



December 2017

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President's Message



What a year for public risk management in Texas and what a year for Texas PRIMA! Texas PRIMA has come a long way from its humble beginnings and it continues to grow stronger every year. It has been the greatest honor of my professional career to play a part in leading this organization that has played such a huge role in my professional growth. This year hasn't been easy for many of our members. 2017 has come with many ups and downs (the biggest downer being Hurricane Harvey) but as I mentioned during our annual conference opening session, we in the risk management profession are a resilient bunch whose jobs are to help make it through struggles and come out stronger on the other side. One of the great aspects of being a part of Texas PRIMA is that it gains you access to educational sessions and a network of colleagues and vendors who can help when you are facing your own struggle. Never was that more on display than during our Annual Conference and Exposition.

Speaking of our annual conference, what a great time we had in Galveston! This year's nautical-themed conference began with a great keynote address on leadership with character (along with some insights into life inside the White House) from Steve Ford, son of President Gerald Ford. At the end of the conference we tied a bow around it with our closing speaker, Dr. Robert Emery who provided some great lessons on learning how to adapt professionally in an ever-changing world. The days in between were filled with dozens of educational sessions given by first-rate presenters; networking opportunities to mingle with colleagues and sponsors; exhibit hall break-outs to visit with our wonderful exhibitors; and even evening entertainment where one could dance the night away with The Grooves party band. In addition, we handed out several well-deserved program and achievement awards at our Awards Luncheon. Travis Yarbrough (Tarrant County), received our Rising Star of the Year Award and Robert Warren (City of Arlington), was named our 2017 Risk Profession of the Year. Congratulations! Robert was also elected and will be joining the Texas PRIMA Board in 2018, along with Leslie Milvo (City of Austin) who will be returning for another term.

If you weren't able to make it to the annual conference this year, I hope you will begin making arrangements to attend next year's conference in Irving, November 11-13, 2018. I don't believe there is a more worthwhile event for public risk managers in Texas. I know because (stealing a line from the Hair Club for Men) I'm not just the President of Texas PRIMA.....I'm also a member. Finally, as my year as president comes to a close, I would like to acknowledge the 2017 Texas PRIMA Board of Directors and staff for their countless hours of work and preparation throughout the year. I couldn't think of a better group of risk management professionals to share the conference room table with. It is a great feeling to leave the presidency knowing the leadership of this organization is in great hands for years to come. Thanks again to our sponsors whose generous support for our programs allows us to keep Texas PRIMA growing and prospering. And thank you, our members, for your continued participation, encouragement and support.

I wish you all a happy holiday season as we "sail" into 2018!

John Palm
2017 Texas PRIMA President

Tribute to Out-Going Board Members



Tribute to Out-Going President

Calm and even-tempered, possesses a thoughtful and warm leadership quality, able to listen--really listen to all the perspectives of everyone in the room; remains calm and peaceful. What a list of attributes. Attributes that any leader would be thrilled to have. How lucky is Texas PRIMA to have spent a year with a president that was described as such? It's been an honor and privilege to work under your direction, John Palm. Thanks for a job well done!



Final Thoughts, Thanks and Goodbyes from Gilbert Sanchez

As I reflect over the last seven years of my serving on the Texas PRIMA Board, I have mixed emotions regarding my last few days. It is time for me to move on to allow the new leaders to take this great organization to a new and higher level. I must say to serve on the board has been both an honor and privilege.

I want to thank certain individuals, some of whom have since long ago moved on to bigger and greater things, for allowing me to serve with them. First and foremost, Regan Rychetsky, who gave me the opportunity when he appointed me as Board member. Tracy Seiler, for her leadership who supported me throughout her tenure and supported my appointment to the Executive board. Scott Payne for his fiduciary commitment and stewardship serving as Treasurer and taking Texas PRIMA through some rough waters when I first started on the board to the financially solid ground where the organization now stands. Cindy Kirk, for her knowledge and guidance of our organization's history. The double Donnas. Donna James-Spruce, who mentored me and allowed me to Chair the Education Committee under her Presidency and has shown so much commitment to our organization. And, Donna Parker Stirman, who has taken the Scholarship Committee to levels unforeseen. DPS' commitment to this program has made it unequalled nationally. Bill Tarro, a good friend who allowed me to Chair the Education committee a second year (thanks Bill). And of course Texas PRIMA staff. Paula, for her hard work at conference. And of course Ash, for keeping the Board members on task and on time. Thank both you ladies.

But I am weary and tired and must be moving on. Texas PRIMA has given me such great memories. This has been an incredible ride and I got to work with such amazing people. I hope I left a little mark on such a great organization. I think I ran a good race.....and I gave it my all. I'll see you in the whenever. Goodbye!

