Sunday, October 13

2:00 – 5:00 pm

Pool Administrators Extended Roundtable
Facilitated by:
Chris Krepcho, Director of Insurance Services, FLC
Amy Eberwine, Deputy Director, AIM Medical Trust

Survey says . . . Based on the results of the topic survey sent prior to the conference, join your peers in an in-depth discussion and sharing around the burning topics state league risk pools are grappling with, including cyber liability, PTSD for first responders, data analytics, and so much more! Come prepared to share your experiences and provide guidance on priority areas where you would like to see more in-depth work conducted on your behalf at the national level.

4:00 – 6:00 pm

Early registration

Monday, October 14

7:30 am – 4:00 pm

Registration

8:00 – 8:45 am

First-Time or New(er) Attendee Breakfast
Facilitated by:
Erin Rian, Director, NLC-RISC & Director Member Services, NLC Mutual
Join us for breakfast to learn more about the resources and programs available to you through RISC membership, and how you can make the most of your conference experience in Madison. The NLC-RISC Board, staff, and the presenters for the New(er) Staff Orientation will also be in attendance to network and answer any questions you may have about NLC-RISC or the conference itself.

8:00 – 9:00 am

Continental Breakfast

9:00 am – 12:00 pm

New(er) Staff Orientation

Bo Joseph, Associate Director of Legal Services, TMLIRP
Chris Krepcho, Director of Insurance Services, FLC

Panelists:
Matt Becker, Chief Executive Officer, LWMMI
Joe Damiata, Director of Risk Management Services, VLCT
Jeff Hovey, Director of Risk Services, IMWCA

This session provides an introduction for newer staff to important concepts, functions, and focus in local government risk pooling. We will explore the origins of pooling, various coverages provided by pools, the benefits of pool membership compared to the commercial market, underwriting approaches, and other operational topics. A panel of experienced pool staff will discuss the different pool structures and approaches, including different delivery service models, managing competition, capital structures, decision-making considerations, and core functions within their pool. Key takeaways from the session:

• Gain a better understanding of why and how pools formed
• Learn the benefits of pooling and the important role pools play in helping local government members manage their risks
• Learn how pools differ across the country
• Meet other pool staff to begin building a network of peers across the country

10:00 – 11:00 am

Workshops

Clay Austin, Director of Trust Services, FLC
Tim Kirgan, Marketing Manager, IMWCA

Although not all pools have competitors in their respective states, we all have members we serve. This session will be an interactive conversation about what differentiates your pool from the open market insurance industry and how your members view your pool’s services.
Data and Analytics: Organizational Sharing

Facilitated by:
Ryan Draughn, Director of Information Technology, NLC Mutual
Mark Snodgrass, Member Data Strategist, NLC Mutual

This exciting workshop is a great way to start your day and get your mind working. It will feature key analyses that have been created within the NLC-RISC membership and beyond. These analyses go beyond your traditional claim reports. Presenters will share a sampling of the analyses that they have created and some that are in progress, the technical elements needed to power them, and how they aid in decision making. This workshop will be a great opportunity to see what other organizations are using, share ideas, and ask questions to become better informed in data and analytics.

11:00 – 11:15 am

Break

11:15 am – 12:15 pm

Workshops

Healthcare Pools: Emerging Issues and Trends in the Health Sphere

Facilitated by: Jennifer Hoff, Executive Director, TML Health Benefits Pool

Come be part of the session that healthcare and wellness pools requested: an additional opportunity to discuss healthcare and wellness issues, solutions, challenges, and trends. We will talk about topics of interest to members including underwriting and cost drivers, benefit design, provider/network issues, and competition.

Data and Analytics: Best Practices and Governance

Ryan Draughn, Director of Information Technology, NLC Mutual
Mark Snodgrass, Member Data Strategist, NLC Mutual

Your organization may just be getting started with data warehousing and analytics OR you may be well into your journey. However, proper planning and structure is recommended to make the most effective use of this technology and allowing your organization to capitalize on it. Simply put, the information needs to be in the hands of the decision makers when they need it. This workshop will demonstrate data “best practices and governance” principles as well as some recommendations that will allow your pool to be better organized and focused with the analyses you are creating.
12:00 – 1:00 pm

Lunch

Lunch will be served until 1:00, but you may finish your meal during the general session.

