

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

The County injury incident rate is 3.38. This is comparing the number of recordable workplace injuries to the number of hours worked, which is a measure of how safely employees are performing their jobs. The County injury rate is decreasing. If injuries do not continue to decrease, County department costs will increase and County department productivity will decrease.

The trending dollar value of County claims (severity) and the trending number of claims is increasing. If this trend continues, this will have a negative financial effect on the County and its citizens.

There is an increased use of unmonitored volunteers County wide. If this continues, it will result in an unfunded exposure to the Risk Trust.

Within County departments, there is a lack of uniform documentation and policy for addressing environmental issues. If this continues the County risks increased liability from failure to comply with environmental rules and regulations which may result in citations from regulatory agencies or potential releases of chemicals into the environment. Risk Management has no enforcement or

authority to establish procedures/policy or mandate results and compliance.

STRATEGIC GOALS

Goal: By 2015, 100% of all known volunteers will be reviewed for coverage under the trust.

Associated County Goal:

Goal: By 2015, the Cost of Risk will be 2.0% or less of County expenditures.

Associated County Goal:

Goal: By 2015, there will be 100% departmental participation in the environmental issues committee lead by the Risk Management Department.

Associated County Goal:

Goal: The current injury incident rate for FY2012 is 3.37. By 2015, the injury incident rate will be reduced to at least 3.35 based on industry standard calculation.

Associated County Goal:

ADMINISTRATIVE SERVICES PROGRAM STATEMENT

BUDGETING ACTIVITY

ACTIVITY STATEMENT

The purpose of the Budgeting Activity is to produce an annual budget request and related consultative services to department leadership so they can make informed program and budgeting decisions while staying within their approved budget.

ACTIVITY LEADER

TBD

BUDGET CONSOLIDATION SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

RESULT: Percentage of activities within budget at year-end

Result Name: Percentage of activities within budget at year-end

Result Explanation: Number of activities within budget at year-end

Calculation Description: Total number of activities that do not exceed their revised budget allotment / total number of activities.

Result Denominator: Number of activities budgeted

Frequency: Annually

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None
Associated County Goal:
OUTPUT: NA
Output Name: NA
Output Explanation: NONE
Output Source: NA
Frequency: Undefined
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
OUTPUT: Number of activities budgeted
Output Name: Number of activities budgeted
Output Explanation: NONE
Output Source: NONE
Frequency: Annually
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
DEMAND: NA
Demand Name: NA
Demand Explanation: NONE
Demand Source: NONE
Frequency: Undefined
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
Efficiency: TBD
Efficiency Name: TBD
Efficiency Explanation: NONE
Frequency: Undefined
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None

EXECUTIVE MANAGEMENT ACTIVITY

ACTIVITY STATEMENT

NONE

ACTIVITY LEADER

TBD

EXECUTIVE MANAGEMENT SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

RESULT: NA

Result Name: NA

Result Explanation: NONE

Calculation Description: NONE

Result Denominator: NA

Frequency: Undefined

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

Associated County Goal:

OUTPUT: NA

Output Name: NA

Output Explanation: NONE

Output Source: NA

Frequency: Undefined

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

DEMAND: NA

Demand Name: NA

Demand Explanation: NONE

Demand Source: NONE

Frequency: Undefined

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

Efficiency: NA

Efficiency Name: NA

Efficiency Explanation: NONE

Frequency: Undefined

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

FINANCIAL SERVICES ACTIVITY

ACTIVITY STATEMENT

The purpose of the Financial Services Activity is to provide general accounting reporting for the department management so they can meet their financial obligations and manage their financial operation in support of their mission.

