

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

MEMBER SERVICES COMMITTEE

MEETING SUMMARY

Web Conference/Telephonic Meeting

Wednesday, January 20th, 2021

10:00 a.m.

First Meeting – 2021

Members Present

Matthew Duarte, CAPRI
Susan Adams, CRSIG – Alternate
Jennifer Peters, GSRMA
Steven Chandler, Kern Co. Hosp. Authority
Sommer Moniz, Merced County – Alternate
Barbara Esquivel, MPA
Claudia Castillo Del Muro, City of San Diego
Sharon Vishwa, SMCSIG
Jim Johnson, Shasta County

Members Absent

Selection of a Chair

Jennifer Peters was selected as Chair for 2021.

Selection of a Vice Chair

Jim Johnson was selected as Vice Chair for 2021.

Consent Agenda

The consent agenda was approved unanimously.

2020 Fall Retreat Recap

Staff recapped the 2020 Fall Retreat, highlighting the collaborative efforts of everyone involved, and the suggested changes made to PRISM's long-term goals and milestones that will go before the Board in March. Staff noted in particular the milestones that are likely to be a responsibility of the Member Services Committee.

New Member Services Initiatives Update

Staff reviewed the top four initiatives from the Member Services Survey, and detailed progress made, as well as ongoing efforts. Staff described the concept of the PRISM Podcast, which is to utilize subject matter experts to create a resource in a more accessible format, which would lead to an open forum for members to collaborate. The Committee provided direction to move the concept forward. The Committee discussed potential rollout possibilities. Staff also presented the Coming Soon initiative.

Member Services Utilization Report

Staff presented the 2020 Utilization Report on the member usage of various PRISM Partner Programs and Services.

ERC Services Activity Update

Staff gave an update on the current and completed ERC projects.

ERC Services – Review and Approval of Submitted Application

The Committee reviewed and approved one application for the ERC program.

Risk Management Mentor Program Update

Staff gave an update on the current state of the Risk Management Mentor Program (RMMP), including revisions to provide more structure to participants. Staff proposed the allowance of ERC consultants to participate in the program. The Committee gave direction to move forward.

Member Services Webcast on PRISMtv

Staff detailed plans to roll out new bite-sized webcasts targeted at department specific audiences. The Committee gave direction to move forward.

Preferred Provider List Update

Staff recapped the origins and goals of the Preferred Provider List, and discussed the potential benefits and challenges of moving forward with implementation. Staff presented the Preferred Provider List application forms. The Committee discussed the details of facilitating the list and gave direction to move forward.

Public Comment

There was no public comment.

Future Meetings

The next meeting will take place on Wednesday, May 19th, 2021.