1:00 – 2:15 pm
Welcome & Opening Keynote

Welcome to 2019 NLC-RISC Staff Conference
Seantae Byers, Senior Executive Member & Partner Engagement, NLC
Erin Rian, Director, NLC-RISC & Director Member Services, NLC Mutual

Servant Leadership in Pooling Organizations
Ron Holifield, CEO, Strategic Government Resources

A sea change has begun in the pooling community as long-serving leaders within the pools are stepping away and a wave of new leaders are stepping up. Building a culture of servant leadership will enable pooling organizations not only to continue their success but to thrive in how they are able to serve their members. Servant Leadership is not merely an alternative way of leading... it is truly THE way forward for our upside-down world. Servant Leaders understand “It is not about me. It is not about now.” This session will provide insights into the 12 core characteristics of servant leaders and how you create alignment of systems to ensure an organization authentically walks the talk of those 12 core characteristics.

2:15 – 2:30 pm

Break

2:30 – 3:45 pm
Concurrent Sessions

Servant Leadership: A Key to Unlocking Your Pool’s Potential
Joshua Haley, Staff Attorney, TMLIRP
Ron Holifield, CEO, Strategic Government Resources
Brittani S. Miller, Subrogation Supervisor and Attorney, TMLIRP

Much has been said and written on the concept of “Servant Leadership.” Most high-functioning organizations have a servant leadership culture, and that culture aligns perfectly with the culture of member service embraced by the pooling community. This session will identify the “systems” that must be aligned to create an organizational culture of servant leadership. These systems include recruitment, onboarding, people development, performance appraisal, etc. All of these systems work together. At best, improper alignment results in mixed
messages to pool employees, and, at worst, a dysfunctional organization. This session will discuss methods by which these systems help to create a culture of “servant leadership” along with practical applications from a pool that has embarked on this journey.

Claim and Emerging Exposure Trends in Public Entities
Peter Wildman, Senior Vice President, Guy Carpenter

This cross-functional, interactive session will explore current claim trends and emerging exposures in public entities. Learn how these trends are impacting the reinsurance market and strategies for how best to get ahead of the issues keeping you up at night. Facilitated by Peter Wildman, Guy Carpenter (an NLC Mutual partner), this session will help set the stage for more in-depth discussions on several of these topics offered in sessions throughout the conference.

Cyber Risk, Threats and Vulnerabilities Facing Pool and Municipal Healthcare Data
Stephen M. Soble, President and CEO, Assured Enterprises

Health pools and cities bear the responsibility of compliance, reducing risk and mitigating vulnerabilities arising from the need to protect health data. Along the way, we often are lulled into thinking that better compliance means better security. But that is not the case. Cost-efficiency, streamlined processes and better security results while improving compliance is possible, if we are willing to change our thinking about a few fundamentals. In this session, we will explore this new way of thinking, the requirements under HIPAA and HITECH, how best to manage regulatory compliance and audits, and the threats which healthcare pools and cities are facing—which often go beyond the expected. The emphasis will be on moving towards practical, workable and cost-efficient solutions for you and your member cities.

3:45 – 4:00 pm

Break

4:00 – 5:15 pm

Concurrent Sessions

Financial Benchmarking for Property & Casualty — The 2019 Edition
Mujtaba Datoo, Actuarial practice Leader, Public Entities, Aon Global Risk Consulting

Capital targeting has evolved over the last decade. This session will explore the key findings of the 2019 NLC-RISC Financial Ratio Benchmarking project, while also highlighting changes that have taken place over the past several years related to solvency assessment and capital modeling. Key ratios
and benchmarks germane to property, liability and work comp pools will be examined. Discuss how this evolving framework for evaluating a pool’s financial position can serve as a tool in your toolbox to help guide decision-making in your organization.

**Instructing the Public Employee: Trends in Motor Vehicle Accidents**  
*Rob Miller, Vehicle Operations Consultant, KLCIS*

Meaningful instruction for public employees is sometimes difficult. New and innovative techniques can make the course of instruction more meaningful to the student. Discussion of motor vehicle accidents trends allow an increased measure of retention to “drive home” safety.

