

2023 FITTING THE PIECES TOGETHER CONFERENCE

Monday, April 10, 2023 to Wednesday, April 12, 2023

Sheraton San Diego Hotel & Marina – Bay Tower, 1590 Harbor Island Drive, San Diego, CA 92101

Schedule *(subject to change)*

Monday, April 10, 2023	
11:30 am – 5:00 pm Foyer	Registration Open
12:00 noon – 1:00 pm Bel Aire Ballroom	Lite Lunch
1:00 pm – 2:30 pm Bel Aire Ballroom	Opening Remarks Video Message from Chancellor Jolene Koester Fitting the People Pieces Together at the CSU presented by Leora Freedman, Vice Chancellor, Human Resources, California State University
2:30 pm – 3:00 pm Foyer	Break
3:00 pm – 5:00 pm Bel Aire Ballroom	General Session: Completing the Youth Protection Puzzle Description: True youth protection can be achieved through the focused commitment of everyone. Configuring multiple administrative processes, learning management systems, developing forms, and shaping units into one cohesive youth protection program takes a significant and sustained effort by the cross-campus community. Please join our expert panel of CSU Risk Managers and Praesidium to discuss the implementation of youth protection initiatives across the campuses. Our experts will discuss cultivating buy-in, developing policies, instituting training, and empowering reporting in higher education. Attendees will receive many of the pieces necessary to complete the youth protection puzzle. Speakers: Michael Beatty, ARM, Executive Director, Risk and Safety Services, San Francisco State University James Bourgeois, JD, Senior Risk Consultant, Praesidium Larry Kimaara, Senior Director, Risk Management & Internal Controls, CSU Dominguez Hills Lynniece Warren, Executive Director, Risk Management, CSU San Bernardino
	Dinner on your own
Tuesday, April 11, 2023	
8:00 am – 5:00 pm Foyer	Registration
8:00 am - 9:00 am Bel Aire Ballroom	Breakfast Buffet

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<p>9:00 am – 10:30 am Bel Aire Ballroom</p>	<p>Keynote: Adapting to 2023 – Finding Resilience</p> <p>Description: Fact. Resilience is a Top Skill Needed in Today's Workplace</p> <p>So many changes in the workplace these days, which is a difficult place for most of us to be. We are hardwired to prefer routine and most often our brains turn to negativity. And most don't have the skills that help us manage change, stress and novel situations.</p> <p>Resilience provides you with a protective factor to deal effectively with times of change, high pressure, and stress - a quality you can pass on to your team. It is a core leadership skill. Resilience enables a positive approach to work and outlook on life, which in turn enables better problem-solving and helps to maintain motivation.</p> <p>There hasn't been a more appropriate, or necessary, time in our lives to focus on resilience. While the common description of resilience is the ability to "bounce back after hardship", Jean challenges you to bounce forward. To take the resilience skills you will discover you already have, add some new skills you will learn in this session and become a better person. Topping off the session are ways you can recharge, reenergize and motivate yourself and others.</p> <p>Speaker: Jean Steel, President, Happy People Win</p>
<p>10:30 am – 10:45 am</p>	<p>Break</p>
<p>10:45 am – 12:00 noon</p>	<p>CONCURRENT SESSION 1</p>
<p>Fairbanks A</p>	<p>EHS and Risk Management Across the CSU – Perspectives, Anecdotes and Hope</p> <p>Description: Post-COVID campus visits with EHS and their key RM, WC, Facilities, and other risk stakeholders revealed some common themes. Our campuses are facing larger societal trends that challenge many organizations, though local cultures, economics, and environments make every situation different. These issues affect our ability to fill jobs and continuity of institutional knowledge. In addition, emerging risks and common responsibilities make collaboration and alignment of more value than it was previously. The breaking down of "silos" because of the pandemic and more streamlined collaboration due to technology are examples of positive trends that that can help us address our challenges as well as have some fun and build relationships.</p> <p>Speaker: Scott Bourdon, CIH, CSP, ARM, Senior Manager, Systemwide Risk & EHS, CSU Office of the Chancellor</p>
<p>Fairbanks B</p>	<p>Cyber Threats Preparedness and Response</p> <p>Description: Join us for a presentation and discussion on cyber threats - what they are, how they intersect with emergency management/mission continuity, and the industry standards in higher education to address them. This presentation is adapted from one presented to the University of California system during the 2022 Emergency Management/Business Continuity Conference. The goal of this presentation is to provide accessible information and tangible action items that can be taken to your University to improve your cyber readiness.</p> <p>Speaker: Stephan Edgar, Strategic Resilience and Preparedness Manager, Risk and Safety Services, UC Santa Cruz</p>
<p>Fairbanks C</p>	<p>Crossover PART 1: Case Studies of Cal Maritime, Cal Poly San Luis Obispo, and CSU San Bernardino</p> <p>Description: Welcome to an engaging conference session discussing insurance losses and risk management activities in response to extreme weather events. Three Universities will present case studies of significant insurance losses. We will examine the challenges faced by the university in managing these losses and the implications for their overall risk management outlook. We will also discuss potential adaption and mitigation strategies that universities are considering. due to climate change on their insurance losses and improve</p>

