

**ADMINISTRATIVE COMMITTEE MINUTES
BOARD OF TRUSTEES
MARYLAND STATE RETIREMENT AND PENSION SYSTEM**

October 1, 2019

The Administrative Committee met in the Boardroom of the SunTrust Building, 120 East Baltimore Street, 16th Floor, Baltimore, Maryland, beginning at 9:32 a.m.

The Committee Members present included:

Richard Norman, Chairman, presiding	Nancy K. Kopp
Kenneth Haines, Vice Chairman	Marc Nicole
	Douglas Prouty

Agency Staff members attending included: R. Dean Kenderdine, Executive Director/Board Secretary

Melody Countess	Anne Gawthrop	Kim O’Keeffe
Robert Diehl	Michael Golden	Harvey Raitzyk
Patricia Fitzhugh	Van Lewis	Kenneth Reott

Assistant Attorneys General present included: Rachel Cohen and Kathleen Wherthey

Minutes On a motion made by Mr. Haines and seconded by Mr. Nicole, the Administrative Committee approved the September 3, 2019 open session meeting minutes.

Proposed Amendments to COMAR 22.01.13 – Member Services Unit – Telephone Recording and Monitoring

Mr. Reott presented proposed amendments to COMAR 22.01.13 – Member Services Unit – Telephone Recording and Monitoring. Mr. Reott reported that since the regulation was originally adopted, a new feature called the “virtual hold callback” has been added to the Automated Call Distribution System (“ACDS”). The virtual hold callback provides the customer with the ability to control their experience when they call the Agency and a Retirement Benefits Specialist is not immediately available to take their call. It allows the customer to request that the ACDS automatically call them back when a Specialist is available.

Mr. Reott reported that the change in the regulation clarifies that in addition to incoming calls, the callbacks are also being recorded and monitored.

Treasurer Kop inquired as to how this particular item was called to staff’s attention.

Mr. Reott responded that it was discovered through the Agency’s regulation review process.

On a motion made by Mr. Nicole and seconded by Mr. Prouty, the Administrative Committee voted to recommend that the Board of Trustees vote to submit the proposed amendments to COMAR 22.01.13 to the Administrative, Executive, and Legislative Review Committee, and publish them for comment in the Maryland Register.

Final Adoption of Proposed Amendments to COMAR 22.01.12 – Enrollment in the State System

Mr. Reott presented proposed amendments to COMAR 22.01.12 – Enrollment in the State System, which were previously adopted by the Board of Trustees for submission to the Administrative, Executive, and Legislative Review Committee, and to publish them for comment in the Maryland Register. Mr. Reott reported that after publishing the proposed changes in the Maryland Register, comments to the changes were received from Montgomery County Public Schools (MCPS).

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A copy of the comments from MCPS, as well as, the Agency's Retirement Administrator's response, were provided to the Committee for its review to determine if the Committee wished to make any additional changes before the regulation is presented to the Board for final adoption.

MCPS supports the removal of the requirement of members to submit a designation of beneficiary form but would like SRA to consider the impact on employees. Additionally, it expressed concern about the current requirement that employers provide a job description for each new enrollment in the TPS.

Mr. Reott responded SRA still requests that each new member submit a designation of beneficiary form and will continue to encourage employers to have new members submit the form. However, it will no longer reject the enrollment paperwork if the designation of beneficiary form is not submitted. If a member dies without a beneficiary, benefits are payable to the member's estate. Mr. Reott and Mr. Raitzyk explained that the MCPS's concerns regarding the job description would be considered and addressed during the employer re-engineering part of the MPAS plus project, which will be completed within the next twelve to eighteen months.

On a motion made by Mr. Nicole and seconded by Mr. Haines, the Administrative Committee voted to recommend that the Board of Trustees, approve for final adoption, the amended regulations concerning the COMAR 22.01.12 – Enrollment in the State System.

