

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

June 21, 2022

The Board of Trustees for the Maryland State Retirement and Pension System convened, via video/audio conference call, beginning at 9:33 a.m.

The Trustees present included:

Peter Franchot, Chairman, Presiding
Dereck Davis, Vice Chairman
Linda Allen
Thomas Brandt
David Brinkley
Jamaal Craddock
James Daly
Kenneth Haines

Sheila Hill
Michael Howard
Richard Norman
Douglas Prouty
Robert Sandlass
Michael Stafford, Jr.
Matthew Wyskiel

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

Andrew Palmer
Angie Jenkins
Anne Gawthrop
Chandra Puranam

Janet Sirkis
Ken Reott
Kim O'Keeffe
Megan Myers
Melody Countess

Patricia Fitzhugh
Tom Montanye
Toni Voglino
Will Morrow
Chris Mannino (live stream)

Assistant Attorneys General present included: Rachel Cohen, Emily Spiering and Kathleen Wherthey

Other attendees included: Justin Hayes and Alex Butler (Comptroller's Office); Jonathan Martin, Laura Atas (Treasurer's Office); Rebecca Smith, Esq., and Elizabeth Stamas

Call Meeting to
Order

Comptroller Franchot, Chairman of the Board of Trustees, having established that there was a quorum present, called the meeting to order.

On a motion made by Mr. Brandt and seconded by Ms. Allen, the Board of Trustees voted to meet in a closed session, via video/audio conference call, beginning at 9:35 a.m., for the purpose of:

- a) conducting an administrative appeal of an individual participant, pursuant to General Provisions Art., § 3-103(a)(1)(iii), a quasi-judicial function and General Provisions Art., § 3-305(b)(13), to comply with a specific constitutional, statutory, or judicially imposed requirement that prevents public disclosure about a particular proceeding or matter, namely, General Provisions Art., § 4-312 regarding the prohibition on disclosing retirement records.

CLOSED SESSION

The Trustees present included:

Peter Franchot, Chairman, Presiding
Dereck Davis, Vice Chairman
Linda Allen
Thomas Brandt
David Brinkley
Jamaal Craddock
James Daly
Kenneth Haines

Sheila Hill
Michael Howard
Richard Norman
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Michael Stafford, Jr.
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Agency Staff members present included: Martin Noven, Executive Director/Board Secretary
Andrew Palmer Janet Sirkis Melody Countess
Angie Jenkins Ken Reott Patricia Fitzhugh
Anne Gawthrop Kim O’Keeffe Tom Montanye
Chandra Puranam Megan Myers Toni Voglino
Will Morrow

Assistant Attorneys General present included: Rachel Cohen, Emily Spiering and Kathleen Wherthey

Other attendees included: Justin Hayes and Alex Butler (Comptroller’s Office); Jonathan Martin, Laura Atas and Megan Schutz (Treasurer’s Office); Rebecca Smith, Esq., and Elizabeth Stamas

On a motion made by Mr. Wyskiel and seconded by Mr. Prouty, the Board returned to open session beginning at 9:49 a.m., via video/audio conference call.

OPEN SESSION

The Trustees present included:

Peter Franchot, Chairman, Presiding	Sheila Hill
Dereck Davis, Vice Chairman	Michael Howard
Linda Allen	Richard Norman
Thomas Brandt	Douglas Prouty
David Brinkley	Robert Sandlass
Jamaal Craddock	Michael Stafford, Jr.
James Daly	Matthew Wyskiel
Kenneth Haines	

Agency Staff members present included: Martin Noven, Executive Director/Board Secretary
Andrew Palmer Janet Sirkis Patricia Fitzhugh
Angie Jenkins Ken Reott Tom Montanye
Anne Gawthrop Kim O’Keeffe Toni Voglino
Chandra Puranam Megan Myers Will Morrow
Melody Countess Chris Mannino (live stream)

Assistant Attorneys General present included: Rachel Cohen, Emily Spiering and Kathleen Wherthey

Other attendees included: Justin Hayes and Alex Butler (Comptroller’s Office); Jonathan Martin, Laura Atas and Megan Schutz (Treasurer’s Office), and Elizabeth Stamas

Consent Agenda

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

- May 17, 2022 Open Meeting Board Minutes
- June 7, 2022 Corporate Governance and Securities Litigation Committee Meeting Summary
- June 7, 2022 Administrative Committee Meeting Summary, including the Committee’s recommendation to approve:
 - (i) Trustee Election Schedule for the Retired Employees’ Systems and Retired Teachers’ Systems Representatives;

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- (ii) Town of Denton – Participation in the Employer Pick-Up Program; and
- (iii) Kent County Commissioners – Participation in the Employer Pick-Up Program.

