



ITEM 15

Executive Staff

Richard Stensrud
Chief Executive Officer

Steve Davis
Chief Investment Officer

Robert L. Gaumer
General Counsel

Kathryn T. Regalia
Chief Operations Officer

John W. Gobel, Sr.
Chief Benefits Officer

For Agenda of:
May 11, 2017

May 5, 2017

TO: President and Members
Board of Retirement

FROM: Richard Stensrud
Chief Executive Officer

SUBJECT: Proposed Modifications to SCERS Staff Structure

Recommendation

That your Board : 1) Approve the proposed modifications to SCERS staff structure; 2) Direct staff to include the modifications in the SCERS' Administrative Budget for the 2017-2018 fiscal year; and 3) Direct staff to work with County administration to implement the changes to SCERS staff structure and appoint personnel to vacant/newly established positions.

Background

You will recall that during the April Board Meeting, staff presented a preview of proposed modifications to SCERS' staff structure for the 2017-18 fiscal year. Some of the changes presented in this item are a continuation of the staff augmentations the Board approved in July 2015. One of the changes introduces a new function and executive-level position for SCERS related to the need we have discussed to establish a structure and systematic process to ensure continued forward progress on SCERS strategic and continuous improvement initiatives and enterprise risk management.

SCERS multi-year IT Modernization project will impact all areas of the organization at varying degrees and points in time. The proposed modifications to SCERS staff structure are intended to ensure sufficient depth in key areas of the organization to minimize the impact to SCERS ongoing operations and support. The proposed Enterprise Solutions Management function for SCERS will provide much-needed support for program and project management, change management, knowledge management, enterprise risk management, enterprise performance management, and communications planning.

Discussion

The attached materials present by functional area a discussion of the proposal, background, and fiscal impact of the proposed modifications to SCERS staff structure in each area, as well as organization charts showing the current and proposed staffing.

These staff structure proposals were initially presented to the Board at its April meeting. Staff requests the Board act on the recommendations at the May meeting so that the changes authorized by the Board can be incorporated into the proposed administrative budget for 2017-18 to be submitted to the Board in June.

Respectfully,

Richard Stensrud
Chief Executive Officer

Attachments

EXECUTIVE STAFF

Proposal

Establish an Enterprise Solutions Management (ESM) function in SCERS organizational structure.

The ESM would serve SCERS by overseeing and managing multi-year improvement programs to achieve SCERS' Mission, Core Values and Goals as set forth in SCERS' Strategic Plan and beyond.

The activities of the ESM would be organized into four program areas:

1. Enterprise Risk Management – Provides structure and oversight for identifying, prioritizing, tracking and mitigating conditions that may negatively affect SCERS operational effectiveness or reputation, separate from the investment risk management program.
2. Continuous Improvement Program – Provides oversight for SCERS' Strategic Plan execution and provides an ongoing, annual framework for continuation of strategic enterprise improvements beyond the 2014-2018 timeframe.
3. Project/Program Support – Provides enterprise level, cross-program services including project management, change management, knowledge management, communication planning, and enterprise performance management.
4. IT Modernization Program – Provides program oversight, vendor and DTech relationship management, and project oversight for the management consultant (Linea), data conversion project (ICON), PAS project and investment accounting project.

For the 2017-18 fiscal year, Staff proposes to add one Assistant Retirement Administrator position to serve as the Enterprise Solutions Management Director. This would be an exempt position outside of the Civil Service Structure.

This position will report directly to the CEO and will design and implement, in coordination with the SCERS Executive Team, the methods and processes for each ESM function. It is anticipated that additional staff will be needed in the 2018-19 fiscal year to support the work of the ESM.

