



SC Department of Archives & History

Electronic Records Transmittal Form

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Part I: Agency Information

1. Record Group Number: 228	2. Date of Transfer: 03/11/2022
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:
9. Records Officer Email Address: mhansford@saf.sc.gov	
10. Name of Transfer Contact (if different from RO):	11. Telephone Number:
12. Transfer Contact Email Address:	

Part II: Record Information

13. Retention Schedule Number associated with these records: 12-302	
14. Retention Schedule Title associated with these records: Meeting Minutes (Executive)	
15. Variant Title (Within Agency): AQC Minutes	
16. Estimated size of Transfer (MB):	17. Inclusive Dates: 01/06/2003 - 12/22/2003
18. Electronic Media included (Please check all that apply):	
<input type="checkbox"/> Tape <input type="checkbox"/> CD/DVD <input type="checkbox"/> Hard drive <input type="checkbox"/> Removable Hard drive <input checked="" type="checkbox"/> Other	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 Meeting 01/06/2003

AQC Members present were: Parker, Gamble, McCulloch, Harmon, Murphy, Flowers, Spann, Coleman, Hoy and Rush. Ruby Flateau also attended.

Recorder: Lewter

Minutes from the 12/16/2002 AQC meeting were approved.

02.51 Policy & Procedures Manual (Flateau)

Ruby distributed an updated version of Policy 15 titled "Smoking." There were minor updates to the language of the Scope and Policy. The Purpose was updated to include the commitment of the SAF to providing a smoke-free work environment. **The AQC adopted the policy as amended.**

Ruby distributed an updated version of Policy 16 titled "Handling Telephone Calls." Mr. Parker reminded the AQC the basis of the policy was to ensure the receptionist promptly forwards calls to the person being asked for and that employees should not ask the receptionist to screen their calls as a means of avoiding calls they do not want to take. Paragraph one was updated to state that if the person called does not answer and is not signed out, the call must be transferred to the appropriate *supervisor*. **The AQC adopted the policy as amended.**

Ruby and Sonji distributed updated versions of Policy 17 titled "Fines Paid To The Workers' Compensation Commission." Sonji reviewed the minor updates to the policy and informed the AQC that the Fine Approval Form is very useful in monitoring fines. After a discussion regarding team leader or supervisor being responsible, the AQC agreed that at this time the supervisor should be responsible for the form. **The AQC adopted the policy as amended.**

The AQC will review Policies 18 and 19 at next week's meeting.

02.62 Recorded message for night & weekend callers (Murphy)

Gerald reminded the AQC that the Business Support Team was asked to review the options available for the switchboard recording. Gerald presented the options as follows:

Option 1: Have OIR update current message for a one-time charge of \$60.00.

Option 2: Install an additional line box to enable us to change the message when needed at a cost of \$37.50 per month.

Option 3: Add voicemail at a cost of \$13.50 per month.

Gerald reported that the Business Support Team suggests and the **AQC agreed** on option 1.

3.01 5% Budget Reduction (Flateau)

Ruby distributed mid-year Reduction Detail Guidelines and Instructions. She informed the AQC that although our agency remains *officially* exempt from the recent budget cut mandates our practice of making every effort to live within the parameters of those cuts continues. Therefore, we must prepare an *annual* budget reduction plan. The Team Leaders are to lead their respective Teams in completing the forms showing how they would accomplish a 5%, 10%, and 15% cut backs. Mr. Parker explained to the AQC and will address at the January General Staff Meeting why the SAF needs to be prepared for the cut backs. The Team Leaders are to have the budget cut backs submitted to Ruby by January 17th at 5:00 p.m.

3.02 January General Staff Meeting (AQC)

Agenda items for the January General Staff Meeting were compiled. Topics include 5% Budget Reduction, Auditor and Actuary Report, and a Safety Item.

Staff Staff Suggestions

There was one suggestion received this week regarding the printer problems in the copy room. The suggestion refers to the X-team members; therefore; Russell will be presenting the suggestion at the team meeting for clarification.

AQC Meeting 01/13/2003

AQC Members present were: Parker, Gamble, McCulloch, Harmon, Murphy, Spann, Coleman, Hoy and Rush. Ruby Flateau also attended.

Recorder: Lewter

Minutes from the 01/06/2003 AQC meeting were approved.

02.51 Policy & Procedures Manual (Flateau)

Ruby distributed an updated version of Policy 18 titled "Computer Housekeeping." Updates include minor changes to the language. Due to Steve's absence, the policy will be carried over to next week's agenda for further review and approval. Ruby informed the AQC that Policy 44 titled "Acceptable Uses of the Internet and Agency E-mail" and Appendix O titled "E-mail, Voicemail, Computer System Privacy Issues" are related and suggested that they be reviewed along with Policy 18.

Ruby distributed an updated version of Policy 19 titled "EEO/Affirmative Action Recruiting." Ruby requested and the AQC agreed that this policy be carried over to next week's AQC agenda for review and approval. Ruby will research other EEO/Affirmative Action Policies to ensure the SAF policy addresses all issues.

The AQC will review Policies 18, 19, 44 and Appendix O at next week's meeting.

03.03 Annual State of the Agency (Parker)

Mr. Parker began by briefing the AQC on the philosophy of operation at the SAF and asked when and how it should be presented to the staff this year. Gerald suggested and the AQC agreed that the State of the Agency, Strategic Plan update, and Internal Survey be presented in the same meeting, with two deliveries. The meetings dates were set for February 12th and February 20th, 2003. The AQC agreed this meeting will be mandatory for all staff.

03.04 Team Resource Management Issues (Parker)

Mr. Parker began the discussion by reminding AQC that the Team Leaders were not members of AQC when the implementation and roles of the Team Leaders and Teams were discussed, therefore; felt it was necessary he explain what the AQC had envisioned might happen during implementation. He explained that the AQC discussed that the Team Leaders would have pre-requisite responsibilities on top of their current position responsibilities. It was understood that this may become an overload for the Team Leaders, depending upon their jobs, and the Team Leaders would have to seek other resources to enable them to successfully complete the pre-requisite requirements, however, it will be the final decision of the Management Support Team to authorize the resources recommended.

Along with the pre-requisites and current position responsibilities, the Team Leaders have been assigned other emerging responsibilities to include Budget Cut Plan and Strategic Planning. After discussing with the Team Leaders the management of their responsibilities, it appears that two of the Team Leaders have jobs that enable them to schedule and "cover" for each other so as to avoid being overwhelmed at this time. However the Team Leader who is carrying a claim load (Shera) must deal with work as it comes across her desk – like an assembly line - and has no such flexibility. We must look at keeping her caseload to a level that will avoid "burnout" or hampering her ability to fully pursue the team leadership role. How to do that under the transitional circumstance was discussed. Sonji, Ross, and Pete, in their capacity as Management Support Team members, will discuss and implement a Team Leader workload review.

Staff Staff Suggestions

There were no suggestions received this week.

AQC Meeting 01/27/2003

AQC Members present were: Parker, Gamble, Harmon, Murphy, Spann, Coleman, and Hoy.
Ruby Flateau also attended.

Recorder: Lewter

Minutes from the 01/13/2003 AQC meeting were approved.

02.51 Policy & Procedures Manual (Flateau)

Steve distributed an updated policy that consolidated Policies 19, 44 and Appendix O with the title "Computer Systems and Information Technology." He used the Budget and Control Board's policy as a model and believes it covers all responsibilities. The AQC will review the policy and return to next week's agenda for approval.

Ruby distributed an updated version of Policy 19 titled "EEO/Affirmative Action Recruiting". Ruby began the discussion by briefing the AQC of the minor changes to the language of the policy. The AQC then realized that some of the procedures for determining when to fill a vacancy are outdated. Agreed: we should review Policy 35 titled "Posting, Interviewing and Hiring Practices" and related policies in conjunction with Policy 19.

Ruby distributed an updated version of the Affirmative Action Plan. There were minor changes to the language. It also will be reviewed in conjunction with Policies 19 and 35. A suggestion was made to group the policies in a series of related issues.

The AQC will review Policies 18, 19, 35 and related policies at next week's meeting.

03.04 Team Resource Management Issues (Parker)

Mr. Parker informed the AQC that he met with the Business Teams and reviewed the team's management responsibilities including ensuring support for the Team Leaders as required to enable them to complete their team leader study requirements and perform developing team leader functions as the transition proceeds. As decided in last week's AQC meeting, Mr. Parker, Ross, and Sonji met to discuss the duties of Shera. Sonji then met with Willie to discuss the caseload and had MIS run a report of Shera's cases. Shera and Sonji are currently working on closing cases and when finished, will take another look at the caseload to determine what action, if any, should be taken to ensure that Shera can successfully meet the demands of the Team Leader pre-requisite requirements and assigned duties. Mr. Parker again confirmed with the other Team Leaders that the nature of their technical work enables them to schedule and cover for each other in such a manner that ensures their availability and ability to meet their new team leader responsibilities. Management of a claim caseload is more in the nature of an assembly line - things must be handled as they flow by - so that the Pilot Team must pay attention to making sure its team leader has an equal opportunity to succeed in her team leader undertaking without risking "burnout".

Staff Staff Suggestions

There were four suggestions submitted this week. One submission consisted of the three suggestions for Midyear Reduction. The three Midyear Reduction suggestions were to review cost effectiveness of using contract attorneys, furlough, and not to fill vacant FTE's. Mr. Parker will ask Bob to make a thorough review the first suggestion regarding the cost effectiveness of using contract attorneys and be prepared to show the Business Teams whether or not the current arrangements are the most cost effective. The second and third suggestions will be addressed at the next General Staff meeting.

The second suggestion was regarding hiring a supervisor. Mr. Parker will address the suggestion at the next General Staff meeting.

AQC Meeting 02/03/2003

AQC Members present were: Parker, Gamble, McCulloch, Flowers, Harmon, Murphy, Spann, Rush, Coleman, and Hoy. Ruby Flateau also attended. **Recorder:** Lewter

Guest: Julie Whittington and Donna McCraw.

Minutes from the 01/27/2003 AQC meeting were approved.

02.51 Policy & Procedures Manual (Flateau)

Prior to the meeting, the AQC members reviewed the updated version of Policy 18 titled "Computer Systems and Information Technology". Steve reminded the AQC that he consolidated Policies 18 and 44 and Appendix O into one policy. He suggested Policy 18 be adopted and Policy 44 and Appendix O be eliminated. **The AQC agreed and adopted Policy 18 as amended.**

Ruby distributed an updated version of Policy 19 titled "EEO/Affirmative Action". She informed the AQC that the policy was updated to clearly cover all employment decisions rather than just recruiting. The major changes to the language of the policy reflect that all SAF practices and personnel actions are in line with EEO and Affirmative Action Guidelines. Following an in-depth discussion of paragraph two of the policy regarding "protected classes," the **AQC agreed** to delete political affiliation because the various guidelines do not include political affiliation as a "protected class." Furthermore, it is a very broad term that could conceivably have unintended consequences if made formally part of a policy statement. It is not to suggest a change in our long-standing efforts to disregard political party affiliation in our decisions and activities. Also, the **AQC agreed** to delete paragraph 4 on page 5 regarding maintaining interview records, because the process is covered in Policy 35. Gerald suggested and Ruby agreed to include a statement in the policy regarding the procedures for filing a complaint. **The AQC adopted** the policy as amended.

