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# PRIMA's 2017 ANNUAL CONFERENCE, FULL SCHEDULE

*\*Room Locations Subject to Change*

## SUNDAY JUNE 4, 2017

### **7:30A.M.**

Arizona PRIMA Cactus Challenge (\*separate registration)      *The Phoenician Golf Club*

### **8:00 A.M.-5:00 P.M.**

Exhibitor Load-In      *North Hall 6*

### **1:00 P.M.-5:00 P.M.**

Registration & Information      *North 120 Foyer*

Speaker Ready Room      *Room, 123*

### **5:30 P.M.-6:30 P.M.**

President's Reception (\*by invitation only)      *Deer Valley Ballroom, Sheraton*

### **6:30 P.M.-8:30 P.M.**

Welcome Reception (\*ticket required)      *Valley of the Sun Ballroom, Sheraton*

## MONDAY JUNE 5, 2017

### **7:15 A.M.-8:15 A.M.**

Breakfast      *North 120 Foyer*

### **7:30 A.M.-5:00 P.M.**

Registration & Information      *North 120 Foyer*

**7:30 A.M.-4:30 P.M.**

Speaker Ready Room

*Room, 123*

**8:00 A.M.-9:30 A.M.**

Opening General Session

*North 120 CD*

**9:30 A.M.-2:15 P.M. & 4:15 P.M.-6:00 P.M.**

PRIMA's Trade Show

*North Hall 6*

**10:45 A.M.-12:00 P.M., CONCURRENT SESSIONS**

**The Challenge of Change**

*Room, 121 AB*

Core Competency: PA/GBS: Organizational Management

Presenters:

Joey Sylvester, Arthur J. Gallagher & Co.

Shannon Gunderman, Yuma County, AZ

It has been said that the only constant is change. Organizations across the world are under pressure to adapt and to become leaner, quicker and more innovative. Public entities face many of the same challenges when they attempt organization-wide change initiatives to address the changing risk landscape. Yet, so many organizations and public entities fail to realize actual lasting change. Why? This session will explore common pitfalls in organizational change and provide real, practical advice regarding how to overcome those obstacles unique to change.

**Higher Controversy: Marijuana in the Workplace**

*Room, 126 AB*

Core Competency: CTIS: Future Trends

Presenter: Matthew Fisher, Reinisch Wilson Weier PC

Employers, carriers, adjusters and risk managers may have only seen a trickle of claims involving marijuana, but legalized medical-use marijuana (and potentially broader recreational legalization) will likely increase worker intoxication, consequently increasing on-the-job injuries. What is the medical science regarding this matter? What trends and gaps are emerging between federal enforcement and state enactments? What are the applicable issues and protections? This session reveals broad medical findings about the use of marijuana, coupled with the conflict that exists between the federal legal standard, federal case law and policy change as well as employment-related state laws based on Oregon's 15+ years of experience with marijuana.

## Pool Management, What Makes It Work?

*Room, 129 A*

Core Competency: CTIS: Strategic Planning/Management

Presenters:

Paul Miola, CPCU, ARM, Arthur J. Gallaher, New Jersey Joint Insurance Funds (AJG/NJ JIFs)

Paul Forlenza, Arthur J. Gallagher & Co.

Having extensive experience working with public entity pools, the presenters have developed systems and procedures which have not only withstood the test of time but also have evolved with changing technology. These systems allow pool members to update their schedules in real time and keep track of their assets right from their desk. The goal of this session is to help attendees identify successful pool management techniques, develop ideas for enhancing current pool management practices and to apply what is learned to participant pools.

## Loss Forecasting 101: For the Do-It-Yourselfer

*Room, 129 B*

Core Competency: PRMS: Risk Financing

Presenter: Scott Wightman, ARM-E, Arthur J. Gallagher & Co.

The wonderful world of actuarial science doesn't have to be a big mystery. There are practical models that can be utilized to formulate loss forecasts, to track claims as they emerge and to help finance departments set a year-end balance sheet reserve. These tools can also flow beautifully into the internal budgeting processes, cost allocation models and provide a framework for making self-insured retention decisions. It may sound complicated (or it may sound downright boring!) but we are confident that attendees will walk away with some very practical tools to help add new value to their organization.

## Do You Pay or Do You Pay Big... Risk Management for Public Fleet Operations

*Room, 122 AB*

Core Competency: PA/GBS: Organizational Management

Presenter: Oscar Goedecke, CSP, Travelers Insurance Company

In providing uninterrupted services 24 hours a day, 7 days a week, a public entity's fleet contains a variety of motor vehicles. Many of these vehicles create unique liability exposures, requiring special controls and driver training. In any single vehicle accident event, the claim may be directly impacted by how you manage your fleet operations. This session will walk through an accident scenario with the attendees to discuss liability exposures. Principles of fleet safety and risk management will be presented to assist managers and fleet administrators with making better decisions, policies, and procedures to help control these identified exposures.

