

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

MEMBER SERVICES COMMITTEE

MEETING SUMMARY

Web Conference/Telephonic Meeting

Wednesday, September 21, 2022

10:00 a.m.

Third Meeting – 2022

Members Present

Matthew Duarte, CAPRI
Angela Jacobson, CRSIG – Alternate
Jennifer Peters, GSRMA
Barbara Esquivel, MPA
Sharon Vishwa, SMCSIG
Jim Johnson, Shasta County
Sommer Moniz, Merced County – Alternate
One Vacant Position

Members Absent

Steven Chandler, Kern Co. Hosp. Authority

Merger of Member Services & Risk Control Committees

Staff gave an update on the status of the merger of the Member Services and Risk Control Committees. Executive Committee approved the merger and the combined committee will begin as of January 1, 2023.

Certificate of Insurance (COI) Management Service Update

The contract with certificate of insurance management company Ebix is set to expire, and they are proposing a 9% rate increase as well as a minimum annual fee. After a discussion, the Committee directed staff to move forward with an updated contract Ebix.

Enterprise Risk Consultants (ERC) Program–Approved Service Areas

Committee discussed the intent of the scope of services offered through the ERC Program, and the pros and cons of adding additional categories. The Committee directed staff to develop a general, flexible category, and bring the name and description back to the Committee at the next meeting.

ERC Services – Consideration of Submitted Application

The Committee reviewed one application for the ERC Program, approving the applicant for all applied areas of expertise, except for the area of Risk Analyst, requesting more information to further consider that area.

Pass the Baton Mentorship (PBM) Program

Staff conducted an Open Forum for members of the Pass the Baton Mentorship Program where lessons learned, Opportunities for growth and resource sharing were topics of discussion. Staff continues to monitor the growth and success of the program.

Staff Report

Staff reported that the topic of Member Engagement will be discussed at the upcoming Strategic Planning Retreat in November, and that it is anticipated that many of the outcomes of that meeting will come back to the Member Services Committee.

The first Cyber Symposium took place with a great amount of interaction between attendees.

An ARM course is being sponsored by PRISM, with many staff as well as member employees attending.

Schedule of Meetings for 2023

The Committee approved the schedule of meetings for 2023.

Future Meetings

The next scheduled meeting will be on ***Wednesday, January 25, 2023, at 10:00 a.m.***, to be held via ***Web Conference or in the PRISM office.***