



Board of Retirement Regular Meeting

Sacramento County Employees' Retirement System

Agenda Item 14

MEETING DATE: February 18, 2026

SUBJECT: Chief Benefits Officer's Report

SUBMITTED FOR: Action X Information

RECOMMENDATION

Receive and file the CBO's Report for the quarter ended December 31, 2025.

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/

Keith Riddle
Chief Benefits Officer

Reviewed by:

/S/

Eric Stern
Chief Executive Officer



Retirement Board Order

Sacramento County Employees' Retirement System

**Before the Board of Retirement
February 18, 2026**

AGENDA ITEM:

Chief Benefits Officer's Report

THE BOARD OF RETIREMENT hereby approves Staff's recommendation to the CBO's Report for the quarter ended December 31, 2025.

I HEREBY CERTIFY that the above order was passed and adopted on February 18, 2026 by the following vote of the Board of Retirement, to wit:

AYES:

NOES:

ABSENT:

ABSTAIN:

ALTERNATES (Present but not voting):

Chris Giboney
Board President

Eric Stern
Chief Executive Officer and
Board Secretary



Chief Benefits Officer Report

Calendar Year 2025

February 18, 2026

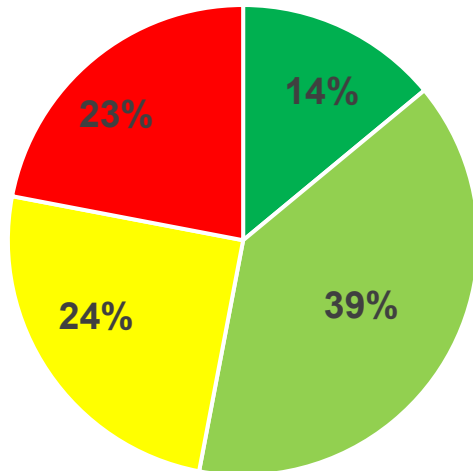
Service Retirement Application Processing

Target:

Retirees paid –

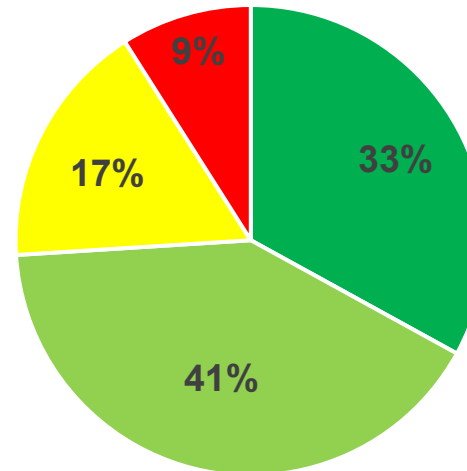
- >50% within 30 days
- >75% within 45 days
- >90% within 60 days

