

Personnel Committee Meeting



YOUR BEST PROTECTION

Ontario Gateway Hotel

2200 E. Holt Boulevard
Ontario, CA 91761
(909) 975-5000

Thursday
May 30, 2019
12:00 PM

Chairman: E.G. "Jerry" Gladbach, Santa Clarita Valley Water Agency

Vice-chair: Thomas Cuquet, South Sutter Water District

Melody McDonald, San Bernardino Valley Water Conservation District



PERSONNEL COMMITTEE MEETING

AGENDA

Ontario Gateway Hotel
 2200 E. Holt Boulevard
 Ontario, CA 91761
 (909) 975-5000

Thursday, May 30, 2019 , 12:00 PM

WELCOME

CALL TO ORDER AND ANNOUNCEMENT OF QUORUM

EVACUATION PROCEDURES

PUBLIC COMMENT Members of the public will be allowed to address the Personnel Committee on any agenda item prior to the Committee's decision on the item. They will also be allowed to comment on any issues that they wish which may or may not be on the agenda. If anyone present wishes to be heard, please let the Chairman know.

INTRODUCTIONS

ADDITIONS TO OR DELETIONS FROM THE AGENDA

<u>Presenter</u>		<u>Page#</u>
Gladbach	* I. Approve the meeting minutes of January 16, 2019.	1
Sells	* II. Review 2019 Goals and Objectives.	4
Sells/Slaven	* III. Review staffing status and make recommendation to the Executive Committee.	5
Slaven	* IV. Discuss possible new policies.	13
Slaven	* V. Discuss change in organizational performance review.	14
Slaven	* VI. Review Chief Executive Officer Performance Appraisal process.	18
Slaven	* VII. Review staffing activities.	25

Gladbach * VIII. Discuss next meeting date.

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ADJOURN

*Related items enclosed.

Americans With Disabilities Act – *The ACWA JPIA conforms to the protections and prohibitions contained in Section 202 of the Americans with Disabilities Act of 1990 and the Federal Rules and Regulations adopted in implementation thereof. A request for disability-related modification or accommodation, in order to participate in a public meeting of the ACWA JPIA, shall be made to: Patricia Slaven, Director of Human Resources and Administration, ACWA JPIA, P.O. Box 619082, Roseville, CA 95661-9082; telephone (916) 786-5742. ACWA JPIA's normal business hours are Monday – Friday, 7:30 a.m. to 4:30 p.m. (Government Code Section 54954.2, subdivision. (a)(1).)*

Written materials relating to an item on this Agenda that are distributed to the ACWA JPIA Personnel Committee within 72 hours before it is to consider the item at its regularly scheduled meeting will be made available for public inspection at ACWA JPIA, 2100 Professional Drive, Roseville, CA 95661-3700; telephone (916) 786-5742. ACWA JPIA's normal business hours are Monday – Friday, 7:30 a.m. to 4:30 p.m.



Unapproved Minutes

Personnel Committee Meeting
 Ontario Gateway Hotel
 2200 E. Holt Boulevard
 Ontario, CA 91761
 (909) 975-5000

January 16, 2019

MEMBERS PRESENT

Chairman: E.G. “Jerry” Gladbach, Santa Clarita Valley Water Agency
 Vice-chair: Thomas Cuquet, South Sutter Water District
 Melody A. McDonald, San Bernardino Valley Water Conservation District
 W.D. “Bill” Knutson, Yuima Municipal Water District

STAFF PRESENT

Chief Executive Officer/Secretary: Walter “Andy” Sells
 Patricia Slaven, Director of Human Resources and Administration

OTHERS IN ATTENDANCE

Steven LaMar, Irvine Ranch Water District
 Kathleen Tieg, Cucamonga Valley Water District

CALL TO ORDER AND ANNOUNCEMENT OF QUORUM

Chairman Gladbach called the meeting to order at 10:02 a.m.

PUBLIC COMMENT

As the agenda stated, members of the public would be allowed to address the Personnel Committee on any agenda item prior to the Committee’s decision on that item. Comments on any issues on the agenda, or not on the agenda, were also welcomed. No comments were brought forward.

APPROVAL OF MINUTES

Chairman Gladbach called for approval of the minutes of the May 30, 2018 meeting.

M/S/C (Knutson/McDonald) (Cuquet-Yes; Knutson-Yes; McDonald-Yes; Gladbach-Yes): That the Personnel Committee approve the minutes of the May 30, 2018 meeting, as presented.

REVIEW OF 2019 GOALS AND OBJECTIVES

Mr. Sells reviewed JPIA’s 2019 Goals and Objectives and provided a progress report.

STAFFING STATUS

Ms. Slaven reported that since the last Committee meeting on May 30, 2018, the JPIA hired three new employees: Jackie Rech, Employee Benefits Account Manager, started in June; Jesse Cota, Senior Risk Control Advisor, southern California, started in July; and Thor Benzing, Senior Risk Control Advisor northern California, started January 7, 2019.

Ms. Slaven also reported that Keith Forbes, after almost 18 years with the JPIA, retired December 28, 2018 and Carol Barake, Risk Control Manager, will retire April 12, 2019. Michelle Stites was promoted to Benefits Administrator II; and Sandra Smith had a job description and grade change to 58 that was already approved by the Executive Committee in June 2018.

Going forward, the Senior Claims Examiner position will become Lead Senior Claims Adjuster, grade 42, in alignment with the other lead positions in the organization; and the position of Programmer has been changed to the title of Software Developer to more accurately describe what the position does.

M/S/C (Cuquet/Knutson) (Cuquet-Yes; Knutson-Yes; McDonald-Yes; Gladbach-Yes): That the Personnel Committee recommend to the Executive Committee approval of the new position and grade for Lead Senior Claims Adjuster, grade 42; new title of Software Developer; and the updated Salary Schedule reflecting the changes.

