RISK MANAGEMENT STRATEGIC BUSINESS PLAN

COUNTY MISSION
The mission of Maricopa County is to provide regional leadership and fiscally responsible, necessary public services so that residents can enjoy living in a healthy and safe community.

COUNTY VISION
Citizens serving citizens by working collaboratively, innovatively, efficiently, and effectively. We will be responsive to our customers while being fiscally prudent.

DEPARTMENT MISSION
The Mission of RISK MANAGEMENT is to provide safety and loss control programs, insurance, environmental and claims management services to the Board of Supervisors, Maricopa County departments, Districts, and Trust Members so they can reduce or eliminate loss.

DEPARTMENT VISION
The Risk Management Department will be recognized as a leader in public entity risk management practices throughout the State of Arizona and be relied upon for an unsurpassed commitment to excellence in countywide risk management philosophy, standards, processes and direction.

DEPARTMENT VALUE STATEMENT
Risk Management staff exemplifies and demonstrates: Integrity, Professionalism, Can-Do Attitude, Collaboration, Respect for Diversity, Responsiveness, Accountability, Commitment, Dedication, Excellence

DEPARTMENT ISSUES
Departments’ failure to comply with safety and environmental rules and regulations adversely impacts the cost of risk. If this continues, the County risks a higher injury rate and increased liability from failure to comply with environmental rules and regulations that could result in citations from regulatory agencies or potential releases of chemicals or hazardous substances into the environment.

Increasing medical costs, increasing costs to administer claims and premiums for excess insurance and an aging workforce will have a client-based safety impact. This will likely lead to a higher volume of claims and more expensive claims that must be paid by the County and its citizens.

STRATEGIC GOALS
Goal: By 2018, the Cost of Risk will be 2.0% or less of County expenditures.
Associated County Goal:

Goal: The injury incident rate for FY2012 was 3.37. By 2018, the injury incident rate will be reduced to at least 3.35 based on industry standard calculation.
Associated County Goal:
CLAIMS MANAGEMENT
PROGRAM STATEMENT
The purpose of the CLAIMS MANAGEMENT Program is to provide claims services to Maricopa County departments, districts, and Risk Trust members so they can reduce or manage the cost of claims and expenses.

AUTO LIABILITY ACTIVITY
ACTIVITY STATEMENT
The purpose of the AUTO LIABILITY Activity is to provide auto liability claims services to Maricopa County departments, districts and Risk Trust members so they can reduce or manage the cost of claims and expenses.

ACTIVITY LEADER
Dep. Director

AL SETTLEMENT NEGOTIATION SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

AL CONSULTATIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

AL COVERAGE DECISIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

AL EXCESS NOTIFICATIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

AL EXPENSE APPROVALS & PAYMENTS OVERSIGHT SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
AL FILE MANAGEMENT SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

AL INVESTIGATIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

AL LITIGATION ACTION PLAN SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

AL MONETARY COLLECTIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

AL SUBSEQUENT REMEDIAL MEASURES SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

RESULT: % of AL claims Closed in the Year
Result Name: % of AL claims Closed in the Year
Result Explanation: % of AL claim closed in the Fiscal year
Calculation Description: Divide the number of AL claims closed in the fiscal year by the number of AL claims opened in the fiscal year and pending at the beginning of the fiscal
Result Denominator: Number of AL Claims Opened and Pending
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
Associated County Goal:

OUTPUT: Number of AL Claims Closed
Output Name: Number of AL Claims Closed
Output Explanation: Number of AL Claims Closed in the Fiscal Year
Output Source: Riskmaster
Frequency: Annually
**Aggregation Type:** Sum  
**Lower Threshold:** None  
**Upper Threshold:** None  
**OUTPUT:** Number of AL Claims Opened and Pending  
**Output Name:** Number of AL Claims Opened and Pending  
**Output Explanation:** # of AL claims open and pending in the fiscal  
**Output Source:** Riskmaster  
**Frequency:** Annually  
**Aggregation Type:** Sum  
**Lower Threshold:** None  
**Upper Threshold:** None  
**DEMAND:** Number of AL Claims Opened and Pending  
**Demand Name:** Number of AL Claims Opened and Pending  
**Demand Explanation:** Number of AL Claims Opened in the Fiscal Year and Pending at the Beginning of the Fiscal Year.  
**Demand Source:** Riskmaster  
**Frequency:** Annually  
**Aggregation Type:** Sum  
**Lower Threshold:** None  
**Upper Threshold:** None  
**Efficiency:** Expenditure per AL Claims Closed  
**Efficiency Name:** Expenditure per AL Claims Closed  
**Efficiency Explanation:** Expenditure per AL Claims Closed in the Year  
**Frequency:** Annually  
**Aggregation Type:** Sum  
**Lower Threshold:** None  
**Upper Threshold:** None  

**AUTO PROPERTY DAMAGE ACTIVITY**  

**ACTIVITY STATEMENT**  

The purpose of the AUTO PROPERTY DAMAGE Activity is to provide auto property damage claims services to Maricopa County departments, districts and Risk Trust members so they can reduce or manage the cost of claims and expenses.  

