

Monday, 2/7/2011

Time: 10:15 - 11:45

Title: A1 Strategies for Managing Employees with Serial Workers Compensation Claims

Focus: Workers' Compensation

Level: Advanced

Session Objectives:

By the end of this session participants will be able to...

- Develop practical strategies for defending and managing employees with multiple ongoing workers compensation claims:
 - How to close files when unrepresented employees refuse to return stipulations
 - Effectively use " master" claim numbers while avoiding pitfalls in advancing PD (and being mindful of excess coverage issues)
 - Maximize apportionment under Section 4664 in cases where there are awards under both 1997 and 2005 Rating Schedules
 - Managing multiple PTPs
 - Return to work issues
 - Optimize results using the Benson case

Session Summary:

Session will discuss practical handling of these complex cases. Handouts will include case law update relating to Benson, Wilkinson, and evolving law pertaining to apportionment when two rating schedules are involved. Each speaker will make a brief presentation from the viewpoint of their involvement in the process, then discuss issues enumerated above and others. There will be a Power Point presentation to accompany the discussion.

Presented By:

Paul Karasoff, President, Karasoff & Associates

Cathy Aguilar, Workers' Compensation Claims Manager, San Francisco Unified School District

Monday, 2/7/2011

Time: 10:15 - 11:45

Title: A2 AEDs and other Medical "Hot Buttons": Dispelling Myths and Recognizing Liabilities

Focus: Liability

Level: Intermediate

Session Objectives:

By the end of this session participants will be able to...

- 1) Articulate the politics and legal issues of managing asthmatic and diabetic support and emergencies.
- 2) Articulate the basics of Automated External Defibrillation (AED) - Purpose, Equipment and Training.
- 3) Articulate the issues related to Do Not Resuscitate (DNR) orders in the work and school environment.
- 4) Understand the implementation requirements for effective programs that minimize liability for the organization and individual.
- 5) Understand the immunities provided under law for entities and individuals
- 6) Draw from examples of claims, litigation and successfully implemented programs.

Session Summary:

Presenters will provide accurate and current information on the development and rationale for AED programs. Requirements for implementation will be reviewed in detail and linked to current immunities under the law. The current issues and politics surrounding insulin administration to minors by lay personnel will also be discussed along with administration of Diastat. Inhalers and DNR orders also present liability quandaries for those who care for minors and these issues will be explored as well. Sample claims and litigation related to AED and medication

administration programs will be provided and reviewed with participants. examples and contacts for successfully implemented programs will be presented.

Presented By:

Joe Risser, CPCU, ARM-P, Retired

Anthony DeMaria, Attorney, McCormick, Barstow, Sheppard, Wayte & Carruth, LLP

Catherine W. Jones, Director, Risk Management Services, Self-Insured Schools of California

Monday, 2/7/2011

Time: 10:15 - 11:45

Title: A3 Solving Safety Problems

Focus: Safety

Level: Intermediate

Session Objectives:

By the end of this session participants will be able to...

1. Use a new and improved version of the problem-solving technique, PowerAnalysis for dealing with their safety problems.
2. Implement two successful problem-solving structures, a safety advisory committee and a safety task force, that will enhance their safety management efforts.
3. Dig deeper into the causes of their safety problems.
4. Increase employee involvement in their safety problem-solving efforts.

Session Summary:

Starting with the dynamic film Seeing Red Cars, participants will have the opportunity to target what they want to accomplish in terms of creating safety problem solving goals. Then, using the speaker's templates for creating safety advisory committees and safety task forces, attendees will be given structures that have been used successfully to solve safety problems via employee involvement. Finally, participants will solve a safety problem during the session using the latest version of the problem-solving technique, PowerAnalysis. Everyone will be given two copies, one to use during the session, and one to use back on the job.

Presented By:

Bob Lapidus, CSP, Safety Management Consultant, LAPIDUS Safety Consulting

Monday, 2/7/2011

Time: 10:15 - 11:45

Title: A4 Developing a Risk Management Peer Community through Social Networking

Focus: Leadership

Level: General Interest

Session Objectives:

By the end of this session participants will learn:

1. The prevalence of social networking amongst educated professionals
2. How to set up a 'peer community' where risk management professionals can post questions and find information pertinent to their jobs
3. Best practices for use of social networking in the field of Risk Management

Session Summary:

The use of social networking media by students is so deeply embedded in the lifestyles of tweens and teens that it rivals television for their attention. One study reported that 96 percent of students with online access reported using social networking technologies, such as chatting, text messaging, blogging and visiting online communities.

What about the use of social networking amongst educated professionals? With budget funding all but eliminated for professional distance learning, conferences, meetings, and networking lunches, where do professionals go to gather their decision-making information? In this session, you will learn about how professionals are making use of social networking mediums to post questions, find information and collaborate with others in the same field.

Presented By:

Kathy Espinoza, MBA, MS, CPE, CIE, Sr. Loss Control Consultant/Ergonomist, Keenan & Associates

Monday, 2/7/2011

Time: 10:15 - 11:45

Title: A5 Health Care Reform 2011 One Year Later- What Have We Learned?

Focus: Insurance

Level: General Interest

Session Objectives:

By the end of this session participants will be able to...

- Understand the impacts of the new legislation on their existing employee health benefit programs.
- Identify the required changes to plan provisions of their programs Identify the extended coverage requirements for dependent children under the new laws.
- Distinguish the provisions and plans that may be 'grandfathered' under the Act Identify nondiscrimination provisions that will apply to all health plans under the Act.

Session Summary:

This session will cover the significant provisions of the just-enacted Patient Protection and Affordable Care Act that affect public agency employer benefit plans. As various portions of the legislation and regulations develop over the coming months, implications for employer sponsored plans will become more evident, including coverage costs and access to care; taxation and limitations on high value health plans; and how insurers, pharmacy and medical device manufacturers may pass along costs to consumers and employers.

Presented By:

Henry Loubet, Chief Strategy Officer, Keenan & Associates

Tom Sher, President, Alliant Insurance Services, Inc.

Catharine Mauldin, Employee Benefits Manager, CSAC - Excess Insurance Authority

Monday, 2/7/2011

Time: 10:15 - 11:45

Title: A6 Sucking Blood From A Turnip: The Twilight/New Moon" Approach to Risk Management

Focus: Risk Management

Level: General Interest

Session Objectives:

By the end of this session participants will be able to...