CEO CONTRACT

Mr. Sells reviewed his current contract with the Committee.

EMPLOYEE HANDBOOK CHANGES

Ms. Slaven reported on the proposed updates to the Employee Handbook. She requested that the Committee review the proposed changes and make a recommendation to the Executive Committee.

M/S/C (McDonald/Knutson) (Cuquet-Yes; Knutson-Yes; McDonald-Yes; Gladbach-Yes): That the Personnel Committee recommend to the Executive Committee that JPIA approve the revisions to the Employee Handbook, as presented.

STAFF ACTIVITIES

Ms. Slaven reported on the events and activities that have transpired since the last Personnel Committee meeting on May 30, 2018. Highlights included the HR forums held in September and October; the one-day mini training conference held at the JPIA; the Staff Appreciation lunch on October 10; the collection of over \$1,200 from JPIA employees for donation to the American Cancer Society; the holiday lunch and Keith Forbes' retirement party at Cattlemen's.

NEXT MEETING DATE

The next Personnel Committee meeting will be on May 30, 2019.

The Personnel Committee meeting adjourned at 12:00 p.m.

E.G. "Jerry" Gladbach, President

Walter "Andy" Sells, Secretary

ACWA JPIA
2019 Goals and Objectives
May 30, 2019

BACKGROUND

Each year, the Executive Committee decides on goals for the organization. The Personnel Committee has asked to be kept up to date on progress towards the goals.

CURRENT SITUATION

The 2019 organizational goals are as follows:

1. Present for Board of Directors' approval, and implement if approved, Captive Insurance Company.
2. Develop and deliver Board training on requested topics throughout the state.
3. Expand membership outreach.
4. Finalize JPIA organizational core values and integrate into future planning.
5. Explore and expand use of technology to mine information and streamline processes in order to better serve the pool (i.e. upgrade website, expand existing reporting capabilities, research new technology and software).

RECOMMENDATIONS

None, informational only.

ACWA JPIA
Staffing Status
May 30, 2019

BACKGROUND

The Personnel Committee is to be kept apprised of staffing changes and will recommend any grade changes or new positions for approval by the Executive Committee.

CURRENT SITUATION

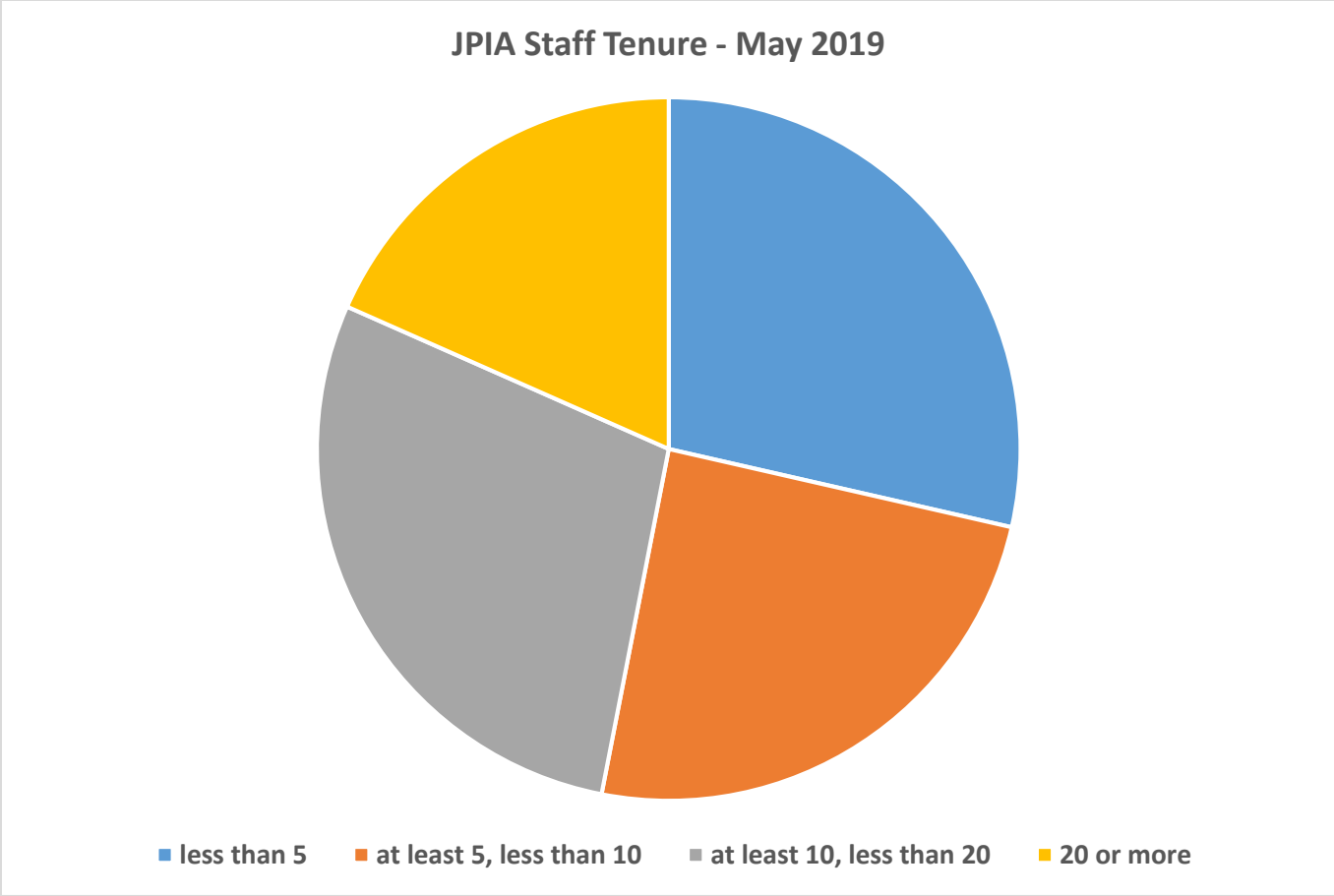
Senior management constantly reviews and discusses staffing, possible retirements and employee development. Included on the following pages are summaries of JPIA staff demographics. Staff will share thoughts about future needs.

