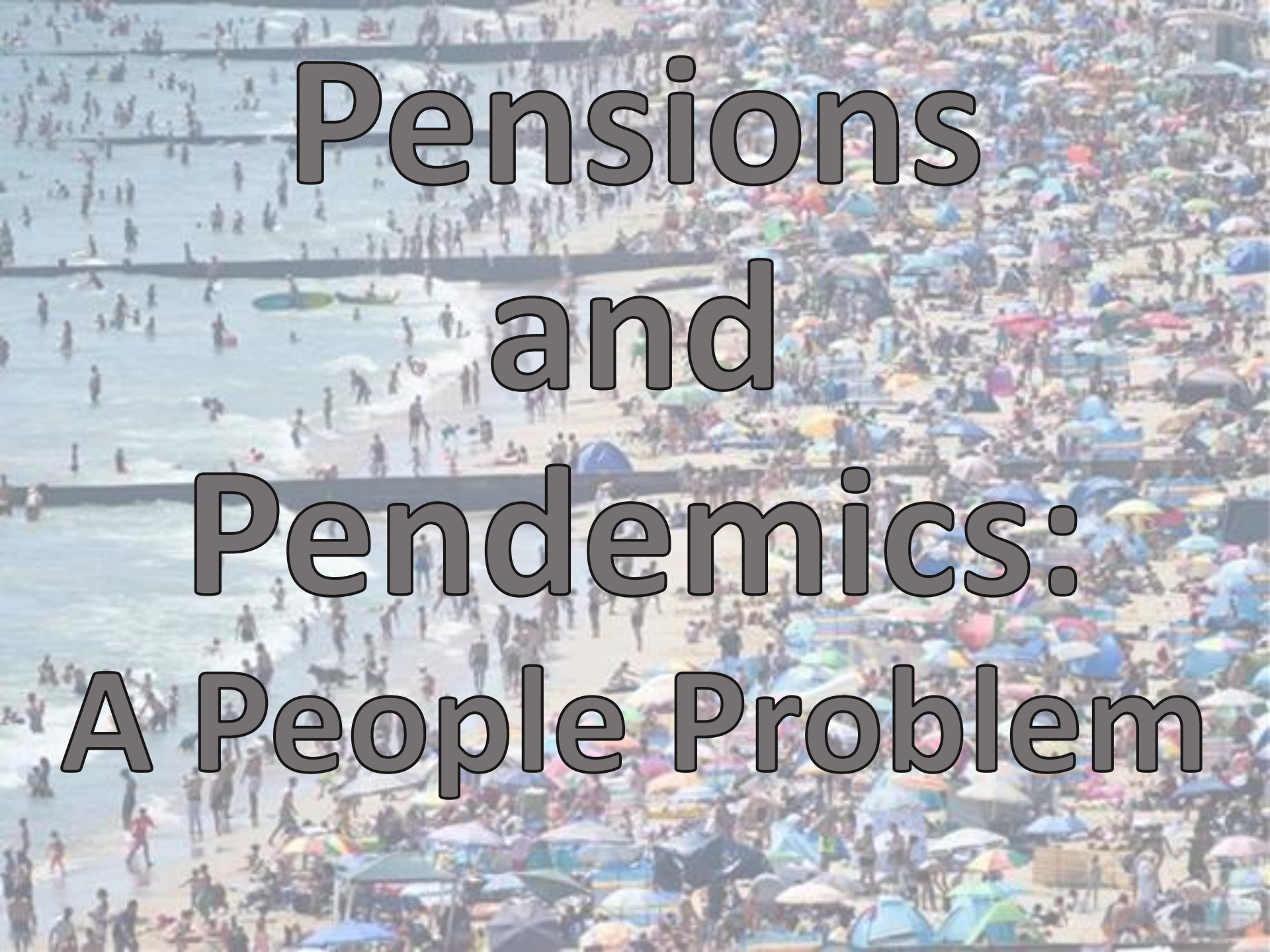


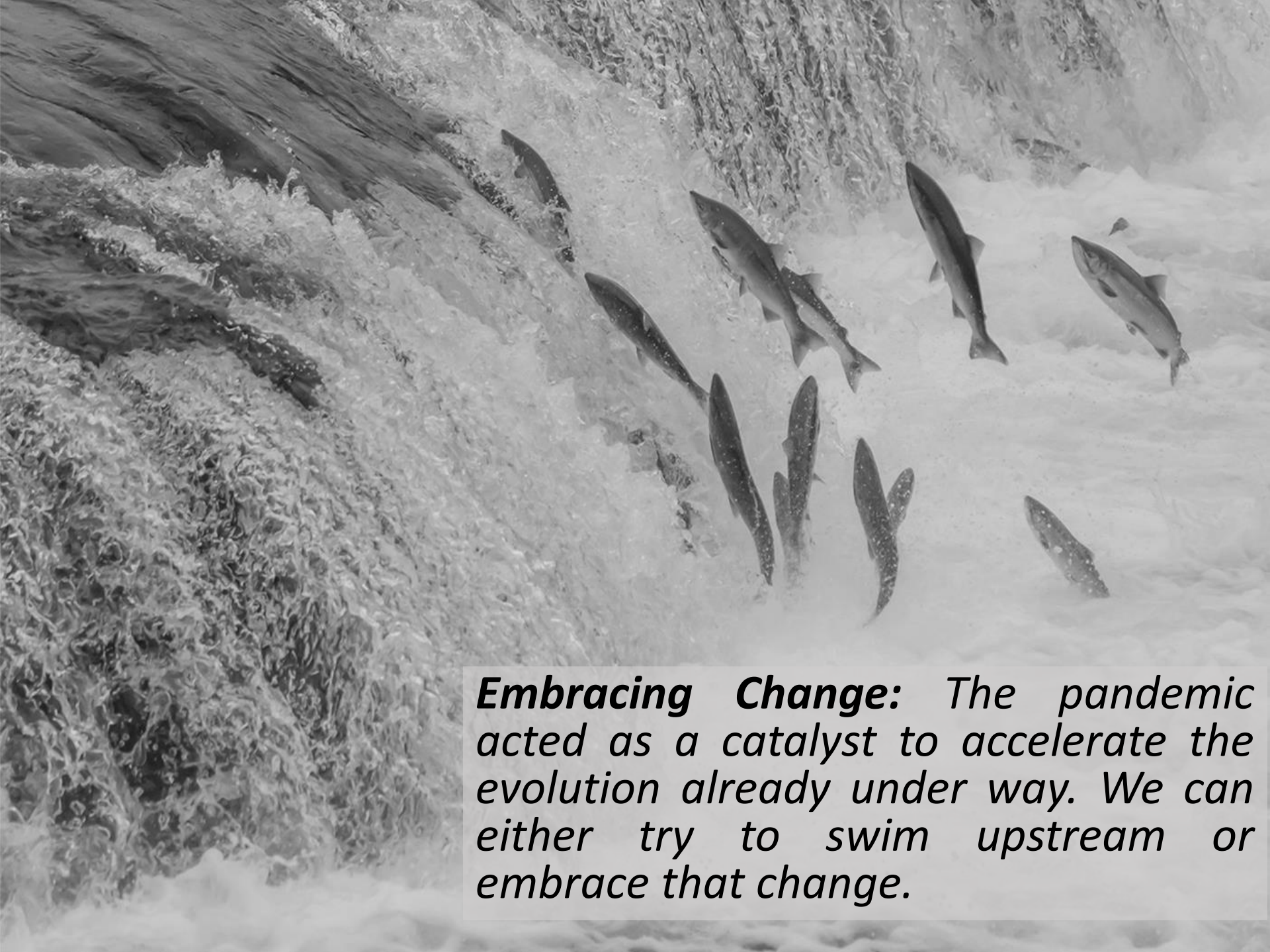
What Next? Plan Administration in the New Normal

*Scott Baur,
Managing Partner*





Pensions and Pendemics: A People Problem



Embracing Change: *The pandemic acted as a catalyst to accelerate the evolution already under way. We can either try to swim upstream or embrace that change.*

This session focuses on the 3 distinct groups of mission critical administration tasks involving people.



