



# Board of Retirement Regular Meeting

## Sacramento County Employees' Retirement System

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### Agenda Item 11

**MEETING DATE:** May 20, 2026

**SUBJECT:** Chief Benefits Officer's Report

**SUBMITTED FOR:**  Action  Information

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#### **RECOMMENDATION**

Receive and file the CBO Report for the quarter ended March 31, 2026.

#### **PURPOSE/STRATEGIC PRIORITY**

This item supports the Strategic Management Plan objective to gather data on member and employer needs and preferences to inform improvements to the overall member and employer experience.

#### **DISCUSSION**

The quarterly CBO Report presentation will cover multiple lines of benefit administration and customer satisfaction relative to targets and provide team updates and upcoming activities.

#### **ATTACHMENTS**

- Board Order
- Quarterly CBO Report presentation

Prepared by:

/S/

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Keith Riddle  
Chief Benefits Officer

Reviewed by:

/S/

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Eric Stern  
Chief Executive Officer



# Retirement Board Order

## Sacramento County Employees' Retirement System

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Before the Board of Retirement  
May 20, 2026

AGENDA ITEM:

### Chief Benefits Officer's Report

THE BOARD OF RETIREMENT hereby approves the Staff recommendation to receive and file the CBO Report for the quarter ended March 31, 2026.

I HEREBY CERTIFY that the above order was passed and adopted on May 20, 2026 by the following vote of the Board of Retirement, to wit:

AYES:

NOES:

ABSENT:

ABSTAIN:

ALTERNATES (Present but not voting):

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Chris Giboney  
Board President

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Eric Stern  
Chief Executive Officer and  
Board Secretary



