

Agenda for 2018 NLC-RISC Trustees Conference

Wednesday, May 9

3:00 – 5:00 pm

Optional Walking Tour of Old Santa Fe

Meet in Eldorado Lobby

5:00 – 7:00 pm

Registration & Welcome Reception

Come register early to pick up your conference materials and join us for a margarita bar and light appetizers at the Hilton Mesa Ballroom.

Thursday, May 10

7:30 am – 4:30 pm

Registration

Concourse

7:30 – 8:30 am

Meet & Greet Breakfast

Registered guests are invited. Badges are required.

Eldorado Ballroom

8:30 – 10:00 am

WELCOME AND GENERAL SESSION

Welcome: Stephanie Osborn, Senior Executive and Director, NLC

Smart Cities: Risks and Real Opportunities

Scott Klososky, Founder, Future Point of View

Phillip Seawright, Executive Partner, Future Point of View

Eldorado Ballroom

Smart City is much more than a buzzword. It is the future of the urban area, and it is a lot closer than you might think. Yet the term “smart city” gets muddled in conversations on the subject. In this keynote presentation, Future Point of View consultants and smart city specialists Scott Klososky and Phillip Seawright will explain what a smart city is and what it will look like in the future, how this emerging trend will impact risk pools, and how trustees, members, pool administrators, and league directors can best navigate the possibilities as well as the risks and liabilities of smart cities.

Becoming a smart city is much more comprehensive than simply automating a few functional areas. Instead, it is about centralizing data to provide profound insights and new capabilities. By maximizing tools like big data, artificial intelligence, decision support systems, ad hoc workflows, and mobile capabilities, it is possible to design a city that is truly “smart“, and that enables not only greater efficiencies, but enhanced citizen engagement and flourishing communities.

This cutting-edge session will offer attendees tangible advice to help navigate as this trend emerges into a new reality. While most presentations focus solely on smart cities from a large metropolitan perspective, we aim to highlight some of the challenges and opportunities that small and mid-sized cities will encounter as they integrate smart technologies. This presentation will help define what these risks and rewards mean from a pool perspective.

10:00 – 10:15 am

Break

10:15 – 11:30 am

CONCURRENT SESSIONS

- **New Trustees Orientation**
Dan Greensweig, Administrator, LMCIT
Jeff Thompson, Executive Director, TMLIRP
Panel:
Ricky Childers, Trustee, TMLIRP
D. Love, Trustee, LMCIT
Bob Anspach, Director, PennPRIME
Anasazi South

As an introduction for newer Trustees and a refresher for more experienced ones, a panel of experienced pool administrators and trustees will discuss the differences that exist between pool coverages, structures, regulation and decision-making as a way to provide context for your pool's own structure and operations. Highlights of this session will include review of why pools formed and have been successful, how pools differ from state to state, and operational functions, such as claims, underwriting, loss control, litigation, reinsurance, and administration.

- **Coming to a City Near You: Addressing the Risks and Benefits of Emerging Technologies**
Scott Klososky, Founder, Future Point of View
Phillip Seawright, Executive Partner, Future Point of View
Anasazi North

In this breakout, we will focus practical discussions around both the risks and rewards of moving forward with smart city innovation. As a community member, you may be excited about certain aspects of how services could improve for you; as an elected official, you may focus on the benefits that could be accrued if your city were to move toward more smart technology innovation; in your role as a Pool Trustee, however, you may look at it still differently. Whatever lens you use to view this issue, there are both positives and negatives.

We will paint a picture of how things will be better and also describe some of the risks we see, and then we'll move into a discussion from these different perspectives, delving into more specifics. Some of the questions we'll want to consider together include liability around: autonomous vehicles; AI; drones; big data; smart technologies; and connected cities, and the conversations you should be having as a pool trustee and local government official.