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	<p>their risk management practices. University administrators and risk managers who are seeking to address the growing threat of climate change on their institutions must attend.</p> <p>Speakers: Michael Martin, AVP, HRSRM, Diversity and Inclusion, CSU Maritime Academy Mike Morgan, Manager, Risk and Administrative Services, Cal Poly San Luis Obispo Lynniece Warren, Executive Director, Risk Management, CSU San Bernardino</p>
Fairbanks D	<p>Return To Work Management - The Missing Piece of the Cost Containment Puzzle</p> <p>Description: This session will focus on the key elements necessary to support a successful RTW Program and how to develop those elements that may not presently be available. We will discuss the challenges many organizations face in fostering prompt identification of safe tasks for limited duty across multiple sites and the strategies to overcome them. We will also examine a number of creative solutions that assist in reducing the amount of time and energy necessary to foster a Return to Work / Remain at Work culture. Finally, we will review how to efficiently develop or transform your RTW process from ‘where it is’ to “where you want/need it to be”.</p> <p>Speaker: Lori Newhouse, M.Ed., CRC, CCM, AVP of Clinical Operations-RTW/Vocational & Carrier Programs, Sedgwick</p>
12:00 noon – 1:45 pm Bel Aire Ballroom	Lunch Buffet
1:45 pm – 3:15 pm	CONCURRENT SESSION 2
Fairbanks A	<p>EOC of EOCs: CSU’s Systemwide Emergency Support Team</p> <p>Description: We will provide an overview of how the CSU organizes from the system level to support campuses and synthesize information during regional and systemwide emergency incidents. This session will include a segment on how we utilize VEOCI for information sharing.</p> <p>Speakers: Stephanie Kim, MPH, Emergency Management and Continuity Analyst, Systemwide Risk Management, CSU Office of the Chancellor Jenny Novak, CEM, Director, Systemwide Emergency Management and Continuity, CSU Office of the Chancellor</p>
Fairbanks B	<p>Maximizing the Power of Underutilized Tools: Data, LMS, and Information Sharing</p> <p>Description: In this session, we will explore the underutilized tools in the fields of data, LMS, and information sharing. We will discuss how these tools can be used to enhance productivity and efficiency in various settings, review the Environmental, Health, and Safety (EHS) compliance dashboard and its role in ensuring regulatory compliance for your campus, and review and demonstrate the robust self-service Workers’ Compensation data collection tools available on Sedgwick’s viaOne View Workers’ Comp claim information system. Additionally, we will examine the availability of implementing the CSU Learn for students LMS platform and how it can be leveraged to enhance learning outcomes for students. Overall, this session is designed for professionals in various fields who are interested in maximizing the power of underutilized tools to enhance productivity, efficiency, and collaboration. By the end of the session, attendees will have a better understanding of how to leverage data, our CSU Learn platform, and information sharing to drive positive outcomes in their respective fields.</p> <p>Speakers:</p>

