

## San Mateo County 2018 Annual Performance Standard Report

Item	Description	Guarantee	Timeframe	Completion Date			Results
Participant Call Center Response Time	A. Telephone calls to service center(s) will be answered within 80 seconds 80% of the time. Quarterly summary / review due before the end of the month following the quarter.	\$1,000 per year for failure to meet annual, calendar year average.	1 <sup>st</sup> Qtr 2018 2 <sup>nd</sup> Qtr 2018 3 <sup>rd</sup> Qtr 2018 4 <sup>th</sup> Qtr 2018 2018 total	Average speed of Answer (seconds)	w/in 80 Sec	Standard Not Met	
				128 72 365 497 266	64% 76% 33% 16% 47.25%		
Participant Statements	B. Participant statements will be mailed within 10 business days after quarter-end.	\$5 per participant per quarter for each statement postmarked after 10 business days.	Quarterly	Q1 '18 100% Mailed by 4/10/18 Business Day 7 Q2 '18 100% Mailed by 7/10/18 Business Day 7 Q3 '18 100% Mailed by 10/9/18 Business Day 7 Q4 '18 100% Mailed by 1/8/19 Business Day 6			Met Standard
Processing	D. Process investment fund transfers, contribution reconciliation and posting within one business day and proposed method of measuring standard. Annual Report due 31 days after each 12 month period.	Maximum \$1,000 for failure to meet agreed-upon standard.	<b>Fund Transfers</b> 1 <sup>st</sup> Qtr 2018 2 <sup>nd</sup> Qtr 2018 3 <sup>rd</sup> Qtr 2018 4 <sup>th</sup> Qtr 2018	#	# w/in standard	% w/in standard	Met Standard
				204 124 174 171	204 124 174 171	100% 100% 100% 100%	
Processing			<b>Contributions</b> 1 <sup>st</sup> Qtr 2018 2 <sup>nd</sup> Qtr 2018 3 <sup>rd</sup> Qtr 2018 4 <sup>th</sup> Qtr 2018	6 7 7 6	6 7 7 6	100% 100% 100% 100%	Met Standard
Processing	E. Process hardship distributions, rollover requests, in-service distributions, and retiree distribution requests within 5 working days of acceptable documentation and propose method of measuring standard. Annual summary of performance by provider.	\$1,000 annually for failure to meet standard in 90% of actions.	<b>Hardships</b> 1 <sup>st</sup> Qtr 2018 2 <sup>nd</sup> Qtr 2018 3 <sup>rd</sup> Qtr 2018 4 <sup>th</sup> Qtr 2018	5 3 5 6	5 3 5 6	100% 100% 100% 100%	Met Standard

## San Mateo County 2018 Annual Performance Standard Report

Item	Description	Guarantee	Timeframe	Completion Date			Results
				#	# w/in standard	% w/in standard	
Processing			<b>Rollovers Out</b>				Met Standard
			1 <sup>st</sup> Qtr 2018	80	80	100%	
			2 <sup>nd</sup> Qtr 2018	82	82	100%	
			3 <sup>rd</sup> Qtr 2018	100	100	100%	
			4 <sup>th</sup> Qtr 2018	78	78	100%	
			<b>Rollovers In</b>				
			1 <sup>st</sup> Qtr 2018	21	21	100%	
			2 <sup>nd</sup> Qtr 2018	25	25	100%	
			3 <sup>rd</sup> Qtr 2018	19	19	100%	
			4 <sup>th</sup> Qtr 2018	26	26	100%	
Processing			<b>In-Service Distribution</b>				Met Standard
			1 <sup>st</sup> Qtr 2018	19	19	100%	
			2 <sup>nd</sup> Qtr 2018	39	39	100%	
			3 <sup>rd</sup> Qtr 2018	15	15	100%	
			4 <sup>th</sup> Qtr 2018	27	27	100%	
			<b>Retiree/Terminated Distribution</b>				
			1 <sup>st</sup> Qtr 2018	457		98.6%	
			2 <sup>nd</sup> Qtr 2018	419		97.7%	
			3 <sup>rd</sup> Qtr 2018	478		99.5%	
			4 <sup>th</sup> Qtr 2018	<u>728</u>		<u>99.2%</u>	
2018 Total	2,082		98.8%				
Plan Document Review	F. Review plan documents for legal, legislative compliance, identify policy issues between employer and provider and summarize, in writing, any recommended changes to documents.	\$500 for failure to provide each written summary.	Within 180 days of fund transition and annually thereafter.	All plan documents were reviewed and written confirmation of review was sent to County staff on February 5, 2018.			Met Standard  Annual Compliance review for 2018.msg





