

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

TECHNOLOGY COMMITTEE

MEETING SUMMARY

Web Conference/Telephonic Meeting

Friday, April 24, 2026

8:30 a.m.

Second Meeting – 2026

Members Present

Thor Benzing, CIRA
Austin Mitchell, CSRMA – Alternate
David Glende, GSRMA
Reesha Ruel, Marin County
Heather Rose, Mendocino County
Monique Chaldu, Riverside County
Angelika King, Shasta County

Members Absent

Joana De Sousa, City of Napa – Alternate
One (1) Vacant Position

General Business

Data & Analytics Update

Staff provided an update on ongoing Data & Analytics efforts, with continued focus on improving data quality, standardization, and reporting processes.

- Staff continue work on version 2 of the Workers' Compensation (WC) ETL process to support the transition of Third-Party Administrator (TPA) claims from SIMS to Spectra, supporting carrier reports and financial reports.
- Reconciliation of new WC financial breakout tables has been completed, staff is documenting reporting impacts, including effects on PWC financials.
- Staff are supporting 5 members through TPA transitions to reestablish consistent reporting.

Modernizing Data and Analytics Platform

Staff presented a proposal to migrate the current on-premises data infrastructure to a cloud-based solution. Discussion centered on the need to move away from ongoing hardware investments and toward a more sustainable model. A cloud-hosted solution that scales on demand and doesn't require maintenance, while enhancing security is a significant benefit. The project will take approximately 18 months. The Committee expressed support for the proposal, noting in the long term there will be cost savings.

Claims Systems Update

Staff provided a brief update on the legacy claims system, including a cloud hosting update and completion of the first PWC TPA migrating from the legacy system to Spectra.

The successful onboarding of the first PWC TPA is a significant milestone. This is the first external partner integrated into the claim system, resulting in a multi-host environment, and requiring enhanced security to protect data and ensure compliance. Staff continues to enhance the WC and GL modules.

Staff presented the case for migrating the Spectra system to a cloud-hosted environment. Cloud hosting was positioned to improve system reliability, enhance disaster recovery capabilities, and provide more flexible resource management as system usage expands. The discussion emphasized risk reduction and operational resilience as primary drivers for this transition.

Website Update

Updates were provided on website initiatives, with a strong focus on ADA accessibility compliance. Staff are actively working through evaluation of a large volume of publicly available documents and implementing tools and processes to support ongoing compliance.

Additional efforts include improving internal processes and providing member-facing resources. Accessibility requirements are expected to remain a significant and ongoing area of effort.

Pool Information Management System (PIMS) Rewrite

Staff informed the Committee that the technical fusion team has been finalized. An exploration of available CRM products was conducted, and staff recommend a more formalized vetting and evaluation before a final product is selected. Planned requirements gathering and discovery will define the actual scope of capabilities expected for the rewrite. More information will be brought back to the Committee as discussions and planning evolve.

AI Chatbot

Staff reported on the outcome of a recent POC involving the chatbot and consumption of coverage-related documents. The POC was not successful due to technical limitations. Staff will continue to focus on enhancements that are general purpose and provide value.

Future Meetings

The next regularly scheduled meeting will be on ***Friday, August 28, 2026, at 8:30a.m.***, to be held via ***web conference***.