

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

MEMBER SERVICES COMMITTEE

FINAL AGENDA

Web Conference/Telephonic Meeting Wednesday, October 16, 2024
<https://zoom.us> 10:00 a.m.
Teleconference Number: Use Call Me Option or 669-444-9171 Fourth Meeting – 2024
Meeting Number: 832 4304 8752 *(Physical locations for public participation are listed on the following page(s))*

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
- 1.B. Web Conference Protocol

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.

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.

- 2.A. Approval of Minutes, July 17, 2024.....5
An action to approve the Minutes of the above meeting.

GENERAL BUSINESS

- 3.A. First Responder Peer Support Services (Chandler) 10
An action to authorize staff to enter into an agreement for peer support services.
- 3.B. 2024/25 Risk Control Events (Travis)..... 14
Provide direction to staff regarding future events.
- 3.C. Amendments to Drug and Alcohol Testing Program Policy (Kristin) 16
An action to approve amendments to the Drug and Alcohol Testing Program Policy
- 3.D. Enterprise Risk Consultants (ERC) Program – Update (Tani) 20
An informational report regarding ERC assignments and activities.
- 3.E. Pass the Baton – Mentorship Program (Skylar) 21
An informational report on the activity of the Pass the Baton Program.
- 3.F. Staff Report (Rick) 22
Staff will report on matters of interest to the Committee.

FUTURE MEETINGS

- 4.A. Schedule of Meetings for 2025 (Doug) 24
An action to approve the 2025 Member Services Committee meeting schedule.

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 LIST

Each Location is Open for Public Participation

Web Conference/Telephonic Meeting Wednesday, October 16, 2024
<https://zoom.us> 10:00 a.m.
 Teleconference Number: Use Call Me Option or 669-444-9171 Fourth Meeting – 2024
 Meeting Number: 832 4304 8752

| | | | |
|---|---------------------|--|-------------------------|
| PRISM | | 75 Iron Point Circle, Suite 200 Folsom, CA 95630 | (916) 850-7300 |
| Alameda County | Sean Mullen | 125 12th Street, 3rd Floor Oakland, CA 94607 | (510) 272-6045 |
| California Association for Park & Recreation Indemnity (CAPRI) | Matthew Duarte | 6341 Auburn Boulevard, Ste. A Citrus Heights, CA 95678 | (916) 722-5550 |
| California Schools JPA (CSRM) | Mary Ann Boice-Ceja | 1950 South Sunwest Lane, Ste. 100 San Bernardino, CA 92408 | (909) 763-4906 |
| Golden State Risk Management Authority (GSRMA) | Jennifer Peters | 247 W. Sycamore Street Willows, CA 95988 | (530) 934-5633 |
| Kern County | Brad Aragon | 1115 Truxtun Avenue – 4 th Floor Bakersfield, CA 93301 | (661) 868-3880 |
| Madera County | Jason Blanks | 200 W. 4 th Street, Fourth Floor Madera, CA 93637 | (559) 675-7703 x2256 |
| Municipal Pooling Authority (MPA) | Barbara Esquivel | 1911 San Miguel Dr., Ste.100 Walnut Creek, CA 94596 | (925) 482-0010 |
| City of Sacramento | Sharneel Kumar | 915 I Street, 4th Floor Sacramento, CA 95814-2604 | (916) 201-8814 |
| San Mateo County Schools Insurance Group (SMCSIG) | Tom Ledda | 1791 Broadway Street Redwood City, CA 94063 | (415) 716-5959 |
| Santa Barbara County | Jon Menzies | 610 Mission Canyon Road Santa Barbara, CA 93105 | (805) 884-6865 |
| Sonoma County | Andrew Lemen | 575 Administration Drive, #116B Santa Rosa, CA 95403 | (707) 565-3208 |
| Stanislaus County | Derek Davis | 1010 10 th Street, Suite 5900 Modesto, CA 95354 | (209) 525-5775 |
| Trindel Insurance Fund | Rachael Hartman | 51 Arbuckle Court Weaverville, CA 96093 | (530) 623-2322 |

Establishment of Quorum/Introductions
Quorum: 6

Chair:

Jennifer Peters, Golden State Risk Management Authority (GSRMA)

Vice Chair:

Andrew Lemen, Sonoma County

Committee Members:

Sean Mullen, Alameda County

Matthew Duarte, California Association for Park & Recreation Indemnity (CAPRI)

MaryAnn Boice-Ceja, California Schools JPA (CSRMA)

Brad Aragon, Kern County

Barbara Esquivel, Municipal Pooling Authority (MPA)

Sharneel Kumar, City of Sacramento

Tom Ledda, San Mateo County Schools Insurance Group (SMCSIG)

Derek Davis, Stanislaus County

Rachael Hartman, Trindel Insurance Fund

Alternates:

Jason Blanks, Madera County

Jon Menzies, Santa Barbara County

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

MEMBER SERVICES COMMITTEE

MINUTES

Web Conference/Telephonic Meeting

Wednesday, July 17, 2024

10:00 a.m.

