

CCAP INSURANCE PROGRAMS RISK MANAGEMENT TRAINING

FALL 2024



CCAP

GLIMPSE

Risk Management
Training



**Risk Management and
Professional Development
Opportunities for County
Officials and County
Employees**

Program Sponsors of the GLIMPSE Workshop Series



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.

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Linda Rosito

Risk Management Training Director

(717) 736-4728

lrosito@pacounties.org

Message from the Managing Director

Welcome to the Fall 2024 issue of Glimpse!

One of the many value-added benefits of being a member in our insurance programs is the ability to attend our risk management workshops, offered in several venues throughout Pennsylvania and virtually. These high-quality educational sessions are FREE to attend for members of PCoRP, PComp, PELICAN and UC Trust, with nominal fees to attend for non-members. Additionally, your attendance can earn your county or county related entity discounts on your costs for coverage, via the applicable risk management incentive program.

This season, we are offering a variety of topics which include:

- Excellent Supervisor Seminar – Workplace Ethics
- Safety Workshop – featuring speakers from the AOPC
- KEYS: Listen, Communicate, Thrive
- KEYS: HR Boot Camp – Recruitment and Retention Strategies; Creating a More Diverse and Inclusive Workplace; AI and HR: Benefit or Curse?; How to Use Legal Counsel
- County Risk Managers Sharing Group
- Prison Personnel Workshop – Prison Risk Management Reviews: Recap and Recommendations; Surprise, You've Been Sued – Now What?
- Defensive Driving Course

Additionally, we are continuing the Safety Spotlights, which are one-to-two-hour virtual sessions to focus on safety related matters. This season, we are focusing on wellness programming and providing education about PFAs (perfluoroalkyl or polyfluoroalkyl substances), the potential exposures they create and best practices for PFA safety.

While our workshops focus on risk management related topics, we welcome all county employees to attend these educational sessions. The more we can educate you and your employees, the more we can reduce risk, reduce costs and maintain the stability and success of our insurance programs.

We encourage you to take advantage of these educational and networking opportunities. Very often, attendees learn just as much from the conversations that evolve at these sessions as they do from the session content.

We look forward to seeing you this season, and remember, we do better when you do better!



Desiree J. Nguyen
Managing Director
CCAP Insurance Programs



TRAINING OPPORTUNITIES

Defensive Driving Course

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 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
- Reducing insurance costs and fleet repair bills
- Reducing motor vehicle incident rates
- Decreasing workers' compensation claims
- Improving productivity by keeping employees safe, on and off the job

This curriculum is based on the National Safety Council's 4-Hour Course

Instructor: Kelly Kyzer, Risk Control Specialist, CCAP Insurance Programs and Certified DDC Instructor

Wednesday, September 25

Best Western Plus, Lewisburg

Thursday, October 17

The Penn Stater Hotel & Conference Center,
State College

Registration

9:30 a.m.

Workshop

10 a.m. to 3 p.m.

**FREE TO
MEMBERS OF**



Nonmember
\$60 per attendee or
\$40 each for a group
of three or more.

KEYS: Listen, Communicate, Thrive

Please join us for a dynamic training session designed for county employees across Pennsylvania. This engaging workshop will cover essential skills such as active listening, effective communication and an emotional intelligence (EQ) assessment and debriefing.

Participants will learn how to listen actively, ensuring they fully understand and respond appropriately to their colleagues and constituents. Effective communication training will help them convey their messages clearly and confidently, reducing misunderstandings and fostering a more collaborative work environment. Through the EQ assessment and debriefing, employees will gain insights into their emotional strengths and areas for improvement, enabling them to manage their emotions better and build stronger relationships.

Don't miss out on this incredible opportunity to enhance your abilities and make a positive impact in your county and community!

Presenters: Ethan Troutman, Public Contract Manager and Jasey Rakoczy, Corporate Wellness Specialist from M&S EAP Services

Tuesday, October 1
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.

