

# *The Californian*

## *The Quarterly Newsletter of*



**November 2023**

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JENSEN and  
ASSISTANT  
CHIEF  
STODOLSKI**

## Coffee Chat

Hosted by the CALSAGA Ambassador Committee

**Tuesday, December 5th  
10am | RSVP Required**

**Changes to Training &  
Regulation That You  
Need to Know Part 3**



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## **PRESIDENT'S REPORT**

David Chandler, CALSAGA President

**T**hank you for reading the final edition for 2023.

This year the association added more new members than ever before. All of our events - both of our sessions of Security University and the Annual Conference - sold out! Welcome to those of you who are new to the association and, to those of you who have been members for awhile, thank you for the continued support. CALSAGA is made up of small, medium and large companies yet each company receives one equal vote in association elections. Without all of your participation and financial support, we could not fulfill our efforts to advocate for and increase the professionalism of the private security industry.

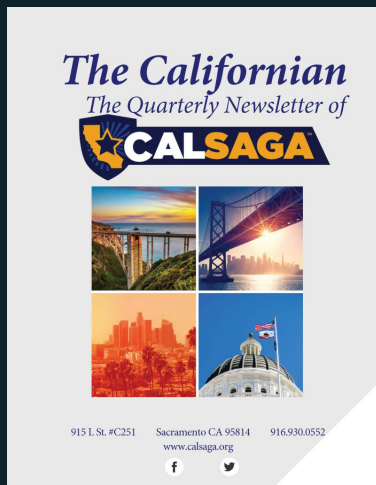
Make sure to check out the Annual Conference recap on page 11. I trust that all who attended had a great time, gained valuable information and established new contacts. If you missed it this year, make sure to save the date for 2024: October 22nd - 24th at Agua Caliente Resort in Rancho Mirage, CA.

Our staff is planning to host two sessions of Security University in the new year. You will receive an email when more information is available and registration is open. This management training program serves as a great refresher for those who desire to brush up on the legalities and complexities of running their security business, or a great introduction for those new to operating a PPO or looking for advancement within the industry. Sessions are presented by subject matter experts in: Legal, BSIS Compliance, Human Resources, Insurance, Financial Management & Responsibility. I hope to see you at an event in 2023. If our staff or I can do anything to assist you, please do not hesitate to reach out to CALSAGA Association Manager Kate Wallace at [kate@calsaga.org](mailto:kate@calsaga.org).

Be Safe,

# MISSSED AN EDITION OF *THE CALIFORNIAN*?

Check out all of the past  
editions



# REGULATION AND LEGISLATIVE CORNER

By David Chandler

It is expected that the new mandatory initial training material Power to Arrest and Appropriate Use of Force Training will be available in the new year. BSIS Chief Lynne Jensen and Assistant Chief Sam Stodolski will provide an update during the December 5th Coffee Chat: Changes to Training and Regulation that You Need to Know Part 3. This event is hosted by the CALSAGA Ambassador Committee.

There is hope for PAGA reform! The Labor Code Private Attorneys General Act (PAGA) authorizes aggrieved employees to file lawsuits to recover civil penalties on behalf of themselves, other employees, and the State of California for Labor Code violations. Many of our members have been defendants in such cases. While it is important for employees to have protection against Labor Code violations, the act needs major reform! Learn more in this commentary from Cal Chamber President and CEO Jennifer Barrera.

CALSAGA's lobbyist Kelly Jensen recently met with Barrera to discuss proposed legislation to address this issue. We will keep you informed as things progress and let you know how you can be involved.



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# FRUSTRATED WITH WORKERS' COMPENSATION AUDITS? IT USED TO BE MUCH EASIER!

Shaun Kelly, Tolman & Wiker,  
CALSAGA Preferred Broker



**G**reat to see everyone at the CALSAGA Annual Conference, it was truly a

great event my hat goes off to CALSAGA for coordinating all the speakers and evening activities! I believe the conference is particularly a good opportunity to network with other Members and vendors.

