



2021 RISK CONTROL INCENTIVE PROGRAM

The Risk Control Incentive Program was created to provide members with an opportunity to earn up to a five percent credit toward each of their four quarterly contributions. The credits are applied in the year succeeding the year in which the credits are earned (e.g., credits earned in 2021 will be applied to 2022 contributions). This document outlines the ways in which UC Trust Members can earn those credits!

There are three major risk control related activities that can have a positive impact on the cost of unemployment compensation claims and administration: 1) training and education, 2) policy and procedure development and 3) implementation and timely reporting of unemployment compensation related information. By providing a vehicle for members to better manage these activities, the Trust will be able to reduce its costs and pass those savings on to the membership.

CREDITS AVAILABLE

Each activity available for credit is outlined below. Activities must be completed between the months of January and December of each year. Previous years' activities will not be accepted for credit, with the exception of policy and procedure submissions.

Training and Education – One to Three Percent Credit

Eligibility Requirement: Two Parts!

1. Online Training (one percent credit)

- A minimum of one employee who is responsible for unemployment claims administration OR one department supervisor must successfully complete **three courses** offered by LocalGovU. There is no cost for this training. **The three online courses MUST be from the list of approved courses provided on pages four and five of this document.** Only training completed in 2021 will be credited towards the 2021 CCAP UC Trust Risk Control Incentive Program.

2. Onsite Training (two percent credit)

- One or more representatives from the member entity must attend at least **four separate 2021 UC Trust sponsored training workshops.** These sessions may be attended in person or virtually, as they may be offered in different formats. The UC Trust sponsors several risk control training workshops throughout the year providing free or reduced registration fees on employment related topics.

As you will see on the following page, if a workshop listed in the GLIMPSE has a UC Trust logo on its page, it is considered an approved workshop for the incentive program. Other unemployment compensation training may be accepted, with documentation, in lieu of UC Trust sponsored events.



To learn more about the onsite training workshops available to you through CCAP, visit www.pacounties.org/Insurance/training/Pages/Glimpse.aspx.

- **The 2021 CCAP County Administration Conference and the SCHRPP Annual Conference will each be counted as two UC Trust sponsored training workshops if employees attend both days.**
- **The educational sessions that will be provided by Mazzitti & Sullivan EAP, in celebration of the UC Trust’s 40th Anniversary, will also count as an approved course for onsite training. These sessions may be attended in person or virtually, as they may be offered in both formats. ****Please note, this training is estimated to begin in August 2021.****

Policies and Procedures Implementation or Review – One Percent Credit

Eligibility Requirement: Most members have submitted their policies and procedures in previous years. Please review your policies and procedures and update them as needed. If you have made updates to your policies and procedures, please resubmit them to the Trust by emailing Desiree Nguyen at dnguyen@pacounties.org. If you have not submitted your policies and procedures in prior years, you are not eligible for this credit until the Trust has received them.

Timely Reporting of Unemployment Related Information – One Percent Credit

This credit will be tracked internally. No self-reporting is required.

Eligibility Requirement: Two Parts!

1. **CCAP Reporting:** All quarterly contribution reports must be completed online; payroll information must be uploaded to our online site in PDF format and check or ACH must be sent to the Trust on or before 30 days following the end of the quarter. Please contact Sara Hazelton at (717) 736-4772 or shazelton@pacounties.org if you require assistance with the aforementioned reporting.
2. **Claims Administration Reporting:** Claim related documentation must be completed and submitted to Corporate Cost Control (CCC) by the due date specified by CCC.

Upon completion of some or all of the activities mentioned above, each member will be required to submit an ACTIVITY REPORT to verify participation. Activity Reports must be submitted electronically using the following link: [2021 Activity Report](#).

Activity Reports should reflect all activities completed (or to be completed) between January 1, 2021 and December 31, 2021. An online Activity Report must be submitted by **Friday, September 10, 2021 for any credits to be earned.**

Activities submitted on the online Activity Report should be reviewed and approved by one or more of the following authorized individuals: Chief Clerk or County Administrator, Director of Human Resources, Commissioner or Council Member, Controller or Director of Finance.

IMPORTANT NOTICE

Supplemental data may be required to validate any of the above activities. The Trust will track workshop attendance, the online training program and timely reporting. However, members are required to maintain all Certificates of Completion from attended trainings, both online and onsite, to verify participation. Additionally, members are responsible to submit policies and procedures for review. Approval of policies and procedures for credit will be at the discretion of the Trust.

QUESTIONS

If you have any questions about the CCAP UC Trust Risk Control Incentive Program, please contact Desiree J. Nguyen at (717) 736-4779 or dnguyen@pacounties.org.

Free Online Training

The UC Trust has partnered with **LocalGovU** to offer quality employee online training on a variety of topics related to risk control. These online training courses are available on demand from any computer with internet access.

LocalGovU

To participate in training courses offered by LocalGovU, enrollment is required. Contact Andrew Smith at (717) 736-4769 or asmith@pacounties.org. A listing of approved LocalGovU training courses is provided below, and each course can be retrieved through the LocalGovU search field on their website. If you are already a registered user, follow this link to take three of the approved courses: www.localgovu.com/ccap.