Third Meeting – 2024

The meeting was called to order by the Chair, Jennifer Peters, at 10:01 a.m.

ROLL CALL/INTRODUCTIONS

1.A. Members Present

1. Sean Mullen, Alameda County
2. Matthew Duarte, CAPRI
3. MaryAnn Boice-Ceja, CSRMA
4. Jennifer Peters, GSRMA
5. Brad Aragon, Kern County
6. Jason Blanks, Madera County – Alternate, Non-Voting
7. Barbara Esquivel, MPA
8. Sharneel Kumar, City of Sacramento
9. Tom Ledda, SMCSIG
10. Jon Menzies, Santa Barbara County – Alternate, Non-Voting
11. Andrew Lemen, Sonoma County
12. Derek Davis, Stanislaus County
13. Rachael Hartman, Trindel Insurance Fund

Members Absent

1. None

Others Present

1. Shanon Winston, Contra Costa County
2. Angie Barajas, City of Palmdale
3. Dolyene Lane, Shasta County
4. Nazi Arshi, Alliant Insurance Services
5. Kristen DesCombes, Alliant Insurance Services
6. Jill Abel, PRISM Staff
7. Sarah Bruno, PRISM Staff
8. Rick Brush, PRISM Staff
9. Tani Corona, PRISM Staff
10. Travis Clemmer, PRISM Staff
11. Skylar Golding, PRISM Staff
12. Doug McGill, PRISM Staff

13. John Nichols, PRISM Staff
14. Christina Nygard, PRISM Staff
15. Tom Pelster, PRISM Staff
16. Heather Powers, PRISM Staff
17. Scarlett Sadler, PRISM Staff
18. Kristin Skorka, PRISM Staff
19. Charles Williams, PRISM Staff
20. Chandler Wright, PRISM Staff

CONSIDERATION OF OFF AGENDA ITEMS

There were no items to consider.

PUBLIC COMMENT

There was no public comment.

CONSENT AGENDA

2.A. Approval of Minutes, April 3, 2024

(Motion 1) Moved by Barbara Esquivel and seconded by Tom Ledda to approve the Consent Agenda, as presented. Motion passed unanimously via roll call vote with 11 voting yes (Mullen, Duarte, Boice-Ceja, Peters, Aragon, Esquivel, Kumar, Ledda, Lemen, Davis, and Hartman).

GENERAL BUSINESS

3.A. EAGLE Awards – Review of Submitted Applications

Staff reviewed 3 applications for EAGLE Awards:

- 1) California Fair Services Authority
Category: Innovation and Excellence in Development & Implementation in Risk Control Programs
- 2) County of Tehama
Category: Excellence in Employee Engagement
- 3) County of Imperial
Category: Excellence in Employee Engagement

After reviewing all 3 applications, the Committee approved all 3 to receive EAGLE Awards.

(Motion 2) Moved by Barbara Esquivel and seconded by MaryAnn Boice-Ceja to award all 3 EAGLE Award submission, as presented. Motion passed unanimously via roll call vote with 11 voting yes

Motion passed unanimously via roll call vote with 11 voting yes (Mullen, Duarte, Boice-Ceja, Peters, Aragon, Esquivel, Kumar, Ledda, Lemen, Davis, and Hartman).

3.B. Preferred Providers

Staff provided background information on the origin of the Preferred Provider Program. Over the years, modifications and changes have been made to the Preferred Provider Program and the agreement. The Committee considered suggested changes from staff to clarify staff's authority.

(Motion 3) Moved by Derek Davis and seconded by Tom Ledda to allow staff to modify the terms of service provider participation, as presented. Motion passed unanimously via roll call vote with 11 voting yes

Motion passed unanimously via roll call vote with 11 voting yes (Mullen, Duarte, Boice-Ceja, Peters, Aragon, Esquivel, Kumar, Ledda, Lemen, Davis, and Hartman).

3.C. Enterprise Risk Consultants (ERC) Program

Staff reviewed with the Committee the ERC Program. The ERC Program continues to be utilized and is growing. Currently, there are 15 active assignments, 0 completed, 1 not pursued, and 1 pending a consultant match. The active assignments are the highest in the Program's history.

3.D. ERC Program – Review of Submitted Application

Staff reviewed the submitted ERC application of Edward Canavan. The Committee unanimously approved the application for the Claims Management expertise. Additional information was requested by the Committee in other areas and will be reviewed at a later date.

(Motion 4) Moved by Sharneel Kumar and seconded by Andrew Lemen to approve the application of Edward Canavan for Claims Management Services only. Motion passed unanimously via roll call vote with 11 voting yes

Motion passed unanimously via roll call vote with 11 voting yes (Mullen, Duarte, Boice-Ceja, Peters, Aragon, Esquivel, Kumar, Ledda, Lemen, Davis, and Hartman).

3.E. Internship Program Update

Staff provided an overview of how the PRISM Internship Program was created and the long-term goals. This is a new program for PRISM, with 2 intern

positions being offered. One position in Liability, and one in Risk Control. These positions are up to 6 months each and not-to-exceed 20 hours, per week. Staff has reached out to local universities to begin recruitment.

