



Executive Summary

The County's Risk Management Division positioned in the Office of Financial Management was generally well managed as determined by our audit. We found staff to be dedicated to the services they provide and generally receptive to our recommendations for improvements. We noted areas that could be enhanced with adjustments to policies, procedures and practices.

Financial Management Strategy	The current practice of financing the Risk Management Fund is not consistent with the language contained in the adopting resolution. <i>(See Page 1)</i>
Workers Compensation Fund Balance Operated Without a Target	County management has not set policy or sought Board approval for the fund balance retained in Risk Management. <i>(See Page 2)</i>
Written Policies and Procedures Are Needed	Without a target fund balance, the fund grew to over \$5 million. Risk Management staff recognized that reductions were warranted and needed to develop policies and procedures <i>(See Page 5)</i>
Contractor Monitoring Needs Improvement	Knowledge lost will be difficult if not impossible to regain. Without proper documentation, succeeding managers and staff will have to fend for themselves in accomplishing program tasks. <i>(See Page 7)</i>
Ergonomic Program Can Be Better Defined	Contracts with the County's third party administrator did not specify deliverables; audits of claims processed by the administrator did not provide representative coverage of all claims processed; and, reviews of payments made by the administrator were lacking. <i>(See Page 9)</i>
Ergonomic Program Can Be Better Defined	The program has not clearly identified the type of workplace to be reviewed and has not identified the universe of employees to be reviewed. Consequently, program benefits do not reach many of the intended beneficiaries and program results cannot be effectively measured. <i>(See Page 17)</i>
