

# 2019 MO/KS PRIMA CONFERENCE

## IT'S RAINING RISK!

HOW TO MEET THE CHALLENGES



# WELCOME!

## FROM THE MO/KS PRIMA PRESIDENTS

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Dear Colleagues,

Welcome to the 2019 MO/KS PRIMA Conference! We encourage you to participate in all of the planned activities in order to optimize your conference experience. We hope this conference allows you the opportunity to learn about recent trends in risk management, including updates regarding ongoing challenges faced currently by public entities.

Please join us Wednesday evening for our opening reception and dinner. This event is a great chance to connect and re-connect in an informal setting. Look for tickets to this event behind your name badge.

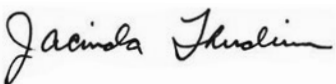
This year's conference offers a multitude of educational sessions. We will begin our conference sessions Thursday morning with Mayor Karen Best of Branson, Missouri, who will discuss the 2018 duck boat tragedy. Breakout sessions are offered three times on Thursday to give you a chance to choose educational opportunities that fit your needs. Friday morning then brings three more sessions.

Because our conference could not continue without the generous support of our sponsors, please seek them out and thank them for helping to make this conference possible. Take time to visit with them in the exhibit hall and during scheduled networking opportunities at the conference to find out what they can offer your entity.

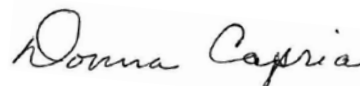
After dinner on your own Thursday evening, please join us for the mingle mixer for another chance to network and have some fun. Look for tickets to this event behind your name badge, and don't forget to bring along the raffle tickets found in your registration packet.

We are certain that you will find this year's conference ideal for networking, learning and re-energizing. Our board members and conference-planning team are here to serve you, so feel free to stop one of us if you have questions. Please let us know your thoughts by completing the conference evaluations. Your suggestions and comments help us offer the best conference possible each year. Enjoy the conference!

Sincerely,



Jacinda Thudium  
Missouri Chapter President



Donna Capria  
Kansas Chapter President

# CONFERENCE AGENDA

## WEDNESDAY, APRIL 10

- 11:30 a.m. **Golf outing – The Ridge course**  
*(Shotgun start at 12:30 p.m.; meet at the clubhouse at 11:30 a.m.)*
- 3:00 p.m. **Registration** *(Lobby Atrium)*
- 6:30 p.m. **Opening reception and dinner** *(Marbella)*

## THURSDAY, APRIL 11

- 7:30 a.m. **Breakfast buffet** *(Granada)*
- 8:20 a.m. **Opening remarks** *(Granada)*  
*MO/KS presidents: Jacinda Thudium and Donna Capria*
- 8:30 a.m. **Journey Through Tragedy** *(Granada)*  
*Keynote speaker: Karen Best, City of Branson*  
Mayor Karen Best will discuss the duck boat tragedy that occurred in 2018. Although the City of Branson was not the lead agency during this crisis, it had systems and resources in place that allowed it to take a lead role in dealing with the tragedy's aftermath. Best will share how her office was able to help the community while dealing with a variety of challenges.
- 10:15 a.m. **Break with sponsors** *(Granada)*
- 10:45 a.m. **A) Risk at Play: Recreational Risk Management** *(Valencia A)*  
*Speaker: Fred Hicks, Missouri State Parks*  
Outdoor areas provide the public with different types of recreational opportunities. With the push to encourage outdoor play, professionals must take a new look at what opportunities are being presented. This session will discuss risks associated with outdoor activities, mitigation considerations and new opportunities that stem from risk-management efforts.

### **B) To UM/UIM or Not To UM/UIM... That Is the Question** *(Valencia B)* *Speaker: Jerry Glass, OneBeacon Government Risks*

Do you need uninsured motorist and underinsured motorist coverage in your commercial auto policy? This session will explore what events trigger UM/UIM coverage versus when your workers' compensation policy will be sufficient, along with considerations for how much UM/UIM coverage you need if you decide to purchase it.

