



MURA 2017 Annual Business Meeting  
Reynolds Alumni Center  
March 18, 2017

**Call to Order and Welcome:** President Marty Townsend thanked each of the members and guests present today for taking time to participate in the annual business meeting and program held at the Reynolds Alumni Center. The meeting was called to order at 9:45 AM.

### **Business Meeting**

**2017 Minutes:** It was moved by Gary Smith and seconded by Doris Littrell that the minutes from the 2016 MURA annual business meeting be approved. Passed.

### **Update from UM System Health and Benefit Administration:**

Kelli Holland, Director, introduced the people currently serving as the UM System Health and Benefit Administration team. September 1, 2016, E. Jill Pollock was hired to fill the vacancy created by Kelley Stuck who was hired by the University of Virginia. E. Jill Pollock, MBA, was appointed in September 2016 as Interim Vice President for Human Resources and Chief Human Resource Officer. The search for a permanent Vice President has not yet begun, but is expected sometime during the calendar year. Eric Rosenhauer, Assistant Vice President, provides leadership, under Jill, for the areas of Benefits, Retirement, Human Resource Information Systems, and the HR Service Center. Kelli Holland, serves as Director of Health and Benefits and is over Health, Welfare, including medical, dental, vision, life and disability benefits, Wellness and the Employee Assistance Programs; Jessica Baker serves as the Senior Manager for Retirement Programs, both the university pension benefit and voluntary retirement plans.

Kelli discussed the operational phase of the Medicare Advantage Plan changes, which were introduced last summer, 2016. At that time, retirees were asked to begin to assess their individual healthcare needs and examine premium and out of pocket costs associated with those needs. This was the culmination of a project that began in the summer of 2014. In Summer 2014, the University asked Kay Barbee to facilitate meetings and educational sessions on how Medicare works. In early 2015 Kelley Stuck conducted listening tours meeting with retirees in person in coffee shops and restaurants across the state in order to obtain feedback regarding retiree insurance benefits, a survey was implemented and completed, and focus groups were coordinated and processed for more specific plan development. The changes taking effect were announced last Summer, 2016. The enrollment group meetings were well-attended as were the in-person meetings and there were many conference calls. Approximately one-half of all retirees opted for the buy up; the other half of the people stayed in the base plan. All in all, things went really well—communications were released on schedule, implementation and audit were successfully completed and claims processing is going smoothly. Furthermore, everyone was covered (no one was without coverage) while getting things set up with Medicare. Opportunities included: helping people who were Medicare eligible but had not previously shared that information with the university and obtaining a physical address location for those people who had only a P.O. box number listed. During pre-enrollment, the need to use group names instead of group numbers on the printed material became clear. Also, in

## **Update from UM System Health and Benefit Administration (continued):**

the future, there will be a premium amount given instead of a chart to read. In addition, there was some confusion around the inability to confirm enrollment immediately. There are a few changes coming in Part D Prescription Drug Plan coordination. There will be an opportunity on the horizon to buy back the drug plan or to let people get back in. There will also be an elimination of the suspension policy as there were problems with the Medicare Advantage grace period. There will be no active enrollment period for retirees this Fall. Retirees only need to make a change this Fall if changing plans. The Health and Benefits team will now begin looking for a good plan at a low rate for dental, vision and life insurance for actives and retirees. Kellie took questions from several members.

Jim Koller asked for clarification regarding current employees' age and service eligibility requirement for future retirees. There are a couple of ways numbers are construed. Right now, at the beginning of 2018, in order to be eligible for retirement a current employee must demonstrate 20 years of service and be age 60. Eligibility for medical is different than eligibility for retirement. Retirement statements and insurance estimates are available as are retirement planning seminars. For individual questions, current employees are encouraged to contact the Health and Benefit Administration team members. Doris Littrell asked for clarification regarding opportunities to change coverage. Everyone will have the option to change coverage during the annual enrollment period every year. Underwriting is for a combined plan. United Healthcare was selected because active employees changed to United Healthcare in 2015. With retirees, there were a couple of bidders; throughout, United Healthcare offered better prices, network access, as well as other decision points. MU and retirees jointly saved approximately \$10 million dollars with the change to the Medicare Advantage Plan.

## **Treasurer's Report:** Debbie Robison

Attached is the cash flow statement for the first 8 ½ months ended March 11, 2017. MURA's cash disbursements exceeded the cash receipts for this period by \$1,375.

