

**BOARD OF TRUSTEES FOR THE
MARYLAND STATE RETIREMENT AND PENSION SYSTEM
MINUTES OF MEETING**

June 15, 2021

The Board of Trustees for the Maryland State Retirement and Pension System convened, via video/audio conference call beginning at 9:41 a.m.

The Trustees present included:

Nancy K. Kopp, Chairman, Presiding	Kenneth Haines (via phone)
Peter Franchot, Vice Chairman (via phone)	David Hamilton (via phone)
Thomas Brandt	Linda Herman (via phone)
David Brinkley	Sheila Hill
Eric Brotman (via phone)	Richard Norman
Jamaal Craddock	Douglas Prouty
James Daly	Michael Stafford, Jr.

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

Robert Burd	Michael Golden	Chandra Puranam
Melody Countess	Ira Greenstein	Ken Reott
Robert Diehl	Angie Jenkins	David Rongione
Patricia Fitzhugh	Robin McClelland	Janet Sirkis
Mimi Forbes	Van Lewis	Toni Voglino
Anne Gawthrop	Kim O’Keeffe	Scott Bolander (live stream)
Martin Noven	Andrew Palmer	

Assistant Attorneys General present included: Rachel Cohen, Jody Shaw, and Kathleen Wherthey

Other attendees included: Public Advisors Anne Shelton and Monte Tarbox; Frank Benham and Mary Mustard (Meketa); and Justin Hayes (Comptroller’s Office)

Consent Agenda On a motion made by Mr. Prouty and seconded by Mr. Norman, the Board approved the consent agenda, which included:

- May 10, 2021 Open Minutes of Special Board Meeting
- May 18, 2021 Open Meeting Board Minutes
- June 1, 2021 Administrative Committee Meeting Summary

Recommendation of the Administrative Committee regarding the FY22 Business Plan, including new Initiatives The Board of Trustees was provided with a complete copy of the Agency’s Business Plan, including on-going and new initiatives, for Fiscal Year (FY) 2022.

Mr. Haines, Chairman of the Administrative Committee reported that the Committee received a full report on the FY2022 Business Plan at its June meeting. Mr. Haines asked Mr. Kenderdine to summarize the Business Plan initiatives for the Board.

Mr. Kenderdine reported the Agency’s on-going and new initiatives, as follows:

➤ MPAS+ Business Process Re-engineering and Sub-Projects

Mr. Kenderdine reported that staff has completed a great deal of the MPAS+ project, notably the roll-out last year, of the *mySRPS* member portal, which now has 30% enrollment participation. Staff continue to get the word out to our members and encourage them to enroll to access the member portal

Staff also recently completed the automation of the estimate process and are in the process of automating employer processes and payment processes.

**BOARD OF TRUSTEES FOR THE
MARYLAND STATE RETIREMENT AND PENSION SYSTEM
MINUTES OF MEETING**

June 15, 2021

➤ Review and Revision of Code of Maryland Regulations

Mr. Kenderdine reported that the Agency has completed the review and revised, with Board approval, 13 of the 16 chapters of System regulations.

➤ Eliminate Print Version of Retiree News & Notes Newsletter; Transition to Exclusive Email Distribution

Mr. Kenderdine reported that due to delays in the MPAS project caused by the COVID pandemic, staff has had to postpone this project which will result in Agency newsletters to active members and retirees being in electronic format and only produced in print format for those who do not have access to internet service.

➤ Redesign of the SRA Café, the Agency's Intranet Site

Mr. Kenderdine reported that the Agency intranet created a number of years ago for inter-staff communication is now in need of a redesign and refreshing.

➤ Office Space Expansion and Lease Renewal

Mr. Kenderdine reported that the new office lease and expansion of the office space was approved by the Board of Public Works on May 19, 2021. This will allow for the relocation of the Information Technology division to a portion of the 13th floor and thereby create space for expansion of the Investment Division.

➤ Acquisition of an Integrated Financial Reporting Software Solution

Staff has added a new project in the finance division, which is the acquisition of an integrated financial reporting software solution, that will make significantly more efficient, the preparation of the System's Comprehensive Annual Report. The same solution was adopted by the Comptroller's Office for the production of the State's 2020 Annual Report.

Mr. Daly commented, regarding the Investment Division section of the business plan, that he feels that Goal 5 regarding the performance of System investments in relation to the policy benchmark, should be the division's number one goal and asked that it be moved to reflect that.

