

**California State Retirees
Board of Directors' Meeting**

**June 29, 2017
9:00 a.m. – 5:00 p.m.**

Four Points by Sheraton – Los Angeles
9750 Airport Blvd
Los Angeles, CA 90045
310.645.4600

Board Agenda

1. **Call to order by President Tim Behrens at 9:00 a.m.**
2. **Salute to the Flag**
3. **Roll Call:**

Tim Behrens, President, Chapter 35

Stephanie Hueg, Executive Vice President, Chapter 23

J.W. (Jay) Jimenez, Vice President, Chapter 34

Gerald “Jerry” Fountain, Chief Financial Officer, Chapter 11

Sharon Stoltzman, District A Director, Chapter 20

Howard Wood, District B Director, Chapter 10

Mary McDonnell, District C Director, Chapter 03

Susan Sears, District D Director, Chapter 14

Keith Umemoto, District E Director, Chapter 15

Connie Lira, District F Director, Chapter 16

Gaspar Luna Oliveira, District G Director, Chapter 17

Jerilyn Johnson, Board of Directors' Meeting Secretary

**Headquarters Staff—Rocco R. Paternoster, Dani Schenone, Jamee Villa
and Renee Texeira**

	<u>Page</u>
4. Introductions, Agenda Changes/Corrections and Unscheduled Items	Oral
5. February 23, 2017 Board Meeting Minutes	3-16
6. Approval of February 23, 2017 Board Meeting Minutes	Oral
7. President’s Report of Activities	Handout
8. Board Member Activity Reports	17-30
9. Chief Financial Officer Report—Jerry Fountain	31
10. Blanning & Baker—Ted Toppin/Legislative Report	Oral
11. CalPERS—Kim Malm, Chief Operations Support Services Division & Dallas Stone, Assistant Division Chief (<i>Time Certain 1:00 p.m.</i>)	Oral
12. Program Reports – HQ	Oral
13. Committee Reports	
a. Health Benefits Committee—Larry Woodson	Oral
b. Finance Committee—Jerry Fountain	Oral
c. Membership Committee—Bobbi Estrada	Oral
d. Political Action Committee—Dick Mesa	Oral
e. Bylaws and Governing Rules Committee—Skip Hulet	Oral
14. Grants Report—Stephanie Hueg	Oral
15. New Business	
a. Presidents’ Forum—Christy Christensen-Fountain	Oral
i. Presidents’ Forum Agenda	32
ii. Presidents’ Forum February 2017 Minutes	34
b. Report on CSR Board of Directors’ Closed Session—Tim Behrens	Oral
c. Unscheduled Items	Oral
16. What’s On Your Mind?	Oral
17. Adjourn	

This meeting will be recorded.

CALIFORNIA STATE RETIREES
BOARD OF DIRECTORS MEETING

Hilton Arden West, Sacramento

FEBRUARY 23, 2017

1. Call to order

The meeting was called to order at 9 a.m. by President Tim Behrens.

2. Salute to the Flag

The pledge of allegiance to the flag was led by Jerry Fountain.

3. Roll Call

Members present were:

Tim Behrens, President, Chapter 35, District F

Stephanie Hueg, Executive Vice President, Chapter 23

J. W. (Jay) Jimenez, Vice President, Chapter 34 (vacant)

Harold Rose, Chief Financial Officer, Chapter 21 (by speaker phone)

Cynthia Frison, District A Director, Chapter 4

Howard Wood, District B Director, Chapter 10

Mary McDonnell, District C Director, Chapter 3

Susan Sears, District D Director, Chapter 14

Keith Umemoto, District E Director, Chapter 15

Gerald "Jerry" Fountain, District F Director, Chapter 11

J. W. (Jay) Jimenez, District G Director, Chapter 34

Headquarters was represented by Rocco Paternoster, Trinda Lundholm, Corinne Celentano (Wogksch), Dani Schenone, Jamee Villa, Renee Texeira and Theresa Michael.

4. Introductions, Agenda Changes/Corrections and Unscheduled Items

President Behrens introduced Marilyn Hamilton, CSEA Past President and Arlene Espinoza, Chair of the CSEA Board of Directors and Past President of ACSS.

Governing Rules Section 6.01 (d)

CSR 1/17/1 MOTION: Umemoto, second by Sears - that the CSR Board of Directors approve the amended language in Governing Rules Section 6.01 (d) to read as follows, effective immediately:

6.00 Board Vacancies/Absences

6.01 Vacancies

~~(e)~~(d) Chief Financial Officer/Secretary

In the event of a vacancy in the office of Chief Financial Officer/Secretary, the Board of Directors ~~shall fill the vacancy pursuant to Rule 7.01~~ and the Chapter Presidents shall elect a District member of the Board of Directors to fill the remainder of the term.

[former subsection (d) relettered to (e)]
CARRIED.

5. Approval of the October 27, 2017 Board of Directors' Meeting Minutes

CSR 2/17/1 MOTION: Sears, second by Hueg - that the CSR Board of Directors approve the minutes of the October 27, 2016 meeting as printed.
CARRIED.

6. Elections – Vice President and Chief Financial Officer/Secretary

President Behrens noted that the resolution passed at the last Delegate Assembly, directing that all statewide officers be elected by delegates at the next Delegate Assembly, did not provide for the event of a vacancy. Board action in adopting CSR 1/17/1, concerning a vacancy in the office of Chief Financial Officer/Secretary, also applies to the office of Vice President, and an election was conducted for Vice President, with voting by chapter presidents and board members. Howard Wood and Jay Jimenez were nominated, and Jay Jimenez was elected.

Rocco Paternoster explained that filling vacant District Director positions uses a different procedure. Under Governing Rules, the CSR President makes the appointment, choosing from a list compiled by the chapter presidents within the district. He explained that under corporate law a corporate meeting can be held in whole or in part by telephone conference. There is no authority that allows a president to appear electronically to vote, but the board can give a vote to the chapter as a whole so that chapter could designate a chapter member. He also reported that Delegate Assembly will be the third week of October 2018 subject to finding a hotel and availability.

Harold Rose, attending by speaker phone, resigned his position as CSR Chief Financial Officer effective immediately. President Behrens announced that Jerry Fountain had submitted his name for CFO. There were no other nominations and Jerry Fountain was elected by acclamation. President Behrens administered the oath of office to Jay Jimenez and Jerry Fountain and, on behalf of the board, thanked Harold Rose for his years of service to the organization.

7. Swearing in of District Directors for Districts A, B and C

President Behrens reported that he met with the chapter presidents in Districts F and G, and Connie Lira, Chapter 16, and Gaspar Oliveira, Chapter 17, have been selected as District Directors. He administered the oath of office to Sharon Stoltzman, District A, Connie Lira, District F and Gaspar Oliveira, District G. He presented Cynthia Frison with a gift, thanking her for her service as a board member.

