President’s Message

by Gordon Adams

I’m generally never at a loss for words, and I consider words and vocabulary “old friends.” So, you can understand my consternation upon experiencing writer’s block. As I sit at my computer tonight, I truly have no ideas on what pearls of risk management wisdom you might find of interest or use. This is an extraordinary position to be in, and as the deadline for submitting my article nears, I’ve got to come up with something erudite, brilliant or at least entertaining. This is a risk for which I was definitely unprepared, and as a career risk manager, it is indeed an uncomfortable position. Well, here goes.

Let’s start with a bit of humor: “If we learn from our mistakes, shouldn’t we make as many mistakes as possible?” We all make mistakes, and part of the art of risk management is understanding our mistakes, learning from them, and taking steps to ensure that they don’t happen again. Good risk management practice says we use big data to our advantage, and loss data can certainly qualify as big data. Analyzing loss data helps us identify loss causes, sites and mistakes. The knowledge gained from a thoughtful analysis can result in changes that materially impact future losses and, ultimately, earnings.

“If you take too much risk, be sure to do it on a grand scale to ensure government bailout.” As risk managers, we tend to be risk averse, and we often find it difficult, or at least uncomfortable, assuming risk; be it via self-insurance or large deductibles. We must be cognizant of our own idiosyncrasies, and push ourselves to see beyond “sleep insurance” as the norm. We never want to find ourselves in the position of swapping claim dollars with an underwriter. Total cost of risk can be materially impacted by the thoughtful use of risk-retention programs.

“Risk comes from not knowing what you’re doing.” Lifelong learning is the key to a successful and meaningful career. To put it succinctly, we don’t know what we don’t know. Take every opportunity to learn, become educated and use your knowledge to benefit your organization. To that end, I hope many of you will participate in the “Pre-Flight” Workshop that will take place on the morning of the OCRIMS Annual Golf Tournament on July 19th. (See details in this newsletter.) There’s always something more to learn, so sign up now if you haven’t already done so.

Well, I’m at the end of my monthly message, and part of me thinks I authored a Seinfeld episode – much ado about nothing. But for a closing remark how about – “a little risk management saves a lot of fan cleaning!”

I hope to see you at the Pre-Flight Workshop and Annual Golf Tournament on July 19th.

Sincerely, Gordon Adams

THURSDAY, JULY 19TH.
OCRIMS ANNUAL GOLF TOURNAMENT – AROUND THE WORLD IN 18 HOLES
ENJOY A DAY WITH FRIENDS AND PEERS AT COYOTE HILLS GOLF COURSE

Link to register as a participant or sponsor:
https://events.r20.constantcontact.com/register/eventreg?oeidk=a07e0ff60a29080152&oeq=131f0296-54de-11e3-99e1-0d693c2584490&c=40b84d60-54de-11e3-99e1-0d693c2584490

See details on the following page
The OCRIMS Annual Golf Tournament is just days away! This popular event helps raise money to fund student scholarships at the Cal State Fullerton Center for Insurance Studies. ACT IMMEDIATELY IF YOU STILL WANT TO SIGN UP AS A GOLFER OR SECURE YOUR SPOT AS A SPONSOR OF THE EVENT! Here are the details for this year’s tournament:

**Thursday, July 19**  
**Coyote Hills Golf Course in Fullerton**

Coyote Hills Golf Course is an award-winning 18-hole, par-70 golf course that features panoramic views of Los Angeles and Orange County. It is considered to be one of Southern California’s best courses.

The “Pre-Flight Workshop” on the morning of July 19 takes the place of the July Chapter meeting. See the flyer on the next page for a list of the topics we’ll be covering TED-style. Registration is open to all: $25 for attendees, and complimentary for up to 20 CSUF/GIS students and 5 ‘emerging risk professionals.’ Sign up today at [http://events.constantcontact.com/register/event?llr=kbpblmeab&oeidk=a07efhbacft73954569](http://events.constantcontact.com/register/event?llr=kbpblmeab&oeidk=a07efhbacft73954569)

**Link for players and sponsors for the Golf Tournament:**
[https://events.r20.constantcontact.com/register/eventReg?oeidk=a07ef9lf0s630801152&oseq=&c=3f1f020-54de-11e3-90e5-d4ae52844390&ch=40b84d60-54de-11e3-90e5-d4ae52844390](https://events.r20.constantcontact.com/register/eventReg?oeidk=a07ef9lf0s630801152&oseq=&c=3f1f020-54de-11e3-90e5-d4ae52844390&ch=40b84d60-54de-11e3-90e5-d4ae52844390)

Thanks to our title sponsor – FM Global!

SEE FLYER ON NEXT PAGE FOR ADDITIONAL DETAILS!!
22nd Annual Golf Classic
July 19, 2018
Coyote Hills Golf Course
1440 E. Bastanchury Road
Fullerton, CA  92835

Registration Opens at 10:00
Putting & Skills Contest at 10:30
Shotgun Start at 11:30
Cocktails & Dinner Start at 5:00

Golfers:
$600 per foursome
$175 individual
[includes lunch & dinner]

*Adopt-A-Risk Manager is back*
Email OCChapterofRIMS@gmail.com If interested!

