EMPLOYMENT PRACTICES GAP ANALYSIS

Case Study 2017

OVERVIEW

This client's goals were to do a clean sweep of all their members' internal employment practices policies and handbooks, as well as gain feedback around those policies. With the help of two nationally recognized employment law firms, they sought to determine areas of risk and identify how best practices were implemented through a gap analysis.

CLIENT PROFILE

- Self-insured program administration firm managing a large, well-established self-insured pool
- Consists of 10 underlying JPAs (Joint Powers Associations)
- Insures over 200 public entities in California

THE DILEMMA

The firm needed the most effective tool to harvest a vast amount of data and information with the flexibility to upload documents. This tool also needed the capability to integrate subject matter experts into the analysis and review process. The streamlined collection, organization, and analysis of this data, as well as the ability for SMEs to access it, was a key hurdle to overcome in meeting their goals.

THE SOLUTION

Partnering with two nationally recognized employment law firms, the group built a robust survey using the Assessment Tool hosted on in2vate Online™ that:

- collated all the data from a variety of harvesting techniques onto a central, cloud-based system through one 32-item survey,
- allowed each SME to have access to the data relevant to their goals through the system's unique data structure, and
- analyzed data into an understandable format to extract insights and identify patterns.

in2vate® | helping *you* make risk management simple.

THE RESULTS

- Streamlined the risk assessment process and automated the collation, organization, and gathering of over 110,000 pieces of datum that would have otherwise been attempted manually.
- Gained a baseline to measure the effectiveness of risk improvements over time.
- Saw an 88% completion rate of their survey.
- Gained critical insight into areas of risk such as that 64% of members showed high risk in one specific area of internal operations.
- Time from launch of survey technology to presentation before the board: 4 months.
- Armed the pool with strategy-driven data, allowing leadership to make informed decisions on mitigating risks and positioning members for success.

The ability to identify, quantify, and measure risk improvement in an efficient time frame has posed one of the greatest challenges to the self-insured and insurance industry for too long. With in2vate's enterprise risk technology, it no longer has to be a challenge.

> "The ability to extract large amounts of data in an understandable and usable format was *paramount* to accomplish our goals in a time-efficient manner."
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> -Executive Director