Safety Workshop

Bomb Threats, Suspicious Packages, Improvised Explosive Devices

This presentation will introduce participants to the development of a bomb threat incident plan that will reduce the potential for personal injury and property damage. The program also provides awareness of suspicious parcels and improvised explosive devices. If there is one point that cannot be over-emphasized, it is the value of being prepared.

During this session we will cover the following:

- Define the procedures to be implemented when a bomb threat is received
- Identify the ways to collect information about the bomb threat that will assist authorities
- Determine training needed for each aspect of the plan
- Identify pre-event, actualized event and post-event procedures

Protecting America's Third Branch of Government

This program will provide participants with guidance related to the risks confronting America's courts and best practices for protecting the judicial system.

During this session we will cover the following:

- Familiarize participants with commonly encountered emergencies, disasters and catastrophes
- Provide emergency preparedness and response guidance
- Discuss the difference between EAP (Emergency Action Plan), EOP (Emergency Operations Plan and COOP (Continuity of Operations Plan)
- Describe common behaviors, conditions and situations associated with emergent risks

Civil Unrest Tabletop Exercise

Although this exercise focuses on judges, district court administrators and judicial professionals, the principles can be applied to all other county operations. It provides participants with a forum for participants to respond to a hypothetical scenario involving rapidly escalating and cascading civil unrest.

During this session we will cover the following:

- Familiarize participants with the characteristics of a civil unrest event
- Promote collaboration among judges, government officials, sheriffs and public safety agencies
- Engage participants in decision making based on rapidly evolving information
- Describe common behaviors, conditions and situations associated with civil unrest
- Provide information that will assist stakeholders to enhance emergency preparedness

Presenters: Robert F. Granzow III, CPP, Director, Judicial District Security and Kyle Ramsberger, Judicial Security Specialist, Administrative Office of Pennsylvania Courts

Thursday, October 3

The Penn Stater Hotel & Conference Center, State College

Registration

9:30 a.m.

Workshop

10 a.m. to 3 p.m.

FREE TO MEMBERS OF



Nonmember

\$60 per attendee or \$40 each for a group of three or more.

Excellent Supervisor Seminar: Workplace Ethics

Ethics refers to guidelines for behavior that enable us to discern right from wrong. They refer to the standards of conduct which indicate how one should behave based on professional obligations.

In this highly interactive workshop we will cover the following objectives:

- Define ethics
- Understand how your values, morals and beliefs impact ethics
- Realize the most common behaviors that are associated with ethics violations
- Steps to making ethical decisions
- Case study discussions

* NOTE: Please bring along any situations that we can confidentially discuss

Presenter: Mary Kay Williams, Owner, MindShift Consulting

Wednesday, October 9

Regional Learning Alliance, Cranberry Twp.

Thursday, October 24

The Penn Stater Conference Hotel & Conference Center, State College

Wednesday, October 30

Zoom*

Thursday, November 14

CCAP Office, Harrisburg

Registration

9:30 a.m.

Workshop

10 a.m. to 3 p.m.

*Zoom Time

10 a.m. to 3 p.m. (Lunch Break Provided)

**FREE TO
MEMBERS OF**



Nonmember

\$60 per attendee or
\$40 each for a group
of three or more.

KEYS: HR Boot Camp

Recruitment and Retention Strategies - Creating a More Diverse and Inclusive Workplace – Representatives from Campbell Durrant P.C.

This session will identify policies that you should be updating not only to comply with anti-discrimination laws but also to maximize recruitment and retention. The session will also review the recent U.S. Supreme Court precedent relating to affirmative action and the impact it may have on an employer's Diversity, Equity and Inclusion initiatives. As Zoomers enter the workforce, and the laws surrounding diversity and inclusion continue to be ever changing, many employers are wondering which topics are safe ground during the recruiting and hiring process. Even more so, as the new generation is seeking more flexibility at work, managers and human resources professionals are balancing the emerging needs of a younger workforce and the demands of operating county government. This session will review best practices for inclusive recruiting, hiring and retention as the workforce transitions from Boomer to Zoomer.

