

RISK MANAGEMENT TRAINING FALL 2021



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



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

CCAP Insurance Programs members –

After a very successful Spring 2021 training program – with record attendance even though everything had to be held virtually – we are pleased to present our Fall 2021 workshop schedule. We decided to remain virtual for the Fall workshops, and plan to go back to in person meetings in Spring 2022, but keep a few virtual sessions too.

All workshops are being held via Zoom. You will receive the link and log in information once you are registered for the event. Sessions will also be recorded, so they will be available for you to access at any time, and to share with others in your county. Contact Linda Rosito with questions or requests for recordings.

- Our Safety Workshop will include lots of updates about PCoRP and PComp – there is a lot going on so please join us!
- The Prison Personnel Workshop will cover hot topics in corrections, including de-escalation training, mental health within the prison setting, PCoRP Prison Risk Management Reviews and leadership strategies.
- Diversity, Equity and Inclusion training will be presented by Chuck Mazzitti.
- Defensive Driving Courses will be offered two times.
- The Prison Medical Management Workshop is once again sponsored by CCAP's PIMCC program.

We continue to collaborate with the Academy of Excellence in County Government to offer additional opportunities to earn credits required to graduate.

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 Fall!

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

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 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 and Certified DDC Instructor

Wednesday, September 8

Thursday, October 14

This course will be held virtually. You will receive log in information upon registering for the workshop.

Workshop: 9 a.m. – 1 p.m.

**FREE TO
MEMBERS OF**



Nonmember

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

Excellent Supervisor Seminar

How to Fight Difficult Workers' Compensation Claims and WIN! - This session will focus on best practices when defending difficult workers' compensation claims. Specifically, effective accident reporting, investigation and analysis techniques. As "investigators," managers, supervisors, safety committee members and staff will receive tips which will assist in the defense of those small number of problematic claims. Additionally, the importance of a thorough and focused post-injury management program with an emphasis on effective communication strategies will be discussed. Finally, the financial benefits that will result including reduced workers' compensation and health care costs, reduction of lost work time claims and improved employee morale.

Speakers: Andrew W. Maffett, Esquire, Lavery Law, Jean Henry, RN, Risk Control Wellness Nurse, CCAP and Keith Wentz, Risk Management and Underwriting Manager, CCAP

Performance Management - The performance evaluation process is intended to result in improved individual, group, and overall county performance. The performance evaluation should motivate employees, assist with their development, improve productivity and coach in areas that may need further improvement. This session will explore how to properly train supervisors to effectively conduct performance evaluations and make them successful tools in your counties.

Speaker: Jonna Contacos-Sawyer, D.B.A., SPHR, SHRM-SCPSM, CCP, President, HR Consultants Inc.

Tuesday, September 21

This course will be held virtually. You will receive log in information upon registering for the workshop.

Workshop: There will be a morning session (10 a.m. – noon), break for lunch and then an afternoon session (1- 3 p.m.)



This workshop fulfills the Personnel and Labor Relations 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: Cyber, CORE, Claims & More!

Cyber Security from the CCAP Perspective - During this session, attendees will hear about some of the current cyber threats, security trends, service and solution offerings and collaboration opportunities. As cyber threats continue to grow and evolve, it is important to keep yourself and your organization informed, while also understanding you're not in this alone.

CCAP IT CORE Services for Counties - We will share high level details about the CCAP Technology CORE Service Program. This program is available to all counties and offers a wide range of services. The goal of the program is to provide counties with knowledge, resources, services and experiences to help them advance their county technology

HIPAA ePHI - What do you do to protect employee privacy as you go about your daily work? Do you know when you're handling electronic protected health information? CCAP has gone through the process of creating a HIPAA compliant infrastructure so our customers can maintain compliance while converting PHI to ePHI. In this session, we will cover:

- What is ePHI?
- CCAP Insurance Programs & the MOVEit application
- Common mistakes
- Electronic vs. paper

Insurance Programs "On the Move" - We make the claim submission process easy. Attendees will receive a brief overview of the CCAP Insurance Programs "Online Incident Reporting System." This application greatly simplifies the claim submission process for our members. We'll also discuss the process of adding additional information to the recently submitted claim, acquiring a paper print out, immediate email notification, mandatory fields, and data validation, which eliminates errors, thus saving time and money.

Presenters: Michael Sage, Chief Information Officer, CCAP and Allen Gavlak, Insurance Technology Specialist, CCAP

Thursday, September 23

This course will be held virtually. You will receive log in information upon registering for the workshop.