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	<p>Shane Cole, Senior Technical Standards and Compliance Manager, Sedgwick Claims Management Services, Inc.</p> <p>David Kervella, AVC, Learning and Development, CSU Office of the Chancellor</p> <p>Debbie Marcusson, M.Ed., Director of Technical Training, Learning and Development, CSU Office of the Chancellor</p>
Fairbanks C	<p>Crossover PART 2: CSU GL OCIP Overview and User Guide</p> <p>Description: Your CSU Campus that has been impacted by an OCIP GL (Property Damage or Bodily Injury) claim, so now what is your plan of action?</p> <p>Speakers:</p> <p>Robert Frey, RPA, CSURMA Claims Manager, Alliant Insurance Services, Inc.</p> <p>Chris Stafford, Senior Vice President, McLarens</p> <p>Ty von Hoetendorff, ARM, CRIS, Vice President, Construction Services Group, Alliant Insurance Services, Inc.</p>
Fairbanks D	<p>The Environmental Health and Safety Leaders' Perspectives of Higher Education Safety Culture</p> <p>Description: The lack of academic literature on the perspectives of EHS leaders at institutions of higher learning in the United States was the cause of pursuing this topic. The initial focus of the study was on the EHS directors of CSU. However, I could not secure enough volunteers to participate in the research. The solution was to broaden the inquiry to all higher education institutions across the United States. In this presentation, I will share my journey and findings based on the 2019 CSU EHS audits data, the survey of 23 EHS leaders, and interviews with eight of them, including one of the top scholars in the field.</p> <p>Speaker: Zenebe Asfir, Doctoral Candidate, University of the Pacific, Sacramento Campus</p>
3:15 pm – 3:45 pm Foyer	Refreshment Break
3:45 pm – 5:15 pm	CONCURRENT SESSION 3
Fairbanks A	<p>Construction Insurance Safety and Claims Issues</p> <p>Description: This presentation will focus on the importance of safety and risk management in CSU construction projects, and the role of insurance in mitigating potential losses due to accidents, injuries, and property damage. The presentation will cover BRIP and OCIP, and how they protect the CSU, contractors, and subcontractors. The presentation will also discuss best practices for safety and risk management in construction, including safety training, job site inspections, and incident reporting. Finally, the presentation will cover the claims process for construction insurance, including real CSU examples of claims, what to expect during the claims process, and how to avoid common pitfalls that can lead to claim denials or delays.</p> <p>Speakers:</p> <p>Eli Mendoza, Safety Director, Construction Services Group, Alliant Insurance Services, Inc.</p> <p>Mike Morgan, Manager, Risk and Administrative Services, Cal Poly San Luis Obispo</p> <p>Edward Villanueva, Construction Program Manager, Capital Planning, Design, and Construction, CSU Office of the Chancellor</p>
Fairbanks B	<p>The Psychology of Risk (Canceled)</p> <p>Description: Do you wonder why people are more concerned about sharks on a visit to the beach than skin cancer, even though 48,000 people die each year from melanoma, and only about 6 people a year die by shark attack? Or why most people are more concerned about a</p>

