

Texas PRIMA Press

OFFICIAL NEWSLETTER OF TEXAS CHAPTER PRIMA

SPRING 2005

Regional Update

Activity is brisk as the Board works to focus on our regional meeting format. One of the initiatives that the Board would like to accomplish is to hold one full day miniconference in each Region this year. This would be in addition to the quarterly meetings or instead of one of the quarterly meetings. This format is intended to better serve our member needs while increasing Texas Chapter PRIMA's visibility throughout each region.

The Board has recognized that in some areas drive time to a meeting can be extensive. A full day of valuable presentations would make such drives worth the effort. We anticipate by implementing a full day mini-conference, we can better manage our regions for the benefit of our membership.

As always, the Board appreciates everyone's active support, comments, and suggestions in seeking ways to improve our Texas Chapter and the profession of risk management.

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House Bill 7 on Workers' Compensation

House Bill 7 to reform Workers' Compensation in Texas was introduced by Representative Burt Solomons (a member of the Sunset Commission) and tracks the recommendations of the Sunset Commission review of the Texas Workers' Compensation Commission. This bill is virtually identical to Senate Bill 400 filed by Senator Jane Nelson, another member of the Sunset Commission.

The bill abolishes the Texas Workers' Compensation Commission and transfers the oversight and general administration of the Act to the Texas Department of Insurance (TDI). Return to work, various educational programs, safety, accident prevention services and other related administrative tasks will be transferred to the Texas Workforce Commission.

Furthermore, the bill establishes a new agency entitled "Office of Employee Assistance." It will be contained within the Texas Department of Insurance, and will have various employees in each regional office. This office will provide the assistance currently provided by workers' compensation ombudsmen. The ombudsmen will be transferred to this new department under a separate director.

All rules, policies, procedures and decisions of the Texas Workers' Compensation Commission will continue in effect as the policies, etc. of the Commissioner of Insurance unless specifically provided otherwise by the Commissioner. TWCC rules will remain in effect unless specifically changed by the Texas Department of Insurance.

Provider Networks

Insurance carriers are empowered to establish or contract with provider networks. Except for emergency care, employer and employee participation will be mandatory for

those carriers providing networks. The bill does not expressly provide for the right of an employer to opt out of network participation. However, a political subdivision will be required to use provider networks only if the governing body determines that a network is practical. They may contract with a network through inter-local agreements.

Employees are entitled to a single choice of doctor. That physician will serve as the primary care physician and will be responsible for ordering or referring all future treatment. Preferred providers must be participating in the network unless there are insufficient referral physicians in the area. In that event, the provider may be permitted to render care, but the reimbursement will still be controlled under the network contract.

If a dispute arises regarding maximum medical improvement and impairment rating on a claim in which a network applies, the designated doctor will be selected from the network. Since medical providers will be certified by networks, the bill abolishes the Approved Doctor List. Health insurers would be expressly permitted to "write workers' compensation."

Income Benefits

The maximum temporary income benefit would be increased to 130% of the state average weekly wage. In the summary of the Sunset Commissions proposals, this was described as resulting in a maximum compensation rate of approximately \$700. The current maximum is \$539. The waiting period would be reduced from four weeks to two weeks.

Continued on Page 3



Gary Urban

FROM THE PRESIDENT'S DESK

From farm boy to President of Texas Chapter PRIMA - Wow! Life doesn't get any better than this. It has been an honor to serve on the Board of Directors and it is especially so being president of the premier state risk management association in the nation. The first Texas PRIMA conference that I attended was in Arlington during the last century. I remember meeting people there that were true professionals who enjoyed sharing their craft with others. They also enjoyed playing golf. It was at that conference that I decided that of all the organizations I had access to, Texas PRIMA was going to be the primary professional organization for me. It still is today because I have had the pleasure of learning risk management techniques from so many of you.

The year 2004 was a great year for the Chapter. Due to the combined efforts of our members and supporters, Texas PRIMA was able to coordinate informative training sessions both within our Regions and at the annual conference in Galveston. Despite the challenges ahead of us, 2005 should be just as great a year. Speaking of challenges, the Texas Legislature is in session now looking at a variety of potential changes in laws that could change how we do business in the workers' compensation and in liability arenas. Texas PRIMA will help you as much as we can to stay informed of legislation that could impact your operations.