Ruby distributed an updated version of Policy 35 titled "Posting, Interviewing and Hiring Practices." Ruby suggested and the **AQC agreed** the policy number be changed to 19.01 so that all policies regarding employment are sequential. Ruby reviewed the minor changes. Following a discussion of the length of time the matrix process involves, Mr. Parker suggested that the AQC members review in detail the matrix process and suggest any changes that might speed it up. **The AQC adopted** Policy 19.01 as amended.

Ruby suggested and the **AQC agreed** that Policy 40 titled "Internal Applicants Eligibility Requirements for Consideration RE: Job Vacancies" be eliminated because all issues are covered in Policy 19.01.

The AQC will review policies 20 & 21 and related policies at next week's meeting.

03.05 Review of Budget Reduction Plan (Flateau)

Ruby distributed and reviewed in detail a compiled report of the 5%, 10% and 15% Budget Reduction Plans submitted by all the teams. Mr. Parker suggested that we take the 5% reduction and Ruby informed the AQC that there is enough money in the Agency General Fund to take most of the 5% (\$305,495) that would result in a minimal impact to the teams. However, the teams would need to absorb a small difference of \$25,699. Gerald volunteered to review the Business Support Team fund and report possible areas for reduction in the BST budget.

03.06 Conference (Lewter)

As part of the Strategic Plan Goal 7 to enhance communications with government entities, Vicki distributed a copy of a seminar and display registration for a conference titled "Winds of Change: Our Reality". She informed the AQC that the attendees for the conference are the SAF target customers and requested the AQC determine if we should display. **The AQC decided** that due to the current budget situation we should not use the funds to display at this time.

03.07 Charity-Time Contributions (Whittington)

Julie informed the AQC that as part of the Strategic Plan goal to be a good corporate citizen, she and Donna are working on the objective to adopt one major project to support. Julie asked the AQC if employees are allowed to do charity/volunteer work on company time. Ruby responded by stating that she believes the Comptroller General's regulation does not allow state agencies to pay employees for this type work, but there are other specific rules she would like to look into. Ruby will research the regulations and inform Julie and Donna of her findings.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting 02/10/2003

AQC Members present were: Parker, Gamble, McCulloch, Flowers, Harmon, Murphy, Spann, Rush, Coleman, and Hoy. Ruby Fleteau also attended. **Recorder:** Murphy

Minutes from the 02/03/2003 AQC meeting were approved.

02.51 Policy & Procedures Manual

At the 02/03/2003 Mr. Parker suggested that the AQC members review in detail the matrix process and suggest any changes that might speed it up. Gerald submitted a list of recommended changes, that included making the EPMS rater responsible for several of the steps now performed by the manager. The AQC adopted the recommended changes with the exception of "Step 1B Assembling the Selection Team". AQC members were encouraged to review this portion of the policy and submit their recommended changes for the next AQC meeting on February 24, 2003.

Ruby distributed an updated version of Policy 20 titled "Collection of Information for claim handling". Sonji informed the AQC that the policy was updated to clarify the limitations placed on the dissemination of medical information gathered. Ruby recommended the policy number be modified to better align it with the other claim related policies. The AQC did approve the renumbering of the policy. Bob requested the AQC not take action on the policy until it was reviewed by Cynthia to determine that it did comply with HIPAA (Health Insurance Portability and Accountability Act). The AQC agreed to postpone approval or modification of the policy until the next AQC meeting on February 24, 2003.

Ruby also distributed copies of Policy 21 titled "Break Room". She recommended changing the number of the policy to 14.01. The AQC adopted policy 14.01 with only minor amendments.

The AQC will review policy 22 with attachments at the February 24, 2003 meeting.

03.08 February General Staff Meeting.

The AQC discussed the format and content of the February General Staff Meeting. This was a continuation of item "03.03 Annual State of the Agency" discussed on January 13, 2003. The AQC agreed that the State of the Agency and Annual Strategic Plan Briefing would be presented instead of the normal General Staff Meeting Agenda. The AQC agreed to schedule the Annual Strategic Plan Briefing at 10:00 AM and the State of the Agency Briefing at 3:00 PM on February 12th and February 20th, 2003. The AQC agreed these meetings would be mandatory.

Staff Staff Suggestions

There were no suggestions submitted this week.

Special AQC Meeting 02/14/2003

AQC Members present were: Parker, Gamble, McCulloch, Flowers, Harmon, Murphy, Spann, Rush.
Ruby Flateau also attended. Recorder: Lewter

03.09 Response to 3.73% Budget Cut

Mr. Parker began the discussion by stating that on February 11, 2003, the B&C Board approved a budget cut of 3.73%. Mr. Parker stated that it is in our best interest to make the additional budget reduction along with the previously approved 5% reduction.

Ruby distributed a draft 8.73% budget reduction plan. Ruby used the 5% reduction plans prepared by the teams and added the 3.73% reduction. She reviewed the plan stating that after the reduction from the general fund (\$305,495), the budgets reflect the remaining amounts to be taken from the teams. The AQC discussed many suggestions and options to make the reductions.

Ruby distributed the Office of Human Resources policy on implementing voluntary and mandatory furloughs. The AQC was not clear on the eligibility requirements in the policy and Ruby will seek clarification and report back to AQC.

Ruby distributed the vacancy list showing all positions currently being funded. Ruby informed the AQC that due to the budget crisis, the State currently allows agencies to carry non-funded vacancies indefinitely. The issue of the vacant positions currently being filled arose and a suggestion was made to wait until the new fiscal year (July 2003) to fill them. Ross stated that it is critical that we fill the Claims Adjuster and Premium Auditor IV positions at this time. The AQC discussed the possibility of waiting until next fiscal year to hire the Claims Supervisor and Premium Auditor III, but no decision was made.

Gerald raised the issue that the SAF reduction is voluntary and not submitted to the Budget and Control Board. Ruby suggested that we put the reduction of funds in a sequestered account to show we are in fact reducing our spending by the amount of the legislative mandated budget cut. No decisions were made.

Gerald suggested and the AQC agreed that the teams review the budgets and return to the next AQC meeting with recommendations for discussion. In addition, Ruby will prepare an agency-wide budget forecast to determine the total surplus of funds available.

Mr. Parker reminded the AQC of the impact on the cost of claims when personnel are not available to timely and properly handle the claims; therefore, we want to avoid a furlough program if the cut can be met by other means .

AQC Meeting 02/24/2003

AQC Members present were: Parker, Gamble, McCulloch, Flowers, Harmon, Murphy, Spann, Rush, Coleman, and Hoy. Ruby Flateau also attended. **Recorder:** Lewter

Minutes from the 02/10/2003 and 02/14/2003 AQC meetings were approved.

02.51 Policy & Procedures Manual

At the 02/10/2003 Mr. Parker suggested that the AQC members review "Step 1B-Assembling the Selection Team" of the matrix process included in Policy 19.01 and submit their recommended changes. The AQC reviewed the recommended changes submitted by Gerald and Mr. Parker. The issues discussed were how best to reduce the size of the Matrix teams while minimizing the likelihood of any individual having so much influence over the process as to thwart a principal purpose of the Matrix: - ensuring broad-based, objective analysis of each applicants strengths and weaknesses in each of the critical job criteria, before consideration of more subjective issues. More specifically the discussion related to *whether the EPMS rater, who must be on the team, should name the other members of the Matrix team, or whether that should be a prerogative of the Team with the vacancy.* In favor of the EPMS rater making that decision was an observation that the Teams generally do not exercise their prerogative to select members – *will not volunteer or nominate someone else.* A compromise suggestion was made that the Team Leader ask for nominations at a Team meeting and if the team does not name the members then the EPMS rater will do so. The panel will consist of the EPMS rater and four others. At least two panel members should have strong technical knowledge of the duties to be performed but may come from any team, and two must be a member of the team with the vacancy. **The AQC approved.**

Gerald suggested that the requirements for selecting the alternates be amended to state that the EPMS rater designate two alternates. One will be a member of the team with the vacancy and the other will possess first hand knowledge of the requirements of the job being filled. Should any panel member be dropped due to absence the EPMS rater will select which alternate will participate in the scoring, attempting to ensure that at least one member with technical knowledge remains, and that the scoring panel consist of an odd number. **The AQC approved.**

At the 2/10/03 meeting, the AQC reviewed Policy 20 titled "Collection of Information for Claim Handling" and Bob requested the AQC not take action on the policy until it was reviewed by Cynthia to determine that it did comply with HIPAA (Health Insurance Portability and Accountability Act). Bob reported that Cyndy is scheduling a meeting with AQC members to meet with Ron Moore, State HIPAA Coordinator. The approval of this policy has been postponed until further notice.

Ruby distributed an updated version of Policy 22 titled "Operating State Vehicles." Ruby stated that the policy covered disciplinary action for misuse of a state vehicle, but not guidelines for use; therefore, Ruby used the Department of Motor Vehicles regulations regarding the Fleet Management Program to update the policy. The AQC will review the policy and return to the next AQC meeting for approval.

The AQC will review Policy 23 at the next AQC meeting.

03.10 Budget Review Continuation (Flateau)

Ruby distributed an agency wide Budget Forecast/Analysis for period ending February 20, 2003. She reviewed the budget in detail outlining any surplus funds in the budget. Ruby informed the AQC that there is enough money to cover the 8.73% cut back for this fiscal year.

Ruby informed the AQC that the ice machine's compressor is broken, therefore, it would be more cost efficient to purchase a new machine, if possible. She reminded the AQC that the ice machine's main purpose is to provide for attendees of the seminars held in the SAF auditorium. Ruby also stated that there is enough money in miscellaneous funds to purchase a machine. In effort to find a quality machine at the best cost, Vicki volunteered to get bids on ice machines. **The AQC approved the purchase.**

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 03/10/2003

AQC Members present were: Parker, Gamble, McCulloch, Flowers, Harmon, Murphy, Spann, Rush, Coleman, and Hoy. Ruby Flateau also attended. **Recorder:** Lewter

Minutes from the 02/24/2003 AQC meetings were approved.

02.51 Policy & Procedures Manual

Prior to the meeting, Gerald distributed and the AQC reviewed the final draft of the Matrix process. The final draft includes the updates agreed upon in the February 24, 2002 AQC meeting. The AQC adopted **Policy 19.01** titled "Posting, Interviewing and Hiring Practices" as amended.

