

Gloucester, Salem, Cumberland Counties Municipal Joint Insurance Fund

2020

ANNUAL REPORT



**Celebrating the Power of Partnership:
Success in Shared Services**

GLOUCESTER, SALEM, CUMBERLAND COUNTIES MUNICIPAL JOINT INSURANCE FUND (TRICO JIF)



WHY THE TRICO JIF?

**SUPERIOR
COVERAGE**

**CUTTING EDGE
PROGRAMS**

**FINANCIAL STABILITY
AND STRENGTH**

- Over \$20 million in Dividends Released Back To JIF Members
- Coverage Designed for Municipal Government
- Comprehensive In Person and Online Training
- Member Driven Decisions
- Strong Claims Management
- Professional Litigation Management
- Effective Risk Management
- Tailored Safety and Wellness Initiatives
- EPL/POL Helpline
- Cyber Risk Management Services



Serving South Jersey
Municipalities Since 1991

Visit our website at www.tricojif.org

Gloucester, Salem,
Cumberland Counties
Municipal Joint
Insurance
Fund
South Jersey Communities Securing Their Future



TRICO JIF Member Municipalities

Alloway Township	Paulsboro Borough
Carneys Point Township	Penns Grove Borough
Clayton Borough	Pennsville Township
Deptford Township	Pilesgrove Township
East Greenwich Township	Pitman Borough
Elk Township	Quinton Township
Elsinboro Township	Shiloh Borough
Fairfield Township	South Harrison Township
Franklin Township	Swedesboro Borough
Glassboro Borough	Upper Pittsgrove Township
Greenwich Township	Vineland City
Harrison Township	Washington Township
* Hopewell Township	Wenonah Borough
Logan Township	West Deptford Township
Lower Alloways Creek Township	Westville Borough
Mannington Township	Woodbury City
Mantua Township	Woodbury Heights Borough
Monroe Township	Woodstown Borough
Oldmans Township	Woolwich Township

*** Welcome new TRICO JIF member: Hopewell Township!**



**JIFs are the most successful example of interlocal cooperation
in the history of the State!**

Message from the JIF Chairperson

The TRICO Joint Insurance Fund is an example of one of the most successful shared services in New Jersey. Formed 29 years ago on January 1, 1991 with 9 members, the TRICO JIF has grown to 38 member municipalities throughout three counties.

It has been an honor and a privilege to serve as the 2020 Chairperson. This year we have faced extraordinary challenges. Local governments and municipalities across the U.S. confronted an unprecedented need to shift employees to remote work due to the spread of COVID-19. Many municipal offices have been operating with reduced or rotating staff, reduced hours, and reduced contact with residents. I would like to personally thank all of our committed Fund Commissioners, Safety Coordinators, Claims Coordinators, and all municipal employees who recognized the current disruption and worked hard to minimize the impact on our communities.

Local governments are being tested on many fronts and are often responding with innovative solutions to these challenges. The TRICO JIF is no different. In addition, the insurance market was already in distress over higher verdicts, enormous property claims worldwide, Sexual Abuse and Molestation (SAM) legislation and the Firefighters Cancer Presumption Act. COVID-19 has added more concern, particularly those who fear a range of claims across many coverage categories. Fortunately, the TRICO JIF is in a position to continue to face these challenges and provide cost efficient coverage to our members.

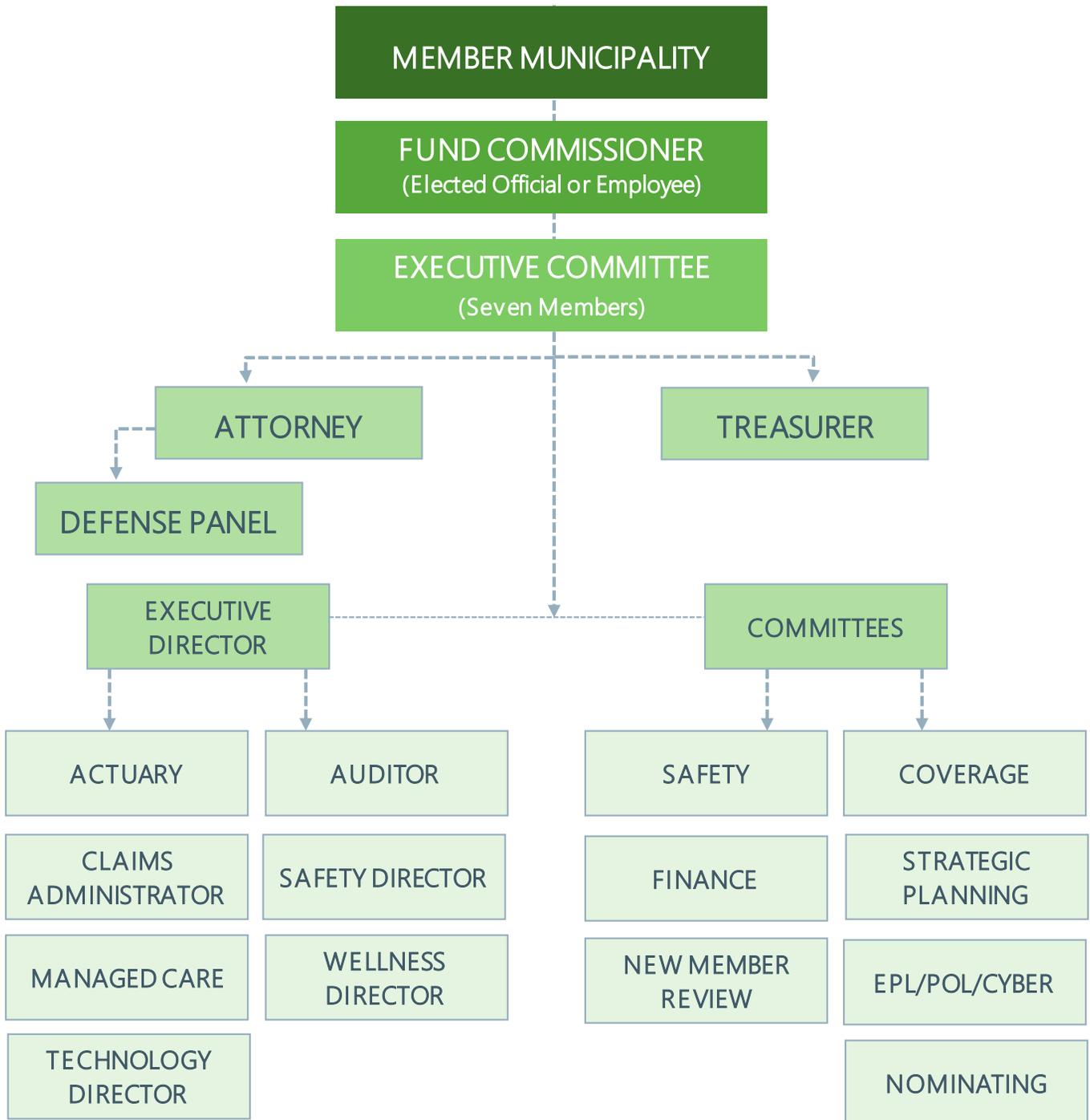
Because every member municipality is a partner in the JIF, we are dependent on the commitment made by each to participate and embrace the JIF's safety, wellness, cyber, claims management and risk management programs. This is no easy task. But these programs control risk, prevent workplace injuries and keep our communities safe. As a result, a reduction in the number of claims means surplus funds are released back to all TRICO JIF members. In 2020, \$1,873,712 of dividends were returned to TRICO JIF members. This brings our total dividend return to over \$20.33 million since inception.

On a final note, I wish to thank my Committee Chairs and members of our standing committees. I consider myself very fortunate for having the opportunity to work with all of you.

Robert Law
CFO, City of Woodbury
2020 TRICO JIF Chairperson

JIF Organizational Structure

The success of the TRICO JIF stems from collaboration among member municipalities. The Fund hires professionals including an Administrator, Safety Director and specially qualified claims attorneys to assist members in the daily operations of the JIF. Additional information is available at www.tricojif.org.



