

PRIMA PRESS

A QUARTERLY NEWSLETTER FOR OUR MEMBERS

texasprima.org
Texas Chapter Public Risk Management Association

September 2019

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President's Message



These ancient Egyptian symbols spell Texas PRIMA. Egyptian hieroglyphs are among the oldest writing systems in the world and were used by the pharaohs and their scribes to record their achievements. Unraveling these symbols is like the life of risk management professionals; Do we avoid, retain or transfer the risk? When is the right time to shop the insurance market? Do I need cyber liability for the hackers and thieves? When is Enterprise Risk Management right for my entity? How do we deal with legislative changes? How do we protect our employees and our citizens?, and the list goes on...Just like the pharaohs and their scribes, together let us figure this out and continue Building the Pyramids of Risk Management.

Kudos to the all of the Texas PRIMA board for their supernatural powers in preparing for our Annual Conference in November where we will also celebrate our 30th anniversary. Don't forget to [register](#) soon and make your [room reservation](#) now at the epic Moody Gardens Hotel & Convention Center. Educational topics will be like precious gems to our attendees. New sessions this year are Certifications and Designations, Texas Municipal Safety Group, Wednesday Round Tables and 30-Minute sessions. We have other adventures planned starting on Sunday, along with a few jeweled surprises for our 30th anniversary! Pack your Cleopatra, pharaoh or mummy costume for Casino Night and Dinner, which will feature the awesome band SUEDE!

Other highlights include our keynote speakers Pete Smith on "Dare to Matter: How Public Risk Managers Rise to Significance" and retired Deputy Chief Bruce Ure who shares his experience and lessons learned about the worst mass shooting in American history in Las Vegas. Other conference happenings are the Welcome Reception, First Time Attendee Welcome Reception, and of course, the "chillaxing" and networking events: Putt & Pamper, and new this year, the Fishing Expedition in Galveston Bay. Make sure to visit the Castle (Exhibit Hall) where you will get to meet and visit an oasis of sponsors and exhibitors.

Our scribes and other committees continue to work very hard in the magic dynasty of Texas PRIMA to provide the best experience at conference and the other great benefits of our organization. The nominations for the [Risk](#)

[Management Awards](#) and the [Scholarship Program](#) applications are open – rules and other details can be found on our website. There are three more webinars left in 2019. The Membership Committee is doing extensive outreach to past and new members so they reap the same benefits we have. Be on the lookout for the Nominations & Elections announcement for a golden opportunity to serve on the Texas PRIMA Board of Directors. Last but certainly not least - the Newsletter, Website and Social Media Committees that edit and organize our group's correspondence are navigating their vessels to keep you informed of upcoming Chapter events, recognitions, risk management issues and much more.

My year as Cleopatra (president) is coming to an end. It has been a great pleasure and amazing experience serving as your 2019 Texas PRIMA President. I certainly did not do this alone. The Board of Directors, volunteers and sponsors played a big role in our accomplishments. Texas PRIMA thanks our members, generous corporate sponsors, exhibitors, presenters and volunteers for your valuable services. God bless you, pray for our country and those affected by devastating recent events, and brace yourselves for the legislative changes that are financially impacting our entities and carriers.

Norma Martinez
2019 Texas PRIMA President



November 10-13, 2019
[Texas PRIMA Annual Conference - Moody Gardens Galveston](#)
[Reserve your room today!](#)

Texas PRIMA Celebrates 30 Years!

Help us celebrate this anniversary with a slideshow during our Annual Conference. Upload your photos [here](#).

Climbing Your Own Pyramid!

Did you know there is an extensive array of educational enhancement and opportunity for employees in the field of Insurance and Risk Management?

Continuing education in our professional field is really important! Why? It helps you stay current with the latest developments, skills, new risks, and technologies in this continuously changing field. Want to shine above the other applicants when applying for that great job? Having a designation or certification will always be a plus. Oh, did I forget to mention that it will also increase your chances for promotion and negotiation for that higher salary? Looks great on a resume and increases confidence too.

If you are lucky, your employer may help offset the cost for continuing education! Look for tuition reimbursement programs or advocate directly your interest and maybe your entity will provide the means to offset the cost of continuing education courses.

Don't miss the Certifications and Designations session from 3 – 4 p.m. on Sunday! You must register to attend. Two well-known institutions that offer certifications and designations in the field are:

[The National Alliance for Insurance Education & Research](#) offers education program tracks for:

- Certified Insurance Counselors Institutes (CIC)
- Certified Insurance Service Representatives (CISR)
- Certified Personal Risk Manager (CPRM)
- Certified Risk Manager (CRM)
- Certified School Risk Manager (CSRMR)

Additionally, the National Alliance offers other courses within the field and also has learning options that are Online Instructor-led, Online Self-paced, and Traditional Classroom.

