



O R E G O N

Public Risk
Management Association

2016 Annual Conference

WEDNESDAY | OCTOBER 5

12:00 P.M.

EAST FOYER

Registration Opens

HALLWAY

Fresh brewed coffee (regular and decaf)

Tea and hot chocolate

Assorted Soft Drinks

1:00 – 4:00 P.M.

WINTER'S HOPE

Building Value in Risk Management from the Top Down and Bottom Up

Dean Coughenour, Risk Manager for City of Flagstaff and National PRIMA President

This entertaining and educational session will explore how to build value and culture in risk management and safety throughout our entities.

Leadership and Motivation

Dean will then follow up with a session on what motivates you to lead. How do you inspire others to perform their best? What is the essence of leadership? The presentation will utilize extensive video clips to provoke thought and the discussion will leave you with inspirational ideas of how to lead.

CREDIT

2 Risk Management Certification hours towards the Risk Management requirement.

5:00 – 7:00 P.M.

COVERED WEST DECK PAVILION

Welcome Reception & No Host Bar

Assorted Quesadillas

Crab and Cheese Filled Wontons

Barbeque Meatballs

Spanakopita

Caprese Skewers

Fresh Vegetable Crudites

Domestic and Imported Cheeses

Fresh Fruit Platter

7:00 P.M.

Dinner on Your Own

THURSDAY | OCTOBER 6

7:30 – 4:15 P.M.

EAST FOYER

Registration Table Open

7:30 – 8:30 A.M.

HALLWAY/WINTER'S HOPE

Healthy Start Continental Breakfast

Fresh baked muffins; oatmeal; granola; assorted individual yogurts; seasonal fruit; juices, milk, coffee, and assorted teas.

8:30 – 9:00 A.M.

WINTER'S HOPE

President's Welcome

Laurie Kemper, CIS (Citycounty Insurance Services) & OR-PRIMA President

9:00 – 10:30 A.M.

WINTER'S HOPE

High-Reliability Organizations

Paul LaSage

Paul is a nationally known speaker and educator on the topic of High-Reliability Practices. High-Reliability Organizations include emergency medical services, fire-rescue, law enforcement, healthcare, emergency dispatch organizations, and the operations that support these services. This keynote presentation addresses how collaboration is the key for successful, highly reliable organizations and what this means to your organization.

CREDIT

1 Risk Management Certification hours towards the Risk Management or Risk Management Administration requirement.

10:30 – 10:45 A.M.

HALLWAY

Break

10:45 – 12:00 P.M.

WINTER'S HOPE

Best Practices for Capital Projects

Shon DeVries, Propel Insurance

Far too often, project insurance is determined by either past practices, standard contract language or contractor recommendations without regard to unique project risks and commercial relationships among participants. The best practices involve a collaborative process beginning with project risk assessment and following with input from a broad range of project participants to assure that they are all properly protected with the lowest cost impact to the project. The ultimate goal is to do what is right for the Project.

Learning Objectives include:

- *When is the right time to bring insurance professionals into the project planning process?*
- *What information is needed to develop project insurance baseline cost estimates to compare to contractor bids for project insurance?*

- *How should a public agency assess the demand on its internal resources in managing a project insurance program?*

CREDIT

1 Risk Management Certification hour towards the Risk Management or Risk Administration requirement.

SUMMER TWILIGHT

Risk 101 – A New Risk Managers Guide to Success

Tim Clarke, Brown & Brown Northwest Insurance

So now you are the Risk Manager of a public entity. You might be asking “what do I do now?” Well, do not fear, this session will set you up for success. We will cover some of the most important things to know about the job and how to be successful in a complex and highly demanding career field. You will leave this session with a road map to the future. This session is also a good reminder to all professionals that have been in the field for many years.

CREDIT

1 Risk Management Certification hour towards the Risk Management or Risk Administration requirement.

12:00 – 1:30 P.M.

WINTER’S HOPE

Keynote Lunch: Generational Diversity

Spencer Rockwell, Special Districts Association of Oregon

Managers are increasingly grappling with generational differences in their work forces. These frictions may be aggravated by new technology and work patterns that mix workers of different ages in ever-changing teams. This training will teach you ways to effectively address and take advantage of the differences in values and expectations of each generation.

CREDIT

1 Risk Management Certification hour towards the Human Resources requirement.

Sliced chicken breasts sautéed with bell peppers, onions and savory Latin spices; cheese enchiladas; vegetarian black beans; Spanish rice; warm corn and flour tortillas; shredded lettuce, grated cheddar cheese and sour cream; fresh salsa and homemade guacamole; tortilla chips.

1:30 – 2:45 P.M.

