

CCAP INSURANCE PROGRAMS RISK MANAGEMENT TRAINING

SPRING 2025



CCAP

GLIMPSE

Risk Management
Training

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

A 'GLIMPSE' of What's Inside

- **Training Opportunities for Spring 2025:**
 - KEYS: Building a Dream Team: Together we are Stronger
 - Controlling Workers Compensation Costs
 - KEYS: Fieldworker Safety
 - KEYS: Listen, Communicate, Thrive
 - Risk Control Workshop
 - Defensive Driving Course
 - KEYS: HR Boot Camp
 - County Risk Managers Sharing Group
 - Prison Risk Management Workshop

- **Membership Information**

- **Workshop Details for Attendees**

- **The Academy for Excellence in County Government**

Linda Rosito

Risk Management Training Director
(717) 736-4728
lrosito@pacounties.org

GLIMPSE | Spring 2025

KEYS: Keep Educating Your Staff Building a Dream Team: Together we are Stronger

As a leader—do you feel like you are a constant referee of your team when all you want to do is serve your constituents?

Consider sending your team members to this workshop to explore the following:

- The four pillars of teams: Communication, Collaboration, Contribution and Commitment
- Measures of highly cohesive teams
- Learn how the team can reduce conflict through kind, compassionate, understanding and communication
- Re-engage with the "WHAT and WHY" of how the team serves the county and community

Upon registration, participants will receive an email with a link to complete a complimentary, on-line, behavioral assessment before we meet. The assessment is on-line and requires 30-45 minutes. The assessment is not pass/fail, and there are no right or wrong answers. The assessment is simply a tool we will use to develop awareness, and it will be a great starting point for conversation. When we meet, you will receive your report, and we will review it together.

Presented by Jessica Schneck, Corporate Development & Wellness Manager, M&S EAP Services, Inc.



Thursday, March 27
CCAP Office, Harrisburg



Tuesday, May 6
Regional Learning Alliance,
Cranberry Township



Thursday, May 8
Scranton Hilton, Scranton



Wednesday, May 21
Zoom



10 a.m. to 3 p.m.
Registration begins at 9:30 a.m.

FREE TO MEMBERS OF



PComp
PA Counties Workers'
Compensation Trust



PCoRP
PA Counties
Risk Pool



UC Trust
Unemployment
Compensation Trust



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

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Controlling Workers Compensation Costs

Controlling Workers' Compensation Costs - What's New in 2025

Presented by Christopher Pierson, Esquire and Robert Rachlin, Esquire, Burns White Attorneys at Law

This session will start with a case law update on workers' compensation and move into an open discussion on a wide variety of topics including, Act 121 regarding first responders and PTSD claims, medical marijuana, Act 126 regarding payment of benefits to claimants and much more.

Situational Awareness in Canine Encounters

Presented by Andrew Smith, Risk Control Specialist 2/PELICAN Marketing Specialist, CCAP

County employees face greater risks when visiting resident homes and property. Training will focus on situational awareness skills; the prevalence of canine encounters and what evidence can be gathered from your surroundings. Core concepts of personal safety and your psychological responses to stress are critical in ensuring employee safety during on-site visits.

Water Safety: Employees Working on, in or Near Water

Presented by Julie Waller, MBA, CWCP, MESH, Senior Risk Control Consultant, Alliant Insurance Services, Inc.

Do you have employees, contractors or consultants working on behalf of your organization that work on, in, or near water? In this session, we will discuss the risks of working on, in, or near water, whether individuals are mowing grass, taking water samples, or working at or around a body of water (pond, river, stream, lake, etc.), counties are responsible to conduct a risk assessment and ensure employees are aware of workplace hazards, and employers must effectively manage the risks. Further, employers must be issued required PPE based on workplace exposures, and employees must be trained.



Tuesday, April 1

The Penn Stater Hotel and
Conference Center, State College



10 a.m. to 3 p.m.

Registration begins at 9:30 a.m.

FREE TO MEMBERS OF



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

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KEYS: Keep Educating Your Staff Fieldworker Safety

This program will provide guidance to staff, enhance awareness and assessment skills necessary for casework in the field. The purpose of this training is to identify potential dangers and minimize risk to the personal safety for both county personnel as well as clients in the community.




Upon completion of this training, staff will be able to:


- Identify potential safety risks to themselves as well as clients
- Demonstrate appropriate responses to identified safety hazards


Staff will demonstrate proper field safety techniques and assessment skills utilizing scenario-based training to include three scenarios. The scenarios address identification of methamphetamine labs, opiate addiction, suicidal persons and various other potential risks to staff and children in the field in a real life setting. As staff progress through the scenario, role players react to the staff and staff complete scenarios as they would in the field, contacting supervisors, emergency services or law enforcement. Upon completion of the scenario, the staff, evaluators and role players will participate in a debriefing and then the staff will complete the corresponding paperwork.


