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Part I: Agency Information

1. Record Group Number: 228	2. Date of Transfer: 03/01/2022
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 Meeting Minutes	
16. Estimated size of Transfer (MB):	17. Inclusive Dates: 01/10/2000 - 12/18/2000
18. Electronic Media included (Please check all that apply): <input type="checkbox"/> Tape <input type="checkbox"/> CD/DVD <input type="checkbox"/> Hard drive <input checked="" type="checkbox"/> Removable Hard drive <input checked="" type="checkbox"/> Other	19. To the best of your knowledge, do these records contain Personally Identifiable Information (PII): <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO 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 Minutes 01/10/00

AQC Members Present were: Parker, Adkins, Gamble, Foshee, Harmon, Holman, Howard, McGregor, Murphy, and Walker.

The December 20, 1999, AQC Minutes were approved.

Agenda Items carried over or having no report were:

99.04 External Communications (Wyatt)

99.57 Strategic Plan (AQC)

Capacity Expander Experimental Project.

99.93 How to Discourage Printing of Scanned Documents (Gamble)

00.03 Process Improvement Project (Parker)

Pete recapped the recent activities by the AQC and Executive Team regarding the Process Improvement Project. He reviewed the two major Agency Processes that had been developed last year by the AQC which are the Premiums Administration Process and Claims Administration Process. Pete reported that based on these two Agency Processes the Executive Team selected Janis Howard, Shawn Holman, Janice Harmon and Ross Gamble to serve as the Agency's Guidance Team to manage the Process Improvement Project. Pete also distributed a tentative timeline for the Process Improvement Project to the AQC. The Process Improvement Project participants will receive standardized formal training using the Team Handbook and special Curriculum that will be presented by Agency Trainer's Kay Heinen and Gerald Murphy.

99.03 Computer Progress (Foshee)

David Foshee reported that the MIS Staff in cooperation with Information Engineering, Inc. is working on solutions to fix problems with the router, medical bills and PHS invoices. He also said that an IBM representative will be at the Fund this week to evaluate Visual Info. David updated the AQC on the use of cable modems in Telecommuting by SAF Staff Members. The estimate for this Project is \$9000 which includes software, licensing, hardware, firewall, etc. David will coordinate the MIS Telecommuting development activities with the Telecommuting Committee who are developing their Policies and Procedures for this endeavor. The Project target date is June 2000, but will be reviewed periodically to ensure it is on track.

Staff Stuff Suggestions

No Staff Stuff Suggestions were received by the AQC this week.

AQC Meeting 01/17/00

AQC Members Present were: Parker, Adkins, Gamble, Foshee, Harmon, Heinen, Howard, McGregor, Murphy, and Wyatt.

Minutes from 01/10/00 meeting approved.

Agenda Items Carried Over or Having No Report were:

99.57 Strategic Plan/TPA as Capacity Expander

99.93 How to Discourage Printing Scanned Documents

99.86 Check Printing Contingency Plan

99.91 Workplace Violence (Adkins)

Gwen presented the 2nd draft of the Workplace Violence Policy which was approved by AQC.

00.01 Computer Progress (Foshee)

David reported trouble with the router which is the heart and soul of the system. Says if the router doesn't route correctly, people don't get the correct work to do and it also causes duplicates. Said he will double check but he thinks the medical bill problem is solved. Basically, David informed that there are some of problems to work through yet.

00.02 External Communications (Wyatt)

Teresa stated a decision was made by Pete not to pursue S.136 and concentrate on educating legislators, etc. about our agency. Said the budget team will meet with the Ways and Means Subcommittee Wednesday at 11:00. They have 30 minutes on the agenda. She expects to get questions about computer expenses, positions deleted, carry forward funds even though we don't have any. Gerald will give the Accountability Report. The SAF is asking for additional funding in next years budget.

00.03 Process Improvement Project (Parker)

Kay Heinen announced that the first Guidance Team meeting will be Thursday, 1/20, at 2:00.

00.04 Trust Fund Balance (Harmon/Gamble)

Janice and Ross distributed several handouts regarding SAF expenditures, Managed Care Programs, premium receipts, cancellation of accounts, new accounts, etc. to show how these things affect the Trust Fund Account. There was a lot of discussion regarding accountability, what information is flowing through the system and awareness of what's going on. It was stated that several reports were monitored under the old computer system but those haven't been available since we went on the new system.

Janis Howard reviewed the status of the pilot managed care program. Pete stated he wanted to know if we are getting value for service and how this can be objectively and clearly demonstrated. Suggested the claims auditors devise a system for monitoring and managing such vendor contracts and verifying the appropriateness and amount of all charges. She suggested really scrutinizing situations before settling claims and look at the decisions being made. Janis and Rose will get together and review the settlement issues/questions and see if they can come up with some standards for this process. Janis will report back in two weeks.

99.94 Flex Time (Heinen)

Kay suggested taking the Flex Time issue back to TAG and clarify some of the questions that remain.

David suggested she propose to TAG the cut off hour of 5:30 instead of 6:00. Kay was authorized to call a TAG meeting for discussion, see what their response is and bring it back to AQC.

00.05 Develop & Review Weekly Measures (Gerald)

Gerald reminded AQC that the external customer survey goes out next month and he's worried the results could have a negative effect on our Accountability Report next year. Stated that some reports were monitored in the old system but it isn't clear whether this is happening with the new system so we may not be getting all the data we need for accurate measurement. Pete said he wants to see something weekly to make sure information is flowing through the system and that there's an awareness of what is going on. Pete proposed that we write a list of things we need to see week to week in order to manage better and measure so we'll know what to focus on. Everyone agreed and the lists should be E-mailed to Gerald.

00.06 Adjuster Vacancy (Howard)

Janis Howard advised that she would have a vacant adjuster position at the end of the month and needs to fill it. Janis will E-Mail her justification to AQC members for approval of the request or a special AQC meeting this week can be called for further discussion.

Staff Stuff Suggestions

One suggestion was received, it was referred to Pete and not discussed in AQC.

AQC Meeting 01/24/00

AQC Members Present were: Parker, Adkins, Gamble, Foshee, Harmon, Heinen, Holman, Howard, McGregor, Murphy, Wyatt and Walker.

Minutes from 01/17/00 meeting approved as amended.

Agenda Items Carried Over or Having No Report were:

99.57 Strategic Plan/TPA as Capacity Expander

99.93 How to Discourage Printing Scanned Documents

99.86 Check Printing Contingency Plan

00.03 Process Improvement Project (Parker)

00.01 Computer Progress (Foshee)

David Foshee said he believes that MIS has the router fixed, but they will continue to watch the router closely. The medical bill problem has also been resolved. The IBM representative is still here this week working on updating the Visual Info software.

00.02 External Communications (Wyatt)

Teresa Wyatt reported the Budget Meeting with the Ways and Means Subcommittee last Wednesday went very well. Pete commended the Budget Team consisting of Ross, Gerald, Janice, David and Teresa on the outstanding job they did. Teresa will be spending most of the week in the legislature as both chambers gear up.

99.94 Flex Time (Heinen)

Kay Heinen said she and Gwen met with TAG and discussed Flex Time with them. There were several questions and issues concerning Flex Time from TAG. So, Kay and Gwen are researching these items to come up with a variety of scenarios for Flex Time. They plan to rewrite the Flex Time Policy and present the final version to AQC next week. If approved by AQC, it will be presented the Workflow Process Teams next Tuesday.

00.07 TAG Composition (Heinen)

Kay suggested that TAG's composition and Charter be reviewed since there has been many supervision changes. She will Email her recommendations for TAG to the AQC for discussion at next week's meeting.

00.05 Develop & Review Weekly Measures (Gerald)

Gerald Murphy reported that he had received two responses from the AQC and had consolidated the list of recommendations which he distributed to the AQC. Gerald will Email this list of measures to the AQC for them to individually determine the report frequency for each measure and return the list to him. He will compile the data for the measures for discussion at the next AQC Meeting.

00.06 Adjuster Vacancy (Howard)

Janis Howard requested and was granted approval by the AQC to fill the vacant adjuster position.

00.08 LMT (Murphy)

The LMT Charter was distributed and discussed with the AQC by Gerald Murphy. He recommended, based on LMT's original functions and the current organization of the Agency, that LMT is outdated and should be abolished. The AQC discussed this matter in great detail. The AQC approved ending the current structure of LMT effective March 1, 2000. Meanwhile, Claims and Legal representatives along with Ross Gamble will meet and design a more streamlined structure and process to continue the initial LMT/HARP objectives.

00.09 Release of Claim Data to OIS (Foshee)

David Foshee said that the Office of Insurance Services has requested Claim Data from the SAF and he wanted AQC approval to release it. Pete Parker said that Claims information is confidential and should

only be released to those entities that have a need for the data. He also pointed out that it is illegal for any entity sell or use the information for other than their own purpose. He asked David Foshee and Rose Mary McGregor to develop a cover letter to remind organizations that SAF data is confidential and it is illegal to sell the information/data. This letter will accompany the release of any SAF data.

00.10 Coverage Verification (Harmon)

Janice Harmon stated that Audra Higbe's duties will be increasing and she will no longer be able to handle the task of checking coverage verification on new claims. She requested the this duty be reassigned to another area. The AQC discussed this matter at length and carried it over until the next meeting for disposition.

Staff Stuff Suggestions

There were no Staff Stuff Suggestion submitted this week.

AQC Meeting 02/07/00

AQC Members Present were: Parker, Adkins, Gamble, Foshee, Harmon, Heinen, Howard, McGregor, Murphy, Wyatt and Walker.

Guests: Ambrose, Battle, W. Collins, Highsmith, N. Johnson, Polk, Praylow and Spann.

Minutes from 01/24/00 meeting approved.

Agenda Items Carried Over or Having No Report were:

99.57 Strategic Plan/TPA as Capacity Expander

99.86 Check Printing Contingency Plan

99.94 Flex Time (Heinen)

00.05 Develop & Review Weekly Measures (Gerald)

00.08 LMT (Howard/McGregor)

Janice Howard and Rose Mary McGregor said those staff members involved with LMT had some concerns about delegating LMT functions to the Workflow Process Teams. It was more time consuming for the Legal/Claims Units trying to schedule weekly meeting times among the three different teams. LMT members also pointed out that the centralized docket was more efficient, plus having a claim synopsis expedites LMT's working knowledge of that particular case. LMT members recommended that LMT structure should be retained but rework what goes to LMT. The AQC asked the LMT members to develop a specific plan draft for AQC review before it could reconsider its previous decision to delegate LMT functions to the three workflow process teams. However, AQC's decision to relieve Gerald Murphy of his LMT duties stands effective March 1, 2000, whereas, the LMT membership will have the responsibility to fulfill those tasks.

00.10 Coverage Verification (Harmon)

Janice Harmon continued the discussion of coverage verification from the previous AQC Meeting. She said that Audra Higbe's duties will be increasing and she would like to have her relieved of this task. Pete stated the task of coverage verification must meet audit requirements for separation of duties - retain appropriate management controls. After several suggestions, the AQC reached an interim solution to expand the duties of the three investigators to include this task. This item will be revisited when Shawn Holman returns to see that coverage verification is staffed in the proper Agency location.

00.01 Computer Progress (Foshee)

David Foshee reported that MIS is getting ready to test the programs for the PPO, Cancelled Checks and Forms Tool. He said the MIS Unit is working on a Test Executable to set up an environment to test programs to ensure they are properly debugged before they are put into production.

00.02 External Communications (Wyatt)

Teresa Wyatt briefed the AQC on the Agency's appearance before Ways and Means Budget Subcommittee. She will continue to watch the Agency's Budget as it proceeds through the House of Representatives.

00.07 TAG Composition (Heinen)

Kay Heinen recommended that TAG's composition include all supervisors not on AQC, plus Billy McClellan from MIS. The AQC approved Kay's recommendation.

00.11 General Staff Meeting (AQC)

The AQC discussed and adopted the Agenda for the February 2000 General Staff Meeting.

00.12 Receptionist Primary Backup (Walker)

David Foshee explained that Joyce Ernest, who is the Receptionist Area's primary backup, was retiring on March 2, 2000, and her last work day would be February 14, 2000. Then, Dick Walker asked the AQC if

they had a staff member who could replace Joyce. There being none, the AQC suggested that Dick call a meeting of TAG and staff that currently serve as secondary receptionist area backups to attempt to resolve this issue.

Staff Stuff Suggestions

There were no Staff Stuff Suggestion submitted to the AQC this week.

AQC Meeting 02/14/00

AQC Members Present were: Parker, Adkins, Gamble, Foshee, Harmon, Heinen, Murphy, Wyatt and Walker.

Minutes from 02/07/00 AQC Meeting were approved as amended.

