



SC Department of Archives & History

Electronic Records Transmittal Form

<b>Transmit Records To:</b> South Carolina Department of Archives & History Records Management 8301 Parklane Rd Columbia, SC 29223-4905 Telephone: 803-896-6119 Fax: 803-896-6138 E-mail: mdantzler@scdah.sc.gov	<b>Instructions:</b> 1) Decide which records are ready to be transferred. 2) With the help of SCDAH, determine the best method of transfer for the chosen records. 3) Complete the following transmittal form. 4) Please complete one form per retention schedule. 5) Send the completed form and transfer the electronic records to the Archives.
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Part I: Agency Information

1. Record Group Number: 228	2. Date of Transfer: 04/07/2022
3. Agency Name: South Carolina State Accident Fund	4. Division Name: Executive
5. Address: P.O. Box 1166, Lexington, SC 29071	6. Name of Records Officer (RO): Matthew Hansford
7. Records Officer Telephone Number: 803-896-5821	8. Records Officer Signature: <i>Matthew Hansford</i>
9. Records Officer Email Address: mhansford@saf.sc.gov	
10. Name of Transfer Contact (if different from RO):	11. Telephone Number:
12. Transfer Contact Email Address:	

Part II: Record Information

13. Retention Schedule Number associated with these records: 12-302	
14. Retention Schedule Title associated with these records: Meeting Minutes (Executive)	
15. Variant Title (Within Agency): AQC Minutes	
16. Estimated size of Transfer (MB):	17. Inclusive Dates: 01/02/2008 - 12/29/2008
18. Electronic Media included (Please check all that apply):	19. To the best of your knowledge, do these records contain Personally Identifiable Information (PII): <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
<input type="checkbox"/> Tape <input type="checkbox"/> CD/DVD <input type="checkbox"/> Hard drive <input type="checkbox"/> Removable Hard drive <input checked="" type="checkbox"/> Other	If yes, what kind? (Please check all that apply): <input type="checkbox"/> Social Security Numbers <input type="checkbox"/> Credit Card Numbers <input type="checkbox"/> Passwords or PINs <input type="checkbox"/> Other Please describe:
20. File Format(s) included (Please check all that apply):	
<input checked="" type="checkbox"/> PDF or PDF/A <input type="checkbox"/> Microsoft Office <input type="checkbox"/> Word <input type="checkbox"/> Excel <input type="checkbox"/> PowerPoint <input type="checkbox"/> Access <input type="checkbox"/> Publisher <input type="checkbox"/> Images <input type="checkbox"/> JPEG <input type="checkbox"/> TIFF <input type="checkbox"/> PNG <input type="checkbox"/> Other <input type="checkbox"/> Database (.accdb, .mdb, .dbf, .sql) <input type="checkbox"/> Email (.pst files) <input type="checkbox"/> Audio (.wav, .aiff, .wma, .mp3, .m4a) <input type="checkbox"/> Video (.avi, .mp4, .mov, .wmv) <input type="checkbox"/> Other Please describe:	

**AQC Meeting Minutes**  
**January 2, 2008**

**AQC Members present were:** Gregory, Lightsey, Spann, Murphy, Flowers, Harmon, Spitzmesser, and Coleman.  
Recorder: Norris

**Minutes from the 12/17/2007 meeting were approved.**

**08.41 Follow up on File Disposal (Murphy)**

The Legal Team is continuing to work on organization/cleaning out their file cabinets and hope to be completed by the end of next week. The Crescent Team will begin this week going through their respective files and cabinets.

**08.42 Follow up on Premium Payments (Harmon)**

There are 15 accounts that are past due on there premium. Janice is going to follow up at next weeks AQC meeting with a list of past due accounts and AQC will review account cancellations for non payment of premium.

**08.43 Follow up on Business Team Reports (Spitzmesser)**

Melisa presented the Carolina Team's Business Team Reports.

**08.44 ITT Monthly Reports (Flowers)**

AQC reviewed and discussed the ITT Monthly Report.

**08.45 January General Staff Meeting (Gregory)**

The following is the preliminary agenda for the January 9<sup>th</sup> General Staff Meeting: (1.) Employee of the Year 2007, (2.)Team of the Quarter, (3.) IT Update, (4.) CorVel, and (5.) Safety Update.

**Staff Stuff Suggestions**

There were no suggestions this week in the Staff Stuff Suggestion box.

**AQC Meeting Minutes**  
**January 7, 2008**

**AQC Members present were:** Gregory, Lightsey, Spann, Murphy, Flowers, Harmon, Spitzmesser, Polk, Andrews, and Coleman.

Recorder: Norris

**Minutes from the 01/02/2008 meeting were approved.**

**08.45 Follow up on File Disposal (Murphy)**

The Legal Team is continuing to work on organization/cleaning out their file cabinets and hope to be completed by the end of this week. The Crescent Team will begin this week going through their respective files and cabinets.

**08.46 Follow up on Premium Payments (Harmon)**

There are 22 accounts that are past due on there premium, 9 that pay annually and 13 that pay quarterly. Karen will be making contact this week with past due accounts to ensure that payment will be received in the coming week. Janice will follow up with an updated list of past due accounts next week and AQC will review account cancellations for non payment of premium.

**08.47 BARS Report (Murphy)**

AQC reviewed the December BARS Report.

**08.48 January General Staff Meeting (Gregory)**

The tentative agenda for January's General Staff Meeting includes: (1) Employee of the Year 2007, (2.) Team of the Quarter, (3.) IT Update, (4.) CorVel, (5.) Safety Update, and (6.) Case Law Updates.

**08.49 Strategic Planning Update (Andrews)**

David handed out the agency goals to each team leader to review objectives and current status will be discussed at the next AQC Meeting.

**08.50 2008 Managed Care Program (Spann)**

Key Risk has joined together with SAF as a managed care provider together with Compendium and Healthworks. Several new accounts were assigned to them on effective January 1 and other accounts will be assigned to them with an effective date of February 1.

**08.51 External Newsletter (Norris)**

Lane reminded AQC that they need to submit articles for the internal and external newsletters.

**08.52 Weekly Performance Indicators (Andrews)**

AQC reviewed and discussed the performance indicators for the week of December 24<sup>th</sup> – December 28<sup>th</sup>, with specific attention being given the percent of bill being processed within 30 days from the previous fiscal year. David will attend the CorVel meeting on January 28 for the purpose of further identifying the explanation bill payment delays. AQC will continue to follow up on the performance indicators at each week's meeting.

**Staff Stuff Suggestions**

There were no suggestions this week in the Staff Stuff Suggestion box.

**AQC Meeting Minutes**  
**January 14, 2008**

**AQC Members present were:** Gregory, Lightsey, Spann, Murphy, Flowers, Harmon, Spitzmesser, Polk, Andrews, and Coleman.

Recorder: Norris

**Minutes from the 01/07/2008 meeting were approved.**

**08.52 Follow up on File Disposal (Murphy)**

Significant progress has been made in cleaning out the file cabinets. The Legal Team and Crescent Team are finished and the Carolina Team will begin this week going through their respective files and cabinets.

**08.53 Follow up on Premium Payments (Harmon)**

There are 17 accounts that are past due on there premium, 6 that pay annually and 11 that pay quarterly. All but 4 have promised payment by January 18<sup>th</sup>. Janice will follow up with an updated list of past due accounts at the next meeting and AQC will review account cancellations for non payment of premium.

**08.54 Weekly Performance Indicators (Andrews)**

AQC reviewed the weekly performance indicators for the week of December 28<sup>th</sup> – January 4<sup>th</sup> and will follow up at the next AQC meeting.

**08.55 Strategic Planning Update (Andrews)**

AQC reviewed and discussed the agency goals. Significant progress has been made in achieving the goals and AQC hopes to have all the goals completed by December 2008.

**08.56 2008 Managed Care Program (Spann)**

Sonji handed out a list of the new accounts assigned to Key Risk. 4 accounts were assigned to Key Risk effective January 1 and 9 other accounts will be assigned to them with an effective date of February 1.

**08.57 Team of the Quarter Scoring/Results (Gregory)**

AQC reviewed 4th quarter results so that each team can be made aware of their strengths and weaknesses.

**Other Items**

New computers have begun arriving and the IT Department will start switching them out tomorrow.

**Staff Stuff Suggestions**

There was one suggestion this week in the Staff Stuff Suggestion box pertaining to the IT Department. Harry is going to discuss the issue with Steve.

**AQC Meeting Minutes  
January 28, 2008**

**AQC Members present were:** Gregory, Lightsey, Spann, Murphy, Flowers, Harmon, Spitzmesser, Polk, Andrews, and Coleman.

