36th Annual Conference | November 9-12, 2025 | Galveston

Agents of Change

CLICK HERE TO REGISTER NOW!

2025 TEXAS PRIMA BOARD

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I spy Texas PRIMA 2025 Annual Conference!

Our theme this year is Mission Possible: Agents of Change, and I suspect that after attending, you will leave with evidence of learning, a good time, and an expanded network.

Per usual, we will open with a welcome reception on Sunday evening where attendees will have the opportunity to reconnect with peers and meet new ones, while enjoying some light snacks and drinks.

Monday morning will begin with an amazing keynote to get us mission ready and will be followed by a plethora of educational sessions where expert agents will share their knowledge and experiences.

Monday night, there will be casino night and a full buffet to enjoy while networking, and we are excited to have The Jukebox Heroes Band for entertainment! Prepare to dress up in your best spy or detective wear and put on your dancing shoes to fully enjoy the events of the evening! Some fantastic prizes will be available!

Tuesday will be a day full of educational offerings. Numerous sessions throughout the conference will be eligible for continuing education credit with various agencies.

Wednesday will have a final set of educational sessions available before we close with an inspiring and engaging closing keynote...and lots of door prizes!

This conference is sure to be fun but will primarily be another round of professional development and networking to enhance your career. I hope you will join us!

Jamee Higgins, CRM President, Texas PRIMA

OPENING KEYNOTE



Lt. Col. Waldo Waldman

NEVER FLY SOLO: MISSION POSSIBLE

Mission Possible is more than a theme—it's a mindset. And no one delivers that message with more energy, impact, and altitude than Lt. Col. Waldo Waldman, The Wingman. A Hall of Fame speaker, combat-decorated fighter pilot, and New York Times bestselling author, Waldo will open this year's conference with a high-flying, heart-pounding message about trust, courage, and the power of wingmen.

Drawing on his experiences as an F-16 pilot and corporate leader, Waldo shares what it means to break through fear, lead through turbulence, and achieve peak performance with a "One Team, One Mission" mentality. With riveting stories and tactical takeaways, he'll inspire you to embrace change, perform under pressure, and elevate your team to new heights.

In this unforgettable keynote, you'll learn how to build a culture of collaboration and resilience—and why no mission is ever accomplished alone. Waldo reminds us: when the pressure is high and the stakes are higher, success doesn't happen in a silo. It takes trust. It takes preparation. And it takes a Wingman.

So gear up. This year, your mission is possible—and it begins with how you fly.

CLOSING KEYNO

Gregory Offner

THE PERFORMANCE PARADOX: HOW TO DUEL WITH DISRUPTION AND UNLOCK THE ONE CHANGE THAT CHANGES EVERYTHING

Mission Possible closes with a bang—of the piano keys, that is. Gregory Offner, world-touring dueling pianist turned Fortune 100 executive turned keynote powerhouse, is here to challenge everything you think you know about performance, fulfillment, and professional growth.

With a background as colorful as a Vegas lounge and as strategic as a Six Sigma playbook, Greg brings together stories from the stage and the boardroom to deliver a high-energy keynote experience (yes, there's a piano involved). His message? Soft skills aren't optional—they're your competitive edge.

Greg's journey from global sales leader to losing his voice for over two months and nearly for life—ignited a mission: helping leaders and organizations uncover the one change that can change everything. His insight, humor, and musical mastery will have you laughing, learning, and looking at leadership through a whole new lens.

This isn't your typical keynote. It's a show. It's a challenge. It's your invitation to rethink what high performance really looks like—and how you can unlock it.



Stick around for the door prizes at the end of the closing keynote! You must be present to win!

Conference Scholarships

Scholarship Application Deadline: September 15th

Interested in attending Texas PRIMA's annual conference this fall but your entity's budget will not allow for it? Here's your opportunity to apply for a scholarship to the 2025 Texas PRIMA Conference in Galveston, Texas!

