

# RESOURCE CONTACT GUIDE

## SERVICE PROVIDERS AND VENDOR MATRIX

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As a member of SCORE, your City/Town has many risk management resources available. This Services Matrix is designed to assist you with identifying and locating these resources.

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\* Services and resources are available at no additional cost, unless specifically noted.

PROGRAM SERVICE PROVIDERS			
SERVICE PROVIDERS	CONTACT INFORMATION	SERVICES PROVIDED	
<p><b>PROGRAM ADMINISTRATION</b></p> <p>Alliant Insurance Services, Inc. 2180 Harvard Street, Suite 460 Sacramento, CA 95815 Main: (916) 643-2700 Fax: (916) 643-2750 <a href="http://www.alliant.com">www.alliant.com</a></p>	<p><b>Marcus Beverly</b> Office: (916) 643-2704 Cell: (916) 660-2725 <a href="mailto:Marcus.Beverly@alliant.com">Marcus.Beverly@alliant.com</a></p> <p><b>Conor Boughey</b> Office: (415) 403-1400 Cell: (415) 744-4889 <a href="mailto:cboughey@alliant.com">cboughey@alliant.com</a></p> <p><b>Michelle Minnick</b> Office: (916) 643-2715 <a href="mailto:Michelle.Minnick@alliant.com">Michelle.Minnick@alliant.com</a></p>	<p><i>JPA MANAGEMENT ISSUES</i></p> <ul style="list-style-type: none"> <li>▪ <b>Governance</b> - policies and procedures, program budget/funding, financial analysis, program management, personnel, contracts, consultants.</li> <li>▪ <b>Coverage</b> - coverage questions, quotations, new members, development of shared risk program coverage agreements, RFPs for services, actuary liaison, excess insurance/additional coverage marketing (Crime coverage, etc.), program development.</li> <li>▪ <b>Risk Management</b> - Insurance Requirements in Contracts (IRIC), third party contract review, hold harmless and indemnification clauses, risk management program planning, RFPs for JPA payment approval of budgeted funds.</li> </ul> <p><i>JPA ADMINISTRATIVE ISSUES</i></p> <ul style="list-style-type: none"> <li>▪ <b>Meetings &amp; Compliance</b> - agendas; minutes; development/maintenance of governing documents, development/interpretation of policies &amp; procedures, JPA state compliance, Form 700, changes in Board members, website updates.</li> <li>▪ <b>Certificates</b> - certificates of coverage, additions/deletions of coverages, special events liability coverage, automobile identification cards, auto/mobile equipment physical damage programs.</li> </ul>	<p><b>MAIN CONTACT</b> Marcus Beverly Michelle Minnick Conor Boughey</p>

PROGRAM SERVICE PROVIDERS		
SERVICE PROVIDERS	CONTACT INFORMATION	SERVICES PROVIDED
<p><b>ACCOUNTING SERVICES</b></p> <p>Gilbert Associates, INC 2880 Gateway Oaks Drive, STE 100 Sacramento, CA 95833 Main: (916) 646-6464 Fax: (916) 929-6836 <a href="http://www.gilbertcpa.com">www.gilbertcpa.com</a></p>	<p><b>Kevin Wong, CPA</b> <a href="mailto:kswong@gilbertcpa.com">kswong@gilbertcpa.com</a></p> <p><b>Jennifer Zraick</b> <a href="mailto:JZraick@gilbertcpa.com">JZraick@gilbertcpa.com</a></p>	<ul style="list-style-type: none"> <li>▪ Billing, accounting, and financial management</li> </ul>
<p><b>SAFETY AND RISK CONTROL SERVICES</b></p> <p>DKF Solutions Group, LLC <a href="http://www.dkfsolutions.com">http://www.dkfsolutions.com</a></p>	<p><b>David Patzer</b> Office: 707-373-9709 <a href="mailto:dpatzer@dkfsolutions.com">dpatzer@dkfsolutions.com</a></p> <p><b>John Balestrini</b> 916-532-5802 <a href="mailto:jbalestrini@dkfsolutions.com">jbalestrini@dkfsolutions.com</a></p>	<ul style="list-style-type: none"> <li>▪ Telephone Hotline - Questions &amp; Guidance</li> <li>▪ Hazard &amp; Safety Assessment</li> <li>▪ Program/Policy Development</li> <li>▪ Ergonomic Evaluations</li> <li>▪ On-site Training</li> <li>▪ Safety Materials</li> <li>▪ On-line Streaming Videos</li> <li>▪ Webinars - WC and Liability Risk Management Topics</li> </ul>
<p><b>CLAIMS ADMINISTRATION</b></p> <p>George Hills – GL TPA PO BOX , Sacramento, CA 95833 Main: 855-442-2357 <a href="https://georgehills.com/">https://georgehills.com/</a></p>	<p><b>Kathleen Proctor</b> - Client Service Director 916-467-5877 <a href="mailto:kathleen.proctor@georgehills.com">kathleen.proctor@georgehills.com</a></p> <p><b>Mayra Curiel</b> – Liability Claims Processor 909-281-1966 <a href="mailto:Mayra.Curiel@georgehills.com">Mayra.Curiel@georgehills.com</a></p>	<p>Third-Party Liability Claims Administrator --refer to George Hills for specific Claim Adjuster's contact information.</p> <p>Report <b>New Liability Claims</b> to:</p> <ul style="list-style-type: none"> <li>▪ <a href="mailto:MyGHCNewClaims@georgehills.com">MyGHCNewClaims@georgehills.com</a></li> </ul>
<p><b>CLAIMS ADMINISTRATION</b></p> <p>Intercare Holdings Insurance 6020 West Oaks Blvd, Suite 100, Rocklin, CA 95765 Main: 877- 541-4591 Fax: 877-362-5050 <a href="http://www.intercareins.com">www.intercareins.com</a></p>	<p><b>Danielle Buri-Beaton</b> – Sr. VP Client Services 916-277-2526 <a href="mailto:DBuri@Intercareins.com">DBuri@Intercareins.com</a></p> <p><b>Heather Spain</b> – Sr. Claims Adjuster Direct: 916-277-2526 <a href="mailto:hspain@Intercareins.com">hspain@Intercareins.com</a></p>	<p>Third-Party Workers' Compensation (WC) and Liability Claims Administrator --refer to Intercare for specific Claim Adjuster's contact information.</p> <p>Report <b>New WC Claims</b> via Global Intake or via email <a href="mailto:NewClaims@intercareins.com">NewClaims@intercareins.com</a></p>