[The Institutes](#) offers more than 25 professional designations and has over 100 courses including:

Chartered Property Casualty Underwriter (CPCU)
Associate in Risk Management (ARM)
Associate in Commercial Underwriting (AU)
Accredited Adviser in Insurance (AAI)
Associate in Reinsurance (ARE)
Associate in Insurance Data Analytics (AIDA)
Associate in Insurance Services (AIS)
Associate in Management (AIM)

The Institute has online learning and smart study aids so you can study anywhere! The Institutes have many knowledge solutions and also offer continuing education courses and support internship opportunities for students.

So, let's all improve our image and marketability and get to work!

Leslie Milvo
2019 Communications Chair

Texas PRIMA Education Committee

We offered two successful regional seminars this year that both contained cutting edge risk management topics like PTSD/Presumptive claims, Risk Management 101, cyber risks, benefits, severe weather and more. Thanks to the City of Frisco for hosting the North Texas Regional Seminar at their beautiful facility, The Depot at Frisco Heritage Center, on April 18, 2019. The Port of Corpus Christi graciously hosted a very successful regional seminar on June 27, 2019 at Congressman Solomon P. Ortiz International Center. Thanks to the City of San Marcos for hosting the Central Texas Regional Seminar at the Police Department Headquarters on July 11, 2019. We had great presentations, delicious food, and a good turnout.

Texas PRIMA hosted a variety of webinars this year. If you were unable to attend one of the live webinars, the recordings are available under the "Member's Only" section of the Texas PRIMA website.

Below is the webinar schedule so you can block your calendars to attend:

9/5 at 2 p.m. – The Alluring Value of Simplicity: How to Design and Launch Change Programs that Stick – Susan Franzen, PatternShifts

10/1 at 10 a.m. – Excavation Safety: Damage Prevention and Public Safety – Tina Sanders, Texas811

Don't forget to register for a new session being held at the PRIMA Annual Conference on Sunday afternoon from 3 to 4 p.m.: Certifications & Designations – Added Value to You & Your Organization.

Robert Warren and Melissa Steger
Education Committee Chair and Webinar Committee Chair



Time to Apply for Texas PRIMA Awards

Don't let you and your accomplishments be placed in a sarcophagus and into a pyramid; let's make sure they stand out with the Sphinx and written down for all time on the papyrus. Now is the time for award nominations. There are three different awards that will be bestowed at our annual conference.

Risk Professional of the Year – This award recognizes an individual who has shown great promise as a leader and innovator in the Insurance and Risk Management field.

Rising Star – This award recognizes an individual who has worked in the Insurance and Risk Management field between 2-7 years and exhibits great potential.

Risk Management Program Achievement Awards – These awards celebrate public entity organizations' risk management through development of their new programs, projects, or products.

To discover more about eligibility requirements and to submit nominations, [click here](#).

Award recipients will be honored at our Awards Ceremony and their accomplishments will be recorded for all time. Winners of the Risk Professional of the Year and the Rising Star will both receive a complimentary conference registration and one-night hotel accommodations during the conference.

So get your papyrus out and help build the Pyramids of Risk Management. Visit www.texasprima.org/awards for more information and to nominate yourself, someone else, or a program. Application Deadline is September 13, 2019 – so do not delay so that your accomplishments are not ‘hudjefa’.

Contact Jason Hardy (jason.hardy@gpisd.org) with any questions.

Jason Hardy
2019 Awards Chair

2020 Board Nominations

Have you considered nominating yourself or someone you know for a position on the Texas PRIMA Board of Directors? Well, I have some great news for you! Texas PRIMA has two Director-at-Large positions open for the taking.

Elections are held in October, and the new board member(s) are installed at our annual membership meeting during Conference in November. The new board term begins in January.

It is important to note that these positions do require a commitment of time and work, as you will be chairing committees focused on state chapter activities, education and development of the Texas PRIMA annual conference. The board typically meets four times a year and again at the conference.

Nominees must be a member of Texas PRIMA, employed by a governmental entity, have responsibility for risk management functions, and be able to attend Board meetings in accordance with the bylaws. Consideration is based on experience, qualifications and commitment to the organization and profession.

If you are on the fence about whether or not to throw your hat in the ring, just remember what Winnie the Pooh said, “You’re braver than you believe, stronger than you seem and smarter than you think.” Take a chance and make a difference in the Texas Public Risk Management Association!

