

**TEACHER RETIREMENT SYSTEM OF TEXAS MEETING  
BOARD OF TRUSTEES  
AND  
BENEFITS COMMITTEE**

*(Mr. Moss, Committee Chair; Ms. Charleston; Ms. Clifton; Ms. Palmer; & Ms. Sissney, Committee Members)*

**AGENDA**

**December 14, 2012 – 8:00 a.m.  
TRS East Building, 5<sup>th</sup> Floor, Boardroom**

*The December 14, 2012 meeting of the TRS Board of Trustees will be held by telephone conference call as authorized under Texas Government Code Section 551.130. The Board intends to have a quorum physically present at **1000 Red River Austin, Texas 78701 in the TRS East Building, 5<sup>th</sup> Floor, Boardroom.***

1. Consider the approval of the minutes of the December 8, 2011 committee meeting – Christopher Moss.
2. Receive an overview of TRS supplemental benefit programs – Bob Jordan and Clarke Howard.
3. Review the Benefit Services Statistics Report – Marianne Woods Wiley.
4. Receive an overview of the TRS telephone counseling center, including hiring, staffing, and operations – Marianne Woods Wiley and Tom Guerin.
5. Review the TRS Web Site Statistics Report – Howard Goldman.

NOTE: The Board of Trustees (Board) of the Teacher Retirement System of Texas will not consider or act upon any item before the Benefits Committee (Committee) at this meeting of the Committee. This meeting is not a regular meeting of the Board. However, because the full Benefits Committee constitutes a quorum of the Board, the meeting of the Committee is also being posted as a meeting of the Board out of an abundance of caution.

**Tab 1**



## Minutes of the Benefits Committee

December 8, 2011

The Benefits Committee of the Board of Trustees of the Teacher Retirement System of Texas met on Thursday, December 8, 2011, in Room 345E of the East Building of TRS offices located at 1000 Red River Street, Austin, Texas 78701.

### Committee members present:

Charlotte Clifton, Chair  
Todd Barth  
Karen Charleston  
Anita Palmer  
Nanette Sissney

### Other Board members present:

David Kelly  
Joe Colonna  
Eric McDonald  
Chris Moss

### TRS executives and other staff present:

Brian Guthrie, Executive Director  
Ronnie Jung, Executive Liaison to the Board of Trustees  
Ken Welch, Deputy Director  
Marianne Woods Wiley, Chief Benefit Officer  
Conni Brennan, General Counsel  
Howard Goldman, Director of Communications  
Betsey Jones, Director of Health Care Policy and Administration  
Patricia Cantú, Director of Investment Business Management  
Jennifer Downey, Executive Assistant to Chief Benefit Officer  
Charmaine Drummond, Health Insurance Consultant  
Janice Engler, Audit Manager  
Wm. Clarke Howard, Assistant General Counsel  
Tom Guerin, Manager of Benefits Counseling  
Bob Jordan, Director of Health and Insurance Benefits  
Dan Junell, Assistant General Counsel and Secretary to the Board  
Lynn Lau, Program Specialist and Assistant Secretary to the Board  
Rebecca Merrill, Special Advisor to Executive Director and Manager of Special Projects  
Hugh Ohn, Director of Investment Audit and Compliance  
Liz Oliphant, Manager of Benefit Processing  
Mike Rehling, Assistant Manager of Benefit Processing  
Jimmie Savage, Manager of Member Data Services  
Charmaine Skillman, Assistant General Counsel  
Rebecca Smith, Assistant General Counsel  
Angela Vogeli, Assistant General Counsel  
Yimei Zhao, Team Leader for Health Benefit Finance and Special Projects

Outside counsel, consultants, contractors, representatives of associations and organizations, or members of the public present:

Steve Huff, Reinhart Boerner Van Deuren s.c., Fiduciary Counsel  
Selvadas Govind, Clifton Gunderson, LLP  
Cara Cantu, Clifton Gunderson, LLP  
Leroy DeHaven, Texas Retired Teachers Association  
Ted Melina Raab, Texas American Federation of Teachers  
Ann Fickel, Texas Classroom Teachers Association  
Adriana S. Garza, Caremark  
Pat Del Rio, Aetna  
Vin Debaggis, State Street  
Dr. Marcia Shelton

With a quorum of the committee present, the meeting convened at 8:30 a.m.

**1. Consider the approval of the minutes of the June 16, 2011 committee meeting – Charlotte Clifton.**

On a motion by Mr. Barth, seconded by Ms. Palmer, the committee unanimously approved the minutes of the June 16, 2011 committee meeting as presented.

**2. Receive a report on the Texas School Employees Uniform Group Health Coverage Plan (TRS-ActiveCare) pharmacy drug rebate operations audit – Bob Jordan, Selvadas Govind and Cara Cantu, Clifton Gunderson, LLP.**

Mr. Jordan reviewed the audit of the pharmacy drug rebate operations provided by the pharmacy benefit manager (PBM) for TRS-ActiveCare, Medco Health, from September 1, 2008 through August 31, 2010. Mr. Jordan said that TRS selected Clifton Gunderson, LLP to conduct the audit after a competitive bidding process.

Ms. Cara Cantu of Clifton Gunderson presented the detail of the audit. She concluded that the audit results indicated that the drug manufacturer rebates were being processed and administered according to the contract terms. She noted a calculated variance of \$144,209. That variance, she explained, was less than 1 percent of the total rebates and resulted from acceptable rounding and timing differences between the claims that were processed or adjusted.

**3. Consider proposed appointments to the Retirees Advisory Committee and make a related recommendation to the Board – Betsey Jones.**

Ms. Jones provided an overview of the Retirees Advisory Committee (RAC), including its composition, nomination process, and duties. She presented the four positions that would expire on January 31, 2012:

- retired school administrator position currently held by Bill Barnes;
- active teacher position currently held by Gary Willis;
- retired teacher position currently held by Ellyce Warns; and

- active auxiliary employee position, which was currently vacant.

Ms. Jones stated the evaluation criteria. She stated that Ms. Warns submitted her nomination information after the posted deadline, but staff was providing it in case the committee wanted to consider her eligibility.

Ms. Jones discussed the background and experience of the candidates and staff's recommendation for each position. Ms. Jones presented three nominees for the retired school administrator position: Mr. Barnes, the incumbent; Dr. Donnie Breedlove; and Etienne Tina Johnson. She stated that staff recommended Mr. Barnes. Ms. Charleston stated that it would be a good time to give another candidate an opportunity to serve in the position. She put forward Dr. Breedlove as an excellent candidate for the position. Responding to a question from Mr. Barth, Ms. Jones confirmed that Mr. Barnes had served in the position for the past eight years. Mr. Barth stated that he would consider Dr. Breedlove for the position if Dr. Breedlove was indeed a qualified candidate. Ms. Sissney commented that in light of the challenge facing TRS-Care, the experience of a candidate would be very valuable for the RAC. Mr. Guthrie stated that staff recommended Mr. Barnes partly because of his activities on behalf of the Texas Retired Teachers Association and commended his valuable experience. Ms. Sissney moved that the committee recommend Mr. Barnes to the Board of Trustees ("board") to fill the retired school administrator position on the RAC. Mr. Barth seconded the motion. The motion failed as a result of the following votes:

Ayes: Ms. Sissney and Mr. Barth

Nays: Ms. Charleston, Ms. Palmer, and Ms. Clifton.

Upon a motion by Ms. Charleston, seconded by Ms. Palmer, the committee unanimously voted to recommend that the board appoint Dr. Breedlove to fill the retired school administrator position.

Ms. Jones presented four nominees for the active teacher position: Mr. Willis, the incumbent; Elena Ingram; Sunday McAdams; and David Delagarza. Ms. Jones stated that staff recommended Mr. Willis to fill the active teacher position. She provided Mr. Willis' background. Ms. Palmer noted that Ms. McAdams was the only candidate on the list with health care experience and had served for the past four years on the hospital board of trustees in Ms. McAdams's locality. She recommended Ms. McAdams for the position. Responding to the questions from Ms. Charleston and Ms. Clifton, Ms. Jones replied that Mr. Willis had been on the RAC for one term while working as a teacher and a certified public accountant.

Upon a motion by Ms. Charleston, seconded Ms. Palmer, the committee unanimously voted to recommend that the board appoint Sunday McAdams to fill the active teacher position.

Ms. Jones presented two nominees for the retired teacher position: Glenna Purcell and Doris Smith. She stated that staff recommended Ms. Purcell. She described Ms. Purcell's background and experience. She confirmed for Ms. Sissney that Ms. Purcell was not the incumbent of the position. Concerning the nomination of Ms. Warns, Ms. Clifton stated that the committee should only consider the nominees who had met the deadline for submitting their resumes and other information supporting their nomination.

Upon a motion by Ms. Sissney, seconded by Ms. Palmer, the committee unanimously voted to recommend that the board appoint Glenna Purcell for the retired teacher position.

Ms. Jones introduced the only nominee for the active school auxiliary position, Sara Hobbs. Upon a motion by Mr. Barth, seconded by Ms. Sissney, the committee unanimously voted to recommend that the board appoint Sara Hobbs to fill the active school auxiliary position. Mr. Barth requested that staff inform the incumbents that the committee appreciated their service and the committee's decisions not to recommend them for reappointment did not reflect on the quality of the service they had provided.

#### **4. Review the Benefit Services Statistics Report – Marianne Woods Wiley.**

Ms. Woods Wiley presented information on benefit processing and counseling for fiscal year 2011. She highlighted the overall high volume of activities in both areas. Mr. Barth suggested that staff focus on the telephone counseling services because many members relied on the phone as their sole means of communication with TRS. Ms. Woods Wiley concurred with Mr. Barth's comment and suggestion. She noted that five new counselors would help with the workload after they completed training. She confirmed for Mr. Barth that two of the counselors would be available by the end of December and the other three in January. Ms. Woods Wiley and Mr. Guthrie noted the enhancement of the online self-service application, *MyTRS*, and plans to publicize its availability as a way to enhance member services and reduce incoming calls. Ms. Clifton suggested informing members about *MyTRS* via the automated phone greetings. Ms. Woods Wiley concurred with Ms. Clifton's suggestion and stated that staff would review the current greetings. She also confirmed for Mr. Barth that callers were informed of the estimated wait time when they were put on hold. She noted that Benefits Counseling staff was working with Information Technology (IT) on an automated callback option, which would improve customer service. She responded to Mr. Barth that the application was currently being tested and might be operational in early 2012.

Ms. Woods Wiley reviewed interactive voice response (IVR)-system use, counseling office visits, and the attendance at group sessions. Ms. Palmer requested a list of conventions held by the professional and retiree associations at which TRS staff participated. Ms. Woods Wiley confirmed for Ms. Charleston that TRS would provide a group session in a school district upon request if resources and expected attendance were sufficient. She noted that staff typically chose a location surrounded by a number of towns so that more members could participate. She confirmed for Ms. Clifton that the group sessions do not cover all 20 regions. Ms. Woods Wiley presented the quarterly report on the telephone statistics for June, July, and August 2011.

#### **5. Review the TRS Web Site Statistics Report – Howard Goldman.**

Mr. Goldman provided a report detailing monthly statistics related to TRS website activities for FY 2011 and showing annual totals for prior fiscal years. He stated that Communications worked closely with IT in managing the website. He explained the specific roles of two divisions in website maintenance and development.

Mr. Goldman presented the annual website statistics and attributed the significant

increase of the total requests in 2011 to the launch of *MyTRS* in November 2010.

Mr. Goldman summarized major accomplishments for TRS's online services during FY 2011.

The meeting adjourned at 9:35 a.m.

## **Tab 2**

# Teacher Retirement System of Texas



## Optional Coverages

- For TRS-Care and TRS-ActiveCare

- Statutory Authority under Chapter 1575.151 T.I.C.
  - Life insurance
  - Accidental death and dismemberment
  - Hospital care and benefits
  - Medical care and treatment
  - Dental care
  - Eye care
  - Obstetrical benefits
  - Long term care
  - Prescribed drugs, medicines, and prosthetic devices
  - Protection against loss of salary

## ■ Current Benefits Offered

- Hospital care and benefits \*
- Medical care and treatment \*
- Obstetrical benefits \*
- Prescribed drugs, medicines, and prosthetic devices \*

*\* All of these benefits are incorporated in the current TRS-Care Plans 1, 2, and 3.*

## ■ Authorized, but Not Offered Benefits

- Life insurance
- Accidental death and dismemberment
- Dental care
- Eye care
- Long term care \*
- Protection against loss of salary

\* *Provided under Chapter 1576 T.I.C.*

- Statutory Authority under Chapter 1579.104 T.I.C.
  - Optional permanent life insurance
  - Optional long term care insurance
  - Optional disability insurance

## ■ Current Benefits Offered

- Optional long term care insurance \*
  - » Genworth Life Ins. Co. to August 31, 2015
    - 1,308 Retirees
    - 4,771 Active members
    - 867 Family members

*\* Provided under Chapter 1576 T.I.C.*

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## Teacher Retirement System

### Optional Coverages History

#### 1999 76<sup>th</sup>R

- Created two versions of 3.50-4A {Optional Insurance Program}:
  - Version #1 was permissive and only addressed Optional Long-term Care Insurance
  - Version #2 was mandatory and addressed:
    - ✓ Optional Permanent Life Insurance
    - ✓ Optional Disability Insurance
    - ✓ Optional Long-term Care Insurance

#### 2000

- TRS posted a RFP for:
  - Optional Permanent Life Insurance
  - Optional Disability Insurance
  - Optional Long-term Care Insurance
- No proposals were submitted for:
  - Optional Permanent Life Insurance
  - Optional Disability Insurance

#### 2001 77<sup>th</sup>R

- Codified the two versions of 3.50-4A into:
  - “May” codified into Chapter 1576 T.I.C.
  - “Shall” codified into Chapter 1577 T.I.C.
- Passed H.B. 3343 which created 3.50-7 {TRS-ActiveCare}

#### 2003 78<sup>th</sup>R

- Codified 3.50-7 into Chapter 1579 T.I.C.
- Passed S.B. 1117 which modified Chapter 1579.104 to restrict TRS to shall offer:
  - Optional Permanent Life Insurance
  - Optional Disability Insurance
  - Optional Long-term Care Insurance

#### 2005 79<sup>th</sup>R

- Changed Chapter 1579.104 from “Shall” to “May” only offer:
  - Optional Permanent Life Insurance
  - Optional Disability Insurance
  - Optional Long-term Care Insurance
- Repealed Chapter 1577 T.I.C.



## **Tab 3**

## MEMORANDUM

**DATE:** November 9, 2012

**TO:** Brian Guthrie  
Ken Welch

**FROM:** Marianne Woods Wiley

**SUBJECT:** Benefit Services Statistics Report

This memorandum provides current and historical information on some of the service areas of the Benefit Services Division, including benefit processing and counseling services. The benefit processing categories are:

- Retirement Estimates Mailed to Members,
- Retirement Applications Processed (including Disability and PLSO),
- Refund Applications Processed,
- Death Claims Processed and Closed,
- New Service Purchase Bills Sent to Members, and

The counseling services categories are:

- Member Telephone Calls,
- TRS IVR,
- Counseling Office Visits,
- Group Session Participants,
- Monthly Convention Attendance, and
- One-on-one Field Counseling Appointments.

The attached graphs provide monthly statistics for FY 2012 and annual totals for prior years in these categories. An explanation of each statistical category along with their current status is listed below. Also noted is the current average service delivery turnaround time.

**Retirement Estimates Mailed to Members** are estimate packets sent to members who request estimates for retirement effective dates within one year. The packets may include retirement estimates, retirement instructions, a retirement application, beneficiary designation forms, service purchase bills, a TRS-Care enrollment form, a *TRS-Care Highlights* booklet, a long-term care insurance brochure, and any other forms necessary for the member to retire. As of November 9, 2012, TRS had approximately 458 pending requests for retirement estimates. Of this total, 61 are for November 2012 or earlier; 69 are for December 2012; 154 are for January 2013; and 174 are for February through November 2013. The internal performance measure for retirement estimates is the percent of retirement estimates processed within 31 days from the date of the member's request, if the retirement date is within six months of the request date. The target for this measure is 90%. During FY 2012,

TRS exceeded this measure, with a rate of 99.08%. The average number of days for response was 12. For the first two months of FY 2013, we have exceeded this measure, with a rate of 98.12% and an average processing time of 14 days.

**Retirement Applications Processed** are retirement applications and all other necessary forms processed during the month regardless of retirement effective date. As of November 9, 2012, TRS had approximately 85 retirement applications pending processing. The performance measure is the percent of retirees whose first annuity check is paid when it is first due. The goal for this measure is 98%. Paid when first due is defined as paid within 31 days of when all the following criteria are met: employment is terminated, purchases of special service credit are completely paid, and all required documentation has been received by TRS from both the employee and the employer. During FY 2012, this measure was exceeded, with a rate of 99.76%. For the first two months of FY 2013, we have exceeded this measure with a rate of 99.83%. Also included is a chart on disability retirement statistics. There were 837 disability retirement applications approved and 28 disability retirement applications denied in FY 2012.