WINTER’S HOPE

Enterprise Risk Management for Public Entities

Scott Moss, CIS

Laurie Kemper, CIS

There are many reasons to implement Enterprise Risk Management (ERM), but here are the top 15 reasons:

1. *Aligns your strategic plan with risks*
2. *Provides the opportunity for elected officials to have a voice in risk management policy formation*
3. *Defines and clarifies the city’s risk appetite & tolerance*

4. *Stakeholders are identified and engaged in risk management*
5. *Directors become involved in risk management while serving on the ERM team*
6. *Organizational view of risk helps break-down silos*
7. *Staff get a better sense of potential exposures & losses*
8. *Provides for better decision making by having opportunities and “threats” integrated into major decisions*
9. *Provides a system for city’s risks to be identified and classified*
10. *Identifies broader categories of risks(strategic, operational, financial, compliance, hazard, etc)*
11. *Owners assigned throughout the entire city – make staff responsible and accountable to minimize risks*
12. *Provides a format for mitigation plans*
13. *Provides for common integrated performance measures – early warning signals – a way to compare with other public entities*
14. *Enhances risk communications*
15. *Adds value to your entity*

Come to the session to learn how to implement and apply ERM in the public sector!

CREDIT

1 Risk Management Certification hour towards the Risk Management or Risk Administration requirement.

SUMMER TWILIGHT

Time to Update Your Employee Handbook

Sarah Ewing, Sather, Byerly & Halloway

When is the last time you reviewed your Employee Handbook? What risk and liability is lurking in your policies and practices? This presentation will focus on recent changes in the law and how they could impact your existing policies. We will review general good practices, and go over pregnancy related policies, light duty and return to work policies and NLRB Section 7 issues. I will provide suggested language for updating your policies and give practical tips on how to continue to update handbooks on a consistent basis to keep your policies and procedures up to date.

2:45 – 3:00 P.M.

HALLWAY

Break

3:00 – 4:15 P.M.

WINTER’S HOPE

GeoSocial Investigations: Advanced Social Media Research. Simplified.

Jason Olson, Digistream Investigations

Learn how social media is being used to uncover fraud as well as enhance the quality of other investigations. The session examines successful real-life cases, fascinating trends in social media investigations, privacy and legal issues, as well as preserving, authenticating and presenting the evidence in court. The dynamic between social media monitoring and surveillance will also be examined through a case study involving 16,000 days of surveillance data. Attendees will come away with an understanding of the investigative best practices required for a successful investigation, as well as how to refer a file and ensure maximum success.

CREDIT

1 Risk Management Certification hour towards the Public Exposures requirement.

SUMMER TWILIGHT

Getting the Most Out of EAIP

Kristen Weiler, Portland Public Schools

Amber McMurry, Multnomah County

Tim Kessel, Oregon DCBS

This session will explain what the EAIP Program is and practical applications as well as ideas on how to establish a light duty program at your entity. It will also explore how to generate entity revenue when employees return to light duty and how to request reimbursement and maintain audit files.

CREDIT

1 Risk Management Certification hour towards the Risk Administration or Workers' Compensation requirement.

6:00 – 9:00 P.M.

WINTER'S HOPE & SUMMER TWILIGHT

Annual Banquet & Entertainment (Casino Night)

Spinach salad with a warm smoked apple bacon dressing; roast New York sirloin of beef, buffet carved with au jus & creamed horseradish; jumbo scallops en papillote with a light cream sauce; rice pilaf; fresh vegetable du jour; brotchen German style cheese filled rolls; chocolate lava cake with whipped cream; Marion berry crisp.

FRIDAY | OCTOBER 7

8:00 – 9:00 A.M.

WINTER'S HOPE

Breakfast Buffet

Chef's choice breakfast eggs; fresh baked muffins; crisp bacon; chef's choice potatoes; seasonal fruit; assorted chilled fruit juices, milk, coffee, assorted teas.

9:00 – 10:15 A.M.

WINTER'S HOPE

The Long Response: Umpqua Community College Shooting

Eugene Regan, Formerly of Douglas County Public Health

Carol Gross, American Red Cross

Fred Saada, Southern Oregon Critical Incident Response Team and Faith Community

This panel session will review the active shooter event that took place Oct. 1, 2015, at Umpqua Community College in Roseburg, OR and the actions taken in response. The panel will review the steps taken in response to the UCC shooting and provide recommendations for responding to an active shooter. The group will also provide information on critical incident stress and behavioral health support resources available in Oregon and how to access those resources.

CREDIT

1 Risk Management Certification hour towards the Emergency Management requirement.

10:15 – 10:30 A.M.

HALLWAY

Break

10:30 – 12:00 P.M.

WINTER'S HOPE

Public Entity Immunities

Ben Miller, City of Eugene

This session discusses state law tort liability and immunities of public entities and employees, including state and local governments. We will review the major provisions of the Oregon Tort Claims Act and other laws providing for immunity, such as the recreational immunity statutes and statutes regarding the provision of police and emergency services. The session will focus on recent changes in case law impacting the availability of immunities and what it means from a claims/liability perspective.

