SUMMARY OF RETIREE CONNECTION MEETING
May 31, 2019
11:00 a.m.

Attending: Jandra Carter, Gary Findlay (Board Member), David Gillispie, Dennis Hare, Larry Hightower, Myron Holder, Jacqueline Horton, Harry Kennedy, Edith Nelson, Donnie Shuck, Robert Sprehe, and Leon Wahlbrink.

Absent: James Bowers, Edward “Tom” Jones, Henry Leaming, and Joan Solomon.

Attending from MOSERS: Juanita Mummert, Assistant Benefits Officer-Education; Tricia Kliethermes, Executive Assistant; Ronda Stegmann, Executive Director; Andrea Binkley, Chief Benefits Officer; Candy Smith, Communications Manager & Public Information Officer; Jade Elwess, Writer/Editor, Carson Lepper, Project Manager, Stacy Gillmore, Chief Technology Officer and Brooke Rowden, Defined Contribution Plans Education Coordinator.

Attending as Guests: MOSERS Website Design Team: Mike Azar, Roxanne James, Tracy Upschulte, Keith Prenger, Paul Salarano; MOSERS Education Team: Lisa Campbell and Debbie Neuner.

Ms. Mummert opened the meeting by welcoming the attendees and providing an overview of the day’s agenda. Ms. Binkley and Mr. Gillmore provided a brief overview of the business continuity plan that went into effect due to the destructive tornado experienced in Jefferson City and Eldon, particularly in regards to benefit payments sent by electronic fund transfer and members who receive paper checks. There were no interruptions experienced by any MOSERS benefit recipients.

Ms. Mummert began the morning session by introducing the first speaker, Ronda Stegmann, and her presentation titled “2019 Legislative Session & Board Updates”. Ms. Stegmann provided an update of the 2019 Legislative Session and the bills tracked by MOSERS throughout the session and of those that passed affecting MOSERS. She also provided an update on the MOSERS Board of Trustees and its subcommittees.

Ms. Mummert introduced the next speaker, Candy Smith, and her presentation titled “MOSERS’ New Public Website”. Ms. Smith provided an update on the design, development and status of the new public website and introduced the website design team. Mr. Azar and Ms. James provided a demonstration of new website pages, including overall look, function and responsive design features.

The group broke for lunch and then reconvened for the afternoon session.
Ms. Mummert began the afternoon session by introducing Brooke Rowden and her presentation titled “Getting to Know Our Savers”. Ms. Rowden provided an overview of MO Deferred Comp’s participant data and feedback used to direct their marketing efforts and education initiatives.

Ms. Mummert introduced the final speaker of the day, Carson Lepper, and his presentation titled “Project Management Office (PMO) Overview”. Mr. Lepper provided a status update for the new pension administration system (PAS) which has been named “Phoenix” and included information regarding processes completed and projected deployment. Mr. Findlay provided historical information on the current PAS, which has been in existence since the 1980s.

Ms. Mummert opened the rest of the meeting for discussion on the following topics:
- Due to the meeting agenda running long, it was decided that Ms. Mummert’s presentation titled “Education Overview” would be pushed to a future meeting. The MOSERS Education team was introduced along with a very brief overview of PreRetirement sessions.
- Revised Retiree Connection Guidelines were reviewed and updates approved.
- 2019 Coffee Break attendance numbers were presented for the first half of the season and the program is currently experiencing a 92% overall attendance rate. Feedback received from attendees has been very positive.
- 2020 Coffee Break presentations were discussed and Ms. Mummert reported that she is working on finalizing the proposed speakers/topics and they will present their presentations at the next meeting for review and discussion.
- Ideas for the promotion of current Retiree Connection members and future recruitment for new, additional members was introduced. The group was asked to consider requirements and qualifications needed to adequately reflect retiree demographics such as former agency, pension plan membership, age, geographic location, etc. Discussion will continue at future meetings.
- Due to amount of business to conduct at upcoming meetings, discussion regarding moving the start time at 10:00 a.m. instead of 11:00 a.m. for future meetings was pursued and accepted.

The meeting adjourned. The next meeting is scheduled for September 27, 2019.