Staffing changes which have occurred since last Personnel Committee meeting:

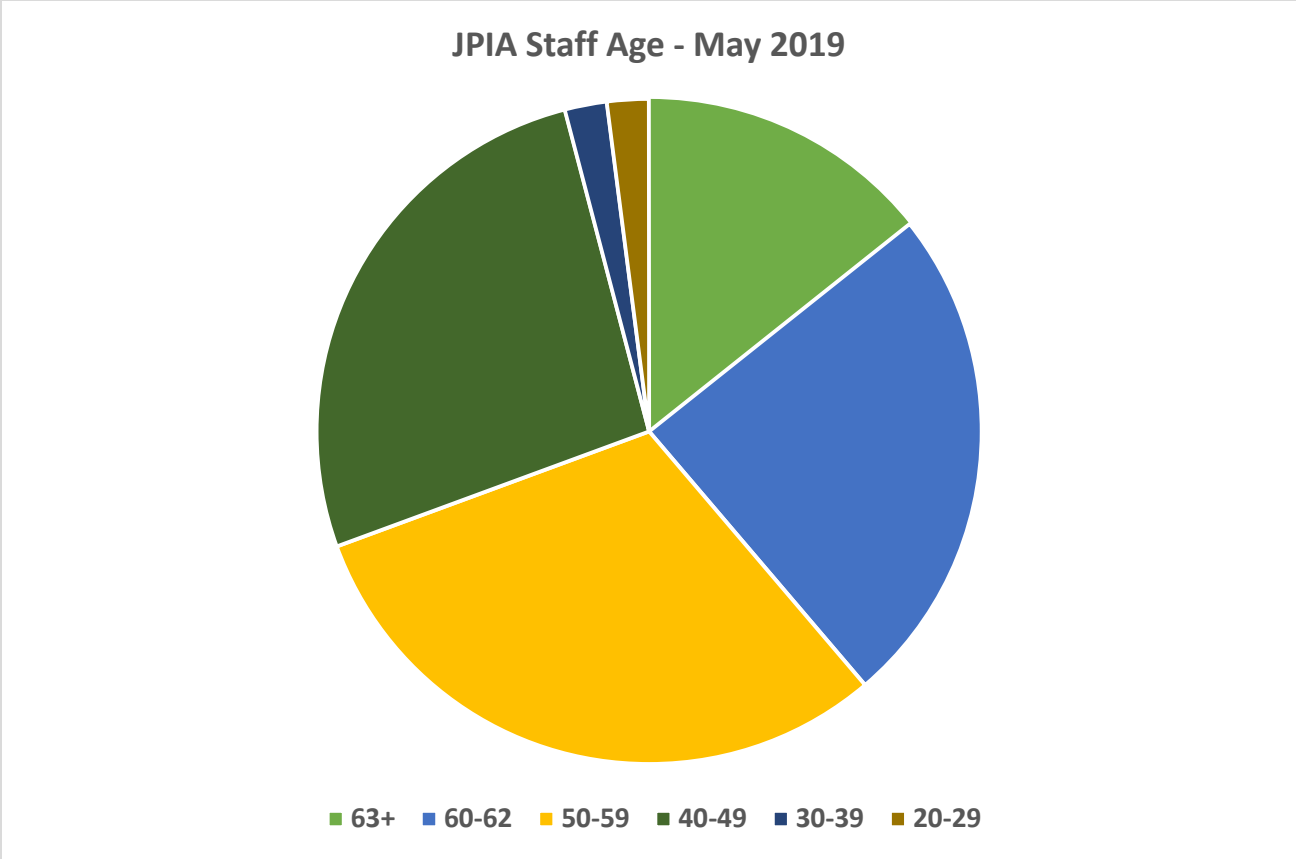
- Mathew Bunde was hired as Sr. Risk Control Advisor Central Valley – started February 25. Resume follows.
- Carol Barake, Risk Control Manager, retired April 12; Karen Thesing, Director of Insurance Services, will manage department to get new staff on-boarded; recruitment for replacement TBD.

RECOMMENDATIONS

None, informational only.



