
Executive Committee & Board Expenses	0	0	0	0.0%
JPA Insurance	0	0	0	0.0%
Memberships, Associations & Dues	0	0	0	0.0%
Chancellor's Office Accounting Services	0	0	0	0.0%
Chancellor's Office Risk Management Service	0	0	0	0.0%
JPA Accreditation	0	0	0	0.0%
JPA Legal	0	0	0	0.0%
Miscellaneous Expenses	0	0	0	0.0%
Total General & Administrative Expenses	<u>0</u>	<u>0</u>	<u>0</u>	<u>0.0%</u>
Total Operating Expenses	<u>652,777</u>	<u>682,915</u>	<u>30,138</u>	<u>4.6%</u>
Non-Operating Revenues				
Investment Income	0	0	0	0.0%
Interest Income - Loans	0	0	0	0.0%
Miscellaneous Fee Revenue	0	0	0	0.0%
Total Non-Operating Revenues	<u>0</u>	<u>0</u>	<u>0</u>	<u>0.0%</u>
Net Surplus (Deficit)	<u>0</u>	<u>-30,138</u>	<u>-30,138</u>	<u>0.0%</u>
Beginning Retained Earnings	23,257	23,257	0	0.0%
Ending Retained Earnings	23,257	-6,881	-30,138	-129.6%

* Participant Accident Insurance (PAI), Auto Physical Damage (APD),
International Programs (IP)

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

OWNER CONTROLLED INSURANCE PROGRAM

(Fund 16)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	<u>Budget</u> <u>Change</u>	<u>Percent</u> <u>Change</u>
Operating Revenues				
Contributions	10,439,573	10,513,160	73,587	0.7%
Reinsurance Premiums	0	0	0	0.0%
Total Operating Revenues	<u>10,439,573</u>	<u>10,513,160</u>	<u>73,587</u>	<u>0.7%</u>
Operating Expenses				
<i>Direct Program Expenses</i>				
Claims Payments & Legal Expenses	0	0	0	0.0%
Deductible Recoveries	0	0	0	0.0%
Claims Administrators	0	0	0	0.0%
Management Information System	0	0	0	0.0%
Program Administrators	0	0	0	0.0%
Brokerage Commissions & Fees	0	0	0	0.0%
Insurance Premiums (net of brokerage)	11,872,000	10,156,985	-1,715,015	-14.4%
Taxes, Assessments & Fees	0	0	0	0.0%
Actuarial Services	0	0	0	0.0%
Claims Audit	0	0	0	0.0%
Coverage Counsel	0	0	0	0.0%
Program Legal	0	0	0	0.0%
Miscellaneous Program Services	0	0	0	0.0%
Workshop/Training Expenses	0	0	0	0.0%
Loss Control Expenses	0	0	0	0.0%
Appraisals	0	0	0	0.0%
Excess/Reinsurance Recoveries	0	0	0	0.0%
Program Committee	0	0	0	0.0%
Dividend Distributions	0	0	0	0.0%
Total Direct Program Expenses	<u>11,872,000</u>	<u>10,156,985</u>	<u>-1,715,015</u>	<u>-14.4%</u>

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

OWNER CONTROLLED INSURANCE PROGRAM

(Fund 16)

	<i>Final</i> <u>FY 19/20</u> <u>Budget</u>	<i>Proposed</i> <u>FY 20/21</u> <u>Budget</u>	<u>Budget</u> <u>Change</u>	<u>Percent</u> <u>Change</u>
General & Administrative Expenses				
Financial Audit	3,601	3,394	-207	-5.7%
Executive Committee & Board Expenses	3,282	3,093	-189	-5.7%
JPA Insurance	1,543	1,454	-89	-5.7%
Memberships, Associations & Dues	4,151	3,913	-239	-5.7%
Chancellor's Office Accounting Services	37,087	34,956	-2,131	-5.7%
Chancellor's Office Risk Management Service	104,375	111,162	6,787	6.5%
JPA Accreditation	0	0	0	0.0%
JPA Legal	10,328	9,735	-594	-5.7%
Miscellaneous Expenses	2,651	2,499	-152	-5.7%
Total General & Administrative Expenses	<u>167,017</u>	<u>170,204</u>	<u>3,187</u>	<u>1.9%</u>
Total Operating Expenses	<u>12,039,017</u>	<u>10,327,189</u>	<u>-1,711,828</u>	<u>-14.2%</u>
Non-Operating Revenues				
Investment Income	0	0	0	0.0%
Interest Income - Loans	0	0	0	0.0%
Miscellaneous Fee Revenue	0	0	0	0.0%
Total Non-Operating Revenues	<u>0</u>	<u>0</u>	<u>0</u>	<u>0.0%</u>
Net Surplus (Deficit)	<u>-1,599,444</u>	<u>185,971</u>	<u>1,785,415</u>	<u>-111.6%</u>
Beginning Retained Earnings	-7,729,180	-9,328,625	-1,599,444	20.7%
Ending Retained Earnings	-9,328,625	-9,142,654	185,971	-2.0%

OCIP I launched 1/1/12, extended 12/31/14

OCIP II launches 1/31/18

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

CLUB SPORTS INSURANCE PROGRAM

(Fund 17)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	Budget <u>Change</u>	Percent <u>Change</u>
Operating Revenues				
Contributions	400,000	450,000	50,000	12.5%
Reinsurance Premiums	0	0	0	0.0%
Total Operating Revenues	<u>400,000</u>	<u>450,000</u>	<u>50,000</u>	<u>12.5%</u>
Operating Expenses				
<i>Direct Program Expenses</i>				
Claims Payments & Legal Expenses	400,000	400,000	0	0.0%
Deductible Recoveries	0	0	0	0.0%
Claims Administrators	8,240	8,487	247	3.0%
Management Information System	342	352	10	3.0%
Program Administrators	0	0	0	0.0%
Brokerage Commissions & Fees	18,346	18,346	0	0.0%
Insurance Premiums (net of brokerage)	171,364	176,505	5,141	3.0%
Taxes, Assessments & Fees	0	0	0	0.0%
Actuarial Services	34	35	1	2.9%
Claims Audit	0	0	0	0.0%
Coverage Counsel	0	0	0	0.0%
Program Legal	0	0	0	0.0%
Miscellaneous Program Services	0	0	0	0.0%
Workshop/Training Expenses	0	0	0	0.0%
Loss Control Expenses	0	0	0	0.0%
Appraisals	0	0	0	0.0%
Excess/Reinsurance Recoveries	0	0	0	0.0%
Program Committee	0	0	0	0.0%
Dividend Distributions	0	0	0	0.0%
Total Direct Program Expenses	<u>598,327</u>	<u>603,726</u>	<u>5,399</u>	<u>0.9%</u>

CSURMA
Cash Flow Budget of Revenues and Expenses
Fiscal Year July 1, 2020 to June 30, 2021

OPERATING BUDGET
PROPOSED

CLUB SPORTS INSURANCE PROGRAM

(Fund 17)

	<i>Final</i> FY 19/20 <u>Budget</u>	<i>Proposed</i> FY 20/21 <u>Budget</u>	<u>Budget</u> <u>Change</u>	<u>Percent</u> <u>Change</u>
General & Administrative Expenses				
Financial Audit	138	145	7	5.3%
Executive Committee & Board Expenses	126	132	7	5.3%
JPA Insurance	59	62	3	5.3%
Memberships, Associations & Dues	159	167	8	5.3%
Chancellor's Office Accounting Services	1,421	1,496	75	5.3%
Chancellor's Office Risk Management Service	3,999	4,758	759	19.0%
JPA Accreditation	0	0	0	0.0%
JPA Legal	396	417	21	5.3%
Miscellaneous Expenses	102	107	5	5.3%
Total General & Administrative Expenses	<u>6,399</u>	<u>7,285</u>	<u>886</u>	<u>13.8%</u>
Total Operating Expenses	<u>604,726</u>	<u>611,011</u>	<u>6,285</u>	<u>1.0%</u>
Non-Operating Revenues				
Investment Income	6,794	6,794	0	0.0%
Interest Income - Loans	0	0	0	0.0%
Miscellaneous Fee Revenue	0	0	0	0.0%
Total Non-Operating Revenues	<u>6,794</u>	<u>6,794</u>	<u>0</u>	<u>0.0%</u>
Net Surplus (Deficit)	<u>-197,932</u>	<u>-154,217</u>	<u>43,715</u>	<u>-22.1%</u>
Beginning Retained Earnings	583,855	385,923	-197,932	-33.9%
Ending Retained Earnings	385,923	231,706	-154,217	-40.0%

Launched beginning August 1, 2012

**POLICY AND PROCEDURE NO. 28 – PROCESS FOR APPROVING
AFFINITY GROUP FUNDING SUPPORT**

ISSUE: At its last meeting the Executive Committee approved biennial Affinity Group workshop and training support and asked staff to develop a policy and procedure to direct the process of evaluation and approval. The Program Administrator in coordination with Systemwide Risk Management drafted Policy and Procedure No. 28 – Process for Approving Affinity Group Funding Support.

RECOMMENDATION: It is recommended that the Executive Committee review and discuss Policy and Procedure No. 28 and if appropriate recommend adoption by the CSURMA Board of Directors.

FISCAL IMPACT: There is no direct cost from action at today’s meeting. Adoption of the policy and procedure is expected to formalize the process of addressing the biennial requests from the Affinity Groups for workshops and training.

BACKGROUND: The draft version of Policy and Procedure No. 28 is attached.

PUBLICATION: Once approved, the policy and procedure will be posted on the CSURMA website.

ATTACHMENT(S):

- a. DRAFT – Policy and Procedure No. 28 – Process for Approving Affinity Group Funding Support



CSURMA

POLICY AND PROCEDURE NO. 28

ADOPTED: MAY 8, 2020

EFFECTIVE: MAY 8, 2020

SUBJECT: AFFINITY GROUP WORKSHOP AND TRAINING SUPPORT

Should there be any discrepancy between this document and either the JOINT POWERS AGREEMENT or BYLAWS, the JOINT POWERS AGREEMENT and BYLAWS will govern.

POLICY:

CSURMA was established to support the risk management and risk financing efforts of the CSU and its auxiliary organizations. Part of CSURMA's role involves training and professional development of the CSU community in the areas addressed by the Risk Management, Environmental Health and Safety, Workers' Compensation, and Emergency Management and Business Continuity Affinity Groups (Affinity Groups). It is the policy of the CSURMA that the CSURMA Executive Committee may establish a budget to support systemwide workshops and training for the Affinity Groups and that any CSURMA budget support will be applied as described in this Policy and Procedure No. 28.

PROCEDURE:

CSURMA supports training and professional development in concert with CSU's Systemwide Office of Risk Management's Fitting the Pieces Conference which will be held in fiscal years starting in even numbered years. For fiscal years starting in odd numbered years, the CSURMA Board of Directors may adopt a budget that includes an agreed amount of funding Affinity Groups to use on systemwide professional development workshops and trainings.

If CSURMA's adopted budget includes funding for Affinity Group training the following process shall apply to obtain funding support from CSURMA:

1. The Chair of an Affinity Group, or Chairs of multiple Affinity Groups if they desire to apply jointly, may submit a proposal to the CSURMA Secretary-Auditor describing the proposed systemwide professional development workshop or training and the educational goals of the proposal. The proposal shall include the estimated number of systemwide participants and cost of the workshop or training. The maximum amount to be funded is \$10,000 per affinity group (Risk Managers, Environmental Health & Safety, Emergency Managers/COOP coordinators and Workers' Compensation).
2. The CSURMA Secretary-Auditor shall review the proposal, and as the Secretary-Auditor in his or her sole discretion decides, may recommend to the CSURMA Treasurer approval of CSURMA support and a recommended amount of funding towards the proposal from

DRAFT

CSURMA

POLICY AND PROCEDURE NO. 28

CSURMA. If the Secretary-Auditor does not recommend approval or full funding of the proposal, the Affinity Group shall be advised of the reasons and offered the opportunity to amend the group's proposal.

3. The CSURMA Treasurer shall review the Secretary-Auditor's recommendation and take action to approve, reject or adjust the recommended funding in his or her sole discretion. If the Treasurer does not approve the proposal as presented by the Secretary-Auditor, the Affinity Group shall be advised of the reasons and offered the opportunity to amend the group's proposal.
4. An Affinity Group may appeal the decision of the Treasurer to the CSURMA Executive Committee, whose decision on the proposal shall be final.

WITT O'BRIEN CONSULTING SERVICES
TWO-YEAR CONTRACT EXTENSION

ISSUE: Witt O'Brien's provides emergency services consulting for the California State University System under an agreement dated July 1, 2012 between Witt Group Holdings, LLC and CSURMA. The agreement is renewable for successive two-year periods. The current service term is July 1, 2018-20. Witt O'Brien's has proposed a two-year contract extension for the period July 1, 2020 to June 30, 2022 as well as a new scope of work for the period July 1, 2020 to June 30, 2021 as shown on the attached document.

RECOMMENDATION: The Executive Committee is asked to review the Witt O'Brien's proposed scope of services for July 1, 2020 to June 30, 2021, and also to delegate authority to the CSURMA Secretary-Auditor, in coordination with the CSURMA Legal Counsel, to execute the new two-year addendum to the existing agreement.

FISCAL IMPACT: The annual fee of \$160,000 is included in the proposed budget for FY 20/21.

BACKGROUND: Witt O'Brien's provides emergency services consulting for the California State University System under an agreement between Witt Group Holdings LLC and CSURMA. The original two-year agreement was effective July 1, 2012 and is renewable for successive two-year periods subject to adjustments of costs and fees to be agreed upon in writing.

PUBLICATION: None.

ATTACHMENT(S):

- a. Scope of work and project outline for the period July 1, 2020 to June 30, 2022
- b. Witt O'Brien's Professional Services Agreement July 1, 2020 to June 30, 2022
- c. Witt O'Brien's Professional Services Agreement July 1, 2012 to June 30, 2014

Witt O'Brien's and CSU System Contract

July 1, 2020 – June 30, 2021

Scope of Work and Project Outline

This document outlines proposed emergency management projects for both the CSU Chancellor's Office (CO) and the CSU System based on a continuation of successful preparedness programs, current emergency management needs, and inclusion of good practices and trends in higher education emergency management. These projects can be changed or adjusted as necessary, based on the needs of the CO and any emergency incidents that may affect the CSU System.

Witt O'Brien's will perform the following services:

Task 1: Preparedness and Resilience: Emergency Plans, Training, and Exercises

1. a. EOC Training and Exercises

Assist the Systemwide Emergency Managers with special training and exercises on an as-needed basis, as needed and as budget allows. This could include scenario-based exercises, and trainings related to emergency management plans and procedures, continuity plans, procedures for the campus, and coordination with external partners and guest speakers.

1. b. Emergency Management Plan (EMP) and Emergency Annexes

Witt O'Brien's will work with the Systemwide Emergency Managers, as needed and budget allows, to provide updates to EMPs. This will involve reviewing and updating the various components of the plan(s). We will support development of specific annexes in coordination with the EMP. We will also provide forms and other guidance from FEMA and national standards, as needed.

1. c. Continuity Planning –Departmental Continuity Annexes Update

Witt O'Brien's will work with the Systemwide Emergency Managers, as needed and budget allows, to assist with supporting the campus departments in development of their business impact analysis (BIA) data, including critical functions analysis, and in updating their existing plans.

Task 2: Presidents and Senior Emergency Management Training Seminar

Witt O'Brien's will assist in promoting the availability of the Sr. Manager Training Seminars, and to work with campus emergency preparedness coordinators/directors to provide a robust, half-day emergency management training seminar for the campus Presidents and Senior Campus Management, to be conducted throughout the fiscal year (2020/2021) preferably on a regional, and/or campus by campus basis. This training will include:

- Executive Summary of the Campus Emergency Operations Plans (EOPs) Project.

- The Role of the Policy Group/Senior Executives, and Case Studies of successes and challenges.
- Crisis Communications, Reputation Management, and Public Perception.
- Tabletop Exercise.

Following this training, the CSU Presidents will have an enhanced concept of emergency management in general, their essential role in the process, the status of their specific campus emergency management program, and recent trends requiring focused attention.

Task 3: CSU System Emergency Management and Business Continuity Affinity Groups Support

Witt O'Brien's will assist both the CSU System Emergency Managers Affinity Group, and the Business Continuity Coordinators Affinity Group with system-wide efforts that may include:

- Attending Affinity Group bi-monthly meetings and providing subject matter expertise as requested.
- Support and attend the annual EM Affinity Group Conference, and the BC Affinity Group Conference.
- Support development of revised Executive Orders and technical memos related to EM and BC programs.
- Conducting research and compiling information about good practices in higher education emergency management.
- Providing tools and resources to enhance the emergency management and business continuity programs at the campuses, such as plan templates, exercise scenarios, BC guidebooks, EOP Annexes (Hazmat, PSPS, etc.).
- Conducting training and exercise sessions for the emergency managers and business continuity coordinators (these may be conducted via webinar or in-person regionally or at conferences).

Witt O'Brien's will serve as a resource for the Emergency Managers and Continuity Coordinators in order to help enhance the campus emergency management and business continuity programs and increase consistency and collaboration system wide.

Task 4: System-Wide Coordination Resources

Witt O'Brien's will assist the Chancellor's Office and the Emergency Management Affinity Groups in identifying ways for the Chancellor's Office to assist campuses in an emergency response, how campuses should coordinate with each other in an emergency, and notification and communication requirements and recommendations between campuses and other local or state entities. The effort will include the following.

- Identify Federal and State financial resources (e.g., post-disaster grants) for CSU System resiliency efforts.
- Support augmenting use of VEOCI software to support inter-and intra-campus coordination and management of major campus incidents. Develop templates for CO and system.
- Conduct regional coordination workshop(s) for EMs and Sr. VPs on campus. These might include an act-of-violence scenario, and other scenarios as developed in coordination with regional representatives.

Task 5: CSU System Public Information Officer Training

Witt O'Brien's will be available to work with the Assistant Vice Chancellor for Public Affairs to assist in developing and conducting PIO training for communications and public affairs staff from all of the CSU campuses and the Chancellor's Office as needed. These trainings may consist of Federal Emergency Management Agency (FEMA) PIO courses and/or crisis communications training sessions using scenario-based discussions and exercises.

Task 6: Provide strategic advisory, representation, and technical services as needed

Witt O'Brien's will provide support to CSU CO initiatives including:

- Fitting the Pieces Conference
- California Higher Education conference
- Post-Disaster Public Assistance Documentation Management for campus Business and Finance representatives
- Other representation as requested

Task 7: Support for Chancellor's Office Training

Witt O'Brien's will continue to assist the Chancellor's Office Emergency Manager in establishing training and exercises over a multi-year horizon. We will develop a Multi-year Training and Exercise Plan (MYTEP) schedule that includes: establish preparedness goal for the calendar year; scheduling exercises and drill to support the goals; outlining a schedule of trainings for CO EOC staff and others to support preparedness; and outlining program activities designed to meet the preparedness goal. Training and exercise focus areas could include: intentional human-caused threats such as cyber security, demonstrations, or acts of violence; human-caused accidents such as hazmat spills or fires; and natural hazards such as earthquakes and floods.

Task 8: COVID-19 Support

Our team will support the CO and the campuses with developing or updating materials specific to their support with their continuity operations, provision of health and safety guidelines, communicable disease annexes, after-action report development, and other emergency management and business continuity support. Assistance includes development of tools and guidance for that support back-to-business and back-to-academics effort in support of the CSU mission.

Estimated Cost Structure

Compensation. For the services as described above, Consultant shall be compensated as follows:

CSU Chancellor's Office July 1, 2018 – June 30, 2019		
Tasks related to Chancellors Office Emergency Management Program		
Task 1	Preparedness and Resiliency: Emergency Plans, Training, and Exercises	\$40,000
Tasks related to CSU System-Wide Emergency Management Program		
Task 2	Presidents and Senior Management Training Seminar	\$15,000
Task 3	CSU System Emergency Management and Business Continuity Affinity Groups Support	\$20,000
Task 4	System-Wide Coordination Resources	\$20,000
Task 5	CSU System Public Information Officer Training	\$5,000
Task 6	Provide strategic advisory, representation, and technical as needed	\$10,000
Task 7	Support for Chancellor's Office Training	\$30,000
Task 8	COVID-19 Support	\$10,000
	Expenses	\$10,000
	TOTAL	\$160,000

The above costs include Witt O'Brien's out-of-pocket expenses reasonably associated with services performed and will be reimbursed by CSU in accordance with Witt O'Brien's expense reimbursement policy. Labor hours spent traveling by Witt O'Brien's personnel for tasks under this project will not be billed to the project, in accordance with CSU policies.

**AMENDMENT #4 to Professional Service Agreement
Between Witt O'Brien's LLC and California State University Risk Management Authority**

This fourth amendment ("Amendment") is made by and between Witt O'Brien's, LLC, ("the Company"), and California State University Risk Management Authority (the "Client"), collectively "the parties," modifies the Professional Service Agreement entered into by the parties on July 1, 2012, as amended, Amendment #1 dated May 27, 2014, Amendment #2 dated April 20, 2016, and Amendment #3 dated February 26, 2018 (collectively, "Agreement"), and is effective as dated April 17, 2020.

Whereas, Client and Consultant desire to amend the Agreement in accordance with the terms and conditions described below

Now, therefore, in consideration of the terms and conditions contained in this Amendment, and for other good and valuable consideration, the receipt and sufficiency of which are acknowledged, Client and Consultant hereby agree as follows:

1. Section 3, Period of Performance, shall be amended as follows: The period of performance under the Agreement shall be from July 1, 2020 to July 1, 2022. The Agreement may thereafter, by mutual written agreement, be renewed for a successive two (2) year period. The renewal will be issued under the same terms and conditions as the Agreement, unless otherwise agreed to by the parties at that time.
2. Section 2, Scope of Work, is amended to add the attached scope of work as listed below for the period of July 1, 2020 - June 30, 2021. By no later than June 1, 2021, Consultant will provide an additional Scope of Work and Project Outline for the period July 1, 2021 - June 30, 2022, for review and approval of Client
3. Section 4, Fees and Payment, shall be amended to include the fees and payment chart listed below.

Except as set forth in this Amendment, the Agreement is unaffected and shall continue in full force and effect in accordance with its terms.

IN WITNESS WHEREOF, the Parties hereto, by their duly authorized representatives, execute this Agreement to be effective as of the date set forth above.

California State University Risk Management Authority	Witt O'Brien's, LLC

Name, Title: Company: Address: City, State, Zip: Email: Phone:	Name, Title: Greg Fenton, COO Company: Witt O'Brien's, LLC Address: 818 Town & Country Blvd., Suite 200 City, State, Zip: Houston, Texas 77024 Email: contractrequests@wittobriens.com Phone: 281-606-4721
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PROFESSIONAL SERVICES AGREEMENT

This Agreement ("Agreement") dated this the 1st day of July, 2012, is between California State University Risk Management Authority ("Client"), with offices at 401 Golden Shore, 5th Floor, Long Beach, CA 90802 and Witt Group Holdings, LLC ("Consultant"), located at 1501 M Street, NW, 5th Floor, Washington, DC 20005.

TYPE OF AGREEMENT: Professional Services Agreement

Whereas, Consultant is in the business of providing certain consulting services and is willing to provide such services to Client; and

Whereas, Client desires to utilize Consultant's services as provided for herein.

Now, therefore, in consideration of the mutual covenants and promises contained herein, the parties hereto agree as follows:

1. General Terms and Conditions

The general terms and conditions of this Agreement are set forth in Appendix A, attached hereto and incorporated herein by reference.

2. Scope of Work

Consultant shall provide the services set forth in Appendix B, attached hereto and Incorporated herein by reference ("Services"). Consultant shall furnish all reports and deliverables as set forth in Appendix B in accordance with the terms set forth therein (hereafter "Deliverables").

3. Period of Performance

The period of this Agreement shall be two (2) year(s) from the signing of this Agreement and shall be renewed for successive two (2)-year periods subject to adjustments of costs and fees to be agreed upon in writing.

4. Fees and Payment

In consideration of Services performed hereunder, Client shall pay Consultant in accordance with Appendix C.

Payment terms for the Agreement shall be in accordance with paragraph 8 of Appendix A.

5. Notice

Any notice given by either party shall be in writing and shall be given by registered or certified mail, return receipt requested, postage prepaid, or Federal Express or DHL courier, shipped prepaid, addressed to the parties at the addresses herein designated for each party or at such other addresses as they may hereafter designate in writing.

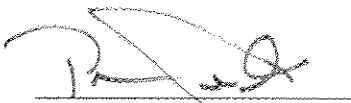
To: Charlene M. Minnick Assistant Vice Chancellor/Chief Risk Officer, System-wide Risk Management Office of Risk Management California State University Office of the Chancellor	To: Nathan Weinman, Director of Contracts and Compliance Witt Group Holdings, LLC.
401 Golden Shore, 5 th Floor	1501 M Street, NW, 5 th Floor
Long Beach, CA 90802	Washington, DC 20005
Phone: 562.951.4580	Phone 202.585.0780
Fax: 562.951.4967	Fax 202.585.0792
Email: cminnick@calstate.edu	Email: nweinman@wittassociates.com

6. Entire Agreement

Both parties acknowledge that they have read this Agreement, understand it, and agree to be bound by its terms and further agree that it is the entire agreement between the parties hereto which supersedes all prior agreements, written or oral, relating to the subject matter hereof. No modification or waiver of any provision shall be binding unless in writing signed by the party against whom such modification or waiver is sought to be enforced.

In Witness Whereof, Client and Consultant have caused this Agreement to be executed by their duly authorized representatives as of the date first written above.

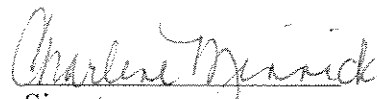
For: Consultant


Signature

Nate Fe LB
Name (Typed or Printed)

7/9/12
Date

For: Client


Signature

Charlene Minnick
Name (Typed or Printed)

6-28 2012
Date

APPENDIX A

GENERAL TERMS & CONDITIONS

1. CONSULTANT'S RESPONSIBILITIES. Consultant/Contractor ("Consultant") shall perform the Services utilizing the standard of care normally exercised by professional consulting firms in performing comparable services under similar conditions. CONSULTANT MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, EXCEPT AS SPECIFICALLY SET FORTH IN THIS AGREEMENT.

2. CLIENT'S RESPONSIBILITIES. Client shall provide site access to the site or facility at which the Services are to be performed at such times as may reasonably be required by Consultant, and shall make timely payments in accordance with the terms and conditions of this Agreement.

To the extent Client has access to information relating to the Services to be performed, Client shall provide such information as is reasonably available and appropriate for the efficient performance of the Services ("Information"). Such Information includes, but is not limited to, available site history and the identification, location, quantity, concentration and character of known or suspected hazardous conditions, wastes, substances or materials that are likely to pose a significant risk to human life, health, safety or to the environment. Consultant shall be entitled to rely upon the Information provided by the Client or the Client's agents without independent verification except to the extent set forth herein and shall bear no liability arising from such reasonable reliance.

3. COMMENCEMENT AND COMPLETION OF THE SERVICES. The Services shall commence and shall be completed on the respective dates specified in this Agreement or, in the absence of such specification, as soon as good practice and due diligence reasonably permit.

4. PROPRIETARY INFORMATION. Proprietary confidential information ("Proprietary Information") developed or disclosed by either party under this Agreement shall be clearly labeled and identified as Proprietary Information by the disclosing party at the time of disclosure. When concurrent written identification of Proprietary Information is not feasible at the time of such disclosure, the disclosing party shall provide such identification in writing promptly thereafter.

Proprietary Information shall not be disclosed to any other person except to those individuals who need access to such Proprietary Information as needed to ensure proper performance of the Services.

Neither party shall be liable for disclosure or use of Proprietary Information which: (1) is generally available to the public without breach of this Agreement; (2) is disclosed with the prior written approval of the disclosing party; or (3) is required to be released by applicable law or court order.

Each party shall return all Proprietary Information relating to this Agreement to the disclosing party upon request of the disclosing party or upon termination of this Agreement, whichever occurs first. Each party shall have the right to retain a copy of the Proprietary Information for its internal records and subject to ongoing compliance with the restrictions set forth in this Section. This Section shall survive termination of this Agreement.

5. DELIVERABLES. Upon payment in full for the Services, and unless otherwise agreed ("Deliverables") shall be the property of the Client. The Consultant shall not disclose the Deliverables relating to the Services to a third party without the prior written authorization of the Client. Client shall be solely responsible for any disclosure of the Deliverables, which may be required by law and agrees to indemnify and hold Consultant harmless for any loss, liability, or claim resulting from Client's failure to make such disclosure and fully indemnify Consultant. Where applicable law requires immediate disclosure by the Consultant, Consultant shall make its best efforts to give prior notice to Client. At Client's request and expense, Consultant will assist the Client in making such disclosures as may be required by law.

Notwithstanding the foregoing provisions of this Clause, the Client acknowledges that in the course of its performance under the Contract the Consultant may use products, materials and methodologies proprietary to the Consultant, and the Client agrees that it shall have or obtain no rights in such proprietary products, materials and methodologies except pursuant to a separate written agreement (if any) executed by the parties.

6. INDEMNIFICATION/INSURANCE. Each Party (the "Indemnifying Party") shall defend, indemnify and save the other Party (the "Indemnified Party"), its officers, directors, agents, and employees harmless from and against any and all claims, liabilities, demands, judgments, losses, costs, expenses (including reasonable attorney's fees), suits, or damages arising by reason of bodily injury, death or damage to a third party's tangible property sustained by any person or entity (whether or not a party to this Agreement) caused by or attributable to an action of gross negligence or willful misconduct of the Indemnifying Party or an officer, director, agent or employee of Indemnifying Party.

Consultant shall provide proof of General Liability insurance coverage of at least \$1,000,000 per incident and \$5,000,000 aggregate, Business Automobile Liability of \$1,000,000 per person and \$2,000,000 per incident and Professional Liability of \$5,000,000.

The California State University is permissibly self-insured.

7. ACCEPTANCE. Client shall have five (5) days from the date each deliverable is made to Client to reject all or part of each Deliverable. Each Deliverable, to the extent not rejected in writing by Client, shall be deemed accepted.

8. PAYMENT TERMS. Invoices will be submitted monthly and are due upon receipt. Invoices for out of pocket expenses may be submitted on a monthly basis and are due upon receipt. Timely payment is a material part of the consideration for the performance of the Services.

In the event that payment has not been made in accordance with the terms of this Agreement, in addition to any other remedy, which Consultant may have under law or equity, Consultant may stop work immediately, without further duty, obligation, and/or liability.

9. CONTRACT CEILING PRICE. For time and material or unit price contracts with a contract ceiling, if at any time Consultant has reason to believe that an increase in such limitation will be necessary, it will give prior notice to that effect providing a written estimate to complete the Services and proposing a new limitation figure and giving appropriate supporting data so that Client may, at its sole discretion, increase such limitation by written modification to this Agreement.

Consultant shall not be required to perform the Services to the extent that such performance exceeds the ceiling price of this Agreement. In the event of a dispute relating to the contract-ceiling price, such dispute shall be resolved in accordance with the Disputes clause of this Agreement.

10. CURRENCY OF PAYMENT. Unless otherwise set forth in this Agreement, all payments shall be made in United States Dollars (\$US). Where exchange rates are involved, the rate of exchange between \$US and the other currency involved in the transaction shall be the rate of exchange as of the date of invoice. The date of each invoice shall be clearly marked on each invoice.

11. LIMITATIONS OF LIABILITY. IN NO EVENT SHALL CONSULTANT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING BUT NOT LIMITED TO LOST PROFITS OR INTERRUPTION OF BUSINESS) ARISING OUT OF OR RELATED TO THE SERVICES PROVIDED UNDER THIS AGREEMENT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

12. HEALTH & SAFETY. Client shall notify Consultant of any known or suspected hazards existing at any site where the Services are to be provided, including but not limited to, hazardous waste, substances or materials and underground utilities.

Consultant shares in the responsibility of using due-diligence when on site and if concerned of a potential hazard will inform Client immediately before proceeding with applicable endeavor.

13. CONFLICT OF INTEREST. The Client acknowledges that the Consultant provides similar services for a broad range of other clients and agrees that Consultant shall be free to work for other clients in matters that do not involve the use of any Proprietary Information that has been disclosed by the Client under the terms of this Agreement or do not directly relate to the specific Services provided by the Consultant to the Client under this Agreement.

14. FORCE MAJEURE. Neither party shall be responsible for any delay or failure in performance, other than the obligation to make payments for work previously performed, to the extent that such delay or failure was caused by a force majeure event including Act of God, war, civil disturbance, governmental action, labor dispute unrelated to and without fault or negligence of the party claiming the force majeure event, computer virus, or denial of

access to the site or any other event beyond the reasonable control of the claiming party. For the duration of this Agreement, Consultant will keep a back-up copy of all important documents related to the Project.

Performance under this Agreement shall resume promptly once the cause of delay or failure ceases and an equitable adjustment shall be made to the price and/or schedule of the Services including any mobilization or demobilization costs of Consultant.

15. CHANGED CONDITIONS. The discovery of any hazardous waste, substance or material; underground obstruction; underground utilities; or other latent obstruction to the performance of the Services to the extent that such conditions are not the subject of the Services, and to the extent that such conditions were not brought to the attention of the Consultant prior to execution of this Agreement, or any change in law that materially affects the obligations or rights of either party under this Agreement, shall constitute a materially different site condition entitling the Consultant to an equitable adjustment in the contract price, time of performance, or both, as appropriate. If the change materially changes the nature of the Services, the Consultant may terminate this Agreement as a result of such changed conditions.

16. CHANGES TO THE SERVICES. The Client may direct changes within the general Scope of Work. Upon notification of such direction, the Consultant shall prepare an estimate of the additional costs and time required, if any, to perform the change. Upon mutual written agreement, Consultant shall perform the change and an equitable adjustment shall be made to the price and/or time schedule as appropriate.

17. DISPUTES. Any dispute relating to this Agreement shall be submitted to a panel consisting of at least one representative of each party who shall have the authority to enter into an agreement to resolve the dispute. The panel shall meet for a maximum of three (3) days. Should this dispute resolution be unsuccessful, or if the panel has failed to meet within two (2) weeks of demand for such a meeting by either party, the matter may be submitted by either party to arbitration and no written or oral representation made during the course of any panel proceeding or other settlement negotiations shall be deemed to be a party admission.

The arbitration shall be conducted in accordance with the Arbitration Rules of the American Arbitration Association. The award rendered by the arbitrators shall be used only as a method of avoiding litigation through the conducting of Alternative Dispute Resolution and will not be final. The arbitration shall take place at a location acceptable to both the client and consultant. Furthermore, in all events, no party shall be liable for indirect, special, consequential or punitive damages.

18. THIRD PARTY LITIGATION. In the event that any litigation, proceeding, or claim (including any investigation which may be preliminary thereto) involving the Services performed by Consultant is commenced by a third party, Consultant shall furnish, if compelled by law or upon the reasonable request of Client, such person or persons from Consultant's organization as are familiar with the matters embraced within the knowledge of Consultant's personnel to testify as witnesses and to provide Consultant's records and such other information and assistance in connection with such litigation, proceeding or claim (or investigation preliminary thereto). To

the extent Consultant may be required, either by law or at the request of Client, to provide such testimony, records, information, or assistance, Client shall reimburse Consultant for the reasonable value of its services at its then prevailing rate for comparable work, based on the time expended, and for Consultant's out-of-pocket expenses incurred in connection therewith in accordance with the provisions of this Agreement.

19. INDEPENDENT CONTRACTOR. The Consultant is an independent contractor and shall not be deemed to be an employee or agent of the Client. Consultant shall indemnify and hold Client harmless against all liability and loss resulting from Consultant's failure to pay all taxes and fees imposed by the government under employment insurance, social security and income tax laws with regard to Consultant's employees engaged in the performance of this Agreement.

20. NON-SOLICITATION OF EMPLOYEES. Neither party shall solicit for employment or hire the employees of the other party involved in the management or performance of the Services during the term of this Agreement and for one year thereafter.

21. NONWAIVER. No waiver of any breach of this Agreement shall operate as a waiver of any similar subsequent breach or any breach of any other provision of this Agreement.

22. SEVERABILITY. If any provision of this Agreement is held invalid by a court of competent jurisdiction, such provision shall be severed from this Agreement and to the extent possible, this Agreement shall continue without affect to the remaining provisions.

23. ASSIGNMENT/SUBCONTRACTS. Neither party may assign this Agreement without the written consent of the other party, which shall not unreasonably be withheld; provided, however, that Consultant may assign this Agreement in connection with a sale of all or substantially all of its assets without Client's consent.

24. DRAFTING PARTY. Each party has reviewed this Agreement and any question of interpretation shall not be resolved by any rule of interpretation providing for interpretation against the drafting party. This Agreement shall be construed as though drafted by both parties.

25. GOVERNING LAW. The validity, enforceability and interpretation of this Agreement shall be determined and governed by the laws of the District of Columbia and, where applicable by virtue of preemption, under the laws of the United States of America.

26. CAPTIONS. The captions and headings of this agreement are intended for convenience and reference only, do not affect the construction or meaning of this agreement and further do not inform a party of the covenants, terms or conditions of this Agreement or give full notice thereof.

27. ADDITIONAL INSTRUMENTS. The parties agree to provide the other with any and all documents required to carry out any and all obligations in connection with the agreement as set forth herein.

28. NO AGENCY. Except as specifically set forth otherwise, it is agreed and understood that neither party hereto is, by this Agreement or anything herein contained, constituted or appointed

agent or representative of the other for any purpose whatsoever, nor shall anything in this Agreement be deemed or construed as granting either party any right or authority to assume or to create any obligation, warranty or responsibility, express or implied, for or in behalf of the other.

29. ORDER OF PRECEDENCE. In the event of a conflict in the terms and conditions of this Agreement, the following order of precedence shall apply:

- A. This Agreement
- B. The Rate Schedule (Appendix C)
- C. The Scope of Work (Appendix B)
- D. The General Terms and Conditions (Appendix A)
- E. Task Orders (if applicable)
- F. Other Contract Documents

30. ENTIRE AGREEMENT. The parties acknowledge that they have read this Agreement, understand it and agree to be bound by its terms. This Agreement supersedes all prior agreements, whether written or oral, relating to the subject matter hereof. No modification or change to this Agreement shall be binding unless such modification or change is in writing and signed by an authorized representative of each party.

31. OTHER. Neither Party shall disseminate or make use of any materials making reference to the other Party, without the other Party's written consent. Neither Party shall make any statements or promises relating to the other Party or its Services or any use of the other Party's name, which is not authorized in writing by the other Party.

32. TERMINATION. This agreement may be terminated at any time by either party provided the requesting party provides the other with 30 days written notice. In this event, Client shall pay for services rendered through the date of termination. Either party may also immediately terminate this Agreement upon a material breach of this Agreement, with no further payment or service obligation.

APPENDIX B

Scope of Work

Consultant will perform the following services:

Task A: Chancellor's Office Continuity of Operations (COOP) Plan (remaining tasks)

Complete the Chancellor's Office COOP Plan by developing the following components:

- *A1: Relocation Annex to CSU CO COOP Plan*
Develop a Relocation Annex to the CSU CO COOP Plan that accounts for one relocation site close to the CSU CO in Long Beach (possibly a local CSU campus) and one relocation site outside of the Southern California region (possibly Fresno State University). The Annex will account for low activation, medium activation, and full activation COOP events.
- *A2: Communications Annex to the CSU CO COOP Plan*
Develop a Communications Annex to the CSU CO COOP Plan that describes communications processes, equipment, and alternative methods for COOP events.
- *A3: Training for CSU CO COOP Management Team*
Develop and conduct a training session for the individuals assigned to the CO COOP Management Team. Include training on other CO emergency plans and how they coordinate and interact with the COOP Plan.

Task B: CSU Presidents and Executive Leadership Training

Conduct specialized emergency management training for the CSU campus presidents and executive leadership personnel. Include information about emergency preparedness and response, the Standardized Emergency Management System (SEMS), reputation management, and senior leadership team involvement in emergencies. Tailor the training to the unique needs of a campus president and senior leadership team in managing an emergency.

Task C: Chancellor's Office Tabletop Exercise

Develop and conduct a tabletop exercise to test the CSU CO COOP Plan, the CO CSEOT Guide, and the CO Crisis Communications Plan. Use the Homeland Security Exercise and Evaluation Program (HSEEP) to develop the exercise and create an Exercise Planning Team that consists of CO staff members. The tabletop exercise will allow critical CO emergency operations personnel and senior leadership personnel to practice using the plans by applying them to a realistic scenario that may affect the CO. The tabletop exercise will also test coordination with CSU campuses and external partners.

Task D: Webinar Workshops for CSU Campuses

Develop and conduct 1-2 webinars for the CSU campuses. These webinars will address:

- Executive Orders 1056 and 1014, including expectations from the Chancellor's Office on how to address these Executive Orders
- Planning steps and strategies for creating a viable and successful COOP Plan and Emergency Operations Plan (EOP)
- Common issues faced by the CSU campuses and potential resolutions
- Success stories from the various CSU campuses in emergency operations and continuity of operations planning endeavors
- Additional elements as requested

Witt Associates will provide suggested templates/outlines for a COOP Plan and an EOP. The webinar(s) will also feature guest speakers from various CSU campuses to share best practices and lessons learned.

Task E: CSU System-wide Emergency Management Training and Exercise Program Guidebook

Develop an exercise and training program guidebook for use by the CSU campuses that addresses:

- Suggested training and exercise program goals and objectives
- Information about the Homeland Security Exercise and Evaluation Program (HSEEP) and how to implement it for a campus exercise program
- Training and exercise purpose, characteristics, and requirements for CSU System campuses
- Suggested training and exercise program organization, timeline, and schedules
- Suggested federal and state available training and additional training resources
- Design templates and/or suggested methodologies for conducting seminars, workshops, drills, tabletop exercises, functional exercises, and full-scale exercises
- Proposed training and exercise evaluation, after action reporting, and improvement planning guidance

Task F: Develop and Conduct Two Functional Exercises

Develop two tabletop exercises that incorporate functional elements and target CSU campuses in Northern California (F1) and CSU campuses in Southern California (F2). These exercises will test campus-specific emergency plans, coordination and mutual aid between the campuses, and interaction with the Chancellor's Office during a campus emergency. CSU campuses can participate at a level that is comfortable to them, and Witt Associates will provide assistance and guidance to all campuses, as well as facilitation of both exercises. Witt Associates will also conduct a workshop with the Chancellor's Office prior to the exercises to prepare CO staff members for interaction.

- F1: Tabletop Exercise – Northern Campuses and Chancellor's Office
- F2: Tabletop Exercise – Southern Campuses and Chancellor's Office

Task G: Provide strategic advisory, representation, and technical services to the Chancellor's Office on emergency preparedness issues. (General Administration Function)

APPENDIX C

Compensation. For the services as described in Appendix B, Consultant shall be compensated as follows:

- | | |
|--|----------|
| • Task A: Chancellor's Office Continuity of Operations (COOP) Plan | \$75,000 |
| • Task B: CSU Presidents and Executive Leadership Training | \$30,000 |
| • Task C: Chancellor's Office Tabletop Exercise | \$30,000 |
| • Task D: Webinar Workshops for CSU Campuses | \$30,000 |
| • Task E: CSU System-wide Emergency Management Training and Exercise Program Guidebook | \$40,000 |
| • Task F: Develop and Conduct Two Tabletop Exercises | \$80,000 |
| • Task G. Strategic Advisory/Technical Services | \$15,000 |

Total: **\$300,000**

In addition, Consultant shall be reimbursed for all out-of-pocket expenses reasonably associated with services performed and in accordance with Consultant's expense reimbursement policy.

AGILITY MASTER RECOVERY

ISSUE: The Executive Committee will be asked to discuss the Agility Recovery renewal proposal to determine whether to continue the program for FY 20/21.

RECOMMENDATION: It is recommended that the Committee review the Agility Recovery renewal proposal, and if appropriate, renew the contract based on the expiring terms, conditions and pricing.

FISCAL IMPACT: Agility has proposed a one-year contract renewal at the same cost as the expiring term - \$6,589 per month (\$79,068 per year). \$79,068 has been included in the CSURMA draft FY 20/21 CSURMA Budget.

Noted below are the historical rates for this contract:

Agility Recovery - Annual Cost		
Fiscal Year	Per Month	Per Year
15/16	\$ 5,990	\$ 71,880
16/17	\$ 5,990	\$ 71,880
17/18	\$ 6,589	\$ 79,068
18/19	\$ 6,589	\$ 79,068
19/20	\$ 6,589	\$ 79,068
20/21	\$ 6,589	\$ 79,068

BACKGROUND: See the summary of services provided as well as the utilization report for additional information.

PUBLICATION: None at this time.

ATTACHMENT(S):

- a. Agility Renewal Addendum (to be updated)
- b. Infrascala Disaster Recovery
- c. Prearis Portal Fact Sheet
- d. 2020 Agility Recovery ReadyOffice Flyer

Renewal Addendum

This is a Renewal Addendum (“Addendum”) to the Master Services Agreement California State University Risk Management Authority (“Agreement”) dated July 01, 2019, by and between Agility Recovery Solutions, Inc. (“Agility”) and CSURMA (“Customer”).

Except as specifically amended below, the Agreement shall remain unmodified and in full force and effect. The terms and conditions of the above referenced Agreement are modified as follows:

1. The term of the Agreement shall be effective for 12 months from . The Agreement and any addenda will be automatically renewed for twelve (12) months at the end of the current term or any renewal term, unless either party provides written notice of non-renewal at least sixty (60) days prior to the end of the then-current term.

