

**PUBLIC RISK INNOVATION, SOLUTIONS, AND MANAGEMENT
(PRISM)**

MEMBER SERVICES COMMITTEE

FINAL AGENDA

75 Iron Point Circle, Suite 200
Folsom, CA 95630
916-850-7300

Wednesday, January 25, 2023
10:00 a.m.
First Meeting – 2023

As to each agenda item, the Committee may take action and/or receive informational reports as appropriate.

ROLL CALL/INTRODUCTIONS

1.A. Establishment of Quorum/Introductions4

CONSIDERATION OF OFF AGENDA ITEMS

Pursuant to Government Code Section 54954.2(b), except as provided in this paragraph, no action or discussion shall be taken at a regular meeting on any item which does not appear on the posted Final Agenda. Pursuant to Government Code Section 54954.2 (b)(2) an item may be added to the Final Agenda after the Final Agenda has been posted upon a determination by a two-thirds vote of the Committee (or an unanimous vote if less than two-thirds of the Committee is present); the vote shall be on a motion stating that there is a need to take immediate action and that the need for action came to the attention of the Committee subsequent to the Final Agenda being posted. Any such motion shall be accompanied by distribution of a written statement on a form provided by the office of the Chief Executive Officer/Secretary of the Board, to be included in the record, stating the facts upon which it can be determined that the need to take action arose after the Final Agenda was posted. In addition, action may be taken on an item not on the posted Final Agenda under the circumstances stated in Government Code Section 54954.2 (b)(1) [emergency] and 54954.2 (b)(3) [continued regular meetings].

PUBLIC COMMENT

This portion of the agenda is reserved for members of the general public to address the Committee on any matter not on this agenda that is under the jurisdiction of the Committee.

SELECTION OF CHAIR

2.A. Selection of Chair and Vice Chair.....5
An action to select a Chair and Vice Chair for the 2023 year.

CONSENT AGENDA

The following Consent Agenda is expected to be routine and non-controversial. It will be acted upon by the Committee without discussion. Any Committee member, staff member, or interested party may request that any item be removed from the Consent Agenda for later discussion.

3.A.	Approval of Minutes, September 21, 2022	7
	<i>An action to approve the Minutes of the above meeting.</i>	
3.B.	Code of Conduct.....	11
	<i>An action to acknowledge receipt of the Code of Conduct.</i>	
3.C.	Standard Operating Procedures	14
	<i>An action to acknowledge receipt of the Committee's SOP.</i>	

GENERAL BUSINESS

4.A.	Risk Control & Member Services Merged Committees (Rick/Charles)	24
	<i>An informational report regarding the merger of the Risk Control & Member Services Committees.</i>	
4.B.	2022 Fall Retreat Recap (Rick/Jennifer Peters/Andrew Lemen).....	25
	<i>An informational report regarding the 2022 Fall Retreat.</i>	
4.C.	Service Utilization Review (Travis/Maria)	31
	<i>An informational report regarding member services utilization for 2022.</i>	
4.D.	Communication Utilization Report (Gina E.)	35
	<i>An informational report regarding PRISM's Organizational Communications Utilization.</i>	
4.E.	New Member Services Initiatives (Rick).....	45
	<i>Provide direction to staff regarding new initiatives for Member Services.</i>	
4.F.	Enterprise Risk Consultants (ERC) Program Update & Applications (Maria).....	48
	<i>An action to approve submitted application(s) received for ERC Services.</i>	
4.G.	Renewal of Eyres Law Group Contract (Mike).....	77
	<i>An action to approve pursuing a contract extension with Patricia Eyres.</i>	
4.H.	Sidewalk Assessment and Maintenance Services (Charles/Sarah).....	78
	<i>An action to approve staff entering into an agreement with Precision Concrete Cutting.</i>	
4.I.	Staff Report (Rick).....	79
	<i>Staff will report on matters of interest to the Committee.</i>	

FUTURE MEETINGS

5.A.	Schedule of Meetings for 2023 (Doug).....	80
	<i>An action to approve the 2023 Member Services Committee meeting schedule.</i>	

ADJOURNMENT

Disability Access: All posted locations for this meeting are wheelchair accessible and disabled parking is available. If you are a person with a disability and you need disability-related modifications or accommodations to participate in this meeting, please contact the Meeting Planner at (916) 850-7300 or (916) 850-7800 (fax). Requests for such modifications or accommodations must be made at least two full business days before the start of the meeting.