

## MINUTES

### COMMUNICATIONS AND MEMBER SERVICES COMMITTEE MEETING MARIN COUNTY EMPLOYEES' RETIREMENT ASSOCIATION

Retirement Board Conference Room  
One McInnis Parkway, 1<sup>st</sup> Floor  
San Rafael, CA

July 3, 2012 - 9:00 A.M.

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**CALL TO ORDER** Acting Chair Gladstern called the meeting to order at 9:03 A.M.

**ROLL CALL** PRESENT: Gladstern, Piombo, Webb

ABSENT: Cooper, McFarland

### **MINUTES**

It was M/S Webb/Piombo to approve the April 3, 2012, Communications and Member Services Committee Meeting Minutes as submitted. The motion was approved by unanimous vote.

#### **A. OPEN TIME FOR PUBLIC EXPRESSION**

Note: The public may also address the Committee regarding any agenda item when the Committee considers the item.

No public comment.

#### **B. OLD BUSINESS**

##### 1. Public Information Team

Update on MCERA involvement with Marin County's Public Information Team

Communications Associate Syd Fowler reported that professional broadcast journalist Jerry Kay gave a presentation on video production at the last Public Information Team (PIT) meeting.

Ms. Fowler also chaired the recent CalAPRS Communications Roundtable. One of the topics discussed was the amount of outreach being provided by each system to help educate different groups about the retirement system.

##### 2. Workload Analysis

Discussion of workload indicators

Assistant Retirement Administrator Michelle Hardesty stated that staff continues to reduce service request backlogs through cross-training and streamlining priorities.

By implementing process changes the benefits team succeeded in completing all buybacks received through December 2011 as of June 30, 2012. Another significant milestone is that

all outstanding retirements are now current. This means that members retiring prior to the 15<sup>th</sup> of the month are retired in that month.

3. Communication Priorities  
Report on upcoming communication priorities

Mr. Wickman reported that development of the revised member handbook continues along with updates to the pre-retirement seminar. Over the short term communications staff is focused on updating the Notes to Financial Statements to coincide with completion of the new financial audit.

C. NEW BUSINESS

1. Summer MCERA newsletter (Action)  
Discuss and potentially approve topics and copy to recommend to Board

Committee members reviewed and considered potential edits to the newsletter copy. Mr. Wickman noted that staff were working on a draft article dealing with the impacts of the European debt crisis. If that article cannot be completed prior to the regular Board meeting on July 11<sup>th</sup> a substitute article will be inserted. Other topics addressed were contribution rate changes effective July 1, 2012, and providing additional detail on the derivation of normal retirement age which is driven by IRS proposed regulations. Trustee Webb commented that retiring baby-boomers may have an effect on normal retirement age over the next ten years.

The Committee explored additional avenues for members and others to access the newsletter links.

It was M/S Webb/Piombo to recommend that the Board approve the newsletter topics and copy as amended per discussions. The motion was approved by unanimous vote.

2. CPAS  
Project Status Update

Ms. Hardesty reported that the system is functioning as expected. She stated that new cross-training will contribute to building a better understanding of MCERA's business and how the system is used to process data.

Trustee Piombo commended staff's proactive customer service efforts and shared the experience of two members.

3. MCERA Website  
Presentation on new design features

Ms. Fowler introduced new design features including references to past newsletter topics and links to websites of interest to members such as plan sponsors. She also presented a new view for the Board agendas and minutes.

4. Future agenda topics  
Discuss agenda topics for next meeting

No discussion.

There being no further business, acting Chair Gladstern adjourned the meeting at 10:33 A.M.

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Maya Gladstern, Acting Chair

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Attest: Jeff Wickman, Retirement Administrator