

# Meeting of the Board of Trustees

December 11, 2024



## Public Agenda Item #18

### *Reconvene Meeting of the Board of Trustees*

December 11, 2024

# Public Agenda Item #19

## *Stakeholder Connection: A Panel Discussion with Retirees*

December 11, 2024

Jennifer Chambers, Director of Government Relations & Special Projects

Janet Cook, Texas State Employees Union

Luther Elmore, President, AFSCME Texas Retirees, Chapter 12

Carroll Fuchs, President, Texas Public Employee Association

Bill Hamilton, President, Retired State Employee Association

# Stakeholder Connection



## **Janet Cook**

- Retired from Austin State Hospital
- Member, Texas State Employees Union

## **Luther Elmore**

- Retired from Texas General Services Commission
- President, AFSCME Texas Retirees

## **Carroll Fuchs**

- Retired from Texas Department of Insurance
- President, Texas Public Employee Association

## **Bill Hamilton**

- Retired from Office of Court Administration
- President, Retired State Employees Association

# Discussion

## Public Agenda Item #20

### *Consideration of Report of Group Benefits Advisory Committee Activities*

December 11, 2024

Bernie Hajovsky, Director of Enterprise Planning

Dr. Janet Bezner, Committee Chair

# GBAC Annual Report

## *Committee Background*



- 11-member committee provides stakeholder input in the planning and development of the Group Benefits Program
- Committee charter sets the framework for structure and activities
- Committee meets twice each year (Spring and Fall)

# GBAC Annual Report

## Committee Chair



### **Dr. Janet Bezner serves as the GBAC Chair**

- Chair & Professor, Dept. of Physical Therapy, Texas State University
- Represents the 4-year institution of higher education category
  
- Bachelor's degree, Physical Therapy, UT Medical Branch
- Master's degree, Texas Woman's University
- Ph.D., Health Education, University of Texas
- Doctor of Physical Therapy, Rocky Mountain University of Health Professions
- National Board Certified Health and Wellness Coach





# GBAC Annual Report

*Spring 2024 Meeting*



- **Topics discussed in April**

- Fiscal Year 2023 GBP annual report
- Potential changes to the Texas Income Protection Plan<sup>SM</sup> (disability insurance)
- Ideas for sustaining a competitive GBP
- Impact of covering GLP-1s for weight loss
- Participant engagement in health and wellness opportunities

# GBAC Annual Report

*Fall 2024 Meeting*



- **Topics discussed in October**

- Future funding and plan design considerations for GBP health plans
- Optional term life coverage levels
- Suggestions for improving the competitiveness of GBP plan offerings
- Participant engagement in new well-being programs

# GBAC Annual Report

## *Committee Feedback*



- No formal recommendations for the Board of Trustees
- Committee will continue to evaluate:
  - the impact of potential plan design changes on participants and employers' recruitment / retention efforts
  - methods for sustaining a competitive GBP
  - participant engagement metrics in well-being programs

# Discussion

## Public Agenda Item #21

*Consideration of Appointment of New  
Group Benefits Advisory Committee Members – (Action)*

December 11, 2024

Bernie Hajovsky, Director of Enterprise Planning

# Appointment of GBAC Members

## *Membership*



- Committee is comprised of up to 11 members, including:
  - state agency and higher education employees
  - retirees
  - health-related institution employee
  - insurance or benefits design professional
- Members serve 3-year staggered terms
- **Members serve at the will of the Board**

# Appointment of GBAC Members



*Two categories with vacancies as of December 31, 2024*

- State agencies, large (more than 800 employees)
- State agencies, mid-sized (100 – 799 employees)
- State agencies, small (fewer than 100 employees)
- ***Institutions of higher education, 4-year – 1 open seat***
- Institutions of higher education, 2-year
- Health-related institution (academic, administrator or practitioner)
- ***Retirees – 1 open seat***
- Insurance or benefits design professional

# Appointment of GBAC Members



## *Staff recommendations*

- **Institutions of higher education, 4-year**
  - John Adair, Senior Director of Benefits, Univ. of North Texas System
  - Master of Public Administration, Univ. of North Texas
  - Senior Professional in Human Resources (SPHR) certification
  - 25+ years in employee benefits experience
  
- **Retirees**
  - Joe Golson of Austin
  - Bachelor of Science, Alabama State University
  - Certified Employee Benefits Specialist, Certified Gov't Benefits Administrator
  - 25+ years in Texas state government, including service time at ERS



Discussion  
*Action Item*

## Public Agenda Item #22

### *Consideration of Status Update Regarding the Group Benefits Program and Health Insurance Financial Update for Fiscal Year 2024 and Outlook for Fiscal Year 2025*

December 11, 2024

Blaise Duran, FSA, Director of Group Benefits

Phil Dial, FSA, Rudd and Wisdom, Inc.

# Texas Pharmaceutical Initiative (TPI)



## *Purpose*

Created in the last legislative session, the purpose of the TPI is provide cost effective access to prescription medications to:

- Employees, dependents, and retirees of public higher education systems and institutions;
- Employees Retirement System of Texas members;
- Teacher Retirement System of Texas members;
- Persons confined by Texas Department of Criminal Justice or Texas Juvenile Justice Department;
- Recipients of medical assistance under Chapter 32, Human Resources Code; and
- Enrollees of the child health program under Chapter 62, Health and Safety Code.

# Texas Pharmaceutical Initiative (TPI)



## *Proposed Initiatives*

In September the TPI board approved the business plan which identified the following initiatives for FY25-FY27:

- Document best practices for soliciting and contracting with Pharmacy Benefit Manager (PBM)s
- Harmonize PBM formulary and/or contracts to the extent possible among the state's prescription drug programs
- Contract with manufacturers directly in innovative or value-based models
- Partner with manufacturers and/or non-profit organizations to secure access to priority prescription drugs
- Improve surveillance of drug shortages to better track localized disruptions

# HealthSelect of Texas<sup>®</sup> Review



## Trends

	PY22	PY23	PY24 Estimated
Medical Trend	2.7%	3.1%	6.9%
Pharmacy Trend	11.4%	12.8%	7.2%
<b>Combined Medical and Pharmacy Trend</b>	<b>5.1%</b>	<b>6.0%</b>	<b>7.0%</b>