2. Product Summary

Product	Item Name	Description	Quantity
	ReadySuite	ReadySuite Solution. Agility Recovery will deliver an office space solution with fully equipped workstations including desks, chairs and phones for each seat	1
	Seats	Number of seats	48
	Covered Locations	Number of covered locations	114
	Declare	Number of simultaneous recoveries	10
	150kW Generator	Emergency generator up to 150kW in size. Scheduling of fuel services can be provided upon request	1
	3.0 SCPC Satellite Terminal	Access to an SCPC satellite terminal capable of up to 3.0 Mbps. Bandwidth on demand (BOD) fees will apply Router with 4G/LTE capabilities, based on coverage available. Speed range from 5 to 40Mbps down and 2 to 5Mbps up. Data usage fee of \$15 per GB will apply and billed as incurred	1
	Desktop	Number of desktops (Intel-based dual-core processor, 8GB RAM & 160GB hard drive)	48
	Printer	Laser printer(s) or Multifunction printer(s)	1
	Server	Number of Intel servers (2x dual-core processor, 16GB RAM, 500GB hard drives, 2 gigabit Ethernet ports)	4
	Tape Drive	Tape drive(s) LTO 3 400/800 Gb SCSI LVD/SE	3

Product	Item Name	Description	Quantity
	myAgility	myAgility is a secure online planning platform that will form the backbone of your recovery strategy and easily allows you to send emergency alert notifications when every second counts. Within the planning platform, you can build a recovery profile, develop an internal communications strategy, and store critical documents to help facilitate your recovery.	1
Total Monthly Price in USD			\$6,589.00

3. Location Summary

Agility will provide coverage for location(s) identified below:

Campus	Organization	Address	City	Zip Code
Bakersfield	California State University, Bakersfield	9001 Stockdale Highway	Bakersfield	93311-1022
Channel Islands	California State University, Channel Islands	One University Drive, Solano Hall 1122	Camarillo	93012-8599
Chico	California State University, Chico	First and Normal Streets	Chico	95929
Dominguez Hills	California State University, Dominguez Hills	1000 East Victoria Street Welch Hall, 4th Floor, B-470	Carson	90747
East Bay	California State University, East Bay	25800 Carlos Bee Blvd.	Hayward	94542
Fresno	California State University, Fresno	2311 East Bartstow, MS PO14	Fresno	93740-8022
Fullerton	California State University, Fullerton	2600 E. Nutwood Ave., Ste 700	Fullerton	92834-9480
Humboldt	Humboldt State University	1 Harpst Street	Arcata	95521
Long Beach	California State University, Long Beach	1250 Bellflower Blvd.	Long Beach	90840
Los Angeles	California State University, Los Angeles	5151 State University Drive	Los Angeles	90032
Maritime Academy	California Maritime Academy	200 Maritime Academy Drive	Vallejo	94590

Monterey Bay	California State University, Monterey Bay	100 Campus Center, Ryan Ranch Physical Address: 8 Upper Ragsdale, Monterey, CA	Seaside	93955
Northridge	California State University, Northridge	18111 Nordhoff Street	Northridge	91330
Pomona	California State Polytechnic University, Pomona	3801 West Temple Avenue	Pomona	91768
Sacramento	California State University, Sacramento	6000 J Street	Sacramento	95819
San Bernardino	California State University, San Bernardino	5500 University Parkway	San Bernardino	92407
San Diego	San Diego State University	5500 Campanile Drive, AD 100	San Diego	92182-1625
San Francisco	San Francisco State University	1600 Holloway Ave. ADM 252	San Francisco	94132
San Jose	San Jose State University	One Washington Square	San Jose	95192
San Luis Obispo	California Polytechnic State University, SLO	1 Grand Avenue Bldg 80 Rm 102	San Luis Obispo	93407-0140
San Marcos	California State University, San Marcos	333 South Twin Oaks Valley Road	San Marcos	92096
Sonoma	Sonoma State University	1801 East Cotati Avenue	Rohnert Park	94928
Stanislaus	California State University, Stanislaus	801 W. Monte Vista Avenue	Turlock	95382
Chancellor's Office	California State University, Office of the Chancellor	401 Golden Shore, 5th Floor	Long Beach	90802
Bakersfield	Associated Students, California State University, Bakersfield, Inc.	9001 Stockdale Highway	Bakersfield	93311-1022
Bakersfield	California State University, Bakersfield Auxiliary for Sponsored Programs and Administration	9001 Stockdale Highway, ADM 37	Bakersfield	93311-1022

Bakersfield	California State University, Bakersfield Foundation	9001 Stockdale Highway, ADM 37	Bakersfield	93311-1022
Bakersfield	California State University, Bakersfield Student Union	9001 Stockdale Highway, ADM 37	Bakersfield	93311-1022
Chancellor's Office	California State University Foundation	401 Golden Shore, 6th Floor	Long Beach	90802
Chancellor's Office	California State University Institute	401 Golden Shore, 5th Floor	Long Beach	90802
Channel Islands	Associated Students of California State University, Channel Islands	One University Drive, Solano Hall 1122	Camarillo	93012-8599
Channel Islands	California State University, Channel Islands Foundation	One University Drive, Solano Hall 1122	Camarillo	93012-8599
Channel Islands	CI University Auxiliary Services, Inc.	One University Drive	Camarillo	93012-8599
Chico	Associated Students of California State University, Chico	Administration Office 757 400 W 1st St.	Chico	95929
Chico	Auxiliary Organization Associations	P.O. Box 2177	Chico	95927-2177
Chico	The CSU, Chico Research Foundation	25 Main Street, Suite 206	Chico	95928
Chico	The University Foundation, California State University, Chico	CSU Chico, Bldg 25 Ste 203	Chico	95929-0246
Dominguez Hills	Associated Students, California State University, Dominguez Hills	1000 East Victoria Street	Carson	90747
Dominguez Hills	California State University, Dominguez Hills Foundation	1000 East Victoria Street	Carson	90747
Dominguez Hills	California State University, Dominguez Hills Philanthropic Foundation	1000 East Victoria Street	Carson	90747
Dominguez Hills	The Donald P. and Katherine B. Loker University Student Union, Inc.	1000 East Victoria Street	Carson	90747

East Bay	Associated Students, California State University, East Bay	25800 Carlos Bee Blvd.	Hayward	94542
East Bay	Cal State East Bay Educational Foundation	25800 Carlos Bee Blvd.	Hayward	94542
East Bay	California State University, East Bay Foundation, Inc.	25800 Carlos Bee Blvd.	Hayward	94542
Fresno	Associated Students, California State University, Fresno	2771 East Shaw Avenue, M/S OF33	Fresno	93710
Fresno	California State University, Fresno Association, Inc.	2771 East Shaw Avenue, M/S OF33	Fresno	93710
Fresno	California State University, Fresno Foundation	4910 N. Chestnut Avenue	Fresno	93726
Fresno	Fresno State Programs for Children, Inc.	2771 East Shaw Avenue, M/S OF33	Fresno	93710
Fresno	The Agricultural Foundation of California State University, Fresno	2771 East Shaw Avenue, M/S OF33	Fresno	93710
Fresno	The California State University, Fresno Athletic Corporation	5305 N Campus Drive #153	Fresno	93740
Fullerton	Associated Students California State University, Fullerton, Inc.	800 N. State College Boulevard, Titan Student Union 218	Fullerton	92834-6828
Fullerton	Cal State Fullerton Philanthropic Foundation	2601 E. Nutwood Avenue, #850	Fullerton	92831-3106
Fullerton	CSU Fullerton Auxiliary Services Corporation	1121 N. State College Blvd.	Fullerton	92831-3104
Humboldt	Associated Students, Humboldt State University	1 Harpst Street	Arcata	95519
Humboldt	Humboldt State University Center	1 Harpst Street	Arcata	95521
Humboldt	Humboldt State University Foundation (Advancement Foundation)	1 Harpst Street	Arcata	95521

Humboldt	Humboldt State University Real Estate Holdings	HSUAF, 1 Harpst Street - NHW 208	Arcata	95521
Humboldt	Humboldt State University Sponsored Programs Foundation	1 Harpst Street	Arcata	95521
Long Beach	Associated Students, California State University, Long Beach	1212 Bellflower Blvd., Suite 313W	Long Beach	90840
Long Beach	California State University, Long Beach Research Foundation	6300 State University Drive, Suite 332	Long Beach	90815
Long Beach	CSULB 49er Foundation	6300 State University Drive, Suite 332	Long Beach	90815
Long Beach	Forty-Niner Shops, Inc., CSU Long Beach	6049 East 7th Street	Long Beach	90840
Los Angeles	Associated Students, California State University, Los Angeles, Inc.	5154 State University Drive, KHD 138	Los Angeles	90032-8636
Los Angeles	Cal State L.A. University Auxiliary Services, Inc.	5154 State University Drive	Los Angeles	90032
Los Angeles	California State University, Los Angeles Foundation	5151 State University Drive 8th Flr., Admin. Bldg	Los Angeles	90032-8502
Los Angeles	University-Student Union at California State University, Los Angeles	5154 State University Drive KH	Los Angeles	90032-8636
Maritime Academy	California Maritime Academy Foundation, Inc.	200 Maritime Academy Drive	Vallejo	94590
Maritime Academy	The Associated Students of the California Maritime Academy	200 Maritime Academy Drive	Vallejo	94590
Monterey Bay	Foundation of California State University, Monterey Bay	100 Campus Center, Ryan Ranch Physical Address: 8 Upper Ragsdale, Monterey, CA	Seaside	93955
Monterey Bay	The University Corporation at Monterey Bay	100 Campus Center, Ryan Ranch Physical Address: 8 Upper	Seaside	93955

		Physical Address: 8 Upper Ragsdale, Monterey, CA		
Monterey Bay	Otter Student Union (OSU)	100 Campus Center, Ryan Ranch	Seaside	93955
		Physical Address: 3116 Inter-Garrison Road, Seaside, CA		
Northridge	Associated Students, California State University, Northridge, Inc.	18111 Nordhoff Street Room 100	Northridge	91330-8260
Northridge	California State University, Northridge Foundation	18111 Nordhoff Street	Northridge	91330
Northridge	North Campus University Park Development Corporation	18111 Nordhoff Street	Northridge	91330-8309
Northridge	The University Corporation, CSU Northridge	18111 Nordhoff Street	Northridge	91330-8209
Northridge	University Student Union of California State University, Northridge	18111 Nordhoff St, Room A117	Northridge	91330-8272
Pomona	Associated Students Inc., California State Polytechnic University, Pomona	3801 West Temple Avenue, Building 35, Rm 2122	Pomona	91768
Pomona	The Cal Poly Pomona Foundation, Inc.	3801 West Temple Avenue, Building 55	Pomona	91768-4038
Pomona	The Cal Poly Pomona Philanthropic Foundation	3801 West Temple Avenue	Pomona	91768
Sacramento	Associated Students of California State University, Sacramento	6000 J Street	Sacramento	95819-6011
Sacramento	Capital Public Radio, Inc., CSU Sacramento	7055 Folsom Blvd.	Sacramento	95826
Sacramento	The University Foundation at Sacramento State	6000 J Street, MS 6030	Sacramento	95819-6026
Sacramento	University Enterprises, Inc., CSU Sacramento	6000 J Street, Bookstore Bldg., #3900	Sacramento	95819
Sacramento	University Union Operation	6000 J Street	Sacramento	95819-

to	of CSUS, Inc.		to	6017
San Bernardino	Associated Students Inc., California State University, San Bernardino	5500 University Parkway	San Bernardino	90806-2430
San Bernardino	CSUSB Philanthropic Foundation	5500 University Parkway	San Bernardino	92407
San Bernardino	Santos Manuel Student Union of California State University, San Bernardino	5500 University Parkway	San Bernardino	92407-2397
San Bernardino	University Enterprises Corporation at CSUSB	5500 University Parkway	San Bernardino	90806
San Diego	Associated Students, San Diego State University	5500 Campanile Drive	San Diego	92182
San Diego	Aztec Shops, Ltd.	5250 Campanile Drive	San Diego	92182-1942
San Diego	San Diego State University Research Foundation	Gateway Center, 5250 Campanile Drive	San Diego	92182
San Francisco	Associated Students, Inc., San Francisco State University	1650 Holloway Avenue C138	San Francisco	94132
San Francisco	San Francisco State University Foundation	1600 Holloway Avenue	San Francisco	94132
San Francisco	The University Corporation, San Francisco State	1600 Holloway Avenue, ADM 361	San Francisco	94132
San Jose	Associated Student, San Jose State University	One Washington Square	San Jose	95192-0128
San Jose	San Jose State University Research Foundation	210 N. Fourth Street, 4th Floor	San Jose	95112
San Jose	Spartan Shops, Inc., San Jose State University	One Washington Square	San Jose	95192-0153
San Jose	The Student Union of San Jose State University	290 South 7th Street	San Jose	95192-0201
San Jose	The Tower Foundation, San	One Washington Square	San Jose	95112-3613

Jose State University

San Luis Obispo	Associated Students, Inc., California Polytechnic State University at San Luis Obispo	University Union Building 65, Room 212	San Luis Obispo	93407
San Luis Obispo	Cal Poly Corporation	Corporation Business Office, Bldg #15	San Luis Obispo	93407
San Luis Obispo	California Polytechnic State University Foundation	Heron Hall 117, Room 215	San Luis Obispo	93407
San Marcos	Associated Students of California State University, San Marcos	333 S. Twin Oaks Valley Rd., USU 2200	San Marcos	92078-4362
San Marcos	California State University San Marcos Corporation (UARSC)	Craven Hall 5111 333 S Twin Oaks Valley Road	San Marcos	92096-0001
San Marcos	The California State University San Marcos Foundation	435 E. Carmel Street	San Marcos	92078
Sonoma	Associated Students of Sonoma State University	1801 East Cotati Avenue	Rohnert Park	94928
Sonoma	Sonoma State Enterprises, Inc.	1801 East Cotati Avenue	Rohnert Park	94928
Sonoma	Sonoma State University Foundation (Academic Foundation)	1801 East Cotati Avenue	Rohnert Park	94928
Stanislaus	Associated Students, Inc., California State University, Stanislaus	One University Circle	Turlock	95382
Stanislaus	California State University, Stanislaus Auxiliary and Business Services	One University Circle MSR 271	Turlock	95382
Stanislaus	California State University, Stanislaus Foundation	One University Circle - MSR 275	Turlock	95382
Stanislaus	University Student Union of California State University, Stanislaus	One University Circle	Turlock	95382

BY SIGNING BELOW, AGILITY RECOVERY AND THE CUSTOMER AGREE TO ALL OF THE PROVISIONS OF THIS ADDENDUM AND AGREE TO BE LEGALLY BOUND BY THE TERMS AND CONDITIONS PROVIDED HEREIN.

CSURMA

Name

Title

Signature

X

Signature date

AGILITY RECOVERY SOLUTIONS, INC.

Agility Sales Representative Devon Coronado

Accepted & Approved By Tom Parker, CFO

Signature

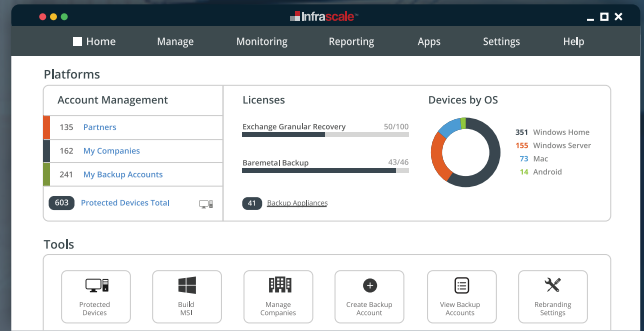


Signature date

April 17, 2019

INFRASCALE DISASTER RECOVERY

Avoid downtime when disaster strikes, hardware fails, or ransomware infects your systems. Infrascale Disaster Recovery lets you instantly recover your data & systems by spinning up virtual machine replicas either locally or in the cloud.



Key Features & Benefits

15-Minute Failover Guarantee



Our disaster recovery service guarantees a 15-minute failover. You can bring any system back online, in our cloud, from the time of disaster – in 15 minutes or less.

Failover to the Cloud



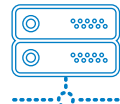
For Windows and Linux environments, virtual or physical, administrators can boot up VMs from the local appliance or our cloud, with RDP or VNC access.

Drag-and-Drop Orchestration



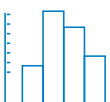
Use our drag-and-drop, graphical orchestration workflow editor, also known as a runbook editor, to specify the order in which machines are recovered, create groups of machines to boot simultaneously, and specify time intervals between system boots to ensure a smooth, stress-free system recovery.

Software Defined Networking



Infrascale Disaster Recovery rebuilds your network automatically and on the fly using software-defined networking technology – effectively capturing a complete replica of your on-premise data center in the cloud.

Radical Transparency



We publish our actual recovery times to document just how fast we can recover systems. Check out our CloudBoot™ Histogram and discover the fastest DRaaS solution on the market.

Any Cloud



Replicate your data to Infrascale’s cloud, a private cloud, or third-party clouds such as Google Cloud, AWS, Azure, or IBM Bluemix.

Key Features & Benefits (Cont.)

Guilt-free Disaster Recovery Testing



Perform unlimited Disaster Recovery tests without having to formally declare a disaster or incur additional costs. Our orchestration functionality lets you test system dependencies before a real emergency hits.

Disaster Recovery for Linux



If you're running Linux in your environment, you can failover locally or in the cloud. Infrascale Disaster Recovery supports Red Hat, CentOS, Debian, and Ubuntu server operating systems.

Recovering Virtualized Environments



Backup physical machines and recover them to existing hypervisors, or recover VMs as physical machines (P2V and V2P recovery support). Set policies to automatically discover and protect newly created VMs to save additional time and money, and reduce risk of downtime.

Local Disaster Recovery



For micro disasters and small server crashes, it's often faster to spin up VMs on the local appliance. In a matter of minutes, administrators can have VNC access and use a live, running machine. Operations can quickly fail back by powering off the VMs and restoring it back to the production environment.

Use your Existing Hardware



Looking to leverage your existing data center infrastructure? No problem. The on-premise component of Infrascale Disaster Recovery is also available as a VMware and Hyper-V virtual appliance.

Central Deployment



All system components can be deployed directly from the Infrascale dashboard. System configuration and management can also be performed centrally, regardless of how distributed are the systems to be protected.



Infrascale is a provider of the most powerful disaster recovery solution in the world. Founded in 2011, the company aims to give every company the ability to recover from a disaster- quickly, easily and affordably. Combining intelligent software with the power of the cloud is how Infrascale cracks the disaster recovery cost barrier without complex, expensive hardware enabling any company to restore operations in minutes with a push of a button. Infrascale equips businesses with the confidence to handle the unexpected by providing less downtime, greater security, and always-on availability.



About Us

In the wake of the unexpected, we make resilience simple by providing the expertise and resources your organization needs to recover quickly. Whether you're a seasoned continuity professional or creating your company's emergency plan for the first time, we're ready to support you and your team.

Agility Recovery

1601 Wewatta Street
Suite 300
Denver, CO 80202

Phone: 866-364-9696

Email: info@agilityrecovery.com

Web: www.agilityrecovery.com

EMERGENCY NOTIFICATION SIMPLIFIED

Every day threats like natural disasters, disruptive incidents, workplace violence, acts of terrorism, and cyber-attacks put your workforce, property, and operations at extreme risk. When these events occur, you want to ensure your organization is ready. The Preparis Portal gives you a mobile-first strategy to prepare and respond.

Mitigate risk, eliminate business impacts, and make sure your workforce is protected.

AT-A-GLANCE

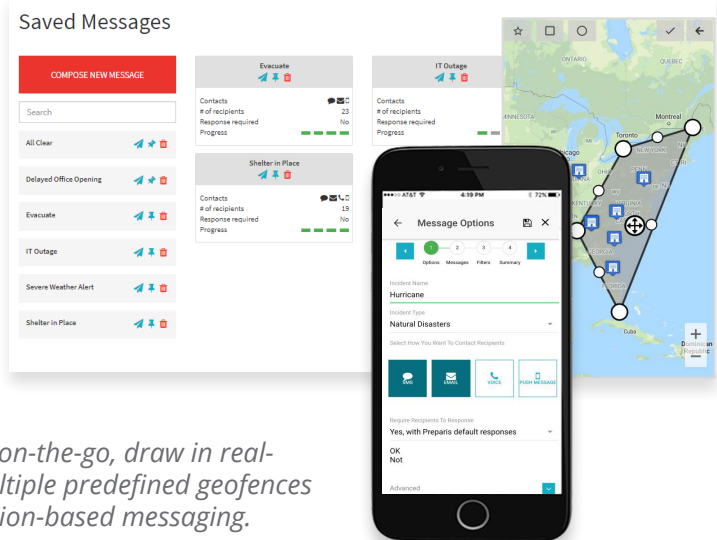
- Cloud-based with anytime, anywhere access on multiple device types
- Two-way emergency messaging featuring voice, SMS text, email, push, and desktop notifications
- Filter and track workforce response to emergency messages – with polling
- Create call-in announcements, so employees can receive critical updates
- Pin saved message templates to your dashboard and send alerts to recipients with 2 clicks
- Subscribe to and publish automated FEMA alerts with seamless integration to IPAWS
- Online training that includes more than 100 threat-specific topics
- Instantly store, upload, and access critical documents from any tablet, smartphone, or computer – cloud or offline access
- Limit access to documents, folders, and plans by roles, groups, or locations

BI-DIRECTIONAL MASS EMERGENCY MESSAGING

When critical events occur, easily communicate with your workforce.

Quickly notify employees by location, department, group, or role.

For employees on-the-go, draw in real-time or use multiple predefined geofences for broad location-based messaging.

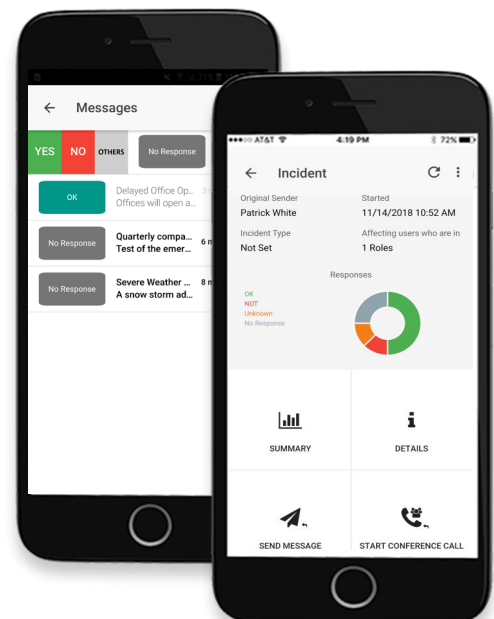


INCIDENT MANAGEMENT

Immediately respond to notifications with one-click to precisely communicate workforce status during an incident.

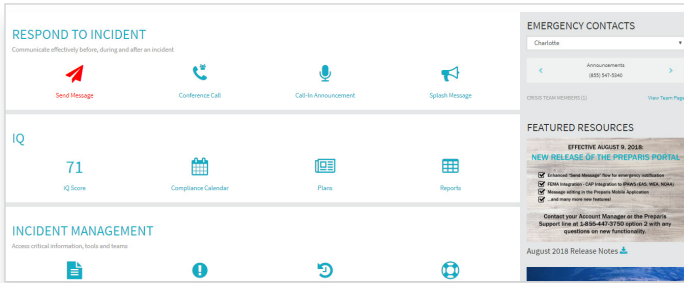
Quickly filter and track responses on an easy to read dashboard.

Initiate proactive emergency conference calls – no dial-in numbers, PINs, or passwords required.



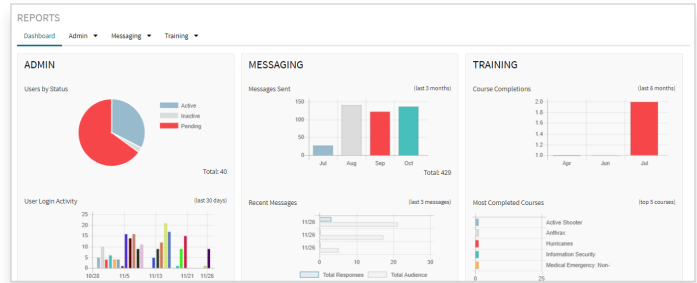
More Than Messaging

ALL-IN-ONE ADMINISTRATION



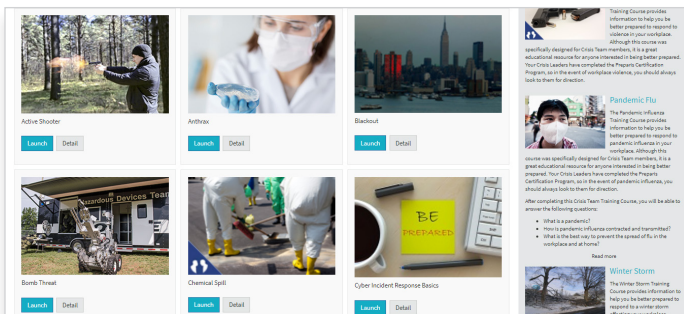
An all-in-one solution that streamlines emergency preparedness, incident response, and business continuity planning.

EXECUTIVE REPORTING



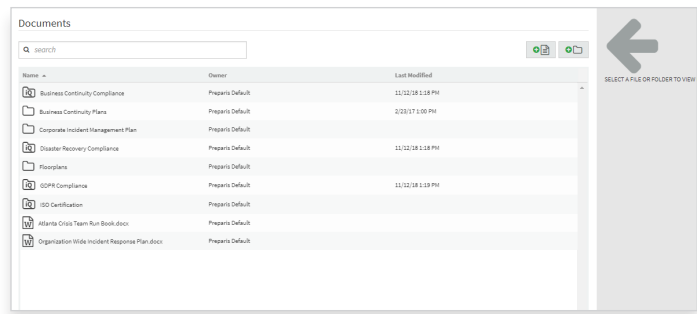
Executive reports and dashboards provide visibility and insight into incident management performance and emergency preparedness in real-time.

ONLINE TRAINING & EXPERT CONTENT



Ongoing guidance, downloadable content, and threat-specific resources to keep your organization informed and prepared. An interactive online knowledge center allows for training and certifying response crisis teams on vital emergency response protocols.

DOCUMENT SHARING



Cloud or offline document sharing ensures safe, reliable document access, even if your building or servers are unavailable. Upload and access critical Excel, PDF, Word, and other documents from any tablet, smartphone, or computer instantly.



“Preparis is mass notification, learning, storage, it’s cloud-based, it is everything I needed in one platform.”

Global Safety & Security Director
BMC Software



“With Preparis, we significantly enhanced our ability to navigate virtually though any threat or disaster.”

Chief Operating Officer
Steptoe & Johnson



“Preparis makes our jobs easier because we can rely on one resource to offer expert answers in each environment on so many topics.”

Chief Human Resources Officer
Alston & Bird, LLP



ReadyOffice

When business interruptions occur, nothing is more important than restoring operations and enabling critical staff to return to work. That's where ReadyOffice outperforms other short-term recovery solutions.

HOW

will you serve customers if your workplace suffers an interruption?

WHO

will be available to recover operations and employees?

WHERE

can you provide guaranteed recovery office space?

READYOFFICE OVERVIEW

ReadyOffice is a short-term, immediate occupancy office space solution that allows critical staff to be operational within 24 hours of a crisis. It complements our ReadySuite solution to provide immediately available office space before transitioning to a mobile unit or brick and mortar site for extended recoveries. With access to multiple facilities in a given region, ReadyOffice also meets the recovery needs of customers in urban environments without room for mobile trailers.

FEATURES

ReadyOffice Components

- Guaranteed seats within your geographic coverage area
- Dedicated, fully furnished office space
- Business lounge and kitchen area
- Breakout/informal meeting areas
- Managed telephone services
- High speed internet including Wi-Fi
- Laptops for each seat
- 30-day hotspot use for each user
- Over 3,000 global locations
- Annual testing for two days

PRAESIDIUM PROPOSAL

ISSUE: The current three-year Praesidium contract will expire on June 30, 2020. Praesidium has provided two renewal options. In order to respond to Members' requests for access to online abuse prevention training, both renewal options include online training as the primary service.

RECOMMENDATION: Staff recommends that the Executive Committee review both proposals and delegate authority to the Secretary-Auditor to execute the renewal contract.

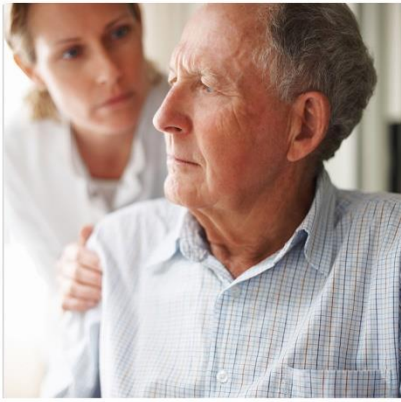
FISCAL IMPACT: To be determined based on action taken at today's meeting. Option 1 - \$150,000 for the three-year period, and Option 2 - \$265,000 for the three-year period. Additional services are available for purchase.

BACKGROUND: Praesidium notes that in reviewing the online training usage for the expiring contract term - July 1, 2017 to present, the total utilized cost is \$61,544 for the three-year period. The costs are largely driven by two campuses / auxiliaries. Both renewal options provide online training across all campuses and auxiliaries. Option 1 provides limited training whereas Option 2 includes unlimited online training.

PUBLICATION: When the renewal services are finalized, notice will be sent out to all members.

ATTACHMENT(S):

- a. Praesidium Renewal Proposal and Utilization Report



Praesidium Renewal Proposal and Utilization Report

California State University Risk Management Authority

April 24, 2020

This pricing will remain valid for 90 days.



PRAESIDIUM

800.743.6354 • 817.261.7864 fax
www.PraesidiumInc.com

3P.

Information contained in this proposal is confidential and proprietary to Praesidium, Inc. and should not be disclosed to anyone not a designated recipient or reviewer.

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Executive Summary

Over the last six years, Praesidium has collaborated with California State University Risk Management Authority to bring a range of abuse prevention resources to The California State University System for the benefit of its twenty-three campuses and dozens of auxiliary organizations. These efforts have included at various times projects designed to strengthen the existence of:



Evolution of Training Utilization

Although different resources have been promoted more heavily in some partnership periods compared to others, the adoption rate of resources has followed a natural pattern involving early adopters that steadily built momentum over time to ripple across the system on a wider level. These trends can be seen in existing training usage and are expected to exponentially increase in the coming years, as youth protection initiatives and the value of Praesidium’s partnership become further ingrained in the campus culture.

As an example, more recent service usage from January 2017 reflects an extraordinary interest in training for leadership, designated torchbearers, and front-line youth protection teams.

- 91%** of campuses + Chancellor’s Office participated in at least one half-day leadership workshop (includes some auxiliaries)
- 78%** of campuses + Chancellor’s Office participated in a three-day Certified Praesidium Guardian workshop (includes some auxiliaries)
- 61%** of the campuses utilized in-person and/or online training for front-line youth protection teams (includes some auxiliaries)

The existing online training usage is largely driven by a few campuses – early adopters of youth protection initiatives – at a time when online training was either conditioned upon the use of an assessment tool (prior to 2017) or available at a cost to the institution.

From 2014-Present¹ Approx. 9,000 online courses consumed
Approx. 6,400 training users

¹ The online training data from 2014 to present includes data from Praesidium’s Armatus Learn to Protect System and CSU’s learning management platform (formerly Skillsoft, now SumTotal). Note that the number of online training users across platforms may include variances for potential duplicates, wherein individuals may have registered more than once using a different email address and/or taken courses in both systems. Furthermore, not all of the training users are currently active in the system.

During a prior partnership period where Praesidium's *Know Your Score!* online self-assessment tool was available (2014-2016), eleven campuses completed 74 youth program assessments of the procedures they had in place to manage sexual abuse and molestation liability. The assessment results indicated at that time:

48% of campuses completed an assessment

Training and **Responding** tied for the **lowest** operational scores (at 27% each)

Renewal Recommendations

Building on Praesidium's experience and CSURMA's commitment to provide risk mitigation controls for CSU's campuses and partners, the current renewal proposal is designed to continue the training efforts with a system-wide scalable solution that remains accessible to campus and auxiliary teams. Praesidium's proposal also aims to further support ongoing system-wide endeavors. Each of the following components strives to ensure the CSU achieves and maintains industry standards in higher education youth protection endeavors across the system:

- ✓ Three-year contract (7/1/2020 to 6/30/2023)
- ✓ CSURMA funds an amount that can include:
 - Online abuse prevention training across all campuses and auxiliaries on multiple platforms

With options for add-on services upon request:

- Flexible consultation and support at the system level to support the continued design, execution, and implementation of system-wide abuse prevention standards and systems of accountability
- Targeted training for campus and auxiliary leadership to further support implementation and maintenance of abuse prevention best practices
- ✓ Continued partnership support to promote and ensure ease of access to resources
- ✓ All Praesidium products and services remain available to the campuses and auxiliaries at discounted rates

The amount that CSURMA funds is presented in the options below, which vary based on the nature and extent of the online training rollout. Praesidium looks forward to the continued partnership with CSURMA to support the assessment, prevention, and response efforts of the campuses and auxiliaries to create a culture of safety across the CSU system.

Option 1: Renew with Similar Funding Structure and Limited Online Training Access

- ✓ Three-year contract (7/1/2020 to 6/30/2023)
- ✓ CSURMA funds a total of \$150,000 over the life of the contract, which includes limited online abuse prevention training for 2,000 users per year across all campuses and auxiliaries on multiple platforms.
- ✓ Continued partnership support to promote and ensure ease of access to resources
- ✓ All Praesidium products and services remain available to the campuses and auxiliaries at discounted rates

Praesidium Service	Pricing
Online Abuse Prevention Training	<p>\$150,000</p> <p><u>Price Includes:</u></p> <ul style="list-style-type: none"> - Course usage for up to 2,000 total users per year (valued at \$46,667 per year) - Course publication costs on CSU's learning management system (of \$10,000) - Access to all of Praesidium's online courses via Praesidium's Armatus Learn to Protect System and CSU's learning management platform <p>Training usage that exceeds the above will be billed at \$15 per user (which CSURMA can further allocate to the applicable campus/auxiliary as it chooses).</p>
Partnership Support <ul style="list-style-type: none"> • Collateral and Messaging to Support Rollout and Access to Resources • Presentations for CSURMA, AORMA, and Board of Trustees <i>as appropriate</i> 	No Cost
Additional Resources Available at Discounted Rates	Varies by Service <i>Details available below</i>

Option 2: Renew with Expanded Funding Structure and Unlimited Online Training Access

- ✓ Three-year contract (7/1/2020 to 6/30/2023)
- ✓ CSURMA funds a total of \$265,000 over the life of the contract, which includes *unlimited* online abuse prevention training across all campuses and auxiliaries on multiple platforms.
- ✓ Continued partnership support to promote and ensure ease of access to resources
- ✓ All Praesidium products and services remain available to the campuses and auxiliaries at discounted rates

Praesidium Service	Pricing
Unlimited Online Abuse Prevention Training	<p>\$265,000</p> <p><u>Price Includes:</u></p> <ul style="list-style-type: none"> - Unlimited users and unlimited course access (valued at \$85,000 per year) - Course publication costs on CSU's learning management system (of \$10,000) - Access to all of Praesidium's online courses via Praesidium's Armatus Learn to Protect System and CSU's learning management platform
Partnership Support <ul style="list-style-type: none"> • Collateral and Messaging to Support Rollout and Access to Resources • Presentations for CSURMA, AORMA, and Board of Trustees <i>as appropriate</i> 	No Cost
Additional Resources Available at Discounted Rates	Varies by Service <i>Details available below</i>

Optional Add-On Services for any Contract to Support CSU System

Available Upon Request

Regardless of the nature and extent of training services included in the renewal terms, Praesidium recommends inclusion of several optional services (that can be made available upon request) to further support ongoing system-wide youth protection initiatives.

Praesidium Service	Pricing
<p>Flexible Consultation & Support for the CSU System</p> <ul style="list-style-type: none"> • Unlimited Off-Site Consultation for System Leadership • Sample Policies and Drafting Support at the System Level <p><i>Options to expand this work with additional system-wide support can include:</i></p> <ul style="list-style-type: none"> • On-site system-wide audit support • Use of <i>Know Your Score!</i> online self-assessment to support ongoing system-wide audit work • Other system-wide projects as defined and scoped 	<p>Annually: \$10,000 <i>with options to further expand the scope and price</i></p>
<p>Targeted Training for Campus & Auxiliary Leadership</p> <ul style="list-style-type: none"> • 3 Virtual Trainings for Leadership • 2 Certified Praesidium Guardian Workshops in CA 	<p>Each Virtual Training: \$500 Each CPG: \$28,000</p>

Description of Recommended Praesidium Solutions

Online Abuse Prevention Training

Adults directly involved in providing services to minors, those who supervise others directly involved with minors, and those who manage or oversee programs serving minors must know how offenders operate, how to recognize warning signs, when and how to intervene to interrupt interactions that may foretell of abuse, mandated reporting requirements, and how to manage high risk situations in their own programs. This training can be provided online where participants must demonstrate mastery and completion can be documented.

Praesidium proposes to make available its library of online courses in two locations: Praesidium's Armatus® Learn to Protect System and CSU's SumTotal learning management system. Praesidium will collaborate with CSU and Auxiliary leadership to prioritize the publication timeframe and schedule of courses onto CSU's learning management system.

[Online Course Preview Link](#)

If asked for a registration code, use: prinsurance2017

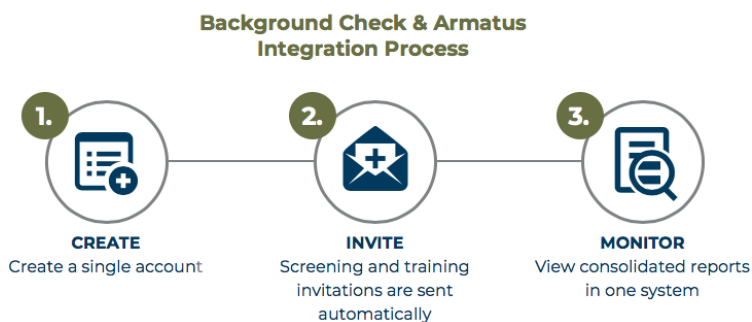
Praesidium Armatus® Learn to Protect System

Course usage on Praesidium's Armatus® LTP system will include availability multiple languages (English, Spanish, and French). In addition to the online courses, learners are supported with a variety of tools including:

- *Action Plans* that are printed and used with the online course. Action Plans summarize the key learning points and prompt learners to take notes throughout the course. They provide a great reference after the course.
- *Coaching Guides* provide supervisors a high-level summary of the course, including learning objectives and key learning points. The coaching guide gives supervisors practical steps they can take to reinforce the learning, with specific things they can say, do, and reinforce.
- *Discussion Guides* are developed for small group and classroom discussions. A facilitator is able reinforce important content and remind learners of what they learned in the online course. The group is able to discuss practical application of the learning for their work group and organization.
- *Mini Minders* (coming soon!) are 30 second to 3 minute learning segments that reinforce or remind learners of content from an Armatus course. These can range from a short interactive segment, to a standalone video clip, a scenario(s) to apply skills, a PDF (Ready Reference or Pocket Card) or an offline worksheet. The goal is to remind learners of and review with them key content that they have previously learned.

Armatus® comes with a robust database that allows organizations to confirm in real time who has completed training plus the ability to create a customized home page.

Organizations that utilize Armatus® and Praesidium’s background screening services can track training and screening compliance in one system.



Flexible Consultation & Support for the CSU System

Off-Site General Consultation. Praesidium’s Account Managers and leadership team members can be available for unlimited off-site general consultation with representatives at the Chancellor’s Office and associated system-wide teams to talk through a wide range of non-crisis matters. Examples may include how to build or strengthen CSU Executive Orders, how to overcome campus and auxiliary buy-in challenges, assess system-wide training gaps and rollout solutions, how to refine system-wide reporting processes, and/or how to refine the audit procedures.

Sample Policies and Drafting Support at the System Level. Higher educational institution policies and procedures often exist at 2-3 levels: system (if applicable), campus, and program. The purpose of system/campus level policies is to manage the greatest number of risks across the greatest number of campuses and university departments and programs with as few policies as possible, regardless of particular or unique program characteristics. These higher level, macro policies typically cover broad scale operations such as employee and volunteer screening, mandated reporting of suspected abuse, employee training, program registration requirements, and relationships with third parties. A handful of macro policies thoughtfully developed and consistently executed can substantially reduce a significant number of exposures across the majority of programs. At the program-specific level, policies help to define appropriate and inappropriate interactions with vulnerable populations and manage higher risk situations like bathrooms and transportation that may vary by program.

As part of any general consultation at the system-level, Praesidium can also help support the development and revisions to any system-wide policies, procedures, or related guidance documents by providing sample materials as needed.

Targeted Training for Campus & Auxiliary Leadership

Leadership Virtual Training. Amid COVID-19 and other scheduling challenges, Praesidium had to postpone any remaining on-site leadership workshops that were contemplated under the 2017-2020 contract. *Note that the outstanding leadership workshops were not invoiced or paid for under the prior contract.* To ensure the importance of such learning experiences continue in future partnerships, Praesidium recommends the delivery of three (3) virtual training sessions, or webinars, that can be recorded and circulated to CSU campus and auxiliary leadership. Example discussions may include:

- Best practices in developing campus-level policies: the who, what, when, and how
- What you can do now to build and strengthen your crisis response plan *before* an incident of abuse occurs
- How to get your youth protection efforts back on track: tips to reprioritize and maintain the momentum

Praesidium will collaborate with the Chancellor's Office regarding the location, format, and timing of these webinars.

Certified Praesidium Guardian Workshop. The Praesidium Guardian program is an individual certification program in abuse risk management designed to support and engage a dedicated torch bearer of youth protection efforts within an organization. The program blends online preparation activities, a three-day workshop, and an impact project to apply the skills learned. Attendees learn best practices in organizational abuse prevention, including specific steps to take to prevent incidents of abuse by employees, volunteers, or program participants, and how to respond effectively if an allegation or incident occurs. Participants also learn how to ensure that your organization stays current and consistent in the implementation of abuse prevention best practices. Although Praesidium often hosts workshops in Texas, Praesidium recommends two California-based programs.

For a full description and video, visit [Praesidium's website](#).

Partnership Support

Praesidium will continue to collaborate with the CSU Chancellor's Office regarding necessary collateral and messaging to support the continued rollout and access to resources. Similarly, Praesidium be available for off or on-site presentations/discussions with CSURMA, AORMA, and the CSU Board of Trustees as appropriate.

Additional Resources Available at Discounted Rates

A range of Praesidium resources designed to support the campuses and auxiliaries assess, prevent, and respond to sexual abuse of vulnerable populations will remain available at discounted prices. Please note some of these prices have been adjusted from prior contract periods.

POLICY SOLUTIONS

Model Policies and Policy Analysis. Essential to effective abuse risk management, written policies set the stage for safe environments. Policies communicate an organization's commitment to abuse prevention to its employees, volunteers, consumers, and the community in general. Policies also set the bandwidth of acceptable behavior between adults and vulnerable populations within organizational programs. Praesidium can provide model policies to an individual campus, auxiliary, or program as requested. Additional consultation services and review of existing materials are also available.

TRAINING SOLUTIONS

Virtual Training and Abuse Prevention Tips/Updates. Praesidium can conduct regular online abuse risk management seminars on a wide range of abuse prevention topics. Free monthly prevention tips are also available at:

[*Tip of the Month Sign Up*](#)

On-Site Abuse Prevention, Response, and Investigation Training. Praesidium offers an array of on-site workshops and seminars for front-line employees and volunteers, supervisors, administrators, senior leadership teams, and board members covering a range of abuse prevention, response, and investigation topics. Workshops can be tailored to meet the needs of each audience.

Creating a Safe Environment (*a facilitator-lead video program*). One of Praesidium's newest training formats includes a video-based (DVD or web streaming) program that is designed to be enhanced with facilitator-guided discussions. Key teaching points include: 1) Acknowledging that abuse is preventable; 2) Recognizing red flags in adult behaviors with youths; 3) Understanding the dynamics of youth-youth sexual abuse; 3) Supervising youth strategically to prevent sexual activity; 4) Overcoming barriers to reporting low-level concerns; 5) Responding to suspicions of abuse.

This program is approximately 90 minutes and includes three core components: a cinematic story (video-based), animated informational content (video-based), and a facilitated discussion (designed by Praesidium for an organization's team member to lead).

Preview the course here:
<https://praesidium.lpages.co/case/>

Additional Train-the-Trainer and Custom Training Programs Available, plus Youth Education Programs.

SCREENING SOLUTIONS

Background Screening. Praesidium works with clients to create custom screening packages that address the varied screening needs of each organization. One size rarely fits all and Praesidium offers a full suite of screening services to ensure that your background check process is both easy and effective.

An effective screening program includes a variety of screening elements applied strategically based on an individual's role and responsibilities. Common screening elements include services such as:

- County, State, and Federal Criminal Searches
- Employment, Education, and Professional Credential Verifications
- Sex Offender Checks
- Personal and Professional Reference Checks
- Employment Credit Checks
- Motor Vehicle Records (DMV) Searches
- International Criminal Searches
- Drug Screening
- Monthly Criminal Monitoring
- One Time and Ongoing Prohibited Party and Sanction Searches

Screening and Selection Toolkit. The most comprehensive package of its kind, our Screening and Selection Toolkit, comes complete with resources an organization needs to effectively screen employees and caregivers, including policies, forms (applications, interviewing questions, and reference forms), and guidelines for identifying high-risk and low-risk responses during interviews, reference checks, and on applications. It also identifies applicant characteristics that are critical for adults working with children and vulnerable adults and a scoring system to evaluate applicants on each characteristic. The complete package includes one-day intensive on-site training that teaches hiring managers how to use the screening and selection toolkit.

RISK ASSESSMENT AND ACCREDITATION TOOLS

Minors on Campus Survey. Praesidium's heat map process utilizes a minors on campus survey to identify all programs serving minors on campus at a higher education institution and in the community. This brief survey asks some basic questions to identify any program serving minors that an individual or department operates, sponsors, or hosts and is customizable in many respects. Among other things, this survey also identifies the number of minors served and various program characteristics, including risk level and ownership. Praesidium provides a comprehensive analysis of the data, along with recommendations in areas including policy development, training, monitoring and supervision, and relationships with third parties. *The survey can also be tailored to accommodate other industries and risks.*

On-Site Management Systems Review. Praesidium's Management Systems Review is designed to gather high-level information about an organization's existing abuse prevention framework, identify potential gaps in the framework, and provide recommendations to strengthen the organization's approach to managing abuse risk. To accomplish this high-level review, Praesidium integrates an off-site policy review, sample of on-site interviews, and to the extent available, a review of critical incident data. At the conclusion of the review, Praesidium can provide the organization with recommendations designed to further promote a comprehensive abuse prevention strategy that fosters and promotes a culture of safety. As part of this process, Praesidium also provides sample policies and procedures to help the organization improve existing practices. Schedules permitting, Praesidium can also incorporate an on-site presentation for leadership to gather buy-in for the work.

Comprehensive On-Site Risk Assessment. Praesidium Safety Analysts conduct a comprehensive risk assessment of all programs offered by the organization including a review of policies, on-site architectural inspections, interviews with employees and volunteers at all levels, interviews with administrators, analysis of claims and incident data, and direct observations of programs in operation. Praesidium compiles and analyses the information collected during the assessment process against hundreds of best practices, program specific standards to systematically identify where potential abuse risk exposures may exist across the organization.

Praesidium will collaborate with the organization regarding the production of any written report, which can address recommendations in the eight key operational areas and is typically accompanied by appendices with sample materials. Following delivery of the report, Praesidium can arrange either a face-to-face or telephone conference to review the report, answer questions, and discuss implementation strategies.

