

**A 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 14, 2026
10:00 a.m.
First Meeting – 2026

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 2026 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].

PUBLIC COMMENT

This portion of the agenda is reserved for members of the general public to address the Committee on any matter either on this agenda or not on this agenda that is under the jurisdiction of the Committee.

ADMINISTRATIVE MATTERS

3.A. Code of Conduct (Rick).....6
An informational report regarding the Code of Conduct.

3.B.	Standard Operating Procedures (SOP) (Charles).....	9
	<i>An informational report regarding the Committee's SOP.</i>	
3.C.	PRISM Organizational Strategic Plan (Rick).....	18
	<i>An informational report regarding the Organizational Strategic Plan.</i>	

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.

4.A.	Approval of Minutes, October 15, 2025.....	25
	<i>An action to approve the Minutes of the above meeting.</i>	

GENERAL BUSINESS

5.A.	ERC Program – Application Review (Tani).....	30
	<i>An action to approve the pending ERC applications.</i>	
5.B.	Critical Incident Response Services (Sidney/Rick).....	53
	<i>Provide direction to staff regarding Critical Incident Response Services.</i>	
5.C.	2025 Strategic Planning Retreat Recap (Rick/Jennifer Peters).....	55
	<i>An informational report regarding the 2025 Strategic Planning Retreat.</i>	
5.D.	Service Utilization Review (Tani/Doug).....	66
	<i>An informational report regarding member services utilization for 2025.</i>	
5.E.	PRISM Employment Practices Legal Advice Service Annual Update.....	68
	<i>An informational report regarding the implementation of the in-house EPL Advice Service, 2025 utilization, and plans for 2026.</i>	
5.F.	Communications Utilization Report (Anthony).....	72
	<i>An informational report regarding PRISM's Organizational Communications Utilization.</i>	
5.G.	New Member Services Initiatives for 2026-2028 (Rick).....	80
	<i>Provide direction to staff regarding new initiatives for Member Services.</i>	
5.H.	Benchmark Analytics Service Update (Travis/Steven Brewer).....	81
	<i>An informational report on the services provided by Benchmark Analytics.</i>	
5.I.	Staff Report (Rick)	
	<i>Staff will report on matters of interest to the Committee.</i>	

FUTURE MEETINGS

The next regularly scheduled meeting will be on **Wednesday, April 15, 2026**, at **10:00 a.m.**, to be held via **Web Conference or at the PRISM office in Folsom.**

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 accommodation to participate in this meeting, please contact the Meeting Planner at (916) 850-7300 or (916) 850-7800 (fax). Requests for such modifications or accommodation must be made at least two full business days before the start of the meeting.