Member Services
Update

Mr. Raitzyk reported that with the unit's call abandonment rate at 22.05% and the average speed of answer being 365 seconds, the Member Services unit was not able to meet its goals for the month of August.

Mr. Raitzyk reported that there has been in an increase in the number of calls received, as well as a longer talk time. Those factors, as well as, three Retirement Benefits Specialist still in training and the Customer Relationship Management (CRM) system going live on August 6, 2019, contributed to the unit not meeting its performance goals. Mr. Raitzyk expressed expectation that as staff become more comfortable with the CRM system that its contribution to call wait times will diminish and will in fact improve wait time from historic experience.

In response to a request made by Treasurer Kopp at the August Administrative Committee meeting concerning survey responses where dissatisfaction or a suggestion of improvement was made, Mr. Raitzyk provided examples of how staff are now responding directly to members who bring such concerns forward. Members appreciated staff's responses to their comments.

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On a motion made by Mr. Haines and seconded by Mr. Prouty, the Administrative Committee voted to meet in a Closed Session beginning at 10:00 a.m. in the Boardroom of the SunTrust Building at 120 East Baltimore Street, 16th Floor, for the purposes of:

- a) reviewing the closed session Administrative Committee meeting minutes, pursuant to General Provisions Art., § 3-103(a)(1)(i), the exercise of an administrative function;
- b) discussing the offset of individual participants' retirement benefits under State Personnel and Pensions Art., § 21-113, pursuant to General Provisions Art., § 3-305(b)(13), to comply with a specific constitutional, statutory, or judicially imposed requirement that prevents public disclosure about a particular proceeding or matter, namely, General Provisions Art., § 4-312 regarding the prohibition on disclosing retirement records; and
- c) receiving an advice of counsel regarding the enrollment matter concerning certain employees of the City of Annapolis, pursuant to General Provisions Art., § 3-305(b)(7), to consult with counsel to obtain legal advice, and to protect the confidentiality of individual retirement and personnel records, pursuant to General Provisions Art., § 3-305(b)(13), to comply with a specific constitutional, statutory, or judicially imposed requirement that prevents public disclosure, namely, General Provisions Art., § 4-312 regarding the prohibition on disclosing retirement records; and General Provisions Art., § 4-311 regarding the prohibition on disclosing personnel records of an individual.

CLOSED SESSION

The Committee Members present included:

Richard Norman, Chairman, presiding	Nancy K. Kopp
Kenneth Haines, Vice Chairman	Marc Nicole
	Douglas Prouty

Agency Staff members attending included: R. Dean Kenderdine, Executive Director/Board Secretary

Melody Countess	Anne Gawthrop	Kim O'Keeffe
Robert Diehl	Michael Golden	Harvey Raitzyk
Patricia Fitzhugh	Van Lewis	Kenneth Reott

Assistant Attorneys General present included: Rachel Cohen and Kathleen Wherthey

On a motion made by Mr. Nicole and seconded by Mr. Prouty, the Administrative Committee returned to open session at 10:25 a.m. in the Board Room of the SunTrust Building at 120 East Baltimore Street, 16th Floor.

OPEN SESSION

During closed session, the Administrative Committee discussed and took action on the following matters:

Closed Session Minutes	The Administrative Committee reviewed and approved the September 3, 2019 closed session minutes.
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Correction of Errors –
Offset of Retirement
Benefits

The Administrative Committee approved the offset recovery schedules as presented.

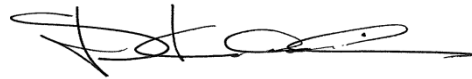
City of Annapolis
Enrollment Matter

The Administrative Committee approved the recommendation regarding the City of Annapolis Enrollment matter.

Adjournment

There being no further business before the Committee, on a motion made by Mr. Prouty and seconded by Mr. Nicole, the meeting adjourned at 10:26 a.m.

Respectfully submitted,



R. Dean Kenderdine,
Secretary to the Board