

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

June 6, 2023

The Administrative Committee meeting convened, via WebEx conference call, beginning at 9:30 a.m.

The Committee Members present included:

Kenneth Haines, Chair, Presiding	Jonathan Martin
Richard Norman, Vice-Chair	Marc Nicole
Linda Allen	Robert Sandlass
Thomas Brandt	

Agency Staff members attending included: Martin Noven, Executive Director/Board Secretary

Angie Jenkins	Janet Sirkis	Michael Golden
Anne Gawthrop	Ken Reott	Robert Diehl
Ben Robb	Kim O’Keeffe	Tom Montanye
Chandra Puranam	Megan Myers	Van Lewis
Harris Kaplan	Melody Countess	

Assistant Attorneys General present included: Rachel Cohen and Emily Spiering

Other attendees included: Megan Schutz (Treasurer’s Office); Phillip Anthony and Kate Kemmerer

Call Meeting to Order	Mr. Haines, Chair of the Administrative Committee, having established that there was a quorum present, called the meeting to order. Having received a request from staff to move the member services update to the third agenda item and agreeing to the change, he asked if there were any other changes to the agenda. Having heard no other requests for changes, on a motion made by Mr. Norman and seconded by Mr. Brandt, the agenda was adopted as amended.
Minutes	On a motion made by Mr. Brandt and seconded by Mr. Norman, the Administrative Committee approved the May 3, 2023 open session meeting minutes.
Member Services Update	Mr. Reott provided a Member Services performance update as of April, 2023 to the Committee. Mr. Reott reported that while both the call abandonment rate of 13.73% and the average call wait time of 289 seconds for FY23 continue to be favorable year over year, the numbers are still over the goal. The call summary section of the report reflects that the unit continues to see a 5.5% increase in the numbers of calls being offered, and a 6.2% increase in the number of calls answered by a specialist. Mr. Reott reported that the call abandonment rate for April and May were 11.45% and 11.22%, respectively. Mr. Reott reported that the correspondence section continues to show an overall decrease in the correspondence received by the unit.
FY24 Business Plan	Mr. Noven announced that Kim O’Keeffe has accepted the position as Retirement Administrator. Mr. Noven provided a brief overview of the FY24 Business Plan, including reporting on two new initiatives which described plans for the restructuring of the External

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Anne Gawthrop	Kim O’Keeffe	Michael Golden
Janet Sirkis	Megan Myers	Van Lewis

Assistant Attorneys General present included: Rachel Cohen and Emily Spiering

On a motion made by Mr. Nicole and seconded by Mr. Norman, the Administrative Committee returned to open session, via WebEx conference call, beginning at 10:39 a.m.

OPEN SESSION

The Committee Members present included:

Kenneth Haines, Chair, Presiding	Jonathan Martin
Richard Norman, Vice-Chair	Marc Nicole
Linda Allen	Robert Sandlass
Thomas Brandt	

Agency Staff members attending included: Martin Noven, Executive Director/Board Secretary

Angie Jenkins	Janet Sirkis	Michael Golden
Anne Gawthrop	Ken Reott	Robert Diehl
Ben Robb	Kim O’Keeffe	Tom Montanye
Chandra Puranam	Megan Myers	Van Lewis
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Assistant Attorneys General present included: Rachel Cohen and Emily Spiering

Other attendees included: Megan Schutz (Treasurer’s Office); Phillip Anthony and Kate Kemmerer

During closed session, the Administrative Committee discussed and acted on the matter identified in the motion to meet in closed session:	
Closed Session Minutes	The Committee reviewed and approved the May 3, 2023 closed session minutes.

Adjournment There being no further business before the Committee, on a motion made by Mr. Brandt and seconded by Ms. Allen, the meeting adjourned at 10:39 a.m.

Respectfully submitted,



Martin Noven,
Secretary to the Board