



Strength. Service. Commitment.

April 12, 2018

To: Board of Retirement

From: David B. Wescoe
Chief Executive Officer

A handwritten signature in blue ink, appearing to read 'David B. Wescoe', with a horizontal line underneath.

Re: **CHIEF EXECUTIVE OFFICER'S REPORT**

March Retirement Applications in Process. As Jim Lery noted in his Chief Benefits Officer's Report last month, March and April are the busiest months for our Benefits staff because of the large number of retirement applications filed by Members in March in advance of April's COLA. Members filed a total of 367 retirement applications in March, close to an all-time high. (Last March, we received 196.) Jim's Benefits Division team is doing a great job processing all of these applications to ensure that Members receive their first retirement check in April's payroll.

2018 COLA. The 2018 cost-of-living adjustment (COLA) that the Board approved in February will be applied to retired Members' April 2018 benefit payment. Members who have a retirement date on or before March 31, 2018 are eligible to receive the COLA.

Member Forms Project. Mary Montgomery has been leading a team including Mario Correa, Diwata Brown, Zach Sickels and Kristen Gorman to revise each of the forms available on our website. These forms are used by active, deferred and retired Members to facilitate important interactions with SDCERA (e.g., direct deposit authorization, service credit purchases, address changes, etc.). As a result of this project, each form is more understandable and easier to complete.

Member Outreach. There has been significant Member outreach since the last Board meeting. Staff has spoken at three County and one Superior Court New Employee Orientations, presented five retirement seminars, and individually counseled dozens of Members. As a result of our last Meet & Greet, one of the Members who attended reached out to SDCERA to schedule an outreach event to approximately 90 Members at the Balboa Avenue Child Welfare Services (part of HHSA) in May.

Tomorrow, SDCERA will host a retirement seminar in North County, the first in a series of five upcoming seminars scheduled to take place in north, central, east and south San Diego locations.

RESDC Collaboration. Continuing our collaboration with the Retired Employees of San Diego County (RESDC), RESDC's General Membership meeting on April 24 will feature SDCERA's leadership team. This event will be held at the County Operations Center from 12:30 to 2:00 p.m. and will provide an opportunity to interact with some of our retired Members.

Employees of the Month. Jerry Fafaul and Karen Johanson are quite a "1-2 punch" in the Member Service Center, providing great face-to-face and over-the-phone counseling to Members. Because of the increased Member activity in the MSC in March and April and in recognition of their great professionalism in dealing with the myriad issues that arise with our Members, Jerry and Karen are SDCERA Employees of the Month for March.

Staff Anniversaries. April staff anniversaries include Rina Guzman (13 years), Mike Boney (12 years), Roxy Fulgham (11 years), Manuel Velasco (6 years) and Stephanie Massey (4 years). That's 46 years of County service among these five employees.

Do the Right Thing. A quote in a recent news article about Facebook caught my eye. The article reported on the departure of Facebook's chief information security officer who left the company because of internal disagreements, among others, over how much Facebook should publicly disclose about how nation-states misused the platform before the 2016 midterm elections. The departing executive pushed for more disclosure, but was overruled. ("Security Officer to Exit Facebook as Outcry Grows," *The New York Times*, March 30, 2018, p. A1.)

The quote was from a former Facebook employee: "The people whose job is to protect the user always are fighting an uphill battle against the people whose job is to make money for the company." (A follow-up article the next day contained the quote, "you can eat well or sleep well, but seldom both.")

This is not a battle at SDCERA. We do not sell products, market to customers or worry about our stock price. Instead, SDCERA's focus is on fulfilling its fiduciary duty to our Members and prudently managing Trust Fund assets. Our only obligation is to do the right thing, and staff works hard to fulfill that obligation every day. Our Members and you expect no less.

Conclusion. I am very proud of staff's great efforts in all aspects of Member Service in March and April. They were put to the test and passed with flying colors. They are doing the right thing.

REMINDER:

The May Board meeting is cancelled because it conflicts with SACRS' Spring meeting. The next Board meeting will be held on Thursday, June 21 at 9 am.