Workers' Compensation audits are becoming more confusing and frustrating to complete! Auditors are requesting more information than they ever have before, including financial statements. Prior to Covid, Workers Compensation audits were required to be in person, now most are remote by email and phone. The Information you have to provide must be submitted in to them in secured files that are difficult to use. And, if you happen to be late, a Notice of Cancellation is sent out immediately to get your attention. What has changed?

Here are a few possible explanations for what has changed:

1. Experienced auditors have retired and the new underwriters are trying to understand the process without limited knowledge and experience.

2. The new auditors are being trained to request as much information as possible.
3. The passing of AB 5 (Recognizing Independent Contractors as employees under the new guidelines) has auditors searching for employers who are not following the AB 5 guidelines and charging them additional premium.

**ISSUE:** Employers have concerns with providing financials that they have not had to provide in the past. However, this is how the auditors find out if there are expenses paid to independent contractors under AB 5. Per each Workers' Compensation insurance policy in CA, every employer must provide the following for a final premium audit:

1. Audit – You will let us examine and audit all your records that relate to this policy. These records include ledgers, journals, registers, vouchers, contracts, tax reports, payroll and disbursement records, and programs for storing and retrieving data. We may conduct the audits during regular business hours during the policy period and within three years after the policy ends. Information developed by audit will be used to determine final premium. Insurance rate service organizations have the same rights we have under this provision. (The rate service organization they are referencing is the Workers' Compensation Insurance Rating Bureau (WCIRB) that may request an inspection to confirm the employees are classified correctly under the WCIRB rating guidelines).

**CLICK TO CONTINUE READING**

# CALIFORNIA EXPANDS MANDATORY PAID SICK LEAVE

Jaimee Wellerstein, Esq. & Michael J. Bruskin,  
Esq., Bradley, Gmelich & Wellerstein, LLP,  
CALSAGA Legal Advisor



## California Expands Mandatory Paid Sick Leave

On October 4, 2023, Governor Newsom signed Senate Bill (SB) 616 authorizing the expansion of California's Paid Sick Leave law, the Healthy Workers Healthy Families Act of 2014. The new bill includes notable expansions to the amount of protected, paid sick time that must be provided to employees in California, as well as the amount of accrued time they are able to roll over from one year to the next. The new requirements take effect on January 1, 2024.

### Background

In 2014, California enacted the Healthy Workplaces, Healthy Families Act of 2014 (HWHFA), providing California employees with mandatory paid sick leave. The HWHFA became effective on July 1, 2015.

Under the existing law, eligible employees accrue paid sick days at the rate of one hour per every 30 hours worked, beginning at the commencement of employment. The HWHFA applies to full-time, part-time, and temporary workers who work for the same employer for

at least 30 days within a year in California and complete a 90-day employment period before taking any paid sick leave. Upon the oral or written request of an employee, an employer must provide paid sick days for the following purposes:

1. Diagnosis, care or treatment of an existing health condition of, or preventive care for, an employee or an employee's family member; and
2. For an employee who is a victim of domestic violence, sexual assault or stalking.

The HWHFA defines "family member" to include the following:

- A child, meaning a biological, adopted or foster child, stepchild, legal ward or a child to whom the employee stands in loco parentis regardless of age or dependency status;
- A parent, meaning a biological, adoptive or foster parent, stepparent or legal guardian of an employee, or a person who stood in loco parentis when the employee was a minor child;
- The employee's spouse or registered domestic partner;
- A grandparent;
- A grandchild;
- A sibling;
- And a designated person, meaning a person identified by the employee at the time the employee requests paid sick days.

An employer may limit an employee to one designated person per 12-month period for paid sick days.

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# BACK TO BUSINESS: PREPPING SECURITY GUARDS FOR THE RETURN-TO-OFFICE MOVEMENT

Gamble Cuce, The Brownyard Group



The return-to-work debate has dominated headlines in recent months as businesses big and small lay out requirements for their employees to return to office.

