

LAKE ARROWHEAD COMMUNITY SERVICES DISTRICT

MEMORANDUM

DATE: JULY 28, 2020

TO: BOARD OF DIRECTORS
Lake Arrowhead Community Services District

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

SUBJECT: HUMAN RESOURCES MANAGER'S 2ND 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 2nd Quarter.

Each area of HR is represented below:

Summary of Significant Items:

Employee Relations- During the 2nd quarter, Management with Staff created a COVID-19 Worksite Specific Plan per California State Guidance for utilities for each facility. This includes an exposure risk analysis and preventative measures to follow regarding infectious disease. As fluctuating COVID cases occur, the District continues to monitor and minimize potential exposures to staff with communication and standard operating procedures.

Staff continue to impress management and we are thankful for the efforts that they continue to display during this season.

Recruitment- There are currently no open positions that the District is recruiting for.

Training and Development- Staff continues to utilize online safety training with Target Solutions which provides a platform for the team to learn standard operating procedures virtually or at an outside learning retention tailgate.

Administration, Engineering, and Finance completed a housekeeping tailgate which consisted of American National Standards, Occupational Safety and Health Administration Standards, and Personal Protective Equipment.

Additionally, Field Operations and Operations completed annual respiratory training and fitting requirements.

Risk Management- Staff has completed the 2020-21 renewal process for the District's California Sanitation Risk Management Authority (CSRMA) Property Insurance. The District's property insurance increased 38% partly due to impacts on the industry from wildfire and weather-related claims. Another factor is a 20% increase in the District's total insurable value resulting from an appraisal in 2019. Market trends are up approximately 18%.

Additionally, the District received our 2020-21 CSRMA Worker's Compensation Program Renewal. We are happy to announce that LACSD's 2020 Experience Modification Factor (Ex-Mod) has remained un-changed at .84. Unfortunately, we will still receive an overall increase in costs of approximately 6.73%. This is largely driven by loss development in the most recent five program years and an increase in payroll costs.

The District continues to monitor the insurance market which has reached a crossroads. It is no longer a soft, buyer friendly insurance market like it once was. There are a variety of factors that cause a hardening market but uncertainty and dynamic trends such as what is unfolding with the COVID-19 pandemic are a factor. Across all departments we will be proactive in addressing risk and managing exposures in order to mitigate any influential cost drivers.

Employee Benefits and Wellness- Staff are preparing for Open Enrollment 2021. We will be using virtual platforms to provide education to staff regarding benefit updates and new offerings.

HR continues to educate staff on how to manage medical claims and to use services efficiently, such as telemedicine. The District's benefits include Live Health Online physician visits and an employee assistance program.

D. FISCAL IMPACT

This is an information item only.

E. ENVIRONMENTAL IMPACT

There is no environmental impact.

F. ATTACHMENTS

None