

PSERB Resolution 2025-06 Benefits and Appeals Committee 2025 Work Plan January 10, 2025

RESOLVED, that the Public School Employees' Retirement Board accepts the recommendation of the Benefits and Appeals Committee and approves the attached Benefits and Appeals Committee Work Plan for 2025 to guide the Committee Chair in the development of agendas and authorizes the Committee Chair to revise the Work Plan, as needed.

PSERS UD 60 PRESIDENT		Public School Employees' Retirement Board B&A Work Plan Items 2025	Start date	End date	Date Flexibility (can be earlier, but not later)	Frequency	Committee Action Item	Board Action Item	January 10	February March 20-21	April	May June 12-13	July	August 21-22 September	October 23-24	November	December 18-19	Special Comments		
Status for 2025	Board or Committee Training	Benefits and Appeals Committee							x	x		x		x	x		x	Meet at least 4 times a year	Committee Motion Date	Board Resolution Date
		The Board Chair is to appoint Committee members.	Last appointed 1/2024	TBD 1/2026		Biennially														
		The Committee Chair is to set the dates and times of the committee meetings.		1/10/25	No	Annually	No	No	x											
		Elect Chair		TBD 1/2026	No	Biennially	Yes	No												
		Elect Vice-Chair		TBD 1/2026	No	Biennially	Yes	No												
		Conduct a self-evaluation of the Committee's performance as part of the Board's self-evaluation process.		TBD	Yes	Annually	No	No										Contingent on the development of the Board's self-evaluation process.		
		Review the Committee Charter at least every three years.	last reviewed 3/2022	3/20/25	No	Every 3 years	Yes	Yes		x								Any proposed changes are to be done as a Bylaws change. Confer with the Governance and Administration Committee. If no proposed changes, then the Committee's report to the Board will document that the charter was reviewed and no changes were referred.		
		A. Activities Conducted on behalf of the Board																		
		Conduct quasi-judicial deliberations in formal appeals and make recommendations for Board action, including the issuance of proposed opinions and orders.			Yes	As Needed	Yes	Yes										Adjudications will be scheduled based on Office of Chief Counsel review and drafting of a memo and board order.		
		Account of Community College of Philadelphia [Docket No. 2019-15] Account of Mirek Chmielewski, Docket No. 2022-02			Yes	As Needed	Yes	Yes										Counsel review and draiting of a memo and board order.		
		Account of Jill Kaszubowksi, Docket No. 2022-02 Account of Jill Kaszubowksi, Docket No. 2022-18 Account of Gayle Apfel, Docket No. 2022-12																		
		Account of Kathleen Maylath, Docket No. 2023-07 Account of Nabeelah Bey, Docket No. 2024-02																		
		Account of Candida Baez-Viscaino, Docket No. 2021-08													+					
		Account of Aileen Ojeda, Docket 2024-01																		
		Conduct the search for the System consultant that directly impacts member and employer services and the administration of the System, with the assistance of staff, and make recommendations to the Board.																		
					Yes	Every 5 years	Yes	Yes										There is no system consultant currently on contract.		
		Evaluate the performance of all System service providers that directly impact member and employer services and the administration of the System as shall be necessary or appropriate for the administration and operation of the System.			Yes	Annually	No	No												
		Review contracts the Committee has not delegated for any necessary activity			Yes	As Needed	No	No												
		Identify, based on work contracted, which service providers need to be evaluated		3/20/25	Yes		No	No		x										
		Develop the standards of evaluating performance, i.e. SLAs, metrics, benchmarking, etc.		6/12/25	Yes		No	No				x								
		Evaluate identified service providers		12/11/25	Yes		No	No									х			
		4. Ensure that RFPs are conducted for each key service provider contract at least every five (5) years unless the Board chooses otherwise			Yes	Every 5 years	No	No												