Thanks to our Sponsors!

Title Sponsor
FM Global

Emerging Risks | Gloria Brosius, RIMS VP
Contracts & Risk Transfer | Carly Alba, JD, Petra Risk
Environmental Risks | Scott Ritto, Kilroy Realty
Driver Safety & Monitoring | Gloria Brosius, Pinnacle Ag

Special thanks to OCRIMS Executive Sponsors …

Willis (Gold) | Aon (Silver) | Marsh (Silver)

Pre-Flight Workshop
Featuring: Gloria Brosius, RIMS Vice President

8:30 – 10:30 am
8:00 am Registration
$25 per person
Free for CSUF/CIS students and emerging risk professionals

Get your name here!
Email OCChapterofRIMS@gmail.com

Want to play? Want to sponsor? Contact Co-Chairs
Mark Lopez and Rosie Partida at OCChapterofRIMS@gmail.com
Tuesday, August 14, 2018
OCRIMS Joint Lunch Meeting with the Orange Empire CPCU Chapter

CYBER RISK AND INSURANCE UPDATE

Speakers: Presenters will be from Willis, Marsh & Aon, OCRIMS Executive Sponsors
Time: 11:30 a.m. – Social Gathering/Reception  Noon – Lunch  12:40 p.m. – Program  1:30 p.m. – Adjourn
Where: Orange Hill Restaurant, 6410 E. Chapman in Orange
Cost: $25 for members, $50 for nonmembers with reservation by 4:00 p.m. on Thurs., Aug. 9th
$10 for students with a valid identification
$50 for late reservations/walk-ins. (Walk-ins are not guaranteed a meal.)

Online registration is now available for Chapter events!

Click the following link to go to the registration page, where you can enter your contact information and select the payment method.

Want to go to the head of the line? Pay online, and bring your receipt.

Note: OCRIMS will send a follow-up email regarding registration to addresses pulled from the RIMS Message Center database, and your contact preferences must be set to “Yes” in the database to receive the announcement via email. If you’ve received this newsletter by direct email, you probably have your contact preferences set to “Yes” in the database, but if you want to make sure, follow the simple steps outlined under “OCRIMS Database Management System,” as indicated on the next to last page of the newsletter. Contact Zareen Morrison at (714)376-3756 with any questions regarding the registration process.

OCRIMS is excited to once again get together with friends from the Orange Empire CPCU Chapter. In this interactive session, our speakers will discuss cyber-risk-related issues. See you there!

EXECUTIVE SPONSORS OF OCRIMS

The speakers for the August meeting will be from the OCRIMS Executive Sponsors: Willis, Marsh & Aon.

Willis Towers Watson (NASDAQ: WLTW) is a leading global advisory, broking and solutions company that helps clients around the world turn risk into a path for growth. With roots dating to 1828, Willis Towers Watson has over 40,000 employees serving more than 140 countries. The firm designs and delivers solutions that manage risk, optimize benefits, cultivate talent, and expand the power of capital to protect and strengthen institutions and individuals.

Marsh is a global leader in insurance broking and risk management. The firm helps clients better quantify and manage risk to survive and thrive. Since 1871, clients have relied on Marsh for trusted advice, to represent their interests in the marketplace, make sense of an increasingly complex world, and help turn risks into new opportunities for growth. Marsh specializes in risk management, risk consulting, insurance broking, alternative risk financing, and insurance program management services to businesses, government entities, organizations, and individuals around the world.

Aon is a leading global professional services firm providing a broad range of risk, retirement and health solutions. The firm specializes in risk advisory, commercial risk, and reinsurance solutions to help clients better identify, quantify, and manage their risk exposures. Aon’s 50,000 colleagues in 120 countries empower results for clients by using proprietary data and analytics to deliver insights that reduce volatility and improve performance.
RIMS 2018 BENCHMARK SURVEY: TCOR DECLINES FOR FOURTH YEAR AMID A HIGHLY COMPETITIVE MARKET

Despite record-setting natural catastrophes and an ever-evolving risk environment, the average total cost of risk (TCOR) trended lower for the fourth year in a row – a 3 percent decrease. According to the newly released 2018 RIMS Benchmark Survey, TCOR decreased from $10.07 per $1,000 of revenue in 2016 to $9.75 per $1,000 of revenue in 2017.

The marginal decline was driven by decreases in property, liability, workers’ compensation, management liability, and professional liability costs, as well as overall risk management administration costs.

The annual RIMS survey, produced with Advisen Ltd., is a single source of benchmark statistics with industry data for thousands of insurance programs from hundreds of organizations – including the programs of hundreds of Fortune 500 companies. It tracks changes in insurance policy renewal prices as reported by North American corporate risk managers.

