

# RISK MANAGEMENT TRAINING

SPRING 2024



# CCAP

## GLIMPSE

Risk Management  
Training



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

# Proud Sponsors of the GLIMPSE



**PCoRP**

PA Counties  
Risk Pool



**PComp**

PA Counties Workers'  
Compensation Trust



**UC Trust**

Unemployment  
Compensation Trust



A Sponsored Program of PACAH

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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## Message from the Managing Director

Welcome to the Spring 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:

- KEYS: HR Boot Camp
- KEYS: Buddies to Bosses
- KEYS: Protecting Your County While Engaging Your Workforce
- Controlling Workers' Compensation Costs Workshop
- Risk Control Workshop
- Defensive Driving Course
- Prison Risk Management Workshop
- County Risk Mangers Sharing Group

Additionally, we are continuing the Safety Spotlights, which are one-to-two-hour virtual sessions to focus on safety related matters. Stay tuned throughout the spring for the announcements of these sessions.

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 in the Spring, and remember, we do better when you do better!



**DESIREE J. NGUYEN**  
Managing Director  
CCAP Insurance Programs



# TRAINING OPPORTUNITIES

# Controlling Workers' Compensation Costs Workshop

The Controlling Workers' Compensations Costs Workshop focuses on the processes and techniques that can reduce the risk associated with workers while minimizing costs. Those who attend will gain an understanding of the financial impact of workers' compensation and the ways losses are measured.

## Workers' Compensation Basics

Attendees will get a breakdown of what a work injury is and a summary of common bureau forms, while learning about the process of accepting or denying a claim. Other topics include common petitions and litigation, calculation of AWW, return to work, settlement, medical management, and impairment rating evaluations.

## Proper Medical Management of Claims to Control Costs

Topics will include utilization reviews and independent medical examinations, and an overview of the correct use of panels to control costs.

## An In Depth Look at the Life of a Claim from Start to Finish

This section will cover the process of investigation of a claim, acceptance versus denial and what factors to consider, and what to expect during the litigation process and settlement. Attendees will also learn about transitional light-duty, and why it is essential and how to make it successful.

## Recent Developments in Workers' Compensation

A look at some recent developments and case law and how they will impact Employers and future handling of Workers' Compensation claims, including recent changes to the Heart and Lung Act (Act 60).

Presenters: Christopher Pierson, Esquire and Joseph Romano, Esquire, Burns White LLC

## Tuesday, March 26

The Penn Stater Hotel & Conference Center,  
State College

## Registration

9:30 a.m.

## Workshop

10 a.m. – 3 p.m.



This workshop fulfills the Risk Management required course for current Academy participants.

FREE TO  
MEMBERS OF



## Nonmember

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

# Defensive Driving Course

The leading cause of injury and death in the workplace are 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 premiums 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, March 27

Best Western Plus, Lewisburg

## Tuesday, April 30

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: Buddies to Bosses

Most of the time, we promote from within. We do this because we know our employees, and figure that a great employee will make a great new leader. This approach, however, does create some challenges and problems that must be addressed if the new leader is to be successful.

This program will look at these issues. There are many possible dynamics that can emerge during this transitional period, and some of them are counter-productive and threaten the ability to effectively lead your team. We will build the skills and examine the solutions necessary for the most effective management of co-workers/friends turned subordinates. We will discuss specific situations that arise during and after making this transition, and work on developing the best management responses for dealing with these situations. Understanding this is essential for consistent management performance, and consistency is a trait valued by all employees.

We will also explore the need for discipline management when dealing with employee performance issues. In addition to learning correct technical process, we will examine the psychology of discipline management, and the best strategies for successfully dealing with performance-based issues. We will also discuss the need for being educated in county policies and procedures.

By the end of the session, you should have a better understanding of the differences between your role as an employee, a co-worker/friend and newly minted leader, as well as the knowledge and reasons for deciding the most effective path forward.

Presenter: Jessica Schneck, Client Solutions Specialist, Mazzitti and Sullivan EAP Services, Inc.

**Tuesday, April 2**

CCAP Office, Harrisburg

**Thursday, April 18**

Regional Learning Alliance, Cranberry Twp.

