

PRIMA PRESS

A QUARTERLY NEWSLETTER FOR OUR MEMBERS

texasprima.org
Texas Chapter Public Risk Management Association

September 2018

In This Issue...

1. [President's Message](#)
2. [Our Driving Concern - Awards](#)
3. [National Preparedness Month](#)
4. [Board of Director Nominations](#)
5. [Awards Nominations Open](#)
6. [Scholarship Program](#)
7. [Texas PRIMA Ambassador Program](#)
8. [Members on the Move](#)
9. [Educational Session Highlight](#)
10. [Sponsor Highlight](#)
11. [PRIMA Update](#)
12. [Join the Texas PRIMA Board](#)
13. [Letter from the Editor](#)

President's Message



What Are You Waiting On?

It's Texas PRIMA [CONFERENCE REGISTRATION](#) time!!! Have you registered yet for Texas PRIMA's 2018 Conference & Expo? Well, if you haven't you still have time and we'd love to have you join us, whether you are a "first-timer" or a returning attendee. This year's conference has something for everyone, no matter where you fall in the spectrum of Risk Management experience. There's still time to apply for a Texas PRIMA scholarship, [click here](#) for criteria and application information. Scholarship recipients have increased in number since the inception of the program and, it's a great way to be able to gain risk management education and make those invaluable networking relationships.

The educational line-up this year is packed with hot topics that will give you the tools you need to take your risk programs to the next level. Our Education Committee has even added an additional educational session to the program this year! This year's conference will kick-off on Sunday, November 11th with an educational offering, golf/spa and our Welcome Reception. On Monday, we get started with amazing educational sessions, the keynote address by Jim Whitt and the annual Membership Luncheon. After lunch, we'll have dessert with our awesome sponsors and exhibitors during the grand opening of the exhibit hall. In the exhibit hall you can visit with dozens of exhibitors/sponsors, who will provide new, innovative ways to improve your risk management strategies, employment practices, benefits, workers' compensation and safety programs. Monday wraps-up with the Casino Night and Dinner, remember to wear your 80's costume and big hair. Don't stay up too late, because Tuesday morning continues with sessions, the annual Awards Luncheon and our Sponsor/Exhibitor Appreciation Reception. It's not over yet! Wednesday

morning we'll have four educational options to choose from before hearing our closing keynote speaker, Jan McInnis. Keep in mind you must be present to win the great giveaways on Wednesday. Now that you have a sneak peek at conference, hurry up and [register](#).

As if that wasn't enough, our next regional seminars are just around the corner in September, and we're planning another webinar opportunity coming soon. Additionally, the Nomination Committee is in the process of conducting the board member election. Best of luck to all those nominees!

Speaking of nominations, keep in mind to recognize our amazing risk programs and professionals by nominating them for our annual awards presentation. Spoiler alert-be on the lookout for information about our new Ambassador Program.

On behalf of the 2018 Board of Directors, thanks in advance to our sponsors and exhibitors and all Texas PRIMA members and future members. See you in Irving!

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

Our Driving Concern - Awards



Each year, Our Driving Concern honors Texas employers through a unique awards recognition program. Traffic safety awards are presented to Texas organizations that encourage positive driver behaviors among employees on and off the job. The goal is to decrease injuries and fatalities that are a result of crashes on state roads.

Our Driving Concern is a program of the National Safety Council, funded through grants from the Texas Department of Transportation. The program's mission is to assist employers in implementing well-developed policies and comprehensive workplace programs that can help in reducing traffic crashes,

This year's Exemplary award recipients and award recipients were honored on Aug. 9 at the 2018 Texas A&M Transportation Institute Traffic Safety Conference in Sugar Land and included the following public entities:

- City of Waco – Exemplary
- City of Arlington
- City of Irving
- Dallas Independent School District Risk Management
- Northside Independent School District

Congratulations to these Texas Public Entity employers on their recognition as leaders providing traffic safety programs for their employees.

<https://www.nsc.org/in-the-newsroom/nsc-honors-texas-employers-with-traffic-safety-awards-2>

<https://txdrivingconcern.org/>

National Preparedness Month

National Preparedness Month (NPM), recognized each September, provides an opportunity to remind us that we all must prepare ourselves and our families now and throughout the year. This NPM will focus on planning, with an overarching theme: Disasters Happen. Prepare Now. Learn How.