AI and HR: Benefit or Curse? - Renee Montgomery, Esquire and Michael Miller, Esquire from Eckert Seamans Cherin & Mellott, LLC.

Artificial Intelligence (AI) promises benefits to human resource professionals including: 1) a better interview process for an enhanced candidate experience; 2) a more efficient onboarding cycle for seamless integration; and 3) effective employee engagement to boost retention rate. AI has also sparked new legal challenges including changes to the EEOC guidance and a focus on illegal exclusion created by the use of AI in applicant screening. We will discuss the challenges and best practices involved in embracing AI in the workplace.

How to Use Legal Counsel (An Essential Guide for County HR Manager) – Christopher Gabriel, Esquire and Stephania Fera, Esquire from Gabriel Fera P.C.

This session will identify and explain the five main roles that lawyers can and should play for your county. We will then explore from the lawyer's perspective the skills and tools available to help us fill those roles effectively. The takeaways from this session should be: 1) an enhanced ability to know when to call in the services of legal counsel, and 2) a more-informed understanding of how to get the most out of your interactions with your lawyers.

Tuesday, October 22
CCAP Office, Harrisburg

Registration
9:30 a.m.

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

FREE TO MEMBERS OF



Nonmember

\$60 per attendee or \$40 each for a group of three or more.

County Risk Managers Sharing Group

Counties, like all organizations, are exposed to property, liability, automobile, key personnel and net income losses. They provide services that require special risk management attention. A well-organized risk control program is designed to address the diverse functions of county employees while focusing on greater attention to safety and health.

The County Risk Managers Sharing Group is a group of risk management professionals interested in networking about solutions in risk management. Participants should feel free to pose questions in a judgement free zone. It is important to bring content and conversation to the session to make the most of the time together.

The sharing group is open to all county risk managers or individuals where more than 50 percent of their job responsibility is dedicated to safety.

Friday, November 1
CCAP Office, Harrisburg

**FREE TO
ATTEND!**

Registration
9:30 a.m.

Workshop
10 a.m. – 3 p.m.

Workshop questions?
Please contact Keith Wentz, Risk Management Director,
kwentz@pacounties.org

Prison Personnel Workshop

Prison work is highly complex and requires a variety of skills. This year we will highlight the following topics to continue to educate your team of the law, coverage, available training and grant opportunities offered through PCoRP.

- Prison Risk Management Reviews – This session will provide recommendations found during these reviews to help limit your potential liability exposures at your facility.
- Surprise You've Been Sued – Now What? - This session is for all prison personnel, on what to expect following being officially served a lawsuit from an event that happened at your correctional facility. During this session we will talk about the Law Enforcement Liability Coverage afforded to participating PCoRP Members and how coverage responds to protect counties and named prison personnel. You will learn more about PCoRP, our processes, claims handling, when and how defense counsel is assigned and, most importantly, the obligations of the member and covered defendants for coverage to apply. We will conclude with common questions the Claims Team fields from prison personnel and conclude with a Q&A segment fielding questions from the audience.
- CorrectionsOne Academy - This session will cover the features and benefits of this program which is the nation's leading content, policy and training platform for corrections, probation and parole to improve the safety and effectiveness of your personnel with an online training solution.
- PCoRP Grant Updates – This session will discuss the grant opportunities being offered by the CCAP Insurance Programs and suggestions for their recommended use.

Presenters: Marie Milie Jones, Partner, JonesPassodelis PLLC; Cassie Troup, Deputy Managing Director, Angela Miller, Claims Director, Amber Baxter, PCoRP Claims Supervisor, Andrew Smith, Risk Control Specialist and Keith Wentz, Risk Management Director, CCAP Insurance Programs.

Wednesday, November 13

The Penn Stater Hotel & Conference Center,
State College

Registration

9:30 a.m.

Workshop

10 a.m. to 3 p.m.

**FREE TO
MEMBERS OF**



Nonmember

\$60 per attendee or
\$40 each for a group
of three or more.