**Tuesday, April 30**

Via Zoom

**In person**

10 a.m. – 3 p.m.

**Zoom Time**

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



**This workshop four (4) elective credits for current Academy participants.**

**FREE TO MEMBERS OF**



**Nonmember**

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



# Risk Control Workshop

The newly titled Risk Control Workshop is designed for county risk managers, human resource professionals, maintenance personnel or individuals whose job responsibilities are dedicated to safety.

Topics will include:

- Best Practices for Managing Special Events
- Effectively Managing Volunteers
- Fire Prevention Planning
- PCoRP Grant Updates

Presenters: Julie Waller, MBA, CWCP, MESH, Senior Risk Control Consultant, Alliant Pooling and CCAP Risk Control Staff

## Wednesday, April 17

The Penn Stater Hotel & Conference Center,  
State College

### Registration

9:30 a.m.

### Workshop

10 a.m. – 3 p.m.



**This workshop fulfills the Risk Management required course for current Academy participants.**

**FREE TO  
MEMBERS OF**



### Nonmember

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

# KEYS: Protecting Your County while Engaging Your Workforce – Priorities for 2024 and Beyond

Today, managers need to be well-versed in the legalities of employment law. Making employees feel safe and represented in the workplace is a huge concern for every Human Resources Department, and knowledgeable managers can help alleviate some of the pressures with this concern.

In this session we will learn to create a culture that includes open communication and a work environment with individual accountability. As a manager, you will learn how to follow the correct laws when hiring and firing, create a safe work environment by federal and state standards, and protect and educate employees about harassment (bullying, sexual misconduct, etc.)

Additionally, leave management can be complex and confusing for any employer. Between the Family and Medical Leave Act (FMLA) and the Americans with Disabilities Act Amendments Act of 2008 (ADAAA), many employers have a hard time keeping up with all the requirements. In this training session, we'll examine key regulations, common issues, and employer best practices to help ensure that you're taking the appropriate steps when it comes to managing employee leaves. We'll help you figure out where the FMLA and ADAAA overlap, how they differ, and how to administer each.

Presenters: Jonna Contacos-Sawyer, DBA, SPHR, SHRM SCP, CCP President/Trainer and Brooke Contacos, PHR Senior HR Consultant/Trainer

**Thursday, April 25**

Via Zoom

**Thursday, May 9**

The Penn Stater Hotel & Conference Center,  
State College

**Zoom Time**

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

**In person**

10 a.m. – 3 p.m.



**This workshop fulfills the Legal Issues required course for current Academy participants.**

**FREE TO MEMBERS OF**



**Nonmember**

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

# KEYS: HR Boot Camp

## **Progressive Discipline Considerations for Counties: Does the Punishment Match the Regularity, Severity, and/or Prior History of Misconduct?**

We all know that counties should clearly communicate conduct standards and performance expectations to employees and provide them with the opportunity to improve their performance before discipline or discharge occurs. But what if you have a difficult employee who routinely violates established policies and procedures? How do you engage in disciplinary action and “make it stick” knowing that it will likely be subject to challenge through either the grievance process or civil service/merit board appeal process? The answer: progressive discipline. We will examine what the goal of progressive discipline is, when progressive discipline is expected and warranted, and what a typical pattern of progressive discipline looks like. Learn the process you must go through to credibly say to an arbitrator, “What else could I have done?”

## **“But I Kept Notes in my Desk that I Shared with No One – Isn’t that Enough?” - Walking Through the Proper Documentation Process**

Adequate and appropriate documentation is essential to an efficient and accountable human resources effort. Its importance cannot be overstated. Without it, no one will know what you did or why you did it. It may help prevent a successful retaliation claim against the employer, justify the discharge of an employee, or support the employer’s position in response to an employee’s reasonable accommodation request. We will discuss why documentation is important, when you are required to document your actions, and what constitutes good and bad documentation. How do you make sure you can use your documentation effectively in an employment investigation? Join us to learn the answer.