The success of our organization is due to the combined efforts of members, volunteers, corporate sponsors, and exhibitors, plus a dedicated Board. It is also true that a good organization must have effective support from our folks behind the scenes. In 2005 we welcome back Horizon Meetings for Registration and Meeting Management Services for our 16^{th} Annual Texas Chapter Conference and Exposition in Austin on November 16-18, 2005. We also welcome Texas Institute of Continuing Legal Education to manage the evergrowing daily operations of the Chapter. Again, thank you to all who contribute to the professionalism and success of Texas Chapter PRIMA.

Before closing, let me extend a special **Thank You** to Ron Josselet who lead us as President going into 2004 and to Tina Paquet who stepped in when Ron moved on to new endeavors. These are two very special people who devoted much time and effort toward furthering the goals of our Chapter. Thank you both for your service.

By the way, we are already busy preparing for the upcoming conference in Austin. If you want to take part in putting on another fun and education filled conference, please contact a board member.

Take care, and have a safe and productive 2005.

Gary J. Urban, MA, ARM Chapter President

Meet Our President

Gary Urban is in his fifth year as a Texas PRIMA board member and has been a PRIMA member since 1995.

Gary assumed duties as Risk Manager for the City of Waco in March of 2002. The Risk Management Team in Waco also includes a Customer Services Representative, a Claims Specialist, a Safety Coordinator, and two occupational health nurses. Due to the efforts of this team, the cost of workers' compensation claims has been reduced by \$298,000 this past fiscal year.

Gary has been associated with City government since August 1992. His previous positions have included Training Officer, Safety Program Supervisor, Acting Risk Manager on several occasions and Special Projects Coordinator for the City of San Antonio. Prior to entering the world of Risk Management, Gary completed a career of over 25 years with the U.S. Air Force. He began his service in 1967 as an Air Intelligence Technician and had tours of duty in Texas, Nebraska and Alaska. He also served for two years in Vietnam. After completing his Bachelor's degree in 1975 he was assigned as Chief of Base Intelligence in Fairbanks, Alaska. In 1978, Gary completed Non Commissioned Officers Academy, graduating #1 in the class, and was selected as the Alaskan Air Command, Non Commissioned Officer of the Year that same year. In 1979, he was selected to attend the Air Force Officer Training School where he completed the course in the top 10% of his class, earning a Distinguished Graduate Award. Following training in Texas and California, Gary was assigned to an airbase near Little Rock, Arkansas where he held several positions, including Missile Crew Commander, Safety and Operations Evaluation Officer and Command & Control Officer. In 1985, Gary became Chief of Operations and Resource Management for recruiting operations in a 16-state area from the Gulf of Mexico to the Canadian border. He was responsible for safety, risk assessment, finance, fleet management, logistics, human resources, and administrative activities. His assignment locations as an Air Force Officer included tours of duty in California, Arkansas, San Antonio, and in Nebraska, where he completed his Masters Degree in Public Administration.

House Bill 7 on Workers' Compensation

(Continued from Page 1)

Functional Capacity Assessment

Employers may require new employees to participate in a functional capacity evaluation (FCE) to establish the base capacity of the employee at the employer's expense. The bill allows carriers to request an RME to determine the extent of the injury "related to the compensable injury" and unless there is an "additional related injury" the carrier is permitted to "limit benefits for future claims."

The bill also confers the right upon the carrier to suspend benefits on the fourteenth day after an RME release to return to work. It deletes the requirement for a Benefit Review Conference on the disability issue. The agency will still be permitted to issue an Interlocutory Order requiring that temporary income benefits continue.

Income Benefit Dispute Resolution

Before filing a dispute with TDI, the claimant and the carrier must try to resolve the dispute through "an informal process conducted by the carrier."

If a claimant notifies an insurance carrier of a complaint requiring "dispute resolution," the carrier must acknowledge the letter within five business days and then investigate and "resolve" the complaint within thirty days after receiving the complaint. An agreement to disagree is a permitted resolution. If the matter cannot be resolved by an agreement, the claimant may file a Request for Arbitration or a Request for a Contested Case Hearing.

Contested Case Hearings will be preceded by a Prehearing Conference. The Benefit Review Conference will be abolished effective September 1, 2005. The basic functions of the Benefit Review Conference will be transferred to a Prehearing Conference. The Contested Case Hearing process is otherwise largely unaffected by the bill.

