

# 2021 COMPACT heads to the finish line...another audit season in the books!

By Robin Aronson

In the blink of an eye the 2021 audit and annual review “season” came to an end as the 2021 COMPACT gets closed out and the year winds down. For the second year, Risk Services staff found themselves coming to you via various virtual platforms. Both WCIA staff and members seem to have gotten much more comfortable with virtual meetings. No doubt there were far fewer dialogues such as “I think you are on mute, can you see my screen, and cute dog,” although who doesn’t like to see the cute pets! A huge thank you for allowing us into your modified workspaces again this year and for your hard work in meeting or exceeding the COMPACT compliance elements despite the continued challenges. Completing the on-line questionnaires in Origami was new for 2021 and we appreciated everyone’s patience as we worked through the new technology together.

WCIA members and Risk Management Representatives collaborated again this year to formulate tailored reviews based upon individual need and applicability, selecting from three options, a traditional audit (Fleet Liability, Homelessness, or Personnel), a Targeted Risk Management Review, or a Loss and Exposure Reduction Plan. The Risk Services staff appreciates 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 just a few highlights from this year’s Option 1 audits:

New for 2021 was a Fleet Liability audit. 89 members tackled this new audit! 92% reported having a fleet policy. For those that were needing to implement or make improvements to their policy the Risk Reps were able to provide samples and suggestions. 84% have a vehicle inspection program in place and 86% have a written accident policy or procedure. One area of concern was the number of members that do not have written qualified driver approval criteria. Only 60% reported having written criteria. Members need to have an objective method for evaluating and approving an applicant or employee’s driving record. WCIA has a risk management guideline on vehicle drivers along with two sample driver evaluation criteria available for use by members. Please contact your assigned Risk Management Rep for more information or assistance in locating or making use of the guideline and criteria.

Another area of concern involves the hiring of new CDL drivers. While 86% of members reported having CDL rated vehicles, thus necessitating CDL drivers, only half reported requesting 10-year employment history with 77% requesting an Abstract of Driver Record (ADR)



from the Department of Licensing. Members should be checking employment history, and requiring a current ADR of any applicant required to have a CDL. WCIA also recommends that members obtain a current ADR for CDL holders every year. Concerning non-CDL drivers, WCIA recommends obtaining an ADR every two years for employees with driving as an essential function of their job; only 23% of members reported they were obtaining an ADR every two years. Remember, Risk Services is here to help! For additional information please don't hesitate to reach out!

Back for a second year was the Homelessness audit. 16 members tackled this audit. This audit provided opportunity for good discussions with the members. A few highlights: 14 members reported having a formal plan to address homelessness. Half reported they have an ordinance in place that addresses permitting for tent cities. Half reported that they contract for services to the homeless regardless of whether they had their own encampments or shelters. Several were partnering with faith based or other non-profit organizations to run homeless encampments or other mitigation sites. Many were collaborating or contracting with other municipalities for homeless services. All reported working regionally with other cities/towns/agencies to address homeless issues. Nearly all reported having a procedure in place for the removal of unauthorized encampments. The Homelessness audit will be offered again in 2022 for those interested in reviewing and discussing this issue in further depth.

The Personnel audit is geared towards supervisors and managers. For those responding, making sure supervisors and managers receive regular training on employment laws, including the myriad of leave laws in Washington, was clearly a priority. Also nice to see was members understanding and following the law in *Robinson v. City of Seattle* when it came to not conducting pre-employment drug testing outside of law enforcement, CDL, and other safety sensitive positions. Members were also making good use of performance evaluations. To assist members with personnel issues, the Risk Reps provided information on WCIA training, along with sample policies and guidelines from the [Liability Resource Manual](#).

The Targeted Risk Management Review Option 2 proved to be very popular again this year. The Risk Management Reps and members together reviewed and discussed members' contracts, programs, and policies and procedures across a wide array of topics including, volunteers, contracts, special events, and parks.

Watch for the January newsletter which will detail the 2022 COMPACT Audit. As a sneak peek, members in 2022 will once again work closely with their Risk Management Representative to formulate a tailored review. The Option 1 traditional audit topics will again include Fleet Liability, and Homelessness. Police Liability will be added in as a third choice.

As we get ready to turn the calendar over to 2022, WCIA looks forward to the opportunity to continue supporting the membership!

***P.S.: Be sure to watch for information in the New Year on the 2022 Grant Program and the NEW Risk Management Credentialing Program!***