Workshop: 10 a.m. - noon



This workshop fulfills the Today's Trends required course for current Academy participants.

FREE TO MEMBERS OF



Nonmember

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

Prison Medical Management Workshop

Caring for the Elderly Inmate - The session objectives will define the elderly inmate, discuss the pathophysiology of aging and discuss the unique challenges the elderly inmate presents to correctional medicine

Quieting the Mind: A Review of Antipsychotics and Their Use in the Correctional Facility Psychiatric disorders are increasingly common in the correctional population. Antipsychotics are often a mainstay of therapy in many of these disorders, including bipolar disorder and schizophrenia. This class of medications has grown to include many options, both old and new, with some variation in their utility, adverse effects, as well as formulations. In this presentation, we will review the treatment of bipolar disorder and schizophrenia as well as review the antipsychotic class of medications regarding differences in side effect profile, formulation availability, and cost.

Pharmacy Services Should it Stay or Should it Go - Triaging Ocular Presentations in Correctional Medical Department - Join us for a discussion on triaging various ocular presentations in the medical department.

LocalGovU 101 - LocalGovU 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. Attendees will leave the session understanding administrative user functions, employee user functions, reporting, course catalog review, PIMCC Incentive Program review in relation to LocalGovU and time for any questions.

Presenters:

Shawn P. McLaughlin, MD; Christopher Bender, PharmD, Clinical Pharmacist, Diamond Pharmacy Services; Jeffrey Lose, OD, Institutional Eye Care, LLC; and Andrew Smith, Risk Control Specialist/PELICAN Marketing Specialist, CCAP

Friday, October 1

This course will be held virtually. You will receive log in information upon registering for the workshop.

Workshop: 8 a.m. – 3:30 p.m., including a break for lunch

This activity has been submitted to Pennsylvania State Nurses Association for approval of professional development hours. PA State Nurses Association is accredited as an approver by the American Nurses Credentialing Center's Commissions on Accreditation.

**FREE TO
MEMBERS OF**



Associate member
\$40 per attendee
Nonmember
\$60 per attendee

The DEI Initiative: Will Counties Lead, Follow, Be In or Get Out of the Way?

The demographics of the United States are changing quickly. In Pennsylvania, we face both a challenge and an opportunity to lead on diversity, equity and inclusion. Doing so will require us to get comfortable with being uncomfortable and to have some difficult discussions surrounding this issue. The morning session will focus on how we can approach this initiative in our counties and look at specific strategies for conducting those conversations in ways that allow for the greatest chance for success.

The afternoon session will be highly interactive and ask each of us to look at how this initiative may be received in our individual counties. What do we see as roadblocks? What can we do to promote acceptance of this initiative? How do we get buy-in from county leadership so that we can move forward? And what support do we need to make this a successful effort?

This training will be foundational for the broader CCAP DEI initiative and can help inform its development and rollout.

Presenter: Chuck Mazzitti, Executive Director
Mazzitti and Sullivan EAP Services Inc.

Tuesday, October 5

Tuesday, October 19

This course will be held virtually. You will receive log in information upon registering for the workshop.

Workshop: There will be a morning session (10 a.m. – noon), break for lunch and an afternoon session (1- 3 p.m.).



This workshop fulfills the Leadership, Management and Decision-Making required course for current Academy participants.

FREE TO MEMBERS OF



Nonmember

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

Safety Workshop

PComp and PCoRP Updates – Updates for both insurance programs will be provided.

Hazard Identification - To effectively manage and control exposures, perils, and hazards, they must first be identified. This training will focus on the four classifications of potential loss exposures (property, liability, human resource and net income) and how to best identify and put in place measures to prevent losses.

Value Added Services – CCAP Insurance Programs offer several value-added services. In this session, we will cover elevator inspections performed by National Elevator Inspection Services (NEIS), property and boiler inspections conducted by Hartford Steam and Boiler and appraisals of buildings, property and fine arts completed by Industrial Appraisals. Additionally, we will review the PCoRP eRiskHub®, a cyber risk management portal that provides tools and resources to help you understand exposures, establish response plans and minimize the effects of data breaches, and the other value-added services.

Loss Runs - Loss runs are a great tool to track the frequency and severity of loss trends. We will explain the importance of loss runs, how to read them accurately and what risk control staff can do to assist with high frequency and severity.

