



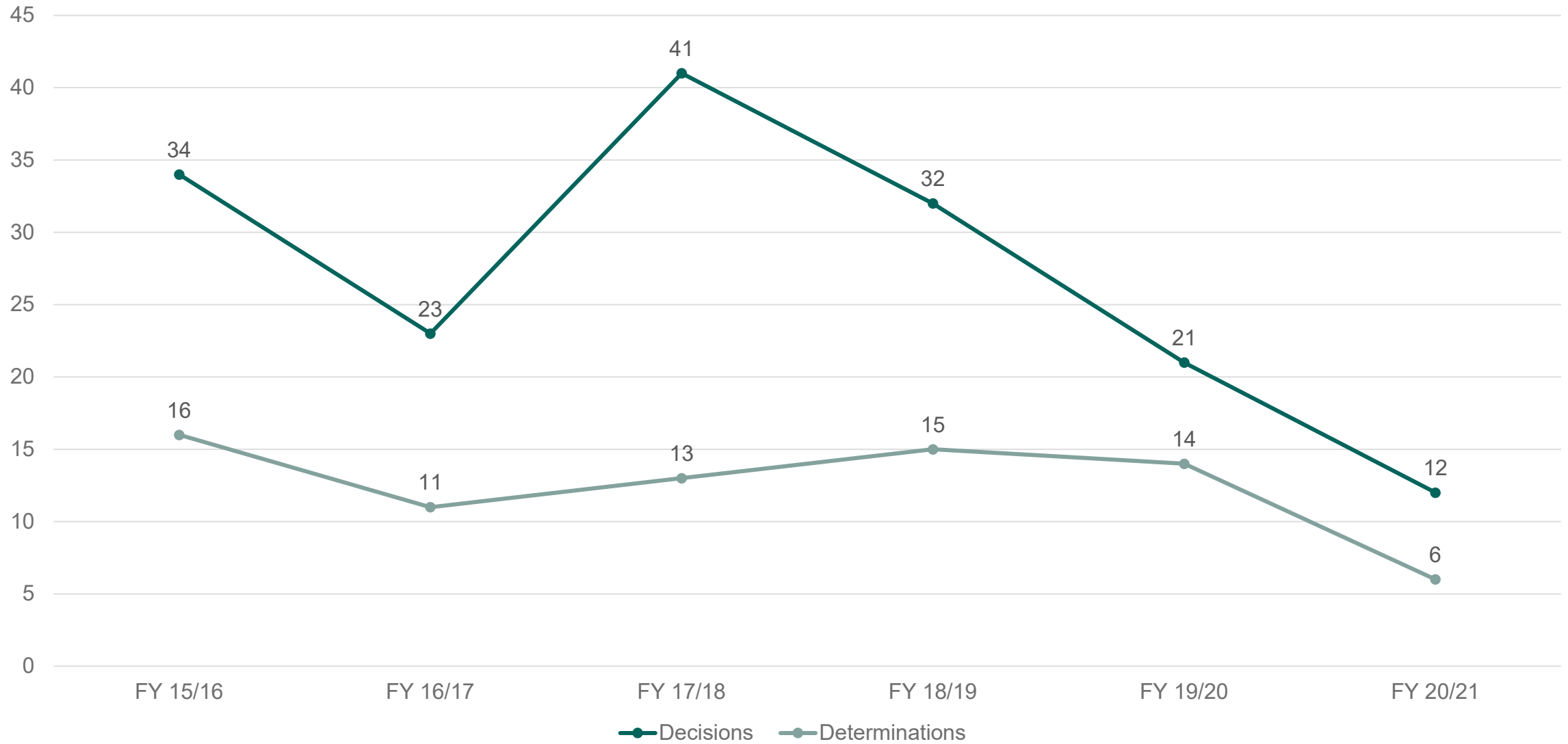
CALSTRS

Retirement Readiness: Service Delivery & Member Education of Appeals-Related Issues

Appeals Committee

March 2022

Decisions & Determinations



Decisions, FY 2020-21

- Program area decision made by the Director

Topic	Quantity
Option	3
Defined Benefit Supplement	3
SR Application Changes	2
Benefit Calculations	2
Benefit Eligibility	1
Postretirement Earnings	1

Determinations, FY 2020-21

- Determination made by program area Executive (Executive Review)

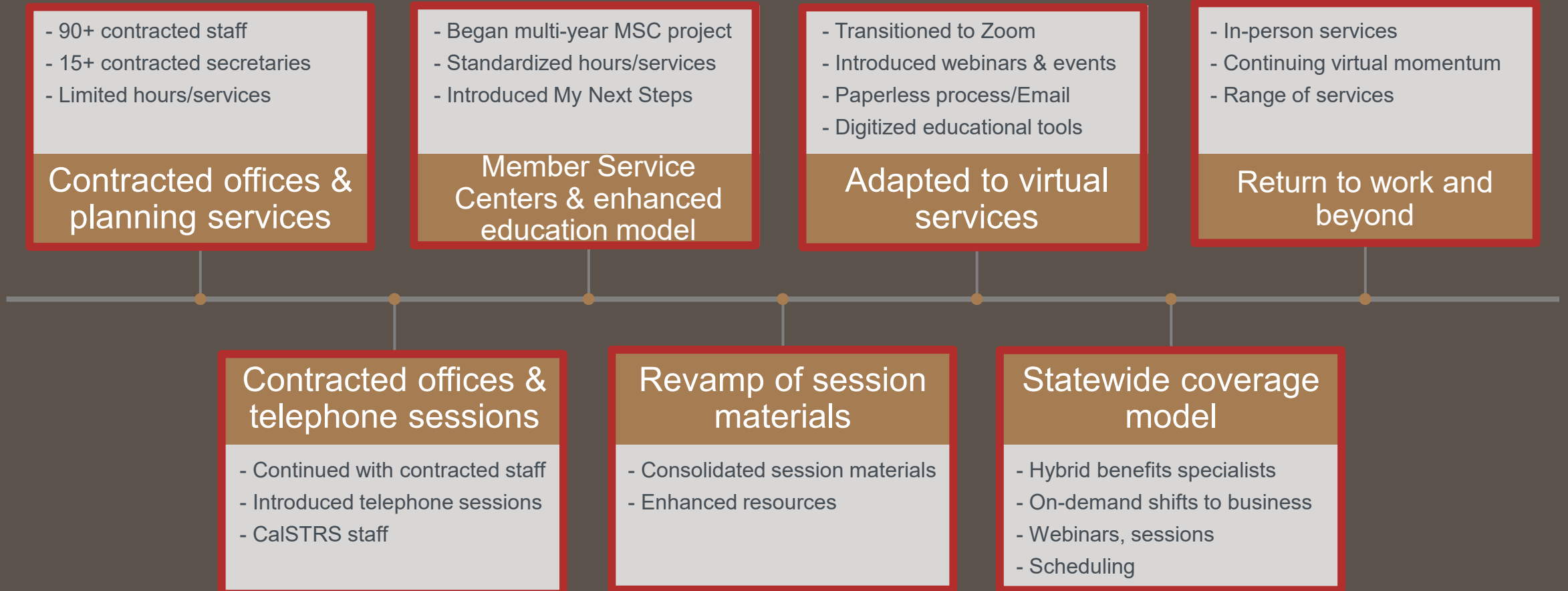
Topic	Quantity
Option	2
Defined Benefit Supplement	2
Benefit Calculation	1
Postretirement Earnings	1