ACTIVITY LEADER

TBD

FINANCIAL SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

RESULT: NA

Result Name: NA

Result Explanation: NONE

Calculation Description: NONE

Result Denominator: NA

Frequency: Undefined

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

Associated County Goal:

OUTPUT: [Total Department Expenditures]

Output Name: [Total Department Expenditures]

Output Explanation: NONE

Output Source: NONE

Frequency: Annually

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

OUTPUT: NA

Output Name: NA

Output Explanation: NONE

Output Source: NA

Frequency: Undefined

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

DEMAND: NA

Demand Name: NA

Demand Explanation: NONE

Demand Source: NONE

Frequency: Undefined

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

Efficiency: Cost of Financial Services Activity as a Percent of Total Department Expenditures

Efficiency Name: Cost of Financial Services Activity as a Percent of Total Department Expenditures

Efficiency Explanation: [Total Activity expenditures]

Frequency: Annually

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

HUMAN RESOURCES ACTIVITY

ACTIVITY STATEMENT

The purpose of the Human Resources Activity is to provide human resources transactional and/or consultative support to department management so that they can hire, manage and retain a qualified and productive workforce.

ACTIVITY LEADER

TBD

HUMAN RESOURCES SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

RESULT: Percent of employees satisfied with the level of training received for the job

Result Name: Percent of employees satisfied with the level of training received for the job

Result Explanation: Number of employees satisfied with the level of training received for the job

Calculation Description: Percentage of employees more satisfied than dissatisfied with the level of training received for the job.

Result Denominator: Number of employees

Frequency: Annually

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

Associated County Goal:

RESULT: Percent of paychecks/paycards issued using direct deposit

Result Name: Percent of paychecks/paycards issued using direct deposit

Result Explanation: Number of paychecks/paycards issued using direct deposit

Calculation Description: Number of paychecks issued using direct deposit divided by the total number of paychecks issued for the department.

Result Denominator: Number of paychecks/paycards issued

Frequency: Quarterly

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

Associated County Goal:

RESULT: Retention rate of employees 6 months post hire by department

Result Name: Retention rate of employees 6 months post hire by department

Result Explanation: Number of employees hired and retained after 6 months by department

Calculation Description: The number of employees working for the County 6 months after hire/rehire divided by the number of new hires.

Result Denominator: Number of employees hired and retained or terminated after 6 months by department

Frequency: Quarterly

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

Associated County Goal:

RESULT: Retention rate of employees one year post hire by department

Result Name: Retention rate of employees one year post hire by department

Result Explanation: Number of employees hired and retained after one year by department

Calculation Description: The number of employees working for the County one year after hire/rehire divided by the number of new hires.

Result Denominator: Number of employees hired and retained or terminated after one year by department

Frequency: Quarterly

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

Associated County Goal:

RESULT: Trip Reduction Survey response rates for each department

Result Name: Trip Reduction Survey response rates for each department

Result Explanation: Number of Trip Reduction Survey responses

Calculation Description: Number of employees who respond to the Trip Reduction survey divided by the total number of employees in the department

Result Denominator: Number of Trip Reduction Survey requests

Frequency: Annually

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

Associated County Goal:

OUTPUT: NA

Output Name: NA

Output Explanation: NONE

Output Source: NA

Frequency: Undefined

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

OUTPUT: Number of employee grievances by department

Output Name: Number of employee grievances by department

Output Explanation: NONE

Output Source: Employee Relations Tracking Log

Frequency: Quarterly

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

OUTPUT: Number of employees

Output Name: Number of employees

Output Explanation: NONE

Output Source: NONE

Frequency: Annually

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

OUTPUT: Number of employees hired and retained or terminated after 6 months by department

Output Name: Number of employees hired and retained or terminated after 6 months by department

Output Explanation: NONE

Output Source: NONE

Frequency: Quarterly

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

OUTPUT: Number of employees hired and retained or terminated after one year by department

Output Name: Number of employees hired and retained or terminated after one year by department