BOARD
ADMINISTRATION



PLAN
MEMBERS



STAFF &
OPERATIONS



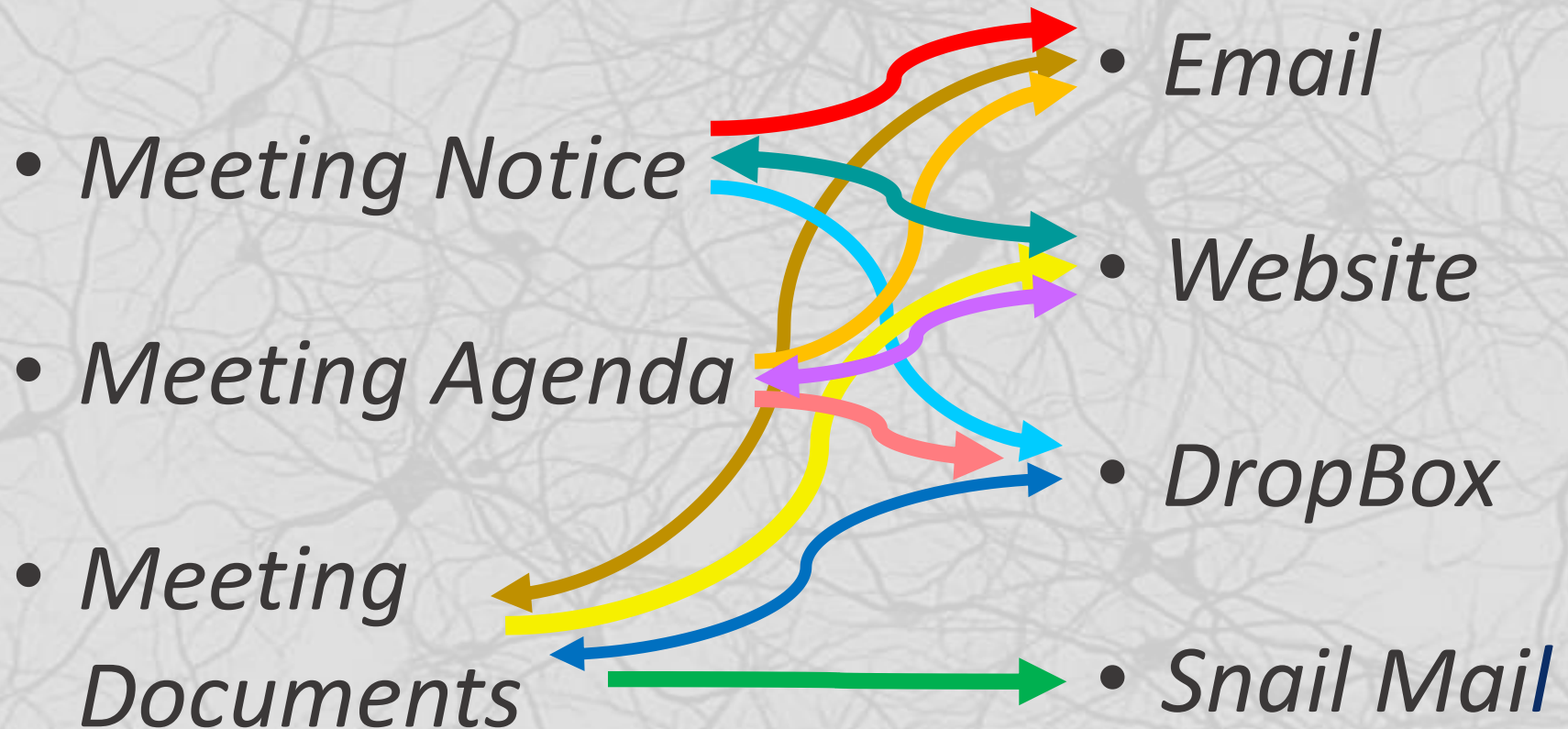
BOARD
ADMINISTRATION

Virtual Meeting Setup



- *Notice Requirements*
- *Connection Instructions*
- *Public Comment*
- *ADA Accommodations*

Virtual Meeting Access



Virtual Meeting Organization

- *Notice & Connection Instructions*
- *Agenda*
- *Document Organization*
 - *Documents Reference Agenda Number*
 - *“No Document”*
 - *“Document Pending”*



Virtual Meeting Quality

- *Connection*
 - *Video Conference*
 - *Voice Only*
- *Document Sharing*
- *Maximum Public Participation*
- *Required Signatures*



Meeting Mechanics

- Chair v Moderator
- Recorded Meetings
- Motions
 - First & Second
 - Restating the Motion
 - Roll Call Votes
- Clear Narration
- Technical Difficulties





Positive Meeting Outcomes

- *Higher Quality Participation*
 - *Investment Managers*
 - *Other Service Providers*
- *Few Glitches*
- *Increased Focus*
- *More Public Involvement*
- *Increased Transparency*

Mixed Reality: The Blended Meeting

- *Notice Requirements*
 - *Physical Location*
 - *Connection Instructions*
- *Meeting Dynamics*
- *Technology Solutions*
- *Success Requires Simplicity*



Blended Meeting Dynamics

Physical meetings are easy . . .



Virtual meetings are easy . . .

. . . and blended meetings are challenging!



