

**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 15, 2025  
10:00 a.m.  
Frist Meeting – 2025

---

**Members Present**

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

**Members Absent**

Matthew Duarte, CAPRI  
Barbara Esquivel, MPA  
Derek Davis, Stanislaus County  
MaryAnn Boice-Ceja, California Schools  
JPA (CSRM)

At the first meeting of the year, Jennifer Peters, GSRMA, was re-elected Chair, and Andrew Lemen, Sonoma County, was re-elected Vice-Chair for 2025. Staff reviewed the Code of Conduct, changes made to the Standard Operating Procedures (SOP), and provided an overview of the PRISM Organizational Strategic Plan for 2025.

A high-level overview/recap of the 2024 Fall Strategic Planning Retreat was discussed and emphasis was placed on initiatives that would likely involve Members Services staff and the Committee.

New goals for 2025 include:

- 1) PRISM Should move from current position of great flexibility to a balance between control and flexibility.
- 2) Revise PRISM communication and education strategies to increase awareness and understanding of PRISM at a stakeholder level.
- 3) PRISM should consider expansion of in-house Human Resource services with considerations of member needs.
- 4) PRISM should consider expansion of in-house lobbying services with considerations.

The Committee then discussed ways to communicate to stakeholders about why PRISM exists and the role PRISM plays in their organization as well as the services available to our members. Committee members noted that each member may require a unique

approach. The Committee agreed short videos, printed material, expanded Hard Market Messaging, and in-person meetings should all be media used to attain this goal.

Staff reviewed the 2024 Member Use of Services Report to provide Committee members with knowledge of the scope and utilization of services. The Committee reviewed the application of Christopher Johnson who was approved into the ERC Program in the categories of Enterprise Risk Management - Oversight and Project Development and Project Manager categories.

Staff provided an informational report regarding PRISM's Communications Utilization for Q3 of 2024 which reported on open rates of PRISM communications far in excess of industry standards.

The Committee was introduced to Katie Mora and Patrick Sutton, the two in-house attorneys who will be handling the Employment Practices Legal Hotline following Patricia Eyres' retirement.

Staff reported on several other Member Services initiatives including:

- Benchmark Analytics Accelerator Program – webinar on January 29<sup>th</sup>.
- Benchmark Analytics Symposiums planned
  - **Hilton Sacramento:** February 12, 2025
  - **DoubleTree by Hilton Ontario Airport:** February 13, 2025
- At the direction of the Member Services Committee, an MSA has been signed with The Counseling Team International (TCTI)
- Safety Management Training Program is back for 2025.

### **Future Meetings**

The next scheduled meeting will be on **Wednesday, April 16, 2025, at 10:00 a.m.**, to be held via **Web Conference**.