Recommendation of the Corporate Governance and Securities Litigation Committee regarding Proxy Voting Guidelines

On a motion made by Mr. Prouty, Chairman of the Investment Committee and seconded by the Committee, the Board approved the Proxy Voting Guidelines, as presented.

MPAS Project Status Report

Mr. Noven introduced Will Morrow from LRWL, Inc., the consultant firm for the MPAS project.

Mr. Morrow, Project Manager of the MPAS+ Project, presented to the Board of Trustees a recap of the work completed as part of the MPAS+ project. Mr. Morrow indicated that while an additional six months was added to the original schedule, due to COVID, the budget stayed on target with no additional costs added. Mr. Morrow reported that all contracts relating to this project will terminate on or before June 30, 2022.

Secretary Brinkley acknowledged his appreciation that the project was able to stay on budget.

Mr. Morrow gave credit to Ira Greenstein and Robert Diehl in the agency's Information Systems division.

Mr. Daly commented that the presentation shows that there are 100,000+ registered users of the mySRPS member portal and asked what is to be expected in terms of numbers and how do our numbers compare to our peers.

Mr. Morrow responded that the System has approximately 400,000 members, which is about a 25% participation rate. The agency's plan is to get members to register to reduce the number of calls into the call center.

Comptroller Franchot asked what can staff do to build up participation.

Mr. Morrow responded that on-going communication to membership is key.

Mr. Puranam further responded that not only does staff mail out communications to the membership, but staff in the member services unit also encourages members to register for the member portal when they call the agency.

Mr. Brandt asked if there were measurements that can be looked at retrospectively.

Mr. Morrow responded that staff was able to capture measurements where available. For example, estimates would take 4-6 weeks to process, now it can take 2-4 days to process an estimate.

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Recommendation of the
Administrative
Committee regarding
the FY23 Business Plan

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) 2023.

Mr. Haines, Chairman of the Administrative Committee reported that the Committee received a full report on the FY2023 Business Plan at its June meeting.

Trustee Daly commented that he feels that there should only be one goal for the Investment Division, which is outlined in Goal #1 on page 37 of the document, because if that goal is not met nothing else matters.

Comptroller Franchot asked that staff work with Trustee Daly to tighten the language up for further review.

Mr. Palmer responded that the language comes from the Investment Policy Manual but will work on bringing revised language to the Board in July.

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

Recommendation of the
Administrative
Committee regarding
Proposed Amendments
to COMAR 22.03.01 –
Election of Trustees

On a motion made by Mr. Haines and seconded by the Committee, the Board voted to approve the proposed amendments to COMAR 22.03.01 – Election of Trustees by sending it to the Administrative, Executive and Legislative Review Committee, and publishing it for comment in the Maryland Register.

Recommendation of the
Administrative
Committee regarding
Gabriel Roeder Smith &
Company (GRS)
Contract Renewal

On a motion made by Mr. Haines and seconded by the Committee, the Board voted to approve staff's recommendation that it exercise the first one-year extension option of the contract for actuarial services provided by Gabriel Roeder Smith & Company at the cost of \$423,000.00.

Mid-Year Attendance
and Training Reports –
January through June
2022

The Board was provided with a copy of the mid-year attendance report for the period January through June, 2022. Mr. Noven reported that no training had been reported for any Trustee for the reporting time-period. However, if a Trustee had attended a conference, they should email Angie Jenkins with that information.

CIO Report

Mr. Palmer indicated that the fund tearsheets had been posted on Director's Desk but was not available as part of the Board meeting book. Mr. Palmer reported that as of April 30, 2022 the fund market value was \$66.6 Billion. Fiscal-year-to-date the fund fell flat, down 25 basis points (-0.24%), with stocks and bonds down for the month. Mr. Palmer reported that the benchmark for the month was negative 3.14% (-3.14%).

Mr. Palmer reported for May the markets rebounded slightly, with stocks up 30 basis points and bonds down a little, with a positive fund return of 0.23% for

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the month. Mr. Palmer reported that Public Equity was driving the performance.

Executive Director's
Report

Mr. Noven recognized and commended Mr. Palmer and his team as they were featured on the front page of Pensions & Investments (P&I).

Mr. Noven provided the Board with a copy of the proposed membership recruitment correspondence that the Maryland Retired School Personnel Association (MRSPA) plans to distribute to recent retirees. Mr. Noven reported that the material was reviewed by Trustee Haines and is being brought to the full Board, as required by statute, as an informational item.

