NLC-RISC 2018 Staff Conference
Agenda

Sunday, October 21

1:00 – 5:00 pm

Extended Pool Administrators' Round Table
Hoffman

4:00 – 6:00

Early Registration
Grand Foyer

Monday, October 22

7:30 am – 5:00 pm

Registration
Grand Foyer

9:30 am – 12:00 pm

New Staff Orientation
Salon A

Bo Joseph, Subrogation Manager, TML Intergovernmental Risk Pool
Chris Krepcho, Director, FLC

Panelists:

- Dan Greensweig, Administrator, LMCIT
- David Demchak, President and CEO, CIRMA
- Bob Haynes, Deputy Executive Director, TMLIRP

This session provides an introduction for newer staff to important concepts, functions, and areas of 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 issues. A panel of experienced pool and league 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.
**Working Session: Getting to Why—Driving a Data & Analytics Strategy for Every Area of Your Pooling Organization**

Hoffman

*Scott Scheffield, Technical Trainer, DOMO*

Leveraging data and information at your pool can greatly enhance decision making in all facets of your operation. However, without proper planning and specific business-oriented goals, it may be hard to get started or build meaningful analyses that you can act on effectively. This interactive working session will be led by a facilitator from Domo, Inc. who specializes in the implementation of best practices in creating business analytics. We will work through real-world examples that are currently facing public risk pools, define required data elements, and discuss business intelligence models that would produce the most efficient analytical models.

*Note: Domo Inc., is a solutions provider for NLC Mutual Insurance Company, supporting a national data warehouse and analytics initiative. Participation is encouraged by all pools whether or not you are an active participant in the project at this point.*

11:00 am – 12:00 pm

**Managing Medical Stop Loss for Member Health Pools**

Manning

*Chris McKenna, Vice President & Actuary, NLC Mutual*

*Erin Rian, Director of Member Services, NLC Mutual*

Join us for an interactive discussion on how NLC-RISC member health pools are funding medical stop loss and on opportunities for a risk-sharing approach. Insights into different risk-sharing models will be shared with an opportunity for members to provide thoughts and feedback.

12:00 – 12:30

**Light Lunch**

Salon B

Bring your lunch into Salon B to eat before and during the opening general session.

12:30 – 2:00

**Welcome & Opening General Session**

**General Session: Augmenting the Future of Pooling with New Technology**

Salon B

*Welcome: Clarence E. Anthony, CEO/Executive Director, NLC*

*Andrew Ranson, Executive Vice President, TriCorps Technologies*
Explore the use of new technologies, such as robotic process automation, chatbots, artificial intelligence, and machine learning. Learn how pools can best position themselves to leverage this new technological frontier to enhance pool operations, improve member engagement, and solve key challenges.

2:15 – 3:30

**Augmented Intelligence: Developing your Automation Plan**

Hoffman

- Charles Angel, Public Sector Director, American Fidelity Assurance Company
- Andrew Ranson, Executive Vice President, TriCorps Technologies
- Susan Relland, Chief Administrative Officer, American Fidelity Corporation

Designed as a follow-up to the General Session on technology and automation, we will take a closer look at some practical applications of technology to enhance member services. This session will focus on key areas of interest to health and work comp pools with high levels of member and employee interactions. There will be plenty of time to ask questions, hear what other participants are working on, and brainstorm possible solutions to challenges you may be facing.

**Federal vs. State Court Jurisdiction: Strategic Considerations**

Salon A

- Tim Ailsworth, Executive Director, LGIT, Maryland
- Steve Kraemer, Senior Litigation Attorney, CIS Oregon
- J. Steven Lee, Director of Claims Services, LGIT, Maryland
- Moderator: Claire Reiss, Director, NLC-RISC

Many lawsuits faced by pool members can be litigated in either federal or state court. One example is law enforcement liability, which produces some of the most expensive claims faced by public entities. No one choice is uniformly correct, so what is at stake in the decision to litigate in federal or state court, and what factors should you consider when choosing? This panel of accomplished and experienced pooling professionals from three states will discuss the benefits and drawbacks of each choice. There are some surprising subtleties that are often not considered. Come prepared to discuss your observations so others can share in your experience!

