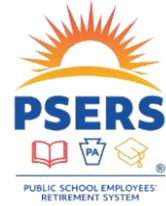


October 24, 2024 PSERB Benefits and Appeals Committee Meeting



PSERS Board Room 5 North 5th Street., Harrisburg, PA 17101 and via MS Teams [Sunshine]

Chair Ms. Ann Monaghan
Vice Chair Mr. Brian Reiser
Cmt. Member Dr. Pamela Brown
Cmt. Member Rep. Torren Ecker
Cmt. Member Sen. Katie Muth
Committee Liaison Jennifer Mills
Board Secretary Terrill J. Sanchez

1. **Call to Order**

The Committee met on October 24, 2024 virtually and in-person at PSERS located at 5 North 5th Street in Harrisburg, PA. Chair Ann Monaghan called the meeting to order at 11:15 A.M. Jennifer Mills, Deputy Executive Director and Director of Defined Contribution Investments, took roll call and confirmed Committee quorum.

Committee Member Attendance:

Chair Ann Monaghan, Virtual
Vice Chair Brian Reiser, In Person
Dr. Pamela Brown, Virtual
Jill Vecchio for Rep. Torren Ecker, Virtual
Sen. Katie Muth, Virtual (in at 11:33)

Additional Board and Designee Attendance:

| | |
|----------------------------|----------------------------|
| Jason Davis, In Person | Christopher Craig, Virtual |
| Eric DiTullio, Virtual | Michael Heckmann, Virtual |
| Susan Lemmo, In Person | Veronica Hoof, In Person |
| Richard Vague, In Person | Eric Pistilli, In Person |
| Kevin Busher, Virtual | Morgan Wagner, Virtual |
| Jeffrey Cavanaugh, Virtual | |

2. **Approval of Published Agenda or Requested Amendments**

Ann Monaghan moved to approve the published agenda with Brian Reiser seconding. The motion passed unanimously.

3. **Approval of August 15, 2024 Minutes**

Ann Monaghan moved to approve the minutes with Dr. Pamela Brown seconding. The motion passed unanimously.

4. **Public Comment**

Jennifer Mills confirmed there was no request for public comment.

5. **Unfinished Business**

5.1 **Vital Signs Discussion**

Jennifer Mills provided an update on the Benefits and Appeals Committee Vital Signs.

Ann Monaghan moved the following:

The Benefits and Appeals Committee of the Public School Employees' Retirement Board (the "Board") moves to recommend that the Board adopt the following vital signs and metrics for member services:

- Retirements Processed
- Refunds Processed
- Non-Exception Retirement Estimates
- Average Call Handle Time
- Average Secure Messaging Response Time
- Average Member Call Abandonment Rate

Dr. Pamela Brown seconded.

The motion passed unanimously.

6. **New Business**

6.1 **Executive Staff Review Committee (ESRC) Minutes**

The Committee reviewed the minutes of the ESRC reports for July 31, 2024, and September 27, 2024.

6.2 **2024-05 Board Inquiry Update**

Jennifer Mills provided an update on the 2024-05 Board inquiry.

6.3 **Adjudications**

6.3.1 Account of Patterson [Docket No. 2021-16]

6.3.2 Account of Fuhrman [Docket No. 2022-16]

6.3.3 Account of Wright [Docket No. 2020-05]

At 11:39 A.M., The Committee entered **Executive Session**, to consult with counsel on the Adjudications.

The Committee resumed public session at 12:08 P.M.

Ann Monaghan moved the following:

In the matter of Annette Patterson Docket No. 2021-16, the Benefits and Appeals Committee of the Public School Employees' Retirement Board (the "Board") moves to recommend that the Board adopt the proposed Opinion and Order of the Board and dismiss Claimant's appeal with prejudice.

Dr. Pamela Brown seconded.

The motion passed unanimously.

Ann Monaghan moved the following:

In the matter of Patrick Fuhrman Docket No. 2022-16, the Benefits and Appeals Committee of the Public School Employees' Retirement Board (the "Board") moves to recommend that the Board adopt the proposed Opinion and Order of the Board and dismiss Claimant's appeal with prejudice.

Brian Reiser seconded.

The motion passed unanimously.

Ann Monaghan moved the following:

In the matter of Ellen Wright Docket No. 2020-05, the Benefits and Appeals Committee of the Public School Employees' Retirement Board (the "Board") moves to recommend that the Board adopt the proposed Opinion and Order of the Board and dismiss Claimant's appeal with prejudice.

Dr. Pamela Brown seconded.

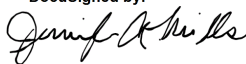
The motion passed with one (1) opposed being Sen. Katie Muth.

7. **Next Meeting Agenda Items**


The Committee had no recommendations for agenda items to add to the next Committee meeting.

8. **Adjournment**

Without objection, Ann Monaghan adjourned the Committee meeting at 12:11 P.M.

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