

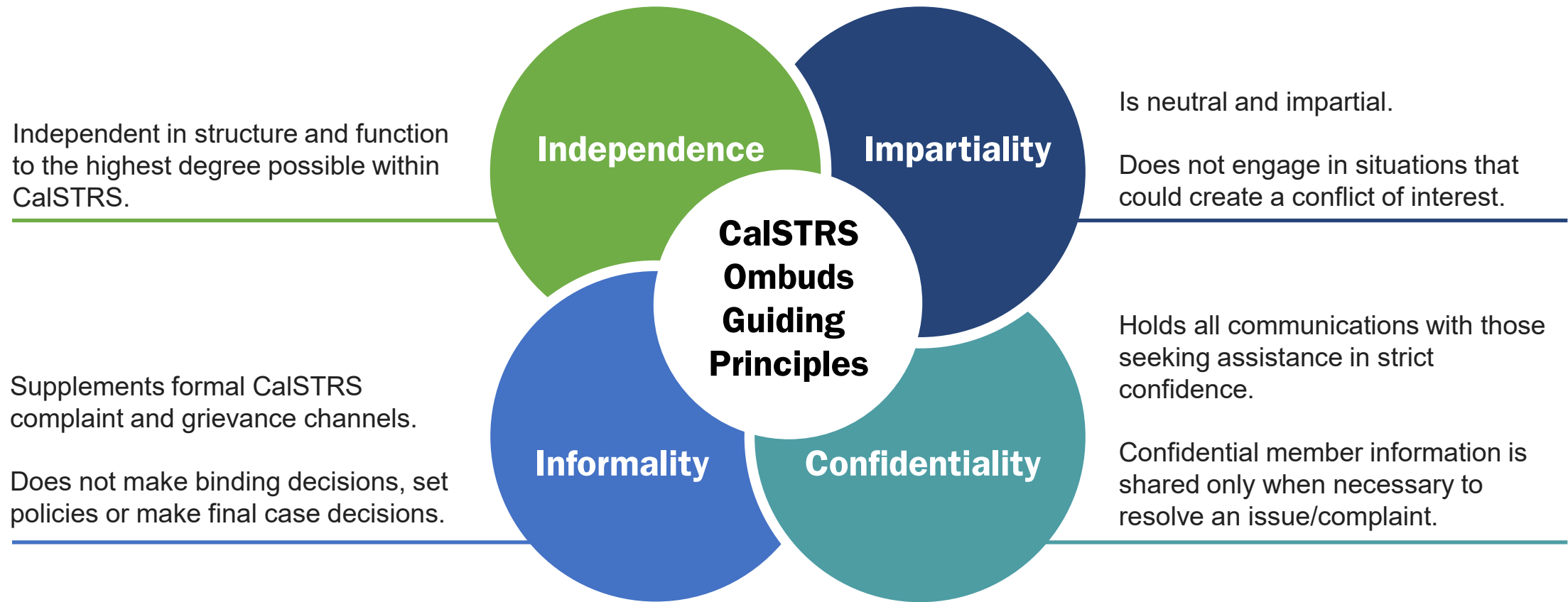


Office of the Ombuds

A trusted resource in resolving
problems, disputes and complaints



Guiding principles of practice



Guiding principles of practice

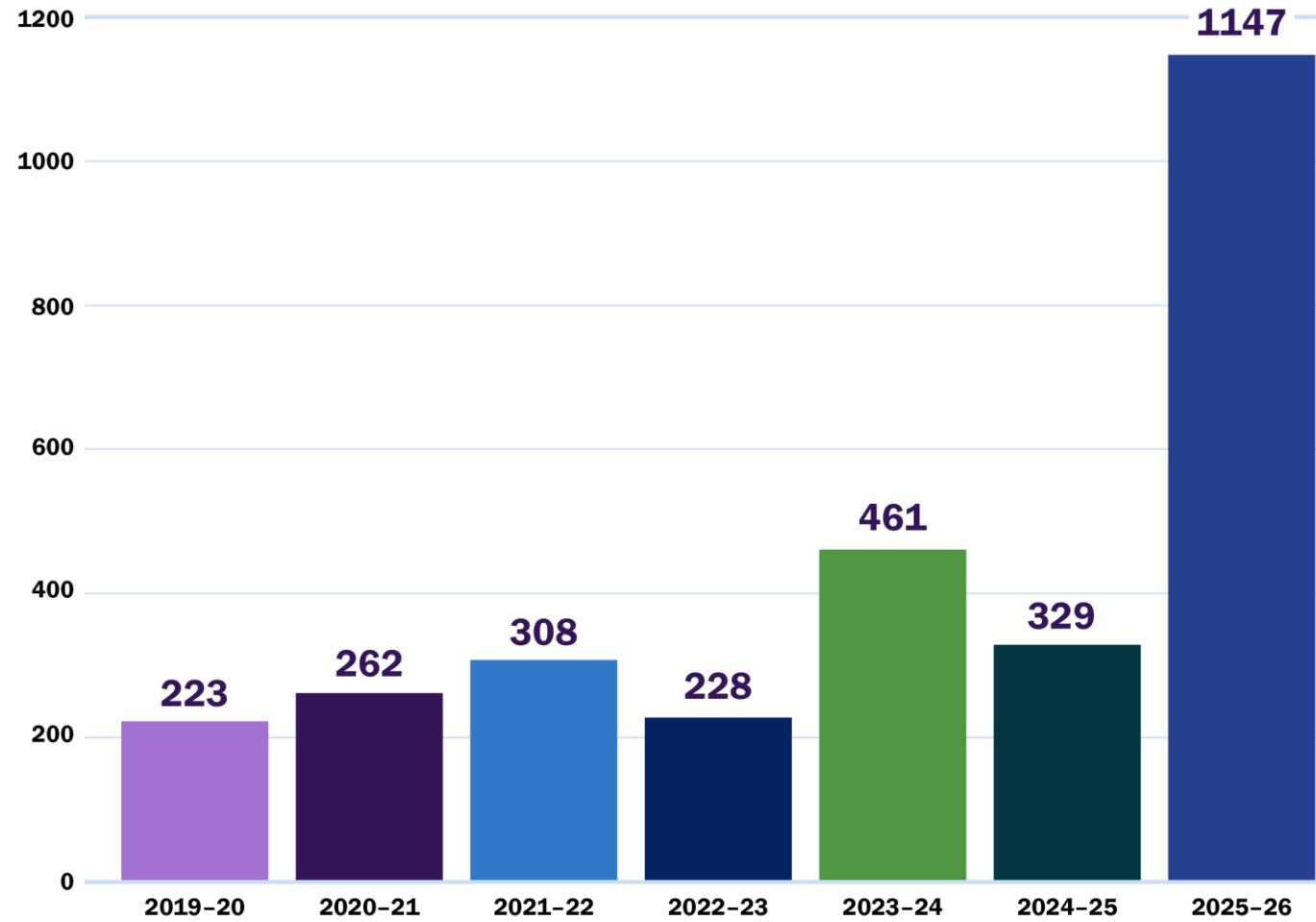
What we do

- Provide a respectful, safe and confidential environment.
- Advocate on a member's behalf.
- Explain relevant CalSTRS laws, regulations and policies.
- Provide referrals to other services within CalSTRS.
- Provide reporting to CalSTRS' CEO.

What we don't do

- Make binding decisions.
- Mandate policies.
- Formally adjudicate issues for CalSTRS.
- Provide legal advice.
- Represent members in any formal administrative or legal hearings.

