



PRISM

Public Risk Innovation,
Solutions, and Management

QUICK START GUIDE

*Your Guide to Easy and Successful Implementation of
PRISM's Services and Partner Programs*

A P R I L
2 0 2 4

www.prismrisk.gov



ABOUT THE GUIDE

These Quick Start Guides were created to assist with easily and effectively rolling out services within our PRISM members' agencies.

Why the focus on ease of use?

Because engaged employees have the knowledge, skills, ability, and willingness to manage their safety and to act on employer's recommendations. Members that invest in safety and employee engagement can expect returns in the form of lower claims, higher morale, and improved bottom-line costs.

But the barriers are real, too: reluctant users, end-user questions, cumbersome enrollment, and puzzling interfaces. And that's why we created The Guide.

How to use The Guide?

In this guide, we describe how you can make the services work for you and your agency. Find out more about the benefits, services, products, and features of each one. Step-by-step instructions make it easy to started.

Eligibility

PRISM members who participate in a Major Program either directly, or via their parent Joint Powers Authority (JPA), may access the services contained in The Guide. Check out the [PRISM's Menu of Services](#) matrix for more information.

If you have any questions, please feel free to [contact us](#). Ready! Set! Break!



Risk Control



Risk Management



Claims



Partner Programs

- ## PRISM Staff Services

- Direct Consultation
- Policy Review
- On-Site Inspections



ACTIVE VIOLENCE EMERGENCY RESPONSE TRAINING (AVERT)

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To get started, please contact:
Tim Cross, Channel Partner Specialist
tcross@hsi.com | 509.412.7062

PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with the Health & Safety Institute (HSI) to provide members access to AVERT. AVERT goes beyond active shooter training and uses dynamic methods to teach employees proactive awareness, how to react and protect themselves and others in a violent situation, and how to respond to severe injuries that are often a result of these occurrences.

Benefits Include

- Training to build confidence
- Blended training format
- Hands-on training to reinforce life-skills combined with flexibility and responsiveness of local instructors



Confidence

Give employees the confidence they need to respond if active violence or a life-threatening situation occurs. Being able to react to these situations quickly and with confidence is vital to saving lives.



Flexibility

Instructors train to build confidence, using a blended training format with hands-on training to reinforce life-skills.



Discounted Pricing

Prices have been negotiated with your public entity's needs in mind.



Quick Start Steps

1. Visit <https://goto.hsi.com/prism> to complete the information request, and a representative from HSI will contact you.
2. Set up an "Open P.O." agreement regarding billing (can include a not-to-exceed amount) when you're ready to move forward.
3. The client's main point of contact will provide HSI dates, times, and locations, and a list of participants for the training.
4. HSI scheduling team will work with the client and our instructor base to set up the class.
5. Blended AVERT links will be sent out to each participant.
6. In-person AVERT class takes place.
7. Employees will receive digital certificates via email.

ANONYMOUS TIP REPORTING SYSTEM SERVICES

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PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with WeTip 2.0: Powered by CatapultEMS to provide public agencies the most effective and innovative anonymous tip reporting system available today at the best price.

Benefits Include

- 24/7 Call Center
- Nationwide Hotlines
- Web Based Form Reporting
- Text Tips
- QR Codes
- Dedicated Phone Lines
- Tip Management Software



Protect the safety of your school district or public agency by anonymously reporting crime, bullying and other potential threats.



The hotline is staffed 24/7/365. Tips can be received via phone calls, web-based forms, texts and QR codes.



WeTip offers: Branded Website Buttons, Metal Signs, Posters, Brochures, Door Hangers and more to get the word out!

Quick Start Steps

1. Visit <https://www.wetip.com/wetip-prism/> to get a personalized quote and/or book a demo.
2. Sign product quote and schedule kickoff meeting with the Project Manager.
3. At the kickoff meeting, provide the Project Manager with the requested information and set up your quick and easy virtual training(s).
4. From start to finish, the whole process takes just four weeks!

BACKGROUND CHECK SERVICES

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PRISM partners with the industry's best to provide services that are second to none.

Ensure prospective employees will not pose a risk to others by using one of the four comprehensive background check packages.

Plexus Global conducts background checks and ensures compliance with requirements for safeguarding the confidentiality of information obtained.

Services Include

- Criminal and Civil Record Searches
- Professional licensing/certification/education verification
- Credit Check



Intuitive Web-Based
Member Platform
Simplified applicant
screening process.



Quality Control & Compliance
FCRA and California
specific compliant
reporting.



Discounted Pricing
Packages have been
specifically designed
for unique public entity
needs.

Quick Start Steps

1. Discuss and finalize with Plexus Global the services your agency will require.
2. Complete and sign the Master Service Agreement with Plexus Global.
3. Each individual user who will access the consumer reports must sign and return the End User Access Security Agreement & Acknowledgment of FCRA Compliance Requirements.
4. An independent third party will complete an on-site inspection. This is required since Plexus Global manages sensitive information.
5. Finalize your agency's account set up, which includes web-based training for all PlexOne platform users who will be accessing applicant reports.

CATASTROPHIC CLAIMS MANAGEMENT SERVICES

PRISM partners with the industry's best to provide services that are second to none.

Paradigm Catastrophic Claims Management focuses on providing medical coordination and family support for injured workers suffering from catastrophic injuries. Working in collaboration with families, medical providers, employers, and insurers, Paradigm helps return the injured worker to the best possible life.

