

# Recognition Programs as a Member Service and Retention Tool

OMAG

FORMATION



Interlocal Agreement June 1 1977

Membership = 500 Statewide

Current Coverage - Liability - Property - W/C - Specialty

# OMAG Recognition Initiative



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## Advisory Standards

### I. GOVERNANCE (Last updated: 2018)

The AGRiP Advisory Standards for Governance address foundational and structural requirements for pool formation and maintenance. More importantly, the Governance Standards address the need for – and value of – engaged, educated, thoughtful and sufficiently independent leadership by the pool governing board to set the pool's direction in operational and financial matters. (Note: When used below, "Directors" mean members of the pool's governing body.)

Governing Body



Types  
Responsibilities  
Resources  
Jobs  
Evaluation/Measurement

Simon Says



Start with Why 

Why does the pool exist

What is its mission

C/T mission example

Start with Why



Why does the governing board exist

What is its mission



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Now What



What value does your board bring?

Oversight

Policy

Enforcement

Onboarding

Culture

For the purposes of this Standard, we define:

- *Foundational* as formation requirements for both the pool itself and member participation in the pool.
- *Fiduciary and financial solvency* as governance best practices designed to influence the financial security of the pool.
- *Operational* as necessary governing board best practices that are neither foundational nor financial.

Standards addressed:

**FOUNDATIONAL - STANDARD I-A**

- I-A.1 **Formation Documents:** the pool maintains signed formation documents, such as articles of incorporation, a joint powers agreement, or interlocal agreement. There is a regular, documented cycle of operational review for needed updates, adjustments, and compliance with the pool formation document. Revisions to the pool formation document are properly filed with appropriate governing or regulating authorities.
- I-A.2 **Governance Documents:** the pool has determined whether additional governing documentation, such as bylaws or governance policies, is necessary or desirable. The governing body has formally adopted any such documents or policies, and has a schedule of regular, documented review and update.

**OPERATIONAL – STANDARD I-C**

- I-C.1 New Directors receive an orientation to the pool's governance structure, operations, legal and fiduciary responsibilities, budget, actuarial review, financial and investment policies.
- I-C.2 The governing body approves minutes of its meetings. The governing body has made a determination about minutes being distributed or otherwise made available to members.
- I-C.3 The governing body develops and maintains a long-range or strategic plan, including a strategy for maintaining adequate net position to respond to unanticipated events causing significant financial impact to the pool.
- I-C.4 The governing body has methods to review both the strategic plan and operational work plans over time and to assess overall performance against the plans.

# RISK

RISK



Risk: what is it?

External and Internal context?

RISK



What Risk is associated with  
your board?

What Risk does your board  
create?

RISK



Risk treatment

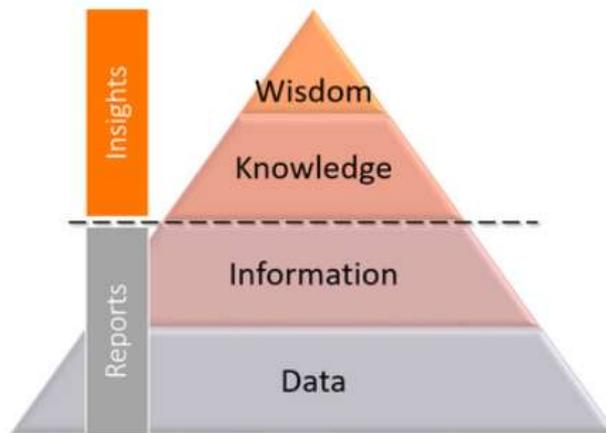
Modify the Risk:

- change the likelihood
- change the consequence

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# Destination





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Governing Body



Effective boards

What do they do

How do they fulfill their mission

How well or poorly are they executing

How do you know

## Governing Body

What do they do

How do you measure the board's performance

What are the KPI or KSI

When were they adopted

When were they reviewed and updated

Who on the board buys into the KPI

Are there KPI for each individual board member

How do you measure execution of their duties of care, obedience and loyalty on an individual and group performance measure