3.F. Staff Report

Staff reviewed the following:

- Suspicious Mail Handling – New PRISM program available on Vector Solutions
- Stress Management Strategies – Developed for POST by staff. Over 2,600 utilizations by Law Enforcement
- Safety Management Certification – Presented by staff. Over 600 people have taken courses in this series.
- Regional Workshops Addressing Homelessness Encampments – Presented by Staff. Very well received by members. Available on PRISMtv by end of August.
- Cyber Security Best Practices – Resource manuals available. Staff working with Beasley to provide additional resources.
- Employer Pull Notice – now with Plexus Global.
- Podcasts and Open Forums – Over the last 6 months there have been three Podcasts with 132 participants and five Open Forums with 217 participants.
- COI Management Services – New Option, Evident. Staff has signed a new contract and will be pushing out notifications to participants.
- New Menus – New menus in Partner Programs, Risk Control offerings, Employee and Health Benefits areas are available.

Recognized:

- Rachael Hartman and Andrew Lemen for 5 years of Service on the Member Services Committee.

Staff Update:

- Welcome Tani Bragg-Corona as the Member Services Supervisor.

FUTURE MEETINGS

The next regularly scheduled meeting will be held on **Wednesday, October 16, 2024**, at **10:00 a.m.**, via **Web Conference or at the PRISM office.**

ADJOURNMENT

The meeting adjourned at 11:00 a.m.

Respectfully submitted,

A handwritten signature in cursive script that reads "Doug McGill".

Doug McGill
Member Services Assistant

MEMBER SERVICES COMMITTEE MEETING
October 16, 2024

AGENDA ITEM: 3.A.

SUBJECT: First Responder Peer Support Services

ACTION FOR CONSIDERATION:

Authorize staff to enter into an agreement for peer support services.

BACKGROUND:

PRISM's Public Safety Task Force was created by the Executive Committee to investigate the feasibility of creating an Employee Assistance Program (EAP) for first responders. While developing the Concern*Plus* First Responder Program, the Task Force identified other services to add to the suite of offerings, as part of a second phase. Peer support services was selected as the first project and Risk Control staff was directed to complete a Request For Proposal (RFP).

Staff conducted market research and identified 8 service providers capable of providing peer support services to first responder agencies. Recognizing that members' needs vary a great deal, the RFP criteria focused on 3 main service categories; program implementation, team member training, and ongoing consultation and support. Five of the 8 vendors provided a response to the RFP. The results were compiled into the matrix on the following pages and shared with the Public Safety Task Force for their review. At their September meeting, the Public Safety Task Force unanimously voted to recommend The Counseling Team International (TCTI) due to their size, reputation, and the variety of service offerings they have available.

TCTI is well established with public entities in California, having provided peer support services for almost 40 years. They offer a wide variety of services, which includes robust training offerings, program implementation and support, and crisis response assistance. TCTI is well equipped to support agencies of all sizes across California. Along with working with individual agencies, TCTI offers regional peer support meetings that are available to any participating agency, free of charge. TCTI is equipped to meet agencies in whatever stage of development they are in, while providing varied service offerings to help agencies achieve their peer support goals.

FISCAL IMPACT: None

RECOMMENDATION:

Authorize staff to enter into an agreement with The Counseling Team International.

TYPE OF VOTE REQUIRED: Majority of the Committee (6)

