



Chief Executive Officer's Report

DATE July 1, 2019

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TO **BOARD OF TRUSTEES**
San Bernardino County Employees'
Retirement Association

SUBJECT **CEO Report – July 11, 2019 BOR Meeting**

Administration Updates:

Along with CIO Don Pierce, and Trustees Fiorino, Flynn, Mason and Rutherford, we met with ten fund managers in London last week, representing more than \$1.6 billion in SBCERA investments:

- Aberdeen Standard
- Alcentra
- Ares
- Ashmore
- Bardin Hill
- Cairn
- Concord
- Marathon
- Mondrian
- PGIM

A full summary report of observations will be provided to the full Board at the July 11, 2019 meeting.

To accommodate the new Staff Counsel and Director of Human Resources, we are in the process of installing furniture and shifting offices.

Human Resources & Risk Management:

Staff enjoyed attending the Retired Employees of San Bernardino County Luncheon on June 24, 2019 at the Mill Creek Cattle Company in Mentone, CA. The event was well attended and informative.

We are excited to begin the new employee onboarding process with Tracy Williams who will join SBCERA as Staff Counsel on July 6, 2018.

Additionally, we currently have the following recruitments in progress:

- Disability Retirement Specialist: Internal candidate interviews are scheduled for the week of July 1, 2019.
- Executive Secretary for Member Services: Expected to open to internal candidates the week of June 24, 2019 and closes the week of July 8, 2019. Applications will be reviewed immediately thereafter.

Exhibit A: Page 2

Chief Executive Officer's Report

July 1, 2019

Page 2

- Retirement Benefits Technician: Expected to open to internal candidates the week of June 24, 2019 and closes the week of July 8, 2019. Applications will be reviewed immediately thereafter.

Other Departmental Updates:

Investments (Don Pierce, Chief Investment Officer):

As noted above, ten due diligence meetings were held the week of June 24 in London; a debriefing report will be provided for the Board at its July 11 meeting.

Fiscal Services (Amy McInerney, Chief Financial Officer):

No report from Fiscal this month.

Member Services (Colin Bishop, Chief of Member Services):

On Monday, June 24, a team from SBCERA attended the Retired Employees of San Bernardino County (RESBC) luncheon in Mentone. Around 100 SBCERA retirees attended the luncheon, where Chief of Member Services Colin Bishop and Chief Counsel Barbara Hannah gave a talk and fielded questions on the importance of having a power of attorney (POA) on file with SBCERA. After the talk, Retirement Specialist Kristine Coe, Retirement Specialist Supervisor Monica Vargas, Retirement Benefits Officer Kathy Crook and Director of HR and Risk Management Stacey Barnier were on hand to field additional member questions, while Senior Legal Secretary Yolanda Bullock and Senior Executive Secretary Erin Calicchio assisted members by notarizing forms. Staff handed out more than 100 copies of the POA form, and notarized 18 forms at the event. Within just a day, more than 10 new POA forms had already been submitted to the SBCERA office.

During the period of March 1, 2019 to May 31, 2019, the Member Services staff added a total of 358 new payees to payroll, and processed 107 terminations and suspensions. These numbers represent a slight uptick over the same period last year, and places this three-month period of 2019 as one of the busier stretches in recent memory. During this same period, Member Services staff processed 225 refunds and rollovers, which was a 24% jump over the same period last year. Additionally, staff processed 73 service purchase estimates and prepared 37 service purchase contracts—which was a decline from this same period last year.

Exhibit A: Page 3

Chief Executive Officer's Report

July 1, 2019

Page 3

Phone call volume was largely unchanged from this same period last year, with totals from the period of March 1, 2019 to May 31, 2019 as follows:

	March	April	May	Total
Inbound Queued	3,532	3,409	3,427	10,368
Inbound Direct	1,460	1,122	1,174	3,756
Outbound Direct	1,827	1,592	1,746	5,165
Total	6,819	6,123	6,347	19,289

The Member Services team was also busy with member visits over this three-month period—with a total of 288 consultations covering Service Retirements, Disability Retirements, and general benefits and retirement counseling.

Communications (Colin Bishop, Chief of Member Services):

Agency: ETA has provided Phase 2 of their graphic design and rebranding proposal. Once approved, Communications will be assisting in the execution of the proposed plan.

Since our last report, Communications, in partnership with Retirement Specialists from Member Services, conducted the following presentations:

Event Type	Number of Presentations	Total Attendees
New Employee Orientations	2	330
Pre-Retirement Seminars	1	30
Pre-Retirement Webinar	1	190
SB County Open Enrollment	4	120

SBCERA responded to two media requests for this reporting period: one was regarding the termination of the domestic equity call-overwrite program, and the other was a general question regarding action items considered at the June 6, 2019 BOR meeting.

Legal Services (Barbara Hannah, Chief Counsel):

Legal Services has reviewed and provided advice on 31 Member Services comment sheets; processed three (3) joinder responses; reviewed 14 Domestic Relations Orders; reviewed and provided advice on eight (8) disability retirement applications; and, responded to five (5) public records act requests.

Information Services (Joe Michael, Chief Information Officer):

No report from Information Services this month.

Exhibit A: Page 4

Chief Executive Officer's Report

July 1, 2019

Page 4

Upcoming Meetings and Educational Training Opportunities:

July 22-23, 2019	Private Equity Exclusive – Chicago, IL
July 22-24, 2019	SACRS Modern Investment Theory – Berkeley, CA
July 22-24, 2019	IFEBP International and Emerging Mkts – San Francisco, CA
July 30 – Aug 1, 2019	IFEBP Alternative Investment Strat. – San Francisco, CA
Aug 3-7, 2019	NASRA 2019 Annual Conference – Williamsburg, VA
Aug 26-29, 2019	CALAPRS Principles of Pension Mgmt – Malibu, CA

Trustees wishing to attend any of the approved upcoming trainings should contact Christa James for travel and registration.