



ORANGE COUNTY FIRE AUTHORITY AGENDA

Human Resources Committee Meeting

Tuesday, April 4, 2017

12:00 Noon

Orange County Fire Authority Regional Fire Operations and Training Center

1 Fire Authority Road

Room AE117

Irvine, California 92602

Dave Shawver, Chair

Noel Hatch, Vice Chair

Laurie Davies Gene Hernandez Rob Johnson Al Murray

This Agenda contains a brief general description of each item to be considered. Except as otherwise provided by law, no action or discussion shall be taken on any item not appearing on the following Agenda. Unless legally privileged, all supporting documents, including staff reports, and any writings or documents provided to a majority of the Human Resources Committee after the posting of this agenda are available for review at the Orange County Fire Authority Regional Fire Operations & Training Center, 1 Fire Authority Road, Irvine, CA 92602 or you may contact Sherry A.F. Wentz, Clerk of the Authority, at (714) 573-6040 Monday through Thursday, and every other Friday from 8 a.m. to 5 p.m. and available online at <http://www.ocfa.org>

If you wish to speak before the Human Resources Committee, please complete a Speaker Form identifying which item(s) you wish to address. Please return the completed form to the Clerk of the Authority. Speaker Forms are available on the counter noted in the meeting room.



In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, you should contact the Clerk of the Authority at (714) 573-6040. Notification 48 hours prior to the meeting will enable the Authority to make reasonable arrangements to assure accessibility to the meeting.

CALL TO ORDER

PLEDGE OF ALLEGIANCE by Director Davies

ROLL CALL

PUBLIC COMMENTS

Any member of the public may address the Committee on items within the Committee's subject matter jurisdiction but which are not listed on this agenda during PUBLIC COMMENTS. However, no action may be taken on matters that are not part of the posted agenda. We request comments made on the agenda be made at the time the item is considered and that comments be limited to three minutes per person. Please address your comments to the Committee as a whole, and do not engage in dialogue with individual Committee Members, Authority staff, or members of the audience.

1. PRESENTATIONS

A. Workers' Compensation Basics and Facts

Presented by: Rhonda Haynes, Worker's Compensation Manager/Risk Management

2. MINUTES

A. Minutes from the January 3, 2017, Regular Human Resources Committee Meeting

Submitted by: Sherry Wentz, Clerk of the Authority

Recommended Action:

Approve as submitted.

3. CONSENT CALENDAR

A. 2016 Annual Anonymous Hotline Report

Submitted by: Brigitte Gibb, Human Resources Director

Recommended Action:

Receive and file the report.

B. Quarterly Human Resources Accomplishment/Project Update

Submitted by Brigitte Gibb, Human Resources Director

Recommended Action:

Receive and file the report.

4. DISCUSSION CALENDAR

No items.

COMMENTS

HUMAN RESOURCES DIRECTOR'S COMMENTS

LEGAL COUNSEL'S COMMENTS

COMMITTEE MEMBER COMMENTS

ELECTION OF COMMITTEE CHAIR/VICE CHAIR

CLOSED SESSION

CS1. CONFERENCE WITH LEGAL COUNSEL–ANTICIPATED LITIGATION

Authority: Government Code Section 54956.9(b) – Significant Exposure to Litigation
(38 Cases)

CS2. PUBLIC EMPLOYEE DISCIPLINE/DISMISSAL/RELEASE

Authority: Government Code Section 54957(b)
(1 Case)

CLOSED SESSION REPORT

ADJOURNMENT – The next regular meeting of the Human Resources Committee will be July 11, 2017, at 12 noon.

AFFIDAVIT OF POSTING

I hereby certify under penalty of perjury under the laws of the State of California, that the foregoing Agenda was posted in the lobby, front gate public display case, and website of the Orange County Fire Authority, Regional Fire Training and Operations Center, 1 Fire Authority Road, Irvine, CA, not less than 72 hours prior to the meeting. Dated this 30th day of March 2017.

Sherry A.F. Wentz, CMC
Clerk of the Authority

UPCOMING MEETINGS:

Budget and Finance Committee Meeting

Cancelled

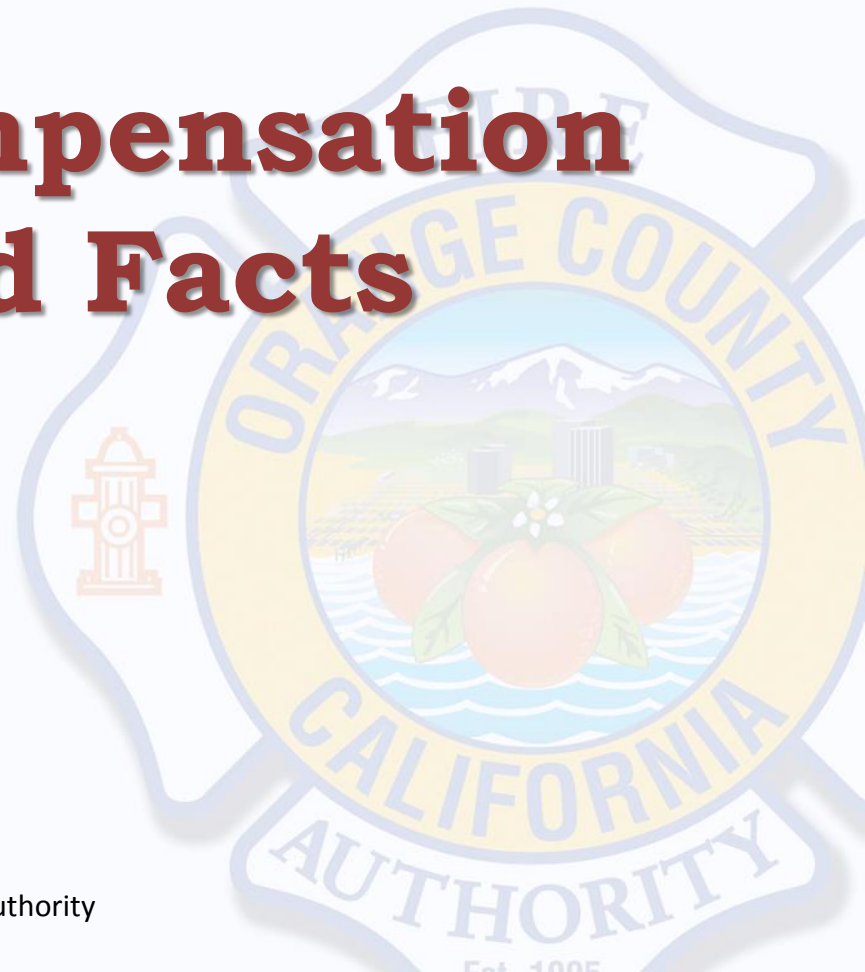
Claims Settlement Committee Meeting

Thursday, April 27, 2017, 5:00 p.m.

Executive Committee Meeting

Thursday, April 27, 2017, 5:30 p.m.

