



June 2018

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President's Message



Who Ya Gonna Call?!

I think a lot of you who were around in the 80's know the answer to that question. If you don't, watch the Ghostbusters movie! This blast from the past reminds me of the many networking relationships I personally have because of my involvement in Texas PRIMA. Not only with other Risk Managers and Risk Professionals, but also with the ever-endearing sponsors of Texas PRIMA. Whether you have had a working relationship with any of our sponsors or not, they are a constant source of reliability, knowledge and support for any member of Texas PRIMA.

The phenomenon I'm about to share is something I cannot explain, but almost every Friday afternoon at around 4:59 pm, a "risk" dilemma/crisis occurs, of which requires immediate response! Maybe this occurs in your office too...I'd like to hope I'm not the only one. Invariably, it is a situation that either I'm uncertain of or simply have no idea what the answer should be. Typically, my first response is "Say What?" (Different Strokes, another 80's show). My next action is to call my go-to peeps from Texas PRIMA. Typically, that is a combination of sponsors and other members who are experts on the subject matter at hand. I usually start the conversation with, "this is my Friday afternoon question." After a thorough discussion about the who, what, where, why and how and the assorted options that would reduce risk, I am able to move forward with a recommendation and/or plan. Also, this Yuppie has learned something new in the process. Yes, I was a Yuppie. Sometimes my question stumps all of us and combined we reach out to other resources. Also, I receive that "Friday afternoon call" from *my* colleagues needing information and I help them with their question, providing resources or strategies. By initiating and maintaining networking relationships with other Texas PRIMA members you can avoid reinventing the wheel and implement best practices used in the industry.

Speaking of best practices, our annual conference planning is in full trajectory. Conference committees are gearing up for the scholarship program invitation, accepting presentation submissions, working with our great sponsors and finalizing the casino/dinner/dancing event. We met with our sponsors at the conference location in Irving, and the feedback from them was totally rad. We know you will be stoked about the Omni Mandalay Hotel at Las Colinas and the Irving Convention Center. Don't forget to dress up in your favorite 80's fashion for casino night - shoulder pads, high-top Reebok's and BIG HAIR!

We've hosted a Risk Management webinar and regional seminars. All were well attended, and the next seminars will be held in September. Also, the call for awards nominations is open, so be thinking about possible candidates for award recognition and [nominate online](#).

Thanks to our members, sponsors and Board of Directors for your diligent effort and support. Texas PRIMA's success and growth is not by mere chance!

*Donna James-Spruce, ARM
2018 Texas PRIMA President*

SafeSchools - Managing the Aftermath of Tragedy

Free Aftermath of Tragedy Course

On May 18, 2018, our education community was again tragically affected. Ten lives were lost, and a local community shattered after a 17-year-old gunman opened fire at Santa Fe High School in Santa Fe, Texas. The attack comes just months after a mass shooting at Marjory Stoneman Douglas High School in Parkland, Florida.

In an effort to help with the healing that's needed right now, we're making our SafeSchools Training course, Managing the Aftermath of Tragedy, available to any educator, free of charge, for the next 60 days. This course, written by school safety experts Dr. Scott Poland and Dr. Donna Poland, provides valuable information on how to help your school deal with a tragedy, should one occur. To access this free course, go to www.SafeSchools.com/Cares. Our thoughts are with the students, educators, and families in Santa Fe and the surrounding areas as they begin the healing process. info@safeschools.com, <https://www.safeschools.com/blog/free-aftermath-of-tragedy-course/>

*by SafeSchools | Posted on May 22, 2018
Tara Castaneda, Communication Committee*

National Safety Month 2018



The National Safety Council (NSC) has designated June as National Safety Month for 2018 and has established a campaign to promote employee safety. Every 4 minutes, someone dies from something that is 100% preventable. National Safety Month is a call to action to reverse this trend. The National Safety Month 2018 No 1 Gets Hurt campaign will focus on four weekly topics and provide materials such as tips sheets, related articles, and promotional information for each topic each week to encourage safety in the workplace and at home. The topics for National Safety Month 2018 include:

Week 1: Emergency Preparedness

Week 2: Wellness

Week 3: Falls

Week 4: Driving

For more information on how to incorporate National Safety Month into your organization's safety program, click the following link: www.nsc.org/nsm

Summer Safety Topics

Staying safe in the summer includes taking precautions when working in the heat, as well as protecting your skin from sun exposure. The following links provide great resources for summer safety:

<https://www.nsc.org/home-safety/tools-resources/seasonal-safety/summer/heat>

https://www.cdc.gov/cancer/skin/basic_info/sun-safety.htm

Robert Warren, Communication Committee Chair

Calling all Presenters: Submit your session proposal NOW

November 11-14, 2018, Irving Convention Center, Irving, Texas

PROPOSAL DEADLINE: June 20, 2018

Texas Chapter Public Risk Management Association (Texas PRIMA) is currently accepting presentation submissions for its 2018 Annual Conference (November 11-14) at Irving Convention Center, Irving, Texas. Interested presenters should click on the link below to submit a presentation for consideration. All submissions must be received via our online submission system.

Speaker benefits include a free registration for the lead presenter for Texas PRIMA's Annual Conference. [Click here](#) for more information and for additional speaker benefits.

To enter your application, you will need to create a login with your email address and a password that is easy to remember. [Click here to submit online NOW!](#)

This is your chance to share your ideas and experience with risk management professionals and industry representatives throughout the state. We are looking for those who want to:

- Participate in the growth of your profession and industry
- Receive visibility, recognition and credibility within the industry
- Create new networking opportunities

For additional information, please contact Jason Hardy, Education Committee Chair, at jason.hardy@gpisd.org. Thank you for your support of Texas PRIMA!

Jason Hardy, Education Committee Chair

Texas PRIMA Seeking Totally Rad Nominations

Texas PRIMA is so amped to tell you about the Texas PRIMA 2018 Awards bash. Our gig includes the 2018 selection of a righteous Risk Professional, a gnarly Rising Star, and some totally tubular programs and/or products. Our goal is to recognize excellence among Texas public entities and Texas individuals with three awards:

- The Risk Professional of the Year recognizes an individual who exemplifies excellence, innovation, and commitment to the risk and insurance management field.
- Rising Star honors someone with 2-7 years of professional experience in the risk and insurance management industry who has exemplified leadership potential, achievement, and professional development.
- The Risk Management Program Achievement Award honors programs, projects, or products that are creative and successful and highlights the success of our public entity organizations. The successful award recipients are recognized at the awards luncheon during Texas PRIMA's annual conference in November and will receive a wall plaque and congratulations in the PRIMA Press newsletter. The Risk Professional of the Year and the Rising Star recipients both receive complimentary conference registration and one-night hotel accommodations! That's wicked to the max.

There's no need to wig out or have a cow man. The nomination process is very easy! The nomination forms for all three awards can be found [here](#) or by visiting www.texasprima.org. You can even nominate yourself! The nomination deadline is September 14, 2018. Any questions concerning the awards process can be addressed to Melissa Steger, Chair of the Awards Committee, at msteger@utsystem.edu.

Melissa Steger, Awards Chair

Texas PRIMA 29th Annual Conference Scholarship Program

The scholarship application process for Texas PRIMA's 29th Annual Conference at The Omni Mandalay Hotel at Las Colinas in Irving, Texas, November 11-14, 2018 will be here before you know it. There are many deserving people who may not be aware of the scholarship program Texas PRIMA offers. We are encouraging members to get the word out to any of your public entity colleagues and clients who might qualify. The scholarship program is designed to assist risk management professionals whose public entity might not be able to afford the cost of attending the Annual Conference. Full and partial scholarships will be awarded and may include up to the following:

- Conference registration costs
- Costs related to attending the conference, including travel and lodging at the conference hotel
- Complimentary membership in Texas PRIMA through 2019

This will be our seventh year to include scholarship donation opportunities for our sponsors. It has been a huge success and their generosity has enabled us to bring more recipients to the conference each year. We look forward to their support again this year and topping last year's recipient numbers.

Look for an email August 1st with specific details to include the application process. Applications will be accepted August 1st through September 15th. We appreciate your help in spreading the word about the Texas PRIMA 29th Annual Conference and scholarship program: www.texasprima.org/scholarship

*Donna Parker Stirman & Melissa Steger
Scholarship Chairs*

Member Spotlight - Tina Paquet

Assistant Director of Risk Management for the City of Houston, Tina Paquet was recently recognized as a "Leading Risk Manager" by Insurance Business America. Over the course of the past year, cities and companies across the US faced history-making perils that forever changed the way the world views and manages key risks, from natural disasters to terrorism. This year's selection of Leading Risk Managers is drawn from a





wide swath of industries and organizations, including a city hit by a devastating hurricane in 2017, one of the nation's largest nonprofit organizations, a global energy company and a major tourist attraction. What these professionals all have in common is a passion for mitigating and preventing today's most threatening risks.