The **Partial Lump Sum Option (PLSO)**, established in September 1999, is available to grandfathered members who are eligible for unreduced service retirement benefits (not early age retirement benefits), are not participating in the Deferred Retirement Option Plan (DROP), and are not retiring with disability benefits or under the Proportionate Retirement Program. Beginning September 2005, non-grandfathered members who meet the "Rule of 90" at retirement, have not participated in DROP, and are not applying for disability or proportionate retirement are also eligible to select a PLSO distribution. Statistics on PLSO are provided, detailing by month the number of members eligible for PLSO and the number of members electing PLSO. Overall, from inception of the option, 38.2% of the members eligible for PLSO elected PLSO. Also, from inception through October 2012, a total of \$5,034,427,969 has been paid in PLSO with 67.9% or \$3,423,211,635 of that total rolled over to various eligible retirement plans.

**Refund Applications Processed** are refunds paid during the month. The processing of a refund is dependent on TRS receiving a refund application form and other forms if the member is rolling over the refund and/or is vested. Processing a refund is also dependent on TRS receiving a report from the member's school district that lists the member's final deposit. As of November 9, 2012, TRS had approximately 1,107 refund applications to be entered and verified. The internal performance measure for refund processing is the percent of refunds processed within 31 days of receipt of required paperwork. The target for this measure is 95%. TRS exceeded this measure in FY 2012, with a rate of 100%. Also, for FY 2012, on average it took 10 days from the time all required paperwork was received until warrant issuance. For the first two months of FY 2013, we have exceeded this measure, with a rate of 99.98% and an average processing time of 12 days.

**Death Claims Processed and Closed** are death benefits paid and claim files closed for all beneficiaries of one member during that month. The majority of death claims filed are for

retired members. Death claim processing time varies depending on the complexity of the claim. For example, there can be multiple beneficiaries, legal issues, appeals, etc. As of November 9, 2012 there were approximately 66 pending new deaths to be worked and 321 payment forms to be processed. New deaths means that TRS has been notified of the death and is responsible for sending the beneficiary(ies) death claim forms. The internal performance measures for death claims are: (1) percent of death benefit information letters sent to beneficiary(ies) within 14 days of the report of death; and (2) percent of death benefit payments processed within 31 days of receipt of required paperwork. The target for the first measure is 90%; the target for the second measure is 95%. During FY 2012, Benefit Processing exceeded measure #1, with a rate 99.50%. The average number of days for response was 3.8. We exceeded measure #2, with a rate of 99.2. The average number of days for payment processing was 19.6. For the first two months of FY 2013, we have exceeded measure #1, with a rate of 99.9%, and measure #2 with a rate of 99.7%. The average response times are 3.7 days and 19.1 days, respectively.

**New Service Purchase Bills Sent to Members** are those new service purchase bills or cost statements generated and sent to members. As of November 9, 2012, there were approximately 739 pending member requests for service purchase bills or information related to service purchase. The average turnaround time for TRS to mail a bill is less than two weeks from the date of the member request. If a member is retiring soon, their bill request receives priority and may be processed sooner.

**Member Telephone Calls** include calls from members that were made to the 1-800 number or the main Austin number. Statistics provided include information on calls received, calls answered, calls abandoned, and average speed of answer. The number of calls received during October 2012 was 51,593. Of those calls, 44,036 were answered and 7,557 were abandoned, or 85% were handled and 15% were abandoned. The average hold time in October was 8.05 minutes (eight minutes and three seconds). Graphs detailing monthly statistics for FY 2012 are attached along with previous fiscal year totals.

**TRS IVR** statistics include information on calls completed in the automated telephone response system. During, October there were 23,059 calls completed in the IVR. From these calls, the top four categories were: inquiries for forms, account balances, refunds, and retirements.

**Counseling Office Visits** are the number of members/visitors seen by Benefit Counselors in the TRS building. This includes members with scheduled appointments and members who come in without scheduling an appointment. Totals for each month of FY 2012 are included along with totals for past fiscal years. For the month of October, TRS Counselors visited with 951 members.

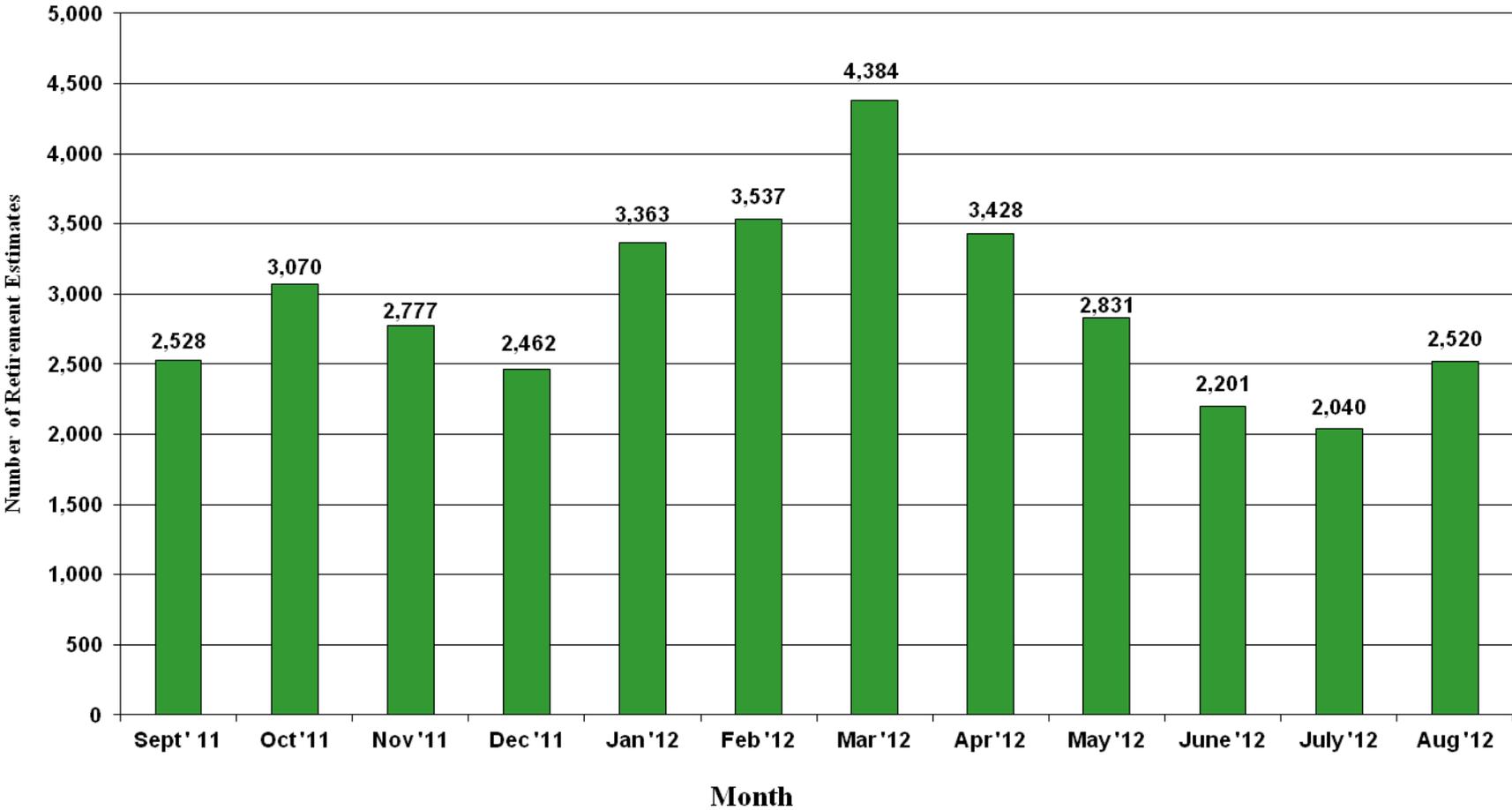
**Group Session Participants** include the number of members that attended group sessions presented by TRS Counselors throughout the state, including those sessions in Austin. The number of members attending sessions each month of the fiscal year is noted along with the

total number of members attending group sessions during past years. We had 1,169 members attend group sessions in October.

**Monthly Convention Attendance** details the number of members attending education association sponsored conventions where TRS Counselors were invited to be available to provide general information and to answer member questions. The number of attendees per month for FY 2012 and for past years is included.

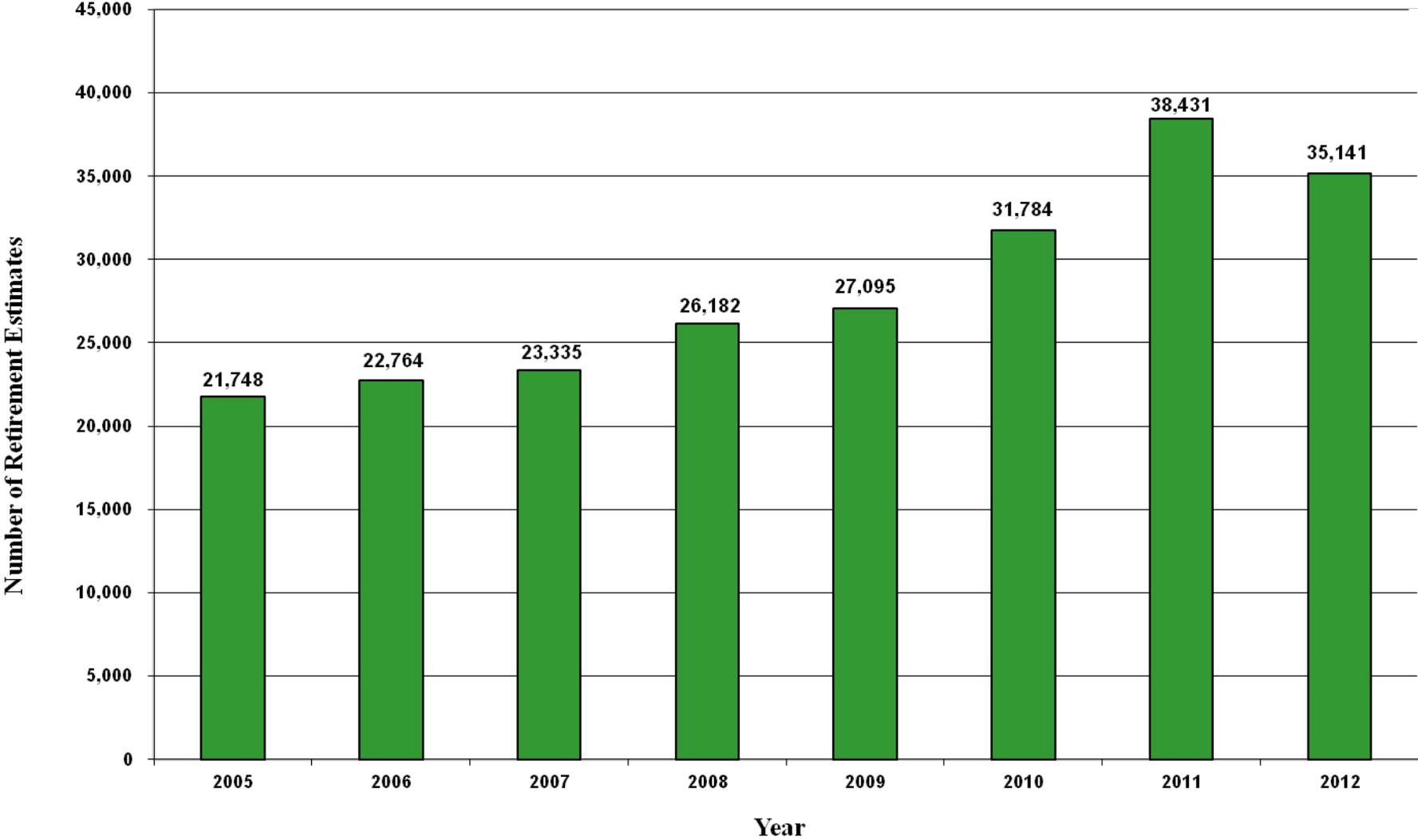
**One-on-One Field Counseling Appointments** were held in ten different cities throughout Texas during FY 2012, and will continue in FY 2013. During FY 2012, 450 appointments were offered with a total of 431 members seen throughout the state. Of this total seen, approximately 261 of these members retired in FY 2012. For FY 2013, 450 appointments have been made available from September through May 2013 and as of October, 435 had been scheduled.

# Retirement Estimates: FY 2012

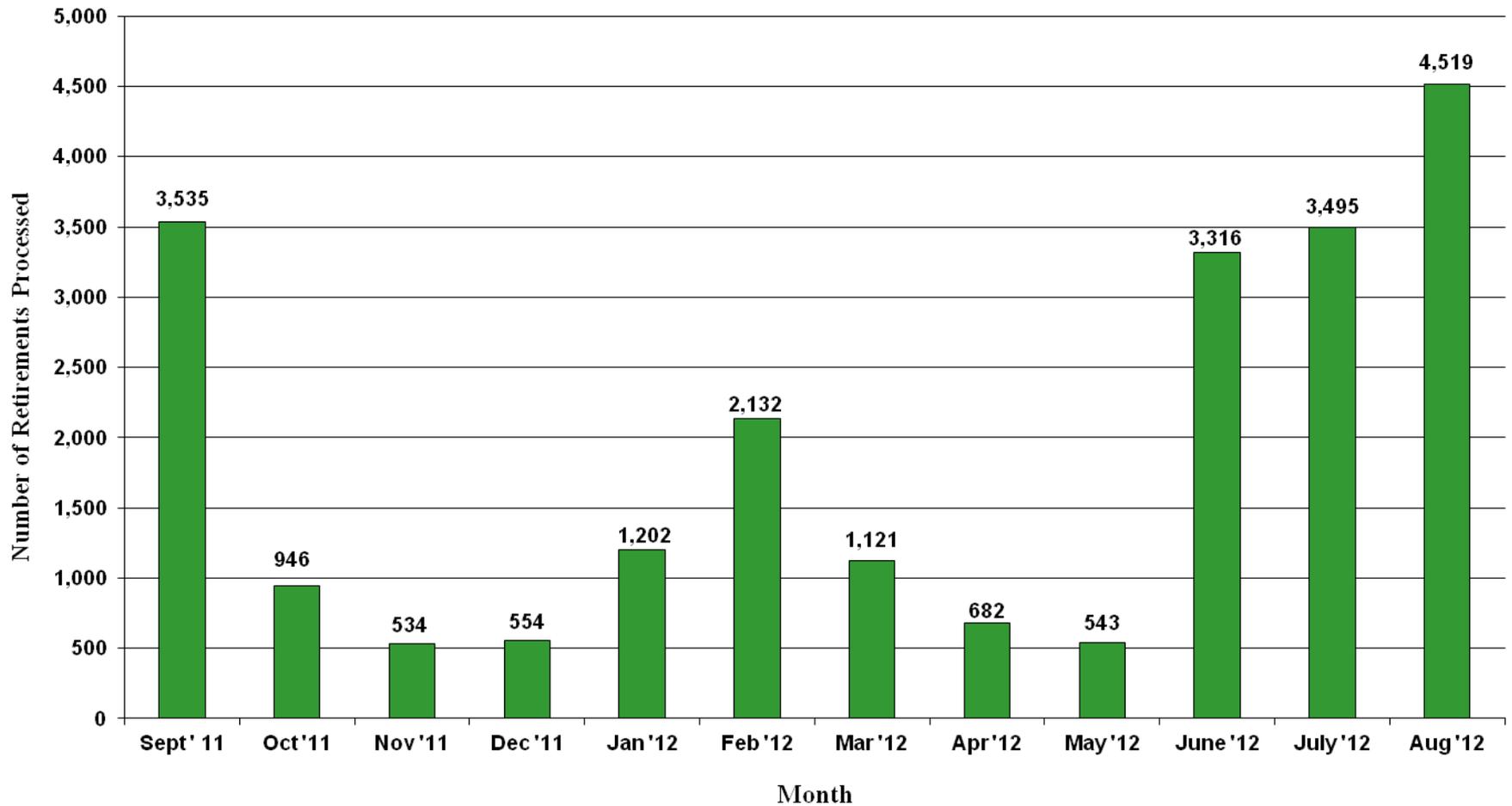


Retirement Estimates are retirement packets sent to members who request estimates for retirement effective dates within one year.