[Nomination forms](#) are due no later than September 6th. If you have any questions, please contact Texas PRIMA at info@texasprima.org.

Melissa Steger
2019 Nominations and Elections Chair

Welcome New Members

Susan Allamon, CPA, CGFO, Assistant Director of Finance, City of Belton
Dana Anthony, First Financial Group of America
Sharon Currie, Risk Administrator, Fort Bend County
R. Estrada, CPP, Director Safety Risk Management, Health & Human Services Commission
Todd Kisel, Risk Management Consultant, Texas Association of Counties
Mitzi McCabe, Human Resources Manager, City of Melissa
Larissa Rodriguez, Director of Human Resources, City of Uvalde

Make the Most of Your Texas PRIMA Membership!

Texas PRIMA's goal is to help you maximize your risk management skills and impact. Being a Texas PRIMA member is a sound investment in your professional knowledge, skills and networking abilities. As a reminder, your annual membership includes exclusive access to:

- Online Buyer's Guide-resource for a wide variety of risk management products and services provided to public entities by Texas PRIMA's chapter sponsors and conference exhibitors
- Community Forum-networking platform to give and receive advice from fellow Texas PRIMA members
- Job Postings- find or post jobs related to risk management, insurance, or human resources

- Quarterly Newsletters-review current and past issues of the Texas PRIMA Press
- Seminars and Webinars-provided by industry experts and cover various hot topic issues
- Archived Materials & Presentations-review previous webinars and presentations given at previous seminars or conferences

Make the most of your Texas PRIMA membership experience by accessing the many resources available to you throughout the year. If you have any questions regarding your Texas PRIMA membership, please reach out to the Membership Committee or Ashley Waggoner at info@texasprima.org

Lesley Ward
2019 Membership Chair

Texas PRIMA 30th Annual Conference Scholarship Program

The scholarship application process for Texas PRIMA's 30th Annual Conference at the Moody Gardens Hotel and Convention Center in Galveston, Texas, November 10-13, 2019 is now underway! We are encouraging members to get the word out to any of your public entity colleagues and clients who might qualify. The scholarship program is designed to assist risk management professionals whose public entity might not be able to afford the cost of attending the Annual Conference. Full and partial scholarships will be awarded and may include up to the following:

- Conference registration costs
- Costs related to attending the conference, including travel and lodging at the conference hotel
- Complimentary membership in Texas PRIMA through 2020

We appreciate your help in spreading the word about the Texas PRIMA's Annual Conference and scholarship program, but hurry, the application deadline is September 13, 2019. [Click here](#) for eligibility criteria and the application process.

Donna Parker Stirman
2019 Scholarship Chair

Sponsor Highlight



With more than 30 years under our belt, the **Surplus Lines Stamping Office of Texas (SLTX)** is still finding new ways to innovate and enhance the specialty insurance market in Texas. Our main goal and mission is to provide our business partners with meaningful data, analysis, and educational resources to empower their decisions. In doing this, we are able to build strong relationships with industry peers and stakeholders, including buyers belonging to Texas PRIMA, contributing to the overall industry.

Over the past year, we have launched our new online filing system internally and announced the name of the new system, to be called SMART, which stands for Specialty Market Automation Reporting Tool. We are looking forward to launching the system externally in the coming months and presenting agents and brokers with an updated, more user-friendly technical resource with added features and dashboards.

SLTX data indicates that the surplus lines market is growing, with agents reporting record-breaking premium growth over the last several years. Emerging markets such as cyber and flood have contributed to growth, and the market has proven that it has the capacity and appetite to take on more risk. Through it all, SLTX has been a constant for

three decades in assisting agents and brokers with their surplus lines policy filings.

Now and into the future, SLTX will continue to provide oversight for a healthy excess and surplus lines (E&S) insurance marketplace that adds value to industry stakeholders and consumers alike. We strive to provide communications that are centered on the progress and expansion of specialty insurance as the insurance landscape evolves, both domestically and globally. To that end, SLTX is committed to demonstrating that E&S is an effective solution for consumers who seek coverage for special risks, high capacity, and unique needs.



AON plc (NYSE:AON) is a leading global professional services firm providing a broad range of risk, retirement and health solutions. Our 50,000 colleagues in 120 countries empower results for clients by using proprietary data and analytics to deliver insights that reduce volatility and improve performance. Aon has been named repeatedly as the world's best broker, best insurance intermediary, best reinsurance intermediary, best captives manager, and best employee benefits consulting firm by multiple industry sources.