PROGRAM SERVICE PROVIDERS		
SERVICE PROVIDERS	CONTACT INFORMATION	SERVICES PROVIDED
<p><b>CJPRMA (California Joint Powers Risk Management Authority)</b> Excess Liability Coverage</p> <p><a href="http://www.cjprma.org/">http://www.cjprma.org/</a></p>	<p>Tony Giles - General Manager Office: (925) 290-1316 Email: <a href="mailto:tony@cjprma.org">tony@cjprma.org</a></p>	<ul style="list-style-type: none"> <li>▪ Training provided on a variety of Liability-related Topics</li> <li>▪ Special Events Coverage</li> <li>▪ Belfor Property Restoration Master Contract</li> <li>▪ Safety National Risk Management Resources</li> <li>▪ <a href="#">SafetySkills</a> – aka “Safety Training Source” This is an online Learning Management System (LMS) with 1100+ courses. Click <a href="#">here</a> for course catalogs.</li> <li>▪ <a href="#">Safety Source</a> –This is a online video on demand safety training library (Video on Demand).</li> <li>▪ <a href="#">Q Safety</a> Online driving simulation courses that use gamification. <ul style="list-style-type: none"> <li>○ <a href="#">Safety: Emergency Responder Vehicle Education (S:ERVE)</a></li> <li>○ <a href="#">Distracted</a> Driving (30 min) &amp; Defensive Driving (3.5 hours)</li> </ul> </li> </ul>
<p><b>LAWCX</b> Excess Workers’ Compensation Coverage</p> <p>Wide variety of risk control services and resources.</p> <p><a href="http://www.lawcx.org/">http://www.lawcx.org/</a></p>	<p>Jim Elledge, Executive Director (916) 244-1124 <a href="mailto:jim.elledge@sedgwick.com">jim.elledge@sedgwick.com</a></p> <p>Tammy Vitali, WC Program Manager (916) 244-1114 <a href="mailto:tammy.vitali@sedgwick.com">tammy.vitali@sedgwick.com</a></p> <p>Terrie Norris, Risk Control Services Manager (916) 290-4655 <a href="mailto:terrie.norris@sedgwick.com">terrie.norris@sedgwick.com</a></p> <p>Kim Sackett, Board Secretary &amp; Analyst (916) 290-4601 <a href="mailto:kim.sackett@sedgwick.com">kim.sackett@sedgwick.com</a></p>	<ul style="list-style-type: none"> <li>▪ Employees can access online training courses by registering online at <a href="http://www.lawcx.org">www.lawcx.org</a>.</li> <li>▪ Video/Webinars – There are over 300 Training videos and over 30 recorded webinars available. Live Webinars are also available</li> <li>▪ Training Tools – Sample Training Matrices, Safety Communications, Safe Practices Guidelines</li> <li>▪ Programs/Forms Comprehensive Sample Programs with implementation guides and Sample Forms</li> <li>▪ Blog – Timely and informational reports from Risk Control Experts</li> <li>▪ Can you Risk It? Liability Exposures- real questions from actual members are answered</li> </ul>