# Yearly Retirement Estimates

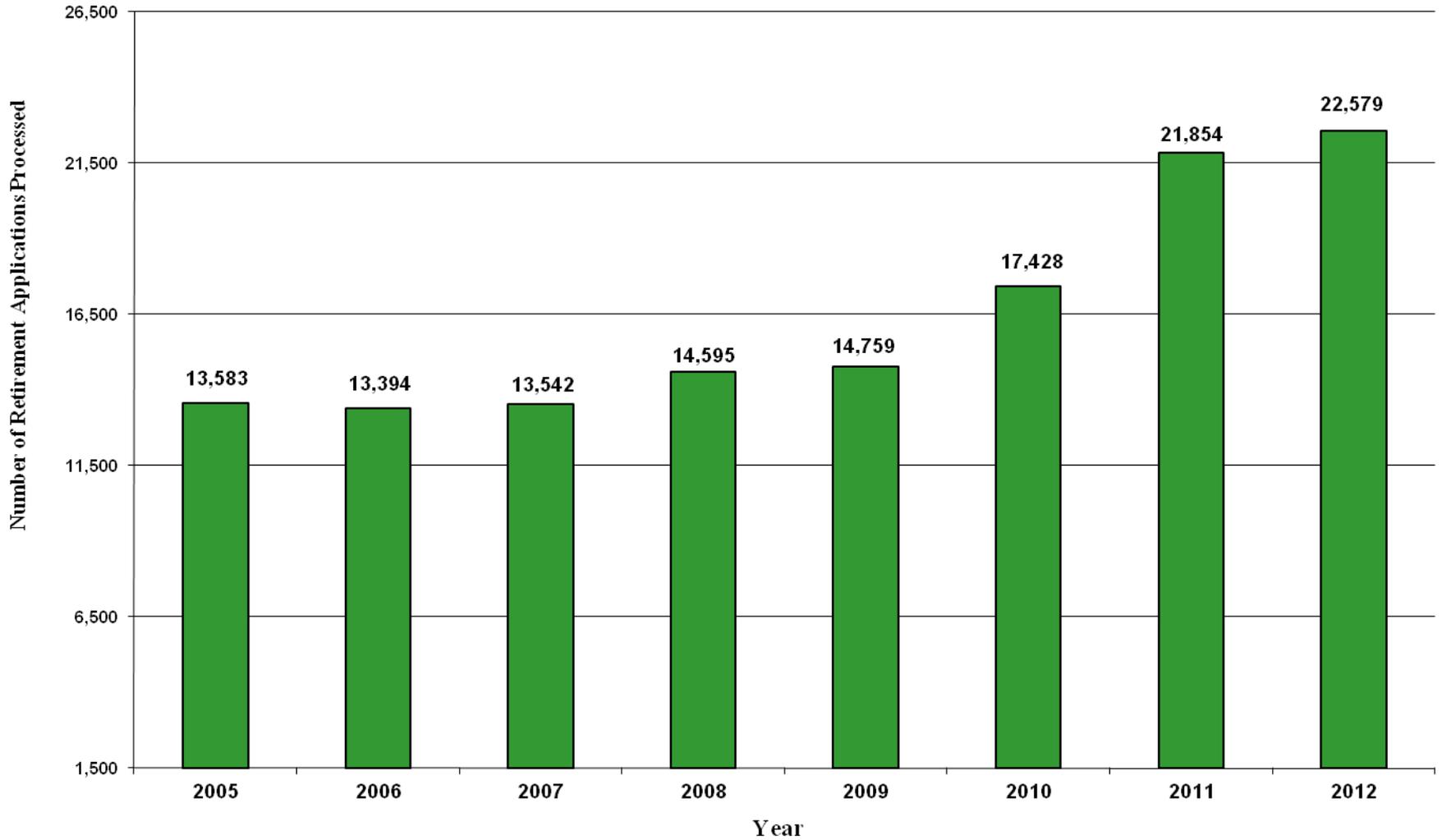


## Retirement Applications Processed: FY 2012



**Retirement Applications Processed are retirements processed during the month regardless of retirement effective date.**

# Yearly Retirement Applications Processed

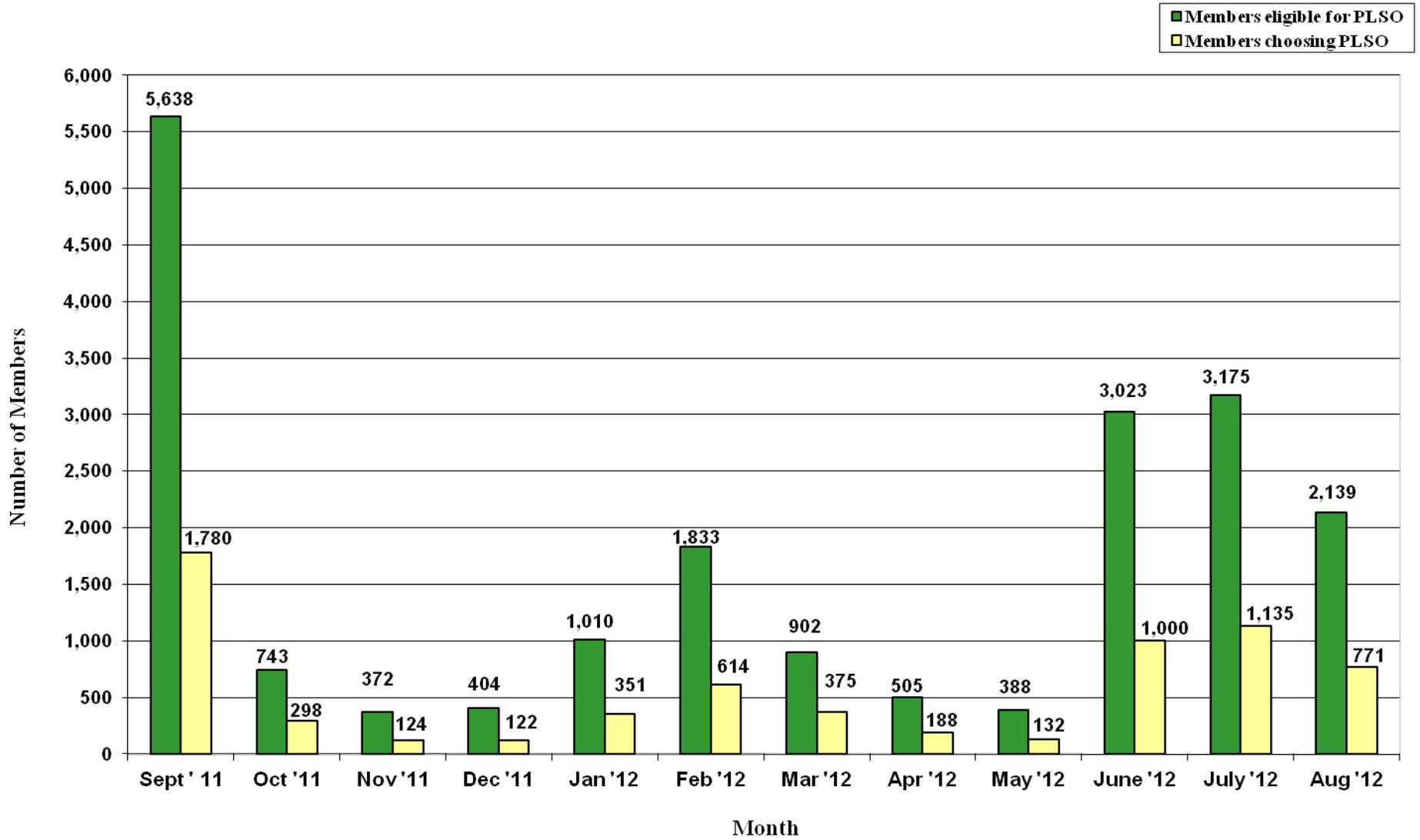


## DISABILITY RETIREMENT STATISTICS FOR THE 2011-2012 SCHOOL YEAR

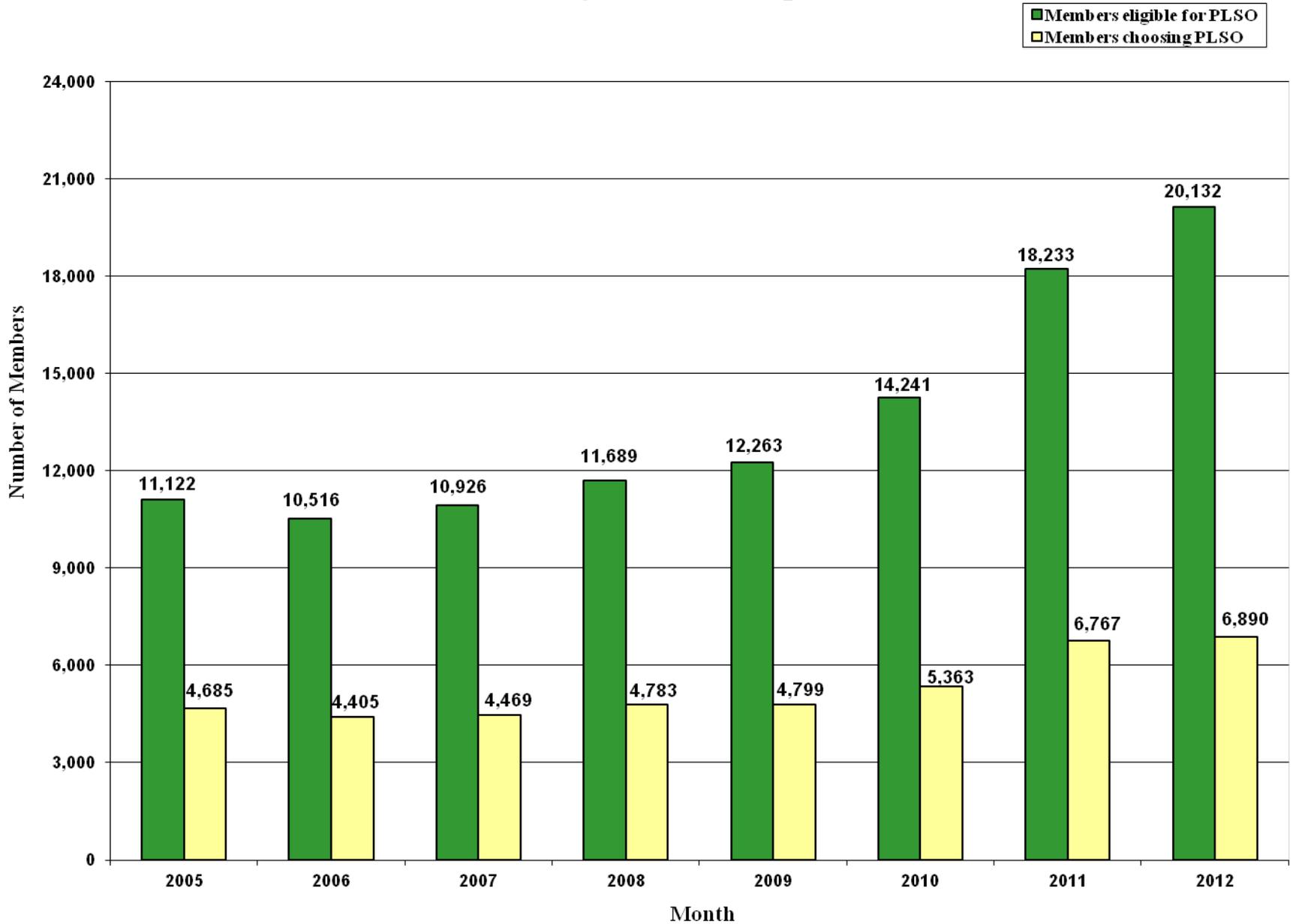
| Month                   | Certified  | Non-Certified |
|-------------------------|------------|---------------|
| <b>September</b>        | <b>78</b>  | <b>2</b>      |
| <b>October</b>          | <b>49</b>  | <b>0</b>      |
| <b>November</b>         | <b>51</b>  | <b>1</b>      |
| <b>December</b>         | <b>60</b>  | <b>1</b>      |
| <b>January</b>          | <b>56</b>  | <b>3</b>      |
| <b>February</b>         | <b>81</b>  | <b>5</b>      |
| <b>March</b>            | <b>72</b>  | <b>3</b>      |
| <b>April</b>            | <b>67</b>  | <b>2</b>      |
| <b>May</b>              | <b>54</b>  | <b>2</b>      |
| <b>June</b>             | <b>69</b>  | <b>7</b>      |
| <b>July</b>             | <b>81</b>  | <b>2</b>      |
| <b>August</b>           | <b>119</b> | <b>0</b>      |
| <b>Cumulative Total</b> | <b>837</b> | <b>28</b>     |

