

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

**July 6, 2016**

A Special Meeting of the United Laguna Woods Mutual Board of Directors, a California non-profit mutual benefit corporation, was held on Wednesday, July 6, 2016, held at 1:30 PM, at 24351 El Toro Road, Laguna Woods, California.

Directors Present: Lenny Ross, Jan LaBarge, Pat English, Ming-Lee Chang, Juanita Skillman, Barbara Copley, Don Tibbetts, Tom Sirkel, Eva Lydick

Directors Absent: Jack Bassler

Staff Present: Brad Hudson, Betty Parker, Kelly Farano, Kim Taylor

Others Present: None

**CALL TO ORDER**

Lenny Ross opened the meeting and stated that it was a Special Meeting held pursuant to notice duly given. A quorum was established and the meeting was called to order at 1:30 PM.

**(3) APPROVAL OF THE AGENDA**

Without objection the Board approved the agenda as written.

**(4) MEMBER COMMENTS**

Maxine McIntosh (68-C) commented on the CEO's leadership and thanked him for visiting the various facilities.

David Kessinger (2296-D) commented on an issue that he is having with West Coast Internet.

**(5) DIRECTOR RESPONSE TO MEMBER COMMENTS**

Directors briefly responded to Member Comments.

**(6) REVIEW PRELIMINARY 2017 BUSINESS PLAN WITH CEO**

The Board reviewed the Preliminary 2017 Business Plan with CEO Brad Hudson, who provided an overview of his strategic plan and initiatives that are address in the proposed budget. Key issues included wage and staffing assumptions, organizational restructuring, and how the four pillars of excellence will help achieve customer service and operational goals. Discussion ensued and Mr. Hudson answered questions form the Board.

Ms. Betty Parker continued review of the consolidated 2017 Business Plan line items and answered questions from the Boards.

It was noted that the proposed budget will be reviewed in more detail at a special United Board Meeting scheduled for Thursday, July 21, 2016.

**(7) ADJOURNMENT**

There being no further business to come before the Board of Directors, the special meeting was adjourned at 3:30 PM.

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Juanita Skillman, Secretary  
United Laguna Woods Mutual