

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

**March 25, 2024 – 3:30 PM**

Microsoft Teams  
***EXECUTIVE CLAIMS MEETING MINUTES***

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The Executive Claims Committee Meeting of the Gloucester, Salem, and Cumberland Counties Municipal Joint Insurance Fund (TRICO JIF) was held via Microsoft Teams on March 25, 2024 at 3:30 PM, prevailing time. Karen Sweeney, Fund Chair, Wenonah Borough, 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, *Fund Secretary, South Harrison Township*  
Marjorie Sperry, *Quinton Township*  
Ken Brown, *Carneys Point*  
Colette Bachich, *Washington Township*

Also present were:

Paul A. Forlenza, MGA, Executive Director, *RPA – A Division of Gallagher*  
Kamini Patel, MBA, CIC, CPCU, AIDA®, Deputy Executive Director, *RPA – A Division of Gallagher*  
Kris Kristie, Senior Account Manager, *RPA – A Division of Gallagher*  
Scott DeWeese, *The DeWeese Law Firm, P.C.*  
Rob Garish, Asst. Director of Public Sector, *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:

Jeff Celebre, *City of Vineland*  
Doug Hogate, *Elsinboro Township*

***EXECUTIVE SESSION PORTION OF MEETING***

Chair 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 March 25, 2024 at 5:00 PM.

Motion by Ms. Sperry, seconded by Mr. Brown to move to Executive Closed Session. All in favor. Motion carried

### ***REOPEN PUBLIC PORTION OF THE MEETING***

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

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

### ***SOLICITOR REPORT***

#### ***Proposed Revised Litigation Management Guidelines:***

Mr. Scott DeWeese announced that the proposed revisions to the Litigation Management Guidelines have been completed. He then directed the committee members to a draft of the revised Litigation Management Guidelines included in the agenda packet. He noted that Mr. David DeWeese is recommending substantial revisions explaining that the last update was completed in 2017 and there have been significant changes in processes and procedures. He asked the committee to review the Guidelines and provide any comments or suggestions for additions, deletions, or corrections to Mr. David DeWeese as soon as possible. He noted Mr. David DeWeese would like to present a resolution along with the revised Litigation Management Guidelines to the Executive Committee in April for adoption. In addition, Mr. David DeWeese will include updated form reports as an appendix.

Mr. Scott DeWeese asked if there were any additional questions. No additional questions were entertained.

### ***EXECUTIVE DIRECTOR'S MONITORING REPORTS***

#### ***Supervisor Investigation Report:***

Ms. Patel referenced the reports included in the agenda noting that two (2) out of eight (8) incidents reported did not have a Supervisor's Investigation Reports completed. Vineland had Supervisor's Investigation Reports completed on both of their incidents. Ms. Patel noted this is very good.

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 and she 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 packet. He explained that these reports are two separate depictions of each Unit's (WC, Property, and Liability) Claims Counts per Adjuster.

In the Workers' Compensation Unit, there are 678 lost time files, including 43 related to COVID-19. Each adjuster in the unit handles an average of 136 lost time files. The total file count, including both lost time and medical only files, is 991, which is 11 more than the previous month. Mr. Roselli announced that earlier this week, an offer of employment has been made and accepted for a new adjuster in the WC unit. He stated that this new employee would start on April 15, 2024. He stated that while this new hire does not have any adjusting experience, they are familiar with workers compensation from their current employment.

The Liability Unit has 574 claim files, with 626 claimants attached to them. Each adjuster in the unit handles an average of 135 claim files. The total file count has decreased by five (5) since the previous month.

In the Property Unit, Tanya Johnson and Karen Oliva handle claims in ACM/BURLCO/TRICO JIFs. Karen Oliva, who is now fully employed in the unit and will assist Tanya with these claims to reduce the workload. Mr. Roselli asked if there were any questions. No questions were entertained.

### ***QUAL-LYNX STAFFING CONCERNS***

Mr. Forlenza stated that he was happy to hear that Qual Lynx had recently hired a new adjuster in the WC unit since this position has been open for several months. He noted that having this position open for an extended period placed a burdensome workload on other adjusters in the unit as the lost time adjusters claim counts are currently higher than outlined in the contract between Qual Lynx and the JIF. Mr. Forlenza also noted that his office has requested a modification to the monthly report format. This alteration aims to facilitate a monthly comparison between the current adjuster workload and the contractual adjuster file counts.

### ***CLAIMS AUDIT***

Mr. Forlenza requested that all Fund Professionals, with the exception of Mr. DeWeese, Ms. Patel, and himself, leave the meeting to allow for a thorough review of the claims audit outcomes. Once the Fund Professionals had exited, Mr. Forlenza proceeded to deliver a comprehensive summary on the purpose and findings of the audit including a concise overview of the subsequent meetings held following the completion of the claims audit. Mr. Forlenza reminded the Committee that a copy of the Claims Audit had been emailed to all members of the Committee last week asking that they review, at a minimum, the Executive Summary section of the report. Following his overview, Mr. Forlenza asked the Committee if they had any questions. Hearing none, Mr. Forlenza stated that he, along with Ms. Patel and Mr. DeWeese, will meet with Qual-Lynx in the near future to address the audit's recommendations and proposed potential solutions. He noted that his office would work with Qual-Lynx to install monitoring mechanisms to ensure the audit recommendations are implemented. The Committee agreed with this approach.

### ***NEXT MEETING***

The next Executive Claims Meeting will be held on **Monday, April 22, 2024 at 3:30 PM** at Gloucester County Library.

### ***MOTION TO ADJOURN***

Chair Sweeney asked for a motion adjourning the Executive Claims meeting. Motion by Ms. Sperry seconded by Mr. Brown to adjourn the meeting.

The meeting was adjourned at 4:48 PM.

  
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*Kris Kristie, Recording Secretary for*

  
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*Robert Diaz, Secretary*