### 12:00 p.m. **Lunch** *(Granada)*

### 1:15 p.m. **A) Implementing ERM in the Public Sector** *(Valencia A)* *Speaker: Scott Wightman, Arthur J. Gallagher & Co.*

Enterprise risk management (ERM) as a discipline is continuing to grow among all types of organizations. The public sector is especially embracing its concepts to reduce the uncertainty of meeting entitywide missions and objectives. This session will walk through the principles and benefits of ERM and will present a practical, step-by-step implementation plan.

### **B) Public Entity Risk Managers Speak Out: Seven Key Findings** *(Valencia B)* *Speakers: Frank Altieri III and David Weightman, PMA Companies*

This session will reveal results from the recent survey conducted by PRIMA and PMA Companies among PRIMA members. Learn how your public-entity peers are successfully reducing workplace accidents along with their plans for future loss-prevention strategies.

### 2:15 p.m. **Break – Last chance with sponsors** *(Granada)*

- 2:45 p.m. **Sponsor door prize presentations** (*Granada*)
- 3:00 p.m. **A) First Amendment Claims Based on Social Media** (*Valencia A*)  
*Speaker: Brad Letterman*, Schreimann, Rackers, and Francka, LLC  
Section 1983 First Amendment claims based on social-media use are an emerging area of law. This session will discuss potential liability and the steps a government entity can take to avoid incurring a lawsuit with social media use.
- B) Dealing with the Challenges of Today's Aging Workforce** (*Valencia B*)  
*Speakers: Tina D'Andrea and Patty Reinecke*, Midwest Employers Casualty  
Many Americans will continue to actively participate in the workforce despite reaching retirement age. Keeping employees safe and preventing potential injuries remains a priority as we continue to understand the effects of aging. Knowing the risks and how to manage them will provide an advantage in handling the complicated claims that could occur.
- 4:00 p.m. **Dinner on your own**
- 7:30 p.m. **Mingle mixer** (*Granada*)

## FRIDAY, APRIL 12

- 7:30 a.m. **Breakfast buffet** (*Granada A*)
- 8:30 a.m. **Mystical Magic in Managing Claims** (*Granada B*)  
*Speaker: Dean Coughenour*, City of Flagstaff, Arizona  
Learn how to maximize your outcomes

through early intervention techniques. This fast-paced and entertaining session will help you resolve claims more quickly with fewer legal fees and better results. What we think we know can change as we move through the investigation process, as can opportunities for resolution. But, a little *mystical magic* at the right moment can make all the difference in the final outcome.

- 9:30 a.m. **Break** (*Granada B*)
- 10:00 a.m. **Our Story from the Injured Worker and Family Perspective** (*Granada B*)  
*Speakers: Tom and Stacy Wagstaff*  
Tom Wagstaff was working as a police officer for the City of Independence when he was critically injured in the line of duty in 2017. He and his wife, Stacy, will share their story of Tom's injury, his amazing recovery, and how their lives and their perspectives have changed.
- 11:00 a.m. **Settle or Try?** (*Granada B*)  
*Speaker: Richard Spiers*, Claims Consultant  
Opportunities to resolve claims in the most efficient and economical way come and go throughout the life of an incident, creating exposure for a public entity. It is not always easy to gain settlement approval from the parties involved. This session will provide tools and tips to help you determine when a claim can be made ready to begin settlement negotiations, along with the value of avoiding the courtroom.
- 12:00 p.m. **Door prize drawing** (*Granada B*)
- 12:30 p.m. **MoPRIMA chapter meeting** (*Granada B*)



# SPECIAL THANKS TO OUR CONFERENCE SPONSORS!

## PLATINUM



## GOLD



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# CONFERENCE SPEAKERS

**Frank Altieri III** is the president of PMA Management Corp., a workers' compensation and casualty third-party administrator (TPA). He has 40 years of risk-management and insurance experience with a focus on helping organizations develop and implement high-performing programs. Under his guidance, PMA Management Corp. has become an industry leader.