The conference scholarship allows public risk management professionals across the state of Texas the opportunity to attend the annual conference when their entity lacks the financial support to allow them to attend otherwise. Texas public entity members who have not attended the last two Texas PRIMA conferences are eligible to submit an application. Full and partial scholarship funds are awarded for registration, 2026 Texas PRIMA membership, and lodging at the conference hotel or nearby hotel. Public entities include cities, counties, state agencies, school districts, and other special districts. Eligible entities may receive no more than one scholarship per organization. The scholarship application deadline is September 15th. A limited number of scholarships are available to attend the 2025 Texas PRIMA Conference, so don't delay – apply for an annual conference scholarship today!

STUDENT SCHOLARSHIPS

Texas PRIMA is excited to once again offer student scholarships for full-time students currently enrolled in an accredited college or university located in the state of Texas! Full and partial scholarship funds are awarded for registration, 2026 Texas PRIMA membership, and lodging at the conference hotel or nearby hotel. A limited number of student scholarships are available. The scholarship application deadline is September 15th.

Educational Sessions

Whether you are a seasoned risk management, safety, employee benefits, human resources, or claims professional, or if you are just beginning your career, the Texas PRIMA educational sessions will offer new and exciting information from your colleagues and peers in risk management and related fields. The agenda has a full range of topics with educational tracks, including General Risk Management, Employment Practices and Benefits, Workers' Compensation, Safety and Claims, and Leadership.

Continuing Education Credits

The Texas PRIMA conference will provide continuing education credit for select sessions from the Texas Department of Insurance. Registrants wishing to receive TDI CE credit must sign in and out at each session. Texas PRIMA will also provide continuing education credit through SHRM, HRCI, TASBO, and PACE Certified Case Manager programs. Additionally, select sessions will be submitted to the Texas Bar for continuing legal education credit approval. Visit the registration desk during conference hours with any questions or for more information regarding a certificate of attendance or other certification programs.



SCHEDULE AT A GLANCE

General Risk	Workers' Comp	Employment Practices & Benefits	Safety/Claims	Leadership & Professional Development	
	SUNDAY, NOVEMBER 9				
12:00 PM - 6:00 PM		CONFERENCE REGISTRATION - CONVENTION CENTER FOYER			
6:00 PM - 7:00 PM	WELCOME RECEPTION & REGISTRATION - MOODY BALLROOM SOUTH FOYER				
		MONDAY, NOVEMBER 10			
7:30 AM - 6:00 PM		CONFERENCE REGISTRATION - CONVENTION CENTER FOYER			
7:30 AM - 8:00 AM		FIRST-TIME	ATTENDEE ORIENTATION	- EXPO A4	
7:30 AM - 8:30 AM		MORNING BEVERAGE SERVICE - SOUTH LOBBY			
8:30 AM - 9:45 AM	KEYNOTE ADDRESS: Lt. Col. WALDO WALDMAN - NEVER FLY SOLO - MOODY BALLROOM				
10:00 AM - 11:15 AM	EDUCATIONAL SESSIONS				
FLORAL HALL A1	FLORAL HALL A2	HIBISCUS-DAFFODIL WISTERIA	AZALEA-ROSE-ORCHID	IRIS-TULIP	BLUEBONNET-JASMINE
If You Don't Know What We Are Talking About You Should Trey Wamble & Scott Wright, Commercial Risk Services	Mystical Magic in Managing Claims Dean Coughenour, City of Flagstaff (retired)	Firing Isn't a Strategy: Creating Risk-Ready Employment Systems in the Public Sector Dr. Thomas W. Faulkner, City of Kenedy	The Conventional, the Innovative & the Future of Workers' Compensation Scott Roloff, Integer Health	Workers' Comp: The Classified Files 101 Adriana Talbot & Jennifer Ruedas, <i>TASB</i>	Analyzing and Improving Property Insurance for Texas Public Entities Mike Kessler, ARM, AIC, Arthur J. Gallagher Risk Management Services, LLC; David Gracia, North East ISD; Charlie Herr, Gallagher
11:30 AM - 1:00 PM		GRAND OPENING O	F EXHIBIT HALL AND LUNC	HEON - EXPO HALL	
1:15 PM - 2:30 PM			EDUCATIONAL SESSIONS		
FLORAL HALL A1	FLORAL HALL A2	HIBISCUS-DAFFODIL WISTERIA	AZALEA-ROSE-ORCHID	IRIS-TULIP	BLUEBONNET-JASMINE
Core Intelligence: Aligning Wellness, Leadership, and Risk for Sustainable Success Mike Alexander & Vincent "Nick" Hernandez, LION Organizational Development Institute, LLC	Mission Accomplished? Legislative Updates 2025 Ricky Green, The Law Office of Ricky D. Green	Practical Employee Relations for Leaders Michael Mirarchi, Mirarchi Management Group	A Deep Dive Inside the A.I. Explosion and Dangerous Apps Affecting Your Students Jill Ostrove, ePlace Solutions	Leadership - Practical Motivation of the Individual Contributor Christal Walker, City of Austin Police Department	Accident Investigation of March 2025: The Five Stages & Fundamental Methodologies Cari Vega, City of Arlington
2:30 PM - 3:00 PM	BEVERAGE BREAK WITH EXHIBITORS - EXPO HALL				