# Fiscal Year Projections



## *Group Benefits Program Health Plan Financial Outlook*

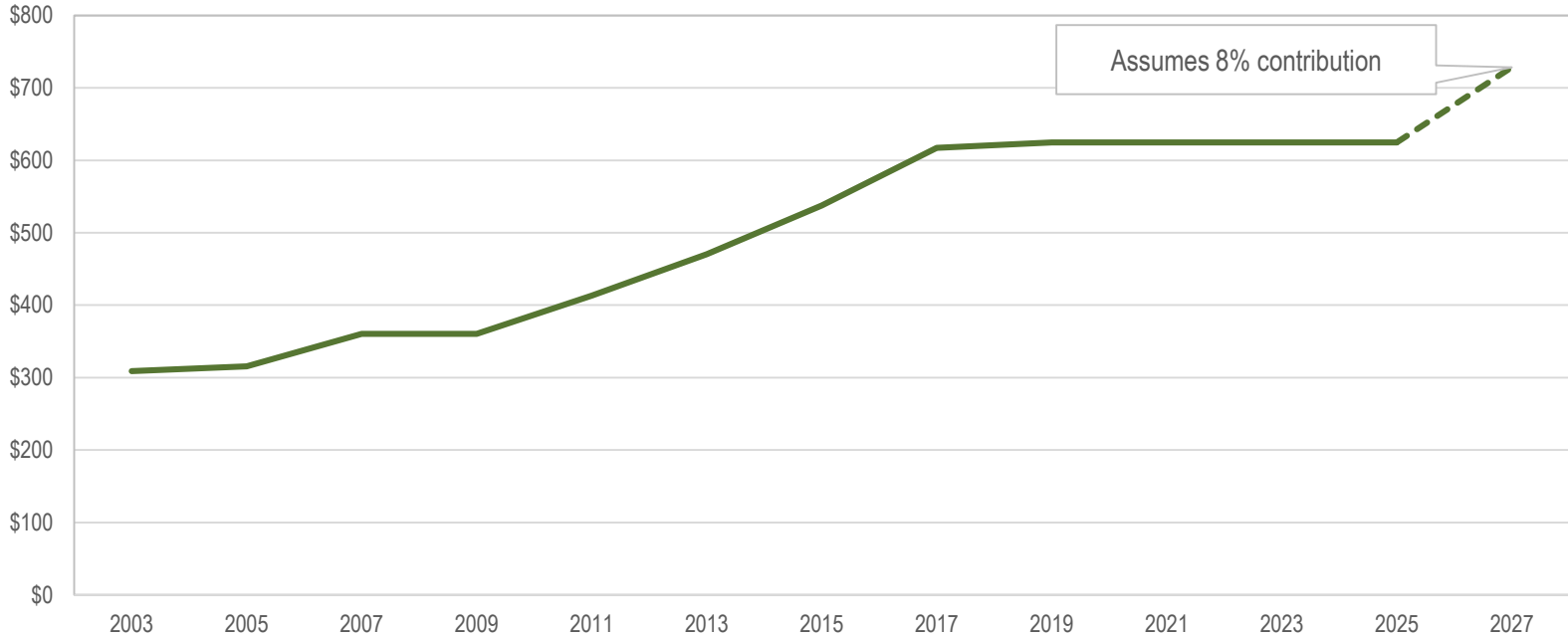
- Actuaries project a loss of \$283 million in PY25. This loss will continue to grow assuming no changes to the contribution rate or benefits.
- For the first time since 2017, ERS is requesting an exceptional item for the Group Benefits Program health plan appropriation for the PY26-27 biennium.
- This exceptional item request corresponds to an 8% increase in the contribution rate.
- If passed this means that the cost to members covering dependents would increase by 8%.