Average: 11.06



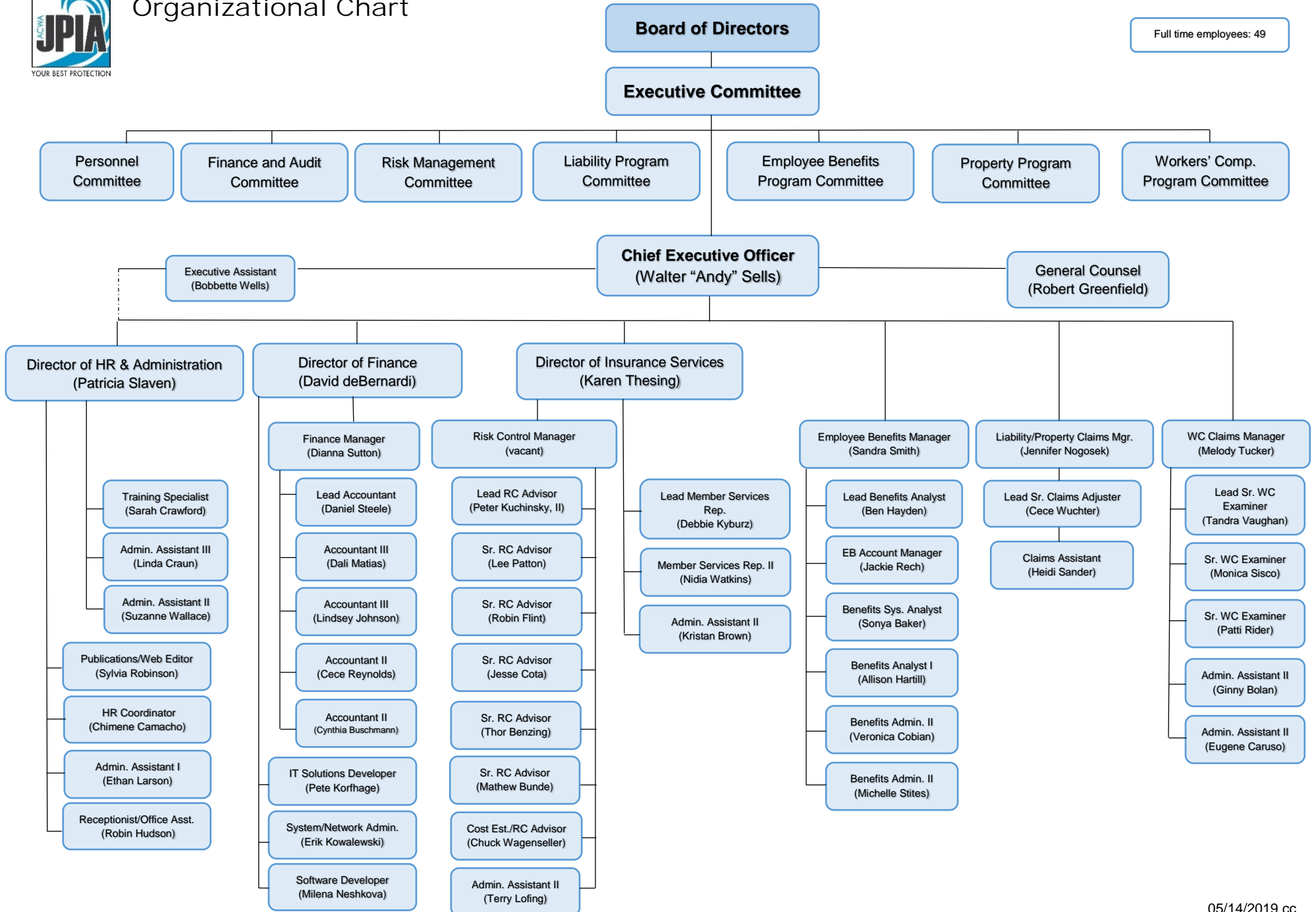
Average: 53.7



Organizational Chart

Effective April 15, 2019

Full time employees: 49

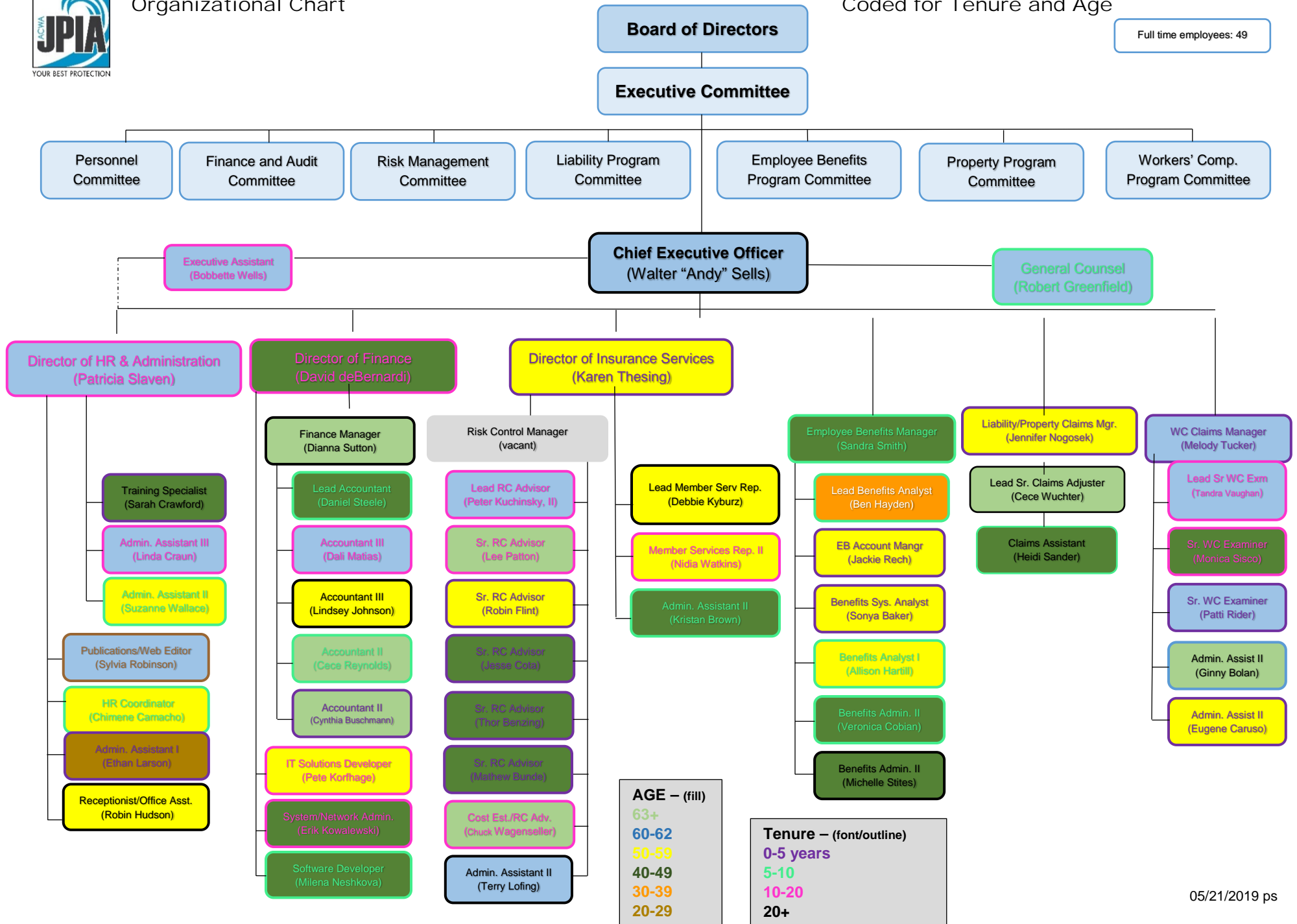




Organizational Chart

Coded for Tenure and Age

Full time employees: 49



MATHEW BUNDE, CSP

PROFESSIONAL SUMMARY

Results-driven Certified Safety Professional adept at risk assessments, hazard mitigation strategies, and safety training with 12 years experience in the water utility and construction industry's. Self-starter able to develop and implement action plans that encourage management leadership and employee involvement. Develop solutions to systemic safety and health issues. Create corrective action strategies that draw upon extensive knowledge of safety standards, safety management systems, prevention through design methods, and focused safety training specific to the water industry.

SKILLS

- Risk Analysis & Safety Audits
- Root cause analysis
- Risk & Hazard mitigation strategies
- Safety training for adult learners
- Employee engagement strategies
- Safety management systems
- Ergonomic evaluations
- Safety program development

ACCOMPLISHMENTS

- Led reduction in accidents in Southern California region by 60% in 2018.
- Strategies included developing corporate safety programs such as stop work authority, delivering focused safety training, and creating risk reduction procedures utilizing Job Safety Analysis for jobs specific to the water industry.
- Developed and implemented company-wide roll out of Valley Fever safety program, partnering with field management and department heads.
- Water Research Foundation Project Advisory Committee member for development of an Ergonomics Guide for Water and Wastewater Industry Workers that led to improved ergonomic conditions and accident reduction with field employees.
- Drove safety initiatives that led to Cal Water receiving 2017 AWWA Larry C. Larson Safety Award for Class IV utilities.

WORK HISTORY

Safety Program Manager, 2015 to Current

California Water Service Company – Bakersfield, CA

- Mentored department managers in effectively utilizing key performance indicators that led to a 40% reduction in TCIR within first year.

- Led regulatory compliance reviews, risk assessments, ergonomic reviews, accident investigations, and prevention through design improvements.
- Collaborated with labor union safety council on safety concerns and employee engagement programs to encourage growth of a positive safety culture and development of corrective actions.
- Oversaw and reviewed contractor safety plans and performance throughout large construction projects to reduce contractor liability issues.

Safety Coordinator, 2011 to 2015

Hawaii Water Service Company – Waikoloa, HI

- Oversaw risk assessments and implemented safety controls to reduce accidents by 80% in three years, resulting in a savings of over 1 million dollars in direct and indirect costs.
- Drove development of safety programs to exceed regulatory compliance and enhance employee safety in areas such as, confined space entry, traffic control, and excavation safety.