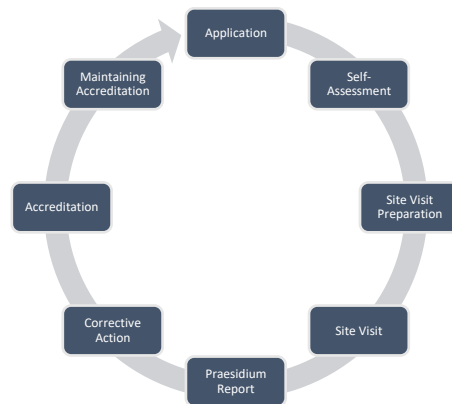
Know Your Score! Online Self Assessment. The *Know Your Score!* Online Self-Assessment tool is designed to convey best practices standards across a range of organizations and simultaneously provide resource-delivery mechanisms. The *KYS!* tool asks organizations about their existing organizational abuse prevention mechanisms and allows organizations to quickly learn the strength of their own policies and practices designed to keep those in their care safe from abuse. A completed self assessment provides individual organizations and their leadership with an Action Plan of next steps, cost/benefit analysis tools, and sample resources (if included in the package) to address potential abuse prevention gaps.

The *Know Your Score!* online self assessment system can be configured to include generic and customized written resources (abuse prevention policies and procedures) and access to online training. For those organizations that wish to become Praesidium accredited, utilizing the *Know Your Score!* online self assessment tool may provide an accreditation pathway (depending on the timing of the pursuit of accreditation).

Demonstrations of the KYS! tool are available upon request.

Praesidium Accreditation.

Praesidium Accreditation involves a multi-step process, the achievement of which publicly demonstrates an organization’s commitment to safety and adherence to the highest safety standards in abuse prevention. The achievement of accreditation lasts for three years. *Please note that accreditation is currently available at the program or departmental/auxiliary level, not across an entire campus or higher education institution.*



CRISIS RESPONSE TOOLS

Crisis Management Toolkit. The actions an organization takes in the critical initial moments following an allegation and those that follow set the stage for a variety of emotions, opinions, and exposures that may last years. Praesidium’s crisis management toolkit includes a variety of written resources and guidance to navigate crisis response before, during and after an allegation, including: guidelines for assembling a crisis response team; considerations for the first few days and weeks; how to create a transparent, victim-centered response; sample media holding statements; sample community communications for participants and families; and other response considerations.

Toll-Free Confidential Helpline. In most cases of abuse in organizations, individuals often report having seen or heard something suspicious, inappropriate, or of concern,

yet failed to take action. Praesidium's telephone helpline services allow organizational leadership a way to report concerns as well as an open line of communication in the event of an incident or crisis. Praesidium's trained Safety Analysts are available seven days per week to provide a high-level, initial response to concerns. *This helpline does not replace any applicable mandated child abuse and neglect reporting to state authorities and does not include legal advice.*

Crisis Management Services. In the event an organization has an allegation or incident of suspicious or inappropriate interactions or suspected abuse, a member of Praesidium's team can provide a range of on and off-site services, including:

- Crisis Consultation
- Investigation support
- Victims Support Services to facilitate the delivery of confidential counseling

Pricing^{1,2,3,4,5}

Recommended CSURMA-Funded System-Wide Abuse Prevention Resources	
Praesidium Service	Pricing
Online Abuse Prevention Training	<p>Option 1: \$150,000</p> <p><u>Price Includes:</u></p> <ul style="list-style-type: none"> - Course usage for up to 2,000 users per year (valued at \$46,667 per year) - Course publication costs on CSU's learning management system (of \$10,000) - Access to all of Praesidium's online courses via Praesidium's Armatus Learn to Protect System and CSU's learning management platform <p>Training usage that exceeds the above will be billed at \$15 per user (which CSURMA can further allocate to the applicable campus/auxiliary as it chooses).</p>
	<p>Option 2: \$265,000</p> <p><u>Price Includes:</u></p> <ul style="list-style-type: none"> - Unlimited users and unlimited course access (valued at \$85,000 per year) - Course publication costs on CSU's learning management system (of \$10,000) - Access to all of Praesidium's online courses via Praesidium's Armatus Learn to Protect System and CSU's learning management platform
<p>Partnership Support</p> <ul style="list-style-type: none"> • Collateral and Messaging to Support Rollout and Access to Resources • Presentations for CSURMA, AORMA, and Board of Trustees <i>as appropriate</i> 	<p>No Cost</p>

Optional Add-On CSURMA-Funded Resources

Praesidium Service	Pricing
<p>Flexible Consultation & Support for the CSU System</p> <ul style="list-style-type: none"> • Unlimited Off-Site Consultation for System Leadership • Sample Policies and Drafting Support at the System Level <p><i>Options to expand this work with additional system-wide support can include:</i></p> <ul style="list-style-type: none"> • On-site system-wide audit support • Use of <i>Know Your Score!</i> online self-assessment to support ongoing system-wide audit work • Other system-wide projects as defined and scoped 	<p>Annually: \$10,000 <i>with options to further expand the scope and price</i></p>
<p>Targeted Training for Campus & Auxiliary Leadership</p> <ul style="list-style-type: none"> • 3 Virtual Trainings for Leadership • 2 Certified Praesidium Guardian Workshops in CA 	<p>Each Virtual Training: \$500 Each CPG: \$28,000</p>

Additional Resources Available to Campuses and Auxiliaries at Discounted Rates

Praesidium Service	Pricing
General Consultation (Non-Crisis)	\$2,000 per day on-site \$250 per hour per person off-site
Model Policies and Policy Analysis	<i>Depends on the nature and extent of samples needed, related consultation, and/or drafting support. Typical template pricing includes:</i> \$3,000 for Program-Level Policies \$5,000 for Campus Level Policies
Virtual Training	\$1,500 per session
Abuse Prevention Tips/Updates	No Cost
On-Site Abuse Prevention, Response, and Investigation Training	\$2,500 per day
Creating a Safe Environment <i>(a facilitator-guided program)</i>	<i>Depends on the nature and extent of rollout</i>
Background Screening	
<i>À la Carte Pricing</i>	
Employment Credit	\$7.00
Multi State Criminal Database w/Name and Address Locator	\$10.00
7 Year County Criminal Records Search: 1 County	\$7.00
7 Year County Criminal Records Search: All Counties Provided/Developed	\$25.00
County Civil Records Search (upper): 1 County	\$12.00
Statewide Criminal Search: 1 State	\$9.00
Federal Criminal Records Search: 1 State, All Districts	\$9.00
Federal Civil Records Search: 1 State, All Districts	\$12.00
DOJ National Sex Offender Registry Search	\$4.00
Motor Vehicle Records Search	\$4.00
Employment Verification: 1 Position	\$11.00
Education Verification: 1 Degree	\$10.00
Personal Reference: 1 Reference	\$13.00
Professional Reference: 1 Reference	\$14.00

Professional License Verification: 1 License	\$9.00
International Criminal Search: 1 Jurisdiction	\$25 + In country Acquisition Fee
<i>Packaged Pricing</i>	<i>Available upon further consultation</i>
Screening and Selection Toolkit	\$6,000 <i>Price includes one day of on-site training related to screening and selection.</i>
Minors on Campus Survey	\$5,000
On-Site Management Systems Review	Ranges from \$4,000 to \$10,000 <i>Depends on number of programs and locations. Note that in addition to discussions with leadership, pricing also <u>includes</u> one training for leadership during the on-site portion of the review.</i>
Comprehensive On-Site Risk Assessment	<i>Varies based on scope and size of review. Typical pricing includes:</i> \$30,000+ for campus wide review \$15,000+ for program/departmental/auxiliary review
<i>Know Your Score!</i> Online Self Assessment	\$2,000 per campus, per year Includes: <ul style="list-style-type: none"> • 10 assessments initiated in the <i>KYS!</i> system (regardless of whether an assessment is completed or archived) • <i>KYS!</i> demonstrative and marketing webinars • Existing written sample resources Additional assessments: \$500 per assessment initiated in the <i>KYS!</i> system (regardless of whether an assessment is completed or archived)
Praesidium Accreditation	<i>Depends on number of programs and locations</i>
Crisis Management Toolkit	\$2,500 per campus/auxiliary
Toll-Free Confidential Helpline	\$3,000+ one-time initial set up fee \$350 per call/matter \$750 annual maintenance fee (after first year)

<p>Crisis Management Services</p>	<p><i>Crisis Consultation/Investigations</i> \$3,500 per day on-site \$400 per hour per person off-site</p> <p><i>Victim Support Services</i> \$3,000+ initial set up \$385+ per hour per person for ongoing support <i>Plus the cost of counseling</i></p>
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Additional Pricing Notes:

1. Unless other arrangement have been made, services will be billed as incurred.
2. Pricing does not include Praesidium’s reasonable travel costs and expenses (if applicable to the service), which will be separately billed at the time incurred.
3. Criminal Background Checks will require a separate agreement with the end user organization. Third-party record keeper fees associated with criminal background checks may apply and will be passed on at cost when incurred. Criminal records found in the Multi-State Database check are subject to verification at the source and additional costs may apply.
4. For each off-site Certified Praesidium Guardian workshop, Client will be responsible for:
 - A. Reasonable travel costs and expenses for up to four (4) Praesidium team members for five (5) days (which includes: travel to/from location, set up and break down, and 3 days of workshop).
 - B. All costs associated with securing the workshop location; and
 - C. All costs associated with workshop catering, which may include a light breakfast, lunch, snacks, and beverages for a three-day program.
5. For all Certified Praesidium Guardian workshops, regardless of location, Participants will be responsible for their own reasonable travel costs and expenses to, from, and during the workshop.

Utilization of 2017-2020 Praesidium Services

Within the current contract period (July 1, 2017 to June 30, 2020), the CSU campuses and auxiliaries have thus far taken advantage of a core set of abuse prevention resources that include:

- **Tools to help build internal support by engaging campus and auxiliary leadership.**
These efforts include professional development presentations at CSU conferences and regional leadership workshops across the state.
- **Tools to strengthen foundational abuse prevention resources.**
These efforts include training for front-line teams that work with youth and vulnerable adults (either online or in-person), development of campus-level policies, and a wide range of consultation (on and off-site).
- **Tools to assess risk and ensure best practice standards at the campus, program, and/or auxiliary level.**
Some campuses took advantage of Praesidium's in-depth on-site risk assessment process (that includes document reviews, interviews, observations, and incident debriefs). This process is designed to help campuses and auxiliary programs understand their abuse risk exposures, provide recommendations to close these potential gaps, and resources to support next steps.
- **Tools to maintain the momentum and create organizational torchbearers.**
These tools include the Certified Praesidium Guardian program,² a robust certification process in which participants learn best practices in organizational abuse prevention, including specific steps to take to prevent incidents of abuse by employees, volunteers, or program participants, and how to respond effectively if an allegation or incident occurs. Participants also learn how to ensure that their organization stays current and consistent in the implementation of abuse prevention best practices.

The following chart provides a high-level overview of the utilization of these resources by campus.

² For a full description and video of the Certified Praesidium Guardian program, visit [Praesidium's website](#).

Overview of Praesidium Service Utilization by Campus (2017-2020)

	Certified Praesidium Guardian Workshop	Leadership Workshop	Training - Online	Training - In Person	Risk Assessment (On-Site)	Policy Development
CSURMA/Chancellor's Office	✓	✓				
Bakersfield						
Channel Islands						
Chico	✓	✓				✓
Dominguez Hills	✓	✓	✓	✓		
East Bay	✓	✓	✓	✓		
Fresno	✓	✓	✓			
Fullerton	✓	✓				
Humboldt	✓	✓				✓
Long Beach (includes Long Beach ASI)	✓	✓	✓			
Los Angeles		✓		✓		
Maritime Academy		✓				
Monterey Bay	✓	✓			✓	
Northridge	✓	✓	✓	✓		
Pomona (includes Pomona ASI)	✓	✓	✓		✓	
Sacramento	✓	✓			✓	
San Bernardino	✓	✓	✓		✓	
San Diego State University	✓	✓	✓	✓		
San Francisco State University	✓	✓		✓		
San Jose State University	✓	✓		✓		
San Luis Obispo		✓		✓	✓	
San Marcos	✓	✓				✓
Sonoma State University	✓	✓	✓		✓	
Stanislaus State	✓	✓	✓			

**Praesidium Service Utilization by Campus:
Comparative Details (2016-2017 versus 2017-2020)**

To further understand the importance of the campus and system-wide abuse prevention efforts and recommended next steps, the following chart provides additional details on how each campus utilized its monetary credit from the 2017-2020 contract period. These abuse prevention efforts have continued to grow over time, with deeper campus and auxiliary engagement of the available resources. To further illustrate this engagement, the utilization details below provide a comparative look between the current and most recent contract period.³

Campus/Auxiliary	Praesidium Service 2016-2017	Praesidium Service 2017-2020 <i>Current Contract Period</i>	ONLINE TRAINING		
			7/1/2017 to 6/30/2018 Online Training Usage Total	7/1/2018 to 6/30/2019 Online Training Usage Total	7/1/2019 to 3/30/2020 Online Training Usage Total
CSURMA/Chancellor's Office <i>Resources Provided</i>	23 Campus credits @ \$2,000 per Campus for year ----- 4 Leadership Workshops: San Marcos, Stanislaus, Pomona, East Bay	23 Credits at \$3,000 per campus ----- 2 Certified Praesidium Guardian Workshops: (1) June 26-28, 2018 at Chancellor's Office (2) July 16-18, 2019 at Sacramento State ----- 6 Regional Workshops: November 7, 2018 at SFSU November 8, 2018 at CSULA Spring 2020 TBD Fall 2020 TBD	0	0	0
CSURMA/Chancellor's Office <i>Resources Used</i>		CPG Attendee - 1	0	0	0

³ Praesidium can gather pre-2016 service utilization data upon request.

Campus/Auxiliary	Praesidium Service 2016-2017	Praesidium Service 2017-2020 <i>Current Contract Period</i>	ONLINE TRAINING		
			7/1/2017 to 6/30/2018 Online Training Usage Total	7/1/2018 to 6/30/2019 Online Training Usage Total	7/1/2019 to 3/30/2020 Online Training Usage Total
Bakersfield	Know Your Score! Online Assessment (4)		0	0	0
Channel Islands			0	0	0
Chico	Know Your Score! Online Assessment (2)	Policies CPG - 1 (Risk Management)	0	0	0
Dominguez Hills	Online Training	Online Training On-Site Training (March 11-12, 2019) CPG - 1 (Risk Management)	54	1	148
East Bay	Online Training	Online Training On-Site Training (May 21, 2019) CPG - 1 (Risk Management)	1	3	
Fresno		Online Training CPG - 1 (Risk Management)	82	97	
Fullerton	Online Training	CPG - 2 (Risk Management + Auxiliary)	0	0	
Humboldt	Know Your Score! Online Assessment (2)	CPG - 1 (Risk Management)	0	0	
Long Beach (includes Long Beach ASI)	Online Training	Online Training CPG - 1 (Auxiliary)	919	621	1220
Los Angeles		On-Site Training (November 2, 2017) On-Site Training (February 20-21, 2019)	0	0	0
Maritime Academy			0	0	0
Monterey Bay		On-Site Risk Assessment (2018) CPG - 2 (Risk Management)	0	0	0

Campus/Auxiliary	Praesidium Service 2016-2017	Praesidium Service 2017-2020 <i>Current Contract Period</i>	ONLINE TRAINING		
			7/1/2017 to 6/30/2018 Online Training Usage Total	7/1/2018 to 6/30/2019 Online Training Usage Total	7/1/2019 to 3/30/2020 Online Training Usage Total
Northridge	On-Site Training (October 11, 2017)	Online Training On-Site Training (November 9, 2018) CPG - 1 (Auxiliary)	32	0	0
Pomona includes Pomona ASI	Online Training	Online Training On-Site Risk Assessment - CPP ASI (2021) CPG - 2 (Auxiliary)	153	91	6
Sacramento	Online Training	CPG - 4 (Risk Management + Auxiliary) On-Site Risk Assessment - Campus (2018)	0	0	0
San Bernardino	Online Training	Online Training CPG - 1 (Risk Management) On-Site Risk Assessment – Campus (2020+)	188	144	48
San Diego	On-Site Training (January 16, 2018)	On-Site Training (May 23 and 30, 2018) CPG - 2 (Risk Management + Auxiliary)	0	1	0
San Francisco	Know Your Score! Online Assessment (2)	On-Site Training (September 14, 2017) CPG - 4 (Risk Management + Auxiliary)	1	0	0
San Jose		On-Site Training (April 9-10, 2018) CPG - 3 (Risk Management + Auxiliary)	0	0	0
San Luis Obispo		On-Site Risk Assessment - Student Health (May 2019) On-Site Training - Student Health (May 2019)	0	0	0

Campus/Auxiliary	Praesidium Service 2016-2017	Praesidium Service 2017-2020 <i>Current Contract Period</i>	ONLINE TRAINING		
			7/1/2017 to 6/30/2018 Online Training Usage Total	7/1/2018 to 6/30/2019 Online Training Usage Total	7/1/2019 to 3/30/2020 Online Training Usage Total
San Marcos	CPG - 1 (Risk Management, Dallas)	Policies CPG - 2 (Risk Management + Auxiliary)	0	0	0
Sonoma		Online Training On-Site Risk Assessment - Campus (2019- 2020) CPG Attendee - 1 (Risk Management)	6	0	0
Stanislaus	Online Training	Online Training CPG Attendee - 1 (Risk Management)	1620	1229	1028
Online Training Usage Totals			3,056	2,187	2,450

About Praesidium

Since 1991, Praesidium’s mission is “to help you protect those in your care from abuse and to help preserve trust in your organization.” Praesidium works with organizations across the world to prevent the sexual abuse of children and vulnerable adults, to prevent false allegations of abuse against innocent employees and volunteers, and to prevent the loss of reputation and revenue for organizations serving vulnerable populations. The founders of Praesidium have over 30 years of experience working in abuse risk management. For the past two decades Praesidium has served more than 4,000 clients and offers a full range of risk management and loss control services. Praesidium’s clients include higher education institutions, public and private schools, churches, camps, youth development organizations, water parks, long-term care facilities, hospitals, luxury resorts, social service programs, sports programs, fitness clubs, and child care centers.

PRÆSIDIUM’S SCIENTIFIC METHODOLOGY

Using root cause analysis, Praesidium developed its own abuse risk management model, The Praesidium Safety Equation.® Root cause analyses of several thousand incidents of abuse across industries demonstrated that risks fell into eight organizational operations: Policies, Selection and Screening, Training, Monitoring and Supervision, Consumer Participation, Feedback Systems, Responding, and Administrative Systems. By implementing best practices in each of these operations, Praesidium determined that risks could be reduced or eliminated.



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DISCUSSION OF CAJPA COMPARATIVE REVIEW IN FY 2020/21

ISSUE: In 2017, CSURMA engaged an independent consultant to conduct a performance review of CSURMA's program administration along the lines of the California Association of Joint Powers Authority (CAJPA) Accreditation Standards. The comparative review did not include a review of CSURMA's accounting services since those services are already audited on an annual basis. The review was conducted by Robin Johnson and provided several recommendations that served to improve overall management of CSURMA. As it has been three years since the last review, the Executive Committee may want to conduct a similar review during FY 2020/21.

RECOMMENDATION: The Executive Committee is asked to consider whether to engage a consultant to perform another CSURMA Operational Review in FY 20/21.

FISCAL IMPACT: Staff suggests approving a consultant's fee to complete the comparative review of an amount not to exceed \$7,500.

BACKGROUND: CSURMA has been accredited by CAJPA in the past, but withdrew from that program because CAJPA's accreditation committee failed to recognize as adequate the CSURMA Funding Policy since that policy relies on the University's commitment to fund deficits over a long time. Also, the Committee wanted CSURMA to adopt for the campus Risk Pool a mandatory 70% confidence level funding rather than the current policy that allows the Committee discretion in setting target funding.

CSURMA has been administered in general compliance with all CAJPA's accreditation standards, and this independent review will verify that compliance, and identify opportunities for improvement.

PUBLICATION: None at this time.

ATTACHMENT(S):

- a. CSURMA Operational Review dated March 2, 2018

Law Office of Robin Johnson

March 2, 2018

Ms. Mimi Long
Alliant Insurance Services, Inc.
100 Pine Street, 11th Floor
San Francisco, CA 94111

CALIFORNIA STATE UNIVERSITY
RISK MANAGEMENT AUTHORITY
OPERATIONS REVIEW

Dear Ms. Long,

Please find attached my report on the overall operations of California State University Risk Management Authority. The report includes an executive summary with the ratings by category as well as the overall rating and some suggestions for improvement. The report states that there was no certificate of insurance on file for Alliant's or Sedgwick's professional liability insurance. I received copies of certificates for those coverages after my visit and commend you on the quick response. I hope you will find the other suggestions as helpful.

I appreciate the opportunity to provide this review of CSURMA's operations and thank you and your team for the time and effort in preparing for the review. Please call me with any questions or comments you may have.

Respectfully submitted,

A handwritten signature in dark ink, appearing to read 'Robin Johnson', with a long horizontal flourish extending to the right.

Robin Johnson

California State University Risk Management Authority

Operational Review

April 2018

INTRODUCTION

In 1997, California State University Risk Management Authority (CSURMA) was created through a Joint Powers Agreement (“Agreement”) authorized by California Government Code sections 6500, et seq. The mission of CSURMA was, and is, to join California State University (CSU) with the Auxiliary Organizations (Auxiliaries) “to protect member resources by providing broad coverage and quality risk management services that stabilize risk costs in a reliable, economical and beneficial manner.” CSURMA provides a number of programs to both CSU and the Auxiliaries. However, the needs of CSU and the Auxiliaries are different, both in terms of coverage, member retention and risk management services. In addition, the programs for CSU and the programs for the Auxiliaries are different in terms of the sharing of losses, as well as the risk management services provided.

The main programs provided to the campuses are the CSU Liability, Workers’ Compensation, Property and Crime Programs. Those programs provided to the Auxiliaries through the Auxiliary Organizations Risk Management Alliance (AORMA) are the AORMA Liability, Workers’ Compensation, Property and Crime Programs. These programs either have a layer retained by CSURMA with excess insurance or reinsurance taking limits to a higher level above the CSURMA retention or are fully insured.

The legal characteristic of a joint powers authority is interesting because it takes on the character of the public entity of its membership while being required to follow some rules that apply to special districts. Thus, CSURMA is governed by laws applicable to state agencies, such as the Bagley-Keene Act as it relates to meetings, while also needing to abide by some laws applicable to local agencies, such as restrictions on investments and filings with the State Controller’s Office. This will become apparent as one reads through this report.

The governing body of CSURMA is the Board of Directors, consisting of 30 directors. The Executive Committee provides more direct oversight and policy implementation than the Board of Directors, working closely with the contract administrator, Alliant Insurance Services (Alliant), which are collectively referred to as “staff” in this document. The Auxiliaries have their own Committee that reports to the Executive Committee. This Committee and its subcommittees review the Auxiliaries’ programs and give guidance as to general policies affecting their programs.

This report reviews the overall effectiveness of CSURMA operations and illuminates areas where its operations may be enhanced. However, this report does not include a review of the financial strength and reporting requirements. The report also highlights documents that may be needed

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or altered to conform to applicable laws and to meet the standards generally applied to self-insurance joint powers authorities.

EXECUTIVE SUMMARY

The review of the general operations of CSURMA gives the management of CSURMA a general understanding of the level of performance relative to other joint powers authorities and discloses some areas for improvement. A rating system was applied to give the reader a better feel for the level of performance in each area. A lower score does not mean that CSURMA necessarily needs to change. It merely points out areas where CSURMA varies from the standards and may consider changes in policies or procedures.

This review broke down the areas of study into the following sections:

- I. Governing Documents – a review of the Joint Powers Agreement (Agreement), Bylaws, and Policies and Procedures;
- II. Contracts – a review of the existing contracts for major services;
- III. General Operations – a review of the communications with members, the competence of staff and management, and whether the Agreement, Bylaws and Policies and Procedures are being followed;
- IV. Meetings – a review of the notices and the minutes of the meeting; and
- IV. Programs – a review of the documentation of the programs.

This review of the operations did not include a review of the financial activities of CSURMA, other than to check that the proper financial documents were filed as required by the Government Code.

The CSURMA governing documents, program documents and operations meet extremely high marks overall and in each category, as shown in the following table.

TOPIC	MAX PTS	PTS EARNED	COMMENTS	%
Governing Documents	235	235		100%
Contracts	625	588		94%
General Operations	461	438		95%
Meetings	65	60		92%
Programs	400	390		98%
Total	1,786	1,711		96%

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A few recommendations are made to better the operations of CSURMA. These are:

1. CSURMA should file amendments to the joint powers authorities agreement as soon as practical after adoption of such amendments.
2. The minutes for the Board of Director's meetings should reflect the vote or abstention of each of the Board members.
3. Provision No. 11 of the Witt O'Brien contract, which states the consultant will not be liable for damages arising out of the contract, should be deleted.
4. Staff should check certificates of insurance against the coverages required under the contracts to make sure all required coverages are in place. Although most of the coverages required by the contracts were shown on certificates, the professional liability coverage certificates required by the Alliant and the Sedgwick contracts were not available at the time of the site visit.
5. CSURMA should consider providing greater detail in the allocation of contributions from the campuses, similarly to what is done for the Auxiliaries.
6. CSURMA may consider placing the coverage documents for the campuses on the website for member references. Because the property program has many documents, perhaps, posting the first layer insurance policies would be sufficient.
7. CSURMA should consider providing the members with CSAC-EIA's workers' compensation coverage document rather than CSURMA's own document to reduce the possibility of gaps in coverage between the documents and confusion regarding who provides and controls the coverage.
8. CSURMA may consider providing the Board of Directors with a summary of the financial strength, e.g. AM Best ratings, of the insurance providers to the programs.

Overall, CSURMA is managed well, with documentation of major policies and procedures providing members and staff a relatively easy means of understanding the robust and varied programs and operations of CSURMA. Its overall rating places it among those joint powers authorities with outstanding overall management.

I. GOVERNING DOCUMENTS

The Agreement and Bylaws generally meet the requirements of both contract law and Government Code sections 6500, et seq. CSU is a government agency that meets the requirements as a public entity for Section 6500 purposes. Government Code section 6516.9 allows the Auxiliaries to enter into a joint powers agreement, such as this one forming CSURMA.

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The Agreement was revised in 2015. However, the Agreement, as revised in 2015, was never filed with the Secretary of State. Thus, such action should be taken.

The Policies and Procedures for the operations of CSURMA and its programs are also well developed and detailed. The Investment Policy was revised in 2015 and reviewed in March of 2017 by the Executive Committee, which found it still sufficient as it currently stands. The Conflict of Interest Code is in place and readily available to members on the website. Policies requiring periodic actuarial studies and claims audits are also in place.

II. CONTRACTS

The contracts with service providers are important to CSURMA, not only to make sure CSURMA is receiving the services for which it has paid, but for the rights and responsibilities of the parties. This review of the contracts focuses on whether the basic requirements of a contract are included and CSURMA's interests are reasonably protected.

A. Program Administration Contract

The contract with Alliant for the general administration of CSURMA contains the basic requirements of the term of the contract, compensation, and the scope of services described in sufficient detail as to be enforceable. The contract imposes a fiduciary duty upon Alliant to disclose any conflicts of interest, as well as to refrain from any activity that may impair its fidelity to CSURMA. It also contains provisions for indemnification where Alliant may cause loss to CSURMA due to negligent conduct by Alliant. The contract also requires an insurance policy to support the indemnification. Alliant maintains copies of certificates of insurance for CSURMA as proof of Alliant's compliance with the insurance requirements. However, the professional liability was not listed on the certificate.

B. Program Brokerage

The brokerage contract with Alliant is very similar to its Program Administration Contract, well written and includes adequate indemnification and insurance requirements to protect CSURMA's interests. As mentioned above, Alliant's insurance certificate did not show professional liability insurance, also required on this contract.

C. AORMA Liability Claims Administration

The current contract with Carl Warren has the requirement to disclose conflicts, indemnification, insurance, ownership of files and other provisions as expected in a claims administration contract for a joint powers authority. Administration had the certificates of insurance showing that Carl Warren carried the insurance as required in the contract.

D. Workers' Compensation Claim Adjusting

Sedgwick's claims services contract provides a well-defined scope of work, and a reasonable allocation of the assumption of risk based on whose negligence caused the loss, disclosures of conflicts of interest, etc. Although the contract requires professional liability insurance, there was not a certificate of insurance showing such coverage available for review at the time of the site visit.

E. Unemployment Claims Management

The contract with the Employers Group includes the expected provisions, including indemnification, insurance conflicts, cancellation and other provisions expected in a contract with a joint powers authority

F. Safety and Loss Control

The contract with Alliant for loss control services was well written with the safeguards in place for CSURMA as found in the other two Alliant contracts. Because the same certificate of insurance was used to prove coverage in all three Alliant contracts, there was not proof of the professional liability as required in this contract.

The contract with Praesidium seems appropriate as to compensation, indemnification, etc., because of the nature of the contract as one for a license to use Praesidium's online programs, except perhaps for insurance. Professional liability insurance is probably an appropriate requirement for the use of an online platform agreement. The certificates of insurance, however, does not indicate professional liability coverage is in place as required by the contract.

The Witt O'Brien contract has the appropriate provisions one would expect to find, including an indemnification provision. However, it also includes a limitation of liability, stating that the consultant is not liable for any damages arising out of the contact. This limitation of liability should be deleted, allowing CSURMA to bring legal action to recover damages caused by Witt O'Brien's negligent, or lack of, performance under the contract.

G. Administration of the Contracts

The contracts and certificates of insurance have been maintained for easy review by the administration. A follow-up system needs to be implemented to make sure the insurance requirements are being met for all lines of coverage.

III. GENERAL OPERATIONS

A. Government Code

The management of CSURMA has substantially complied with the Government Code requirements and best practices found in the industry of joint powers authorities, except in a few cases

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indicated below. The filings of the joint powers agreement and the public agency roster, also called the Statement of Facts, are important to maintain the procedural and substantive legal protections afforded a public entity under the Government Code. The joint powers roster was filed with the Secretary of State in a timely fashion. In addition to the filings with the Secretary of State, staff has filed the requisite financial statements with the State Controller and the County of San Francisco. However, the joint powers agreement, as amended in 2015, was not filed with the Secretary of State. This should be done as soon as possible.

Staff has the duty to bring the Conflict of Interest Code to the Board for review prior to October 1, of every even year, and to administer the disclosures on the Form 700s annually, and for those officers leaving or entering office during the year. Staff has done well with the process, which currently requires the Form to be completed and filed online.

The Bagley-Keene Act, Government Code sections 11120, et seq., requires meetings of the CSURMA Board and Committees to be open, with a 10-day notice. CSURMA physically posts notices of the meetings of the CSURMA Board and Committees at the Treasurer's location, meeting that requirement of the Bagley-Keene Act. CSURMA also posts meeting agendas on its website where the public can review. Minutes of the meetings are drafted and placed on the consent calendar of the following meeting for adoption. These minutes have sufficient detail of discussions and actions taken at the meeting, such that one attending the meeting would know the action taken and some of the rationale for the action.

Government Code section 11123(c) requires the recording of each member's vote or abstention on an action taken at a meeting. Although the Executive Committee minutes show the votes or each of the members, the Board of Directors meeting minutes do not reflect the individual member's vote or abstention.

A record retention policy is followed, with security and backup that meets or exceeds the standard of practice for joint powers authorities. The purging of files is accomplished automatically by Alliant's computer programming. Those documents that are required to be maintained indefinitely are transferred to a special server specific to that purpose.

The audited financials are provided to the Board for review and comment, and staff has filed them with the State Controller and the county where CSURMA's primary office is located, as required by the Government Code. The Treasurer provides the Board of Directors with quarterly report as to the liquidity of CSURMA and whether the investments are in compliance with the policy adopted. The Executive Committee receives a quarterly investment report in addition to the Treasurer's report. These reports provide the Board and Executive Committee with means to provide financial oversight of CSURMA.

B. Organizational Issues

CSURMA seems to conduct effective strategic planning sessions, although somewhat separate, with CSU having a separate session from AORMA. Although there is this separation of planning by the two types of members, there does not seem to conflict between the results of the separation.

Communications seem to be well maintained, with much of the information about the governance of CSURMA, the program of CSURMA and services available from CSURMA on its website. The website has pages to assist members with getting certificates of coverage, filing claims, and effecting other transactions with the joint powers authority. The website also hosts many bulletins regarding safety, transfer of risk, and loss control.

Staff has an internal tickler system to remind them when certain requirements are coming due, such as a review of the investment policy, the filing of the financial reports, and items that require periodic presentation to the Board or Committees. Staff issues an annual report summarizing the activities for the year, such that all know those accomplishments.

C. Staff and Board Training

Board training provides a good basis for oversight and policy direction for the Board and Committees, while staff training provides ideas to assist the staff in meeting the mission and purpose of CSURMA. Both staff and the Board of CSURMA receive training on issues regarding joint powers authorities, liability, and workers' compensation. Staff participates in the California Association of Joint Powers Authorities (CAJPA) and the Association of Governmental Risk Pools (AGRIP), and other organizational training emphasizing the best practices of pooling risks. Staff receives training in risk management in public entities through its participation in the Public Agency Risk Managers Association (PARMA), the Public Risk Management Association (PRIMA), the Risk Management Society (RIMS), and other organizations. The Board and CSURMA members also receive training at PARMA and other organizations, as well as the orientation that is on the CSURMA website.

IV. PROGRAMS

Workers' compensation coverages are defined by the Memorandum of Coverage and, at least for AORMA, posted in the "Members Only" portion of the website. The claims management is performed by Sedgwick, which received a favorable claims audit in 2017 and meets the requirement of a claims review every odd numbered year, pursuant to Policy and Procedure No. 5. The coverage is currently provided by CSAC-EIA, which has issued its own Memorandum of Coverage. Thus, there may be conflicts between the CSAC-EIA coverage and that represented by CSURMA's issued Memorandum of Coverage. There may also be confusion by the AORMA members as to who has ultimate authority regarding the handling of a claim or a dispute of coverage. It may be better practice to provide the members the CSAC-EIA coverage document rather than CSURMA issuing a coverage document.

The AORMA liability program is well documented, with coverage clearly stated, and the coverage documents available on the website. Forms are also available on the website for filing claims, obtaining certificates, etc. Carl Warren adjusts the claims for AORMA. The claims audit performed in 2017 showed superior performance. This audit also meets the requirement for an audit every odd year.

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The CSU campus liability program is adjusted by the Systemwide Office of Risk Management, a department within the State of California. The overall rating of the claims audit in 2017 was very favorable and meets the required claims audit. The Policies and Procedures applicable to the campuses are fairly well documented, with target equity funding policies, claims settlement authority, etc. Although a summary of the coverage is posted on the website, the coverage document itself is not posted. CSURMA may consider posting the actual coverage document on the website, such that the campuses can readily review the details of coverage, if desired.

The property coverage is an important coverage to the campuses as well as to the Auxiliaries. The Property Program is a fully insured program, leaving deductibles and other non-covered items the obligations of the campuses and Auxiliaries. The summary of coverages is provided on the website. However, the coverage documents are not posted on the website. CSURMA may consider a means of providing at least the primary layer coverage document to be available for the members to review, if desired.

The CSURMA Board of Directors has a fiduciary duty to assure the pool is financially sound and provides sound insurance to its members. Thus, CSURMA may consider having a quick summary of the financial strength of the insurance and reinsurance purchased by the pools. A list of the companies with an AM Best rating or other rating will alert the Board to the strength of the insurers. Where the coverage is provided by another pool or a non-rated coverage provider, a quick report of some basic financial ratios may be of value in assisting the Board to evaluate the financial strength of those sources of coverage.

V. CONCLUSION

It was a pleasure to review such a well-run self-insurance pool as CSURMA. The review did not address the financial or investment aspects of the operations, in accordance with the scope of the review for this report. However, the governing boards of CSURMA can feel confident that the other parts of the operations are well above the standards established by CAJPA and the general practices in the industry.

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EXHIBIT 1

GOVERNING DOCUMENTS

Criteria	Max Pts	Pts Earned	Comments	Percent
Signed Copy of JPA	10	10		
JPA specifically creates the Authority	10	10		
JPA States Purpose	5	5		
Lists Common Powers	10	10		
JPA states strict accountability/ Designates Treasurer	10	10		
Debts of agency addressed	10	10		
Provides for Bylaws	5	5		
Provides for Governing Body	10	10		
Statement not jointly liable per § 6512.2	5	5		
Termination by a party not completion of purpose	10	10		
Means of Dissolving	10	10		
JPA provides for distribution of property/surplus money at dissolution	10	10		
Conflict of Interest Code Adopted	10	10		
Investment Policy Adopted/Reviewed	10	10		
Target Equity Policy	5	5	AORMA Target Equity Policy	
Assessments and Distributions Provisions	10	10		
Records Retention Policy	5	5		
Provision for withdrawal	10	10		
Provision for member's termination	10	10		
Obligations of Members	10	10		
Board membership	5	5		
Board's duties and authority	10	10		

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Criteria	Max Pts	Pts Earned	Comments	Percent
Board meetings	5	5		
Indemnification of Board	5	5		
Officers' election/term	10	10		
Officers duty	10	10		
Provision for resolution of disputes	5	5	Coverage only	
Financial Audit Required	5	5		
Actuarial Studies Required	5	5		
Total	235	235		100%

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EXHIBIT 2

CONTRACTS

ALLIANT - JPA ADMINISTRATION

Criteria	Max Pts	Pts Earned	Comments	Percent
Scope of Work	10	10		
Indemnification Provision	10	10		
Insurance Provision	5	5		
Disclosure of Conflicts	10	10		
Compensation	10	10		
Ownership of Records	5	5		
Term	5	5		
Cancellation	5	5		
Cert of Insurance on file	5	5		
Dispute Resolution	5	5		
Confidential Info	5	5		
Total	75	75		100%

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ALLIANT BROKERAGE

Criteria	Max Pts	Patients Earned	Comments	Percent
Scope of Work	10	10		
Indemnification Provision	10	10		
Insurance Provision	5	5		
Disclosure of Conflicts	10	10		
Compensation	10	10		
Ownership of Records	5	5		
Term	5	5		
Cancellation	5	5		
Cert of Insurance on file	5	5		
Dispute Resolution	5	5		
Confidential Info	5	5		
Total	75	75		100%

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CARL WARREN AORMA Liability Program

Criteria	Max Pts	Pts Earned	Comments	Percent
Scope of Work	10	10	Including settlement authority to \$25k	
Indemnification Provision	10	10		
Insurance Provision	5	5	requires cyber liability and professional	
Disclosure of Conflicts	10	10		
Compensation	10	10		
Ownership of Records	5	5		
Term	5	5		
Cancellation	5	5		
Cert of Insurance on file	5	5		
Dispute Resolution	5	5		
Confidential Info	5	5		
Total	75	75		100%

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SEDGWICK Workers comp

Criteria	Max Pts	Pts Earned	Comments	Percent
Scope of Work	10	10		
Indemnification Provision	10	10	Including penalties	
Insurance Provision	5	5		
Disclosure of Conflicts	10	10		
Compensation	10	10		
Ownership of Records	5	5		
Term	5	5		
Cancellation	5	5		
Cert of Insurance on file	5	0	No cert for E&O of \$5m or Fidelity	
Dispute Resolution	5	5		
Confidential Info	5	5		
Total	75	70		93%

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EMPLOYERS GROUP

Criteria	Max Pts	Pts Earned	Comments	Percent
Scope of Work	10	10		
Indemnification Provision	10	10		
Insurance Provision	5	5		
Disclosure of Conflicts	10	10		
Compensation	10	10		
Ownership of Records	5	5		
Term	5	5		
Cancellation	5	5		
Cert of Insurance on file	5	5		
Dispute Resolution	5	5	Choice of law included	
Confidential Info		N/A		
Total	70	70		100%

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ALLIANT Loss Control

Criteria	Max Pts	Pts Earned	Comments	Percent
Scope of Work	10	10		
Indemnification Provision	10	10		
Insurance Provision	5	5		
Disclosure of Conflicts	10	10		
Compensation	10	10		
Ownership of Records	5	5		
Term	5	5		
Cancellation	5	5		
Cert of Insurance on file	5	0	No Professional Liability Cert. Need with Retro Date.	
Dispute Resolution	5	5		
Confidential Info	5	5		
Total	75	70		93%

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PRAESIDIUM

Criteria	Max Pts	Pts Earned	Comments	Percent
Scope of Work	10	10		
Indemnification Provision	10	10		
Insurance Provision	5	0		
Disclosure of Conflicts	10	10		
Compensation	10	10		
Ownership of Records		N/A		
Term	5	5		
Cancellation	5	5		
Cert of Insurance on file	5	5		
Dispute Resolution		N/A		
Confidential Info		N/A		
Total	60	55		92%

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WITT O'BRIEN

Criteria	Max Pts	Pts Earned	Comments	Percent
Scope of Work	10	10		
Indemnification Provision	10	5	Contractor absolved of liability per Section 11	
Insurance Provision	5	3	No Workers' Comp required	
Disclosure of Conflicts	10	0		
Compensation	10	10		
Ownership of Records	5	5		
Term	5	5		
Cancellation	5	5		
Cert of Insurance on file	5	5		
Dispute Resolution	5	0	No provision	
Confidential Info	5	5	Must label before confidential	
Total	75	53		71%

Total All Contracts	625	588		94%
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EXHIBIT 3

OPERATIONS

Criteria	Max Pts	Pts Earned	Comments	Percent
Follow Policies	15	15		
Communications with Members	10	10		
File Roster with Secretary/County	5	5		
Filed last JPA Amendment	5	0	The 2015 amendments were not filed with the Secretary of State.	
Reviews Conflict of Interest Code biannually	3	0	Five days late	
Collects/Files Form 700s	7	7	Done online	
Delegates Investment Authority annually	3	3		
Board Adopts budget annually	5	5	Adopted 5/5/17	
Files audited financials with the State Controller and County	3	3		
Filed Special Districts Financial Transactions Report	3	3		
Discloses allocation of Contributions	10	5	The allocation to the campuses could be better documented showing the parameters of the ex mods, etc.	
Insurance for JPA Ops/ E&O Liability/Fidelity	5	5	Fidelity coverage self insurance	
Review of Excess/Reinsurance strength	10	5	Although provided at renewal, the Board does not receive the information	
Follow Records Retention	7	7		

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Criteria	Max Pts	Pts Earned	Comments	Percent
Strategic Planning/mission statement/objectives	10	10		
Achievements Tracked	5	5		
Promote Members' Training	15	15		
Adequate Training for Staff	10	10		
Adopted Risk Control Guidelines	10	10		
Follow Up on Implementation	5	5		
Training based on losses	5	5		
Participation in Industry Association Functions	5	5		
Procedure for Reviewing Policies	5	5	All policies are reviewed every other year, one year odd then even numbered.	
Total	161	143		89%

MEETINGS

CRITERIA	MAX PTS	PTS EARNED	COMMENTS	PERCENT
Notice timely/Proper	5	5		
Notice of Closed Session	10	10		
ADA Notices	5	5	At top of Agendas	
Minutes/ Detail	10	5	The Board minutes do not show the individual votes of the members	
Standing Committee seats/powers/	20	20	Agendas on website	
Guidelines for Orderly meeting	5	5		
Follows Bagley Keene	10	10		
Total	65	60		92%

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EXHIBIT 4

PROGRAMS

LIABILITY

PROGRAMS DOCUMENTATION

Criteria	Max Pts	Pts Earned	Comments	Percent
Process to review MOC	10	10		
MOC distributed	5	3	AORMA on website not the Campus coverage	
Reporting Requirements	5	5	Reporting Requirements in separate document from MOC.	
Cooperation Required	5	5		
Coverage Dispute Procedures	10	10		
Limits and deductible clear	10	10		
Proper Named Parties	10	10		
Term	10	10		
Conditions of Coverage	5	5		
Total	70	68		97%

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CLAIMS MANAGEMENT

Criteria	Max Pts	Pts Earned	Comments	Percent
Litigation Management Policy	10	10		
Settlement Authority	15	15		
Document closed session	10	10		
Claims Audits frequency and adequacy	5	5	Every odd years - last review thorough	
Claims Audit Report Favorable	10	10	CSURMA and Carl Warren great scores with a few minor suggested changes in procedures	
Communications with Member re. their loss	10	10		
Reserves Appropriate	15	15		
Subrogation	5	5		
Excess/Reinsurance Reporting/Collecting	10	10		
Total	90	90		100%

PROGRAM FUNDING

Criteria	Max Pts	Pts Earned	Comments	Percent
Target Equity Policy	5	5	AORMA	
Funding Level Policy	5	5		
Allocation Transparency	5	5		
Actuarial Study sound, e.g. discount rate, development factors reasonable	20	20	AON 9/2017 2 Percent Discount for Outstanding and Funding Provides confidence levels	
Total	35	35		100%

LIABILITY PROGRAM TOTAL	195	193		99%
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WORKERS' COMPENSATION

PROGRAMS DOCUMENTATION

Criteria	Max Pts	Pts Earned	Comments	Percent
Process to review MOC		N/A	Fully insured	
Policy distributed	5	2	AORMA MOC not CSAC-EIA's	
Reporting Requirements		N/A		
Cooperation Required		N/A		
Coverage Dispute Procedures		N/A		
Limits and deductible clear	10	10		
Proper Named Parties	10	10		
Term	10	10		
Conditions of Coverage	5	5		
Total	40	37		93%

CLAIMS MANAGEMENT

Criteria	Max Pts	Pts Earned	Comments	Percent
Settlement Authority	15	15		
Document closed session	10	10		
Claims Audits frequency and adequacy	5	5		
Claims Audit Report Favorable	10	10	Some areas noticed for improvement, Generally favorable report	
Communications with Member re. their loss	10	10		
Reserves Appropriate	15	15		
Subrogation	5	5		
Excess/Reinsurance Reporting/Collecting	10	10		
Total	80	80		100%

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PROGRAM FUNDING

Criteria	Max Pts	Pts Earned	Comments	Percent
Target Equity Policy		N/A	Fully Insured	
Funding Level Policy		N/A		
Allocation Transparency	5	5		
Actuarial Study sound, e.g. discount rate, development factors reasonable	20	20	AON 9/2017 Outstanding and Cash Funding Provides confidence levels	
Total	25	25		100%
W.C. PROGRAM TOTAL	145	142		98%

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PROPERTY PROGRAM

PROGRAMS DOCUMENTATION

Criteria	Max Pts	Pts Earned	Comments	Percent
MOC distributed	5	0	Should provide a copy of at least the first layer of coverage	
Reporting Requirements	5	5		
Cooperation Required	5	5		
Coverage Dispute Procedures	10	10		
Limits and deductible clear	10	10		
Proper Named Parties	10	10		
Term	10	10		
Conditions of Coverage	5	5		
Total	60	55		92%

TOTAL ALL PROGRAMS

Criteria	Max Pts	Pts Earned	Comments	Percent
Total All Programs	400	390		98%

EXCESS INSURANCE RENEWALS AND UNDERWRITER MEETINGS REPORT

ISSUE: Most of CSURMA’s coverage programs renew on July 1. Chancellor’s Office and Program Administrator staff are actively marketing the programs and negotiating renewal terms. At this time the Program Administrator anticipates the major programs will renew as shown in Table 1 below.

