



Benefits and Services Committee

Item Number 2 – Open Session

Subject: Approval of Minutes of the August 31, 2022, Benefits and Services Committee – Open Session

Presenter(s): Chairperson

Item Type: Consent Action

Date & Time: January 25, 2023 – 0 minutes

Attachment(s): None

PowerPoint(s): None

PROPOSED MINUTES

Teachers' Retirement Board – Benefits & Services Committee Meeting

August 31, 2022

OPEN SESSION

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

COMMITTEE MEMBERS PRESENT

Sharon Hendricks, Chairperson

Ken Tang, Vice Chairperson

Denise Bradford

Karen Yamamoto

COMMITTEE MEMBERS ABSENT

Joe Stephenshaw, Director of Finance

Tony Thurmond, State Superintendent of Public Instruction

OTHER BOARD MEMBERS PRESENT

Harry Keiley

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
Melissa Norcia, Chief Administrative Officer
Bill Perez, Chief Benefits Officer
Teresa Schilling, Chief Public Affairs Officer
Melyssa Adams, Director, Disability and Survivor Benefits
Cheryl Cervantes-Dietz, Chief Auditor
Reina Minoya, Assistant General Counsel
Diane Stanton, Director, Public Affairs
David Lamoureux, Deputy System Actuary
Phil Burkholder, Enterprise Risk Management Manager
Sukha Chima, Pension Program Manager II
Tom Buffalo, Research Data Manager
Brian Sytsma, Counsel
Jaismin Kaur, Counsel

OTHERS PRESENT

Dana Dillon
Phyllis Hall
Dave Davini, ACSA
Jennifer Baker, CalRTA
Suzie Dixon, CalRTA
Angelique Hill, CalRTA
Charles Denonn, CalRTA member
Pat Geyer, CalRTA member
Joe Bartell, CTA
Rose Luna, CTA
Mary Kay Scheid, CTA
Kevin Welch, CTA
Orval Garrison, CTA/NEA-Retired
Don Stauffer, CTA/NEA-Retired
Leonard Goldberg, UTLA

A quorum being present, Chairperson Hendricks called the Open Session meeting of the Benefits and Services Committee to order at 3:41 p.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		
Chairperson Hendricks	X		

II. REVIEW COMMITTEE CHARTER REVISIONS (Item 2)

The committee received a presentation from Mr. Perez regarding proposed changes to the committee charter. The proposed changes reflected the board’s recommendation to update the charter to align with the CalSTRS Strategic Plan. The changes also updated the committee’s composition to include a minimum of three members appointed by the board chair, as well as minor formatting changes to align with the Board Governance Manual style guidelines. The committee noted that although it is no longer composed of all board members, the work of the Benefits and Services branch and committee should be shared with the entire board.

MOTION duly made by Ms. Yamamoto, seconded by Ms. Bradford, and carried to approve the revisions to the committee charter.

Members Voting	Aye	Nay	Abstain
Ms. Bradford	X		
Mr. Tang	X		
Ms. Yamamoto	X		
Chairperson Hendricks	X		

III. APPROVAL OF MINUTES OF THE MAY 4, 2022, BENEFITS AND SERVICES COMMITTEE MEETING – OPEN SESSION (Item 3)

MOTION duly made by Ms. Yamamoto, seconded by Ms. Bradford, and carried to approve the minutes of the May 4, 2022, Benefits and Services Committee Meeting – Open Session.

Members Voting	Aye	Nay	Abstain
Ms. Bradford	X		
Mr. Tang	X		
Ms. Yamamoto	X		
Chairperson Hendricks	X		

IV. ANNUAL MEMBER SURVEY (Item 4)

The committee received a presentation from Mr. Buffalo covering the results of the 2022 Member Survey and learned that overall satisfaction with CalSTRS remained stable, with older respondents reporting higher levels of satisfaction and engagement than younger respondents. The committee received information about the factors driving overall satisfaction and trust with CalSTRS, as well as information about the Net Promoter Score. The committee learned about new measures added to the survey in 2022 relating to the effort required by members to reach a customer service representative, receive a resolution to their concern or question, and navigate the service retirement process.

The committee inquired about member confidence in living comfortably with their CalSTRS retirement benefit and learned from Ms. Lichnock about efforts to connect with retired members. The committee discussed member engagement trends and heard from Mr. Perez about ongoing efforts to engage members throughout their careers. The committee heard from Mr. Goldberg, who recommended methods to increase the survey population and indicated his intent to participate in future member workshops.

Mr. Keiley joined the dais at 4:04 p.m.

V. SUBROGATION CLAIMS OVERVIEW (Item 5)

The committee received a presentation from Mr. Chima and Ms. Minoya providing an overview of the CalSTRS subrogation process for Disability and Survivor Benefits. The committee received information about the legal basis for subrogation recovery and the various methods by which a claim may be identified. The committee learned about the assessment and processing of a subrogation claim, as well as recoveries in the last five calendar years, totaling approximately \$1.7 million for 19 case referrals. The committee engaged in a discussion about member notification and involvement in the subrogation process.

Mr. Keiley left the dais at approximately 4:29 p.m.

VI. REVIEW OF INFORMATION REQUESTS (Item 6)

There were no requests for information.

VII. DRAFT AGENDA FOR THE 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.

IX. ADJOURNMENT

There being no further business to conduct, Chairperson Hendricks adjourned the Benefits and Services Committee meeting at 4:44 p.m.

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

Sharon Hendricks, Chairperson

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Prepared by: Jaismin Kaur, Counsel