RISK MANAGEMENT TRAINING
SPRING 2020

Risk Management and Professional Development Opportunities for County Officials and County Employees
The GLIMPSE training guide provides information on educational programs of the County Commissioners Association of Pennsylvania (CCAP) Insurance Programs. It is published twice a year by the CCAP Insurance Programs. Material may not be reproduced without written permission from the CCAP Insurance Programs.
A ‘GLIMPSE’ OF WHAT’S INSIDE

Message from the Managing Director 4

Training Opportunities 5 – 15
- Controlling Workers’ Compensation Costs 6
- Defensive Driving Course 7
- PCoRP Risk Control Workshop 8
- KEYS: County Building Risk Management 9
- Dealing with Difficult and Challenging Employees and Situations 10
- KEYS: The Anatomy of a Cyber Claim 11
- County Risk Managers Council Meeting 12
- KEYS: HR Boot Camp 13
- Prison Risk Management Workshop 14
- Workshop Location Details 15

Workshop Details for Attendees 16 – 17

County Administration Conference 18

Risk Control Incentive Programs 19

Spring Workshops at a Glance 20-22

The ACADEMY for Excellence in County Government 23

Membership Information 24 – 25

Glance at the Fall 2020 Workshops 26

CCAP Health Alliance 27

PELICAN Value Added Service 27

Insurance Programs Publications 28

2020 SCHRPP Annual Conference Save the Date 29

CCAP Insurance Programs 30

Meet the Insurance Department Staff 31

LINDA ROSITO
Risk Management Training Director
(717) 736-4728
lrosito@paccounties.org
Message from the Managing Director

CCAP Insurance Programs Members,

It will soon be spring, so it is time to plan staff training! Make sure you review the topics, speakers and locations for our risk management trainings for spring 2020.

This year we are pleased to include a very interesting presentation at our Controlling Workers’ Compensation Costs workshop in March – an IME doctor and workers’ compensation attorney will take a deep dive into how independent medical exams can help with return to work. We did this presentation for the PComp Board of Directors last year and it was excellent! Join us in March in State College for this workshop!

Every event in this catalog is offered at no cost to representatives of the insurance programs that sponsor the event. There truly is something for everyone this spring. There are sessions on:

- Cyber claims and liability issues – in four locations!
- County Building Risk Manager – in two locations!
- Our always popular HR (personnel) Boot Camp.
- The annual Prison Risk Management Workshop with legal updates and a session on prison medical intake processes.
- PCoRP Risk Control Workshop – we’ve assembled a panel of county risk managers so bring your questions!
- Dealing with Difficult and Challenging Employees and Situations
- Defensive Driving Courses – in two locations!

Remember – attending these events also earns your county or entity risk control credits and saves costs!

We are also able to offer current members of the CCAP Academy for Excellence in County Government extra opportunities to earn Academy credit. We are pleased to continue to work with the Academy to make several workshops this spring eligible for credit towards required courses.

So, head to our website and register now!

And don’t forget to call us when you need something.

JOHN SALLADE
Managing Director
CCAP Insurance Programs
TRAINING OPPORTUNITIES
Controlling Workers’ Compensation Costs Workshop

Workers’ Compensation Update: County Claims Trends, Risk Management Focus Points, and Mostly True Stories – John R. Sallade, CRM, Managing Director, Insurance Programs, CCAP

Don’t Let Injured Workers’ “Lay You Up” - Special presentation by IME specialist Dr. S. Ross Noble and Defense Attorney Kacey Wiedt

Take a deep dive with us into Pennsylvania Workers’ Compensation and how to manage claims, including a great discussion about independent medical exams and how they can help with return to work. A panel of PComp claims representatives and the PComp Risk Control Wellness Nurse will discuss the way detailed claims reporting increases your chances of a successful resolution to the claim, for both the county and the injured employee. We will also discuss how return to work and best practices for claims management help your employees and save the county time and money.

Wednesday, March 18
The Penn Stater Hotel & Conference Center, State College

Registration: 9:30 a.m.
Workshop: 10 a.m. – 3 p.m.
The leading cause of injury and death in the workplace is motor vehicle accidents. In addition, motor vehicle accidents come with a hefty cost to the counties. A defensive driving safety program can reduce risk, lower expenses and keep your employees safer on the road. If you on occasion drive a county owned vehicle or if you drive your private vehicle on county business, this course is for you!