**Karen Best** is currently serving her second term as Branson's mayor. Her background includes 20 years in education as a teacher and principal, three years in special events and publicity, one year in hotel management, and several years of retail experience. She is the co-founding member of The Best Team at Keller Williams Tri-Lakes where she has sold both residential and commercial real estate.

**Dean Coughenour** is the risk manager for the City of Flagstaff, Arizona. He directs Flagstaff's risk-management department by managing a comprehensive risk and safety program that includes reducing risk factors, grass-root integration of the risk-management decision matrix, safety, insurance, litigation management and much more. He has nearly 30 years of experience in proactive risk management.

**Tina D'Andrea** has more than 20 years of experience in workers' compensation case management. Her current role as a medical management consultant for Midwest Employers Casualty provides a different perspective on identifying high-risk claims and developing effective ways to return injured employees to work.

**Jerry Glass** is a risk control field consultant for OneBeacon Government Risks. A safety professional with more than 25 years of experience in both the private sector and the insurance industry, he has extensive risk-control experience in all lines of coverage and in a multitude of different commercial operations.

**Fred Hicks** is a 34-year claims and risk-management professional. He has worked for State Farm, Volvo and the Missouri Department of Natural Resources. He is currently the risk manager for Missouri State Parks.

**Brad Letterman** has been a civil attorney for 15 years. He primarily handles private-insurance defense, public-entity defense, civil-rights defense, insurance coverage and insurance-coverage litigation.

**Patty Reinecke** has more than 24 years in workers' compensation case management. In her current role as a senior medical management consultant for Midwest Employers Casualty, she gives a unique health care perspective in identifying high-risk claims and reducing workers' compensation costs.

**Richard Spiers** started in the insurance industry in 1980 and began working as a claim executive in the reinsurance and excess marketplace in 1985. He was with Genesis Management and Insurance Services (a subsidiary of General Reinsurance) for more than 20 years. He has extensive experience in handling the wide array of claims faced by public entities, K-12 school districts and the higher-education sector. He has been developing and presenting industry-related training sessions to a variety of groups for more than 20 years.

**Tom Wagstaff** worked as a police officer for 17 years, including 15 years for the City of Independence. **Stacy Wagstaff** has been a teacher in the Raytown School District for 13 years. They have been married for almost 21 years and have two sons, Jordan and Alex.

**David Weightman** is a risk control manager for PMA Companies. He manages risk-control services for an array of public-entity clients including schools, municipalities, counties, cities and joint insurance funds. During his 30-year career, he has managed and delivered safety and risk-control services for both traditional insurance and self-insured clients.

**Scott Wightman** is Arthur J. Gallagher & Co.'s Missouri public sector practice leader and managing director of its national enterprise risk management (ERM) practice. He has been helping clients implement ERM since 2011. In 2014, he became a faculty member for PRIMA's ERM training course, through which he has instructed over 400 risk-management professionals.



# OFFICERS AND COMMITTEE MEMBERS

## 2018-19 MO/KS PRIMA OFFICERS AND DIRECTORS

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 Holly Ray, Treasurer  
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 Sid Cumberland, Past President  
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 Gail Strobe, Member at Large  
 Bob Smither, Member at Large  
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 Donna Capria  
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 Sid Cumberland  
 JoAnne Flowers  
 Grayson Imhoff  
 Emma Lee

Cindy Leigh  
 Liz Maisberger-Clark  
 David Manthe  
 Jo Ann Nowatzke  
 Sarah Perry  
 Holly Ray

Rebecca Lane Shavers  
 Bob Smither  
 Gail Strobe  
 Jacinda Thudium  
 Cheryl Tinsley  
 Dave Wimberly