Mr. Palmer responded that exceeding the performance of the policy benchmark is, indeed, the division's number one goal and that the goals outlined in the business plan are not written in priority order but agrees with moving the performance goal to Goal 1.

On a motion made by Mr. Haines and seconded by the Committee, the Board voted to approve the FY2022 Business Plan, as presented, with the modification recommended by Trustee Daly.

**BOARD OF TRUSTEES FOR THE
MARYLAND STATE RETIREMENT AND PENSION SYSTEM
MINUTES OF MEETING**

June 15, 2021

Recommendation of
the Administrative
Committee
regarding the
Trustee Election
Schedule for the
State Police
Retirement System
Representative

The Board was provided with the following election schedule for the State Police Retirement System (SPRS) representative.

The term of office for the successful candidate in the SPRS representative election will be from August 1, 2022 through July 31, 2026.

September 1, 2021 through December 1, 2021	An eligible voter may obtain a nomination form from the Executive Director.
January 31, 2022	Completed nomination forms must be submitted to the Executive Director by an eligible voter by 4:30 p.m.
February 11, 2022 ¹	Executive Director certifies that an eligible voter satisfies the conditions set forth in 22.03.01.06 of the Board of Trustees' Regulations
May 20, 2022 ²	Mailing of election materials to eligible voters, including candidate biographies and personal identification numbers for internet and IVR (telephone) access.
May 20, 2022 ²	IVR (telephone) and website (internet) open for voting.
June 24, 2022	Last date for voting. Deadline is 4:30 p.m.
July 19, 2022 ³	Executive Director announces election results at the July Board of Trustees meeting.

¹ If the Executive Director determines that only one eligible voter may be placed on the ballot as a candidate, in accordance with COMAR 22.03.01.06B, the eligible voter shall be considered nominated to serve as Trustee. The Executive Director shall discontinue the election process and report the results to the Board of Trustees, which shall certify and publish the results of the election and direct the Executive Director to notify the candidate.

² Date subject to change based on final arrangements reached with the vendor.

³ Subject to the Board of Trustees' approval of the 2022 meeting dates.

On a motion made by Mr. Haines and seconded by the Committee, the Board of Trustees approved the State Police Retirement System Representative Board of Trustees election schedule, as presented.

Recommendation of
the Administrative
Committee
regarding Proposed
Changes to Add a
New Regulatory
Chapter – COMAR
22.03.05 –
Subpoenas

The Board was provided a memorandum, which addressed the need for a new regulatory chapter, Code of Maryland Regulations (COMAR) 22.03.05 - Subpoenas, as well as the proposed language of the regulation and a copy of a draft subpoena form.

Ms. Wherthey reported that the Board of Trustees previously voted to approve the drafting of a policy and/or regulations on administrative subpoenas. The proposed regulation would (1) authorize the Board to issue subpoenas to compel witness attendance, document production, or both, by either (a) the Board itself or (b) the Executive Director as its delegee; (2) create two routes for issuing a subpoena; (3) specify a subpoena's required contents; (4) specify appropriate means for serving a subpoena; and (5) allow for requests to the

**BOARD OF TRUSTEES FOR THE
MARYLAND STATE RETIREMENT AND PENSION SYSTEM
MINUTES OF MEETING**

June 15, 2021

appropriate circuit court for modification, quashing, or enforcement of the subpoena.

Ms. Hill asked if this would circumvent going to the Office of Administrative Hearings to issue subpoenas and would an employer need to go through the Board to have a subpoena issued in a matter.

Ms. Wherthey responded that this does not take the place of Office of Administrative Hearings regulations. The Agency contemplates using the regulations primarily in two instances, one being a claim investigation, where the Agency could compel medical, banking or other records and two, in the rare case of an evidentiary hearing, the Board could issue a subpoena.

Mr. Brotman expressed his concern that the subpoena power would allow the opportunity to open investigations concerning the System's investments and asked what ways staff foresees the Board using that power and if there was a way to eliminate that power.

Ms. Wherthey responded that staff focused primarily on the disability and overpayment scenarios but felt the need to include the investment program in the even such a scenario does come up. While it is rare, there have been occasions where there was an investment loss and there was a need for detailed information regarding that loss. Without compulsory subpoena power the Agency was at the mercy of the investment manager who was averse to providing certain information. Ms. Wherthey added that subpoena power would be a tool in the System's arsenal, but if the Board feels this not a good use of subpoena power, then the Board could instruct the Executive Director and the subpoena would not be issued, as the Executive Director has sign-off power. In addition, a subpoena would only be issued after review by the Office of the Attorney General for legal sufficiency.

