

**REGIONAL GOVERNMENT SERVICES AUTHORITY  
EXECUTIVE COMMITTEE MINUTES  
MAY 20, 2021**

The Regional Government Services Authority held a regular meeting of the Executive Committee on May 20, 2021 via teleconference. The meeting was called to order at 1:03 p.m.

**1. CALL TO ORDER / ROLL CALL**

Members Present: Linda Smith, Chair  
Liz Habkirk, Vice Chair  
Dan Buckshi, Member  
Steve Rogers, Member  
Dan Schwarz, Member  
Hilary Straus, Member

Members Absent: Brent Slama, Member

Other Attendees: Richard Averett, Executive Director  
Sophia Selivanoff, Deputy Executive Director for Client Services  
Jefferson Kise, Finance and Operations Manager  
Rich Oppenheim, Administrative Services Manager  
Bobbi Bennett, Interim HR Director  
Glenn Lazof, Director of Finance Services  
Tiffany Buraglio, Executive Assistant

**2. PUBLIC COMMENT – None**

**3. APPROVAL OF CONSENT AGENDA**

**Staff requested items 3C and 3F be pulled from the Consent Agenda for discussion.**

- A. Approval of **February 18, 2021** Minutes
- B. Approval of RGS Position Listings
- D. Approval of Payments and Deposits made February through April 2021
- E. Approval of Investments Report through March 2021
- G. Receive and File Municipal Dental Pool Update
  - Action:** Moved and seconded (Rogers/Habkirk) to approve consent agenda.
  - AYES:** Smith, Habkirk, Buckshi, Rogers, Schwarz, Straus
  - NOES:** None
  - ABSTAIN:** None

C. Approval of Regularly Scheduled Meetings Calendar

Executive Director Averett noted there is not currently a lot of business scheduled for the September meeting date, but he would like to keep it on individuals' calendars just in case something comes up which needs addressing before the November meeting date. He noted that the November meeting date is currently tentatively scheduled as a virtual meeting but that some individuals have expressed interest in meeting in person again. Staff is monitoring the state and local health conditions regularly to determine when it will be possible to meet again in person. Members expressed support for in-person meeting opportunities, pending the Governor's pandemic guidance due to be announced on June 15. Discussion was had around various types and locations of in-person meetings held in the past and what might be envisioned after pandemic restrictions were lifted. Some support was voiced for combining meetings with presentations or other information pertinent for the Board/Committee, and for "hybrid options" such as alternating in-person and videoconference meetings or allowing both forms of attendance at the same meeting to help mitigate the impacts of longer travel times due to the increased geographic distance of the current composition of committee members.

F. Receive and File Management Services Agreements

Executive Director Averett noted the new format of the report which was in response to the committee's discussion at the last meeting. Executive Committee Chair Linda Smith had contacted Executive Director Averett prior to the start of the meeting to share additional information she would be interested in seeing represented in the report and Executive Director Averett said the CRM utilized by RGS could accommodate the request. Feedback was requested on how to define an "ongoing" contract. Consensus was reached to differentiate between two types of "ongoing" contracts as either "on-call" or "active/engagement". It was reiterated that the committee is interested in understanding what is the nature of the work. Executive Director Averett noted they will make modifications to the report for the next meeting and that RGS currently has about 80 active clients and over the course of a year there may be about 120 contracts.

**Action:** Moved and seconded (Habkirk/Rogers) to approve Regularly Scheduled Meetings Calendar and receive and file Management Services Agreements.

**AYES:** Smith, Habkirk, Buckshi, Rogers, Schwarz, Straus

**NOES:** None

**ABSTAIN:** None

4. TREASURER'S REPORT

A. Review of Preliminary Fiscal-Year-To-Date Financial Reports through March 2021 and Approval of Increased Allocation to Claims Reserve

Finance Manager Kise announced that the Fiscal Year is going well and ahead of budget. After nine months, the agency has passed the budgeted net gain for the full year. Most of the growth has come from the services increase for one client. (Additional expected growth from this client is factored into next year's budget.) Funding for claims is at a \$82,000 deficit for the fiscal year. The recommended allocating of \$100,000 to the reserve should enable the account to break even for the fiscal year. It was noted that even with the approval of the extra \$100,000 allocated to the claims reserve, the agency is still expected to achieve a net gain of approximately \$100,000 for FY21. Collections for the agency are well under control.

**Action:** Moved and seconded (Smith/Buckshi) to approve increased allocation to claims reserve.

**AYES:** Smith, Habkirk, Buckshi, Rogers, Schwarz, Straus

**NOES:** None

**ABSTAIN:** None

B. Approval of FY22 Budget

Finance Manager Kise stated that the proposed budget for FY22 was forecast to continue the trends represented by the current fiscal-year-to-date performance. In fiscal year 2021, RGS consulting business did not drop off as was anticipated due to the pandemic, instead it exceeded what was forecast for the year. Next year's performance is expected to follow the same trend, in part due to some contractual built-in CPI/ECI increases, growth in a variety of business lines, and known hiring increases in some ongoing active client business. Revenues are expected to continue growing from the Municipal Dental Pool and STARS programs. Executive Director Averett added that the projected revenue increases in the FY22 budget are conservative, while using current trends and known activities. A question was asked about how the actuals for FY19 compared to FY20 and staff noted that FY20 represented a growth year. Additional questions centered around the claims reserve and staff noted that the addition to the claims reserve will bring the balance to a net positive \$20,000 with scheduled contributions to continue each month. Also requested was the targeted balance of the claims reserve and operating reserves. Staff noted that the CJPIA's restatement a few years ago of RGS' retrospective calculation, eliminated RGS' claims reserve. These reserve targets were established four or five years ago, and staff will follow up with the Committee on the targets and status. It was requested that reserve targets and their associated balances be included in future budget reports.