CorrectionsOne Academy - This program is brought to you by Lexipol, 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. This session will cover the features and benefits of this program, which include 24/7 access to online learning, 550 courses and videos, training workflows, skills development tracking and reporting features.

Presenters: Kelly Krakowski, Insurance and Reinsurance Manager, CCAP, Keith Wentz, ARM-P, ARM, Risk Management and Underwriting Manager, CCAP, Andrew Smith, Risk Control Specialist/PELICAN Marketing Specialist, CCAP

Thursday, October 7

This course will be held virtually. You will receive log in information upon registering for the workshop.

Workshop: There will be a morning session (10 a.m. – noon), break for lunch and an afternoon session (1- 3 p.m.).

**FREE TO
MEMBERS OF**



Nonmember

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



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

KEYS: Verbal Judo: Learning How to Create Results not Regrets in the Workplace

We all have patterns of communication with others—some very positive, then there are those that make your skin crawl!

We will learn how to use 'verbal judo' to find success and not have regrets with others in the workplace. Verbal Judo works by helping you re-direct hostile energy coming towards you and influencing the other person to think on your terms. At this interactive session, we will learn and practice the following:

- The difference between verbal karate and verbal judo.
- How to better read others (and ourselves) through their non-verbal communications.
- The five universal truths to human interaction.
- The LEAPS method to effective communication (Listen, Empathize, Ask, Paraphrase and Summarize).
- The eleven things to NEVER say to anyone and expect to get positive results.

Come join us on Zoom to be even more effective than you are today as leaders in your County.

Presenter: Mary Kay Williams, Principal Owner of MindShift Consulting

Wednesday, October 13

Tuesday, October 26

This course will be held virtually. You will receive log in information upon registering for the workshop.

Workshop: There will be a morning session (10 a.m. – noon), break for lunch and an afternoon session (1- 3 p.m.).

FREE TO MEMBERS OF



Nonmember

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



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

County Risk Managers Council

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 on 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 fall 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. Because 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, November 5

This course will be held virtually. You will receive log in information upon registering for the workshop.

**FREE TO
ATTEND**

Workshop: 9 a.m. – 1 p.m.

Questions about this workshop? Please contact Keith Wentz,
Risk Management and Underwriting Manager,
kwentz@pacounties.org.

Prison Personnel Workshop

The following one-hour sessions will be provided:

- **De-Escalation: Training, Policy** - Jack Ryan, Attorney, Co-Director of LLRMI
- **Mental Health in the Prison Setting** - Peter R. Jennetten, Esquire, Quinn Johnston
- **PCoRP Prison Risk Management Review (formerly PREPARE)** – The goal is this program is to provide wardens and commissioners with input and advice about ways to limit the possibility of being sued, and to position the county in the best possible light in case of a suit. - David J. MacMain, Esquire, MacMain, Connell & Leinhauser
- **Leadership Strategies**

Thursday, November 18

This course will be held virtually. You will receive log in information upon registering for the workshop.

Workshop: There will be a morning session (10 a.m. – noon), break for lunch and an afternoon session (1- 3 p.m.)

**FREE TO
MEMBERS OF**



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

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 registration is 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.

To determine your county's eligibility, go to the membership lists on pages 22 and 23 or contact **Linda Rosito** at lrosito@pacounties.org.



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.



64 Members Strong!

**The Society of County Human Resource Professionals of Pennsylvania
An Affiliate of the County Commissioners Association of Pennsylvania**

BENEFITS OF JOINING SCHRPP!

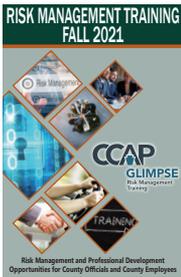
- Educational opportunities to include the SCHRPP Annual Conference, six webinars on hot legal topics and three Regional Discussion Forums
- Annual membership in the Society For Human Resource Management (SHRM) for the Primary Member
- One free call per month for quick legal and labor law consultation services, with up to 35 percent discount on the firm's hourly billing rates for matters that extend beyond a quick call
- All-inclusive website for access to industry related resources, sample county policies, news and information, surevy data, networking tools, a webinar repository and much more
- Mentorship and resources for new county human resource personnel
- Voice at CCAP and at the county level as issues arise that could affect county human resources

CONTACT: Desiree Nguyen, Executive Director, SCHRPP, dnguyen@pacounties.org or (717) 736-4779.

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.



FREE TO MEMBERS OF



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



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.