## Selling Risk/Top Down and Bottom Up

*Room, 124 A*

Core Competency: PRMS: Risk Control

Presenter: Dean Coughenour, ARM, City of Flagstaff, AZ

This session is fast paced, interactive, entertaining and impactful. Attendees will learn how to build value and create a culture of risk management in which all employees feel empowered as risk managers. The presenter will discuss the attitudes that mold a safety culture and provide meaningful methods to take back to your entity to improve the attitudes toward safety and the results of risk management. This session will provide insight into what motivates individuals to communicate effectively with each other to build self-sustaining results.

## Before-During-After - An Effective RTW Program

*Room, 124 B*

Core Competency: PRMS: Claims Management

Presenters:

J.J. Schmidt, York Risk Services

Kimberly Wickert, MRC, CRC, York Risk Services - Voc Works

Danielle Dresden, CRC, MRC, York Risk Services - Voc Works

An effective return-to-work program includes much more than just light duty. A complete return-to-work program includes planning and analysis that takes place before an accident or injury occurs. Creating, maintaining and updating functional job descriptions with the correct physical duties and requirements needs to take place on a regular and consistent basis. Understanding the out-of-work impacts to the injured employee, as well as employees helping to maintain the workload, is of critical importance to both safety and employee morale. Effective management of the RTW process, including light duty or alternative RTW options, makes for a successful program.

### **12:15 P.M.-1:30 P.M.**

PRIMA Awards Luncheon (\*ticket required)

*North 120 CD*

### **1:30 P.M.-2:15 P.M.**

Dessert Reception & Raffle Drawing

*North Hall 6*

### **2:15 P.M.-2:45 P.M., 30 MINUTE CURRENT CRAM SESSIONS**

Do We Need to Keep This?: Understanding Spoliation of Evidence

*Room, 125 AB*

Core Competency: PRMS: Risk Control

Presenters:

Richard Spiers, CPCU, ARM, ARe, Genesis Management and Insurance Services

Mollie Werwas, Esq., Kopon Airdo, LLC

Almost any incident resulting in injury leaves behind evidence: surveillance video, broken equipment, photographs, the accident scene, incident reports, defective conditions and a myriad of other tangible evidence. This evidence raises numerous questions: How long do we need to preserve this scene? Do we need to keep this item, and for how long? What happens if we get rid of this video? This session is designed to provide attendees with a crash course on the law of spoliation of evidence so that they can make effective decisions on keeping or discarding those items.

## Understanding the Impact of Health Care Reform Now and in the Future

*Room, 126 AB*

Core Competency: PRMS: Regulatory Compliance  
Presenter: Lisa Stamm, Esq., Sherrill Morgan

The Affordable Care Act has turned the insurance industry on its head. With some regulations now in place, some coming soon and some delayed, it is all but an impossible task to try and understand the impact of health care reform on your organization. The presenter will take attendees through the basics of health care reform and then delve more deeply into some of the more complex regulations.

## Business Interruption for Public Entities!

*Room, 121 AB*

Core Competency: PRMS: Risk Financing  
Presenters:  
Justin Wiley, CPCU, RMPE, Arthur J. Gallagher & Co.  
Mike Brugh, FM Global

Business interruption is well understood in the private sector, but not always in the public world. This session will examine the difference between public sector and private sector interruptions. The presenters will discuss various exposures to public entities. Attendees will learn how to best protect their organizations from business interruptions and exposures.

## Lessons From Black Swans and Other Odd Ducks

*Room, 122 AB*

Core Competency: PA/GBS: Communications Skills  
Presenter: Marcus Beverly, CPCU, AIC, ARM-P, Alliant Insurance Services, Inc.

This session serves as an overview of several influential risk management books and thinkers that will cause you to ponder how to assess, communicate and mitigate risk. The presenter will share information regarding a 'new' definition of risk, how to tailor your message based on how the public reacts to risk, how to avoid being a 'turkey' and why the other lane always seems to move faster than yours.

## Risk Management Moneyball - The WC Algorithm You Should Know *Room, 124 A*

Core Competency: PRMS: Claims Management  
Presenter: Scott Moss, MPA, CPCU, ARM-E, ALCM, CIS

This session will share information regarding a predictive algorithm that every workers' compensation manager should learn. Attendees will discover an easy way to predict which claims are likely to be "hot"!

## 3:00 P.M.-4:15 P.M., CONCURRENT SESSIONS

### Developing a Municipal Threat Assessment Program/Plan Lessons Learned

*Room, 129 A*

Core Competency: PRMS: Crisis Management

Presenters:

Dan Hurley, ARM-P, CSP, City of Chesapeake, VA

Marilyn Rivers, CPCU, ARM, City of Saratoga Springs, NY

Although, municipal employees have the potential to be exposed to a variety of threats that are generally associated with workplace violence, there are potentially other threats to employees, the municipality and possibly citizens. By meeting with a variety of department representatives, the City of Chesapeake created a matrix to determine what internal and external risks exist to employees and the city. By utilizing a matrix, the city was able to list and rate, with a heat map, potential risks and determine if there were resources to address those risks. A lack of resources would necessitate creation of resources/policies that assist in minimizing those exposures.