# Fiscal Year Projections

## Group Benefit Health Plan Financial Outlook

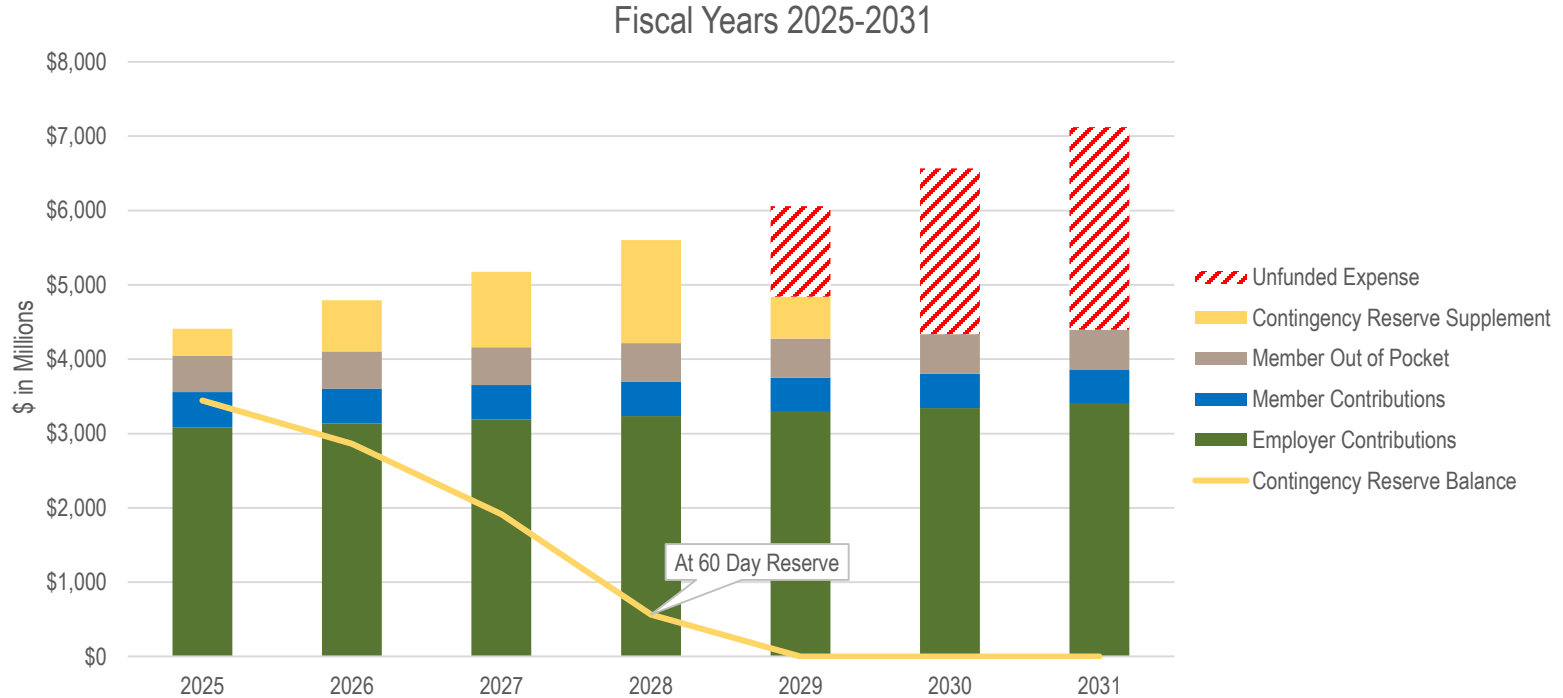


Fiscal Years 2003 – 2027



# Fiscal Year Projections

Impact to health plan solvency with **no** increase to contribution rate

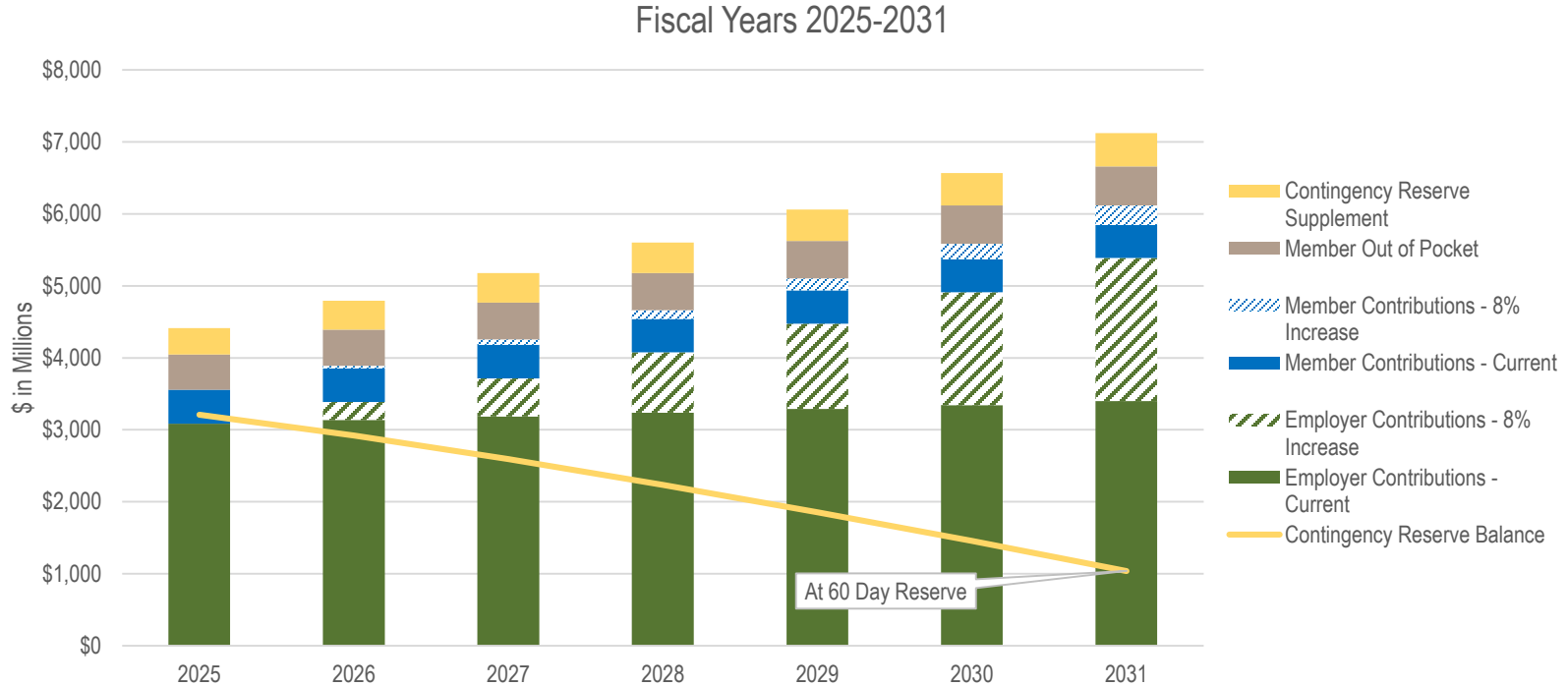




# Fiscal Year Projections



Impact to health plan solvency with *annual 8% increase to contribution rate*



# Fiscal Year Projections



## Group Benefit Health Plan Performance (in millions)

	PY24 Estimated	PY25 Projected	PY26 Projected	PY27 Projected	PY28 Projected	PY29 Projected	PY30 Projected	PY31 Projected
Revenue*	\$4,703	\$4,795	\$5,238	\$5,732	\$6,269	\$6,852	\$7,491	\$8,194
Expenditures	\$4,592	\$5,056	\$5,560	\$6,079	\$6,643	\$7,251	\$7,920	\$8,657
<b>Net Gain (Loss)</b>	<b>\$111</b>	<b>(\$261)</b>	<b>(\$322)</b>	<b>(\$347)</b>	<b>(\$374)</b>	<b>(\$399)</b>	<b>(\$429)</b>	<b>(\$463)</b>
<b>Contingency Balance</b>	<b>\$3,712</b>	<b>\$3,451</b>	<b>\$3,129</b>	<b>\$2,782</b>	<b>\$2,408</b>	<b>\$2,009</b>	<b>\$1,580</b>	<b>\$1,117</b>

\*Assume 8% contribution increase beginning PY26.

# Discussion

## Public Agenda Item #23

### *Consideration of Annual Report on Customer Benefits Program*

December 11, 2024

Robin Hardaway, Director of Customer Benefits

# Successful FY24 in Customer Benefits



- Continue to improve service to members:
  - Frequently met service level (answered 70% of calls in 180 seconds)
  - Maintained improved survivor benefits processing time
  - Improved beneficiary and retirement account withdrawal processing times
  - Increased customer satisfaction ratings

# Fiscal Year 2024 Accomplishments

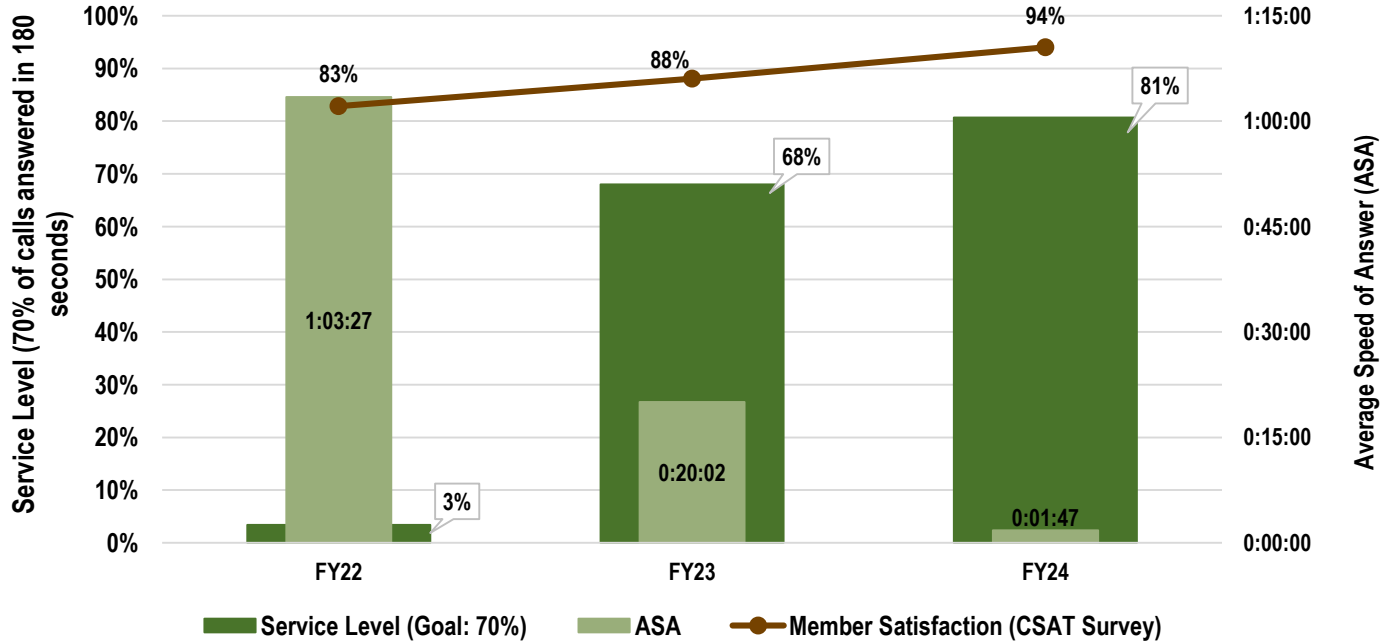


- Completed Phase 2 (FIT GAP) of the Retirement Insurance System Enhancement (RISE) project
- Continued Group 4 implementation activities
- Implemented phase 1 Judicial Retirement System cash balance plan
- Implemented the Self-Funded Increase Option (SFIO) for Groups 1-3
- Completed the third phase of multi-factor authentication (members and retirees)
- Implemented visible queues for hold time transparency
- Implemented Knowledge Management software improvements for the counseling center
- Implemented the regional counseling program in Corpus Christi