2017 Texas PRIMA Conference: The Ship Has Sailed, but the Memories Remain

[View all conference photos!](#)



Ever been on a cruise? Hopefully, if you were at this year's Texas PRIMA conference in Galveston November 12th through the 15th, you feel like you've been on one! A team of hundreds of members, speakers, sponsors, and exhibitors gathered at the Moody Gardens Hotel and Convention Center for a seaworthy conference complete with a steel drum band, complimentary entertainment and educational sessions put on by the best crew this side of the Caribbean! This year was another terrific conference at a great venue. As always, the Moody Gardens Hotel and Convention Center is a great facility for our conference. It is the goal of the PRIMA board for the Texas PRIMA Conference to provide a wide array of educational sessions that not only address current issues in the areas of risk management, employee benefits, safety and workers' compensation, but also cover the basics for professionals new to the field. The over 30 educational sessions were well attended and well received. Each year we request potential speakers to submit their proposals for the scheduled sessions, and each year it gets more difficult to choose from the number of top notch proposals submitted. We were excited to continue to have sessions that included presenters from Texas public entities, giving the audience an opportunity to hear from their peers in the state. So a big PRIMA THANK YOU to all who submitted terrific proposals. It is always good to have such an awesome selection to choose from! We kicked Monday off strong by mustering to hear keynote speaker Steve Ford provide insights on leadership while also getting a peek at life inside the White House. Our closing speaker, Dr. Robert Emery, taught us all how to stay the course in a sea of constant change. At Tuesday's Awards Luncheon we were proud to recognize our award winners and urge you to consider submitting a nomination in 2018 for one of our prestigious awards. If you were able to attend the conference we hope you enjoyed all of our networking events and opportunities, from the golf tournament sponsored by McGriff, Seibels & Williams, to the Casino Night & Dinner Tuesday evening that included live music from one of Houston's greatest party bands, The Grooves! As always, we are grateful for our sponsors, exhibitors and corporate members who continue to provide a wealth of information and support to make our conference affordable and beneficial for all. There is no way Texas PRIMA could continue to put on such exceptional conferences without their support. Now that the 2017 conference is over, start making plans to attend our 2018 conference at the beautiful Omni Mandalay Hotel at Las Colinas (Irving)! This will be a great location to celebrate another year with Texas PRIMA! We hope to see you there!

John Palm
2017 Texas PRIMA Conference Chair

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

2017 Annual Conference Recognizes and Awards Excellence in the Field of Risk Management

RISK PROFESSIONAL OF THE YEAR:

Robert Warren

Risk Manager, City of Arlington



With more than 12 years in public sector experience, Warren began his professional carrier in the safety arena at the Texas Department of Criminal Justice in 2005. He was promoted to Risk Manager of the 40,000 employee Texas Department of Criminal Justice in 2011. In 2014 he became the Risk Manager for the City of Arlington with oversight of a wide variety of risk, insurance, and safety functions for the City. Warren has a master's degree in Occupational Safety and Health and has received his Certified Risk Manager (CRM) designation. Warren enjoys spending time with his wife Amy and their two boys and coaching his

sons' little league baseball teams.

RISING STAR OF THE YEAR:

Travis Yarbrough

Risk Analyst, Tarrant County



Yarbrough began his risk analyst career at Tarrant County in 2014 after graduating from University of North Texas with a BAAS degree with specialization in risk management. Yarbrough performs a variety of functions for Tarrant County and is currently pursuing his CIC, CPC and ARM designations. Yarbrough is a member of both Gamma Iota Sigma and the Young Risk Professionals and is an avid sports enthusiast. He is engaged to Adriana and plans to marry in June.

RISK MANAGEMENT ACHIEVEMENT AWARDS:



City of Ft. Worth – Workers' Compensation Resource Manual

This 178 page manual is exceptional and a valuable and comprehensive tool. *To view the manual, visit Texas PRIMA's Member's Only Community Forum.*



Dallas ISD—Campus Safety Coordinator Program

Since 2016 workers' compensation claims costs have decreased by \$1.8 million.



Katy ISD – No Texting and Driving

This innovative and short UTube video is designed to capture the attention of students and all drivers to the hazards of texting and driving. *To view the video, visit Texas PRIMA's Member's Only Community Forum.*



Port of Corpus Christi Authority – Liability Coverage Risk Assessment

This detailed risk assessment provided recommendations that resulted in cost savings of over \$100,000 per year.

*Leslie Milvo
2017 Texas PRIMA Awards Chair*

Members on the Move

Congratulations to **Michael L Capricciuolo** for completing his CSRSM designation with The National Alliance.