Table 1
Projected Renewal Cost Change Estimates

Program	AORMA Percent Change	Campus Percent Change
Excess Liability	+20%	+20%
Property	+20%	+25%
Worker’s Compensation	Flat to 5% decrease	Flat to 5% De
Builder’s Risk	N/A	+5%
Fine Arts	N/A	+10%
SPLIP & SAFECLIP	Flat Rate	Flat Rate
FTIP	Flat Rate	Flat Rate
Aviation	Flat Premium	Flat Premium
Medical Malpractice	N/A	Flat Rate to 10% Increase
Fidelity	+10%	+5%

RECOMMENDATION: No action is requested at today’s meeting; however the Executive Committee may take action or provide direction to staff based on the report of the meetings.

FISCAL IMPACT: The cost of the insurance programs will be included in the proposed budget as projected in the rates published to the CSURMA Board and AORMA Committee. Renewals are expected to be within the budgeted amount.

BACKGROUND: CSURMA representatives were to meet with CSURMA’s program underwriters in London on April 1 and 2, 2020; however, meetings were cancelled due to travel restrictions related to the Covid-19 pandemic. Instead, conference meetings were held to discuss various renewals.

As a general statement, the pandemic has significant potential impact to the insurance industry depending on how claims are adjusted. Despite most property policies excluding losses caused by virus or disease, there is a legislative effort to force insurers to cover business interruption caused by the Covid-19 pandemic retroactively. Another legislative effort aims to establish a prospective fund for pandemic caused business interruption backed up by the federal

government, similar to the TRIA terrorism fund set up post the 9-11 attacks. As it stands, underwriters are expected to offer renewal terms similar to what was expected before the pandemic, but all policies will have an expanded “communicable disease” exclusion. The Program Administrators believe that even if most business interruption claims are excluded, there will be significant litigation in such lines as directors & officers, healthcare and employment practices that result in significant losses to the insurance industry and causing further price increases. California public entities were already bracing for substantial increases in the liability premiums due to very significant increases in losses from high cost jury verdicts and settlements, and sexual abuse and molestation claims.

Note that the California Commissioner of Insurance has directed insurers to refund premiums on certain lines where the exposure has decreased significantly. For example, personal auto liability exposures are reduced dramatically by the reduction in miles driven. It remains to be seen how this directive will apply across commercial lines and to the reinsurance and non-admitted insurance programs. The Program Administrator is working with underwriters on all lines and has already received indicated relief in the aviation, student placement, clubs, and service learning programs.

Following are comments on the status of programs:

- **Excess Liability** – This program has seen loss development in the first excess layers for both the AORMA and Campus programs. The Program Administrators anticipate rate increases in the lower layers and in the excess layers due to catastrophic losses impacting the entire marketplace. In addition, we anticipate changes in the availability of coverage related to sexual abuse and molestation and traumatic brain injuries. Several underwriters have indicated their intention to reduce limits offered or non-renew certain layers.
- **Property** – Property losses to both the AORMA and Campus programs have increased the past three years. While CSU performed well in the wet winter and recent wildfires, related losses and other losses continue to mount. Significant rate decreases in recent years will likely be again eroded by increases this coming renewal.
- **Workers’ Compensation** – CSURMA has an existing two-year rate agreement. Considering favorable loss development identified by CSURMA’s actuary, the program reinsurer, PRISM (formerly known as CSAC EIA) agreed to reduced rates for a new two year term covering FY 20/21 - 21/22.
- **Builders Risk** – This program is stable and the Program Administrator expects flat rate renewal, though some recent claims activity and general market pressures may result in an increase. Rates are down 25% in recent years.
- **Fine Arts** – This program was launched in 2016 and has had flat rate renewals despite initial losses. The Program Administrator anticipates underwriters will require a rate increase due general market conditions.
- **SPLIP, SAFECLIP & CLIP** – This program continues to perform exceptionally well with no losses and rates will likely be stable.
- **FTIP** – The loss ratio has stabilized at a level acceptable to underwriters. The Program Administrator expects a flat rate renewal and efforts at a Systemwide level to streamline the program should result in administrative efficiency for the campuses.

- **Aviation** – This program has no losses but the market is firming. The Program Administrator expects a flat rate renewal; however, general market firming may come into play.
- **Medical Malpractice** – This program is at minimum premiums and we expect a flat renewal; however, general market firming may come into play. Markets have general concerns about risks associated with student health services at institutions of higher education.
- **Fidelity** – Claims have come in recently and the Program Administrator expects a premium increase renewal unless loss recoveries are identified prior to renewal.

PUBLICATION: This item is for information in the agenda packet and no further publication is anticipated.

ATTACHMENT(S): None.

CSURMA SELF INSURED FUND EXPOSURE DUE TO COVID19

ISSUE: Due to the COVID19 pandemic, many travelers returned earlier than planned or canceled their trips entirely. For travelers who need to seek reimbursement for travel expenses, a procedure has been implemented whereby subject to approval of the Security-Auditor and the Executive Committee, travelers could realize trip cancellation benefits in the maximum amount of \$2,500.

RECOMMENDATION: This is an information item.

FISCAL IMPACT: None.

BACKGROUND: There is no trip cancellation benefit under the Foreign Travel Insurance Program (FTIP). Presented in the table below are the total number of travelers that have departed and have not reported their return, which represents the exposure to the CSURMA Self Insured Fund due to COVID19 at this time. These travelers may have returned home early and not notified us or they may have decided to shelter in place where they are. We are also including the number of future trips reported. We are receiving notices of trips being cancelled daily so all of these numbers are dynamic.

Travelers	Departed & Not Reported Returned	Trips Cancelled	Future Trips Reported
Faculty / Staff	79	171	175
Students	812	346	129
Others	8	16	5
TOTAL:	899	533	309

PUBLICATION: None.

ATTACHMENT(S):

- a. COVID19 Claims Process



MEMORANDUM

March 19, 2020

TO: California State University Risk Managers & Emergency Managers
FROM: Amy Lightner, Campus Risk Pool Administrator
RE: COVID-19 Claims Process

For travelers who need to seek reimbursement for travel expenses, please follow the below procedures:

1. The traveler must make every effort to cancel/change any travel reservations and seek a refund for any advance payments, including working with airlines, hotels, host sites, program leaders, etc. to mitigate the financial impact.
2. Discretion is given to campuses as to whether or not to honor the request in full, partially or not at all – maximum reimbursable limit from the CSURMA self-insured coverage for trip interruption/cancellation is \$2,500.
3. Should a request for reimbursement be required the traveler and campus should proceed as follows:
 - Once the campus has reimbursed the traveler in full or in part, complete, date, sign, and attach all receipts/invoices (stating charge for fee; no refund; and applicable amount) via the attached claim form and return to Alliant Insurance Services – Amy Lightner, Van Rin and Stacey Weeks (amy.lightner@alliant.com; vrin@alliant.com; sweeks@alliant.com)
 - After review for completion, Alliant will forward the claim form and attachments to CSURMA's Secretary-Auditor. CSURMA's Secretary Auditor will review and subject to the CSURMA Executive Committee's approval, will forward the approval to accounting for disbursement of funds via CPO to the campus
 - Funds will be disbursed once all requests have been received from the applicable campuses and the campus.

Every claim is evaluated on a case by case basis. We are of course happy to discuss further. Thank you.

Trip Cancellation/Interruption Claim Form

IMPORTANT NOTICE: Written notice of claim must be provided within 90 days of the loss. Written proof of loss must be provided within 90 days after the date of loss. If it cannot be provided within that time period, it should be sent as soon as reasonably possible. In no event, except in the absence of legal capacity, will proof of loss be accepted more than one year from the date it was otherwise required.

Please mail your completed Claim Form with itemized bills and receipts to:
(to expedite your claim, please fax it with readable receipts)

Chubb USA	(800) 336 0627 Inside USA
PO Box 5124	(302) 476 6194 Outside USA
Scranton, PA 18505-0556	(302) 476 7857 Fax
	ACEAandHClaims@chubb.com

Please complete Sections A, B, C, & D. Complete a separate Claim Form for each individual.

Section A. Insured Information

Policyholder: _____ Policy Number: _____

Name: _____ Date of Birth: _____

Parent or Guardian (if under 18): _____

Home Address: _____

Please provide telephone and facsimile numbers, with country and city codes.

Home #: _____ Work #: _____ Fax #: _____

E-mail: _____

Section B. Travel Information

Program Name: _____ Group Leader: _____

Address: _____

Telephone #: _____ Enrollment Effective Date: _____

Trip Departure Date: _____ Scheduled Return Date: _____

Date Incident Occurred: _____ Date Trip Cancelled/Interrupted/Delayed: _____

Section C. Reason for Claim (provide additional pages if necessary): _____

Section D. Physician or Provider

Name of physician or provider: _____ Phone #: _____

Address: _____

Diagnosis or nature of illness or injury: _____

Date of illness (first symptom) or injury: _____

Date first consulted for this condition: _____

Hospital confinement dates: *From* _____ *To* _____ Date able to return to work: _____

Total disability dates: *From* _____ *To* _____ Partial disability dates: *From* _____ *To* _____

Place of service: _____

Diagnosis code and description: _____

Physician's Signature: _____ Date: _____

Authorization and Assignment of Benefits

I, the undersigned authorize any hospital or other medical-care institution, physician or other medical professional, pharmacy, Insurance support organization, governmental agency, group policyholder, Insurance company, association, employer or benefit plan administrator to furnish to the Insurance Company named above or its representatives, any and all information with respect to any injury or sickness suffered by, the medical history of, or any consultation, prescription or treatment provided to, the person whose death, injury, sickness or loss is the basis of claim and copies of all of that person's hospital or medical records, including information relating to mental illness and use of drugs and alcohol, to determine eligibility for benefit payments under the Policy Number identified above. I authorize the policyholder, employer or benefit plan administrator to provide the Insurance Company named above with financial and employment-related information. I understand that this authorization is valid for the term of coverage of the Policy identified above and that a copy of this authorization shall be considered as valid as the original.

I agree that a photographic copy of this Authorization shall be as valid as the original.
I understand that I or my authorized representative may request a copy of this authorization.
I understand that I or my authorized representative may revoke this authorization at any time by providing the insurance company with written notification as to my intent to revoke.

Signature of Insured or Authorized Representative: _____

Relationship (if other than Insured): _____ Dated: _____

Address: _____

Patient's Signature and Release (Parent or Guardian, if claim is for a minor), I certify, to the best of my knowledge, that this Claim Form does not contain any false, misleading, or incomplete information. I authorize the release of all records or other information which may be necessary to determine claim payment.

Patient's Signature: _____ Date _____

Fraud Warning: Certain states require specific state mandated fraud language to be included on all claims forms while other states use a generalized fraud stated. We have adopted the fraud warning language prescribed by the District of Columbia as its standard fraud statement. Unless otherwise noted below this statement shall be included on all claims forms, applications and enrollment forms.

District of Columbia Generic Warning:

It is a crime to provide false or misleading information to an insurer for the purpose of defrauding the insurer or any other person. Penalties include imprisonment and / or fines. In addition, an insurer may deny insurance benefits if false information materially related to a claim was provided by the applicant.

The following states have required us to use state specific language as follows:

California

For your protection California law requires the following to appear on this form:

Any person who knowingly presents false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

Colorado

It is unlawful to knowingly provide false, incomplete, or misleading facts or information to an insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance and civil damages.

Florida

Any person who knowingly and with intent in injure, defraud, or deceive any insurer files a statement of claim or an application containing any false, incomplete, or misleading information is guilty of a felony of the third degree.

New York

Any person who knowingly and with to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact thereto, commits a fraudulent insurance act, which is a crime and shall also be subject to a civil penalty not to exceed \$5,000 and the stated value of the claim for each such violation.

Oklahoma

WARNING: Any person who knowingly, and with intent to injure, defraud or deceive any insurer, makes ant claim for the process of an insurance policy containing any false, incomplete or misleading information is guilty of a felony.

Pennsylvania:

Any person who knowingly and with intent to defraud any insurance company or other person files a statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.

Maryland/Oregon

Any person who, with intent to defraud or knowing that he is facilitating a fraud against an insurer submits an application or files a claim containing a false or deceptive statement may be guilty of insurance fraud.

Virginia

Any person who, with intent to defraud or knowing that he is facilitating a fraud against an insurer submits an application or files a claim containing a false or deceptive statement may have violated state law.

FOREIGN TRAVEL INSURANCE PROGRAM ENHANCEMENTS

ISSUE: During the last Executive Committee meeting authority was given to the Secretary-Auditor to move forward toward purchasing a data platform with accompanying services. It has been determined that Terra Dotta and WorldCue will be the CSURMA partners and Staff is in the midst of finalizing contract details.

RECOMMENDATION: No action is recommendation; this item is for information only.

FISCAL IMPACT: None.

BACKGROUND: Foreign travel provides students and faculty/staff enriching experiences and FTIP was created to help aid in obtaining insurance as well as tracking travelers. Over the years campuses have made customizations to process and it has been determined a fresh look at the various parts is a good idea. A Task Group was formed with representatives from the Chancellors Office and various campuses and the group is responsible for evaluating the current processes as well as developing new processes where needed and relaunching.

PUBLICATION: None.

ATTACHMENT(S): None.

**OWNER CONTROLLED INSURANCE PROGRAM (OCIP)
CASH RECOVERY PROGRESS – QUARTERLY UPDATE**

ISSUE: The OCIP program has changed over time and the goal of balancing and paying off is paramount. The recovery process is continuous and is monitored continuously. Each quarter reports are provided to CPDC showing available credits by project, and CPDC asks each campus to collect the credits for their projects. Reimbursements will take place overtime.

RECOMMENDATION: This is an information item.

FISCAL IMPACT: Reimbursements will take place overtime continuously.

BACKGROUND: CSURMA established OCIP to insure the university's construction activities. OCIP provides General Liability and Workers' Compensation insurance for capital projects with construction values of \$10,000,000 and more. OCIP is supplemented by other insurance, namely Contractors Pollution Liability (CPL) and Owner's Protective Professional Indemnity (OPPI). Separately, CSURMA's Builder's Risk Insurance Program (BRIP) insures direct damage to all CSU construction projects that exceed the threshold for minor capital outlay. Policy and Procedure No. 20 (OCIP) and No. 24 (BRIP) were adopted by the Executive Committee.

PUBLICATION: None.

ATTACHMENT(S):

- a. CSU OCIP Quarterly Report

CSU OCIP II
Quarterly Report
2nd Quarter 2019

06/30/2019

Report Date	Campus	Project Name	Project Type	OCIP II Insured Value (Not Billed)	OCIP II Insured Value (Billed)	Start Date	Est. End Date	Fixed WC OCIP Premium	Fixed GL OCIP Premium
								0.338%	0.294%
Q118	Stanislaus	University Union Renovation/Expansion	OCIP II		\$ 34,040,533	3/9/2018	3/31/2020	\$ 115,057	\$ 100,079
Q118	Los Angeles	Parking Structure E	OCIP IIB		\$ 49,425,560	3/26/2018	2/5/2020	\$ 167,058	\$ 145,311
Q218	Chico	Science Replacement Building	OCIP II		\$ 77,741,042	5/25/2018	7/2/2020	\$ 262,765	\$ 228,559
Q318	San Francisco	Creative Arts Replacement Building	OCIP II		\$ 58,981,907	7/19/2018	8/6/2020	\$ 199,359	\$ 173,407
Q318	Northridge	G6 Parking Structure	OCIP II		\$ 24,323,798	7/16/2018	8/1/2020	\$ 82,214	\$ 71,512
Q318	Monterey Bay	MB Student Union	OCIP II		\$ 55,248,686	9/10/2018	6/1/2020	\$ 186,741	\$ 162,431
Q318	Dominguez Hills	CSUDH Student Housing	OCIP II		\$ 43,364,775	8/20/2018	5/29/2020	\$ 146,573	\$ 127,492
Q418	Humboldt State	Library & Theater Arts Seismic Project	OCIP II		\$ 19,921,000	10/8/2018	4/15/2020	\$ 67,333	\$ 58,568
Q418	Los Angeles	CSULA Student Housing	OCIP II		\$ 164,180,465	10/15/2018	9/28/2021	\$ 554,930	\$ 482,691
Q418	Los Angeles	Physical Sciences Building	OCIP II		\$ 96,846,141	11/11/2018	4/18/2021	\$ 327,340	\$ 284,728
Q119	Cal Poly San Luis Obispo	Justin & J. Lohr Ctr for Wine & Viticulture	OCIP II		\$ 15,816,645	3/4/2019	3/27/2021	\$ 53,460	\$ 46,501
Q119	Stanislaus	Library Renovation	OCIP II		\$ 41,217,433	3/11/2019	6/30/2021	\$ 139,315	\$ 121,179
Q219	San Jose	Interdisciplinary Science Building	OCIP IIB		\$ 156,245,027	4/1/2019	12/10/2021	\$ 528,108	\$ 459,360
Q219	Fullerton	Eastside II Parking Structure	OCIP II		\$ 24,425,538	6/1/2019	8/12/2020	\$ 82,558	\$ 71,811
Q219	San Bernardino	Student Union Expansion	OCIP II		\$ 68,614,000	6/24/2019	6/27/2021	\$ 231,915	\$ 201,725
Q219	Dominguez Hills	Innovation and Instruction Center	OCIP II		\$ 66,731,206	6/3/2019	7/19/2021	\$ 225,551	\$ 196,190
Q319	Los Angeles	Utility Infrastructure Chiller #3 Central Plant Project	OCIP II		\$ 13,627,470	7/31/2019	9/30/2020	\$ 46,061	\$ 40,065
Q319	San Jose	South Campus Parking Structure and Sports Field Facility	OCIP IIB		\$ 45,055,435	7/15/2019	9/10/2020	\$ 152,287	\$ 132,463
Q319	Long Beach	Housing Expansion - Parkside North	OCIP IIB		\$ 80,368,146	9/12/2019	8/14/2021	\$ 271,644	\$ 236,282
Q319	San Luis Obispo	Science & Agriculture Teaching and Research Complex	OCIP IIB		\$ 85,346,244	9/19/2019	9/18/2021	\$ 288,470	\$ 250,918
Q419	Fresno	FR Student Union	OCIP IIB		\$ 47,823,000	11/25/2019	8/23/2021	\$ 161,642	\$ 140,600
Q419	East Bay	Core Building/Library Replacement	OCIP IIB		\$ 78,728,810	12/9/2019	2/23/2022	\$ 266,103	\$ 231,463
Q12020	San Diego	Renovation & Expansion of Aztec Recreation Center	OCIP IIB	\$ 59,978,675		3/30/2020	4/28/2022	\$ 202,728	\$ 176,337
Q22020	Sacramento	WELL Expansion	OCIP IIB	\$ 33,099,528		5/1/2020	8/31/2021	\$ 111,876	\$ 97,313
Q22020	San Diego	Aztec Stadium	OCIP IIB	\$ 250,002,248		5/15/2020	7/6/2022	\$ 845,008	\$ 735,007
Q22020	San Diego	Mission Valley Site Development	OCIP IIB	\$ 156,870,684		5/15/2020	11/23/2023	\$ 530,223	\$ 461,200
Q22020	Pomona	Electrical Infrastructure Upgrades Project	OCIP IIB	\$ 26,665,705		4/24/2020	6/27/2022	\$ 90,130	\$ 78,397
Q22020	Fullerton	McCarthy Hall Renovation	OCIP IIB	\$ 22,281,500		6/1/2020	8/31/2021	\$ 75,311	\$ 65,508

\$ 548,898,340 \$ 1,348,072,861 \$ 6,411,763 \$ 5,577,095

**CSU OCIP II
Quarterly Report
2nd Quarter 2019**

06/30/2019

Report Date	Campus	Project Name	Project Type	Aggregate	Excess Insurance	Total OCIP Project Premium	Alliant Fee	Bid Credit Tracking (Yes/No)
				Rollover - Q119 = .675% Q219 - Current = .409%	0.232%		Rollover-Q319 = 0.25% Q419-Current = 0.22%	
Q118	Stanislaus	University Union Renovation/Expansion	OCIP II	\$ 229,774	\$ -	\$ 444,910	\$ 85,101	YES
Q118	Los Angeles	Parking Structure E	OCIP IIB	\$ 333,623	\$ 38,550	\$ 684,543	\$ 123,564	NO
Q218	Chico	Science Replacement Building	OCIP II	\$ 524,752	\$ 86,269	\$ 1,102,345	\$ 194,353	YES
Q318	San Francisco	Creative Arts Replacement Building	OCIP II	\$ 398,128	\$ 116,663	\$ 887,557	\$ 147,455	YES
Q318	Northridge	G6 Parking Structure	OCIP II	\$ 164,186	\$ 56,424	\$ 374,336	\$ 60,809	YES
Q318	Monterey Bay	MB Student Union	OCIP II	\$ 372,929	\$ 128,160	\$ 850,261	\$ 138,122	YES
Q318	Dominguez Hills	CSUDH Student Housing	OCIP II	\$ 292,712	\$ 100,593	\$ 667,371	\$ 108,412	YES
Q418	Humboldt State	Library & Theater Arts Seismic Project	OCIP II	\$ 134,467	\$ 46,211	\$ 306,578	\$ 49,803	YES
Q418	Los Angeles	CSULA Student Housing	OCIP II	\$ 1,108,218	\$ 380,849	\$ 2,526,688	\$ 410,451	YES
Q418	Los Angeles	Physical Sciences Building	OCIP II	\$ 653,711	\$ 224,654	\$ 1,490,433	\$ 242,115	YES
Q119	Cal Poly San Luis Obispo	Justin & J. Lohr Ctr for Wine & Viticulture	OCIP II	\$ 106,762	\$ 36,690	\$ 243,413	\$ 39,542	YES
Q119	Stanislaus	Library Renovation	OCIP II	\$ 278,218	\$ 95,612	\$ 634,324	\$ 103,044	YES
Q219	San Jose	Interdisciplinary Science Building	OCIP IIB	\$ 639,042	\$ 362,442	\$ 1,988,952	\$ 390,613	YES
Q219	Fullerton	Eastside II Parking Structure	OCIP II	\$ 99,900	\$ 56,660	\$ 310,930	\$ 61,064	YES
Q219	San Bernardino	Student Union Expansion	OCIP II	\$ 280,631	\$ 159,164	\$ 873,436	\$ 171,535	YES
Q219	Dominguez Hills	Innovation and Instruction Center	OCIP II	\$ 272,931	\$ 154,796	\$ 849,468	\$ 166,828	YES
Q319	Los Angeles	Utility Infrastructure Chiller #3 Central Plant Project	OCIP II	\$ 55,736	\$ 31,612	\$ 173,474	\$ 34,069	YES
Q319	San Jose	South Campus Parking Structure and Sports Field Facility	OCIP IIB	\$ 184,277	\$ 104,515	\$ 573,542	\$ 112,639	YES
Q319	Long Beach	Housing Expansion - Parkside North	OCIP IIB	\$ 328,706	\$ 186,430	\$ 1,023,062	\$ 200,920	YES
Q319	San Luis Obispo	Science & Agriculture Teaching and Research Complex	OCIP IIB	\$ 349,066	\$ 197,978	\$ 1,086,432	\$ 213,366	NO
Q419	Fresno	FR Student Union	OCIP IIB	\$ 195,596	\$ 110,935	\$ 608,772	\$ 105,211	YES
Q419	East Bay	Core Building/Library Replacement	OCIP IIB	\$ 322,001	\$ 182,627	\$ 1,002,194	\$ 173,203	NO
Q12020	San Diego	Renovation & Expansion of Aztec Recreation Center	OCIP IIB	\$ 245,313	\$ 139,133	\$ 763,511	\$ 131,953	YES
Q22020	Sacramento	WELL Expansion	OCIP IIB	\$ 135,377	\$ 76,781	\$ 421,347	\$ 72,819	YES
Q22020	San Diego	Aztec Stadium	OCIP IIB	\$ 1,022,509	\$ 579,930	\$ 3,182,454	\$ 550,005	YES
Q22020	San Diego	Mission Valley Site Development	OCIP IIB	\$ 641,601	\$ 363,893	\$ 1,996,917	\$ 345,116	YES
Q22020	Pomona	Electrical Infrastructure Upgrades Project	OCIP IIB	\$ 109,063	\$ 61,856	\$ 339,446	\$ 58,665	YES
Q22020	Fullerton	McCarthy Hall Renovation	OCIP IIB	\$ 91,131	\$ 51,686	\$ 283,637	\$ 49,019	YES

\$ 9,570,359 \$ 4,131,115 \$ 25,690,332 \$ 4,539,793 25

**CSU OCIP II
Quarterly Report
2nd Quarter 2019**

06/30/2019

Cash Flow Projections		Q12018	Q22018	Q32018	Q42018	Q12019	Q22019	As of 06/30/2019	Q32019
Cash Out	Program Admin Fee	\$ 208,665	\$ 194,353	\$ 454,798	\$ 702,369	\$ 142,585	\$ 790,039	\$ 2,492,809	\$ 560,993
Cash Out	Fixed Premiums*	\$ 1,129,452	\$ 1,102,345	\$ 2,779,524	\$ 4,323,699	\$ 877,737	\$ 4,022,786	\$ 14,235,543	\$ 2,856,510
Cash In	OCIP 2B Premium Payments (Funded by Projects, CV *1.672%)	\$ -	\$ (826,395)	\$ -	\$ -	\$ -	\$ (2,612,417)	\$ (3,438,812)	\$ (3,524,071)
Cash In	OCIP II Credit Recovery (Estimates)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (818,542)
		\$ 1,338,117	\$ 470,302	\$ 3,234,322	\$ 5,026,068	\$ 1,020,322	\$ 2,200,408	\$ 13,289,539	\$ (925,110)

<i>*Does not include the following:</i>
OPPI
CPL
Taxes & Surcharges
WC/GL/Collateral Deposit Premiums
Premium Payment Installation

**CSU OCIP II
Quarterly Report
2nd Quarter 2019**

06/30/2019

Cash Flow Projections		Q42019	Q12020	Q22020	07/2019 - 06/2020	Q32020	Q42020	TOTALS
Cash Out	Program Admin Fee	\$ 278,414	\$ 131,953	\$ 1,075,623	\$ 2,046,983	\$ -	\$ -	\$ 4,539,792
Cash Out	Fixed Premiums*	\$ 1,610,967	\$ 763,511	\$ 6,223,801	\$ 11,454,789	\$ -	\$ -	\$ 25,690,332
Cash In	OCIP 2B Premium Payments (Funded by Projects, CV *1.672%)	\$ (2,115,946)	\$ (1,002,843)	\$ (8,174,737)	\$ (14,817,598)	\$ -	\$ -	\$ (18,256,410)
Cash In	OCIP II Credit Recovery (Estimates)	\$ -	\$ (3,657,617)	\$ (1,278,335)	\$ (5,754,494)	\$ (1,108,531)	\$ (2,131,349)	\$ (8,994,374)
		\$ (226,565)	\$ (3,764,997)	\$ (2,153,648)	\$ (7,070,320)	\$ (1,108,531)	\$ (2,131,349)	\$ 2,979,339

<i>*Does not include the following:</i>
OPPI
CPL
Taxes & Surcharges
WC/GL/Collateral Deposit Premiums
Premium Payment Installation

AIME PROGRAMS UPDATE

ISSUE: The Athletic Injury Medical Expense (AIME) program continues to address the insurance and risk management needs of its members.

The Executive Committee Liaison for AIME, will report on the activities of the AIME Committee.

RECOMMENDATION: This item is for information only; no action is required on this item at today's meeting.

FISCAL IMPACT: None.

BACKGROUND: AIME is designed to cover medical expenses arising from injuries to student athletes while practicing or competing in inter-collegiate sports programs of the university.

PUBLICATION: None.

ATTACHMENT(S): None.

AORMA PROGRAMS UPDATE

ISSUE: The Auxiliary Organizations Risk Management Alliance (AORMA) continues to address the insurance and risk management needs of its members. All Auxiliary Organizations in Good Standing purchase insurance coverage through the AORMA.

The AORMA Chair, will report on the activities of the AORMA Committee.

RECOMMENDATION: No action is required on this item at today's meeting.

FISCAL IMPACT: None.

BACKGROUND: The AORMA was first marketed to CSU Auxiliary Organizations in 1998. Since that time, the program has grown from 12 members to 86 members, and represents 100% participation.

PUBLICATION: None.

ATTACHMENT(S): None.

**SERVICE PROVIDER PERFORMANCE EVALUATION OF
CSURMA VENDORS FOR 2019**

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 2019 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 the CSURMA members and maintain respondent confidentiality in order to elicit candid comments.

PUBLICATION: None.

ATTACHMENT(S):

- a. CSURMA 2019 Annual Vendor Survey Report

2019

CSURMA Campus Survey Results

Prepared by:
Alexis Naiknimbalkar
Organizational Excellence
Office of the Chancellor
Software: Snap Survey Professional 11
Report Date: 04/17/2020

Survey Campus Coordinator Contacts

for survey customization & approval.

	Primary Contact	Additional Contact 1	Additional Contact 2
Name	Leona Ching		
Phone	(562) 951-4575		
Email	lching@calstate.edu		

Date Survey Opened: 01/21/2020
 Date Reminder Sent: 01/27/2020 and 02/10/2020
 Date Survey Closed: 02/14/2020

Survey Administration & Analysis

The web-based surveys were conducted using SNAP Survey Professional 10.
 The survey URL was distributed to the sample group via e-mail.
 Analysis was performed and reports created using SNAP Survey Professional 10.

Population and Sample

	Listserve
Total Population	117
Sample	117
Responses	56
Minimum Response Rate	47%

Note: The response rates listed above must be considered as minimum values as they assume that all individuals on the campus-provided e-mail list had an opportunity to take the survey. In reality the number of individuals that will have received the e-mail link is lower than the Sample value due incorrect e-mail addresses, blocked e-mail, etc.

Sample Description

2019 Listserve contacts

Surveys Administered by: Chancellor's Office

Note: Technical issue resulted in no responses for Witt O'Brien and Workplace Answers.

Survey E-mail Letter Invitation Text:

Subject: CSURMA/AORMA Survey - Due February 14, 2020

Dear Campus Representative:

CSURMA/AORMA is conducting surveys on the performance of the firms that provide service and support to the campuses and auxiliary organizations. Your participation in this survey provides important information for the success of the programs and the improvement of the services provided to CSURMA/AORMA members.

Please complete this electronic survey by **February 14, 2020**, for the service organizations with which you work. To begin the survey, click on the link below and complete the survey online. You will note on the first page that you can choose the vendors with whom you have worked with. For each service provider, there is opportunity to provide additional comments at the end of each section. All answers and comments will be handled in a confidential manner.

Survey Link

We appreciate your participation and thank you for your prompt feedback.

If you should have any questions about the survey, please contact Zachary Gifford at 562-951-4580.

ALL Survey Results

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

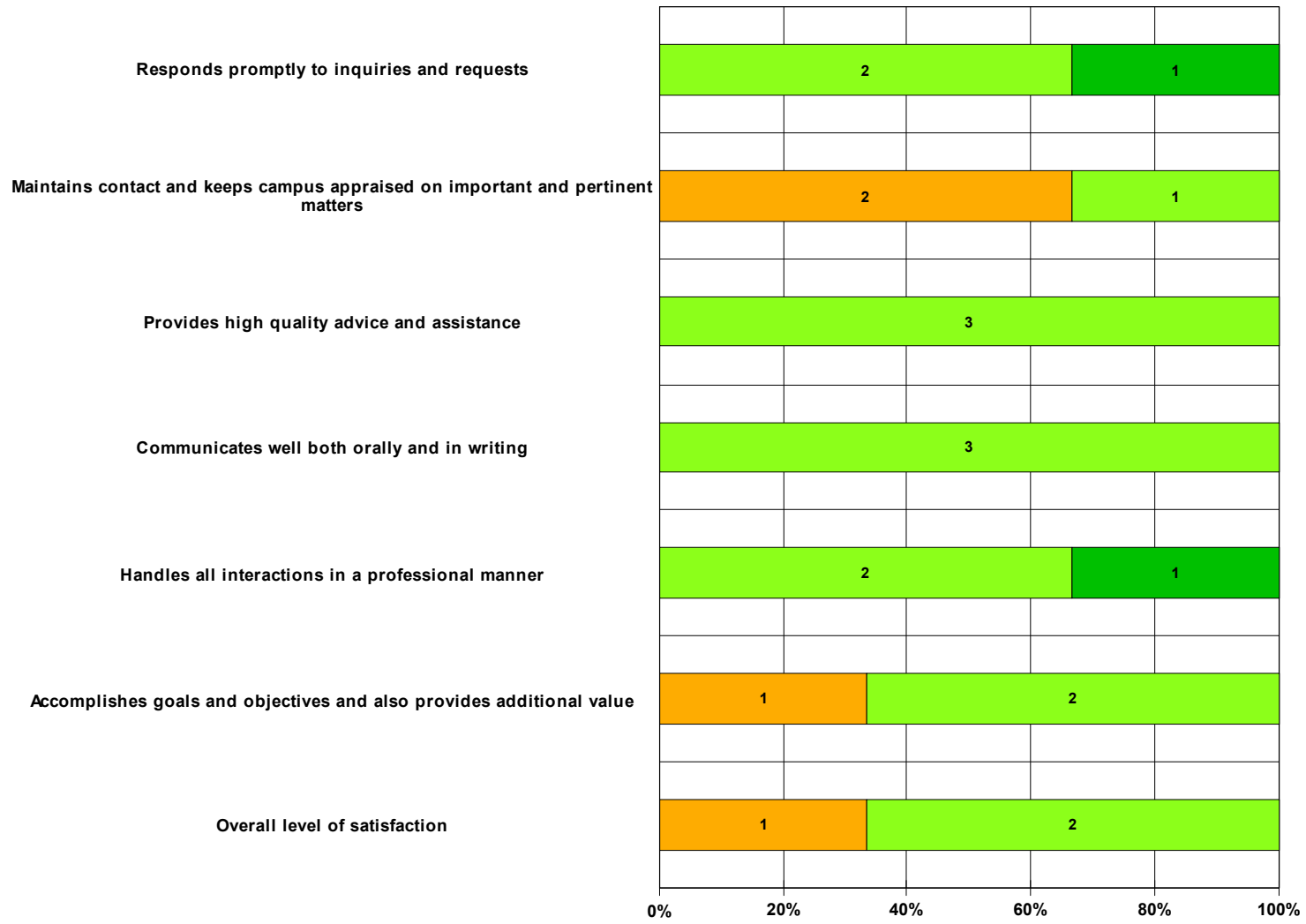
Analysis...: Q3.a to Q3.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	21	2.90	-	4	15	2	-
Responds promptly to inquiries and requests	3	3.33	-	-	2	1	-
Maintains contact and keeps campus apprised on important and pertinent matters	3	2.33	-	2	1	-	-
Provides high quality advice and assistance	3	3.00	-	-	3	-	-
Communicates well both orally and in writing	3	3.00	-	-	3	-	-
Handles all interactions in a professional manner	3	3.33	-	-	2	1	-
Accomplishes goals and objectives and also provides additional value	3	2.67	-	1	2	-	-
Overall level of satisfaction	3	2.67	-	1	2	-	-

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)



■ Poor/Does Not Meet Expectations
 ■ Good/Meets Expectations
 ■ N/A, Don't Have Sufficient Experience to Evaluate
■ Fair/Below Expectations
 ■ Very Good/Above Expectations

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

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 feel like there should be more outreach to campuses to help them align their needs with the vendor's programs/services.

They could do better in reaching out and reminding people about their services.

I have moved from one campus to another and Agility has been very good at getting me connected at my new campus. They are attentive, although just today they accidentally sent me an email calling me by my predecessors name... just a mistake - we've already been in touch and they know me.

Q5.a to Q5.g Alliant Insurance Services CSURMA Insurance Brokerage/Consulting

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

Filter.....: All Respondents

Score.....: Weight WT1

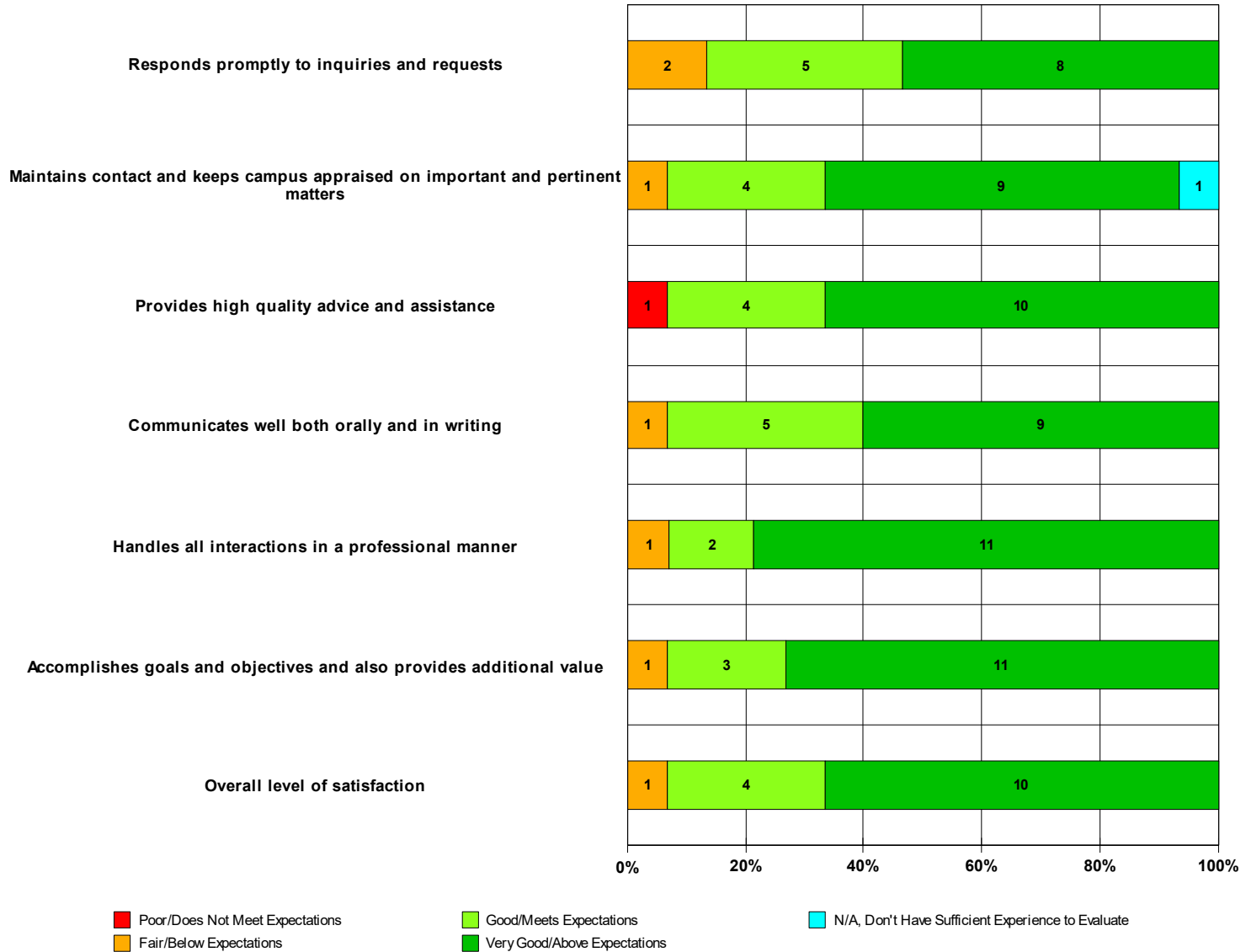
Cells.....: Counts, Respondents

	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	104	3.57	1	7	27	68	1
Responds promptly to inquiries and requests	15	3.40	-	2	5	8	-
Maintains contact and keeps campus apprised on important and pertinent matters	15	3.57	-	1	4	9	1
Provides high quality advice and assistance	15	3.53	1	-	4	10	-
Communicates well both orally and in writing	15	3.53	-	1	5	9	-
Handles all interactions in a professional manner	14	3.71	-	1	2	11	-
Accomplishes goals and objectives and also provides additional value	15	3.67	-	1	3	11	-
Overall level of satisfaction	15	3.60	-	1	4	10	-

Q5.a to Q5.g Alliant Insurance Services CSURMA Insurance Brokerage/Consulting

Analysis...: Q5.a to Q5.g
 Filter.....: All Respondents
 Options...: Transposed
 Cells.....: Counts, Respondents

Q5.a to Q5.g Alliant Insurance Services CSURMA Insurance Brokerage/Consulting



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

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 a service provider leader for CSU campuses.

Excellent. Sorry to see Rob retire.

I completely appreciate our Alliant team - they ALWAYS help me with a very high level of efficient response and totally consistent good customer service.

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

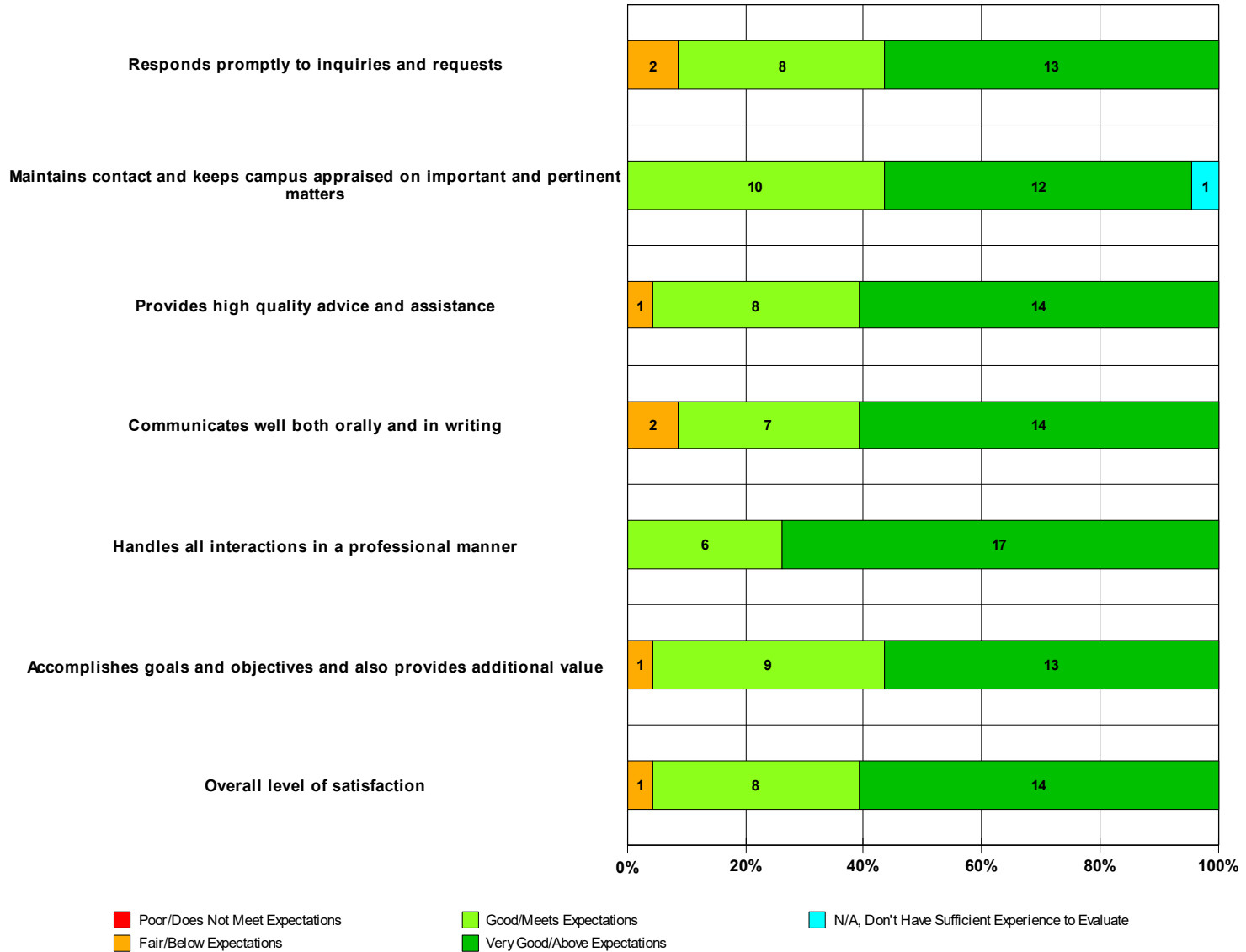
Analysis...: Q7.a to Q7.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	161	3.56	-	7	56	97	1
Responds promptly to inquiries and requests	23	3.48	-	2	8	13	-
Maintains contact and keeps campus apprised on important and pertinent matters	23	3.55	-	-	10	12	1
Provides high quality advice and assistance	23	3.57	-	1	8	14	-
Communicates well both orally and in writing	23	3.52	-	2	7	14	-
Handles all interactions in a professional manner	23	3.74	-	-	6	17	-
Accomplishes goals and objectives and also provides additional value	23	3.52	-	1	9	13	-
Overall level of satisfaction	23	3.57	-	1	8	14	-

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



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

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:

We love Alliant

Very knowledgeable staff

N/A

N/A

great

good

None

Doing a great job.

Very positive interactions with Alliant.

Great job on meetings/agendae/workshops, etc.

Dan Howell is great and his staff are wonderful at answering questions and taking care of us at each campus.

Very professional. They are good at managing the AIME program.

n/a

n/a

Terrific service. High volume of task traffic I imagine.

n/a

Fast response and good program knowledge

all POC's are great people and amazing professionals.

Overall Fair, they are professional, and interactions with them are fine, but it doesn't seem that there has been any growth in their understanding of Athletics and the actual value of the AIME program. It is likely that the larger schools could pay less outside of the pool at this time. Some of that is because of the TPA they work with.

n/a

This group is extremely responsive to questions and needs of the campus.

Every interaction I have with the CSURMA program administrator(s) through Alliant are excellent! I really like these people! They are the best support, and I worry about some day if we don't have them as our contractor.

.