Services Include

- Dedicated care management team of expert clinicians focused on optimal medical recovery
- Comprehensive care plan, guaranteed to achieve the highest possible clinical outcome for the injured worker
- Navigating a complex healthcare system
- Coordinating the multiple aspects of care

Paradigm

To get started, please contact:
Lori Reid, Director of Key Accounts
lori.reid@paradigmcorp.com | 800.397.6517



Physician Consultation

Routine treating physician consultation with a highly specialized Paradigm Medical Director



Access

Top providers and centers of excellence



Fixed Price

Includes all medical costs from the date of injury until the guaranteed clinical outcome is achieved

Quick Start Steps

1. To make a referral, call the Paradigm Referral Team at 1.877.875.9479 or visit www.paradigmcorp.com/catastrophic/referral-case and select one of the following:
 - Complete the online Catastrophic Referral Form - OR -
 - Download the form and fax to: 925.676.2197 or email it to referrals-catastrophic@paradigmcorp.com
2. Advise Lori Reid, Paradigm Director of Key Accounts, that you have made a referral at lori.reid@paradigmcorp.com.

CERTIFICATES OF INSURANCE MANAGEMENT SERVICES

PRISM partners with the industry's best to provide services that are second to none.

PRISM has contracted with EBIX, the largest provider of insurance certificate management services in North America and worldwide to help members manage and administer their incoming certificates of insurance for each organization with whom they contract.

EBIX offers a full-service insurance tracking solution flexible enough to validate and monitor insurance coverage requirements contained in any type of agreement, for any type of organization. EBIX fulfills the entire certificate tracking process from start to finish and displays all incoming certificates, insurance coverage information, and compliance results online for easy retrieval.



To get started, please contact:
Vikas (Vik) Yadav, Manager – Enterprise Solutions
vikas.yadav@ebix.com | 678.242.2881

Services Include

1. Unlimited training and unlimited platform access
2. Requesting, reviewing, and validating incoming insurance certificates and policy endorsements.
3. Tracking and requesting certificate renewals.
4. Maintain electronic history for 20+ years of insurance documentations, coverage information, and compliance results
5. Support to vendors/contractors and/or Insurance Brokers to resolve certificate deficiencies
6. Single point of contact for members as client support
7. Robust system with industry's highest security standards
8. Highly discounted pricing with no security/hosting/upgrade fees.



Messaging & Communications

Communication to Vendors and/or Insurance Brokers to quickly resolve identified insurance deficiencies.



User Friendly System

Customized training and user support are available as part of the on-boarding process.



Discounted Rates

Discounted pricing has been negotiated exclusively for PRISM members.

Quick Start Steps

1. Get in touch with [Vikas \(Vik\) Yadav](#) for scheduling a system demonstration.
 2. Review and execute 'Purchase Order' per your requirements.
 3. Gather requirements for implementation:
 - Data file must be in a .csv or Excel format containing a list of all active contracts requiring insurance monitoring.
 - List of indexed insurance requirements with vendors, included in your organization's standard Contract Types.
 4. Share documentation with EBIX and get implemented within 4-6 weeks.
- Week 1: Database and Website Creation along with system configuration as per client requirement.
 - Week 2: Sharing system credentials with client. Data validation as per data provided by the client.
 - Week 3: System update with follow-up notices. If approved by client, followed by final QA check. Training date and time agreement.
 - Week 4: Client approval required for defined custom changes. If "yes", project goes live.

CHECKPOINT SYSTEM SERVICES

PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with TimeKeeping Systems to provide discounted rates for Guard1, a comprehensive automated check-in system.

A guard tour system aids in loss prevention and provides members with defensible documentation in the event of a lawsuit or investigation.

Services Include

- Complimentary Point Upgrades for the life of the purchased support subscription.
- Variety of wireless styles and mounting options for touch memory button checkpoints.
- Securely transfer information from the rugged data collection device in seconds.

GUARD1

by TimeKeeping Systems

To get started, please contact:
Jody Cattoor, Western Regional Manager
jcattoor@guard1.com | 216.595.0890



Safety Inspections

Provide proof of presence and confirm that inspections have been made in your government buildings, hospitals, and jails.



Record Multiple Activities

Document a variety of activities, such as well-being checks, inmate demeanor, or meal and medication distribution.



Discounted Pricing

Packages have been specifically designed for unique public entity needs.

Quick Start Steps

1. Contact Guard1 to receive an overview of system features, you can request an on-site meeting or a demonstration via WebEx teleconference.
2. The Guard1 representative will discuss service and equipment options, as well as develop a customized package.
3. Guard1 will provide a kick-off meeting to discuss responsibilities and system requirements.
4. On-site installation assistance or WebEx based installation and training are provided based on the equipment and services selected.
5. Final software and database configuration.
6. Initial end-user training provided on-site or via WebEx.

CPR, FIRST AID & AED ONSITE TRAINING

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PRISM partners with the industry's best to provide services that are second to none.

To get started, please contact:
Tim Cross, Channel Partner Specialist
tcross@hsi.com | 509.412.7062

PRISM has partnered with the Health & Safety Institute (HSI) to provide members access to an entire training network of qualified instructors who bring engaging and cost-effective classes to you and your employees.

Benefits Include

- Single point of contact, centralizing your scheduling and total program management
- Dynamic and engaging first aid, CPR, and AED training that conforms with current AHA and ARC guidelines
- Quality, consistency, and accountability, combined with flexibility and responsiveness of local instructors



Consistency

Regardless of location, you can trust that your employees receive a consistent training message.



Experience

Instructors are highly experienced, qualified, verified, and required to adhere to effective quality assurance standards.



Discounted Pricing

Prices have been negotiated with your public entity's needs in mind.

Quick Start Steps

1. Visit: <https://goto.hsi.com/prism> to complete the information request and a representative from HSI will contact you.
2. Set up an "Open P.O." agreement regarding billing (can include a not-to-exceed amount).
3. You are now able to schedule classes. There is a maximum of 12 students per class and the course is 6 hours long. You will need to provide a credit card to secure a course date (your account will not be charged until the course is completed).
4. Members must provide the training facility with the following:
 - space large enough to accommodate class size
 - adequate seating, light, temperature, and floor space for skill practice sessions
 - an operational DVD player and a color television or monitor
5. HSI will provide the training materials and equipment.

