

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

MEMBER SERVICES COMMITTEE

MEETING SUMMARY

Web Conference/Telephonic Meeting

Wednesday, April 3, 2024

10:00 a.m.

Second Meeting – 2024

Members Present

Matthew Duarte, CAPRI
Mary Ann Boice-Ceja, CSRM
Jennifer Peters, GSRMA
Brad Aragon, Kern County
Jason Blanks, Madera County - Alternate
Sharneel Kumar, City of Sacramento
Tom Ledda, SMCSIG
Jon Menzies, Santa Barbara County - Alternate
Andrew Lemen, Sonoma County
Derek Davis, Stanislaus County
Rachael Hartman, Trindel Insurance Fund

Members Absent

Sean Mullen, Alameda County
Barbara Esquivel, MPA

Extension of Eyres Law Group Contract

Staff reviewed the history of the Eyres Law Group with PRISM, and the opportunity to extend the contract until December 31, 2024. Patricia Eyres will retire at the end of this year, and PRISM will bring this service in-house. The Committee unanimously approved staff to extend the Eyres Law Group contract.

Managed Cybersecurity Services

Staff reviewed the relationship with Synoptek and the inability to renew the PRISM contract with Synoptek, which expired in 2022. Staff recommended discontinuing Synoptek's managed cybersecurity services and utilizing resources available to our members participating in the PRISM Cyber Program from our reinsurer partnerships. Staff also recommended that we continue to partner with Synoptek on the Cyber Security Health Checks as that program has been very productive. It was the consensus of the Committee that staff move forward with these changes.

Certificate of Insurance (COI) Management Request for Proposal (RFP)

Staff reviewed the recent changes with the current COI provider EBIX, and EBIX filing Chapter 11. Given this development, staff identified a need to have a back up provider should EBIX no longer be able to provide this service. Staff has requested proposals from many COI service provider and chose Evident as a possible replacement for EBIX should

the need arise. It was the consensus of the Committee that Staff move forward as recommended.

Preferred Provider Application

Staff reviewed the history and relationship with service partner, Community Matters. Due to low usage and an agreement that will expire in July 2024, staff recommended moving Community Matters from a Partner to a Preferred Provider. The Committee approved this recommendation unanimously.

Staff Report

Reviewed the Following:

- Process of keeping the PRISM Partner Programs list up to date.
- EPN: moved from A-Check to Plexus Global
 - 117 participants on transition Webinar
- Benchmark: Agreement has been signed and services are able to be offered to membership.
- New menu – to be presented at the upcoming PRISM Orientation Meeting.
- PRISM Orientation – April 25th to be held in-person at the PRISM office
- Hard Market Message – 78 participants on Webcast.
 - Resources on PRISM website for: GL1, GL2, Workers' Compensation, and PRISM Health
- Public Safety Task Force: Upcoming member focus groups on "What does Peer Support look like to you?", will then issue an RFP, and bring some a la carte services to members.
- Symposiums and Regional Workshops – (6) *Addressing Homeless Encampments* regionals, presented by Terry Butrym, PRISM Liability Manager. First location had 45 registrations.

Recognized:

- Matthew Duarte for his 5-year milestone in serving on the Member Services Committee.

Staff Update:

- Upcoming departure of Maria Williams from PRISM on April 12, 2024.

Future Meetings

The next scheduled meeting will be on **Wednesday, July 17, 2024**, at **10:00 a.m.**, to be held via **Web Conference or at the PRISM Office.**