

AGENDA ITEM DETAILS

- Subject:** Agency Update
- 2023 Board of Trustees Election
 - Legislative Update
 - Customer Benefits – “Action Beyond the Call”
 - Workforce Update
 - 2023 Get Fit Texas State Agency Challenge Results
 - Recent Agency Developments
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2023 Board of Trustees Election Update – ERS certified five candidates for the 2023 Board of Trustees Election at a meeting held April 13. The candidates, in ballot order, are:

- James (Jimmy) Jackson, Retiree
- Suzy Whittenton, Retiree
- Stuart Greenfield, Retiree
- Chris Nelson, Texas Workforce Commission
- Ilesa Daniels, Retiree

The candidates provided their views on State benefits and retirement issues and answered questions from voters during a forum held May 11. A recording of the forum is available on the ERS website for those who would like to learn more about the candidates. Voting is open through June 16. Election results will be announced July 20. The new Trustee-elect will begin their term on September 1.

Legislative Update – Staff will review passed and pending legislation and the impact it has on ERS programs and operations.

Customer Benefits “Action Beyond the Call” Update – ERS continues to improve the customer experience, and the team is now prioritizing staff retention as our main goal to lock in recent service improvement gains. As new staff becomes more familiar with ERS’ callers issues, the focus can move to reducing average handle time of calls (time it takes to answer all questions and resolve any relevant issues). This can be accomplished by spending more time mentoring and supporting ERS counselors so they are mastering the subject matter, as well as growing their knowledge across all benefits through continuing education.

Since our last report in March:

- The Benefits Counseling center is fully staffed, with additional positions above the approved number of budgeted full time employees. Having additional staff trained allows for turnover, and staff training needs.
- The outsource call center, Group O, is now handling additional service calls, including more complicated insurance related calls. The transition will continue for a number of months, but the first calls were handled on May 8. Previously, Group O was handling insurance transaction calls, such as annual enrollment. The more complex calls that are now being handled by Group O require a greater knowledge of the insurance benefits.
- Staff additions to the survivor benefits area has continued to reduce processing time for those benefits by 55% for days to send the initial death packet and by 25% for days to pay the survivor.

Workforce Update – Staffing challenges continue at ERS, similar to many employers, however both the number of vacancies and the turnover has declined. Human Resources will update the Board on

workforce activity this fiscal year, including number of vacant positions, number of employees hired, and number of employee separations.

2023 Get Fit Texas State Agency Challenge Results - Between January 23 – April 2 of this year, over 38,000 people from 110 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 69.5% of participants completed at least six weeks of the challenge. In total, challenge participants logged more than 80 million minutes of exercise and movement.

ATTACHMENTS:

1. Slides – Agency Update