**Of the 837 total disability files shown as approved above,  
approximately 12% were approved on an annual basis.**

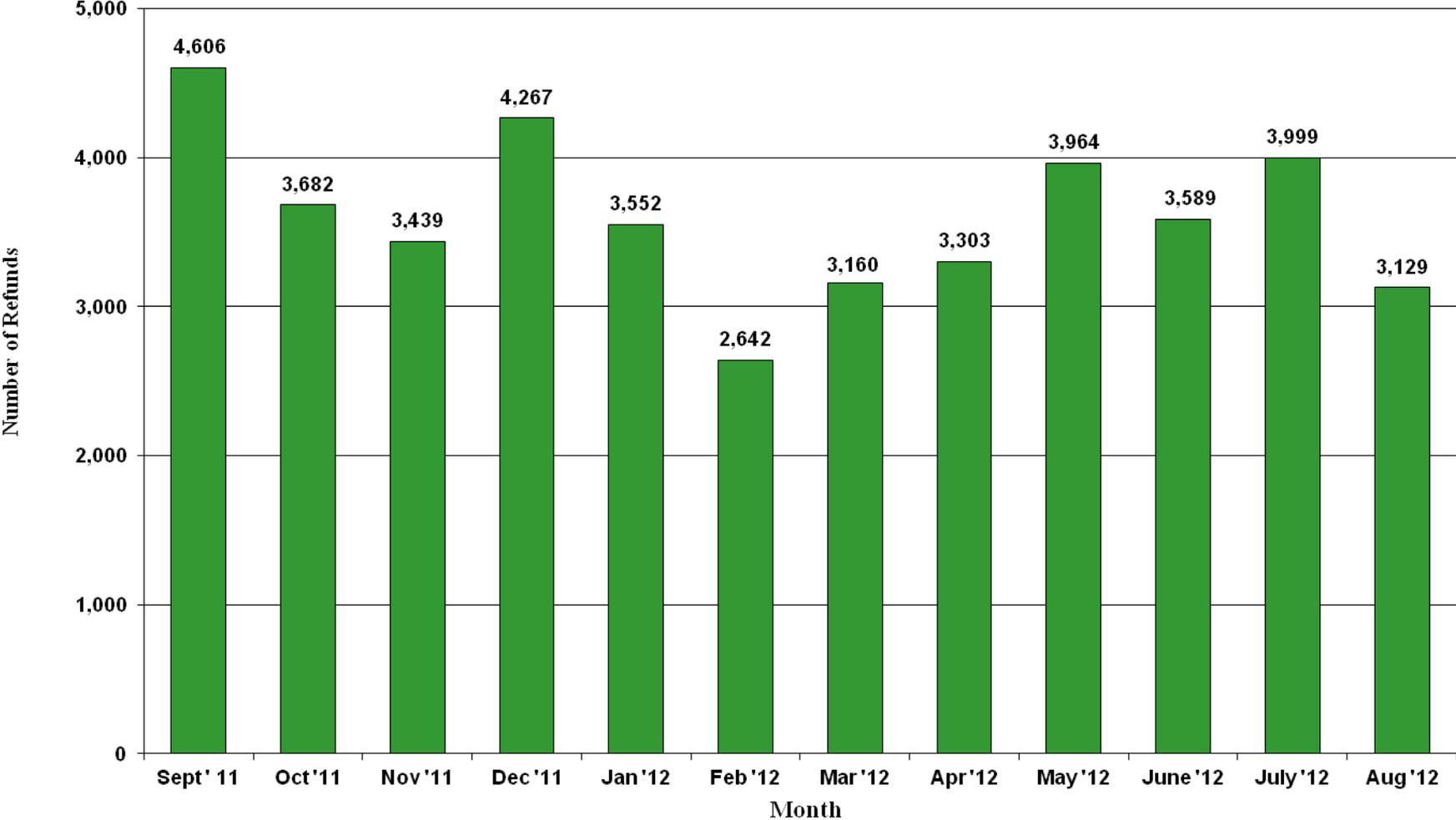
# PLSO COMPARISON: FY 2012



# Yearly PLSO Comparison

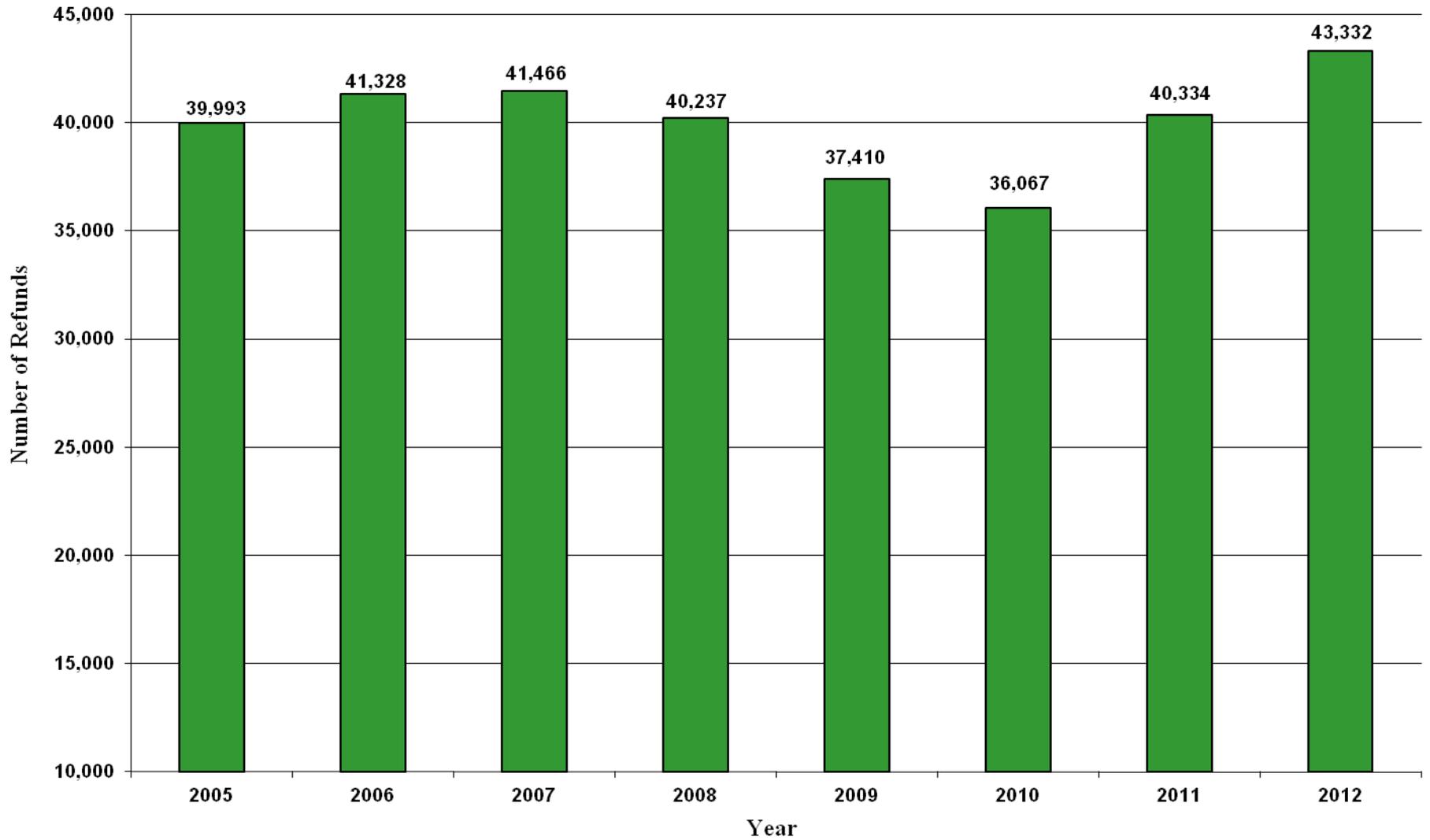


# Refunds: Fiscal Year 2012

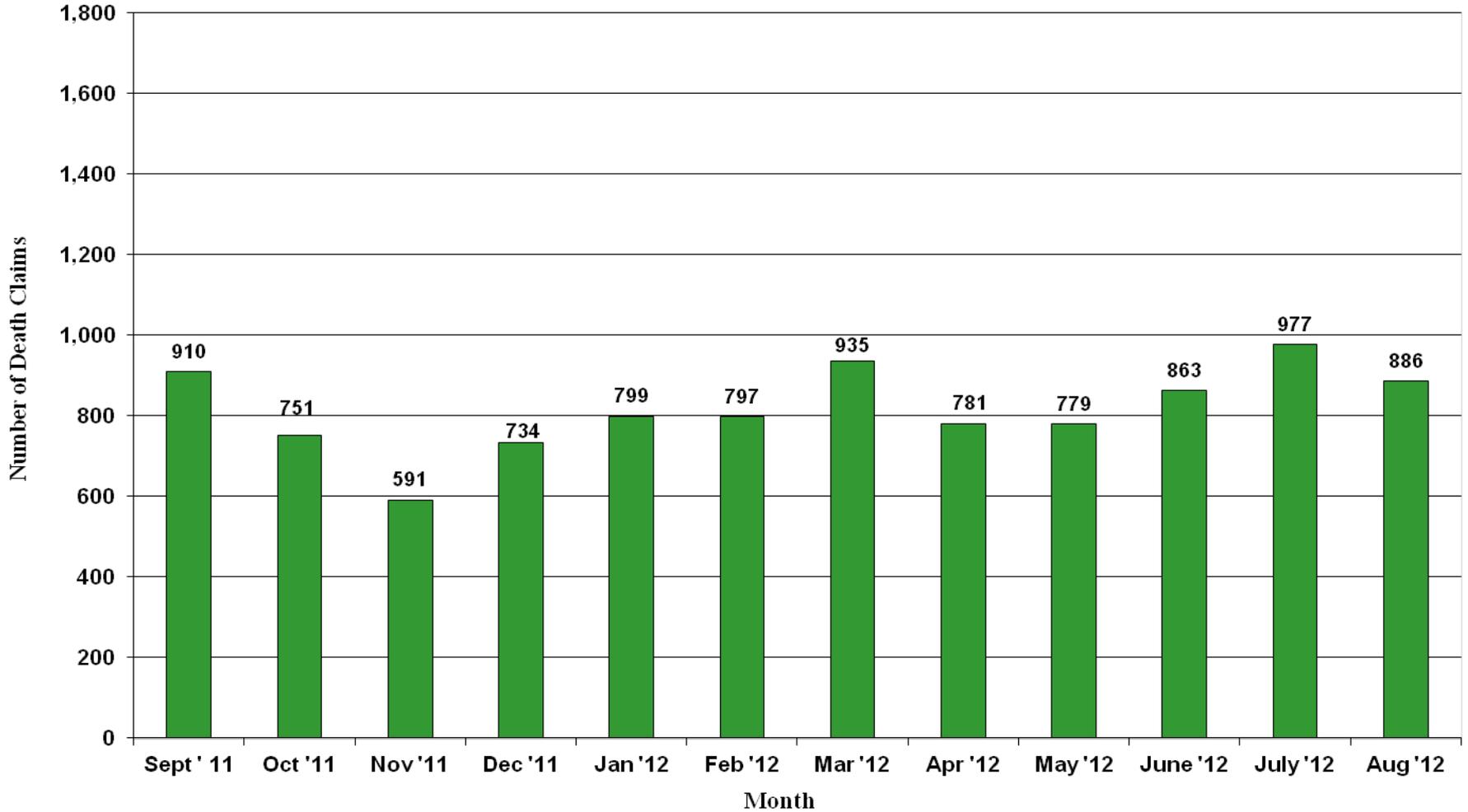


Refunds are refunds paid during the month.

# Yearly Refunds

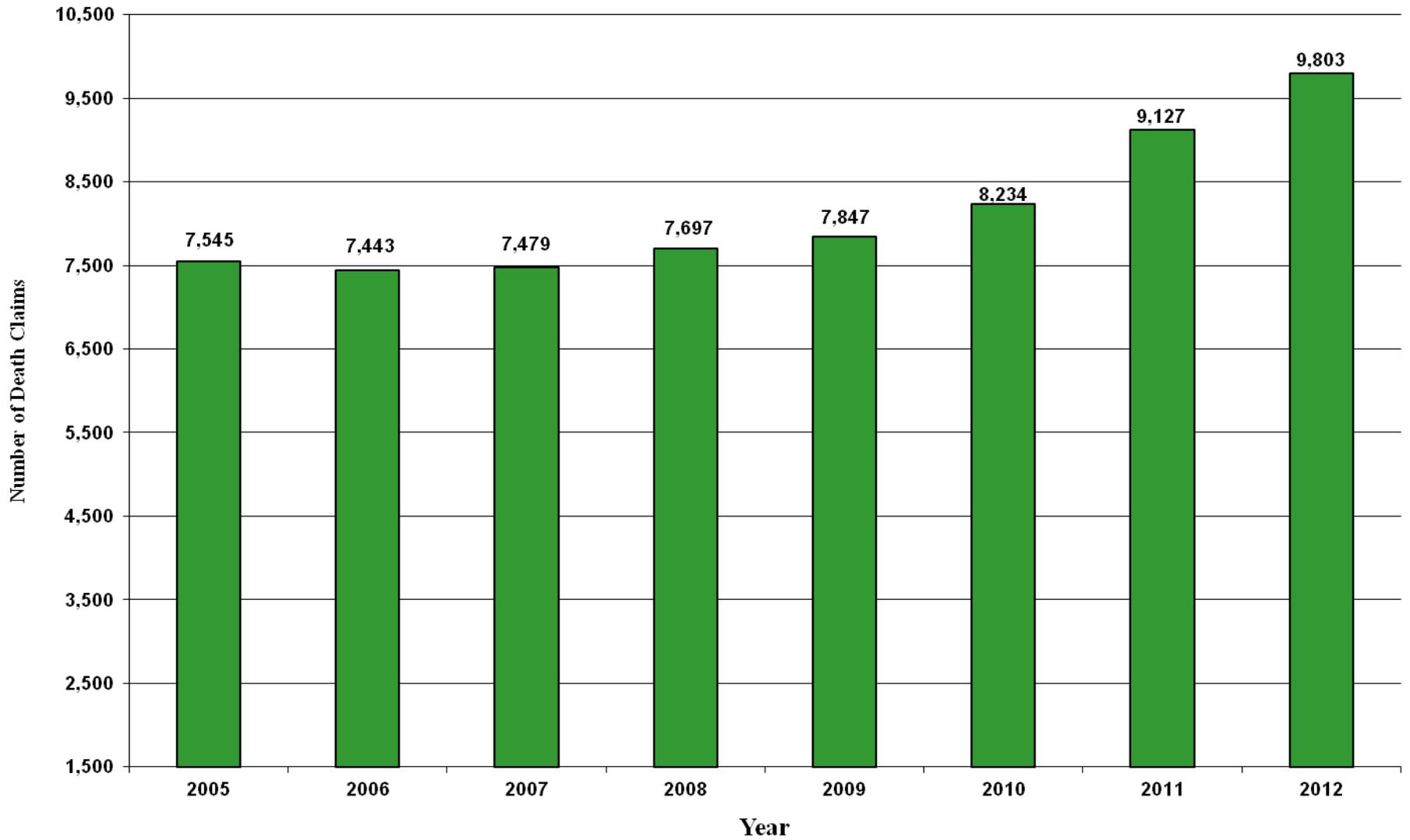


# Death Claims: FY 2012

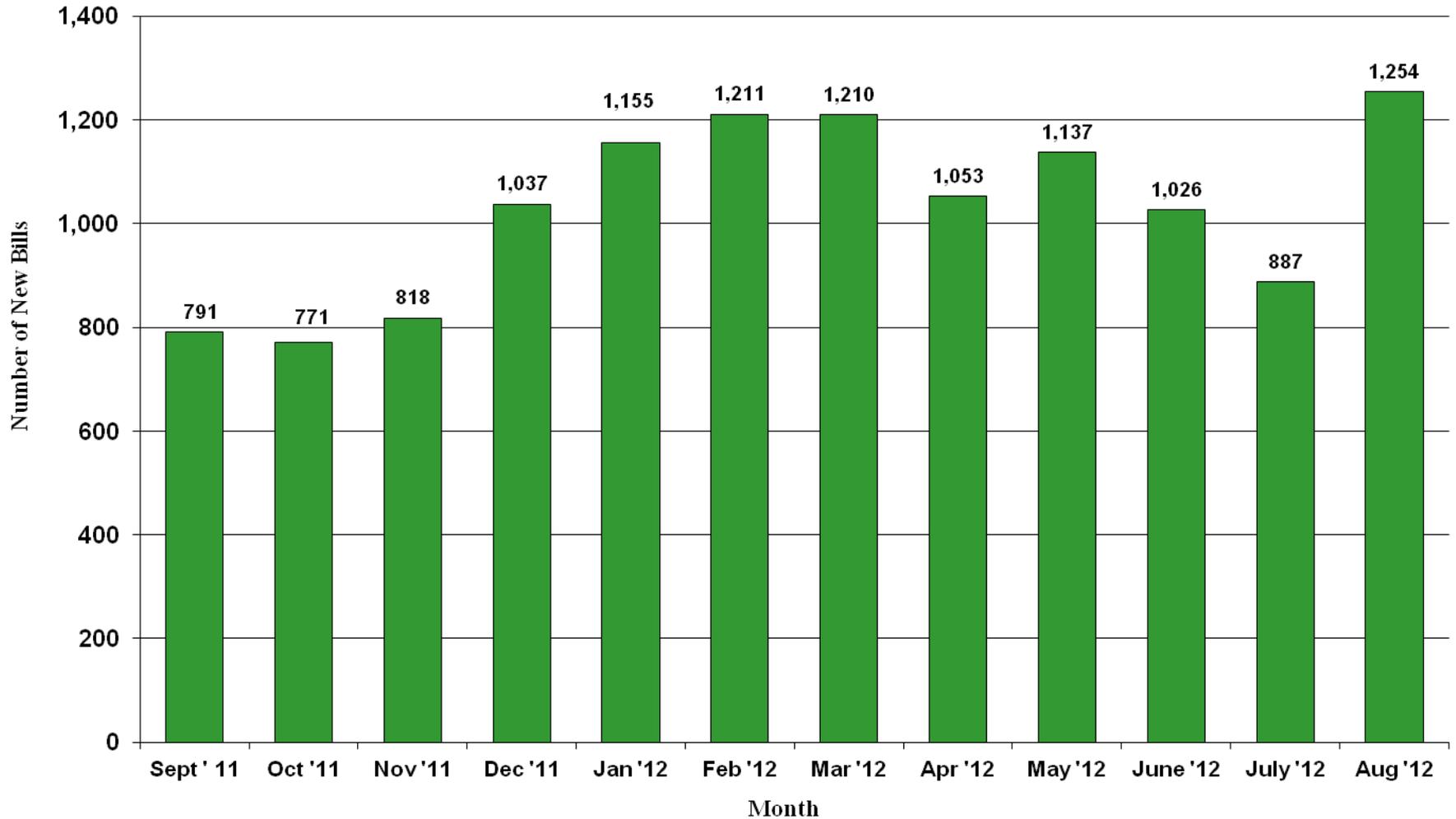


Death claims are claims paid and closed during that month.

