

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

TECHNOLOGY COMMITTEE

MEETING SUMMARY

Web Conference/Telephonic Meeting

Friday, September 27, 2024

8:30 a.m.

Third Meeting – 2024

Members Present

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
Two (2) Vacant Alternate Positions

General Business

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

- Early release of PRISM's annual data collection packages – packages separated for monthly and annual data submitters. Benefits of the early release are; early program marketing and rate development, freedom for D&A to work on other initiatives and efficiency across PRISM departments.
- WC Loss Data Specification changes include new financial categories and new database fields. The implementation will be phased as they onboard groups of 3-4 third party administrators. This project has experienced some successful cross-functional collaboration with the Worker's Compensation and Member Services teams.
- A redesign for the D&A Dashboard was discussed and demonstrated.
- Exploration of new databases for claims data. With Excess Workers Compensation going live in Spectra in the coming months, the team needs to adapt their methods and ability to pull data from the new system and maintain their existing reporting requirements.

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.

The new Claims system, Spectra, has been well received by the General Liability team since going live in October of last year. Staff continues to update the application with fixes and new features. Going live with Excess Workers Compensation is scheduled for

February 2025 and the PRISM teams have been working hard on getting the system ready for that release. A demonstration of Spectra was given during the meeting. The demonstration included a Proof of Concept (POC) leveraging AI and Machine Learning regarding claim reserve recommendation.

Staff presented information about the Website/Pool Management System activities, which included:

- Coverage data fiscal year updates completing early.
- Auditor Confirmation reports with improved efficiencies were issued in July.
- A new automated solution for Payroll Audits was released in early September. The new solution uses a webform to collect the data, and eliminates bulk emails to communicate to members, and spreadsheets to process the data.

Staff presented a demonstration of a POC Artificial Intelligence chatbot developed to enhance the user experience on PRISM's website. The chatbot has been developed in partnership with Cal Poly San Louis Obispo's DxHub group.

Staff Update

An update was given on new hires and promotions.