

# Where is it? & who can help!

**Vector Solutions, Tech Support**  
support.vectorlmtargetsolutionsedition.com  
(800) 840-8048 option 3

**Vector Solutions,  
Client Success Manager**  
Kelsey Ertz  
Kelsey.Ertz@vectorsolutions.com  
(858) 999-9078

**Risk Control Online Administrator**  
Katie Frassinelli  
kfrassinelli@dkfsolutions.com  
(508) 769-0535

**CSRMA Risk Control Advisor**  
David Patzer  
dpatzer@dkfsolutions.com  
(707) 373-9709

**CSRMA Workers' Compensation/  
Return to Work Advisor**  
Heather Truro  
htruro@gmail.com  
(925) 922-0305

**JPA Manager**  
Seth Cole  
scole@alliant.com  
(415) 403-1419



Formerly TargetSolutions  
www.VectorSolutions.com Log in required.

- Online Training & Training Management
- Monthly Newsletter (on HOME tab)

**Vector Solutions File Center**  
Click on FILE CENTER from the HOME tab

- Course Catalogs (Printable)
- CSRMA Administrator Tutorial & Reference Manual
- CSRMA Backup Response and Claims Handling
- CSRMA District Use of Personal Vehicles
- CSRMA Insurance Requirements in Construction Contracts
- CSRMA Severe Incident Response & Notification Matrix
- CSRMA Sewer Use Ordinance Considerations
- Safety and Wellness Program Reimbursement Forms
- Tailgate Training Materials (Printable)

For training and support, contact:  
**Vector Solutions Tech Support and/or Client Success Manager**

## CSRMA Website

www.CSRMA.org - No log in required.

- CSRMA Liability and Insurance Programs
- Getting to Know CSRMA Self-Directed Modules and Video
- Meeting Calendar
- Member Directory
- Governing Documents/Records
- Insurance Requirements in Contracts Manual
- CWC FileHandler (Carl Warren Portal)
- Athens Administrators Portal
- Athens Medical Provider Network Portal
- Claims Reporting Flowcharts
- WeTip Reporting Portal

For more information and support, contact:  
**Seth Cole**

## Risk Control Online

www.RiskControlOnline.com  
Log In Required. Click "Need Log In Credentials"

### Seminars & Webinars

- Seminar Registration
- Webinar Archive
- LCW Seminar Recordings
- Vector Solutions Webinar Recordings

### Programs and Guidelines

- Workers' Compensation Management Program: *Forms, manuals and training videos*
- Safety & Wellness Incentive Program Documents
- Employment Law Resources Hub: *Forms, guidelines and contacts*
- Key Topics: *Crime & Fraud Prevention, Workplace Health & Wellness, Cyber Security, Wildfire Preparedness*

### Compliance Tools

- Interactive Self Audits
- Business Continuity Planner
- DOT Drug & Alcohol Testing Requirements
- Smart SOP Mobile App  
*Direct link: [www.smartsop.com](http://www.smartsop.com)*  
*Contact Katie Frassinelli for log in credentials*

For technical support, contact:  
**Katie Frassinelli**

For questions about resources and tools, contact:  
**David Patzer**

For questions about the  
Workers' Compensation Management Program, contact:  
**Heather Truro**