PROGRAM SERVICE PROVIDERS		
SERVICE PROVIDERS	CONTACT INFORMATION	SERVICES PROVIDED
<p><b>PRISM</b> <b>Excess Workers' Compensation Coverage</b></p> <p>Wide variety of risk control services and resources.</p> <p><a href="https://www.prismrisk.gov">https://www.prismrisk.gov</a></p>	<p><b>Telephone:</b> (916) 850-7300 <b>Fax:</b> (916) 850-7800 <b>Crisis Incident Management Hotline:</b> (916) 850-7700</p> <p><a href="#">Rick Brush</a>, Chief Member Services Officer <a href="#">Maria Williams</a>, Senior Member Services Specialist</p>	<ul style="list-style-type: none"> <li>▪ Risk Control Toolbox <a href="https://www.prismrisk.gov/services/risk-control/toolbox/">https://www.prismrisk.gov/services/risk-control/toolbox/</a></li> <li>▪ Training <a href="https://www.prismrisk.gov/services/risk-control/training/">https://www.prismrisk.gov/services/risk-control/training/</a></li> <li>▪ Partner Program Services <a href="https://www.prismrisk.gov/services/risk-control/partner-programs/">https://www.prismrisk.gov/services/risk-control/partner-programs/</a></li> </ul>
<p><b>Beazley Breach Solutions Risk Management Portal (APIP Members only)</b></p> <p>Cyber Risk Management Resources</p>	<p><a href="http://www.beazleybreachsolutions.com">www.beazleybreachsolutions.com</a></p> <p>Please reach out to Michelle Minnick (<a href="mailto:Michelle.Minnick@alliant.com">Michelle.Minnick@alliant.com</a>) (to get connected to the site. At a minimum, we will need the person's name, the name of their corresponding organization, and their work-issued email addresses (personal email addresses won't work).</p> <p>Included CYNGVS – Guided Cyber Crisis Platform</p>	<p>The Portal contains a lot of useful cyber risk management information, including best practices, training, response plans, tabletop exercises, and what to do before, during and after a cyber-attack.</p> <p>Onboard key team members – Legal, IT, Infosec, Execs, etc</p> <ul style="list-style-type: none"> <li>• A secure place to store incident response plans and critical documents.</li> <li>• A place to practice and run simulations and tabletops</li> <li>• Mobile App: Access to critical team members 24/7</li> <li>• Secure out-of-band communications: Messaging, audio/video calls with screen sharing</li> <li>• Auditable for tracking and regulatory purposes</li> <li>• Review Beazley's value-added service offerings</li> </ul>

PROGRAM SERVICE PROVIDERS		
SERVICE PROVIDERS	CONTACT INFORMATION	SERVICES PROVIDED
<b>APIP - Alliant Property Insurance Program</b>	Contact Marcus Beverly, Alliant Insurance Services, for questions.	<ul style="list-style-type: none"> <li>▪ Webinars - Property Risk Management Topics</li> <li>▪ Insured property appraisals</li> </ul> <p><b>Boiler and Machinery coverage</b> and services are provided through member participation in APIP.</p> <p>Coverage includes state required jurisdictional inspections. Contact = David Kear CEA, MBA <a href="mailto:david_kear@hsb.com">david_kear@hsb.com</a> Telephone: (860) 722-5231 Fax: (860) 722-5530</p> <ul style="list-style-type: none"> <li>➤ Useful information specific to equipment care, operating logs and maintenance fact sheets on the website <a href="http://www.hsb.com">www.hsb.com</a> which has several resources available under the 'Knowledge Center' tab.</li> </ul>
<b>CalTIP - California Transit Indemnity Pool</b> Self-insurance program for public transit operators	Terrie Norris, Sedgwick Office: (916) 290-4655 Email: <a href="mailto:terrie.norris@sedgwick.com">terrie.norris@sedgwick.com</a> Website: <a href="http://www.caltiponline.org/">http://www.caltiponline.org/</a>	<ul style="list-style-type: none"> <li>▪ Transit Specific Risk Management Resources for Member Cities (Auburn and Dixon)</li> </ul>
<b>Lexipol</b> Law Enforcement and Fire Risk Management <a href="http://www.lexipol.com">www.lexipol.com</a>	Brian Owens Strategic Partnerships Manager Office: (469) 598-0227 Mobile: (801) 588-9793 Email: <a href="mailto:bowens@lexipol.com">bowens@lexipol.com</a>	<p><i>Master contract with SCORE and included in admin fee</i></p> <ul style="list-style-type: none"> <li>▪ Police Risk Management Policies and Procedures</li> <li>▪ Daily Training Bulletins</li> <li>▪ Fire Dept. Policies &amp; Training* (*additional member cost)</li> </ul>
<b>Vector Solutions</b> Web-based training resources available to all city employees.	<a href="https://app.targetsolutions.com/auth/index.cfm?action=login.showlogin&amp;customerid=19258&amp;customerpath=score&amp;msg=">https://app.targetsolutions.com/auth/index.cfm?action=login.showlogin&amp;customerid=19258&amp;customerpath=score&amp;msg=</a>	<ul style="list-style-type: none"> <li>▪ Web-based Courses</li> <li>▪ Records Management</li> </ul>