The program concludes with a mock court hearing and group discussion.


Presented by Ronald Frederick, Director of Safety and Security, Service Access and Management, Inc.

 **Thursday, April 10**
Harrisburg
1 - 4 p.m.

 **Friday, April 11**
Harrisburg
9 a.m. to 12 p.m.

 **Thursday, April 16**
Malvern
9 a.m. to 12 p.m.

 **Thursday, April 24**
Pittsburgh
9 a.m. to 12 p.m.

 **Thursday, April 24**
Pittsburgh
1 p.m to 4 p.m.

FREE TO MEMBERS OF



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

KEYS: Keep Educating Your Staff 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 with a 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!

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



Tuesday, April 8
Scranton Hilton, Scranton



Tuesday, April 22
Regional Learning Alliance,
Cranberry Township



10 a.m. to 3 p.m.
Registration begins at 9:30 a.m.

FREE TO MEMBERS OF



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Risk Control Workshop

Acts of Violence Response

Presented by Ronald Frederick, Director of Safety and Security, Service Access & Management, Inc.

This training provides guidance to staff in terms of enhancing awareness, assessment and intervention skills necessary for responding to workplace or school violence. It is intended to enhance staff's ability to identify potential dangers and minimize risk to the personal safety of both staff and their clients in a variety of settings. Following this workshop participants will be able to:

- Identify and apply effective strategies in using objects and space to maintain safety, while being mindful of the setting/situation.
- Apply the three different responses to an Act of Violence – Run-Hide-Fight
- Identify exit strategies
- Utilize various techniques for cover and concealment
- Implement counter strategies and distraction techniques
- A variety of Site Assessments

Cyber Incident Response – Lessons Learned from the Trenches

Presented by Matt Meade and Laura Decker from Eckert Seamans Cherin & Mellott, LLC

It seems that almost every day we hear reports of another data breach impacting county government. Ransomware attacks and business email compromises continue to cause significant losses of time, productivity and money for government agencies. Data breaches are often the result of an escalating series of failures which include lack of monitoring, lack of preparation, lack of adequate employee training designed to increase awareness of risky behavior and incomplete or non-existent evaluations and protections involving vendors and other third parties who receive or have access to valuable data. Through a series of hypothetical incidents participants will work through the twists and turns of several data security incidents.

Water Safety: Employees Working on, in or Near Water

Presented by Julie Waller, MBA, CWCP, MESH, Senior Risk Control Consultant, Alliant Insurance Services, Inc.

Do you have employees, contractors or consultants working on behalf of your organization that work on, in, or near water? In this session, we will discuss the risks of working on, in, or near water, whether individuals are mowing grass, taking water samples, or working at or around a body of water (pond, river, stream, lake, etc.), counties are responsible to conduct a risk assessment and ensure employees are aware of workplace hazards, and employers must effectively manage the risks. Further, employers must be issued required PPE based on workplace exposures, and employees must be trained.



Wednesday, April 9

The Penn Stater Hotel and
Conference Center, State College



10 a.m. to 3 p.m.

Registration begins at 9:30 a.m.

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.

Instruction provided by Kelly Kyzer, Risk Control Specialist 2, CCAP Insurance Programs and Certified DDC Instructor



Tuesday, April 15

The Penn Stater Hotel & Conference Center, State College



Tuesday, May 13

Best Western Plus, Lewisburg



10 a.m. to 3 p.m.

Registration begins at 9:30 a.m.

FREE TO MEMBERS OF



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

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KEYS: Keep Educating Your Staff HR Boot Camp

Whatever's Next? Basic and Advanced Investigations as a Way to Solidify Employee Accountability

Presented by Eckert Seamans Cherin & Mellott, LLC

The basis of any good case are facts that support your theory of discipline. Facts flow from interviews, statements, documents and emails and those building blocks flow from a good investigation. This session will cover the important steps and potential pitfalls in handling internal workplace investigations and will include the logistics of the investigation process, witness interviews, document gathering and implementing appropriate discipline. Using real world examples, we will illustrate how to complete an investigation that supports the discipline you may wish to sustain.

Supervision 101: Basic Supervision Techniques Everyone Should Know

Presented by Campbell Durant P.C.

Every county has its share of problematic rank-and-file employees. But what if these problems are compounded by direct supervisors who may not know how to effectively supervise? Using vignettes, we will illustrate techniques for effective supervision, including uniform enforcement of employer policies, progressive discipline, performance evaluations, and leading department employees by example.