Agenda Items Carried Over or Having No Report were:

- 99.57 Strategic Plan/TPA as Capacity Expander
- 99.86 Check Printing Contingency Plan
- 00.05 Develop & Review Weekly Measures (Gerald)

00.01 Computer Progress (Foshee)

David Foshee reported that Visual Info is back up and running fine, but a couple of weeks of images was lost and will have to be rescanned. He said that the MIS Team will be reprogramming the ADMS Tape backup system to backup the Agency's data more frequently. The FAX server is complete and the inbound and outbound FAX service is ready to implement after some staff training in its use. MIS is testing the new version of CMS, which includes the cancelled checks fix and PPO program, prior to it being rolled into production. David continued, saying the Security Matrix is being keyed in for testing and then will be implemented a little at time until it is completely incorporated in the system.

00.02 External Communications (Wyatt)

Teresa Wyatt told the AQC that two of the Agency's Budget requests had been approved by the Ways and Means Budget Subcommittee. They were the money for Reinsurance and Personnel Services. Teresa said that she will continue to follow the Budget the next few weeks as it proceeds through Ways and Means Committee on to the floor of the House of Representatives.

99.94 Flex Time (Heinen)

Kay Heinen said that she will be meeting with TAG this week to cover Flex Time and will summarize the results at the February 28, 2000, AQC Meeting.

00.13 MIS Vacancy (Foshee)

David Foshee distributed and elaborated on a list of comparative duties and tasks of what Joyce Ernest was doing and what he anticipates as the new reconfigured position's activities. The AQC discussed this vacancy and approved filling it.

Staff Stuff Suggestions

There was one Staff Stuff Suggestion submitted that was concerned with employee solicitation in the Agency. The AQC discussed this matter and asked the Agency Director to review the Agency's Solicitation Policy at the next General Staff Meeting.

AQC Meeting 02/28/00

AQC Members Present were: Parker, Adkins, Gamble, Foshee, Harmon, Heinen, Howard, McGregor, Murphy, Wyatt and Walker.

Minutes from 02/14/00 AQC Meeting were approved.

Agenda Items Carried Over or Having No Report were:

99.57 Strategic Plan/TPA as Capacity Expander

00.01 Computer Progress (Foshee)

David Foshee stated that there were some problems with the router last week and MIS is working to rectify it. They are also continuing to work on the test environment server that is used to ensure software fixes and changes run correctly before they are rolled out into the production server. David said the Agency's inbound/outbound FAX server is up and running. MIS will be training the staff on how to use the FAX server next week.

00.02 External Communications (Wyatt)

Teresa Wyatt informed the AQC that the Ways and Means Committee had approved the Agency's requests for Reinsurance and Personnel Services. She will continue to watch the Budget as it moves to the House floor. Teresa updated the AQC on what happened in the Legislature last week.

99.94 Flex Time (Heinen)

Kay Heinen will be presenting the Flex Time Policy to the Workflow Teams tomorrow. She will be handing out the Flex Time Forms to staff who want to participate. Flex Time requires supervisor approval and will be implemented on April 1, 2000.

00.14 General Staff Meeting (AQC)

While discussing the Agenda for the March General Staff Meeting, the AQC found that there were several scheduling conflicts, so the Meeting was rescheduled for March 8, 2000.

00.17 Replacing Claims Technician Position (Howard)

Janis Howard requested permission to fill the Claims Technician Position left vacant by Antoinette Walker's promotion to an Adjuster. The AQC discussed this matter and it was approved.

00.18 LMT (Heinen)

Kay Heinen distributed the new LMT Procedures and Charter with the updated members (by position) to the AQC. The AQC reviewed this matter at length. That part of the procedures which pertains to the informal dispositions by the adjuster, the supervisor and the attorney was approved. After discussion AQC decided that Kay should get together with Rose Mary McGregor and Janis Howard to review and refine the structure and procedure that will bring a Claim to the earliest possible conclusion *through consensus*, where the informal meeting between the adjuster, supervisor and attorney does not produce consensus. They are to make recommendations to the AQC for final approval when developed.

99.76 Drug Free Workplace Policy (Gamble)

Ross Gamble informed the AQC that the Department of Insurance sent a letter to the State Accident Fund stating that the Agency's Drug Free Workplace Policy is compliant with the legislation. Ross said that the Agency can now proceed to implement a 5% Premium reduction program for the Policyholder's who annually certify that they are in compliance with the Drug Free Workplace legislation. The AQC decided to publicize this item using the Agency's April Newsletter.

Staff Staff Suggestions

One Staff Staff Suggestion was submitted recommending that the AQC look into the cost savings possibilities of hiring a full time investigator versus contract private investigators to do the Agency's surveillance.

AQC Meeting 03/06/00

AQC Members Present were: Parker, Gamble, Harmon, Heinen, Howard, McGregor, Murphy, and Wyatt.

Minutes from 02/28/00 AQC Meeting were approved.

Agenda Items Carried Over or Having No Report were:

0.15 Strategic Plan/TPA as Capacity Expander

0.16 Policy 003

0.17 Policy #24

00.01 Computer Progress (Foshee)

Ross Gamble stated that MIS would be conducting training for the staff on how to use the FAX server this week.

00.02 External Communications (Wyatt)

Teresa Wyatt informed the AQC that would be taking up the budget next week. She will continue to watch the Budget as it moves through the House floor. Teresa updated the AQC on what happened in the Legislature last week.

99.94 Flex Time (Heinen)

Kay Heinen reported that she had briefed the teams on the Flex Time and handed out the Flex Time Forms to staff. Flex Time requires supervisor approval and will be implemented on April 1, 2000.

00.18 Budget

Janice Harmon and Kay Heinen reported that they had reviewed the budgets for this year and FY 00-01. They recommended leveling the all budgets at 58% as of the end of January and redistributing remaining funds to cover shortfalls. They will present a written plan to AQC on March 13th for approval. It was agreed that expenditures would be limited to essentials until a new budget plan is approved.

00.19 New Trigger

The new trigger report handed out at last week's meeting was discussed, but no decisions were made.

00.14 General Staff Meeting (AQC)

A tentative schedule was drafted for the general staff meeting scheduled for Wednesday March 8, 2000. Included in the agenda were: Internal Customer Survey, Employee Satisfaction Survey, Accountability Report Data, Update on the Legislative Process.

Staff Staff Suggestions

No Suggestions Received.

AQC Meeting 03/13/00

AQC Members Present were: Parker, Adkins, Gamble, Foshee, Harmon, Heinen, Howard, McGregor and Walker.

Minutes from 03/06/00 AQC Meeting were approved.

Agenda Items Carried Over or Having No Report were:

00.02 External Communications (Wyatt)

00.01 Computer Progress (Foshee)

David Foshee stated that the FAX server training went very well last week. He said that MIS is working on improving the speed of Visual Info and he has ordered two new Cisco Switches to increase the data transfer rate on the SAF network between the MIS computer room and Suite 160. David said that user acceptance testing for CMS is going on this week. The issue of the necessity of printing of Visual Info images was discussed by the AQC. Janis Howard volunteered to look into this issue and report back to the AQC next week.

00.18 Budget Adjustments (Heinen/Harmon)

Janice Harmon and Kay Heinen continued the discussion with the AQC concerning the revision and redistribution of funds among the Unit Budgets. They handed out their written Budget Plan that was discussed in detail by the AQC. The AQC approved the revised Budget for the remainder of this fiscal year with the exception of the Legal Unit's contract services. Rose Mary McGregor and Janice Harmon will meet to adjust this item to the appropriate level.

00.19 New Trigger (Harmon)

The new trigger report was again taken up by the AQC. They discussed a number of issues concerning the Report. Ross Gamble requested that Subrogation be added to the Report. The New Trigger Report was approved by the AQC.

00.20 Newsletter (Heinen)

Any articles for the April 2000 SAF Newsletter needs to be submitted to Teresa Wyatt as soon as possible to be included.

00.21 LMT/HARP (Heinen)

Kay Heinen presented the revised LMT/HARP Process to the AQC. She explained how the new Process worked in relationship to membership, timelines and documentation. The AQC approved the implementation of the revised LMT/HARP Process with a review in 90 days to ensure it is meeting the Agency's litigation needs.

Staff Stuff Suggestions

There were no Staff Stuff Suggestions submitted this week.

AQC Meeting 03/20/00

AQC Members Present were: Parker, Adkins, Gamble, Foshee, Harmon, Howard, McGregor, Murphy and Walker.

Minutes from 03/13/00 AQC Meeting were approved.

Agenda Items Carried Over or Having No Report were:

00.02 External Communications (Wyatt)

00.01 Computer Progress (Foshee)

David Foshee said that MIS is continuing work on increasing the speed of the SAF Computer Network and last week they changed some of the network cables which has improved the network through put. He also reported that a new 18.0 Gigabyte Hard Drive is being installed in the Server to increase its capacity. Janis Howard updated the AQC on the issue of the necessity of printing of Visual Info images. She said she is discussing this matter with all the contract nurses and BQC and will report her findings at next week's meeting.

00.23 Legal Assistant Vacancy (McGregor)

Rose Mary McGregor requested permission to fill the Legal Assistant vacancy in her Unit. The AQC approved this item.

00.24 Telephone Zero Out Point (Foshee)

David Foshee explained the call paths and zero out point for the Agency's telephones to the AQC. David used the example of a caller trying to reach an adjuster. The adjuster's telephone rings but the adjuster is not available to answer their telephone so the caller can leave a voicemail message for the adjuster or zero out to a claim technician's telephone to speak with the claim tech. The AQC discussed this matter and agreed that each Manager should be responsible for setting up their Unit's call paths and zero out points to best meet their customer needs.

Staff Stuff Suggestions

No Staff Stuff Suggestions were received this week.

AQC Meeting 03/27/00

AQC Members Present were: Parker, Adkins, Gamble, Foshee, Harmon, Heinen, Holman, Howard, McGregor, Murphy, Walker and Wyatt.

Minutes from 03/20/00 AQC Meeting were approved.

Agenda Items Carried Over or Having No Report were:

00.15 Policy 003 (Howard)

00.01 Computer Progress (Foshee)

David Foshee said that the CISCO Switches are here and MIS is waiting for two circuit boards to arrive to complete the package. MIS will install the CISCO Switches later this week and that should increase the speed of the network to improve user through put.

00.02 External Communications (Wyatt)

Teresa Wyatt reported to the AQC that the House of Representative's version of the Fiscal Year 2000-2001 Budget Bill has been passed and sent to the Senate. Teresa said some of the Senate Subcommittees have already started meeting on the Budget and she will continue to monitor the SAF's Budget in the Senate.

00.25 FY 00-01 Budget (Harmon)

Janice Harmon distributed the Fiscal Year 2000-2001 Budget to the AQC. The document divided the Budget into functional Units and the Agency showing the amount allotted for each Unit/Agency by category in personnel services and operating expenses. The AQC discussed a series of issues related to the Governor's, Senate's and House's version of FY 00-01 Budget. Teresa will monitor the Budget process and keep the AQC apprised of any changes, amendments or problems with the Budget requests submitted by the State Accident Fund.

Staff Stuff Suggestions

There were no Staff Stuff Suggestions submitted this week.

AQC Meeting 04/03/00

AQC Members Present were: Parker, Adkins, Heinen, Holman, Howard, McGregor, Murphy, Walker and Wyatt.

Guest: Ambrose.

Minutes from 03/22/00 AQC Meeting were approved.

Agenda Items Carried Over or Having No Report were:

00.15 Policy 003 (Howard)

00.27 Third Party Proposal (Ambrose)

Ray Ambrose presented his Third Party (TPY) Proposal to the AQC. He described his views to the AQC concerning how Third Party liens and collections could be expedited and handled more effectively by establishing a TPY Specialist position to direct these activities. After discussing this matter at length and reviewing the Third Party Team recommendations, the AQC concluded that the proposal is essentially to formalize and implement what the team had recommended: a) that adjusters should continue to have responsibility for all matters associated with their claims, to include TPY, b) that training be conducted with all adjusters in TPY case management, and c), to address the issue of uneven case work distribution, adjusters who have heavy work loads can refer cases for TPY issue resolutions at the point the WCC case is concluded. The Team had left open for management resolution the issue of who has time and knowledge to manage such TPY issues. There was also some questions about whether appropriate performance measures are in place, to track effectiveness and efficiency of the TPY process.

AQC referred this proposal to the TPY Team for review to insure that what is proposed is not inconsistent with the Teams earlier recommendations and, if so to pass on the specifics of Ray's proposal, before further disposition by AQC.

The AQC asked Ray Ambrose, as Team Leader, to present this matter to the Third Party Process Team. Also, Janis Howard will meet with all of the Claims Adjusters and coordinate the TPY process.