Total ombuds cases



Contact demographics

Benefit status

55%

Service retirement **40%**



Beneficiary **11%**



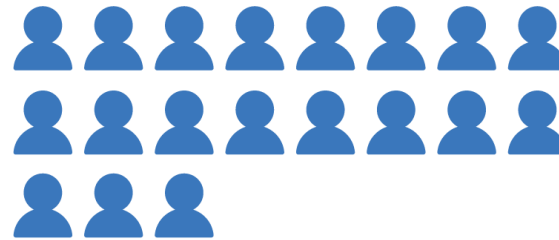
Disability **4%**



Active and inactive members

39%

Defined Benefit **38%**



Cash Balance **1%**



Other

6%

Nonmember **3%**

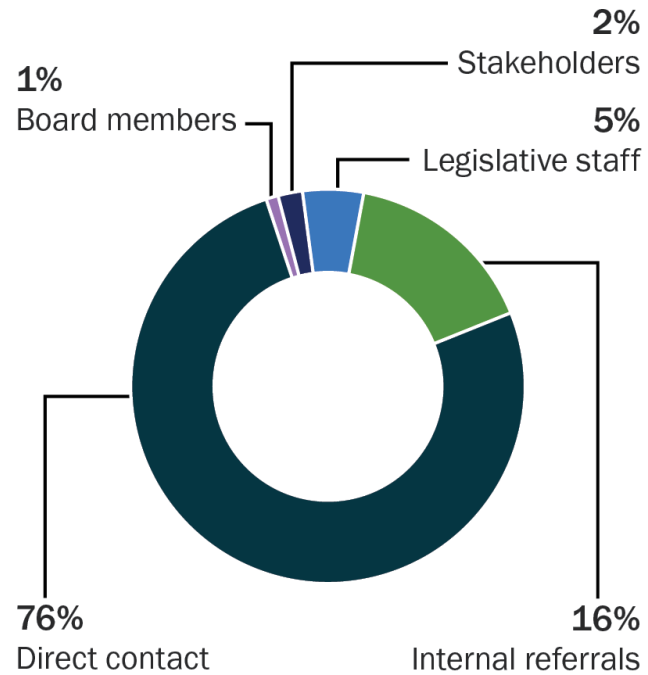


Refund **3%**

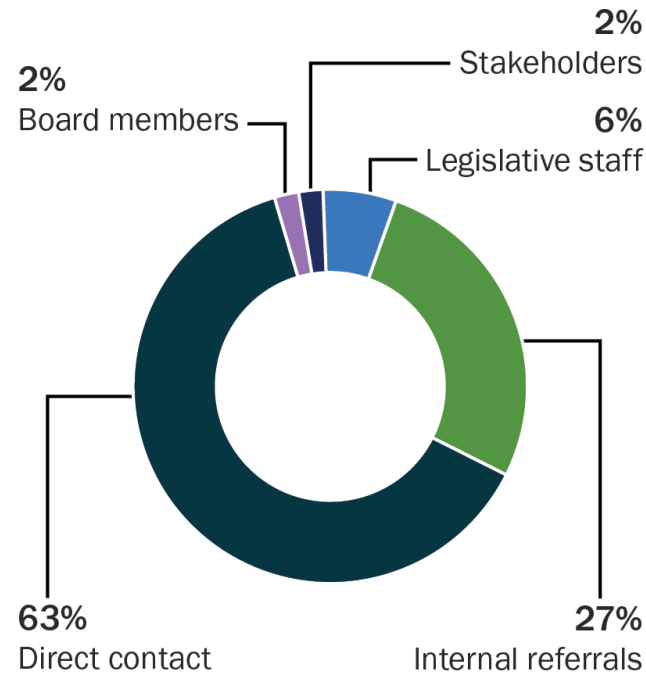


Contact methods

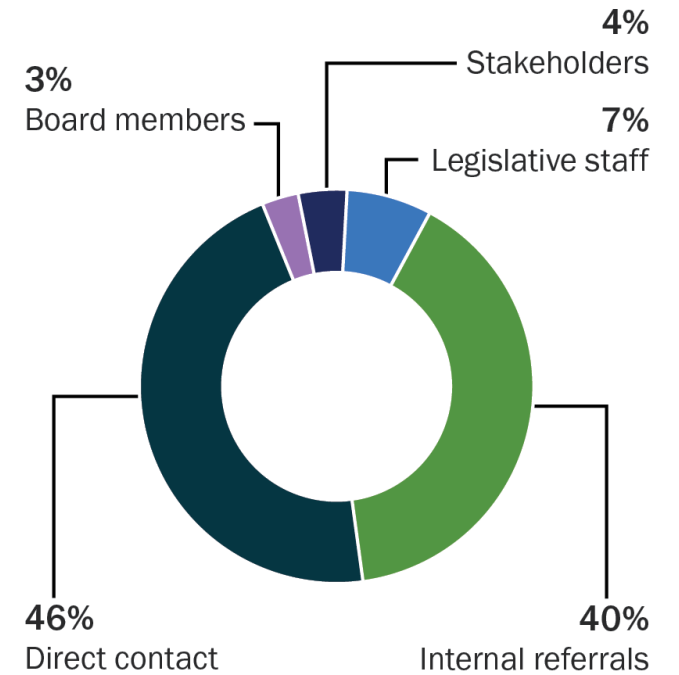
— Fiscal year 2025-26 —



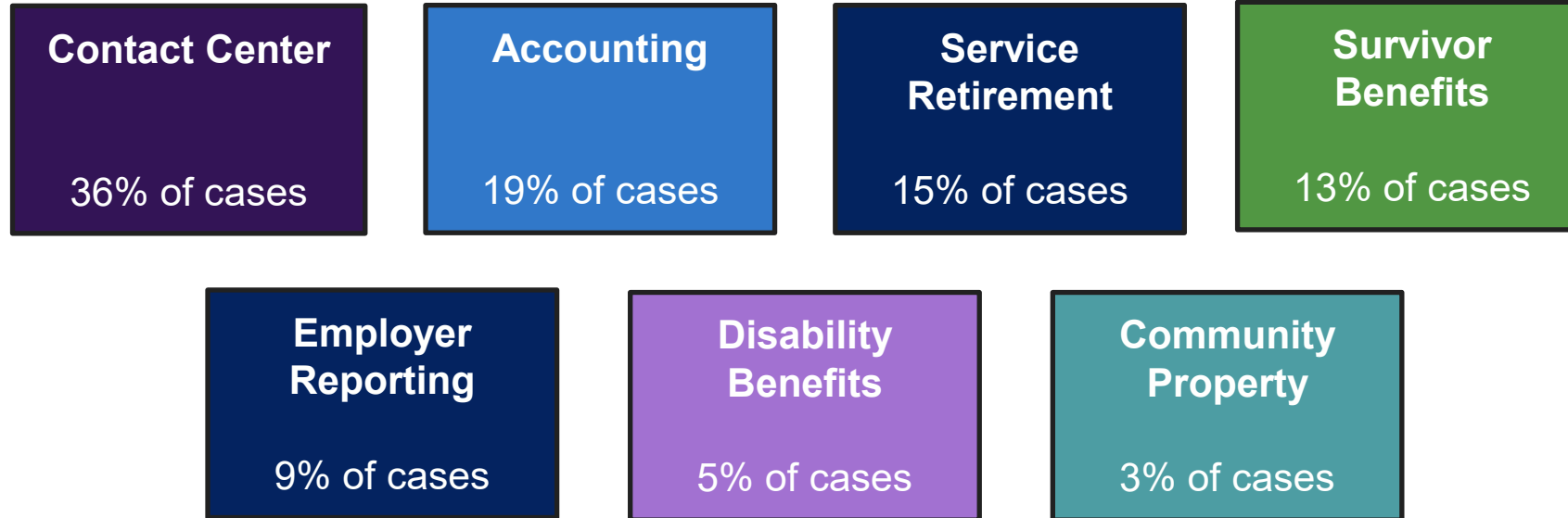
— Fiscal year 2024-25 —



— Fiscal year 2023-24 —



Case types and themes



Looking ahead to 2026–27



Ongoing pension
system stabilization



Visibility at
member service centers



Board elections



CALSTRS®

The logo for CALSTRS is centered on a dark teal background. The text "CALSTRS" is in a white, serif font. A registered trademark symbol (®) is located at the end of the word. The background features a dark teal central area, a purple header bar, and vertical bars in green, blue, and dark blue on the sides.