### CONTRACTED VENDOR SERVICES (additional member cost)

VENDOR SERVICES	CONTACT INFORMATION	SERVICES PROVIDED
<b>Actuarial Services</b>	<b>Bickmore Actuarial</b> <a href="https://www.bickmoreactuarial.net/">https://www.bickmoreactuarial.net/</a> Mike Harrington <a href="mailto:mharrington@bickmoreactuarial.net">mharrington@bickmoreactuarial.net</a>	<ul style="list-style-type: none"> <li>Reserve Analysis</li> <li>Cost allocation</li> <li>Benchmarking Studies</li> <li>Self-insured Retention Studies</li> </ul>
<b>ADA Compliance</b>	<b>Sally Swanson Architects</b> 500 Sansome Street, Suite 410 San Francisco, CA 94111 <a href="tel:415.445.3045">415.445.3045</a> <a href="https://swanarch.com/">https://swanarch.com/</a>	<ul style="list-style-type: none"> <li><a href="#">Access Training »</a></li> <li><a href="#">Accessibility Master Planning »</a></li> <li><a href="#">Architectural Design Upgrades and Mitigation »</a></li> <li><a href="#">Emergency Preparedness and Response »</a></li> <li><a href="#">Litigation Support and Expert Witness Services »</a></li> <li><a href="#">On-Call Technical Assistance »</a></li> <li><a href="#">Plan Review and Inspection Services »</a></li> <li><a href="#">Physical Access Compliance Survey, Paths of Travel »</a></li> <li><a href="#">Polling Sites Surveys »</a></li> <li><a href="#">Self-Evaluations »</a></li> <li><a href="#">Transition Plans »</a></li> </ul>
<b>ADA Compliance</b>	<b>SZs Consulting Group Sacramento Office</b> 770 L Street, Suite 950 Sacramento, CA 95814 Tel: 916.669.8750 fax: 866.670.4961 <b>Email:</b> <a href="mailto:info@szs.engineering">info@szs.engineering</a> <b>Website:</b> <a href="https://www.szs.engineering/">https://www.szs.engineering/</a>	<ul style="list-style-type: none"> <li>Building Evaluations               <ul style="list-style-type: none"> <li>ADA/Access Assessments</li> <li>ADA Transition Plans &amp; Self-Evaluations, including updates to existing plans</li> <li>Accessibility Master Plans</li> <li>Peer Review</li> </ul> </li> <li>Training               <ul style="list-style-type: none"> <li>Litigation Assistance</li> </ul> </li> </ul>

### CONTRACTED VENDOR SERVICES (additional member cost)

VENDOR SERVICES	CONTACT INFORMATION	SERVICES PROVIDED
<b>Aquatics Risk Management</b>	<b>Total Aquatic Management (TAM)</b> <a href="http://www.totalaquaticmanagement.webs.com">www.totalaquaticmanagement.webs.com</a> Jim Wheeler Office: (510) 523-3155 Email: <a href="mailto:swimnjim@hotmail.com">swimnjim@hotmail.com</a>	<ul style="list-style-type: none"> <li>• Aquatic Safety services</li> <li>• Facility, Staff and Operations Auditing</li> <li>• Certified Pool Operator (CPO) Trainings</li> <li>• Lifeguard and Supervisor Training</li> <li>• Investigation and Expert Witness Services</li> </ul>
<b>Arborist</b>	<b>Gordon Mann - Consulting Arborist</b> Mann Made Resources 10556 Combie Road Auburn, CA 95602 Cell: (650) 740-3461 Email: <a href="mailto:gordon@mannandtrees.com">gordon@mannandtrees.com</a> website: <a href="https://mannandtrees.com/">https://mannandtrees.com/</a>	<ul style="list-style-type: none"> <li>• Diagnosis of Tree and Landscape Problems</li> <li>• Insect and Disease Identification and Management</li> <li>• Municipal Ordinance Development</li> <li>• Training and Education</li> <li>• Tree Plant Inventories</li> <li>• Tree Protection for Construction Projects</li> <li>• Tree Risk Assessments and Surveys</li> </ul>
<b>Arborist</b>	<b>Professional Landscape Solutions</b> 6108 27th Street, Ste. C Sacramento, CA 95822 (916) 424-3815	
<b>Biohazard Remediation &amp; Disinfecting</b>	<b>Forensiclean</b> <a href="https://forensiclean.com/">https://forensiclean.com/</a> (916) 812-2010 <a href="mailto:info@forensiclean.com">info@forensiclean.com</a>	<ul style="list-style-type: none"> <li>• Biohazard Remediation and Disinfecting Services</li> <li>• Homeless encampment cleanup</li> </ul>
<b>Certified Pool Operator (Certification Program)</b>	<b>StarBright Pools</b> <a href="mailto:info@starbrightpools.com">info@starbrightpools.com</a> (916) 878-1050 <a href="https://starbrightpools.com/certified-pool-operator-in-sacramento/">https://starbrightpools.com/certified-pool-operator-in-sacramento/</a>	<ul style="list-style-type: none"> <li>• CPO® certification courses are designed to provide individuals with the basic knowledge, techniques, and skills of pool and spa operations.</li> <li>• Many state and local health departments accept the CPO® certification program.</li> </ul>



