

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

**MEMBER SERVICES COMMITTEE**

**MEETING SUMMARY**

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

Wednesday, January 17, 2024  
9:00 a.m.  
Second Meeting – 2024

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**Members Present**

Sean Mullen, Alameda County  
Jennifer Peters, GSRMA  
Sharneel Kumar, City of Sacramento  
Tom Ledda, SMCSIG  
Jon Menzies, Santa Barbara County  
Andrew Lemen, Sonoma County  
Rachael Hartman, Trindel Insurance Fund  
MaryAnn Boice-Ceja, California Schools JPA (CSRM)

**Members Absent**

Matthew Duarte, CAPRI  
Brad Aragon, Kern County  
Steven Chandler, Kern Co. Hosp. Authority  
Barbara Esquivel, MPA  
Derek Davis, Stanislaus County

**Consideration of Off Agenda Items:** None

**Public Comment:** None

**Selection of Chair and Vice-Chair**

Jennifer Peters, GSRMA, was re-elected Chair, and Andrew Lemen, Sonoma County, was re-elected Vice-Chair.

**Consent agenda**

Items on the Consent Agenda were approved unanimously.

**2023 Fall Strategic Planning Retreat Recap**

Staff provided a high-level overview/recap of the 2023 Fall Strategic Planning Retreat.

New goals for 2024 include :

- 1) PRISM takes a leadership role in building a consortium of industry leaders/trade organizations to bolster a career ladder for the risk management professions.
- 2) Explore development of new JPAs as a mechanism for members to collectively self-service in areas of critical need without vendor support.
- 3) PRISM will tighten standards and requirements of member participation with appropriate incentives for compliance and penalties for non-compliance, and deploy a comprehensive communication plan before implementation.
- 4) Explore bringing Medical Malpractice Claims handling in-house.

### **Service Utilization Review**

Staff reviewed the 2023 Member Use of Services Report. The Committee commented on several of the services. Staff remarked on the maturation of the initiative and noted the highlights and challenges throughout 2024.

### **New Member Services Initiatives**

Staff provided details on the progress of ongoing Member Services initiatives, and asked the Committee to share their ideas to further each initiative. Staff provided a tentative schedule for an annual conference. The Committee remarked on the schedule and offered suggestions. Staff commented that as the plan evolves, it will be brought back to the Committee for comment.

### **Employer Pull Notice (EPN) Program Service Provider**

Staff reviewed history that led to the need to find a new EPN provider, and answered Committee questions. The Committee unanimously approved staff to pursue a contract with Plexus Global to provide EPN services.

### **Enterprise Risk Consultants (ERC) Program Update & Applications**

The Committee reviewed five applications for the ERC Program. All five were approved.

### **Benchmark Analytics**

Steve Brewer (Partner, Risk Solutions) and Alec Henderson (Director, Business Development) from Benchmark Analytics presented the Benchmark platform to the Committee. After reviewing the benefits of using Benchmark Analytics for both PRISM and its members, the Committee approved staff pursuing agreement with Benchmark as a PRISM Partner Program.

### **Communication Utilization Report**

Staff provided an informational report regarding PRISM's Communications Utilization for Q3 of 2023.

### **Staff Report**

Staff announced having 97 staff and members enrolled in the first ARM (Associate in Risk Management) course which is a new high.

Staff announced CPS HR is having an alumni event at PARMA and PRISM members should stop in.

### **Future Meetings**

The next scheduled meeting will be on **Wednesday, April 3, 2024, at 10:00 a.m.**, to be held via **Web Conference**.