Take time to learn lifesaving skills – such as CPR and first aid, check your insurance policies and coverage for the hazards you may face, such as flood, earthquakes and tornados. Make sure to consider the costs associated with disasters and save for an emergency. Also, know how to take practical safety steps like shutting off water and gas.

The devastating hurricanes and wildfires of 2017 reminded the nation of the importance of preparing for disasters. Often, we will be the first ones in our communities to take action after a disaster strikes and before first responders arrive, so it is important to prepare in advance to help yourself and your community.

2018 Weekly Themes

- Week 1: Sept 1-8 Make and Practice Your Plan
- Week 2: Sept 9-15 Learn Life Saving Skills
- Week 3: Sept 16-22 Check Your Insurance Coverage
- Week 4: Sept 23-29 Save For an Emergency
- September 15 is a National Day of Action

For more information, visit <https://www.ready.gov/september>

Robert Warren, Communication Committee Chair

Tubular!! 2019 Board of Directors Nominations

Hey all you righteous Texas PRIMA members, it's about time to nominate yourself or another PRIMA member to the Texas PRIMA Board of Officers and Directors! I for one am stoked, and I hope you are too. There are two Director-AT-Large positions open for the taking.

The Board directs all the state chapter's activities, education and the annual PRIMA conference. Elections will be conducted in October and the new Board member(s) are installed at our annual membership meeting during Conference in November. The new Board term begins in January. The Board typically meets four times a year and again at the annual conference. It is so gnarly to be a Board Member!

Nominees must be a member of Texas PRIMA, employed by a governmental entity, have responsibility for risk management functions and be able to attend Board meetings in accordance with the bylaws. All qualified applicants will be considered based on experience, qualifications and commitment to the organization and profession. We encourage you to get involved in this Bad to the Bone organization!

Please submit a [nomination form](#) by the **September 7th deadline** if you have a candidate for the Nominating Committee to consider. If you have questions, feel free to contact Texas PRIMA at info@texasprima.org.

Leslie Milvo and Donna Parker Stirman, Nominations Committee

Call for Award Nominations

Crank up the boom box and hit me with your best shot. Texas PRIMA is accepting nominations to honor excellence among our risk management members in three categories.

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 exemplifies leadership potential, and professional development.

Risk Management Program Achievement Awards – Celebrates programs, projects, or products that are creative and highlights the success of our public entity organizations.

[Click here](#) to review the eligibility requirements and submit your nomination today.

The successful award recipients are recognized at the awards luncheon during Texas PRIMA's annual conference in November and 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 hotel accommodations for one night during the conference.**

APPLICATION DEADLINE = September 14, 2018

Please contact Melissa Steger (msteger@utsystem.edu), Awards Committee Chair, with any questions.

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 is now underway! 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 September 30, 2019

We appreciate your help in spreading the word about the Texas PRIMA Annual Conference and scholarship program, but hurry, application deadline is September 15, 2018. [Click here](#) for eligibility criteria and the application process.

*Donna Parker Stirman & Melissa Steger
Scholarship Chairs*

Education Committee Update

This has been a totally rad year for the Education Committee. We have two more Regional Seminars planned for September. On September 13, Texas PRIMA will be in Sugar Land. The agenda is going to be exciting and will include a Mock DWC Hearing – totally gnarly. On September 20, Texas PRIMA will be in Waco with the agenda including Cyber and harassment – RAD.

Texas PRIMA is still working on providing Webinars to our members. If you are interested in doing a webinar, email info@texasprima.org and let us know. No topic is too big or too small.

The Education Sessions for the annual conference are Totally Tubular. You will not be asking Where's the Beef? after conference. You are going to be down for a bodacious agenda full of wicked presentations presented by some of the most down presenters ever to present at Texas PRIMA. November will be here before you know it, so till then Take a Chill Pill, attend a Regional Seminar in Sugarland or Waco, read the rest of this tubular newsletter, and see everyone in Irving in November. Till then – let's party hardy. Gotta like Bounce.

Register for Texas PRIMA Regional Risk Management Seminars at texasprima.org. Webinar recordings are available in the member's only area of our website.

