WELCOME TO THE
Teacher Retirement System of Texas!
Check in, Security badges, and I-9 forms should be administered now

A Warm Welcome from the Executive Council

TRS Culture and You

Our Work is at the heart of the Mission

TRS Vision:

Earning your trust every day.

TRS Mission:

Improving the retirement security of our members by prudently investing and managing the Trust assets and delivering benefits that make a positive difference in their lives.

Workforce Culture: the way of life of a group of people; the customs, values, morals, attitudes and goals shared by group of people.

Inclusive

Organizational Culture: the way of operating an organization grounded in commitments, exemplified in actions and evident in how business is conducted.

We All Belong

TEACHER RETIREMENT SYSTEM OF TEXAS

TRS Culture grounded in values

"Our values represent a mutual understanding about responsibilities, expectations and communication in the way we treat each other and those we serve."

Earning your trust every day.

TEACHER RETIREMENT SYSTEM OF TEXAS

TRS Culture evident in behavior

"Our values represent a mutual understanding about responsibilities, expectations and communication in the way we treat each other and those we serve."

Earning your trust every day.

TRS VALUES **BEHAVIOR STATEMENTS**

Member Focus

- I work to earn the trust of our members.
- I understand my role is to serve and exceed member expectations.
- I make decisions and pursue our strategic vision, mission, and goals with members' best interests in mind.
- I listen and respond empathetically to members' needs.

Ethics

- I act in the best interest of our members.
- I abide by TRS rules, procedures, and policies.
- I act with integrity and uphold ethical standards.
- I take full responsibility for following guidelines and meeting expectations.
- I encourage and challenge others to maintain high ethical standards.

Respect

- I understand we are one team with one mission to serve our members.
- I work collaboratively in support of our mission.
- I appreciate that our differences enable us to more effectively serve our members.
- I understand and embrace how each person's uniqueness enriches TRS' culture.
- I strive to build trust and treat others as they would like to be treated.
- I respect and encourage others' ideas and contributions.
- I act with kindness and empathy.
- I appreciate the value of all departments and their contributions to our strategic goals.
- I listen for points of agreement with others and build from there.

Excellence

- I strive to exceed expectations and goals.
- I seek opportunities for personal and professional growth.
- I recognize my actions impact member trust in TRS.
- I follow through and keep my commitments.
- I own my actions and their outcomes.
- I contribute to my team's success.

Innovation

- I welcome and support new solutions to improve productivity and create value for our members.
- I strive to be agile and creative when facing changes and challenges.
- I consider best practices, emerging industry advancements, and available resources to inform my decision-making.
- I offer suggestions to streamline processes.
- I stay curious and open-minded.

If TRS was an animal, it would be a.....

Multicultural Workforce
Multicultural Membership

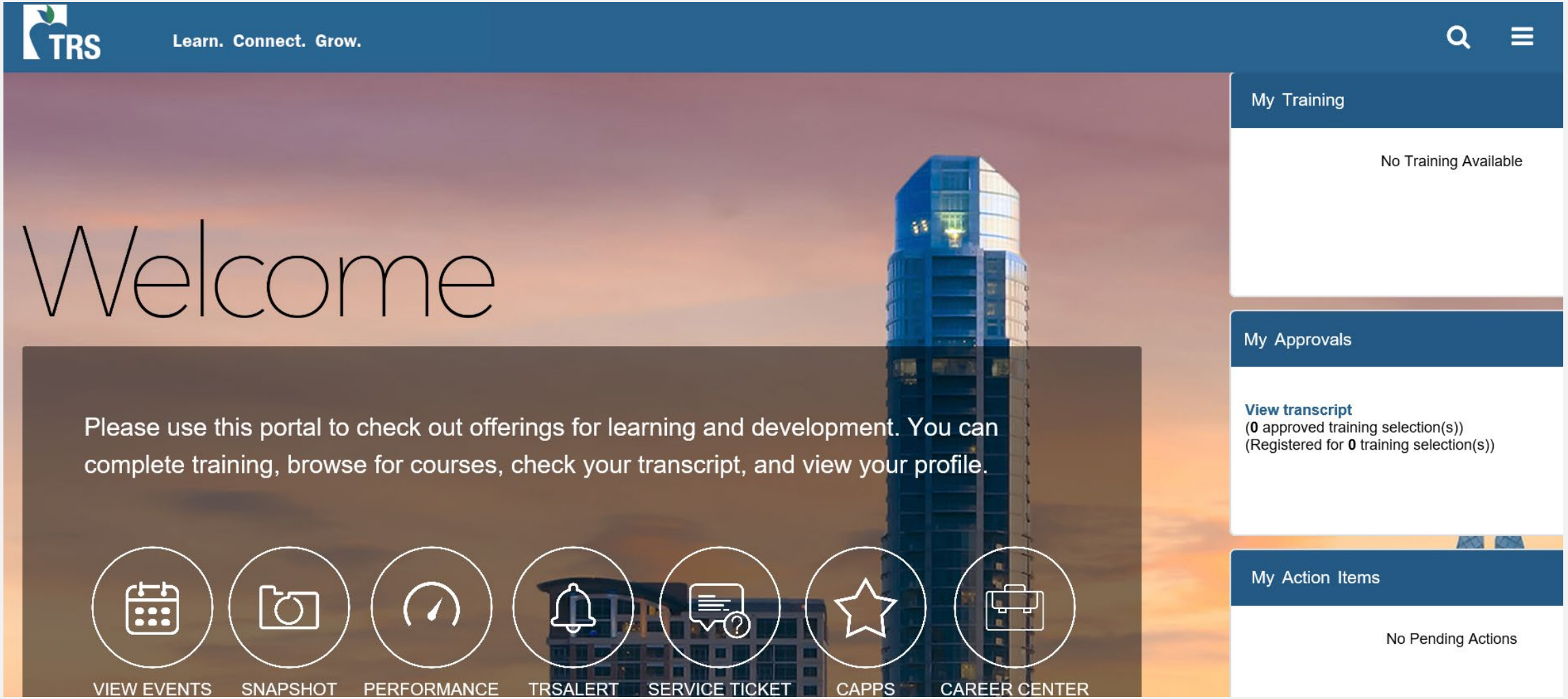
Doing Your BEST Work

EVP:

1. Human-centered
2. Holistic
3. Service oriented
4. Achievement

TIPS:

1. Sign up for and participate in various training offered at TRS.


TRS
Learn. Connect. Grow.
Welcome
Please use this portal to check out offerings for learning and development. You can complete training, browse for courses, check your transcript, and view your profile.
VIEW EVENTS
SNAPSHOT
PERFORMANCE
TRSALERT
SERVICE TICKET
CAPPS
CAREER CENTER
My Training
No Training Available
My Approvals
View transcript
(0 approved training selection(s))
(Registered for 0 training selection(s))
My Action Items
No Pending Actions

TIPS:

2. Access and peruse the OCE site available through TRS SharePoint.

Outreach, Culture, and Engagement at TRS

The Outreach, Culture, and Engagement (OCE) team focuses on the impact that these three areas have on employees and the organization to help TRS keep a pulse on what is happening at the employee level.

Employees are where the work begins, gets done, and generates outcomes. OCE's work supports the sustainment of a workplace environment conducive to employees doing their best work on behalf of the TRS members and gaining professional satisfaction from it. This includes efforts for leveraging employee strengths, expanding outreach for the talent pipeline and the HUB program, enhancing organizational culture, and increasing employee engagement.

For more insight into our strategic plan, click here.

OCE Consultation Services

Gain insight from our expertise.
From quick documentation reviews to more involved collaborations in process establishment.

Important Links

- Strategic Plan & Update
- Employee Resource Groups and OCE Council
- Pension Importance for Public Education Employees

April quick poll question:

With which TRS related social event(s) are you comfortable?

March quick poll results:

What currently motivates you the most at work?

Upcoming Events

See all

Add event

- MAY 14 — EP: Social Hour — Wed, May 14, 5:00 PM
- JUN 5 — OCE Council Meeting: Q2 CY25 — Thu, Jun 5, 2:00 PM
- JUN 11 — EP: Social Hour — Wed, Jun 11, 5:00 PM
- JUN 18 — BEN: Juneteenth Social Hour (TENT.) — Wed, Jun 18, 5:00 PM
- JUL 9 — EP: Social Hour — Wed, Jul 9, 5:00 PM
- AUG 13 — EP: Social Hour — Wed, Aug 13, 5:00 PM

Terminology

Autism:

Autism can be diagnosed at any age. It is said to be a "developmental disorder" because symptoms generally appear in the first two years of life. Autism is known as a

TIPS:

3. Be curious about your new colleagues and get to know as many of them as you can.

APRIL 2025 • TRS NEWSLETTER

Chalkboard

Events & Initiatives, Careers, Employee Interests, Fun Facts, and More!

Let's MEET

Meet Efficiently, Effectively & Timely

Maximizing Your Work through Best Practices

Making the most of your workday is a priority. TRS wants to help you maximize time by sharing ways to do so. The *Let's MEET* initiative provides tools you can use right now. TRS launched the campaign in January as part of its ongoing effort to integrate efficiency daily. The yearlong initiative, brought forth by Deputy Director Caasi Lamb, promotes meeting best practices – techniques you can employ to improve all you do. *Let's MEET* kicked off with "5 to Thrive" followed up by "Decision Tree – To Meet or not to Meet."

Each month a best-practice topic is highlighted, and resources are shared on the *Let's MEET* page on the intranet. There you'll find all the topics and videos explaining what you can implement.

***Let's MEET* has launched but YOU can help it land.**

Billy Lowe
5 to Thrive

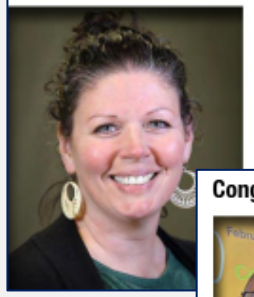
Meaghan Bludau
To Meet or Not to Meet

Let's MEET can only enhance the exemplar
TRS has built its reputation. Our topics ar
to be beneficial. I encourage you to follow
incorporating the information and best pra
work. Our evolution as a retirement system
the best possible service to those we serve
and inspires everyone who wor

– Deputy Director Caas

TOP WORK PLACES 2024 USA

I am a... Benefit Counselor



Katheryne Grahn is a Benefit Counselor who understands the importance of meeting member needs. She knows putting members first means ensuring new hires learn best practices after beginning their TRS

educating them on all their op
and confident in their decision
I was helping a member with
and grateful for the time and p
everything. He kept apologizin
I reassured him over and over

Congratulations to everyone!

Left to right: Richard Vasquez, Monica Bernal, Maverick Martinez

The Health Division's celebration of the TRS-Care Dental and Vision plans was a testament to the incredible dedication and efficiency

Left to right: Joe Wiggs and Glenn Louviere

TRS successfully completed its iPhone upgrade process. More than 300 older iPhones were transitioned to the new iPhone 15. This upgrade

Salman Chaudhry, Business Analyst Associate

Enterprise Program Management (EPM) Welcomes **Salman Chaudhry**. Salman joined TRS as the Business Analyst Associate on the Research

TIPS:

4. Attend Day 2 of NEO.

Questions?

About Us

TRS Mission

Improving the retirement security of our members by prudently investing and managing Trust assets and delivering benefits that make a positive difference in their lives.

Core Programs

Benefit Services

Health

Investment Management

Support Services

Information Technology	Finance	Organizational Excellence	Legal & Compliance
Strategy	Internal Audit	Administrative Services	Contract Services
Governmental Relations		Communications	

TRS Strategic Plan 2023 - 2027

GOAL 1 | Sustain a financially sound pension system.