# Chief Benefits Officer Report

2026 – First Quarter

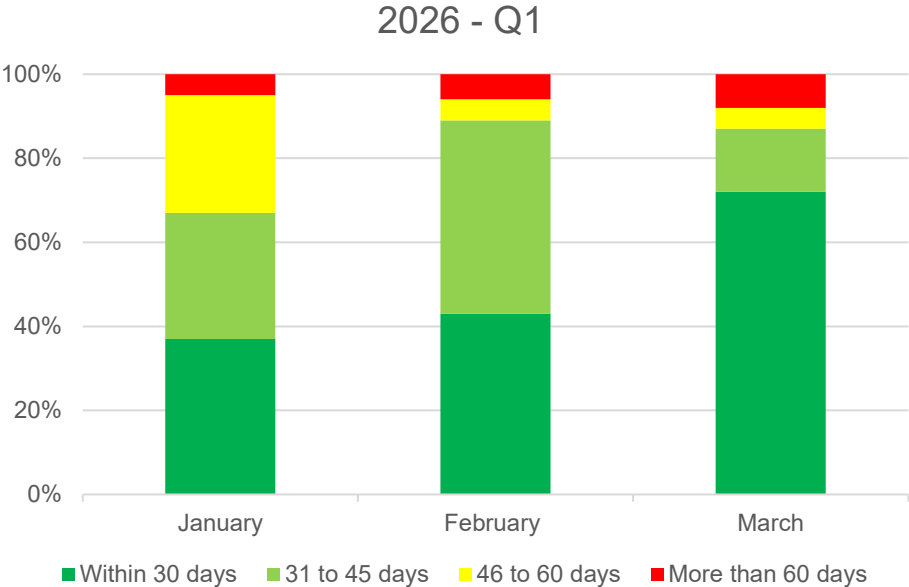
May 20, 2026

# Service Retirement Application Processing

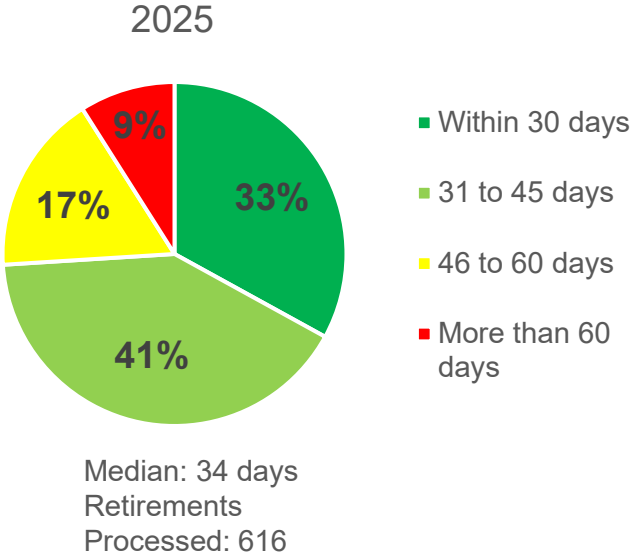
**Target:**

**Retirees paid –**

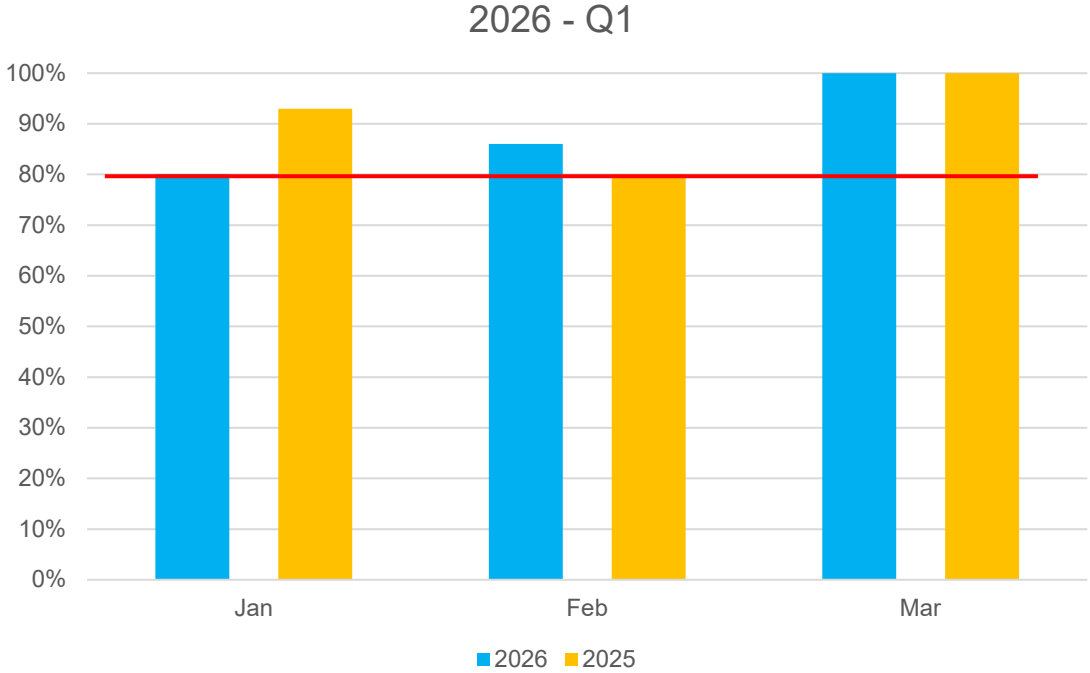
- >50% within 30 days
- >75% within 45 days
- >90% within 60 days



Median: 31 days  
 Retirements Processed: 202  
 On-line Applications Received: 146 (74%)



# Customer Service - Retirees



Target

Satisfaction of new retirees surveyed > 80%

Response Rate

2026 (YTD)
28% (57)