Ms. Cohen suggested that if the Board has concerns regarding the use of the subpoena power in the context of investment matters, that a policy could be created that requires the Executive Director to bring investment subpoena matters to the Board for consideration.

On a motion made by Mr. Haines and seconded by the Committee, the Board of Trustees approved the proposed adoption of the new regulatory chapter COMAR 22.03.05 – Subpoenas by sending it to the Administrative, Executive and Legislative Review Committee, and publishing it for comment in the Maryland Register. Trustee Hamilton recused himself from the vote.

Recommendation of
the Administrative
Committee
regarding Proposed
Amendments to
COMAR 22.04.01 –
Reporting and
Member
Contribution

The Board was provided with a memorandum, which provided background information outlining proposed amendments to COMAR 22.04.01 – Reporting and Member Contribution Requirements of Participating Employers.

Ms. Countess reported that since the original adoption of this regulatory chapter, the Agency embarked on the third phase of a multi-year major IT project, MPAS-3, through which a new secure online employer portal has been created enabling participating employers to securely and uniformly report payroll data as each payroll is paid; immediately receive an invoice for

**BOARD OF TRUSTEES FOR THE
MARYLAND STATE RETIREMENT AND PENSION SYSTEM
MINUTES OF MEETING**

June 15, 2021

Requirements of
Participating
Employers

the amount of member contributions required; and submit electronic payment of member contributions due.

Ms. Countess reported that the proposed amendments to this regulation provide the participating employers with key definitions identifying the parties involved and banking transactions being performed and provides instructions for how electronic payments via ACH debit will be processed as well as how employers may request a waiver of the ACH debit requirement.

Ms. Countess also reported that the Administrative Committee had raised a question regarding the security systems for this electronic payment system. This would be addressed in closed session.

On a motion made by Mr. Haines and seconded by the Committee, the Board of Trustees approved the proposed adoption of amendments to COMAR 22.04.01 – Reporting and Member Contribution Requirements of Participating Employers by sending them to the Administrative, Executive and Legislative Review Committee, and publishing them for comment in the Maryland Register.

Discussion
regarding a
Responsible
Contractor Policy

The Board was provided with a revised draft of a Responsible Contractor Policy (RCP) that incorporated all proposed language previously presented to and reviewed by the Board of Trustees.

Mr. Palmer reported that staff from Meketa was present to summarize its memorandum on the content of the RCP which had been provided to the Board.

Ms. Mary Mustard from Meketa summarized Meketa's analysis which described the real estate performance of public plans with and without RCPs. Meketa found that there was sufficient data available to isolate the impact a RCP has on a manager or a pension fund's performance. Based on that information, Meketa believes that implementing a RCP on a best efforts basis will not meaningfully impact the manager universe available to the System.

Mr. Daly asked, regarding the enforcement section of the policy, what are some examples of the violations that are referenced and what is the magnitude of those violations.

Ms. Mustard responded that investment staff would act as a facilitator of getting all parties involved in the specific issue together to discuss the matter. An example would be if a contractor is accused of not paying market wages.

Ms. Herman asked what problem the fund has that we are trying to solve with this policy and if there is a current issue.

Mr. Palmer responded that a comparable issue which resulted in a Board policy, was that of placement agents.

Ms. Shelton commented regarding the term "local", and suggested that a definition of "local" would be helpful to distinguish whether it is local to the

**BOARD OF TRUSTEES FOR THE
MARYLAND STATE RETIREMENT AND PENSION SYSTEM
MINUTES OF MEETING**

June 15, 2021

project or local to Maryland. Ms. Shelton added, regarding Section 2.C. – Training, that the last sentence does not belong in that section, especially the phrase “to the extent required by” when referring to the law.

Mr. Tarbox responded that it is his recollection that during the drafting of the policy, it was recommended by legal counsel that that specific language be added to make the policy clear.

Ms. Cohen responded that looking back at the red-lined drafts, she does not recall how the language evolved or who requested its insertion but explained that she did not have a concern with striking the phrase “to the extent required by” and leaving “consistent with applicable law.”