- Return home and explain and provide concrete suggestions to the department managers within the public agency
- To understand the allocation of the cost of risk management while at the same time motivating the individual departments
- To keep loss control efforts active and consistent, maximizing the employer's dwindling resources in the toughest of economic times.

Session Summary:

The session will suggest charts and diagrams to help your entity to understand where they stand today with their losses and how these losses are passed back to the departments through an allocation system. The loss-control cycle will be discussed and participants will clearly be able to convey the responsibility of all members in the loss-control process and to help departments identify they can do about their charges. A brief discussion on the workers' compensation system as it was designed and as it exists will take place. Most important of all we will discuss the three beliefs that determine empowerment and help your organization rise to the challenge of promoting good risk management in hard economic times.

Presented By:

Peter Cheney, Risk Manager, Nevada County

Gerald M. Lenahan, Esq., Lenahan, Lee, Slater & Pearse, LLP

Charleton S. Pearse, Esq., Lenahan, Lee, Slater & Pearse, LLP

Monday, 2/7/2011

Time: 10:15 - 5:00

Title: A7 Everything You Ever Wanted to Know About Risk Management 101

Focus: Risk Management

Level: Beginner

Session Objectives:

By the end of this session attendees will have the knowledge to manage the components of a risk management program. There will be presentations and speakers on issues ranging from the best choice of an effective risk management program for your agency to managing a claims operation. While we will not be providing the level of detailed subject matter information you can obtain in many of the other great subject-specific PARMA sessions, you will get the tools to manage the functions of the various risk management responsibilities. There will be presentations from experienced risk professionals on issues such as managing a budget and the function of an actuarial report. To cover the scope of issues we'll need a commitment for an entire day. In exchange, we hope you won't be walking the plank when assigned risk management responsibilities.

Session Summary:

For those of you who were just assigned the role of risk manager, for those who have some technical expertise in a certain area but want to know the "big picture", and for those whose role is to oversee the risk management function, this session is designed for you.

In this all-day forum you will be exposed to the operating functions of risk management. The "whys" and "hows" of managing a risk function/department will be presented by three principal speakers, but you will also have presentations by experts in areas such as cost allocation, budgeting, common pitfalls, insurance options, workers' compensation claims, liability claims, and the politics of running a risk management operation.

This is not your normal PARMA session. We will discuss the organization purpose and the various models for managing risk issues, how to protect your budget and funding, how to make loss control cost-effective, when pooling is appropriate and when your own policy might be more effective, how to evaluate risk products (such as insurance), and how to fund losses. This will not be a technical session, but an orientation to being the risk manager with the global overview of what it can and cannot do for your organization.

In essence, this session will give you the tools and format to be a leader in risk management.

This session will be taught by three former PARMA presidents, whose combined experiences and history cover the range of issues for city, county, and special district exposures. They will be joined by other speakers with experience in school districts.

At the end of this session we expect you will have enough material to captain the ship, to have a twinkle in the eye (at least the one that doesn't have the eye patch) and to answer "arrgh" with confidence.

Presented By:

Rick Buys, ARM, Liability Claim Manager, Municipal Pooling Authority (MPA)

David Clovis, General Manager, California Joint Powers Risk Management Authority (CJPRMA)
Larry Moss, Risk and Safety Manager, East Bay Regional Park District

Monday, 2/7/2011

Time: 2:00 - 3:30

Title: B1 Section 4850 Benefits and Presumptions of Injury

Focus: Workers' Compensation

Level: Advanced

Session Objectives:

By the end of this session participants will be able to...

- Understand section 4850 and 3212 of the Labor Code.

Session Summary:

Summary of sections 4860 and 3212 Applies to Police Officers and Firefighters.

Presented By:

Thomas Bolinger, Shareholder, Managing Attorney, Parker & Irwin, APC

Monday, 2/7/2011

Time: 2:00 - 3:30

Title: B2 Technology, Constitutional Rights and Discipline - Can the Three Coexist?

Focus: Liability

Level: Intermediate

Session Objectives:

By the end of this session participants will be able to...

- Understand the ability of schools and public employers to discipline students and employees for statements made on social networking and other internet sites.

Session Summary:

To what extent can a school discipline a student for comments posted by the student on FaceBook? To what extent can a public employer discipline an employee for comments posted on social networking sites or in an e-mail? Does it matter how the posting was discovered or if the posting occurred while at school/workplace or occurred off campus/worksite? Technology is changing the way we communicate and those changes are raising interesting First Amendment and privacy issues. As technology changes, so must the law. We will discuss recent case law, will present real life examples of issues faced by schools and employers, and engage in an open discussion regarding the constitutional issues technology raises at school and in the workplace. The session will be designed to be largely interactive and will incorporate audio/visual presentation and audience participation.

Presented By:

Carl Fessenden, Porter Scott

Jack Blyskal, Chief Claims Officer, CSAC-EIA

Monday, 2/7/2011

Time: 2:00 - 3:30

Title: B3 OSHA Doesn't Prohibit Smiling or Laughing: Using Humor in Safety Presentations

Focus: Safety

Level: General Interest

Session Objectives:

By the end of this session participants will be able to...

- Add techniques to your safety presentations that can wake up a tired, bored, or inattentive audience. In fact, using humor can actually help you make serious points about safety!

Session Summary:

This presentation will give you tools and techniques to use that preserve OSHA's safety training requirements and get even difficult groups to perk up, listen and remember. Let's face it, most safety presentations can be dull and boring, leaving employees with more questions unanswered than answered. When done well, training has a lasting impact. Using humor in a presentation can make an audience more relaxed, attentive, and willing to participate. This presentation also provides information on taking safety home and how safety impacts more than just the workplace, it impacts the family. Successful training means employees work safer by using what they learn on the job, morale improves, and safety training professionals feel more confident and effective.

Presented By:

Timothy S. Page, JoshuaCasey Corporate Training

Keith Henderson, JoshuaCasey Corporate Training

Monday, 2/7/2011

Time: 2:00 - 3:30

Title: B4 Walking the Plank - The ABC's of Sustaining Discipline

Focus: Leadership

Level: Beginner

Session Objectives:

By the end of this session participants will be able to...

- Use corrective action when needed without fearing the outcome of the administrative appeal process.