### Deceit and Fraud Detection Strategies

*Room, 129 B*

Core Competency: CTIS: Interpersonal Skills

Presenters:

Ted Richards, Stander Reubens Thomas and Kinsey

Dalene Bartholomew, Probe Information Services, Inc.

A range of behaviors and physiological reactions can help identify people evading, deceiving or committing fraud. The cues can come from body language, facial gestures, emotional expressions and even verbal or tonal reactions during telephone communication. This session will cover a range of fraud and deceit and will improve your ability to spot it. The multimedia presentation will analyze clips of famous liars to test and improve your detection abilities. Attendees will learn successful tools for leveraging their deceit detection skills with a focus on stopping unwarranted claim benefits, abuse and fraud.

### Engaging Your Community: Addressing Your Risk Exposures

*Room, 124 B*

Core Competency: PRMS: Risk Control

Presenters:

Michael Fann, ARM-P, MBA, The Pool - TN

George Dalton, ARM-P, MCM, The Pool – TN

Some organizations engage in customer service training while others may call it "demeanor" or "interpersonal skills" training. We simply title it "Engaging Your Community". Most members of the general public appreciate the services that governmental entities provide, however, practically every encounter has the potential to be adversarial or negative. Given that, public servants must engage the public with respect and civility. Public entities must intentionally engage every stakeholder segment of the community to improve these relationships. A public servant's goal is to build emotional capital within the community on a daily basis and to add credits to their balance sheet, because the debit is eventually coming.

## ERM: A Case Study with Practical Application

*Room, 122 AB*

Core Competency: PRMS: Risk Management Process

Presenters:

Robin Flint, ARM, ASP, CEAS I, Association of California Water Agencies Joint Powers Insurance Authority (ACWA JPIA)

Leo Costantino, ARM-E, CPCU, UCLA Extension

Wendell Bosen, ARM P/E, CPCU, Moreton & Company

Have you heard about ERM, attended prior training workshops on the subject or are at the beginning stages of ERM implementation in your public entity? If so, this session is for you. Using ISO 31000 principles, framework and process, this session focuses on the practical application of ISO 31000. Participants will work on a case study to gain both a theoretical understanding and practical applications of enterprise risk management.

## Lessons Learned from Maricopa's Cyber Event

*Room, 124 A*

Core Competency: PRMS: Crisis Management

Presenters:

Sheri Swain, Maricopa County Community College District

Miguel Hernandez IV, PhD, Maricopa County Community College District

Edward Kelty, Maricopa County Community College District

In 2013, Maricopa County Community College District (MCCCD) experienced what was considered a major data breach, which was later confirmed to not be the case. There were lessons learned from that incident and many changes were made to correct deficiencies in the area of policy, best practices, technology, infrastructure and organizational structure. Attendees will learn to evaluate and establish an organizational structure to address a cyber incident and identify and develop a leadership model to ensure open communication and a team approach.

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*Room, 129 B*

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## Developing Strategies for Transgender Employees and Clients *Room, 121 AB*

Core Competency: CTIS: Future Trends

Presenters:

Victoria Nolan, CSP, ARM , Clean Water Services

Liani Reeves, Bullard Law

This session will explore various perspectives regarding Transgender employees in the workplace. Presenters will discuss EEOC and OSHA guidelines associated with Transgender legal issues and decisions. Attendees will learn practical tools to ensure their organizations are prepared to properly address risks associated with transgender employees, clients and customers.

## Think Like An Actuary!

*Room, 126 AB*

**Core Competency:** PRMS: Risk Financing

**Presenter:** Mujtaba Dattoo, ACAS, MAAA, FCA, Aon Global Risk Consulting

This session will teach attendees how to develop and anticipate their financial results by utilizing the actuary's toolkit. This enables the ability to make sound funding decisions while facilitating financial results forecasting. The toolkit includes various factors, data, graphs and intuition that can be readily applied to estimate results.

**4:30 P.M.-6:00 P.M.**

Networking Reception

*North Hall 6*

**TUESDAY JUNE 5, 2017**

**7:15 A.M.-8:15 A.M.**

Breakfast

*North 120 Foyer*

**7:30 A.M.-5:00 P.M.**

Registration & Information

*North 120 Foyer*

**7:30 A.M.-4:30 P.M.**

Speaker Ready Room

*Room, 123*



## 8:00 A.M.-9:00 A.M.

General Session

*North 120 CD*

## 9:00 A.M.-2:00 P.M.

PRIMA's Trade Show

*North Hall 6*

## 9:45 A.M.-11:00 A.M., CONCURRENT SESSIONS

Revolutionizing Healthcare - Worksite Health and Wellness Center

*Room, 121 AB*

Core Competency: CTIS: Future Trends

Presenters: Ernie Clevenger, CareHere, LLC

There is a critical need to rebuild America's healthcare system. Our nation is currently experiencing an increase in chronic diseases and conditions, while simultaneously dealing with an increase in the cost of healthcare. This session will discuss how worksite employee sponsored health clinics, positively impact employees and their dependents.

