Peralta Community College District
Health Benefits Fringe Committee Meeting
February 16, 2017
9-10:30am

Agenda Item and Presenter(s)	Discussion	Follow-up Action and Decisions
Attendees	Managers: Antoine Mehouelley, Scott Strong, Jennifer Seibert Cheryl Meares, Benefits Staff Assistant Peralta Retiree: Patricia Dudley Facilitator: Jennifer Seibert Note Transcriber: Alejandra Rodriguez	
Meeting Call	9:00am	
Jennifer	I would like a re-confirmation of committee members in the next few weeks, I propose, so that I make sure I have the most current email addresses and contact information. After that we are going to take a few moments on announcements, compliance updates, review issues of self-funding and we have a guest from CoreSource to review some of the recent mailing. We will also take a look at some of the wellness resources though Kaiser, update the committee on Medicare outreach efforts. And then we will have another guest at 10am to discuss the district sponsored the email ListServe for Peralta retirees on the way. Currently on the next slide you will see the distribution of… or assignments if you will, and I will immediately extend my apologies to Scott Strong, who was omitted, maybe it is because I ran out of space. But managers on the committee include Vice Chancellor Trudy Largent, Vice Chancellor Little, the Budget Director Luther Aaberge, Chanelle Whittaker, Employee Relations Director, Antoine Mehouelley, the Director of Technology Services and another manager team member Scott Strong. And in the past I will say for the record, that Scott has provided feedback on ways we can deliver the workshop on how to manage money and everyone was welcome. So the feedback we get from each constituent group member is…we try to address it and integrate it into our delivery. Representing Local 1021 is Ava Lee Pang and Abigail Brewer, PFT representatives include Ed Jaramillo, Richard Greenspan, and Jennifer Shanoski. Local 39 Selwyn Montgomery, William Highsmith, and Rick Greenspan used to be the representative from the union but he retired last year and there is a new	

	representative who has been at previous meetings and at different negotiations, but I believe is on vacation. And then representing Peralta Retirees, from what I understand, currently is Debbie Weintraub, Patricia Dudley, and Thomas Branca. And representing Confidentials is Laura Maurice Leon. (Jennifer noticed there are no pictures, asked Ronnie to print files) An update about the Kaiser office is a co-pay reimbursement, just an announcement update, the district as you may or may not know reimburses employees and retirees for eligible expenses and they are different for each group. The district reimburses mail order prescriptions for post 2004 retirees. If you are a post-2004 retiree on a prescription medication and you use the mail order services, we reimburse you anything over $5 contingent on the receipt you provide. And we process reimbursements on a semi monthly basis, typically with receipts provided by the end of December, we process in January. We received a large volume and some of the forms were inaccurate. So we are still processing reimbursements, and hope to have them done by the end of the month. Incomplete reimbursement claim forms are delayed in processing, so word to the wise, remind the constituents, complete the Kaiser co-pay reimbursement form completely. Including signatures, dates, attached receipts and one person one form. So sometimes we'll have the employee who will attach receipts for the child or spouse. Each person submits his or her own claim form - even minor, and processed accordingly. The next thing we can look at is compliance updates, which are found on the following page. Page 8, the IRS form 1095 C, which also known as the health care equivalent of the W2. So starting last year, and as a result of tax form Patriot Protection and Affordable Care Act, the district as well as other large employers who employ more than 100 people, we are required to issue this IRS federal form 1095 C by March 2. And as in the past, we'll mail the form to the address on record for employees and retirees covered under Peralta group insurance plan in 2016. Kaiser members who were part of Kaiser in 2016, their forms were mailed in the week of February 5th, about a week ago. Retirees who are covered under	

	the self-budget plan, currently administered by CoreSource, during any part of 2016, the form will be mailed by March 2nd. So the overarching deadline is March 2nd, someone could have emailed that out earlier, employees could have been on both plans over the year…	
Patricia	Okay, question	
Jennifer	Yes	
Patricia	So they don't need this form to submit their tax work, they just need to have it on file?	
Jennifer	That's a tax question, our requirement is to mail it out, so our district response to that is check with your tax preparer, but we are compliant with our deadline. The next one, another compliance update on page 9, Universal availability announcement will be going out. We are required to announce to employees that they are eligible to contribute to the tax 403 (b) plan as part of our responsibility, we have to put everyone on notice whether they contribute or not. Currently, we have about a hundred contributors and people come and people go, but this is one vehicle that one can use to augment their retirement years by setting aside money on a pre-tax basis to the vendors that are on the approved list as part of the IRS guidelines. Parts of the IRS guidelines require that companies who want to engage in investment transactions adhere to certain standards and exchange information. So currently we have about 60 vendors who have completed the requisite form. And our requirement is to let the employer know they can participate. It is voluntary, there is no minimum, the maximum - I believe is $18,000 on account per year. It is voluntary participation, the district doesn't match. Shortly in a few moments we will be engaging Amanda Benson and Steve Bowman to talk about some of the recent mailings that have gone out regarding some new features and plan enhancements. So I will engage them by phone. We are going to dial in a generic number and they can talk about the distribution of the new card, the new wellness initiatives, and certain enhancements through ***Teledoc***. ***Teledoc*** is a "call a	