As the insurance market becomes increasingly competitive, risk managers are turning to TCOR benchmarking as an important strategy to design and evaluate their organizations’ risk financing programs. For more than two decades, the RIMS Benchmark Survey has been offering insurance professionals a wealth of statistical information that allows them to compare their program to similar companies.

The Key Findings of the 2018 RIMS Benchmark Survey are:

- Total cost of risk per $1,000 of revenue fell 3 percent in 2017 as compared to 2016.
- TCOR fell despite record high natural catastrophe losses.
- A significant driver of lower TCOR was an 8 percent drop in liability costs.
- While TCOR per $1,000 of revenue fell for most industries, four – Healthcare, Government & Nonprofit, Information Technology, and Consumer Staples – saw rising TCOR in 2017.
- The percentage of companies buying cyber insurance has increased from 35 percent in 2011 to 65 percent in 2017.

(article continues on next page)
David Bradford, Co-founder and Chief Strategy Officer, Advisen, commented: “Market conditions are favorable for insurance buyers. A competitive insurance market resulting from a chronic overabundance of risk capital strongly contributed to TCOR decreasing steadily since 2013. Not even record catastrophe losses in 2017 could derail the downward trend.”

Bradford added that the traditional cycle of insurance price increases and decreases seems broken. “For many decades the property/casualty insurance industry followed a relatively predictable cycle of price increases and decreases. However, for more than a decade, the overall trend has been downward. Rate levels have fluctuated over the years, but the last genuine hard market was in the early years of the 21st century.”

Bradford noted that the traditional insurance pricing cycle may seem broken, but ‘broken’ is more likely a new normal resulting from a more efficient insurance market. “The factors contributing to this more efficient market are varied and complex, but the upshot is that a hard market like that last seen in 2001-2002, when commercial insurance rates shot up 50 percent, may simply never occur again. Prices may rise, but most likely they will be quickly beaten down by fresh capital flowing into the market. That is good news for risk managers.

“As the tools, resources and technologies that facilitate the exchange of ideas and experiences continue to improve, risk management professionals have become better equipped to strengthen their risk financing programs and apply cutting-edge, cost-cutting strategies,” said RIMS CEO Mary Roth. “The year-over-year data available in the RIMS Benchmark Survey allows professionals to accurately set expectations, and achieve goals while designing competitive but fair insurance programs for their organizations.”

To order a copy of the 2018 RIMS Benchmark Survey, visit www.advisenltd.com/media/reports/rims-benchmark-survey/ or www.RIMS.org/book.
OCRIMS is happy to list employment opportunities that are of interest to professionals involved in the field of risk management. To save space in the newsletter, we provide a summary description and contact information for each available position. If you want a full job description for any of the positions listed below, visit the OCRIMS website—www.ocrims.org—and click on the “Job Opportunities” page. Once you are on the “Job Opportunities” page, click the link for a full job description for the position(s) for which you are interested.

**SENIOR RISK & INSURANCE ANALYST**—Capital Group, an investment management company, is looking to hire a Senior Risk and Insurance Analyst based in Irvine or Los Angles to help oversee the global corporate insurance program. The person who assumes this position will be responsible for ensuring that various risk management programs provide associate safety and protection of Capital Group’s interests and assets. Additionally, he/she will be responsible for analyzing and improving existing insurance programs to ensure favorable coverage, cost and claim settlements. To apply for this position, use the following link: https://jobs.thecapitalgroup.com/talentcommunity/apply/411627900/?locale=en_US

**CLAIMS SUPERVISOR**—Athens Administrators, which offers third-party claims administration services, has an immediate need for a full-time Claims Supervisor to support an office in Concord, Calif. The Claims Supervisor will supervise and monitor the accuracy, timeliness and quality of casework as assigned. In addition, the person who assumes this position will develop and maintain a positive and productive working relationship with clients. To apply for this position, use the following link: http://www.athensadmin.com/careers/job-openings/

**SENIOR CLAIMS EXAMINER**—Athens Administrators, which offers third-party claims administration services, has an immediate need for a full-time Senior Claims Examiner to support an office in Concord, Calif. The Senior Claims Examiner will adjust workers’ compensation claims from inception through settlement and closure, ensuring timely processing of claims and payment of benefits, managing and directing medical treatment, setting reserves, and negotiating settlements. To apply for this position, use the following link: http://www.athensadmin.com/careers/job-openings/

**RISK & WORKERS’ COMPENSATION MANAGER**—Smile Brands, one of the largest dental service organizations in the U.S., is seeking a Risk Manager to work in Irvine. This position will direct the work of the risk management staff and make decisions on risk management issues within the organization. Responsibilities include being accountable for achieving strategic objectives, day-to-day claims management, ensuring effective risk management for the organization, and insurance portfolio management. To apply for the position, use the following link: https://smilebrands.avature.net/careers/JobDetail/Risk-Manager/108934?source=Indeed
EMPLOYMENT OPPORTUNITIES (cont.)