Predictable Is Preventable: Understanding Real Risk Management

*Room, 129 B*

Core Competency: PRMS: Risk Control

Presenter: Gordon Graham, Lexipol

Everything public safety employees do, in every moment of every day, involves a level of risk. As risk management practitioners, we throw the word "risk management" around a lot, but when was the last time you considered what it actually means? How can you recognize the real risks your organization faces every day and put control measures in place to help employees and member organizations mitigate these risks? Is there a way to consistently assess the level of risk individuals and organizations face? Using his background as a cop, attorney and risk manager, the presenter will show attendees how they can better protect their agencies and employees and help individuals within their organizations integrate risk management into daily routines.

Protection from Financial Risk: Target Funding Approach

*Room, 124 B*

Core Competency: PRMS: Risk Financing

Presenters:

Mike Harrington, FCAS, MAAA, Bickmore

Nina Gau, FCAS, MAAA, Bickmore

How well is your self-insured pool protected from financial risk? This session will review major risk factors faced by self-insurance pools, such as underwriting, investment and reinsurance risks. Also, presenters will discuss traditional strategies and financial measures designed to protect against these risks. Information will be shared regarding major financial ratios, surplus ratios, confidence level funding and risk-based capital requirements used in determining target funding policies. Attendees will learn the capital modeling approach to establish comprehensive financial goals for a self-insured entity.

## Perception is Reality OR Is Reality Truly Perceived? Media Coverage and Police Brutality Cases *Room, 129 A*

Core Competency: PRMS: Risk Management Process

Presenters:

Michele Molinaro, Jones, Skelton & Hochuli

Amelia Esber, Jones, Skelton & Hochuli

This session will provide an overview of cases of alleged police brutality that received national media coverage, as well as those cases that have gone on to shape modern law. It is evident that the public perception of law enforcement officers is changing, but this session will analyze whether that perception has reached the courtrooms. Jury verdicts in light of these highly publicized issues, as well as rulings by judges, will also be examined during this session. Has the public perception of police brutality truly made the fate of police officers a question for the people's court?

## Protection from Financial Risk: Target Funding Approach *Room, 124 B*

Core Competency: PRMS: Risk Financing

Presenters:

Mike Harrington, FCAS, MAAA, Bickmore

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How well is your self-insured pool protected from financial risk? This session will review major risk factors faced by self-insurance pools, such as underwriting, investment and reinsurance risks. Also, presenters will discuss traditional strategies and financial measures designed to protect against these risks. Information will be shared regarding major financial ratios, surplus ratios, confidence level funding and risk-based capital requirements used in determining target funding policies. Attendees will learn the capital modeling approach to establish comprehensive financial goals for a self-insured entity.

## Emerging Trends: Public Risk Manager Panel Discussion *Room, 124 A*

Core Competency: CTIS: Future Trends

Presenters:

David Karamessinis Travelers Insurance Company

Leland Frische Town of Gilbert, AZ

Dean Coughenour, ARM, City of Flagstaff

Pokemon Go? Slacklining? No one can predict the latest fad that will capture the public. We live in a complex world with changing dynamics. New and emerging issues are all around us on a daily basis. Issues such as Post Traumatic Stress Disorder (PTSD) in our first responders and law enforcement, drone exposures, transgender issues, use of body-worn cameras, cyber threats and others continue to be front and center. In this session, you will hear from other public risk managers who are managing these exposures and discuss ways that you can make your public entity more prepared to deal with these emerging trends.

## Social Media and Kids: Identifying and Prevent Risks for Schools and Programs for Minors *Room, 122 AB*

Core Competency: PRMS: Risk Control

Presenters:

Michael Airdo, Esq., Kopon Airdo, LLC

Mollie Werwas, Esq., Kopon Airdo, LLC

The use of social media and other forms of electronic communication dominate many social interactions these days, including schools and other programs that provide services for minors (i.e. day camps, sports teams). As more adults communicate with children through these mediums, schools and program sponsors must recognize the potential risks for their institutions. This session is intended to provide attendees with practical advice for developing social media policies for their employees that reduce risk in ways that benefit the institution, their employees, and the children they serve.

### **11:15 A.M.-12:30 P.M., CONCURRENT SESSIONS**

## How ERM Enables Successful Execution of Strategy

*Room, 125 AB*

Core Competency: PRMS: Risk Management Process

Presenters: Lisanne Sison, C31000, Bickmore

When implementing ERM, it's easy to focus on the risk management process, including the identification, prioritization and mitigation of organizational risks. However, the identification of risks to the organization's mission/strategy and the alignment of ERM efforts with organizational initiatives, requires just as much focus. This session is designed to show how ERM strengthens the strategic planning process, adds structure and rigor to evaluating risks and opportunities for organizational initiatives. The presenter will share how ERM enhances an organization's ability to allocate limited resources to areas of most need or biggest potential for enhanced value.