## San Mateo County 2018 Annual Performance Standard Report

Item	Description	Guarantee	Timeframe	Completion Date	Results
Investment Policy Review	G. Review investment policy and summarize, in writing, any recommended changes.	\$500 for failure to provide review/summary within specified timeframe.	Annually at the quarterly meeting prior to the fund evaluation results	A review of the investment policy was performed and a written confirmation was sent to County staff on August 21, 2018.	Met Standard  2018 Investment Policy Review.msg
Education Policy Review	H. Review education policy and summarize, in writing, any recommended changes.	\$500 for failure to provide review/summary within specified timeframe.	Annually at the quarterly meeting prior to the year end.	Completed. A red-lined policy statement document was presented for the committee to review at the Q3 2018 Deferred Compensation Committee meeting.	Met Standard
Quarterly Reports	A. Provide written summary of Quarterly Reports (as described in Section 6.2) to employer.	\$500 per failure to provide reports by specific date.	Mailed within 30 days of quarter-end.	Written summary Quarterly reports presented at the quarterly committee meetings. Electronic copies provided prior to the meetings.	Met Standard
Plan/Participant Enhancement Services	C. Provide written Plan/Participant Enhancement Services (as described in Section 6.5) to employer.	\$1,000 per month for failure to provide written report within specified time.	Annual Summary at time of Investment Review	We are in full compliance with our commitments described in section 6.5 and described in our Services Agreement.	Met Standard
Survey	A. Draft survey.	\$500 if failure to provide draft survey.	Draft due end of 4 <sup>th</sup> month after implementation.	Draft survey presented at 5/19/16 Committee meeting.	Met Standard
Survey	E. Repeat survey process steps described above for surveys at 24, 36, and 48 months after implementation.	\$1,000 for failure to provide Executive Summary and Recommended Actions by 26 <sup>th</sup> , 38 <sup>th</sup> , and 50 <sup>th</sup> month.	Executive Summary and Recommended Actions due by end of 26 <sup>th</sup> , 38 <sup>th</sup> , and 50 <sup>th</sup> month.	A survey was created and provided to the County in the fall of 2018. The county decided to defer distribution of the survey to 2019.	Met Standard
On-Site Training	A. Propose and schedule first year on-site training sessions and content of training for decision-makers and administrative	\$500 for failure to provide proposed training and \$500 for failure to provide four training sessions in	Proposal within 90 days after fund transition and education programs quarterly thereafter.	Per previous agreement MassMutual will conduct training sessions as requested.	Met Standard

## San Mateo County 2018 Annual Performance Standard Report

Item	Description	Guarantee	Timeframe	Completion Date			Results
	personnel.	any year of contract.					
Training	B. Develop and schedule new decision-maker training for employer identified new Committee members or administrative staff.	\$500 for failure to provide training within specific timeframe.	Provide half-day on-site training for identified new personnel within 30 days of notification by County.	Per previous agreement MassMutual will conduct training sessions as requested.			Met Standard
Educational Seminars	C. After implementation, provide mutually agreeable number of educational seminars annually to participants.	\$1,000 for failure to provide agreed-upon number of on-site group seminars.	Within 90 days after fund transition.	Educational seminars were provided throughout plan transition period. Participant communication and education plan reviewed and updated annually.			Met Standard
Newsletter	D. After implementation, provide newsletters to plan participants regarding plan benefits/issues.	Annual \$500 penalty for failure to provide quarterly newsletters.	Quarterly	Educational items provided electronically on the County's website.			Met Standard
On-Site Meetings	E. Provide representative on site for mutually agreeable number of days per month to meet with plan participants.	\$1,000 per year if agreed-upon number of days is not provided for 3 or more months.	Included in previously referenced Education and Communication Plan on an annual basis	Annually per mutual agreement with the County and Deferred Compensation Committee.			Met Standard
Training	F. Provide one half-day session per quarter to employer decision-making and administrative personnel on mutually agreeable topics	\$250 per quarter if education sessions are not provided.	Quarterly	Willing to provide with mutual consent from the County.			Met Standard
Processing	A. Process SDBA transfers within three (3) business days.	\$100 for each participant information compromised.		#	# w/in standard	% w/in standard	Met Standard
			1 <sup>st</sup> Qtr 2018	2	2	100%	
			2 <sup>nd</sup> Qtr 2018	5	5	100%	
			3 <sup>rd</sup> Qtr 2018	8	8	100%	
			4 <sup>th</sup> Qtr 2018	5	5	100%	

## San Mateo County 2018 Annual Performance Standard Report

Item	Description	Guarantee	Timeframe	Completion Date	Results
Security	A. Encrypt all laptops and remote computers carrying County participant information and provide written quarterly reports on any compromised of data that occurs.	\$100 for each participant information compromised and/or \$1,000 for each quarter in which report not provided.	Immediate notification of any data compromise (within 24 hours of provider knowledge of compromise) and quarterly written reports.	All laptops and devices are encrypted. No data has been compromised.	Met Standard
First – Fourth Quarter Attachments	 2018 Contribution Report.pdf	 61869 SLA 2018_With DIST TYPE.xls	 2018 Disbursements.xls	 2018 Transfers.xls	