

**Wyoming State SHRM Conference  
September 20 – 21, 2012**

**Thursday, September 20**

<b>KEYNOTE:</b> Tim and Kris O'Shea, Change 180 South/Central Ballroom 8:30 – 10:00am 1.5 HRCI General Credit		
<b>Session 1 10:15 – 11:30am</b>	<b>Session 2 1:15 – 2:30pm</b>	<b>Session 3 2:45 – 4:00pm</b>
Anne Ladd – Measuring Hospital Quality (H&I) South/Central Ballroom	Anne Ladd – Changing the Way we Pay for Healthcare (H&I) Theatre 1.25 HRCI General Credit	Brad Johnson – Post Supreme Ruling - What Now? Where is Health Reform Going? (H&I) Theatre 1.25 HRCI General Credit
Dianna Gould – Workplace Flexibility: The Next Imperative for Business Success and HR Leadership (General) Theatre 1.25 HRCI Strategic Credit	Karen Roberts – Vendor Partnering to Meet Your Evolving Benefits and Administration Needs (H&I) South/Central Ballroom 1.25 HRCI Strategic Credit	Rich Vincent – Unemployment Insurance (Compliance) North Ballroom 1.25 HRCI General Credit
John Ysebaert – Changes and Updates in Workers' Compensation, Employee Safety/OSHA and Labor Standards (Compliance) North Ballroom 1.25 HRCI General Credit	Jeanette Pickinpaugh and Stephanie Pyle – Programs for Employers from the Wyoming Department of Workforce Services (General) Teton Room 1.25 HRCI General Credit	Tammeron Trujillo – Succession Planning: The Future is Now (General) South/Central Ballroom 1.25 HRCI General Credit
	Mike Sullivan – At-Will Employment (Compliance) North Ballroom 1.25 HRCI General Credit	

**Friday, September 21**

<b>KEYNOTE:</b> David Lusk, Topics Shaping HR Public Policy South/Central Ballroom 8:30 – 10:00am 1.5 HRCI Strategic Credit
<b>Session 1 10:15 – 11:30am</b>
Brad Johnson – Bending the "Trend Line" in Health Plans (H&I) Theatre 1.25 HRCI General Credit
Craig Silva – Top Ten Employment Law Goofs (Compliance) South/Central Ballroom 1.25 HRCI General Credit
Christa Sutton – Intentional Professionalism (General) North Ballroom 1.25 HRCI General Credit

## ***Thursday Keynote***

### **The O'Shea Report      Change 180°**

*Tim and Kris O'Shea*

[www.theosheareport.com](http://www.theosheareport.com)

We all have change in our lives...it's how we deal with it that matters. Described as "Saturday Night Live" for business, Kris and Tim O'Shea will help you look at the fast-paced, constantly-changing world with a fresh, new perspective. In their keynote, "Change 180," The O'Shea's cover everything from workplace personalities and changing times to "Management Flavor of the Month" business books. The O'Shea Report "Change 180" will not only get you laughing, it will give you a lighthearted way of looking at a heavy topic.

Tim and Kris O'Shea are both familiar with the fast pace of the working world. They are former corporate professionals in sales, training, and HR. But instead of going home after work, they went to their second job at night, performing in theaters and nightclubs as writers and comedians. Combining their backgrounds as humor writers and business professionals, The O'Shea's are now internationally recognized corporate keynote speakers. They present their unique blend of business humor programs for such organizations as Nordstrom, Hewlett-Packard, Coors, State Farm, and Kaiser Permanente.

## ***Thursday – Session 1***

### **Anne Ladd      Measuring Hospital Quality**

The Wyoming Business Coalition on Health has been asking hospitals across the state to participate in the Leapfrog Hospital Quality Survey. This is a voluntary survey. We would like every hospital in the state to participate. Our goals are to establish a baseline of data about the state of the state regarding the quality of care our beneficiaries are receiving and then work with the delivery system to improve it. We are not looking to be punitive, but we are looking to lower costs by improving the quality of care provided.

Anne Ladd is the CEO of the Wyoming Business Coalition on Health - a state-wide organization whose main objective is to raise the visibility, viability and sophistication of conversations between employers – who are the ultimate payers of most healthcare expenses through their own insurance premiums and through taxes paid to the various levels of government – and those who deliver and influence the delivery of care. The organization's ultimate goals are to make the system more transparent and to provide incentives that will improve the quality of care received while containing costs.