**ACTIVITY LEADER**  

Dep. Director  

**APD CONSULTATIONS SERVICE**  

**Service Description:**  
**Service Customer:**  
**Service Comment:**  
**Service Mandated:** False  
**ServiceMandate:**  

**APD COVERAGE DECISIONS SERVICE**  

**Service Description:**  
**Service Customer:**  
**Service Comment:**
RESULT: % of APD Claims Closed

**Result Name:** % of APD Claims Closed

**Result Explanation:** Number of APD Claims Closed

**Calculation Description:** Divide the number of APD claims closed in the year by the number of APD claims opened in the Fiscal year and pending at the beginning of the Fiscal year

**Result Denominator:** Number of APD Claims Opened and Pending

**Frequency:** Annually

**Aggregation Type:** Sum

**Lower Threshold:** None

**Upper Threshold:** None

**Associated County Goal:**

**OUTPUT:** Number of APD Claims Closed

**Output Name:** Number of APD Claims Closed

**Output Explanation:** Number of APD Claims Closed in the Fiscal Year
Output Source: Riskmaster
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
OUTPUT: Number of APD Claims Opened and Pending
Output Name: Number of APD Claims Opened and Pending
Output Explanation: Number of APD Claims Opened and Pending in the Fiscal Year.
Output Source: Riskmaster
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
DEMAND: Number of APD Claims Opened and Pending
Demand Name: Number of APD Claims Opened and Pending
Demand Explanation: Number of APD Claims Opened in the Fiscal Year and Pending at the Beginning of the Fiscal Year
Demand Source: Riskmaster
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
Efficiency: Expenditure per APD claim closed
Efficiency Name: Expenditure per APD claim closed
Efficiency Explanation: The average Expenditure per claim closed in the Fiscal year
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
GENERAL LIABILITY ACTIVITY
ACTIVITY STATEMENT
The purpose of the GENERAL LIABILITY Activity is to provide general liability claims services to Maricopa County departments, districts and Risk Trust members so they can reduce or manage the cost of claims and expenses.

ACTIVITY LEADER
Dep. Director

GL SETTLEMENT NEGOTIATION SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
Service Mandate:
GL CONSULTATIONS SERVICE
Service Description:
GL COVERAGE DECISIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

GL EXCESS NOTIFICATIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

GL EXPENSE APPROVALS & PAYMENTS OVERSIGHT SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

GL FILE MANAGEMENT SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

GL INVESTIGATIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

GL LITIGATION ACTION PLAN SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

GL MONETARY COLLECTIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
GL SUBSEQUENT REMEDIAL MEASURES SERVICE  
Service Description:  
Service Customer:  
Service Comment:  
Service Mandated: False  
ServiceMandate:  

GL TAKING MATTERS SERVICE  
Service Description:  
Service Customer:  
Service Comment:  
Service Mandated: False  
ServiceMandate:  

RESULT: % of GL Claims Closed  
Result Name: % of GL Claims Closed  
Result Explanation: Number of Claims Closed in the Fiscal year  
Calculation Description: Divide the number of the GL Claims Closed in the Fiscal year by the number of GL Claims Opened in the Fiscal year and Pending at the beginning of the Fiscal Year  
Result Denominator: Number of GL Claims Opened and Pending  
Frequency: Annually  
Aggregation Type: Sum  
Lower Threshold: None  
Upper Threshold: None  
Associated County Goal:  
RESULT: Percent of County expenditures spent on Risk Management (Cost of Risk)  
Result Name: Percent of County expenditures spent on Risk Management (Cost of Risk)  
Result Explanation: Total Risk Management expenditures  
Calculation Description: Divide Risk Management's expenditures at the end of the fiscal year by the County's expenditures at the end of the fiscal year.  
Result Denominator: Total County expenditures  
Frequency: Annually  
Aggregation Type: Sum  
Lower Threshold: None  
Upper Threshold: None  
Associated County Goal:  
OUTPUT: Number of GL Claims Closed  
Output Name: Number of GL Claims Closed  
Output Explanation: Number of GL Claims Closed in the Fiscal Year  
Output Source: Riskmaster  
Frequency: Annually  
Aggregation Type: Sum  
Lower Threshold: None  
Upper Threshold: None  
OUTPUT: Number of GL Claims Opened and Pending  
Output Name: Number of GL Claims Opened and Pending  
Output Explanation: Number of GL Claims Opened in the Fiscal year and Pending at the beginning of the Fiscal Year
**Output Source:** Riskmaster  
**Frequency:** Annually  
**Aggregation Type:** Sum  
**Lower Threshold:** None  
**Upper Threshold:** None  
**OUTPUT:** Total County expenditures  
**Output Name:** Total County expenditures  
**Output Explanation:** Total County expenditures  
**Output Source:** CAFR  
**Frequency:** Annually  
**Aggregation Type:** Avg  
**Lower Threshold:** None  
**Upper Threshold:** None  
**DEMAND:** Number of GL Claims Opened and Pending  
**Demand Name:** Number of GL Claims Opened and Pending  
**Demand Explanation:** Number of GL Claims Opened in the Fiscal year and Pending at the beginning of the Fiscal year  
**Demand Source:** Riskmaster  
**Frequency:** Annually  
**Aggregation Type:** Sum  
**Lower Threshold:** None  
**Upper Threshold:** None  
**Efficiency:** Expenditure Per Claim Closed  
**Efficiency Name:** Expenditure Per Claim Closed  
**Efficiency Explanation:** Expenditure Per Claim Closed in the Fiscal Year  
**Frequency:** Annually  
**Aggregation Type:** Sum  
**Lower Threshold:** None  
**Upper Threshold:** None  

