



**Chief
Executive
Office.**

COUNTY OF LOS ANGELES

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CHIEF EXECUTIVE OFFICER

Fesia A. Davenport

January 30, 2024

To: Supervisor Lindsey P. Horvath, Chair
Supervisor Hilda L. Solis
Supervisor Holly J. Mitchell
Supervisor Janice Hahn
Supervisor Kathryn Barger

From: Fesia A. Davenport
Chief Executive Officer FAD
FAD (Jan 31, 2024 12:46 PST)

**CHIEF EXECUTIVE OFFICE RISK MANAGEMENT ANNUAL REPORT,
FISCAL YEAR 2022-23 (ITEM NO. 30-A, BOARD MEETING OF
FEBRUARY 6, 2018)**

Attached is the *Chief Executive Office Risk Management Annual Report, Fiscal Year 2022-23*. The purpose of the report is to inform the Board of Supervisors (Board) of a summarized Cost of Risk in Liability and Workers' Compensation exposures; assist departments to recognize the nature and extent of their exposures and losses; and provide direction on risk management strategies to be taken in the current and subsequent fiscal years (FYs).

It was previously reported to the Board that as the County of Los Angeles (County), State, and federal courts resume pre-pandemic operations, there would be the expectation that paid losses would increase. This year's report reflects these expectations, both in frequency of claims and the cost to resolve the claims.

Details of the number, type, and cost of claims are included in the attached report. The following is a summary of the risk categories.

Total Cost of Risk

The total of all costs related to Liability and Workers' Compensation increased by \$202 million to \$998 million, which represents a 25.4 percent increase over FY 2021-22. The County's Total Cost of Risk increased from 2.01 to 2.23 percent of the County's operating budget; this represents a 10.9 percent increase over FY 2021-22.



Total Cost of Risk (Continued)

The Total Cost of Risk is measured as a percentage of the County's operating budget and has varied between 2.01 and 2.26 over the last 10 fiscal years. The increase in costs can be attributed to several large cases that concluded in the fiscal year, are reflected below, and are more fully described in the County Counsel Annual Litigation Cost Report.

Vehicle Liability¹

Vehicle accident claims increased by 250 to 1,069, which represents a 30.5 percent increase over FY 2021-22. The cost of claims and lawsuits decreased by \$11 million to \$15.5 million, which represents a 42 percent decrease over FY 2021-22.

Other General Liability¹

These claims have increased by 4,752 to 15,292, which represents a 45.1 percent increase over FY 2021-22. The increase in Other General Liability claims is due to the Dominguez Hills/Carson odor incident. The cost of claims and lawsuits increased by \$87.2 million to \$126 million, which represents a 226.7 percent increase over FY 2021-22. The increase in cost is primarily attributable to a Department of Children and Family Services child fatality case (\$32 million), a Chief Executive Office eminent domain case (\$23 million), and a Department of Public Works dangerous road condition case [Matamoros] (\$13 million).

Employment Practices Liability (non-Workers' Compensation)¹

These claims have increased by 17 to 206, which represents a 9 percent increase over FY 2021-22. The cost of claims and lawsuits increased by \$12.5 million to \$37.4 million, which represents a 50.1 percent increase over FY 2021-22. This risk category has been low for several years; however, we experienced several older claims from years 2013-2018 being resolved this FY.

¹ In FY 2020-21, County Counsel implemented a new system to manage litigation activities and CEO implemented a new system to manage claim activities with data exchange between the two systems. These systems allow the County to generate more accurate reporting and classification studies based on our specific needs. Therefore, these reports will have different costs associated with the departments. CEO reports on tort liability and Worker's Compensation claims, while County Counsel reports on both non-tort and tort liability cases and does not report on Workers' Compensation matters. County Counsel's Annual Litigation Cost Report should be utilized to evaluate trends related to litigation expenses, and the CEO Risk Management Annual Report should be used to analyze Workers' Compensation and Liability claims trends.

Law Enforcement Liability¹

These claims have increased by 190 to 764, which represents a 33.1 percent increase over FY 2021-22. The cost of claims and lawsuits increased by \$50.3 million to \$108 million, which represents an 86.7 percent increase over FY 2021-22. The cost increase can be attributed to three cases that were resolved for approximately \$72 million, including the Bryant and Amador cases.

Medical Malpractice Liability¹

These claims have increased by 75 to 165, which represents an 83.3 percent increase over FY 2021-22. The cost of claims and lawsuits increased by \$5.6 million to \$9.1 million, which represents a 161.5 percent increase over FY 2021-22, and can be attributed to one failure to diagnosis case (\$4 million).

Workers' Compensation

These claims have decreased by 2,196 to 11,611, which represents a 15.9 percent decrease over FY 2021-22. The cost of claims and lawsuits increased by \$48 million to \$516 million, which represents a 10.3 percent increase over FY 2021-22. The cost increase can be attributable to statutory changes in physician charges and payments to injured workers.

The Chief Executive Office – Risk Management Branch continues to work with departments to prevent injuries and lower costs through guided assistance, and training and education initiatives, including:

- Collaboration with departments to create and implement effective Corrective Action Plans to improve policies and training to prevent future liabilities.
- Collaboration with the County's medical provider departments to create and foster "Just Culture" which improves communication and best practices that have shown to ultimately lower our overall risk.
- Measurement of departments' risk performance and focused loss prevention efforts to improve departments experiencing higher loss trends.

Furthermore, as directed by the Board on March 9, 2021, the Chief Executive Office – Risk Management Branch and the Department of Human Resources, developed metrics to rank departmental risk management performance by clusters and provided consultative services to the lower performing (bottom 10%) for each cluster. The results of the performance metrics and prevention activities are included in this report.

Each Supervisor
January 30, 2024
Page 4

This report represents the combined efforts of the entire Chief Executive Office – Risk Management Branch team. Input and analysis were provided by staff of Liability Claims and Recovery, Loss Control and Prevention, Office of Privacy, Risk Management Finance, Risk Management Inspector General, Risk Transfer, and Workers' Compensation.

Should you have any questions concerning this matter, please contact me or Steven T. Robles, Assistant Chief Executive Officer/County Risk Manager, at (213) 351-5346 or SRobles@ceo.lacounty.gov.

FAD:JMN
STR:DC:sg

Attachment

c: All Department Heads



County of Los Angeles

Risk Management

Inside County Risk FY 2022-23 Annual Report

Steven T. Robles
County Risk Manager
January 30, 2024

LA County Library

Youth Development

Public Social Services

Economic Opportunity

Medical Examiner

Agricultural Commissioner/Weights and Measures

Alternate Public Defender

Auditor-Controller

District Attorney

Board of Supervisors

Regional Planning

Public Defender

Museum of Art

Public Health

Public Works

Beaches and Harbors

Health Services

LACERA

Assessor

Sheriff

Fire

County Counsel

Chief Executive Office

Internal Services

Arts and Culture

Parks and Recreation

Treasurer and Tax Collector

Child Support Services

Animal Care and Control



Probation

Human Resources

Mental Health

Justice, Care and Opportunities

Aging and Disabilities

Consumer and Business Affairs

Superior Court

Children and Family Services

Museum of Natural History

Military and Veterans Affairs

Registrar-Recorder/County Clerk



Hilda L. Solis
First District



Holly J. Mitchell
Second District



Lindsey P. Horvath
Third District



Janice Hahn
Fourth District



Kathryn Barger
Fifth District

COUNTY OF LOS ANGELES
BOARD OF SUPERVISORS



CHIEF EXECUTIVE OFFICE
RISK MANAGEMENT BRANCH

2022-23

Inside
County Risk
Risk Management Annual Report

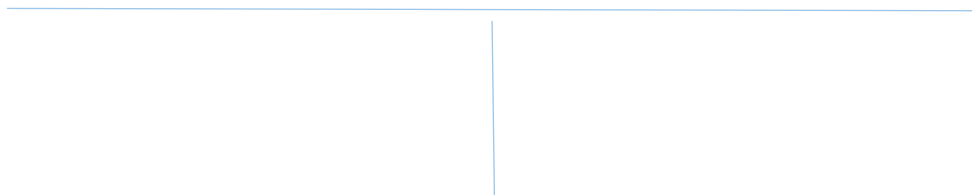


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RISK HORIZON

The number and type of losses we experience are generally predictable over the horizon of many years. However, there are events and risks that we have identified that will increase these losses both in frequency and severity. Below you will find a synopsis of exposures on the horizon.

Privacy Protection and Cyber Security

Privacy legislation and restrictions associated to personal data continue to increase at an exponential rate. The resulting litigation and costs will increase our cost of risk unless we match the increased restrictions with specific actions to reduce the opportunities for unauthorized release of information. This includes:

- Identification of high-risk operations and coordination of a comprehensive data protection implementation plan to staff, train, and appropriately fund privacy and data security teams in those departments;
- Implementation of proactive cybersecurity and data protection infrastructure;
- Regularly performing risk assessments of business processes involving County data, systems, and information assets;
- Provide ongoing employee privacy and cybersecurity training; and
- Deploying specific policies and procedures to decrease and avoid data and cybersecurity privacy risks.

Legislative

Legislative agendas continue to contain legislation that increases costs, as follows:

- Workers' Compensation legislation and regulations have increased Workers' Compensation costs over \$30 million in the last two years.

- California's Child Victims Act (AB 218) allowed claims/lawsuits to be filed against the County by increasing the statute of limitations. The County is managing thousands of claims that will significantly increase costs primarily to the Department of Children and Family Services and the Probation Department over the next several years.

Risk Structure

As illustrated in this Annual Report's Risk Manager's Message, the County of Los Angeles has accomplished several risk management goals and objectives over the last 10+ years. However, risk to the County changes and unless the management of those exposures change with them, the County will no longer be able to structurally prevent the increased risks of the future. To enhance risk management in the future, the County will need to advance its program, as follows:

- Formalization of a Risk Management Policy for the County and alignment of the Privacy policies within Risk Management.
- Provide appropriate authority to the Risk Manager to formally manage the intricacies of the Risk Management Program and align outdated Workers' Compensation and other risk-related policies under the auspices of the Risk Manager.
- Create a Risk Financing plan to manage the losses of the future that hold departments accountable for not appropriately managing their risks while protecting the County from catastrophic losses that will occur.

RISK MANAGER'S MESSAGE

The County Chief Executive Office – Risk Management Branch (CEO Risk Management) is pleased to provide its Risk Management Annual Report for FY 2022-23. In this message, we will highlight the accomplishments of CEO Risk Management and the County over the last 10+ years.

Insurance

Ten years ago, the County only purchased insurance when required by institutions or legislative mandates. However, when the County experienced perils such as fires, floods, aircraft crashes, and other large losses, we were immediately impacted financially because of our lack of an insurance program. CEO Risk Management and County stakeholders saw this as an opportunity to stabilize our losses with a cost recovery program that includes insurance. Today, virtually all large losses are covered by insurance which affords the County the ability to provide more services to constituents while protecting against catastrophic loss.

Workers' Compensation

The County's self-insured Workers' Compensation Claim Administration Program is the largest such local governmental program in the State of California. As a mandated employer-funded benefit program, it is responsible for administering approximately 33,200 open Workers' Compensation claims. As this is a mandated program, lowering costs while providing appropriate care is a challenge. However, CEO Risk Management has implemented several initiatives that have mitigated cost escalation while increasing oversight and improving care, as follows:

- Lowering caseloads of those who administer the benefits to our injured workers so they can focus on employee care.
- Settling old Workers' Compensation cases to ultimately close our responsibility while providing conclusion to the injured worker.
- Insuring catastrophic losses are capped and cannot run out beyond the County's anticipated losses.
- Consolidating Workers' Compensation Third Party Administrators to lower our overall costs and to provide consistent care to all injured workers.
- Eliminating the exposure of over 200,000 old workers' compensation cases by utilizing advanced risk financing techniques without any effect on injured workers.

Data Management

Data management associated with claims and litigation is vital to proper claims and litigation management. CEO Risk Management launched and implemented the most advanced claims and litigation management system in the country, which retired six legacy systems into a comprehensive Risk Management Information System (RMIS) that has been proven to be flexible, reliable, and user friendly. Ultimately, RMIS will give the County a 360° view of losses and trending factors to allow for appropriate risk management polices to prevent incidents and lower future losses.

RISK MANAGER'S MESSAGE (CONTINUED)

Data Analytics

The full implementation of our RMIS platform allows us to compile loss data and trends beyond spreadsheets and graphs. We have completed the second generation of Fraud, Waste, and Abuse analytics that allows the County to utilize artificial intelligence (AI) and machine learning to continuously audit the touch points within our systems to insure the best possible outcomes, system integrity, loss recovery, and trend identification for prevention efforts. AI in Risk Management is where we are heading, and we must continue to be the industry leader in the development of AI for public entities.

Recoveries

All initiatives above focus on lowering our overall cost of risk by insuring our large losses, administering smart claims management, predicting future losses, and recovering funds when available. In the last ten years, we have been able to recover funds more than \$500 million, as follows:

- Lowering our overall cost of risk through effective Risk Management training and techniques of approximately \$124 million.
- Recovering insurance and subrogated losses for fires, floods, injuries, and other catastrophic losses of approximately \$100 million.
- Eliminating future losses by settling Workers' Compensation claims of approximately 4,000 claims which resolved an estimated \$283 million in ultimate potential exposure.

Many opportunities to lower our overall costs remain. The remainder of this report outlines our key objectives for the upcoming fiscal year and the specific cost drivers impacting our overall Cost of Risk.

*The County's objective
is to minimize the
Cost of Risk*

KEY OBJECTIVES—FISCAL YEAR 2023-24

CEO Risk Management provides leadership and direction for the County’s Risk Management and Privacy programs. Key objectives for FY 2023-24 include:

- Implement performance, audit, and fraud digital monitoring of our Third-Party Administrators (TPAs) and vendors to increase performance, lower costs, and provide better services to our injured workers.
- Diagnose and implement any remaining improvements to the Risk Management Information System and Fraud, Waste, and Abuse platform.
- Provide streamlined guidance to County departments on privacy-focused and HIPAA-focused initiatives, policies, training, risk assessments, audits, and compliance.
- Implement unified and minimum standards across County departments for protecting County Information and Personal Information against unauthorized access and releases.
- Provide technical guidance on the County’s contract provisions to ensure the protection of County’s data and Protected Health Information and assist with privacy risk assessments of the County’s third-party vendors.

- Provide incident response training and table-top exercises for County stakeholders in response to privacy and cyber breach events.
- Continue to lower the unfunded liabilities in Workers’ Compensation by closing claim exposures, funding liabilities, and capping losses with catastrophic loss insurance.
- Continue to execute risk financing strategies to permanently close long-term Workers’ Compensation exposures.
- Assist departments with training and installation of Automated External Defibrillators in all buildings occupied by County employees.
- Implement system and software upgrades to incorporate a framework of accountability to include auditing, tracking, and compliance elements of all Corrective Action Plans.
- Incorporate County Counsel’s Workers’ Compensation Division and Fire Department’s Return-To-Work efforts into the comprehensive Risk Management Information System to improve workflow, track capabilities, and promote efficiencies.



PREVENTION

RECOVERY

SOLUTION

IDENTIFY

COST

COST OF RISK

The Cost of Risk is the ratio of the expenditures for the County's various cost of claims paid, divided by the County's Operating Budget in a specific FY. The effectiveness of the County's risk management programs, policy decisions, and the effects of State and federal regulations are reflected in the Cost of Risk since it includes paid Workers' Compensation claims, General Liability claims, and the cost to defend a myriad of tort and non-tort-related claims. The Cost of Risk also includes the costs associated with loss control and prevention programs, insurance premiums, and operational and administrative expenses.

During FY 2022-23, the County experienced an increase in the Cost of Risk of 11.1%.

THE COUNTY'S OBJECTIVE IS TO MINIMIZE ITS TOTAL COST OF RISK

Detailed information is listed in the "Statistics" section of this report regarding the number of claims and expenses for each of the last three FYs by department for Workers' Compensation, State of California Labor Code (LC) 4850 and Salary Continuation, Automobile Liability, General Liability, Employment Practices Liability, Law Enforcement Liability, and Medical Malpractice.

The table on the next page illustrates the totality of all categories of risk as related to the County's Operating Budget.



COST OF RISK₁

Category	FY 2020-21	FY 2021-22	FY 2022-23
Workers' Compensation			
Workers' Compensation Expense	\$409,016,919	\$468,381,386	\$516,434,811
Labor Code 4850/Salary Continuation	\$133,418,720	\$162,510,229	\$169,637,324
Workers' Compensation Expense Total	\$542,435,639	\$630,891,615	\$686,072,135
Liability			
Liability Expense Total	\$144,939,061	\$173,641,389	\$321,049,517
Purchased Insurance (premium and fees)	\$28,476,443	\$28,476,443	\$32,312,000
Cost of Risk	\$715,851,144	\$804,533,003	\$1,007,121,652
Cost of Risk (excluding non-County agencies)	\$706,762,945	\$795,422,715	\$997,710,154
Total County Operating Budget (000)	\$35,328,479	\$39,576,967	\$44,642,000
Cost of Risk (Excluding non-County agencies as a percentage of the County's Operating Budget)	2.00%	2.01%	2.23%

1. Detailed Cost of Risk Information can be found in Exhibit G of this report.
2. Labor Code 4850 benefits are provided to defined safety officers. The benefit pays full salary tax free for one year while they are disabled due to an industrial injury and cannot work. The County provides certain employees salary continuation benefits that restore 70% of their wages tax free while they are unable to work due to an industrial injury. The benefit is available for one year from the date of the industrial injury.

RISK FINANCING

The County currently finances nearly all losses on a cash basis; therefore, any liability or Workers' Compensation claim that arises is subject to cash payment by the County, regardless of size. Based on the nature and scope of County operations, natural disasters, and external influences, County departments will be susceptible to large claims that significantly impact expenses. The results of FY 2022-23 illustrate this susceptibility as the top-10 claims of each expense category accounted for significant portions of expense, as follows: Law Enforcement top-10 claims accounted for 85.2% of expenses; General Liability top-10 claims accounted for 75.6% of expenses; Automobile Liability top-10 claims accounted for 57.6% of expenses; Medical Malpractice top-10 claims accounted for 79.9% of expenses; and Employment Liability top-10 claims accounted for 47.3% of expenses. The County has instituted several risk management techniques to manage the cost of large loss claims outside of litigation management. Minimizing the frequency of claims minimizes the possibility of one of those claims becoming a large loss. The County currently utilizes loss control and prevention best practices specific to departments that are coordinated through the CEO, as follows:

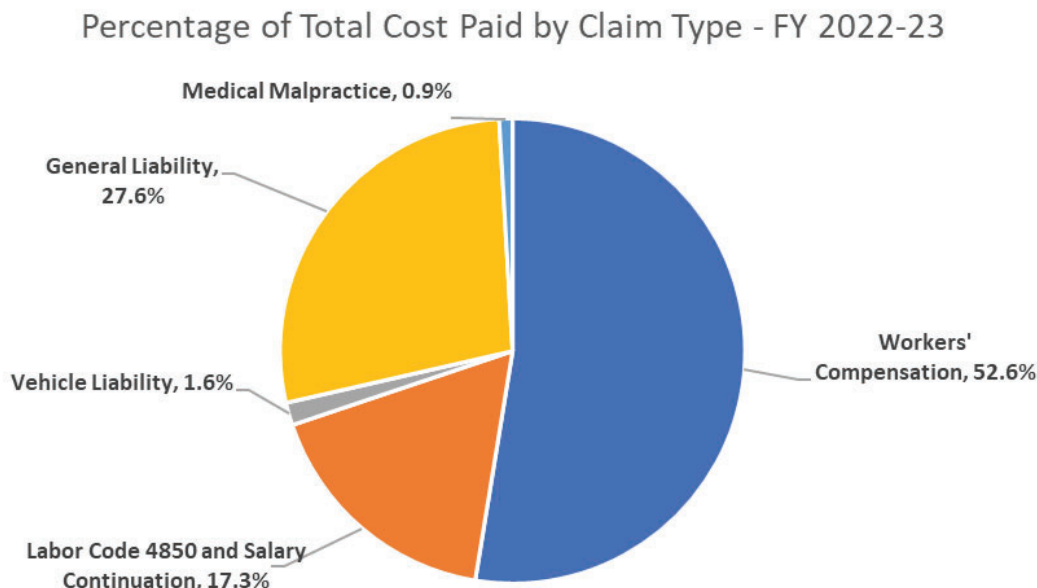
- Corrective Action Plans and/or Summary Corrective Action Plans are required for all settlements with an indemnity amount in excess of \$100,000 and as requested by the Risk Management Inspector General (RMIG). These plans summarize the nature of the claim and identify the root cause of the problem and corrective action steps to be taken by the department, or the County as a whole, to minimize the potential for similar events to occur.

- CEO Risk Management's Loss Control and Prevention Unit updated several online training modules to address the risk factors that contribute to vehicle accidents, and issued notices to departments that were experiencing increased claims.
- Risk Management Plans are developed by each department on an annual basis. These plans provide an overview of each department's risk management program, significant risk issues for that department, and mitigation measures or goals designed to prevent or minimize the given exposure.
- CEO Risk Management provides reporting and early trend analysis capabilities through departmental-specific dashboards. This includes a drill-down capacity to identify the "Top-5 Causes of Concern" for each type of loss.
- Contractual risk transferring of large loss potential involves reviewing, recommending, and constructing departmental insurance contract language, including indemnification language and proper endorsement usage that is consistent throughout the County and formulated to provide protection to the various contractors and the County, should an adverse event occur. County Counsel and CEO Risk Management collaborate with departments in this endeavor.

OVERALL COSTS

The overall Cost of Risk graph below illustrates that Workers' Compensation accounts for 52.6% of the Cost of Risk. For FY 2022-23, this represents approximately \$516 million.

