



June 16, 2013

## BOARD EXPECTATIONS CHECK-IN

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### EXECUTIVE SUMMARY

In 2012 the Agency Team met with all Board Members, as our primary customers, to clarify and confirm Board member expectations to aid in the development of processes to support your mission. Feedback is needed to determine if the improvements being made are meeting the Board's expectations. This document summarizes the Board's expectations and level of satisfaction as of October, 2012. It also summarizes actions that have been taken towards meeting these expectations and improving satisfaction levels.

### STRATEGIC LINKAGE

This process supports the following Strategic Priority Goals:

Goal 1 - Enhance the benefits for the members: Obtains stakeholder input for needed changes in the plan.

Goal 2 - Provide the stakeholders with a voice in the plan governance: Solicits information about stakeholder priorities and issues.

Goal 4 - Inform the stakeholders: Manages expectations and increases understanding of benefits provided by LEOFF Plan 2.

## BACKGROUND AND SUPPORTING INFORMATION

<b>RESPONSIBLY GOVERN THE PLAN.</b>		<b>Rating*</b>
<b>Summary</b>	<b>What does “responsibly govern” mean to the Board?</b> <ul style="list-style-type: none"> <li>▪ Supporting this goal is the primary expectation for Board members.</li> </ul>	<b>4.1</b>
<b>Actions Taken</b>	<ul style="list-style-type: none"> <li>– Executive Director gave presentation at NCPERS, May 2013.</li> <li>– Increased legal and research staff capacity.</li> <li>– Implementing Paperless Board Meeting Solution.</li> </ul>	

<b>HELP US GET UP TO SPEED AS SOON AS POSSIBLE.</b>		<b>Rating*</b>
<b>Summary</b>	<b>What do new Board members need to get up to speed ASAP?</b> <ul style="list-style-type: none"> <li>▪ New Board members need to participate effectively as quickly as possible.</li> </ul>	<b>3.1</b>
<b>Actions Taken</b>	<ul style="list-style-type: none"> <li>– Redesigned Orientation Manual</li> <li>– AG Briefings scheduled for 2013 Interim</li> </ul>	

<b>KEEP US INFORMED.</b>		<b>Rating*</b>
<b>Summary</b>	<p><b>What do Board members need to stay informed?</b></p> <ul style="list-style-type: none"> <li>▪ Board members want to be fully informed when they consider policy issues at Board meetings.</li> <li>▪ Some Board members expressed a desire to receive more updates on administrative issues.</li> </ul>	<b>3.1</b>
<b>ACTIONS TAKEN</b>	<ul style="list-style-type: none"> <li>– Email notification of stakeholder visits.</li> <li>– Emailed LEOFF 2 Board Legislative Update (2/14/13).</li> <li>– Emailed WACOPS Legislative Info Handout (1/18/13).</li> <li>– Emailed WSCFF Legislative Info Handout (1/28/13).</li> <li>– Emailed Dual Response Sneak Peak (2/8/13).</li> <li>– Email notification regarding Board Re-Appointment (2/19/13).</li> <li>– Emailed Legislative update (4/26/13).</li> <li>– Email notification of Director’s presentation at NCPERS (5/28/13).</li> <li>– Email notification of staff changes.</li> <li>– Implementing Paperless Board Meeting Solution.</li> <li>– Email notifications of Legislation (End of Regular).</li> <li>– Initiation of Twitter account.</li> <li>– Actively Tweeting legislative updates and retirement information.</li> <li>– Redesigned Legislation web page.</li> <li>– Redesigned Home page to better reflect current news and enhance Twitter experience.</li> </ul>	

<b>SUPPORT OUR POLICY DECISIONS.</b>		<b>Rating*</b>
<b>Summary</b>	<p><b>What do you need from the team in making and supporting policy decisions? Do these expectation change if the Board decision is not unanimous?</b></p> <ul style="list-style-type: none"> <li>▪ Support the Board policy decisions and legislative recommendations before the Legislature and other State agencies.</li> <li>▪ Some Board members questioned the methods used to support Board legislation.</li> </ul>	<b>4.3</b>
<b>Actions Taken</b>	<ul style="list-style-type: none"> <li>– Clarified staff instructions for developing bill language for Legislators.</li> <li>– Clarified staff instructions for testifying on Board Legislation and related issues.</li> <li>– Testimony supporting HCA Bill supported by Board.</li> <li>– Testimony on Catastrophic Medical Coverage legislation.</li> <li>– Attended bill signing Catastrophic Medical Coverage.</li> <li>– Bill language drafted for Alternate Revenue options.</li> </ul>	

