

Instructor Biographies

Rick Alpers, Member Services Consultant, is a graduate of Plymouth State University with a Bachelor's Degree in Public Management and a minor in history. Prior to joining the Primex³ team, he was a former Town Administrator and is a current member of the Board of Selectmen in Bristol, NH. In his current role as Member Services Consultant, Rick is responsible for providing exceptional customer service to Primex³ members. In that capacity, he conducts regular on-site visits and is the primary contact to answer questions on coverages, programs, and human resources training. He also assists members in various HR needs when called upon, specifically recruitment and selection of a new employee, team building, conflict resolution and behavior assessments.

Contact: Rick Alpers – ralpers@nhprimex.org 1-800-698-2364 ext. 167

Nathan Barnett is a Claims Consultant at Primex³. He joined Primex³ in 2014 and is currently handling workers' compensation claims in the North County. He also provides assistance to the unemployment compensation program as needed. Nathan holds both a Workers' Compensation Adjusting license as well as his Property and Liability Adjusting license. He has been handling workers' compensation claims since 2010 and has attained his Associates in Claims designation.

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Robert Barry, Education and Training Consultant, Primex³, joined Primex³ in 2011 as an Education and Training Consultant focusing on the Law Enforcement and Corrections membership of the Primex³ pools. Prior to joining the Primex³ team, Bob was the Police Chief for the City of Concord, a position that he held for over four years. Bob brings a total of more than twenty five years of law enforcement experience to Primex³. At various times during his career, Bob was involved in recruitment, screening and hiring staff; negotiating collective bargaining agreements; conducting training; developing and enforcing policy; conducting internal investigations; developing and revising the Department Strategic Plan; crime analysis and grant writing; While Deputy Chief, Bob was the primary responsible department representative for developing and managing the operating and capital improvement budgets for both the police and parking operations within the City. In his current role as an Education and Training Consultant, Bob's primary responsibility will be to bring exceptional law enforcement consultant and training services to Primex³ members. He will also be responsible for planning the Annual Ben Thompson Law Enforcement Symposium. Another area of focus for Bob and Primex³ is to review and access training options in high risk areas such as the use of force and emergency vehicle operation. Bob is also working closely with the Primex³ General Counsel on policy review when related to Law Enforcement and Corrections issues. Bob also is the Risk Management Consultant for municipalities in Belknap County.

Contact: Bob Barry – rbarry@nhprimex.org 1-800-698-2364 ext. 119

Sarah Bisson is a Claims Consultant, handling workers compensation claims since 1999. She joined Primex³ in 2001 handling workers compensation claims in the North Country, and in 2009 moved claims handling to the South and Southwest part of the state. Sarah is the resident expert on the Second Injury Fund, and enjoys collaborating with other members of the claims team to deliver training to our membership.

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Jennifer Brennan, Assistant to the CEO, joined the Primex³ staff in 2010. In her current role, Jen works to support the CEO and is an integral contact for the Primex³ Board of Trustees. She also works throughout Primex³ to help develop and implement projects to complement the goals of the CEO and the organization as a whole. Jen is a certified coach and facilitator through **Zenger Folkman**, a leadership-development organization, and enjoys helping Primex members learn how to identify and leverage their own strengths as leaders, and also learn how to coach and develop others. Prior to joining Primex³, Jen worked as a newspaper reporter and editor. She graduated from the University of Connecticut with bachelor's degrees in English and journalism and a minor in political science. Jen is currently pursuing her master's degree in business administration from Plymouth State University.

Contact: Jennifer Brennan – jbrennan@nhprimex.org 1-800-698-2364 ext. 175

David Bullock serves as an Unemployment and Property and Liability Consultant for Primex³. David provides advocacy and representation for members at the New Hampshire Department of Employment Security. David also adjusts a variety of property and liability claims for Primex members with an emphasis on employment-related liability claims. David most recently worked as an Anti-Discrimination Investigator for the New Hampshire Commission for Human Rights, the state agency charged with enforcing the state civil rights law in employment, housing, and public accommodations. David graduated from Ohio University receiving a BA in English and History in 2006 and from the University of New Hampshire receiving a Master's Degree in Public Administration in 2009. David recently received his SCLA designation.

