



County Connection

News from the Washington Counties Risk Pool

March & April 2014



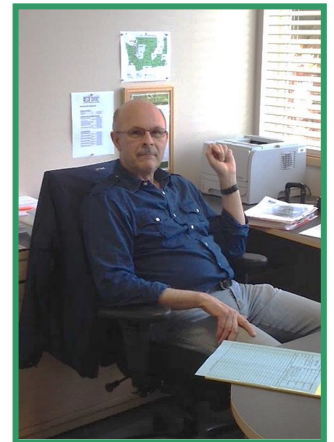
POOL NEWS



Welcome Our New Staff Members

We are pleased to welcome Joe Campeau and Holly Fierro to our claims staff.

Joe is a Senior Claims Analyst and comes to us with 28 years of experience in the claims field. He relocated to Olympia from Seattle where he worked as a liability claims field investigations manager, and prior to that as a bodily injury unit claims supervisor and the fraud unit supervisor. Residing in Seattle are Joe's two daughters, Rebecca and Julia, as well as his two grandsons. After 26 years of active duty and reserve forces, Joe retired as Superintendent of Intelligence Operations from the United States Air Force. He has a Bachelor of Science degree in Administration of Justice.



Holly is a Claims Analyst. She has 18 years working in the claims field as an independent liability adjuster, customer service representative, casualty claims adjuster, and a lead training coordinator. She comes from a large family and grew up in the Everett area. She has two children, Felicia and Timothy. Holly loves to golf and is recently engaged. She currently resides in Federal Way.

Summer Conference and Annual (Board of Directors) Meeting

July 23 - 25, 2014, The Davenport Hotel (Spokane)

Save the Date!

2014 Autumn Conference/Board of Directors Meeting

November 12-14, 2014, The Hilton, Vancouver, WA

Pool News continued on next page



EXECUTIVE COMMITTEE ELECTIONS

WCRP Executive Committee

Py 2014 President

Tammy Devlin, Thurston County

Py 2014 Vice-President

Andrew Woods, Columbia County

Py 2014 Secretary/Treasurer

Keith Goehner, Chelan County

Other Members

Thad Duvall, Douglas County

Robert E. Koch, Franklin County

Dean Burton, Garfield County

David Alvarez, Jefferson County

Lisa Young, Kittitas County

F. Lee Grose, Lewis County

Lisa Ayers, Pacific County

Steve Bartel, Spokane County

Risk Pool Staff

Administration

Vyrle Hill, Executive Director

Sue Colbo, Accounting Officer

Stacey Spears, Admin. Asst.

Debbie Larsen, Office Assistant

Claims

Susan Looker, Manager

Mike Cook, Senior Analyst

Joe Campeau, Senior Analyst

Holly Fierro, Analyst

Lisa McMeekin, Representative

Leslie Lubrano, Assistant

Member Services

David Goldsmith, Specialty Services

Jill Lowe, Loss Control

To access County Connection's e-version, go to www.wcrp.info

To receive by email, send your email address to:

Debbie@wcrp.wa.gov or call

(360) 292-4493. Have any story or photos to share? Please submit them to the email address.

Published by

**WASHINGTON COUNTIES
RISK POOL**



Created by Counties for Counties

The Pool's Executive Committee is comprised of 11 members. Member counties' appointed Directors and Alternate Directors are eligible to serve on the Executive Committee—limited to one committee member per county—for staggered, 3-year terms.

The Executive Committee, acting as the Pool's Nominating Committee, will soon begin formulating the nominating recommendations for the available Executive Committee positions and officer candidates. Four (4) positions are due to be filled during the 2014 Annual Meeting being held July 24-25, and nominees are being sought for these positions. Those members whose terms expire 9/30/2014 are County Commissioners Lee Grose (Lewis), Dean Burton (Garfield) and Keith Goehner (Chelan), and Thurston County Risk Manager Tammy Devlin (present WCRP President). The WCRP Bylaws require that Executive Committee members represent the diversity and interests of its member counties—both elected and appointed officials, east and west locations; large, medium and small deductible classes.