REMOTE SKILLS VERIFICATION (RSV) CPR, FIRST AID & AED TRAINING

PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with the Health & Safety Institute (HSI) to provide members access to Remote Skills Verification (RSV) for CPR, First Aid & AED Certification.

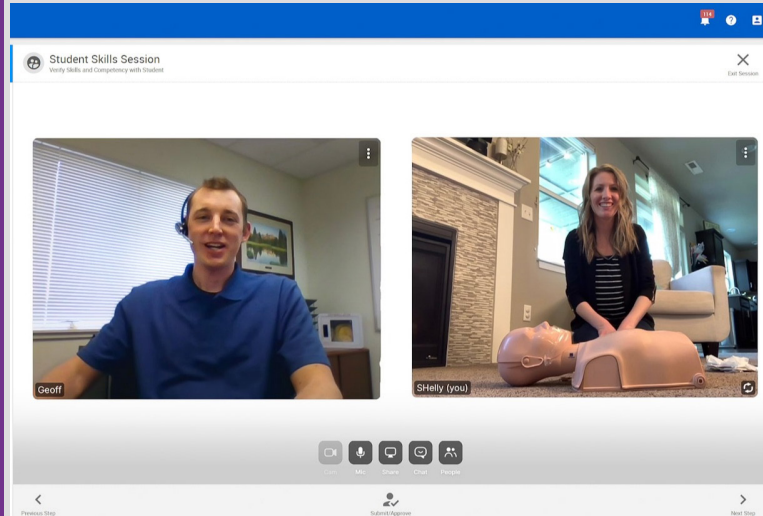
RSV Benefits Include

- Incorporates hands-on remote skills verification with blended training options to meet certification requirements
- Allows employees to stay up to date with certification from the comfort of their home or office
- Single point of contact, centralizing your scheduling and total program management
- Dynamic and engaging first aid, CPR, and AED training that conforms with current AHA and ARC guidelines

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To get started, please contact:
Tim Cross, Channel Partner Specialist
tcross@hsi.com | 509.412.7062



Consistency

Regardless of location, you can trust that your employees receive a consistent training message.



Experience

Instructors are highly experienced, qualified, verified, and required to adhere to effective quality assurance standards.



Discounted Pricing

Prices have been negotiated with your public entity's needs in mind.

Quick Start Steps

1. Determine how many employees need training
 - a. To directly purchase individual RSV classes contact riskcontrol@prismrisk.gov for instructions.
 - b. To purchase multiple seats in an RSV class, please visit <https://goto.hsi.com/prism> to complete the information request, and a representative from HSI will contact you.
 2. Set up an "Open P.O." agreement regarding billing (can include a not-to-exceed amount).
 3. Provide HSI with the main point of contact/ administrator's contact info.
 4. A self-enrollment email will be sent out to the main POC/admin to share with the employees that should enroll.
 5. Each enrolled employee fills out a very short form using the link the admin provided.
 6. Enrolled employees will be given access to a CPR/FA blended course, a scheduling tool, and the RSV Session. Members will have a loaner manikin* shipped directly to employees, along with any necessary FA training supplies.
 7. Upon passing the blended course & demonstrating proficiency during RSV, employees will receive a digital certification card.
 8. RSV sessions will be made up of 1-3 students (from your organization or others).
- * This manikin is made to be used once and returned to HSI for sanitation.

CRISIS INCIDENT MANAGEMENT & COMMUNICATION SERVICES

*PRISM partners with the industry's best to
provide services that are second to none.*



To get started, please contact:
Robert "Bob" May, Founder & Principal
biem47@outlook.com | 800.831.5529



Consultation Services

A myriad of risk
management and
consulting services



Team of Experts

Their team of highly
experienced consultants
tailor solutions to meet your
agency's unique needs.



Competitive Rates

Special pricing for
consultation services
are available through
your membership.

Pre - Crisis Training Services

*For training, please feel free to contact
Mainstream Unlimited directly at 800.831.5529.*

- Regional training programs
- Emergency plans (review and development)
- Vulnerability assessments
- Webinars on critical incident management, communications, media management, and more!

Any member-specific, pre-crisis training may be contracted and paid for by the member at the discounted rates offered to PRISM members.

Members may also access their available subsidy balances to assist in covering those costs.

Crisis Management Services

Have a crisis? Contact us at 916.850.7700.

Mainstream can serve in a lead or "second set of eyes" capacity, working with you and your PIO to help with:

- Situation assessment
- Media consulting
- Public announcements
- Deployment of outside resources to member site

These services will be provided to members upon approval by PRISM, and paid for by PRISM up to \$50,000 per incident. Any costs above that would be paid for by the member.



DRUG & ALCOHOL TESTING SERVICES

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PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with Plexus Global to deliver drug and alcohol testing services for our members.

Services Include

- Random Driver Selection
- Medical Review Officer (MRO) Coordination
- Test Types available:
 - Post-Accident,
 - Reasonable Suspicion, and
 - Applicant Screening
- FMCSA Clearinghouse Queries
- Program Management



Confidential Electronic Results

Test results will be available to view within 24 to 72 hours on PlexOne.



PRISM Consortium

The Consortium option can be a way to help reduce costs by placing your drivers into a larger testing pool.



Discounted Pricing

Prices have been negotiated with your public entity's needs in mind.

Quick Start Steps

1. Speak with Plexus Global and complete and sign the Master Service Agreement and submit to randoms@plexusglobalinc.com.
2. Plexus will work with the Designated Employer Representative (DER) to establish:
 - a. Who will be able to work with Plexus to submit and receive results and Reports.
 - b. Which pool type your organization will participate in (PRISM Consortium or Stand-Alone).
 - c. If a non-DOT program also be established.
 - d. Where your program stands to date so a plan can be created to meet DOT annual requirements.
 - e. The collection sites that best meet your organization's needs.
3. Prepare an [Excel document](#) of all employees who will be participating in the Random Testing Program.
4. Read the [PRISM Drug and Alcohol Testing Program Policy](#) and sign the [Policy Acknowledgment](#) statement. The statement should be sent to [PRISM Risk Control](#).
5. Complete the Designated Employer Representative Training course on PRISMtv.