**Others Present:** Highsmith, Praylow, and N. Johnson

Recorder: Norris

**Minutes from the 01/14/2008 meeting were approved.**

**08.59 Follow up on Premium Payments (Harmon)**

There are two accounts that are past due on there premium, Slater Water who mailed their check on January 23<sup>rd</sup> and Reidsville Fire who have promised to pay on January 28<sup>th</sup>. Janice will follow-up with premium payments next week to insure all past due accounts have been paid.

**08.59 Trigger Report (Harmon)**

AQC reviewed and discussed the December Trigger Report.

**08.60 Business Team Reports (Spann/Coleman/Spitzmesser/Praylow/Highsmith)**

AQC reviewed and discussed in detail the December Business Team Reports.

**08.61 Follow up on File Disposal (Murphy)**

Significant progress has been made in cleaning out the file cabinets. The Legal Team, Crescent Team, and Palmetto Team are finished cleaning out their cabinets. The Carolina Team will begin this week going through their respective files and cabinets followed up by the Premium Auditors the following week.

**08.62 Weekly Performance Indicators (Andrews)**

AQC reviewed the weekly performance indicators for the weeks of December 28<sup>th</sup> – January 11<sup>th</sup>. Bills need to be paid by adjusters within 14 days of receipt to insure that all bills are processed within 30 days. There was a problem with adjusters getting bills from CorVel for the month of December. This issue will be discussed with CorVel at next Monday's CorVel meeting.

**08.63 Legal Team Report (Polk)**

AQC reviewed and discussed the December Legal Team Report.

**08.64 Locator/Flex Schedule (Gregory)**

Supervisors and team leaders were asked to review locator records to verify individual work schedules and to insure that teams have coverage from 8:30 to 5:00 each day. Lane is to be notified if any corrections/changes are made to a team's work schedule.

**08.65 Supervisor Meeting/Agenda (Johnson)**

Supervisors are meeting twice a month to discuss common issues, ideas, concerns, and related matters. Issues discussed at the last supervisor meeting were reserves and settlements. Norma is retraining supervisors and adjusters on reserves and settlements and will follow up with AQC after the next supervisor meeting.

**Other Items**

House Budget Meeting is January 29.

CorVel meeting is scheduled for Monday, February 4<sup>th</sup> at 1:30.

**Staff Stuff Suggestions**

There were no Staff Stuff Suggestion Suggestions this week.

**AQC Meeting Minutes  
February 4, 2008**

**AQC Members present were:** Gregory, Lightsey, Spann, Murphy, Flowers, Harmon, Polk, Andrews, and Coleman.

**Recorder:** Norris

**Minutes from the 01/28/2008 meeting were approved.**

**08.66 Follow up on Premium Payments (Harmon)**

All accounts have been paid except for Reidsville Fire who promised to pay on January 28. Janice has contacted Reidsville Fire to let them know that their account is past due and will be dropped. Their final deadline will be February 14. Will follow-up with premium payments next week to insure all past due accounts have been paid.

**08.66 Follow up on File Disposal (Murphy)**

The Carolina Team still needs to go through their respective files and cabinets followed up by the Premium Auditors the following week.

**08.67 Weekly Performance Indicators (Andrews)**

AQC reviewed the weekly performance indicators for the weeks of January 21 – 28. Team Leaders will continue to meet with their teams about the importance of having decisions made within 14 days of receipt of First Report and 14 days of injury.

**08.68 IT Monthly Report (Flowers)**

AQC reviewed and discussed the January IT Report.

**Other Items**

CorVel Meeting February 4 at 1:30.

Supervisors Meeting February 5 at 9:00

**Staff Staff Suggestions**

There were no Staff Staff Suggestion Suggestions this week.

**5AQC Meeting Minutes**  
**February 11, 2008**

**AQC Members present were:** Gregory, Lightsey, Spann, Murphy, Flowers, Harmon, Polk, Coleman, Andrews, and Spitzmesser

**Others Present:** Highsmith and Praylow

**Recorder:** Norris

Motion to add Business Team Reports was approved.

**Minutes from the 02/04/2008 meeting were approved.**

**08.70 Follow up on Premium Payments (Harmon)**

All 2008 renewals have been paid and are up to date.

**08.71 Follow up on File Disposal (Murphy)**

The Carolina Team still has to go through their respective files and cabinets. Premium Auditors will begin going through their files after March 15.

**08.72 Weekly Performance Indicators (Andrews)**

AQC reviewed the weekly performance indicators for the weeks of January 28 – February 1. Team Leaders will continue to meet with their teams about the importance of having decisions made within 14 days of receipt of First Report and 14 days of injury.

**08.73 BARS Report (Murphy)**

AQC reviewed and discussed the January BARS Report.

**08.74 Human Resource Report (Murphy)**

AQC reviewed the January Human Resource Report. Next month's report will also include the scheduled EPMS.

**08.75 Business Team Reports (Spann/Coleman/Spitzmesser/Highsmith)**

AQC reviewed and discussed the January Business Team Reports. Melissa will follow up at the next meeting on the Carolina Team's reports.

**08.76 Informal Conference Notices (Gregory)**

There was discussion concerning IC notices not going out in a timely manner. Team Leaders are going to meet with the Claims Techs to remind them to get IC and other notices out as soon as they are received.

**08.77 No Report Mail (Gregory)**

There was a problem with WCC requests getting mixed in with "no report mail" while Elaine was out of the office. WCC notices will now be left on Elaine's desk instead of in her box.

**08.78 Vendor Fair (Gregory)**

PMSI is sponsoring a vendor fair that will be held on February 28. Teams will go at designated times and have 30 – 45 minutes to view the different durable medical equipment.

**Other Items**

Supervisors Meeting February 12<sup>th</sup> at 9:00

General Staff Meeting Wednesday, February 13<sup>th</sup> at 3:00. The preliminary agenda is as follows: (1.) Amy Cofield, (2.) Case Law Update, (3.) Sunshine Committee, (4.) Computer Update, (5.) Education Incentive Program, and (5.) Staff Stuff Suggestion

**Staff Stuff Suggestions**

There was one Staff Suggestion this week concerning dress code enforcement and it will be addressed at the General Staff Meeting.



**AQC Meeting Minutes**  
**March 3, 2008**

**AQC Members present were:** Gregory, Lightsey, Spann, Murphy, Flowers, Harmon, Polk, and Andrews  
**Recorder:** Norris

**Minutes from the 02/11/2008 meeting were approved.**

**08.79 Follow up on File Disposal (Murphy)**

The Carolina Team should finish up this week. Premium Auditors will begin going through their files after March 15.

**08.80 Weekly Performance Indicators (Andrews)**

AQC reviewed the weekly performance indicators for the weeks of February 4 - 22. There has been significant improvement in decisions made within 14 days of receipt of First Report and 14 days of injury. AQC asked team leaders to continue the good work.

**08.81 Trigger Report (Harmon)**

AQC reviewed and discussed the January Trigger Report.

**08.82 Legal Team Report (Polk)**

AQC reviewed and discussed the January Legal Team Report.

**08.83 Employee Appreciation Week (Gregory)**

Employee Appreciation Week is April 14 -17. AQC has asked Ray to head up the weeks events with assistance from Lane and Sonji. Team leaders will solicit suggestions for the week's theme and forward to Lane.

**Other Items**

Sunshine Committee Pancake Breakfast March 4 at 8:30

Supervisors Meeting March 4 at 9:00

Key Risk Meeting March 4

Melissa will follow up on the Carolina Team's Business Team Report at next weeks meeting.

**Staff Stuff Suggestions**

There were no staff stuff suggestions this week

**AQC Meeting Minutes**  
**March 10, 2008**

**AQC Members present were:** Gregory, Lightsey, Spann, Murphy, Flowers, Harmon, Polk, Spitzmesser, Coleman and Andrews

**Others Present:** Johnson

**Recorder:** Norris

**Minutes from the 03/03/2008 meeting were approved.**

**08.83 Follow up on File Disposal (Murphy)**

The Carolina Team should complete their files this week. Premium Auditors will begin going through their files after March 15.

**08.84 Follow up on Carolina Team business Reports (Spitzmesser)**

Item carried over to next weeks meeting.

**08.85 Weekly Performance Indicators (Andrews)**

AQC reviewed the weekly performance indicators for the weeks of February 11 - 28. Team leaders were commended for the improvement and asked to continue the good work.

**08.86 Employer Update Seminar (Andrews)**

Most of the dates have been set for the Employer Update Seminar. The Florence update is set for the second week in April followed by the Columbia update the following week. The Greenville update will be after the middle of May. David is still trying to find a location for the Charleston update. He is going to check with the Ports Authority to see if they have a room available and will follow up at next weeks meeting.