Output Explanation: NONE

Output Source: NONE

Frequency: Quarterly

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

OUTPUT: Number of Ombudsman referrals by department

Output Name: Number of Ombudsman referrals by department

Output Explanation: NONE

Output Source: Ombudsman Tracking Log

Frequency: Quarterly

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

OUTPUT: Number of paychecks/paycards issued

Output Name: Number of paychecks/paycards issued

Output Explanation: NONE

Output Source: NONE

Frequency: Quarterly

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

OUTPUT: Number of Trip Reduction Survey requests

Output Name: Number of Trip Reduction Survey requests

Output Explanation: NONE

Output Source: NONE

Frequency: Annually

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

DEMAND: NA

Demand Name: NA

Demand Explanation: NONE

Demand Source: NONE

Frequency: Undefined

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

Efficiency: NA

Efficiency Name: NA

Efficiency Explanation: NONE

Frequency: Undefined

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

PROCUREMENT ACTIVITY

ACTIVITY STATEMENT

The purpose of the Procurement Activity is to provide materials management services and technical expertise to department staff so they can effectively and efficiently obtain the services and commodities they need to fulfill their mission.

ACTIVITY LEADER

TBD

PROCUREMENT SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

RESULT: Percentage of procurement transactions that are direct paid through Finance

Result Name: Percentage of procurement transactions that are direct paid through Finance

Result Explanation: Number of procurement transactions that are direct paid through Finance

Calculation Description: The total number of Article 3-type purchases using direct pay divided by the total number of Article 3-type purchases

Result Denominator: Number of procurement transactions

Frequency: Quarterly

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

Associated County Goal:

OUTPUT: NA

Output Name: NA

Output Explanation: NONE

Output Source: NA

Frequency: Undefined
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
OUTPUT: Number of procurement transactions
Output Name: Number of procurement transactions
Output Explanation: NONE
Output Source: NONE
Frequency: Quarterly
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
DEMAND: NA
Demand Name: NA
Demand Explanation: NONE
Demand Source: NONE
Frequency: Undefined
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
Efficiency: NA
Efficiency Name: NA
Efficiency Explanation: NONE
Frequency: Undefined
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None

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

Claims Mgr.

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:

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: Cost per AL Claims Closed

Efficiency Name: Cost per AL Claims Closed

Efficiency Explanation: Cost 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

Claims Mgr.

APD CONSULTATIONS SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

APD COVERAGE DECISIONS SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

APD EXPENSE APPROVALS & PAYMENTS OVERSIGHT SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

APD FILE MANAGEMENT SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

APD INVESTIGATIONS SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

APD MONETARY COLLECTIONS SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:
APD SETTLEMENT NEGOTIATION SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

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: Cost per APD claim closed

Efficiency Name: Cost per APD claim closed

Efficiency Explanation: The average cost 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

Claims Mgr.

GL SETTLEMENT NEGOTIATION SERVICE

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

GL CONSULTATIONS SERVICE

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

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 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: Cost Per Claim Closed

Efficiency Name: Cost Per Claim Closed

Efficiency Explanation: Cost 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

Claims Mgr.

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:

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: Cost per MM Claim Closed

Efficiency Name: Cost per MM Claim Closed

Efficiency Explanation: Cost 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

Claims Mgr.

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

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

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: Cost per PL Claim Closed
Efficiency Name: Cost per PL Claim Closed
Efficiency Explanation: Cost 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

Claims Mgr.

PD SETTLEMENT NEGOTIATION SERVICE

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

PD CONSULTATIONS SERVICE

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

PD COVERAGE DECISIONS SERVICE

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

PD EXCESS NOTIFICATIONS SERVICE

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

PD EXPENSE APPROVALS & PAYMENT OVERSIGHT SERVICE

Service Description:

Service Customer:
Service Comment:
Service Mandated: False
ServiceMandate:
PD FILE MANAGEMENT SERVICE

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

PD INVESTIGATIONS SERVICE

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

PD MONETARY COLLECTIONS SERVICE

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

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: Cost per PD Claim Closed

Efficiency Name: Cost per PD Claim Closed

Efficiency Explanation: Cost per PD 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

ServiceMandate: Environmental Protection Act (EPA) Resource Conservation and Recovery Act (RCRA) Subtitle D-40CFR257&258