**MEDICAL MALPRACTICE ACTIVITY**  
**ACTIVITY STATEMENT**  
The purpose of the MEDICAL MALPRACTICE Activity is to provide medical malpractice claims services to Maricopa County departments, districts and Risk Trust members so they can reduce or manage the cost of claims and expenses.  

**ACTIVITY LEADER**  
Dep. Director  

**MM SETTLEMENT NEGOTIATION SERVICE**  
**Service Description:**  
**Service Customer:**  
**Service Comment:**  
**Service Mandated:** False  
**ServiceMandate:**  
**MM CONSULTATIONS SERVICE**  
**Service Description:**
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
MM COVERAGE DECISIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
MM EXCESS NOTIFICATIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
MM EXPENSE APPROVALS & PAYMENTS OVERSIGHT SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
MM FILE MANAGEMENT SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
MM INVESTIGATIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
MM LITIGATION ACTION PLAN SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
MM MONETARY COLLECTIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
MM SUBSEQUENT REMEDIAL MEASURES SERVICE

Service Description:
Service Customer:
Service Comment:
Service Mandated: False
Service Mandate:

RESULT: % of MM Claims Closed
Result Name: % of MM Claims Closed
Result Explanation: Number of MM Claims Closed in the Fiscal Year
Calculation Description: Divide the Number of MM Claims Closed in the Fiscal Year by the Number of MM Claims Opened in the Fiscal Year and Pending at the Beginning of the Fiscal Year
Result Denominator: Number of Claims Opened and Pending
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
Associated County Goal:
OUTPUT: Number of Claims Closed
Output Name: Number of Claims Closed
Output Explanation: Number of Claims Closed in the Fiscal Year.
Output Source: Riskmaster
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
OUTPUT: Number of Claims Opened and Pending
Output Name: Number of Claims Opened and Pending
Output Explanation: Number of Claims Opened in the Fiscal Year and Pending at the Beginning of the Fiscal Year
Output Source: Riskmaster
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
DEMAND: Number of MM Claims Opened and Pending
Demand Name: Number of MM Claims Opened and Pending
Demand Explanation: Number of MM Claims Opened in the Fiscal Year and Pending at the beginning of the Fiscal Year.
Demand Source: Riskmaster
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
Efficiency: Expenditure per MM Claim Closed
Efficiency Name: Expenditure per MM Claim Closed  
Efficiency Explanation: Expenditure per MM Claim Closed in the Fiscal Year  
Frequency: Annually  
Aggregation Type: Sum  
Lower Threshold: None  
Upper Threshold: None  

PROFESSIONAL LIABILITY ACTIVITY  

ACTIVITY STATEMENT  
The purpose of the PROFESSIONAL LIABILITY Activity is to provide professional liability claims services to Maricopa County departments, districts and Risk Trust members so they can reduce or manage the cost of claims and expenses.  

ACTIVITY LEADER  
Dep. Director  

PL BAR COMPLAINTS SERVICE  
Service Description:  
Service Customer:  
Service Comment:  
Service Mandated: False  
ServiceMandate:  

PL CONSULTATION SERVICE  
Service Description:  
Service Customer:  
Service Comment:  
Service Mandated: False  
ServiceMandate:  

PL INVESTIGATIONS SERVICE  
Service Description:  
Service Customer:  
Service Comment:  
Service Mandated: False  
ServiceMandate:  

PL LITIGATION ACT PLANS SERVICE  
Service Description:  
Service Customer:  
Service Comment:  
Service Mandated: False  
ServiceMandate:  

PL MERIT COMM COMPLAINTS SERVICE  
Service Description:  
Service Customer:  
Service Comment:  
Service Mandated: False  
ServiceMandate:  

