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NEWS & RISK MANAGEMENT REVIEW

SPRING 2020

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— SDAO Board of Directors —

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Vice President

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Doug Waugh, Water Environment Services

— Executive Director —

Frank Stratton

— Services —

Awards, Education and Training, Internship Grant, Legislative, Research and Technical Assistance, and SDAO Advisory Services

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Coronavirus Disease (COVID-19)

From: Frank Stratton, Executive Director and Jason Jantzi, Risk Management Consultant

As the world monitors the fast-changing situation surrounding the coronavirus (COVID-19), SDAO remains committed to protecting the safety and health of our employees, our members and the communities we serve.

On March 23, 2020, Governor Kate Brown issued an executive order instructing Oregonians to stay home and save lives. This order directs everyone to stay home to the maximum extent possible and is in effect until ended by the Governor. We have a link to the full text of the news release on our COVID-19 web page (www.sdao.com/s4/announcements/covid-2019.aspx).

Prior to Governor Brown's executive order, we took precautionary measures by halting all upcoming in-person visits, trainings and meetings and arranging for our employees to work remotely. Rest assured, our organization is fully functional and continues to support you using electronic communication means. If you contact us via phone, email or fax, we are reviewing your request.

Serving you is the foundation of our organization, and we are proud to use the technology and toolsets we develop to serve not only your organizations, but our communities. **Available on the SDAO COVID-19 webpage (www.sdao.com/s4/announcements/covid-2019.aspx), we have linked to critical information about the coronavirus situation in Oregon, including but not limited to:**

- **Up to date executive orders from Governor Kate Brown**
- **Guidance from the Oregon Health Authority (OHA) and the Centers for Disease Control and Prevention (CDC)**
- **Resources for first responders**
- **Information about the SDIS and OFCA health plan telemedicine tool**

We understand that this unprecedented situation generates all kinds of questions. In order to help with any uncertainty, we have developed a frequently asked questions page (www.sdao.com/s4/announcements/covid-19-faq.aspx) for you to reference with general information as well as resources related to SDIS workers' compensation and questions surrounding issues affecting specific district types. We have assembled guidance from not only SDAO but HR Answers, BOLI, CDC, and more.

Should you have any further questions, please do not hesitate to contact us.

help@sdao.com
800-285-5461



& SPECIAL DISTRICT PUBLIC MEETINGS

With the current COVID-19 outbreak and the Governor’s instructions to limit our contact with each other as much as practical, SDAO is providing best-practice guidance for holding your required public meetings, such as regular board meetings and budget committee meetings.

We understand that many of you may not have utilized technology in the past, such as teleconferencing or video conferencing, to hold these meetings. Today, utilizing these technologies is a must. There are several reputable companies you can use to host your meetings. We encourage you to begin working with your current telephone and internet vendors now to see what products are available on their platforms. In most cases, you will get what you pay for, so buyer beware and ask to preview their products using multiple people in different locations before purchasing them. Ease of use will be vital to ensuring people use the tools.

As for now, the current local government budgeting requirements for budget committee meetings and hearings are still in effect and can’t be waived. These requirements can only be changed by legislative action which SDAO is pursuing in partnership with our other local government partners. We will post more information on this issue as soon as it becomes available. As always when you have questions please reach out to help@sdao.com or 800-285-5461.

How should we handle our scheduled board meetings?

We recognize the current health concerns with regard to social gatherings, which include public board meetings. With that in mind, we are providing the following guidelines to help district boards facilitate

the ongoing business of the district while limiting unnecessary health risks or exposure to the Coronavirus (COVID-19):

- ***Postponement***

Our general guidance is always to adhere to the statutory requirements governing public meeting requirements. However, it is paramount that a board make decisions in the best interest of the district. Given the public health guidelines regarding social distancing and limiting unnecessary social contact, this may mean that the appropriate action is to postpone your regular board meeting. Please note that this is a board decision, and it is the board’s responsibility to act in its district’s best interest. If it is determined by the board that postponement is appropriate, you must give proper notice of the postponement to the public and media, same as your regular notice requirements.

- ***Telephonic Appearance / Remote Meetings***

It has always been permissible for board members to attend a public board meeting by telephone (or via Skype, FaceTime, etc.). The only requirement is that the board member(s) can hear and be heard. It is also allowable under ORS 192.670 to hold a remote meeting by telephone or electronic communication (there are platforms out there such as GoToMeeting or Zoom Meeting designed to facilitate this). For this method, along with publishing instructions for listening in to the meeting, the statute requires that the district still have a physical location where members of the public can show up and listen to the communication at the posted time. The quorum requirements for telephonic meetings are the same as for any other type of board meeting.



Thank you for attending the 2020

SDAO ANNUAL CONFERENCE

From: Frank Stratton, Executive Director

Thank you to each one of you who joined us for the 41st SDAO Annual Conference in Seaside! We had over 520 conference attendees representing 240 of Oregon’s special districts.

Our dynamic keynote speaker, Mark Scharenbroich, opened up the conference by motivating the audience to stay present in the moment and make meaningful connections with others. Attendees left feeling inspired and encouraged. Our schedule of breakout sessions followed offering a wide array of educational trainings reviewing topics including labor and employment, ethics, board/staff interactions, cyber security, and more.

During Friday’s Exhibitor Trade Show, 28 vendors and sponsors joined us to showcase their valuable products and services. In the afternoon, attendees met with their caucus colleagues to discuss important issues affecting their districts and nominate individuals for positions on the SDAO Board of Directors.

The Annual Business Meeting took place on Saturday where we received updates from caucus chairs and our chief financial officer. The following individuals were selected for the 2020-2022 term on the SDAO Board of Directors:



Fire

Ben Stange, Polk County Fire District #1

Sanitary

Doug Waugh, Water Environment Services

Irrigation

Brent Stevenson, Santiam Water Control District

True At-Large

MaryKay Dahlgreen, Lincoln County Library District

At-Large, Big Six

Jennifer Holland, Sisters Park & Recreation District

At-Large, Big Six

Scott Stanton, Umatilla County Fire District #1

Saturday evening, we recognized two special districts and four individuals at the Awards Banquet. It was truly inspiring to see what is being done in our communities and the amazing people that serve our districts. Following the banquet, ComedySportz, an improv comedy group from Portland, left the crowd laughing.