The ESM activities will be overseen by the ESM Director and staffed using temporarily assigned SCERS internal staff and vendor staff. Enterprise Risk Management activities will be a joint responsibility of the SCERS Executive Team, with leadership and recordkeeping provided by the ESM Director. The Continuous Improvement Program will generally consist of internally staffed and managed projects focused on implementation of the Strategic Plan initiatives with project management support from the ESM Director. Project/Program Support will be provided by the ESM Director

leveraging internal staff. The IT Modernization Program will be performed primarily by vendor staff with the ESM Director providing management oversight and internal SCERS staff providing knowledge transfer and review/acceptance of project deliverables.

Background

SCERS CEO initiated efforts late last year to address concerns that the completion of the remaining improvements and changes envisioned in the SCERS Strategic Plan might not be achieved within the 2014-2018 timeframe. SCERS IT Modernization Project and the upcoming initiation of selection and implementation of a new PAS will divert attention and resources from other Strategic Plan initiatives.

In November 2016, Annette St. Urbain, former CEO of San Joaquin CERA, was brought on board as an Assistant Administrator on what was mutually expected to be a limited term basis, to supplement the SCERS Executive Team. The original mandate was to help develop traction on strategic initiatives that can be difficult to move forward when SCERS concentrated Executive Team has a full plate of daily operational responsibilities.

Among other things, it was contemplated that Ms. St. Urbain would:

- Help design and implement an organization-wide, standardized project management structure and process that monitors and moves forward in parallel all the major projects and initiatives SCERS is or will be pursuing.
- Help design and implement a 'culture building' program at SCERS that is customer service focused and driven, including measures to determine the current customer service quality baseline, improve customer service, and facilitate change management.

In February, the CEO advised he will be leaving SCERS in May. The Board has concurred with the CEO's recommendation that Ms. St. Urbain serve as SCERS Interim CEO while the Board recruits a successor CEO. As a result, Ms. St. Urbain's focus since March has been on working closely with the Executive Team to become familiar with SCERS current practices and becoming involved in current and upcoming issues and decisions in preparation for her role as Interim CEO.

The need for a skilled and experienced executive to fulfill the original objectives of Ms. St. Urbain's employment has not changed or diminished. In fact the impending departure of the CEO has highlighted the importance of having a structured and systematic approach for implementing major strategic and program initiatives and objectives so that 'key person' risk is reduced. Currently, SCERS has been able to continue to move forward in these efforts by engaging the services of a highly skilled, recently retired consulting professional on a contractual basis. This arrangement, however, will not provide the full, ongoing solution required. Rather, the solution is to establish an internal staff capability to perform these functions, starting with a skilled, experienced professional to lead the effort.