# Yearly Death Claims

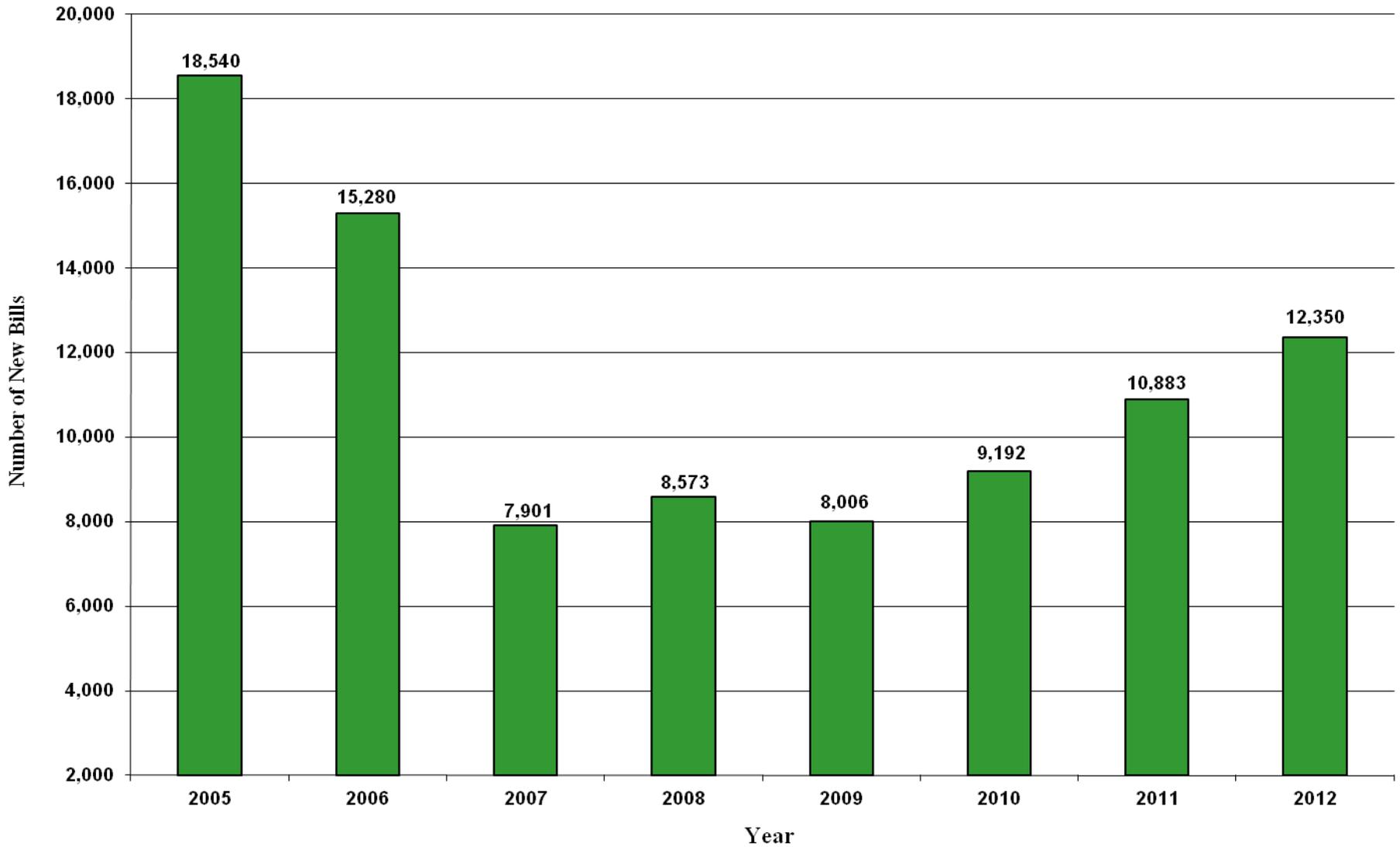


## New Service Purchase Bills: FY 2012

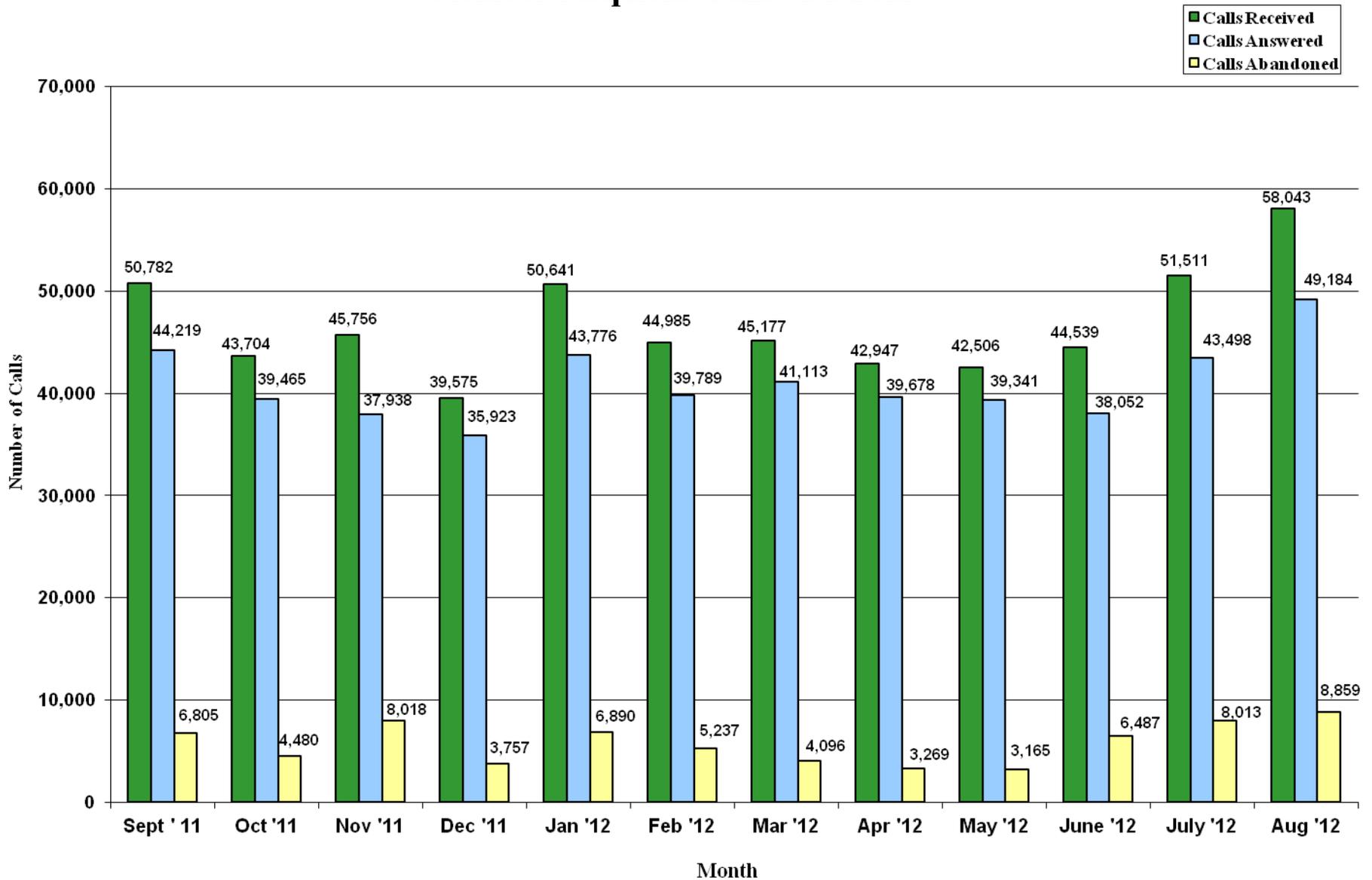


**New Service Purchase Bills are those new bills generated and sent to members.**

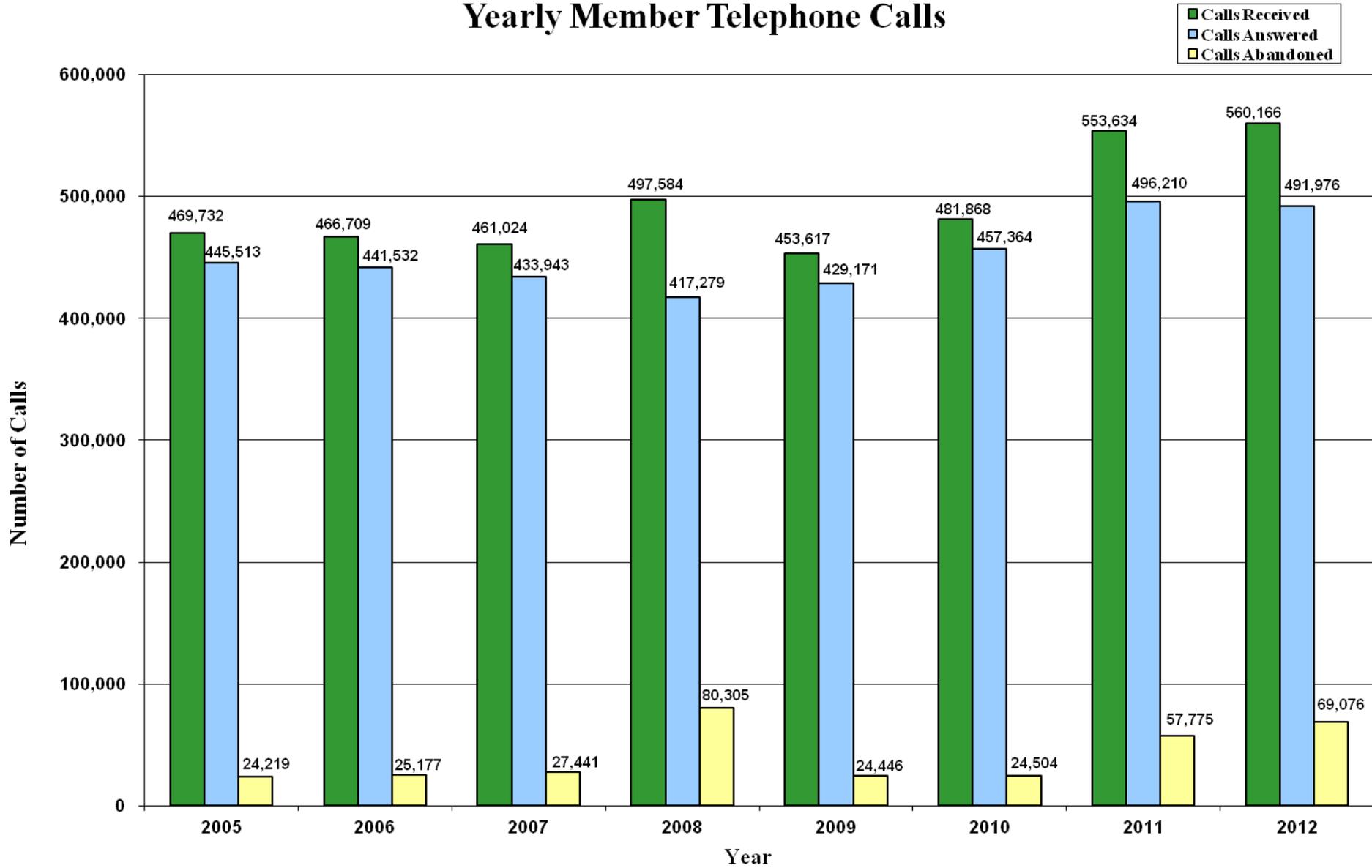
# Yearly New Service Purchase Bills



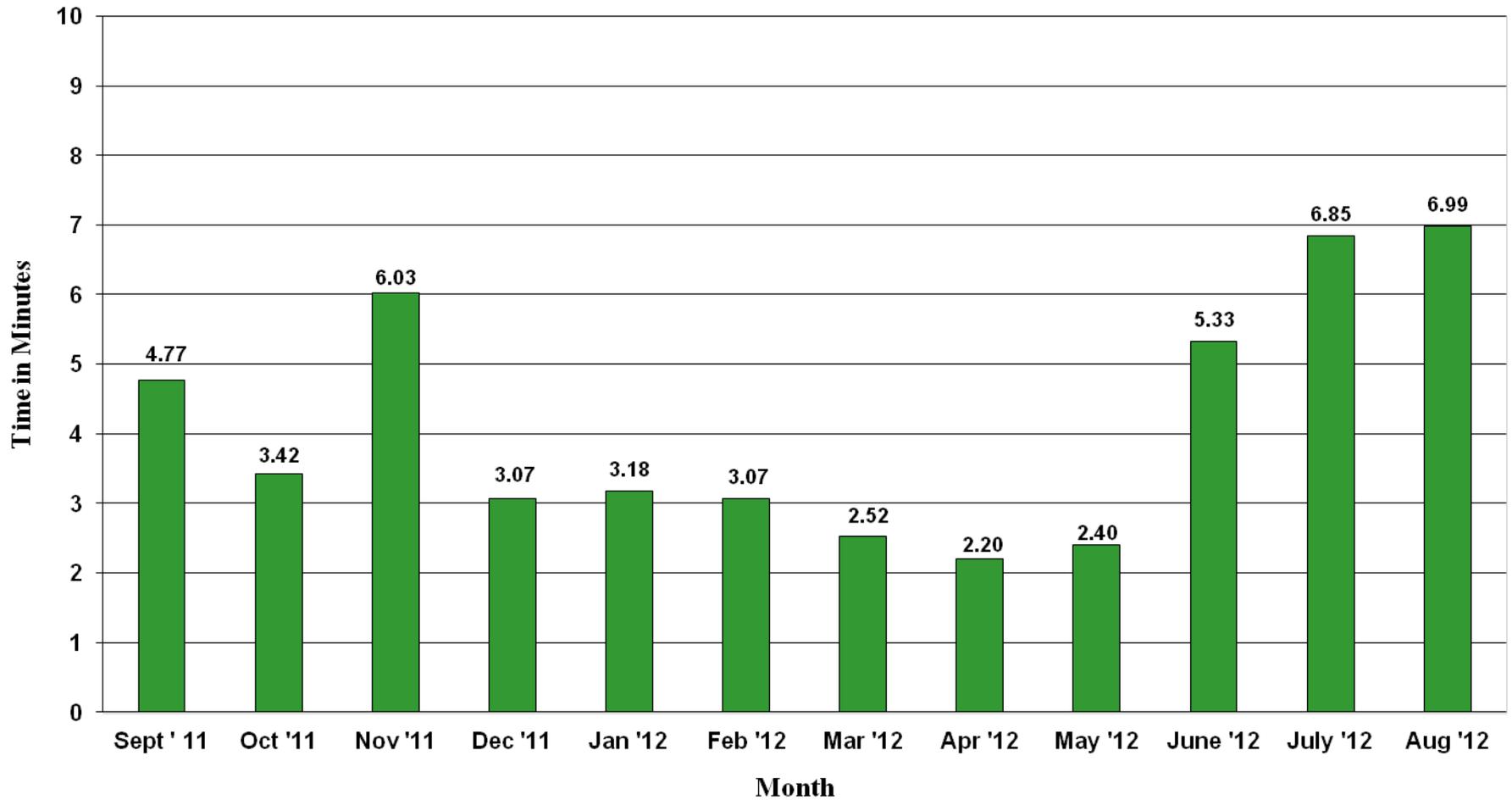
## Member Telephone Calls: FY 2012



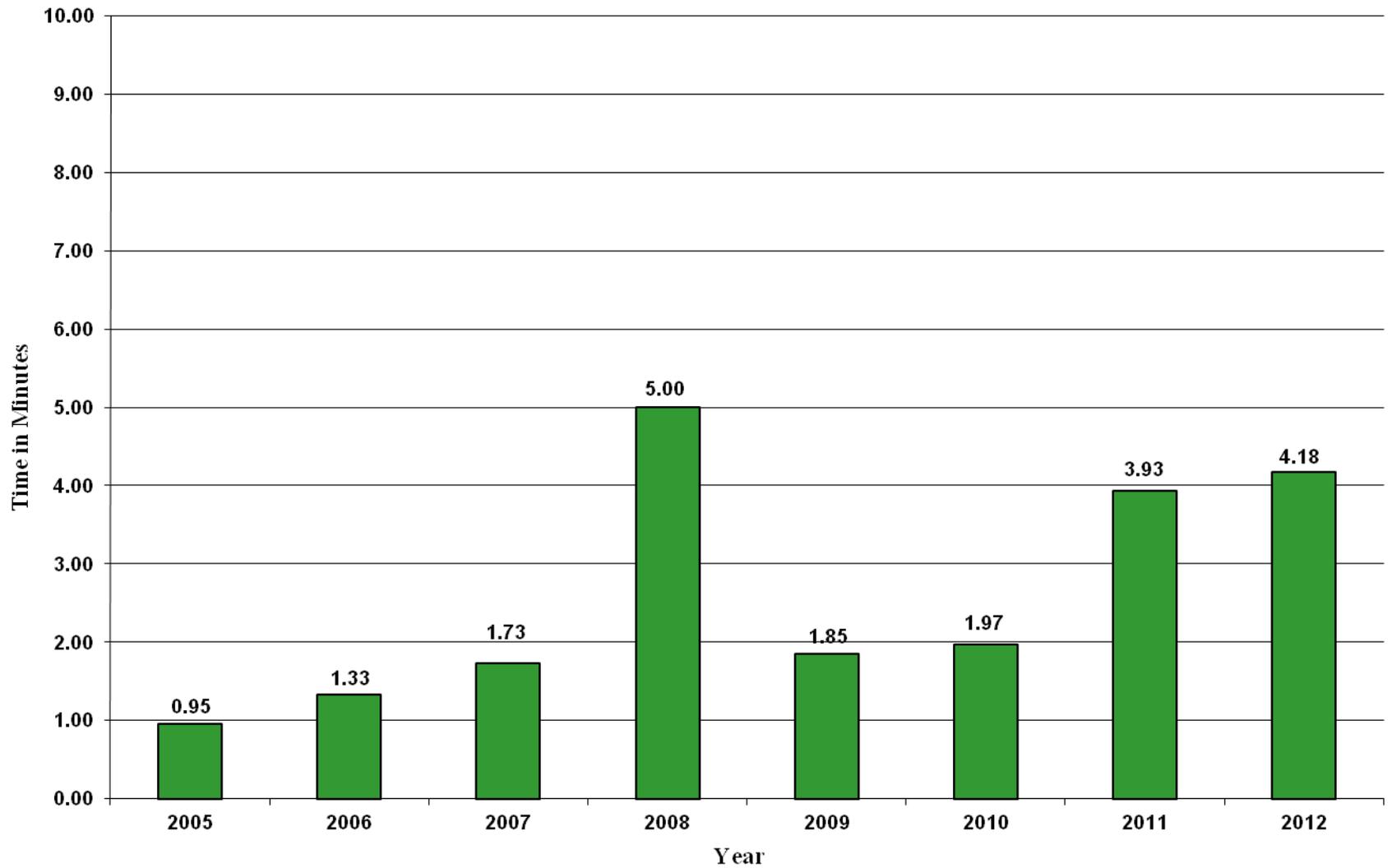
# Yearly Member Telephone Calls



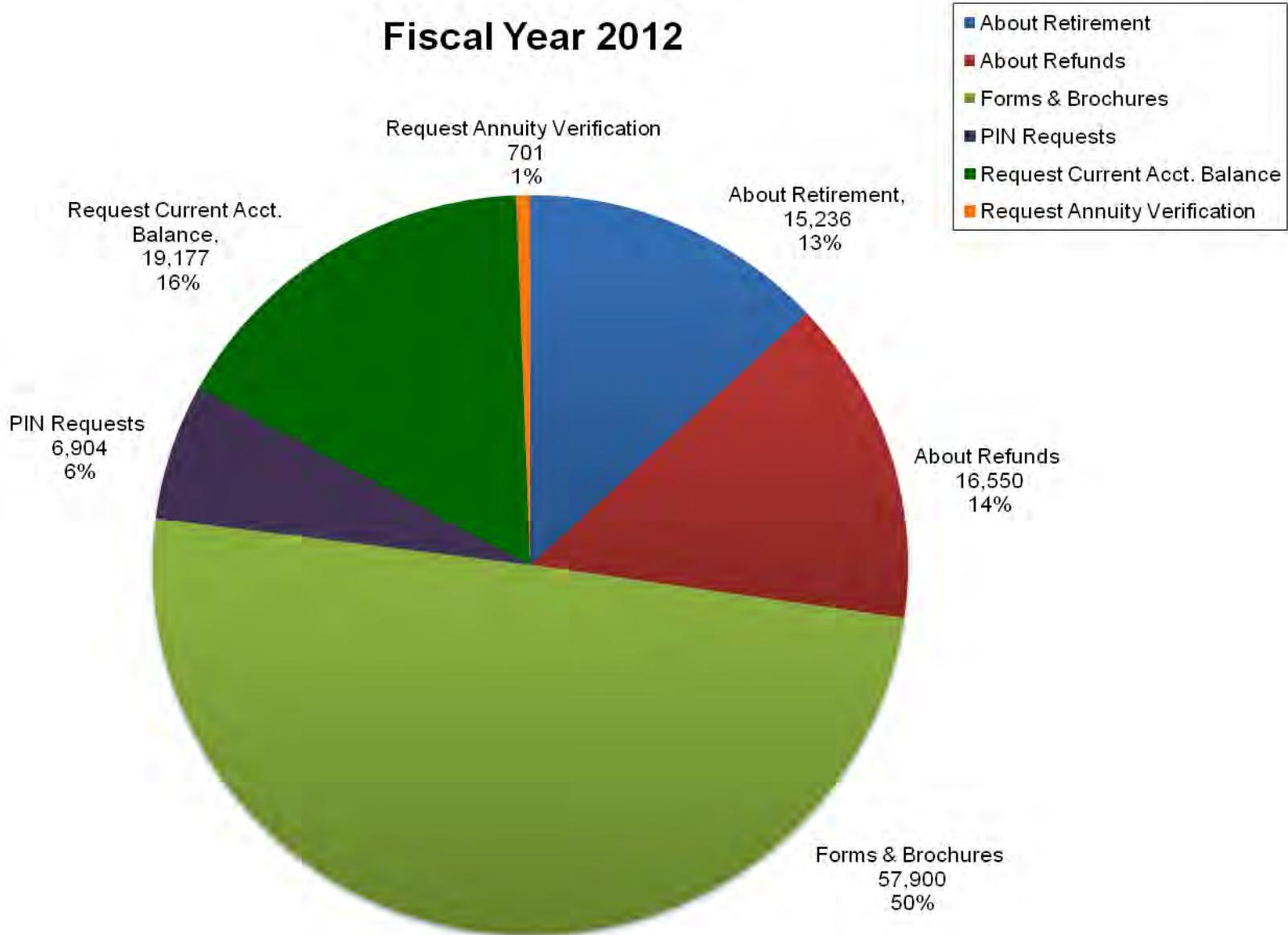
## Average Speed of Answer: FY 2012



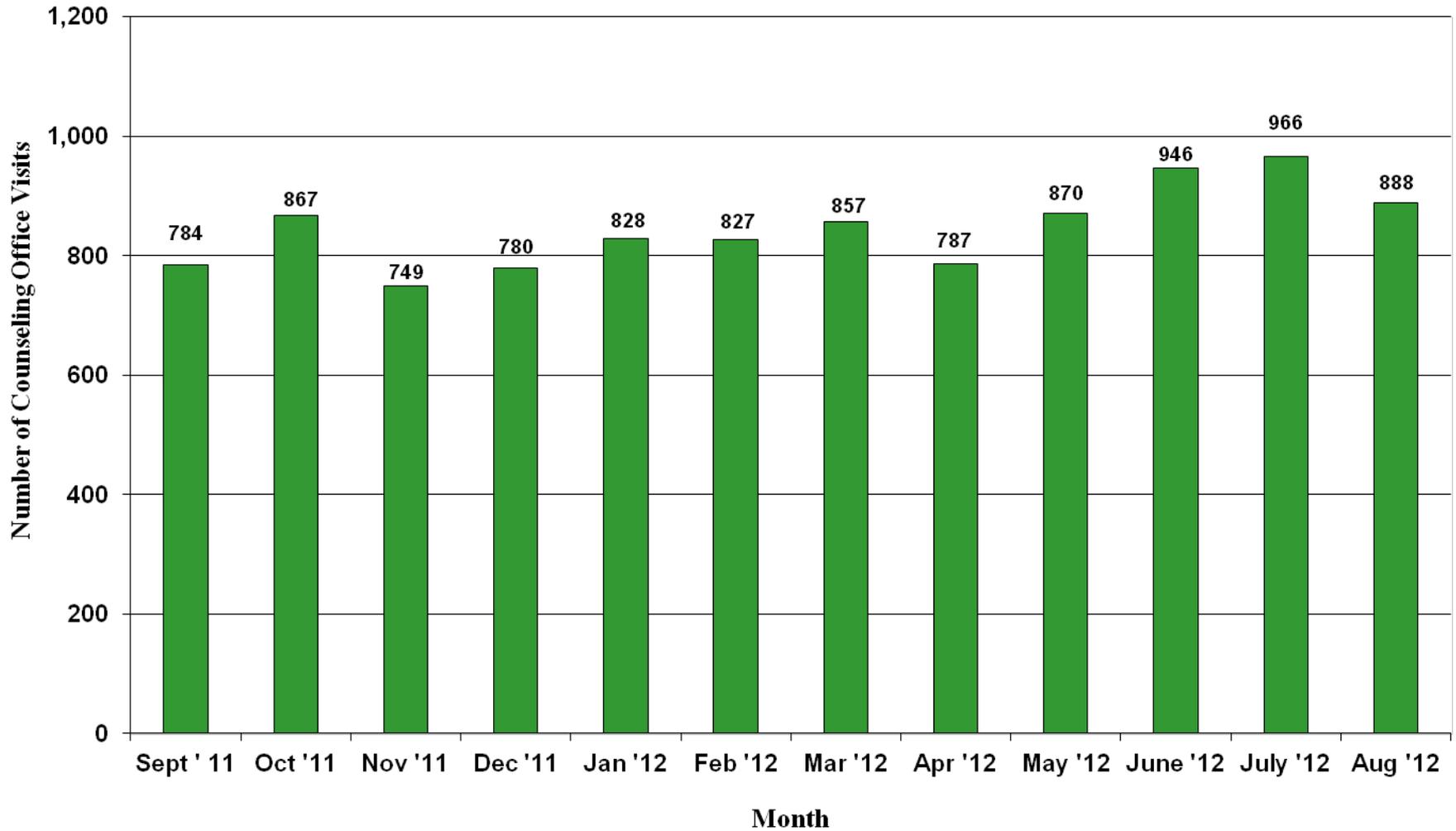
## Yearly Average Speed of Answer



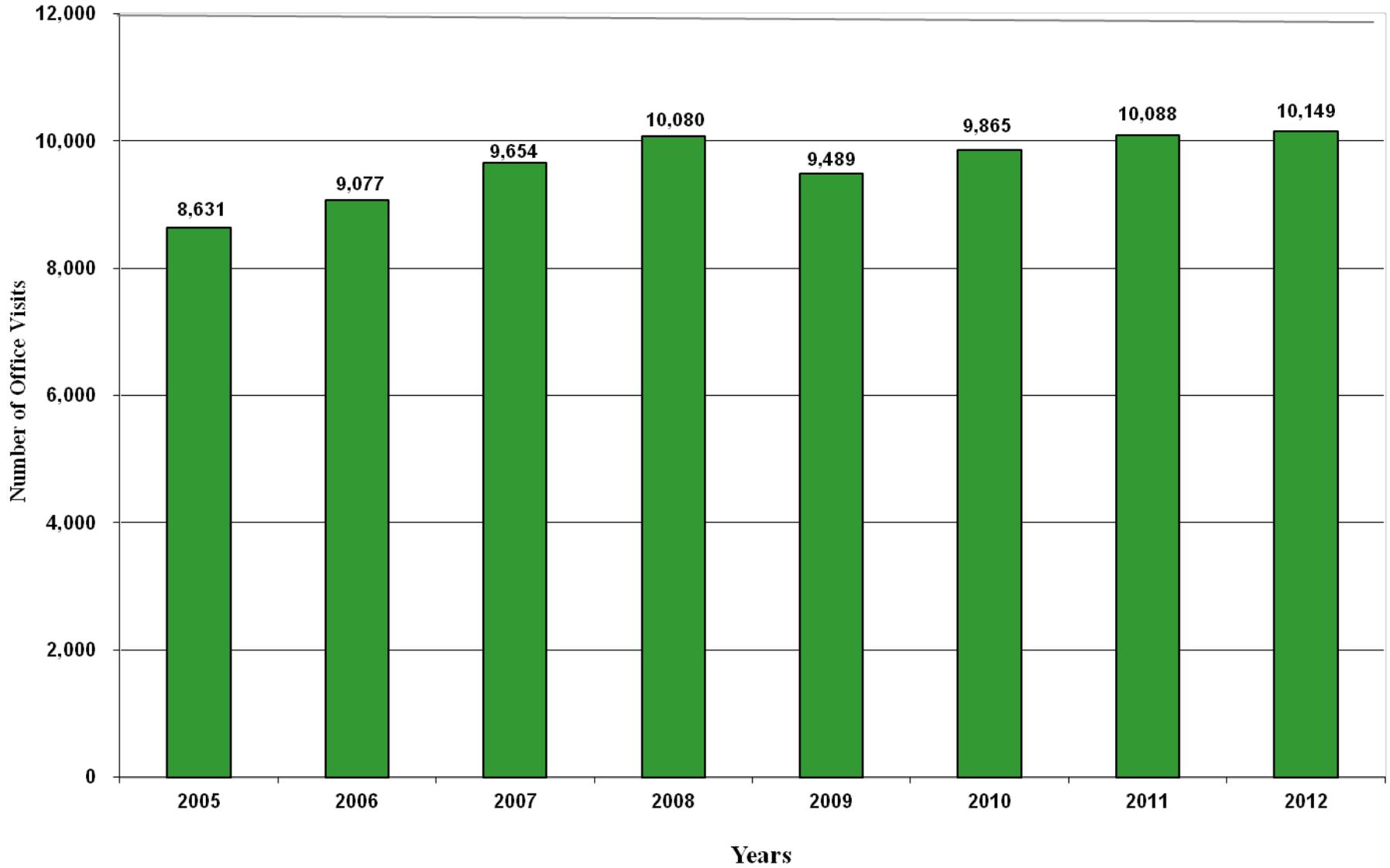
# Fiscal Year 2012



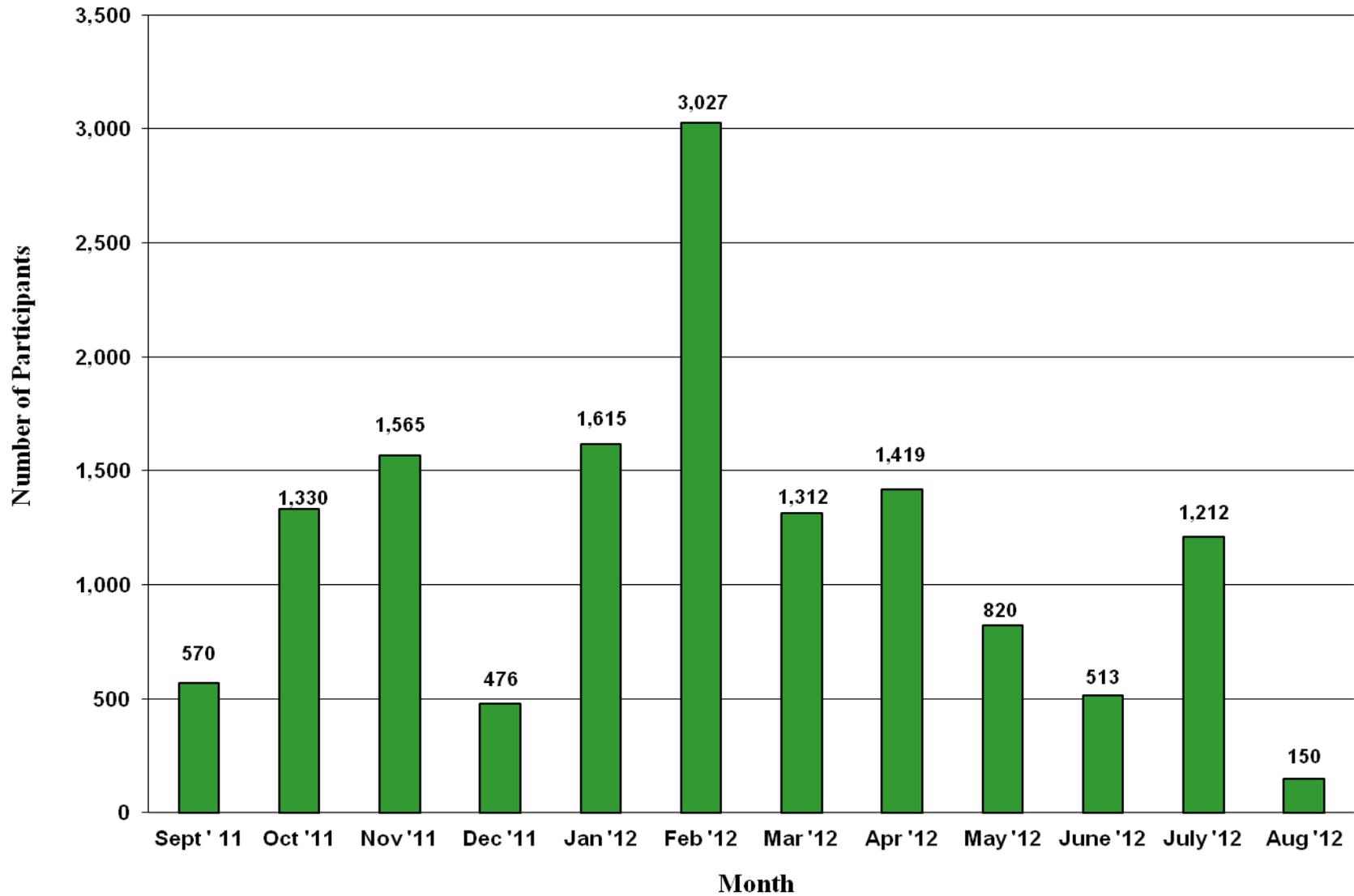
## Counseling Office Visits: FY 2012



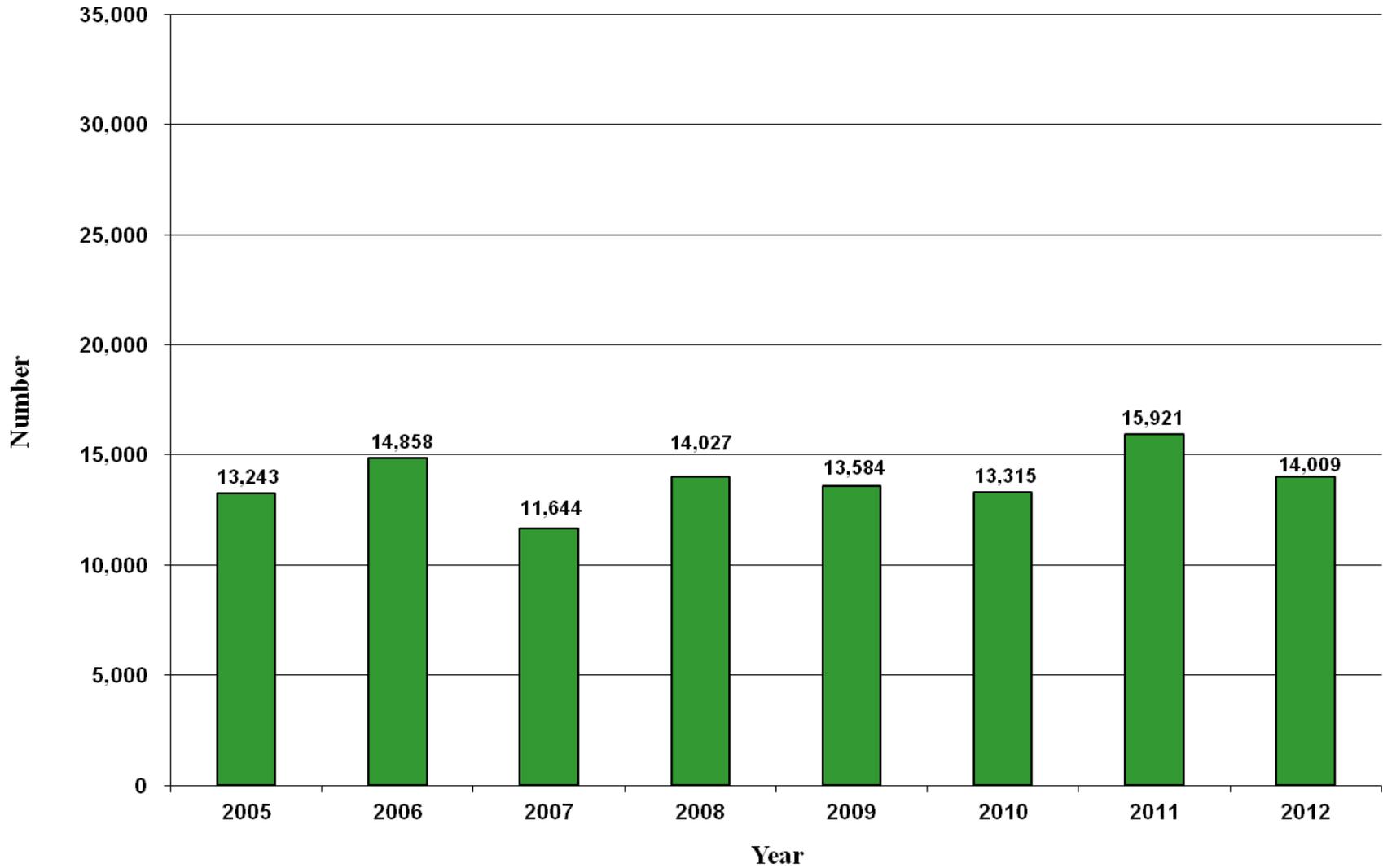
# Yearly Office Visits



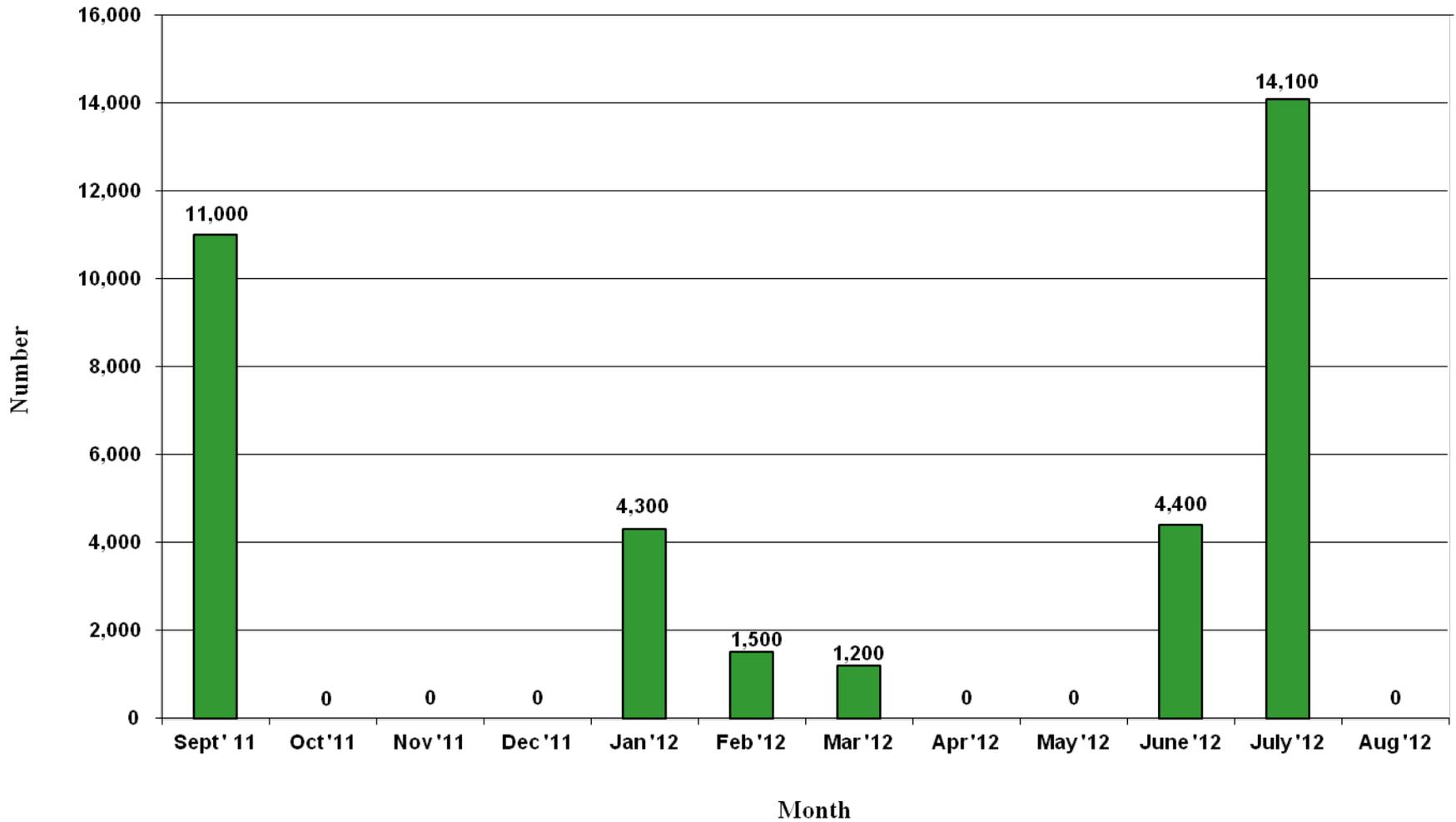
## Group Session Participants: FY 2012



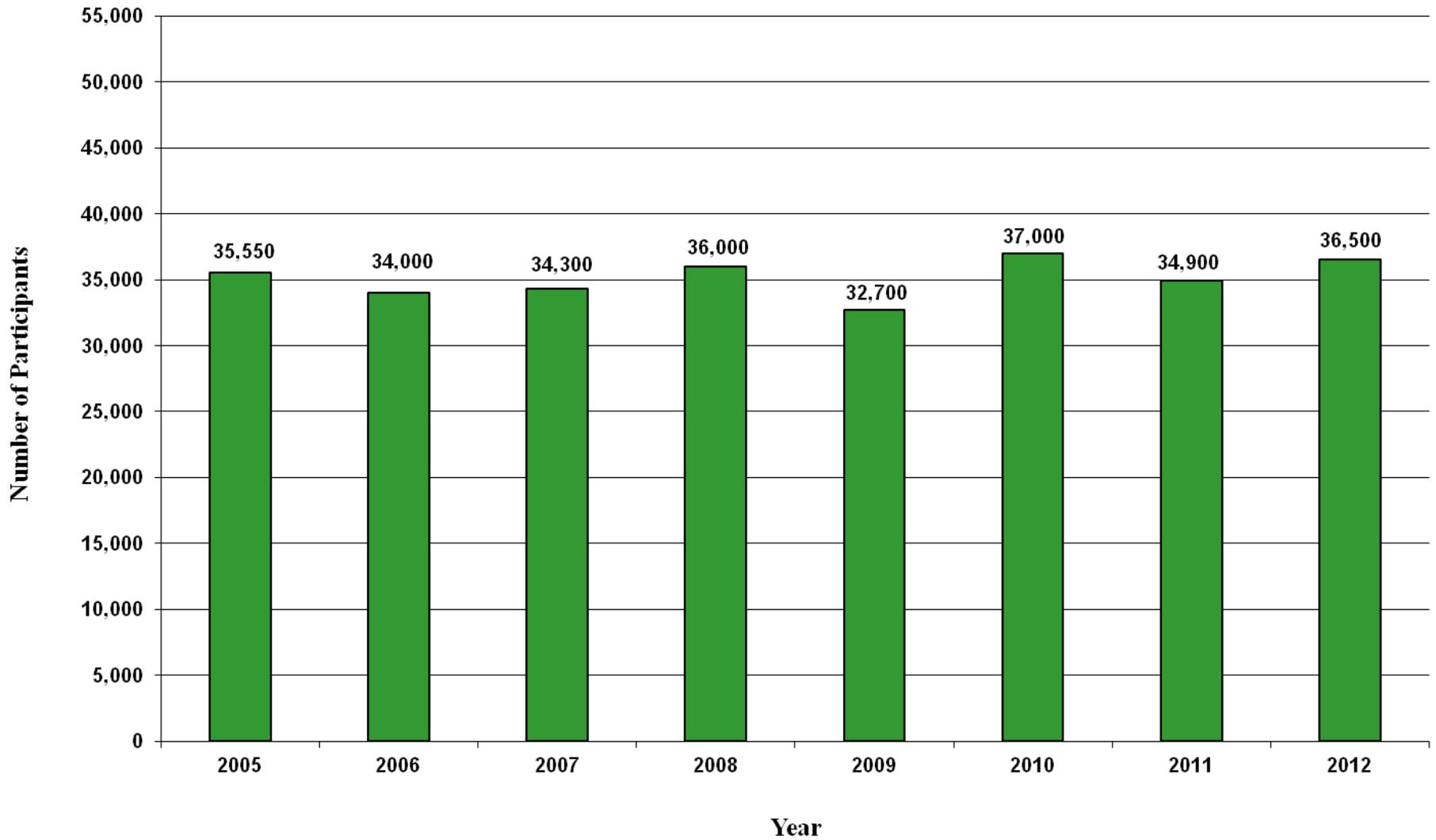
## Yearly Attendance at Group Sessions



## Monthly Convention Attendance: FY 2012



## Participant Attendance at Yearly Conventions



## Field Office Visit Report

**Final May 15, 2012**

| Location      | Date           | Sched | Openings | Walk Ins | No Shows | Total Members Seen |
|---------------|----------------|-------|----------|----------|----------|--------------------|
| Amarillo 1    | 10/10-1/0/11   | 30    | 0        | 1        | 0        | 31                 |
| Amarillo 2    | 05/14-05/15/12 | 26    | 4        | 2        | 0        | 28                 |
|               |                |       |          |          |          |                    |
| Laredo        | 10/25-10/24/11 | 28    | 2        | 0        | 0        | 28                 |
|               |                |       |          |          |          |                    |
| El Paso 1     | 11/01-11/02/11 | 30    | 0        | 1        | 0        | 31                 |
| El Paso 2     | 04/16-04/17/12 | 28    | 2        | 0        | 1        | 27                 |
|               |                |       |          |          |          |                    |
| Wichita Falls | 11/14-11/15/11 | 28    | 2        | 1        | 1        | 28                 |
|               |                |       |          |          |          |                    |
| Edinburg 1    | 11/28-11/29/11 | 30    | 0        | 0        | 1        | 29                 |
| Edinburg 2    | 02/06-02/07/12 | 28    | 2        | 1        | 0        | 29                 |
|               |                |       |          |          |          |                    |
| Lubbock 1     | 12/05-12/06/11 | 24    | 6        | 1        | 0        | 25                 |
| Lubbock 2     | 03/05-03/06/12 | 28    | 2        | 4        | 1        | 31                 |
|               |                |       |          |          |          |                    |
| Abilene       | 01/09-01/10/12 | 29    | 1        | 0        | 2        | 27                 |