### CONTRACTED VENDOR SERVICES (additional member cost)

VENDOR SERVICES	CONTACT INFORMATION	SERVICES PROVIDED
<b>Consulting Engineering</b>	<p><b>California Engineering Company, Inc.</b> 1110 Civic Center Blvd. Ste. 404 Yuba City, CA 95993 Email: <a href="mailto:Swartz@cecusa.net">Swartz@cecusa.net</a> (530) 751-0952 <a href="https://www.cecusa.net/">https://www.cecusa.net/</a></p>	<ul style="list-style-type: none"> <li>• Civil Engineering</li> <li>• Land Surveying</li> <li>• Grant Funding Procurement</li> <li>• Construction Administration</li> </ul> <p><i>Referred by Yuba City for consulting engineering services</i></p>
<b>Cyber Risk Management</b>	<p><a href="https://www.besewersmart.com/score-cyber">https://www.besewersmart.com/score-cyber</a></p>	<p><i>Free cyber resources for SCORE members</i></p> <ul style="list-style-type: none"> <li>• Minimum Security Standards</li> <li>• Real Time Cyber Threat Map</li> <li>• Water &amp; Wastewater risks and resources</li> </ul>
<p><b>Cybersecurity &amp; Infrastructure Security Agency (CISA)</b></p> <p><b>Cyber Resource Hub</b></p>	<p><a href="https://www.cisa.gov/cyber-resource-hub">https://www.cisa.gov/cyber-resource-hub</a></p>	<p>Highly recommended federal government site with FREE tools and resources for protecting cities and other critical infrastructure from cyber-attacks.</p>
<b>Driver Assessment &amp; Training Program</b>	<p><b>Vector Solutions Driver Program</b></p> <p><a href="https://www.prismrisk.gov/services/risk-control/training/vector-solutions/">https://www.prismrisk.gov/services/risk-control/training/vector-solutions/</a></p>	<p>PRISM Partner Program</p> <p>This innovative assessment application and 12-course bundle are offered to PRISM members at no additional charge. This cutting-edge interactive program consists of a competency-based assessment, 12 skill-building courses, and 3-dimensional animation.</p>
<b>Drug &amp; Alcohol Testing</b>	<p><b>Datco Services Corporation</b> <a href="https://www.datcoservices.com/">https://www.datcoservices.com/</a> 2280 Grass Valley Highway Suite 232 Auburn, CA 95603 530-268-8101 (800) 95-DATCO (32826)</p>	<ul style="list-style-type: none"> <li>• DOT Employer Compliance</li> <li>• Consulting &amp; Reporting</li> <li>• Training</li> <li>• Administration</li> <li>• Background Checks</li> </ul>

### CONTRACTED VENDOR SERVICES (additional member cost)

VENDOR SERVICES	CONTACT INFORMATION	SERVICES PROVIDED
<b>Emergency Response Training</b>	<p><b>Industrial Emergency Council</b>  <a href="https://iectraining.org/">https://iectraining.org/</a>            1301 Shoreway Road            Suite 375            Belmont, CA 94002            Phone: (650) 508-9008</p>	<ul style="list-style-type: none"> <li>• Hazardous Materials Education and Response</li> <li>• Technical Rescue</li> <li>• Confined Space Awareness</li> <li>• Aircraft Rescue &amp; Firefighting (ARFF)</li> <li>• Fire Service Supervision and Management</li> <li>• Incident Command System</li> <li>• Marine Rescue and Vessel Operation</li> <li>• Emergency Response Team (ERT) education</li> </ul>
<b>Employee Assistance Program</b>	<p><b>ACI Specialty Benefits Corporation</b>            6480 Weathers Place, Suite 300            San Diego, CA 92121            Main: (800) 932-0034            Fax: (858) 452-7819  <a href="http://www.acieap.com">www.acieap.com</a>              Sasha Abrahms, Account Manager            Office: (858) 736-3976            Email: <a href="mailto:sabrahms@acieap.com">sabrahms@acieap.com</a></p>	<p><b>Services offered at an additional cost:</b></p> <ul style="list-style-type: none"> <li>• <b>Employee Assistance Program (Additional cost to members)</b>            Employees and their family members can receive up to three counseling visits per year. The family members do not need to be within the same residence. The visits are considered short-term resolution. If the person needs additional counseling, ACI will help them transition into their private insurance plan.</li> <li>• <b>Legal and Financial Services (Additional cost to members)</b>            Employees and their family members have unlimited access to telephonic legal and financial services.</li> </ul>
<b>Employment Practices Training</b>	<p><b>34<sup>th</sup> Street Consulting</b>  <a href="https://www.34thstreetconsulting.com/">https://www.34thstreetconsulting.com/</a>            Gerry Preciado            (866) 304-7722</p>	<ul style="list-style-type: none"> <li>• Handling Conflict</li> <li>• Leadership Development</li> <li>• Workplace Culture</li> </ul>
<b>Ergonomic Assessment Tool</b>	<p><b>Office Ergonomics Solution</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Office Ergonomics Solution</a>. Helps employees assess and improve their own workstations.</li> </ul>
<b>Janitorial Services</b>	<p><b>City Wide Property Services, Inc.</b>  <a href="https://citywideps.com/">https://citywideps.com/</a>            3054 Gold Canal Drive            Rancho Cordova CA 95670            916.714.5929</p>	<ul style="list-style-type: none"> <li>• Pressure Washing</li> <li>• Sweeping</li> <li>• Porter Services</li> <li>• Landscaping</li> <li>• Tech Services</li> </ul>