	doctor 24/7" feature, as well as ***MyCoreSource***, which is for our millennial generation. But anyone who has a smart phone and would like to have digital communication and statements, you can take advantage of the information and tools afforded by the ***MyCoreSourceWire*** for the self-funded plan. The other thing we don't need a picture to review …Before I engage CoreSource without the picture, just a review of the benefit's office spending, which there is no picture, but you will have the picture as soon as Ronnie makes the whole copy. But I just want to point out the benefit's office spending for fiscal years 15-16 and 16-17. We even have 14-15 on here. But just to show the distribution and you can look at the slides to see the numbers – of all the different medical costs that we incur, which excludes retirement, unemployment, and others. But just the ones we manage out the benefit's office. In years 14-15 we had a $27 million expense, 15-16 we are about the same $27 million, and 16-17 we are almost half way through the year and we have $16 million spent so far. What I can say is we typically include this information as part of our workshop or as part of our meeting so that we know as we are studying our mechanisms the extent to which our recommendations affect our spending. And how we can make sure that the deliverables are qualitative and high value to our employees at this volume of spending. Any kind of questions? We have this particular handout – the medical plans, dental plans, life and long term disability insurance expenses as well as the other Medicare reimbursements, COBRA administration expenses and all the flexible benefit administrative costs that are miscellaneous. So these are all the different elements needed to for the benefits spending plan. With that being said I am going to pause here and see if I can get CoreSource online to give time to address the recent communications which went out regarding the new services. I really apologize for not having the pictures there but I will call them and get them on the line to talk about their new service. Patricia did you receive any …your new card in the…?	
Patricia	I guess I could take a look, but no I don't think so	
Jennifer	Okay. (Calls CoreSource)	

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	Good morning Good morning Jennifer	
Amanda Jennifer	We're doing fine. You are going to have to speak a little louder or I am going to ask our committee members to move closer to the speaker. Right now we are on time. Kudos for being on time. Yes, absolutely	
Amanda Jennifer	On the phone we have with us…why don't each of you introduce yourselves … (everyone introduces themselves) Okay so we have Amanda, Stephen, Daniel from Alliance and the Peralta team. So I briefed those who are here about the new…well what we have on our agenda is issues and self-funding so the fact that there were new cards issued as well as the additional service enhancements that are timed for now, including ***MyCoreSourceWire*** and ***Teledoc***. So we have posted information to our webpage, but I thought it would be helpful if the committee members were to hear and have the opportunity to hear from CoreSource some of the fabulous enhancements that will help us stay fit fiscally. With that being said, I am going to say one more thing, we did start talking about some of the additional piloting of some of the wellness resources available late December and there were new cards issued and the announcement of these new services. With that being said, I will turn it over to our account managers and project team Amanda and Stephen .	
Amanda	Thank you Jennifer, I will go ahead and kick it off. Stephen and I have been working with Jennifer and the benefits team – as she mentioned. Really, we have kind of been talking about this for about six months. And in September we took kind of a big leap. With Peralta the benefits team has decided to participate…and the program we are	

	offering to enhance the wellness services, we are offering the CoreSource plan members, so as part of that offering, they are receiving enhanced services …and I will let Steve talk about some of those enhanced services in more detailed. But we also introduced a few new products for 2017as part of this program which are the ***Teledoc*** feature, so the Peralta CoreSource members have access to the physicians, the telephone or web, they have access 24/7 365, to US board certified doctors and pediatricians to help with just general concerns whether it be sinus infection, ear ache, pink eye. More general things you would go see your primary care physician for. But maybe you are unable to get it timely or unable to take time off work. This would allow you to contact a physician from your home or maybe your desk at work to get the care you need. We also rolled out the ***MyCoreSourceWire***, which is a new tool that allows members to find out through digital communications if they have markup. As part of trying to introduce that product we did re-issue new ID cards the first of the year. So all CoreSource plan members would have gotten new ID cards and there would've been a figure in them asking them to call and register or confirm receipt of the card. I know that created some feedback and questions…we wanted to issue the new ID cards, one because we hadn't done so since 2013, so this was a good opportunity to get updated numbers and make sure they are using their most correct ID card when they are going see their doctors and physicians – to ensure smooth claim submission and processing. The other …	
Retiree	Excuse me I have a question…hello	
Jennifer	Amanda there is a question	
Amanda	Sure	
Retiree	I never received an ID card and I am a retiree, so what should I do?	
Amanda	Okay , either I can get your name and make sure you got an ID card or you can always call our customer service team to request a new ID card, either way	