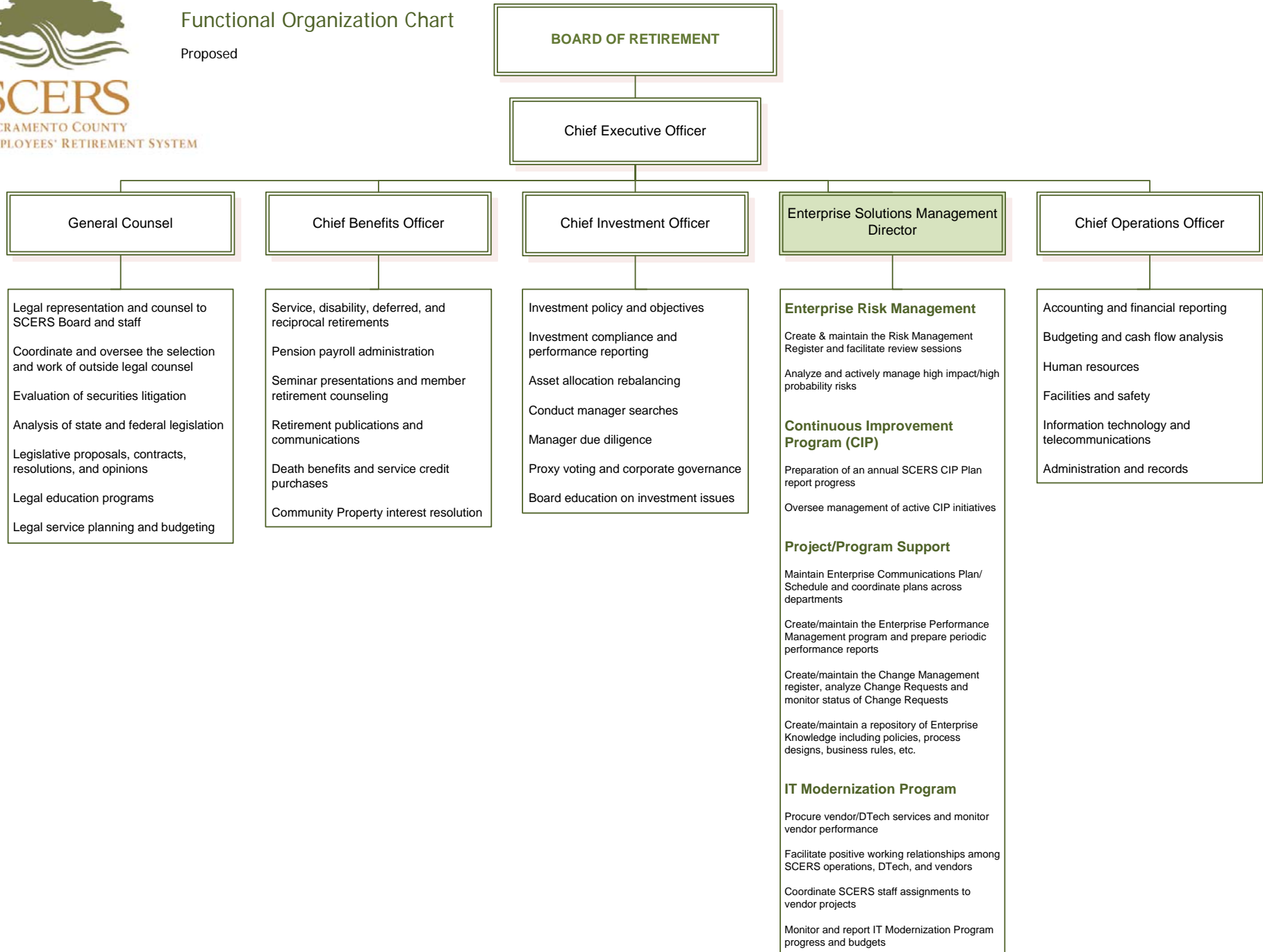
Fiscal Impact

The cost for the Assistant Retirement Administrator – Enterprise Solutions Management position is \$204,547 (\$155,354 in salary and \$49,193 in benefits) for fiscal year 2017-18.



Functional Organization Chart

Proposed



BOARD OF RETIREMENT

Chief Executive Officer

General Counsel

Legal representation and counsel to SCERS Board and staff
Coordinate and oversee the selection and work of outside legal counsel
Evaluation of securities litigation
Analysis of state and federal legislation
Legislative proposals, contracts, resolutions, and opinions
Legal education programs
Legal service planning and budgeting

Chief Benefits Officer

Service, disability, deferred, and reciprocal retirements
Pension payroll administration
Seminar presentations and member retirement counseling
Retirement publications and communications
Death benefits and service credit purchases
Community Property interest resolution

Chief Investment Officer

Investment policy and objectives
Investment compliance and performance reporting
Asset allocation rebalancing
Conduct manager searches
Manager due diligence
Proxy voting and corporate governance
Board education on investment issues