Administrative Hearings, FY 2020-21

- Member appeals Executive Review

Topic	Quantity
Benefit Calculation (Final Compensation)	1 – denied, PD adopted by Appeals Committee
Option (Cancellation)	1 – denied, PD adopted by Appeals Committee

Evolution of Retirement Readiness



Benefits Specialist Lifecycle

NET

- Two weeks – pre-work
- Seven weeks – classroom learning
- Six months – transition visits
- Ongoing support to benefits specialists

QM

- Quality Control reviews
- Quality Assurance visits
- Identify training needs
- Ongoing support to benefits specialists

CE

- Regional meetings in Spring and Fall
- Monthly topical based refresher training
- Member Assistance Guide
- Timely resource emails & online education repository

Prepping – Page One



MARY MEMBER

Benefits Planning Prep Sheet

Client Id: 1010101010

Personal Information			Interview Model
Name Mary Member	Date of Birth 12/31/1958	Current Age 63	<input type="checkbox"/> A - Early Career
Address 100 Waterfront Place West Sacramento, CA 95605 USA			<input type="checkbox"/> B - Eligible for Retirement
Contact Phone 916-414-1234	Other Phone		<input type="checkbox"/> C - Retiring within 12 months
E-mail Address mmember@aol.com	Employer Escondido Union Elementary		<input type="checkbox"/> D - Disability

Appointment Information			
Date 1/10/2022	Time 8:15 AM	Benefits Specialist Sandy Specialist	Location Zoom Sessions
Format	Appointment Type	MSS Requested Appointment Type	
Telephone	Benefits Planning		

Appointment Notes
SERVICE RETIREMENT
 1. Projected retirement date: 6/2022
 2. Currently working: ft
 3. Unused SL days: 68
 Contract days: 187
 4. Option beneficiary: In Place *Change it to 50%
 5. Other Ret. System: No
 Three highest salaries:
 6. Phone #: 916-414-1234
 7. Email Packet: mmember@aol.com

Meeting ID: 984 0362 5301
 Passcode: 400504

Pre Appointment Questions	
Question	Answer

Account Information (PERQ / ACSTQ)		Retirement Formula: 2% at 60		
Coverage B	Legal Hold No	Reduced Workload No RWP	Cash Balance No	Case Review No
Account History	Status	Status Date		
Current Status	MEMBER	08/01/2010		



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Current Status		MEMBER	08/01/2010	

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B	No	No RWP	No	No
Account History	Status	Status Date		
Current Status	MEMBER	08/01/2010		

Prepping – Page Two



MARY MEMBER

Benefits Planning Prep Sheet

Client Id: 1010101010

Option	Election Date	Change / Cancel Date	Spouse / RDP	Bene Date of Birth	Option Beneficiary
100%	3/08/2018	-	S	10/11/1953	Mike S Member

Established or Received Date	New Form Needed
06/01/2015	Yes

Beneficiary Level	Beneficiary Name
Primary	Member , Mike

DB Service Credit (BALQ)

Defined Benefit Service Credit as of June 30, 2021
16.629

Unused Sick Leave
 Days: _____
 Contract: _____

Other Service Credit
 Nonqualified Service Credit Included
No

Local Service
No

Purchase Service Credit (ARMBR / ARSCC)

Type	Amount	Open	Paid In Full / Closed Date	Receivable Established
OUTSTATE	5.629	No	08/27/2019	YES

Final Compensation Query (verifiable through CLQ)

Current Year	Pay Periods	Current Pay Rate
		per _____

Period From Date	Period To Date	No. of Months	Earned Amount	Earnable Amount	Period Earnable
07/01/2020	06/30/2021	12.000	89,216.04	89,216.04	89,216.04
07/01/2019	06/30/2020	12.000	89,475.81	89,475.81	89,475.81
07/01/2018	06/30/2019	12.000	83,116.92	83,117.04	83,117.04
07/01/2017	06/30/2018	12.000	80,406.98	80,406.98	80,406.98
07/01/2016	06/30/2017	12.000	80,306.46	80,306.46	80,306.46
07/01/2015	06/30/2016	12.000	76,760.32	76,760.32	76,760.32
07/01/2014	06/30/2015	12.000	70,825.58	70,825.58	70,825.58
07/01/2013	06/30/2014	12.000	66,841.68	66,840.54	66,840.54
07/01/2012	06/30/2013	12.000	62,804.04	62,804.04	62,804.04
07/01/2011	06/30/2012	12.000	55,853.04	55,853.04	55,853.04
08/01/2010	06/30/2011	11.000	51,148.24	51,148.24	46,885.89

Year End Service Credit

Does not include adjustments or RWP

Fiscal Year	Service Credit
2020-2021	1.000
2019-2020	1.000
2018-2019	1.000
2017-2018	1.000
2016-2017	1.000
2015-2016	1.000
2014-2015	1.000
2013-2014	1.000
2012-2013	1.000
2011-2012	1.000
2010-2011	1.000
2009-2010	0.000

Pre-Election of an Option (BNPRE)

Option	Election Date	Change / Cancel Date	Spouse / RDP	Bene Date of Birth	Option Beneficiary
100%	3/08/2018	-	S	10/11/1953	Mike S Member

One Time Death Benefit Recipient (SBEN / SBENQ)

Established or Received Date	New Form Needed
06/01/2015	Yes

Beneficiary Level	Beneficiary Name
Primary	Member , Mike

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MARY MEMBER

Benefits Planning Prep Sheet

Client Id: 1010101010

Pre-Election of an Option (BNPRE)

Option	Election Date	Change / Cancel Date	Spouse / RDP	Bene Date of Birth	Option Beneficiary
100%	3/08/2018	-	S	10/11/1953	Mike S Member

One Time Death Benefit Recipient (SBBEN / SBENQ)

Established or Received Date	New Form Needed
06/01/2015	Yes

Beneficiary Level	Beneficiary Name
Primary	Member , Mike

DB Service Credit (BALQ)

Defined Benefit Service Credit as of June 30, 2021
16.629 Unused Sick Leave

Other Service Credit

Nonqualified Service Credit Included

No

Local Service

No

Purchase Service Credit (ARMBR / ARSCC)

Type	Amount	Open	Paid In Full / Closed Date	Receivable Established
OUTSTATE	5.629	No	08/27/2019	YES

Final Compensation Query (verifiable through CLQ)

Current Year	Pay Periods	Current Pay Rate
		per

Period From Date	Period To Date	No. of Months	Earned Amount	Earnable Amount	Period Earnable
07/01/2020	06/30/2021	12.000	89,216.04	89,216.04	89,216.04
07/01/2019	06/30/2020	12.000	89,475.81	89,475.81	89,475.81
07/01/2018	06/30/2019	12.000	83,116.92	83,117.04	83,117.04
07/01/2017	06/30/2018	12.000	80,406.98	80,406.98	80,406.98
07/01/2016	06/30/2017	12.000	80,306.46	80,306.46	80,306.46
07/01/2015	06/30/2016	12.000	76,760.32	76,760.32	76,760.32
07/01/2014	06/30/2015	12.000	70,825.58	70,825.58	70,825.58
07/01/2013	06/30/2014	12.000	66,841.68	66,840.54	66,840.54
07/01/2012	06/30/2013	12.000	62,804.04	62,804.04	62,804.04
07/01/2011	06/30/2012	12.000	55,853.04	55,853.04	55,853.04
08/01/2010	06/30/2011	11.000	51,148.24	51,148.24	46,885.89