00.01 Computer Progress (Foshee)

Kay Heinen informed the AQC that she will be meeting with the MIS Team this afternoon to start developing measurements of their team.

00.02 External Communications (Wyatt)

Teresa Wyatt reported that the Agency's Fiscal Year 2000-2001 Budget will be taken up by the Senate Subcommittees later this week.

00.25 FY 00-01 Budget (Harmon)

There being no further business concerning this item, it was deleted from the agenda.

HARP Charter (Heinen)

Kay Heinen reviewed the HARP Charter with the AQC. This item was approved by the AQC and signed by the Agency Director. The AQC also requested that Rose Mary McGregor send the AQC weekly HARP statistics and that Kay Heinen setup a meeting to review HARP's progress in late June 2000.

00.28 Employee Satisfaction Survey (Murphy)

The Employee Satisfaction Survey results were presented to the AQC by Gerald Murphy. The AQC discussed the Survey data at length. The AQC felt it was appropriate to have a joint meeting with the AQC and TAG to review the Survey information, especially the Staff Suggestions. Kay Heinen will set up this meeting next week and Gerald will review the Employee Satisfaction Survey with the group. Additionally, Pete will tell the staff about the joint management meeting at the April 2000 General Staff meeting and will review the actions that the joint management meeting plans to take on the Staff Suggestions at the May 2000 General Staff Meeting.

00.29 Monthly Reports (Parker)

Pete Parker distributed several Monthly Activity Reports that he has developed over the past several weeks to the AQC. He explained and answered questions concerning each report for the AQC.

Staff Stuff Suggestions

No Staff Stuff Suggestions were submitted to the AQC this week.

AQC Meeting 04/17/00

AQC Members Present were: Parker, Gamble, Harmon, Heinen, Holman, Howard, McGregor, Murphy, Walker and Wyatt

.Minutes from 04/10/00 AQC Meeting were approved.

Agenda Items Carried Over or Having No Report were:

0.1 Computer Progress (Foshee)

00.02 External Communications (Wyatt)

Teresa Wyatt reported that the Senate Finance Committee would probably start on Fiscal Year 2000-2001 Budget early next week. She also said that S721 regarding Second Injury Fund assessments was voted out of the LCI Committee last week.

00.15 Policy # 24 (Howard)

Teresa, pursuant to a request from Pete, did a "sensitivity" check of Policy # 24 (HIV Testing) and the attached questionnaire. She shared her feelings about what she read with the AQC and recommended that the notification letter be revised. Janice Howard will take her recommendations to the Team working on this issue. The Team will work on improving the notification letter.

00.35 Key Risk (Murphy)

Gerald Murphy suggested that the group dealing with Key Risk meet today to review the Research Document and current status of issues associated with this project. The group will meet at 2:30 PM today to prepare for the meeting with the Key Risk staff on Tuesday.

00.36 External Customer Survey (Murphy)

Gerald Murphy discussed how to handle the customer comments received on this year's External Survey with the AQC. The AQC examined several ways the customer comments could be managed. AQC concluded the best method was to have Gerald sort the data into a Report and let the managers review the customer comments for staff assignments to telephone and follow up with SAF Policyholders so there would be no duplication of effort. Item was carried over until next week.

Staff Staff Suggestions

No Staff Staff Suggestions were received this week.

AQC Meeting 04/24/00

AQC Members Present were: Parker, Adkins, Gamble, Foshee, Harmon, Heinen, Holman, McGregor, Murphy and Walker.

.Minutes from 04/17/00 AQC Meeting were approved.

Agenda Items Carried Over or Having No Report were:

00.02 External Communications (Wyatt)

00.15 Policy # 24 (Howard)

00.01 Computer Progress (Foshee)

David Foshee reported a glitch in a batch program affecting checks printed and issued last week. Billy McClellan is working with Accounting and IE to correct the problem. Pete Parker said we need to work with MIS and IE in Denver to assure that the problem is located and permanently fixed. David continued that they are still working with Shawn Holman to resolve the Emod's in PHS.

00.34 Internal Customer Survey (Foshee)

Pete Parker opened the discussion with the AQC by elaborating on his revisions on the Teams for Evaluation Purposes document. It was taken up by the AQC and reviewed. They discussed the proper staff placement, relational tasks and processes on each team and revising the Internal Customer Survey to properly evaluate the different processes. After considerable debate the AQC adopted the Team document as a starting point for improving and automating the Internal Customer Survey process.

00.29 Monthly Reports (Parker)

The March 2000 Trigger Report was distributed by Janice Harmon and discussed by the AQC.

00.37 TPA Capacity Expander Update (Foshee)

David Foshee reported that the SAF has received the experiment partner's computer data fields and Billy is mapping them to the SAF computer data fields to see how well they match up. David will continue to work with the experiment partner to try to work out any problems with the data. He will update the AQC weekly on progress on this agenda item.

00.38 Performance Pay 2000 (Parker/Harmon)

Pete Parker reviewed the Performance Policy with the AQC. He reminded everyone of SAFs criteria for a performance pay raise: 1) the external customer survey must show improvement in customer satisfaction and 2) funds must be available from operational savings. Our operational definition of "improvement" is that our ratio of favorable to unfavorable customer scores must increase over the previous high. Although this year's External Survey score remained quite high (97.9%), there was no such increase in the ratio. Thus we do not meet the criteria for a performance pay raise this year. There were operational savings however, produced directly by our continued diligence in reviewing vacancies to ensure that work cannot be absorbed before approving replacement hires. Such performance by the Big Team (SAF) probably qualifies for some financial reward pursuant to recent legislation for "bonuses". Pete Parker and Gwen Adkins are going to review HR regulations to see if we qualify for "bonuses" under that legislation.

00.39 External Customer Survey (Murphy)

Gerald Murphy distributed the External Customer Survey comments to the AQC. They went through all the customer comments one-by-one and assigned them to the proper staff to contact the person and find out exactly what the issue/problem and try to resolve it for the policyholder. In addition, Gerald Murphy is going to contact several policyholders to determine if a system can be developed to keep the SAF contact updated in the Agency's computer database. The progress in this matter will be reported at the May 8, 2000, AQC Meeting.

Staff Stuff Suggestions

No Staff Stuff Suggestions were received this week.

AQC Meeting 05/01/00

AQC Members Present were: Parker, Adkins, Gamble, Foshee, Harmon, Heinen, Holman, Howard, McGregor, Murphy, Walker and Wyatt.

Minutes from 04/24/00 AQC Meeting were approved as amended.

Agenda Items Carried Over or Having No Report were:

00.01 Computer Progress (Foshee)

David Foshee said he is researching and documenting the processes to prevent writing duplicate checks by the system. MIS is still working with Policyholder Services to develop a solution for the Emod's in PHS. Dennis Parsons will continue to install the Gateway computers for the staff this week. David said they are still checking on how well Word 2000 will integrate into the updated CMS and VI programs.

00.02 External Communications (Wyatt)

Teresa Wyatt reported that the Senate Finance Committee has approved their version of the FY 2000-2001 Budget Bill. The full Senate should take up the Budget Bill next week.

00.15 Policy # 24 (Howard)

Janis Howard said she researched why the SAF had the Claimant provide information on who had exposure to HIV. She reported that she found out the reasons we do this: one, lack of employer cooperation; and, two, sending the HIV Letter out with the Claimant's name on it to too many sources. The AQC discussed this matter and modified SAF Policy #24 to have the claims adjuster be the primary source to call the employers to find out as much information as possible concerning HIV exposure.

00.29 Monthly Reports/General Staff Meeting (AQC)

Pete Parker distributed and explained the SAF Monthly Reports to the AQC. He went over the Claims and Attorney/Contract Attorney Reports in detail. He also reviewed with the AQC a tentative report he has developed based on the Agency's Locator Program. He remarked that he found most of the SAF Staff is using the Locator Program properly and consistently, most of the time. A few are not. He reminded the AQC, as the Agency Director, he is ultimately responsible under the law to be able to document that all employees account for a MINIMUM of 37.5 hours per week. In that vein he is currently reviewing the DATA in the LOCATOR program to determine whether it supports his confidence to date and whether, with some tweaking, that same DATA can be used as documentation that our employees are in deed accountable and adequately managing this area of their performance and costs.

At this point, Pete had the AQC refer to the tentative report. He noted a gap in documentation for "official business" absences - affecting mainly those who work regularly outside of the office. He showed the AQC that by adding a few fields to the Locator Program appropriate data can be collected to establish measurements and reports showing attendance, as well as service delivered in connection with "official business" logged, by coding the type of services provided to policyholders by staff on an official business status. If this were done the Locator DATA could serve as the essential performance feed back to the staff and their teams, as well as reliable documentation of our management of this expense - with no extra effort on anyone's part. The AQC discussed a variety of issues concerning the Locator Report. For purposes of the May 2000 General Staff Meeting the AQC requested that Pete re-emphasize the role and importance of using the Locator Program to keep the receptionist, and other co-workers informed of who is and is not IN and when they might be available or where they might be reached should the need arise. The AQC also completed the remainder of the Agenda for the May 2000 General Staff Meeting.

00.37 TPA Capacity Expander Update (Foshee)

David Foshee said he spoke with the experiment partner last week and they do have payment fields in their computer data system. Billy McClellan is reviewing

their data to see how it maps up with the SAF computer system. David will report his findings next week.

00.38 Performance Pay 2000 (Parker/Adkins)

Pete Parker reported that he and Gwen Adkins have reviewed the appropriate laws and regulations and have determined that the Agency is eligible to pay a bonus to each staff member for cost savings in this fiscal year

00.40 Vacant Position (Harmon)

Janice Harmon requested permission to fill the position left vacant by Audra Higbe. This was approved by the AQC.

Staff Stuff Suggestions

There were no Staff Stuff Suggestions were received this week.

AQC Meeting 05/08/00

AQC Members Present were: Adkins, Harmon, Heinen, Holman, Howard, McGregor, Murphy and Walker.

Minutes from 05/01/00 AQC Meeting were approved as amended.

Agenda Items Carried Over or Having No Report were:

00.01 Computer Progress (Foshee)

00.37 TPA Capacity Expander Update (Foshee)

00.02 External Communications (Wyatt)

Kay Heinen updated the AQC on the current Budget status in the SC Legislature for Teresa Wyatt. She distributed a copy of the legislative document containing the Governor's, House and Senate versions of the Agency's FY 2000-2001 Budget Bill. Kay also requested that the AQC write and submit any articles for the next newsletter on Teresa's behalf.

00.41 Change Outside Door Electronic Combinations (Walker)

Dick Walker said he has received several requests from managers to change the combinations on the outside electronic door locks. The AQC discussed this matter and approved changing the combinations. Dick will send an email and change the combinations this afternoon.

Staff Stuff Suggestions

No Staff Stuff Suggestions were submitted to the AQC this week.

AQC Meeting 05/15/00

AQC Members Present were: Parker, Gamble, Foshee, Harmon, Heinen, Holman, Howard, McGregor, Murphy, Walker and Wyatt.

Minutes from 05/08/00 AQC Meeting were approved.

Agenda Items Carried Over or Having No Report were:

00.42 Travel Reimbursement (Adkins/Harmon)

00.39 External Survey (Murphy)

00.01 Computer Progress (Foshee)

David Foshee reported to the AQC that MIS is planning to roll out the new CMS release very soon. Vickie Harris has been working on the SAF's Intranet (like the internet, but only for the Agency's internal access and use) and has set up a few items as a working model. He said the Locator has been having some problems and the MIS Team is looking into resolving them. David outlined the current status of the Agency's printers for the AQC. He suggested that two new high volume printers be purchased and strategically placed in the high volume printing areas of the Agency. **This matter was taken up by the AQC and the request was approved.**

00.02 External Communications (Wyatt)

Teresa Wyatt told the AQC that the Agency got the everything it requested in the Senate's version of the Agency's FY 2000-2001 Budget Bill. She will be spending the next three weeks in the legislature watching the Budget Bill as she is expecting the Conference Committee to be appointed very shortly.

00.37 TPA Capacity Expander Update (Foshee)

David Foshee gave an update to the AQC on the status of mapping the computer data submitted to the SAF by the experimental partner. He also reported a number of issues has arisen and he along with Janis Howard would like to do a presentation to the AQC on how they envision accomplishing the Pilot Project. Their presentation is scheduled with the AQC at the June 5, 2000, Meeting.

00.41 Fire Dept (HAZMET/ERT) Coverage (Holman/McGregor)

Shawn Holman and Rose Mary McGregor discussed with the AQC the Workers Compensation (WC) coverage for the volunteer fire department's personnel serving on the County's Hazardous Material/Emergency Response Teams (HAZMAT/ERT). Rose Mary stated that small volunteer fire districts whose personnel serve on these County HAZMAT/ERT Teams are not covered by their own WC carriers, but should be covered by the County's WC carrier, since they are organized by the County. Rose Mary will write to the volunteer fire districts as necessary explaining this situation.