- Developed and conducted effective safety training in accordance with ANSI Z490.1 to reduce risk and exceed regulatory requirements.
- Collaborated with workers compensation insurance company to improve early return to work programs and case management.

Senior CADD Technician, 2005 to 2011

OBEC Consulting Engineers – Eugene, Oregon

- Directed and performed advanced design, drafting, and engineering tasks to develop plans for highway construction projects following state, federal, public safety and design standards.

Bridge Design Technician, 2004 to 2005

David Evans Associates – Salem, Oregon

- Provided drafting and design services on complex ODOT projects.

Heavy Equipment Operator, 2004 to 2004

Concrete Enterprises – Stayton, Oregon

- Heavy equipment operator on ODOT bridge construction project on I-5.

General Manager/Safety Manager, 1998 to 2003

Calculated Roads Inc – Scio, OR

- Led company growth and directed operations of civil construction company by expanding markets and reducing risk.
- Increased Company growth and revenue by 20%.
- Created new safety manual and procedures.

- Drove safety initiatives that led to reduction of experience modifier to 0.45, the lowest in the company's 20 year history.

Construction Formen, 1989 to 1998

Calculated Roads Inc – Scio, OR

- Oversaw production and safety of team members on civil construction projects.

EDUCATION

Bachelor of Science: Occupational Safety And Health

Columbia Southern University - Orange Beach, AL

Associate of Science: Civil Engineering Technology

Chemeketa Community College - Salem, Oregon

CERTIFICATIONS

- Certified Safety Professional (CSP), BCSP, 2018, current
- Safety Management Specialist (SMS), BCSP, 2017, current
- Construction Health & Safety Technician (CHST), BCSP 2013, current
- OSHA Authorized Trainer Construction 30 & 10 hr, Chabot-Las Positas OSHA Training Center, 2012, current
- Medic First Aid Trainer, Health & Safety Institute, 2015, current
- Smith Driving Trainer, Smith Driving Institute, 2018, current
- Distribution System Operator 2, Hawaii Department of Health, 2011, expired

ACWA JPIA
Possible New Policies
May 30, 2019

BACKGROUND

JPIA maintains an Employee Handbook which contains policies, procedures and information necessary for staff to understand. At times, changes are made that may require Executive Committee approval.

CURRENT SITUATION

JPIA is reviewing two possible policies to include in the handbook. One is a Tele-Commute policy and another is a clarification on employer contribution for CalPers members hired by JPIA.

Many organizations offer tele-commuting as a way to attract and retain new employees and improve productivity. Staff is considering such a policy and is asking for input from the Personnel Committee as this policy is researched and crafted.

Staff is also looking for input regarding limiting the employer contribution to new hires with CalPers accounts. The Handbook is silent as to how much JPIA will contribute, and for the one new hire in such a situation, JPIA did not require any employee contribution, covering the entire contribution amount.