GOAL 2 | Continuously improve our benefit delivery.

GOAL 3 | Facilitate access to competitive, reliable health care benefits for our members.

GOAL 4 | Ensure that people, processes, and technology align to achieve excellence in the delivery of services to members.

ABOUT US

Our History

Established in 1937

by Texas legislation and governed
by a Board, Executive Director
and Executive Management staff.

TRS Member Demographics

Over 2 million members

Active members average 44.7 years old with 10.2 years of service

On average members retire at age 60.6 with 24 years of service credit

Average salary of retirees in FY24 was $50,049

Average age for all retirees is 72.7 years

Teacher Retirement System of Texas 2025 Executive Council

TRS Board of Trustees

Amanda Jenami
Chief Audit Executive

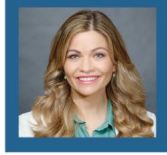
Brian K. Guthrie
Executive Director

Caasi Lamb
Deputy Director

Lori LaBrie
Ombuds

Jase Auby
Chief Investment Officer

Heather Traeger
General Counsel & Chief Compliance Officer



Merita Zoga
Chief Government Affairs Officer

Barbie Pearson
Chief Benefit Officer

Katrina Daniel
Chief Health Care Officer

Don Green
Chief Financial Officer

Chris Cutler
Chief Information Officer

Martin Cano
Chief Administrative Services Officer

Shannon Gosewehr
Chief Contract Services Officer

Frank Williams
Chief Information Security Officer

Shunne Powell
Chief Organizational Excellence Officer

Beth Hallmark
Chief Communications Officer

Executive

Brian Guthrie

Executive Director

Caasi Lamb

Deputy Director

Core Programs

Investment Management: Jase Auby

Health: Katrina Daniels

Benefit Services: Barbie Pearson

Support Services

Finance:
Don Green

Organizational Excellence:
Shunne Powell

Administrative Services:
Martin Cano

Support Services

Information Security: Frank Williams

Information Technology: Chris Cutler

Contract Services: Shannon Gosewehr

Support Services

Communications: Elizabeth Hallmark

Outreach, Culture and Engagement: Kellie Sauls

Support Services

Legal and Compliance: Heather Traeger

Internal Audit: Amanda Jenami

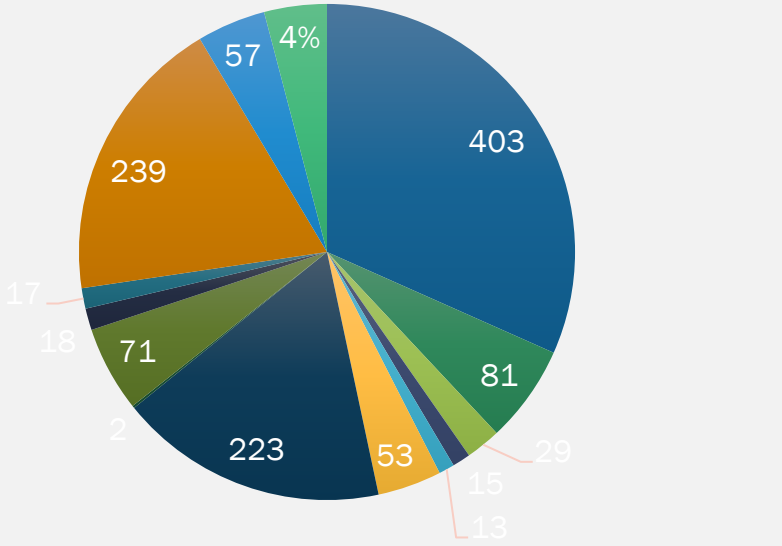
Governmental Relations: Merita Zoga

TRS Workforce Profile

Average age is 43.5 years

Average tenure with TRS is 6 years

Employees are located in one of six divisions and may be located in the Red River, Mueller, El Paso or London offices.



Break
15 minutes

Payroll

capps

Centralized Accounting and Payroll/Personnel System

General Information:

- CAPPS is the system used to enter timesheets and process payroll.
- Timesheets drive payroll!
- Employees can access earning statements, W-2 forms and can also update personal information such as address, emergency contacts etc.

Confidential Treatment of Information Acknowledgement (CTIA):

- Users complete the CTIA before accessing any Comptroller systems or databases, including CAPPS.

- All agency personnel must formally acknowledge that they will comply with the security policies and procedures of the agency.

- Look for an email from the Payroll Team which will contain a Payroll New Hire Onboarding Details document. This document will contain a link for CTIA.

- Complete the acknowledgement and forward the confirmation email that you will receive to: “DL Comptroller Security Access.”

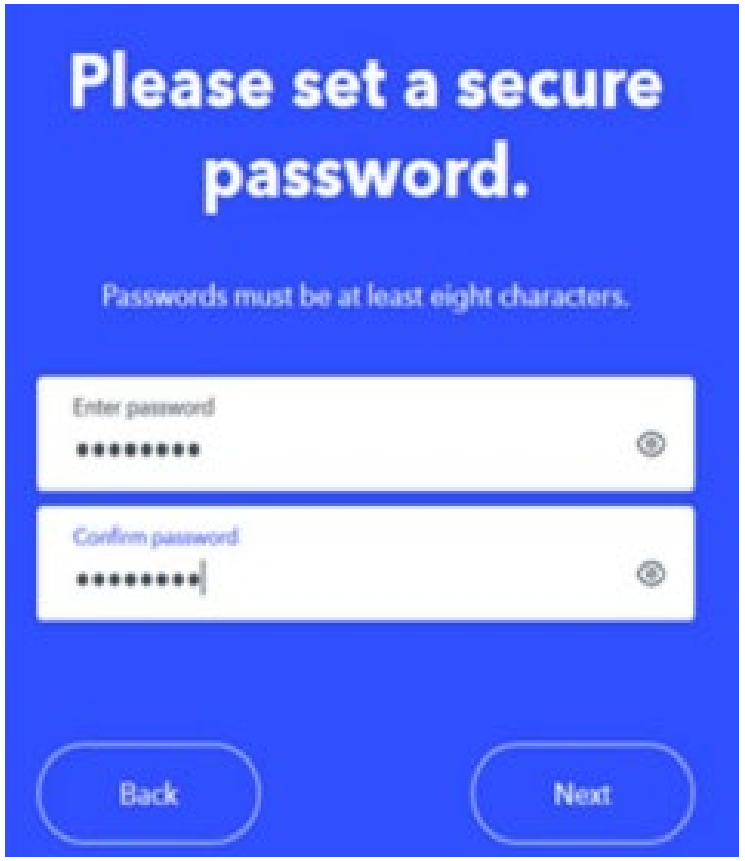
Initial Login:

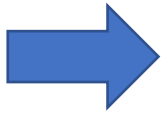
- After your CTIA completion confirmation is received, your CAPPS login credentials (User ID and Texas Digital Identity Solution- TDIS enrollment link), will be delivered via two emails.

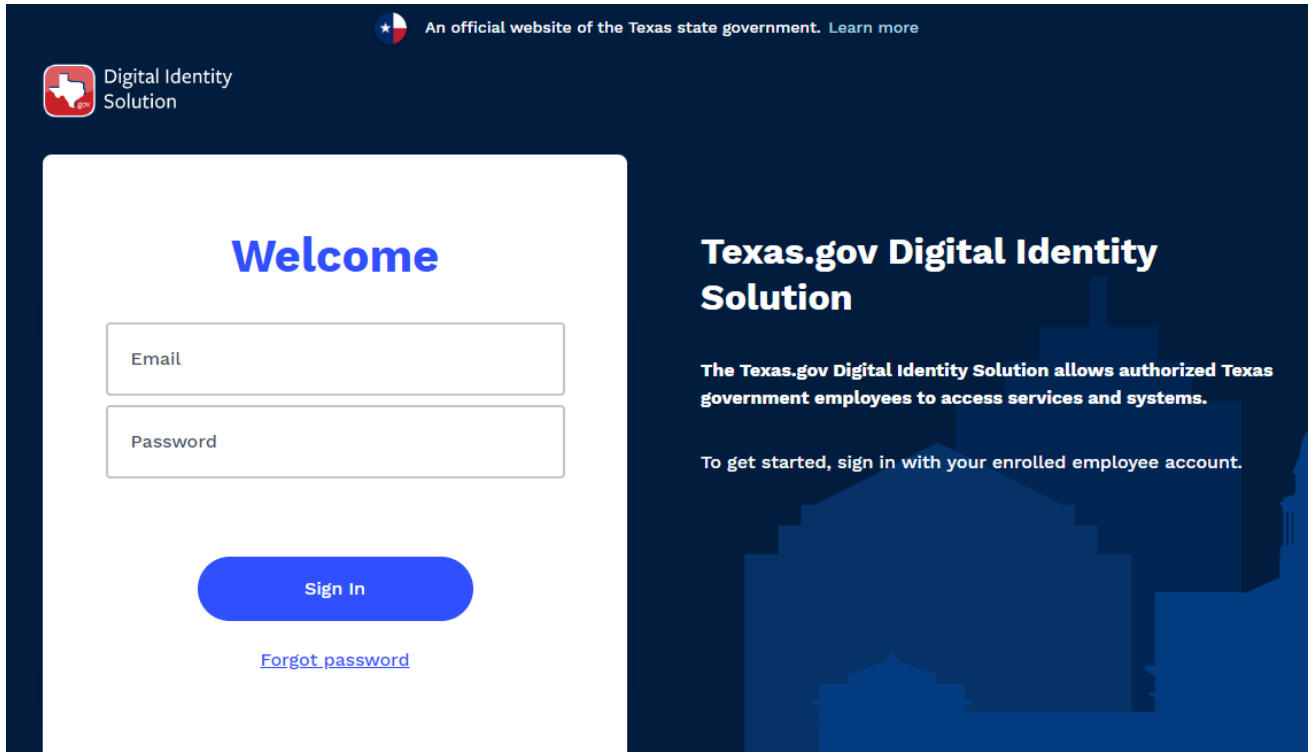
- You must register in TDIS **within 72 hours** after receiving the email or your enrollment link will expire.

- **Immediate action required:** Once you login successfully, you are required to enter your Direct deposit banking information and your W-4 information into CAPPS.