2020 Challenges

2020 presented unique challenges to the Joint Insurance Fund. Beginning in March all meetings, seminars, and trainings had to be cancelled due to COVID-19 Social Distancing requirements. Our professionals were faced with the daunting task of maintaining services in a virtual environment. Safety and risk management did not take a break due to the pandemic!

- ▶ **Claims Management** – Qual-Lynx Claims Adjusters quickly adapted to working from home. Fortunately, Qual-Lynx already had the electronic infrastructure to allow this transition to a remote environment to go seamlessly. Adjusters had access to all of their on-line data from home and all of their phone calls were routed to their homes.
- ▶ **Safety and Risk Management** – J.A. Montgomery immediately prepared and distributed Bulletins and Memos with guidance for police, fire, and other emergency workers as well as for municipal administrators. The bulletins were an important source of information that members relied upon for guidance in these uncertain times. Our Loss Control Representatives kept in touch with members through conference calls and where possible in-person, socially distanced site visits.
- ▶ **COVID Claims** – As first responders became exposed to the disease, claims procedures were quickly established. Municipalities were advised to have all “exposures” reported immediately so that the source of the infection could be ascertained and treatment and quarantine protocols could be established. The JIF held frequent meetings with claims, legal, and MEL professionals to coordinate handling of COVID-19 claims on a consistent basis statewide.
- ▶ **Meetings** – Recognizing the importance of maintaining continuity of operations, the JIF moved to remote and virtual meeting formats for Executive Committees, sub-committees, and MEL meetings. We all learned to adapt to this new meeting format with conference calls, Zoom, and WebEx platforms.
- ▶ **Training** – Beginning in March, social distancing requirements prevented us from holding in-person training events. The JIF quickly moved to webinars and other on-line training stages. Fortunately, the JIF through the MEL Safety Institute (MSI), had already implemented an on-line streaming platform called *MSI Now* that gave virtual access training opportunities months before COVID-19 hit. In-Person seminars were replaced with webinars and attendance figures proved that the format was a success.

- ▶ **Member Visitations** – It has been our practice to personally visit with the governing bodies of renewing members during the summer months. This was not possible in most cases and the JIF responded by attending virtual council meetings to present information about the JIF and to deliver individual member highlights.
- ▶ **Wellness** – Well before the pandemic stuck, our wellness team selected a topic for 2020 – **Stress!** What a perfect topic for an imperfect time! Through newsletter, virtual meetings, and even webinars our wellness professionals worked with members to deliver uplifting messages to employees facing an even more stressful year!



All-in-all, 2020 provided many challenges for the Joint Insurance Fund but as always, the JIF has risen to the occasion without missing a beat!

JIF Leadership

2020 EXECUTIVE COMMITTEE

The Executive Committee serves as the Governing Body of the Fund with five elected Fund Commissioners serving along with the Chairperson and the Secretary of the Fund. During their terms of office, members of the Executive Committee shall exercise the full power and authority of the Fund Commissioners as expressly provided by the Fund’s Bylaws.

Member Municipality	Name	Position
Woodbury City	Robert Law	Fund Chairperson
Pitman Borough	Michael Razze	Fund Secretary
Wenonah Borough	Karen Sweeney	Exec. Committee Member 1
Logan Township	Doris Hall	Exec. Committee Member 2
Clayton Borough	Sue Miller	Exec. Committee Member 3
Swedesboro Borough	Carl Bagby	Exec. Committee Member 4
South Harrison Township	Robert Diaz	Exec. Committee Member 5
Lower Alloways Creek Township	Kevin Clour	Exec. Committee Alternate 1
Harrison Township	Mark L. Gravinese	Exec. Committee Alternate 2
Deptford Township	Donald Banks	Exec. Committee Alternate 3
Carneys Point Township	Ken Brown	Exec. Committee Alternate 4
Quinton Township	Marjorie Sperry	Exec. Committee Alternate 5
East Greenwich Township	Stephanie McCaffrey	Exec. Committee Alternate 6
Elsinboro Township	Douglas L Hogate Sr.	Exec. Committee Alternate 7



Your Risk Management Team

FUND COMMISSIONER:

A member of the governing body or a municipal employee, the Fund Commissioners are responsible for the operation of the Fund in accordance with the Fund Bylaws and all applicable statutes and regulations. DUTIES:

- ▶ Liaison between municipality and Fund
- ▶ Attends all monthly meetings
- ▶ Serves on JIF boards and committees
- ▶ Monitors municipality's participation and protects interests

CLAIMS COORDINATOR:

Each member municipality in the Fund appoints a Claims Coordinator. It is the responsibility of the Claims Coordinator to oversee the reporting of claims within the municipality. DUTIES:

- ▶ Maintains claims forms and records
- ▶ Ensures all claims are promptly reported and monitored
- ▶ Relays information between municipality and claims adjusters
- ▶ Can help control the cost and outcome of claims

SAFETY COORDINATOR:

Appointed by the municipality to oversee the member's safety efforts and act as a liaison between the municipality, the JIF Safety Director and other outside agencies. DUTIES:

- ▶ Chairs Safety Committee & coordinates employee safety training
- ▶ Ensure the annual Safety Contract is signed and the Safety Committee develops meaningful safety improvement objectives
- ▶ Reviews and disseminates Safety Director Reports

WELLNESS COORDINATOR

The Wellness Coordinator acts as a liaison between the Wellness Director and municipality. DUTIES:

- ▶ Coordinates all Wellness activities in support of the program mission
- ▶ Posts and distributes Wellness materials provided by the Wellness Director

RISK MANAGEMENT CONSULTANT (RMC):

The RMC is an Insurance Professional that provides guidance to member municipalities. DUTIES:

- ▶ Consults members to customize risk management programs for specific needs and goals
- ▶ Understands local issues and helps members maximize JIF programs
- ▶ Places optional coverage outside the JIF

Fund Committees



COVERAGE COMMITTEE

- ▶ Serves as a focal point for discussion on issues pertaining to coverage, underwriting, and reinsurance
- ▶ Advises on coverage requirements, industry issues, the efficiency and clarity of the JIF in addressing areas of insurance outside of its normal purview, retention and reinsurance issues, and underwriting guidelines



EMPLOYMENT PRACTICE LIABILITY & CYBER COMMITTEE

- ▶ Advises the Executive Committee on the source, amount, and types of claims and their financial impact on members and on the JIF
- ▶ Reviews observational, statistical, and historical information and recommends policies to be adopted to eliminate, reduce, or mitigate the financial impact of these claims on the membership



FINANCE COMMITTEE

- ▶ Creates annual budget to fund claims and special programs
- ▶ Oversees the annual JIF audit
- ▶ Reviews financial position and recommends the return of surplus to members



NEW MEMBER REVIEW COMMITTEE

- ▶ Reviews applications from municipalities who wish to become members of the JIF for compliance with membership criteria including safety programs and risk factors



NOMINATING COMMITTEE

- ▶ Comprised of the Chairs of all standing Committees of the JIF, the two most recent past JIF Chairpersons still serving as a Fund Commissioner, and two members at large chosen by the sitting JIF Chair
- ▶ Reviews and nominates candidates for positions on the Executive Committee



SAFETY COMMITTEE

- ▶ Advises the Executive Committee on safety policies, performance of members, and member's results
- ▶ Works with the Safety Director to identify services which may be provided by the JIF to member municipalities in order to reduce the risks of accidents



STRATEGIC PLANNING COMMITTEE

- ▶ Serves as the focal point for communication between the Administrator, the Fund Commissioners, and other professionals regarding long range strategies which should be pursued to ensure the integrity, growth, and viability of the JIF

Message From the Executive Director

To say that 2020 has been an interesting year would be an understatement. While every year brings unforeseen challenges to the JIF, 2020 certainly pushed the limit. Going into 2020, we knew about the potential financial challenges resulting from the recently enacted Sexual Abuse & Molestation law and the Firefighter Cancer Presumption law; however, as it turns out, these two challenges paled in comparison to the unforeseen challenges associated with the COVID-19 pandemic.

While the efforts of our municipal employees, especially our first responders in dealing with the fallout from the pandemic cannot be overstated, I would like to take this opportunity to recognize the efforts of all of the JIF Fund Professionals in carrying out their responsibilities while adjusting to the new normal that has become the hallmark of 2020.