Effective March 1, 2006, or an earlier date as specified by the Commissioner, there will be no Appeals Panel. An appeal of a Contested Case Hearing decision will be directed to the district court in the county of the employee's residence at the time of injury.

Medical Dispute Resolution

House Bill 7 provides for limited retrospective review of medical utilization for services provided within the network. The scope of that review will be determined by TDI. The bill retains the preauthorization process for carriers not utilizing a provider network.

Prior to complaining about the nonpayment of a bill, a "claimant" shall file a complaint with the carrier and the carrier shall acknowledge it within five days, then investigate it, and then "resolve" the complaint within thirty days. Presumably, a health care provider could be a claimant under this section.

Unresolved fee disputes shall be presented to the TDI. Unresolved utilization disputes shall be referred to an IRO. Both these processes are the same as current law. However, only a claimant may appeal a decision of an IRO. The appeal will not be directed to SOAH, as at present, but will be directed to the Travis County District Court.

Return to Work/Case Management

The bill will require Carriers to provide skilled case management as early as is practicable for all injuries extending for more than six weeks.

Adapted with permission from FOLAGRAM, a newsletter for Clients of Flahive, Ogden and Latson, (512) 435-2234.

2005 Committees/Chair Assignments

COMMITTEE NAME	CHAIR
Executive	Gary Urban
By-Laws & Governance	Robin Vincent
Nominations & Elections	David Kester
Legislation	David Kester
Finance	Linda Spacek
Member Services	Melissa Sullinger
Communications	Shannon Morgan
Professional Development	Alan Smith
Regional Programs	Bill Cody
Future Conference	Tina Paquet
Planning	
Conference 2005	Scott Payne
Speakers & Sessions	Linda Comeaux
Sponsors & Exhibitors	Cindy Kirk
2005 TX PRIMA Open	Bill Cody
GolfTournament	
Awards	Martha Rider

Notes from the Board of Directors

The Board of Directors met on January 20 – 21, 2005, at the Hilton Austin Airport Hotel, Blackbirds Room, in Austin, Texas.

Board members in attendance:

Gary Urban, Linda Spacek, Martha Rider, Bill Cody, Melissa Sullinger, Cindy Kirk, Shannon Morgan, Tina Paquet. Also present was Executive Association Manager, Donna Passons.

Appointments:

Linda Spacek was reappointed as Treasurer. Cindy Kirk was reappointed as Director Emeritus.

Reorganization of Committees:

The Board reviewed the committees and committee appointments, and suggested changes to the committees that include moving the Speaker's Bureau under the Speakers Committee, moving the Performance Review Committee to the Executive Committee, and the creation of a Communications Committee. Gary Urban will redo the grid of committees to articulate these changes. The Board also decided to move opening reception planning under the Conference 2005 Committee.

Reorganizing the Regions:

The use of regional Board mentors was discontinued (see related article on the reorganization of the regions on page 1). The Board plans to have a member of the Board at each regional meeting. The goal of the regional meetings is to schedule one day-long meeting in each region in a mini-conference format.

The Board appointment for regional leaders are: Panhandle – Jim Smith, North – Lucy Conklin, Central – Regan Rychetsky, Gulf Coast – Fred Connell, South – Art Alvarez, West – Mark Barta, Far West Texas – no one confirmed at this time.

The Board resolved to appoint regional leaders by the date of the annual conference so that a leadership meeting can be held at the conference.

Website:

The Board approved a redesign of the Chapter's website to include a "members only" section.

Awards and recognition:

The Board approved rewriting the criteria for nominations for the Risk Manager of the Year Award so that Texas Chapter's criteria match National PRIMA's criteria. The nomination language for Risk Management Associate of the Year will be a consideration at the April Board meeting.

Chapter Insurance:

The Board reviewed the coverage that the Texas Institute of CLE had secured for general liability and crime coverage and found the coverage for accounts receivable met the needs of the chapter.

Newsletter Report:

The report submitted by the newsletter editor, Henry Kaplan, was reviewed by the Board and Shannon Morgan was appointed as the Board member liaison. Linda Spacek and Cindy Kirk will continue to serve on the review committee. Suggestions regarding the newsletter included reducing the font-size to 10 point and making the appearance of the newsletter more progressive with good use of white space.

Treasurer's Report:

As of December 31, 2004, the combined bank balances were \$120,974. A budget for the year 2005 will be considered for adoption at the April Board meeting.