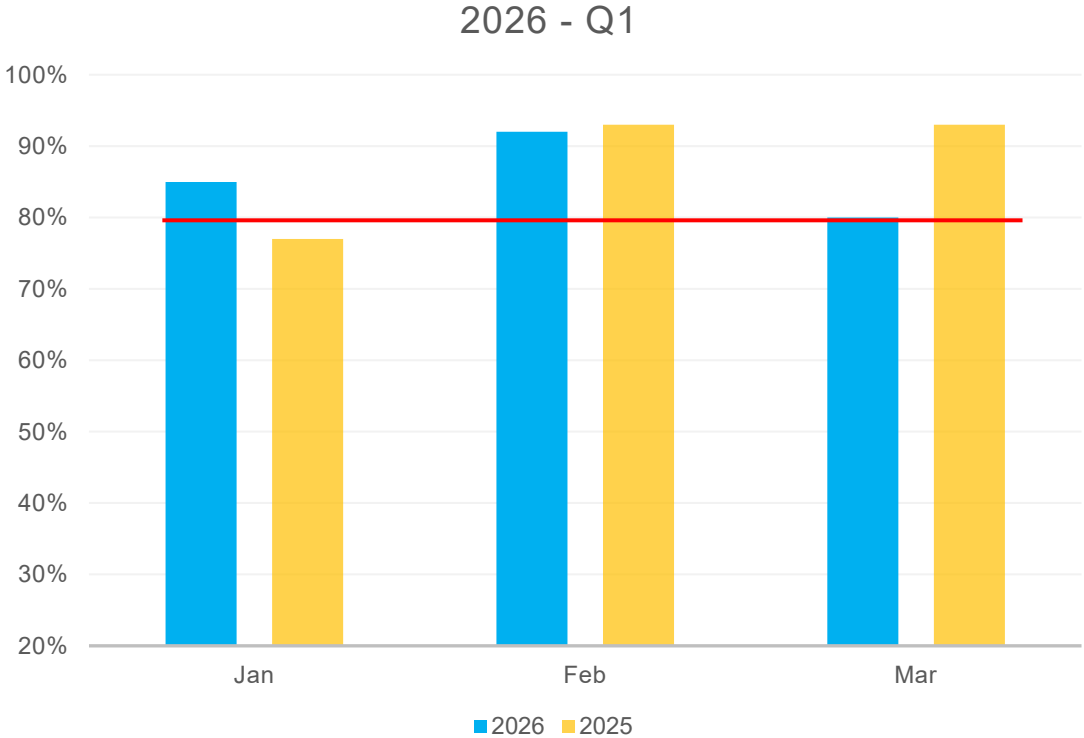
# Customer Service – Benefits Counseling

Target

Satisfaction of members receiving benefits counseling > 80%

Responses Received

2026 (YTD)
41



# Customer Service – Retirement Planning Webinars



### Target

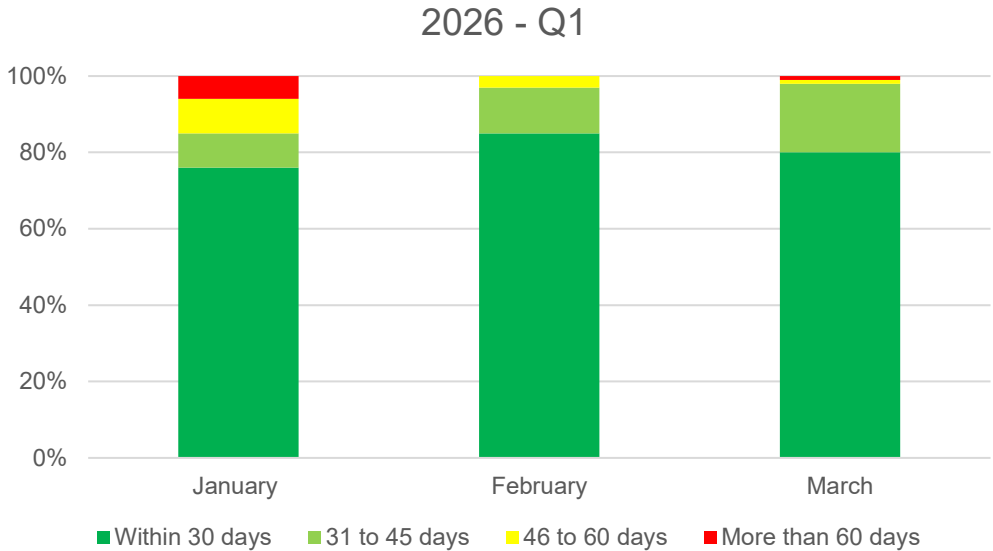
Satisfaction of webinar attendees surveyed > 80%

