

Public Agenda Item #31

Agency Update

March 1, 2023

Porter Wilson, Executive Director

Action Beyond the Call

Ongoing improvements in customer service



- Benefits counseling center fully staffed with extra positions to continue to address turnover
- Three remote counselors hired throughout Texas
- Shorter wait times, but room for improvement
 - Training still underway for many new staff
 - Additional subject matter training underway for existing staff
- Training underway with our outsource vendor (Group O) in preparation to answer more complex calls starting in May 2023.

Action Beyond the Call

Ongoing improvements in Survivor Benefits



- Survivor Benefits section fully staffed.
- Processing times have decreased, but room for improvement
- Training underway
 - Three new employees have started in the last two months
- New Chapter 615's applications have significantly reduced
 - 60% are still in collection of forms and review stages

Action Beyond the Call

Ongoing improvements



	Average Wait Time		Reduction in Average Wait Time
	FY22	FY23 to Date	
ERS Benefits Counseling	~1 hour, 3 minutes	~30 minutes	52%
Overflow Vendor (Group O)	~23 minutes	~6 minutes	74%

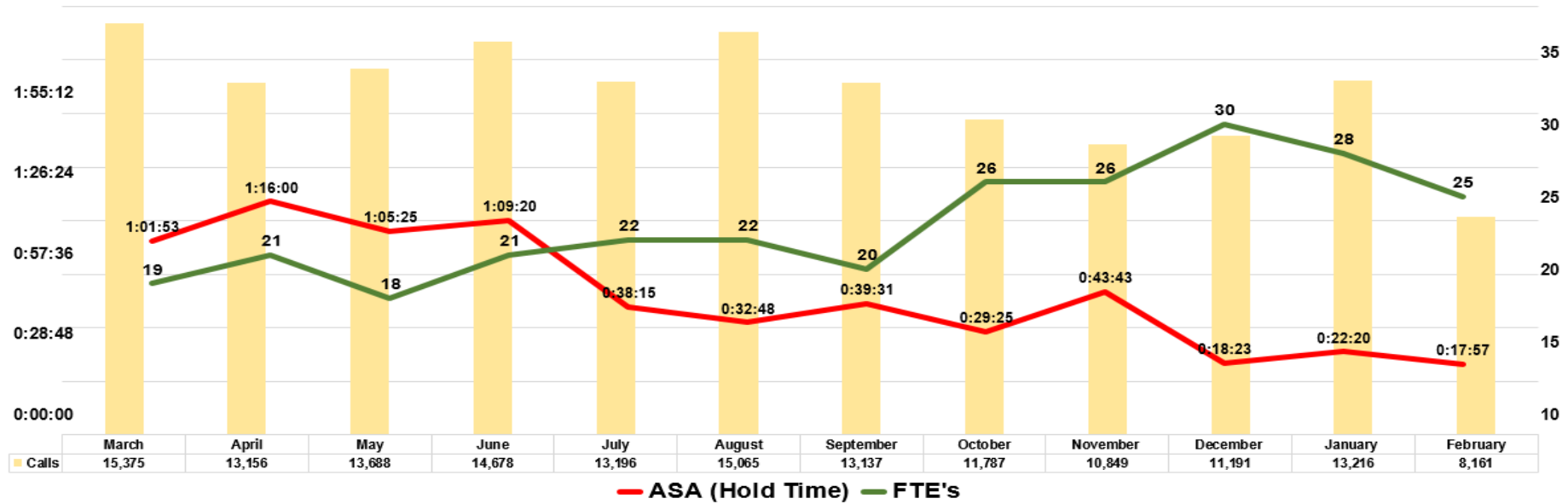
	Average Processing Time		Reduction in Processing Time
	FY22	FY23 to Date	
Days to Send Packet	45 Days	27 Days	40%
Days to Pay	36 Days	33 Days	8%

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ERS Benefits Counseling Center Data