Business Cards:

The Board put on hold the printing of Chapter business cards until the new web page design is implemented so that the card design will conform to the web page design. The cards will also contain the conference dates.

Next Board Meeting:

The April board meeting is scheduled for April 14 & 15, 2005, at the Renaissance Austin Hotel.

Other Business:

The Board authorized a blast email and an ad in the newsletter for the State and Local Government Benefit Association. Texas Chapter PRIMA members will get an approved discount. **Future Meetings:**

March 3-4: Regional Leader Meeting-Austin

April 14-15: Board Meeting June 5-8: National PRIMA

(Milwaukee)

July 1-2: Board Meeting Sep. 15-16: Board Meeting

Nov. 16-18: Texas Chapter PRIMA Conference

& Exhibition (Austin)

2005 BOARD OF DIRECTORS

Gary Urban, MPA, ARM, President

Risk Manager, City of Waco Email: garyu@ci.waco.tx.us

Scott Payne, President-Elect

Risk Manager, City of Denton Email: scott.payne@cityofdenton.com

Linda Comeaux, CPCU, CGBA, Secretary

Risk Manager, San Antonio ISD Email: lcomeaux@saisd.net

Linda Spacek, CPM, CGBA, Treasurer

Risk Manager, City of San Marcos Email: spacek linda@ci.san-marcos.tx.us

Tina A. Paquet, Immediate Past President

Insurance Manager, City of Houston Email: tina.paquet@cityofhouston.net

Martha Rider, Past President

Risk Manager, Fort Bend County ridermar.@co.fort-bend.tx.us

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Risk Manager, City of College Station Email: bcody@cstx.gov

Shannon Morgan

Risk Management Director, Jefferson County Email: smorgan@co.jefferson.tx.us

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Risk Manager, Garland ISD Email: awsmith@garlandisd.net

Melissa Sullinger

Loss Control Specialist, City of Plano Email: melissau@plano.gov

Director Emeritus

Cindy Kirk, CGBA

Risk Manager, City of Bryan Email: ckirk@bryantx.gov

Chapter Legal Counsel

David LaBrec

Strasburger & Price, L.L.P. Email: David.labrec@strasburger.com

Pharmaceutical Strategies Group Acquires AELRx

AELRx is pleased to announce a change in its corporate ownership. The firm has been acquired by two veterans of the health care industry, Dave Borden and Tim Watson, PharmD. Mr. Borden has extensive experience in the health care industry, including over 20 years of healthcare consulting experience, most recently as a Regional Managing Partner with Deloitte & Touche, based in Dallas, Texas. Mr. Watson has over 11 years of experience in the pharmacy benefits arena, having served in key management positions with several leading PBMs. He also has experience providing pharmacy consulting services with a national consulting firm (Deloitte & Touche) and as founder of the Pharmaceutical Strategies Group (PSG). In the weeks and months ahead, PSG will make a series of investments in human capital, methodologies and other resources, all designed to expand the scope of pharmacy services they provide to their clients.

MEMBERSHIP DIRECTORIES COMING YOUR WAY...

The 2005 Membership Directories are being prepared for distribution in a few weeks. The Directory is a great networking tool. Please be sure that your membership and that of your associates has been renewed so you are included in this year's edition! If you have any questions about the status of your membership, you can contact the Chapter office by phone at 512-394-0719 or by email at texasprima@texasprima.org.

Chapter Partners for 2004-2005

DIAMOND SPONSOR

Harris & Harris

GOLD SPONSORS

Abercrombe, Simmons & Gillette
Pharmaceutical Strategies Group (Formerly AELRx)
Allianz Global Risk US
Arthur J. Gallagher & Company
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Marsh USA, Inc.
McGriff, Seibels & Williams of Texas, Inc.
Munich-American RiskPartners
Texas Political Subdivisions/Attenta, Inc
TriStar Risk Management

SILVER SPONSORS

Allegiance Medical Case Management **Argus Services Corporation** CCS Holdings, LP CMI Barron Risk Management Services, Inc. CorVel Corporation Fair Isaac Corporation Midwest Employers Casualty National ChoiceCare National Pacific Dental Palmer & Cay of Texas, Inc. Review Med ScriptNet, Inc. Texas Association of School Boards (TASB) The JI Companies TML Intergovernmental Employees Benefits Pool United Healthcare Ward North America

SALGBA Conference



Come, go "Beyond the Horizon" with the State and Local Government Benefits Association (SALGBA) April 24-27 in Scottsdale, Arizona for the 2005 National Conference. SALGBA, the premier organization for public sector benefits professionals, will have many educational sessions, roundtable discussions, and networking opportunities at the conference. To register go to www.salgba.com and click the events link. Indicate you are a TX PRIMA member and you will receive SALGBA member rates! Contact (859) 622-2535 or salgba@salgba.com for assistance or questions.