Fundamentals of County Collective Bargaining

Presented by Gabriel Fera P.C.

This session will cover the basics of the collective bargaining process for counties. Attendees will leave knowing how the law works and what is expected from the process. As always, we will also provide practical advice and tips that can be taken back home to improve the next round of negotiations.



Tuesday, April 15

The Penn Stater Hotel & Conference
Center, State College



10 a.m. to 3 p.m.

Registration begins at 9:30 a.m.

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PComp

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PCoRP

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Risk Pool



UC Trust

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A Sponsored Program of PACAH

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County Risk Managers Sharing Group

The County Risk Managers Sharing Group is a group of risk management professionals interested in networking about solutions to best manage the risk.

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.

Spring 2025 Topics include:

- Safety Committee Recertification training
- Update of designated panel lists
- Timely claims reporting
- PComp's Sallade Safety Improvement Grant and Wellness Improvement Grant
- Fleet management of County vehicles

In addition, participants should feel free to bring additional topics and questions for group discussion.

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.

Facilitated by Keith Wentz, Risk Management Director, CCAP Insurance Programs



Friday, May 9
CCAP Office, Harrisburg



10 a.m. to 3 p.m.
Registration begins at 9:30 a.m.

FREE TO ATTEND

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Prison Risk Management Workshop

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

Join us for a panel discussion of best practice ideas and suggestions.

2025 Panelists include:

- Jeffrey Fewell, Warden, Washington County Correctional Facility
- Melanie Gordon, Human Services and Criminal Justice Policy Director, County Commissioners Association of Pennsylvania (CCAP)
- Katy Hileman, Warden, Adam County Adams County Adult Correctional Facility
- Edward Sweeney, CJM, CCHP, Sweeney Corrections Consulting LLC

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



Thursday, May 22
The Hotel Hershey, Hershey



9:30 a.m. to 3 p.m.
Registration begins at 9 a.m.

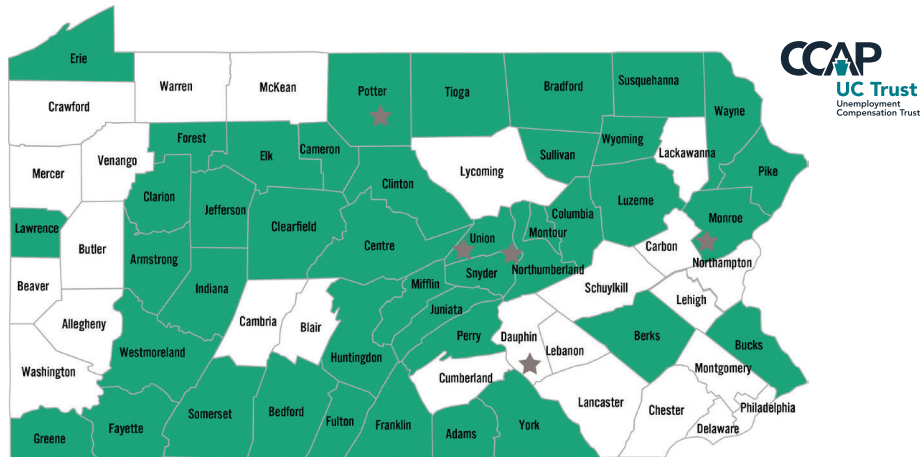
FREE TO MEMBERS OF



Nonmember | \$75 per attendee

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CCAP Insurance Programs Member Listings