- **Federal Regulatory, Legislative & Legal Update**
Lisa Soronen, Executive Director, State and Local Legal Center
Stephanie Martinez-Ruckman, Program Director, Human Development, Federal Advocacy, NLC
Zia Ballroom

Congress and the Administration have been hard at work this year on health care and tax reform. The Supreme Court's current term is full of cases of interest to insurance pools including free speech, qualified immunity, employment, and Fourth Amendment. This session will also provide an update on Congressional and administrative actions of relevance to health pools. Finally, this presentation will include a discussion of legal trends in the lower courts of interest to pools.

11:30 am – 1:00 pm

LUNCH

Welcome: Alan Kemp, Executive Director, Iowa League of Cities, NLC-RISC Board Chair
Eldorado Ballroom

1:15 – 2:30 pm

CONCURRENT SESSIONS

- **New Trustees Orientation (Continued)**
Dan Greensweig, Administrator, LMCIT
Jeff Thompson, Executive Director, TMLIRP

Panel:

Ricky Childers, TMLIRP

D. Love, LMCIT

Bob Anspach, PennPRIME

Anasazi South

Our speakers and panelists continue the discussion on pool operations and how pools differ across the country in order to help provide context for your pool's own structure and operations.

- **“Am I Being Detained or Am I Free to Go?”—Citizen Activists and the 1st & 4th Amendments**
Scott MacLatchie, Partner, Womble Carlyle Sandridge & Rice, LLP
Zia Ballroom

Police officers are increasingly encountering people boldly asserting what they think are constitutional rights guaranteed by the First and Fourth Amendments. This session will address the thorny liability issues surrounding police officer reaction to refusal to identify, refusal to answer questions, profanity towards officers, filming of police activity and police facilities, and the seizure of cameras or cell phones that have recorded police activity.

- **Managing the Effect of Opioids on Your Pool**
Ken Canning, Associate Executive Director of Risk Management Services, NCLM
David Sichel, Deputy Director, VLCT Insurance and Risk Services
Don Zimmerman, Executive Director, Arkansas Municipal League
Moderator: Erin Rian, Director of Member Services, NLC Mutual
Anasazi North

In 2017, HHS declared opioid abuse a public health emergency. The impacts of this national crisis on pools and local governments are significant and multi-faceted, affecting public safety, the workplace, and more. This interactive session will explore the actions state leagues and their pools are taking as they grapple with the opioid crisis in their state. Come prepared to share your stories – both successes and challenges – and insights into additional strategies pool leaders may consider in confronting this important public health crisis.

2:30 – 2:45 pm

Break

2:45 – 4:00 pm
GENERAL SESSION

Early Intervention Conflict Resolution

Dan Greensweig, Administrator, LMCIT

Pamela Whitmore, Staff Attorney, League of Minnesota Cities (LMC)

Eldorado Ballroom

In this session, a pool attorney and administrator will provide an overview of one pool's work to provide early assistance in situations that involve intra-council, council-staff or council-public conflict. These initiatives include efforts to proactively identify potential conflict, deliver tailored workshops and trainings, and offer mediation and other forms of conflict resolution designed to prevent claims before they arise. In addition, the presentation will discuss how collaborative decision-making improves goal-setting and implementation and enhances a city's environment in ways that reduce the risk of litigation. Finally, the session will examine how these services enhance member loyalty and retention. Presenters will share stories, specific benefit examples, and cost savings data.

Evening on Your Own

Friday, May 11

7:30 am – 1:30 pm

Registration

Concourse

7:30 – 9:00 am

Buffet Breakfast

Registered guests are invited to a buffet networking breakfast. Please wear your badges.

7:30 – 9:00 am

Pool Administrator Breakfast

Pool administrators are invited to a discussion and breakfast buffet in the meeting room.