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Retiree	What is the number for the customer service?	
Amanda	It is 866.280.4120	
Retiree	Thank you	
Jennifer	Can members also order cards directly at mycoresource.com?	
Amanda	Absolutely, you can also request a new ID card through mycoresource.com	
Amanda	So cards can be re-issued by calling the customer service or re-order online? Again, part of the re-issue is they …asking members to call in to register their cards or confirm receipt and that was the way we wanted to introduce the ***MyCoreSourceWire*** as well. So that provided members an opportunity to opt-in to receiving text messages on their smart phones about helpful reminders…have you gotten your preventive care exam or did you know that the Peralta benefits is offering the new ***Teledoc*** service…just ways to help the membership be more informed. Consumers take care of their own health as well as their financial well-being with the benefits Peralta provides with their health and wellness plan.	
Jennifer	This is Jennifer, I have a question - didn't Blue Cross also have some branding requests which also supported the need for the re-issue?	
Amanda	Yes we did need to update some of the claim submission addressed on the back of the card per Blue Cross requirement.	
Jennifer	Thank you	
Amanda	We do want to encourage members - even if they aren't interested – in registering for the digital communications. Please make sure to use their new cards if they were	

	issued, it will still work if they have not or choose not to register. So we do want to make sure that they replace their old ID cards with the new ID cards that were sent. Any questions on that piece?	
Jennifer	Not yet	
Amanda	Okay, and Jennifer I was just following quite in there	
Jennifer	Right	
Amanda	Okay	
Jennifer	If as a group we tell them, we want to move on to the following slide, which gives more meat to the skeleton of the service enhancements through your care. We're also encouraging members to use your care and engage as well as taking health risk assessments. That is one tool to manage health and wellbeing I suppose, there are lots of tools out there, but one of the feature of your care is to offer that service as well as others. Do you want to elaborate a little on your care Amanda?	
Amanda	…I am going to turn it over to Stephen…	
Stephen	So building off on what Amanda said, in regards to ***Teledoc*** we want to make sure that first they are aware of the benefit and if it works for them great and if not, then ***MyCoreSourceWire*** is building off communication. And building off those with your care program and all the care program components we wanted to do a variety of things. First and foremost we want to create awareness around the program. As you all know the more aware we are of the program and services then the more comfortable we feel about them, the more likely we will be to participate and engage. So we are looking to build awareness through there. What we are doing through our end and through ***MyCoreSourceWire***…also through the partnership with you to say "let's start promoting these things"…and then your care programs and features. In regards to	

	your care, it has clinical based program components, general health and wellbeing program components as well as self-service, there's health advice and health coaches, self-directed coaching programs. All these services are available to the eligible members. We want to create awareness there and we want to promote that and get that out there to them, they are all items that can help support and encourage health amongst your population. And essential first step, it is not one of the only things we want to do as an employer, to help evaluate what's the organization, what's the risk? What are the opportunities for improvement? What are we doing well? But also from a participant perspective. It's a great way to create employee awareness, because we all need to be aware. Not where we were two years ago when we were in really good health status or doing at a better point. Where are we today? A lot can change, so kind of having that first awareness, then we can provide on reporting some recommendations on how they can maintain with how they are currently doing or how they can improve in certain areas. We also do based on that, health programs become available such as health coaching or health advising. So john doe wants additional support or can benefit from support… our outreach team will let them know of the benefits, how they work and that they have the free health coach or health advisor to help encourage them. The health assessment campaign is something we want to do… we do have a healthy rewards program that we provide, where we offer a $100 gift card by raffle. By 200 members, all members will be out in a raffle every single month through the remainder of 2017 to earn a raffle price… two other program items we talked about last week, are doing some online wellness challenges…you do have the opportunity to pick programs and we can administer them for the population. Everybody on the medical plan over the age of 18, employees as well as dependents can participate. So, we have talked about some different program ideas that were available. Jennifer mentioned this program would be a good idea because it focuses on weight management and a variety of other good health behavior. It is also for those who want to maintain a healthy weight. For those that are maintaining…or those who are looking to lose weight, what are some things you can do… it is a twelve week program that we will get started in the spring, so we are in the early planning and stages for that. I would like to confirm some dates	

	and times…this would be an optional program…for anyone who wants to participate? Any questions on the health campaign or on the online wellness challenges? Well if you have any let me know. So those are the two items we wanted to get going and additionally we also wanted to do educational webinars…doing the health campaign in the coming weeks, promoting ***MyCoreSourceWire***, promoting MyCoreSource mobile app, getting information out about ***Teledoc*** …we talked about doing this in the summers and maybe doing a summer health series…	
Patricia	You realize the faculty is gone during the summer?	
Jennifer	Yea we realize that, but health…	
Patricia	You are going to lose a major portion of your audience during the summer, is all I'm saying, how many faculty are there, a thousand?	
Jennifer	Well on CoreSource, it would only be about 300…we will have things going on year round, not just this. There will always be a point… we have to try to meet people where they are throughout the year.	
Amanda	This is Amanda - I just wanted to confirm too that educational webinars can be accessed from home computers anywhere right? We just have to have the means of communication out for those individuals.	
Steve	Exactly, yea exactly, they are available at any point to anyone. They can access the link they can call into the number and one of the good things is that we talked about…that's a good point you definitely want to know your population and know the dates and times that might work best, also I'm an adjunct instructor at a university and I do know that spring and fall is also a busy time, so that can also be a deterrent sometimes for participation. To where they are so focused on their classes and their research or whatever it might be… through the summer is a great way to catch them because they have a little bit more spare time, obviously I'm sure they are very busy	