8. President's Report of Activities

The President's printed report was included in the agenda material. President Behrens highlighted the area of members' pensions and health benefits, noting he visited Assemblyman Freddie Rodriguez and invited him to SCORE meetings at PERS every month. He also visited Senator Richard Pan, who is in charge of health care and pensions on the Senate side. He is very concerned about the new Congress passing laws affecting on Medicaid/MediCal and will keep us apprised of any issues that impact members in California.

9. Board Members' Reports of Activity

Printed activity reports from all Board members were distributed with the backup material. Stephanie Hueg added that she is going to CalPERS on a regular basis. There have been a lot of changes in health care benefits. As retirees, we don't bargain, so our coverage will change as time goes by -- current retirees are under the 100/90 formula, but new retirees will not get that.

Jerry Fountain added that he worked very closely with the four chapters in his district. All chapter presidents have been very cooperative and, as liaison between them and the board, he intended to visit all chapter meetings.

Susan Sears added that Earl Milliard, who preceded her as district director, had passed away, and we will all miss him very much. We received a heads up at the CalPERS Roundtable that they will stop mailing warrant stub breakdowns to members. Changes in warrant amounts only occur in January and May; PERS will notify everyone that they must opt-in if they wish to continue receiving a breakdown monthly, and the information will always be available on members' "my CalPERS" accounts. President Behrens reported that he spoke against the change, noting that the law states that PERS will

send statements monthly, and CSR receives calls every month from members with pay stub problems. A story on the issue was scheduled for the February issue of the *California State Retiree* -- PERS asked us not to run it, promising that the issue would be reviewed again.

Jay Jimenez added that he and Jerry Fountain met with Chapter 6, which is having difficulty with financial report forms, and he urged chapters to learn how to send reports electronically with pdf files. Howard Wood added that he attended a CalPERS Board meeting in Sacramento and an off-site meeting in Monterey. Keith Umemoto added that he is helping Chapter 2 with its speakers, noting that he established a relationship with Betty Yee before she became Controller, and Chapter 2 will be having Fiona Ma, who will be a candidate for Treasurer. He participates in the Senior Coalition on behalf of CSR and with the Californians for Retirement Security, a coalition of 1.8 million union members and retirees, where it is important to bring in retirees' prospective, as most of the other members are active employees.

10. Chief Financial Officer Report

Jerry Fountain reported he believes CSR has enjoyed a very successful sound financial history in the past due to Harold Rose and the Finance Committee. The Ad Hoc Investment Committee has also been working hard behind the scenes. He foresees a continued sound financial future for CSR and intends to pick up where Harold Rose left off, with Harold's help. President Behrens added that the board has asked Harold Rose to monitor the position for the next six months.

11. CalPERS – Douglas Hoffner, Deputy Executive Officer, Operations and Technology

Douglas Hoffner noted that he appreciates all the work CSR has done on behalf of state retirees. State retirees will receive a COLA on their May 1 checks this year, when 45% did not in 2016. He suggested that members look at the information contained on CalPERS' website, explaining how COLAs are calculated using the CPI and year they retired. Those who retired in 2004 and earlier will receive 2%, while more recent retirees will receive 1.26%. CalPERS kicked off January with the new health program, reflecting the changes members made in October, and members can contact CalPERS concerning anything that doesn't go as they thought it would. January 1 also saw the drug program change from CVS CareMark to OptumRx, with the transition to a new five-year contract. Another program which began in January is on health care diabetes prevention. One in three members have a pre-diabetes condition and the program works to prevent diabetes in those at risk.

July 1, 2017 is the implementation date for a CalPERS five-year strategic program to align with the core values of the organization and provide for the long-term sustainability of the system, with 36 specific initiatives to reduce complexity and use the talent of the people who work at CalPERS. The board is also looking at ways to increase participation in board elections, with only 7% of members voting in the last election. 2017 will be the first opportunity for members to participate in voting by phone, with three options -- mail, phone, tablet or computer. There will be a demonstration of the process later this later this spring, and information will be mailed to members explaining the options.

On the issue of contracting agencies in arrears, a few months ago the board had to terminate the City of Isleton, affecting five employees, and there are other contracting agencies with unfulfilled obligations. Another topic concerns on-line warrants – CalPERS could save \$1 million a year with on-line warrants; members would be able to see the amount of their warrant two weeks before the warrant is issued and would have the ability to opt-out. President Behrens noted that CSR is opposed to eliminating monthly statements being sent by mail and is not happy about quarterly statements, but has suggested that CalPERS develop an app. Concerning opt-in versus opt-out, it was noted the burden was on members to say they wanted to continue receiving warrant information by mail. In answer to a question regarding how long a member's information would be available on-line, he explained that it is available forever. On the subject of reduction in the discount rate and the CalPERS Investment Committee determining lower investment returns, he noted that while there has been a recent run up in the stock market, projections for the future are still low, and the board must consider the negative cash flow and look to its long-term fiduciary responsibility. Even with CalPERS paying out \$5 billion more than it receives in contributions, it is 64% funded.

12. Legislative Report – Ted Toppin, Blanniing & Baker

Ted Toppin reviewed three areas – the governor's budget, legislation, and the results of candidate endorsements. The governor's \$179 billion 2017-18 budget is much like last year's, with all retiree health care costs covered. The legislature reconvened in January, and the battle continues to bring transparency to spending on the health care front. SB 17, like last year's SB 10, would require pharmaceutical companies to report when they intend to increase prices by 10%. Senator John Moorlach, from Orange County, gets a defined benefit pension and is also collecting from the legislature, but that doesn't stop him from threatening retirees and state employees and working to reduce benefits for public employees. His bills, SB 32 and SB 681, should not pass. Lobby Day is scheduled for April 5 this year, with a great dinner speaker the evening of April 4. He congratulated Dick Mesa and his PAC Committee on the successful election results – 84 of CSR's 86 endorsed candidates won, on top of 71 out of 72 from the June

primary. He also thanked President Behrens and the CSR Board for setting up the process for PAC meetings north and south.

13. Script Your Future California, Elaine Linn

“Script Your Future” is a national campaign to raise awareness about medication adherence – taking medication exactly as directed by a patient’s doctor or nurse. Elaine Linn gave a power point presentation explaining the program and responded to questions. She noted that “twice a day” can mean a lot of things, and that’s a challenge for many people. Non-adherence is a persistent problem – many Americans require medications to maintain a chronic condition but never pick up their medications or follow through, taking away from their ability to live full productive lives. More than 5% of Americans have one or more chronic conditions, and 92% of older adults have one chronic condition. A whole host of things contribute to nonadherence, from confusion over hard-to-follow directions to people not believing in taking medications, and much in between, including unaffordability and unprecedented side effects, plus concern over opiate misuse. Providers should know everything their patients are taking, but often they don’t – it is really important for patients to share information with their providers, including herbal and over-the-counter medications and supplements they are taking.

People also get conflicting and often confusing information during transition of care. Many are too weak or embarrassed to ask questions, while others don’t know what they don’t know. Other factors contributing to medication nonadherence are difficulty swallowing, too many side effects, unclear instructions, hard-to-open bottles, difficulty remembering, they feel fine, don’t think it is helping, or are not sure why they’re taking it.