EMPLOYEE PERFORMANCE EVALUATION SOFTWARE

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PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with Vector Solutions to bring our members Vector Evaluations+, an Employee Performance Evaluation Software designed specifically for first responders.

Tracking your crews' abilities is essential for ensuring effective job performance. With this software, all your performance evaluation needs are met in one powerful tool. Vector Evaluations+ delivers an all-in-one solution for law enforcement FTO.

Services Include

- Test and track skill competencies
- Oversee officers' progress during FTO program
- Record videos of skill demonstrations
- Assess performance
- Integrates with Vector Solutions' training platform



Customizable

Access a library of pre-built skill sheets or create your own.



Mobile Ready

Works with any smart device to allow for assessments in the field.



Discounted Pricing

Prices have been negotiated with your agencies' needs in mind.

Quick Start Steps

1. Contact [Kegan Konrady](#) for a demo or to answer any of your questions.
2. Discount pricing is based on the number of users in your agency.
3. Administrators will be given one-on-one training to ensure a successful launch.

EQUIPMENT & APPARATUS INSPECTION SOFTWARE

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To get started, please contact:

Steve Walsh, TS Inside Sales Representative
steve.walsh@vectorsolutions.com | 858.683.7745

PRISM partners with the industry's best to provide services that are second to none.

Vector Check It simplifies how first responder agencies track inspections. Streamline routine checks for equipment, vehicles and apparatus including the ability to: open service tickets, document, and track the progress of an out-of-service apparatus. This allows your agency to ensure resources are current, in compliance, and functioning properly.

Services Include

- Access to customizable checklists which can be created based on your needs
- Push notifications to alert users of past-due checks, like an overdue oil change or necessary repair
- Reports with automatically generated graphs and figures that make it easy to track your apparatus



Mobile

Conduct inspections with this powerful application built for iOS or Android devices.



Integrated

Access your checks through the same Vector Solutions LMS platform you use for training.



Discounted Pricing

Prices have been negotiated with your fire and EMS agencies' needs in mind.

Quick Start Steps

1. Check out <https://www.vectorsolutions.com/solutions/vector-check-it/> and watch the introduction video to learn more.
2. Contact [Steve Walsh](#), for a demo of the software and mobile application. He will request information regarding your apparatus and trucks in order to provide you with a quote that includes the special PRISM discounted rate.
3. Administrator training is available through one-on-one training sessions set up directly with your account manager.
4. Vector Solutions will help at any step of the way in the implementation process, including helping you build customized checklists based on your needs.



www.prismrisk.gov | 916.850.7300 | riskcontrol@prismrisk.gov

INJURY REPORTING & TRIAGE SERVICES

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PRISM partners with the industry's best to provide services that are second to none.

PRISM has contracted with Company Nurse to provide members with a first-call, first-reporting system that includes both a medical needs triage at the time of injury and a means of initiating the injury/incident reports. As a result, more injuries are designated as first-aid, while others are directed to the appropriate level of care.

Services Include

- Access to registered nurses who provide self-care advice and medical referrals for on-the-job injuries.
- Validated and verified Provider Database to ensure referrals are made to the appropriate and available employer designated facility(ies).
- Monthly reports summarizing incidents and outcomes, and a list of partially completed First Report of Injury forms.



24/7/365 Access

Injuries can happen any time. Detailed injury reports get to the right people, right away.



Proprietary Medical Response Platform

Efficiency matters - Company Nurse has technology that covers your best interest.



Discounted Rates

Discounted pricing has been negotiated exclusively for PRISM members.

Quick Start Steps

1. Contact sales@companynurse.com to review the process and details.
2. Sign the agreement of participation under PRISM's master contract.
3. A kick-off call with your team will be scheduled to communicate the enrollment process.
4. Fill out the enrollment template, including contacts, locations, and preferred providers. Company Nurse will do the heavy lifting and get this information validated, verified, and into their program.
5. You'll receive your toll-free number, client training portal, and communication materials.

INVESTIGATIVE SERVICES

PRISM partners with the industry's best to provide services that are second to none.

SIU Consultant Group is a Nationwide full service investigation firm, providing superior investigation services to employers, insurance carriers, public entities, third party administrators and legal counsel. With over 75 years of combined investigative management experience, SIU Consultant Group's proven processes exceed the industry standards by providing superior service, cost savings and results.

Services Include

- Surveillance/activity and alive & well checks
- Recorded statements
- Background and social media investigations
- Medical canvassing
- Subrogation investigation and recovery
- AOE/COE compensability investigations
- Interactive physician surveillance video showing



Detailed Investigation & Analytics

Available to all clients summarizing results.



14 Day Standard Turnaround on All Assignments



Discounted Rates

Discounted pricing has been negotiated exclusively for PRISM members.

Quick Start Steps

1. To make a referral to SIU Consultant Group, visit www.siuconsultantgroup.com, call 888-748-1130, or email referrals@siucgpi.com.
2. SIU CONSULTANT GROUP will email you a list of services and a referral form; or, you may complete the form online.
3. SIU CONSULTANT GROUP will then contact you to confirm your referral, discuss investigative strategy and/or provide suggested customized investigative solutions.

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Nationwide investigations

To get started, please contact:

Tim Muraki, Chief Operating Officer

tmuraki@siuconsultantgroup.com | 888.748.1130

www.siuconsultantgroup.com



LABOR LAW/ EMPLOYMENT PRACTICES SERVICES

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EYRES
ELG LAW GROUP, LLP

PRISM partners with the industry's best to provide services that are second to none.

