

CSAC EXCESS INSURANCE AUTHORITY
MEMBER SERVICES COMMITTEE

FINAL AGENDA

CSAC Excess Insurance Authority
75 Iron Point Circle, Suite 200
Folsom, California 95630
916-850-7300

Wednesday, January 22, 2020
10:00 a.m.
First Meeting – 2020

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

SELECTION OF CHAIR

- 2.A. Selection of Chair and Vice Chair.....5
An action to select a Chair and Vice Chair for 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, September 19, 20197
An action to approve the Minutes of the above meeting.

- 3.B. Code of Conduct 10
An action to acknowledge receipt of the Code of Conduct.

GENERAL BUSINESS

4.A.	Standard Operating Procedures (SOP) (Rick).....	13
	<i>An informational report regarding the Committee's SOP.</i>	
4.B.	2019 Fall Retreat Recap (Sherri/Rick)	21
	<i>An informational report regarding the 2019 Fall Retreat.</i>	
4.C.	GL1 Strategic Plan (Rick)	26
	<i>Provide direction to staff as to the MS Objectives from the GL1 Strategic Planning Results.</i>	
4.D.	EIA Branding Update (Rick).....	27
	<i>An informational report regarding the rebranding of the EIA.</i>	
4.E.	Member Services Update – Review of 2019 Services (Rick).....	28
	<i>An informational report regarding the services created/implemented in 2019.</i>	
4.F.	Member Services Utilization Report (Rick)	29
	<i>An informational report regarding Member Services utilization for 2019.</i>	
4.G.	EIA Member Services Survey (Rick/Maria).....	33
	<i>Provide direction to staff as to the contents of the Member Services Survey.</i>	
4.H.	Risk Management Mentor Program (RMMP) Update (Rick/Gina)	39
	<i>An informational report regarding the RMMP.</i>	
4.I.	ERC Services – Review and Approval of Submitted Application (Rick)	52
	<i>Provide direction to staff regarding the application received for ERC Services.</i>	
4.J.	ERC Services Activity Update (Maria)	53
	<i>An informational report regarding the ERC Services assignments.</i>	
4.K.	Preferred Service Provider List (Travis).....	54
	<i>Provide direction regarding a potential Preferred Provider List.</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 2020 (Maria)	56
	<i>An action to approve the amended Member Services Committee meeting schedule for 2020.</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.