Year End Service Credit

Does not include adjustments or RWP

Fiscal Year	Service Credit
2020-2021	1.000
2019-2020	1.000
2018-2019	1.000
2017-2018	1.000
2016-2017	1.000
2015-2016	1.000
2014-2015	1.000
2013-2014	1.000
2012-2013	1.000
2011-2012	1.000
2010-2011	1.000
2009-2010	0.000

DB Service Credit (BALQ)

Defined Benefit Service Credit as of June 30, 2021
16.629

Unused Sick Leave

Days: _____

Other Service Credit

Nonqualified Service Credit Included

No

Local Service

No

Contract: _____

Purchase Service Credit (ARMBR / ARSCC)

Type	Amount	Open	Paid In Full / Closed Date	Receivable Established
OUTSTATE	5.629	No	08/27/2019	YES

Prepping – Page Two



MARY MEMBER

Benefits Planning Prep Sheet

Client Id: 1010101010

Pre-Election of an Option (BNPRE)

Option	Election Date	Change / Cancel Date	Spouse / RDP	Bene Date of Birth	Option Beneficiary
100%	3/08/2018	-	S	10/11/1953	Mike S Member

One Time Death Benefit Recipient (SBBEN / SBENQ)

Established or Received Date	New Form Needed
06/01/2015	Yes

Beneficiary Level	Beneficiary Name
Primary	Member , Mike

DB Service Credit (BALQ)

Defined Benefit Service Credit as of June 30, 2021	Unused Sick Leave
16.629	Days: _____ Contract: _____

Other Service Credit

Nonqualified Service Credit Included

No

Local Service

No

Purchase Service Credit (ARMBR / ARSCC)

Type	Amount	Open	Paid In Full / Closed Date	Receivable Established
OUTSTATE	5.629	No	08/27/2019	YES

Final Compensation Query (verifiable through CLQ)

Current Year	Pay Periods	Current Pay Rate	per			
Period From Date	Period To Date	No. of Months	Earned Amount	Earnable Amount	Period Earnable	
07/01/2020	06/30/2021	12.000	89,216.04	89,216.04	89,216.04	
07/01/2019	06/30/2020	12.000	89,475.81	89,475.81	89,475.81	
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2013-2014	1.000
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2010-2011	1.000
2009-2010	0.000

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Current Year	Pay Periods	Current Pay Rate	per			
Period From Date	Period To Date	No. of Months	Earned Amount	Earnable Amount	Period Earnable	
07/01/2020	06/30/2021	12.000	89,216.04	89,216.04	89,216.04	
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2016-2017	1.000
2015-2016	1.000
2014-2015	1.000
2013-2014	1.000
2012-2013	1.000
2011-2012	1.000
2010-2011	1.000
2009-2010	0.000

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MARY MEMBER

Benefits Planning Prep Sheet

Client Id: 1010101010

Last Comp Date: 6/30/2021 Exceptions Inct: No Last Activity Date: 11/30/2021
Final Comp Seq Date: Exception Line Found: No

Account Balances	
Defined Benefit Contributions as of June 30, 2021	
Post Tax:	Contributions and Interest Total:
129,600.67	217,016.37
DBS Account Balance as of June 30, 2021	
Post Tax:	Contributions and Interest Total:
0.00	2,470.49

Client Relationship Query (CRQ)			
DB Acct:	1010101010	Status:	MEMBER 08 01 2010
Last Acctv:	11 30 2021	Cov:	B
Primary Bene IS	MEMBER, MIKE	517-88-XXXX	M 10/11/89
Pre-Option 6 Bene IS	MEMBER, MIKE S	517-88-XXXX	M 10/11/89
Relationship(s) to no specific account			
Current Spouse IS	MEMBER, MIKE S	517-88-XXXX	M 10/11/89

Event Tracking (ETCICQ)			

Appointment History			
Date	Benefit Specialist	Location	Attended
2/9/2017	S.Specialist	San Diego Member Service Center (Group Session)	Y

Account Balances

Defined Benefit Contributions as of June 30, 2021

Post Tax:	Contributions and Interest Total:
129,600.67	217,016.37

DBS Account Balance as of June 30, 2021

Post Tax:	Contributions and Interest Total:
0.00	2,470.49

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CALSTRS

MARY MEMBER

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Account Balances

Defined Benefit Contributions as of June 30, 2021
Post Tax: Contributions and Interest Total:
129,600.67 **217,016.37**

DBS Account Balance as of June 30, 2021
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0.00 **2,470.49**

Client Relationship Query (CRQ)

DB Acct: 1010101010 Status: MEMBER 08 01 2010 Last Actv: 11 30 2021 Cov: B
Primary Bene IS MEMBER, MIKE 517-58-XXXX M 10/11/53
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NEAR RETIREMENT

My Next Steps

To help you with your retirement decisions and completing your *Service Retirement Application*

Your benefit of a lifetime

As your retirement plan, CalSTRS is committed to your secure financial future.

Your CalSTRS monthly retirement benefit is a defined benefit pension calculated using a formula that provides a fixed percentage of your final compensation based on your age at retirement and your years of service:

service credit x age factor x final compensation = your retirement benefit

You can choose to distribute your retirement benefit over your lifetime and the lifetime of one or more beneficiaries. You'll receive a reduced lifetime monthly benefit based on the option you elect, your age and your beneficiary's age. Upon your death, your option beneficiary will receive a lifetime monthly benefit.

Inside you'll learn more about your retirement benefits and the decisions you'll need to make before you retire.



View our member videos

For a quick understanding of topics you may need to know to help you with your retirement decisions:

- *Beneficiary Options*
- *Defined Benefit Supplement Program*
- *Introduction to Social Security*
- *Understanding the Formula*
- *Your Disability Benefits*
- *Your Survivor Benefits*

➤ [CalSTRS.com/videos](https://www.calstrs.com/videos)



Read our newsletters

CalSTRS Connections

Provides information about benefits, retirement planning, workshops, legislative news and more. Published in spring and fall.

Retired Educator

Covers updates on benefits and services, legislation and more. Published in summer and winter.



Go paperless

Sign up on *myCalSTRS* to receive your newsletters electronically to help us conserve natural resources and reduce printing costs.

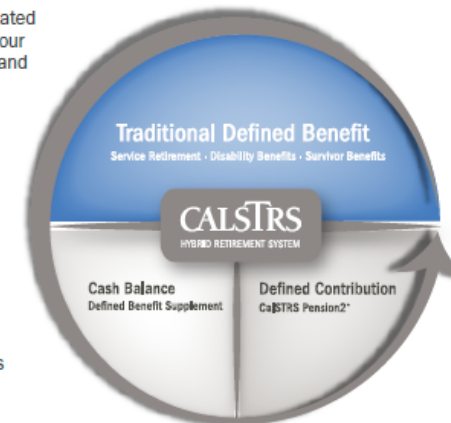
Your CalSTRS retirement at a glance

If you're like most educators, your retirement income will come from four main sources:

1 Your CalSTRS monthly defined benefit pension	2 Your CalSTRS Defined Benefit Supplement account funds	3 Your Investment savings, such as CalSTRS Pension2® 403(b) and 457(b) plans	4 Other personal savings
--	---	--	------------------------------------

CalSTRS administers a hybrid retirement system consisting of traditional defined benefit, cash balance and voluntary defined contribution plans:

- **Traditional defined benefit plan:** Your monthly retirement benefit is a defined benefit pension calculated using a formula that provides a fixed percentage of your final compensation based on your age at retirement and your years of service:
service credit x age factor x final compensation
- **Cash balance plan:** Your CalSTRS Defined Benefit Supplement account is a cash balance plan. A portion of your and your employers contributions on earnings in excess of one year are credited to your Defined Benefit Supplement account. Your account earns guaranteed interest and possible additional earnings credits. At retirement, you receive a benefit that is equal to your total account balance.
- **Defined contribution plan:** CalSTRS Pension2 offers 403(b), 457(b), Roth 403(b) and Roth 457(b) plans for additional income in retirement. Contribute to your tax-advantaged account through paycheck deductions. The amount you have at retirement depends on your contributions, investment gains or losses, and expenses.