RISK MANAGEMENT REPRESENTATIVE—AccentCare is looking to hire a Risk Management Representative to help promote safety awareness to reduce worker-related injuries and comply with OSHA guidelines. The person who assumes this position will monitor workers’ compensation claims, lead safety meetings, contribute to quarterly safety newsletters, assist with liability and loss-control issues, conduct risk management audits, and perform other duties as assigned. To apply for this position, send an email to MaryAnn Boice-Ceja at mboice-ceja@accentcare.com

DIRECTOR OF SAFETY & RISK MANAGEMENT—Santa Monica College is seeking a qualified individual to become as the Director of Safety & Risk Management. The person who assumes the position will function as a “working manager,” and provide strategic direction and oversight for the safety and risk management functions, as well as carry out operations in the field. The ideal candidate will possess expertise in the areas of environmental and occupational health and safety, and general working knowledge of risk management functions such as workers’ compensation, property/casualty liability, and insurance. To apply for this position, use the following link: https://www.governmentjobs.com/careers/smc

WORKERS’ COMPENSATION PROGRAM MANAGER—The County of Orange is looking for someone with management experience in workers’ compensation and strategic communication expertise to join the Risk Management team as Manager of the County’s Workers’ Compensation Program. The person who assumes this position will oversee TPA and managed-care vendor activities for compliance with contract provisions and performance. He/she will also make case management decisions on all County claims and recommend settlements to the Board of Supervisors. To apply for the position, use the following link: https://www.governmentjobs.com/careers/oc/jobs/1959780/workers-compensation-program-manager

INSURANCE MANAGER—Chapman University is looking to hire an Insurance Manager to provide management of a portfolio of insurance policies, including the internal collection of data from individuals and departments throughout the University in connection with the completion of applications for the annual renewal of policies. Full responsibilities will include the validation of data, and coordination with the University insurance broker on all submissions. Lines of coverage include but are not limited to commercial property, general and professional liability, commercial auto, workers’ compensation, international, cyber liability, environmental impairment liability, and miscellaneous. To apply for the position, use the following link: https://chapman.peopleadmin.com/postings/14342

RISK MANAGER—Verizon is looking to hire a Risk Manager to work out of its Irvine office. The person who assumes the position will be responsible for developing and driving the implementation of cyber-assurance plans, ensuring effective cyber-security risk management practices, and engaging with the business unit members on a wide range of cyber-security matters to achieve overall business objectives. Other job duties will include overseeing risk management activities, leading technical projects across to mitigate risk, and engaging with other departments such as finance, legal, and regulatory compliance to identify risks and implement risk-mitigation plans to address cyber security. To apply for this position, use the following link: http://jobs.verizon.com/jobs/2595153-risk-manager?tm_job=480981-1A&tm_event=view&tm_company=781&bid=326&CID=pst
EMPLOYMENT OPPORTUNITIES (cont.)

SENIOR RISK MANAGEMENT SPECIALIST — Mission Hospital, which provides a comprehensive range of patient care services, is looking to hire a Senior Risk Management Specialist to provide healthcare risk management services and perform and/or assist with the implementation of all aspects of Mission’s risk management program. Qualified applicants will have three years of experience working in an acute healthcare setting or other medical/legal/risk-related areas. To apply for this position, use the following link: https://stjhs.referrals.selectminds.com/jobs/sr-risk-management-specialist-risk-management-full-time-days-8-hours-23877

RISK MANAGER — The City of Santa Ana is looking to hire a Risk Manager to plan, manage and oversee the daily functions, operations and activities of the Risk Management program, including insurance, safety management and training, property claims management, and workers’ compensation. The person who assumes the position will be responsible for detecting risks, analyzing treatment options and determining risk financing solutions. He/she will also identify, negotiate and procure the amount and form of property insurance and excess casualty insurance needed and desired, along with participating in risk/insurance joint powers authorities as the City’s representative and managing the self-insured liability and workers’ compensation claims programs. To apply for the position, use the following link: https://www.governmentjobs.com/careers/santaana/jobs/2095733-0/risk-manager-mm

RISK MANAGER — Martin Luther King, Jr. Community Hospital in Los Angeles is looking to hire a Risk Manager to be responsible for designing, organizing, coordinating and implementing the Risk Management Program, with the objective of controlling and minimizing loss to protect the human, physical and fiscal assets of the organization. The person who assumes the position will be an active participant in performance-improvement-data collection, activities, and functions to promote an integrated program, which ensures the provision of the highest quality of healthcare. To apply for this position, use the following link: https://wfa.kronostm.com/index.jsp?SRCSEQ=postingSearchResults&locale=en_US&applicationName=MartinLutherKingJrCommunityHospitalReqExt &SEQ=jobDetails&POSTING_ID=83938701458&source=ContactSources.IJB&SpecificSource=ContactSources.IJB.SpecificSources.Indeed

OCRIMS WELCOMES NEW MEMBERS
Our Chapter is quite pleased to welcome the following new members. We look forward to seeing you at our future events and luncheons.