Congratulations to **Mr. William "Ski" Zagorski, Sr.**, Emergency Management Coordinator for San Patricio County on his retirement.

We are sad to report that **Lisa Colton**, Risk Manager of Port Arthur passed away.

CONGRATULATIONS 2018 Texas PRIMA Board of Directors!!!!



The Nominations Committee is pleased to announce the 2018 slate of officers for the Texas PRIMA chapter. Elections were conducted in October; the Board was installed at our annual membership meeting at conference in Galveston this November and the new Board terms begin January 1, 2018.

Our elected Board is comprised of two Past Presidents (Immediate Past and Past President), four Officers (President, President Elect, Secretary, and Treasurer) and four Directors-at-Large. Each Director-at-Large is elected for a two-year term, not to exceed two consecutive terms. In accordance with Chapter bylaws, the outgoing President becomes a Director, the President Elect becomes President, and the Secretary becomes a nominee for President Elect. The Officers of the board shall nominate an active Director to serve as the Secretary prior to each annual election. For 2018, the membership was asked to vote on filling two Director-at-Large positions. One was

becoming vacant as the Director moved into the Secretary position, while the other was due to the expiration of a two-year term limit. Six nominations were submitted and the two voted into office are as follows:



Leslie Milvo, City of Austin

Leslie Milvo is the Risk Manager for the City of Austin. She has been a member of Texas PRIMA and attended annual conferences since 2011 and currently serves on the Texas PRIMA Board of Directors, awards, scholarship and sponsor/exhibitor committees. Leslie believes reaching out to all of Texas with effective programs is challenging and providing relevant and new educational sessions for the membership is a must. Leslie has enjoyed her time on the board and believes her experience and background will continue to be an asset for Texas PRIMA.



Robert Warren, City of Arlington

Robert Warren is the Risk Manager for the City of Arlington. He has been a member of Texas PRIMA and attended annual conferences since 2013, is currently on the education committee and has presented at the annual conference, as well as the regional seminars for the past two years. Robert thinks outreach and member retention is a challenge for Texas PRIMA as well as keeping diversity of continuing education to align with the ever changing risk management environment. He cites his experience in the field and passion for Risk Management will make him an

asset to Texas PRIMA board.

Texas PRIMA 2018 Board of Directors

PRESIDENT:

Donna James-Spruce - Port of Corpus Christi Authority

PRESIDENT-ELECT:

Noma Martinez - City of Sugar Land

SECRETARY:

Lesley Ward - City of Bryan

TREASURER:

Cindy Conyers - City of San Marcos

IMMEDIATE PAST PRESIDENT:

John Palm III - Allen ISD

PAST PRESIDENT:

Donna Parker Stirman - Travis County

DIRECTORS-AT-LARGE:

D. Jason Hardy - Grand Prairie ISD

Melissa Steger - UT System

Elected for 2018 are:

Leslie Milvo - City of Austin

Robert Warren – City of Arlington

*Gilbert Sanchez & Donna Parker Stirman
Nominations Committee*

Texas PRIMA's 28th Annual Conference Scholarship Program



What an awesome 28th conference it was at the beautiful Moody Gardens Hotel and Convention Center in Galveston. All the hard work from the PRIMA Captain and crew made the gathering at conference smooth sailing!

This was my sixth year to serve as the Chair for Conference Scholarships and what an honor it has been. We had 19 applications submitted, of which 18 were eligible, and awarded 17 a scholarship to attend. We started the conference Sunday afternoon with a private reception in the President's Suite honoring our recipients and scholarship sponsors. I can't thank our generous sponsors enough. Each year, the number of sponsors who give grow, and the amount of their contribution grows as well. A heartfelt thank you goes out to AETNA, Commercial Risk Services, Delta Dental Insurance Company, Injury Management Organization, Inc., McGriff, Seibels & Williams of Texas, Trident Public Risk Solutions, Tristar Risk Management, United Healthcare and York Risk Services.

I proudly introduce our 2017 Texas PRIMA Conference Scholarship Recipients:

Shawna Bantis, Comal County ESD #3
George Barron, Dallas ISD
Mike Capricciuolo, Hurst-Euless-Bedford ISD
Ray Fleming, City of Huntsville
Pam Gibson, City of Corsicana
Lizette Gomez, City of Pharr
Holly Guidry, City of Nederland
Mercedes Hinojosa, Hays County
Misti LaBorde, City of Cleburne
Becca Mears, City of New Braunfels
Rosy Ofoegbu, Northside ISD
Mike Phillips, City of Palestine
Mandy Riske, City of San Marcos
Shelley Taylor, Mansfield ISD
Johnny Vera, City of Edinburg
Kristi Warnke, Corpus Christi ISD
Noella Whavers, Duncanville ISD