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		CEM Benchmarking Contract (Solesource)	6/30/27	No	Every 3 years	Yes	Yes									
			0/30/27	NO	Lvery 3 years	163	163	+ + +		+ +			_			<u> </u>
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		B. Recommend direction and policy to the full Board:														
		1. Identify anticipated defined benefit policy priorities and establish a calendar														
		of anticipated policy decisions and discuss with the Board.			Annually	Yes	No							Tied to the Work Plan and Strategic Priorities		
		Adjudication Policy				Yes								New Policy		
																<u> </u>
		2. Recommend vital signs and metrics for member and employer services and														
		identify tolerances for acceptable vs. unacceptable variability in performance.				.,										
				Yes	As Needed	Yes	Yes	+		+			_			
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		3. Review, discuss, and make recommendations to the Board for their approval														
		policies, actions, and on other matters related to the System's administration														
		of the rights, duties, and benefits of System members and the duties of														
		employers, including amendments to regulations deemed necessary or														
		desirable to facilitate the administration of the System and/or to maintain or														
		bring the System into compliance with the Retirement Code, Internal Revenue														
		Code, and other applicable law.														
														Review Existing policies		
		3.b Review the policies owned by the committee and make recommendations to														
		the Board of any recommended modification.		Yes	Annually	Yes	Yes									
Yes	Committee	Disability Retirement Process Overview		Yes												<u> </u>
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		C. Recommend approval of key decisions:														
		1. Review, discuss and make recommendations to the Board on customer														
		service issues relating to the System's members and employers, including the														
		dissemination of information to members, employer relations, and the														
		System's field services program.														
														This action will be a product of the Committee's oversight		
				Yes	Ad Hoc	Yes	Yes							function.		
		Going Paperless in MSS														
Yes	Committee	Comig i aperiess in ivids														
		2. Review and recommend to the Board any major information technology														
		initiatives, in particular as they directly impact member and employer services														
		functions and operations.														
				Yes	Ad Hoc	Von	Yes									
		2.a Identify major information technology initiatives impacting member and		res	As Needed,	Yes	res	+ + +	_	+ +		_	_			
		employer services/operations.		Yes	specify date	Yes	Yes							Coordinate with Governance and Administration Committee.		
				,,,,	Specify date		1.55	+ + +	-				+	This recommendation is for when the Board approves budget		
		Recommend approval of the staffing complement for the administration of the												for next fiscal year in October. NOT IN CHARTER BUT IN OTHER		
		System.	6/12/25	Yes	Annually	Yes	Yes			x				CHARTERS		
		D. Oversee Board-approved direction														
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		Oversee member and employer service levels.							- 1					See B.2 above. Once vital signs and SLAs are established, the		1
		1. Over see member and employer service levels.												committee will oversee the service levels through exception		
				Yes	Ad Hoc	No	No							based reporting.]
		Review Executive Staff Review Committee meeting minutes		Yes	As Needed	No	No	x		x	x	x	х			
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riew the results of the CEM benchmarking survey.	8/21/25	Yes	Annually	No	No				>	x			
Oversee information technology plans and budgets, in particular as they ectly impact member and employer services functions and operations.		Yes	Annually	No	No							Contingent on list of IT inititatives and vendors. See C.2 above.	
		Yes											
Oversee management of risks related to the responsibilities of this nmittee.		Yes	Annually	No	No							Contingent on ERM Plan	
Monitor and oversee ongoing effectiveness of member and employer acation related to the System.												Aligned with strategic initiative 1.1.	
Oversee strategic initiatives most directly related to the responsibilities of scommittee.												Not in charter.	
versee performance related to the vital signs and metrics.												Not in charter.	
Obtain independent verification.													
iodically obtain appropriate peer benchmarking studies regarding pension													
ninistration costs, services levels, and other performance and to present the	8/21/25	Ves	Δnnually	No	No.					,		CFM Renchmarking survey. See D. 2 a above	
Obtain inder	pendent verification. ain appropriate peer benchmarking studies regarding pension costs, services levels, and other performance and to present the	pendent verification. ain appropriate peer benchmarking studies regarding pension costs, services levels, and other performance and to present the	pendent verification. ain appropriate peer benchmarking studies regarding pension costs, services levels, and other performance and to present the	pendent verification. ain appropriate peer benchmarking studies regarding pension costs, services levels, and other performance and to present the	pendent verification. ain appropriate peer benchmarking studies regarding pension costs, services levels, and other performance and to present the	pendent verification. ain appropriate peer benchmarking studies regarding pension costs, services levels, and other performance and to present the	pendent verification. ain appropriate peer benchmarking studies regarding pension costs, services levels, and other performance and to present the	pendent verification. ain appropriate peer benchmarking studies regarding pension costs, services levels, and other performance and to present the	pendent verification. ain appropriate peer benchmarking studies regarding pension costs, services levels, and other performance and to present the	pendent verification. ain appropriate peer benchmarking studies regarding pension costs, services levels, and other performance and to present the	pendent verification. ain appropriate peer benchmarking studies regarding pension costs, services levels, and other performance and to present the	pendent verification. ain appropriate peer benchmarking studies regarding pension costs, services levels, and other performance and to present the	pendent verification. ain appropriate peer benchmarking studies regarding pension costs, services levels, and other performance and to present the