Professional Membership
- Myrna Yvonne Paakkonen, Human Resources Manager for the City of Norco.
- Debbie Kanoff, Risk Analyst for the Irvine Ranch Water District.
- Allen Shinbashi, Manager, Risk Management for the Irvine Ranch Water District.
- Sun Min Lee, Compliance and Emergency Specialist for the South Coast Water District.
- Fox Lehjika, Program Coordinator for the Oxford Preparatory Academy.
- Katie Bartzoff, Corporate Paralegal for MBK Real Estate Companies.
- Sarah Sabatino, Insurance Manager for DaVita Inc.

Associate of the Society Membership
- David Howard, Vice President of National Accounts for Franco Signor, LLC.
For the third year in a row, Risk Management magazine, the official publication of RIMS, was presented with Azbee Awards of Excellence by the American Society of Business Publications Editors (ASBPE) for the magazine’s art layout, design and editorial content. ASBPE is the professional association for full-time and freelance editors, writers, art directors and designers employed in the business, trade and specialty press.

ASBPE presented the following awards to Risk Management magazine for front cover and article design:


The following awards were presented for editorial content:


“With each issue of Risk Management magazine, we remain focused on delivering highly informative content that is complemented by thought-provoking design,” said RIMS Director of Publications Morgan O’Rourke. “It is truly rewarding to have our work recognized by ASBPE, affirming our mission to provide RIMS’ audience with the ultimate reading experience.”

ASBPE’s Azbee Awards of Excellence program is one of the most competitive honors for business-to-business, trade, association and professional publications. The awards recognize outstanding work by magazines, newsletters and digital media — website, e-newsletters, digital magazines and blogs. The competition is open to all U.S.-based publications.

Risk Management is the premier publication of analysis, insight and news for risk managers. Since 1954, Risk Management has explored the emerging techniques and concepts used by those tasked with protecting the physical, financial, human and intellectual assets of their organizations. Risk Management is published 10 times annually and can be viewed at www.rmmagazine.com.
If organizations do not actively embrace and integrate sound risk management practices, another financial crisis could occur, according to a new RIMS Executive Report titled, *Enterprise Risk Management’s Wakeup Call: 10 Years After*.

Reflecting on changes since the financial crisis of 2008, the RIMS report chronicles the diffusion and evolution of enterprise risk management (ERM), identifies new challenges for risk professionals to deliver solutions that create and protect value, and offers recommendations for integrating ERM in today’s sophisticated business environment.

“The evidence shows that risk management has evolved from a promising but somewhat perfunctory exercise into a strategic management competency,” said RIMS Vice President of Strategic Initiatives Carol Fox. “Even so, given increasingly uncertain times, risk management professionals would be unwise to declare victory or become complacent.”

The report features insight from executives from a wide-range of industries who share their perspectives on where ERM stands today, as well as what the next ten years might hold. The report also examines recent literature and studies to better understand the risk management issues that are important to organizations and what is impactful about ERM. The report, then, challenges risk professionals to deliver programs that create as well as protect value.

Mary Roth, RIMS CEO, notes “As a core organizational competency, risk management has the opportunity to play a key role in successfully dealing with a broad spectrum of risks that can impact more than just the organization, but economies, societies, environments and industries as well.”

Additionally, the report addresses actions taken by regulators and rating agencies in the past decade. Complementary to the report, RIMS’ *Risk Management Monitor* blog recently published the *Compliance in 2018: Q&A with James Reese* of the SEC that highlights how the SEC views organizational risk management. That Q&A is reprinted in this issue of the OCRIMS Newsletter.

*Enterprise Risk Management’s Wakeup Call: 10 Years After* currently is available exclusively to RIMS members. To download the report, visit RIMS Risk Knowledge library at [www.RIMS.org/RiskKnowledge](http://www.RIMS.org/RiskKnowledge).
Build a world-class claims administration program by identifying risks in a timely manner, preventing incidents and eliminating fraudulent claims. By improving your organization’s management of claims, you can add dollars to the bottom line in this all-important component of risk management.

This workshop includes practical and sure-fire methods to improve your claims management process, and ways to increase your return on this significant investment.

By attending this workshop, risk and claims managers will:

- Save time and money by evaluating and streamlining the claims administration process.
- Reduce fraudulent claims through better identification and analysis.
- Eliminate delays and miscommunications by learning the roles and responsibilities of the adjuster, risk manager and ancillary service providers.
- Differentiate between self-administered, bundled, unbundled or hybrid options to choose the best claims program for your organization.
- Align your claims administration services with strategic business objectives to effectively reflect your organization’s risk profile.