Enterprise Solutions Management Director

Enterprise Risk Management
Create & maintain the Risk Management Register and facilitate review sessions
Analyze and actively manage high impact/high probability risks
Continuous Improvement Program (CIP)
Preparation of an annual SCERS CIP Plan report progress
Oversee management of active CIP initiatives
Project/Program Support
Maintain Enterprise Communications Plan/Schedule and coordinate plans across departments
Create/maintain the Enterprise Performance Management program and prepare periodic performance reports
Create/maintain the Change Management register, analyze Change Requests and monitor status of Change Requests
Create/maintain a repository of Enterprise Knowledge including policies, process designs, business rules, etc.
IT Modernization Program
Procure vendor/DTech services and monitor vendor performance
Facilitate positive working relationships among SCERS operations, DTech, and vendors
Coordinate SCERS staff assignments to vendor projects
Monitor and report IT Modernization Program progress and budgets

Chief Operations Officer

Accounting and financial reporting
Budgeting and cash flow analysis
Human resources
Facilities and safety
Information technology and telecommunications
Administration and records

OPERATIONS STAFF

Proposal:

Reaffirm the Board's previous approval of adding a Senior IT Analyst and an Accountant position to SCERS' staff structure.

Background:

In July 2015, your Board was presented with information regarding expanded demands and complexity in the IT and investment support areas. Your Board concurred with the Staff recommendation that additional staff needed to be added to support these responsibilities. In August 2015, your Board approved the addition of a Senior IT Analyst, and in August 2016, your Board approved the reclassification of a Senior Account Clerk to an Accountant position.

Senior IT Analyst

Subsequent to your Board's approval, in Fall 2015, Staff initiated the process to obtain a Salary Resolution Amendment through the County Department of Personnel Services (DPS) to add the Senior IT Analyst position. SCERS was notified that DPS would not recommend the approval of the Salary Resolution Amendment, because it did not appear that the Senior IT Analyst would be handling a sufficient level of supervision. In February 2016, Staff advised your Board of the DPS position. Discussion followed in which it was observed that a County classification study was underway with respect to IT positions; that it was anticipated that the study of IT positions would be reaching a conclusion in early Summer 2016; that it was expected that various IT positions would be revised, including the retitling of the Senior IT Analyst; and that there would likely be a new position, with the same qualifications but without the supervision requirement. Given that information, the decision was made to postpone further action regarding the Senior IT Analyst position until the optimal way to proceed could be identified.

Since it was unclear when that might happen, in June and August 2016, the Senior IT Analyst position was included in both the proposed and final administrative budget approved by your Board.

As of now, the County IT classification study has yet to conclude.

Since the position was approved, SCERS has contracted with ICON for the data analysis and conversion necessary for implementation of a new Pension Administration System (PAS). Onsite work on the data conversion will begin shortly. It is anticipated that the PAS vendor will be selected in July/August 2017 with work beginning in late 2017 on the software and implementation of the PAS. SCERS is also in the process of acquiring software and implementation services for an investment accounting system (IAS). As SCERS moves forward on these projects, the additional IT professional is imperative to effectively cover both project and business needs.

In a recent meeting with senior officials from the County Executive's office, SCERS' Chief Executive Officer inquired about the status of the County's IT classification study, as SCERS is approaching a critical need to fill this position. The County officials noted that they are now in negotiations with labor regarding the classification study results, but it is unclear exactly when this process will conclude. They did confirm, however, that Senior IT Analyst is still a valid position classification, and, throughout 2016 and as of this writing, County departments continue to recruit for the Senior IT Analyst job class. They further confirmed that there would be no objection to SCERS proceeding to fill the Senior IT Analyst position. It was agreed that if the conclusion of the County's classification study process results in changes to the job classification, SCERS can simply implement those changes in the same manner as County departments with employees in that job classification.

Staff believes that with the onset of the major IT projects noted above, the supervision concerns can be addressed, and therefore proposes to move forward with the effort to implement the Senior IT Analyst position.

Accountant

In order to address the increased complexity and analysis required by the Accounting Staff, an additional Accountant position was requested in the 2016-2017 budget. At that time, Staff believed that the most cost effective way to achieve this would be to reallocate a vacant full-time Senior Account Clerk position as the second Accountant position. Based on that premise, the final administrative budget for 2016-2017 included two full-time Accountant positions rather than one as in the previous year.