**Capital Modeling for Your Pool**

Manning

- Chris McKenna, Vice President & Actuary, NLC Mutual

If you enjoyed Actuarial 101 at last year’s conference, you will like this one as well! This highly interactive, hands-on session will provide an introduction to the
various risk components that should be considered in any capital modeling approach, along with an overview of the various approaches to assessing capital targets, including regulatory-based approaches, stress testing, and from-the-ground-up approaches.

3:45 – 5:00

**Pool Strategies for Addressing Mental Health and PTSD for First Responders**

Manning

_Rachel Carlson, Loss Control Manager, LMCIT_
_Stan Deese, Director, Risk Management Services, GMA_
_John Hanson, Senior Consultant, Willis, Towers, Watson_

Concern for the mental health and well-being of first responders is front and center in many conversations happening at the local, state and national level. Some state leagues and their pools are taking a proactive approach in partnering with other key stakeholders to provide benefits, services and resources to help address PTSD and other mental health issues among police, fire and EMS. Building on the lessons learned from cancer presumption efforts, this interactive discussion will explore alternatives to legislative efforts, lessons learned, and what pools can do to support local governments and their employees in addressing this important issue.

**Underwriting New and Unusual Risks**

Salon A

_Michael Pittman, Director of Underwriting, NCLM_
_Suzanne Reed, Director of Underwriting, KLC_
_Katie Winge, Underwriting Operations Manager, LMCIT_

Your members are the incubators of innovation in local government services. As they continually look for ways to improve their operations and services, your pool needs to determine whether it can offer coverage and on what terms. When you receive the “do you cover” call, what is your process for deciding whether to accept the risk, look for a way to modify it, or decline it altogether? Who do you bring to the table to make the decision? In this interactive workshop, led by three experienced pool underwriters, discuss with your peers how pools can evaluate new and unusual risks and make a coverage decision that both serves their public mission and protect their financial reserves for the benefit of the membership. Come with your own ideas and questions related to new and unusual risks.

**Working Session: The Good, Bad and Ugly of Big (and Small) Data – Optimizing Data for Use in Pool Operations**

Hoffman

_Ryan Draughn, Director of Information Technology, NLC Mutual_
Information and data are everywhere. Whether information is collected through in-house claims and underwriting systems, available publicly online, or in spreadsheets or email, the end is nowhere in sight. Articles are published daily on how to harness “Big Data” but many organizations struggle with the capability to manage the data they currently have at their disposal. This technical session will cover the concepts of managing data both “big” and “small.” The member-led panel will share their methodologies of data cleansing, collection from disparate systems into a single source, and transforming data into meaningful and consistent forms.

5:00 – 6:00

Welcome Reception
Grand Foyer

Tuesday, October 23

7:30 am – 4:30 pm

Registration
Grand Foyer

7:30 – 9:00

Breakfast
Salon C

8:00 – 9:15

Breakfast Think Tanks (Roundtables)

- **Underwriting Think Tank**
  Manning
  Kristina Peterson, Director of Underwriting, SDPAA

- **Loss Control Think Tank**
  Salon A
  Adrian Albrich, Senior Risk Management Consultant, CIS
  Joseph Damiata, Director, Risk Management Services, VLCT

- **Health Care Think Tank**
  Hoffman
  Katie Bodenhamer, General Manager & Legal Counsel, Municipal Health Benefit Fund
  Tracey L. Cline-Pew, Municipal Health Benefit & HR Director, AML
9:30 – 10:45

**General Session: The Evolution of Cyber Risk**
Salon B

*Ryan Spelman, Senior Director, Business Security, Center for Internet Security (CIS)*

This presentation will be a general overview on cyber security, with a focus on the Critical Security Controls, a prioritized action plan for reducing cyber risks. It is ideal for anyone who wants to do something about their companies’ exposure to cyber security threats. The presentation will cover some technical concepts, but they will be explained in plain English so that all attendees can implement some or all of the best practices the hour they get back into their office. Additionally, we will touch on specific free or low-cost resources for local government risk pools and associations to explore to help implement these Critical Security Controls.

