

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

**MEMBER SERVICES COMMITTEE**

**MEETING SUMMARY**

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Web Conference/Telephonic Meeting

Wednesday, January 26th, 2022

10:00 a.m.

First Meeting – 2022

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**Members Present**

Matthew Duarte, CAPRI  
Angela Jacobson, CRSIG – Alternate  
Jennifer Peters, GSRMA  
Steven Chandler, Kern Co. Hosp. Authority  
Barbara Esquivel, MPA  
Claudia Castillo Del Muro, City of San Diego  
Sharon Vishwa, SMCSIG  
Jim Johnson, Shasta County

**Members Absent**

**Selection of a Chair**

Jennifer Peters was selected as Chair for 2022.

**Selection of a Vice Chair**

Jim Johnson was selected as Vice Chair for 2022.

**Consent Agenda**

The consent agenda was approved unanimously.

**2020 Fall Retreat Recap**

Chair Peters and staff reviewed the topics discussed at the 2021 Fall Retreat including: developing an EAP/wellness program for safety personnel, expanding in-house services, expanding legislative efforts emphasizing on tort reform, and county/non-county participation and representation in PRISM governance. Information was also shared regarding action taken by the Executive Committee and progress on goals to date.

**Member Services Utilization Report**

Staff reviewed the 2021 Member Use of Services Report. With the goal to increase usage each year by 10%, efforts were made by staff to market services throughout 2021. Staff remarked on the maturation of the initiative and noted the highlights and challenges throughout 2021.

### **New Member Services Initiatives Update**

Staff provided details on the progress of ongoing Member Services initiatives, and asked the Committee to share their ideas to further each initiative. The Committee remarked on the effectiveness of video content in keeping PRISM services in the forefront of the mind of members, making services approachable and digestible, and promoting member interaction.

### **ERC Services Activity Update**

Staff gave an update on the current and completed ERC projects.

### **ERC Services – Review and Approval of Submitted Application**

The Committee reviewed and approved one application for the ERC program.

### **Pass the Baton Mentorship (PBM) Program Update**

Staff gave an update on the current state of the Risk Management Mentor Program (RMMP), including revisions to provide more structure to participants. Staff proposed the allowance of ERC consultants to participate in the program. The Committee gave direction to move forward.

### **Preferred Provider List – Review of Application**

The Committee reviewed and approved one application for the Preferred Provider List.

### **Public Comment**

There was no public comment.

### **Future Meetings**

The next meeting will take place on Wednesday, July 27<sup>th</sup>, 2022.