PERCENTAGE OF TOTAL COST PAID BY CLAIM TYPE – FY 2022-23



CLAIM SEVERITY (TOTAL COST PAID) - ALL CLAIMS 1,2,3 - FY 2020-2021 THROUGH FY 2022-23

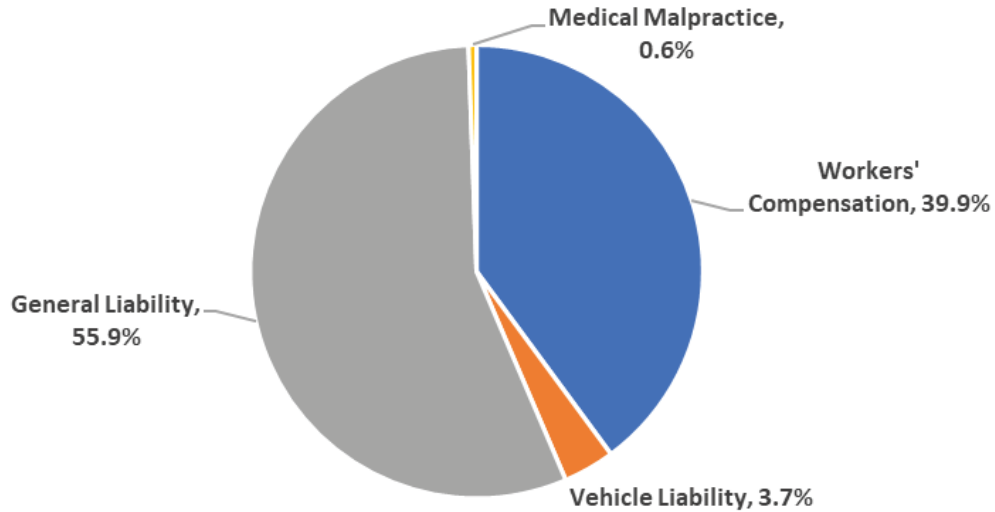
Claim Type	FY 2020-21	FY 2021-22	FY 2022-23
Workers' Compensation	\$409,016,919	\$468,381,387	\$516,434,811
Labor Code 4850 and Salary Continuation	\$133,418,720	\$162,510,229	\$169,637,324
Vehicle Liability	\$15,685,346	\$26,706,747	\$15,487,137
Law Enforcement Liability	\$35,150,030	\$58,073,978	\$108,436,291
Employment Practices Liability	\$16,816,246	\$24,897,057	\$37,378,021
Other General Liability	\$51,547,333	\$38,489,633	\$125,737,213
Medical Malpractice	\$4,579,751	\$3,489,914	\$9,125,855
TOTAL	\$666,214,345	\$782,548,944	\$982,236,652

1. Data does not include unemployment costs.
2. Data includes pending and non-jurisdictional departments, but does not include associated agencies that are not County departments (i.e., MTA, Foothill Transit). This information includes County Counsel tort claims.
3. Amount Paid is the total of the transactions paid by coverage code in the fiscal year; amount includes indemnity and legal fees and expenses, regardless of occurrence date; does not include Reported But Not Paid (RBNP) or Incurred But Not Reported (IBNR) reserves.
4. Workers' Compensation paid does not reflect State of California Labor Code 4850 and Salary Continuation payments, which are shown separately.

CLAIM FREQUENCY BY CLAIM TYPE – FY 2022-23

In further demonstrating the impact of Workers' Compensation on the total risk management program, the graph below illustrates that Workers' Compensation accounts for nearly half of all claims.

Percentage of Claim Frequency by Claim Type - FY 2022-23



CLAIM FREQUENCY (TOTAL NUMBER OF CLAIMS FILED) BY CLAIM TYPE FY 2020-21 THROUGH FY 2022-23

Claim Type ^{1,2}	FY 2020-21	FY 2021-22	FY 2022-23
Workers' Compensation	12,147	13,807	11,611
Vehicle Liability	805	819	1,069
Law Enforcement Liability	575	574	764
Employment Practices Liability	116	189	206
Other General Liability	2,255	10,540	15,292
Medical Malpractice	142	90	165
TOTAL	16,040	26,019	29,107

1. Total number of claims filed by fiscal year regardless of date of occurrence; count includes all suffixes.
2. Includes County Counsel tort claims, but not agencies that are not County departments (i.e., MTA, Foothill Transit).

Note: Increase in Other General Liability claims is due to the Dominquez Hills/Carson odor complaints.

The methods and activities of managing the overall Cost of Risk are outlined in the remainder of this FY 2022-23 Annual Report.

WORKERS' COMPENSATION PROGRAM

The County's self-insured Workers' Compensation Claim Administration Program is the largest such local governmental program in the State of California. As a mandated employer-funded social benefit program, it is responsible for administering approximately 33,200 open Workers' Compensation claims with over 11,540 new claims reported in FY 2022-23. Statutorily mandated benefits are delivered through processes established under four Third-Party Administrator (TPA) contracts, three Medical Management and Cost Containment contracts (MMCCs), and a Pharmacy Benefit Management (PBM) Network. CEO's Workers' Compensation On-Site County Representatives (OSCRs) aid TPA staff, County departments, and injured workers. In addition, OSCRs authorize high-value settlements and payment transactions, perform fiscal reconciliation services, and act as liaisons between departments, defense counsel, and TPAs. The Office of the County Counsel (County Counsel) staff and contracted defense attorneys provide legal support.

Workers' Compensation expenses are generally separated into three categories: 1) allocated benefit expenses [ABE]; 2) allocated loss adjustment expenses [ALAE]; and 3) unallocated loss adjustment expenses [ULAE]. ABE include medical benefits, salary continuation and temporary disability benefits, permanent disability benefits, and death benefits. Such expenses are charged to the Workers' Compensation claim file.

ALAE include non-benefit payments to contract law firms, investigation firms, and other ancillary service providers. These expenses are also charged to the Workers' Compensation claim file. ULAE include the cost of TPAs, MMCCs, County Counsel's Workers' Compensation Division staff, CEO Risk Management staff, State User Assessments, claims administration system, excess insurance, and other overhead charges required to administer or provide risk protection for the Workers' Compensation Program. Such expenses are not charged or allocated to individual Workers' Compensation claims.

Total Workers' Compensation expenses paid in FY 2022-23, excluding Labor Code Section 4850 and Salary Continuation benefits, were \$516 million. This represents a 10.2% increase in Workers' Compensation expenses from FY 2021-22, which totaled \$468 million. The annual increase over the last two fiscal years is extraordinary as Program expenses have been stable for the last 19 years. The cost increase can be attributable to statutory changes in physician charges and payments to injured workers.

DISABILITY

MANAGEMENT



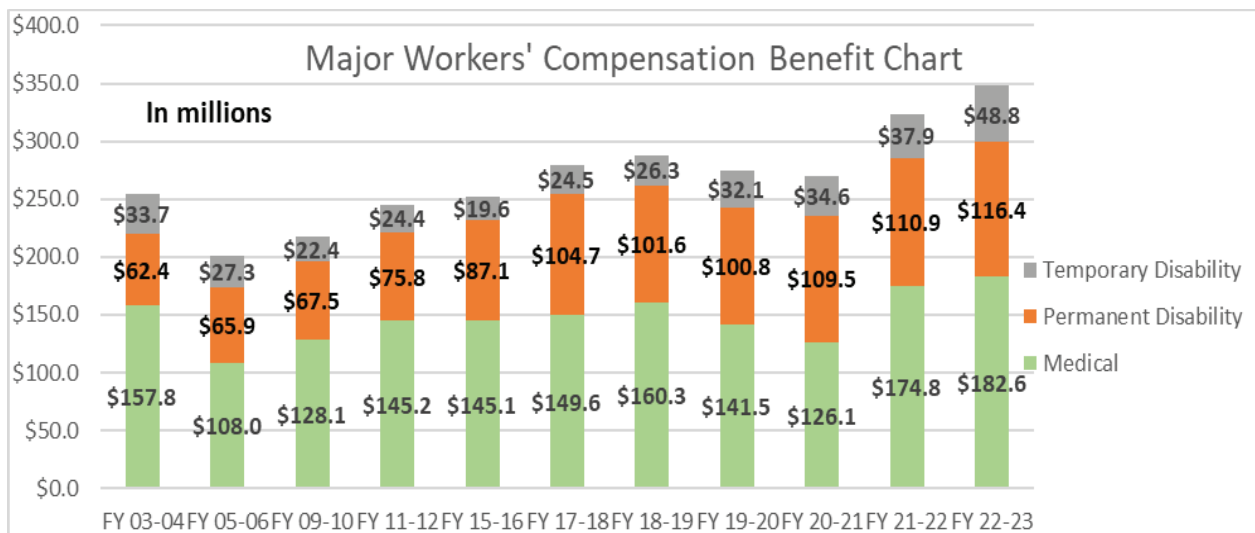
WORKERS' COMPENSATION PROGRAM—MAJOR ALLOCATED BENEFIT EXPENSES

In FY 2022-23, total medical expenses equaled \$182.9 million. This represents a 4.6% increase from the total medical expense of \$174.8 million experienced in FY 2021-22. Overall medical cost increases over the last two fiscal years were partially due to medical facilities providing services delayed during the pandemic. Additionally, medical costs were impacted by a regulatory increase in payments to medical-legal reporting physicians. The regulatory increase to the California medical-legal fee schedule added an approximate \$30 million to medical costs in the last two fiscal years.

Temporary disability expenses increased from \$37.9 million in FY 2021-22 to \$49.4 million in FY 2022-23, an increase of 30.3%. This increase was driven by unprecedented increases in the State temporary disability rate of 13.5% and 5.2% in calendar years 2022 and 2023, respectively. Salary continuation and Labor Code (LC) 4850 expenses (predominately driven by LC 4850 benefits) increased 4.4% from the \$162.5 million in FY 2021-22 to \$169.6 million in FY 2022-23. CEO Risk Management continues to believe the LC 4850 expense is driven by the demographics of an aging public safety population.

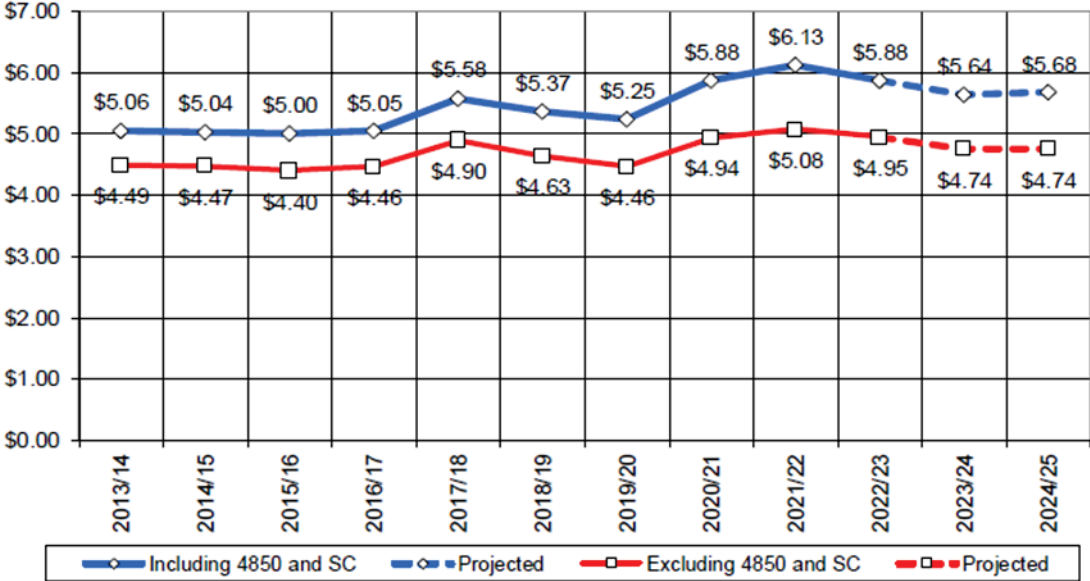
Permanent disability expenses increased 6%, from \$110.9 million in FY 2021-22 to \$117.6 million in FY 2022-23. CEO Risk Management believes increases in permanent total disability payments will be experienced based on the statutory increases bound to increases in the State Average Weekly Wage. Overall permanent disability obligations are impacted by the aging public safety population.

Changes to the permanent disability rating and payment schedule under SB 863 significantly increased an employer's exposure to Workers' Compensation disability payments. As an example, a firefighter with a presumptive industrial heart condition with a 40% whole person impairment would be entitled to \$87,835 in permanent disability prior to the passage of SB 863. The same exact disability under the SB 863 provisions will entitle that firefighter to \$206,307.50 in permanent disability and life pension benefits.



Workers' Compensation Program — Major Allocated Benefit Expenses
(Continued)

**Graph III-2
Loss Rate per \$100 of Payroll**



Note: Loss rates excluding 4850 and salary continuation per \$100 of payroll are from Exhibit WC-10, columns (4) and (7). Loss rates including 4850 and salary continuation per \$100 of payroll are based on Exhibits WC-10, WC-4850-10, and WC-SC-10, columns (4) and (7).

FINANCE

COMPENSATION

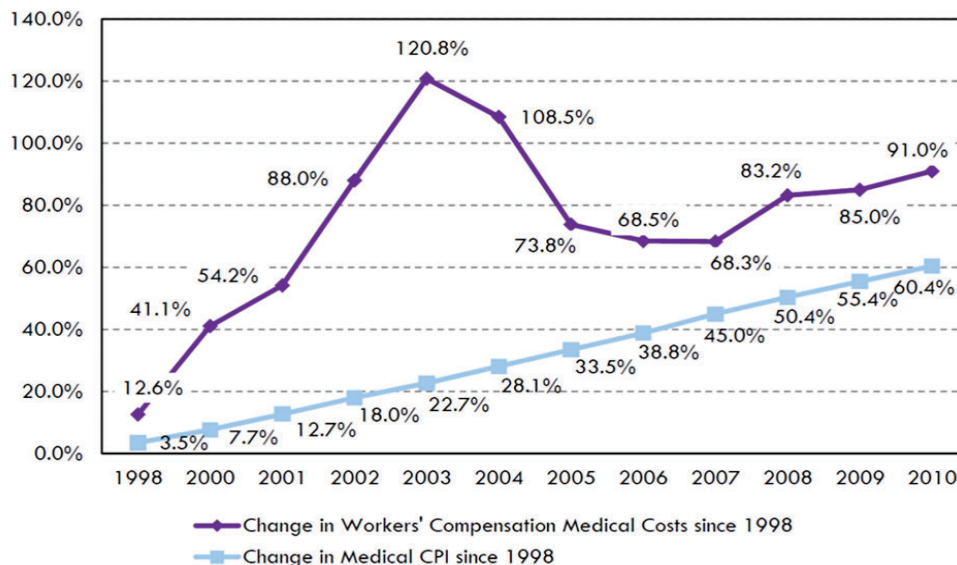


WORKERS' COMPENSATION PROGRAM—ALLOCATED AND UNALLOCATED LOSS ADJUSTMENT EXPENSES

Traditionally, the County Workers' Compensation Program's allocated and unallocated loss adjustment expenses account for approximately 20-22% of overall Program expenses. The ALAE and ULAE represent the legal, administrative, and operational costs to deliver balanced Workers' Compensation benefits. In FY 2022-23, the combined ALAE and ULAE represented 21.9% of Program expenses. This includes approximately \$5.5 million for excess insurance and \$3.1 million for the comprehensive RMIP and data analytic services. The County Workers' Compensation Program's allocated and unallocated loss adjustment expenses compare favorably to loss adjustment expenses experienced by California Workers' Compensation insurers and other self-insured employers. The California Commission on Health and Safety and Workers' Compensation (CHSWC) 2021 Annual Report reflected ALAE and ULAE accounted for 36.4% of overall Workers' Compensation systemwide expenses in calendar year 2021.

Over the last 19 years, County Workers' Compensation loss adjustment expenses have increased, in part, due to medical management cost containment strategies that include utilization review. CEO Risk Management believes California's implementation of evidence based medical guidelines have stabilized the Workers' Compensation inflationary trends experienced in the late 1990s and early 2000s. The graph below demonstrates the impact of Workers' Compensation legislation that became effective in 2004, and its impact on cost stabilization.

WORKERS' COMPENSATION MEDICAL EXPENSES VS. MEDICAL INFLATION SINCE 1998

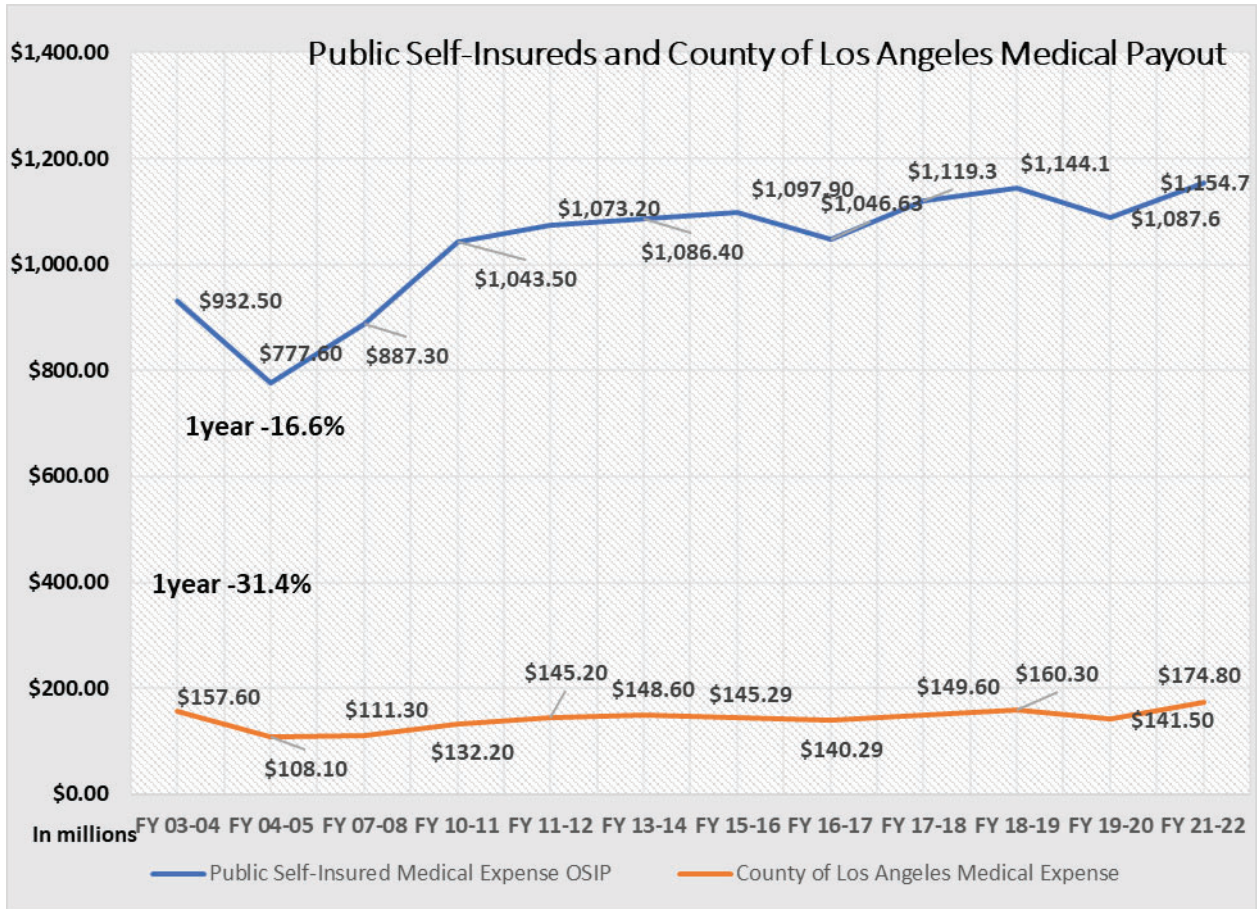


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WORKERS' COMPENSATION — EXPENSES

The County Workers' Compensation medical spending has remained relatively stable as demonstrated by the chart below (as noted, FY 2021-22 reflected a significant cost in medical spending). The chart below reflects aggregate public agency Workers' Compensation medical payment data (including the County's Workers' Compensation payment amounts) and the County's annual Workers' Compensation medical payments since FY 2003-04.

CEO Risk Management believes the significant decrease in Workers' Compensation medical cost experienced between FY 2003-04 and FY 2004-05 was a direct result of urgency legislation implemented to address the California "Workers' Compensation Crisis." Aggregate Office of Self-Insurance Plan (OSIP) FY 2022-23 payment information was not available at the time of the printing of this report.

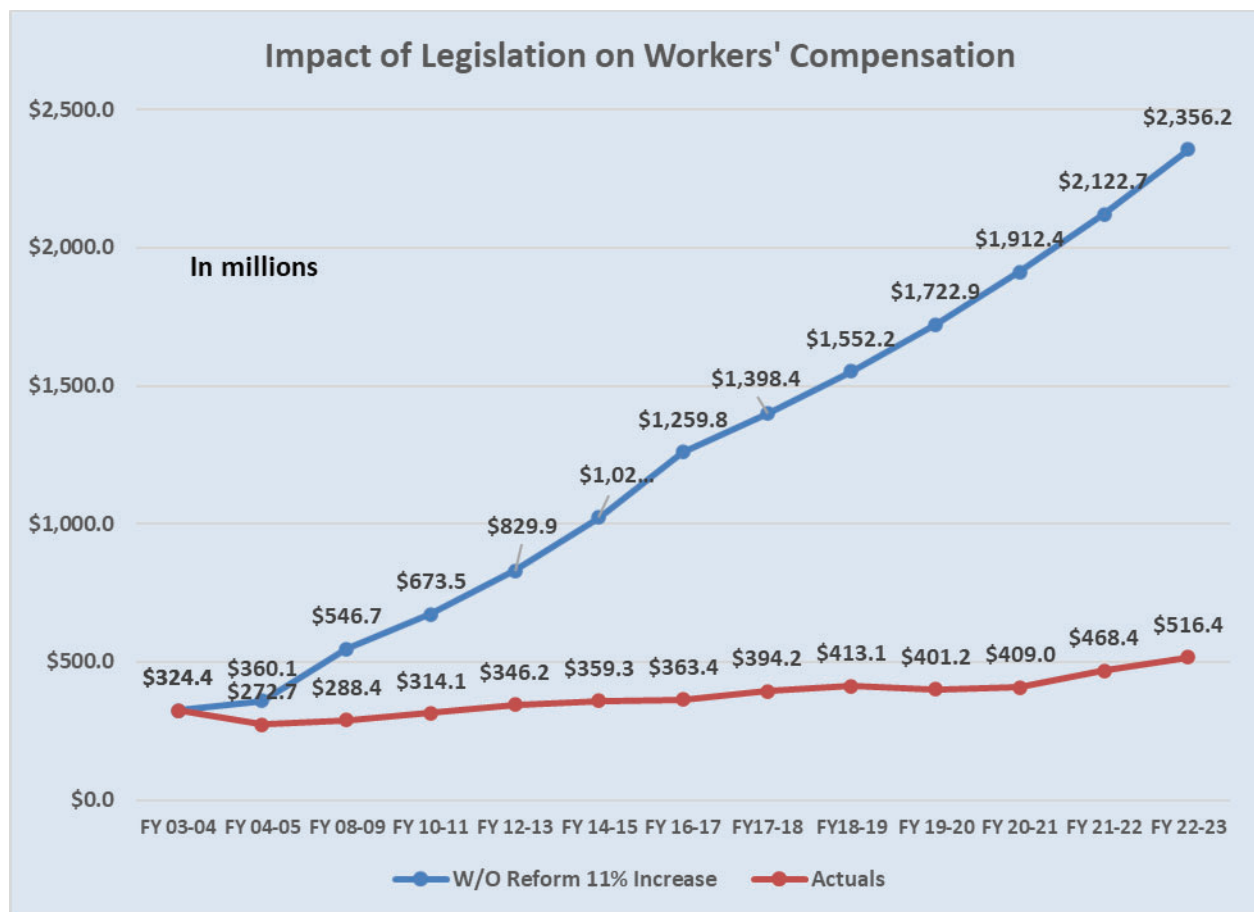


WORKERS' COMPENSATION — EXPENSES (CONTINUED)

From FY 1998-99 through FY 2002-03, the County's Workers' Compensation medical costs increased 133.8%. During that period, County Workers' Compensation Program costs, excluding salary continuation and LC 4850 benefits, experienced double-digit inflation.

