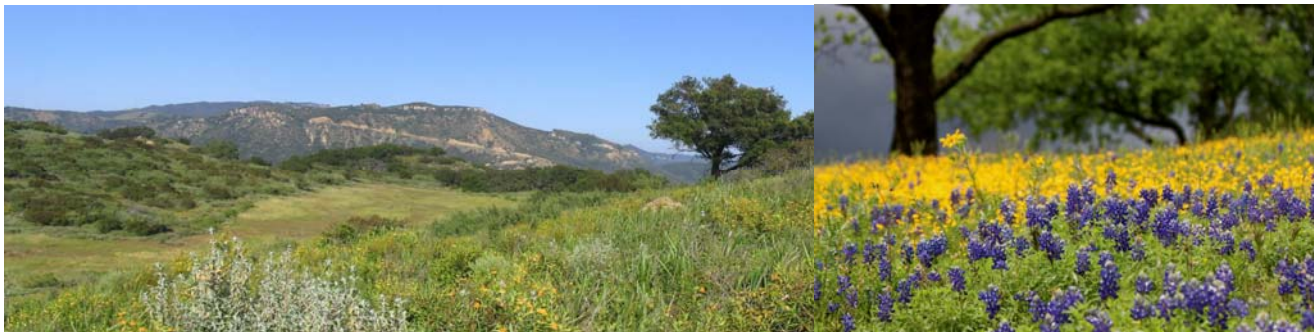




## **Spring 2017 eNewsletter**

Board Members	Page 4	Managing Investigations...Cost Vs. Benefits	Page 8-10
President's Message	Page 1-3		
Upcoming Events	Page 5	QuakeSmart Workshop	Page 11
RIMS Golf Tournament	Page 6	New Members	Page 12
Rising Risk Professionals	Page 7		

## ***President's Message***



Spring has sprung!! The mountains look so beautiful dressed in green. Seems it's been years since we've seen our Southern California look so healthy. Everywhere you turn blooms of flowers, fresh green grass and new growth surround us. The rain this year was a blessing which we needed desperately.

This time of year, RIMS shifts into 2<sup>nd</sup> gear as we look forward to several events that truly generate excitement and a sense of fulfillment.



I would first like to give a shout out to the great work Rising Risk Professionals has done. They started off the year with an overwhelming Mixer at the Salvage Bar and Lounge in downtown Los Angeles that brought over 100 new risk professionals together. Next up for RRP is Heal the Bay Service Day in Santa Monica on Saturday, April 15<sup>th</sup>. We are expecting a large turnout and after the beach clean up, you can join the RRP committee members for a drink or a bite to eat at Big Dean's Ocean Front Café (1615 Ocean Front Walk, Santa Monica). April also brings the annual RIMS Conference in Philadelphia, PA (April 23<sup>rd</sup> – 26<sup>th</sup>). For those who have never been to the Conference, it is an experience well worth attending. With nearly 10,000 in attendance, the event brings risk managers, brokers, insurers, legal colleagues and many vendors together from across the globe. The interaction, vendor exhibition hall, the wide array of educational sessions, and events into the evening will certainly bring home memories, experiences and insight that may change your life. On May 24<sup>th</sup>, we are scheduled to have another Risk Manager Round Table. For Risk Managers (only) these luncheons are a great way to share experiences. It's a chance to bounce ideas, talk

about issues, confirm and exchange methods on how we go about managing-protecting our unique risks within the companies we serve. On Wednesday, June 7<sup>th</sup> we have our Annual LA RIMS Golf Tournament to look forward to. We go all out on this day! It takes place at Brookside Country Club in Pasadena. 18 rounds of golf, each hole is sponsored and decorated, its "Caddy Shack" live with huge prizes, lunch, dinner, drinks, foursomes dressed in plaid, knickers and stupid socks. Definitely an event you should attend and calendar now.