First Responder Peer Support Services

| | First Alarm Wellness (FAW) | FirstWatch | Premier First Responder | Readiness Group (RG) | The Counseling Team International (TCTI) |
|---|---|---|--|---|--|
| Main Office Location | Vista, CA | Carlsbad, CA | Yorba Linda, CA (Offices also in Tustin, Fountain Valley, and Los Alamitos) | Fort Worth, TX | San Bernardino, CA |
| Dedicated Account Representative | Yes, each PRISM member might have a different dedicated clinical manager. | Yes, FirstWatch will dedicate both support and training staff to work with each PRISM member. | Yes, Dr. Heather Williams, the founder, is the SME and dedicated representative. If unavailable, a member of her team will be assigned in the interim. | Yes, to include dedicated team of mental health clinicians and/or first responder peers. | Yes, PRISM members would have direct access to Julie Koot, TCTI's Director of Operations. Julie has worked with all of TCTI's contracted agencies for over 39 years. |
| Implementation | | | | | |
| Existing program analysis and recommendations | Yes, will be completed as a way to identify what is and is not working, current concerns that people may have, and what the goals are. Recommendations are made from that point and discussed with the team, as well as provided in a written form. | Yes, utilizing the Predictive 6 Factor Resilience (PR6) model and Mental Health Peer Support Questionnaire (MHPSQ) assessments to measure both resiliency and peer support skills. Written feedback is provided, along with follow-up meetings, both of which discuss strengths and areas of improvement. | Yes, used as a way to identify what has worked and what hasn't. Steps include: • Meet with peer support manager, coordinator(s), and existing team • Understanding goals, frustrations, and current expectations | Yes, this occurs during module 1 of the R3 (Readiness, Response, and Recovery) Certification program using the RG Member Assistance Pathway Assessment. RG leadership and the peer support team members walk through the results together. | Yes, surveys are provided to an agency in order for TCTI to gain a better understanding of the current program, and are then able to provide recommendations. TCTI can also assist with a SWOT analysis, to identify the strengths, weaknesses, opportunities, and threats within an agency's current program. |
| Peer support program implementation steps | <ul style="list-style-type: none"> Identify the Why and understand goals Provide policy examples or assist with creating one Assist with a survey to identify individuals who might be interested in joining the peer support team Provide in-house <i>The Core Principles of Peer Support</i> training or connect with an outside vendor | <ul style="list-style-type: none"> Initial consultation to understand needs Assessment using PR6 and MHPSQ Analysis of training needs, along with the creation of a custom training plan Peer Support Program development, which includes selecting team members Training - Resilience First Aid (RFA) training, and others depending on need Implementation support - assisting with implementing the program as needed and wanted Monitor and evaluation to continually assess the program's effectiveness | <ul style="list-style-type: none"> Determine if support from the top exists or does it need to be obtained Identify what type of financial support is available Assist with policy update or creation Announce new program to the department Send email with specific requirements for peer support team members. Template is available. Schedule informal interviews. Premier can provide questions Team meets and discusses next steps. | The R3 Certification program assists peer support oversight teams with the entire implementation process. If needed, part of the program also helps select an oversight team if one is not currently in place. This program will include several check-in points along the way to ensure everything is proceeding as it should. Dedicated account representatives will also be available to assist with the implementation steps. | <p>TCTI recommends that four steps be followed for program implementation:</p> <ul style="list-style-type: none"> Memo from the Chief about the importance of peer support and an invitation for people to join the peer support team Interview the interested personnel Select applicants Training for peer support team, to include Basic Peer Support and Critical Incident Stress Management - a total of 5 days. <p>TCTI will assist and provide guidance throughout the process.</p> |
| Process for reviewing and providing feedback on agency's policies | | FirstWatch will conduct a thorough review of the policy and compare it to best practices and generate a report that highlights the strengths and weaknesses. These will be discussed with leadership through a meeting and recommendations will be provided. Lastly, support will be provided to help implement changes. | Premier will make suggested changes based on best practices, ensure AB1116 and 1117 are included, highlight suggestions and return the policy. | Part of the R3 Certification course will include submitting the peer support policies, which are reviewed and then discussed during one of the check-ins with the staff. Feedback is provided at that time. Sample Peer Support Operating Procedures are also provided to all participants. | TCTI will provide consultation and review on any peer support policy while also providing members with suggested template policies as needed. |
| Peer support team member selection | Assist with creation of survey for those that express interest in joining the team. | FirstWatch can assist in the selection of peer support team members. | Premier can support selection either via Zoom or in person. Can also provide recommended criteria, forms, interview questions, etc. | Peer support team selection guidance is provided via a downloadable PDF. This discussion also takes place during the onboarding process. RG account reps will be ready to provide assistance in selecting peer support team members. | TCTI can assist with interviews and conducts them with a licensed mental health clinician, the agency's peer support coordinator, and a peer support coordinator from outside the agency. |
| Internal peer support service marketing | | Will assist teams with their marketing efforts through a number of options, including: • Awareness campaigns • Educational workshops • Communications such as newsletters and emails • Success stories • Visual aids • Stakeholder engagement | This is first discussed during basic peer support class, after which the agency is encouraged to form a small working group to discuss potential marketing options. Premier can meet with this group and discuss options, as well as what has worked for other departments. | A marketing kit is included in the R3 Certification course. Recommend that departments have a landing page and have a QR code for that page, which helps increase awareness and visibility of the program. | <p>TCTI will provide material such as posters, trifolds, orientations, briefings, regional peer support update meetings, etc. TCTI can also attend wellness fairs. Other customized marketing materials may be available upon request.</p> <p>Can also assist with private internet pages for agencies who would like to have more personalized marketing materials with their specific logo.</p> |