2021 FALL WORKS

September 2021

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
			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 8
Defensive Driving Course

Thursday, September 23
KEYS: Cyber, CORE, Claims and More!

Tuesday, September 21
Excellent Supervisor Seminar

SAVE THE DATE

2021 SCHRPP ANNUAL CONFERENCE

September 16-17, 2021



Liberty Mountain Resort and Conference Center
Fairfield, PA

We would appreciate your feedback on our training programs. Send your questions, comments and concerns to lrosito@pacounties.org.

HOPS AT A GLANCE

October 2021

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

Friday, October 1
Prison Medical Management Workshop

Tuesday, October 5
The DEI Initiative: Will Counties Lead, Follow, Be In or Get Out of the Way?

Thursday, October 7
Safety Workshop

Wednesday, October 13
KEYS: Verbal Judo: Learning How to Create Results not Regrets in the Workplace

Tuesday, October 19
The DEI Initiative: Will Counties Lead, Follow, Be In or Get Out of the Way?

Tuesday, October 26
KEYS: Verbal Judo: Learning How to Create Results not Regrets in the Workplace

SAVE THE DATE!

2021 CYBERSECURITY SUMMIT OCTOBER 6-7

Connect to Protect:
Secure Your Environment Through Effective Collaboration



Fall Workshops Continued

November 2021

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
	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 5
County Risk Manager Council Meeting

Thursday, November 18
Prison Personnel Workshop



CCAP
Insurance Programs

Ask Us First...We Cover It All!



Owned By Members | Governed By Members | Service To Members



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 (Personnel and Labor Relations)**
- **KEYS: Cyber, CORE, Claims and More (Today's Trends)**
- **DEI Initiative: Will Counties Lead (Leadership, Management and Decision Making)**
- **Safety Workshop (Risk Management)**
- **KEYS: Verbal Judo - Learning to Create Results (Personal Development)**

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

UC Trust Membership

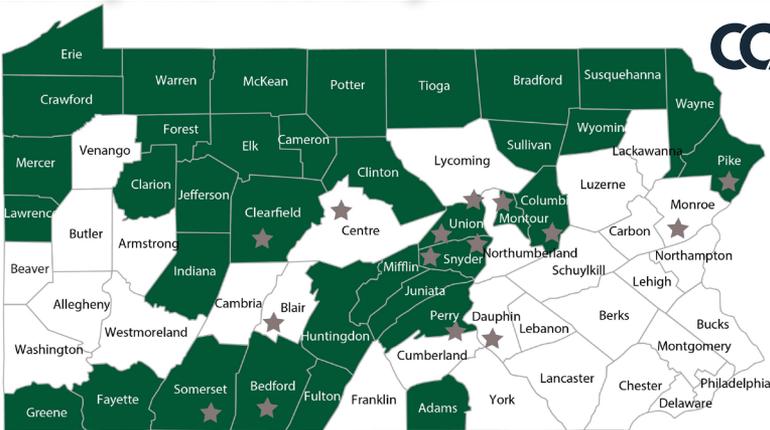


★ Locations of County Related Entity Members

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

Potter County Human Services
SEDA-COG

PComp Membership



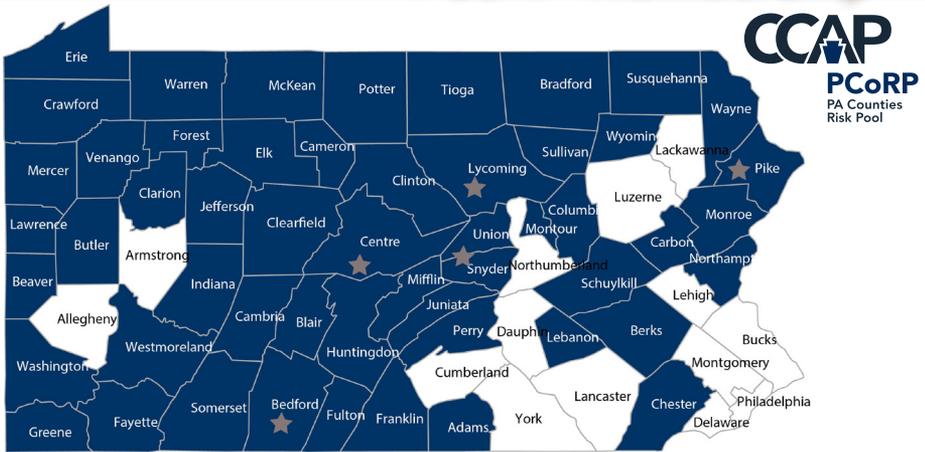
★ Locations of County Related Entity Members

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

registration fees. Each workshop description will indicate the sponsoring program(s).