00.34 Internal Survey (Parker)

Gerald Murphy reviewed the new Internal Survey instruments he had developed with the AQC. The AQC discussed the proposed changes in great detail and evaluated all issues surrounding implementing the new Internal Survey format. The adoption of the new Internal Survey instruments (with an list of all personnel in each group attached to the Survey when it is administered) was tentatively agreed upon by the AQC. Final approval for this item was carried over until the next meeting pending review by absent AQC Members.

00.43 Printers (Foshee)

See 00.01 for disposition of this item.

00.44 Locator (Parker)

Pete Parker reviewed with the AQC the purpose of the Locator Program and what is was designed to accomplish. He is also going to discuss the Locator Program with the Agency at the May 2000 General Staff Meeting.

Staff Stuff Suggestions

There were no Staff Stuff Suggestions were received this week.

AQC Meeting 05/22/00

AQC Members Present were: Parker, Adkins, Gamble, Foshee, Harmon, Heinen, Holman, Howard, McGregor, Murphy, Walker and Wyatt.

Minutes from 05/15/00 AQC Meeting were approved.

Agenda Items Carried Over or Having No Report were:

00.37 TPA Capacity Expander Update (Foshee)

00.39 External Survey (Murphy)

Gerald Murphy discussed the follow-up telephone calls made to Policyholders by AQC Members concerning their comments on the recently completed External Customer Survey. Each member shared his or her progress and findings with the AQC. This item was carried over for continuance at the next meeting.

00.01 Computer Progress (Foshee)

David Foshee reported that the MIS Team has completed installation of all the new Gateway Computers to the SAF Staff. MIS has also completed testing of the new CMS Program and will be rolling it into production very soon.

00.02 External Communications (Wyatt)

Teresa Wyatt informed the AQC that the legislature has appointed the Conference Committee members from the House of Representatives and Senate. She will be spending most of her time the next few weeks with the Conferee's following the Agency's FY 2000-2001 Budget and related legislation.

00.42 Travel Reimbursement (Adkins/Harmon)

Gwen Adkins and Janice Harmon distributed and reviewed the Agency's Policy on Travel Reimbursement with the AQC. Janice updated the AQC on the latest mileage and meal requirements as outlined in the STARS Manual (SC Controller General's Accounting Procedures). These and related issues were discussed by the AQC in an attempt to determine an adequate and fair Travel Reimbursement Policy for the Agency. The AQC requested that the Executive Team review and revise the Policy to meet the Agency's needs and comply with all pertinent legal and regulatory requirements. The Executive Team will meet this Thursday to develop a draft Policy to present to the AQC at their next meeting.

00.34 Internal Survey (Parker)

Gerald Murphy discussed the revisions of the new Internal Customer Survey instruments he emailed the AQC last week. The AQC reviewed several issues related to both the Individual and Service evaluation processes of the new Internal Customer Surveys. The AQC approved the new Internal Survey Instruments along with the AQC Members reviewing the Internal Survey process with each staff member and make a determination of who should be their internal evaluators. All AQC Members are to bring the results of these staff reviews to the next AQC meeting for discussion.

00.46 Locator (Parker)

Pete Parker distributed and explained to the AQC a draft Team Report he has developed from the Locator Program. The AQC reviewed the Report and discussed a variety of topics related to it. Due to time constraints the AQC decided to continue their discussion of the Report at their next meeting.

00.47 Budget (Holman)

Shawn Holman reminded the AQC that in February while she was out having surgery there was a review of the Agency's Budget and a funding reallocation to the Unit's that anticipated some shortfalls in their funding. Policyholder Services was one of the Unit's that transferred funds to other Units. Shawn Holman requested that this Fiscal Year's Budget be reviewed again as she estimates that Policyholder Services will need some additional travel funds to complete the remainder of the year. Janice Harmon and the appropriate managers will review the remaining Unit budget allocations and make adjustments/transfers to Policyholder Service as necessary.

Staff Staff Suggestions

No Staff Staff Suggestions were submitted to the AQC.

AQC Meeting 06/05/00

AQC Members Present were: Parker, Adkins, Gamble, Foshee, Harmon, Heinen, Holman, Howard, McGregor, Murphy, and Wyatt.

Minutes from 05/22/00 AQC Meeting were approved as amended.

Agenda Items Carried Over or Having No Report were:

00.48 Executive Decisions (Parker)

Pete Parker discussed the Executive Team (ET) meetings of 5/25/00 and 5/30/00 and decisions made, subject to input from AQC, regarding anticipated top management level retirements over the next several years, and implications for organizational structure issues at that level. Specifically the ET recommended that 1) insurance/operational accounting be separated from budgetary/administrative accounting and 2) that the top level of our management structure be changed to show a Deputy Director to whom all of line management reports, to replace the dual deputy role played by Ross for Operations and Gwen for Administration. Several benefits of this change were discussed with AQC which agreed with both decisions. The AQC noted that these decisions would necessarily trigger other decisions that would need to be made in the near future, principally affecting the Administrative side of the agency.

00.49 Fill Vacancy (Howard)

Janis Howard advised that Traci Watts was promoted to accounting and she needed approval to fill the vacancy. Janis presented the AQC with a list of job tasks, the four adjusters the tech would assist. The AQC approved Janis' request.

00.01 Computer Progress (Foshee)

David Foshee reported that he was on vacation this past week but was involved with a conference call on CMS new releases. He said Forms Tool printing was not resolved at this time. That he will look at codes this week and see what he can do. Said he may need to get Jeff Pitt back in to look at this problem in order to get it resolved.

00.02 External Communications (Wyatt)

Teresa Wyatt advised that the legislature is coming back on June 20. She informed the AQC that there have been no decisions regarding the budget. Teresa advised the AQC that she needs newsletter articles as soon as possible.

00.42 Travel Reimbursement (Adkins/Harmon)

Gwen Adkins presented changes to the travel reimbursement policy. The changes were approved but Janice Harmon and David will work on the internal requisition form to add a line for approval necessary to be in compliance with this policy. This was carried over to next week pending the form.

00.34 Internal Survey (Parker)

Pete Parker passed out the EPMS Scoring Analysis Report showing that the data this year is generally consistent with the previous year. Pete said AQC could file this report away and compare it with next year's averages.

00.39 External Survey (Murphy)

Gerald Murphy reported that he is continuing to contact customers. Said he has left messages on voice mail but is not having good luck. Pete

stated he is having the same problems on those customers he's tried to contact. Janice Harmon made some contacts. She informed us that USC had a problem with our reimbursing claimants for drugs and mileage. Stated that the EOB doesn't indicate what the check is for, only gives dates. She asked David if he would look at this problem and see if he could figure how to get a reason code on the EOB. Janice and David will work on this and bring it back next week. This item was carried over again to next week.

00.45 TPA Capacity Expander Presentation (Howard/Foshee)

David Foshee stated that he was on vacation last week and Janis is on leave until Wednesday and they just had not had a chance to get together. Pete stated he had received a call from one of the third party administrators and told them he would know something today. David stated he would be glad to give them a call and explain the situation. It was agreed this item would be carried over but with a deadline date of July 3.

00.46 Locator (Parker)

Pete distributed the Locator Report from May 26 through June 1 and asked if there were any questions or suggestions for improvement. Rose stated that she had taken the number of days and divided this by the people in her unit to see if they were above or below average considering leave taken. Pete said he would add a line having to do with averages. Shawn suggested that Pete factor in when someone is signed out on "official business" Pete stated he is working on this. Gerald suggested including sick and annual leave in the report and Pete said he would check into adding a column for leave. Kay suggested running the report by process as opposed to team. Per David we could do both versions. Pete will ship the data to IS who will start running reports on a 7-day basis.

99.87 Monthly Reports/General Staff Meeting (AQC)

Pete Parker distributed the Teams for Evaluation Purposes report, versions A & B, with the question -- do we treat bill processors and claim initiators as records management team or as work flow team members, given that both groups work exclusively in the claims process but neither do work for a particular team or customer group. Pete said we need to know this before David starts programming. Gerald suggested we stick with Plan A in that the bill processors and claim initiators work output is not aligned with workflow teams, but like records management team members they do work that affects all work flow teams and all customers. Code corrections were made to show AA's as Legal staff instead of claims. It was agreed to retain A version as corrected - claim initiators and bill processors as records management instead of work flow team staff.

Pete also distributed the Claims Load Distribution Report, Investigation and Informal Conference reports, Legal Disposition and Cost Summary Reports and MIS Help Desk report.

Subjects for the General Staff meeting were discussed.

00.50 Breaks, etc. (McGregor)

Rose stated that a lot of people were asking her questions such as can they combine their breaks and take 30 minutes instead of 15, skip a break and include it in their lunch hour, and who could work through their lunch hours. She wanted to be sure she had the right answers and was telling her people what all the other supervisors/unit managers were telling their staff. Gwen advised that the answers were in the

Employee Manual but she would be glad to update the meal period section stating that everyone, exempt or non-exempt must take at least a 30 minute lunch, reference the breaks and send an EM to everyone.

Staff Stuff Suggestions

No Staff Stuff Suggestions were submitted this week.

AQC Meeting 06/12/00

AQC Members Present were: Parker, Adkins, Gamble, Foshee, Harmon, Heinen, Holman, Howard, McGregor, Murphy, Walker and Wyatt.

Minutes from 06/05/00 AQC Meeting were approved as amended.

Agenda Items Carried Over or Having No Report were:

00.42 Travel Reimbursement (Adkins/Harmon)

00.01 Computer Progress (Foshee)

David Foshee reported to the AQC that the new CMS release with Office 2000 was installed over the weekend and seems to be working pretty well this morning, but he will have a better assessment at the close of business today. He said there is still a problem printing envelopes and MIS is working on its resolution.

00.02 External Communications (Wyatt)

Teresa Wyatt requested any newsletter articles be given to her as soon as possible. She will continue to monitor the Budget Conference Committee until they conclude. She will keep the AQC posted regarding legislative matters.

00.39 External Survey (Murphy)

Gerald Murphy along with several AQC Members discussed their progress and findings in contacting their assigned Policyholders from the 2000 External Survey. This item was carried over until the next meeting to continue AQC reports of contacts made this week.

00.34 Internal Survey (Parker)

Gerald Murphy reported that he is re-writing the Policy for this item and has it about 50% completed. When he finishes the Policy he will put it on the R Drive for the staff to review. Item left on agenda for continuing review.

00.46 Locator (Parker)

Pete Parker distributed the updated Locator Report consisting of Team Reports to the AQC for discussion. Additionally, Gerald Murphy had taken the data from Pete's updated Locator Team Reports and developed graphs charting percentage of capacity (based on a 40 hour work week) for the Teams for the AQC to review. The AQC discussed the Locator Reports and Graphs in depth and decided we should use this report format and graphs as a feedback tool on this aspect of performance. From it we can develop expected performance measures for each team and the agency as a whole.

00.51 Vacant Adjuster (Howard)

Janis Howard advised the AQC that she and her staff are reviewing the adjuster vacancy that the Steve Patton's resignation left open. They are gathering data, but have not completed their study, to see if the coverage can be shared by other Team adjusters or if it will be necessary to hire a new adjuster to handle the coverage. The AQC carried the item over for further discussion at the next meeting..

Staff Stuff Suggestions

There were no Staff Stuff Suggestions received by the AQC this week.

AQC Meeting 06/26/00

AQC Members Present were: Parker, Adkins, Gamble, Foshee, Harmon, Heinen, Holman, Howard, McGregor, Murphy, Walker and Wyatt.

Minutes from 06/12/00 AQC Meeting were approved as amended.

Agenda Items Carried Over or Having No Report were:

00.42 Travel Reimbursement (Adkins/Harmon)

00.51 Vacant Adjuster (Howard)

00.01 Computer Progress (Foshee)

David Foshee reported that the new 8100 Printers have been installed in the Agency. He told the AQC that the printing envelopes in Forms Tool problem is a Microsoft applications problem and MIS is looking into a couple of ways to fix it. The MIS Team continues to work on the PHS Emods problems in an effort to resolve them.

00.02 External Communications (Wyatt)

Teresa Wyatt told the AQC that the Conference Committee approved everything the SAF requested in the FY 2000-2001 Budget. Teresa requested an additional article for the next SAF newsletter. Rose Mary McGregor volunteered to assist her with an article.