Q9.a to Q9.g Alliant Insurance Services Workers' Compensation Consulting

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

Filter.....: All Respondents

Score.....: Weight WT1

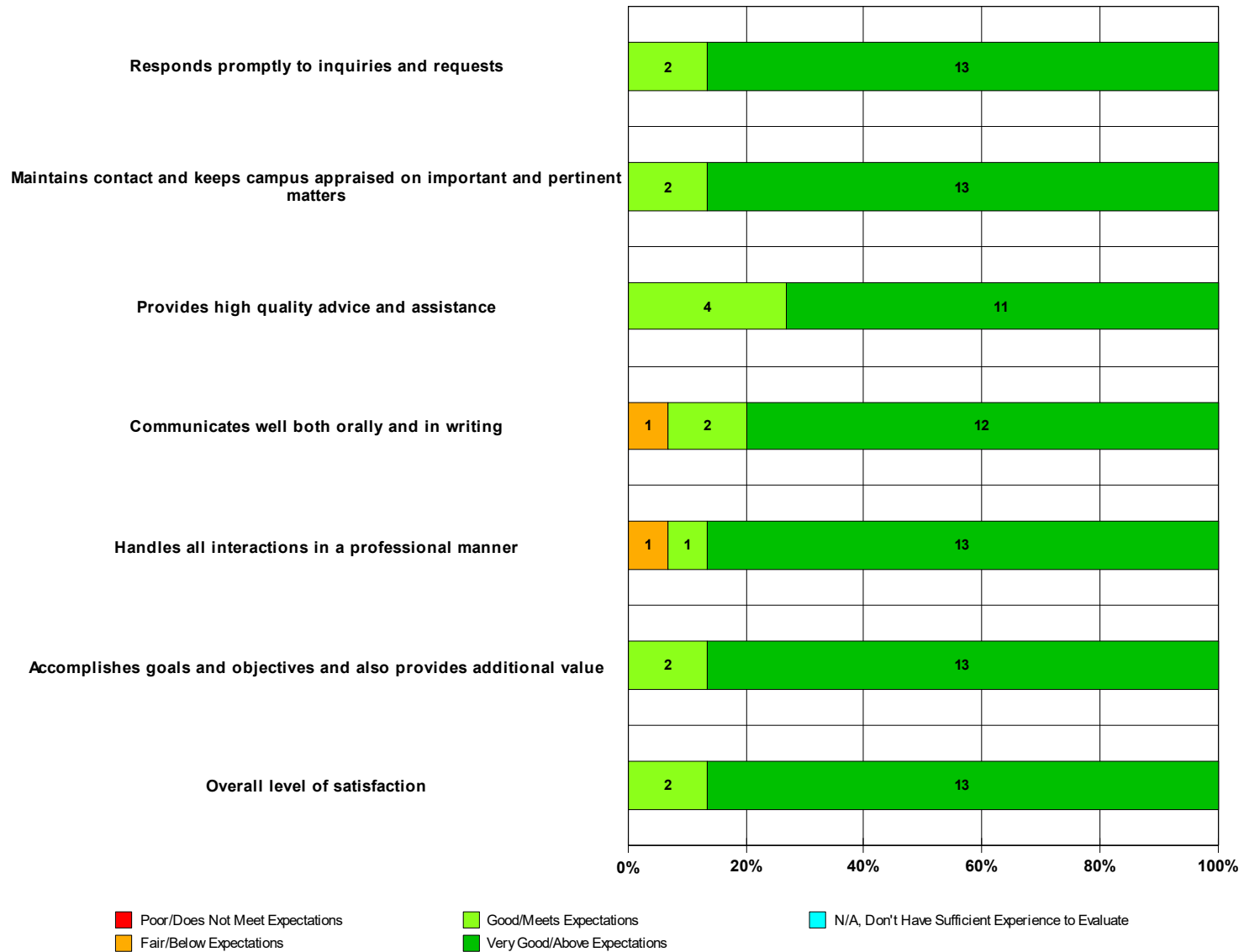
Cells.....: Counts, Respondents

	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	105	3.82	-	2	15	88	-
Responds promptly to inquiries and requests	15	3.87	-	-	2	13	-
Maintains contact and keeps campus apprised on important and pertinent matters	15	3.87	-	-	2	13	-
Provides high quality advice and assistance	15	3.73	-	-	4	11	-
Communicates well both orally and in writing	15	3.73	-	1	2	12	-
Handles all interactions in a professional manner	15	3.80	-	1	1	13	-
Accomplishes goals and objectives and also provides additional value	15	3.87	-	-	2	13	-
Overall level of satisfaction	15	3.87	-	-	2	13	-

Q9.a to Q9.g Alliant Insurance Services Workers' Compensation Consulting

Analysis...: Q9.a to Q9.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q9.a to Q9.g Alliant Insurance Services Workers' Compensation Consulting



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

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>Katie and Tracy are amazing</i>
<i>Jacki Graf is always quick to respond and professional. She also makes sure to inform the group of any new laws or updates in the monthly workers' comp call.</i>
<i>Alliant has been supportive and responsive with any WC needs</i>
<i>I am always able to make contact and work through issues</i>
<i>N/A</i>
<i>Jacki Graf is a great resource for guidance and information internally and externally.</i>
<i>None</i>
<i>N/A</i>
<i>Jackie Graf provides top-notch service. We lean on her heavily to provide the best information internally to our campus.</i>
<i>Jacki is always willing to help and is very knowledgeable in the world of workers' compensation</i>
<i>No additional comments</i>
<i>Jacki is absolutely the best.</i>
<i>Meet expectations</i>
<i>All POC's are amazing people and provide great service to CSUSM</i>
<i>Very Happy</i>

Q11.a to Q11.g Alliant Insurance Services CSURMA Property/Crime Claims Consulting

Analysis...: Q11.a to Q11.g

Filter.....: All Respondents

Score.....: Weight WT1

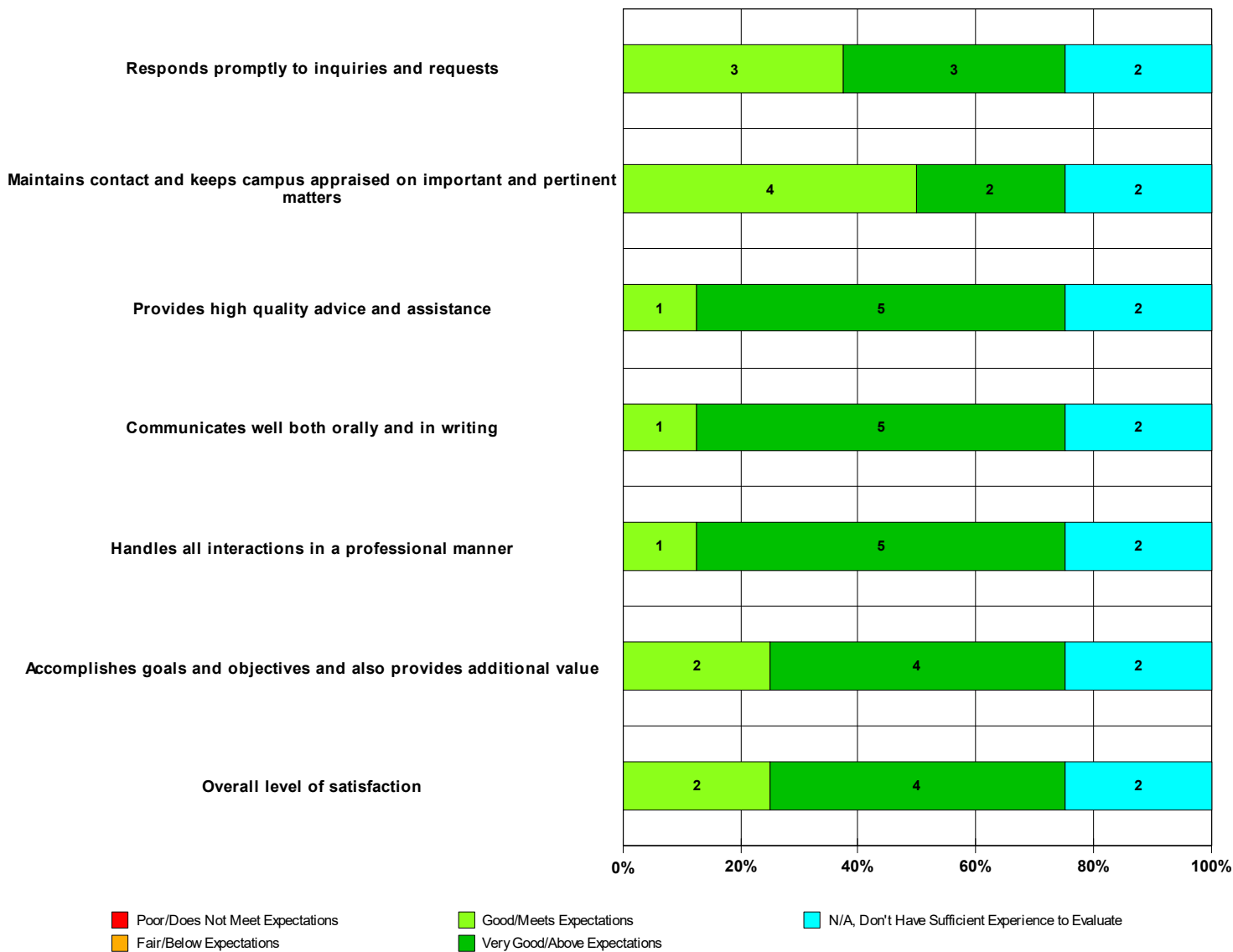
Cells.....: Counts, Respondents

	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	56	3.67	-	-	14	28	14
Responds promptly to inquiries and requests	8	3.50	-	-	3	3	2
Maintains contact and keeps campus apprised on important and pertinent matters	8	3.33	-	-	4	2	2
Provides high quality advice and assistance	8	3.83	-	-	1	5	2
Communicates well both orally and in writing	8	3.83	-	-	1	5	2
Handles all interactions in a professional manner	8	3.83	-	-	1	5	2
Accomplishes goals and objectives and also provides additional value	8	3.67	-	-	2	4	2
Overall level of satisfaction	8	3.67	-	-	2	4	2

Q11.a to Q11.g Alliant Insurance Services CSURMA Property/Crime Claims Consulting

Analysis...: Q11.a to Q11.g
 Filter.....: All Respondents
 Options...: Transposed
 Cells.....: Counts, Respondents

Q11.a to Q11.g Alliant Insurance Services CSURMA Property/Crime Claims Consulting



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

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

Bob Frey always makes himself available, provides valuable guidance and follows up in a timely manner when needed.

Unfortunately, we are a frequent user of the property claim services. Fortunately, Bob Frey and his team are the best in the business.

There are a few times when I had to send a couple of emails to get a response. Overall I am pleased with the level of service and appreciate CSURMA/Alliant being an advocate for our campus claims.

Bob Frey and team are really good. Could use a bigger bench perhaps.

This should not be a mandatory section to complete

n/a

In the past 6 months I have not worked directly with the group on these issues.

Q13.a to Q13.g Belfor - Property Loss Mitigation & Restoration

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

Filter.....: All Respondents

Score.....: Weight WT1

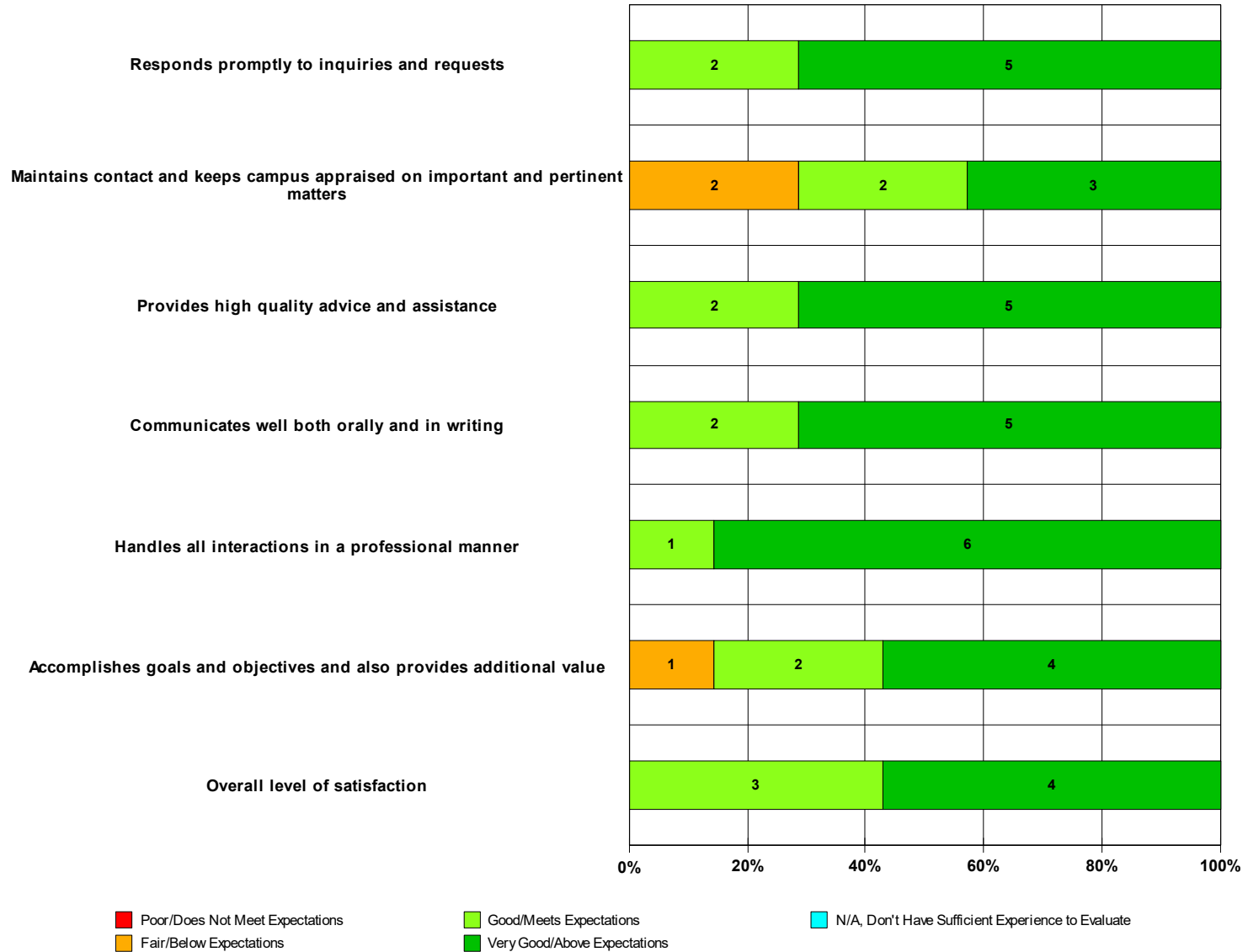
Cells.....: Counts, Respondents

	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	49	3.59	-	3	14	32	-
Responds promptly to inquiries and requests	7	3.71	-	-	2	5	-
Maintains contact and keeps campus apprised on important and pertinent matters	7	3.14	-	2	2	3	-
Provides high quality advice and assistance	7	3.71	-	-	2	5	-
Communicates well both orally and in writing	7	3.71	-	-	2	5	-
Handles all interactions in a professional manner	7	3.86	-	-	1	6	-
Accomplishes goals and objectives and also provides additional value	7	3.43	-	1	2	4	-
Overall level of satisfaction	7	3.57	-	-	3	4	-

Q13.a to Q13.g Belfor - Property Loss Mitigation & Restoration

Analysis...: Q13.a to Q13.g
 Filter.....: All Respondents
 Options... : Transposed
 Cells.....: Counts, Respondents

Q13.a to Q13.g Belfor - Property Loss Mitigation & Restoration



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

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:

Not always informed of what work is being completed.

Excellent business partner and good value adds (training, etc.)

The Belfor team provides great services to our campus. From the "boots on the ground" team to the office and accounting staff, we are very pleased with their level of service and commitment.

When we need Belfor, they are quick, kind and very professional.

Long time partner. They are solid.

provided CSUSM extra curricular educational opportunities

Great on response. Rebuild was slow and communication was not constant.

Q15.a to Q15.g CO Enterprise Accounting Accounting Services

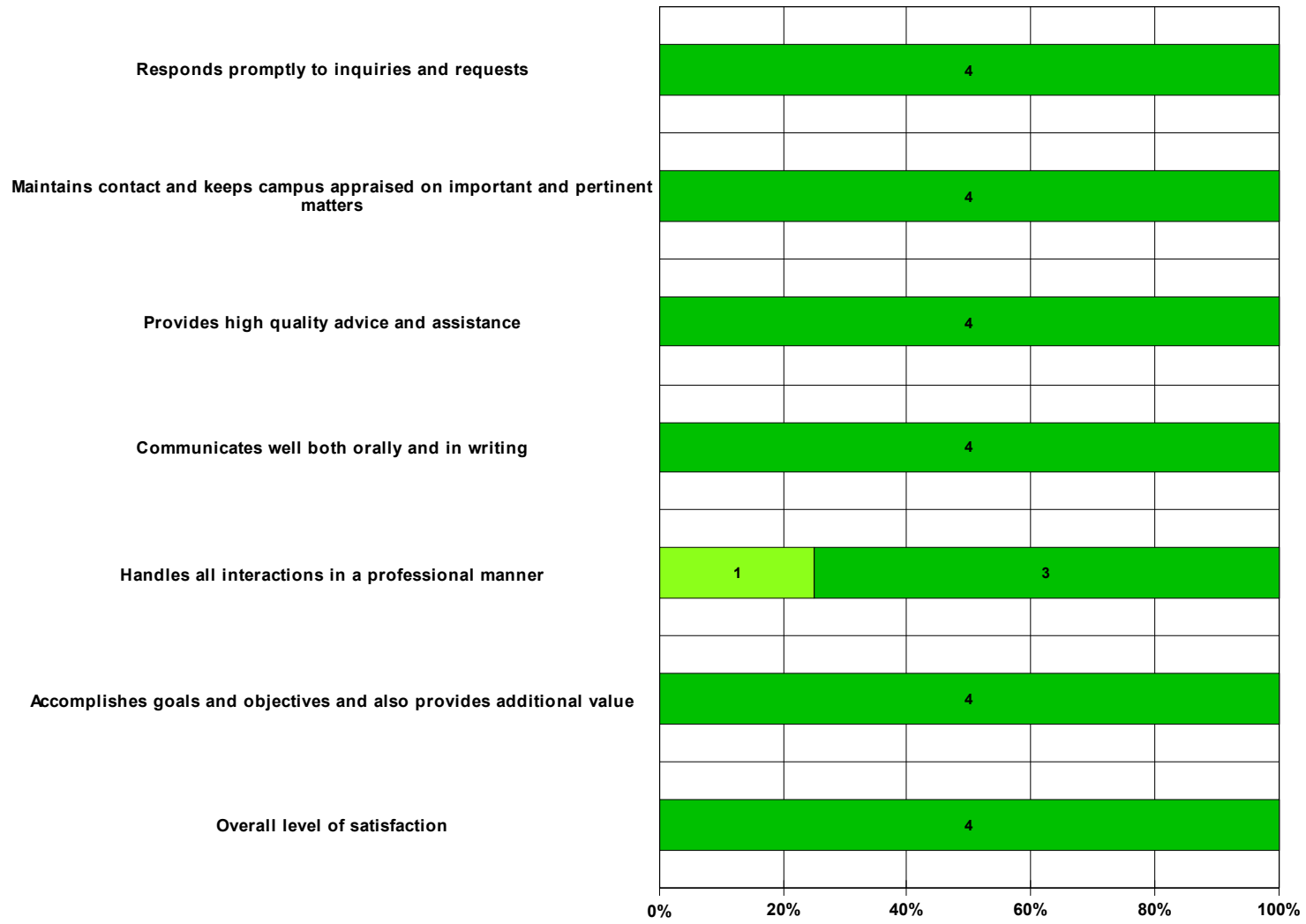
Analysis...: Q15.a to Q15.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	28	3.96	-	-	1	27	-
Responds promptly to inquiries and requests	4	4.00	-	-	-	4	-
Maintains contact and keeps campus apprised on important and pertinent matters	4	4.00	-	-	-	4	-
Provides high quality advice and assistance	4	4.00	-	-	-	4	-
Communicates well both orally and in writing	4	4.00	-	-	-	4	-
Handles all interactions in a professional manner	4	3.75	-	-	1	3	-
Accomplishes goals and objectives and also provides additional value	4	4.00	-	-	-	4	-
Overall level of satisfaction	4	4.00	-	-	-	4	-

Q15.a to Q15.g CO Enterprise Accounting Accounting Services

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

Q15.a to Q15.g CO Enterprise Accounting Accounting Services



■ Poor/Does Not Meet Expectations
 ■ Good/Meets Expectations
 ■ N/A, Don't Have Sufficient Experience to Evaluate
■ Fair/Below Expectations
 ■ Very Good/Above Expectations

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

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

very helpful

The information provided by this group is always clear and concise.

The best!

Q17.a to Q17.g CO Office of Risk Management CSURMA Liability Claims Administrator

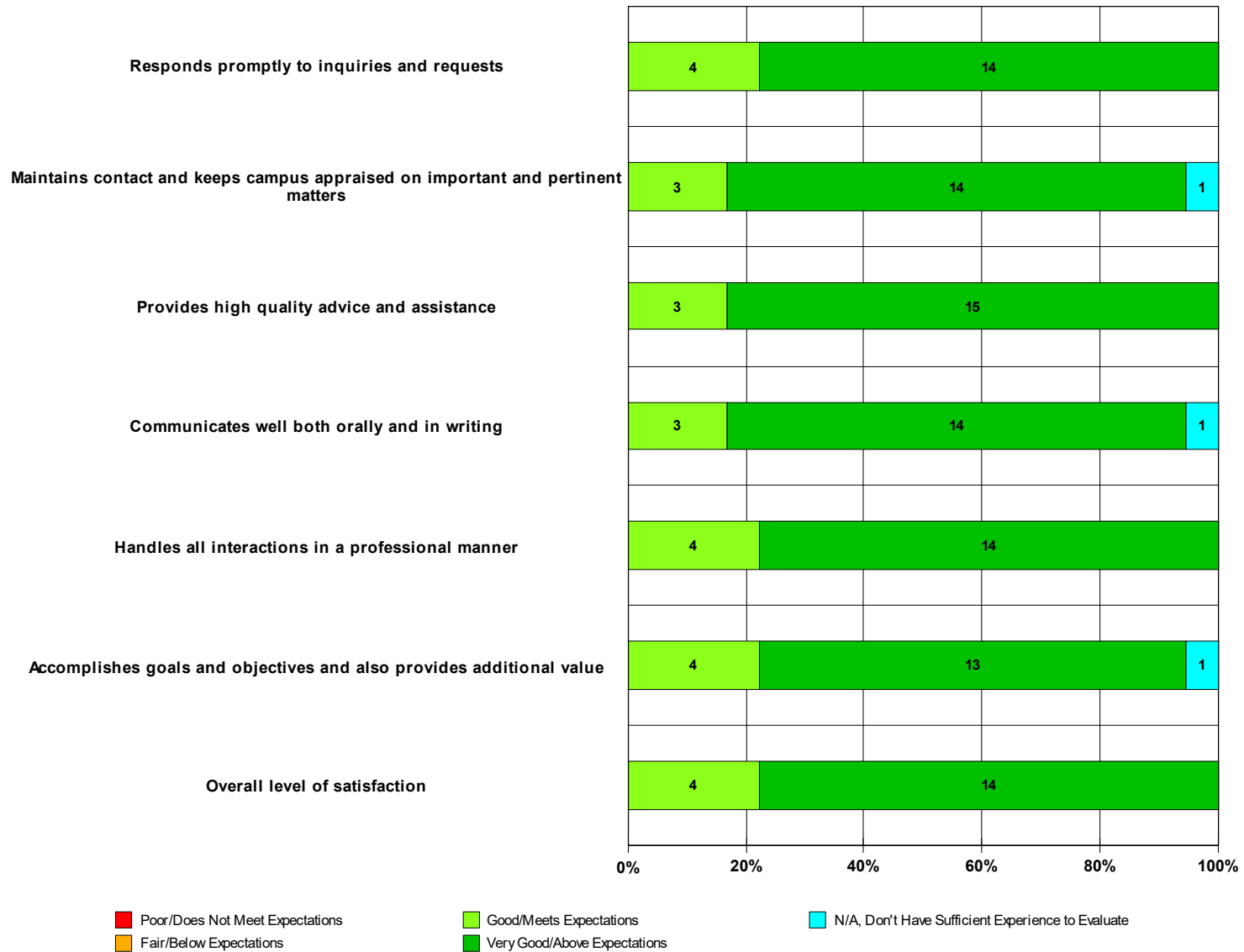
Analysis...: Q17.a to Q17.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	126	3.80	-	-	25	98	3
Responds promptly to inquiries and requests	18	3.78	-	-	4	14	-
Maintains contact and keeps campus apprised on important and pertinent matters	18	3.82	-	-	3	14	1
Provides high quality advice and assistance	18	3.83	-	-	3	15	-
Communicates well both orally and in writing	18	3.82	-	-	3	14	1
Handles all interactions in a professional manner	18	3.78	-	-	4	14	-
Accomplishes goals and objectives and also provides additional value	18	3.76	-	-	4	13	1
Overall level of satisfaction	18	3.78	-	-	4	14	-

Q17.a to Q17.g CO Office of Risk Management CSURMA Liability Claims Administrator

Analysis...: Q17.a to Q17.g
 Filter.....: All Respondents
 Options...: Transposed
 Cells.....: Counts, Respondents

Q17.a to Q17.g CO Office of Risk Management CSURMA Liability Claims Administrator



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

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:

Not 100% clear on who this is intended to include, but Zachary, Martha and Leona do an amazing job of assisting with/handling liability claims and associated costs and also provide valuable guidance.

Have not had a lot of interaction with this department.

Experience was good

n/a

Excellent FTPT conference

great

Best crew on the planet

Doing a great job. Martha is awesome!

The Liability Claim Team is very helpful in providing information promptly when I receive a request from the VP/CFO. They are helpful in managing smaller claims and in working through the larger claims. Great work!

Martha is the best and she does a wonderful job! We could not do it without her!

Nothing additional

Martha and Zach are easy to work with, good problem solvers and communicators.

No complaints

Meet expectations

they are great people and very intelligent

n/a

No question is too small. Ready assistance is always given.

Thankfully, I didn't have any claims to really manage in 2019; however, I always have the confidence that Martha and Zach will have my campus' back and will guide me with astute advice.

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

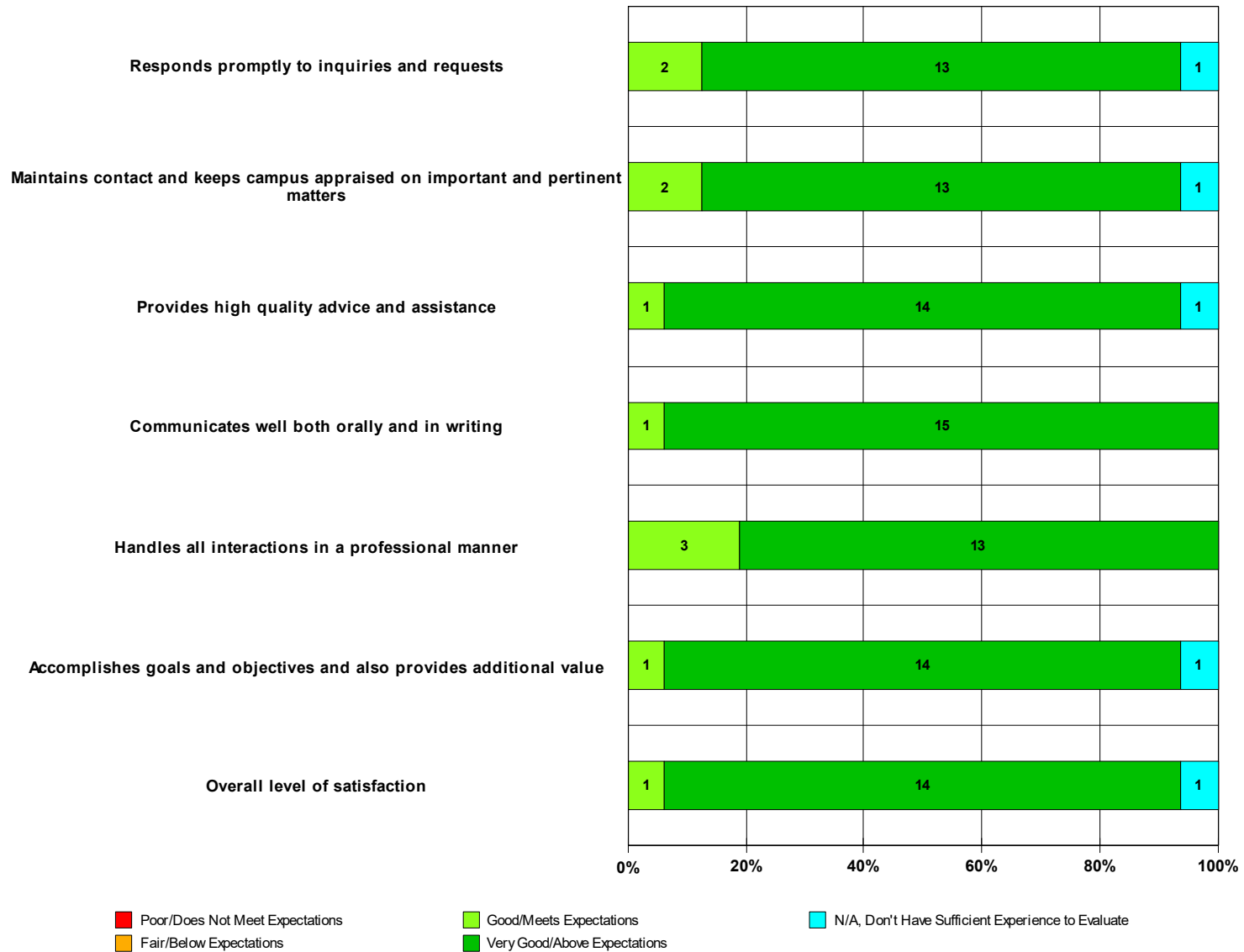
Analysis...: Q19.a to Q19.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	112	3.90	-	-	11	96	5
Responds promptly to inquiries and requests	16	3.87	-	-	2	13	1
Maintains contact and keeps campus apprised on important and pertinent matters	16	3.87	-	-	2	13	1
Provides high quality advice and assistance	16	3.93	-	-	1	14	1
Communicates well both orally and in writing	16	3.94	-	-	1	15	-
Handles all interactions in a professional manner	16	3.81	-	-	3	13	-
Accomplishes goals and objectives and also provides additional value	16	3.93	-	-	1	14	1
Overall level of satisfaction	16	3.93	-	-	1	14	1

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



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

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:

Zachary, Jody, and Scott are readily available to assist and are a pleasure to work with. They are responsive and provide valuable guidance if and when called upon.

My issue this last year was the forwarding of an email which was confidential in nature, with an issue that I needed assistance with. The response time and contact was excellent, including my email was an issue and got me into trouble that cost me. Lesson learned , watch what you forward , content could be damaging.

Some folks are really good at responding quickly, but some require repeated hounding to get a response. It averages out to "good" but there is a wide range.

Scott has made great progress with the EHS Affinity Group

great

None

Always very helpful.

We lean on these folks for many day to day, unusual risks that arise. It's great to have someone like Jody on the team since she has on-campus experience and knows what it's like to deal with a campus community. Zach provides great leadership which shows in the service level of his team. And he is always helpful and informed.

Zachary and team are wonderful!

Zach and staff are very supportive and help us throughout the year. It is wonderful to have such a great team at the CO that can lend us advice and consulting.

n/a

It great they added Jody and Scott. Not sure how Zach and team ran the place before these two arrived.

this office has made amazing strides and we completely appreciate the extra help and consult the EHS programs have been provided during this challenging time.

Awesome group!

This is a regular feature I need from Systemwide Risk Management. No matter where they are, someone gets back to me with some helpful guidance.

Making good progress in the EHS world. Keep it up. One suggestion might be to establish more system-wide EHS courses in CSULearn. There will be some push back, but it might make life easier in the end.

Q21.a to Q21.g Equifax Workforce Solutions (formerly TALX-UCeXpress) Unemployment Claims Administrator

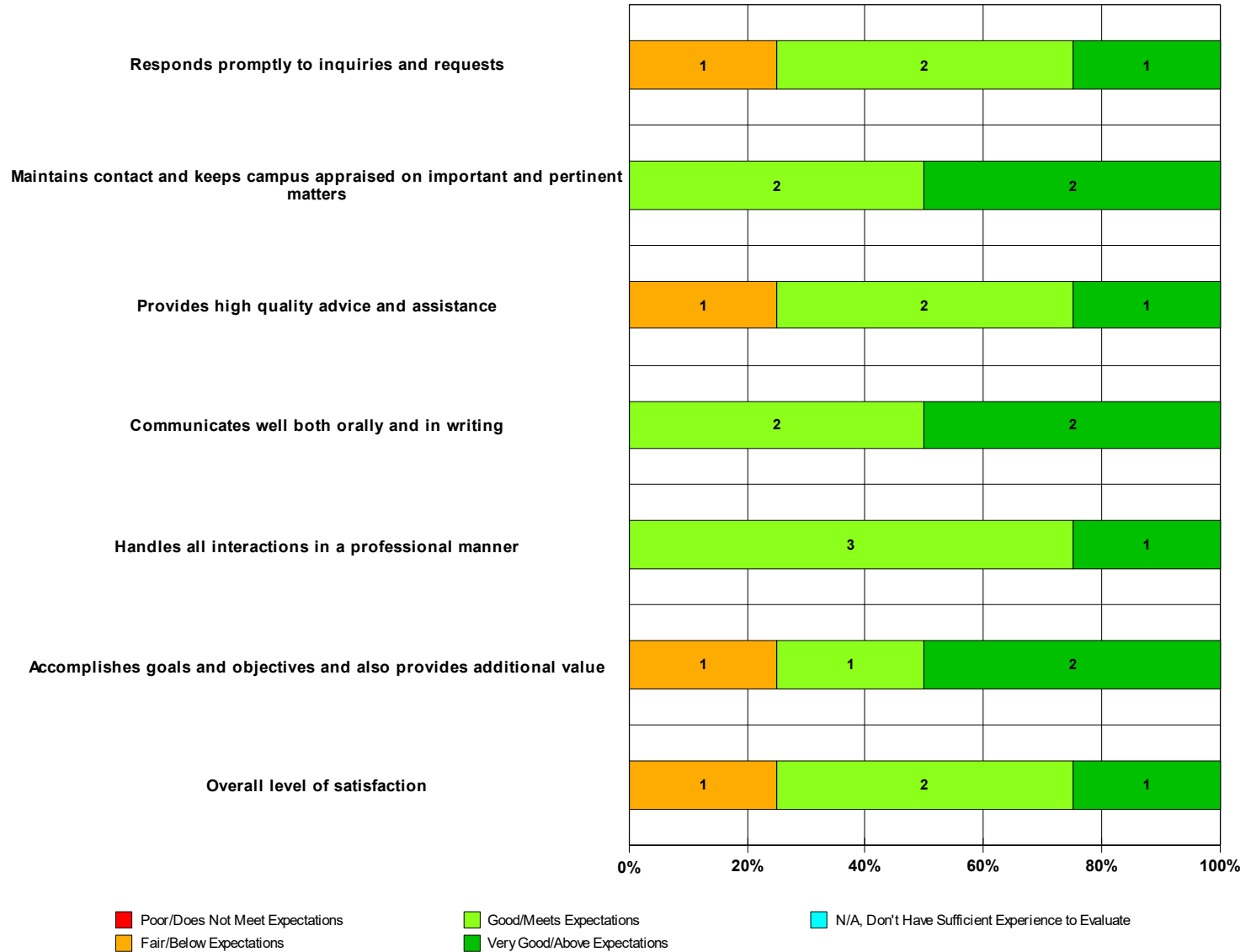
Analysis...: Q21.a to Q21.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	28	3.21	-	4	14	10	-
Responds promptly to inquiries and requests	4	3.00	-	1	2	1	-
Maintains contact and keeps campus apprised on important and pertinent matters	4	3.50	-	-	2	2	-
Provides high quality advice and assistance	4	3.00	-	1	2	1	-
Communicates well both orally and in writing	4	3.50	-	-	2	2	-
Handles all interactions in a professional manner	4	3.25	-	-	3	1	-
Accomplishes goals and objectives and also provides additional value	4	3.25	-	1	1	2	-
Overall level of satisfaction	4	3.00	-	1	2	1	-

Q21.a to Q21.g Equifax Workforce Solutions (formerly TALX-UCeXpress) Unemployment Claims Administrator

Analysis...: Q21.a to Q21.g
 Filter.....: All Respondents
 Options...: Transposed
 Cells.....: Counts, Respondents

Q21.a to Q21.g Equifax Workforce Solutions (formerly TALX-UCeXpress) Unemployment Claims Administrator



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

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:

We could do better, but the electronic claims process is good. Not much communication, but we don't really have a lot of claims. I wish they could respond to the claims for us by having access to our system.

N/A

The Equifax team is very responsive.

My campus misses Rosie.

Q23.a to Q23.g Health Special Risk, Inc. - AIME Claims Administrator

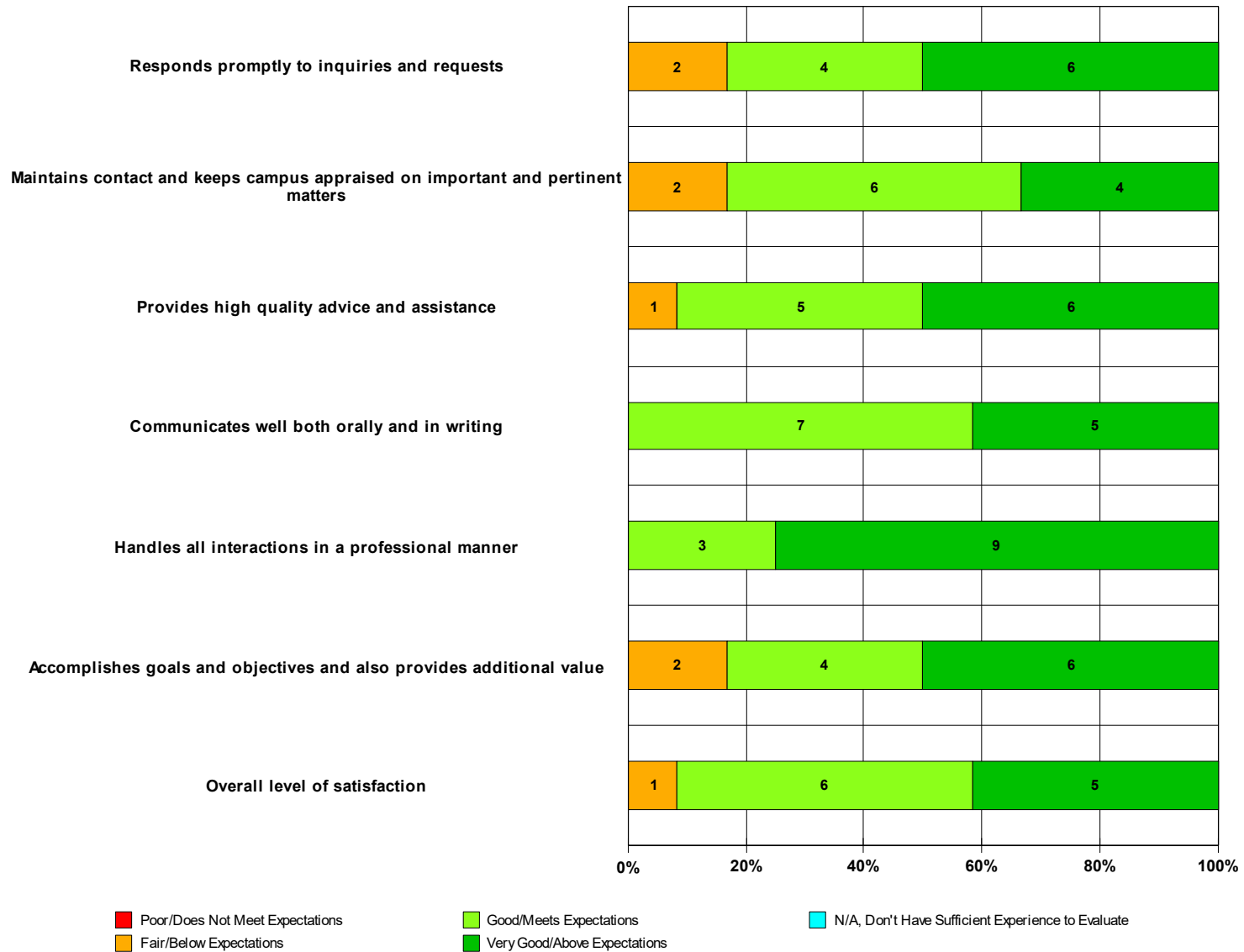
Analysis...: Q23.a to Q23.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	84	3.39	-	8	35	41	-
Responds promptly to inquiries and requests	12	3.33	-	2	4	6	-
Maintains contact and keeps campus apprised on important and pertinent matters	12	3.17	-	2	6	4	-
Provides high quality advice and assistance	12	3.42	-	1	5	6	-
Communicates well both orally and in writing	12	3.42	-	-	7	5	-
Handles all interactions in a professional manner	12	3.75	-	-	3	9	-
Accomplishes goals and objectives and also provides additional value	12	3.33	-	2	4	6	-
Overall level of satisfaction	12	3.33	-	1	6	5	-

Q23.a to Q23.g Health Special Risk, Inc. - AIME Claims Administrator

Analysis...: Q23.a to Q23.g
 Filter.....: All Respondents
 Options... : Transposed
 Cells.....: Counts, Respondents

Q23.a to Q23.g Health Special Risk, Inc. - AIME Claims Administrator



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

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

Needs to notify schools and programs if there are changes within their systems. Such as payment options for providers.

Wish they were more helpful in finding and negotiating the provider contracts for AIME. As of now the individual campuses are responsible for doing this.

Overall positive experience working with HSR

They do a good job. I am happy with the service.

Outstanding service!

No additional comments.

Occasionally difficult to get an answer on unusual issues with claims. Personnel are very friendly and cooperative.

Overall Fair. They will quickly pay all clean claims. They offer to assist on repricing, but it doesn't work out in most cases. They are good at handling straightforward claims, but provide no above minimum help. Fair.

Patricia has been awesome in helping us.

.

Q25.a to Q25.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training

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

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

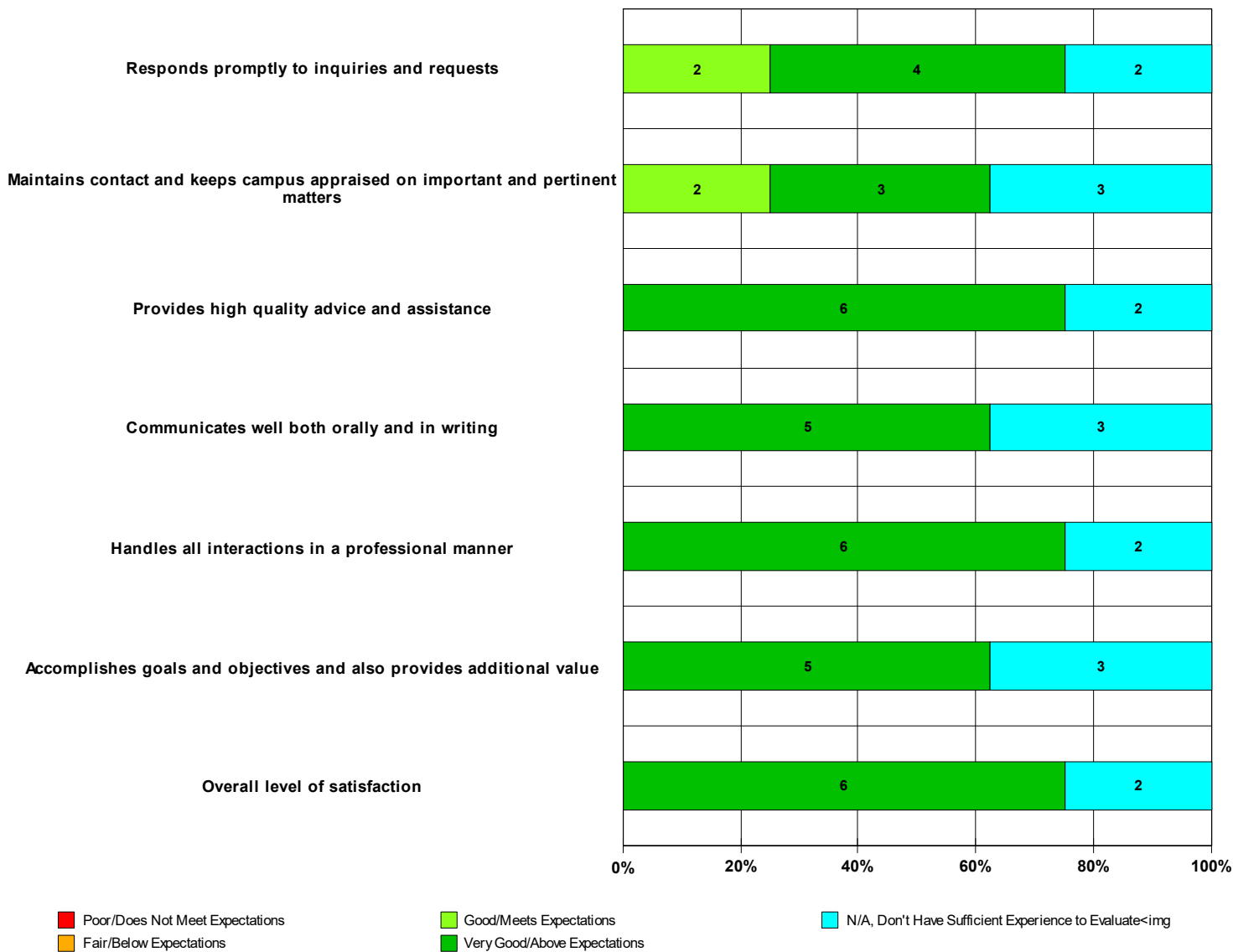
	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Base	56	3.90	-	-	4	35
Responds promptly to inquiries and requests	8	3.67	-	-	2	4
Maintains contact and keeps campus apprised on important and pertinent matters	8	3.60	-	-	2	3
Provides high quality advice and assistance	8	4.00	-	-	-	6
Communicates well both orally and in writing	8	4.00	-	-	-	5
Handles all interactions in a professional manner	8	4.00	-	-	-	6
Accomplishes goals and objectives and also provides additional value	8	4.00	-	-	-	5
Overall level of satisfaction	8	4.00	-	-	-	6

	Total	N/A, Don't Have Sufficient Experience to Evaluate
Base	56	17
Responds promptly to inquiries and requests	8	2
Maintains contact and keeps campus apprised on important and pertinent matters	8	3
Provides high quality advice and assistance	8	2
Communicates well both orally and in writing	8	3
Handles all interactions in a professional manner	8	2
Accomplishes goals and objectives and also provides additional value	8	3
Overall level of satisfaction	8	2

Q25.a to Q25.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training

Analysis...: Q25.a to Q25.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q25.a to Q25.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training



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

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

It has never been more important to have such a key partner. Very happy the CO (and campuses) have invested in youth protection...though more can be done.

Useful and planning on working with them this year

Good subject expertise

great people

We love Ross and Candace! They are the best and have helped us in many ways. We used the "review" service this year and are now making major improvements on our campus. Their expertise is wonderful to help campus stakeholders understand and value youth protection programming.

Overall service is excellent

Didn't select this category. Not sure why it popped up.