The following chart estimates that escalation absent cost avoidance strategies afforded under the FY 2003-04 legislation compared to actual costs. FY 2022-23 actual costs contain a premium payment for excess insurance that did not exist in FYs prior to FY 2016-17. Regardless of the cost of this additional protection and the FY 2022-23 increase, the Workers' Compensation Program's annual increase since FY 2003-04 calculates to approximately 3%.

WORKERS' COMPENSATION EXPENSES (EXCLUDING SALARY CONTINUATION AND LABOR CODE 4850) COMPARISON - ESTIMATED WITHOUT REFORM AND ACTUAL EXPENSES



WORKERS' COMPENSATION — MEDICAL MANAGEMENT COST CONTAINMENT AND OUTSTANDING LIABILITIES

Medical Management Cost Containment

In FY 2022-23, medical expenses were the largest, single component of the County's Workers' Compensation Program costs. During FY 2022-23, the Program received approximately 519,717 (increase of 9% over FY 2021-22) bills accounting for 1,612,446 lines of procedures, services, or supplies from medical service providers. Such bills were for medical services to treat injured workers that included inpatient hospital services, nursing care, surgery, physician visits, physical therapy, chiropractic care, durable medical equipment, and drug therapy. Each bill is reviewed to ensure charges are paid at or below the State Official Medical Fee Schedule. Total medical charges billed exceeded \$617 million with recommended allowances of slightly over \$170 million.

The County's Workers' Compensation Program applies utilization review (UR) processes to assess certain physician treatment requests. UR is the process used by California Workers' Compensation insurers and administrators to determine if requested medical care is consistent with the California Medical Treatment Utilization Schedule. CEO Risk Management and MMCC staffs collaborate with respected physicians to determine reasonable utilization review triggers to ensure medical treatment can be delivered in an unencumbered manner. The evaluation of UR triggers is an ongoing process and protocols are assessed periodically and influenced by physician prescribing patterns.

Outstanding Liabilities

As reflected in the Workers' Compensation Actuarial Study, the Program's outstanding liabilities, as of June 30, 2023 were approximately \$3.52 billion (at a 50% confidence level). This represents an increase of 3.25% over the estimated outstanding liabilities of \$3.41 billion, as of June 30, 2022.

As of June 30, 2004, the actuarial study established future outstanding liabilities were \$2.63 billion (including the Courts) and, as of June 30, 2023, the outstanding liabilities were \$3.57 billion (including the Courts). This equates to an increase of 35.7% over a 19-year period. CEO Risk Management continues to evaluate various alternate risk techniques to stabilize exposures and expenses, including a loss portfolio transfer and lump-sum settlements for high exposure Workers' Compensation claims. During the last six FYs, the County Workers' Compensation Program processed approximately \$129 million in such settlements, which impacted approximately 4,000 claims and resolved an estimated \$283 million in ultimate potential exposure (this includes the settlement amount).

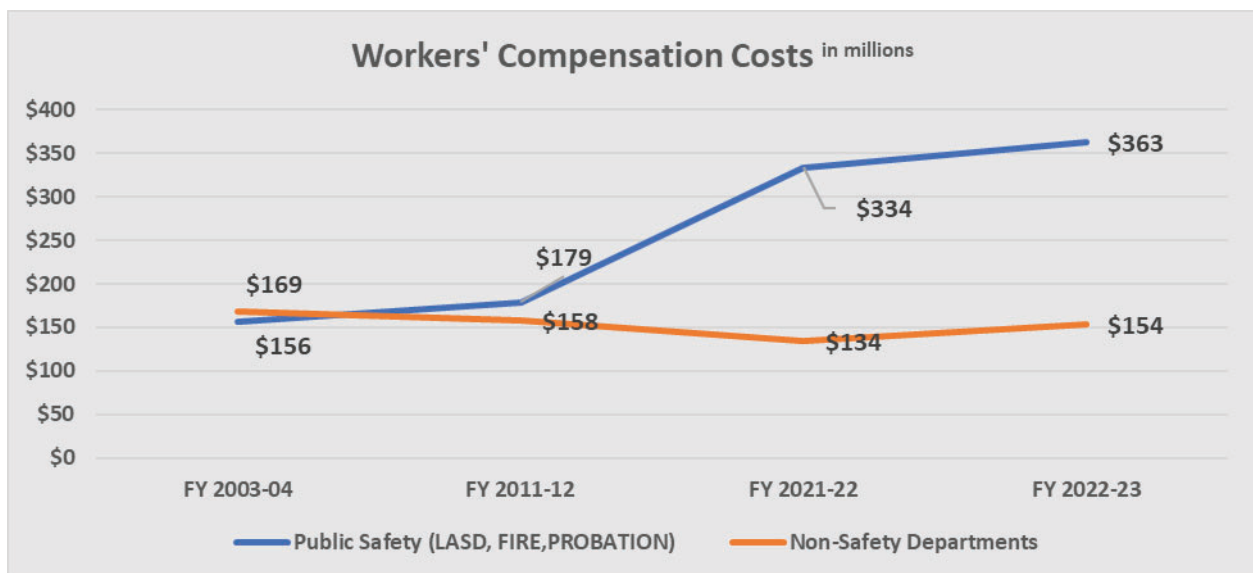
Actuarial analysis of the County Workers' Compensation Program's last 20 years of loss distribution reflects approximately 16.6% of Workers' Compensation claims account for 82.3% of the total incurred (paid to date and remaining reserves). Additionally, 19% of payments (excluding salary continuation/LC 4850) in FY 2022-23 were issued from claims older than 10 years. Overall, the actuarial study underscores the long-tail nature of Workers' Compensation exposures and expenses.

WORKERS' COMPENSATION — PUBLIC SAFETY DEPARTMENTS

The nature of the job duties County employees perform significantly impact Workers' Compensation Program expenses. Many County employees subject themselves to dangerous situations on behalf of the public. Those exposures and some of the presumptions afforded to public safety employees, because of such, are reflected in Countywide Workers' Compensation expenses.

The charts below demonstrate the association between County public safety departments (defined as Fire, Probation, Sheriff) and rising Workers' Compensation costs. As previously indicated, FYs 2003-04 and 2011-12 are notable because of the passage of significant legislation that impacted the California Workers' Compensation system. Those FYs were selected to show how such legislation impacted Workers' Compensation costs to County public safety and non-public safety departments.

While non-public safety departments (including the Courts) saw a 8.9% decrease in Workers' Compensation payouts over the last 19 years, safety departments saw a 132.7% increase. Those increases were significant enough to drive overall Workers' Compensation Program payout increases.

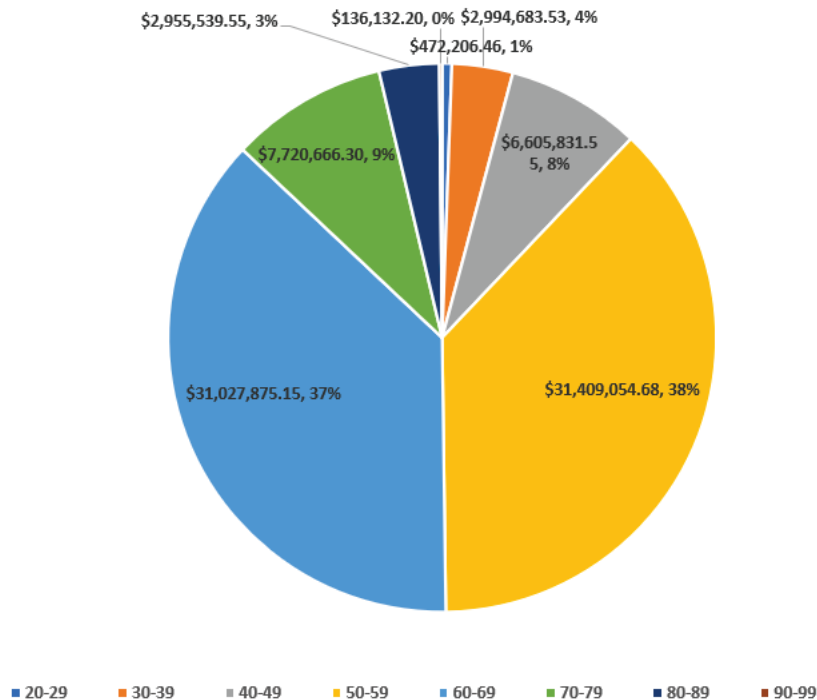


WORKERS' COMPENSATION — PUBLIC SAFETY DEPARTMENTS (CONTINUED)

CEO Risk Management believes public safety Workers' Compensation expense increases are driven, in part, by an aging workforce that maximizes benefit utilization. For example, the number of Fire Department staff reporting Workers' Compensation claims between FY 2019-20 and FY 2021-22, was 5,175. Of these Workers' Compensation claims, approximately 47% were files by individuals 50 years of age or older. In the 3-year period between FY 2004-05 and FY 2006-07, the number of reported Workers' Compensation claims was 3,952 with approximately 28% filed by individuals 50 years of age or older. In FY 2022-23, the trend continued with approximately 47% of all Fire Department reported Workers' Compensation claims being filed by employees age 50 years or older.

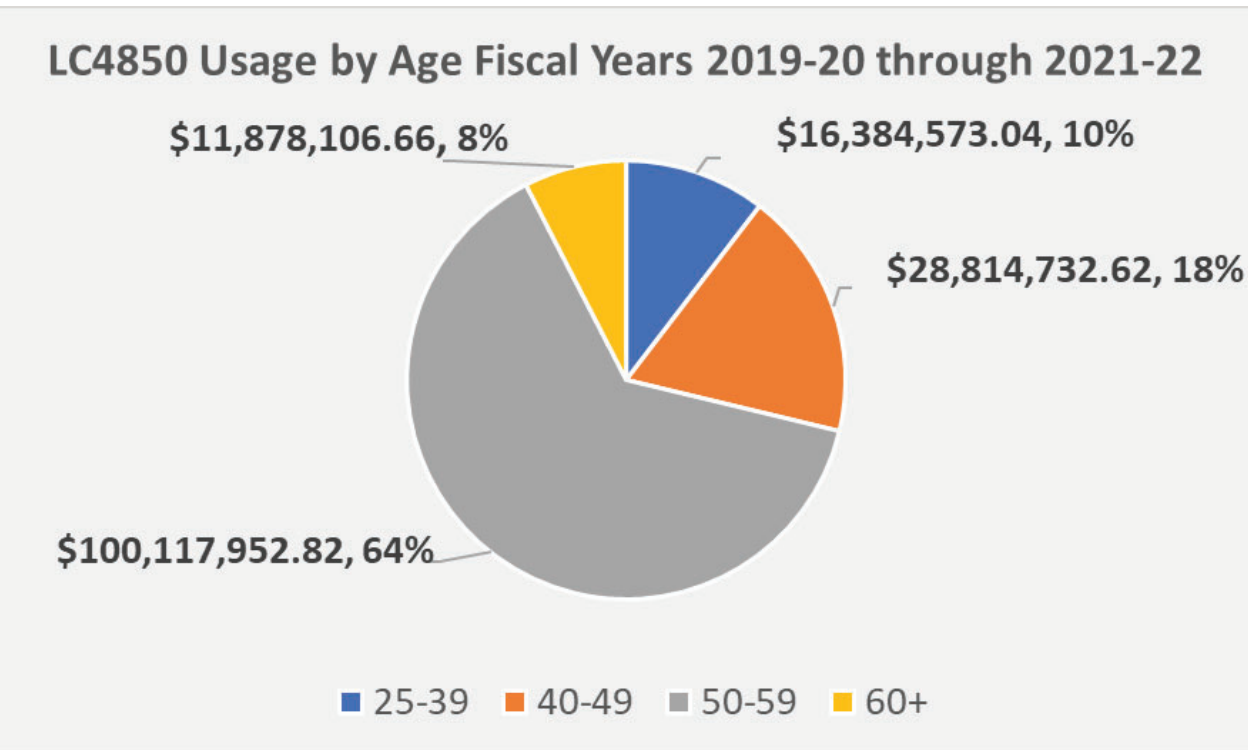
The relationship between age and Workers' Compensation benefit utilization is demonstrated by a review of Fire Department data. In FY 2022-23, approximately 92% of Workers' Compensation expenses (excluding LC 4850 and Unallocated Loss Adjustment Expenses) were paid on claims where the injured worker was 50 years old or older. In the three-year period between FYs 19-20 through 21-22, Fire Department employees used approximately \$157.2 million in LC 4850 benefits. Approximately, 72% of LC 4850 payments were made to employees 50 years old or older. The percentage increases to approximately 83% for firefighters 45 years old or older.

Fire Department WC Payout by Age of Injured Worker



WORKERS' COMPENSATION — PUBLIC SAFETY DEPARTMENTS (CONTINUED)

In the 3-year period between FY 2010-21 and FY 2021-22, Fire Department employees used approximately \$157.2 million in LC 4850 benefits. The chart below reflects that 72% of LC 4850 payments were made to employees 50 years of age or older. The percentage increases to approximately 83% for firefighters 45 years of age or older.



WORKERS' COMPENSATION — IMPACT OF COVID-19 PANDEMIC

Like many programs and operations, the pandemic has significantly impacted the County Workers' Compensation Program. Traditionally, operations were brick and mortar with claims staff working on-site. Due to the pandemic and social distancing requirements, most claims staff and OSCRs teleworked during FY 2022-23. This arrangement has promoted a movement away from paper processes and implementation of document management systems that enable staff to work remotely. Internal control processes have been maintained and the impact on injured workers and benefit delivery have been minimal.

As of June 30, 2023, there were 6,959 COVID Workers' Compensation claims filed. The total payout on those claims exceeded \$28.1 million with estimated total incurred costs of \$66.5 million.

HEALTH



CARE

Workers' Compensation Cost Trends and Influencing Factors

As indicated in the FY 2021-22 Chief Executive Office Risk Management Annual Report, cost escalation is driven by several factors:

- Significant increase to certain indemnity payments effective January 1, 2022. Such increases will continue to have an inflationary impact on workers' compensation program costs. The Labor Code requires the maximum and minimum weekly earnings upon which certain indemnity payments are based to increase by an amount equal to percentage increase in the State Average Weekly Wage (SAWW) compared to the prior year. In calendar years 2022 and 2023, the SAWW increase was calculated at an unprecedented 13.5% and 5.2%, respectively (usual increases are 2-4%). These will influence future costs related to some temporary disability, life pension, permanent total disability, and death benefits.
- Aging workforce.

WORKERS' COMPENSATION PROGRAM — SIGNIFICANT ACCOMPLISHMENTS FY 2022-23

- Continued to collaborate with County Counsel Workers' Compensation Division to mitigate costs associated with high exposure workers' compensation claims.
 - Continued to partner with the TPA to improve communication and customer satisfaction to injured workers.
 - Continued to evaluate, test, and recommend enhancements to the Workers' Compensation claim module of the comprehensive RMIP.
 - Continued to work with public and private sector employers to evaluate and influence Workers' Compensation legislation and regulation development to ensure such promotes the timely provision of benefits that is balanced with employee and employer needs.
 - Evaluated and reported the Workers' Compensation cost drivers impacting the Fire Department. Included recommendations to improve processes and influence cost escalation (see link below).
- http://file.lacounty.gov/SDSInter/bos/bc/1135006_12.29.22ReportBackonAssessmentofChallengesandOpportunitiesinLACFIRE.bm.pdf
- Assisted in evaluating the feasibility of implementing a Loss Portfolio Transfer of select Workers' Compensation liabilities.

Workers' Compensation Program — Objectives FY 2023-24

- Execute a Loss Portfolio Transfer, transferring select Workers' Compensation liabilities to an approved and qualified excess insurance carrier. This is planned to occur in January 2024.
- Assist Fire Department's Disability Management and Compliance Section (Fire DM) in retiring their current Workers' Compensation tracking system and leveraging the economies and capabilities of the Ventiv Claims Enterprise (VCE) system.
- Continue to evaluate VCE robotic process automation capabilities to reduce resources related to mundane claims management tasks.
- Continue to work with public and private sector employers to evaluate Workers' Compensation legislation, regulation development, and critical issues impacting the County Workers' Compensation Program.
- Continue to engage Fire Department's executive team to increase focus and influence on legislation that impacts their Workers' Compensation costs.
- Evaluate implementing data analytic tools to improve reserving and identifying high-cost Workers' Compensation claims.

LIABILITY CLAIMS AND RECOVERY

The Liability Claims and Recovery Unit assists in overseeing administration services for incidents, claims, and lawsuits, for automobile, employment, general liability, medical malpractice, and hospital liability matters. These services are performed under contract by two TPAs, Carl Warren and Company (Carl Warren) and Intercare Holding Insurance Services (Intercare). In addition, CEO Risk Management staff represents the County in cases that are filed in the Superior Court Small Claims Division.

Carl Warren provides administration services for incidents, claims, and lawsuits, for automobile, employment, and general liability matters. In addition, Carl Warren provides County Counsel with litigation management and support services for automobile, general liability, employment, and social services matters. These services include tracking litigation costs and expenses, participating in roundtable meetings, and attending and/or monitoring legal proceedings.

During the first half of FY 2022-23, Intercare Insurance Services, Inc., was responsible for medical malpractice, hospital liability, and limited general liability incident reporting, claim administration, and litigation management support services. As a result of the County's solicitation process, these responsibilities were transferred to Sedgwick Claims Management Services (Sedgwick) on January 1, 2023. These services include early investigation that is defined as contractor-initiated activity resulting from the decision to set up a claim file, or the immediate recognition of extraordinary case circumstances. The activities include immediate contact with those employees, witnesses, and other individuals having any involvement in, or knowledge of, an incident.

Additionally, Sedgwick staff participate in roundtable meetings and present a medical/legal analysis of the incident and provide a recommendation on best resolution opportunities.

Liability Claims and Recovery staff work closely with County Counsel staff to ensure litigation management processes are operating efficiently and providing attorneys with required services. Staff review liability and medical malpractice claims weekly in triage meetings to identify high-exposure claims for monitoring. The triage meetings are attended by the County Risk Management Inspector General and Loss Control and Prevention staffs to ensure the information is shared with appropriate CEO Risk Management personnel.

Recovery is a critical component of the Liability Claims and Recovery Unit. Recovery staff focus efforts on identifying, analyzing, and implementing plans of actions necessary to pursue recoveries. These recoveries can result from asserting subrogation rights, protections afforded under contractual indemnification provisions, insurance contracts, contribution obligations, and identifying and pursuing responsible parties for damages and costs.

ACTIONS



LIABILITY CLAIMS AND RECOVERY (Continued)

LIABILITY CLAIMS

While all liability claim types experience an increase in frequency, general liability claims saw a higher rise of approximately 45% (see table below). This increase was caused by the filing of 12,281 environmental hazard claims. These claims were the result of an unprecedented incident that occurred in September 2021, which caused noxious odor in a stretch of the Dominguez Channel near the City of Carson. County Counsel, Carl Warren, and Liability Claims and Recovery staff partnered to address the multitude of claims that arose from this event. The filing of such claims stabilized by the second half of FY 2022-23, recording 671 new claims in the third quarter and no additional claims in the fourth quarter.

RECOVERY



COST

Claim Type Frequency	FY 2020-21	FY 2021-22	FY 2022-23
Vehicle Liability	805	819	1,069
Law Enforcement Liability	575	574	764
Employment Practices Liability	116	189	206
Other General Liability	2,255	10,540	15,292
Medical Malpractice	142	90	165
TOTAL	3,893	12,212	17,496

Medical Malpractice claims saw an increase of reported claims from 90 in FY 2021-22 to 165 in FY 2022-23. This represents an increase of approximately 83%. The communication and optimal resolution process (CANDOR) was implemented on 10 claims. Six of those claims settled with legal and cost expense avoidance estimated between \$50,000 to \$100,000 per clam.

Primary Cause	Claim Count	Medical Malpractice Liability Causes
Bodily Injury Only Accident	13	7.88%
Procedure (including surgery)	18	10.92%
Diagnostic Cases	45	27.27%
Wrongful Death	9	5.45%
Other	80	48.48%
Total	165	100.00%

LIABILITY CLAIMS AND RECOVERY (Continued)

SMALL CLAIMS UNIT

The Small Claims Unit represents the County in cases filed in the Superior Court Small Claims Division. The Unit also administers lost or stolen property claims filed against the departments of Health Services and Sheriff. In FY 2022-23, the Unit represented the County in 50 small claims court actions and prevailed in 90% of the those.

The Small Claims Unit staff administer recovery efforts made on behalf of the Department of Public Works and assist in large property claims made against the County. In addition, the Unit provides reimbursement recommendations to line departments on claims related to the County's mileage permittee program.

RESOLUTION



ACTION

RECOVERY UNIT

A fundamental function of the Recovery Unit is to identify opportunities to recover funds from various sources. As indicated, those sources include parties that are totally or partially responsible for the loss, insurance, and contractual indemnification obligation. To maximize outcomes, the Recovery Unit partners with TPAs, insurance claims experts, and County Counsel staff to ensure the County's recovery rights are protected.