**08.87 BARS Report (Murphy)**

AQC reviewed and discussed the January BARS Report.

**08.88 ITT Monthly Report (Flowers)**

AQC Reviewed and discussed the January ITT Monthly Report.

**08.89 Application Analyst II Position (Flowers)**

AQC approved the request to have the Applications Analyst II position filled.

**Other Items**

General Staff Meeting is Wednesday, March 12<sup>th</sup> at 3:00. The tentative agenda includes: (1.) Case Law Update, (2.) ITT Update, and (3.) Compendium Update.

Training on Forms 14B and 16A will be held Tuesday, March 11<sup>th</sup> and Wednesday March 12<sup>th</sup>. The Carolina Team will meet at 9:00 on Tuesday, followed by the Palmetto Team at 10:30, and the Crescent Team will meet at 9:00 on Wednesday.

Employee Appreciation Week is April 14 – 17. Ray is going to follow up at next weeks meeting on suggestions for the week's theme.

Harry will be meeting with Greenville County DSN and Pickens County DSN on Tuesday, March 11.

**Staff Staff Suggestions**

There were no staff staff suggestions this week

**AQC Meeting Minutes**  
**March 17, 2008**

**AQC Members present were:** Gregory, Spann, Murphy, Flowers, Harmon, Polk, Spitzmesser, Coleman and Andrews

**Others Present:** Johnson and Highsmith

**Recorder:** Norris

**Minutes from the 03/10/2008 meeting were approved.**

**08.90 Follow up on File Disposal (Murphy)**

The Carolina Team has completed the review/disposal of their file cabinets, and the Premium Auditors will begin going through their files this week.

**08.91 Weekly Performance Indicators (Andrews)**

AQC reviewed the weekly performance indicators for the weeks of February 18 thru March 7. Team leaders were commended for the improvement and asked to continue the good work.

**08.90 Follow up on Carolina Team Business Reports (Spitzmesser)**

Melisa went over the Carolina Team's weekly performance indicators for the weeks of January 25 thru February 22. She will follow up with the January Business Team Report at next week's meeting.

**08.93 Business Team Reports (Spann/Highsmith/Johnson/Coleman)**

AQC reviewed and discussed the February Business Team Reports. Willie is to follow- up SF # 2006-4961 and Norma on SF # 2003-6348 at next meeting.

**08.94 Legal Team Report (Polk)**

AQC reviewed the February Legal Team Report.

**08.95 Trigger Report (Harmon)**

AQC Reviewed the February Trigger Report

**08.96 Human Resource Report (Murphy)**

AQC reviewed the February Human Resource Report.

**08.97 Employee Appreciation Week Update (Coleman)**

Ray updated AQC on employee appreciation week planning.

**08.98 Follow up on Employer Update (Andrews)**

David has set the dates for the employer update Seminar. The Florence update is set for May 20, The Greenville update is on May 22, and the Columbia Update is on May 29. David is still searching for a venue for the Charleston update.

**Other Items**

Supervisor Meeting Tuesday, March 18 at 9:00.

Harry and Melisa have a meeting with the Ports Authority on Wednesday, March 19.

**Staff Stuff Suggestions**

There were 2 staff stuff suggestions this week pertaining to the dress code. AQC agreed that the current policy should and will remain in effect.

**AQC Meeting Minutes**  
**March 24, 2008**

**AQC Members present were:** Gregory, Lightsey, Murphy, Flowers, Spitzmesser, Coleman and Andrews  
**Others Present:** Johnson  
**Recorder:** Norris

**Minutes from the 03/17/2008 meeting were approved.**

**08.99 Follow up on File Disposal (Murphy)**

The Premium Auditors have until April 15<sup>th</sup> to go thru their files cabinets.

**09.00 Follow up on Carolina Team Business Reports (Spitzmesser)**

Melissa continued to follow up on the Carolina Business Team Reports for January. She will follow up at next weeks meeting on SF #'s 2006-0589, 2005-3606, and 2004-3505.

**09.01 Weekly Performance Indicators (Andrews)**

AQC reviewed the weekly performance indicators for the weeks of February 25 thru March 14. Team leaders were asked to remind their teams not fall behind on decisions made during the week preceding and following Easter.

**09.02 April General Staff Meeting (Gregory)**

AQC decided to incorporate the April General Staff Meeting into Employee Appreciation Week.

**09.03 Employee Appreciation Week Update (Coleman)**

Item carried over to next weeks meeting.

**Staff Staff Suggestions**

There were no suggestions this week in the Staff Suggestion Box.

**AQC Meeting Minutes**  
**March 31, 2008**

**AQC Members present were:** Gregory, Lightsey, Murphy, Flowers, Spitzmesser, Spann, Harmon, Polk, and Andrews

Others Present: Johnson

Recorder: Norris

**Minutes from the 03/24/2008 meeting were approved.**

**09.04 Follow up on File Disposal (Murphy)**

The Premium Auditors are going through their file cabinets and will finish up by April 15.

**09.05 Follow up on Carolina Team Business Reports (Spitzmesser)**

Melissa finished up the Carolina Business Team Reports for January.

**09.06 Weekly Performance Indicators (Andrews)**

AQC reviewed the weekly performance indicators for the week of March 17 – 21. Team leaders were reminded that we have 18 weeks until the end of the year to get the numbers up.

**09.07 New Procedures for Leave Pool (Murphy)**

AQC reviewed the updated Leave Pool Form. Team leaders will remind their teams that sick leave is only to be used for when you are sick and not as annual leave.

**09.08 Settlement Window Procedures (Gregory)**

AQC reviewed and discussed the settlement window process. Team leaders were asked to remind adjusters to get the settlement window completed prior to informal conference packets going out and 50K meetings.

**09.09 Employee Appreciation Week Update (Gregory)**

AQC reviewed themes for Employee Appreciation Week and those who are interested in planning the week will meet at 11:30 today.

**Other Items**

Swiss Re will be conducting a claims audit on Tuesday, April 1 and Wednesday April 2.

Two new employees, Al Wilson and Stephen Stackhouse, will start on April 2.

AQC expressed its appreciation to Norma Johnson for her work and assistance as acting Team Leader/Supervisor for the Carolina Team and her overall contributions to the State Accident Fund.

**Staff Staff Suggestions**

There were no suggestions this week in the Staff Staff Suggestion Box.

**AQC Meeting Minutes**  
**April 7, 2008**

**AQC Members present were:** Gregory, Lightsey, Murphy, Flowers, Coleman, Spann, Harmon, Polk, and Andrews  
**Recorder:** Norris

**Minutes from the 03/31/2008 meeting were approved.**

**09.10 Follow up on File Disposal (Murphy)**

Ray is meeting with the premium auditors Wednesday at 9:00 to go through their file cabinets. They have until April 15 to finish.

**09.11 Weekly Performance Indicators (Andrews)**

AQC reviewed the weekly performance indicators for the week of March 24 – 28.

**09.12 BARS Report (Murphy)**

AQC reviewed and discussed the March BARS Report.

**09.13 ITT Monthly Report (Flowers)**

AQC reviewed and discussed the March ITT Monthly Report.

**Other Items**

Employee Appreciation Week is April 15-18. The preliminary agenda is as follows: Tuesday donut breakfast, Wednesday AQC will serve lunch/Deal or No Deal/after hour social, Thursday team scavenger hunt and afternoon ice cream social, and Friday Lets Make A Deal.

Charleston Employers Update is set for May 13<sup>th</sup> at Wannamaker County Park.

**Staff Stuff Suggestions**

There were no suggestions this week in the Staff Stuff Suggestion Box.

**AQC Meeting Minutes**

**April 14, 2008**

**AQC Members present were:** Gregory, Lightsey, Murphy, Flowers, Coleman, Spann, Polk, and Crosby  
Recorder: Norris

**Minutes from the 04/07/2008 meeting were approved.**

**09.14 Follow up on File Disposal (Murphy)**

The premium auditors are still going thru their file cabinets and Ray will follow-up at next weeks meeting. Premium auditors will begin having scheduled monthly meetings on May 5.

**09.15 Weekly Performance Indicators (Andrews)**

AQC reviewed the weekly performance indicators for the week of March 31 – April 7. Harry appointed Elaine, Sonji, Steve, and Karen to a study committee which will review the handling of 12A's and, specifically, the back-up and contingency handling of accident reports.

**09.16 Human Resource Report (Murphy)**

AQC reviewed and discussed the March Human Resource Report.

