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# **BENEFITS COMMITTEE**

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**TEACHER RETIREMENT  
SYSTEM OF TEXAS**



**December 2013**

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

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

**AGENDA**

**December 13, 2013 – 8:00 a.m.  
TRS East Building, 5<sup>th</sup> Floor, Boardroom**

1. Consider the approval of the minutes of the June 14, 2013 committee meeting – Anita Palmer.
2. Review the Benefit Services Statistics Report – Marianne Woods Wiley.
3. Review the TRS Web Site Statistics Report – Howard Goldman.
4. Consider proposed appointments to the Retirees Advisory Committee and make a related recommendation to the Board – Betsey Jones.

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  
June 14, 2013

The Benefits Committee of the Board of Trustees of the Teacher Retirement System of Texas met on Friday, June 14, 2013, in the boardroom in the East Building of TRS offices located at 1000 Red River Street, Austin, Texas 78701.

Committee members present:

Chris Moss, Chair  
Karen Charleston  
Charlotte Clifton  
Anita Palmer  
Nanette Sissney

Other Board members present:

David Kelly  
Todd Barth  
Eric McDonald

TRS executives and other staff present:

Brian Guthrie, TRS	Dan Junell, TRS
Ken Welch, TRS	Lynn Lau, TRS
Marianne Woods Wiley, TRS	Mary Chang, TRS
Amy Barrett, TRS	Bob Jordan, TRS
Carolina de Onís, TRS	Jamie Michels, TRS
Marianne Woods Wiley, TRS	Edward Esquivel, TRS
Betsey Jones, TRS	Dan Herron, TRS
Amy Barrett, TRS	Mike Rehling, TRS
Don Green, TRS	Eric Lang, TRS
Dennis Gold, TRS	Bill Hickman, Gabriel Roeder Smith and Company
Janis Engler, TRS	Steve Huff, Reinhart Boerner Van Deuren s.c., Fiduciary Counsel
Wm. Clarke Howard, TRS	Jim Baker, UnitedHere
Rich Hall, TRS	Carol Riley, BCBSTX
Tina Carnes, TRS	Ted Melina Raab, Texas American Federation of Teachers
	Ann Fickel, Texas Classroom Teachers Association

With a quorum of the committee present, the meeting convened at 11:04 a.m.

**1. Consider the approval of the minutes of the December 14, 2012 committee meeting.**

On a motion by Ms. Clifton, seconded by Ms. Palmer, the committee unanimously approved the minutes of the December 14, 2012 committee meeting as presented.

Ms. Charleston and Ms. Sissney arrived at 11:07 a.m.

**2. Receive an update on and discuss TRS-ActiveCare.**

Ms. Jones reviewed imminent developments involving TRS-Care, particularly a potential cash shortfall beginning in August 2013. She recapped that, in February 2013, the board adopted premium rates and benefits for TRS-ActiveCare. Since then, she said, TRS had experienced an

unexpectedly high level of claims. She noted other unforeseeable factors, including variable claim levels during the summer months. Mr. Hickman of Gabriel Roeder Smith and Company stated that the high level of claims had jeopardized the solvency of the TRS-ActiveCare fund. He stated that more data about enrollment movement would be available in July.

Ms. Jones described recent actions to improve the solvency of TRS-ActiveCare on a short-term basis. She stated that an agreement had been made with Blue Cross and Blue Shield (BCBSTX) to delay reimbursing their claim payments to address the immediate cash flow issues with the TRS-ActiveCare fund. She stated that at the July 2013 meeting staff would recommend that the board adopt on an emergency basis a proposed rule change alleviating the immediate problems. That proposal, she explained, would require districts to remit premium payments on or before the 15<sup>th</sup> of each month in which TRS or BCBSTX issue the bill. She stated that moving the payment deadline earlier would improve the cash solvency of the TRS-ActiveCare fund.

Ms. Jones stated that staff would come back to the board in July with more information and specific proposals to address the health benefit funding issues.

The meeting adjourned at 11:23 a.m.



**TAB 2**

## MEMORANDUM

**DATE:** November 18, 2013

**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 2013 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 8, 2013, TRS had approximately 1,262 pending requests for retirement estimates. Of this total, 70 are for November 2013 or earlier; 220 are for December 2013; 335 are for January 2014; and 561 are for February through November 2014. 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 2013,

TRS exceeded this measure, with a rate of 98.87%. The average number of days for response was 10. For the first two months of FY 2014, we have exceeded this measure, with a rate of 99.34% and an average processing time of 10 days.

**Retirement Applications Processed** are retirement applications and all other necessary forms processed during the month regardless of retirement effective date. As of November 8, 2013, TRS had approximately 71 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 2013, this measure was exceeded, with a rate of 98.82%. For the first two months of FY 2014, we have exceeded this measure with a rate of 99.93%. Also included is a chart on disability retirement statistics. There were 853 disability retirement applications approved and 26 disability retirement applications denied in FY 2013.

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, 37.5% of the members eligible for PLSO elected PLSO. Also, from inception through October 2013, a total of \$5,429,808,640.39 has been paid in PLSO with 67.8% or \$3,685,764,018.74 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 8, 2013, TRS had approximately 1,397 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 2013, with a rate of 99.86%. Also, for FY 2013, on average it took 12 days from the time all required paperwork was received until warrant issuance. For the first two months of FY 2014, we have exceeded this measure, with a rate of 99.99% 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 8, 2013 there were approximately 99 pending new deaths to be worked and 389 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 2013, Benefit Processing exceeded measure #1, with a rate 99.40%. The average number of days for response was 5.0. We exceeded measure #2, with a rate of 98.10%. The average number of days for payment processing was 22.2. For the first two months of FY 2014, we have exceeded measure #1, with a rate of 99.3%, and measure #2 with a rate of 98.7%. The average response times are 3.9 days and 21.2 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 8, 2013, there were approximately 124 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 2013 was 43,780. Of those calls, 43,446 were answered and 334 were abandoned, or 99% were handled and 1% were abandoned. The average hold time in October was 0.30 minutes (0 minutes and 18 seconds). Graphs detailing monthly statistics for FY 2013 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 15,497 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 and in the field. This includes members with scheduled appointments and members who come in without scheduling an appointment. Totals for each month of FY 2013 are included along with totals for past fiscal years. For the month of October, TRS Counselors visited with 858 members.

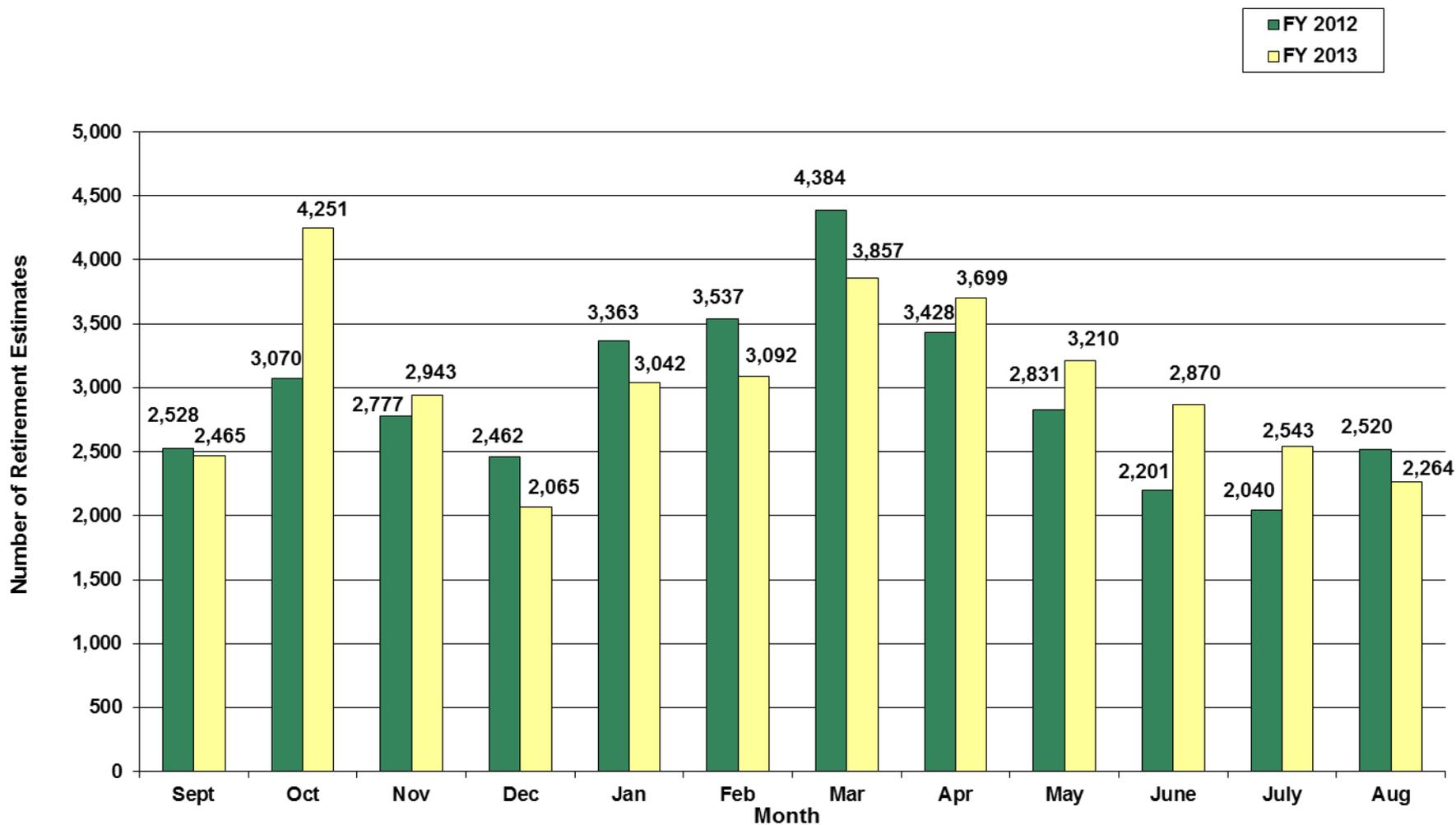
**Group Session Participants** include the number of members that attended group sessions presented by TRS Counselors throughout the state, including those sessions in Austin. The

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 822 members attend group sessions in October.

**Monthly Convention Attendance** details the number of members and/or retirees 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 2013 and for past years is included.

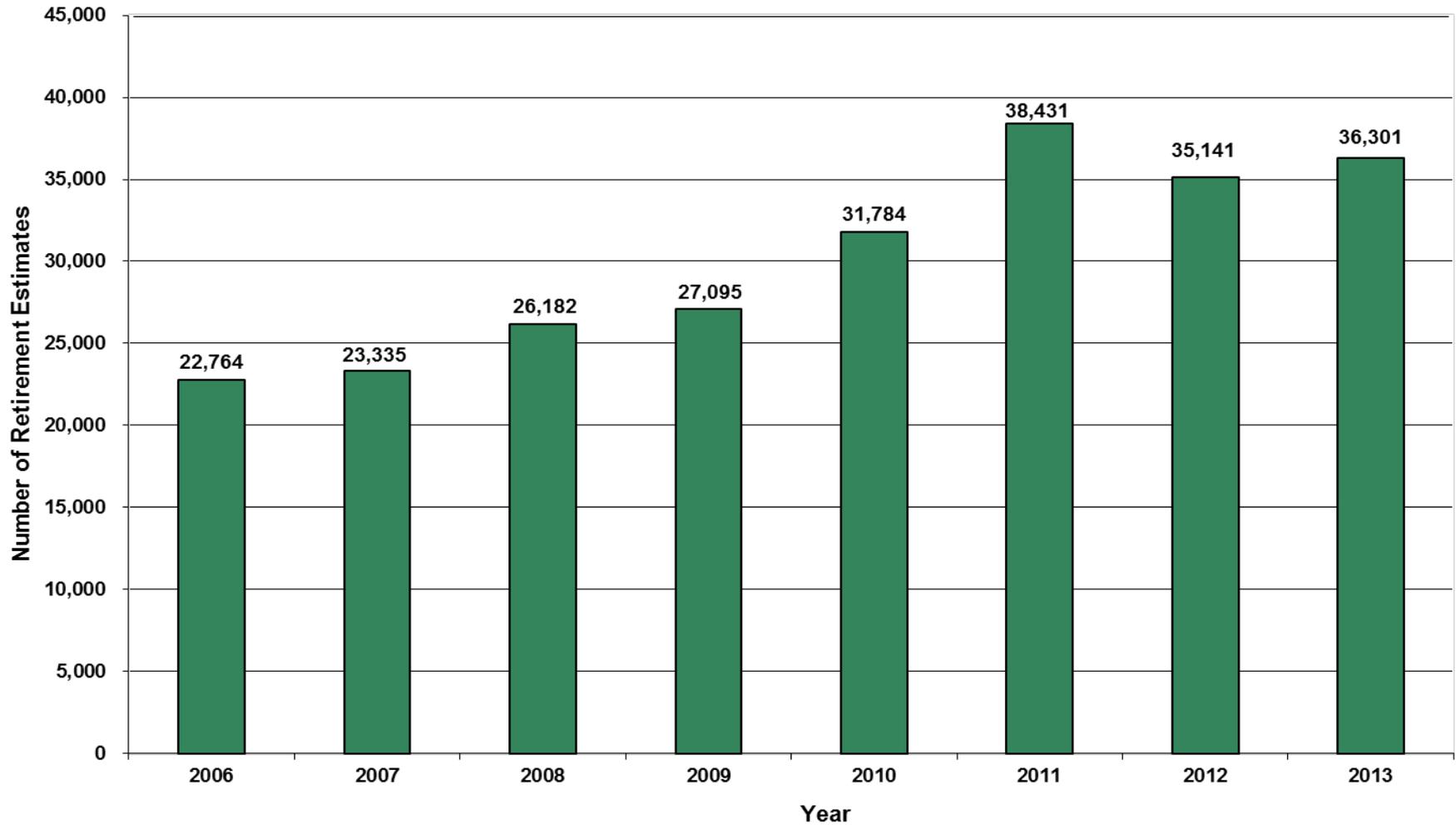
**One-on-One Field Counseling Appointments** were held in ten different cities throughout Texas during FY 2013, and will continue in FY 2014. During FY 2013, 451 appointments were offered with a total of 421 members seen throughout the state. Of this total seen, approximately 267 of these members retired in FY 2013. For FY 2014, 450 appointments have been made available from September through May 2014 and as of November 7, 2013, 364 appointments have been scheduled.

# Retirement Estimates FY 2012 and FY 2013

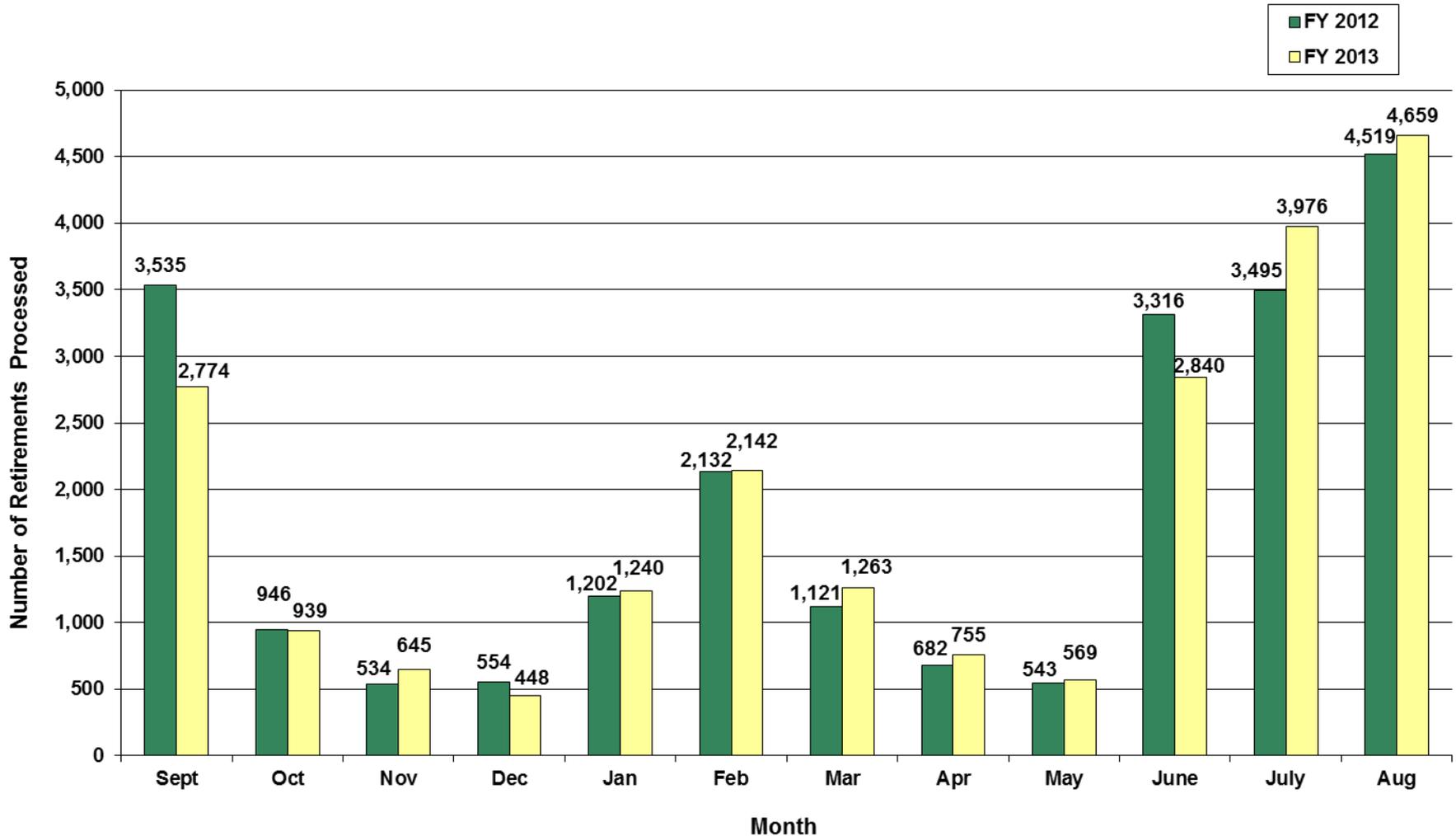


Retirement Estimates are retirement packets sent to members who request estimates for retirement effective dates within one year.

