



SC Department of Archives & History

Electronic Records Transmittal Form

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

Part I: Agency Information

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

Part II: Record Information

13. Retention Schedule Number associated with these records: 12-302	
14. Retention Schedule Title associated with these records: Meeting Minutes (Executive)	
15. Variant Title (Within Agency): AQC Minutes	
16. Estimated size of Transfer (MB):	17. Inclusive Dates: 01/08/2007 - 12/17/2007
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 Minutes
January 8, 2007

AQC Members present were: Gregory, Lightsey, Murphy, Spann, Polk, Flowers, Harmon, Rush, Coleman.
Also Present: Soucek **Recorder:** Lewter

Minutes from the 12/18/2006 meeting were approved.

Items carried over:
07.02 Strategic Planning

07.01 Trigger Report (Harmon)

The AQC reviewed the November 2006 Trigger Report and items of interest.

07.03 Vacant Safety and Loss Prevention Position (Spann)

The AQC approved filling the vacant Safety and Loss Prevention Specialist position on the Crescent team.

07.04 BARS report (Murphy)

The AQC reviewed the December 2006 BARS Report.

07.05 ITT Monthly Report (Flowers)

The AQC reviewed the December 2006 ITT Monthly Report.

07.06 January General Staff Meeting (AQC)

In lieu of the January Staff Meeting, a movie and popcorn will be provided in appreciation for everyone's patience, support, and assistance during the implementation of the pharmacy and medical bill review programs.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting Minutes
January 22, 2007

AQC Members present were: Gregory, Lightsey, Murphy, Spann, Polk, Flowers, Harmon, Rush, Coleman and Andrews. **Also Present:** Soucek **Recorder:** Lewter

Minutes from the 01/08/2007 meeting were approved.

07.02 Strategic Planning

The AQC approved the 2007 Strategic Plan and objective timelines were established.

07.07 Claim Tech Manual (Spann)

AQC approved the finalized Claim Tech Manual. Training will be conducted on February 9th. The Claim Tech Position Description and EPMS' will be updated to conform to the manual requirements. Supervisors will utilize the Manual's "skill review" as well as input from each claim tech's adjuster partners in evaluating performance.

07.08 Website (Flowers)

MIS continues to work on the new website and plans to introduce it by mid-May at the latest.

07.09 Vacant Claim Tech Position (Coleman)

AQC approved filling the vacant Claim Tech position on the Palmetto Team.

07.10 Business Team Reports (Spann)

AQC reviewed the December Business Team Reports. Ray will review a discrepancy in the Premium Process Management Measures and report back at AQC's next meeting.

07.11 Trigger Report (Harmon)

The AQC reviewed the December 2006 Trigger Report and items of interest.

Staff Staff Suggestions

There were no suggestions submitted this week.

February General Staff Meeting

Preliminary agenda items include (1) proper procedures for updating contacts, and (2) new state employee discount card.

AQC Meeting Minutes
January 29, 2007

AQC Members present were: Gregory, Lightsey, Murphy, Spann, Polk, Flowers, Harmon, Rush, Coleman and Andrews. **Also Present:** Soucek **Recorder:** Lewter

Minutes from the 01/22/2007 meeting were approved.

07.13 Premium Process Management Report (Coleman)

Ray reported the discrepancy in the Premium Process Management report has been identified and corrected.

07.14 Management Retreat Update (AQC)

AQC briefly reviewed the completed action list and status of the pending items.

07.15 February General Staff Meeting (AQC)

AQC discussed possible agenda items for the February General Staff meeting including (1) proper procedures for updating contacts, (2) new state employee discount card, (3) case law update and (4) the Sunshine Committee.

Staff Staff Suggestions

There were no suggestions submitted this week.

**AQC Meeting Minutes
February 5, 2007**

AQC Members present were: Gregory, Lightsey, Murphy, Spann, Polk, Flowers, Harmon, Rush, Coleman and Andrews. **Also Present:** Soucek **Recorder:** Lewter

Minutes from the 01/29/2007 meeting were approved.

07.15 February General Staff Meeting (AQC)

Lou Ann with Kahn Development has been tentatively added to the February General Staff Meeting agenda.

07.16 RSI Visit (Gregory)

Harry informed the AQC that Reinsurance Solutions, an outside consulting group, will be reviewing SAF operations the week of February 12th. This is a tremendous opportunity to obtain an objective evaluation of the agency and its operations.

