

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

TECHNOLOGY COMMITTEE

FINAL AGENDA

Web Conference/Telephonic Meeting	Friday, February 23, 2024
https://zoom.us	8:30 a.m.
Teleconference Number: Use Call Me Option or 669 444 9171	First Meeting – 2024
Meeting Number: 817 0131 6292	

As to each agenda item, the Committee may take action and/or receive informational reports as appropriate.

ROLL CALL/INTRODUCTIONS

- 1.A. Establishment of Quorum/Introductions5
- 1.B. Web Conference Protocol

SELECTION OF CHAIR

- 2.A. Selection of Chair and Vice Chair.....6
An action to select a Chair and Vice Chair for the 2024 year.

CONSIDERATION OF OFF AGENDA ITEMS

Pursuant to Government Code Section 54954.2(b), except as provided in this paragraph, no action or discussion shall be taken at a regular meeting on any item which does not appear on the posted Final Agenda. Pursuant to Government Code Section 54954.2 (b)(2) an item may be added to the Final Agenda after the Final Agenda has been posted upon a determination by a two-thirds vote of the Committee (or an unanimous vote if less than two-thirds of the Committee is present); the vote shall be on a motion stating that there is a need to take immediate action and that the need for action came to the attention of the Committee subsequent to the Final Agenda being posted. Any such motion shall be accompanied by distribution of a written statement on a form provided by the office of the Chief Executive Officer/Secretary of the Board, to be included in the record, stating the facts upon which it can be determined that the need to take action arose after the Final Agenda was posted. In addition, action may be taken on an item not on the posted Final Agenda under the circumstances stated in Government Code Section 54954.2 (b)(1) [emergency] and 54954.2 (b)(3) [continued regular meetings].

PUBLIC COMMENT

This portion of the agenda is reserved for members of the general public to address the Committee on any matter not on this agenda that is under the jurisdiction of the Committee.

CONSENT AGENDA

The following Consent Agenda is expected to be routine and non-controversial. It will be acted upon by the Committee without discussion. Any Committee member, staff member, or interested party may request that any item be removed from the Consent Agenda for later discussion.

- 3.A. Approval of Minutes, September 22, 2023 7
An action to approve the Minutes of the above meeting.
- 3.B. Code of Conduct..... 11
An action to acknowledge receipt of the Code of Conduct.
- 3.C. Standard Operating Procedures (SOP)..... 14
An action to acknowledge receipt of the Committee's SOP

GENERAL BUSINESS

- 4.A. Current Claim System Update (Kenny)..... 21
An informational report regarding the Current Claim System
- 4.B. New Claim System Update (Kenny)..... 22
An informational report regarding the New Claim System
- 4.C. Website/Pool Management Systems Update (Nicole)..... 23
An informational report regarding PRISM's Website/Pool Management Systems
- 4.D. Data & Analytics Updates (Max)..... 24
An informational report regarding Data & Analytics
- 4.E. Data & Analytics – Member Data Education Plan (Max)..... 26
Provide direction to staff regarding the proposed Member Loss Data Education Plan
- 4.F. 2023 Strategic Planning Retreat Recap (Gina)..... 31
An informational report regarding the 2023 Fall Retreat.
- 4.G. Staff Report (Tom)
Staff will report on matters of interest to the Committee.

FUTURE MEETINGS

The next regularly scheduled meeting will be on **Friday, May 17, 2024**, at **8:30 a.m.**, to be held at the **PRISM office in Folsom** or **via Web Conference**.

ADJOURNMENT

Disability Access: All posted locations for this meeting are wheelchair accessible and disabled parking is available. If you are a person with a disability and you need disability-related modifications or accommodations to participate in this meeting, please contact the Meeting Planner at (916) 850-7300 or (916) 850-7800 (fax). Requests for such modifications or accommodations must be made at least two full business days before the start of the meeting.

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GSRMA	Rick Krepelka	247 West Sycamore Street Willows, CA 95988	(530) 934-5633
Mendocino County	Heather Rose	501 Low Gap Road Ukiah, CA 95482	(707) 234-6061
Riverside County	Monique Chaldu	3403 10 th St, 5 th Floor Riverside, CA 92502	(951) 955-1000
Santa Clara County	Hank Ford	2310 N. First Street, Suite 203 San Jose, CA 95131	(408) 441-4343
Shasta County	Angelika King	1450 Court Street, Suite 348 Redding, CA 96001	(530) 225-5092
Sonoma County	Reesha Ruel	575 Administration Drive, Suite 116C Santa Rosa, CA 95403	(707) 565-3563