

PRIMA PRESS

A QUARTERLY NEWSLETTER FOR OUR MEMBERS

texasprima.org
Texas Chapter Public Risk Management Association

December 2020

In This Issue...

1. [President's Message](#)
2. [Holiday Hangout](#)
3. [Tribute to Out-Going President Lesley Ward](#)
4. [Risks Rise As Machines Learn Business](#)
5. [Texas PRIMA Educational Programs](#)
6. [Safety Leadership: Your Brain in The 'New Normal'](#)
7. [Awards Program](#)
8. [Scholarship Program](#)
9. [New Board Members](#)
10. [Members on the Move](#)
11. [Sponsor Highlight](#)

President's Message



What a year 2020 has been! It is my sincere hope that Texas PRIMA offered you some sense of normalcy during such an abnormal year by continuing to provide educational and networking opportunities, despite the COVID-19 pandemic.

Our 31st Annual Conference was originally slated to take place at La Cantera Resort in San Antonio, Texas; however, mid-year the board made the decision to pivot to an exclusively virtual platform in order to protect the health and safety of you, our members. We made Texas PRIMA history in 2020 by hosting our first virtual conference. We had 363 attendees, with 99 of them being first time Texas PRIMA conference attendees. That is amazing! The board hosted "Coffee Talk with First Time Attendees" to show them the Texas PRIMA ropes prior to conference and prepared a "Know Before the Show" segment

to help familiarize all attendees with the conference platform prior to the event.

Our keynote speaker, Devin Henderson, got us started with magic and mentalism (oooo-ahhhh!-you will know what this means if you were there) as well as his powerful message that "something greater is always possible." We had four educational tracts that included a combination of both pre-recorded and live sessions. Our speakers and moderators did an excellent job in the virtual world and don't forget you have access to all sessions until July 2021. Our networking lounge, the Speakeasy, was hopping the entire two days and it was so refreshing to see you all mixing and mingling, similar to how we do at an on-site conference. The virtual exhibit hall offered attendees the opportunity to interact with our dedicated sponsors and exhibitors, as well as learn about their products and services. A heartfelt thank you to these sponsors and exhibitors for their continued support during this most challenging year.

The awards program recognized the Bees Knees in Risk Management! Congratulations to our award winners: Debby Glass, Risk Professional of the Year, Phillip Davis, Rising Star, and City of McKinney, Northside Independent School District and Port of Corpus Christi for their outstanding risk management programs.

A very special thank you to outgoing board members Donna James-Spruce and Melissa Steger for their many years of dedication and service to this association.

In looking forward to 2021, our first webinar is already scheduled for January 21, 2021. This webinar entitled "You're Going to Sit in My Seat: The Framework to Build an Up Level Career Ladder" will be presented by transformational leadership development expert, keynote speaker, business strategist and champion for women in the C-Suite, Margaret Spencer. You don't want to miss it- [click here](#) to register!

For the immediate future and until we can safely convene in person, let's stay connected via Texas PRIMA's Community Forum, social media platforms and webinars. As the outgoing 2020 Texas PRIMA President, I'd like to thank the board of directors and staff for all your hard work, our committed sponsors for your support year after year, and finally to you, our members- an association is only as great as its members and you all are the best!

Lesley Ward
2020 Texas PRIMA President





**Join Texas PRIMA for a
virtual holiday hangout!**
Friday, December 11
9:00-9:45 AM

Holiday icebreakers, trivia and prizes!
Be sure to register in order to receive the event link!

[Click here to register!](#)

Tribute to Out-Going President, Lesley Ward

2020 has been a crazy, unthinkable year. Amidst the craziness that this year has brought, Texas PRIMA's President, Lesley Ward, has led remarkably and pushed Texas PRIMA to new heights. Author Beth Revis said "Power isn't control at all - power is strength, and giving that strength to others. A leader isn't someone who forces others to make him stronger; a leader is someone willing to give his strength to others so that they may have the strength to stand on their own."