In particular, I want to thank the claims adjusters and nurse case managers at Qual-Lynx and QualCare, who, as of mid-November recorded over 1,000 COVID related claims from the three municipal JIFs with which I work. Thankfully, the vast majority of these claims have been for exposure only; however, the incurred costs absorbed by the JIFs for these claims so far is in excess of \$1,000,000. The professionals at Qual-Lynx and QualCare have effectively managed these claims while working from home. In this same vein, it is important to recognize the efforts of J. A. Montgomery, our Safety Director, and their staff who have adeptly changed their way of doing things to continue to serve our member municipalities. This includes rolling out webinars to continue to provide vital training to our municipal employees as well as the launching of MSI NOW that provides access to more than 100 streaming safety videos via the internet. The Safety Director also released numerous Bulletins addressing CDC and State Department Health guidelines and their applicability to our members.

Our Fund Solicitor, Dave DeWeese, has been responding to many employment related questions from our members regarding how to manage our public employees during these unprecedented circumstances. The Fund Solicitor has also released various memoranda regarding new State Statutes and Executive Orders directly impacting how our members manage their workforces.

Finally, I would like to thank my staff for their efforts over the past eight months. Each has created a makeshift office at their homes and carried on with their responsibilities without missing a beat. Whether it is creating agendas, arranging meetings, or responding to members question and needs, my staff has continued to meet their responsibilities.

I wish you all a safe & healthy new year and hope that our "old normal" once again becomes our "new normal" in 2021.

Paul A. Forlenza, MGA
Risk Program Administrators (RPA)
2020 Executive Director for the TRICO JIF



Financial Highlights

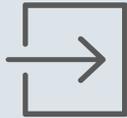
2020 FINANCIAL HIGHLIGHTS

- ▶ 1.26% budget increase with all Member Programs remaining intact
- ▶ Funded MEL Retro at 115% of liability to cover the MEL Retro liability and/or potential liability of new Firefighters Cancer Presumption Bill
- ▶ Maintain \$500,000 SIR for Workers' Compensation, Liability and Auto Claims
- ▶ Maintain Property SIR of \$100,000
- ▶ Continued use of the Renewal Revaluation Program benefiting 8 Members
- ▶ 1 Member qualified for the Retrospective Program

2021 FINANCIAL VISION

- ▶ Overall JIF Budget increase of 2.31% (\$345,346) over 2020 while maintaining all Member Benefits
- ▶ Excess Insurance Budget increase of 3.66% (\$187,617) over 2020
- ▶ Continued use of the Renewal/Revaluation Program benefiting 6 members
- ▶ Continued use of the Retrospective Assessment Program

OPERATING RESULTS SUMMARY: ALL FUND YEARS (1991 TO 9/30/20)



RETURN OF SURPLUS

The JIF's surplus release strategy is to create long term stability. A conservative approach allows us to achieve that goal.

\$20.33
MILLION



CASH POSITION

Our strong cash position can be attributed to member commitment to safety, risk management and claims management.

\$30.98
MILLION



NET CURRENT SURPLUS

Net JIF Members shared \$1.87 million in dividends released in 2020.

\$18.86
MILLION

Financial Picture: Audit & Budget

As of 12/31/2019, the TRICO JIF's total assets increased by 2.8% and its net position increased by 1.1% over the prior year end following the release of \$1,847,661 in surplus and the accrual for the potential liability due under the MEL Retrospective Program. It is important to note that the Fund's operating expenses represent only 12% of the total JIF budget. This is in comparison to other U.S. pools with a typical operating ratio of 20-25% and commercial insurers with operating expenses approaching 40%. As of 12/31/2019, the JIF had a cash balance in excess of \$3.2 million with an additional \$29.9 million in investments. Total assets exceed \$35.1 million. These figures are indicative of the Fund's financial strength and its ability to pay member claims well into the future.

<u>Net Position Summary</u>	<u>12/31/2019</u>	<u>12/31/2018</u>	<u>% Change</u>
Total Assets	\$35,150,612	\$34,180,702	+2.8%
Net Position - Unrestricted	\$21,600,999	\$21,369,410	+1.1%

THE BUDGET: FIVE COMPONENTS

1. Loss Funds: The amount needed to pay claims within the JIF's Self Insured Retention (SIR) and is based upon historical claims and exposure trends and certified by the JIF Actuary.

2. Operations: Expenses related to the operation of the JIF. Operating Expenses are kept at a reasonable level under the watchful eye of the Finance Committee.

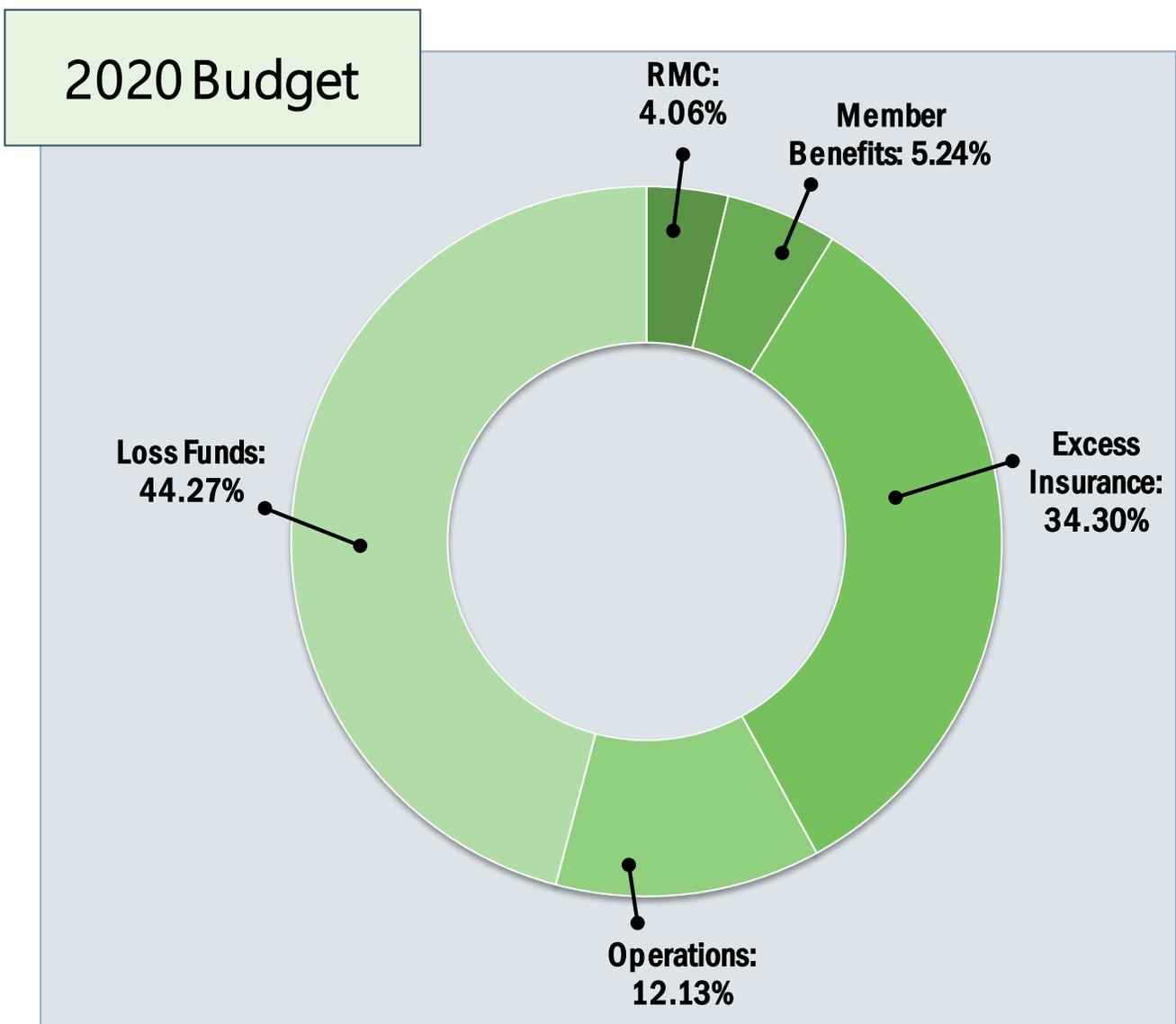
3. Member Benefits: Consists of member program benefit costs including Optional Safety Budget, Safety Incentive Program, EPL/Cyber Risk Management, Elected Officials Training, Wellness Incentive Program and the Technology Risk Management Program.