The conference wrapped up on Sunday with breakfast and door prize giveaways donated by our wonderful district members.

We appreciate your dedication to Oregon's special districts and will continually strive to provide you with the best trainings and networking opportunities available. I invite you to join us for next year's conference from February 4-7, 2021 in Sunriver.



Special Districts **CONSULTING SERVICES**

We enjoyed seeing many of you at the 2020 SDAO Annual Conference and discussing your needs for assistance with strategic planning, organizational assessments, executive hiring process facilitations, and day-to-day operations.

As many of you have heard, the Consulting Services Program has been going through some changes. Change sometimes is confusing and chaotic, but we are making every effort to make these changes as seamless as possible. We are continuing to grow our program to ensure that we have the most experienced senior consultants standing by to help you with your organizational needs.

George Dunkel has been the face of the SDAO Consulting Services Program for many years and has turned his vision of helping our members when they need us into a very successful program. However, the time has come for George to start transitioning into retirement. George will begin to work less and less as he mentors Shanta Carter to fill his very large shoes.

Shanta was hired at SDAO in 2018 to assist George and the program. Shanta's background includes but is not limited to her project management work at Lockheed Martin in Richland, Washington where she managed many projects that were crucial to the success of the Hanford Site nuclear cleanup efforts. Her exceptional organizational and customer service skills will ensure that the Consulting Services Program continues to be successful and will certainly

make George proud when he is in Mexico with his wife enjoying the sunshine, waves and relaxation that has been more than earned.

It is our continued vision to be the premier choice and the first call by our members for exceptional consulting services. We are ready to take your call and assist you with organizational assessments, management recruitments, basic planning, special projects and more. Even if you are not sure if we can help, please call or email us and we will be happy to point you in the right direction for services. We are here for you! And don't forget that we offer up to eight hours of free consulting services by one or more of our consultants. Some issues may require more time. After your first eight hours are exhausted, you will have the option of continuing at an hourly rate.

Our consultants are all experienced, professional practitioners who have worked in leadership roles in special districts throughout Oregon for a minimum of 25 years each. Their hands on experience provides them with a depth of knowledge, experience, and professional connections that will help members address troubling personnel, board, community, financial, and operational issues.

As always, we appreciate you making us the first call for your organization's needs and we look forward to hearing from you soon.

sdaoconsultingservices@sdao.com
800-305-1736





SDAO
**COMMITTEE
& VOLUNTEER
INTEREST**
FORM

We need your help! Our strength and effectiveness as an organization is directly related to the involvement of our members. The talent and energy that our members bring to SDAO are the critical components of our success as an association. Please review the volunteer opportunities listed below and indicate those of which you are willing to serve. If you have any questions, please contact SDAO at 800-285-5461 or sdao@sdao.com.

Name: _____
Title/Position: _____
District: _____
Mailing Address: _____
Phone: (w) _____ (h) _____ (c) _____
Fax: _____ Email: _____

- Awards Committee** Reviews applications and submits rankings for the SDAO Awards Program and SDAO Internship Grant Program. This is conducted by email.

- Conference and Education Committee** Meets two to three times prior to the SDAO Annual Conference to provide recommendations for conference programming.

Submit your completed form to:



P.O. Box 12613, Salem, OR 97309-0613
Fax: 503-371-4781
Email: sdao@sdao.com

Deadline: May 29, 2020
Thank you for your willingness to serve!

SDAO ANNUAL CONFERENCE A TERRIFIC SUCCESS!

By: *Jim Huffman, Conference Committee Member & Former SDAO Board Member*

As I attended the 2020 SDAO Annual Conference in Seaside, I considered it the best annual conference I have attended in a long time! I have represented Tillamook County Transportation District for the last 15 years and this year's offerings were above and beyond my expectations.

There was record attendance at the Seaside Convention Center. The broad set of offerings for presentations ranged from risk management and safety for districts to ethics to employee misconduct. The conference was incredible at meeting the needs of a cross-section of special districts.



The caucus meetings for each group of districts were also very active with very engaged members from across the state. In our at-large caucus, the librarians actually came wearing specially made t-shirts endorsing MaryKay Dahlgreen, the library director for Lincoln County Library District, who won one of the at-large positions on the SDAO Board of Directors. There was truly a democratic process for our special districts at this year's Annual Business Meeting that no one will ever forget!

OREGON Minimum Wage to Increase on July 1

Standard: \$12.00

Portland Metro: \$13.25

Nonurban Counties: \$11.50

Oregon's minimum wage will increase on July 1, 2020. Please see the following list for the new wage in accordance to your location in the state.

The nonurban rate applies to employers located within the following counties:

Baker	Klamath
Coos	Lake
Crook	Malheur
Curry	Morrow
Douglas	Sherman
Gilliam	Umatilla
Grant	Union
Harney	Wallowa
Jefferson	Wheeler





SDAO Internship Grant Program

Application Deadline: 5pm on Friday, April 17, 2020

SDAO members are eligible to apply for a grant through the SDAO Internship Grant Program. The intent of this program is to assist districts in meeting or improving loss control and best practices, ultimately benefiting both the district and the intern. This grant is not intended to fund routine maintenance needs or normal staffing requirements.



Interns must be hired by the district as temporary employees to be in compliance with wage and hour laws relative to compensating student interns. A freshman through junior college-level student will need to be hired to qualify for funding of this grant. The maximum grant per district is \$3,000; the funding must be matched by the district by 50%. For example, you may be eligible to receive up to \$3,000 on your request for a project that will cost your district \$6,000 or more. You may be eligible to receive up to a maximum of \$2,100 on your request for a project that will cost your district \$4,200. SDAO may not fund all grant requests.

