



Benefits and Services Committee

Item Number 3 – Open Session

Subject: Approval of Minutes of the May 4, 2022, Benefits and Services Committee – Open Session

Presenter(s): Chairperson

Item Type: Consent Action

Date & Time: August 31, 2022 – 0 minutes

Attachment(s): None

PowerPoint(s): None

PROPOSED MINUTES

Teachers' Retirement Board – Benefits & Services Committee Meeting

May 4, 2022

OPEN SESSION

LOCATION: 100 Waterfront Place, West Sacramento, CA 95605

COMMITTEE MEMBERS PRESENT

Karen Yamamoto, Chairperson

Denise Bradford, Vice Chairperson

Sharon Hendricks

Ken Tang

Jennifer Urdan

Gayle Miller, representing the Director of Finance, Keely Bosler

Frank Ruffino, representing the State Treasurer, Fiona Ma

Blake Johnson, representing the State Superintendent of Public Instruction, Tony Thurmond

Lynn Paquin, representing the State Controller, Betty Yee

COMMITTEE MEMBERS ABSENT

Harry Keiley

William Prezant

OTHER BOARD MEMBERS PRESENT

Jennifer Whitaker, representing the Director of Finance, Keely Bosler

Frank Ruffino, representing the State Treasurer, Fiona Ma

Sertan Usanmaz, representing the State Treasurer, Fiona Ma

Lynn Paquin, representing the State Controller, Betty Yee

STAFF PRESENT

Cassandra Lichnock, Chief Executive Officer

Brian J. Bartow, General Counsel

Lisa Blatnick, Chief Operating Officer

Ashish Jain, Chief Technology Officer

Melissa Norcia, Chief Administrative Officer

Bill Perez, Chief Benefits Officer

Teresa Schilling, Chief Public Affairs Officer

Julie Underwood, Chief Financial Officer

Rick Reed, System Actuary

David Lamoureux, Deputy System Actuary

Diane Stanton, Director, Public Affairs

Tom Buffalo, Research Data Manager

Brian Sytsma, Special Counsel

Summer Harrison, Senior Counsel

A quorum being present, Chairperson Yamamoto called the Open Session meeting of the Benefits and Services Committee to order at 4:44 p.m.

I. APPROVAL OF COMMITTEE AGENDA (Item 1)

MOTION duly made by Ms. Yamamoto, seconded by Ms. Hendricks, and carried to approve the Committee Agenda.

Members Voting	Aye	Nay	Abstain
Ms. Bradford	X		
Ms. Hendricks	X		
Mr. Tang	X		
Ms. Urdan	X		
Ms. Miller for the Director of Finance	X		
Mr. Ruffino for the State Treasurer	X		
Mr. Johnson for the Superintendent of Public Instruction	X		
Ms. Paquin for the State Controller	X		
Chairperson Yamamoto	X		

II. APPROVAL OF MINUTES FOR THE JANUARY 27, 2022, BENEFITS AND SERVICES COMMITTEE MEETING – OPEN SESSION (Item 2)

MOTION duly made by Ms. Yamamoto, seconded by Ms. Hendricks, and carried to approve the minutes for the January 27, 2022, Benefits and Services Committee Meeting - Open Session.

Members Voting	Aye	Nay	Abstain
Ms. Bradford	X		
Ms. Hendricks	X		
Mr. Tang	X		
Ms. Urdan	X		
Ms. Miller for the Director of Finance	X		
Mr. Ruffino for the State Treasurer	X		
Mr. Johnson for the Superintendent of Public Instruction	X		
Ms. Paquin for the State Controller	X		
Chairperson Yamamoto	X		

III. MEMBER SEGMENTATION STUDY (Item 3)

The committee received a presentation from Mr. Buffalo on the Member Segmentation Study. The committee commented on the nature of the study, which identified segments within CalSTRS membership and developed personas for each segment in order to better understand and communicate with members more effectively. The committee received information that the variables would be in the Annual Member Survey and presented to the Board later this year.

IV. EMPLOYER ENGAGEMENT AND OUTREACH (Item 4)

The committee received a presentation from Mr. Zimmer about employer engagement and outreach efforts managed by the Employer Services division of Benefits and Services. The committee received information about new communication methods utilized with employers, collaboration with the Training Services Team, high touch conference calls and contacting employers after an audit. The committee discussed the benefit of the division’s mission statement and how mission statements keep an organization focused on its purpose.

The committee requested information on the management of staff turnover and the training of new employees. The committee received additional information regarding new staff’s computer-based onboarding programs which include a roadmap of the most important aspects of the system. The committee discussed the frequency with which employers contact Employer Services and the different levels of contact for these employers. The committee received information from Mr. Zimmer regarding Employer Services’ periodic check-ins with employers, informal conference calls on current topics, gathering employer questions and learning the specific needs of each employer. The

committee engaged in a robust discussion regarding employer’s access to training material and the ability for employers to set up individual conference calls.

V. COMMITTEE WORK PLAN INPUT FOR FY 2022-2023 (Item 5)

The committee received a presentation from Mr. Perez regarding the committee’s work plan. The committee received a summary of the presentations the committee received in FY 2021-2022 which included the 2021 Member Satisfaction Survey, the Triennial Health Study, the Segmentation Study, updates on outstanding death benefits, information on member and employer education and outreach. The committee in FY 2022-2023 additionally received presentations on the review of the committee charter and proposed work plan for the fiscal year. The committee discussed the availability of an app for mycalstrs.com, which will be considered in the next three years and will be integrated with the new pension system. The committee directed staff to incorporate the Strategic Plan into the work plan for the committee and review the proposed revisions at the September committee meeting.

VI. REVIEW OF COMMITTEE CHARTER (Item 6)

The committee reviewed the committee charter and requested that staff incorporate the Strategic Plan into the Committee charter.

VII. REVIEW INFORMATION REQUESTS (Item 7)

Pursuant to item 6, the committee requested that staff incorporate the Strategic Plan in the Benefits and Services Committee charter.

VIII. DRAFT AGENDA FOR NEXT COMMITTEE MEETING (Item 8)

There were no changes to the draft agenda.

IX. OPPORTUNITY FOR ADDITIONAL STATEMENTS FROM THE PUBLIC (Item 9)

There were no additional statements from the public.

X. ADJOURNMENT

There being no further business to conduct, Chairperson Yamamoto adjourned the Benefits and Services Committee meeting at 5:33 p.m.

Cassandra Lichnock, Chief Executive Officer
And Secretary to the Teachers’ Retirement Board

Karen Yamamoto, Chairperson

Prepared by: Summer L. Harrison, Senior Counsel