Benefits Counseling Center FY 22-23

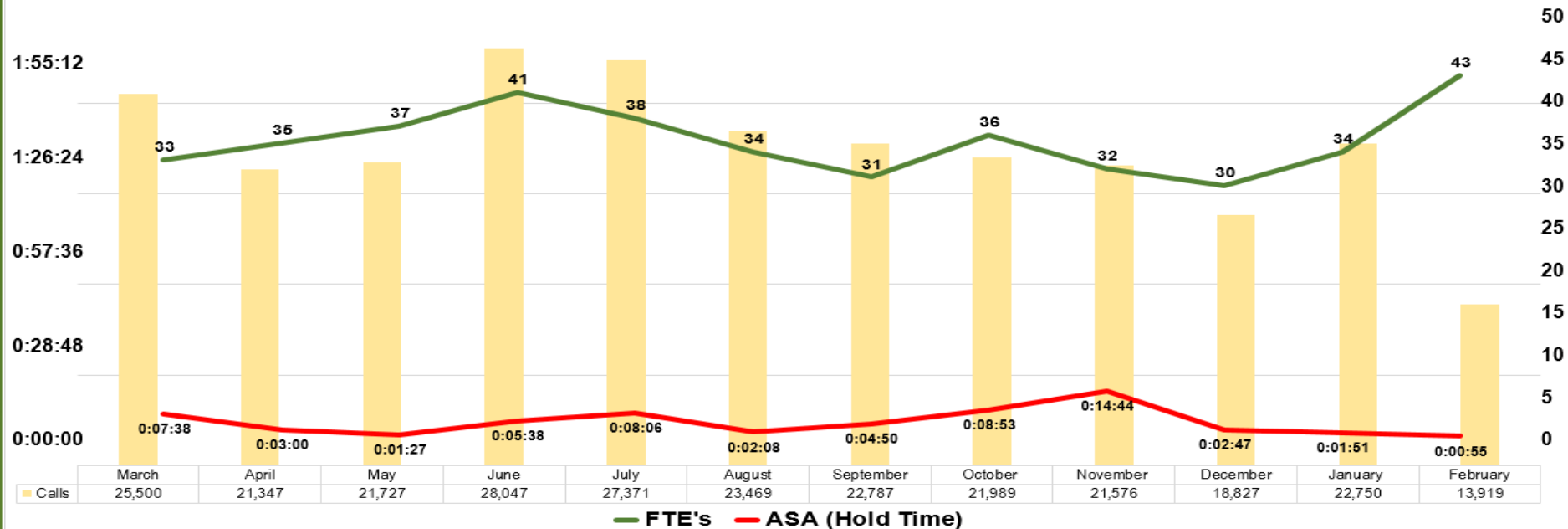


Agency Update



Outsource Call Center (Group O) Data

Outsource Call Center (Group O) FY 22-23

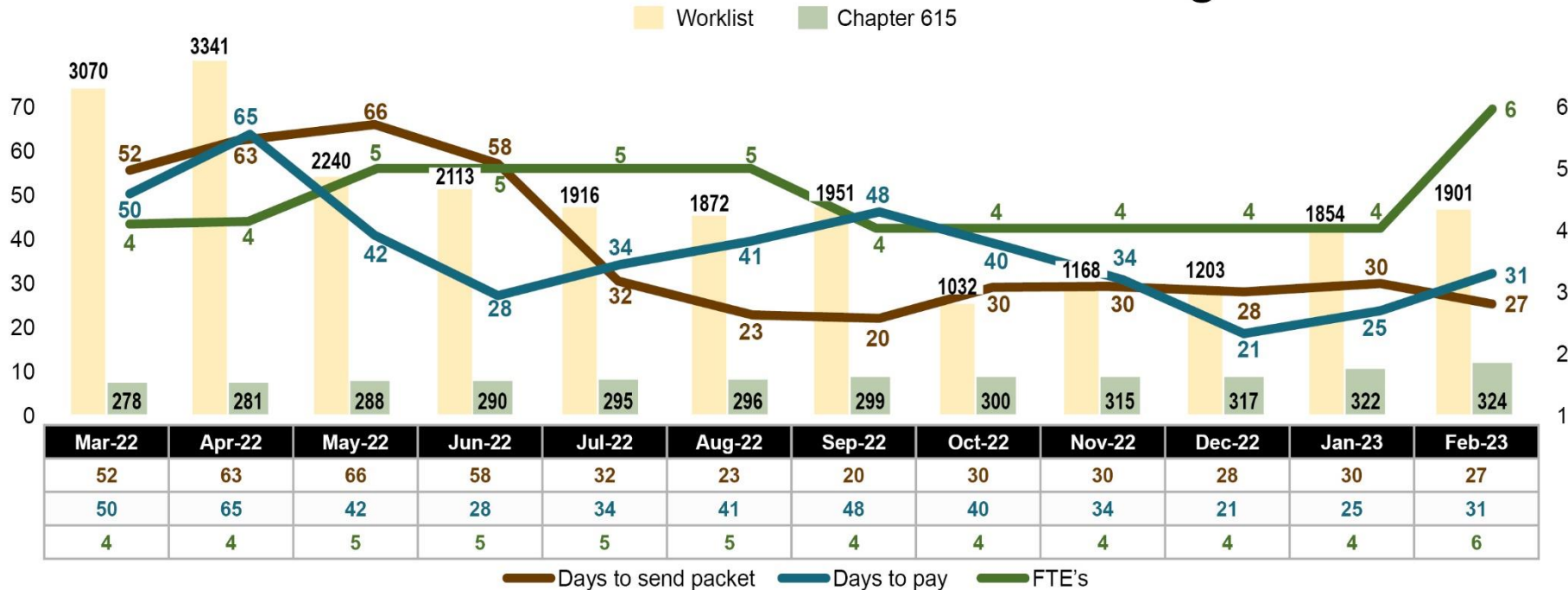


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Survivor Benefits Data



Survivor Benefits / Death Processing



Agency Update

Legislative Update – 88th Legislative Session



Budget

- Significant funding commitments to the state's pension plans
 - **ERS PLAN**
 - \$510M each year of the biennium in Legacy Payments
 - \$1B for a one-time additional Legacy Payment
 - **LAW ENFORCEMENT AND CUSTODIAL OFFICER (LECO) PLAN**
 - Increased the state contribution to meet normal cost
 - Appropriated a single lump sum of \$750M to eliminate the unfunded liability.
 - **JUDICIAL RETIREMENT SYSTEM 2 (JRS2) PLAN**
 - Increased the state payroll contribution to meet the normal cost
 - Appropriated a single lump sum of \$105M to eliminate the unfunded liability
- ERS will provide updated numbers based on a (2/28/23) mid-year valuation

Agency Update

Legislative Update – 88th Legislative Session



Budget

- Group Benefit Plans
 - Maintained funding levels for state employee and retiree health insurance programs
- State employee salaries
 - Appropriation to provide a salary increase for state employees of 5% (with a minimum of \$3,000 per year) in 2023 and an additional 5% (with a minimum of \$3,000 per year) to occur in 2024.