PCoRP Membership



★ 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 Membership



Athens Health and Rehabilitation Center
 Berks Heim Nursing & Rehabilitation Center
 Bradford County Manor
 DuBois Continuum of Care Community, Inc.
 Elk Haven Nursing Home Association
 Gracedale Nursing Home
 Kane Community Living Centers - Glen Hazel
 Kane Community Living Centers - McKeesport
 Kane Community Living Centers - Ross Township
 Kane Community Living Centers - Scott Township
 Loyalhanna Healthcare Associates
 Markley Rehabilitation and Healthcare Center
 Neshaminy Manor Nursing Home
 The Ridge at Heritage Meadows
 Philadelphia Nursing Home
 Pleasant Ridge Manor Nursing Home
 Pleasant Valley Manor Pocopson Home
 Springfield Rehabilitation and Healthcare Center
 Susque-View Home, Inc.



GLIMPSE at Spring 2022

Save - the - Date

MARCH

24	Defensive Driving Course	Lewisburg
30	Controlling Workers Compensation Costs	State College

APRIL

8	PCoRP Risk Control Workshop	State College
12	UC Trust	Scranton
12	KEYS Workshop	Cranberry Twp.
21	Defensive Driving Course	State College
21	UC Trust	State College
26	UC Trust	Lewisburg
28	KEYS Workshop	CCAP

MAY

5	KEYS Workshop	CCAP
10	KEYS Workshop	Lewisburg
11	UC Trust	CCAP
19	KEYS Workshop	Scranton
20	County Risk Managers Council Meeting	CCAP
24	KEYS Workshop	Cranberry Twp.
25	KEYS Workshop	CCAP
26	Prison Risk Management	Hershey

** Dates and locations are subject to change*



Insurance Programs

More Than Just Insurance



CCAP Insurance Department Staff

Staff	Title	Direct Line
Amber Baxter	Claims Representative 2	(717) 736-4765
Carrie Brandts	Claims Representative 2	(717) 736-4767
Adrian Cole-Stephens	Claims Representative 2	(717) 736-4789
Morgan Cunningham	Claims Coordinator	(717) 736-4796
Elizabeth Daubert	Claims Representative 2	(717) 736-4760
Barbara Donofrio	Claims Representative 3	(717) 736-4775
Marsha Elmer	Property and Casualty Underwriter	(717) 736-4738
Patty Ensminger, SCLA	Senior Claims Supervisor	(717) 736-4733
Tona Faust	Insurance Programs Services Coordinator	(717) 736-4757
Allen Gavlak	Insurance Technology Specialist	(717) 736-4758
Miranda Gibson	Member Services Administrative Assistant	(717) 736-4759
Jewell Hartz	Underwriting and Risk Control Assistant	(717) 736-4794
Jean Henry, RN	Risk Control Wellness Nurse	(717) 736-4782
Cathy Hoffman	Claims Administrative Assistant	(717) 736-4766
Susan Horne	Insurance Operations Executive Assistant	(717) 736-4763
Aubrey King	Insurance Marketing Director	(717) 736-4723
Kelly Krakowski	Insurance and Reinsurance Manager	(717) 736-4707
Kelly Kyzer	Risk Control Specialist	(717) 736-4795
Marian Mark, SCLA	Senior Claims Representative	(717) 736-4729
Desiree J. Nguyen	Deputy Director, Insurance Pool Operations	(717) 736-4779
Ethan Nicholson	Claims Representative 2	(717) 736-4768
Lisa Roberts	Claims Representative 2	(717) 736-4730
Linda Rosito	Risk Management Training Director	(717) 736-4728
John Sallade, CRM	Managing Director, Insurance Programs	(717) 736-4709
Andrew Smith	Risk Control Specialist/PELICAN Marketing Specialist	(717) 736-4769
Jordan Smith	Claims Representative 2	(717) 736-4754
Cassie Troup	Claims Manager	(717) 736-4756
Keith Wentz, ARM-P, ARM,	Risk Management and Underwriting Manager	(717) 736-4724
Barb Zemlock, Esquire	Insurance Boards Legal Counsel	(717) 736-4762

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



**Insurance
Programs**

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