## Your Employee Has Blown The Whistle: Now What Do You Do?

*Room, 129 A*

Core Competency: PA/GBS: Business Law

Presenter: Aaron Stone, One Beacon Government Risks

The rise in whistleblower/retaliation claims is occurring under both federal and state laws. Do you know what to do if an employee makes a complaint that could be construed as whistleblowing? Do you have set policies and procedures to address the complaint and ensure that the employee is not retaliated against as a result of making the complaint? This session will focus on the current whistleblower/retaliation laws as well as proper policies and procedures. Attendees will learn potential pitfalls in dealing with these issues.

## The State of the Affordable Care Act and Key Considerations for Employers

*Room, 129 B*

Core Competency: PRMS: Public Risk Management Skills  
Presenter: Michael Shevlin, Munich Health North America

This session will serve as a brief review of the impact of the Affordable Care Act to date and what to expect from the new Administration in Washington. The presenter will share how the tax on “Cadillac Plans” will be calculated and how it will impact public employers. Further, the presenter will discuss potential regulations and guidelines as well as the specific implications for unions and public employers. Other topics to be covered include specific examples of successful public employer self insurance “pools”, alternative vehicles for managing risk in health care and employee benefits as well as the latest trends in Stop Loss Insurance and catastrophic claims management.

## Claim Investigation and Preservation

*Room, 126 AB*

Core Competency: PRMS: Claims Management  
Presenters:  
Sarah Perry, ARM-P, City of Columbia, MO  
Doug Kennedy, JD, CPCU, Berkley Risk Administrators Company, LLC

This session will identify the components of a claim investigation. Attendees will learn how to identify, preserve and interpret relevant evidence to assist your attorney in preparing a good defense for your entity.

## The Weakest [Cyber] Link: Preventing and Managing Losses Caused by Employees

*Room, 124 B*

Core Competency: PRMS: Risk Control  
Presenters:  
Michael Airdo, Esq., Kopon Airdo, LLC  
Mollie Werwas, Esq., Kopon Airdo, LLC

In today's high-tech environment, entities of every size and type, in both the public and private sector, face risks of cyber breaches and leaks of information, as well as theft and fraud. While hackers develop sophisticated means to attack from the outset, the biggest threat to most entities' cyber security is internal: their own employees. This session will focus on the cyber risks posed by employees through actions that could either be unintentional (error, mistake, bring-your-own-device policies) or intentional (such as theft or embezzlement). The presenters will also discuss how an entity can foster an environment of cyber-risk awareness to prevent breaches or minimize loss when it occurs.

## Penetrating the Cone of Silence: Police & Fire

*Room, 124 A*

Core Competency: PA/GBS: Communications Skills

Presenters: Dean Coughenour, ARM, City of Flagstaff

During this session, the presenter will focus on building effective lines of communication with both police and fire. Have you ever wondered why it seems that these two groups are much more difficult to establish buy-in with? Why are they different? How are they different from each other? Attendees will learn ways to integrate risk management into both of these organizations and obtain information regarding how to recognize whether or not the integration is successful. This session will be fast-paced and utilize video and Q&A.

## Emerging Risk for Public Schools: Risk, Coverage and Opportunities *Room, 121 AB*

Core Competency: CTIS: Strategic Planning/Management

Presenters:

Robert Bambino, CPCU, ARM, Wright Risk Management Company, LLC

Tim Lyons, Munich Re

What are the new and emerging risks for the public school sector? Will societal risks develop into school exposures requiring consideration by serious-minded risk managers? How well do existing insurance programs cover these exposures? While none of us can see the future, there are three emerging trends worth identifying, measuring and monitoring: expanding public school services, the new American workforce and the 24/7/365 school environment. The three emerging trends will be discussed during this session. Also, the presenters will share risk control and monitoring techniques and resources.

## The Psychological Impact of Trauma, and the Road Back

*Room, 122 AB*

Core Competency: PRMS: Crisis Management

Presenters:

Michael Lacroix, Coventry

Les Kertay Ph.D., ABPP, R3 Continuum

London, Madrid, Paris, Brussels, San Bernardino and Orlando. We are all only too aware of the mayhem and trauma generated by terrorist acts. But trauma is not something that happens only as a result of terrorism, it happens every day in workplaces all over America. Almost two million of us are assaulted in the workplace every year in the U.S. Workplace trauma can also arise from seeing others get injured or have a heart attack, from witnessing traffic accidents, and even from threats by co-workers or others. Sadly, most employers' reaction to trauma situations is to do nothing. The aforementioned attitude has consequences for employee morale and retention, it negatively impacts the bottom line. This session provides positive methods employers can use to react to traumatic incidents that occur at work.