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	<p>plane crash than an automobile crash, even though statistically, it is 67 times riskier to travel the same distance by car than by plane. REAL risk and PERCEIVED risk can often be very different. As risk and safety professionals, one of our key responsibilities is helping people to assess risks as accurately as possible, and narrowing the gap between the perception of risk and the actual risk. Because we make our decisions and take actions based on how we perceive risks, it is important that the perception of risk matches the reality of risk as closely as possible. In this session, participants will learn about the psychology behind fear, risk, and behavior by reviewing concepts such as “dread factors” and cognitive bias, and will learn some techniques to overcome these biases, and therefore be better prepared to address the right risks in the right ways.</p> <p>By attending this session, participants will:</p> <ul style="list-style-type: none"> • Learn how to recognize and narrow the gap between perceived and actual risk. • Be able to recognize the most common types of cognitive bias and “dread factors” that can interfere with decision-making and risk analysis. • Learn how to apply techniques to compensate for the factors and characteristics of the human condition that can skew our perception of risks <p>Speaker: Erin Fullerton, Campus Risk Manager & Director of Integrated Risk Management, CSU San Marcos</p>
Fairbanks C	<p>Freedom of Speech in the University Setting</p> <p>Description: This session will provide an overview of the legal rights associated with freedom of speech. It will explain how these concepts apply in the university setting and discuss specific application in connection with campus protests, social media, election issues, government speech, hate speech and other commonly-encountered situations on college campuses.</p> <p>Speakers: Darryl Hamm, University Counsel, Office of General Counsel, CSU Office of the Chancellor Robin Webb, University Counsel, Office of General Counsel, CSU Office of the Chancellor</p>
Fairbanks D	<p>Test Your Workers’ Compensation Knowledge</p> <p>Description: This popular session is a fun, interactive review of workers’ compensation facts and fiction designed specifically for the CSU. The session will include discussion on claim compensability, benefit delivery, reporting requirements, medical treatment issues. The session is a great refresher for those with experience in workers’ compensation and a good introduction to those that may be new to the world of workers’ compensation.</p> <p>Speakers: Patricia Daniels, Vice President, Operations, Sedgwick Deanna Jacona, WCCP, CPFI, Senior Claims Analyst and Administrator, Hudson Claims Consulting</p>
6:00 pm – 8:00 pm Shutters	Welcome Reception
	Dinner on your own
Wednesday, April 12, 2023	
8:00 am – 9:00 am Foyer	Breakfast
9:00 am – 10:30 am	CONCURRENT SESSION 4

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Fairbanks A	<p>Academic Continuity of Operations Procedure</p> <p>Description:</p> <p>Speaker: Cris Jones Koczera, Director of Risk Management and Safety Services, Cal Poly Humboldt</p>
Fairbanks B	<p>Workers' Compensation Legislative Update – What is Behind Us and What is in Front of Us</p> <p>Description: In this session our expert panel will discuss some of the most impactful legislation that shaped how workers' compensation benefits are administered. From a legislative perspective, the bills passed over the last 20 years were transformative in claims practices and stabilizing/reducing costs. However, will the pendulum swing the other way? In addition, this panel will cover the current environment in Sacramento including proposed legislation that could have a negative impact on our landscape.</p> <p>Speaker: Eddy Canavan, ARM, AIC, Senior Claims Advisor, Hudson Claims Consulting</p>
Fairbanks C	<p>Getting Your Gas in Gear and Keeping it Wheel with Defensive Driver</p> <p>Description: Defensive Driver and Small Vehicle Safety can make anyone slam on their brakes! With a completion rate of nearly 100%, developing a program that collaborates with other departments takes working on all cylinders and lots of elbow grease. Come learn what works for Stanislaus State.</p> <p>Speaker: April Dunham-Filson, MPA, CSHO, Health & Safety Specialist, CSU Stanislaus</p>
Fairbanks D	<p>What's New with the Office of Fire Safety and Wildfire Preparedness</p> <p>Description: The Office of Fire Safety works with the CSU campuses to prepare against the devastating effects of wildfire. This session will discuss the various state programs and programs within the department to help create wildfire prepared campuses. The tasks involve working with stakeholders on wildfire planning to reduce or eliminate fire hazards and risks, modifying the environment by removing or reducing receptive fuels, conducting fire hazard compliance inspections, and providing education and grant opportunities for wildfire prevention efforts.</p> <p>Speakers:</p> <p>Michael Major, Deputy Director of Fire Safety, Construction Services, CSU Office of the Chancellor</p> <p>Travis Tyler, Director of Fire Safety, Construction Services, CSU Office of the Chancellor</p>
10:30 am – 10:45 am	Break
10:45 am – 12:00 noon	CONCURRENT SESSION 5
Fairbanks A	<p>Prepare More People in Less Time: Systemwide Emergency Procedures Training</p> <p>Description: In order to increase knowledge of all CSU employees on how to stay safe during emergencies on campus, CSU Emergency Managers, with the support of the Systemwide Learning Management Team, have collaborated on a comprehensive but succinct emergency preparedness training that campuses can adapt to their needs.</p> <p>Speakers:</p> <p>Hope Kaye, Director, Office of Emergency Services, San Francisco State University</p> <p>Jenny Novak, CEM, Director, Systemwide Emergency Management and Continuity, CSU Office of the Chancellor</p>
Fairbanks B	CSURMA/AORMA 101

