



# Seattle Retirement

## Seattle City Employees' Retirement System

**Administrative Committee Meeting**  
Pacific Building, 720 3<sup>rd</sup> Avenue, Suite 900, Seattle, WA  
(206) 386-1293

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### **Minutes, Thursday, January 30, 2025**

**AC Members Present:** Judith Blinder (Chair), Maria Coe, Kimberly Loving, Dan Strauss, Sherri Crawford

**SCERS Staff Present:** Jeff Davis, Paige Alderete, Nina Melencio

**Others Present:** Joe Ebisa (With.Intelligence), Arnell Valmonte

#### **Call to Order**

Judith Blinder, chair, called the meeting to order at 1:00 pm.

#### **Public Comment**

There was no public comment.

#### **Minutes**

Approved Minutes from the October 31, 2024 Administrative Committee meeting.

**Motion:** Upon motion by Judith Blinder, seconded by Maria Coe, the Administrative Committee approved the minutes from the October 31, 2024 Administrative Committee meeting. The motion passed unanimously (5-0).

#### **Deep Dive – Member Communications**

Paige Alderete presented the SCERS Member Communications Deep Dive. The overview included SCERS's mission, vision, and values; key communication-related projects from 2024, member communication focus areas; results of the 2024 member satisfaction survey; and member communications goals for 2025.

Key projects covered by SCERS in 2024 included recalculating over 400 benefits as a result of the City's new labor contracts; adjusting many processes as a result of the new Workday implementation; implementing Phase 1 of a call center; and initiating an upgrade project for SCERS's pension system.

The use of SCERS's Member Self-Service Portal continues to increase and had 9,466 total users at the end of 2024. Website usage remains consistent with prior years and the website received high accessibility and quality assurance ratings.

During 2024, SCERS served hundreds of members through retirement, financial security, and new employee orientation seminars. One seminar was geared to reaching fieldworkers at the Boundary Dam.

In 2024, staff closed over 14,000 service requests from members. The average days to close requests continues to decline but we are not at the goal of completing a request within two weeks. Service delivery times have significantly decreased in 2024. Benefit estimates closed in 25 days in 2024 versus 69 days in 2023; withdrawal requests closed in 18 days versus 26 days; and service purchase requests closed in 104 days versus 183 days. Although this was a significant decrease, the goal is to have these services completed within two weeks. Staff are staying current on their queues.

SCERS conducted the annual member satisfaction survey to proactively receive feedback and suggestions for improvement from both active and retired members. The survey was sent to a significantly larger pool of members in 2024. Overall, satisfaction continues to increase for both active and retired members. For active members, the 2024 average satisfaction rating of 3.88 was slightly up from the 2023 rating of 3.85. For retired members, the 2024 average satisfaction rating of 4.4 was up from the 2023 rating of 3.85. For both groups, the biggest area for SCERS to improve continues to be the speed and responsiveness in addressing service requests.

There was a question about needing an estimate before starting the process to retire. Ms. Alderete clarified that if a member had a current benefit estimate that was completed within the past year, staff wouldn't require another estimate before the retirement process. Another relevant timeline requirement, per the Seattle Municipal Code, is that a retirement appointment needs to be completed at least 30 days prior to the member's retirement date. While the 30-day requirement must be held, if the member has a tight timeline, members should let SCERS staff know so that staff can work to accommodate them.

For 2025, SCERS's goals are to create online resources and videos for members; re-imagine SCERS's website; initiate Phase 2 of the call center; and continue cross department and agency communications.

Ms. Blinder congratulated staff on the improvements from 2023 to 2024.

### **Operational Overview and Statistics**

Ms. Alderete reviewed the 2024 Operational Statistics.

### **Charter Revision – Investment Advisory Committee Charter**

It is the practice of SCERS to review each charter or policy on a three-year cycle or when needed. Staff amended the form that Investment Advisory Committee (IAC) members sign upon appointment or reappointment. There is a Washington state law requirement that IAC members can't be employed by investment firms that the fund does business with. IAC members also need to disclose if they have a potential or perceived conflict.

**Motion:** Upon motion by Judith Blinder, seconded by Dan Strauss, the Administrative Committee recommended that the Board of Administration approve the revised Investment Advisory Committee Charter. The motion passed unanimously (5-0).

### **Adjourn Meeting**

**Motion:** Upon motion by Judith Blinder, seconded by Maria Coe, the Administrative Committee voted to adjourn the meeting at 1:59 pm. The motion passed unanimously (5-0).