The SDAO Awards Committee will review each application to determine which projects are eligible to receive funding. **Funds will be disbursed by July 1.**



To be considered, your completed Internship Grant Program application must be received by SDAO by 5pm on Friday, April 17, 2020. Submit your completed application by mail to SDAO, PO Box 12613, Salem, Oregon 97309; by e-mail to sdao@sdao.com; or by fax to 503-371-4781. Attach a separate sheet if necessary.

Download the application at:

www.sdao.com/s4/programs/internship_grant.aspx

2020 SDAO MEMBERSHIP SURVEY

Thank you to everyone who provided us feedback on our membership survey! We use this information to help us ensure we are meeting the needs and expectations of our members. Your answers shape the future of the association. Please watch for the results of the survey to be shared in the coming months.

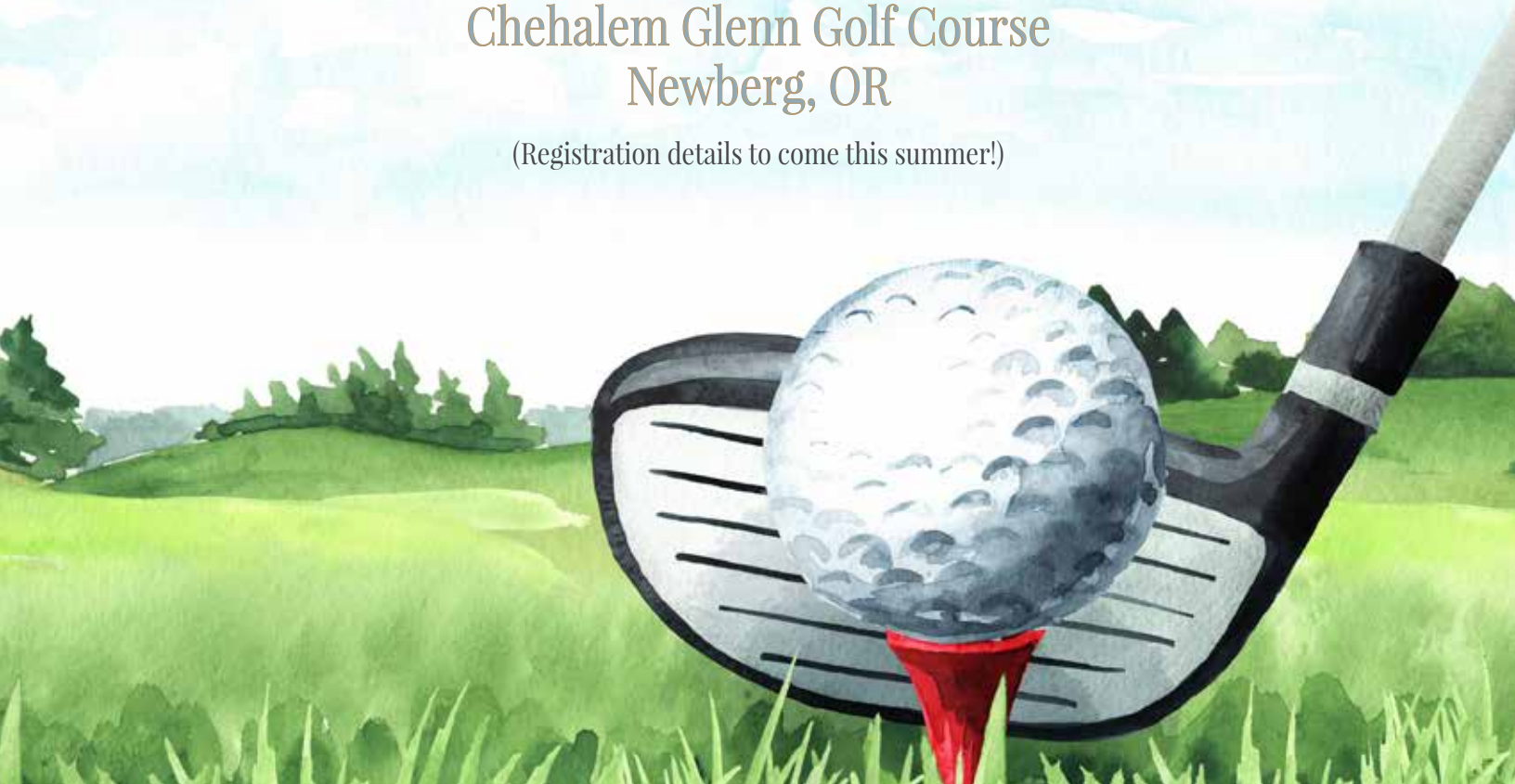
Save the Date

2020 Member Scholarship Golf Tournament

September 18, 2020

Chehalem Glenn Golf Course
Newberg, OR

(Registration details to come this summer!)



SDAO Members *in the* news

Find additional news clippings online at www.sdao.com > Newsroom

Coastal port, college join forces to offer welding course **DJC Oregon | 1/16/2020**

The central Oregon coast is not a hotbed of welding talent. So the Port of Toledo's manager, Bud Shoemake, decided to initiate an effort to change that. Under Shoemake's supervision, roughly two dozen staffers operate the Port of Toledo shipyard and perform a variety of marine repair and maintenance services. Specialized skills – including welding – are required, and the port has encountered difficulty finding and keeping skilled workers. That led Shoemake, as part of the port's five-year development plan, to create a pathway for certified welders in the small logging town on the Yaquina River.

Please visit <http://bit.ly/2TSUen5> to read more.

New water source being developed for Seal Rock **News Times | 2/18/2020**

The Seal Rock Water District (SRWD) encompasses 12.5 square miles stretching from the Bayshore housing subdivision just north of

Alsea Bay to just beyond the Newport Municipal Airport. The district has long relied on water rights from the Siletz River, the water traveling 10 miles through a pipe along Yaquina Bay Road from Toledo. The water district's general manager, Adam Denlinger, noted the transmission pipe passes through tsunami inundation zones and areas prone to landslides and flooding.

Please visit <http://bit.ly/2TVODfR> to read more.