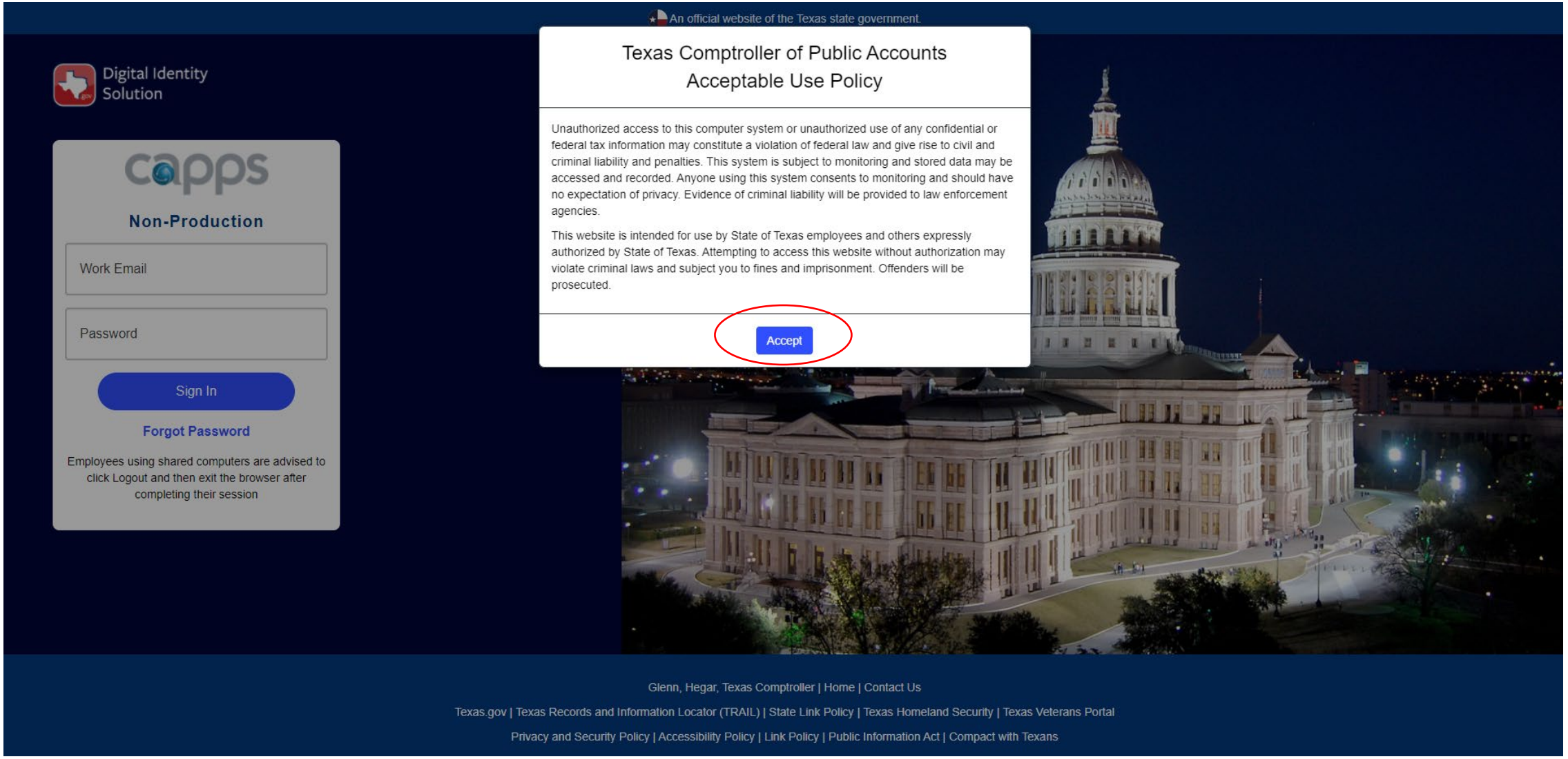
Texas Digital Identity Solution (TDIS) Enrollment



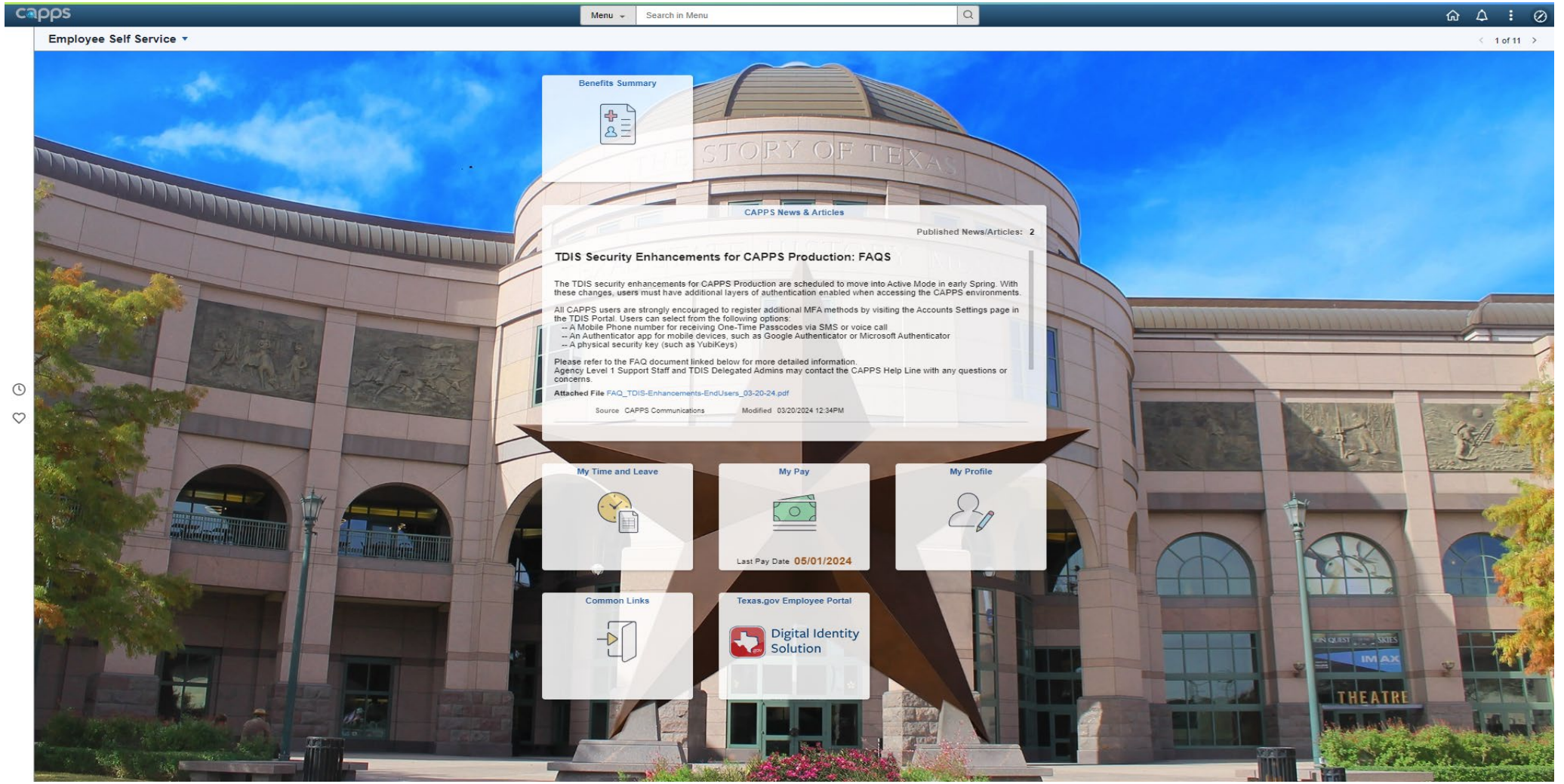




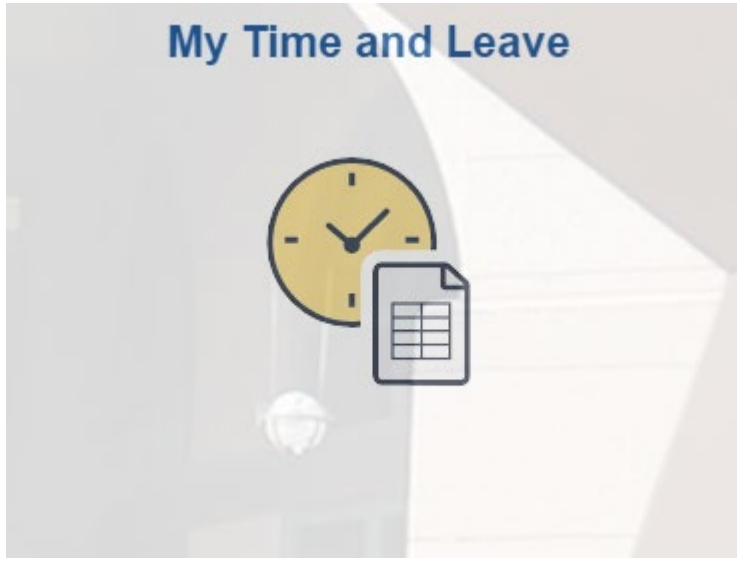
Texas Digital Identity Solution (TDIS) Login