<b>EDUCATE THE PLAN STAKEHOLDERS</b>		<b>Rating*</b>
<b>Summary</b>	<p><b>What do stakeholders need to know?</b></p> <ul style="list-style-type: none"> <li>▪ Educate plan members, employers, legislators and the public more about LEOFF Plan 2 and Board activities.</li> <li>▪ Opportunities exist to use technology to deliver information to a wider audience.</li> </ul>	<b>3.7</b>
<b>Actions Taken</b>	<ul style="list-style-type: none"> <li>– WACOPS Legislative Conference.</li> <li>– WSCFF Legislative Conference.</li> <li>– King County City Administrators.</li> <li>– WSCFF Education Conference.</li> <li>– WACOPS Spring Conference (June 2013).</li> <li>– Newsletter (February).</li> <li>– Initiation of Twitter Account.</li> <li>– Redesigned Legislation web page.</li> <li>– Redesigned Home page to better reflect current news and enhance Twitter experience.</li> <li>– Posted or linked online: <ul style="list-style-type: none"> <li>• Best Practices Really <i>are</i> the Best Practices article regarding pension funding was written by LEOFF Plan 2 Board Staff and published by WACOPS.</li> <li>• Retiree Benefits in Public Pension Systems a study by the Washington State Institute for Public Policy.</li> <li>• Washington State Investment Board's 2012 Annual Report.</li> <li>• DRS 2012 Summary Annual Financial Report (SAFR), and 2012 Comprehensive Annual Financial Report (CAFR).</li> </ul> </li> <li>– Implementing Paperless Board Meeting Solution.</li> </ul>	

<b>ASSIST US IN MAKING RESPONSIBLE DECISIONS.</b>		<b>Rating*</b>
<b>Summary</b>	<b>What kind of assistance helps you make responsible decisions?</b> <ul style="list-style-type: none"> <li>▪ Board members want to make responsible decisions for the plan.</li> <li>▪ Board members rely on the expertise and seek advice from agency team members to help achieve the Board’s mission.</li> </ul>	<b>4.2</b>
<b>Actions Taken</b>	<ul style="list-style-type: none"> <li>– Report Process Improvements.</li> <li>– Redesigned Orientation Manual.</li> <li>– Implementing Paperless Board Meeting Solution.</li> </ul>	

<b>PROVIDE PROFESSIONAL ADMINISTRATIVE SUPPORT.</b>		<b>Rating*</b>
<b>Summary</b>	<b>What are the most important administrative functions to you?</b> <ul style="list-style-type: none"> <li>▪ Board members rely on the team to support their attendance at meetings and their educational activities outside of Board meetings.</li> <li>▪ Board members rely on the team to operate the agency within the guidelines established by the Board and the State.</li> <li>▪ The quality of agency employees was widely acknowledged and credited for success in this area.</li> <li>▪ Board members expressed a high level of satisfaction with the facilities for Board meetings and the customer service that they receive related to education.</li> </ul>	<b>4.5</b>
<b>Actions Taken</b>	<ul style="list-style-type: none"> <li>– Increased legal and research staff capacity.</li> <li>– Streamlined Accounting and Travel Reimbursement process.</li> <li>– Updated Administrative Procedures.</li> <li>– Report Process Improvements.</li> <li>– Implementing Paperless Board Meeting Solution.</li> </ul>	

*\* Ratings based on a scale from 1-5 with 1 being not at all satisfied and 5 being fully satisfied.*