00.39 External Survey (Murphy)

David Foshee shared his results from the Policyholders he contacted with the AQC. He said the ones he talked with were very excited about the SAF Web Site. The AQC also discussed the importance of coordination between Claims and MIS personnel to ensure that our Policyholders are aware of the wide variety of services offered by the Agency via the Internet on its Web Site. Pete Parker suggested that claims staff might routinely 'promote' usage of the internet capabilities with claim contact persons on an ongoing basis and coordinate with MIS to ensure all who will participate are enabled to do so.

00.34 Internal Survey (Parker)

Gerald Murphy stated that he has completed the draft of the Internal Survey and will email it to the AQC for review and input. The new Internal Survey document will be presented at the next General Staff Meeting.

00.46 Locator (Parker)

Pete Parker distributed the latest Locator Report Team Reports to the AQC. He told the AQC that he has revised the Locator Team Reports to include those staff members logged out on Official Business in his newest edition of these reports.

0.52 Pool Car (Parker)

The AQC was informed by Pete Parker that he has decided to exercise his option as an Agency Director to be assigned a State vehicle for an indefinite period. He said he will be using the 1999 White Ford Taurus from the Agency's State Car Pool. The other State Car Pool vehicle, the 1995 White Buick Century, is used almost exclusively by Safety and Loss Control personnel, leaving the Agency without a State vehicle for general staff use. Therefore, managers should have their staff plan State travel needs in advance and utilize the State Fleet Management State Car Rental Program (located downtown at Senate & Park Streets) or be reimbursed for using their personal car by the Agency for Unit Manager approved State travel.

00.53 TPA Expander Meeting (Howard)

Janis Howard and David Foshee explained the details of their meetings with the TPA Expander and submitted a recommendation as to how we could implement the experiment. The AQC concluded after a 1 ½ hour discussion

that the "Expander" experiment under discussion is premature - that we will *first* need to update our Plan of Operation to include an **alternative** for use of a TPA in lieu of expanding SAF staff. Only after we have determined precisely the deliverables we would require of a TPA can we really do a cost effectiveness comparison (one of our experiment objectives) between doing work in house vs outsourcing. The experiment as designed would not give us much relevant or meaningful information. We will need to outline outsourcing requirements in the form of a RFP document. Gerald Murphy made a motion to abandon the TPA Capacity Expander Experiment as drafted and use Agency resources to refine our Plan of Operations to serve the private sector market if directed by the SC Legislature to do that. The Plan will develop alternative approaches - A) outsourcing and B) managing the additional work by expanding in-house capacity. **After further discussion, the AQC approved Gerald's motion and scheduled an AQC Special Meeting to determine how the Agency should approach and refine the Plan of Operations.**

00.54 TPA Expander Proposal (Howard)

This Item was disposed of in Agenda Item 00.53.

Staff Stuff Suggestions

No Staff Stuff Suggestions submitted this week.

AQC Special Meeting 06/26/00 11:15 AM

RE: SAF Plan of Operations

The AQC held a Special Meeting to organize and develop a methodology for the SAF Plan of Operations. Gerald Murphy suggested that the AQC use the Military's Deliberate Planning Process. This uses basically a three step system to develop the concept: first, the Mission; secondly, the General Concept; and, third, the Assignments. **The AQC approved adopting this process to develop the Plan of Operations.** A general discussion by the AQC to start a logical approach to the development of the Plan of Operation began with the Mission Statement. Then, the AQC prepared Assumptions to ensure the Plan would work and concluded the meeting by agreeing to read AASCIF material, the Ernst and Young Plan of Operations and any other related material before continuing the next step of developing the Concept for the Plan. The AQC decided that it would work on the Plan by scheduling it on the AQC Agenda from 10:30-12:30 starting at the July 10th AQC Meeting. The Deliberate Planning Process developed by the AQC thus far, is:

PLAN OF OPERATIONS

Mission:

When directed by the legislature, the SAF will assume a portion of the private sector Workers' Compensation market.

Assumptions:

1. SAF will be an alternative market underwriter.
2. SAF will provide input to legislature.
3. Six months implementation period after legislation.
4. Current insurer relationship with government accounts will not change.
5. Additional funding will be appropriated for personnel and technology.
6. SAF will acquire business on a go-forward basis.

Concept:

**This is the next step and will be discussed at special meeting scheduled for July 10 at 10:30 am.*

Homework:

Review Plan of Operation from Ernst & Young, AASCIF suggested legislation for private market structure and any other relevant items, notes, etc.

AQC Meeting 07/03/00

AQC Members Present were: Parker, Gamble, Foshee, Heinen, Holman, McGregor, Murphy and Walker.

Minutes from 06/26/00 AQC Meeting and Special AQC Meeting were approved.

Agenda Items Carried Over or Having No Report were:

00.51 Vacant Adjuster (Howard)

00.01 Computer Progress (Foshee)

David Foshee updated the AQC on the current status of the PPO Program (Corvel's Preferred Providers Organization). He said there was an EOB computer problem, but it has been resolved. The network computer router has had some table difficulties and MIS has fixed that also. MIS Team is re-running the PHS Emods and they will be given to Shawn Holman later today.

00.02 External Communications (Wyatt)

Pete Parker started preliminary discussion of "kick starting" the Agency's "Listening Team" objectives. The AQC reviewed the Listening Team concept and gave consideration to a variety of directions the Team could take. Pete requested that AQC review the various goals we hoped to accomplish through this effort and be ready to discuss re-starting and fine tuning this effort next week. Item 99.87 **Listening Team (Parker)** will be placed on next week's AQC Agenda for further discussion. Pete will find the Listening Team's objectives and other related material and email to the AQC.

00.42 Travel Reimbursement (Adkins/Harmon)

Ross Gamble stated that he has reviewed several travel reimbursement issues in relationship to the Agency's current Policy. He said his main concerns were timely submission of travel reimbursement documents (within 30 days of travel), more accountability of travel reimbursements (advance travel approval, planning travel to include multiple business events, etc.) and update the Agency's Travel Reimbursement Policy to reflect these items. Pete suggested that the AQC get and evaluate the State rules and regulations for travel for discussion next week. Kay Heinen will research those items for the AQC.

00.34 Internal Survey (Parker)

Gerald Murphy reviewed the comments he received from the AQC on the revised Internal Survey. The Survey was discussed and amended by the AQC. It will be carried over until the next meeting for final consideration. The revised Internal Survey document will also be presented by Gerald at the next General Staff Meeting.

00.46 Locator (Parker)

Pete Parker reviewed his revised Locator Team Reports to the AQC. **The AQC discussed and approved using the Locator Team Reports and to have Gerald tabulate and post the data in Suite 150 entrance wall with the other information there.** Gerald will start posting his tabulations in August 2000.

00.29 Monthly Reports/General Staff Meeting (AQC)

The Monthly Reports were distributed and discussed with the AQC by Pete Parker. The AQC also considered items for July 2000 General Staff Meeting. Pete suggested, that just as the AQC members plan to keep their business schedules clear so they can attend the AQC Meeting every Monday morning, that the SAF Staff should also schedule their duties and

work that would enable them to attend the Monthly General Staff Meetings with regularity. He emphasized that these regular meetings are where we try to inform the staff of important developments of concern. Staff members who miss these meetings miss a lot of important information which makes them feel left out of the loop.

Staff Stuff Suggestions

No Staff Stuff Suggestions were submitted this week.

AQC Meeting 07/10/00

AQC Members Present were: Parker, Adkins, Gamble, Foshee, Harmon, Heinen, Howard, McGregor, Murphy and Walker and Wyatt.

Minutes from 07/10/00 AQC Meeting and Special AQC Meeting were approved.

Agenda Items Carried Over or Having No Report were:

00.56 FY2000-2001 Budget (Heinen)

00.01 Computer Progress (Foshee)

David Foshee reported to the AQC that the PHS Emod's have been run again, hopefully error free. The MIS Team installed the remainder of the 21 inch Monitors in the Claims Unit last week, plus Vicki Lewter was trained how to retrieve 12A's from the SAF Web Site. David said the PPO is still not routing properly, but MIS is working to fix it. Jim Matthews is working to resolve the problems with Forms Tool. David said he is also looking into the possibility of having IEI Programmers come from Denver to Columbia and train and enhance the MIS Team's knowledge on IEI developed software.

00.02 External Communications (Wyatt)

Teresa Wyatt told the AQC that the Quarterly Newsletter will be going to the printer this week. She reported that she is taking over publishing the Agency's Annual Report from Dick Walker. Teresa said she is still waiting to receive the final printed copy of this year's Appropriations Act. She will be at a Legislative Conference next week and will begin working with the Listening Team upon her return.

00.42 Travel Reimbursement (Adkins/Harmon)

Ross Gamble made a motion that the Agency's Travel Reimbursement Policy be amended to reflect the changes that the Executive Team recommended. The AQC approved the amendments to the Travel Reimbursement Policy.

00.34 Internal Survey (Parker)

Since the AQC had no changes in the coding of Pete Parker's Excel spreadsheet entitled, Teams for Evaluation Purposes, it was finalized. David Foshee can now write the program to process the Internal Customer Survey data.

00.51 Vacant Adjuster (Howard)

Janis Howard told the AQC that the CQC is looking at all their Policyholders and adjuster coverage's to see if Steve Patton's accounts can be handled by redistribution to existing adjusters. Janis will keep the AQC updated as this study progresses.

99.87 Status of Listening Team (Parker)

Pete Parker said that the State Accident Fund needs to revisit and further develop the Listening Team concept. This will be done over the next several weeks to see exactly how the SAF will approach and develop a model to pursue the objectives of this concept.

00.55 Reorganization Update (Parker)

This item was reviewed with the AQC by Pete Parker. He said the reorganization structure changes precipitated by the top level structure changes approved by the Executive Team should be presented to everyone at the July General Staff Meeting. He will repeat the top level structure change and ask Gwen to report on subsequent Administrative unit changes.

00.57 MIS Position (Foshee)

The resignation of Vickie Harris was reported to the AQC by David Foshee. He also requested permission to reclassify Joyce Ernest's old position to an Applications Analyst and recruit a person for that position so they could be trained as fast as possible before Vickie leaves in August. **The AQC approved this request.**

Staff Stuff Suggestions

No Staff Stuff Suggestions were submitted this week.

SPECIAL BUSINESS ITEM

Plan of Operation (AQC)

Kay Heinen, as the group's facilitator, reviewed the previous items discussed and developed for the Plan of Operations using the deliberate planning process. The AQC discussed in great detail the *Assumptions* and unanimously adopted them. The group moved on to the *Concept* Planning Phase for the Plan of Operations. Upon a recommendation by Gerald Murphy to use the Ernest & Young, LLP Plan of Operations for serving the Private Market as the basic document and broaden it to expand the State Accident Fund's Operations to meet market needs, the AQC adopted Gerald's recommendation. Then, the AQC proceeded to develop the basic hierarchy and an organizational chart depicting the upper layer of management needed to accommodate both the public and the private markets if legislatively required. Besides the Agency Director and Deputy Director, several other Management Departments were added to the organization chart assigned to AQC Members to develop their management structure to accommodate both markets. The Departmental assignments were:

MIS-David Foshee
Marketing-Teresa Wyatt & Pete Parker
Underwriting-Shawn Holman
Accounting-Janice Harmon
Finance-Janice Harmon
Human Resources-Gwen Adkins & Gerald Murphy
General Counsel-Rose Mary McGregor
Claims-Janis Howard

The AQC Members will develop these Department structures so as to be expandable to cover both public and private market and report at the July 31, 2000, AQC Meeting.

AQC Meeting 07/17/00

AQC Members Present were: Parker, Adkins, Foshee, Gamble, Harmon, Heinen, Holman, Howard, McGregor, Murphy, Walker and Wyatt.

Minutes from 7/10/00 AQC Meeting were approved.

Agenda Item Carried Over or Having No Report were:

00.02 External Communications (Wyatt)

00.42 Travel Reimbursement (Adkins/Harmon)

99.87 Status of Listening Team (Parker)

00.51 Adjuster Vacancy

00.55 Reorganization Update (AQC)

00.56 FY2000-01 Budget (Heinen)

00.01 Computer Progress (Foshee)

David reported that the PPO is routing properly now and the EMOD runs was correct. A lot of discussion was generated regarding a recent situation involving no report mail, claims just "hanging out there" in cyber space and the Field Investigators were not getting their work ques to verify coverage. The problem was handled but there are glitches that effect the workflow process and Janis Howard advised that she needed to know about anything that holds up claims. She stated that she felt there was a lack of communication or misdirected communication when these glitches happened. She proposed, and David agreed, that the claim auditors (Norma, Tosca and Wayne) would be the point of contact for the claims unit with MIS and communicate what's going on to supervisors and others affected. The auditors have the ability to determine whether it is a user problem or a systems problem and either show the user how to correct it or notify the appropriate people/help desk of the problem. This would eliminate a lot of calls that Gerald and MIS are getting and remove some items from the help desk list. Gerald has a report he's developed and agreed to put on the investigators system so any claims pending verification of coverage can be monitored.