On a motion made by Mr. Prouty and duly seconded, the Board, by a vote of 8 to 6, agreed to approve the adoption of the Responsible Contractor Policy with amendments. The Trustees in favor of the motion were: Treasurer Kopp, Comptroller Franchot, Mr. Craddock, Mr. Haines, Ms. Hill, Mr. Norman, Mr. Prouty and Mr. Stafford. The Trustees in opposition of the motion were: Mr. Brandt, Secretary Brinkley, Mr. Brotman, Mr. Daly, Mr. Hamilton and Ms. Herman.

Town of Centreville
Participation in the
Employer Pick-Up
Program

Mr. Kenderdine reported that the Town of Centreville submitted to the Board for its approval, its request to participate in the Employer Pick-Up Program effective July 1, 2021. A copy of the signed resolution by the Town Council of Centerville, was provided to the Board in the agenda packet.

On a motion made by Mr. Prouty and seconded by Ms. Hill, the Board of Trustees approved the Town of Centreville’s request to participate in the Employer Pick-Up Program, effective July 1, 2021.

Town of Brentwood
– Incoming PGU –
Participation in the
Employer Pick-Up
Program

Mr. Kenderdine reported that the Town of Brentwood submitted to the Board for its approval, its request to participate in the Employer Pick-Up Program effective July 1, 2021. A copy of the signed resolution by the Mayor and City Council of the Town of Brentwood, was provided to the Board in the agenda packet.

On a motion made by Ms. Hill and seconded by Mr. Prouty, the Board of Trustees approved the Town of Brentwood’s request to participate in the Employer Pick-Up Program, effective July 1, 2021.

Participating
Governmental Unit
(PGU) Changes

Mr. Kenderdine reported that the Town of Centreville (Police), Somerset County (Sheriffs) and Talbot County (Sheriffs) submitted to the Board, by resolution, their intentions to withdraw eligible members from the Employee’s Pension System and transfer them to the Law Enforcement Officers’ Pension System.

In addition, Mr. Kenderdine reported that the Town of Brentwood submitted to the Board, by resolution, its intention to participate in the Employees’ Pension System.

**BOARD OF TRUSTEES FOR THE
MARYLAND STATE RETIREMENT AND PENSION SYSTEM
MINUTES OF MEETING**

June 15, 2021

A copy of the signed resolutions were provided to the Board in the agenda packet.

Discussion regarding the Corporate Governance Committee Policy on Engagement

The Board was provided with a copy of a letter previously sent to the Board in April, 2021, regarding the Congressional Review Act disapproval of the Securities and Exchange Commission's shareholder proposal rule amendments, along with a copy of the Corporate Governance Committee Policy on Engagement.

Mid-Year Attendance and Training Reports – January through June 2021

The Board was provided with a mid-year attendance and training report, from January through June 2021 for their review.

Mr. Kenderdine reported that while staff's report shows no training to date for any Trustee, any Trustee who has, in fact, attended any conferences or seminars that would meet the training requirement outlined in statute, they should let Angie Jenkins know, so that it can be applied to the report.

CIO Report

Mr. Palmer provided several tearsheets on performance. Mr. Palmer reported that the March tearsheet includes an update on Private Equity through the end of the calendar year. For the quarter, the benchmark was up about 15%, so it was a strong Private Equity quarter. For the FYTD through March, the fund was up 90 basis points.

In April, the absolute return benchmark outperformed by 13 basis points, putting the fund ahead by 30 basis points for the month.

The preliminary tearsheet for May showed the fund up another 2% for the month with a total fund market value of \$66.7 billion.

Mr. Stafford asked if the System has a real assets consultant.

Mr. Palmer responded that Hamilton Lane works with staff on private equity and credit.

Executive Director's Report

Mr. Kenderdine introduced the new Agency Executive Director, Martin Noven and reported on their work together over the past weeks to successfully transition responsibilities.

Mr. Kenderdine reported that staff will be returning to the office on June 30, 2021 and provided the Board with a report on the breakdown of in-office, teleworking and hybrid staff, with 1/3 of the agency staff returning to a full-time in-office schedule, 61% working a hybrid schedule and 7% continuing to telework.

Mr. Kenderdine provided the Board with a copy of the proposed membership recruitment correspondence that AFSCME plans to distribute to recent retirees. Mr. Kenderdine reported that the material was reviewed by Trustee

**BOARD OF TRUSTEES FOR THE
MARYLAND STATE RETIREMENT AND PENSION SYSTEM
MINUTES OF MEETING**

June 15, 2021

Hill and is being brought to the full Board, as required by statute, as an informational item.