4. Excess Insurance Costs: Premiums paid for reinsurance or direct insurance purchases and protects the JIF from catastrophic claims. Provides coverage through the membership in the Municipal Excess Liability Joint Insurance Fund (MEL) which uses the joint purchasing power of 19 NJ JIFs to negotiate the lowest possible rates. These costs also include coverage for Environmental Impairment Liability Coverage through the Fund's membership in the Environmental Risk Management Joint Insurance Fund (EJIF).

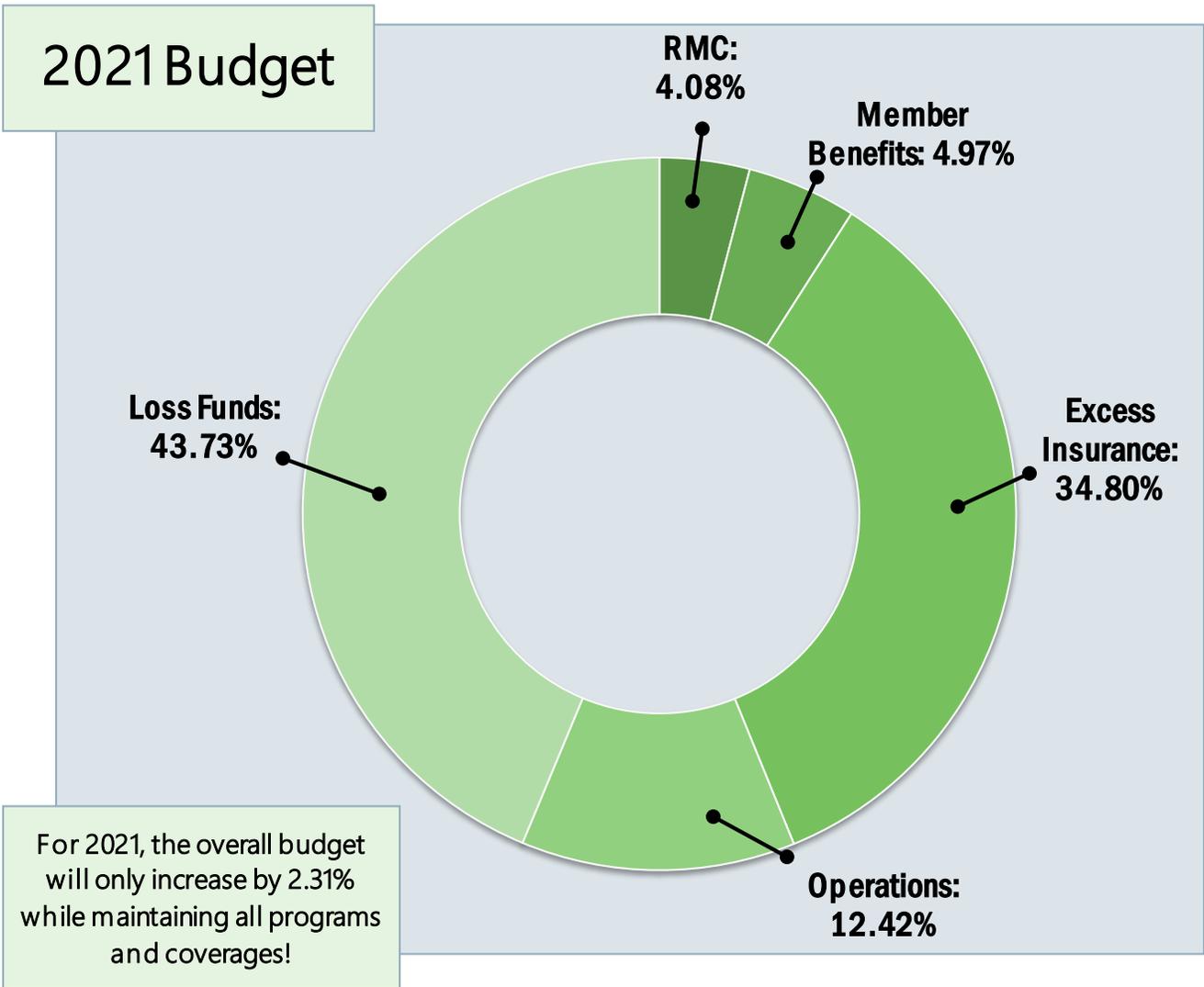
5. RMC Fees: Consists of Risk Management Consultant fees.

2020 Budget Highlights

- ▶ The pie chart displayed below demonstrates the efficiency of the JIF program
- ▶ A percentage of the JIF's budget pays for member claims within the JIF Self Insured Retention (SIR) of \$500,000 for Workers' Compensation and Liability and \$100,000 for property
- ▶ Once a claim exceeds the local JIF level, the financial responsibility falls to the Municipal Excess Liability Joint Insurance Fund (MEL)
- ▶ The chart below illustrates the allocation of member dollars to JIF expenses
- ▶ The JIF never relinquishes control over the claim; however, claims experts at the MEL level monitor the more challenging claims and provide guidance on their disposition



2021 Budget & Strategy



2021 VISION

Part of the TRICO JIF's financial strength stems from member involvement. *Member Benefits* represent 4.97% of the overall Budget and provides funding for members' local safety, risk management, Cyber Security and Wellness initiatives to help better control their claims. JIF overall Loss Funds are decreasing by -0.5% as a result of members' positive claims development coupled with the use of the Retrospective Assessment Program. While we never anticipated COVID-19 this year, the JIF responded by releasing guidance to our members and providing coverage to employees affected. Overall, we look forward to continued positive performance, resulting in additional surplus released to members.

Financials: Dividends and Recoveries

DIVIDENDS

The JIF is a not for profit public entity. Therefore, unspent funds are returned to the members with interest! **\$1,873,712 was returned in 2020. In total over \$20.33 million* has been returned to TRICO JIF members since inception.** Below is the historical dividend distribution grand total for all years. Dividends are returned in direct proportion to members' contribution.

MEMBER	TOTAL	MEMBER	TOTAL
ALLOWAY TOWNSHIP	\$108,990	PAULSBORO BOROUGH	\$368,293
CARNEYS POINT TOWNSHIP	\$717,625	PENNS GROVE BOROUGH	\$673,696
CLAYTON BOROUGH	\$392,787	PENNSVILLE TOWNSHIP	\$736,709
DEPTFORD TOWNSHIP	\$976,387	PILESGROVE TOWNSHIP	\$132,853
EAST GREENWICH TOWNSHIP	\$486,032	PITMAN BOROUGH	\$1,145,032
ELK TOWNSHIP	\$286,521	QUINTON TOWNSHIP	\$53,367
ELSINBORO TOWNSHIP	\$2,649	SHILOH BOROUGH	\$27,089
FAIRFIELD TOWNSHIP	\$286,669	SOUTH HARRISON TOWNSHIP	\$106,133
FRANKLIN TOWNSHIP	\$339,892	SWEDESBORO BOROUGH	\$311,427
GLASSBORO BOROUGH	\$2,324,592	UPPER PITTSBORO TOWNSHIP	\$144,542
GREENWICH TOWNSHIP	\$928,795	VINELAND CITY	\$22,086
HARRISON TOWNSHIP	\$312,318	WASHINGTON TOWNSHIP	\$1,573,979
LOGAN TOWNSHIP	\$521,820	WENONAH BOROUGH	\$238,241
LOWER ALLOWAYS CREEK TWP.	\$39,942	WESTVILLE BOROUGH	\$704,961
MANNINGTON TOWNSHIP	\$10,030	WOODBURY CITY	\$537,534
MANTUA TOWNSHIP	\$1,125,016	WOODBURY HEIGHTS BOROUGH	\$249,662
MONROE TOWNSHIP	\$3,647,694	WOODSTOWN BOROUGH	\$233,997
OLDMANS TOWNSHIP	\$67,906	WOOLWICH TOWNSHIP	\$105,922

*Includes additional dividends issued directly to members by the MEL and the EJIF.