CREDIT

1 Risk Management Certification hour towards the Oregon Tort Claims Act or Federal Law requirement.

2016 Speaker Biographies

AMBER MCMURRY, AIC, CPDM

Amber has been in the workers' compensation industry for over 25 years handling both insured and self-insured accounts. Approximately 10 years ago she made the move from claims handling to the employer side of the process and is the Workers' Compensation Program Manager for Multnomah County and it's over 5,000 employees. Amber maintains her Oregon Workers' Compensation Certification and also has her Associate in Claims (AIC) designation and Certified Professional Disability Management certification (CPDM).

BEN MILLER

Ben is an Assistant City Attorney for the City of Eugene where he serves as the City's in-house civil litigator. He defends against all types of claims in state and federal courts, from police use of force to employment to simple negligence cases. Ben previously served as a trial attorney in private practice and with the Oregon Department of Justice. He can be contacted at 541-682-8447 or ben.j.miller@ci.eugene.or.us.

CAROL GROSS

Carol was working as a mental health therapist in Vancouver, Washington, in 2005 when she received a plea from the American Red Cross for 11,000 mental health professionals to respond to Hurricane Katrina. After taking just-in-time training in Portland, she was sent to Alabama where she spent three weeks providing emotional support to evacuees from Louisiana and the Gulf Coast. The experience had such an impact on her that after returning home, she decided to take more training with the Red Cross and, after about 6 months, decided to retire in order to devote more time as a Red Cross volunteer. Since then, she has been to over two dozen national deployments and serves locally as the Cascades Region Disaster Mental Health Adviser (Oregon and SW Washington) where she also teaches classes for the Red Cross and responds to local emergencies. Carol lives in Beaverton and is licensed in Washington State.

DEAN COUGHENOUR

Dean is the Risk Manager for the City of Flagstaff and directs their Risk Management Department, 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, Workers' Compensation, training, and facility inspection programs. Coughenour has nearly 30 years' experience in proactive Risk Management and has served on various boards and associations including Arizona Municipal Risk Retention board, City of Scottsdale Loss Trust Fund board is a past board member of PERI (Public Entity Risk and Insurance), past loss trust fund board chair for the City of Scottsdale, current past president of the National Public Risk Management Association and has held various other community leadership positions.

He is a frequent speaker on Risk Management topics both at national and local conferences. He is a champion for Risk Management and the employment of the Risk Management decision matrix in day to day operations of public sector entities.

EUGENE REGAN, REHS

Eugene is the former Public Health Preparedness Coordinator for Douglas County Health and Social Services. Eugene started working for Douglas County Health & Social Services in 1988 as an Environmental Health Specialist. In 2002 he became half time preparedness coordinator. Several years later he was appointed full time preparedness coordinator. As the emergency preparedness coordinator he developed emergency response plans for the health department. These plans included incident command, pandemic flu, ebola, wildfire, Cascadia earthquake, tsunami, and others. The plans were then tested or exercised with health

department, state and local partners. These exercises brought people together so that everyone could learn the capabilities of the other partners and their response plans.

FRED SAADA

Chaplain Saada is the Executive Chaplain of the Rogue Valley Chaplain's Association and the Douglas Coos Chaplains. Chaplain Saada is also on the leadership team of the Oregon Chaplain Response Team, a Chaplain with the Oregon State Police Critical Incident Response Team and the Commander of the Southern Oregon Critical Response Team. Chaplain Saada has served as a Pastor for over 25 years and as a Public Safety Chaplain for over 12 years, holding a Master Chaplain credential from the International Conference of Police Chaplains.

JASON OLSON

Jason is a seasoned investigator with more than 12 years of experience in the arena of workers' compensation and liability claims investigations. He is the managing partner of the DigiStream Northwest affiliate which covers Washington, Oregon, and Idaho. Jason has a Bachelor's Degree in Legal Studies and Criminal Justice from the University of Wisconsin. His qualifications rest heavily in customer service, a strong understanding of investigations, and practical methods to obtain quality results for all clients.

KRISTEN WEILER

Kristen is the Workers' Compensation Coordinator for Portland Public Schools. She began her career in workers' compensation 7 years ago as a claims assistant for a third party administrator. She advanced to senior claims handling within 4 years by effectively managing claims and providing excellent customer service to injured workers and clients. For the past 2 years she has been using the knowledge and skills gained as an adjuster to control workers' compensation costs and build a light duty program for the largest public school system in Oregon.

