

AGENDA ITEM DETAILS

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Customer Service Update: "Action Beyond the Call" –

ERS continues to make progress providing the service that our members expect, although performance measurement service levels are not meeting their goals. ERS continues to focus on recruitment and retention and will continue to focus on those efforts as a main priority. Since the last board meeting, the Survivor Benefits service area is now fully staffed and additional benefits counselors have been hired for a training class set to begin in May. There are still vacancies in the Counseling Center and ERS continues to recruit for those positions. Expanding the methods for hiring counselors has proven effective and simplifying the application process and adjusting the job description to better fit within the market have increased the number of candidates completing interviews.

ERS remains focused on restoring our reputation of providing high quality service and will continue to work to achieve that goal.

Survey of Employee Engagement

Every two years, ERS is among the state agencies that participate in the Survey of Employee Engagement, referred to internally as the SEE. ERS has participated since 2000, with high levels of participation and high scores. This year we have a goal of 90% participation. The SEE is developed and conducted every two years by the Institute for Organizational Excellence, part of the University of Texas System.

ERS uses the SEE results to help gauge job satisfaction. It also provides scores to identify agency strengths and weaknesses, and points out where to make improvements throughout the agency. The survey focuses on key elements of the organization and provides an opportunity for employees to provide direct and anonymous feedback.

Leadership analyzes the results to how to improve in each scored area. Insight from past surveys have resulted in divisions holding regular staff meetings to improve interoffice communication, more training opportunities, and formalized strategic planning and resource management. Results are shared with employees, who are also involved in action plans for improvement.

Strategic Planning

In addition to the SEE, this year ERS is expanding strategic planning efforts to incorporate more employee feedback and participation. Employees are sent PULSE surveys to gather their opinions on various topics, such as their connection to the ERS mission and ways to work smarter, not harder. The project will include a strategic planning session with attendees selected from throughout the agency. The goal is to produce a strategic plan that sets ERS on a positive path forward for the next 75 years.

Commuter Spending Account –

The Commuter Spending Account (CSA) program was decommissioned on August 31, 2021, following Board approval to end the program on May 26, 2021. Employees who had accounts were allowed to continue to use the balance in those accounts through the end of December. Accounts with remaining balances as of January 1, 2022 over \$10 were refunded to the member's employing agency. CSA contributions were pre-tax payroll deductions so the employing agency will refund their members directly taking out the appropriate taxes. Refunds totaling \$156,102 were sent to 77 agencies for processing to 407 participants on March 11, 2022.

Staying Connected events –

On April 26 and 27, ERS hosted two Staying Connected retiree fairs at 1836 San Jacinto conference center. Approximately 100 retirees joined us at 1836 San Jacinto to get updates on ERS benefits and operations, learn wellness tips and attend a presentation on staying engaged and active as you age. Attendees were complimentary of the presentations and seemed happy to engage in person with ERS again.

ERS traditionally holds the Staying Connected fairs in Austin, the Dallas-Fort Worth area, and Houston in the late summer and early fall after regular legislative sessions, but had to delay and scale back this biennium due to the pandemic.

Summer Enrollment for Plan Year 2023 –

Summer Enrollment for Plan Year 2023 will take place June 20 through July 22 using a phased approach again this summer as it continues to be an effective way to manage call volume and website traffic. As in past years, Summer Enrollment will have four phases. Each phase will span a two-week period in which members can make benefits changes. (See phase chart below.)

Annual Enrollment for Plan Year 2023: June 20 – July 22, 2022				
	Monday, June 20	Monday, June 27	Monday, July 4	Monday, July 11
Phase 1 (June 20 – July 2)	[Blue bar]			
Phase 2 (June 27 – July 9)		[Red bar]		
Phase 3 (July 4 – July 16)			[Green bar]	
Phase 4 (July 11 – July 22)				[Yellow bar]

For the first time since 2019, the Benefits Communications team is planning to hold in-person Summer Enrollment fairs at state agencies and higher education institutions across Texas. ERS partners with hosting agencies and institutions throughout the state. ERS will also conduct a number of webinars for those who can't attend an in-person event. Last year's Summer Enrollment webinars were well attended, and ERS received many compliments on the convenience and thoroughness of the format. With no expected changes to our benefits plans, presentations and materials will focus on helping members make the most of their benefits.

As in past years, Fall Enrollment for our Medicare retirees will be in late October/early November, to coincide with the federal Medicare enrollment period.

2022 Get Fit Texas State Agency Challenge Results –

Between January 10 – March 20 of this year, over 32,000 people from 138 state agencies and higher education institutions participated in the Get Fit Texas challenge. The goal is to engage in 150 minutes of moderate to vigorous physical activity each week of the challenge. Get Fit Texas is designed to make physical activity at work a team-based experience. This year, organizers of the initiative found new ways to build community. Participants could attend Mindfulness, Movement & Motivation check-ins several days a week, as well as share wellness stories on the Get Fit Texas website and attend webinars on various topics. These features were popular and will continue next year. A total of 67.3% of participants

completed at least six weeks of the challenge. In total, challenge participants logged nearly 61 million minutes of exercise and movement.

ERS had 55.5% of our registered employees complete the challenge and is thrilled to have come in first place for the fifth consecutive year, achieving the Get Fit Texas Quintuple!

ATTACHMENTS:

1. Slides – Agency Update