

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

**MEMBER SERVICES COMMITTEE**

**FINAL AGENDA**

---

Web Conference/Telephonic Meeting	Wednesday, January 20, 2021
<a href="https://zoom.us">https://zoom.us</a>	10:00 a.m.
Teleconference Number: Use Call Me Option or 669-900-9128	First Meeting – 2021
Meeting Number: 941 4656 8843	

---

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/Introductions .....4
- 1.B. Web Conference Protocol

---

**SELECTION OF CHAIR**

---

- 2.A. Selection of Chair and Vice Chair.....5  
*An action to select a Chair and Vice Chair for the 2021 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, August 26, 2020 .....6  
*An action to approve the Minutes of the above meeting.*
- 3.B. Code of Conduct ..... 12  
*An action to acknowledge receipt of the Code of Conduct.*

- 3.C. Standard Operating Procedures (SOP) ..... 15  
*An action to acknowledge receipt of the SOP.*

---

## GENERAL BUSINESS

---

- 4.A. 2020 Fall Retreat Recap (Jennifer/Rick)..... 23  
*An informational report regarding the 2020 Fall Retreat.*
- 4.B. New Member Services Initiatives Update (Rick) ..... 30  
*An informational report regarding the latest initiatives for Member Services.*
- 4.C. Member Services Utilization Report (Rick) ..... 32  
*An informational report regarding Member Services utilization for 2020.*
- 4.D. Enterprise Risk Consultants (ERC) - Services Activity Update (Maria)..... 35  
*An informational report regarding the ERC Services assignments.*
- 4.E. ERC Services – Review and Approval of Submitted Applications (Rick) ..... 36  
*Provide direction to staff regarding the application(s) received for ERC Services.*
- 4.F. Risk Management Mentor Program (RMMP) Update (Rick/Maria)..... 48  
*An informational report regarding the RMMP.*
- 4.G. Member Services Webcast on PRISMtv (Maria) ..... 54  
*An informational report regarding the new Member Services webcasts for PRISMtv.*
- 4.H. Preferred Provider List Update (Rick/Maria) ..... 55  
*Provide direction to staff regarding the submissions received for inclusion onto the List.*

---

## 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

---

The next regularly scheduled meeting will be held on **Wednesday, May 19, 2021**, at **10:00 a.m.**, via **Zoom**.

---

## 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.*

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

**MEMBER SERVICES COMMITTEE**

**TELEPHONIC ADDRESS LIST**

---

Web Conference/Telephonic Meeting	Wednesday, January 20, 2021
<a href="https://zoom.us">https://zoom.us</a>	10:00 a.m.
Teleconference Number: use Call Me Option or 669-900-9128	First Meeting – 2021
Meeting Number: 941 4656 8843	

---

<b>PRISM</b>		75 Iron Point Circle, Ste. 200 Folsom, CA 95630	(916) 850-7300
<b>CAPRI</b>	Matthew Duarte	6341 Auburn Boulevard, Ste. A Citrus Heights, CA 95621	(916) 722-5550
<b>CRSIG</b>	Susan Adams	4101 Tully Rd., Suite 501 Modesto, CA 95356	(209) 579-7535
<b>GSRMA</b>	Jennifer Peters	247 W. Sycamore Street Willows, CA 95988	(530) 934-5633
<b>Kern County Hospital Authority</b>	Steven Chandler	1700 Mt. Vernon Avenue Bakersfield, CA 93306	(661) 862-7587
<b>Merced County</b>	Sommer Moniz	2222 M Street Merced, CA 95340	(209) 385-7682
<b>Municipal Pooling Authority (MPA)</b>	Barbara Esquivel	1911 San Miguel Dr., Ste.100 Walnut Creek, CA 94596	(925) 482-0010
<b>City of San Diego</b>	Claudia Castillo del Muro	1200 Third Avenue, Ste. 1000 San Diego, CA 92101	(619) 236-6784
<b>San Mateo County Schools Insurance Group (SMCSIG)</b>	Sharon Vishwa	1791 Broadway Street Redwood City, CA 94063	(650) 474-8412
<b>Shasta County</b>	Jim Johnson	1450 Court St., Rm. 348 Redding, CA 96001	(530) 225-5143