



**Member Services Committee  
Standard Operating  
Procedures**

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## **Introduction**

In every conversation we have, every initiative we explore, and every action we take, we must hold them up against Public Risk Innovation, Solutions, and Management's (PRISM) Mission, Vision and Core Values. Together, the Mission, Vision and Core Values are our strategic framework and clarify why PRISM exists and what we aim to be. As you review this document, please keep these in mind:

### **Mission:**

PRISM is a member-directed risk sharing pool of public agencies committed to providing risk coverage programs and risk management services, which drive member stability, efficiency, and best practices.

### **Vision:**

PRISM will continue to be internationally recognized as a leading risk sharing pool for its member-directed operating philosophy and commitment to member fiscal sustainability. PRISM will continue to influence and shape the future of the risk management profession.

### **Core Values:**

PRISM is dedicated to preserving a member-directed culture, defining standards for quality and performance throughout the industry, and ensuring programs and services are:

- **C**ompetitive in scope and price over the long term
- **A**daptable and customized to meet member needs, based on high-quality standards
- **R**esolute in delivering timely solutions that address present and emerging risks
- **E**quitable in allocating costs and services between various members in a fair and consistent manner
- **S**table in supporting cost-effective, fiscally prudent operations *and* long-term solvency, and in building long-term relationships with members and program/service partners.

## **Composition**

The Committee consists of thirteen (13) members, of which eleven (11) are voting members and two (2) are alternates who are eligible to vote at any meeting where a voting member is absent. Six (6) members serve a two (2) year term, and five (5) members serve a one (1) year term. Each of the alternate members serve a one (1) year term. Individuals serving on the Member Services Committee are appointed by the Executive Committee and ideally have varied expertise, such as risk control, risk analysis/management, finance, human resources, occupational safety & health, and other skill sets.

Committee members are selected from member agencies that participate in at least one PRISM program.

Reference: [Committee Composition](#)

## **Roles**

### **Committee**

The Member Services Committee is responsible for providing guidance to staff on the creation and implementation of new programs and services for the membership. The Committee shall serve in an advisory capacity to the Executive Committee and Board, and recommend policies, procedures and practices to be implemented regarding various member related matters of PRISM.

The Committee is responsible for the following:

- Advise and make recommendations to staff, the Executive Committee, or the Board of Directors regarding new and/or existing programs and services
- Vet and approve contractors for various programs and services
- Perform such other functions as the Board of Directors and/or Executive committee may direct.

Reference: [PRISM Bylaws, Article VI, Section 2](#)

### **Chair**

- Call/authorize meeting to be scheduled
- Staff will contact Chair to arrange date, time, location (in-person or Web/Video Meeting)
- Once authorized, staff will notify the Committee members via e-mail
- Call the meeting to order
- Orchestrate agenda items
- Recognize members to facilitate orderly debate
- Preside over voting
- Enforce rules of the group

- Expedite the business of the group
- Declare meeting adjournment
- Attend PRISM's Annual Strategic Planning Retreat
- Conduct meetings according to Robert's Rules of Order and the Brown Act

### **Vice Chair**

- Assume the responsibilities of the Chair in his/her absence

### **Staff**

- Assist Chair in facilitating meeting, preparing agendas, taking minutes, and summarizing meetings for those not in attendance
- Advisory to the Committee
- Will make recommendations to assist Committee
- Execute Committee's directions

### **Consultants**

PRISM utilizes consultants for various services, including but not limited to actuarial, legal advice, third party claims administration, and underwriting. Their role is:

- Advisory to the Committee
- May make recommendations to assist Committee

## **Responsibilities**

- Gather insight from loss data, PRISM Program Committees, other PRISM departments, professional references/affiliations, surveys, and member requests when considering the continuation of existing services, and/or the development of new services/resources
- Review ideas and evaluate model programs presented by staff to determine expected utilization and whether they are viable cost saving opportunities
- Recommend service providers and assist PRISM staff in vendor selection
- Make recommendations to other Committees regarding issues that may have an impact on PRISM members. For example, the Committee would make recommendations to:
  - The Legislative Committee regarding related legislative issues
  - The Executive Committee regarding policy changes
- Develop and direct PRISM's EAGLE (Exemplary Achievement in Government Leadership and Enrichment) Awards Program. The Committee shall review all submissions, choose yearly winners, and review processes of the awards program.
  - Committee Members' entities are NOT precluded from participating in the EAGLE Award program. Voting Committee Members whose entity has submitted an application are asked to abstain from voting on EAGLE Award application items related to their entity.