However, as the year progressed and as the accounting staff analyzed and assigned work among team members to be more efficient, it became evident that there are a number of clerical tasks that could not be eliminated using the current accounting information system. It was further determined that it would be most cost effective and appropriate to have these tasks performed by the clerical positions on the accounting staff (i.e., the Senior Account Clerk). Maintaining the Senior Account Clerk position will allow the professional accounting staff to remain focused on the higher skill analytic duties to support the investment program and devote their time to support the acquisition of the IAS and PAS.

SCERS' accounting needs are somewhat unique in that the small accounting staff covers a wide range of tasks from simple purchasing to complex financial reporting. The Senior Account Clerk position is part of a career path that allows SCERS to recruit qualified candidates and prepare them to take on the more challenging responsibilities. As a result, while the additional Accountant position was authorized and budgeted for, the reallocation of the Senior Account Clerk was not pursued.

However, the need for an additional Accountant position remains. Staff proposes the new Accountant position be in addition to the existing Senior Account Clerk position rather than in place of it.

Fiscal Impact:

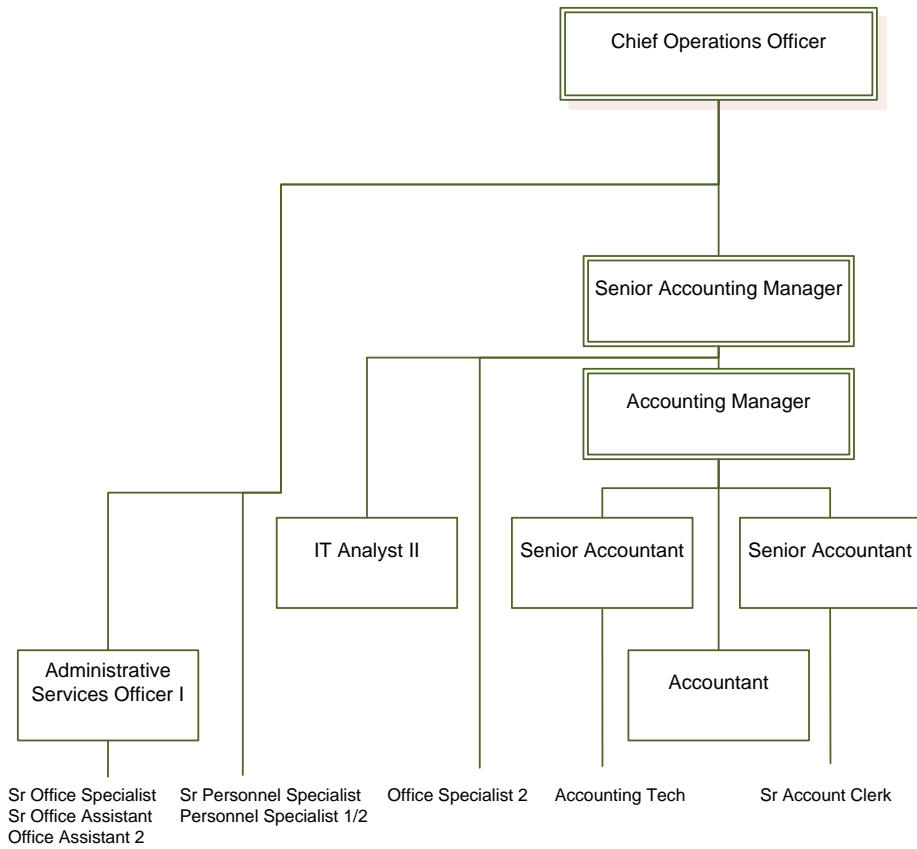
All-in cost for the three positions (Senior IT Analyst, Accountant, and Senior Account Clerk) would be \$339,580 (\$237,503 in salaries and \$102,047 in benefits) for fiscal year 2017-2018. Since the costs for the Senior IT Analyst and Accountant positions (\$262,702) have previously been included in the budget, the net budget increase to implement this change is \$76,848.