In 2005 she served as the Executive Director of the Wyoming Healthcare Commission. She also has experience as a product manager on several healthcare related information technology projects, and was the Director of Strategic Planning for Blue Cross Blue Shield of Colorado/Nevada. She started

her career in healthcare in 1990 as the Director of Public Affairs for Kaiser Permanente in Sonoma County California.

Born and raised in Wyoming, Ms. Ladd has an undergraduate degree in economics, a Master's degree in Journalism and a Master's in Healthcare Administration.

**Dianna Gould                      Workplace Flexibility: The Next Imperative for Business Success and HR Leadership**

Workplace flexibility has become a key business strategy to leverage the talents and skills of today's increasingly diverse, aging, and multi-generational workforce. In this session, you will learn how flexible work arrangements such as job sharing, flexible scheduling, phased retirement, and telecommuting can drive employee engagement, productivity, retention, and benefit your organization's bottom line. You will also examine case studies of companies that have won the national Sloan Award for Business Excellence in Workplace Flexibility for their innovative programs. And, you will hear about new resources and opportunities as a result of SHRM's partnership with the Families and Work Institute, including the "When Work Works" initiative.

Dianna Gould, SPHR has over 20 years' experience in the human resources profession. Currently she is the Field Services Director for the Pacific West Region for the Society of Human Resource Management (SHRM).

Prior to joining SHRM, she had experience as an HR professional for Fortune 500 companies to start-up firms. She has worked in the high tech, international export, manufacturing, and the service industry.

She has a Bachelor of Science in Business Administration from Warner Pacific College and obtained a Comprehensive Human Resource Management (CHR) certification from Portland State University.

She has been an active member with SHRM since 1991 and has volunteered for a variety of leadership roles during that time. She has served as the President for the Portland Human Resource Management Association and in 2006 was the Director of the Oregon State Council Board of Directors.

She has taught courses at Clark College for the PHR and SPHR Human Resources Certification Institute (HRCI) certification and is life-time certified as a Senior Professional Human Resources (SPHR).

**John Ysebaert                      Changes and Updates in Workers' Compensation, Employee Safety/OSHA, and Labor Standards**

Mr. Ysebaert's presentation will include statistical information, changes in case management and implementation of fraud management regarding Workers'

Compensation. He will also present Labor Standards' information regarding the preference act and changes in OSHA.

Mr. John Ysebaert was appointed the Division Administrator of the Office of Workforce Standards and Compliance in the Department of Workforce Services in January 2011. He is responsible for Workers' Compensation, Labor Standards, OSHA, Unemployment and Workers' Compensation Audits, and Unemployment Appeals. Prior to that, he was the Department's Human Resources Administrator for four years. As the Human Resources Administrator, John was responsible for all aspects of Human Resources Administration including compensation, benefits, policies, procedures, payroll, training, organizational development and recruiting. He has served on various human resource committees and teams in both private industry and state government throughout the years.

Prior to joining the Department, Mr. Ysebaert was the Director of Human Resources at Iverson Memorial Hospital in Laramie. He also worked as the Human Resources Manager for the University of Wyoming in Laramie and was the Director of Human Resources at the Wyoming Medical Center in Casper.

Mr. Ysebaert received his Masters of Business Administration and Bachelor's Degree in Organizational Communications both from the University of Wyoming. He is certified as a Senior Professional in Human Resources (SPHR).

## ***Thursday – Session 2***

### **Anne Ladd                    Changing the Way we Pay for Healthcare**

Insanity is continuing to do the same thing over and over and expect a different result. As long as we continue to pay for the volume of care via our current fee-for-service system we are going to continue to get the same result - questionable, inefficient and uncoordinated care. We have to find a different way to pay for healthcare. We have to find a way to reward high-quality, efficient, well-coordinated care. We need to be having conversations with our benefits consultants and TPAs about bundled payments and other innovative payment strategies designed to provide better incentives to the delivery system.

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Born and raised in Wyoming, Ms. Ladd has an undergraduate degree in economics, a Master's degree in Journalism and a Master's in Healthcare Administration.

**Karen Roberts                      Vendor Partnering to Meet Your Evolving Benefits & Administration Needs**

Outsourcing HR services solves HR business problems and creates additional value. Ms. Roberts will be discussing why to outsource; service delivery models; how to select the right partner and maximizing the partnership; and determining successful outcomes.