- Review and approve Preferred Providers applications

The Member Services Committee has oversight of the following contracts:

- Enterprise Risk Consultant agreements
- Certificate of Insurance Management Services
- Strategic Planning Facilitation Services

Reference: Policy Statement Regarding Service Provider Contract Review

Reference: 6/1/12 Board of Directors Minute Order

Reference: Joint Powers Agreement, Article 15

Reference: Governance Organizational Chart

Reference: 12/6/18 Executive Committee Minute Order

Reference: Risk Control Services

Reference: Risk Control Toolbox

Reference: Partner Programs

Reference: Non-Member Participation

Reference: Fees for Inspection Services

## **Meetings**

### **Code of Conduct/Ethics Policy**

The Board has adopted a Code of Conduct, which is applicable to all members, staff, committees and the Board.

Reference: Code of Conduct

### **Scheduling**

The Member Services Committee generally meets four times annually at the PRISM office, or via Web/Video Meeting, unless the Committee chooses a different location. Additional Committee meetings may be called by the Chair. The Chair will attempt to schedule meetings with two months notice. The general schedule of meetings is:

#### **1<sup>st</sup> Quarter:**

- The Committee reviews utilization reports from the prior year, reviews work-in-progress projects, and discusses possible future needs of the membership.

#### **2<sup>nd</sup> Quarter:**

- The Committee continues to review various work-in-progress projects, and makes necessary recommendations.

### **3<sup>rd</sup> Quarter:**

- Review of EAGLE Award applications.

### **4<sup>th</sup> Quarter:**

- In addition to regular review of services and progress of projects, the Committee reviews the overall scope of services, considers avenues for feedback from the membership, and makes any recommendations necessary.

## **Quorum**

Pursuant to the Bylaws, a quorum consisting of a majority of the Committee is necessary to start and conduct a meeting (at least 6 members).

Reference: PRISM Bylaws

## **Voting Requirements:**

Pursuant to the Bylaws, the voting requirement is a majority of the Committee (at least 6 members) for all actions of the Member Services Committee.

### **Conflicts**

Pertinent PRISM Code of Conduct Provisions:

2. We are committed to the concepts of democratic, effective and efficient governance by responsible, knowledgeable members of the Board of Directors and Committees with an understanding that official decisions made and actions taken by PRISM are always made in the best interests of PRISM's membership, as opposed to the interests of PRISM's staff, service providers, or other outside interests.

9. We are committed to the principle that conflicts of interest (defined as situations in which a person has a financial or other interest or the appearance of a conflicting interest that would call into question the person's ability to act in an impartial manner with respect to a matter affecting PRISM) should be avoided and where present shall be fully disclosed. This includes situations when a member of the Board, a Committee, staff, or vendor has personal interests (including those of his/her family) that are contrary to his/her loyalty to PRISM.

### **Vote on behalf of PRISM or the Entity I Represent?**

Attorney General Opinion No. 00-708 dated 12/8/00 concluded that a member of the governing board (in this case the Member Services Committee) of a joint powers agency may cast a valid vote on a matter before the agency that is inconsistent with the position by the legislative body which appointed the member.