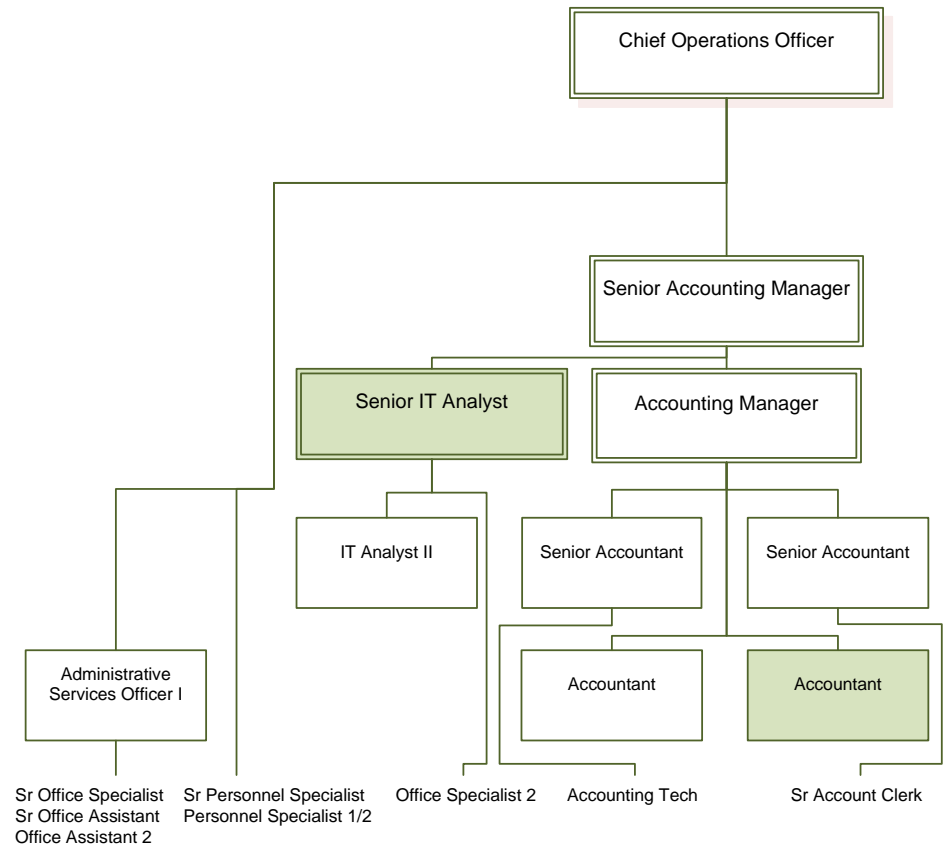
Operations Staff Organization Chart

SCERS
SACRAMENTO COUNTY
EMPLOYEES' RETIREMENT SYSTEM

Current



Proposed



BENEFITS STAFF

Proposal:

Add a third Retirement Services Analyst and a second Retirement Services Manager position to the Benefits Staff structure.

Background:

In July 2015 your Board was presented with information regarding a proposed restructuring of the Benefits Staff to address the marked increase in retirement activity and workloads over the past decade, develop a more efficient model for benefit processing, and improve existing service standards. Specifically, it was proposed that a third 'full service' retirement services team be established, and that additional staff be added to the existing 'full service' teams. To that end, it was proposed that a Retirement Services Supervisor, two Senior Retirement Benefits Specialists, and three Office Specialist positions be added to the Benefits Staff. Your Board approved the plan and the additional positions were added to the budget.

At the same time, your Board was advised that to provide the same structure and operational capability to the new retirement services team as the existing two retirement service teams, it would be necessary to add a third Retirement Services Analyst at a future date to oversee that team. It is now time to add that Retirement Services Analyst position in order to enable the third retirement services team to scale up to the same levels of production as the other two teams.