07.17 Legislative Update (Gregory)

Harry updated AQC on the status of Senate sub-committee discussions concerning the state's workers' compensation system and laws.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting Minutes
February 12, 2007

AQC Members present were: Gregory, Lightsey, Murphy, Spann, Polk, Flowers, Rush, Coleman and Andrews.
Also Present: Soucek **Recorder:** Lewter

Minutes from the 02/05/2007 meeting were approved.

07.15 February General Staff Meeting (AQC)

AQC finalized the agenda for the February General Staff Meeting. Agenda items include Kahn Development, Case Law Update, the new State Employee Discount Card, Updating Contacts in Legal Entity and the Sunshine Committee.

07.18 Policy 13.02 (AQC)

AQC briefly discussed staffing levels during business hours. Team Leaders will update Locator to reflect employee's current work hours and will continue discussions at the next AQC meeting.

07.19 ITT Monthly Report (Flowers)

AQC reviewed the January 2007 ITT Monthly Report.

07.20 BARS Report (Murphy)

AQC reviewed the January 2007 BARS Report and BARS Account Status by Department.

Staff Staff Suggestions

There was one suggestion submitted this week regarding work hours for supervisors and other employees. The subject matter is currently under review.

**AQC Meeting Minutes
February 26, 2007**

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

Recorder: Soucek

Minutes from the 02/12/2007 meeting were approved.

07.18 Policy 13.02 (AQC)

AQC continued its review of staffing levels during business hours. Locator is currently updated and each team leader has spoken to their team regarding this policy.

07.21 Business Team Reports (Team Leaders)

To be reviewed at the March 5 AQC meeting.

07.22 Trigger Report (Harmon)

AQC reviewed the January Trigger Report and discussed items of interest and significance.

07.23 Legal Team Report (Polk)

The AQC reviewed the January Legal Team Report.

07.24 March General Staff Meeting (Gregory)

Preliminary agenda will include: Commission/Legal update; new employee introductions; update from Kahn.

07.25 Employee Appreciation Week (Harmon/Rush)

Employee Appreciation Week will be April 16-20. Last year's agenda was reviewed and suggestions were requested for this year's theme. AQC members will contribute \$25 each to cover cost/expenses.

Staff Staff Suggestions

There were two suggestions submitted. One was regarding work environment, and the other concerned staffing.

AQC Meeting Minutes
March 5, 2007

AQC Members present were: Coleman, Spann, Gregory, Murphy, Polk, Rush, Flowers, Lightsey
Recorder: Soucek

Minutes from the 02/26/2007 meeting were approved.

07.18 Policy 13.02 (AQC)

AQC continued its review of staffing levels during business hours.

07.21 Business Team Reports (Team Leaders)

AQC reviewed the January Business Team Reports.

07.24 March General Staff Meeting (Gregory)

Preliminary agenda will include: Commission/Legal update; new employee introductions; update from Kahn; Employee Recognition Week briefing.

Staff Staff Suggestions

There no suggestions submitted this week.

AQC Meeting Minutes
March 12, 2007

AQC Members present were: Gregory, Lightsey, Coleman, Spann, Murphy, Polk, Rush, Flowers, Andrews and Harmon. **Also present:** Soucek **Recorder:** Lewter

Minutes from the 03/05/2007 meeting were approved.

07.24 March General Staff Meeting (Gregory)

AQC finalized the March General Staff Meeting agenda. Agenda items include Commission/Legal update, new employee introductions, update from Kahn, Employee Recognition Week briefing and a demonstration by Corvel.

07.26 BARS Report (Murphy)

AQC reviewed the February BARS Report and Account Status by Department Report.

07.27 ITT Monthly Report (Flowers)

AQC reviewed the February ITT Monthly Report.

07.28 Vacant IT Position (Flowers)

Steve distributed an updated position description for the existing IT vacancy and **AQC approved the position be filled.**

Staff Stuff Suggestions

There no suggestions submitted this week.

AQC Meeting Minutes
March 19, 2007

AQC Members present were: Gregory, Coleman, Spann, Murphy, Polk, Flowers, Andrews and Harmon.
Also present: Soucek **Recorder:** Lewter

Minutes from the 03/12/2007 meeting were approved.

07.29 Trigger Report (Harmon)

AQC reviewed the February 2007 Trigger Report and items of interest.

07.30 Business Team Reports (Team Leaders)

AQC reviewed in detail the February Business Team Reports.

07.31 Legal Team Report (Polk)

AQC reviewed the February Legal Team Report.

07.32 Open Positions (Gregory)

Harry informed the AQC that the vacated Safety position is being posted and in effort to fill the Team Leader responsibilities, the vacant QSA position is being posted. An additional adjuster position is also being considered.

