



**Minutes of the Public Meeting
on
January 31, 2017**

Board Members Lloyd Garland (Chair), John Youngblood, Gerald Ladner, and Tomas Gonzalez (at 10:26 a.m.) were present.

- Item 1. Board Chair Garland called the public meeting to order at 10:05 a.m. on January 31, 2017. Board Chair Garland recognized Members present and declared a quorum.
- Item 2. Board Chair Garland recognized there were no Board members absent at the January 31, 2017, meeting.
- Item 3. Board Member Ladner moved for approval of the Minutes of the October 11, 2016, meeting. Board Member Youngblood seconded the motion, which carried without objection (3-0 vote).
- Item 4. Agency Operations Report. Stephen S. Vollbrecht (Executive Director), introduced the report. Stuart B. Cargile (Chief of Internal Operations/Chief Financial Officer), introduced Linda Griffin (Director of Human Resources), who presented new employee introductions, the talent management initiative, current vacancies, internal moves/promotions and turnover. Staff answered questions regarding turnover rate, trends and recruiting. Mr. Cargile presented an update on the budget and workers' compensation funding with output measures and staff/salary versus claims costs. Mr. Cargile introduced Ann Hallam (Director of Information Technology), who presented updates on licensing and server changes. Todd Holt (Deputy Executive Director and interim Chief of Strategic Programs), introduced Shelby Hyman (Director of Communications and Development), for an update on e-Learning, talent management initiative, media hits and return-to-work training. Mr. Holt introduced Michelle Tooley (Director of Risk Management and Chief Risk Officer). Ms. Tooley expanded on the return-to-work process. She also presented an update on risk manager visits and the Continuity of Operations Program. Ms. Tooley asked Iris Moore (Senior Insurance Manager), to provide additional information on insurance markets and services. Ms. Tooley also briefed the board on meetings in London and bringing in new lines. Mr. Holt introduced Lydia Scranton (Director of Claims Operations) who presented an update on claim files, trends, and answered questions on internal set-up and departmental collaboration. Alan Ryman (Director of Compliance and Practices), presented for Deea Western (General Counsel and Chief of Legal Services). Mr. Ryman introduced Tshau Todman (Supervisor of Indemnity Quality Assurance), and she gave an update to the compliance rates. Mr. Ryman completed his update with an update on medical bill expense trends. Red Tripp (Litigation Manager), presented a follow up on the comparison of cases that go to Benefit Review Conferences. Mark Edson (Subrogation Manager), gave an update to the Board on subrogation recoveries. Staff heard comments, tasks, and answered questions from the Board.

Item 5. New Business:

Legislative Update. Mr. Vollbrecht presented an update on schedules and upcoming points of interest, including submission of our Biennial Report and HB3750 status. Mr. Vollbrecht introduced Paul S. Harris (Government Relations Specialist), to address bills that were filed. Both answered questions from the Board.

Item 6. Old Business:

Staff addressed questions from the Board that were brought up previously. Questions included work flow methodology and benefits of Lean Six Sigma and similar.

Item 7. No Public Comment.

Item 8. Future Meeting Dates. Discussion on suggested dates for the next Board meeting. Board Chair Garland set April 11, 2017, as the next tentative date with a later start time of 11:00 a.m. Board Member Ladner enquired about tele-conferencing.

Item 9. Board Chair Garland adjourned the meeting at 11:21 a.m.

I certify that the above minutes for January 31, 2017, were approved by the State Office of Risk Management's Board Members at the public meeting on April 11, 2017.

Lloyd Garland, Board Chairman