3:15 PM - 4:30 PM FLORAL HALL A1 Building Blocks of Ethics Anastasia Settle, Carlisle Medical 4:30 PM - 5:30 PM 7:00 PM - 12:00 AM 7:30 AM - 6:00 PM 7:30 AM - 8:30 AM 8:30 AM - 9:45 AM FLORAL HALL A1 Discussing Cyber: A Field Guide for Municipal Leaders Mike Bell & Ryan Burns, TMLIRP P:45 AM - 10:15 AM 10:30 AM - 11:45 AM FLORAL HALL A1	ng Health Th Employee Programs Sean Sma Houston MONE	Insurance Conditions and Growing Threats Ben Duffy, KYND NETWORKING WITH EXHIBITORS - DAY NIGHT NETWORKING & DINNER EVEN TUESDAY, NOVEMBER 11 CONFERENCE REGISTRATION - CONVENTI	A Serendipitous Partnership: Houston ISD's 504 Network Experience Dr. Martin Kus, OccMD; Donna W. Fernandez, Houston ISD - EXPO HALL NT - MOODY BALLROOM	BLUEBONNET-JASMINE Natural Gas Safety for all Municipality Workers Deirdre Goggins, Texas Pipeline Awareness Alliance
Building Blocks of Ethics Anastasia Settle, Carlisle Medical 4:30 PM - 5:30 PM 7:00 PM - 12:00 AM 7:30 AM - 6:00 PM 7:30 AM - 8:30 AM 8:30 AM - 9:45 AM FLORAL HALL A1 Discussing Cyber: A Field Guide for Municipal Leaders Mike Bell & Ryan Burns, TMLIRP Practitioner to Man Practi	ng Health Th Employee Programs Sean Sma Houston MONE	AZALEA-ROSE-ORCHIL hat Lands: Making e Wellbeing s Matter all, City of NETWORKING WITH EXHIBITORS - DAY NIGHT NETWORKING & DINNER EVEN TUESDAY, NOVEMBER 11 CONFERENCE REGISTRATION - CONVENTI	A Serendipitous Partnership: Houston ISD's 504 Network Experience Dr. Martin Kus, OccMD; Donna W. Fernandez, Houston ISD - EXPO HALL NT - MOODY BALLROOM	Natural Gas Safety for all Municipality Workers Deirdre Goggins, <i>Texas</i> <i>Pipeline Awareness</i>
Anastasia Settle, Carlisle Medical 4:30 PM - 5:30 PM 7:00 PM - 12:00 AM 7:30 AM - 6:00 PM 7:30 AM - 8:30 AM 8:30 AM - 9:45 AM FLORAL HALL A1 Discussing Cyber: A Field Guide for Municipal Leaders Mike Bell & Ryan Burns, TMLIRP FLORAL HALL 9:45 AM - 10:15 AM 10:30 AM - 11:45 AM	Employee ager Programs Sean Sma Houston MONE	Resilience for Public Entities Amid Shifting Insurance Conditions and Growing Threats Ben Duffy, KYND NETWORKING WITH EXHIBITORS - DAY NIGHT NETWORKING & DINNER EVEN TUESDAY, NOVEMBER 11 CONFERENCE REGISTRATION - CONVENTI	Partnership: Houston ISD's 504 Network Experience Dr. Martin Kus, OccMD; Donna W. Fernandez, Houston ISD - EXPO HALL NT - MOODY BALLROOM ION CENTER FOYER	Municipality Workers Deirdre Goggins, Texas Pipeline Awareness