Staff Stuff Suggestions

There no suggestions submitted this week.

AQC Meeting Minutes
April 2, 2007

AQC Members present were: Murphy, Harmon, Gregory, Spann, Coleman, Flowers, Polk, Lightsey
Recorder: Soucek

Minutes from the 03/19/2007 meeting were approved.

07.33 Employee Appreciation Activities (AQC)

AQC continued its review of activities for Employee Appreciation Week and decided on a "Vegas" theme along with activities each day.

07.34 Receptionist Vacancy (Murphy)

AQC approved the posting of the Administrative Specialist II position.

07.35 New Employees (Gregory)

Today is Lane Norris and Noelle Shekitka's first day, everyone is encouraged to welcome them to SAF.

07.36 April General Staff Meeting (AQC)

Meeting will be incorporated into Employee Recognition activities, to include new employee introductions and quarterly team recognition.

Staff Staff Suggestions

There no suggestions submitted this week.

AQC Meeting Minutes
April 23, 2007

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

Minutes from the 04/09/2007 meeting were approved.

07.40 Business Team Reports (Spann/Coleman)

AQC reviewed in detail the March Business Team Reports.

07.41 Legal Team Report (Polk)

AQC reviewed the March Legal Team Report.

07.42 Employee Appreciation 2007 & 2008 (Gregory)

Harry thanked AQC for their enthusiastic participation in Employee Appreciation Week. AQC members shared comments they received.

Staff Stuff Suggestions

There no suggestions submitted this week.

AQC Meeting Minutes
April 30, 2007

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

Minutes from the 04/23/2007 meeting were approved.

07.43 Vacant Executive Assistant Position (Gregory)

AQC approved the filling of the vacated Executive Assistant positions. AQC expressed it's appreciation to Vicki Lewter for her years of exemplary service to AQC and the Fund.

07.44 Trigger Report (Harmon)

AQC reviewed the March Trigger Report and items of interest.

07.45 Employer Update (Andrews)

Harry informed AQC that Willis has offered to provide Reinsurance training for the staff. The training will be set during the month of June.

David informed the AQC of the number of registrations received for the 2007 Workers' Compensation Updates. They are: Greenville-61, Florence-59, Charleston-45 and Columbia 126.

07.46 May General Staff Meeting (AQC)

The May General Staff will be held on May 16, 2007.

Staff Staff Suggestions

There no suggestions submitted this week.

AQC Meeting Minutes
May 14, 2007

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

Minutes from the 04/30/2007 meeting were approved.

07.46 General Staff Meeting (Gregory)

AQC discussed general agenda items for the May General Staff Meeting including: (1) new postage rates, (2) team of the quarter recognitions, and (3) safety week update.

07.47 BARS Report (Murphy)

AQC reviewed the April BARS Report.

Staff Stuff Suggestions

There was only one suggestions submitted this week regarding the need for air freshener in the restrooms. The matter has been forwarded to the appropriate persons to handle.

AQC Meeting Minutes
May 21, 2007

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

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

07.48 Business Team Reports (Spann/Coleman)

AQC reviewed in detail the April Business Team Reports.

07.49 Legal Team Report (Polk)

AQC reviewed the April Legal Team Report.

07.50 Trigger Report (Harmon)

AQC reviewed the April Trigger Report.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting Minutes
June 4, 2007

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

Minutes from the 05/21/2007 meeting were approved.

07.51 Training Report (Andrews)

David informed AQC that the Employer Survey will be distributed on or about Wednesday June 6. The Employee Satisfaction Survey results will be reviewed by AQC at its' next meeting. There will also be a reinsurance refresher class at 1:30 on June 14.

07.52 Evaluation of new vendor programs (Gregory)

There will be a 6 month review/status update with CorVel on Wednesday, June 6th at 2:30 and with Companion/Corporate Pharmacy on June 12. Harry has solicited input from staff and management in preparation for the meetings.

07.53 June General Staff Meeting (Gregory)

AQC discussed general agenda items for the June General Staff Meeting including: (1) case law update, (2) new web-site, and (3) legislative update.

07.54 Internal Newsletter and SAFE-mail (Norris)

Lane informed AQC that there will be a monthly internal newsletter that will go out as well as a quarterly SAFE-mail. She asked that they all help with the newsletters by submitting articles or ideas to her.

07.55 Safety Week (Norris)

AQC reviewed agenda for safety week.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting Minutes

June 11, 2007

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

Minutes from the 06/04/2007 meeting were approved.

07.56 ITT Report (Flowers)

AQC reviewed and discussed May's ITT Report.