Session Summary:

From lawful appeal procedures to enforcement of zero tolerance policies, this session will be a lively A, B, C approach to discipline: appeals, best practices, counseling, demotions, evaluations, freedom of speech, etc. Join our workshop for an informative, up to date, interactive approach to the discipline process! Our goal is to empower supervisors to use corrective action when needed without fearing the outcome of the administrative appeal process.

Presented By:

Melanie Poturica, Partner, Liebert Cassidy Whitmore

Jack Hughes, Liebert Cassidy Whitmore

Mark Fields, California Highway Patrol Office of Risk Management

Monday, 2/7/2011

Time: 2:00 - 3:30

Title: B5 How to Measure Property Loss for Risk Managers

Focus: Insurance

Level: Beginner

Session Objectives:

By the end of this session participants will be able to...

1. Evaluate property loss
2. Choose the right metric for measuring the loss
3. Make basic measurements required to file a claim
4. Understand how the measurement of property loss is related to the outcome of a property loss claim

Session Summary:

This session intends to teach risk managers how to deal with the requirements of filing a property loss claim. The panel will talk about real claims and how metrics played a big part in reaching a desirable outcome for the claim. The session will include a section on the declarations sheet of a policy to encourage risk managers how to think about the value of property that is being insured. The presentation will be PowerPoint and lecture. A take-home handout that reinforces the lessons of measurement for participants will be provided.

Presented By:

Steve Santaguida, Leland Saylor Associates

Robert Frey, Alliant Insurance Services, Inc.

Karen Caoile, Senior Risk and Insurance Analyst, Alameda County

Monday, 2/7/2011

Time: 2:00 - 3:30

Title: B6 ISO 31000 in Action: Public Sector Implementation

Focus: Risk Management

Level: Advanced

Session Objectives:

By the end of this session participants will be able to...

- Learn why ISO 31000 is important to public sector operations, bond rating review and the practice of risk management.
- Understand how ISO 31000 can be tailored to different public entity operations.
- Consider how ISO 31000 might be applied to YOUR entity.

Session Summary:

A panel of public sector risk managers will discuss how they've begun to implement the new international standard on the practice of risk management. For several, their entity's bond rating was a motivator. For others, it's a matter of wanting to expand the scope and depth of risk management. For a county pool, it was the desire to take strategic planning to a whole new level. This session will highlight how each entity has tailored the standard to their operations. Session attendees will receive an ERM implementation guide that summarizes each entity's progress.

Presented By:

Dorothy Gjerdrum, ARM-P, Chair of the US Technical Advisory Group to ISO 31000 and Executive Director,

Gallagher's Public Entity & Scholastic Division and Public Sector ERM Consultant

Matt Hansen, Director, Risk Management Division at City & County of San Francisco

Monday, 2/7/2011

Time: 3:45 - 5:00

Title: C1 Is Everything in Your Claims File Discoverable by the Opposing Counsel?

Focus: Workers' Compensation

Level: Intermediate

Session Objectives:

By the end of this session participants will be able to...

- Understand what information is privileged, and what is discoverable within a claims file by subpoena from an opposing party in a workers' comp or civil/employment matter.
- Participants will be able to develop materials from claims file contents. Claims file should have all necessary appropriate information, but not confidential, but non-privileged information subject to subpoena.

Session Summary:

Attorney, risk manager, and claims managers will discuss information in a claims file. Participants will be informed as to what is privileged, and what is discoverable by opposing counsel. Claims people will be advised how to describe events in a neutral, objective manner without exposing the employer to potential civil liability. Other documents in the claims file, including medical information, personnel file, and other documents from the employer will also be considered with regard to their confidentiality. We will discuss whether information should remain in a claims file, or be returned to the employer, or forwarded to an attorney.

Presented By:

Janet Selby, Workers' Compensation Manager, Municipal Pooling Authority (MPA)

Lynn Cavalcanti, Workers' Compensation Manager, York Insurance Services Group

Robert B. Hunter II, Attorney at Law, Snyder & Hunter

Shari Deutsch, ARM-P, Safety & Risk Administrator, Central Contra Costa Sanitary District

Anne E. Hernandez, Attorney at Law, Managing Partner, Senior Administrative Partner, Mullen & Filippi, LLP

Monday, 2/7/2011

Time: 3:45 - 5:00

Title: C2 Law Enforcement & Corrections Legal Update

Focus: Liability

Level: Intermediate

Session Objectives:

By the end of this session participants will be able to...

- Identify high risk areas of exposure to liability in law enforcement and corrections.
- Learn about current state of the law and trends in litigation in law enforcement.
- Understand how to minimize risk through training and awareness of civil liability.

Session Summary:

The session will discuss recent case law (state and federal) dealing with liability in both law enforcement and corrections. Specifically, high risk areas for potential liability will be covered: use of force (Taser, Less-Lethal, etc.), laws of arrest, detentions, etc. This will identify what the trends are in California with respect to law enforcement litigation. Identification of these high risk areas will hopefully minimize risk through training and awareness of the potential for civil liability.

Presented By:

James J. Arendt, Weakley, Arendt & McGuire

Richard Desmond, California Highway Patrol

Monday, 2/7/2011

Time: 3:45 - 5:00

Title: C3 Do Your Post-claim Corrective Actions Really Change Anything?

Focus: Safety

Level: Advanced

Session Objectives:

By the end of this session participants will be able to...

- Develop and evaluate corrective actions after a claim or incident
- Design and implement action plans that truly mitigate the risk and prevent recurrence

Session Summary:

Are you tired of "pious gush" in the aftermath of a claim or incident that pretends to mitigate the risk but actually does nothing to change the underlying root cause(s)? Handwringing and speeches don't mitigate root causes of loss.

Participants will learn:

1. techniques to develop corrective actions after a loss that fit their organizational culture
2. how to bring lasting positive change to prevent recurrence
3. to use provided templates and apply appropriate techniques to third party losses
4. what a public entity can do to develop, implement, and measure the effectiveness of corrective action plans.

A small group breakout session gives participants a chance to use templates and techniques provided to:

- assess real claims
- propose and evaluate corrective actions, and in the process
- help their public entity improve its longer term risk.