**What’s the Emergency? The 9-1-1 in Treatment of Injuries for First Responders**  
*Matt Becker, CEO, LWMMI  
Luis Rivera Jr., Founder & CEO, TAHPI  
Timothy Sharpee, President, TAHPI*

This session will explore the different approaches to addressing and treating injuries for first responders. Learn from League of Wisconsin Municipalities Mutual about a program they are launching with their public safety and public works departments. Hear from their partner organization, Tactical Athlete, about best practices and outcomes to effectively treat injured employees, control costs and get employees back to work.

**5:15 – 6:15 pm**

**Welcome Reception**

Join us in the Madison Ballroom on the second floor of the Madison Concourse Hotel to top off the first day of the NLC-RISC Staff conference. Enjoy light hors d’oeuvres and beverages with new and old friends before heading out with your group for dinner and to explore the City of Madison. We look forward to greeting you and toasting the first day of the 2019 NLC-RISC Staff Conference.

**Tuesday, October 15**

**7:30 am – 4:00 pm**

**Registration**

**7:30 am – 9:00 am**

**Breakfast Buffet**
8:00 – 9:15 am

**Breakfast Functional-Area Roundtables**
- **Underwriting**—Jon Calvin, Underwriting Director, Public Entity Partners
- **Loss Control**—Judy Housley, Loss Control Consultant, Public Entity Partners
- **Health Care**—Jennifer Hoff, Executive Director, TML Health Benefits Pool

9:30 – 10:45 am

**Concurrent Sessions**

**Round Robin Sharing and Discussion**
There will be 3 rotations of 20 minutes each with 3-minute transition times.
Rotations to choose from:
- **Tracking Training**—New Mexico’s System and Learning Management Systems, Kathy Hennessy, Director of Underwriting & Loss Prevention, NMML
- **LMCIT's Expanded Member Center Portal**, Lena Gould, Risk Analyst & Thomas Kelley, Technology Solutions Manager, LMCIT
- **MIABC’s Litigation Management Program**, Tony Lin, Risk Management Data Analyst, MIABC
- **Data Management to Reduce Harm in Cases of Ransomware Attacks**, Ronald E. Peters, Director, Risk and Safety Management, FMIT
- **Why It is Important to Engage Your Injured Employee**, Angela Tennis, Director of Insurance Services, PML
- **Insurtech—Experiences, Needs, Concerns, & Questions**, David Demchak, President and CEO, CIRMA & Ryan Draughn, Director of Information Technology, NLC Mutual

**Confronting the Mountain of Rising Health Care Costs: Emerging Trends, Impact on Stop Loss, and What Your Pool Can Do About It**
*Dan Gorman, ASA, Health Care Actuary, Aon*
*Erin Rian, Director, NLC-RISC, Director of Member Services, NLC Mutual*
*Brian Skoczelas, FSA, Health Care Actuary, Aon*

This session will explore the trends driving high cost medical and pharmacy claims and discuss strategies groups are doing to address these trends. In particular, we will look at how these trends impact stop loss and how best to leverage your medical stop loss coverage to help insulate your pool from potentially catastrophic claims. Additionally, attendees will also get a sneak-peak into an effort being undertaken by NLC-RISC and Mutual member pools to evaluate a possible risk-sharing arrangement for medical stop loss coverage.
Branding and Marketing Municipal Pooling: What is Our National Message?
Facilitated by:
Claire Buchwald, Program Manager, NLC-RISC
Melissa Williams, Senior Communications & Marketing Specialist, National League of Cities (NLC)

NLC-RISC wants to help you promote your pool to cities. Join us to identify our national message about pooling. Help tailor a NLC-RISC flyer to fit your pool and cities; and brainstorm about other ways that, together, we can promote State League-affiliated municipal risk pooling. Share with facilitators your beliefs on which our pools are based; how they make cities safer and stronger; and what you want cities in your state to know about your pool.

10:45 – 11:00 am

Break

11:00 am – 12:15 pm
General Session

Leadership in the Face of a Crisis: Lessons Learned from Sandy Hook
Lt. J. Paul Vance, Commanding Officer (retired), Traffic Services/Special Operations Unit, Connecticut State Police

Lieutenant Paul Vance was in charge on the day of the Sandy Hook school shooting that resulted in the loss of 26 lives. His entire department was called to the scene to manage the investigation. This session will review the event, discuss the many issues that arose, and how those issues were managed. Lt. Vance will talk about steps one can take to try to be prepared for these types of emergencies, reduce loss of life, and work well with the media.