Workers' Compensation subrogation rights are outlined in the California Labor Code. The Recovery Unit developed procedures to maximize subrogation identification and recovery. This includes coordinating efforts with the Workers' Compensation TPA, contract law firms, and CEO Risk Management staff. In FY 2022-23, there was \$2,373,452 in Workers' Compensation recovery, which includes but is not limited to excess Workers' Compensation insurance recovery.

In FY 2022-23, there were combined recoveries of \$15,872,182 on the Liability Program. This was driven, in part, by two major property insurance recoveries, specifically: 1) Recovery of \$3,627,325 on the Library Headquarters' loss from the fire that occurred on November 9, 2021; and 2) Recovery of 10, 000,000 from the Department of Public Social Services' building fire that occurred on March 8, 2023.

LIABILITY CLAIMS AND RECOVERY—ACCOMPLISHMENTS FY 2022-23

- Staffed all critical vacancies caused by retirements and properly trained the new employees.
 - Continued to assist in the administration and management of liability and medical malpractice/hospital liability claims.
 - Continued to monitor and enhance, as needed, VCE Module 1 – Liability Claims.
 - Continued to collaborate with RMIG staff to ensure costly and sensitive claims are identified as early as possible.
 - Continued to work with County Counsel staff to ensure litigation management processes are robust and effective.
 - Successfully transitioned to a new Medical Malpractice and Hospital Liability Claims TPA.
 - Actively collaborated with the CEO Contracts Unit on releasing a Request for Proposals for the Automobile and General Liability and Legal Defense Management Services contract.
 - Responded to the urgent claims administration and litigation management needs caused by the Dominguez Channel noxious odor incident related to the California new Assembly Bill 218 law.
 - Collaborated with County Counsel staff to leverage existing processes related to County excess insurance recovery identification and pursuit.
-

LIABILITY CLAIMS AND RECOVERY—OBJECTIVES FY 2023-24

- Staff a vacant position caused by an incumbent’s promotion.
- Cross-train staff in commercial insurance claims and mileage permittee program to optimize unit resources, efficiency, and effectiveness.
- Continue to work with CEO Risk Management Fiscal to ensure sound fiscal policies are implemented and improve the estimation of future outstanding liabilities.
- Continue collaborate with County Counsel staff to leverage existing processes related to County excess insurance recovery identification and pursuit.
- In conjunction with the CEO Contracts Unit, finalize a selection of a new TPA for the Automobile and General Liability and Legal Defense Management Services contract.
- Facilitate a seamless transition to the selected TPA for Automobile and General Liability and Legal Defense Management Services contract.

TREND ANALYSIS

WORKERS' COMPENSATION

CAUSES OF INCIDENTS

The County employs over 100,000 employees with diverse occupational exposures and thousands of job descriptions. While each department has hazards that pose specific risks to its employees, the overall exposure in FY 2022-23 can be summarized into the following six classifications for approximately 88.3% of the injuries sustained by County employees.

ASSAULT (12.0% of all claims)

Assaults include all aspects of a third party combating with County employees. Departments with the majority of assaults include: Sheriff (63.0%), Probation (18.5%), and Health Services (15.1%).

CUMULATIVE TRAUMA/BODILY INJURY

(14.5% of all claims)

Cumulative trauma and bodily injury include injuries that are sustained over time due to the repetitive motion of the work performed on the job. Departments with the most cases include: Sheriff (40.9%), Fire (17.0%), Health Services (13.9%), and Public Social Services (6.2%).

EXPOSURE (27.1% of all claims)

This category includes exposure to physical hazards which involves particulates, fumes, and chemicals; environmental exposure including heat, cold, sun, and noise; and biological hazards including blood, body fluids, viral, and bacterial exposures. Departments with the most exposure cases include: Sheriff (73.2%), Fire (14.0%), and Health Services (7.2%). This includes most COVID-19 claims.

OVEREXERTION (21.1% of all claims)

Overexertion includes those that involve strain or injuries due to lifting, carrying, pushing, or pulling. Departments with the most cases include: Fire (28.8%), Sheriff (28.1%), Public Social Services (11.0%), and Health Services (8.1%).

STRUCK BY/OR AGAINST (5.7% of all claims)

This category includes injuries resulting from being struck/crushed by a human, animal, or inanimate object, or by force that is not vehicle related. Additionally, this can include injuries caused by striking against something or someone, or from flying or falling objects. Major Injury Cause categories include: Struck or Injured By, Rub or Abraded By, and Struck Against or Stepping On. Departments with the most cases include: Health Services (29.0%), Sheriff (17.5%), and Fire (14.5%).

FALL, SLIP, OR TRIP (7.8% of all claims)

This category includes falling down in the office environment which includes stairs, chairs, escalators, elevators, and over various floor surfaces. Externally, this includes falling from vehicles, ladders, rooftops, and surfaces in parking lots, sidewalks, and in rough terrain. Departments with the most cases include: Sheriff (30.5%), Health Services (24.1%), and Fire (12.7%).

OTHER (11.7% of all claims)

This category includes all other causes, including, but not limited to: presumptive injuries, cardio-vascular-related injuries, caught in or between injuries, and transportation-related injuries. Departments with the most cases include: Sheriff (57.8%), Health Services (25.1%), and Fire (5.2%).

TYPES OF WORKERS' COMPENSATION CLAIMS BY DEPARTMENT

Types of Claims by Department:					
	Fire	Health Services	Probation	Public Social Services	Sheriff
Assault	0.3%	13.0%	1.4%	48.7%	15.3%
Cumulative Trauma	16.7%	14.5%	19.5%	7.0%	12.0%
Exposure	25.6%	13.9%	4.7%	5.7%	40.1%
Fall, Slip, or Trip	6.7%	13.5%	14.2%	9.8%	4.8%
Overexertion	41.0%	12.3%	50.2%	19.5%	12.0%
Struck By/Or Against	5.0%	5.1%	6.1%	3.5%	1.7%
All Other Claims	4.8%	27.9%	3.8%	5.9%	14.0%
	100.0%	100.0%	100.0%	100.0%	100.0%

Top six types of claims account for 88.3% of all claims in FY 2022-23.

PREVENTION

MEDICAL



CARE

AVOIDANCE

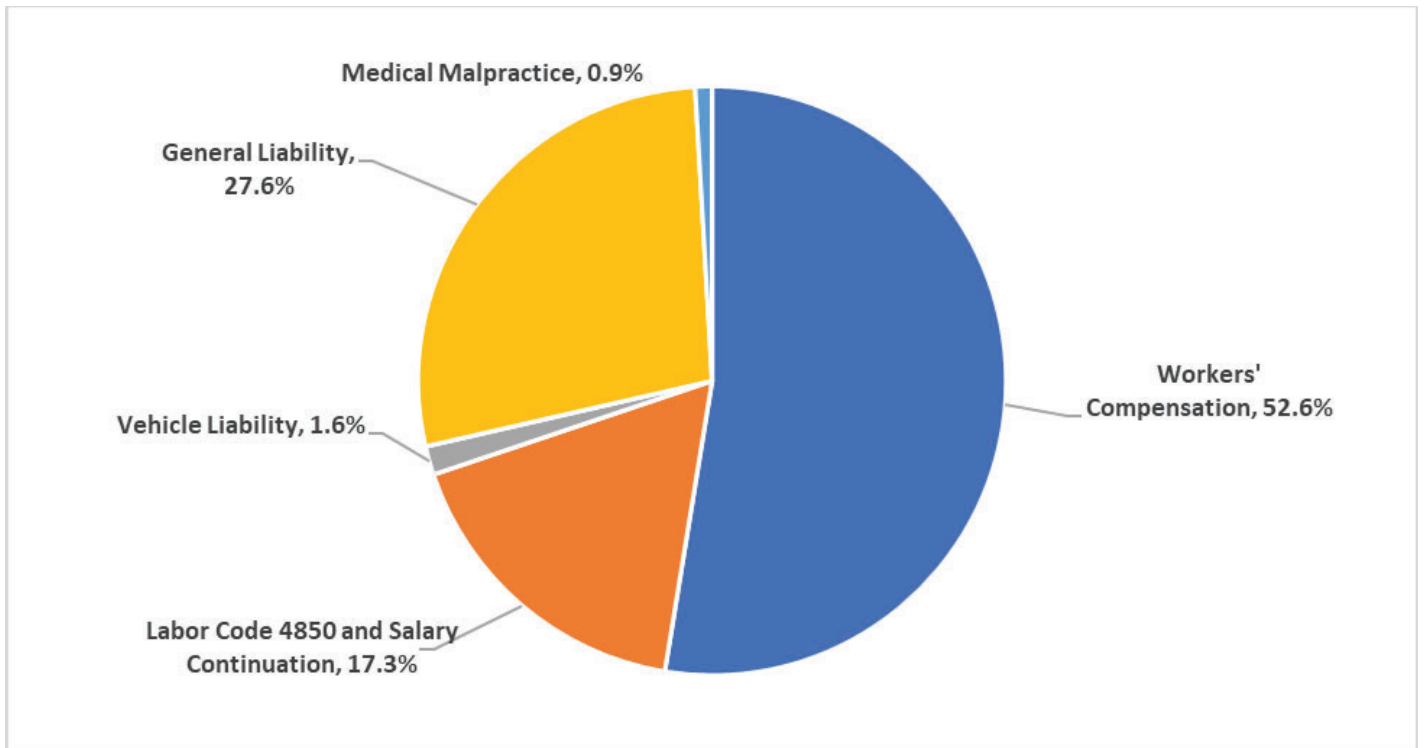
LIABILITY CAUSE ANALYSIS

The operations and functions of the departments expose the County to several risk factors that result in liability. While each department has risks specific to their operation, the overall exposure can be summarized into five liability classifications:

- 1) Employment Practices Liability
- 2) Law Enforcement Liability
- 3) Medical Malpractice
- 4) Other General Liability
- 5) Vehicle Liability

Liability exposures account for 30.2% of the County's Total Cost of Risk.

Total Cost of Risk as illustrated in the chart below.

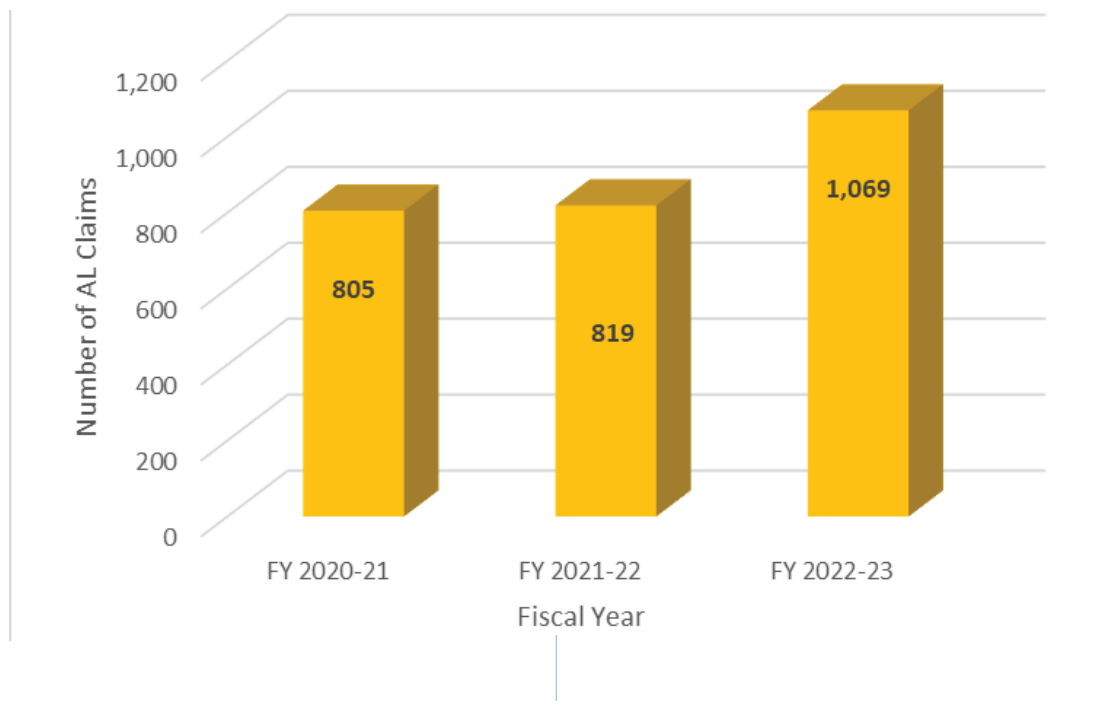


VEHICLE LIABILITY CLAIMS

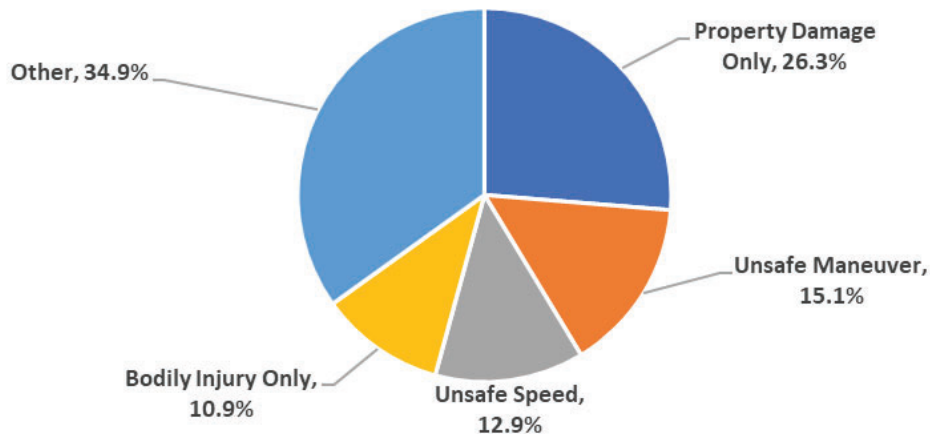
The County's Vehicle Liability frequency increased 30.5% from FY 2021-22 to FY 2022-23. The cost of Vehicle Liability claims decreased by approximately 42.0% during the same time period.

Data shows there were increases in all types of Vehicle Liability accidents in FY 2022-23. Unsafe maneuvers and unsafe speeds account for about a third of all accidents.

Vehicle Liability represents approximately 1.6% of the County's Total Cost of Risk.



Vehicle Liability Causes



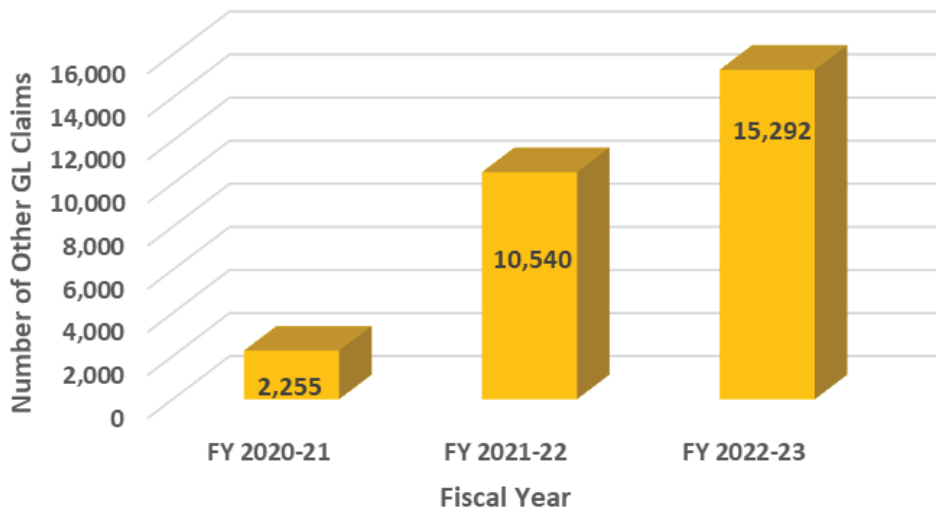
OTHER GENERAL LIABILITY CLAIMS

Other General Liability includes all claims filed against the County that are not classified as Employment Practices, Medical Malpractice, Vehicle, or Law Enforcement. This includes dangerous conditions and property-related claims. Claims in this category also include non-tort claims, which include taxation, elections, redevelopment, and billing disputes.

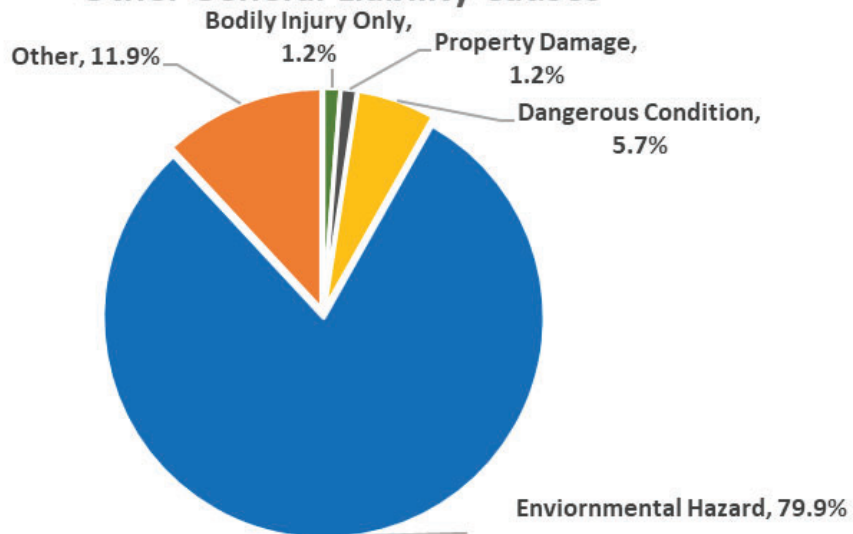
The Other General Liability frequency increased by approximately 45.1% from FY 2021-22 to FY 2022-23.

Other General Liability represents 12.8% of the County's Total Cost of Risk.

Other General Liability Claims Frequency Trend



Other General Liability Causes

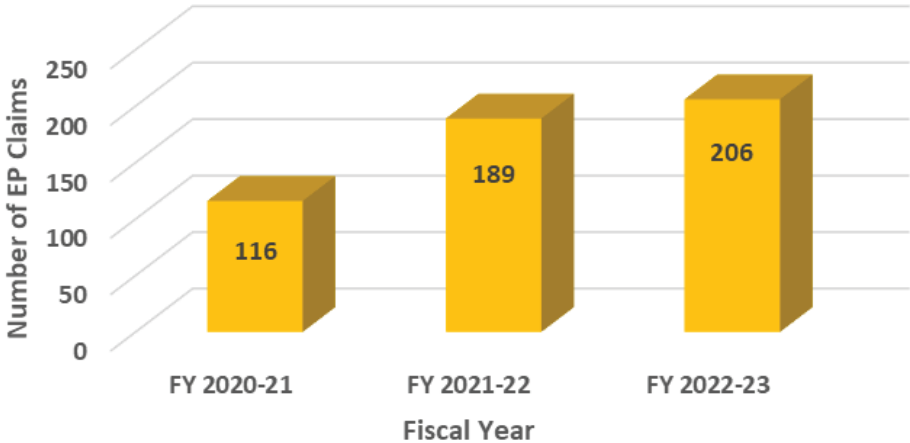


EMPLOYMENT PRACTICES LIABILITY CLAIMS

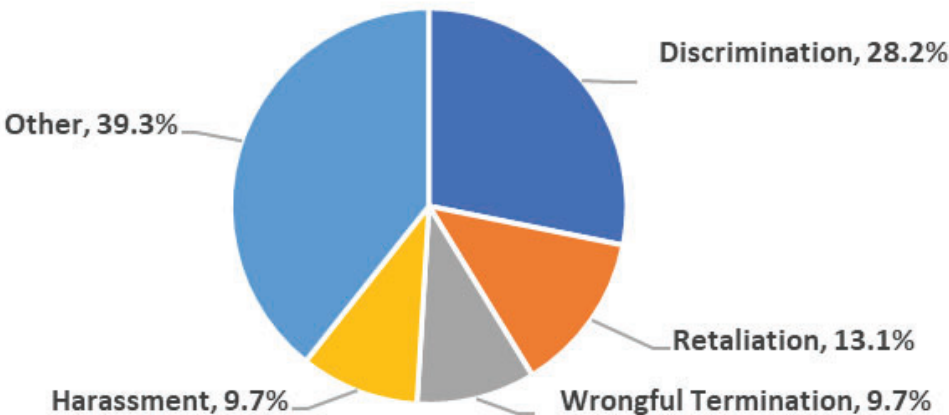
The County's Employment Practices Liability frequency increased by 9.0% from FY 2021-22 to FY 2022-23. The County's overall Employment Practices Liability expenses increased by 50.1%.

Employment Practices Liability represents 3.8% of the County's Total Cost of Risk.

Employment Practices Liability Claims Frequency Trend



Employment Practices Liability Causes

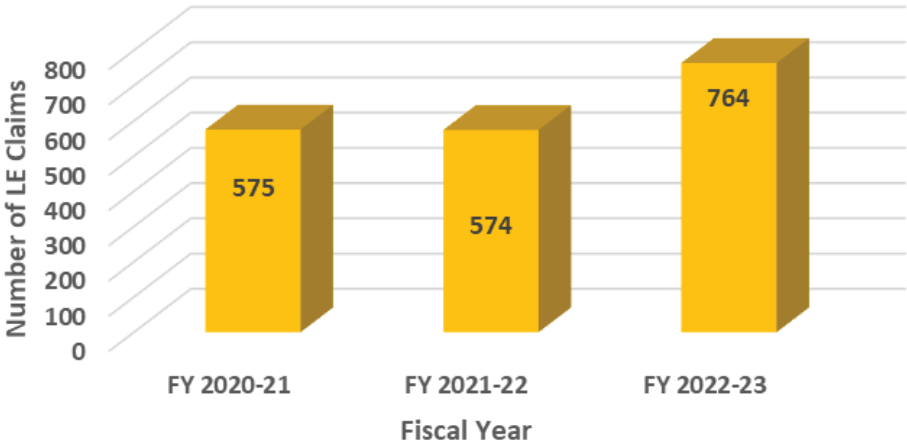


LAW ENFORCEMENT LIABILITY CLAIMS

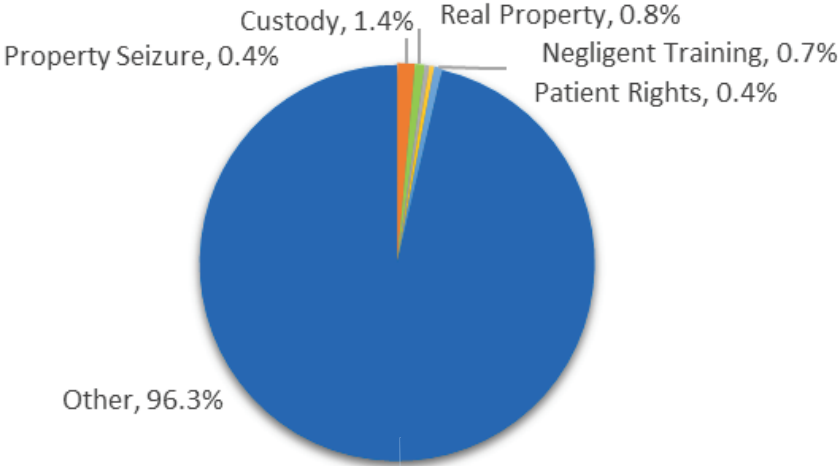
The County’s Law Enforcement Liability frequency rate increased by 33.1% for FY 2022-23, compared to the previous FY, and paid expenses increased by 86.7%.