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	<p>Description: You think you know all about the University's risk financing programs and related services provided via CSURMA? It's possible your university or auxiliary organization is missing opportunities to further benefit from CSURMA. Like the survey courses at your Universities, attendees at this session will learn about the who, how, what, where and when of CSURMA and how to engage with the programs and services.</p> <p>Speakers: Zachary Gifford, Senior Director, Systemwide Risk Management, CSU Office of the Chancellor Daniel Howell, CSURMA Program Director, Alliant Insurance Services, Inc. Amy Lightner, CSURMA Program Administrator, Alliant Insurance Services, Inc. Mimi Long, CSURMA Program Administrator, Alliant Insurance Services Inc.</p>
Fairbanks C	<p>40 Tips in 40 Minutes</p> <p>Description: This fast paced, fun and engaging session that will provide each panelist with only one minute to provide a tip to the audience. Tips are centered on facts and awareness relevant to California State University Colleagues in the areas of Health & Safety, Risk Control, Workers Compensation, Compliance, Human Resources, and Litigation Prevention. The session's goal is for the audience to leave with a better understanding of the roles and responsibilities of the presenters so we can all work together to secure better outcomes for CSU Employees.</p> <p>Speakers: Alisha Brown, Director of Total Wellness, Human Resources, Diversity & Inclusion, CSU Fullerton Corey Ingber, Esq., Managing Partner, Ingber & Weinberg, LLP Deanna Jacona, WCCP, CPFI, Senior Claims Analyst and Administrator, Hudson Claims Consulting Marvin Pratt, MPA, CHMM, Director, Environmental Health and Safety, CSU Chico Beth Ryan, CEBS, Interim Associate Vice Chancellor, Human Resources, CSU Office of the Chancellor</p>
Fairbanks D	<p>The Enhanced Foreign Travel Insurance Program (FTIP)</p> <p>Description: The deep review of our Foreign Travel Insurance Program has allowed us to add opportunities for campuses to fully brand their international travel registry using Terra Dotta and has expanded, and simplified, our duty of care requirements via Crisis24. With the use of Crisis24 web platform, Companion, and the WorldCue mobile app, travelers can access services much easier and we can communicate with travelers as needed. Join us in this session to learn about these opportunities and the process necessary to ensure our travelers receive the support they need.</p> <p>Speakers: Jody Van Leuven, Ed.D., Director, Systemwide Risk Management, CSU Office of the Chancellor Stacey Weeks, CSURMA Program Administrator, Alliant Insurance Services Inc.</p>
12:00 noon – 1:15 pm Bel Aire Ballroom	Lunch Buffet: Closing Remarks and Opportunity Drawings <i>(must be present to win)</i>
	End of Conference
Post-Conference Meetings	

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CSURMA MEETINGS (Open public meetings for committee and board members)	
1:30 pm – 3:30 pm Bel Aire Ballroom	CSURMA Board of Directors Meeting
CSU WERCS AFFINITY GROUP MEETINGS (Meetings for group members)	
2:00 pm – 5:00 pm Fairbanks A	EHS Affinity Group Meeting
2:00 pm – 5:00 pm Fairbanks B	EM/BC Affinity Group Meeting
2:00 pm – 5:00 pm Fairbanks C	RM Affinity Group Meeting
2:00 pm – 5:00 pm Fairbanks D	WC Affinity Group Meeting
Thursday, April 13, 2023	
10:00 am – 12:00 noon	Snapdragon Stadium Tour, 2101 Stadium Way, San Diego (No transportation provided) Contact: Stephanie Kim, skim@calstate.edu , cell 562-822-1433

Thank you for coming!