	as well. That can be time where we can focus on health related topics…healthy nutrition, weight…things that can be really important.	
Jennifer	And the webinar, a lot of the resources are on demand anyways, correct? They are on-demand so as we press through employees can engage at their convenience.	
Stephen	Well, for those educational webinars are live webinars, so for folks that can attend, but we do have a participant handout for when you are promoting it, we'll give you the marketing material to promote it…we will also give you a handout you can send. So if someone can't attend they have that handout, in a four page book format. It has important items for them…	
Jennifer	And another consideration is that it's not limited to just the employee, their dependents can…I mean we are not restrictive in that way	
Stephen	Exactly, everybody else can certainly call in and participate, we'll provide you with the link and phone number and then you promote however you see fit. It's an hour call and a 45 minute webinar and we allow 10-15 minutes for questions and feedback or anything like that.	
Patricia	Would it be possible for you to take the webinar and out it on your website so people could take advantage of your discussion?	
Stephen	That's a great point in that I've been working with our product team and I've been pushing that we need that. Currently today we do not record our sessions. I thought it would be beneficial to record it…and provide that. When our product came out folks were worried about… let's say they were making recommendations on healthy items or whatever and six months from now that changes, we can't go and find all the folks who have this outdated presentation and make that update. Nonetheless I am trying to move forward with that, and I know that is something they are considering and they're figuring out the best way to do that, but at this point we cannot record the presentation	

	for a later date. What I do now, when I participate on trainings and webinars or whatever, they don't give you a live on-demand we can share the slides so if that's the case I'll check with our product team and see if at least the slides, maybe that's something we can have.	
Patricia	Okay, I understand your argument about having it during the summer and not during the school year but I really think your audience is greatly diminished at that time, so whatever you can do to try to hold something over that would be good.	
Stephen	Yea and that's something we can work on, it doesn't have to be the summer, it can be the fall, we can do one in the spring, two in the summer, one in the fall, we can do a variety of options. That's something Jennifer and the team could decide what's best for your population. That's just something…	
Jennifer	…There are concerns from the administrative staff that they have more time in the summer.	
Patricia	Well we're just talking numbers. How many administrative staff, how many in faculty?	
Jennifer	And the participation, given that we want to meet people where ever they are, we want to make the best effort. We'll schedule throughout the year.	
Patricia	Well I agree that August and September are busy but they generally settle down by October and in the spring semester I'd say you're pretty organized by the middle of February so …again there's no one here on December and January…	
Jennifer	But, see the thing is Patricia, and we can have this dialogue…from our experience for the attendances for the workshops that run throughout the year. We have pretty level participation as long as the schedule is announced and everyone knows and it's not restrictive… there is a calendar where we are planning for the whole year…we want	

	to give enough time so that everyone is aware of the campaign and can inform their family and can plug in whatever time and at whatever point and whatever learning style. And that's another thing, that everyone has different learning styles…Thank you Steve.	
Stephen	Yea no problem, and I just wanted to let you guys know in regards to your program, we do want it to be successful and want to continually highlight that Peralta – you guys are proving it for your members – to help create healthy employees and help your memberships' health. But not only that, you are trying to support and encourage a healthy eating living… and we want to figure out how we can support you and how we can support membership as well. We certainly appreciate the time to talk to you guys today, and moving the partnership forward.	
Jennifer	We do have a few minutes today and want to talk a little on the Kaiser, the products offer for the Kaiser family as well. But before we let you go I just want you to take us through the new ID cards, ***MyCoreSourceWire*** and ***Teledoc*** FAQ, which is on the following pages 12-13. Basically, this was a collaborative FAQ developed in conjunction with CoreSource to answer questions about: why are we getting a new card? Can I still use my old card …one place where they can provide these kinds of answers….we haven't reissued cards since 2013 and incorporating these with technology and delivering medical information to the enrollees. ***MyCoreSourceWire*** is….	
Stephen	…the ***mycoresource.wire*** is a really exciting initiative….digital communication is really important to help folks realize the value as well as engage in a variety of different things. ***Mycoresource.wire*** is what we're doing to digitally communicate with our membership. So through working with all of our clients and working with our membership and asking them to please take a moment listen to what ***mycoresource.wire*** is about communications about benefits, offerings, availability of programs and services…all these things that are part of their plan. Individualized to them, no selling anything, no trying to do anything with their information. All we	

	want is to communicate what's available to them we give them the opportunity to call in an register their cell phones, so anyone on CoreSource medical plan over the age of 18 can call in and register and we will communicate with them throughout the year. All Peralta members can do so we have a bunch of different campaigns that are promoting different things to them…watch this quick video about benefits on ***Teledoc***, so we are doing a lot of these things just to have as an added option. To build off the email that we do, the mail we do, telephone reach out we do, it is just an added way to communicate with membership and make it readily available.	
Jennifer	And then going to ***Teledoc*** once again…but just the FAQs on ***Teledoc***. It is just an additional resource, virtual resource. So who wants to review that again one more time with us?	
Amanda	***Teledoc*** is a virtual resource…as you mentioned we're evolving and we're changing. Moving into 2017 and we've seen a lot of requests not only for the digital communications like the ***MyCoreSource.wire*** that Stephen mentioned, but also tele medicine has also grown over the past two years. So through ***Teledoc*** we're offering a tele medicine service available to the Peralta health and wellness plan members through CoreSource. ***Teledoc*** is again, an active point to provide members and their eligible dependents access to US board certified doctors and pediatricians by phone or video 24/7 365. They can access ***Teledoc*** by going to their website ***www.teledoc.com*** , you can call ***1.800.teledoc***, or they even have a mobile app. You can access ***Teledoc*** through your mobile phone as well or do video conferences from mobile smart phone. It is the quickest avenue for you to seek care for services. So what kind of conditions can they diagnose and treat? It is just simple – your common colds, your sinus problems, bronchitis, allergies, respiratory infections. So a lot of the common primary symptoms you would go see your primary physician for. Again, we don't want this to be a replacement for your primary care physician, this is just another avenue to access care if you're unable to take the time off work to get to your primary care physician or if it's going to be a few days before you are going to see your primary care physician, this is just another avenue that you can access care immediately…as far as costs for	

