

# City of Alexandria, Virginia

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## MEMORANDUM

DATE: MARCH 5, 2012

TO: THE HONORABLE MAYOR AND MEMBERS OF COUNCIL

FROM: RASHAD M. YOUNG, CITY MANAGER 

SUBJECT: BUDGET MEMO #5: REALIGNMENT OF RISK MANAGEMENT TASKS

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This budget memo responds to a request for information regarding the distribution of the risk management tasks among existing staff due to the elimination of the Risk Manager position in the Fiscal Year 2013 Proposed Budget.

**BACKGROUND:** During FY 2011, the Risk Management Program physically relocated to the Finance Department which allowed for the consolidation of administrative services, resulting in the reduction of the Administrative Technician position in that division. In addition, the Safety Officer position became vacant. In response to the need for administrative support and continuation of services previously provided by the Risk Management Division, Team Risk Management was formed. Currently, the team consists of the Risk Manager and existing staff from the Revenue Division and the Billing Operations Section of the Finance Department. During FY 2011 and FY 2012, Team Risk Management focused on restructuring the program to cross train members to ensure continuation services, enhance communication and develop a clearly defined Safety & Training Program. With the elimination of the Risk Manager position, the responsibilities will be absorbed by Team Risk Management without a reduction in the current level of service.

**DISCUSSION:** Team Risk Management will provide the continuation of risk management services in the absence of dedicated staff. All risk management inquiries may be directed to the dedicated Risk Management line at (703) 746-4549. In addition, a dedicated email account has been established at [risk.management@alexandriava.gov](mailto:risk.management@alexandriava.gov). All members of the team have access to the email account and responses are sent within 24 hours of receipt. All Risk Management forms can be found on AlexNet on the Finance Department web page under Risk Management.

Risk Management tasks have been divided into two categories: outreach and training and administrative and operational. The following outreach and training duties will be performed by Finance staff and include but are not limited to the following:

- Safety Training Program Development
- Departmental Outreach
- Web Presence (AlexNet & alexandriava.gov)

- City Facility Inspections
- Defensive Driving Training
- Disability
- Risk Management Oversight Committee & PMA Quarterly Meetings
- Special Events
- Communications (Safety Liaisons)
- Wellness Committee Representation

Currently, two staff members have been trained to teach the City's Defensive Driving course. This eliminated the expense of obtaining an outside vendor. The following administrative and operations tasks will be performed by Billing Operations staff and include but are not limited to the following:

- Worker's Compensation
- City Insurance Coverage
- Subrogation Claims
- Liability Claims
- CDL Program Administration
- Hepatitis B Program Administration
- Vendor & Bill Payments
- Incident Reporting
- Motor Vehicle Authorizations

All Risk Management forms can be found on AlexNet on the Finance Department web page under Risk Management. With the establishment of the risk management email account, worker's compensation claims are emailed. This eliminates the lag time between the incident occurrence and entry of the claim. The account also provides a forum for improved communication between the departmental contact, PMA, the City's third-party claim administrator and the nurse case managers. Most importantly, it allows for the continuity of internal and external customer service during staff turnover and transition.

Team Risk Management has also improved the subrogation process by working in collaboration with the Police Department to establish a shared folder for all Police Incident Reports flagged as "City Property Damage." Rather than relying on Police staff to remember to send a report, the team accesses the reports via the shared folder on a daily basis and begins the subrogation process to recoup damages as a result of destruction of City property. Statistically, the sooner a claim is filed the greater chances are of recovering damages.