
BENEFITS COMMITTEE

**TEACHER RETIREMENT
SYSTEM OF TEXAS**



June 2013

**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

**June 14, 2013 – 10:45 a.m.
TRS East Building, 5th Floor, Boardroom**

A quorum of the Benefits Committee (Committee) of the TRS Board of Trustees (Board) and the Board will be physically present for the Committee's June 14, 2013 meeting at the following location: 1000 Red River Street, Austin, Texas 78701 in the TRS East Building, 5th Floor, Boardroom. The Committee and Board intend to have a quorum of the Committee and Board physically present at that location. One or more members of the Committee or Board may participate remotely in the Committee meeting by telephone conference call under Texas Government Code Section 551.130.

1. Consider the approval of the minutes of the December 14, 2012 committee meeting – Christopher Moss.
2. Receive an update on and discuss TRS-ActiveCare – Betsey Jones and Bill Hickman, Gabriel, Roeder, Smith and Co.

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.



Minutes of the Benefits Committee
December 14, 2012

The Benefits Committee of the Board of Trustees of the Teacher Retirement System of Texas met on Friday, December 14, 2012, 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:

Joe Colonna
David Kelly by telephone conference
Eric McDonald

TRS executives and other staff present:

Brian Guthrie, TRS	Dan Junell, TRS
Ken Welch, TRS	Lynn Lau, TRS
Marianne Woods Wiley, TRS	Kyle Weigum, TRS
Amy Barrett, TRS	Bob Jordan, TRS
Dennis Gold, TRS	Barbie Pearson, TRS
Howard Goldman, TRS	Noel Sherman, TRS
Betsy Jones, TRS	Rebecca Smith, TRS
Dan Herron, TRS	Mike Rehling, TRS
Dinah Arce, TRS	Yimei Zhao, TRS
Mary Chang, TRS	Chris Cutler, TRS
Jennifer Downey, TRS	Ron Franke, Clifton Larson Allen
Wm. Clarke Howard, TRS	Leroy DeHaven, Texas Retired Teachers Association
Tom Guerin, TRS	Steve Huff, Reinhart Boerner Van Deuren s.c., Fiduciary Counsel
	Philip Mullins, Austin Retired Teachers Association and Texas State Employees Union

With a quorum of the committee present, the meeting convened at 8:04 a.m.

Mr. David Kelly participated in the committee meeting by telephone conference call pursuant to section 551.130 of the Texas Open Meetings Act (chapter 551 of the Texas Government Code), concerning participation by a TRS board member in a public meeting by telephone conference call.

Per Mr. Moss' request, all committee members and staff sitting at the committee table identified themselves, in accordance with the protocol for telephone conferencing.

1. Consider the approval of the minutes of the December 8, 2011 committee meeting – Christopher Moss.

On a motion by Ms. Sissney, seconded by Ms. Palmer, the committee unanimously approved the

minutes of the December 8, 2011 committee meeting as presented.

2. Receive an overview of TRS supplemental benefit programs – Bob Jordan and Clarke Howard.

Mr. Jordan provided a brief history of TRS' supplemental benefits programs and an overview of the optional benefits currently available to members. He described the long-term care program currently offered to retired members. Responding to a question from Mr. Moss relating to the possibility of offering life and disability insurance, Mr. Jordan stated that members had not shown significant interest in those policies and it may be difficult to find companies to offer them because participants would bear the full cost of the premium.

3. Review the Benefit Services Statistics Report – Marianne Woods Wiley.

Ms. Woods Wiley presented current and historical information concerning the Benefit Services Division, including year-to-date totals and comparative data for fiscal year 2012. The data showed the number of retirement estimates mailed to members, retirement applications processed, refund applications processed, death claims processed and closed, new service purchase bills sent to members and member telephone calls. She also presented data on TRS interactive voice response (IVR)-system use, counseling office visits, group session participants, monthly convention attendance, and one-on-one field counseling appointments. She described the cross training and internship programs that have helped alleviate the workload in some areas. She noted that the member telephone calls statistics would be presented with further detail at the Audit Committee Meeting.

4. Receive an overview of the TRS telephone counseling center, including hiring, staffing, and operations – Marianne Woods Wiley and Tom Guerin.

Mr. Guerin provided an overview of the Telephone Counseling Center, including its organizational structure and the hiring, training, and call handling processes. Mr. Kelly asked if hiring retired TRS counselors to work remotely from home to answer member calls would be feasible. Mr. Guthrie replied that management had been looking into that possibility, which presented administrative challenges. Mr. Guerin then explained how the telephone counselors helped the office visit team in handling walk-in visitors. He also described the quality assurance program, which included customer surveys and visitor feedback that helped counselors improve their customer service quality. He also described the reward programs that recognized top performers. Based on their experience, Ms. Clifton and Mr. Moss praised the counseling center's customer service. Mr. Guerin confirmed for Ms. Sissney that the telephone counseling center had a high retention rate and that the turnover was mostly related to transfer to another TRS department. He explained for Ms. Sissney that the increased complexity of the calls contributed to longer call times.



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

Mr. Goldman reported the monthly statistics showing TRS website activities during FY 2012 and annual totals for prior fiscal years. He also highlighted the efforts to promote *MyTRS* and the plan to redesign the TRS website. He concluded by presenting the interactive online TRS history museum.

The meeting adjourned at 9:17 a.m.