### Responses Received

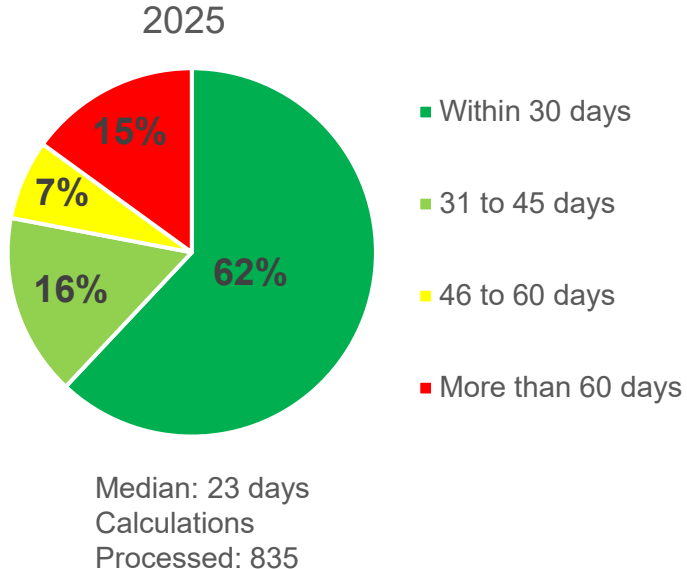
2026 (YTD)
19

# Buyback Processing – Calculations

Target:  
 Calculations processed—  
 ➤ >90% within 30 days

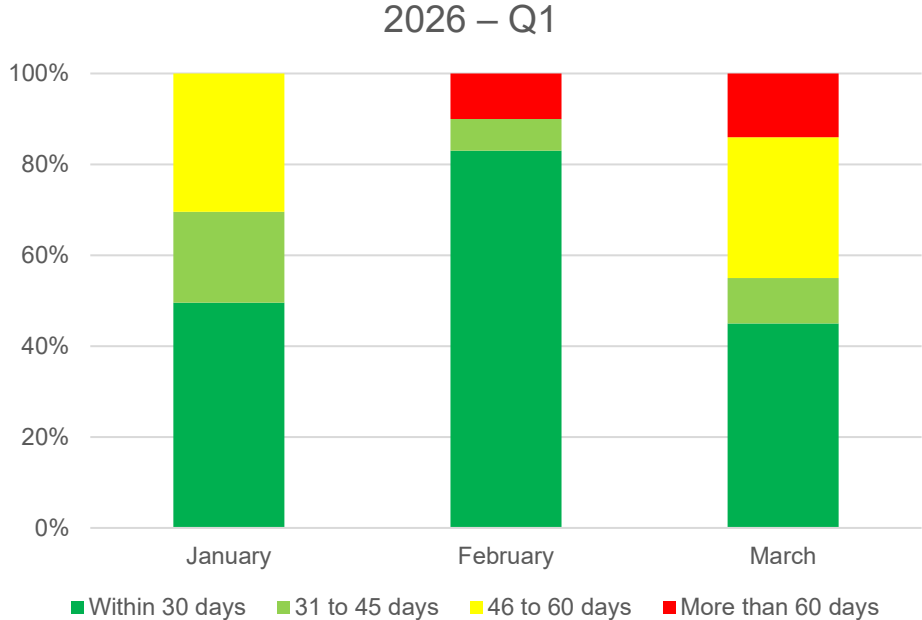


Median: 21 days  
 Calculations Processed: 190

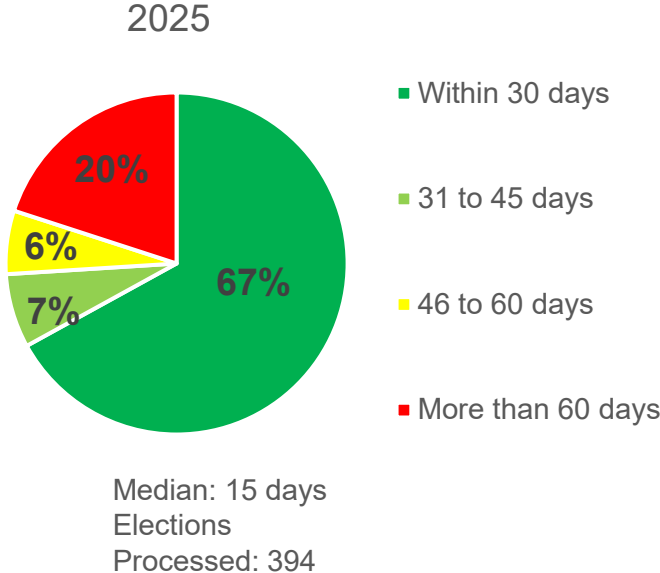