Q27.a to Q27.g Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator

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

Filter.....: All Respondents

Score.....: Weight WT1

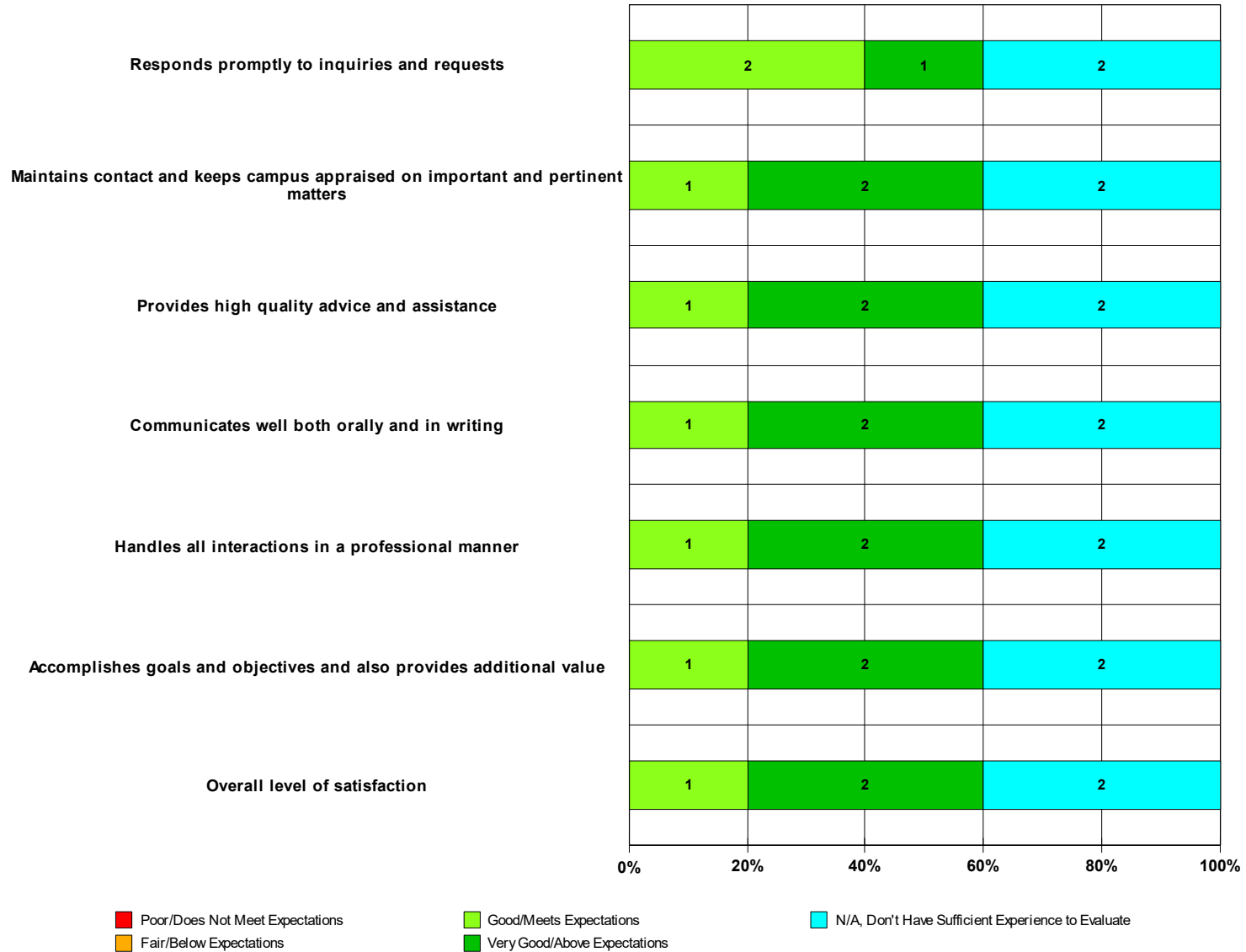
Cells.....: Counts, Respondents

	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	35	3.62	-	-	8	13	14
Responds promptly to inquiries and requests	5	3.33	-	-	2	1	2
Maintains contact and keeps campus apprised on important and pertinent matters	5	3.67	-	-	1	2	2
Provides high quality advice and assistance	5	3.67	-	-	1	2	2
Communicates well both orally and in writing	5	3.67	-	-	1	2	2
Handles all interactions in a professional manner	5	3.67	-	-	1	2	2
Accomplishes goals and objectives and also provides additional value	5	3.67	-	-	1	2	2
Overall level of satisfaction	5	3.67	-	-	1	2	2

Q27.a to Q27.g Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator

Analysis...: Q27.a to Q27.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q27.a to Q27.g Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator



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

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:

Little to no interactions with Sedgwick.

The folks at Sedgwick are quick in responding to inquiries and always willing to go the extra mile to assist.

I don't interact with this admin

Trish, Shane and the examiners are a great asset. Very happy with the service year end and year out.

na

Q29.a to Q29.g University of California Risk and Safety Solutions (RSS)

Analysis...: Q29.a to Q29.g

Filter.....: All Respondents

Score.....: Weight WT1

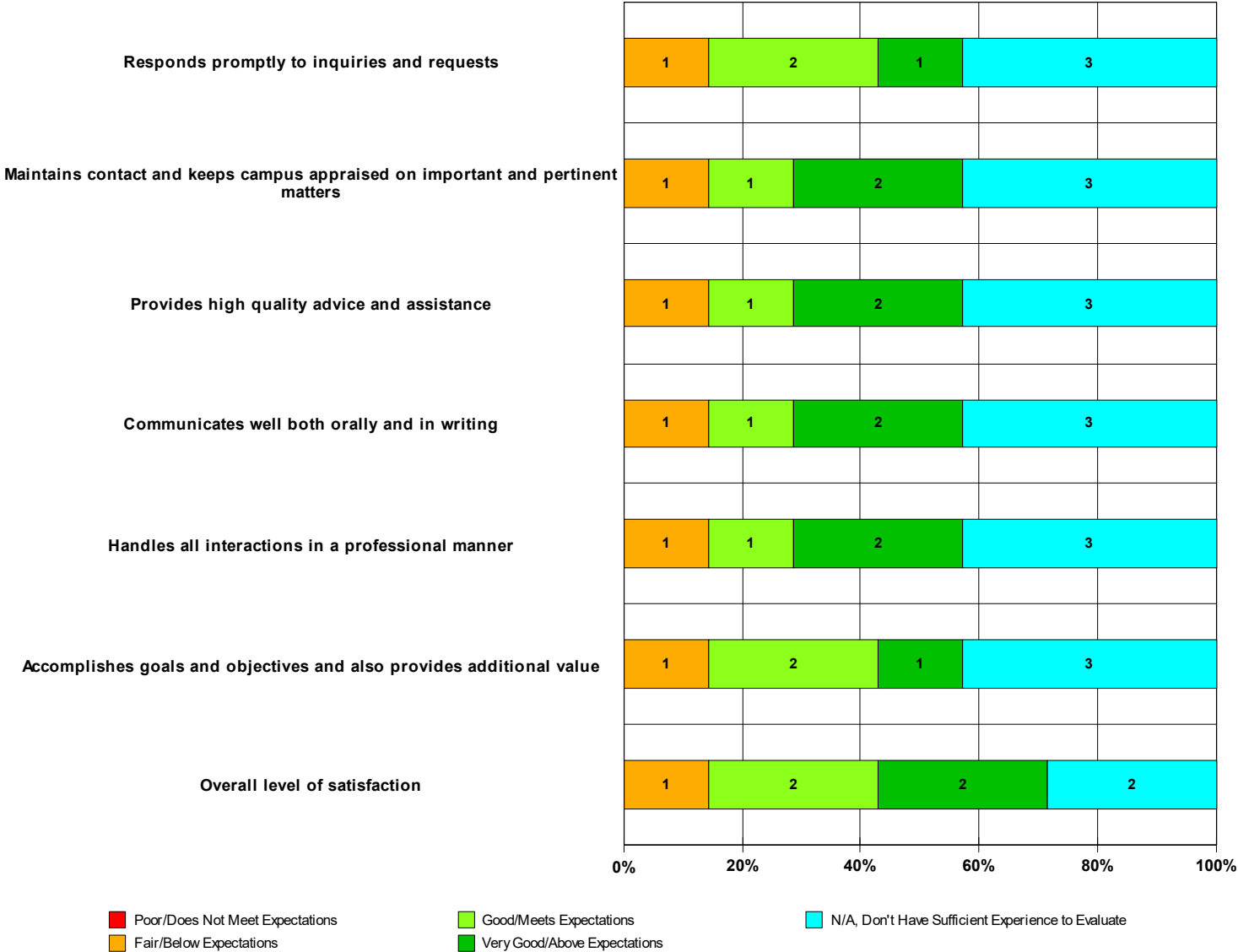
Cells.....: Counts, Respondents

	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	49	3.17	-	7	10	12	20
Responds promptly to inquiries and requests	7	3.00	-	1	2	1	3
Maintains contact and keeps campus apprised on important and pertinent matters	7	3.25	-	1	1	2	3
Provides high quality advice and assistance	7	3.25	-	1	1	2	3
Communicates well both orally and in writing	7	3.25	-	1	1	2	3
Handles all interactions in a professional manner	7	3.25	-	1	1	2	3
Accomplishes goals and objectives and also provides additional value	7	3.00	-	1	2	1	3
Overall level of satisfaction	7	3.20	-	1	2	2	2

Q29.a to Q29.g University of California Risk and Safety Solutions (RSS)

Analysis...: Q29.a to Q29.g
 Filter.....: All Respondents
 Options... : Transposed
 Cells.....: Counts, Respondents

Q29.a to Q29.g University of California Risk and Safety Solutions (RSS)



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

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 do not utilize RSS.

None

I have not used RSS.

Whew....did we need this partnership. Very pleased with the overall attention, effort and collaborative nature of this partner.

The people at RSS are great... it's just that there are things about the systems that were promised high and delivered low. Often we hear, "we are working on that for the future". But, it is a very important feature that all campuses need now. They've handled the mass implementation very well, but we just need more custom features sooner than some are delivered. They try very hard.

The system is putting a lot of energy into this system, but it is not based on clear definitions. This will lead to the inability to compare campus data to each other in the end because the base assumptions are not the same. For example, there is no definition of a lab. So, we are all looking at spaces a little different. Therefore the number of expected assessments are not comparable, nor are the lab inspections themselves. It seems if we are going to do anything where we are comparing campuses, we have to be comparing apples to apples.

Q31.a to Q31.g [Ventiv/AON e-solutions \(Valley Oak Systems\) WC/Liability Claims System Software](#)

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

Filter.....: All Respondents

Score.....: Weight WT1

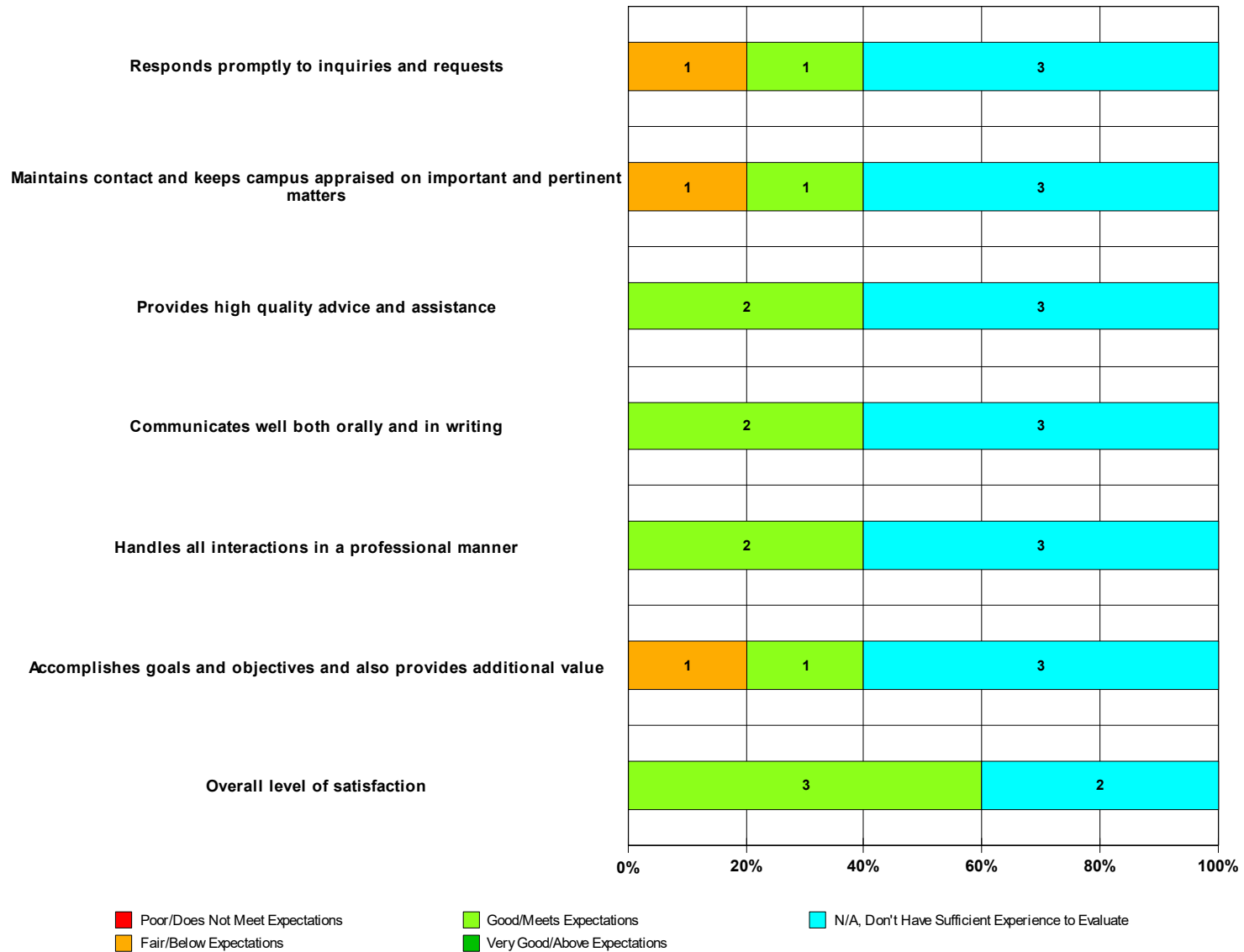
Cells.....: Counts, Respondents

	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	35	2.80	-	3	12	-	20
Responds promptly to inquiries and requests	5	2.50	-	1	1	-	3
Maintains contact and keeps campus apprised on important and pertinent matters	5	2.50	-	1	1	-	3
Provides high quality advice and assistance	5	3.00	-	-	2	-	3
Communicates well both orally and in writing	5	3.00	-	-	2	-	3
Handles all interactions in a professional manner	5	3.00	-	-	2	-	3
Accomplishes goals and objectives and also provides additional value	5	2.50	-	1	1	-	3
Overall level of satisfaction	5	3.00	-	-	3	-	2

Q31.a to Q31.g Ventiv/AON e-solutions (Valley Oak Systems) WC/Liability Claims System Software

Analysis...: Q31.a to Q31.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q31.a to Q31.g Ventiv/AON e-solutions (Valley Oak Systems) WC/Liability Claims System Software



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

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:

Good database but not much of a need to access it.

-

They are hit & miss on customer service.

none

Didn't select this category.

Q33.a to Q33.g Veoci (Virtual Emergency Operations Center)

Analysis...: Q33.a to Q33.g

Filter.....: All Respondents

Score.....: Weight WT1

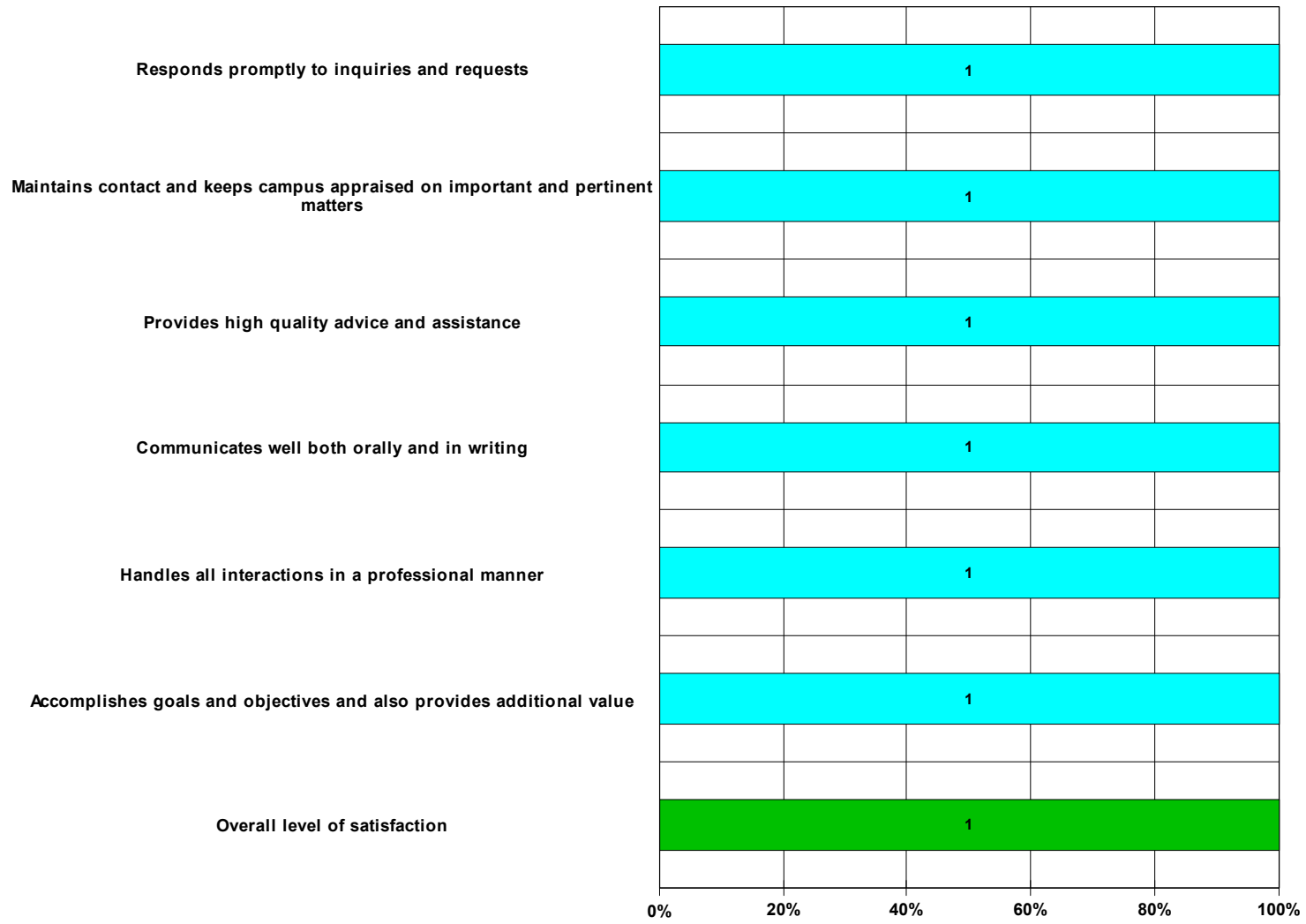
Cells.....: Counts, Respondents

	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	7	4.00	-	-	-	1	6
Responds promptly to inquiries and requests	1	-	-	-	-	-	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	-	-	-	-	-	1
Accomplishes goals and objectives and also provides additional value	1	-	-	-	-	-	1
Overall level of satisfaction	1	4.00	-	-	-	1	-

Q33.a to Q33.g Veoci (Virtual Emergency Operations Center)

Analysis...: Q33.a to Q33.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q33.a to Q33.g Veoci (Virtual Emergency Operations Center)



■ Poor/Does Not Meet Expectations
 ■ Good/Meets Expectations
 ■ N/A, Don't Have Sufficient Experience to Evaluate
■ Fair/Below Expectations
 ■ Very Good/Above Expectations

Q35.a to Q35.g Witt O'Brien's, LLC (formally Witt Group Holdings, LLC)

Analysis...: Q35.a to Q35.g

Filter.....: All Respondents

Score.....: Weight WT1

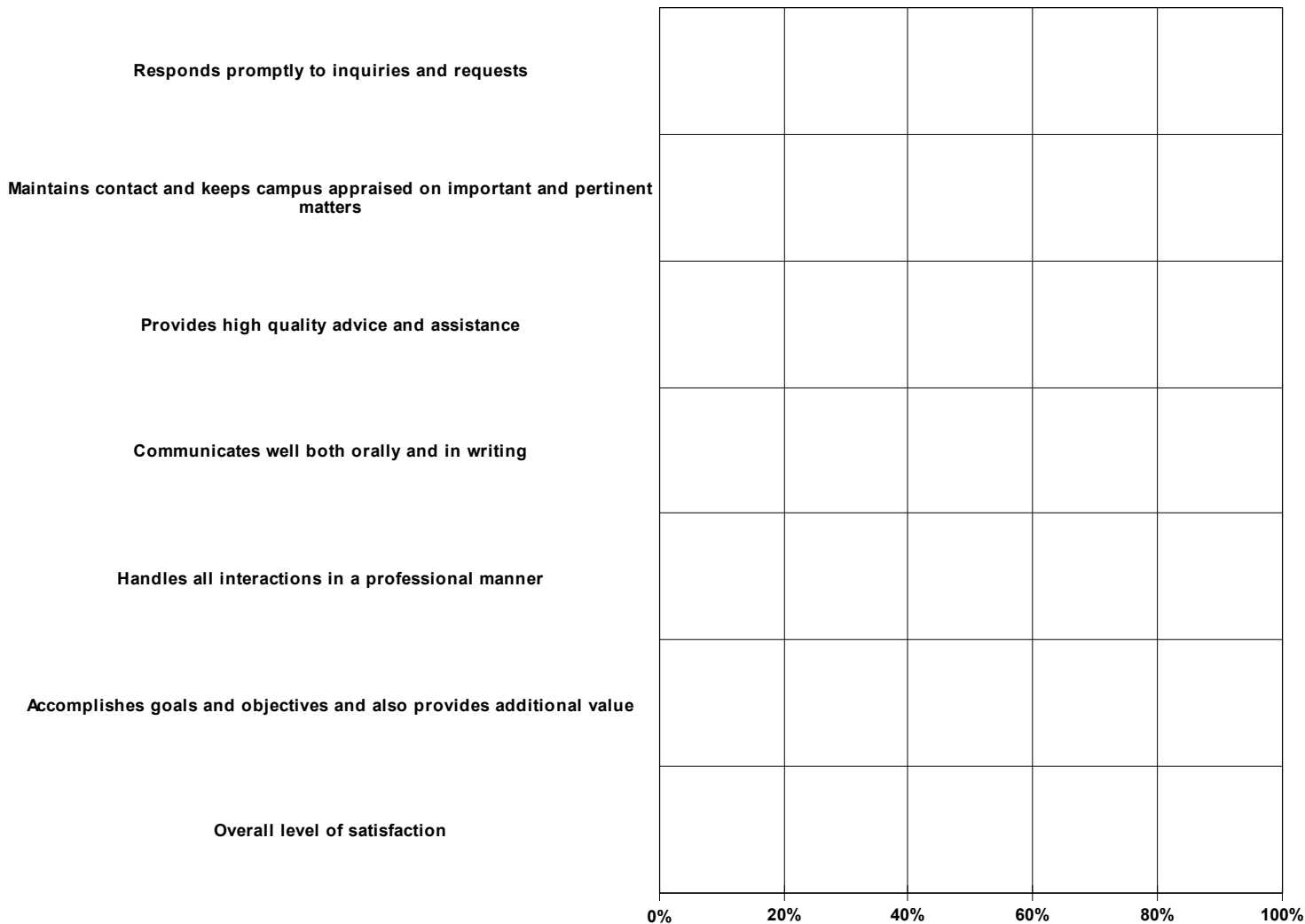
Cells.....: Counts, Respondents

	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	-	-	-	-	-	-	-
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	-	-	-	-	-	-	-

Q35.a to Q35.g Witt O'Brien's, LLC (formally Witt Group Holdings, LLC)

Analysis...: Q35.a to Q35.g
 Filter.....: All Respondents
 Options... : Transposed
 Cells.....: Counts, Respondents

Q35.a to Q35.g Witt O'Brien's, LLC (formally Witt Group Holdings, LLC)



■ Poor/Does Not Meet Expectations
 ■ Good/Meets Expectations
 ■ N/A, Don't Have Sufficient Experience to Evaluate
■ Fair/Below Expectations
 ■ Very Good/Above Expectations

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

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

Filter.....: All Respondents

Options.. : Transposed

!

Q37.a to Q37.g [Workplace Answers](#)

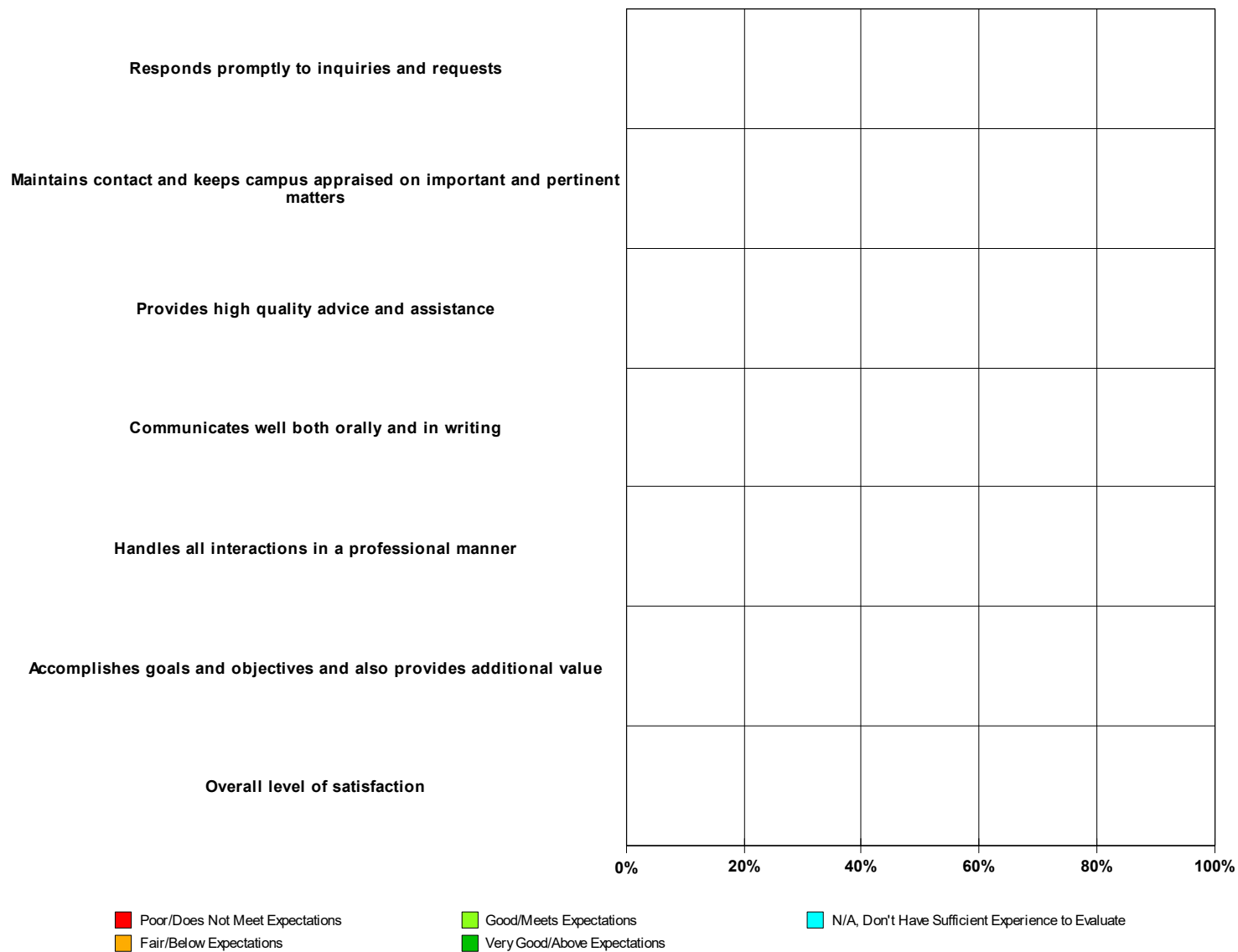
Analysis...: Q37.a to Q37.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	-	-	-	-	-	-	-

Q37.a to Q37.g [Workplace Answers](#)

Analysis...: Q37.a to Q37.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q37.a to Q37.g Workplace Answers



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

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

Filter.....: All Respondents

Options.. : Transposed

!

Copy of the SNAP Professional Survey

California State University Risk Management Authority






In this survey you will have a chance to evaluate the level of service, communication, professionalism, and responsiveness of the CSURMA service providers listed below. All of your responses are confidential. Your candid responses are greatly appreciated and will help us ensure you receive excellent service. To take the survey click on the **Next** button below.

Please "select" all Vendor/Service Providers that you worked with from January 1, 2019 through December 31, 2019:

- Agility Recovery Solutions, Inc. (Agility)**
- Alliant Insurance Services** CSURMA Insurance Brokerage/Consulting
- Alliant Insurance Services** CSURMA Program Administrator
- Alliant Insurance Services** Workers' Compensation Consulting
- Alliant Insurance Services** CSURMA Property/Crime Claims Consulting
- Belfor** - Property Loss Mitigation & Restoration
- CO Enterprise Accounting** Accounting Services
- CO Office of Risk Management** CSURMA Liability Claims Administrator
- CO Office of Risk Management** Risk Consulting
- Equifax Workforce Solutions (formerly TALX-UCeXpress)** Unemployment Claims Administrator
- Health Special Risk, Inc.** - AIME Claims Administrator
- Praesidium, Inc. - Consultant** - Minors on Campus Online self assessment training
- Sedgwick CMS** - CSURMA Workers' Compensation Claims Administrator
- University of California Risk and Safety Solutions (RSS)**
- Ventiv/AON e-solutions (Valley Oak Systems)** WC/Liability Claims System Software
- Veoci** (Virtual Emergency Operations Center)
- Witt O'Brien's, LLC (formally Witt Group Holdings, LLC)**
- Workplace Answers**

Q2

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i> 	<i>Fair/Below Expectations</i> 	<i>Good/Meets Expectations</i> 	<i>Very Good/Above Expectations</i> 	<i>N/A, Don't Have Sufficient Experience to Evaluate</i> 
Q3a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>






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

Q4

This page refers to your interactions with **Alliant Insurance Services CSURMA Insurance Brokerage/Consulting:**

Provides broker/consulting services for CSURMA purchased insurance.

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q5a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q5b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q5c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q5d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q5e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q5f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q5g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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






Q6

This page refers to your interactions with [Alliant Insurance Services - CSURMA Program](#)

Administrator:

The administrator for CSURMA/AORMA, providing services including administrative support for the CSURMA Board of Directors, CSURMA Executive Committee, AORMA committees and providing administrative services for self-funded programs.

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q7a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>






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

Q8

This page refers to your interactions with **Alliant Insurance Services Workers' Compensation Consulting:**

Provides Workers' Compensation consulting services as a liaison between campuses and the Workers Compensation TPA.

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q9a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q9b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q9c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q9d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q9e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q9f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q9g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>






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

Q10

This page refers to your interactions with **Alliant Insurance Services CSURMA Property/Crime Claims Consulting:**

Provides property and crime claims administration services for CSURMA.

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q11a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q11b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q11c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q11d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q11e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q11f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q11g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>






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

Q12

This page refers to your interactions with **Belfor - Property Loss Mitigation & Restoration:**

Provides emergency property loss mitigation and property restoration services.

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.






		<i>Poor/Does Not Meet Expectations</i> 	<i>Fair/Below Expectations</i> 	<i>Good/Meets Expectations</i> 	<i>Very Good/Above Expectations</i> 	<i>N/A, Don't Have Sufficient Experience to Evaluate</i> 
Q13a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q13b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q13c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q13d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q13e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q13f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q13g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Q14

This page refers to your interactions with **CO Enterprise Accounting Accounting Services:**
 Provides A/P, A/R and Accounting services for CSURMA/AORMA.

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q15a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>






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

Q16

This page refers to your interactions with **CO Office of Risk Management CSURMA Liability Claims Administrator:**

Provides liability claims administration services for the campuses.

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.






		<i>Poor/Does Not Meet Expectations</i> 	<i>Fair/Below Expectations</i> 	<i>Good/Meets Expectations</i> 	<i>Very Good/Above Expectations</i> 	<i>N/A, Don't Have Sufficient Experience to Evaluate</i> 
Q17a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q17b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q17c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q17d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q17e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q17f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q17g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Q18

This page refers to your interactions with **CO Office of Risk Management Risk Consulting** :
 Systemwide coordination and communication of risk and safety matters.

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i> 	<i>Fair/Below Expectations</i> 	<i>Good/Meets Expectations</i> 	<i>Very Good/Above Expectations</i> 	<i>N/A, Don't Have Sufficient Experience to Evaluate</i> 
Q19a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>






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

Q20

This page refers to your interactions with **Equifax Workforce Solutions (formerly TALX-UCeXpress)**
Unemployment Claims Administrator:

Provides unemployment claims administration services for the campuses.






Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q21a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q21b	Maintains contact and keeps campus appraised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q21c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q21d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q21e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q21f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q21g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Q22

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i> 	<i>Fair/Below Expectations</i> 	<i>Good/Meets Expectations</i> 	<i>Very Good/Above Expectations</i> 	<i>N/A, Don't Have Sufficient Experience to Evaluate</i> 
Q23a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q23b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q23c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q23d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q23e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q23f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q23g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>





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

Q24

[Provides web-based training and consulting for minors on campus.](#)

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

Provides Workers' Compensation claims administration services to the campuses.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						<i>ing</i>
Q25a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>






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

Q26

This page refers to your interactions with [Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator](#):

Provides Workers' Compensation claims administration services to the campuses.






Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i> 	<i>Fair/Below Expectations</i> 	<i>Good/Meets Expectations</i> 	<i>Very Good/Above Expectations</i> 	<i>N/A, Don't Have Sufficient Experience to Evaluate</i> 
Q27a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q27b	Maintains contact and keeps campus appraised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q27c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q27d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q27e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q27f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q27g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Q28

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q29a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q29b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q29c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q29d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q29e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q29f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q29g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>






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

Q30

This page refers to your interactions with [Ventiv/AON e-solutions \(Valley Oak Systems\) WC/Liability Claims System Software:](#)

Provides claims software system and system support for both workers' compensation and liability claims systems (iVOS).

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.






		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q31a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q31b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q31c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q31d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q31e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q31f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q31g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Q32

This page refers to your interactions with **Veoci (Virtual Emergency Operations Center)**:






Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q33a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q33b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q33c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q33d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q33e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q33f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q33g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Q34






Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q35a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q35b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q35c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q35d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q35e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q35f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q35g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Q36

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q37a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q37b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q37c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q37d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q37e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q37f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q37g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Q38

Click the **"Submit"** button below to complete this survey.

Thank you for your feedback.

2019

CSURMA Auxiliary Survey Results

Prepared by:
Alexis Naiknimbalkar
Organizational Excellence
Office of the Chancellor
Software: Snap Survey Professional 11
Report Date: 04/17/2020

Survey Campus Coordinator Contacts

for survey customization & approval.

	Primary Contact	Additional Contact 1	Additional Contact 2
Name	Leona Ching		
Phone	(562) 951-457		
Email	lching@calstate.edu		

Date Survey Opened: 01/21/2020
 Date Reminder Sent: 01/28/2020 and 02/10/2020
 Date Survey Closed: 02/14/2020

Survey Administration & Analysis

The web-based surveys were conducted using SNAP Survey Professional 10.
 The survey URL was distributed to the sample group via e-mail.
 Analysis was performed and reports created using SNAP Survey Professional 10.

Population and Sample

	Listserve
Total Population	258
Sample	258
Responses	66
Minimum Response Rate	25%

Note: The response rates listed above must be considered as minimum values as they assume that all individuals on the campus-provided e-mail list had an opportunity to take the survey. In reality the number of individuals that will have received the e-mail link is lower than the Sample value due incorrect e-mail addresses, blocked e-mail, etc.

Sample Description

2019 Listserve contacts

Surveys Administered by: Chancellor's Office

Survey E-mail Letter Invitation Text:

Subject: CSURMA/AORMA Survey - Due February 14, 2020

Dear Auxiliary Representative:

CSURMA/AORMA is conducting surveys on the performance of the firms that provide service and support to the campuses and auxiliary organizations. Your participation in this survey provides important information for the success of the programs and the improvement of the services provided to CSURMA/AORMA members.

Please complete this electronic survey by **February 14, 2020**, for the service organizations with which you work. To begin the survey, click on the link below and complete the survey online. You will note on the first page that you can choose the vendors with whom you have worked with. For each service provider, there is opportunity to provide additional comments at the end of each section. All answers and comments will be handled in a confidential manner.

[Survey Link](#)

We appreciate your participation and thank you for your prompt feedback.

If you should have any questions about the survey, please contact Zachary Gifford at 562-951-4580.

ALL Survey Results

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

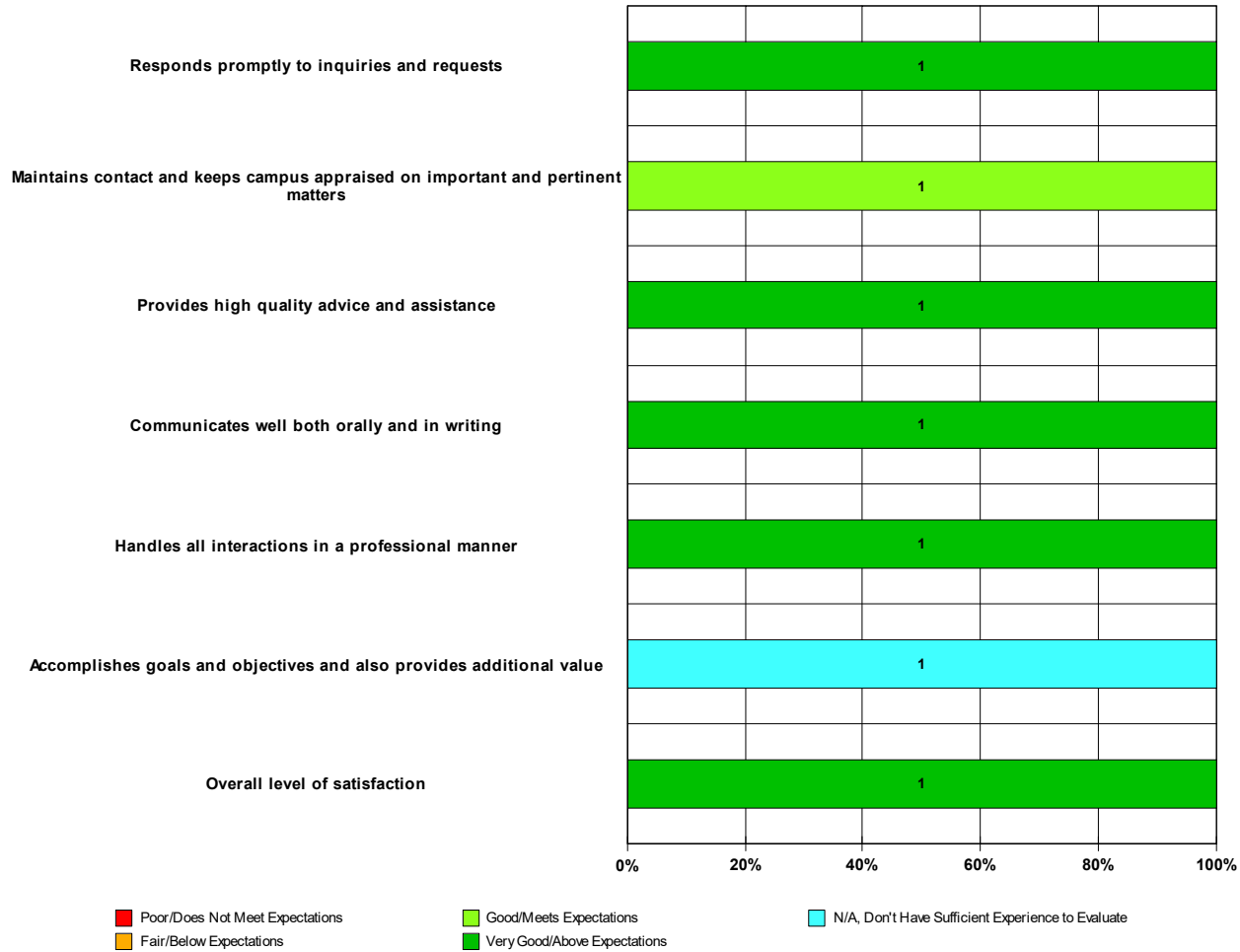
Analysis...: Q3.a to Q3.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	7	3.83	-	-	1	5	1
Responds promptly to inquiries and requests	1	4.00	-	-	-	1	-
Maintains contact and keeps campus apprised on important and pertinent matters	1	3.00	-	-	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	-	-	-	-	-	1
Overall level of satisfaction	1	4.00	-	-	-	1	-

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)



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

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 comments

Q5.a to Q5.g Alliant Insurance Services - AORMA Insurance Brokerage/Consulting

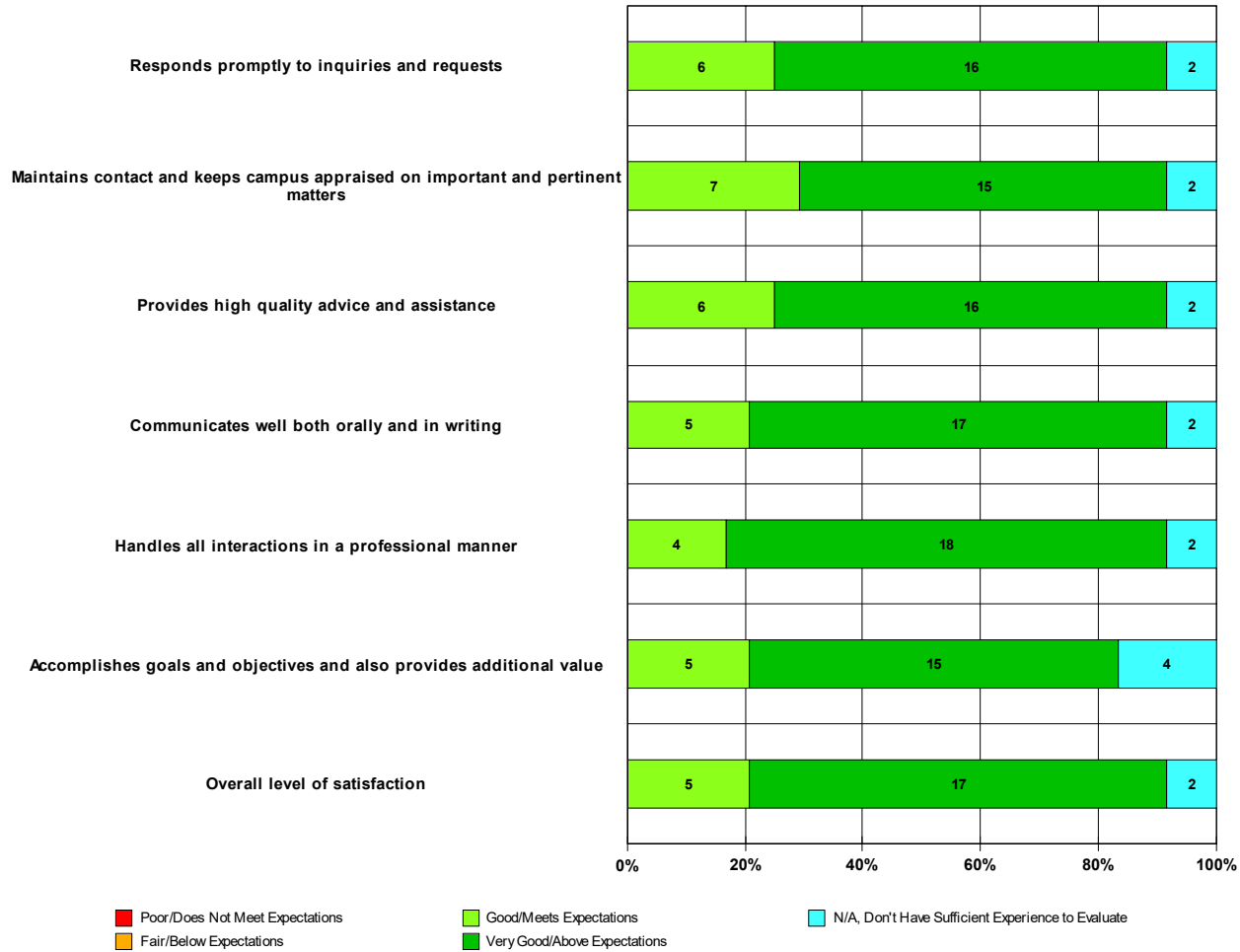
Analysis..: Q5.a to Q5.g
 Filter.....: All Respondents
 Score..... : Weight WT1
 Cells.....: Counts, Respondents

	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	168	3.75	-	-	38	114	16
Responds promptly to inquiries and requests	24	3.73	-	-	6	16	2
Maintains contact and keeps campus apprised on important and pertinent matters	24	3.68	-	-	7	15	2
Provides high quality advice and assistance	24	3.73	-	-	6	16	2
Communicates well both orally and in writing	24	3.77	-	-	5	17	2
Handles all interactions in a professional manner	24	3.82	-	-	4	18	2
Accomplishes goals and objectives and also provides additional value	24	3.75	-	-	5	15	4
Overall level of satisfaction	24	3.77	-	-	5	17	2

Q5.a to Q5.g Alliant Insurance Services - AORMA Insurance Brokerage/Consulting

Analysis.: Q5.a to Q5.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q5.a to Q5.g Alliant Insurance Services - AORMA Insurance Brokerage/Consulting



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

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>The team is very responsive to any and all inquiries.</i>
<i>My only contact with Alliant Insurance Services - AORMA Insurance Brokerage/Consulting is processing and paying invoices.</i>