11:00 am – 12:15 pm

**Interactive Workshop: Enhancing Your Pool’s Cyber Risk Underwriting and Loss Control Efforts**
Salon B

*Ryan Spelman, Senior Director, Business Security, Center for Internet Security (CIS)*

This presentation will dive deeper into cyber security with a focus on the personnel, policies, processes and technology that assist in identifying a “good” risk from a “bad” one. Underwriting, loss control, even marketing should all be able to understand and identify what are the hallmarks of a good cyber security program. This presentation will enable participants to leave knowing what to look for and also encourage discussion onsite and afterwards on how to foster these good behaviors in their own pools.

**The Tactics of Your For-Profit Competitors—and How to Combat Them**
Salon A

*Tim Kirgan, Marketing Manager, IMWC*

In this session, Tim Kirgan will discuss the current market and competitive conditions his pool is seeing. He will share competitors’ information, including actual messages that competitors have sent out maligning pooling. Tim will discuss how to successfully combat the pricing structures and false claims of for-profit carriers. He will also show the ways IWMCA is differentiating their pool from both competing pools and standard insurance companies. Tim welcomes and encourages your own examples and questions.
“Our Five Best Cards” (Poker Anyone?): Developing Actionable Reports and Analytics to Support Pool Operations

Hoffman

Jill George, Business Analyst, Risk Management Services, VLCT
Mark Snodgrass, Chief Information Officer, CIS
Dennis Tweedale, Chief Executive Officer, LWMMI

Modern business intelligence systems allow pools to analyze information in a visual format. Well-planned visual analytics or “cards” offer the ability to digest information more easily than traditional reports and allow individuals the ability to slice and dice the data in a dynamic fashion. Such cards should support the business question or issue being raised and offer insights into trends and relevant actionable actions. The panel will share the 5 best “cards” that they have created (or are in the process of creating) at their organization and discuss how they are utilizing them. This session is a great opportunity to learn about specific issues various pools are facing and how they are leveraging, displaying, and working with information to more effectively understand and manage their operation.

12:15 – 1:30

Lunch & Annual Business Meeting
Salon B

1:45 – 3:00

General Session: Unconscious and Systemic Bias
Salon B

Leon T. Andrews, Jr., Director, Race, Equity and Leadership (REAL), NLC

Implicit and explicit bias affect us as individuals, and by extension the communities, policies, systems, and structures in which we play a role. We can never completely eliminate our biases, but if we are aware of them and recognize how they can manifest—from an institutional to an individual level—we can reduce the consequences. A pool that helps its members recognize, understand, and manage bias will be providing them with tools to better serve their citizens, and in the process reduce their exposure to liability, increase the effectiveness of loss control, and build better-working, more cohesive communities and workplaces. This session will provide pools with information and ideas they can use both in their own organizations and with their membership.

3:15 – 4:30

Managing Unconscious Bias in the World of Public Safety
Salon A

Leon T. Andrews, Jr., Director, Race, Equity and Leadership (REAL), NLC
Identifying and acknowledging bias are challenging and critical steps, but equally important are developing and implementing a plan to mitigate it. Focusing on the effects of bias in public safety, this session will explore how pools can help members recognize and mitigate the effects of bias in their agency’s operations. Join us to look at how bias can be hardwired into seemingly neutral policies, and what can be done to identify and address those problems. Come prepared with examples to discuss from your own experience.

**Interactive Workshop: Developing Your Brand and Message**

Hoffman  
*Megan Chorlton, Director of Member Services & Assistant General Counsel, MIABC  
Courtney Fagan, Marketing Manager, CIRSA*

The insurance crisis has long since passed, and risk pool staff, trustees and contacts who remember the crisis are beginning to retire. In a new era where our stakeholders don’t remember or care about our origin story and contacts are easily wooed by sharp pricing from the competition, our current challenge is how to remain relevant and communicate our relevance to our membership. In this session, Courtney and Megan will share the different approaches their pools have taken to rebrand beyond their origin story and engage in messaging that resonates with future generations of pool staff, trustees and contacts. Participants will then have the opportunity to work in small groups to explore the stories that define their own pools.

**Federal Statutory, Regulatory, and Legal Update**

Salon B  
*Stephanie Martinez-Ruckman, Program Director for Human Development, Federal Advocacy, NLC  
Lisa Soronen, Executive Director, State & Local Legal Center*

With a mid-term election on the horizon and changes within the Supreme Court, this session will provide an update on the ever-changing federal landscape and cover the issues most likely to come before Congress, the United State Supreme Court, and lower federal court of interest to pools. It will also include a discussion of pool-relevant ways Justice Kennedy’s retirement may change the Court.