Defensive Driving Safety Training has proven to be an effective solution to:
• Controlling liability costs associated with work-related vehicle crashes
• Reduce insurance premiums and fleet repair bills
• Reduce motor vehicle incident rates
• Decrease workers’ compensation claims
• Improve productivity by keeping employees safe, on and off the job

The DDC is taught in a classroom setting with no more than 40 individuals in each workshop to ensure personal attention to each attendee.

**Presenter:** Kelly Kyzer, Risk Control Specialist, CCAP and Certified DDC Instructor

**Thursday, March 26**
Best Western Plus/Country Cupboard, Lewisburg

**Wednesday, April 15**
The Penn Stater Hotel & Conference Center, State College

**Registration:** 8:30 a.m.

**Workshop:** 9 a.m. – 4 p.m.
PCoRP Risk Control Workshop

**PCoRP Update** – John R. Sallade, CRM, Managing Director, CCAP Insurance Programs

**STOPit and LocalGovU Updates** – Keith Wentz, Risk Control and Underwriting Manager, CCAP Insurance Programs

**PCoRP Risk Control Service and Grants** - Keith Wentz, Risk Control and Underwriting Manager, CCAP Insurance Programs

**Risk Managers Panel Discussion** - Glenn Roth, First Assistant County Solicitor/Risk Manager, Schuylkill County; Marc Rice, Risk Manager, Tioga County; Frank Janetti, Risk Manager, Mercer County; Thomas Furman, Risk Manager, Chester County and Loretta McClure, Risk Manager, Franklin County

We have invited risk managers from across the state and from different class counties. Please bring your questions!

---

**Friday, April 3**
CCAP Office, Harrisburg

**Registration:** 9:30 a.m.

**Workshop:** 10 a.m. – 3 p.m.

---

**FREE TO MEMBERS OF**

**Nonmember**
$60 per attendee or $40 each for a group of three or more.
Fire and Life Safety
Understanding fire protection and life safety systems in your facility is critical to maintaining a safe work environment. This workshop will provide a basic understanding of fire and life safety in the workplace, identify hazards and preserve a safe and healthy workplace.

CPTED (Crime Prevention Through Environmental Design)
CPTED is a multidisciplinary approach to deterring criminal behavior that focuses on changing how places are laid out, and how they look and feel. Fundamentally, CPTED suggests that you can change how people act in a place by altering its design. The goal is to reduce crime and fear and improve quality of life.

This workshop will provide a basic overview of Crime Prevention Through Environmental Design identifying the design and effective use of the built and social environment to achieve a more productive use of space and a reduction of crime.

Presenters: Rick Hudson, Risk Control Manager, Willis Re/Willis Re Pooling or Vance Payne, Senior Risk Control Representative, Willis Re/Willis Re Pooling

Tuesday, April 7
The Regional Learning Alliance, Cranberry Twp.

Wednesday, May 6
CCAP Office, Harrisburg

Registration: 9:30 a.m.
Workshop: 10 a.m. – 3 p.m.

This workshop fulfills the Risk Management required course for current Academy participants.
Dealing with Difficult and Challenging Employees and Situations

You have such a long to-do list and you are confident that you will have a great day...then as soon as you walk in the door---it starts! You are in the middle of another challenging situation with the same few employees. If this sounds like your typical day, plan on attending this session to help you respond effectively to these tough situations. At this session you will:

- Recognize the communication process and how to use it effectively to work with others
- Understand the importance of purposeful non-verbal messages
- Realize the difference of responding vs. reacting with others to promote tact and diplomacy
- Recognize the ABC’s of ‘button pushing’ behaviors
- Review the CARP method of maintaining control in a difficult situation
- Discover some key steps to deal with difficult employees to help you work in harmony with those that work against you
- Discuss the options you have at your County to use a mediation process if issues are not resolving productively
- Action planning for the future

Presenter: Mary Kay Williams, Principal Owner of MindShift Consulting

Thursday, April 9
Radisson Lackawanna Station, Scranton

Wednesday, April 15
The Penn Stater Hotel & Conference Center, State College

Wednesday, April 22
Best Western Plus/Country Cupboard, Lewisburg

Wednesday, May 13
CCAP Office, Harrisburg

Registration: 9:30 a.m.

Workshop: 10 a.m. to 3 p.m.

This workshop fulfills the Personal Development required course for current Academy participants.

FREE TO MEMBERS OF

Nonmember
$60 per attendee or $40 each for a group of three or more.
This workshop will dissect what happens when your county has the unthinkable happen – an attack on the valuable, personal, private information that you maintain. When your county operations are shut down and you cannot provide services to your constituents, how do you recover?

