



Board Governance Committee Agenda Item 8

May 14, 2018

Item Name: Process for Handling Mail Directed to Board Members

Program: Board Governance

Item Type: Information

Background and Analysis

A question has been raised about how mail that is received by CalPERS and specifically directed to Board members is handled. The team has prepared two options in the form of flow charts in Attachment 1 to assist the Committee with discussing this item.

“Option A” captures the current process for handling mail directed to Board members, with the modification that the Chief Executive Officer approves the approach to assist or respond to the stakeholder rather than the Board President (see the “CEO” row under Option A for the relevant steps in the flow chart). “Option B” removes the team’s role in the mail-handling process for mail directed to individual Board members, other than initial intake, and recommends additional responsibilities for Board members to ensure compliance with California law and CalPERS policies and procedures.

Benefits and Risks

- The current process, and Option A, are designed to streamline responses to members and stakeholders while ensuring compliance with California law and CalPERS policies and procedures. Changes to this process, such as those contemplated in Option B, would likely lengthen response times and could marginally increase the risk of a violation of California law or CalPERS policies and procedures.

Attachments

Attachment 1 – Options for Handling Board Correspondence

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