07.57 Employee Satisfaction Survey (Andrews)

AQC reviewed the results on the Employee Satisfaction Survey and addressed the comments made in the survey.

07.58 EPMS Ratings (Gregory)

Harry praised the Sate Accident Fund's EMPS Ratings by default of 0 % - as compared to the 12% meets by default of other state agencies. Special credit being given to Gerald and the Human Resources group, as well as all supervisors, for the accomplishment.

07.59 Policy number 32.10 (Harmon)

AQC reviewed Policy Number 32.10, Team & Individual Recognition Program, and agreed to include a penalization for duplicate payments found in the audit process.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting Minutes
June 18, 2007

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

Minutes from the 06/11/2007 meeting were approved.

07.60 Business Team Reports (Spann/Coleman)

AQC reviewed in detail the May Business Team Reports. Harry commented on the particular usefulness of the reports as a management tool, and the benefits to staff from accurate analysis of job performance measures.

07.61 Legal Team Report (Polk)

Due to a hearing conflict, the Legal Team Report was moved to AQC's next meeting.

07.62 Trigger Report (Harmon)

AQC reviewed the May Trigger Report.

07.63 BARS Report (Murphy)

AQC reviewed the May BARS Report.

07.64 2008 Budget (Murphy)

AQC was asked to carefully review the approved 2007-2008 Detailed Budget Request to insure that those numbers are correct as they will be input into SAF budget/accounting system effective July 1.

07.65 Sunshine Committee (Gregory)

AQC discussed a suggestion from the Sunshine Committee regarding a possible carwash, and the pros and cons of the suggested event were carefully reviewed. While commending the Sunshine Committee on their efforts to date and the creativity of this specific suggestion, AQC was concerned that there could be significant liability issues associated with a carwash and decided to recommend that the Committee consider other alternatives.

07.66 Management Retreat Update (Gregory)

AQC reviewed and updated the status of action items from last year's management retreat. Harry also requested input and discussion on the question of having another management retreat in late August to update agency goals and objectives for the coming year. AQC was in favor of a second retreat and further details will be forthcoming.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting Minutes
June 25, 2007

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

Minutes from the 06/18/2007 meeting were approved.

07.67 Legal Reports (Polk)
AQC reviewed the May Legal Reports.

07.68 Actuarial Contract (Gregory)
AQC approved the renewal of SAF's contract with Kevin Ryan for actuarial services.

Staff Stuff Suggestions
There were no suggestions submitted this week.

**AQC Meeting Minutes
July 2, 2007**

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

Minutes from the 06/25/2007 meeting were approved.

07.69 Informal Conference Notice To Employer (Gregory)

Harry asked Sonji to check if claim techs are sending out informal conference notices to employers and if they aren't remind them they are suppose to be

07.70 Sunshine Committee Hotdog Cookout (Norris)

Lane asked the AQC members if they would like to help raise money for the Sunshine Committee by having pie smashed in their face at the Hotdog Cookout. AQC voted against this idea.

07.71 Knowledge Transfer Program (Murphy)

It was brought to AQC attention that 18 employees will be eligible to retire within the next 3 years. Knowing this AQC has decided to have each team leader create a manual of job descriptions and duties for each team.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting Minutes
July 23, 2007

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

Minutes from the 07/02/2007 meeting were approved.

07.72 Business Team Reports (Spann)

AQC reviewed the June Business Team Reports. Sonji will follow-up with the investigators concerning open investigations. Attention is also being given to closing older claims.

07.73 Adjuster Vacancies (Spann)

AQC approved the posting and filing of two adjuster positions.

07.74 ITT Monthly Report (Flowers)

AQC reviewed the June ITT Monthly Report.

07.75 Legal Team Report (Polk)

AQC reviewed the June Legal Team Report. The number of requests for hearings was down this year, while the number of stop payment requests was higher.

07.76 Trigger Report (Harmon)

AQC reviewed the June Trigger Report. Preliminary results indicate a good financial performance for the year 06/07.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting Minutes
July 30, 2007

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

Minutes from the 07/23/2007 meeting were approved.

07.77 Team Budget Requests for 08-09" (Murphy)

Team leaders are to submit their budget request no later than August 13th for the 2008-2009 fiscal year.

07.78 Accountability Report (Andrews)

The 2006-2007 Accountability Report must be submitted to the Office of State Budget no later than Friday, September 14, 2007. Members of AQC are to submit their section of the report by August 17th for review.

07.79 External Survey (Andrews)

AQC reviewed the External Survey and team leaders are to follow up on with policyholders on their suggestions and comments by August 27th.