Karen Roberts is a Senior Vice President emeritus in Aon Hewitt's Client and Market Leadership practice and is based in Tampa, FL. Her knowledge, spanning over 30 years, has been gained on all sides of the business -- carrier, corporate and consulting.

Her skills include administrative sourcing evaluations, HR/Benefit process reengineering, strategic benefit planning, health care cost management, health promotion and wellness programs, and web-based and new media wellness engagement strategies.

Ms. Roberts has extensive experience in large, complex key account management, working with employers to develop, implement and manage a strategic HR/benefits design and delivery environment. *HRO Today* magazine recognized Ms. Roberts as an industry leader and one of 42 named individuals on the provider side involved in the most important HRO transactions of the year. *Human Resource Executive* magazine recognized her as one of 20 Top Benefits Power Brokers in Healthcare in the US for 2010 where her clients cited her passion and expertise in wellness as a differentiating characteristic.

Ms. Roberts has published in *Employee Benefit Plan Review*, CMPMedica's *Drug Benefit Trends*, *Workspan* and authored nationally distributed white papers, "Health Promotion/Disease Prevention -- A Corporate Economic Strategy" and "Controlling Health Care Costs: Strategies for Employers".

She is a recognized subject matter expert on strategic benefits delivery environments and wellness strategies and is a frequent speaker to local and

national employer groups.

**Jeanette Pickingpaugh and Stephanie Pyle                      Programs for Employers  
from the Wyoming Department of Workforce Services**

The Wyoming Department of Workforce Services has a wealth of programs for employers. Come and learn about how these programs can benefit you and your workforce.

Whether you have one employee or 10,000, Wyoming Department of Workforce Services and your local Workforce Center can be a valuable addition to your human resource capabilities and an invaluable tool to transform your workforce for the 21st-century economy.

- Use workforce information, such as local wages and economic trends, industry competencies, standardized training to inform your business decisions
- Reduce recruitment costs and increase retention through workforce solutions, such as screening and referral of job-ready candidates
- Develop a more competitive workforce by connecting to training and other “up-skilling” resources
- Increase your profitability through use of available tax credits

As a Deputy Administrator at the Wyoming Department of Workforce Services, Employment and Training Division, Jeanette Pickingpaugh works closely with all Wyoming Workforce Centers and community partners to deliver federal, state and local Employment Services programs. In this role, she is committed to assisting in the Department’s vision of a Wyoming with a well prepared, economically self-sufficient workforce that empowers employees and employers to enjoy an improved quality of life. In her position, she uses her experience and knowledge of a broad spectrum of employment and training programs, including the Workforce Investment Act and Labor Exchange to serve both employers and jobseekers. The programs she administers can position employers for high performance, continuous improvement, and increased customer satisfaction. Ms. Pickingpaugh serves on the Employment and Training Committee for the National Association of State Workforce Agencies and holds a Bachelor’s Degree in Business Management and a Master’s Degree in Business Administration from the University of Phoenix.

Stephanie Pyle holds a Bachelor’s Degree in Business Management and a Master’s Degree in Business Administration from the University of Phoenix. Following her work as a certified *Bridges out of Poverty* trainer, Ms. Pyle has come to believe the whole community can and should work together to impact the complex issues surrounding poverty. After spending time as a community volunteer working on issues impacting women, Ms. Pyle was inspired to continue her role in making a difference in the community. Stephanie took on the role of Director of Connections Corner, a non-profit organization started in 2008. Ms.

Pyle worked to initiate the organization's first strategy - the Circles Model - to reduce poverty in Laramie County. The initiative is now fully operational and growing in Laramie County, and is expanding to Natrona and Fremont Counties through the support of the Department of Workforce Services. As the Director of Connections Corner, Ms. Pyle mobilized and engaged the community to take action on issues surrounding poverty. In May of 2011, Ms. Pyle left Connections Corner to become a Deputy Administrator at the Wyoming Department of Workforce Services, where she continues her mission of supporting Wyoming households working towards self-sufficiency. In her current role, Ms. Pyle oversees the 20 Workforce Centers around the state and the poverty to self-sufficiency program Healthy Families Succeed that currently operates in 6 counties.