Ruby distributed an updated version of Policy 22 titled "Operating State Vehicles." Ruby briefly reviewed the minor changes and stated that in comparison to the copy distributed at the last meeting, two major additions were made. The first change was to page 4 which now reads that state employees that operate state vehicles are required to attend National Safety Council Defense Driver Course and new employees that are assigned a state vehicle will attend the full eight-hour class within 60 days of employment and may attend the refresher course every fourth year thereafter. The second change was made to page 10 with an addition of two paragraphs that cover accidents involving operators of state vehicles that result in property damage, injury, or death. The AQC discussed the changes and adopted **Policy 22** as amended.

Ruby distributed Policy 23 titled "Drug-Free Workplace Program," formerly titled "Federal Drug-Free Workplace Program." Ruby informed the AQC that we are not required to have the policy because we do not receive federal funds, however, she believes we should keep the policy. The AQC raised the issue that the policyholders, including our agency, may receive a 5% discount on their premium for having a Drug-Free Workplace certification. Ruby will incorporate into Policy 23 a statement addressing certification requirements in an effort to receive the 5% discount. Ruby will bring the update to next week's AQC meeting for review and approval.

The AQC will review Policy 24 at the next AQC meeting.

03.11 Employee Satisfaction Survey (Murphy)

Prior to the meeting, Gerald distributed the 2003 Employee Satisfaction Survey results. Gerald commented that this year was the lowest participation ever having only 35 employees submitting the survey. The AQC discussed various reasons why participation was low. Mr. Parker stated that he is hoping participation is low because employees are satisfied with their employment at SAF. The AQC will review the results and be prepared to discuss them. The AQC will then determine which comments or suggestions require action and/or a response.

03.12 Pharmacy bills (Harmon)

Janice informed the AQC that the 2003 Workers' Compensation Provider Manual states "all prescriptions must be filled using generic drugs, if available, unless the authorized treating physician directs that it be dispensed as written." Janice raised the issue of ordering claimants to fill prescriptions with generic drugs, if available. The AQC discussed that there is no way to police claimants filling prescriptions, however, we can encourage them to request generic. Sonji informed the AQC that Compendium and Healthworks are already asking the network doctors to prescribe generic drugs when possible. The AQC discussed many options such as pulling a provider list of pharmacies and mailing out notices and putting inserts in the weekly checks. The AQC members are asked to share any other ideas on encouraging the use of generic drugs.

03.13 Computer Games & Internet Access (Flowers)

Steve informed the AQC that the new computers were set to disable games and do not allow employees to save the games in the system, however, some employees are going on the internet and playing the games while on duty. Steve stated that MIS cannot monitor all access and encourages supervisors to do so.

Mr. Parker stated that employees are not to play games while on-duty and disciplinary action will be taken on employees that continue to do so. He reminded the AQC that employees are allowed to use the computers in the MIS library to play games while on break or at lunch only. Ruby and Steve will work together to incorporate into the Computer System and Information Technology Policy a progressive disciplinary action plan for playing computer games.

03.14 March General Staff Meeting (AQC)

Agenda Items for the March General Staff Meeting were compiled. Items include computer games, legislative programs, HealthWorks taking new hospitals, and safety items.

Staff Stuff Suggestions

There was one suggestion submitted this week regarding the indexing sheet included when printing a document from VI. Steve will inform the staff at the General Staff Meeting how to discontinue this option in the VI print window.

AQC Meeting 03/17/2003

AQC Members present were: Parker, Gamble, Flowers, Harmon, Murphy, Spann, Rush, Coleman, and Hoy. Ruby Flateau also attended. **Recorder:** Lewter

Minutes from the 03/10/2003 AQC meetings were approved.

Items carried over or having no report:

02.15 Reports (Harmon – 15 min)

02.51 Policy & Procedures Manual

Ruby began the discussion of the criteria for earning a 5% discount on premium for Drug Free Workplace certification by distributing memos containing the opinions of RoseMary McGregor, the Chief Counsel at the time of the memo, and regulations of the Department of Labor. The AQC discussed the possible requirements of random drug testing. Ross reminded the AQC that Kay Heinen had researched Drug Free Workplace policies and he volunteered to look for any previous information. Ruby volunteered to check with other state agencies and the Attorney General's office to see what they are doing to comply with the Drug Free Workplace Policy. Policy 23 will return to next week's agenda for discussion.

Sonji distributed and the AQC reviewed an updated version of Policy 24 titled "Workers' Compensation Claims Arising Out of Bloodborne Occupational Exposure to Human Immunodeficiency Virus (HIV), Hepatitis B (HEP B), Hepatitis C (HEP C) and Human Bites That Break the Skin." Sonji informed the AQC that the policy contains requirements suggested by the Exposure Task Force and that Nurse Betsy of Department of Public Safety has reviewed and agrees with the policy. She also informed the AQC that upon approval of the policy the Exposure Task Force will draft Best Practices Guidelines, train adjusters, and conduct regional training sessions for policyholders. Mr. Parker commended the Exposure Task Force for all of their hard work. **The AQC adopted Policy 24.**

Ross recommended that a new policy be written or add a statement to the existing Policy 22 guidelines stating that the use of a cell phone while driving a state vehicle or while on state business is not required nor expected. Ruby will include a statement in Policy 22 and return to next week's agenda for review.

The AQC will be reviewing at next week's meeting Policies 20, 22, and 23.

03.11 Employee Satisfaction Survey (Murphy)

The AQC reviewed the comments of the Satisfaction Survey. The AQC will take the following actions in response to the survey:

- Issues regarding duplication of work in VI and the notepad will be investigated by Steve and addressed at the General Staff Meeting.
- Gerald will review training opportunities for customer service and organizational skills.
- Encourage supervisors to monitor the attendance and work habits of the employees.

Gerald reminded the AQC that response was the lowest ever this year with only 35 surveys received. He will distribute the results to the staff and posting them on the R drive.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 03/24/2003

AQC Members present were: Gamble, Flowers, Harmon, Murphy, Spann, Rush, Coleman, Hoy, and Flateau.
Recorder: Lewter

Guest: Traci Watts

Minutes from the 03/17/2003 AQC meetings were approved.

02.51 Policy & Procedures Manual

Ruby distributed an updated version of Policy 18 titled "Computer Systems and Information Technology." Ruby stated that she and Steve worked together and strengthened the existing language and added guidelines for disciplinary actions. The following updates were made:

- Procedure A (2) was added to state that the purpose of SAF employees accessing the internet is for education, administration and research only.
- Procedure B (2c) was updated to specifically state that users should not use the network for playing games.
- Procedure B (2j) was updated to state the employees should not install hardware unless approved by the MIS Manager.
- Procedure C was added to state Disciplinary Actions for Infractions

The **AQC adopted Policy 18.** To ensure the staff is aware of the updated policy and to ensure immediate compliance. Ruby will e-mail the policy to the entire staff and the Team Leaders will take the updated policy to this week's team meetings for discussion.

Ruby distributed to the AQC members a copy of Policy 23 titled "Drug Free Workplace Safety" adopted by AQC on December 13, 1999. Attached to the policy were a memo from Bob to Mr. Parker stating his views of the requirements stated in the policy and AQC minutes for December 13, 1999, February 28, 2000, and November 6, 2000 that included discussion of the policy. Ruby stated that there is no requirement for drug testing in order to have a Drug Free Workplace Policy and she has verified that with the Attorney General's Office.

The AQC discussed many different situations that may trigger management to request a drug test and a suggestion was made to include language in the policy that states those with safety sensitive jobs are subject to random drug and alcohol test if under suspicion. Ross suggested that we take the policy approved on December 13, 1999 and Policy 23 and combine them into one policy, eliminating the *random* drug-testing requirement. Bob and Ruby will work together on updating the policy and return to next week's AQC meeting for discussion. The question still remains if we will qualify for the 5% premium discount.

Ruby distributed Policy 22.01 titled "Use of Cell Phones." The AQC reviewed the policy and amended the language to state that the SAF prohibits the use of cell phones while on state business and operating a vehicle. The **AQC adopted Policy 22.01.**

The AQC will be reviewing at next week's meeting Policies 23, 25, and 26.

02.15 Reports (Harmon/Watts)

Traci Watts began the discussion by informing the AQC that she receives many questions and requests for a variety of information from the team leaders. In an effort to meet their needs she has created reports that capture all the requested information. The reports are titled Overpaid or Duplicated Bills/Indemnity for FM/FY, Medical Refund for FM/FY, TPY/Escrow Recovery for FM/FY, SIF Recovery for FM/FY, Other Recovery/Receivable for FM/FY, SAF Checks Indemnity Void and Cancel for FM, SAF Checks Medical Void and Cancel for FM, and SAF Stop Pay and Cancel for FM. Traci explained each report to the AQC and requested that anyone let her know if the reports would be beneficial or give her any suggestions for additional information. The Team Leaders will take the reports to the teams and respond to Traci and/or Janice.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 03/31/2003

AQC Members present were: Parker, Gamble, Flowers, Murphy, Spann, Hoy, and Flateau. **Recorder:** Lewter

Minutes from the 03/24/2003 AQC meetings were approved as amended.

Items carried over or having no report:

02.51 x) Drug-Free Workplace Program

02.51 Policy & Procedures Manual

Ross reviewed the updates to Policy 25 titled "Structured Settlements." The AQC adopted the policy with only minor amendments.

Ruby reviewed the updates to Policy 26 titled "Use of the State Telephone System." Other than minor updates, procedure 8 was added to state that harassing or threatening others telephonically is strictly prohibited. The AQC adopted the policy as amended.

Staff Staff Suggestions

There was one suggestion submitted this week regarding the disciplinary infractions stated in Policy 18 being too strict. Mr. Parker will respond to the suggestion at the April General Staff Meeting.

AQC Meeting 04/07/2003

AQC Members present were: Parker, Gamble, Flowers, Murphy, Harmon, McCulloch, Spann, Rush, Coleman and Flateau. **Recorder:** Lewter

Minutes from the 03/31/2003 AQC meetings were approved.

02.51 Policy & Procedures Manual

Bob distributed an updated version of Policy 20 titled "Collection, Handling and Dissemination of Confidential Information." He reminded the AQC that this policy was pending a presentation by the State HIPAA Coordinator regarding the HIPAA regulations. The **AQC adopted** the policy with only minor amendments.

Ruby reviewed the updates to Policy 26 titled "Use of the State Telephone System." Other than minor updates, procedure 8 was added to state that harassing or threatening others telephonically is strictly prohibited. The **AQC adopted** the policy as amended.

Staff Staff Suggestions

There was one suggestion submitted this week regarding the disciplinary infractions stated in Policy 18 being too strict. Mr. Parker will respond to the suggestion at the April General Staff Meeting.

AQC Meeting 04/21/2003

AQC Members present were: Gamble, Flowers, McCulloch, Murphy, Hoy, and Harmon.
Recorder: Lewter

Minutes from the 04/14/2003 AQC meetings were approved.