Jason Hardy – Education Committee Chair

Texas PRIMA Ambassador Program

At last year's annual Texas PRIMA Conference our association welcomed 107 new attendees. While some of these first timers may have attended a Texas PRIMA regional seminar or webinar, the 2017 annual conference was where they got a glimpse at how rad Texas PRIMA really is. From the educational sessions, to the networking and everything in between, it is our hope that each one found Texas PRIMA to be exciting, engaging and inviting. We want them to remain a part of our Texas PRIMA family for years to come.

In response to our large number of first time attendees last year, the Board is happy to introduce a formal Ambassador Program. Ambassadors will mentor first time conference attendees, make sure they feel a part of the family from day one, and help provide a better overall conference experience. This program will not only help first timers but will also allow seasoned Texas PRIMA members the opportunity to share their expertise and to foster new professional relationships.

A TEXAS PRIMA AMBASSADOR IS:

- A Texas PRIMA member in good standing.
- A previous Texas PRIMA public entity conference attendee.
- Willing to be a resource to a first-time attendee just prior and during conference.

ARE YOU WILLING TO SERVE AS AN AMBASSADOR? It involves the following:

- Make contact with a first-time attendee at least once prior to the annual conference via e-mail or phone.
- Meet the first-time attendee at the annual Welcome Reception, or on day one of the conference.
- Introduce the first-time attendee to some of your colleagues and/or exhibitors.
- Invite the first-time attendee to get more involved with Texas PRIMA and explain the many benefits available to him or her as a member (e.g. joining a committee, presenting at a future regional seminar, conference or webinar, accessing the Buyer's Guide and Community Forum)

If you are willing to serve as an Ambassador at the upcoming 2018 Conference, please email Member Services Chair, Lesley Ward, at lward@bryantx.gov.

Lesley Ward, Member Services Chair

Members on the Move

Bruce Berry, Director of Safety & Risk Management has announced his retirement from Klein ISD. Bruce has overseen all aspects of safety for the past 27 years with Klein ISD.

Arnoldo Garcia was recently promoted to Claims Administrator for the City of San Antonio. Mr. Garcia was recommended as a candidate by Richard Myers and Associates recruiting firm after competing among other qualified candidates. As Claims Administrator, Mr. Garcia is responsible for the City's workers' compensation, general liability, auto liability, contract compliance and commercial insurance programs. He also oversees the City's annual actuarial and third-party audit, as well the City's WC TPA and the broker of record. Mr. Garcia is a graduate of the University of Texas and has completed several management development institutes.

Welcome New Members:

Keith Beeson, General Manager, Precision Concrete Cutting
Robert Black, Director, Risk Management and Safety, Texas Health and Human Svs Commission
Leslie Contreras, Risk Manager, Brazos County
Blake Davenport, USI Insurance
Samantha Dean, Workforce Services Director, City of Carrollton
Lucy Dominguez, IMO Managed Care
Jose Inclan, Occupational Health and Safety Manager, City of San Antonio
Stacy Jones, CEO, MET Healthcare Solutions
Joseph Lewis, TRISTAR
Krissy Morrison, Owner, Morrison Investigations
David Neubert, Medata
Adrian Perez, Human Resources Manager, City of Carrollton
Regina Pettus, Vice President, Genesis Management and Insurance Service Corp
Jay Roy, AWPRx

Texas PRIMA's Education Session Highlights



The Proof is in the Data: Applying Predictive Analytics to Reduce Workers' Compensation Risk

Presented by Skip Brechtel at the 2017 Texas PRIMA Annual Conference
Wouldn't you want to know about a potential risk before it occurs?
Predictive analytics could be the answer to alert when risks are ahead.
How can you capture the data? Do you know your claim drivers? Do we
have the appropriate data fields? Are we mining the data? These are all
questions you might ask yourself to determine whether predictive

analytics can be the solution to mitigating risk in your organization. IT has evolved over the years, and more memory means more power. A computer's memory has increased 24,800%. We also have access to faster, bigger, and cheaper storage. In 2001, you may have stored your files on premises, which was a large capital investment. Now, many organizations use the cloud for storage. We have experienced a 733% size increase in storage, a 2248% speed increase, and a 77% cost decrease.

