

Public Agenda Item #30

Agency Update

March 11, 2020

Porter Wilson, Executive Director

Agency Update

Legislative Interim Activities



Legislative Interim Activities

- February 6, 2020
 - ERS provided a 2019 Actuarial Valuation briefing to legislative staff
- February 25, 2020
 - Senate Finance Committee hearing related to the investment of state funds.

Agency Update

ERS Strategic Plan Update for Fiscal Years 2021-2025



- Developed every two years
- Historical top-level goals maintained are:
 - Support Our Members' Retirement Income Security
 - Sustain Competitive Group Benefits Programs
 - Engage Stakeholders for Informed Decision Making
 - Enhance Agency Performance and Accountability
- In process of reviewing and updating objectives and steps to reach these goals.

Customer Service Update



- Customer Service Challenges
 - Increased wait time to service customers
 - Recruitment and retention of qualified staff
 - Budgeted FTE's 29;
 - Positions filled 18,
 - Temps 3
- Short Term Solutions to help mitigate wait times
 - Workload Management
 - Approved overtime
 - Intra-Department/Division Support
 - Increased hours for Virtual Call Back

	FY18	FY19	% Diff.	FY20 thru Jan.
Calls	144,424	170,059	18%	72,802
Emails	13,416	17,544	31%	6,999
Visits	2,734	3,031	11%	1,178
Avg. wait time/ Handletime	9:13 / 11:40	21:45 / 12:19		43:07 / 14:34

Customer Service Update

Continued



Long Term Solutions to help mitigate wait times

- Vacancy Management
 - Market and Compensation analysis
 - Recruitment Strategies
- Outsourced Call Center (Currently out for bid)
 - Allows for additional call support
- Technology
 - Better user interface for self service functionality; part of the current assessment for the pension/benefits system project

Agency Update

Major Publications



House Bill 966 (84th Texas Legislature) Report on Consumer Directed HealthSelectSM

Employees Retirement System of Texas



Texas Employees Group Benefits Program Annual Report FY19

Employees Retirement System of Texas

FEBRUARY 2020



Agency Update

2020 Survey of Employee Engagement (S.E.E.)



- The SEE is conducted every two years.
- Employees have an opportunity to comment on their workplace and their jobs.
- The Institute for Organizational Excellence at UT - Austin conducts the survey.
- ERS' survey launched Monday, February 3rd.
- We set a goal for high participation and engagement scores for each survey.
- ERS' final survey results will be shared with the Board once the data is compiled.

Our participation rate for the 2020 survey is 89%

Agency Update

2020 Get Fit Texas State Challenge



The Challenge launched January 20 and ends March 29.

ERS RANKINGS

(mid-size category)

2016 – 1st Place

2017 – 2nd Place

2018 – 1st Place

2019 – 1st Place

2020 - We are going for a Trifecta!



Questions?