

Board of Governors Meeting President's Report

September 2016



Expected Values

Current Year Upper Limit 90% Confidence Interval

Policies In-Force	Dec-15	Dec-16	Difference	% Difference
PLA	299,902	314,521	14,619	4.87%
CLA	3,121	2,278	(843)	-27.01%
Coastal	200,842	177,041	(23,801)	-11.85%
Consolidated	503,865	493,840	(10,025)	-1.99%

Budget Year Upper Limit 90% Confidence Interval

Policies In-Force	Dec-16	Dec-17	Difference	% Difference
PLA	314,521	435,682	121,161	38.52%
CLA	2,278	2,108	(170)	-7.47%
Coastal	177,041	179,658	2,617	1.48%
Consolidated	493,840	617,448	123,608	25.03%

Current Year Expected Values

Policies In-Force	Dec-15	Dec-16	Difference	% Difference
PLA	299,902	295,258	(4,644)	-1.55%
CLA	3,121	2,126	(995)	-31.88%
Coastal	200,842	161,211	(39,631)	-19.73%
Consolidated	503,865	458,595	(45,270)	-8.98%

Budget Year Expected Values

Policies In-Force	Dec-16	Dec-17	Difference	% Difference
PLA	295,258	336,857	41,599	14.09%
CLA	2,126	1,663	(463)	-21.78%
Coastal	161,211	144,721	(16,490)	-10.23%
Consolidated	458,595	483,241	24,646	5.37%

Current Year Lower Limit 90% Confidence Interval

Policies In-Force	Dec-15	Dec-16	Difference	% Difference
PLA	272,967	295,258	22,291	8.17%
CLA	3,121	1,907	(1,214)	-38.90%
Coastal	200,842	139,289	(61,553)	-30.65%
Consolidated	476,930	436,454	(40,476)	-8.49%

Budget Year Lower Limit 90% Confidence Interval

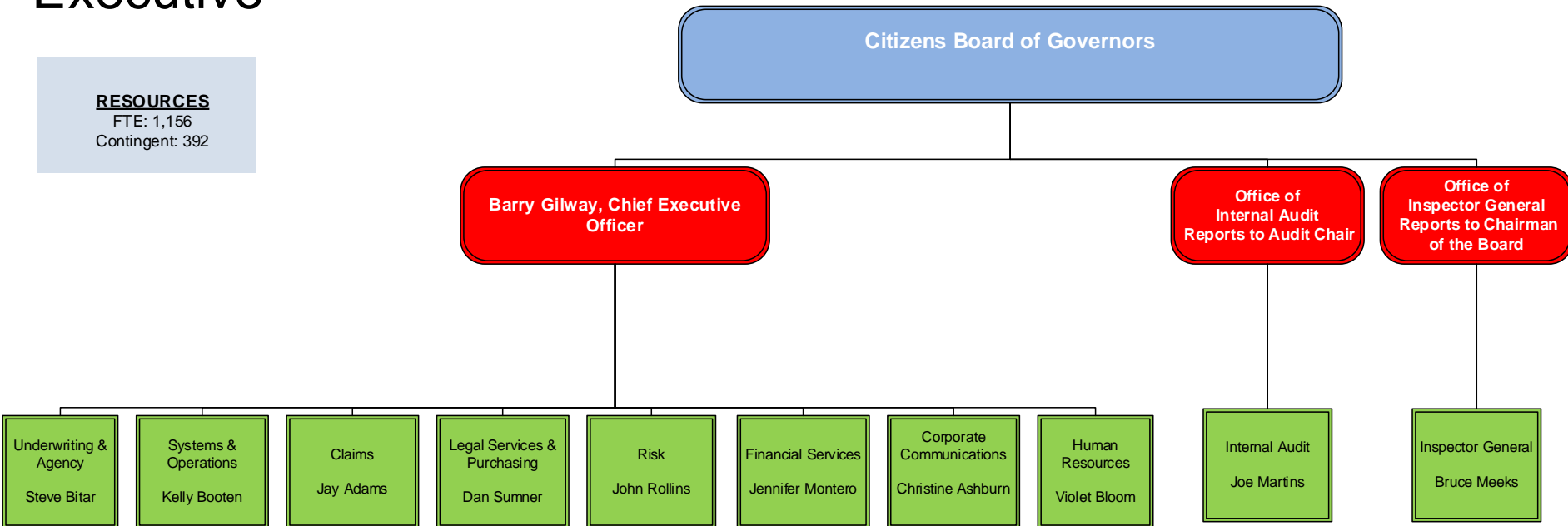
Policies In-Force	Dec-16	Dec-17	Difference	% Difference
PLA	295,258	245,302	(49,956)	-16.92%
CLA	1,907	1,214	(693)	-36.36%
Coastal	139,289	101,352	(37,936)	-27.24%
Consolidated	436,454	347,868	(88,585)	-20.30%

