

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

MEMBER SERVICES COMMITTEE

MEETING SUMMARY

Web Conference/Telephonic Meeting

Wednesday, October 15, 2025

10:00 a.m.

Third Meeting – 2025

Members Present

Sean Mullen, Alameda County
Matthew Duarte, CAPRI
MaryAnn Boice-Ceja, California Schools
JPA (CSRM)
Jennifer Peters, GSRMA
Jason Blanks, Madera County
Barbara Esquivel, MPA
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

Helaina Wilkinson, Placer County

The Member Services Committee met to review major contract renewals, approve new vendor relationships, evaluate member needs, and discuss strategies to strengthen PRISM's training, risk control, and engagement efforts. The meeting also included organizational updates, staff transitions, and upcoming initiatives.

Key Contract and Vendor Decisions

- Reviewed PRISM's five-year partnership with **Vector Solutions**, confirming high utilization and strong member value.
- Authorized staff to continue renewal negotiations, including:
 - Exploring adjustments for premium content in specialized verticals.
 - Assessing opportunities for improved mobile access and enhanced reporting tools.
- Approved adding two de-escalation training providers to the preferred provider list:
 - **Risk Consultants of America**
 - **Verbal Judo Institute**
- Selected **Sign-In Solutions** as the preferred visitor management system vendor after evaluating multiple options.

- Authorized staff to enter into a master service agreement with Sign-In Solutions to secure favorable member pricing.

Member Survey Insights

- September survey results reaffirmed member priorities, including:
 - Occupational safety
 - Employment practices liability
 - Regulatory compliance
- Members cited ongoing challenges related to staffing, budget constraints, and coordination across departments.
- Survey results showed strong alignment between member needs and PRISM's current service offerings, especially in employment practices resources.

Risk Control and Engagement Strategies

- Discussed strategies to increase participation in PRISM's risk control trainings, particularly among non-risk staff.
- Proposed approaches included:
 - Leveraging internal department champions
 - Implementing more targeted outreach
 - Integrating training opportunities with employee benefits programming
- Identified collaboration opportunities through upcoming Employee Benefits Symposiums and cross-department initiatives.

Organizational Updates

- Recognized **Juan Cajandig's retirement** after two decades of service, honoring his contributions to safety training and mentorship.
- Celebrated the success of PRISM's **first annual conference**, which welcomed more than 400 participants and strengthened member engagement.
- Continued discussion on **Risky**, PRISM's new AI chatbot designed to improve access to program information; members were encouraged to provide feedback.
- Reminded members of:
 - Approved messaging guidelines when discussing significant claims outcomes
 - Requirements for the Cybersecurity Grant Program
- Approved the **2026 meeting calendar**, including:
 - Updated July meeting date
 - Confirmation of an in-person January meeting