12:15 – 1:15 pm

Lunch & Annual Business Meeting

1:30 – 2:45 pm
Concurrent Sessions

Maryam Sherkat, Chief Risk Officer & Legal Counsel, MIABC

Organizations like the MIABC are in the business of identifying, assessing, and helping mitigate risks for their members. The same applies to the risks facing the organization itself. Join us for an interactive session where we move beyond a qualitative analysis of risk to a quantitative one. Various metrics for analyzing an organization’s risk profile – from a Minimal Capital Test Ratio (MCT) to
Dynamic Capital Adequacy Testing (DCAT) to an Own Risk & Solvency Assessment (ORSA) – will be discussed. Participants will also run through one mock ORSA exercise to better understand how financial risk management works.

**PTSD and First-Responder Mental Health: Understanding the Psychology**
*Steven P. Dickens, Director, Invest EAP*

The stress and trauma experienced on the job can have a significant impact on the mental health and wellbeing of first responders. However, PTSD and other mental health conditions do not need to be career-ending. PTSD presumption laws add new urgency to employing strategies to prevent PTSD. This session will explore the physiology of stress on the body and the importance of appropriate prevention, early diagnosis, and treatment strategies. Steven Dickens will explain the physiology of stress and the diagnosis and treatment for PTSD. He will present research that informs us about how we can prevent PTSD, and will discuss some of the work happening on the ground with first responders in Vermont.

**ADA Compliance for Pool and City Websites: Digital Accessibility Guidelines, Your Responsibility, and How to Get There**
*Jenna Reardon. Co-Founder/ Digital Accessibility Consultant. ilumino, LLC*

Accessibility Subject Matter Expert Jenna Reardon will light the path to digital accessibility compliance under section 508, WCAG and the Americans with Disabilities Act. This educational session will cover: the benefits of increasing inclusivity, what your actual responsibility is, a look at the legal landscape and how to help reduce risk, a high-level overview of the guidelines, best practices, potential solutions and things you can do now. Members will leave equipped to take the next step of their accessibility journey.

2:45 – 3:00 pm

Break

3:00 – 4:15 pm

Concurrent Sessions

**First Responder Mental Health Policies and Initiatives: A Case Study from One Member Pool’s Police Department**
*Michael S. Goldstein, Director of Public Safety/Chief of Police, City of Plymouth, Minnesota*

This session will provide attendees with a practical approach and guidance for the establishment, support, and ongoing maintenance of a comprehensive wellness program for public safety professionals, predicated upon irrefutable data gathered from a multitude of national, valid and reliable studies. The data--specific to fatigue, stress, chronic disease, and behavioral health concerns--vividly illustrates the
obligation police leaders possess to deliver a menu of wellness options to their personnel. Attendees will learn about physical, mental and spiritual health programming to assist their personnel's overall wellness and performance optimization. Simply stated: An investment today, will save significant costs tomorrow.

The Power of Data: Using Data and Analytics to Bring Real Value and Retain Members

*Chase Pettus, Senior Sales Executive, Gradient AI*

*Aaron Shapiro, Head of Field Operations, Gradient AI*

There is a lot of discussion today about the imminent disruptive impact of Big Data, Predictive Analytics, Artificial Intelligence (AI) / Machine Learning (ML) and other advanced technologies across all industries. This session will be facilitated by insurance industry and AI/ML technology solution experts to clarify 1) what these terms actually mean 2) why these advanced technologies are not to be feared, and, most importantly 3) provide some practical applications and real-world examples of how to benefit from them as a Risk Pool and increase the value you provide your members.

How Cases are Analyzed-Whether to Settle or Litigate from a Trial Attorney’s Perspective

*Steve Kraemer, Senior Litigation Attorney, CIS*

Civil litigation against public entities has become uncontrollably costly, with verdicts often out of proportion to the injuries sustained by the plaintiff and increasingly large attorney fee awards impacting the assessment whether to take a case to trial or settle. In this session we will explore the tools used to evaluate cases and determine whether to attempt to settle or go to trial.