**To recap...Upcoming Events:**

April 15 <sup>th</sup>	Heal The Bay Service Day, Santa Monica – RRP
April 23 <sup>rd</sup> – 26 <sup>th</sup>	RIMS National Conference, Philadelphia, PA
May 24 <sup>th</sup>	Risk Managers Roundtable
June 7 <sup>th</sup>	LA RIMS Golf Tournament, Brookside Country Club

Lastly, some of you know I spend my free time cycling wherever I can. It's the best investment I've ever made. For me, the bike takes me places all over this beautiful state. I ride with friends, I ride alone, I ride whenever I can. The bike has changed me physically and mentally for the better. The rewards I receive are unmatched. It keeps me healthy and aware, and offers peace, quiet, beauty, invigoration, laughter, competition and quality time with friends and creates fabulous memories.

Whatever personal interests you have...I hope in some way it includes healthy living and some sort of activity that stimulates your mind and heart physically. Always remember to take some time away from work and your normal routine...Do something invigoratingly fun each day. By increasing your heart rate for just 20 minutes a day, I promise it will change how you feel and your life at work and at home. Mitigating risks is what we do...lets inspire each other!

Gratefully,  
Manny Chavez  
President, LA RIMS





# *2017 Board Members*



President

**Manny Chavez**  
Princess Cruises



Vice President

**Jeff Stolle**  
Dole Food Co., Inc.



Treasurer

**Jonathan Bredehoft**  
Orange County Fire Authority



Secretary

**Maling Huang**  
Newegg, Inc.



Past President

**Vincent Monastersky**  
Fox Entertainment Group



Director  
RIMS Delegate

**Scott Ritto**  
Kilroy Realty



Director  
Special Events

**Dennis Healy**  
BBSI



Director  
Communications

**Richard Morgan**  
Entertainment Partners



Director  
Programs

**Ross Pebley**  
Marsh Risk and Insurance Services



Director - Co Chair  
Rising Risk Professionals

**Adam Boujida**  
Knights Insurance Group



Director - Chair  
Rising Risk Professionals

**Taylor Turney**  
JLT Specialty, USA



Director

**Cristina Montijo**  
Amgen, Inc.

Interested in becoming an LA RIMS  
Board Member?  
Click [here](#) for application

## *Upcoming Events*

**April 15<sup>th</sup>**

Heal the Bay Service Day  
Santa Monica, CA

**April 23-26**

RIMS National Conference  
Philadelphia, PA

**May 24<sup>th</sup>**

Risk Manager Round Table Discussion  
(open to risk managers and their staff)  
Red Bull

**June 7<sup>th</sup>**

Golf Tournament  
Brookside Golf Club  
Pasadena, CA



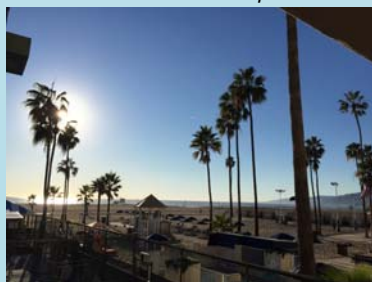
**July 19<sup>th</sup>**

Education Event  
Cheesecake Factory  
Redondo Beach, CA



**August 17<sup>th</sup>**

Summer Mixer  
Jonathan Club  
Santa Monica, CA



# ***LA RIMS Golf Tournament***

## ***June 7, 2017***



LA RIMS ANNUAL GOLF TOURNAMENT

Wednesday June 07, 2017

Brookside Golf Course

**Registration/Sponsorship Form**

Location: Brookside Golf Course  
1133 N. Rosemont Avenue  
Pasadena, CA 91103

10:00 AM: Registration & Range Opens  
10:30 AM: Putting Contest Course Opens  
11:00 AM: BBQ Opens  
12:00 PM: Shotgun Start  
5:00 PM: No Host (Cash) Bar  
6:00 PM: Dinner, Prizes & Raffle

**Golf & Dinner Package (including range, lunch, etc.):**  
**Dinner only:**

**\$225 per person**  
**\$ 75 per person**

**Sponsorships: Tournament Corporate Sponsor:**

**\$7,500 (Includes 2 holes (Hole#1 & 18), 2 foursomes, your company logo on a sleeve of golf balls handed out to each player, company logo on website, program, newsletter, recognition throughout the event, company logo on the LA RIMS Website for a whole year.**

