

Detailed Follow Up Report - Auditor Determined Status

Rec#	Recommendation	Auditor FollowUp	City Auditor's Status	Closed
2306 Risk Management Services			Issued: 11/3/2023	
1A	The Risk Management Director should adopt a risk-based safety inspection plan that considers resource availability, risk exposures, third-party inspections, and historical trends. Make necessary updates to Administrative Regulations and the City Safety Plan to ensure consistent policies regarding ownership of periodic inspection responsibilities. Also, adopt documentation standards for reporting inspection results and post-inspection activities to address recommended remediation.	May 2024: The department reported it is adopting a risk-based approach to inspections that will consider facility size, occupancy, housed chemicals or substances, type of work, and risk profile. It continues to work on updating the building inspections AR and the City Safety Plan. Sept 2024: This recommendation is in progress. The department is in the process of hiring a new Safety Manager. Jan 2025: The department has implemented a risk-based approach to building inspections. Responsible departments are given 30 days to correct any noted issues. Safety & Risk will continue to work towards updating the AR and City Safety Plan.	In Progress	<input type="checkbox"/>
1B	The Risk Management Director should provide additional guidance to departments on monthly inspection requirements, including feedback on the quality of inspection tools/ checklists being used. Identify facilities with gaps in inspection coverage and work with departments to ensure routine inspections are completed. Establish monitoring procedures to routinely verify that inspections are being completed.	May 2024: The department is developing a consolidated checklist for monthly inspections, will be providing it electronically through a new software application. Also, the department continues to work on updating Administrative Regulation for facility safety inspections. Sept 2024: This recommendation is in progress. The department is in the process of hiring a new Safety Manager. Jan 2025: Safety inspections are being performed by the Safety and Training Manager along with the safety manager for each area. As processes are finalized, the department will update the AR requirements and City Safety Plan.	In Progress	<input type="checkbox"/>
1C	The Risk Management Director should establish quality review procedures for Job Safety Analysis to ensure that 1) similar job hazards are consistently and adequately addressed across different city departments, 2) JSAs are aligned with the identified OSHA requirements for that position, 3) high-risk jobs have been identified, safety analyses have been completed and are regularly reviewed and updated.	May 2024: The department reported updating the Job Safety/Hazard Analysis form that requires Safety Manager or Safety coordinator review. This new form is being rolled out to departments. We will review the form and quality review process when they are available at a future status update. Sept 2024: This recommendation is in progress. The department is in the process of hiring a new Safety Manager. Jan 2025: This work is in progress.	In Progress	<input type="checkbox"/>

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2A	The Risk Management Director should adopt a structured approach for reviewing workers' compensation injuries, including ensuring that requested root-cause analysis are completed.	May 2024: A city-wide Injury Review Board comprised of representatives from various departments reviews workers' compensation injuries has been established. The board determines which claims need a root cause analysis completed.	Implemented	<input checked="" type="checkbox"/>
2B	The Risk Management Director should establish procedures to ensure complete ICA claim number data.	May 2024: An automated reports identifies claims without an ICA claim number. When a number is missing, the department forwards an ICA form to the applicable employee to notify them of their rights.	Implemented	<input checked="" type="checkbox"/>
2C	The Risk Management Director should formalize policies and procedures for workers' compensation claims processing. Also, establish processes for routine quality reviews of claims and document the review.	May 2024: The department has updated policies for workers' compensation claims processing.	Implemented	<input checked="" type="checkbox"/>
2D	The Risk Management Director should establish a citywide emergency action plan based on OSHA standards and include guidance to department on evacuation procedures training and drills. Also, increase engagement of the City Safety Committee by coordinating more frequent meetings to facilitate collaboration.	May 2024: This work is in progress. Risk has established a committee to begin drafting an emergency action plan. Sept 2024: The department is working to establish a comprehensive EAP for the One Civic building and City Hall. Jan 2025: This work is in progress.	In Progress	<input type="checkbox"/>
3A	The Risk Management Director should ensure accurate annual reporting of OSHA work-related injuries and evaluate the effectiveness of programs using OSHA incident rates by department.	June 2024: The department's FY 2023/24 annual report calculated the OSHA incident rate for the city and Risk reports that it will work to ensure all OSHA related data is accurately reported. We will follow-up the availability of department-level incident rates in the next status update. Sept 2024: The department has implemented procedures to review OSHA reportable injuries on a monthly basis to improve the accuracy of year-end reporting to OSHA.	Implemented	<input checked="" type="checkbox"/>

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3B	The Risk Management Director should capture workers' compensation claim denial data to monitor compliance with ICA requirements.	May 2024: The department has developed a monthly report to track denial of claims. Prior to a claim denial, workers' compensation team reviews the claim during weekly meeting to ensure that the correct determination is being made.	Implemented	<input checked="" type="checkbox"/>
3C	The Risk Management Director should work with the Police Department to evaluate options for assigning a dedicated safety officer. Also, establish standardized training and guidance for departmental safety officers.	June 2024: The department is continuing to discuss options for assigning a dedicated Police safety officer. Standardized training and guidance for departmental safety officers has not yet been developed. Sept 2024: No updates were reported. Jan 2025: This work is in progress.	In Progress	<input type="checkbox"/>