Workers' Compensation Basics and Facts



Statutory Benefits

- Medical Treatment - to cure and relieve the effects of the injury
- Temporary Disability - wage replacement with statutory minimum and maximum
- Permanent Disability - compensation for permanent injury
- Death Benefit - dependent compensation for a death that arose out of employment
- Supplemental Job Displacement - retraining voucher

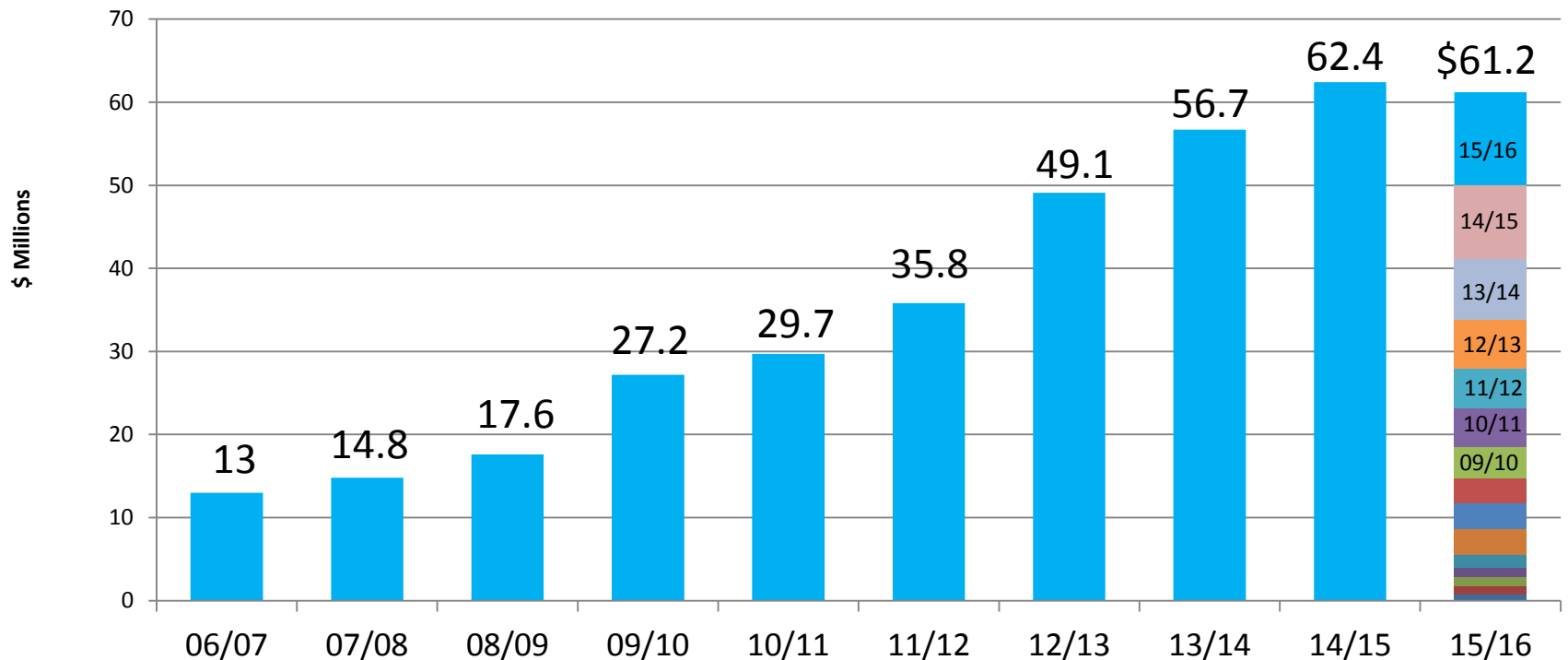
Claim Resolution

- Standard Closure - injury has completely resolved without permanent disability
- Stipulation and Award - injury resolved with or without permanent disability and a need for future medical care
- Compromise and Release - injured worker choosing to handle all future needs absolving the employer of future liability
- Finding of Fact - order by judge following a trial

Stabilization of the Workers' Compensation Program

- January 2013 – Program Management Changes
- July 25, 2013 – Annual Workers' Compensation Update to Board of Directors with a game plan for controlling workers' compensation costs
- **Phase 1 (2014-2016):**
 - Third Party Administrator (TPA) Contract
 - Medical Provider Network (MPN)/Occupational Clinics
 - Alternative Dispute Resolution (ADR)
 - Return to Work Program
- **Phase 2 (2016-2020):**
 - Occupational Safety & Health Data
 - WEFIT Program (Realignment)
 - Safety Management System