## **Performance Evaluations: Do them Correctly or Not at All**

Performance evaluations: to be or not to be? Like most decisions we make in the world, there are pros and cons to all considerations. What are the goals and impacts of instituting performance evaluations? We will answer your questions on whether or not to conduct performance evaluations, how to create an evaluation system, and how to construct an evaluation form. Our discussion includes the need to hold the evaluators responsible for accurate performance evaluations. Make sure you’re well versed on the common pitfalls of documenting the good, the bad, and the ugly.

Presenters: Allison Genard, Esquire, Joshua Hausman, Esquire, David Mitchell, Esquire, Jonathan Whalen, Esquire, Paul Lalley, Esquire and Peter Halsey, Esquire from Campbell Durrant, P.C.

**Wednesday, May 1**    **Zoom Time**  
Via Zoom                    10 a.m. – 1 p.m.



**This workshop fulfills the Legal Issues required course for current Academy participants.**

## **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 our 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, May 3, 2024**  
CCAP Office, Harrisburg

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

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

**FREE TO  
ATTEND!**

Workshop questions?

Please contact Samantha Melville, Member Services Assistant,  
[smelville@pacounties.org](mailto:smelville@pacounties.org)

# Prison Risk Management Workshop

The Prison Risk Management Workshop covers principles and emerging issues that will greatly benefit county jail employees, risk managers, and solicitors in understanding and developing effective risk management policies, including legal issues, cost containment, and legislative activity that affects correctional facilities.

**Panel Discussion** – Join us for a discussion of best practice ideas and suggestions.

Facilitated by David MacMain Esquire, MacMain Leinhauser and Marie Milie Jones, Esquire, JonesPassodelis PLLC.

Panelists:

- Janine Donate, Director of Corrections, Lehigh County Department of Corrections
- Melanie Gordon, Human Services and Criminal Justice Policy Director, County Commissioners Association of Pennsylvania (CCAP)
- John Lenkey, Warden, Fayette County
- William Schouppe, Warden, Beaver County

**Thursday, May 23, 2024**

The Hotel Hershey, Hershey

**Registration**

9:00 a.m.

**Workshop**

9:30 a.m. to 3 p.m.



**This workshop fulfills the Risk Management required course for current Academy participants.**

**FREE TO MEMBERS OF**



**Nonmember**  
\$75 per attendee.

# Workshop Location Details



**BEST WESTERN PLUS**  
7701 West Branch Highway  
Lewisburg, PA 17837

**CCAP OFFICE BUILDING**  
2789 Old Post Road  
Harrisburg, PA 17110

**THE HOTEL HERSHEY**  
100 Hotel Road  
Hershey, PA 17033

**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 event



More Than Just Insurance.

*insurance@pacounties.org*





# *Safety Spotlight*

*New educational opportunities  
coming to you this spring!*

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**It's never too early to start thinking  
about your health insurance options...**



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. Contact Desiree Nguyen at [dnguyen@pacounties.org](mailto:dnguyen@pacounties.org) to learn how much you can save!

# 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 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](http://www.pacounties.org), click on Education, then Risk Management Workshops, GLIMPSE and follow the prompts.

## REGISTER TODAY

[www.pacounties.org](http://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 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, 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](mailto: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 22 and 23 or contact **Linda Rosito** at [lrosito@pacounties.org](mailto:lrosito@pacounties.org).

# Insurance Programs Publications

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.



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

- **Controlling Workers' Compensation Costs Workshop**  
(Risk Management)
- **KEYS: Buddies to Bosses**  
(Leadership, Management and Decision Making)
- **Risk Control Workshop**  
(Risk Management)
- **KEYS: Protecting Your County while Engaging Your Workforce – Priorities for 2024 and Beyond**  
(Legal Issues)
- **KEYS: HR Boot Camp**  
(Legal Issues)
- **Prison Risk Management Workshop**  
(Risk Management)

For more information, please contact  
**Todd Snovel**, Leadership and Engagement Officer  
at [tsnovel@pacounties.org](mailto:tsnovel@pacounties.org)

# 2024 SPRING WORK

March 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, March 26**  
**Controlling Workers' Compensation Costs Workshop**  
 The Penn Stater Hotel & Conference Center, State College