Q7.a to Q7.g Alliant Insurance Services - AORMA Program Administrator

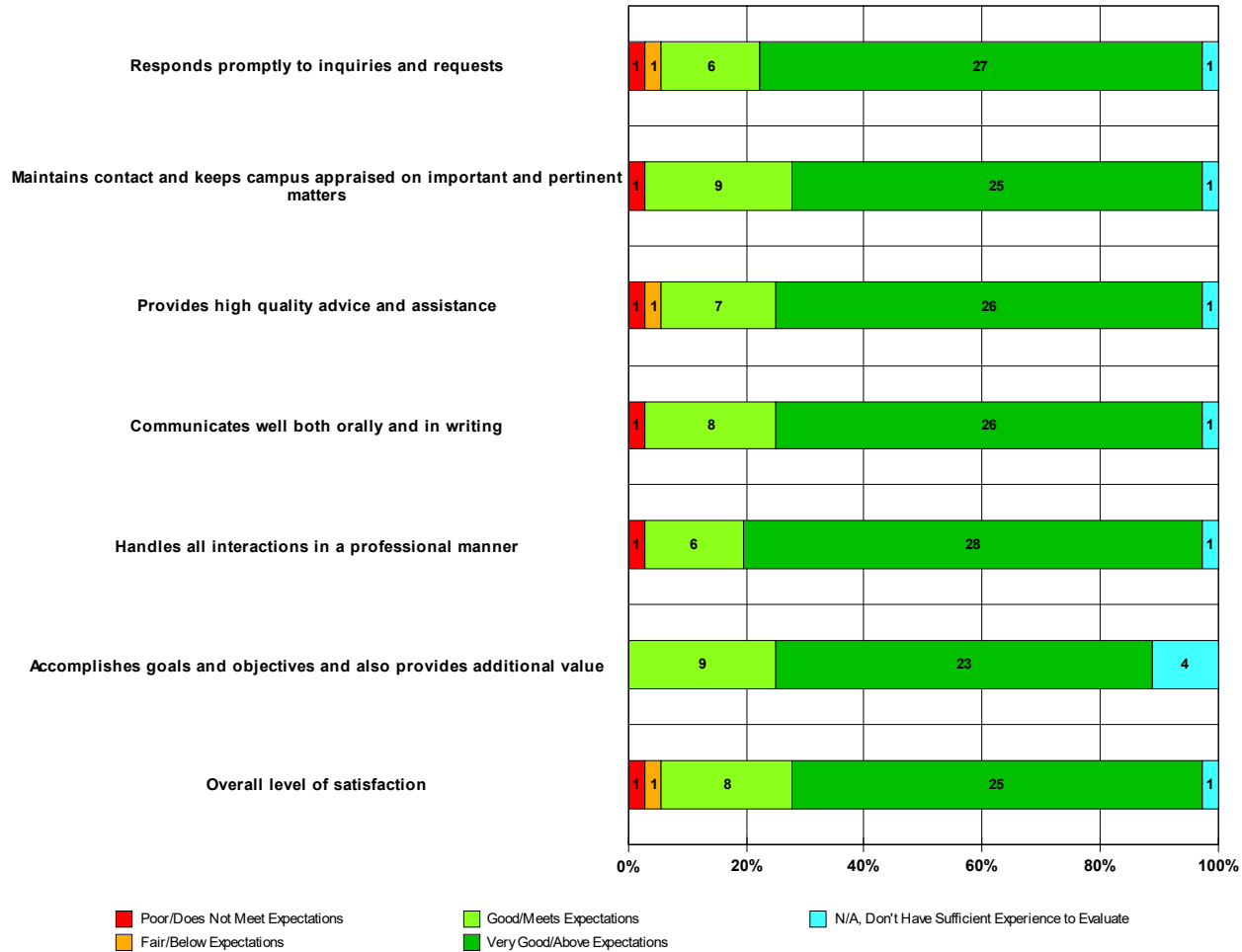
Analysis..: Q7.a to Q7.g
 Filter.....: All Respondents
 Score..... : Weight WT1
 Cells.....: Counts, Respondents

	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	252	3.68	6	3	53	180	10
Responds promptly to inquiries and requests	36	3.69	1	1	6	27	1
Maintains contact and keeps campus apprised on important and pertinent matters	36	3.66	1	-	9	25	1
Provides high quality advice and assistance	36	3.66	1	1	7	26	1
Communicates well both orally and in writing	36	3.69	1	-	8	26	1
Handles all interactions in a professional manner	36	3.74	1	-	6	28	1
Accomplishes goals and objectives and also provides additional value	36	3.72	-	-	9	23	4
Overall level of satisfaction	36	3.63	1	1	8	25	1

Q7.a to Q7.g Alliant Insurance Services - AORMA Program Administrator

Analysis.: Q7.a to Q7.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q7.a to Q7.g Alliant Insurance Services - AORMA Program Administrator



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

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>No comments</i>
.
NA
N/A
<i>Program team is very professional and responsive in addressing inquiries</i>
<i>None</i>
<i>?</i>
<i>N/A</i>
<i>n/a</i>
<i>This calendar year Alliant sent staff to our auxiliary to conduct staff training concerning our insurance program. The personal attention was very helpful and appreciated. In addition, Alliant staff never fails to respond to inquiries and answer questions thoroughly and promptly.</i>
<i>Very good overall service. Their familiarity with the CSU and its campuses is a huge advantage.</i>
<i>n</i>
<i>I always receive courteous service and prompt answers from Alliant staff. And they never lose patience when I ask the same questions over and over!</i>
<i>We still have an outstanding balance owed to our organization that is over 2 years old, emails and status update requests get no response.</i>
<i>Have been very happy with their timely response to various requests</i>
<i>It seems like every year there is an issue regarding our renewal that requires follow-up and can take multiple emails back and forth to resolve. However, the team also has helped take care of pressing issues in a very short turnaround when needed.</i>
<i>Nothing additional</i>
<i>None</i>
<i>None.</i>
<i>Thanks</i>
<i>no comment</i>
<i>I appreciate how expediently they make themselves available and of assistance.</i>
<i>n/a</i>

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

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>Constance performance at high levels</i>
<i>Great group of professionals to work with.</i>
<i>I have always been pleased with AORMA services. Quick replies and super helpful.</i>
<i>n/a</i>
<i>none</i>
<i>no additional comments.</i>
<i>N/A</i>
<i>no comments</i>
<i>Very satisfied.</i>
<i>none</i>
<i>My only contact with Alliant Insurance Services - AORMA Program Administrator is processing and paying invoices.</i>
<i>None</i>
<i>Na</i>

Q9.a to Q9.g Alliant Insurance Services - AORMA Property/Crime Claims Administrator

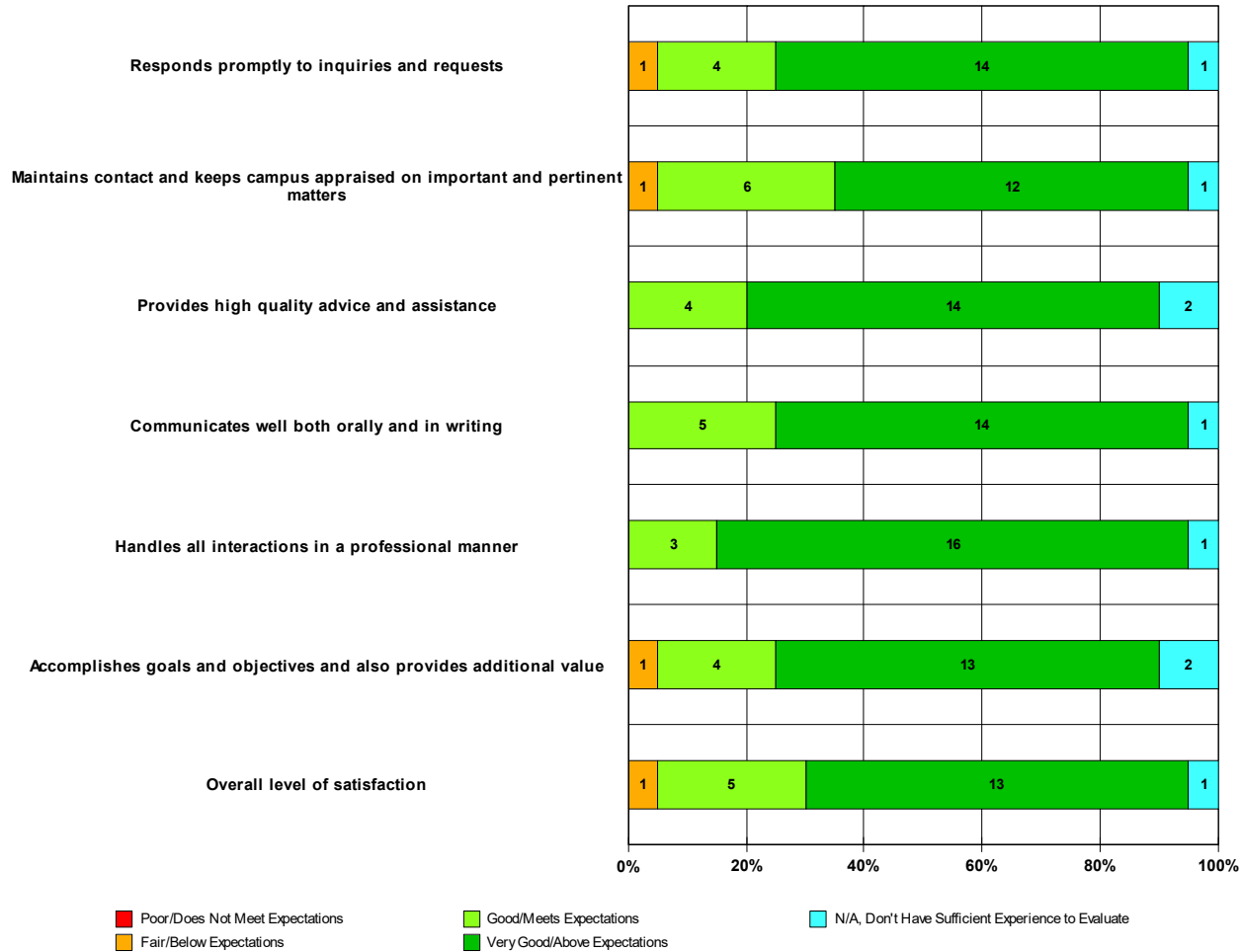
Analysis...: Q9.a to Q9.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	140	3.70	-	4	31	96	9
Responds promptly to inquiries and requests	20	3.68	-	1	4	14	1
Maintains contact and keeps campus apprised on important and pertinent matters	20	3.58	-	1	6	12	1
Provides high quality advice and assistance	20	3.78	-	-	4	14	2
Communicates well both orally and in writing	20	3.74	-	-	5	14	1
Handles all interactions in a professional manner	20	3.84	-	-	3	16	1
Accomplishes goals and objectives and also provides additional value	20	3.67	-	1	4	13	2
Overall level of satisfaction	20	3.63	-	1	5	13	1

Q9.a to Q9.g Alliant Insurance Services - AORMA Property/Crime Claims Administrator

Analysis.: Q9.a to Q9.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q9.a to Q9.g Alliant Insurance Services - AORMA Property/Crime Claims Administrator



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

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
<i>Good support</i>
<i>None</i>
<i>I filed my first loss claim earlier in the year and until today, the process is not very clear to me nor do I have timely responses.</i>
<i>!</i>
N/A
<i>Alliant has always effectively guided us through and property claims as well as other matters related to our overall coverage.</i>
N/A
<i>Am very satisfied with their response to questions</i>
<i>None</i>
<i>None.</i>
<i>Thanks.</i>
<i>Always a pleasure to work with.</i>
<i>Seems like response time can be a little slow.</i>
<i>n/a</i>
<i>none</i>
<i>I am very satisfied with our Alliant partnership!</i>
<i>My only contact with Alliant Insurance Services - AORMA Property/Crime Claims Administrator is processing and paying invoices.</i>
<i>Na</i>

Q11.a to Q11.g Alliant Loss Control & Safety Services

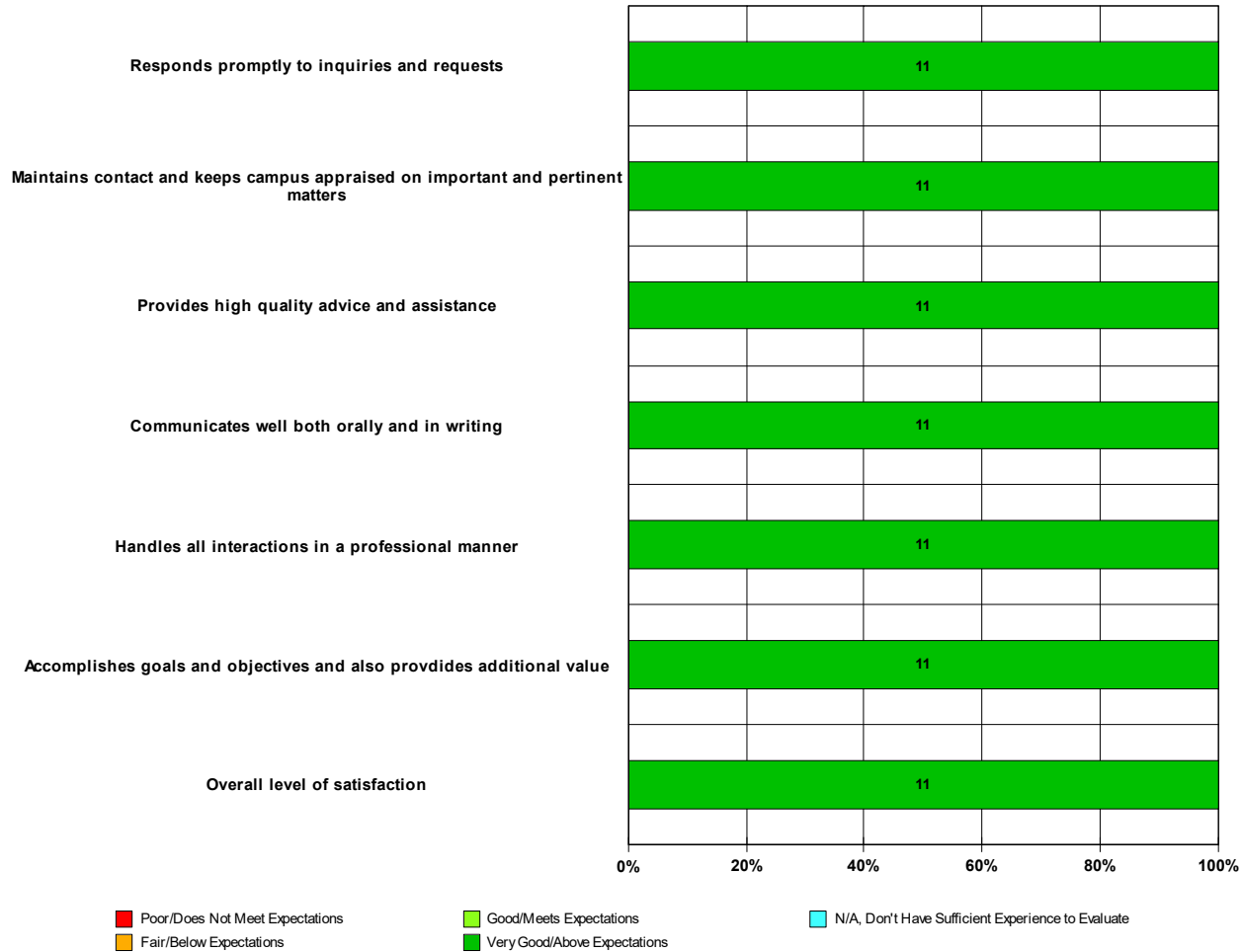
Analysis...: Q11.a to Q11.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	77	4.00	-	-	-	77	-
Responds promptly to inquiries and requests	11	4.00	-	-	-	11	-
Maintains contact and keeps campus appraised on important and pertinent matters	11	4.00	-	-	-	11	-
Provides high quality advice and assistance	11	4.00	-	-	-	11	-
Communicates well both orally and in writing	11	4.00	-	-	-	11	-
Handles all interactions in a professional manner	11	4.00	-	-	-	11	-
Accomplishes goals and objectives and also provides additional value	11	4.00	-	-	-	11	-
Overall level of satisfaction	11	4.00	-	-	-	11	-

Q11.a to Q11.g Alliant Loss Control & Safety Services

Analysis.: Q11.a to Q11.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q11.a to Q11.g Alliant Loss Control & Safety Services



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

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>Very responsive.</i>
<i>John came here and did a great job presenting the event safety issues.</i>
<i>New team members were proactive and informative in providing alternative solutions</i>
<i>!</i>
<i>N/A</i>
<i>Our Risk Consultant is John Owen and he has been great. He is good at checking in on us and meeting with us to review our losses and assisting us with ways to work on these losses. He is very knowledgeable and attentive when I have questions.</i>
<i>Thanks.</i>
<i>Excellent service from the team</i>
<i>Great services that have improved out worker safety programs significantly.</i>
<i>Partnership for Loss Control and Safety Services is working great!</i>
<i>John Owen has been very responsive to our needs. He's always available to assist when needed. Glad to have him.</i>

Q13.a to Q13.g Belfor

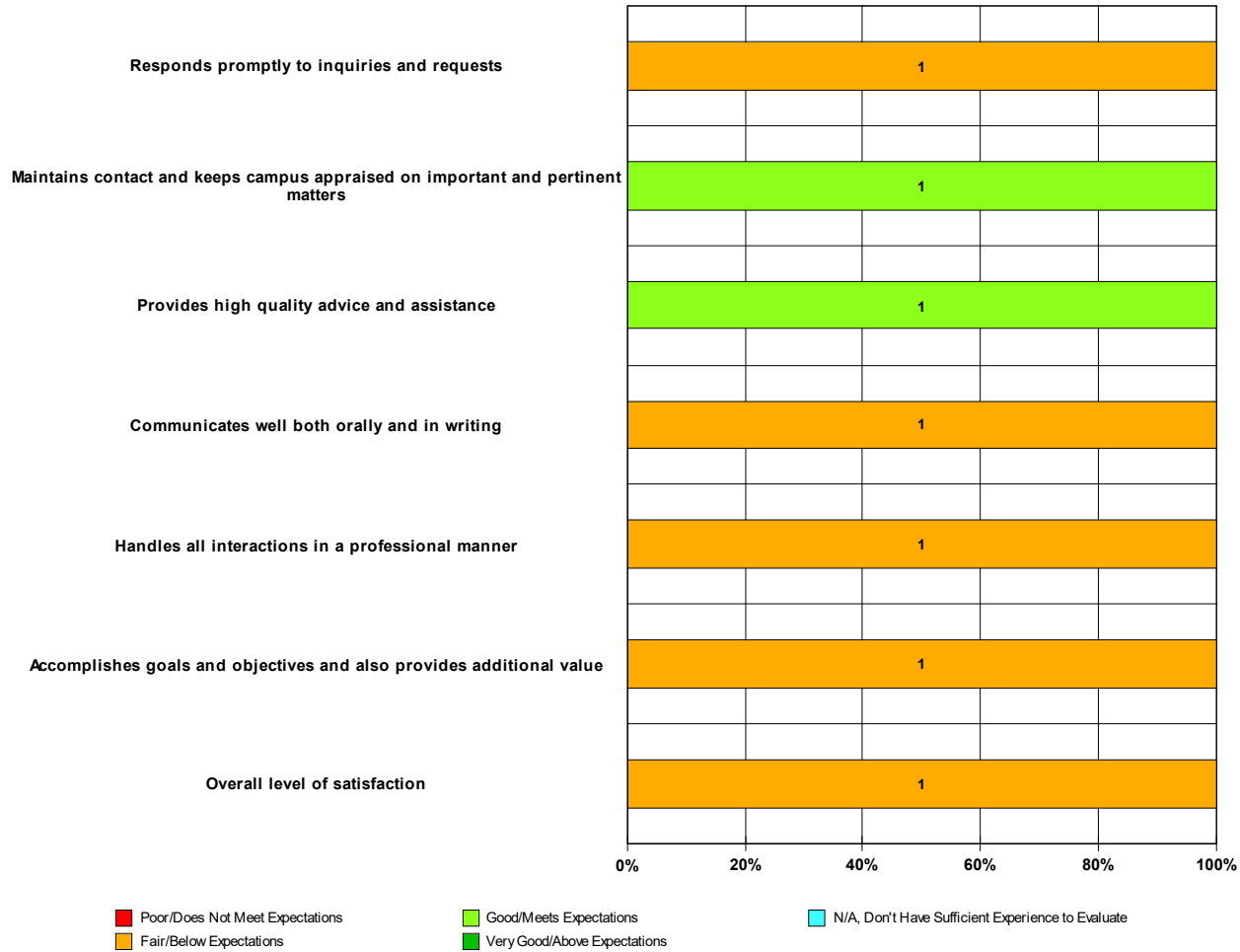
Analysis...: Q13.a to Q13.g
 Filter.....: All Respondents
 Score..... : Weight WT1
 Cells.....: Counts, Respondents

	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	2.29	-	5	2	-	-
Responds promptly to inquiries and requests	1	2.00	-	1	-	-	-
Maintains contact and keeps campus appraised on important and pertinent matters	1	3.00	-	-	1	-	-
Provides high quality advice and assistance	1	3.00	-	-	1	-	-
Communicates well both orally and in writing	1	2.00	-	1	-	-	-
Handles all interactions in a professional manner	1	2.00	-	1	-	-	-
Accomplishes goals and objectives and also provides additional value	1	2.00	-	1	-	-	-
Overall level of satisfaction	1	2.00	-	1	-	-	-

Q13.a to Q13.g Belfor

Analysis.: Q13.a to Q13.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q13.a to Q13.g Belfor



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

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 has good initial response . However there are serious gaps in billing and receiving invoice statement correctly and timely.

Q15.a to Q15.g Carl Warren & Co - Liability Claims Administrator

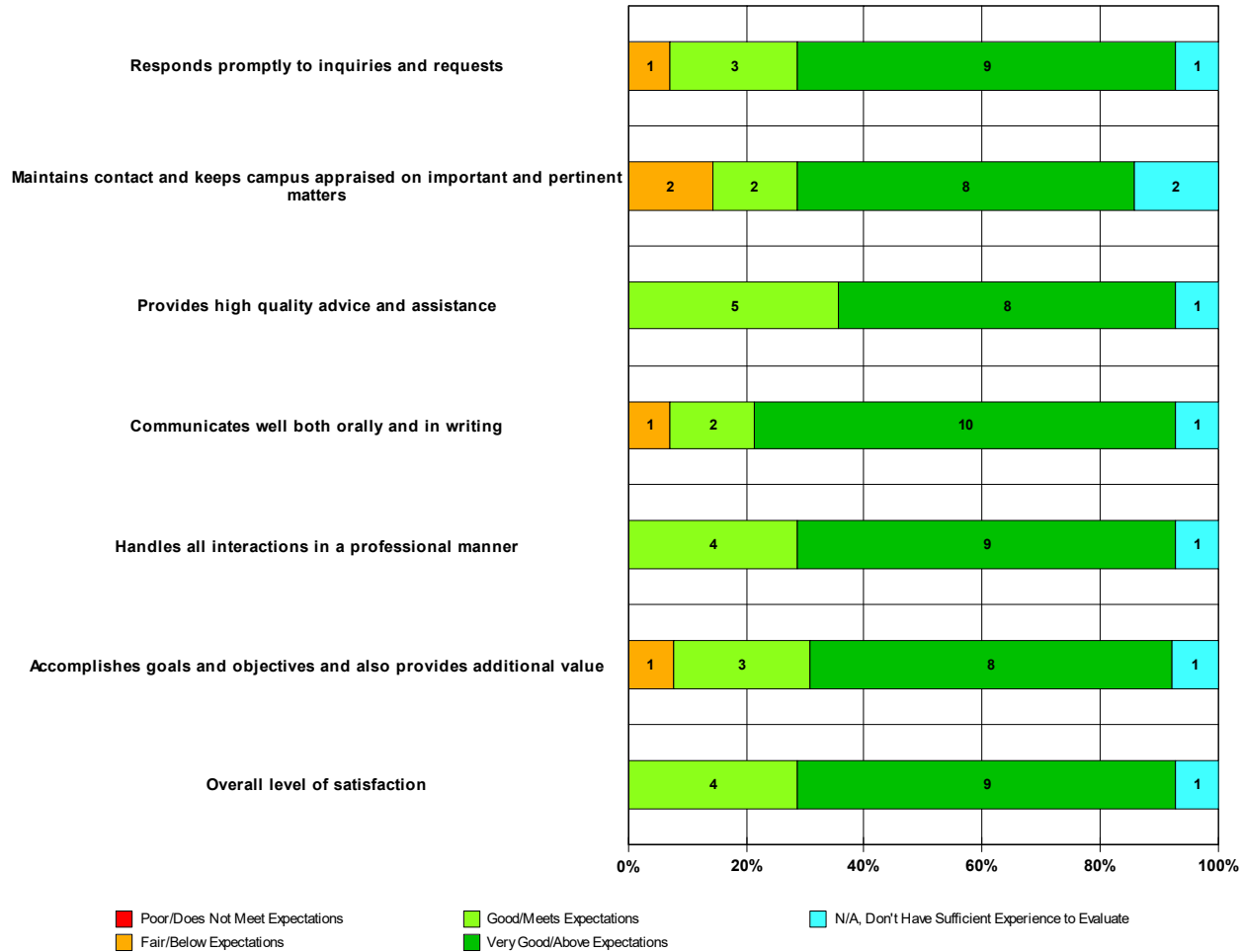
Analysis..: Q15.a to Q15.g
 Filter.....: All Respondents
 Score..... : Weight WT1
 Cells.....: Counts, Respondents

	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	97	3.63	-	5	23	61	8
Responds promptly to inquiries and requests	14	3.62	-	1	3	9	1
Maintains contact and keeps campus apprised on important and pertinent matters	14	3.50	-	2	2	8	2
Provides high quality advice and assistance	14	3.62	-	-	5	8	1
Communicates well both orally and in writing	14	3.69	-	1	2	10	1
Handles all interactions in a professional manner	14	3.69	-	-	4	9	1
Accomplishes goals and objectives and also provides additional value	13	3.58	-	1	3	8	1
Overall level of satisfaction	14	3.69	-	-	4	9	1

Q15.a to Q15.g Carl Warren & Co - Liability Claims Administrator

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

Q15.a to Q15.g Carl Warren & Co - Liability Claims Administrator



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

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>Enjoy working with Carl Warren. Very responsive to our needs.</i>
.
NA
<i>The response time from claim adjusters could be improved.</i>
<i>Claims administration provided constant communication and guidance for proposed settlement</i>
None
n/a
<i>I enjoy working with Carl Warren. They always seem to work in efficient harmony with Alliant.</i>
<i>Professional, thorough, and provide excellent assistance in navigating the claims process.</i>
<i>From the AORMA Committee perspective they do very good work and I'm confident in their approach to settlements. Have kept in touch with them about a potential future claim and Yumi has been great with that as well. Hopefully it won't progress to a claim.</i>

Q17.a to Q17.g CO Enterprise Accounting - Accounting Services

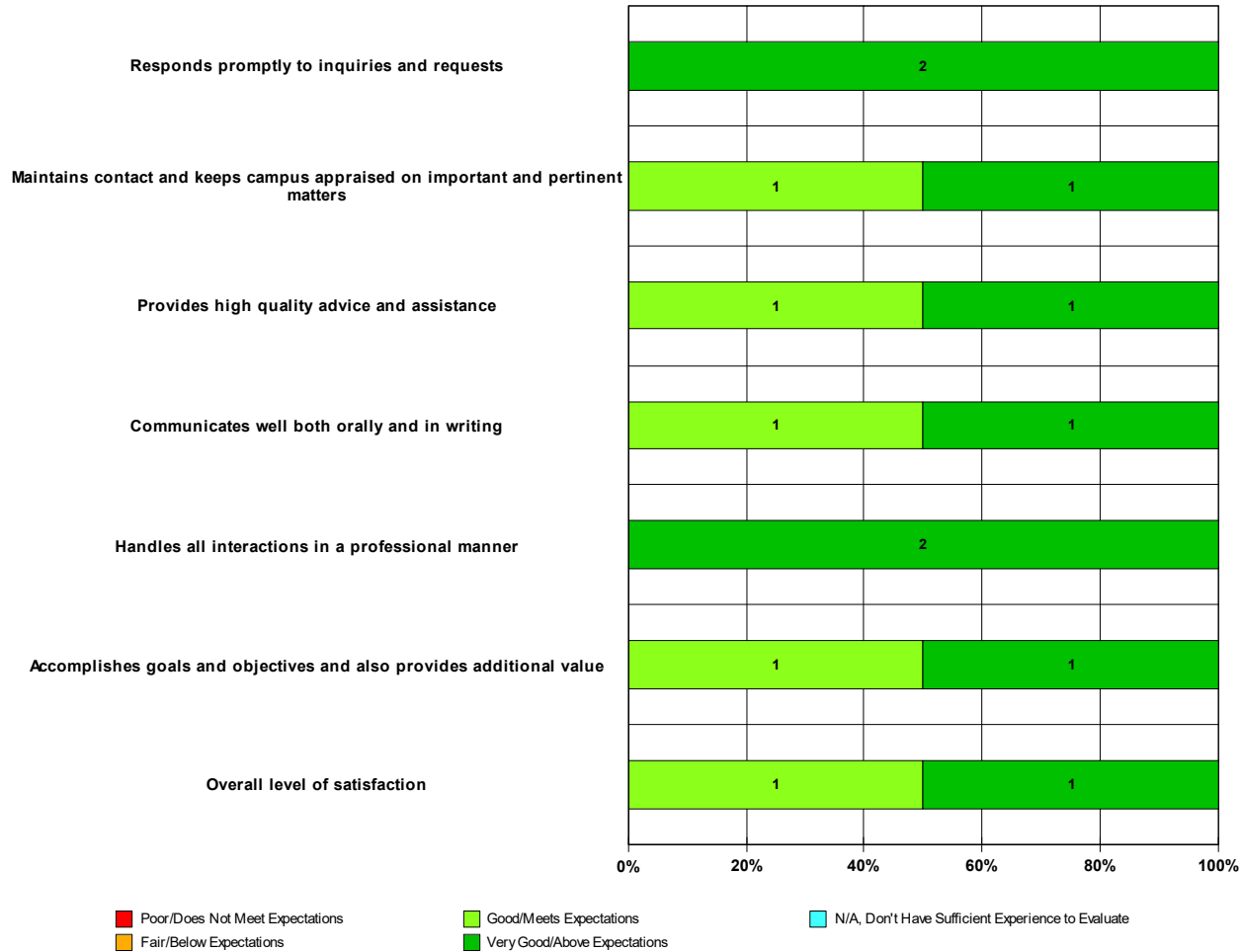
Analysis...: Q17.a to Q17.g
 Filter.....: All Respondents
 Score..... : Weight WT1
 Cells.....: Counts, Respondents

	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	14	3.64	-	-	5	9	-
Responds promptly to inquiries and requests	2	4.00	-	-	-	2	-
Maintains contact and keeps campus apprised on important and pertinent matters	2	3.50	-	-	1	1	-
Provides high quality advice and assistance	2	3.50	-	-	1	1	-
Communicates well both orally and in writing	2	3.50	-	-	1	1	-
Handles all interactions in a professional manner	2	4.00	-	-	-	2	-
Accomplishes goals and objectives and also provides additional value	2	3.50	-	-	1	1	-
Overall level of satisfaction	2	3.50	-	-	1	1	-

Q17.a to Q17.g CO Enterprise Accounting - Accounting Services

Analysis.: Q17.a to Q17.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q17.a to Q17.g CO Enterprise Accounting - Accounting Services



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

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>Limited contact with accounting team but inquiries were responded to accordingly</i>
<i>Excellent team with professional service.</i>

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

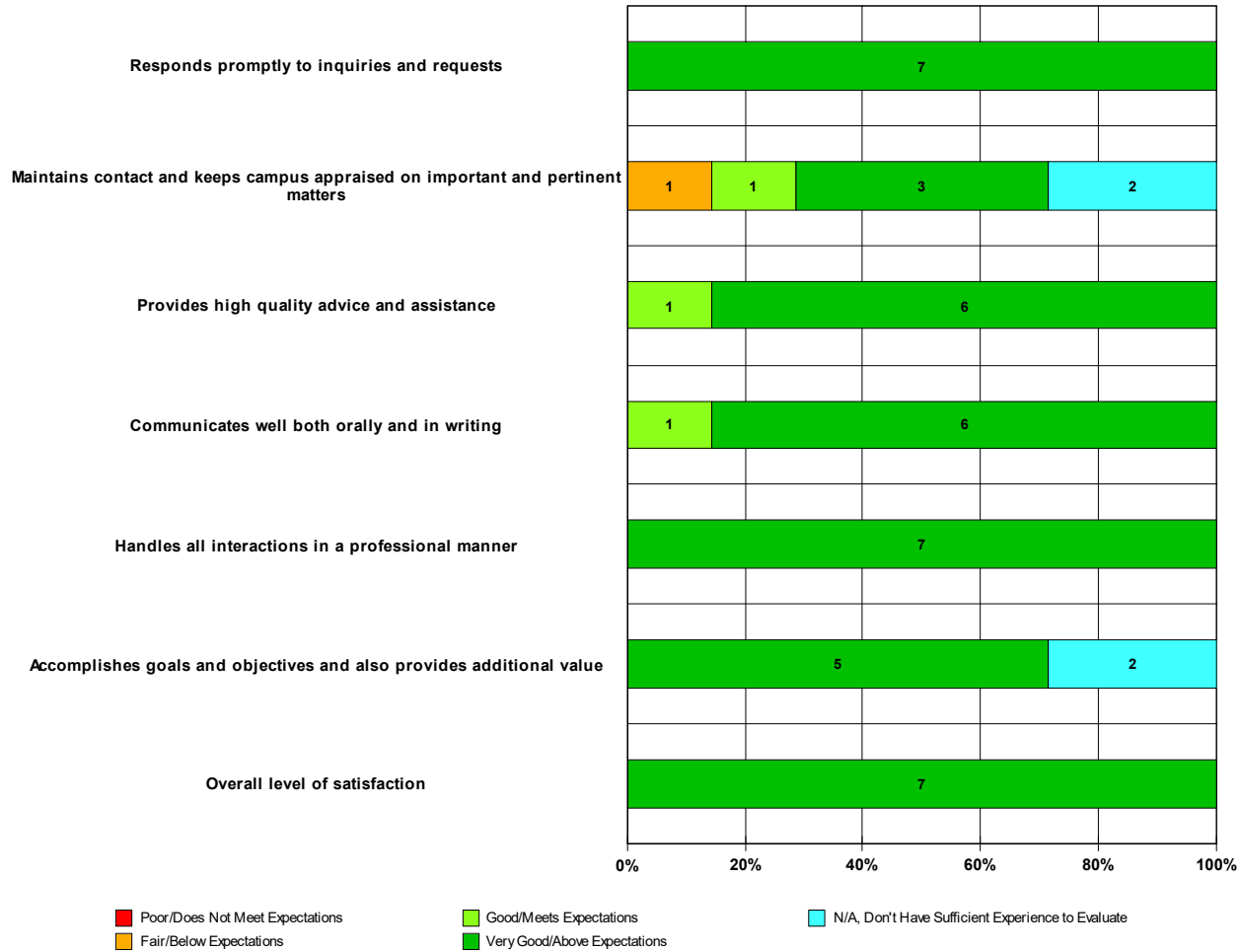
Analysis..: Q19.a to Q19.g
 Filter.....: All Respondents
 Score..... : Weight WT1
 Cells.....: Counts, Respondents

	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	49	3.89	-	1	3	41	4
Responds promptly to inquiries and requests	7	4.00	-	-	-	7	-
Maintains contact and keeps campus apprised on important and pertinent matters	7	3.40	-	1	1	3	2
Provides high quality advice and assistance	7	3.86	-	-	1	6	-
Communicates well both orally and in writing	7	3.86	-	-	1	6	-
Handles all interactions in a professional manner	7	4.00	-	-	-	7	-
Accomplishes goals and objectives and also provides additional value	7	4.00	-	-	-	5	2
Overall level of satisfaction	7	4.00	-	-	-	7	-

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



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

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>N/A</i>
<i>Very satisfied</i>
<i>RE: John Owen</i>
<i>Staff is friendly and reasonably approaches risk assessments.</i>
<i>CSURMA provided certification of the CSU insurance program for the CSU Institute, a special purpose auxliary authorized, as part of the documentation process associated with issuance of short-term commercial paper notes to finance CSU capital projects.</i>
<i>Very pleased with Zach's service.</i>
<i>Great proactive service</i>

Q21.a to Q21.g Employers Group - HR Consulting Services

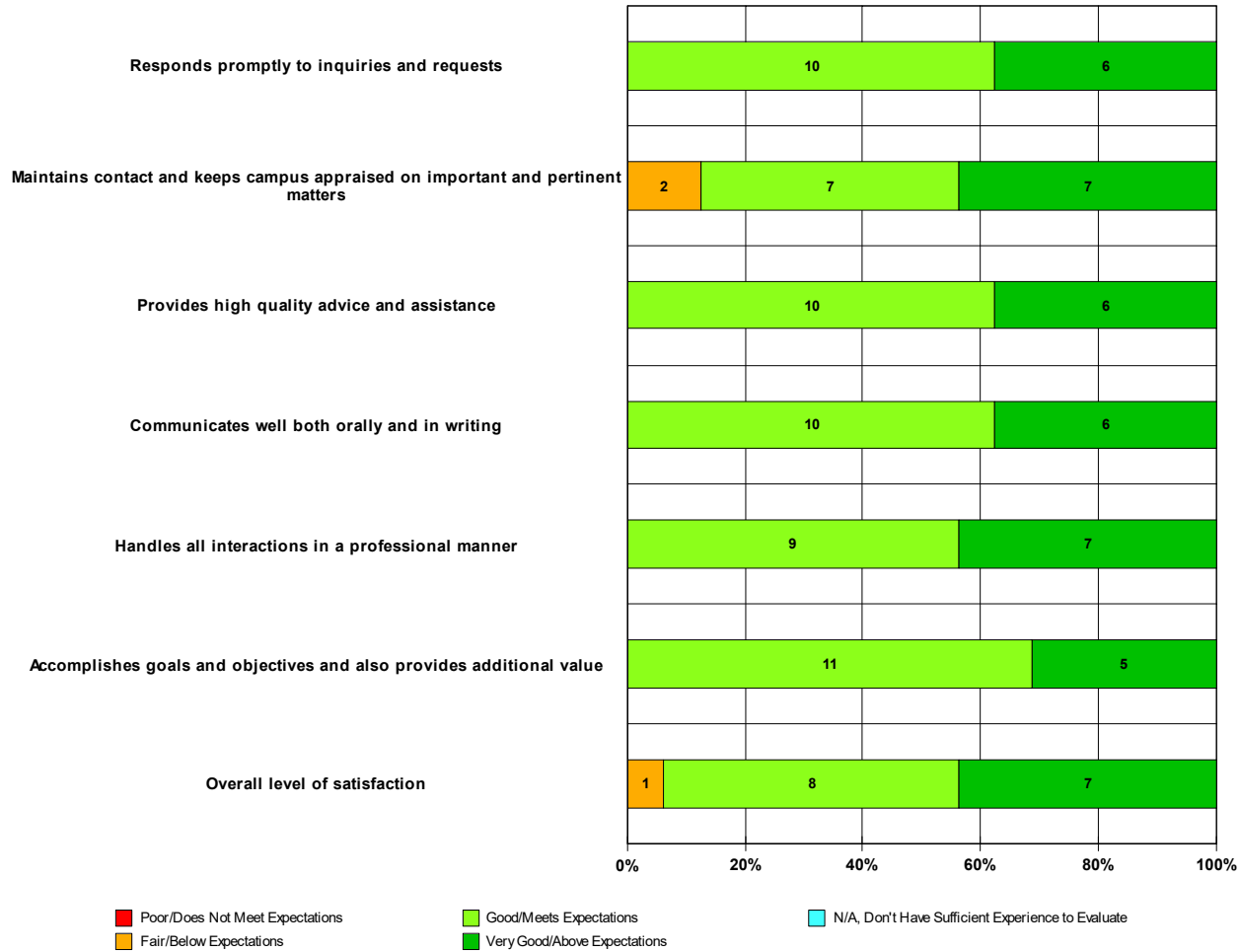
Analysis...: Q21.a to Q21.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	112	3.37	-	3	65	44	-
Responds promptly to inquiries and requests	16	3.38	-	-	10	6	-
Maintains contact and keeps campus apprised on important and pertinent matters	16	3.31	-	2	7	7	-
Provides high quality advice and assistance	16	3.38	-	-	10	6	-
Communicates well both orally and in writing	16	3.38	-	-	10	6	-
Handles all interactions in a professional manner	16	3.44	-	-	9	7	-
Accomplishes goals and objectives and also provides additional value	16	3.31	-	-	11	5	-
Overall level of satisfaction	16	3.38	-	1	8	7	-

Q21.a to Q21.g Employers Group - HR Consulting Services

Analysis.: Q21.a to Q21.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q21.a to Q21.g Employers Group - HR Consulting Services



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

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>Enjoy working with Employers Group. Very valuable resource to those of us in HR.</i>
<i>I see some staffing changes. I hope it will get back to the high quality service</i>
<i>NA</i>
<i>N/A</i>
<i>Have used Employers Group for both reference work and consulting with good results</i>
<i>None</i>
<i>a</i>
<i>n/a</i>
<i>we utilize the helpdesk most often, and all interactions have been GREAT!</i>
<i>nothing to add</i>
<i>There services fell off a bit this year. We no longer receive regular email notices from Bill Stephens on labor law updates. I feel they still haven't learned enough about auxiliary organizations to be as useful as possible. Utilized their Employee Survey successfully twice. However they had to be reminded a few times to get results. I think they can be a great resource though for some Aux. maybe just less so for us.</i>
<i>n/a</i>
<i>non</i>
<i>I have not used them much this year but I think it is a valuable service</i>
<i>no additional comments</i>
<i>none</i>

Q23.a to Q23.g Equifax Workforce Solutions - UI Claims Administrator

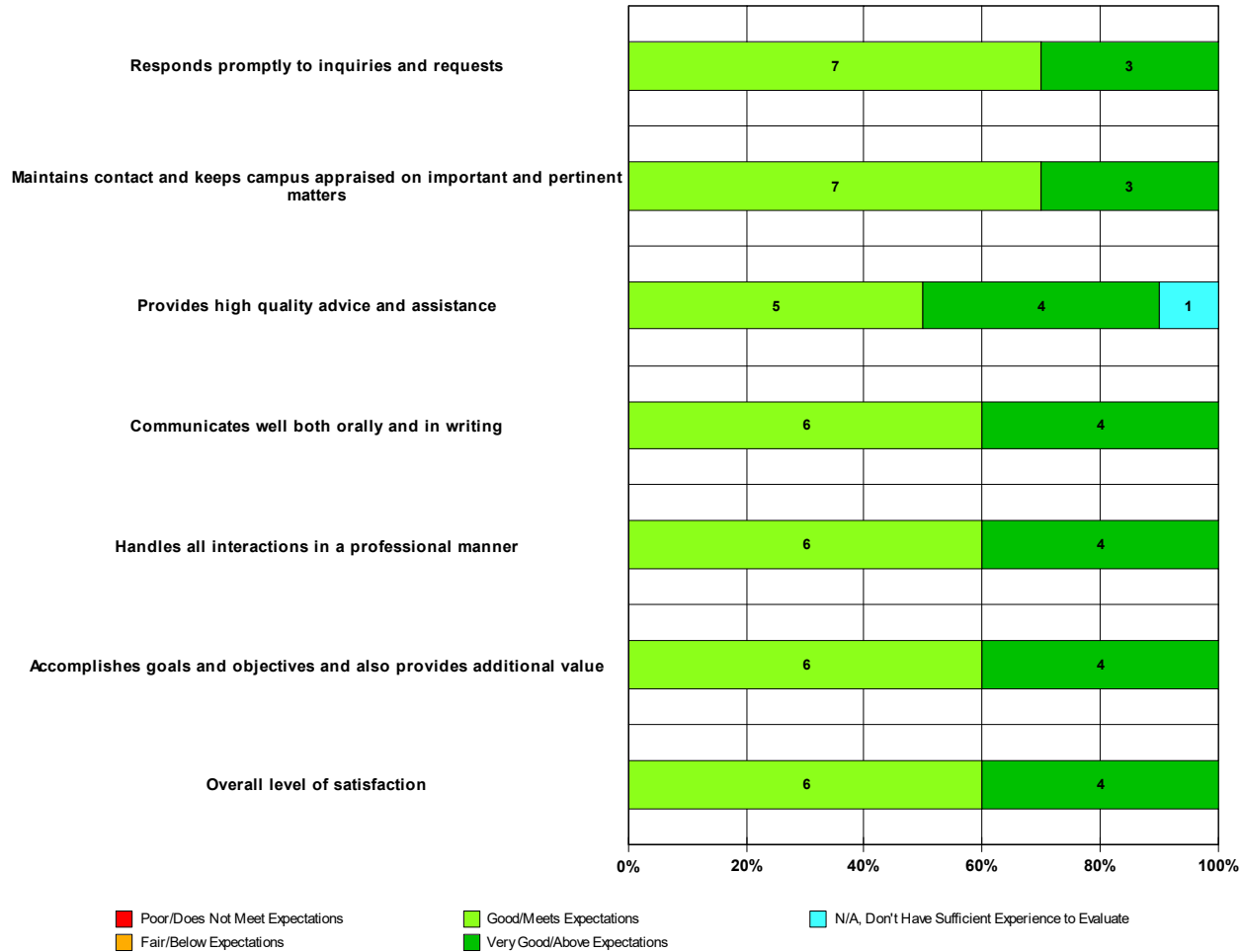
Analysis...: Q23.a to Q23.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	70	3.38	-	-	43	26	1
Responds promptly to inquiries and requests	10	3.30	-	-	7	3	-
Maintains contact and keeps campus appraised on important and pertinent matters	10	3.30	-	-	7	3	-
Provides high quality advice and assistance	10	3.44	-	-	5	4	1
Communicates well both orally and in writing	10	3.40	-	-	6	4	-
Handles all interactions in a professional manner	10	3.40	-	-	6	4	-
Accomplishes goals and objectives and also provides additional value	10	3.40	-	-	6	4	-
Overall level of satisfaction	10	3.40	-	-	6	4	-

Q23.a to Q23.g Equifax Workforce Solutions - UI Claims Administrator

Analysis.: Q23.a to Q23.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q23.a to Q23.g Equifax Workforce Solutions - UI Claims Administrator



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

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>Very organized.</i>
<i>The It system is complex. Usually I am having problem in accessing the data. Our representative very helpful</i>
<i>N/A</i>
<i>n/a</i>
<i>no comments</i>
<i>No additional comments</i>
<i>Irene Wang is a fantastic representative. She is always reaching out to insure we are aware of deadlines and a valuable resource when dealing with UI issues.</i>
<i>No additional comments</i>
<i>No additional comments</i>
<i>none</i>