(Electronic handouts and templates are downloadable from the PARMA website)

Presented By:

Larry Bailey, ARM, CSP, Executive Director, Water & Sewer Risk Management Pool

Monday, 2/7/2011

Time: 3:45 - 5:00

Title: C4 Using Good Leadership Practices to Market Safety

Focus: Leadership

Level: General Interest

Session Objectives:

- Participants will leave the session with an understanding on how using one's good leadership practices in marketing and promoting robust safety/loss control programs to an organization's stakeholders can result in the mitigation of the worker's compensation and general liability loss exposure. This, all the while providing for a valuable negotiation point in the insurance marketplace with an added benefit of likely improving an organization's morale.

Session Summary:

The session will be broken down into 3 segments. The first will discuss what is meant by "good leadership practices". The second segment will discuss "marketing" strategies. The third and final portion will cover the various positive outcomes one can expect to see from good leadership and a successful "marketing campaign".

This will be in a "lecture" form, however we will invite audience participation, i.e. Q&A. A PowerPoint is likely and to help stay green, we will not do handouts.

Presented By:

Michael Alio, Risk Manager, City of Long Beach

Zachary Gifford, Associate Director, Systemwide Risk Management & Public Safety, The California State University - Office of the Chancellor

Monday, 2/7/2011

Time: 3:45 - 5:00

Title: C5 Releases: A Liability Shield

Focus: Insurance

Level: Beginner

Session Objectives:

By the end of this session participants will be able to...

- Close the gaps in their recreational activities protection through recreational releases in order to protect their entities from liability.

Session Summary:

-Why releases are needed -Avoiding liability with releases -Examples of releases -Practical issues -Current issues

Presented By:

Robert R. Heft, Partner, Daley & Heft

Lee H. Roistacher, Partner, Daley & Heft

Monday, 2/7/2011

Time: 3:45 - 5:00

Title: C6 "So an Actuary, a Claims Manager and a Risk Manager all walk into a bar...."

Focus: Risk Management

Level: Intermediate

Session Objectives:

By the end of this session participants will be able to...

- Understand how the preparation and receipt of the same actuary report can affect three different roles in the risk management community. It will provide useful information for the Risk Manager/JPA on why an actuary report is important for their entity or program, provide insight on the role of the TPA and how their reserving practices could dramatically affect the outcome and financial stability of the entity or program, and provide some behind-the-scenes work that takes place when an actuary report has been requested (each panelist providing insight from their perspective).

Session Summary:

Overall, this panel discussion (Actuary, Risk Manager/JPA Administrator & TPA Representative - C.O.O. or VP Level) will provide a three-point view of how one actuary report will affect three different life's. Actuary - why an actuary report is important, what information is needed, and the role that the Risk Manager/JPA and the TPA play when an actuary report has been requested. Risk Manager/JPA - why a public entity would request an actuary report and put themselves through this misery! Kidding aside, what financial impact the actuary report can have on their program, when it should be requested, and what should be done with the report after it has been completed. TPA representative - what the TPA should do in preparation for an actuary report, how the TPA's reserving practices/philosophy will affect the actuary report, and what the TPA should do after the actuary report is received. Overall, each person who attends this presentation should take away that while each entity has a

different role for the actuary report process, it is vitally important that they work as a team on an ongoing basis for an accurate and stable self-insured program.

Presented By:

Mujtaba Dato, ACAS, MAAA, FCA, Consulting Actuary, ARM Tech/Aon Global Risk Consulting

Linda Slaughter, ARM, Chief Operations Officer, Athens Administrators

Paula Tanguay, Chief Executive Officer, Alliance of Schools for Cooperative Insurance Programs (ASCIP)

Tuesday, 2/8/2011

Time: 8:30 - 9:45

Title: D1 Prescription for Success - A Dose of Reality

Focus: Workers' Compensation

Level: Beginner

Session Objectives:

By the end of this session participants will be able to...

- Appreciate the impact of Social and Behavioral Health Beliefs and cultural influences on the way workers' present claims of occupational injury and illness.
- Factor these issues into the RFP process for the selection of industrial health care providers.
- Tailor responses to injury claims in a culturally appropriate fashion.
- Know and understand important information to gather and questions to ask in the early stages of the investigation of workplace injury claims

Session Summary:

The session will include an overview of cultural health belief systems and practices prevalent among the mixed population of Southern California. We will explore treatments and remedies commonly used by different members of the population, and will inform the attendees on how these methods can impact on the perception of illness or wellness, as well as how they can affect the diagnosis and treatment provided by the industrial medical provider.

Presented By:

Theodore C. Hanf J.D., M.P.H., Kegel, Tobin & Truce APC

Tuesday, 2/8/2011

Time: 8:30 - 9:45

Title: D2 Getting Rear-Ended by Indemnity

Focus: Liability

Level: Beginner

Session Objectives:

By the end of this session participants will be able to...

- Identify indemnity language in contracts.
- Understand why boilerplate indemnity language does not work for all contracts.
- Analyze a contract to determine what type of indemnity language is appropriate.
- Design a plan to break the cycle of the overuse of boilerplate contracts, to update contracts with the appropriate indemnity language, and to put your hard work on the front end into practice on the back end.

Session Summary:

In this session, we will discuss the following: the most common pitfalls of the misuse and failure to use the appropriate indemnity language in contracts; the different types of indemnity language most commonly seen and

utilized; how to identify, at first glance, what is good indemnity language versus bad indemnity language; why indemnity language is important for public agencies and how specific California laws dictate what type of indemnity language public agencies can use in certain contracts; techniques on how to begin to change a culture of the overuse of boilerplate contracts and how to implement a review system to ensure that the public agencies' contracts contain the correct indemnity language; and real life examples of implementation of the above.

Presented By:

John V. Hogan IV, Esq., Partner, Chatham & Hogan, LLP
Christopher Chatham, Esq., Partner, Chatham & Hogan, LLP

Tuesday, 2/8/2011

Time: 8:30 - 9:45

Title: D3 Create your Risk Scorecard

Focus: Safety

Level: Intermediate

Session Objectives:

By the end of this session participants will be able to...

Look at their site inspection checklists from a new perspective to help identify and address risk in their organization.