# Yearly Retirement Estimates

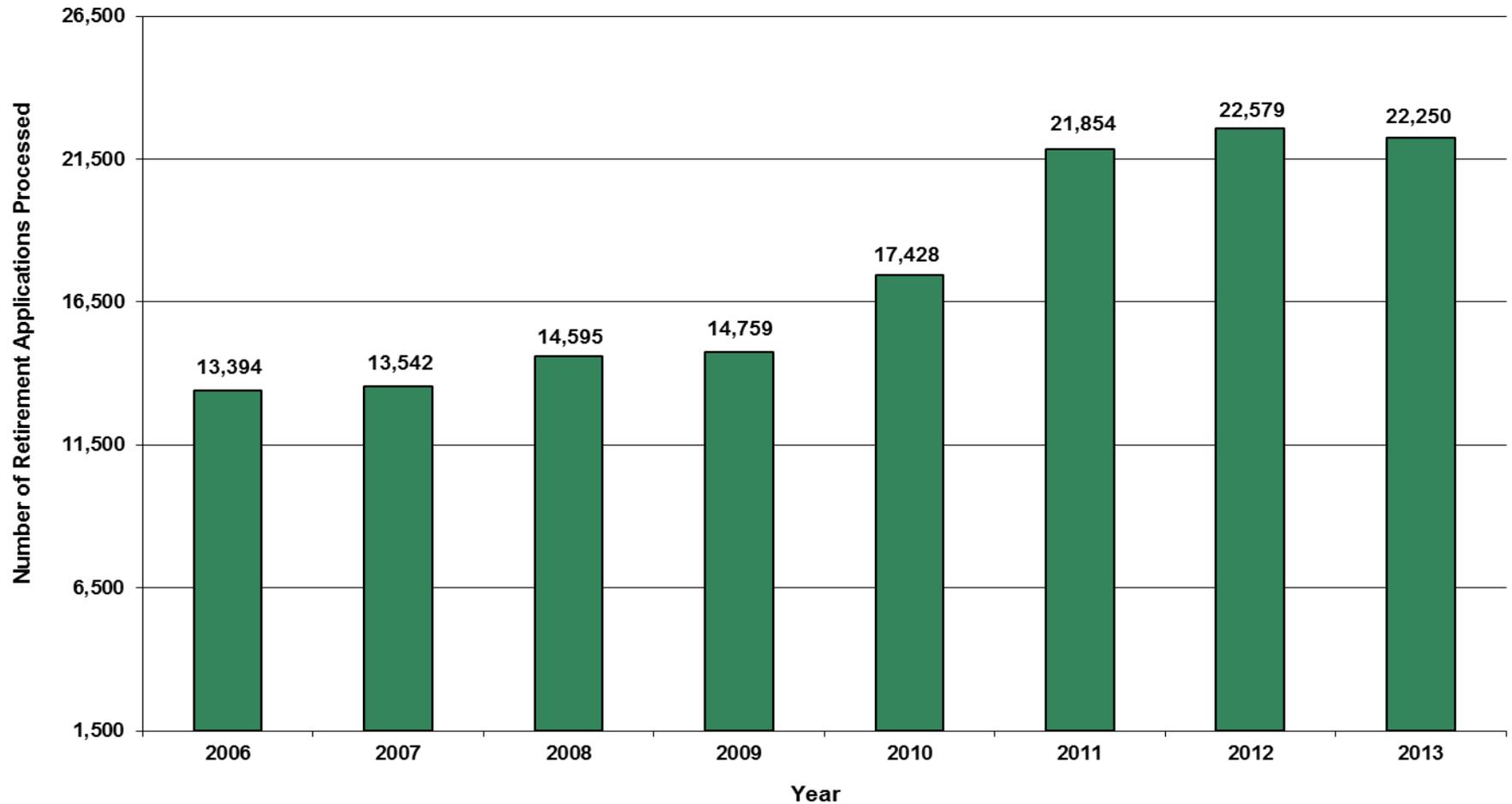


# Retirement Applications Processed FY 2012 and FY 2013



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

# Yearly Retirement Applications Processed

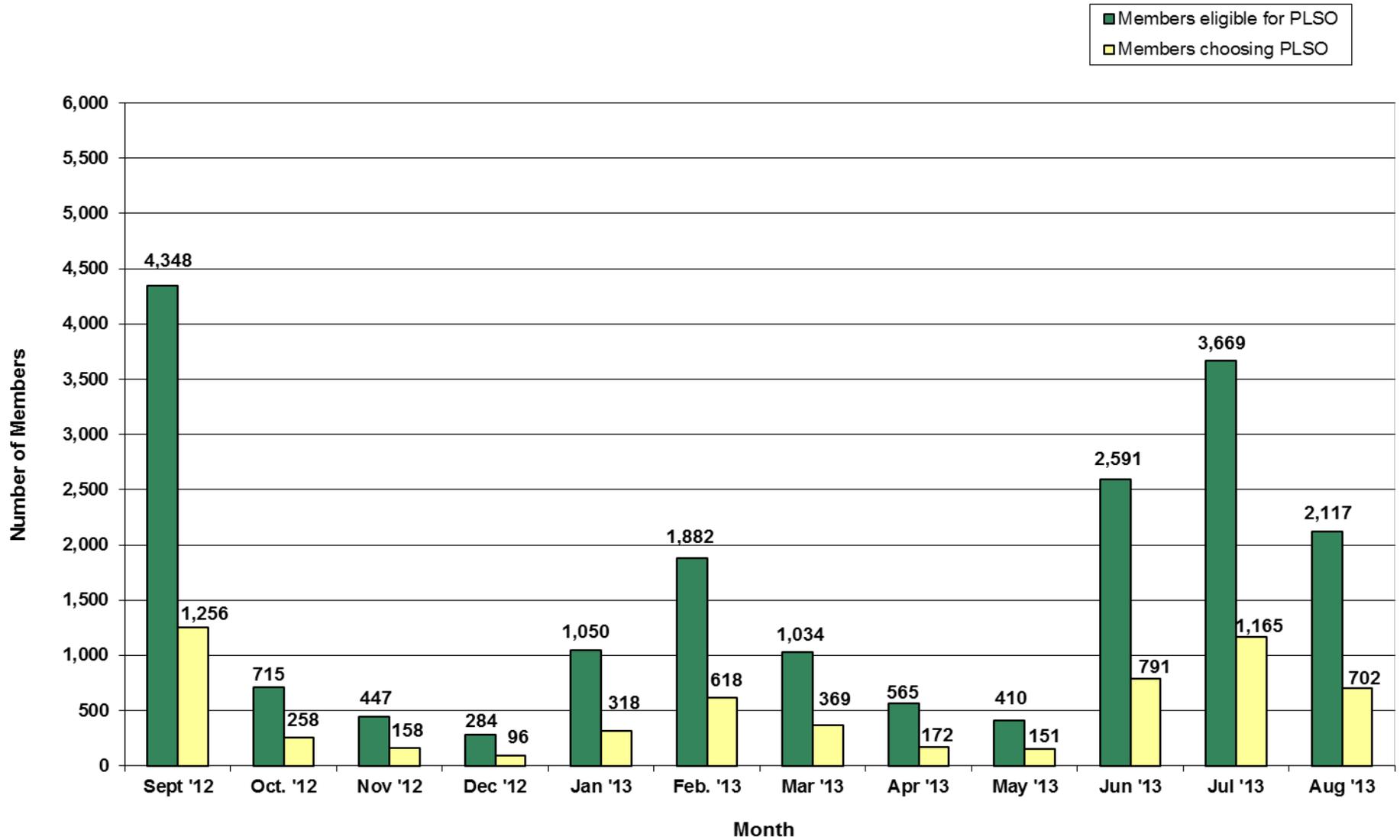


# Disability Retirement Statistics 2012–2013 School Year

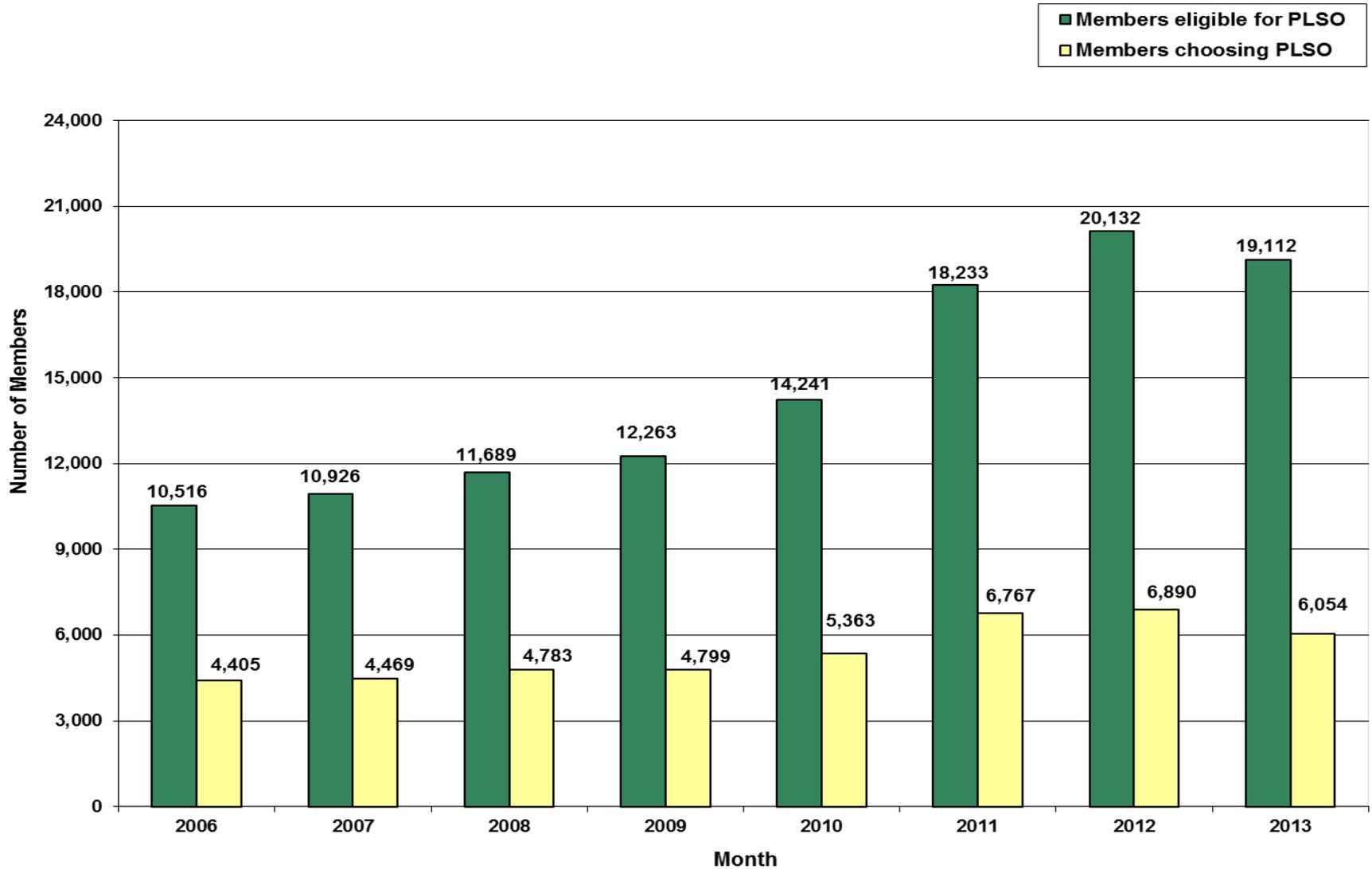
<b>Month</b>	<b>Certified</b>	<b>Non-Certified</b>
September	94	3
October	74	4
November	61	3
December	48	1
January	54	3
February	68	3
March	81	0
April	66	1
May	66	2
June	74	2
July	56	1
August	111	3
<b>Cumulative Total</b>	<b>853</b>	<b>26</b>

Of the 853 total disability files shown as approved above,  
approximately 11% were approved on an annual basis.

