



Enterprise Learning



Department of Administrative Services
Improving efficiency, compliance and workforce performance

Risk Management Services

Enhanced Comprehensive Loss Control Program





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CLCP – The “Enhanced” Program

- **Existing Responsibility** to provide a safe place for employees, students, consumers and visitors
- **Control Systems**
 - Improve existing programs
 - Build them for uncontrolled risks
- **Self Assessment Tool-** The purpose of this Tool is to assist you with a self evaluation of your Entity’s current status of the Comprehensive Loss Control Components (CLCP)



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Is there a new template to use for an agency's loss control plan?

***It's YOUR Operation
and YOUR system.***

**We're looking for a
Control System to be in place
based on your exposures.**



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Previous CLCP Program

- Starts with CLCP Agreement
- Weighted Evaluation Report
- Recommendations
- Follow-Up within 90 days
- Goals for next year





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“Enhanced” CLCP Program

- Step 1 **CLCP Self-Assessment Tool-**
- All agencies are required to send DOAS Loss Control a completed Self-Assessment with all required documents **within 60 days of receipt** to LossControl@doas.ga.gov .
 - Self-Assessment is sent out via email from DOAS Loss Control department. It is also located on the DOAS website.
 - The Self-Assessment is **required annually**.
- Step 2 **Recommendations**
- Sent to agency from DOAS Loss Control Department.
 - Recommendations are made based on the Self-Assessment Tool results and claim reviews.
- Step 3 **Follow-Up within 90 days**
- Once recommendations are sent to the agency. The agency will have 90 days to implement and email LossControl@doas.ga.gov the requested recommendations results and documentation.
- Step 3.5 **On-site visit**
- Scheduled based on review of agencies Self-Assessment Tool score.
- Step 4 **Goals for next year**
- DOAS Loss Control Department will base agency goals on the Self-Assessment Tool, Claim reviews, Trend Analysis, Exposure changes and Onsite Visits.





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Evaluation Process

- **Agency** - Completes and Submit CLCP Self-Assessment Tool and all supporting documents to DOAS Loss Control Department.

- **DOAS Loss Control-** Reviews Self-Assessment Tool and Submitted documentation.

- **On-Site Visit-**
 - Performed based on Self-Assessment Tool results
 - Review Applicable Components
 - Operational Observations





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How to complete the CLCP Self- Assessment?



**The next few slides offer a guide to completing the form.
We also have a short video available as well:**

<https://www.youtube.com/embed/GQy4jd55mDQ?rel=0>



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CLCP Self-Assessment Tool

The Self-Assessment Tool is comprised of **8 components** with **24 questions** in total:

1. Employee Education and Training
2. Employee Accident Prevention Program
3. Theft
4. General Liability
5. States Workers' Compensation
6. Property
7. Auto Liability and Physical Damage
8. Fleet Management

Loss Control Evaluation Tool

Section A - Agency, Reviewer and Date Information

Evaluated Agency	Enter Agency Name	Total Score	0.0	Fiscal Year	2020	Number of Documents to Attach to Assessment	0
Reviewer				Date	2/10/2020		

Section B - Summary

Components	Summary Scores		
	Applicable	Score	Benchmark
Employee Education and Training	0	0	0
Employee Accident Prevention	0	0	0
Theft	0	0	0
General Liability	0	0	0
State Workers' Compensation Coverage	0	0	0
Property	0	0	0
Auto Liability and Physical Damage	0	0	0
Fleet Management	0	0	0
Totals	0	0	0

Score Summary

■ Benchmark ■ Score

Section C - Loss Control Program Evaluation

Component	Q#	Evaluation Question	Answer	Score	Benchmark	Delta	Comments	Resources	Documents To Attach
Employee Education and Training	1	Does the Entity have a documented Procedures Manual based on risk and exposure?	Enter Answer					Click	
	2	Does the Entity have a documented training program that includes appropriate safety and loss control content based upon the risk and exposures?	Enter Answer					Click	
	3	Does the Entity have a documented New-Hire Employee Training Program that includes risk and safety content?	Answer					Click	
	3	Total Score in Education and Training Component -->	0	0	0				0
Employee Accident Prevention Programs	1	Does the Entity have a written Employee Accident Prevention Program?	Enter Answer					Click	
	2	Does the entity have a procedure for Accident/Injury Investigation?	Enter Answer					Click	
	3	Does the Entity have a corrective action plan for incidents that occur at the facility?	Enter Answer					Click	
	3	Total Score in Employee Accident Prevention Programs Component -->	0	0	0				0



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Risk Manager Coordinator and CLCP Self-Assessment tool

- You as the Risk Manager Coordinator for your Entity, are responsible for coordinating the efforts at your Entity to gather the requested information.
- This may mean distributing this Self-Assessment Tool among the different representatives in your Entity who are responsible for the eight different components outlined in the CLCP.
- **CFO** (or highest ranking financial officer) for your Entity will need to print his/her name on the Self-Assessment Tool to acknowledge the review of the Self-Assessment Tool's content.