	Teledoc service it is the same co-pay you would pay if you were to see your primary care physician. So there is no additional costs to use the ***Teledoc*** provider, to use the virtual tele medicine services it would be the same co-pay that you would pay seeing your primary care physician.	
Jennifer	Okay so our takeaways from this segment, so I want you to hold on if you can because we are going to review some of the Kaiser comparable services as well…but our takeaways from this segment is that we know we are engaging in a wellness campaign which will include mini features, interactive tools, health risk assessment, the encouragement and use of mobile apps ***mycoresource.wire*** online wellness campaign as well as webinars, which will be scheduled throughout the year. As far as recording, while we can't currently record any of the live sessions, a PowerPoint or presentation will be made available. There will be incentives offered by CoreSource for those who sign up and complete the health risk assessment and that is what we are going to continue to roll out, thank you. At this point we have no other questions, I mean is there anything else from the group? Or we are kind of moving on in our agenda, but I did want to thank you…I am going to spend about two minutes before we move to our next agenda item just to kind of review our Kaiser comperables, Daniel are you still there? Daniel?	
Daniel	Yes	
Jennifer	Okay Daniel from Alliance, that's our consultant he's there. Okay so just like CoreSource has a menu of options, we reviewed these in the last benefits committee meeting but this meeting…but I just wanted to kind of bring the Kaiser comperables into the discussion for Kaiser members. They also offer total health assessment, access to encyclopedias, symptoms check, lifestyle programs, health videos, on-demand and available…I don't think you even have to be a member to access some of their services. On the following page, page 15, we have a side by side comparison. So with the feature of health risk assessment Kaiser has a website, total health assessment and	

	CoreSource has a website mycoresource.com on page 15. As we advance our technologies, both partners offer mobile apps. ***Mycoresource.wire*** and the KP mobile app is on the copy…you can just download it, right Daniel?	
Daniel	That's correct	
Jennifer	Okay, and then the self-directed tools. Kaiser has health and wellness resources, as well as being self-directed tools on the CoreSource website mycoresource.com, Tele ***Teledoc*** doc and its phone numbers. With Kaiser, you can have video visits as well as phone visits. With CoreSource you can basically have audio, no video right? Right?	
Amanda	Our video can be accessed through ***Teledoc***	
Jennifer	Alright, okay so we are offering…the point here is to show that these are features that are available through both of our plans in maybe a different kind of way but the intent is there. And as the service delivery system for medical care is changing, we are engaged with partners who are keeping up with the times. So that will at this point conclude this section of our agenda for today for the review of wellness resources and initiatives. I thank you both or all three of you for participating and we'll continue to bring updates to the committee. Thank you.	
Amanda	Thank you everyone, have a great day	
Stephen	Thank you everybody, and Jennifer let me know when you can, if you can respond to my latest email, if you can confirm some items let me know.	
Jennifer	Okie dokie	
Stephen Jennifer	Alright thanks guys take care Alright Daniel are you going to stay on, or are we done?	

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Daniel	I am going to drop off, with the call	
Jennifer	Okay, alright then have a good day, bye bye	
Daniel	Alright take care, bye bye	
Jennifer	So the next item on the agenda was a topic brought up before, and for this one we can stay right here. I am just going to move the PowerPoint. But on page 18 of the materials this agenda item, the district sponsored email ListServe for the Peralta Retirees. I have with us today, let's see here… Antoine Mehouelley… I will have you introduce yourself, tell us, inform the group of who you are and your goal here at the district.	
Antoine	Okay, I am Antoine Mehouelley, the Director of Technology Services, right now ….we have been joined lately by Jason Cole. We have a new Vice Chancellor of IT now over IT, which is a good thing. We are very excited about that. This project came to us I think like three or four months ago, we talked about having a ListServe for the retirees. We have a lot of questions we haven't answered yet, but we are working towards that with Jennifer in trying to see all the legality around that and how to preserve the ListServe. Are we going to have Peralta email address for ListServe or are we asking the retirees when they retire to provide us with a personal email address then we'll clear a ListServe. So we haven't completed the evaluations of what is the best solution for this project. But one of the things we have requested from Jennifer is to sit down and go through the project plan and hatch out all that. So I am here to listen to your concern and any suggestions and any comment you have for this project so I can take back when we have the real conversation about this. The other things I want to update you, the email system is an older system, it is 2007. So we have a plan right now, a project plan in place to move everything to the cloud. We'll be using Microsoft 365 and I am very excited about that project because it takes the load from IT to have all the mailbox to storage, so everything is managed by Microsoft and it's free	