# PLSO Comparison FY 2013

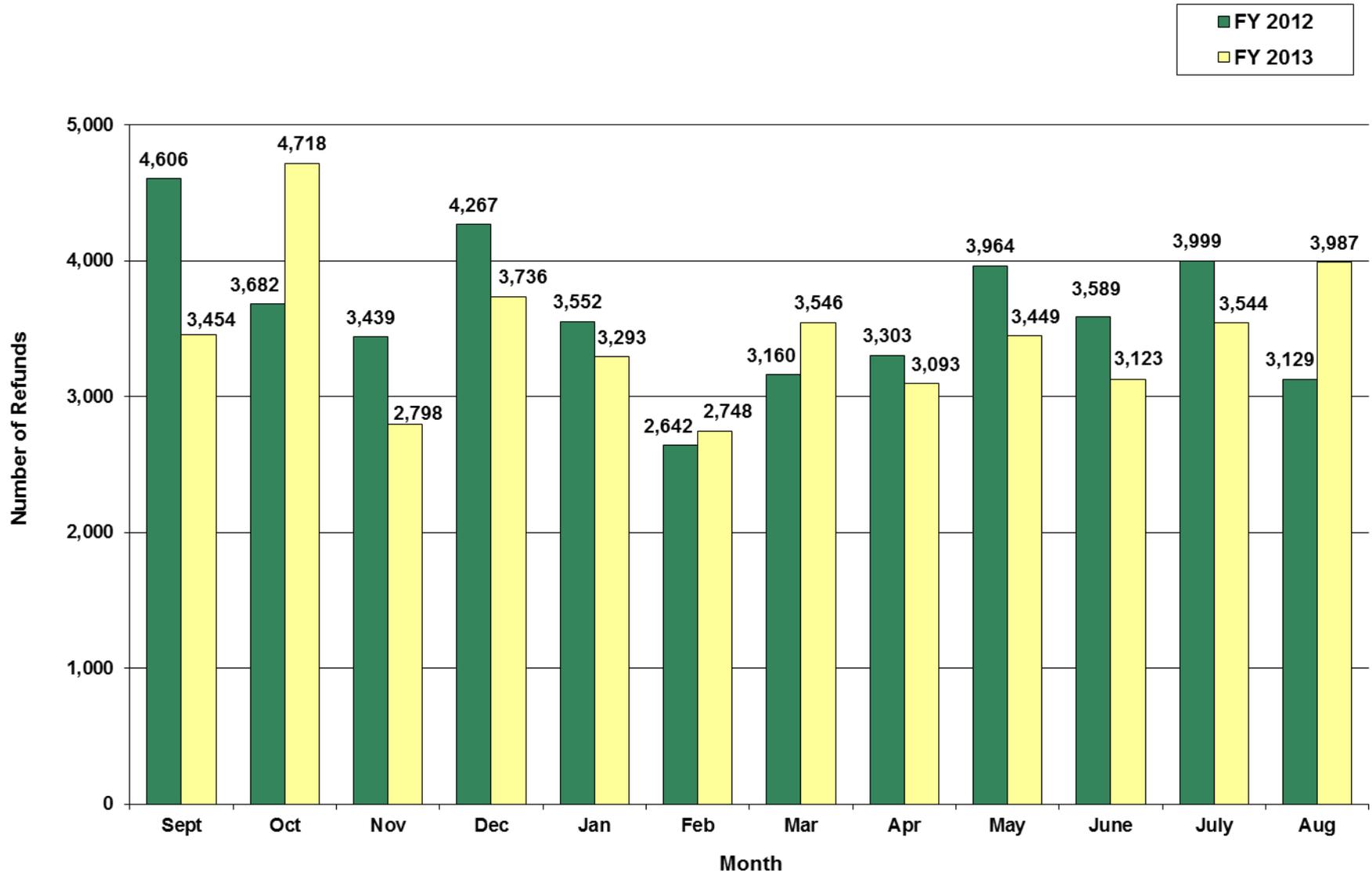


# Yearly PLSO Comparison



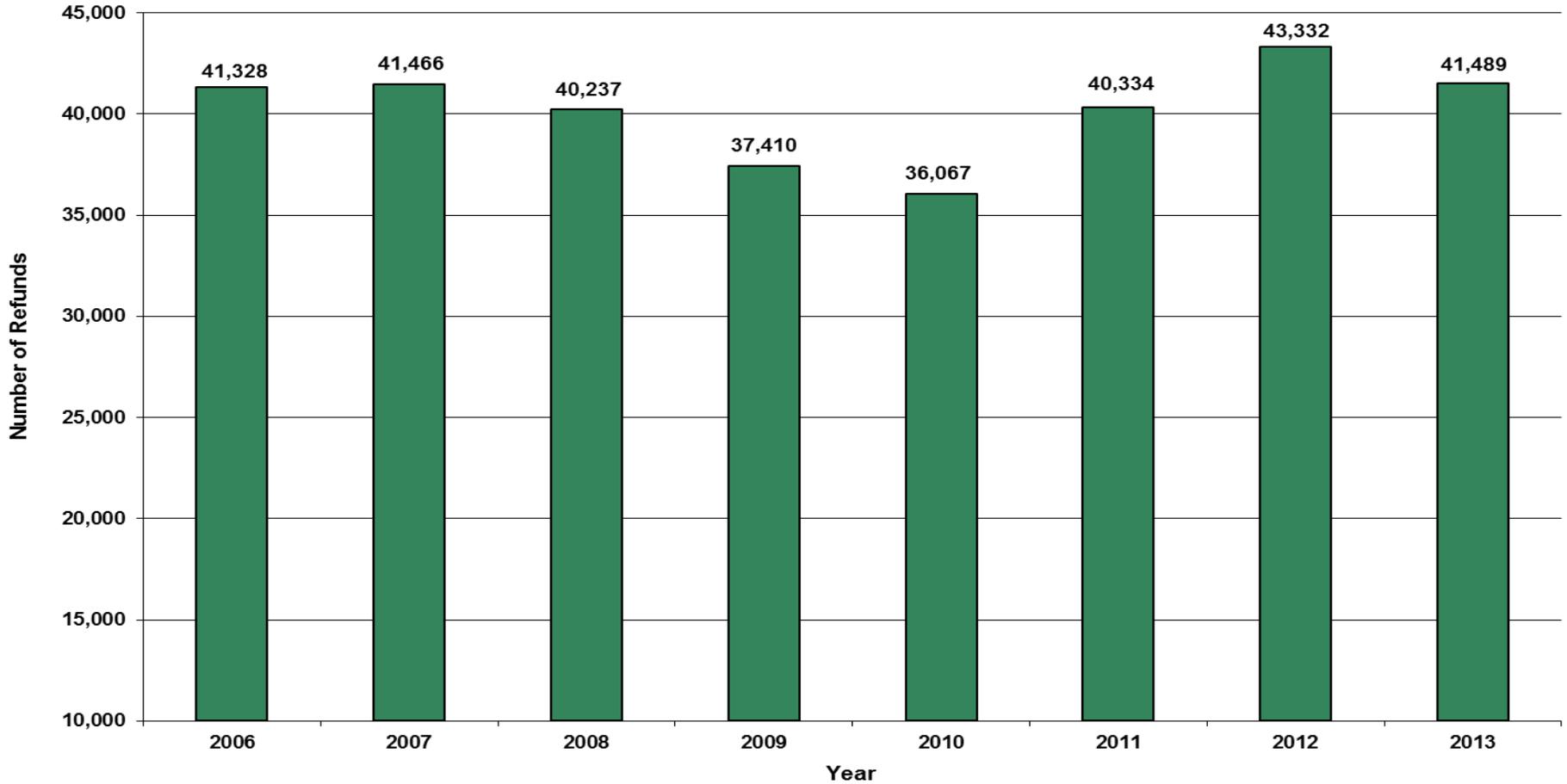
# Refunds

## FY 2012 and FY 2013

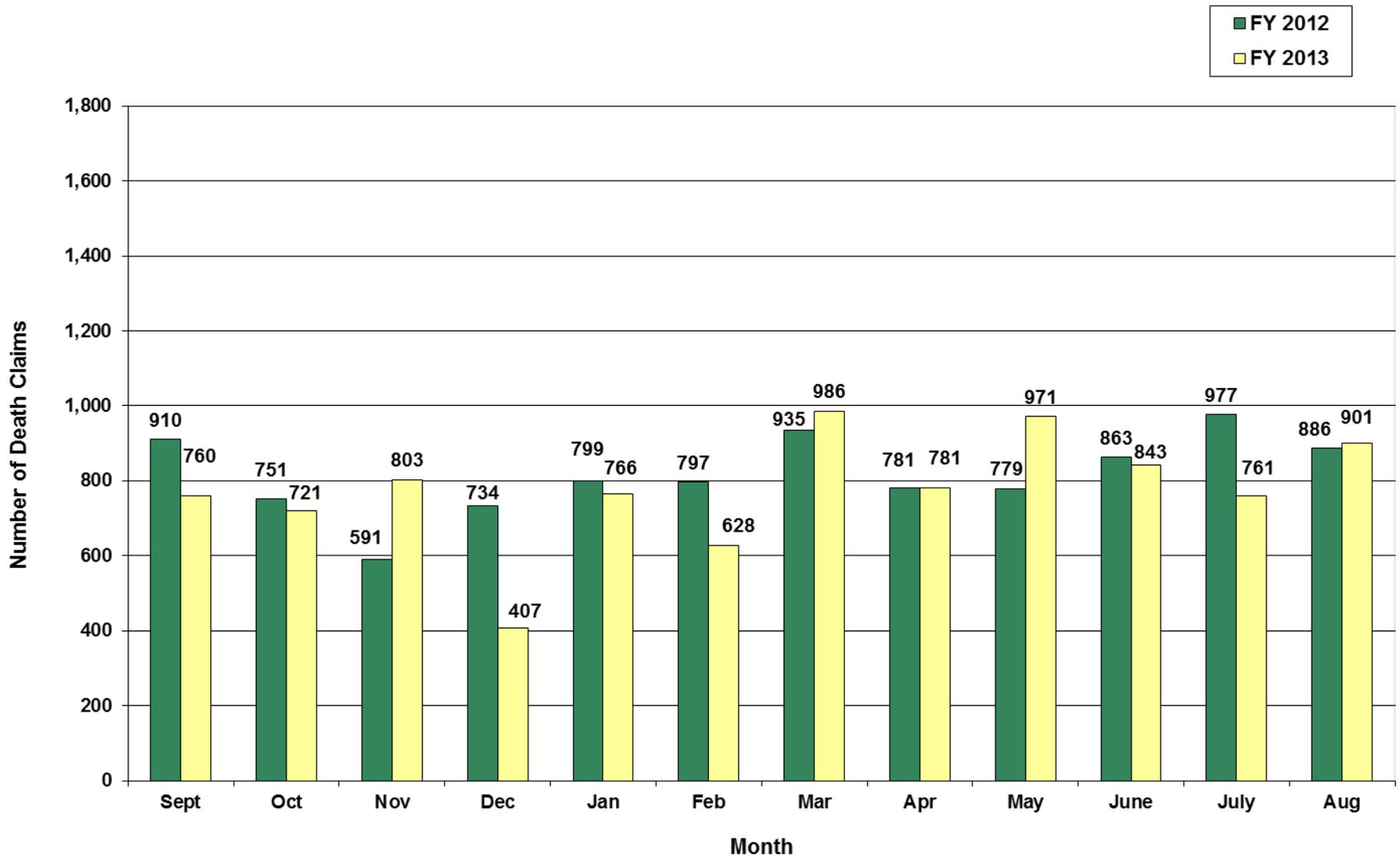


Refunds are refunds paid during the month.

# Yearly Refunds

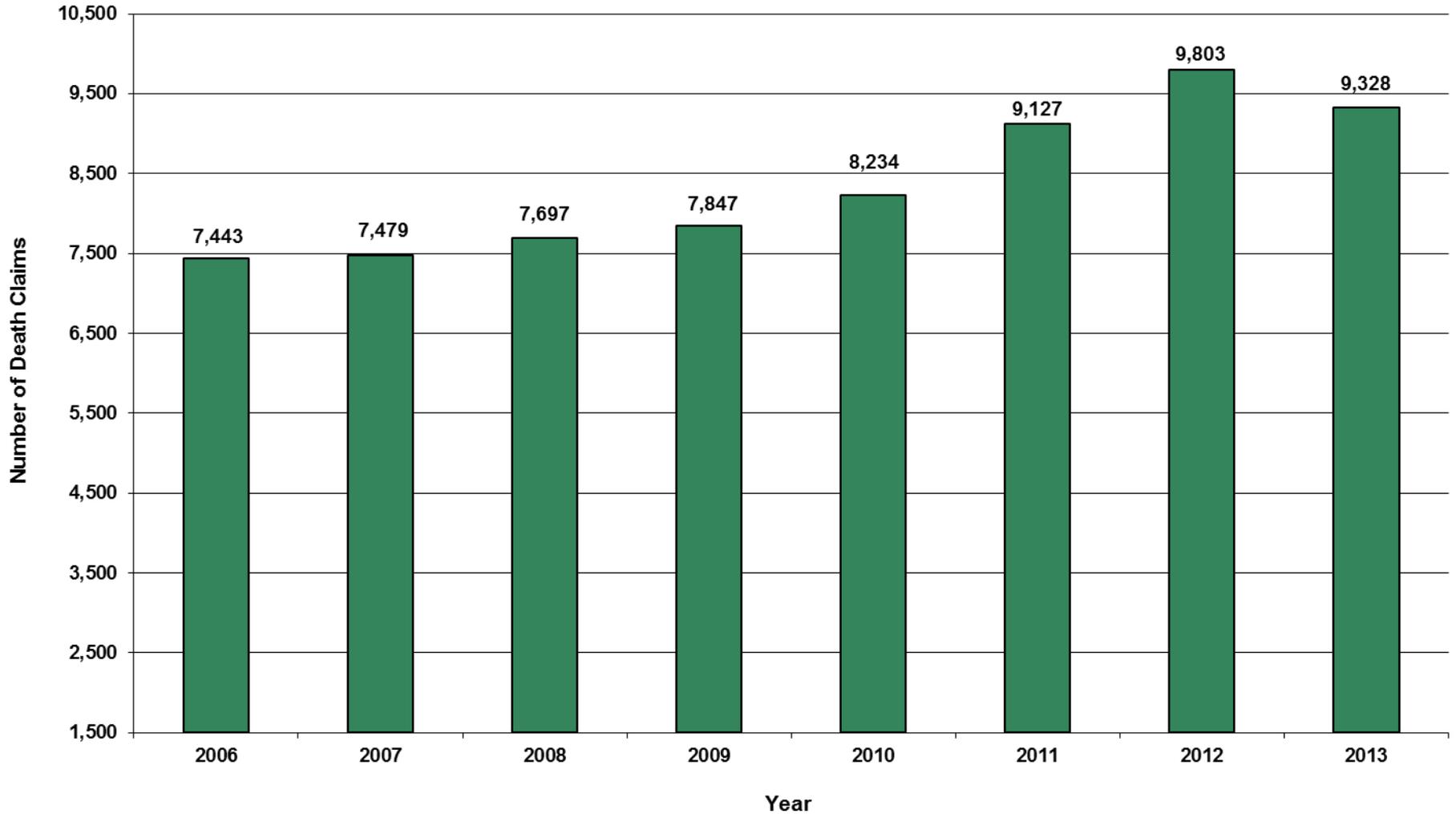


# Death Claims FY 2012 and FY 2013

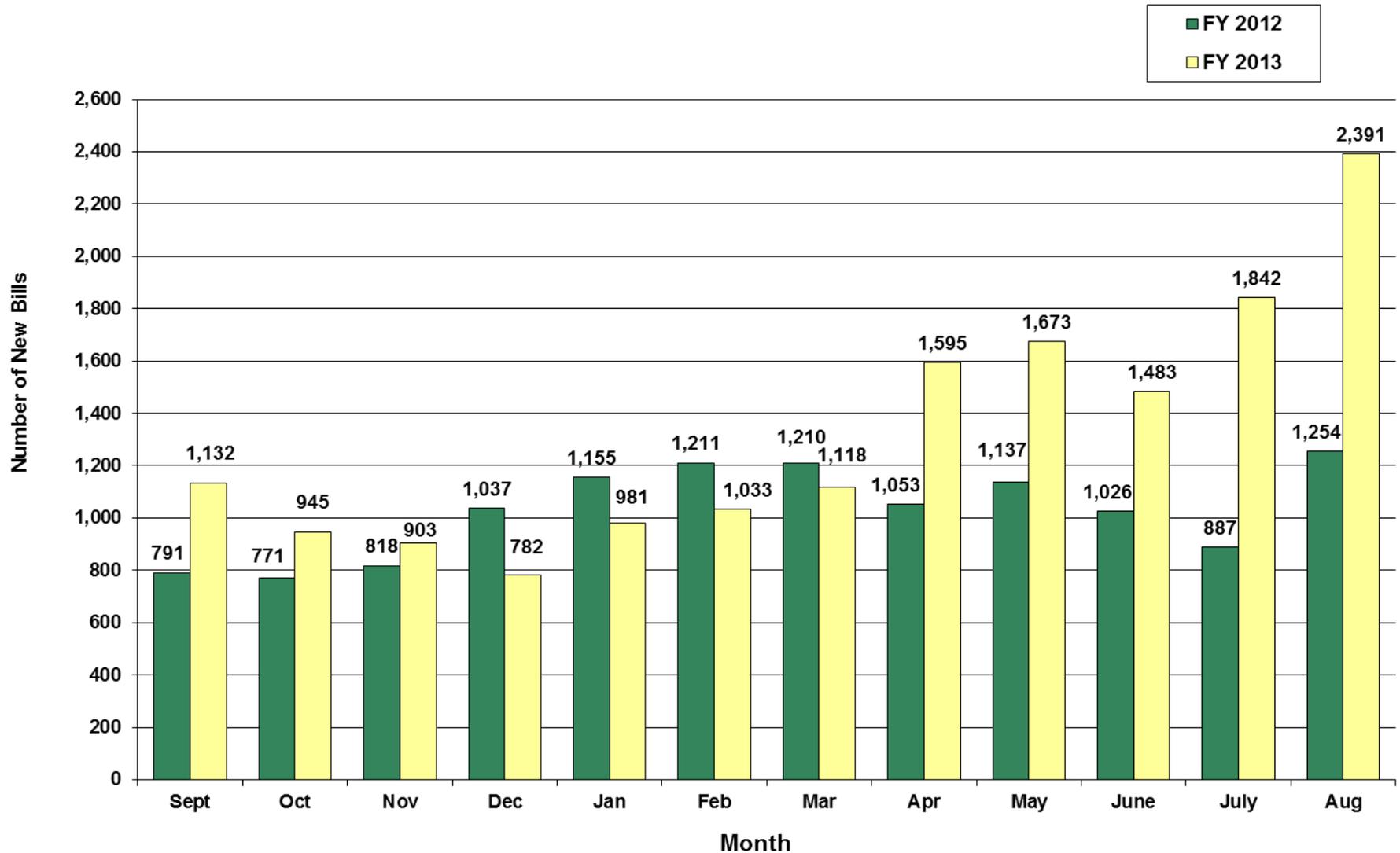


Death claims are claims paid and closed during that month.