2024



Median: 44 days
Retirements
Processed: 539

2025

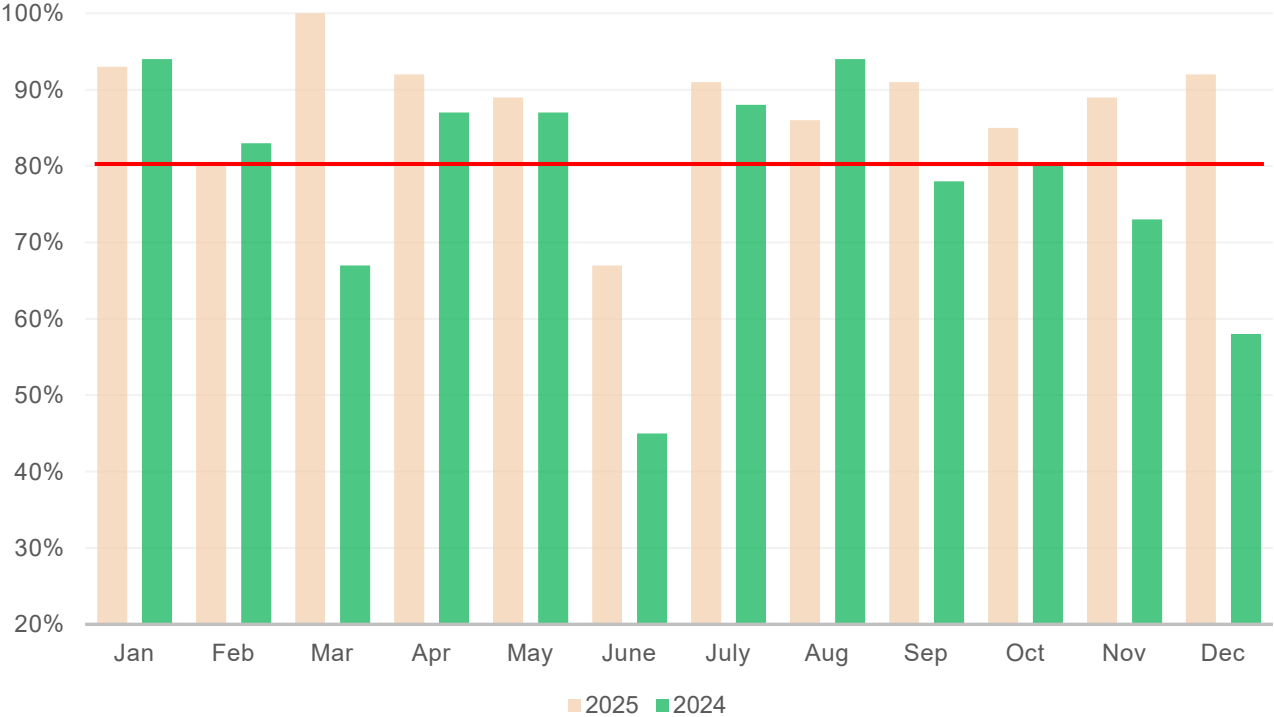


Median: 34 days
Retirements
Processed: 616

- Within 30 days
- 31 to 45 days
- 46 to 60 days
- More than 60 days

Customer Service - Retirees

Retirement Process Satisfaction



Target

Satisfaction of new retirees surveyed > 80%

Response Rate

| 2025 | 2024 |
|-----------|-----------|
| 38% (612) | 35% (541) |

Customer Service – Benefits Counseling