Observations regarding the deficit:

- The cost of attending the AROHE Conference is biennial and this was the year for that expense in the amount of \$1732.
- Dues are about \$1,180 behind collections last year at this time.
- The Holiday luncheon continues to lose money. This year the loss was \$1,393.
- We have not yet been billed for the printing and mailing of the Association's newsletters. These costs are expected to be about \$2,000 and were paid by the campus last year but we are not yet sure whether that reimbursement will occur for this fiscal year.

Overall, the Association is currently in good financial condition. Debbie expressed concerns related to the Association's ability to remain financially viable in the long-term with the current dues structure. Earl Wilson, Past Treasurer, reported that there is currently an approximately three percent return of actual dividend from the Vanguard Wellesley Income Fund that can be used. Dick Otto, Membership Chair, noted that in the unlikely event that MURA would be required to liquidate and give everyone their dues back, MURA would have money left over. However, if a decision were made to do something with the fund, such as to give a large sum to the scholarship fund, there would then be a reason to build the fund with dues increase. It is believed that MURA has a reliable source of income from the growth fund and dues to remain financially viable in the long-term.

### **Treasurer's Report (continued):**

A new item on the cash flow statement relates to the MURA scholarship fund. The scholarship fund is not an asset of our organization but instead one of MU. MURA received \$2,403 from the MU Bookstore in payment for the volunteer work our MURA members did at the bookstore last Fall and this January. MURA then in turn contributed this amount to the MURA scholarship fund.

It was moved by Kee Groshong and seconded by Doris Littrell that the cash flow financial statement ended March 11, 2017 be approved. Passed.

**Nominating Committee Report:** Tom Henderson (Past President) dispensed with the reading of the nominees' brief biographies as they were presented in the February, 2017, MURA newsletter. The MURA nominating committee, composed of Ken Hutchinson, Jim Koller, Bea Smith, Leslie Palmer, and Tom Henderson, unanimously recommend to the membership the following individuals for Board membership beginning July 1, 2017:

PRESIDENT ELECT AND PROGRAM CHAIR – Linda Jo Turner (2017-2018)  
SECRETARY – Leslie Palmer, second, two-year term (2017-2019)  
STAFF MEMBER AT LARGE – Susan Hazelwood, first, three-year term (2017-2020)  
FACULTY MEMBER AT LARGE – Brian Foster, first, three-year term (2017-2020)

It was moved by Gary Smith and seconded by G. B. Thompson that the slate be approved by acclamation as presented. Passed. Special thanks by President Marty Townsend to Tom Henderson, Ken Hutchinson, Jim Koller, Bea Smith and Leslie Palmer for implementing the process for the election of these Board members as well as to the candidates themselves for their participation and willingness to serve.

**Membership Report:** The number of memberships is good and is comparable to that of recent years. Dick Otto reported that we have 86 members that last paid dues for the 2016 year. This is now 15 higher than the comparable number for last year. Dick welcomes the assistance of anyone who would like to volunteer in efforts to "work" this group for renewals with personal contacts and e-mails. We have 95 annual members in good standing – paid for 2017 or beyond. This number is 42 lower than the comparable number for last year at this time. It is Dick's belief that annual members are just not getting the message that they need to pay their dues. We have 727 life members compared to 704 last year. Total paid membership is 822 (95 paid annuals + 727 life members). 12% of our members in "good standing" are annual members, 88% are life members. The data base at this time is probably more current relative to "deceased individuals" thanks to the recent receipt of information from the University Benefits Office. We did NOT have a comparable report last year at this time. The total of 822 is down 19 from the numbers of last year. The loss of "paid memberships" is confined to annual members ONLY! Everyone here is a member of the membership committee. Everyone is responsible to help out with the recruitment of new members. If there is any chance that someone has or will be getting a new email address, please be sure to contact us with the new email address.

**Communications Committee Report:** Barb Harris, Chairperson, offers thanks and appreciation to committee members Ginny Booker and Sandy Stegall for their contributions in publishing the MURA newsletter three times a year. Jenny Booker has improved the image of the newsletter with color and layout. Sandy Stegall coordinated and prepared articles for Ginny. Many thanks and appreciation also for committee members Darlene Schmitz and Marge Whitman. Darlene Schmitz coordinates and manages the information housed on the MURA website at mura-missouri.com. Marge