Patricia	Office 365 is free?	
Antoine	For an institution like us, it was four dollars a mailbox because Google came out with the Google for education, for free. Microsoft had to drop the price and say, okay education is free. But if you want to add some features then they make you pay, but the basic stuff, you will have the Outlook and the Office, Microsoft office comes out with it, and we have retention mailbox, we can retain your mailbox for policies. All that stuff is now free, it used to be costly.	
Jennifer	Just to kind of provide a back drop guidance, should you be a retiree of the district as it is now? Your email…and I don't know if we're consistent about that. I am going to kind of hedge on it…the email goes away at some point, if you ever use it, it goes away. So what we are trying to do is create an environment where we can sustain email addresses from those who have retired from the district. So we can exchange information electronically, not to replace paper but to create an environment for sustainability, consistency in communication, and embrace self-service in that as well because, just like you move physically, emails move as well. So we want to integrate an approach to allow retirees to update their own email addresses. And the district can continue on giving electronic communications and engaging the retiree community. So that is our objective, which is reasonable…we have a new Vice Chancellor, and there are a lot of district priorities.	
Antoine	Yes	
Jennifer	So we are going to work to get into the development…	
Antoine	Yes, and we usually go into a project plan and prioritize it with other projects. The good news is we are doing email to cloud so we can just kind of bring this along while we are doing that project to create that group of retirees and basically we have to work on to the business process to see…okay you retired, for how long do we need to keep	

	your mailbox? Maybe we leave it another two, three, six months depending on the business requirement. And from then you have the chance to gives us your personal email and the communication switches back to your personal email. What we are doing right now is we are cutting right away and then Benefits is trying to contact you to give you information they can't because they don't have any email form you, so we have to have the off-boarding, and need to include a capture way of including all the retiree emails.	
Patricia	I think there was…I am a retiree…I think that there was a request made that we keep our .edu addresses, indefinitely.	
Antoine	Yes, indefinitely. Most institutions do not have that approach but that's when I ask Jennifer to talk to…we have to look at the legality on that. We have to look at all the laws and what we need to do around that. That will be determined by the business, by the cabinet to make that determination. I cannot say, IT does not say if you are going to have to keep it or not. We are just making the technology available for you.	
Patricia	That decision is still up in the air	
Jennifer	It is a business process we have to get through, and we are working on this	
Antoine	And Jennifer will work with business and say, hey can we do this with the Vice Chancellor of IT? And come to a conclusion if we are doing, because the same thing is happening with students. When we created a student email, we just dumped all the students in. now we are 400,000 accounts of student and not knowing what to do with it. Somebody say, well the first time we did it somebody say it's a lifetime account, so most institutions do not have that approach…then we don't know if you're still using it and what is does is it collects all the junk mail…now the good news is we are going to the cloud which is going to be free so we just have to figure out the administrative procedures.	

Patricia	Is there an alternative? I mean maybe we can put a timeframe on it? You can keep your Peralta email address for five years.	
Antoine	Yes	
Patricia	As a medium	
Antoine	As a medium	
Patricia	Two months or always, maybe a five year period	
Antoine	Yea	
Jennifer	In the project plan, those are the things that will be considered	
Patricia	Right, I just wanted you to consider it as a third alternative	
Jennifer	Well it is not a third alternative, it is part of the plan. It is part in the development of the project, that's one of the conditions…what's the duration? It is inherent in the process. Indefinite, five years, one month, whatever it is. It is part of the development of the business process to support the effort. So it is not a third option…	
Antoine	Yes, it is part of…then the business has to decide that…she is going and talking to everybody to make sure this is happening, and also we work within the framework of Peralta guidelines and policies. Allowing email, electronic use and guidelines and stuff like that.	
Cheryl	May I ask a question?	
Jennifer	Oh sure Cheryl	

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Cheryl	Sorry, what do other community colleges do? As far as email retention	
Jennifer Cheryl Antoine	Email retention sometimes people update a year or two years and sometimes they just cut it off when you leave depending because… if I leave you with a Peralta email and you go and you do something with it that is illegal, then what is our liability on to that? So we need to look at all the laws around that. So far we are looking into that and calling other districts to see, what is your policy around keeping retiree email , students and all that because the idea when everyone comes here, is okay just give it to them for the rest of their life so…you have to maintain those mailboxes, you need to maintain them…and Microsoft if you don't use them for a certain amount of time they will shut them down your mailbox and cut it off, so you have to use it all the time…	
Patricia	So it is a self-limiting process	
Antoine	Yea, so we will do more research on that and will answer more questions but the answer to that is every district is different. Everybody has…there is no one policy guides everybody. Depending on the board, the district, how they feel about doing what they are doing…just give it to them lifetime…it is up to the business to decide that.	
Jennifer	You have to go with a rationale and a prescribed process because it is not just the district office, but as a state holder and as a partner we have to conform to the processes in order to get prioritized.	
Antoine	Yes	
Jennifer	400,000 student emails huh?	
Antoine	That's what we have because no one ever deletes them, so we don't know who is active, who's not active. Right now we are going through a process, right now I've been asked by the new VC to go to people soft, look at the active students and then go	