The build-out at the first few levels of the Benefits Staff, and the change to 'full service' teams, drives a similar need to address management demands and capability at the level immediately below the Chief Benefits Officer. Currently there is one Retirement Services Manager at that level. When that position was established there were approximately 20 members on the Benefits Staff, operating in teams focused on specific functions, and handling a much lower volume of benefit activity. Today, the Retirement Services Manager position oversees four benefit administration teams (the three 'full service' retirement services teams noted above, plus the pension payroll team) and plays a pivotal role in managing workflow, training, situation management, and problem solving across a 31 member Benefits Staff. Adding a second Retirement Services Manager position is not only essential for managing the expanded staff and workload, but will allow for an enhanced level of planning and oversight at the Retirement Services Manager level, something that is currently constrained by the degree of day-to-day management required.

The proposed addition of a Retirement Services Analyst and Retirement Services Manager will also be critical to the successful development and implementation of the

new Pension Administration System (PAS). The employee benefits knowledge, benefits processing experience, and troubleshooting skills provided by these positions will be essential to managing the subject matter expertise demands of the IT project while maintaining the successful daily execution of the benefits administration. The positions will also be vital for a smooth transition from the current manual process model of benefit administration to the new PAS, and the redeployment of Benefits Staff to more qualitative aspects of benefit administration such as personal customer interaction.

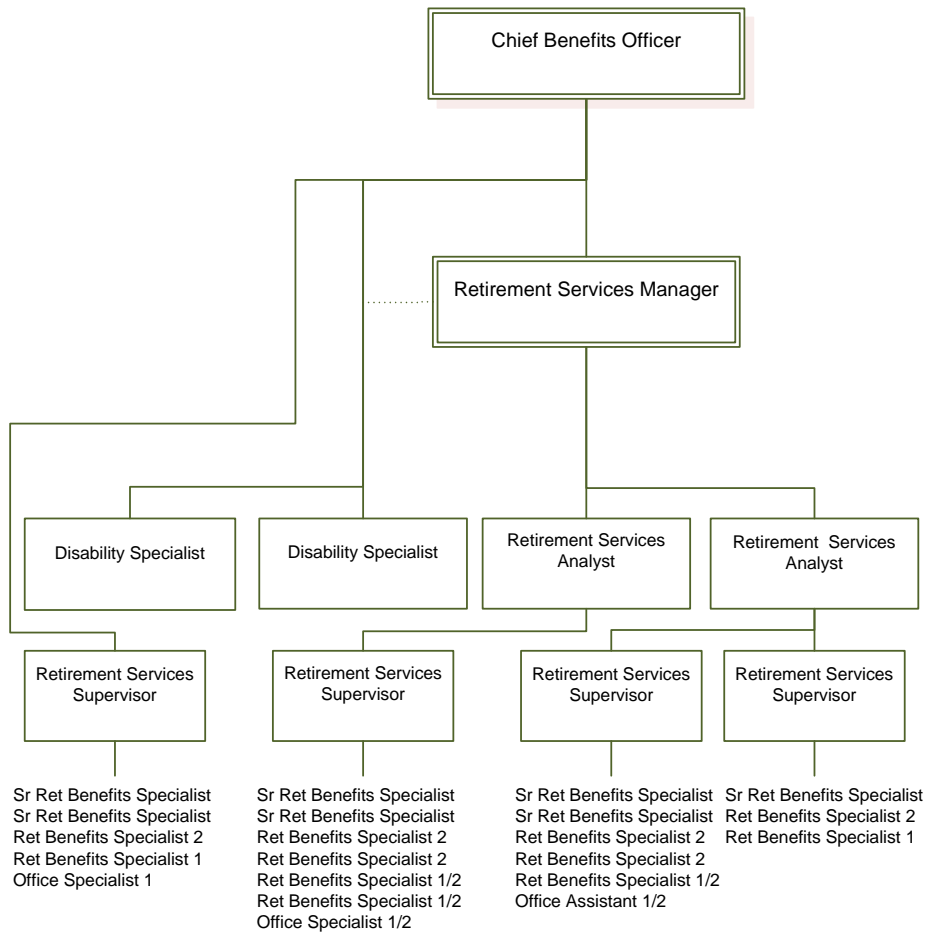
Fiscal Impact:

The costs for the Retirement Services Manager and the Retirement Services Analyst positions would be \$304,064 (\$219,388 in salaries and \$84,676 in benefits) for fiscal year 2017-2018.

