



Services and Resources



Use the list below to ensure your agency is utilizing all available JPIA benefits

Member Services

- Integrated member support & issue resolution
- Program and coverage coordination
- Onboarding and continuous coverage advisory
- Risk transfer review and guidance
- Underwriting and renewal management

Liability & Property Claims

- In-house claims administration with dedicated adjusters
- Direct access to claims staff for guidance on active claims, coverage & program questions
- Coordinated claim management; investigation, evaluation, resolution, & coordination with defense counsel
- Oversight to ensure statutory claim requirements are met, effective litigation management, & timely claim resolution
- Reporting & program analysis to monitor trends, costs, and outcomes
- Targeted staff training on claims reporting, liability exposure, & property loss management

Workers' Compensation Claims

- In-house claims administration with dedicated adjusters
- Direct access to claims staff for guidance on active claims, coverage & program questions
- Coordinated claim management, including medical treatment, return-to-work, & litigation
- Oversight to ensure regulatory compliance & timely claim resolution
- Reporting & program analysis to monitor trends, costs, and outcomes
- Targeted supervisor & staff training on injury reporting & claim management

Employee Benefits

- Employee benefits policy review, strategy, & plan comparisons
- Employee & retiree advocacy for claim issues
- Direct customer service for employees & retirees
- Annual Wellness Grant

Risk Management

- Risk assessment/consultation visits and staff training
- H.R. LaBounty Safety Awards & Risk Control Grant Programs
- Online resources including Risk Control Manual and Commitment to Excellence Program (C2E)
- Assistance with developing, implementing, and maintaining safety policies and programs
- Ergonomic evaluations
- Risk control publications

Training Resources

- On-site & regional classes; annual training conferences
- Online training resources, including live & recorded water industry specific webinars, over 600 streaming videos & e-learning
- Leadership Program & Professional Development Certifications in Human Resources, Operations, and Supervisor Basics
- JPIA Five Podcast for relevant industry knowledge and updates

Human Resources

- Employment Practices Liability Hotline
- Online resources, including job descriptions, forms, sample policies and more
- Regional HR group meetings & HR webinars
- Employee handbook & policy reviews
- Occu-Med, Inc., pre-employment physicals and fit-for-duty services
- Discounted background checks

Finance

- Contribution forecasting
- Education on Rate Stabilization Fund
- Member Portal assistance

Executive Support

- Board presentations
- General Manager orientations
- Representation at agency events

Notes:
