



**OCOA General Meeting
Wednesday, May 9th, 2018**

Officers of the Board of Directors:

Paul Huntsman, Blue Stakes of Utah – President
Kevin Hopper, Dig Safely New York – Vice President
Dan Canter, Canter and Associates – Assistant Treasurer
Jim Schwilk, DigAlert – Secretary

Board Members:

Roger Sampson, New York 811
John Lansford, Missouri One Call System
Louis Panzer, North Carolina 811
Misty Wise, South Carolina – Treasurer
Jose Espino, Colorado 811
Bill Kiger, Pennsylvania 811
Holly Files-Georgia 811

Officers and Board Not in Attendance:

None

Call to Order –

The meeting was called to order by Paul at 10:02 AM EST

Approval of meeting minutes –

Motion made to accept the minutes from the OCOA General meeting dated October 2017 as presented by Bill, seconded by Roger. Motion passed unanimously.

Financial Update – Dan Canter

Dan reported that the general fund is doing great with a balance of about \$72,000. He also stated that there is \$11,000 of international calling dispute ongoing with AT&T and the net equity of the organization is \$58,000. Bowers has dropped their membership, Chem bank has

increased fees and for 2017 we had \$37,500 in income. The VEBA trust is also going good with +\$121k of net income. He is projecting a rebate of \$124,370 to VEBA members at the end of 2018. He then reported that the Partially Self-Funded (PSF) has 195k in total assets and 167k in payables. A discussion took place regarding the run out claims reports and Dan stated he will follow up with Frank to reconcile the reports.

Committee Reports –

• 401k

- Provided committee general overview of current market conditions and capital market forecast from Wells Fargo Investment. Provided one page hand out attached here.
- Regulatory update – we have detailed the DOL fiduciary regulation as adopted June of 2017. These discussions covered the scope of the new regs and the impact they would have on the One Calls plans. The impact was felt to be minimal as the plans were already being operated under a fiduciary status. The 5th Circuit court had ruled two weeks prior to the meeting that the DOL had exceeded its jurisdiction and voided the DOL Fiduciary Ruling. We feel this does not have any impact on the operations of the plans.
- Investment Review – Provided group with current fi360 investment review of plan options. All funds currently pass screens and we have no funds on watch list and no new funds were proposed as asset classes are all represented. Fi360 report attached here.
- A detailed discussion was held around plan health and the integration of employee benefits. The discussion revolved around the objective of the One Calls 401(k) plans be the retirement readiness of its employees. We reviewed the Empower retirement readiness reports available on the plan sponsor web sites. To fully implement this report/tool requires a payroll data upload to Empower to provide the data needed. A separate email was sent to all attendees detailing the procedure.
- A hand out (copy attached here) was provided detailing targeting communications that are available from Empower. Each center was going to review and decide on an implementation schedule that is coordinated with Empower.
- A hand out was provided on Health Savings Accounts (HSA's) and a discussion held that these plans are becoming more popular and can be an integral part of retirement readiness. We reviewed the Empower HSA solution available via OPTUM the largest HSA recordkeeper in the US. UNCC has implemented the solution and they provided positive feedback to the group.

• Health

- John reported the type of claims they have seen. They have received the reports on the PSF and the data committee will be reviewing those reports soon. They will be looking into the policies and procedures of the committee as well.