In a city where the greatest risk is natural disasters – as evidenced by Hurricane Harvey, which caused damage in excess of \$150 million – there are many other threats to contend with, too. “Cyber liability-related risk is high due to the city's broad range of business units and public services, with daily computer usage by most of our 22,000 employees,” says Tina Paquet, Houston's risk manager and assistant director of the Administration & Regulatory Affairs Department. “Finding the right policy to control the scope of our exposure is key to an effective cyber risk program.” Paquet also mentions the threat of terrorist attacks as a major concern. “Bush Intercontinental Airport has an average of more than 856,000 international travelers per month, making it a high-profile risk,” she says. “Our largest theater district facility, the George R. Brown Convention Center, which will host 56 events in 2018, is another one of our high terrorism risk locations.”

Following the catastrophic damages caused by Hurricane Harvey, Paquet is focused on mitigating the high cost of damage recovery through commercial property insurance. “One of our key strategies to mitigate the risk of an incomplete recovery of otherwise available funds for the city's Hurricane Harvey recovery is communication,” she says. Paquet joined municipal government more than 30 years ago, following a professional insurance career that began in claims and corporate risk management. During her tenure with the City of Houston, Paquet has developed a property & casualty insurance program that addresses a broad range of risks through commercial insurance, bonds and structured contract insurance requirements. In addition to her many responsibilities, Paquet manages the city's \$11 billion property insurance program, which covers more than 3,000 insured locations.

Tina encourages new Risk Management professionals to get involved and listen. “You will meet so many people when you get involved, and you can learn from all of them,” Tina says.

Tina joined Texas PRIMA as a member in 1989 and attended the first conference Texas PRIMA held in McAllen, Texas. Tina also served many years on the board and is one of the few who have served as President for two terms. Please help Texas PRIMA congratulate Tina on her recognition and thank her for her continued service in the public entity risk management field.

[click here to read more](#)

Members on the Move

Tara Castañeda resigned from Houston ISD effective June 1st. She has accepted a role with Montgomery County as the Assistant Director of Risk Management and will begin that role on June 4th.

Senior Manager, Workers' Compensation **Jim Smith**, ARM, AIC, SPHR, Risk Manager, retired from the City of Amarillo effective April 2018 and has started a new job at Heritage Risk Mgmt June 4th in Amarillo.

Congratulations to **Melissa Steger** from University of Texas System for being selected to serve on the National PRIMA Board of Directors.

Congratulations to **Lesley Ward** from City of Bryan for being honored at Public Risk Management Association Annual Conference for the Texas Chapter Service Award.

Welcome New Members:

Winfred Amondi, Risk Management Specialist, City of Irving
Lauren Arnold, Senior Accountant, Town of Addison
Terrence Beaman, Chief Financial Officer, City of Bellaire
Kolby Burkhardt, Safety Coordinator, City of New Braunfels
Joseph Ellis, Student, Arkansas State University

Yesenia Garza, HR Director, City of Seabrook
Bonnie Hubbard, HR and Risk Manager, City of Longview
Colleen Martin, MS-HRM, ARM, PHR, SHRM-CP, CSR Risk Manager, City of Pearland
Tom Michel, Director of Financial and Administrative Services, San Jacinto River Authority
Betsi Morton, Risk Manager, Wichita Falls Independent School District
Courtney Wood, Risk Manager, City of Lewisville
Michon Wynn, HR Specialist, Risk & Wellness, City of Grand Prairie

Texas PRIMA's Education Session Highlights



Accountability in a Safety Culture Presented by Berry Barrington at the 2017 Texas PRIMA Annual Conference

Who is responsible for safety at your organization? Are your leaders engaged? Is accountability a part of your safety program? These are all important questions when looking at our organization's safety culture. So who is responsible for safety at your organization – supervisors, managers, employees? Hopefully your answer is EVERYONE! Managers and supervisors must set the stage and provide the resources for company safety. They also must gain the trust of employees by showing them that they 'walk the talk' and 'lead by example'.