07.80 August General Staff Meeting (Gregory)

AQC discussed agenda items for the August 15th General Staff Meeting including: Presentation of the internal and external survey results, guest speaker Michael Burkett to discuss WC reform, Case Law Updates, Team of the Quarter, Announcement of the new team leader, and an update on the renovation project.

07.81 Management Retreat (Gregory)

Harry would like to schedule the management retreat some time during the weeks of September 10th -28th, and has asked AQC to let him know if they have conflicts during that period. Tentative agenda items to discuss at the retreat include: the 2006-2007 Accountability Report, the 2008-2009 Budget, and the 2008 Strategic Plan.

07.82 SCWCEA Conference (Gregory)

Harry has requested that all registration forms for the 2007 SCWCEA Conference be turned into him by the end of the week. The conference is scheduled for October 21st - 24th in Myrtle Beach.

07.83 Mileage Reimbursement Form (Gregory)

AQC approved the new Mileage Reimbursement Form.

Staff Staff Suggestions

There was one staff suggestion received which concerned roles of indexers and claim techs. Sonji is going to review the suggestion in more detail and present pros/cons to AQC for further discussion.

AQC Meeting Minutes
August 13, 2007

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

Minutes from the 07/30/2007 meeting were approved.

07.84 Business Team Reports (Spann)

AQC reviewed and discussed the July Business Team Reports.

07.85 ITT Monthly Report (Flowers)

AQC reviewed the July ITT Monthly Report.

07.86 Legal Report (Polk)

AQC reviewed the July Legal Team Report.

07.87 BARS Report (Murphy)

AQC reviewed and discussed the July BARS Report, with the reminder that 08/09 budgets should be presented to Gerald by the end of the day, August 13.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting Minutes
August 20, 2007

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

Minutes from the 08/13/2007 meeting were approved.

07.88 Trigger Report (Harmon)

There was no report presented and the item carried over.

07.89 Team Budget Request for 08-09" (Murphy)

AQC reviewed the proposed Agency Budget for FY 2008-2009 and Team Leaders presented their FY 2008-2009 team budget proposals. All proposed increases were explained and thoroughly discussed, and it was noted that the budget represented an overall decrease from the prior year. Harry commended Gerald and members of AQC for their work on the budget.

07.90 Accountability Report Status/Update (Andrews/Gregory)

Harry commended members of AQC for getting their respective sections of the Accountability Report to David on time. David will have a rough draft of the Accountability Report prepared by Friday, August 24 for AQC members to review.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting Minutes
August 27, 2007

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

Minutes from the 08/20/2007 meeting were approved.

07.91 Trigger Report (Harmon)

There was no report presented and the item carried over.

07.92 Renovations (Gregory)

The renovations to the building is proceeding. The carpet is scheduled to be in by September 7th and the insulation should begin September 10th. The tile work for the break room and computer room will start as soon as the tile comes in.

07.93 Management Retreat (Gregory)

Due to the ongoing renovations, the Management Retreat will be postponed until after the last week of September. Possible conflicts that week and in October should be brought to Harry's attention as soon as possible.

Sonji, David, and Janice have been nominated to head-up the kitchen committee.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting Minutes
September 10, 2007

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

Minutes from the 08/27/2007 meeting were approved.

07.94 Trigger Report (Harmon)

AQC reviewed and discussed the 13 month and July Trigger Report. There were two new accounts to report for the month of July. Harry has asked Gerald, Janice, and Steve to look into why contractual services had a significant increase from previous year and to follow-up on this at next weeks meeting.

07.95 Monthly IT Report (Flowers)

AQC reviewed and discussed the July Monthly IT Report.

07.96 BARS Report (Murphy)

AQC reviewed and discussed the July BARS Report. "Employer Contributions" was corrected and the payment for Health Insurance and Dental Insurance was charged to teams instead of the agency. Teams were higher then expected on Personnel Costs because August had three paydays. September rent was also processed in August which had an effect on the accuracy of the report.

07.97 Follow-up on External Surveys (Spann, Coleman, & Melissa)

Ray followed up on all of the Palmetto Teams External Survey comments except for one, Allendale County Hospital, which he is to get in touch with by next meeting. Sonji is working with adjuster(s) to get claims closed on the Crescent Team and has asked policyholders to call her if they have any other concerns. She still has three policyholders to follow-up with. Melissa will have an update on the Carolina Teams policyholder's comments and concerns at next weeks meeting.