## 12:30 P.M.-2:00 P.M.

Boxed Lunch in the Exhibit Hall (\*ticket required)

*North Hall 6*

President's Luncheon (\*invitation only)

*Room, 128 AB*

## 2:15 P.M.-2:45 P.M., 30 MINUTE CONCURRENT CRAM SESSIONS

Do We Need to Keep This?: Understanding Spoliation of Evidence *Room, 125 AB*

Core Competency: PRMS: Risk Control

Presenters:

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Understanding the Impact of Health Care Reform Now and in the Future

*Room, 122 AB*

Core Competency: PRMS: Regulatory Compliance

Presenter: Lisa Stamm, Esq., Sherrill Morgan

The Affordable Care Act has turned the insurance industry on its head. With some regulations now in place, some coming soon and some delayed, it is all but an impossible task to try and understand the impact of health care reform on your organization. The presenter will take attendees through the basics of health care reform and then delve more deeply into some of the more complex regulations.

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## Risk Management Moneyball - The WC Algorithm You Should Know *Room, 124 A*

Core Competency: PRMS: Claims Management

Presenter: Scott Moss, MPA, CPCU, ARM-E, ALCM, CIS

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### **3:00 P.M.-4:15 P.M., CONCURRENT SESSIONS**

## Integrated Disability Management and Absence Tracking Programs *Room, 129 B*

Core Competency: PRMS: Claims Management

Presenters:

J.J. Schmidt, York Risk Services

Heather Luiz, York Risk Services - Care Works

The increasing number of leave benefits provided at the state and the federal level challenges employers. Various factors impact disability and absence management programs, such as workforce cutbacks, an aging workforce, and the need to "do more with less" to maintain productivity. This session will examine how to navigate the absence process while determining reasonable accommodations for disabled employees, managing absenteeism and handling other complex leave and disability management issues. Integrated disability management is gaining popularity because it helps employers control costs and increase productivity, while making the claims process easier. Attendees will learn how to identify strategies to introduce integrated disability management into their organizations, determine the effective measures to track and monitor results and make the business case for adopting an integrated program.

## Risk-Informed Decision Making for You and Your Entity

*Room, 121 AB*

Core Competency: CTIS: Decision Making

Presenters:

Scott Wightman, ARM-E, Arthur J. Gallagher & Co.

Sarah Perry, ARM-P, City of Columbia, MO

This session will focus on the model for risk-informed decision making. The presenters will discuss the model's practical use. Attendees will learn methods to apply the model to a variety of circumstances, people and types of decisions.

## Jail Risk Operations - Red Flags and Mitigation Strategies

*Room, 129 A*

Core Competency: PRMS: Risk Management Process

Presenters:

Richard Bishop, All About Jails, LLC

Lauren Maerz, Munich Re

Operating and managing a jail in your local city, town or county is fraught with risk. As the person responsible for managing the risk associated with jail operation, it may seem like a guessing game as to what type of tort or claim will hit your desk next. In this session, attendees will hear a brief update of emerging national trends in jail litigation and delve into interactive discussion with a veteran jail chief and risk specialist regarding what questions to ask, what documents to review and what red flags are in your jail operation.

## Managing Distracted Driving in Law Enforcement

*Room, 124 B*

Core Competency: CTIS: Strategic Planning/Management

Presenter: Oscar Goedecke, CSP, Travelers Insurance Company

The term distraction can be described as a specific type of inattention that occurs when drivers divert their attention away from the driving task to focus on another activity instead. Distracted driving does not just happen - it is a choice and distraction-affected crashes are preventable. Risk managers for public entities have a unique set of challenges given the diversity of their fleets, especially with their law enforcement departments. During this session, attendees will be introduced to a problem-solving model which can be used to develop solutions to the challenges faced when managing distracted driving. This session will examine five key influences management has at its discretion that can help mold employee decision making and behaviors while driving. Attendees will have the opportunity to develop an action plan to (re)establish a standard of safety for distracted driving prevention.

## Understanding and Managing Reputation Risk

*Room, 122 AB*

Core Competency: CTIS: Strategic Planning/Management

Presenters:

Carleen Patterson, ARM-P, CIC, CRM, Aon

Lori Gray, Prince William County, VA

Building and maintaining a solid reputation is important for public sector organizations. Reputation risk is an intangible asset that is often difficult to identify and quantify. Assessing reputation risk is not an objective process, but rather it is a subjective assessment that could reflect a number of different factors. In this session, attendees will learn how to assess, measure and monitor reputational risk to help sell risk management to decision-makers and to prevent a loss of reputation.



## Essential Elements of School Risk Control Programs

*Room, 125 AB*

Core Competency: PRMS: Risk Control

Presenters:

Ariel Jenkins, CSP, ARM, MBA, ARM-E, Safety National Casualty Corporation

Kevin O'Sadnick, CSP, Safety National Casualty Corporation

The risks and liabilities associated with schools are vast. During this session, a panel of risk managers will discuss how they created successful risk control programs for their school systems, including fundamentals necessary to address a wide range of exposures from slips, trips and falls to active shooter events.

## Addressing Municipalities' Biggest Workers' Compensation Challenges *Room, 124 A*

Core Competency: PRMS: Risk Control

Presenters:

Mark Walls, Safety National Casualty Corporation

Kimberly George, Sedgwick

Join the presenters for a live edition of their popular "Out Front Ideas" series, featuring a panel of public entity risk managers discussing their biggest workers' compensation challenges and how they are overcoming them. Discover how risk managers are approaching challenges related to working hand-in-hand with labor unions, developing successful return-to-work programs, maintaining productive relationships with TPAs and other claims management vendors, fraud detection, mitigating opioid abuse in claims and more.