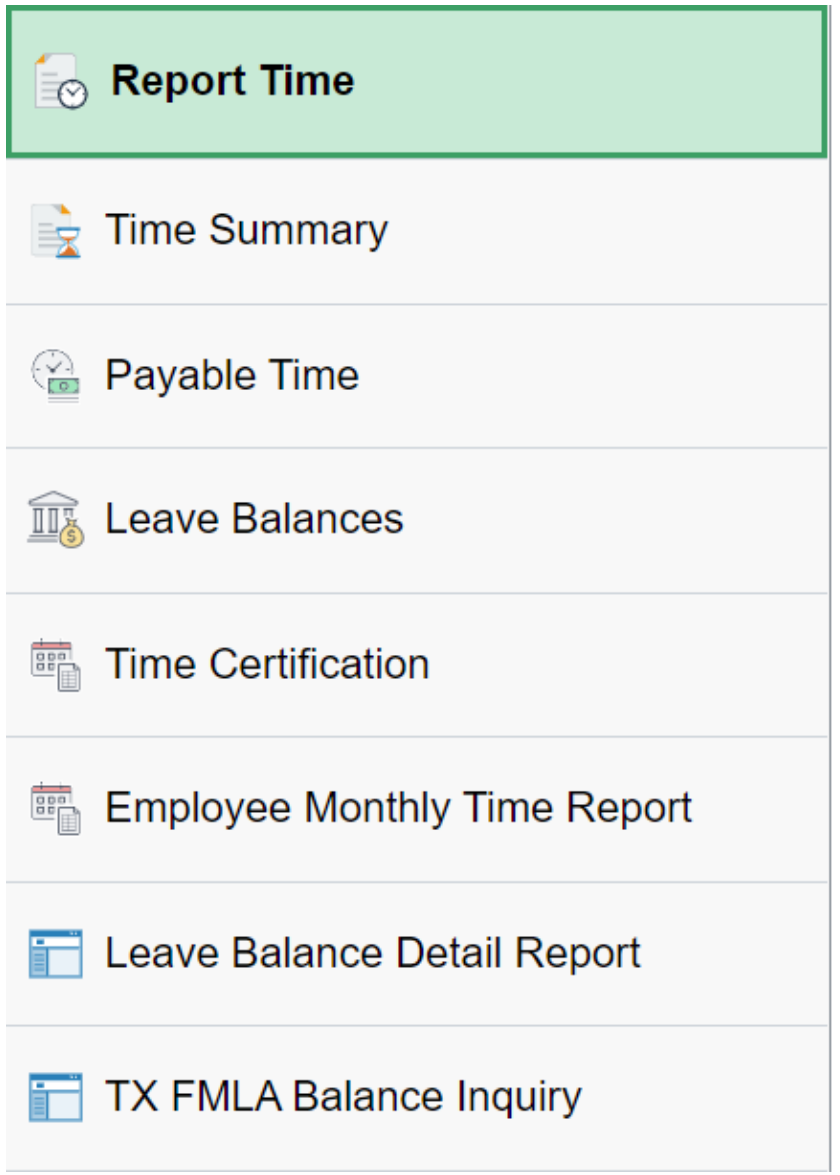


CAPPS Employee Self Service Dashboard

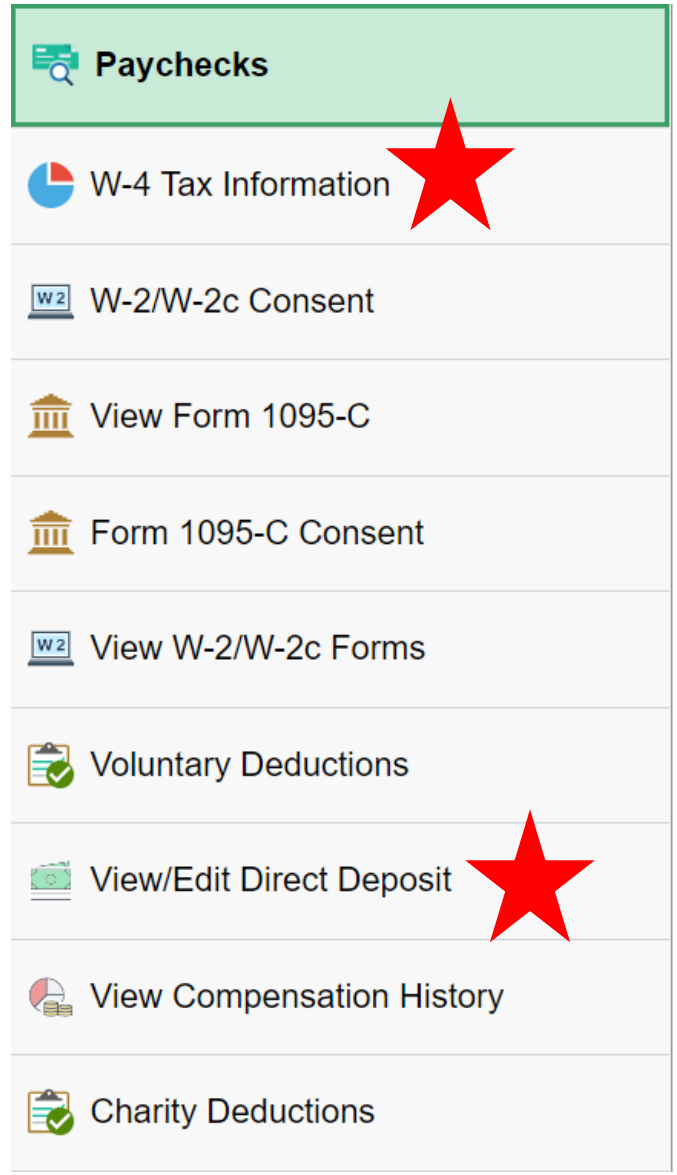


CAPPS Employee Self Service (ESS):

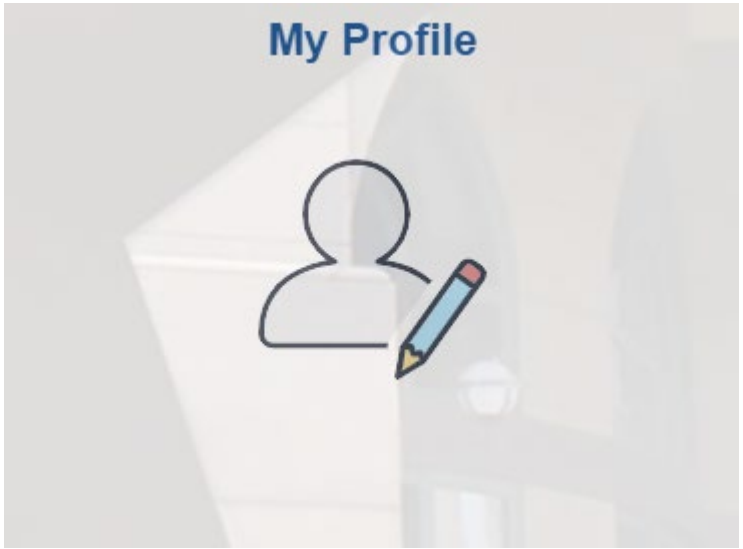


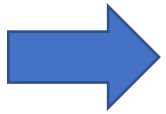


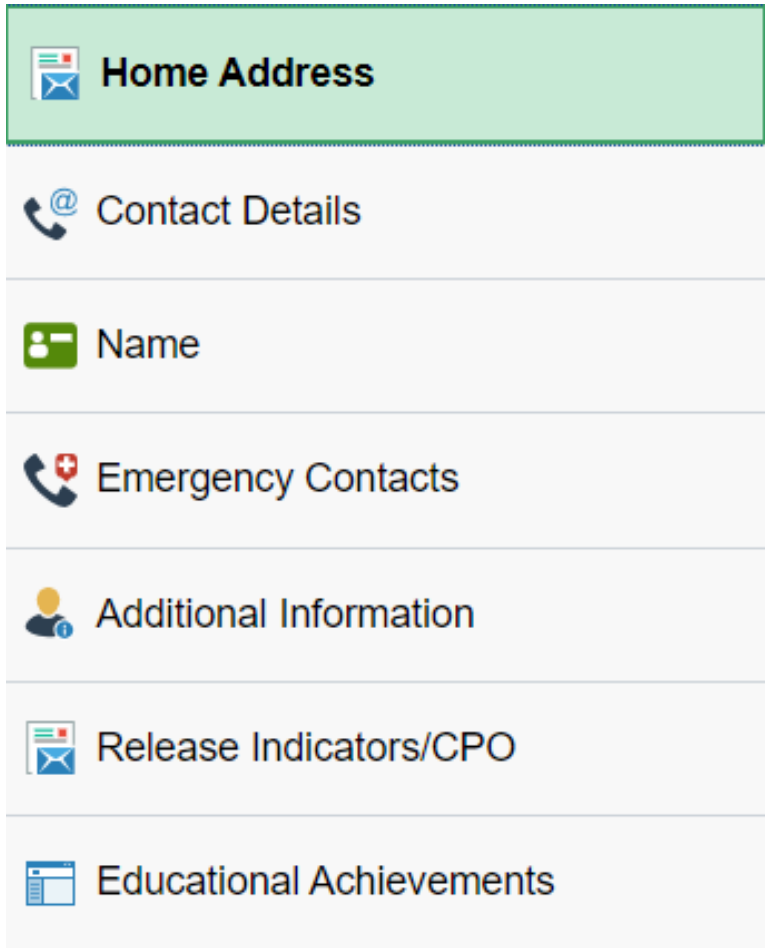
Capps Employee Self Service (ESS):



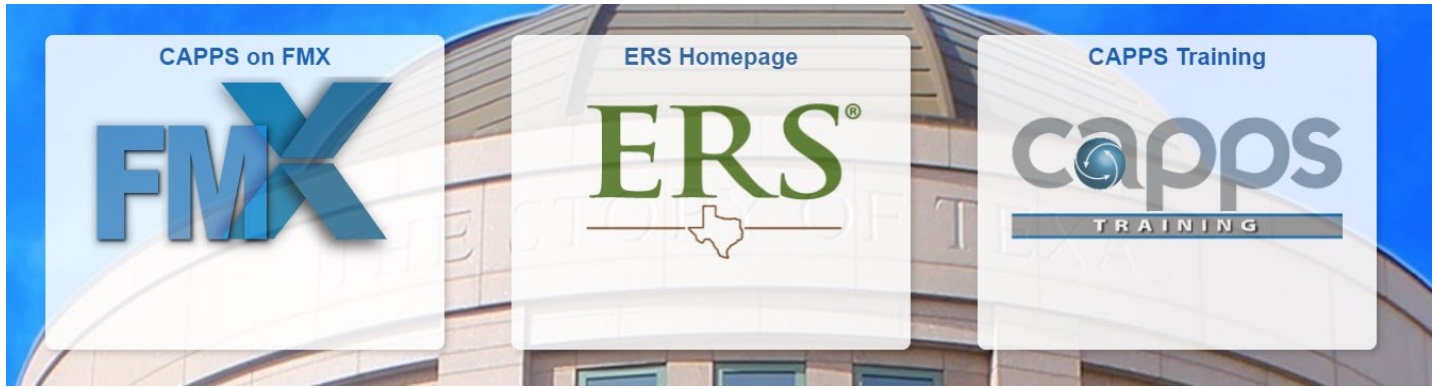
CAPPS Employee Self Service (ESS):







CAPPS Employee Self Service (ESS):



Payroll

Payday

Name

Tax Deductions

Important: please contact us directly if you are currently present in the U.S. on an F-1 student visa.

W4

Direct Deposit

Prior State Service

Leave Accounting

Exception Time Reporting (Schedules)	Hourly Time Reporting	Certification
Accruals	Leave Without Pay	Holidays

Contact Us

Employee Payroll & Time Administration

Moehlman, Brian

Bond-Allen, Kita

Metoyer, Marcey

Faz, Veronica

Green, Wesley

Arias Cordero, Juan

Ramos, Amy

Caballero, Arlene

DL Payroll Team: PayrollTeam@trs.texas.gov

TRS Payroll Support Request System

Warrant Pick Up: Cashier’s Window- E434

Benefits and Leave

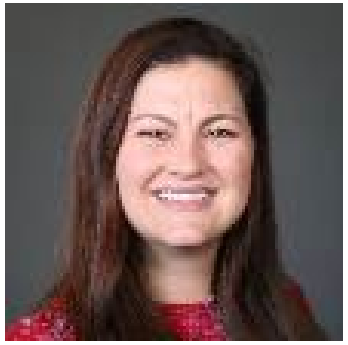
Benefit and Leave Team

Cynthia Walker
Benefit and Leave Coordinator

Kendra Alvi
Benefit and Leave Coordinator

Tori Penland
Sr. Benefit and Leave Coordinator

Laura Velasquez
Team Lead



Michelle Walker
Director of Benefits and Leave

What can we help you with?

FMLA

- Serious medical condition
- Must meet eligibility requirements
- Provides job protection and continuation of health insurance coverage

Parental Leave

- Unpaid job protected leave for birth, care, adoption or foster care placement of a child.

Special Leave

- Statutory Parental Leave, Jury Service, Bereavement, Military, Veteran's Medical, Sick Leave Pool, Extended Sick Leave, Family Leave Pool, Employee to Employee Donations.

Workplace Accommodations

- Individual with a qualified disability or an employee who has a temporary or minor physical or mental impairment
- Provides reasonable accommodations for employee to perform the essential functions of the job

Medical Documentation

- Do not provide any medical documentation to your department
- Send all medical documentation to the Benefit and Leave Coordinator

Resources

Employee Assistance Program

- Alliance Work Partners
- All services are confidential

  Services

  - Counseling
  - SafeRide
  - Legal and
  - Financial services

WorkplaceAccommodations@trs.texas.gov

Housekeeping Items

REVIEW ENROLLMENT INSTRUCTIONS

REGISTER YOUR ACCOUNT WITH ERS

ERS.TEXAS.GOV

REVIEW NEW EMPLOYEE BENEFITS GUIDE

REVIEW TRS BENEFITS HANDBOOK (RETIREMENT)

When do I Enroll?

Optional add-on benefits

- Enroll within 31 days of hire – optional coverage begins the first of the following month

Health Coverage

- Enroll within 60 days of hire – health coverage begins on the first of the month, following your 60th day of employment.

Enrollment opens on your 2nd day of employment.

Dependents: Who can enroll?

