



Benefits & Services Committee Agenda

Teachers' Retirement Board

May 2, 2024

2:35 p.m.

Or Upon Adjournment of Regular Meeting

Board Room, 100 Waterfront Place, West Sacramento, CA 95605

Members of the public may view open session meetings on CalSTRS.com and provide public comment via telephone by calling (866) 236-6010. Board members may participate in this meeting via teleconference.

OPEN SESSION

<u>#</u>	<u>Agenda Items</u>	<u>Presenters</u>	<u>Time</u>
	Call to Order and Roll Call		
	<u>Action Item</u>		
	<i>There will be a public comment period at the end of each agenda item. The time allotment and other terms are subject to change and are at the discretion of the Committee Chair</i>		
1.	Approval of Committee Agenda	Chairperson	
	<u>Consent Agenda – Action</u>		
2.	Approval of Minutes of the January 10, 2024, Benefits and Services Committee Meeting – Open Session	Chairperson	
	<u>Information Items</u>		
3.	Quality Management and Account Review Approaches in Employer Services	Jeff Zimmer	15 mins.
4.	Evolving Telephony Technology within Benefits & Services	Shani Keyser Boes	15 mins.
5.	Input on 2024-25 Committee Work Plan	Bill Perez	5 mins.
6. *	Review of Information Requests	Chairperson	
7.	Draft Agenda for the Next Committee Meeting	Chairperson	
	<u>Consent Agenda – Information</u>		
8.	Key Performance Indicators	Chairperson	

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9.	Committee Charter Review	Chairperson	
	<u>Information Item</u>		
10. *	Opportunity for Statements from the Public	Chairperson	<i>10 mins.</i>
	<u>Adjournment</u>		

** no written material*

Note: Items designated for information are appropriate for committee action if the committee wishes to take action. Items on the agenda of board committees may be referred to the board for discussion and possible action. Agenda items may be taken out of order with the approval of the Chairperson. Board members who are not members of the committee may attend and observe, but may not participate in the discussion of agenda items.