4:15 – 4:30 pm

Break

4:30 – 6:00 pm

Movie & Discussion: All the Queen’s Horses

*Introduction: Dennis Tweedale, Chief Executive Officer, LWMMI*

*Wrap-up Discussion and Q&A: Brad Cole, Executive Director, IML*

As city comptroller of Dixon, IL, Rita Crundwell stole $53 million of public funds across 20 years—making her the perpetrator of the largest case of municipal fraud in American history. She used the funds to build one of the nation's leading quarter horse breeding empires, all while forcing staff cuts, police budget slashing, and neglect of public infrastructure. Grab popcorn and a drink and join us for an afternoon at the movies.
Wednesday, October 16

7:30 am – 12:00 pm

Registration

7:30 – 9:00 am

Breakfast Buffet

8:00 – 9:15 am

**Breakfast Functional-Area Roundtables**

- **Claims Think Tank**—*Darin Richardson, Claims Manager, LMCIT*
- **Public Safety Think Tank**—*Everett L. Sesker, Law Enforcement Consultant, LGIT*
- **Marketing Think Tank**—*Lynn Bren, Director of Member Services, SDPAA*

8:00 – 9:15 am

**Pool Administrator Breakfast**

9:30 – 10:30 am

**General Session**

**Rethinking the Role of Organizational and Employee Wellbeing**

*Dr. Jon Robison, Co-Founder, Salveo Partners*

From extensive research, we know that wellbeing does matter for both employees and organizations alike. Yet, there has been a lot of discussion recently about what impact employee wellbeing programs actually have on health care costs and health behaviors. Employee wellbeing is profoundly impacted by numerous global, internal factors, such as workplace culture, leadership practices, and whether we feel physically and psychologically safe at work. Research suggests that instead of relegating wellbeing to a specific, isolated program, we would be wise to reposition it as an integral part of the people development, onboarding, engagement, and retention strategies. This thought-provoking session will have you reexamining the role of wellbeing in the workplace and how you, as leaders, can support pool members in creating a culture of wellbeing so that everyone is able to bring their best selves to work – and home – each day.

10:30 – 10:45 am

**Break**
Achievable Wellbeing for Pools and Cities

*Dr. Jon Robison, Co-Founder, Salveo Partners*

In order to best support an organization's having a “healthy” culture, we must first have an understanding of what truly drives health. Whether at the workplace or in the culture at large, people’s individual health behaviors are ubiquitously assumed to be the main causes of poor health and exploding health care costs. However, research consistently demonstrates that these behaviors account for less than 25% of the disparities in health across our nation. It turns out that, by far, the major causes of these disparities have to do with the larger context of people’s lives—what are often referred to as the Social Determinants of Health. This presentation takes a look at these underlying cultural/societal/environmental issues that are the “causes of the causes” of poor health, and from there, how to focus on “creating the conditions” for pool members and employees to flourish.

"It'll Never Happen to Me": Avoiding and Managing Cyber Attacks on Municipalities"

*Libby Benet, President and CEO, Cyber Secure Work Inc. (CSW)*

In this session, we are going to discuss avoiding a cyber breach by being prepared. What does that mean and what tools are out there to help? Understanding your pool’s and member cities’ cyber maturity is essential to understanding what steps can be taken to shore up their defenses. There are assessments, frameworks and compliance regulations to evaluate that maturity. Ms. Benet will show you best practices on which to focus. And what happens if you do all the right things but there is a failure of the system anyway? She will give you guidance so that you and member cities know how to proceed.

Developing an Effective Collaboration & Mediation Program: Taking a Fresh Look at Conflict Resolution for Local Government

*Dan Greensweig, Administrator, LMCIT*

*Pamela Whitmore, Collaboration & Mediation Manager, LMCIT*

Traditional mediation, a process in which an independent third-party listens to the parties (sometimes in separate rooms) and tries to help them reach compromise, has had many successes in helping resolve long, drawn-out, and expensive litigation. Parties in the traditional process, however, often never move past the emotional ties nor truly end up understanding the differing underlying interests. As a result, this type of mediation often does not work for governing boards or for effectively engaging the public. More and more, local government and the community at large grapple with increasing tensions. The League of Minnesota Cities Insurance Trust has successfully developed and now offer a facilitative
service to its members to help elected officials, often staff and, even sometimes, the public better examine diverse viewpoints and interests, which can then lead to consensus and better solutions. The neutrality, expertise and experience of the facilitator in this alternative process allows stakeholders to come together to define a problem, identify the core interests and concerns of all involved, and generate more sustainable solutions. This session will highlight the process, using real life examples, and provide participants with a better understanding of collaboration and with some new skills.