Eldorado Ballroom

9:15 – 10:30 am

GENERAL SESSION

The Story of Your Why

Tom Barnes, CEO & General Counsel, MIABC

Megan Chorlton, Director of Member Services, MIABC

Eldorado Ballroom

Since people first gathered around a fire, they have used stories to communicate with each other. Storytelling is a powerful tool we can use to persuade, influence, warn, coach, inspire and entertain others. But in the public-entity pooling world, many of us are still relying on the origin story of how reciprocals arose out of the 1980's insurance crisis to convey our value. Tom Barnes and Megan Chorlton from the Municipal Insurance Association of British Columbia (MIABC) will share their pool's story on how they harnessed the power of storytelling to highlight what drives the MIABC. Tom and Megan will share the principles and process the MIABC Board, management and staff followed to shift their story from their roots in the insurance crisis to a much more powerful story that illustrates why we, as a public entity pool, do what we do.

10:30 – 10:45 am

Break

10:45 am – 12:00 pm

CONCURRENT SESSIONS

- **The Pooling Effect—Our Competitive Advantage**

Tom Barnes, CEO & General Counsel, MIABC

Zia Ballroom

Three decades after the 1980's insurance crisis ended, the question is no longer "why did pools start?" but "why have pools thrived long after the disappearance of the reason for their establishment?" The answer lies in "the pooling effect," which has emerged as the critical aspect of pools' business model. Tom Barnes, CEO of the Municipal Insurance Association of British Columbia (MIABC), will examine the pooling effect, discuss how it provides pools with a sustainable competitive advantage, and outline key governance considerations that trustees and senior management must weigh in order to ensure they maximize its benefits.

- **Investment Strategies for Insurance Pools**

Kenneth Schiebel, Managing Director, PFM Asset Management

Mark Yasenchak, Director, PFM Asset Management

Anasazi North

This session will provide an introduction to the investments and strategies used in managing assets of insurance pools, along with considerations for selecting an investment management strategy that meets the needs of your insurance pool. An overview of today's changing financial markets and their application to portfolios, as well as additional considerations for Trustees in fulfilling their fiduciary role will also be discussed.

- **Getting Out in Front of PTSD**

John Hanson, Senior Consultant, Willis, Towers, Watson

Anasazi South

In 2017, 10 states considered expanding their workers' compensation benefits to ease the filing of PTSD claims for first responders. Two states, Vermont and Maine joined Oregon by enacting PTSD presumption with virtually identical provisions and language. The national dialogue around PTSD and first responders continues to grow. In the first two months of 2018, New Hampshire and Arizona are actively debating the creation of PTSD presumption. This session addresses trends in PTSD legislation and possible avenues for risk pools searching for alternatives to avoid the additional financial stress of PTSD presumption.

12:00 – 1:30 pm

LUNCH AND GENERAL SESSION

Preparation for and Responding to a Disaster: Lessons Learned from North Carolina's Experience

Ken Canning, Associate Executive Director of Risk Management Services, NCLM

Paul Meyer, Executive Director, NCLM

Eldorado Ballroom

On March 16, 2017, a massive fire broke out in Raleigh, North Carolina, severely damaging the offices of the North Carolina League of Municipalities, disabling its telephone system, and preventing its employees from coming to the office. The League, including its pooling operations, did not miss a beat. Operations continued as usual, with employees working remotely. Come hear from the league director and pool administrator how they managed, despite overwhelming damage to the infrastructure, to continue services to their members largely uninterrupted, and the lessons they learned in the process.

1:45 – 3:00 pm

CONCURRENT SESSIONS

- **Actuarial 101**
Chris McKenna, Vice President & Actuary, NLC Mutual
Anasazi South

In this highly interactive session, we will work through case studies on a variety of topics that will introduce attendees to the following actuarial concepts:

- Pricing segmentation and how to avoid adverse selection in competitive environments
- Loss reserving methodologies, illustrated by predicting NFL victories in a season
- Credibility and “big data” – how insufficient data can lead to biased conclusions, illustrated by estimating value of a free agent in baseball

You don't have to be an actuary, or even an underwriter, to enjoy this session!