**Action:** Moved and seconded (Buckshi/Rogers) to approve the FY22 Budget

**AYES:** Smith, Habkirk, Buckshi, Schwarz, Rogers, Straus

**NOES:** None  
**ABSTAIN:** None

## 5. OLD BUSINESS

### A. Approval of Updates to the Strategic Plan

Administrative Services Manager Rich Oppenheim noted there were additional RGS staff to present progress on some of the Strategic Plan Update goals.

Deputy Executive Director Selivanoff spoke to Goal 1, Outstanding Service. Selivanoff noted that staff was gaining traction in the customer care program in reaching out to RGS customers to see how we can better serve them. Template communications are being developed to reach out at both on-boarding and off-boarding events. Staff requested Members let staff know if contacts and surveys were welcomed or seen as an annoyance from a customer perspective. It was expressed by Committee Members that a personal touch would be appreciated in addition to the survey approach in the customer care cycle.

Administrative Services Manager Oppenheim spoke to Goal 2, Leadership, Staffing and Teamwork. Oppenheim gave an update on the HR Manager hiring process noting that three candidates were brought in for interviews and staff is trying to find ways to utilize all three exceptional candidates in a variety of positions, including the HR Manager position. Finance Manager Jeff Kise also spoke to Goal 2, and described the Payroll restructuring process taking place, moving that function out from under the HR umbrella to the Finance operation due to the interaction/integration with RGS' heavy reliance on billing for staff hours. Plans are to add a second payroll clerk to staff and alternate payroll preparation so staff performing the role have more work schedule flexibility and RGS has more capacity to assist client payroll activity.

Interim HR Manager Bobbi Bennett spoke to Goal 3, Financial and Risk Management. Bennett informed the committee on updates to RGS's Policies, Rules and Regulations (PR&R). The policy manual was originally designed to encompass both the RGS and LGS agencies and now the manual needs to align with the RGS business model only. RGS has been leveraging the talent within the advisor pool for the revision process. Plans are to bring the revised policies to the Executive Committee at the November meeting.

Administrative Services Manager Rich Oppenheim spoke to Goal 4, RGS Growth. Oppenheim described the expansion of the Training and Development service line to capture the alumni from the existing Academy series. A mid-manager and executive level series have been identified for development and is currently in the needs-analysis stage. RGS is starting to see more out-of-state interest in both training services as well as recruitment and class and comp services. Several Committee Members expressed interest in training services targeted toward analyst/management analyst level. Director of Finance Services Glenn Lazof also spoke to Goal 4. Lazof explained the acquisition of the financial software, MIP, which will be deployed for one current client as well as marketed for use to new clients in an effort to grow the outsourced finance service line. The pandemic has necessitated reconsideration of outsourcing this function, along with increasing recruitment difficulties and financial pressures in smaller, more remote agencies.

Executive Director Averett noted that each of the updates represents an investment in staff time and money, with the expectation of long-term recovery and contribution to financial health.

**Action:** Moved and seconded (Smith/Habkirk) to approve updates to Strategic Plan  
**AYES:** Smith, Habkirk, Buckshi, Schwarz, Rogers, Straus  
**NOES:** None  
**ABSTAIN:** None

## 6. NEW BUSINESS

### A. Executive Director Ad Hoc Committee Formation

Member Rogers announced that the current committee is close to wrapping up the work with an outside consultant and suggested that the Ad Hoc committee complete its task in the coming months. The Executive Committee Chair agreed to continue this item.

**2:23pm      Bobbi Bennett left the meeting.**

**7. EXECUTIVE DIRECTOR, COMMITTEE AND MEMBER REPORTS**

A. Executive Director: Executive Director Averett acknowledged member Brent Slama's promotion from Acting City Manager of Soledad to City Manager as well as the retirement of former alternate Committee member Julie Carter from the City of Dublin. Averett provided updates on the medical JPA, PACE, and on the STARS 401/457 Trusts. Averett noted that the STARS program now has four member agencies and assets continue growing (currently almost \$14M). RGS has served 309 client agencies in almost 20 years.

B. Members: There was a question of whether Prop 218 support would be a possible option of a service line RGS could offer. Staff noted that this service has not been an area of frequent requests by clients to this point. Also discussed was how to spend the upcoming ARPA money and that one viable option was to hire staffing to help recover from COVID and RGS might focus on assisting agencies in this area.

**8. ADJOURN** – The meeting adjourned at 2:38 p.m. The next regular meeting is scheduled for September 16, 2021 via teleconference.