Governing Body



## Handbook for culture/continuity

Much to learn this one has



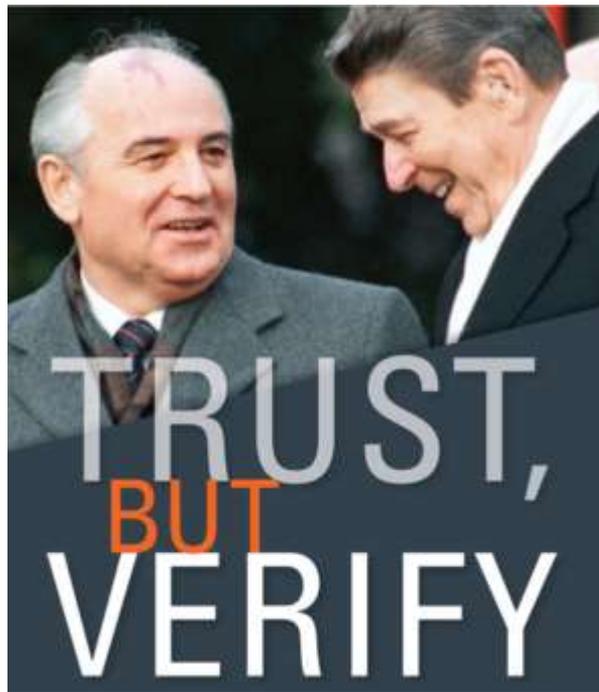
Governing Body  
Effective boards



What do they look like

What is the ratio between trust and verify for your board

Authority vs Responsibility





Stay in your lane Bro 

## Effective boards

How do they spend their time

Administrative vs Governance items

Can always delegate authority

Can never delegate responsibility



OMAG believes the best run cities  
and towns have fewer claims...  
The claims they do have cost less money.



YOU are a member  
of a BOARD OF DIRECTORS  
for a MUNICIPAL CORPORATION

Why We Do This Training



## *Duties*

CARE  
OBEDIENCE  
LOYALTY

## *Resources*

TIME  
MONEY  
PEOPLE

## *Jobs*

SET A DIRECTION FOR THE CITY  
APPROVE POLICIES THAT MOVE CITY THAT DIRECTION  
MONITOR RESULTS

Why We Do This Training



What Gets Measured

Gets Done



What Gets Measured with Feedback

Gets Improved

*stability test*

What Gets Measured and Rewarded

Gets Repeated

*recognition*

Why We Do This Training





Plow. Plant. Water. Weed. **WAIT**

Why We Do This Training



Governing Body



Governing bodies are in the process business

Time & People are more valuable than Money

How does the Governing Body Spend Its Time

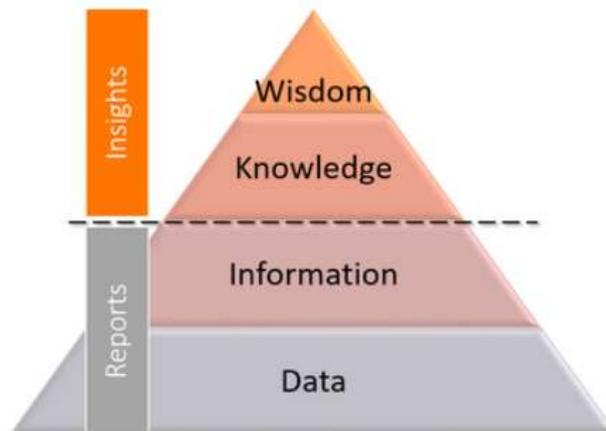
## Governing Body



What are you doing to create/maintain/evaluate a direction/destination for the board/organization

- Set a strategic direction
- Adopt policies that help staff take you there
- Monitor results

# Destination



# QUESTIONS