Also, the Bylaws require that the Pool's officers be chosen annually by its Board of Directors from the members of the Executive Committee. The Presidency will be filled by current Vice President W. A. "Drew" Woods (Columbia County PW Director). The Vice President and Secretary/Treasurer positions will also be filled by election during the upcoming 2014 Annual Meeting.

President (and Nominating Committee Chair) Tammy Devlin should be contacted by Friday, June 7th with expressions of interest in serving and/or to suggest recommendations of others for nomination to the Executive Committee and/or for the WCRP 2014-15 officers. She can be reached at (360) 754-3355, ext. 7229 or devlint@co.thurston.wa.us.

The Nominating Committee will recommend at least one nominee per open position. Nominations will also be accepted from the floor during the 2014 Annual Meeting, July 24 - 25.



**2014 Summer Conference and
Annual Board of Directors Meeting**

July 23—25

The Davenport Hotel, Spokane, WA



David Goldsmith, Member Specialty Services

SPRING CONFERENCE AND BOARD MEETING REPORT

If nothing else, the Spring Conference and Board Meeting was memorable. The Suncadia Resort provided a picturesque back drop from which to conduct the Pool's business.

Wednesday was dedicated to various committee meetings, along with a newer format for the New Directors' Orientation. Over 20 newly appointed directors and county claims administrators and risk managers, along with several staff members and 'veteran' directors, attended the training which focused on the roles and responsibilities of the member counties' appointees. The training also covered the language of "pooling", how the Pool retains a portion of risk and then transfers the rest to the private sector and finally, how the three operating divisions of the Pool are structured.

Thursday's session began with a Claims Administration and Risk Management Roundtable. This session allows claims administrators and risk managers to share issues, successes and pose questions to the group. The Roundtable session helps the Pool anticipate issues that may confront its membership in the future. In conjunction with the Roundtable, two workshops were presented; Managing Employees with Disabilities or Injuries, and Sexual Harassment Prevention in the Work Place. The late afternoon Board of Directors Meeting focused on a breach of the Interlocal Agreement by Clark County. Clark County officials discussed their point of view regarding the nature of this violation. After much discussion, the Board of Directors voted to give Clark County 30 days to develop a resolution for the situation acceptable to the membership as delegated to the Executive Committee.

During Friday's continuation of the Board of Directors Meeting, independent claims audit reports and actuarial reports were approved. The Pool's producer (broker) provided an update on market conditions and the upcoming marketing trip. In addition, the Board voted to change the Underwriting Policy in order to expand the scope of review of the Underwriting Committee, and adopted a Code of Conduct as an addendum to the Bylaws. (More information on the Code of Conduct can be found on page 4.)

At the Spring Board of Directors meeting, the Board adopted a Code of Conduct. This document will enable the Board to complete its application for continued recognition as a pool that meets AGRIP's Standards of Excellence. The Code of Conduct also affirms the nature of how the Pool operates and reiterates the values of its member counties to operate in an open and inclusive manner. The Code of Conduct was unanimously approved by the membership as an Addendum to the Pool's operating Bylaws.

Code of Conduct

The Washington County Risk Pool (WCRP) strives to conduct all its affairs with honesty, integrity and a high degree of ethical conduct and professionalism. To this end the following Code of Conduct applies to all directors/alternate directors, committee members, officers, employees (directly employed or contracted), service providers, and agents of the WCRP.

