

EXCITING AND INFORMATIONAL CLAIMS COORDINATOR MEETINGS!

By Michael Clark, Claims Manager

Over the last two quarters CCCSIG has had two very informative claims coordinator meetings. The intent of each claims coordinator meeting is to share common information amongst each other as it pertains to workers' compensation. The meetings also serve as a networking tool among the many committed claims coordinators representing our member districts.

The workers' compensation reform surely sparked everyone's interest to find out what changes were made and when they became effective. Our two meetings were successful in providing answers to all of these questions pertaining to the new legislative changes as well as many more that were asked during the meeting. In addition to receiving legal updates, the Claims Coordinators also prepared questions regarding their day to day functions when handling workers' compensation. Items such as which forms to use, and when to use them were discussed.

Other subjects focused on the function of our cost containment efforts between our Nurse Case Manager and Early Return to Work Specialist. During our last meeting we provided visual step by step instruction and training for navigation into the claims computer system to view various fields available to the claim coordinators.

To many these questions may seem simple in nature but those of us involved in workers' compensation understand that there are time frames and deadlines associated with just about every aspect of workers' compensation. The importance in using the correct form or responding in the appropriate length of time in many instances prevents unnecessary monetary penalties on claim files.

We very well understand that each District Claims Coordinator position is unique in its own right. Most Claims Coordinators have a variety of other functions that may include payroll and administration of other benefits. Even so, they still make time to attend the meetings to share their input and learn more about CCCSIG's cost containment programs during these times where saving every dollar really counts.



Employee Health & Safety Matters!!

By Wade Gullledge, Loss Prevention Services Manager

Proactive efforts to promote health and safety throughout each school site and department require a comprehensive approach, utilizing both internal and external resources. Of utmost importance is the district's support and commitment to employee health and safety from both a communications standpoint as well as from the perspective of allocation of resources to accomplish positive results. The leadership of the district should work to ensure that employee health and safety is considered an integral part of all operations, and that managers and supervisors are able to allocate time and resources to "their" program. The best way to accomplish various safety related requirements is through scheduled and ongoing safety activities that are coordinated by management.

CCCSIG's four full-time Health & Safety Services employees are available to work with each district and provide many health and safety related services and programs, the cost of which is borne by each member's premium, with the expectation by all that CCCSIG's services are utilized to their greatest potential by each individual member. Proactive health and safety efforts help reduce overall district workers' compensation claims and costs, and affect the overall health and wellbeing of district employees. Contact CCCSIG and let us help!!

CCCSIG Website's Extreme Makeover!!

By Erica Williamson, Human Resources Manager

CCCSIG is currently in the process of an **EXTREME MAKEOVER** to its website. Like an ugly duckling, CCCSIG's current website has a lot of good things inside, but needs some expert assistance to turn it into the beautiful swan it will become (see draft of home page on right).

CCCSIG has been utilizing input from the Key Stakeholder Survey that was sent to member districts, in working towards completion of this project, and plans for implementation of the first phase of the new website in early 2005.

The website will continue to be evaluated and updated to ensure the appropriate information for our members is included, as well as adding new features as time goes on.

Visit our website at www.cccsig.org in early 2005 for the results of the **EXTREME MAKEOVER!**



CCCSIG Health Benefits Program Update

By Bridget Moore, Deputy Director

IT'S OFFICIAL!!! On October 1, 2004 six member districts joined the CCCSIG Health Benefits Program with **Blue Cross of California**. On January 1, 2005, our seventh district will join the program.

CCCSIG welcomes the following members to our Health Benefits Program:

Brentwood Union School District
Byron Union School District (1/1/05)
Lafayette School District
Moraga School District
Oakley Union School District
St. Helena Unified School District
Walnut Creek School District

When comparing the seven districts' healthcare **renewal premiums** to **CCCSIG's Health Benefits Program offering**, the total annual savings in healthcare dollars was **\$341,961.80**.

The Health Benefits Program Committee will begin meeting monthly in November to evaluate health-care issues and create a platform to promote preventative health and wellness services geared toward the needs of our membership.

One of our objectives is to craft communication messages that will reach out to all members to provide information, tools and resources to enhance the range of available healthcare support services.

Working with Blue Cross we will customize health and wellness programs for each member district.