|               |                |       |          |          |          |                    |
| Beaumont      | 01/23-01/24/12 | 30    | 0        | 3        | 0        | 33                 |
|               |                |       |          |          |          |                    |
| Midland 1     | 01/30-01/31/12 | 30    | 0        | 0        | 1        | 29                 |
| Midland 2     | 05/07-05/08/12 | 25    | 5        | 1        | 1        | 25                 |
|               |                |       |          |          |          |                    |
| Kilgore       | 02/27-02/28/12 | 29    | 1        | 1        | 0        | 30                 |
|               |                |       |          |          |          |                    |

**Total appointments offered = 450    Scheduled = 423    Walk Ins = 20    No Shows=12    Total Seen = 431**

**Tab 4**

# Teacher Retirement System of Texas



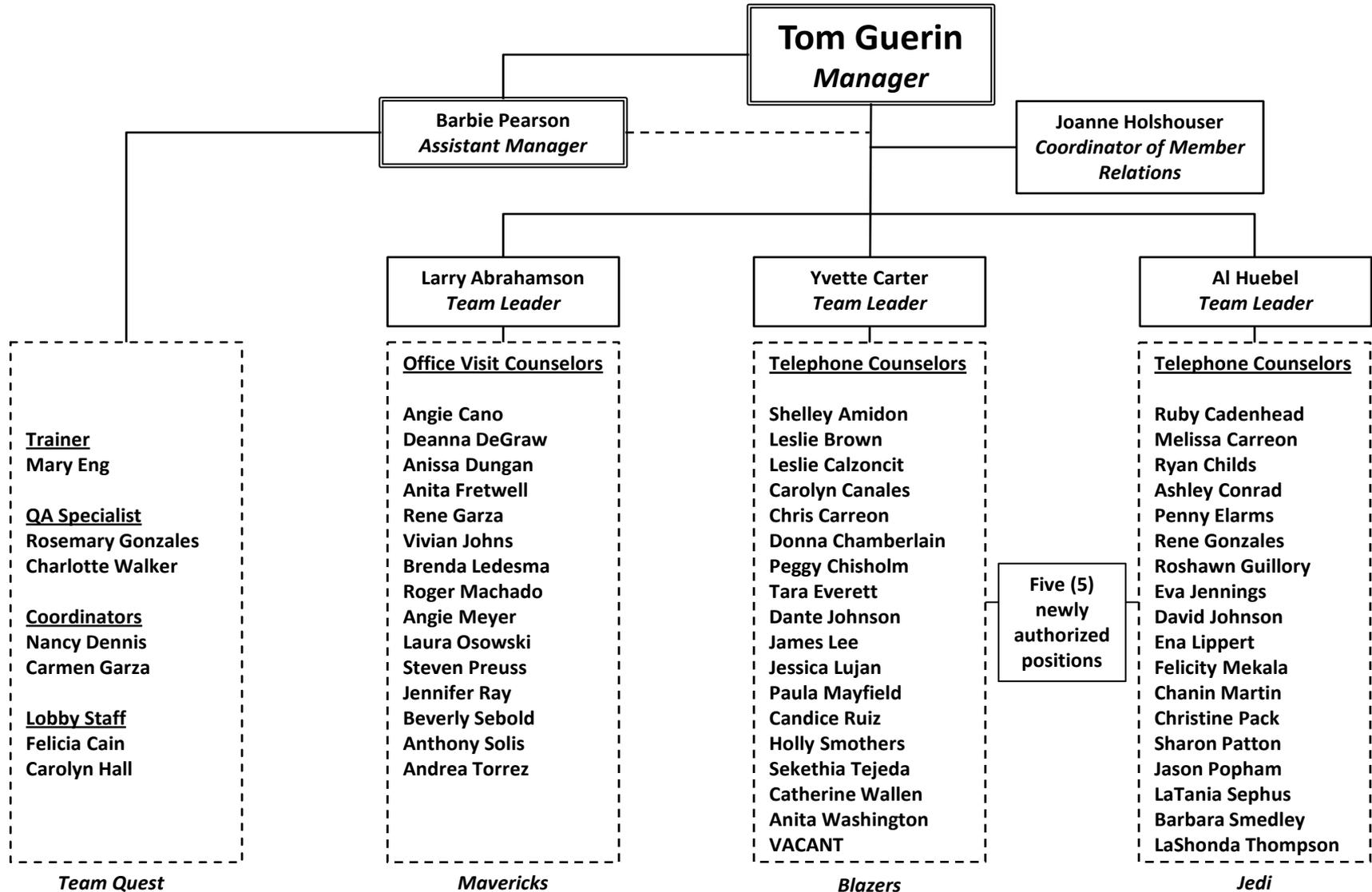
## Overview Of The TRS Telephone Counseling Center

Including Hiring, Staffing and Operations





# Telephone Counseling Center Org Chart





# Overview of TRS TCC

## ■ Hiring Process

- Phone and personal interview
- Career Ladder

## ■ Training Process

- Same for TCC and OV counselors
- Classroom theory training with Trainer – 4 weeks
  - Orientation on QA Program- with QA Specialists 1 hr
- OJT with Training Coach – 3-5 months
  - Application of Theory and QA

- **Taking member calls**
  - Includes in-coming calls and “callback” feature
  
- **Counselor Resources**
  - Training material on-line
  - Other tools to get information and assistance
  
- **Non-call-related member activities**
  - Walk-ins
  - Cross-trained for office visits
  - Special Teams

## ■ **Quality Assurance Program**

- Clearly defined behavioral requirements
- Calls randomly recorded
- Call evaluations
- Monthly feedback on scored calls
- QA scores tied to performance appraisals

## ■ **Quality Assurance Average Score**

- Maintain an overall department average of 96%

## ■ **Schedule Adherence Policy**

- Clearly defined attendance and availability requirements
- Attendance and availability tied to performance appraisals

## ■ **TCC Operational Hours**

- 7AM – 6PM

## ■ **Counselor work schedules**

- Daily adjustments to scheduled shifts

## ■ Recognition Programs

- Top Gun
- Quality Awards
- Perfect Attendance Awards
- Token of Appreciation
- TRS Apple Awards Program
- Other

## ■ Customer Feedback vs QA Program

- Telephone Survey
- OV Feedback cards
- Presentation Feedback
- TRS Member Satisfaction Survey



# Overview of TRS TCC

- **“I spoke with the counselor and she was very nice, very polite, spoke to me as if I had sense. Sometimes people talk to older people like they don't have a whole lot of get up and go, but she was very, very nice.”**
- **“Very professional, very courteous, and very kind. I was overwhelmed the way he talked to me. I understood everything he explained to me.”**