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

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

Efficiency: Cost per EL Claim Closed

Efficiency Name: Cost per EL Claim Closed

Efficiency Explanation: Cost per EL Claim Closed in the Fiscal year

Frequency: Annually

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

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:

Service Customer:

Service Comment:

Service Mandated: True

ServiceMandate: 29 CFR 1926.65, 29 CFR 1910.38, 29 CFR 1901.120

ENVIRONMENTAL CONSULTATIONS SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

ENVIRONMENTAL INSPECTIONS SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

ENVIRONMENTAL TRAINING SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: True

ServiceMandate: Environmental Protection Agency-Training

PROPERTY SURVEYS SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

REGULATORY/LEGAL LIAISON SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

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

Output Name: Dollar value of possible Environmental Liability

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: Cost per Environmental Exposure

Efficiency Name: Cost per Environmental Exposure

Efficiency Explanation: Cost 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

ServiceMandate: Environmental Protection Act (EPA) Resource Conservation and Recovery Act (RCRA) Subtitle D-40CFR257&258

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

Associated County Goal:

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: Cost per EPD Claim Closed

Efficiency Name: Cost per EPD Claim Closed

Efficiency Explanation: Cost per EPD Claim Closed in the Fiscal Year

Frequency: Annually

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

GENERAL GOVERNMENT

PROGRAM STATEMENT

CENTRAL SERVICE COST ALLOC ACTIVITY

ACTIVITY STATEMENT

NA

ACTIVITY LEADER

TBD

CENTRAL SERVICE COST ALLOC SERVICE

Service Description:

Service Customer:

Service Comment:
Service Mandated: False
ServiceMandate:

RESULT: NA
Result Name: NA
Result Explanation: NONE
Calculation Description: NONE
Result Denominator: NA
Frequency: Undefined
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
Associated County Goal:

OUTPUT: NA
Output Name: NA
Output Explanation: NONE
Output Source: NA
Frequency: Undefined
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
DEMAND: NA

Demand Name: NA
Demand Explanation: NONE
Demand Source: NONE
Frequency: Undefined
Aggregation Type: Sum
Lower Threshold: None
Upper Threshold: None
Efficiency: NA

Efficiency Name: NA
Efficiency Explanation: NONE
Frequency: Undefined
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

ServiceMandate: 29 CFR 1926.20(b)(1)

CDL DRUG AND ALCOHOL TESTING SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: True

ServiceMandate: 49 CFR Part 40, 382

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

ServiceMandate: 49 CFR Part 396, 29 CFR 20(b)(3)

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

ServiceMandate: 29 CFR 1926.20(b)(2), CFR 1910.155(c)(27)

SAFETY CONTRACT SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

SAFETY INSPECTIONS SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: True

ServiceMandate: 29 CFR 1926.20(b)(2), CFR 1910.155(c)(27)

SAFETY TRAINING SESSIONS SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: True

ServiceMandate: 29 CFR 1926.21(b)(2), 29 CFR 1926.21(b)(3), 29 CFR 1926.21(b)(4), 29 CFR 1926.21(b)(5), 29 CFR 1926.21(b)(6)(i), 29 CFR 1910.9(b), 1910.178(l)(4)

VEHICLE/OPERATOR PERMITS SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: True

ServiceMandate: 1926.20(b)(4), CFR 1910.178(l)(1)(i), CFR 1910(l)(1)(ii), CFR 1910.178(i)(6)

RESULT: % of County employees not Injured

Result Name: % of County employees not Injured

Result Explanation: Number of County Employees not injured

Calculation Description: Number of County employees not injured in the Fiscal Year divided by the number of County employees at the end of the Fiscal Year (Output/Demand - auto calculates)

Result Denominator: Number of County Employees

Frequency: Annually

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

Associated County Goal:

RESULT: Percent of auto accidents per miles driven

Result Name: Percent of auto accidents per miles driven

Result Explanation: Number of auto accidents

Calculation Description: Percent of auto accidents per miles driven in the fiscal year

Result Denominator: Number of miles driven

Frequency: Annually

Aggregation Type: Avg

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: Reduction/increase of County injury incident rate compared to a 3 year average rate

