

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

**MEMBER SERVICES COMMITTEE**

**FINAL AGENDA**

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75 Iron Point Circle, Suite 200  
Folsom, CA 95630  
916-850-7300

Wednesday, January 15, 2025  
10:00 a.m.  
First Meeting – 2025

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As to each agenda item, the Committee may take action and/or receive informational reports as appropriate.

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**ROLL CALL/INTRODUCTIONS**

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- 1.A. Establishment of Quorum/Introductions .....4

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**SELECTION OF CHAIR**

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- 2.A. Selection of Chair and Vice Chair..... 5  
*An action to select a Chair and Vice Chair for the 2025 year.*

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**CONSIDERATION OF OFF AGENDA ITEMS**

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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].

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**PUBLIC COMMENT**

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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.

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**ADMINISTRATIVE MATTERS**

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- 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) .....	19
	<i>An informational report regarding the Organizational Strategic Plan.</i>	

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## CONSENT AGENDA

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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 16, 2024 .....	23
	<i>An action to approve the Minutes of the above meeting.</i>	

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## GENERAL BUSINESS

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5.A.	2024 Strategic Planning Retreat Recap (Rick/Jennifer Peters).....	28
	<i>An informational report regarding the 2024 Strategic Planning Retreat.</i>	
5.B.	New Member Services Initiatives for 2025 (Rick) .....	38
	<i>Provide direction to staff regarding new initiatives for Member Services.</i>	
5.C.	Service Utilization Review (Travis/Tani) .....	40
	<i>An informational report regarding member services utilization for 2024.</i>	
5.D.	ERC Program – Review of Submitted Application (Tani).....	43
	<i>An action to approve submitted application(s) received for ERC applicant(s).</i>	
5.E.	Communication Utilization Report (Anthony).....	57
	<i>An informational report regarding PRISM's Organizational Communications Utilization.</i>	
5.F.	New PRISM Employment Practices Legal Advice Hotline (Katie/Patrick) .....	67
	<i>An informational report regarding the Employment Practices Legal Advice Hotline.</i>	
5.G.	Staff Report (Rick).....	69
	<i>Staff will report on matters of interest to the Committee.</i>	

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## FUTURE MEETINGS

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The next regularly scheduled meeting will be held on **Wednesday, April 16, 2025**, at **10:00 a.m.**, via **Web Conference or at the PRISM office.**

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## **ADJOURNMENT**

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*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.*