

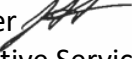


Brian P. Kemp  
Governor

J. Alexander Atwood  
Commissioner

**Date:** October 4, 2021

**To:** Agency Heads  
Fiscal Officers

**From:** J. Alexander Atwood, Commissioner   
Georgia Department of Administrative Services

**CC:** Lauren Curry, Chief Operating Officer  
Kelly Farr, Director of the Office of Planning and Budget and Chief Financial Officer

**Re:** Comprehensive Loss Control Program and Claims Submittal Enhancements

First, thank you for your service to the State of Georgia.

As you are aware, the Georgia Department of Administrative Services (DOAS) is charged with administering risk management services for the State of Georgia, which includes Workers' Compensation, Liability, Property, and Auto Physical Damage insurance coverage for state entities and the assessment of associated premiums that are necessary to fund these programs. In an effort to reduce risk, loss exposure, and program costs that ultimately affect your agency's budget, the State is enhancing its Comprehensive Loss Control Program (CLCP) with the launch of an improved Comprehensive Loss Control Program (CLCP) self-assessment tool and a user-friendly online claims reporting system.

The **Comprehensive Loss Control and Your Agency's Claims** dashboards, introduced at the Fiscal Management Conference (FMC) a week ago, are designed to assist state entities in evaluating the current status of their loss control program and in automating claims submittals, respectively.

With the introduction of the dashboards, DOAS/RMS is partnering with state agencies and entities to reduce the number of Auto Physical Damage, General Liability and Property claims and to mitigate losses across state government.

#### **What do the automated systems offer state agencies and entities?**

- The **CLCP Survey** is accessible via IRM, with the click of an icon. It automates the completion and submission of the CLCP evaluation tool and streamlines and reduces the time to collect and compile information. It replaces the spreadsheet version used in FY 2020.
- The automated self-evaluation tool also allows for uploading supporting documents and files and for electronic approvals.

- The **Your Agency's Claims** dashboard automates the agency submittal claims process using an online form, which creates a claims record in iVOS and assigns it to an insurance adjuster. It is used specifically for Auto Physical Damage, General Liability and Property claims.
- The system is intuitive and user-friendly, with icons that guide users through the claims process. It replaces claims reporting by email and phone, improving efficiencies, and allowing more time to respond to other customer needs.

To assist state agencies and entities in the transition to the CLCP evaluation tool and the automated claims process, training videos are available for all users as part of the dashboard. Users can click on the icons featured on the dashboard to access the series of trainings.

Information and instructions regarding the dashboards will be distributed to entity Chief Financial Officers and Risk Management Coordinators currently on record with DOAS. We understand you may have questions. To request training or to update your Agency Risk Management Coordinator and contact information, please email Nyota Reed at [Nyota.reed@doas.ga.gov](mailto:Nyota.reed@doas.ga.gov). To learn more about the DOAS CLCP Program, please visit the website at <http://doas.ga.gov/risk-management/comprehensive-loss-control-program>.

As always, all of us here at DOAS stand ready to assist you and look forward to partnering with you as we work to improve state government.