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Step 1 – Completing Self-Assessment Tool

Section A- Agency Reviewer and Date Information

1. Start on the **1-Evaluation Tab**
2. Drop down the list and select your **Entity** from the list. *If you cannot find your Entity, send an email to losscontrol@doas.ga.gov with this issue*
3. Enter your name in the **Reviewer** field. You are the Risk Manager or Risk Coordinator for your Entity
4. Confirm the **Fiscal Year** is correct
5. Move on to **Section C- Loss Control Program Evaluation**.

Loss Control Evaluation Tool

Section A. Agency, Reviewer and Date Information

Evaluated Agency	Enter Agency Name
Reviewer	

Total Score	0.0
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Fiscal Year	2020
Date	2/11/2020

Number of Documents to Attach to Assessment	0
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Step 2 – Completing Self-Assessment Tool

Section C- Loss Control Program Evaluation

1. Start Answering the question beginning on Row 23. There are 3 questions per component.
2. Answer the question by indicating the status of the Entities documentation and implementation.
 - N/A- the question is not applicable to your Entity’s objective or operations
 - No- Your entity does not have the documentation, policies or Procedures. That are being reviewed by the Entity’s Leadership.
 - Draft Version- The Entity has a draft version documentation, policies or procedures to support this question
 - In Review- The Entity has documentation, policies or procedures that are being reviewed by the entity's Leadership
 - Approved Version- The Entity has documentation, policies or procedures that have been approved by the entity’s leadership but have not been distributed or implemented yet.
 - In use- The Entity has documentation, Policies, and Procedures that are in place and in use.

Section C - Loss Control Program Evaluation									
Component	Q#	Evaluation Question	Answer	Score	Benchmark	Delta	Comments	Resources	Documents To Attach
Employee Education and Training	1	Does the Entity have a documented Procedures Manual based on risk and exposure?	Enter Answer					Click	
	2	Does the Entity have a documented training program that includes appropriate safety and loss control content based upon the risk and exposures?	Enter Answer Not Applicable No Draft Version In Review Approved Version In Use					Click	
	3	Does the Entity have a documented New-Hire Employee Training Program that includes risk and safety content?	Enter Answer					Click	
	3	Total Score in Education and Training Component -->	0	0	0				0



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Step 2- Completing Self-Assessment Tool

Section C- Loss Control Program Evaluation

➤ Complete each question for the 8 components. There are 24 questions in total

➤ Questions that receive a lower score than the benchmark will be highlighted in yellow or red

➤ Enter any comments that are applicable to your answer

➤ Click on the resource to see the list of supporting resources for that question

Section C - Loss Control Program Evaluation									
Component	Q#	Evaluation Question	Answer	Score	Benchmark	Delta	Comments	Resources	Documents To Attach
Employee Education and Training	1	Does the Entity have a documented Procedures Manual based on risk and exposure?	In Use	10	4	6		Click	- Safety and Loss Control Policy and Procedures
	2	Does the Entity have a documented training program that includes appropriate safety and loss control content based upon the risk and exposures?	In Review	4	4	0		Click	- Education and Training Guidelines Manual
	3	Does the Entity have a documented New-Hire Employee Training Program that includes risk and safety content?	Draft Version	2	4	-2		Click	- New hire Employee Training Manual
	3	Total Score in Education and Training Component --->	0	16	12				3



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Step 3- Completing Self-Assessment Tool

➤ Once you have answered all 24 questions, click the Summary Tab and have the **CFO (or highest ranking financial officer) for your Entity Print his/her name to acknowledge the review of this Self Evaluation Tool's content.**

➤ A copy of Self-Assessment Tool will be sent to the Entity's CFO/highest ranking Financial Officer and Commissioner.

➤ Enter your name as Entity's Risk Manager Coordinator.