**Early Bird Hole Sponsor Package:**  
**Hole Sponsor:**

**\$2,250 – Space Permitting! (Includes foursome – Deadline: 5/05/17)**  
**\$1,750 (Without foursome)**

Hole Sponsorships: LA RIMS is proud to introduce this years' theme **"The Movies"** This allows sponsors to decorate their hole with anything that involves **"The Movies"**. Remember...You own the hole so use your imagination!. We encourage you to make it interactive with a booth (table & canopy), and include your company representatives, contests, drinks, handouts, prizes, etc. The winning hole sponsor will receive recognition in the tournament program and LA RIMS newsletter + a free hole sponsorship & foursome in 2018!

Name: \_\_\_\_\_  
Company: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Guest: \_\_\_\_\_  
Guest: \_\_\_\_\_  
Guest: \_\_\_\_\_  
Credit Card Type: \_\_\_\_\_  
Expiration Date: \_\_\_\_\_

Dinner Only \_\_\_\_\_  
Address: \_\_\_\_\_  
Email: \_\_\_\_\_  
Company \_\_\_\_\_ Dinner Only \_\_\_\_\_  
Company \_\_\_\_\_ Dinner Only \_\_\_\_\_  
Company \_\_\_\_\_ Dinner Only \_\_\_\_\_  
Credit Card #: \_\_\_\_\_  
Billing Street # \_\_\_\_\_ Billing Zip Code \_\_\_\_\_

To pay by check, make checks payable to: LA RIMS Chapter & mail check & registration form to:  
LA RIMS, PO BOX 10065, Burbank, CA 91501 (Please advise by email in advance)

_____ Golf & Dinner Package	_____ @ \$ 225 = _____
_____ Dinner Only	_____ @ \$ 75 = _____
_____ Corporate Sponsorship	_____ @ \$7,500 = _____
_____ Early Bird Hole Sponsorship	_____ @ \$2,250 = _____
_____ Hole (without foursome) Sponsorship	_____ @ \$1,750 = _____
_____ Cocktail Sponsor	_____ @ \$1,000 = _____ (+ cost of the bar)
_____ Range Sponsorship	_____ @ \$1,000 = _____
_____ Lunch or Dinner Sponsorship	_____ @ \$1,200 = _____
_____ Beverage Sponsorship	_____ @ \$1,200 = _____
_____ Hole-In-One Sponsorship (4 Available)	_____ @ \$1,500 = _____ (Includes Premium)
	_____ Raffle prize donations

Provide brief description & value of the prize: \_\_\_\_\_

Total: \_\_\_\_\_

Deadline to register is May 19, 2017 – Please fax registration to: 818-843-7423 or

Email to: [larimschapter@larims.org](mailto:larimschapter@larims.org) – If any questions, please call: 818-843-2245

# Los Angeles Chapter of Risk and Insurance Management Society



## Rising Risk Professionals (RRP)

**Mission Statement:** The LA RIMS RRP will serve professionals in the risk management and insurance industry community under the age of 37 and/or those with less than 7 years of risk related experience. Our goal is to create networking, career and professional development opportunities and outreach within the Greater Los Angeles area.

### 2016 - 2017 RRP Committee Members:

- Linh Dao, The Walt Disney Company
- Patrick Novack, Avery Dennison Corporation
- Adam Boujida, Knight Insurance Group
- Elaine George, Chubb
- Steve Dubiel, AIG
- Emily Jones, Aon
- Taylor Turney, JLT Specialty



### 2017 Event Schedule:

- Service Day
- Recruitment Day
- Lunch with a Risk Manager
- Risk Management Loss Control Visit
- Education Day Presentation
- Rotating Happy Hours around Los Angeles:
  - February 2<sup>nd</sup> 2017 at Salvage Bar & Lounge 717 W. 7th Street; Los Angeles, CA 90017
  - May, October, and November dates and locations to be announced

Get involved and stay connected on LinkedIn for more information:

<https://www.linkedin.com/groups/13501237>

<http://www.larims.org>





## Managing Investigations: Cost vs. Benefits

By Richard F. Smith, Vice President  
Frasco Investigative Services

### Introduction:

As a Risk Management and Insurance professional you are confronted with a wide variety of incidents that will pose some level of risk to your organization. These risks can originate from both within and outside your organization (i.e. personal injury claims, product liability, discrimination/harassment, workers' compensation, etc.). While each of these situations present different challenges and levels of exposure each have one thing in common, they must be investigated.