Mr. Kenderdine reported that several staff will be retiring effective July 1, 2021 and acknowledged Robin McClelland, Director of Member Services and Ira Greenstein, Chief Information Systems Officer. Both Ms. McClelland and Mr. Greenstein were provided with a resolution by the Board for their years of service.

Other Business Secretary Brinkley and the Board of Trustees acknowledged the retirement of R. Dean Kenderdine, Executive Director, who will also be retiring effective July 1, 2021.

Secretary Brinkley presented Mr. Kenderdine with a Governor's Citation in recognition of his 40+ years of State service.

In addition, Treasurer Kopp presented Mr. Kenderdine with a resolution on behalf of the Board of Trustees in recognition of his 14 years as Executive Director of the Agency and Secretary to the Board of Trustees.

On a motion made by Mr. Prouty and seconded by Mr. Norman, the Board voted to meet in a Closed Session, beginning at 12:30 p.m., via video/audio conference call, for the purposes of:

- a) reviewing the May 10 and May 18, 2021 closed session Board minutes, pursuant to General Provisions Art., § 3-103(a)(1)(i), the exercise of an administrative function and General Provisions Art., § 3-305(b)(13), to comply with a specific statutory requirement that prevents public disclosure, namely General Provisions Art., § 3-306(c)(3)(ii), requiring that the minutes of a closed session be sealed and not be open to public inspection;
- b) reviewing the Medical Board reports regarding individual participants' claims for disability retirement benefits, pursuant to General Provisions Art., § 3-305(b)(13), to comply with a specific constitutional, statutory, or judicially imposed requirement that prevents public disclosures about a particular proceeding or matter namely, General Provisions Art., § 4-312 regarding the prohibition on disclosing retirement records, and General Provisions Art., § 4-329 regarding the prohibition on disclosing medical and psychological information;
- c) consideration of a request by an individual to change an optional form of allowance, pursuant to General Provisions Art., § 3-305(b)(13), to comply with a specific constitutional, statutory, or judicially imposed requirement that prevents public disclosures about a particular proceeding or matter namely, General Provisions Art., § 4-312 regarding the prohibition on disclosing retirement records;
- d) reviewing the Earnings Limitation Recovery Report, pursuant to General Provisions Art., § 3-305(b)(13), to comply with a specific constitutional, statutory, or judicially imposed requirement that prevents public disclosures about a particular proceeding or matter namely, General Provisions Art., § 4-312 regarding the prohibition on disclosing retirement records and General Provisions Art., § 4-331 regarding the prohibition on disclosing information about public employees;

**BOARD OF TRUSTEES FOR THE
MARYLAND STATE RETIREMENT AND PENSION SYSTEM
MINUTES OF MEETING**

June 15, 2021

- e) reviewing the Disability Offset Report, pursuant to General Provisions Art., § 3-305(b)(13), to comply with a specific constitutional, statutory, or judicially imposed requirement that prevents public disclosures about a particular proceeding or matter namely, General Provisions Art., § 4-312 regarding the prohibition on disclosing retirement records and General Provisions Art., § 4-331 regarding the prohibition on disclosing information about public employees;
- f) conducting Elections for Board Officers, pursuant to General Provisions Art., § 3-103(a)(1)(i), the exercise of an administrative function and pursuant to General Provisions Art., § 3-305(b)(1)(i), to discuss the appointment, employment, assignment, promotion, discipline, demotion, compensation, removal, resignation or performance evaluation of an appointee, employee, or official over whom it has jurisdiction; and
- g) receiving and discussing a presentation by the Agency's Chief Information Systems Officer regarding information security for the System, pursuant to General Provisions Art., § 3-305(b)(15), to discuss cybersecurity, if the public body determines that public discussion would constitute a risk to security assessments or deployments relating to information resources technology or network security information, including information that is related to passwords, personal identification numbers, access code, encryption, or other components of the security system of a governmental entity; collected, assembled, or maintained by or for a governmental entity to prevent, detect or investigate criminal activity; or related to an assessment, made by or for a governmental entity or maintained by a governmental entity, of the vulnerability of a network to criminal activity; or deployments or implementation of security personnel, critical infrastructure, or security devices, as well as General Provisions Art., § 3-305(b)(13), to comply with a specific statutory requirement that prevents public disclosure, namely, General Provisions Art., § 4-338 regarding the protection of information about the security of an information system.