# Buyback Processing – Elections

Target:  
Elections processed–  
➤ >90% within 30 days

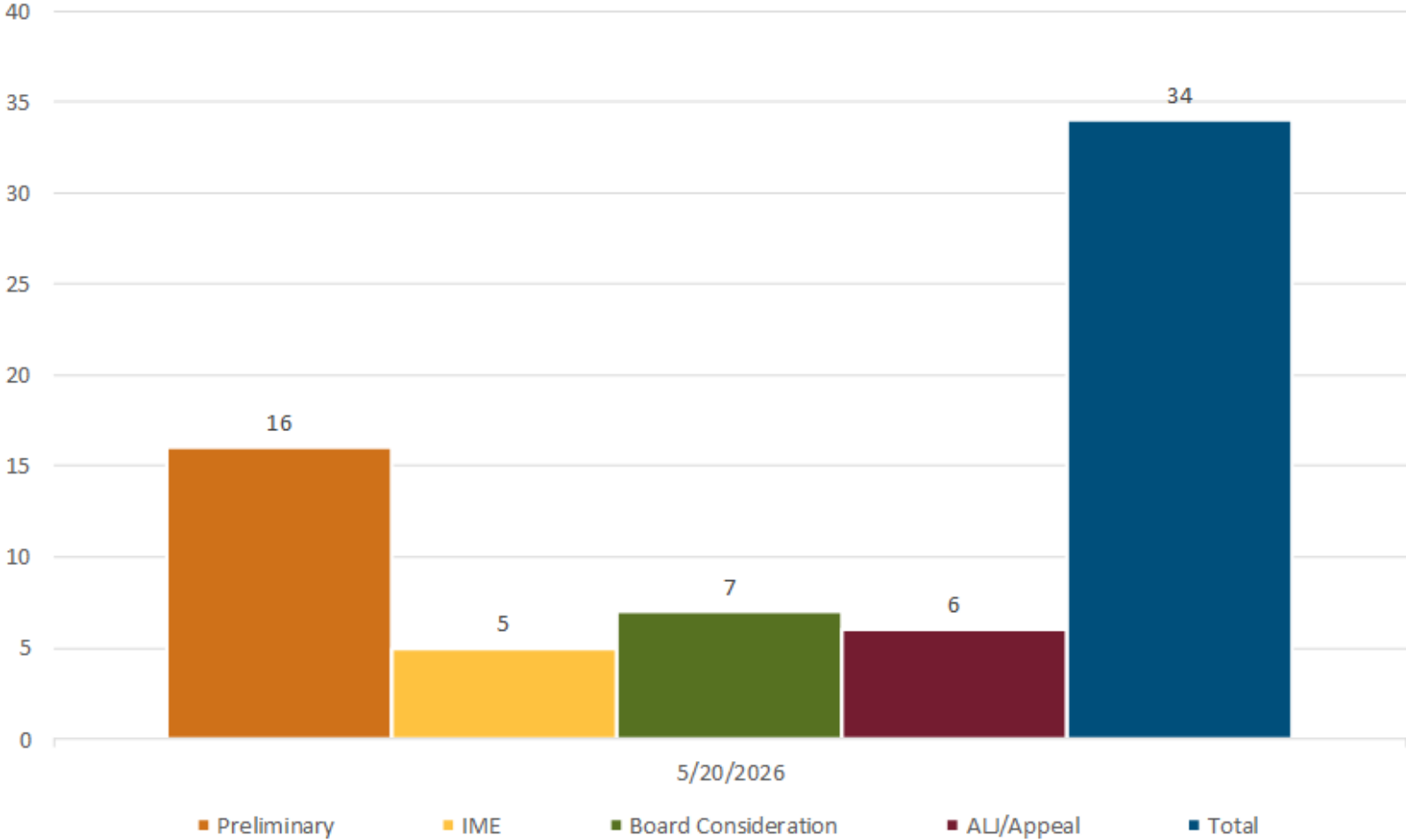


Median: 15 days  
Elections Processed: 80



# Disability Queue

05/20/2026 Board Meeting - Pending Disability Cases



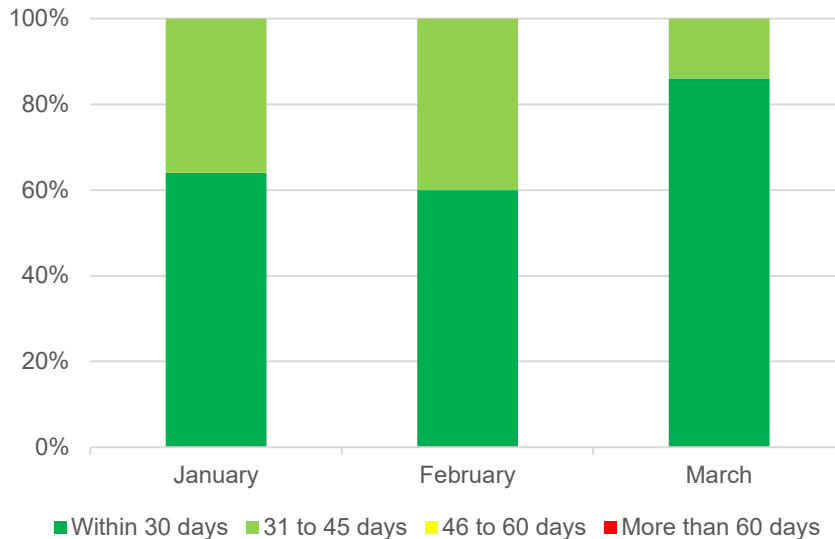
# Continuance Processing – documents received > payment

