

36TH ANNUAL CONFERENCE

Changing Tides

Keeping ahead of the wave

Saturday, October 22 – Wednesday, October 26, 2016
Hyatt Regency Newport Beach Hotel
Newport Beach, California

NPEA

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CONFERENCE AGENDA

Saturday, October 22

11 am – 3 pm	Registration	Main Lobby
3 – 5 pm	I InFRE Pre-Conference Workshop: Ethics for Public Pension Professionals Dennis Gatlin <i>Retired Director, Field Education Services Colorado Public Employees Retirement Association</i>	Plaza I and II
5 – 6:15 pm	Systems Roll Call: Latest News from NPEA Member Systems	Plaza I and II
6:30 – 8 pm	Opening Reception	The Garden

Sunday, October 23

7 am	NPEA-a-thon Optional run or walk	Meet in Hotel Lobby
8 – 9 am	Registration	Plaza I and II
8 – Noon	Vendor Exhibits	Plaza Arbor
9 – Noon	2 InFRE Pre-Conference Workshop, CRC 1: Fundamentals of Retirement Planning Michael Wilson, CFP® <i>Utah Retirement Systems and Integrity Financial Planning</i>	Plaza I and II
	Lunch on your own	
5 – 8 pm	Dinner (offsite; transportation provided)	Meet in Hotel Lobby

Monday, October 24

7:30 – 8:30 am	Breakfast (provided)	Plaza Arbor
8 am – 4 pm	Vendor Exhibits	Plaza Arbor
8:30 – 8:45 am	President’s Welcome Erika Glaster <i>Executive Director, Massachusetts Teachers’ Retirement System</i>	Plaza I and II
8:45 – 10:15 am	3 Keynote: Eagles Don’t Fly in Flocks, but Seagulls Never Get Lonely Chad Hymas, CSP, CPAE <i>Chad Hymas Communications, Inc., 2011 Speaker Hall of Fame Inductee, and author of Doing What Must Be Done</i>	Plaza I and II
10:15 – 10:30 am	Break	
10:30 – 11:30 am	4 New Policies Can Help Americans Save for Retirement Christian Weller, PhD <i>Senior Fellow, Center for American Progress and author of Retirement on the Rocks</i>	Plaza I and II
11:30 – 12:30 pm	5 NASRA Update: Significant Reforms to State Retirement Systems Keith Brainard <i>Research Director, National Association of State Retirement Administrators</i>	Plaza I and II
12:30 – 1:30 pm	Lunch (provided)	Plaza Arbor
1:30 – 2:30 pm	6 Washington Update Tom Lussier <i>President, The Lussier Group</i>	Plaza I and II
2:30 – 2:45 am	Break	
2:45 – 3:45 pm	7 Messaging GPS: Mapping Your Benefits Communications Strategy Cathy Terrell <i>Deputy Executive Director, Employees Retirement System of Texas</i>	Plaza I and II
3:45 – 5 pm	8 Considering Our Future Selves Hal E. Hershfield, PhD <i>Assistant Professor of Marketing, Anderson School of Management, University of California Los Angeles</i>	Plaza I and II
	Dinner (on your own)	

Tuesday, October 25

7:30 – 8:30 am	Breakfast (provided)	Plaza Arbor
8 am – 4 pm	Vendor Exhibits	Plaza Arbor
8:15 – 8:30 am	NPEA Annual Business Meeting	Plaza I and II
8:30 – 9:30 am	9 National Pension Case Law Update Robert Klausner, Esq. <i>Klausner, Kaufman, Jensen & Levinson, P.A.</i>	Plaza I and II
9:30 – 10:30 am	IO Elder Law and Planning for the Future Susan B. Geffen, Esq. <i>Elder law and estate planning attorney, gerontologist and author</i>	Plaza I and II
10:30 – 10:45 am	Break	
10:45 am – Noon	II Personalized Aging Strategies Pinchas Cohen, MD <i>Dean of the Leonard Davis School of Gerontology, University of Southern California and Executive Director, Andrus Gerontology Center at USC</i>	Plaza I and II
Noon – 1 pm	Lunch (provided)	Plaza Arbor
1 – 4:20 pm With breaks at 2 and 3:10 pm	I2 CONCURRENT BREAKOUT SESSIONS	
1 – 2 pm and 2:10 – 3:10 pm	I “Rob Speak”: Navigating the Language of the Retirement Industry Rob Rust <i>Vice President of Business Development, ICON Integration and Design</i>	Plaza II
1 – 2 pm and 3:20 – 4:20 pm	2 You Really Can Offer Investment and Retirement Advice to Your Participants Michael Wilson, CFP <i>Utah Retirement Systems</i>	Plaza I
2:10 – 3:10 pm and 3:20 – 4:20 pm	3 Increasing Retirement Knowledge: Wyoming’s Teacher and Student Education Program George Eason <i>Education Services Coordinator, Wyoming Retirement System</i>	1st session: Plaza I 2nd session: Plaza II
1 – 2 pm and 2:10 – 3:10 pm and 3:20 – 4:20 pm	4 DIY Video Production Susan Wood <i>Director of Communications, Public School and Education Employee Retirement Systems of Missouri</i>	Plaza III
6 – 9 pm	Dinner (provided)	Oasis Court

Wednesday, October 26

Departure day

Thank you for your participation and travel safely!

Mark your calendar for next year's Annual Conference—
Nashville, Tennessee | October 14 – 18, 2017

About the cover photo

The photo, *The wake after the ferry to Fanø, Denmark*, is a work of the photographer Malene Thyssen. Formerly a featured picture on Wikimedia Commons (Featured pictures), it was a candidate in Picture of the Year 2006 and was considered one of the finest images.

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A MESSAGE FROM ERIKA GLASTER, NPEA PRESIDENT

Welcome to Newport Beach!

Welcome to the 36th annual NPEA Conference!

Change is our conference theme this year—the economic, policy and regulatory changes affecting public pensions, as well as the changes in all aspects of retirement planning, including health and aging issues, financial considerations and eldercare concerns.

Our team of presenters will share current trends as well as breakthrough research and cutting-edge programs that will help us anticipate and adjust to the waves of change that will affect the retirement landscape of the future. They will also discuss communication and education strategies that will assist us in motivating our members.

Adjusting to the changes we face in life is exemplified by our keynote speaker, Chad Hymas, who, despite a life-changing accident, has used his experiences to become an award-winning author and motivational speaker. Named by *The Wall Street Journal* as one of the 10 most inspirational people in the world, Chad's story is sure to move us and leave a lasting impression.

