



BOARD OF EQUALIZATION

**CUSTOMER SERVICE & ADMINISTRATIVE EFFICIENCY  
COMMITTEE MEETING MINUTES**

HONORABLE GEORGE RUNNER, COMMITTEE CHAIR  
5901 GREEN VALLEY CIRCLE, CULVER CITY, ROOM 207

APRIL 25, 2017 1:30 PM

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**ACTION ITEMS & STATUS REPORT ITEMS**

**Agenda Item No: 1**

**Title:** Education and Outreach Policies

**Issue/Topic:**

Request Board approval and direction regarding education and outreach policies.

**Committee Discussion:**

Committee Chair George Runner opened the Committee meeting.

Deputy Director of External Affairs Department, Mark DeSio, presented four proposals for Board discussion.

- 1) Impose a moratorium on all conferences pending their approval as part of the 2017-18 Outreach and Education Plan. Standard small business and nonprofit tax seminars may continue.
- 2) Create and implement an approval process for any event in which more than five BOE employees are requested to attend.
- 3) Direct staff to draft an issue paper and propose a policy on loaned/redirected staff.
- 4) Establish a clearance process for videos, webinars, and telephone townhalls, similar to the clearance process utilized for print and in-person activities.

Committee Chair Runner noted that the first item requires a board vote and the other three will be a board discussion in order to provide direction to staff.

Chairwoman Harkey thanked Committee Chair Runner for bringing these items forward. She stated she already put her conference on hold, although she stated she believes they are valuable and make sense in the larger districts.

Chairwoman Harkey requested staff draft a policy and update the Board of Equalization Administrative Manual (BEAM) to make district staff aware of guidelines pertaining to Provision 1 employees. She requested that the guidelines be brought back to the Board at a public meeting to educate Board Members on use of Provision 1 employees.

Chairwoman Harkey also requested staff provide a report on the budget related to mail, including outreach and department mail, seminars, field events, etc.

Board Member Horton commented that the Legislature's concern in regard to Item #1 was the use of revenue generating positions and the violation of Provision 1 of the Budget Act (Provision 1). He requested staff develop a list of all Provision 1 employees, determine if the positions are being properly utilized, provide that list to Department of Finance (DOF), and request authorization for redirection where the BOE believes it is justified.

Deputy Controller Stowers commented that in regard to the conferences, the Legislature's concern was not just Provision 1, but also that there was a limited nexus to our core mission at some of these events.

Committee Chair Runner asked Executive Director David Gau if there was currently a solution being implemented regarding Provision 1 violations.

Mr. Gau responded that this is a paramount issue and staff is currently working to identify these positions and correct any issues.

Deputy Controller Stowers indicated her support for the moratorium (Item #1) and requested a broader discussion on this issue during the presentation of the 2017-18 Education and Outreach Plan.

Board Member Ma commented that the BOE has had a lot of legislative oversight and additional oversight has been ordered by the Governor. In light of that, she believes it would be wise and prudent if the BOE stopped all education and outreach activities to allow staff time to determine if the agency is appropriately using Provision 1 staff.

### **Committee Action/Recommendation/Direction:**

Chairwoman Harkey made a motion to place a moratorium on all conferences until the 2017-18 Education and Outreach Plan is approved. All other education and outreach activities may continue pending a review of the appropriate use of Provision 1 employees. In addition, the Executive Director shall review the use of all Provision 1 employees in the agency, make any necessary corrections, and report back to the Board by the next board hearing regarding the actions taken.

Board Member Ma seconded the motion.

The motion was approved without objection.

In regard to Item #2, the Board directed the Executive Director to review the current policies regarding approving employee participation at events, to update the BEAM if necessary, and to educate staff regarding existing and revised policies.


In regard to Item #3, the Board directed the Executive Director to prepare a policy regarding loaned staff, including addressing appropriate work assignments and durations. BEAM should also be reviewed and updated if necessary. The Executive Director will report back to the Board regarding the updated policy and any corrective actions taken.

In regard to Item #4, the Board directed the Executive Director to review and revise, if necessary, the clearance process of videos, webinars, and telephone townhalls, consistent with the process for in-person and print activities.

Committee Chair George Runner adjourned the meeting.


Approved:

  
George Runner, Committee Chair

  
David J. Gau, Executive Director

BOARD APPROVED

At the May 24, 2017 Board Meeting

  
Joann Richmond, Chief  
Board Proceedings Division