**Leveraging Health Pool Data to Improve Health and Wellness Outcomes: A Facilitated Conversation**

Manning  
*Aaron Carper, Director of Group Health, FLC  
Julie Hall, Director of Health Programs, NCLM  
Beverly Lakey, Employee Benefit Trust Manager, AWC  
Moderator: Erin Rian, Director of Member Services, NLC Mutual*
Join this panel discussion to learn how health pools are using data to inform decision-making and programming within their health and wellness programs. Explore the types of data that pools are mining and see how they are managing it to achieve enhanced engagement with employees and patients and more effectively target resources for better health outcomes.

**Wednesday, October 24**

7:30 am – 12:15 pm

**Registration**
Grand Foyer

7:30 – 9:00 am

**Breakfast Buffet**
Salon C

8:00 – 9:15

**Breakfast Think Tanks (Roundtables)**
- **Claims Think Tank**
  Salon A
  
  *J. Steven Lee, Interim Director of Claims, LGIT*
- **Public Safety Think Tank**
  Salon B
  
  *Brian Dickey, Director of Loss Control, KLC*
- **Marketing Think Tank**
  Hoffman
  
  *Courtney Fagan, Marketing Manager, CIRSA*

8:00 – 9:15

**Pool Administrator Breakfast**
Manning

9:30 – 10:45

**General Session: Mission-Driven Leadership**
Salon B

*Michael Fann, Director of Loss Control, The Pool, TN*

The most often overlooked step in establishing organizational leadership is the first one: establishing a clearly defined mission toward which the group may strive. The late author Stephen Covey outlined two essential principles of effectiveness:
Getting First Things First and Beginning with the End in Mind. The failure to get your thinking “right” and clearly defining what you’re trying to accomplish continues to be a foundational “failure disease” for organizations. Further, are you attempting to lead your team as a positional leader or an influential leader? This session highlights the relationship between the organization’s mission and the passion its staff will have toward group accomplishment. This relationship impacts motivation/[de-motivation], productivity, morale, incentive/[disincentive], and many other elements which in turn impact the organization’s long-term success. Finally, this session will examine critical elements such as hiring & retention, identifying mentors and counselors, and investing in your people.

11:00 am – 12:15 pm

Lessons Learned from the LMCIT Metro Gang Strike Force Story
Salon B
Rachel Carlson, Loss Control Manager, LMCIT
Darin Richardson, Claims Manager, LMCIT
Lora Setter, Executive Director, True North Constitutional Policing

The Metro Gang Strike Force, a multi-jurisdictional police unit formed as a joint powers collapsed in July 2009 after a series of allegations, including misplaced evidence, mishandled funds and raids on people’s homes where property was improperly seized. The result was one of the largest, most complex claims in the history of the League of Minnesota Cities Insurance Trust (LMCIT). Individual claims – as well as a class action claim – were brought against the entity, which was soon dissolved by the State Legislature. Resolution of the claims and disposition of warehouses full of unclaimed property and money required assistance from media consultants, a private detective, translation specialists for a public hotline and communication with potential claimants, along with staff from numerous LMCIT departments. Learn about the claim and its aftermath from LMCIT claims and loss control staff. Preview and learn about the development of loss control resources developed from settlement funds.

Cultivating a Workplace of Civility and Respect—Training is Only the Beginning
Hoffman
Sheila Krejci, Senior Consultant, Sheila K. Consulting

Workplace harassment is an expensive, persistent problem too often unreported and too often ignored. 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 Select Task Force on the Study of Harassment in the Workplace expanded their queries to include any unwelcome or offensive conduct in the workplace, not only those on protected classes or activities. The #MeToo and Time’s Up movements have,
once again, elevated a global consciousness around issues of sexual and other forms of harassment in all work environments.

This session will begin with a compelling business case for preventing workplace harassment that goes beyond legal costs to include decreased productivity, increased turnover, and harm to reputation. The session will challenge participants to consider their entity’s response to workplace incivility and harassment with a training tool to guide them in designing initial staff training or evaluating whether the current training they offer is effective and might be improved.