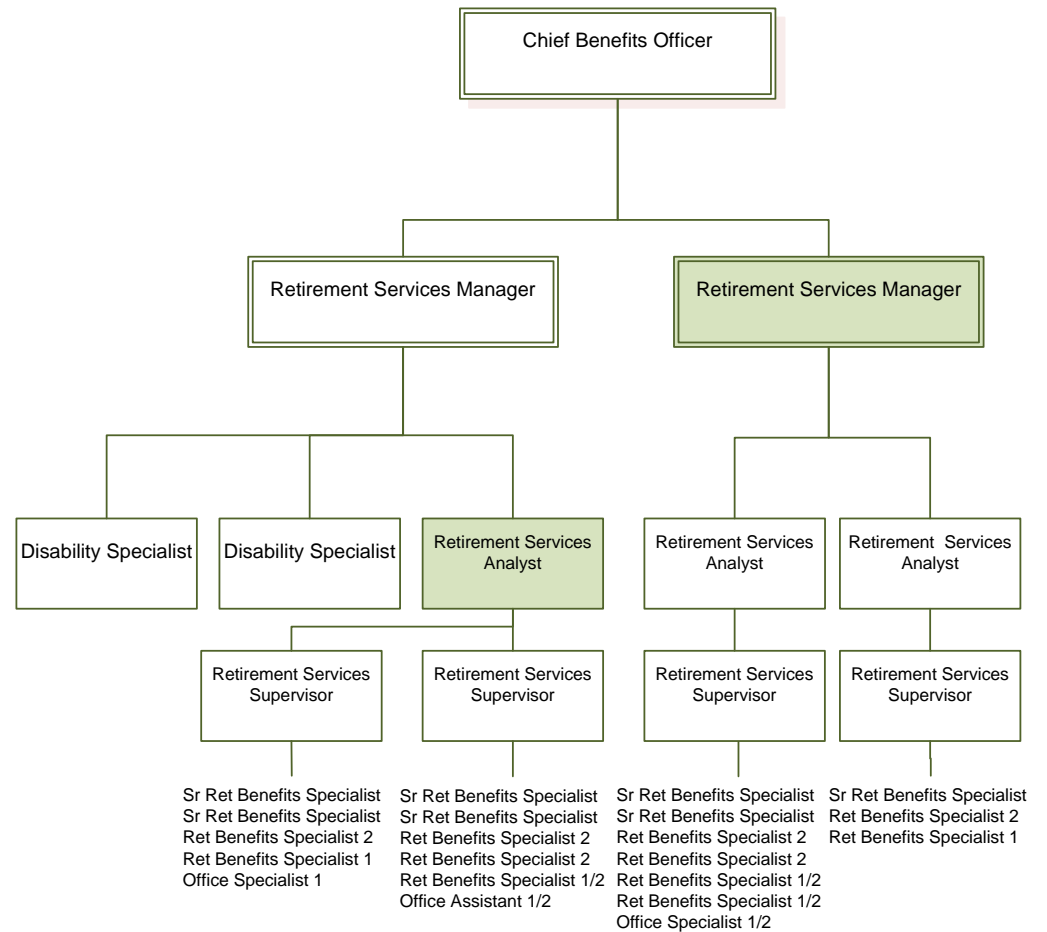


Benefits Staff Organization Chart

Current



Proposed





Staff Organization Chart

Proposed

