Los Angeles County
Department of Regional Planning

Planning for the Challenges Ahead

Richard J. Bruckner
Director

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TO: Nicole Englund, Transportation and Planning Deputy
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Director

DEPARTMENTAL RISK MANAGEMENT OVERVIEW

In response to the Board's February 21, 2012, Countywide risk management initiative directing each Department Director or designated Assistant Director to prepare a written and oral presentation to Board Offices, and as instructed by the Chief Executive Office (CEO), attached for your information is the Department of Regional Planning's (DRP) Risk Management Overview.

The Overview includes our metrics and a description of our risk management issues, trends, and mitigation measures undertaken to address our risks. DRP has been working closely with CEO Risk Management on an ongoing basis to develop and implement a number of major strategies and programs to mitigate risk exposures and liability. This effort has resulted in significant reductions to DRP's risk management expenditures and claims.

For example, office ergonomics initiatives have resulted in a reduction in workers' compensation claims from eight claims filed in Fiscal Year (FY) 2010-11 to only one claim filed in FY 2011-12, a 29% decrease in workers' compensation expenses. Additionally, vehicle loss control efforts have resulted in the elimination of vehicle liability claims from five claims filed in FY 2010-11 to no claims filed in FY 2011-12 and in the current year. Moreover, return-to-work program enhancements have resulted in reductions in long-term leave (absences of more than six months) from three employees in FY 2011-12 to only one employee in the current year. In addition to these efforts, DRP recently provided workplace/field safety and comprehensive supervisory training to staff for the purposes of proactively mitigating employment risk exposures. Lastly, DRP has seen a reduction in general liability claims, which are the result of civil lawsuits during the course of conducting normal business, from 20 in FY 2010-11, to 15 in FY 2011-12, and only six in the current year.

I would be happy to present DRP's Risk Management Overview at a future Planning Deputies' meeting if needed. In the meantime, please let me know if you have any questions regarding this matter.

RJB:AO:jh:gl

Attachment

c: Karly Katona, Planning Deputy
Chief Executive Office (Rita Robinson, Steve NyBlom, Anthony Baker)

K_IFS_02052013_M_RISK MANAGEMENT OVERVIEW

ATTACHMENT

COUNTY OF LOS ANGELES
RISK MANAGEMENT OVERVIEW

DEPARTMENT NAME: Department of Regional Planning **DATE: 01/28/2013**

Purpose

As directed by the Board of Supervisors on February 21, 2012, this Risk Management Overview was developed to describe risk issues, trends, and mitigation measures undertaken to address these risks in the Department of Regional Planning.
Department Name

This overview provides information about 3-5 risk issues in the department, and trends or other reasons why risk issues and mitigation measures are important.

Department Overview

Department of Regional Planning (DRP) staff is assigned almost entirely to the downtown Civic Center with only a small number of approximately twelve (12) staff assigned to eight (8) Field Offices located throughout the County of Los Angeles. All DRP staff utilizes a personal computer (PC) in the performance of their job duties while working in an office setting. The Department also has approximately 140 mileage permittee and occasional mileage permittee drivers with the Zoning Enforcement Sections, comprised of approximately thirty-two (32) code enforcement officers, spending about 40% of their time in the field conducting inspections and participating in Nuisance Abatement Teams. Based on these work environments, staff may encounter potential risk exposures while in the office or out in the field. Repetitive movements, awkward body postures and forceful exertions represent potential risk exposures for staff performing work functions on PC's. The Department routinely conducts ergonomic workstation evaluations for employees and makes recommendations for adjustments and modifications to workstations, including purchasing ergonomic equipment when necessary. This past year the Department incorporated ergonomics training into its new hire orientation program and provided all staff with ergonomics training conducted by CEO Risk Management in July 2012. Additionally, the Department provided Workplace Violence and Threat Management training to all staff in June 2012 to mitigate risk exposures related workplace violence, threat management, safety and risk management in the workplace and field safety. Based on the nature of the work performed by DRP staff, other common risk exposures include slips, trips and falls; vehicle accidents; and dog bites. In 2012, the Department also provided mandatory Defensive Driver Training to all employees who drive on County business, and developed and implemented a Vehicle Loss Control Program and Vehicle Accident Review Committee to mitigate risk exposures related to vehicle accidents. More recently, the Department in partnership with DHR developed a customized Supervisory Training Program and provided supervisory training to all section heads and lead planning staff in the areas of supervision/leadership, coaching/discipline/PE, return-to-Work/FMLA/ADA, effective communication and team building/ conflict resolution to enhance supervisory skills and knowledge for mitigating employment risk exposures.