Board Member  
Expectations Check-in

**June 19, 2013**

# Review

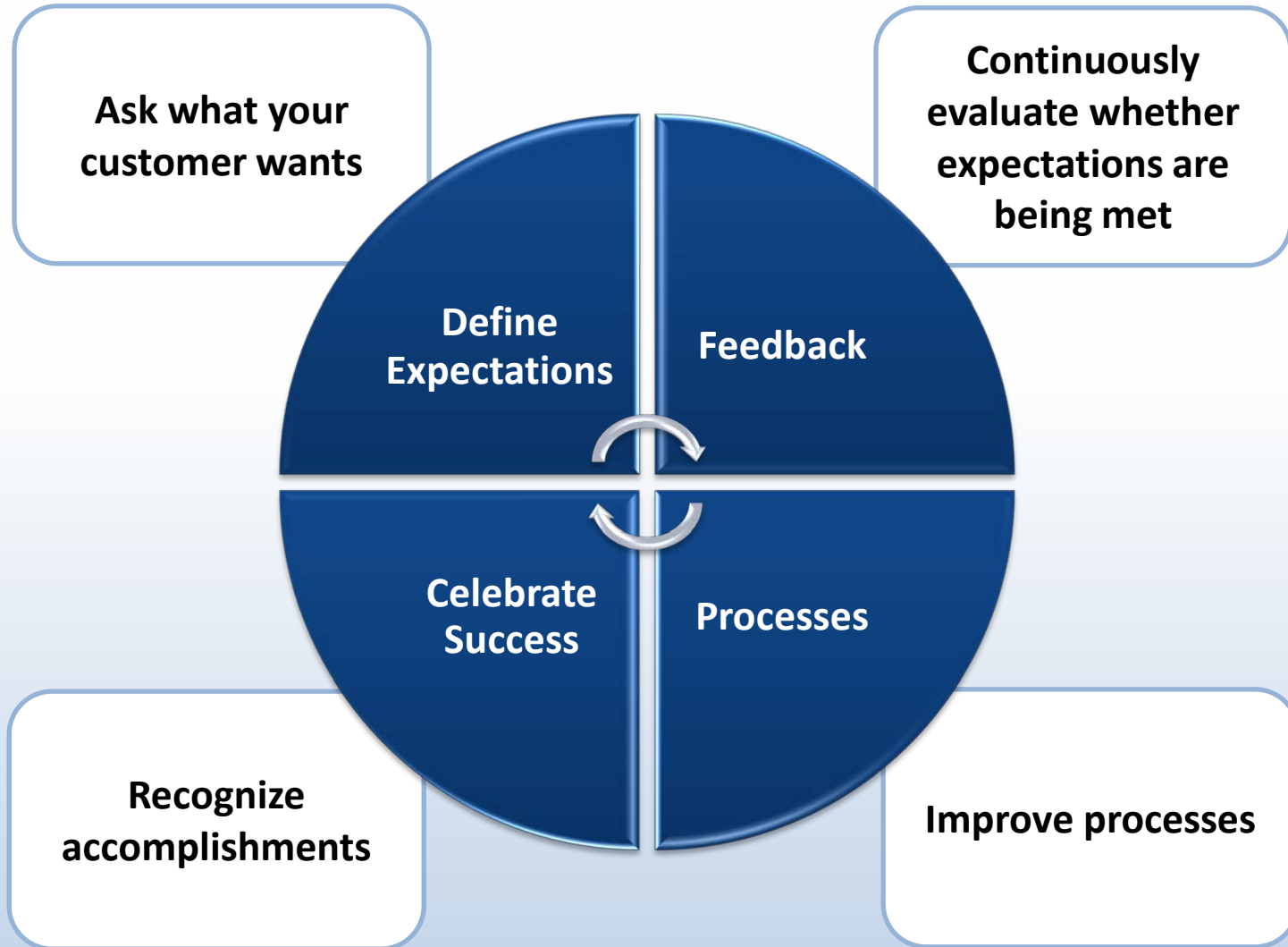
- Why are we doing this?

*You are our primary customers.*

- Success for the team means meeting or exceeding your expectations
- The team needs to be clear about Board member expectations as we develop processes to support your mission
- The team needs feedback to ensure we are on the right track



# Review



# Board Expectations



# Responsibly Govern the Plan

## Actions toward improvement...

- ✓ Executive Director gave presentation to NCPERS
- ✓ Increased legal and research staff capacity
- ✓ Implementing Paperless Board Meeting Solution



Rating: 4.1



# Help Us Get Up To Speed

## **Actions toward improvement...**

- ✓ Redesigned Orientation Manual
- ✓ AG Briefings scheduled for 2013 Interim



Rating: 3.1



# Keep Us Informed

## Actions toward improvement...

- ✓ Email notification of stakeholder visits with provided handouts/presentations
- ✓ Email notification of staff changes
- ✓ Implementing Paperless Board Meeting Solution
- ✓ Email notifications of Legislation
- ✓ Initiation of Twitter Usage
- ✓ Twitter notifications of Legislation
- ✓ Redesigned Legislative Web Page



Rating: 3.1



# Support Our Policy Decisions

## Actions toward improvement...

- ✓ Testimony supporting HCA Bill supported by Board
- ✓ Research and Testimony for HB 1868 Catastrophic Medical Coverage
- ✓ Representation at Bill Signing Ceremony



Rating: 4.3



# Educate the Plan Stakeholders

## Actions toward improvement...

- ✓ Attended Stakeholder Legislative Conferences
- ✓ Attended Stakeholder membership and Educational Conferences
- ✓ King County City Administrators
- ✓ Newsletter
- ✓ Initiation of Social Media
- ✓ Redesigned Legislation Web Page
- ✓ Increased Web postings/links
- ✓ Implementing Paperless Board Meeting Solution



Rating: 3.7



# Provide Professional Administrative Support

## **Actions toward improvement...**

- ✓ Implementing Paperless Board Meeting Solution
- ✓ Increased legal and research staff capacity
- ✓ Streamlined Accounting and Travel Reimbursement process
- ✓ Updated Administrative Procedures Handbook
- ✓ Report Process Improvements



Rating: 4.5





# Assist Us In Making Responsible Decisions

## **Actions toward improvement...**

- ✓ Report Process Improvements
- ✓ Redesigned Orientation Manual
- ✓ Implementing Paperless Board Meeting Solution
- ✓ Increased legal and research staff capacity



Rating: 4.2



# Next Steps

- Clarity regarding expectations is key to success.
  - Are the improvement actions meeting your expectations?
  - Have any expectations changed or new expectations emerged?
  - Future evaluation

# Any Questions?

- **Contact:**

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