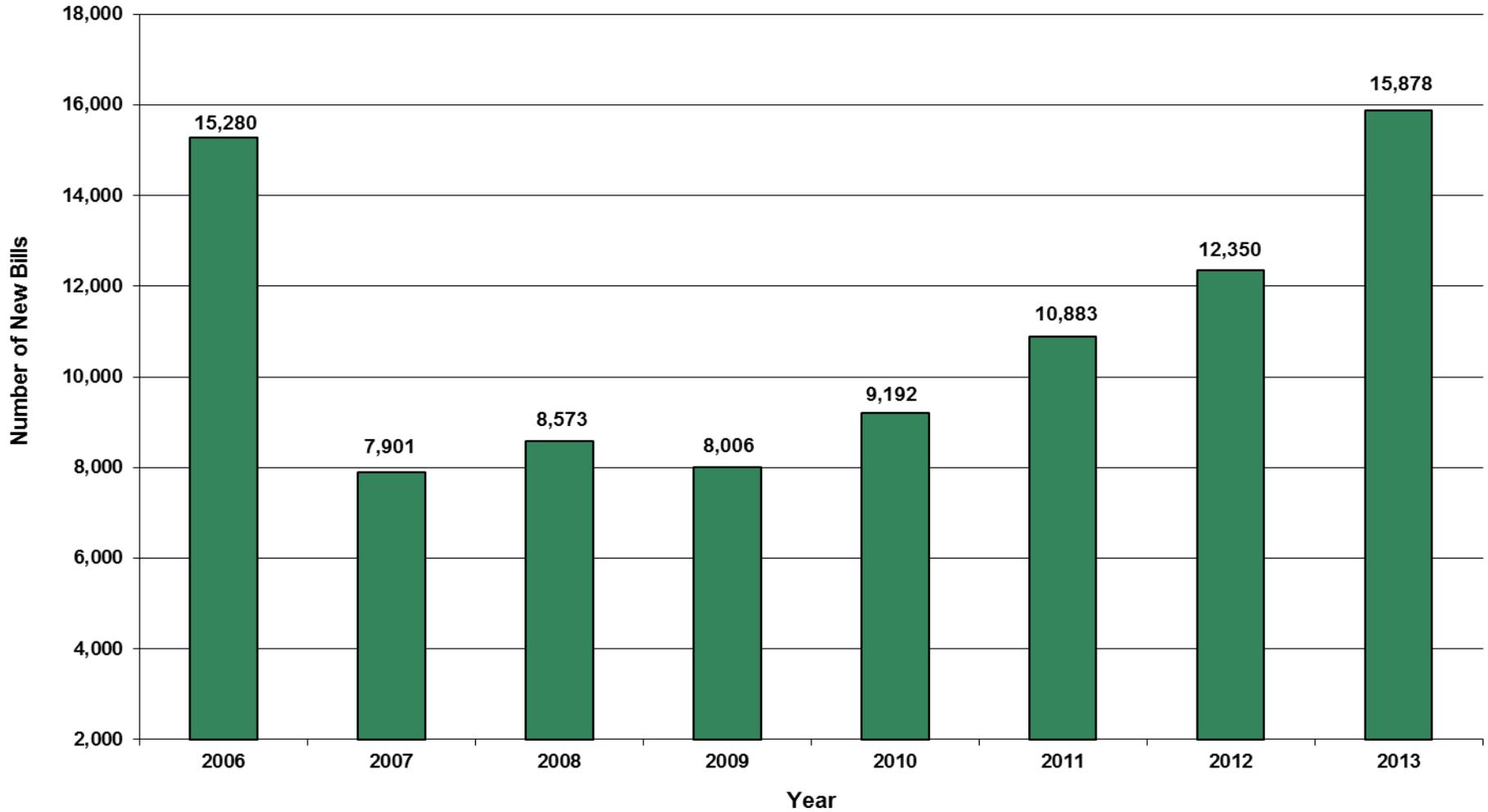
# Yearly Death Claims



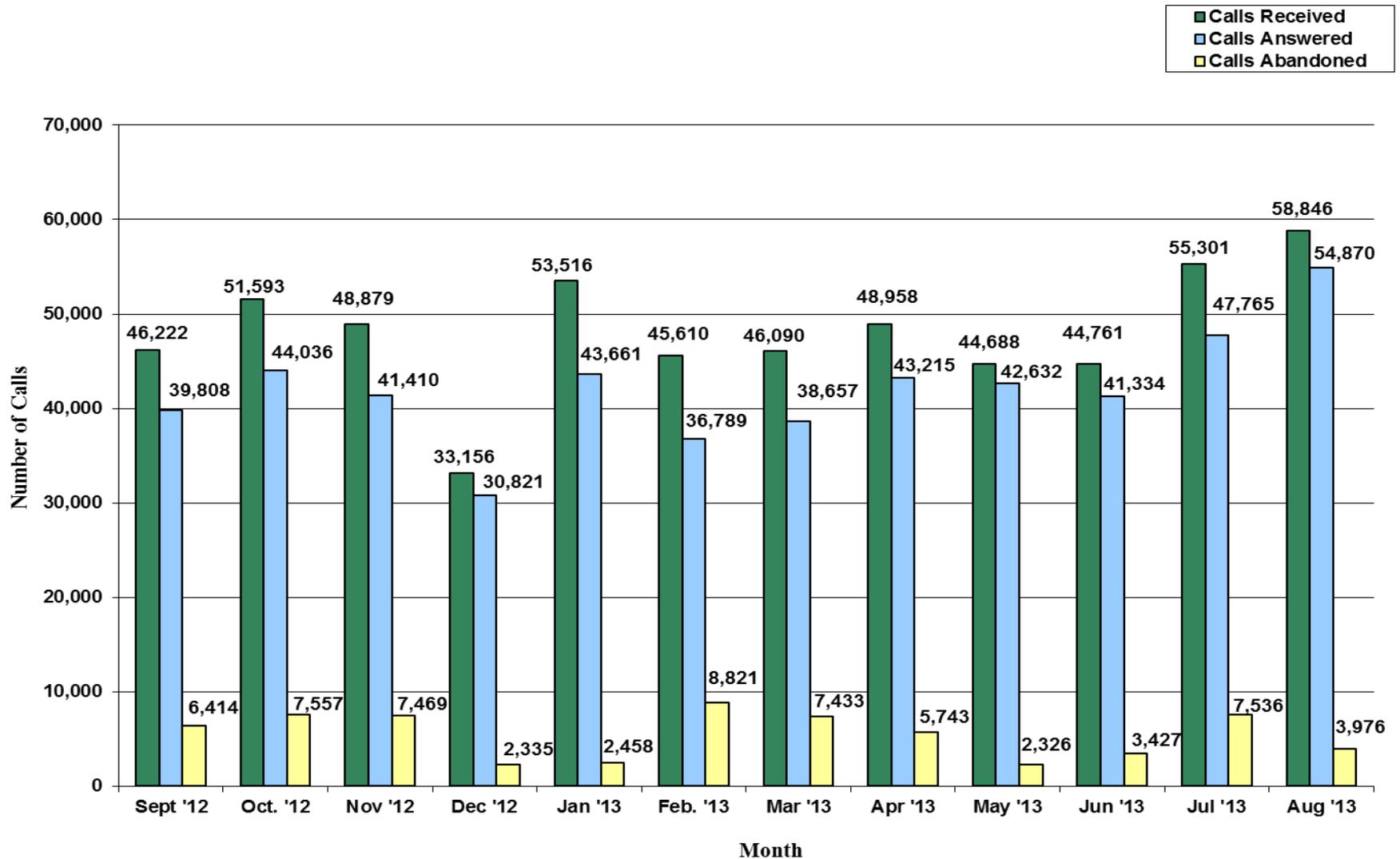
# New Service Purchase Bills FY 2012 and FY 2013