CLOSED SESSION

The Trustees present included:

Nancy K. Kopp, Chairman, Presiding	Kenneth Haines (via phone)
Thomas Brandt	Linda Herman (via phone)
David Brinkley	Sheila Hill
Eric Brotman (via phone)	Richard Norman
Jamaal Craddock	Douglas Prouty
James Daly	Michael Stafford, Jr.

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

Melody Countess	Ira Greenstein	Ken Reott
Robert Diehl	Angie Jenkins	David Rongione
Anne Gawthrop	Kim O'Keeffe	Janet Sirkis
Martin Noven	Andrew Palmer	
Michael Golden	Chandra Puranam	

Assistant Attorneys General present included: Rachel Cohen and Kathleen Wherthey

Other attendees included: Public Advisor Anne Shelton; Justin Hayes (Comptroller's Office)

On a motion made by Mr. Haines and seconded by Mr. Prouty, the Board returned to open session at 1:30 p.m., via video/audio conference call.

**BOARD OF TRUSTEES FOR THE
MARYLAND STATE RETIREMENT AND PENSION SYSTEM
MINUTES OF MEETING**

June 15, 2021

OPEN SESSION

The Trustees present included:

Nancy K. Kopp, Chairman, Presiding
Thomas Brandt
David Brinkley
Eric Brotman (via phone)
Jamaal Craddock
James Daly

Kenneth Haines (via phone)
Linda Herman (via phone)
Sheila Hill
Richard Norman
Douglas Prouty
Michael Stafford, Jr.

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

Melody Countess	Ira Greenstein	Ken Reott
Robert Diehl	Angie Jenkins	David Rongione
Anne Gawthrop	Kim O’Keeffe	Janet Sirkis
Martin Noven	Andrew Palmer	Scott Bolander (live stream)
Michael Golden	Chandra Puranam	

Assistant Attorneys General present included: Rachel Cohen and Kathleen Wherthey

Other attendees included: Public Advisor Anne Shelton; Justin Hayes (Comptroller’s Office)

During closed session, the Board of Trustees discussed and acted on the following matters:

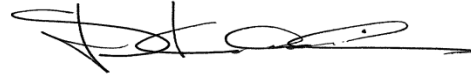
Closed Session Minutes	The Board reviewed and approved the May 10 and May 18, 2021 closed session minutes.
Medical Board Reports	The Board reviewed and adopted the medical board reports from May 20, May 26, June 3 and June 9, 2021.
Election of the Board Chairman	The Board voted to elect Treasurer Kopp as Chairman of the Board of Trustees.
Election of the Board Vice-Chairman	The Board voted to elect Comptroller Franchot as Vice-Chairman of the Board of Trustees.
Election of the Board Secretary	The Board voted to elect Martin Noven as Secretary to the Board of Trustees.
Earnings Limitation Recovery Reports	The Board voted to approve the earnings limitation recovery report as presented.
Disability Offset Report	The Board voted to approve the disability offset report as presented.

**BOARD OF TRUSTEES FOR THE
MARYLAND STATE RETIREMENT AND PENSION SYSTEM
MINUTES OF MEETING**

June 15, 2021

Adjournment There being no further business before the Board, on a motion made by Mr. Prouty and seconded by Mr. Norman, the meeting adjourned at 1:30 p.m.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'R. Dean Kenderdine', with a long horizontal line extending to the right.

R. Dean Kenderdine
Secretary to the Board

**BOARD OF TRUSTEES
MARYLAND STATE RETIREMENT AND PENSION SYSTEM**

***ADMINISTRATIVE COMMITTEE MEETING SUMMARY
JUNE 1, 2021***

The Committee Members present included:

Kenneth Haines, Chairman, Presiding	Jamaal Craddock
Richard Norman, Vice Chairman	Marc Nicole
Thomas Brandt	Nancy K. Kopp

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

Gregory Busch	Van Lewis	Ken Reott
Melody Countess	Robin McClelland	David Rongione
Robert Diehl	Gwen Mulcahy	Charelle Saunders
Patricia Fitzhugh	Martin Noven	Karen Simpson
Anne Gawthrop	Kim O'Keeffe	Janet Sirkis
Michael Golden	Andy Palmer	Scott Bolander (live stream)
Ira Greenstein	Chandra Puranam	
Angie Jenkins		

Assistant Attorneys General present included: Rachel Cohen and Kathleen Wherthey

Other attendees included: Trustee Sheila Hill

FY22 Business
Plan Initiatives

**THIS MATTER WILL BE DISCUSSED AND VOTED ON OUTSIDE OF THE
CONSENT AGENDA IN OPEN SESSION.**

Mr. Kenderdine, with Chandra Puranam, David Rongione, and Melody Countess, presented the Agency's FY22 Business Plan, including several new and on-going initiatives.