Functional Organization Chart

Executive

RESOURCES

FTE: 1,156
Contingent: 392

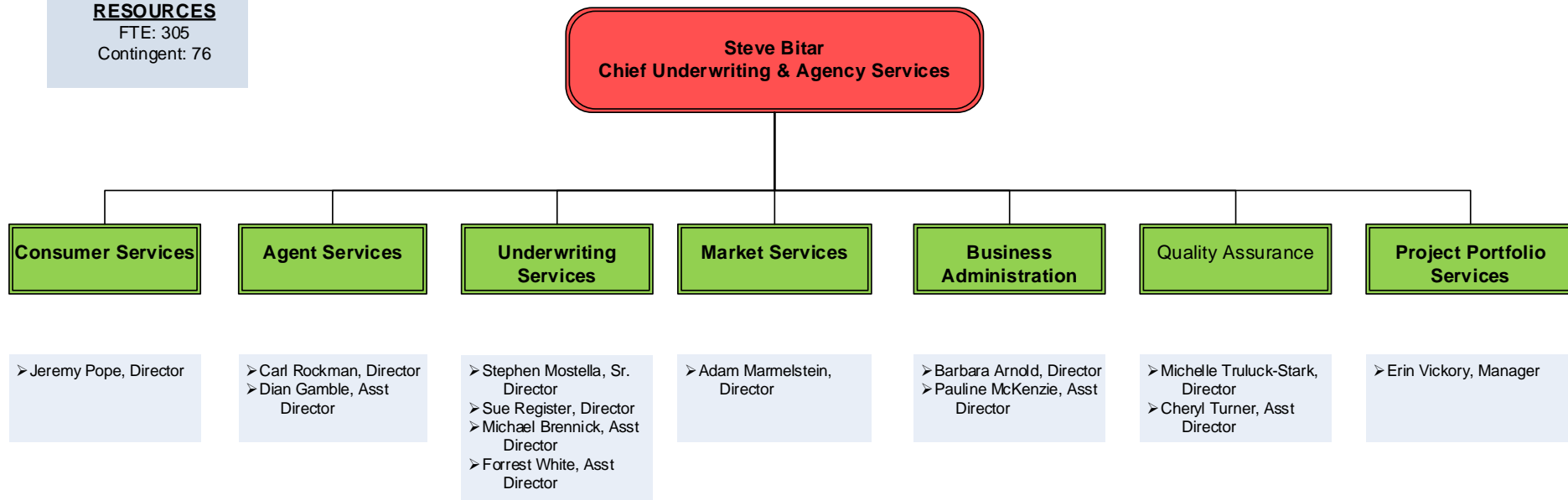


Functional Organization Chart

Underwriting & Agency Services

RESOURCES

FTE: 305
Contingent: 76



Functional Organization Chart

Systems & Operations

RESOURCES

FTE: 293
Contingent: 28

Kelly Booten
Chief Systems & Operations

Information Technology

- Curt Overpeck, CIO
- Robert Sellers, VP
- Aditya Gavvala, VP
- Mitch Brockbank, Director

**Strategy, Planning
& Continuous Improvement**

- Brian Weaver, Sr. Director
- Jonathan Owen, Asst Director
- Clint Roszelle, Asst Director
- Mark Hendry, Asst Director