**09.17 Trigger Report (Gregory)**

AQC reviewed and discussed the March Trigger Report.

**09.18 Application Analyst Position (Flowers)**

AQC approved the ITT Departments request to fill the Application Analyst I position.

**09.19 Employee Appreciation Week (Gregory)**

AQC reviewed the schedule for Employee Appreciation Week and Harry thanked Lane for her help in organizing the week.

**Other Items**

Harry thanked AQC members for their hard work and contributions to the agency's success.

SAF 65th Anniversary is Thursday, April 17.

**Staff Stuff Suggestions**

There were no suggestions this week in the Staff Stuff Suggestion Box.

## **AQC Meeting Minutes**

**April 21, 2008**

**AQC Members present were:** Gregory, Lightsey, Murphy, Flowers, Coleman, Spann, Polk, Harmon, and Crosby  
**Others Present:** Highsmith, Praylow, and Spitzmesser  
**Recorder:** Norris

**Minutes from the 04/14/2008 meeting were approved.**

### **09.20 Follow up on File Disposal (Murphy)**

The premium auditors are continuing their review of file cabinet contents and Ray will follow-up at next week's meeting.

### **09.21 Weekly Performance Indicators (Andrews)**

AQC reviewed the weekly performance indicators for the week of April 7 – 11. David is going to bring the last 5 years data to next week's meeting.

### **09.22 Business Team Reports (Highsmith/Praylow/Spitzmesser)**

AQC reviewed and discussed the March Business Team Reports. Melisa to follow-up on the Carolina Team reports at next week's meeting.

### **09.23 Legal Team Report (Polk)**

AQC reviewed and discussed the March Legal Team Report.

### **09.24 Settlement Checks (Gregory)**

There were reports of multiple settlement checks being sent in at least two cases.. Melisa indicated that Robert Peppers was involved with one case, and Sonji will meet with him and follow-up at next week's meeting.

### **09.25 Reporting to Work (Gregory)**

Locator Report was reviewed. Team leaders and supervisors were asked to remind employees of the importance of timely attendance.

### **09.19 Employee Appreciation Week (Gregory)**

Harry congratulated Ray and thanked everyone for their help with Employee Appreciation Week.

### **Other Items**

Ray will be attending the Safety Conference April 23-25.

The Palmetto Team will meet at 3:00 today for there team meeting.

### **Staff Stuff Suggestions**

There were no suggestions this week in the Staff Stuff Suggestion Box.

**AQC Meeting Minutes**  
**April 28, 2008**

**AQC Members present were:** Gregory, Lightsey, Murphy, Flowers, Coleman, Spann, Polk, and Crosby  
**Others Present:** Spitzmesser  
**Recorder:** Gregory

**Minutes from the 04/21/2008 meeting were approved.**

**09.27 Follow up on File Disposal (Murphy)**

The premium auditors are continuing their review of file cabinet contents and Ray will follow-up at next week's meeting.

**09.28 Weekly Performance Indicators (Andrews)**

AQC reviewed the weekly performance indicators for the week of April 14 – 18. AQC also reviewed the data from the WPI from the last 5 years.

**09.29 Business Team Reports (Spitzmesser)**

Melisa continued to discuss Carolina Team reports and will follow-up at next weeks meeting on SAF #'s 2007-0230 and 2005-3028.

**09.30 Reception Area (Murphy)**

Team Leaders/Supervisors were requested/reminded to ask employees not enter/exit through the reception area.

**09.31 Follow-up on Settlement Checks (Spann)**

Sonji reported on her investigation into questions about duplicate payments.

**Other Items**

Supervisors Meeting, Tuesday, April 29 at 9:00.

Settlement Training with Clark McCants will be at 10:00 on Tuesday, April 29.

New Employee - Elizabeth Schachner - will start work on Friday, May 2.

Erica West passed the adjusters license exam.

**Staff Staff Suggestions**

There were no suggestions this week in the Staff Staff Suggestion Box.

**AQC Meeting Minutes**  
**May 21, 2007**

**AQC Members present were:** Gregory, Lightsey, Spann, Murphy, Coleman, Flowers, Andrews, Harmon and Polk  
**Recorder:** Norris

**Minutes from the 05/14/2007 meeting were approved.**

**07.48 Business Team Reports (Spann/Coleman)**  
AQC reviewed in detail the April Business Team Reports.

**07.49 Legal Team Report (Polk)**  
AQC reviewed the April Legal Team Report.

**07.50 Trigger Report (Harmon)**  
AQC reviewed the April Trigger Report.

**Staff Staff Suggestions**  
There were no suggestions submitted this week.

**AQC Meeting Minutes**  
**May 12, 2008**

**AQC Members present were:** Gregory, Lightsey, Murphy, Flowers, Coleman, Polk, and Crosby  
Recorder: Norris

**Minutes from the 04/28/2008 meeting were approved.**

**09.31 Follow up on File Disposal (Murphy)**

The premium auditors are continuing their review of file cabinet contents and Ray will follow-up at next week's meeting.

**09.32 Weekly Performance Indicators (Andrews)**

AQC reviewed the weekly performance indicators for the week of April 21 – May 2

**09.33 Business Team Reports (Spitzmesser)**

Item carried over to next weeks meeting

**09.34 ITT Monthly Report (Flowers)**

AQC reviewed and discussed the April ITT Monthly Report

**09.35 BARS Report (Murphy)**

AQC reviewed and discussed the April BARS Report

**09.35 HR Monthly Report (Murphy)**

AQC reviewed and discussed the April HR Report.

**09.36 General Staff Meeting (Gregory)**

The preliminary agenda for the May General Staff Meeting is as follows: (1.) New Employees, (2.) Team of the Quarter, and (3.) Legal Update.

**Other Items**

Employer Update Seminar is on Tuesday, May 13<sup>th</sup> in Charleston.

**Staff Stuff Suggestions**

There were no suggestions this week in the Staff Stuff Suggestion Box.

**AQC Meeting Minutes**  
**May 19, 2008**

**AQC Members present were:** Gregory, Lightsey, Murphy, Flowers, Coleman, Polk, Harmon, Spann, Andrews, and Crosby  
**Others Present:** Highsmith, Praylow, and Spitzmesser  
**Recorder:** Norris

**Minutes from the 05/12/2008 meeting were approved.**

**09.38 Follow up on File Disposal (Murphy)**

The premium auditors are continuing their review of file cabinet contents and have about 3 more cabinets to go through. Ray will follow-up at next week's meeting.

**09.39 Weekly Performance Indicators (Andrews)**

AQC reviewed the weekly performance indicators for the week of May 5 – 9.

**09.40 Follow up on Business Team Reports (Spitzmesser)**

Item carried over to next weeks meeting

**09.41 Business Team Reports (Highsmith/Praylow/Spitzmesser)**

AQC reviewed and discussed the April Business Team Reports. Willie is going to follow up on SF #'s 2007-1502 and 2004-2020. Lula to follow-up on SF # 2005-3178.

**09.42 Legal Team Report (Polk)**

AQC reviewed and discussed the April Legal Team Report.

**09.43 HR Monthly Report (Harmon)**

AQC reviewed and discussed the April Trigger Report. Janice is going to follow up on a banking fees report at the next AQC Meeting.

**09.44 Policy # 13.02 Flexible Work Options (Murphy)**

Gerald reminded supervisors that employees on flex time need to get their time request renewed on a quarterly bases. He also asked that all supervisor's review the policy.

**09.45 Updating Business Addresses in Legal Entity (Flowers)**

Janice is going to get with Karen on this and follow-up at the next AQC Meeting.

**09.46 New Equipment Request (Gregory)**

Lane is going to handle all new equipment/office supply requests for the Claims Department. Team leaders are to submit all request to Lane effective May 19, 2008.

**Other Items**

Employer Update Seminars are on Tuesday, May 20<sup>th</sup> in Florence and Thursday, May 22<sup>nd</sup> in Greenville.

Team Leaders are to remind their teams about the use of email.

The Financial Auditors will be here the first week of June.

**Staff Stuff Suggestions**

There were no suggestions this week in the Staff Stuff Suggestion Box.

**AQC Meeting Minutes  
June 2, 2008**

**AQC Members present were:** Gregory, Murphy, Flowers, Coleman, Polk, Harmon, Spann, Andrews, and Crosby  
**Others Present:** Spitzmesser

**Minutes from the 05/19/2008 meeting were approved.**

**09.47 Follow up on File Disposal (Murphy)**

The premium auditors are continuing their review of file cabinet contents. Ray will follow-up at next week's meeting.

**09.48 Weekly Performance Indicators (Andrews)**

AQC reviewed the weekly performance indicators for the week of May 12 – 23.