Mr. Noven recommended that the July Board of Trustees meeting be rescheduled as it is currently scheduled on the same day as the Gubernatorial primary election and some Trustees are scheduled to be out-of-state at a conference. He indicated that Angie Jenkins would be sending out an email confirming Trustee availability to reschedule the July meeting.

Mr. Noven reported that new Committee assignments will be discussed at the July Board meeting.

On a motion made by Mr. Howard and seconded by Mr. Brandt, the Board voted to meet in a Closed Session, beginning at 10:43 a.m., via a video/audio conference call, for the purposes of:

- a) reviewing the 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 constitutional, statutory, or judicially imposed requirement that prevents public disclosure about a particular proceeding or matter, 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 disclosure 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) 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 disclosure 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;
- d) 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 disclosure 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;

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- e) discussing the disability application of an individual applicant, pursuant to General Provisions Art., § 3-305(b)(13), to comply with a specific constitutional, statutory, or judicially imposed requirement that prevents public disclosure 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;
- f) discussing the administrative appeal of an individual participant, pursuant to General Provisions Art., § 3-103(a)(1)(iii), a quasi-judicial function.
- g) Conducting Election 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
- h) receiving a litigation update from Board counsel, pursuant to General Provisions Art., § 3-305(b)(7), to consult with counsel to obtain legal advice, and General Provisions Art., § 3-305(b)(8), to consult with staff, consultants, or other individuals about pending or potential litigation.

CLOSED SESSION

The Trustees present included:

Peter Franchot, Chairman, Presiding
Dereck Davis, Vice Chairman
Linda Allen
Thomas Brandt
David Brinkley
Jamaal Craddock
James Daly
Kenneth Haines

Sheila Hill
Michael Howard
Richard Norman
Douglas Prouty
Robert Sandlass
Michael Stafford, Jr.
Matthew Wyskiel

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

Andrew Palmer	Janet Sirkis	Melody Countess
Angie Jenkins	Ken Reott	Patricia Fitzhugh
Anne Gawthrop	Kim O'Keeffe	Toni Voglino
Chandra Puranam	Megan Myers	Van Lewis

Assistant Attorneys General present included: Rachel Cohen, Emily Spiering and Kathleen Wherthey

Other attendees included: Justin Hayes and Alex Butler (Comptroller's Office); Jonathan Martin, Laura Atas and Megan Schutz (Treasurer's Office); and Elizabeth Stamas

On a motion made by Mr. Haines and seconded by Mr. Prouty, the Board returned to open session beginning at 11:07 a.m., via a video/audio conference call.

**BOARD OF TRUSTEES FOR THE
MARYLAND STATE RETIREMENT AND PENSION SYSTEM
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June 21, 2022

OPEN SESSION

The Trustees present included:

Peter Franchot, Chairman, Presiding
Dereck Davis, Vice Chairman
Linda Allen
Thomas Brandt
David Brinkley
Jamaal Craddock
James Daly
Kenneth Haines

Sheila Hill
Michael Howard
Richard Norman
Douglas Prouty
Robert Sandlass
Michael Stafford, Jr.
Matthew Wyskiel

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

Andrew Palmer	Janet Sirkis	Melody Countess
Angie Jenkins	Ken Reott	Patricia Fitzhugh
Anne Gawthrop	Kim O’Keeffe	Toni Voglino
Chandra Puranam	Megan Myers	Van Lewis
		Chris Mannino (Live Stream)

Assistant Attorneys General present included: Rachel Cohen, Emily Spiering and Kathleen Wherthey

Other attendees included: Justin Hayes and Alex Butler (Comptroller’s Office); Jonathan Martin, Laura Atas and Megan Schutz (Treasurer’s Office); and Elizabeth Stamas

During closed session, the Board of Trustees discussed and acted on the following matters:	
Closed Session Minutes	The Board reviewed and approved the May 17, 2022 closed session minutes.
Medical Board Reports	The Board reviewed and adopted the medical board reports from May 19 May 25, June 2, June 8 and June 16, 2022.
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.
Discussing the Disability Application of a Participant	The Board reviewed and accepted the disability retirement application of an individual participant as presented.
Administrative Appeal of an Individual Participant	The Board reviewed and adopted the Administrative Committee’s recommendation for summary decision and denied the appeal of Mr. Dykes.
Election of the Board Chairman	The Board voted to elect Comptroller Franchot as Chairman of the Board of Trustees.
Election of the Board Vice-Chairman	The Board voted to elect Treasurer Dereck Davis as Vice-Chairman of the Board of Trustees.