Your income in retirement is a shared responsibility between CalSTRS and you. Explore ways to learn how to make your income last in retirement by attending our three-part Financial Awareness workshop series.

Learn more on the inside back cover.

My Next Steps

Date

Section 1: My member information

My CalSTRS Client ID is .

I am under the **CalSTRS 2% at 60** OR **CalSTRS 2% at 62** benefit structure.

My action item

- Register for myCalSTRS at myCalSTRS.com.

Section 2: My defined benefit retirement

- My retirement date must be at least one day after my last day of work, vacation or compensated approved leave. My last day of work, vacation or compensated approved leave will be . My expected retirement date will be .
- My service credit balance is as of June 30, . See *Your Service Retirement Estimates* for your projected service credit balances.
- I am interested in electing the following benefit:
 - Member-Only Benefit** OR **Modified Benefit:** 100% 75% 50% or Compound
- Any service credit I purchase must be paid in full before retirement.
- I may have the following service credit eligible to purchase:
 - Redeposit Permissive

My action items

- Review my *Retirement Progress Report*. Contact my employer immediately if I believe there's a discrepancy.
- Watch the *Beneficiary Options* video.
- Complete the *Preretirement Election of an Option* form if I want to elect a beneficiary option before I retire.
- Use the calculators at CalSTRS.com to estimate the cost to purchase service credit and the potential increase to my benefit.
- Read the *Purchase Additional Service Credit* booklet and watch the *Purchase Service Credit* video.
- Request a billing statement for the cost to purchase service credit if I have eligible credit I would like to purchase.

Notes

Section 3: Concurrent retirement – Other eligible California public retirement systems

- I am/was a member of the following retirement systems:
 - CalPERS SFERS LRS UCRP 1937 Act County:
- I will retire on the same date from CalSTRS and this retirement system.

My action item

- Contact the other system about my account, potential redeposit, available benefits and requirements.

Notes



Your CalSTRS retirement income consists of your lifetime monthly defined benefit pension + your Defined Benefit Supplement funds + your Pension2 403(b) or 457(b) account.

Section 4: My Defined Benefit Supplement account

- My Defined Benefit Supplement account balance is \$ as of .
 - I am interested in the following distribution choices:
 - Lump-sum payment (direct payment* or rollover)
 - Period-certain annuity of 3 to 9 years (direct payment* or rollover) or 10 years (direct payment only)
 - Lifetime annuity (direct payment only) **Member-Only annuity** OR **Beneficiary annuity:** 100% 75% 50%
 - Combination lump-sum payment* and annuity
- * Subject to a mandatory 20% federal and optional 2% California state tax withholding if not rolled over to a qualified plan.

My action items

- Review the estimates for my Defined Benefit Supplement account distribution on my *Retirement Progress Report*.
- Watch the *Defined Benefit Supplement Program* video series.
- Read the *Tax Considerations for Rollovers* booklet and discuss my distribution choices and tax considerations with a tax professional.

Notes

Section 5: My CalSTRS Pension2 accounts and other investments

- My Member-Only Benefit is % of my final compensation.
- I have the following personal investments: 403(b) 457(b) 401(k) IRA Roth IRA
 - Annuity Other:

My action items

- Visit 403bCompare.com to compare my employer's 403(b) plans, including costs, services and performance.
- Contact CalSTRS Pension2 at **888-394-2060** or go to Pension2.com to learn the advantages of opening a Pension2 account or making a rollover.
- Research my options for taking distributions from my investment accounts.
- Attend the CalSTRS Financial Awareness workshop series to learn how to maximize and protect my income and savings in retirement, how to choose a financial professional and more. Register at CalSTRS.com/webinars.

Notes

My Next Steps

Section 6: My disability and survivor benefits

- I have the following: Coverage A OR Coverage B
- My one-time death benefit is \$ _____ while working; \$ _____ after retirement.

Primary recipients: _____

Secondary recipients: _____

My action items

- Complete the *Recipient Designation* form to add, change or update my one-time death benefit recipients.
- Review my eligibility requirements in the *Member Handbook* and watch the *Disability Benefits* and *Survivor Benefits* videos.

Notes

Section 7: Health benefits, Medicare and Social Security

- CalSTRS does not provide any health benefits.
- I must sign up for Medicare as soon as I am eligible to avoid a penalty or delay in coverage. For most people, eligibility is reached at age 65. Check with Medicare if you or your spouse will be working and receiving employer health coverage past age 65. Learn more at ssa.gov/benefits/medicare.
- There are two Social Security offsets—the **Windfall Elimination Provision** can reduce but not eliminate my Social Security benefit from other work; and the **Government Pension Offset** can reduce and may eliminate my spousal, widow or widower Social Security benefit.

My action items

- Ask my district about health benefits in retirement. I may also want to contact Covered California, California's health benefit exchange, at **800-300-1506** or coveredca.com for information on health benefits in retirement.
- Contact the Health Insurance Counseling and Advocacy Program at **800-434-0222** or cahealthadvocates.org/HICAP for help with Medicare.
- Contact the Social Security Administration at **800-772-1213** or ssa.gov about Social Security benefits and offsets.

Notes

My Next Steps

Section 8: My service retirement application and benefit payments

- I can submit my *Service Retirement Application* no earlier than six months before my retirement date.
- I will receive my first payment within 45 days of my retirement date or the day CalSTRS receives my application, whichever is later.
- I have \$ _____ in post-tax contributions. My yearly exemption will be on my annual Form 1099-R (box 5).

My action items

- Contact my employer regarding resignation and retirement date requirements.
- Read the *Your Retirement Guide*. Signing my retirement application certifies I have read this publication.
- Print or make copies of my completed *Service Retirement Application* for my records.
- Submit my *Service Retirement Application* via myCalSTRS, in person, mail or fax.
- Submit the *Direct Deposit Authorization* form to receive my payments directly in my bank account.
- Submit the *Express Benefit Report* form to my district to verify my last day of work and unused sick leave.

Notes

Section 9: Postretirement earnings limitations and adjustments

- I have a 180-calendar day separation-from-service requirement if I return to work in the California public school system. My benefit will be reduced dollar for dollar by any pay I earn for performing retired member activities during this period.
- The annual earnings limit for the _____ / _____ fiscal year is \$ _____.
- I will receive a 2% increase to my initial benefit the first September following the one-year anniversary of my retirement date. The same dollar increase will be applied each September and appear in my October 1 payment. The annual benefit adjustment is not compounded or tied to inflation.

My action items

- Read the *Working After Retirement* fact sheet.
- Track my gross earnings after retirement to avoid exceeding the earnings limit if I perform retired member activities.

