



OPEN MEETING

**MINUTES OF THE REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION
STRATEGIC PLANNING COMMITTEE**

Tuesday, December 22, 2020 – 11:30 a.m.

ON-LINE VIRTUAL MEETING

Laguna Woods Village Community Center 24351 El Toro Road

Director Present: Jon Pearlstone, Gan Mukhapadhyay, Sue Margolis, Brian Gilmore, Andre Torng, Cush Bhada, Robert Mutchnick

Directors Absent: James Hopkins, Steve Parsons

Staff Present: Jeff Parker-CEO, Siobhan Foster-COO, Cheryl Silva

Others Present: Egon Garthoffner (GRF), Bunny Carpenter (GRF), Dick Rader (VMS)

1. Call to Order

Chair Pearlstone called the meeting to order at 11:30 a.m. and established that a quorum was present.

2. Approval of the Agenda

Director Torng made a motion to approve the agenda. Director Bhada seconded the motion and the motion was approved without objection.

3. Chair's Remarks

Chair Pearlstone asked for comments from the members and commented about the committee charter.

4. Member Comments

Several directors had questions about the committee charter.

Consent:

5. None.

Discussion & Reports:

6. Discuss and consider committee charter.

Siobhan Foster-COO reviewed the committee charter with the committee.

Director Bhada made a motion to approve the charter as amended. Director Torng seconded the motion and the motion passed without objection.

Discussion ensued among the directors.

Director Torng made an amendment to add “improve core competencies” under #5. Director Bhada seconded the motion and the motion passed without objection.

Chair Pearlstone called for the vote and the motion as amended passed without objection

7. VMS input on possible focus areas

Siobhan Foster showed a presentation on an overview of objectives:

- Purpose Focus Areas
- Facilities
- Customer Satisfaction
- Information Technology

Jeff Parker-CEO commented about the call center, customer service and land lease.

8. Solicit and review each corporation’s priorities.

Items for Future Agendas

9. Finalize top priorities for phase 1 and create action plan for highest priorities

- Customer Service
- Landscaping
- Quality Control Check
- Communication
- Facilities

Director Margolis made a motion to make the top priorities of this committee a short term goal of customer service and long term goal of facilities (which included land lease). Director Torng seconded the motion.

Discussion ensued among the directors.

Chair Pearlstone called for the vote and the motion passed without objection.

Directors Pearlstone, Mutchnick, Bhada and Torng volunteered to be involved in a sub-committee to build a framework for Strategic Planning for Customer Service (Experience).

Directors Mukhopadhyay, Bhada, and Randazzo volunteered to be involved in a sub-committee to build a “checklist” for facilities.

Director Hopkins was asked to be the coordinator for future strategic planning items to consider.

Concluding Business:

10. Committee Member Comments

- Director Bhada requested to defer the top priorities to the first of the year.

- Director Mukhopadhyay commented we should look at ways to generate revenue.
- Director Garthoffner commented that trees are a long-term problem that we should look at in the future.
- Director Bhada

11. Date of Next Meeting

Jeff Parker-CEO recommended December 30, 2020 at 11:30 a.m. for the next meeting. Chair Pearlstone will schedule a meeting for January 2021.

12. Adjournment

The meeting was adjourned at 1:15 p.m.

DocuSigned by:

Jon Pearlstone

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Jon Pearlstone, Committee Chair
Strategic Planning Committee