00.59 Overtime heating/AC Cost (Walker)

In Dick's absence, Gwen distributed a letter received from the property manager of Kahn Development Company. The letter informed the SAF that if we require extended heating or air-conditioning after 12:00 noon on Saturdays, we have to give them 48 hours advance notice to reset the timers and the overtime charge for this is \$35.00 per hour. This matter has been referred to MMO in that they negotiated our lease with Kahn and we want to know where we stand. Additionally, Dick has been told not to try to fix anything to do with the building himself but refer the problems to Kahn.

There were no suggestions received by the AQC.

AQC Meeting 07/24/00

AQC Members Present were: Parker, Adkins, Gamble, Harmon, Heinen, Holman, Howard, McGregor, Murphy, and Walker.

Minutes from 7/14/00 AQC Meeting were approved.

Agenda Item Carried Over or Having No Report were:

00.42 Travel Reimbursement (Adkins/Harmon)

00.51 Adjuster Vacancy

00.60 Sunshine Committee (James)

Beth James requested on behalf of the Sunshine Committee the AQC's permission to use Suite 100 as the site for the Agency's Christmas Party. This was not approved as Suite 100 is used as the SAF's storage area and would not accommodate the estimated number of people attending this function. The AQC discussed this matter with Beth and suggested several alternate locations.

00.01 Computer Progress (Foshee)

David Foshee reported that the applications server crashed last week, but is now working. It had a loose board in it that has been re-installed and that solved the problem. He explained the verification of claims process is working except for a couple of policyholders and MIS is laboring to find the solution. MIS has found four different Word macro viruses in the Agency and are going around to each PC installing an updated virus program to eradicate them. David said that all the State Accident Fund published IP Addresses have been changed from 8 to 16. MIS is also setting up three PC's to monitor the Agency's Internet traffic for the purpose of intrusion detection.

00.42 Travel Reimbursement (Foshee/Harmon)

The AQC opened discussions on this item. Cindy Polk was recognized by the AQC who expressed her concerns regarding the approval process for travel reimbursement involving attorney's handling mandatory appearances such as hearings or informal conferences. Gerald Murphy recommended using the Legal Unit's Legal/Informal Conference Calendars that are approved by Rose Mary McGregor each month to approve travel reimbursement for the Legal Staff. This item is continued for more discussion next week.

00.56 FY2000-01 Budget (Heinen)

Kay Heinen distributed the FY 2000-2001 Budgets to the AQC Members. She gave an overview of the Budget for each Unit including the new Finance Unit. The AQC discussed the Budget in great detail. Each Manager is to scrutinize their Budget for changes. Item carried forward to next week.

00.58 Telecommuting (Heinen)

Kay Heinen disseminated the information packet to the AQC that the Telecommuting Committee had compiled. She explained that the SAF is approximately six to twelve months away from having the technological capability to implement telecommuting. David Foshee presented the technological aspects to the AQC that needed to be accomplished to implement telecommuting. The AQC reviewed the Telecommuting Committee's information. The AQC agreed on the need to carefully develop an Agency Policy. Gerald Murphy suggested that developing performance measures as the starting point. Pete Parker recommended that the AQC take the Telecommuting Committee Information and review it to determine the best way to approach this matter. Janis Howard will contact Rhode Island and other State Funds to get their Telecommuting Policy and Performance Measures. Item continued for more discussion next week.

00.61 Fraud Task Force (Howard)

Janis Howard distributed information she received when she attended the Workers Compensation Fraud Task Force Meeting last week. She discussed a variety of topics with the AQC regarding WC Fraud. The AQC reviewed the Anti-Fraud Legislative proposal Janis also distributed. As the Claims Manager, Janis, said she is very interested in monitoring Provider Billing Codes (CPT Codes) to ensure the Fund is being correctly billed for the proper patient diagnosis. Janis also asked Pete to generate a report with the correct fields so she could review/monitor Provider billing information.

No Staff Staff Suggestions received by the AQC.

AQC Meeting 08/07/00

AQC Members Present were: Parker, Adkins, Foshee, Gamble, Harmon, Holman, Howard, McGregor, Murphy and Walker.

Minutes from 7/31/00 AQC Meeting were approved.

Agenda Item Carried Over or Having No Report were:

00.01 Computer Progress (Foshee)

Ross Gamble commented that some of the Actuarial Reports needed some additional fine-tuning. Shawn Holman reported that almost all of the Emod premium estimates have been resolved.

00.42 Travel Reimbursement (Foshee/Harmon)

The AQC reviewed this matter. David Foshee recommended that because there is two different issues being discussed that each be placed on the AQC Agenda as a separate item. The AQC agreed. The two AQC Agenda items will be Travel Reimbursement Policy and Travel Reimbursement Form. The AQC further discussed the Draft Travel Reimbursement Policy Ross Gamble had modified and decided to have the group review it and carry it over until the next meeting.

00.51 Adjuster Vacancy (Howard)

The AQC was informed by Janis Howard that Beth James had resigned. That leaves two Adjuster vacancies (Steve Patton and Beth James) under Willie Highsmith's supervision. **She requested permission to fill one Adjuster vacancy and that was approved by the AQC.** She told the AQC that she did not want to fill the other Adjuster vacancy until she had time to study the Report Pete had recently given her. Janis reported the Adjuster's Report that Pete Parker had developed gave her a very broad picture and detailed overview of Adjusters' data. She said she is meeting with the Adjusters to analyze the data to see if various policyholders and coverage's could be redistributed to absorb the caseload thereby making it unnecessary to fill the other adjuster vacancy. Janis will report the status of this item next week.

00.62 General Staff Meeting (AQC)

The AQC discussed agenda items for the August 2000 General Staff Meeting which will be totally devoted to the TAC Team.

Staff Stuff Suggestions (AQC)

The AQC did not receive any Staff Stuff Suggestions this week.

AQC Meeting 08/21/00

AQC Members Present were: Parker, Adkins, Foshee, Gamble, Harmon, Howard, Heinen, McGregor, Murphy, and Walker.

Minutes from 08/14/00 AQC Meeting were approved.

Agenda Item Carried Over or Having No Report were:

00.56 FY 2000-2001 Budget (Heinen)

00.01 Computer Progress (Foshee)

David Foshee updated the AQC on the recent activities of the MIS Team. They have modified the First Report Window in CMS to remove the "daily wage" option; the medical report bill is being fixed; printing envelopes problem has been fixed in batch printing jobs; fixed the 1900's date display issue on terminals; macro virus are being cleaned out of the SAF computer system; the new locator program was rolled out; a PHS build is assembled to fix the PHS problems. David also said he would like to delete this AQC Agenda item and send the AQC a weekly email updating the status of MIS Team activities. **This was discussed and approved by the AQC.**

00.51 Adjuster Vacancy (Howard)

Janis Howard said she is scheduling a meeting with all the Adjusters to review caseload data on Steve Patton's position to possibly spread his coverage among several Adjusters thus eliminating the need to fill a vacancy. She told the AQC that she is still filling one vacant Adjuster position that was approved last week. So, she and her staff reviewed and re-evaluated the Claim Unit's staffing in Claims Initiation and will be transferring Paulette Quarles to the Claim Tech vacancy. Vicki Lewter and Elaine Burton will be handling all the Claims Initiation duties. Janis will keep the AQC updated on the progress on this item.

00.63 Travel Reimbursement Form (Foshee/Harmon)

Janice Harmon distributed the Internal Requisition Form that she and David Foshee had developed to the AQC. She explained how the form would be used for Out-of-State travel approval. Rose Mary McGregor passed around a travel approval form she is using to pre-approve mileage reimbursement for official business travel for the Legal Unit. **The AQC approved the use of both of these Forms.**

00.42 Travel Reimbursement (Foshee/Harmon)

Ross Gamble revisited Travel Reimbursement Policy and suggested the "exception to the rule" sentence be moved. Gerald Murphy recommended that the exception sentence be placed at the beginning of the next to the last paragraph in the Policy. **The AQC discussed the recommendations and approved the amendment to the Policy.**

00.66 Check Info Request (Harmon)

Janice Harmon updated the AQC on the check information requests data she was collecting. She told the AQC that she only had three inquiries during the past three weeks. She reported that three staff members in her unit would be available to provide information on checks as needed by the SAF staff.

00.71 Visitors Itinerary (Murphy)

Gerald Murphy presented the draft Itinerary he developed to use in briefing Visitors to the State Accident Fund. The AQC discussed the document and agreed it was a great idea and to continue developing and refining it. The AQC members will develop specific module outlines for their units or area of expertise that can be tailored for presentations that fit the needs of our Visitors. Item was carried over until the September 11, 2000, AQC Meeting for further discussion.

Staff Staff Suggestions (AQC)

No Staff Staff Suggestions were submitted this week.

Plan of Operations August 21, 2000

Kay Heinen opened this topic by reviewing the AQC's assignment to identify their staffing positions based on the current SAF organization and complete their units staffing requirements using the Ernest and Young staffing estimates in Appendix A, Plan of Operations 1993. Next, Gwen Adkins distributed her staffing plan for the Administrative/Accounting areas to the AQC. It was reviewed by the AQC and after considerable discussion among the AQC they decided to go through the Ernest and Young projected staffing list to identify the current SAF positions to see how the two lists match up. Pete Parker said he would develop an excel spreadsheet showing the 1993 Plan of Operations staffing in one column and add a column of current SAF positions to see how they match up and how the current duties translate to the 1993 staffing list. The AQC discussed a number of issues in developing their staffing estimates. They decided to use the current SAF staffing organization and Unit Managers who needed assistance in translating the 1993 positions to the current SAF staffing can get with Gwen Adkins for assistance. Dick Walker is to research and email to the AQC the latest data available for the number of employers and new claims from the Workers' Compensation Commission. The AQC members will then do staffing estimates for their units based on 25, 50, 75 and 100 percent of the WC Market. This item was carried forward until the September 18, 2000, AQC Meeting.

AQC Special Meeting 09/05/00

AQC Members Present were: Parker, Adkins, Foshee, Gamble, Harmon, Heinen, Holman, McGregor, Murphy, Walker and Wyatt.

Special Meeting Item

Ross Gamble requested the Special AQC Meeting and opened the discussion by announcing the Rose Mary McGregor had resigned from the SAF to take a position with the Department of Social Services. He said that he would like to discuss filling Rose Mary's vacancy with the AQC. The AQC reviewed and analyzed the impact of Rose Mary's vacancy on the Agency. After discussing several issues related to the vacancy, Legal Unit and Fund, **the AQC approved filling Rose Mary's position.**

00.72 Strategic Planning (Murphy)

Gerald Murphy said he would like to firm up the dates with the AQC for the Strategic Planning sessions.

The AQC members reviewed their calendars and approved specific dates for the sessions. The Strategic Planning training will include 12 hours of training for the AQC held onsite from 8:30-12:30 on October 3, 9 and 10 relating to the Malcolm Baldrige Package distributed to the AQC by Gerald.

Additionally, there will be a three-day Strategic Planning Session held off site on October 16, 17 and 18 for the AQC. Gerald Murphy will notify the AQC of the location of the off-site training when it is confirmed.

AQC Meeting 8/28/00

AQC Members present were: Parker, Adkins, Foshee, Harmon, Heinen, Holman, Howard, McGregor and Murphy.

Minutes from 8/21/00 AQC Minutes were approved as amended.

Agenda Items Carried Over or Having No Report were:

00:51 Adjuster Vacancy (Howard)

Janis advised that she was scheduled to meet with the adjusters this week and would either e-mail the decision or bring it back to AQC next week.

00:56 FY 2000-2001 Budget (Heinen)

Kay asked if anyone had any changes to their budget and no one did. She advised Shawn that she knew she was on leave last week and missed AQC's budget discussion but she would be glad to give her an analysis of PHS' Travel money since this was where this Units money ran low. Kay asked that if we need assistance or have questions to see her and she will bring this item back to AQC next week.

00:72 Strategic Planning (Murphy)

Pete asked that he be allowed to make some comments prior to this item being discussed by Gerald. Pete stated that his experience as a manager long ago convinced him that even if every worker in an organization were willing, able and anxious to carry out every detail of every management directive, the organization would regularly fall short of stakeholder expectations. Why? Because no manager can know and effectively put into directives adequate information to get the job done consistently. Nor can any manager know enough about everybody's job to know at the end of the day that all service in fact met customer expectations. Pete says that his exposure to the concept of giving each worker the ability and responsibility to know and consistently deliver what his or her stakeholders expect, was to him a blinding flash of common sense; that the big question was and remains – precisely how can this organization cause that to happen. Pete says that one obvious first thing is that workers must believe management truly wants and expects that – the culture thing. Then they must have the knowledge and tools to collect and interpret performance data and know what success look like – the critical measures thing.