| | First Alarm Wellness (FAW) | FirstWatch | Premier First Responder | Readiness Group (RG) | The Counseling Team International (TCTI) |
|-----------------------------------|---|--|--|---|--|
| Training | | | | | |
| Peer team member training options | <p>FAW recommends teams have a set number of continuing education (CE) hours per year for team members added to their policy.</p> <ul style="list-style-type: none"> • Reoccurring clinical support meetings which contain a small educational component • Core Principles of Peer Support class • Advanced Peer Support class • Department wide trainings in the class library can be offered to peer support teams. Specific trainings can also be created as needed. <p>Training is offered both through FAW internal staff and through third-parties, depending on the content.</p> | <p>Baseline resilience scores are gathered through the PR6 assessment (less than 7 minutes to take) that is offered through the Driven app. Score results are offered through unidentified methods to help identify where training should be provided first (what shift/team).</p> <p>Offer two accredited suicide prevention training offerings for teams and staff:</p> <ul style="list-style-type: none"> • Resilience First Aid - 2-day program to learn how to build resilience in others. • High Adversity Resilience Training (HART) Certification - 2-day program to build resiliency in extreme stress situations (first responders and healthcare). • Resilience First Aid Starter Training - 2 hour starter course, good for all staff to understand importance of mental health improvements. <p>All trainings are offered virtually and in-person, with live classes having additional fees.</p> | <p>Heather Williams is a POST certified instructor with Embassy Consulting Services, LLC. Training is offered through Embassy. Training includes:</p> <ul style="list-style-type: none"> • Basic Peer Support training 2-day • Critical Incident Response (CISM) for Peer Support • Advanced Peer Support <p>All training is provided in-person only.</p> | <p>Peer team training is divided into two categories:</p> <ol style="list-style-type: none"> 1) R3 Certification, which focuses on those providing program oversight 2) Peer Resiliency Workshop, which is designed for peer support team members providing services to their peers, but not overseeing the program. <p>Training offerings are available for leadership employees, peer support team members, and line-level employees also. Family member education materials are also available.</p> <ul style="list-style-type: none"> • ICISF Group and Individual Peer Certification (GRIN) - 3-day training virtual or in-person, or they can assist with finding this certification offered locally in California. • LivingWorks Applied Suicide Intervention and Skills Training (ASIST) - Subcontractors available to offer this day class if needed, or other local instructors can be found. | <ul style="list-style-type: none"> • Basic Peer Support Training - 3 days - primary skills to Listen, Assess, and when necessary, Refer to professional counselors. • Advanced Peer Support Training 2- days <p>Many training offerings are available and can range from 2-8 hours depending on the needs of the agency. Almost everything is available both online or in-person, but TCTI recommends that trainings over 4 hours be conducted in-person for best results</p> <ul style="list-style-type: none"> • Advanced Crisis Management • Anger Management • Dealing with Depression • Grief and Bereavement • Managing a Line of Duty Death <p>And so many more.</p> <p>2) Other trainings include Suicide Prevention and Intervention 1-day, Wellness Coordinator 5-day, Group Crisis Intervention 2-day, Families on the Frontlines 4-hours, and Significant Other Survival - S.O.S.</p> |
| Ongoing Support | | | | | |
| Ongoing consultation and support | <p>FAW clinicians will be available 24/7/365, with weekends and holidays reserved for urgent matters.</p> <ul style="list-style-type: none"> • Reoccurring clinical support meetings • Monthly collaboration meeting for Peer Support Leads and Wellness Leads • Peer support toolbox (sort of like a newsletter) - released every month with a topic that can be distributed to employees. Include variety of topics outside of just trauma. • In-area (less than 30 minutes away) - clinical role, and administrative role • Out of local area (more than 30 minutes away) - billed at a minimum of 4 hours. | <p>Ongoing support is available to include ongoing education, program coordination, resource management and program monitoring and evaluation for continuous improvement. Tools are available for use to measure department use and metrics.</p> <p>Response time is same day during business hours, or within 24 hours on weekends.</p> | <p>Dr. Williams is available 24/7/365, unless on vacation. An on-call clinician is available when Dr. Williams is not.</p> <p>No cost for first to 30 minutes.</p> | <p>Both a clinician and a peer will be available to provide ongoing consultation and support for PRISM members.</p> | <p>TCTI hosts regional peer support meetings around the state of California that focus on different topics which are free for peer support members to attend. Available 24/7/365 for critical incident debriefings and support. There is a 24/7/365 peer support hotline available as well as a WhatsApp chat to connect with different agency's peer support members. Further consultations can also be requested.</p> |
| Medical professional oversight | <p>All FAW clinical staff that act as points of contact are licensed or registered associates (under supervision) and are medical professionals. Retired peers are not part of the program.</p> | N/A | <p>Dr. Heather Williams is a licensed psychologist who can provide oversight.</p> | <p>Clinical mental health oversight is provided by two doctoral level trauma clinicians, Dr. Brenda Tillman, LPC-S, PhD, and Dr. Kelly Guidry, LPC-S, PhD. Medical oversight vetting can be provided by Dr. Erika Sallee and RG's medical consultants as needed.</p> | <p>Dr. Nancy Panza - Board Certified in Police and Public Safety Psychology, certified and licensed to practice in California.</p> |
| Crisis Response Assistance | <p>Peer Team members will have direct access to their clinical support point of contact that they can call at any time.</p> | <p>FirstWatch offers a program that alerts an agency's management and Peer Support team leads when a certain employee team or shift have met a threshold of a certain number of calls that would be classified as emotionally traumatizing. This alert would be sent so that Peer Support team members can take appropriate action to support the employees.</p> | <p>Immediate in-person response available for a number of different incidents. Crisis response services include:</p> <ul style="list-style-type: none"> • One-on-one debriefing (on-site) - • Group diffusing immediately following incident in secure location • Assessment of available community resources <p>Both individual and group post critical incident counseling is available with Dr. Williams.</p> <p>Follow-up counseling sessions are also available.</p> | <p>Dr. Brenda Tillman is a certified ICISF Group and individual CISM Instructor. Due to the amount of agencies within PRISM, the ideal model would be to build critical response communities within agencies. Also available for consultation purposes for challenging situations.</p> | <p>TCTI offers crisis assistance at all times with a culturally competent mental health professional (MHP). There will be 3 MHPs on call at any given time. There are an additional 22 MHPs available for major incidents. Once a call is received, the appropriate plans are put in place for the MHP, chaplain, or peer support person to be dispatched depending on the need.</p> <p>TCTI conducts follow-up interviews with employees involved in shootings within 5 days after the incident, and/or before returning to work. Follow-up will occur in-person or by phone 30 days, 6 months, and 1 year after an event.</p> |