Session Summary:

Public Entities today face risk from all directions - reputation, financial, physical, employment related, and the list goes on and on. To help identify risks and develop a strategy to address them, it is necessary to prioritize risks. Using a risk scorecard can assist in doing prioritizing risks to enable them to be controlled or mitigated. This presentation will help participants recognize the importance of obtaining as much information from different areas as possible, then analyzing this information and using a scoring mechanism to formulate a risk strategy. Participants will be asked to complete an electronic survey prior to the session and submit to the presenter for scoring. During the session, the process of establishing the risk scorecard and the scoring mechanism will be discussed in detail so attendees will have the tools to implement for their public entity. The electronic scorecards submitted will be reviewed and discussed by attendees, providing a hands-on learning experience.

Presented By:

Cindy M. Wilkerson, ARM, CRM, CIC, Director - Risk Management, California Charter Schools Association JPA
Dave Morris, ARM, Senior Regional Risk Manager, California Charter Schools Association JPA

Tuesday, 2/8/2011

Time: 8:30 - 9:45

Title: D4 Risk Management & Wellness: On A Shoestring

Focus: Leadership

Level: General Interest

Session Objectives:

By the end of this session participants will be able to...

- Understand the connection between wellness and risk management.
- Understand why focusing on the negative doesn't work i.e. disease management.
- Make educated decisions on whether they want to begin and/or expand their wellness program.
- Assess the benefits & drawbacks of the various wellness programming options.
- Have strategies for implementing a stretching program for reducing musculoskeletal injuries.
- Utilize tools for keeping a wellness/injury prevention program alive & vibrant.
- Convince senior management of the financial benefits of prevention.

- Facilitate collaboration between internal safety and wellness teams.

Session Summary:

Wellness programs are a bit of a buzz today, but many companies are unsure how and where to start. Judi Ulrey has been coordinating corporate wellness programs since 1985, well before most got in the game. Learn from her 25 years experience what works, what doesn't, and how to lay a solid foundation for success. Her style is light, her stories true, and her insights deep. She will also provide all attendees a Wellness Resource Directory categorized by service.

Presented By:

Judi Ulrey, Fitness Consulting, Inc.

Tuesday, 2/8/2011

Time: 8:30 - 9:45

Title: D5 The State of the Future: Black Swans and More

Focus: Insurance

Level: Intermediate

Session Objectives:

By the end of this session participants will be able to...

- Understand and appreciate the role that Black Swans have held in the evolution and growth of risk management
- Analyze how the response to a significant event can have both positive and negative outcomes
- Develop tools that will help them confront unpredictable events and effectively deal with them.

Session Summary:

In this seminar, we will explore emerging issues in risk management. Black swans are unpredictable events with massive impact. Black swans can have both a positive and a negative impact on us, our clients and our world. We will analyze significant events in the past that re-shaped the world of risk management and look at emerging issues that appear poised to change the way we evaluate risk, accept risk, and handle risk. This will be an interactive presentation in which the attendees will be fully engaged through group activities and class discussion.

Presented By:

Elise M. Farnham, CPCU, ARM, AIM, CPIW, President, Illumine Consulting

Tuesday, 2/8/2011

Time: 8:30 - 9:45

Title: D6 COVERAGE COVERED: The ins & outs of Risk Sharing, Self-insurance and Insurance

Focus: Risk Management

Level: General Interest

Session Objectives:

By the end of this session participants will be able to...

- Understand the unique differences between the 3 primary ways for protecting against liability claims. Even those already very familiar with such concepts will learn new things.
- It will benefit those who are designing risk protection plans and those who are dealing with a claim under an existing plan.
- It will help risk managers, claims handlers, JPAs and their members avoid potential coverage disputes or effectively and efficiently resolve such disputes as they arise. This will not be a typical boring recitation of technicalities of insurance coverage. It will impart useful and insightful information that can be applied to everyday matters as they arise.

Session Summary:

The session will begin by discussing in general terms the concepts of risk sharing coverage under a MOC (memorandum of coverage), self-insurance (such as a risk retention layer) and traditional insurance coverage. In some cases these forms of coverage are integrated in an over-all risk protection plan. There are layers of coverage, which could include primary and excess coverage. The differences are significant for several reasons. The relationship between a member of a JPA and the JPA, for example, is very different than the relationship of insured and insurer. It is important to understand these differences for internal political reasons as well as for purposes of avoiding or resolving a coverage dispute. The session will address not only legal implications (discussing pertinent cases and laws), but practical concerns that are often overlooked by coverage counsel. The presenters have over 50 years of combined experience advising and representing clients on insurance coverage, self-insurance and JPA memoranda of coverage. They have represented public entities, JPAs, claim management companies, businesses and persons in all types of liability coverage matters. There will be well-prepared written materials and possible visual displays.

Presented By:

George E. Murphy, Murphy, Campbell, Guthrie & Alliston

Douglas R. Alliston, Murphy, Campbell, Guthrie & Alliston

Tuesday, 2/8/2011

Time: 10:15 - 11:45

Title: E1 Mr. Ogilvie's Wild Ride

Focus: Workers' Compensation

Level: Intermediate

Session Objectives:

By the end of this session participants will understand...

- What was small may now be bigger - How the Ogilvie decision affects the value of permanent disability

Session Summary:

The WCAB's recent en banc decision in the Ogilvie case threatens to greatly increase the value of permanent disability in any case where applicant has not returned to work. However, recent case law suggests that Ogilvie is not to be applied "mechanistically", and there are several potential defenses available. In addition, there are times where the employer may benefit by raising Ogilvie, which discusses the impact of lost future earning capacity on permanent disability. This session will look at Ogilvie and its antecedents, considers possible defenses to Ogilvie, explores when the employer may use it to its advantage, and considers when to use vocational experts to maximize defenses.

Presented By:

Rick Weyuker, Esq., Cuneo Black Ward & Missler

Allen Leno, Leno & Associates

Tuesday, 2/8/2011

Time: 10:15 - 11:45

Title: E2 30 Key Questions: An Employment Law Update

Focus: Liability

Level: Intermediate

Session Objectives:

By the end of this session participants will be able to...

- Understand how the employment and labor law landscape has changed in 2011 in this rapidly changing area of law.
- Understand best practices for employers based on the most recent court cases and legislation.

Session Summary:

Join us for this fun, interactive and informative presentation discussing the recent changes to employment and labor law with a special focus on public entity employment. This session is presented in a 30 Key Questions format with each question based on new case law or legislation. Session attendees will have the opportunity to win prizes by correctly determining whether the speaker's answer to the question was either true or false. Come join us for our fourth successful and fun-filled presentation to see whether you can stump the speaker!