- **Spouse**
- **Eligible Dependents***

Page 5-6

Dependent Eligible Coverage

- Medical
- Dental
- Vision
- Voluntary AD&D
- Dependent Term Life Insurance

***All dependents must be certified through Alight Solutions**

Understanding Your Health Plan Options

BlueCross BlueShield of Texas

Plan Options

HealthSelect of Texas		CONSUMER DIRECTED HealthSelect
Point-of-Service Plan (POS)	Out-of-State Plan	High-deductible plan with Health Savings Account (HSA)

Page 7-22

TRS

HealthSelect
of Texas and
Out-of-State

Key Plan Features

- Primary Care Physician (PCP) Required*
- Specialist Physician Referrals Required*
- No deductible
- Copays and Coinsurance
- In-network Preventive Services Covered at 100%

**Out-of-state coverage does not require selection of a PCP or specialist referrals*

Consumer Directed

HealthSelect

1

High-Deductible Health Plan

- No PCP
- No Specialist Referrals
- Upfront Deductible
- Coinsurance after deductible
- In-network preventive services covered at 100%

Page 10-13

2

Health Savings Account - HSA

- Contribute money pre-tax
- Pay for qualified medical & RX expenses tax free
- Earn interest on the account tax free
- TRS monthly contribution

Health Plan Comparison

Benefit Feature	HealthSelect of Texas and Out-of-State		Consumer Directed HealthSelect	
	In-Network	Out-of-Network	In-Network	Out-of-Network
PCP	$25	40%	20%	40%
Specialty Physicians	$40	40%	20%	40%
Diagnostic x-rays and lab tests	20%	40%	20%	40%
Routine Preventive Care*	No Charge	40%	No Charge	40%

*Under the Affordable Care Act, certain preventive and women's health services are paid at 100% (at no cost to the participant) dependent upon physician billing and diagnosis.

Page 16-19

Prescription Drug Coverage

Benefit Feature	HealthSelect of Texas and Out-of-State	Consumer Directed HealthSelect
Deductible	$50 for each covered individual	Expenses applied to medical deductible
Copay/Coinsurance	Tiered copays	20% coinsurance after deductible
Mail Order	Yes	Yes
Extended Day Supply	Yes	Yes
Out-of-Network Benefits	Yes	Yes

www.HealthSelectRx.com

Page 20-21

Health Insurance Opt-Out Credit

- Up to $60 credit full-time employees *($30 part-time employees)*
- Health coverage equal to or better than that offered *(excluding Medicare & other state health coverage)*

Opting-out waives:

- Medical Insurance
- Prescription Drug Coverage
- $5,000 Basic Term Life Insurance

Certify and Verify

ERS Child Certification*

- Certify each child when you enroll them in any coverage in ERS Online

Alight Solutions Dependent Verification

- Must verify that each dependent enrolled in health coverage is eligible by providing documentation to Alight Solutions

**Certifying dependents in ERS does not meet standard for verification through Alight Solutions.*

Dental Insurance

Benefit Feature	DeltaCare® USA DHMO	State of Texas Dental Choice PPO
Primary Care Dentist (PCD)	Yes*	No
Deductible	No	Yes
Copay/ Coinsurance	Yes	Yes
Maximum Calendar Year Benefit	Unlimited	$2,000 40% after maximum met

- Lower out-of-pocket at in-network provider
- Add eligible dependents
- Orthodontic coverage – child & adult

Page 24-25

**Services must be provided and coordinated through an in-network PCD.*

STATE OF TEXAS VISION

Lower cost for routine eye exam

Providers available in all 50 states

Save money using in-network providers

$200

Allowance toward frames or contacts

or

You must enroll before enrolling eligible dependents

TRS

Life Insurance

- Optional Term Life Insurance
- Dependent Term Life Insurance
- Voluntary AD&D

SECURIAN®

Page 27-28

TRS

Optional Term Life Insurance

Who can enroll?
You only

Premium
Based on coverage selection

Coverage options
Elections 1, 2, 3, or 4

Double indemnity
Yes

Evidence of Insurability
No – 1 & 2 – initial enrollment

Dependent Term Life Insurance

Who can enroll?
Dependent only

Premium
$1.45 per month

Coverage options
$5,000

Double indemnity
Yes

Evidence of Insurability
No – during initial enrollment

Voluntary AD&D

Who can enroll?
You only or you plus family

Premium
Based on coverage selection

Coverage options
$10,000 up to $200,000

Double indemnity
No

Evidence of Insurability
No

Disability Insurance

Short-term Disability

- Up to 66% of salary
- Up to 5 months
- 14 day waiting period

Long-term Disability

- Up to 60% of salary
- 12 months up to Social Security retirement age
- 180 day waiting period

Enroll in one or both.

- Must use all available sick leave before eligible for pay out
- Pre-existing conditions subject to certain exclusions

Page 28-29

inspira™ FINANCIAL

TEXFLEX℠

Flexible Spending Accounts - FSA

- Health Care
- Limited-Purpose
- Dependent Care

Where to start….

- **Determine** the type of FSA you need and your annual expenses.
- **Divide** expenses by the number of paychecks you receive in a plan year.
- **Enroll** and set aside the amount pre-tax in a spending account for eligible expenses.

Page 30-31

TRS

Health Care FSA

TexFlex

Who can participate?
Employee and tax dependents

Eligible Expenses
Medical, Dental, Vision, and Prescription Drugs

Pledge Amounts
$180 up to $3,200

Debit Card
Yes

Carryover
Up to $640

TRS

Limited-Purpose FSA

TexFlex

CONSUMER DIRECTED HealthSelect℠

Who can participate?
Employee and tax dependents

Eligible Expenses
Dental and Vision only

Pledge Amounts
$180 up to $3,200

Debit Card
Yes

Carryover
Up to $640

TRS

Dependent Care FSA

TexFlex

Who can participate?
Dependents only

Eligible Expenses
Dependent care expenses

Pledge Amounts
$180 up to $5,000

Debit Card
No

Carryover
None; 2.5-month grace period

TRS

TRS Defined Retirement Benefit Plan

- 8.25% mandatory pre-tax monthly contribution
- Earn service credit toward retirement eligibility
- Lifetime annuity
- No loan options

Contact:

Alejandro Martinez

www.trs.texas.gov

TEXA$AVER

EMPOWER RETIREMENT™

TEXA$AVER℠
401(k) / 457 Program

- 401(k) or 457 Program
- Pre-tax contribution
- Automatically enrolled at 1%
- Transfer funds

Page 33

TRS

Discount Purchase Program

DISCOUNT Purchase Program
administered by BENEPLACE

Ready to Save?

- Shop online for discounted prices
- No membership fee
- Just shop and save!

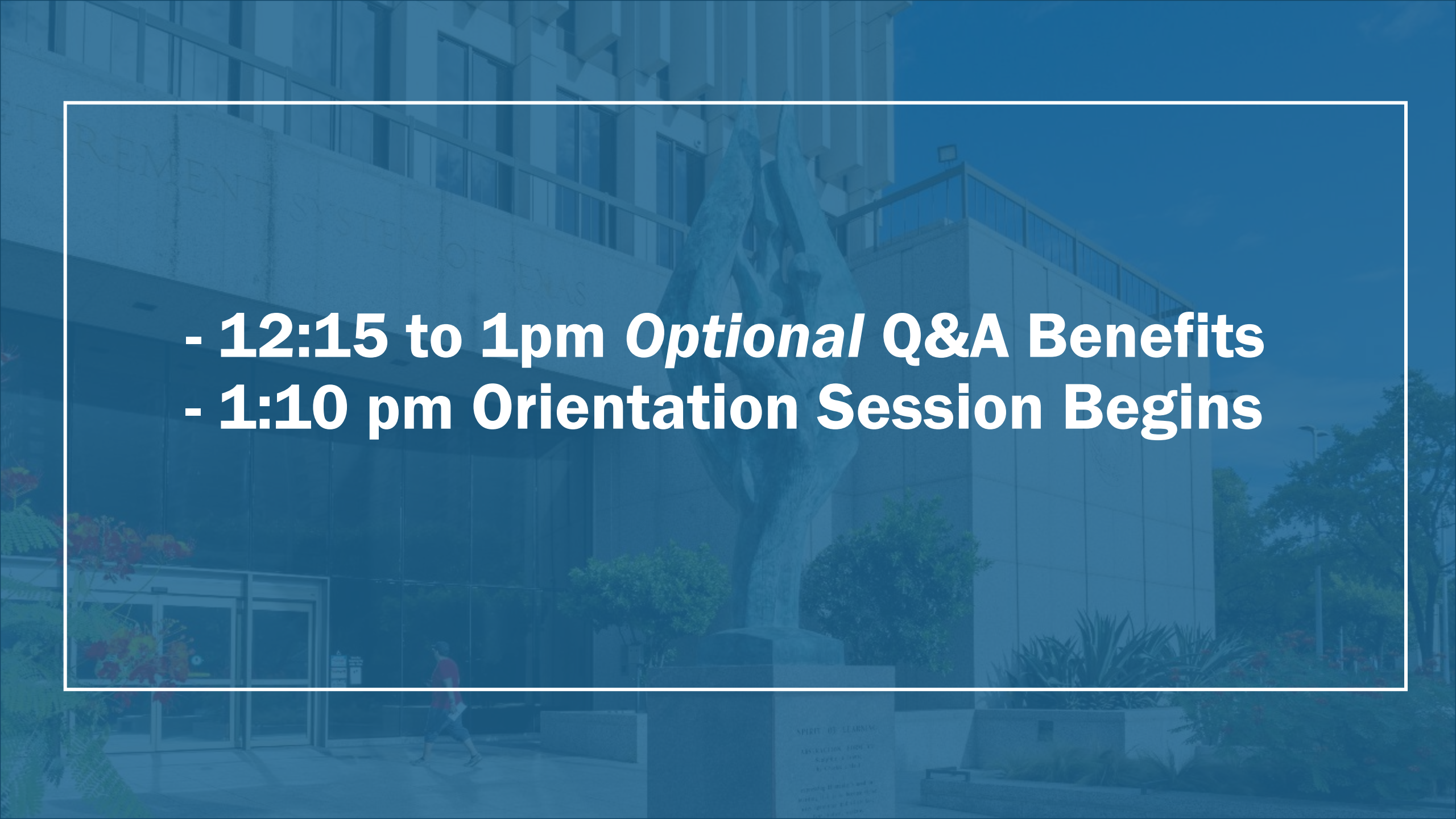
Resources

Employees Retirement System (ERS):

- **Call Center**: (877) 275-4377
- **ERS Website**: www.ers.Texas.gov

Employee Benefits:

- TRSEmployee.Benefits@trs.texas.gov


- 12:15 to 1pm *Optional* Q&A Benefits
- 1:10 pm Orientation Session Begins

Ice Breaker Activity

Ethics and Compliance

Ethics & Compliance Team

Heather Traeger

General Counsel & Chief Compliance Officer

Chris Bowlin

Sr. Compliance Counsel

MaryEllen O'Neill

Mgr. Data Risk & Compliance / Privacy Officer

Michael Schaff

Compliance Counsel

Adam Costa

Sr. Compliance Officer

Carlos Montoya

Compliance Officer

Elena Barreiro

Compliance Officer

Soha Khan

Data Governance and Ethics Compliance Officer

Email: TRSCompliance@trs.texas.gov

Site: https://trstexas.sharepoint.com/sites/legalhub/SitePages/Ethics-and-Compliance.aspx

Day-to-Day Compliance Obligations

Agenda

- Gifts and Entertainment: Permissive Benefits
- Gifts and Entertainment Reporting
- Outside Business Activities
- Confidential information
- Material Non-Public Information (MNPI)
- Personal Trading
- Insider Trading
- Protected Health Information (PHI)
- Protecting all Confidential Information
- Fraud, Waste & Abuse
- Reporting Options

Day-to-Day Compliance Obligations: Gifts/Entertainment

An employee **shall not** solicit, accept, or agree to accept from any donor a benefit that:

- Is a consideration for the employee's decision, opinion, recommendation, vote or other exercise of discretion.
- Is a consideration for a violation of a duty imposed by the law.
- Might reasonably tend to influence the employee in the discharge of their duties.
- Is not identified or the employee knows or has reason to know the benefit is offered through an intermediary.
- Creates a foreseeable conflict of interest.