Workshop Location Details



Best Western Plus

7701 West Branch Highway, Lewisburg, PA 17837

CCAP Office Building

2789 Old Post Road, Harrisburg, PA 17110

The Penn Stater Hotel & Conference Center

215 Innovation Boulevard, State College, PA 16803

Regional Learning Alliance

850 Cranberry Woods Drive, Cranberry Township, PA 16066

Zoom

Link will be sent after registering for the event.



More Than Just Insurance.



Workshop Details for Attendees

ATTENDANCE GUIDELINES

Workshops sponsored by the CCAP Insurance Programs are designed for and open to Pennsylvania counties, county-related entities (CREs) and PELICAN subscribers. One or more Insurance Programs sponsor each workshop. Member and nonmember fees are determined by whether or not the attendee's employer is a member of 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. Nonmember fees are determined by whether or not the attendee's employer participates in the sponsoring program.

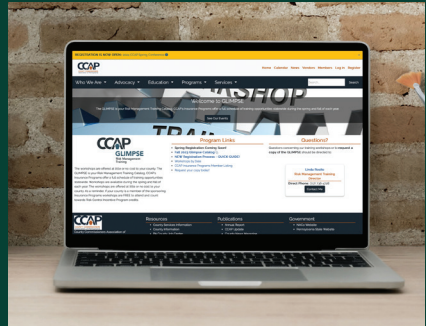
REGISTRATION

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.

REGISTER TODAY

www.pacounties.org

Click on Education on the home page and click Risk Management Workshops - GLIMPSE



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.

Workshop Details for Attendees

CANCELLATION REQUESTS

If for any reason you need to cancel a registration, please notify Linda Rosito at (717) 736-4728 or lrosito@pacounties.org 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 holds 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 20 and 21 or contact **Linda Rosito** at lrosito@pacounties.org.

Insurance Programs Publications

Did you know that CCAP Insurance Programs sends out FREE publications to our members? 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.



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

The Academy for Excellence in County Government

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:

- **Excellent Supervisor Seminar: Workplace Ethics**
(Leadership Management and Decision Making)
- **KEYS: HR Boot Camp**
(Legal Issues)
- **Safety Workshop**
(Risk Management)
- **KEYS: Listen, Communicate, Thrive**
(Personal Development)

For more information, please contact
Todd Snovel, Leadership and Engagement Officer
at tsnovel@pacounties.org

2024 FALL WORK

| September 2024 | | | | | | |
|----------------|----|----|----|----|----|----|
| S | M | T | W | T | F | S |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | | | | | |

Wednesday, September 25
Defensive Driving Course
Best Western Plus, Lewisburg

| October 2024 | | | | | | |
|--------------|----|----|----|----|----|----|
| S | M | T | W | T | F | S |
| | | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | 31 | | |

Tuesday, October 1
KEYS: Listen, Communicate, Thrive
CCAP Office, Harrisburg

Thursday, October 3
Safety Workshop
The Penn Stater Hotel and Conference Center, State College

Wednesday, October 9
Excellent Supervisor Seminar: Workplace Ethics
Regional Learning Alliance, Cranberry Twp.

Thursday, October 17
Defensive Driving Course
The Penn Stater Hotel & Conference Center, State College

Tuesday, October 22
KEYS: HR Boot Camp
CCAP Office, Harrisburg

Thursday, October 24
Excellent Supervisor Seminar: Workplace Ethics
The Penn Stater Hotel & Conference Center, State College

Wednesday, October 30
Excellent Supervisor Seminar: Workplace Ethics
Via Zoom

SHOPS AT A GLANCE

| November 2024 | | | | | | |
|---------------|----|----|----|----|----|----|
| S | M | T | W | T | F | S |
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |

Friday, November 1
County Risk Managers Sharing Group

CCAP Office, Harrisburg

Thursday, November 14
Excellent Supervisor Seminar: Workplace Ethics

CCAP Office, Harrisburg

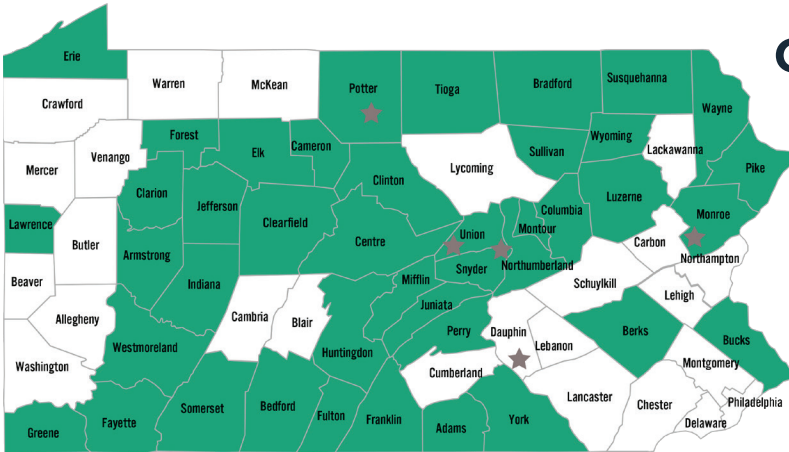
Wednesday, November 13
Prison Personnel Workshop

The Penn Stater Hotel & Conference Center, State College

Trainings Sponsored By:



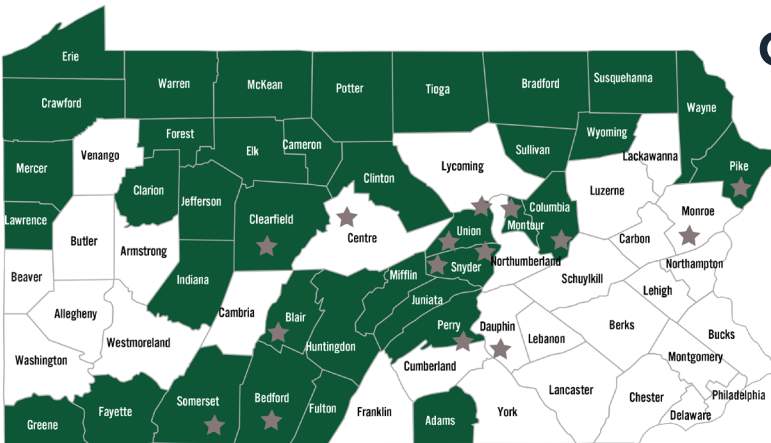
Refer to the membership maps to determine



★ Locations of County Related Entity Members

Carbon-Monroe-Pike MH/DS
CCAP
Central Susquehanna Regional 911

Potter County Human Services
SEDA-COG



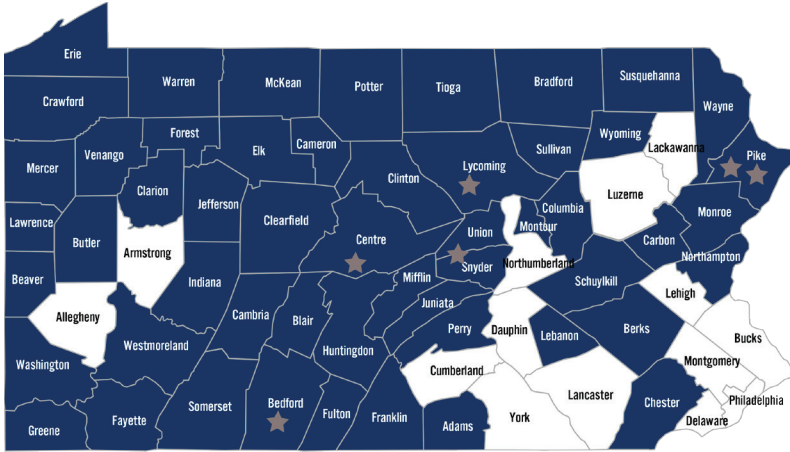
★ Locations of County Related Entity Members