Presented By:

Dennis C. Huie, Senior Counsel, Rogers Joseph O'Donnell
 Lucy M. Williams, Attorney at Law, County of Riverside
 Ed Zappia, Attorney, Zappia Legal

Tuesday, 2/8/2011

Time: 10:15 - 11:45

Title: E3 Conflict Resolution

Focus: Safety

Level: General Interest

Session Objectives:

By the end of this session participants will be able to...

- Identify potentially unsafe people & situations and how to be prepared for the unexpected.

Session Summary:

Maintaining a safe work environment isn't an option. It is a responsibility shared by every employee in the workplace. This interactive, high-energy class is specifically designed to empower each participant with the necessary verbal defense skills and techniques they need to help keep them safe from crime and victimization. Topics covered include: Communication Techniques, People & Problem Solving Skills, Recognize Warning Signs and Understanding Basic Human Needs.

Presented By:

Bruce Anderson, Curriculum Development Manager, Safety Center Incorporated

Tuesday, 2/8/2011

Time: 10:15 - 11:45

Title: E4 Living in the NOW Moment

Focus: Leadership

Level: Beginner

Session Objectives:

By the end of this session participants will be able to...

- Participants will be able to compare the concepts of Doing vs. Being as it pertains to living in the NOW moment.
- Participants will learn and experience two tools to help them create greater ability to deal with change.
- Describe the scientific case for why our experience of time seems to have sped up.

Session Summary:

In all of our business and seemingly more complicated lives, it is possible to live in the NOW moment. This session offers opportunity to hear about the teachings of this concept from different conceptual frameworks, to find application in daily life. Learn and experience simple techniques that may help you access the NOW moment more consciously creating greater resilience and ability to deal with change.

Presented By:

Michele Mariscal, Schools Insurance Authority

Tuesday, 2/8/2011

Time: 10:15 - 11:45

Title: E5 Insurance Requirements in Contracts - An Update on the Basics

Focus: Insurance

Level: Beginner

Session Objectives:

By the end of this session participants will be able to...

- Understand the types of insurance required for different types of contracted services.
- Understand the types of indemnity agreements found in contracts and how they relate to risk transfer and insurance.
- Use the right insurance specifications for different types of contracts.
- Understand when and how to negotiate over a contract's indemnity agreement or insurance requirements.
- Leave with a set of insurance specifications that will work for 90% of all contracts.

Session Summary:

The "Insurance Requirements In Contracts" (IRIC) manual, used by a majority of public agencies in CA, is being updated. Participants will learn about the changes to the manual, with a focus on the basics, and receive information about how to access the updated manual online. Note - update to IRIC is being conducted by Marcus Beverly and Dan Howell, proposed speakers. Could be a Novice Session or if needed can tailor for a more seasoned audience.

Presented By:

Marcus Beverly, CPCU, AIC, ARM-P, President, Reasoned Risk Management

Daniel Howell, Alliant Insurance Services, Inc.

Tuesday, 2/8/2011

Time: 10:15 - 11:45

Title: E6 Volunteers: Free Labor and Liability

Focus: Risk Management

Level: Intermediate

Session Objectives:

By the end of this session participants will be able to...

- Identify key risks in the use of volunteers in Public Agency activities and programs.
- Identify state and federal regulations regarding volunteers for public agencies.
- Identify risk mitigation, transfer and financing techniques for volunteers.
- Use a checklist tool to review the risk management of volunteers in their public agency.

Session Summary:

The decrease in funding for many public agencies and programs has accelerated the increase in use of volunteers to provide both essential and supporting services. While often dismissed as just a few community people helping out or applauded as the community pitching in to get things done the risks of injury and exposure to liability can

quickly change free labor into a significant financial loss. Speakers will present and discuss risks and management techniques for use of volunteers in the public agency work force to control liability. Key points of the presentation will be provided in checklist format and applied to examples with the help of participants during this session.

Presented By:

Catherine W. Jones, Director, Risk Management Services, Self-Insured Schools of California

Joe Risser, CPCU, ARM-P, Retired

Tuesday, 2/8/2011

Time: 1:30 - 2:45

Title: F1 Resolving Workers' Compensation Cases Through Mediation

Focus: Workers' Compensation

Level: General Interest

Session Objectives:

By the end of this session participants will be able to...

- Have an understanding of the mediation process and the advantages it offers over continued litigation in terms of process, costs savings and satisfaction to litigants.
- Understand differences between mediation, arbitration and early neutral evaluation.
- Understand benefits to the agency and injured worker of early resolution including opportunities for global settlements of complex cases often with crossover issues such as employment law that frequently occur in workers' comp cases.
- Understand options for creative resolutions that are not available in traditional judicial resolution of case
- Understand selection process for mediator; what makes a case appropriate for mediation; preparation for a successful mediation; costs of mediation; what goes into a successful mediation from perspective all participants

Session Summary:

More and more complex workers' compensation cases are being resolved through mediation. All studies confirm that cases resolved through mediation result in high degrees of satisfaction on both sides with substantial cost savings and earlier resolution than fully litigated cases. Two highly experienced mediators with proven track records of successfully settling cases will present a step-by-step guide to the mediation process and will offer suggestions as to how participants can utilize mediation for resolution of challenging cases.

Presented By:

Robert G. Heywood, Mediator/Arbitrator, Law Offices of Robert G. Heywood

Steven Siemers, Mediator/Arbitrator, Law Offices of Steven Siemers

Tuesday, 2/8/2011

Time: 1:30 - 2:45 & 3:00 - 4:30

Title: F2/G2 FEHA: Implementing Compliance Solutions

Focus: Liability

Level: Advanced

Session Objectives:

By the end of this session participants will be able to...

- Understand your obligations and rights under the Fair Employment and Housing Act (FEHA), as a California employer; and Take away proven best practices to implement a compliant program at your organization.

Session Summary:

The session will consist of a PowerPoint presentation of the legal requirements of the FEHA, as well as the practical real-life implications of the FEHA. Discussion will incorporate the important cross over issues such as workers compensation issues, FMLA/CFRA leaves, 39 month re-employment leave, disability retirement application obligations etc.