Pete said we have done a fair job on the culture thing. Our workers generally believe that SAF management indeed expects them to know their customers expectations and try hard to meet them. But to date he says they neither know how to collect and interpret data on their performance nor what success looks like. He says that before that will happen SAF Management must set out clear attainable and measurable goals, objectives, strategies for the agency and then deploy them throughout the agency. Pete's meaning of "deploy" is to align every workers' objectives, strategies and activities with SAF Goals. He says that this is much too long overdue.

Pete reminded the AQC that we experimented with the "balanced scorecard" method of "deployment" and suspended it at "go live" time last year. He states that although we did not get to complete and prove that particular process, he was and still is convinced that aligned deployment of a Strategic Plan is feasible and its absence continues to be the missing link in our continuous improvement journey. Pete stated that as we all know Gerald has been doing our agency Performance Report for several years and tracking the Legislative thinking on agency performance measures and reporting. Pete says that Gerald has convinced him that we should fold into one major initiative our Performance Reporting, our Strategic Planning, and our aligned deployment initiatives, all using the Seven Focus Areas of Malcolm Baldrige, which include the Four Focus Areas we worked with in our experiment. As a result of Gerald convincing him, Pete asked that he present this item to AQC at this time.

Gerald presented a proposal to reengineer the Strategic Planning Process. He states that due to the startup of the new computer system that we have not had a full Strategic Planning session since March of 1997; that we attempted to compensate with the Balanced Score Card process and the AQC along with members designated by the teams had met early this spring in an attempt to update our plan. This means that we have three planning documents, we have to submit an Accountability Report each year and this report doesn't match any of the other three documents. Gerald stated that we need one comprehensive planning document that prioritizes what we will do, tells us when it will be done, explains how we will measure it, provides guidance on how we monitor it and clearly states when it has been accomplished.

Gerald advised that the focus of government has also changed and the State has moved forward and accepted the Malcolm Baldrige Quality Program as their measure of quality and performance. Gerald states it is now the basis for the Accountability Report and is the standard we will be measured against. Gerald's belief is that if this is the instrument that is going to be used by the State to measure our performance then we should use the same set of criteria to establish priorities within the agency. Gerald recommends that we use the Malcolm Baldrige Criteria in our strategic planning process. He handed out a package of the Baldrige 2000 Criteria for Performance Excellence and asked AQC to review the material and familiarize ourselves with it. Gerald also recommended that the new strategic planning process be restricted to AQC members only in that this is experimental at this time.

AQC approved Gerald's recommendations and agreed on tentative training dates of September 29, October 2 and 3 from 8:30 to 12:30 to learn the Malcolm Baldrige criteria, scoring process, etc. Three days will be selected from the dates October 17, 18, 19 or 20 to conduct the actual Strategic Planning process that will be held offsite. These dates are tentative pending the return and confirmation of AQC members absent from today's meeting.

00.73 External Training (Murphy)

As the Director of Training Gerald advised that it is his responsibility to manage the training program funds that is at least 2% of the personnel budget. Since budget reductions have resulted in the elimination of unit level training funds, Gerald recommended that the unit managers retain responsibility for identification of micro training needs in their units and forward the Request for External Training form to him. He said he would maintain records of what external training was attended and the results of that training. This was approved by AQC. Gwen asked about the unresolved question in Gerald's proposal that if resources become scarce, who would set the priority for training needs. It was decided that the managers should get together and come to a decision as to what had priority and if they couldn't do this, it should come to AQC for a decision.

Staff Staff Suggestions (AQC)

No Staff Staff Suggestions were submitted this week.

AQC Meeting 09/11/00

AQC Members present were: Parker, Adkins, Gamble, Foshee, Harmon, Heinen, Holman, Howard, McGregor, Murphy, Walker and Wyatt.

Minutes from 8/28/00 AQC Minutes and 9/5/00 Special Meeting Minutes were approved.

Agenda Items Carried Over or Having No Report were:

00.56 FY 2000-2001 Budget (Heinen)

00:51 Adjuster Vacancy (Howard)

Janis Howard briefed the AQC on the data and analysis the Claim's Unit did on the vacant adjusters coverages. Their research indicated that they could redistribute one adjuster's coverage (Steve Patton's vacancy) among other adjusters on staff, but did need to fill one adjuster position (Beth James' position).

00.72 Strategic Planning (Murphy)

Gerald Murphy updated the AQC on the dates and times the Strategic Planning. The in-house Malcolm Baldrige related 12 hours of training for the AQC held onsite from 8:30-12:30 on October 3 and 8:30-4:30 on October 10. The off-site three-day Strategic Planning Session will be held 8:30-4:30 on October 16, 17 and 18 at the Harbison Tech Center for the AQC.

00.71 Visitors Itinerary (Murphy)

Gerald Murphy opened this agenda item by asking everyone go over his or her outlines for the SAF visitor's presentations. AQC members Foshee, Holman, Heinen, McGregor, Howard and Harmon distributed and reviewed their presentation outlines with the group. All AQC Members making visitor presentations will get with Teresa Wyatt to go through rehearsal before the end of October 2000.

00.74. Safety Vacancy

Shawn Holman distributed the PHS analysis for the Safety and Loss Control Services and a proposal from a private sector safety-consulting firm to the AQC. She explained the higher costs for Safety and Loss Control Services based on using an outside private sector contractor to the AQC. Shawn outlined several options and associated costs for providing the Safety Services to SAF Policyholders since Michelle Hawkins left a vacancy in PHS. **The AQC approved filling the vacant position, as the most cost effective means of providing these services.**

00.75 State Vehicle

Shawn Holman explained that PHS could utilize another State pool vehicle. Shawn said she believes that between the new Safety and Loss Control Person and the Premium Auditors traveling they would put on enough mileage each month to justify another State pool car assigned to her Unit. The AQC carried this item over and requested Kay Heinen and Dick Walker to provide mileage reimbursement data and State car usage data for the AQC to review at next weeks meeting.

Staff Stuff Suggestions (AQC)

There were no Staff Stuff Suggestions submitted this week to the AQC.

AQC Meeting 09/18/00

AQC Members present were: Adkins, Gamble, Harmon, Heinen, Holman, Howard, McGregor, Murphy, Walker and Wyatt.

Minutes from 09/11/00 AQC Minutes were approved.

Agenda Items Carried Over or Having No Report were:

00:56 FY 2000-2001 Budget (Heinen)

00:51 Adjuster Vacancy (Howard)

00:77 Special Item (AQC)

Ross Gamble distributed to the AQC a Proposal submitted by Paul Jefferson requesting that he be considered for reassignment to the Safety and Loss Control Department in the Policyholder Services Unit. The AQC reviewed and discussed Paul's Proposal and a variety of related staffing issues. **The AQC approved reassigning Paul Jefferson to the PHS Unit in addition to filling the vacant position left by Michelle Hawkins resignation.**

00:75 State Vehicle

A Comparison Document showing State Vehicle Cost and Staff Reimbursement Mileage was distributed to the AQC by Kay Heinen. She explained the Document represented the costs for these items for the last 14 months. The AQC received the Document as information and will review for discussion at the AQC Meeting next week.

Staff Stuff Suggestions (AQC)

There were no Staff Stuff Suggestions submitted to the AQC this week.

AQC Meeting 09/25/00

AQC Members present were: Parker, Adkins, Gamble, Foshee, Holman, Howard, McGregor, Murphy, and Walker.

Minutes from 09/18/00 AQC Minutes were approved.

Agenda Items Carried Over or Having No Report were:

00.56 FY 2000-2001 Budget (Heinen)

00:51 Adjuster Vacancy (Howard)

00.75 State Vehicle

Shawn Holman reported, that upon reviewing the Mileage/Reimbursement Document that was distributed by Kay Heinen last week, she felt that another State Vehicle could be justified. However, since Pete Parker was not here last week to review Kay's Document and the status of the State vehicle he drive is uncertain, this item was carried forward for further discussion next week.

Staff Staff Suggestions (AQC)

No Staff Staff Suggestions were submitted this week.

AQC Meeting 10/02/00

AQC Members present were: Parker, Adkins, Gamble, Foshee, Harmon, Heinen, Holman, Howard, Murphy, and Walker.

Minutes from 09/25/00 AQC Minutes were approved.

Agenda Items Carried Over or Having No Report were:

00.81 Coverage Verification (Gamble)

00.56 FY 2000-2001 Budget (Heinen)

Kay Heinen distributed the Agency and Unit Budget Summaries for July and August 2000 to the AQC. This was discussed by the AQC along with the Budget process for submission of Fiscal Year 2001-2002 State Accident Fund Budget. Any changes to this Budget must be to Kay Heinen with a justification for the change by 1:00 PM on Tuesday. The Executive Team will meet with Kay Heinen and Janice Harmon at 2:00 PM on Tuesday to review and finalize the State Accident Fund Fiscal Year 2001-2002 Budget before sending it downtown on Wednesday, October 4th.

00.51 Adjuster Vacancy (Howard)

Janis Howard informed the AQC, that after studying all the claim data and caseload distributions with her staff, she felt confident that she needed to fill the Claims Adjuster vacancy that the AQC had approved a few weeks ago.

00.75 State Vehicle

The AQC continued their review of the State vehicle data from the previous meeting. Pete Parker stated he would be turning the White 1999 Ford Taurus he has been driving back over to the Agency to use as a pool car. **Based on this information, the AQC decided that Pete's White Ford Taurus would be assigned to the Policyholder Services Unit as a pool car for their staff. This item will be reviewed again by the AQC at the January 8, 2001, AQC Meeting.**

00.78 State Purchasing Card (Heinen)

Kay Heinen briefed the AQC on the pro's and con's of having a State Purchasing Card for the Agency for purchases, travel, etc. The AQC talked this matter over and approved the issuance of one State Purchasing Card for the MIS Unit. David Foshee will be named on the Card and responsible to manage its purchases.

00.79 DJJ Care Team (Heinen)

Kay Heinen, who has been attending the meetings of the DJJ Care Team, requested that a SAF Claim Representative be named to attend the training for the Care Team on December 1, 2000. Janis Howard will appoint a Claims Adjuster to serve on the Care Team, which will be the point-of-contact for DJJ Staff Members whom are injured in the performance of their duties.

00.80 Drug Testing (Gamble)

Ross Gamble described a letter he received from a local Law Firm that cited the Unconstitutionality of "Random" Drug Testing of Public Employees (drug testing public employees is permissible for certain jobs and as a pre-hire requirement) and the 5% Workers' Compensation Premium Credit Program. Pete Parker asked Ross to have the Legal Unit research the case law on this matter as quickly as possible, so the Agency can review it and determine the best course of action to take.

00.82 General Staff Meeting (AQC)

The AQC discussed the Agenda for the October 2000 General Staff Meeting which will include the Malcolm Baldrige Self-Assessment and Strategic Planning. **On a recommendation by Kay Heinen the AQC approved moving the General Staff Meeting from the first Wednesday to the second Wednesday of each month.**

Staff Staff Suggestions (AQC)

No Staff Staff Suggestions were submitted this week.

AQC Meeting 10/23/00

AQC Members present were: Parker, Adkins, Foshee, Harmon, Holman, Murphy, Walker and Wyatt.

Minutes from 10/09/00 AQC Minutes were approved.

Agenda Items Carried Over or Having No Report were:

00.80 Drug Testing (Gamble)

00.83 Strategic Planning (Murphy)

Gerald Murphy discussed the additional meeting times and dates with AQC to complete the Agency's Strategic Planning. After considering several dates the AQC agreed to meet at the SAF on November 1, 2000, from 8:30 to 4:30 to continue the Strategic Planning process.

Staff Staff Suggestions (AQC)

No Staff Staff Suggestions were received by the AQC this week.

AQC Meeting 11/06/00

AQC Members present were: Gamble, Adkins, Foshee, Harmon, Heinen, Holman, Howard and Walker.

Minutes from 10/23/00 AQC Minutes were approved.

Agenda Items Carried Over or Having No Report were:

00.88 Guidelines for Special Work Situations (Howard)

00.80 Drug Testing (Gamble)

Ross Gamble distributed to the AQC the WC Outlook Newsletter and a Letter from the SC Attorney General's Office concerning Random Drug Testing and the South Carolina and Federal Statutes/Constitutions. He gave an overview of the Attorney General's Letter on the legality of Random Drug Testing and how it related to the Agency's 5% Premium Discount for those Policyholders that implemented our Drug Free Program that met the established criteria. The AQC discussed this item at length and agreed that this matter should be closely monitored by the Agency and brought to the attention of interested Legislators.