Q25.a to Q25.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training

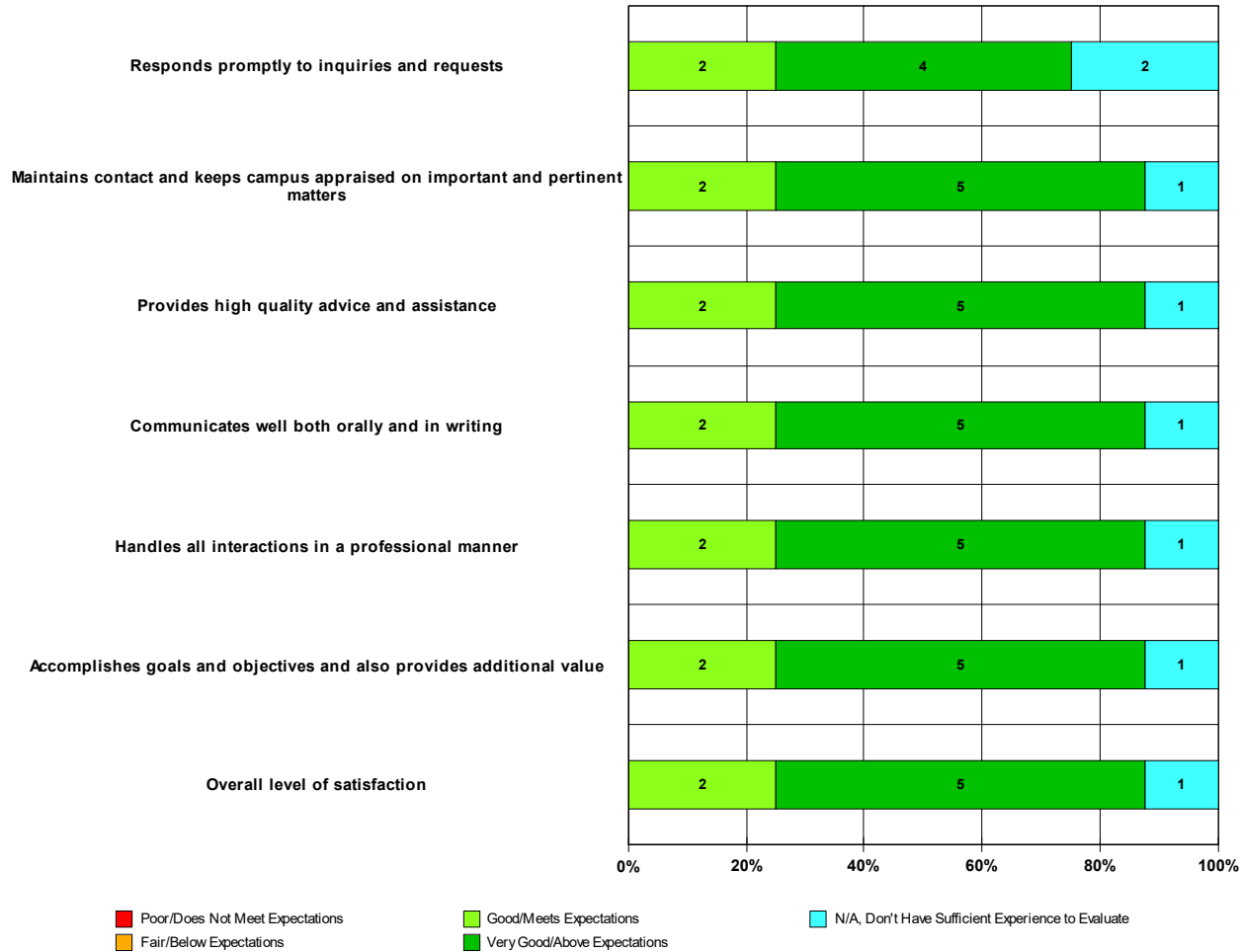
Analysis...: Q25.a to Q25.g
 Filter.....: All Respondents
 Score..... : Weight WT1
 Cells.....: Counts, Respondents

	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	56	3.71	-	-	14	34	8
Responds promptly to inquiries and requests	8	3.67	-	-	2	4	2
Maintains contact and keeps campus appraised on important and pertinent matters	8	3.71	-	-	2	5	1
Provides high quality advice and assistance	8	3.71	-	-	2	5	1
Communicates well both orally and in writing	8	3.71	-	-	2	5	1
Handles all interactions in a professional manner	8	3.71	-	-	2	5	1
Accomplishes goals and objectives and also provides additional value	8	3.71	-	-	2	5	1
Overall level of satisfaction	8	3.71	-	-	2	5	1

Q25.a to Q25.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training

Analysis.: Q25.a to Q25.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q25.a to Q25.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training



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

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>The CPG training at Sacramento State was very informative.</i>
<i>Attended the Praesidium Guardian training in the summer. Excellent opportunity, and I gained many tools and resources to bring back to my campus.</i>
<i>n/a</i>
<i>none</i>
<i>Partnership with Praesidium for in person and web-based training and consulting for minors on campus is great!</i>
<i>Have not used Praesdidium Inc.</i>
<i>Na</i>

Q27.a to Q27.g Sedgwick CMS - AORMA Workers' Compensation Claims Administrator

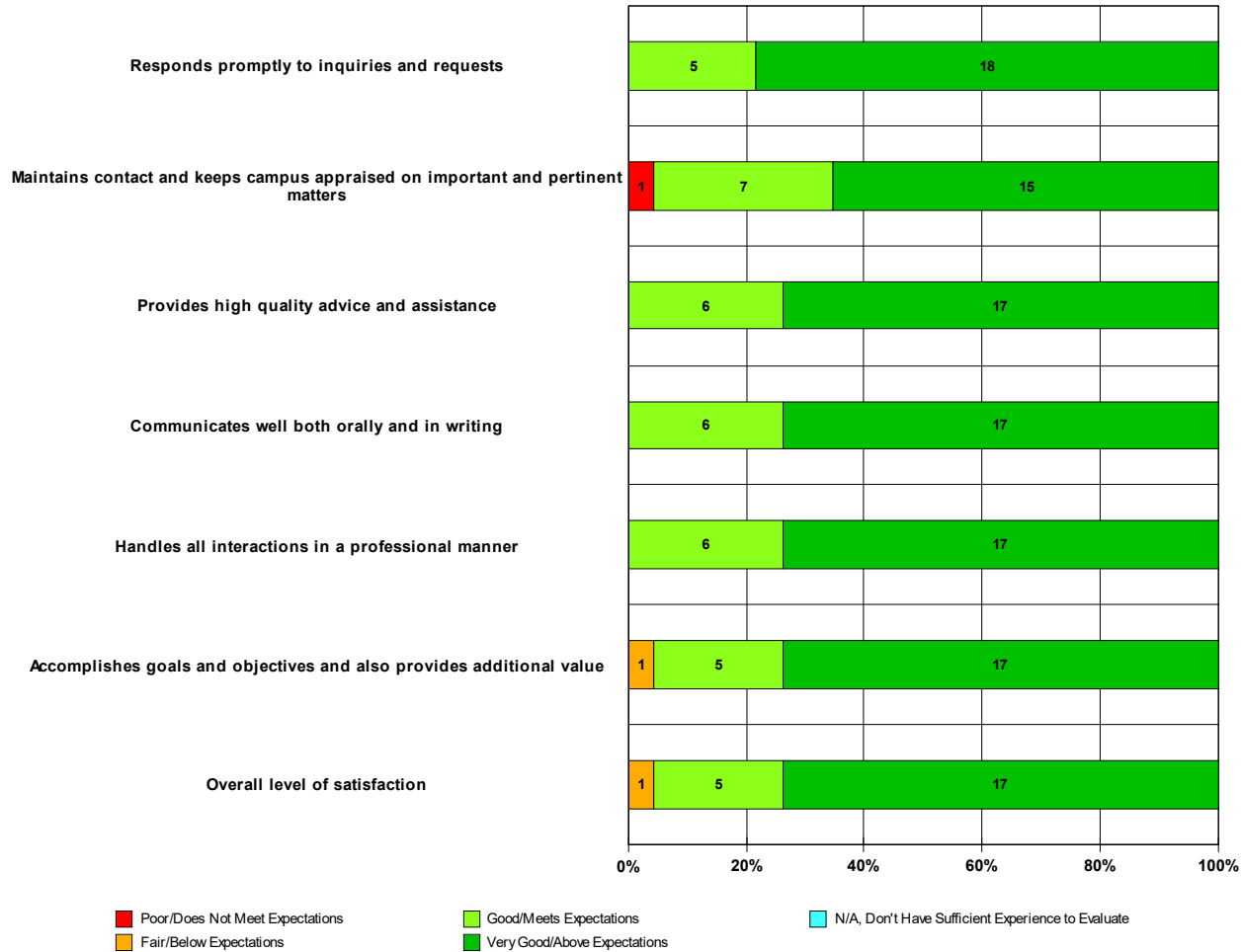
Analysis...: Q27.a to Q27.g
 Filter.....: All Respondents
 Score..... : Weight WT1
 Cells.....: Counts, Respondents

	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	161	3.71	1	2	40	118	-
Responds promptly to inquiries and requests	23	3.78	-	-	5	18	-
Maintains contact and keeps campus apprised on important and pertinent matters	23	3.57	1	-	7	15	-
Provides high quality advice and assistance	23	3.74	-	-	6	17	-
Communicates well both orally and in writing	23	3.74	-	-	6	17	-
Handles all interactions in a professional manner	23	3.74	-	-	6	17	-
Accomplishes goals and objectives and also provides additional value	23	3.70	-	1	5	17	-
Overall level of satisfaction	23	3.70	-	1	5	17	-

Q27.a to Q27.g Sedgwick CMS - AORMA Workers' Compensation Claims Administrator

Analysis.: Q27.a to Q27.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q27.a to Q27.g Sedgwick CMS - AORMA Workers' Compensation Claims Administrator



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

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>Love working with Sedgwick. They are extremely personable, responsive and definitely look out for our best interest while making sure the employee is well taken care of.</i>
<i>No comments</i>
<i>NA</i>
<i>Our claims adjuster is amazing!</i>
<i>Good and steady ongoing support</i>
<i>a</i>
<i>N/A</i>
<i>n/a</i>
<i>Awesome interactions, great insight and always willing to answer any and all of our questions as we navigate WC claims.</i>
<i>I have a great relationship with our Claim Administrators. They are very responsive and provide very good customer service. They are good with follow up with me on claims. They are very patient, especially when I have questions or need things explained in detail. Our Administrator, Katie Brant. has made herself available on her time off to assist us with claim or questions.</i>
<i>n</i>
<i>Continues to be beneficial in assisting us with our WC Claims. Katie is excellent at explaining things and keeping us update.</i>
<i>Sedgwick changed their phone numbers and the contact list on the Aorma site was not updated. Had difficulty reaching Sedgwick rep or claim examiner. Do not receive WC claim updates from claim examiner. Receive initial email asking if I have any claim concerns and that is where communication stops.</i>
<i>None.</i>
<i>They're very good about responding and we've had no issues despite some turnover on our staff.</i>
<i>Meet expectations.</i>
<i>no additional commentw</i>
<i>none</i>
<i>So very glad to have Katie back on our cases</i>
<i>Partnership with Sedgwick for Workers Comp is fantastic!</i>
<i>Katie is quite knowledgeable. She just needs to soften her approach with claimants.</i>

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

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>none</i>
<i>none</i>

Q29.a to Q29.g Skillport / SumTotal - Web-based Training

Analysis..: Q29.a to Q29.g

Filter.....: All Respondents

Score.....: Weight WT1

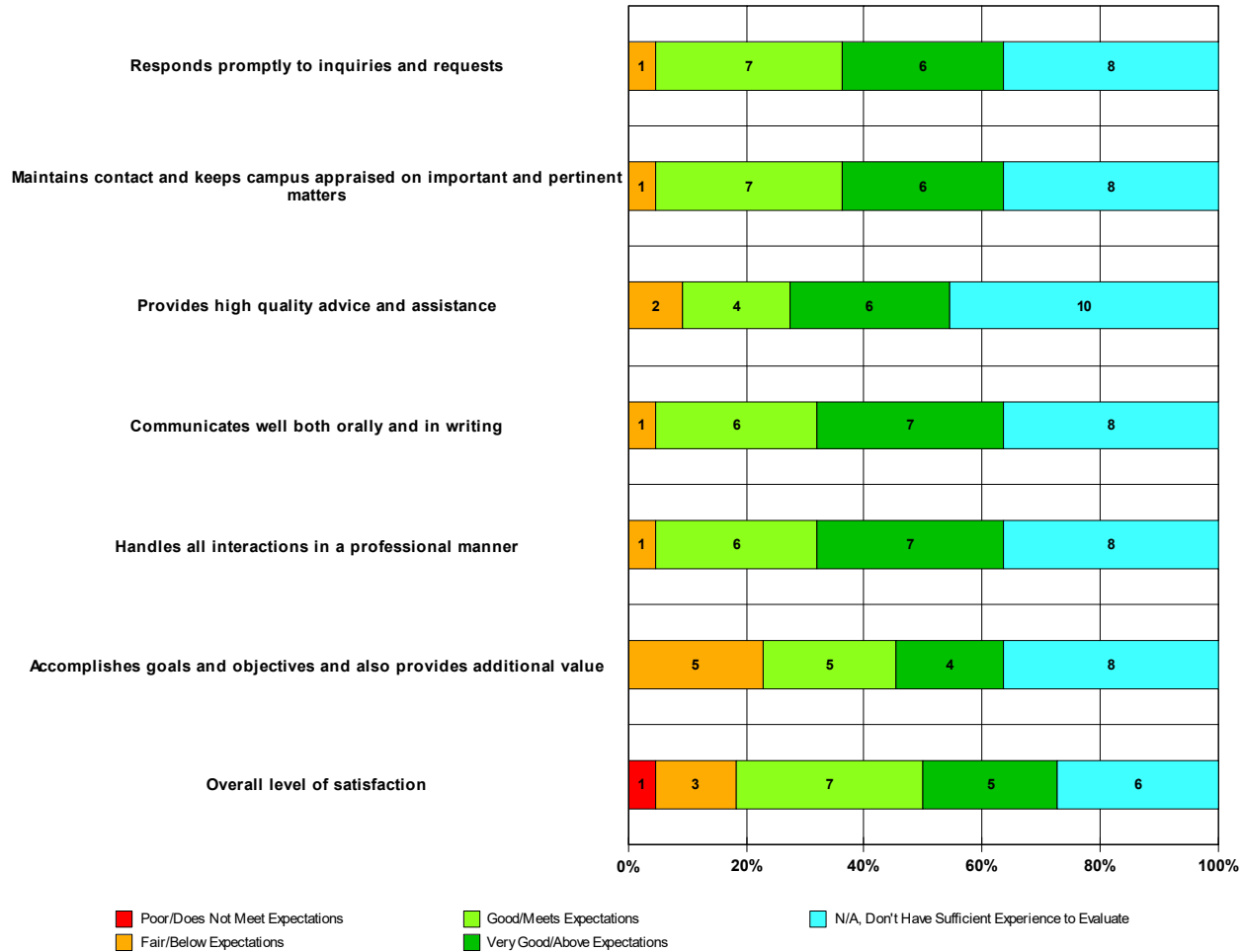
Cells.....: Counts, Respondents

	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	154	3.26	1	14	42	41	56
Responds promptly to inquiries and requests	22	3.36	-	1	7	6	8
Maintains contact and keeps campus apprised on important and pertinent matters	22	3.36	-	1	7	6	8
Provides high quality advice and assistance	22	3.33	-	2	4	6	10
Communicates well both orally and in writing	22	3.43	-	1	6	7	8
Handles all interactions in a professional manner	22	3.43	-	1	6	7	8
Accomplishes goals and objectives and also provides additional value	22	2.93	-	5	5	4	8
Overall level of satisfaction	22	3.00	1	3	7	5	6

Q29.a to Q29.g Skillport / SumTotal - Web-based Training

Analysis.: Q29.a to Q29.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q29.a to Q29.g Skillport / SumTotal - Web-based Training



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

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>We keep trying to transition over to SumTotal but the auxiliaries are the last to be included or something always doesn't work right. Trainings are way over our head and difficult to understand. No user friendly. We do not have the time that seems to be required to really learn the system and understand it well.</i>
<i>Was pretty difficult implementation process</i>
<i>NA</i>
<i>The transition has bit a little difficult, but we are making progress and moving in a positive direction.</i>
<i>Limited use support other than mandatory training</i>
<i>For responses Skillport/Sum Total = CSU Learn Responses from Skillport/Sum Total = Chris and Fernando Chris and Fernando are phenomenal!! They system itself is not intuitive and overly complicated and there's no way any user could ever get the most or anything out of it without devoting full time to understand how it functions. The fact that individual auxiliaries are not built out on their own make the system, reporting, and tracking impossible!</i>
<i>n/a</i>
<i>None</i>
<i>The system itself was not always been the easiest to use and some functions don't work for our needs but it has gotten better</i>
<i>The issues are campus level. The CO's office is relatively responsive but refers us back to our campus and nothing changes/happens. We are still without access to the system. We would prefer more direct interactions. Therefore these ratings are misleading as they only represent our limited direct interactions with CO's office.</i>
<i>N/A</i>
<i>Chris Fondacaro and Fernando Leal are wonderful.</i>
<i>none.</i>
<i>While I believe SumTotal brings great value to training and development systemwide, the roll out for auxiliaries has been unfortunate. Our particular auxiliary was so excited to use it because so much was promised in the beginning. Totally understandable that in production a lot can change. But so much changed, and we still aren't able to use it yet for all of our employees yet.</i>
<i>Chris Fondacaro and team are fabulous!</i>
<i>Some challenges in rolling over some areas of data. Some parts still not real user friendly for querying reports</i>
<i>Still does not address all of the needs of our auxiliary.</i>
<i>Meet expectations.</i>

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

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

Filter.....: All Respondents

Options.. : Transposed

<p>Please use the space below to provide us with any additional comments or suggestions:</p>
<p><i>Chris is great and very responsive. I can't comment on the CSU Learn system because we have not been able to utilize it. Many issues- Trying to get emails created timely for new employees as well as problems with access for them. Some of us don't have our own IT which means HR needs to find ways to be systems people.</i></p>
<p><i>Lots of issues with sumtotal especially for auxiliaries. Example, not able to run reports for only auxiliary employees.</i></p>
<p><i>unfortunately I am still unable to use this system to assign training. I am out of compliance in a variety of training areas as a result. The roll out of this system has been frustrating.</i></p>
<p><i>My only interaction with Skillport/SumTotal is participating in training.</i></p>

Copy of the SNAP Professional Survey

CSURMA / AORMA

California State University Risk Management Authority

In this survey you will have a chance to evaluate the level of service, communication, professionalism, and responsiveness of the CSURMA / AORMA service providers listed below. All of your responses are confidential. Your candid responses are greatly appreciated and will help us ensure you receive excellent service. To take the survey click on the **Next** button below.

Please "select" all Vendor/Service Providers that you worked with from January 1, 2019 through December 31, 2019:






- Agility Recovery Solutions, Inc. (Agility)
- Alliant Insurance Services - AORMA Insurance Brokerage/Consulting
- Alliant Insurance Services - AORMA Program Administrator
- Alliant Insurance Services - AORMA Property/Crime Claims Administrator
- Alliant Loss Control & Safety Services
- Belfor - Property Loss Mitigation & Restoration
- Carl Warren & Co - Liability Claims Administrator
- CO Enterprise Accounting - Accounting Services
- CO Office of Risk Management - Risk Consulting
- Employers Group - HR Consulting Services
- Equifax Workforce Solutions - UI Claims Administrator
- Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training
- Sedgwick CMS - AORMA Workers' Compensation Claims Administrator
- Skillport / SumTotal - Web-based Training

Q2

This page refers to your interactions with **Agility Recovery Solutions, Inc. (Agility):**

The program administrator for CSURMA/AORMA, providing services including administrative support for the CSURMA Board of Directors, CSURMA Executive Committee, AORMA committees and providing administrative services for self-funded programs.

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q3a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>






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

Q4

This page refers to your interactions with **Alliant Insurance Services - AORMA Insurance Brokerage/Consulting:**

Provides broker/consulting services for CSURMA/AORMA purchased insurance.

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q5a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q5b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q5c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q5d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q5e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q5f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q5g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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






Q6

This page refers to your interactions with [Alliant Insurance Services - AORMA Program](#)

[Administrator:](#)

The program administrator for CSURMA/AORMA, providing services including administrative support for the CSURMA Board of Directors, CSURMA Executive Committee, AORMA committees and providing administrative services for self-funded programs.

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q7a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>






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

Q8

This page refers to your interactions with [Alliant Insurance Services - AORMA Property/Crime Claims Administrator](#):

The claims administrator for AORMA providing property and crime claims administrator services.

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q9a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q9b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q9c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q9d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q9e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q9f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q9g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>






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

Q10

This page refers to your interactions with **Alliant Loss Control & Safety Services:**

Provides Loss Control and Safety Services for the Auxiliaries with on-site assessments, safety days, safety webinars, conference training, individual consulting and loss control hot-line.






Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q11a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q11b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q11c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q11d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q11e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q11f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q11g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Q12

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q13a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q13b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q13c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q13d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q13e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q13f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q13g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>






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

Q14

This page refers to your interactions with Carl Warren & Co - Liability Claims Administrator:

The liability claims administrator for the auxiliaries.






Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i> 	<i>Fair/Below Expectations</i> 	<i>Good/Meets Expectations</i> 	<i>Very Good/Above Expectations</i> 	<i>N/A, Don't Have Sufficient Experience to Evaluate</i> 
Q15a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Q16






Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q17a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q17b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q17c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q17d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q17e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q17f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q17g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Q18

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i> 	<i>Fair/Below Expectations</i> 	<i>Good/Meets Expectations</i> 	<i>Very Good/Above Expectations</i> 	<i>N/A, Don't Have Sufficient Experience to Evaluate</i> 
Q19a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>






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

Q20

This page refers to your interactions with **Employers Group - HR Consulting Services:**

Provides consulting and assistance in HR-related matters.






Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q21a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q21b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q21c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q21d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q21e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q21f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q21g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Q22

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q23a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q23b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q23c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q23d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q23e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q23f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q23g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>






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

Q24

This page refers to your interactions with **Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training:**

Provides web-based training and consulting for minors on campus.

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i> 	<i>Fair/Below Expectations</i> 	<i>Good/Meets Expectations</i> 	<i>Very Good/Above Expectations</i> 	<i>N/A, Don't Have Sufficient Experience to Evaluate</i> 
Q25a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>






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

Q26

This page refers to your interactions with [Sedgwick CMS - AORMA Workers' Compensation Claims Administrator](#):

Provides web-based training and consulting for minors on campus.






Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q27a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q27b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q27c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q27d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q27e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q27f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q27g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Q28

Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q29a	Responds promptly to inquiries and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q29b	Maintains contact and keeps campus apprised on important and pertinent matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q29c	Provides high quality advice and assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q29d	Communicates well both orally and in writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q29e	Handles all interactions in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q29f	Accomplishes goals and objectives and also provides additional value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q29g	Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Q30

Click the **"Submit"** button below to complete this survey.

Thank you for your feedback.

CSURMA COMMITTEE MEMBER PROFESSIONAL DEVELOPMENT

ISSUE: Policy and Procedure No. 12 states, “it is in the best interest of the Authority that individuals who serve on the CSURMA Executive Committee are knowledgeable of the administrative workings of joint powers authorities and risk management practices, procedures, and insurance markets. It shall be the policy of the CSURMA to fund annually travel for Executive Committee Members who elect to attend professional development training and conferences ...” Eligible programs include risk management related courses and attendance at conferences such as PARMA, CAJPA, PRIMA, URMIA, NACUBO, WACUBO or other similar professional conferences.

RECOMMENDATION: No action is required; this item is for information only.

FISCAL IMPACT: If the Board of Directors adopts a budget that includes travel expenses for Executive Committee professional development, then travel during the applicable fiscal year will be approved and reimbursed. Allowable expenses include registration costs up to \$1,500 and travel expenses.

BACKGROUND: Additional information can be found directly on the associations’ websites.

- www.nacubo.org - National Association of College and University Business Officers
- www.urmia.org - University Risk Management and Insurance Association
- www.parma.com - Public Agency Risk Management Risk Management Association
- www.wacubo.org - Western Association of College and University Business Officers
- www.primacentral.org - Public Risk Management Association
- www.cajpa.org - California Association of Joint Powers Authorities
- www.agrip.org - Association of Governmental Risk Pools
- www.cwcworkcomp.org - California Coalition on Workers’ Compensation

PUBLICATION: None.

ATTACHMENT(S):

- a. Policy and Procedure No. 12 – CSURMA Committee Member Professional Development



CSURMA **POLICY AND PROCEDURE NO. 12**

ADOPTED: March 24, 2011, March 21, 2014, January 10, 2016

EFFECTIVE: January 10, 2016

SUBJECT: CSURMA COMMITTEE MEMBER PROFESSIONAL DEVELOPMENT

Should there be any discrepancy between this document and either the JOINT POWERS AGREEMENT or BYLAWS, the JOINT POWERS AGREEMENT and BYLAWS will govern.

POLICY:

It is in the best interest of the Authority that individuals who serve on the CSURMA Executive Committee are knowledgeable of the administrative workings of joint powers authorities and risk management practices, procedures, and insurance markets. It shall be the policy of the CSURMA to fund annually travel for Executive Committee Members who elect to attend professional development training and conferences as described in this Policy and Procedure.

PROCEDURE:

1. If the Board of Directors adopts a budget that includes travel expenses for Executive Committee professional development, then travel during the applicable fiscal year will be approved and reimbursed pursuant to this Policy and Procedure.
2. The Executive Committee member may submit to the Secretary-Auditor a written request to attend a professional development program. Eligible programs shall include risk management related courses and attendance at conferences such as PARMA, CAJPA, PRIMA, URMIA, NACUBO, WACUBO or other similar professional conferences.

Allowable Expenses

- a) **Registration** cost of registering for the Professional Development conference in the amount not to exceed \$1,500.00.

Travel Expenses pursuant to CSURMA Policy and Procedure No. 17 – Travel Reimbursement.

3. The Attendee will provide the Executive Committee or Board of Directors with a verbal or written report of information gained from the professional development program attended.

CSURMA ADMINISTRATIVE SERVICE CALENDAR

ISSUE: This item is provided as information to advise the Executive Committee of the various recurring administrative activities and when they take place over the course of the year. It includes items noting when they appear before the Executive Committee and Board of Directors. It is to be provided for information with each agenda packet.

RECOMMENDATION: It is recommended that the Executive Committee review the CSURMA Administrative Service Calendar and provide direction to staff as appropriate.

FISCAL IMPACT: No direct fiscal impact is expected.

BACKGROUND: None.

PUBLICATION: None.

ATTACHMENT(S):

- a. CSURMA Administrative Service Calendar

ACTION / RESPONSIBILITY	LEAD	STATUS
JANUARY 2020		
1 Review of all CSURMA Policies and Procedures (odd in odd years / even in even years)	Amy Lightner	Completed
2 Reminder for EC to Appoint the EC Nominating Committee for May BOD election	Mimi Long	Completed
3 State Filing - Statement of Facts – Roster of Public Agencies - file with Secretary of State	Tevea Him	Completed
4 State Filing - Joint Powers Authority - file with Secretary of State - As Needed	Tevea Him	Completed
5 State Filing - Financial Statement to the County Auditor and State Controller	Tevea Him	Completed
6 Treasurers' Bond	Van Rin	Completed
7 Announce the new AORMA Committee open seats on the AORMA Committee at the AOA Conference	Mimi Long	Completed
8 FORM 700 - JPA ADMIN sends Form 700 to CSURMA FILERS	Tevea Him	Completed
9 AORMA Member Budget Letter	Mimi Long	Completed
10 Workers' Compensation Scorecard - Receive report from Sedgwick and distribute at Dec 31st	Tevea Him	Completed
CSURMA AOA CONFERENCE	Mimi Long	Completed
CSURMA EC Meeting	Mimi Long	Completed
AIME Committee Meeting	Stacey Weeks	Completed
FEBRUARY 2020		
1 CSURMA Cash Flow Statement at Dec 31st (upon request)	Susan Leung	Completed
2 AORMA Liability Program - Reinsurance Recovery / EPL Deductible Recovery at Dec 31st (verify w/ Yumi)	Mimi Long	Completed
MARCH 2020		
1 Chancellor's Office Services Budget Proposals	Mimi Long	Completed
2 CSURMA Budget	Susan Leung	Completed
3 CSURMA Mid-Term Budget Amendments	Susan Leung	Completed
4 CSURMA Master Investment Policy	Mimi Long	Completed
5 Review and adoption of Applicable Integrated CSU Administrative Manual Policies	Mimi Long	Completed
6 Review and adoption of CSURMA's Data Security Policies	Mimi Long	Completed
7 CSU International Programs Funding	Mimi Long	Completed
8 Campus Liability Risk Pool claims audit (every odd year)	Mimi Long	N/A
9 AORMA Liability Program claims audit (every odd year)	Mimi Long	N/A
10 AORMA Workers' Compensation program claims administration audit (every even year)	Jacki Graf	In Process
11 Campus Workers' Compensation Risk Pool claims audit (every odd year)	Jacki Graf	N/A
12 AIME Risk Pool claims audit (every odd year)	Mimi Long	N/A
13 Campus Risk Pools Funding Status Report	Amy Lightner	Completed
14 Auxiliary Service Provider Report	Mimi Long	In Process
15 Appointment of the Campus Programs RPTG - Spring 2022 (FY 2023/2024)	Amy Lightner	N/A
16 FORM 700 - Follow up No. 3 - JPA ADMIN follows up with FILER	Tevea Him	Completed
17 Forward to the AOA EC the slate of nominees to fill the open seats on the AORMA Committee	Mimi Long	Completed
18 Completion of the Form 700 – Statement of Economic Interest	Tevea Him	pending
CSURMA EC Meeting	Mimi Long	
CSURMA EC LRP Meeting	Mimi Long	
APRIL 2020		
1 JPA ADMIN verifies BOD Campus Primary and Alternate representative remain in place by contacting campus representatives (i.e. ensure no leave of absence, retirement, change in duties, etc.)	Tevea Him	
2 Election for AORMA Committee term beginning on July 1st (election closes April 30)	Tevea Him	Completed
3 Workers' Compensation Scorecard - Receive report from Sedgwick and distribute	Tevea Him	In Process
MAY 2020		
1 Approval by BOD Resolution allowing Treasurer to invest or reinvest funds (P/O Budget Resolution)	Tevea Him	
2 Approval of Conflict of Interest Code by BOD every even-number year - File with FPPC as required	Tevea Him	
3 Approval of Long Range Action Plan for upcoming fiscal year	Mimi Long	
4 Campus Risk Pools Funding Status	Amy Lightner	
5 Nominating Committee Report and Executive Committee Elections	Mimi Long	
6 Adoption of the FY 2020/21 CSURMA Operating Budget	Susan Leung	
7 CSURMA Quarterly Investment Reschedule	Tevea Him	
8 CSURMA Cash Flow Statement at March 31st (upon request)	Susan Leung	
9 Announce AORMA Committee members for the new term beginning July 1st	Tevea Him	
10 Send out appointment letters to the newly elected AORMA Committee members for the term beginning on July 1st	Tevea Him	
11 Send out appointment letters to the newly elected Executive Committee members for the term beginning on July 1st	Tevea Him	
AIME Committee Meeting	Stacey Weeks	
CSURMA BOD NMO Meeting via Teleconference	Amy Lightner	
AORMA Committee Meeting	Mimi Long	

ACTION / RESPONSIBILITY	LEAD	STATUS
CSURMA EC Meeting	Mimi Long	
CSURMA BOD Meeting	Mimi Long	
JUNE		
1 AORMA Liability Program - Reinsurance Recovery / EPL Deductible Recovery (verify w/ Yumi)	Mimi Long	
<i>Expiring Contract: CO Enterprise Accounting / Financial Services - June 30, 2020</i>	Mimi Long	
<i>Expiring Contract: CO Risk Management - June 30, 2020</i>	Mimi Long	
<i>Expiring Contract: CO OGC / Legal - June 30, 2020</i>	Mimi Long	
<i>Expiring Contract: CO Systemwide Professional Development (AORMA online training)</i>	Mimi Long	
<i>Expiring Contract: UC Office of Risk Services Performing Arts Center of Excellence - November 1, 2013 to June 30, 2019</i>	Mimi Long	
<i>Expiring Contract: Alliant Loss Control Services - July 1, 2019 to June 30, 2022</i>	Mimi Long	
<i>Expiring Contract: Carl Warren & Company (1st and 2nd options June 30, 2020 and 2021)</i>	Mimi Long	
<i>Expiring Contract: Agility - June 30, 2020</i>	Mimi Long	
<i>Expiring Contract: Sedgwick - July 1, 2013 to June 30, 2018 (five one year extensions available - three have been exercised to June 30, 2021)</i>	Mimi Long	
<i>Expiring Contract: Employers Group Service Corp - July 1, 2013 to June 30, 2020</i>	Mimi Long	
<i>Expiring Contract: Praesidium - July 1, 2017 to June 30, 2020</i>	Mimi Long	
<i>Expiring Contract: Witt O'Brien's, LLC - June 30, 2020</i>	Mimi Long	
<i>Expiring Contract: HSR (AIME and Club Sports) - July 1, 2015 to July 1, 2021</i>	Amy Lightner	
Request COI from all vendor's	L. Wallace	
JULY		
1 OCIP Renewal (five-year program)	Amy Lightner	
2 Financial audit prep with KPMG	Van Rin	
3 Send to CSU Accounting the approved dividends and allocation of program costs for invoicing	Van Rin	
4 Send out AORMA binder, insurance summary and invoice to all members	Van Rin	
5 Request Workers' Compensation and Liability loss runs @ 6/30 – Forward to Actuary	Mimi Long	
6 Request Liability (EPL check register) for minimum EPL deductible calculation for upcoming fiscal year	Tevea Him	
7 Final FY Payroll - request from Chancellor's Office	Amy Lightner	
8 Process the Liability and Workers' Compensation dividend checks and forward to Alliant for distribution	Van Rin	
9 Actuarial Study - receive draft and forward to RM	Amy Lightner	
10 Distribute the Liability and Workers' Compensation dividend checks	Van Rin	
11 Request final audited payroll from all Workers' Compensation program members for expired year	Tevea Him	
12 Survey legal counsel compensation and recommend to AORMA a fair and equitable maximum allowable hourly rate (2019, 2022, 2025)	Mimi Long	
13 Workers' Compensation Scorecard - Receive report from Sedgwick and distribute	Tevea Him	
AORMA Officers Retreat – TBD	Mimi Long	
AUGUST		
1 Send out letter regarding Campus Appointment of CSURMA Board of Directors Members and Alternate	Tevea Him	
2 Send out letter to regarding Claims Settlement Authority Annual Confirmation	Tevea Him	
3 Send out letter to regarding Foreign Travel Authority Confirmation	Tevea Him	
4 CSURMA Quarterly Investment Reschedule for EC Meeting	Tevea Him	
5 Calculate additional premium or return premium for each Workers' Compensation program member based on the audited payroll	Mimi Long	
6 Calculate each member's minimum EPL deductible for the upcoming program term	Mimi Long	
7 Complete Target Surplus Funding Report	Mimi Long	
8 Completion of Financial Audit	Mimi Long	
9 UIP - Process EDD Statement of Reimbursable Benefit Charges for the period ending 6/30	Tevea Him	
10 Completion of the Public Self-Insurer's Annual Report for CSURMA (must be filed with the state by Oct 1st.)	Mimi Long	
SEPTEMBER		
1 Adoption of CSURMA Executive Committee, Board of Directors, and AORMA Committee meeting calendars		
2 Actuarial Reports for Campus Liability, Campus Workers' Compensation, AIME, AORMA Liability and AORMA Workers' Compensation Programs		
3 Risk Pools Funding Status at June 30, 2019		
4 Proposed Campus, AIME and AORMA Dividends		
5 FY 2020/21 Rates and Gross Funding Campus and AORMA Coverage Programs		
6 AORMA Liability Program - Reinsurance Recovery (verify w/ Carl Warren)	Mimi Long	
7 CSURMA Cash Flow Statement at June 30th (upon request)	Susan Leung	

ACTION / RESPONSIBILITY	LEAD	STATUS
8 CAJPA Fall Conference and Training Seminar -South Lake Tahoe	Mimi Long	
9 Campus Workers' Compensation Program Safety National Aggregate Stop Loss Report - Present to EC in Sept	Amy Lightner	
10 CAJPA Standards review (2017, 2020, 2023 and every three years thereafter) - Start the Process	Mimi Long	
11 Prepare invoices or checks for the Workers' Compensation payroll audit	Van Rin	
12 Quarterly Risk Management Report for Systemwide Risk Management	Dan Howell	
13 CSURMA Quarterly EPL Deductible Recoverys ending September 30 (Begin Task)	Van Rin	
14 Completion of the AORMA Committee (September Letter) updating all AORMA members on the funding and dividends approved for the upcoming fiscal year	Mimi Long	
AORMA Long Range Plan meeting	Mimi Long	
AORMA New Committee Member Orientation meeting	Mimi Long	
AORMA Committee Meeting	Mimi Long	
CSURMA EC Orientation Meeting	Mimi Long	
CSURMA EC Meeting	Mimi Long	
OCTOBER		
1 Request completion of the AORMA Liability application	Mimi Long	
2 Stewardship Report	Mimi Long	
3 Update the CSURMA Tri-Fold based on June 30 financials.	Mimi Long	
4 Request estimated Workers' Compensation payroll	Mimi Long	
5 CSURMA Quarterly Investment Reschedule for EC Meeting	Tevea Him	
6 Government Compensation Report (request from CSU Accounting)	Tevea Him	
7 Workers' Compensation Scorecard - Receive report from Sedgwick and distribute	Tevea Him	
AIME Committee Meeting	Stacey Weeks	
CSURMA BOD Meeting	Mimi Long	
CSURMA EC Meeting	Mimi Long	
NOVEMBER		
1 Review CAJPA Accrediation Standard for new or reoccurring item	Tevea Him	
2 FORM 700 - Campus Risk Pool Administrator sends request to campus president to confirm appointments of primary and alternate representative to BOD (Note: AORMA Representatives are maintained through their election process)	Tevea Him	
3 Send campus risk pool renewal budget (Budget)	Amy Lightner	
4 Send campus risk pool renewal budget (Early Bird Renewal Letter)	Amy Lightner	
5 Campus Risk Pool Deductible - Confirm (every 3 years - 2017, 2020, 2023)	Amy Lightner	
6 Review volunteer losses within the AORMA Workers' Compensation program	Mimi Long	
7 UIP - Process EDD Statement of Reimbursable Benefit Charges for the period ending 9/30	Tevea Him	
DECEMBER		
1 Vendor Survey - Review List of Vendors and Work on Recipients	L. Wallace	
2 CSURMA Cash Flow Statement at Sept. 30th	Susan Leung	
3 AORMA Liability Program - Reinsurance Recovery (verify w/ Carl Warren)	Mimi Long	
4 Quarterly Risk Management Report for Systemwide Risk Management	Dan Howell	
5 Financial Audit - mail to Secretary of State and County Auditor	Tevea Him	
6 CSURMA Quarterly EPL Deductible Recoverys	Van Rin	
Expiring Contract: Enterprises Rent A Car - Update Rates for the new year	Mimi Long	
Expiring Contract: UC RSS - December 31, 2020	Mimi Long	
Expiring Contract: Alliant Insurance Services (Brokerage Agreement)	Mimi Long	
Expiring Contract: Alliant Insurance Services (Brokerage Agreement OCIP)	Mimi Long	
Expiring Contract: Alliant Insurance Services (Program Admin Agreement)	Mimi Long	
AORMA Committee Meeting	Mimi Long	Completed

CSURMA FY 2019/20 AND FY 2020/21 MEETING CALENDARS

ISSUE: The Program Administrator includes a current copy of the CSURMA meeting calendars in every agenda.

RECOMMENDATION: No action is requested on this item.

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None.

ATTACHMENT(S):

- a. CSURMA 2019/20 Meeting Calendar
- b. CSURMA 2020/21 Meeting Calendar



FY 2019/20 CSURMA MEETING CALENDAR

JULY 2019				AUGUST 2019				SEPTEMBER 2019			
Date	Time	Committee	Location	Date	Time	Committee	Location	Date	Time	Committee	Location
				TBD		AOA EC	TBD	4	9:00 AM	AORMA New Member	San Diego
				1 - 2	11:00 AM	AORMA Officers Retreat	Paso Robles	4	10:00 AM	AORMA LRP	San Diego
								5	9:00 AM	AORMA	San Diego
								5	4:00 PM	EC Orientation	San Diego
								6	8:30 AM	EC	San Diego
OCTOBER 2019				NOVEMBER 2019				DECEMBER 2019			
Date	Time	Committee	Location	Date	Time	Committee	Location	Date	Time	Committee	Location
14	10:30 AM	AIME	TBD	TBD		AOA EC	TBD	5	11:00 AM	AORMA	San Francisco
	2:00 PM	BOD Orientation	Teleconference	6 - 7		Fitting the Pieces Conf.	San Francisco	6	8:30 AM	EC	TBD
24	10:00 AM	AORMA	TBD	8	9:00 AM	EC	San Francisco				
25	8:30 AM	EC	TBD	8	10:30 AM	BOD	San Francisco				
25	10:30 AM	BOD	TBD								
				*** The EC and BOD meetings will be held during FTPC *** *** Crowne Plaza SFO Airport Hotel ***							
JANUARY 2020				FEBRUARY 2020				MARCH 2020			
Date	Time	Committee	Location	Date	Time	Committee	Location	Date	Time	Committee	Location
12	3:30 PM	EC (AOA Conference)	Coronado, CA					5	10:00 AM	AORMA	CANCELED
13	10:30 AM	AIME	San Diego, CA					5	2:30 PM	EC	San Diego
12 - 15		AOA Annual Conference	Coronado, CA					6	8:30 AM	EC LRP	San Diego
APRIL 2020				MAY 2020				JUNE 2020			
Date	Time	Committee	Location	Date	Time	Committee	Location	Date	Time	Committee	Location
17	8:30 AM	AOA EC	Sacramento, CA		2:00 PM	BOD Orientation	Teleconference	TBD		AOA EC	TBD
				7	1:30 PM	AORMA	*Teleconference				
				8	8:30 AM	EC	*Teleconference				
				8	10:30 AM	BOD	*Teleconference				
				12	10:30 AM	AIME	*Teleconference				
				* Due to COVID-19, we are moving our meeting to Teleconference.							

AORMA = Auxiliary Organizations Risk Management Alliance Committee
 AIME = Athletic Injury Medical Expense Committee
 AORMA LRP = AORMA Long Range Planning Meeting

AOA = CSU Auxiliary Organizations Association
 BOD = CSURMA Board of Directors
 EC = CSURMA Executive Committee

EC LRP = EC Long Range Planning Meeting

FY 2020/21 CSURMA MEETING CALENDAR

JULY 2020				AUGUST 2020				SEPTEMBER 2020			
Date	Time	Committee	Location	Date	Time	Committee	Location	Date	Time	Committee	Location
13-14	11:00 AM	AORMA Officers Retreat	TBD	21		AOA EC	Long Beach	9	10:00 AM	AORMA New Member	TBD
								9	11:00 AM	AORMA LRP	TBD
								10	9:00 AM	AORMA	TBD
								10	4:00 PM	EC Orientation	TBD
								11	8:30 AM	EC	TBD
OCTOBER 2020				NOVEMBER 2020				DECEMBER 2020			
Date	Time	Committee	Location	Date	Time	Committee	Location	Date	Time	Committee	Location
12	10:30 AM	AIME	TBD	20		AOA EC	Long Beach	3	10:00 AM	AORMA	TBD
22	2:00 PM	BOD Orientation	Teleconference					4	8:30 AM	EC	TBD
22	10:00 AM	AORMA	CANCELED								
23	8:30 AM	EC	TBD								
23	10:30 AM	BOD	TBD								
JANUARY 2021				FEBRUARY 2021				MARCH 2021			
Date	Time	Committee	Location	Date	Time	Committee	Location	Date	Time	Committee	Location
	10:30 AM	AIME						4	2:30 PM	EC	TBD
TBD	3:30 PM	EC (AOA Conference)	TBD					5	8:30 AM	EC LRP	TBD
TBD		AOA Annual Conference	TBD								
APRIL 2021				MAY 2021				JUNE 2021			
Date	Time	Committee	Location	Date	Time	Committee	Location	Date	Time	Committee	Location
					2:00 PM	BOD Orientation	Teleconference	TBD		AOA EC	TBD
				6	1:30 PM	AORMA	TBD				
				7	8:30 AM	EC	TBD				
				7	10:30 AM	BOD	TBD				
					10:30 AM	AIME					

AORMA = Auxiliary Organizations Risk Management Alliance Committee
 AIME = Athletic Injury Medical Expense Committee
 AORMA LRP = AORMA Long Range Planning Meeting

AOA = CSU Auxiliary Organizations Association
 BOD = CSURMA Board of Directors
 EC = CSURMA Executive Committee

EC LRP = EC Long Range Planning Meeting

CSURMA EXECUTIVE COMMITTEE AND STAFF CONTACT LIST

ISSUE: Attached is a list of CSURMA Executive Committee members and the Program Administrators.

RECOMMENDATION: It is recommended that members review the list at each meeting for accuracy, making revisions as appropriate. If there are any changes, please contact Tevea Him at thim@alliant.com.

FISCAL IMPACT: None.

BACKGROUND: An accurate and current contact list facilitates better communication among Committee Members and Staff.

PUBLICATION: None.

ATTACHMENT(S):

- a. CSURMA Executive Committee and Staff Contact List

CSURMA EXECUTIVE COMMITTEE MEMBERS
Effective at July 1, 2019

Seat	Member	Position	Campus	Organization	E-Mail	Telephone Number
Chair	Lisa Chavez	Vice-President, Administration and Chief Financial Officer	Los Angeles	California State University Los Angeles	lisa.chavez@calstatela.edu	323-343-3500
Vice Chair	Kevin Saunders	VP Administration & Finance	Monterey Bay	California State University Monterey Bay	kesaunders@csumb.edu	831-582-3397
CSU Seat #1	Thom Davis	Vice President for Business and Administrative Services	Bakersfield	California State University, Bakersfield	tdavis31@csu.edu	661-654-2287
CSU Seat #2	Lisa Kao	Associate Director, EHS, Risk Management and Sustainability	Fresno	California State University Fresno	lisak@csufresno.edu	559-278-6910
CSU Seat #3	Scott Apel	Vice President and Chief Financial Officer, Administration and Finance	Long Beach	California State University Long Beach	scott.apel@csulb.edu	562-985-1658
CSU Seat #4	Amy Thomas	Director for Environmental Health, Safety & Risk Management	Monterey Bay	California State University Monterey Bay	amythomas1@csumb.edu	831-582-4766
AORMA Seat #5 - Chair	Dwayne Brummett	Director of Business Services	San Luis Obispo	Associated Students, Inc., California Polytechnic State University at San Luis Obispo	dbrummet@calpoly.edu	805-756-5768
AORMA Seat #6 - V Chair	Dave Nakamura	Executive Director	Humboldt	Humboldt State University Center	dave.nakamura@humboldt.edu	707-826-4878
Treasurer	Robert Eaton	Assistant Vice Chancellor, Financing, Treasury, and Risk Management	Chancellor's Office	California State University, Office of the Chancellor	reaton@calstate.edu	562-951-4572
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