



## **Benefits & Services Committee**

### **Item Number 2 – Open Session**

**Subject:** Approval of Minutes of the September 2, 2021, Benefits and Services Committee – Open Session

**Presenter(s):** Chairperson

**Item Type:** Consent Action

**Date & Time:** January 27, 2022 – 0 minutes

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**Attachment(s):** None

**PowerPoint(s):** None

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#### **PROPOSED MINUTES**

**Teachers' Retirement Board – Benefits & Services Committee Meeting**

**September 2, 2021**

**OPEN SESSION**

**LOCATION: Web Conference**

#### **COMMITTEE MEMBERS PRESENT**

Karen Yamamoto, Chairperson

Denise Bradford, Vice Chairperson

Sharon Hendricks

Joy Higa

Harry Keiley

William Prezant

Jennifer Urdan

Jennifer Whitaker, 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

#### **STAFF PRESENT**

Cassandra Lichnock, Chief Executive Officer

Brian J. Bartow, General Counsel

Lisa Blatnick, Chief Operating Officer  
Ashish Jain, Chief Technology Officer  
Bill Perez, Chief Benefits Officer  
Teresa Schilling, Chief Public Affairs Officer  
Julie Underwood, Chief Financial Officer  
Melyssa Adams, Director, Disability & Survivor Benefits  
Diane Alsup, Director, Service Retirement  
Sandy Blair, Director, Retirement Readiness  
Tom Buffalo, Research Data Manager  
Jill Lukins, Assistant General Counsel  
Saideh Dadras, Senior Counsel

**OTHERS PRESENT**

Jennifer Baker, CalRTA  
Dana Dillon, CTA/NEA-Retired  
Joe Bartell, CTA  
MaryKay Scheid, CTA  
Kevin Welch, CTA  
Richard Hansen, California Community College Independents

A quorum being present, Chairperson Yamamoto called the Open Session meeting of the Benefits and Services Committee to order at 8:30 a.m.

**I. APPROVAL OF COMMITTEE AGENDA (Item 1)**

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

Members Voting	Aye	Nay	Abstain
Ms. Bradford	X		
Ms. Higa	X		
Ms. Urdan	X		
Ms. Whitaker, 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 JUNE 11, 2021, BENEFITS AND SERVICES COMMITTEE MEETING – OPEN SESSION (Item 2)**

**MOTION** duly made by Ms. Bradford, seconded by Ms. Paquin, and carried to approve the minutes for the June 11, 2021 Benefits & Services Committee Meeting – Open Session.

Members Voting	Aye	Nay	Abstain
Ms. Bradford	X		
Ms. Higa	X		
Ms. Urdan	X		
Ms. Whitaker, 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. SERVICE PERFORMANCE OBJECTIVES (Item 3)**

The committee received the 2021-22 Service Performance Objectives and the 2020-21 Service Performance Objectives — Stoplight Chart, with details on service performance objectives through the end of last fiscal year.

**IV. ANNUAL MEMBER SURVEY (Item 4)**

The committee received a presentation from Mr. Buffalo covering the results of the 2021 Annual Member Survey, providing detailed information on member engagement and satisfaction with comparisons to results from recent years. The committee also received information on key factors for active and retired members driving their overall satisfaction and trust with CalSTRS, which included communications from CalSTRS during the COVID-19 pandemic. The committee discussed the net promoter scores and inquired how such data could be used to improve satisfaction and promotion of CalSTRS. The committee also inquired about ways to leverage technology and lessons learned during the pandemic to further improve use of online resources for member outreach.

Ms. Hendricks joined the meeting at 8:35 a.m.

**V. OUTSTANDING DEATH BENEFIT UPDATE (Item 5)**

The committee received a presentation from Ms. Adams on CalSTRS’ outstanding death benefits, common reasons for unpaid death benefits, and outreach efforts to active and retired members to increase member awareness regarding beneficiary designation and survivor benefits. The committee inquired about leveraging technology including Pension Solution to enhance targeted communications for locating beneficiaries and paying survivor benefits. The committee engaged in a discussion about using different communication methods to reach members in different age groups.

Mr. Keiley joined the meeting at 9:00 a.m.

Mr. Prezant joined the meeting at 9:10 a.m.

**VI. REVIEW OF INFORMATION REQUESTS (Item 6)**

There were no requests for information.

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

There were no changes to the draft agenda.

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

There were no statements from the public.

**IX. ADJOURNMENT**

There being no further business to conduct, Chairperson Yamamoto adjourned the Benefits and Services Committee meeting at 9:30 a.m.

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

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Karen Yamamoto, Chairperson

Prepared by: Saideh Dadras, Senior Counsel