What Will Be Covered:

- Overview of the claims administration process
- Introduction, review and analysis of risk profiles
- Service Options: roles, types of programs and outsourcing
- Third party casualty exposures
- Workers’ compensation: assessment, workflow, tools and claims process structuring
- Measuring performance: indicators, enhancements and competencies
- Litigation management techniques
- Identifying and preventing fraud

Instructor: Elise Farnham has 40 years of experience in the risk management and insurance industry. She is President of Illumine Consulting, a firm dedicated to sharing knowledge with the risk management and insurance communities through continuing education, claims management consulting, and expert witness testimony. Elise’s company provides continuing education programs, professional and personal development programs, and business ethics programs.

The cost of this two-day workshop is $700 for RIMS Members and $1,100 for Non-members

https://www.rims.org/education/Pages/SessionInfo.aspx?sessionID=C32C9C84-45EC-4805-87DF-D7EA0E1DC844
WEBINAR: MOTHER LODE- DRIVING RESULTS FROM YOUR DATA ANALYTICS

August 2 – 10:00 to 11:00 a.m. free for members and $50 for non-members

Data mining and visual analytics can be used by risk managers and claim teams to discern trends, implement goals and drive performance and outcomes at all levels.

Data visualization helps everyone in the risk and claims industry make daily decisions faster, smarter, and improve bottom line results.

This webinar will cover:

- What is Visual Analytics?
- What date do you need to get started and where do you get it from?
- What should you measure and what dashboards are most useful to drive claims performance at the examiner and supervisor level?
- Tying it all together: Measuring your overall insurance and claims performance, setting goals, and driving accountability.

Contributors:

**Angela Blanch**--As Vice President of Business Development with Next Level Administrators, Angela Blanch is responsible for new business acquisitions, consultative services, client relationships, and marketing. She has over 17 years of experience managing client relationships in Workers’ Compensation, Liability, FMLA, Disability, & Absence Management. Before joining Next Level Administrators, Angela enjoyed a career working for various TPA’s including CorVel Corporation, Sedgwick CMS, Cambridge, and GatesMcDonald. Her strengths are managing client relationships, analyzing program trends and consulting on client programs to bring employers financial success.

**Paul Koziatek**--Paul Koziatek is the Enterprise Risk Manager at Coca-Cola Beverages Florida, LLC, a privately-owned production and distribution Coke bottler in Tampa. In his capacity as Enterprise Risk Manager, Paul is responsible for providing strategic direction and guidance to ownership that will protect the organization by fully evaluating all financial, operational, market and credit risks. He is responsible for all traditional corporate risk management functions including insurance procurement, loss control and claims management. He has spent approximately 20 years in the risk management/insurance industry working within several Fortune 500 risk management departments.

View 36 presentations from the RIMS Annual Conference in San Antonio. Topics cover climate change, emerging risks, cybersecurity, and more! Purchase altogether or individually, whichever suits your needs!

**Prices:**
- *Members* - $19.99
- *Non-Members* - $29.99
- *Conference Attendees* - **FREE**! Attendees of RIMS 2018 can watch for free.

[https://www.pathlms.com/rims/events/1178](https://www.pathlms.com/rims/events/1178)
Do you have a great risk management idea or success story that you want to share with 10,000 of your colleagues from around the world?

If so, you are invited to submit a session proposal for RIMS 2019 Annual Conference & Exhibition in Boston on April 28-May 1. This is your opportunity to showcase your expertise and facilitate conversations about innovative best practices in risk management.

YOU are the risk expert and know what is critical to be successful in your profession, so share that information with others. Career Development, Cyber and Technology Risk, Strategic and Enterprise Risk Management—these are only a few of the topics of focus for RIMS 2019. Put your session together and get ready for the big league.

RIMS encourages subject matter experts to develop and facilitate diverse education sessions. The Society is actively seeking a diverse range of presenters and subjects to enhance contributions to the risk management industry, and to facilitate and encourage open dialogue.

Review the submission guidelines, then submit your proposal by Monday, August 6.

https://www.rims.org/annualconference/FutureConferences/Pages/RIMS-2019-SSF.aspx

>> Monday, August 6 is the LAST DAY to submit sessions. The deadline will not be extended. <<
The revamped RIMS ERM Conference program will include shorter “Soundbite Sessions”

These 20-minute presentations will offer an improved learning experience with more exposure to valuable ERM educational content and experienced speakers. Plan to attend the conference on October 29–30 in Montréal, Québec and you’ll head back to the office enlightened and ready to tackle your biggest challenges.

**SOUNDBITE SESSIONS**
- A Risk-Based Approach to Crisis Management
- Cryptocurrency: A Story of Disruptive Risk
- Excellence in Risk Management XV: Relevance in the Digital Age
- ERM and What’s Trending: #blockchain #AI #bigdata #fraud #gigeconomy
- Integrating ERM and Sustainability

View agenda [https://www.rims.org/ERMConf/2018/Pages/Agenda.aspx](https://www.rims.org/ERMConf/2018/Pages/Agenda.aspx)

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**Is Your Organization Prepared?**

As the digital landscape evolves, new opportunities arise for cyber criminals to threaten your organization’s systems and data. Is your organization prepared to keep pace with evolving threats?