Reasons to take prescribed medication include fewer doctor and emergency room visits and more quality time with family and friends. Tools available on the “scriptyourfuture.org” website include a wallet card to keep track of medication schedules and doses and an adherence estimator questionnaire to help members and their providers have a conversation about them and their medicine. Responding to a question regarding a problem with a pharmacy not honoring a prescription because the doctor is too far away, or the patient lives too far away, Ms. Linn suggested members use “mypatientsrights.org” to see how to file a complaint and learn their rights.

Tips to help people take their medication include storing it where you can see it, creating a routine and using devices and reminders. Don’t just stop taking something – you can always call your doctor and ask questions. Keep an updated list of everything you take and share it with someone else in case you are in the hospital. Other things members can do include checking their health plans for changes, noting their evidence of coverage, requesting referrals and refills early, and requesting medication synchronization to fill all prescriptions at the same time. A good tool is “medication therapy management,” a comprehensive review through personalized counseling with a pharmacist to address concerns and synchronize all maintenance medications. More information is available through the California Chronic Care Coalition website and “knowyourrights.com”. Ms. Linn urged members to take the pledge – “Take Your

Meds.” She will provide an electronic copy of her presentation to CSR headquarters which will look into putting it on the CSR website.

14. Program Reports – Headquarters

The report from Headquarters included presentations by Rocco Paternoster, Corinne Celentano, Dani Schenone, Jamee Villa and Kenton Jones. Corinne Celentano discussed becoming a CalPERS subject matter expert and reviewed her internal job duties concerning member advocacy, coordinating elections, and working with the BGR and Health Benefits Committees.

Rocco Paternoster addressed the need for uniformity statewide for CSR in letters to new members, signs for cars, hats and other branded items. Dani Schenone and Jamee Villa demonstrated samples of shirts, hats, totes, hand sanitizer and drink tumblers as possible items to illustrate what CSR can get with the CSR logo. CSR would get mass savings when ordering in bulk and chapters could participate if they wish. They reviewed the documents in the new member packet, including “Welcome to Retirement” with membership and PAC applications, information on CSEA benefits, CalPERS retirement check paydays, CSR Board districts, and an explanation on how to use the CalPERS Interactive Voice Response (IVR) automated phone system. Ms. Villa worked with CalPERS on the new “Guide to Retirement” going to press shortly, showing every step people need to take. Ms. Schenone worked in partnership with the CalPERS call center, addressing concerns that rollover members calling CalPERS to ask what “CSR dues” was on their warrant stub were being told that it was union dues and they should call their union. They then called CSR, wanting to cancel their membership because they didn’t want to be in a union anymore. We were able to provide call center staff with a flyer explaining that CSR is not a union, but a non-profit organization with 36,000 members. CSR usually receives a list of new members from CalPERS once a month and gets that information out within a few days, although there is an unavoidable delay of 30 to 60 days between when people retire and when CSR gets information from CalPERS

Mr. Paternoster reported that he rearranged Governing Rule 2.08, concerning a chapter’s portion of members’ dues, not changing anything, but making it easier to follow. He explained how the process works, and Kenton Jones discussed the ways for chapters to report. In option one, with all bookkeeping, including checkbook, at CSR headquarters, the CFO notifies him and he contacts Wells Fargo to set up a chapter account and get check stock. Travel expense claims can be sent to headquarters by e-mail, fax or standard mail; TECs go to Renee, who brings them to him for processing. TECs must be signed by the president or second signer -- he cannot commit new funds without that approval. On a monthly basis, he downloads and reviews information from Wells Fargo and sends financial statements to the chapter. Members concerned that their money is not readily accessible can request advances. Mr. Jones explained what he needs from chapters under option two, where they maintain their checkbook and send all documentation to headquarters to do their books. The downside is that there

could be a delay in sending out a chapter's check out if issues with documentation are not resolved.

CSR 3/17/1 MOTION: Oliveira, second by Sears – that the CSR Board of Directors approve the amendments to Governing Rules Sections 2.08 through 2.11 to read as follows:

2.08 Chapter's Portion of Member's Dues (CSR Bd 6/30/16)

1. Monthly Chapter Dues Allocation and Reporting

- (a) Each chapter shall receive \$1,000 a month plus \$.35, inclusive of active and associate members as a share of its members' dues. Allocations shall be contingent on
 - the chapter submitting a ~~three-year~~ balanced annual budget as defined below and **(CSR Bd 2/25/16)**
 - monthly reporting of revenue and expenses to headquarters.
- (b) Chapter funds shall only be used to accomplish the mission and implement the programs of CSR.
- (c) Chapter funds shall not be invested, in any form, by any chapter.

~~(d)~~ 2. Implementation of Chapter Dues Allocation

~~4.~~ (a) CSEA Accounting will calculate the annual dues funds allowable for each chapter. This amount will be divided into twelve (12) monthly allocations. The amount of annual dues will be recalculated on a quarterly basis as membership numbers increase or decrease.

~~2.~~ (b) Grants and scholarships funds held by a chapter shall not be included in the annual dues funds allowable calculation, however, CDs and savings accounts and other accounts of dues monies shall be included in the calculation.

~~6.~~ (c) If the chapter balance ~~goes over~~ exceeds the annual dues ~~rate~~ fund amount at any time during the year, a full month's check will be forfeited.

~~7.~~ (d) At the end of the fiscal year the chapter may hold a maximum of 3 months dues in reserve. ~~If more than 3 months dues equal the fiscal year ending balance, dues funds will be forfeited until balance is at that level. At that time monthly dues allocations will continue. Monthly dues allocations will be forfeited until the chapter's reserves fall below the 3-month limit.~~

8. ~~(e) Dues funds withheld from a chapter as a result of going over the annual dues rate or the ending year reserve balance limits, shall be forfeited by the a chapter and shall be retained by CSR in the CSR General Fund.~~

9. ~~(f) A chapter whose funds have been restricted~~ forfeited may appeal to the Board of Directors for review.

3. ~~(g) Chapters must submit chapter reporting documents to headquarters no later than the 15th of each month, for the previous month.~~

4. ~~(h) Chapter dues allocation will be issued after receipt and review of chapters reports.~~

5. ~~(i) Payment will be withheld if reports are not submitted~~ by the end of each month, for the previous month.

2. Reporting

~~(a) All chapter reporting will be monthly.~~

~~(b) All chapter reports are due in CSEA Accounting no later than the 15th of the month, for the previous month.~~

~~(c) No chapter dues allocations will be sent to the chapters until the chapter reports are received and reviewed.~~

3. Ways to Report

(a) Option 1. **Transfer all bookkeeping to CSR Headquarters including checkbook.** HQ will review all documents and issue all checks to pay expenses. A chapter bank account will be established in Sacramento; no checks will be written in the chapter. Chapter dues allocation will be transferred to chapter account at headquarters monthly. Headquarters will send a Financial Report to chapter monthly. Chapters may request an advance if money is needed in the chapter ahead of the expense.