| | First Alarm Wellness (FAW) | FirstWatch | Premier First Responder | Readiness Group (RG) | The Counseling Team International (TCTI) |
|---------------------|----------------------------------|---|--|---|---|
| | Additional Considerations | | | | |
| Additional Services | | <ul style="list-style-type: none"> • Certified Resilience Workplace (CRew) program - offered by HelloDriven, with a focus on enhancing workplace mental well-being by proactively fostering a culture of resilience. There are a series of Status achievements based on the number of completions within the organization. • Train the Trainer certifications for RFA, HART, CRcC (certified resilience coach - use of the PR6 assessment and the Driven app), and Certified Resilient Workplace trainer. | <ul style="list-style-type: none"> • Active shooter response and recovery assistance/consultation • Peer Support Reboot and Team Building - helping ensure the team is motivated, informed, and connected. • Annual wellness check-in - chance to check in with a culturally competent mental health professional. • Individual, EMDR, and couples therapy either in-person or telehealth. | <ul style="list-style-type: none"> • RGI Peer Team Toolbox - provides team members with access to the virtual toolbox which is useful for running the program. Includes items such as Core Resiliency Curriculum, Monthly Courageous Conversation content, Leadership tools, Program Management tools, and Readiness, Response, and Recovery content. • RGI Family Resiliency Journey | <p>TCTI offers a variety of different retreats, which include:</p> <ul style="list-style-type: none"> • Peer Support Team Retreats • Trauma and Resilience Retreat • First Responder Spouse Retreat (SAGE) • Wellness for Public Safety Retreat • Command Staff Resiliency Retreat <p>Other additional services include:</p> <ul style="list-style-type: none"> • Quarterly peer support meetings • Short-term counseling • Psychological testing for applicants • Orientations for new employees/agencies |

SUBJECT: 2024/25 Risk Control Events

ACTION FOR CONSIDERATION:

Provide staff with direction on how to proceed with scheduling Risk Control Events for the 2024/25 year.

BACKGROUND:

In an effort to foster engagement between PRISM and its members, the Risk Control Department has historically offered events in locations throughout the state, which are open to employees of PRISM members. These events are typically centered around professional development, and depending on topic, catered to a specific audience. Event formats have included but are not limited to, traditional training, leadership seminars, and workshops. These events are not inclusive of member specific training, online instructor-led training, or online open forums.

As of the meeting date, the following events have been held during the 2024/25 fiscal year:

- 3 – Workplace Violence – Hazard Assessment, Identification and Correction
 - Folsom, Anderson, and Riverside

In addition, the following events are currently scheduled for the remainder of the year:

- 2 – Workplace Violence – Hazard Assessment, Identification and Correction
 - Clovis and Irvine
- 2 – PRISM Cyber Symposium
 - Sacramento and Ontario

Staff would like to begin the process of planning the next series of Risk Control Events to be offered during the winter and early spring. Feedback from member risk control leaders has indicated that there may be a need for professional development in the area of safety management, particularly at the department level. To address this, staff is considering a half day workshop covering 3-4 entry level safety management topics. These topics may include but aren't limited to: prioritizing safety measures, introduction to accident investigation, introduction to safety controls, and/or safety communication.

FISCAL IMPACT:

Risk Control events of this nature are included in PRISM's annual budget. Actual cost for an event series will vary based upon things such as venue, catering needs, and the number of events in the series.

RECOMMENDATION:

It is recommended that the Committee direct staff to proceed with the development of the next Risk Control Event series, as outlined above.

TYPE OF VOTE REQUIRED: Consensus or majority vote of the Committee (6)

MEMBER SERVICES COMMITTEE MEETING
October 16, 2024

AGENDA ITEM: 3.C.

SUBJECT: Amendments to Drug and Alcohol Testing Program Policy

ACTION FOR CONSIDERATION:

Approve the proposed amendments to the PRISM Drug and Alcohol Testing Program Policy.

BACKGROUND:

The Drug and Alcohol Testing Program is available to PRISM members as a way to help them comply with the Department of Transportation's (DOT) requirements and to reduce associated costs. Both Stand-Alone and Consortium options are available for random testing, with the latter being a pool of employees from multiple agencies.