Because investigative results can play a critical role in helping mitigate exposure to your organization your investigations must be properly managed and controlled for you to obtain maximum benefit. But how do you effectively manage your investigations to ensure you get a maximum return on your investment? In this article I will explore some of the strategies that can be employed to help you accomplish this.

### What gets measured gets improved:

To begin let me pose some questions about your current investigation program:

- Are your investigation vendors properly vetted?
- How many and what type of investigations are conducted weekly, monthly, quarterly and annually?
- What is the average completion time of your investigations?
- How much do you spend on investigation?
- What is the average cost of an investigation?
- How much surveillance video evidence is obtained by case, day and hour?
- What is the quality and relevance of the surveillance video evidence?
- How effective are your investigations in identifying abuse and fraud?
- What is your return on investment (ROI)?

If you are not able to quickly access the information to answer the above questions then your current investigation program is not performing to its potential. And in turn you are probably spending more money than is necessary and not properly utilizing the investigative evidence you are obtaining to get the maximum Return on investment.

The key to any successful investigation program is the ability to measure the performance of your investigation providers (a.k.a vendors).



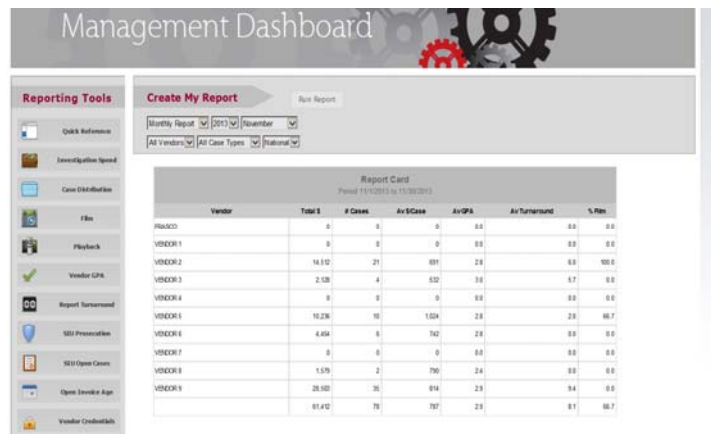
## Key Performance Indicators

Having the ability to quickly access and review certain key performance indicators (KPIs) is critical to a successful investigation program. Whether you utilize one investigation company or multiple companies a robust investigation management system will have the ability to track the performance of all vendors and the investigative results they provide.

My company, Frasco Investigative Services, provides investigation management for several of our customers. As part of this investigation management system we provide a Management Dashboard that allows our customers to quickly access KPIs and create various management reports. To the right is an example of this dashboard.

As you can see a variety of KPIs can be quickly accessed. This can be done at a 30,000 level or all the way down to the performance of a specific vendor. With this type of information you will have the ability to closely monitor and scrutinize your investigation program thereby allowing you make rapid adjustments regarding costs, redirecting resources or putting in place customized investigation strategies to address certain claim trends or claim clusters. This will also lead to faster claims decisions resulting in cost savings.

With this type of program Investigative processes and results are quickly accessible and transparent. If an investigative strategy is not producing the desired result it can be changed or suspended early in the process to control future costs.



## Abuse and Fraud Detection

According to the National Insurance Crime Bureau approximately 55-60% of all insurance claims have some level of abuse. Abuse being using the insurance claims system for something it was not intended for.

Approximately 10% of insurance claims are fraudulent. Meaning that if proven the person filing the claim could be criminally prosecuted for their actions.

Because so many claims contain abuse or criminally prosecutable fraud, it is imperative that any investigation program have a robust and effective mechanism to identify abuse and fraud. By centralizing all of your investigations in single management program all investigative results can be triaged for potential abuse and fraud. This will insure that no critical evidence that points toward abuse or fraud goes unnoticed and therefore not acted upon.

