

**.GLOUCESTER, SALEM, CUMBERLAND COUNTIES
MUNICIPAL JOINT INSURANCE FUND**

September 25, 2023 – 3:30 PM

Via Zoom Conferencing
EXECUTIVE CLAIMS MEETING MINUTES

The Executive Claims Committee Meeting of the Gloucester, Salem, and Cumberland Counties Municipal Joint Insurance Fund (TRICO JIF) was held at via Zoom on September 25, 2023 at 3:30 PM, prevailing time. Karen Sweeney, Chair, Wenonah Township, presiding.

STATEMENT OF COMPLIANCE WITH THE OPEN PUBLIC MEETING ACT

Notice of this meeting was given by: (1) sending sufficient notice herewith to *South Jersey News*, of Mullica Hill and the *Courier Post*, Cherry Hill, NJ; (2) filing advance written notice of this meeting with the Clerks/Administrators of all member municipalities of the TRICO Municipal Joint Insurance Fund, and (3) posting notice on the public bulletin boards of all member municipalities of the TRICO Municipal Joint Insurance Fund.

Those in attendance were:

Karen Sweeney, *Chair, Wenonah Borough*
Bob Diaz, **South Harrison Township**
Doug Hogate, **Elsinboro Township**
Marjorie Sperry, **Quinton Township**
Jeff Celebre, **City of Vineland**
Colette Bachich, **Washington Township**

Also present were:

Paul A. Forlenza, MGA, Executive Director, *RPA – A Division of Gallagher*
Kamini Patel, MBA, CIC, CPCU, AIDA[®], Program Director, *RPA – A Division of Gallagher*
Kris Kristie, Sr. Account Rep, *RPA – A Division of Gallagher*
David DeWeese, *The DeWeese Law Firm, P.C.*
Keith Hummel, Safety Director, *J.A. Montgomery*
Chris Roselli, Account Manager, *Qual-Lynx*
Dominic Spaventa, Liability Supervisor, *Qual-Lynx*
Karen Beatty, Client Services Manager, *Qual-Care*
Chris Winter, CPM, Law Enforcement Risk Management Consultant
Debby Schiffer, Wellness Director, *Targeting Wellness*

Those unable to attend:

Mark Gravinese, **Harrison Township**

EXECUTIVE SESSION PORTION OF MEETING

Ms. Sweeney entertained a motion to move to Executive Session to review the *Payment Authorization Requests* that will be voted on in Open Session during the Executive Committee Meeting being held on September 25, 2023 at 5:00 PM.

Motion by Mr. Diaz, seconded by Mr. Celebre to move to Executive Closed Session. All in favor. Motion carried

REOPEN PUBLIC PORTION OF THE MEETING

Ms. Sweeney entertained a motion to reopen the public portion of the meeting.

Motion by Mr. Hogate, seconded by Ms. Bachich to reopen the public portion of the meeting. All in favor. Motion carried.

EXECUTIVE DIRECTOR'S MONITORING REPORTS;

Supervisor Investigation Report: Ms. Patel referenced the report included in the agenda noting there were two (2) cases where a Supervisor's Investigation Reports was not completed out of twelve (12) incidents. Vineland had Supervisor's Investigation Reports completed on all twelve (12) of their incidents.

Ms. Patel stated that the report is sent to J.A. Montgomery, who in turn uses it as a coaching tool when they visit with the member town. Ms. Patel reiterated the importance of completing the Accident Investigation Reports.

Ms. Patel asked if there were any questions. No questions were entertained.

QUAL-LYNX REPORT;

Mr. Roselli referenced his OPEN/CLOSED Analysis reports included in the agenda. He explained that these reports are basically two separate depictions of each Unit's (WC, Property, and Liability) Claims Counts per Adjuster. Mr. Roselli reviewed the report in detail with the Committee. In addition, Mr. Roselli noted at this time Qual-Lynx is not fully staffed.

In the Workers Compensation unit, Ms. Langsdoerf continues to search for a replacement Medical Only adjuster and has hired a temp as of August.

In the Liability Unit, one Adjuster was hired in August, making this unit fully staffed, however, the unit continues to take advantage of Ms. Sultzer's part-time services.

In the Property Unit, Ms. Johnson is fully dedicated to only handling ACM/BURLCO/TRICO Claims, and a temp is currently handling only the Subrogation claims. A temp was also hired to begin assisting Ms. Johnson with subrogation files.

Mr. Roselli asked if there were any questions. No questions were entertained.

QUAL-LYNX STAFFING CONCERNS

Mr. Forlenza indicated that Mr. Roselli's staffing update provided earlier in the meeting is an accurate depiction of the current staffing situation at Qual-Lynx. He mentioned that his office still has concerns regarding the turn-over at Qual-Lynx, as well as the file count per Adjuster, but is happy to hear Qual-Lynx has hired a temporary staff to assist in the Units were needed. Mr. Forlenza stated the Executive Director's office will be closely monitoring this situation going forward and will be meeting with Qual-Lynx in the near future to discuss the ongoing concerns.

Ms. Forlenza asked if there were any questions. No questions were entertained.

CLAIMS AUDIT

Mr. Forlenza stated that his office received the final Claims Audit reports from North Shore Risk Consulting and, per the direction of the Claims Review Chairs, sent them to Qual Lynx requesting a written response to the recommendations and suggestions outlined in the audit. A response was requested by October 13, 2023. Mr. Forlenza advised the Committee that they also requested a timeline be provided for implementing those recommend changes. Mr. Forlenza mentioned that once these reports from Qual-Lynx are received, they are planning to meet again with the Claims Committee Chairs to discuss the responses received and any further action required.

Mr. Forlenza asked if there were any questions. No questions were entertained.

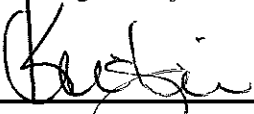
NEXT MEETING

The next Executive Claims Meeting will be held on **Monday, October 23, 2023 at 3:30 PM** at the Gloucester County Library, Mullica Hill


MOTION TO ADJOURN

Ms. Sweeney asked for a motion adjourning the Executive Claims meeting. Motion by Mr. Hogate seconded by Mr. Diaz to adjourn the meeting.

The meeting was adjourned at 4: 50 PM.



Kris Kristie, Recording Secretary for



Robert Diaz, Secretary