



**Public School Employees' Retirement Board
B&A Work Plan Items
2023**

	Start date	End date	Date Flexibility (can be earlier, but not later)	Frequency	Committee Action Item	Board Action Item	Training	January	February	March	April	May	June	July	August	September	October	November	December	Special Comments
Benefits and Appeals Committee																				
The Committee Chair is to set the dates and times of the committee meetings.		1/20/23	No	Annually	No	No		x		x			x		x				x	Meet at least 4 times a year
Elect Chair		TBD January 2024	No	Biennially	Yes	No		x												Notification by Committee Chair for 2023 only
Elect Vice-Chair		TBD January 2024	No	As Needed, specify date	Yes	No		x												Need to select VC in 1/2023 due to vacancy. Next regularly scheduled election is 1/2024.
Conduct a self-evaluation of the Committee's performance as part of the Board's self-evaluation process.		TBD	Yes	Annually	No	No														Contingent on the development of the Board's self-evaluation process.
Review the Committee Charter at least every three years.	last reviewed 3/2022	TBD March 2025	No	Every 3 years	Yes	Yes														Any proposed changes are to be referred to the Governance and Administration Committee. If no proposed changes, then the Committee's report to the Board will document that the charter was reviewed and no changes were referred.
A. Activities Conducted on behalf of the Board																				
1. Conduct quasi-judicial deliberations in formal appeals and make recommendations for Board action, including the issuance of proposed opinions and orders.		1/20/23	Yes	As Needed, specify date	Yes	Yes		x												
2. Conduct the search for the System consultant that directly impacts member and employer services and the administration of the System, with the assistance of staff, and make recommendations to the Board.			Yes	Every 5 years	Yes	Yes														Ernst & Young currently has a contract to provide pension consulting services that expires June 30, 2023. An RFP is not being recommended at this time. Rather, the ITQ process can be utilized to hire a pension consultant from the state contract list when needed. This should be coordinated with the vendor list and delegation of contracts.
<i>2.a Review Statement of Work/evaluation criteria</i>																				Executive session
<i>2.b Make recommendations of voting members of the evaluation committee to board chair</i>																				Executive session
<i>2.c Make selection</i>																				
3. Evaluate the performance of all System service providers that directly impact member and employer services and the administration of the System as shall be necessary or appropriate for the administration and operation of the System.			Yes	Annually	No	No														
<i>3.a Identify all system service providers for the DB plan</i>		6/8/23	Yes	As Needed, specify date	No	No							x							
<i>3.b Develop the standards of evaluating performance, i.e. SLAs, metrics, benchmarking, etc.</i>		12/14/23	Yes	As Needed, specify date	Yes	Yes													x	
4. Ensure that RFPs are conducted for each key service provider contract at least every five (5) years unless the Board chooses otherwise			Yes	Every 5 years	No	No														Contingent on list of vendors.

B. Recommend direction and policy to the full Board:														
1. Identify anticipated defined benefit policy priorities and establish a calendar of anticipated policy decisions and discuss with the Board.														
			Annually	Yes	No									
1.a Identify DB strategic plan priorities for 2023	TBD	Yes	Annually	Yes	No									ried to the strategic plan. For future years, the development of the priorities should be set either in December or January.
1.b Establish calendar of policy decisions for 2023	TBD	Yes	Annually	Yes	No									Incorporate into the work plan
1.c Discuss and recommend policy decisions for 2023 with the Board	12/14/23	Yes	As Needed, specify date	Yes	Yes								x	Bring any recommendations to the Board for consideration.
2. Recommend vital signs and metrics for member and employer services and identify tolerances for acceptable vs. unacceptable variability in performance.														
	12/14/23	Yes	As Needed, specify date	Yes	Yes									x The vital signs need to be developed and agreed upon. Once determined, the committee will need to develop a review of the vital signs. All other reporting would be exception based reporting under the Oversee Board-approved direction section.
3. Review, discuss, and make recommendations to the Board for their approval policies, actions, and on other matters related to the System's administration of the rights, duties, and benefits of System members and the duties of employers, including amendments to regulations deemed necessary or desirable to facilitate the administration of the System and/or to maintain or bring the System into compliance with the Retirement Code, Internal Revenue Code, and other applicable law.														
3.a Identify the policies owned by the committee	6/8/23	Yes	As Needed, specify date	Yes	Yes								x	
3.b Review the policies owned by the committee and make recommendations to the Board of any recommended modification.	12/14/23	Yes	Annually	Yes	Yes									x
3.c Review the ESRC minutes		Yes	Other, specify date	No	No									The ESRC meets at least every month. Minutes are submitted to the committee after the ESRC issued a determination.
C. Recommend approval of key decisions:														
1. Review, discuss and make recommendations to the Board on customer service issues relating to the System's members and employers, including the dissemination of information to members, employer relations, and the System's field services program.														
		Yes	Ad Hoc	Yes	Yes									This action will be a product of the Committee's oversight function.
2. Review and recommend to the Board any major information technology initiatives, in particular as they directly impact member and employer services functions and operations.														
2.a Identify major information technology initiatives impacting member and employer services/operations.		Yes	Ad Hoc	Yes	Yes									Coordinate with Governance and Administration Committee.
Recommend approval of the staffing complement for the administration of the System.	6/8/23	Yes	As Needed, specify date	Yes	Yes								x	This recommendation is for when the Board approves budget for next fiscal year in October. NOT IN CHARTER BUT IN OTHER CHARTERS
D. Oversee Board-approved direction														

1. Oversee member and employer service levels.			Yes	Ad Hoc	No	No														See B.2 above. Once vital signs and SLAs are established, the committee will oversee the service levels through exception based reporting.	
2. Oversee cost effectiveness of member and employer services.																					
<i>2.a Review the results of the CEM benchmarking survey.</i>			Yes	Annually	No	No														x	
3. Oversee information technology plans and budgets, in particular as they directly impact member and employer services functions and operations.			Yes	Annually	No	No														Contingent on list of IT initiatives and vendors. See C.2 above.	
4. Oversee management of risks related to the responsibilities of this committee.			Yes	Annually	No	No															
5. Monitor and oversee ongoing effectiveness of member and employer education related to the System.																					
<i>Review member and employer survey results</i>			Yes	Annually	No	No														Review prior years surveys. We issue our own surveys and the CEM Member engagement survey.	
E. Obtain independent verification.																					
Periodically obtain appropriate peer benchmarking studies regarding pension administration costs, services levels, and other performance and to present the results to the Board.			Yes	Annually	No	No														x	CEM Benchmarking survey. See D.2.a above.
Training																					
<i>Communications Primer</i>		TBD	Yes	Ad Hoc	No	No	Decision-Making													Coordinate with the DC Committee. This education on our current state will develop a baseline for oversight functions and identifying customer service issues.	
<i>MSS Refresh</i>		TBD	Yes	Ad Hoc	No	No	Decision-Making													Coordinate with the DC Committee	