

Public Agenda Item #18

Agency Update

December 7, 2021

Porter Wilson, Executive Director

Implementation of Senate Bill 321

Group 4 Cash Balance Retirement Benefit



- Enrollment begins with new state employees starting work on or after September 1, 2022
- Work involves the development of computer systems, data interfaces, operational policies and procedures, administrative code rules, and communication / educational materials
- Extensive use of internal resources and external partners

Implementation of Senate Bill 321

Cash Balance Retirement Benefit (continued)



- **Legacy Payment:** 1st payment of \$510 million received in September 2021
- **Enrollment / Administration System:**
 - Ongoing development of internal hybrid administration system using Agile development models (designed to mitigate impact to legacy systems)
 - Coordination with external agencies to appropriately interface administration system with state payroll systems
- **Policy Development:** 4 policies adopted, 2 under development – rule proposals planned for Board review beginning in May 2022
- **Communications:** summary notifications and early recruitment materials distributed, materials workload inventory in development

Customer Benefits Update



Internal Initiative “Action Beyond the Call”

- Staff recruitment and retention
- Improving call answer times
- Improving processing times
- Streamlining processes

Plan Year 2022 Fall Enrollment

Benefits enrollment information



ERS mailed
102,986 PBES
packets.



ERS' Fall Enrollment
webpage had about
1,540 views.



Retirees made
4,367 coverage
changes.

Plan Year 2022 Fall Enrollment



Contact with retirees



Received
3,550 enrollment
related calls



366 retirees participated in
22 webinars and 9 phone
sessions, with a 95%
average helpfulness rating.

State Employee Charitable Campaign



- 63% of ERS employees contributed
- Four divisions had 100% participation
- Full agency effort lead by Andrew Hodson and Betty Martin

General Counsel Announcement



- Cynthia Hamilton named General Counsel effective October 1, 2021
 - Graduate of The George Washington University National Law Center
 - 4 years of ERS service, with prior service as a state agency general counsel
 - Certified by the Texas Board of Legal Specialization in Civil Appellate Law and holds certification as a Sr. Professional in Human Resources
 - Welcome addition to the senior leadership team

Questions?