LAURIE KEMPER

Laurie joined CIS in 2010, where she serves as a Senior Risk Management Consultant for the Southern Oregon region (which includes members south of Florence and Drain, and east to Klamath Falls). Laurie has over 15 years of experience working with public entities. Prior to joining CIS, her work experience included serving as Jackson County's Risk Manager. Prior to that, she worked for seven years at Washington County, most recently as a Management Analyst in IT, in cost allocation in Finance, as well as holding other positions in Land Use and Transportation, and the Assessor's office. Laurie's education includes a Bachelor of Science degree from Fordham University in Public Accounting. She currently serves as the president for Oregon PRIMA.

PAUL LASAGE

Prior to starting his own company and joining SG Collaborative Solutions, Paul was the Interim Director of Washington County Emergency Communications Agency (WCCCA), where he managed emergency communications for over seventeen fire, police, and EMS agencies. Paul worked at Tualatin Valley Fire & Rescue for twenty-nine years, starting as a firefighter/paramedic. He spent five years on the technical rescue team, and holds certifications in dive rescue, high angle rescue, and trench rescue. Paul worked his way through the ranks, becoming the agency's EMS Chief, and in 2000 was promoted to Assistant Chief (AC) under Chief Jeff Johnson. Paul worked for three years as the AC in charge of Logistics, Human Resources, EMS, and Training, and then spent the next six years as the AC over Operations, EMS, and Training, supervising three divisions and over 400 career and volunteer firefighters. His seven years as a flight paramedic/lead paramedic were spent at Life Flight Network, servicing Legacy Health Systems in Portland, Oregon. From 1993 through 1994 he served as Secretary-Treasurer for the National Flight Paramedics Association.

R. SCOTT MOSS, MPA, CPCU, ARM-E, ALCM

Scott joined CIS on February 1, 2010 as its Property/Casualty Trust Director, overseeing CIS' property, liability, and workers' comp programs. Scott started his career as a ski-bum in the mountains of Utah where he heard about risk management in a finance class at University of Utah. He decided to check it out and received scholarships to study risk & insurance management at Arizona State University where the skiing was lousy but the golfing was pretty good. He missed the skiing so went back to U of U as their risk manager. After a few years, he accepted a position in the Northwest as the first risk manager for a county in the Portland area and now has 30 years of risk management experience for local government. He holds a master's degree in public administration and has taught risk management classes at the college level for over 20 years. He serves as the administrator for the Oregon Public Entity Excess Pool (OPEEP), participates on the National PRIMA Board, and is on the United States Technical Advisory Group for ISO 31000.

SARAH EWING

Sarah is an associate at Sather, Byerly & Holloway, LLP. She represents employers and insurers in workers' compensation and employment related matters in both Oregon and Washington. Prior to joining the firm, she represented both employees and employers in employment matters. Sarah is actively involved in Employment, Labor and Workers' Compensation organizations throughout Oregon and Washington, including presenting for Washington Self-Insurers Association, PRIMA and Risk Management Society. She just stepped down as Vice-Chair Board of Directors of Girls on the Run after serving on the Board for 5 years.

SHON DEVRIES

In his twenty-five years in the insurance and risk management field, Shon has been an underwriter, insurance broker, corporate risk manager and risk management consultant. As an insurance broker, Shon has consulted on insurance programs for over \$40 billion of project values on over 60 large projects over the past 15 years. His experience with project risk planning and assessment for complex public infrastructure projects includes the design of both traditional and alternative risk management programs, wrap-ups, contract formation, risk allocation, risk mitigation systems analysis and construction claim resolution. In addition to his work with large infrastructure projects, Shon also serves as the Public Entity Practice Leader at Propel, working with mid to large sized cities, counties, school districts and other public agencies to improve risk management practices and reduce cost of risk.

LinkedIn: <https://www.linkedin.com/in/shon-devries-61098312>

Twitter: @ShonDeVries

SPENCER ROCKWELL

Spencer is the assistant general counsel for Special Districts Association of Oregon (SDAO).

TIM CLARKE, CPCU, AIC

Tim is the Senior Vice President of Claims & Risk Services for Brown & Brown Northwest, a graduate of Portland State University Business School; and received his Charter Property and Casualty Underwriter from The Insurance Institute of America. He has been an insurance industry for 30 years running national claims risk operations for insurance carriers and agencies.

Presently, Tim manages the claims & risk management services operation at Brown & Brown Northwest. He is a frequent speaker at conferences throughout the Pacific Northwest on topics concerning: liability & workers' compensation claims management, leadership, safety, risk management, contracting, the cost of risk, cultural change, and executive planning.

TIM KESSEL

Tim Kessel is a worksite modification consultant for the Preferred Worker Program and also specializes in the Employer-at-Injury Program. Tim began working with the Preferred Worker Program as a re-employment specialist in 1994, then moved to a worksite modification consultant in December of 2005. Before coming to the Workers' Compensation Division, Tim spent 10 years in sales and retail management.

Email: timothy.j.kessel@oregon.gov