Law Enforcement Liability represents 11.0% of the County’s Total Cost of Risk.

Law Enforcement Liability Claims Frequency Trend



Law Enforcement Liability Causes



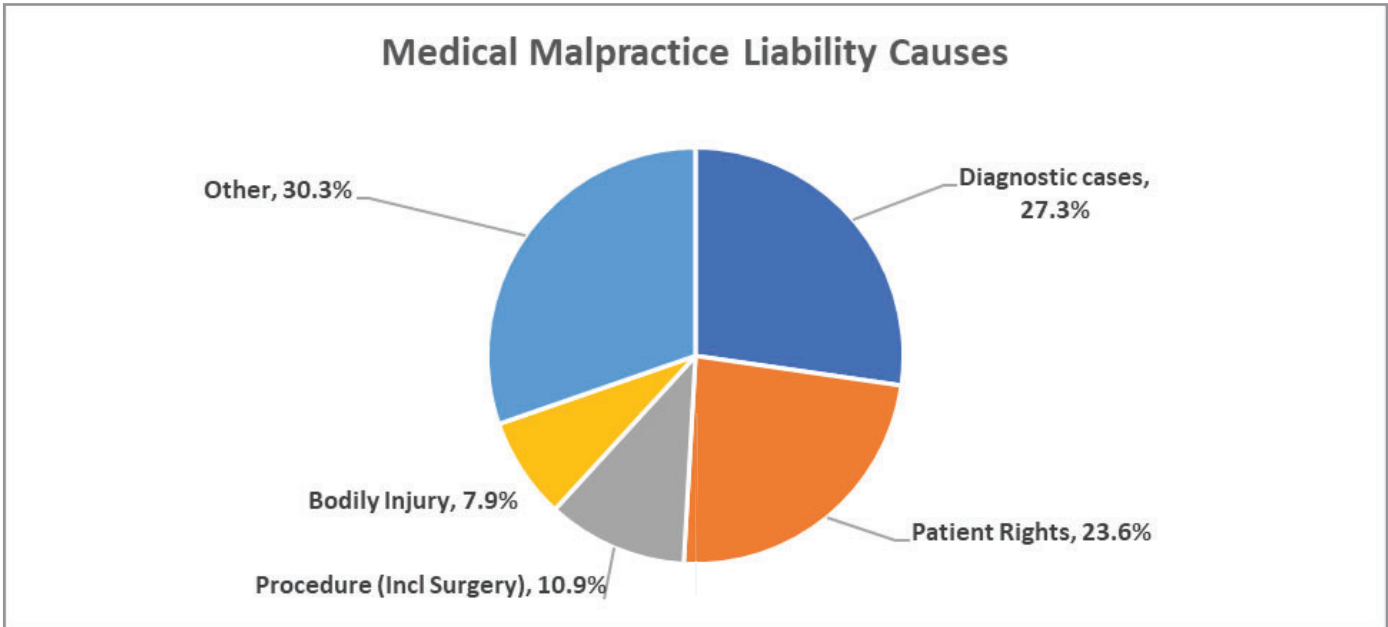
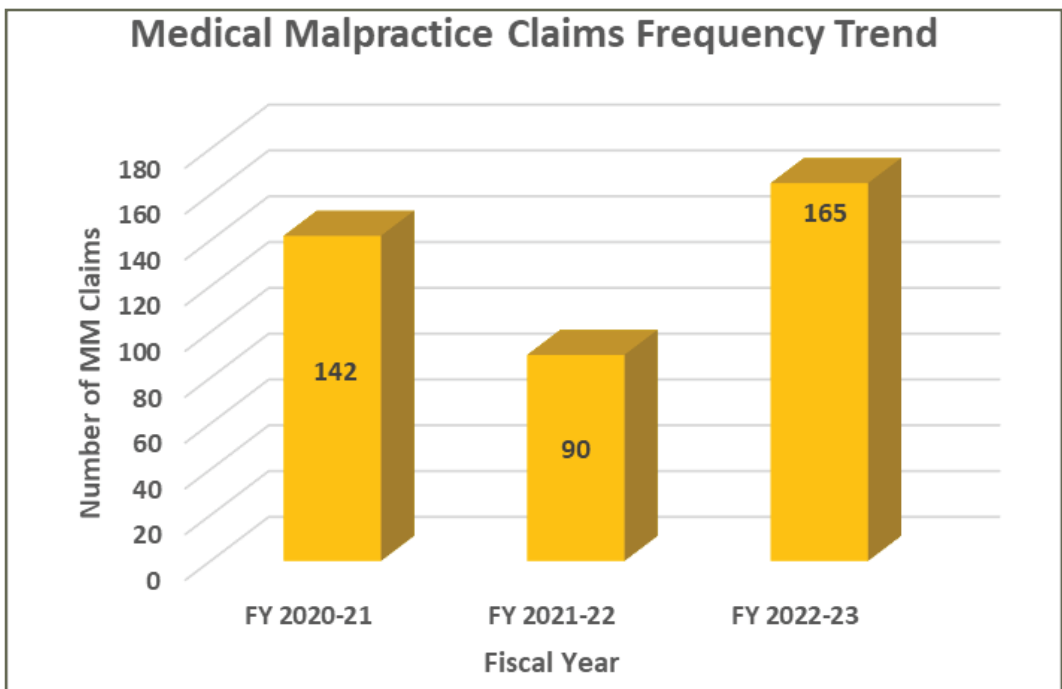
■ Custody
 ■ Real Property
 ■ Property Seizure
 ■ Patient Rights
 ■ Negligent Training
 ■ Other

MEDICAL MALPRACTICE CLAIMS

Medical Malpractice Liability loss is attributable to various departments; however, the majority of the loss is related to care in hospitals. Hospital exposures are those related to patient contact; therefore, the more patients seen, the more probability that claims will arise.

The County’s Medical Malpractice Liability overall frequency increased 83.3% from FY 2021-22 to FY 2022-23. The primary type of claim filed against the County was for patient rights and diagnostic cases.

Medical Malpractice Liability represents 0.9% of the County’s Total Cost of Risk.



LOSS CONTROL AND PREVENTION

The Loss Control and Prevention (LCP) Unit provides risk analysis and consultative assistance to find effective solutions for root causes of loss and training for all departments to ensure a safe and healthful environment for County employees and the public. LCP's efforts focus on departments with high-risk activities; however, regular assistance/support is provided to all departments upon request.

LCP's activities include the following:

- Addressing cost drivers associated with issues driving Workers' Compensation and tort liability costs, including vehicle, general, employment practices, and medical malpractice liability costs.
 - Serving as subject matter experts on risk management and loss control issues involving California Occupational Safety and Health Administration (Cal/OSHA) inspections, inquiries, and informal conferences.
 - Enhancing loss control and prevention knowledge and capabilities within County departments through Health and Safety Coordinators meetings, participation in departmental safety and risk management committees, and Countywide education and training efforts, which include:
 - Development of training videos, courses, and related content for placement and distribution through the Learning Link and the online Risk Management University.
 - Creating model guidance documents, policies, best practices, and safety bulletins on pertinent loss control issues, including new or amended regulations, or current issues affecting the County.
- Address cost drivers associated with issues driving Workers' Compensation and tort liability costs, including vehicle, general, employment practices, and medical malpractice liability costs.
 - Coordinate risk management and loss control efforts with County departments by participating or leading agendas with Risk Managers, Safety Officers, Disability Management Coordinators, and safety committees.
 - Establishing County loss control and prevention standards and assisting departments with their risk management related needs.
 - Evaluating proposed legislation involving liability and safety for applicability to County departments' operations.
 - Providing statistical risk management information to departments and assisting with the interpretation of the statistics.
 - Enhancing and maintaining the Risk Management Branch's Internet site and the Joint Labor-Management Committee on Office Ergonomics Intranet site with new and updated material.

LOSS CONTROL AND PREVENTION — SIGNIFICANT ACCOMPLISHMENTS FY 2022-23

LCP focused efforts on assisting County departments in compliance with new standards and regulations, as well as with existing standards in a diverse and dynamic work environment. Other significant accomplishments include:

Regulatory Compliance and Operational Effectiveness

- Provided over 500 consultations to departments on a variety of issues, ergonomics and telework, risk assessments, data analysis and interpretation, Cal/OSHA compliance, and occupational health, safety, and liability.
- Focused on departmental frequency and severity drivers through the development and implementation of training programs, policies, and guidelines, as well as field visits targeted to the source of risk.
- Monitored new or revised safety-related regulations and provided County departments with regular updates through emails, webinars, safety bulletins, trainings, and other related meetings to ensure compliance.
- Coordinated Quarterly Health and Safety Coordinators meetings attended by over 300 County Risk Managers, Safety Officers, Human Resources personnel, and others with safety responsibilities. The meetings covered:
 - Cal/OSHA standards and regulations including the Injury and Illness Prevention Program
 - Teleworking and Ergonomics
 - Cal/OSHA Regulatory Updates
 - Industrial Hygiene

- Served as liaison between County departments in multi-tenant locations to ensure that each department's efforts work in unison with each other, maximizing effectiveness and reducing redundancies.
- Actively worked with County departments, subject matter experts, and vendors to coordinate training video development to enhance the educational opportunities on Risk Management's education library.

Cumulative Trauma Disorders/Overexertion Claims

- Developed and gathered resources for County departments to utilize to ensure employees performed their work-related duties in a safe and healthful manner in telework assignments.
- Presented at several Departmental Human Resources Managers' and Telework Managers' meeting to discuss County responsibilities and safety strategies related to telework and remote work locations.
- Worked with County departments through meetings, webinars, and other opportunities to ensure telework and ergonomics policies, procedures, and guidelines are in adherence with regulatory requirements and established best practices.
- Continued to enhance the Joint Labor-Management Committee on Office Ergonomics website to include information on telework, self-assessment evaluation software, and training opportunities.

Training and Development of Countywide Risk Management Staff

- Served as subject matter experts in the recruitment, screening, and interview process for potential risk management staff at County departments.
- Enhanced the standard product list for ergonomic equipment used by departments and the County's Workers' Compensation Third-Party Administrators as part of an integrated cost containment strategy related to ergonomic evaluations for Workers' Compensation cases.
- Actively worked with County departments, subject matter experts, and vendors to coordinate training video development to enhance the educational opportunities on the Risk Management Branch's education library.

- Participated in Countywide safety and risk management committees which provided networking opportunities for risk management personnel in social service departments.
- Utilized the virtual Quarterly Health and Safety Coordinators Meetings to provide County risk management personnel with regulatory updates and pending legislation.

COLLABORATION

PREVENTION

PREDICT

RESOLUTION

LOSS CONTROL AND PREVENTION — OBJECTIVES FY 2023-24

To aid departments in their efforts to reduce overall trends, LCP will focus on the following:

Automated External Defibrillators (AEDs) and Hands-Only CPR

- Assist departments in meeting the requirements of the Board motion which required AEDs installation in all buildings occupied by County employees.
- Coordinate the establishment of a Master Agreement for the procurement of AEDs and necessary installation equipment (including signage and cabinets) as well as replacement parts after use or expiration.
- Assist in the creation of the e-Learning course to be offered through the Learning Link for both AED use and Hands-Only CPR.
- Develop memorandum for Countywide distribution summarizing all resources available for meeting requirements of the Board motion.

Regulatory Compliance and Operational Effectiveness

- Work with departments to ensure their Occupational Safety and Health programs are revised and effective through regular meetings with department risk management staff and analysis of risk management related loss data.
- Assist departments in developing their Risk Management Plans and Risk Management Plan Status updates.
- Monitor new or revised safety-related regulations and provide impacted County departments with regular updates through safety bulletins, trainings, and other related meetings to ensure compliance.

- Continue to advise departments on regulatory compliance related to new or revised standards, Senate Bills, or other related legislation.

Telework and Ergonomics Compliance

- Provide departments with guidance on the County's responsibilities related to ergonomics and telework assignments.
- Work with other County departments through meetings, webinars, and other opportunities to ensure telework and ergonomics policies, procedures, and guidelines are in adherence with regulatory requirements and established best practices.
- Continue enhancement of the Joint Labor-Management Committee on Office Ergonomics website to include information on telework, self-assessment evaluation software and training opportunities.

EFFECTIVENESS

SCOPE

EFFICIENCY

RISK MANAGEMENT INSPECTOR GENERAL

The role of the CEO's Risk Management Inspector General (RMIG) is multi-faceted; first, it is responsible for assisting County departments in the development and approval of Corrective Action Plans (CAPs) and Summary Corrective Action Plans (SCAPs); second, it uses the information from the CAPs and SCAPs to foster liability loss control measures. Finally, RMIG collaborates with departments, CEO Liability Claims Management, and County Counsel to meet the mandates established by the Board of Supervisors (Board).

This includes the requirement of all County departments to include a SCAP approved by RMIG as part of any claim settlement over \$100,000.

Accordingly, RMIG manages CAPs and SCAPs through the following processes that incorporate all of the elements of loss control, claims management and Board mandates, as follows:

- Weekly review of all liability claims entered in the claims management system to determine early intervention, prevention, and containment efforts.
- Conduct detailed analysis of liability incident reports, claims, significant incidents, and adverse events, including monitoring adverse verdicts and items reported through various sources.
- Consult with departments and assist with their development of remedial corrections, CAPs and SCAPs.
- Assist in expediting claim settlements by pre-approving all CAPs and SCAPs prior to submission to the County Claims Board and/or the Board.

- Escalate requests for CAP and SCAP information through department management and the Board, as necessary.
- Conducts audits and investigations of liability issues at the direction of the Board, and/or those issues which RMIG deems appropriate.

RMIG participates in all cluster meetings (agenda and policy committees) which involve in-depth discussions of CAPs/SCAPs and case facts. These cluster meetings are attended by Board Deputies, departments, County Counsel, and CEO. The purpose of the meetings is to brief the Board Deputies on all relevant information, so they can brief the Board before final Board approval is sought for a case.

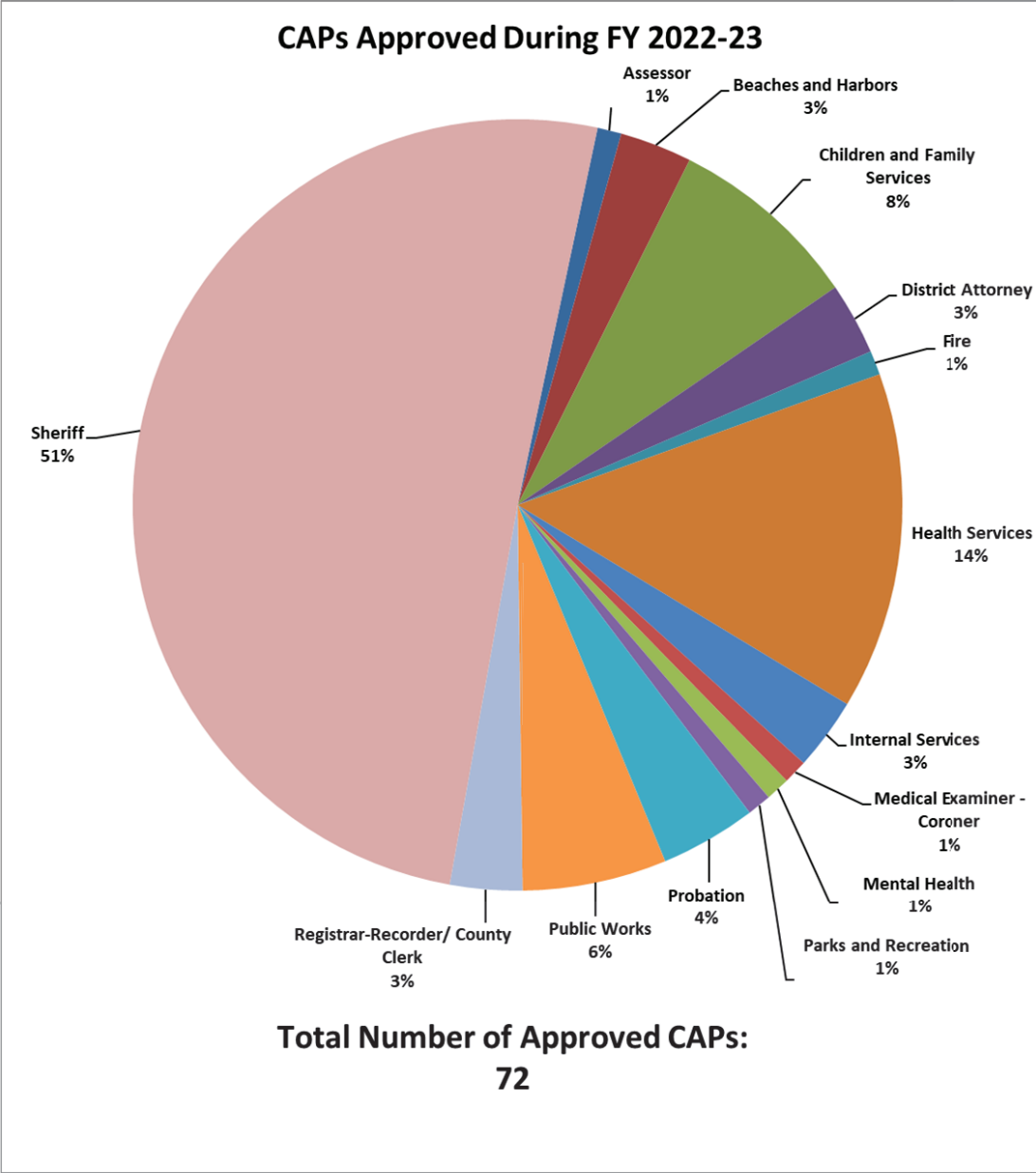
The number of CAPs approved by the Board during FY 2022-23 is illustrated on the next page.

AVOIDANCE



ACTIONS

CORRECTIVE

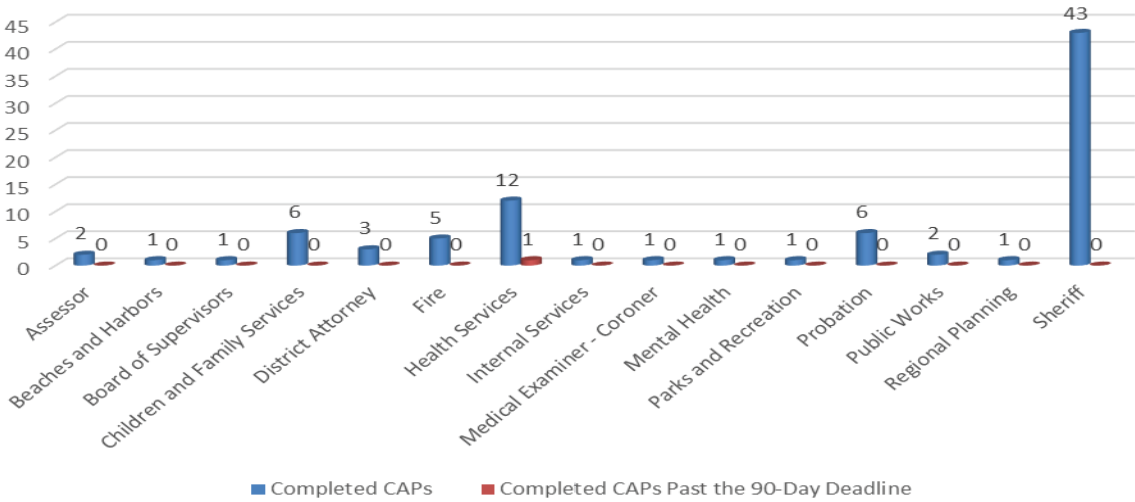


RISK MANAGEMENT INSPECTOR GENERAL — SIGNIFICANT ACCOMPLISHMENTS FY 2022-23

RMIG collaborated with the Board, County Counsel, and various departments to improve the timeliness of CAPs and SCAPs by creating an entire new CAP and SCAP process in 2015. From the date of the notice of settlement, departments have 90 days to submit a final CAP. Since the implementation of the new guidelines, a majority of the departments have met these new deadlines without any challenges.

The charts below illustrate the number of CAPs completed within 90 days for FY 2022-23.

Department	Completed CAPs	Completed CAPs Past the 90-Day Deadline
Assessor	2	0
Beaches and Harbors	1	0
Board of Supervisors	1	0
Children and Family Services	6	0
District Attorney	3	0
Fire	5	0
Health Services	12	1
Internal Services	1	0
Medical Examiner - Coroner	1	0
Mental Health	1	0
Parks and Recreation	1	0
Probation	6	0
Public Works	2	0
Regional Planning	1	0
Sheriff	43	0
TOTAL	86	1



The quality of CAPs has significantly improved since 2015. CAPs now include more robust descriptions, supporting documentation, exhibits, and contain in-depth discussions as to the violations and/or systemic issues that occurred and how suggested corrective actions will address the problems in the present and into the future.

Open communication among departments reached new heights as departments work together on just culture (an approach to management of unintended outcomes in a humane and fair evaluation that identifies and corrects system contributors and human behaviors), CAPs, best practices, and sharing of information. Communication is key to having a strong and healthy organization and RMIG will strive to continually cultivate these open-door discussions.

Over the past several years, RMIG collaborated on the extensive development and implementation of a Comprehensive Claims Management System to integrate the Risk Compliance Management System into applicable claims metrics. RMIG identified methods by which electronic communications with department litigation and risk management staff can be incorporated into this new system. The system was successfully implemented for CEO and RMIG is actively tracking and working on corrective actions inside the new system.