- **“She was kind, knowledgeable, patient and answered my questions. I was kind of upset when I called but she answered them to my satisfaction.”**
- **“I just want to say that all the counselors that I've talked to have been superior. They all have great attitudes and it's a pleasure to work with them. Thank you.”**
- **“I called and it was right before the end of the day. He sounded like he had his first cup of coffee. He was bright and happy to help.”**



# Overview of TRS TCC

**QUESTIONS?????**

## **Tab 5**

# MEMORANDUM

**TO:** TRS Board of Trustees  
Brian Guthrie, Executive Director  
Ken Welch, Deputy Director

**FROM:** Howard Goldman, Director of Communications

**DATE:** December 14, 2012

**SUBJECT:** FY 2012 Website Statistics Report

## **Background**

The TRS Communications and Information Technology (IT) departments work closely together to manage the day-to-day operations of the TRS website. Communications is responsible for graphic design and general content management of the site. IT provides computer resources, technical support, daily content updates, technical maintenance, and monthly statistical reports to identify trends and help staff further analyze site usage. The TRS Website Advisory Committee, comprised of department representatives from throughout the agency, develops and helps implement website enhancements.

## **Data Collection**

TRS collects data on a monthly basis to track website activity. This memorandum provides FY 2012 and historical information relating to the site. Website activity is tracked through a number of categories, including the following:

- website requests (also known as hits),
- website visits,
- website visitors, and
- website page views.

The attached graphs provide monthly statistics for FY 2012 and annual totals for prior years. An explanation of various categories and levels of activity follow.

In 2004, in addition to the rest of the site, TRS began collecting data from two other specific areas -- the Online Personal Access section (now referred to as *MyTRS*) and TRS Report and Query System (TRAQS) section. Prior years did not include data from these two sections as there was relatively little or no activity to report. In December 2006, TRS launched its current website design. Since the current design differs from the previous one, this should be considered when interpreting data and trends.

### **Overview of FY 2012 Site Activity**

**Website requests** - Website requests are single actions on the Web server as they appear in the log file. A visitor downloading a single file is logged as a single request, while a visitor requesting a Web page including two images registers as three requests on the server—one request for the .html page and two additional requests for the downloaded images. While the volume of requests is an indicator of Web server traffic, it is not an accurate reflection of how many pages are being viewed. Requests (or hits) to the TRS website have grown from 13,260,670 in FY 2011 to 20,708,053 in FY 2012 — a 56.16 percent increase.

