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## Bidding Farewell to Carole Dinan-Fitch

**C**arole Dinan-Fitch, Workers' Compensation Claims Manager, is retiring from CTSI effective May 22, 2020. Carole has been the Workers' Compensation Claims Manager since joining CTSI in 2013. She came to CTSI from Fireman's Fund Insurance Co. and has more than 42 years of experience in the worker's compensation industry, including positions with CenturyLink and Farmers Insurance. Carole has been an active participant in Colorado's self-insurance industry as a member of the Colorado Self Insured Association, where she served as the secretary for several years.



### A True Professional

According to Allen Chapman, former CTSI Executive Director, who worked with Carole for more than 6 years, "Carole is a reflection of what one would expect of a true professional within the industry, she is personable, knowledgeable, dedicated, reliable, possesses great leadership qualities and has always been a pleasure to work with."

Carole has built strong relationships with her coworkers and her leadership has helped shape the worker's compensation department into a responsive and efficient team. John (Chip) Taylor, CTSI Executive Director has appreciated Carole's steady leadership of CTSI's workers' compensation claims unit, which has enabled it to run smoothly and adopt new processes, including many system improvements she oversaw. Furthermore, "Her ability to manage a chal-

lenging collection of claims has helped the pool continue to provide for injured county workers effectively. We are very grateful for Carole's contributions to CTSI and CWCP and wish her all the best in her well-deserved retirement!"

### A Smooth Transition

Upon Carole's retirement, Kurt Muehler will step into the role of Worker's Compensation Claims Manager. Kurt has been with CTSI for 13 years and currently holds the position of Senior Claims Examiner, Worker's Compensation. Kurt brings over 34 years of experience in the insurance claims industry to his new position. He came to CTSI from Arrowpoint Capital Corporation, formally Royal & Sun Alliance Insurance. Kurt's expertise and industry experience are an asset to CTSI.

Kurt stated that working with Carole has had a positive influence on his career. He further said, "She has created a great working environment, and her decision to retire is met with mixed emotions. She will be missed, but we strive to transition and positively influence the future of the CTSI Workers' Compensation department."

### What This Means for Counties

Carole's leadership and guidance will be greatly missed; however, CTSI prides itself on being responsive to its members. So, as we wish Carole a happy retirement, be assured that the staff members in the Worker's Compensation Pool will work to ensure a seamless transition for our membership. For more information about the transition, contact CTSI at or to congratulate Carole on her retirement, email her at [cdinan-fitch@ctsi.org](mailto:cdinan-fitch@ctsi.org). [ctsi.org](http://ctsi.org)