RECOMMENDATION

None, informational only.

ACWA JPIA
Organizational Performance Appraisal Process
May 30, 2019

BACKGROUND

Each year, the Executive Committee conducts an organizational appraisal of the JPIA. The results are reviewed and approved by the Executive Committee.

CURRENT SITUATION

In previous years, the Organizational Appraisal was conducted via paper. Staff is looking at conducting the appraisal via electronic survey. This would be sent to Executive Committee members by Survey Monkey, and allow easier compilation and archiving of information, while eliminating the paper. Input from Personnel Committee is requested.

Patricia will distribute the survey after reviewing the process with the entire Executive Committee on June 4, 2019.

RECOMMENDATION

None, informational only.

ACWA JPIA

Organizational Performance Appraisal

Date: August 1, 2019 - July 31, 2020

Instructions for the Preparation of the Organizational Performance Appraisal

1. The Organizational Appraisal, developed by the Executive Management Team with current information, will be distributed electronically via Survey Monkey to the Executive Committee for their input and completion.
2. Executive Committee members complete their own appraisal, using the rating options and criteria given by June 20, 2019. The Director of Human Resources and Administration will collect, consolidate and summarize the information and will coordinate with Executive Committee Chairman Jerry Gladbach.
4. The consolidated appraisal will be presented to the Executive Committee on June 4th. Questions and comments by the Executive Committee will be invited.
5. Goals and Objectives for the coming year should be developed at this time for both the Chief Executive Officer and the organization (on separate forms).
6. The final format will be written and available for signature.

Rating Options	Definition
5 = Outstanding	Performance and results achieved always exceed the standards and expectations.
4 = Exceeds Standards	Performance and results achieved consistently exceed the standards and expectations.
3 = Meets Standards	Performance and results achieved generally meet the standards and expectations.
2 = Below Standards	Performance and results achieved generally do not meet the standards and expectations.
1 = Unsatisfactory	Performance and results achieved consistently do not meet the standards and expectations.
N = Not Observed	The rater has not had the opportunity to observe the performance adequately to rate this performance dimension.

1. **Present for Board of Directors' approval and implement if approved, Captive Insurance Company.** Rating: _____

Management Comments:

Executive Committee Comments:

2. **Develop and deliver Board training on requested topics throughout the state.** Rating: _____

Management Comments:

Executive Committee Comments:

3. **Expand membership outreach.** Rating: _____

Management Comments:

Executive Committee Comments:

4. **Finalize JPIA organizational core values and integrate into future planning.** Rating: _____

Management Comments:

Executive Committee Comments:

5. **Explore and expand use of technology to mine information and streamline processes to better serve the pool (i.e. upgrade website, expand existing reporting capabilities, research new technology and software.)** Rating: _____

Management Comments:

Executive Committee Comments:

Overall Rating for Objectives

Add up the ratings for the objectives above _____

Then divide that number by the number of objectives rated (5)

Rating: _____

Overall Comments:

Other Accomplishments:

Management Suggested Goals for 2019/2020

(Exco Please Add or Change):

CEO Signature

Date:

Executive Committee Chairman

Date:

ACWA JPIA
CEO Performance Appraisal Process
May 30, 2019

BACKGROUND

Each year, the Executive Committee conducts a performance appraisal of the Chief Executive Officer (CEO). The results are reviewed and approved by the Executive Committee.

CURRENT SITUATION

Staff is assembling information for inclusion in the Appraisal forms with the anticipated distribution date of June 6, 2019, and return to Patricia Slaven by June 20, 2019. Included in this packet is the CEO Appraisal. Staff seeks input on anything that should be changed on the CEO Appraisal.

Patricia will coordinate the results and provide a copy to the Committee Chairman, Jerry Gladbach. All results and recommendations will be reviewed with the Executive Committee on June 24, 2019.

RECOMMENDATION

That the Personnel Committee discuss the process above and determine guidance for completion of the appraisal process.

ACWA JPIA

Chief Executive Officer Executive Committee Appraisal

CEO Name: Walter 'Andy' Sells

Date: July 2019

Evaluation Period: September 1, 2018 – August 31, 2019

Instructions for the Preparation of the Chief Executive Officer's Performance Appraisal

1. The blank appraisal forms are distributed to the Executive Committee which contain the Chief Executive Officer's self-appraisal.
2. Executive Committee members their own appraisal and send it to the Director of Human Resources and Administration.
3. The Director of Human Resources and Administration will consolidate and summarize the appraisal, then review with the Chairman.
4. The appraisal will be finalized in a closed session meeting with the entire Executive Committee following final preparation by the Chairman. Questions and comments by the Executive Committee will be invited.
5. The Chief Executive Officer will be excused while the Executive Committee determines its suggested final format. A discussion of compensation changes and incentive award may be discussed at this time.
6. The Chief Executive Officer will be invited to return and the Chairman will deliver the proposed appraisal, allowing the Chief Executive Officer to provide comments.
7. The Executive Committee will also use the opportunity to communicate to the CEO its overall JPIA performance appraisal and issues of importance.
8. Goals and objectives for the coming year can be developed at this time for both the Chief Executive Officer and the organization.
9. The final format will be written and available for signature by the Chief Executive Officer and the Executive Committee Chairman.

RATING SCALE:

Rating Options	Definition
5 = Outstanding	Performance and results achieved always exceed the standards and expectations for the position requirements, performance standards and long and short-term objectives.
4 = Exceeds Standards	Performance and results achieved consistently exceed the standards and expectations for the position requirements, performance standards and long and short-term objectives.
3 = Meets Standards	Performance and results achieved generally meet the standards and expectations for the position requirements, performance standards and long and short-term objectives.
2 = Below Standards	Performance and results achieved generally do not meet the standards and expectations for the position requirements, performance standards and long and short-term objectives.
1 = Unsatisfactory	Performance and results achieved consistently do not meet the standards and expectations for the position requirements, performance standards and long and short-term objectives.
N = Not Observed	The rater has not had the opportunity to observe the manager's performance adequately to rate this performance dimension.