This year also marks a significant change for the NPEA organization. Our beloved Dave Daly, who is a Past President of the NPEA Board of Directors, having served on the Board while he was the Communications Director for NYSTRS, and who has served as the Board's part-time administrator since his retirement from NYSTRS, is leaving us at the end of this year. Dave will continue his work as a speaker on the topic of the transition to retirement. He is also looking forward to spending more time with his young grandson, and on the golf course. Please join me in thanking Dave for his dedicated service, his great stories, and his long lasting impact on the NPEA. We will miss you Dave!

Our annual conference is a special time where we come together to share ideas and best practices, to expand our industry knowledge and to make lasting connections with peers across the country. Your NPEA Board is here to serve, so if there is anything we can do to improve your experience, please let us know. As always, we are so happy you are attending the conference, and look forward to spending this time with you.

Best regards,



Erika M. Glaster

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INFRE PRE-CONFERENCE WORKSHOP, LEVEL II

Saturday, October 22
3 – 5 pm

Ethics for Public Pension Professionals

Plaza I and II

Ethical training helps individuals understand and prepare for ethical dilemmas that might be experienced as a retirement professional. This ethics course provides practical examples that help bridge the gap between knowing the Certified Retirement Counselor® (CRC®) Code of Ethics and being better prepared to do the right thing when faced with an ethical dilemma, particularly as it applies to public sector retirement plans.

A brief review of ethics in general and the CRC® Code of Ethics will be followed by examples, case studies and discussion to explore the practical side of ethical decision making. Understanding the difference between ethical behavior and fiduciary responsibility will also be covered. This course fulfills the continuing education requirement for renewing the Certified Retirement Counselor® (CRC®) certification.

Dennis Gatlin

*Retired Director, Field Education Services
Colorado Public Employees Retirement Association*

Dennis Gatlin recently retired as Field Education Services Director for Colorado PERA after 28 years. He led PERA's member and retiree education programs, and marketed the retirement plan to public employers considering affiliation with Colorado PERA. Dennis holds a BA (De Paul University), MA degree (Kansas State University), and the International Foundation for Retirement Education (InFRE) Certified Retirement Counselor® certification. Dennis is also a graduate of the University of Denver's Executive Leadership Program and the University of Colorado's Graduate School of Public Affairs' Rocky Mountain Program for Senior Executives in State and Local Government.

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INFRE PRE-CONFERENCE WORKSHOP, CRC I

Sunday, October 23
9 – Noon

Plaza I and II

Fundamentals of Retirement Planning

InFRE is NPEA's trusted partner for providing retirement-specific professional development, retirement counselor certification and plan administration certificate training courses designed specifically for public sector defined contribution and defined benefit plans.

Being aware of how to plan for retirement at different career stages provides the groundwork for understanding the broad variety of factors that affect how well employees achieve their retirement goals. This course will focus on how to implement the principles of retirement planning to achieve retirement preparedness. You will learn about:

- Retirement planning across the lifecycle
- Helping pre-retirees understand the importance of preparing psychologically, socially, physically, geographically, as well as financially, for retirement
- Retirement mindsets and behavioral finance
- Financial and retirement goal setting
- Retirement risk management
- Elder care and elder fraud
- Key tax and estate planning strategies for retirees

Perfect for those with new to intermediate level retirement knowledge and skills, this is Course #1 of the InFRE® Certified Retirement Counselor® (CRC®) Certification study program.

Michael L. Wilson, CFP®

Utah Retirement Systems and Integrity Financial Planning

Michael L. Wilson, MBA, CFP®, CRC®, works for the Utah Retirement Systems, conducting group seminars and one-on-one counseling with officials, members, and local/county/state administrative personnel regarding retirement benefits. He is also the owner of Integrity Financial

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Planning, specializing in retirement saving, investments, rollovers, IRAs, 401k, 403b and retirement income planning.

Prior to founding Integrity in 1998, Mike worked as a faculty member at the College for Financial Planning in Denver, training other financial advisors. He has extensive experience in the mutual fund industry, having worked with Fidelity Investments and Invesco Mutual Funds. Mike has an MBA in Finance from Baylor University, and he is a Certified Financial Planner® and a Certified Retirement Counselor®. He also serves as a technical reviewer for the Journal of Financial Planning.

KEYNOTE

Monday, October 24
8:45 – 10:15 am

Plaza I and II

Eagles Don't Fly in Flocks, But Seagulls Never Get Lonely

How do you find the golden egg without ruffling people's feathers? Every person on your team has a unique personality. Each task therefore, creates a dilemma! In this presentation, especially for leadership, Chad teaches the four "flight" personality types that exist in every office, every corporation and even every family. Your team will laugh at themselves while they're learning new ways of relating to one another and capitalizing on individual contribution. Understand your team players so that the entire team performs best. See how:

- The ostrich personality is best at focus
- The chicken personality brings stability
- The seagull empowers the team
- The eagle inspires leadership

Chad Hymas, CSP, CPAE

*Chad Hymas Communications, Inc.,
2011 Speaker Hall of Fame Inductee,
and author of Doing What Must Be Done*

The *Wall Street Journal* calls Chad Hymas "one of the 10 most inspirational people in the world!"

Chad inspires, motivates, and moves audiences, creating an experience that touches hearts for a lifetime. He is one of the youngest ever to receive the Council Of Peers Award For Excellence (CPAE) and to be inducted into the prestigious National Speaker Hall Of Fame.

In 2001, at the age of 27, Chad's life changed in an instant when a 2,000-pound bale of hay shattered his neck leaving him a quadriplegic. But Chad's dreams were not paralyzed that day—he became an example of what is possible.

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Chad is a best selling author, president of his own Communications Company, Chad Hymas Communications, Inc., and is a recognized world-class wheelchair athlete. In 2003, Chad set a world record by wheeling his chair from Salt Lake City to Las Vegas (513 miles).

Chad's speaking career in the areas of leadership, team building, customer service, and mastering change has brought him multiple honors. He is the past president of the National Speakers Association Utah chapter and a member of the exclusive elite Speakers Roundtable (one of twenty of the world's top speakers).

As a member of the National Speakers Association, Chad travels as many as 300,000 miles a year captivating and entertaining audiences around the world. He has graced the stage of hundreds of professional and civic organizations including Wells Fargo, Blue Cross Blue Shield, AT&T, Rainbird, IHC, American Express, Prudential Life, Vast FX, and Merrill Lynch.