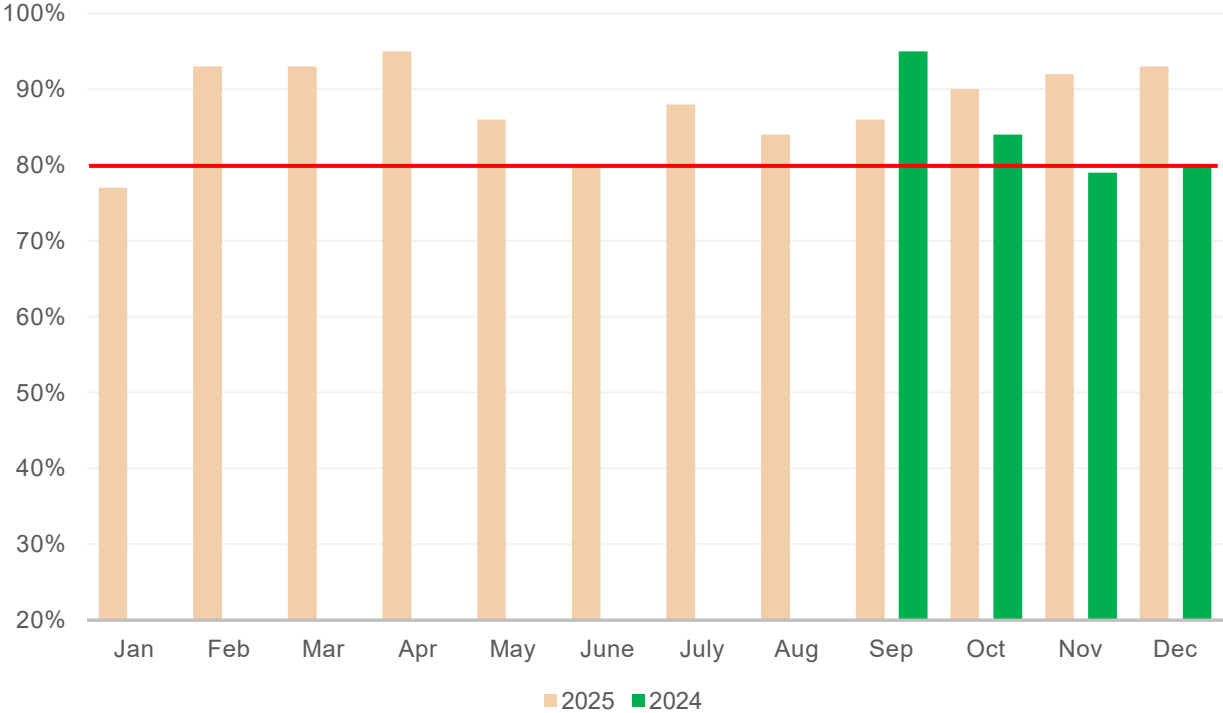
Benefits Counseling Satisfaction

Target

Satisfaction of members receiving benefits counseling > 80%

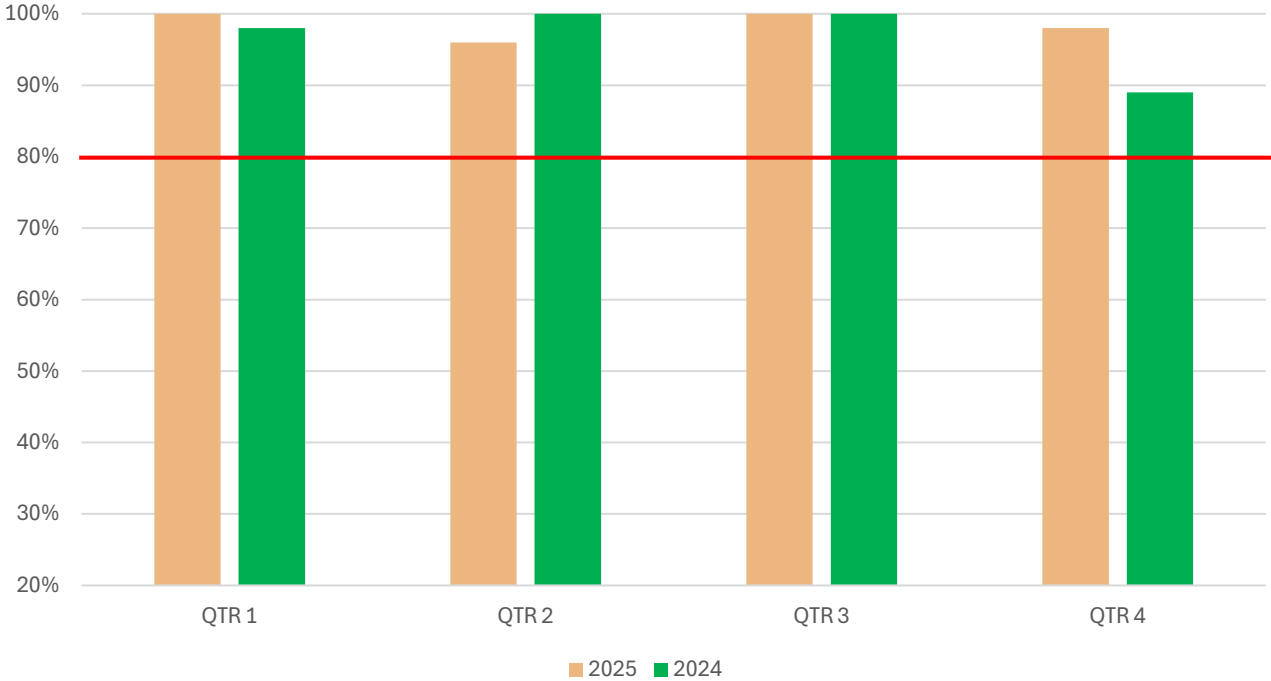
Responses Received

| | |
|------|------|
| 2025 | 2024 |
| 230 | 89 |



Customer Service – Retirement Planning Webinars

Retirement Planning Webinar Satisfaction



Target

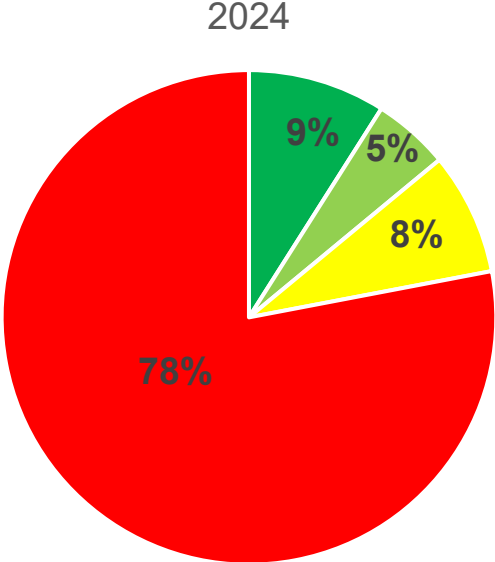
Satisfaction of webinar attendees surveyed > 80%