# Overall member experience continues to improve



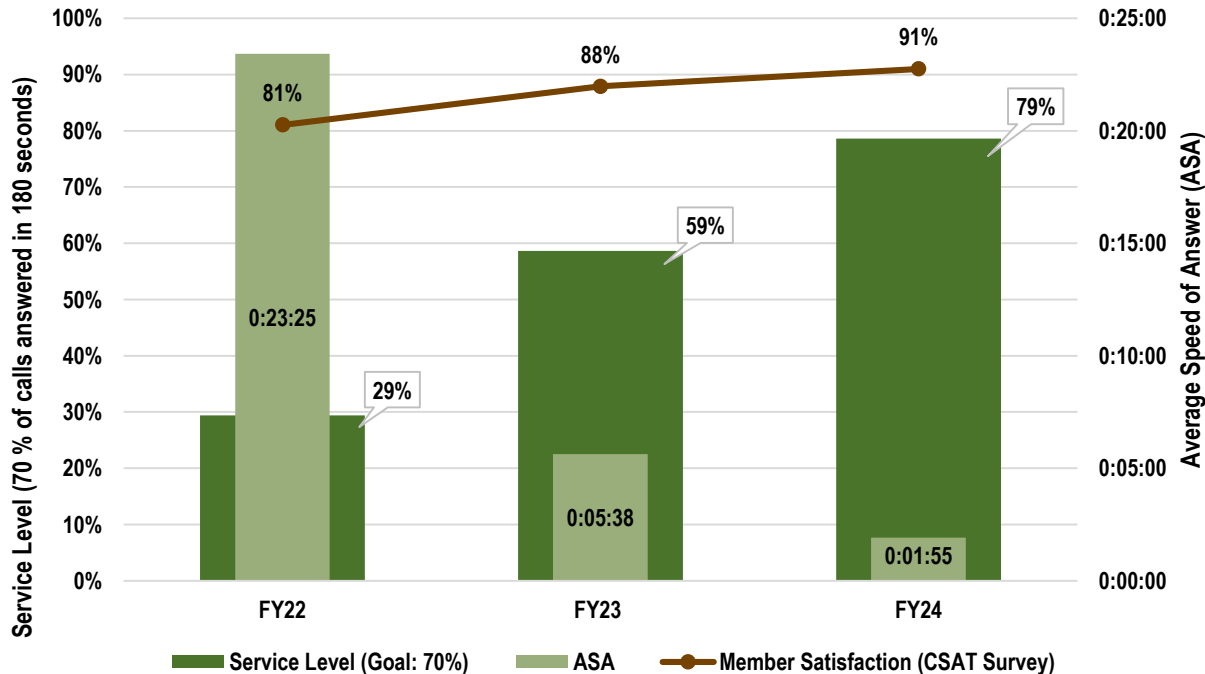
## Year-Over-Year Member Experience (ERS)



- FY 2024:**
- Met service level 10 out of 12 months
  - Average Speed of Answer rate for FY 24 was 1min 47seconds
  - All positions were filled with extra resources to account for future attrition
  - Continuing subject matter training for existing counselors

# Continue trend of improved performance in general support

Year-Over-Year Member Experience (Outsource General Support)



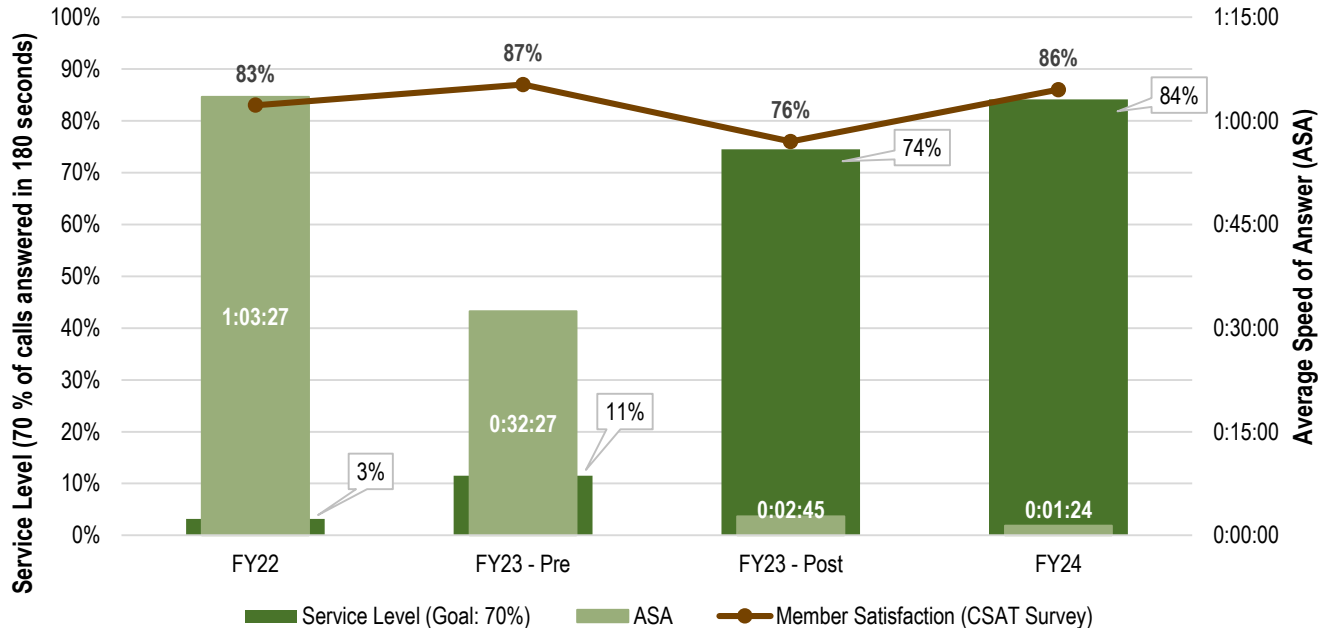
- Met service level 11 out of 12 months
- Continued with a hiring model to allow for 100% remote
- Expanded employee referral incentive, which resulted in the majority of new hire classes being filled by internal referrals
- Implemented Peer Assisted Learners to support new hires post training



# Driving improvement through strategic resourcing of insurance calls



**Year Over Year Member Experience (Insurance - before and after implementing additional resources)**



- FY24 is the first full year that additional outsource vendor resources were used to take insurance calls, excluding Medicare calls.
- Met service level and quality standards every month of FY24
- Staffing remained consistent with minimal turnover resulting in no need for additional hiring during FY24

# Continued reduction in processing death claims



CY 2023		CY 2024	
New Deaths Reported	8564	New Deaths Reported	7665
Initial Death Packets Sent to Beneficiaries	9694	Initial Death Packets Sent to Beneficiaries	8001
Average Days to Process	16	Average Days to Process	6

Survivor Benefits department has remained fully staffed. Cross training continues and overtime is implemented as needed.