New Policies Can Help Americans Save for Retirement

Monday, October 24
10:30 – 11:30 am

Plaza I and II

Saving for retirement is difficult during the best of times. But, jobs and wages have become less secure over the past thirty years, while stock and housing markets have gone through greater booms and busts at the same time. These factors alone make saving for retirement more difficult. A number of policy changes have also increasingly exposed households to these risks, building up further obstacles to saving for retirement. Social Security offers fewer protections because of an increasing retirement age, and employees receive less help from their employers than in the past. More people have to figure out complex “do-it-yourself” savings options while those who least need to save, because they have little risk exposure, tend to receive the greatest tax breaks for saving. The results have been fewer retirement savings, more uncertainty, and a direr outlook for a secure retirement for most Americans. The good news is that since savings are low and risk exposure is high because of past policy shortcomings, there are also straightforward solutions to build real retirement security for American families. These include updates to Social Security, new savings options that are complementary to the existing employment-based benefits, simplifying savings options, making tax incentives more efficient and offering people consistent protections of their savings in an increasingly uncertain world.

Christian Weller, PhD

*Senior Fellow, Center for American Progress and
author of Retirement on the Rocks*

Christian Weller is professor of public policy at the McCormack Graduate School, Department of Public Policy and Public Affairs, at the University of Massachusetts, Boston. He is also a Senior Fellow at the Center for American Progress.

He has also worked at the Economic Policy Institute in Washington, D.C., Center for European Integration Studies at the University of Bonn in Germany, under the Department of Public Policy of the AFL-CIO in Washington, D.C. and in Banking in Germany, Belgium and Poland.

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Professor Weller has published more than 100 articles in academic and popular publications. His work is frequently cited in the press and he is often a guest on national TV and radio programs. He has also testified before the U.S. Congress and state and municipal governments on retirement issues and middle class economic security. He holds a PhD in economics from the University of Massachusetts, Amherst.

He was co-editor with Teresa Ghilarducci of *Employee Pensions: Policies, Problems and Possibilities*. In his new book—*Retirement on the Rocks: Why Americans Can't Get Ahead and How New Savings Policies Can Help*—he makes the case that policymakers have failed to empower Americans to save and protect their savings at a time of growing economic risk and insecurity. While the economy continues to be more unstable, policymakers have taken away and ignored the need for risk protections. But because the retirement crisis is the result of broken promises, there is a better policy path forward.

NASRA Update: Significant Reforms to State Retirement Systems

Monday, October 24
11:30 –12:30 pm

Plaza I and II

Nearly every state has made meaningful changes in recent years to its pension plans' benefit structures, financing arrangements, or both. Meanwhile, challenging capital markets are forcing many plans to consider lowering their investment return assumption, which increases plan costs and unfunded liabilities. This session will feature an overview of these and other key trends affecting the public pension community, including the recent reforms, funding issues, actuarial assumptions and discussion of other challenges facing public pensions.

Keith Brainard

Research Director,

National Association of State Retirement Administrators

As research director for the National Association of State Retirement Administrators since 2002, Keith Brainard conducts research pertinent to public retirement system administration and policy. He is co-author of *The Governmental Plans Answer Book, Third Edition*, and he created and maintains an online compendium of public pension data. Keith has discussed public pension issues before Congress, state legislative committees, public pension boards of trustees, and on broadcast television and radio. Keith is an appointed member of the Texas Pension Review Board and an elected member of the Georgetown, Texas city council. He holds a BA and an MPA from the University of Texas at Austin.

Keith Brainard

Research Director

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Washington Update

Monday, October 24
1:30 – 2:30 pm

Plaza I and II

2017 will bring a new Administration and a new Congress to Washington. Will retirement security be a priority for our new president? Will Congress seriously discuss the future of Social Security—will the program be expanded to address a growing retirement crisis or constrained in the name of a balanced budget and entitlement “reform?” To what extent have the current campaigns given us any clues about the direction we might be heading?

This session will discuss all of these questions and more. We’ll discuss retirement as an issue in the current election and explore how different outcomes could impact the future of public employee retirement benefits. And, we’ll highlight ways that NPEA members can influence the discussion.

Tom Lussier

President, The Lussier Group

Tom Lussier is President of The Lussier Group, a governmental affairs consulting firm based in Alexandria, VA. The Lussier Group offers a full range of government-related consulting services and legislative representation primarily focused on public employee pension and health benefits. In addition, the firm is actively engaged in the management of national coalitions in support of specific Federal advocacy objectives, including the Coalition to Preserve Retirement Security (CPRS) and the Public Sector HealthCare Roundtable.

Mr. Lussier previously served as Executive Director and CEO of the Massachusetts Teachers’ Retirement System (MTRS). For nearly 19 years, he was responsible for the administration of retirement benefits for approximately 110,000 active and retired teachers and school administrators of the Commonwealth of Massachusetts.

Mr. Lussier has served as President of the National Council on Teacher Retirement (NCTR); Chairman of the Coalition to Preserve Retirement Security (CPRS); and President of the National Pension Education Association (NPEA). He has been an instructor with the International Foundation of Employee Benefit Plans’ Certificate of Achievement in Public Plan Policy (CAPPP™) in Employee Pensions and is a former member of the Foundation’s Public Employee Committee.

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Prior to the MTRS, he served as the First Deputy Commissioner of the Massachusetts Division of Public Employee Retirement Administration and was elected to four terms in the Massachusetts House of Representatives. He has the distinction of being the youngest person elected to the Massachusetts House of Representatives; he was first elected in 1977 at the age of nineteen. In 1976, Mr. Lussier was elected to the City Council in Pittsfield, MA.

Mr. Lussier is a former member of the Massachusetts Retirement Law Commission, and a former Trustee of the Methuen Contributory Retirement System in Methuen, MA.

Messaging GPS: Mapping Your Benefits Communications Strategy

Monday, October 24
2:45 – 3:45 pm

Plaza I and II

The negative news headline, the difficult public hearing, the unflattering Facebook post: are you prepared to respond? This hands-on session will teach you how to stay on point and positive with customized “message maps” that help you tell your system’s story and guide any stakeholder conversation into the direction you want to go.

This session provides you real tools to use to improve your interactions with members, policy makers, news media, and other external stakeholders. You’ll get the opportunity to craft a message that counters negative or incorrect information by using a message map. The Employees Retirement System of Texas uses a collaborative process to develop message maps that are used throughout the agency. The maps provide consistent, accurate and positive message points that are designed to be used in counseling sessions, presentations, publications and legislative testimony. ERS trains all ERS employees—from directors to investment staff to call center employees—to use the message maps in their daily work, so that “employee ambassadors” are equipped with important strategic information and can represent the agency effectively.