This past summer, Google was in the public eye when leadership announced that employees would be required to spend at least three days per week in the office with attendance reflected in their employee performance reviews. Similarly, Amazon leadership recently cracked down on employee in-office attendance after instating a three-day per week return to office policy. Google, Amazon and others throughout California have worked to incentivize employees to return to the in-person workplace with appealing campus-like offices, attractive community spaces and even offering discounts on nearby overnight accommodations for those who may not live nearby.

What does all this mean for the security guards who may be new to the site or may have been working in a largely empty office building? With this shift, private security roles will likely be in higher demand as companies look to safeguard their properties and protect employees. Security guard firms will have to be ready for this increase.

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# STAY PREPARED FOR PHYSICAL THREATS

Ryan Faith, TEAM Software by  
WorkWave, CALSAGA Network  
Partner



Physical security decision-makers at major U.S. companies reported a dramatic increase in threat activity in 2021 and expect that threat to grow, according to a 2022 study examining security challenges and opportunities.

The number of threats that companies will receive or investigate is expected to increase, and the scale of the threats that guards are expected to miss will expand, reports that same study.

Reasons for the expected uptick in physical threats include labor shortages, as there are currently one or fewer unemployed persons per job opening, which makes adequate guard staffing difficult, and economic uncertainties that could simultaneously encourage criminal activity.

Despite the current economic conditions, early preparation that focuses on reducing job hazards, improving safety protocols and ensuring that guards feel safer on the job can help combat physical threats. Staying prepared for physical threats also involves leveraging technology and working closely with staffers to review and

improve current hazard plans.

Better monitor guard patrols  
For guard monitoring, location tracking technology offers increased visibility over security operations by physically locating guards on duty and electronically recording and tracking their movements. Security professionals can use this type of technology to better identify incidents and respond in a timely, appropriate manner.

Risk mitigation requires making sure that guards are in the right place at the right time, so guards can respond to incidents as quickly as possible. Guard software that uses location tracking technology creates a digital log of incidents that automatically keeps track of updates and assigns security guards to help respond to physical threats.

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# DISCOVER HOW TO REDUCE TURNOVER, INCREASE ENGAGEMENT, AND RETAIN YOUR SECURITY OFFICERS

Jeff DiDomenico, Trackforce Valiant + TrackTik, CALSAGA Network Partner



Around \$11 billion is lost annually due to overall employee turnover, according to the Bureau of National Affairs. This isn't only representative of the physical security industry, and that number considers more than just lost hours. It factors in the cost associated with finding, training, and equipping replacement workers as well as reduced productivity.

But nowhere is the issue of turnover more acute than in the physical security industry. High turnover rates, low retention, and low employee engagement have always been a challenge for security firms and corporate security departments alike. Today, the high turnover rate in the security guard industry is a key challenge almost all face.

Security officer and security guard turnover rates are thought to be over 100% annually. That means that the average private security firm has a completely new workforce every 12 months. And that high turnover has potentially immense consequences.

When short on personnel, the exposure to risk increases. This may lead to people getting hurt, businesses experiencing increased incidents of theft and vandalism, and an



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increase in stressful situations that quickly get out of hand, like a lost child, crowd control, or medical emergency.

It's why it's so necessary for security companies to do things like offer competitive wages. This is one of many ways to help reduce churn in a role that can ask employees to risk their lives, as outlined in our guide.

In addition to speaking about wages, we cover common reasons for employee turnover and offer 10 ideas that can:

- Effectively help reduce your turnover rates,
- Increase employee engagement, and
- Retain your best physical security personnel.

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# 2023 ANNUAL CONFERENCE RECAP

We are pleased to say we had another great year at our 2023 Annual Conference! The event took place October 17th - 19th at the Agua Caliente Resort in Rancho Mirage.

