



**SPECIAL OPEN MEETING**

**MINUTES OF THE SPECIAL OPEN MEETING OF THE BOARD OF DIRECTORS  
OF UNITED LAGUNA WOODS MUTUAL,  
A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION**

**Thursday, October 26, 2023, at 3:00 p.m.  
Willow Room/Virtual  
24351 El Toro Road  
Laguna Woods, California**

**The purpose of this meeting is to conduct the special open United Mutual Board Meeting in  
accordance with *Civil Code §4930* and was hereby noticed in accordance with *Civil Code §4920***

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Directors Present: Alison Bok, Sue Quam, Pearl Lee, Mickie Choi Hoe, Maggie Blackwell, Anthony Liberatore, Tom Tuning, Vidya Kale, Nancy Carlson, Georgiana Willis

Directors Absent: None

Staff Present: Siobhan Foster-CEO, Paul Nguyen, Connie Habal, Catherine Laster, Carlos Rojas

Others Present: None

**1. Call Meeting to Order / Establish Quorum – President Bok**

President Bok called the meeting to order at 3:17 p.m. and established that a quorum was present.

**2. Approval of the Agenda**

Director Quam made a motion to approve the agenda. Director Bok seconded.

Hearing no changes, the agenda was approved by unanimous consent.

**3. New Business**

**a. VMS Orientation (Oral Discussion)**

Catherine Laster, Services Manager, gave a presentation on VMS Orientation for United Mutual Board, and discussed the following:

- VMS
- VMS' Three Customers

- Continuous Service Improvement Process
- 2022 Achievements
- Achievements
- Key Focus Points
- 2023 Key Focus Points
- Command to Excellence, Dedicated to Service
- Structured for Success
- Office of the CEO
- Carlos Rojas, Director of Operations
- Catherine Laster, Services Manager
- Organizational Chart
- Contacts
- Visual Orientation

Further discussion ensued, and Catherine Laster answered questions from the Board.

**4. Members' Comments – None**

**5. Directors' Comments - None**

**6. Adjournment**

The meeting was adjourned at 3:36 p.m.



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Maggie Blackwell, Secretary of the Board  
United Laguna Woods Mutual