Notes



Have funds in your CalSTRS Defined Benefit Supplement account? Roll them over to Pension2 when you retire.

Pension2, the CalSTRS voluntary supplemental savings plan, offers 403(b), 457(b), Roth 403(b) and Roth 457(b) plans. With Pension2, you'll belong to a plan with:

- **Low and transparent costs**—no commissions, no load fees and no surrender charges.
- **Flexible investment options** that match all levels of investment ability.

Have other retirement savings accounts? Bring them all together

Now's the perfect time to combine your retirement accounts. By rolling over money currently held in other qualified retirement plans to CalSTRS Pension2, you'll be able to manage your retirement savings in one place and benefit from some great features.

Asset consolidation is a powerful management strategy. Combining all your retirement accounts into one account makes it easier to manage your overall investment strategy—when you have fewer accounts, you have less to keep track of and can focus on one investment strategy to meet your savings goals.

You may be able to save on costs. Why pay fees on multiple accounts, many of which may have investments with higher costs than investments offered in Pension2. Less in costs can translate into more money for you.

- For a no-cost, no-obligation comparison of the fees you may pay elsewhere and with Pension2, call **888-394-2060, option 2.**

For more information

Visit Pension2.com or call toll free 888-394-2060 to learn more.

Or scan this code.



At 403bCompare.com, you'll find an easy way to compare costs and more for your employer's 403(b) products.

CalSTRS Pension2 does not guarantee any rate of return on investments. Investing involves risk, including risk of loss of principal.

STAY ENGAGED, BE INFORMED!

Our publications

Member Handbook

Provides comprehensive information about benefits and resources.



Your Retirement Guide

Covers the decisions you'll need to make before you retire and includes a timeline.



Social Security, CalSTRS and You

Explains the two federal rules that affect the Social Security benefits you may receive as a spouse or through other employment. These rules will not affect your CalSTRS retirement benefit.



Community Property Guide

Summarizes how state law affects your benefits; includes methods of dividing community property interests and forms.



Purchase Additional Service Credit

Explains the types of service credit you can purchase, the purchase process and the steps to determine if buying service credit is the right decision for you.



Tax Considerations for Rollovers

Summarizes federal and state rules for rollovers, including income tax withholding.



Join CalSTRS? Join CalPERS?

Details differences between the two public retirement systems, changing systems, dual membership and concurrent retirement.



Working After Retirement

Covers the legal restrictions if you return to work after retirement and perform retired member activities, including substitute teaching.



Your Disability Benefits Guide

Explains eligibility requirements and how to apply.



➤ CalSTRS.com/publications



QR codes explained

Scan the QR code with your smartphone and you'll be quickly linked to the CalSTRS publication. Simply download a free QR code scanner application, then use your phone's camera to scan the barcode.



CalSTRS is here for you in retirement

As your retirement plan, CalSTRS is committed to your secure future, before and after retirement.

myCalSTRS

Easy. Secure. Convenient.

You can use your myCalSTRS account in retirement to:

- 1 Update your contact information, so you don't miss your 1099-R and other important communications.
- 2 Update your tax withholding preferences.
- 3 Sign up for direct deposit or change your financial institution information.
- 4 View current and past benefit payment information.
- 5 Keep your beneficiary information up to date.
- 6 Complete and submit forms.
- 7 Exchange secure messages with CalSTRS representatives.

➔ Register at myCalSTRS.com.



Your benefit has built-in inflation protection

Your retirement benefit is protected against rising prices in two ways:

1. Annual benefit adjustment

Starting September 1 after the first anniversary of your retirement date, your benefit increases automatically each year by 2% of your initial benefit. Adjustments are not compounded or tied to changes in the cost of living.

2. Purchasing power protection

Your retirement benefit has additional purchasing power protection. If inflation erodes the purchasing power of your retirement benefit to less than 85% of your initial monthly benefit, you'll receive an additional quarterly payment, subject to the availability of funds set aside for purchasing power protection.

Working after retirement: Know the laws

You can continue to receive your full CalSTRS retirement benefit, with no earnings limitations, if you take a job outside of CalSTRS-covered employment, including work in private industry, private schools, public schools outside of California, and the University of California or California State University system.

If you return to work after service retirement and perform retired member activities—including substitute teaching—within the California public school system as an employee, an independent contractor or an employee of a third party, there are restrictions under state and federal law. You cannot:

- Earn any pay without affecting your retirement benefit if you return to work before a 180-calendar day separation from service, except under a very narrow exception.
- Earn more than the annual earnings limit without affecting your CalSTRS retirement benefit.
- Work in a classified position except, under certain circumstances, as a teacher's aide.

➔ See the *Working After Retirement* fact sheet at CalSTRS.com/publications.



CalSTRS financial awareness workshop series

Our three-part financial awareness workshop series takes an in-depth look at financial planning, including saving money leading up to retirement, planning income and expenses in retirement, and protecting the retirement plans you've set in motion.

Save for Your Future

Learn household budgeting tips, how to establish short-term and long-term savings goals, and the strategies financial planners use to get their clients on the right financial path.

Plan for Your Future

Consider how you'll be spending your days in retirement and learn how to create an action plan to meet those goals.

Protect Your Future

Get help piecing together and protecting your retirement income. Learn ways to project your retirement income and expenses, and strategies to mitigate common retirement savings obstacles.

➔ CalSTRS.com/webinars



CalSTRS benefits planning offices

For current hours and to schedule an appointment, call us at 800-228-5453, option 3.

For the most recent listing of our offices, visit CalSTRS.com/local-offices.

Member service centers

Location

Fresno	Redding	Santa Clara
Glendale	Riverside	West Sacramento
Irvine	San Diego	

Satellite offices

Location

Bakersfield	Hanford	Ontario	San Francisco	Visalia
Ceres	Hayward	Oxnard	San Marcos	Walnut
Cordelia	Hesperia	Palm Desert	San Mateo	
Culver City	Lancaster	Palm Springs	Santa Barbara	
Downey	Los Alamitos	Pleasant Hill	Santa Maria	
El Centro	Murrieta	Salinas	Santa Rosa	

CalSTRS resources



WEB

CalSTRS.com
Click [Contact Us](#) to email
myCalSTRS.com
403bCompare.com

Pension2.com

STAY CONNECTED



CALL

800-228-5453
Calls from within the U.S.
916-414-1099
Calls from outside the U.S.

888-394-2060
CalSTRS Pension2®
Personal wealth plan

844-896-9120
Pension Abuse Reporting Hotline
CalSTRShotline.ethicspoint.com



WRITE

Postal mail
CalSTRS
P.O. Box 15275
Sacramento, CA
95851-0275

**Overnight delivery to
CalSTRS Headquarters**
100 Waterfront Place
West Sacramento, CA 95605



VISIT

Find your nearest
CalSTRS office at
CalSTRS.com/localoffices.

Call ahead to verify the
hours and services of your
local office.