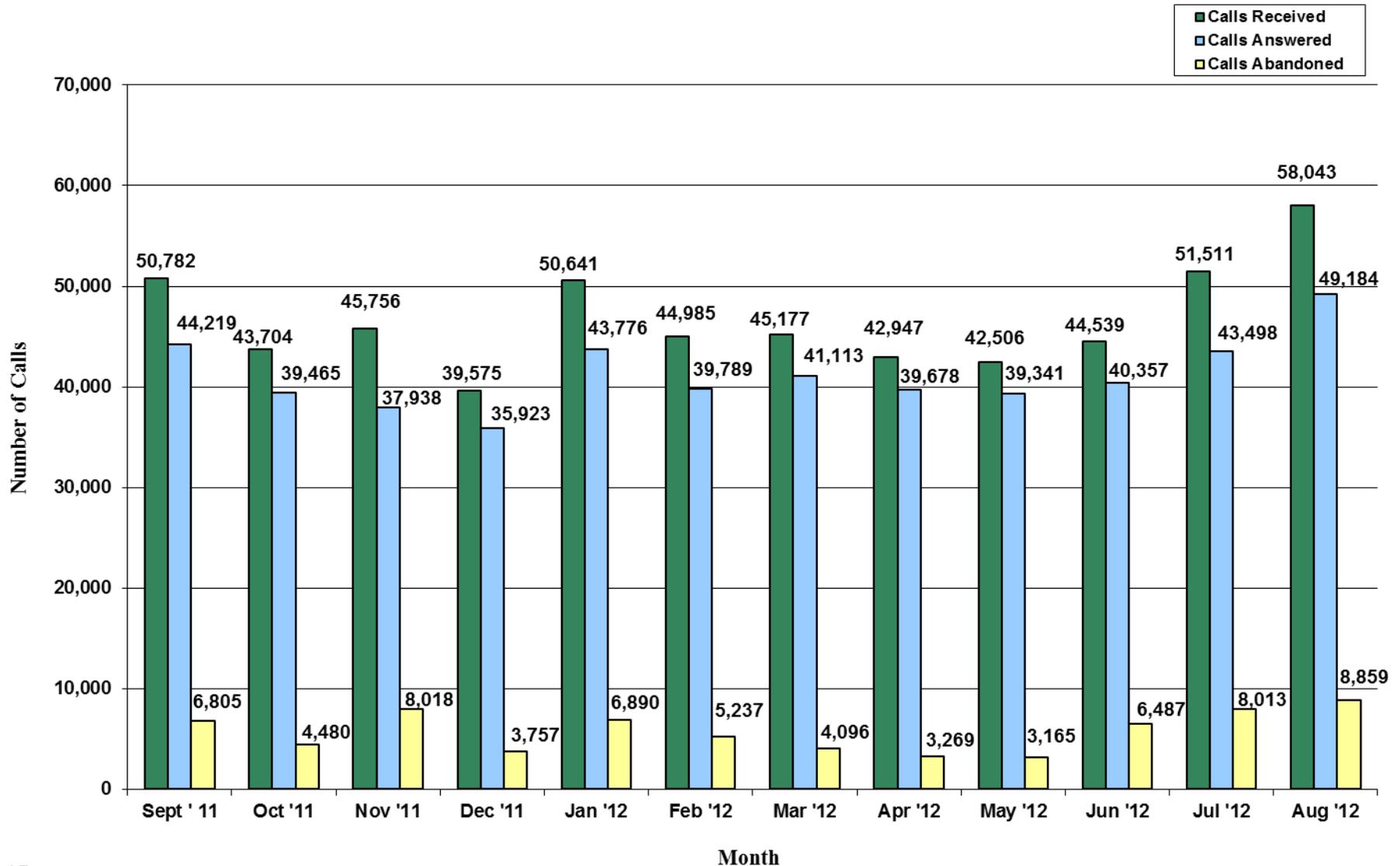
# Yearly New Service Purchase Bills



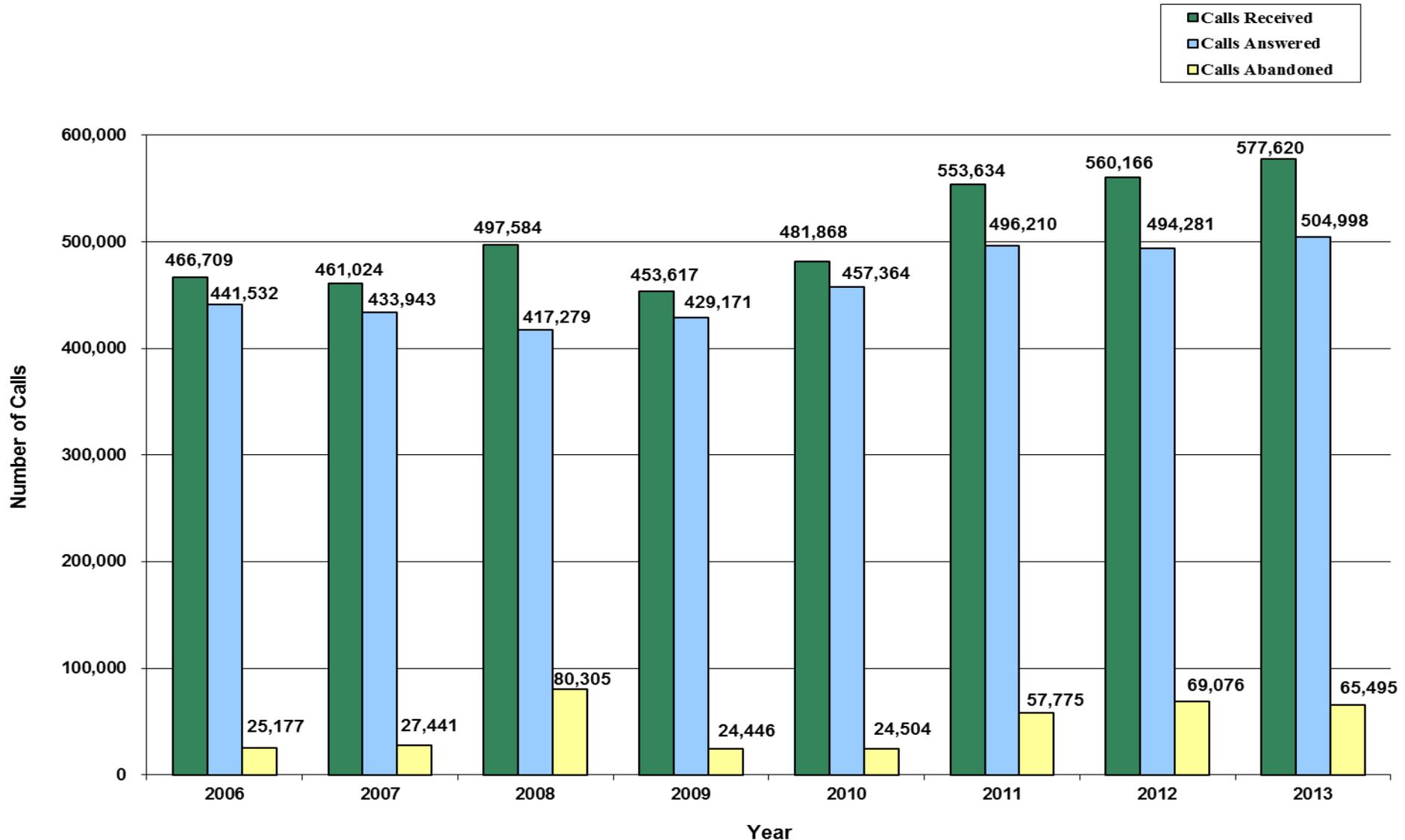
# Member Telephone Calls FY 2013



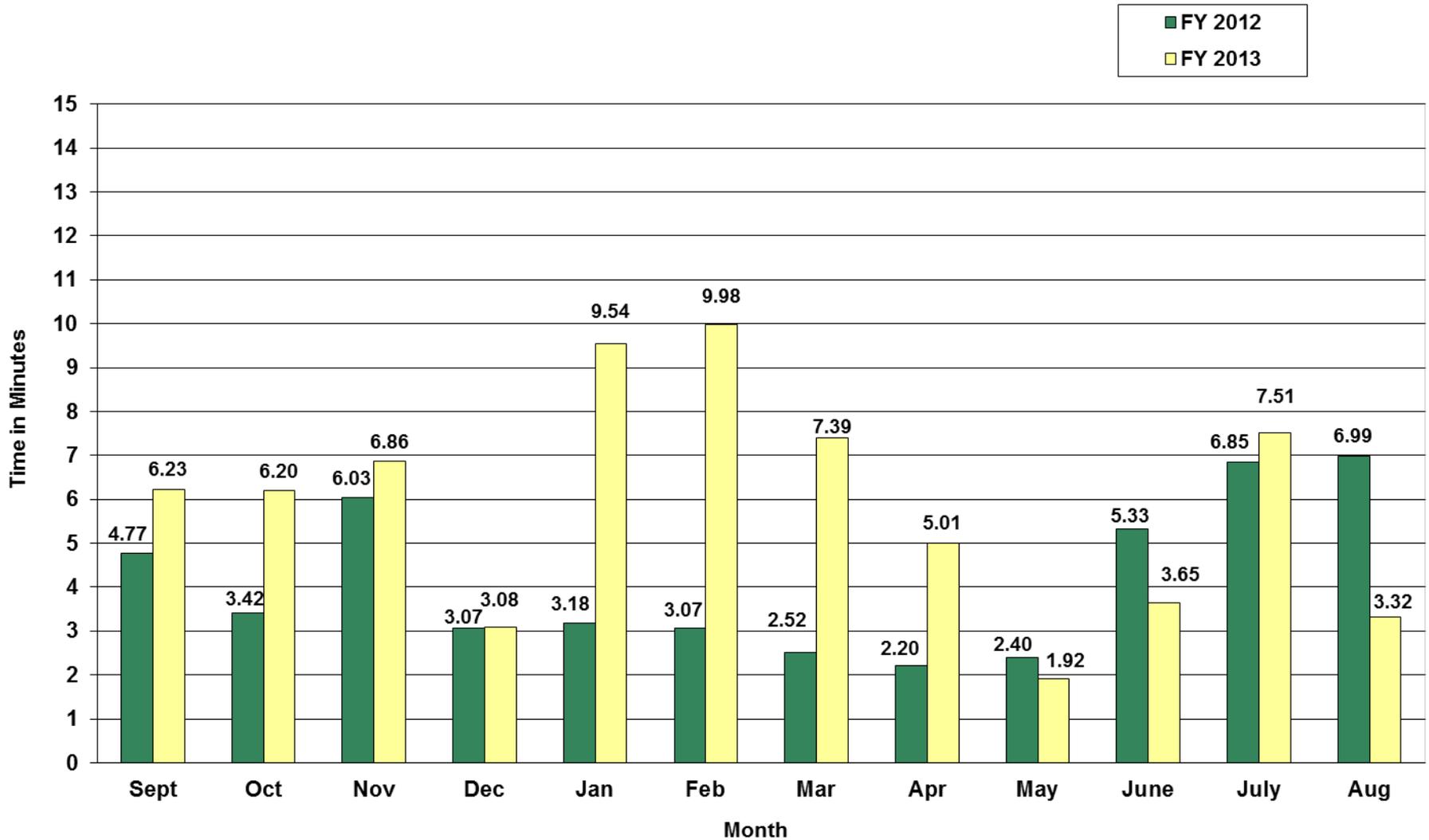
# Member Telephone Calls FY 2012



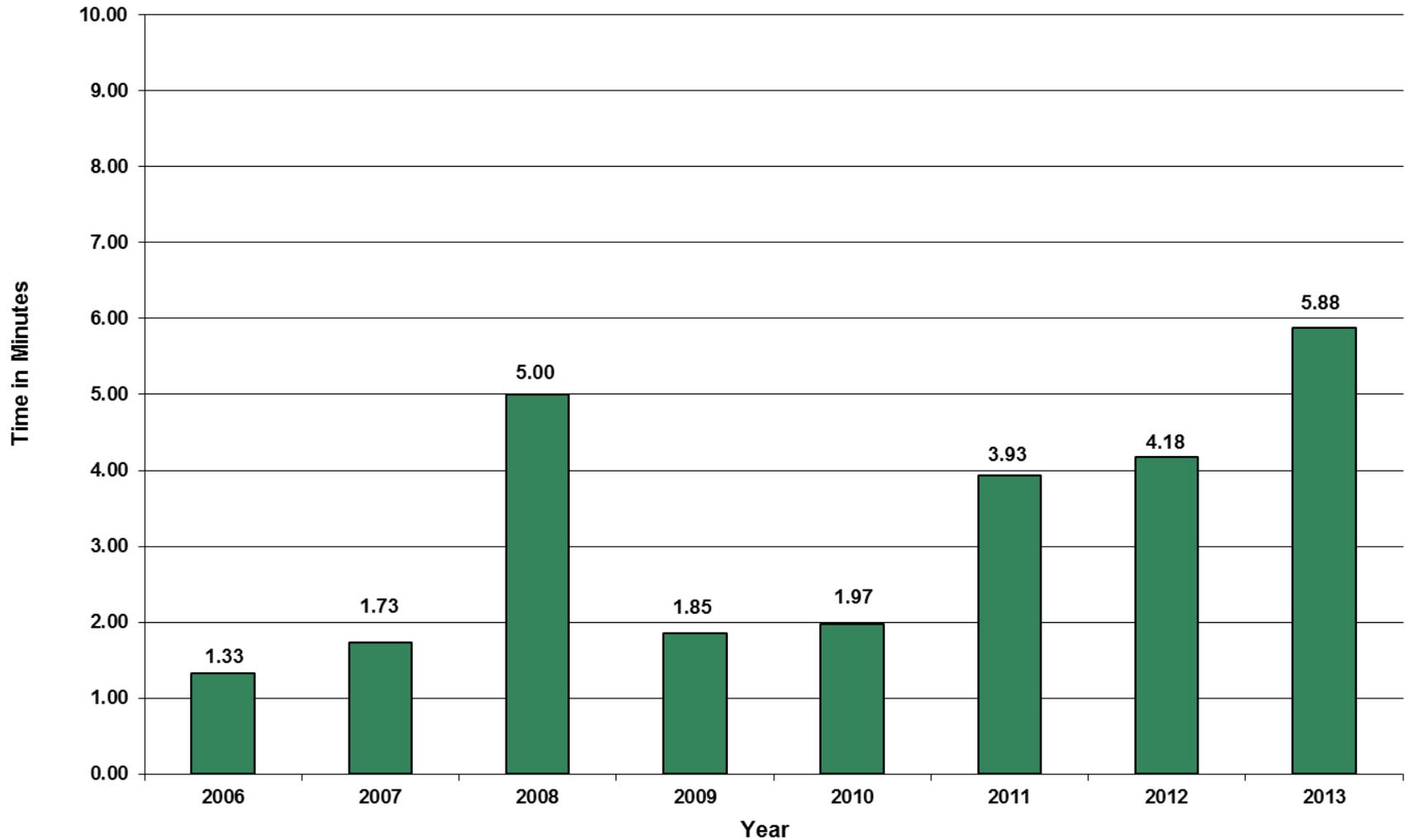
# Yearly Member Telephone Calls



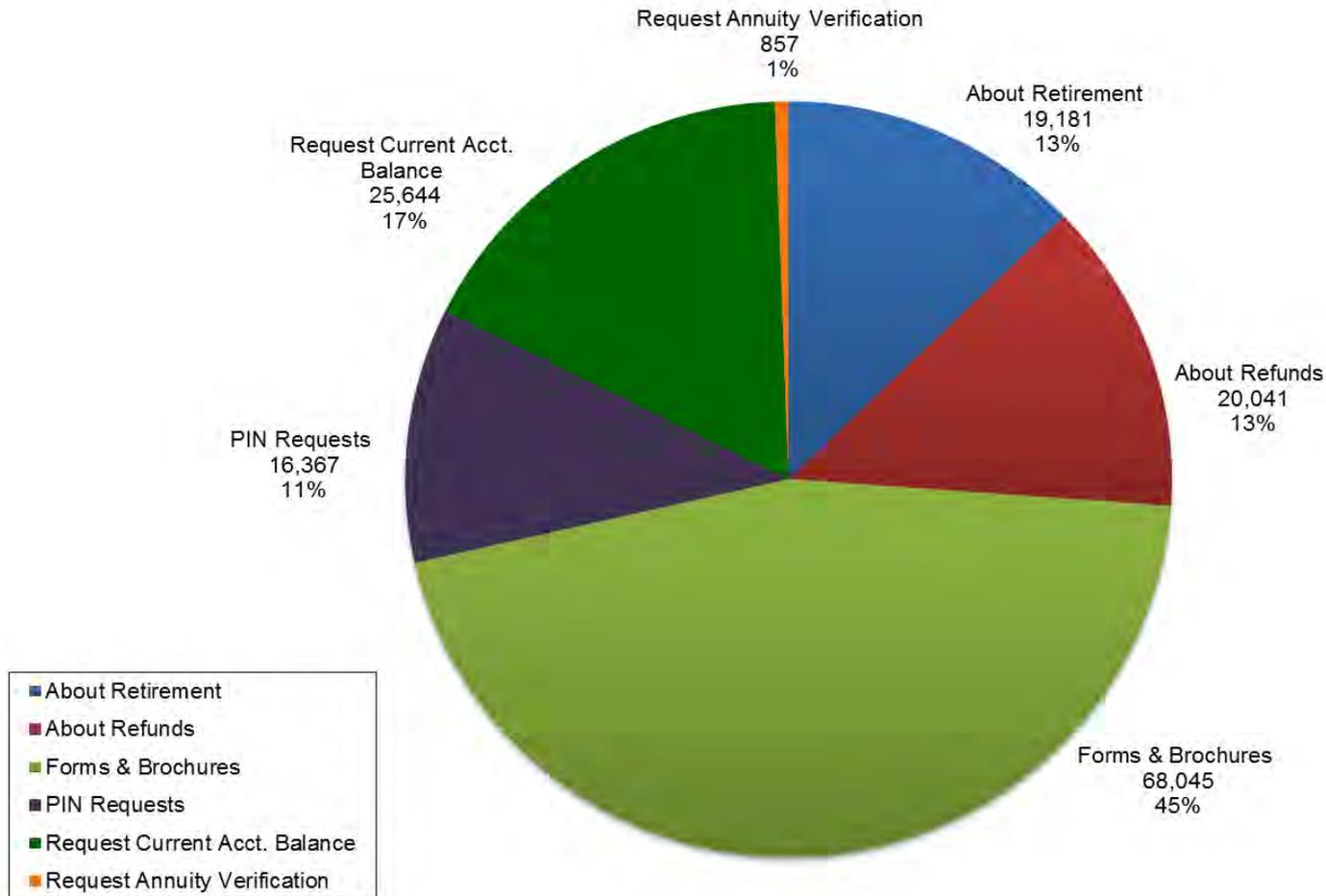
# Average Speed of Answer FY 2012 and FY 2013