RMIG conducted annual reviews of the departments’ Risk Management Plans and determined each departments’ risk position from a liability claims perspective. RMIG then scored departments based on multiple factors and worked with the departments to mitigate those potential damages. The factors considered include: 1) whether the department had tort claims filed against it and whether or not corrective measures were taken to mitigate the occurrence of repeat incidents; 2) the implementation of driver-related programs, trainings, and/or policies; 3) the administration and tracking of sexual harassment, discrimination, and Fair Labor Standards Act (FLSA) training; and 4) whether the department has a designated risk manager who participated in trainings offered by the CEO Risk Management Branch.

RMIG has finalized the Countywide Automated External Defibrillators (AEDs) and Hands-Only Cardiopulmonary Resuscitation (CPR) policy to establish fundamental procedures for the management and maintenance of AEDs in collaboration with the CEO Risk Management Branch’s Loss Control and Prevention Unit, the Department of Human Resources, and County Counsel. To achieve success in this endeavor, CEO actively engaged with knowledgeable stakeholders from the Departments of Fire, Health Services, Mental Health, and Public Health. Consequently, on June 27, 2023, the Board approved a Board Policy to establish procedures for the placement, management, maintenance, and training on the use of AEDs and hands-only CPR in County facilities (owned and/or leased), for use by both employees and members of the public, should the need arise.

RISK MANAGEMENT INSPECTOR GENERAL — OBJECTIVES FY 2023-24

RMIG will continue to research and develop additional automation methods to incorporate reminders and routine processes into the software. Overall, the new system allows for the creation and tracking of CAPs and will automatically assign CAPs to relevant business areas and organizational structures. The new system is expected to generate a variety of status reports based on the progress of corrective actions and will further assist in correlating the impact of the CAP to other loss measurements. Additionally, the system provides a single clearinghouse for the storage of all reference documents and exhibits related to the CAP process.

Pursuant to a Board motion issued on June 6, 2023, RMIG will explore timeline feasibility of implementing system and software upgrades to incorporate a framework of accountability to include auditing, tracking, and compliance elements of all CAPs after Board approval is obtained. CEO will categorize all CAP steps into types, so that this can be reported back to Department Heads and/or their Risk Management designee(s), annually.



ACTIONS

RMIG continues to focus on liability loss control and incorporating data integration, tracking, and trending this fiscal year. RMIG will focus on proactive liability loss control measures instead of reactive measures which traditionally has been the practice. This will now also include identification and CAP audits of the five most risk-vulnerable County departments using liability claims data, which will be reported every other year beginning in FY 2023-24. For any CAPs that were not timely implemented by the identified risk-vulnerable departments, those departments will be deemed responsible to provide CEO with a written report back once pending corrective action steps and plans have been fully completed and implemented.

In collaboration with the CEO Risk Management Branch's Liability Claims and Recovery Unit, RMIG will continue reviewing, revising, and updating high-priority claims on a bi-weekly basis, as well as notifying executive management of any lawsuits settling for over \$5 million.

RMIG will continue to host presentations on topics of interest to departments.

Finally, RMIG will continue to conduct annual reviews of the departments' Risk Management Plans to determine each departments' risk position from a liability claims perspective. RMIG will score departments based on multiple factors and will work with the departments to mitigate potential damages.

RISK TRANSFER

The Risk Transfer Unit is responsible for purchasing commercial insurance Countywide, handling/issuing certificates of self-insurance Countywide, conducting insurance compliance reviews Countywide, and providing indemnification and insurance expertise to all County departments.

The County strives to obtain commercial insurance for multiple risks that could negatively affect the County. Examples of the types of commercial insurance procured are: Automobile, Aviation, Cyber, Crime, Fiduciary, Earthquake, General Liability, and Property. The County is constantly analyzing the risks and benefits by which obtaining insurance provides additional financial stability to the County and its constituents. The purchasing of insurance allows the County better protection when conducting day-to-day activities, as well as allowing the County to better serve its constituents by taking more proactive roles in public safety and health initiatives that may be of a higher risk but of a greater public value.

HIGH-RISK



FINANCE

RISK TRANSFER— SIGNIFICANT ACCOMPLISHMENTS FY 2022-23

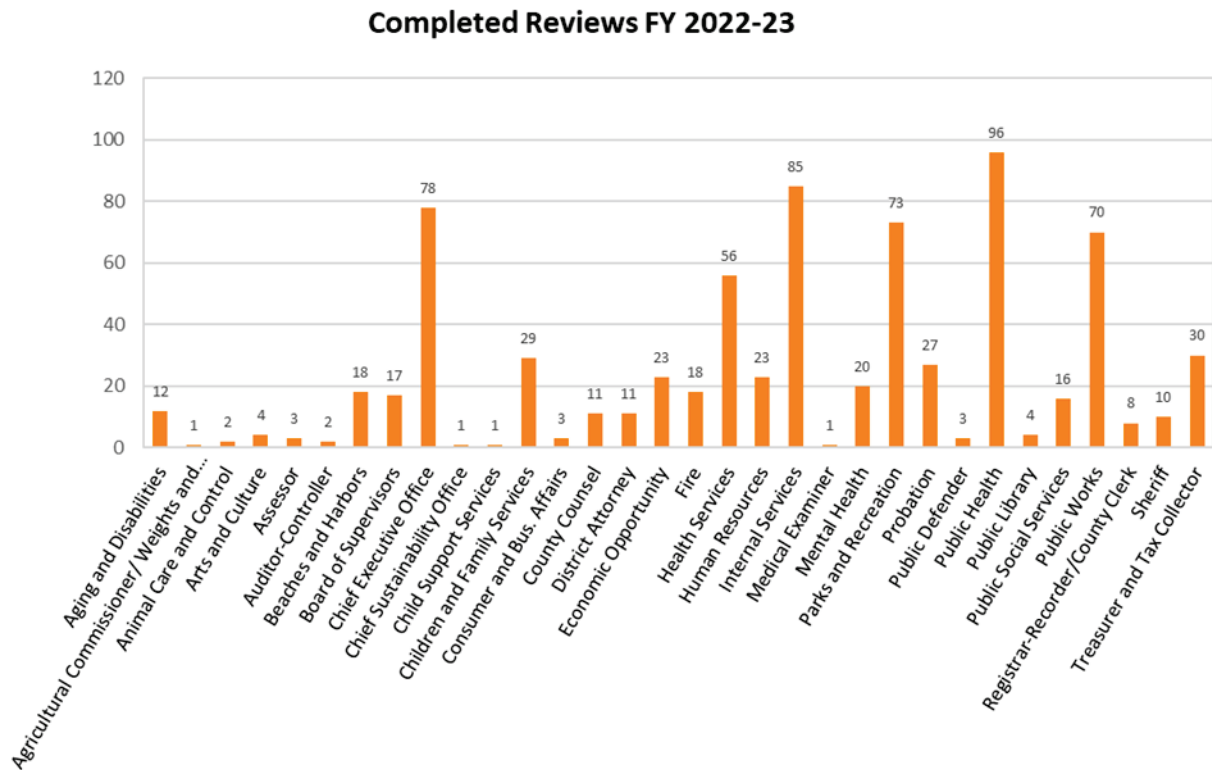
The Risk Transfer Unit reorganized the various insurance coverages and procured more robust insurance policies to better protect the County from emerging risks and losses caused by catastrophic events. The enhanced policies cover losses emerging from cyber-attacks, fire, flood, earthquake property damage, catastrophic workers' compensation losses, sexual misconduct liability, and general liability.

Risk Transfer created a triage system to determine high risk and essential buildings within the County of Los Angeles to assess the need to cover them with commercial insurance. This was accomplished in partnership with County departments, using the Deferred Maintenance Building Condition Assessments and the Asset Management Database. This fiscal year, the Risk Transfer Unit, working in conjunction with the Property Insurance broker and underwriters, continued to assess County properties and update building values.

Risk Transfer continued to provide Countywide insurance compliance reviews, indemnification and insurance trainings, and advice to all County departments on acceptable risk transfer techniques to protect the County from indemnity and legal costs associated with claims which may arise from the activities of County contractors.

RISK TRANSFER — SIGNIFICANT ACCOMPLISHMENTS FY 2022-23 (CONTINUED)

Risk Transfer conducted 756 indemnification and insurance reviews for departments during FY 2022-23. Departments were advised on possible risks associated with various projects and were provided recommendations on how to decrease such risks. The graph below illustrates the number of reviews completed per department.



A sizeable portion of indemnification and insurance reviews for departments was related to the ongoing public health initiatives for the response to the COVID-19 pandemic, as well as increased Countywide initiatives related to creating housing and economic opportunities for the homeless population.

Risk Transfer implemented an online Certificate of Self-Insurance system in January 2017. As a result, the operating costs associated with the County Self-Insurance Certificate program decreased. All County departments can now more efficiently produce Certificates of Self-Insurance to meet their respective departmental needs.

Departments are often required to provide these certificates to various public and private entities for the County to conduct business on their property and/or for the public's benefit. Currently, all departments have access to the automated system and can produce their own Certificates of Self-Insurance within the requirements established by the County Risk Manager. This allows certificates to be expedited as needed and creates a more efficient way of conducting business. Tracking of the certificates is fully automated and certificates can be created and sent via email within minutes.

RISK TRANSFER — SIGNIFICANT ACCOMPLISHMENTS FY 2022-23 (CONTINUED)

Risk Transfer continues to train departments on the Certificate of Self-Insurance system upgrades that were completed at the end of the last fiscal year and provides ongoing technical and administrative support.

The chart below illustrates the number of County Certificates of Self-Insurance completed during Fiscal Year 2022-23. A total of 698 certificates were completed by departments within this timeframe.

Department	Number of Certificates
Aging and Disabilities	4
Agricultural Commissioner/Weights and Measures	2
Animal Care and Control	6
Beaches and Harbors	1
Board of Supervisors, Executive Office	10
Chief Executive Office	124
Children and Family Services	25
Consumer and Business Affairs	2
District Attorney	3
Economic Opportunity	9
Fire	33
Health Services	53
Human Resources	2
Internal Services	10
Library	14
Mental Health	70
Parks and Recreation	18
Probation	9
Public Defender	1
Public Health	82
Public Social Services	31
Public Works	66
Regional Planning	2
Registrar-Recorder/County Clerk	73
Sheriff	48
Grand Total	698

RISK TRANSFER — SIGNIFICANT ACCOMPLISHMENTS FY 2022-23 (CONTINUED)

During FY 2022-23, Risk Transfer participated in two Countywide trainings hosted by the Internal Services Department, with presentations dedicated to insurance and indemnification requirements for County contracts to County departments.

Risk Transfer was asked to collaborate with other departments on various projects, including, but not limited to, the following:

- Insurance requirements for Schools Use of Parks Program Memorandum of Agreement for the Department of Parks and Recreation;
- Public Records Act Requests related to the Public Officials Bond and Crime Insurance;
- Revisions to Cyber Insurance standard requirements in County contract and solicitation templates; and
- Changes to the insurance portion of the Guns and Ammunitions Dealer License Ordinance requested by the Treasurer and Tax Collector.

Risk Transfer has started drafting a comprehensive Insurance Manual for County Commercial Insurance and collaborating on the implementation of the comprehensive Risk Management Information System to integrate insurance policy management and asset management into the system's Loss Prevention module.

IDENTIFY



COLLABORATION

PREDICT

RISK TRANSFER — OBJECTIVES FY 2023-24

The Risk Transfer Unit will strive to insure as much County liability as is deemed financially responsible to protect County assets from unforeseen disasters. Continuing with this strategy, Risk Transfer is now in the process of obtaining higher limits of commercial excess coverage for Sexual Misconduct Liability and Cyber Liability, to further reduce risk to the County. Risk Transfer will continue to work in partnership with the Claims Unit on assessing the need for Excess Medical Malpractice insurance. Risk Transfer will also continue to collaborate with the departments on their department-specific commercial insurance needs and obtain department-specific insurance policies on an as-needed basis.

Risk Transfer will continue evaluating properties to determine high risk and essential County buildings. Decisions to add County buildings to the property insurance policy will be made from a risk management perspective and will consider various factors such as location, population, and function of the buildings to ensure that all properties have the necessary coverage.

Risk Transfer will continue to conduct live webinars and online training on topics of interest to departments as part of our ongoing training program. The training objective is to provide holistic risk management and risk transfer perspectives to the departments' contract administrator functions with the goal of mitigating the contractual risks for the County.

Risk Transfer will continue to collaborate with other departments on various Countywide projects to help assess potential risks and transfer them using diverse risk transfer techniques. Risk Transfer will continue building a partnership with the Office of the County Counsel and the Internal Services Department to combine legal, contracting, and risk management expertise to help the County improve its contracting solicitation, administration, and monitoring practices with small, medium, and minority-owned businesses.

Risk Transfer will continue to assist in the development of the Insurance module of the comprehensive Risk Management Information System by integrating County commercial insurance policies into the system. Risk Transfer objectives for the system are:

- To retain all County commercial insurance policies in electronic format for easy location, reference, and complete searchability.
- Maintain a complete list of the County properties covered by hazard insurance, including property values and business interruption values, for easy access related to claims.

Risk Transfer will revise and update the Insurance Manual for County Contracts with Vendors. In addition, Risk Transfer will complete the comprehensive Insurance Manual for County Commercial Insurance.

OFFICE OF PRIVACY

The Office of Privacy (OOP) is a division within Risk Management, and oversees the Countywide Privacy Program and privacy risk management activities among the County's 39 departments. OOP is led by the County's Chief Privacy Officer, who manages the development of the Countywide Privacy Program and ensures protection of the County's data and information from unauthorized access, modification, misuse, or destruction. The mission of OOP is to protect the County's data and information through centralized oversight of privacy and cybersecurity risk mitigation protocols, and focused governance over privacy program operations.

Privacy risk management functions depend on a unique interplay between the distinct objectives of OOP, the Internal Services Department's Cybersecurity Governance and Operations Branch (ISD-CGO), and the Office of the Chief Information Office (OCIO). While the OCIO and ISD-CGO are focused on the security of the County's information technology systems, infrastructure, and cybersecurity operations, OOP is focused on protection of the County's data and information that is processed and stored within those systems. The respective objectives of both OOP and OCIO provide holistic privacy and cybersecurity risk management functions with the goal of mitigating these risks for the County.

OOP also ensures Countywide compliance with federal requirements under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health Act. In addition, OOP oversees the Countywide HIPAA program, regulatory reporting activities, and coordinates with the County's HIPAA-covered departments to ensure compliance with applicable laws, regulations, and County policies.

OFFICE OF PRIVACY AND HIPAA

KEY PRIVACY OBJECTIVES

OOP manages the Countywide Privacy Program operations, with several key objectives:

- **Privacy and HIPAA Program Development**
Responsible for Countywide privacy policy development and program management, including Countywide HIPAA Privacy policies. The Countywide Privacy Program policies were approved by the Board of Supervisors on August 9, 2022, to establish unified and minimum standards across County departments for protecting County Information and Personal Information. OOP is engaging a consultant to implement programmatic requirements across the organization and ensure compliance with these policy requirements.
- **Centralized Oversight and Compliance**
Provide streamlined guidance to County departments on privacy-focused and HIPAA-focused initiatives, policies, training, risk assessments, audits, and compliance with applicable laws, regulations, and County policies. Collaborate with the County's Risk Manager to procure cyber-liability insurance coverage for the County. In FY 2022-23, OOP hired a contractor to assess County departments' compliance with HIPAA regulations as part of the HIPAA audit plan implementation, and the current audits are expected to continue through FY 2024-25.
- **Countywide Employee Training**
Deployment of enhanced Countywide Privacy Awareness Training and HIPAA Privacy and Security Training for applicable departments. In 2023, 70% of County employees completed the annual Countywide Privacy Awareness training, and 81% completed the required HIPAA Training.

OFFICE OF PRIVACY AND HIPAA KEY PRIVACY OBJECTIVES (CONTINUED)

- **Privacy Incident and Breach Response**

Ongoing development of incident response and breach response protocols for privacy and/or HIPAA-related incidents, along with consultation with the County's Incident Response Teams, for timely response actions, to ensure compliance with applicable laws, regulations, and policies, and any breach response obligations, as applicable.

- **Third-Party Vendor Management**

Provide technical guidance on the County's contract provisions to ensure the protection of County's data and Protected Health Information, assist with privacy risk assessments of the County's third-party vendors, review Business Associate Agreements, and provide guidance on privacy risk assessments of the County's third-party vendors.

OFFICE OF PRIVACY—OBJECTIVES FOR FY 2023-24

OOP's objectives are centered around the ongoing development of a Countywide Privacy Program that provides a foundation for the appropriate management and protection of County Information, including Personal Information and Protected Health Information. The Countywide Privacy Program is guided by the principles of protection of County Information, ethics regarding the use of Personal Information, transparency about the collection and use of County Information.

OOP plays a vital role in managing risks associated with privacy and cybersecurity for the County. Following the Board of Supervisors' recent adoption of a new chapter of Board policies pertaining to Privacy (Chapter 10) in FY 2022-23, OOP will continue overseeing department-wide implementation of these policy requirements. To ensure compliance with Board Privacy policies and applicable laws and regulations, OOP is implementing several enterprise-wide protocols, which include ongoing updates to incident and breach response procedures, deployment of privacy threshold and privacy impact assessment tools, enhanced privacy awareness training and HIPAA training for employees, and other privacy program initiatives.

In addition, the County's HIPAA-covered departments are undergoing HIPAA audits, in accordance with the County's HIPAA audit plan, to ensure that the necessary controls are in place to safeguard the privacy and security of all health information, as mandated by HIPAA regulations. OOP will continue to collaborate with individual County departments to address their specific privacy requirements while maintaining an enterprise-wide perspective on the County's privacy framework and programs.

OVERSIGHT



RISK

AUTHORITY

RISK MANAGEMENT FINANCE

The Risk Management Finance Unit (Finance) provides general accounting and internal auditing services for the various programs within CEO Risk Management. General accounting services include budget, department billing, vendor request processing, warrant service requests, invoice payments, County fund transfers, and direct deposit assistance for vendors and claimants.

Internal auditing services include performing Workers’ Compensation payment reviews, contract invoice reviews, and internal control reviews, amongst others.

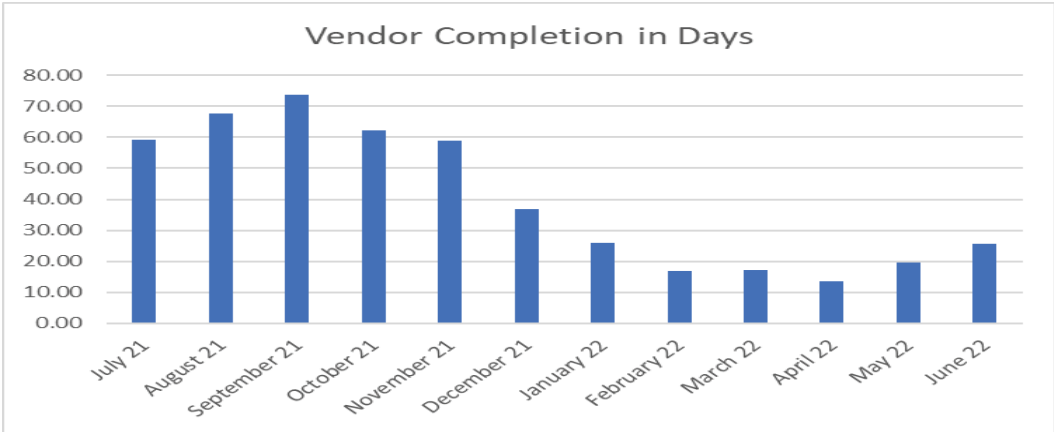
Additionally, Finance provides accounting services for the County’s Disability Management Program, which is overseen by the Department of Human Resources.

RISK MANAGEMENT FINANCE — SIGNIFICANT ACCOMPLISHMENTS FY 2022-23

In February 2021, the Ventiv Claims Enterprise (VCE) Workers’ Compensation module went live. This module is regularly used by Finance. Improvements continued as Finance staff became more skilled at using VCE in tandem with the upgrades that have rolled out:

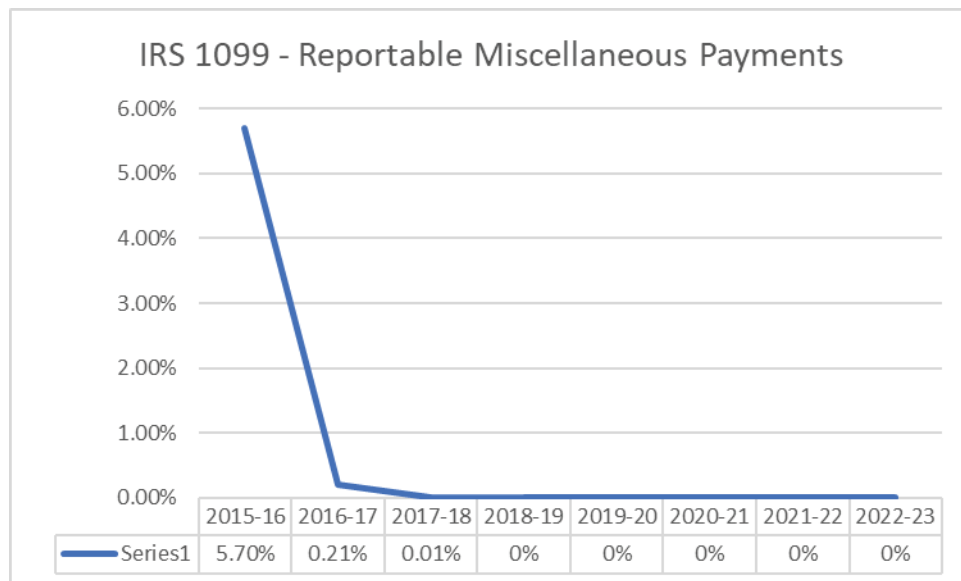
- Continued low error rate of incorrect vendor data entry. Since VCE interfaces with eCAPS, the County’s financial system, the previous procedure of duplicate vendor data entry was eliminated; thereby providing a time saving benefit and a low vendor data entry error rate.

- Continued low number of manual 1099 reporting to the Auditor-Controller. A vast majority of 1099 reporting to the Auditor-Controller is performed in VCE. Only a small number of manual 1099 reporting was completed in December 2022.
- Vendor table is continually updated. VCE successfully receives vendor post-back files, which automatically activates and deactivates vendors resulting in a vendor table that is regularly updated. Maintaining a current vendor table decreases fraud and prevents payments from being rejected due to an inactive eCAPS vendor status.