**09.49 Follow up on Business Team Reports (Spitzmesser)**

Melisa followed-up on Business Team Reports; SF #'s 2007-0230 and 2005-3028.

**09.50 Banking Fees (Harmon)**

Janice explained that the increase in banking fees was primarily due to an increase in stop payments and viewing of checks.

**09.51 General Staff Meeting (Gregory)**

The preliminary agenda for the June General Staff Meeting includes: (1) New Employee Introduction, (2) New Commission Update, (3) Sunshine Committee Update, (4) Employer Survey, and (5) a guest speaker in connection with Safety Week.

**Other Items**

Financial Auditors will be in the office this week.

Final week of the Legislative Session.

CorVel Meeting on June 2.

Safety Week is June 9 – 13.

Renewal Notices to be mailed June 3.

**Staff Stuff Suggestions**

There were no suggestions this week in the Staff Stuff Suggestion Box.

**AQC Meeting Minutes**  
**June 9, 2008**

**AQC Members present were:** Gregory, Murphy, Flowers, Coleman, Polk, Harmon, Spann, Andrews, and Crosby  
Recorder: Norris

**Minutes from the 06/02/2008 meeting were approved.**

**09.52 Follow up on File Disposal (Murphy)**

The premium auditors have finished going through the city and county files and will start on the state files this week.

**09.53 Weekly Performance Indicators (Andrews)**

AQC reviewed the weekly performance indicators for the week of May 26-30. AQC asked team leaders to remind their teams that there are only four weeks left in the fiscal year and we need to keep the performance numbers high.

**09.54 BARS Report (Murphy)**

AQC reviewed and discussed the BARS Report. Team leaders were reminded to get any supply orders in by June 16 to ensure that payment from the 2007- 2008 budget.

**09.55 HR Report (Murphy)**

AQC reviewed and discussed the May HR Report.

**09.56 IT Monthly Report (Flowers)**

AQC reviewed the May IT Monthly Report.

**09.57 Upcoming Vacancy (Flowers)**

AQC approved the filling of the upcoming IT vacancy.

**09.58 Employee Notification (Gregory)**

AQC asked team leaders to remind employees of the proper order of notification when they are out sick. They are to first call their immediate supervisor; if they can not reach them, they are to call their team leader; and if they can not reach the team leader, they should call the HR Director. Leaving messages with co-employees is not appropriate notification.

**09.59 Recycling Contract (Gregory)**

AQC approved the 2008 – 2009 recycling contract.

**Other Items**

Financial Auditors will be in the office this week.

AQC approved agency funding for Safety Week of \$150.00.

**Staff Stuff Suggestions**

There were no suggestions this week in the Staff Stuff Suggestion Box.

**AQC Meeting Minutes  
June 16, 2008**

**AQC Members present were:** Gregory, Lightsey, Murphy, Flowers, Coleman, Harmon, Spann, Andrews, and Crosby

**Others Present:** Highsmith and Spitzmesser

**Recorder:** Norris

**Minutes from the 06/16/2008 meeting were approved.**

**09.61 Follow up on File Disposal (Murphy)**

The premium auditors have finished going through all of their file cabinets. Donna is going to call Surplus Property to dispose of unneeded cabinets.

**09.62 Trigger Report (Harmon)**

AQC reviewed the May Trigger Report.

**09.63 Weekly Performance Indicators (Andrews)**

AQC reviewed the weekly performance indicators for the week of June 2 – 6.

**09.64 Business Team Reports (Spann)**

AQC reviewed and discussed the May Business Team Reports. Lula will follow-up with the Palmetto Team reports at next week's meeting.

**09.65 Employee Satisfaction Survey (Andrews)**

AQC reviewed and discussed the results of the 2008 Employee Satisfaction Survey. David will go over the results at the August General Staff Meeting.

**09.66 Dress Code (AQC)**

AQC reviewed the current dress code policy and decided to permit employees to dress down to "business causal" (as defined by SAF Policy) during the summer and allow jeans on Fridays from June 23 to Labor Day.

**Other Items**

External Surveys went out last week and the results should start coming in this week.

Lula, Connie, and Ray will be visiting Sumter Friday morning.

**Staff Stuff Suggestions**

There were two suggestions this week in the Staff Stuff Suggestion Box. A suggestion pertaining to the dress code was addressed by earlier discussion. A suggestion concerning a 4 day work week was also discussed. At this time, AQC will monitor other state agencies and private insurance companies and continue to evaluate the feasibility of optional work schedules as appropriate.

**AQC Meeting Minutes  
June 23, 2008**

**AQC Members present were:** Gregory, Lightsey, Murphy, Flowers, Coleman, Harmon, Spann, Andrews, and Crosby

**Minutes from the 06/16/2008 meeting were approved.**

**09.67 Weekly Performance Indicators (Andrews)**

AQC reviewed the weekly performance indicators for the week of June 9 -13.

**09.64 Business Team Reports (Praylow)**

Lula followed-up with the Palmetto Team's Business Reports for May.

**Staff Staff Suggestions**

There were suggestions regarding the dress code and considering alternative work weeks – both of which had been addressed by AQC at its last meeting. There was also a suggestion concerning morning access to CMS – Steve will review and report back to AQC.

**AQC Meeting Minutes  
July 21, 2008, and reconvened July 22, 2008**

**AQC Members present were:** Gregory, Lightsey, Murphy, Flowers, Coleman, Harmon, Spann, Andrews, Polk, and Crosby

**Others Present:** Highsmith, Praylow, and Spitzmesser (July 22)

**Recorder:** Norris

**Minutes from the 06/30/2008 meeting were approved.**

**09.71 Weekly Performance Indicators (Andrews)**

AQC reviewed and discussed the Weekly Performance Indicators for the weeks of June 16 – July 4.

**09.72 Business Team Reports (Spann)**

AQC reviewed and discussed the June Business Team Reports. Melissa will follow-up with Carolina Team Reports on the day of her return to the office.

AQC reviewed and discussed the Carolina Team Report at the reconvened meeting of July 22, 2008

**09.73 Legal Team Reports (Polk)**

AQC reviewed the June Legal Team Report. Cyndi is going to follow-up on the difference of Informal Conferences on the Business Team Report and Legal Team Report.

Cyndi explained the difference in the IC number at the reconvened meeting of July 22, 2008.

**09.74 Trigger Report (Harmon)**

AQC reviewed and discussed the June Trigger Report.

**09.75 HR Monthly Report (Murphy)**

AQC reviewed and discussed the June HR Monthly Report.

**09.76 ITT Monthly Report (Flowers)**

AQC reviewed and discussed the June ITT Monthly Report.

**Staff Staff Suggestions:**

A staff suggestion was received with a specific request that the matter be posted with the minutes on the R-drive.

It has not been and is not the policy of AQC to post the specifics of suggestions (particularly those of a personal nature and/or comments that are not actually “suggestions”), the length/duration of discussion, or the particular disposition of each matter.

ALL staff suggestions are, however, thoroughly discussed and carefully considered. They are then addressed as appropriate in each particular situation – some through staff meetings, some through team meetings, some through other agency action, etc. Each comment submitted – whether a suggestion, a complaint, or compliment – is important and employees are encouraged to utilize the suggestion box to share any thoughts/concerns/complaints/compliments they may have with regard to SAF.

In this one instance, and pursuant to the specific request received, AQC would address the received suggestion as follows:

- (1) A suggestion concerning obtaining new cubicles. The agency made preliminary inquiries in this regard during the past year and found the cost to be prohibitive at this time. Additionally, the standard cubicles currently utilized by the insurance industry for the office size/number would actually be smaller than the cubicles now in use. We will continue to monitor this and other areas of possible improvement to the agency’s physical work area – to compliment the improvements made during the recent renovations.
- (2) A suggestion concerning scanning/indexing. The agency still scans a large volume of document (approximately 13,000 pieces last month) even with the new medical bill and pharmacy programs. These

are handled by three employees who have received specialized training to correctly process the documents. It would, unfortunately, be impractical for every employee to directly receive and index documents and still maintain any organized recording of documents for the agency as a whole. Any employee interested in learning more about the scanning/indexing process and/or wishing to assist in the area is encouraged to contact Steve or Gerald.