This is a hands-on interactive session that will help you think more strategically about developing and delivering consistent, focused messages about your programs. In today’s environment, it’s more important than ever to manage the conversation.

ERS successfully used the message map discipline during their last legislative session. The end result was increased state and member contributions to the retirement program and a complete turnaround in the financial status of the plan.

Cathy Terrell

*Deputy Executive Director,
Employees Retirement System of Texas (ERS)*

Cathy Terrell helps oversee agency operations and programs that provide retirement and deferred compensation benefits for nearly 200,000 state

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employees and retirees. The agency also provides health care benefits to more than 500,000 who participate in the Texas Employees Group Benefits Program. Cathy has served in several roles at ERS including as the Director of the Governmental Affairs, Communications and Research, and Customer Benefits divisions. She has worked in both the public and private sector in public affairs and marketing. As a newspaper reporter and editor, her work earned awards from the Associated Press. She is a graduate of Texas A&M University and is a Certified Public Manager.

Considering Our Future Selves

Monday, October 24
3:45 – 5 pm

Plaza I and II

Why do people regularly have problems doing the things that they say they want to do? We overeat, but want to diet. We sleep in, but want to wake up early to go to the gym. And perhaps most pressingly, we fail to save for the long-term when we know that we should.

In the 21st century, an underfunded retirement is particularly problematic: people are living longer than they ever have before but retiring at roughly the same age as they have been for decades. Previous research has tried to understand problems with retirement decision-making by focusing on the ways in which people treat present and future rewards.

In this talk, I review a growing body of work that takes a different viewpoint, one that focuses on how perceptions of the self over time can dramatically affect decision-making. Specifically, I will discuss the origins of our relationships with our future selves, how we may differ in the ways that we think about and consider these distant selves, and how these relationships relate to the long-term choices we make.

I will conclude by reviewing tools that can help people bridge the gap between their current selves and their future selves, thereby increasing long-term saving.

Hal Hershfield, PhD

*Assistant Professor of Marketing
Anderson School of Management
University of California, Los Angeles*

Hal E. Hershfield is Assistant Professor of Marketing at UCLA's Anderson School of Management. Prior to UCLA, Professor Hershfield taught at NYU's Stern School of Business, and was a Post-Doctoral Fellow at the Kellogg School of Management at Northwestern University.

His research focuses on judgment and decision-making and social psychology, with a particular interest in how thinking about time can strongly impact decision-making and emotional experience.

Professor Hershfield received his Ph.D. from Stanford University, and his B.A. from Tufts University. He was recently named a Rising Star by the *Association for Psychological Science*, and has received funding from the Templeton Foundation's New Paths to Purpose Grant Program, and the

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Russell Sage Foundation Small Grant in Behavioral Economics. Professor Hershfield has consulted with Allianz, Prudential, the Principal Financial Group, Gibraltar Ventures, and American Greetings, and sits on the academic advisory boards of Morningstar and Abaris Financial.

His work has been published in top journals including *Psychological Science*, the *Journal of Personality and Social Psychology*, and the *Journal of Marketing Research*. He has also contributed op-eds to the *New York Times*, *Slate*, the *Huffington Post*, and *Harvard Business Review*.

National Pension Case Law Update

Tuesday, October 25
8:30 – 9:30 am

Plaza I and II

Robert Klausner, Esq.

Klausner, Kaufman, Jensen & Levinson, P.A.

Robert D. Klausner, Esq. is the principal in the law firm of Klausner, Kaufman, Jensen & Levinson. For 35 years, he has been engaged in the practice of law, specializing in the representation of public employee pension funds. The firm represents state and local retirement systems in more than 20 states.

Mr. Klausner has assisted in the drafting of many state and local laws on public employee retirement throughout the United States. Mr. Klausner is a frequent speaker on pension education programs and has also published numerous articles on fiduciary obligations of public employee pension trustees. He is co-author of the book, *State and Local Government Employment Liability*, published by Thomson-West Publishers and is the author of the first comprehensive book on the law of public employee retirement systems, *State and Local Government Retirement Law: A Guide for Lawyers, Trustees, and Plan Administrators*, published in April 2009 and an expanded version published in July 2011.

Mr. Klausner graduated Phi Beta Kappa from the University of Florida with a Bachelor of Arts and from the University Florida College of Law with the degree of Juris Doctor. For more than 10 years, Mr. Klausner has been listed in the publication *The Best Lawyers in America* and holds an "AV pre-eminent" rating, the highest rating for competence and ethics, from Martindale Hubbell national lawyer rating service. In 2008, Mr. Klausner successfully represented the Commonwealth of Kentucky and the Kentucky Retirement Systems in the United States Supreme Court in *Kentucky Retirement Systems v. Equal Employment Opportunity Commission*, 128 S. Ct. 2361 (2008).

Mr. Klausner lives in Cooper City, Florida with his wife, Kathy. They have four daughters and three sons-in law, and four beautiful grandchildren.

Robert Klausner, Esq.

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Elder Law and Planning for the Future

Tuesday, October 25
9:30 – 10:30 am

Plaza I and II

As the population ages more of us will be faced with elder law issues with older family members and ourselves in the future. Those concerns include health care, planning for incapacity or mental incompetence, receiving eligible benefits, living arrangements, and estate planning.

Comprehensive estate planning can ensure that your assets and property will be protected during your life and when you die, be transferred to your beneficiaries quickly according to your wishes and with minimum tax consequences. Estate planning can also assure that family members know how you want your financial and medical affairs to be handled if you become incapable of making your own decisions.

There are several tools that will help accomplish your estate planning strategies, including wills, trusts, powers of attorney and advance health care directives. It is important to review your documents regularly, or when you experience major life changes.

Susan B. Geffen, Esq.

*Elder law and estate planning attorney,
gerontologist and author*

Susan Geffen is an elder law and estate planning attorney, gerontologist, and author. She was a former Elder Law Professor and General Counsel for a major nursing home corporation. She was a civil rights attorney for most of her career advocating for elderly and disabled clients. Currently as an elder law attorney her emphasis is in Estate Planning, Medi-Cal Planning, Conservatorships, Trust Litigation and Nursing Home Abuse.