OCFA's Workers' Compensation Long-Term Liabilities

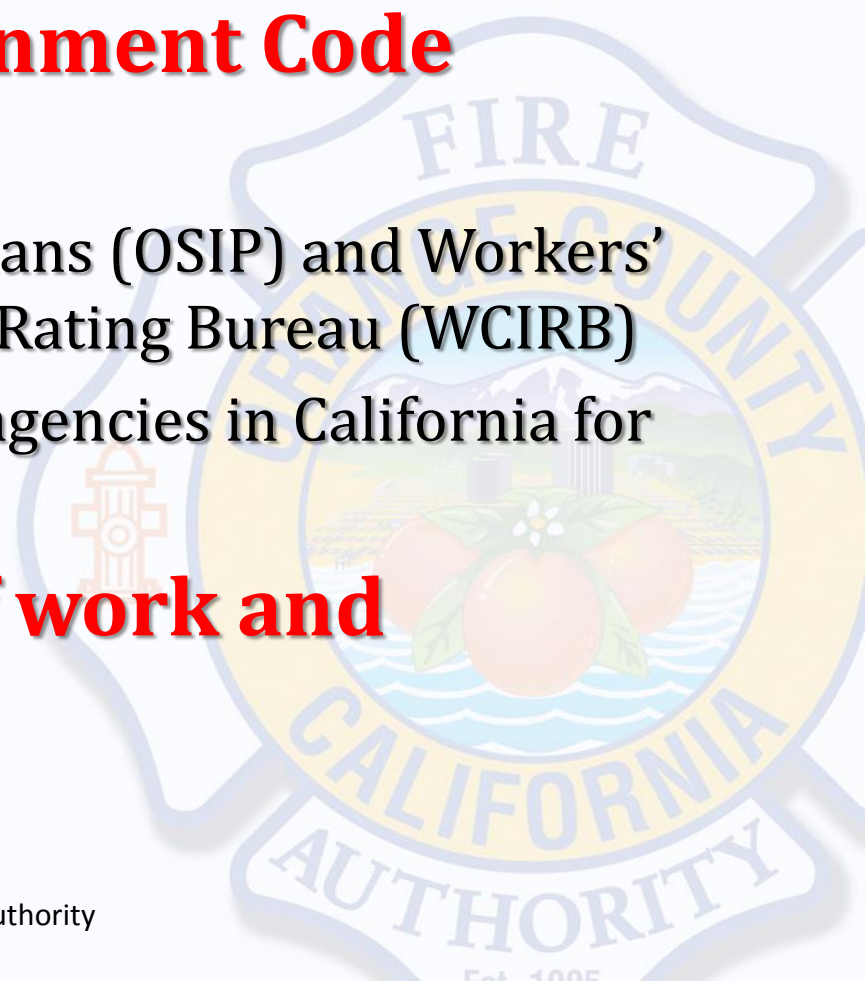


Comparison to Private Industry

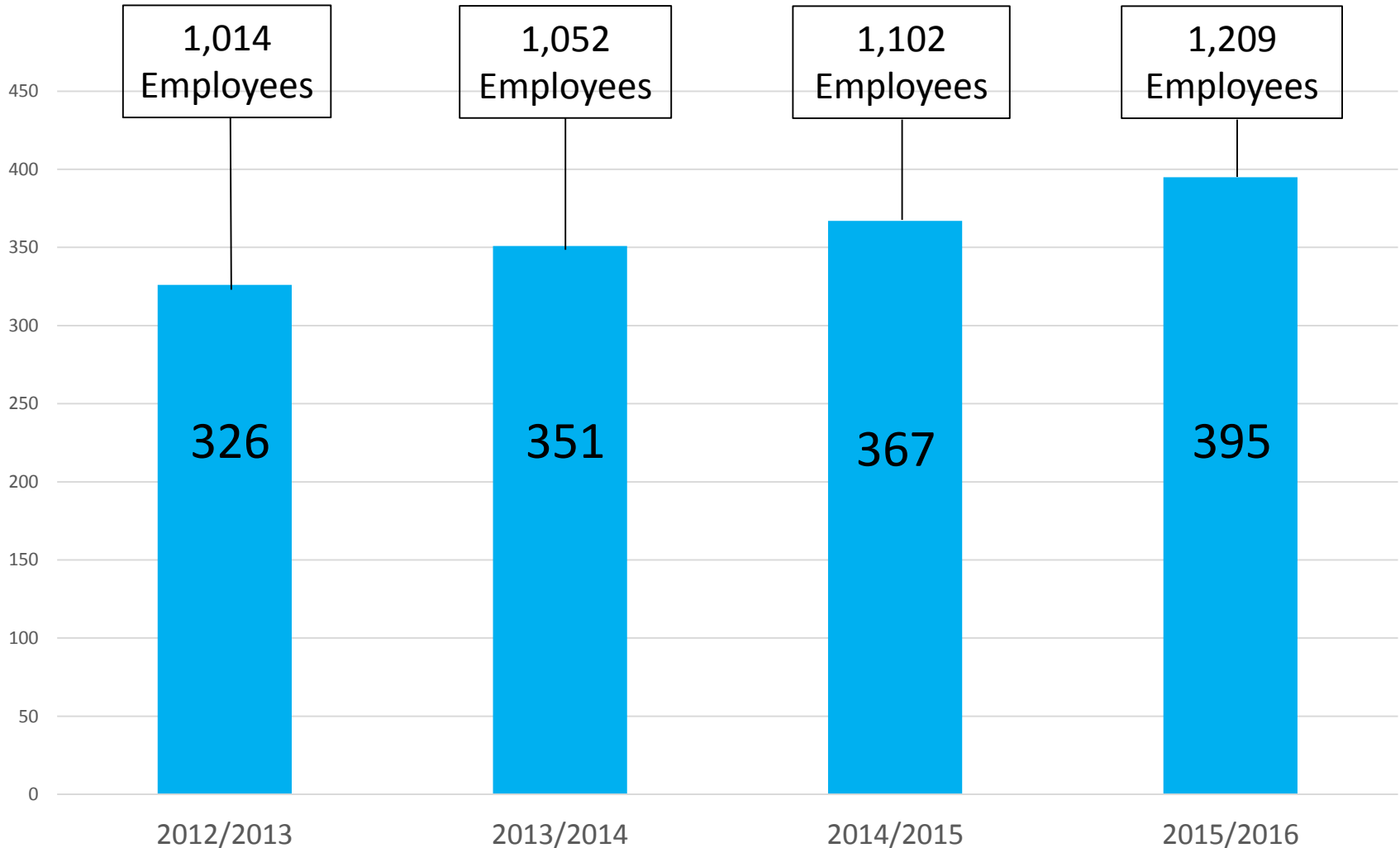
– Private fire companies cannot operate in California (Government Code Section 54981)

- Office of Self-Insurance Plans (OSIP) and Workers' Compensation Insurance Rating Bureau (WCIRB)
- There are no private fire agencies in California for comparison