Reference: Attorney General Opinion No. 00-708

#### Voting When Conflict Arises:

According to FPPC:

- Disqualification
  - For financial interest (exception when action required)
- Abstention
  - Conflicting loyalties
  - Perception you can't be fair
  - Ethical dilemmas (exception for necessity to take action)

According to Robert's Rules of Order:

- Duty to vote if you have an opinion
- Right to abstain
- Personal interest - must abstain except
  - Vote for self in an election
  - Vote if other's interests are included in the motion

### **Closed Session**

Closed sessions may be held in accordance with the provisions of state law and the Brown Act. Information discussed in closed session is confidential. In addition to the Member Service Committee and Legal Counsel, only individuals necessary for the discussion will be present. The Executive Committee has appointed PRISM's General Counsel, the Claims Review Committee's Legal Counsel, and the Claims Review Committee's Alternate Legal Counsel to serve as legal counsel to PRISM's Board of Directors and all PRISM Committees for purposes of obtaining legal advice during closed sessions in accordance with the Brown Act (2/2/12 Executive Committee Meeting, Item 5.B.).

Reference: 2/2/12 Executive Committee Minute Order

## **Glossary of Terms**

**American Society of Safety Professionals (ASSP):** The American Society of Safety Professionals (ASSP) is a global association for occupational safety and health professionals. Founded in 1911, ASSP represents members in over 80 countries around the world, connecting OSH professionals to a vast community of peers, resources and opportunities.

<https://www.assp.org/>

**CAJPA (California Association of Joint Powers Authorities):** The California Association of Joint Powers Authorities (CAJPA) was formed in 1981. The pooling concept for insurance purposes was relatively new and fairly obscure. JPAs ventured alone in uncharted waters as they wrestled new and perplexing problems. CAJPA was formed to meet the need for communication and cooperation among the newly

formed JPAs. Its founders structured an association that serves as an information and educational network; one that has grown to also promote unique insurance and risk management concepts and services for its members.

<https://www.caipa.org/default.aspx>

**Contractor(s):** a person or company that undertakes a contract to provide materials or labor to perform a service or do a job.

**Drug and Alcohol Testing Consortium:** PRISM, in partnership with Plexus Global has formed a drug and alcohol testing consortium to help control costs and facilitate testing requirements. Participation in the consortium is voluntary.

<https://www.prismrisk.gov/services/risk-control/partner-programs/drug-alcohol-testing-consortium/dot-consortium/>

**Employer Pull Notice Program (EPN):** An automated service (Driver's Direct) delivered by A-Check Global to subscribed PRISM members. A-Check Global is approved by the California Department of Motor Vehicles to deliver EPN services.

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

**Enterprise Risk Consultant:** a person with specific areas of expertise who has applied for and been approved by the Committee to provide risk consulting services to PRISM members on a project by project basis.

**Loss Analysis:** Assessing the extent of loss by analyzing facts and statistics. This is a predictive tool used in risk control.

**Preferred Providers:** business partners unable to offer exclusive prices to PRISM members, or who may only appeal to a limited number of groups, who have been vetted by PRISM staff, submitted an application reviewed by the appropriate PRISM committees, and approved to provide products and services to members for a designated term.

**PRISM Toolbox:** A compendium of risk control resources predominantly housed on the PRISM website.

**Public Agency Safety Management Association (PASMA):** PASMA is a non-profit organization that consists of occupational safety, health and risk management professionals from a variety of public agencies throughout California.

<http://pasmaonline.org/>

**Public Risk Management Association (PRIMA):** The Association's mission is to promote effective risk management in the public interest as an essential component of public administration.

<https://primacentral.org/>

**Regional Training:** Training sessions sponsored by PRISM, held on various topics at



locations throughout California. Regional training programs are open to staff of member entities.

**Risk Assessment Tool:** A leading edge Risk Assessment Platform that consists of online surveys which generate customized action plans designed to assist in program improvement. Provides links to pertinent Risk Control Toolbox resources and best practices in addition to benchmarking against other survey takers.

<https://www.in2vate.com/prismrisksurvey/>

**SWOT Analysis: Strengths, Weaknesses, Opportunities, Threats:** A systematic way of seeing where an organization has been in order to help guide it into the future.