### **Mike Sullivan                      At-Will Employment**

Labor and employment law issues will continue to occupy an increasing amount of management time on a daily basis. Many of these issues will generate administrative complaints or costly lawsuits. Keeping abreast of current developments has never been a more challenging task for management from pre-employment to termination. Wyoming has a presumption of At-will employment status but can a personnel manual with employment rights change the At-will to Just-Cause.

Michael J. Sullivan is the owner of Sullivan's Employment Law Arbitration, Consulting, and Training (SELECT, LLC) in Cheyenne Wyoming since June of 1995. He was the former Wyoming Labor Commissioner and Director of Occupational Safety and Health Administration. His forty plus years within the field of employment law included twenty-five plus years working for the State of Wyoming working for four Governors. In his capacity as an Arbitrator, Consultant, and Trainer, he has conducted over eighteen hundred Arbitrations and Administrative Hearings. Recently, he was contracted to conduct wage & hour and discrimination hearings for the Wyoming Labor Standards Divisions due to a back-log of cases. In addition, he has conducted federal and state regulatory seminars throughout the Rocky Mountain States and has been selected as an Expert Witness within the Federal Courts. Some recent Arbitrations have involved Frontier Airlines, Denver School Districts, Pueblo School District, ACT, Inc (student testing), and Union issues within the Colorado industry. He has worked with both public and private industry within the State of Wyoming and the Rocky Mountain Region.

His experience and education includes his B.A. (Public Administration), Masters (PA and Business), and has completed his approved dissertation for his PhD in business. His final paper was in the area of "At Will v. Just- Cause." He has certification from the National Judicial College as an Administrative Hearing Officer and is a member of the American Arbitration Association Panel for over twenty-years. Mr. Sullivan had a military career including active duty and reserve

time in the Air Force retiring as a full colonel with many assignments over a thirty year period including the Oklahoma bombing in 1995.

### ***Thursday – Session 3***

#### **Brad Johnson                      Post Supreme Ruling – What Now? Where is Health Reform Going?**

Now that the Supreme Court has made its determination, and the Patient Protection and Affordable Care Act is moving forward; what does it mean for employer plans? How should a plan position itself for the future? How will the upcoming deadlines on TPAs, Insurance Companies and reporting entities impact your Plan? Should an employer continue with Group Health Plans? An in depth look at the years ahead will be discussed as well as assistance in providing a roadmap for choices in the future, should PPACA remain.

Brad Johnson has been a licensed insurance agent since 1981, and a licensed Benefit Consultant since 1992. He has specialized in employee benefits, originally traveling 7 western States and settling in Casper, Wyoming in September of 1982.

Mr. Johnson works with clients of all sizes (groups of 2 to 4,000) and has clients currently in all sections of Wyoming. He specializes in complex self-funding programs, value based health care plan design and consumer driven health-care. He receives ongoing training and education through many sources including the International Foundation of Employee Benefit Plans and Certified Employee Benefit Specialist (CEBS), administered by Wharton School.

#### **Rich Vincent                      Unemployment Insurance**

Mr. Vincent will be presenting an overview of Unemployment Insurance Tax to include information on the primary functions of unemployment tax, factors in computing tax rate and registration and reporting requirements.

Rich Vincent is the Deputy Administrator for the Unemployment Insurance Tax Unit for Wyoming Department of Workforce Services. Prior to this position he was the Executive Director for North Eastern Work and Technical Education Center that provides work and technical skills training in northeastern South Dakota. He previously held positions as Unemployment Insurance (UI) Call Center Manager, UI Program Specialist, Job Service Manager and Job Service Representative with the South Dakota Department of Labor and Regulation (SDDOL&R). Prior to working for the SDDOL&R he was a retail manager with K-Mart and Shopko Inc.

#### **Tammeron Trujillo                      Succession Planning: The Future is Now**

Many organizations recognize the importance of succession planning to attract and retain top talent yet they fail to establish a successful process for doing so.



Succession Planning provides the link between the current talent pool and future needs. This session will discuss what succession planning is and what it is not as well as provide some tips on how to create your own link to the future.

Prior to becoming Mountain States Employer's Council's Director of Human Resource Services in January 2010 Tammeron Trujillo had been the Manager of MSEC's Flex Staff Services since 2005 where she managed a staff of human resource professionals to provide onsite, hands on assistance to members. Additionally, Ms. Trujillo had been the Manager of Employee Opinion Surveys at Mountain States Employers Council (MSEC) since 2002. Ms. Trujillo partnered with member organizations to develop, administer, and report results of employee surveys.