OFFICE
ADMINISTRATION

Social Distancing in the Pension Office

- *Staff Schedules*
- *Protection*
- *Social Distancing*
- *Physical Distancing*
- *Collaboration*
- *Space Requirements*
 - *More?*
 - *Less?*





Essential Processes

- *Reception*
 - *Phone Communication*
 - *Incoming Correspondence*
- *Payment Processing*
 - *Benefits*
 - *Accounts Payable*
- *Staffing*
 - *Time Tracking*
 - *Payroll Processing*



Remote Work

- *Interaction*
- *Collaboration*
- *Remote Access*
- *Sharing*
 - *Systems*
 - *Files*
- *Scanned Records*
- *Equipment*

Personnel Concerns



- *Productivity*
- *Communications*
 - *Phone*
 - *Email*
 - *Zoom*
- *Training*
- *Evaluation*
- *Office Meetings*

Security Issues



- *Access*
- *Intrusion*
- *Confidentiality*



PLAN

MEMBERS



Benefit Processing

- *Meetings & Questions*
 - *Physical*
 - *Virtual*
- *Forms & Signatures*
- *Notary Requirements*

Member Education



- *Physical Workshops*
- *Virtual Training*
 - *Greater Flexibility*
 - *Interaction*
- *Additional Methods*



Annual Verification Letters

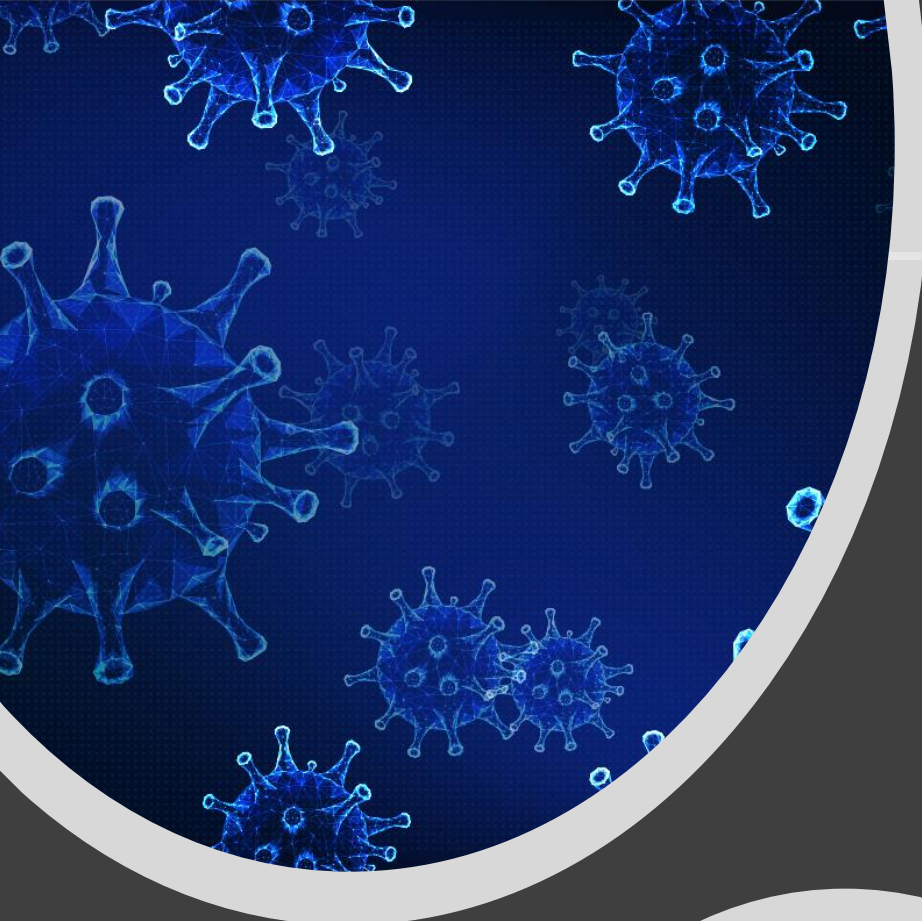
- *Increasing Risk to Plan*
- *Greater Risk to Members*
- *Mail Process*
- *Notary Requirements*

The Challenge: Change Does Not Treat Everyone Equally

- *Young vs Old*
- *Economically Disadvantaged vs Electronically Engaged*

We must remain aware and act intentionally to serve all our constituents equally.





Plan Administration in the New Normal

Pandemics and People

- *Described changes in pension board administration*
- *Identified changes in office processes and operations*
- *Considered challenges in future member interaction*