RISK MANAGEMENT FINANCE — SIGNIFICANT ACCOMPLISHMENTS FY 2022-23 (CONTINUED)

Since FY 2016-17, Finance continued to maintain a low percentage of payments issued as miscellaneous and considered Internal Revenue Service 1099-reportable. For FY 2022-23, there were 0% IRS 1099-reportable miscellaneous payments. Maintaining a low percentage decreases the risk of fraudulent payments as miscellaneous payments are made to vendors that are not in eCAPS and therefore have not been screened.



RISK MANAGEMENT FINANCE — SIGNIFICANT ACCOMPLISHMENTS FY 2022-23 (CONTINUED)

- Throughout FY2022-23, Finance experienced significant staffing shortages, specifically in budget and the processing unit. However, Finance was fully staffed by the end of the fiscal year.
- Continued to assist County departments recover funds that were erroneously intercepted by Medicare and streamlined an internal process of handling a department's Medicare reimbursement request.
- In collaboration with Auditor-Controller and CEO's Information Technology Services, resumed the Workers' Compensation Direct Deposit Pilot Program for Fire Department claimants, making significant progress. On June 30, 2023, all vendors had been created.
- Processed 1,495 vendor requests.
- Processed 261 retro Temporary Disability (TD) requests.
- Completed four Workers' Compensation third party administrator duplicate/overpayment reviews. No high-priority findings.
- Completed two Workers' Compensation eCAPS payments internal control plan reviews. No high-priority findings.
- For FY2022-23, the Internal Audit Unit began performing Contract Invoice Payment Reviews. From July 1, 2022 through December 31, 2022, reviewed invoice payments for nine contracts. No high-priority findings. From January 1, 2023 through June 30, 2023, reviewed invoice payments for 12 contracts. No high-priority findings.
- Continued reviewing the Provider Suspension List identified by the State of California, Department of Industrial Relations to determine if any of the providers are County vendors.

RISK MANAGEMENT FINANCE — OBJECTIVES FY 2023-24

- Complete the Workers' Compensation Direct Deposit Pilot Program for Fire Department claimants.
- Begin the Workers' Compensation Direct Deposit Pilot Program for Sheriff Department claimants.
- Consolidate and reformat the Insurance Budget accounting schedules.
- Streamline the Insurance Budget reconciliation and billing process.
- Continue to assist County departments with erroneous Medicare interceptions and develop procedures to reconcile the TK7 trust fund.
- Transition the finance portion of CEO Claims Unit to Finance.
- Continue to integrate the Insurance Budget accounting with the Workers' Compensation Budget accounting.
- Continue creating and refining VCE reports for program analysis.
- Continue working with the vendor on the Audit Management System.
- Cross train new staff.
- Update procedure manuals.

RISK MANAGEMENT PERFORMANCE METRICS

On March 9, 2021, the Board directed the CEO, in collaboration with all County departments, to establish performance metrics to measure departmental risk management performance, including, but not limited to, areas of loss prevention, privacy, and workers' compensation/return-to-work.

CEO Risk Management and the Department of Human Resources convened to establish performance metrics based on several factors to rank departmental risk management performance. Performance metrics included an aggregate score that integrated Workers' Compensation and liability claim performance (weighted 75%) and departmental risk management efforts and activities as identified in departmental Risk Management Plans (weighted 25%), thereby creating a scoring metric that ranked departments through accrued points. Department arduous ratings were also utilized to normalize Workers' Compensation and liability claims performance across all County departments.

Service clusters were used to group departments, determine departmental performance, and identify the lower performing department (bottom ten percent) for each cluster. The following departments ranked in the bottom ten percent for FY 2021-22. CEO Risk Management and the Department of Human Resources met regularly with these departments to better focus their risk management efforts. Some of the activities undertaken by these departments are:

Children and Family Services

(Family and Social Services Cluster)

- Reinstated the Department's Workplace Violence Prevention Committee monthly meetings.
- Implemented an online training for supervisors and managers on the topics of classification/compensation, exams, operations, payroll, performance management, regulatory compliance, Family and Medical Leave Act, health and safety requirements, and Return-to-Work.

Fire

(Public Safety Cluster)

- CEO Risk Management's Loss Control and Prevention Section submitted all preventable accident information directly to the Professional Performance Standards Section for investigative purposes.
- Increased Ergonomic Evaluations by approximately 61% (from 2019-2023) in effort to prevent Cumulative Trauma Injuries (CTI's) and subsequently help reduce Workers' Compensation Claims.
- Utilized a best-practices model to conduct fitness assessments for Lifeguards, Fire Suppression Aids, and Fire Fighter Trainees. This assessment methodology, comparable to the standard used by the United States Army, helps gather key and personalized performance metrics, correlates them with common tasks, integrates functional fitness, and improves overall readiness of personnel.

RISK MANAGEMENT PERFORMANCE METRICS (CONTINUED)

Health Services

(Health and Mental Health Services Cluster)

- Continued with monthly meetings at a department and facility level to discuss risk issues, including ongoing litigation, threatened litigation, and general risk concerns in both the clinical and non-clinical arenas. In addition to assisting with sensitive personnel and clinical risk problems, it also provided a good opportunity to give real time training at the facility level.
- Provided three different levels of workplace violence prevention training to DHS workforce. These trainings were tailored to the health care environment in efforts to mitigate assault and battery incidences by patients and to reduce subsequent Workers' Compensation claims by personnel. Level 1 is a 1-hour web-based awareness training while Levels 2 and 3 are in-person trainings. Level 2 incorporated self-defense tactics and techniques while Level 3 taught defensive control tactics and techniques. The level of training provided corresponds to the type of work performed by each employee.

Regional Planning

(Community and Municipal Services Cluster)

- Established the new Zoning Enforcement Safety Committee to address California Association of Professional Employees union safety concerns/issues for Zoning Enforcement planning staff working predominantly in the field throughout the unincorporated communities of the County, and reinstated the Department's Safety Committee.

- Developed/implemented new Zoning Enforcement Safety Protocols, implemented field safety/self-defense/de-escalation training program in conjunction with the Sheriff's Department and California Association of Code Enforcement Officers (CACEO), and implemented Nuisance Abatement Team (NAT) Safety Training Program in conjunction with the District Attorney (DA Investigators), Department of Public Health, and Department of Public Works.
- Implemented the County's new Disability Management and Compliance framework in conjunction with the Department of Human Resources and Shaw Human Resources Consulting to strengthen, enhance, and ensure best practices with addressing employee medical work restrictions, conducting Interactive Process Meetings (IPMs), and identifying reasonable accommodations to ensure compliance with the Americans with Disabilities Act and Fair Employment and Housing Act requirements, and help mitigate employment litigation claims.

Registrar-Recorder/County Clerk

(Operations Cluster)

- Developed an incident management reporting system based on Microsoft Forms. The system is accessible to RR/CC supervisors and managers, in real time, via electron means. This will allow CEO Risk Management to have a central location for tracking incidents and storing reporting forms.

RISK MANAGEMENT PERFORMANCE METRICS (CONTINUED)

Registrar-Recorder/County Clerk
(Operations Cluster) [Continued]

- Conducted facility inspections which included checks/inspections on the multi-story storage rack systems, forklifts, industrial wrapping machines, pallet jacks, and other equipment used in logistics operations. Inspected logistics equipment and reviewed machinery certifications, operator licensing, and certification requirements.

CEO Risk Management continues to meet regularly with departments to better focus their risk management efforts in minimizing claim frequency and severity.

In continuance with the Board’s directive, CEO Risk Management will continue to measure departmental risk management performance. The departments listed below ranked in the bottom ten percent for FY 2022-23. CEO Risk Management and the Department of Human Resources will meet regularly with these departments to better focus their risk management efforts in minimizing claim frequency and severity drivers.

Beaches and Harbors
(Community Services Cluster)

Children and Family Services
(Family and Social Services Cluster)

Mental Health
(Health and Mental Health Cluster)

Registrar-Recorder/County Clerk
(Operations Cluster)

Sheriff
(Public Safety Cluster)

RESOLUTION

CARE



HIGH-RISK

REDUCE

STATISTICS

FY 2020-21 TO FY 2022-23

All Claims Frequency and Expense Summary	Exhibit A
Workers' Compensation Claim Frequency and Expense Summary.....	Exhibit B
State of California Labor Code 4850 and Salary Continuation Expense Summary.....	Exhibit C
Vehicle Liability Claim Frequency and Expense Summary.....	Exhibit D
General Liability Claim Frequency and Expense Summary.....	Exhibit E
General Liability/Law Enforcement Liability Claim Frequency and Expense Summary.....	Exhibit E-1
General Liability/Employment Practices Liability Claim Frequency and Expense Summary	Exhibit E-2
Medical Malpractice Claim Frequency and Expense Summary.....	Exhibit F
Cost of Risk Detail.....	Exhibit G



EXHIBIT A

ALL CLAIMS FREQUENCY AND EXPENSE SUMMARY

Department	FY 2020-21		FY 2021-22		FY 2022-23	
	# New Claims	Amount Paid ^{1,2,3} (all claims)	# New Claims	Amount Paid ^{1,2,3} (all claims)	# New Claims	Amount Paid ^{1,2,3} (all claims)
Aging and Disabilities	21	\$996,042	15	\$866,640	14	\$709,717
Agricultural Commissioner/Weights and Measures	30	\$616,703	43	\$773,094	26	\$775,422
Alternate Public Defender	5	\$461,878	5	\$532,922	4	\$481,072
Animal Care and Control	88	\$776,086	122	\$1,059,813	111	\$1,147,666
Arts and Culture	0	\$1,016	0	\$1,939	0	\$1,664
Assessor	33	\$2,339,401	23	\$3,456,470	43	\$3,271,795
Auditor-Controller	21	\$626,555	12	\$461,775	26	\$472,271
Beaches and Harbors	36	\$1,163,600	41	\$1,001,341	45	\$1,547,063
Board of Supervisors	41	\$3,355,692	89	\$3,313,006	29	\$2,206,033
Chief Executive Office	85	\$2,134,301	11	\$2,258,273	20	\$24,796,894
Child Support Services	52	\$3,901,068	96	\$4,659,428	88	\$4,558,277
Children and Family Services	291	\$22,960,947	419	\$32,598,552	438	\$55,010,610
Consumer and Business Affairs	76	\$26,147	5	\$268,500	54	\$616,656
County Counsel	17	\$3,072,751	12	\$2,339,877	27	\$1,399,447
District Attorney	132	\$14,016,758	122	\$12,342,156	155	\$13,018,392
Economic Opportunity	0	\$0	0	\$0	2	\$129,468
Fire	1,726	\$138,680,898	2,203	\$189,196,729	1,651	\$199,262,724
Health Services	2,502	\$48,301,853	2,138	\$50,784,135	2,197	\$62,798,000
Human Resources	9	\$861,654	8	\$948,988	9	\$874,699
Internal Services	103	\$2,401,108	88	\$6,367,994	117	\$8,286,249
Justice, Care and Opportunities	0	\$0	0	\$0	0	\$0
LACERA	7	\$636,284	5	\$560,034	10	\$436,487
LA County Library	36	\$980,089	32	\$1,862,483	33	\$1,054,017
Medical Examiner	70	\$1,337,547	88	\$1,779,700	65	\$5,882,881
Mental Health	202	\$8,043,527	182	\$8,820,456	232	\$8,680,725
Military and Veterans Affairs	3	\$205,013	0	\$146,603	2	\$174,345
Museum of Art	1	\$233,599	2	\$242,694	2	\$214,853
Museum of Natural History	0	\$38,131	3	\$47,827	0	\$34,663
Non-Jurisdictional	1,125	\$1,012,342	1,361	\$1,025,868	1,975	\$3,661
Parks and Recreation	172	\$3,948,744	230	\$4,612,524	218	\$5,647,250
Pending Assignment	0	\$0	69	\$0	62	\$0
Probation	584	\$40,306,448	680	\$41,691,924	789	\$50,385,712
Public Defender	32	\$6,892,320	50	\$6,567,804	38	\$2,258,151
Public Health	346	\$8,948,342	233	\$11,679,931	192	\$9,884,941
Public Social Services	524	\$29,191,596	670	\$35,217,131	789	\$40,634,770
Public Works	501	\$18,817,627	8,897	\$13,307,162	12,909	\$29,415,099
Regional Planning	16	\$786,246	20	\$558,644	38	\$1,139,087
Registrar-Recorder/County Clerk	85	\$2,895,819	83	\$2,999,672	110	\$4,361,538
Sheriff	7,255	\$286,194,364	8,457	\$407,587,052	6,417	\$430,225,233
Superior Court	147	\$8,039,792	153	\$8,387,938	133	\$9,035,014
Treasurer and Tax Collector	40	\$1,012,055	25	\$1,703,045	47	\$1,404,107
Youth Development	0	\$0	0	\$0	0	\$0
TOTAL⁴	16,040	\$666,214,345	26,019	\$699,519,896	29,117	\$982,236,652

1. Amount Paid is the total of the transactions paid by coverage code in the fiscal year, regardless of occurrence date plus amounts paid for Workers' Compensation from the Workers' Compensation Status Report. Amount Paid includes indemnity and legal fees and expenses. Does not include Reported But Not Paid (RBNP) or Incurred But Not Reported (IBNR) reserves. Workers' Compensation paid does not reflect State of California Labor Code 4850 or salary continuation payments. Data does not include unemployment costs.
2. Above information includes pending and non-jurisdictional departments, but does not include associated agencies that are not County departments, i.e., MTA, Foothill Transit. This information does include County Counsel tort files. County Counsel expenditures are also included.
3. Amounts valued as of June 30, 2022.

EXHIBIT B**WORKERS' COMPENSATION CLAIM FREQUENCY AND EXPENSE SUMMARY
FY 2020-21 THROUGH FY 2022-23**

Department	FY 2020-21		FY 2021-22		FY 2022-23	
	# New Claims	Amount Paid ^{1,2,3} (all claims)	# New Claims	Amount Paid ^{1,2,3} (all claims)	# New Claims	Amount Paid ^{1,2,3} (all claims)
Aging and Disabilities	10	\$532,529	13	\$623,455	11	\$460,541
Agricultural Commissioner/Weights and Measures	19	\$568,030	30	\$720,705	20	\$693,143
Alternate Public Defender	3	\$449,337	4	\$513,458	0	\$476,535
Animal Care and Control	80	\$522,389	112	\$753,798	101	\$839,501
Arts and Culture	0	\$1,016	0	\$1,939	0	\$1,664
Assessor	9	\$684,141	12	\$780,716	15	\$908,085
Auditor-Controller	16	\$200,047	9	\$271,125	8	\$302,409
Beaches and Harbors	16	\$599,806	28	\$689,634	28	\$759,451
Board of Supervisors	7	\$225,457	8	\$388,668	13	\$345,053
Chief Executive Office	4	\$675,344	1	\$566,953	5	\$567,120
Child Support Services	37	\$3,662,584	86	\$4,172,020	69	\$4,183,640
Children and Family Services	181	\$11,827,531	265	\$14,219,485	255	\$15,085,356
Consumer and Business Affairs	0	\$24,002	4	\$48,849	2	\$48,388
County Counsel	9	\$549,703	5	\$776,293	11	\$704,616
District Attorney	68	\$5,325,964	66	\$6,173,303	71	\$6,467,487
Economic Opportunity	0	\$0	0	\$0	2	\$113,760
Fire	1,601	\$85,130,851	2,047	\$103,115,789	1,476	\$111,806,474
Health Services	2,059	\$36,385,401	1,933	\$39,528,618	1,795	\$41,735,932
Human Resources	8	\$779,756	8	\$747,513	7	\$704,390
Internal Services	68	\$3,795,665	67	\$4,255,464	86	\$4,458,050
Justice, Care and Opportunities	0	\$0	0	\$0	0	\$0
LACERA	7	\$617,380	5	\$560,034	10	\$436,106
LA County Library	31	\$793,020	23	\$845,151	27	\$777,916
Medical Examiner	34	\$752,500	72	\$778,660	40	\$824,935
Mental Health	156	\$6,188,524	165	\$7,503,491	192	\$7,479,924
Military and Veterans Affairs	3	\$127,538	0	\$146,603	2	\$174,345
Museum of Art	1	\$223,579	1	\$242,694	2	\$188,443
Museum of Natural History	0	\$34,664	0	\$47,827	0	\$34,663
Non-Jurisdictional	2	\$0	5	\$0	4	\$0
Parks and Recreation	127	\$3,412,748	170	\$3,915,292	152	\$4,142,664
Pending Assignment	0	\$0	0	\$0	3	\$0
Probation	540	\$26,231,626	626	\$28,594,943	729	\$33,261,254
Public Defender	15	\$1,336,689	26	\$1,708,330	23	\$1,676,891
Public Health	158	\$6,658,517	154	\$7,361,887	139	\$8,285,903
Public Social Services	488	\$27,375,118	637	\$31,762,587	719	\$32,522,432
Public Works	163	\$5,578,022	175	\$5,400,730	185	\$6,374,938
Regional Planning	4	\$135,312	6	\$133,316	2	\$157,817
Registrar-Recorder/County Clerk	29	\$2,299,947	58	\$2,552,387	53	\$2,508,564
Sheriff	6,037	\$167,187,771	6,827	\$190,013,562	5,215	\$217,586,666
Superior Court	146	\$7,616,447	153	\$7,726,551	132	\$8,690,211
Treasurer and Tax Collector	11	\$507,966	6	\$739,557	7	\$649,546
Youth Development	0	\$0	0	\$0	0	\$0
TOTAL⁴	12,147	\$409,016,919	13,807	\$468,381,386	11,611	\$516,434,811

1. Amount Paid is the total of the transactions paid for Workers' Compensation in the fiscal year; amount includes indemnity and legal fees and expenses, regardless of date of occurrence. Does not include RBNP or IBNR reserves. Workers' Compensation paid does not include State of California Labor Code 4850 or salary continuation payments.

EXHIBIT C

**STATE OF CALIFORNIA LABOR CODE 4850 AND SALARY CONTINUATION EXPENSE SUMMARY
FY 2020-21 THROUGH FY 2022-23**

Department	FY 2020-21	FY 2021-22	FY 2022-23
	Amount Paid ¹	Amount Paid ¹	Amount Paid ¹
Aging and Disabilities	\$10,711	\$62,119	\$0
Agricultural Commissioner/Weights and Measures	\$21,431	\$16,182	\$39,512
Alternate Public Defender	\$0	\$0	\$0
Animal Care and Control	\$58,027	\$55,159	\$69,055
Arts and Culture	\$0	\$0	\$0
Assessor	\$8,896	\$0	\$78,639
Auditor-Controller	\$0	\$25,528	\$12,700
Beaches and Harbors	\$0	\$17,500	\$44,875
Board of Supervisors	\$10,108	\$68,717	\$28,243
Chief Executive Office	\$0	\$63,505	\$56,001
Child Support Services	\$119,339	\$50,579	\$73,015
Children and Family Services	\$1,026,565	\$717,204	\$1,168,114
Consumer and Business Affairs	\$0	\$2,772	\$0
County Counsel	\$0	\$0	\$0
District Attorney	\$802,434	\$1,415,121	\$2,351,428
Economic Opportunity	\$0	\$0	\$0
Fire	\$51,562,322	\$61,533,452	\$59,188,984
Health Services	\$2,338,677	\$2,442,860	\$3,140,095
Human Resources	\$0	\$1,938	\$5,147
Internal Services	\$150,556	\$164,888	\$296,619
Justice, Care and Opportunities	\$0	\$0	\$0
LACERA	\$18,904	\$0	\$381
LA County Library	\$4,176	\$6,027	\$17,901
Medical Examiner	\$27,337	\$59,119	\$25,848
Mental Health	\$200,915	\$243,294	\$266,567
Military and Veterans Affairs	\$0	\$0	\$0
Museum of Art	\$0	\$0	\$23,202
Museum of Natural History	\$0	\$0	\$0
Non-Jurisdictional	\$0	\$0	\$0
Parks and Recreation	\$111,476	\$197,084	\$215,274
Pending Assignment	\$0	\$0	\$0
Probation	\$11,347,169	\$8,411,562	\$12,571,834
Public Defender	\$14,079	\$235,817	\$98,580
Public Health	\$177,259	\$357,250	\$283,416
Public Social Services	\$552,552	\$782,775	\$787,692
Public Works	\$584,324	\$505,755	\$572,601
Regional Planning	\$0	\$0	\$28,545
Registrar-Recorder/County Clerk	\$0	\$0	\$8,116
Sheriff	\$63,839,349	\$84,406,722	\$87,898,986
Superior Court	\$422,538	\$642,757	\$284,801
Treasurer and Tax Collector	\$9,575	\$24,544	\$1,153
Youth Development	\$0	\$0	\$0
TOTAL⁴	\$133,418,720	\$162,510,229	\$169,637,324

1. Amount Paid is as reported by the Auditor-Controller based on the sum of 70% IA, 100% IA, and MegaIA expense.

EXHIBIT D

**VEHICLE LIABILITY CLAIM FREQUENCY AND EXPENSE SUMMARY
FY 2020-21 THROUGH FY 2022-23**

Department	FY 2020-21		FY 2021-22		FY 2022-23	
	# New Claims	Amount Paid ^{1,2,3} (all claims)	# New Claims	Amount Paid ^{1,2,3} (all claims)	# New Claims	Amount Paid ^{1,2,3} (all claims)
Aging and Disabilities	6	\$26,144	0	\$112,435	1	\$53,979
Agricultural Commissioner/Weights and Measures	6	\$26,270	9	\$21,475	6	\$42,768
Alternate Public Defender	0	\$0	0	\$0	1	\$0
Animal Care and Control	1	\$7,441	6	\$7,359	2	\$4,799
Arts and Culture	0	\$0	0	\$0	0	\$0
Assessor	0	\$0	0	\$0	2	\$0
Auditor-Controller	0	\$0	0	\$0	0	\$0
Beaches and Harbors	1	\$11,170	5	\$230	1	\$11,137
Board of Supervisors	1	\$11,622	2	\$0	4	\$25,149
Chief Executive Office	0	\$0	0	\$0	2	\$0
Child Support Services	0	\$2,155	0	\$0	0	\$0
Children and Family Services	26	\$332,027	14	\$261,510	24	\$356,325
Consumer and Business Affairs	0	\$0	0	\$0	0	\$0
County Counsel	0	\$0	0	\$0	0	\$0
District Attorney	11	\$15,626	2	\$10,099	13	\$157,582
Economic Opportunity	0	\$0	0	\$0	0	\$0
Fire	73	\$663,017	79	\$16,424,617	115	\$955,890
Health Services	5	\$66,244	4	\$65,540	8	\$81,030
Human Resources	0	\$0	0	\$0	0	\$0
Internal Services	9	\$292,598	9	\$235,565	9	\$2,502,635
Justice, Care and Opportunities	0		0		0	\$0
LACERA	0	\$0	0	\$0	0	\$0
LA County Library	5	\$5,258	1	\$16,864	4	\$7,740
Medical Examiner	3	\$43,078	2	\$3,909	0	\$21,249
Mental Health	6	\$594,111	7	\$60,218	5	\$42,627
Military and Veterans Affairs	0	\$0	0	\$0	0	\$0
Museum of Art	0	\$0	0	\$0	0	\$0
Museum of Natural History	0	\$3,467	0	\$0	0	\$0
Non-Jurisdictional	237	\$196,765	307	\$119,419	418	\$1,008
Parks and Recreation	9	\$69,963	9	\$76,561	17	\$210,434
Pending Assignment	0	\$0	0	\$0	2	\$0
Probation	8	\$155,441	10	\$102,124	7	\$119,089
Public Defender	2	\$20,051	3	\$84,245	1	\$79,602
Public Health	13	\$71,376	11	\$60,175	16	\$27,196
Public Social Services	2	\$31,282	3	\$3,491	3	\$5,955
Public Works	47	\$796,113	42	\$1,307,836	75	\$2,130,843
Regional Planning	0	\$0	0	\$0	0	\$0
Registrar-Recorder/County Clerk	20	\$41,092	14	\$72,949	34	\$224,996
Sheriff	314	\$12,203,034	279	\$7,659,853	299	\$8,417,716
Superior Court	0	\$0	0	\$0	0	\$0
Treasurer and Tax Collector	0	\$0	1	\$333	0	\$7,390
Youth Development	0	\$0	0	\$0	0	\$0
TOTAL⁴	805	\$15,685,346	819	\$26,706,807	1,069	\$15,487,137

1. Amount Paid is the total of the transactions paid for vehicle liability claims and lawsuits in the fiscal year; amount includes indemnity and legal fees and expenses, regardless of date of occurrence. Does not include RBNP or IBNR reserves.
2. Above information includes pending and non-jurisdictional departments, but does not include associated agencies that are not County departments, i.e., MTA, Foothill Transit. This information includes County Counsel tort files.

