

2017 COMPACT heads to the finish line

By Robin Aronson

As the 2017 COMPACT year winds down and draws to a close, a thank you goes out to all of the members for their work in meeting or exceeding the COMPACT compliance elements.

The members and Risk Management Representatives worked together to formulate tailored reviews based upon individual need and applicability, selecting from three options, a traditional audit (Personnel, Police, or Volunteers), a Targeted Risk Management Review, or a Loss and Exposure Reduction Plan. The Risk Services staff appreciated the hard work by members to coordinate the participation in meetings and discussions.

Overall the results of the audits and reviews were positive. For those areas needing improvement, the Risk Reps were able to share best practices with members and provide resources to assist the members. Here are a few highlights from the option 1 traditional audits:

The Personnel audit, which comprised 65% of the option 1 traditional audits, was geared towards supervisors and managers this year. The audit revealed that nearly 85% of members provide newly hired or promoted supervisors with training on employment laws, including discrimination laws. All indicated that they obtain a release/waiver from an applicant to perform background and reference checks. Regarding pre-employment drug testing, there is room for improvement however with only 85% indicating they do not conduct pre-employment drug screening outside of law enforcement, CDL, and other safety sensitive positions. The Risk Reps hope to have all members come into compliance with the law in *Robinson v. Seattle*. When it comes to pre-termination procedures, 60% of supervisors and managers receive regular training on conducting investigations into performance concerns and policy violations. All members responded that adverse employment decisions are cleared or reviewed by the CEO (mayor, HR, City Manager, City Administrator). The Risk Reps provided information on WCIA training, sample policies along with guidelines from the Liability Resource Manual.

The Volunteer audit (12% of option 1 audits) revealed that a majority responding have employees who volunteer for their agency. 100% responded that they prohibit these employees from performing volunteer duties similar to those they perform in the course and scope of their regular employment duties. Only 65% of members were performing background checks on volunteers who have regularly scheduled unsupervised access to vulnerable adults, the disabled, or children, and only 57% provide the volunteer applicant with a copy of the results of their background check. This was a learning opportunity for many of the members who are new to utilizing volunteers. The Risk Reps were able to explain the laws and provide members with WCIA resources, including the Volunteer Handbook which is located in the Liability Resource

Manual. Most reported that they have volunteers sign a written contract or agreement, with almost all of those reporting that the agreement includes a waiver and release. Close to 55% reported that they have a volunteer manual or handbook and nearly 80% of those with a manual reported that the manual contains specific written policies and procedures, and outlines the rules of conduct for the volunteer.

Members that chose the Police audit (23% of option 1 audits) reported having a written procedure for complaints against an officer, with 91% reporting that the current complaint system meets their needs. Of those members who reported having an “early warning system” to identify officers who may need counseling or retraining, nearly half reported that it led to some form of intervention. 100% indicated they use Taser, with 78% of those responding indicating that it is optional for an officer to be Tased as part of training. 75% secure a signed waiver or release from officers prior to the Taser training. 83% reported having an agency goal of engaging in community policing with 100% reporting that they found community relations improved with community policing. Examples of community policing were coffee with a cop programs, block watch, social media usage, shop with a cop programs, National Night Out participation, and involvement in school functions. 83% reported the use of body cameras with 100% of those responding indicating they have written policies in place for when the cameras are turned on and off and policies for maintaining recordings. 70% use dash cameras with 83% having policies for maintaining recordings. Only 13% of those responding to the audit indicated they use drones. Drones were being used primarily for collision and crime scene documentation. 67% of those using drones have a written policy regarding the use of a drone. The Reps were able to direct members to drone policies used by other members.

The Targeted Risk Management Review option proved to be very popular again this year. The Risk Management Reps and members together reviewed and discussed members’ contracts, programs, policies and procedures across a wide array of topics including special events, personnel policies, and parks. The Targeted Risk Management Reviews also included risk management reviews of numerous properties and facilities from parks and playgrounds to swimming pools and community centers.

Several members worked to develop a Loss and Exposure Plan, working with the Risk Reps to drill down into losses and then develop action plans to reduce loss exposures in such areas as sidewalks, sewer losses, and auto losses.

Watch for the January newsletter which will detail the 2018 COMPACT Audit. As a sneak peek, members in 2018 will once again work closely with their Risk Management Representative to formulate a tailored review. The option 1 traditional audit topics will include Parks and Recreation Programs, Police, and Personnel. Stay tuned for a Special Events tool kit that will be available for members. Also, watch for information in the New Year on the 2018 Grant program.

As we get ready to turn the calendar over to 2018, WCIA looks forward to another great year and the opportunity to continue supporting the membership.