## **Communications Committee (continued):**

Whitman is the newest addition to the committee who assists with the writing and mailing of thank you notes for donations to the Kitty Dickerson MURA Scholarship Fund as well as other contacts. Barb serves as the “traffic cop” directing pieces of information to various committee members and maintains the electronic list serve distribution list. The February printed newsletter went to 657 households; 139 households have agreed to forego the expense of printing and mailing the newsletter and rely only on the electronic version. The electronic version is available about two weeks prior to those receiving the USPS version. It takes four or five days from leaving Printing Services to move through the US Postal Service system and arrive at a household. Barb extends many thanks to Past-President Tom Henderson for his efforts to obtain funds to cover the cost of the newsletter which is approximately \$1,800 a year for printing and mailing. Tom negotiated a joint subsidy on behalf of the Chancellor and the UM System for last year; it has been confirmed that this arrangement will continue through the 2017-2018 fiscal year. There are currently 666 email addresses on the list serve distribution list, which is slightly misleading in that there are people on the list serve who have not yet paid dues since 2015 and before and will be deleted. There have been some ongoing problems with people not receiving announcements and information which Barb is continuing to research and problem-solve. It appears that Century Tel blocks messages with attachments as spam. Please let Barb know if you are not getting either the mailed newsletter or the electronic news so it can be corrected. MURA receives requests to list on the MURA website links to outside agencies such as AARP, Cancer Society, etc. some of which are for-profit groups others are from non-profit groups. These are requests to list organization information. There is the question of whether or not to put the links out there as it gives the appearance of endorsement. Sandy Stegall suggests that this is a “slippery slope” requiring a panel to review each request. Marty Townsend proposed eliminating the links entirely doing away with the need to adjudicate who gets linked and who does not. It was suggested that MURA keep the University-related links as it would be acceptable if it benefits the University. Brian Foster suggested adjudication on the basis of whether or not the link benefits MURA members as people who are entering a new phase of life. Currently, there are approximately 60-65 links some of which are non-functional. The general consensus of the group appears to be to take down what is currently housed on the website as no one uses them and thus eliminating being in a position to have to turn down future requests.

**Program Committee Report:** Marty Townsend reported on the following MU Retirees Association events for Margie Sable, who was out of town:

- We had to cancel the Fall Social because it had inadvertently been scheduled on a religious holiday.
- The Holiday Luncheon was held on Saturday, December 17, from 10:30 a.m. to 1:30 p.m. at Reynolds Alumni Center. There was an ice storm the night before the Holiday Luncheon; however, it was too late to cancel. University catering sent home box lunches for people who were unable to attend. The low attendance meant that nearly everyone took home a Santa gift.
- The Spring Social with President Choi will be hosted by Mr. and Mrs. Choi on Thursday, April 13, 2017, from 3:00-5:00 p.m. at Providence Point.
- The Ray Schroeder Spring Picnic is on Wednesday, May 10, 2017, from 10:30 a.m. to 1:00 p.m. at Twin Lakes Shelter. Members are asked for \$12 per person to cover costs.
- The Chancellor’s Retirees Luncheon and Resource Fair is on Friday, May 19, 2017, at Reynolds Alumni Center. The Resource fair is at 10:00 a.m. in the Great Room; Luncheon is served at 11:30 a.m., Columns Ballroom; the fee is \$15 per person.
- Jo Turner will serve as Chair of the Program Committee next year (and is thus also President elect).

**Kitty Dickerson MURA Scholarship Committee Report:** Committee Co-chairs Gary Smith and Kee Groshong

- The 33 bookstore greeters in December and January raised \$2402.50. Gary has negotiated with Jeff Zeilenga a \$5 per hour increase from \$10 to \$15 per hour.
- The January Shakespeare's Pizza Party raised an additional \$362.50.
- Memorials for Kitty continue to come in.
- There was a great article about Kitty and the scholarship in the February MURA Newsletter.
- On February 20, we reached the \$25,000 mark for the Kitty Dickerson MURA Scholarship fund. It is now an endowed fund and the goal is to raise the fund to \$100,000.
- On April 13, there will be a scholarship fundraiser at Providence Point hosted by President Choi. Kee Groshong recognized David Russell as the person responsible for facilitating the agreement--the President will cover the costs of the Spring Social. The Social will be held from 3:00-5:00 p.m. with a maximum of 140 attendees. There will be a \$25 donation to the scholarship fund per attendee. Invitations will come out next week.
- The Scholarship Committee is currently working on a story/annual campaign solicitation which will include testimonials from a recipient, parents of a recipient, comments from Kitty's adult children and more. Hopefully this will occur early summer.
- The next volunteer dates at the bookstore are August 21 through 25 and January 15 through 19, 2018. Maybe during Summer Welcome, not sure at this point.
- Members of the Scholarship Committee are: Dianne Orton, Nancy Schultz, Tom Henderson, Brian Foster, Ken Hutchinson, Larry Windmoeller, Kee Groshong and Gary L. Smith.
- The committee would welcome additional members to the committee and encourage anyone to send suggestions on how we could generate funds to support the scholarship. Send suggestions to Kee or Gary Smith.