In December 2021, the Risk Control Committee adopted the Drug and Alcohol Testing Program Policy as a way to outline the requirements for an agency to be part of the Consortium. Failure of an agency to do their part negatively impacts the entire pool, and can result in compliance issues and added costs for the entire group. The Policy was updated in May 2022 to include non-member participants that are a part of the Consortium.

Staff has updated some of the existing language in the attached Policy, including the removal of dates that are no longer relevant, and updating the Committee's name. Deletions are shown in ~~redline/strikethrough~~ text and updates/additions are shown in underlined highlighted yellow fill.

FISCAL IMPACT: None

RECOMMENDATION:

Staff is recommending the approval of the amendments to the PRISM Drug and Alcohol Testing Program Policy, effective October 16, 2024.

TYPE OF VOTE REQUIRED: Majority vote of the Committee (6)



Drug and Alcohol Testing Program Policy

When a Drug & Alcohol Testing Program participant (~~Participant/s~~) fails to do their part, it negatively impacts the entire program and all involved. As a result of continuous issues within the PRISM Drug and Alcohol Testing Program, the Risk Control Committee took action to require all Drug & Alcohol Testing Program participants (Participant/s) to agree to and abide by the following provisions.

~~Effective January 1, 2022:~~

- All program Participants ~~as of January 1, 2022~~ are required to provide a signed copy of the Policy Acknowledgement (Exhibit A) within 30 days of receipt.
- ~~All Participant Designated Employer Representatives (DERs) as of January 1, 2022 are required to complete the PRISM DER training course before April 1, 2022.~~
- New Participant Designated Employer Representatives (DERs) and existing Participants with DER personnel changes must complete the PRISM DER course within 30 days of joining the program.
- Participant DERs should receive a copy of the driver list Plexus Global (Plexus) has on file on or about the 15th of March, June, September and December. DERs will be expected to review the list for accuracy; update as necessary; and, return the list to Plexus or indicate to Plexus that no updates are required no later than the 25th day of these months.
- Participants are expected to send selected drivers randomly throughout the quarter for testing.
- All driver testing, whether Participants are in the Consortium or a Stand-Alone pool, should be completed by the 20th day of the last month of the quarter to allow sufficient time for specimen processing, MRO review, and result posting to the portal. March, June, September and, December are the last months of the respective quarters.
- All Participants must send any driver excusals to Plexus by the 20th of the last month of the Quarter to allow sufficient time for processing.
- Stand-Alone pool Participants who wish to request an alternate for the quarter must send the excusal and request for an alternate to Plexus before the 15th day of the last month of the Quarter to allow sufficient time for the alternate to be tested.

- Participant failure to abide by the provisions set forth in this policy will be matters for the Member Services~~Risk Control~~ Committee to consider and determine course of action.

Participants that commit infractions will be notified that the matter has been brought to staff's attention. Staff will discuss the matter with the Participant to determine if it should be brought before the Member Services~~Risk Control~~ Committee for consideration. Should the Participant be non-responsive, the matter will automatically be referred to the Committee. The Participant will be informed of their option to attend the Committee meeting to represent their interest.

Actions taken by the Member Services~~Risk Control~~ Committee to address infractions include but are not limited to:

- Probationary period
- Removal from the Consortium and placement in a Stand-Alone pool (temporarily or permanently)
 - The Participant may request reinstatement if terms set forth by the Member Services~~Risk Control~~ Committee have been met
- Expulsion from the program

Member Services~~Risk Control~~ Committee decisions will be communicated to the affected Participant by staff.

Non-member Participants:

Non-member entities that wish to participate in the Drug and Alcohol Testing Program will be subject to an annual administrative fee of \$150. Invoices for the new fiscal year will be sent to the applicable DERs no later than June 30th of the current fiscal year.

Exhibit A: Policy Acknowledgement

I acknowledge that I have received, read, and agree to abide by the PRISM Drug and Alcohol Program Policy. I understand that this Policy has been approved and adopted by the Member Services~~Risk Control~~ Committee. I understand that any infractions may be brought before the Member Services~~Risk Control~~ Committee for their review.

Agency Name _____

DER's Name _____

DER's Signature _____

Date _____

Please sign and return to [PRISM Risk Control](#).

MEMBER SERVICES COMMITTEE MEETING
October 16, 2024

AGENDA ITEM: 3.D.

SUBJECT: Enterprise Risk Consultants (ERC) Program – Update

ACTION FOR CONSIDERATION: Informational Report

BACKGROUND:

The ERC Program was launched in December 2017, and continues to be a huge benefit to PRISM members. Since inception, the Program has included a total of 44 consultants, with 27 current consultants.

Staff held an ERC meeting via web conference on Thursday, September 19th. The purpose of the call was to review the scope of the ERC Program, discuss access to the PRISM website, and to introduce Tani Corona, the new Member Services Supervisor.

Staff continues to hold a quarterly ERC Round Table Forum via web conference to engage the Consultants in an exchange of experiences, ideas, and strategies for future enhancement of the Program.