– Ambulance scope of work and demographics



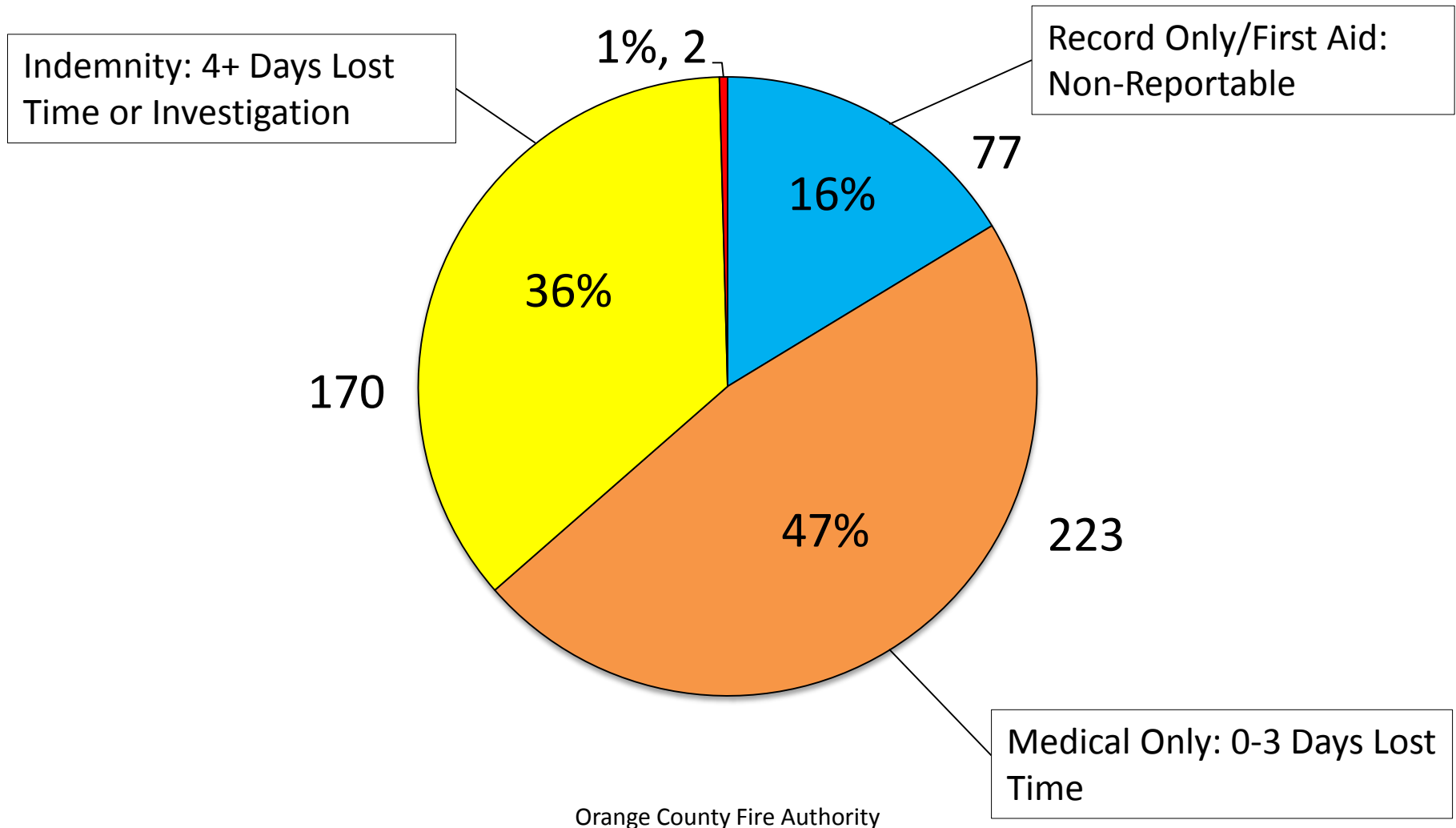
Claims Count by Fiscal Year



Claims Data by Type of Claim FY 15/16

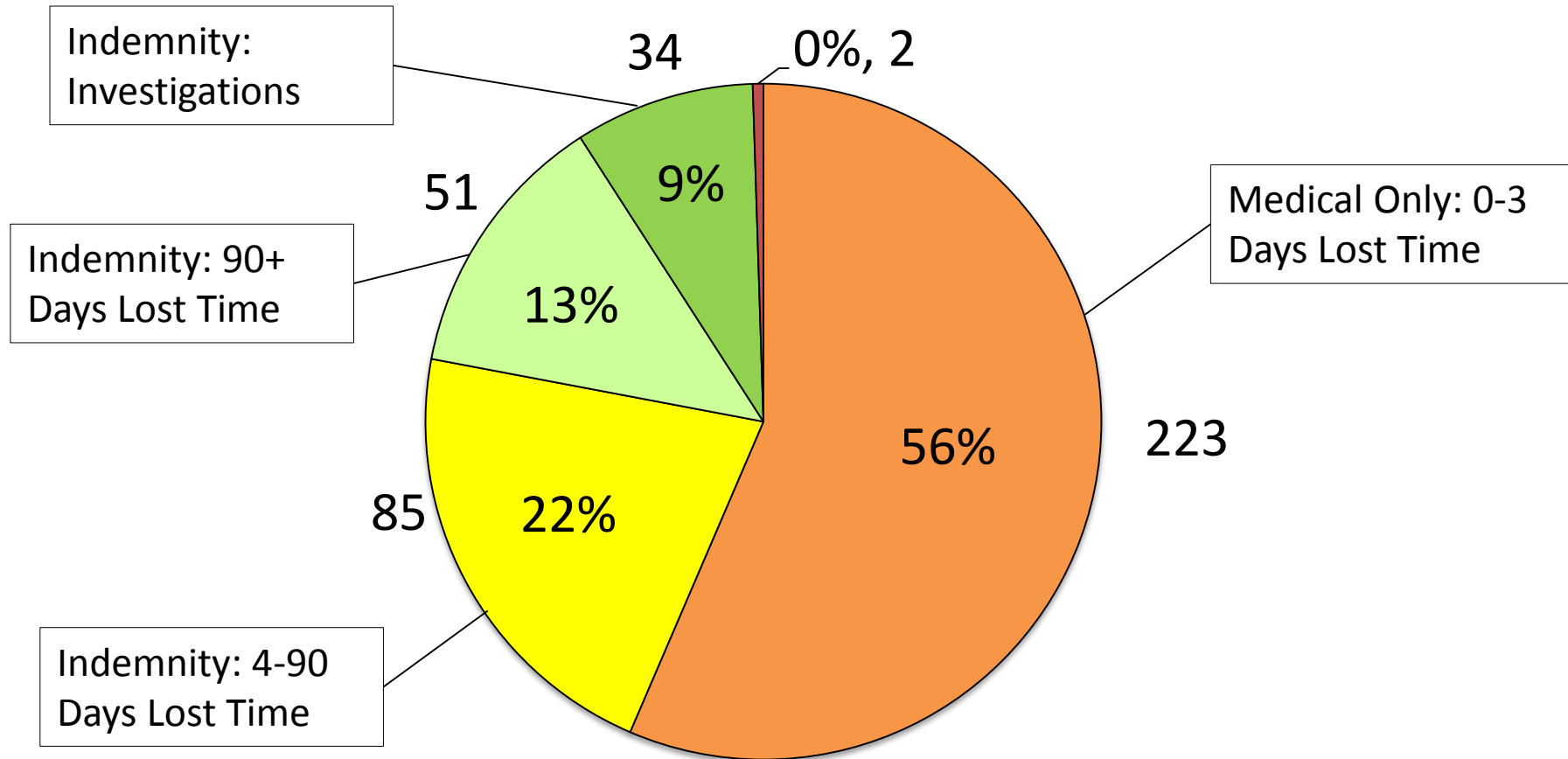
Incident Count – 77

Claims Count – 395

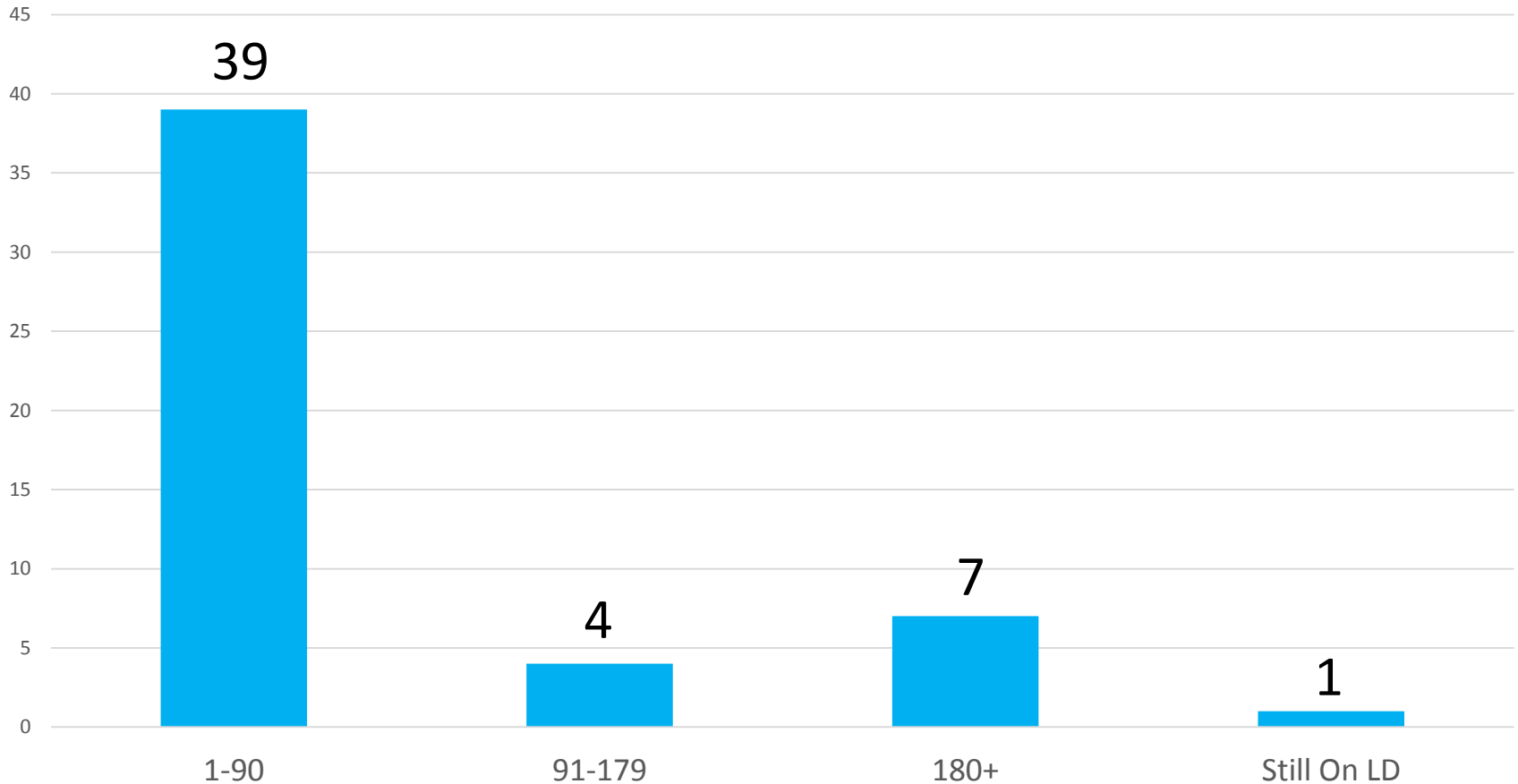


Claims Breakdown and Cost FY 15/16

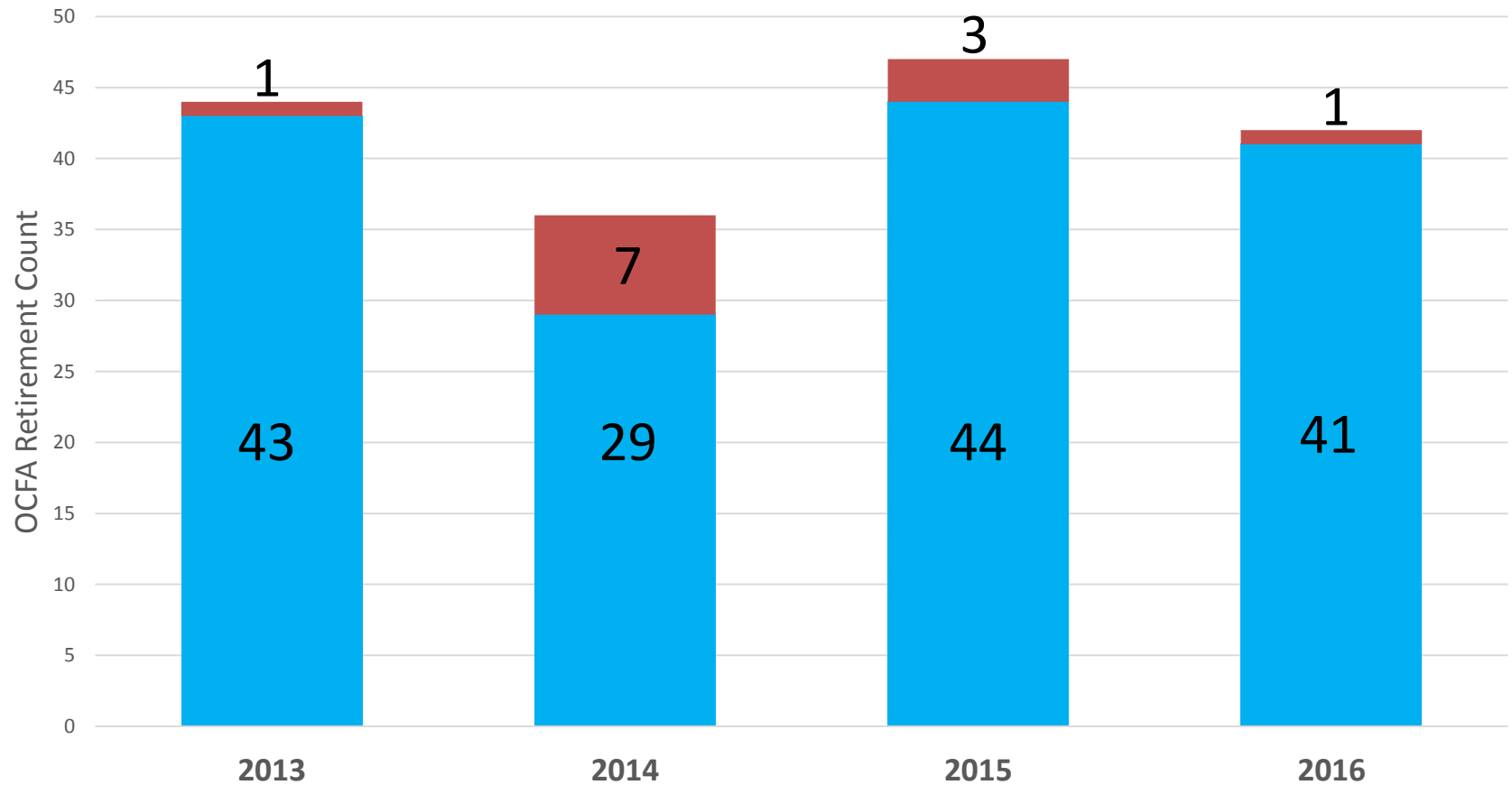
Claims Count – 395



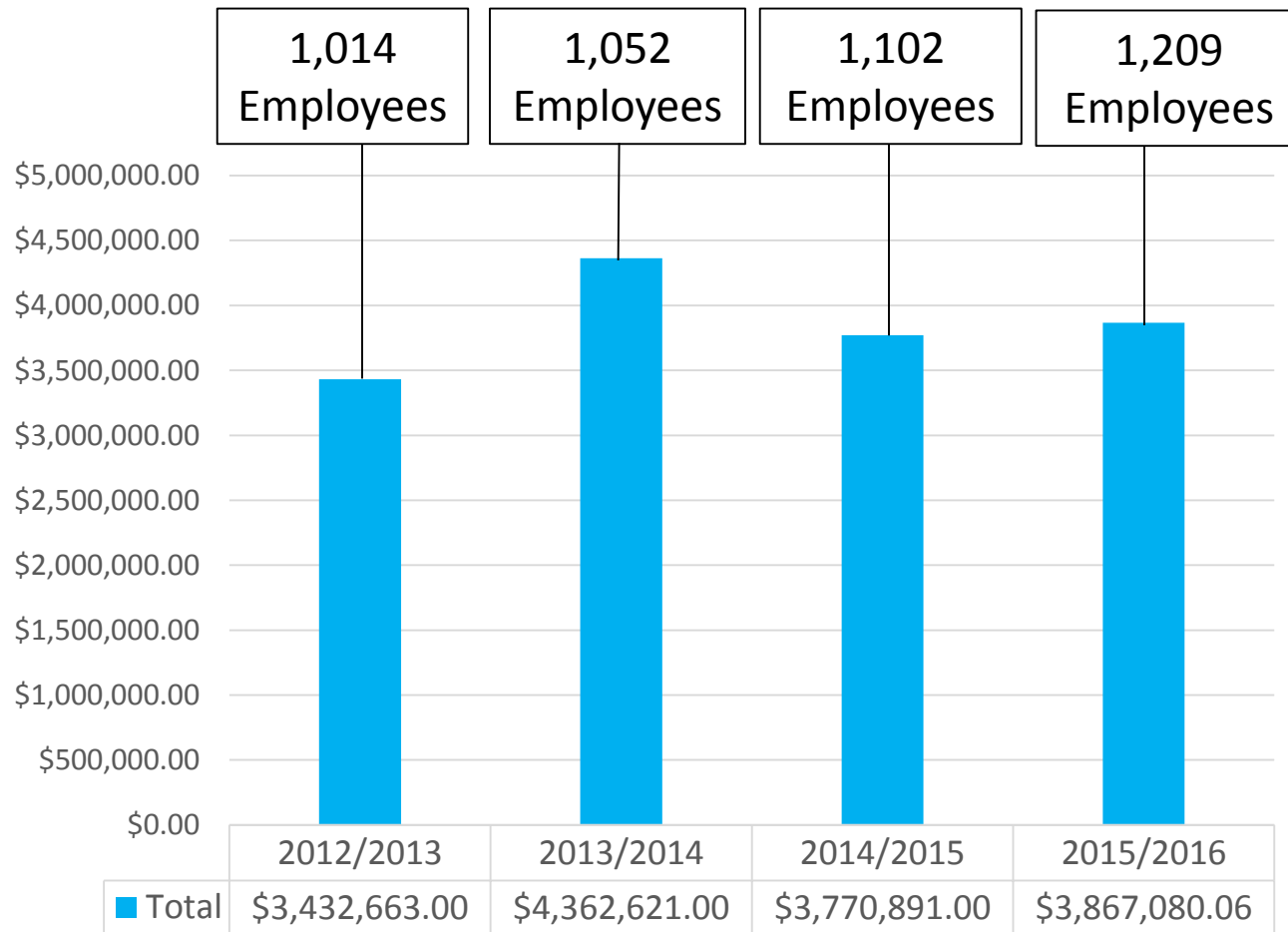
Light Duty Assignment Duration FY 15/16



OCERS Industrial Disability Retirement 2013-2016



Workers' Compensation Backfill Costs



Questions?



Orange County Fire Authority

MINUTES ORANGE COUNTY FIRE AUTHORITY

**Human Resources Committee Meeting
Tuesday, January 3, 2017
12:00 Noon**

**Regional Fire Operations and Training Center
Room AE117
1 Fire Authority Road
Irvine, CA 92602**

CALL TO ORDER

A regular meeting of the Orange County Fire Authority Human Resources Committee was called to order on January 3, 2017, at 12:00 p.m. by Chair Shawver.

PLEDGE OF ALLEGIANCE

Director Johnson led the assembly in the Pledge of Allegiance to our Flag.

ROLL CALL

Present: Laurie Davies, Laguna Niguel
Noel Hatch, Laguna Woods
Gene Hernandez, Yorba Linda
Rob Johnson, Cypress
Al Murray, Tustin
David Shawver, Stanton

Absent: None

Also present were:

Fire Chief Jeff Bowman
Assistant Chief Lori Zeller
Assistant Chief Mike Schroeder
Legal Counsel Barbara Raileanu

Assistant Chief Brian Young