FAX

916-414-5040

Defined Benefit Estimates



Client ID 1010101010
 Name Mary Member
 Date 1/14/2022

SERVICE RETIREMENT ESTIMATE (COVERAGE B)
 Counselor: Lan Le (West Sacramento)

RETIREMENT DATE

Projected Retirement Date	6/30/2022
Member Birth Date and Age at Retirement	12/31/1958 63 Yrs 6 Mos
Beneficiary Birth Date and Age at Retirement	10/11/1953 68 Yrs 8 Mos

SERVICE CREDIT

Service Credit as of 6/30/2021	16.629
Credited Service to Retirement Date (Estimate)	1.000
Credited Service	17.629
Unused Sick Leave Credit (68 / 187)	0.364

Total Service Credit 17.993

FINAL COMPENSATION

Highest Average 36 Month Earnable Salary / 36 = (\$89,216 + \$89,475 + \$83,116) / 36 = \$7,272

MEMBER-ONLY BENEFIT

Service Credit	x	Age Factor*	x	Final Compensation	=	Member Only Benefit
17.993		2.400%		\$7,272		\$3,140

Member Only Benefit = 43.18% of Final Compensation

MONTHLY MODIFIED BENEFIT

Beneficiary Name	Birthdate	Election Date	Option	Factor	Modified	Beneficiary	Member
BENEFICIARY	10/11/1953	3/8/2018	100%	0.9194	\$2,887	\$2,887	\$3,140

COMMENTS

Member provided unused sick leave information. Unused sick leave credit equals 68 days of unused sick leave divided by 187 days in contract work year. Up to .200 years of the sick leave can be used to qualify for the career factor and one-year final compensation. Member provided or verified salary. Discussed election of pre-retirement options. 100% Beneficiary Option was pre-elected on 3/8/2018.

This estimate of your monthly benefit was calculated using assumptions and data supplied by your employer, which are subject to change. It is your responsibility to ensure that the information is correct. This estimate is not binding upon you or CalSTRS. If a conflict arises between information provided by CalSTRS and the law, the law takes precedence. The Legislature and the Governor from time to time make statutory changes that may affect your CalSTRS benefits and that may affect any decision by you concerning your career or retirement. CalSTRS makes every effort to provide adequate information when going to print, but legislation can undergo rapid change. To stay informed about any possible changes, you should consult as many sources as possible including the California State Legislative Counsel Web site (www.leginfo.ca.gov), the CalSTRS Web site (www.calstrs.com), the CalSTRS Call Center (800-228-5453), CalSTRS Benefits Counselors or your union and elected legislative representatives.

- In-session estimates
- Follow-up estimates
- Estimate Only service
- Refer member to district or appropriate business area

Defined Benefit Estimates



Client ID 1010101010
 Name Mary Member
 Date 1/14/2022

SERVICE RETIREMENT ESTIMATE (COVERAGE B)

- In-session estimates

COMMENTS

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Member Only Benefit = 43.18% of Final Compensation

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Defined Benefit Supplement Estimates



DEFINED BENEFIT SUPPLEMENT ESTIMATE

Client ID:

Name:

Date: 01/14/2022

Select One Benefit Structure: Select One

Retirement Date

Projected Retirement Date

Member Birth Date

Beneficiary Birth Date

Projected Defined Benefit Supplement Account Balance

Estimated Account Balance as of Benefit Effective Date

Lump-Sum Payment*

- Equal to your account balance on your benefit effective date. No further benefit payable upon your death.

Lifetime Monthly Annuities

Monthly Member-Only Lifetime Annuity

- Lifetime monthly payment to you. Any remaining account balance paid to your death benefit recipient upon your death.

Monthly Modified Lifetime Annuities

- Lifetime monthly payment to you and your annuity beneficiary upon your death.

Beneficiary Relationship	Birth Date	Election Date	Option	Modified	Beneficiary	Member
Select One <input type="text"/>	<input type="text"/>	<input type="text"/>	100%	<input type="text"/>	<input type="text"/>	<input type="text"/>
			75%	<input type="text"/>	\$ 0	<input type="text"/>
			50%	<input type="text"/>	\$ 0	<input type="text"/>

Period-Certain Annuities

- Monthly payments paid over specified period. Any remaining annuity payments paid to your death benefit recipient upon your death.

3 years*	<input type="text"/>	4 years*	<input type="text"/>	5 years*	<input type="text"/>	6 years*	<input type="text"/>
7 years*	<input type="text"/>	8 years*	<input type="text"/>	9 years*	<input type="text"/>	10 years*	<input type="text"/>

COMMENTS

*Lump-sum payment and period-certain annuities of three to nine years can be taken as a direct payment, with a mandatory 20 percent federal tax withholding and an optional 2 percent California state tax withholding, or rolled over to a qualified plan.

If you're age 70½ or older and no longer working in a CalSTRS-covered position or not currently working for an employer covered by another public retirement system, and you request a 100-percent rollover of your account balance, CalSTRS will calculate and pay your required minimum distribution directly to you and roll over any remaining funds. The rollover will be considered a complete rollover, even though 100 percent of your account balance will not be rolled over.

All quoted amounts are reflected in gross dollars and do not reflect required income tax liabilities. Consult a tax professional or financial planner regarding tax considerations. This estimate of your monthly benefit was calculated using assumptions and data supplied by your employer, which are subject to change. This estimate is not binding on you or CalSTRS. If a conflict arises between information provided by CalSTRS and the law, the law takes precedence. The Legislature occasionally makes statutory changes that may influence your retirement decisions. Although we make every effort to communicate these changes to you, legislation sometimes changes quickly. To stay informed, consult a variety of sources, including the California State Legislative information website at leginfo.ca.gov, CalSTRS.com and your union or elected legislative representatives.

Defined Benefit Supplement Estimates



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3 years*	<input type="text"/>	4 years*	<input type="text"/>	5 years*	<input type="text"/>	6 years*	<input type="text"/>
7 years*	<input type="text"/>	8 years*	<input type="text"/>	9 years*	<input type="text"/>	10 years	<input type="text"/>

COMMENTS

*Lump-sum payment and period-certain annuities of three to nine years calculated with federal tax withholding and an optional 2 percent California state tax withholding. If you're age 70½ or older and no longer working in a CalSTRS-covered position or retirement system, and you request a 100-percent rollover of your account balance distribution directly to you and roll over any remaining funds. The rollover will be of account balance will not be rolled over.

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Select One <input type="text"/>	<input type="text"/>	<input type="text"/>	100%	<input type="text"/>	<input type="text"/>	<input type="text"/>
			75%	<input type="text"/>	\$ 0	<input type="text"/>
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Defined Benefit Supplement Estimates

CALSTRS

DEFINED BENEFIT SUPPLEMENT ESTIMATE

Client ID:

Select One Benefit Structure: Select One

Name:

Date: 01/14/2022

Retirement Date

Projected Retirement Date

Member

Beneficiary

Projected Estimate

Lump-Sum

- Equ

Lifetime

Monthly

- Life

Monthly

- Life

Beneficiary

Select One

Period-Certain Annuities

- Monthly payments paid over specified period. Any remaining annuity payments paid to your death benefit recipient upon your death.

3 years*	<input type="text"/>	4 years*	<input type="text"/>	5 years*	<input type="text"/>	6 years*	<input type="text"/>
7 years*	<input type="text"/>	8 years*	<input type="text"/>	9 years*	<input type="text"/>	10 years*	<input type="text"/>

COMMENTS

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If you're age 70½ or older and no longer working in a CalSTRS-covered position or not currently working for an employer covered by another public retirement system, and you request a 100-percent rollover of your account balance, CalSTRS will calculate and pay your required minimum distribution directly to you and roll over any remaining funds. The rollover will be considered a complete rollover, even though 100 percent of your account balance will not be rolled over.