- (3) A suggestion about receiving "better" raises. The agency – by and through the efforts of its dedicated employees – has improved its operational efficiencies during the past several years. It is not, however, true that the agency was able to "give money back to the State last year" nor did the State give us money back – there is simply no "extra" money in some account. Moreover, the majority of state agencies are having to deal with budget reductions of 2.5 to 3.0 percent – and dealing with this challenge through reductions in force and other means. SAF's recent success has, fortunately, helped us avoid facing similar challenges. We are continuing to explore methods/opportunities whereby we might be able to better reward employees through incentive programs, etc. Employees are reminded and encouraged to take advantage of the opportunities that already exist to enhance their salary (please refer to the Agency's Policies and Procedures).
- (4) There was a comment without suggestion concerning the handling of legal matters.
- (5) A suggestion regarding the handling of phone calls by accounting. Accounting handles phone calls from everyone but claimants – calls from claimants are referred to the adjuster who is better informed regarding the specifics of the claim.

**AQC Meeting Minutes  
July 21, 2008, and reconvened July 22, 2008**

**AQC Members present were:** Gregory, Lightsey, Murphy, Flowers, Coleman, Harmon, Spann, Andrews, Polk, and Crosby

**Recorder:** Norris

Motion to add IT Department Vacancy was approved.

**Minutes from the 07/21/2008 meeting were approved.**

**09.77 Weekly Performance Indicators (Andrews)**

AQC reviewed and discussed the Weekly Performance Indicators for the weeks of July 7 - 18.

**09.78 BARS 13<sup>th</sup> Month Report (Murphy)**

AQC reviewed and discussed the BARS 13<sup>th</sup> Month Report.

**09.79 August General Staff Meeting (Gregory)**

The preliminary Agenda for the August General Staff Meeting includes the following: (1.) Key Risk Presentation, (2.) Employee Survey, (3.) Service Awards, and (4.) Team of the Quarter.

**09.80 IT Department Vacancy (Flowers)**

AQC approved filling the IT vacancy.

**Staff Staff Suggestions:**

There were no staff suggestions this week in the Staff Staff Suggestion Box.

**AQC Meeting Minutes**  
**August 4, 2008**

**AQC Members present were:** Gregory, Murphy, Flowers, Coleman, Harmon, Spann, Andrews, Polk, and Crosby  
**Recorder:** Norris

**Minutes from the 07/28/2008 meeting were approved.**

**09.81 Weekly Performance Indicators (Andrews)**

AQC reviewed and discussed the Weekly Performance Indicators for the weeks of July 17 - 25.

**09.82 Policyholders Survey (Andrews)**

AQC reviewed the 2008 Policyholders Survey and team leaders are to follow up on with policyholders on their suggestions and comments by September 1st.

**09.83 ITT Monthly Report (Flowers)**

AQC reviewed and discussed the July ITT Monthly Report.

**Other Items**

Accountability Report due by August 22<sup>nd</sup>.

**Staff Suggestions:**

There was one staff suggestion this week pertaining to the noise of a television.

**AQC Meeting Minutes**  
**August 11, 2008**

**AQC Members present were:** Gregory, Lightsey, Murphy, Flowers, Coleman, Spann, Andrews, Polk, and Crosby  
**Recorder:** Norris

**Minutes from the 08/04/2008 meeting were approved.**

**09.84 Weekly Performance Indicators (Andrews)**

AQC reviewed and discussed the Weekly Performance Indicators for the weeks of July 28 thru August 1.

**09.85 BARS Report (Murphy)**

AQC reviewed and discussed the July BARS Report

**09.86 HR Monthly Report (Murphy)**

AQC reviewed and discussed the July HR Monthly Report.

**Other Items**

General Staff Meeting this Wednesday, 3:00. The tentative agenda includes: (1.) Key Risk training, (2) Team of the Quarter, and (3) and Service Awards.

SCIES Meeting Friday, August 15<sup>th</sup> at 10:00.

Budget request are due next Monday, August 18<sup>th</sup>.

**Staff Suggestions:**

There was a staff suggestion pertaining to employee conduct and language. Team Leaders are to remind their teams generally about professionalism in the workplace.

**AQC Meeting Minutes**  
**August 25, 2008**

**AQC Members present were:** Gregory, Lightsey, Murphy, Flowers, Coleman, Spann, Andrews, Polk, Harmon and Crosby

**Others Present:** Highsmith, Praylow, and Spitzmesser

**Recorder:** Norris

**Minutes from the 08/04/2008 meeting were approved.**

**09.87 Weekly Performance Indicators (Andrews)**

AQC reviewed and discussed the Weekly Performance Indicators for the weeks of August 4 – 15. Sonji is going to follow-up on fines and the “date to decision” results..

**09.88 Business Team Reports (Highsmith, Spitzmesser, & Praylow)**

AQC reviewed and discussed the July Business Team Reports. Ray is going to follow-up on the auditor’s report next week.

**09.89 Legal Team Report (Polk)**

AQC reviewed and discussed the July Legal Team Report.

**09.90 Trigger Report 13<sup>th</sup> Month (Harmon)**

AQC reviewed the 13<sup>th</sup> Month Trigger Report. There was a change in the number of policies from 679 to 677 because there was an error in the number of county policies from 380 to 378. Janice will send out an updated corrected report.

**09.91 July Trigger Report (Harmon)**

AQC reviewed and discussed the July Trigger Report.

**09.92 Team Budget Request (Murphy)**

AQC reviewed and discussed the 2010 - 2011 Team Budget Request.

**09.93 General Staff Meeting (Gregory)**

The preliminary agenda for the September General Staff Meeting is as follows: (1) United Way, (2) Financial Update, and (3) Case Law Update

**Staff Suggestions:**

Three staff suggestions were received which concerned the dress code, vacancies, and the fax lines. AQC discussed each of these issues. Though the dress code has previously been thoroughly reviewed, AQC again discussed the matter and reaffirmed the current policy. As regards job vacancies, prior to posting any open position AQC reviews the job duties, cost-effectiveness, and necessity of filling any open position. All employees are invited to apply for any posted position. Additionally, team leaders will remind employees of the continuing opportunities to learn and assist in additional/other job duties. As regards the recent interruption of service, Steve reported that fax lines have been fixed and are working properly. The IT department and AQC are keenly aware of the importance of maintaining email and fax capabilities.

**AQC Meeting Minutes  
September 8, 2008**

**AQC Members present were:** Gregory, Murphy, Flowers, Coleman, Spann, Andrews, Polk, and Crosby  
**Recorder:** Norris

**Minutes from the 08/025/2008 meeting were approved.**

**09.94 Weekly Performance Indicators (Andrews)**

AQC reviewed and discussed the Weekly Performance Indicators for the weeks of August 18 – 29.

**09.95 Follow – up on Business Team Reports (Coleman)**

Ray is going to follow-up on the number of accounts on the auditor's report next week.

**09.96 ITT Monthly Report (Flowers)**

AQC reviewed and discussed the August ITT Report.

**09.97 BARS Report (Murphy)**

AQC reviewed and discussed the August BARS Report.

**09.98 HR Report (Murphy)**

AQC reviewed and discussed the August HR Report

**09.99 Follow – up on Policyholders Survey (Spann/Coleman/Crosby)**

Team Leaders contacted policyholders about their questions and concerns with the agency. Jim will follow-up with the Carolina Team's comments at next weeks meeting and Sonji is going to follow up with MUSC on the comment about investigations.

**10.00 General Staff Meeting (Gregory)**

The agenda for the September General Staff Meeting is as follows: (1) United Way, (2) Financial Update, and (3) Case Law Update, and (4.) Insurance Benefits.

**Staff Suggestions:**

Two staff suggestions were received which concerned fines and the Legal Department. AQC discussed each of these issues.

**Other Items**

The Accountability Report is due next Monday, AQC was asked to proof the report for errors.

Gerald asked team leaders to remind their teams about Policy 18.00 Computer Systems and Information Technology.

**AQC Meeting Minutes  
September 15, 2008**

**AQC Members present were:** Gregory, Murphy, Flowers, Coleman, Harmon, Andrews, Polk, and Crosby  
**Others Present:** Highsmith and Spitzmesser

**Minutes from the 09/08/2008 meeting were approved.**

**10.01 Weekly Performance Indicators (Andrews)**

AQC reviewed and discussed the Weekly Performance Indicators for the weeks of August 25<sup>th</sup> thru September 5<sup>th</sup>.

**10.02 Follow – up on Business Team Reports (Coleman)**

Ray followed – up on the auditors reports. The actual number of state accounts is 129 – two are on a calendar year. The Team Leader report was showing 133 accounts because there are 6 non state accounts that are on a fiscal year.

**10.03 Follow-up on Policyholders Survey (Crosby)**

Jim presented the Carolina Team’s survey results to AQC. There will be follow-up with the following policyholders at next weeks meeting: Tallatha Community Water District (Janice), Pickens County DSN (Warren/James), Aiken County Council on Aging (James), and Greenville Airport.

