

# INSURANCE MATTERS

COUNTY COMMISSIONERS ASSOCIATION OF PENNSYLVANIA  
THE **VOICE** OF PENNSYLVANIA COUNTIES



## Congratulations to the PComp Award Winners!

The 2025 PComp Awards were presented on March 17 at the PComp Annual Membership Meeting, held during the CCAP Spring Conference.

Congratulations to the following award winners!



*Left to right: Jefferson County  
Commissioner Mark Humes, Lexi Rogus  
and Commissioner Scott North*



*Left to right: Columbia County  
Commissioners Randy Karschner and  
David Kovach*



*Left to right: Clinton County Commissioner Angela Harding, Hannah Park, EMS Director Jonathan Plessinger and Commissioner and PComp Board Chair Jeff Snyder*



*Left to right: Fayette County Human Resources Director, Cristi Spiker, Commissioner Vincent A. Vicites, Lorraine Conard and Commissioner Scott Dunn*



*Left to right: Desiree Nguyen, CCAP, Adams County Commissioner Jim Martin and Clinton County Commissioner and PComp Board Chair, Jeff Snyder*

### **Terry Barham Claims Experience Award**

This award recognizes the member with the lowest experience modification for the coverage year.

**Recipient: Adams County, with an experience modification of 0.617**

### **Paul Zeigler Award**

This award recognizes an outstanding individual from a PComp member who has exhibited a commitment to their employees' safety, through risk management efforts, safety committee participation or support, and efforts to reduce injuries and improve the safety of their workplace.

**Recipient: Dan Vogler, Lawrence County Commissioner**

*(Note: Commissioner Vogler is not pictured)*

### **PComp Risk Control Award**

This award recognizes outstanding risk control efforts by a county or individual.

**Recipient: Lexi Rogus, Human Resources Director, Jefferson County**

### **PComp Risk Management Award**

This award recognizes outstanding safety, loss prevention and/or loss reduction

efforts by a county or individual.

**Recipient: Hannah Park, 911 CAD and Risk Management Coordinator, Clinton County**

### **PComp Claims Reporting Award**

This award recognizes outstanding claims reporting.

**Recipient: Lorraine Conard, Assistant Director of Human Resources, Fayette County**

### **PComp Risk Management Training Award**

This award recognizes members who send significant numbers of employees and/or officials to attend risk management trainings.

**Recipient: Columbia County**

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## **Spring Risk Management Workshops**

CCAP Insurance Programs will be offering a full slate of excellent training opportunities this spring and registration is open. Training sessions include defensive driving, field worker safety, workers' compensation, team building, communication, risk management, and our always popular Prison Risk Management Workshop and HR Boot Camp. If interested in attending, please register [here](#).

You should have received your save the date postcard, including a QR code taking you to the [GLIMPSE Online](#) portion of the CCAP website. There you will find additional workshop details, registration and a downloadable version of the GLIMPSE catalog.

We continue to collaborate with [The Academy for Excellence](#) in County Government and offer additional opportunities to fulfill some of your required courses.

Thank you for your continued support of the CCAP Insurance Programs trainings. We look forward to seeing you this spring!

For more information, contact Linda Rosito at [lrosito@pacounties.org](mailto:lrosito@pacounties.org).

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# LocalGov

## **LocalGovU and CorrectionsOne Academy Course Catalog Update**

In an effort to enhance their online training catalog, Lexipol, parent company of LocalGovU and CorrectionsOne Academy, has announced they are going to retire 185 courses and replace them with alternatives that reflect current best practices and mandates.

LocalGovU and CorrectionsOne Academy users will have until March 31, 2025, to complete any course set to be retired. A list of retired courses and their alternatives can be found using the link below.

### **[Retired Academy Courses](#)**

For more information, contact Andrew Smith at [asmith@pacounties.org](mailto:asmith@pacounties.org)

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## Health Alliance

Medical, dental, vision and prescription plans, fully customized to meet the needs of each individual county or entity

- Guaranteed rates
- Comprehensive Member Wellness Program
- Online benefit portal for open enrollment and coverage changes
- Nurse Navigator
- Access to Healthcare Bluebook
- Compliance with Affordable Care Act
- Access to FSA, HRA and HSA Administrators
- Preparation of IRS Forms
- COBRA Administration



For more information, contact  
Desiree Nguyen at [dnguyen@pacounties.org](mailto:dnguyen@pacounties.org)



# How Should Employers Take and Implement Criticism?

The first step in employers seeking to implement constructive criticism is by setting up a forum for employees to provide feedback in a secure way. Employees shouldn't have to fear judgement or retaliation for making their voices heard, and employers should greatly minimize the chance of judgement or retaliation to begin with.

There are a number of ways to solicit feedback and criticism from employees, depending on the desired level of involvement from employees:

- Employers can create a committee of employees who would be responsible for reporting feedback on a monthly basis. The committee would meet, gather a list of ideas for things that could be optimized, and report back to management with suggestions on how to implement their feedback. Employers would then be transparent about the implementation process, explaining why some ideas would or would not be considered further.
- Employers can send out email surveys to employees, ensuring that their responses will be anonymous. This helps employees feel at ease that they won't be retaliated against for sharing valid criticism.
- Human resources and managers can conduct voluntary exit interviews when employees move on to new opportunities. The purpose of exit interviews is to understand why employees are leaving the organization. There are sometimes factors out of their control, like family matters or moving, but sometimes employees seek new opportunities because they dislike aspects of their current position. Receiving their feedback would be helpful in understanding what would be considered a dealbreaker to some employees and how they can be improved. By making the exit interview voluntary, employers will receive feedback and criticism from employees who truly want to see positive change within the organization.
- Employers can meet with new hires to solicit feedback on their onboarding process: What went well? What could be improved? What could be streamlined?

