

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

TECHNOLOGY COMMITTEE

MEETING SUMMARY

Web Conference/Telephonic Meeting

Friday, September 12, 2025

8:30 a.m.

Third Meeting – 2025

Members Present

Matthew Duarte, CAPRI – Alternate
Thor Benzing, CIRA
Austin Mitchell, CSRMA
Rick Krepelka, GSRMA
Heather Rose, Mendocino County
Hank Ford, Santa Clara County
Angelika King, Shasta County - Alternate

Members Absent

Reesha Ruel, Marin County
Monique Chaldu, Riverside County

General Business

Data & Analytics Update

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

- Annual loss data packet on track for mid-September delivery to align with renewal timelines.
- Temporary reporting procedures in place post-Spectra go-live, with plans for full, sustainable implementation of Extract, Transform, Load (ETL) process to support long-term needs.
- New Program Performance Reports (PPRs) for Excess Workers' Compensation (EWC) and General Liability 1 (GL1) have been created with several enhancements. The response has been positive. This creates a path toward full database automation, with expansion to other programs planned next quarter.
- A Sacramento State Data Analytics intern recently completed their term. The intern compiled detailed historical premium allocation data, enabling multi-dimensional loss ratio analysis by year, layer, etc. Next steps include standardizing and validating the data for integration into PRISM's architecture.
- Staff demoed the member version of the risk control dashboards, scheduled for release in late September. The demo also highlighted redesigned login and landing pages that modernize the look and improve usability.

Claims Systems Update

Staff provided a brief update on the current claims system, including ongoing maintenance and support for member agencies using ClaimsXpress. Staff also developed efficiencies and automation for OSIP reporting, resulting in the earliest collection to date.

Following EWC's go-live in Spectra, staff has collected user feedback, which has been positive. The next update is planned for fall. Staff is also preparing for Primary Workers' Compensation (PWC) TPA conversions, beginning with LWP. This will include reports, business rules, functionality, and interfaces.

Website & Pool Management

- Site reorganization complete
- Accessibility evaluation in progress; remediation will involve vendor support and direct staff work. Documents and media content will be handled separately.
- PRISM's mobile app will be retired due to declining use and the maintenance burden.
- Annual exposure collection in progress
- Proposed Pool Management rewrite will begin with planning meetings in late September. Findings and recommendations will be presented to the Committee.
- Staff presented an update on the Artificial Intelligence (AI) chatbot that was developed. The chatbot has been named Riskie and was released in July to members. Staff shared stats related to usage, work in-progress, and future plans.

Staff shared other AI-related initiatives being explored within PRISM aimed at improving operational efficiency and responsibly adopting AI technologies.

Long-time Committee member, Rick Krepelka announced that this would be his last meeting. The Committee and staff thanked Rick for his many years of service and contributions.

Future Meetings

The next meeting will be held at the call of the Chair if another 2025 meeting is needed, or it will be in 2026 once a meeting schedule is set.