## Public Entity Risk Managers Speak Out: Seven Key Findings from the PRIMA Loss Control Survey *Room, 126 AB*

Core Competency: PA/GBS: Public Administration/ General Business Skills

Presenters:

Frank Altieri, PMA Management Corp.

David Weightman, PMA Companies

Yvonne Moebs, County of Guilford, NC

In this session, we'll reveal the results of the 2017 Public Entity Employee Safety and Loss Control Survey conducted by PRIMA and PMA Companies among PRIMA members. Attendees will learn how their public entity peers are successfully reducing workplace accidents and hear their plans for future loss control strategies. Presenters will discuss the most important workplace safety challenges for public entities, the use of data analytics in workplace safety strategies, and the three most significant emerging loss control issues for public entities. Solutions to advance your workplace loss control program in 2017 and beyond will also be shared.

**7:00 P.M.-10:00 P.M.**

PRIMA's Signature Social Event (\*ticket required)

Arizona Science Center

WEDNESDAY JUNE 5, 2017

**6:15 A.M.**

PRIMA's Annual 5k Fun Run/Walk (\*ticketed event)

*Margaret T. Hence Park*

**7:15 A.M.-8:15 A.M.**

Breakfast

*North 120 Foyer*

**8:00 A.M.-11:00 A.M.**

Registration & Information

*North 120 Foyer*

**8:00 A.M.-12:00 P.M.**

Speaker Ready Room

*Room, 123*

**8:00 A.M.-9:30 A.M.**

Closing General Session

*North 120 CD*

**9:30 A.M.- 12:00 P.M.**

**ERM 57: Enterprise Risk Management Exam Review**

*Room, 126 AB*

Core Competency: CTIS: Strategic Planning/Management

Presenter: Michael Elliott, CPCU, AIAF, The Institutes

This review for The Institutes' ERM 57 exam will focus on understanding the more challenging areas of the course. This session will focus on ERM goals, strategic risk management, risk management frameworks, risk governance, internal control, business process and performance management, risk mapping, influence diagrams, portfolio theory, risk-based capital and capital investment analysis. Attendees are afforded the opportunity to learn about the exam format and review practice questions. To fully benefit from this session, advanced preparation by studying the course materials is recommended.

## 9:30 A.M.-10:45 A.M., CONCURRENT SESSIONS

### Navigating the Risks in Group Health Benefits

*Room, 121 AB*

Core Competency: CTIS: Strategic Planning/Management

Presenter: Mark Saiz, CGBA, City of Albuquerque/State and Local Government Benefits Association

This session will discuss various practices used by other public employers to identify and manage risks associated with group health benefits. Presenters will share methods used by the City of Albuquerque and other public and private employers in New Mexico, to create an employer led coalition with members from provider groups and delivery systems. Strategies used by New Mexico employers to empower employees to actively participate in their care decisions will be reviewed. Additionally, attendees will learn the relationship between contractual clinical performance measures with health plans and its positive impact on chronic diseases such as diabetes and hypertension.

### A Training Tool for Safety Professionals

*Room, 125 AB*

Core Competency: PRMS: Risk Control

Presenters:

Stewart Ellenberg, ARM-P, Midwest Employers Casualty Company

Kathy Peeling, CPCU, ARM-P, Midwest Employers Casualty Company

Are you looking for a great training tool for employees and supervisors that focuses on how to prevent accidents? In this session, attendees will view a free safety video that is hard-hitting and won't be forgotten. In the spirit of Groundhog Day, this video looks at an accident and then replays it three different times with minor differences. The attendees will learn how to use this video in any department operation in an effort to transform their safety culture.

### People of ACTION Don't Have Time to THINK

*Room, 124 B*

Core Competency: CTIS: Strategic Planning/Management

Presenters:

James Billingsley, J.D., City of Kingsport

Terri Evans, City of Kingsport

This session will evaluate the balance between thinking through decisions and becoming stymied in the never-ending "what if's". It will explain why it is imperative to think through programs, processes, policies and future plans. While it can be enticing to "just do it" when it comes to a new idea, many entities have found themselves on the wrong side of the law or public perception when decisions are not thoroughly vetted. This is why it's important to have risk management at the decision-making table. It is important to position yourself to be of assistance without being viewed as a road block to development and success. But how? What do you do if your leadership fails to include you in decisions, or worse yet, fails to inform you of changes/new programs in the first place.

## Successfully Implementing CHANGE as a New Risk Manager

*Room, 124 A*

Core Competency: PRMS: Risk Management Process

Presenters:

Tim Zimmerschied, ARM-P, CPCU, AAI, CIC, ALCM, AMIM, Arthur J. Gallagher & Co.  
Yvonne Moebs, County of Guilford, NC

This session is designed to help the new risk manager assess current programs in place and evaluate the dynamics behind programs both administratively and financially. After the assessment is complete, real world examples from a risk manager are shared, to demonstrate how to implement substantial change to a risk management program. The presenters will provide many real world takeaways for immediate use by public entity risk managers and safety personnel.