PRISM members have unlimited access to Labor Law/ Employment Practices Consultation and Services through the Eyres Law Group (ELG)*.

* These services are intended to support, not replace, your existing legal personnel and is separate from PRISM's Legal Advice Services.

Services Include

- Step-by-Step Coaching & Advice - Regarding issues including return-to-work, harassment, modified duty and reasonable accommodations, and leaves of absence.
- Employment Practice Resources - Helpful resources to assist with conducting/documenting the Interactive Process and managing multiple leaves of absence.
- Monthly Webcasts & Newsletters - Focused on timely issues affecting California public agencies, specific to the Workers' Compensation and Employment Liability arenas.



Coordination with Your Counsel

ELG will communicate, as necessary, with your legal departments to assist with seamless implementation.



Unlimited Access

Access ELG consultation services as often or as little as your agency needs. [Request an intake form](#) today to get started.



Value Added Benefit

Access this service at no extra cost as a value-added benefit of your membership with the PRISM.



Quick Start Steps

1. To begin using the service, complete a '[Contact Information Form](#)', which will help assure that attorney-client privilege is maintained.
2. On the form, you will be asked to designate a primary and secondary contact authorized to communicate directly with ELG. (Note: additional individuals within your agency will need to initially work through the designated contacts.)
3. Return the completed form directly to Patti Eyres, at peyres@eyreslaw.com.
4. Each participating entity will receive and sign a separate 'Engagement Letter', which will help assure that attorney-client privilege is protected.
5. You may submit a general question, provide some specific information on your individual matter, or simply request a return call. You may also call Patti Eyres directly at 602.448.4051.

LEARNING MANAGEMENT SYSTEM

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To get started, please contact:

Christian Kelly, Customer Success Manager

christian.kelly@vectorsolutions.com

813.323.9438

PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with Vector Solutions to deliver an online learning management system (LMS) and safety/risk management platform.

This web-based LMS provides access to a wide range of training topics, which are included with your membership, and others at a negotiated rate* exclusive to PRISM members.

Training Topics Include

- Business Skills/HR & Microsoft Office Suite
- Professional Development: Communication, Customer Service and Leadership
- Fire and Law Enforcement Training*

* = PRISM member exclusive negotiated rates



24/7 Access

"Anytime, anywhere" access to top- quality courses in a wide range of risk management and general business areas.



User Friendly Application System

Training records keeping has never been easier! Electronically produce timely reports with a few clicks of a button.



Value-Added Benefits

Access many of these trainings at no extra cost as a value-added benefit of your membership.

Quick Start Steps

1. Go to <http://prism.vectorsolutions.com/> to take sample courses, view the entire catalog of course offerings, and find out more about the features & benefits of the platform.
2. Contact Christian Kelly, Customer Success Manager at Vector Solutions by phone: 813.323.9438 or email: christian.kelly@vectorsolutions.com.
3. Christian will send a user profile Excel spreadsheet to complete. Employee information (name, department, email, etc) will need to be provided for all employees you wish to enroll so that they can be loaded into the platform.
4. Administrator Training is available in a few different platforms: PRISMtv - Health and Safety Channel, TS Academy Training Series Sessions and 2 weekly webinars provided by Vector Solutions, or one-on-one sessions.
5. System Roll Out – Vector Solutions can provide assistance as you communicate with employees regarding this new (or refreshed) Learning Management System. They will help you share employee log-in information to launch the service.
6. Ongoing Customer Service – Vector Solutions has excellent ongoing customer service to help at any step of the way in the implementation process, but it won't stop there. They are committed to providing ongoing support.

LEGAL ADVICE SERVICES

PRISM partners with the industry's best to provide services that are second to none.

PRISM's former General Counsel, Steve Underwood, Esq. is available to members for assistance and/or consultation on various legal matters.

The Legal Advice Service is intended to support, not replace, your existing legal personnel and is separate from services provided by the Eyres Law Group for Labor/Employment Practices Liability (EPL) consulting to PRISM members.

Services Include

- Brown Act, Public Records Act
- Contracts and other governmental legal review
- Statutory interpretation, litigated matters, and other governmental issues



PRISM

For more information, please contact:
Skylar Golding, Member Services Technician
sgolding@prismrisk.gov | 916.850.7300



Unlimited Access

Access Steve Underwood's consultation services as often or as little as your entity needs.



Value Added Benefit

Access this service at no extra cost as a value-added benefit of your membership with the PRISM.

Quick Start Steps

1. To begin using the service, complete a '[Contact Information Form](#)', which will help assure that attorney-client privilege is maintained.
2. Return the completed form directly to Steve at publicentity.law@gmail.com.
3. You may submit a general question, provide some specific information on your individual matter, or simply request a return call. You may also call Steve Underwood directly at 805.705.6195.

Contracts Made Simple

Three resources for your contract needs:

- The [Insurance Requirements in Contracts \(IRIC\) Manual](#) is a great resource for questions regarding contracts, limit suggestions, indemnification language
- [Contract Review assistance](#) is also available through Alliant for specific questions
- Contact [Steve Underwood](#) for consultation regarding contract questions.

MANAGED CARE CONSULTING SERVICES

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DONN & COMPANY

WORKERS' COMPENSATION MANAGED CARE ADVISORY

To get started, please contact:

David Donn, CEO

ddonn@donnco.net | 415.409.3666

PRISM partners with the industry's best to provide services that are second to none.

Donn & Company (DonnCo) optimizes medical bill review, case management and PBM products through audits, restructurings, and competitive bids.