Accomplishment of CEO Key Objectives

1. Attend/participate in at least one professional development opportunity.

CEO Comments:

Executive Committee Comments:

2. Arrange for some industry specific training for senior staff.

Rating:

CEO Comments:

Executive Committee Comments:

3. Report back to EXCO on findings/observations from member interviews. Rating: ____ **21**

CEO comments:

Executive Committee comments:

Total the ratings for Accomplishment of Key Objectives _____
Then divide that by the number of Objectives rated (3): Rating: _____

Criteria (Chief Executive Officer)

1. **Communication** Rating: _____

- Follows rule of no surprises
- Expresses ideas clearly and effectively
- Accepts and offers innovative solutions
- Actively listens
- Deals fairly and equitably with the Executive Committee
- Responsive to Executive Committee requests
- Articulates complex ideas and concepts to others

CEO Comments:

Executive Committee Comments:

2. **Leadership** Rating: _____

- Gains the respect, confidence, loyalty, and support of others
- Promotes positive personal, professional and organizational image
- Articulates and implements the JPIA's vision and ensures consistent application across the organization
- Visionary – demonstrates a broad and far-reaching perspective; sees and communicates the big picture
- Uses good judgement, reads a situation accurately and acts appropriately
- Develops effective management team

CEO Comments:

Executive Committee Comments:

3. Management Controls

Rating: _____

- Maintains financial management and cost containment
- Applies principles of employee selection, training, development and evaluation
- Optimizes productivity with financial resources
- Identifies and becomes appropriately involved in conflict resolution
- Maximizes staff and material resources to increase efficiency
- Adapts to changing circumstances
- Displays originality and resourcefulness
- Develops plans for succession, emergencies, and necessary staffing

CEO Comments:

Executive Committee Comments:

4. Decision Making/Problem Solving

Rating: _____

- Makes inferences or draws conclusions from relevant information using logic and analysis
- Assessment of risk and uncertainty, and analysis to the likelihood of outcomes
- Collaboration, communication, cooperative learning, negotiation, and active listening needed for effective group decision making

CEO Comments:

Executive Committee Comments:

5. Financial Management

Rating: _____

- Maintains financial management and cost containment
- Prepares accurate budget and keeps expenditures within the budget
- Effectively administers the JPIA budget
- Keeps Executive Committee informed about the fiscal impact of policy decisions
- Employs management practices and policies that are designed to achieve and maintain a sound, long-range financial condition

CEO Comments:

Executive Committee Comments:

6. Professional Competence

Rating: _____

- Understands complex technical information
- Holds own on discussion with peers, members and Executive Committee on policy issues
- Has solid understanding of the water and insurance industry

CEO Comments:

Executive Committee Comments:

7. Member Service

Rating: _____

- Responds in a timely manner to requests and complaints
- Serves members with impartiality and fairness at all times
- Maintains effective relationships with member agencies
- Encourages and holds employees accountable for high standards and customer service

CEO Comments:

Executive Committee Comments:

Total the ratings for Criteria _____ then divide by number of criteria rated (7): Rating: _____

OVERALL RATING: Add Objectives & Criteria _____ then divide that by 2: Rating: _____

Accomplishments

List 3-5 noteworthy items things CEO accomplished during FY 2017/2018:

List 3-5 important things CEO could change or improve for FY 2018/2019:

Goals and Objectives for CEO for 2019/2020

CEO Signature

Date:

Executive Committee Chairman

Date:

CEO comments: Attach a separate page with comments if applicable

ACWA JPIA
Staff Activities
May 30, 2019

BACKGROUND

The Personnel Committee has asked to be kept up-to-date on the staff activities.

CURRENT SITUATION

Staff activities since the last Committee meeting on January 16, 2019:

- JPIA celebrated eight years in the Roseville building. A barista was provided to create custom made espresso drinks and herbal teas.
- Wellness Committee sponsored a Super Bowl party on January 30 with a contest for the tastiest snack food.
- On February 14, the Employee Fund Committee held their annual Spaghetti Lunch.
- The Social Committee sponsored a Mardi Gras themed lunch event March 5.
- To kick off JPIA's 40th anniversary celebration, staff were allowed to pick from four different logo items including a blanket, jacket, glass globe and tote bag.
- Spring training conference held in March in Claremont attracted over 100 attendees from thirty-three agencies. Students chose from twenty-one classes offered over the two-day conference.
- Staff completed mid-term performance evaluations in March. Some of the comments captured appear on the following pages.
- The Wellness Committee held a Food Drive for Placer Food Bank that lasted 90 days starting on February 12. Staff filled the barrel twice with donated food items.
- On April 10, the Wellness Committee sponsored a Taco Truck Lunch.
- The spring Human Resources Group meeting kicked off at the JPIA office on April 9 with 21 in attendance. Presentations held were Documenting Performance and Minimizing the Risk of Wrongful Termination Litigation. The same presentations were made at Chino Basin Water Conservation District where 24 attended and Vista Irrigation District where 17 attended.
- Spring Conference was held in Monterey on May 6. Highlights for this conference included the Board electing two new members to the Executive Committee and to the Captive Board, along with a 40th anniversary celebration.
- Webinars offered to staff for professional development:
 - The Service Mentality
 - Building Positive Relationships at Work
 - Interpersonal Communications: Social Skills for Success
 - Drop by Drop: Unconscious Bias
 - Verbal Communications: The Power of Words

RECOMMENDATIONS

None, informational only.