Thirty-one percent of security professionals surveyed for the 2017 Information Systems Security Association study identified inadequate training of non-technical employees as a main cause of data breach issues. Attend the RIMS Cyber Risk Forum to gain the knowledge that’ll help you be part of the solution. From disruptions in the cyber insurance market to reporting cyber exposure to the board, this forum will prepare you like no other event.

**Gain a competitive advantage with sessions such as:** Enlisting Ethical Hackers to Solve Cyber Risk; Cryptojacking—Understanding the Latest Threat; GDPR Five Months After Implementation—How Enforcement, Compliance and Insurability Issues Are Playing Out; Inside Cyber Balance Sheets—A Rare Window on Digital Risk in the Boardroom

Agenda: [https://www.rims.org/RiskForum/Cyber18/Pages/Agenda.aspx](https://www.rims.org/RiskForum/Cyber18/Pages/Agenda.aspx)

Register: [https://www.rims.org/RiskForum/Cyber18/Pages/Home.aspx](https://www.rims.org/RiskForum/Cyber18/Pages/Home.aspx)
KNOW RISK? SHOW IT.

Whether you’re at the beginning of your career or more established, the RIMS-CRMP is a smart choice for you.

Employers look for RIMS-CRMP when hiring, so earn yours now to stay ahead of the competition. Instantly demonstrate that you are an ethical risk professional who is qualified to identify, develop and manage risk for your organization.

Exam Windows
October 15–December 15 | January 15 – March 15
April 15 – June 15 | July 15 – September 15

RIMS PLANS TO ADD FEDERAL GOVERNMENT RISK MANAGEMENT MICRO-CREDENTIAL FOR THE RIMS-CRMP CERTIFICATION

Fee: Member $350 | Nonmember $500

Prepare for the Exam
RIMS-CRMP Online Overview Course
Kick-start your learning with the new RIMS-CRMP Overview Course! This online course serves as additional preparation for the exam. It is a valuable supplement to be used in conjunction with textbooks and other resources. Attending will help refresh and gauge your knowledge and comprehension of the five core competencies of the risk professional.
The Orange County Fair runs through August 12th and features a little something for everyone. It is officially located on 88 Fair Drive in Costa Mesa. Below is some background and logistical information relative to the Orange County Fair.

Shortly after Orange County was founded in 1889, the Orange County Community Fair Corporation was formed. This group put on a small fair in 1890 that included a horse race and a few exhibits in Santa Ana. In 1894, another group, the Orange County Fair Association, assumed the task of staging the event.

The first Orange County Fairs were primarily livestock exhibitions and horse races. At the turn of the century, a “carnival of products” was added and the Fair became an annual event. The Fair was held in Santa Ana until after World War I, when it was moved to Huntington Beach for two years and then back to temporary grounds on East Fruit Street in Santa Ana.

In 1916, the Fair was taken over by the newly organized Orange County Farm Bureau. The first OC Fair Board was elected in 1925, and the Fair relocated to Anaheim, across the street from the Orange County Hospital. In 1925, a rodeo and carnival were added to the Fair.

After World War II, the state formed the 32nd District Agricultural Association and made it responsible for the Fair. The state then purchased land occupied by the Santa Ana Army Air Base, and some of it was earmarked for a new fairground. The Fair was first held at the new site in 1949, and it soon was designated as the permanent Fairgrounds. In 1953, the City of Costa Mesa was incorporated and the fairgrounds became part of the new city.

The OC Fair has grown from a small, five-day celebration to a 23-day festival that is one of Orange County’s most eagerly awaited annual events. Patron support of the OC Fair provides year-round educational opportunities through Centennial Farm, Heroes Hall and Imaginology, and helps fund other community-outreach programs.

**General Information**

The 2018 OC Fair runs July 13 through Aug. 12.

**OC Fair Hours**—Wed.-Fri. from noon to midnight, Sat.-Sun. from 11 a.m. to midnight. The Fair is closed on Monday and Tuesday

**Admission Prices**—Wed.-Fri.: General (13-59) – $12, Senior (60+) – $7, Youth (6-12) – $7 (children 5 and younger are free)

Sat.-Sun.: General (13–59) – $14, Senior (60+) – $7, Youth (6–12) – $7, (5 and younger are free)

**Parking**—$10 (*parking is cash only and not available for advance purchase.*)

**Free off-site parking Saturday and Sunday** and shuttle service is available from the Experian parking structure located off the Bristol Street exit of the 405 Freeway. The shuttle operates from 10 a.m. to 1 a.m.