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FLORAL HALL A1 Discussing Cyber: A Field Guide for Municipal Leaders Mike Bell & Ryan Burns, TMLIRP P:45 AM - 10:15 AM 10:30 AM - 11:45 AM	MORNING BEVERAGE SERVICE - SOUTH LOBBY & FLORAL PREFUNCTION			
Discussing Cyber: A Field Guide for Municipal Leaders Mike Bell & Ryan Burns, TMLIRP Behind the Curtain: Auditor's Insight int Unethical Behavior Ty Elliott, City of Co. Station 9:45 AM - 10:15 AM 10:30 AM - 11:45 AM	EDUCATIONAL SESSIONS			
Field Guide for Municipal Leaders Mike Bell & Ryan Burns, TMLIRP 9:45 AM - 10:15 AM 10:30 AM - 11:45 AM	Δ2	CUS-DAFFODIL WISTERIA AZALEA-ROSE-ORCHIE	D IRIS-TULIP	BLUEBONNET-JASMINE
10:30 AM - 11:45 AM	to Navigatin Other Psy Illege Claims Rebecca E Medical E	ric Disorders: ng PTSD and ychological Injury Blood, Ph.D., Equation; Danielle rity of Fort Worth Beyond the Binder: Making School Emergency Plans Functional, Inclusive and Drill-Ready Mason Wooldridge, Sigma7/ RSM		The Power of Change Ernest Galindo, <i>Texas</i> Association of Counties
		BEVERAGE BREAK WITH EXHIBITORS	S - EXPO HALL	
FLORAL HALL A1 FLORAL HALL		EDUCATIONAL SESSION	S	
	Δ	CUS-DAFFODIL WISTERIA AZALEA-ROSE-ORCHIE	O IRIS-TULIP	BLUEBONNET-JASMINE
Getting Buy-In as a Leader: How to Persuade Decision Makers in Your Organization LeAnne Lagasse, LeAnne Legasse Coaching and Consulting Risk Management i 2025: How Risk Le Are Using Data and Technology to Thei Advantage Leo Bernstein, Lines Solutions; Norma Es Port of Houston		Supporting a Positive Claims Experience:	Implementing a Safety Awareness Culture Erica Balli & Cindy Gutierrez, City of Edinburg	Mission Possible: Enhancing School Safety Through Innovation Katina Gordon, <i>Alief</i> ISD; Roderick Sams,
12:00 PM - 1:15 PM	Paders Your Clair Danielle N PhotoFax,	McCane, Maximizing Trust in the	Gutterrez, City of Lumburg	CENTEGIX