	clean up that and get rid of…but then let's look at policy too, somebody can say, I always have this email why are you taking me off?	
Patricia	Well also we have students who leave and come back.	
Antoine	Yes we have the back and forth, so how far are we going to go? Two years, one year? Five years? I think five years is a good year, I like that number.	
Jennifer	So our next step is to develop a plan based on all the research. With hopefully having something definitive by this school year. I mean you prioritize right?	
Antoine	Yea, if we get prioritize. So finish the plan, do the work that need to be do, and work with Shyma, she's great she can help you with developing the plan if you set up some meeting with her. Also get the business involved to understand what we are trying to do and how we are trying to do it. And then the business to agree and to negotiate the five year, or limited, or one year, or two years.	
Jennifer	And the cost involved either way	
Antoine	Yes, yes	
Jennifer	Because there may be maintenance cost on the software, or there may be maintenance cost on the staffing.	
Antoine	Men hours to maintain all of that	
Jennifer	And then the procedures…the average age of a Peralta retiree is 77…what it does mean is that we still have to have a process for people to change their email address, self-service…don't send us an email so that we can then update it, just do it yourself like in the bank and the other contemporary…	

Antoine	And we are looking at too…to be opting- in to the ListServe or opting-out of the ListServe. Because right now…we are trying to change that and make it better, so you will receive communication directly from the college. But you cannot be replying to it and then there will be another list that will have the conversation and for the freedom of speech, and you can go there and do the district wide screaming and then go back and forth. And people who want to op-in in that list will opt-in, people who do not want to be part of that list will not be part of that.	
Jennifer	So are you saying…I kind of like that too. Where people opt-in to the ListServe to engage and there is less maintenance.	
Antoine	Yes, the idea right now is that we are working to a more automated system, we don't want people to do a lot of work for those thing. We want you to when you are doing your uploading then you can opt-in or opt-out, you have that choice. If you don't want to receive those emails we need to give those self-service system in place, and we are working toward that goal. That is why we are moving to the cloud and introducing other means to manage the whole thing.	
Jennifer	And that is the …for the benefit of the whole group. And I have seen this in other kind of exchanges where…so I opted into this ListServe and there is a bunch of…but I want to receive direct announcements, I don't want to I don't want to get LAF I don't want to get FAS, I do want to get Peralta manager emails. So I can click the ListServes I want to participate in?	
Antoine	For this time the opt-in we are looking at is only the genera communications that people have between the faculty. Everybody will get FAS announcement by default, because that's where it is, now there is going to be a policy enforcement on using those email systems just for business, just for school and colleges and district announcement communication and all that stuff. Now the other stuff about…didn't do this or all of that, we'll go to the special ListServe that people want to send out, they can send it out to that one. And that one have an option of in and out, if people don't	

	want to get that email, they like "I don't want to get those email from that group" so they unsubscribe.	
Patricia	So they unsubscribe	
Jennifer	Okay, got it	
Antoine	And we can use same things, for your things too. The retiree things, and basically….right now I am thinking out loud, the great thing is as soon as you retire you can move to that group, then you can start receiving communications.	
Jennifer	And actually you wouldn't be restrictive, you can subscribe even if you weren't retired.	
Antoine	Yea, to get retirement information and stuff like that, workshops.	
Patricia	Because we do workshops for people who are planning it.	
Antoine	So all that stuff we have a lot of ideas that we are brainstorming. What is the best way to organize this…because right now everything is manual. If you want to be in FAS, we have to put you in FAS. Somebody has to sit down there take your mailbox and you know, tie it in to FAS… so less back office work.	
Jennifer	Antoine I neglected to also introduce you not only as our, Director of technology services, but he is also part of the Chancellor's Management Development Leadership Academy program, so, and how many of you know about that? Did you hear about that? And this is an academy the Chancellor started back, almost a year ago. Last May, early last summer.	
Antoine	Yes	

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Jennifer	And we are trying to creatively work on ways to…	
Patricia	I didn't hear about it because I don't have the email address	
Jennifer	No but it is…it wasn't just on email, it was up on video, on the website.	
Patricia	It is okay	
Antoine	It is on the website, and it's a bunch of first time administrators like me. And some people who have the potential to be in administrative. They heavily involved faculty, staff, everybody.	
Jennifer	Cross-sections	
Antoine	Cross-sections, and we've been having a good time because the funny thing that we…we have to fix everything with Peralta. And it is so funny that we have that energy, we want to fix everything, which is a good thing. So I think the Chancellor is capturing that and trying to turn that into positive energy for change moving forward	
Jennifer	And moving through this, I think building relationships that are good for the district and moving initiatives along, bringing them to closure	
Antoine	And yes, bringing us together. When Jennifer comes with her issues, I have to take the time to understand what she is trying to support and vice-versa. When I have a problem I go to Jennifer so I have this building network of connections that we didn't have before. Before technology didn't have a partnership like this, we are working right now together, like "you stay there, I tell you what to do" or I tell you what I want. But now we have meetings, we are collaborating, and we are supporting each other. So it is a very positive environment.	

