

**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 17, 2024
9:00 a.m.
First Meeting – 2024

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 2024 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 20, 2023	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.	2023 Strategic Planning Retreat Recap (Rick)	24
	<i>An informational report regarding the 2023 Strategic Planning Retreat.</i>	
4.B.	Service Utilization Review (Travis/Maria)	31
	<i>An informational report regarding member services utilization for 2023.</i>	
4.C.	New Member Services Initiatives (Rick).....	36
	<i>Provide direction to staff regarding new initiatives for Member Services.</i>	
4.D.	Employer Pull Notice (EPN) Program Service Provider (Sarah)	38
	<i>Provide direction to staff on how to proceed with upcoming EPN service provider changes.</i>	
4.E.	ERC Program – Review of Submitted Application (Maria)	40
	<i>An action to approve submitted application(s) received for ERC applicant(s).</i>	
4.F.	Benchmark Analytics (Charles)	100
	<i>Provide direction to staff on how to proceed with Benchmark Analytics.</i>	
4.G.	EAGLE Award Application Submission Deadline Adjustment (Maria)	112
	<i>An action to approve changing due date to June 30th each year.</i>	
4.H.	Communication Utilization Report (Anthony)	113
	<i>An informational report regarding PRISM's Organizational Communications Utilization.</i>	
4.I.	Fee Increase for Inspection Services (Charles).....	124
	<i>An action to approve increasing Onsite Inspection fees.</i>	
4.J.	Staff Report (Rick)	
	<i>Staff will report on matters of interest to the Committee.</i>	

FUTURE MEETINGS

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

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.