**Vendor
Management Office**

- Stephen Guth, VP

**Enterprise
Programs**

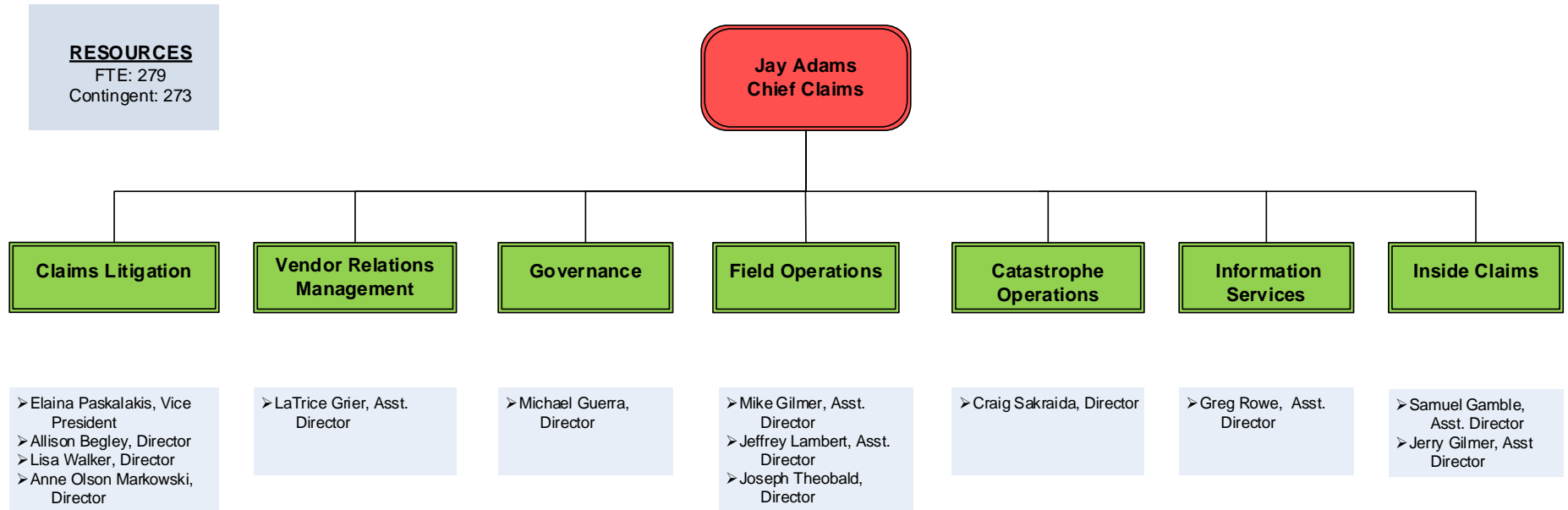
- Sarah Harrell, Director
- Constance Josef, Director