# Continued reduction in processing death claims



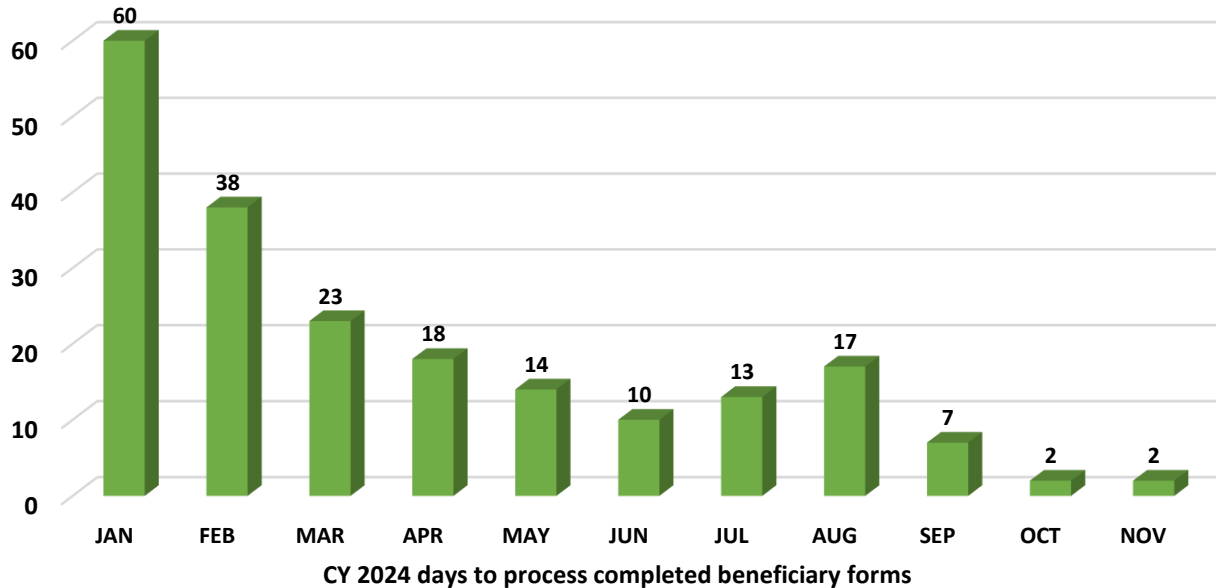
CY 2023		CY 2024	
Incoming Survivor Forms	7005	Incoming Survivor Forms	6111
Survivor Packets Completed	7551	Survivor Packets Completed	6336
Average Days to Pay	17	Average Days to Pay	6

Survivor Benefits department has remained fully staffed.  
 Cross training continues and overtime is implemented as needed

# Improved processing times to validate and update beneficiary changes



**BENEFICIARY PROCESSING TIME FOR CY 24**



Beneficiary changes were identified as a task we could target to improve on the length of time to process.

## How?

- Awarded 2 additional FTEs 9/1/2023
- Cross-trained additional staff
- Overtime
- Teamwork

# Retirement Account Withdrawals increased in FY24 and processing time decreased

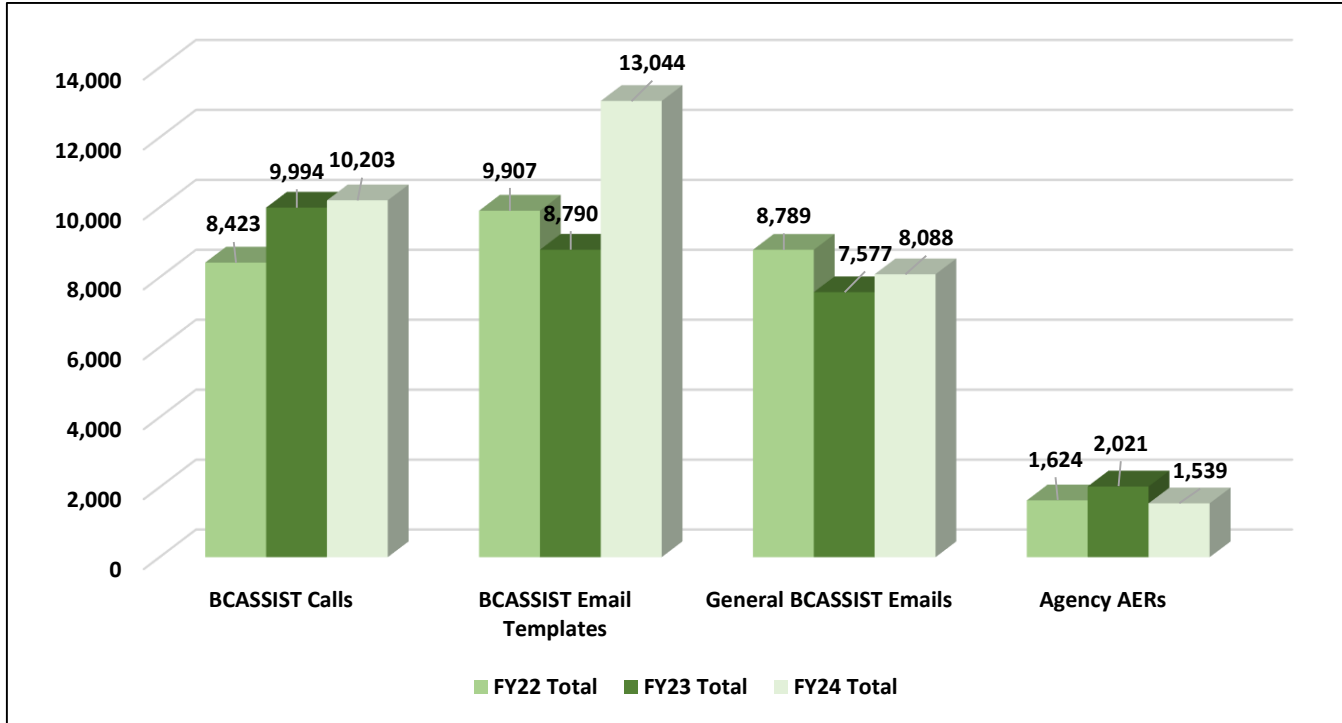


Annual non-contributing mailings increased the number of Retirement Account Withdrawals in FY24.

FY 2023		FY 2024	
Number of Withdrawals	10,321	Number of Withdrawals	15,198
Average years of service	3 yrs. 2 mos.	Average years of service	2 yrs. 6 mos.
Total amount paid	\$131,294,172	Total amount paid	\$151,751,759

Improving processing retirement account withdrawals was an area of focus. Over the last year we have reduced processing time by 88% from 35 days to an average of 4 days.

# ERS assists agency benefits coordinators across Texas



BCASSIST provides insurance eligibility and enrollment assistance to benefits coordinators at over 200 state agencies and higher education institutions. We continually look for ways to make it easier for benefits coordinators to request assistance.

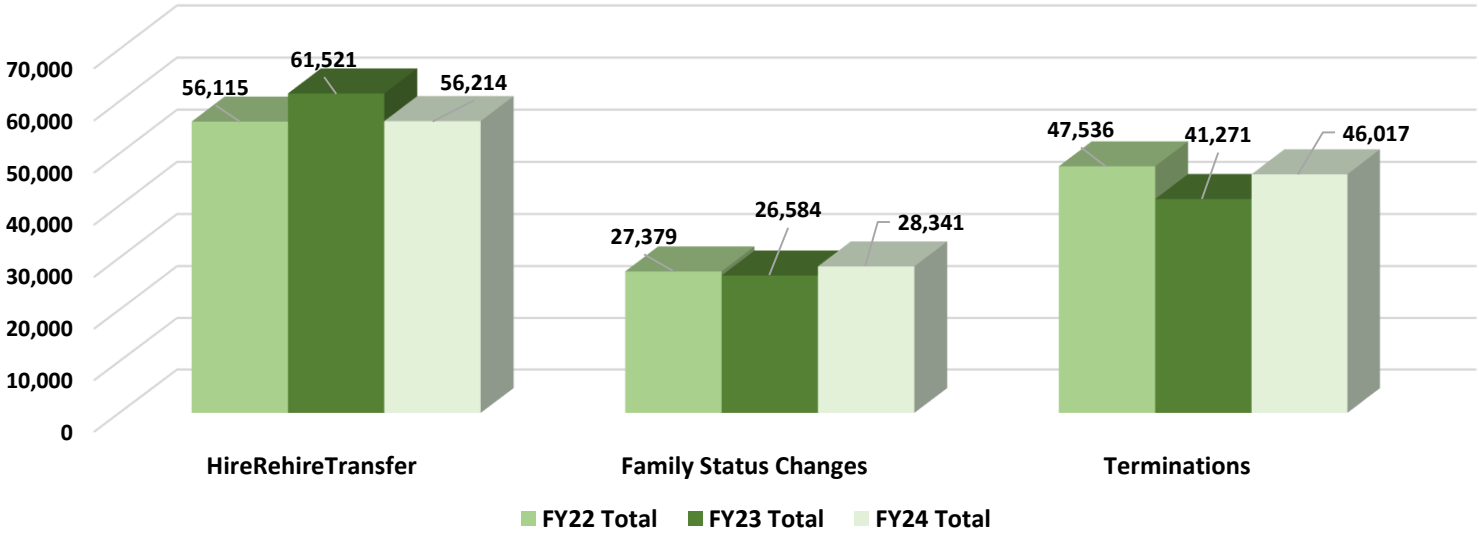
How?

