

LAKE ARROWHEAD COMMUNITY SERVICES DISTRICT

MEMORANDUM

DATE: APRIL 27, 2021

TO: BOARD OF DIRECTORS
Lake Arrowhead Community Services District

FROM: NATALIE POTTER, Human Resources Manager
CATHERINE CERRI, General Manager

SUBJECT: HUMAN RESOURCES MANAGER'S 1st QUARTER REPORT

A. RECOMMENDATION

This is an information item only.

B. REASON FOR RECOMMENDATION

This is an information item only.

C. BACKGROUND INFORMATION

This report presents a brief overview of Lake Arrowhead Community Services District (LACSD) Human Resources (HR) Department 1st Quarter.

Each area of HR is represented below:

Summary of Significant Items:

Employee Relations- Staff has optimized their effectiveness over the first quarter in 2021 and continue to impress the Management Team by emphasizing positivity, combatting video call fatigue and technical difficulties, establishing valuable time to connect through cross training, planning for the unplanned, knowing what the “ifs”, unexpected questions or requests from vendors, contractors or customers are, and most important making meaningful connections with the community.

Recruitment- The District is currently recruiting for the Engineering Technician and Physical Plant Worker positions.

One of the Administration Department's current fiscal year goals is to develop an action plan for an Operator-in-Training Program. This goal is aligned with the District's organization development initiatives to maintain a positive work environment. The District is excited to maximize internal capabilities through ongoing professional development as we complete this goal to support a 5-year look forward strategy. This program will provide staff with meaningful work experience to supplement their academic curriculum.

Training and Development- Staff continues to complete the required OSHA annual training utilizing Target Solutions Online training platform which includes the Federal/State required bi-annual employee sexual harassment, annual supervisor sexual harassment and AB1234 ethics training.

In addition, daily onsite work safety team tailgates are completed promoting the District's safety value "Safety Starts with Me".

Risk Management-

The District is part of the California Sanitation Risk Management Authority (CSRMA) which provides our comprehensive risk control coverages, programs, services, and resources. Attached is the 2020 Annual Report for CSRMA, as well as CSRMA's Comprehensive Annual Financial Report year ending June 30, 2020.

In February CSRMA declared a favorable dividend. The District received a share in the amount of \$46,850. The notable result is reflective of a continued effort in effective risk management from District staff along with all participating CSRMA member agencies as well as the claims management team at CSRMA.

Additionally, the District has successfully completed the Worker's Compensation renewal with CSRMA for fiscal year July 1, 2021 to July 1, 2022 and are pleased to announce the District Experience modification Factor (Ex-Mod). Last fiscal year the Ex-Mod was 0.84 and this fiscal year, the Ex-Mod is 0.77, which is a decrease of -0.07. There are many factors that go into the District's overall workers' compensation costs, one is the losses and the other is premium. To set this premium, Ex-Mod is the biggest component which simply put is the perception of risk. The decrease in the Ex-Mod is contributed to actively pursuing the closing of claims with an effective return-to-work program, utilizing a telephonic nurse triage to separate first aid and actual incurred losses.

Lastly, President Biden signed the American Rescue Plan Act of 2021 (ARPA) and Governor Newsom signed into law the Supplemental COVID -19 Paid Sick Leave in California on March 21, 2021.

The ARPA provides financial support to individuals, businesses, and governments. It includes a 100% COBRA subsidy for up to six months (during the period of April 1, 2021

through September 30, 2021) for individuals who lost their health coverage because of an involuntary termination of employment or reduction of hours.

Senate Bill 95 (SB 95) creates a COVID-19 supplemental paid sick leave requirement for employers who have more than 25 employees and would provide up to two weeks or 80 hours of paid supplemental leave to eligible employees. SB 95 provides a separate sick leave for an employee if they were unable to work or telework due to COVID-19-related reasons, including attending an appointment to receive a COVID-19 vaccine or experiencing symptoms related to a COVID-19 vaccine that prevents the employee from being able to work or telework.

Employee Benefits and Wellness- The District has partnered with Keystone Industrial Medicine to support the District's occupational return to work program, urgent care services, Department of Transportation (DOT), new hire and required staff annual physicals. The practice focuses on providing evidence based medical care for the community. This partnership will minimize staff wait time and provide an overall better experience.

As the healthcare industry faces uncharted water during a pandemic, Human Resources with ACWA JPIA benefits team monitor how insurance carriers and premiums could be impacted. For example, many providers implement new payment and service models. Keeping a close look at the evolving undetermined liability of COVID-19 will mitigate potential cost and benefit changes in preparation for the 2022 benefit plan year.

D. FISCAL IMPACT

This is an information item only.

E. ENVIRONMENTAL IMPACT

There is no environmental impact.

F. ATTACHMENTS

2020 Annual Report – California Sanitation Risk Management Authority