**Facilities
Management**

- Cherri Linn, Director

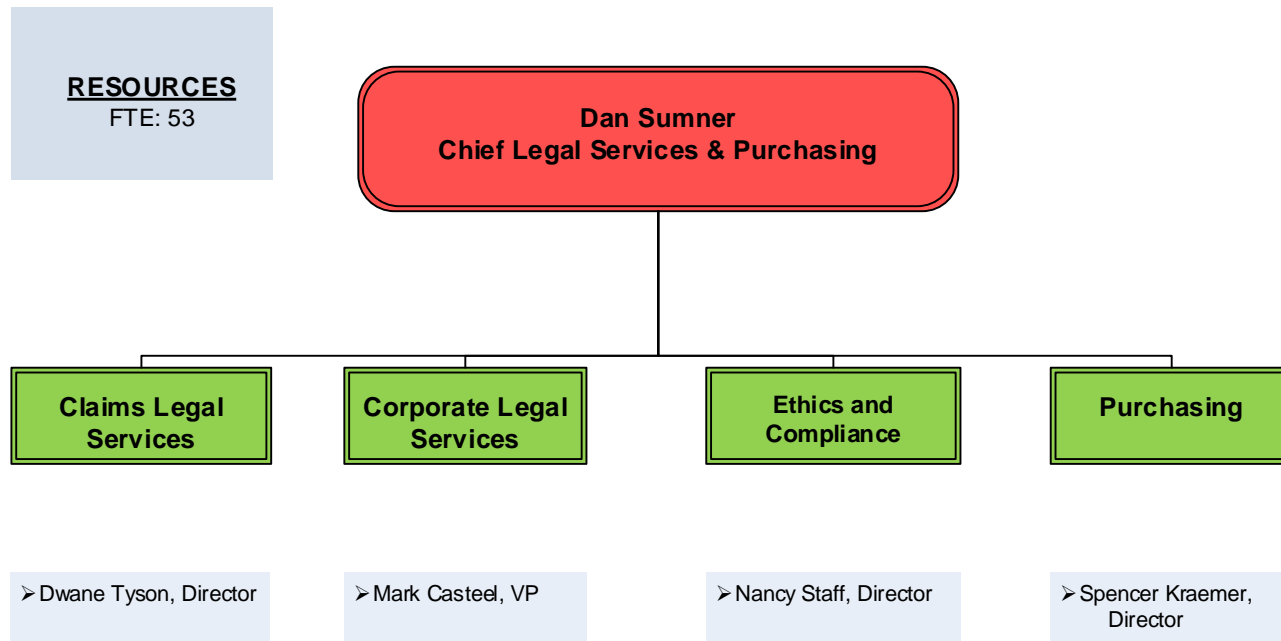
Functional Organization Chart

Claims



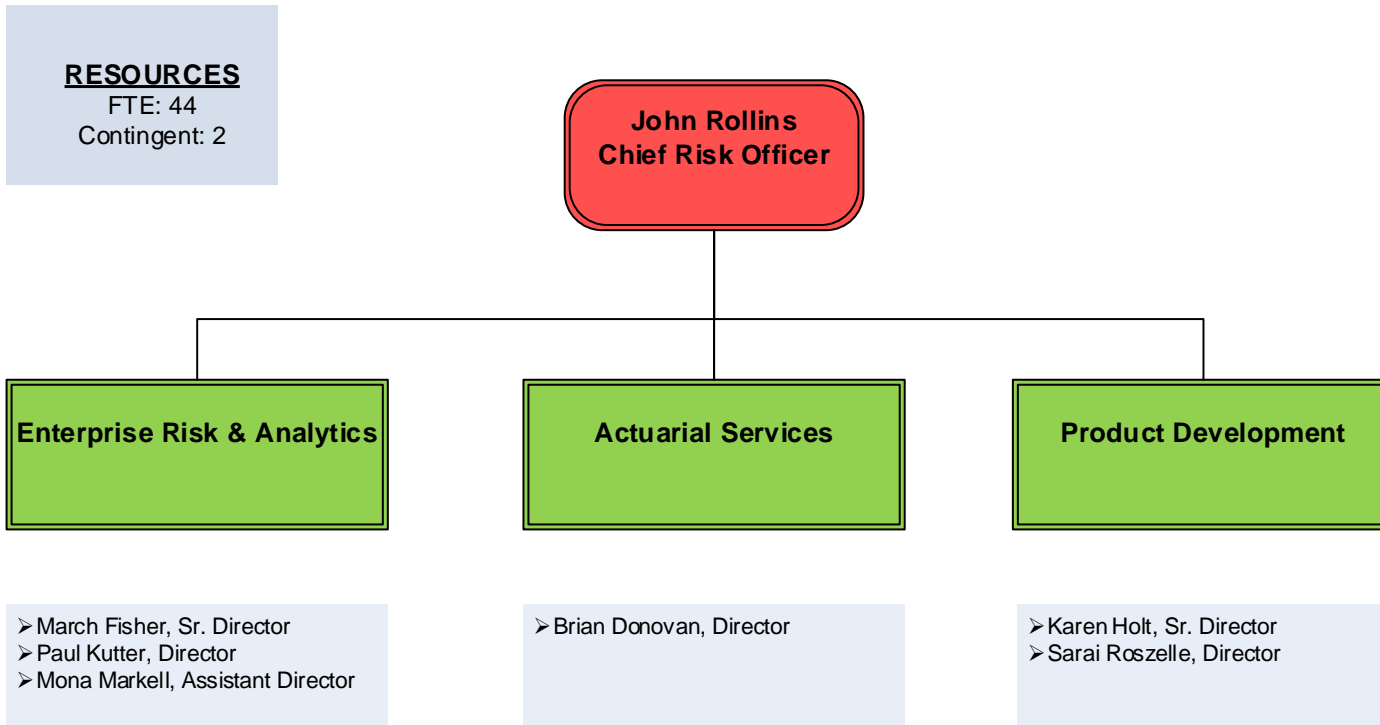
Functional Organization Chart

Legal Services & Purchasing



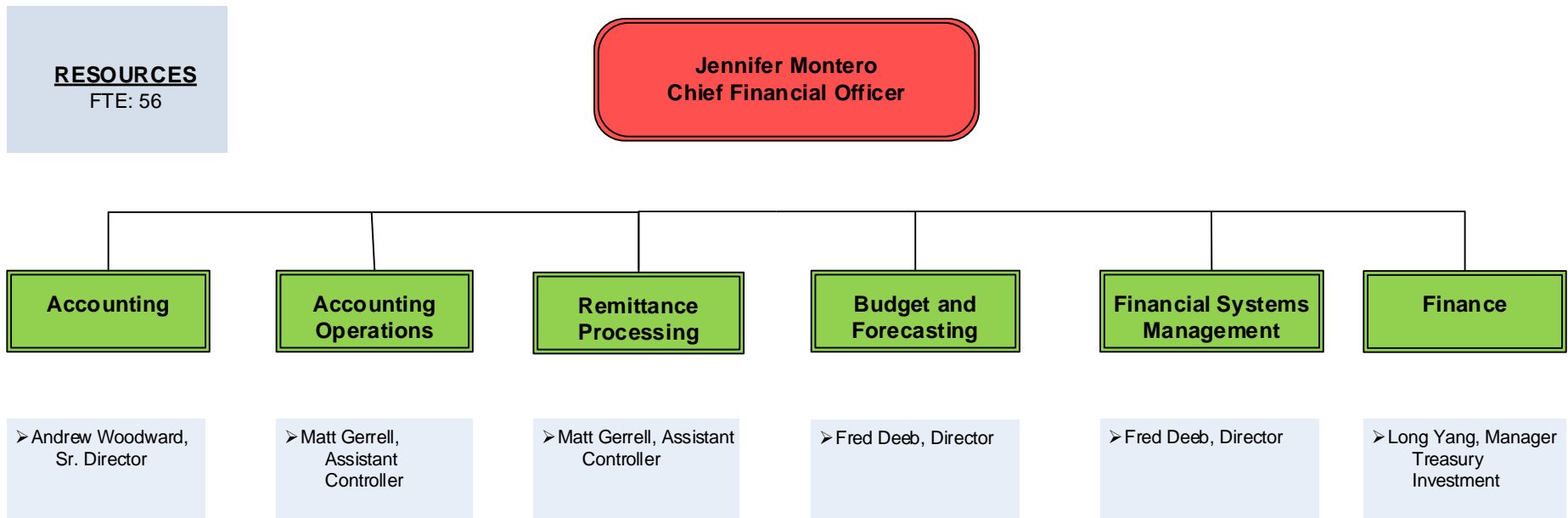
Functional Organization Chart

Risk



Functional Organization Chart

Financial Services

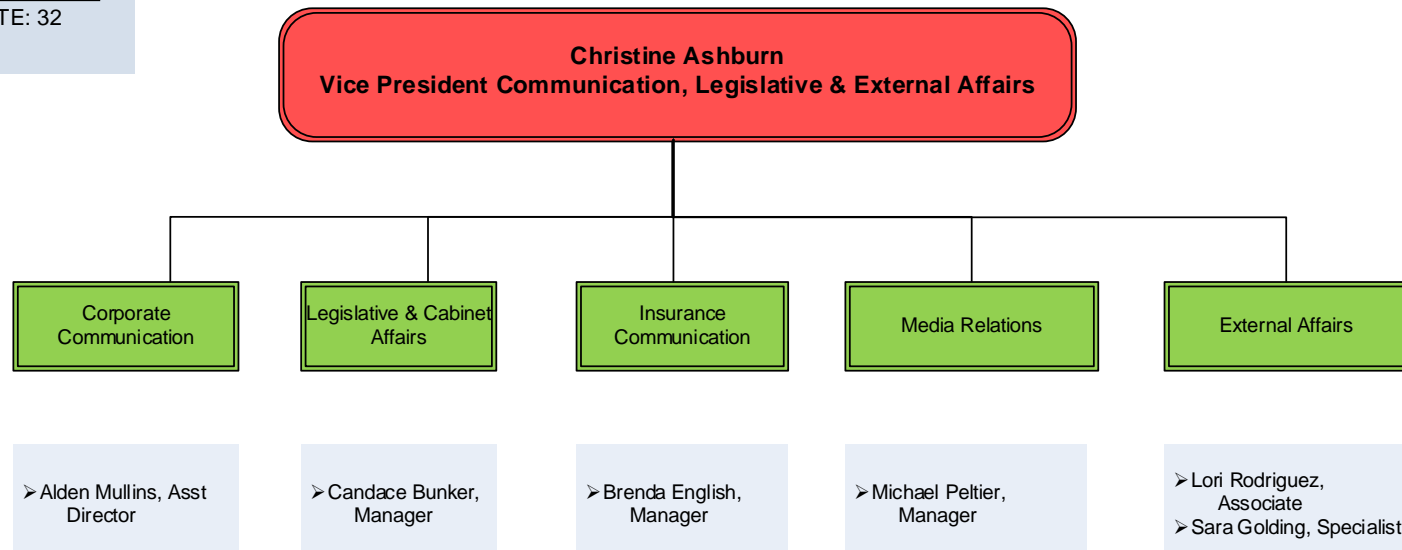


Functional Organization Chart

Communications, Legislative & External Affairs

RESOURCES