This year we brought back our networking and trivia session as well as the delicious food from our President's Reception. New this year we hosted the Under the Stars Poolside Reception where we honored the 2023 Security Officer Award Winners as well as presenting the Howenstein Lifetime Achievement Award.



## Check out photos from the Annual Conference

The 2023 Annual Conference began on Tuesday afternoon with the popular BSIS bootcamp presented by our Association President, David Chandler. For this year's networking session, our Ambassador Committee switched things up from Jeopardy to traditional trivia where attendees competed against each other answering questions related to the security industry and pop culture. We appreciate all those who participated in this friendly game.



## Interested in joining the Ambassador Committee?

Our Tuesday night tradition continued with the President's Reception sponsored by conference Presenting Sponsor Assured Partners. A favorite by all attendees, we were excited to add a twist to this year's reception with a live mariachi band! We look forward to continuing this new tradition next year.



The Annual Conference continued Wednesday morning with a full day of speakers, starting with the State of the Association address from CALSAGA President David Chandler followed by a Legal Update presented by Barry Bradley and Jaimee Wellerstein of Bradley, Gmelich & Wellerstein. Barry and Jaimee advised about new statutes and employment law cases and legislations that affect PPOs, PSEs and private security training facilities.

CALSAGA Lobbyist Kelly Jensen of Sloat, Higgins, Jensen addressed attendees during lunch to give a Legislative Update. Per your feedback, this year's program included the session Tearing Down the Myth of Complicated Sourcing and Enticing Top Talent which provided practice tips and advice for recruiting great candidates. Thank you to The Works Consulting for sponsoring a mid-session snack break.



Thank you to our Happy Hour sponsors on Tuesday, GardaWorld and Wednesday, Allied Universal Security Services. We always enjoy this time during which our attendees can network with our vendors and sponsors.

Wednesday evening was the debut of our new event, Under the Stars Poolside Reception. A beautiful evening where we recognized officers in our industry who have gone above and beyond and performed lifesaving acts. This year's Howenstein Award was awarded to Mark Miller for his tremendous work supporting the security industry. A special thank you to Trackforce Valiant + TrackTik for hosting our bar at this event and to Defencify Training for sponsoring our officer awards.



Our last day of the conference is always a popular one! We started off the morning with Anne Laguzza of The Works Consulting and Gary Bradley of St. Moritz Security Services presenting Level Up Your Human Resources. Followed up by a 2024 insurance update from CALSAGA's Preferred Broker Assured Partners, Shaun Kelly. We wrapped up the week with the BSIS Chief Lynne Jensen and Chief Deputy Sam Stodolski hosting a Q&A with attendees. This event is always one to look forward to and we are grateful for the incredible working relationship we have with the Bureau and their continued presence at our Annual Conference.

A special thank you to Agua Caliente Casino and Resort. This location boasts beauty and hospitality, we are thankful they welcome us back each year. Finally, we wouldn't have been completely successful without the support of our sponsors and vendors!

### **Thank you to our sponsors:**

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We appreciate everyone who completed the Annual Conference survey following the event. Your feedback helps us to plan events that will be most beneficial to you. We look forward to seeing new and familiar faces next year! Please make sure to save the date: October 22 - 24, 2024.

# BETTER ENGAGE EMPLOYEES TO REDUCE TURNOVER

Chris Shumaker, TEAM Software by WorkWave,  
CALSAGA Network Partner



Sourcing, recruiting and training new staffers is costly, which makes employee retention and turnover top-of-mind challenges in today's tough job market. According to the U.S. Bureau of Labor Statistics, there were 8.8 million job openings in July 2023. The unemployment rate was at 3.8 percent, while approximately 3.5 million workers left their jobs that same month.

The job market has been relatively consistent over the past few years. In early 2022, economists stated that the U.S. is at full employment. Currently, there are approximately one or fewer unemployed persons per job opening. However, reducing employee turnover could combat the challenge of hiring quality employees.