Risk Management Coordinator Name:	Joseph Horvath
Safety Officer/Coordinator Name:	Irene San
Return-to-Work Coordinator Name:	Irene San

Risk Issues, Trends, Mitigation Measures

Risk Issue No. 1
Issue: Workplace injuries arising from ergonomic issues related to repetitive movements, forceful exertions and poor body postures while using personal computers in the performance of job duties.
Trends: Increase in employee complaints regarding strains and body aches/pains due to office ergonomics representing potential new workers' compensation claims.
Mitigation Measure: • Provided Office Ergonomics training to 123 departmental staff in July 2012 through CEO Risk Management. • Developed a departmental office ergonomics program including incorporating ergonomics training into the new hire orientation process. • Implemented proactive protocols for investigating and evaluating departmental ergonomic issues including enhancing the ergonomic evaluation process.
Results: The Department realized a significant reduction in workers' compensation frequency represented by a decrease in claims filed from eight (8) in FY 2010-11 to only one (1) claim filed last FY 2011-12 (-87.50% reduction). During the first half of this current FY 2012–13, the Department has had only one (1) workers' compensation claim filed, but this claim has been denied by the TPA. The Department also significantly reduced its workers' compensation expenses from FY 2010–11 compared to last FY 2011–12 from $279,333 to $199,398 representing a decrease of $79,935 or an approximately -29% reduction in workers' compensation expenses.

Risk Issue No. 2
Issue: Liability arising from the use of vehicles to conduct County business.
Trends: Increase in vehicle liability claims and mileage permittee vehicle damage claims.
Mitigation Measure: • Provided Defensive Driver Training to 147 mileage permittees, occasional mileage permittees and County ISD pool vehicle users on April 26 and May 3, 2012. • Developed and implemented a Vehicle Loss Control Program which included a Vehicle Accident Review Committee. • Reviewed our existing DMV Employer Pull Notice Program in consultation with CEO Employee Relations and CAPE to ensure that all employees driving on County business are active for monitoring driving records and driver's license status.

Results: The Department completely eliminated its automobile liability claims from five (5) in FY 2010–11 to 0 in FY 2011–12 and has had none thus far in FY 2012–13. Additionally, the Department has not had any indemnity paid on automobile claims in the current FY.

Risk Issue No. 3

Issue: Enhancing the Department's return-to-work (RTW) program.

Trends: The number of active return-to-work (RTW) and employees on long-term leave (LTL) cases has remained stable, but additional efforts need to be made to reduce caseload.

Mitigation Measure:

- Conducted a comprehensive review and evaluation of all existing RTW and LTL cases to develop an action plan for enhanced case management.
- Provided Return-to-Work/Worker's Compensation/ADA/FEHA training to 50 supervisors and lead staff in May 2011 through CEO Return-to-Work.
- Provided cross-training to HR staff on return-to-work processes and best practices for strengthening the Department's RTW program, which included having all HR staff complete the CEO's comprehensive 8-week RTW training program to maximize early RTW efforts.

Results: Achieved a reduction in LTL cases from three (3) last FY 2011-12 to only one (1) case in the current FY 2012-13 based on proactive early return-to-work efforts focused on engaging employees in ongoing Interactive Process Meetings to return them to work. These efforts, in consultation with CEO RTW, included recently returning an employee back to work on modified duty who had been on medical leave for more than 2-1/2 years. Additionally, the Department has reduced its active RTW caseload from four (4) cases in FY 2010–11 to two (2) cases in last FY 2011-12. We also closed three (3) RTW cases in FY 2011-12.