Target:

Survivors paid –

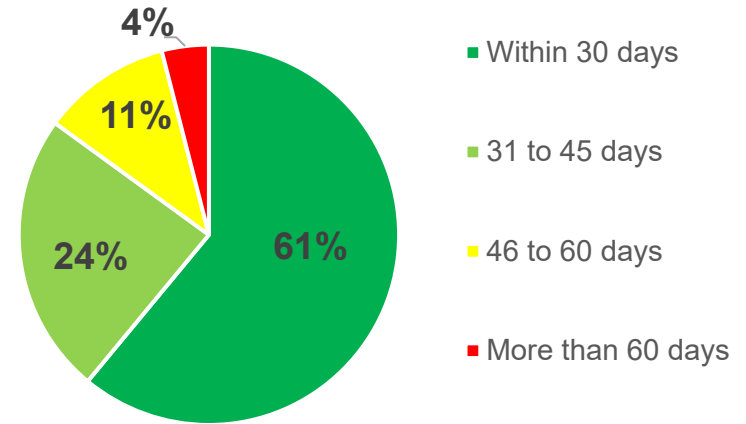
- >50% within 30 days
- >75% within 45 days
- >90% within 60 days

2026 – Q1



Median: 23 days  
Continuances Processed: 28

2025



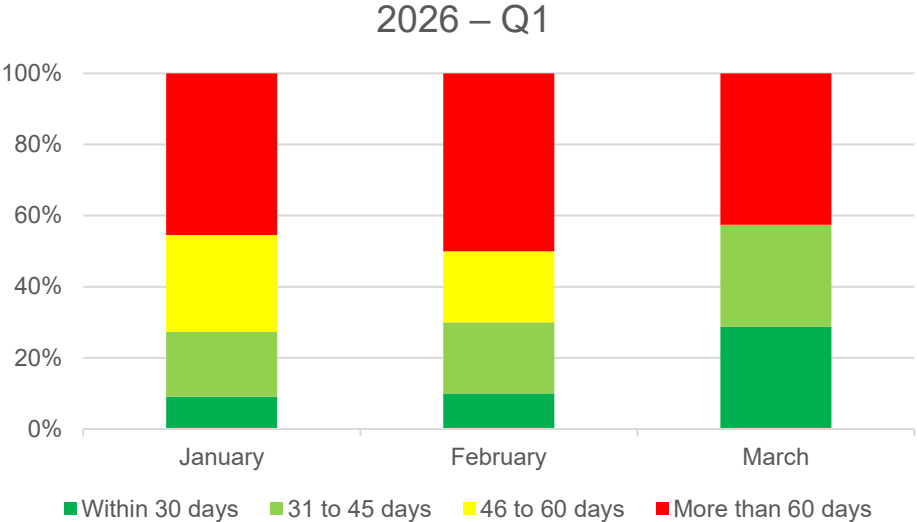
Median: 28 days  
Continuances Processed: 114

# Continuance Processing – death reported > payment

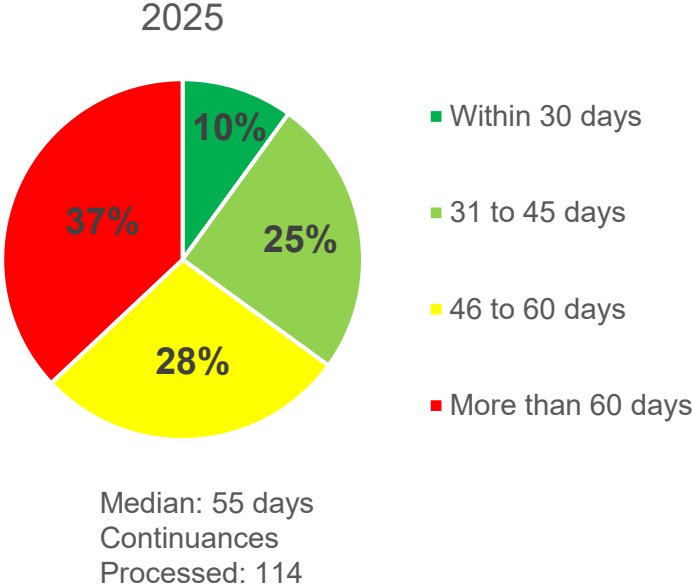
Target:

Survivors paid –

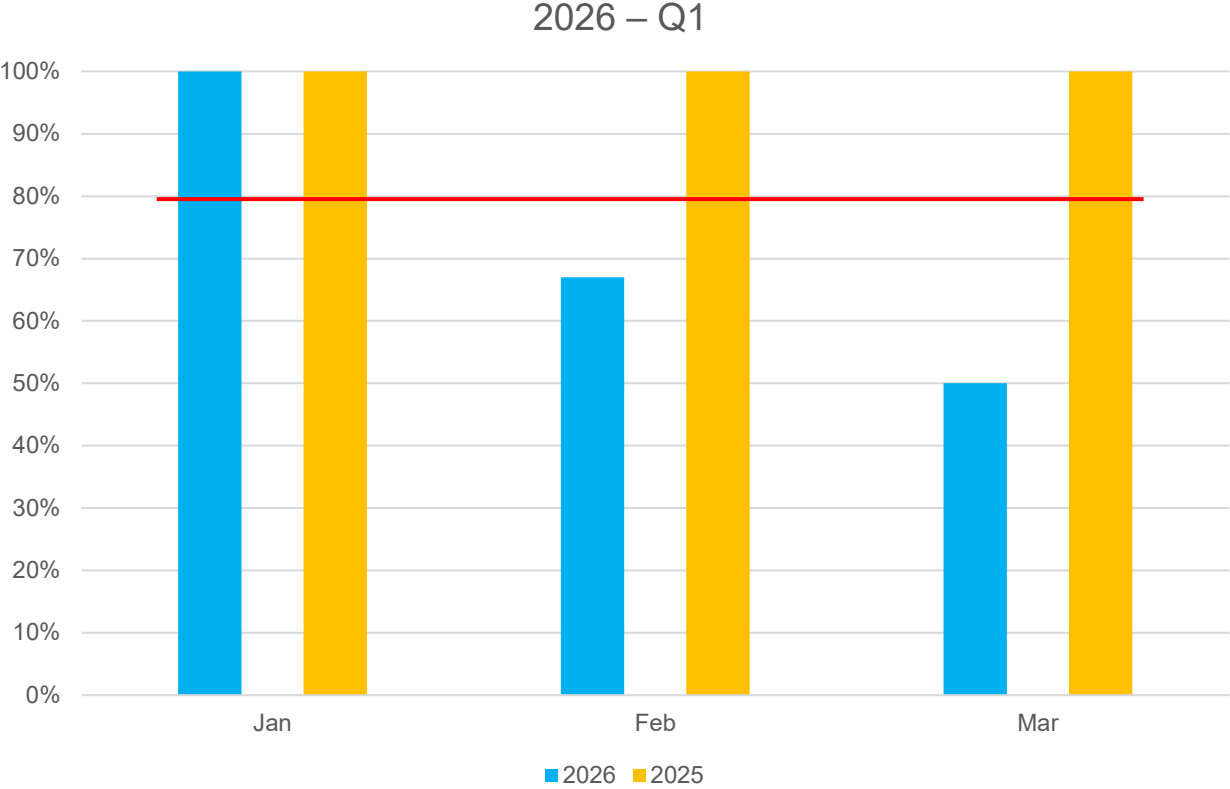
- >25% within 30 days
- >50% within 45 days
- >75% within 60 days



Median: 55 days  
Continuances Processed: 28



# Customer Service - Survivors



### Target

Satisfaction of new beneficiaries surveyed > 80%

### Response Rate

2026 (YTD)
22% (7)

# Initiatives and Updates

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## Workload

- Peak season retirement application processing
- LRS line of business requirements review

## Outreach

- County Office of Emergency Services – May 28, 2026
- Sacramento County Criminal Justice Employees' Union – June 3, 2026
- Quarterly retirement planning webinar – June 10, 2026
- Next mid-career webinar TBD