**Wednesday, March 27**  
**Defensive Driving Course**  
 Best Western Plus, Lewisburg

April 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				

**Tuesday, April 2**  
**KEYS: Buddies to Bosses**  
 CCAP Office, Harrisburg

**Thursday, April 25**  
**KEYS: Protecting Your County While Engaging Your Workforce**  
 Via Zoom

**Wednesday, April 17**  
**Risk Control Workshop**  
 The Penn Stater Hotel & Conference Center, State College

**Tuesday, April 30**  
**Defensive Driving Course**  
 The Penn Stater Hotel & Conference Center, State College

**Thursday, April 18**  
**KEYS: Buddies to Bosses**  
 Regional Learning Alliance, Cranberry Twp.

**Tuesday, April 30**  
**KEYS: Buddies to Bosses**  
 Via Zoom

# SHOPS AT A GLANCE

May 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						

**Wednesday, May 1**  
**KEYS: HR Boot Camp**  
 Via Zoom

**Friday, May 3**  
**County Risk Manager Sharing Group**  
 CCAP Office, Harrisburg

**Thursday, May 9**  
**KEYS: Protecting Your County While Engaging Your Workforce**  
 The Penn Stater Hotel & Conference Center, State College

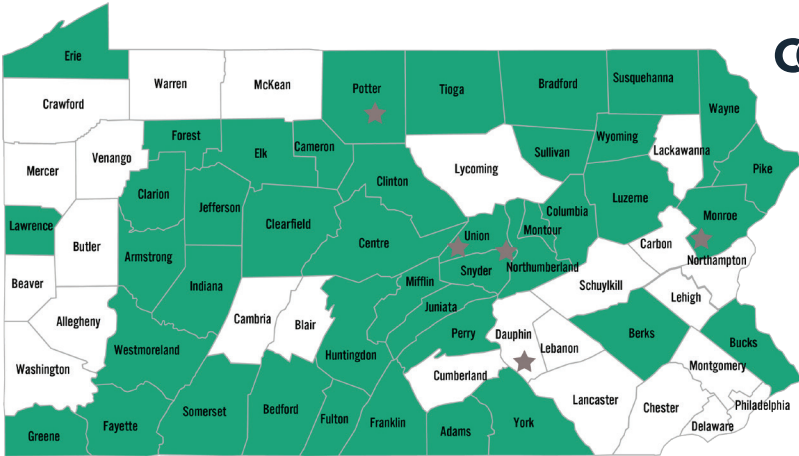
**Thursday, May 23**  
**Prison Risk Management Workshop**  
 The Hotel Hershey, Hershey

Trainings Sponsored By:



We would appreciate your feedback on our training programs.  
 Send your questions, comments and concerns to  
[Irosito@pacounties.org](mailto:Irosito@pacounties.org)