The Accountability Report is due this Friday at noon. David has asked AQC to proof read the report one more time to check for errors before submitting the report on Friday.

Harry thanked David Andrews, Cyndi Polk, Jackie Williams, Noelle Shekitka, and Norma Benberry for cleaning out the refrigerators.

AQC discussed agenda items for the September 12th General Staff Meeting including: Update on Construction, and Case Law Update. Weather permitting, the meeting will be held outside in the courtyard.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting Minutes
September 17, 2007

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

Recorder: Gregory

Minutes from the 09/10/2007 meeting were approved.

07.98 Business Team Report (Spann)

Sonji and Ray presented the Business Team Report for review and discussion. **Further review of the Claim Process Tracking Report.**

07.99 Legal Team Report (Polk)

Cyndi presented the Legal Team Report for review and discussion. **Cyndi to follow-up on F-24 numbers and report back to AQC at the next meeting.**

08.00 Follow-up on External Surveys (Spann, Coleman, & Melissa)

Ray reported he had followed up with all of his team's policyholders regarding comments on the external survey. Sonji still has one policyholder to contact and Melissa will have an update on the Carolina Teams policyholder's comments and concerns at next weeks meeting.

08.01 Follow-up on Trigger Report (Harmon/Murphy/Flowers)

There was follow-up discussion regarding the contractual services amounts included in the July Trigger report. Timing of payments this year explained the increase from previous years - the major difference being that software licensing was paid on 7/20/07 this year and on 8/03/06 last year.

Other Items

Harry gave a report on the status of the renovation project.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting Minutes

September 17, 2007

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

Minutes from the 09/17/2007 meeting were approved.

08.02 Follow up on Business Team Report (Spann)

AQC further reviewed the Claim Process Tracking Report. There was an issue with the tapes being transferred over from the old system to the new. Walter looked into the problem and hopefully the issue has been resolved. Another issue was adjusters not entering MMI and PRN into the new system because the system will not let you close the window unless you enter a rating. The IT Department is going to add "pending" as an option for the claims that have reached MMI but have not received a rating.

08.03 Legal Team Report (Polk)

Cyndi corrected the Legal Team Report to reflect the correct number of F-24s for the month of August as 0 and the number YTD as 1.

08.04 Follow-up on External Surveys (Spann & Spitzmesser)

Al is visiting Pee Dee Regional Council of Government today and will be meeting with Pamela Watts, Finance and Aceyleen Davis, HRM. He will be training them on policyholder services: premium, classifications codes, experience modification, and rates. Sonji will report on Al's visit at AQC's next meeting. Melisa still needs to follow-up with 8 policyholders and will have an update on their comments and concerns at the next AQC meeting.

08.05 Fines (Coleman)

On a very few occasions, fines are possibly not being properly allocated to the appropriate person/team. Ray is going to look into the issue and follow up at the next AQC meeting.

08.06 Follow up on Accountability Report (Coleman)

There was an issue in the Accountability report on the number of audits completed in 180 days. Ray and Lane will review this and report back at next week's meeting.

Other Items

It is Mary Burgess last week at SAF. There will be a drop in to wish her well from 3 to 4 on Thursday.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting Minutes

October 1, 2007

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

Recorder: Norris

Minutes from the 09/24/2007 meeting were approved.

08.07 Follow up on Codes for Fines (Coleman)

AQC further discussed the feasibility of implementing codes for fines. The issue will be further monitored to see if it is significant enough to create codes. Ray to follow up next meeting on a specific fine received in connection with a hearing.

08.08 Follow up on Accountability Report (Coleman)

There was a discrepancy in the percent of audits done in 180 day on the monthly report and the report for the Accountability Report. After meeting, Lane and Ray realized that the reason for the difference in the two reports was because the monthly report counts the days it takes to complete the audit and the final report covers from July 1st until December 31st, which is 182 days. Therefore, next year Ray will make sure all audits will be complete by December 28th to insure both reports will produce the same data.

08.09 Follow-up on External Surveys (Spitzmesser)

Ray is going to visit with Clarendon County next week and Melisa is still attempting to contact two policyholders – both will report on their follow up at next week's meeting.

Other Items

Pat Forte will be in the office Wednesday to Friday conducting claims audits on behalf of American Re.

Guy Carpenter will be here Wednesday and Thursday for a preliminary planning session with regard to SAF reinsurance renewal data, submissions, and planning.

On Monday, October 8 - Willie returns to work following his surgery and the new adjusters will be complete the first stage of their training and move to desks.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting Minutes

October 8, 2007

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

Recorder: Norris

Minutes from the 10/01/2007 meeting were approved.

