

# San Joaquin Valley Insurance Authority

## BOARD OF DIRECTORS

SUSAN B. ANDERSON

JUDITH CASE

MIKE ENNIS

ALLEN ISHIDA

PHIL LARSON

DEBORAH POOCHIGIAN

PETE VANDER POEL

Meeting Location:  
Fresno County Employee Retirement  
Association Board Chambers  
1111 H Street  
Fresno, CA 93721  
October 7, 2011  
9:00 AM

**AGENDA DATE:** October 7, 2011

**ITEM NUMBER:** 11

**SUBJECT:** Gallagher Benefit Services Staffing

**REQUEST(S):** That the Board receive and file this report on Gallagher Benefit Services staffing assigned to the SJVIA.

**DESCRIPTION:**

On August 25<sup>th</sup>, SJVIA staff met with Gallagher Benefit Services to discuss procedures and protocol regarding the servicing of the SJVIA. Due to the ongoing needs associated with the operation of the SJVIA, staff requested a dedicated staff member at Gallagher for the SJVIA. Responsibilities of this staff member include board meeting preparation, data analysis and compilation, day to day servicing, contract review and revision tracking, renewal marketing and vendor relations, etc.

Gallagher Benefit Services committed that Michele Mills will be the dedicated GBS staff person to SJVIA with a small footnote. She will continue to serve a small number of other key GBS clients and it is anticipated that a full 80% to 90% of her time will be dedicated and available to SJVIA. Furthermore, two of the clients that she will retain are SJVIA prospective accounts. GBS and SJVIA staff agreed to this arrangement and will closely monitor the needs of the SJVIA for future adjustments as necessary. It was also agreed in the meeting that GBS will report time spent on the SJVIA and categories of service in order effectively measure recurring and anticipated services and increase transparency. The primary goal is to fully satisfy and provide impeccable service to SJVIA. This also assumes that Michele will continue to provide client services to the County of Tulare directly and in concert with SJVIA.

It was also agreed that a weekly meeting or conference call is necessary to stay abreast of all SJVIA issues and assure a more efficient approach to the overall management/servicing of SJVIA. Meetings will be held weekly in the Gallagher Benefits Office in Fresno.

Michele will continue to be supported by the Leroy and Mark Tucker, Alan Thaxter, Bruce Caldwell and other GBS staff in providing service to the SJVIA.

**AGENDA:** San Joaquin Valley Insurance Authority

**DATE:** October 7, 2011

**FISCAL IMPACT/FINANCING:**

None

**ADMINISTRATIVE SIGN-OFF:**



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Paul Nerland  
SJVIA Manager



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Jeffrey Cardell  
SJVIA Assistant Manager

**BEFORE THE BOARD OF DIRECTORS  
SAN JOAQUIN VALLEY INSURANCE  
AUTHORITY**

**IN THE MATTER OF** Gallagher Benefit Services Staffing

**RESOLUTION NO.** \_\_\_\_\_  
**AGREEMENT NO.** \_\_\_\_\_

UPON MOTION OF DIRECTOR \_\_\_\_\_, SECONDED BY DIRECTOR \_\_\_\_\_  
\_\_\_\_\_, THE FOLLOWING WAS ADOPTED BY THE BOARD OF DIRECTORS, AT AN  
OFFICIAL MEETING HELD \_\_\_\_\_, BY THE FOLLOWING VOTE:

AYES:  
NOES:  
ABSTAIN:  
ABSENT:

ATTEST:

BY: \_\_\_\_\_

\* \* \* \* \*

That the Board received the report on staffing at Gallagher Benefit Services