Metrics

1. Liability Claim Performance

Measure	Actual FY 2009-10	Actual FY 2010-11	Actual FY 2011-12
Total number of all claims.[1]	18	25	15
Number of General Liability claims.	18	20	15
Total paid[2] for General Liability claims.	$245,055	$234,111	$341,477

Number of Vehicle Liability claims.	0	5	0
Total paid[2] for Vehicle Liability claims.	$0	$6, 024	$7,400
Number of Medical Malpractice claims.	0	0	0
Total paid[2] for Medical Malpractice claims.	0	0	0

1. Number of claims is the total of all claims (including all suffixes) entered into the Risk Management Information System (RMIS) during the fiscal year.
2. Total paid is based on transaction dates within each fiscal year as listed in RMIS.

2. Workers' Compensation Claim Performance

Measure	Actual FY 2009-10	Actual FY 2010-11	Actual FY 2011-12
Number of new Workers' Compensation claims filed during the period.	1	8	1
Total Workers' Compensation expense paid during the period.	$56,376	$279,333	$199,398
Total paid for Salary Continuation/Labor Code 4850 during the period.	$0	$0	$0
Number of employees[1] as of June 30.	177	168	170
Workers' Compensation Claim Report Rate (number of claims reported per 100 employees) for the period.	0.56	4.76	0.59
Benchmark: Countywide Average Workers' Compensation Claim Report Rate (all departments).	10.8	11.7	11.2
Benchmark: Countywide Average Workers' Compensation Claim Report Rate (all departments, excluding Fire, Probation, Sheriff).	6.2	6.7	7.5
Benchmark: Countywide Average Workers' Compensation Claim Report Rate (only Fire, Probation, Sheriff).	23.2	25.0	22.8
Workers' Compensation Expense Rate (expenses paid per current employee).[2]	$319	$1,663	$1,800
Benchmark: Countywide Average Workers' Compensation Expense Rate (all departments).	$3,027	$3,266	$3,505
Benchmark: Countywide Average Workers' Compensation Expense Rate (all departments, excluding Fire, Probation, Sheriff).	$4,157	$4,489	$2,258
Benchmark: Countywide Average Workers' Compensation Expense Rate (Fire, Probation, Sheriff only).	$5,725	$6,167	$6,822

1. Number of employees is the sum of currently filled full-time and part-time positions.
2. Workers' Compensation Expense Rate is amount paid in a given year divided by the current employee count. The amount paid includes payment for claims of current and former employees, including retirees.

3. Return-to-Work Performance (industrial and non-industrial cases)

Measure	Actual FY 2009-10	Actual FY 2010-11	Actual FY 2011-12
Number of active return-to-work cases as of June 30.	3	4	2
Number of cases closed in the prior year.	0	0	3
Number of employees on work hardening transitional assignment agreements as of June 30.	1	0	1
Number of employees on conditional assignment agreements as of June 30.	0	0	0

4. Vehicle and Fleet Safety Performance

Measure	Actual FY 2009-10	Actual FY 2010-11	Actual FY 2011-12
Number of Department-owned vehicles.	3	4	4
Total number of vehicle accidents involving Department–owned (or leased) vehicles.	0	0	0
Total cost paid for damage involving Department-owned (or leased) vehicles (not including third party claim/damage cost).	$0	$0	$0
Number of miles driven by Department-owned (or leased) vehicles.	14,500	16,278	15,514
Number of vehicle accident involving Department-owned (or leased) vehicles per 100,000 miles driven.	0	0	0
Number of Department permitee drivers as of June 30.	125	121	140
Total number of vehicle accidents involving permittee drivers.	3	4	5
Total cost paid for damage involving vehicles driven by permittee drivers (not including third party claim/damage cost).	$1,480	$4,056	$6,074
Number of permittee miles driven during period.	173,261	181,000	179,00
Number of vehicle accidents involving permittee drivers per 100,000 miles driven.	1.73	2.21	2.79