

# 2025 heads to the finish line...another audit season in the books!

By Robin Aronson

In the blink of an eye another year comes to a close and that means the 2025 audit and annual review “season” has also wound down for the year. Risk Services staff met with members this year using both virtual platforms and good old fashioned in person visits; thank you for your hospitality! How we met, and wherever we met, good conversations took place. It was great to see so many new faces, including many new delegates and alternates! Thank you for the hard work in meeting or exceeding the COMPACT compliance elements for 2025.

WCIA members and Risk Management Representatives collaborated again this year to formulate tailored risk reviews based upon individual need and applicability, selecting from three options, including a traditional audit (Public Works or Personnel), a Targeted Risk Management Review, or a Strategic Risk Management Plan. The Risk Services staff appreciates the hard work by members to coordinate their 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 including guidelines and sample forms from the WCIA Liability Resource Manual.

New for 2025 was an updated **Public Works** audit. Ninety-seven members tackled this audit! The public works audit was selected to be the feature audit for 2025 as many members have experienced a variety of public works related issues in the past few years particularly involving roadways and sidewalks. The Risk Reps and the members discussed everything from roadways to sidewalks, to tree management, bicycles, contracts, sewers and more! We were also pleased to see so many members participate in the Public Works classes and summit offered by WCIA this year. Many members are now implementing changes to processes and procedures and increasing training for staff, which is great to see. WCIA has numerous guidelines and sample documents available to members in the [Liability Resource Manual](#) located on the WCIA website.

Back again for 2025 was the **Personnel** audit where several members who did not select this audit in 2024 undertook it for 2025. If you are still looking to tackle this audit next year, the personnel audit has a supervisory focus and is a great tool for both seasoned and new supervisors. Even if you are not doing the audit, or have done it in the past, WCIA has a personnel checklist members can use to make sure they have the best risk management advice at their fingertips for all of the various personnel exposures members potentially face. A copy of the personnel checklist is located on the WCIA website, along with some sample personnel policies. If you need help locating the information, don't hesitate to reach out to your Risk Rep.

The Targeted Risk Management Review Option 2 proved to be very popular again this year with many members working with their Risk Rep to develop a custom audit. The Risk Management Reps and members together reviewed and discussed members' contracts, programs, and policies and procedures across a wide array of topics including fleet liability, parks and recreation programs, and special events. The Risk Reps also toured many facilities, including community centers, city halls, 911 centers, swimming pools, along with parks and playgrounds,

**And meet the newest member of the Risk Services Team:** Chatbot WILMA! Wilma is keeping tabs on the WCIA Liability Resource Manual. You can meet Wilma on the WCIA website. Wilma is working hard 24/7 to assist members in locating information in the Liability Resource Manual. Wilma is one more tool you can add to your risk management tool belt.

Ok, we admit we might get a little jealous of the love you show Wilma, so remember, we are here too; don't hesitate to reach out to your Risk Management Rep for assistance as well! We can offer suggestions on ways for members to improve their processes, discuss new programs and ideas, as well as assist with locating samples and templates either from the Liability Resource Manual or from samples we have collected and received from other members. We love to hear from members!

### **Risk Services is gearing up for 2026!**

Watch for the January newsletter which will detail the 2026 COMPACT Audit. As a sneak peek, the Option 1 traditional audit topics will include Parks and Recreation, and Public Works Liability. Options 2 and 3 custom audits will also be available.

As we get ready to turn the calendar over to 2026, WCIA looks forward to the opportunity to continue supporting the membership! We look forward to seeing you all whether virtually or in person!

***P.S.: Be sure to watch for information in the New Year on the 2026 Grant Program!***