EXHIBIT E

**GENERAL LIABILITY CLAIM FREQUENCY AND EXPENSE SUMMARY
FY 2020-21 THROUGH FY 2022-23**

Department	FY 2020-21		FY 2021-22		FY 2022-23	
	# New Claims	Amount Paid ^{1,2,3} (all claims)	# New Claims	Amount Paid ^{1,2,3} (all claims)	# New Claims	Amount Paid ^{1,2,3} (all claims)
Aging and Disabilities	0	\$0	0	\$0	1	\$26,261
Agricultural Commissioner/Weights and Measures	5	\$972	4	\$14,731	0	\$0
Alternate Public Defender	2	\$12,542	1	\$10,407	1	\$1,749
Animal Care and Control	7	\$188,229	4	\$170,599	7	\$119,401
Arts and Culture	0	\$0	0	\$0	0	\$0
Assessor	24	\$1,646,364	10	\$1,965,991	24	\$1,432,000
Auditor-Controller	5	\$426,509	3	\$127,122	15	\$104,923
Beaches and Harbors	19	\$552,624	8	\$293,978	16	\$731,599
Board of Supervisors	33	\$3,108,504	46	\$2,662,502	10	\$1,398,224
Chief Executive Office	81	\$1,458,957	9	\$1,244,735	13	\$23,675,108
Child Support Services	15	\$116,991	8	\$284,581	17	\$294,388
Children and Family Services	83	\$9,774,824	135	\$10,385,254	148	\$35,849,464
Consumer and Business Affairs	76	\$2,145	1	\$216,879	52	\$568,268
County Counsel	8	\$2,523,047	6	\$1,563,584	13	\$652,568
District Attorney	53	\$7,872,734	34	\$2,794,883	31	\$1,053,957
Economic Opportunity	0	\$0	0	\$0	0	\$15,708
Fire	46	\$1,155,753	51	\$4,196,582	34	\$690,298
Health Services	321	\$5,278,477	188	\$5,123,646	244	\$5,713,353
Human Resources	1	\$81,898	0	\$99,769	1	\$0
Internal Services	26	-\$1,837,711	12	\$1,432,011	22	\$932,024
Justice, Care and Opportunities	0	\$0	0	\$0	0	\$0
LACERA	0	\$0	0	\$0	0	\$0
LA County Library	0	\$177,636	7	\$532,955	1	\$107,206
Medical Examiner	33	\$514,631	14	\$554,581	10	\$565,100
Mental Health	34	\$1,037,515	9	\$602,807	13	\$305,374
Military and Veterans Affairs	0	\$77,475	0	\$0	0	\$0
Museum of Art	0	\$10,021	1	\$0	0	\$3,208
Museum of Natural History	0	\$0	3	\$0	0	\$0
Non-Jurisdictional	865	\$814,530	1,034	\$884,130	1,518	\$2,653
Parks and Recreation	36	\$354,557	49	\$377,822	48	\$993,305
Pending Assignment	0	\$0	59	\$0	44	\$0
Probation	35	\$2,562,678	33	\$2,714,055	25	\$1,434,441
Public Defender	15	\$5,521,502	15	\$4,123,296	8	\$96,935
Public Health	175	\$2,023,190	65	\$3,565,315	19	\$872,723
Public Social Services	34	\$1,232,644	26	\$1,504,183	45	\$987,437
Public Works	291	\$11,859,167	8,670	\$5,680,161	12,645	\$19,596,463
Regional Planning	12	\$650,934	14	\$395,869	35	\$828,723
Registrar-Recorder/County Clerk	36	\$554,781	11	\$365,226	23	\$1,168,609
Sheriff	899	\$42,837,513	753	\$66,899,781	169	\$25,172,210
Superior Court	1	\$807	0	\$9,315	1	\$0
Treasurer and Tax Collector	29	\$494,515	18	\$624,102	39	\$343,535
Youth Development	5	\$426,659	2	\$39,816	0	\$0
TOTAL⁴	3,305	\$103,513,609	11,303	\$121,460,668	15,292	\$125,737,213

1. Amount Paid is the total of the transactions paid for liability claims and lawsuits in the fiscal year; amount includes indemnity and legal fees and expenses, regardless of date of occurrence. Does not include RBNP or IBNR reserves.
2. Above information includes pending and non-jurisdictional departments, but does not include associated agencies that are not County departments, i.e., MTA, Foothill Transit. This information includes County Counsel tort files.

EXHIBIT E-1 (SUBSET OF EXHIBIT E)

**GENERAL LIABILITY/LAW ENFORCEMENT LIABILITY CLAIM FREQUENCY AND EXPENSE SUMMARY
FY 2020-21 THROUGH FY 2022-23**

Department	FY 2020-21		FY 2021-22		FY 2022-23	
	# New Claims	Amount Paid ^{1,2,3} (all claims)	# New Claims	Amount Paid ^{1,2,3} (all claims)	# New Claims	Amount Paid ^{1,2,3} (all claims)
Aging and Disabilities	0	\$0	0	\$0	0	\$0
Agricultural Commissioner/Weights and Measures	0	\$0	0	\$0	0	\$0
Alternate Public Defender	0	\$5,000	0	\$0	0	\$0
Animal Care and Control	0	\$0	0	\$0	0	\$0
Arts and Culture	0	\$0	0	\$0	0	\$0
Assessor	0	\$0	0	\$0	0	\$0
Auditor-Controller	0	\$0	0	\$0	0	\$0
Beaches and Harbors	0	\$0	0	\$0	0	\$0
Board of Supervisors	0	\$0	0	\$9,587	1	\$0
Chief Executive Office	0	\$8,002	0	\$99,303	0	\$0
Child Support Services	0	\$0	0	\$0	0	\$0
Children and Family Services	1	\$14,654	1	\$23,969	0	\$9,793
Consumer and Business Affairs	0	\$0	0	\$0	0	\$0
County Counsel	0	\$0	0	\$0	0	\$0
District Attorney	14	\$31,929	11	\$211,110	28	\$1,494,125
Economic Opportunity	0	\$0	0	\$0	0	\$0
Fire	11	\$378,881	12	\$3,087,248	4	\$24,260,804
Health Services	0	\$107,289	0	\$13,190	1	\$226
Human Resources	0	\$0	0	\$0	0	\$0
Internal Services	0	\$0	0	\$0	0	\$0
Justice, Care and Opportunities	0	\$0	0	\$0	0	\$0
LACERA	0	\$0	0	\$0	0	\$0
LA County Library	1	\$0	1	\$0	0	\$153
Medical Examiner	1	\$0	0	\$16,907	9	\$2,575
Mental Health	1	\$31,893	0	\$4,086	1	\$21,526
Military and Veterans Affairs	0	\$0	0	\$0	0	\$0
Museum of Art	0	\$0	0	\$0	0	\$0
Museum of Natural History	0	\$0	0	\$0	0	\$0
Non-Jurisdictional	6	\$2,525	6	\$6,596	3	\$0
Parks and Recreation	0	\$0	0	\$0	0	\$0
Pending Assignment	7	\$0	9	\$0	7	\$0
Probation	4	\$313,083	4	\$207,053	14	\$281,025
Public Defender	8	\$153,659	4	\$142,081	3	\$82,550
Public Health	0	\$0	0	\$0	0	\$0
Public Social Services	0	\$0	0	\$0	1	\$0
Public Works	1	\$0	0	\$0	1	\$0
Regional Planning	0	\$0	0	\$0	0	\$0
Registrar-Recorder/County Clerk	0	\$0	0	\$0	0	\$0
Sheriff	686	\$34,103,115	526	\$54,252,848	691	\$82,283,514
Superior Court	0	\$0	0	\$0	0	\$0
Treasurer and Tax Collector	0	\$0	0	\$0	0	\$0
Youth Development	0	\$0	0	\$0	0	\$0
TOTAL⁴	575	\$35,150,030	574	\$58,073,978	764	\$108,436,291

1. Amount Paid is the total of the transactions paid for liability claims and lawsuits in the fiscal year; amount includes indemnity and legal fees and expenses, regardless of date of occurrence. Does not include RBNP or IBNR reserves.
2. Above information includes pending and non-jurisdictional departments, but does not include associated agencies that are not County departments, i.e., MTA, Foothill Transit. This information includes County Counsel tort files.
3. Amounts valued as of June 30, 2022.

EXHIBIT E-2 (SUBSET OF EXHIBIT E)**GENERAL LIABILITY/EMPLOYMENT PRACTICES LIABILITY CLAIM FREQUENCY AND EXPENSE SUMMARY
FY 2020-21 THROUGH FY 2022-23**

Department	FY 2020-21		FY 2021-22		FY 2022-23	
	# New Claims	Amount Paid ^{1,2,3} (all claims)	# New Claims	Amount Paid ^{1,2,3} (all claims)	# New Claims	Amount Paid ^{1,2,3} (all claims)
Aging and Disabilities	1	\$376,681	0	\$28,815	1	\$168,936
Agricultural Commissioner/Weights and Measures	0	\$72	0	\$0	0	\$0
Alternate Public Defender	0	\$4,933	0	\$9,058	2	\$2,788
Animal Care and Control	0	\$120,091	0	\$72,898	1	\$114,911
Arts and Culture	0	\$0	0	\$0	0	\$0
Assessor	4	\$463,309	1	\$709,763	2	\$853,071
Auditor-Controller	0	\$321,613	0	\$38,001	3	\$52,240
Beaches and Harbors	0	\$0	0	\$0	0	\$0
Board of Supervisors	2	\$1,311	33	\$183,532	1	\$409,364
Chief Executive Office	0	\$906,163	1	\$283,777	0	\$498,666
Child Support Services	1	\$64,060	2	\$152,247	2	\$7,234
Children and Family Services	7	\$1,676,512	4	\$6,991,130	11	\$2,541,558
Consumer and Business Affairs	0	\$0	0	\$0	0	\$0
County Counsel	0	\$0	1	\$0	2	\$42,263
District Attorney	5	\$1,350,448	9	\$1,737,640	12	\$1,493,812
Economic Opportunity	0	\$0	0	\$0	0	\$0
Fire	7	\$546,056	14	\$839,040	17	\$2,257,301
Health Services	10	\$2,417,551	13	\$3,610,281	35	\$3,262,529
Human Resources	1	\$70,872	0	\$99,769	1	\$165,162
Internal Services	1	\$134,870	0	\$280,066	0	\$96,920
Justice, Care and Opportunities	0	\$0	0	\$0	0	\$0
LACERA	0	\$0	0	\$0	0	\$0
LA County Library	0	\$127,773	0	\$461,486	1	\$143,101
Medical Examiner	0	\$231,201	0	\$366,524	1	\$4,442,982
Mental Health	2	\$732,349	1	\$406,561	9	\$514,202
Military and Veterans Affairs	0	\$77,475	0	\$0	0	\$0
Museum of Art	0	\$0	0	\$0	0	\$0
Museum of Natural History	0	\$0	0	\$0	0	\$0
Non-Jurisdictional	9	\$5,926	9	\$15,723	11	\$0
Parks and Recreation	2	\$6,020	2	\$45,766	1	\$85,572
Pending Assignment	0	\$0	1	\$0	3	\$0
Probation	15	\$1,831,964	7	\$1,662,187	14	\$2,718,069
Public Defender	1	\$220,359	2	\$274,035	3	\$223,594
Public Health	4	\$301,419	3	\$335,303	11	\$394,686
Public Social Services	11	\$1,045,014	4	\$1,164,095	16	\$6,331,254
Public Works	1	\$335,961	10	\$412,680	2	\$740,255
Regional Planning	0	\$38,097	0	\$29,459	1	\$124,002
Registrar-Recorder/County Clerk	1	\$316	0	\$9,110	0	\$451,254
Sheriff	32	\$3,314,389	72	\$4,354,287	42	\$8,779,808
Superior Court	1	\$807	0	\$9,315	0	\$60,002
Treasurer and Tax Collector	0	\$92,635	0	\$314,509	1	\$402,483
Youth Development	0	\$0	0	\$0	0	\$0
TOTAL⁴	116	\$16,816,246	189	\$24,897,057	206	\$37,378,021

EXHIBIT F

**MEDICAL MALPRACTICE CLAIM FREQUENCY AND EXPENSE SUMMARY
FY 2020-21 THROUGH FY 2022-23**

Department	FY 2020-21		FY 2021-22		FY 2022-23	
	# New Claims	Amount Paid ^{1,2,3} (all claims)	# New Claims	Amount Paid ^{1,2,3} (all claims)	# New Claims	Amount Paid ^{1,2,3} (all claims)
DHS – Ambulatory Care Network	3	\$230,766	5	\$13,436	7	\$299,329
DHS – Harbor Care South	7	\$27,548	4	\$6,037	31	\$4,882,782
DHS - High Desert	30	\$1,099,353	22	\$484,260	6	\$0
DHS – Integrated Correctional Health Services	0	\$0	0	\$0	9	\$62,340
DHS – Juvenile Court Health Services	0	\$215,284	0	\$93,805	0	\$859,123
DHS – Los Angeles General Medical Center	55	\$2,071,063	28	\$2,524,517	30	\$2,057,962
DHS – Not Otherwise Classified	3	\$80	0	\$45	14	\$0
DHS – Olive View-UCLA Medical Center	17	\$576,720	13	\$143,132	8	\$686,909
DHS – Rancho Los Amigos	2	\$12,241	1	\$6,980	7	\$16,391
Health Services Subtotal⁴	117	\$4,233,055	73	\$3,272,212	112	\$8,864,836
District Attorney	0	\$0	1	\$26	0	\$0
Fire	6	\$168,956	3	\$30,865	5	\$102,973
Medical Examiner	0	\$0	0	\$0	4	\$191
Mental Health	6	\$22,462	1	\$34,546	12	\$50,504
Non-Jurisdictional	0	\$1,047	7	\$1,296	19	\$0
Pending Assignment	0	\$0	1	\$34,546	1	\$0
Probation	1	\$9,534	0	\$18,955	0	\$0
Public Health	0	\$18,000	4	\$18,051	7	\$21,017
Public Social Services	0	\$0	0	\$0	5	\$0
Sheriff	5	\$126,697	1	\$113,963	0	\$86,333
TOTAL⁴	142	\$4,579,751	90	\$3,489,914	165	\$9,125,855

1. Amount Paid is the total of the transactions paid for medical malpractice claims and lawsuits in the fiscal year; amount includes indemnity and legal fees and expenses, regardless of date of occurrence. Does not include RBNP or IBNR reserves.
2. Above information includes pending and non-jurisdictional departments, but does not include associated agencies that are not County departments, i.e., MTA, Foothill Transit. This information includes County Counsel tort files.
3. Amounts valued as of June 30, 2022.
4. The total number of claims does not add up to the sum of claims by department since some claims are allocated to multiple departments; count includes all suffixes.

EXHIBIT G

COST OF RISK DETAIL

	FY 2020-21	FY 2021-22	FY 2022-23
Workers' Compensation			
Benefit Expense	\$285,572,606	\$338,543,702	\$366,340,320
Loss Expense ¹	\$101,886,703	\$107,064,590	\$135,789,000
Administrative Expense ²	\$16,877,997	\$17,790,931	\$20,541,388
Purchased Insurance ³	\$4,679,613	\$4,982,162	\$5,547,059
Workers' Compensation Expense Subtotal	\$409,016,919	\$468,381,386	\$516,434,811
Labor Code 4850 / Salary Continuation	\$133,418,720	\$162,510,229	\$169,637,324
Workers' Compensation Expense Total	\$542,435,639	\$630,891,614	\$686,072,135
Liability^{3, 4}			
Vehicle Liability Expense	\$15,685,346	\$26,706,807	\$15,487,137
General Liability Expense	\$103,513,609	\$121,460,668	\$271,551,525
Medical Malpractice Expense	\$4,579,751	\$3,489,914	\$9,125,855
Liability Expense Subtotal	\$123,778,705	\$151,657,389	\$296,164,517
Liability Administrative Expense ⁵	\$21,160,356	\$21,984,000	\$24,885,000
Liability Expense Total	\$144,939,061	\$173,641,389	\$321,049,517
Purchased Insurance (premiums and fees)	\$28,476,443	\$28,973,000	\$32,312,000
Cost of Risk^{6, 7}	\$715,851,144	\$804,533,003	\$1,007,121,652
Total County Operating Budget	\$35,328,479,000	\$39,576,967,000	\$44,642,000,000
Cost of Risk (as percentage of County Operating Budget)	2.03%	2.03%	2.26%
Non-County Agencies	2.03%	2.03%	2.26%
LACERA	\$1,471,752	\$560,034	\$436,487
Superior Court	\$7,616,447	\$7,726,551	\$8,975,012
Subtotal (Non-County agencies)	\$9,088,199	\$8,286,584	\$9,411,499
Cost of Risk (excluding non-County agencies)	\$706,762,945	\$796,246,419	\$997,710,154
Cost of Risk (Non-County agencies as percentage of County Operating Budget)	2.00%	2.01%	2.23%

1. Loss Expense includes third-party administrator fees, medical management fees, bill review fees, and State User fee.
2. Administrative Expense includes CEO, Auditor-Controller, and County Counsel expenses.
3. Paid claims represent the amount paid for all indemnity (pay type OC) in the fiscal year, regardless of occurrence date and does not include RBNP or IBNR reserves. Legal Expenses are defined in liability files as all fees and expenses paid from the liability claim (pay type SS).
4. Liability claim information included in this report is: (1) claims coded as Vehicle Liability (AL), General Liability (GL), and Medical Malpractice (MM); but, (2) information excludes Metropolitan Transportation Authority, Metrolink, departments not listed in Exhibit A, Children Services dependency cases, and probate funding accounts.
5. Liability Administrative Expense includes third-party administrator fees, consulting and management fees, and CEO expenses.
6. The Cost of Risk is defined as the summation of the items listed but does not include non-insured property claims and property damage to County-owned vehicles.
7. All amounts are paid as of June 30, 2022, as reported in the County's liability claim database, Workers' Compensation information system (ClaimsVision), and/or the Workers' Compensation Status Report.

LIST OF ABBREVIATIONS USED IN THIS REPORT (PAGE 1 OF 2)

Abbreviation	Meaning
ABE	Allocated Benefit Expenses
AED	Automated External Defibrillator
ALAE	Allocated Loss Adjustment Expenses
Board	Board of Supervisors
C&R	Compromise and Release
C&Rs	Compromise and Release Settlements
Cal/OSHA	California Occupational Safety and Health Administration
CAMIS	Countywide Acquisition Management Information System
CAP	Corrective Action Plans
Carl Warren	Carl Warren & Company
CEO	Chief Executive Office
CEO Risk Management	Chief Executive Office - Risk Management Branch
CHSWC	Commission on Health and Safety and Workers' Compensation
County	County of Los Angeles
COVID-19	Coronavirus Disease 2019
CPR	Cardiopulmonary Resuscitation
DHR	County of Los Angeles Department of Human Resources
DHS	County of Los Angeles Department of Health Services
EFT	Electronic Funds Transfer
Finance	Risk Management Finance Unit
FY	Fiscal Year
FYs	Fiscal Years
HIPAA	Health Insurance Portability and Accountability Act
HITECH	Health Information Technology for Economic and Clinical Health
IBNR	Incurred But Not Reported
Intercare	Intercare Holdings, Ltd.
IRS	Internal Revenue Service
ISD	County of Los Angeles Internal Services Department
LASD	County of Los Angeles Sheriff's Department
LC	Labor Code
LCP	Loss Control and Prevention
LERC	Legal Exposure Reduction Committee
MED	Morphine Equivalent Dose
MMCC	Medical Management and Cost Containment
OCIO	Office of Chief Information Office
OOP	Office of Privacy
OSCR	On-Site County Representative
OSCRs	On-Site County Representatives

LIST OF ABBREVIATIONS USED IN THIS REPORT (PAGE 2 OF 2)

Abbreviation	Meaning
PBM	Pharmacy Benefit Management
PHI	Protected Health Information
PPE	Personal Protective Equipment
RBNP	Reported But Not Paid
RMIG	Risk Management Inspector General
RMIP	Risk Management Information Platform
SAWW	State Average Weekly Wage
SB	Senate Bill
SCAPs	Summary Corrective Action Plans
TPA	Third Party Administrator
ULAE	Unallocated Loss Adjustment Expenses
UR	Utilization Review

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