Services Include

- Bill review, case management and PBM audits
- Optimization of rates and fee structures, contracts, and performance standards
- Competitive bid bill review, case management, and PBM services
- Financially optimized, transparent, and high performing program model



Cost Containment

Lower medical cost containment fees for bill review and case management products



Reduced Paid Medical

Higher savings and lower drug costs



Transparency

Fully transparent program, compliant with the highest industry standards

Quick Start Steps

1. Members of PRISM's Primary Workers' Compensation (PWC) program are automatically enrolled!
2. PRISM's Excess Workers' Compensation (EWC) members, please contact David Donn at 415.409.3666 or ddonn@donnco.net for a complimentary preliminary evaluation, and preferred pricing for ongoing cost containment services oversight!

MEDICAL TRANSPORTATION & LANGUAGE SERVICES

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PRISM partners with the industry's best to provide services that are second to none.

ProCare provides Transportation and Language services focused exclusively on Workers' Compensation.

Services Include

- **TRANSPORTATION:** Ambulatory, Wheelchair, Non-Emergency Stretcher, ALS/BLS, Air Ambulance
- **TRAVEL:** Commercial Flight Coordination, Hotel Accommodations, Rail/Bus Ticketing, Meal Vouchers
- **LANGUAGE:** On-site Interpretation, Instant Interpretation, Document Translation, and Conference Calls



To get started, please contact:
Dwain Johnson, VP of Regional Sales
djohnson@theprocure.com | 925.381.0417



Guarantee

Supports Positive ID of
Signature Triple
Confirmation Guarantee



Focus

Exclusive focus on
Workers' Compensation



Costs

Cost-efficient
Management of Referrals

Quick Start Steps

1. Choose your Service Type: Transportation, Language, Travel
2. Contact ProCare:
 - Call: 866.941.7878
 - Email: customerservice@theprocure.com
 - Order Online: TheProCare.com
3. Consider it Done!

MEDICARE REPORTING SERVICES

PRISM partners with the industry's best to provide services that are second to none.

PRISM has coordinated with ExamWorks to provide CMS (Center for Medicare/Medicaid Services) query and reporting services, as well as Medicare Set Asides (MSA).

Services Include

- MMSEA Section 111 reporting service
- Medicare set aside allocation
- Evidence based MSA
- Conditional payment services

ExamWorks

To get started, please contact:
Sean Roberts, Account Executive
Sean.Roberts@examworks-cs.com | 800.497.1368



Experience

ExamWorks has over 20 years of experience dealing with CMS



Options

Suite of clinical services to assist along all phases of claim settlement process



Cost-savings

We actively look for areas to mitigate the MSA process

Quick Start Steps

1. Contact your local Account Executive to request a referral - OR - email referrals@examworks-cs.com - OR - upload a referral to our web portal: <https://portal.examworks-cs.com>.
2. Request a review of your MSP Compliance Needs and receive a program that meets your needs.

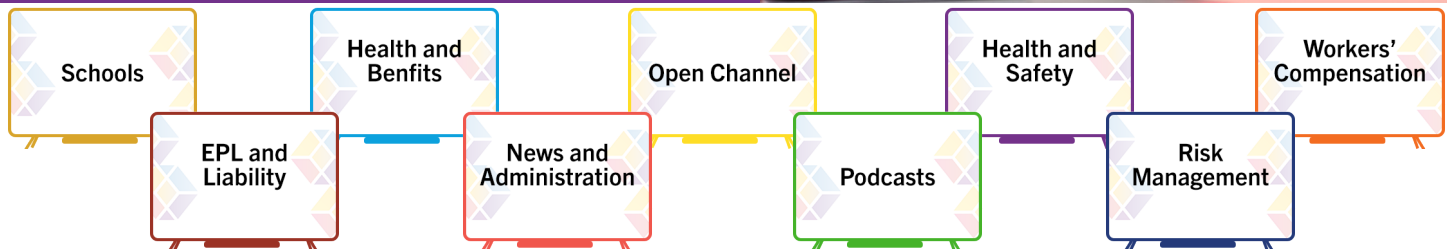
ON-DEMAND WEBCAST TRAINING SERVICES

PRISM partners with the industry's best to provide services that are second to none.

Our PRISMtv solution offers live training sessions, as well as 24/7 access to on-demand webcasts. Choose from a myriad of risk management topics from workers' compensation, liability, property and health programs via a customized platform for PRISM members and their employees.

Channels Include

- Schools
- EPL and Liability
- Health & Benefits
- News & Administration
- Open Channel
- Podcasts
- Health and Safety
- Risk Management
- Workers' Compensation



Quick Start Steps

1. Type the following into your browser:
www.prismrisk.gov/tv.
2. Each employee that wants to access PRISMtv, will need to register by providing their name, email address, organization and industry in the required fields. After initial registration employees will access the platform with just their email address.
3. The email address used for registration and access needs to be a work email address. Note: personal email domains, such as @gmail.com or @hotmail.com will not work.
4. Upon entering PRISMtv for the first time, a system check is run which will identify any computer requirements that need to be addressed for the webcast to run smoothly.
5. Pop-up blockers must be disabled and all webcasts require high speed internet.
6. If you still have issues entering PRISMtv, please contact Risk Control at riskcontrol@prismrisk.gov or 916.850.7300.
7. Once you have successfully logged in, you will find 8 channels to choose from, with a search feature in the top right-hand corner.

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To get started, please contact:

PRISM Risk Control

riskcontrol@prismrisk.gov | 916.850.7300



REHABILITATION CARE SERVICES

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To get started, please contact:
Stacy Andreasen, Regional Director
Stacy.Andreasen@neurorestorative.com |
559.400.1978

PRISM partners with the industry's best to provide services that are second to none.

NeuroRestorative is a leading Provider of specialized sub-acute, skilled and post-acute rehabilitation services for people of all ages with brain injuries and other neurological challenges. In a variety of locations and settings, we offer a full continuum of care and rehabilitation options.

