

**Council of University of California Emeriti Associations
Council of University of California Retiree Associations**

Joint Zoom Meeting
October 28, 2021
UC San Francisco

ATTENDEES:

UC Berkeley: Barinder Flanagan, Amy Block Joy, Caroline Kane, Patti Owen, Kenneth Polse, Cary Sweeney, Louise Taylor

UC Davis: Jo Anne Boorkman, Mike Chandler, Juliane Crowley, Emily Galindo, Suad Joseph, John Meyer, Kyle Urban

UC Irvine: Craig Behrens, Jeri Frederick, Jill Halvaks, George Miller, Emil Nguyen, Pat Price, Bernadette Strobel, Jessica Utts, Marianne Schnaubelt

UC Los Angeles: Sue Abeles, Sue Barnes, Rosina Becerra, George Haggerty, John Dahl, Ayesha Dixon, Elaine Fox, Adrian Harris, Ronald Mellor, Daniel Mitchell

UC Merced: Tom Peterson

UC Riverside: Bob Daly, Darlene DeMason, Mary Johnson, Cristina Otegui, Andy Plumley, Raymond Russell

UC San Diego: Steven Adler, Richard Attiyeh, Mae Brown, Suzan Cioffi, Joel Dimsdale, Irving "Jake" Jacoby, Phyllis Mirsky, Henry C. Powell

UC San Francisco: Karen Akerson, Louis Gutierrez, Gail Harden, Charlene Harrington, Sandra Norberg, Kaitlin Self-Aris, Eric Vermillion, William Wara

UC Santa Barbara: William Ashby, Denise Bielby, Sandra Camp, Loy Lytle, Robert Mann

UC Santa Cruz: Roger Anderson, Barry Bowman, Christy Dawley, Lee Duffus, Judith Habicht Mauche, Bill Parro, Frank Trueba

LBNL: Nancy Brown, Robert Cahn, Janis Dairiki, Ben Feinberg

PARRA: Jim Dolgonas, Bill Newton

UCOP: Jagdeep Bachher, Janie Berry, Jennetta Brown, Michelle Estes, Bernadette Green, Dianna Henderson, Doug Kanigher, Dianne Klein, Joe Lewis, Cheryl Lloyd, Susan Pon-Gee, Greg Ricks, Richard Townsend, Michael Waldman

Call to Order and Campus Welcome

Henry Powell called the meeting to order at 8:30 a.m. Bill Wara welcomed the group to UCSF and provided a short overview of the organization of the campus. It consists of four schools: Medicine, Dentistry, Nursing and Pharmacy, in addition to a Graduate Division. He then introduced Chancellor Sam Hawgood who described the previous two years as very taxing because of the pandemic and social upheaval ("twin pandemics.") One takeaway is the critical role of the University, especially its health systems, in support of the public health of the communities it serves as well as the state and the country.

Agenda Overview and Announcements

John Meyer provided an overview of the logistics for the meeting and a review of the agenda.

Approval of Minutes

Phyllis Mirsky presented the minutes of the April 30, 2021 Joint Meeting held via zoom. The minutes were approved as corrected.

Joint Benefits Committee Report

Roger Anderson reviewed the structure and membership of the JBC. The Committee submits two reports per year and its recommendations are determined by consensus. This fall's report focuses on the 2021 retirement experience and the ability of RASC to ramp up to deal with the problems identified in the process. With new managers and staff in place, it is anticipated that the problems previously encountered by new retirees will be ameliorated. Other issues addressed in the report include improved communication re Survivor Benefits, continuing need to review the amount allocated for VIA Benefits and the Health Sciences Compensation Plan Retirement Calculator.

Open Enrollment Booklet

Robert Daly informed the group that the printing of the Open Enrollment Booklet had been delayed but should be available by the end of the week. It is much streamlined and should be easier to read.

Spring Meeting at UC Irvine

Jeri Frederick, announced that the Spring Joint Meeting, hosted by UCI will be held via zoom on April 27, 2022. CUCEA meeting will be that afternoon and CUCRA on April 28.