Lesley led Texas PRIMA, in 2020, by graciously sharing her own strength with the rest of us. She led us towards an inevitable path (even before we were ready) to produce a fantastic and amazing 2020 Conference. When I asked the other board members how to describe Lesley's leadership this year they mentioned words like: Grace, Integrity, Positivity, Strong, Fearless, Creative, Perseverance, Hard Working, Instrumental, Love, Tenacity, Pioneering, Steady, Graceful, Committed, and Fostering. These words describe Lesley, but are not all encompassing of who she is.

Lesley, you have made Texas PRIMA stronger and more resilient than ever before. Words cannot express our gratitude to you for your leadership. We love and appreciate you!

Jason Hardy
2021 President Elect

Risks Rise As Machines Learn Business

Businesses are increasingly using artificial intelligence, or machine learning, which can increase their operations' efficiency but may also pose significant cyber and other liability risks.. ([read the full article](#))

Texas PRIMA Educational Programs

Regional Risk Management Seminars

We started this year with a very successful regional risk management seminar in Sugarland. Unfortunately, we later had to cancel our Austin and Dallas risk management seminars due to COVID-19. We look forward to providing regional risk management seminars again once it is safe to do so. We understand some of our members may have travel restrictions through 2021, for that reason we are researching options to provide a virtual form of the regional risk management seminars. Please stay tuned for more information on that initiative.

Webinars

In response to the pandemic and the shift to virtual interaction, the webinar committee was busy this year. Together, the committee members brought 13 webinars to our Texas PRIMA members. These webinars included topics such as general risk management, the insurance market, cause mapping, ethical hazards of WC, and managing performance to name a few. As an extra benefit to our members, several of these sessions offered continuing education opportunities.

The webinar committee was able to tap into National PRIMA's speaker's bureau to bring a meaningful and entertaining presentation teaching us how to Penetrate the Cone of Silence to Effectively Communicate with Police and Fire.

Multiple sessions on COVID-19 were also hosted. These sessions addressed COVID-19 and WCI, availability of federal assistance, and COVID-19's impact on public health.

Understanding we are all working at an emergent state and schedules change in a moment's notice, if you missed any of these sessions, please remember they are all recorded and available to view in the Member's Only section at texasprima.org.

In closing, I would like to personally thank Courtney Wood, Lou Moore, Betsy Ramos, and Brent Holman for the time, commitment and creativity donated to Texas PRIMA. It was truly a pleasure to work with each of you.

Stay up-to-date with all that is happening with Texas PRIMA throughout the year by following us on our social media platforms. We use our social media platforms as an extension of our Texas PRIMA webpage to send reminders and important information to our members.

Please follow us on:

<https://www.facebook.com/TexasPRIMA/>

<https://www.linkedin.com/in/texas-prima-28a18970>

<https://www.instagram.com/texasprima/>

<https://www.twitter.com/PRIMAtexas/>

Be sure to LIKE and SHARE posts!

Melissa Steger, Webinar Committee Chair

Belinda Raindl, Education and Social Media Committee Chair

Safety Leadership: Your Brain in The 'New Normal'

I've been thinking a lot about the role fear has played in our lives during these past few months. We've all been impacted by the COVID-19 pandemic. When I speak to my clients, they're working to manage both the practical nature of their response to the virus and the fear among their workers.

As many organizations begin to shift their focus from virus response toward returning to work, a blind spot is emerging... ([read the full article](#))

Josh Mrozowsky, DEKRA Organizational Safety and Reliability for Safety+Health Magazine

2020 Annual Conference Recognizes and Awards Excellence in Risk Management



RISK PROFESSIONAL OF THE YEAR:

Debbly Glass, Director of Risk Management, Northside ISD

Debbly manages the Risk Management Department for Northside ISD, the fourth largest school District in Texas. She is responsible for the workers' compensation claims process, property & casualty, unemployment claims, student accident insurance, RFP processes, Indoor Air Quality, the departmental budget, as well as safety and compliance throughout the District. Under her purview, her staff also conducts accident investigations.