Items carried over or having no report:

02.51 Policies and Procedures

gg) Public Information and Media Relations

02.51 Policy & Procedures Manual

Ross distributed a copy of Policy 29 titled "State Vehicles." He informed the AQC that this policy has been incorporated into Policy 22 titled "Operating State Vehicles" under Section II (C). The AQC reviewed the policy and updated the language in Section II (C) to reflect that those assigned a state vehicle will give the keys and gas card to HRM (Dick Walker) instead of the immediate supervisor, when not using the state vehicle for two consecutive days. The AQC agreed to delete Policy 29 and adopt Policy 22 as amended.

The AQC will review Policies 30, 31, and 32 at next week's meeting.

03.19 External Survey Results (Murphy)

Gerald briefly reviewed the External Survey Results Reports. He informed the AQC that the Pay for Performance score for the External Survey will be 2.24. Gerald reminded the AQC that last year AQC members contacted policyholders regarding their comments. The AQC agreed that they would review the survey comments at next week's meeting and decide if any additional action is necessary.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 05/12/2003

AQC Members present were: Parker, Gamble, Flowers, McCulloch, Murphy, Spann, Rush, Coleman, Hoy and Flateau. **Recorder:** Lewter

Minutes from the 005/05/2003 AQC meetings were approved as amended.

02.51 Policies and Procedures

Ruby began the discussion by reviewing the updates to Policy 31 titled "Dress Code." In addition to previous amendments, Ruby updated Procedure 1(a), Acceptable Dress, to specifically define brand name clothing with trademarks. Following an in-depth discussion, the AQC agreed the definition should be less specific and amended the procedure to state "Brand name clothing with trademarks." The AQC adopted Policy 31 as amended.

Ruby distributed an updated version of Policy 33 titled "Employment Records." Following a brief overview of the changes, Ruby requested that AQC members review the Policy and return to next week's meeting for discussion and approval.

Ruby distributed and reviewed an updated version of Policy 34 titled "Social Functions." The AQC adopted the policy with minor amendments.

The AQC will review Policies 33 and 37 at the next AQC meeting.

03.24 May General Staff Meeting (AQC)

The AQC compiled agenda items for the May General Staff Meeting. Topics include Good Health Appeal, a Safety Item, Customer Surveys, Employee Surveys, EPMS Audits Objective Initiative, Dress Code review, and a Legislative Program update.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 05/05/2003

AQC Members present were: Parker, Gamble, Flowers, McCulloch, Murphy, Harmon, Spann, Rush, Coleman, and Flateau. **Recorder:** Lewter

Minutes from the 04/28/2003 AQC meetings were approved as amended.

02.51 Policies and Procedures

Ruby began the discussion by reviewing the updates to Policy 31 titled "Dress Code." In addition to previous updates the AQC suggested the following changes:

- Procedure 1 (b) that defines unacceptable dress was updated to clarify that *all* clothing with advertisements, picture and messages are unacceptable.
- Procedure 5 was updated to replace Agency Director with Human Resources Manager, who will attempt to maintain consistency the standards of dress among the teams.
- Procedure 4 (b), Records Management Team will be added as an area of operation where casual dress is permitted while working in the File Retention Area when business dress is required.

Ruby will update Policy 31 for review at next week's meeting.

Ruby reviewed the major updates to Policy 32 titled "Employee Recognition Program." The policy was updated to include recognition by external customers and management, along with peers. The following updates were made:

- The policy statement was completely updated.
- Procedure A, titled Formal, Planned Recognition was added.
- Procedure B, titled Management Recognition was added.
- A suggestion was made and AQC agreed that Procedure C, titled Peer Recognition should be updated to state that a copy of the recognition letter will be placed in the personnel file. Ruby will update the policy.

The AQC adopted the Policy 32 as amended.

The AQC will review Policies 31, 33, and 34 at the next AQC meeting.

03.23 Review of Human Resources Plan (Flateau)

Ruby distributed a proposed State Accident Fund Human Resources Plan. She informed the AQC that the plan is a part of the Strategic Plan and requests the AQC approval. The AQC discussed many parts of the plan and determined that many components may be applicable to organizations larger than the SAF. **The AQC approved the Human Resources Plan for planning purposes with the understanding that the Plan may require modifications as we proceed with implementation.**

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 05/20/2003

AQC Members present were: Gamble, Flowers, McCulloch, Murphy, Harmon, Spann, Rush, Coleman, Hoy and Flateau. **Recorder:** Lewter

Minutes from the 005/12/2003 AQC meetings were approved.

02.51 Policies and Procedures

Ruby began the discussion by reviewing the updates to Policy 33 titled "Employment Records." In addition to previous amendments, Ruby updated the Related Policies to include the SC Department of Archives and History-General Retention Schedules and also updated Procedure 3 to state that a newly hired employee application package and related documentation is public information for a period of *two* years. **The AQC adopted the policy as amended.**

Ruby distributed an updated version of Policy 37 previously titled "Travel and Travel Reimbursement." She suggested the name of the policy change to "Travel and Subsistence Expenses" and suggested policy number be changed to 22.02 so that all policies regarding operating state vehicles and travel be sequential. **The AQC approved these changes.** Ruby reviewed the updates to the policy. Other than minor amendments, the following changes were made:

- Related policies were added.
- Procedure 2 was amended to include an explanation of allowable mileage reimbursement for use of an employee's personal vehicle and to state that any deviation from the most practicable route must be explained.
- Procedure 6 will be amended to state that employees should request that the hotel list, on the hotel receipt, the names of the employees sharing a room.
- Procedure 7 was added to state that when a dependent accompanies an employee on an authorized business trip, only those expenses that may be directly attributed to the employee's travel may be reimbursed.

The AQC approved the policy as amended.

The AQC will review Policy 41 at the next meeting.

03.19 External Survey Results (Murphy)

As follow up to the External Survey results, AQC members reported the concerns and resolutions discussed when contacting the policyholders regarding their survey comments.

03.25 Internal Evaluations (Murphy)

Gerald distributed and briefly reviewed the results of the Pay for Performance scores for 2003. Following a discussion of the agency budget and current state budget situation, the AQC concluded that due to lack of available funds, there will not be a Pay for Performance increase this year.

Following an in-depth discussion of the Pay for Performance policy, bar levels, and lack of funds for pay increases, the AQC determined that the policy needs to be reviewed; therefore, it will be placed on the next AQC agenda for discussion.

03.26 2003/2004 Budget Format (Flateau)

Ruby distributed and reviewed a Draft Sample 2003-2004 Budget Request Form along with directions for completing the requests. She informed the AQC that this budget plan is for fiscal year 2003-2004 that begins on July 1, 2003. The budgets are to be completed by the Team Leaders and submitted to Ruby by June 6, 2003.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 06/09/2003

AQC Members present were: Parker, Gamble, Flowers, Harmon, Rush, Coleman, Hoy, Flateau and Murphy
Recorder: Murphy

Minutes from the 06/02/2003 AQC meetings were approved.

02.51 Policies and Procedures

Ruby distributed an updated draft of Policy 41 – Employee Pay Plan. Ruby told the group she contacted Gwen Adkins and updated the policy based the background information obtained during that discussion. The group discussed if the Pay for Performance Plan should be listed under “A. Legislative Increases...” or “B. In-Band Pay Increases....”. The group agreed to move the Pay for Performance Plan under the “B. In-Band Pay Increases....”.

Janice asked if the Pay for Performance Plan should be amended to include team level performance increases. Several members agreed that the ultimate goal was to establish team based incentives, but that it would be premature to do so at this time.

Ruby discussed the changes to the “Benchmark Program” on pages 6 and 7 of 10. Much of the detail was removed to avoid having to revise the policy every time market conditions change. She also briefly reviewed the addition of “V. Salary Decrease” on pages 9 & 10 of 10.

Because Gerald will be surveying the staff and making some recommendations on the Pay for Performance Plan, the group decided to move Policy 41 below the line until it is ready for final approval.

03.28 Accountability Report

Gerald handed out copies of the Accountability Report Guidelines for 2002-2003. He brought to the team’s attention that the Agency’s 2001-2002 report was one of the three reports that was identified for reference. Gerald asked how the AQC wanted to proceed with the report preparation. The AQC agreed to again use a team approach. Gerald asked all of the members to review the guidelines and be prepared to volunteer for one of the seven areas at next weeks meeting.

03.29 June General Staff Meeting (AQC)

The AQC compiled agenda items for the June General Staff Meeting. Topics include Legislative Update, a Safety Item, Internal Surveys, Staff Stuff Recommendation, and WC Trends (NCCI Slides).

Staff Stuff Suggestions

Gerald forgot to check the Staff Stuff box this week.

AQC Meeting 06/23/2003

AQC Members present were: Gamble, McCulloch, Flowers, Spann, Hoy, Rush, Coleman, Flateau and Murphy.
Recorder: Lewter

Minutes from the 06/16/2003 AQC meetings were approved.

02.51 Policies and Procedures

Ruby began the discussion by reviewing the changes to Policy 39 titled "Executive Team Expenditures." Other than minor updates, the following changes were made:

- Procedure A (1) was updated to state that the Executive Team is comprised of the Director and Deputy Director.
- Procedure B (1) and B (2) were added to outline reimbursement guidelines for Director and Deputy Director business expenses.

The AQC adopted Policy 39 as amended.

Ruby reviewed the updates to Policy 43 titled "Dual Employment." Other than minor updates, Procedure B(14) through B(18) were added to further outline OHR guidelines for dual employment within state government. **The AQC adopted Policy 42 as amended.**

The AQC will review Policy 47 next week's AQC meeting.

03.30 Claim Acknowledgement Letters (Rush)

Russell began the discussion by informing the AQC that the actual name of the letter for discussion is the Claim Acknowledgement letter, not Claim Acceptance letter as originally submitted for the agenda. Russell stated that many adjusters have suggested that we discontinue sending this letter because it is not informative, other than the enclosed brochure, it generates a lot of questions from claimants, many come back due to incorrect address and is followed by an acceptance or denial letter. Sonji stated that she does not see a problem with discontinuing the letter; however, would need to address the problem of incorrect addresses and claims that are investigated and may not have a timely decision. Since this is a batch-generated letter, Steve feels it should be simple to discontinue the program that generates it. **Pending Mr. Parker's review, the AQC approved discontinuation of Claim Acknowledgement letter.**

03.32 Funds for Operating Costs (Harmon)

Janice asked the AQC to discuss how decisions will be made to handle the cash flow of operating expenses once the \$11,588,910 is transferred from the Trust Fund, as approved by the Legislature and Governor. A suggestion was made to change the cut off date of medical checks to two days prior to printing of the checks. This would allow Janice to know how much is going to be paid. Another suggestion was made to create a program to print checks 21 days from the received date. This would allow us to continue to meet regulations to pay bills within 30 days of receipt while slowing down the amount of money being mailed out. Steve is going to look into both options and report back to AQC. **The AQC agreed we should continue to transfer money for operating expenses from the Trust Fund on a quarterly basis.**

03.35 2004 Operating Budget (Flateau)

Ruby distributed and reviewed the final draft of the 2004 Operating Budget. Updates to the budget include funds added to the classified positions for increases to salary for successful completion of the AIC courses. **The AQC approved the budget.** Ruby informed the AQC that the budget will be posted on the R drive.