Cyber claims are not like other liability claims – and this workshop will show you how they are handled, how PCoRP’s coverage and expert service firms assist you from the start to find out what happened, make any notifications required by law, get you back up and running, and provide the risk assessment to help ensure there will not be a repeat claim.

Presenters: Matthew H. Meade, Esquire, Eckert Seamans Cherin & Mellot, LLC., Jeff Birnbach, Partner and Managing Director, Sylint Group, Inc. and CCAP Staff

Thursday, April 23
CCAP Office, Harrisburg

Tuesday, May 5
The Regional Learning Alliance, Cranberry Twp.

Thursday, May 7
Radisson Lackawanna Station, Scranton

Tuesday, May 12
Best Western Plus/Country Cupboard, Lewisburg

Registration: 9:30 a.m.
Workshop: 10 a.m. to 3 p.m.
Counties, like all organizations, are exposed to property, liability, automobile, key personnel and net income losses. They provide services that require special attention. A well-organized risk control program is designed to address the diverse functions of County employees while focusing greater attention to safety and health. The Risk Manager Council meetings offer members value added risk control ideas specifically focused to address these challenges.

CCAP’s Insurance Programs extend an invitation to attend the spring meeting of the County Risk Managers Council. The meeting provides a forum for county risk managers to exchange ideas and discuss innovative solutions toward risk management in government. Since the risk management process is basically the same for all counties and county related entities, the process of managing risk is essential to ensure safe operations and saving of taxpayer dollars.

County Risk Managers Council meetings pack a wealth of information into just a few hours because your time is valuable. The meeting is open to all county risk managers or individuals where more than 50 percent of their job responsibility is dedicated to safety.

**Friday, May 1**
CCAP Office, Harrisburg

**Registration:** 9:30 a.m.

**Workshop:** 10 a.m. to 3 p.m.

Workshop questions? Please contact Keith Wentz, Risk Management and Underwriting Manager, kwentz@pacounties.org.
Hiring the Right Way: Use of Background Checks and Criminal Records in Making Hiring Decisions
This session will address the lawful use of criminal records in hiring under Pennsylvania law. We will explore the current EEOC guidance and key issues related to background checks, including the implications arising from who performs them and at what stage in the process they should be performed (and why it should be before a conditional offer of employment). Legal requirements relating to credit checks will also be addressed.

The Older We Get … Managing the Legal Issues of an Aging Workforce
The demographics of the public sector workforce are trending older and their continued employment increases instances of chronic illnesses and injury. The program will review procedures on how to handle disabled workers who suffer work related or non-work related disabilities, and discuss how to comply with the ADA, FMLA and workers’ compensation laws while hopefully eventually returning disabled employees to work or, if not, then globally resolving disability claims and employment status. The program will also look at age discrimination issues pertaining to promotions and evaluations.

ABC’s of Hiring: The Basics of a Legally Compliant Hiring Processes
The hiring process starts with a job advertisement and/or posting, followed by an application submission and interview process. This presentation reviews the basic legal parameters regarding the hiring process, such as what information should and should not be sought in an application and during an interview, and how employers should handle submission deadlines and unsolicited applications. Background screening, post-offer medical evaluation, and veterans’ preference will also be discussed.

Workplace Investigations: Doing it Right the First Time
You’ve received information that an employee may have engaged in misconduct. What do you do next? What rights does the employee who allegedly misbehaved have? What’s the best way to do your investigation so that you can be comfortable you’ve reached the right conclusions? This presentation will discuss practical advice on how to properly conduct a workplace investigation.

**Presenters:** David Mitchell, Esquire and Shon Worner, Esquire, Campbell Durrant P.C.

**Tuesday, May 19**
CCAP Office, Harrisburg

**Registration:** 9:30 a.m.

**Workshop:** 10 a.m. to 3 p.m.

This workshop fulfills the Personnel and Labor Relations required credit for Academy participants.

**FREE TO MEMBERS OF**

**Nonmember**
$60 per attendee or $40 each for a group of three or more.
Prison Risk Management Workshop

**Legislative Update** – Brinda Penyak, Deputy Director, CCAP

**Legal Update** – Marie Milie Jones, Esquire and Michael Lettrich, Esquire, JonesPassodelis, PLLC

**Medical Intake - The Foundation Upon Which an Inmate’s Health Care is Built** - Thomas J. Weber, Esq., Chief Executive Officer, PrimeCare Medical, Inc. and Todd Haskins, Vice President, PrimeCare Medical, Inc.

From answering questions such as whether the individual is medically fit for incarceration, to whether they present as a suicide risk or require detoxification, the intake process is the important first step to planning an inmate’s health plan while incarcerated.