The Aon Public Sector Practice provides creative and forward-thinking techniques by analyzing how states, cities and other organizations may be affected by risk now, as well thinking ahead 10 years, and 20 years and beyond. We work with more than 30 state governments, thousands of local municipalities (including hundreds of counties and cities) and nonprofits. Nationally, the Public Sector Practice has over 400 colleagues who service our diverse client base. These clients include: airport authorities and commissions; higher education including private, state university systems and community colleges; Native American government gaming/tribe/band/nation; not-for-profit, religious and political organizations; pooling and group purchase; public transit, public convention centers/venues; school systems and other education, state, county, city, town, federal and special district agencies; as well as water, sewer or other public utilities.



PMA Management Corp., an Industry Leader of Third-party Claims Administration and Risk Service
PMA Management Corp., a third-party claims administrator, has been partnering with public entity risk managers since 1991. We work with many different types of public sector clients, including state, county, city, public education and utility employers.

We are part of PMA Companies, a subsidiary of Old Republic International Corporation, a Fortune 500 Company with consolidated assets of approximately \$20.29 billion as of March 31, 2019. Our Texas operations are headquartered in Irving, Texas.

PMA Management Corp. offers employers a unique 3-step integrated model that incorporates pre-loss, loss-reduction and post-loss strategies tailored for the needs of clients. This holistic approach is designed to create safer, healthier workplaces through risk assessment, cost reduction and education. Our model includes robust data analytics, assisting in trend identification and achieving actionable results.

Our clients have won national risk management awards. Our successes include:

County Government Builds Sustainable Workers' Comp Success

With 4,100 employees, the County partnered with PMA Management Corp. to achieve stronger workers' compensation outcomes, protect employees and control costs. Return to work, worker safety and wellness programs generated outstanding results from 2007 to 2017, including:

- o 40% decrease in new claim volume
- o 56% decrease in lost-time claims
- o Incurred losses reduced by \$3.7 million
- o Open litigated files decreased by nearly 38%

School District Reduces Lost-time Claims

A city school district partnered with PMA Management Corp. to transform their workers' compensation program. Using PMA's holistic approach, the school district created a safer, healthier workplace for employees, with powerful results from 2007 to 2018:

- o 22% lost-time claims frequency reduction
- o Claim reporting time improved to 1.9 days
- o 25% reduction in "struck by or injured by" lost-time claims
- o \$1.7 million in medical savings in 12 months

Our focus is delivering return on investment and value to you! To learn more about how we could help your public entity, contact your local Texas PMA Management Corp. representative, Wes Jordan, 469-886-4632 or email Wesley_Jordan@PMAGroup.com. Visit our website, www.pmacompanies.com.

Thank you Sponsors!

Platinum

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

Diamond

AS&G | UnitedHealthcare | CIGNA | Surplus Lines Stamping Office of Texas | Injury Management Organization, Inc | PMA Companies | AWPRx

Gold

Texas Political Subdivisions | Munich RE | Midwest Employers Casualty Company | Safety National | North American Solutions | Commercial Risk Services

Silver

Arthur J. Gallagher Risk Management Svc, Inc. | TASB Risk Management Fund | Texas Association of Counties | TML-IRP | Travelers | CorVel | USI Insurance | HCA Asset Management, LLC | AIG (Chartis) | Versant Health (Davis Vision/Superior Vision) | Frost Insurance Agency | Claims Administrative Services | Eye Med | 1-2-1 Claims | Trident | First Financial | Genesis Mgt & Insurance Svc, Inc. | CHUBB | Delta Dental Insurance | Trinity Review Services | CCMSI | Drivecam Powered by Lytx | Liberty Mutual | Asperta, Ltd. | Origami Risk | Carlisle Insurance Agency, Inc. | Novare | Pate Rehabilitation | Alamo Insurance Group | Precision Safe Sidewalks, LLC | Morrison Investigations | The Jenkins Agency, Inc. | Brinson Benefits | ISYS Solutions, Inc. | Metadata | Berkley Public Entity Managers

Letter from the Editor



Welcome to the 2019 PRIMA press newsletter. We stand by a famous Egyptian proverb, “Lack of intelligence is the greatest poverty.” So, in that vein, the Communications Committee welcomes suggestions, topics, ideas, and articles from our membership. We have a diverse membership and we want to provide relevant, current information to all of you.

Knowledge is power, so let’s all increase our knowledge!

Leslie Milvo, ARM, AU
2019 Communications Committee Chair

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