



Benefits and Services Committee

Item Number 2 – Open Session

Subject: Approval of Minutes of the May 3, 2023, Benefits and Services Committee – Open Session

Presenter(s): Chairperson

Item Type: Consent Action

Date & Time: September 14, 2023 – 0 minutes

Attachment(s): None

PowerPoint(s): None

PROPOSED MINUTES

Teachers' Retirement Board – Benefits & Services Committee Meeting

May 3, 2023

OPEN SESSION

LOCATION: Board Room, 100 Waterfront Place, West Sacramento, CA 95605

COMMITTEE MEMBERS PRESENT

Sharon Hendricks, Chairperson

Ken Tang, Vice Chairperson

Denise Bradford

Karen Yamamoto

Jennifer Whitaker, representing the Director of Finance, Joe Stephenshaw

Tony Thurmond, State Superintendent of Public Instruction

OTHER BOARD MEMBERS PRESENT

Lynn Paquin, representing the State Controller, Malia M. Cohen

Frank Ruffino, representing the State Treasurer, Fiona Ma

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

STAFF PRESENT

Cassandra Lichnock, Chief Executive Officer

Christopher Ailman, Chief Investment 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
Shani Keyser Boes, Director of the Customer Service Division
Summer L. Harrison, Senior Counsel

OTHER PRESENT

Dana Dillon, CTA/NEA-Retired
Phyllis Hill
Brian Brew, LTA
Jennifer Baker, CalRTA
Susan Dixon, CalRTA
Pat Geyer, CalRTA member
Joe Bartell, CTA
Mary Kay Scheid, CTA
Kevin Welch, CTA
Orval Garrison, CTA/NEA Retired
Don Stauffer, CTA/NEA Retired

A quorum being present, Chairperson Hendricks called the Open Session meeting of the Benefits and Services Committee to order at 9:02 a.m.

I. APPROVAL OF COMMITTEE AGENDA (Item 1)

MOTION duly made by Mr. Tang, seconded by Ms. Bradford, and carried to approve the Committee Agenda.

Members Voting	Aye	Nay	Abstain
Ms. Bradford	X		
Mr. Tang	X		
Ms. Yamamoto	X		
Ms. Miller, for the Director of Finance	X		
Mr. Johnson, for the Superintendent of Public Instruction	X		
Chairperson Hendricks	X		

II. APPROVAL OF MINUTES FOR THE JANUARY 25, 2023, BENEFITS AND SERVICES COMMITTEE MEETING – OPEN SESSION (Item 2)

MOTION duly made by Ms. Hendricks seconded by Ms. Yamamoto, and carried to approve the minutes of the January 25, 2023, Benefits and Services Committee Meeting—Open Session.

Members Voting	Aye	Nay	Abstain
Ms. Bradford	X		
Mr. Tang	X		
Ms. Yamamoto	X		
Ms. Miller, for the Director of Finance	X		
Mr. Johnson, for the Superintendent of Public Instruction	X		
Chairperson Hendricks	X		

III. **CONTACT CENTER OVERVIEW (Item 3)**

The committee expressed gratitude and commented on the positive feedback received from members throughout the state on their experiences at member services centers. The committee discussed the positive culture reflected at the MSCs and the high levels of staff engagement. The committee received an overview on the contact center from Ms. Keyser Boes and discussed the contact center's functions, operations, priorities and performance. The committee commented on the very impressive and high ratings from members reflected in the customer satisfaction surveys. The committee inquired about the members' ability to directly contact a specific Member Service Center. The committee considered how calls are routed, the average length of calls, the ability of members to meet with Benefit Specialists, attend classes and the accessibility to Customer Service representatives. The committee inquired about specialized agents for niche areas and the accessibility of these agents. The committee received information on skill-based routing and Interactive Voice Response (IVR). The committee inquired on whether members can select specific services through IVR. The committee received information that currently this is not an option, however, the goal is to eventually be able to route directly to specialized staff. The committee engaged in a discussion with Mr. Bartow regarding the highly rated and specialized customer service agents in the Community Property Division of the Office of General Counsel which assists members who are going through a marital or partnership dissolution. The committee discussed the level of difficulty this specific area presents, and the support provided by agents. The committee engaged in a detailed discussion on customer feedback and how technology can be used systematically in a strategic way. The committee engaged in further discussion on the use of technology for collaboration, the intent of more efficient systems, and real-time technological improvements. The committee engaged in a robust discussion on technological advancements in telephony. The committee requested further information on the ability for agents to provide something tangible following a customer service phone call which could be helpful for members. The committee discussed the necessity of early engagement with members, and requested further information of the different touchpoints, or times during a members' lifespan that CalSTRS engages with them.

IV. **INPUT ON 2023-24 COMMITTEE WORK PLAN (Item 4)**

The committee heard from Mr. Perez on the 2023-24 Committee Work Plan. The committee engaged in further discussions regarding the Annual Member Survey results in September, Trends in Teacher and Student Enrollment in January and the Member Outreach and Education Strategy in May. The committee received further information on the workplan regarding Quality Management, Account review approaches in Employer services and evolving Telecommunications in technology. The committee discussed the

frequency of the member survey results. The committee inquired about creating an App and received information that there were no plans to incorporate an App in pension solution but an optimized web for mobile use is planned. The committee discussed retirement readiness content and providing bite-sized content on financial literacy.

Mr. Thurmond replaced Mr. Johnson at the dais at 10:56 a.m., for the duration of the meeting.

V. REVIEW OF COMMITTEE CHARTER (Item 5)

The committee reviewed the Benefits and Services Committee Charter and considered when the committee charter had last been amended.

VI. REVIEW INFORMATION REQUESTS (Item 6)

Pursuant to item 3, the committee requested information on whether members who call CalSTRS can receive something tangible after they complete a phone call. Pursuant to item 3, the committee requested information on the different touchpoints a member has with CalSTRS throughout their lifespan.

VII. DRAFT AGENDA FOR NEXT COMMITTEE MEETING (Item 7)

There were no changes to the draft agenda.

VIII. OPPORTUNITY FOR ADDITIONAL STATEMENTS FROM THE PUBLIC (Item 8)

There were no additional statements from the public.

The committee recessed at 9:58 a.m. and reconvened at 10:03 a.m.

IX. ADJOURNMENT

There being no further business to conduct, Chairperson Hendricks adjourned the Benefits and Services Committee meeting at 10:05 a.m.

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

Sharon Hendricks, Chairperson

Prepared by: Summer L. Harrison, Senior Counsel