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

June 21, 2022

Election of the Board Secretary	The Board voted to elect Martin Noven as Secretary to the Board of Trustees.
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Adjournment There being no further business before the Board, on a motion made by Mr. Prouty and seconded by Mr. Haines, the meeting adjourned at 11:08 a.m.

Respectfully submitted,



Martin Noven
Secretary to the Board

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

**CORPORATE GOVERNANCE AND SECURITIES LITIGATION COMMITTEE
MEETING SUMMARY – OPEN SESSION
JUNE 7, 2022**

The Committee Members present included:

Douglas Prouty, Chair
Sheila Hill, Vice-Chair

Thomas Brandt
David Brinkley

Agency Staff members attending included:

Robert Diehl
Mimi Forbes
Anne Gawthrop

Michael Golden
Angie Jenkins
Martin Noven
Thomas Montanye

Janet Sirkis
Andrew Palmer
Toni Voglino

Assistant Attorneys General present included: Rachel Cohen, Alex Harisiadis, Teresa Carnell and Emily Spiering

Other attendees included: Edward Apsey (ISS), Jacob Combs (ISS), Jake Ferenci (ISS), Julian Kelly (ISS), Sean Mason (ISS), and Valerie Sullivan (ISS)

Review and Update
of Proxy Voting
Guidelines

Ms. Voglino introduced the staff from Institutional Shareholder Services, Inc. (“ISS”), the System’s proxy advisor. ISS staff included Ed Apsey, Jacob Combs, Jake Ferenci, Julian Kelly, Sean Mason and Valerie Sullivan. Mr. Apsey, from ISS, explained the process ISS performs to amend their proxy policies. Specifically, Mr. Apsey noted that based on the feedback they receive from industry round tables, surveys of both investors and corporate issuers, and research and analysis of current trends and past votes, ISS may amend their policies. The draft policies are then provided to the public for comment and are finalized and go live in February. Mr. Brandt asked who votes for these policies and what the results are. Mr. Apsey responded that the public does not vote on the policies but provides feedback through surveys and comments on the draft policies. The policy board at ISS does vote on the policies after all research, surveys and comments are considered. Ms. Voglino stated based on ISS’ most recent changes to their proxy policy, and a comparison to the System’s proxy policy, staff and ISS recommended modifying four proxy topics in the System’s proxy guidelines. Ms. Voglino reviewed the proposed proxy policy changes to the Committee as outlined in the memorandum included in the agenda.

Ms. Voglino presented the recommended proxy voting policy amendment for Topic 1, which related to voting for directors on boards that have no apparent diverse board members. Ms. Voglino explained to the Committee the correlation between board diversity, company performance and shareholder value. Ms. Voglino further explained that the System’s proxy policy currently addresses voting against directors due to a lack of board diversity in relation to gender. However, the policy does not address racial or ethnic board diversity. Ms. Voglino detailed that ISS’ recommendation was to implement a policy that would allow the System to vote against the chair of the nominating committee at companies where there are no women or apparent racially or ethnically diverse members on the company’s board. Mr. Ferenci detailed to the Committee that board diversity has become a large concern for investors. ISS’

BOARD OF TRUSTEES
MARYLAND STATE RETIREMENT AND PENSION SYSTEM

AUDIT COMMITTEE MEETING SUMMARY
APRIL 19, 2022

research has shown that only 3-4% of S&P 500 companies do not have at least one diverse board member. Mr. Ferenci also noted that ISS notified companies one year in advance of the policy amendment.

Ms. Voglino presented the recommended proxy voting policy amendment for Topic 2, which relates to management and shareholder proposals for say-on-climate. Ms. Voglino explained that say-on-climate proposals are becoming more prevalent, and the System does not currently have a policy to address this specific type of climate related proposal. Say-on-climate proposals ask companies to publish climate action plans and/or allow shareholders to vote on the climate plan. Mr. Mason detailed to the Committee that the say-on-climate proposals continue to be proposed as climate change is a core governance concern of investors. He further explained that the Securities and Exchange Commission (the "SEC") has proposed rules that would require registrants to include certain climate related disclosures and information in their reports. Mr. Brandt inquired about the data to support this proposal and questioned if adopting this policy would be jumping the gun. Mr. Apsey said that these proposals are about transparency and the Task Force on Climate Related Financial Disclosures (the "TCFD") is evaluating the quality of disclosures. Ms. Voglino added that TCFD recommended disclosures are the gold standard.

