



## Human Resources - Risk Management 50401.461.

### Mission Statement

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To protect the County against financial consequences of accidental losses at all levels of exposure and to preserve the assets and public service capabilities from destruction or depletion; to minimize short and long term cost to the County of all activities related to identification, prevention and control of accidental losses and their consequences, and to assist departments in the establishment of a safe work environment in which employees, as well as members of the general public, can enjoy safety and security in the course of their daily activities.

### Function

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Administer the County's self-insured Risk Management program, participate in the Washington Counties Risk Pool, insurance procurement, safety and health programs, loss control, claims handling, accident investigation, adjusting services, and countywide employee orientation and training. Risk Management will continue the goal of lowering risk and, loss from that risk, while seeking positive results from management and employees to utilize risk control and loss prevention techniques which lead to an improved security and safety culture in the workplace. This division is funded through Workers Compensation and Risk Management internal service funds. Manage, guide and direct countywide public records management processes inclusive of archiving, management, and release of all associated processes in the identification and release of public records.

### Trends/Events

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**Trends** in the Risk Management arena continue to surround increasing frequency and severity in the following areas:

1. Jail/custody litigation exposure through personnel actions. Effective response to these incidents will require focused supervisory training, rapid response on incident notifications and pre-defense review processes.
2. Continued trends in premium increases of insurance in the categories of Liability (up 4%), Property (up 10%), and Cyber security (up 147%). These trends are proactively addressed through implementation of tighter underwriting standards and premium negotiations.
3. Washington counties will continue to be impacted by the lack of state legislature response in dealing with tort reform.
4. Eliminate, reduce, or transfer (insure) as much potential risk and loss to county resources through proactive Enterprise Risk Management programming.

5. Upward trend in cyber attacks (ransomware attacks) against both private and governmental entities.
6. Ongoing use and expansion of remote workforce capabilities.

**Event** issues impacting the county Risk Management efforts include:

1. Major litigation(s);
2. Continued pandemic response and associated responsibilities.

## Goals

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1. Eliminate, reduce, or transfer (insure) as much potential risk and loss to county resources through proactive Enterprise Risk Management programming.  
Continued evaluation of all county insurance programs for cost effectiveness and exposure control.
2. control.
3. **2021 goal continued into 2022** - Redefine the tracking and enforcement of insurance requirements in policy for Risk Pool compliance required of vendors and contractors.
4. Continue to expand the number of supervisors trained in the Risk Pool multi-level supervisory training program.
5. **Goal met in 2021 (On-going)** - Expand the walk through and inspection program of County facilities for safety compliance and risk vulnerability.
6. **Goal met in 2021** - Through a collaborative approach, ensure ongoing training needs are met throughout the organization as it relates to public records requests processing, responsibility, and accountability (on-going).
7. Work with Information Technology to develop a method to retain/preserve county-wide voicemail to comply with the Public Records Act.
8. **Goal met in 2021 (on-going)** - Reduce the number of annual safety incidents in empowering safety committee representatives to perform regular inspections and encouraging departmental group training sessions which will assist in fostering relationships with the employees they represent.
9. On-going - Increase employee safety awareness in performing work duties by comprehensive implementation of the county safety committee.
10. **Goal met in 2021** - Enhancement of Cyber liability coverage (addition of excess coverage).
11. **Goal met in 2021** - Implementation of Pandemic liability coverage insurance through the WCRP.
12. Hold hands-on staff training on various safety topics (i.e. CPR, Fire Extinguisher)(On-hold due to pandemic).
13. Continue to expand the number of department heads/supervisors attending the NACO Professional Development Academy.
14. Implementation of and roll-out of new email archive system and training for all county staff - **In Progress**
15. Continue updates to Information Technology Infrastructures, networked devices, and outdated and unsupported software so as to minimize exposure to cyber attacks.
16. Contract with an outside firm to perform a cyber risk assessment (penetration/vulnerability testing).

## Workload Indicators

	2019 Actual	2020 Actual	6/30/21 Actual
Background Investigations	298	223	182
Claims Reported/Pre Defense Reviews	26/0	17/0	7/0
Tort Claims/Lawsuits Filed	10/2	5/1	5/1
Tort Claims Denied or Diverted	14	8	1
Tort Claims Closed or Settled (Includes claims rolling over from prior years)	13	3	1
Tort Claims Currently Managed (WCRP Open Loss Run)	3	5	6
1st Party Claims Managed	1	1	0
Property/casualty claims open and managed	0	0	0
Public Records Requests Completed CO/CCSO	479/876	438/1087	279/594
Public Records Requests Deflected/Re-Directed	37	69	59
Boxes (Organized-Stored/Recycled/Archived)	123	*	*
Electronic Files (Retention/Destruction/Archival)	82	*	*
Files Scanned	6.83	*	*

(\*)=Not Tracked (\*\*)= End of year open claims

## Grant Funding Sources

This fund does not receive any grant revenue.

## Revenues

	2019 Actual	2020 Actual	6/30/21 Actual	2022 Budget
Beginning Fund Balance	647,999	706,829	1,208,849	1,198,231
Taxes	0	0	0	0
Licenses and Permits	0	0	0	0
Intergovernmental Revenues	0	0	0	0
Charges for Goods and Services	1,990,995	2,235,145	1,535,083	2,484,008
Fines and Forfeits	0	0	0	0
Miscellaneous Revenues	30,203	539	208,188	600
Other Financing Sources	0	0	0	0
Transfers In	0	0	0	0
Total	2,669,197	2,942,513	2,952,120	3,682,839

## Expenditures

	2019 Actual	2020 Actual	6/30/21 Actual	2022 Budget
Ending Fund Balance	706,829	1,208,849	2,407,422	1,198,831
Salaries and Wages	305,179	314,053	162,301	380,000
Personnel Benefits	109,205	110,585	56,788	119,004
Supplies	21,202	8,151	1,458	12,150
Other Services and Charges	1,405,694	1,244,964	266,094	1,922,040

Intergovernmental Services	0	0	0	0
Capital Outlays	0	0	0	0
Interfund Payments for Services	121,088	55,910	58,057	50,814
Transfers Out	0	0	0	0
Total	2,669,197	2,942,513	2,952,120	3,682,839

## Staffing

	2019 Budget	2020 Budget	2021 Budget	2022 Budget
Full Time Equivalents	3.75	3.25	3.68	3.68

FTEs redistributed between Human Resources, Risk Management & Workers Compensation.

2018 increased FTEs - new Public Records division.