- **"Cultivating a Workplace of Civility and Respect - It Starts at the Top!"**
Sheila Krejci, Senior Consultant, Sheila K Consulting
Zia Ballroom

Workplace harassment is an expensive, persistent problem too often unreported by victims and bystanders. In 2016, the Equal Employment Opportunity Commission issued a report concluding that as many as 85% of women have experienced some form of sexual harassment at work. Statistics from the 2016 EEOC *Select Task Force on the Study of Harassment in the Workplace* expanded the legal definitions to include unwelcome or offensive conduct in the workplace based on sex (including sexual orientation, pregnancy and gender identity), race, color national origin, religion, age, disability and/or genetics. This session will present a compelling business case for preventing workplace harassment that goes beyond legal costs to include decreased productivity, recruitment and retention issues, increased turnover, and harm to reputation. This session will challenge participants to consider their entity's response to workplace incivility, and will offer essential checklists and tools to guide them in designing and modeling truly respectful communications and behaviors that will help ensure that harassment and retaliation are not tolerated and that everyone is held accountable.

- **Digitizing the Employee Benefit Experience: Trends and Technologies to Engage the Next Generation of Worker**
Howard Wilson, Head of Clinical Strategy, Castlight Health
Anasazi North

Local government members are experiencing changing demographics in their workforce, and are finding that employees from different generations engage around benefit programs differently. Employee outreach and communication require a multi-pronged approach to make sure you are personalizing the employee benefit experience. How can pools support local government members in these efforts, and what strategies and technologies do you need to consider deploying now to ensure you aren't losing opportunities to engage the newer generation coming into the workforce?

3:00 – 3:15 pm

Break

3:15 – 4:30 pm

CONCURRENT SESSIONS

- **Going off the Deep End: The Role of Your Pool in the Face of Regional Disaster**

Jeannie Garner, Deputy Executive Director, FMIT

Chris Krepcho, Director, Insurance Services, FMIT

Bob Haynes, Deputy Executive Director, TMLIRP

Jeff Thompson, Executive Director, TMLIRP

Moderator: Claire Reiss, Director, NLC-RISC

Zia Ballroom

Within a 16-day period in 2017, two back-to-back hurricanes, Harvey and Irma, made landfall and caused widespread damage in Texas and Florida. Two RISC member pools, the Florida Municipal Insurance Trust and the Texas Municipal League Intergovernmental Risk Pool, faced the challenge of preparing for and then responding to the needs of their members. The leadership of these two pools will discuss the effects of these storms on their states, how they prepared and responded, the value of collaboration with other pools, and the lessons learned along the way.

- **How Data Can Help Your Pool**

Ryan Draughn, Director of Information Technology, NLC Mutual

Anasazi South

Data and information are everywhere. They certainly exist in our claims or policy systems. Also, though, vast amounts of information are being collected in our spreadsheets, cellphones, cars and even home automation and security system devices. Modern data warehousing and business intelligence tools are making it possible to harness this information centrally to improve operational efficiencies at your pool as well as provide insights into the organizations you insure. This session will cover some best practices and practical considerations of how to leverage data as well as an overview of initiatives underway at NLC Mutual and many state league insurance pools.

- **Organizational Wellbeing: Building a Culture of Health, Wellness & Productivity**

Wendy Gammons, Wellness Program Manager, MIIA

Jayne M. Schmitz, Wellness Program Specialist, MIIA

Carol Wilmes, Director, Member Pooling Programs, AWC

Anasazi North

Organizations that place employee health among their core values create a workplace that enhances employee wellbeing and leads to greater health, productivity and job satisfaction among employees. This session will explore the evolution of wellness and health promotion in the workplace. You will hear about current best practices and strategies for developing a program designed to promote a culture of health, wellness and productivity that will directly impact local governments and their employees. Hear from two member pools with highly valued and recognized wellness programs, and learn the key components that make their programs so successful. Attendees will leave with key strategies and approaches to consider as a governing trust board member for the pool, as well as local leaders in your own organization and community.

5:30 – 7:30 pm
Closing Reception
Presidential Patio