**OC Fair Express bus service** is available from nine locations on Saturdays and Sundays, running from approximately 10 a.m. to midnight. OC Fair Express costs $2 each way, or 75¢ for seniors 60+ and persons with disabilities. When you ride the OC Fair Express, you will receive a coupon for a $4 OC Fair admission, that’s a $10 savings off the general admission price. [http://www.octa.net/]
CONTACT PERSON FOR EMPLOYMENT OPPORTUNITIES

Arpi Rubenyan is the contact person for employment opportunities. If you have information or questions regarding employment opportunities, contact Arpi at (714) 438-3277. With sufficient notice, OCRIMS will print relevant job openings in the monthly newsletters.

ARTICLES FOR THE NEWSLETTER

Share your creative solutions, ideas, etc. with the risk management community by contributing an article to the OCRIMS newsletter. Articles need to be submitted to Vaughn Shelton by the 10th of each month to be considered for publication. To submit an article, please email Vaughn at vaughnzx6r@gmail.com. Don’t be shy; we’d love to hear from you!

GET INVOLVED WITH OCRIMS IN 2018!

OCRIMS DATABASE MANAGEMENT SYSTEM

OCRIMS maintains its contact database through the RIMS Message Center. To stay abreast of the happenings in the OC, make sure that you are registered through the RIMS Message Center, that your RIMS profile is up to date, and that you have selected your desired preferences. You do not even need to be a member of RIMS to take advantage of this great tool.

Here’s the link: http://www1.rims.org/eweb/DynamicPage.aspx?webcode=verify. The Chapter affiliation is at the very bottom, so be sure to choose OCRIMS.

HOW TO CHANGE YOUR RIMS PROFILE—Log onto www.rims.org and scroll down at the Membership tab. In the category that says “My RIMS,” click on “My Contact Information.” On the information page, click “Edit.” At this point if you have not already logged into your RIMS account, it will ask you to login. Then update your information and click “Save.” It’s that easy!

Remember that OCRIMS provides ideal opportunities for you to stay at the forefront of risk management, and networking is a key component, as is remaining informed on what’s happening in our industry—the Message Center allows you to do that. If you have any difficulty with the RIMS Message Center, please contact dianarich@earthlink.net.

UPCOMING MEETINGS & EVENTS

OCRIMS Calendar

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<tr>
<th>Date</th>
<th>Event Description</th>
<th>Location</th>
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<tr>
<td>July 19, 2018</td>
<td>OCRIMS ANNUAL GOLF TOURNAMENT AND PRE-FLIGHT WORKSHOP</td>
<td>Coyote Hills Golf Course, Fullerton</td>
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<td>August 14, 2018</td>
<td>OCRIMS/ORANGE EMPIRE CPCU JOINT LUNCH MEETING</td>
<td>Orange Hill Restaurant in Orange</td>
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<td>September 17-19, 2018</td>
<td>RIMS WESTERN REGIONAL CONF.</td>
<td>Portland, Oregon</td>
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GET INVOLVED WITH OCRIMS IN 2018!
Risk and Insurance Management Society, Inc. - Orange County Chapter

**Officers**

**President**
Gordon Adams

**Vice President**
Diana Rich
Foundation Building Materials, LLC
(714)460-4841

**Treasurer**
Austin Mitchell
AccentCare Inc.
(909)824-6032

**Secretary**
Cristin McAllister
Providence St. Joseph Health
(949)381-4515

**Past President**
Al Gorski
OCTA
(714)560-5817

**RIMS Delegate**
Cristin McAllister
Providence St. Joseph Health
(949)381-4515

**Directors**

MaryAnn Boice-Ceja
AccentCare Inc.
(909)295-6038

Marisa Cernosek
H & S Ventures
(949)760-4323

Tracey Matthews
City of Anaheim
(714)765-4466

Zareen Morrison
H & S Ventures
(949)760-4315

Chris Taylor
UCI
(949)824-8772

Annamaria Vasquez
WKS Restaurant Group
(562)364-7336

**Committees**

**Bylaws**
Tracey Matthews (see “Directors” above)

**Chapter Recognition, Community Outreach**
Chris Taylor (see “Directors” above)

**Education**
Zareen Morrison (see “Directors” above)

**Employment**
Arpi Rubenyan
C.J. Segerstrom & Sons
(714)438-3277

**Event Planning**
Marisa Cernosek (see “Directors” at left)

**Executive Sponsorship**

**Finance**
MaryAnn Boice-Ceja (see “Directors”)

**Golf**
Rosie Partida
Risk Management America

Mark Lopez
Petra Risk Solutions
(562)356-9110

**Legislative**
Diana Rich (see “Vice President”)

**Membership**

**Newsletter**
Diana Rich (see “Vice President”)

Vaughn Shelton
Happy-2-Oblige Writing/Editing
(949)748-8479

**Nominating**

**Webmaster**
Vaughn Shelton (see “Newsletter” above)

DON’T FORGET!

**JULY 19TH – OCRIMS ANNUAL GOLF TOURNAMENT**

**AUGUST 14TH – LUNCH MEETING WITH CPCU CHAPTER**

Risk & Insurance Management Society, Inc.  2913 El Camino Real #715  Tustin, CA 92782

http://www.ocrims.org