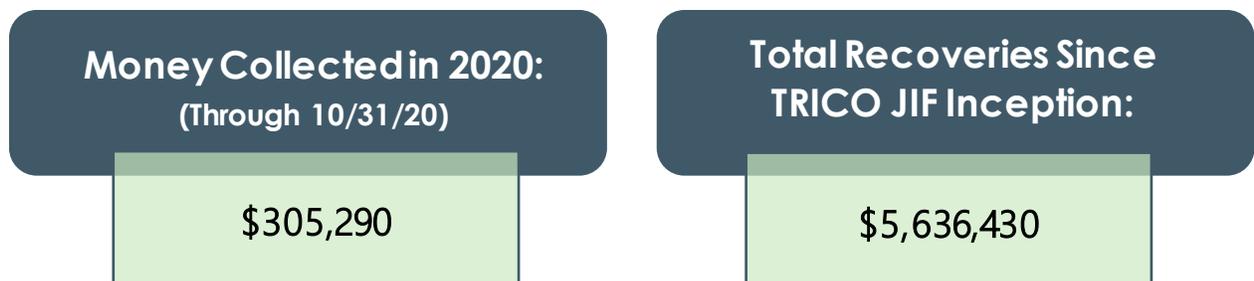
Subrogation

- ▶ Refers to an insurer seeking reimbursement from the person or entity legally responsible for a claim after the insurer has paid out money on behalf of its insured
- ▶ Includes any money paid out for property damage, medical costs, deductible amounts, diminished value, pain and suffering, loss of consortium, etc.
- ▶ When pursuing, it is important to properly identify possible contractors, manufacturers, installers, suppliers, designers, subcontractors, etc. who might be held liable for claims against the JIF
- ▶ The JIF recommends that each municipality retain purchasing records, invoices, manufacturer's recommendations, specifications, instructions, damaged equipment, change orders, etc. for prompt identification and notification
- ▶ Municipalities must also retain all contracts, Certificates of Insurance & Hold Harmless Agreements, so that the insuring party can also be placed directly on notice of the lien rights

EXAMPLE

A police vehicle is struck by another party and a police officer is injured. We seek reimbursement from the other party to recover monies paid for our vehicle damages and for the police officer's injuries.

RECOVERIES



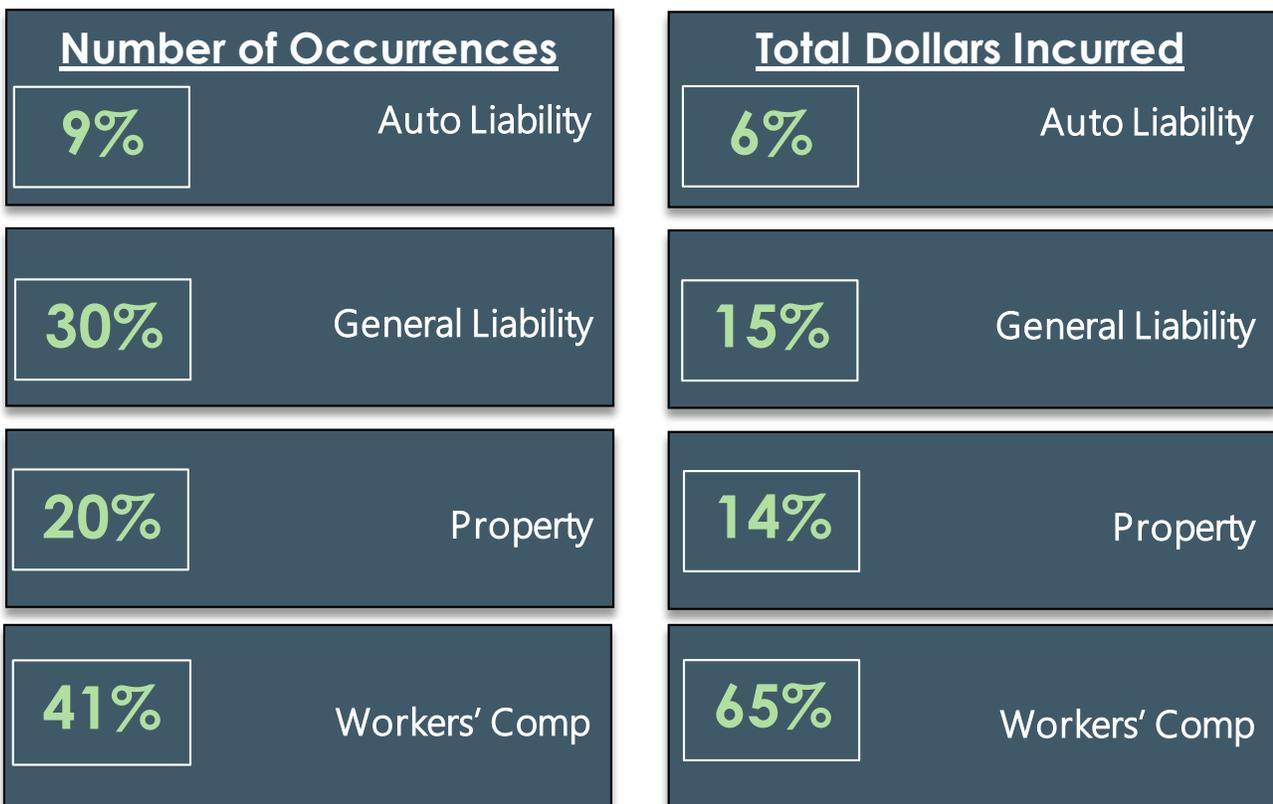
Claims: Relevant Data

As illustrated below, 41% of the JIF's claims are Workers' Compensation, but they account for 65% of the JIF's claims dollars incurred. Upon joining the JIF, every member is required to appoint a Claims Coordinator who serves as a point of contact between the member and the JIF Claims Administrator. Special training, including the Claims Roadmaps and a Handbook is provided to the Claims Coordinator so that they are prepared to handle any claims situation that arises within their municipality.

The JIF Workers' Compensation Claims Adjusters are assigned a maximum of 150 indemnity files at any given time, allowing them to focus on working their files to achieve the best possible results.

The JIF also employs the services of the very best defense attorneys in South Jersey to defend the JIF's claims. Their knowledge of Workers' Compensation statutes and claims against public entities produces excellent results for the JIF and its members. Comprehensive Litigation Management Guidelines assure the JIF members that their claims are being defended in the most aggressive and cost-effective means possible.

CLAIMS BY LINE OF COVERAGE: FUND YEARS 2014-2019 (VALUED AS OF 9/30/20)



Claims: Managed Care

Medical and wage inflation significantly impact the JIF's Workers' Compensation costs, and the JIF must seek every possible way to control costs in this area. The JIF contracts with a managed care provider to assist in this endeavor. The JIF encourages all claims be reported within 3 days. Early reporting allows the JIF to better control the course of the claim from the very start to assure that the best possible medical treatment is provided.

A nurse case manager constantly monitors the course of medical treatment to make sure that essential services are delivered in a timely and cost efficient basis. Medical care is delivered through a PPO/EPO network of doctors who specialize in occupational injuries and agree to the Fund's rate schedule. **Through October 2020, 95% of medical services were delivered through the PPO/EPO network facilities, resulting in significant savings.**

Valued as of 10/31/20:

Claims Dollars Spent:

65%

Workers' compensation claims account for **65%** of claims dollars expended over the past six years

TRICO Average Days to Report:

3.9 Days

The cost of a claim grows higher and higher for each day that it is not reported

In Network Providers Savings:

62%

Most medical services are delivered through network facilities, resulting in significant savings

TRANSITIONAL DUTY

On a final note, the JIF's members have wholeheartedly embraced transitional duty, allowing injured employees to return to work in a productive role while completing their final course of treatment. Dollars saved in disability payments, indemnity costs, and overtime costs can be measured in the hundreds of thousands of dollars.