Once an employer has chosen a method/methods for soliciting employee feedback and criticism, they are responsible for how they respond and use that information.

## **So, how can employers actually implement their employees' suggestions?**

- Remember that employees and employers are on the same team, both want to see the organization and its parts thrive.
- Be open and receptive to feedback rather than defensive.
- Understand that employees are the experts of their own jobs, whereas management has more of a high-level understanding of the day-to-day operations. If a group of employees is advocating for a change in process or technology, it is likely because they have faced roadblocks in performing their daily tasks.
- Remember that constructive criticism is a two-way street. Oftentimes, managers give feedback and criticism to their employees, but employees rarely have the opportunity to provide feedback to their management. In

order for all parties to be on the same page, everyone should have the opportunity to make their voices heard.

### **What are the benefits of employers taking and implementing criticism?**

- Employees are often more in-the-know about things that need to be addressed because they interact with them every day, whether that is an outdated technology, an incomplete onboarding process or gaps in the training program.
- Extra help and resources can be given to employees and programs to those that need it, which may not have been identified without employee feedback.
- New programs and practices can be developed, either because employees have identified a need for a new one or because there were criticisms of and areas of opportunities for the existing ones.
- It can help foster a transparent and productive in-office conflict resolution procedure, which is of paramount importance for employee safety.
- Employees can help identify cost-saving measures, methods, techniques and materials, which saves money for the organization overall.
- Critical infrastructure that is necessary for productivity can be quickly serviced when needed, such as IT systems.
- Employee morale will be improved when voices are being heard, and the employer-employee relationship will be strengthened.

Read more articles like this in [M&S EAP's blog!](#)

M&S EAP services are available to UC Trust members at no cost.

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## **LocalGovU Course Spotlight**

### **Commercial Motor Vehicle Safety**

In the National Highway Traffic Safety Administration's Fatality Analysis Reporting System recent report, 4,889 large trucks and buses were involved in fatal crashes, a nearly 10 percent increase from recent years. Commercial motor vehicle drivers hold a lot of responsibility to stay safe on the road among the many other motorists they encounter every day. In this course, learners will explore the major responsibilities of CMV drivers and the importance of applying Defensive Driving principles on every trip they take.

CCAP Insurance Programs partners with LocalGovU providing online training and resources to UC Trust, PCoRP, PComp and PIMCC Members. Members can access/attend these courses at **no cost**.

For more information, contact Andrew Smith at [asmith@pacounties.org](mailto:asmith@pacounties.org).

[Take Course](#)

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## Insurance Team Member Spotlight

### Featuring Natalie Jenkins Member Services Assistant



*I graduated from Mount St. Mary's University in 2023 with degrees in business and communication looking for work in a field that incorporated both disciplines. I had worked through college in wedding and event management at a local venue and started my career as a front of house manager there. I loved the fast pace and variety, but especially the opportunity to deliver on the trust clients had in my team on their most important occasions. After a year in that role, the pace began to catch up with me and I made the move into a less-physically intensive field - insurance! Though I've only been with CCAP for a little over six months, I am loving the people, the culture and the work we get to do for our members. Collaborating with staff to create marketing materials that represent their teams and speak to their membership is my new favorite thing! While I am currently on maternity leave and enjoying all of the newborn snuggles, I am looking forward to returning to the office in just a few short weeks.*

#### **What's your favorite part of working at CCAP?**

*My favorite part of working at CCAP is the creativity that I get to incorporate into my role. I'm having a blast learning new editing and design skills to bring a fresh look to many of the program materials.*

#### **What does a day at CCAP look like for you?**

*Every day is something new! Whether it's making updates to the website, creating new marketing material or putting together next month's edition of Insurance Matters, I am never lacking in projects.*

#### **What skill do you think everyone should learn?**

*I think everyone should learn to cook - even just the basics go a long way!*

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## PIMCC

Prison Inmate Medical  
Cost Containment

The PIMCC  
Membership  
Program has  
saved Pennsylvania  
counties **over  
\$105 million!**



● PIMCC Full Member  
● PIMCC Associate

### Benefits Include:

- Auditing of inmate outpatient medical bills
- Inpatient hospital case management
- Trending and bill activity reports
- Monthly pharmacy invoice reviews and reports
- Assistance in obtaining provider services
- Access to LocalGovU Corrections Academy



## Join PIMCC Today!

## Quote of the Month

*"Safety is the most basic task of all.  
Without sense of safety, no growth can take place."*

– Torey L. Hayden

## Other Training Opportunities

[GLIMPSE Risk Management Trainings](#)

Each workshop season, there are a number of training opportunities

designed for and open to Pennsylvania counties, county-related entities (CREs) and PELICAN program members. The Fall Workshop Season is just around the corner!

### [LocalGovU](#)

LocalGovU's Online Training Center comes equipped with a library of high-quality risk control courses covering a variety of topics including Risk Management, Safety and Environment, Law Enforcement, Corrections, Human Resources and Management. In partnership with the UC Trust, PComp and PCoRP, this online training is available to members at no cost. If you have questions regarding the trainings, please contact Andrew Smith at [asmith@pacounties.org](mailto:asmith@pacounties.org).

### [M&S EAP](#)

Take personal assessments, build skills for personal or professional growth, work on your health, and more at M&S's Employee Assistance Program dashboard. In partnership with the UC Trust, M&S EAP services are available to members at no cost.

## CCAP INSURANCE PROGRAMS

ASK US FIRST...WE COVER IT ALL!

[Other CCAP Publications](#)

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