- New email template created in FY24 to address new trends
- Additional training and communication

# ERS processes benefits enrollments, changes and terminations for over 540,000 covered lives

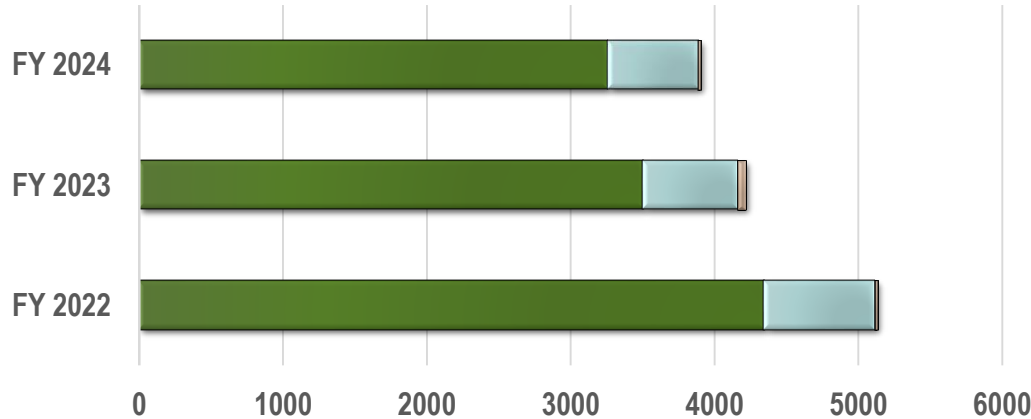


## State agency and higher education institution hires, insurance changes and terminations



# Retirements continue to decrease

## Retirements By Fiscal Year



	FY 2022	FY 2023	FY 2024
Employee Class	4347	3504	3258
LECO	767	658	628
JRS 2	13	49	12

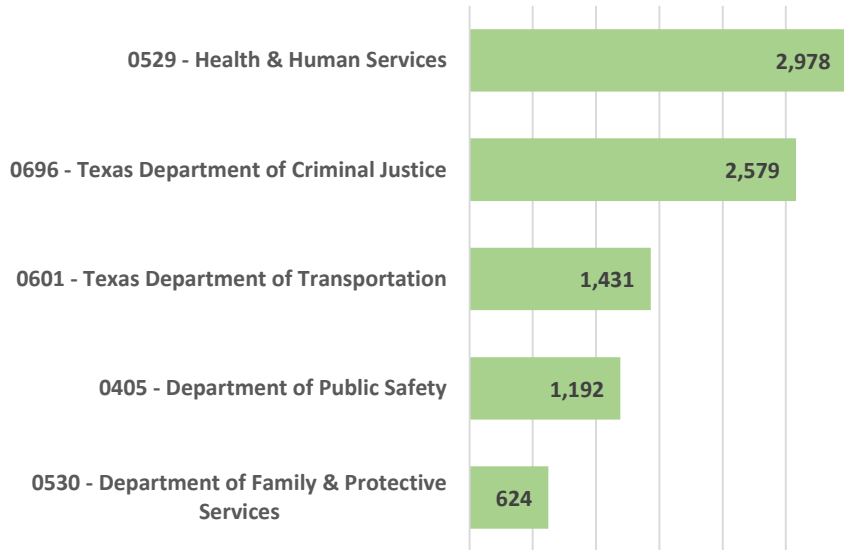
### FY23 & FY24:

- The job market changed.
- 5% salary increase in July 2023 and September 2024.

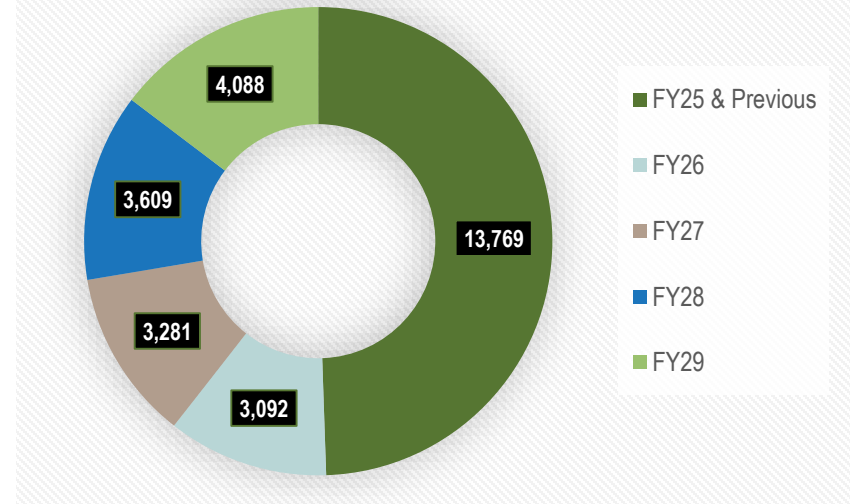


# First Retirement Eligibility: 10% of active workforce is eligible to retire

## Highest Volume of Eligible to Retire by Agency



## 17% of the active state workforce is eligible to retire by 2029



# Fiscal Year 2025 Initiatives



- Continue implementation of Group 4
- Continue implementation of Judicial Retirement System cash balance plan
- Retirement & Insurance System Enhancement (RISE) implementation
- Data conditioning and migration activities for RISE implementation
- Streamline the Beneficiary Designation Process
- Enhance the ability to survey members after receiving counseling via telephone
- Expand the Regional Counseling program
- Explore and enhance our Contact Center quality program to use AI
- Begin implementation efforts on voice biometrics within the IVR

# Discussion

## Public Agenda Item #24

*Consideration of Recommended Actuarial Tables for Retirement Pursuant to Section 815.106, Texas Government Code - (Action)*

December 11, 2024

Robin Hardaway, Director of Customer Benefits

# Consideration of Actuarial Factors for Groups 1-3



Government Code Section 815.105 requires the Board to adopt mortality, service and other necessary tables after considering the results of a study of the experience of the ERS retirement plans – the main ERS plan, the Law Enforcement and Custodial Officer Supplemental Retirement Fund (LECOSRF), the Judicial Retirement System of Texas Plan I (JRS1), and the Judicial Retirement System of Texas Plan II (JRS2).