00.85 General Staff Meeting (AQC)

There being no business for discussion at the November 2000 General Staff Meeting, it will be canceled unless Ross Gamble, who suggested that a speaker be invited to discuss Stress Management, is able to schedule the speaker. Alyce Kemp DeWitt will present the program November 14, 2000, at 3:00 PM.

00.86 MIS Vacancy (Gamble)

Ross Gamble said that it was necessary to expeditiously act to post and run a newspaper ad to get a replacement for David Foshee, who resigned last week, as quickly as possible. Hopefully, the Agency will be able to hire someone while David is still available to help orient and train the new MIS Unit Manager. The AQC agreed with Ross Gamble's actions to fill the vacancy.

00.87 In-Band Salary Increases (Adkins)

Gwen Adkins discussed with the AQC the In-Band Salary Increases program that was set up with the Office of Human Resources that was tied to the years of experience and to the EPMS with at least a "Meets" score. Gwen requested that the EPMS score be raised to a minimum of 2.0 in the "Meets" category to qualify for the In-Band Salary Increase. **The AQC reviewed and approved her request.** The In-Band Salary Increase process will be reviewed for inclusion in the Agency's Policy Manual.

00.89 General Vacancies (Adkins)

The AQC received an overview of the vacant positions by Gwen Adkins. She explained what positions were vacant in each Unit and when the positions would be deleted by the Office of Human Resources if they were not filled or needed by the Agency.

Staff Staff Suggestions (AQC)

There were no Staff Staff Suggestions submitted to the AQC this week.

AQC Meeting 11/13/00

AQC Members present were: Parker, Gamble, Foshee, Heinen, Holman, Howard, Adkins, Murphy, Harmon and Wyatt.

Minutes from the 11/06/00 AQC minutes were approved.

Agenda Items Carried Over or Having No. Report were:

00.88 Guidelines for Special Work Situations (Howard)

00.90 Revisit Agency Space (AQC)

00.84 Computer Server Replacement (Foshee)

David Foshee advised that the maintenance contracts for our Unix servers, R30 and R50, are expiring and AQC needed to make a decision as to replace them or enter in to a new maintenance contract. After review of David's analysis and much discussion regarding the cost involved, AQC approved a one year maintenance contract on the R30 Applications Server. The R50 Image Server maintenance contract does not expire until 10/05/02. Depending on funding available in budget year 2002, the AQC will determine whether the R30 and R50 can be replaced during the fiscal year.

00.90 Revisit Agency Space (AQC)

AQC members tossed ideas around regarding use of the space that would become available when the nurses leave after the first of the year. All AQC members were asked to be thinking about this, do a walk through and bring it back to our meeting next week.

00.91 Construct Master Timeline (AQC/Gerald)

Gerald advised that all the items decided at Strategic Planning needed dates as to when they will be completed and how they will be deployed. Assignments and completion dates were decided and Gerald will make a report to the staff at the General Staff Meeting in January.

Staff Stuff Suggestions (AQC)

There were no Staff Stuff Suggestions submitted to AQC this week.

AQC Meeting 11/20/00

AQC Members present were: Parker, Gamble, Foshee, Harmon, Heinen, Howard, Murphy and Walker.

Minutes from the 11/13/00 AQC minutes were approved.

Agenda Items Carried Over or Having No Report were:

00.88 Guidelines for Special Work Situations (Howard)

00.90 Revisit Agency Space (AQC)

00.92 Outstanding Checks (Heinen)

Kay Heinen distributed and discussed the Outstanding Checks Register with the AQC. She explained a number of concerns she had relating to checks issued by the Agency that remain outstanding and uncashed by claimants and providers. Kay said she is working with Janis Howard and the Claim Unit's Adjusters to resolve the outstanding checks issues and develop a process to continually monitor them. Kay continued that she will be working with MIS to assure that the Lawson and CMS Programs are correctly interfacing and that there is not missing fields or data conflicts. An Agency Policy to Void Checks also needs to be developed. Kay said that she would review these items and update the AQC at the next meeting. Pete said this is a serious problem that he too will be tracking.

Staff Staff Suggestions (AQC)

No Staff Staff Suggestions were received by AQC this week.

AQC Meeting 11/27/00

AQC Members present were: Parker, Gamble, Foshee, Heinen, Holman, Howard, McCulloch and Walker.

Minutes from the 11/20/00 AQC minutes were approved.

Agenda Items Carried Over or Having No Report were:

00.88 Guidelines for Special Work Situations (Howard)

00.90 Revisit Agency Space (AQC)

00.93 Audit Findings (Harmon)

00.95 Managed Care Update (Howard)

Janis Howard briefed the AQC on the current status of the Managed Care Providers. She said the Providers are wrapping up their SAF Claims by the end of December 2000. Then, beginning in January 2001, a new company, CompEndium Services, Inc., would be handling the medical side of all new SAF Claims while the Fund Staff would continue to handle the management and compensation of all SAF Claims. Initially, CompEndium would start with three of the SAF's larger accounts and have all Policyholders on board by April 1, 2001

00.92 Outstanding Checks Update (Heinen)

The AQC was updated by Kay Heinen on the status of the Outstanding Checks Register. She said that Gerald Murphy has been very helpful running reports to locate the Claim Numbers for the outstanding checks list. Kay is coordinating with Janis Howard and will be working directly with each adjuster to identify the problem and follow-up on the outstanding checks.

00.94 Zero Based Budget (Heinen)

Kay Heinen distributed and discussed Zero Based Budgets with the AQC Members present. She will get with the absent AQC Members this week on their Budgets. This item will be carried forward to next week's AQC Meeting for discussion if necessary.

00.96 Teresa's Report (Heinen)

Information from Teresa Wyatt was given to the AQC by Kay Heinen. She said that Teresa attended the NCOIL (National Council Of Insurance Legislators) and they will be having a meeting in South Carolina early next year and recommended that the SAF be well represented at it. Also, Senator Passailaigne was elected to the Executive Committee at the NCOIL Conference. The South Carolina House of Representatives is holding its organizational meetings this week and Teresa will be covering them. Kay continued that Teresa also requested articles from the SAF Staff since it is time to publish the Agency's Newsletter again.

Staff Stuff Suggestions (AQC)

One Staff Stuff Suggestion was submitted to the AQC this week. Since it concerned a personnel matter, Pete Parker said he would review and discuss the suggestion with the appropriate staff.

AQC Meeting 12/11/00

AQC Members present were: Parker, Adkins, Gamble Heinen, Holman, Howard, McCulloch, Murphy, Walker and Wyatt..

Minutes from the 12/04/00 AQC minutes were approved as amended.

Agenda Items Carried Over or Having No Report were:

00.102 Safety/Premium Processes (Holman)

00.104 Unit Budgets

00.88 Guidelines for Special Work Situations (Howard)

Janis Howard opened the meeting by distributing to the AQC a draft of Special Work Situations she developed and discussed it with the AQC. Teresa Wyatt reported to the AQC that she had contacted the Dept of Revenue and they handle their situations on a case-by-case basis. The AQC review and talked about this matter in detail. They requested that Janis Howard and Gwen Adkins revise the criteria for the Special Work Situations Guidelines to be reviewed on a case-by-case basis and bring them back next week for review.

00.90 Revisit Agency Space (AQC)

Janis Howard and Bob McCulloch said they surveyed the space allocation in Suite 160 and believe the space to integrate the Policyholders Services staff member into the workflow team environment is available. But, the availability of the needed Offices/Cubicles would depend on filling or not filling several Claims and Legal Positions. The AQC reviewed this matter at length and decided it would be prudent to survey the entire Agency to not only accommodate completion of the Workflow Process Teams, but also review the space allocation for cost savings too. The AQC requested the affected Managers to meet and develop an Agency comprehensive space plan to integrate and accommodate the Workflow Team Process. The Team, consisting of Shawn Holman, Bob McCulloch, Janis Howard and Janice Harmon, will report back to the AQC by the end of January 2001.

00.93 Audit Findings (Harmon)

Janice Harmon handed out the Fiscal Year 2000's Audit Findings and the SAF Management Letter comments to the AQC. She also reviewed the list of Audit Findings with the AQC to ensure that the SAF Managers were aware of these items and are implementing corrective procedures. Shawn Holman is going to complete a draft Procedure regarding the disposition of class codes with State Agencies. Item to be carried over to next week's AQC Meeting.

00.94 Zero Based Budget (Heinen)

The AQC discussed the Zero Based Budgeting Process at length. The personnel items related in this week's AQC Agenda were rolled-up and addressed under this item. Janis Howard presented a proposal to the AQC to fill the vacant Quality Service Advisor (Battle) and Adjuster (Clarke) Positions. The AQC discussed this matter and requested Janis to complete the appropriate steps in Employee Matrix Model to justify the filling of these two positions and bring that data back to the AQC. The Customer Service Representative Position was put on hold due to the current budgetary outlook. The AQC held an in-depth discussion regarding the request to provide detailed SAF Budget information to the State Legislature on reducing the Agency's Budget by 5%, 10% and 15%. After considerable discussions by the AQC, they requested Kay Heinen to take the recommendations made by the AQC members and develop Agency Budget Models for the three reduction levels to be reviewed at a Special AQC Meeting at 9:00 AM on Thursday, December 14, 2000.

00.97 Strategic Plan Objective Goal 7(c) (Holman/Wyatt)

Teresa Wyatt distributed and discussed the SAF Lost Customer Survey she designed with the AQC. Also, Shawn Holman handed-out and explained to the AQC the Policyholders Monitoring and Retention Action Plan she developed. The AQC reviewed these matters and determined they should be implemented and that both Managers should develop a Policy and Procedure for these items.

00.99 Customer Service Rep. Position Description (Adkins)

This item was disposed of as part of 00.94.

00.100 General Staff Meeting (AQC)

The AQC developed the Agenda for the December 2000 General Staff Meeting to be held at 3:00 PM on Wednesday, December 13, 2000.

00.103 Customer Complaints/Inquiries (Howard)

Janis Howard reviewed the Access Data Base and Reports that the Claim Staff had developed for handling Customer Complaints and Inquiries. **The AQC discussed Janis Howard's Action Plan for this item and adopted it. This Plan will begin on January 2, 2001.**

00.105 Quality Service Advisor/Adjuster Positions (Howard)

This item was disposed of as part of 00.94

Staff Stuff Suggestions (AQC)

No Staff Stuff Suggestions were received by the AQC this week.

AQC Meeting 12/18/00

AQC Members present were: Parker, Adkins, Gamble, Heinen, Harmon, Flowers, McCulloch, Murphy, and Wyatt.

Minutes from the 12/11/00 AQC meeting were approved.

Agenda items Carried Over or Having No Report were:

00.88 Guidelines for Special Work Situations (Howard)

00.93 Audit Findings (Harmon) This item was handled and taken off the agenda.

Agenda items below the Line to be deleted:

00.04 Trust Fund Balance (Harmon)

00.05 Develop & Review Weekly Measures (Murphy)

00.106 5%/10%/15% Budget Models (Heinen)

Kay Heinen presented copies of the three budget reduction levels of 5%, 10% and 15% requested by House Ways & Means and copies of the 2001-2002 Reduction Assessment questionnaire she must complete by January 5th. AQC reviewed and discussed the reductions and Gerald suggested a few minor changes in wording. **AQC approved the budget model with the changes suggested.** Kay advised she will send Draft copies of the Questionnaire via e-mail for final review of the answers on Reduction Assessment.

00.107 Turnover Rate/Attendance (Adkins)

Gwen Adkins presented the agency turnover rates for the last four calendar years 1997-2000. Additionally she reported on the turnover rate in comparison with the private sector along with job levels, job titles and salary ranges. Turnover rates will be reported quarterly and comparison with the private sector insurance companies will be reported annually. A copy of step-by-step instructions on how the Monthly Absenteeism Process is calculated and reported by Dick Walker was also distributed to AQC.

00.108 Legislative Liaison Measures (Wyatt)

Teresa Wyatt presented a list of measures she will use regarding her duties as legislative liaison. She said she contacted several people but they had never produced any type of measurements so it will be interesting to see what her results are. She also asked if anyone had suggestions to e-mail them to her.

99.109 Reporting Customer Loyalty (Murphy)

Gerald Murphy distributed a very detailed draft titled "Measures of Customer Loyalty (Retention Ratio)". The goal is to measure how well customers are retained from one policy period to the next and just how all this data is collected, where it's located, how it's treated and the reporting time frames. **This was approved by AQC with a couple of typo corrections.** Gerald will proceed to write the specifications for gathering the information that will be ready next month.

Staff Stuff Suggestions:

One (1) suggestion was received regarding paper use in the agency. Pete Parker stated he needed a little clarification before responding.