This important first step is often complicated by the inmate’s mental status, drug or alcohol abuse, or fear of repercussions if they are candid with the health care staff. Learn mechanisms intended to ensure receipt of the most thorough and accurate information possible.

**Prison Inmate Medical Cost Containment (PIMCC)** will be celebrating its 25th Anniversary this year. Awards will be made available at this event for its members.

**Thursday, May 21**
The Hotel Hershey, Hershey

**Registration**: 9 a.m.

**Workshop**: 9:30 a.m. to 3:30 p.m.
Nonmember $75 per attendee

Workshop Location Details

**BEST WESTERN PLUS/COUNTRY CUPBOARD**
101 Hafer Road, PO. Box 46, Lewisburg, PA 17837
(570) 523-3211

**CCAP OFFICE BUILDING**
2789 Old Post Road, Harrisburg, PA 17110
(800) 895-9039 or (717) 526-1010

**RADISSON LACKAWANNA STATION HOTEL**
138 Jefferson Ave, Scranton, PA 18503
(570) 342-8300

**THE HOTEL HERSHEY**
100 Hotel Road, Hershey, PA 17033
(717) 533-2171

**THE PENN STATER HOTEL & CONFERENCE CENTER**
215 Innovation Boulevard, State College, PA 16803
(814) 863-5000 or (800) 233-7505

**THE REGIONAL LEARNING ALLIANCE (RLA)**
850 Cranberry Woods Drive, Cranberry Township, PA 16066
(724) 741-1000
ATTENDANCE GUIDELINES

Workshops sponsored by the CCAP Insurance Programs are designed for and open to Pennsylvania counties, county-related entities (CREs) and PELICAN program members. One or more Insurance Programs sponsor each workshop. Member and nonmember fees are determined by whether or not the attendee’s employer is insured by the sponsoring program. Attendees may be elected or appointed officials and employees of Pennsylvania’s counties or CREs. Third-party contracted employees working directly for a county or CRE, and anyone employed by an entity that is a member of one of CCAP’s affiliate associations, are also welcome to attend. However, nonmember registration fees will apply if the attendee is from an entity that is not insured by the sponsoring program.

REGISTRATION

All registrations are handled electronically. To register for any workshop, go to www.pacounties.org, click on Education, then Risk Management Workshops, GLIMPSE and follow the prompts.

REGISTRATION FEES

Workshops hosted by CCAP Insurance Programs are sponsored by one or more of the following programs: PCoRP, PComp, UC Trust, PELICAN and the Academy for Excellence in County Government. All workshops are FREE to members of the workshop’s sponsoring program(s). There will be a nominal registration fee for nonmembers.
CANCELLATION REQUESTS
If for any reason you need to cancel a registration, please notify Linda Rosito at (717) 736-4728 as soon as possible. Notice of three business days is preferred. Those who do not cancel with at least three days notice, or who do not show, will be invoiced.

ACCESSIBILITY AND ACCOMMODATIONS
Accessibility and Accommodations: In accordance with the Americans with Disabilities Act, CCAP endeavors to hold events at locations that are accessible. Please notify us of anything needed to fully participate in the workshops as far in advance of the meeting as possible.

SPECIAL REQUESTS
If you have a specific dietary restriction or an allergy of which we should be aware of, please notify us upon your registration and we will accommodate your request. To notify us please send an email directly to Linda Rosito at lrosito@pacounties.org.

ELECTRONIC COURTESY
As a courtesy to all attendees, we appreciate your cooperation by putting all mobile and electronic devices on the “silent mode.” We realize this is sometimes difficult, but ringing phones and the use of tablets and computers, except for note-taking, are disruptive to other attendees and discourteous to our speakers. Feel free to check emails or other sites during break times.

DRESS
Attire for all workshops is business casual. Please note that hotel air conditioning and heating systems can vary greatly. Please consider dressing in layers.

NON-SMOKING
All workshops are non-smoking.

To determine your county’s eligibility, go to the membership lists on pages 24 and 25 or contact Linda Rosito at lrosito@pacounties.org.
The County Administration Conference welcomes county personnel interested in administration, human resources, finance and technology. Vendors are welcome to sponsor this event and attendance opportunities exist. Opportunities also exist for current TechNet and SCHRPP vendor members. A tentative agenda and registration information will be available in March 2020.
Risk Control Incentive Programs

Did you know that by attending program sponsored workshops, your county/CRE could be receiving credit towards their risk control credit program? Is your county/CRE a member of the CCAP UC Trust, PComp, PCoRP or PELICAN? These four programs offer a Risk Control Incentive Program in which members have the opportunity to earn credits towards their contributions upon satisfactory completion or implementation of qualified risk control related activities. Members are able to receive credits by attending program sponsored training workshops. These workshops are found in this edition of the GLIMPSE.

As shown above, please look for the program logo at the bottom of each workshop to see if that workshop counts towards your county's risk control credits! For example, if your county is a member of PCoRP, look for the PCoRP logo at the bottom of the workshop page to see if it qualifies! Make plans to attend the sponsored workshops and save your certificates to receive credit.

For more information, please contact insurance@pacounties.org.
Are you a PComp member that needs a workers’ compensation refresher? Please join us for our PComp Webinar series. This is a three part series starting with “A Webinar Introduction to PComp,” “Claims Management Best Practices” and ending with “Claims Investigation Best Practices.”

In addition to the webinar series, members can participate in the three part series online through CCAP’s Insurance Programs online training, LocalGovU.

If you have any questions or concerns, please contact insurance@pacounties.org.
### April 2020 Workshops at a Glance

<table>
<thead>
<tr>
<th>Date</th>
<th>Workshop Title</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday, April 3</td>
<td>PCoRP Risk Control Workshop</td>
<td>CCAP Office, Harrisburg</td>
</tr>
<tr>
<td>Tuesday, April 7</td>
<td>KEYS: County Building Risk Management</td>
<td>The Regional Learning Alliance, Cranberry Twp.</td>
</tr>
<tr>
<td>Thursday, April 9</td>
<td>Dealing with Difficult and Challenging Employees and Situations</td>
<td>Radisson Lackawanna Station, Scranton</td>
</tr>
<tr>
<td>Wednesday, April 15</td>
<td>Defensive Driving Course</td>
<td>The Penn Stater Hotel &amp; Conference Center, State College</td>
</tr>
<tr>
<td>Wednesday, April 15</td>
<td>Dealing with Difficult and Challenging Employees and Situations</td>
<td>The Penn Stater Hotel &amp; Conference Center, State College</td>
</tr>
<tr>
<td>Thursday, April 23</td>
<td>KEYS: The Anatomy of a Cyber Claim</td>
<td>CCAP Office, Harrisburg</td>
</tr>
</tbody>
</table>

---

**Friday, April 3**
**PCoRP Risk Control Workshop**
CCAP Office, Harrisburg

**Tuesday, April 7**
**KEYS: County Building Risk Management**
The Regional Learning Alliance, Cranberry Twp.

**Thursday, April 9**
**Dealing with Difficult and Challenging Employees and Situations**
Radisson Lackawanna Station, Scranton

**Wednesday, April 15**
**Defensive Driving Course**
The Penn Stater Hotel & Conference Center, State College

---

**Wednesday, April 15**
**Dealing with Difficult and Challenging Employees and Situations**
The Penn Stater Hotel & Conference Center, State College

**Wednesday, April 22**
**Dealing with Difficult and Challenging Employees and Situations**
Best Western Plus/Country Cupboard, Lewisburg

**Thursday, April 23**
**KEYS: The Anatomy of a Cyber Claim**
CCAP Office, Harrisburg
Spring Workshops Continued

May 2020

<table>
<thead>
<tr>
<th>Sun</th>
<th>Mon</th>
<th>Tues</th>
<th>Wed</th>
<th>Thurs</th>
<th>Fri</th>
<th>Sat</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>10</td>
<td>11</td>
<td>12</td>
<td>13</td>
<td>14</td>
<td>15</td>
<td>16</td>
</tr>
<tr>
<td>17</td>
<td>18</td>
<td>19</td>
<td>20</td>
<td>21</td>
<td>22</td>
<td>23</td>
</tr>
<tr>
<td>24</td>
<td>25</td>
<td>26</td>
<td>27</td>
<td>28</td>
<td>29</td>
<td>30</td>
</tr>
<tr>
<td>31</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Friday, May 1
County Risk Managers Council Meeting
CCAP Office, Harrisburg

Tuesday, May 5
KEYS: The Anatomy of a Cyber Claim
The Regional Learning Alliance, Cranberry Twp.