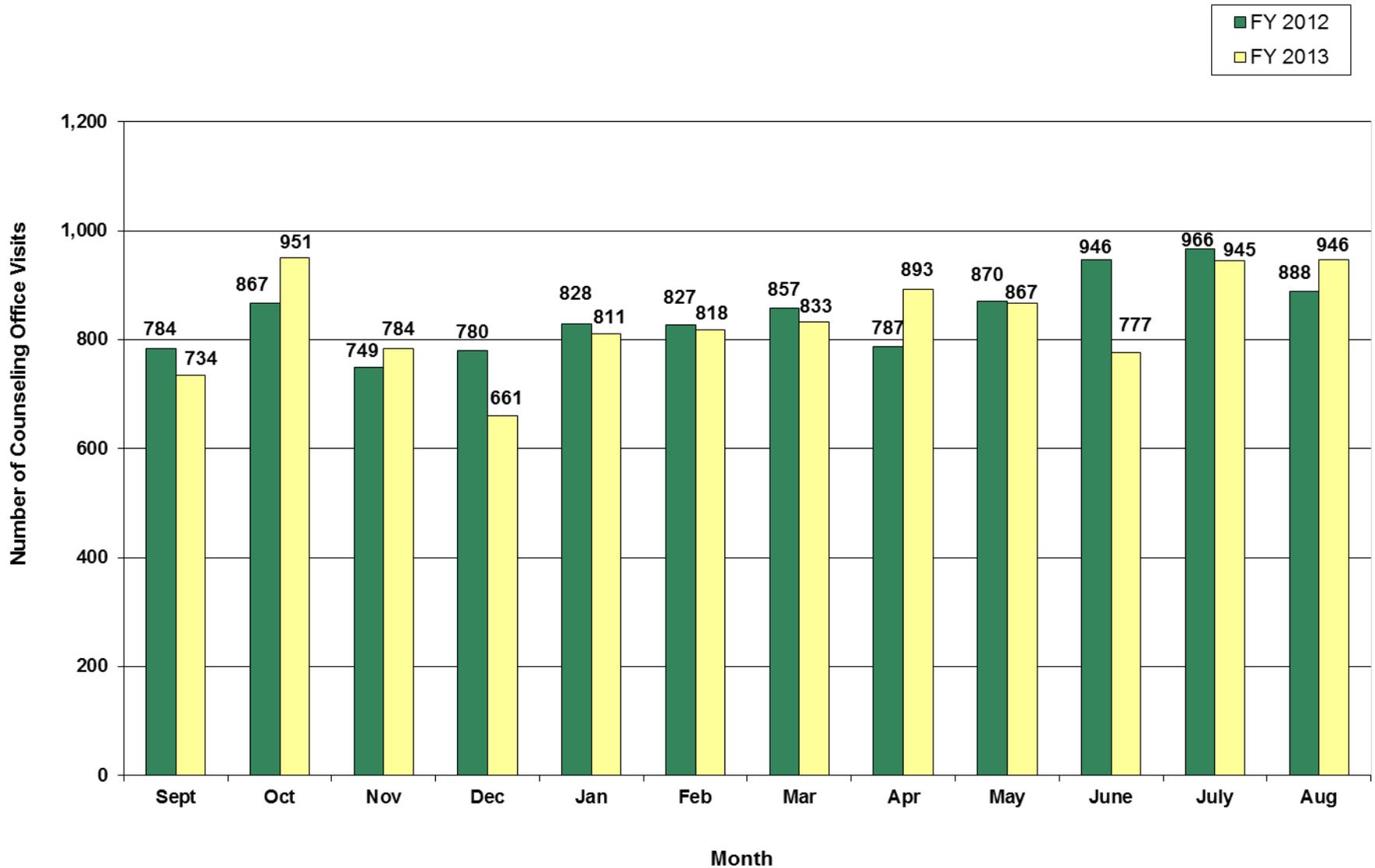
# Yearly Average Speed of Answer



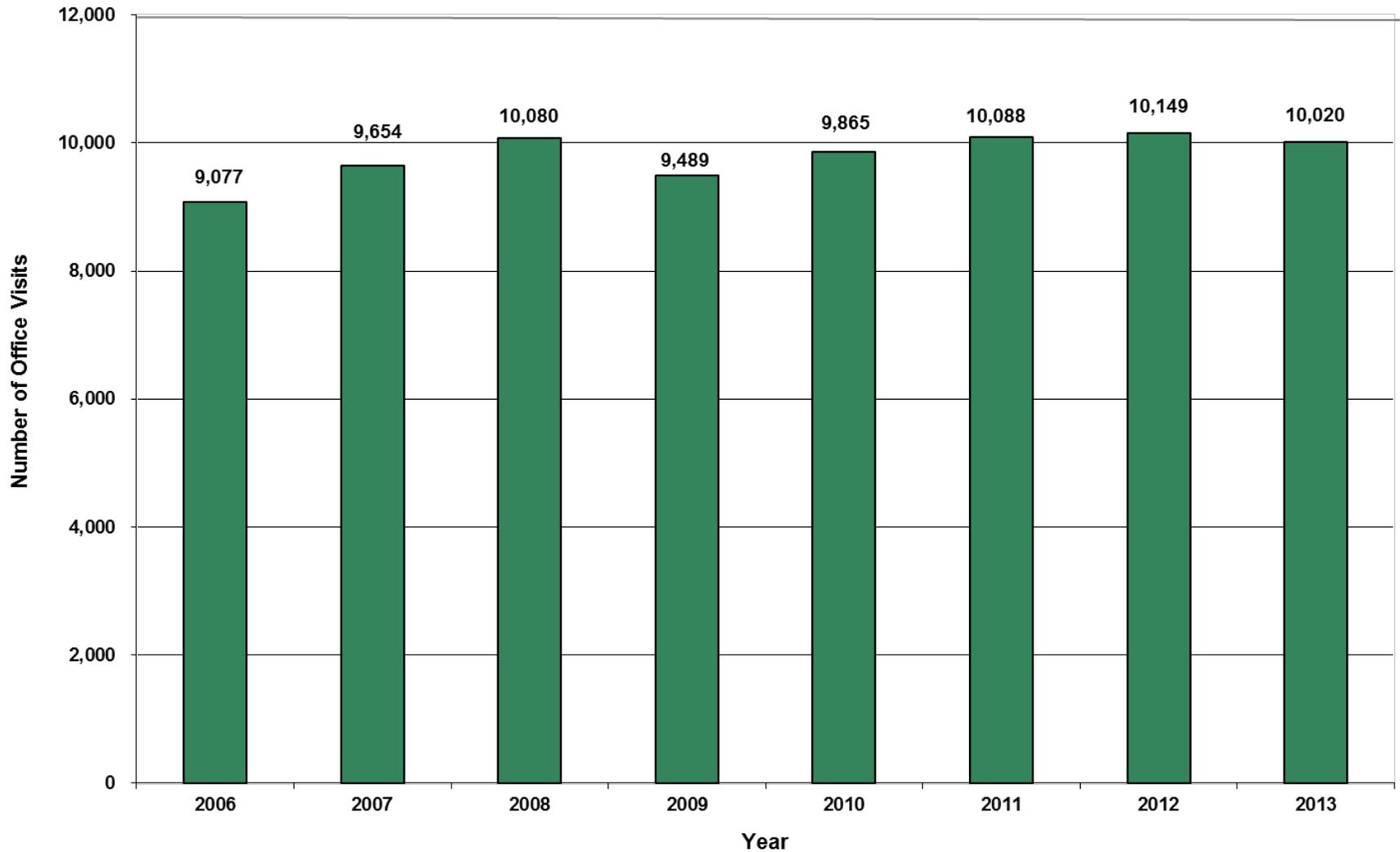
# TRS Automated Telephone FY 2013



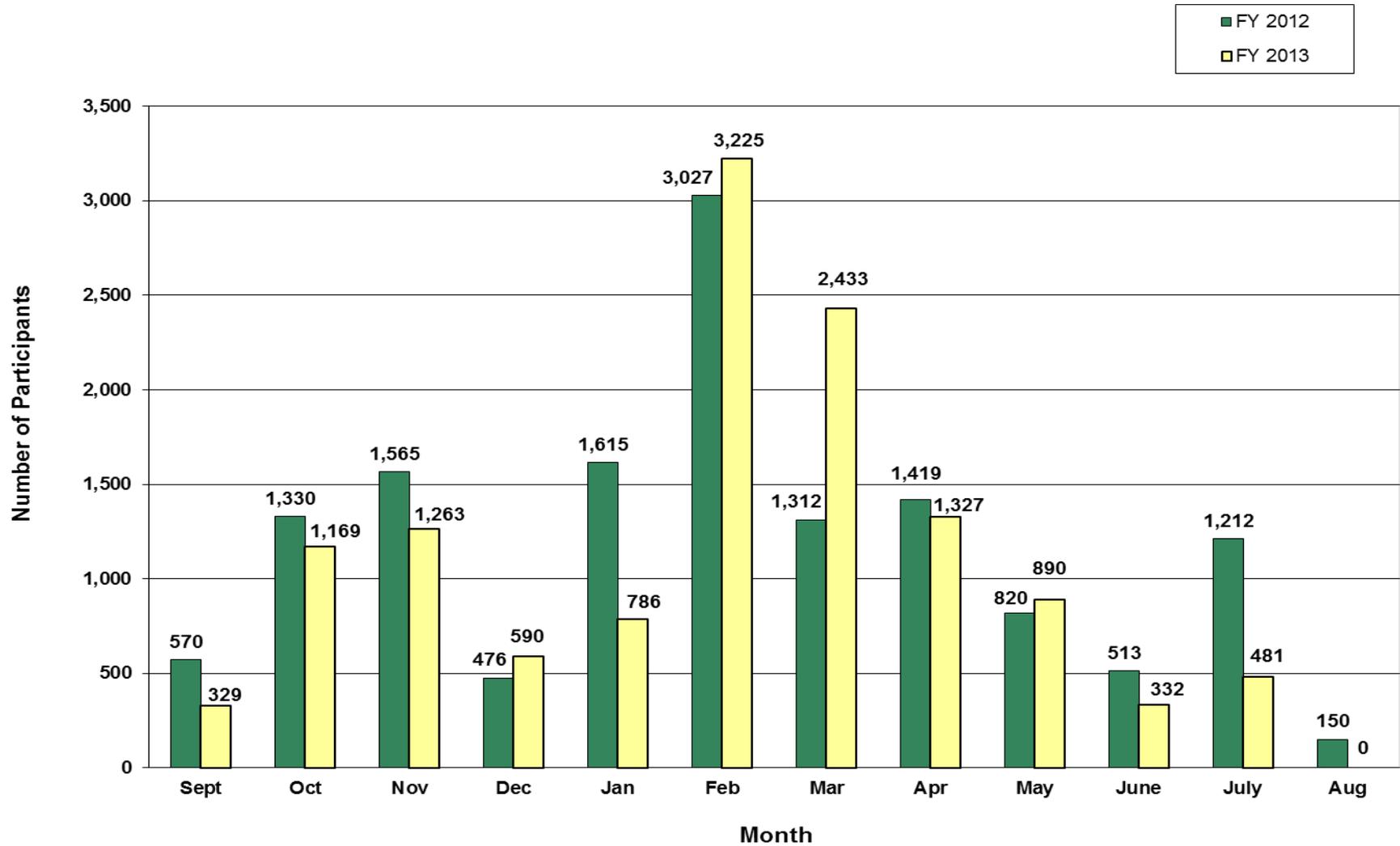
# Counseling Office Visits FY 2012 and FY 2013



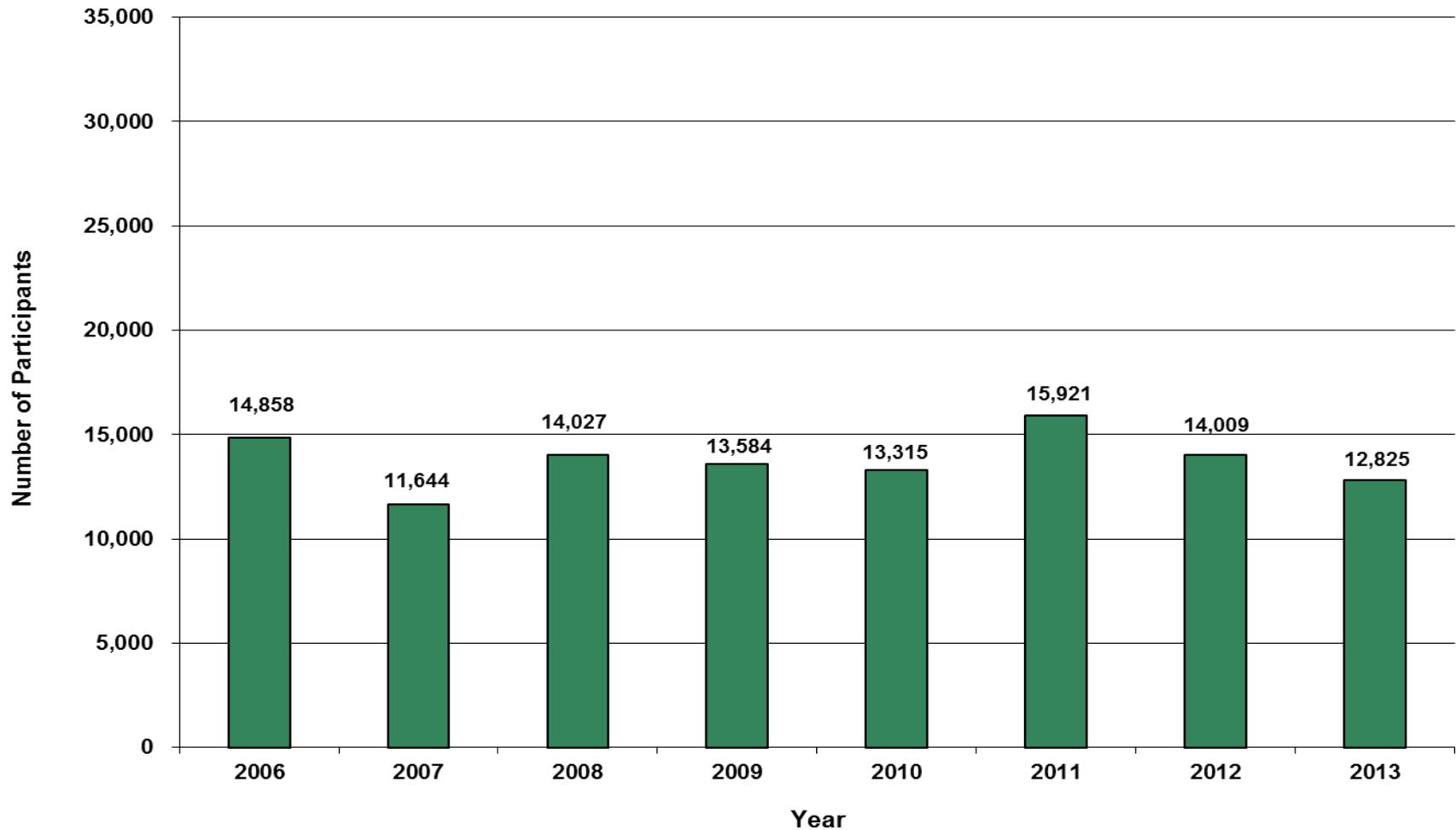
# Yearly Office Visits



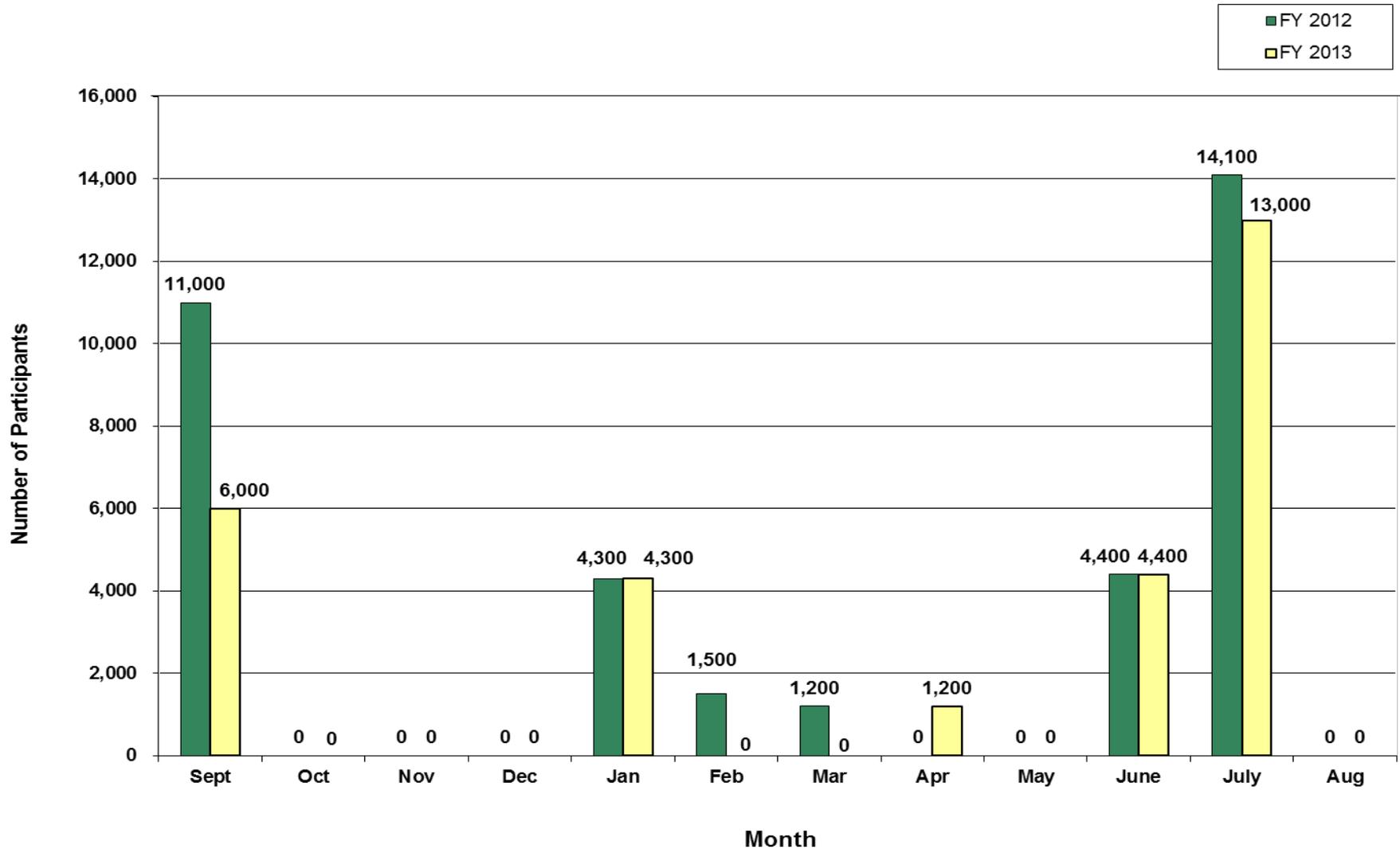
# Group Session Participants Fiscal Years 2012-2013



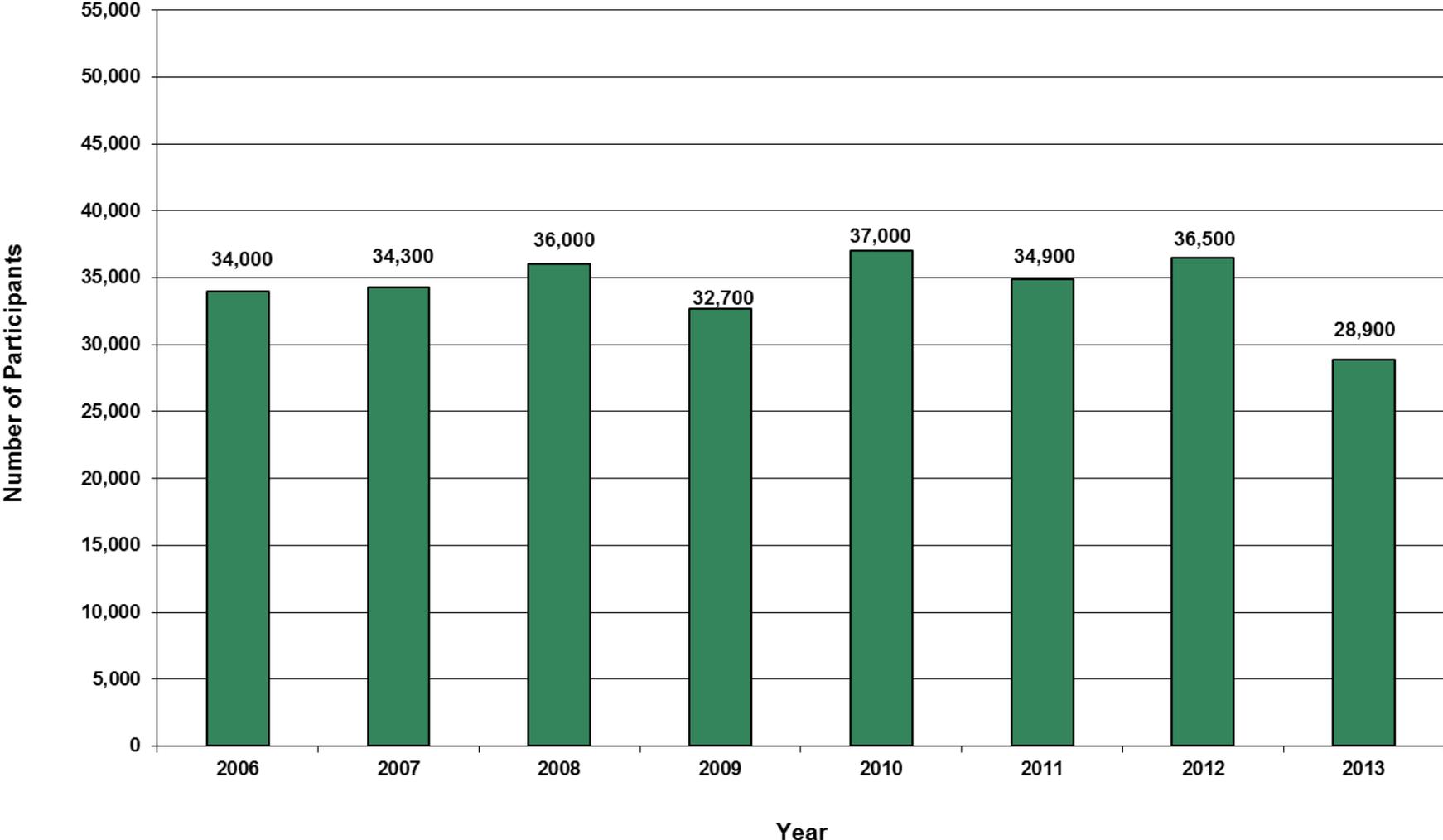
# Yearly Attendance at Group Sessions



# Monthly Convention Attendance FY 2012 and FY 2013



# Participant Attendance at Yearly Conventions



# Field Office Visit Report

## Final May 8, 2013

Location	Date	Appointments Offered	Scheduled	Openings	Walk Ins	No Shows	Total Members Seen
Amarillo 1	09/24-25/12	30	30	0	4	1	33
Amarillo 2	05/06-07/13	30	26	4	0	5	21
		30					
Edinburg 1	10/01-02/12	30	29	1	0	0	29
Edinburg 2	04/08-09/13	30	29	1	1	3	27
Wichita Falls	10/08-09/12	30	28	2	0	0	28
Laredo	10/29-30/12	30	29	1	0	2	27
El Paso 1	11/05-06/12	31	30	1	0	0	30
El Paso 2	04/29-30/13	30	26	4	2	4	24
Lubbock 1	12/03-04/12	30	30	0	3	0	33
Lubbock 2	04/15-16/13	30	28	2	4	2	30
Midland 1	12/10-11/12		30	0	1	0	31
Midland 2	03/25-26/13	30	27	3	1	4	24
Abilene	01/14-15/13	30	28	2	0	4	24
Beaumont	01/28-29/13	30	30	0	0	0	30
Kilgore	02/04-05/13	30	28	2	3	1	30
<b>Totals</b>		<b>451</b>	<b>428</b>	<b>23</b>	<b>19</b>	<b>26</b>	<b>421</b>