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Legislative Update – 88th Legislative Session



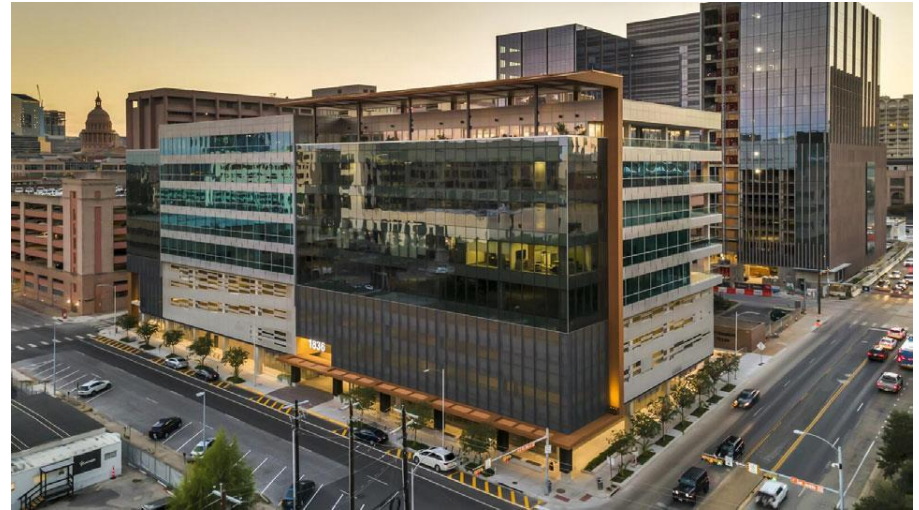
- Senate Finance
 - Testified on January 30th
- House Appropriations Subcommittee on Articles I, IV & V
 - Testified on February 21st

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Building Update



- The University of Texas Health Science Center at Houston School of Public Health has committed to a 150-month lease with occupancy by spring 2024
- Staff is preparing for renovations to begin to the 200 E. 18th building



Agency Update

2023 Get Fit Texas State Agency Challenge



ERS RANKINGS

- 2018 – 1st place
- 2019 – 1st place
- 2020 – 1st place
- 2021 – 1st place
- 2022 – 1st place

This year we are going for our 6th win!

Agency Update

2023 Get Fit Texas State Agency Challenge



- *Get Fit Texas Challenge* kicked off on January 23, and runs through April 2, 2023.
- Chance to see which agency can claim the title of being the “Fittest State Agency.”
- Be physically active for 150 minutes per week for at least six weeks of the 10 week challenge.
- As administrators of the state’s health plan and aware of the positive effect of regular exercise, ERS encourages employees to reach 150 minutes in all 10 weeks.
- ERS employees who successfully complete the challenge earn wellness leave

Questions?