Susan is the creator of “Raising Up Your Parents” seminars to assist those facing the challenges of caring for elderly relatives and their own futures, a program that has been attended by more than ten thousand adult children, caregivers and seniors. She is the author of *The Seven Triggers of Mental Health Decline in Seniors* and the highly regarded book *TAKE THAT NURSING HOME AND SHOVE IT! How to Secure an Independent Future for Yourself and Your Loved Ones*. She is often referred to as the “Elder Care Guru” by her 10,000 plus e-newsletter followers.

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Personalized Aging Strategies

Tuesday, October 25

10:45 – Noon

Plaza I and II

The concept of taking individual characteristics into account when identifying risks to and providing recommendations for longevity is what I've termed "personalized aging." And, as we try to ensure that further growth in our average lifespan is made up of years spent in good health versus disability, this idea's potential impact is enormous.

In recent years, the phenomenal advances made in genomics research, coupled with the increased application of high-performance computing to the analysis of large health data sets, have transported this idea of precisely tailored health recommendations from the realm of science fiction to a likely next step in the progression of the medical field.

The science of genomics has undergone a massive increase in applicability and accessibility in a relatively short amount of time. What started with the discovery of gene mutations tied to specific rare diseases is now enabling physicians to determine which treatments for common age-related illnesses—from diabetes to cancer—will be most effective based on the patient's genome. Over the same period, the cost of genetic sequencing has gone from several million dollars per individual genome to a few hundred dollars and, for those determining their genetic makeup from the comfort of home, sending a vial of saliva through the mail.

In this time of incredible opportunity, our goal now is to gain support for and conduct large genome-wide association studies and powerful computing techniques, sift through millions of genetic variants, and identify those that determine responsiveness to diets, exercise, supplements, and more. This information can then be used to recommend optimal interventions on an individual basis.

For instance, the emerging discipline of "nutrigenomics," or the study of how our diet interacts with our genes and affects gene expression, is an especially promising facet of the field. As scientists, including several here at the USC Leonard Davis School of Gerontology, uncover links between specific diets and resistance to aging's maladies, there still isn't one perfect diet for everybody. Instead, the benefits of specific dietary variations—from low-protein to low-carb to veganism to periodic fasting to Mediterranean and everything in between—appear to vary based on genotype.

Providing personalized guidance based on genomics could make a huge difference in both our society's perception of aging and the huge costs of age-related disease that we collectively bear. A physically active person who finds themselves at increased risk for cardiovascular disease could

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Continued ►

adopt a diet that precisely addresses both their heart health and energy needs, delaying a heart attack or stroke for years. Someone facing a high likelihood of osteoporosis would have an incentive to start weight-bearing and balance-improving exercises early to prevent a catastrophic fall and long hospital stay. Someone with a genetic susceptibility to Alzheimer's disease could start preventive brain training exercises, as well as a Mediterranean diet and physical exercise allowing themselves to remain at home and independent for a longer portion of their golden years.

Pinchas Cohen, MD

*Dean of the Leonard Davis School of Gerontology,
University of Southern California and
Executive Director, Andrus Gerontology Center at USC*

Dr. Cohen is the Dean of the Leonard Davis School of Gerontology at the University of Southern California and Executive Director of the Andrus Gerontology Center at USC. He graduated with highest honors from the Technion Medical School in Israel, trained in Pediatrics and Endocrinology at Stanford University, and held faculty positions at the University of Pennsylvania and UCLA where he was Chief of Pediatric Endocrinology, Vice Chair for Research, and the Director of the Diabetes Research Center.

He received numerous awards for his research, including an NIA "EUREKA" Award and the Transformative RO1-Grant from the Director of the National Institutes of Health. He is also a recipient of awards from the Glenn Foundation for Aging Research, the American Diabetes Association, the American Pediatrics Society, and the Prostate Cancer Foundation. He published over 300 papers and has an h-factor of 75.

Dr. Cohen pioneered the emerging science of mitochondrial-derived peptides. He holds several patents for these novel hormones and is a co-founder (and Director) of CohBar, a biotechnology company developing treatments for diseases of aging that is traded at the Toronto Venture Exchange. He serves on the boards of several professional journals and societies, including the American Society of Aging, the Milken Institute Center for the Future of Aging, the American Federation for Aging Research and is president of the Growth Hormone Society. Dr. Cohen is leading several new initiatives at the USC Davis School, including the development of a Center for Digital Aging, and a major focus on the creation of tools for "Personalized Aging", an approach he has been spearheading for the purpose of garnering the latest technologies such as genomics, towards individualizing healthy-aging strategies, that has been featured in the Milken Global Conference and in the Bloomberg Longevity Economy Conference. Dr. Cohen lives in Santa Monica with his wife and two teenage kids.

CONCURRENT BREAKOUT SESSIONS

Session	Room	1 – 2 pm	2:10 – 3:10 pm	3:20 – 4:20 pm
1 “Rob Speak”: Navigating the Language of the Retirement Industry	Plaza II	<input type="checkbox"/>	<input type="checkbox"/>	—
2 You Really Can Offer Investment and Retirement Advice to Your Participants	Plaza I	<input type="checkbox"/>	—	<input type="checkbox"/>
3 Increasing Retirement Knowledge: Wyoming’s Teacher and Student Education Programs	1st: Plaza I 2nd: Plaza II	—	<input type="checkbox"/>	<input type="checkbox"/>
4 DIY Video Production	Plaza III	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Tuesday, October 25
1 – 4:20 pm

Plaza I, II and III

BREAKOUT SESSION ONE

“Rob Speak”: Navigating the Language of the Retirement Industry

The pension industry, as most industries, has its own language. In this session Rob will discuss and simplify an extensive list of the acronyms and terms we hear in our work everyday. In three categories—Pension, Actuary and Investment—we will learn the more standard definitions, followed by “Rob Speak,” which explains the terms in easier to understand laymen’s language. In the Actuary category we are treated to some bonus material that looks at the lighter side of actuaries.

Rob Rust

Vice President of Business Development, ICON Integration and Design

Rob has 27 years working in the public pension arena. Twenty-three years working for the Public School & Education Employee Retirement Systems of MO as Director of Member Services and then Asst. Executive Director, and the last 7 years working for Icon Integration & Design helping public pension plans meet their data integrity needs. In his previous life, Rob was a classroom teacher and coach in Missouri.

