



Board Member Expectations

September 26, 2012

---

---

---

---

---


---

---

---

### Overview

- Why are we doing this?  
*You are our primary customers.*
  - Success for the agency means meeting or exceeding your expectations.
  - The agency team needs to be clear about Board member expectations as we develop processes to support your mission.
  - All 11 board members participated in the process. Thank you.



---

---

---

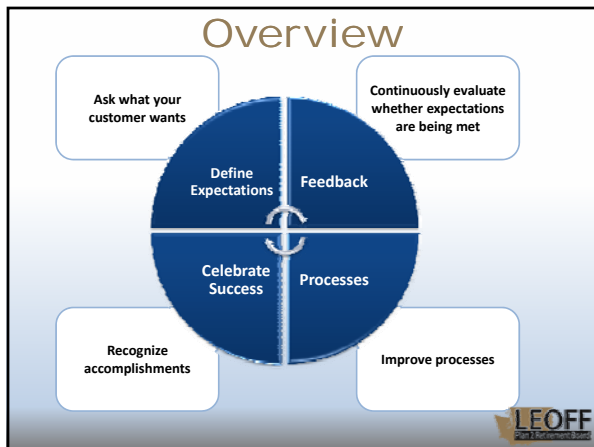
---

---

---

---

---



---

---

---

---

---

---

---

---

## Overview

- How are we going to use the feedback you provided?

*Your feedback serves three very valuable purposes.*

- We'll use it to know we are meeting your expectations.
- We'll use it to make improvements.
- We'll use it to celebrate successes.




---

---

---

---

---

---

---

---

## Overview




---

---

---

---

---

---

---

---

## Overview

- What "expectations" means

*Expectations are results rather than tasks or methods.*

- You establish the expected results.
- How we meet those expectations is largely up to us.

- Expectations should be clear and measurable

*80% of your expectations are communicated to us through your strategic plan.*

- There must be a process for providing clarity and getting meaningful feedback so we can make improvements.




---

---

---

---

---

---

---

---



---

---

---

---

---

---

---

---

### Board Expectations

**The mission of the LEOFF 2 Board is to responsibly govern the pension plan for the benefit of the members.**

- Are you satisfied with the way the plan is being governed?  
*Supporting this goal is the primary expectation for Board members.*
  - The Board expressed a very high level of satisfaction with the results in this area.

---

---

---

---

---

---

---

---

### Board Expectations

- Help us get up to speed as soon as possible.  
*New Board members need to participate effectively as quickly as possible.*
  - This is an area where the expectations of all Board members are not being met.

---

---

---

---

---

---

---

---

## Board Expectations

- Keep us informed.

*Board members want to be fully informed when they consider policy issues at Board meetings.*

- This is an area where the expectations of all Board members are not being fully met.
- Some Board members expressed a desire to receive more updates on administrative issues.



---

---

---

---

---

---

---

---

## Board Expectations

- Support our policy decisions.

*The policy decisions and legislative recommendations of the Board need to be supported before the Legislature and other State agencies.*

- Although Board members consider the results of the Board's policy decisions and legislative recommendations to be very successful, there were questions about the methods used to support Board legislation.
- Expectations don't change when the Board is divided on an issue.



---

---

---

---

---

---

---

---

## Board Expectations

- Educate the plan stakeholders.

*We need to teach plan members, employers, legislators and the public more about LEOFF Plan 2 and Board activities.*

- This is an area where Board members identified much success as well as a need for further improvement.
- Opportunities exist to use technology to deliver information to a wider audience.



---

---

---

---

---

---

---

---

## Board Expectations

- Provide professional administrative support.

*Board members rely on us to support their attendance at meetings and their educational activities outside of Board meetings. Board members also rely on us to operate the agency within the guidelines established by the Board and the State.*

- Board members a high level of satisfaction with the facilities for Board meetings and the customer service that they receive related to education. Board members also expressed confidence that the agency was being responsibly managed.
- The quality of agency employees was widely acknowledged and credited for success in this area.



---

---

---

---

---

---

---

---

## Board Expectations

- Assist us in making responsible decisions.

*Board members want to make responsible decisions for the plan.*

- This is an area where Board members expressed a very high level of satisfaction.
- Board members seek advice from agency team members and rely on our expertise to help achieve the Board's mission.



---

---

---

---

---

---

---

---

## Next Steps



---

---

---

---

---

---

---

---

## Next Steps

- Clarity regarding your expectations is a key to our future success.

*Your expectations have changed since the Board was first established and will continue to change in the future.*

- Are there other fundamental expectations that we need to add?
- We need to establish an ongoing process to get meaningful feedback from you.



---

---

---

---

---

---

---

---

## Any Questions?

- **Contact:**

Steve Nelsen  
Executive Director  
360.586.2323  
steve.nelsen@leoff.wa.gov

2100 Evergreen Park Dr, Olympia, WA 98502  
PO Box 40918 Olympia, WA 98504  
360.586.2320 or www.leoff.wa.gov



---

---

---

---

---

---

---

---