Following the 2024 Pension Experience Study and in consultation with Gabriel, Roeder, Smith and Company (GRS), no modifications to the factor tables previously adopted in December 2021 for Groups 1-3 is needed.

# What are these Actuarial Factors used for



## Retirement Annuity Options and Additional Optional Retirement Eligibilities:

- Option 1 – 100% payment to survivor
- Option 2 – 50% payment to survivor.
- Option 3 – Guaranteed 5 years of payments
- Option 4 – Guaranteed 10 years of payments
- Option 5 – 75% payment to survivor
- Partial lump sum option (PLSO)
- Groups 1 & 3 Law Enforcement and Custodial Officer early retirement
- Death Benefit Plan (DBP) reduction factors and PLSO
- Non-Occupational disability retirement

## Certain Service Purchases:

- Additional Service Credit (ASC) – A member is eligible to purchase up to three years of ASC, after meeting certain criteria.
- Waiting Period Service Credit – A member is eligible to purchase service credit for the 90-day waiting period prior to participating in a retirement plan (applies to members hired September 2003 through August 2014)

# Consideration of Actuarial Factors for Groups 1-3 Self-Funded Increase Option



Texas Government Code 814.110 allows certain members of ERS Retirement Groups 1, 2 and 3 to select an increasing annuity option for service retirements effective on or after September 1, 2024.

Members are not eligible if they retire:

- before full retirement,
- under the Proportionate Retirement Program,
- as a disability retirement, or
- as an elected class retirement.

# Self-Funded Increase Option Cont.



Members who select the self-funded increase option:

- will have their monthly payment reduced by an actuarially-determined factor at the time of retirement
- lifetime annuity will increase 2% per year

In addition, members:

- can choose one of the survivor retirement annuity selections (Options 1-5).
- can choose the Partial Lump Sum Option (PLSO).



# Self-Funded Increase Option Actuarial Factors



The increasing annuity option must be actuarially equivalent and result in no loss to ERS. Therefore, new factors were developed to adjust benefits accordingly to administer this benefit.

There are two types of actuarial factors developed that will be used to administer this option:

- Self-funded Increase Option factors for the standard annuity
- Optional form of payment factors to include the 2% annual increase for beneficiaries

# Self-Funded Increase Option Actuarial Factors

## Cont.



- The factors were developed in accordance with the assumptions adopted by the Board of Trustees.
- ERS staff worked with Gabriel, Roeder, Smith and Company (GRS), ERS' external actuary to develop methodology to determine the actuarial factors for the increasing annuity option that align with the assumptions and reflect the 2% annual increase of benefits under this election.

Discussion  
*Action Item*

## Public Agenda Item #25

### *Consideration of Annual Gain Sharing Interest Adjustment for Cash Balance Members and Annuitants*

December 11, 2024

Robin Hardaway, Director of Customer Benefits  
Michael Shoop, Operations Manager, Investments

# Group 4 Gain Share



## *What is Gain Share?*

- Statutory provision that provides that Group 4 members and annuitants to share in the investment returns generated by the ERS Trust
- Gain share is distributed when the average annual return on investments over a 5-year matched performance period ending August 31 exceeds 4%

# Group 4 Gain Share



## *How Does Gain Share Work?*

The ERS Trust and Group 4 members and annuitants share excess returns when the average annual return on investments over a 5 year matched performance period ending August 31 exceeds 4%

- No gain share adjustment is applied if the 5-year matched performance  $\leq 4\%$
- The max gain share adjustment in a given year for Group 4 members and annuitants is capped at 3% per statute

# Group 4 Gain Share



## *How is Gain Share Calculated?*

- Based on the average return on the ERS Trust over a 5-year matched performance period as of August 31 of each fiscal year
  - Public market assets are valued daily (valuations as of August 31)
  - Private market assets are valued quarterly (the books remain open through the end of September to include most of the June 30 valuations)
  - 5-year matched performance for period ending August 31, 2024 is **9.4788%**
- Global Investment Performance Standards (GIPS) methodology is used
  - Best practices for performance reporting and disclosure
  - Reported performance is net of all internal and external investment expenses

# Group 4 Gain Share



## *How is Gain Share Calculated? (cont'd)*

- Formula to compute gain share interest rate (GSIR)

$$\text{(5-year matched performance - 4\% threshold)} \div 2$$

- $\text{GSIR} = (9.4788\% - 4\%) \div 2$
  - $\text{GSIR} = 5.4788\% \div 2$
  - $\text{GSIR} = 2.7394\% \rightarrow 2.74\%$  rounded up to the nearest basis point
- The 5-year matched performance through August 31, 2024 is 9.4788%
  - The resulting GSIR is 2.74%



# Group 4 Gain Share



## *How and When is Gain Share Applied?*

- If gain share > 0%, then the GSIR adjustment is applied to Group 4 accounts and annuities in December
  - Members
    - Adjustment is applied to the August 31 balance
    - Posts to accounts in ERS OnLine by December 31
    - As of August 2024 = ~ 36,000 contributing and ~19,000 non-contributing
  - Annuitants
    - Adjustment is applied to the gross monthly payment amount beginning with the December 31 payment
    - As of November 2024= ~ 30 annuitants

# Group 4 Gain Share



## *How and when is Gain Share applied? (cont'd)*

- **Hypothetical examples**

- **Member**

- August 31 balance x GSIR = GSIR adjustment
- $\$88,223 \times 2.74\% = \$2,417.31$
  
- August 31 balance + GSIR adjustment = Adjusted account balance
- $\$88,223 + \$2,417.31 = \$90,640.31$

- **Annuitant**

- Gross monthly payment x GSIR = GSIR adjustment
- $\$2,624 \times 2.74\% = \$71.90$
  
- Gross monthly payment + GSIR adjustment = December 31 payment
- $\$2,624 + \$71.90 = \$2,695.90$

# Discussion

## Public Agenda Item #26

*Consideration of Mandatory One-Time Cost-of-Living Adjustment  
for Certain Specified Retirees under Section 814.604, Texas  
Government Code - (Action)*

December 11, 2024

Robin Hardaway, Director of Customer Benefits

# 2025 Cost-of-Living Adjustment



## Background

- SB 1459 (2013) pension reform legislation
  - Included language for a one-time, limited Cost-of-Living Adjustment (COLA)
- Per statute, once this COLA is executed, the requirements have been met and no further COLAs will be implemented

# 2025 Cost-of-Living Adjustment



## Eligibility

- Retired for 20 or more years at the time the Board determines statutory requirements are met

Adjustment value is the **lesser** of:

- 3% gross monthly annuity **OR** \$100 per month

**About 25% of ERS retirees and beneficiaries are eligible for the one-time COLA and 90% of the eligible population get the full 3%**

# 2025 Cost-of-Living Adjustment



## Conditions for Cost-of-Living Adjustment

- Plan must be actuarially sound
- Plan must remain actuarially sound after the implementation of the benefit enhancement

# 2025 Cost-of-Living Adjustment



The Board was formally presented with an annual actuarial valuation on December 10, 2024 that included the following language:

*“As such, the conditions set forth in Texas Government Code 814.604 have been satisfied for the retirement system to pay the cost-of-living adjustment to a retiree who has been retired for 20 years or more.”*



# 2025 Cost-of-Living Adjustment Implementation



## Communication Plan:

- Information available on ERS website
- Retiree newsletter articles
- Information presented at retiree fairs
- Targeted mailing to those who will receive the increase