(b) Option 2. **Chapter will send all documentation to headquarters to do their books. Chapter will retain the checkbook and write all checks.** Chapter shall submit all back-up documents to accounting on a monthly basis. Documents must be submitted no later than the 15th of the following month. **Chapter dues check will be issued after receipt of monthly documentation and review.** Headquarters will send a Financial Report to chapter monthly.

-
- ~~(c) — Chapters wishing to submit their own report, using online forms, may do so. They must submit the report with all back-up documentation no later than the 15th of the following month. **Chapter dues checks will not be issued until monthly report is received and reviewed.** Headquarters will send a Financial Report to chapter monthly.~~

2.09 Chapter Records

4. (a). All chapters will receive a CSR Finance Report from Accounting each month regardless of reporting option.
5. (b). California State Retirees shall retain chapter official records in Corporate Office for 5 years.
6. (c). Chapter may keep copies of records for review purposes for a minimum of one (1) fiscal year.

2.10 Chapter Budget

Beginning December 28, 2016, the chapter shall submit an annual balanced budget, approved by the vote of the chapter members, no later than December 28th of each year.

2.09 2.11 Chapter Bank Accounts

All dues payable to chapters will be sent only to FDIC approved financial institutions approved by a Chapter's Executive Committee. The account must be in the name of the chapter.

- (a) Chapters shall not acquire or use a credit or debit card for the transaction of CSR funds. CARRIED.

Dani Schenone presented a membership report, noting that she is CSR's membership coordinator for recruitment and retention and assigned to the Membership Committee. A review of 2016 compared to 2015, shows a 2.8% increase in membership, to 36,259 as of December 2016. There was growth in 22 out of 26 chapters, including 7% for Chapter 26 and 6% for Chapter 36. Membership from new applications and rollovers was 2,670 for the year, 223 a month. The total for 2015 was 2,722, with 227 a month. Members lost due to death were 1,432, an 8.8% decrease from 2015, and 471 due to cancellations.

Reporting on CSR's Customer Relationship Management (CRM) program, she noted that information sent to chapters includes Excel spread sheets. The cleaned up CRM database shows 27,500 nonmembers, with contact information for 19,500. Details are included in headquarters' printed report. Postcards were sent to 18,500 nonmembers. Those found not eligible for active membership were encouraged to become associate members, and some did. Starting July 1, 2017, dues for new Associate members will be \$6 a month.

CSR started sending out cancellation letters in January, confirming cancellations and restating the benefits of CSR membership, directing them to CSR's website and asking why they left. The membership activities survey sent to 85 chapter officers received responses from 31%. Major concerns identified were with chapter meeting invitations, attendance and bad data -- 55% noted some issues with attracting new people to attend and 35% talked about bad data for addresses and phone numbers. Possible solutions include developing uniformity in chapter meetings and e-mailing RSVPs for chapter meetings.

President Behrens reported that CSR has started a program to build relations with Corrections. He and Bobbi Estrada met with Scott Kernan, Director of the Department of Corrections and Rehabilitation (CDCR), and CSR can now send copies of the *State Retiree* to prisons. Geanie Hixon will work with the CCPOA President.

Information from additional staff reports will be sent to chapters. Lisa Fong, Administrator of CSEA Benefits, was available outside the meeting room to answer questions.

15. CSR Committee Reports

15A. Health Benefits Committee

Larry Woodson acknowledged members of the committee, commenting on their diversity and experience. Over the last year there have been nine Health Benefits Committee meetings, three of them conference calls. Committee members have attended meetings of the CalPERS Health Benefits Committee, SCORE, and other coalitions. At the committee's February 21 meeting, attended by most of the members attending the board meeting, important issues were discussed and speakers provided good information. Dr. Mark Hynum presented CSR's legislation, including SB 17, which concerns prescription drug costs and their impact on health care premiums. The results of member complaints were reported at the last statewide Health Benefits Committee meeting, including errors found in health plan information, such as listed doctors not accepting patients and some deceased. The Department of Managed Health Care Director announced that she met with the directors of all health plans, and 36 of the 40 plans received warnings and possible fines. The committee continues good teamwork

with staff, committee members and the board. President Behrens added that the Health Benefit Committee is a good example of how CSR can advocate for our members.

15B. Finance Committee

Caryl Cole reported that one-year budgets had been done for all chapters. The committee discussed members' use of Uber and Lyft ride services and agreed it was allowable if not more expensive. At the next board meeting, the CSR budget will be put up on the screen.

15C. Membership Committee

Bobbi Estrada reported that the Ambassador Program is very active, thanking Ambassadors for the work they do – for the board, staff and the Membership Committee. The program will see a lot of changes in getting data from Ambassadors concerning mileage and justifying expenses. She suggested that chapter presidents read their e-mails and reprint information to share with their executive boards. Many changes are coming in the direction of CSR's membership program and how we are all going to participate. She thanked Trinda Lundholm for providing the handout with detailed information on what is needed for chapter meeting notices in the *State Retiree*.

15D. Political Action Committee

Information from the PAC Committee was covered during Ted Toppin's report.

15E. Bylaws and Governing Rules Committee

Skip Hulet presented the committee's report concerning proposed amendments to the Governing Rules, thanking Board members, Rocco Paternoster and Corinne Celentano for their assistance.

CSR 4/17/1 MOTION: Sears, second by Jimenez – that the CSR Board of Directors approve the amendments to Governing Rules Sections 9.07(a), 10.03, and 13.04 to read as follows:

9.07 Nominations

(a) Appointment of Nominating Committee

No later than ~~180 days~~ 60 days prior to the ~~Delegate Assembly deadline~~ for ~~that year~~ submitting candidate names to the Corporate office, each chapter president shall appoint a chapter Nominating Committee.

10.03 Delegate Folder

The delegate's folder shall be sent no later than 30 days prior to the opening session of the Delegate Assembly and shall include at least the following:

[no change to subsections (a), (b), (c), (e) and (f)]

(d) a section containing the report of the Chief Financial Officer/Secretary including a copy of the proposed budget in resolution format and a current financial statement. ~~This should be sent no later than 30 days prior to the opening session of the Delegate Assembly;~~

13.04 Meetings

Meetings ~~will~~ shall be held ~~on the day prior to~~ week of the scheduled California State Retirees' Board of Directors Meeting.

CARRIED.

16. Grants Report – Stephanie Hueg

Stephanie Hueg presented a printed report to the board, noting that Chapter 20 had withdrawn its request for a grant and will resubmit it in March. A teleconference will be scheduled as soon as possible to discuss a grant request from Chapter 23. The \$2,000 grant to Chapter 6 for its January health fair is pending completion. She has some concerns regarding the Governing Rules and forms for chapter grants and suggested that the procedures, from initial request to the final accounting and satisfaction of a grant, be reviewed by the Bylaws and Governing Rules Committee for a recommendation.

17. New Business

17A. Presidents' Forum

Forum Chair Christy Christensen distributed a printed report on the Forum's February 22 meeting and reported that the Forum's new seating arrangement will be continued for future meetings.