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CalSTRS Disability Considerations

RR 1050 rev 05/21

CALSTRS

California State Teachers' Retirement System
P.O. Box 15275, MS 85
Sacramento, CA 95851-0275
800-228-5453
CalSTRS.com

MEMBER'S NAME

MEMBER'S CLIENT ID NUMBER

Please read the CalSTRS *Your Disability Benefits Guide* before you submit your *Disability Benefits Application*.

This disability information document provides you with an overview of the CalSTRS disability process and important considerations. It is a quick reference to topics you should consider before applying for a CalSTRS disability benefit. Unless otherwise noted, the page numbers refer to the CalSTRS *Your Disability Benefits Guide*.

Section 1: Do Not Delay - Pages 7 and 14

Do not delay in submitting your application, regardless of your work status. A delay in submitting your application could affect:

- Your ability to qualify for a benefit
- Your disability benefit effective date

Section 2: Application Requirements and Eligibility Basics - Pages - 13 - 14

You must submit your application while you are employed and have performed creditable service within the four months previous to application, or while on a compensated leave of absence. Otherwise, you must substantiate you were continuously incapacitated for the performance of job duties since your last day of actual performance. To qualify for a benefit your impairment must meet all of the following criteria:

- Your physical or mental impairment is permanent or expected to last continuously for at least 12 months beyond your last day of work.
- Your impairment prevents you from performing your usual duties with or without reasonable accommodation.
- Your impairment prevents you from performing any comparable level position or profession.
- A comparable level position is defined as any job at which you can earn 88 2/3 of your final compensation.

Section 3: Employer Resources

Consider these topics before applying for a CalSTRS disability benefit. Work with your employer for more information.

Topic	Resource
Reasonable accommodation	<i>Your Disability Benefits Guide</i> – Page 15
Health benefits – CalSTRS does not provide	<i>Your Disability Benefits Guide</i> – Page 12
Workers' Compensation	<i>Your Disability Benefits Guide</i> – Pages 8, 10, and 11
Individual or district paid income protection plans	Discuss with your employer
Sick leave and sub-differential pay	Discuss with your employer

Section 4: Required Documentation - Pages 15 and 30

CalSTRS will require substantiating medical documentation and documentation from your employer:

- Within 45 days of the request from your CalSTRS disability analyst.
- You are required and responsible to provide all requested documentation, as well as
- Pay any associated costs.

Section 5: Right of Subrogation - Page 18

If you pursue or have already pursued, a claim against a third party for the same impairment that entitles you to a disability benefit from CalSTRS, you must notify CalSTRS. This is true even if the claim has not yet resulted in court action. CalSTRS has a right to participate in the claim by filing our own action against the responsible party, intervening in your claim, or filing a lien against any judgement you may recover.



CalSTRS Disability Considerations continued

Section 6: Service Retirement During Evaluation of a Disability Application - Pages 8, 9, and 12

Even if you are eligible to apply for service retirement, you should carefully consider the following:

- You may be asked to seek reasonable accommodation during the disability application process. You should work with your employer regarding reasonable accommodation before you retire.
- Your service retirement effective date may be no earlier than the first day of the month in which your application is received while your disability application is under review.
- If your disability application is rejected, you will not be able to reapply for a disability benefit unless you terminate your service retirement benefit, earn an additional year of service credit and your condition has substantially changed.
- If you are not approved for a disability benefit, you will remain on service retirement. You may receive a service retirement benefit effective date that is earlier than the first day of the month in which your application was received only if you have indicated an earlier service retirement benefit effective date on your application. This earlier effective date must be after your last day of compensation and no earlier than January 1, 2014.
- If you are approved for a disability benefit, your service retirement benefit will be cancelled and retroactively converted to a disability benefit.

Section 7: Reductions to Your Disability Benefit - Page 17

If you are receiving payments or a lump sum from other sources for the same impairment or impairments, your CalSTRS disability benefit will be reduced.

CalSTRS Coverage A and B disability benefits will be reduced by workers' compensation payments. If you have Coverage A, your disability benefit also will be reduced by payments from other public systems:

- Social Security disability
- Federal military disability
- Employer-paid income protection plans
- Other disability programs financed with public funds

Section 8: Periodic Evaluation - Page 24

While you are receiving a disability benefit, CalSTRS will conduct periodic reviews to ensure you continue to qualify.

You will be asked to provide:

- Medical updates
- Financial updates
- Workers' compensation and other public systems updates

Section 9: Returning to Work - Page 25

If you return to active membership, your final retirement calculation will be affected by your time spent on disability.

Section 10: Acknowledgement

CalSTRS is committed to providing our members information to ensure they are able to make informed decisions. It is your responsibility to read the publication *Your Disability Benefits Guide* to ensure a clear understanding and expectation of the CalSTRS disability benefit and application process. By signing below, you are acknowledging the receipt of this information and the *Your Disability Benefits Guide* publication.

MEMBER SIGNATURE

SIGNATURE DATE (MM/DD/YYYY)

CalSTRS Disability Considerations

RR 1050 rev 05/21

CALSTRS
California State Teachers' Retirement System
P.O. Box 15275, MS 85
Sacramento, CA 95851-0275
800-228-5453
CalSTRS.com

MEMBER'S NAME

MEMBER'S CLIENT ID NUMBER

Please read the CalSTRS *Your Disability Benefits Guide* before you submit your *Disability Benefits Application*.

CalSTRS Disability Considerations continued

Section 6: Service Retirement During Evaluation of a Disability Application - Pages 8, 9, and 12

Even if you are eligible to apply for service retirement, you should carefully consider the following:

- You may be asked to seek reasonable accommodation during the disability application process. You should work with your employer regarding reasonable accommodation before you retire.
- Your service retirement effective date may be no earlier than the first day of the month in which your application

Section 10: Acknowledgement

CalSTRS is committed to providing our members information to ensure they are able to make informed decisions. It is your responsibility to read the publication *Your Disability Benefits Guide* to ensure a clear understanding and expectation of the CalSTRS disability benefit and application process. By signing below, you are acknowledging the receipt of this information and the *Your Disability Benefits Guide* publication.

MEMBER SIGNATURE

SIGNATURE DATE (MM/DD/YYYY)



Health benefits – CalSTRS does not provide	<i>Your Disability Benefits Guide</i> – Page 12
Workers' Compensation	<i>Your Disability Benefits Guide</i> – Pages 8, 10, and 11
Individual or district paid income protection plans	Discuss with your employer
Sick leave and sub-differential pay	Discuss with your employer

Section 4: Required Documentation - Pages 15 and 30

CalSTRS will require substantiating medical documentation and documentation from your employer:

- Within 45 days of the request from your CalSTRS disability analyst.
- You are required and responsible to provide all requested documentation, as well as
- Pay any associated costs.

Section 5: Right of Subrogation - Page 18

If you pursue or have already pursued, a claim against a third party for the same impairment that entitles you to a disability benefit from CalSTRS, you must notify CalSTRS. This is true even if the claim has not yet resulted in court action. CalSTRS has a right to participate in the claim by filing our own action against the responsible party, intervening in your claim, or filing a lien against any judgement you may recover.



RR1050

- Financial updates
- Workers' compensation and other public systems updates

Section 9: Returning to Work - Page 25

If you return to active membership, your final retirement calculation will be affected by your time spent on disability.

Section 10: Acknowledgement

CalSTRS is committed to providing our members information to ensure they are able to make informed decisions. It is your responsibility to read the publication *Your Disability Benefits Guide* to ensure a clear understanding and expectation of the CalSTRS disability benefit and application process. By signing below, you are acknowledging the receipt of this information and the *Your Disability Benefits Guide* publication.