1. That my job touches every employee at some point regardless of their department or position in the organization. Even the Committee members as they incur travel expenses for reimbursement. The casual dress code and the employee benefits.
2. Benefits and people.
3. The teamwork and many years of knowledge within the Member Services Department. Our department is very busy, we do our best to keep the lines of communication open. This is extremely important to keep us all moving toward common goals even though we might be working on different projects.
4. It is obvious that I love working with our members to uphold our employee's values regarding our members. At the end of the day, I am happy to help resolve or simplify any issues that have arisen on a day to day for our membership.
5. There are a lot of things I like most about my job: I like working with employees and assisting them with their issues; the variety of tasks that I do on a regular basis, the autonomy that my position provides; and that my manager asks for, and listens to, my suggestions on a variety of tasks/subjects.
6. Variety of delivery, design, coordination, consultation regarding different training modalities and topics. I like helping our other departments be able to effectively train our members.
7. Assisting the members with their training questions and use of the LMS.
8. The great people I get to work with at the JPIA. Working with Districts and being able to provide assistance in their safety programs. Being able to continue my professional development.
9. Working with a staff that gives me confidence and encouragement to strive and achieve excellent service to all our members and their injured workers.
10. I like being part of the strategic process of what direction we take as an organization.
11. Knowing the members and continual learning of their operations. Assisting members of all sizes with planning and implementing safety and risk management programs and the independence to plan and schedule risk management assessments and training based on member requests or needs.
12. The opportunity to help smaller members with legitimate problems.
13. I like the diverse range of duties I have which helps keep the job interesting. Working with data (e.g. carrier payment process) allows me to keep up my Excel skills; being able to assist our member agencies with bswift and issues relating to health care. I like organizing the health fairs and district outreach meetings which includes coordinating tasks with our carriers.
14. I like the flexible schedule, rich benefits and comfortable attire allowed. I like problem solving when there is only one right answer so data auditing and analysis.

15. Most definitely the thing I have always loved about my job is the people I work with. I look forward to seeing everybody every day.
16. What I like most about my job is the variety and flexibility. I do many different tasks and that keeps me engaged. The flexible nature allows me to do special tasks when needed.
17. Constant opportunity to provide input into member loss reduction, development and implementation of best practices.
18. The opportunities to assist members with their insurance needs – proposals, face-to-face meetings.
19. The people. The support of my bosses. The ability to do what I love which is to explore different technologies and troubleshoot.
20. Development – learning new things.
21. I like the people I work with inside the organization, and the members who I deal with on a day to day basis. They really make it fun, easy and interesting. We have a great staff here with people ready to help with anything that arises, and that makes working for the JPIA something that I am excited for.
22. I like working independently. I like being able to wear jeans. I like the benefits, the bonuses, and my cubicle. There are many good things here.
23. I like the camaraderie we have in our department. We all support each other and work well together. There is a genuine spirit of cooperation and shared goals all revolving around helping other co-workers and especially our members.
24. The use of technology to solve problems
25. My team! We work well together.
26. The support from management and co-workers. We are a good team when one person is out of the office then the others take up the work. I enjoy handling water district claims, getting to know the managers and them feeling comfortable calling me with questions like “what ifs”, knowing that’s their job.
27. I like that my job is busy and no two days are ever the same. The interaction with the members and being able to assist members makes my job very satisfying.
28. During open enrollment season, being able to leave my desk and visit member districts. Greatly enjoy working as part of the JPIA EB team and the JPIA organization as a whole.
29. Hard to say. Overall, I like my job and everything I do.
30. The people.
31. The reputation of ACWA JPIA amongst its employees, members and community, especially the relationship with board members and committee members. It is very

positive and promising to my career as I intend to learn and grow and ascend with this organization throughout my career.

32. I like that it is always different. Every claim has a different story and I find that to be interesting.
33. Freedom to work independently. Helping others. Working on projects that help the JPIA to prosper. Preparing staff to advance their skills and knowledge through training. Creating financial information that continually improves accuracy and efficiency for the JPIA. Looking for technology that improves the Finance Department's outcome. Simply working with numbers and nice people.
34. Helping staff and districts to create a more engaging culture/helping with issues. Assisting the Director team in leading the organization. Offering needed training and information to HR folks at districts. Developing next generation leaders in the water industry.
35. The diversity. Our staff. Being a resource to our members; serving with compassion, skills, and capability to get the job done.
36. Helping our districts and on site program reviews.
37. Helping injured workers through the WC process.
38. I like the interaction with the board members, Executive Committee and the relationships that have been made with the board secretaries over the past several years. I enjoy getting out twice a year to the conferences and meeting the board members.
39. Field inspections.
40. The interactions with members on the phone and in person. Helping members to solve problems and understand the JPIA.
41. The people and the challenge. Really, no two claims are the same so it really can be true that no two days are alike.



JPIA MEETING & CONFERENCE CALENDAR – 2019

MEETING DATES	BOARD OF DIRECTORS	EXECUTIVE	PERSONNEL	FINANCE & AUDIT	PROGRAMS				RISK MGMT
					Emp. Benefits	Liability	Property	Work Comp	
JAN 16			10:00 AM ONTARIO						
JAN 29		8:30 AM							
MAR 20				1:00 PM				10:00 AM	
MAR 21		8:30 AM							
MAY 6	1:30 PM	10:30 AM				8:00 AM	9:15 AM		
ACWA CONFERENCE MAY 7 TO 10 – MONTEREY									
MAY 30			12:00 PM ONTARIO						
JUNE 4		8:30 AM							
JUNE 24		1:00 PM			9:00 AM				
SEPT 9		1:00 PM		10:15 AM		8:30 AM			
CAJPA CONFERENCE SEPTEMBER 10 TO 13 – SOUTH LAKE TAHOE CA									
Nov 5		8:30 AM							
DEC 2	1:30 PM	10:30 AM							
ACWA CONFERENCE DECEMBER 3 TO DECEMBER 6 – SAN DIEGO									