Calculation Description: Compare injury incident rate for the fiscal year to a 3-year average rate. Injury incident rate = number of injuries x 200,000 / hours of exposure

Result Denominator: 3 year average of County injury incident rate

Frequency: Annually

Aggregation Type: Avg

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: 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: Number of miles driven

Output Name: Number of miles driven

Output Explanation: Number of miles driven

Output Source: Database

Frequency: Annually

Aggregation Type: Avg

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 in the Fiscal Year

Frequency: Annually

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

WORKERS COMPENSATION AND INSURANCE

PROGRAM STATEMENT

The purpose of the WORKERS COMPENSATION AND INSURANCE Program is to provide Administration of the Self-Insured of the Workers Compensation Program and Insurance Coverages 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

Work Comp/Ins 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:

SUBSEQUENT REMEDIAL MEASURES 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:

RESULT: % of volunteer program/internships authorized for Risk Trust indemnity

Result Name: % of volunteer program/internships authorized for Risk Trust indemnity

Result Explanation: Percent of volunteer programs/internships authorized in the fiscal year

Calculation Description: Divide the number of volunteer programs reviewed in the fiscal year by the number of volunteer programs in the fiscal year

Result Denominator: Number of volunteer programs/internships requiring review 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

OUTPUT: Number of volunteer programs reviewed

Output Name: Number of volunteer programs reviewed

Output Explanation: Number of volunteer programs reviewed in the fiscal year

Output Source: Riskmaster

Frequency: Annually

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

OUTPUT: Number of volunteer programs/internships requiring review in the fiscal year

Output Name: Number of volunteer programs/internships requiring review in the fiscal year

Output Explanation: Percent of volunteer programs/internships requiring review in the fiscal year

Output Source: Database

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

DEMAND: Number of volunteer programs requiring review

Demand Name: Number of volunteer programs requiring review

Demand Explanation: Number of volunteer programs requiring review

Demand Source: Volunteer 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

Efficiency: Cost of volunteer programs reviewed

Efficiency Name: Cost of volunteer programs reviewed

Efficiency Explanation: Average cost per volunteer programs reviewed 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

Claims Mgr. and Admin Mgr.

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

ServiceMandate:

UN LITIGATION ACT PLANS OVERSIGHT SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

UN MONETARY COLLECTIONS OVERSIGHT SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

RESULT: % of Potential Liability Saved

Result Name: % of Potential Liability Saved

Result Explanation: Number of Non-Protestable Claims

Calculation Description: Number of Non-Protestable Claims in the Fiscal Year Divided by the Amount of potential liability in the Year

Result Denominator: Amount of potential liability

Frequency: Annually

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

Associated County Goal:

OUTPUT: Amount of potential liability

Output Name: Amount of potential liability

Output Explanation: Amount of potential liability

Output Source: TALX

Frequency: Annually

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None

OUTPUT: Number of non-protestable UN claims

Output Name: Number of non-protestable UN claims

Output Explanation: Number of non-protestable UN claims at the end of the Fiscal Year

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 non-protestable UN claim

Efficiency Name: Cost per non-protestable UN claim

Efficiency Explanation: Cost per non-protestable UN claim

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

Work Comp/Ins mgr

WC SETTLEMENT NEGOTIATION OVERSIGHT SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

WC CONSULTATIONS OVERSIGHT 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 OVERSIGHT SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

WC INVESTIGATIONS OVERSIGHT SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

WC LITIGATION ACTION PLAN SERVICE SERVICE

Service Description:

Service Customer:

Service Comment:

Service Mandated: False

ServiceMandate:

WC MONETARY COLLECTIONS OVERSIGHT 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: Cost per WC Claim Closed

Efficiency Name: Cost per WC Claim Closed

Efficiency Explanation: Cost per WC Claim Closed in the Fiscal Year

Frequency: Annually

Aggregation Type: Sum

Lower Threshold: None

Upper Threshold: None