Deschutes Public Library reaches centennial milestone **Bend Bulletin | 1/20/2020**

As the Deschutes Public Library system celebrates its centennial this year, Director Todd Dunkelberg is reminded of the effort it took to keep the service operating since the 1920s. The library system persevered through several hurdles. During the Great Depression, libraries struggled to buy books and a plan to build a new library in Bend was significantly delayed.

Please visit <http://bit.ly/331BYps> to read more.

2020 SDAO *Award Recipients*

This year, the SDAO Awards Program honored two districts and four individuals at the annual SDAO Awards Banquet which was held on February 8th in Seaside. The district recipients were selected for the Outstanding Special District Program Award which honors districts for accomplishments that allow them to provide better service to the public. The four individual recipients were selected for the Outstanding Special District Service Award which recognizes individuals who have greatly contributed to the success of their district.

Outstanding Special District Service Award: Board Member

Winner: Rudy Fenk, Tillamook SWCD



Rudy Fenk has served on the Tillamook Soil and Water Conservation District Board for 41 years, and has spent half of that time as the chair. He has been instrumental in the receipt of millions of farm bill dollars and other FSA program dollars to Tillamook that benefit and support clean water quality programs. These dollars have been spent on manure storage facilities, low profile applicators, nutrient management, CAFO plans, streambank and shoreline protection, tree shrub establishment, off-channel watering, animal exclusionary fencing, and agriculture energy plans.

Not only does Rudy dedicate his time to the Tillamook SWCD, but also to the ELKS and Kiwanis scholarship programs, helping students continue and further their educations. He has also served on the boards of the Tillamook Bay Watershed Council and Tillamook Estuary Partnership.



Outstanding Special District Service Award: Manager

Winner: Melissa Georgesen, Molalla Aquatic District



Melissa Georgesen has been able to take a swimming pool that was shut down for over two years and transform it into a viable recreation center and home to numerous programs. The Molalla Aquatic District was formed in 2017, and while recruiting for the director position, Melissa was the top choice by the interviewing committee. Melissa was given roughly eight weeks to get the Molalla Aquatic Center open to the public. In this short time, she hired and trained a full staff, including lifeguards, water safety instructors, water fitness instructors, volunteers and front desk staff. On the last day in March, Melissa held a free family event, known as the “Easter Egg Swim”. Plastic eggs were dropped in the pool for the kids to swim and retrieve. This was the opening event which launched the pool back into business.

Over the last year, the district has watched Melissa be a truly dynamic director. Some days she is in the chemical room acting as the certified pool operator. Other days she is in the water teaching a private lesson. In lieu of lunch, she is on deck instructing water fitness classes. Melissa demonstrates a passion each day to make this aquatic center truly fantastic. She has transformed their new district into a viable aquatic district with strong community roots.

Outstanding Special District Service Award: Employee

Winner: Suzanne DeLorenzo, PhD, Clackamas River Water

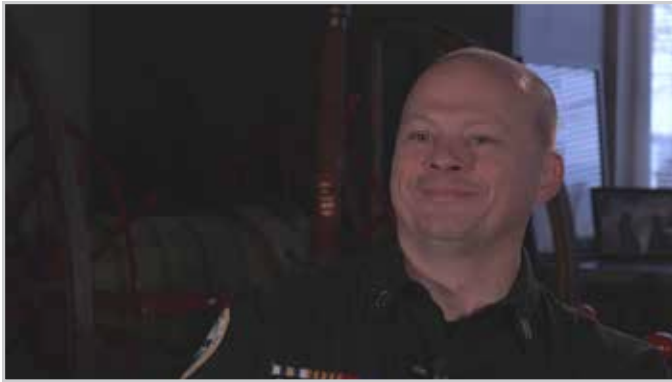


For water providers, the importance of monitoring cyanotoxins and the criticality of developing a plan on how to address detections has become even more significant in recent years. The repercussions of issuing “Do Not Drink” orders and challenges in communicating with the public regarding cyanotoxin events was demonstrated in recent years in the Salem area. This event provided significant public scrutiny on what water providers are doing to monitor, report and respond to cyanotoxin events. Prior to this event, Dr. Suzanne DeLorenzo identified the need for the water community to be able to have access to cyanotoxin monitoring information, improve communications with the public, and the need to develop a plan that water providers could use to develop their response. In addition, Suzanne was able to use her knowledge to represent special districts and water providers with legislators, regulatory agencies, and others who held influence on the changing landscape surrounding cyanotoxins.

Suzanne’s contributions in this area have provided immense benefits to Clackamas River Water and water providers locally and beyond. Her initiative in seeing a problem, identifying what tools are needed, working to gain support, and then sharing the information with other water providers, is truly unique and remarkable.

Outstanding Special District Service Award: Volunteer

Winner: Sean McGonigal, Banks Fire District



Sean McGonigal has been an active and engaged member of Banks Fire District for over 13 years. He quickly established himself as a leader and was promoted to Lieutenant in just three short years. Eight years later, Sean was promoted to Captain. In addition to providing leadership to the district, Sean's skills on scene were noteworthy. In 2010, he was named Oregon EMT of the Year and has been recognized as the Banks Fire District Outstanding Responder of the Year in 2009, 2010, 2011, 2013, 2017 and 2019.

Sean is always willing to take on any task asked of him. As such, the hours he has given the district are too numerous to count. In addition to being a top responder each year, Sean has given time to the district's safety committee and to the volunteer association. Sean has been a key factor in the success of the district's Christmas for Families program, school supply program, pancake breakfast, and more. No matter the size of the request, Sean can be counted on to not only show up but to excel.

Outstanding Special District Program Award: District with 26+ Employees

Winner: Multnomah County Drainage District



Since 2015, Multnomah County Drainage District (MCDD) has seen a gradual increase in unhoused populations living and camping along its levees and interior drainage systems. The activity has made it difficult for field employees to perform regular maintenance and operations, as some populations block mowing or herbicide spray paths along the levee, dispose of debris that clog grates, and dump hazardous waste material that poses a safety threat to district staff and adjacent communities. In some instances, some communities have damaged the integrity of the levee system by removing riprap, burying garbage, and creating erosion that can be expensive to repair and increases flood risk.