Debbly is a current member of PRIMA. She also serves on the Accident Review Committee for VIA Metropolitan Transit Co., and volunteers for CASA (Court Appointed Special Advocate) from whom she received the Volunteer of the Year Award! She has attended all ARM trainings and is currently in process of taking tests to complete ARM certification. Additionally, she is in the process of completing the CSRSM certification. Debbly holds an Associate in Applied Science – emphasis on Environmental, Health & Safety and a bachelor's degree in Business Management. Congratulations again Debbly!



RISING STAR OF THE YEAR:

Phillip Davis, Risk Management Coordinator, City of Baytown

Phillip is an experienced risk management professional with over three years of experience in risk management and claims. As the Risk Management Coordinator for the City of Baytown, he oversees the City's risk management and loss prevention programs; including both insured and self-funded plans for both liability and property insurance, workers compensation and safety programs, and reviews contracts and certificates of insurance for proper insurance requirements. He received a Bachelor of Science from Stephen F. Austin State University and then went on to earn a Master of Public Administration. Phillip is currently working towards his Associate in Risk Management designation, having passed the first two exams and is currently studying for the last one. Well-deserved, Phillip!

RISK MANAGEMENT ACHIEVEMENT AWARDS:

City of McKinney-S.O.S. See It, Own It, Solve It

Northside ISD-NISD Learning Opportunities

Port of Corpus Christi-Certificate of Insurance Management

*Donna James – Spruce, A.R.M.
Awards Committee Chair*

Conference Scholarship Program

What a fantastic 2020 Virtual Conference! During these difficult times, our sponsors stepped up to support Texas PRIMA's Annual Conference Program and a new COVID-19 scholarship as our goal was to ensure budget constraints did not get in the way of our members' education. As a result, Texas PRIMA awarded 13 Annual Scholarships, while also lowering our conference costs for everyone. We greeted these scholarship recipients at the New Conference Attendee Coffee Talk where we raised our Texas PRIMA mugs in a toast, offered a Texas PRIMA membership orientation, and introduced everyone to our Learning Management System.

I am proud to introduce our 2020 Texas PRIMA Conference Scholarship Recipients:

- Virginia Belew, Interim Executive Director - Permian Basin Regional Planning Commission
- Adrienne Britt, Workers' Compensation Admin. Asst. - Tarrant County
- Mary Sue Broihier, Administrative Asst III - San Antonio State Hospital
- Albert De La Garza, Human Resources Specialist - City of Austin Police Department
- Christopher Frydenlund, Safety Specialist - The University of Texas at Tyler
- Mario Garcia, HR Director - City of Del Rio
- Lucy Garcia, Insurance Specialist - San Benito CISD
- Susan Krystofiak, Employee Benefits Administrator - City of Beaumont
- Gabriel Luna, Benefits Manager - City of Edinburg
- Corina Martinez, Claims Analyst/Adjuster - City of San Angelo - Risk Management
- Samantha Sanchez, Administrative Coordinator - Webb County Risk Management
- Desiree Valadez, HR Coordinator - City of Angleton
- Cari Vega, Safety Specialist - City of Arlington

I'd like to share some excerpts from a few emails I received after conference;

"Thank you for a wonderful experience, I know that it was not an ideal situation however the team made it fun, energetic, and beneficial to all that participated. I learned a lot and the sessions were productive to me and my career. I also enjoyed that I could go back and revisit sessions that I have taken already as well as watch the ones that I had missed during the conference. This was my first conference and will not be my last. Thank you again for everything you do to ensure we have opportunities to further our careers and knowledge."

Mary Sue Broihier
Administrative Assistant III
Health and Specialty Care System | San Antonio State Hospital
Texas Health and Human Services Commission

"Thank you for the scholarship program, it made it possible to attend the conference virtually. The conference had informative information that did cover different areas of my job. Look forward to attending in the future."

