

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

MEMBER SERVICES COMMITTEE

FINAL AGENDA

Web Conference/Telephonic Meeting	Wednesday, August 26, 2020
https://zoom.us	10:00 a.m.
Teleconference Number: Use Call Me Option or 669-900-9128	Third Meeting – 2020
Meeting Number: 963 0724 7377	

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
- 1.B. Web Conference Protocol

SELECTION OF CHAIR

- 2.A. Selection of Chair5
An action to select a Chair for the remainder of the 2020 year.

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].

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, May 22, 20206
An action to approve the Minutes of the above meeting.

GENERAL BUSINESS

4.A.	PRISM Branding Update (Rick).....	9
	<i>An informational report regarding the rebranding of the EIA.</i>	
4.B.	Risk Control Open Forums (Rick).....	11
	<i>An informational report regarding PRISM's Risk Control Open Forums.</i>	
4.C.	Member Services Survey Update (Rick/Gina).....	12
	<i>An action to review the Member Services Survey results and prioritize services for implementation.</i>	
4.D.	ERC Services – Review and Approval of Submitted Applications (Rick).....	32
	<i>An action to approve the submitted application(s) into the ERC Services Program.</i>	
4.E.	ERC Services Activity Update (Maria).....	52
	<i>An informational report regarding the ERC Services assignments.</i>	
4.F.	EAGLE Awards – Review and Approval of Submitted Applications (Rick).....	54
	<i>An action to review applications and consider award recipients.</i>	
4.G.	COVID-19 Communications Update (Gina).....	119
	<i>An informational report regarding PRISM's COVID-19 communications.</i>	
4.H.	Communications Utilization Report (Gina).....	121
	<i>An informational report regarding PRISM's Organizational Communications Utilization.</i>	
4.I.	Risk Management Mentor Program (RMMP) Update (Rick/Maria).....	128
	<i>An informational report regarding the RMMP.</i>	

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.

FUTURE MEETINGS

5.A.	Schedule of Meetings for 2021 (Maria).....	129
	<i>An action to approve the Member Services Committee meeting schedule for 2021.</i>	

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.

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TELEPHONIC ADDRESS LIST

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PRISM		75 Iron Point Circle, Ste. 200 Folsom, CA 95630	(916) 850-7300
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CSRM	Josie Perez-Belcher	11824 Air Expressway Adelanto, CA 92301	(760) 246-8691
GSRMA	Jennifer Peters	247 W. Sycamore Street Willows, CA 95988	(530) 934-5633
Kern County Hospital Authority	Steven Chandler	1700 Mt. Vernon Avenue Bakersfield, CA 93306	(661) 862-7587
Municipal Pooling Authority (MPA)	Barbara Esquivel	1911 San Miguel Dr., Ste.100 Walnut Creek, CA 94596	(925) 482-0010
City of San Diego	Claudia Castillo del Muro	1200 Third Avenue, Ste. 1000 San Diego, CA 92101	(619) 236-6784
San Mateo County Schools Insurance Group (SMCSIG)	Sharon Vishwa	1791 Broadway Street Redwood City, CA 94063	(650) 474-8412
Shasta County	Jim Johnson	1450 Court St., Rm. 348 Redding, CA 96001	(530) 225-5143