For security professionals, employee turnover is generally the highest business expense when compared to other labor costs. Security industry profit margins are reportedly thin, which makes reducing employee turnover even more of a relevant factor during this rough hiring period.

Research shows that companies with engaged employees tend to deliver higher service quality on contracts, leading to higher customer retention. In turn, by lowering employee churn, it's possible to reduce labor costs related to employee turnover – estimated in some cases at 1.5 – 2 times the employee's salary.

## Earned wage access

Keeping workers engaged can take on different forms. For example, studies have shown that introducing earned pay models resulted in reductions in turnover as high as 90%, decreased



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hiring costs related to turnover, increased interest from job applicants and fewer employees experiencing financial stress.

Giving a workforce early access to money they have already earned is called earned wage access. This feature enables employees to take a portion of their pay as they need it, versus waiting for their regular pay cycle, and all of this happens without impacting the company payroll.

Employers who have implemented earned wage access have helped their workforce avoid hefty interest from payday lenders, late charges on bills and bank overdraft fees which have been reported as \$35 billion annually in the United States. Engaging a workforce through earned pay encourages workers to stay longer, which can reduce hiring time, cut training costs and keep contracts covered.

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# LEAD YOUR PEOPLE WELL EVERYDAY: TIPS FOR EFFECTIVE LEADERSHIP

**Anne Laguzza, CEO – The Works Consulting, Network Partner**



Laws change. External factors impact the industry. Clients' needs shift. There are many outside influences that impact how your operations function and the responsibilities of your team. However, what doesn't change is the principles of effective leadership.

Follow these three tips to effectively lead your employees everyday - no matter the external factors.

## 1. Communicate Daily

Communication is a critical component of actively managing your officers. Regular communication solves issues, often before they arise, and instills confidence in your workforce.

Effective communication is made up of 10% words + 35-45% tone + 45-55% body language. Go beyond text messages, instead have a voice or video conversation. Taking that extra step to make a voice or video call is critical to effectively communicating important assignments and avoiding miscommunications that happen when only using text. This is especially helpful for officers who work solo without seeing anyone in management for weeks or months and can get disconnected quickly.

Regular, effective communication builds trust with your team and boosts employee morale.

## 2. Convey Appreciation

Conveying your appreciation for your people is another critical principle of effective leadership.

You can do so much to make your officers feel valued and important with very little effort or cost and see an incredible return on your investment.

When I worked internally in the industry, my job was to turn around morale and reduce employee complaints among the 600 employees. I was able to do both, just by recognizing the "human" in these officers and treating them with respect with every interaction. The leadership of our company was very good at getting out in the field and communicating with officers and shaking hands. These interactions made our employees feel valued and important.

A simple phone call or other personalized communication to individual officers from the leader of your company to say thank you will go a long way in ensuring your officers feel valued.

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Did you know that the CALSAGA Charitable Foundation has funds available in the event of officer injury or loss of life as well as educational grants?

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**[www.CALSAGAFoundation.org](http://www.CALSAGAFoundation.org)**

# NAVIGATING THE INCREASINGLY DIFFICULT WATERS OF CALIFORNIA COMPLIANCE

Jordan Wallach, Belfry Software,  
Associate Member



The recent Annual Conference was an eye-opener on how shifting California regulations are reshaping the compliance scene for guard services firms. It's clear: the back office is now in the hot seat, juggling more than ever – from sick time tracking and overtime calculations to break compliance. This could mean less time for those strategic moves that set your business apart from the crowd.

The updated California regulations necessitate meticulous tracking of sick time accruals and carryovers, with the recent law increasing annual sick days from three to five and enhancing carryover provisions. Weighted overtime calculations demand a methodical approach to identify overtime hours and decide on the applicable overtime rate, adhering to California's specific rules. Break compliance is equally crucial, mandating meal breaks and rest breaks, with non-compliance resulting in significant fines.

Here's where Belfry strides in as the industry's purpose-built Payroll & HR platform, integrated with all the other components you need to run a guard services firm.

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