Since the district does not have the enforcement authority to post camps or illegally parked vehicles, a partnership with the local sheriff's office was crucial to mobilizing unhoused communities in order to perform regular operations. However, due to the high regional demand of these services, field crews had to more frequently delay their scheduled operations until the sheriff's department was able to respond. In order to address these issues, MCDD developed a Houseless Coordination Program in 2018 that prioritizes outreach, education, and engagement with these communities. The pilot project incorporated ongoing coordination with other regional professional outreach service

organizations, law enforcement, government agencies, property owners, and the public, in order to have a coordinated approach when responding to areas where unhoused communities were present. An online mapping tool (the “Collector App”) was developed to track live data, such as camp location, observed activity, and additional information to assist district employees and partners in decision-making.

Outstanding Special District Program Award: District with 6-25 Employees

Winner: Sisters-Camp Sherman Rural Fire Protection District



Sisters-Camp Sherman RFPD’s volunteer Fire Corps program is currently the largest in the state of Oregon with 27 members. Fire Corps is a partner program under Citizen Corps, the Federal Emergency Management Agency’s grassroots strategy to bring together government and community leaders to involve citizens in all-hazards

emergency preparedness and resilience. These volunteers support the district through community services and involvement including blood pressure screening, CPR/first aid classes, address sign installation, car seat safety checks, smoke alarm inspections and installations, community AED access grant program, senior safety program, on-scene emergency support of emergency responders, fall prevention program, wildfire home safety inspections and youth fire intervention program.

This program leverages the unique skills and abilities of the volunteers to mitigate community risks. A risk assessment was completed to determine the most important programs to implement, and as Fire Corps as grown, additional programs have been added. The community is safer with Fire Corps in place.

We will be accepting nominations for the 2021 SDAO Awards Program beginning this summer. Watch your email inbox and our website for more information.

The Special Districts Association of Oregon’s Awards Program gives recognition to member districts for accomplishments which allow them to provide better service to the public and honors individuals who have greatly contributed to the success of their organization.



LEGISLATIVE UPDATE



By: Mark Landauer and Hasina Wittenberg, SDAO Government Affairs

On February 3, 2020, the 80th Legislative Assembly convened for the constitutionally mandated 35 calendar day session. A total of 283 bills were introduced; 188 in the House and 95 in the Senate. Committees were allowed to introduce three bills while Senators were permitted to one bill and Representatives were allowed two bills. As a result, timelines were very compressed. Bills were required to move out of their first chamber's respective committees within 10 days; a majority of bills died prior to this deadline.

Once again the Democrats' cap and trade proposal took center stage demonstrating Oregon's urban/rural divide. During the 2019 Legislative Session, the Senate Republicans walked out over HB 2020's cap and trade proposal which thereby denied the Senate a quorum for nine days. Upon their return, business continued with 150 bills passing in the final two days because Republicans provided "rules suspension" allowing all bills in the queue to be voted up or down on the floor.

On February 24, the House and Senate Republicans jointly walked out as a result of the cap and trade bill being moved forward to a floor vote. House and Senate Democrats continued to work and move bills as far as possible through the legislative process, but without the required quorum present, bills could not be voted up or down on either chamber's floor.

The House Speaker gave a rousing speech condemning the Republicans for walking out and failing to return to conduct business. She indicated that climate legislation is unfinished and the presiding officers would be asking the Governor exercise her executive order authority to enact a cap on carbon emissions and convene a special session within 30 days.

Despite the fact that House Republicans, who said they would return to vote on budget bills, homeless funding and wildfire mitigation, the Speaker adjourned the House until 11:59 pm Sunday which effectively adjourned the legislative session sine die. As a result, only three bills passed and were signed by the Governor: HB 4061 (increases the surcharge for cultural license plates); HB 4106 (Happy Valley/Clackamas County parks annexation legislation) and HB 4140 (student concussion public education).

The President of the Senate gave a speech that included and reiterated the messaging of the Governor's executive order authority regarding carbon emissions. He adjourned the Senate until and upon the call of the Senate President (effectively adjourning the session sine die). Whether a special session is called or when it would occur at this point is largely conjecture leading up to the May primary or beyond. Both parties have and will continue to blame the other for the failure of the session. Whether voters will punish or reward their current members remains to be seen.





New Board Member: Emily Stumpf

Emily Stumpf was sworn in to the SDAO Board of Directors at the February 5th meeting. Emily has been working at the Multnomah County Drainage District since spring of 2016, and currently serves as the Policy & Administration Manager. In this role, Emily supports the work of five elected boards and works on policy related matters for the district, as well as manages the Policy and Administration Department staff. She holds a B.A in Political Science from California Lutheran University and a Master of Public Administration from Portland State University. Prior to her work at MCDD, Emily worked for the Washington State Legislature and as a campaign organizer in Southwest Washington and Washington, DC.



New Prevailing Wage

The new Prevailing Wage Rates for Public Works Contracts in Oregon Amendment to the Appendix effective February 1, 2020 has been published online at:

www.oregon.gov/boli/WHD/PWR/Pages/pwr_state.aspx

Providing reasonable, stable rates, and broad coverage to Oregon's public entities

SDIS Board of Trustees

Chair: Andrea Klaas, Port of The Dalles
 Vice Chair: Ted Kunze, Molalla RFPD #73
 Secretary: Mark Hokkanen, Tualatin Hills Park & Recreation District
 Treasurer: Stacy Maxwell, Jackson County Fire District 3
 Trustees: David Lindelien, Lane Transit District
 Mike Jacobs, Tualatin Valley Water District
 Harvey Hall, Northern Wasco County P.U.D.

Services

Background Checks
 Claims Administration
 Drug-Free Workplace
 Management Consulting Services
 On-site Loss Control Consultations
 Pre-Loss Legal Services
 Safety and Security Grant Program
 SDIS Insurance Programs

Next SDIS Board of Trustees Meetings

April 8 | CANCELED

April 9 | Joint Work Session with SDAO Board of Directors | CANCELED

June 3 | SDAO Claims Office, 7125 SW Hampton St, Tigard, OR | 10am



KNOW YOUR BENEFITS.

