

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

**TECHNOLOGY COMMITTEE**

**MEETING SUMMARY**

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Web Conference/Telephonic Meeting

Friday, January 30, 2026

8:30 a.m.

First Meeting – 2026

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**Members Present**

Joana De Sousa, City of Napa - Alternate  
Thor Benzing, CIRA  
Austin Mitchell, CSRM - Alternate  
Reesha Ruel, Marin County  
Heather Rose, Mendocino County  
Monique Chaldu, Riverside County  
Hank Ford, Santa Clara County

**Members Absent**

David Glende, GSRMA  
Angelika King, Shasta County

**Selection of Chair and Vice Chair**

Heather Rose, Mendocino County was re-appointed as Chair and Thor Benzing, CIRA was appointed as Vice Chair for 2026.

**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 Update*

Staff presented recent and upcoming activities of the D&A Department:

- Staff are developing Version 2 of the Workers' Compensation ETL process to support the transition of Third Party Administrator (TPA) claims from SIMS to Spectra, addressing added complexity around data structure, payment transfers, and multi-party interactions.
- Database upgrades are underway to support new loss data specifications, expanded financial breakouts, and increased flexibility for evolving claim types and analytical needs.
- New data structures and processes are being developed to intake the identification of jail and SAM claims, including more nuanced classification to support actuarial and policy analysis.

- PRISM has updated its Workers' Compensation loss data specification to meet OSIP requirements and improve data quality; the transition is ongoing with TPAs and self-administered members, and staff are collaborating closely to address reporting and data quality issues.
- PRISM Analytics benchmarking demand has increased, with member requests for more granular and customizable peer comparisons; staff are exploring opt-in and controlled peer-group benchmarking options, with recommendations to return to the Committee.
- External partnerships continue to add value, including data analytics work with CAJPA and Polco, support for Benchmark Analytics' Early Intervention System, and discounted access for members to Benchmark Blueprint.
- D&A staff have produced over 150 complete loss runs for actuarial studies since July 2025, significantly reducing administrative effort and costs for members and actuarial partners.

### *Claims Systems Update*

Staff provided a brief update on the current claims system, including details regarding a security incident that was identified and remediated. No data was lost or exfiltrated, and additional safeguards are now in place.

Efforts to onboard the first PWC TPA into Spectra continue, with conversion scripts being refined and TPA data being developed and tested to ensure a smooth transition. Key focus areas include identifying efficiencies for LWP and PRISM, optimizing field configuration for data quality, implementing host-based security, building/testing interfaces, and developing business rules.

### *Website & Pool Management*

- Accessibility: PRISM entered a 2-year managed services agreement with UsableNet to meet DOJ Title II ADA requirements; Phase 1 remediation is nearly complete, and staff training/testing processes are underway for ongoing compliance.
- PIMS Rewrite: Staff agreed a full rewrite on the OutSystems platform is the preferred path, using a cross-functional team model, with an estimated net budget increase of ~±\$250K in FY 2026/27, partially offset by reduced current system costs.
- Platforms & Vendors: Staff are evaluating off-the-shelf CRM options, selected Swoogo to replace EventsAir for event management, and have begun preliminary discussions with Persistent regarding potential involvement.

### *AI Chatbot*

- Recent Improvements: Password requirements for accessing protected documents via chatbot responses were removed, improving usability; vendors continue work on content ingestion, cleanup of outdated references, and usage logging/reporting.

- Usage & Issues: Adoption has slowed due to limited outreach; a known “offline content” bug has been identified and once resolved, outreach efforts will resume.
- Proof of Concept: A POC is underway to assess ingestion of member coverage documents; prior evaluations showed challenges with accuracy, quality, and cost, and results will determine whether broader implementation is warranted, with continued emphasis on user verification.

### **Future Meetings**

The next meeting will be held on April 24<sup>th</sup> at 8:30a.m., via Zoom.