## Identify Population and Calculate Increase:

- Identify final impacted population
- Calculate increase for each eligible retiree and beneficiaries
- Mail notification of increase in December
- Apply increase to annuities for January payment

Discussion  
*Action Item*

## Public Agenda Item #27

### *Consideration of Board of Trustees Election Calendar - (Action)*

December 11, 2024

Bernie Hajovsky, Director of Enterprise Planning

# 2025 Board of Trustees Election

## *Candidate and Voter Eligibility*



### Who is eligible to run?

**All contributing ERS employee class members, except Health & Human Services Commission employees**

- HHSC is currently represented on the Board
- Retired state employees are currently represented on the Board

### Who is eligible to vote?

**Anyone with an ERS account balance as of January 31, 2025**

**Retired state employees receiving an annuity from ERS**

# 2025 Board of Trustees Election



## Voting Channels



Retirees and contributing members will be sent a paper ballot through the mail



All voters have the option to cast their vote online



Voters with an email address on file will receive an email that includes a personalized, embedded link to the online ballot

# 2025 Board of Trustees Election

## *Voter Participation History, 2017 - 2023*



**Web votes surpassed mail-in paper votes for the first time in 2023**

Year	Eligible voters	Votes cast	Voter Turnout	Paper Voters	Web Voters
<b>2023</b>	392,080	36,884	9.4%	<b>38%</b>	<b>62%</b>
<b>2021</b>	No election. Lone candidate was certified as Trustee-elect.				
<b>2019</b>	355,690	33,841	9.5%	63%	37%
<b>2017</b>	340,889	37,589	11.0%	60%	40%

# 2025 Board of Trustees Election



## *Voter Participation History, 2017 – 2023 (cont'd)*

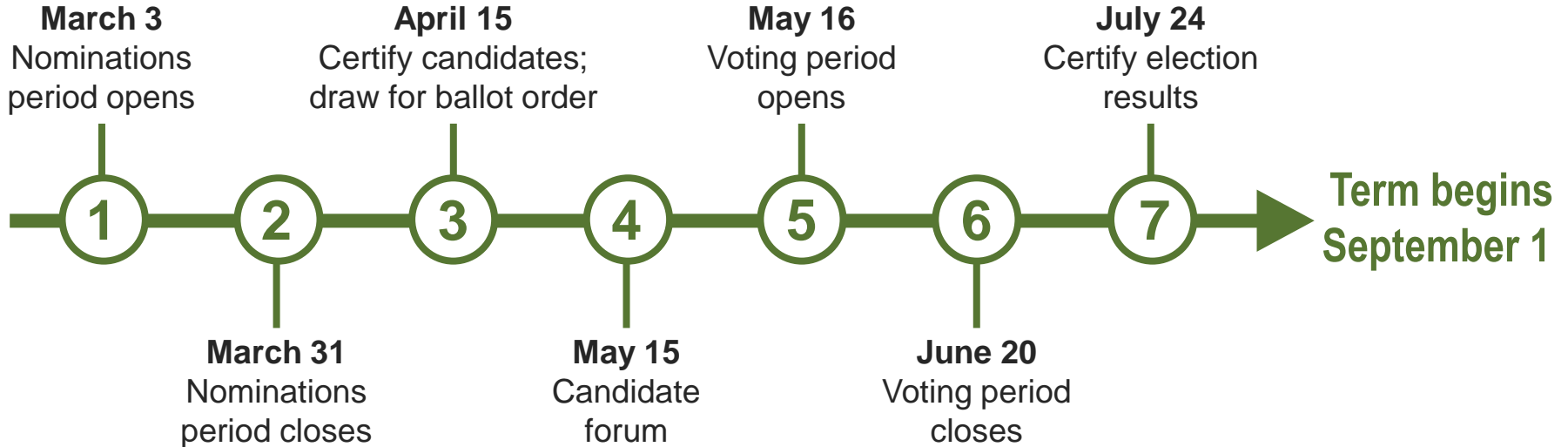
### **Retirees outpace employees and non-contributing members in participation**

Year	Retirees		Employees		Non-Contributing Members	
	Number	Participation	Number	Participation	Number	Participation
<b>2023</b>	107,860	<b>20.3%</b>	133,410	9.1%	150,810	1.9%
<b>2021</b>	No election. Lone candidate was certified as Trustee-elect.					
<b>2019</b>	99,317	<b>20.5%</b>	142,054	7.7%	114,319	2.1%
<b>2017</b>	92,118	<b>22.9%</b>	145,510	9.3%	103,261	2.7%

# 2025 Board of Trustees Election



## *Proposed Calendar*





*Discussion*  
*Action Item*

# Public Agenda Item #28

## *Agency Update*

December 11, 2024

Porter Wilson, Executive Director

# Agency Update

## Legislative Overview



- 89<sup>th</sup> Legislative Session gavels in at noon on Tuesday, January 14, 2025
- Pre-filing of bills began on November 12, 2024
  - Thousands of bills have been pre-filed focusing on a wide range of topics
  - ERS is analyzing bills that impact state employee benefits or agency operations issues
- The ERS Government Relations team creates a report of the significant bills we are tracking
  - Report is updated regularly and uploaded to the Board portal
  - Posted on the public ERS website

# Agency Update

## Legislative Overview



- ERS submitted its Legislative Appropriation Request (LAR) in September
  - For the first time in nearly 20 years, **does not** include a request for additional funding needs for the state's pension plans
  - For the first time since the 2017 session, **does** include a request for additional funding to address the increased health plan costs
    - Request is for an additional \$521M for the biennium
    - This equates to an 8% increase to the premium contribution rate

# Agency Update



## *Enhanced HealthSelect Participant Satisfaction Survey*

- Agency project designed to improve oversight into the HealthSelect<sup>SM</sup> participant satisfaction survey process administered by Blue Cross and Blue Shield of Texas (BCBSTX)
  - Goal # 1 – Revise survey statements for clarity and actionable results
  - Goal # 2 – ERS to receive participants' raw data in real time directly from third-party survey vendor, independent of the third-party administrator (TPA)
    - Ability to cross-check the results against the TPA's quarterly summary for accuracy and to remove any appearance of conflict of interest

# Agency Update



## *Enhanced HealthSelect Participant Satisfaction Survey*

- ERS worked with BCBSTX to revise the survey statements
  - Survey now collects location data of respondents
  - Added specific statements related to appointment scheduling and provider satisfaction
  - Removed open-ended questions that may include protected health information to allow for direct sharing of results
- First round of survey responses will be reviewed in late December or early January

# Agency Update

## State Employee Charitable Campaign



- 73% of ERS employees contributed, raising \$73,491 (exceeding our agency goal by 10%)
- Five divisions had 100% participation
- Full agency effort lead by Elizabeth Roque and Gabe Torres



# Agency Update

## 1836 San Jacinto Updates



- Construction scheduled for completion by January 13<sup>th</sup>.
- Grand opening end of January.





# Agency Update

## *ERS earns Top Workplace 2024 Award*



- Based on survey responses from employees
- Placed in the top 15 of mid-sized employers
- First time ERS submitted for the award



*It's more than a job. It's a career, it's a work family, and it's a great environment for people to be able to do their best work.*

*– ERS employee comment in Energage Workplace Survey*

# Discussion

## Public Agenda Item #29

*Recess of the Board of Trustees Meeting. Following a Temporary Recess, the Board of Trustees will Reconvene to take up the Remaining items listed on the Agenda*

December 11, 2024