03.36 Part-Time Work (Spann)

Sonji informed the AQC that an adjuster has requested to work part-time, handling the same workload and accepting decrease in salary. Following an in-depth discussion of coverage of telephone calls, participation in meetings, and most importantly, opening the option to the agency, **the AQC did not approve the request for part-time work.**

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 06/16/2003

AQC Members present were: Parker, Gamble, McCulloch, Flowers, Rush, Coleman, Flateau and Murphy
Recorder: Lewter

Minutes from the 06/09/2003 AQC meetings were approved.

Items having no report or carried over:

03.30 Claim Acceptance Letters (Rush)

03.32 Funds for Operating Costs (Harmon)

02.51 Policies and Procedures

Ruby distributed an updated version of Policy 38 titled "Employee Dismissal." Other than minor changes, the following changes were made:

- The policy statement was updated based on the OHR guidelines.
- Related Policies were added.
- Procedure 3 regarding rebuttal from the employee was eliminated.
- Procedures 5, 6, and 7 were added to cover the steps taken following the termination of an employee.

The AQC adopted Policy 38 as amended.

The AQC will review Policies 39 and 42 and next week's AQC meeting.

03.28 Accountability Report (Murphy)

The AQC members volunteered to gather the information for the categories of the Accountability Report. Each AQC member accepting an assignment will ask for volunteers to work as a team on the report. AQC members are to inform Gerald of their subgroups by June 30, 2003 and he will schedule Malcolm Baldrige training for them.

03.31 Storage of Paper in Suite 150 (Rush)

Russell informed the AQC that a request has been made to move the boxes of paper out of the hallway in Suite 160 because it poses a safety hazard for the employees. Russell agrees that it is a safety hazard and requested from the AQC suggestions for a place to store the paper. Steve will look into providing space in the file retention area for the boxes.

03.33 State Telephone Directories (Flowers)

Steve informed the AQC that the State Directory, including addresses, is now available on-line and MIS has created a desktop icon for the staff. The Office of Information Resources has requested that we order as few hard copies as possible in effort to save the State money. Steve distributed to the AQC an order list by team. A few additions were made and the order will be placed.

03.34 Internal Survey Results (Murphy)

Gerald stated that he polled the staff on continuing with the Internal Survey. The results were that 51 employees prefer not to continue and 13 would prefer to continue with the survey. Gerald reminded the staff that six years ago, only 1/3 of the staff preferred to discontinue the internal survey. **The AQC agreed to discontinue conducting the internal survey.** Gerald will work on revising the breakdown in Pay for Performance policy.

03.35 2004 Operating Budget (Flateau)

Ruby distributed a copy of the draft 2004 Operating Budget. She reviewed the budget in detail and requested that AQC members review it and inform her of any changes for consideration. The budget will return to next week's AQC agenda for possible final approval.

Staff Staff Suggestions

There was one favorable comment submitted regarding the handling of the complaints about the dress code. The comment does not require any action.

AQC Meeting 06/02/2003

AQC Members present were: Parker, Gamble, Flowers, McCulloch, Murphy, Harmon, Spann, Rush, Coleman, Hoy and Flateau. **Recorder:** Lewter

Minutes from the 05/20/2003 AQC meetings were approved.

02.51 Policies and Procedures

Ruby began the discussion by reminding the AQC that Gerald distributed the Pay for Performance Analysis and that she distributed a draft version of Policy 41. Ruby suggested that the title of the policy be updated to "Employee Pay Plan," instead of "Pay for Performance" in order to make the title appropriate to the guidelines in the policy. The AQC discussed many issues involved in updating Policy 41.

The first issue discussed was ensuring that Policy 41 is in line with the Human Resources guidelines when granting pay increases. Ruby will be contacting Gwen Adkins to obtain background information on how the SAF ensured that the Pay for Performance policy is in line with HR guidelines when the policy was written. Mr. Parker reminded the AQC that we are following HR guidelines of applying the EPMS score to pay increase while also using a team based environment method.

The second issue is continuing to raise the performance bar while no increases are being granted. Also, the bar level will eventually reach the highest possible point. Parker questioned that concern and rationale, pointing out that the "bar" is simply a numerical point (one standard deviation) above the mean average at which we agreed to presume the workers' performance clearly *exceeds the norm*. Whatever factors influence the numbers generated by the survey there is always a "mean average" and a point that is one standard deviation above it - a constant, insofar as relative performance is concerned.

The "bar" *does not govern whether* to grant "performance" increases, even when we have the money to do so. That is governed by whether our external customer survey *shows an increase* in customer perception of our service. That score appears to have increased through 2000 but not in the next two years. There is a marginal increase this year, over last, so that *if we had the funds* we would consider a pay increase pursuant to our policy. And only if we could do that would the "bar" become financially pertinent - to decide the amount of increase the "exceeds" performers get vis-à-vis the rest of us.

The third issue is the benefits of the Internal Survey. Employee participation has dropped and the quality of input by those evaluating seems to be suffering - too many comments show the evaluator is not evaluating the performance issue addressed by the question or is not stating information in the comments that justifies the score assigned. We need to review this. Gerald will survey the staff on these issues.

The AQC will review the draft Policy 41 and be prepared to continue discussion.

03.27 Conference (Lewter)

As continuation of the Strategic Plan goal to continuously improve customer service, Vicki distributed copies of a vendor registration for the SC Firemen's Association Conference to be held in Myrtle Beach, SC, July 16, 2003 to Saturday, July 19, 2003. The conference attendees' will consists of many existing customers and potential customers. Vicki gave an estimated cost of \$1050.00 for display fees, hotel and meals. **The AQC approved funding to display at the conference.** Vicki and Shera will be attending.

Staff Stuff Suggestions

There were 3 suggestions in the Staff Stuff box this week. One suggestion is to save on postage cost by sending checks with the required WCC forms. The team leaders will take the suggestion to the teams.

The two other suggestions were alleged violations of the dress code and will be investigated by the appropriate manager and HR.

AQC Meeting 06/30/2003

AQC Members present were: Parker, Gamble, McCulloch, Flowers, Spann, Hoy, Rush, Coleman, Flateau and Murphy. **Recorder:** Lewter

Minutes from the 06/23/2003 AQC meetings were approved.

02.51 Policies and Procedures

Ruby distributed and reviewed the changes to Policy 47 titled "Policyholder Contacts in Legal Entity." The following changes were made:

- The Purpose was updated to define the purpose of Legal Entity.
- The Policy statement was updated to state that Legal Entity must be standardized, complete, accurate and properly maintained.
- Procedures 1 through 4 were added to define those responsible for updating contacts and their responsibilities.
- Guidelines for entering the contacts into Legal Entity will be made an appendix to the policy.

Other than minor updates, the AQC adopted Policy 47 as amended.

The AQC will review the new Policy 50 at next week's AQC meeting.

03.28 Accountability Report (Murphy)

Gerald briefed the AQC on Governor Sanford's views of the Malcolm Baldrige Criteria, that is used to write the Accountability Report. Based on the Governor's views, as gleaned from the news, Gerald anticipates that the requirement for the Accountability Report will be changing, therefore, would like to see employees that have already been trained in the Malcolm Baldrige Criteria to participate in gathering data for Accountability Report. This will save time and effort in training on information that may not be applicable in the future. Gerald requested that AQC members ask for volunteers to work in their subgroups that have been trained in the Malcolm Baldrige Criteria.

03.30 Claim Acknowledgement Letters (Parker)

As follow up to last week's decision to approve the discontinuation of the Claim Acknowledgement Letter, pending Mr. Parker's approval; Mr. Parker informed the AQC that he agrees that there is no reason to continue the letter since decisions to accept or deny a claim are being made within 14 days, therefore, providing timely notification that we have received the claim.

03.37 Strategic Planning Cycle (Murphy)

Gerald began the discussion by stating that the current Strategic Planning Cycle involves seven months of planning and five months of actual implementation. Gerald suggested that we change to a two-year cycle. **The AQC tentatively approved the two-year cycle for Strategic Planning, pending consulting with Ross on whether the cycle should begin on even or odd years to best fit the legislative election cycle.** This item will return to next week's agenda for final approval.

03.38 Linking Staff Development & Training to EPMS (Murphy)

Gerald stated that currently Professional Development is documented in the EPMS; however, it is not policy. He is currently researching staff development and training being added as an objective in EPMS evaluations and requests approval of the concept in order to justify continuing his research. **The AQC approved the concept of linking staff development and training to the EPMS.**

03.39 Using the External Customer Survey as part of the EPMS (Murphy)

Gerald stated that through research he has found that the EPMS evaluation does allow for feedback, other than the immediate supervisor and agencies are allowed to modify the EPMS to meet individual needs. Gerald suggests incorporating the external survey into the EPMS, and at the same time, eliminating the need to continue the Pay for Performance analysis. Gerald requested approval of the concept in order to justify continuing with his research. **The AQC approved the concept of using the external customer survey as part of the EPMS.**

03.40 Voluntary Separation Program/Retirement Incentive Program (Flateau)

Ruby distributed summarized versions of the Voluntary Separation Program and the Retirement Incentive Program. She asked if we would like to offer either of the programs to the employees. The AQC discussed the differences in the programs and determined that we need to show potential cost benefit in order to offer either of the programs to the agency. Ruby will gather potential cost savings figures and the item will return to next week's agency for discussion.

03.41 Firemen's Association Conference (Lewter)

Vicki informed the AQC that Shera will not be able to attend the Firemen's Association Conference scheduled in July. She stated that Donna McCraw has shown interest in working with her on the Strategic Planning goal to continuously improve our customer service by displaying at conferences and has volunteered to work with her on displaying at the conference. **The AQC approved, pending Ruby's review of Donna's workload.**

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 07/14/2003

AQC Members present were: Gamble, McCulloch, Flowers, Harmon, Spann, Hoy, Coleman, Fleteau and Murphy. **Recorder:** Lewter

Guest: Karan Wooley

Minutes from the 07/07/2003 AQC meetings were approved.

02.51 Policies and Procedures

Ruby began the discussion by informing the AQC that the Flexible Work Options Policy has been re-numbered to 13.01, in order for all policies regarding work hours be sequential. Ruby reviewed the following updates to the policy:

- The Purpose and Policy statement were updated to state those employees eligible and the SAF guidelines for a flexible work options.
- Related State Laws and Regulations were added.
- Procedures B(1-3) states the supervisor is responsible for approval of the flex schedule, ensuring that workload responsibilities are met and ensuring coverage for the team.
- Procedure B (6) was added to state employee's with performance deficiencies or involved in leave counseling may not qualify for flexible work options.
- Procedure B (7) was added to outline the responsibilities prior to working a compressed workweek.
- Procedures C (1-3) were added to outline the employee's responsibilities when working a compressed work- week or flex schedule.

The AQC adopted Policy 13.01 as amended.

