

# Memorandum

**To:** Mr. David J. Gau  
Executive Director

**Date:** April 10, 2017

**From:** Mark DeSio, Deputy Director  
External Affairs Department, MIC 86

**RE:** ***Board Meeting of April 25, 2017***  
***Customer Service and Administrative Efficiency Committee***

I am requesting approval to place the following item on the agenda of the Customer Service and Administrative Efficiency Committee for the Board's April calendar:

**Topic:** Education & Outreach Policies

**Description:** Request Board approval and direction regarding Education & Outreach Policies.

Please call me at (916) 445-1859 if you have any questions. You may also contact Ms. Lynne Kinst at (916) 440-7144.

MD:lmk

Approved: \_\_\_\_\_

  
David J. Gau  
Executive Director



**BOARD OF EQUALIZATION**  
**CUSTOMER SERVICE AND ADMINISTRATIVE**  
**EFFICIENCY COMMITTEE MEETING AGENDA**

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

**APRIL 25, 2017 – 1:30 PM**

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**Agenda Item**

1. Education & Outreach Policies

Request Board approval and direction regarding education and outreach policies.



## Memorandum

To: Honorable Diane Harkey, Chairwoman  
Honorable George Runner, Vice Chair  
Honorable Fiona Ma, CPA, Second District  
Honorable Jerome E. Horton, Third District  
Honorable Betty T. Yee, State Controller

Date: April 14, 2017

From: Mark DeSio  
Deputy Director, External Affairs Department

**Subject: Customer Service and Administrative Efficiency Committee**  
Education and Outreach Policies

In light of the recent Department of Finance audit report and legislative oversight hearings, the Customer Service and Administrative Efficiency (CSAE) Committee, chaired by George Runner, requested a discussion on the following:

1. Impose a moratorium on all conferences<sup>1</sup> until the 2017-18 Education & Outreach Plan has been approved by the Board. Standard small business and nonprofit tax seminars may continue.
2. Create and implement an approval process—to include review by the Executive Director with notification sent to all Board Members—for any event in which more than five BOE employees are requested to attend. If the the Executive Director rejects an event (or employee participation), the requesting Board Member may agendize the matter for full Board review and decision.
3. Draft an issue paper and propose a policy on loaned/redirectioned staff. Consider putting an MOU in place within 60 days for all loaned/redirectioned staff, pending the development of the issue paper and the adoption of the policy. MOU shall clearly state the purpose and duration of the loan/redirection.
4. Establish a clearance process for videos, webinars, and telephone townhalls, which utilizes a similar process to that already in place for print and in-person activities.

cc: Mr. Russell Lowery  
Mr. Sean Wallentine  
Ms. Genevieve Jopanda  
Ms. Kari Hammond  
Ms. Yvette Stowers

<sup>1</sup> Conferences are defined in the appendix of the 2016-17 Education & Outreach Plan approved by the Board in January 2017.