Responses Received

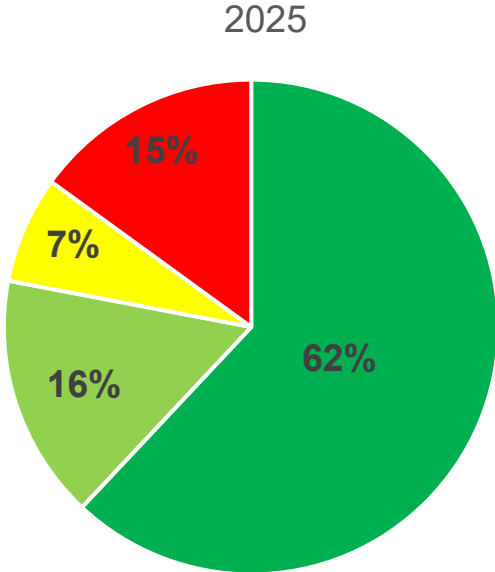
| | |
|------|------|
| 2025 | 2024 |
| 200 | 150 |

Buyback Processing – Calculations

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



Median: 157 days
Calculations
Processed: 657

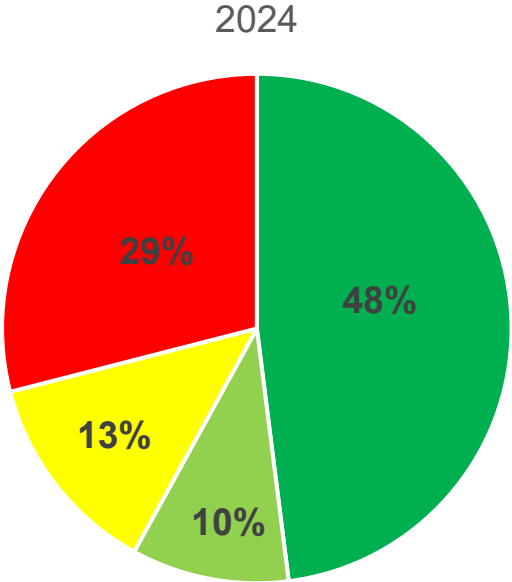


Median: 23 days
Calculations
Processed: 835

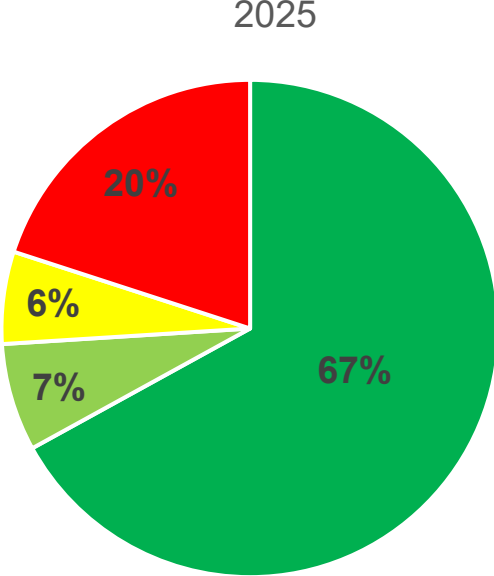
- Within 30 days
- 31 to 45 days
- 46 to 60 days
- More than 60 days