**Education Committee Report:** Marty Townsend reported for John Parker, Chairperson of the Education Committee. The monthly Breakfast Series: Tuesday, April 4, 2017, Rob Freeman, CEO of Trade Wind Energy, and son of MURA members Tom and Peggy Freeman; Tuesday, May 2, 2017, Dr. Marshall Stewart, Vice Chancellor for Extension and Engagement; and Tuesday, June 6, 2017, is a Legislative Wrap-Up with local legislators organized by Mary Anne McCollum.

**President's Report:** President Marty Townsend (see attached reports)

**Old Business:**

**New Business:**

Doris Littrell, MURA Representative on the Retirement, Health and Other Benefits Committee announced an opening on the committee. The committee is comprised of four faculty, four staff and four retiree members and has an opening for a retiree member. The committee usually meets once in the Fall and once in the Spring. Doris urges MURA members to serve on this committee; please contact Doris for more information.

Sandy Taylor, Chairperson of the Awards Committee announced the Chancellor's Retirees of the Year to be awarded on May 19, 2017, at the Chancellor's Retirees Luncheon. The Faculty Awardee is Richard Hessler, Department of Sociology. The Staff Awardee is Marie Sloan, Department of History. All are invited to attend the luncheon as well as to nominate colleagues for future awards via the MURA website and/or the Provost's website or by using the form in the MURA newsletter.

**Program:** Marilyn Rantz, Curator's Professor & Helen E. Nahm Chair, MU Sinclair School of Nursing, University of Missouri and Marjorie Skubic, Professor and Director, Center for Eldercare & Rehabilitation Technology presented collaborative research on Aging in Place.

The meeting was adjourned at 12:00 noon.

Respectfully,

Leslie J. Palmer, PhD  
Secretary

Minutes to be approved at the Annual Business Meeting Spring 2018

# MURA - ANNUAL BUSINESS MEETING

Saturday, March 18, 2017  
Reynolds Alumni Center, Columns C

## AGENDA (revised to include meeting changes)

9:30 – 9:45      Coffee and Conversation

9:45 – 10:30    Business Meeting

Call to Order and Welcome – President Marty Townsend

Update from UM System – Kelli Holland, Director of Health & Benefit Administration

Approval of 2016 Minutes – Secretary Leslie Palmer

Treasurer's Report – Treasurer Debbie Robison

Nominating Committee Report & VOTE on Officers– Past Presidents Tom Henderson & Gary Smith

Membership Committee Report – Chair Dick Otto

Communications Committee Report — Chair Barb Harris

Program Committee Report – Marty Townsend, for President Elect Margie Sable

Kitty Dickerson MURA Scholarship Committee Report — Co-chairs Gary Smith & Kee Groshong

Education Committee Report – Marty Townsend, for Chair John Parker

President's Report – Marty Townsend

Old Business

New Business – Doris Littrell; Awards Committee Chair Sandy Taylor

10:30 – 12:00    Program Introduction – Marty Townsend

Marilyn Rantz, Curator's Professor & Helen E. Nahm Chair, MU Sinclair School of Nursing  
Marjorie Skubic, Professor & Director, Center for Eldercare & Rehabilitation Technology