Lucy Garcia
Insurance Specialist
San Benito CISD

Jason Hardy
Scholarship Chair

SCHOLARSHIP DONORS

A Very Special Thank You to Our Scholarship Donors!



CONGRATULATIONS 2021 Texas PRIMA Board of Directors

The Nominations and Elections Committee Chair is pleased to announce the addition of two new Directors-At-Large to the 2021 slate of officers for the Texas PRIMA chapter. Seven nominations were submitted and the membership voted in October for the two positions. The newly elected board members were announced during the membership meeting at our 2020 Virtual Conference. The new board terms begin January 1, 2021. Congratulations to the new Directors-at-Large who are joining the Texas PRIMA Board of Directors in 2021:

Brent Holman, The University of Texas System

Brent is the Workers Compensation Insurance Program Coordinator with The University of Texas System. He assists in the administration of the WCI programs; this includes intake and submitting in-state, out-of-state and

international claims and preparing RFPs. Brent also develops, implements, and supports internal controls of the WCI programs. He also tracks, reviews, and analyzes legislative session bills that affect the higher education schools. He has also been an active member or involved in other committees such as the Young Risk Professionals (YRP), Austin Chapter- Director at Large (2018-2020), Texas PRIMA- Education Committee (2019), Webinar committee (2020) and a 2020 Higher Education Risk Management Conference Committee Member.



Kristiana Spencer, City of Kyle

Kristiana is the Human Resources Manager and developed the new Human Resources Department for the City of Kyle, guiding the startup and management of a full spectrum of HR operations, systems and programs. She works with senior management to create HR policies and procedures. Kristiana also handles recruitment, employee orientation, training and incentive programs. She is also responsible for leave-of-absence programs; personnel records, benefits enrollment, department budget, Civil Service for police officers, and workplace issues. Kristiana is active or has been active in the Texas PRIMA Scholarship Committee, Hill Country HRMA (Treasurer 2013-2015) and the Diversity & Inclusion CLA

President (2017-2020).

*Norma Martinez
Nominations & Elections Committee Chair*

Members On The Move

Congratulations **Ronilla Ernest** on her promotion to Safety Administrator with the City of Houston.

Congratulations **Sharonne Rader**, Sr. Manager Risk Management for Dallas County Community College District, who retired in September.

Congratulations **Melissa Steger** who will serve as National PRIMA's 2021 President!

Keep Texas PRIMA members informed by sending your "Members on the Move" updates to our newsletter, PRIMA Press. Tell us about your new position, promotion or designation. Send submissions to info@texasprima.org.

Sponsor Highlight



Sedgwick is a leading global provider of technology-enabled risk, benefits and integrated business solutions. The company provides a broad range of resources tailored to clients' specific needs in casualty, property, marine, benefits and other lines. At Sedgwick, caring counts ; through the dedication and expertise of nearly 27,000 colleagues across 65 countries, the company takes care of people and organizations by mitigating and reducing risks and losses, promoting health and productivity, protecting brand reputations, and containing costs that can impact the bottom line.



Cigna is proud to be a 2020 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 more than 74,000 employees serving our customers in more than 30 countries and jurisdictions around the world. Cigna services 95M customer relationships around the world with 3.1M in the U.S. Public Sector. Working together with our customers, we help them lead healthy, secure lives, provide personally relevant products and services, and 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.

Thank you Sponsors!

Platinum

McGriff | Sedgwick | TRISTAR | UnitedHealthcare | Alliant Insurance Services, Inc.

Diamond

AS&G | CIGNA | AON

Gold

Texas Political Subdivisions | Midwest Employers Casualty | Safety National | USI Insurance | Injury Management Organization, Inc.

Silver

Munich RE | TASB Risk Management Fund | TML-IRP | Travelers | Claims Administrative Services | Select Physical Therapy | Trinity Review Services | CCMSI | Athens Administrators | Lytx | Commercial Risk Services | Origami Risk | Asperta, Ltd. | Novare | myMatrixx | FastMed Urgent Care | Medical Equation | Charlesworth Consulting

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