Buyback Processing – Elections

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



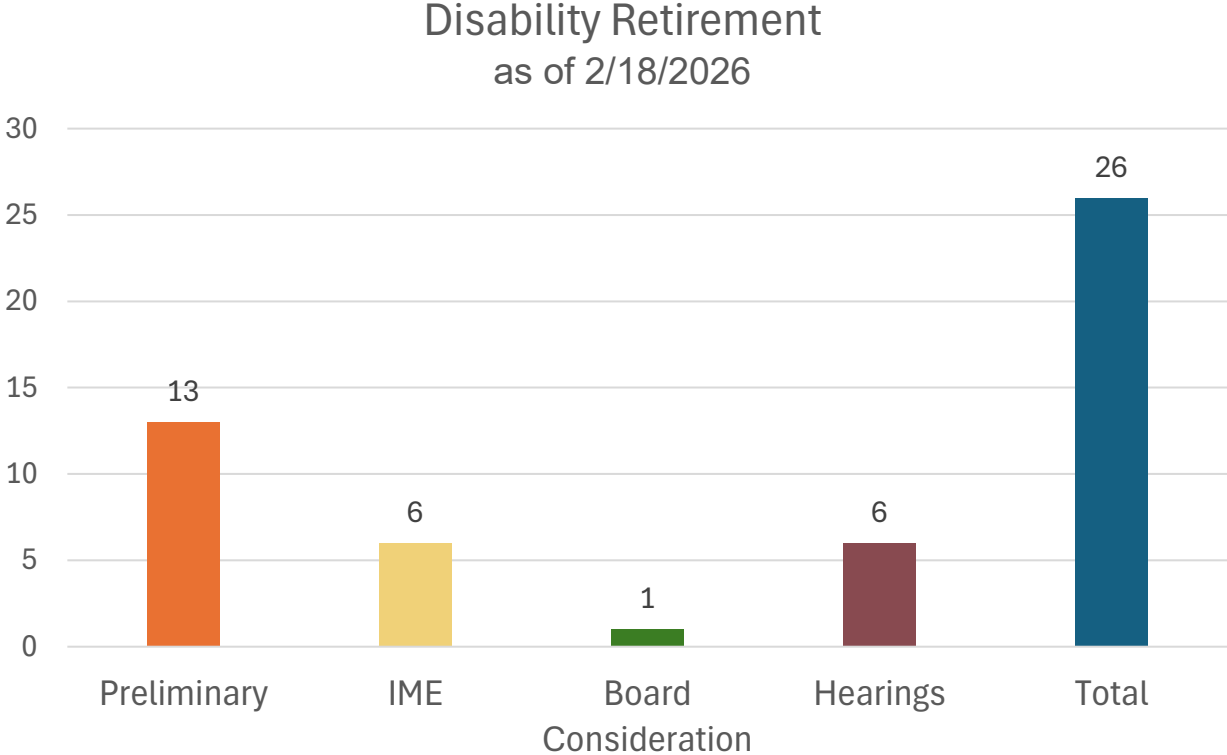
Median: 35 days
Elections
Processed: 254