The AQC will review the Telecommuting Program and the Tuition Assistance Program at the next week AQC meeting.

03.40 Voluntary Separation Program/Retirement Incentive Program (Fleteau)

Ruby updated the AQC on her progress in researching the Voluntary Separation Program (VSP) and the Retirement Incentive Program (RIP). She informed the AQC that she asked Mary Gail Monts, of Office of Human Resources (OHR), what happens if after implementing the programs, we did not correctly assess the cost savings. Ruby was advised to be very conservative in determining the cost savings and that an agency may have to justify with the Budget and Control Board why and how the savings were incorrectly projected.

Following an in-depth discussion of the VSP and RIP programs, the AQC agreed to survey the staff on the interest in the RIP program. Following the survey, the AQC will determine if the agency can afford to offer the RIP to the staff. The staff will not be surveyed on interest in the VSP at this time.

03.43 Vacant Records Management Position (Fleteau)

Karan Wooley distributed and the AQC reviewed the position mission and goals of the vacant administrative assistant position in Records Management. This position is the primary back up for the receptionist and is needed to fully staff the researching and scanning functions in Records Management. Ruby, Steve and Karan requested and the AQC approved the position be filled.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 08/04/2003

AQC Members present were: Parker, Gamble, Murphy, McCulloch, Flowers, Rush, Spann, Hoy, Harmon, Coleman and Flateau. **Recorder:** Lewter

Minutes from the 07/28/2003 AQC meetings were approved.

03.46 Team Leaders and Internal Requisitions (Spann)

Sonji asked the AQC if the Team Leaders are to begin approval of internal requisitions for durable medical equipment and office supplies purchased for the teams. The AQC discussed both types of purchases and decided that since durable medical equipment is a claim expense Sonji will continue to sign the internal requisitions for purchase. The Team Leaders will alternate approving office supply requisitions, such as pencils, post it notes, and paper clips and the purchase will be split equally among the teams. The Team Leaders will use discretion when approving requisitions for more expensive office supplies, such as chairs or keyboard drawers.

Ruby suggested the signature requirement for the Procurement Manager should be removed from the internal requisition. The team leader signature confirms there is money in the team's budget to make the purchase and the procurement manager signs the purchase order approving the purchase. Removing the procurement manager's signature from the requisition will eliminate an unnecessary step of authorization. Ruby will review the SAF Procurement Policy to ensure that the policy does not require the procurement manager's signature on the requisition.

03.47 Outsourcing Internal WC Claims (Spann)

Sonji suggested that the State Accident Fund employees and employees spouses worker's compensation claims be outsourced to a third party vendor due to confidentiality and conflict of interest. Mr. Parker stated that in the past there were discussions with an outside vendor (Key Risk) to handle the claims, however, was unsure that there ever was a contract with a vendor. Following a brief discussion of payment of medical bills for SAF employees' claims within the system, Steve volunteered to research blocking access to certain claims within the CMS system. Ross and Sonji will further review the issue.

03.48 Review of "Critical Measures" in Team Context (Parker)

Mr. Parker began the discussion by reviewing the Guiding Principles in Team Composition written by AQC in the first stages of restructure to the team based organization. He distributed and reviewed the Critical Measure reports that he has created for the teams to use as indication of whether the teams are improving in customer service and as part of the Strategic Plan Goal 2 to identify and implement critical process measures. The team leaders are now responsible for the reports to include continuously presenting them to the teams and analyzing the data to report to AQC the progress and/or changes in output. The AQC will be monitoring the progress of the teams.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 08/11/2003

AQC Members present were: Gamble, Harmon, Murphy, McCulloch, Flowers, Rush, Spann, Hoy, Coleman and Flateau. **Recorder:** Lewter

Minutes from the 08/04/2003 AQC meetings were approved.

02.51 Policies and Procedures

There were no policies reviewed at this week's meeting. The AQC will review the Family Medical Leave Act Policy at the next AQC meeting.

03.49 August General Staff Meeting

The AQC compiled agenda items for the August General Staff meeting. Agenda items include the Retirement Incentive Program, Customer Service Issues, and a Safety Item.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 07/07/2003

AQC Members present were: Parker, Gamble, McCulloch, Flowers, Harmon, Spann, Hoy, Rush, Coleman, Flateau and Murphy. **Recorder:** Lewter

Minutes from the 06/30/2003 AQC meetings were approved.

02.51 Policies and Procedures

Vicki began the discussion of Policy 50 titled "Waste Reduction and Recycle Policy" by informing the AQC that as part of the Strategic Plan Goal 4, to be a good corporate citizen, her objective is to implement a Recycle Program for the agency. She used the Department of Health and Environmental Control's model policy to write Policy 50. The AQC reviewed the policy and with minor amendments the AQC adopted Policy 50.

The AQC will review the Policy 51 titled Flex Time at next week's AQC meeting.

03.37 Strategic Planning Cycle (Murphy)

As follow up to last week's decision to approve a two-year Strategic Planning cycle, pending consulting with Ross on whether the cycle should begin on even or odd years, the AQC discussed the best time to begin the two-year cycle. With consideration of the budgetary requirements and the legislative session, the AQC decided that the Strategic Planning cycle should be completed by September 15th, of even years. However, the Plan will be reviewed annually along with completing the annual Accountability Report.

03.40 Voluntary Separation Program/Retirement Incentive Program (Flateau)

Ruby updated the AQC on her progress in researching the Voluntary Separation Program (VSP) and the Retirement Incentive Program (RIP). She informed the AQC that Office of Human Resources (OHR) recommends informing the staff at the General Staff Meeting that the agency is *considering offering* the programs and requests feedback on the interest in participating in the programs. Based on the employees interested, an assessment of the cost savings will have to be determined and approved by OHR prior to the programs being offered. The AQC decided that it is premature to present the VSP and RIP programs at the July General Staff Meeting and Ruby will continue to research the programs.

03.42 General Staff Meeting (AQC)

The AQC compiled the agenda items for the July General Staff Meeting. Agenda items include a guest speaker from the Vocational Rehabilitation Department, a Safety Item, and Mr. Parker will update the staff on the matter of the latest "raid" on the workers' compensation trust fund.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 07/21/2003

AQC Members present were: Gamble, McCulloch, Flowers, Harmon, Spann, Hoy, Fleteau and Murphy.
Recorder: Lewter

Minutes from the 07/14/2003 AQC meetings were approved.

02.51 Policies and Procedures

Ruby began the discussion by informing the AQC that the Tuition Assistance Policy has been re-numbered to 2.01, in order for all policies regarding training be sequential. Ruby reviewed the following updates to the policy:

- Procedure A (2) was updated to state that employees receiving other assistance that must be repaid, SAF may allow an employee to receive tuition assistance.
- Procedure C (3) was updated to increase the reimbursement rates by \$75.00 each for each salary level, allowing up to the maximum of \$1125.00 per fiscal year. Below is the updated reimbursement scale:

<u>Salary Level</u>	<u>Amount Reimbursed</u>
Up to \$25,000	\$375.00 or cost of course, whichever is less
\$25,001 to \$39,999	\$300.00 or cost of course, whichever is less
\$40,000 to \$59,999	\$225.00 or cost of course, whichever is less

Other than minor changes, the AQC adopted Policy 02.01 as amended.

The AQC will not review policies at next week's AQC meeting.

00.58 Telecommuting/Measures (Fleteau)

The AQC discussed information gathered by Kay Heinen and the Office of Human Resources guidelines regarding telecommuting. Following an in-depth discussion of the concept, the AQC **decided not to implement a telecommuting policy at this time, with the understanding that if the need arises, special accommodation may have to be made.** This item will be removed as a below the line agenda item.

03.44 WC Educational Conference (McCulloch)

Bob informed the AQC that the WC Educational Conference is scheduled for October of this year in Myrtle Beach, SC. Although registrations have not been mailed, Bob asked if AQC plans on having employees attend this year. The AQC discussed that we would use the same criteria used in previous years to determine who would attend, however, it will be further discussed when registration forms are received.

03.45 Medical Bill Payment Schedule (Flowers & Harmon)

As follow up to the June 23, 2003 AQC meeting, Steve informed the AQC that he and Janice have been reviewing the suggestions to change the cutoff date of medical checks to two days prior to printing the checks and to create a program to print checks 21 days after the received date. The AQC discussed the options outlined in the Medical Bill Payment Schedule distributed by Steve. Following an in-depth discussion of many options, **the AQC decided that medical checks will be printed every two weeks, with the exception of selected vendors, and the cut off day for bills will be on Monday.** In addition to regulating the amount of cash flow, printing checks every two weeks will save money on time, postage and actual number of checks.

In order to meet deadlines, the Workers' Compensation Commission will continue to receive payment on a weekly basis. Sonji will look into the possibility of changing the payment schedule with the medical management vendors and other contract companies and report her findings. The AQC discussed the payment codes being changed on prescription reimbursements so that prescription bills paid by claimants may be reimbursed weekly and drug stores paid bi-weekly. Steve will look into this option and report his findings back to AQC on August 4, 2003.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 07/28/2003

AQC Members present were: Parker, Gamble, McCulloch, Flowers, Rush, Spann, Coleman, and Murphy.

Recorder: Murphy

During the call to order and agenda preview, Robert McCulloch requested that item **03.44 WC Educational Conference**, which was discussed last week be placed back on the agenda. The Council agreed.

Minutes from the 07/21/2003 AQC meetings were approved.

03.46 Work Process Teams

Ross announced that the Business Support Team Leaders had successfully completed their requirements and were prepared to fully assume their positions on August 1, 2003 and complete that portion of the three team structure. It was noted during the discussion that the team leaders assume EPMS rating responsibility effective August 1st, but the those people who receive ratings in the next six months will be evaluated by their current supervisor. After that point the team leaders should have adequate knowledge of team members performance to complete the evaluations.

03.44 WC Educational Conference (McCulloch)

Bob brought a copy of the registration for the WC Educational Conference. It is scheduled for October 19 - 22, 2003. The registration fee is \$200 per person. In 2002 the agency sent a total of ten staff members to the conference. This year the agency agreed to send only eight participants. Included in this number are three attorneys, three adjusters, one claim supervisor and either Pete or Ross.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 08/25/2003

AQC Members present were: Parker, Harmon, Murphy, McCulloch, Flowers, Rush, Spann, Hoy, Coleman and Flateau. **Recorder:** Lewter

Minutes from the 08/11/2003 AQC meetings were approved.

02.51 Policies and Procedures

Ruby distributed and reviewed a draft version of the Family Medical Leave Act. The Ruby informed the AQC that the Act was numbered Policy 53 and that the policy is in line with the Department of Labor and Licensing's policy. The AQC will review the policy and be prepared to discuss it at the next AQC meeting.

Staff Staff Suggestions

There were three suggestions submitted regarding moving Records Management. One of the suggestions questioned the expense of moving RMT into the supply room. Two of the suggestions were to move RMT into Suites 150 and/or Suite 160 to eliminate the rental expense of Suite 240. The suggestions will be addressed at the team meetings and September General Staff Meeting.

