

# Public Agenda Item #25

## *Agency Update*

March 9, 2022

Porter Wilson, Executive Director

# Customer Benefits Update

## “Action Beyond the Call” Initiative



- Update and progress on internal initiative “Action Beyond the Call”
  - Staff recruitment and retention
    - Vacancies and New Hires
    - Direct Hire Process for Contact Center
    - Market Review and Salary Analysis for other Departments in Customer Benefits
  - Improving call answer times
  - Improving processing times
  - Streamlining processes

# Agency Update



## *Group 4 Cash Balance Retirement Benefit*

- New employees joining the state workforce on or after September 1, 2022
- Implementation includes significant changes to technical systems, data interfaces, administrative rules, policies, procedures, communications and educational materials
- Multi-divisional effort requires considerable time investment from internal resources

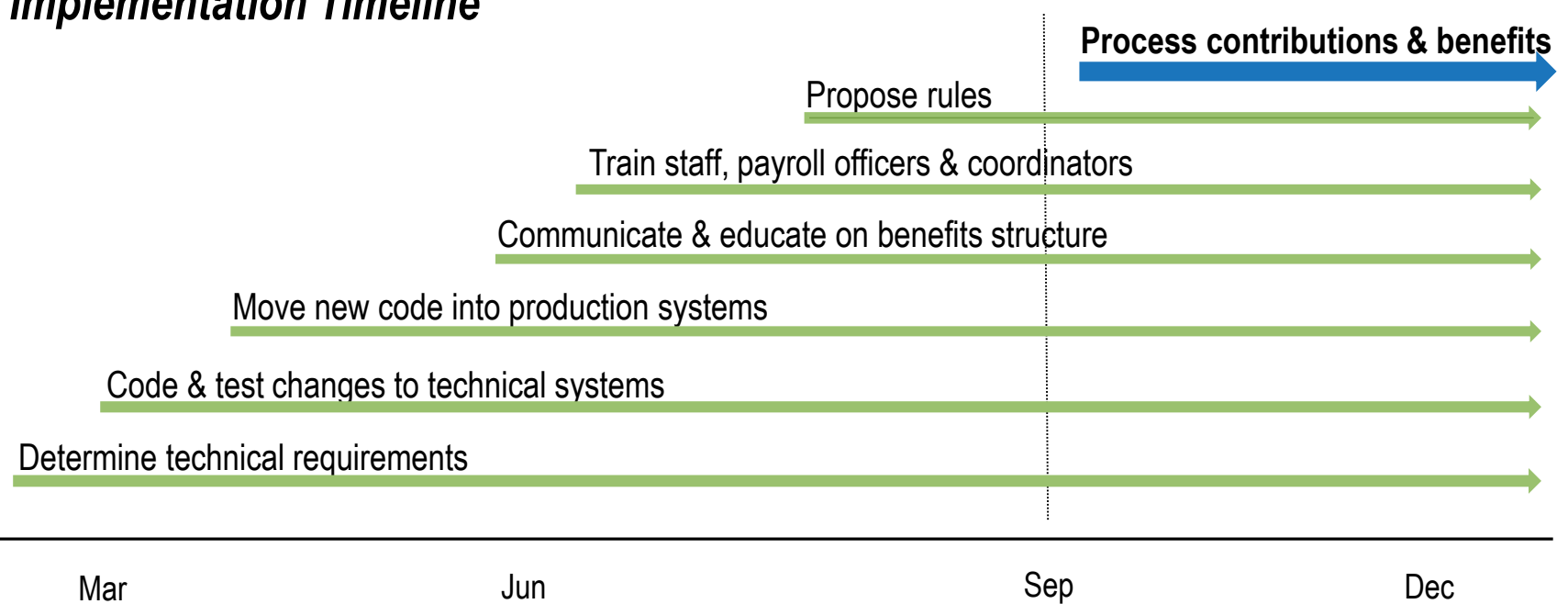
# Agency Update



## Group 4 Cash Balance Retirement Benefit (cont'd)

### Implementation Timeline

Effective Date



# Agency Update

## FY21 GBP Annual Report



- 5<sup>th</sup> year of using flip-book format
- Cross-agency effort with staff from:
  - Group Benefits
  - Benefit Communications
  - Executive Office
  - Customer Benefits
  - General Counsel
  - Finance



Scan this QR code to link to the report.

# Staying Connected Retiree Fairs

*Scheduled for April 26 and 27*



Biennial events for interaction and updates on benefits, new legislation

- Delayed and scaled back due to COVID and related issues
- Planning to hold both events at 1836 San Jacinto
- We hope to be back in DFW and Houston, as well as Austin, in fall 2023

Staying   
Connected

*Join us if you can!*

# 75<sup>th</sup> Anniversary



ERS began operations on Sept. 2, 1947. We're celebrating!!

- History book
- Collecting memories via **ers.texas.gov**
- Event in the fall
- Other activities



*Stay tuned for updates ...*

# Strategic Planning – the next 75 years

- Looking ahead 5 to 10 years
- Engaging all of ERS for ideas and solutions
  - Short surveys to all staff
  - Brainstorming sessions with small groups
  - Facilitated large-group discussions and planning





# 2022 Get Fit Texas State Agency Challenge



The *2022 Get Fit Texas Challenge* kicked off on January 10, and runs through March 20, 2022.

## ERS RANKINGS (mid-size agency)

2018 – 1<sup>st</sup> place

2019 – 1<sup>st</sup> place

2020 – 1<sup>st</sup> place

2021 – 1<sup>st</sup> place



This year we are going for the quintuple!

Questions?