Median: 15 days
Elections
Processed: 394

- Within 30 days
- 31 to 45 days
- 46 to 60 days
- More than 60 days

Disability Queue

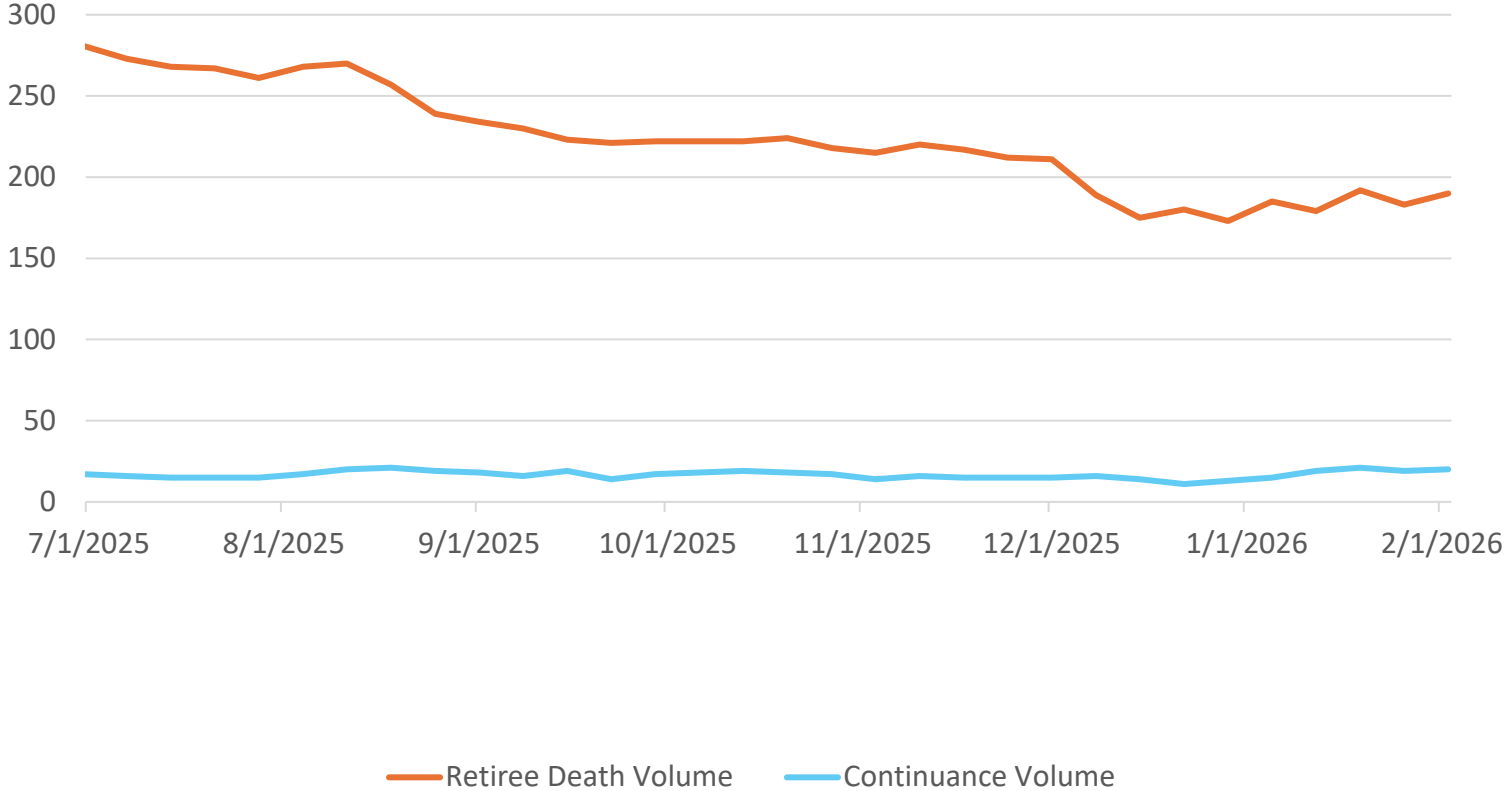


Death Benefit Processing Improvements

- Easy-to-find Death Notification feature on SCERS.gov
- Robust database, tracking
- Staff monitoring and follow-up with members
- Expanded death audit and address-search services
- Increased collection efforts for overpaid benefits, including referrals to DRR, small claims court
- Compliance with missing beneficiary, unpaid benefit policy
- Benefit Eligibility Verification outreach

