

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

TECHNOLOGY COMMITTEE

MEETING SUMMARY

Web Conference/Telephonic Meeting

Friday, February 14, 2025

8:30 a.m.

First Meeting – 2025

Members Present

Matthew Duarte, CAPRI - Alternate
Kennedy-Kiet Vu, CSRMA
Rick Krepelka, GSRMA
Heather Rose, Mendocino County
Monique Chaldu, Riverside County
Hank Ford, Santa Clara County
Reesha Ruel, Sonoma County

Members Absent

Angelika King, Shasta County - Alternate
One (1) Vacant Position – Public Entity
Representative

Selection of Chair and Vice Chair

Heather Rose, Mendocino County, and Rick Krepelka, GSRMA, were re-appointed as Chair and Vice Chair, respectively, for 2025.

Administrative Matters

Staff presented informational reports regarding the Code of Conduct, Standard Operating Procedures (SOP), and the PRISM Organizational Strategic Plan.

General Business

Data & Analytics presented to the Committee the most recent and upcoming activities of the D&A Department:

- New Claims System Workers' Compensation (WC) extract, transform, load (ETL) development is progressing
- The WC member loss data specification transition has commenced starting with 2 TPA partners
- New Program Financial Summary (PFS) reports will replace Claim Summary Reports (CSR) for EWC which allows for quicker reconciliation and investigation into the Program's losses, saving staff time. Eventually, PFS will replace existing CSR across all programs
- Analytic webpages have been published on the website, under the Services section and showcases the data related services the D&A team provides as well as the various analytics dashboards that are available and how to access them

- Additional EWC and GL1 diagnostic triangles have been developed for PRISM's actuarial team
- The D&A team will benefit from hosting its first internship. The intern will assist with a historical premium collection project while also gaining real-world exposure to data analytics
- D&A demonstrated a new risk control dashboard application enabling analyzation of WC and GL losses to their respective nature of injury and cause of loss as well as others. The dashboard was well-received. A member version is planned for the future

Staff gave a brief update of the current, or legacy, claims system that includes on going maintenance and support tasks for the remaining member agencies and business units using ClaimsXpress. Additionally, conversion scripts are being finalized and updates related to 1099 as well as Medicare section 111 reporting have been addressed.

Staff reported that a new version of Spectra was released in the middle of October, with many front facing enhancements that benefit users. Additionally, staff reaffirmed go-live with EWC is scheduled for March 2025 and staff have been working hard on getting the system ready for that release.

The Committee provided direction to staff regarding potential cost models for future Spectra usage. A cost recovery model that factors different organizational needs should be considered.

Staff presented information about the Website/Pool Management System activities, which included expanded self-service options – the ability to add a user and manage permissions will be made available in March.

Staff presented an update on the Artificial Intelligence (AI) chatbot being developed to enhance the user experience on PRISM's website. The chatbot is expected later this spring.

The Committee approved a recommendation to add an additional \$250K in the 2025/26 Budget in support of a proposed pool information management system (PIMS) rewrite. These funds will enable necessary next steps to commence, including, analysis, planning and initial requirements gathering. The final recommended approach will be brought back to the Committee.