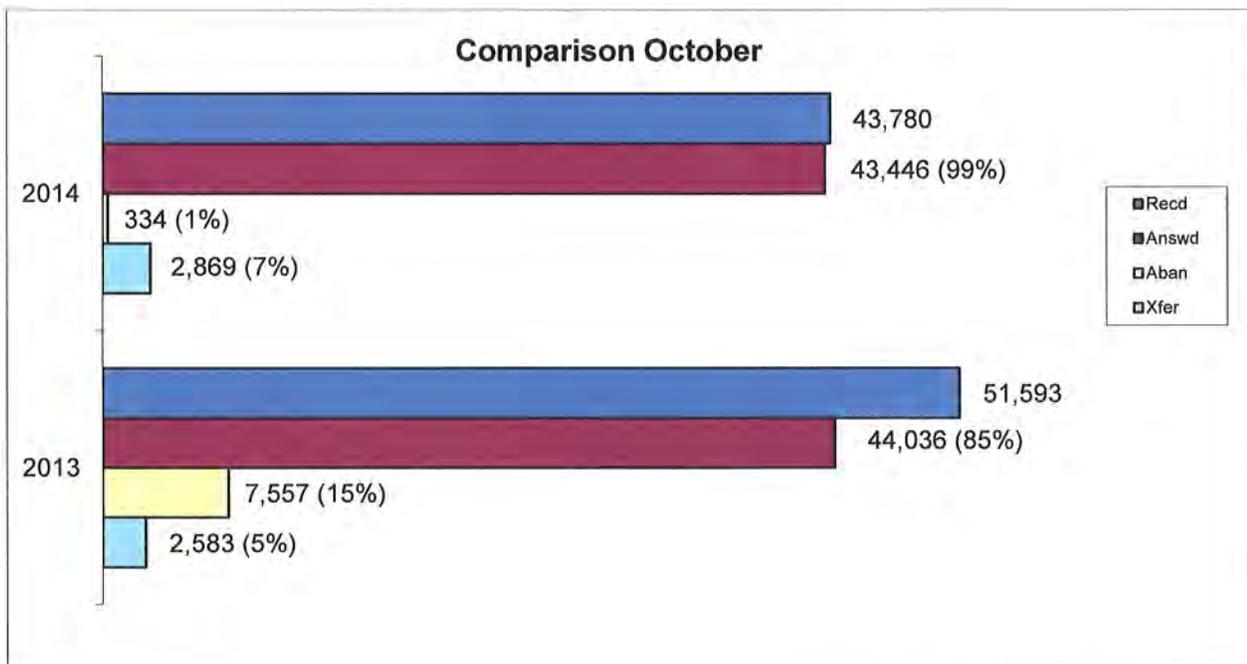
## MEMORANDUM

**TO:** Marianne Woods Wiley  
**FROM:** Tom Guerin  
**DATE:** November 12, 2013  
**RE:** Telephone Statistics for October 2013

**NOTE:** According to research conducted by TRS staff and findings from a recent audit, issues with the accuracy of information produced by the Siemens OpenScape Contact Center (OpenScape) application makes fiscal year 2013 statistics in this report unreliable in that it may overstate the Overall Average Speed of Answer (ASA). TRS staff worked with Siemens to resolve these issues beginning fiscal year 2014.

Please refer to the attached Telephone Statistics Comparison. The year-to-date totals reflect September through August for each school year. This report includes a summary comparison for October 2012 and October 2013, the average daily call volume, and a detailed statistical comparison.

The chart below represents a summary comparison of the calls received by the telephone counselors for the month of October. The numbers also include data from our callback feature. A callback is offered to certain callers as an alternative to holding on the line. Instead we call them back at approximately the same time as if they were on hold. Of the total calls received in the Telephone Counseling Center (TCC), 99% were answered and 1% was abandoned. The abandoned calls represent calls that are terminated (caller hangs up) before a counselor answers. The transfer number represents the calls that counselors answer and then determine that additional assistance is needed from someone else within TRS.



### CALLS COMPLETED IN THE IVR

The attached Telephone Statistics Comparison report shows the total calls received by TRS. All incoming calls are routed through the automated voice response system, IVR, and this report reflects the calls completed within the IVR and the IVR processing time. If a call is not completed within the IVR, it then goes to the Telephone Counseling Center.

## **TELEPHONE COUNSELING CENTER CALLS**

Additional detailed information regarding calls received is provided. The October Overall ASA was 0.30 minutes (0 minutes and 18 seconds). This is the average time after a call was released from the automated system that a caller either abandoned the call or waited for a counselor to answer the call. (The year-to-date Overall ASA is 0 minutes and 25 seconds). The October Answered ASA was 0.27 minutes (0 minutes and 16 seconds). This is the average time after a call was released from the automated system that a caller waited for a counselor to answer the call. (The year-to-date Answered ASA is 0 minutes and 22 seconds). The October Abandoned ASA was 1.77 minutes (1 minute and 46 seconds). This is the average time after a call was released from the automated system that a caller waited before abandoning the call. (The year-to-date Abandoned ASA is 2 minutes and 21 seconds). The average call processing time for October was 4.83 minutes (4 minutes and 50 seconds). The processing time is the time actually spent talking to the caller and the wrap up time necessary to take action to complete the call.

## **STAFFING**

We began the month with 40 authorized regular FTEs: 34 trained, 0 in training, and 6 vacancies. There were no changes during the month. By the end of the month we had identified an applicant who would begin on November 1. Still, we ended the month of October with 34 trained, 0 in training and 6 vacancies. We continued to seek and review applications and conduct interviews.

## **AVERAGE DAILY PHONE CALLS FOR OCTOBER 2013**

This chart represents the average daily call flow for the month of October. Monday was our busiest day. Morning calls were highest between 9:30 AM – 11:30 AM with peak time at 10:30 AM. Afternoon calls were highest between 2:30 PM – 4:30 PM, with peak time at 3:30 PM.

## **CALL TOPICS**

Within the IVR, members selected the following top four menu items for assistance: Forms Request, Request Current Account Balance, Refunds and Retirement. The top four call topics for calls answered by the TCC were Refunds, Service Retirement, Payroll Information, and TRS-Care.

## **ACTIONS TAKEN AND ACTIONS PLANNED**

The QA Specialists are in the process of coaching to September calls.

The Average Department Quality Score for September was 97.81% an increase from August which was 95.94%. The averages are subject to change after Coaching Sessions and any requests for Formal Call Review. The Quality Program and the coaching sessions continue to be a positive reinforcement to further improve Benefit Counseling's customer service to TRS Members.

Ongoing activities include monthly calibration sessions and continuous review of the Quality Program to ensure it is being administered consistently throughout the department.

The Trainer completed a training class for 3 additional Training Coaches and is in the process of preparing for new hire training to begin in November.

Cc: Ken Welch

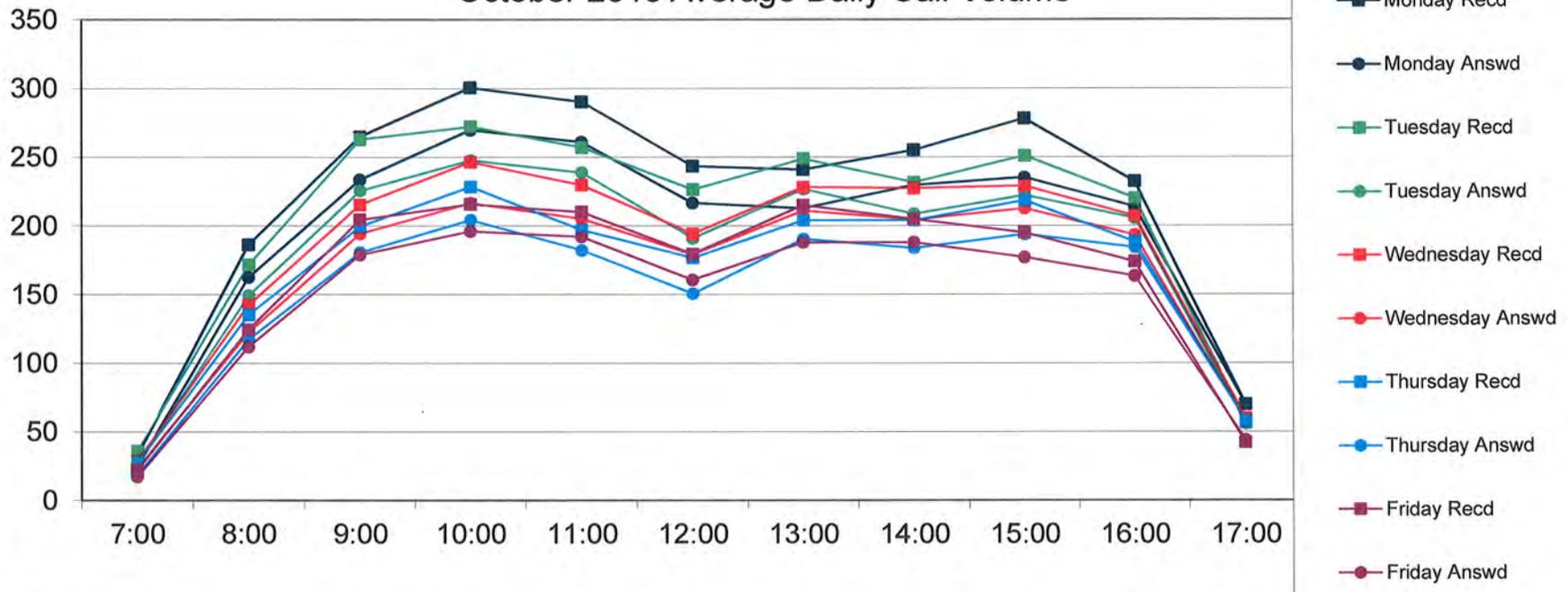
## Telephone Statistics Comparison October 2013

	<u>Aug-12</u>	<u>Sep-12</u>	<u>Oct-12</u>	<u>Aug-13</u>	<u>Sep-13</u>	<u>Oct-13</u>	<u>FISCAL YTD</u> <u>2013</u>	<u>FISCAL YTD</u> <u>2014</u>
<b>TOTAL CALLS RECEIVED</b>	81,771	69,612	74,652	80,765	62,500	59,277	144,264	121,777
<b>IVR</b>								
Calls Completed	23,728	23,390	23,059	21,919	16,930	15,497	46,449	32,427
Proc. Time	2.36	2.39	2.35	2.46	2.59	2.48	2.37	2.54
<b>Telephone Counseling Center</b>								
Total Calls Received	58,043	46,222	51,593	58,846	45,570	43,780	97,815	89,350
Total Calls Answered	49,184	39,808	44,036	54,870	45,058	43,446	83,844	88,504
% Answered	85%	86%	85%	93%	99%	99%	86%	99%
Calls Abandoned	8,859	6,414	7,557	3,976	512	334	13,971	846
% Abandoned	15%	14%	15%	7%	1%	1%	14%	1%
Calls Transferred	2,438	2,118	2,583	2,685	2,744	2,869	4,701	5,613
% Transferred	4%	5%	5%	5%	6%	7%	5%	6%
Proc. Time	5.10	4.99	5.02	5.74	4.96	4.83	5.01	4.90
Overall ASA	6.99	8.13	8.05	3.32	0.53	0.30	8.08	0.42
Answered ASA	n/a	6.32	6.28	3.33	0.47	0.27	6.30	0.37
Abandoned ASA	n/a	4.82	5.00	4.45	2.73	1.77	4.92	2.35
<b>STAFFING - POSITIONS</b>								
Available	35	40	40	40	40	40		
Filled	34	32	32	35	34	34		
Trained	31	29	28	34	34	34		
In Training	3	3	4	1	0	0		
Vacancies	1	8	8	5	6	6		

Due to issues with the accuracy of data with the Open Scape application, the ASA for fiscal year 2013 is unreliable in that it may be overstated. The Overall ASA is the average time after a call was released from the automated system that a caller either abandoned the call or waited for a counselor to answer. The Answered ASA is the average time after a call was released from the automated system that a caller waited for a counselor to answer. The Abandoned ASA is the average time after a call was released from the automated system that a caller waited before abandoning the call.

\* Includes 305 callbacks where members select to be called back rather than hold on the line.

October 2013 Average Daily Call Volume



**TAB 3**



# FY 2013 Website Statistics Report

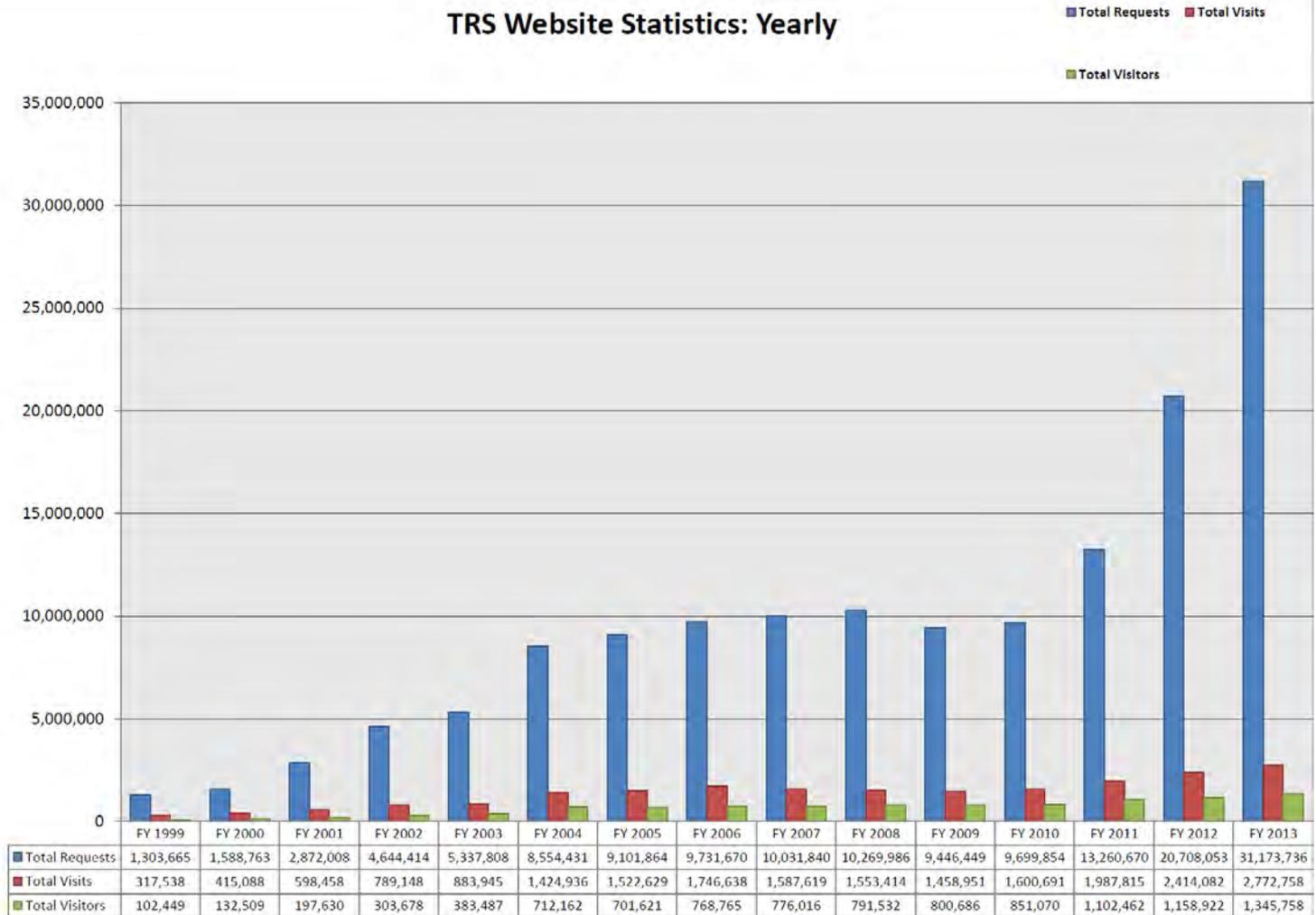
## Background

- Communications and IT work closely together to manage day-to-day operations of the website.
- TRS collects data each month by tracking:
  - website requests (also known as hits)
  - website visits
  - website visitors
  - website page views