An accountability system must be in place and communicated to ensure expectations are known. Employees must follow company policies, procedures, safety rules, safe work practices and PPE requirements; they must understand that these are in place to protect them and prevent injuries. It's a TEAM effort that affects everyone from the management team to the most recent new hire. So what is a Safety Culture? Safety culture refers to the ways that safety issues are addressed in a workplace. It often reflects the attitudes, beliefs, perceptions and values that employees share in relation to safety. Safety culture is employees NOT taking risks when leadership is absent! Culture is primarily influenced by leaders. Two safety priorities that distinguish between an effective leader and a mediocre leader are listening to your employees and spending time monitoring safety performance with employees; leaders cannot effectively monitor their workplace and listen to the employees from their office.

Every successful safety program has a component to address unsafe behavior, and everyone must understand the consequences that will follow for unsafe behaviors. When unsafe behaviors are permitted without consequence, your program will suffer and, most importantly, people get hurt and property gets damaged. So why do we care? Because we aren't guaranteed second chances – the second time not wearing a safety vest, not following lockout/tagout procedures, wearing the wrong gloves, using the phone or being distracted while driving. Everyone deserves to go home safely to their families, their pets, to whatever they love, whatever that may be.

Be certain that employees are trained, authorized and equipped for the job tasks they are expected to perform. There are zero excuses for working unsafe. Listen, communicate and follow up to ensure employee concerns are heard and respected. Make TRUST a vital part of your program. Take ownership and create a safe workplace by holding yourself accountable, know how safety really works, lead safety as if your own family worked there and have a strategy.

Texas PRIMA Regional Risk Management Seminar and Annual Conference presentations are available in the member's menu (archives>presentations) at texasprima.org. Webinar recordings are available under the webinar link under the member's only menu.

Texas PRIMA Regional Risk Management Seminar Schedule:

Houston – (TBD – late August early September)

Waco – September 20th

Registration is available at texasprima.org.

Save the Date:
Texas PRIMA Annual Conference
November 11-14, 2018 at Omni Mandalay Hotel in Irving, Texas

Sponsor Highlight



Cigna is proud to be a 2018 Diamond Level sponsor of Texas PRIMA. We are a global health service leader focused on improving the health and health outcomes of the customers we serve. Established more than 200 years ago, we now have 42,000 employees serving our customers in more than 30 countries and jurisdictions around the world. Cigna services 90M customers worldwide with 2.8M in the U.S. Public Sector. Working together with our customers, we help them lead healthy, secure lives, provide personally relevant products and services, help them choose quality health care and achieve optimal health outcomes.

Every day, our team works together with our clients in ways they find proactive, personal and empathetic. That spirit of true partnership goes deeper than paying claims and is often life-changing — helping members stay well, prevent sickness, obtain access to health care, recover from illness or injury, return to work and provide for their families. Worldwide, we offer our clients and their families' peace of mind and a sense of security. We're with them all the way, through the most critical points in their lives.

Our product portfolio goes beyond medical, pharmacy, dental, life and disability plans. We offer consultative services that provide high performance network access, onsite service and health improvement resources, plus we can provide a health improvement performance guarantee. Our involvement goes beyond health benefits and services and includes a commitment to the communities we serve. In TX, we support both national and local initiatives including TMHRA, IPMA, SALGBA, ICMA, NLC, and NFBPA.



Founded in 1987, TRISTAR's mission has remained consistent for more than 30 years: to provide the highest quality claims management services to our clients. TRISTAR's first Texas office opened in 1998, and our operations have grown to include branches in Irving, Houston, San Antonio and Corpus Christi. Today, we are honored to support Texas PRIMA for more than 15 years, and to serve as the Third-Party Administrator of choice to many cities, counties, school districts, transit systems and other special districts across Texas.

TRISTAR is the largest independently owned third party property and casualty claims administrator in the United States. We focus our operations in three divisions: property and casualty claims management ("TRISTAR Risk Management"), benefits administration ("TRISTAR Benefits Administrators"), and managed care and medical cost containment services ("TRISTAR Managed Care"). Each division provides services nationwide, and we have nearly 1,000 employees in offices

across the country.

TRISTAR specializes in serving Texas public entities, and we understand the everyday challenges faced by risk managers. The diverse exposures in the public sector are unlike any in the private sector: from school teachers to sworn officers, parks and recreation to courts and corrections. Public entities require an expert TPA with the knowledge and experience to aggressively manage claims to best outcomes, while assuring compliance with all jurisdiction-specific legal requirements and protocols.