Presented By:

Rachel Shaw, Disability Compliance Consultant, Monjaras & Wismeyer Group, Inc.
Peter J. Brown, Partner, Liebert Cassidy Whitmore

Tuesday, 2/8/2011

Time: 1:30 - 2:45 & 3:00 - 4:30

Title: F3/G3 Business Continuity and Disaster Recovery Planning: The Basics

Focus: Safety

Level: General Interest

Session Objectives:

By the end of this session participants will learn...

- What is the difference between disaster recovery and business continuity planning
- What does a disaster recovery and business continuity plan include
- What are the top mistakes that organizations make in disaster recovery
- What kind of things have organizations discovered when testing the plan

Session Summary:

Disaster recovery and business continuity planning are processes that help organizations prepare for disruptive events-whether those events might include a earth quake or simply a power outage caused by a backhoe in the parking lot. Business continuance planning seeks to prevent interruption of mission-critical services, and to reestablish full functioning as swiftly and smoothly as possible.

Presented By:

David Barragan, President, Barragan Corp International (BCI)
Mike Chené, Vice President of Marketing, Barragan Corp International (BCI)

Tuesday, 2/8/2011

Time: 1:30 - 2:45 & 3:00 - 4:30

Title: F4/G4 Ethical Decision - Tough Choices

Focus: Leadership

Level: Intermediate

Session Objectives:

By the end of this session participants will be able to...

- Differentiate between moral (right v. wrong) and ethical (right v. right) dilemmas
- Recognize and analyze situations involving ethical dilemmas
- Use decision perspective tools for making ethical decisions
- Understand how ethical choices play a key role in professionalism
- Perceive the impact of ethical decisions on various constituents

Session Summary:

The decisions a leader makes every day are tough enough, what happens when all of the answers are right? In order to resolve right versus right dilemmas, leaders often find themselves brooding, reflecting, and engaging in energetic self-reflection. This program will examine dilemmas that risk professionals and leaders face through a

series of real-life scenarios. In discussing the situations presented, attendees will explore the traits of successful leaders and ethical persons to examine similarities and determine desirable traits. In resolving dilemmas, attendees will discuss how barriers impede ethical decisions and how to overcome those barriers. The use of thought provoking case studies will give attendees an opportunity to examine dilemmas from a variety of perspectives. This is an interactive program involving presentation of ethical dilemmas, role playing from different perspectives, and discussion as to the impact of decisions on varying constituents.

Presented By:

Elise M. Farnham, CPCU, ARM, AIM, CPIW, President, Illumine Consulting

Tuesday, 2/8/2011

Time: 1:30 - 2:45

Title: F5 Cyber Liability - Are You Covered?

Focus: Insurance

Level: General Interest

Session Objectives:

By the end of this session participants will be able to...

- Know what contractors to require cyber liability insurance from, provide cyber liability requirement contract language, what you should be looking for when reviewing contractor's cyber liability coverage (John Chino)
- An example of a public entity cyber liability exposure, what is your responsibility after an exposure (Matt Hansen, City/Co. SF)
- Understand what is a cyber liability exposure is, What is covered in a cyber liability policy (Tom Bryson)

Presented By:

John Chino, ARM-P, Area Senior Vice President, Gallagher Public Entity & Scholastic Division, Arthur J. Gallagher Risk Management Services Insurance Brokers of California, Inc.

Tom Bryson, Vice President, Alliant Insurance Services

Matt Hansen, Director, Risk Management Division, City and County of San Francisco

Karen Caoile, Senior Risk and Insurance Analyst, Alameda County

Tuesday, 2/8/2011

Time: 1:30 - 2:45 & 3:00 - 4:30

Title: F6/G6 Contracts – A Continuing Series By Robert Marshburn

Focus: Risk Management

Level: General Interest

Session Objectives:

By the end of this session participants will be able to...

In Development

Session Summary:

In Development

Presented By:

Robert J. Marshburn, Risk Management Consultant and Educator, R J Marshburn & Associates

Tuesday, 2/8/2011

Time: 3:00 - 4:30

Title: G1 Workers' Compensation Bingo

Focus: Workers' Compensation

Level: Beginner

Session Objectives:

By the end of this session participants will be able to...

- Understand the recent developments in Workers' Compensation law from 2011 to 2011 based on new case law and regulations passed since February 2011. The session participants will be exposed to cases and workers' compensation facts in the basic areas of workers' compensation which will give them a strong overall understanding of workers' compensation laws, application and procedures.

Session Summary:

This will be the 11th Annual presentation of Hanna & Brophy's Workers' Compensation Bingo, which is the workers' compensation legal update component for the annual Parma Conference. The program presents the most interesting, and significant case law developments since the 2011 Parma Conference. The cases presented cover the broad spectrum of workers' compensation law including procedure, injury AOE/COE, temporary disability, permanent disability, psychiatric claims and third party civil litigation related to work injury claims. The audience participates in the Comp Bingo game format, and all participants are provided a handout at the end with all the cases sorted by topic, providing the rule of law and case citation.

Presented By:

Keith Epstein, Partner, Hanna, Brophy, MacLean, McAleer & Jensen, LLP

Gregory Stanfield, Hanna, Brophy, MacLean, McAleer & Jensen, LLP

Tuesday, 2/8/2011

Time: 3:00 - 4:30

Title: G5 Using Benefit Eligibility Reviews to Reduce Health Benefit Costs

Focus: Insurance

Level: General Interest

Session Objectives:

By the end of this session participants will be able to...

- Attendees will learn about Benefit Eligibility Reviews to identify and capture health care cost savings without cutting the level of employee benefits.
- Attendees will learn how to utilize this solution to better manage their human resource operations.

Session Summary:

With the increase in health care costs, municipalities are under increased pressure to operate their benefit programs more efficiently and effectively. Cities are being compelled to seek opportunities to reduce their health benefit costs while continuing to provide favorable benefits to their employees. A Benefit Eligibility Review provides municipalities with auditing services to identify significant savings in benefit plans such as medical, dental, vision, life and disability insurance. The Review is a straightforward, cost effective solution for municipalities that are interested in reducing their benefit plan costs without cutting any employee benefits. The session will include a PowerPoint presentation (handout version will be available) that describes: The Current State of Benefits What is a Benefit Eligibility Review Why Conduct a Review Overview of the Review Process Case Studies The presentation will be approximately 25 slides. Brochures will also be included.

