

## Hire to Retire program from CIS earns AGRiP's Award for Excellence in Performance



citycounty insurance services  
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When [Citycounty Insurance Services \(CIS\)](#) in Oregon started to experience a rapid increase in employment claims, they knew something had

to change. The result was CIS' Hire to Retire (H2R) program, which has been chosen for the 2018 AGRiP Award for Excellence in Performance.

Launched in 2014, H2R is a targeted risk management program designed to help CIS members find and address the root cause of employment claims. The program supports the entire employee lifecycle – from hiring and orientation, to retention activities, retirement or other termination. By starting with good hiring practices, and following through with training and tools, an employee is more likely to be successful and productive.

Key to the program's success is expertise provided through two CIS employment risk management consultants – one specializing in law enforcement, the other on general government.

"The tool to do this is an extensive HR Best Practices 'audit' developed in-house," CIS Executive Director Lynn McNamara explained in the nomination.

"The audit, which is conducted in person, allows the consultant to assess how well the member

understands good HR practice and what systems are already in place, and to suggest improvements. Most importantly, it allows the consultant to form a relationship with the member that invites an ongoing dialogue and coaching around HR issues."

The CIS Board further strengthened CIS' employment risk management, increasing the deductible on employment claims where the member has not consulted and taken advice provided by CIS' pre-loss attorneys. CIS has also created the H2R Toolbox as a subset of its risk management library, to provide samples and templates to members.

Since its inception, H2R has reduced the number of claims per 1,000 FTE by 24 percent, the average per-claim cost has decreased, and CIS' June 30, 2017 actuarial report indicates a reduced expectation of ultimate losses and expected development.

"This is a great example of how pools and public entities, working together, can address needs through education and communication," AGRiP Board President Tom Barnes said.

AGRiP's Award for Excellence in Performance recognizes a pool for outstanding programs or services. CIS will receive its award March 6, during the Governance & Leadership Conference in San Diego, Calif.