General Risk Workers' Comp Employment Practices & Safety/Claims Leadership & Professional Development Benefits

	TUESDAY, NOVEMBER 11				
1:30 PM - 2:45 PM	EDUCATIONAL SESSIONS				
FLORAL HALL A1	FLORAL HALL A2	HIBISCUS-DAFFODIL WISTERIA	AZALEA-ROSE-ORCHID	IRIS-TULIP	BLUEBONNET-JASMINE
6 Strategies to Pick Up the Pace without Increasing Your Stress Randy Anderson, E3 Professional Trainers, LLC	Eyes Only: Artificial Intelligence and the New Age of Public Entity Risk Management Scott McNea, Alliant Insurance Services	Managing Risk in the Face of Escalating Natural Disasters in Texas: Strategies for Public Entity Resilience Hector Ortega, McGriff	Why is it so Hard to Communicate in the Workplace?: Advanced Communication and Negotiation Skills Workshop Marco D. Flores, Stormlex	The Entity vs Your Property Renewal Submission John Nixon, Asperta Ltd.	Accidents, Accountability, and Al: Modernizing Risk Management for Safer Employee Driving Jared Smith, Safety National
2:45 PM - 3:15 PM		BEVERAGE I	BREAK WITH EXHIBITORS -	EXPO HALL	
3:30 PM - 4:45 PM			EDUCATIONAL SESSIONS		
FLORAL HALL A1	FLORAL HALL A2	HIBISCUS-DAFFODIL WISTERIA	AZALEA-ROSE-ORCHID	IRIS-TULIP	BLUEBONNET-JASMINE
Penetrating the Cone of Silence / Communicating with Police and Fire Dean Coughenour, City of Flagstaff (retired)	Total Cost of Risk: Understanding and Application Carleen Patterson, Alliant Insurance Services; Lori Gray, Prince William County, VA	The Unscrupulous Medical Provider: The Enemy of a Successful Return-to-Work Program Dr. Martin Kus, OccMD	Navigating Encounters with First Amendment Auditors: Are You Prepared? Chase Stapp, TMLIRP; Robert Simmons, City of Galveston	What Risk Managers Need to Know About Records Management Kelly Murphy, <i>Trinity River</i> <i>Authority</i>	Open Your Own Clinic to Reduce Costs and Improve Employee Morale Michael Bennett & Tyler Jarl, City of Round Rock
4:45 PM - 6:00 PM	SPONSOR APPRECIATION & NETWORKING RECEPTION - EXPO HALL				
	WEDNESDAY, NOVEMBER 12				
8:00 AM - 12:00 PM		CONFERENCE REGISTRATION - CONVENTION CENTER FOYER			
8:00 AM - 9:00 AM		MORNING BEV	'ERAGE SERVICE - FLORAL F	REFUNCTION	
9:00 AM - 10:15 AM			EDUCATIONAL SESSIONS		
FLORAL HALL A1	FLORAL HALL A2	HIBISCUS-DAFFODIL WISTERIA	AZALEA-ROSE-ORCHID	IRIS-TULIP	BLUEBONNET-JASMINE
Be Prepared: Live Cyber Tabletop Exercise Temo Garcia, AON Cyber Solutions; Hannah Hays, Munich Re Specialty Group	Difficult Accountability: Confronting Lovable Underperformers and Landmine Employees Randy Anderson, E3 Professional Trainers, LLC	CARE: A Four-Letter Word for Simplifying Workers' Comp Complexities Danielle Caster, City of Fort Worth; Jo Anderson, Injury Management Organization, Inc.	Securing the Unseen: Addressing Physical Security Vulneralbilities in the Risk Landscape Ryan Hinds, Recon Technical Solutions, Inc.	Subrogation 101 Mark Solomon, Matthiesen, Wickert & Lehrer, S.C.	Reduce Incidents with Impairment Detection Technology Jeffrey Sease, Predictive Safety SRP, Inc.
10:30 AM - 12:00 PM	MEMBERSHIP MEETING AND CLOSING KEYNOTE ADDRESS: GREGORY OFFNER - THE PERFORMANCE PARADOX: HOW TO DUEL WITH DISRUPTION AND UNLOCK THE ONE CHANGE THAT CHANGES EVERYTHING - MOODY BALLROOM				

OUR GENEROUS SPONSORS 2024-2025

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PLATINUM





DIAMOND







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WTW | Young and Associates

Conference Registration Information

Conference Registration includes access to all educational sessions, the Exhibit Hall and all special events.

Conference special events and meal functions include:

SUNDAY

Welcome Reception 6:00 PM - 7:00 PM

Network with other attendees and enjoy beverages and light hors d'oeuvres.

MONDAY

Opening Keynote, Lt. Col. Waldo Waldman......8:30 AM – 9:45 AM Grand Opening of Exhibit Hall and Luncheon 11:30 AM – 1:00 PM Monday Night Networking Event & Dinner 7:00 PM - 12:00 AM Entertainment includes casino games and live music from Jukebox Heroes.

TUESDAY

Appreciation & Networking Reception...... 4:45 PM - 6:00 PM

Network with sponsors and exhibitors while you enjoy beverages and light hors d'oeuvres.