**10.04 Business Team Reports (Highsmith, Praylow, and Spitzmesser)**

AQC reviewed and discussed the August Business Team Reports. The Carolina Team was asked to follow-up on specific cases, and the Palmetto Team will give its report at next weeks meeting.

**10.05 Legal Team Report (Polk)**

AQC reviewed and discussed the August Legal Team Report.

**10.06 Accountability Report (Andrews)**

AQC reviewed discussed the draft/revisions/submission of the Accountability Report.

**Staff Suggestions:**

A staff suggestion was received concerning agency wide emails going out. Employees will be reminded that Email should only be used for work related information.

**Other Items**

The auditors will be continuing their work in our office this week.

CorVel Training is scheduled for tomorrow beginning at 9:00 in the auditorium.

**AQC Meeting Minutes  
September 22, 2008**

**AQC Members present were:** Gregory, Murphy, Flowers, Coleman, Harmon, Andrews, Polk, Spann and Crosby  
**Others Present:** Praylow  
**Recorder:** Norris

**Minutes from the 09/15/2008 meeting were approved.**

**10.07 Weekly Performance Indicators (Andrews)**

AQC reviewed and discussed the Weekly Performance Indicators for the weeks of September 1-12.

**10.08 Follow-up on Policyholders Survey (Crosby)**

Team Leaders finished up the Policyholder Survey results.

**10.09 Business Team Reports (Praylow)**

Lula followed up with the Palmetto Business Team Report for August.

**10.10 Attorney II Vacancy (Polk)**

AQC approved the filling of the Attorney II vacancy.

**10.11 October General Staff Meeting (Gregory)**

The preliminary agenda for the October General Staff Meeting includes: (1.) Accountability Report, and (2.) Annual Enrollment

**Staff Suggestions:**

Two staff suggestions were received concerning policy and procedures and use of locator. Supervisors and Team Leaders are responsible for the consistent and common sense application of policies and addressing any individual concerns and/or problems.

**AQC Meeting Minutes  
September 29, 2008**

**AQC Members present were:** Gregory, Murphy, Flowers, Coleman, Harmon, Polk, Spann and Crosby  
**Recorder:** Norris

**Minutes from the 09/22/2008 meeting were approved.**

**10.12 Weekly Performance Indicators (Andrews)**

AQC reviewed and discussed the Weekly Performance Indicators for the weeks of September 8 -1 9.

**10.13 PT Program (Gregory)**

The pilot PT Program starts Wednesday, October 1. CorVel will be on-site to answer any questions or issues associated with the launch of CareIC.

**10.11 October General Staff Meeting (Gregory)**

The preliminary agenda for the October General Staff Meeting includes: (1) Accountability Report, (2) Annual Enrollment, (3) SCIES Update, and (4) New Employees.

**Staff Suggestions:**

One staff suggestion was received concerning policy and procedures and use of locator by Supervisors and Team Leaders. Agency policy and Locator does not allow the logging "off duty" by another employee. The matter was also placed on the Supervisors' Meeting agenda for reminder to all employees.

**Other Items**

**New Employees:**

Amanda Arnold will join the Carolina Team on September 30, 2008

Erica Peake will join the IT Team on September 30, 2008.

Pat Forty with American RE will be conducting a claims audit in our offices from September 30 to October 2.

Guy Carpenter will make a pre-renewal presentation on October 1.

**AQC Meeting Minutes**  
**October 6, 2008**

**AQC Members present were:** Gregory, Lightsey, Murphy, Flowers, Harmon, Polk, Spann, Andrews, and Crosby  
**Recorder:** Norris

**Minutes from the 09/29/2008 meeting were approved.**

**10.15 Weekly Performance Indicators (Andrews)**

AQC reviewed and discussed the Weekly Performance Indicators for the weeks of September 15 thru 26.

**10.16 Trigger Report (Harmon)**

AQC reviewed the August Trigger Report. Janice will follow-up on the status of State Agency payments at the next meeting.

**10.17 IT Monthly Report (Flowers)**

AQC reviewed the September IT Monthly Report. Steve will follow-up with Key Risk on filing 12A's electronically.

**10.18 BARS Report (Murphy)**

AQC Reviewed the September BARS Report.

**10.19 HR Monthly Report (Murphy)**

AQC reviewed the September HR Monthly Report.

**10.20 October General Staff Meeting (Gregory)**

The preliminary agenda for the October General Staff Meeting includes: (1) Accountability Report, (2) Annual Enrollment, (3) SCIES Update, and (4) New Employees.

**Staff Suggestions:**

There were two comments and one suggestion received from staff this week. Two comments dealt with personnel matters and will be reviewed with the appropriate persons. A comment regarding recent attendance at a vendor presentation was reviewed. The suggestion concerned various policies and practices with regard to scanning documents. A committee was named to review the policies and procedures of scanning documents, make recommendations as to modifications or changes, and ensure the appropriate training of claims personnel.

**Other Items**

Auditors Meeting today at 2:00.

General Staff Meeting, Wednesday, October 8<sup>th</sup> at 3:00.

**AQC Meeting Minutes  
October 13, 2008**

**AQC Members present were:** Gregory, Lightsey, Murphy, Flowers, Harmon, Polk, Spann, Andrews, and Crosby  
**Recorder:** Gregory

**Minutes from the 10/06/2008 meeting were approved with correction.**

**10.21 Weekly Performance Indicators (Andrews)**

AQC reviewed and discussed the Weekly Performance Indicators for the weeks of September 26 thru October 3.

**10.22 Follow up on Status of State Agency Payments (Harmon)**

AQC reviewed the status of all State Agency accounts. Janice will follow-up on Indigent Defense payments at the next meeting.

**10.23 Follow up on filing 12A's Electronically (Flowers)**

Steve followed up with Key Risk on filing 12A's electronically. They are working on the FEIN Number and other fields. The IT Department is also working with MUSC on these issues as well. Steve will follow-up at the next AQC Meeting.

**10.24 State Budget (Gregory)**

Harry updated AQC on the State Budget.

**10.25 Trigger Report (Harmon)**

AQC reviewed the September Trigger Report. The SCEIS freeze will be in effect from October 17 to November 3.

**Staff Suggestions:**

There were two suggestions received from staff this week. One comment dealt with team management and that matter is currently under review. The second comment was regarding the Matrix Hiring Procedure. As set forth in Policy 19.01, the Director and Human Resource Director may designate alternative interviewing and hiring procedures. These alternative procedures have been implemented primarily in situations necessitating more expedient action to avoid work-flow deficiencies and interruptions to policyholder services. All hiring decisions have received input from related and knowledgeable personnel. For informational purposes, AQC would share the following educational background data concerning the personnel hired since July 1, 2007: Midlands Technical College (3); Clemson University (2); Newberry College (2); University of South Carolina (2); and one each from Columbia College, Marshall, Alberta, CIU, and Winthrop.

**AQC Meeting Minutes**  
**October 29, 2008**

**AQC Members present were:** Gregory, Lightsey, Murphy, Flowers, Harmon, Polk, Spann, Andrews, Coleman, and Crosby

**Others Present:** Highsmith, Johnson, Praylow, and Spitzmesser

**Recorder:** Norris

**Minutes from the 10/06/2008 meeting were approved with correction.**

**10.26 Weekly Performance Indicators (Andrews)**

AQC reviewed and discussed the Weekly Performance Indicators for the weeks of October 13 – 24. Lula will follow up on Form 18 fine for the Palmetto Team.

**10.26 Follow up on Status of State Agency Payments (Harmon)**

Janice reported that all state agency premiums, including Indigent Defense, have been paid up to date.

**10.27 Follow up on filing 12A's Electronically (Flowers)**

Steve followed up with Key Risk on filing 12A's electronically. Key Risk sent a test file on Monday and they are continuing to work on some issues with layout.

**10.28 Business Team Reports (Highsmith, Johnson, Praylow, Spann, & Spitzmesser)**

AQC reviewed the September Business Team Reports

**10.29 Legal Team Report (Polk)**

AQC reviewed and discussed the September Legal Team Report

**10.31 BARS Report (Murphy)**

AQC reviewed and discussed the September BARS Report.

**10.32 State Budget (Gregory)**

AQC reviewed the 2008-2009 Budget, reductions, and possible cost-savings, and will follow up at next Monday's meeting.

**Staff Suggestions:**

There was one staff suggestion this week pertaining to the dress code for the Halloween Luncheon. Mr. Gregory will follow-up with OneCall Medical and see if costumes are necessary to participate.