12:00 – 1:00 pm

Lunch

1:15 – 2:30 pm
Concurrent Sessions

The Virtual Care Transformation - It’s More than Software
Lisa Gran, CEO, Splashlight
Chad V. Scott, PE, Managing Partner, CORE Health Networks, CEO, CORE Occupational Medicine Canada, ULC

Learn about the revolution in virtual care, its benefits, and how it is transforming Workers’ Compensation. Combining industry-leading, cutting-edge video triage software with early intervention and active nurse case management is the new model that is reducing Workers’ Compensation claims and driving down costs. This interactive session discusses overcoming potential challenges with adoption and engagement, the ease of successful roll-out, and the improved experience for both the employee and your pool.

Leadership in Law Enforcement and Its Impact on Liability
Michael S. Goldstein, Director of Public Safety/Chief of Police, City of Plymouth, Minnesota
Matt Peter, Staff Attorney, LGIT
Everett L. Sesker, Law Enforcement Consultant, LGIT

Law enforcement officers work in a dynamic and constantly changing environment. Consequently, effective leadership is necessary to ensure that officers act in accordance with the law and departmental policies. A lack of effective leadership can have a significant impact on liability. Based upon their experiences, a police chief, a retired police lieutenant / law enforcement consultant, and an attorney will discuss how leadership, particularly in hiring, discipline, and training, impacts departmental culture, which in turn impacts liability.

2:30 – 2:45 pm

Break
2:45 – 4:00 pm
Concurrent Sessions

**Silent Cyber Coverage - The Cyber Exposure You Didn’t Know You Had**
Allison Pan, Vice President, Emerging Risks, JLT

With experience in both the public and private sectors, Allie Pan, Vice President of Emerging Risks at Marsh, will take a deep dive into the intersection of the public sector and cyber risk. From smart cities to the so-called industrial revolution 4.0, technology has connected us to each other, to our environment, and to our governments more than ever. These new technologies offer increased efficiency and improved performance, but also come with new vulnerabilities, as the string of ransomware attacks crippling small cities this summer demonstrated. In developing and implementing an effective cyber strategy, it is critical for organizations to redefine risk – and their approach to risk management. By understanding, measuring, and pricing risk management as an investment, organizations are better positioned to keep ahead of evolving cyber threats and proactively respond to potentially devastating disruptions and cyber events.

**Facilitated Discussion: Pool Efforts to Address PTSD Presumption**
*Facilitated by: Erin Rian, Director, NLC-RISC, Director of Member Services, NLC Mutual*

*Panelists:*
*Mike Bratcher, Workers’ Compensation Claims Manager, TML IRP*
*Peggy Gates, Workers’ Compensation Claim Manager, VLCT*
*Dan Greensweig, Administrator, LMCIT*

Building on the two presentations from Tuesday on the mental health & well-being of first responders, this session brings together a panel of pool staff to help guide us in our exploration of the impact of PTSD presumption on workers’ compensation. Hear from pools with PTSD presumption legislation in their state and learn about the impact on claim trends, what programs and resources pools are offering to support the mental health and well-being of first responders, as well as general lessons learned. Harnessing the knowledge and expertise of our speakers from Tuesday, we will discuss potential opportunities to work together as a state league risk pool community to bring forward initiatives that will best support pools and the employees they serve. Come prepared to share your experiences and ideas!

5:00 – 6:30 pm

**Closing Reception**
*Tripp Commons Room*
A real treat has been scheduled for our Closing Reception! Thanks to the generous sponsorship of League of Wisconsin Municipalities Mutual Insurance (LWMMI) and support of the LWMMI team of Dennis Tweedale, Matt Becker and Sandy Hagan, the Tripp Commons Room has been reserved at the UW Madison Memorial Union for our farewell event. Located on the second floor, attendees will overlook Lake Mendota and the Terrace. This beautiful room will be the backdrop as we experience Wisconsin culinary treats and each other’s company before returning to our home states to build upon the great ideas shared and discussed at the conference.