### CONTRACTED VENDOR SERVICES (additional member cost)

VENDOR SERVICES	CONTACT INFORMATION	SERVICES PROVIDED
<b>Janitorial Services</b>	<p><b>Peerless Building Maintenance</b>  <a href="https://www.peerlessbuildingmaintenance.com/">https://www.peerlessbuildingmaintenance.com/</a>            4665 Mountain Lakes Blvd.            Redding, CA 96003            (530) 222-6369</p>	<ul style="list-style-type: none"> <li>• Janitorial Services</li> <li>• Carpet Cleaning</li> <li>• Window Washing</li> <li>• Pressure Washing</li> <li>• Steam Cleaning</li> </ul>
<b>Media Relations &amp; Crisis Communication</b>	<p><b>Cole Pro Media</b>  <a href="https://www.colepromedia.com/">https://www.colepromedia.com/</a>            Laura Cole  <a href="mailto:lcole@colepromedia.com">lcole@colepromedia.com</a>            3069 Alamo Dr #122, Vacaville, CA 95687            707.724.8089</p>	<p><i>Review of videos of critical incidents</i></p> <ul style="list-style-type: none"> <li>• Social post construction and formatting.</li> <li>• Crisis communications, mainly how to address sensitive subjects with grace and transparency.</li> <li>• Proper techniques to work effectively with reporters and the best practices during a crisis.</li> <li>• Critical Incident Videos</li> </ul>
<b>Mobile Hearing Testing</b>	<p><b>Center for Hearing Health</b>  <a href="https://www.centerforhearinghealth.com/">https://www.centerforhearinghealth.com/</a>            530-888-9977            Trent Lubiens  <a href="mailto:trent@centerforhearinghealth.com">trent@centerforhearinghealth.com</a></p>	<ul style="list-style-type: none"> <li>• Mobile Hearing Testing</li> <li>• Noise Survey</li> <li>• Employee Training</li> </ul> <p>Respiratory Protection Program</p>
<b>Pre-employment Medical Services</b>	<p><b>Occu-Med</b>  <a href="http://www.occu-med.com">www.occu-med.com</a>            Office: (559) 435-2800</p>	<ul style="list-style-type: none"> <li>• Pre-placement Medical Exams</li> <li>• Fitness-For-Duty and Return-To-Work Evaluations</li> <li>• Job Analysis</li> </ul>
<b>Property Restoration</b>	<p><b>BELFOR Property Restoration</b>            3132 Dwight Road, Suite 300            Elk Grove, CA 95758            Grant A. Cody            Cell: 916.673.7766            Ph: 916.399.1865  <a href="https://www.belfor.com/en/us">https://www.belfor.com/en/us</a></p>	<p><i>Let Belfor know we are a Red Alert customer through Master Contract with CJPRMA for discount and no need for separate agreement.</i>  <a href="https://www.belfor.com/en/us/solutions/red-alert-program">https://www.belfor.com/en/us/solutions/red-alert-program</a></p> <ul style="list-style-type: none"> <li>• Mold, water, fire, storm damage cleanup</li> <li>• Homeless encampment cleanup</li> </ul>

### CONTRACTED VENDOR SERVICES (additional member cost)

VENDOR SERVICES	CONTACT INFORMATION	SERVICES PROVIDED
<b>Sewer Risk Management - Agency</b>	<b>DKF Solutions Group, LLC</b> David Patzer Office: 707.373.9709 Email: <a href="mailto:dpatzer@dkfsolutions.com">dpatzer@dkfsolutions.com</a> Website: <a href="http://www.dkfsolutions.com">http://www.dkfsolutions.com</a>	<ul style="list-style-type: none"> <li>Sewer System Risk Management – overflow and system operation compliance resources:</li> <li><a href="https://www.besewersmart.com/score-ss0">https://www.besewersmart.com/score-ss0</a></li> <li><a href="https://www.besewersmart.com/ssmp">https://www.besewersmart.com/ssmp</a></li> </ul>
<b>Sewer Risk Management - Agency</b>	<b>DKF Solutions Group, LLC</b> David Patzer Office: 707.373.9709 Email: <a href="mailto:dpatzer@dkfsolutions.com">dpatzer@dkfsolutions.com</a> Website: <a href="http://www.dkfsolutions.com">http://www.dkfsolutions.com</a>	<i>Free sewer risk management resources for SCORE members</i> <ul style="list-style-type: none"> <li>Sewer System Risk Management – overflow and system operation compliance resources:</li> <li><a href="https://www.besewersmart.com/score-ss0">https://www.besewersmart.com/score-ss0</a></li> <li><a href="https://www.besewersmart.com/ssmp">https://www.besewersmart.com/ssmp</a></li> </ul>
<b>Sewer Risk Management - Public</b>	<b>Educational Materials for the Public</b>  <a href="https://www.besewersmart.com/residents">https://www.besewersmart.com/residents</a>	<i>Free resources for the public to protect themselves</i> <ul style="list-style-type: none"> <li>How to assess your risk</li> <li>How to prevent backflows into your home</li> <li>Tree planting guide and resources</li> </ul>
<b>Sidewalk Repair Services</b>	<b>Precision Concrete Cutting</b> <a href="http://www.dontgrind.com">www.dontgrind.com</a> Katrina Lynch (916) 847-7346 <a href="mailto:Klynch@dontgrind.com">Klynch@dontgrind.com</a> Joseph Ortega <a href="mailto:jortega@DontGrind.com">jortega@DontGrind.com</a>	<i>Master contract with SCORE – no need for your own</i> <ul style="list-style-type: none"> <li>Sidewalk cutting to repair defects</li> <li>Will inspect to your specifications</li> <li>Map defects</li> <li>Repairs @ \$35 to \$50 per location</li> </ul>
<b>Special Events Coverage</b>	<b>Offered Through CJPRMA</b> <a href="https://www.cjprma.org/">https://www.cjprma.org/</a> See Special Events Insurance Button on Home Page	Must register your location and have the renter or applicant use this link for special CJPRMA pricing: <a href="http://www.galescreek.com/app/index.cfm?jointpowers=1">http://www.galescreek.com/app/index.cfm?jointpowers=1</a>