Rob’s public pension experience spans every facet of the day-to-day operations of a pension plan, from the walk-in member, to working with the Board of Trustees. Additionally, Rob served on GFOA’s Committee on

Tuesday, October 25
1 – 2 pm

and
2:10 – 3:10 pm

Plaza II

Rob Rust

Vice-President Business Development, ICON Integration and Design, Inc.
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Continued ►

Retirement and Benefits Administration and for several years as a member of the Missouri Association of Public Employee Retirement Systems (MAPERS) board.

BREAKOUT SESSION TWO

You Really Can Offer Investment and Retirement Advice to Your Participants

Tuesday, October 25

1 – 2 pm

and

3:20 – 4:20 pm

Plaza I

In the past, participants in the Utah Retirement Systems (URS) had to look to outside financial advisors for help with their pension decisions and defined-contribution plan investment choices. Starting in early 2015, URS advisors (employees of URS) began offering investment and retirement advice directly to participants. Offering this service required approval of both internal and external constituents. Eighteen months after URS started this project, member demand for the advice service is through the roof!!! Come learn how we did it, to explore some ideas on how your retirement system can too.

Michael Wilson, CFP®, CRC®

Utah Retirement Systems

Michael L. Wilson, MBA, CFP®, CRC®, works for the Utah Retirement Systems, conducting group seminars and one-on-one counseling with officials, members, and local/county/state administrative personnel regarding retirement benefits. He is also the owner of Integrity Financial Planning, specializing in retirement saving, investments, rollovers, IRAs, 401k, 403b and retirement income planning.

Prior to founding Integrity in 1998, Mike worked as a faculty member at the College for Financial Planning in Denver, training other financial advisors. He has extensive experience in the mutual fund industry, having worked with Fidelity Investments and Invesco Mutual Funds. Mike has an MBA in Finance from Baylor University, and he is a Certified Financial Planner® and a Certified Retirement Counselor®. He also serves as a technical reviewer for the Journal of Financial Planning.

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Continued ►

BREAKOUT SESSION THREE

Increasing Retirement Knowledge: Wyoming's Teacher and Student Education Program

Tuesday, October 25

2:10 – 3:10 pm
Plaza I

and

3:20 – 4:20 pm
Plaza II

During a recent Save for Retirement Week, Wyoming Retirement System encouraged members and all Wyoming citizens to reflect on their personal retirement goals and determine if they are on target to reach those goals.

Knowing they are uniquely positioned to be able to help in the development of early financial literacy for Wyoming kids, they developed a story where a young girl travels forward in time and learns about the importance of saving and what it means to be retired. In this session you'll see the story in action.

WRS extended the education campaign and began working with schools to promote early financial literacy for Wyoming kids. WRS holds basic investment seminars at Junior/Middle Schools and High Schools across the state of Wyoming. While visiting these schools, WRS staff reaches out to members of the retirement system to build a better working relationship with members, as well as helping future generations prepare for retirement.

George Eason

*Education Services Coordinator,
Wyoming Retirement System*

George Eason is the Education Services Coordinator for the Wyoming Retirement System, where he is responsible for retirement education programs for both active and retired members. He has been with WRS for 12 years.

George retired from the United States Navy after a 21 year career, where he was the Chief Recruiter for Naval Recruiting in Colorado, Wyoming, Kansas and Nebraska.

His many awards include three Navy Commendation Medals and four Navy Achievement Medals. He currently holds both the CRC and national

George Eason

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Continued ►

Social Security Advisor designations, and has held both Series 7 and 63 licenses.

Among his numerous organizations, George is a member of the Professional Bowlers Association.

BREAKOUT SESSION FOUR

DIY Video Production

Have you been thinking about creating in-house retirement videos for your system, but don't know where to begin? Have you made a few retirement videos, but are looking for new ideas, tips and techniques? Or has your system embraced the making of retirement videos and you feature them regularly?

If you answered yes to any of the above, then this session is for you. We will talk about some of the upfront decisions to be made, planning the shoot and the equipment that goes into the making of in-house retirement videos. We will share some success stories as well as talk about some of the best ideas that didn't quite work out.

Susan Wood

Director of Communications, Public School and Education Employee Retirement Systems of Missouri

Susan Wood is the Director of Communications for the Public School and Education Employee Retirement Systems of Missouri (PSRS/PEERS). She joined the Systems in 2010 and is responsible for overseeing the daily activities of the communications department. Susan's primary responsibilities include maintaining the integrity of the PSRS/PEERS brand and key message points, as well as planning and managing the execution of all print and electronic communication to the varied members and other audiences of PSRS/PEERS.

Susan has over 15 years of experience in the areas of brand strategy, project management and communications planning. Prior to joining PSRS/PEERS, Susan spent the majority of her career working in supervisory roles for leading advertising agencies. She holds a Bachelor of Science degree from the University of Missouri-Columbia.

Tuesday, October 25

1 – 2 pm

and

2:10 – 3:10 pm

and

3:20 – 4:20 pm

Plaza III

Susan Wood

Director of Communications
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NPEA

Board of Directors

The National Pension Education Association (NPEA) is governed by a seven-member Board of Directors which is composed of six members who are elected for two-year terms by the membership, and a past president. The board annually elects from among its members a president, president-elect, secretary, and treasurer.

The Board of Directors is responsible for the administration of the organization and for providing the leadership necessary to achieve the NPEA mission.

Any member interested in serving on the board should notify the president of the board in writing. The Board's nomination committee will review the qualifications of interested candidates and recommend a candidate for election at the annual conference.

Erika Glaster, President

Erika M. Glaster is the Executive Director of the Massachusetts Teachers' Retirement System. Erika has worked for MTRS since 1986. She began as a Retirement Counselor and went on to hold various management positions including Director of the MTRS Western Regional Office and Assistant Executive Director for Member Services. From 1998 to 2014, she served as the Deputy Executive Director, overseeing Member Services in both the main and regional offices, Benefits Administration, Retiree Services, Communications and Training, and the Call Center.

For over 20 years, Erika has overseen the development and implementation of the educational programs provided to members and employers of the MTRS. She is a regular speaker at conferences and educational seminars, including those sponsored by the MTRS and various constituent organizations.

Erika holds a bachelor's degree from Bowdoin College and a master's degree in Public Administration from Suffolk University. She was elected to the Board of Directors of the National Pension Education Association (NPEA) in 1997, and served as Treasurer from 1998 to 2001. Erika rejoined the NPEA Board of Directors in 2008.