08.10 Trigger Report (Harmon)

AQC reviewed and discussed the August Trigger Report.

08.11 BARS Report (Murphy)

AQC reviewed and discussed the September BARS Report.

08.12 ITT Monthly Report (Flowers)

AQC reviewed and discussed the September ITT Report.

08.13 Receptionist Backup (Murphy)

Thursday is Shameeka's last day and AQC discussed the receptionist backup position. At this time, AQC decided to have the claim techs and scanners fill in as back-up for the receptionist.

08.14 Follow up on External Survey (Spitzmesser)

All comments from policyholders on the external survey have been addressed and followed up on.

08.15 Follow up on Codes for Fines (Coleman)

Ray followed up with AQC regarding the Huffstetler fine for proceeding to a hearing with an unreasonable defense. The matter will be further discussed with the contract attorney, and special attention given in any similar future situations.

Other Items

Gerald is meeting with the Budget and Control Board tomorrow, October 9th to discuss the 2008 -2009 Budget Request.

American Re completed its audit last week, and reported good findings and suggestions.

Willie Highsmith returns to the office today after being out for hip surgery.

Barry Catoe starts training today as an adjuster.

The General Staff Meeting will be this Wednesday at 3:00 weather permitting. Agenda items include the following:

(1) Introduction of new employees (2) 2 case laws presented by Elise (3) Final Audit and (4) Open Enrollment.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting Minutes
October 15, 2007

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

Minutes from the 10/08/2007 meeting were approved.

08.16 Business Team Reports (Spann)

AQC reviewed and discussed the September Business Team Reports.

08.17 Legal Team Report

AQC reviewed and discussed the September Legal Team Report.

Other Items

Tommy Johnston will be starting on Wednesday, October 17th in the IT Department.

Leave without pay timesheets need to be turned in the middle of the month so that pay adjustments can be made.

Staff Staff Suggestions

There were no suggestions submitted this week.

AQC Meeting Minutes
October 31, 2007

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

Recorder: Norris

Minutes from the 10/15/2007 meeting were approved.

08.18 Trigger Report (Harmon)

AQC reviewed and discussed the September Trigger Reports. Janice is going to check on banking fees and will follow up at next weeks meeting.

08.19 Voicemail (Gregory)

Harry emphasized the importance of good customer service, prompt return of phone calls, and eliminating full mail boxes. In that regard, team Leaders will meet with their teams about checking their voicemails and the way calls are being handled. Every supervisor is to get their team members voicemail passwords so that they will have access to it when a team member is away.

Other Items

Kathleen Smith from Subro-partners will be here on November 15th for a brief training session upstairs in the conference room at 2:00.

The Thanksgiving Luncheon will be held on November 16th from noon until 2:00.

Meetings with the Reinsurer's went very well. We should have quotes by the end of the November and have renewals completed in early December.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting Minutes
November 5, 2007

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

Recorder: Norris

Minutes from the 10/31/2007 meeting were approved.

08.20 Follow up on Trigger Report (Harmon)

Questions regarding banking fees carried over to next AQC Meeting

08.21 ITT Monthly Report (Flowers)

AQC reviewed and discussed the October ITT Monthly Report.

Other Items

General Staff Meeting will be on Wednesday, November 14th upstairs in the conference room.

Kathleen Smith from Subro-partners will be here on November 15th for a brief training session upstairs in the conference room at 2:00.

The Thanksgiving Luncheon will be held on November 16th from noon until 2:00.

Staff Stuff Suggestions

There were no suggestions submitted this week.

AQC Meeting Minutes
November 19, 2007

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

Minutes from the 11/05/2007 meeting were approved.

08.22 Business Team Reports (Spann/Praylow/Spitzmesser/Coleman)
AQC reviewed and discussed the October Business Team Reports

08.23 Trigger Report (Harmon)
AQC reviewed the October Trigger Report. Janice is going to follow-up on policyholder payment options at next AQC meeting.

08.24 Legal Team Report (Polk)
AQC reviewed and discussed the October Legal Team Report.

08.25 Clincher Conferences (Polk)
AQC discussed the current procedure for requesting and processing checks for clincher conferences and will continue to monitor the process to ensure it works effectively and efficiently.

Staff Staff Suggestions

There were two staff suggestions this week pertaining to the completion of renovations. Harry addressed both issues at the staff meeting held on November 16th.

**AQC Meeting Minutes
November 26, 2007**

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

Minutes from the 11/19/2007 meeting were approved.

08.26 File Disposal (Murphy)

Item carried over to next weeks meeting.