Services Include

- Rehabilitation for brain injuries & other neurological challenges
- Full continuum of care
- Individualized programming



Flexibility

Able to quickly move an injured worker to the most clinically appropriate treatment program



Transparent

Outcomes reporting allows funders to review objective data



Communication

Collaborative approach stresses a high level of communication with all team members

Quick Start Steps

1. Place referral with NeuroRestorative
2. Gather patient information
3. Schedule a clinical evaluation
4. Acceptance and proposed plan of care
5. Arrange family tours
6. Arrange patient transfer and admission to the program/facility

RETURN- TO-WORK SERVICES

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To get started, please contact:

NPA Return-to-Work Services

info@returntowork.com | 800.497.1368

PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with NPA to offer our members a proactive Return-to-Work (RTW) service that is designed to benefit everyone - employers, employees and physicians. The OUR System® can drastically reduce workers' compensation costs, saving you time and money while laying the foundation for compliance with ADA and FEHA requirements.

Services Include

- No upfront fees
- The Our System: gets workers back to work quickly!
- Monthly status reports
- Expert management of RTW services



Communication

Close, open communications with Doctors, Supervisors, and Personnel



OUR System

Bridge Assignments create productive work!



Costs

PRISM PWC members receive lowest prices!

Quick Start Steps

1. [Contact NPA](#) and mention you're a PRISM member in need of return-to-work services.
2. Schedule a webinar for your team, to learn how the OUR System works.
3. Send NPA your last 3 years of loss-run data.
4. NPA will write a custom proposal and outline about implementation of services.

SAFETY DATA SHEET (SDS) MANAGEMENT SERVICES

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PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with the Health & Safety Institute (HSI) to provide exclusive bundles for PRISM members.

SDS Management has never been so easy, until now. Take the guesswork out of meeting HazCom requirements with easy-to-use chemical management compliance solutions.

Services Include:

- Unlimited Access - Keep all SDS in one place, accessible to an unlimited number of workers
- Ad-Hoc Reporting - Quickly generate inventory and chemical constituent reports to meet local, federal, and internal requirements
- Secondary Container Labeling - Quickly print GHS-compliant secondary container labels



SDS Refresh

Work with HSI to continually monitor and refresh your SDS document collection.



Consulting Services

Available to assist with implementation of your chemical management program.



Discounted Prices

Service bundles have been specifically designed for unique public entity needs.

Quick Start Steps

1. Visit: <https://goto.hsi.com/prism> and complete the information request, or contact Brett and let him know you are a PRISM member and interested in safety data sheet management services.
2. Work with Brett to determine which bundle (standard or premier) is best for your agency.
3. Determine if you will use HSI's on-site inventory service (for an additional fee) or if the inventory can be completed by your agency. Then, complete a service agreement with HSI.
4. Work with HSI to customize location, site and department structures within the software.
5. HSI will provide user and administrator training to assist with roll out of the program.



SIDEWALK ASSESSMENT & MAINTENANCE SERVICES

PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with Precision Concrete Cutting to offer professional sidewalk assessments and maintenance services. With franchises throughout the state, they are poised to help public agencies reduce sidewalk trip hazards. Their services will repair trip hazards, uneven sidewalks, concrete paths, footpaths, and any other type of damaged walkways; therefore, reducing risk and liability.

Services Include:

- Sidewalk condition assessment and data collection
- Trip hazard removal
- Patented concrete cutting technology resulting in minimal disruptions and a safe work area
- Annual maintenance program
- GIS compatible assessment data



**No Sidewalk
Closures**



ADA Compliant and Non-Slip Surface

Cutting creates surface matching the adjacent panels with an ADA compliant slope.



Negotiated Rates

Service bundles have been specifically designed for unique public entity needs.

Quick Start Steps

There are 4 Precision Concrete Cutting (PCC) Franchises located throughout California. If you are unable to determine the franchise that services your area, contact **Joseph Ortega**, who will direct you to the appropriate representative.

Northern California - Joseph Ortega
jortega@pccnorcal.com | 650.576.4303

Los Angeles and Imperial Valley Areas - Gary Beneduci
gary@safesidewalks.com | 858.699.1089

Temecula / San Diego - Kevin Stengel
kevins@pcctriphazardremoval.com | 760.889.2593

Long Beach Area - Ron Durna
socalpcc@safesidewalks.com | 909.539.7740

1. Determine which type of service agreement you will enter with PCC.
 - a. Sidewalk Assessment - charged by the total miles assessed
 - b. Trip Hazard Removal – charged by the size of the hazard removed
 - c. Annual Maintenance Program - performed annually, semi-annually or quarterly as determined by your agency
2. Mention that you are a PRISM Member to take advantage of the negotiated rates.
3. Complete agreement with Precision Concrete Cutting.

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To get started, please contact:
Joseph Ortega, Vice President of Business Development
jortega@pccnorcal.com | 650.576.4303



STRATEGIC PLANNING FACILITATION SERVICES

INTRODUCTION

They say that many golf bets are won or lost on the first tee . . . it's what is negotiated prior to the first tee shot that will determine the outcome of the day. The same applies to successful strategic planning session outcomes!

With nearly thirty years of working in organizational management, fourteen years with local, state and national associations, and fifteen years with self-insured risk management pools, Rick Brush has been a part of many strategic planning sessions that ranged from excellent to not very productive. These experiences fueled his passion to create the "Perfect" strategic planning session and to provide this service to organizations.

He has spent his career working with groups of individuals and engaging them for the collective benefit of their group – in other words, getting board members to take off their individual hats, wear the hat of the organization, and figure out how they can best work together to plan the organization's future. His style is personal and collaborative, creating an environment that is comfortable to openly share information, debate in a constructive manner, and come to specific agreed upon goals.

THREE PARTS TO A SUCCESSFUL STRATEGIC PLANNING SESSION

BEFORE THE MEETING

Work that happens prior to the strategic planning meeting sets the stage for the day. Before the meeting, Rick will work with staff to establish a timeline to interview staff and key board members, create a survey to be sent to all participants, and make sure the table is set for a productive meeting. This is the foundation that enables the group to dive into matters swiftly and head on, so that on the day of the meeting, they will be engaged right from the start.