On a motion made by Mr. Norman and seconded by Mr. Nicole, the Administrative Committee approved the FY22 Business Plan, including new Initiatives for recommendation to the Board of Trustees, as presented.

Return of Staff
On-Site

Treasurer Kopp asked if the Board would be receiving a report on the Agency's plan to return staff on-site at the State Retirement Agency.

Mr. Kenderdine responded that he is finalizing the data on who, as of June 30, 2021, will be continuing in a full-time fashion on-site, who will be operating on a hybrid schedule and who will be working on a continuing teleworking schedule, many of whom would be those affected by the office expansion and renovation work that will be conducted.

Mr. Kenderdine further reported that the Agency is also planning to resume walk-in services to our members beginning Monday, June 7, 2021 and within the next 30-60 days to resume on-site member counseling appointments. Throughout the State of Emergency, counseling services have been conducted via telephone.

Mr. Kenderdine commented that once the work-plan is complete, he will distribute a copy to the full Board.

**BOARD OF TRUSTEES
MARYLAND STATE RETIREMENT AND PENSION SYSTEM**

***ADMINISTRATIVE COMMITTEE MEETING SUMMARY
JUNE 1, 2021***

Trustee Election Schedule – State Police Retirement System Representative

THIS MATTER WILL BE DISCUSSED AND VOTED ON OUTSIDE OF THE CONSENT AGENDA IN OPEN SESSION.

The Committee reviewed the Board of Trustees election schedule for the State Police Retirement System (SPRS) representative.

On a motion made by Mr. Nicole and seconded by Treasurer Kopp, the Administrative Committee approved the State Police Retirement System Representative Board of Trustees election schedule for recommendation to the Board.

Proposed Changes to Add a New Regulatory Chapter – COMAR 22.03.05 – Subpoenas

THIS MATTER WILL BE DISCUSSED AND VOTED ON OUTSIDE OF THE CONSENT AGENDA IN OPEN SESSION.

Ms. Wherthey presented the Committee with a memorandum, which provided background information addressing the need for a new regulatory chapter, Code of Maryland Regulations (COMAR) 22.03.05 - Subpoenas, the proposed language of the regulation and a copy of a draft subpoena form.

On a motion made by Mr. Nicole and seconded by Mr. Norman, the Administrative Committee voted to propose for adoption the proposed new regulatory chapter COMAR 22.03.05 – Subpoenas, by sending it to the Administrative, Executive and Legislative Review Committee, and publishing it for comment in the Maryland Register.

Proposed Amendments to COMAR 22.04.01 – Reporting and Member Contribution Requirements of Participating Employers

THIS MATTER WILL BE DISCUSSED AND VOTED ON OUTSIDE OF THE CONSENT AGENDA IN OPEN SESSION.

Ms. Countess presented the Committee with a memorandum, which provided background information outlining proposed amendments to COMAR 22.04.01 – Reporting and Member Contribution Requirements of Participating Employers.

On a motion made by Mr. Norman and seconded by Mr. Nicole, the Administrative Committee voted to propose for adoption the proposed amendments to COMAR 22.04.01 – Reporting and Member Contribution Requirements of Participating Employers, by sending it to the Administrative, Executive and Legislative Review Committee, and publishing it for comment in the Maryland Register.

Finance Reports – Quarter Ending 12/31/20

Ms. Countess presented the Administrative Expense report dashboard, which provided an overview of the how the Agency expended or encumbered 68.00% of its FY2021 appropriation through the third quarter.