Assistant Chief Lori Smith
Human Resources Director Brigette Gibb
Clerk of the Authority Sherry Wentz

PUBLIC COMMENTS (F: 12.02D3)

Stephen Wontrobski, Mission Viejo resident, addressed workers' compensation claims.

1. PRESENTATIONS

A. Human Resources Committee Orientation (F: 12.02D)

Human Resources Director Brigitte Gibb presented a Human Resources PowerPoint presentation for Committee Orientation.

On motion of Director Johnson and second by Director Davies, the Human Resources Committee voted unanimously by those present to receive and file the presentation.

B. California Employment Law Updates (F: 17.10)

Human Resources Director Brigitte Gibb presented a PowerPoint presentation on California Employment Law Updates.

On motion of Director Murray and second by Director Hernandez, the Human Resources Committee voted unanimously by those present to receive and file the presentation.

2. MINUTES

A. Minutes from the October 4, 2016, Regular Human Resources Committee Meeting (F: 12.02D2)

On motion of Director Murray and second by Director Hernandez, the Human Resources Committee voted unanimously by those present to approve the Minutes of the October 4, 2016, meeting as submitted.

3. CONSENT CALENDAR (Agenda Item Nos. 3B and 3C were pulled for separate consideration)

A. Classification Specifications - Title Change and New Classifications (F: 17.18)

On motion of Director Murray and second by Director Johnson, the Human Resources Committee voted unanimously by those present to review the agenda item and direct staff to place the item on the agenda for the Executive Committee meeting of January 26, 2017, with the Human Resources Committee's recommendation that the Executive Committee approve the title change, new classification specifications, corresponding salary ranges, and addition of a Board Director Position to position control.

B. Quarterly Human Resources Accomplishment/Project Update (F: 17.10J4)

Stephen Wontrobski, Mission Viejo resident, pulled this item to announce he'd be preparing his own workers' compensation claim injury analysis.

On motion of Director Johnson and second by Director Davies, the Human Resources Committee voted unanimously by those present to receive and file the report.

C. Professional Standards Unit Update (F: 17.27)

Director Hatch inquired to what actions are needed to complete the Professional Standards Unit.

On motion of Director Davies and second by Director Johnson, the Human Resources Committee voted unanimously by those present to receive and file the report.

4. DISCUSSION CALENDAR

No items.

COMMENTS

HUMAN RESOURCES DIRECTOR'S COMMENTS (F: 12.02D4)

Human Resources Director Gibb provided updates to Academy 43 and 44, recent engineer testing, and commended the Human Resources staff for its hard work and support.

