



What does it mean to be a PACE Key Contact?

PACE Members are required to identify a single individual to serve as the PACE Key Contact for their organization. This is the person who will field all communications from PACE, whether it be in the form an email message or a phone call about something specific to your educational entity. So, it is important that this person knows who PACE is and what services we provide to our members. We have recently developed a short webinar that reviews the vast resources and services available through PACE. If you are still relatively new to your position and want to learn more about PACE, I would encourage you to watch and share it with any of your colleagues who may also benefit from the broadcast. We understand how valuable your time is, so we purposely kept the webinar length to a brief 15 minutes.

The primary role of the PACE Key Contact is the dissemination of PACE-related information internally. As the primary individual who receives PACE communications, it is paramount that the Key Contact scan through all messages and share them with colleagues on a need-to-know basis, as well as with anyone else who might benefit from the information. Oftentimes, these communications will include important notices of upcoming training opportunities, critical changes to the law, or other resources designed to assist your organization in the mitigation of exposures pertinent to a wide variety of topics.

It is also worth noting that the Key Contact is the sole staff member able to authorize their fellow colleague(s) any access to PACE Insurance Portal greater than “read only”. The portal is where all your insurance information is housed, including claims history, property and auto schedules, coverage documents and risk management reports, and more. If you need to authorize additional access for someone else at your organization, please email memberservices@sdao.com. For risk questions, email riskmanagement@sdao.com. For legal questions, email pacelegal@osba.org. For general questions, please email pace@osba.org.

Thank you for your support.