Please note: Each member must successfully complete three of the courses listed below to receive the online training credit of one percent. The approved courses are listed below:

New Courses for 2021

- Attributes of a Leader
- Building an Effective Organization
- Crisis Management
- Dealing with Stress
- Disciplinary Action and Procedures for Local Government
- Disciplinary Procedures in a Corrections Setting
- Ethical Behavior for Corrections Officers
- Ethical Behavior for Elected Officials
- Ethical Behavior for Local Governments
- Handling Difficult Customers for Local Governments
- Investigating Incidents for Local Government
- Maintaining Boundaries for Corrections Staff
- Online Customer Service Skills
- Stress Management for Corrections Officers
- Understanding Anxiety Disorders, OCD and PTSD
- Work Environment Flexibility

CCAP 2021 Courses

- Anti-Harassment in the Workplace
- Business Continuity
- Cultural Awareness 1
- Cultural Awareness 2
- Cultural Diversity: Challenging Stereotypes
- Cultural Diversity: Cognitive Styles
- Cultural Diversity: Communication Context
- Cultural Diversity: Gender Differences
- Cultural Diversity: Generational Differences
- Cultural Diversity: Knowing your Community
- Cultural Diversity: Officer Safety
- Cultural Diversity: The Thin Blue Line
- De-Escalation and Minimizing Use of Force
- De-Escalation and Reasonable Use of Force
- Supervising Inmates
- The Strategy of How to Apologize

COVID 19 Courses

- COVID-19 for Local Government
- Emergency Management Plan Policy
- Emergency Management Plan Procedure
- Managing a Remote Workforce
- Pandemic Planning – Elements of the Plan
- Pandemic Planning – The Planning Organization
- Pandemic Ready
- Working from Home

Human Resources

- ADA Compliance in Business
- Dealing with Angry Employees
- Discipline and Termination
- Diversity in the Workplace
- Drug and Alcohol Awareness
- Employee Retention
- FMLA Training for Supervisors
- Family and Medical Leave Act – FMLA
- Generational Differences
- HR Recruitment and Selection Process
- Leadership vs. Management
- Reasonable Suspicion Training for Supervisors
- Recruiting Excellent Employees
- Retaining Talent
- Science of Employee Engagement
- Risks of Social Media in the Workplace
- Sexual Harassment for Managers
- Sexual Harassment in the Workplace
- The LGBTQ Community
- Supervisor Skills
- Shaping an Ethical Workplace Culture
- Transition from Peer to Supervisor
- Violence in the Workplace
- Workplace Bullying

Management Skills

- Coaching with Character
- Conflict and Dispute Resolution
- Developing Leadership
- Goal Setting Skills
- Implicit Bias
- Performance Management
- Providing Effective Onboarding
- Successful Customer Interactions

Policy and Procedure Requirements

Eligibility Requirement: Most members have submitted their policies and procedures in previous years. Please review your policies and procedures and update them as needed. If you have made updates to your policies and procedures, please resubmit them to the Trust by emailing Desiree Nguyen at dnguyen@pacounties.org. If you have not submitted your policies and procedures in prior years, you are not eligible for this credit until the Trust has received and approved them.

We require specific elements to be addressed in each policy and procedure submitted for credit. If the required elements do not exist, the policy or procedure will not be accepted for credit. All policies and procedures should be reviewed annually. The Trust must have a copy of your current policies and procedures on file in order to receive the one percent credit.

Each policy or procedure should address the following required elements:

1. Technology Appropriate Use
 - Use of internet
 - Personal use of county equipment
 - Downloading software
2. Drugs and Alcohol-Free Workplace
 - Program elements
 - Procedural guidance
 - Authority/responsibility
3. Workplace Violence/Harassment
 - Overview of prohibited conduct to include but not limited to discrimination, harassment, sexual harassment, and consensual sexual relationships
 - Procedural guidance
 - Retaliation and confidentiality
4. Progressive Discipline
 - Outline of procedures
 - Appeal process
 - Issues not subject to progressive discipline
 - Documentation
5. Separation of Employment
 - Types of separation to include but not limited to resignation, retirement, job abandonment, termination, reduction in workforce, release and automatic termination
 - Out-processing to include but not limited to return of property and exit interview
 - Termination of benefits
 - Rehire

Program History and Overview

Since 2009, the CCAP UC Trust has been offering the Risk Control Incentive Program to recognize the annual risk control activities conducted within each member county and county related entity. Properly implemented risk control activities, such as education, updated policies and procedures and timely reporting, can help reduce the costs of unemployment charges before a separation even occurs. Members have the opportunity to earn credits, a maximum of five percent, towards their quarterly contributions to the Trust upon satisfactory completion or implementation of qualified risk control related activities. This document outlines the Trust’s expectations, defining satisfactory completion and implementation.

Members must be in good standing (all quarterly contribution payments received and accounted for) in order to participate in the CCAP UC Trust Risk Control Incentive Program.

PROGRAM CYCLE

The CCAP UC Trust Risk Control Incentive Program became effective January 1, 2009. Fully executed risk control activities conducted within the first year of the program resulted in a credit towards the next year’s quarterly contributions to the Trust. This cycle continues each year at the discretion of the Trust who oversees the program and monitors its effectiveness.

CALCULATION OF CREDITS

Credits earned will be applied to the member’s four quarterly contributions of the year succeeding the year in which the credits are earned (e.g., credits earned in 2021 will be applied to 2022 contributions). Credits earned will appear on the member’s quarterly contribution form and can be calculated as follows:

- STEP ONE: Multiply your taxable payroll by your contribution rate.
- STEP TWO: Multiply the product of step one by the percentage of credits earned.
- STEP THREE: Subtract the product of step two from the product of step one and this is your new quarterly contribution amount.

Example: In 2021, Sample County successfully completes all risk control activities and receives a five percent credit toward their 2022 quarterly contributions to the Trust. Sample County’s 2022 contribution rate is three percent, and its first quarter taxable payroll is \$1,000,000.

Taxable Payroll:	\$1,000,000
Contribution Rate:	x 0.03
Contribution Before Credit:	\$30,000
Credit:	x 0.05
Credit In Dollars:	- \$1,500
Actual Contribution:	\$28,500