Following is a summary of activity:

- Active consultants: 27
- Active Assignments: 11
- Assignments Not Pursued: 2
- Assignments Pending: 5
- Completed Assignments: 39

FISCAL IMPACT: None

RECOMMENDATION: None

TYPE OF VOTE REQUIRED: None

MEMBER SERVICES COMMITTEE MEETING
October 16, 2024

AGENDA ITEM: 3.E.

SUBJECT: Pass the Baton – Mentorship Program

ACTION FOR CONSIDERATION: Informational Report

BACKGROUND:

The Pass the Baton – Mentorship (PBM) Program was launched in 2021 with the goal of connecting new risk management personnel within the PRISM membership to experienced individuals who can provide guidance and direction for their journey in the world of risk.

When the PBM initially started, PRISM had many more mentees applying to be part of the Program. At the direction of the Committee, our ERCs were then invited to participate as mentors in the Program. They have shown great dedication and support to the mentees.

Stats:

34 members

12 mentors

22 mentees

12 active matches

Staff continues to receive positive feedback from the active participants (both mentors and mentees) in the Program from our quarterly round tables via web conference.

Staff continues to monitor the following areas to ensure the success of the Program:

- Management of the PRISM [PBM Program Message Board](#) (must be logged in to access) and provide monthly topics of discussion
- Management of the memberservices@prismrisk.gov email
- Coordination of matches and providing contact information between participants
- Mentorship Guide maintenance

FISCAL IMPACT: None

RECOMMENDATION: None

TYPE OF VOTE REQUIRED: None

SUBJECT: Staff Report

ACTION FOR CONSIDERATION: Informational Report

BACKGROUND:

Election Season Resources

1. [Vector Solutions](#) is an online training and safety/risk management platform. PRISM Subject Matter Experts have developed several courses on an array of topics available in our [Catalogue](#). Our latest course is *PRISM: Suspicious Mail Handling*, which provides a basic understanding of the hazards associated with handling mail, how to protect against them, and how to react when suspicious mail is found. For help with accessing the Vector Solutions platform, please reach out to [Doug McGill](#).
2. The Risk Simplified on [Suspicious Mail Handling](#) is meant for employers and will provide an idea of the hazards that can be found in the mail, along with information on identifying and handling suspicious packages.
3. "[Election Workers: how does your entity address this classification of temporary volunteer workers](#)", is a workers' compensation look at how members can determine on how to handle injury or liability exposure that arises from election workers.

Safety Management Certification

PRISM's [Safety Management Certification](#) curriculum covers various topics, such as Accident Investigation for Supervisors, Safety and the Supervisor, Workers' Compensation for Supervisors, and more. All courses are conducted via web conference, facilitating active engagement with Juan Cajandig, Sr. Risk Control Specialist. Each course incorporates coursework and exams. There is no additional cost for PRISM members and their employees. The [Summer/Fall](#) schedule is currently available.

Regional Workshop on Workplace Violence

PRISM Risk Control staff have created [this interactive workshop](#) on **control strategies for workplace violence (WPV) hazards**. This free workshop is being held in 6 locations and is suited for those responsible for managing WPV hazards at the workgroup, department, and/or organizational level. Participants will receive best practice information and resources on:

- Hazard identification principles;

- Risk assessment strategies; and
- How to incorporate corrective action into a WPV Prevention Plan.

Registration for the last 2 sessions:

- [October 17th in Clovis](#)
- [October 22nd in Irvine](#)

Regional Cyber Symposiums

The 3rd Annual Cyber Symposiums will be held [November 6, 2024](#) at the Sacramento Hilton, and [November 7, 2024](#) at the Ontario Hilton. The Symposium will discuss the State of the Cyber Insurance Market, Trends from PRISM's Security Health Check Program, Leveraging services available to manage cyber risk, Lessons learned from ransomware and extortion incidents, and more.

FISCAL IMPACT: None

RECOMMENDATION: None

TYPE OF VOTE REQUIRED: None

**MEMBER SERVICES COMMITTEE MEETING
October 16, 2024**

AGENDA ITEM: 4.A.

SUBJECT: Schedule of Meetings for 2025

ACTION FOR CONSIDERATION:

Approve the 2025 meeting dates for the Member Services Committee.

BACKGROUND:

Additional meetings may need to be called, which will be determined the Chair. The following are the proposed 2025 meeting dates for the Committee’s consideration:

| | | |
|-----------------------------|------------|--------------------------------------|
| Wednesday, January 15, 2025 | 10:00 a.m. | PRISM Office – Folsom or Via Zoom |
| Wednesday, April 16, 2025 | 10:00 a.m. | PRISM Office – Folsom or Via Zoom |
| Wednesday, July 23, 2025 | 10:00 a.m. | PRISM Office – Folsom or Via Zoom |
| Wednesday, October 15, 2025 | 10:00 a.m. | PRISM Office – Folsom or Via Zoom |

FISCAL IMPACT: None

RECOMMENDATION:

Staff recommends the Committee approve the future meeting dates for the 2025 year. Please check your calendar for availability prior to the meeting.

TYPE OF VOTE REQUIRED: Majority vote of the Committee (6)