Loss Control Evaluation Tool - Summary Page

Section A. Agency, Reviewer and Date Information

Evaluated Agency	Enter Agency Name		Total Score	152	Fiscal Year	2020	Number of Documents to Attach to Assessment	20
Reviewer					Date	2/11/2020		

Section B - Summary

Components	Summary Scores		
	Applicable	Score	Benchmark
Employee Education and Training	0	16	12
Employee Accident Prevention Programs	0	30	4
Theft	0	18	12
General Liability	0	30	12
State Workers' Compensation Coverage	0	0	0
Property	0	22	12
Auto Liability and Physical Damage	0	24	12
Fleet Management	0	12	8
Totals	0	152	72

Score Summary

Component	Score	Benchmark
Employee Education and Training	16	12
Employee Accident Prevention Programs	30	4
Theft	18	12
General Liability	30	12
State Workers' Compensation Coverage	0	0
Property	22	12
Auto Liability and Physical Damage	24	12
Fleet Management	12	8

This page is a summary of the Loss Control Evaluation. The scores reflected on this page display from the answers supplied on the 1-Evaluation. The values cannot be changed on this page. Only signatures and the date of submission can be entered on this page.

Components highlighted in red or yellow above are below the defined Benchmark and require the Agency's attention. Benchmark has been set at midrange for this Fiscal Year. The Benchmark will be adjusted for subsequent Fiscal Years once DOAS has a baseline.

The signatures below certify that the data provided in this document is accurate and complete. This data has been compiled by the Entity's Risk Manager and reviewed by the Entity's CFO/Highest Ranking Financial Officer as indicated by the printed names below. **DOAS will send a copy of this form to the Agency's Commissioner and the CFO/Highest Ranking Financial Officer.**

➔

Print Risk Management Coordinator's Name

➔

Print CFO's/Highest Ranking Financial Officer Name
By printing my name, I certify that I have reviewed the data compiled in this CLCP Assessment Tool

➔

Print Submission Date



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Step 3- Completing Self-Assessment Tool

- As you answer the questions; there will be documents that coincide with each question and need to be attached.
- Once you click to submit the self-assessment Tool; an email will generate. **Ensure that you also attach all requested documents to the submission email**



List of Documents to Attach
Employee Education and Training
- Safety and Loss Control Policy and Procedures
- Education and Training Guidelines Manual
- New hire Employee Training Manual
Employee Accident Prevention Programs
- Employee Accident Prevention Program Document
- Accident Investigation Procedure Manual
- Corrective Action Plan Manual
Theft
- Employee Theft Policy and Procedures
- Internal Audit and Accounting Procedures
- Investigation Policy for Employee Theft
General Liability
- Employee Handbook or Individual Policies
- Facility Inspection Checklist
- Facility Policy for Safety and Maintenance
State Workers' Compensation Coverage
- Return to Work Policy
- DOAS Worker's Compensation Brochure and Employee Rights
- Training Materials used by Supervisors and Managers
Property
- Written PreEmergency Plan
- Disaster Recovery Plan
- BLLIP Inventory Spreadsheet
Auto Liability and Physical Damage
- Vehicle Use Policy
- Driver Qualification Minimum Standards
- Written Procedures for Reviewing Vehicle Accidents
Fleet Management
- Fleet Management Policy/Procedures
- Fleet Maintenance Policy/Procedures

Number of Documents to Attach
23

[Click to Submit Your Agency's Evaluation Tool to DOAS](#)

Don't forget to attach all the files





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CLCP Self-Assessment Training Tab

- DOAS- Risk Management Services has provided several resources should you or your entity have questions about the requested information.
- Navigate to the **Training tab** of the Excel sheet or click on the resource link for the related question within section C of the evaluation tab

Employee Education and Training Resources					Click to Return To Evaluation Tab
Supporting Materials Available		Documentation	Articles	Podcasts	Training
Question 1	Does the Entity have a documented Procedures Manual based on risk and exposure?				
Loss Control Manual, Component 1, Employee Educations and Training	Provides an introduction and an overview of the Comprehensive Loss Control Program (CLCP) by describing each of the components and the goals of the program	✓			
		✓			
		✓			
Comprehensive Loss Control Video - Br	Provides a brief description of the Comprehensive Loss Control Program		✓		✓
					Click to Return To Evaluation Tab
Question 2	Does the Entity have a documented training program that include appropriate safety and loss control content based upon the risk and exposures?				
Loss Control Manual, Component 1, Employee Educations and Training	Loss Control Manual gives guidance and sample program documents.	✓			
PTV Safety Infographic	Provides PTV safety information				✓
Same Level Fall Prevention	Provides information on Slip Trip and Fall prevention				✓
Overexertion	Provides Information on OverExertion				✓
Ladder Safety	Provides Information on using Ladders safely				✓
Risk - Introduction to Liability Insurance	Training available from Risk Management Services to Introduction to Liability Insurance				✓
Risk - Do's and Don'ts for Safe Driving	Training available from Risk Management Services for Do's and Don'ts for Safe driving				✓
Risk - Safely Using Personal Transportation Vehicles – Maintenance Operations Focus Part I	Training available from Risk Management Services on safely using personal transportation vehicles - Maintenance operations Focus part I				✓
Risk - Safely Using Personal Transportation Vehicles – Maintenance Operations Focus Part 2	Training available from Risk Management Services on safely using personal transportation vehicles - Maintenance operations Focus part II				✓
Risk - Safely Using Personal Transportation Vehicles – Passenger	Training available from Risk Management Services on safely using personal				✓