## Return On Investment (ROI)

One of the most important benefits that an investigation management program will provide is the ability to determine the ROI for the money spent on the investigation of claims. Since all investigative results are centralized and reviewed it is possible to identify any evidence that points to inconsistencies with respect to the claimant's allegations.

Once identified each investigation is then segregated into a "Positive ROI" report. This report can then be utilized to determine how the evidence can best be used by you, the claims examiner and/or the defense attorney. This ensures that your organization has in place a mechanism to gain maximum benefit from the money that is being spent to obtain this evidence.

## Implementing an Investigation Program

The implementation of an investigation program should not require a significant amount of time or money. Most often the only cost involved may be some IT expense to integrate the program with your claims administration provider or with your internal claims system if your organization is self-administered.

Furthermore, once implemented the operation of the investigation program moving forward will not result in additional costs. There are several proven business models that will allow you to implement a robust and efficient program without any reoccurring costs to your organization.

## Closing

Should you have any questions concerning managing investigations or the implementation of an investigation management program please do not hesitate to contact me at [Richard@frasco.com](mailto:Richard@frasco.com)

# 2017 Workshop Series

## Co-hosted by FEMA and FLASH

# QUAKE SMART<sup>®</sup>

## Preparedness Workshop

### JOIN US!

### At this Workshop, you will:

#### Identify Your Risk

Learn about business continuity, disaster response, and the cost benefit of preparing for earthquakes and other business interruptions;

#### Develop a Plan

Identify preparedness and mitigation actions needed to ensure safety and business continuity. Complete assessments and begin planning for retrofit projects; and

#### Take Action

Learn how to perform preparedness and mitigation activities using the QuakeSmart Community Resilience Program.

### Get QuakeSmart<sup>®</sup>!

### WHAT

QuakeSmart Preparedness Workshop for Businesses and Organizations – Lunch Included

### WHEN

Tuesday, April 18, 2017  
9:00 a.m. – 2:00 p.m.  
Registration opens at 8:30 a.m.

### WHERE

**Rancho Mirage Public Library**  
71100 Highway-111  
Rancho Mirage, California 92270

### HOW

The Workshop is free, but registration is required and seating is limited. To register, click [here](#). For more information, contact [Barbara@flash.org](mailto:Barbara@flash.org).



Source: FEMA (FEMA, 2015), Small Business Management Information System (SMBIS) Study, 2015. Preparedness for Small Business: A Guide to Developing Resilience for the Workplace by FEMA, 2015. FEMA (FEMA) website, preparedness, 2015. FEMA also took the Small Business Management Information System (SMBIS) data from the 2015 survey of small businesses.

# WELCOME new members

.....



- Lauren Bailey - Allianz
- Karen Garza - Adelson, Teston, Brundo, Novell & Jimenez
- Romeo Lasam, Jr. - Cal State University, Northridge
- Andrew Moss - Green Dot Corporation
- Jared Nassaney - Cal State University, Northridge
- Hasena Nazarai - Cal State University, Northridge
- Roy Park - Roy J. Park & Associates
- Hilary Stargardter - Cal State University, Northridge
- Jessica Tan - Cast & Crew, Entertainment Services, LLC
- Dr. Gabor Vari



Click [here](#) to apply for a scholarship to help you with your insurance and risk management designations

#### Mission Statement

Los Angeles RIMS is dedicated to be the preeminent association in risk management focused on attracting the leaders in the industry while fulfilling the needs of its members and affiliates. Through education and development, networking, and community outreach, we aim to promote the principles, and highlight the value of risk management to drive the

## Connect with us on Social Media

Interested in:

✓ Contributing to the eNewsletter?

Please email [larimschapter@larims.org](mailto:larimschapter@larims.org)



RIMS Los Angeles



@RIMS\_LAChapter



RIMS Los Angeles Chapter



LA RIMS  
PO Box 10065  
Burbank, CA91510  
[www.larims.org](http://www.larims.org)