Wednesday, May 6
KEYS: County Building Risk Management
CCAP Office, Harrisburg

Thursday, May 7
KEYS: The Anatomy of a Cyber Claim
Radisson Lackawanna Station, Scranton

Tuesday, May 12
KEYS: The Anatomy of a Cyber Claim
Best Western Plus/Country Cupboard, Lewisburg

Wednesday, May 13
Dealing with Difficult and Challenging Employees and Situations
CCAP Office, Harrisburg

Tuesday, May 19
KEYS: HR Boot Camp
CCAP Office, Harrisburg

Thursday, May 21
Prison Risk Management
The Hotel Hershey, Hershey

We would appreciate your feedback on our training programs. Send your questions, comments and concerns to lrosito@pacounties.org.
The Academy for Excellence in County Government is a certificate training program for county commissioners, council members, county executives, administrators and assistant administrators, chief clerks and assistant chief clerks, solicitors and assistant solicitors and their equivalents in home rule counties.

The Academy is honored to be able to pair with the CCAP Insurance Programs to offer additional workshop opportunities. Academy participants must complete each of the eight core courses plus 18 elective credits to be eligible for graduation from the program. Current Academy program participants may attend select insurance programs workshops for FREE.

This training season the Academy for Excellence in County Government will continue to provide opportunities to earn credits for select insurance programs workshops.

The following workshops fulfill credits for Academy participants:

- **Dealing with Difficult and Challenging Employees and Situations (Personal Development)**
- **KEYS: The Anatomy of a Cyber Claim (four elective credits)**
- **KEYS: County Building Risk Management (Risk Management)**
- **KEYS: HR Boot Camp (Personnel and Labor Relations)**

For more information please contact **Mandi Glantz**, Director of Member and Vendor Relations at **mglantz@pacounties.org**.
Refer to the membership maps to determine the eligibility for free or discounted registration fees. Each workshop description will indicate the sponsoring program(s).

**UC Trust Membership**

- Carbon-Monroe-Pike MH/DS
- CCAP
- Central Susquehanna Regional 911
- Potter County Human Services
- SEDA-COG

**PComp Membership**

- Bedford-Somerset DB/HS
- CCAP
- Carbon-Monroe-Pike MH/DS
- Central Counties Youth Center
- Central Susquehanna Regional 911
- Columbia County Traveling Library Authority
- Community Connections of Clearfield/Jefferson Counties
- CMSU MH/ID
- Huntingdon-Bedford-Fulton AAA
- Perry County Senior Citizen Center
- SEDA-COG
- Southern Alleghenies Planning & Development Commission
- Union-Snyder AAA
- Union-Snyder CAA
GLIMPSE | Spring 2020

PCoRP Membership

Pike County Economic Development Authority

Lycoming-Clinton Joinder Board

PCL Membership

Central Counties Youth Center
Central Susquehanna Regional 911
Huntingdon-Bedford-Fulton AAA

PELICAN Membership

Berks County Home - Berks Heim
Bradford County Manor
DuBois Nursing Home
Elk Haven Nursing Home
Gracedale Nursing Home
Kane Community Living Center – Glen Hazel
Kane Community Living Center – McKeesport
Kane Community Living Center – Ross
Kane Community Living Center – Scott
Loyalhanna Care Center
Neshaminy Manor Nursing Home
Our Family’s Home
Penn Highlands Jefferson Manor
Philadelphia Nursing Home
Pleasant Ridge Manor Nursing Home
Pleasant Valley Manor
Pocopson Home
Susqueview Home, Inc.
### SEPTEMBER

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Defensive Driving Course</td>
<td>Scranton</td>
</tr>
<tr>
<td>9</td>
<td>Excellent Supervisor Seminar</td>
<td>Scranton</td>
</tr>
<tr>
<td>10</td>
<td>Defensive Driving Course</td>
<td>Lewisburg</td>
</tr>
<tr>
<td>15</td>
<td>Excellent Supervisor Seminar</td>
<td>State College</td>
</tr>
<tr>
<td>16</td>
<td>KEYS Workshop</td>
<td>CCAP</td>
</tr>
<tr>
<td>22</td>
<td>Excellent Supervisor Seminar</td>
<td>Cranberry Twp.</td>
</tr>
<tr>
<td>23</td>
<td>KEYS Workshop</td>
<td>Lewisburg</td>
</tr>
<tr>
<td>25</td>
<td>Prison Medical Management</td>
<td>CCAP</td>
</tr>
<tr>
<td>29</td>
<td>KEYS Workshop</td>
<td>Scranton</td>
</tr>
<tr>
<td>30</td>
<td>KEYS Workshop</td>
<td>CCAP</td>
</tr>
</tbody>
</table>