Three suggestions were submitted regarding filling the vacant position in Records Management. These suggestions will be addressed at the team meetings and September General Staff Meeting.

There was one request for clarification regarding non-acceptable work habits. This will also be addressed at the team meetings and September General Staff Meeting.

AQC Meeting 09/08/2003

AQC Members present were: Gamble, Murphy, McCulloch, Flowers, Spann, Hoy, Coleman and Flateau.
Recorder: Lewter

Minutes from the 08/11/2003 AQC meetings were approved.

Items carried over or having no report:

02.51 (uu) American Disability Act

02.51 Policies and Procedures (Flateau)

The AQC continued discussion of the updates to Policy 53 titled "Family Medical Leave Act of 1993." As follow up to discussion of Procedure B, Ruby researched the option of using the fiscal year, instead of calendar year, as the method of computing the 12-month period of employment required to be eligible for FMLA. Ruby informed the AQC that the Office of Human Resources' policy requires the calendar year be used in the calculation of eligibility requirements; therefore the policy cannot be changed. The AQC also discussed Procedure I (4) stating that an employer may refuse to reinstate certain highly paid, salaried "key" employees. The AQC decided there was not a need to change the language. **The AQC adopted Policy 53 as written.**

03.50 Budget Cut of 1% (Flateau)

Ruby informed the AQC that state agencies have been ordered by the Governor to sequester an addition 1% for additional budget cuts. Although, the State Accident Fund is exempt from the order, Ruby asked should we sequester the 1%. **The AQC agreed that in good faith, 1% of our operating budget will be sequestered, totaling approximately \$66,000.** Ruby also informed the AQC that the \$11,000,000 will not be taken from the Trust Fund before January.

03.51 Budget 2005 Request (Flateau)

Ruby distributed the Provisos 44.01 and 44.2 introduced into the Senate and the Proviso 73.2 stating the amounts to be taken from the Trust Fund. Ruby asked if the provisos needed to be included in the 2004/2005-budget request. The AQC agreed that Proviso 44.1 is covered under Proviso 73.2; therefore is no need to include it in the budget request and Proviso 44.2 should be re-introduced in the 2004/2005-budget request.

03.52 Claim Acknowledgement Letters (Murphy)

Gerald informed the AQC that Sandra Dupre reported discontinuation of the Claim Acknowledgement Letter has caused an increase in calls from claimants and claimant attorney's needing to know the adjuster assignment. The concerns expressed were the "So You've Been Injured On The Job" brochure is not being mailed and there may be an increase in attorney involvement due to claimants not being aware of their options. Steve will run a report to see if the attorney involvement has increased since discontinuation of the letter and brochure. Gerald will review the brochure to determine if it should be revised and Sonji will have adjusters send the brochure with the acceptance letters.

03.53 Conference-GFOA (Lewter)

Vicki informed the AQC that the Government Finance Officers Association Conference will be held in October at Myrtle Beach. She reviewed the cost to display and asked if we would be interested in displaying at this years conference. Following a discussion of the attendees and responses of displaying at the 2002 GFOA conference, **the AQC decided not to display at the 2003 GFOA conference.**

03.54 September General Staff Meeting (AQC)

The AQC compiled the agenda items for the September General Staff Meeting. Agenda items include a Legislative Update, Open Enrollment and RIP announcement, Recycling, and Staff Staff Suggestions.

Staff Staff Suggestions

There no suggestion submitted this week.

AQC Meeting 09/15/2003

AQC Members present were: Parker, Gamble, Murphy, McCulloch, Flowers, Spann, Hoy, and Flateau.
Recorder: Murphy

Minutes from the 09/08/2003 AQC meetings were reviewed. Ruby will get with Vicki and amend item 03.51. The minutes were approved as amended.

02.51 Policies and Procedures

Ruby distributed a draft version of Policy Number 54.00, the AMERICANS WITH DISABILITIES ACT. The AQC will review the policy and be prepared to discuss it at the next AQC meeting. Ruby informed the AQC that Appendix B, Employee Grievance Procedures will also be on the agenda for the next meeting.

03.55 Space Utilization

Steve distributed copies of the suggestion the AQC received on 8/25/03, recommending consolidation of all personnel in Suites 150 and 160 and elimination of Suite 240. Ruby stated there maybe a potential savings of over \$50,000 annually if we give up Suite 240. Steve and Ruby recommended that the AQC consider the recommendation for implementation. The AQC agreed it should review the feasibility of the suggestion and start working toward implementing some type of space saving move with in the next year. Steve and Ruby will work together to develop recommendations. This item will be placed below the line on the AQC agenda and revisited each month until completion.

Staff Staff Suggestions

None

AQC Meeting 09/22/2003

AQC Members present were: Parker, Gamble, Murphy, McCulloch, Flowers, Spann, Hoy, Harmon, Coleman, Rush and Flateau. **Recorder:** Lewter

Minutes from the 09/15/2003 AQC meetings were approved.

02.51 Policies and Procedures

Following a brief discussion of Policy 54 titled "Americans With Disabilities Act," the AQC approved the policy as submitted.

Ruby distributed an updated version of Policy 55 titled "Employee Grievance Procedure." Ruby informed the AQC that the policy is a replica of the Office of Human Resources' policy, except for the selection of the Fact Finding Council, as stated on Page 4 of 5 of the policy. The AQC discussed adding to the policy an explanation of the purpose of the Fact Finding Council, however, following discussion the AQC agreed that it is thoroughly explained in Step Two on Page 3 of 5 of the policy. Other than minor amendments, the AQC approved Policy 55 as submitted.

The AQC will review the Reduction in Force policy at next week's meeting. Mr. Parker emphasized that the policy is being reviewed due to its order in the Policies and Procedures manual and it is not being reviewed for possible implementation.

03.56 Retirement Incentive Program (Flateau)

Ruby informed the AQC that five employees have expressed an interest in the Retirement Incentive Program. The supervisors are providing her with input as to whether any cost savings can be realized through performance of the job functions in other capacities such as redistribution of the duties among current staff or hiring replacements at lower salaries. The AQC will continue discussion at next week's meeting.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 09/29/2003

AQC Members present were: Parker, Murphy, McCulloch, Flowers, Spann, Harmon, Coleman, Rush and Fleteau. **Recorder:** Lewter

Minutes from the 09/22/2003 AQC meetings were approved.

02.51 Policies and Procedures

Ruby distributed an updated version of Policy 56 titled "Reduction in Force." Ruby informed the AQC that the policy is a replica of the Office of Human Resources' model policy. The AQC approved Policy 56 as submitted.

The AQC will review the General Employment Policy at the October 13, 2003 AQC meeting.

03.56 Retirement Incentive Program (Fleteau)

Ruby distributed a report of brief job descriptions and possible cost savings of four positions interested in the Retirement Incentive Program. One employee withdrew their position to be reviewed for the program. The AQC met in Executive Session to discuss the report and decided not to move further on the issue in Ross' absence. The AQC will continue discussion at the October 13, 2003 meeting.

Staff Staff Suggestions

There was one suggestion submitted this week regarding make-up and leave time for the day the electricity was out. The AQC discussed following OHR policy and the difficulty in being fair to all employees. This issue will be on the next AQC agenda.

AQC Meeting 10/06/2003

AQC Members present were: Parker, Gamble, Murphy, McCulloch, Flowers, Hoy, Coleman, and Rush.
Recorder: Lewter

Minutes from the 09/29/2003 AQC meetings were approved.

02.51 Policies and Procedures

The AQC did not review any policies at this week's meeting. The AQC will review the General Employment Policy at the October 13, 2003 AQC meeting.

03.57 Leave/Make-up Time for September 10, 2003 (Parker)

Mr. Parker began the discussion by reading the Staff Staff Suggestion submitted at last week's AQC meeting suggesting that employees not be required to take leave time or make up time for the day the electricity was out. Mr. Parker stated that he has reviewed the Office of Human Resources policy that states employees must take annual leave, use compensatory time, or make up the time. AQC discussed the various situations, such as those already on leave or those that stayed at work, and agreed that there is no way to be fair to *all* employees even if we could vary from the State OHR rule.

03.58 October General Staff Meeting (AQC)

The AQC compiled agenda items for the October General Staff Meeting. Items included a Safety Item, MAP Commission update, and Staff Staff Suggestions. Following the AQC meeting, the October General Staff meeting was cancelled.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 10/27/2003

AQC Members present were: Parker, Gamble, Murphy, McCulloch, Flowers, Flateau, Harmon, Spann, Hoy, Coleman, and Rush. **Recorder:** Lewter

Minutes from the 10/13/2003 AQC meetings were approved.

02.51 Policies and Procedures

Ruby began the discussion by informing the AQC that she is now updating Policy 00.00 titled "General Employment" to reference OHR regulations, specific SAF policies and code of laws. She feels this approach will make the policy more useful for the staff. The AQC will review the updated policy at the next AQC meeting.

03.59 50% Coverage in Team Context (Parker)

Mr. Parker began the discussion by reminding the AQC that state law requires the agency to be open and functional between the hours of 8:30 and 5:00. The general rule used in the past is that an employee cannot be allowed to take leave if 50% coverage is not available. The basis for this rule is that adequate staff be available to handle all areas of responsibility.

The AQC discussed various scenarios of ensuring coverage, also taking into consideration unscheduled leave. Mr. Parker reminded the AQC that between October 31st and January 5th many of the staff take leave. The Team Leaders will ensure that between all the teams, all areas of responsibility should be workable and functional. Mr. Parker will be closely monitoring coverage to ensure coverage is appropriate under the team concept. Ruby will be gathering planned vacation time to do a Leave Planning Schedule for the agency.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 11/03/2003

AQC Members present were: Parker, Gamble, Murphy, McCulloch, Flowers, Flateau, Harmon, Spann, Coleman, and Rush. **Recorder:** Lewter

Minutes from the 10/27/2003 AQC meetings were approved.

02.51 Policies and Procedures

Ruby distributed an updated version of Policy 00.00 titled "General Employment." The updates include references to State regulations as it related to the SAF policies.

The AQC discussed updating Procedure I (D) titled "Solicitation and Distribution" to state that desk-to-desk solicitation is prohibited and employees are allowed one e-mail to solicit for a charity organization. Ruby will contact the Secretary of State to obtain a certified list of charity organizations that employees may solicit for as defined in the regulation.

Ruby informed the AQC that she will be further reviewing Procedure IV (B) titled Educational Leave because the current Office of Human Resources' policy may not give the agency the authority needed to provide the extended leave.

Ruby feels that eliminating the procedures that are fully covered in other policies could shorten Policy 00.00, therefore, she will continue to review any duplication of information. A suggestion was made to change the subject of the policy to better explain the contents within the policy. A few suggestions were given, but an updated subject was not approved. The AQC will continue reviewing Policy 00.00 at the next AQC meeting.