- Mark Frost requested the Board to allocate more time to the Health/Insurance Committee. Paul requested that John, the committee chair, make the request to the Board.
- Bill Kiger mentioned that the committee should look into a review process before membership is accepted.
- Dan reported the rough draft of the audit is good and will have some changes made by the auditor and then will get the final audit shortly after.
- **Website**
 - Kevin stated he has passed out instructions to the new website to the committee chairs and asked that all outgoing chairs make the new chairs moderators on the website before leaving their positions. He also mentioned that users should register themselves to events not administrators and the email should be working now.
- **Technology**
 - Bill began by thanking All Lines Tech for giving a presentation and for sponsoring lunch. They have offered a free assessment to any OCOA member that would like to receive one. He asked that the Board send a thank you note. The spreadsheet should be updated again and be sure to look out for that request coming soon.
- **Human Resources**
 - Jose posed a motion to nominate Dwight Klein, from JULIE, Inc. as the new head of the OCOA HR Committee. The previous chair, Laura Arnold, has moved on to a new role within her organization and we thank Laura for her fine contributions to the OCOA HR Committee. Dwight was nominated by the group to lead the committee.
 - The meeting continued with a discussion on some HR compliance matters that are likely to be attributable to every call center. The first, audits of I-9 forms, was a function many have completed but maybe not recently. This was brought up as the Federal Immigration and Customs Enforcement Agency (ICE) is planning on increasing their audit program across the country. Materials were handed out to the group to illustrate the different categories of errors, guidance from ICE on how best to conduct a self-audit, and how fines are assessed. Dwight also suggested that HR partners also review the E-Verify system as mandatory use is gaining momentum.
 - The second compliance discussion was a follow up to our conference call earlier in the year: Sexual Harassment training. We all agreed that this was a top training topic for 2018 and the group discussed the different formats/approaches taken to administer this important training. Some Call Centers are using the self-guided tutorial available through EAP, while others are hosting a classroom/live conversation. Both are effective, however, the advantage to the live presentation is that real life examples can be given and participants can ask questions for clarification. Everyone agreed that keeping a documented record of this training for all participants is highly encouraged.

- The last compliance topic pertained to use of social media in the workplace. There were some initial questions/concerns on what has recently transpired in various Call Centers and the impact postings on media sights such as Facebook can have on the morale of the team. There were also some questions raised about use of cell phones by the operators, especially while working. We talked about the different policies in Call Centers regarding cell phone use, WiFi access, use of internet, and the challenges these present.

- **Mark-it Madness**

Whitney reported that the group discussed

- Reevaluating our group ad buys (magazine) focusing on digital buys
- Book club (each read one book and then bring a book, article, ted talk, blog, etc.)
- Educational speaker every meeting
- Documenting our procedures
- Determining how we want to restructure voting on officers (still determining timeline - one year is too short)
- Adding value to customers by focusing on create useful content (how-to and tutorials on You Tube)

Patent Group Update –

A motion to disband the Patent Working Group and all that participated will be receiving refunds was made by Bruce and seconded by Roger. The motion passed.

Board of Directors Update –

Paul reported the Board met and discussed the registration process and fees. Fees will now be \$150 for members, \$250 for non-members if they register prior to the room block deadline. After the deadline the fees would increase to \$200 for members and \$300 for non-members. Bill gave the board an update on the private locating firms using tickets to generate leads and business. The board also reviewed the financials, which Dan has already updated the group with earlier.

CGA Conference Report, Feedback and Discussion –

Michelle Moe stated that 2018 was a good year with record attendance. 864 full attendees and 1647 general attendees. Half of the show floor is already sold out for next year. They are looking at ways to increase the damage prevention theater for next year. Please see action items below for a list of items Michelle is looking for from the group.

Meeting Update –

Fall meeting – Las Vegas, NV – October 9-11, 2018 (Embassy Suites, 4315 Swenson St)
Spring meeting – Orlando, FL – May 7-9, 2019 (Embassy Suites, 5835 T.G. Lee Blvd)

Open Discussion –

There were no items discussed

Adjournment –

Bill made the motion to adjourn the general meeting, Misty seconded the motion. Paul adjourned the meeting at 11:34 AM EST

Action Items –

- If interested in becoming an endorsing organization for the CGA Conference, please contact Michelle Moe
- Michelle Moe from Infrastructure Resources are looking for the following items for the 2019 Conference
 - Advisory Board
 - Speakers
 - Sessions
 - Improvements
- Dan will get a template out to the centers that use the PSF medical to fill out for the information needed for the Audit forms