### OCTOBER

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>KEYS Workshop</td>
<td>Cranberry Twp.</td>
</tr>
<tr>
<td>7</td>
<td>Safety Workshop</td>
<td>State College</td>
</tr>
<tr>
<td>8</td>
<td>UC Trust Workshop</td>
<td>CCAP</td>
</tr>
<tr>
<td>13</td>
<td>UC Trust Workshop</td>
<td>Lewisburg</td>
</tr>
<tr>
<td>14</td>
<td>KEYS Workshop</td>
<td>Cranberry Twp.</td>
</tr>
<tr>
<td>20</td>
<td>UC Trust Workshop</td>
<td>Scranton</td>
</tr>
<tr>
<td>22</td>
<td>Defensive Driving Course</td>
<td>State College</td>
</tr>
<tr>
<td>22</td>
<td>UC Trust Workshop</td>
<td>State College</td>
</tr>
<tr>
<td>28</td>
<td>KEYS Workshop</td>
<td>CCAP</td>
</tr>
<tr>
<td>28</td>
<td>County Risk Managers Council Meeting</td>
<td>Cranberry twp.</td>
</tr>
<tr>
<td>29</td>
<td>Annual Producers Meeting</td>
<td>CCAP</td>
</tr>
<tr>
<td>30</td>
<td>County Risk Managers Council Meeting</td>
<td>CCAP</td>
</tr>
</tbody>
</table>

### NOVEMBER

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Prison Personnel Workshop</td>
<td>State College</td>
</tr>
</tbody>
</table>
The Math is Simple!

CCAP Health Alliance + Your County = SAVINGS!

The CCAP Health Alliance offers a complete range of medical, dental and vision plans that are fully customized to meet the needs of each individual county or entity. On average, CCAP Health Alliance members save 3-6% on health insurance costs! What are you waiting for? Contact Desiree Nguyen at (717) 736-4779 or at dnguyen@pacounties.org to see how much you can save!

A Reciprocal Risk Retention Group, which provides Professional Liability and General Liability Insurance Coverage.

Member Benefits:

- Conducting onsite facility safety audits and walkthroughs with a dedicated and personal risk control and claims representative who are focused on providing excellent customer service.

- The most competitive bed rates, a $5,000 risk management grant for each facility and millions in dividends returned to PELICAN subscribers.

- Group rate discounts up to 10% for subscribers with like management companies and PELICAN allocates a portion of annual earnings to each subscribers savings account.

- Free educational training workshops, publications and webinars offered annually.

For more information on PELICAN, please contact Andrew Smith at asmith@pacounties.org or at (717) 736-4769.
Did you know that CCAP Insurance Programs sends out FREE publications to our members? Our insurance programs provide regular information to our members in a variety of ways including many different publications. These publications provide a wealth of information to our members, ranging from hot topics in the insurance industry to updates on nursing home regulations.

**Insurance Matters** is a monthly email newsletter containing updates on program operations, governance and finances, as well as claims and loss control updates and reminders of upcoming meetings and workshops.

In the spring and fall, the **GLIMPSE** catalog is sent to all members, providing a detailed listing of workshop topics, speakers and locations for that season.

**PIMCC News** is an electronic publication that is sent to jail related employees within the counties providing updates on important jail related issues.

**Safety Essentials** is a quarterly newsletter for PELICAN members that provides members with pertinent articles relating to the regulations, processes and safety concerns of the long term care industry.

To be added to the distribution lists for any of these publications, please contact us at insurance@pacounties.org.
Save The Date

2020 SCHRPP Annual Conference

September 10-11, 2020
Nemacolin Woodlands Resort

The Society of County Human Resource Professionals of Pennsylvania (SCHRPP) is a non-profit organization created to meet the unique needs of human resource professionals and staff within Pennsylvania’s counties and county related entities.

SAVE THE DATE
2020 SCHRPP ANNUAL CONFERENCE
September 10-11, 2020

NEMACOLIN WOODLANDS RESORT
Farmington, PA

For more information email
Desiree Nguyen, Executive Director, SCHRPP
dnguyen@pacounties.org
CCAP’s Insurance Programs were created by counties, for counties and are tailored to meet the specific needs and risks of counties. CCAP’s Insurance Programs offer 10 insurance and financial solutions available to county and county related entities.

Contact us today at insurance@pacounties.org or at (800) 895-9039 to learn more!

