

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

**MEMBER SERVICES COMMITTEE**

**MEETING SUMMARY**

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Web Conference/Telephonic Meeting

Wednesday, September 15, 2021

10:00 a.m.

Fourth Meeting – 2021

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**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**

**Public Comment**

There was no public comment.

**Consent Agenda**

The consent agenda was approved unanimously.

**EAGLE Awards Program**

Staff provided background on EAGLE Awards processes and deadlines. Committee approved changing the deadline and making official that members of the committee may apply.

**Creating a PRISM Video**

Staff provided background regarding the Hard Market Messaging video PRISM produced, and the inner discussions at PRISM debating whether or not to update the video. Ultimately the Committee directed staff to produce a new video in order to bolster branding, and highlight the benefits of joining a JPA. The Committee also advised that the previous production company did a great job and spoke to the benefits of working with a known service provider, however was comfortable with staff using their discretion to make the hiring decision..

### **Services Needed in a New Era of Risk Management**

Staff provided background on the strategic planning goal of providing new services in a new era of risk management. The Committee brainstormed several services and delivery methods and directed staff to utilize these ideas moving forward.

### **Preferred Provider List – Review of Application**

Staff gave background on the appropriate application and criteria of the Preferred Provider List, highlighting the importance of not expanding this list for the sake of expanding it, but to find specific qualified candidates. Committee approved the submitted application.

### **Three Deep Initiative - Update**

Staff gave background on the history and purpose of the Three Deep Initiative and advised on future action to further the initiative.

### **Pass the Baton Membership (PBM) Program - Update**

Staff provided update on PBM Program activity. There are currently 9 pairs of mentees/mentors. There are currently a few mentees in need of a mentor, and staff is actively seeking out mentor candidates.

### **Enterprise Risk Consultants (ERC) Services Activity - Update**

Staff provided update on ERC Services activity. There are 20 consultants available to members, 19 projects completed, and 3 potential projects in the work. Staff highlighted that the ERC may not always be the best fit, specifying the program was created for project-based assignments, not temporary assignments.

### **Staff Report**

Staff asked for direction from Committee on scheduling a possible extra meeting for the review of an ERC application that was submitted after the Brown Act deadline. Committee directed staff to schedule the meeting. Staff also provided background on discussions to combine the Risk Control and Member Services Committees in 2023, and asked the Committee for direction. Committee discussed the pros and cons of consolidating, and considered a potential joint meeting between Member Services and Risk Control Committees. Staff proposed having some people from each committee sit in on each other's meetings, to get a better idea of what the other is doing. Committee directed staff to raise the issue at the Risk Control Committee on September 16, 2021 and report back to Committee. Claudia, Jim, Matt and Sharon volunteered to attend a joint meeting if the Risk Control Committee was in favor of further investigating the possibility of merging the Committees.

### **Schedule of meetings for 2022**

Staff advised on potential schedule for 2022. Committee approved the schedule unanimously.

**Future Meetings**

The next regularly scheduled meeting will take place on **Wednesday, January 26, 2022** at **10:00 a.m.**, at the PRISM Office if possible, otherwise via **Web Conference**.