For more information about the Health Benefits Program call 1 (866) 922-2744



550 Ellinwood Way
Pleasant Hill, CA 94523

Phone: 1 (866) 9-CCCSIG OR
1 (866) 922-2744
Fax: (925) 692-1137
Email: info@cccsig.org

WE'RE ON THE WEB!
WWW.CCCSIG.ORG

CCCSIG EXECUTIVE COMMITTEE

Ellen Elster, Board President
CCC Office of Education
Roberta Silverstein, Vice President
San Ramon Valley USD
Jim Campbell, Secretary
Mt. Diablo USD
Chris Learned, Acalanes Union High SD
Pamela Currier, Brentwood Union SD
Lenee Cadotte, Lafayette SD
Tim Rahill, Martinez USD
Mark Bonnett, Oakley Union SD
Mike De Sa, Walnut Creek SD

.....
Guy Schuelke, CCCSIG Executive Director

DON'T FORGET.....CCCSIG's newsletters are available via e-mail. If your current copy is paper, send us a quick e-mail to newsletter@cccsig.org. When sending this e-mail, you are also welcome to let us know your specific areas of interest or article ideas related to workers' compensation, health, safety or wellness which you believe would be of value to our readers.

MEMBER DISTRICTS CAN RESERVE CCCSIG'S BOARD ROOM

If a district is interested in reserving CCCSIG's Board Room at no charge, please call 1 (866) 922-2744 ext. 257 or email reservations@cccsig.org for more information.



CCCSIG LINK

Contra Costa County Schools Insurance Group
Your Workers' Compensation and Health & Safety Services Provider



The Future of CCCSIG

By Guy Schuelke, Executive Director



Over the past ten years, CCCSIG has known many changes, all for the betterment of the agency and in order to provide the best customer service possible for our member districts. Because of the many changes that have been implemented, CCCSIG and the Board of Directors felt it was an appropriate time to implement a Key Stakeholder survey for our member districts to gain an understanding as to what areas CCCSIG can improve upon. The idea is to focus solely on improving and streamlining the programs and goals CCCSIG currently has in place. In addition to the Key Stakeholder survey, CCCSIG has conducted an in-house employee survey, in order to gain input and ideas from staff as to areas that could be improved upon to benefit both internal purposes and operations, and for the customer service for our members.

CCCSIG's management team, its professional planning consultant and facilitator, as well as its Executive Committee attended a planning session in early November in order to discuss the Group's overall mission, goals, objectives and strategic planning. Goals resulting from this session will be shared with staff and the Committee and Board of Directors.

CCCSIG is committed to providing the best customer service for our member districts, and continues to strive towards this goal.

Congratulations to Virginia Ludwig, Lafayette School District Winner of the Key Stakeholder Survey Drawing!!!

- INSIDE THIS ISSUE**
- * The Future of CCCSIG-Page 1
 - * New Bulletin Board Program- Page 1
 - * Claims Coordinator Meetings- Page 2
 - * Health & Safety Matters- Page 2
 - * Website Extreme Makeover-Page 3
 - * Health Benefits Program -Page 3
 - * Safety Tips-Page 4
 - * CCCSIG Info-Page 4



WORKING WITH COMPUTERS—NO STRAIN

by Jeremy Hatch, Loss Prevention & Safety Analyst

Working with a computer doesn't have to be a strain. To make computer work more pleasant and less straining, stay on the lookout for these warning signs:

- * **Eyestrain & Headaches:** You may need new glasses or contacts. The computer screen is too bright or not bright enough, or not positioned correctly. Glare or reflections are distracting. The lettering on the screen is not crisp enough.
- * **Sore Hands, Wrists, Arms & Shoulders:** Raise or lower the keyboard to the appropriate height. Your wrists and forearms should be flat, with your elbows at 90 degree angles at your sides.
- * **Sore Back:** You're slouching, or sitting in a chair that doesn't give enough support. Try placing a rolled up towel in the small of your back to ease the strain.
- * **Numbness in your Legs & Feet:** The chair may be restricting blood circulation. Try using a footrest or a chair with a downward-curving front edge.



New Program—Health & Safety Services Bulletin Board at Your District!!

By Steve Webber, Loss Prevention & Safety Analyst

The Contra Costa County Schools Insurance Group's Health & Safety Services has implemented a new program to assist in outlining the importance of health & safety in the workplace at no cost to the district. Our goal for this program is to place health and safety in the forefront of all district employees' minds.

The program focuses on a combination of resources on a bulletin board, including health & safety literature relevant to current needs, an on-site contact and CCCSIG resources. CCCSIG will supply and install the board and its content, with the district assisting by assigning a specific contact to be the point person for all updates and promotion of the program.



Please consider the benefits and impact this program will have on the overall health and well being of your employees. The CCCSIG Health & Safety Services staff would welcome inquiries for greater details about this program and its benefits, or to schedule an installation, please contact Steve Webber at 1 (866) 922-2744 ext. 273 or swebber@cccsig.org.