LEGAL COUNSEL'S COMMENTS (F: 12.02D7)

Legal Counsel Barbara Raileanu offered no comments.

COMMITTEE MEMBER COMMENTS (F: 12.02D4)

Chair Shawver noted the Human Resources Committee in 2016 accomplished many of its desired goals, recognized its weak points, and developed a greater relationship with OCFA employees.

CLOSED SESSION (F: 12.02D5)

General Counsel Barbara Raileanu reported the Human Resources Committee would be convening to Closed Session to consider the matter on the Agenda identified as CS1, Conference with Legal Counsel-Anticipated Litigation.

Chair Shawver recessed the meeting to Closed Session at 12:52 p.m.

CS1. CONFERENCE WITH LEGAL COUNSEL–ANTICIPATED LITIGATION

Authority: Government Code Section 54956.9(b) – Significant Exposure to Litigation
(27 cases)

Director Shawver reconvened the meeting from Closed Session at 1:27 p.m.

CLOSED SESSION REPORT (F: 12.02D5)

Legal Counsel Barbara Raileanu stated there were no reportable actions.

ADJOURNMENT – Director Shawver adjourned the meeting at 1:28 p.m. The next regular meeting of the Human Resources Committee will be April 4, 2017, at 12 noon.

Sherry A.F. Wentz, CMC
Clerk of the Authority



Orange County Fire Authority
AGENDA STAFF REPORT

Human Resources Committee Meeting
April 4, 2017

Agenda Item No. 3A
Consent Calendar

2016 Annual Anonymous Hotline Report

Contact(s) for Further Information

Brigette Gibb, Director
Human Resources Division

brigettegibb@ocfa.org

714.573.6353

Summary

This annual agenda item is submitted to provide the Committee with a summary of activity that occurred with the OCFA's anonymous hotline during 2016.

Prior Board/Committee Action

Not Applicable.

RECOMMENDED ACTION(S)

Receive and file the report.

Impact to Cities/County

Not Applicable.

Fiscal Impact

Not Applicable.

Background

The OCFA implemented an internal anonymous hotline (the "Hotline") in December 2011 for employees to utilize for reporting concerns that they believe should be investigated. The Hotline is hosted by an external vendor, Ethics Point, and employees may submit reports to the Hotline by either phone or internet. Furthermore, employees may remain anonymous when submitting their reports, if desired.

The implementation plan that was created with the Hotline calls for OCFA staff to provide an annual report, summarizing the number of complaints filed and status or disposition of cases. In addition, the implementation plan calls for staff to report to the full Board of Directors regarding individual Hotline cases, as necessary, based on the nature of findings that may result from the investigation.

The Hotline is primarily administered by the Fire Chief, with secondary support provided by the Human Resources Director, and legal guidance provided by General Counsel.

The Hotline resulted in the following caseload for calendar year 2016:

Complaint Status	Annual Period Ending December 31, 2016
Beginning Caseload (from previous reporting period)	1
Vetted - No Investigation Needed	0
Investigated and Closed (response issued)	1
New Complaints	6
Vetted and No Investigation Needed	2
Investigated and Closed (response issued)	2
Ending Caseload (remaining from this reporting period)	2

Conclusion of Cases Closed	December 31, 2016	
Cases Closed	2	100%
Actionable	0	0%
Not Actionable	2	100%

Attachment(s)

None.



Orange County Fire Authority
AGENDA STAFF REPORT

Human Resources Committee Meeting
April 4, 2017

Agenda Item No. 3B
Consent Calendar

Quarterly Human Resources Accomplishment/Project Update

Contact(s) for Further Information

Brigitte Gibb, Human Resources Director brigittegibb@ocfa.org 714.573.6353
Human Resources Division

Jonathan Wilby, Risk Manager jonathanwilby@ocfa.org 714.573.6832

Summary

This agenda item is submitted to provide the Human Resources Committee with a quarterly update on high priority projects within Human Resources.

Prior Board/Committee Action

Not Applicable.

RECOMMENDED ACTION(S)

Receive and file the report.

Impact to Cities/County

Not Applicable.

Fiscal Impact

Not Applicable.

Background

Human Resources is comprised of two sections: 1) Employee Relations & Benefits; and 2) Risk Management. Employee Relations & Benefits is responsible for the following HR functions: classification and compensation, employee benefits, employee and labor relations, Human Resources Information System (HRIS), and recruitment and selection, and Risk Management is responsible for: worker's compensation, occupational health and safety, general liability and insurance, and security.

Attachment(s)

1. Employee Relations & Benefits Accomplishment/Project Update – January 1, through March 31, 2017
2. Risk Management/Workers' Compensation Accomplishment/Project Update – January 1, through March 31, 2017

FY 2015/16 ACCOMPLISHMENTS - EMPLOYEE RELATIONS & BENEFITS		STATUS
RECRUITMENT		
1	Created Employment Letter Templates	Not Started
2	Created Selection Complaint Form	In Progress
3	Established Automatic Disqualifiers for Firefighter Trainee Candidates	Completed
4	Held Open House for Student Athletes	
5	Recruited Student Athletes for Firefighter Trainees	
6	Updated NEOGOV Recruitment Notice Templates	
EMPLOYEE & LABOR RELATIONS		
7	Collected Past Due Performance Evaluations	
8	Documented Seniority List Procedures with 3631	
9	Drafted Templates for Employee Relations Documents	
10	Hosted Multiple Employee Relations Webinars (presented by legal counsel)	
11	Identified Bilingual Paid Employees & Posted to OCFA Intranet	
12	Posted all Mandatory Employment Posters	
13	Presented HR Information at New Employee Orientation	
14	Presented Multiple Sessions of Documentation/Coaching Training	
15	Presented Multiple FBOR and AB1825 (Sexual Harassment) Training	
16	Presented Multiple Sessions of Progressive Discipline Training	
17	Provided Performance Evaluation Training to Community Risk Reduction Supervisors	
18	Tracked Employee Relations Issues	
HRIS		
19	Completed Testing for HRIS (Banner) Upgrade	
20	Created Audit Process for Bi-Weekly Pay Period Transactions	
21	Documented Employment Verification Process	
BENEFITS		
22	Coordinated a Presentation by the OC Credit Union at New Employee Orientation	
23	Created Benefits Webpage on OCFA Intranet (theHive)	
24	Drafted (with legal counsel) ACA Look Back Safe Harbor Policies	
25	Filed IRS ACA Reporting	
26	Implemented Healthy Workplace Healthy Family Paid Sick Leave Act	
27	Increased Insurance Coverage to Comply with MOUs and P&SR	
28	Paid Reserve Firefighter Invoices from 2014	
29	Provided FMLA Training to Community Risk Reduction Supervisors	
30	Resolved Electronic Approval Issue in HRIS (Banner)	
31	Resolved Life Insurance Calculation Error in Banner	
32	Revised Employee Exit Process	
33	Revised Employee Exit Survey (Survey Monkey)	
34	Revised Tuition Reimbursement Form and Guideline	
35	Scanned all Insurance Beneficiary Forms for Electronic Record Keeping	
36	Scanned Separated Employee Files	
37	Separated Benefits Docs from Personnel File	
38	Set-up Electronic Personnel Files	
39	Simplified Open Enrollment Process	
40	Updated HR's Leave Processes (e.g. FMLA, CFRA, etc.)	
41	Trained HR Staff in HRIS (Banner)	
MISC.		
42	Cross Trained HR Staff	
43	Hired HR Analyst (Recruitment)	
44	Hired PT Extra Help Accountant	
45	Reorganized Reporting Relationships in HR	