Death Benefit Processing

Retiree Death Queue Volumes

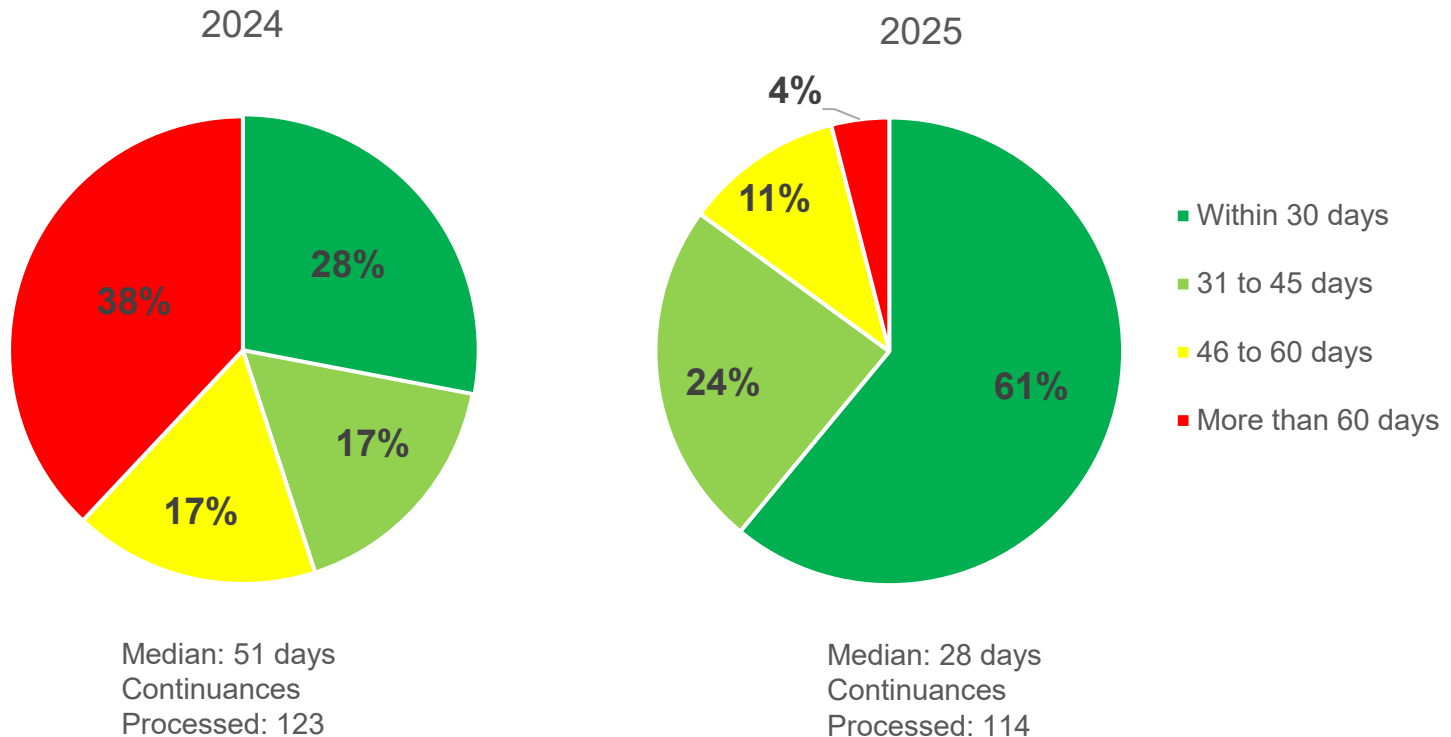


Continuance Processing – documents received > payment

Target:

Survivors paid –

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

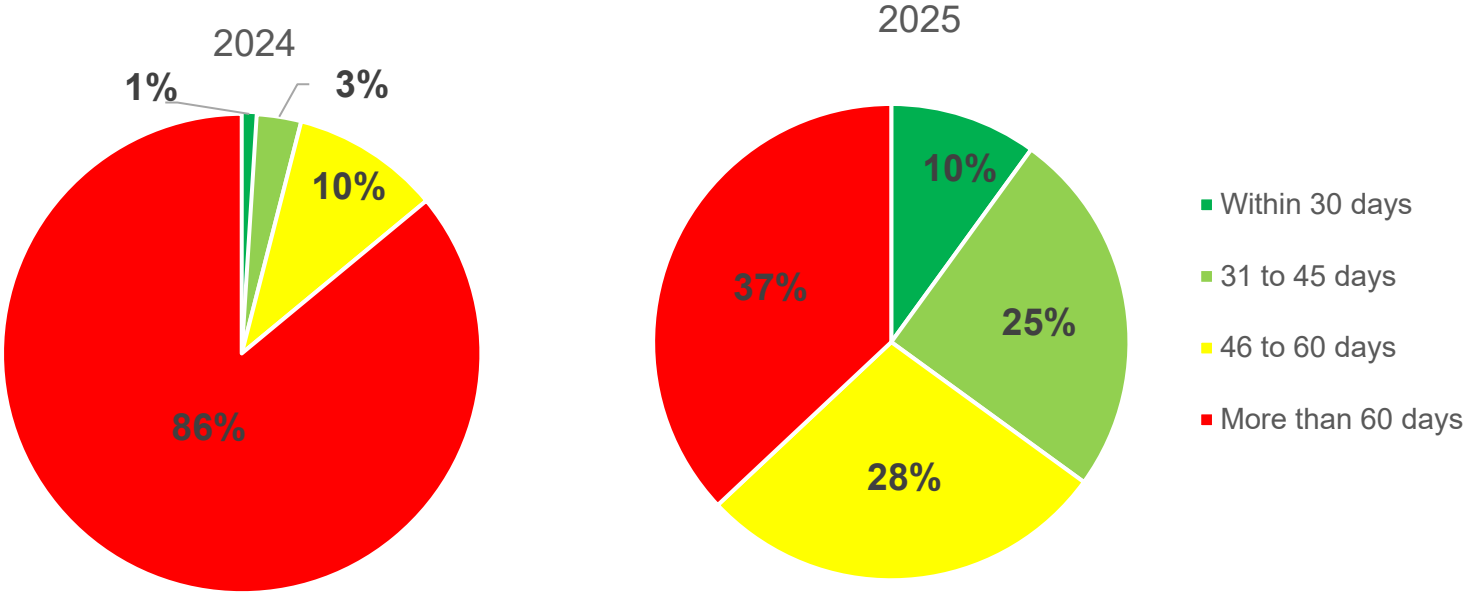


Continuance Processing – death reported > payment

Target:

Survivors paid –

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

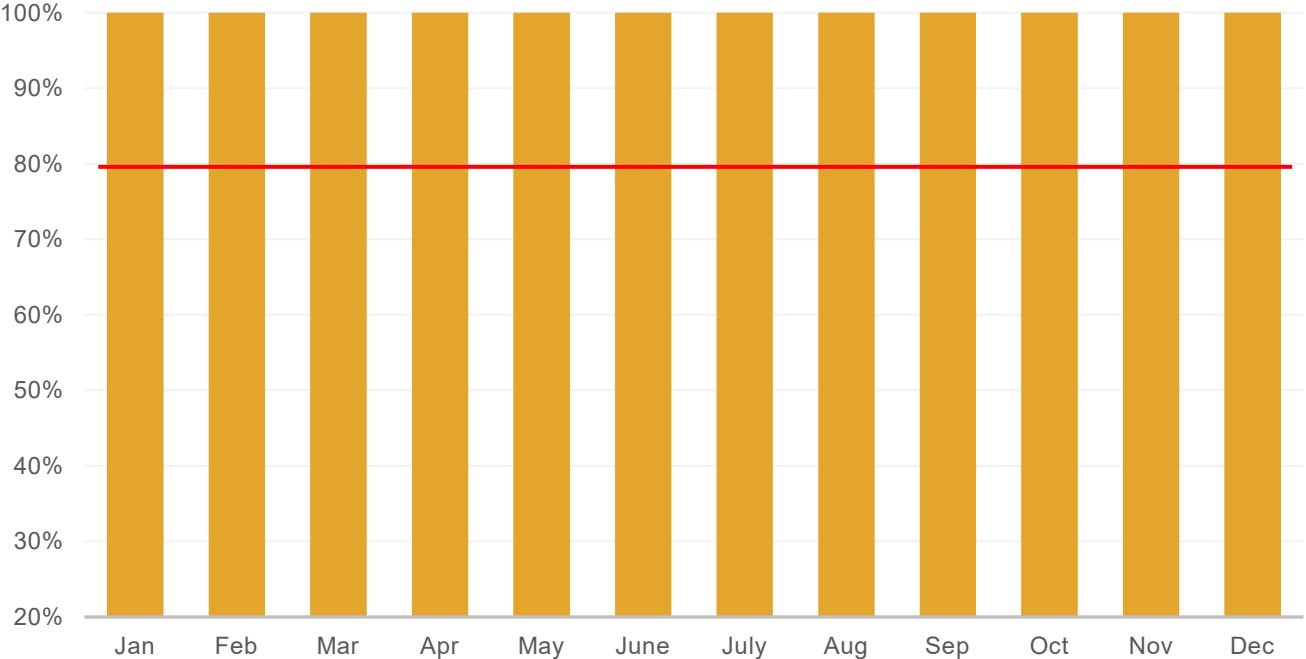


Median: 101 days
Continuances
Processed: 123

Median: 55 days
Continuances
Processed: 114

Customer Service - Survivors

Beneficiary Satisfaction - 2025



Target

Satisfaction of new beneficiaries surveyed > 80%

Response Rate
44% (108)

Initiatives and Updates

Workload

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

Outreach

- Conducted mid-career pension planning webinar – January 28
- SCERS Employer Forum – February 20
- Deputy Sheriffs Association (DSA) and Law Enforcement Management Association (LEMA) retirement planning workshop – February 23
- Quarterly retirement planning webinars – March 11; June 10
- Next mid-career webinar TBD