We offer innovative solutions to help manage each claim to best possible outcome and control our clients' total cost of risk, including advanced systems functionality, telephonic nurse triage, integrated disability management, 504 and HCN network administration, and cutting-edge utilization review services and technology.

TRISTAR also hosts round-table discussions year-round for risk managers on hot topics in public entity workers' compensation, including cancer and PTSD in workers' compensation. Please contact events@TRISTARgroup.net if you are interested in attending in future sessions.

Thank you Sponsors!

Platinum

McGriff Seibels & Williams of Texas, Inc | York Risk Services Group | TRISTAR | Aetna | AON | North American Solutions

Diamond

AS&G | UnitedHealthcare | CIGNA | Surplus Lines Stamping Office of Texas | Old Republic

Gold

Texas Political Subdivisions, JSIF | Munich RE | Travelers | Midwest Employers Casualty Company | Safety National | Injury Management Organization, Inc

Silver

Arthur J. Gallagher Risk Management Svc, Inc. | TASB Risk Management Fund | Texas Association of Counties | TML-IRP | CorVel | USI Insurance | HCA Asset Management, LLC | AIG | Davis Vision | Frost Insurance Agency | Select Physical Therapy | First Financial | Genesis Mgt & Insurance Svc, Inc. | 1-2-1 Claims | OneBeacon Government Risks | Trident | CCMSI | CHUBB | Medical Consultants Network | Claims Administrative Services | Eye Med | Mitchell ScriptAdvisor | Trinity Review Services | Delta Dental Insurance | Liberty Mutual Equipment Breakdown | Asperta, Ltd. | Carlisle Insurance Agency, Inc. | Novare | Alternative Service Concepts | Commercial Risk Services | Texas Drug & Alcohol Testing | Alamo Insurance Group | Lexipol, LLC

Exhibit Booth Drawing Winner for 2018



Drawing Winner: Commercial Risk Services

Each year, at the culmination of our annual conference, sponsors and exhibitors are asked to provide feedback by completing a short survey. Each sponsor/exhibitor completing the survey is entered into a drawing for the chance to win a complimentary upgrade to the next level of sponsorship with their Sponsor/Exhibitor commitment for the following year. The drawing was held at a recent board meeting and I am pleased to announce the winner.

Commercial Risk Services won the drawing and will be moved up to the next sponsorship level beginning at the 2018 Conference in Irving! CONGRATULATIONS!

The Board of Directors will be visiting with all conference sponsors/exhibitors at the upcoming conference to distribute surveys and we hope all sponsors and exhibitors will complete and return for a chance to Move Up a Level for the 2018-2019 year!

Join The Texas PRIMA Board

Texas PRIMA, the premier professional organization for public risk management professionals in Texas, is looking for qualified candidates to serve on the Board of Officers and Directors. As a board member, you will help shape the future direction of our state organization and help support your fellow risk management professionals.

The Nominating Committee will soon be soliciting nominations to serve on the Texas PRIMA Board. We invite all members to consider involvement in the Chapter through Board membership. Serving on the board provides invaluable networking opportunities with risk management professionals across Texas and stands out on any resume as a leadership highlight. So, consider nominating yourself or someone you know with a passion for the profession!

The elected Board is comprised of two Past Presidents, four Officers (President, President Elect, Secretary, and Treasurer) and four Directors-at-Large. Elections are conducted in October and new board terms begin in January. The Board typically meets four times a year and also at the annual conference. Travel and hotel costs for attending board meetings are paid for by the organization. Nominees must be a member of Texas PRIMA, be employed by a governmental entity, have responsibility for risk management functions, and be able to attend Board meetings in accordance with the bylaws. The call for nominations will be sent in August! If you have questions before then, feel free to contact Texas PRIMA at info@texasprima.org or by phone at 512-394-0719.

Leslie Milvo, Nominations & Elections Committee Chair

Letter from the Editor



I hope this issue of the Texas PRIMA Press has given you some nostalgia, of not only one of the greatest decades of all time, but also traces of earlier PRIMA Press issues. The Communication Committee has been synchronizing their watches and working hard to provide you with information that hopefully you can use and prevent your employees from asking "Did I do that?" Please let us know if there is something you would like to see in future issues. Remember, "Get your pets spayed or neutered." Bob Barker- Price Is Right

*Robert Warren, CRM
PRIMA Press Editor & 2018 Communications Committee Chair*

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