APPROPRIATION EXPENDED/ENCUMBERED	68.00%
REGULAR SALARIES	70.48%
CONTRACTUAL PAYROLL AND TECHNICAL SUPPORT	46.05%
COMMUNICATIONS (INCLUDES POSTAGE)	54.79%
TRAVEL	4.11%
VEHICLE COSTS	73.68%
CONTRACTUAL SERVICES (including equipment leasing & building maintenance)	62.84%

**BOARD OF TRUSTEES
MARYLAND STATE RETIREMENT AND PENSION SYSTEM**

**ADMINISTRATIVE COMMITTEE MEETING SUMMARY
JUNE 1, 2021**

SUPPLIES	72.62%
EQUIPMENT PURCHASES	50.74%
RENT AND INSURANCE	85.73%
DUES, SUBSCRIPTIONS AND LICENSES	58.54%

Mr. Lewis reported that the current report projects a year-end surplus of approximately \$783,439, but that current calculations project the end-of year healthcare cost reversion at \$316,107, therefore reducing the above forecasted end-of-year surplus to \$467,332. However, a yet-to-be processed, statewide, year-end budget amendment, representing bonus compensation to State employees, will increase this amount by approximately \$159,000 prior to June 30.

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Mr. Lewis presented the MBE Performance Report for the quarter ending March 31, 2021. The report showed that the MBE performance was 44.52%.

Member
Services
Update and
Presentation on
Performance
and
Improvement

Mr. Reott provided a presentation to the Committee on the member services performance and proposed service improvements as asked for by the Committee.

Mr. Reott began his report with the usual Member Services update, reporting that as of mid-April staff returned to the A-week/B-week rotation schedule on-site and as expected, we saw a marked improvement in the unit's performance to goals. Effective July 1, 2021, the Agency's plan is to return to almost a 100% in-office work for all employees in the member services unit.

Mr. Reott reported that in April staff was offered 10,878 calls in the call center, with 7,283 in-bound calls being answered and another 2,339 calls answered through the virtual call-back feature, leaving 1,256 calls being abandoned. Mr. Reott reported that the call abandonment rate was 11.55%. However, for the month of May, data shows that the call abandonment rate is 5.22%, with is a significant improvement.

Mr. Reott further reported that the average call wait time for April was 197 seconds, which compares unfavorably to the unit's goal of 135 seconds. However, for the month of May, data shows that the call wait time was 60 seconds, again a marked improvement over previous months and below the unit's goal.

Lastly, Mr. Reott reported that the unit received and handled over 8,000 correspondence requests, which is an increase of about 67% compared to last fiscal year.

Treasurer Kopp asked what staff is projecting since the A/B schedule has improved things significantly.

Mr. Reott responded that staff is aware that staff specialists can take more calls in the office than at home due to better technology such as dual monitors, printers, scanner, etc., but staff is going to continue to analyze why some are more successful than others teleworking and try to replicate those situations.

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**BOARD OF TRUSTEES
MARYLAND STATE RETIREMENT AND PENSION SYSTEM**

***ADMINISTRATIVE COMMITTEE MEETING SUMMARY
JUNE 1, 2021***

Mr. Reott gave a presentation on the performance and improvement measures of Member Services unit. He introduced Robin McClelland, Charelle Saunders, Gwen Mulcahy and Karen Simpson to the Committee and thanked them for their work on the presentation. The presentation included an organizational chart of the unit, which showed the divisions within the unit and staff assigned to each division. In addition, it provided the breakdown of the member services training program from an employee's start date until the training completion date.

Treasurer Kopp asked if the cross-training aspect was new or if that has always been that way.

Mr. Reott responded that the cross-training practice does back to the days of Marge Bury, who felt that staff, including Supervisors, needs to be flexible with not knowing what kind of call or correspondence will be coming into the office.

Mr. Reott then presented information on what steps have already been taken to improve performance and future steps that are currently under consideration to increase staff to handle calls, maximize staff productivity and efficiency, as well as decrease call volume.

Mr. Reott acknowledged again the hard work of Ms. McClelland, Ms. Saunders, Ms. Mulcahy and Ms. Simpson. He then reported that Ms. McClelland would be retiring effective July 1, 2021.

Treasurer Kopp thanked Mr. Reott for the presentation commenting that the information was very helpful. She then thanked Ms. McClelland for her service to the Agency.

Mr. Nicole commented that, in the past, salary has been an issue for the recruitment and retention of Benefits Specialists and recommended that staff reassess current compensation and if justified, pursue reclassifications and the necessary adjustment to the FY2023 budget request that will be submitted to the Department of Budget and Management.

Mr. Kenderdine thanked everyone for their comments, thanked the Supervisors on the call today, especially Ms. McClelland for her stellar work over the past years, and Mr. Reott for the presentation to the Committee.