★ Locations of County Related Entity Members

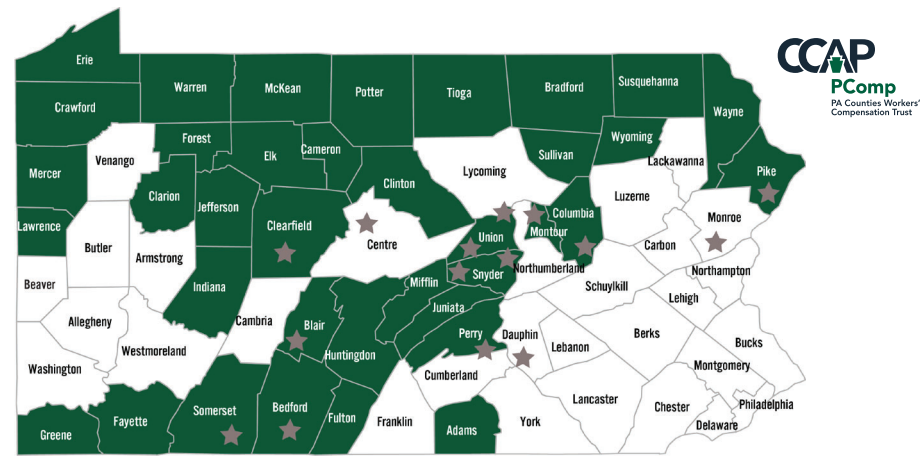
Carbon-Monroe-Pike MH/DS

CCAP

Central Susquehanna Regional 911

Potter County Human Services

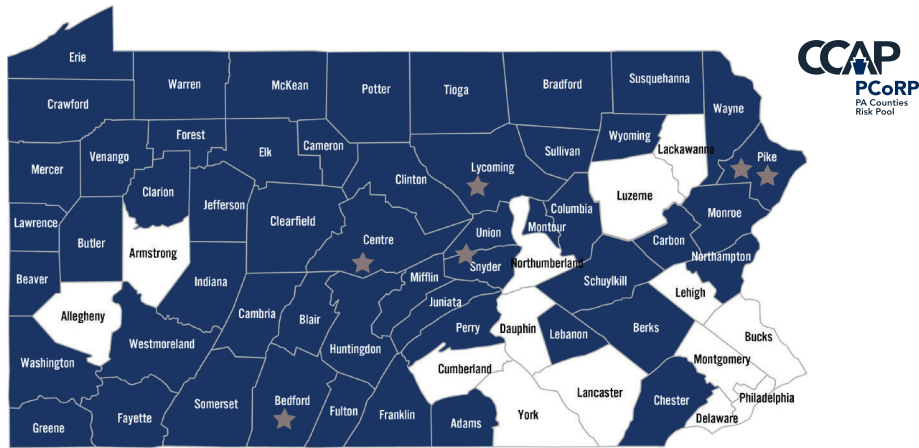
SEDA-COG



★ Locations of County Related Entity Members

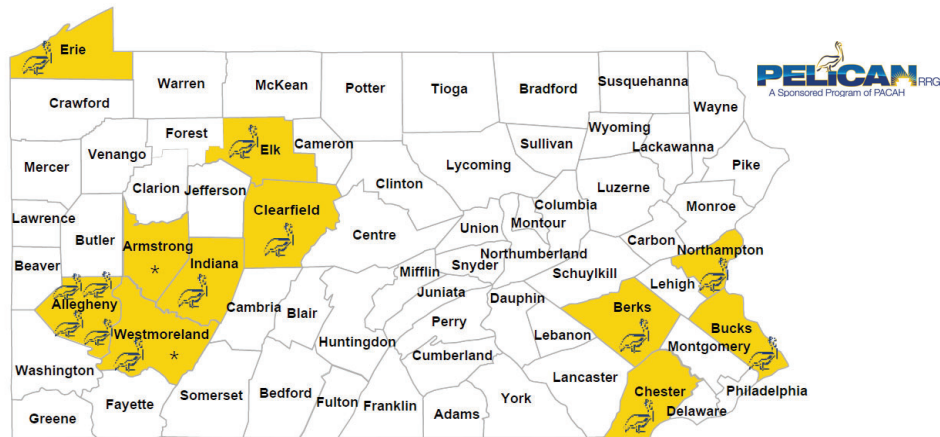
- Bedford-Somerset DBHS
- CCAP
- Carbon-Monroe-Pike MH/DS
- Central Counties Youth Center
- Central Susquehanna Regional 911
- Columbia County Traveling Library Authority
- Community Connections of Clearfield/ Jefferson Counties
- CMSU MH/ID
- Huntingdon-Bedford-Fulton AAA
- Perry County Senior Citizen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

CCAP Insurance Programs Member Listings



★ 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



County-Owned PELICAN Members * For-Profit PELICAN Members

- 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
- Pocopson Home
- The Ridge at Heritage Meadows
- Westmoreland Manor

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 covered 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 covered by the sponsoring program.

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 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

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 that we should be aware of, please indicate such when registering for the workshop and for precaution email Linda Rosito at lrosito@pacounties.org, and so that we can accommodate your request.

ELECTRONIC COURTESY

As a courtesy to all attendees and speakers, 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 computer, beyond note taking, is disruptive to other attendees and discourteous to the speaker. Please limit technology use to break times.

DRESS

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

To determine your county's eligibility, reference the earlier membership maps or contact
Linda Rosito at lrosito@pacounties.org.

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:

- **KEYS: Building a Dream Team: Together We Are Stronger**
Fulfills the Leadership, Management and Decision Making credit
- **Controlling Workers Compensation Costs Workshop**
Fulfills the Risk Management credit
- **KEYS: Listen, Communicate, Thrive**
Fulfills the Professional Development credit
- **Risk Control Workshop State College**
Fulfills the Risk Management credit
- **KEYS: HR Boot Camp**
Fulfills the Legal Issues credit