## How Advocacy Impacts Claims Management Today

*Room, 122 AB*

Core Competency: PRMS: Claims Management

Presenters:

Dawn Watkins, AIC, PHR, ARM-P, Los Angeles Unified School District  
Edward Canavan, ARM, AIC, Sedgwick

As employers look for ways to increase productivity and performance, an employee-centric, caring claims approach is quickly emerging. Showing concern for an individual's overall health and well-being produces a more positive employee experience while improving overall organizational productivity and performance. By treating the whole person, resources can be identified and aligned in a way to produce a more positive experience, identify an effective pathway to recovery and ultimately reduce employer costs. This session is designed to provide an in-depth discussion regarding how an advocacy approach works and the benefits it can produce.

**11:00 A.M.-12:15 P.M.**

## Amendments to the Americans With Disabilities Act: Implications for Public Entities

*Room, 124 A*

Core Competency: PRMS: Risk Management Process

Presenters:

Michael Otworth, MBA, CPCU, ARM, Genesis Management Insurance Services  
Ben Eggert, JD, Wiley Rein

In response to several U.S. Supreme Court decisions, Congress amended the Americans with Disabilities Act (ADA) in 2008. Recently, the implementing regulations promulgated by the EEOC went into effect. These changes present challenges to public employers that must predict their responsibilities under a recalibrated ADA. Public human resource managers have to determine how to meet their shifting obligations in a climate of fiscal uncertainty and legal ambiguity. This session will examine recent statutory, regulatory and case law developments that impact public entities' human resource obligations under the ADA.

## Drones Beginning to Crowd an Entity's Airspace

*Room, 124 A*

Core Competency: PRMS: Regulatory Compliance

Presenter: Richard Spiers, CPCU, ARe, ARM, Genesis Management and Insurance Services

A few weeks after the drone panel discussed the rapidly changing drone world at the 2016 PRIMA annual conference, the FAA sent out a notice confirming that their regulations would be taking effect in August of the same year. Now that the federal regulations are verified, there will be more changes involving state and local regulations, including a possible effect on insurance coverage. This is just another example of the importance of remaining updated as the usage of drones continues to surge forward. During this session, the panel will encourage the audience to ask questions and share their experiences regarding their own drone usage.

## Aging Infrastructure, Weather Events, Climate Change - A Crisis *Room, 122 AB*

Core Competency: PRMS: Risk Control

Presenter: Robert Beck, P.E., Munich Re

Infrastructure all over the U.S. is not only aging, but is inadequately designed with today's lifestyles in mind. Add severe weather events, including floods, wildfires and climate change, and now communities are thrust into a state of crisis. Hurricane Katrina, Superstorm Sandy, recent catastrophic floods and wildfires in many areas of the United States, have left millions of people throughout the country without power, have flooded substations and switching stations, have downed utility poles and have rendered transmission lines useless. The infrastructure needed to supply energy services is not being maintained at a fast enough pace to keep up with demand. Can these problems be solved? This session looks at ways insurance professionals can be proactive in quantifying and mitigating the associated risks.

## Contractual Risk Transfer: The Phoenix Effect

*Room, 125 AB*

Core Competency: PRMS: Risk Financing

Presenters:

Tiffany Allen, ARM-P, PS-MESH, Travelers

Dave Karamessinas, Travelers

Are you satisfied with your contractual risk transfer (CRT) program? Or does it feel old like a phoenix at the end of its life cycle? No matter where you are in your CRT program development (brand new or older), you can take control and give it the phoenix effect by creating a new policy or revitalizing the one you have. Hold harmless, indemnification or insurance procurement agreements in leases, construction and transportation contracts, use of facility forms, intermunicipal cooperation agreements or other type of agreements (such as purchase orders or less formal letters of understanding) are methods commonly used by public entities to transfer risk. Transferring risk has always been a challenge, however, it now takes more effort and skill to effectuate a satisfactory risk transfer than in the past. In this session, attendees will learn about internal and external contract players and responsibilities, key contract requirements, and common pitfalls to avoid in contractual risk transfer.

## Write Your Own Success Story

*Room, 121 AB*

Core Competency: PRMS: Claims Management

Presenters:

Dawn Watkins, AIC, PHR, ARM-P, Los Angeles Unified School District

Edward Canavan, ARM, AIC, Sedgwick

This session will open by identifying and describing main drivers of large claims outcomes, not just high costs, but also bad results for injured workers. Next, public entity professionals will describe how these drivers impacted their programs and steps to eliminate and mitigate their effects. This will be followed by an exchange with the audience about challenges they are facing and collaboration about what strategy or tactic would be most effective.

**12:30 P.M.-1:45 P.M.**

PRIMA Member Lunch & Annual Meeting (\*ticket required)

*North 120 CD*