MEMBER SIGNATURE

SIGNATURE DATE (MM/DD/YYYY)



Additional Materials

Coverage A Disability and Survivor Benefits

If you became a CalSTRS member on or before October 15, 1992, and you did not elect Coverage B before April 1993, you are under Coverage A.



Coverage B Disability and Survivor Benefits

If you became a CalSTRS member after October 15, 1992, you are under Coverage B. If you were a CalSTRS member on or before that date, you remain under Coverage A unless you elected Coverage B before April 1993.



Disability benefits

Disability retirement benefit

Eligibility requirements

You may be eligible for a disability retirement benefit if you:

- Have at least five years of service credit or have at least one year of service credit if your disability is the direct result of an unlawful act of bodily injury that occurred while on the job.
- Have a physical or mental impairment that is permanent or expected to last at least 12 continuous months beyond your last day of work and prevents you from performing your usual job duties with or without reasonable accommodations or duties of a comparable level position. A comparable level position is defined as any job at which you can earn two-thirds of your final compensation.
- Meet all the other eligibility requirements, including timelines for application and medical documentation.

If you're eligible to service retire, you can apply to receive a monthly service retirement benefit while your disability application is being evaluated.

The disability benefit

The disability retirement benefit is:

- Fifty percent of your final compensation;
- **AND**
- Ten percent of your final compensation for each eligible child under the age of 21, up to 40%.

You can choose to provide a lifetime monthly benefit to someone after your death. If you choose an option beneficiary, your monthly disability benefit will be reduced.

Reductions to your disability benefit

Your monthly disability retirement benefit, including the amount you receive for eligible dependent children, will be reduced by payments from:

- Workers' compensation.
- Judgments against or settlements with the third party that caused your impairment.

Election of an option

If you have a preretirement election of an option, it will be voided automatically as of the effective date of your disability benefit. If you elect a modified disability benefit, it will become effective on the effective date of your disability benefit.

➔ To learn more, see the [Member Handbook](#) and the [Your Disability Benefits Guide](#).



Social Security, CalSTRS and You

Get the facts on two federal rules that may affect you

As a California public school educator, you do not contribute to Social Security, so you will not receive a Social Security benefit for your CalSTRS-covered employment when you retire.

If you or a spouse paid into Social Security through non-CalSTRS covered employment, two federal rules, the Windfall Elimination Provision and the Government Pension Offset, may be used in the calculation of your Social Security benefit. Social Security is a federal program, and neither CalSTRS nor the State of California has control over eligibility requirements or benefit calculations.

These rules affect only your Social Security benefit. Your CalSTRS retirement benefit will not change.



Windfall Elimination Provision

This federal rule affects your Social Security benefit that is based on your earnings from other employment.

- May reduce your Social Security benefit, but it will not eliminate it.
- Reduces the income replacement ratio covered under the first component of the Social Security benefit formula, known as a bend point, to as low as 40%. If you paid Social Security taxes on substantial earnings for:
 - Up to 20 years—This provision reduces the 90% factor of the Social Security computation formula to 40%.
 - 21 to 29 years—The 40% factor increases incrementally from 45% to 85%.
 - 30 or more years—There is no reduction to your Social Security benefit.

The following example was created based on a member turning 62 in 2021 with average Social Security-covered earnings of \$2,000.



Social Security substantial earnings

Social Security substantial earnings are defined each year. Here is a sampling:

1980	\$5,100
1990	\$9,525
2000	\$14,175
2010	\$19,800
2020	\$25,575

What does this mean for me?

Use the calculators at the Social Security Administration's [Information for Government Employees](#) page to see how the formula will affect you. Go to ssa.gov/gpo-wep for more information, including links to calculators that can provide personalized estimates.

Individual Benefits Planning Session Summary

RR-033B Rev. 02/20



California State Teachers' Retirement System
P.O. Box 15275, MS 89
Sacramento, CA 95833-0275
800-229-5453
CalSTRS.com

This summary is a record of topics discussed during your individual benefits planning session. Be sure to review the *CalSTRS Member Handbook* and stay informed about your CalSTRS benefits. The *CalSTRS Member Handbook* is available upon request or online at CalSTRS.com.

- Read more about your benefits, print forms, view publications, and sign up for workshops. Keep track of your personal account information online using [myCalSTRS](https://myCalSTRS.com) at CalSTRS.com
- Follow legislative changes at leginfo.ca.gov
- Be informed. Get the facts on CalSTRS funding strategy at CalSTRS.com/funding

Section 1: Topics and Information Discussed

Membership Information:

- Defined Benefit Formula
- One-time Death Benefit
- Disability and Survivor Benefits
- Beneficiary Options

Service Retirement:

- Service Retirement Estimate
- Defined Benefit Supplement Account
- Retirement Requirements

Cash Balance:

- Cash Balance Annuity Estimate
- Cash Balance Program Benefits
- Cash Balance Retirement Requirements
- Consolidation of Benefits
- Termination Process

Disability:

- Disability Benefit Estimate
- Disability Application Process

Other Information:

- Purchasing Service Credit
- CalSTRS Pension2
- 403b Compare
- Social Security
- Medicare
- Health Coverage
- Concurrent Retirement
- Community Property
- Reduced Workload Program
- Tax Considerations
- Online Tools

Section 2: Handouts Provided Member elected to view publications online

- My Next Steps
- Social Security, CalSTRS and You
- Member Handbook
- Service Retirement Guide
- Disability Guide
- Disability Considerations
- Other:

Section 3: Comments

The interactive benefits planning session discussion included all of the topics checked above.

CalSTRS Benefits Specialist (please print)

Section 4: Acknowledgement and Signature

CalSTRS is governed by the Teachers' Retirement Law. If a conflict arises between information provided by CalSTRS and the law, the law takes precedence. I acknowledge the receipt of materials and information indicated above.

Member's Name (please print)	Member's Client ID Number	Member's Email Address (please print)
Member's Signature	Signature Date (MM/DD/YYYY)	Name of Spouse / Representative Attending



Additional Resources

- Age Factor insert
- Concurrent Retirement Fact Sheet
- DBS insert
- Disability information
- Cash Balance information
- Community Property information
- LAUSD flyer
- Online video library
- Career stages webpages
- Monthly webinars

Ongoing Strategies - Internal

- Robust hiring and onboarding process
- Monthly topical based refresher training
- Monthly Benefits & Services Alliance meeting
- Retirement Experience Survey workgroup
- CalSTRS business partners presenting at:
 - Some Time with Sandy
 - Regional meetings
 - All-Staff meetings
- Identifying and forecasting trends
- Making parallels to BenefitConnect functionality

Ongoing Strategies - External

- Engage members multi-modally
- New offerings and events
 - Marketing campaigns
 - Email blasts
 - Social media
 - Blog
 - Newsletters
- Stakeholder engagement

RR at-a-glance

- Average NET final exam score: **89%**
- Average QC score: **96.6%**
 - **10.8%** of all sessions QC annually
- Average QA score: **92.5%**

2020/21 at-a-glance

- 63,593 member touchpoints via RR services
 - 89% of members expressed high level of satisfaction with their benefits planning session
- 13,558 SR benefits established
 - 87% of members expressed high level of satisfaction with the service retirement experience
 - Benefits Specialists are one of the most helpful resources during the retirement process



Questions