08.27 Management Retreat (Gregory)

Item carried over to next weeks meeting.

08.28 Renovations Update (Gregory)

Harry is meeting with Luanne from Khan on Friday, November 30th to discuss the status and completion of renovations. There is an issue with some of the electrical sockets not working properly. Employees are to email Harry if there is a problem with an outlet in their area. We will also follow up with Kahn about the heating and air to see if there is anyway it can be started up earlier in the mornings so that offices are warmer when people arrive to work.

Other Items

There is a meeting with CorVel today at 2:00.

Harry is meeting with Key Risk tomorrow at 10:00.

SAF Christmas Gathering is next Friday, December 7th at Za's Pizza.

Staff Stuff Suggestions

There was one staff suggestion this week pertaining to how the mail is distributed each day. After renovations started mail distribution was altered, and there is some question as to how the process should now work. AQC is going to look into the mail distribution process and follow-up in two weeks.

**AQC Meeting Minutes
December 3, 2007**

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

Minutes from the 11/26/2007 meeting were approved.

08.29 File Disposal (Murphy)

There are a number of file cabinets upstairs in the file room that need to be cleaned out. Beginning this week the cabinets will be tagged for team identification. Thereafter one team a week will go through the file cabinets and throw away files that are no longer needed until all cabinets have been cleaned out.

08.30 Management Retreat (Gregory)

AQC is looking to have the management retreat at the end of January / first of February. If this is a problem with anyone they need to let Harry know.

08.31 ITT Monthly Report (Flowers)

AQC reviewed the November ITT Monthly Report.

Other Items

A General Staff Meeting will be held on December 13, 2007 and preliminary agenda items include the following: (1) Employee of the Year, (2) Customer Service Training by Thad, (3) United Way Campaign, (4) Legal Update, (5) CorVel Training, and (6) Introduction of New Employees

Staff Staff Suggestions

There was one staff suggestion this week pertaining to having soap in the women's bathroom. The janitorial service and Khan have been made aware of the problem and soap has been placed in the bathroom.

**AQC Meeting Minutes
December 10, 2007**

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

Recorder: Norris

Minutes from the 12/03/2007 meeting were approved.

08.32 Follow up on File Disposal (Murphy)

All of the file cabinets have been marked by teams. The Palmetto Team will begin this week going thru the cabinets to throw away files that are no longer needed followed by the Legal Team the following week.

08.33 BARS Report (Murphy)

AQC reviewed and discussed the November BARS Report.

08.33 Holiday Schedule (Gregory)

Team leaders were reminded to make sure there is sufficient personnel coverage during the holidays.

Other Items

A General Staff Meeting will be held on December 13, 2007 and preliminary agenda items include the following: (1) Employee of the Year, (2) Customer Service Training by Thad, (3) United Way Campaign, (4) Legal Update, (5) CorVel Training, (6) Introduction of New Employees, and (7) Holiday Safety.

Companion and CorVel will be here to train Key Risk on December 12.

Harry will be conducting several mediations in the Conference Room on December 13.

Weekly Performance Reports will be produced and available for review by AQC at each Monday meeting.

Staff Stuff Suggestions

There were no staff stuff suggestions this week.

**AQC Meeting Minutes
December 17, 2007**

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

Recorder: Norris

Minutes from the 12/10/2007 meeting were approved.

08.35 Follow up on File Disposal (Murphy)

The Palmetto Team emptied out five file cabinets last week and the Legal Team will begin going through and cleaning out file cabinets over the next week.

08.36 Premium Payments (Gregory)

Janice will prepare a list of past due accounts and AQC will follow up with premium payment issues at the next meeting.

08.37 Dress Code (Gregory)

AQC reviewed and thoroughly discussed the dress code policy of the agency. It was agreed only minor revisions and updates were needed, but more importantly enforcement of the existing policy. AQC unanimously agreed that the updated policy was appropriate and necessary part of the agency's goals and functions. The updated policy will be provided to all employees and take effect the first of the year.

08.38 Legal Team Reports (Polk)

AQC reviewed and discussed the November Legal Team Report.

08.39 Trigger Report (Harmon)

AQC reviewed and discussed the November Trigger Report.

08.40 Business Team Reports (Spann/Praylow/Spitzmesser/Highsmith)

AQC reviewed and discussed the November Business Team Reports. Melisa is going to follow up at the next meeting on the Carolina Team's report.

Staff Stuff Suggestions

There was one staff stuff suggestion this week pertaining to problems with faxes coming via email. The IT Department upgraded the fax server last week and the problem has been resolved.