Presented By:

Jennifer Rossel, Vice President, Keygent LLC

Marcia Wade, Vice President of Human Resources, Santa Monica Community College District

Wednesday, 2/9/2011

Time: 9:00 - 10:30

Title: H1 Extinguish Exaggeration! Manage Malingers! Abolish Abuse! Fight Fraud!

Focus: Workers' Compensation

Level: General Interest

Session Objectives:

By the end of this session participants will be able to...

- Reduce costs of claims by stopping exaggerators, getting malingers back to work, successfully combating abuse and fighting fraud.
- Learn about cutting-edge investigative tools that create positive financial outcomes (and in today's economy, who doesn't want to save money?).

Session Summary:

This exciting course will provide you with innovative solutions to reduce costs of claims by stopping exaggerators, getting malingers back to work, successfully combating abuse and fighting fraud. Are you using your surveillance film to truly benefit your claim? What about that film of someone just walking around seriously, what do you do with that? What options do you have to deal with suspicious claims (and who doesn't have a handful of those)? Do you have everything you need to successfully challenge a claim at the WCAB? This interactive and high-energy course will provide you with several new tools that have proven outcomes (not to mention entertaining stories & hilarious surveillance clips). Taught by Dalene Bartholomew awarded Fraud Fighter of the Year by the Northern CA Fraud Investigators Association. Dalene is a Certified Insurance Fraud Investigator and Certified Fraud Examiner and she will share her 15+ years of WC fraud expertise and teach you how to get the most bang for your investigative buck. Note about the presentation: This exciting & interactive PowerPoint presentation includes several surveillance clips that are amusing and provides suggestions of how to use that film effectively. The teaching techniques include innovative solutions to common WC challenges, presented with humor through real WC case examples. This presentation is perfect for anyone handling WC claims, employers, defense attorneys, HR and/or Risk Management.

Presented By:

Dalene Bartholomew, CFE, CIFI, Vice President of SIU, Probe Information Services, Inc.

David H. Parker, Attorney, Parker, Kern, Nard & Wenzel

Sam Mann, Risk Manager, City of Clovis

Wednesday, 2/9/2011

Time: 9:00 - 10:30

Title: H2 Permits, Floods, Slides, Trees and Trails

Focus: Liability

Level: Intermediate

Session Objectives:

By the end of this session participants will be able to...

- Understand applicable statutory defenses and immunities.
- Understand your public policy and public duties to maintain and repair public improvements as set forth in local ordinances.
- Analyze pro-active strategies to deal with these related problems in a systemic manner.
- Cite fact specific case examples on these exposures.

Session Summary:

Risk Management of Inverse Condemnation Claims is in a new era of budget cutbacks, crumbling infrastructure and deferred maintenance. California Constitution Code Article I, Section 19 mandates payment of money

damages, experts costs and attorneys fees by a public entity to a private party when a public improvement damages private property. Recent fires, storms and floods have increased the risk of inverse and related negligence claims which challenge entities already dealing with severe budget cuts. Past practices of deferred maintenance compound the problem. Federal claims based on Regulatory Decisions are also a problem for Risk Managers and cash strapped entities. And money damages claims arising from personal injuries caused by deteriorating public improvements further complicate the already bleak financial outlook for entities. The session will have interactive dialogue between the participants and speakers as a primary part of the program.

Presented By:

Greg Fox, Attorney, Bertrand, Fox & Elliot

Rick Buys, ARM, Liability Claim Manager, Municipal Pooling Authority (MPA)

Wednesday, 2/9/2011

Time: 9:00 - 10:30

Title: H3 Bloodborne Pathogen and Aerosol Disease Prevention For Law Enforcement

Focus: Safety

Level: Advanced

Session Objectives:

By the end of this session participants will be able to...

- Identify law enforcement exposure under Bloodborne Pathogens and Aerosol Transmissible Disease Standards.
- Understand current 'Best Practices' for mitigating exposures and addressing regulatory requirements.
- Evaluate the need for an exposure control plan for their organization.
- Understand how to implement the regulations and design an effective written program.

Session Summary:

This session will use a combination of handouts and PowerPoint presentation to review the current regulations regarding blood borne pathogens, aerosol transmissible diseases and how the regulations relate to law enforcement personnel. It will function as a primer on the subject, a review of recent regulatory changes, and provide templates for attendees to develop programs for their organizations.

Presented By:

Steve Weston, CSP, Safety Officer, Butte County Administration

Teresa Fricke, REHS, Safety Specialist, San Bernardino County Sheriff's Department

Wednesday, 2/9/2011

Time: 9:00 - 10:30

Title: H4 Public Agency Leadership - Commitment Planning Execution

Focus: Leadership

Level: Intermediate

Session Objectives:

By the end of this session participants will be able to...

- Develop a leadership plan - vision, mission statement, job standards and accountability
- Identify effective communication skills
- Understand 4 basic teamwork rules/concepts/credos
- Understand the role of decision making in effective leadership

Session Summary:

An overview of leadership skills and styles. Successful leadership does not just happen - it requires a vision, a plan and the commitment to the very hard work required of true leaders. The session will touch on the essential groundwork that must be taken by all leaders - articulation of a vision, translation into a comprehensible mission statement, and implementation of that vision into the real workplace. Communication is the most important of all leadership skills - the seminar will offer practical advice on how to effectively communicate in today's public sector environment. How to not stumble over decisions that must be made by leaders when there is a lot at stake. And finally, teamwork basics and the role of an effective leader in motivating the work team.

Presented By:

Donna R. Evans, Associate, Liebert Cassidy Whitmore

Wednesday, 2/9/2011

Time: 9:00 - 10:30

Title: H5 Novice Cracker Barrel

Wednesday, 2/9/2011

Time: 9:00 - 10:30

Title: H6 Safety/Risk Management Cracker Barrel

Session Description:

This is the session and time for any conference attendee who might have any questions in reference to Risk Management/Safety related issues to ask? This session will have in attendance expert and knowledgeable professionals to share their thoughts, opinions, and ways to resolve, suggest, or improve your Risk Management program. What worked best for them? Can these suggestions/recommendations work for you? How can these best practices apply to your current program? How can we become more cost effective with restricted budgets, without the loss of sound risk management programs and still contain safe best practices? Bring you questions or topics, and if the group cannot help, then PARMA can post your unanswered questions on the web to get you an answer.