DURING THE MEETING

The best facilitators are simply that – facilitators of discussion. Rick does not impose his opinions into your process and deliberations, but will artfully lead discussions, recognize sticking points, know how to overcome them, and work to build consensus towards setting goals. This is the "What" phase, meaning "What" should be the organization's focus.

AFTER THE MEETING

He will work with your staff to build a report that is clear and concise, creating a useful document to implement the "How" phase. The report will document Strategic Goals, Outcomes, and Milestones. It will be used by staff to establish priorities, build timelines, identify responsible parties, and determine any necessary additional resources.



PRISM

Public Risk Innovation,
Solutions, and Management

For more information, please contact:
Rick Brush, Chief Member Services Officer
rbrush@prismrisk.gov | 916.850.7300

Facilitator Bio

Rick Brush is the Chief Member Services Officer for the Public Risk Innovation, Solutions, and Management (PRISM), one of the largest self-insurance pools in the nation with approximately 2,050 public agency members. Rick is responsible for strategic initiatives for both PRISM and its captive insurance company, the Excess Insurance Organization. He is an integral part of the Senior Management team and is responsible for the delivery of professional and reliable risk management services to PRISM members. In addition, he helps to identify and create future program enhancements.

Previously, Rick worked at Bickmore, a risk management consulting firm, where he led the formation of five self-insurance groups (was the Administrator for one of them), and was the Administrator for a joint powers authority of twenty-one school districts.

Prior to that, Rick was the CEO of the California Society of Association Executives (CalSAE), the third largest society of association executives in the nation.

Perspective

Having been the CEO, Administrator and staff liaison of an organization, working with many strategic planning facilitators, Rick is well aware of the needs and expectations of staff. Having been a board member of many organizations, he also knows what it is like to sit in the seat of a board member. This gives him a unique perspective and understanding of the roles of each person in the room during a strategic planning session.

Specialties

- Strategic Planning
- Board Leadership
- Board Management
- Risk Management
- Relationship Building
- Strategic Partnerships

References are available upon request.



STRUCTURED SETTLEMENT SERVICES

PRISM partners with the industry's best to provide services that are second to none.

Noah Schwartz, a settlement annuity expert, designs structured settlement proposals and helps injured parties understand the benefits of each plan.

All documentation necessary to finalize structured settlements is prepared, and files are reviewed on-site to determine structured settlement potential for clients.

Services Include:

- Providing attractive plans for plaintiffs to reduce total costs
- Assistance in mediations and settlement conferences
- Present value cost analysis on life care plans and economic losses
- Assistance in special needs trusts, MSA allocations, and lien resolution

OFFICES OF
NOAH S. A. SCHWARTZ
AT **RINGLER** ▶
Settlement Consulting

To get started, please contact:
The Offices of Noah S. A. Schwartz
nschwartz@ringlerassociates.com | 800.322.7585



Best Outcomes

Best possibility of a good faith outcome for settlement.



Prepared

All the tools necessary for success



Quick Settlement

Cases statistically settle quicker and for less money with a structured settlement

Quick Start Steps

1. Call the offices of Noah Schwartz as early as possible.
2. Provide all necessary data for the case.
3. If applicable, send over any medicals so that they can retrieve a rated age resulting in savings for the client.

SUBSTANCE ABUSE PROFESSIONAL (SAP) SERVICES

PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with Dr. Harelson, a certified addiction specialist serving California and Nevada, to provide members with SAP services. He is also Department of Transportation (DOT) qualified to provide SAP services for drivers who fall under the Federal regulations.

Services Include

- Face-to-face or telemedicine consultation available
- Initial evaluation within DOT required 72 hours and written report
- Follow up evaluation and written report
- Early return-to-work evaluation (upon employer request)
- DOT Drug & Alcohol Clearinghouse SAP reporting



Robert W. Harelson
Psy.D, SAP

To get started, please contact:
Robert W. Harelson, Psy. D, SAP
robertharelson@aol.com | 925-639-2555



Personal Service

As the sole proprietor, consultation is done directly with Dr. Harelson.



Experience

Dr. Harelson has over 40 years of experience in the industry and has performed hundreds of substance abuse evaluations.



Discounted Pricing

Prices have been negotiated with your agencies' needs in mind.

Quick Start Steps

1. Visit www.subabuseprofessional.com to learn more about Dr. Harelson and the services he provides.
2. Let Dr. Harelson know you are a PRISM member.
3. Discuss with Dr. Harelson which payment option works best for your agency, either a direct agreement or pre-payment.
4. Ensure Dr. Harelson and your agency's Designated Employer Representative (DER) have exchanged contact information.
5. In the event that a positive drug or alcohol test result is received, refer the employee to [Dr. Harelson](#) for evaluation.

WORKFORCE MANAGEMENT SOFTWARE

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PRISM partners with the industry's best to provide services that are second to none.

PRISM has partnered with Vector Solutions to bring you Scheduling by CrewSense, a Workforce Management Software designed specifically for our mission-critical members (fire, law enforcement, EMS).

Coordinate schedules and oversee employee hours. Manage overtime and simplify communications with this cloud-based system.

Services Include

- Cloud-hosted crew scheduling.
- User friendly software for administrators and end users.
- Fully customizable scheduling tools including emergency recalls and overtime staffing.



Intuitive Dashboard

Make schedule adjustments using intuitive dashboard. View changes in real time.



Mobile Ready

Oversee shifts from mobile app or web-enabled devices.



Discounted Pricing

Prices have been negotiated with your agencies' needs in mind.

Quick Start Steps

1. Contact [Kegan Konrady](#) for a demo or to answer any of your questions.
2. Pricing is based on the number of users in your agency.
3. Administrators will be given one-on-one training to ensure a successful launch.