Ms. Trujillo was a member of MSEC's Human Resource Services staff from 1992 through 2001. She worked with a variety of employers on human resource issues such as policy development, employee relations and compensation and benefits systems. She also conducted training for supervisors and other professionals on various human resource challenges.

Prior to joining MSEC, she worked in human resources and training in the not-for-profit and retail industries. She received a Bachelor's degree in Political Science from the University of Northern Colorado, and Masters of Education with an emphasis in Human Resource Studies from Colorado State University. She is also certified as a Senior Human Resources Professional (SPHR) since 1997 and a Global Human Resources Professional (GPHR) since 2005.

### ***Friday Keynote***

#### **David Lusk            Topics Shaping HR Public Policy**

As an HR Professional, you are uniquely positioned to shape the development of federal and state workplace laws and regulations. This presentation takes you through the basic steps of becoming involved in the public policy process; best practices for contacting, meeting, and building lasting relationships with elected officials and their staffs; and effective ways to communicating the HR professional's perspective on key workplace issues. You will also learn about the initiative SHRM has launched to create a nationwide member advocacy network of HR Advocates, collectively known as the Advocacy Team, or A-Team.

David Lusk joined the SHRM Government Affairs Team as the Senior Associate for Member Advocacy in 2010. Mr. Lusk oversees SHRM's traditional member advocacy efforts. He is also responsible for the development of the Advocacy Team, a SHRM initiative that will elevate the visibility of the HR profession by establishing a strong member presence in each of the 435 congressional districts.

With over 15 years of policy experience, Mr. Lusk most recently specialized in grassroots and grassroots internet engagement with Capitol Advantage -- now a part of the CQ-Roll Call Group. He also focused on health policy as a staff member for the U.S. House of Representatives Committee on Energy and Commerce and in the state affairs department of the Health Insurance Association of America. He is based in Alexandria, Va.

### ***Friday – Session 1***

#### **Brad Johnson                      Bending the “Trend Line” in Health Plans**

There is no single thing (other than not having medical claims) that will, by itself, alter the increasing cost of health care and thereby health premiums. All of the components of cost effective plan operations will be explored including: Wellness Programs, Effective Plan Design, Cost Containment Programs, Consumerism and Pricing Negotiation/Centers of Excellence. The goal is to design programs that meet the employer’s demographics and desires as well as control inflationary impact.

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#### **Craig Silva                      Top Ten Employment Law Goofs**

Here’s one list you don’t want to be on. Attend Craig’s presentation to make sure your HR practices aren’t tomorrow’s headlines.

Mr. Silva is a shareholder at Williams, Porter, Day and Neville P.C. and primarily handles personal injury cases involving motor vehicle accidents, medical negligence, products liability, premises liability, work related injuries, and civil rights. He also handles wrongful termination, governmental liability, employment disputes, and both federal and state criminal defense. Craig’s reported cases in the Wyoming Supreme Court include: Lessard v. State, 158 P.3d 698 (Wyo. 2007); Bonnie M. Quinn Revocable Trust v. SRW Inc., 91 P.3d 146 (Wyo. 2004);

Paxton Resources L.L.C. Brannaman, 95 P.3d 796 (Wyo. 2004); and Arvalo v. State, 939 P.2d 228 (Wyo. 1997). He has had numerous appeals to the Tenth Circuit Court of Appeals including Annis v. Collins, OCI, Wyoming v. PacifiCorp, Herrera v. Lufkin Industries, Corrigan v. LeClair, United States v. LaPlatney, Jones v. Bass, and United States v. Cardenas. He has also taken two writs of certiorari to the United States Supreme Court.

**Christa Sutton                      Intentional Professionalism**

Christa provides valuable information on professionalism in the workplace for yourself and your employees. She will be covering the following topics: Power of a 1st Impression; Dressing for Success; Networking 101; Effective Non Verbal Communication; and Business Etiquette In and Out of the Office.

Christa Sutton, Professional Success Coach, Published Author, Speaker, Trainer and Community leader is a professional networking and marketing expert who loves to help women, small business entrepreneurs and direct sellers find success in not only business, but in all areas of their lives. By sharing her "Get Off The Damn Hamster Wheel" program she has been able to help hundreds of people create the life they have felt had been eluding them by putting them in the driver's seat of their own futures.