Section C - Loss Control Program Evaluation									
Component	Q#	Evaluation Question	Answer	Score	Benchmark	Delta	Comment	Resources	Documents To Attach
Employee Accident Prevention Programs	1	Does the Entity have a written Employee Accident Prevention Program?	In Review	4	4	0		Click	- Employee Accident Prevention Program Document
	2	Does the entity have a procedure for Accident/Injury Investigation?	No	0	0	0		Click	
	3	Does the Entity have a corrective action plan for incidents that occur at the facility?	In Use	10	0	10			- Corrective Action Plan Manual
	3	Total Score in Employee Accident Prevention Programs Component -->		0	14	4			2
Theft	1	Does the Entity have a system (policies, procedures, practices) for preventing employee theft?	In Use	10	4	6			- Employee Theft Policy and Procedures
	2	Does the Entity conduct and document internal audits and system tests?	In Use	10	4	6			- Internal Audit and Accounting Procedures
	3	Does the Entity have a policy that includes documenting the loss, filing a police report and includes the appropriate steps, up to and including, participating in the prosecution of the employee?	Draft Version	2	4	-2		Click	- Investigation Policy for Employee Theft



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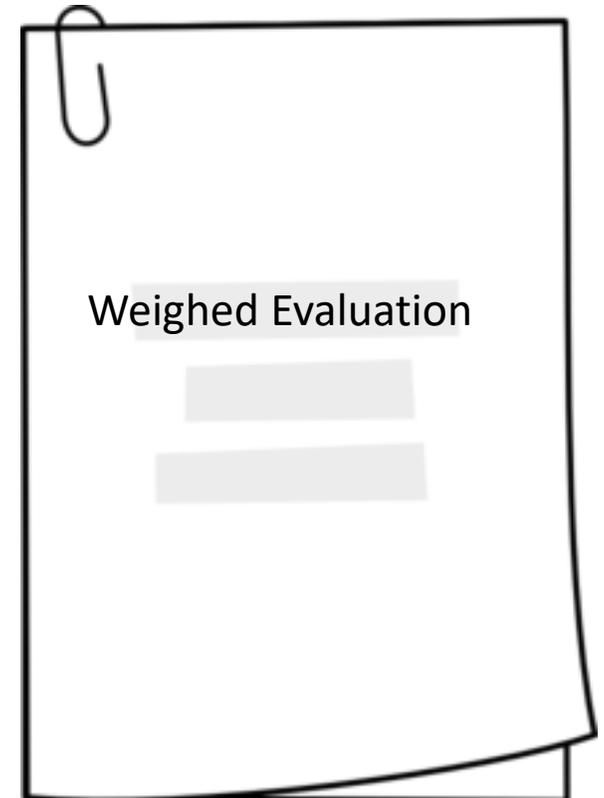
On-site Visits Weighed Evaluation

➤ Onsite visits:

- Are in-depth reviews of the agency Comprehensive Loss Control Components' documents, policies and procedures.
- Visits will be conducted by DOAS Loss Control Department based on the agency Self-Assessment Tool scores.
- All Agencies that receive an onsite visit will also receive a weighted evaluation report immediately following the visit from DOAS Loss Control Department.

➤ *The weighed Evaluation report will consist of the following:*

- Document the Risks
- Component Evaluation: Includes, site audits, BLLIP audits, etc.
- Claim Review
- Recommendations
- Follow-up within 90 days





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Claim Reviews Using Risk Console

➤ **Risk Console- A free tool provided to all agencies to assist with reviewing:**

- Frequency of Claims
- Types of Claims
- Severity (Costs) of Claims

➤ **Risk Console Claim Reviews assist with agency development of:**

- Preventive Actions
- Awareness Programs
- Training Plans should be in place to address the **TOP 3** types of claims.





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CLCP Contact Information



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