17B. Report on CSR Board of Directors Executive Session – Tim Behrens

President Behrens reported that the CSR Board will have a workshop to orient new board members as to what is expected of them. He announced that Tom Considine will replace Connie Lira on the Health Benefits Committee and requested suggestions for a member in District G with good political skills to replace Gaspar Oliveira on the PAC Committee.

17C. Unscheduled Items -- There were no unscheduled items.

18. What's On Your Mind? – There were no comments.

19. Adjourn -- The meeting was adjourned at 4:50 p.m.

Tim Behrens

President

jj

CALIFORNIA STATE RETIREES

Date June 29, 2017

Agenda Item: 8

Title: Executive Vice President Activity Report

Information Presented by: Stephanie Hueg

Background: The following is a summary of my activities from February through June 2017.

Date	Activity	Location
Feb 24-26	California Republican Spring Convention	Sacramento
Mar 7	Chapter 23 Grant Request Conference Call	
Mar 8-9	Board Training and Workshop	Sacramento
Mar 9	Stakeholders	Sacramento
Mar 13	SCORE	Sacramento
Mar 13-14	HBC Chair/Leg Conference	Sacramento
Mar 14	PHBC	Sacramento
Mar 15	CalPERS Board	Sacramento
Mar 27	HBC Conference Call	
Mar 30	CSR Board Conference Call	
Apr 4	Lobby Day Training and Events	Sacramento
Apr 13	CARA Action Meeting	Sacramento
Apr 13	Stakeholders	Sacramento
Apr 13	Special Retiree Roundtable	Sacramento
Apr 18	Chapter 21 meeting - Harold Presentation	Oakmont
Apr 20	Chapter 1 Meeting	Alameda
Apr 24	CSR Board Workshop	Sacramento
Apr 25	Chapter 5 Conference	Sacramento
May 5	CalPERS Leader Conference Call	
May 11	Stakeholders	Sacramento
May 15	SCORE	Sacramento
May 16	HBC Workshop	Sacramento
May 16	PHBC	Sacramento

May 17	CalPERS Board	Sacramento
May 19	Chapter 20 Grant Request Conference Call	
May 24	CARA Board	Sacramento
May 25	CARA Leadership	Sacramento
May 26	CARA Leadership	Sacramento
May 30	Legislator Roast	Sacramento
Jun 3	Bonita Event	Oakland
Jun 8	Chapter 1 Team Building	Hayward
Jun 15	Stakeholders	Sacramento
Jun 19	SCORE	Sacramento
Jun 20	PHBC	Sacramento
Jun 21	CalPERS Board	Sacramento
Jun 27-29	CSR Board Week	Los Angeles

CALIFORNIA STATE RETIREES

Date June 29, 2017

Agenda Item: 8

Title: Chief Financial Officer Activity Report

Information Presented by: Jerry Fountain

Background: The following is a summary of my activities from February through June 2017.

<u>Date</u>	<u>Activity</u>	<u>Location</u>
Feb 23	Appointed CSR Chief Financial Officer	Sacramento
Feb 25-26	Republican Party Convention	Sacramento
Mar 1	Chapter 11 Meeting	Fresno
Mar 7	Conference Call (Chapter Grants)	Coalinga
Mar 8-9	Executive Board Meeting	Sacramento
Mar 9	Stakeholders Meeting (CalPERS)	Sacramento
Mar 13	SCORE Meeting (CalPERS)	Sacramento
Mar 14-15	CalPERS Meeting	Sacramento
Mar 17	Chapter 16 Meeting	Stockton
Apr 3-5	CSR Lobby Day	Sacramento
Apr 13	Stakeholders Meeting (CalPERS)	Sacramento
Apr 17	Headquarters / Finance Meeting	Sacramento
Apr 18	Chapter 21 Meeting	Santa Rosa
Apr 20	Chapter 1 Meeting	Alameda
Apr 21	Chapter 11 Meeting	Fresno
Apr 25	Roundtable Meeting (CalPERS)	Sacramento
Apr 26-27	Executive Board Session	Sacramento
Apr 28-29	CalPERS CBEE Event	Fresno
May 3	Conference Call / Investment Committee	Coalinga
May 8-9	Bylaws & Governing Rules Meeting	Sacramento
May 12	CSEA 401K Meeting (Headquarters)	Sacramento
May 12	Congressman J. Garamendi's BBQ	Valley Springs

May 15	SCORE Meeting (CalPERS)	Sacramento
May 16-17	CalPERS Meeting	Sacramento
May 25	Chapter 35 Meeting	Hanford
May 27	Coalinga's Horned Toad Derby Parade	Coalinga
Jun 7	Chapter 11 Meeting	Fresno
Jun 8	Chapter 35 Meeting	Porterville
Jun 15	Stakeholders Meeting (CalPERS)	Sacramento
Jun 19	SCORE Meeting (CalPERS)	Sacramento
Jun 20-21	CalPERS Meeting	Sacramento
Jun 27-28	CSR Committee Meetings	Los Angeles
Jun 29	CSR Board Meeting	Los Angeles

CALIFORNIA STATE RETIREES

Date June 29, 2017

Agenda Item: 8

Title: Vice President Activity Report

Information Presented by: Jay Jimenez

Background: The following is a summary of my activities from March through June 2017.

<u>Date</u>	<u>Activity</u>	<u>Location</u>
Mar 7	BOD Conference Call	Home
Mar 8-9	BOD Orientation	Sacramento
Mar 16	BOD Conference Call	Home
Mar 19	Meeting with District G Director	Tustin
Mar 30	BOD Conference Call	Home
Apr 3-6	Lobby Days	Sacramento
Apr 12	Chapter 34 Meeting	Santa Ana
Apr 13	Chapter 6 Meeting	Fontana
Apr 18	Chapter 21 Meeting	Santa Rosa
Apr 19	CSR Exec Committee Workshop	Windsor
Apr 20	Chapter 1 Meeting	Alameda
Apr 22	Sharon Quirk-Silva #65 Legislative Visit	Anaheim
Apr 25-27	BOD Workshop	Sacramento
May 10	Chapter 34 Meeting	Santa Ana
May 11-15	Congressman J. Garamendi's BBQ	Valley Springs
May 19	BOD Conference Call	Home
May 31-Jun 1	Chapter 17 Meeting	San Diego
Jun 6-7	Chapter 11 Meeting	Fresno
Jun 14	Chapter 34 Meeting	Tustin
Jun 26-29	CSR BOD & Committee Meetings	Los Angeles

CALIFORNIA STATE RETIREES

Date June 29, 2017

Agenda Item: 8

Title: District Board Member Activity Report

Information Presented by: Sharon Stoltzman, District A Director

Background: The following is a summary of my activities from February through June 2017.