A review of today's workforce can also help in applying predictive analytics. The first major trend to address is co-morbidities. The leading co-morbidity is obesity at 42%, followed by advanced age at 32%, and metabolic disorder at 14%. Co-morbidities influence an injured workers' medical, therapy care, and outcomes. We are also facing an aging workforce. In 1990, only 12% of the U.S. workforce was over the age of 55. In 2020, predictions forecast 25% of the U.S. workforce will be over the age of 55. An aging workforce brings several benefits to an employer, including experience, knowledge, and loyalty. However, an aging workforce may also lead to slower healing rates in addition to co-morbidities.

Now, how does this impact your workers' comp claims? An injured employee between the age of 26-35 has on average 15.9 visits ordered and completes 10.4 of those visits. An injured employee between the age of 56-65 has on average 18.6 visits ordered and completes 12.9 of those visits. The median lost days for an injured worker age 24-34 is six whereas the median lost days for an injured worker over the age of 55 is 12. Usually, an older employee has higher wages, which equates to higher indemnity dollars paid. An injured worker considered to be obese can experience eight times more missed work days, five times higher medical costs, and eight times greater indemnity costs.

According to a Towers Watson survey conducted in 2011, Liberty Mutual Vantage Comp experienced a 5% reduction in workers' comp costs by utilizing predictive analytics. Sedgwick reported average incurred costs decreased 6-8% in 2014. CCMSI reported a 5-10% reduction in costs in 2016. CCMSI developed a Claim Risk Assessment (CRA) tool, which is completed within 10-15 days of receipt of a new indemnity claim. The CRA includes basic background questions, accident/injury information, employer history information, health history/lifestyle information, injury history information, and medical information. The CRA is scored on a red, yellow, green rating system. Red is high risk exposure, yellow is medium/moderate risk, and green is low risk. Carriers can utilize the results of the CRA to determine at an early stage of the claim whether nurse case management, return to work opportunities, or surveillance is necessary.

In closing, predictive analytics can provide exceptional outcomes in controlling costs, minimizing risk of exploding claims, maximum medical recovery, return to work, and claim closure. Using the data we have from investigating the claim can help us make better decisions more accurately, consistently, and timely.

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.

Sponsor Highlight



York Risk Services Group has been a proud and enthusiastic supporter of Texas PRIMA since its inception, sponsoring at the platinum and diamond levels, funding scholarship opportunities, volunteering to help with conference planning, and providing industry expert speakers at the regional and annual conferences.

York's Texas team believes in and supports the Texas PRIMA mission of strengthening the quality of public entity risk management through continuing education and networking.

For more than 55 years, York has delivered results our clients can see and feel. We serve corporations, the insurance industry and public entities to reduce risk and drive high-quality outcomes. We do this by offering integrated and customized risk solutions including claims administration, absence management, managed care and risk management. With our data-driven and compassionate approach, we deliver on our mission of reducing risk and getting people and organizations back to health, work and productivity.

York is headquartered in Jersey City, New Jersey. You can learn more at yorkrsg.com.



UnitedHealthcare is proud to support professionals who are strengthening the quality of risk management in the great state of Texas. Sponsorship of the Texas PRIMA Annual Conference and Scholarship Program directly aligns with our mission to help people live healthier lives and make the health system work better for everyone.

"UnitedHealthcare understands the unique challenge Texas public sector employers face in controlling the cost of health benefits and simplifying the health care experience for consumers. Participating as a sponsor of Texas PRIMA and its mission is important to our organization and the 17,000 full-time employees who live and work in Texas. We are committed to our public-sector partners' mission to improve the health care experience for all," says John Bass, UHC Regional Vice President and longtime Texas PRIMA supporter.

UnitedHealthcare offers the full spectrum of health benefit programs for [individuals](#), [employers](#), and [Medicare](#) and [Medicaid](#) beneficiaries, and we contract directly with more than 1.2 million physicians and care professionals, and 6,500 hospitals and other care facilities. We are dedicated to simplifying the health care experience, meeting consumer health and wellness needs, and sustaining trusted relationships with care providers.



PMA Management Corp., an Industry Leader of Third-party Administration and Risk Services
Third-party administrator, PMA Management Corp. has been partnering with public entity risk managers since 1991. We understand your loss drivers, implement effective risk control and cost

containment measures, and optimize the claims process. In fact, several of our clients have received national recognition for the quality of their risk management programs.