1. The WCRP is an extension of its member (Washington) counties under its enabling Interlocal Agreement amongst its membership, and as such, operates as a local governmental service organization, observing and adhering to all appropriate and applicable laws and regulations governing the actions of Washington's counties.
2. WCRP is committed to protecting the public resources it is entrusted with to pay for its operations and services. All funds are accurately accounted for and properly invested utilizing recognized accounting and investing standards and principles.
3. WCRP is a member-driven organization; as such, all policies affecting the overall operation of the WCRP including its employees, contractors and agents shall be as approved by its Board (of Directors). All major decisions concerning the WCRP membership's coverage manuscript, program structure and pricing, operations and organizational policies shall be transparent and conducted in an open public forum.
4. WCRP Board and committee members, officers, staff, service providers and agents shall put the best interest of the WCRP at the forefront of their actions with each decision reached and in the governance and daily administration of its affairs.
5. WCRP is committed to open and continuous communication with its members (owners) and the public. Meetings of the WCRP Board and its executive and investment committees are open public meetings with minutes taken and transcribed, then distributed to all directors/alternate directors or committee members, as applicable, as well as being posted on the public portion of the WCRP website.
6. The WCRP Board sets operational and administrative policy, and it is the role of its committees, officers, staff, service providers and agents to carry these policies through. WCRP's annual work program is a function of the strategic plan adopted by the Board in conjunction with the WCRP annual budget to provide vision and direction for WCRP's organizational and administrative development.
7. WCRP is a member-owned cooperative designed and administered so that each member (owner) receives mutual benefit. To this end, the WCRP is committed to collaboration between its members and its Board, its Board and its staff and service providers, and its staff and service providers and its members' appointed agents. The free flow of ideas, concerns and solutions are encouraged at all times.



Jill Lowe, *Loss Control Coordinator*

2014 TRAINING WRAP-UP

The 2014 training season is winding down. Classes were well attended and we have received excellent feedback.

In February, Val Van Brocklin, a nationally recognized speaker who previously served as a prosecuting attorney in Alaska, spoke in both Spokane and Lynnwood. Her morning presentation on cyber security and afternoon session on being a leader were very well received. Of the 400 attendees, WCRP joined with three other Pools and had nearly 100 county official representatives present.

Earlier this year an elected county prosecuting attorney was dismayed when many of the approximate 6,000 emails generated in response to one public records request were unnecessary, poorly written and/or posed a liability for the county. In response to the prosecuting attorney's concerns, WCRP developed a workshop addressing liabilities posed by email. The email liability workshop titled "*Before You Hit Send...*" was presented in February. The workshop received overwhelmingly positive reviews. In response to those reviews, the Risk Management Committee is recommending to the Pool Board that this workshop be offered eight times in 2015. The workshop presented in February was recorded and is available on the Pool website. However, the quality of the recording is not satisfactory and will be edited to improve the audio.

Employment related classes including *Management and Supervisory Training*, *Staying Out of Court on Employment Claims*, *Conducting Effective Performance Evaluations* and *Conducting Difficult Conversations* were also offered. As Mike Bolasina and Connie Poulsen are excellent presenters, we never have a problem filling their classes.

Cyber Security, Risk and Liability was offered in Benton County in March. The class was recorded and is available on the Pool website for those who were unable to attend the class in person. Gene Pugnetti discusses the twenty cyber concerns that need to be addressed and provides a 3 to 5 year mapping strategy for addressing those concerns.

Duncan Fobes of Patterson, Buchanan, Fobes and Leitch developed a presentation addressing "*Mitigating Risk for County Officials*." Duncan has been giving this presentation to county official organizations including, but not limited to, WASC, WACO, WAPA, WSACA, and WACT. Thanks Duncan for the excellent work you are doing.

Have you ever wondered how class topics are determined? Each year the Risk Management Committee gathers in Olympia. Bryan Perry, of Benton County, is the current chair. The committee evaluates claim losses to identify emerging trends and then develops a preliminary loss control training plan for the coming year. A budget is developed and submitted to the Board of Directors for approval.

If you have a suggestion for a workshop to reduce liability, please contact Jill Lowe at 360-292-4492 or jill@wcrp.wa.gov