RISK MANAGEMENT'S "RISKY BUSINESS DIGEST"

Risk Managers know that they must function as a 'TEAM' top to bottom and bottom to top. In order to achieve the desired level of performance the team members must know their respective roles in successfully executing the risk management mission. WE are the TEAM and our mission is overall RISK REDUCTION. But, how does safety and health program elements contribute to that mission? There are eight safety elements to consider:

Management leadership is the first element. Examples include a signed mission statement by the chief executive officer as well as written goals and objectives. Management must "Walk the talk" and integrate safety into all facets of an organization's operations.

Accountability, responsibility, and authority are the second element. This element includes those safety goals and objectives that are included and properly weighted in performance measures. They are both activity and results oriented.

Employee participation, the third element, is a "MUST FOR SUCCESS". Opportunities must be provided for participation in the program. Safety committees are critical to this element as they are involved in the identification of hazards and are vital for improvement to be achieved. Cross departmental representation, employee involvement in safety inspections, regular employer communication to employees and reporting unsafe conditions and actions round out this element.

The fourth element is hazard assessment and control. We know from well documented studies that about 98% of all injuries result from either unsafe conditions or unsafe behaviors. A very common cause of injuries is that employees are either not trained or are unaware that their behavior is unsafe.

Employee information and training is the fifth element. This element includes both specialized training, which is dependent on the hazards faced by each employee group, and general training to ensure regulatory compliance. Training should be scheduled after the initial hiring decision, at regular intervals, and at any time there is a change in workplace hazards. There are many different ways in which information and training resources can be delivered, in formal classrooms, at safety committee meetings, and by newsletters, just to name a few.

Accident reporting, investigation, and analysis is the sixth element. Timely and accurate accident reporting are the keys to prompt efficient handling of any accidental loss. This is the process of gathering facts and determining root causes of accidents. The investigative process should include an objective evaluation of all the facts, opinions, and statements. A final analysis and report should include the appropriate corrective measures to prevent recurrences.

Post injury management is the seventh element. The objective of this element is to provide quality health care to enable risk managers to reduce costs and lost work time by improving the employee's medical condition. Quality medical care will usually result in improving the employee's morale, too. There are many participants in this element, including the employee, the employee's supervisor, risk management, the medical provider, the claims adjuster, and human resources. Employees are given information about their benefits in new employee orientations and in other training seminars. The Third Party Claims Administrator who handles the employee injuries also maintains continuous contact with all parties in an effort to provide efficient claims handling.

Evaluation of program effectiveness is the last element. This refers to the scorecard or overall performance of the program during a given period of time. Statistics, trend analysis, financial statements, and frequency and severity rates are some of the tools used to evaluate the program. Comparisons are made to prior years in various categories across the entire operation.

These are the elements. Now it is up to the TEAM to ensure that these elements are integrated into the risk management mission.

Submitted by Bill Cody



Texas PRIMA

16th Annual Conference

November 16-18, 2005 Austin Renaissance Hotel Austin, Texas

NEWS FROM NATIONAL PRIMA

ARM 55 & RMPE-April 25-28, 2005

A RMPE tutorial will take place in conjunction with an ARM 55 in Costa Mesa, California, April 25-28, 2005, at the Westin South Coast Plaza. The RMPE instructor will be John Chino, ARM-P, and the ARM instructor will be Bill Mason. The ARM 55 focuses on the essentials of risk control and can be taken before ARM 54

Get Your Master's Degree in Risk Management Online

Don't have the time or resources to start your master's degree? Well now you do. From the comfort of your own computer, you can now participate in the PRIMA endorsed Florida State University master's degree program in risk management and insurance. We encourage you to visit the FSU College of Business web site www.cob.fsu.edu/ grad. Don't delay. PRIMA members have already started graduating. There is a press release on our web site www.primacentral.org about this program. You can also contact Heather Ripley at hripley@primacentral.org for the flyer and free CD-ROM or email FSU directly at gradprog@cob.fsu.edu.