Erika M. Glaster
Executive Director
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Aimee L. Rives, Past President

Aimee Rives retired from the Kentucky Retirement Systems on September 1, 2016. During her career, Aimee coordinated member and employer education programs for KRS. Kentucky Retirement Systems is responsible for the investment of funds and administration of benefits for over 355,000 state and local government employees in the Commonwealth of Kentucky. These employees include state employees, state police officers, and city and county employees, as well as non-teaching staff of local school boards and regional universities.

Aimee first joined KRS in December 1992 as a retirement counselor eventually becoming the Educational Services Coordinator for member and employer programs. She moved to Massachusetts in January 2000 to join the Massachusetts Teachers' Retirement System and served as the Educational Services Coordinator from February 2000 through May 2002. She returned to Kentucky in January 2003 and resumed her former position with Kentucky Retirement Systems.

Aimee has been a member of the NPEA since 1996. She retired with over 27 years of service and is currently enjoying her transition to retirement.

Aimee L. Rives
859-492-1693
Aimee.rives@gmail.com

Patrick W. Lane, President-Elect

Patrick Lane is the director of member services for the Oklahoma Public Employees Retirement System (OPERS) in Oklahoma City. Patrick joined OPERS in October 2007, serving as director of communications beginning his second tenure in the public pension industry. Previously, he served for eight years as the director of communications and external affairs for the Indiana Public Retirement System (formerly the Public Employees' Retirement Fund) in Indianapolis.

A Hoosier native and graduate of the Indiana University School of Public and Environmental Affairs, Patrick has spent much of his career in the development of public sector retirement education and customer service programs. He developed the first distance education program, customer service center, call center, and online content at Indiana, and is now overseeing defined benefits administration for the Oklahoma retirement system.

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Ronda Peterson, Treasurer

Ronda Peterson is the Director of Member Services for the Public School and Education Employee Retirement Systems of Missouri (PSRS/PEERS) and has served in this position since 2009. She leads the Member Services team which serves over 240,000 Missouri educators, educational employees, retirees and beneficiaries.

Ronda joined PSRS/PEERS in 1996 as a benefits counselor and has also held the positions of assistant benefits supervisor and member education administrator before moving into her current role. While at PSRS/PEERS, she has provided guidance and input into a variety of key initiatives such as the creation and implementation of a new pension administration system, the development and expansion of member education programs and new member communication tools.

Ronda holds a Bachelor of Science degree in Business Administration from Lincoln University, a Graduate Certificate in Personal Financial Planning from Kansas State University, and a Certified Retirement Counselor designation with the International Foundation for Retirement Education. She has been involved with NPEA since 2001 and has served as treasurer since 2013.

Ronda Peterson

Director of Member Services
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Jane Suhr, Secretary

Jane Suhr is a Senior Retirement Services Specialist with the Minnesota Teachers Retirement Fund Association, which serves 170,000 members across the state of Minnesota. She joined the Minnesota TRA in July 2006, when her former retirement fund, the Minneapolis Teachers' Retirement Fund Association merged with the state teacher's fund. Jane's current role at TRA is providing customer service and benefit processing to its members. In her past positions with the former MTRFA, Jane was responsible for benefit counseling as well as coordinating member workshops and presentations for its 13,000 members. Prior to that, she managed the real estate investments held by the pension fund.

Jane has been a member of NPEA since 1996, and has served on the NPEA Advisory Committee and the Mentorship Committee. Jane has a BA in Mathematics and holds the designation of CRC from InFRE.

Jane Suhr

Senior Retirement Services
Specialist
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Terry F. O'Connor, Board Member

Terry O'Connor is the Director of Member Services for the Texas County and District Retirement System (TCDRS) where he oversees member services and member benefits, and related member communication issues and staff responsible for serving TCERS' 270,000 members, and over 700 county and district employers.

Prior to joining TCERS, he was the manager of member and field services for the Illinois Municipal Retirement Fund (IMRF). For twelve years, he directed a staff responsible for administering services to IMRF's members and government employers through member and employer presentations, retirement planning seminars, member benefit counseling, and its 800 number. Before joining IMRF, O'Connor was the vice president of sales and marketing and manager of reservations for an international charter airline. He has been a member of NPEA since 1999.

Terry F. O'Connor
 Director of Member Services
 Texas County and District
 Retirement System
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Travis Almond, Board Member

Travis Almond is the Member Services/Communications Manager for the South Dakota Retirement System (SDRS) and has served in this position since 2008. The Member Services department team is responsible for providing education and customer service to over 79,000 SDRS members and 476 employer units. SDRS is a cost sharing, multiple employer, public employee defined benefit pension plan. SDRS provides retirement, disability, and survivor benefits for employees of public school districts, the State of South Dakota, municipalities, counties, the Board of Regents, and other public employers.

Travis joined SDRS in 2001 as an SDRS Retirement Planner, focusing on benefit counseling as well as educating members via workshops and seminars before moving into his current role. Since 2008, Travis has overseen the development, expansion, and implementation of member education programs, member communication tools, and customer service programs. Prior to working with SDRS, Travis worked in the private sector offering financial protection and wealth management products and services.

Travis holds a Bachelor of Arts in Business from Chadron State College and the Certified Retirement Counselor (CRC) designation with the International Foundation for Retirement Education. Travis has been involved with NPEA since 2006 and was elected to the Board of Directors in 2014.

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David T. Daly, Administrator

Dave Daly retired in 2005 as the manager of the Public Information Office for the New York State Teachers' Retirement System which represents over 365,000 active and retired members. He was the System's spokesperson and was responsible for its publications, Web site and media information. Previously, he served as the coordinator of Preretirement Planning where he organized and implemented the System's Preretirement Planning Seminar Program that has been attended by over 100,000 members and spouses since it began in 1987.

Dave was a junior high school teacher and coach for 10 years before becoming a Retirement System Information Representative. He is a graduate of Mt. St. Mary's College in Maryland and the State University of New York at Albany. He has received the CRC and CRA designations from InFRE. He has been an active member of NPEA since 1986 and served on the NPEA Board Of Directors from 1994 to 2005.

David T. Daly
NPEA Administrator
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PLEASE VISIT THE EXHIBITS

Conference Exhibitors

The exhibitors play an important role at our conferences, demonstrating new, innovative and updated products to help us better serve our members.

We are pleased to welcome these companies and we encourage you to stop by their exhibits and find out more about their services and products.

Sunday, October 23
8 am – Noon

Monday, October 24 –
Tuesday, October 25
8 am – 4 pm

Plaza Arbor

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NPEA Annual Conferences and Presidents, 1981 – 2016

Proudly celebrating 36 years of pension education!