03.60 12A Fines (Spann)

Sonji stated that she brought this item to AQC to discuss with the Team Leaders the increased amount of fines for failure to submit a 12A. After researching the cause of the fines, one problem found was that a few of the WCC 12A Requests were improperly indexed and then were not corrected or responded to the claims adjuster. Also, there seemed to be confusion when a claimant has more than one date of injury. In effort to ensure the WCC 12A Requests are matched to the proper file, Karan Wooley will begin giving the request to Elaine. The Team Leaders will take this issue to the teams attention.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 10/13/2003

AQC Members present were: Parker, Gamble, Murphy, McCulloch, Flowers, Flateau, Harmon, Spann, Hoy, Coleman, and Rush. **Recorder:** Lewter

Minutes from the 10/06/2003 AQC meetings were approved.

02.51 Policies and Procedures

Ruby began the discussion by distributing and reviewing updates to Policy 00.00 titled "General Employment." She stated that the policy is an overview to the State Office of Human Resources policy to include agency-customized policies. Other than minor amendments, Procedure XVII, Section F, Reviews for Covered Employees was amended to add the word "encourages", to state that the SAF *encourages* conducting quarterly performance reviews on all employees during the calendar year to promote open communication between supervisors and staff as well as eliminate any surprising performance evaluations.

The AQC discussed Procedure XX, Section J, Educational Leave Without Pay and determined that since this option has been used only on rare occasions, that a full policy would not be written. However, this section of Policy 00.00 will be refined to include specific criteria that would determine eligibility for Educational Leave Without Pay. The AQC discussed suggested criteria and Ruby will refine the language in the policy and return at the October 27, 2003 meeting.

03.56 Retirement Incentive Program Update (Flateau)

The AQC met in Executive Session to discuss this agenda item. **The AQC decided that this program is not feasible for SAF at this time.**

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 11/10/2003

AQC Members present were: Gamble, Murphy, McCulloch, Flowers, Flateau, and Coleman.

Recorder: Lewter

Minutes from the 11/03/2003 AQC meeting were approved as amended.

02.51 Policies and Procedures

Ruby distributed an updated version of Policy 00.00. The title was updated to "Employment Reference."

Ruby began the discussion of Procedure I (D) "Solicitation and Distribution" by informing the AQC that she contacted the Secretary of State's Office and verified that fundraisers for schools are considered charitable organizations. However, after discussing the language, the AQC decided to eliminate the reference to the Secretary of State's list of charitable organizations and amend the language to state the agency's current practice.

Ruby reviewed the updates to Procedure XV (B) Educational Leave. She also verified with the Office of Human Resources that the updated language offers the agency broad flexibility as to what it can do. There were no suggested changes to the language.

Pending minor grammatical and typographical amendments, the **AQC adopted Policy 00.00.**

Ruby will combine Appendix D, Overtime Policy, and Appendix E, Exempt Classification, into Policy 13. The AQC will review this policy at the next meeting.

03.61 November General Staff Meeting (AQC)

The AQC compiled the agenda items for the November General Staff meeting. Agenda items include United Way, Recycle, 1st quarter fiscal report, and possibly, service recognition.

Staff Staff Suggestions

There was one suggestion submitted this week regarding coverage for claim adjusters when they are on extended medical leave. The suggestion will return to AQC for discussion when all involved managers and team leaders are present.

AQC Meeting 11/17/2003

AQC Members present were: Parker, Murphy, McCulloch, Flowers, Flateau, and Harmon.
Recorder: Lewter

Minutes from the 11/10/2003 AQC meeting were approved.

02.51 Policies and Procedures

Ruby distributed an updated version of Policy 13 titled "Overtime." Other than minor changes, the policy is almost identical to the Office of Human Resources model policy and is in line with the Fair Labor Standards Act. Mr. Parker expressed a concern with the exempt and non-exempt classifications conforming to the organizational structure; therefore Ruby will recheck the requirements to ensure they are correct.

Following an in-depth discussion of authorization for overtime in the event the immediate supervisor is absent, the AQC decided that Policy 13.00 will be updated to reference Policies 13.01 (which requires the completion of the Compensatory Overtime Request Form) and 13.02. **The AQC adopted Policy 13.00,** pending review of the exempt and non-exempt classifications.

The AQC will review Policy 58 titled Employee Performance Evaluation System at the next AQC meeting.

Staff Staff Suggestions

The AQC discussed the suggestion submitted last week regarding coverage for claim adjusters when they are on leave. This will be addressed at a General Staff meeting. The AQC also discussed periodically updating the staff on the roles and responsibilities of the team, supervisors, and team leaders.

AQC Meeting 12/01/2003

AQC Members present were: Gamble, Murphy, McCulloch, Spann, Harmon, Flateau, Flowers, Rush and Coleman.

Recorder: Murphy

Minutes from the 11/24/2003 AQC meeting were approved.

02.51 Policies and Procedures

- zz) Policy 58-Employee Performance Management Evaluation System: Ruby discussed the proposed changes that were incorporated into the draft policy. The team agreed to the changes as stated with only one modification. In paragraph 1.D, page 3 of 11, the sentence "A rater may also link the employee's training plan to the planning stage document." The team agreed that this statement should be modified to make it a requirement that the rater addresses professional development requirements in the planning stage. The policy was approved as amended. (Note: Next week the AQC will be covering Appendix H 1: PROGRESSIVE DISCIPLINARY PROCEDURES and Appendix H 2: GUIDELINES DISCIPLINARY ACTIONS)

03.62 Back up for Team Leaders

Due to Mr. Parker's absence the team decided to carry this item over to next week's agenda.

Staff Stuff Suggestions

There were no suggestions received this week.

AQC Meeting 11/24/2003

AQC Members present were: Parker, Gamble, Murphy, McCulloch, Rush and Harmon.

Recorder: Lewter

Minutes from the 11/17/2003 AQC meeting were approved.

02.51 Policies and Procedures

Due to Ruby's absence, the AQC carried over the review of Policy 58 titled Employee Performance Evaluation System to the next AQC meeting.

Staff Staff Suggestions

There were two suggestions received this week. The first suggestion was regarding the use of the ladies room in Suite 150 and the second suggestion was regarding the use of heavy perfumes. Both suggestions will be addressed at the December General Staff Meeting.

AQC Meeting 12/04/2003

AQC Members present were: Parker, Gamble, Murphy, McCulloch, Spann, Harmon, Flateau, Flowers, Rush and Coleman.

Recorder: Lewter

A special AQC meeting was called to discuss filling the position vacated by Ruby Flateau, Manager of Administrative Services. Ross distributed the position description, mission and goals of the position. Following an in-depth discussion of the feasibility of distributing the duties, the AQC determined that based on the nature of the position and the critical responsibilities, the position should be filled. **The AQC agreed to fill the Administrative Manager I position.**

AQC Meeting 12/08/2003

AQC Members present were: Parker, McCulloch, Spann, Harmon, Flateau, Flowers, Rush and Coleman.
Recorder: Lewter

Minutes from the 12/01/2003 & 12/04/2003 AQC meetings were approved.

02.51 Policies and Procedures

Ruby reviewed the updated version of Policy 59 titled "Progressive Disciplinary Procedures." Following a brief discussion of the updates to Procedures A, B and C, the AQC adopted Policy 59 as submitted.

The AQC will review Policy 60 titled "Employee Leave Transfer Program" at the next AQC meeting.

03.62 Back up for Team Leaders

Mr. Parker began the discussion by briefing the AQC on how this issue arose for discussion. Mr. Parker then opened the discussion up for suggestions on how to select someone to fill-in for the Team Leader while on extended leave. Following a in-depth discussion of suggestions for a fill-in Team Leader, the AQC decided that when a Team Leader will be absent from AQC for three consecutive weeks, the team will select a member from the team who will attend AQC, bringing team items to AQC and reporting AQC actions to the team, and to call and facilitate team meetings for this purpose. This person will participate in issue discussion at AQC but will not have a "vote" in AQC consensus decisions because, as a temporary participant they will often not be up to date on all the facts required for decision of on-going issues.

Staff Stuff Suggestions

There was one suggestion submitted this week that makes a personal reference; therefore, will be handled by the appropriate manager.

AQC Meeting 12/15/2003

AQC Members present were: Parker, Gamble, Murphy, McCulloch, Harmon, Flowers, Rush and Coleman. Linda Glass attended for Shera Hoy to represent the Pilot Team.

Recorder: Lewter

Minutes from the 12/08/2003 AQC meeting were approved.

02.51 Policies and Procedures

Gerald informed the AQC that there were no changes to Policy 60 titled "Employee Leave Transfer Program". Following a brief discussion, the **AQC adopted Policy 60 as submitted.**

The AQC will review Policy 61 titled "Sexual Harassment" at the next meeting.

03.64 Switchboard Coverage

Russell stated that the X team asked that the AQC address coverage for the switchboard for unscheduled breaks. Mr. Parker reviewed the current procedure for coverage for the switchboard and the AQC discussed that Sandra's position does include duties outside of the switchboard, such as processing various reports for mailing. Mr. Parker emphasized that this position is critical to the agency in that the receptionist is the first person a caller speaks in representing the agency. He also recognized that Sandra Dupre is an exceptional receptionist and shows that she puts her best efforts in to her daily duties. Following a brief discussion, the AQC decided that this issue will be addressed by the Business Support Team.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting 12/22/2003

AQC Members present were: Gamble, Murphy, Spann, Flateau, McCulloch, Harmon, Flowers, Rush and Coleman.

Recorder: Lewter

Minutes from the 12/15/2003 AQC meeting were approved.

Agenda Items carried over or having no report:

03.67 Indexing Problems (Coleman)

02.51 Policies and Procedures

Ruby reviewed updates to Policy 61 titled "Sexual Harassment". She informed the AQC that updates made to Procedure B (4-8) were taken directly from the Office of Human Resources' EEOC policy. Procedure III will be updated to state that the Director will determine who will investigate a harassment complaint. **The AQC adopted Policy 61 as amended.**

The AQC will review Policy 62 titled "Coordinating Sick and Annual Leave with Workers' Compensation" at the next meeting.

03.65 12A's (Coleman)

Ray stated that the Nucleus team proposes that the length of time 12A's are kept be extended. The team has had a few experiences where the actual Form 12A was needed and it was either destroyed or not accessible through VI. Steve informed the AQC that the 12A's are boxed separately from other documents and are kept for 24 months. He also stated that prior problems with accessing documents in VI have been resolved and he is not aware of any current problems. The AQC decided that this issue will be addressed by the other teams before deciding if the current process should be changed

03.66 Voicemail for Claim Techs (Coleman)

Ray began the discussion by informing the AQC that a Nucleus Team member has made a request for claim tech's to have voicemail. AQC members discussed the possibility, however, were reminded that claim tech's have not received voicemail in the past to avoid having customers transferred from the adjuster's voicemail to the another voicemail. The AQC will continue this discussion at the January 5, 2004 AQC when Mr. Parker is present.

Staff Staff Suggestions

There were no suggestions submitted this week.