WEDNESDAY

Membership Meeting and

Closing Keynote, Gregory Offner10:30 AM – 12:00 PM



Host Hotel



MOODY GARDENS HOTEL & CONVENTION CENTER

One Hope Boulevard Galveston, Texas 77554

Book your hotel room now! We have secured the special room rate of \$149.00/night (before taxes).

Click here to make your reservation, or call the hotel at 409-683-1299 and ask for the Texas PRIMA Conference group rate of \$149.00/night (before taxes).

The deadline to make a reservation at the group rate is October 17, 2025. Availability in the block is limited and if the block sells out before the cut-off date, rooms may not be available.



Cancellations & Refunds

All cancellations must be received in writing (email or mail) on or before Friday, September 26, 2025, to receive a full refund minus a \$25 administrative processing fee. Refunds requested on or after Saturday, September 27, 2025 will not be refunded. Conference "no-shows" will not receive a refund. All refunds will be processed post-conference.

CLICK HERE TO REGISTER ONLINE

Registration Form

ALL FIELDS REQUIRED.

Your Conference Attendance: ☐ First Time!!! ☐ my # year How man	ny years have you been in the risk management profession?
First & Last Name:	Title:
Professional Credentials/Certifications:	
TDI License #:	
Work Address:	City/State/Zip:
E-mail:	Daytime Phone:
Special Needs (ADA):	
I am interested in obtaining continuing education credit for the following:	□ None □ HRCI □ SHRM □ Certified Case Manager (CCM) □ TASBO
Other CE I would like Texas PRIMA to consider:	

Sign me up for the 2025 Texas PRIMA Conference

	OCTOBER 13 OR EARLIER	OCTOBER 14 OR LATER	
Public Entity	□ \$ 485	□ \$ 535	
Risk Pool	□ \$ 650	□ \$ 700	
Corporate	□ \$ 750	□\$800	
Student** or Retiree	Please contact info@texasprima.org for rates.		

(**Must provide proof of enrollment.)

ALL FEES INCLUDE Texas PRIMA MEMBERSHIP

OPT OUT OF EVENTS:

If you need to miss a conference function, please let us know. This helps us plan for the proper number of guests.

,		
Monday – Grand Opening of Exhibit Hall & Luncheon	11:30 AM ·	– 1:00 PM
Monday Night Networking & Dinner	7:00 PM -	12:00 AM

PLEASE NOTE: Attendance at Texas PRIMA events constitutes an agreement by the attendee to Texas PRIMA's use and distribution of the attendee's images or voice in photographs and recordings of such events and activities. By providing your email address you agree to receive emails from Texas PRIMA and sponsoring organizations. Unless you inform Texas PRIMA that you object, permission is assumed.

E-MAIL: info@texasprima.org

MAIL: Register & pay by check: TEXAS PRIMA, P.O. BOX 92373, AUSTIN, TX 78709

CONFERENCE REGISTRATION INCLUDES:

- Exhibit Hall & Session Access
- Welcome Reception
- Monday Night Networking & Dinner (1 ticket)
- **Sponsor Appreciation Reception**
- Monday & Tuesday Luncheons
- One-year Texas PRIMA Membership Public Entity \$85 | Risk Pool \$150 Corporate \$225 | Student \$10
- OPT ME OUT of the Texas PRIMA MEMBERSHIP (fee remains the same)



FEES DUE/SUBTOTAL

Complete this section, indicating corresponding payment amounts; enter total in TOTAL PAYMENT DUE / ENCLOSED below.

CONFERENCE REGISTRATION F (from the registration option that you sele	.\$			
GUEST TICKET(S) Registration includes 1 ticket to each event listed below. If you would like to purchase guest tickets, please complete the section below.				
☐ Monday Luncheon	\$50 each x extra tickets	\$		
☐ Monday Night Networking & Dinner	\$65 each x extra tickets	\$		
☐ Tuesday Awards Luncheon	\$50 each x extra tickets	\$		
TOTAL PAYMENT DUE / ENCLOSED (must equal amounts indicated in fees due/guest ticket sections above) \$				
SELECT PAYMENT TYPE MASTERCARD VISA AMEX CHECK (For payment by check, do not staple payment to form.)				

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Cardholder Signature:		