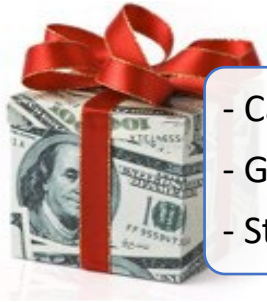
An employee may accept certain benefits under $50 if they are infrequent, unsolicited and meet certain requirements.

Benefits Examples

Gifts

- Any items regardless of value

Cash



- Cash
- Gift Cards
- Stock

Entertainment

- Sporting Events
- Concerts
- Vacations

Day-to-Day Compliance Obligations: Gifts/Entertainment

An employee may accept certain benefits **under $50** from a Restricted Donor if they are infrequent, unsolicited and meet certain requirements.

Restricted Donor:

- Persons or entities with which TRS does business;
- Persons or entities seeking to do business with TRS or with whom TRS is considering doing business;
- Non-publicly traded entities in which TRS invests or is considering investing;
- Publicly traded entities in which TRS invests or is considering investing, but only if the Employee knows that the publicly traded entity is interested in or likely to become interested in a TRS contract, purchase, payment, claim or transaction;
- Persons or entities seeking official action from TRS; or
- Any other person or entity who gives the Benefit because of the Employee's official position with TRS.

Day-to-Day Compliance Obligations: Gifts/Entertainment
Ethics Reporting Log (ERL)

Business Meals

- Is the business meal **over $100** per person?
- If yes, **report** it on the ERL

Gifts

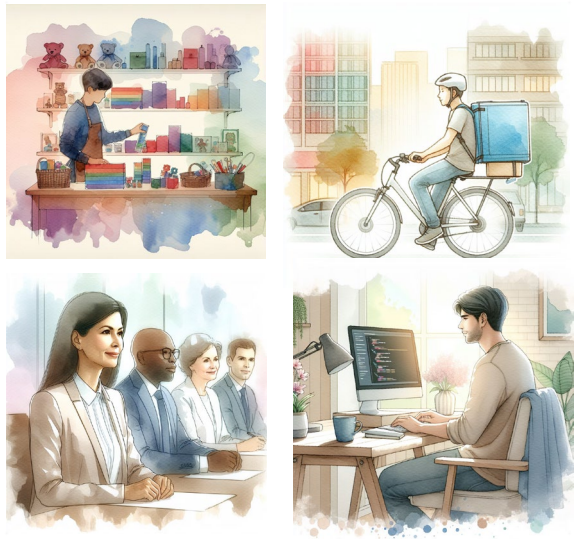
- Is the gift $50 or more?
- If yes, **report** it on the ERL and **return** to sender

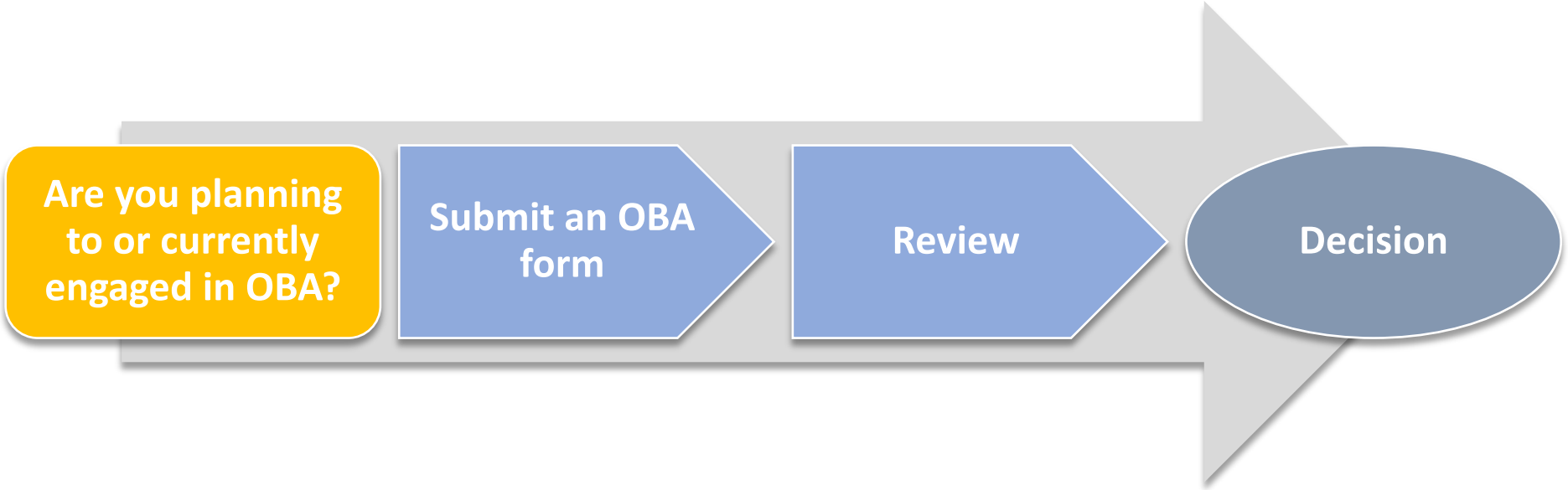
Entertainment

- Executive Director's approval required
- **Contact** TRS Compliance for guidance

Day-to-Day Compliance Obligations: Outside Business Activities (OBA)

- Outside Business Activities are:
  - business or employment activities, whether compensated or not, including self-employment;
  - volunteer activities where the employee owes fiduciary duties.
- Prior approval is required.





Day-to-Day Compliance Obligations: Confidential Information

Confidential information is that information that is identified as such by federal or state law, TRS policies and procedures, as well as information typically excepted from public disclosure through specified statutory carve outs or through decisions by the Open Records division of the Texas Office of the Attorney General. Access to this information should be very limited; it should be limited to a "need to know" based on your role at TRS.

Employees are required to:

- Only request and be given authorized access to Confidential information only when access is necessary to perform their assigned duties to conduct TRS business. ("Need to know" basis)
- Protect Confidential information from unauthorized disclosure and not disclose or provide access to Confidential information except as permitted by law, regulation, or rule, or TRS policies and procedures.
- Only disclose the minimum amount of Confidential information necessary to accomplish the purpose of the disclosure.

Two examples of information Confidential by law we are going to look at:

- MNPI
- PHI

Day-to-Day Compliance Obligations: MNPI

Definition

MNPI is information that is both:

- Not yet publicly known about a company
- Likely of being considered important to an investor when making an investment decision regarding a security of the company.

Your Role at TRS

- Treat all MNPI on a need-to-know basis and keep highly confidential.
- If you have MNPI about a security, you:
  - may NOT participate in investment decisions regarding the security on behalf of TRS or conduct a Personal Securities Transaction regarding the security, and
  - must provide a Conflict-of-Interest form if you have a personal interest in a security related to the MNPI.

Employees are required to **contact Investment Compliance** IMDCompliance@trs.texas.gov as soon as you come into possession of MNPI.

Day-to-Day Compliance Obligations: TRS Personal Trading Policy

- TRS takes an active role in preventing **front running** and **insider trading** by individuals who have access to, or knowledge of, potential TRS trades or **material non-public information**.

- The Trading Policy **applies to ALL TRS employees and certain Non-TRS Workers**.

- The TRS Trading Policy outlines the requirements for personal trading and can be found on the Investment Compliance intranet site at: https://trsnet/Pages/legal_compliance.aspx

Day-to-Day Compliance Obligations: Insider Trading

Insider Trading:

- is buying or selling a security in breach of a legal or fiduciary duty while in possession of MNPI about the security
- pertains to trades conducted on behalf of TRS as well as TRS employees' personal trades
- is a very serious crime that can result in severe civil and criminal repercussions for both the employee and TRS, such as sanctions and jail time

Employees with knowledge of insider trading must promptly report the violation to the Chief Compliance Officer, Executive Director or by contacting the TRS hotline

Day-to-Day Compliance Obligations: Personal Trading and Brokers

Consult with Investment Compliance or your attorney if you think you have MNPI before you conduct a securities transaction.

Covered Persons are (1) Key Employees, (2) Investment Management Division Employees, (3) Legal & Compliance Employees who work primarily on TRS investments; (4) Non-TRS Workers assigned to the Investment Management Division or to Legal & Compliance to work primarily on TRS investments or investment compliance; and (5) Employees designated as a Covered Person by their department head or the Chief Compliance Officer.

Personal Trading

- TRS uses software to monitor and review personal trading activity of Covered Persons.
- Covered Persons must submit initial certification within 30 days of start.

Approved Brokers:

- Charles Schwab
- Goldman Sachs
- Raymond James
- Merrill Lynch
- RBC Wealth
- Fidelity
- Vanguard
- Interactive Brokers
- Wealthfront

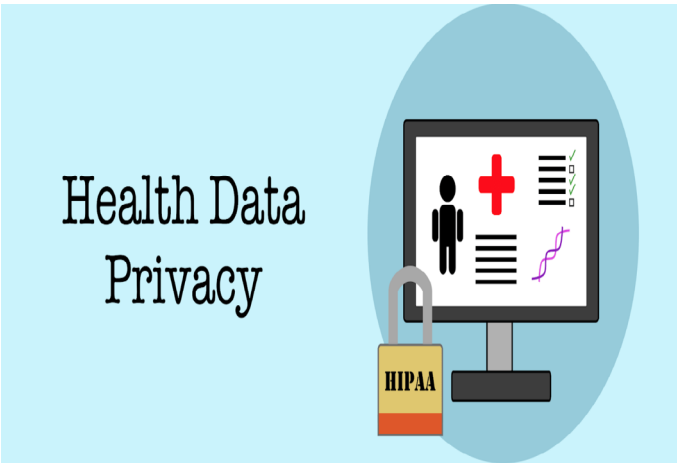
Day-to-Day Compliance Obligations: Protected Health Information

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) sets forth **requirements for Covered Entities (such as TRS) to protect individual health information (Protected Health Information)** from being disclosed without the individual's consent.

Protected Health Information (PHI)= Individually identifiable Information (e.g. name, address, SSN, DOB, etc.) + health information.

- Health information examples: member health plan enrollment information, member health enrollment card, member claims data.

- All TRS employees are responsible for ensuring the protection of all member PHI.
- All requests for uses and disclosures of PHI must be approved by the TRS Privacy Officer: Privacyofficer@trs.Texas.gov



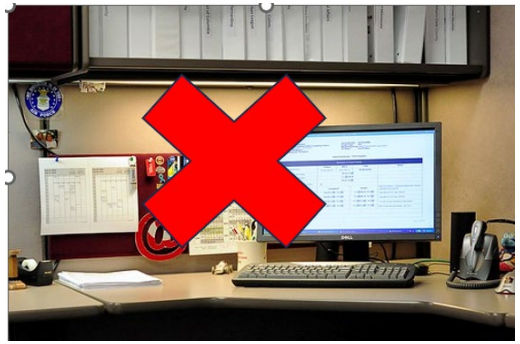
Day-to-Day Compliance Obligations: Maintaining/Guarding Confidential Information

If you encounter PHI, MNPI, or other Confidential information, regardless of whether it is part of your job, you have the responsibility to protect it.

If you have questions, or a concern, contact the TRS Privacy Officer: PrivacyOfficer@TRS.Texas.gov

Employees are the key. If you are away from your desk, your computer, your file cabinets (whether working at a TRS office or remotely **including your home,**) lock them.