### CONTRACTED VENDOR SERVICES (additional member cost)

VENDOR SERVICES	CONTACT INFORMATION	SERVICES PROVIDED
<b>Special Events Coverage</b>	<b>Offered Through Alliant</b> Toll Free: 1-800-821-9283 <a href="mailto:sep@alliant.com">sep@alliant.com</a>	Must sign up for program and then can issue coverage yourself and pay for policies issued on a quarterly basis
<b>Wildfire Risk Management</b>	<b>Fireline Defense</b> <a href="https://www.firelinedefense.com/">https://www.firelinedefense.com/</a>	<ul style="list-style-type: none"> <li>Wildfire Assessments &amp; Consultation</li> <li>Fuel Abatement</li> <li>Firescaping</li> <li>Structure Hardening</li> <li>Public Education</li> <li>Suppression Systems</li> </ul>
<b>Wildfire Risk Management</b>	<b>Industrial Emergency Council</b> Mike Crandall <a href="mailto:mcrandall@iectraining.org">mcrandall@iectraining.org</a> 530-852-2641	<ul style="list-style-type: none"> <li>Wildfire Risk Assessments</li> <li>Buildings &amp; Structures</li> <li>Wildland Mitigation</li> <li>Emergency plans and review</li> </ul>
<b>Wildfire Risk Management</b>	<a href="https://www.besewersmart.com/score-wildfires">https://www.besewersmart.com/score-wildfires</a>	<i>Free wildfire resources for SCORE members</i> <ul style="list-style-type: none"> <li>Training videos</li> <li>AQI Basics</li> <li>Cal/OSHA Regs &amp; Resources</li> </ul>
<b>Workers' Comp First Report Triage</b>	Company Nurse <a href="https://www.companynurse.com/">https://www.companynurse.com/</a>	<i>Master contract for SCORE members</i> <ul style="list-style-type: none"> <li>First reporting of Work Comp claims</li> <li>Nurse triage to appropriate care</li> <li>Notice to employer, treater and TPA</li> </ul>
<b>Workers' Comp Care &amp; Management</b>	<b>Work Health Solutions</b> <a href="https://workhealthsolutions.com/">https://workhealthsolutions.com/</a> (877) 899-9959	<ul style="list-style-type: none"> <li>Injury Triage</li> <li>Treatment &amp; Management</li> <li>On-site and Mobile-Med Services</li> <li>Near Site Clinics</li> </ul>

### RISK MANAGEMENT SERVICE CATEGORY

**Telephone Hot Line  
Questions/Guidance**

**DKF SOLUTIONS GROUP**

DKF Solutions Group is SCORE’s risk control services provider. John Balestrini is your point of contact for risk management questions and guidance.

John Balestrini

Phone: 916.532.5802

Email: [jbalestrini@dkfsolutions.com](mailto:jbalestrini@dkfsolutions.com)

Website: <http://www.dkfsolutions.com>

**Hazard & Safety  
Assessment**

**DKF SOLUTIONS GROUP**

A comprehensive Hazard & Safety Assessment is completed for each city to help identify risk management strengths and improvement opportunities. The assessment is used as a tool to help prioritize risk management efforts. It includes best practices in the following areas:

- |   |   |  |
|---|---|--|
| 1. Risk Management Program Overview             | 12. Emergency Response & Management       | 23. Lockout-Tagout                     |
| 2. Aerial Lift Operations                       | 13. Employment Practices Liability        | 24. Parks & Recreation Operations      |
| 3. Aerosol Transmissible Diseases (ATD) Control | 14. Ergonomic Injury Management           | 25. Personal Protection Equipment      |
| 4. ADA Compliance                               | 15. Fire Department Operations            | 26. Police Department Operations       |
| 5. Animal Control Services                      | 16. Fire Prevention Program               | 27. Respiratory Protection Program     |
| 6. Automobile & Fleet Liability                 | 17. Forklifts & Powered Industrial Trucks | 28. Return-to-Work & Transitional Duty |
| 7. Blood Borne Pathogens ECP                    | 18. Hazard Communication Program          | 29. Sewers Liability Management        |
| 8. Business Continuity Plan                     | 19. Hearing Conservation Program          | 30. Sidewalks Liability Management     |
| 9. Confined Space Entry Program                 | 20. Heat Illness Prevention Program       | 31. Traffic Engineering                |
| 10. Contractor Selection & Control              | 21. Information Technology                | 32. Trenching & Excavation Operations  |
| 11. Contractual Transfer of Risk                | 22. Injury & Illness Prevention Program   | 33. Urban Forest Management            |
|   |   | 34. Work Zone Safety                   |