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
Pike County Economic Development Authority
SEDA-COG
Southern Alleghenies Planning &
Development
Commission
Union-Snyder AAA
Union-Snyder CAA

ERSHIP

ine the eligibility for free or discounted



★ Locations of County Related Entity Members

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

Lycoming-Clinton Joinder Board
 Pike County Economic Development Authority



PELICAN Subscriber List

- Berks Heim Nursing & Rehabilitation
- Communities at Indian Haven
- DuBois Continuum of Care Community
- Elk Haven Nursing Home
- Gracedale Nursing Home
- Kane Community Living Centers - Glen Hazel
- Kane Community Living Centers - McKeesport
- Kane Community Living Centers - Ross
- Kane Community Living Centers - Scott
- Loyalhanna Care Center
- Neshaminy Manor
- Pleasant Ridge Manor
- Pleasant Valley Manor
- Pocopson Home
- The Ridge at Heritage Meadows
- Westmoreland Manor

CCAP Insurance Programs

Solutions For Your County



Insurance Programs

*Ask Us First,
We Cover It All*



PCoRP - PROPERTY AND LIABILITY COVERAGE

PCoRP is a unique combination of self-insurance, reinsurance and risk management. Lines of coverage include property, crime, general liability, law enforcement, auto, public officials' liability and cyber security liability. Members receive a full-service package including in-house claims management, grant programs, risk management and educational opportunities.



PComp - WORKERS' COMPENSATION COVERAGE

PComp provides full statutory workers' compensation coverage to Pennsylvania counties. Rates are based solely on county loss data. Members receive a full-service package including in-house claims management, grant programs, risk management and educational opportunities.



UC TRUST - UNEMPLOYMENT COMPENSATION

UC Trust is a totally self-insured program and provides member counties with a full-service package including claims management, hearing representation, benefit charge auditing, educational opportunities and a robust Employee Assistance Program.



CCAP HEALTH ALLIANCE - HEALTH, DENTAL, VISION and PRESCRIPTION

Health Alliance offers a complete range of medical, dental, vision and prescription plans, fully customized to meet the needs of each individual county or entity. Members enjoy guaranteed rates, low administrative costs, an incentive based wellness program, COBRA administration, compliance assistance with the Affordable Care Act and access to FSA, HRA and HSA administrators.



PELICAN - LIABILITY INSURANCE FOR NURSING HOMES

PELICAN provides professional and general liability for non-profit nursing homes and is sponsored by the Pennsylvania Association of County Affiliated Homes (PACAH). Subscribers receive a full-service package including in-house claims management, risk management and educational opportunities.

Owned by members, governed by members • Tailored to meet the specific needs of counties • Surplus belongs to members • Free or low cost risk management training • Grant programs • Risk control incentive programs • Personalized claims management • Rates provided in advance to assist with the county budget process





PIMCC - PRISON INMATE MEDICAL COST CONTAINMENT

PIMCC provides medical cost management and education to assist county prisons with the containment of costs related to inmate medical expenses. Services include inmate medical bill auditing, case management/concurrent inpatient review, group prescription purchasing program, medical provider fee negotiations and correctional care educational opportunities.



COMCARE PRO - BEHAVIORAL HEALTH STOP LOSS REINSURANCE

COMCARE PRO provides stop-loss liability insurance to Pennsylvania counties and non-profit corporations whose sole members are Pennsylvania counties. Subscribers are partially reimbursed in excess of their attachment point for costs incurred in meeting their obligations under agreements with the HealthChoices program of the Commonwealth of Pennsylvania.



TAX COLLECTOR BONDS - TAX COLLECTOR SURETY BOND PROGRAM

The Tax Collector Bond program provides surety bond coverage for tax collectors as required by state law. Protection applies only to the Commonwealth of Pennsylvania, the named county, the named municipality and the named school district.