<u>Date</u>	<u>Activity</u>	<u>Location</u>
Feb 21-23	CSR Board of Directors/Installation	Sacramento
Mar 7	CSR Board Conference Call	
Mar 14	Chapter 4 Meeting	Culver City
Mar 15	Chapter 20 Meeting	Northridge
Mar 16	CSR Board Conference Call	
Mar 30	CSR Board Conference Call	
Apr 4	Lobby Day Training and Dinner	Sacramento
Apr 5	Lobby Day at Capitol	Sacramento
Apr 19	Chapter 20 Meeting	Van Nuys
Apr 20	Chapter 4 Meeting	Los Angeles
Apr 26-27	Board of Directors Workshop	Sacramento
May 2	E Board with Chapter 20	La Mirada
May 5	Senator Portatino Event	Arcadia
May 10	Chapter 9 Meeting	La Mirada
May 17	Chapter 20 Meeting	Van Nuys
May 19	CSR Board Conference Call	
May 20	One Generation Health Symposium	Reseda
May 23	CARA - The Future of Long Term Care	
Jun 14	Chapter 9 Meeting	La Mirada
Jun 21	Chapter 20 Meeting	Glendale
Jun 22	Chapter 4 Meeting	Los Angeles
Jun 27-29	Board of Directors Meeting	Los Angeles

CALIFORNIA STATE RETIREES

Date June 29, 2017

Agenda Item: 8

Title: District Board Member Activity Report

Information Presented by: Howard Wood, District B Director

Background: The following is a summary of my activities from February through June 2017.

<u>Date</u>	<u>Activity</u>	<u>Location</u>
Feb 20-23	CSR Board Meeting	Sacramento
Mar 2	Chapter 10 Board Meeting	San Luis Obispo
Mar 8-9	Closed Board Meeting	Sacramento
Mar 16	Chapter 26 Meeting	Bakersfield
Mar 29	Chapter 31 Meeting	Ventura
Apr 20	Chapter 36 Meeting	Monterey
Apr 26-27	Closed Board Meeting	Sacramento
Jun 1	Chapter 10 Board Meeting	San Luis Obispo

CALIFORNIA STATE RETIREES

Date June 29, 2017
Agenda Item: 8
Title: District Board Member Activity Report

Information Presented by: Mary McDonnell, District C Director

Background: The following is a summary of my activities from March through June 2017.

<u>Date</u>	<u>Activity</u>	<u>Location</u>
Mar 4	CBEE	Burlingame
Mar 8	CSR Board Workshop	Sacramento
Mar 9	Stakeholders	Sacramento
Mar 10	Chapter 3 Meeting	San Francisco
Mar 13	SCORE	Sacramento
Mar 14	Pension and Health Benefits CalPERS	Sacramento
Mar 15	CalPERS Board of Administration Meeting	Sacramento
Apr 4	Ad Hoc Committee Meeting, Elect Michael Flaherman to CalPERS	
Apr 5	Lobby Day	Sacramento
Apr 13	Stakeholders	Sacramento
Apr 18	Chapter 21 Meeting	Santa Rosa
Apr 20	Chapter 1 Meeting	Alameda
Apr 24	Roundtable	Sacramento
Apr 26	Board Workshop	Sacramento
May 8	BGR Workshop	Sacramento
May 11	Stakeholders	Sacramento
May 13	Congressman J. Garamendi's BBQ	Valley Springs
May 15	SCORE	Sacramento
May 16	Pension and Health Benefits Committee Meeting	Sacramento
May 17	CalPERS Board of Administration Meeting	Sacramento
May 25	CARA Leadership Training	
May 30	State Assembly Republican Roast	Sacramento
Jun 8	Chapter 1 Executive Committee Meeting	

Jun 9	Chapter 3 Meeting	San Francisco
Jun 15	Stakeholders	Sacramento
Jun 19	SCORE	Sacramento
Jun 20	Pension and Health Benefits Committee Meeting	Sacramento
Jun 21	CalPERS Board of Administration Meeting	Sacramento
Jun 27-28	CSR Committee Meetings	Los Angeles
Jun 29	CSR Board Meeting	Los Angeles

CALIFORNIA STATE RETIREES

Date June 29, 2017
Agenda Item: 8
Title: District Board Member Activity Report

Information Presented by: Susan Sears, District D Director

Background: The following is a summary of my activities from February through June 2017.

<u>Date</u>	<u>Activity</u>	<u>Location</u>
Feb 28	Chapter 8 Meeting	Eureka
Mar 1	Chapter 8 Subchapter Meeting	Smith River
Mar 7	CSR Board Conference Call	
Mar 8-9	CSR Board Workshop	Sacramento
Mar 15	Chapter 14 Meeting	Chico
Mar 16	CSR Board Conference Call	
Mar 20	Chapter 13 Meeting	Redding
Apr 4	Chapter 14 Subchapter Meeting	Susanville
Apr 5	CSR Lobby Day	Sacramento
Apr 10	Chapter 19 Subchapter Meeting	Upper Lake
Apr 11	Chapter 19 Meeting	Ukiah
Apr 13	CalPERS Stakeholders' Meeting	Sacramento
Apr 17	Chapter 13 Meeting	Redding
Apr 18	Chapter 21 Meeting (honoring H. Rose)	Santa Rosa
Apr 19	Chapter 14 Meeting	Chico
Apr 25	CalPERS Retirees' Roundtable	Sacramento
May 11	CalPERS Stakeholders' Meeting	Sacramento
May 15	Chapter 13 Meeting	Redding
May 17	Chapter 14 Meeting	Chico
Jun 6	Chapter 14 Subchapter Meeting	Susanville
Jun 8	CalPERS Stakeholders' Meeting	Sacramento
Jun 10	Chapter 14 Annual Picnic	Chico

Jun 13	Chapter 19 Meeting	Ukiah
Jun 19	Chapter 13 Meeting	Redding
Jun 27-29	CSR Board and Committee Meetings	Los Angeles

CALIFORNIA STATE RETIREES

Date June 29, 2017

Agenda Item: 8

Title: District Board Member Activity Report

Information Presented by: Keith Umemoto, District E Director

Background: The following is a summary of my activities from February through May 2017.

<u>Date</u>	<u>Activity</u>	<u>Location</u>
Feb 6	Chapter 2 Meeting	Sacramento
Feb 21-23	BOD Meeting/Committee Meetings	Sacramento
Feb 23-25	Democratic National Committee Meeting	Atlanta
Mar 6	Chapter 2 Meeting	Sacramento
Mar 8-9	BOD Training/Executive Session	Sacramento
Mar 21	Chapter 15 Meeting	Granite Bay
Apr 4	Chapter 15 Meeting	Auburn
Apr 4-5	CSR Lobby Days	Sacramento
Apr 5	Chapter 165 Meeting	Sacramento
Apr 26-27	BOD Hearing/Executive Session	Sacramento
Apr 28	Fritz Walgenbach - Celebration of His Life	Carmichael
May 1	Chapter 2 Meeting	Sacramento
May 19-21	CA Democratic Party Convention	Sacramento

CALIFORNIA STATE RETIREES

Date June 29, 2017
Agenda Item: 8
Title: District Board Member Activity Report

Information Presented by: Connie Lira, District F Director

Background: The following is a summary of my activities from March through May 2017.

