



# Seattle City Employees' Retirement System

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

## Minutes, Thursday, January 12, 2023

- Board Present:** Teresa Mosqueda (Chair), Robert Harvey, Jr., Sherri Crawford, Judith Blinder, Jamie Carnell, Kimberly Loving
- Staff present:** Jeff Davis, Paige Alderete, Jason Malinowski, Nina Melencio, Leola Ross, George Emerson, Mark Schimizza
- Others present:** Mike Monaco (MMPL), Gary Smith (City Attorney's Office), Kevin Balaod (With.Intelligence), Edie Jorgensen (ARSCE)

### Call to Order

Teresa Mosqueda, Chair, called the meeting to order at 10:00 am.

### Public Comment

There was no public comment.

### Administrative Consent Agenda

Provided in the Retirement Board Packet were the minutes from the December 8, 2022 Retirement Board regular meeting, ratification of Retired Payroll, Office Payroll, and other payments and withdrawals.

The following items represent normal expenses:	
Pension Payroll	\$22,449,992.14
Office Payroll	489,458.19*
Admin Expenses	303,523.72
Investment Expenses	890,462.40
<b>Total Expenses – December 2022</b>	<b>\$24,133,436.45</b>

\*Includes estimated benefit costs

Retirements, Withdrawals, Other Payouts – December 2022			
	Count	Monthly Pension	Lump Sum Distribution
Retirements	19	\$59,173.86	\$1,598,984.16
Withdrawals	25	n/a	\$911,660.91

**Motion:** Upon motion by Sherri Crawford, seconded by Judith Blinder, the Board of Administration accepted and approved the Administrative Consent Agenda. The motion passed unanimously (6-0).

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

Paige Alderete presented the SCERS Member Communications Deep Dive. The overview included SCERS's mission, vision, and values; recap of 2022 working environment; member communication focus areas, results of the 2022 member satisfaction survey; and member communication goals for 2023. SCERS tracks progress over five key areas: 1) access to information, 2) clear and consistent communications, 3) pro-active and educational communications, 4) service request times, and 5) cross department and agency communications.

In 2022, SCERS offered a hybrid work environment. There continues to be obstacles to access SCERS's office since the Pacific Building remains locked. A big impact in 2022 was the high volume of requests due to assumption changes that would take effect on January 1, 2023. Detailed guidance was put on the SCERS's website and a pro-active communication campaign was implemented to notify approximately 1,500 members impacted.

In 2022 the number of Member Self-Service (MSS) portal users increased from 7,147 in 2021 to 8,903. Website usage remains active with the SCERS website having a 91.1% accessibility rating and 98.8% quality assurance rating.

Last year, SCERS conducted 18 seminars serving 440 members. Staff also provided information to new City employees at the quarterly new employee orientation conducted by Seattle Human Resources.

SCERS conducted the second annual member satisfactory survey to pro-actively receive feedback and suggestions for improvement from both Active and Retired members. Member satisfaction for Active members increased from 2021 to 2022, although the numbers are not where we want them to be. Speed in addressing service requests and responsiveness continues to be the biggest area needing improvement. Retired member satisfaction has improved and remains relatively high, but speed and responsiveness were also noted for improvement.

Member communication goals for 2023 include hiring an additional half-time Member Services Representative to help with incoming member inquiries, focus on responsiveness and speed of responses and completed services, offering additional online resources and videos for members, and to continue the Member Satisfaction Survey on an annual basis.

There was discussion on improving the survey response and using a larger pool for the survey. A trustee also shared her own experience going through the retirement process and provided helpful feedback. Although the SCERS website was great, there needs to be better coordination between multiple departments and websites for the retirement process.

### **Executive Director Update**

Jeff Davis provided information on trustee education for the upcoming year. Board education is one of SCERS's strategic goals to have a well-informed highly functioning board. Board members were provided with internal and external education opportunities for 2023.

Mr. Davis also shared that beginning with the January Administrative Committee, SCERS will begin the process of replacing the At-Large Board member, Mr. Harvey.

The Board congratulated Ms. Blinder on her retirement from the City.

## **Adjourn Meeting**

**Motion:** Upon motion by Sherri Crawford, seconded by Robert Harvey, Jr., the Board of Administration voted to adjourn the meeting at 10:44 am. The motion passed unanimously (6-0).