Jennifer	It doesn't mean I still don't have to do the project plan	
Antoine	Yes	
Jennifer	And not go through the process. It still doesn't mean that we make exceptions if you label the forms, but were creating still…	
Antoine	And like I said this is good because before Jennifer would not get….to make the steps. So she would come in and say this is what you need to do. Do this and do this, we'll help you, we'll give you the information, we'll work with you. So we are pushing it all together and she's leading it very well, so I am very excited.	
Jennifer	Thank you for your graciousness, I think we are almost at the end	
Antoine	You're on top of it	
Jennifer	Thank you. I just want to take a…go through a couple of things that were important	
Antoine	I don't think….	
Scott	Probably not	
	(Jennifer reviewing meeting packet)	
Jennifer	Enrollment census update on page 5, this is the distribution, and this is all employees. We service...little over 3,000 employees and there is a breakdown of active and retired and by plan…funding from the dependent eligibility was that the gross savings will be about 50,000 dollars as a result of those who voluntarily de-enrolled dependents. If the average expense of the eligible dependent is 4,000 dollars and we de-enroll 15, it is a gross savings of 15,000 dollars…we'll continue to reach out to those who have not completed documentation and we'll see at the bottom of page 6 of those who are	

	home or are still reaching out. Given that it is half-time, I imagine we should be able to retrieve the information from our different constituents on in our audit file. Let's talk about the Kaiser offices co-pay, page 9 and11, 12,13, just to go over go down to page 15. Medicare Outreach on February 1st we had our Medicare open enrollment campaign and we offered a variety of workshops, five workshops that day. In February 1st for the last eight years we held out outreach campaign on the first Wednesday in the middle of the enrollment period and this is when we bring all of our…we have our Medicare social security, the Benefits office, the Kaiser team, CoreSource and other representatives come with the answers with questions about…we have about 30 people in that workshop and then we have the CALPERS workshop, the first of its kind since I've been here. CALPERS loves to come, I don't know why they haven't been here before because people enjoy the experience. We also had the Plan to Retire Retirement workshop, which I facilitated, which talks about not the money but the medical conditions of the retirement, and it has the tax for planning, what's in it for you…how does it fit into you financial plan. We offer that workshop as well and closed with a Calstrs Educational Retirement workshop facilitated by Calstrs and that workshop is open to anybody on Calstrs. So it may not be here at the district but Oakland Unified can come….we had people from various entities and agencies attend the Calstrs's workshop, they reached out. They are partnering with another hold site, there is no other hold site between I think Santa Clara and maybe Sacramento. So they were looking for a place and reached out to us, so why not	
Patricia	I have a little thing to bring up	
Jennifer	Yea	
Patricia	I think Debbie was at one of these meetings and apparently there was a dependent of a retiree who was reaching Medicare age and it was not clear to this person whether or not she has to sign up for Medicare. So Debbie is suggesting that as part of the FAQs on the website that you include a response to that question	

Jennifer	If on the benefits guide and I have one for you, we will keep that on the record but hand it out annually. But we do hand it out, mail it out and make it available	
Patricia	Anyhow, the woman attended the presentation and when she left she felt she didn't have to sign up for Medicare so she got the wrong message	
Jennifer	Since I don't know about the entire conversation, typically we have to look at each individual because we don't know what all the parameters are. So I appreciate the feedback, but I will show you on the way out where it is in our documents. Where the spouse should sign up… Okay Medicare outreach efforts, so we have notifying those who are in Medicare age who are not enrolled, at this point we sent letters on the 17th of January to remind them about the window. We made phone calls the following week and then offered the campaign on the 1st of February. We will continue our outreach on the 6th of march during that week, and send certified letters in March to remind folks that there is a limited window to enroll in Medicare. There are other opportunities throughout the year…the exceptions for not enrolling in Medicare are also on page 17. You are not required to enroll in Medicare…	
Patricia	They were self-employed	
Jennifer	I don't know, I am just saying…I am talking to the general group of the established exception. If there is other primary coverage available they are not required to sign up with us at that time. If they are out of the country, because Medicare does not provide coverage out of the country that's the reason they don't apply for Medicare here even if they do get reimbursed or according to the union contract Medicare coordination was not required. Or the Medicare coordination did not exists…if you are enrolled on a Kaiser program outside the area plan that may be an exception. So we ask people to re-confirm and verify annually if they believe they have an exception. So next meeting is in April, are there any questions?	

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Scott	Next meeting on this program here on the 1st of February?	
Patricia	Oh you want that again?	
Scott	No, no I mean yea, because you've got people who are definitely afraid of retiring and probably trying to avoid it, and I'm one of those guys so I am trying…so I should get off my lazy behind, and there's other people I've talked to about this and they're fearful of this step. It is life changing so I'm suggesting that we do it again…	
Patricia	Well there are a lot of issues it isn't just what your health coverage is going to be. It is a big change	
Jennifer	I will look at probably in May…May is the time when we have scheduled Calstrs. I may not be able to replicate the entire Medicare enrollment…thank you for the feedback and I will look at that as well for May	
Patricia	So for our April meeting?	
Jennifer	Dates for April, when is Spring Break again?	
Scott	Third week in April	
Jennifer	Probably April 6th or the 27th, I'll send out to see which of the two can work	