Through October 2020, TRICO members have used 60% of the Transitional Duty days available and saved \$315,959 by accommodating their employees.

Technology Risk Services

CONTROLLING TECHNOLOGY RISKS

To combat the rise in cybersecurity threats, the JIF contracted services with Lou Romero of Secure Data Consulting Services in February 2019. As the JIF's Technology Risk Management Director, Lou helps members achieve compliance with the MEL Cyber Risk Management Program. In addition, he performs the following duties:

- ▶ Works with your Municipality's IT Professionals
- ▶ Triage Cyber Events
- ▶ Conducts Employee Training
- ▶ Manages Online Cyber Security Training Courses

The JIF also continued services with two vendors to deliver training to our members:

- ▶ **MediaPRO** specializes in cybersecurity and data privacy employee awareness programs. Members assigned the "Safe Computing Best Practices for Work and Home" course studied password best practices, tips to avoid malware, social media usage and much more.
- ▶ **Pivot Point Security** provided Members with other technical services including Security Risk Policies & Training, Incident Management Plans, Phishing Assessments, External Network Vulnerability Testing and Third Party Risk Management Policies & Training.

2020 – A YEAR IN REVIEW FROM LOU ROMERO

To say that 2020 was a complicated year is putting it mildly, not to mention facing many new challenges. Working from home brought a new set of challenges, not just logistical, but the technical aspect of video conferencing. We had to learn WebEx, Zoom, Skype, GoToMeeting, and Microsoft Teams, just to name a few. Many of us also face a bandwidth problem at home where too many computers, cell phones, tablets and other devices are connected to the same home network.

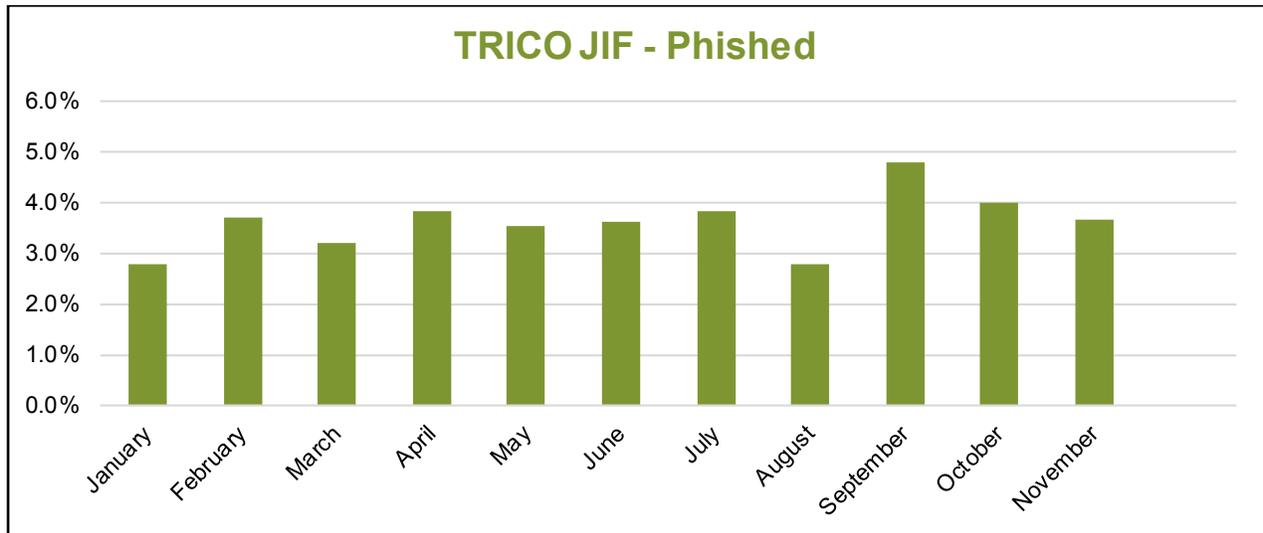
2020 also saw a surge in cyber-criminal activities and a dramatic increase in Coronavirus website domain registration. Statistics showed that by mid-2020, we surpassed all the cyber breaches of 2019. It is critical to protect your work and home computers from viruses and other malicious code. It is also important for vendors to protect their computers to prevent attackers from accessing customer databases.

CYBER AWARENESS TRAINING

Through December 1, 2020, 99% of TRICO JIF member employees completed the "Cyber Security Basics" online course and 97% have completed the "Safe Computing Practices Work and Home" online course.

PHISHING

The TRICO JIF continues to consistently improve on the targeted phishing exercise with a year to date click percentage of 3.6% which is well below the national average.



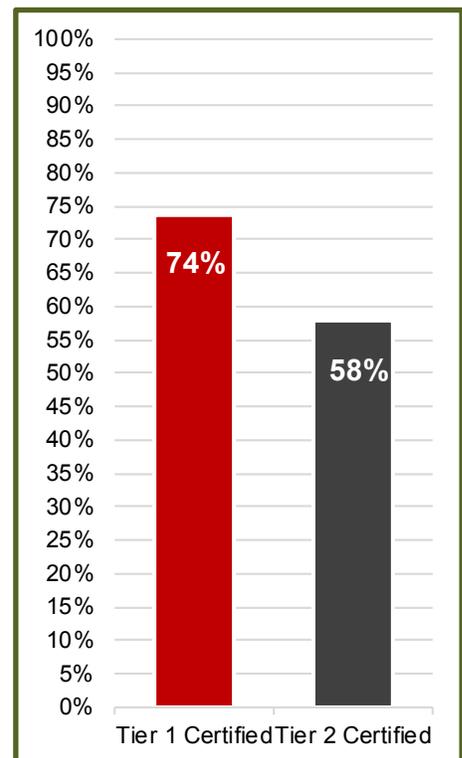
NETWORK VULNERABILITY SCANNING

Our member municipalities receive monthly vulnerability scan reports from Pivot Point Security which should be reviewed with their IT vendor to ensure any critical or high severity vulnerabilities are addressed. Vulnerability scan reports are also reviewed by the Technology Risk Services Director who will contact and alert the municipality of a critical or high severity vulnerability.

MEL'S CYBER RISK MANAGEMENT PROGRAM

The Cyber Risk Management Program hit a major wall this year due to the social distancing guidelines and restrictions. However, we did manage to certify several members. Currently 74% of TRICO JIF members are Tier 1 compliant and 58% are Tier 2 compliant. The JIF and the MEL are rolling out a revised program in 2021. I will be reaching out to all members to review and help them attain the new certification requirements.

-Lou Romero
JIF Technology Risk Management Director



Spotlight on Safety

One of the most valuable benefits of membership in the Joint Insurance Fund is access to the many safety programs we offer. As a condition of membership, municipalities adopt a Safety Policy, establish active Safety Committees, investigate accidents, commit to conducting self-inspections, and participate in specialized training programs and seminars designed to reduce risk to employees and members of the public. No other insurance organization dedicates as much time, money, and effort to safety and risk management because every dollar not spent on accidents results in direct savings to members.

The JIF Safety Incentive Program ties all of these elements together by recognizing and rewarding members for engagement in these activities.

- ▶ **Safety Policy** – Adoption of a Safety Policy by the Governing Body shows a commitment from municipal leadership to the principles of safety and risk management.
- ▶ **Safety Committees** – Municipal Safety Committees meet on a regular basis to review accidents, address safety issues, assign responsibility for completion of tasks, and evaluate all aspects of the safety program. JIF safety professionals work with municipal safety committees and provide guidance where needed.
- ▶ **Accident Investigations** – We learn from our mistakes. Whenever an incident has resulted in injury to an employee or simply a “near miss” our supervisors are trained to conduct an accident investigation to determine the root cause of the incident. This review process is a valuable tool in determining whether additional training or safety equipment is needed for the tasks at hand.
- ▶ **Self-Inspections** – Rather than send representatives out to inspect municipal facilities and operations, the JIF trains managers, supervisors, and employees to look for hazards in the workplace and throughout the municipality. These inspections are documented and serve as valuable tools in addressing areas in need of improvement and defending negligence claims brought against the municipality.
- ▶ **Training** – The JIF offers dozens of training programs designed to address sources of accidents that have the potential to injure employees and members of the public. Classes and seminars are conducted in person, on-line, and through virtual platforms to allow the JIF to give access to employees through multiple venues.