Ask Us First...We Cover It All!
## CCAP Insurance Department Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Direct Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carrie Brandts</td>
<td>Claims Representative 2</td>
<td>(717) 736-4767</td>
</tr>
<tr>
<td>Adrian Cole-Stephens</td>
<td>Claims Representative 2</td>
<td>(717) 736-4789</td>
</tr>
<tr>
<td>Morgan Cunningham</td>
<td>Claims Coordinator</td>
<td>(717) 736-4796</td>
</tr>
<tr>
<td>Dennis Cutler, CSHM</td>
<td>Senior Risk Control Specialist</td>
<td>(717) 736-4746</td>
</tr>
<tr>
<td>Barbara Donofrio</td>
<td>Claims Representative 2</td>
<td>(717) 736-4775</td>
</tr>
<tr>
<td>Marsha Elmer</td>
<td>Property and Casualty Underwriter</td>
<td>(717) 736-4738</td>
</tr>
<tr>
<td>Patty Ensminger, SCLA</td>
<td>Senior Claims Supervisor</td>
<td>(717) 736-4733</td>
</tr>
<tr>
<td>Tona Faust</td>
<td>Insurance Programs Services Coordinator</td>
<td>(717) 736-4757</td>
</tr>
<tr>
<td>Allen Gavlak</td>
<td>Insurance Technology Coordinator</td>
<td>(717) 736-4758</td>
</tr>
<tr>
<td>Miranda Gibson</td>
<td>Member Services Administrative Assistant</td>
<td>(717) 736-4759</td>
</tr>
<tr>
<td>Jewell Hartz</td>
<td>Underwriting Administrative Assistant</td>
<td>(717) 736-4794</td>
</tr>
<tr>
<td>Jean Henry, RN</td>
<td>Risk Control Wellness Nurse</td>
<td>(717) 736-4782</td>
</tr>
<tr>
<td>Cathy Hoffman</td>
<td>Claims Administrative Assistant</td>
<td>(717) 736-4766</td>
</tr>
<tr>
<td>Danielle Horanic</td>
<td>Claims Representative 1</td>
<td>(717) 736-4745</td>
</tr>
<tr>
<td>Susan Horne</td>
<td>Insurance Operations Executive Assistant</td>
<td>(717) 736-4763</td>
</tr>
<tr>
<td>Melissa Juliana</td>
<td>Insurance Pool Operations Administrative Assistant</td>
<td>(717) 736-4790</td>
</tr>
<tr>
<td>Aubrey King</td>
<td>Insurance Marketing Director</td>
<td>(717) 736-4723</td>
</tr>
<tr>
<td>Kelly Krakowski</td>
<td>Insurance and Reinsurance Manager</td>
<td>(717) 736-4707</td>
</tr>
<tr>
<td>Kelly Kyzer</td>
<td>Risk Control Specialist</td>
<td>(717) 736-4795</td>
</tr>
<tr>
<td>Marian Mark, SCLA</td>
<td>Senior Claims Representative</td>
<td>(717) 736-4729</td>
</tr>
<tr>
<td>Michelle Mayer</td>
<td>Claims Representative 2</td>
<td>(717) 736-4731</td>
</tr>
<tr>
<td>Maureen McMahon, CSP, ARM-P</td>
<td>Senior Risk Control Specialist</td>
<td>(717) 736-4706</td>
</tr>
<tr>
<td>Desiree J. Nguyen</td>
<td>Deputy Director, Insurance Pool Operations</td>
<td>(717) 736-4779</td>
</tr>
<tr>
<td>Ethan Nicholson</td>
<td>Claims Representative 2</td>
<td>(717) 736-4768</td>
</tr>
<tr>
<td>Cassandra Piaskowski, SCLA</td>
<td>Claims Representative 3</td>
<td>(717) 736-4765</td>
</tr>
<tr>
<td>Lisa Roberts</td>
<td>Claims Representative 2</td>
<td>(717) 736-4730</td>
</tr>
<tr>
<td>Linda Rosito</td>
<td>Risk Management Training Director</td>
<td>(717) 736-4728</td>
</tr>
<tr>
<td>John Sallade, CRM</td>
<td>Managing Director, Insurance Programs</td>
<td>(717) 736-4709</td>
</tr>
<tr>
<td>Andrew Smith</td>
<td>Risk Control Specialist/PELICAN Marketing Specialist</td>
<td>(717) 736-4769</td>
</tr>
<tr>
<td>Cassie Troup</td>
<td>Claims Manager</td>
<td>(717) 736-4756</td>
</tr>
<tr>
<td>Keith Wentz, ARM-P, ARM,</td>
<td>Risk Management and Underwriting Manager</td>
<td>(717) 736-4724</td>
</tr>
<tr>
<td>Barb Zemlock, Esquire</td>
<td>Insurance Boards Legal Counsel</td>
<td>(717) 736-4762</td>
</tr>
</tbody>
</table>

Contact us at (800) 895-9039 or insurance@pacounties.org