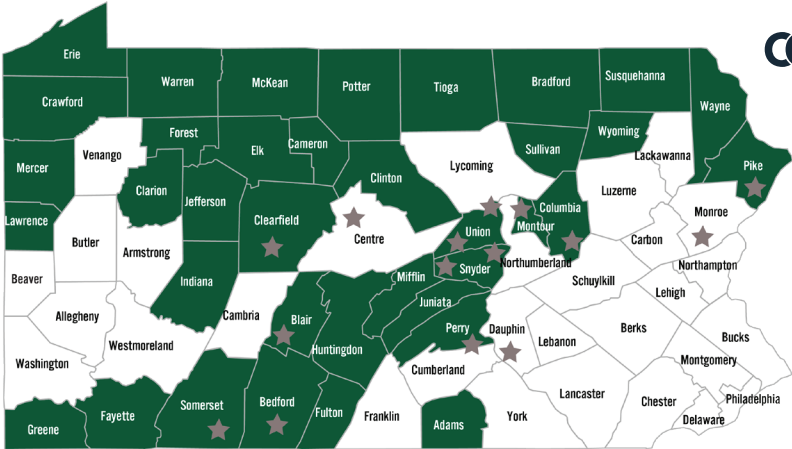
Refer to the membership maps to determ



★ Locations of County Related Entity Members

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

Potter County Human Services  
SEDA-COG



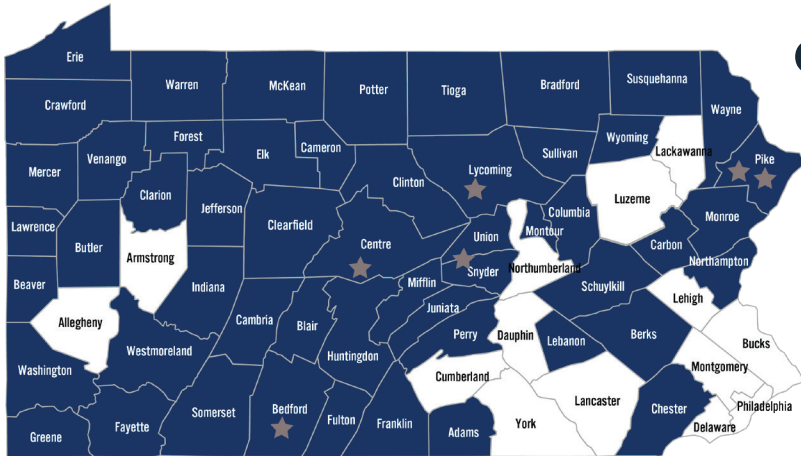
★ Locations of County Related Entity Members

Bedford-Somerset DBHS  
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



- 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

## Save - the - Date

### MARCH

26	Controlling Workers Compensation Costs Workshop	State College
27	Defensive Driving Course	Lewisburg

### APRIL

2	KEYS: Buddies to Bosses	Harrisburg
17	Risk Control Workshop	State College
18	KEYS: Buddies to Bosses	Cranberry Twp.
25	KEYS: Protecting Your County While Engaging Your Workforce - Priorities for 2024 and Beyond	Zoom
30	Defensive Driving Course	State College
30	KEYS: Buddies to Bosses	Zoom

### MAY

1	KEYS: HR Boot Camp	Zoom
3	County Risk Managers Sharing Group	CCAP
9	KEYS: KEYS: Protecting Your County While Engaging Your Workforce - Priorities for 2024 and Beyond	State College
15 - 16	County Administration Conference	State College
23	Prison Risk Management Workshop	Hershey



# 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](mailto:insurance@pacounties.org)  
 [www.pacounties.org](http://www.pacounties.org)



# CCAP Insurance Department Staff

Staff	Title	Direct Line
Adrian Cole-Stephens	PComp Claims Supervisor	(717) 736-4789
Allen Gavlak	Insurance Application 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 Representative 2	(717) 736-4762
Ashli Enrico	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	Claims Representative 1	(717) 736-4796
Desiree Nguyen	Managing Director, Insurance Programs	(717) 736-4779
Ethan Nicholson	Claims Representative 3	(717) 736-4768
Heather Ilgenfritz	Claims Representative 2	(717) 736-4754
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Jenna Frantz	Executive Assistant	(717) 736-4763
Jewell Hartz	Underwriting and Risk Control Assistant	(717) 736-4794
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Kelly Kyzer	Risk Control Specialist	(717) 736-4795
Laura Simon	Risk Control Specialist	(717) 736-4731
Laura Trimble	Claims Representative 2	(717) 736-4787
Leonard Chernisky	Risk Control Specialist	(717) 736-4702
Linda Rosito	Risk Management Training Director	(717) 736-4728
Lisa Roberts	Claims Representative 1	(717) 736-4730
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Marsha Elmer	Property and Casualty Underwriting Manager	(717) 736-4738
Miranda Gibson	Claims Coordinator	(717) 736-4759
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Mylene Yoder	Claims Representative 2	(717) 736-4727
Peter Hughey	Insurance Applications Analyst	(717) 736-4755
Phoebe Smith	Claims Representative 2	(717) 736-4786
Samantha Melville	Member Services Assistant	(717) 736-4788
Tona Faust	Insurance Programs Underwriter	(717) 736-4757

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



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