From

Answers to the Most Frequently Asked Benefit Questions

What is a Deductible?

A deductible is the amount of money you or your dependents must pay toward a health claim before your organization's health plan makes any payments for health care services rendered. For example, a plan participant with a \$100 deductible would be required to pay the first \$100, in total, of any claims during a plan year.

What is Coinsurance?

On top of your deductible, coinsurance is a provision in your health plan that shows what percentage of a medical bill you pay and the percentage a health plan pays.

What is an Out-of-pocket Maximum (OOPM)?

An OOPM is the maximum amount (deductible and coinsurance) that you will have to pay for covered expenses under a plan. Once the OOPM is reached the plan will cover eligible expenses at 100 percent.

What is an Explanation of Benefits (EOB)?

An EOB is a description your insurance carrier sends to you explaining the health care benefits that you received and the services for which your health care provider has requested payment.

What is a Preferred Provider Organization (PPO)?

A PPO is a group of hospitals and physicians that contract on a fee-for-service basis with insurance companies to provide comprehensive medical service. If you have a PPO, your out-of-pocket costs may be lower than in a non-PPO plan.

[Confused about common health insurance benefits terms? These FAQs cover the basics to take the mystery out of coverage terms.](#)

What is Utilization Management (UM)?

Utilization Management is the process of reviewing the appropriateness and the quality of care provided to patients. UM may occur before (pre-certification), during (concurrent) or after (retrospective) medical services are rendered.

For example, your health plan may require you to seek prior authorization from your UM company before admitting you to a hospital for nonemergency care. This would be an example of pre-certification. Your medical care provider and a medical professional at the UM company will discuss what is the best course of treatment for you before care is delivered. UM can reduce unnecessary hospitalizations, treatment and costs.

What is a High Deductible Health Plan (HDHP)?

An HDHP is a type of insurance plan that offers a low premium offset by a high deductible. Because of the low cost of the plan, the insurer will not cover most medical expenses until the deductible is met. As an exception, preventive care services are typically covered before the deductible is met. HDHPs are often designed to be compatible with health savings accounts (HSAs), which are tax-advantaged accounts that can be used to pay for qualified out-of-pocket medical expenses before the HDHP's deductible is met.

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2020 Regional HR Trainings - *Postponed*

Trainings will be rescheduled in the fall at the same locations.

Pendleton

Salem

Medford

Redmond

Cottage Grove

Newport

Upcoming Webinars

Visit www.sdao.com/events for our training and event list with links to register.

April 2

First Thursday Webinar:
Respiratory Protection

May 7

First Thursday Webinar:
Appraisal Program

June 4

First Thursday Webinar:
*Timely Reporting and Why It's
Important (Workers' Compensation)*

Take That *Laptop* With You

By: Jens Jensen, PC Claims Manager

You leave the district's admin building headlong into a parade of meetings and appointments. You drop your laptop and briefcase on the front seat and head out. Traffic is light and you have left plenty early so you are in no rush as you head to the first thing on the schedule. Time for a coffee treat! You stop off at your favorite barista. This will only take five minutes and then back on the road. Five minutes later you return to the car, to find the passenger window broken and the laptop is gone.

While the first thought might be to contact us about turning in a claim for a stolen laptop, there is another exposure you'll want to be concerned about: breach of information.

If that laptop contains patrons' or employees' personal information, you may be obligated under Oregon law to notify the person of this potential breach.

Personal information means things like first and last name plus another identifier such as a social security number, financial information, health or medical information, government identification number or other information that when used together could allow a bad actor to steal someone's identity.

There are several things you can do to help reduce this exposure:

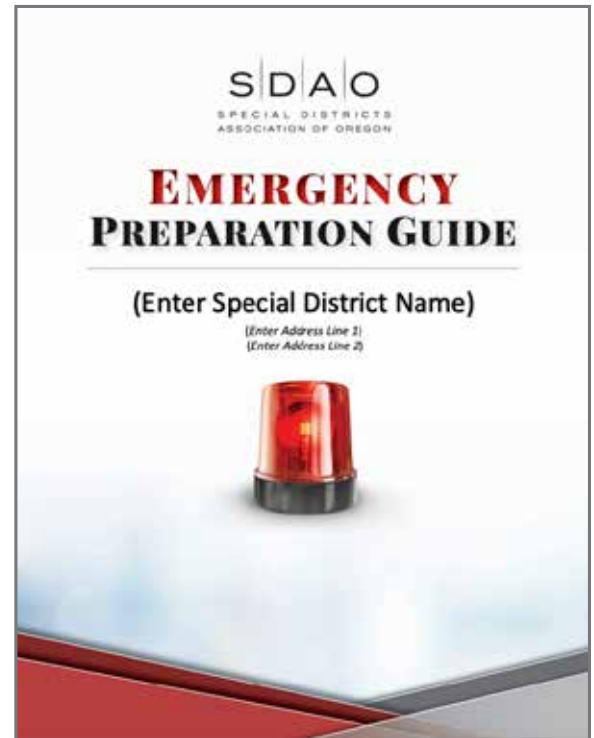
1. If you do have patrons' or employees' personal data stored on a laptop, you may want to consider storing that type of information in a better secured location, like back in the office. Ask yourself if it is really necessary to have this type of information on a laptop.
2. Make sure passwords, malware and virus protections are all up to date and current. Public entities are known targets for hackers, and they always look for easier access.
3. If you do have to have personal data on a laptop, take the laptop with you. Thieves look at laptops, not so much for their cash value, but as potential sources to gather personal data which is far more valuable than the laptop itself.
4. Find out if your IT department can remotely lock the laptop down or erase contents.

If you are concerned you have experienced a breach of personal data, please contact the claims office as soon as possible as reporting requirements carry hefty fines if you fail to meet notification requirements. You can reach us at 800-305-1736.