Introduction of Chief Investment Officer

John Meyer introduced Jagdeep Singh Bachher, the UC Chief Investment Officer. He is responsible for managing the UC pension, endowment, short term and total return on investment (ROI) pools. As of June 30, 2021, the retirement assets totaled \$125 Billion, the endowment assets totaled \$20 Billion, and working capital (the "bank account") totaled \$23 Billion. He described specifically how two of the guiding principles of his office have manifested themselves. With regard to "Less is More," he instituted a reorganization that decreased the number of money managers from 340 to 25, resulting in decreases in the fees paid for their services. The principle, "Risk Rules" describes the need to look at a risk as also an opportunity and that there will be different risk profiles for different products. Overall, the approach is to focus on the long term. The UC endowment has been in existence for ninety years. Currently the pension system is healthy as it has markedly improved its fiscal position in the past year. The most recent annual investment report for UC can be found at:

https://www.ucop.edu/investment-office/210924_ucannualreport2021_digital.pdf

Q--- Many retirees are invested in the savings plans and are concerned about the lower rates of return and increased inflation. "What are you going to be able to do to increase the rate of return for those in the savings program"? Response: Many of the plans are target date plans, which have a variety of investments that mitigate against inflation and low interest rates. But the best advice is to stay the course and "just be patient". We will continue to monitor developments and review as necessary.

Vice President Human Resources

Cheryl Lloyd is the Vice President of Systemwide Human Resources. Challenges these past six months have included implementation of the vaccine mandate, policies regarding hybrid work status and diversity and inclusion. She described her office as being in the “taking care of people” business, which includes employees, retirees, and business partners. Changes in the RASC, including the hiring of new managers, has slowly begun to improve the process for retirees. It will probably take 12-24 months for the full turnaround to be effective.

Q---Do you have support to make the changes that are needed? Yes, she does.

Q---What are your biggest challenges? Employee vacancies in key roles.

Introduction of the new RASC Leaders

Bernadette Green, Interim Director of RASC, introduced her new leadership team.

Jennetta Brown, Member Correspondence Manager: Includes Intake, Secure Messaging and Retirement Counseling.

Doug Kanigher, Call Center Manager: includes all incoming calls on the 800 number and its call back feature. Developing a two-tier system to separate simple inquiries from those needing more expertise to handle.

Michelle Estes, Client Relationship Manager: Developing baseline metrics and consistent reporting. Will be implementing BENET to improve survivor intake and communication process. Working to repair the reputation of RASC.

Greg Ricks, Benefits Administration Manager: Four areas of responsibility including disability processing, member records, claims and survivor benefits processing, with current focus on improving the survivor experience.

Janie Berry, Disbursement Manager: Responsible for Calculations Team, the Payroll Team, refunds, and retiree insurance. The challenge ahead is to streamline the systems and migrate away from the need to use both a manual and the Redwood system for calculations.

To facilitate the transition, Michael Waldman and Richard Townsend continue to provide “Legacy Knowledge” by meeting regularly with the new team.

Bernadette shared principles driving the RASC: Customer centric, proactive and transparent, and, accountable.

The RASC Goals are:

--- develop a new Survivor Intake Process with a launch date of March 2022

--- improve Retirement Counseling by building a skilled and certified counseling staff with target date of May 2022

--- develop Insurance Liaisons to ensure continuity of benefits as employees transition from active to retiree status

Q—To whom should the first call go with a problem? —The Call Center.

Q—What is the choke point? —adoption of new systems, short staffed and transition from onsite to offsite.

Response to JBC

What is the status of the Via Benefits issue? Can Via Benefits be replaced with United Health Care for out of state retirees?

Susan Pon-Gee, Senior Director, Health and Welfare Benefits, indicated that the issue is still under review, but now is not the right timing for change. A philosophy of “total rewards” is being developed which will take into account not only compensation but benefits. There are lots of structural issues that would need addressing. Currently, however, Via Benefits does offer non-Medicare Supplement and Medicare Advantage.

She then presented a detailed overview of the 2022 Health Plans design changes and rates for both Medicare and Non-Medicare. (See the slide deck at <<http://cucra.org/meetings/2021-10Meeting/MeetingDocs/2022-OE-RenewalPreview.pdf>>.) In addition, she reviewed the new Open Enrollment Website on UCnet <<https://ucnet.universityofcalifornia.edu>>, which is available to all employees and retirees. It is optimized for mobile devices, with simplified content and navigation, and an enhanced user experience.

Respectfully submitted,
Phyllis S. Mirsky, CUCEA Secretary