FTE: 32

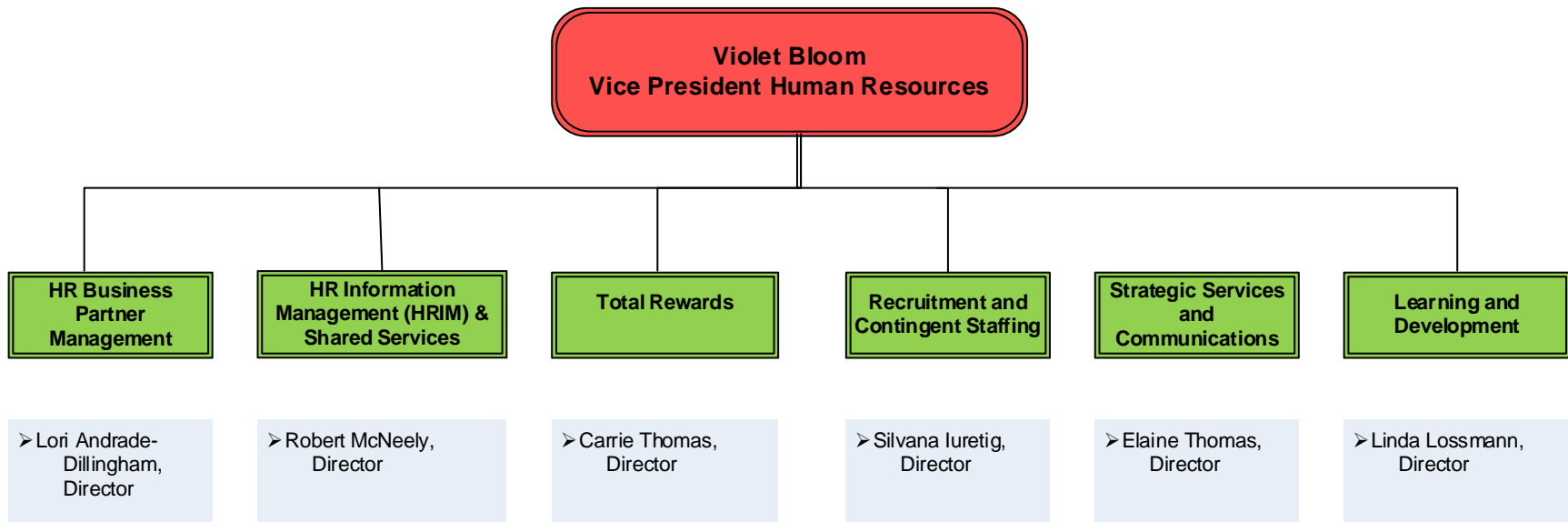


Functional Organization Chart

Human Resources

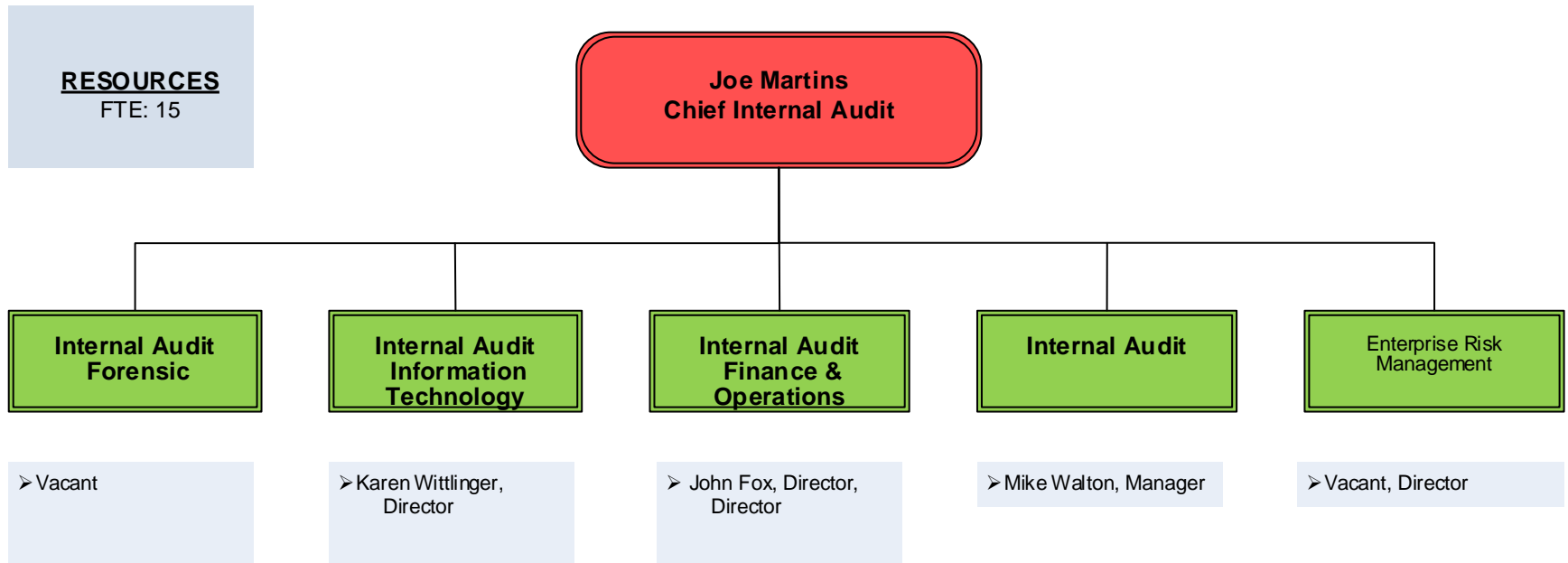
RESOURCES

FTE: 57

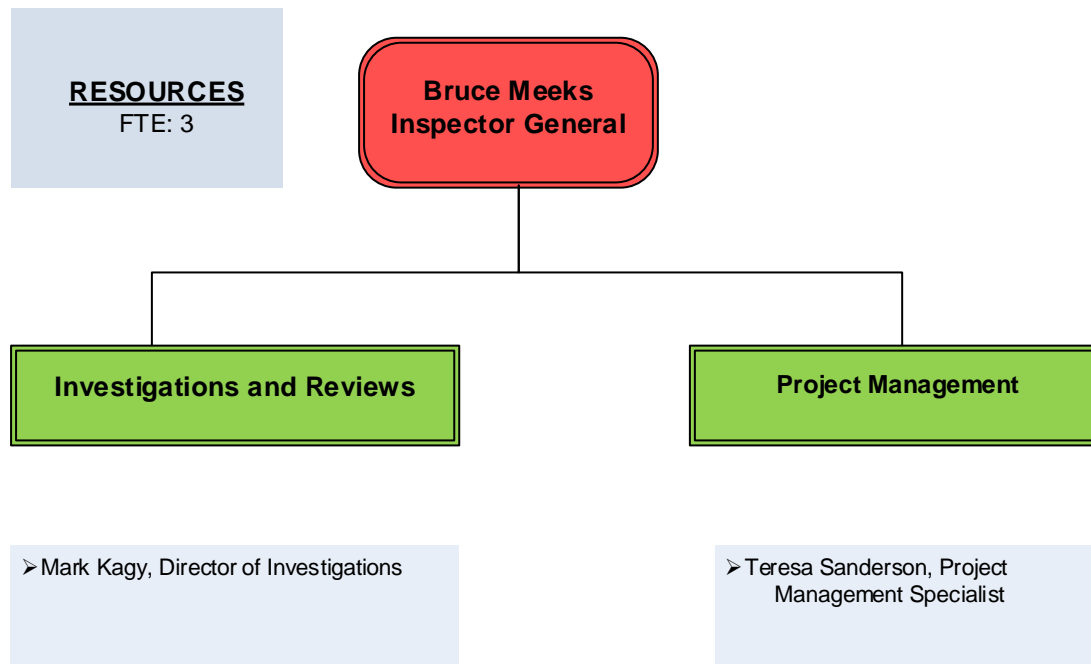


Functional Organization Chart

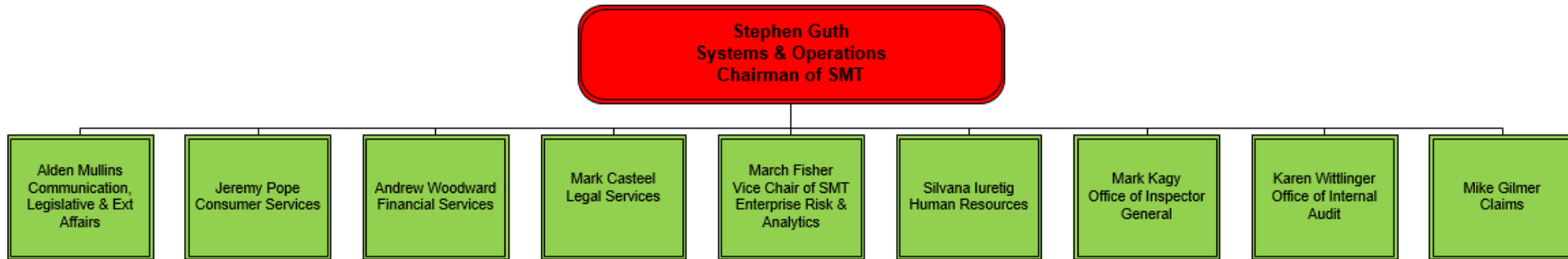
Office of the Internal Auditor



Office of Inspector General



Senior Management Team (SMT)



Mission and Purpose

The mission of the SMT is to serve as a proactive think-tank for ideas and emerging issues and risks related to core functions of the corporation. The SMT provides a mechanism for sharing information and knowledge across business units at a level below the ELT in order to improve operational alignment within the corporation. The SMT will serve as a work group to the ELT while implementing and promoting the established corporate culture, supporting strategic vision, and encouraging employee awareness, education, and engagement corporate-wide.

The ELT may assign specific projects to the SMT and offer guidance. The SMT, or sub-groups thereof, may address assigned issues and bring forth recommended solutions to the ELT for consideration. The SMT may identify SMT-resourced or SMT-led initiatives to the ELT for consideration. Subject matter experts (non-SMT members) may also be identified and assigned to a sub-group on an “as needed” basis.

Project Examples:

- 1) The SMT revamped the Strategic Plan Scorecard metrics to further improve the measuring and tracking of organizational progress to Citizens’ strategic goals and objectives.
- 2) The SMT is collaborating with Citizens’ Human Resources to implement a branded employee engagement program with the goal of further enhancing employee job contribution and job satisfaction.
- 3) The SMT is engaged with an initiative of variable-based budgeting practices across the enterprise, with the intended result being that Citizens’ resources continue to be appropriately aligned to business volume and workload.

Board of Governors Meeting