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

- Shawna Bantis wrote "I had a wonderful first experience at PRIMA and cannot say enough good things about the conference as a whole. From registration and the welcome reception to the final session, I felt it was extremely organized, highly informative and no detail was left out. The networking opportunities were endless and I came away from there with some new professional friendships which to me is priceless."
- Mike Capricciuolo shared "I enjoyed the conference immensely. Hearing Steve Ford, the son of a President, speak was a gift. He was a great choice for a Keynote speaker. His insight on character and leadership was impactful. The conference helped me have a better perspective of being in the risk management community because of the diversity of entities present. The scholarship program helped make that happen for me this year."
- Pam Gibson said "The conference was energizing and motivating. Session topics were

excellent. I gained new networking friendships and knowledge regarding risk management, as well as other municipal benefits. Thank you for the opportunity and I look forward to attending next year.”

- Kristi Warnke stated “Attending the PRIMA conference was not only insightful from a professional level, but it was nice to network with others in risk management from around the state. I appreciated the scholarship and will be an annual conference attendee after this initial experience.”
- Shelley Taylor shared “I was truly honored to be a scholarship recipient. This was my first year to go to the conference and I was overcome by the hospitality and welcoming from the other TX Prima members. The classes were great and I absolutely loved the Keynote Speaker. I was proud to represent Mansfield ISD and have hopes to nestle in a little closer this year and give and learn. Thanks again for a wonderful time!”
- Johnny Vera wrote “Thank you so very much for all the assistance in introducing me to a wealth of knowledge and resources. The exposure I received to a great group of people was invaluable. Being new to the public sector, the 2017 Texas PRIMA Conference was more than what I could have hoped for. Looking forward to the next one!”

It was a pleasure meeting each of these fine Risk Professionals and I look forward to seeing you in 2018 at the Omni Mandalay Hotel in Irving, Texas.

*Donna Parker Stirman
2017 Conference Scholarship Chair*

Texas PRIMA Member's Only Website

Did you know that as a member, you have access to a Texas PRIMA Member's only website? You can log in at texasprima.org. There are links to help if you've forgotten your username and/or password. If you still need help logging in, email info@texasprima.org.

Take a minute to log in and look around. To view the community forum, hover over the member's only menu on the top navigation bar and click on community forum. To view your open or paid invoices, hover over the member's only menu on the top navigation bar, click on my profile, click on the my profile tab then click on invoices. You can also update your profile photo from the my profile tab.

Sponsor Highlight



This year, **TRISTAR** proudly celebrates 30 years in business, and our 15th year supporting Texas PRIMA. TRISTAR's first Texas office opened in 1998, and our operations have grown to include branches in Irving, Houston, San Antonio and Corpus Christi. We are honored to serve as Third

Party Administrator to cities, counties, school districts, transit systems and other special districts across Texas - the TPA of choice for many Texas PRIMA members.

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

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

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

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

Thank you Sponsors!

Platinum

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

Diamond

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

Gold

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

Silver

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

Letter from the Editor

I have thoroughly enjoyed my first year as a Texas PRIMA board member. I entered this position with trepidation, not quite sure what to expect. Here’s what I learned throughout the last year. Our president, John Palm, was perfect. He was patient and understanding with the new board members, and more than capable of managing the rest of the rowdy bunch *insert smile here*. The fun-loving spirit of this group was contagious, and it wasn’t long before Jason, Lesley, and I were exhibiting the same. I can honestly say I’ve gained both personal and professional friendships that no doubt I will carry close to my heart throughout my lifetime.

As 2018 approaches, I find myself feeling a bit reflective. So, I thought I would share a few of my favorite motivating quotes in hopes that they put a little zip in your step, too.

For the Dreamers:

“People who are crazy enough to think they can change the world, are the ones who do.” Steve Jobs

For the Rebellious Type:

“Do it because they said you couldn’t.”

For Collaborators:

“Individually we are one drop, but together we are an ocean.” Ryunosuke Akutagawa

For Risky People:

“You can never cross the ocean unless you have the courage to lose sight of the shore.” Andre’ Gide

For the Compliance People:

“Always do right. This will gratify some people and astonish the rest.” Mark Twain, American Author

For Everyone:

“Let others lead small lives, but not you. Let others argue over small things, but not you. Let others cry over small hurts, but not you. Let others leave their future in someone else’s hands, but not you.” John Rohn

And, My Personal Favorite:

“You are braver than you believe, stronger than you seem, and smarter than you think.” Winnie-the-Pooh

All of my best to each and every one of you. May the warmth of the upcoming season wrap you in comfort and joy, and 2018 be full of blessings, health, and love.

*Melissa Steger,
Editor*

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