NEW RESOURCE AVAILABLE: **EMERGENCY PREPARATION GUIDE**

SDAO has developed a fillable emergency preparation guide for your district's use. We recommend that this be completed and be made readily available to all staff in the event of an emergency. You can find a copy of this valuable resource on the risk management page of our website at: www.sdao.com/S4/Programs/risk_management_program.aspx

You will also find other risk management resources on this page including quick reference guides, checklists, training information, and other important information. If you have any questions, please contact SDAO Risk Management at riskmanagement@sdao.com or 800-285-5461.



New Trustee: Harvey Hall

In November, we welcomed Harvey Hall with Northern Wasco County PUD to the SDIS Board of Trustees. Harvey has served as the Chief Financial Officer at Northern Wasco County PUD since 2016. He has 26 years of experience in the electric utility industry working primarily in the area of finance including risk management, business modeling and forecasting, strategic planning and rate design. Harvey has a bachelor's degree with honors in business management and finance from Portland State University and a master's degree in business administration from Portland State University. He is also a Certified Internal Auditor.

Harvey finds it to be a great opportunity working for the customers and community he serves both at the PUD and on the SDIS Board of Trustees.

Medical Reimbursement PLAN

By: Gina Wescott, WC Claims Manager



Under Oregon workers' compensation rules, districts have the option to pay for their medical only claims up to a statutory maximum amount.

For years, the statutory maximum amount was \$500 resulting in limited employer participation. In 2006, the amount was increased substantially, and has continued to increase annually. The current maximum reimbursement pursuant to WCD Bulletin 345 is \$2,200, effective January 1, 2020.

The primary benefit of participating in Oregon's Medical Reimbursement Program is to lower premiums. When a district pays for a claim under this program, then the claim itself does impact the district's experience modification rate.

What is an experience modification rate and why is this important? An experience modification rate is a numerical value assigned to your district which compares the district's claim history against other like industries. If a district has low claim costs and low frequency of claims, then their experience modification rate will be under 1.0 and will positively impact their premium assessment. However, if a district has higher than average claims costs or a higher than average number of claims, their rate will exceed 1.0 and may result in higher premiums.

Although the experience modification rate is only one factor in determining premium, it is an important one because it encompasses three years' worth of data. What this means to the district is that one bad

year impacts your rates for three years.

All employers in Oregon are allowed to participate in the Medical Reimbursement Plan under ORS 656.262(5) with the following stipulations as listed in OAR 436-060-0055.

1. At policy inception or renewal, districts must advise their workers' compensation insurance carrier (SDIS) that they wish to participate in the program.
2. The district must report all claims to their workers' compensation insurance carrier (SDIS) for processing.
3. The district may then reimburse their workers' compensation insurance carrier (SDIS) once the claim has been closed.
4. The workers' compensation insurance carrier (SDIS) cannot include these reimbursed costs in their assessment of premium.

Although Oregon's workers' compensation rates are low, budgets dictate cost savings whenever possible. With the increased reimbursable amount, districts should consider the Medical Reimbursement Program as a viable method for reducing premiums.

If you have any questions regarding Oregon's Medical Reimbursement Program, please contact the SDAO Workers' Compensation Department at 503-670-7066.

2020

BEST PRACTICES PROGRAM



Deadline: November 6, 2020

Receive up to a 10% discount on your general liability, auto liability, and property insurance contributions.

1. Affiliate Organization Membership | Credit: 2%

2. Harassment Checklist | Credit: 2%

3. Harassment Policy | Credit: 2%

4. Online Training (Available Spring 2020) | **Credit: 2%**

5. SDAO/SDIS Training | Credit: 2%

Receiving Credit

Completion of the Best Practices Survey (located online on the SDIS Insurance Site) is required to receive credit. Your district will be notified by email this spring when the survey becomes available online. The survey must be submitted by a district representative who will verify completion of the credit requirements within the survey. *Please note, each district is responsible for completing their own survey online. **The deadline to complete the survey is November 6, 2020.***

UNDER CONSTRUCTION ! UND



Course of Construction Policy

By: SDAO Underwriting Department

With spring and summer on the horizon, that means that construction season is quickly approaching. If your district is planning a remodel/addition to an existing building or building a completely new structure, a course of construction (COC) policy is a must. Course of construction, also known as builder's risk insurance, is designed to protect owners and their contractors from damages to a structure while it is being constructed.

A COC can be purchased by one of many people - the district, the building contractor or the project manager. Prior to purchasing a COC, check the provisions of your own construction contract to see who is required to provide the course of construction coverage. If it is established that it is your responsibility, please contact your insurance agent of record and ask them to provide you with a quote(s). Even if you are not responsible for providing the coverage, make sure that your district is included as a "Named Insured" on the actual COC policy.

Our SDIS Property Coverage Document *excludes* coverage for a building while it is in the course of construction. However, for an additional contribution, a member can apply to have this coverage added. SDIS can provide COC coverage for projects up to \$2,000,000. If your project is

valued greater than \$2,000,000, you will need to purchase a COC policy from a separate insurance carrier. Again, your agent of record should be able to guide you on this process.

For coverage purposes, the course of construction begins when a contract for construction has been executed, the necessary permits have been applied for and issued, and work has commenced. It ends when all work authorized by permit has been completed, and the structure is ready for use, or the occupancy for which it is intended.

So plan ahead! You will want to get the quote(s) secured long before the project actually breaks ground. The further ahead of it you are, the more options you will have.

Regardless of who is responsible for the course of construction, don't forget that after the project is completed, the final step is to add the completed structure to your SDIS property schedule and then cancel the COC. The same is true for an addition or remodel as well. These steps will ensure that there is no lapse in coverage and expedite any remaining premium or contribution that you are owed.



MDLIVE[®]

Virtual Care, Anywhere.

Have a virtual doctor visit at your convenience using your smartphone, tablet, or computer 24 hours a day.

MDLIVE doctors are here to help. If you have symptoms of the virus, our doctors can assess your condition and help determine the necessary next steps, all from the comfort of your home. If you are suffering from other common medical conditions, MDLIVE doctors provide reliable care while minimizing the exposure to contagious viruses like COVID-19. MDLIVE doctors cannot currently order tests for COVID-19. (MDLIVE is experiencing longer than normal wait times due to the COVID-19 pandemic.)