The bottom line is that no other organization provides the comprehensive safety and risk management programs that are provided by the JIF. We provide the guidance and the tools necessary to create a safe working environment for staff and members of the public. And you can take that to the bank!

Spotlight on Safety

The TRICO JIF provides essential safety programs that deliver savings and stability to every member. A strong commitment to safety and risk management is key to the JIF's success.

On Site Safety Training	Regional Training Seminars
PEOSH / OSHA Updates	Safety Director Bulletins
Safety Incentive Program (SIP)	Equipment and Facilities Safety Checklists
Member Consults	Law Enforcement Consults
Police One Online Courses	Right to Know (RTK) Program Compliance
Optional Safety Budget (OSB)	Online Training Programs

MEL SAFETY INSTITUTE (MSI)

- ▶ **MSI LIVE:** MSI LIVE are live, instructor-led in-person classes and live, instructor-led webinars. These classroom and webinar offerings present an interactive experience for the learner that enhances the learning opportunity. Since they are live, interactive, and instructor-led, the MSI can offer continuing education credits for many municipal designations and certifications. Through 11/1/2020, 661 live training events occurred.
- ▶ **MSI NOW:** MSI NOW are recorded videos and new streaming on-line classes that were introduced in June 2020. Through 11/1/2020, 2,795 MSI NOW training events occurred.
- ▶ **MSI DVD:** MSI DVD is an extensive library of over 1,000 DVDs available through the MSI Administrator. The DVDs can be requested and held for 2 weeks so they can be shown at a convenient time. Through 11/1/2020, 19 DVD training events occurred.
- ▶ **KWIK COURSE BRIEFINGS:** These video briefings are designed to focus on one limited topic, in a short time (5 Minutes). They are a great resource to be used as Tool-Box Talks for employees. Examples below:

Asbestos Safety Overview	Fire Extinguisher Monthly Inspections
GHS Pictogram Review	Investigating Slip and Trip Injuries
OSHA Record Keeping	Safely Backing Work Vehicles
Voluntary Use of Respirators	Responsibilities of an RTK Coordinator
Confined Space Awareness	Mark Out Safety

Risk Management

TULIP (Tenant User Liability Insurance Program)

TULIP provides special event insurance for use of member entity facilities by guests, groups, organizations and community members. **MEL BULLETIN NUMBER 20-28**

ORIGAMI

ORIGAMI is a private, customized exposure database management system for the JIF members to manage their exposure data to better control risks.

TRICOJIF.ORG Website

Download monthly agenda packets and meeting minutes, access contact information, review JIF policies and procedures for various programs, request certificates of insurance, and obtain vouchers or other important documentation.

Wellness Incentive Program

Designed to assist members in meeting their own Wellness Objectives by providing financial reimbursement for wellness and health related items and programs geared toward reducing workers' comp costs.

Additional Financial Tools

Optional Safety Budget (OSB) • Safety Incentive Programs (SIP) • EPL / Cyber Risk Management Budget

Law Enforcement Risk Management Tools

Police One Online Training • Law Enforcement Bulletins
Police Chief Ad Hoc Committee • Police Accreditation Financial Incentives

Other Risk Management Tools

Model Indemnification & Hold Harmless Language Agreement
Certificate of Insurance Guidelines • Employment Practices Liability (EPL) Helpline
Model EPL/POL Policies & Procedures • Model Municipal Facility Use Agreement

TULIP

Individuals, businesses, and community groups often request to use town-owned property and facilities for private events. The rental or use of town-owned property provides municipalities a much needed revenue stream while providing a community service. However, these groups may not have their own insurance coverage. This creates the possibility that your municipality may be drawn into costly litigation even though you did not conduct or manage the event.

The solution to this problem is the Tenant Users Liability Insurance Program (TULIP). This low cost insurance policy protects both the "Tenant User" and your municipality. The JIF rolled out a new TULIP program which can be found on the JIF website at www.tricojif.org/coverage/tulip.

TULIP:
Tenant User Liability Insurance Program

Insurance Policy for Users of Municipal Facilities Covering Special Events

YOUR MUNICIPAL VENUE ID CODE:

[input field]

Yoga, Wedding, Concert in the Park, Baby Shower

Municipal Joint Insurance Fund
JIF
South Jersey Communities Securing Their Future

Wellness Initiatives

Over the last nine years, my mission and efforts have been rooted in creating a workplace wellness program that incorporates a “wholistic” culture of wellbeing for all employees of the JIF. This “whole person” approach, which focuses on physical, mental, emotional and spiritual health, has never been more prevalent than in 2020! Although no one could have foreseen our current situation, the continual responsiveness over the past years towards bringing stress management resources to our employees has ultimately enabled them to better adapt and recuperate from the challenges we currently face.

Due to the restrictions on office visitation, my role as Wellness Director took on a new perspective and we successfully implemented the following initiatives:

- ▶ Expanded upon the traditional communication methods to maintain wellness engagement
- ▶ Provided consistent messages of inspiration and hope to all employees via weekly emails
- ▶ Engaged virtually through teleconferences focusing on exercise, meditation, and peer support
- ▶ Conducted nutrition workshops and presentations on finding balance within uncertainty

Since the workplace dynamic has changed drastically, wellness has never been more critical. As a result, I will be exploring new and creative ways to communicate with employees to maintain and increase engagement. My attention will be focused on offering municipalities wellness initiatives aimed at developing internal and personal competencies that empower and assist everyone in managing challenges in all aspects of life. Building resilient team members will be the backbone of our wellness program. A prominent aspect of this focus will be addressing areas of mental and emotional well-being.

For 2021 my objective is to reach more employees through a variety of wellness approaches aimed to cultivate further engagement by addressing the needs of the whole person. We will create this course of action together!

Dear Stress:
Let's break up

Municipal
Joint
Initiative
JIF

CHANGE THE WAY YOU RESPOND TO STRESS

Identify Your Stress Triggers

- What were you doing when you felt stressed?
- What do you think caused the stress?
- How did you respond to the stress?
- What made the stress of the moment go away?

Examine Your Stress Reaction

How you react to stress can send you on a downhill spiral of more stress. But learning how to cope properly can go a long way for your everyday health.

Instant Stress Reducers

- Practice deep breathing
- Take a walk or stretch
- Set healthy boundaries by saying “no”
- Avoid heated topics
- Laugh or incorporate humor
- Repeat a positive affirmation/mantra
- Avoid stressful people
- Talk it out with a positive friend
- Focus on one task at a time
- Don't be a perfectionist
- Connect with nature
- Take a music break
- Get a good night sleep
- Focus on what went right

A ZERO HARM WORKPLACE
THE PRESENCE OF SAFETY GETS YOU HOME SAFELY

FOR MORE INFO VISIT THE WELLNESS SECTION ON YOUR MUNICIPAL JIF WEBSITE:
WWW.ACMJIF.ORG | WWW.BURLCOJIF.ORG | WWW.TRICOJIF.ORG

2021 ROADMAP

- ▶ Encourage employee feedback by conducting an annual Focus Group and periodic surveys
- ▶ Find new and innovative activities to increase employee engagement throughout the year
- ▶ Offer individual and group coaching to all municipal employees to maximize personal and professional potential and well-being.
- ▶ Continue to share the Wellness Newsletter, periodic wellness workshops, educational handouts and presentations to all employees for their continued knowledge and increased awareness on making healthier lifestyle choices.
- ▶ Utilize virtual technology for additional opportunities to maintain connection with all employees.
- ▶ Educate all employees about mental health to reduce stigma and confusion. Continue promoting services and benefits offered by your Employee Assistance Program (EAP).
- ▶ Continue to identify new resources and vendors in the community who support our efforts in the promotion of wellness.
- ▶ Continue to gain knowledge, skills and tools to offer new and innovative ideas for my municipalities based on the needs of their employees.

In addition, I will focus on offering empowerment skills for managing ones self-care such as continuing to promote movement throughout the day, guidance on health enhancing nutrition, importance of getting sufficient sleep and more!