**Website visits** – Website visits represent all the activity of a single visitor to a website. If a visitor is idle longer than the idle-time limit, our software assumes the visit has ended. If the visitor continues to browse the site after he or she reaches the idle-time limit, a new visit is counted. The default idle-time limit is 30 minutes. In FY 2012, the website received 2,414,082 hits, a 21.44 percent increase over the 1,987,815 hits experienced during the previous year.

**Website visitors** – Website visitors are individuals who have visited the website during a report period. If someone visits more than once, they are counted only the first time that they visit. In FY 2012, there were 1,158,922 visitors to the website – up 5.12 percent from 1,102,462 visitors who visited in FY 2011.

**Website page views** – Page views are recorded whenever a document, dynamic page, or form is viewed by a visitor to the site. Unlike Web hits that register each object in a page, website page views count the entire page as a single count, providing a more accurate count of how often a particular page or set of pages have been viewed. TRS tracks those sections of the site that receive the most visits during a report period. The attached pie chart shows the number of page views for the 10 most frequently viewed sections of the site. In FY 2012, the highest levels of activity related to *MyTRS* (36.7%), TRAQS Internet reporting system for reporting officials (12.4%), TRS Online Self Service (5.2%), Benefit Programs (3.9%) and About TRS (2%). Other areas that generated more than 100,000 page views were TRS-ActiveCare, TRS.TV, TRS-Care, and Employment Information.

Over the past year, TRS experienced the highest volume of website activity during November 2011 and July-August 2012. Activity was lowest in September and December 2011.

### **FY 2012 in Review**

During the past fiscal year, TRS launched an outreach program to increase the number of members registered for *MyTRS*. From November 2011, when the campaign began, until the end of FY 2012, 114,000 members registered for *MyTRS*. As a result, TRS had more than 287,000 active *MyTRS* participants. Outreach activities have included:

- e-mail messages sent from Brian Guthrie to active members,
- promotion of *MyTRS* through all *TRS News* issues,
- development and dissemination of a *MyTRS* brochure,
- TRS.TV interviews with Brian Guthrie placed on the agency's website,
- *MyTRS* information added to the TRS Annual Statement of Account,
- promotion through Benefit Counseling presentations and office visits,
- information sent to reporting officials through *Update* newsletters, and
- publicity through TRS' social media sites.

During 2012, TRS also added website enhancements to commemorate the agency's 75<sup>th</sup> anniversary. These included:

- an anniversary greeting from TRS Executive Director Brian Guthrie,
- a 75<sup>th</sup> anniversary commemorative video,
- introduction of a new TRS logo,
- an online history museum containing milestones, photographs, and popular music from each decade,
- audio interviews conducted with TRS centenarians, and
- a description of life in 1937 in Texas and the U.S., including the cost of living.

### **FY 2013**

During the coming year, staff will continue to promote *MyTRS* through the following means:

- determining the feasibility of linking to a member discount website that would be available to anyone who registers for *MyTRS*,
- targeted outreach to TRS retirees,
- continued publicity through TRS publications, presentations and online,
- e-mail messages sent to active members who yet to be contacted, and
- publicity regarding new options for receiving the 2013 *TRS Benefits Handbook*, including *MyTRS* e-mail subscriptions.

TRS plans to undertake a major redesign of its external website in 2015. The agency's last major redesign project took place in 2006. Timing of the next redesign project will be closely coordinated with other TEAM projects to ensure compatibility. During the interim, the Website Advisory Committee will review the existing site to identify near-

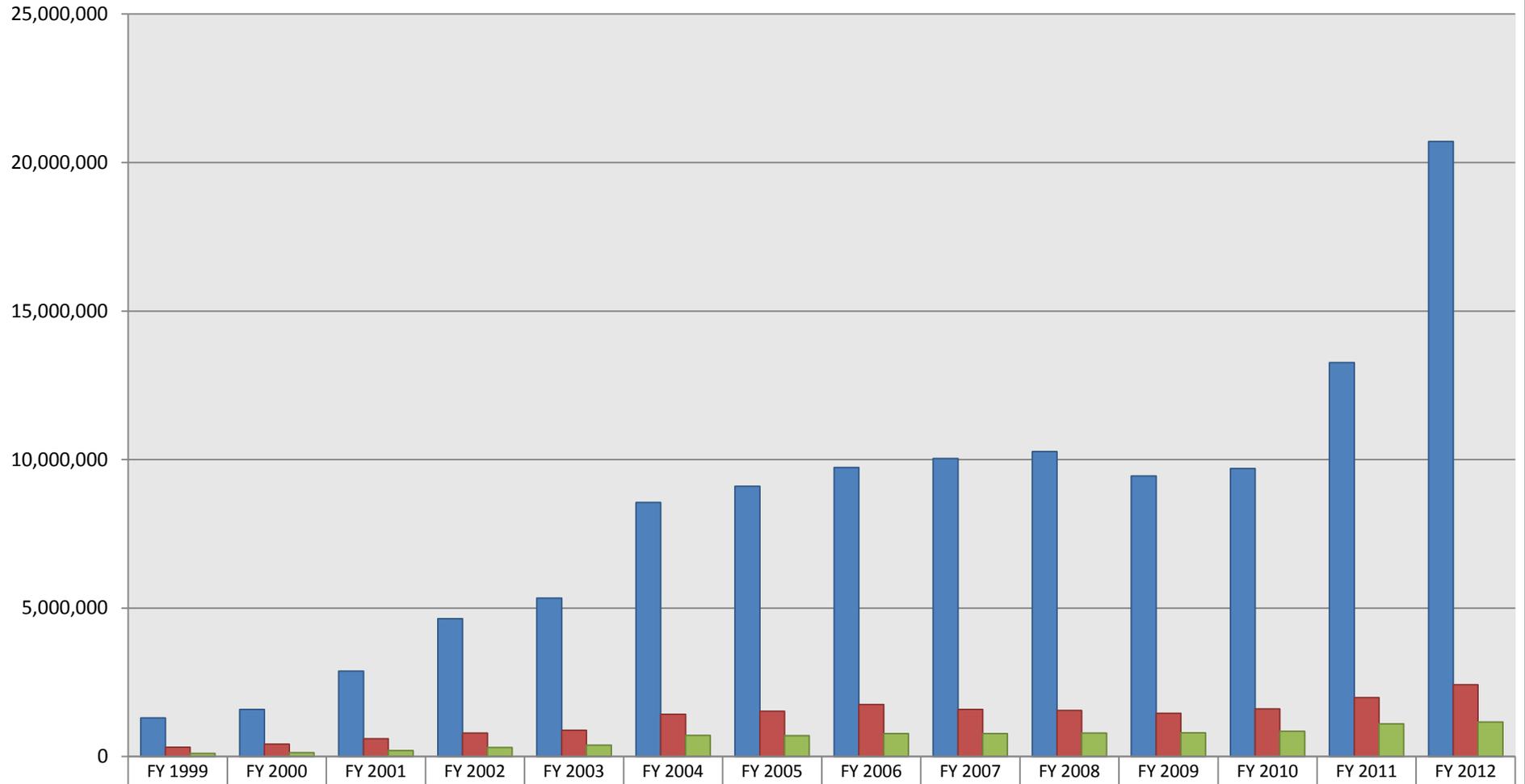
term and long-term opportunities for improvement. Research will focus on the best-of-class features of various public- and private-sector websites.

In the coming year, staff will introduce website interim improvements, including an update to the investment section. Short-term enhancements will be designed so they will not require significant IT and TEAM resources. Additional information will be provided during future board meeting Communications Updates.

Attachments

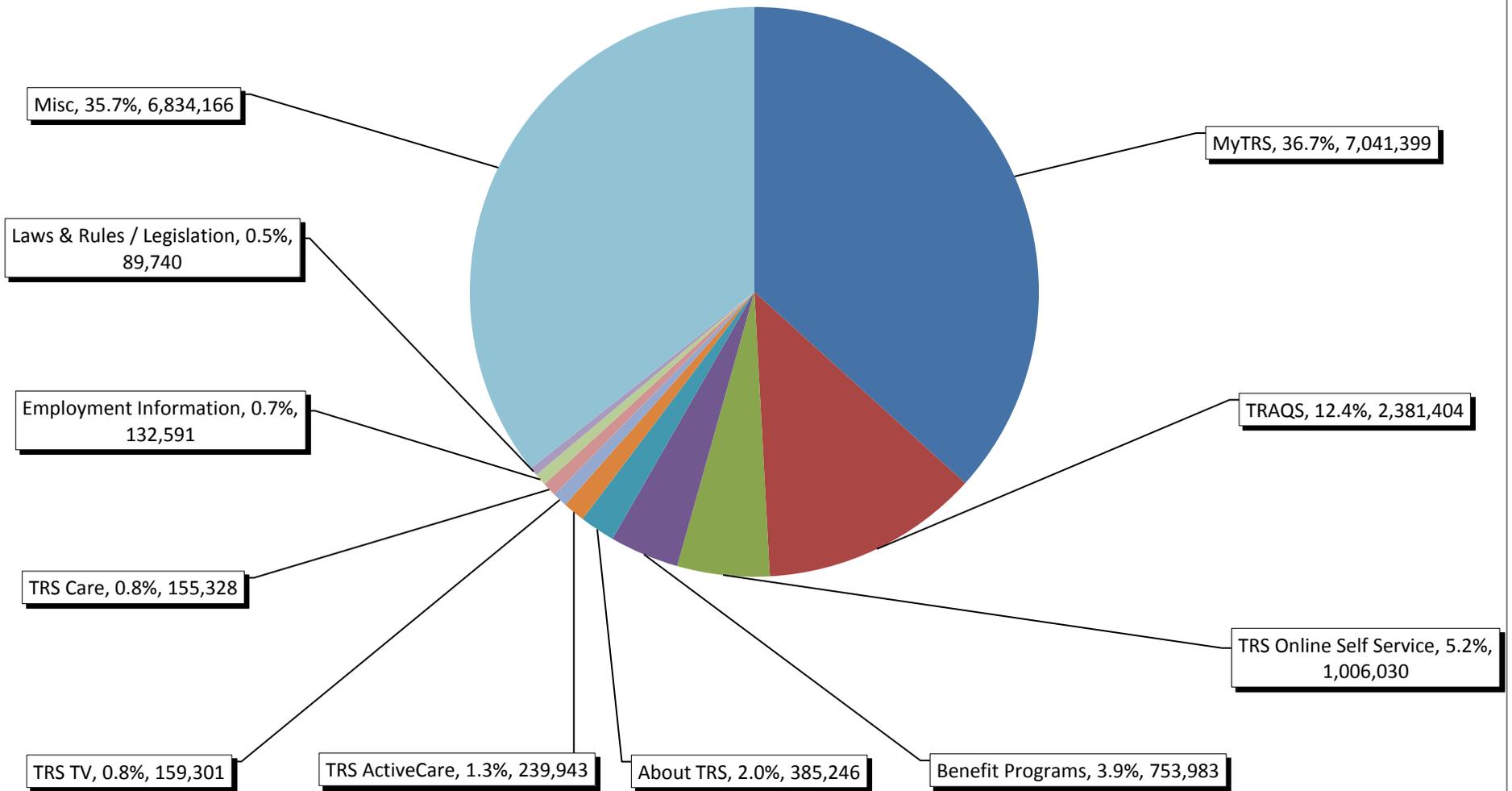
# TRS Website Statistics: Yearly

■ Total Requests
 ■ Total Visits
 ■ Total Visitors

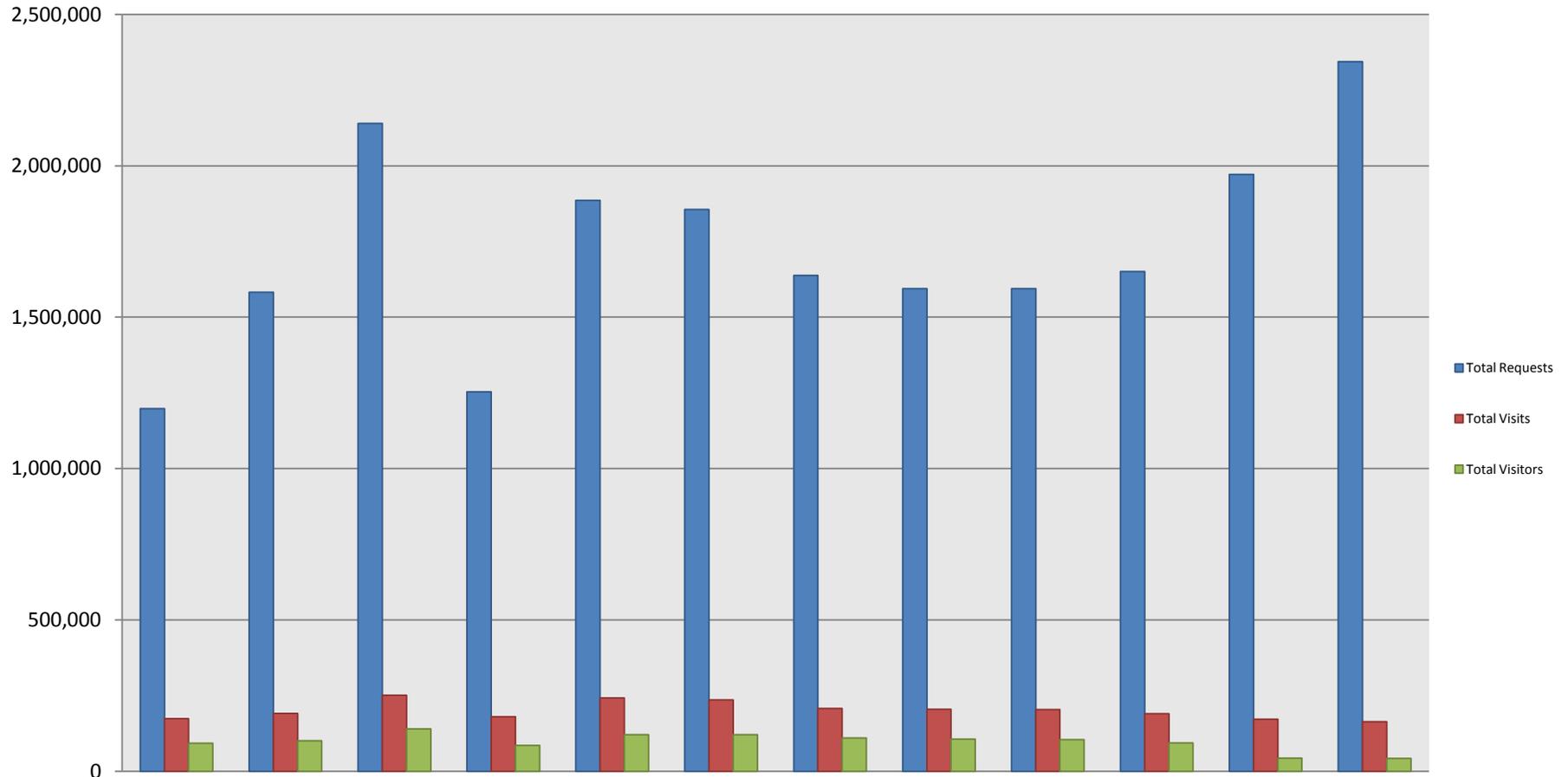


|                  |           |           |           |           |           |           |           |           |            |            |           |           |            |            |
|------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|-----------|-----------|------------|------------|
| ■ Total Requests | 1,303,665 | 1,588,763 | 2,872,008 | 4,644,414 | 5,337,808 | 8,554,431 | 9,101,864 | 9,731,670 | 10,031,840 | 10,269,986 | 9,446,449 | 9,699,854 | 13,260,670 | 20,708,053 |
| ■ Total Visits   | 317,538   | 415,088   | 598,458   | 789,148   | 883,945   | 1,424,936 | 1,522,629 | 1,746,638 | 1,587,619  | 1,553,414  | 1,458,951 | 1,600,691 | 1,987,815  | 2,414,082  |
| ■ Total Visitors | 102,449   | 132,509   | 197,630   | 303,678   | 383,487   | 712,162   | 701,621   | 768,765   | 776,016    | 791,532    | 800,686   | 851,070   | 1,102,462  | 1,158,922  |

## Top Web Page Views September 2011 - August 2012



## TRS Website Statistics: Fiscal Year 2012



|   | Sep-11    | Oct-11    | Nov-11    | Dec-11    | Jan-12    | Feb-12    | Mar-12    | Apr-12    | May-12    | Jun-12    | Jul-12    | Aug-12    |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| <span style="color: blue;">■</span> Total Requests  | 1,197,600 | 1,582,593 | 2,140,294 | 1,253,496 | 1,885,869 | 1,855,661 | 1,637,832 | 1,594,283 | 1,594,020 | 1,650,334 | 1,971,721 | 2,344,350 |
| <span style="color: red;">■</span> Total Visits     | 173,918   | 190,856   | 251,440   | 179,969   | 242,302   | 235,299   | 206,871   | 204,505   | 203,284   | 190,297   | 172,015   | 163,326   |
| <span style="color: green;">■</span> Total Visitors | 92,812    | 101,010   | 140,014   | 85,273    | 120,713   | 120,778   | 109,676   | 105,977   | 104,242   | 93,454    | 42,944    | 42,029    |

## Top Web Downloads September 2011 - August 2012