Public Safety EAP: Program Update

Over a year ago, Special Districts Insurance Services (SDIS) saw the need for better support for our state’s emergency services personnel. We understand that emergency responders and fire professionals face unique challenges not easily understandable by those not in their field. While their career is rewarding, it can also offer hardships that may be more manageable with an experienced mental health professional that specializes in fire and EMS issues.

We collaborated with SDAO and the Oregon State Firefighters Council to bring the Public Safety Employee Assistance Program (EAP) to all career firefighters in the state of Oregon at no charge. SDIS also covered all career emergency services personnel employed with SDIS member districts. We have had great feedback about the program and have seen a substantial increase in usage since its inception.

This year, SDIS will again be funding the Public Safety EAP for all career professional firefighters in the state of Oregon and all career emergency services personnel that are employed with SDIS member districts. To utilize these benefits, your district does not have to do anything as these individuals are already enrolled. Enrollment forms

will be mailed in April for your district to use to add volunteers and administrative staff to the 2020-2021 program at a discounted rate of \$14.63 per individual per year.

Last year, we were able to provide grants to 10 fire districts that did not have sufficient funding to add their volunteers and administrative staff. These grants were funded by the generosity of fire districts that were able to cover the cost of their paid first responders. If your district is interested in participating in this program again, please complete the enrollment form that will be mailed in April. Along with several other resources, the enrollment form is also available online at <http://ref.sdao.com/fire/eapenrollment-fillable.pdf>

Your Public Safety EAP can help with issues such as loss and grief, stress, legal concerns, health and wellness, financial coaching, substance abuse, and more. They are available to help 24 hours a day, seven days a week. Don’t hesitate to pick up the phone or visit their website for assistance at any time.

888-327-1060

www.PublicSafetyEAP.com

How Much Does an Employee Cost Us?

By: Jason Jantzi, Risk Management Consultant - Fire



If you have a piece of expensive equipment, you likely take extra steps to ensure that it is properly cared for and maintained. Do you take the same precautions with your employees? I know some of you are rightly thinking that it is wrongheaded for me to even compare an employee to a “piece of equipment”, but I want to keep this as narrowly focused as possible.

As a risk management consultant, I provide information so districts can make good business decisions. Topics around productivity, workplace morale, and workers’ compensation are common points of discussion because if not addressed, can be costly. But what is the cost if you lose an employee and must fill their position?

Total costs will be very specific to each scenario, but here is the breakdown in general terms, from hiring to the employee performing self-guided work:

- **Recruiting costs** - Advertising, the recruiting manager’s time and other onboarding costs are included.
- **Basic salary** - The average salary for a permanent employee in Oregon is around \$52,000.
- **Employment taxes** - Social Security/FICA is currently 6.2%, 6.2% for Unemployment, 1.45% for Medicare, and somewhere between 0.3% and 7.5% for workers’ compensation insurance. This totals approximately \$10,000 for our average Oregon worker.
- **Benefits** - This one can vary widely. Healthcare, life insurance, disability insurance and retirement

packages are all costs that an employer may carry. Typically, an employer can use a calculation of 1.4 times the base salary for salary, taxes, and benefits.

- **Workspace** - Rent of space is a cost for an employee unless they truly work out under the stars.
- **Equipment** - Computers, vehicles, tools, and all the various supplies.
- **Training costs** - In order for an employee to work in a self-sufficient manner, they must know the ropes. On an average, this cost is around 35% of that position’s annual salary and will go up or down depending on the skills needed.

These don’t even touch on the intangible costs associated with replacement of an employee. Consider productivity and relationships. Productivity is an obvious one. New employees don’t produce at the same rate a seasoned employee does, there’s a learning curve. What about the relationships that the employee has built over the years? What’s the price tag on these?

Another way to look at this is to use a simple calculation to address all the costs. I have seen formulas that use 0.5 times the base salary for an unskilled employee to between three to five times the base salaries for executive management. One business owner used a calculation of 2.7 times the base salary to calculate the costs for a fully functioning, managed employee. In Oregon that would be an average of \$140,400 a year. So, tell me, how would you care for a piece of equipment that costs around \$140,000 a year? That’s something to chew on.

Thoughts taken from articles “How Much Does an Employee Cost?” written by Joe Hadzima, published in the Boston Business Journal and “The Real Costs of Employee Turnover” published by The Rainmaker Group online.



COVID-19: Your guide to staying informed and supported

As we continue to learn more about the new coronavirus (COVID-19) and officials work to address it, Regence is taking action to ensure you have access to the care you need, when you need it.

What can I do to protect myself?

There is currently no vaccine to prevent COVID-19. The best way to prevent illness is to avoid being exposed to this virus. Here are helpful tips from the CDC:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

For the latest information on precautions you can take, what to do if you have symptoms and how we're here to support you through this outbreak, go to [regence.com](https://www.regence.com). There you'll find a link to our COVID-19 information page. And if you have any questions about COVID-19 testing and treatment coverage, call the number on the back of your member ID card.



Administrators for SDIS

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MEMBER CALENDAR

- | | |
|----------------|--|
| Apr. 2 | SDAO First Thursday Webinar: Respiratory Protection |
| Apr. 8 | SDIS Board of Trustees Meeting: Sisters - CANCELED |
| Apr. 9 | SDIS Board of Trustees/SDAO Board of Directors Joint Work Session: Sisters - CANCELED |
| Apr. 9 | SDAO Board of Directors Meeting: Sisters - CANCELED |
| May 7 | SDAO First Thursday Webinar: Appraisal Program |
| May 25 | SDAO Offices Closed - Memorial Day |
| June 3 | SDIS Board of Trustees Meeting: Tigard |
| June 4 | SDAO First Thursday Webinar: Workers' Compensation Claim Reporting |
| June 11 | SDAO Board of Directors Meeting: Salem |

Download this newsletter online at <http://ref.sdao.com/newsletters/20spring.pdf>