# FY 2013 Website Statistics Report

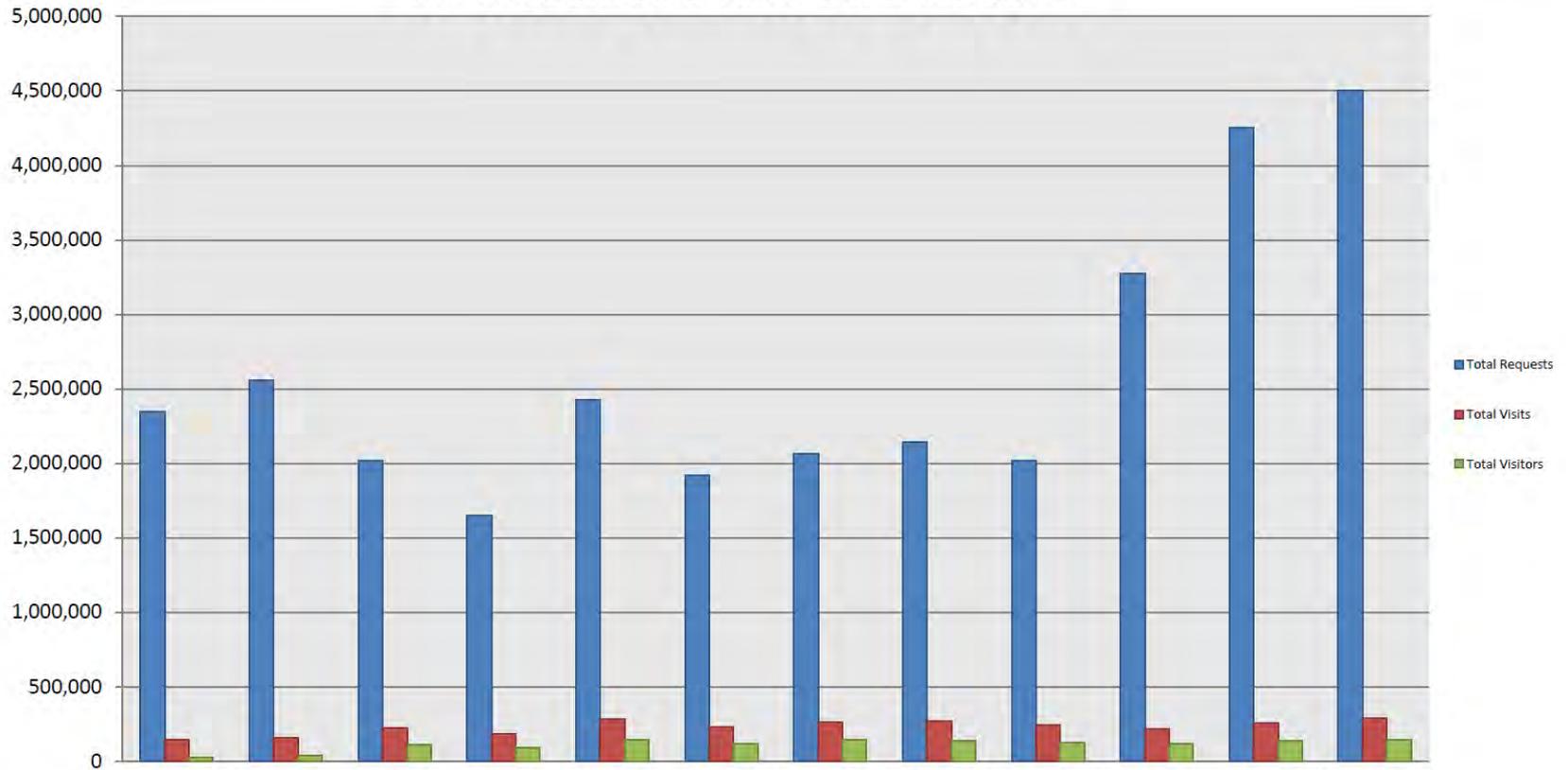
TRS Website Statistics: Yearly





# FY 2013 Website Statistics Report

## TRS Website Statistics: Fiscal Year 2013

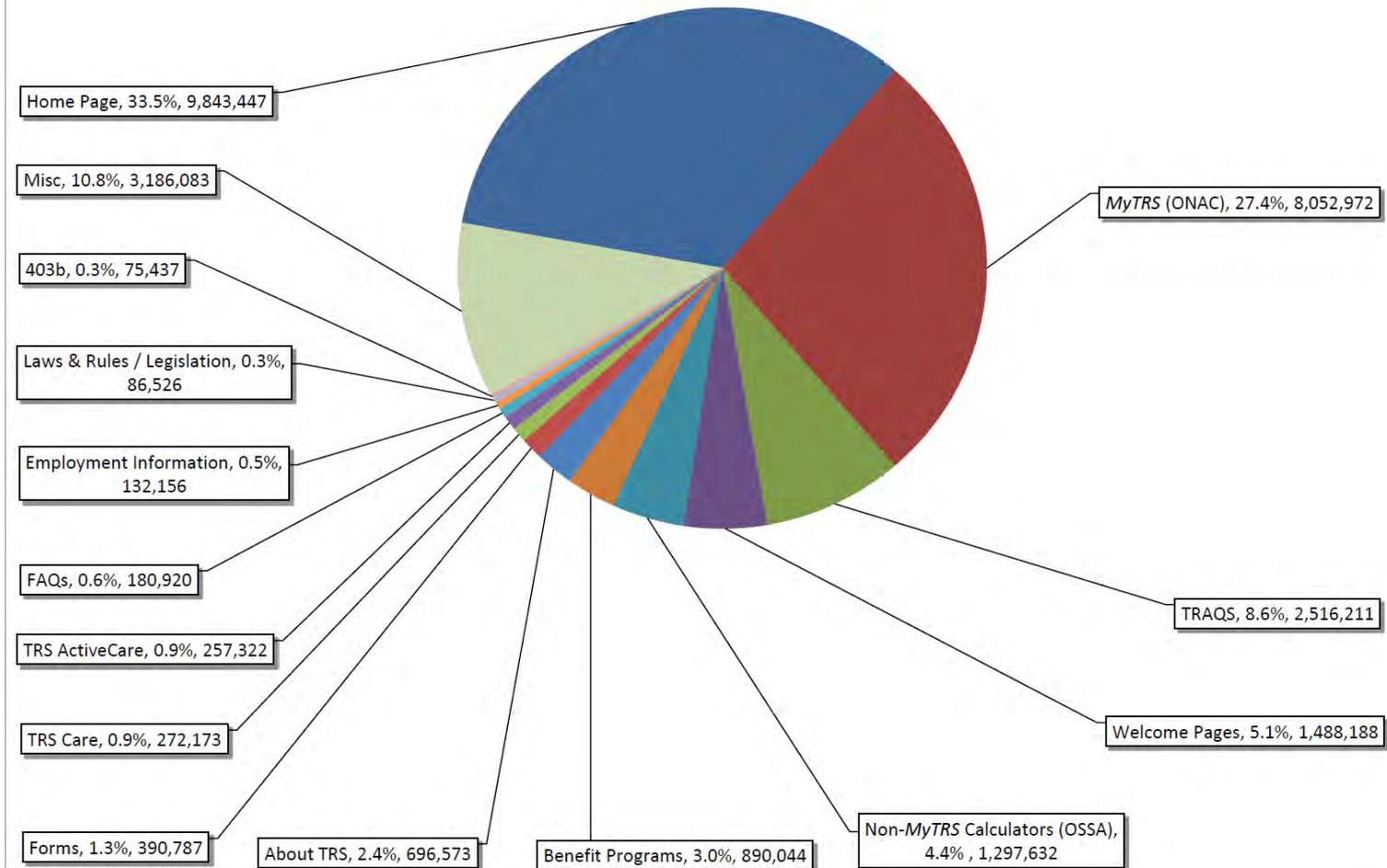


	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13
<b>Total Requests</b>	2,348,181	2,554,288	2,018,584	1,653,237	2,423,075	1,921,915	2,065,182	2,140,636	2,018,204	3,273,167	4,254,276	4,502,991
<b>Total Visits</b>	146,139	159,800	226,900	186,406	281,130	230,705	262,988	270,490	244,851	214,886	259,379	289,084
<b>Total Visitors</b>	29,026	35,938	112,949	92,009	145,668	121,510	142,665	138,994	126,086	117,664	136,505	146,744



# FY 2013 Website Statistics Report

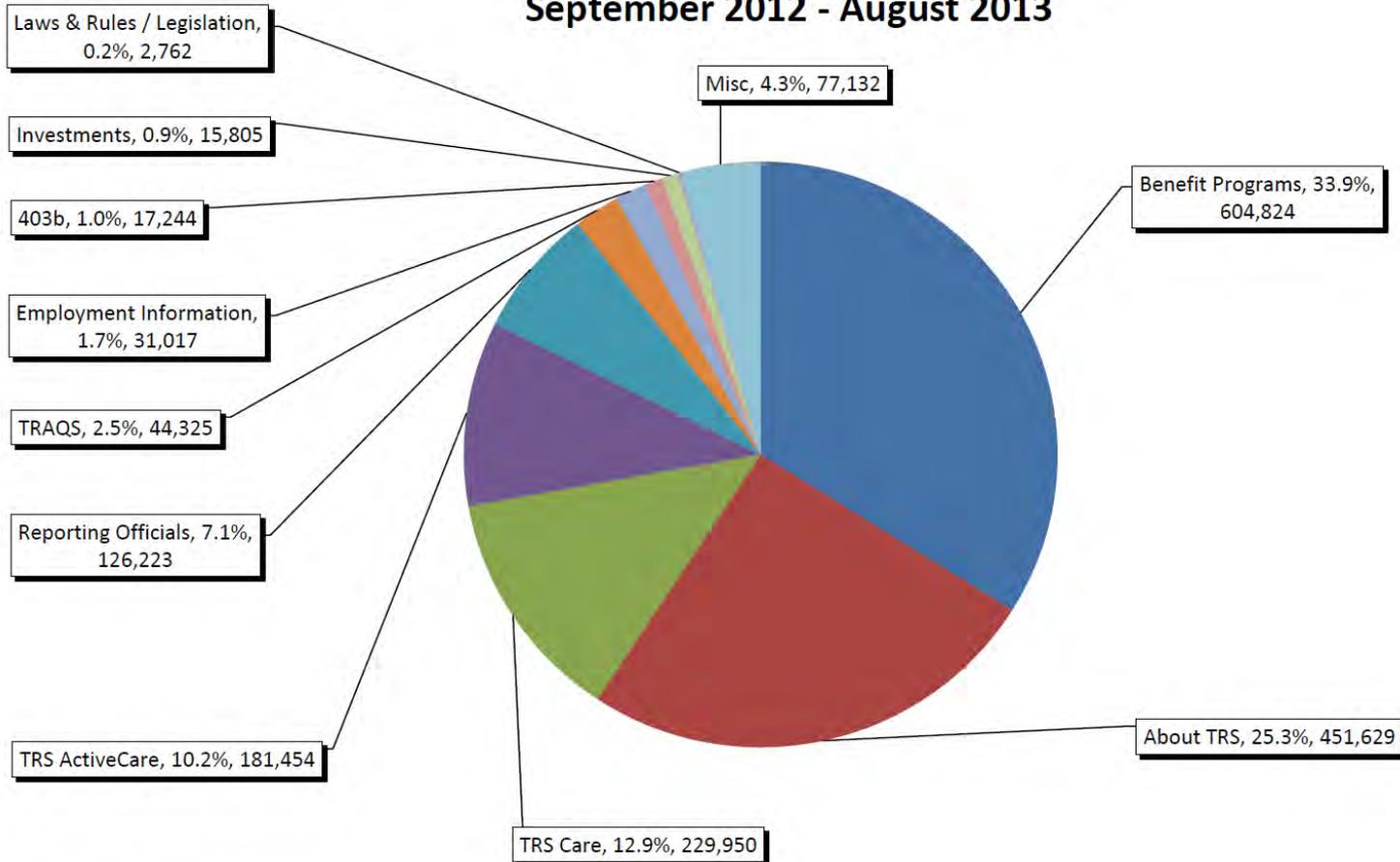
**Top Web Page Views  
September 2012 - August 2013**





# FY 2013 Website Statistics Report

## Top Web Downloads September 2012 - August 2013



## **FY 2013 *MyTRS* Outreach Activities**

- Promotion through all *TRS News* issues
- Email messages to active members
- TRS.TV interviews on the agency website
- *MyTRS* info on the annual statement of account
- Promotion during office visits and presentations
- Info published in *Updates* for reporting entities
- Publicity through TRS social media channels

## Website Redesign Project

- Assembled cross-departmental project team
- Developed team charter and project vision
- Identified best-in-class pension, finance websites
- Identified internal controls and related risks
- Received internally proposed technical parameters
- Consulted with peer funds and reviewed RFOs
- Met with solution providers and began to develop an RFO document

## FY 2014 Website Focus

- Continue current promotions of *MyTRS*
- Increase *MyTRS* promotions to retirees and those associated with *MyTRS* Rewards
- Review current website and identify changes to facilitate work on the redesign project
- Issue Website Redesign RFO by April, award the contract and begin initial work. Timeline will be synchronized with other TEAM projects.

## Background

- Social media program about two years old
- Very well-received
- Communications, with help from other departments, manages day-to-day operations:
  - posting content to Facebook, Twitter, YouTube and LinkedIn
  - monitoring comments and replies on own sites
  - using software to monitor mentions of TRS-related subjects in entire social media sphere
  - using software to analyze data and retain content



## Program Growth

Presence	Jan., 2012	Dec., 2013
 Facebook Likes	603	4,256
 Twitter Followers	50	737
 YouTube Video Views	376	20,281
Subscribers	3	120
 LinkedIn Followers	440	1,255

## Engagement is Key

- Post content that gets people talking.
- When “Friends of Friends” share, it increases “reach” (total number of people who see your content.)
- When monitoring content, look for trends that indicate issues where people may have questions or concerns.
- Software provides a tool that makes this important task easier to accomplish.



## FY 2014 Social Media Focus

- Use new features of software to create more dynamic Facebook
- Add Facebook tab and promotion features to help publicize *MyTRS*, *MyTRS* Rewards Program and February Town Hall Meeting
- Focus on using Twitter more strategically
- Use social media presence to promote financial literacy

**TAB 4**

## MEMORANDUM

**Date:** November 22, 2013  
**To:** Benefits Committee  
**From:** Betsy Jones, Director of HealthCare Policy and Administration  
**Subject:** TRS-Care Retirees Advisory Committee Nominations

TRS has received nine nominations to the Retirees Advisory Committee (RAC) for TRS-Care. The Benefits Committee is scheduled to evaluate and discuss these candidates in order to recommend nominees to the Board of Trustees for appointment.

Subchapter I of Chapter 1575 of the Insurance Code establishes a nine-member RAC appointed by the Board of Trustees. The law specifies that the RAC will be made up of:

- One member who is an active school administrator;
- One member who is a retired school administrator;
- Two members who are active teachers;
- Three members who are retired teachers;
- One member who is an active member of the auxiliary personnel of a school district; and
- One member who is a retired member of the auxiliary personnel of a school district.

The duties of the committee as outlined in Subchapter I of Chapter 1575 are to:

- Hold public hearings on group coverage;
- Recommend to the trustee minimum standards and features of a plan under the group program that the committee considers appropriate; and
- Recommend to the trustee desirable changes in rules and legislation affecting the group program.

The statute also states that the members of the committee shall serve staggered terms of four years. Effective January 31, 2014, five terms will expire on the Retirees Advisory Committee, an advisory committee for TRS-Care, the health benefits program for eligible public school retirees.

Chapter 1575, Subchapter I, of the Texas Insurance Code requires that the committee be comprised of nine members who serve staggered four-year terms. There are five positions available. The current terms for the following positions will expire on January 31, 2014:

- one active administrator,
- one active teacher,
- two retired teachers, and
- one retired member of the auxiliary personnel of a school district (which includes bus drivers, cafeteria workers, custodians, and administrative staff).

TRS has evaluated all nominees based on the following criteria:

- Length of experience as a TRS member and/or retiree
- Participation in education-related volunteer programs
- Professional activities and experience serving on committees, boards, or decision-making organizations, especially related to healthcare benefits or other benefits
- Credentials, awards, or other meritorious recognition
- For retired nominees - participation in the TRS-Care program
- Geographic diversity
- Experience in the field of healthcare benefits or a related field

Please review the candidates on the enclosed list of nominees in preparation for recommending RAC appointments (or reappointments) for Board consideration. Enclosed is a list of all current RAC members in addition to the copies of all applications/nominations for your review. TRS staff would be happy to assist you with further analysis of the candidates.