<u>Date</u>	<u>Activity</u>	<u>Location</u>
Mar 1	Chapter 11 Meeting	Fresno
Mar 8	Board of Director's Training	Sacramento
Mar 9	Day 2 of BOD Training	Sacramento
Mar 9	CalPERS Stakeholders' Engagement Briefing	Sacramento
Mar 14	Chapter 5 Meeting	Sonora
Mar 15	Chapter 5 Meeting	Jackson
Mar 17	Chapter 16 Meeting	Stockton
Apr 4	Lobby Day Training	Sacramento
Apr 5	Lobby Day at the Capitol	Sacramento
Apr 13	CalPERS Stakeholders' Engagement Briefing/ Special Meeting	Sacramento
Apr 18	Pensions and Health Care Committee	Sacramento
Apr 26	Board of Directors' Meeting	Sacramento
Apr 27	Day 2 of BOD Meeting	Sacramento
May 13	40 th Garamendi BBQ	Jackson
May 16	Pensions and Health Care Committee	Sacramento

CALIFORNIA STATE RETIREES

Date June 29, 2017

Agenda Item: 8

Title: District Board Member Activity Report

Information Presented by: Gaspar Luna Oliveira, District G Director

Background: The following is a summary of my activities from February through June 2017.

<u>Date</u>	<u>Activity</u>	<u>Location</u>
Feb 21-22	CSR Committee Meetings	Sacramento
Feb 23	CSR Board Meeting	Sacramento
Mar 7	CSR Board Conference Call	
Mar 8-9	CSR Board Workshop	Sacramento
Mar 16	CSR Board Conference Call	
Mar 19	District G Orientation w/Jay Jimenez	Tustin
Mar 24	4 th Annual Women & Girls of the Year Awards Presented by Assemblywoman Lorena Gonzalez Fletcher, 80 th Assembly District	Chula Vista
Mar 30	Retirement Security Roundtable Meeting	San Diego
Apr 4-5	CSR Lobby Day	Sacramento
Apr 6	Chapter 17 Meeting	San Diego
Apr 12	Chapter 34 Meeting	Santa Ana
Apr 13	Chapter 6 Meeting	Fortuna
Apr 26-27	CSR Board Closed Session	Sacramento
May 4	California School Employees Association Retiree Council #5054	San Diego
May 10	Chapter 34 Meeting	Santa Ana
May 12	State Senator Toni Atkins Luncheon	San Diego
Jun 14	Chapter 34 Meeting	Santa Ana
Jun 27-28	CSR Committee Meetings	Los Angeles
Jun 29	CSR Board Meeting	Los Angeles

CALIFORNIA STATE RETIREES

Chief Financial Officer Report

Jerry Fountain

CSR currently has approximately \$485,000 in the operating account and \$2,064,000 in Edward Jones investments. Based on current activity, CSR has enough reserves to cover approximately one year of activity. So far this year our investments with Edwards Jones are earning just over 3%. Interest earned on the Wells Fargo operating account goes to pay checking account fees each month.

Our income currently is averaging approximately \$254,000 a month and our expenses are averaging approximately \$211,000 monthly. Included in our expenses is 34,000 a month for CSEA services such as Accounting, IT, Membership and Administration. An additional financial obligation of CSR is Member Benefits which currently is paying for itself.

We are currently putting \$1.00 per member into our IPAC, which is currently averaging \$35,100 each month. With these funds Olson, Hagel and Fishburn, our PAC managers, reimburses CSR for all the expenses for our PAC Committee meetings and our annual Lobby Day.

CALIFORNIA STATE RETIREES

Presidents' Forum

June 28, 2017
2:30 – 4:30 p.m.

Agenda

1. Call to order by Chair Christy Christensen-Fountain at 2:30 p.m.
2. Pledge of Allegiance by Vice Chair Barbara Powers
3. Roll Call: Chapter Presidents or designees present:

Chapter 1	Carol Bowen
Chapter 2	Louis Espinoza
Chapter 3	Skip Charbonneau
Chapter 4	Marta Zaragoza
Chapter 5	Barbara Powers
Chapter 6	Dee Stoddard
Chapter 8	Veronica Avila (Jim Evert excused)
Chapter 9	Raelene Allard
Chapter 10	Vic Martinez
Chapter 11	Christy Christensen-Fountain
Chapter 12	Caryl Cole
Chapter 13	Georgene Gibson (Robert Black excused)
Chapter 14	S.E. Riazzi
Chapter 15	Joann Stewart
Chapter 16	Evelyn Poppa-Mckenna
Chapter 17	Diane Whorton
Chapter 19	Skip Hulet
Chapter 20	Cora Okumura
Chapter 21	Donald Lehnhoff
Chapter 23	Bobbi Estrada
Chapter 26	Al Fillon
Chapter 31	V. Raylene Laverentz
Chapter 34	Jenny Hayden
Chapter 35	Lou Flores
Chapter 36	Susanne Paradis
Chapter 165	David Phillips

4. Acknowledgement of special guest
5. Approval of Feb 22, 2017 minutes

-
6. Email alerts sent by CSR regarding future chapter meetings
 7. Benefit of using CSR headquarters to send out chapter notices to members
 8. Open Discussion – Chapter Presidents'

CALIFORNIA STATE RETIREES

PRESIDENTS' FORUM MINUTES

Hilton Arden West, Sacramento

February 22, 2017

The meeting was called to order at 2:50 p.m. by Chair Christy Christensen-Fountain; the Pledge of Allegiance was led by Vice Chair Barbara Powers. Handouts distributed included a copy of the 2017 Seniors Discount List, an updated list of Savings Plus licensed retirement specialists available to speak at chapter meetings, and a copy of chapter meeting notice procedures for the *California State Retiree*. Barbara Powers reminded members that they must specifically ask for the senior discount – it won't be given automatically. Ms. Christensen-Fountain added that a Savings Plus conference in Fresno, had people from Unit 6 attend – chapters can advertise that a Savings Plus representative will be at a meeting, and other people will attend and maybe join.

Roll Call: Chapter presidents or designees present were: **(1)** Stella Torrez (designee), **(2)** Louis Espinoza, **(3)** Skip Charbonneau, **(4)** Marta Zaragoza, **(5)** Barbara Powers, **(6)** Erlinda Ochoa (designee), **(8)** Jim Evert, **(9)** Raelene Allard, **(10)** Eugene Alderson (designee), **(11)** Christy Christensen-Fountain, **(12)** Caryl Cole, **(13)** Robert Black, **(14)** S. E. Riazi, **(15)** Joann Stewart, **(16)** Connie Lira, **(17)** Diane Whorton, **(19)** Skip Hulet, **(20)** Cora Okumura, **(21)** Donald Lehnhoff, **(23)** Bobbi Estrada, **(26)** Henry Mendoza (designee), **(31)** V. Raylene Laverentz, **(34)** Michael Reader (designee), **(35)** Lou Flores, **(36)** Susanne Paradis, **(165)** David Phillips.