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Sandy Burroughs, Risk Management Consultant, joined Primex³ in October 2001. Sandy's primary responsibility is providing risk management-related training and consulting services to Primex³'s school district and county members. Sandy was formerly with ManagedComp of Waltham, MA and Bedford, NH as a Senior Health and Safety Consultant. She has over 20 years of experience in the risk management field, providing health and safety related training and consulting services. Sandy holds Certified Risk Manager (CRM) and Certified School Risk Manager (CSRSM) designations through the National Alliance for Insurance Education and Research. Her areas of expertise include workers' compensation, general liability and playground safety.

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Michelle Champagne-Field joined Primex³ in June 2014 as a Property and Liability (P&L) Claims Consultant. Michelle attended the University of New Hampshire and earned a Bachelor's Degree in English with a minor in Justice Studies. She has been a licensed adjuster for 29 years handling claims in NH and throughout the United States. She has her Associates in Claims (AIC) designation. Michelle meets with members and claimants, goes to accident locations and investigates property and liability claims to determine damages and liability, as well as consulting on coverage issues with members. She monitors litigation on cases involving our members. Michelle also attends, trials, hearings, and mediations, directing settlement activity while keeping Primex underwriting and risk management personnel informed about claims activity.

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Tammy Denver, is the Director of Claims & Coverage Programs. She joined Primex³ as claims consultant in May 2000, bringing with her comprehensive experience in the investigation of both workers' compensation and casualty claims. She has developed special expertise in handling public entity losses and claims, and has more than 24 years experience handling multi-line and workers' compensation claims. She is a graduate of Quincy (MA) Junior College with extensive coursework at the University of New Hampshire in civil litigation, attained her Associate in Claims (AIC) and recently received her SCLA designation.

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Ty Gagne, Chief Executive Officer of Primex³, has held executive positions in the municipal (law enforcement), non-profit, and healthcare sectors, and was a two-term school board member. Ty holds a Master of Public Administration from the University of New Hampshire and a Bachelor of Science from Granite State College. Ty is a member of the Leadership NH Class of 2013, and is the co-founder of Leadership Central NH. Ty completed the program for Senior Executives in State and Local Government at Harvard University's Kennedy School of Government. He holds the Associate in Risk Pool Management (ARPM) and the Associate in Risk Management for Public Entities (ARM-P) designations. Ty serves on the non-profit boards of Racing 4 Valor, First Star Tonight, and Androscoggin Valley Search & Rescue where he is also a team member. He is a certified Wilderness First Responder, and a wilderness medical/survival instructor for Stonehearth Open Learning Opportunities (SOLO) based in North Conway.

Contact: Ty Gagne – tgagne@nhprimex.org 1-800-698-2364 ext. 102

Carol Kilmister, SPHR, serves as the Human Resource Consultant for Primex³, providing training, guidance, and support, particularly through the Employment Practice Claim Prevention service. She worked for many years as the Director of Human Resources for SAU #19 in Goffstown, NH. Carol is a graduate of Rivier College with a Master of Science degree in Human Resource Administration and holds a Bachelor of Science degree in Business Administration with a concentration in Marketing and a minor in Psychology from Plymouth State University. In addition, she holds national certification as both a Senior Professional in Human Resources (SPHR) and a SHRM Senior Certified Professional (SHRM-SCP).

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Monica Panait, Sr. Risk Management Consultant, has been with Primex³ for 14 years. She works primarily with school district and county members to address their training, consulting and risk management needs. Monica holds a Bachelor's Degree in Business Administration with a major in Marketing and has earned the Certified Risk Manager (CRM) and Certified School Risk Manager (CSRMS) designations through the National Alliance for Insurance Education and Research. She has also earned the Program in General Insurance (INS) certification through the American Institute for CPCU and Insurance Institute of America. Her areas of expertise include loss mitigation, playground safety and reinsurance.

Contact: Monica Panait – mpanait@nhprimex.org 1-800-698-2364 ext. 147

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Mary Beth Purcell has been handling claims since 1993. She joined Primex³ in 2002 and handles the outside property and liability claims west of Route 93. Mary Beth is a Senior Claims Consultant who has received her Associates in Claims designation as well as her Senior Claim Law Associate Designation. Mary Beth holds both a Property and Liability Adjusting license and a Workers Compensation Adjusting license. Mary Beth also enjoys teaching some training classes for the membership.

