

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

MEMBER SERVICES COMMITTEE

MEETING SUMMARY

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

Wednesday, January 14, 2026
10:00 a.m.
Frist Meeting – 2026

Members Present

Sean Mullen, Alameda County
Jennifer Peters, GSRMA
Jason Blanks, Madera County
Sharneel Kumar, City of Sacramento
Desmond Stecher, City of San Diego
Tom Ledda, SMCSIG
Jon Menzies, Santa Barbara County
Andrew Lemen, Sonoma County
Rachael Hartman, Trindel Insurance Fund

Members Absent

Matthew Duarte, CAPRI
MaryAnn Boice-Ceja, CSRMA
Barbara Esquivel, MPA
Helaina Wilkinson, Placer County

During the first meeting of the Member Services Committee, the committee members reviewed and approved several governance and planning updates, including reaffirming Jennifer Peters as Chair and Andrew Lemen as Vice Chair. The Code of Conduct, Standard Operating Procedures, and updates to the PRISM Organizational Strategic Plan, including amendments from the prior meeting, were reviewed.

• **Strategic plan updates**

- Reviewed updates to the PRISM Organizational Strategic Plan
- Expanded goals into high / medium / low categories
- Added nine new milestones

• **ERC consultant selection**

- Evaluated two candidates (Marian “Teri” Smith and Mark Briskie) for the ERC program
- Discussed strengths and potential concerns about limited California-specific experience

- Emphasized need for internal support (Katie and Patrick) and a mix of consultant experience levels (including paraprofessional roles)
- Both candidates were approved and will move on to background checks.

- **Benchmark partnership and analytics update**
 - Received a report from Steven Brewer of Benchmark Analytics' services for law enforcement risk and liability
 - Recognized early success and external validation of the program
 - Noted 9 PRISM members fully onboarded, with more expected in Q1
 - Discussed plans for regional workshops and expanded conference presence

- **Critical Incident Response Services update**
 - Approved staff to enter negotiations with Concern Plus to replace services previously offered by MHN
 - Highlighted value of specialized crisis counseling for first responders and administrative staff

- **Strategic planning priorities**
 - Identified major focus areas:
 - Protection of public funds / tort reform (proposed \$5M investment)
 - PRISM growth strategy, reviewed program-by-program
 - Noted opportunity to increase participation in underutilized programs (e.g., employee benefits)

- **Service utilization and program performance review**
 - Introduced a new format for service utilization reporting:
 - Staff-directed services
 - Partner programs
 - Member engagement activities

- **Employment Practice Legal Advice Service (Year 1 review)**
 - Reported 715 unique matters handled
 - Common issues: reasonable accommodation and leave/absence cases
 - Delivered 15 trainings
 - Created an employee handbook template to support smaller members

- **Communications Utilization Report**
 - Multi-channel engagements remain strong
 - Bump in website traffic leading up to the first annual PRISM Conference
 - 8% Quarter over Quarter website traffic increase
 - Email open rates 35–39%

- **Member Services Initiatives (2026–2028)**
 - Continued focus on communications and education beyond HR/Risk audiences
 - Highlighted successful outreach tactics (hard copy annual reports, free conference attendance for attorneys)
 - Evaluated the future direction of the Cyber Symposium, including continuing it on a biannual basis with consideration of new topics in the odd years (e.g., Law Enforcement, Workplace Violence, and Hazard Identification)
 - Discussed low usage of “Risky” chatbot and potential improvements

Future Meetings

The next scheduled meeting will be on **Wednesday, April 15, 2026**, at **10:00 a.m.**, to be held via **Web Conference or at the PRISM office.**