Acknowledgement of Special Guests – Ms. Christensen-Fountain introduced Marilyn Hamilton, CSEA Past President. President Behrens administered the oath of office to new chapter presidents Cora Okumura, Chapter 20, and David Phillips, Chapter 165.

Approval of October 26, 2016 Minutes

MOTION: Zaragoza, second by Lehnhoff – that the minutes of October 26, 2016, be accepted as written. CARRIED.

Tim Behrens, CSR President – President Behrens explained that chapter presidents were sitting at the front of the room to enable them to work as a cohesive group, noting that the CSR Board will keep trying best business practice ideas.

Statewide Officer Election Process -- Corinne Celentano explained the election procedure for the vacant statewide offices of Chief Financial Officer and Vice President, which will be filled by board members only. Rocco Paternoster added that the resolution passed at the last Delegate Assembly, directing that all statewide officers be elected by delegates at the next Delegate

Assembly, did not provide for the event of a vacancy. When a vacancy occurs in mid-term, it is important to have someone who has been part of what has gone on, and the election is for one time only.

Chapter Reports – Chapter “Bragging Reports” were received from Chapters 2, 4, 5, 6, 8, 9, 11, 12, 13, 15, 19, 20, 21, 34, 35, 36 and 165. The drawing from among those who sent in reports was won by Chapter 8. Christy Christensen-Fountain noted that the reports show that chapters have done an awesome job, and she complimented their holiday activities.

Trinda Lundholm reviewed the chapter meeting notice procedures, stressing that meeting notices are due on the 15th of the month preceding the month of publication – for example, March 15 is the deadline for meeting notices to appear in the April edition. Additional ways of getting meeting information to members include chapter newsletters and e-mail or phone trees. If a chapter has an emergency change, such as the address of the meeting place, staff will do its best to make that change. The meeting notice information is to be sent to csrinfo@calretirees.org so that all staff have access if someone is not there.

Diane Whorton reported that she made an offer at the Finance Committee meeting to help chapters with their one-year budgets. Chapter budget information has been transferred to one-year budget forms, which she had available. She had two copies for each chapter and will also e-mail them to presidents.

Discussion of Process and Review of Chapter Survey – Christy Christensen-Fountain asked that comments come from chapter presidents only, with other members giving notes to their president. As discussion must stay on topic to complete the review process, she will keep track of off-topic comments in a “parking lot.” President Behrens explained that in moving forward with best business practices, staff had been asked to develop a survey to obtain feedback about how CSR can provide better services to the chapters and members. CSR has staff members now who are experts in the tech field and we want to know if something is a technical problem. He urged presidents to report what caused them a problem so they could not take the survey, and also to answer questions from the survey – CSR needs feedback on what chapters are doing to be successful. As an example, he reported that he took the survey and found it was too long.

Points raised included not knowing how much time the survey would take; needing more than one choice for multiple choice questions, including “none of the above;” the survey was cumbersome; questions need to be simplified; questioning whether the survey was punitive; reluctance to participate with concern about third parties collecting data; wanting feedback on what the survey collected; not letting members know that their survey results had been received; poor timing between Christmas and New Year’s; some question whether survey was for the benefit of the members or the administration; survey disappearing from the computer or being kicked out after starting; one suggestion that telephone conference calls were better. It was also suggested that the survey be conducted at a forum meeting, allowing overnight for completion. Mr. Paternoster reported that presidents’ comments had been captured and that the intent was to give the CSR Board information on what issues chapters face in getting

members to attend meetings and to create an agenda and get speakers. He asked if presidents would like time to do a workshop and give input that staff can take back, rather than complete a survey. President Behrens noted that these first surveys were specifically for chapter presidents and officers – the board wants to know who opens the chapter’s mail and sends data back so they can ask those who don’t respond if they need help.

Discussion of Problems that Chapter Presidents are Experiencing – Topics discussed included getting people to attend meetings, communicating with members, getting and using contact information, uniform meeting structure, portal training and volunteer events. The uniform letter for presidents to send to new members includes an invitation to become involved in activities and attend local chapter meetings.

On the subject of issues chapters have in inviting members and non-members, questions were raised concerning who are non-members -- those who were members and dropped out, or just people out in the world who may be eligible for membership -- and how do chapters get a non-member list. There also may be people who are not eligible for membership but would be interested in attending a meeting. Members get information in the *State Retiree*, chapter newsletters, e-mails and phone calls, and some Ambassadors are going to senior centers and libraries trying to recruit people, also telling people who come to Ambassador set-ups at state locations when meetings are. One suggestion for chapters having difficulty finding a place to meet was to check with the Chamber of Commerce.

The CSR Board is looking to see how to help chapters get people to their meetings. Some chapters have success with getting good speakers that they advertise in their newsletter and the *State Retiree*. Some people who came to a meeting found the information on CSR’s website. Some chapters have had success with moving meetings around and expanding the number of meetings, while others are more successful with keeping meetings in the same place and adding sub-chapters. One chapter calls members in the zip codes closest to the meeting location. It was agreed that making the effort to contact members personally is important. For chapters who would like to do phone calls but can’t get people willing to make the calls, Ms. Christensen-Fountain related that she got volunteers when she told people about what was going on with their health plan at CalPERS.

To a suggestion that portal training could help chapters contact members from years past, Mr. Paternoster explained that they are still working on making the portal user friendly. On whether chapters can use the portal to update addresses, he noted that address changes should be sent to staff to put into the CRM data system. There are 30,000 bad addresses in the CRM and they are trying to correct that data.

On the topic of volunteer events, the board is also looking at a statewide membership program – retaining current members and recruiting additional members. Mr. Paternoster asked what kind of events chapters attend and how they find out about them. Barbara Powers reported that the person who runs their local fairgrounds is a state employee, and almost every town has a festival or parade where chapters can participate with CSR banners on a truck or magnetic signs on a car. If the sign is left on the car after the event, people will come up and ask about

meetings. Susanne Paradis reported that she went to a benefits meeting in Asilomar, and to libraries, senior centers and the senior day at Monterey Bay CSU. Louie Espinoza reported that Chapter 2 participated in the Martin Luther King, Jr. parade, the NAACP prayer breakfast, and the Elk Grove run and also mentions CSR wherever they go. It was also suggested that chapters get people to participate in marches, wearing their blue shirts. Marta Zaragoza reported that Chapter 4 partners with Local 1000 at the Los Angeles state building. Several chapters arrange carpools to bring people to meetings and participate at job fairs at state buildings. Don Lehnhoff reported that Chapter 21 participated in a health benefits event at San Quentin.

Mr. Paternoster urged people to use the comment cards placed on the tables, and survey results will be presented at the board meeting. Most of the people at the forum meeting liked the seating arrangement, and it will be used at the next meeting and include district directors. He urged people to exchange phone numbers and share information.

The meeting was adjourned at 4:50 p.m.

Jerilyn Johnson

Acting Secretary