PL REVIEW BOARD COMPLAINTS SERVICE
RESULT: % of PL Claims Closed
Result Name: % of PL Claims Closed
Result Explanation: Number of PL Claims Closed in the Fiscal Year
Calculation Description: Divide the Number of PL Claims Closed in the Fiscal Year by the Number of PL Claims Opened in the Fiscal Year by the Number of Claims Pending at the Beginning of the Fiscal Year
Result Denominator: Number of PL Claims Opened and Pending
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
Associated County Goal:
OUTPUT: Number of PL Claims Closed
Output Name: Number of PL Claims Closed
Output Explanation: Number of PL Claims Closed in the Fiscal Year
Output Source: Riskmaster
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
OUTPUT: Number of PL Claims Opened and Pending
Output Name: Number of PL Claims Opened and Pending
Output Explanation: Number of PL Claims Opened in the Fiscal Year and Pending at the Beginning of the Fiscal Year
Output Source: Riskmaster
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
DEMAND: Number of PL Claims Opened and Pending
Demand Name: Number of PL Claims Opened and Pending
Demand Explanation: Number of PL Claims Opened in the Fiscal Year and Pending at the Beginning of the Fiscal Year
Demand Source: Riskmaster
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
Efficiency: Expenditure per PL Claim Closed
Efficiency Name: Expenditure per PL Claim Closed
Efficiency Explanation: Expenditure per PL Claim Closed in the Fiscal Year
**Frequency:** Annually  
**Aggregation Type:** Sum  
**Lower Threshold:** None  
**Upper Threshold:** None

**PROPERTY DAMAGE ACTIVITY**

**ACTIVITY STATEMENT**

The purpose of the PROPERTY DAMAGE Activity is to provide property damage claims services to Maricopa County departments, districts and Risk Trust members so they can reduce or manage the cost of claims and expenses.

**ACTIVITY LEADER**

Dep. Director

**PD SETTLEMENT NEGOTIATION SERVICE**

**Service Description:**

**Service Customer:**

**Service Comment:**

**Service Mandated:** False

**Service Mandate:**

**PD CONSULTATIONS SERVICE**

**Service Description:**

**Service Customer:**

**Service Comment:**

**Service Mandated:** False

**Service Mandate:**

**PD COVERAGE DECISIONS SERVICE**

**Service Description:**

**Service Customer:**

**Service Comment:**

**Service Mandated:** False

**Service Mandate:**

**PD EXCESS NOTIFICATIONS SERVICE**

**Service Description:**

**Service Customer:**

**Service Comment:**

**Service Mandated:** False

**Service Mandate:**

**PD EXPENSE APPROVALS & PAYMENT OVERSIGHT SERVICE**

**Service Description:**

**Service Customer:**

**Service Comment:**

**Service Mandated:** False

**Service Mandate:**

**PD FILE MANAGEMENT SERVICE**

**Service Description:**

**Service Customer:**
Service Comment: False
Service Mandated: False
PD INVESTIGATIONS SERVICE
Service Description:
Service Customer:
Service Comment: False
Service Mandated: False
PD MONETARY COLLECTIONS SERVICE
Service Description:
Service Customer:
Service Comment: False
Service Mandated: False
RESULT: % of PD Claims Closed
Result Name: % of PD Claims Closed
Result Explanation: Number of PD Claims Closed in the Year
Calculation Description: Divide the Number of PD Claims Closed in the Year by the Number of PD Claims Opened in the Year and Pending at the Beginning of the Year
Result Denominator: Number of PD Claims Opened and Pending
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
Associated County Goal:
OUTPUT: Number of PD Claims Closed
Output Name: Number of PD Claims Closed
Output Explanation: Number of PD Claims Closed in the Fiscal Year
Output Source: Riskmaster
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
OUTPUT: Number of PD Claims Opened and Pending
Output Name: Number of PD Claims Opened and Pending
Output Explanation: Number of PD Claims Opened in the Fiscal Year and Pending at the Beginning of the Fiscal Year
Output Source: Riskmaster
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
DEMAND: Number of PD Claims Opened and Pending
Demand Name: Number of PD Claims Opened and Pending
Demand Explanation: Number of PD Claims Opened in the Fiscal Year and Pending at the
Beginning of the Fiscal Year

**Demand Source:** Riskmaster

**Frequency:** Annually

**Aggregation Type:** Sum

**Lower Threshold:** None

**Upper Threshold:** None

Efficiency: Expenditure per PD Claim Closed

**Efficiency Name:** Expenditure per PD Claim Closed

**Efficiency Explanation:** Expenditure per PD Claim Closed in the Fiscal Year

**Frequency:** Annually

**Aggregation Type:** Sum

**Lower Threshold:** None

**Upper Threshold:** None

**WORKERS' COMPENSATION ACTIVITY**

**ACTIVITY STATEMENT**

The purpose of the WORKERS' COMPENSATION Activity is to provide workers' compensation claims oversight services to Maricopa County departments, districts and Risk Trust members so they can reduce or manage the cost of claims and expenses.