Ms. Voglino presented the recommended proxy voting policy amendment for Topic 3, which relates to voting against directors at companies that have failed to address climate related targets and disclosures. It was detailed that the current policy, which allows the System to vote against directors for climate related failures, is not clear. The policy amendment would allow for direction on how the System shall vote for directors, at the world's highest greenhouse gas emitting companies, that fail to address climate related targets and disclosures. Mr. Mason noted that these types of proposals would not target a vast swarth of companies, but companies that are noted in the Climate Action 100+. Mr. Mason added that to date less than 10 directors have been opposed by ISS.

Ms. Voglino presented the recommended proxy voting policy amendment for Topic 4, which relates to shareholder proposals on racial equity audits. Ms. Voglino reported that within the past year companies have been asked to perform racial equity audits. A racial equity audit is an independent analysis of a company's policies, practices, products, services and efforts to address racism within a company. Ms. Voglino further detailed that the System currently does not have a policy related to racial equity audits and staff and ISS are recommending the System implement a policy. Mr. Apsey detailed that these types of proposal are receiving record levels of support from shareholders.

With no further discussion Mr. Prouty called for a motion to accept the recommended amendments to the proxy voting policy as outlined in the memo. Ms. Hill made the motion to accept the amendments to the proxy voting policy and Mr. Prouty seconded the motion. In a roll call of the Committee members, Mr. Brandt, Mr. Brinkley, Ms. Hill and Mr. Prouty voted for the motion unanimously and the motion passed.

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

***ADMINISTRATIVE COMMITTEE MEETING SUMMARY
JUNE 7, 2022***

The Committee Members present included:

Kenneth Haines, Chairman, Presiding	Jamaal Craddock
Richard Norman, Vice Chairman	Dereck Davis
Linda Allen	Marc Nicole
Thomas Brandt	

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

Robert Burd	Michael Golden	Chandra Puranam
Greg Busch	Angie Jenkins	Ken Reott
Melody Countess	Megan Myers	David Rongione
Patricia Fitzhugh	Van Lewis	Janet Sirkis
Anne Gawthrop	Kim O'Keeffe	Chris Mannino (live stream)
	Andrew Palmer	

Assistant Attorneys General present included: Rachel Cohen, Emily Spiering and Kathleen Wherthey

Other attendees included: Rebecca Smith, Esq., Jason Dykes; and Elizabeth Stamas

FY23 Business
Plan Initiatives

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

On a motion made by Mr. Brandt and seconded by Mr. Nicole, the Administrative Committee approved the FY23 Business Plan, including new Initiatives for recommendation to the Board of Trustees.

Proposed
Amendments to
COMAR
22.03.01 –
Election of
Trustees

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

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 22.03.01 – Election of Trustees, by sending this amended chapter to the Administrative, Executive and Legislative Review Committee, and publishing it for comment in the Maryland Register.

Trustee Election
Schedule –
Retired
Employees'
System and
Teachers'
System
Representatives

The Committee was presented with and reviewed the Board of Trustees election schedule for the retired member representatives of the Employees' System and the Teachers' System (as defined in COMAR 22.03.01.01B). The terms of office for the successful candidates in the representative elections will be from August 1, 2023 through July 31, 2027.

On a motion made by Mr. Nicole and seconded by Mr. Brandt, the Administrative Committee approved the election schedule for the retired representatives of the Employees' System and Teachers' System for recommendation to the Board.

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

***ADMINISTRATIVE COMMITTEE MEETING SUMMARY
JUNE 7, 2022***

Member
Services
Update

Mr. Reott provided a Member Services update, reporting that the April call volumes were up slightly from FY21 and the unit continues to fall short of their performance goal. However, the performance rates compare favorably to last fiscal year with an abandonment rate of 14.74% in FY22 as compared to 16.43% for FY21, and average call wait time of 339 seconds in FY22 as compared to 369 seconds for FY21. He indicated that the unit received 108,677 calls year-to-date, which is a decrease of about 6,600 calls from last year.

Mr. Reott reported that the number one issue that the team is facing is staffing. He reported that in addition to recently hiring four new specialists who graduated from training in May, the unit has also filled the counseling manager role, three supervisor roles and re-hired, on a contractual basis, a retired, former agency employee to handle paperwork. The recruitment focus over the next several weeks will be on filling two specialist advanced positions and then back filling the vacancies created by these internal promotions with additional new specialists to start a new training class, and looking to bring on another contractual employee to help with administrative duties so that a specialist does not need to be taken off the phones to perform these duties. He further reported that the second issue the unit is focusing on is employee performance, which is specific to the job.

Administrative
Appeal of J.
Dykes

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

The Committee reviewed and adopted the recommendation for summary decision for recommendation to the Board of Trustees.