FY 2016/17 PROJECTS - EMPLOYEE RELATIONS & BENEFITS		STATUS
RECRUITMENT		
46	Created Job Bulletins for all Firefighter Entry Points	Not Started
47	Document Process for Safety Criminal Backgrounds	In Progress
48	Evaluate Professional Staff Recruitment Processes	Completed
49	Hired HR Analyst - Recruitment	
50	Implement Enhancements to Professional Staff Recruitment Processes	
51	Implement NEOGOV PE (Performance Evaluation Software)	
52	Obtained Professional Services Agreements for Administrative Investigations	
53	Recruit Student Athletes for Firefighter Trainees	
54	Researched Pre-Employment Psychological Exams	
EMPLOYEE & LABOR RELATIONS		
55	Adopt PSU Mission Statement	
56	Create DOJ Policy for Livescan	
57	Create FBOR Pocket Card for Supervisors	
58	Created PSU	
59	Develop/Revise Classification and Compensation Plan	
60	Develop/Update Key Conduct Policies	
61	Document Process for Assigning Sexual Harassment (prevention) Training	
62	Document Processes for Probationary Rejections	
63	Establish Guideline for EMS and Personnel Files and Supervisor's Logs	
64	Evaluate PSU Tracking Software	
65	Obtained Professional Services Agreements for Pre-Employment Backgrounds	
66	Provide AB1825 (Sexual Harassment Prevention) Training	
67	Provide Training on Coaching and Counseling	
68	Provide Training on Documenting Performance	
BENEFITS		
69	Adopt ACA Look Back Safe Harbor Policies	
70	Analyze 3631 Healthcare Agreement for ACA Compliance	
71	Analyze ACA Cadillac Tax on OCFA Affordability	
72	Hired PT Extra Help Accountant	
73	Solution to Ensure Extra Help Employees Comply w/ACA	
74	Research Benefits Options for Board Members as Employees	
75	Provide On Site Supervisory Training Through EAP	
76	Provide Introduction to EAP Training	
MISC.		
77	Create HR Succession Plan	
78	Train all HR Staff on Interactive Processes	

FY 2015/16 ACCOMPLISHMENTS - RISK MANAGEMENT		STATUS
WORKERS' COMPENSATION		
1	Decreased current liabilities for FY 2016/17 by \$600,606 and long-term liabilities by \$1,176,045	Not Started
2	Decreased open claims from 876 to 725	In Progress
3	Authorized 79 claim settlement requests	Completed
4	Increased occupational clinic utilization from 56.5% to 60.9%	
5	Increased pharmacy benefit management (PBM) program utilization from 55.6% to 77.1%	
6	Enhanced transitional return to work program; returned 86.67% of eligible employees to light duty position	
7	Visited occupational clinics ensuring they continue to meet OCFA standards	
8	Conducted monthly claims audits with third party administrator (TPA)	
9	On monthly basis, discussed workers' compensation issues and strengthen relationships w/3631	
10	Conducted quarterly meetings with Local 3631 to discuss progress of the alternative dispute resolution (ADR) program	
11	Conducted quarterly claims status meetings with TPA	
12	Developed injury trend analysis report to be used to reduce frequency and severity of injuries	
13	Transitioned tail end insurance claims from CCMSI to CorVel Corporation	
GENERAL LIABILITY		
14	Completed 2016/17 insurance renewal with the Fire Agencies Insurance Risk Authority (FAIRA), aviation, excess workers' compensation, and pollution programs	
15	Reviewed and verified insurance on 206 certificates of insurance and additional related insurance documents from those contracted to do business with the OCFA	
16	Responded to 71 requests for evidence of insurance from external sources and internal staff by providing certificates of insurance and related insurance documents	
17	Conducted property appraisals of OCFA properties	
18	Investigated 29 general liability claims filed against the OCFA	
OCCUPATIONAL SAFETY & HEALTH		
19	Hired Risk Management Safety Officer and oriented employee to the OCFA	
20	Revised Occupational Safety & Health Policy	
21	Created Firefighter Safety Workgroup focused on cancer prevention	
22	Developed Selection, Care, and Maintenance of Structural Firefighter Ensemble SOP	
23	Developed Asbestos Contamination of Structural Firefighter Ensemble SOP	
24	Revised Post Fire Monitoring SOP	
25	Revised Respiratory Protection Program SOP	
26	Revised Occupational Safety & Health Committee SOP	
27	Revised Cal/OSHA Inspection SOP	
28	Revised Cal/OSHA Notification SOP	
29	Developed and conducted Cal/OSHA notification training	
30	Participated in five Cal/OSHA compliance investigations resulting in no citations found	
31	Exercised RFOTC Emergency Action Plan during a suspicious package emergency	
32	Participated in Great California Shakeout by conducting RFOTC earthquake drill	
ENVIRONMENTAL		
33	Approved Environmental, Health, and Safety Specialist position in 2016/17 budget	
34	Completed Environmental, Health, and Safety Specialist classification & compensation study	
35	Worked with Support Services and Orange County Health Care Agency on above ground storage tank and underground storage tank compliance	
36	Updated Spill Prevention Control & Countermeasures Plans	
SECURITY		
37	Updated access control system software to current version	
38	Hardened exterior of Regional Fire Operations & Training Center (RFOTC)	
39	Issued several be on the lookout (BOLO) alerts to communicate potential threats to employees	

FY 2016/17 PROJECTS - RISK MANAGEMENT		STATUS	Not Started
WORKERS' COMPENSATION			In Progress
40	Oversee review of workers' compensation injury analysis (accident cost reduction effort) to reduce annual claims, annual expenses, and backfill costs		Completed
GENERAL LIABILITY			
41	Evaluate the potential use of certificate of insurance tracking software		
OCCUPATIONAL SAFETY & HEALTH			
42	Oversee an active shooter incident (ASI) drill for Board of Directors		
43	Establish program to addresses impact of post-traumatic stress disorder (PTSD) in OCFA personnel		
44	Implement cancer prevention controls identified by Firefighter Safety Workgroup		
ENVIRONMENTAL			
45	Hire and onboard Environmental, Health, and Safety Specialist		
46	Implement Spill Prevention Control & Countermeasures Training		
SECURITY			
47	Implement Board Room physical security enhancements		