

CHIP MCKENNA, MPA

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SUMMARY OF QUALIFICATIONS

RISK MANAGEMENT CONSULTANT

Building strategic risk, safety and insurance management programs for businesses and governments.

Forward-thinking and creative risk management consultant is a recognized expert that collaborates with executives and teams across a variety of industries to enhance safety, decrease workplace accidents and reduce loss exposure. Collaborative and approachable mentor shares deep knowledge of safety programs and communicates effectively at all levels of client organizations while serving as a trusted ally to reduce risk.

Gap Analysis ▪ Business Development ▪ Loss Control Surveys ▪ Team Leadership and Coaching
Claims Management ▪ Regulatory Compliance ▪ Strategic Planning ▪ Risk Management Audits
Safety and Risk Management Training ▪ Job Hazard Analysis ▪ Insurance Underwriting ▪ Lean Six Sigma

PROFESSIONAL EXPERIENCE

Barrett Business Services, Inc., Kent, Washington

Risk Management Consultant (6/2016 – Present)

Guide and support small businesses by implementing predictable business management practices for firm providing HR, risk mitigation, payroll and recruiting services to clients from transportation, construction, logistics, manufacturing, agriculture and healthcare industries. Apply lean six sigma principles to assess risk and recommend risk control measures. Provide strategic direction on property and casualty insurance, staff safety and workers' compensation claims.

Conduct gap analyses to ensure regulatory compliance. Perform job safety analyses and investigate accidents. Develop quarterly client reports featuring action plans to reduce loss exposure. Facilitate business development by fostering relationships with potential clients. Mentor fellow safety professionals. Use tools including Microsoft Outlook, Word and Excel, Salesforce CRM, Bullhorn, CareMC claims management, HRP, TimeNet and Citrix.

- Reduced workers' compensation costs by 85% in two years by implementing risk mitigation strategies
- Stepped in as interim staffing manager for six months amid the area manager and staffing manager's sudden departures; managed a team of six recruiters garnering \$9 million in annual staffing revenue
- Used SpringCM's cloud contact management software to digitize the application process for staffing employees, reducing errors and reducing the process by 50%
- Prepare and deliver risk management training; topics include contract review, ergonomics, building a safety culture, crisis management, accident investigation and job safety analyses

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Washington Cities Insurance Authority, Tukwila, Washington

Senior Risk Management Representative (4/2013 – 5/2016)

Reviewed member programs, policies and procedures for a self-insured municipal risk pool offering insurance programs and risk management services. Provided risk management consulting to limit liability, ensure compliance and reduce loss exposure. Conducted loss-control audits and assessed liability for issues such as police use of force, wrongful termination and sewer line breaks. Determined insurance needs and hold-harmless indemnification language on city contracts. Used RISKMASTER to manage claims.

- Conceptualized strategies and guided elected officials and staff to contain highly visible losses
- Sourced use-of-force simulator training for police and trained teams on risk management, including third-party contract insurance guidelines, anti-harassment and playground safety
- Strengthened insurance requirements and created risk management guidelines for special events, driver record evaluations, drug take-back programs and use of deadly force

Muckleshoot Indian Tribe, Auburn, Washington

Safety Manager (11/2008 – 3/2013)

Built risk management programs for tribal government and enterprise programs while serving as the property protection, premises liability and workers' compensation SME. Consulted with program managers on risk management, including liability waiver creation, rules of conduct and standard operating procedures (SOP). Conducted job hazard analyses and recommended solutions to reduce accidents, occupational illnesses and long-term hazard exposure. Used RISX-FACS risk management software to manage claims and the International Risk Management Institute (IRMI) portal to determine insurance requirements.

- Led a cross-functional team to establish risk management best practices, implemented a random hair follicle drug testing program and created innovative return-to-work programs
- Developed and implemented a turnkey Accident Prevention Program for tribal government and the casino; complete with safety orientation training
- Developed and implemented a fleet management program, including defensive driver training, and built a property loss inspection program for high-value properties and environmental issues
- Delivered safety trainings on root cause analysis, certificates of insurance, ergonomics, bloodborne pathogens, hazard communication and emergency response

Employer Resources Northwest, Olympia, Washington

Broker and Director of Claims and Loss Control (8/2004 – 11/2008)

Recruited to establish strategic direction and lead the safety team, later headed the claims team and then started an insurance brokerage for company offering Workers' Compensation claims guidance and providing risk management services to 800 employers and eight trade associations, Consulted with clients, made safety recommendations and delivered solutions while serving as the quality claims management and workers' compensation expert. Presented onsite risk management training to 150 people quarterly.

- Turned around a large group of nursing homes and assisted living centers at risk of disbanding by reducing the amount and severity of work-related injuries via a three-tier risk management program
- Improved the quality and consistency of claims management and loss control services, driving average retrospective rating refunds for customers to 32%, nearly double the state average

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Labor Ready, Inc., now **True Blue, Inc.**, Tacoma, Washington

Interim Director of Risk Management, Risk Finance Manager, Insurance Manager and Claims Manager
(1/2000 – 8/2004)

Implemented risk mitigation strategies for a temporary staffing firm operating 900 branches the US, Puerto Rico, Canada and the UK. Managed a \$13 million annual risk management budget. Previously directed liability, auto and property claims programs; hired, trained and managed risk finance and claims teams.

EDUCATION

Florida International University, Miami, Florida – **Master of Public Administration (MPA)**

Montana State University, Bozeman, Montana – **Bachelor of Science in Economic Science**

Columbia Southern University, Orange Beach, Alabama – **Graduate Occupational Safety & Health Cert.**

RECENT ADVANCED TRAINING

Toastmasters International – Advanced Leader Program

Advanced Leader Bronze, 8/2019, Competent Leader, 4/2019 and Competent Communicator, 12/2018.

American Society of Safety Professionals, Puget Sound – Professional Development Conferences, 2017, 2018, 2019, and **Safety** 6/2019

Safety, Health & Environmental Services, LLC – Fall Protection Training, 3/2019

360training.com, Inc. – OSHA 30-hour Outreach Training: Construction, 7/17/2017

CERTIFICATION AND LICENSURE

State of Washington – Insurance Producer License: Property, Casualty, Life and Disability, exp. 3/31/2021

GoLeanSixSigma.com – Lean Six Sigma Green Belt, 8/2017

Board of Certified Safety Professionals – Certified Safety Professional

American Institute for CPCU – Chartered Property & Casualty Underwriter (CPCU)

ErgoFit Consulting, Inc. – Train the Evaluator Office Ergonomic Screens

Insurance Institute of America – Associate in Risk Management, Claims and Insurance Services

International Risk Management Institute – Management Liability Insurance Specialist, Construction Risk and Insurance Specialist

COMMUNITY

Toastmasters, Tacoma #13 Early Birds – President and Member

American Society of Safety Professionals, Puget Sound – Chapter Delegate, Past President and Member
Grew membership by 58% and attained the Platinum Chapter designation in four years.

Chartered Property Casualty Underwriter (CPCU) Society, Pacific Northwest – Member