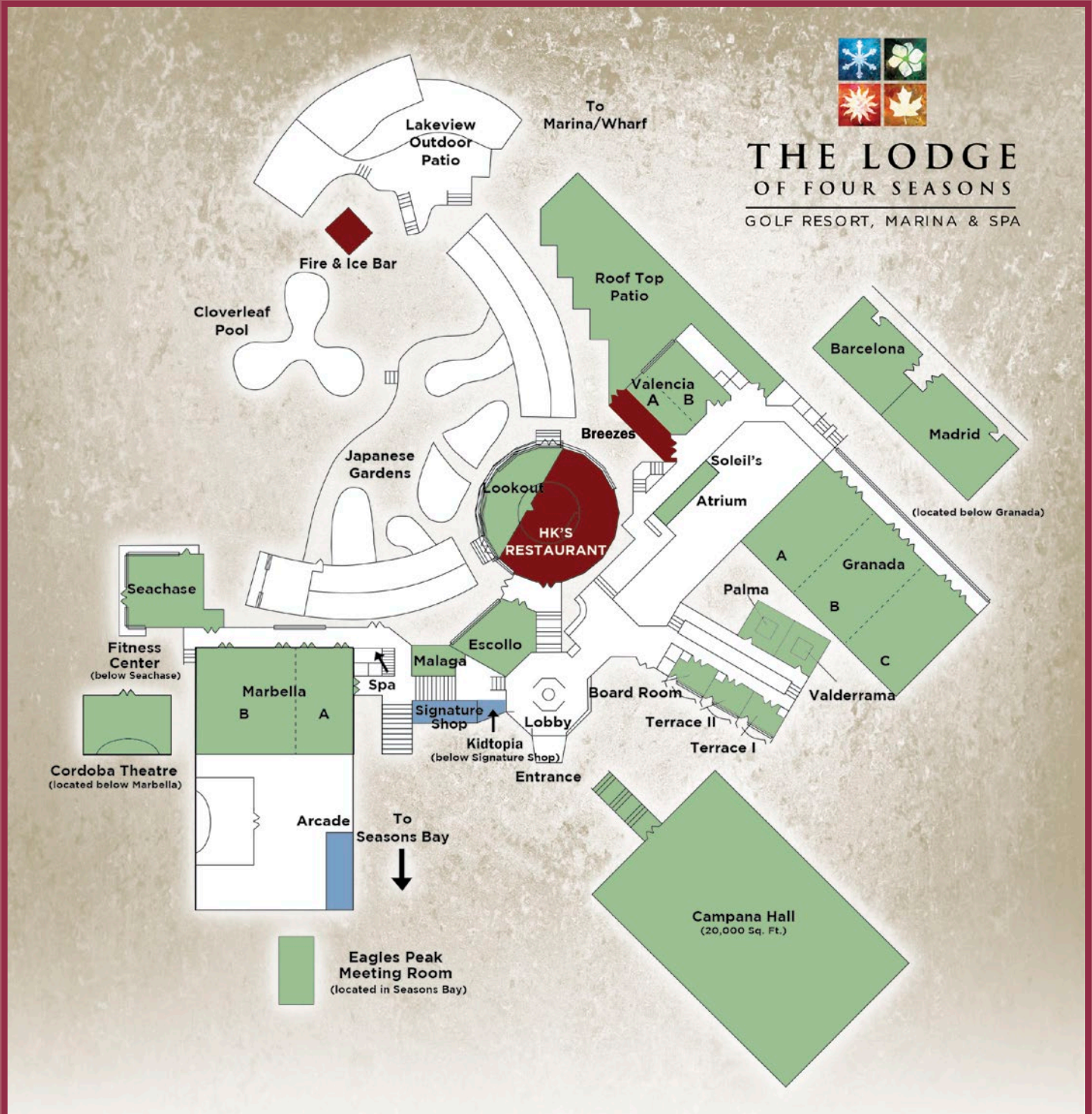
## SAVE THE DATE — APRIL 15-17, 2020



2020 MO/KS PRIMA CONFERENCE

THE LODGE OF FOUR SEASONS

# FACILITY LAYOUT



FOR MORE INFORMATION ABOUT MO/KS PRIMA, PLEASE VISIT  
[WWW.MOPRIMA.ORG](http://WWW.MOPRIMA.ORG) AND [WWW.KANSASPRIMA.ORG](http://WWW.KANSASPRIMA.ORG).