2005 National Annual Conference

Brewing the Best in Risk Management!

Register for the Annual Conference on-line. Simply visit the PRIMA web site (www.primacentral.org) and click on the icon for on-line registration.

Call for Moderators

If you are planning to attend the annual conference then plan on moderating an education session or two. Get involved now! To find out more about this or to volunteer your time contact Pam Wolfe at pwolfe@primacentral.org.

Executive Briefing Kit CD Roms

PRIMA's Executive Briefing Kit is available in a CD ROM format. Get yours today! The briefing kit can be downloaded free for PRIMA members from the member's side of the PRIMA web site. If you are unable to download it or

you are not a member of PRIMA, a copy can be mailed to you for the low cost of \$45 for PRIMA Members and \$345 for Non Members. To get your copy, contact Heather Ripley at hripley@primacentral.org.

Administration

Heather Ripley has been appointed to the position of Manager of Education to fill the position vacancy due to the resignation of Pam Wolfe. However, Pam has agreed to work part-time through the conference and will be handling all aspects of the educational sessions. Any session related questions can continue to be directed to Pam at pwolfe@primacentral.org.

Membership

If your PRIMA National membership expires in February, March, April or May, it's now time to renew. If your membership has already expired and you haven't received a renewal notice, please contact Marty O'Rourke, PRIMA Member Services Manager at morourke@primacentral.org.

Chapters

AON has again agreed to sponsor the chapter scholarship program. A member of a PRIMA State Chapter is eligible to receive a full conference registration at the PRIMA Annual Conference in Milwaukee. Applications for this program have gone out to the chapter presidents and are due back to PRIMA no later than March 25. For more information on this award, please contact your chapter president or Tony D'Alba at tony@primacentral.org.

Conference Preliminary Program

The 2005 PRIMA Annual Conference preliminary programs are being printed and national members have received them in February. This program will have a detailed listing of all the education sessions including full descriptions, learning objectives, and speakers. This program will also be accessible via our web site www.primacentral.org.

2005 Regional Leaders

Texas Chapter PRIMA is organized into six regions, each with a regional coordinator appointed by the Board of Directors. Watch for regional program announcements in your area, and bring an associate or colleague to the next meeting.

PANHANDLE:

JIM SMITH, City of Amarillo

NORTH:

LUCY CONKLIN, City of Denton KIMBERLY WEBB, City of Carrollton

CENTRAL:

REGANRYCHETSKY, State of Texas HR CYNTHIAVALDEZ, City of San Antonio

GULFCOAST:

FRED CONNELL, City of Pasadena Y. ETTAMcCUTCHEON, Harris County

SOUTH:

NORMA JEAN RIVERA, San Patricio County

WEST:

MARK BARTA, City of San Angelo

National PRIMA Annual Conference 2006 Las Vegas, NV

If you are interested in speaking at the 2006 PRIMA Annual conference, the call for presentations will be released in March 2005. You will be able to view the call for presentations announcement on PRIMA's web site www.primacentral.org.

Texas PRIMA Press is the official newsletter of Texas Chapter PRIMA and is published by the Texas Institute of CLE, Association Manager for the Chapter. All correspondence should be sent to:

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IMPORTANT DATES

Texas Chapter Conferences:

Board Meetings - Newsletter Deadlines

April 14-15, 2005 - May 6, 2005 July 1-2, 2005 - July 22, 2005 September 15-16, 2005 - October 7, 2005 November 16-18, 2005, Austin Renaissance, Austin, Texas

National PRIMA Future Annual Conferences:

Annual Conference 2005, June 5th - 8th, Milwaukee, Wisconsin Annual Conference 2006, June 11th - 14th, Las Vegas, NV Annual Conference 2005, June 10th - 13th, Boston, MA

About This Newsletter

This newsletter is the official newsletter of Texas Chapter PRIMA. It is produced quarterly. The opinions expressed in the newsletter are those of the writers and do not necessarily represent the views of Texas Chapter PRIMA. We want this newsletter to provide information to keep you -- our members -- abreast of chapter events and issues important to you. We encourage you to contribute so that this effort is successful. Please send your news, information, comments, etc. to your regional coordinator, to the editor, or to the chapter address.

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