Never put Confidential information in your trash or recycle bin. It must be placed in a secure shred bin. These bins are in every office and can be recognized by the lock on the bin.



A clean desk is a happy desk. Keep your workspace clear of all Confidential information whenever you are away from your workstation.

Day-to-Day Compliance Obligations: Fraud, Waste and Abuse Policy (FWAP)

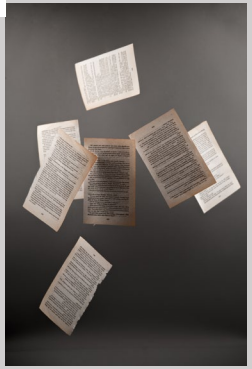
Fraud

Use of one's employment or business relationship with TRS either for the improper or unauthorized:

- Personal third-party enrichment or advantage
- Detriment to TRS, through the deliberate misuse or misapplication of TRS processes, resources, or assets.

Waste

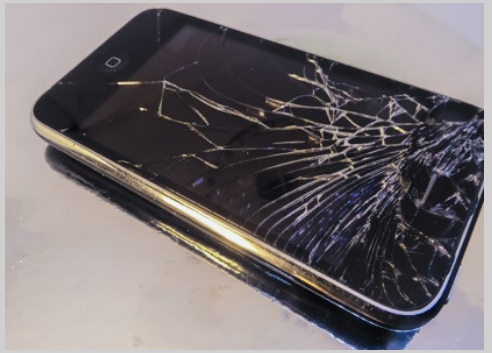
May be the result of unintentional actions, thoughtlessness, or carelessness



Abuse

Is the intentional excessive or the intentional improper use of TRS resources to the detriment or potential detriment of TRS.

Like **Waste**, a single act of abuse may not be to the detriment of TRS, but an accumulation of such acts can be.



Day-to-Day Compliance Obligations: Work Ethics / TRS Fraud Ethics Hotline

IF YOU SEE SOMETHING, **SAY SOMETHING.**

Employees can make a verbal or written report to any of the following:

- Senior Leadership Team
- Manager
- Compliance
- Fraud and Ethics Hotline
  - http://trstexas.ethicspoint.com
  - **1-866-897-5071**
  - Gives the option to remain anonymous
- Texas State Auditor's Office
  - https://sao.fraud.texas.gov/

WELCOME
TO
TRS
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Security and Safety

Who we are and what we do.

Security & Facilities Management works to provide a clean, comfortable and safe environment for all TRS personnel and visitors.

Hours: 24 hours a day, 7 days a week

* Apply Security and Safety Policies
* Monitor TRS Facility Activities
  including building alarms & security cameras
* Respond to Emergencies
  for Safety and Medical events
* Provide Operational Support

Physical Security ID Badge Acess

- TRS Security Department is responsible for issuing identification badges and building security access
- TRS ID badges are **required to be visible** in plain sight at all times while on TRS property or while conducting business offsite on behalf of TRS.
- The TRS ID is **YOUR responsibility** and access is **assigned to YOU** as authorized. Improper use of access will result in management notification.

*Please note:

- Each employee **must** use their own ID to gain access to TRS.
- Please **do not tailgate** behind another individual to get onsite.
- On the anniversary date, contact security so we can **reactive your ID permissions as they expire annually.**

Alpha Parking

TRS does not own the Simond Avenue (Alpha) Garage

Parking garage entrance on Simond Avenue

Parking garage entrance on Robert Browning Street

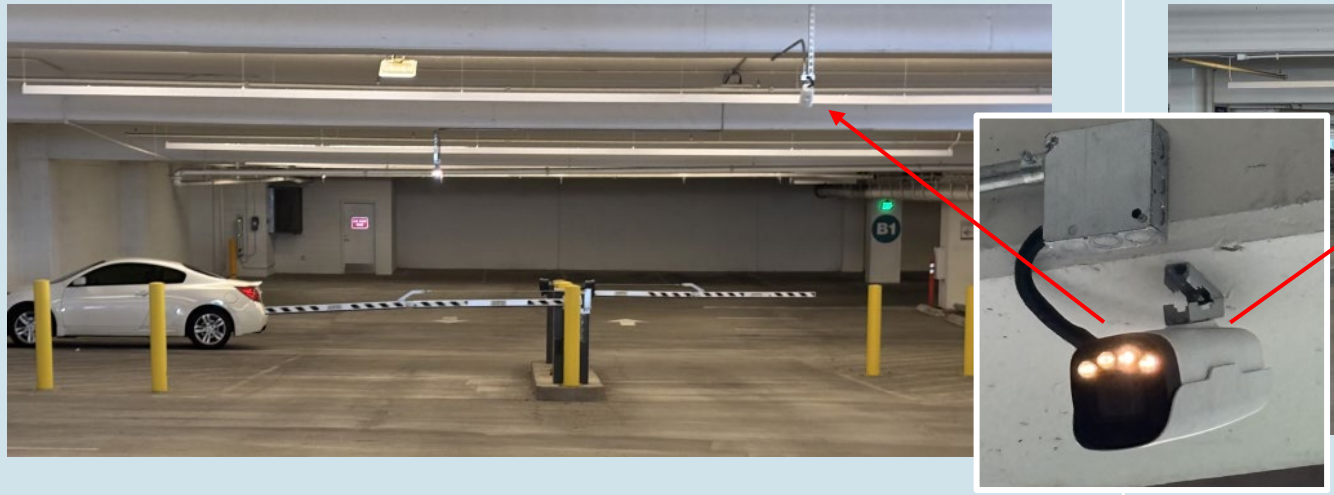
1 entrance and 2 exits – Access by rear License Plate Reader

Note Address - 1601 Robert Browning, Austin, Tx 78723

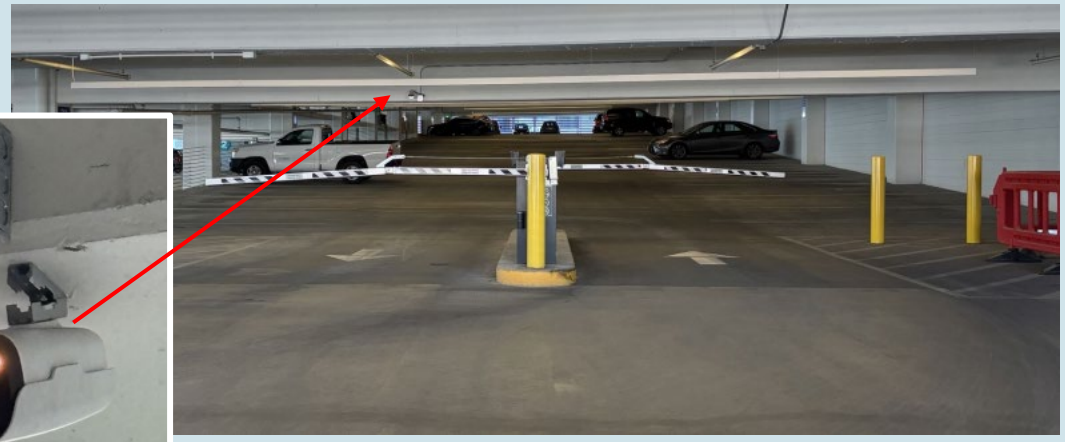
Alpha Designated Nesting Stations

Access to nesting stations are read by a rear License Plate reader

To B1-B2 Nesting Stations from Simond Avenue



To G2-G6 Nesting Stations Robert Browning Street



235 TRS Exclusive parking spaces on lower levels B1-B2

550 TRS Shared parking spaces on upper levels G2-G6.

Only 1 vehicle may pass with each gate lift

Bravo Parking

TRS owns the Bravo Garage

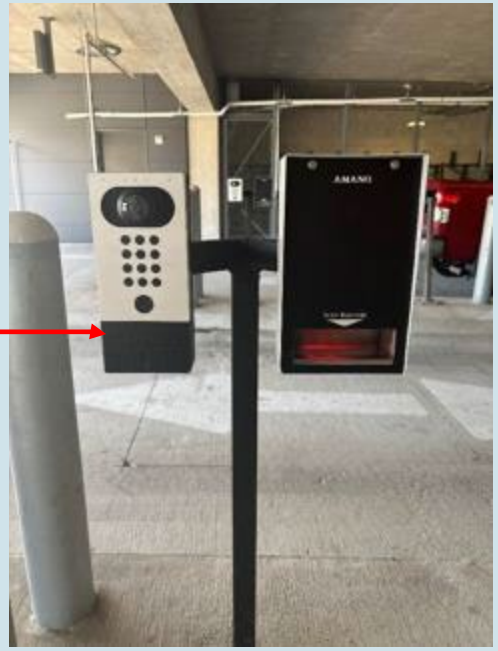
Parking Entrance & Exit on Robert Browning Street
Only 1 vehicle may pass with each gate lift
No Smoking/No Idling
Emergencies – Use Stairwell Exits

Bravo Garage Address - 1517 Robert Browning, Austin, Tx 78723

Bravo Parking Access

Access by Toll Tag Reader or TRS ID

Use TRS ID badge to enter.



Transcore Reader will read Toll Tag

Issues - Please press the call button on the access panel above the badge reader and Security Control will assist you.

