

PRISM
MEMBER SERVICES COMMITTEE

MEETING SUMMARY

PRISM
Web Conference/Telephonic Meeting

Wednesday, August 26, 2020
10:00 a.m.
Third Meeting – 2020

Members Present

Matthew Duarte, CAPRI – Alternate, Voting
Jennifer Peters, GSRMA, Vice-Chair
Steven Chandler, Kern Co. Hosp. Authority
Barbara Esquivel, MPA
Jim Johnson, Shasta County
Sharon Vishwa, SMCSIG – Alternate, Voting

Members Absent

Josie Perez-Belcher, CSRSM
Claudia Castillo Del Muro, City of San Diego

Selection of a Chair

Jennifer Peters was selected as Chair for the remainder of 2020.

Consent Agenda

The consent agenda was approved unanimously.

EIA Branding Update

Staff went into detail on the rebranding process from EIA to PRISM, after the official name change as of June 30, 2020. Year-end financial statements reflected the new name, and coverage documents were updated for the 2020/21 fiscal coverage year. More than 70% of PRISM documents and policies have been re-branded, to date. Staff continues to work on rebranding, including an upcoming website url change.

Risk Control Open Forums

Staff described the concept of the Risk Control Open Forums, which was to create an open forum for members' risk control staff to share their challenges, triumphs, and best practices, as well as promote networking and member engagement. Marketing efforts are in place to continue keeping participation rates. The Committee discussed possibly expansion the concept to other member departments.

EIA Member Services Survey

Staff presented the results of the Member Services Survey sent June 2, 2020. The Committee discussed new service ideas, prioritized objectives and directed staff to come up with a plan for implementing them and bring the plan back to the Committee.

ERC Services – Review and Approval of Submitted Application

The Committee reviewed and approved two applications for the ERC program.

ERC Services Activity Update

Staff gave an update on the current and completed ERC projects.

EAGLE Awards – Extension of Application Deadline

Committee discussed the four applications for the EAGLE awards. The Committee evaluated each submission, and determined that each application had merit to receive the EAGLE Award and should be shared with the membership. EAGLE Awards will be announced at the October Board of Directors meeting.

COVID-19 Communications Update

A report was given on staff's work to communicate COVID-19 resources to Members. Committee members commented that PRISM's COVID-19 dedicated resource page has been useful to them during this situation.

Communications Utilization Report

Staff presented the Q2 2020 Communications Report on the member usage of various PRISM communications channels including website, newsletters, social media, and PRISMtv.

Risk Management Mentor Program (RMMP) Update

The program has been on hold due to COVID-19. Staff continues to highlight it at committee meetings to recruit mentors. The Committee decided that the program should be put on hiatus for six months, and reevaluated at that time. As the COVID-19 situation changes, the program will be revisited.

Future Meetings

Committee voted to approve the schedule for 2021. The next scheduled meeting will be held January 20, 2021, at the PRISM offices in Folsom.