-Debby Schiffer, Your Wellness Director

IDEAS TO SHARE

Stretch Breaks

Educational
Materials/Posters

Biometric Screenings

Lunch and Leams

Fresh Fruit vs. Unhealthy
Snacks

Ergonomics Training

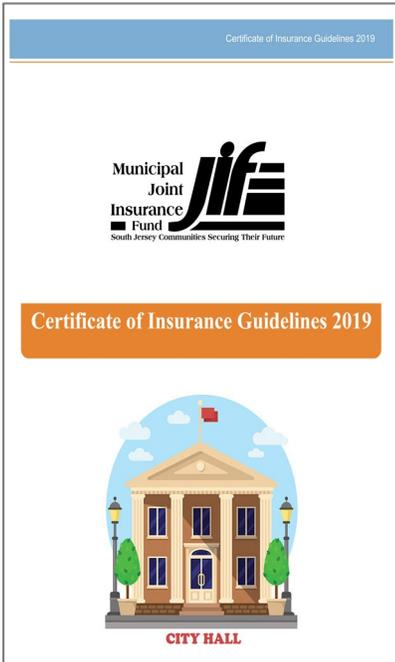
Wellness Posters

Promote Walking
Meetings

Stress Management
Techniques



Certificate of Insurance Guidelines



The *Certificate of Insurance Guidelines* serve as a guide in developing proper insurance requirements in contracts for contractors, tenants, vendors and users of municipal property, and how to monitor their compliance with those requirements during the term of the contract.

The Guidelines were completely updated to reflect additional requirements for Cyber Insurance, Environmental Impairment Liability, and special events such as fireworks displays in addition to allowing use of Municipal facilities and grounds by outside individuals or groups. Members will benefit from the glossary of terms, forms and sample checklists contained in the manual. There is also a section containing the most frequently asked questions as a resource for the user. This section further illustrates that risk management is a continually evolving process.

It is our belief that the Certificate of Insurance Guidelines will provide guidance in almost all cases encountered by the users and can be found at WWW.TRICOJIF.ORG under the Coverage tab. We urge you to share these with your municipal solicitor, your engineer, and other professionals involved in drafting or reviewing municipal contracts.

Employment Practices Helpline

**Questions about employment issues?
Call the New MEL
Employment Practices Helpline**

The MEL Safety Institute is pleased to announce the establishment of a NEW MEL Employment Practices Helpline (EPL), a dedicated resource to guide members on employment related issues.

The MEL EPL Helpline is staffed by attorneys that specialize in New Jersey employment law and understand the MEL JIF system. The three law firms staffing the EPL Helpline are affiliated with local Joint Insurance Funds (JIFs).

Who can use the EPL Helpline? MEL member municipalities will select and approve two individuals to use the helpline.

What hours is the EPL Helpline available? The helpline will be staffed during normal business hours, 9 a.m. - 5 p.m. Voicemail can be left afterhours for a callback.

What kinds of issues can be addressed? Any employment related topics or policies and procedures related to issues such as:

- Hiring
- Termination
- Harassment
- Discrimination
- Promotions/Demotion
- Retaliation

What are the MEL EPL Helpline numbers? MEL members can choose to call any of the MEL EPL Helpline firms listed below.

MEL EPL HELPLINE: 732-583-7474 Jed Hoyant Clary/Gardner/Allen/Jacobs/LLC 955 State Route 24, Suite 200 Matawan, NJ 07475	MEL EPL HELPLINE: 609-522-5599 David S. DeWine The DeWine Law Firm 1200 Pacific Avenue Wildwood, New Jersey 08095	MEL EPL HELPLINE: 973-334-1900 Fred Serrano Serrano & Serrano 714 Main Street Boonton, NJ 07005
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What happens after the call? The attorney will provide the member with transcript of the call that includes recommendations. If the issue is beyond the scope of the MEL EPL Helpline the attorney will provide direction to the member on where to get appropriate assistance. All calls are confidential.

Employment related liability claims continue to present themselves, triggering significant financial, reputational, and public relations concerns for our members. These claims include allegations of discrimination, sexual harassment, hostile workplace, and whistleblower retaliation. While your Joint Insurance Fund issues Model Employment Policies and Procedures, Employee Handbooks, and bi-annual seminars for managers and supervisors, issues arise that require immediate support.

The *Employment Practices Helpline* was created in March 2019 to specifically address this need. This dedicated resource guides members on employment related issues. Designated municipal officials can call 1 of 3 municipal attorneys with expertise in NJ Employment Law and receive guidance on issues ranging from the Family Medical Leave Act, the Americans with Disabilities Act, as well as Wage and Hour inquiries.

The purpose of the Helpline is to help members avoid pitfalls in addressing these issues that may result in costly litigation and reputational harm.

Total Calls Since Launch of Helpline in March of 2019: 122

Total calls in 2020: 96

Mission Statement

We are an organization of municipalities united to achieve savings and stability through comprehensive insurance, safety, and claims management programs dedicated to reducing public sector risk.



TRICO JIF 2020 Safety Breakfast Celebration

March 10, 2020
Auletto Caterers



JIF PROGRAM SNAPSHOT

OPTIONAL SAFETY BUDGET (OSB)

Yearly allowance to reimburse members for the purchase of safety related items that are not otherwise included in your municipality's budget. The allotment for each member is included in the monthly agenda packet. Members must claim or encumber these funds by November 1st.

BENEFIT TO MEMBERS

Monies to Purchase Safety Related Items & Training

ELECTED OFFICIALS TRAINING

Attendance at the Annual Elected Officials training seminars allow Elected Officials to become more familiar with the JIF and the risk management issues affecting the members. The MEL provides credit for each Elected Official that attends.

BENEFIT TO MEMBERS

MEL Liability or Workers Compensation Loss Funding Reduction

SAFETY INCENTIVE PROGRAM

Participation in the Annual Safety Incentive Program (SIP) encourages safe behavior by rewarding the town for completion of safety related activities. Earned awards money can be spent on items that will reward employees for their efforts to reduce workplace injuries and create a safer working environment.

BENEFIT TO MEMBERS

Meet Established Criteria
Earn Monies to Reward Employees or Purchase Safety Items

EPL TRAINING BUDGET

The Annual EPL Training Budget is a resource utilized to offset expenses related to employment practice liability. These expenses include employee training, legal costs, etc.

BENEFIT TO MEMBERS

Offset Employment Practice Related Expenses

EPL TRAINING

Bi-Annual training for Managers, Supervisors, and all other personnel, that assists members in complying with court mandated anti-harassment training

BENEFIT TO MEMBERS

Compliance with Court Mandated Training

DIVIDENDS

Every penny not spent on claims is returned to the Members with Interest! Members are eligible to receive a dividend after four years of being a member.. The dividend can be received in a check, applied to next year's premium, applied to aggregate excess loss contingency fund, or combination of the above.

BENEFIT TO MEMBERS

Members enjoy savings as a result of their safety, Risk management & Claims Management efforts

MEL SAFETY INSTITUTE (MSI)

As a member of the MEL, JIF municipalities have an expansive list of training classes available to them to assist in meeting OSHA and State of NJ training requirements. In addition, non-mandated training to assist employees in identifying hazards and working safely in specialized fields is also available.

BENEFIT TO MEMBERS

Training Programs to stay within compliance

FUND PROFESSIONALS

Fund Administrator carries out policies and the day to day operations.

Claims Administrator is the management of claims and litigation for all lines of coverage on behalf of the JIF.

Managed Care Provider oversees the treatment to expedite the care of employees with a workers compensation claim.

Loss Control Services conducting complete safety and risk control training programs to help prevent losses.

Wellness Director assists in the implementation of Wellness Programs for employees.

Exposure Management Database to easily maintain information regarding property, vehicles and other exposures covered by the JIF and the MEL.

BENEFIT TO MEMBERS

Added Value Benefits to Members

TRICO JIF • P.O. Box 490 • Marlton, NJ 08053 • p: (856) 446-9100
www.tricojif.org



DISCOVER THE POWER OF THE JIF.



Tens of millions of dividends returned to your community.
That's the power of the Municipal Joint Insurance Fund.