Adjourn

**MU Retirees Association  
Statement of Cash Flows**

	<u>Actual Year to Date March 11, 2017</u>	<u>Actual Year Ended June 30, 2016</u>	
<b>Operating Activities Supported by Member Dues and Investment Income:</b>			
<b>Receipts</b>			
Dues-annual	\$ 485.45	\$ 1,177.50	
Dues-lifetime	1,650.00	3,900.00	
Investment income	<u>1,348.93</u>	<u>2,512.99</u>	
<b>Total Operating Receipts</b>	\$ 3,484.38	\$ 7,590.49	
<b>Disbursements</b>			
Newsletter-publishing/printing		1,283.92	
Newsletter-postage/delivery		582.25	
UM and MU Newsletter Reimbursement		(1,866.17)	
Business meeting		770.54	
Fall information meeting	1,196.74	1,235.89	
MURA Internet Office	59.40	93.40	
Attend Biennial AROHE Conference	1,731.54	-	
AROHE dues		120.00	
Flagship Council		100.00	
Filing fee State of Missouri	30.00	15.00	
Membership materials		235.00	
MURA Plaques	234.00		
Post office box rent and postage	54.00	67.60	
Miscellaneous	<u>44.00</u>	<u>615.47</u>	
<b>Total Operating Disbursements</b>	<u>3,349.68</u>	<u>3,252.90</u>	
<b>Excess of Operating Receipts over Disbursements</b>	134.70	4,337.59	
<b>Self-Supporting Social Activities:</b>			
<b>Holiday Luncheon</b>			
Receipts	2,950.00	3,000.00	
Disbursements	<u>4,459.57</u>	<u>4,392.90</u>	
<b>Net Receipts (Disbursements)</b>	(1,509.57)	(1,392.90)	
<b>Spring Picnic</b>			
Receipts		1,106.00	
Disbursements		<u>900.85</u>	
<b>Net Receipts (Disbursements)</b>		205.15	
<b>25th Anniversary Activities:</b>			
Museum event registration fees		\$1,026.00	
Contributions		300.00	
Disbursements		<u>(1,413.45)</u>	
			-\$87.45
<b>MURA Scholarship Fund:</b>			
Receipts	2,402.50		
Disbursements	<u>2,402.50</u>	-	
<b>Net Increase (Decrease) in Cash During Period</b>	(1,374.87)	3,062.39	
<b>Cash Balance, Beginning of Period</b>	<u>9,154.35</u>	<u>6,091.96</u>	
<b>Cash Balance, End of Period</b>	<u>\$ 7,779.48</u>	<u>\$ 9,154.35</u>	
<b>Investment Assets (See note 1)</b>	<b>12/31/2016</b>	<b>Jun. 30, 2016</b>	
Lifetime Members Reserve Investment Account	<u>\$ 84,444.72</u>	<u>\$ 85,391.39</u>	

**Notes:**

(1) This asset pool was established from lifetime membership dues. The income from these investments provides continuing services for lifetime members as they no longer pay membership dues. Currently, these assets are invested in the Vanguard Wellesley Income Fund.

March 18, 2017

TO: MURA Members  
FROM: Marty Townsend, MURA President  
RE: Annual President's Report

Our organization experienced the sad loss of President Kitty Dickerson on January 15, 2017. When Kitty assumed the Presidency in July 2017, she had already been treated for cancer and her year ahead seemed hopeful. By August, however, when she was visiting her daughter in Brooklyn, the illness returned and she remained in New York City for treatment and ultimately hospice care. Per MURA's By-Laws, I stepped in as Acting President in September and became President in January. Our February newsletter focused on Kitty's professional life and legacy, especially noting that the MURA Board re-named our scholarship in her honor. MURA shares members' continued deep sympathy with Bill Fisch.

Also per MURA's By-Laws, the Board appointed former director of Social Work professor Margie Sable to an open seat on the Board and also as President-Elect. Margie chairs the Program Committee this year and assumes the MURA Presidency in July 2017.

Our big news of the year was changes to the Retiree Health Benefits, which Kelli Holland reported on at the beginning our meeting today.

Tom Henderson, Past President and MURA liaison to United Way, has kept us informed of retirees' significant contributions to United Way this year.

I remind you that I am your representative Chancellors Search Committee; please share your thoughts with me by email or phone. Nominees for the position may still be submitted via the UM System website.

The MURA Board weighed in on Chancellor Foley's request for feedback on addressing the University's fiscal crisis with a memo. A copy of that document was sent to MURA Secretary Leslie Palmer and is attached here for the record.

By far my biggest frustration of the year is connecting with new MU retirees. Every month MURA leadership hears about people who don't know about the organization and its benefits. We eagerly welcome new members and encourage you to have newly retired colleagues contact any of the Board members.

Finally, thanks to the sleuthing efforts of MURA Board member Phil Shocklee, the MURA plaques honoring past presidents that disappeared during the Jesse Hall renovation have been found, dusted off, and updated, including Honorary President Kitty Dickerson.

Each month, I realize what a truly collaborative organization MURA is. Thanks to Leslie Palmer, Secretary; Debbie Robison, Treasurer; Dick Otto, Membership; Barb Harris, Communication; John Parker, Education Committee; everyone on the Kitty Dickerson MURA Scholarship Fund Committee, including Gary Smith & Kee Groshong; and all our Past Presidents. That said, MURA seeks new collaborators to assist with our Communication Committee, especially the newsletter and technology functions. If you can help or are willing to learn, we welcome you!