Changing workplace culture is more than a simple annual training event. Operational systems reinforcing truly respectful communications and behaviors that help ensure that harassment and retaliation are not tolerated will be discussed. Ms. Krejci will introduce practical strategies—including effective training design and sample practice scenarios aimed at holding colleagues and direct reports accountable for professionalism, civility and respect—that will empower participants to put these into effect immediately in their own workplaces. Participants will also walk away with guidelines to use in coaching and performance management discussions that continue to focus workplaces on what’s truly important—civility, respect and safety.

**Everybody Loves Equity**

Salon A

*Chris McKenna, Vice President & Actuary, NLC Mutual*

*Doug Goforth, Pool Administrator, KLC Insurance Services*

*Mike Mischkot, Chief Financial Officer, CIS*

A CFO, a pool director, and an actuary walk into a bar and discuss various methods of measuring and, most especially, utilizing equity. The panel will share their insights regarding how to best align your pool’s equity policies with the overall business goals and objectives of the organization.

**Digitizing the Employee Benefit Experience: Trends and Technologies for the Multi-Generational Workplace**

Manning

*Mary Cain, Senior Director, Clinical Strategy and Behavior Change, Castlight Health*

*Beverly Lakey, Employee Benefit Trust Manager, AWC*

Reliance on digital technology is changing expectations for the employee benefit experience, especially as the younger, more tech savvy, generations enter the workforce. Demand for intuitive, personalized and engaging benefit experiences is increasing. What does your pool need to do now to ensure that you are keeping pace with the digital
expectations and needs of pool participants? Join this interactive conversation to explore strategies and conversations pools will want to consider deploying to ensure you are optimizing the employee benefit experience for plan participants. Hear from a health pool that has undertaken a digital engagement strategy and lessons learned.

12:15 – 1:30

Lunch
Salon C

1:45 – 3:00

Managing Your Workplace for the Future: Key Staffing Challenges and Opportunities in Pooling
Manning

   Lanny Richmond II, Staff Attorney, AML
   Tracey L. Cline-Pew, Municipal Health Benefit & HR Director, AML

The presentation will focus on challenges and possible solutions to retention of employees, and specifically managers in risk pools.

Going Off the Deep End: The Role of Pools in the Face of Regional Disasters
Hoffman

   Chris Krepcho, Director, Insurance Services, FLC
   Mike Rains, Manager, Liability Claims, TMLIRP
   Moderator: Claire Reiss, Director, NLC-RISC

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.

Pool Show & Share
Salon B

   o Florida’s Risk and Safety Management Report
      Ron Peters, Director, Risk and Safety Management, FLC
   o LMCIT’s Mental Health First Aid Program
      Rachel Carlson, Loss Control Manager, LMCIT
   o Oregon Cyber Assessment
Adrian Albrich, Senior Risk Management Consultant, CIS
  o Penn Prime Training Tools: Driven to a Safer Culture; Poll Everywhere
    Angela Tennis, Director of Insurance Services, PennPRIME Insurance Trust
  o TMLIRP’s Ready for the Call Initiative
    Chris Remmert, Loss Prevention Assistant Manager, TMLIRP

3:15 – 4:30

Say What? Freedom of Speech in the Public Workplace (Including Social Media)
Hoffman

Jana O’Leary Sullivan, Assistant Litigation Supervisor, LMCIT

Marches, protests, Facebook, Twitter, kneeling, hand gestures: freedom of speech is a hot topic these days. This interactive session will explore the free speech rights and limitations of public employees, focusing on the First Amendment and videos of real-life situations. This session will help attendees assess and advise their members about social media and other policies, employment claims, and liability implications in other types of cases (such as Section 1983 claims against law enforcement officials).

Addressing the Opioid Crisis
Salon A

David Demchak, President and CEO, CIRMA
Mark Hayes, Executive Director, AML
Moderator: David Sichel, Deputy Director, Risk Management Services, VLCT

In 2017, HHS declared opioid abuse a public health emergency. The impacts of this national crisis on pools and local governments are significant and multifaceted, 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. Also learn how pools are leveraging data and using predictive analytics to target opioid use within their work comp programs. 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.

4:30 – 6:30

Closing Reception
Capital Hotel Mezzanine