**ACTIVITY LEADER**

Dep. Director

**WC SETTLEMENT NEGOTIATION SERVICE**

**Service Description:**

**Service Customer:**

**Service Comment:**

**Service Mandated:** False

**ServiceMandate:**

**WC CONSULTATIONS SERVICE**

**Service Description:**

**Service Customer:**

**Service Comment:**

**Service Mandated:** False

**ServiceMandate:**

**WC CONTRACT ADMINISTRATION SERVICE**

**Service Description:**

**Service Customer:**

**Service Comment:**

**Service Mandated:** False

**ServiceMandate:**

**WC COVERAGE DECISIONS SERVICE**

**Service Description:**

**Service Customer:**

**Service Comment:**

**Service Mandated:** False

**ServiceMandate:**
WC EXCESS NOTIFICATIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

WC EXPENSE APPROVALS & PAYMENT OVERSIGHT SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

WC FILE MANAGEMENT SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

WC INVESTIGATIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

WC LITIGATION ACTION PLAN SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

WC MONETARY COLLECTIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

WC SUBSEQUENT REMEDIAL MEASURES SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

RESULT: % of WC Claims Closed
Result Name: % of WC Claims Closed
Result Explanation: Number of WC Claims Closed in the Fiscal Year
Calculation Description: Divide the Number of WC Claims Closed in the Fiscal Year by the
Number of the WC Claims Opened in the Fiscal Year and Pending at the Beginning of the Fiscal Year

**Result Denominator:** Number of WC Claims Opened and Pending  
**Frequency:** Annually  
**Aggregation Type:** Sum  
**Lower Threshold:** None  
**Upper Threshold:** None  

**Associated County Goal:**

OUTPUT: Number of WC Claims Closed  
**Output Name:** Number of WC Claims Closed  
**Output Explanation:** Number of WC Claims Closed in the Fiscal Year  
**Output Source:** Riskmaster  
**Frequency:** Annually  
**Aggregation Type:** Sum  
**Lower Threshold:** None  
**Upper Threshold:** None  

OUTPUT: Number of WC Claims Opened and Pending  
**Output Name:** Number of WC Claims Opened and Pending  
**Output Explanation:** Number of WC Claims Opened in the Fiscal Year and Pending at the Beginning of the Fiscal Year  
**Output Source:** Riskmaster  
**Frequency:** Annually  
**Aggregation Type:** Sum  
**Lower Threshold:** None  
**Upper Threshold:** None  

DEMAND: Number of WC Claims Opened and Pending  
**Demand Name:** Number of WC Claims Opened and Pending  
**Demand Explanation:** Number of WC Claims Opened in the Fiscal Year and Pending at the Beginning of the Fiscal Year  
**Demand Source:** Riskmaster  
**Frequency:** Annually  
**Aggregation Type:** Sum  
**Lower Threshold:** None  
**Upper Threshold:** None  

Efficiency: Expenditure per WC Claim Closed  
**Efficiency Name:** Expenditure per WC Claim Closed  
**Efficiency Explanation:** Expenditure per WC Claim Closed in the Fiscal Year  
**Frequency:** Annually  
**Aggregation Type:** Sum  
**Lower Threshold:** None  
**Upper Threshold:** None

**ENVIRONMENTAL MANAGEMENT PROGRAM STATEMENT**

The purpose of the ENVIRONMENTAL MANAGEMENT Program is to provide environmental technical services to Maricopa County departments, districts, and trust members so they can minimize or eliminate liabilities.
ENVIRONMENTAL LIABILITY CLAIMS ACTIVITY

ACTIVITY STATEMENT
The purpose of the ENVIRONMENTAL LIABILITY CLAIMS Activity is to provide environmental liability claims services to Maricopa County departments, districts and Risk Trust members so they can reduce or manage the cost of claims and expenses.

ACTIVITY LEADER
Environmental Mgr

EL SETTLEMENT NEGOTIATION SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

EL CONSULTATION SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

EL COVERAGE DECISIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

EL EXCESS NOTIFICATIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

EL EXPENSE APPROVALS & PAYMENT OVERSIGHT SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

EL FILE MANAGEMENT SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

EL INVESTIGATIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
EL LITIGATION ACTION PLAN SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
EL MONETARY RECOVERY SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
EL REGULATORY/LEGAL LIAISON SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
EL REMEDIATION SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: True

RESULT: % of EL Claims Closed in the Fiscal Year
Result Name: % of EL Claims Closed in the Fiscal Year
Result Explanation: Number of EL Claims Closed in the Fiscal Year
Calculation Description: Divide the number of GL Claims Closed in the year by the number of GL claims Opened in the Year and Pending at the Beginning of the Fiscal Year
Result Denominator: Number of EL Claims Opened and Pending
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
Associated County Goal:
OUTPUT: Number of EL Claims Closed
Output Name: Number of EL Claims Closed
Output Explanation: Number of EL Claims Closed in the Fiscal Year
Output Source: Riskmaster
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
OUTPUT: Number of EL Claims Opened and Pending
Output Name: Number of EL Claims Opened and Pending
Output Explanation: Number of EL Claims Opened in the Fiscal Year and Pending at the beginning of the Fiscal Year.
Output Source: Riskmaster
Frequency: Annually

Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
DEMAND: Number of EL Claims Opened and Pending
Demand Name: Number of EL Claims Opened and Pending
Demand Explanation: Number of EL Claims Opened in the Fiscal Year and Pending at the beginning of the Fiscal Year
Demand Source: Riskmaster
Frequency: Annually

Efficiency: Expenditure per EL Claim Closed
Efficiency Name: Expenditure per EL Claim Closed
Efficiency Explanation: Expenditure per EL Claim Closed in the Fiscal year
Frequency: Annually

ENVIRONMENTAL MANAGEMENT ACTIVITY

ACTIVITY STATEMENT
The purpose of the ENVIRONMENTAL MANAGEMENT Activity is to provide environmental management services to Maricopa County departments, districts and Risk Trust members so they can mitigate environmental liabilities.

ACTIVITY LEADER
Environmental Mgr

CONTRACT REVIEW & MANAGEMENT SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

EMERGENCY RESPONSES SERVICE
Service Description:
RESULT: % Reduction/Increase in possible Environmental Liability exposures

Result Name: % Reduction/Increase in possible Environmental Liability exposures

Result Explanation: Difference in dollar value of current fiscal years possible Environmental Liability exposures minus prior fiscal years possible Environmental Liability exposures

Calculation Description: The difference is dollar value of current fiscal years possible County liability exposures minus prior fiscal years possible County liability exposures divided by the dollar value of possible County liability exposures (Output/Demand - auto calculates)

Result Denominator: Dollar value of possible Environmental Liability

Frequency: Annually

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

Associated County Goal:
OUTPUT: Difference in value of Liability Exposures
Output Name: Difference in value of Liability Exposures
Output Explanation: Difference in dollar value of current fiscal years possible County Liability Exposures minus prior fiscal years possible County Liability Exposures
Output Source: Environmental Manager
Frequency: Annually
Aggregation Type: Avg
Lower Threshold: None
Upper Threshold: None

OUTPUT: Dollar value of possible Environmental Liability Exposures
Output Name: Dollar value of possible Environmental Liability Exposures
Output Explanation: Dollar value of the Previous Fiscal years possible Environmental Liability Exposures
Output Source: Environmental Manager
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None

DEMAND: Dollar Value of Environmental Liability Exposures
Demand Name: Dollar Value of Environmental Liability Exposures
Demand Explanation: Dollar value of previous Fiscal years possible Environmental Liability Exposures
Demand Source: Environmental Manager
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None

Efficiency: Expenditure per Environmental Exposure
Efficiency Name: Expenditure per Environmental Exposure
Efficiency Explanation: Expenditure per Environmental Exposure in this Fiscal Year
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None

ENVIRONMENTAL PROPERTY DAMAGE CLAIMS ACTIVITY

ACTIVITY STATEMENT
The purpose of the ENVIRONMENTAL PROPERTY DAMAGE CLAIMS Activity is to provide environmental property damage claims services to Maricopa County departments, districts and Risk Trust members so they can reduce or manage the cost of claims and expenses.

ACTIVITY LEADER
Environmental Mgr

EPD SETTLEMENT NEGOTIATION SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
EPD CONSULTATIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
EPD COVERAGE DECISIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
EPD EXCESS NOTIFICATIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
EPD EXPENSE APPROVALS & PAYMENT OVERSIGHT SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
EPD INVESTIGATIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
EPD MONETARY RECOVERY SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
EPD REGULATORY/LEGAL LIAISON SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
EPD REMEDIATIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: True

RESULT: % of EPD Claims Closed
Result Name: % of EPD Claims Closed
Result Explanation: Number of EPD claims closed in the Fiscal Year
Calculation Description: Divide the number of EPD Claims Closed in the Fiscal year by the number of EPD Claims Opened in the Fiscal year and Pending at the beginning of the Fiscal Year
Result Denominator: Number of EPD Claims Opened and Pending
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None

OUTPUT: Number of EPD Claims Closed
Output Name: Number of EPD Claims Closed
Output Explanation: Number of EPD Claims Closed in the Fiscal Year
Output Source: Riskmaster
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None

OUTPUT: Number of EPD Claims Opened and Pending
Output Name: Number of EPD Claims Opened and Pending
Output Explanation: Number of EPD Claims Opened in the Fiscal Year and Pending at the Beginning of the Fiscal Year
Output Source: Riskmaster
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None

DEMAND: Number of EPD Claims Opened and Pending
Demand Name: Number of EPD Claims Opened and Pending
Demand Explanation: Number of EPD Claims Opened in the Fiscal Year and Pending at the beginning of the Fiscal year.
Demand Source: Riskmaster
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None

Efficiency: Expenditure per EPD Claim Closed
**Efficiency Name:** Expenditure per EPD Claim Closed  
**Efficiency Explanation:** Expenditure per EPD Claim Closed in the Fiscal Year  
**Frequency:** Annually  
**Aggregation Type:** Sum  
**Lower Threshold:** None  
**Upper Threshold:** None

**INSURANCE AND COVERAGES PROGRAM STATEMENT**
The purpose of the INSURANCE AND COVERAGES Program is to provide Administration of the Self-Insured Insurance Coverages Program to Maricopa County departments, districts, and Risk Trust members so they can protect assets through appropriate risk transfer, and risk retention.