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Mike Ricker, Esq., General Counsel for Primex³, provides legal counsel, claims mitigation, education and training, and legal loss prevention services for Primex³. Mike's legal background includes state and federal civil litigation, trials, appeals and mediation, government defense, business law and contracts, employment practices, and medical malpractice defense. Prior to joining Primex³, Mike owned and operated a busy general law practice on the seacoast. He also worked as a litigation attorney at Devine, Millimet & Branch, an Assistant Attorney General for the State of New Hampshire, a judicial law clerk in the New Hampshire Supreme Court with Justice Sherman Horton, and a judicial law clerk for the New Hampshire Superior Court. Mike served on the New England Law Review editorial staff, was a legal writing and research advisor in law school, a legal writing instructor for associates at Devine, Millimet & Branch, and an honors program judicial intern for Judge Steven McAuliffe at the Federal District Court in Concord. Mike is a member of the State, Federal, First Circuit and United States Supreme Court Bar Associations, the Association of Corporate Counsel, and the Labor & Employment Law Section of the NH Bar Association. Mike received his BA in History from UNH and his Juris Doctorate with honors from New England Law-Boston. He is currently a Master's degree candidate in the Management program at Harvard University Extension School and a member of the Leadership Seacoast Class of 2015.

Contact: Mike Ricker – mricker@nhprimex.org 1-800-698-2364 ext. 117

Phil St. Cyr, Risk Management Services Consultant, works primarily with Primex³ municipalities and county members to address their risk management, consulting and training needs. Prior to joining Primex³, Phil retired at the rank of Lieutenant from the City of Manchester Fire Department after 25 years of service. He was also the Director of Emergency Services for the Greater Manchester Chapter of the American Red Cross. Phil is a certified instructor and former member of the American Red Cross National Disaster Response Team and is a current member of the American Society of Safety Engineers. He holds an A.A.S. degree from NH Technical College in Manchester; is certified in N.I.M.S. (National Incident Management Systems) and E.O.C. (Emergency Operations Center) management. He has an extensive background in Hazardous Materials, Fire Prevention & Safety and Emergency Management & Disaster Planning. Phil has served on numerous local, state and regional planning committees, developing response plans to terrorist threats, natural and manmade disasters, and potential epidemic/pandemic outbreaks.

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Elaine St. Jean, Education and Training Program Coordinator, oversees the functions of the Education and Training Department, which provides a multitude of training opportunities for Primex³ members and affiliates. Prior to joining Primex³ she was the Training Coordinator for Granite State College and managed professional development programs with two local Chambers of Commerce. Additionally, she worked for many years in public relations and marketing fields. Elaine holds a Bachelor of Science Degree in Organizational Development, a certificate in Organization Management, and a Master of Science in Leadership. She is also an adjunct faculty member at Granite State College. Elaine earned a 1st degree black belt in Tae Kwon Do, has produced, directed, and performed in many community theatre productions and serves as a theatre adjudicator for the NH Theatre Awards.

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Carl Weber, Director of Member Services, is responsible for member account development, member growth, stability forecasts, strategic positioning, and management of the Member Services Department. Carl has worked in local government for more than ten years, most recently as the Town Administrator of Amherst, NH. Once upon a time he was a search-and-rescue swimmer for the US Navy. Carl holds Bachelors' Degrees in Political Science and Community Development and a Master's Degree in Public Policy. Carl is a Certified Professional Behavioral Analyst (CPBA) and Certified Professional Values Analyst (CPVA). Carl regularly teaches on human factors and the relationship of behavior and leadership styles, as well as motivation, coaching, leadership challenges, team building, and failing as a leader.

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Dave Witham, Risk Management Supervisor, has been a Consultant in the Primex³ Risk Management Services department for 27 years. David holds a Bachelor of Science Degree in Occupational Safety from Keene State College and holds a Certified Risk Manager (CRM) designation through the National Alliance for Insurance Education and Research. David is currently an At-Large City Councilor in the City of Somersworth and is the Council's designee to the City's Planning Board. Dave has chaired the City's Charter Review Commission and served for more than 24 years as a call firefighter and call department crew chief. When not busy at work David enjoys umpiring baseball at all levels, something he has done for more than 30 years, coaching youth soccer and hockey.

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