<b>Program &amp; Policy Development</b>	<p><b>DKF SOLUTIONS GROUP</b> Our risk control service includes assistance with the development and implementation of Cal/OSHA required written programs such as Injury &amp; Illness Prevention Program, Hazard Communication Program, Aerosol Transmissible Diseases Procedures for fire and police, Bloodborne Pathogens Exposure Control Plan, etc. Our website also includes sample programs and guides.</p> <p><b>PRISM (Additional Cost)</b> PRISM loss prevention specialists are available to provide assistance with program development at an additional cost to SCORE members. Contact PRISM directly for assistance.</p> <p><b>LEXIPOL</b> SCORE members have access to the law enforcement and fire risk management policies offered through Lexipol.</p>
<b>On-Site Training</b>	<p><b>DKF SOLUTIONS GROUP</b> On-site training is available to members on a variety of workers’ compensation, liability, and EPL exposures. Training topics include, but are not limited to, Cal/OSHA program requirements, hazard inspections, accident investigation, forklift certification, driver training, sexual harassment, CPR certification, various workplace safety topics, and more. Contact John Balestrini to discuss and schedule on-site training.</p> <p><b>PRISM</b> PRISM is available to conduct a variety of workers’ compensation related safety training at an additional cost to members. Contact Travis Clemmer to discuss available topics and scheduling.</p> <p><b>CJPRMA</b> Every year CJPRMA conducts up to five regional training workshops throughout California. In the past, topics have included contractual risk transfer, police liability, parks and recreation liability, and sidewalk liability controls. CJPRMA will send the training announcement to Alliant, who will then forward to all SCORE members.</p>

<p><b>Ergonomic Evaluations</b></p>	<p><b>DKF SOLUTIONS GROUP</b> DKF Solutions Group is available to conduct office and industrial ergonomic evaluations for all members. Contact John Balestrini to discuss and schedule ergonomic evaluations.</p> <p><b>OFFICE ERGONOMICS SOLUTION</b> Helps employees assess and improve their own workstation.</p>
<p><b>Risk Management Webinars</b></p>	<p><b>DKF SOLUTIONS GROUP</b> Throughout the year, DKF risk control staff conducts webinars on a wide range of safety topics such as heat illness prevention, scaffold safety, disaster management, and new safety regulations. Our goal is to communicate relevant safety information in an all-inclusive and cost-effective way. SCORE members will receive webinar announcements via email. The one-hour webinars are recorded and available to view at any time on the DKF Solutions Group website.</p> <p><b>PRISM</b> PRISM conducts several workers’ compensation related webinars throughout the year, which are available to all SCORE members. Contact Travis Clemmer to ensure your city is included in the announcement distribution.</p> <p><b>APIP</b> SCORE members have access to all APIP property related webinars. Contact Marcus Beverly to ensure your city is included in the announcement distribution.</p>
<p><b>Employer Pull Notice Program</b></p>	<p><b>PRISM &amp; VECTOR SOLUTIONS (Additional cost to members)</b> PRISM and Vector Solutions have partnered with A-Check America to automate your Employer Pull Notice (EPN) program. Using this program, you can electronically monitor your employees’ driving records and receive notification within hours of a reportable incident.</p> <p>You can access your driver roster and key data from a dashboard within Target Solutions. This data is accessible only to you and A-Check America and features a summary of the number of drivers added and removed from the system, an overview of the violations and accidents that have occurred, and a breakdown of your employees’ license renewal status. For additional information go to <a href="http://www.prismrisk.gov">www.prismrisk.gov</a>, Services/Loss Prevention/Target Solutions Platform.</p>



<p><b>Pre-Employment Medical Services</b></p>	<p><b>OCCU-MED</b> <b>Services offered at an additional cost:</b></p> <ul style="list-style-type: none"> <li>▪ Review of Pre-Placement Medical Exams</li> <li>▪ Job Analysis</li> <li>▪ Maintaining a network of qualified and trained medical providers and medical specialists for necessary exams</li> <li>▪ Conducting job analyses and preparing job profiles and medical examination profiles</li> <li>▪ Providing orientation of client staff in the legal/medical/risk management and human resources aspects of our service</li> <li>▪ Scheduling and harvesting of pre-placement medical exams</li> <li>▪ Organizing and managing return-to-work and fitness-for-duty exams</li> <li>▪ Evaluating medical information in relation to the essential duties of jobs in a legally defensible manner (EXAMQA®)</li> <li>▪ Communicating directly with applicants to obtain the confidential medical information that is needed for clearance for a particular job (RDQA)</li> <li>▪ Developing “Occu-Panels” with a national laboratory that allows for the selection of only those tests for the blood chemistry panel that are compliant with state law for each job class</li> <li>▪ Performing bill review for the medical exams performed by clinics</li> <li>▪ Providing customized services such as OSHA Respirator Questionnaire Evaluations, Bloodborne Pathogen Programs, and clinic trainings</li> </ul>
<p><b>Employee Assistance Program</b></p>	<p><b>ACI</b> <b>Services offered at an additional cost:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Employee Assistance Program (Additional cost to members)</b> Employees and their family members can receive up to three counseling visits per year. The family members do not need to be within the same residence. The visits are considered short-term resolution. If the person needs additional counseling, ACI will help them transition into their private insurance plan.</li> <li>▪ <b>Legal and Financial Services (Additional cost to members)</b> Employees and their family members have unlimited access to telephonic legal and financial services.</li> </ul>