**INSURANCE AND COVERAGE ACTIVITY ACTIVITY STATEMENT**
The purpose of the INSURANCE AND COVERAGE Activity is to provide insurance and coverage services to Maricopa County departments, districts and Risk Trust members so they can protect their assets through appropriate risk transfer.

**ACTIVITY LEADER**
Insurance and Volunteer Program Mgr

**CONTRACT INDEMNITY & INSURANCE REQUEST SERVICE**
**Service Description:**
**Service Customer:**
**Service Comment:**
**Service Mandated:** False
**ServiceMandate:**

**DECLARATION OF TRUST SERVICE**
**Service Description:**
**Service Customer:**
**Service Comment:**
**Service Mandated:** False
**ServiceMandate:**

**INSURANCE CERTIFICATINS SERVICE**
**Service Description:**
**Service Customer:**
**Service Comment:**
**Service Mandated:** False
**ServiceMandate:**

**INSURANCE POLICIES SERVICE**
**Service Description:**
**Service Customer:**
**Service Comment:**
**Service Mandated:** False
**ServiceMandate:**
VOLUNTEERS' PROGRAM SERVICE

Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:

RESULT: % of insurance policies purchased/renewed prior to effective date
Result Name: % of insurance policies purchased/renewed prior to effective date
Result Explanation: Percent of insurance policies purchased/renewed prior to effective date in the fiscal year
Calculation Description: Divide the number of insurance policies purchased/renewed prior to the effective date in the fiscal year by the number of insurance policies required/requested in the fiscal year
Result Denominator: Number of insurance policies purchased/renewed prior to the effective date in the fiscal year
Frequency: Annually
Aggregation Type: Avg
Lower Threshold: None
Upper Threshold: None
Associated County Goal:

OUTPUT: Number of insurance policies purchased/renewed
Output Name: Number of insurance policies purchased/renewed
Output Explanation: Number of insurance policies purchased/renewed in the fiscal year
Output Source: Riskmaster
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
OUTPUT: Number of insurance policies purchased/renewed prior to the effective date in the fiscal year
Output Name: Number of insurance policies purchased/renewed prior to the effective date in the fiscal year
Output Explanation: Number of volunteer programs reviewed
Output Source: Riskmaster
Frequency: Annually
Aggregation Type: Avg
Lower Threshold: None
Upper Threshold: None

DEMAND: Number of insurance policies required/requested
Demand Name: Number of insurance policies required/requested
Demand Explanation: Number of insurance policies required/requested for the fiscal year
Demand Source: Database
Frequency: Annually
Aggregation Type: Avg
Lower Threshold: None
Upper Threshold: None
Efficiency: Cost of insurance policies purchased/renewed  
**Efficiency Name:** Cost of insurance policies purchased/renewed  
**Efficiency Explanation:** Average cost per insurance policy purchased/renewed in the fiscal year  
**Frequency:** Annually  
**Aggregation Type:** Sum  
**Lower Threshold:** None  
**Upper Threshold:** None  

UNEMPLOYMENT ACTIVITY  
**ACTIVITY STATEMENT**  
The purpose of the UNEMPLOYMENT Activity is to provide unemployment claims oversight services to Maricopa County departments, districts and Risk Trust members so they can reduce or manage the cost of claims and expenses.  

**ACTIVITY LEADER**  
Dep. Director  

**UN CONSULTATIONS OVERSIGHT SERVICE**  
Service Description:  
Service Customer:  
Service Comment:  
Service Mandated: False  
ServiceMandate:  

**UN CONTRACT ADMINISTRATION SERVICE**  
Service Description:  
Service Customer:  
Service Comment:  
Service Mandated: False  
ServiceMandate:  

**UN COVERAGE DECISIONS SERVICE**  
Service Description:  
Service Customer:  
Service Comment:  
Service Mandated: False  
ServiceMandate:  

**UN EXPENSE APPROVALS & PAYMENTS OVERSIGHT SERVICE**  
Service Description:  
Service Customer:  
Service Comment:  
Service Mandated: False  
ServiceMandate:  

**UN FILE MANAGEMENT OVERSIGHT SERVICE**  
Service Description:  
Service Customer:  
Service Comment:  
Service Mandated: False  
ServiceMandate:
UN INVESTIGATIONS OVERSIGHT SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
Service Mandate:

UN LITIGATION ACT PLANS OVERSIGHT SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
Service Mandate:

UN MONETARY COLLECTIONS OVERSIGHT SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
Service Mandate:

RESULT: % of Liability Avoided or Suspended
Result Name: % of Liability Avoided or Suspended
Result Explanation: Total Liability Avoided or Suspended
Calculation Description: Total Liability Avoided or Suspended divided by Total Potential Liability
Result Denominator: Total Potential Liability
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
Associated County Goal:

OUTPUT: Total Liability Avoided or Suspended
Output Name: Total Liability Avoided or Suspended
Output Explanation: The amount of UN Liability Avoided or Suspended
Output Source: TALX
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
OUTPUT: Total Potential Liability
Output Name: Total Potential Liability
Output Explanation: Total Potential Liability
Output Source: TALX
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
OUTPUT: Total UN Claims
Output Name: Total UN Claims
Output Explanation: Total UN Claims
Output Source: TALX
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
DEMAND: Number of UN Claims
Demand Name: Number of UN Claims
Demand Explanation: Number of UN Claims filled in the Fiscal Year
Demand Source: TALX
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
Efficiency: Cost Per UN Claim
Efficiency Name: Cost Per UN Claim
Efficiency Explanation: Cost per UN Claim
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
SAFETY MANAGEMENT
PROGRAM STATEMENT
The purpose of the SAFETY MANAGEMENT Program is to provide innovatively developed safety programs to assist in meeting strategic goals of risk mitigation, loss reduction and compliance utilizing a variety of proven safety strategies reducing negative outcomes and increasing productivity to Maricopa County departments, districts and Risk Trust members so they can mitigate exposures and minimize preventable injuries/accidents.

SAFETY MANAGEMENT ACTIVITY
ACTIVITY STATEMENT
The purpose of the SAFETY MANAGEMENT Activity is to provide assistance in innovatively developing safety programs to the Maricopa County departments, districts and Risk Trust members so they can mitigate risk, exposures, reduce loss and negative outcomes and increase productivity thus minimizing preventable injuries/accidents.

ACTIVITY LEADER
Safety Manager

ACCIDENT INVESTIGATIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: True
Service Mandate: 29 CFR 1926.20(b)(1)
CDL EXAMINATIONS/EVALUATIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: True
ServiceMandate: 49 CFR Part 383, 391
DOT VEHICLE INSPECTIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: True
OSHA COMPLIANCE INSPECTIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: True
ServiceMandate: 29 CFR 1926.20(b)(2)
REPORTS AND RECORDS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: True
ServiceMandate: 29 CFR 1904
SAFETY AUDITING SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
SAFETY CONSULTATIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: True
SAFETY CONTRACTS ADMINISTRATON SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
SAFETY INSPECTIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: True

SAFETY TRAINING SESSIONS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: True

VEHICLE/OPERATOR PERMITS SERVICE
Service Description:
Service Customer:
Service Comment:
Service Mandated: True

RESULT: % of County employees not Injured
Result Name: % of County employees not Injured
Result Explanation: Number of County Employee not Injured
Calculation Description: Number of County Employee's not Injured divided by the Number of County Employee's
Result Denominator: Number of County Employees
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
Associated County Goal:
RESULT: Percent Reduction/Increase of County Injury Incident Rate compared to a 3 year average rate
Result Name: Percent Reduction/Increase of County Injury Incident Rate compared to a 3 year average rate
Result Explanation: FY Injury Incident Rate
Calculation Description: FY Injury Incident Rate divided by Three year average of county injury incident rate
Result Denominator: Three Year Average of County Injury Incident Rate
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
Associated County Goal:
OUTPUT: 3 year average of County injury incident rate
Output Name: 3 year average of County injury incident rate
Output Explanation: 3 year average of County injury incident rate
Output Source: NONE
Frequency: Annually
Aggregation Type: Avg
Lower Threshold: None
Upper Threshold: None
OUTPUT: FY Injury Incident Rate
Output Name: FY Injury Incident Rate
Output Explanation: FY Injury Incident Rate
Output Source: Safety
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
OUTPUT: Number of County Employees
Output Name: Number of County Employees
Output Explanation: Number of County Employees
Output Source: Riskmaster
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
OUTPUT: Number of County Employees not Injured
Output Name: Number of County Employees not Injured
Output Explanation: Number of County Employees not Injured in the Fiscal year
Output Source: Riskmaster
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
OUTPUT: Three Year Average of County Injury Incident Rate
Output Name: Three Year Average of County Injury Incident Rate
Output Explanation: Three Year Average of County Injury Incident Rate
Output Source: Safety
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
DEMAND: Number of County Employees
Demand Name: Number of County Employees
Demand Explanation: Number of County Employees
Demand Source: Human Resources
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
Efficiency: Cost per County employee not injured
Efficiency Name: Cost per County employee not injured
Efficiency Explanation: Cost per County employee not injured
Frequency: Annually
**Aggregation Type:** Sum
**Lower Threshold:** None
**Upper Threshold:** None