**AQC Meeting Minutes**  
**November 3, 2008**

**AQC Members present were:** Gregory, Murphy, Flowers, Polk, Spann, Andrews, Coleman, and Crosby  
**Recorder:** Norris

**Minutes from the 10/29/2008 meeting were approved with correction.**

**10.33 Follow-up on Fines (Praylow)**

Lula will report on Palmetto Team fines to AQC this week.

**10.34 Budget (Gregory)**

AQC reviewed and discussed the 2008-2009 Budget, including agency reductions and cost containment/savings.

**10.35 November General Staff Meeting (Gregory)**

The preliminary agenda for the November General Staff Meeting includes: Budget and Legal Update.

**Staff Suggestions:**

A staff suggestion concerning hiring/recruitment was discussed by AQC.

**AQC Meeting Minutes  
November 10, 2008**

**AQC Members present were:** Gregory, Murphy, Flowers, Polk, Andrews, Coleman, and Crosby  
**Recorder:** Norris

**Minutes from the 11/03/2008 meeting were approved with correction.**

**10.36 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the weeks of October 20-31, and noted a slight drop as compared to recent results. Jim will follow up with the 3 new fines for the Carolina Team at next weeks meeting.

**10.37 IT Monthly Report (Flowers)**

AQC reviewed and discussed the IT Monthly Report for October.

**10.38 HR Monthly Report (Murphy)**

AQC reviewed and discussed the HR Monthly Report for October.

**10.39 November General Staff Meeting (Gregory)**

The preliminary agenda for the November General Staff Meeting includes: (1.) Introduction of New Employee, (2.) Legal Update, (3.) Team of the Quarter, and (4.) Budget.

**Staff Suggestions:**

A staff suggestion concerning qualifications for Team Leaders was discussed by AQC.

**Other Items:**

Meeting with Budget & Control Board and Compendium today at 2:00.

Auditor's Meeting next Tuesday, November 18 at 9:00.

The Department of Education will be in the Auditorium this Friday, November 14.

**AQC Meeting Minutes**  
**November 17, 2008**

**AQC Members present were:** Gregory, Lightsey, Flowers, Polk, Andrews, Spann, Murphy, and Harmon  
**Others Present:** Highsmith, Praylow, and Spitzmesser

**Minutes from the 11/10/2008 meeting were approved with correction.**

**10.40 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the weeks of November 3-7.

**10.41 Business Team Reports (Spann, Highsmith, Praylow, and Spitzmesser)**

AQC reviewed and discussed the Business Team Reports for October. Jim will follow up with Carolina Investigation Report at the next meeting.

**10.41 Legal Team Report (Polk)**

AQC reviewed and discussed the Legal Team Report for October.

**10.42 Scanning Documents (Flowers)**

A special ad hoc committee, chaired by Raymond Coleman, reviewed the intra-agency scanning process and recommended the following: (1) Karan will conduct a training for adjusters about re-indexing documents, (2) faxed bills will now be scanned, and (3) if a document is trashed that should have been back filed, the adjuster will be notified.

**10.43 Follow-up on Courier Duty (Gregory)**

AQC will continue to monitor documents delivered and picked up to/from the Commission by courier in agency's continuing efforts to identify potential cost-savings..

**Staff Suggestions:**

There were no staff suggestions this week.

**AQC Meeting Minutes  
November 24, 2008**

**AQC Members present were:** Gregory, Lightsey, Flowers, Polk, Andrews, Spann, Murphy, Crosby, Coleman, and Harmon

**Recorder:** Norris

**Minutes from the 11/17/2008 meeting were approved with correction.**

**10.44 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the weeks of November 3-14.

**10.45 Follow up on Business Team Reports (Crosby)**

Jim followed up on the Carolina Team Investigation Report for October.

**10.46 Trigger Report (Harmon)**

AQC reviewed and discussed the October Trigger Report.

**Staff Suggestions:**

There was a complaint received concerning the work status and leave accumulation of another employee. The information referenced by the complainant was inaccurate. AQC reviewed and confirmed that all employees are accumulating leave appropriately. Individual personnel matters continue to be properly addressed by Human Resources.

**AQC Meeting Minutes  
December 1, 2008**

**AQC Members present were:** Gregory, Lightsey, Polk, Andrews, Spann, Murphy, Crosby, and Coleman  
**Recorder:** Norris

**Minutes from the 11/24/2008 meeting were approved with correction.**

**10.48 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the weeks of November 10-21. Harry commended the teams for their year to date performances.

**10.49 December General Staff Meeting (Gregory)**

The preliminary agenda for the December General Staff Meeting includes: (1) Safety Update, (2) Employee of the Year, and (3) Legal Update

**Meetings/Misc. News**

CorVel Meeting at 1:30 on December 1.

RCI Meeting at 1:00 on Tuesday, December 2.

**AQC Meeting Minutes  
December 8, 2008**

**AQC Members present were:** Gregory, Lightsey, Harmon, Flowers, Spann, Murphy, Crosby, and Coleman  
**Recorder:** Norris

**Minutes from the 12/01/2008 meeting were approved with correction.**

**Upon Motion AQC went into Executive Session.**

After reporting on a personnel matter, AQC returned to its general meeting.

**10.50 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the weeks of November 17-28. Sonji will review Form 20 fines at the supervisors meeting tomorrow.

**10.51 IT Monthly Report (Flowers)**

AQC reviewed and discussed the November IT Monthly Report.

**10.52 HR Monthly Report (Murphy)**

AQC reviewed and discussed the November HR Monthly Report.

**10.53 SCEIS Report (Murphy)**

AQC reviewed and discussed the November SCEIS Report.

**10.54 City of Landrum (Gregory)**

Item carried over to next weeks meeting.

**10.55 December General Staff Meeting (Gregory)**

The preliminary agenda for the December General Staff Meeting includes: (1) Safety Update, and (2) Employees of the Year.

**Meetings/Misc. News**

CPS after-work social at Ruby Tuesdays on December 8.

Supervisors Meeting tomorrow at 9:30 on December 9.

SAF after-work social at Congaree Grill on December 11.

**AQC Meeting Minutes  
December 15, 2008**

**AQC Members present were:** Gregory, Lightsey, Harmon, Flowers, Spann, Murphy, Andrews, Crosby, and Coleman

**Others Present:** Highsmith, Praylow, and Spitzmesser

**Minutes from the 12/08/2008 meeting were approved with correction.**

**Motion to add Trigger Report to Agenda (Harmon)**

AQC approved motion.

**10.56 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the weeks of November 24 thru December 5.

**10.57 Business Team Reports ((Highsmith, Praylow, Spitzmesser)**

AQC reviewed and discussed the November Business Team Reports.

**10.58 Trigger Report (Harmon)**

AQC reviewed and discussed the November Trigger Report.

**Meetings/Misc. News**

In-house mediations scheduled for December 16.

RCI Breakfast Wednesday, December 17.

PMSI Luncheon Thursday, December 18.

Holiday Movie at lunch Friday, December 19.

**AQC Meeting Minutes  
December 21, 2008**

**AQC Members present were:** Gregory, Harmon, Flowers, Spann, Murphy, Andrews, Crosby, and Polk  
**Recorder:** Lane Norris

**Minutes from the 12/15/2008 meeting were approved with correction.**

**10.58 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the weeks of December 1 - 12.

**10.59 SAP HR Report (Murphy)**

The SCEIS Human Resources, Payroll and Leave implementation is scheduled for November 2009.

**10.60 Legal Team Report (Polk)**

AQC reviewed and discussed the November Legal Team Report.

**10.61 Town of Landrum (Gregory)**

AQC again discussed the cancellation of coverage for the Town of Landrum. The effective date of that cancellation will be the October 1, 2008 as set forth in the town's cancellation notice.

**10.62 Holiday Leave (Gregory)**

Harry reminded team leaders to be sure they have adequate coverage throughout the holidays.

**10.63 2009 Reinsurance Program (Gregory)**

The SAF Reinsurance Program was renewed with a 4.6 rate for 2009 coverage with a .4 reduction from last year's rate – a savings of nearly \$400,000.

**AQC Meeting Minutes  
December 29, 2008**

**AQC Members present were:** Gregory, Flowers, Murphy, Crosby, Coleman, and Polk  
**Recorder:** Lane Norris

**Minutes from the 12/21/2008 meeting were approved with correction.**

**10.64 Weekly Performance Indicators (Andrews)**

AQC reviewed the Weekly Performance Indicators for the weeks of December 8 - 19. Team Leaders were asked to remind supervisors to be sure that their team has adequate coverage over the holiday season.

**10.65 2008-2009 Cost Saving Alternatives (Gregory)**

AQC continued discussions concerning ongoing cost saving programs and alternatives with regard to the 2008-2009 Budget.