We are part of PMA Companies, a subsidiary of Old Republic International Corporation, a Fortune 500 Company with consolidated assets of approximately \$19 billion. With the financial strength and resources of Old Republic, we use a holistic approach to manage our clients total cost of risk by focusing on our integrated three-part strategy:

- **Prevent claims before they occur**, with strategic loss prevention measures
- **Mitigate the cost of claims**, with results driven claims and managed care programs
- **Employ post-loss risk management strategies to prevent future losses**, including peer benchmarking, stewardship reporting, RMIS tools

PMA has extensive experience with public risk management. In fact, 1 in 3 of our clients is a public entity, representing over 150 clients, including government entities (state, county, and municipal), public education systems, and utilities.

Our dedicated service teams adhere to a comprehensive quality assurance program. With a 98% client retention and a 95% client satisfaction rating per an independent survey, PMA Management Corp. delivers tangible value every day, striving to exceed our clients' service expectations and maximize their financial results.

We provide complete, multi-level claims and risk management services—including claims administration programs for workers' compensation, commercial auto, commercial property, general liability, medical savings and cost-containment programs, and unbundled risk control services. We offer safety and loss prevention services for public entity employers, including police, fire, sheriff, corrections, and public works.

At PMA Management Corp., we learn the unique challenges of each client and develop customized solutions to address their needs. Over the years, we have developed a deep understanding of public entities. We get to know and partner with our clients individually, and leverage our public entity experience, including benchmarking and best practices, to help risk managers achieve their goals.

We measure our success in two ways—by the return on investment that we achieve for our clients and the tangible value that we deliver to them. Learn more about how PMA Management Corp. can partner with your organization by contacting your local Texas PMA Management Corp. representative Wes Jordan, 469-886-4632 or Wesley_Jordan@PMAGroup.com.

Thank you Sponsors!

Platinum

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

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PRIMA Update



Melissa Steger Sworn In as National PRIMA Director

June 22, 2018— Melissa Steger was sworn in to National Public Risk Management Association's (PRIMA) board of directors at the association's annual membership luncheon in Indianapolis, Ind.

Steger will serve a three-year term on the nine-person board of directors.

Steger is honored and excited to serve on the largest risk management association dedicated solely to the practice of risk management in the public sector. The opportunity to learn from and make an impact to the industry is extremely inspiring.

Steger is the assistant director for workers' compensation insurance (WCI) for the University of Texas System (UT System). She is responsible for administering the WCI program for the academic and health institutions of the UT System. The program includes a certified workers' compensation health care network and claims handling through a third-party administrator with close oversight by the UT System. Steger is also responsible for administration of the self-insured unemployment compensation insurance plan.

Steger has extensive experience with the public, private and regulatory sectors of the workers' compensation insurance industry. She earned her Bachelor of Science degree in interdisciplinary studies in 1993 and her Master of Public Administration in 2003, both from Southwest Texas State University in San Marcos, Texas. Melissa serves on the Texas PRIMA Board of Directors and was awarded the Risk Professional of the Year award by the chapter in 2016.

PRIMA director Scott Kramer, MBA, ARM, City/County Director of Risk Management for the Montgomery County (AL) Commission, was sworn in as PRIMA's president-elect. He will assume the presidency of the Association in June 2019. PRIMA members also welcomed Director Michael Payne, ARM, HEM, risk manager for the City of Fresno, Calif.

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



We are narrowing down to the final couple of months before annual conference. Throughout our country we are seeing uncertainty from wild fires in California, cyber risks and crypto currency, autonomous vehicles, presumption claims and the ever-popular political climate. We hope some of the articles featured in the PRIMA Press provide resources and encouragement to those in the field. I want to thank those on the Communication Committee for their efforts and our sponsors. If there are future topics you would like to see addressed, please reach out to one of the Communication committee members. "Ooo-kay", (Bull, Night Court) we look forward to the educational sessions at Annual Conference in Irving.

- Belinda Raindl, Comal ISD belinda.raindl@comalisd.org
- Mandy Riske, City of San Marcos MRiske@sanmarcostx.gov
- Tara Castaneda, Montgomery County, tara.castaneda@mctx.org
- Donna Parker Stirman, Hays County Sheriff's Office, donna.stirman@co.hays.tx.us

*Robert Warren, CRM, Robert.warren@arlingtontx.gov
PRIMA Press Editor & 2018 Communications Committee Chair*

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