Annual conference	Year	Location	NPEA Presiding Officer
1st	1981	Myrtle Beach, South Carolina	Phyllis C. Gardner
2nd	1982	Hilton Head Island, South Carolina	Phyllis C. Gardner
3rd	1983	Hilton Head Island, South Carolina	Phyllis C. Gardner
4th	1984	Harrisburg, Pennsylvania	Aldo Mastrine, 1st President
5th	1985	Cincinnati, Ohio	Bruce Hoskins, 2nd President
6th	1986	Albany, New York	Hiram Korpeck, 3rd President
7th	1987	Charleston, South Carolina	Allen Eldridge, 4th President
8th	1988	San Antonio, Texas	Carlos Resendez, 5th President
9th	1989	St. Paul, Minnesota	Sheryl Wilson, 6th President
10th	1990	Portland, Oregon	Donald W. DeLuca, 7th President
11th	1991	Boston, Massachusetts	Donald W. DeLuca
12th	1992	Chicago, Illinois	Thomas R. Lussier, 8th President
13th	1993	Boca Raton, Florida	Thomas R. Lussier
14th	1994	Lincoln, Nebraska	Terri Harrison, 9th President
15th	1995	Denver, Colorado	Terri Harrison
16th	1996	Louisville, Kentucky	William P. Hanes, 10th President
17th	1997	Baltimore, Maryland	Mary Most Vanek, 11th President
18th	1998	Tempe, Arizona	Mary Most Vanek
19th	1999	Naples, Florida	Steven P. Chase, 12th President
20th	2000	Washington, D.C.	Steven P. Chase
21st	2001	St. Louis, Missouri	David T. Daly, 13th President
22nd	2002	New Orleans, Louisiana	David T. Daly
23rd	2003	Destin, Florida	Rebecca Frasher, 14th President
24th	2004	San Diego, California	Rebecca Frasher
25th	2005	San Antonio, Texas	Barbara Baird, 15th President
26th	2006	Savannah, Georgia	Barbara Baird
27th	2007	Santa Fe, New Mexico	Terry O'Connor, 16th President
28th	2008	San Francisco, California	Terry O'Connor
29th	2009	St. Petersburg, Florida	Susie Dahl, 17th President
30th	2010	Incline Village, Nevada	Susie Dahl
31st	2011	Naples, Florida	Judy Price Utley, 18th President
32nd	2012	Boston, Massachusetts	Judy Price Utley
33rd	2013	Charleston, South Carolina	Aimee Rives, 19th President
34th	2014	Portland, Oregon	Aimee Rives
35th	2015	Lexington, Kentucky	Erika Glaster, 20th President
36th	2016	Newport Beach, California	Erika Glaster

CONFERENCE NOTES

■ Cell phones and other devices

Please refrain from using cell phones or other communication devices during presentations. We ask that you silence or turn off devices and leave the session if you need to answer a call.

■ Conference attendance lists

An attendee list is provided to give you an opportunity to continue to network with colleagues after you return home. The information may not be used for any promotional purposes.

■ Responsible behavior

Attendees who choose to drink alcoholic beverages are encouraged to do so responsibly.

■ Conference presentations

After the conference, conference presentations will be available in the Members Only area of the NPEA website at www.npea.com.

Evaluation Form: Saturday, October 22 and Sunday, October 23

Please complete this survey and leave it with an NPEA representative before you leave.
Thank you for attending and for your feedback—we value your opinion!

Excellent Poor

BUSINESS SESSIONS

1) InFRE Pre-Conference Workshop:

Ethics for Public Pension Professionals

Dennis Gatlin 5 4 3 2 1

2) Systems Roll Call:

Latest News from NPEA Member Systems 5 4 3 2 1

3) InFRE Pre-Conference Workshop:

Fundamentals of Retirement Planning

Michael Wilson 5 4 3 2 1

Name (optional) _____ System (optional) _____

Evaluation Form: Monday, October 24

Please complete this survey and leave it with an NPEA representative before you leave.
Thank you for attending and for your feedback—we value your opinion!

	Excellent				Poor
BUSINESS SESSIONS					
1) Keynote: Eagles Don't Fly in Flocks, But Seagulls Never Get Lonely					
<i>Chad Hymas</i>	5	4	3	2	1

2) New Policies Can Help Americans Save for Retirement					
<i>Christian Weller</i>	5	4	3	2	1

3) NASRA Update: Significant Reforms in State Retirement Systems					
<i>Keith Brainard</i>	5	4	3	2	1

4) Washington Update					
<i>Tom Lussier</i>	5	4	3	2	1

5) Messaging GPS: Mapping Your Benefits Communications Strategies					
<i>Cathy Terrell</i>	5	4	3	2	1

6) Considering Our Future Selves					
<i>Hal E. Hershfield</i>	5	4	3	2	1

Name (optional) _____ System (optional) _____

Evaluation Form: Tuesday, October 25

Please complete this survey and leave it with an NPEA representative before you leave.
Thank you for attending and for your feedback—we value your opinion!

	Excellent				Poor
BUSINESS SESSIONS					
1) National Pension Case Law Update <i>Robert Klausner</i>	5	4	3	2	1
<hr/>					
2) Elder Law and Planning for the Future <i>Susan B. Geffen</i>	5	4	3	2	1
<hr/>					
3) Personalized Aging Strategies <i>Pinchas Cohen</i>	5	4	3	2	1
<hr/>					
4) Breakout Sessions					
"Rob Speak": Navigating the Language of the Retirement Industry <i>Rob Rust</i>	5	4	3	2	1
<hr/>					
You Really Can Offer Investment and Retirement Advice to Your Participants <i>Michael Wilson</i>	5	4	3	2	1
<hr/>					
Increasing Retirement Knowledge: Wyoming's Teacher and Student Education Program <i>George Eason</i>	5	4	3	2	1
<hr/>					
DIY Video Production <i>Susan Wood</i>	5	4	3	2	1
<hr/>					

CONFERENCE

- 5) Overall opinion of the conference 5 4 3 2 1
- 6) Amount of useful information. 5 4 3 2 1
- 7) The opportunity to network and share ideas 5 4 3 2 1
- 8) The location/conference facility 5 4 3 2 1
- 9) Was this your first NPEA conference? Yes No
- 10) What sessions or presenters would you like repeated in the future? _____

- 12) What other topics, presenters or themes would you suggest for future conferences? _____

Name (optional) _____ System (optional) _____