VOLUNTEERS - SPECIAL RISK ACCIDENT INSURANCE FOR VOLUNTEERS

The Volunteers program provides insurance coverage for accidental death, dismemberment and medical expenses for county volunteers. Volunteers are not covered under the Pennsylvania Workers' Compensation Act, and this program can provide this special risk service for your county. Coverage also extends to court-referred alternative sentencing, work release and juveniles participating under the Juvenile Tobacco Enforcement Program. This insurance is in excess of any other insurance in place for volunteers.



PACAH BONDS - PATIENT TRUST FUND BONDS FOR NURSING HOMES

PACAH Bonds are patient trust fund bonds for nursing home residents and are provided to meet the requirements of federal law. The bond program is available for Pennsylvania Association of County Affiliated Homes (PACAH) members through Travelers Casualty and Surety Company at very competitive group rates. Bonds are written for a two-year period.

Note: These are summary explanations of each program. Please see each program's detailed coverage descriptions, coverage documents and bylaws for full details.

To learn more about CCAP's insurance programs, contact us:



(800) 895-9039



insurance@pacounties.org



www.pacounties.org





Safety Spotlight

*New Educational opportunities
coming to you this fall!*



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

Subscriber 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
- Competitive bed rates with an annual \$5,000 risk management grant program
- PELICAN Risk Control Incentive Program allows facilities to save up to an additional 5% off their premium
- 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**



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



PA Counties Workers'
Compensation Trust

Providing counties with full workers' compensation coverage and all the services necessary for a quality program

- Risk Management services designed for counties
- Full statutory Pennsylvania Workers' Compensation coverage
- Governance controlled by participating counties
- Potential for future credits on contributions
- Loss Fund contributions stay with PComp and generate interest earnings
- Personalized claims service



For more information, contact
Desiree Nguyen at dnguyen@pacounties.org

Save - the - Date

SEPTEMBER

25 Defensive Driving Course Lewisburg

OCTOBER

1 KEYS: Listen, Communicate, Thrive CCAP

3 Safety Workshop State College

9 Excellent Supervisor Seminar: Workplace Ethics Cranberry Twp.

17 Defensive Driving Course State College

22 KEYS: HR Boot Camp CCAP

24 Excellent Supervisor Seminar: Workplace Ethics State College

30 Excellent Supervisor Seminar: Workplace Ethics Zoom

NOVEMBER

1 County Risk Managers Sharing Group CCAP

13 Prison Personnel Workshop State College

14 Excellent Supervisor Seminar: Workplace Ethics CCAP

CCAP Insurance Department Team

| Staff | Title | Direct Line |
|----------------------|--|----------------|
| Adrian Cole-Stephens | PComp Claims Supervisor | (717) 736-4789 |
| Allen Gavlak | Insurance Technology Specialist | (717) 736-4758 |
| Amber Baxter | PCoRP Claims Supervisor | (717) 736-4765 |
| Andrew Smith | Risk Control Specialist/PELICAN Marketing Specialist | (717) 736-4769 |
| Angela Miller | Claims Director | (717) 736-4762 |
| Ashli Enrico | PCoRP Claims Representative 2 | (717) 736-4764 |
| Cassie Troup | Deputy Managing Director, Insurance Programs | (717) 736-4756 |
| Cathy Hoffman | Claims Administrative Assistant | (717) 736-4766 |
| Christina Reed | PComp Claims Representative 2 | (717) 736-4796 |
| Dawn Morgan | Claims Coordinator | (717) 736-4725 |
| Desiree Nguyen | Managing Director, Insurance Programs | (717) 736-4779 |
| Ethan Nicholson | COMCARE PRO and PELICAN Claims Representative 3 | (717) 736-4768 |
| Heather Ilgenfritz | PCoRP Claims Representative 2 | (717) 736-4754 |
| Jackie Hawkins | Underwriting and Risk Control Assistant | (717) 736-4794 |
| Jean Henry, RN | Risk Control Wellness Nurse | (717) 736-4782 |
| Jenna Frantz | Executive Assistant | (717) 736-4763 |
| Keith Wentz, CRM | Risk Management Director | (717) 736-4724 |
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