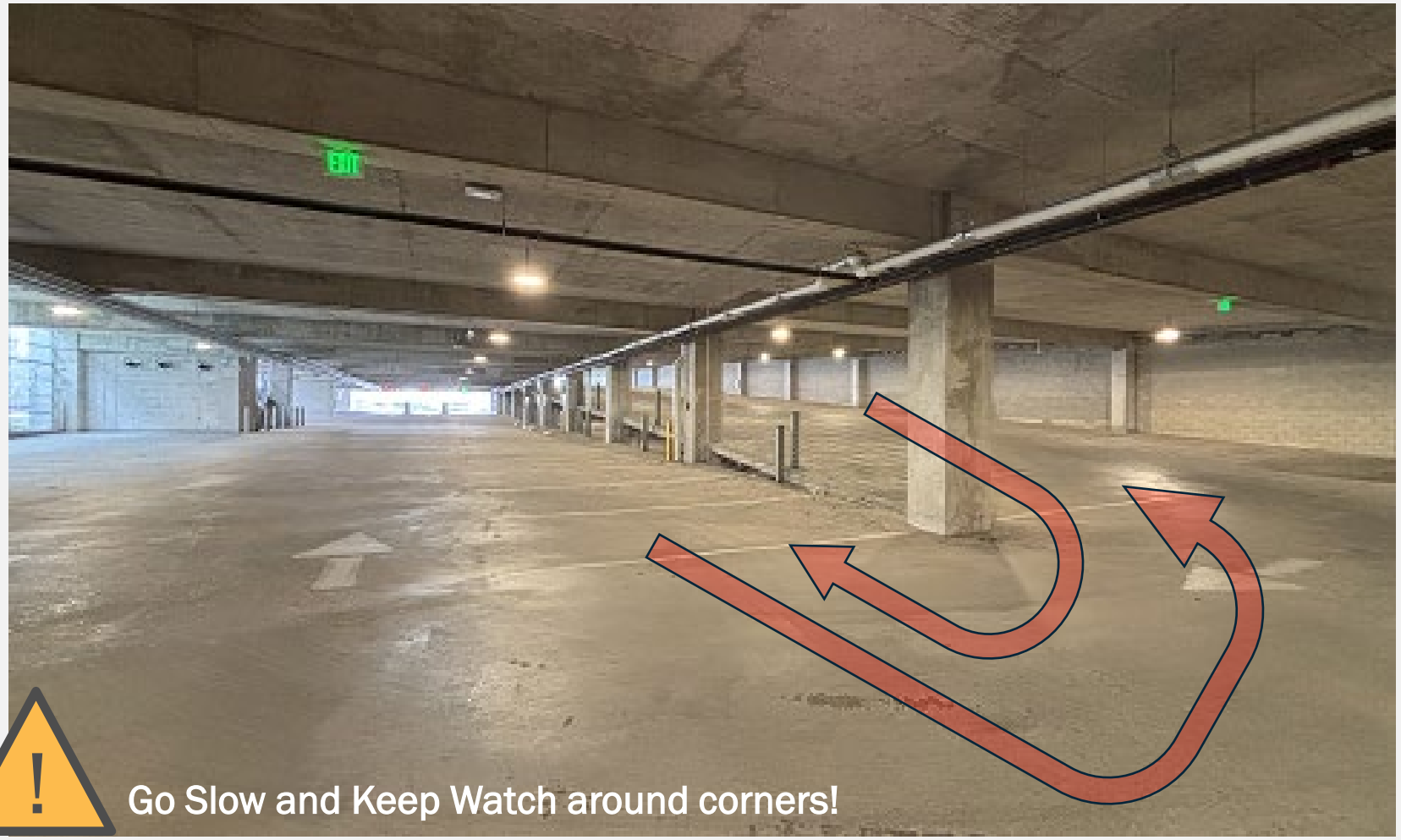
Bravo Designated Parking

<u>Member & Visitor Parking</u>
G1 and Ramp leading to G2

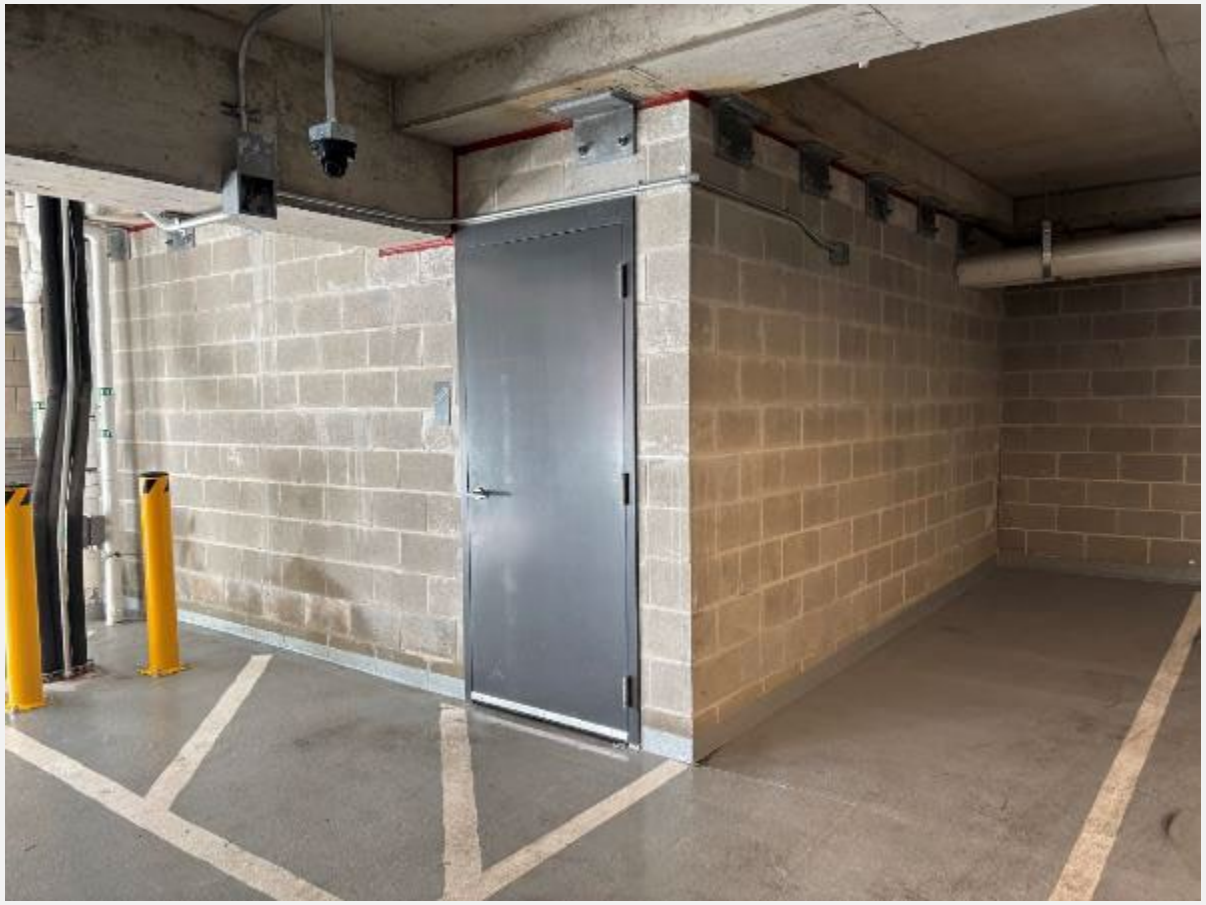
<u>Employee Parking</u>
G2 thru G6.

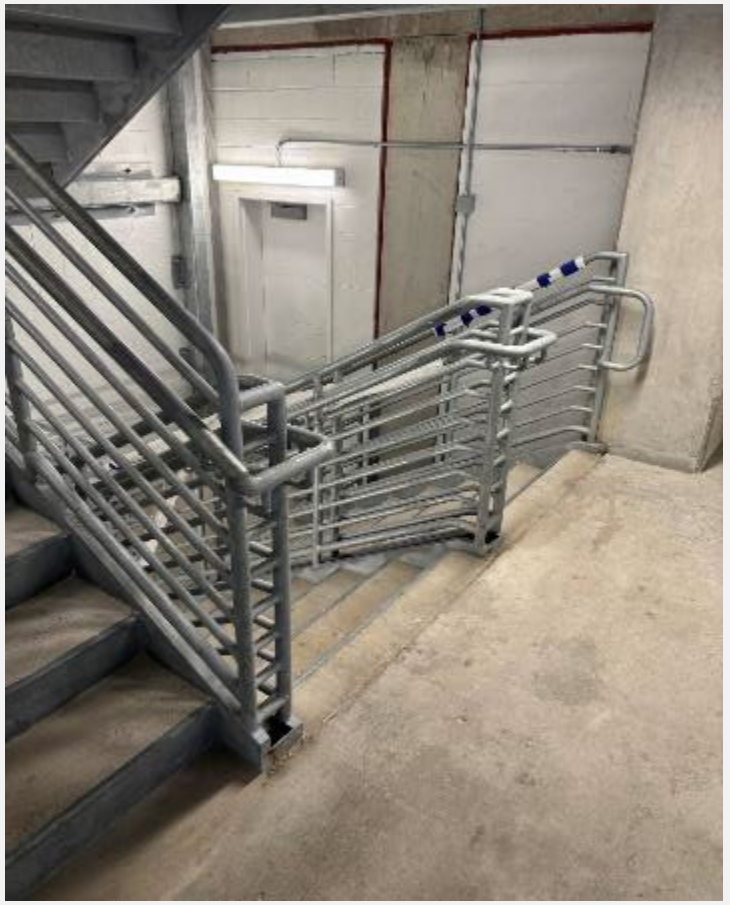
**Employees should never park on G1 or Ramp as that is reserved for Members & Visitors.*

Speed Limit = 5mph



Bravo Garage Access to Building





*Convenient Door Access – G3 down into Building Level 2

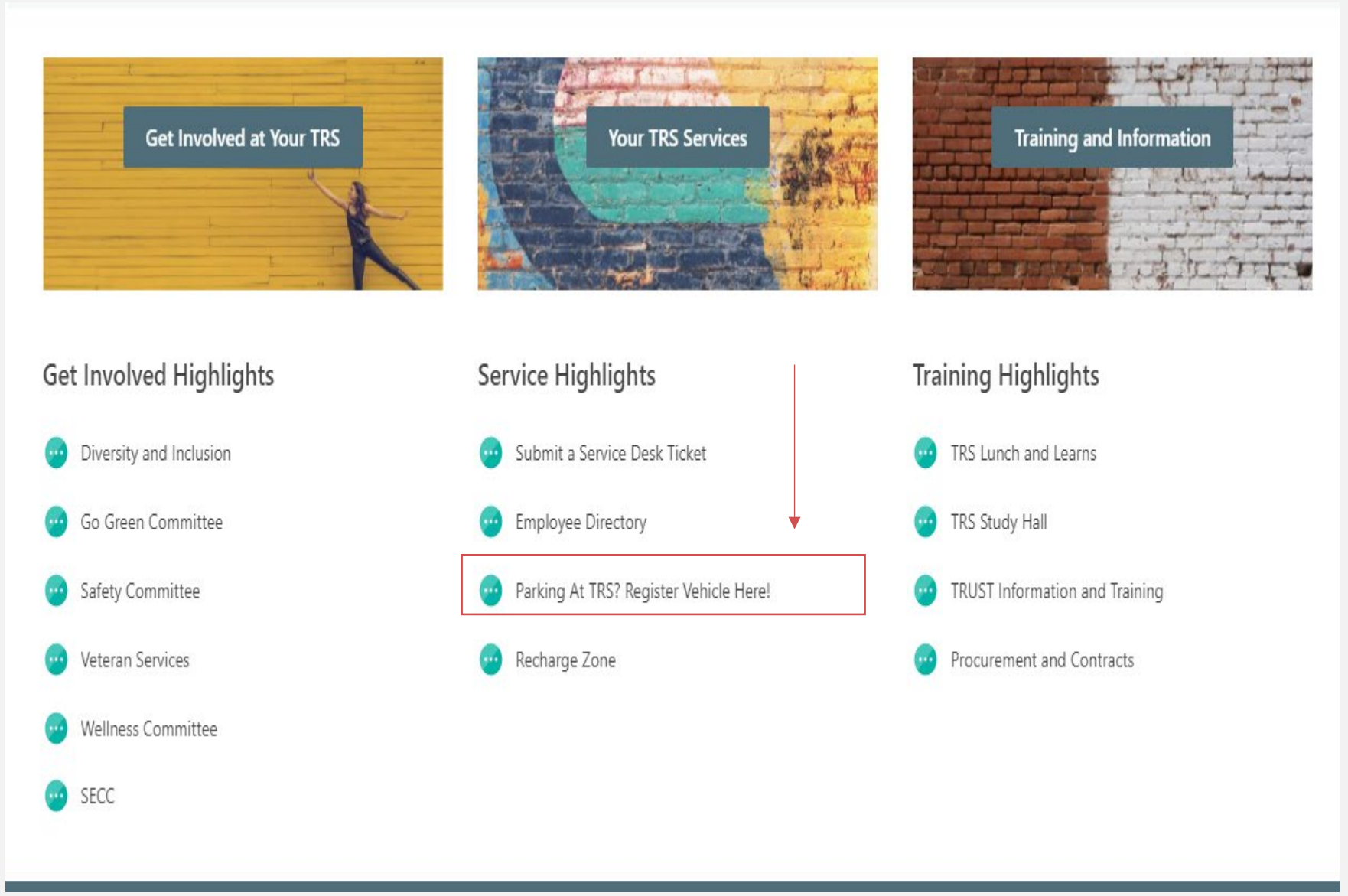
**This is not part of the evacuation egress from the building*

Register for Parking

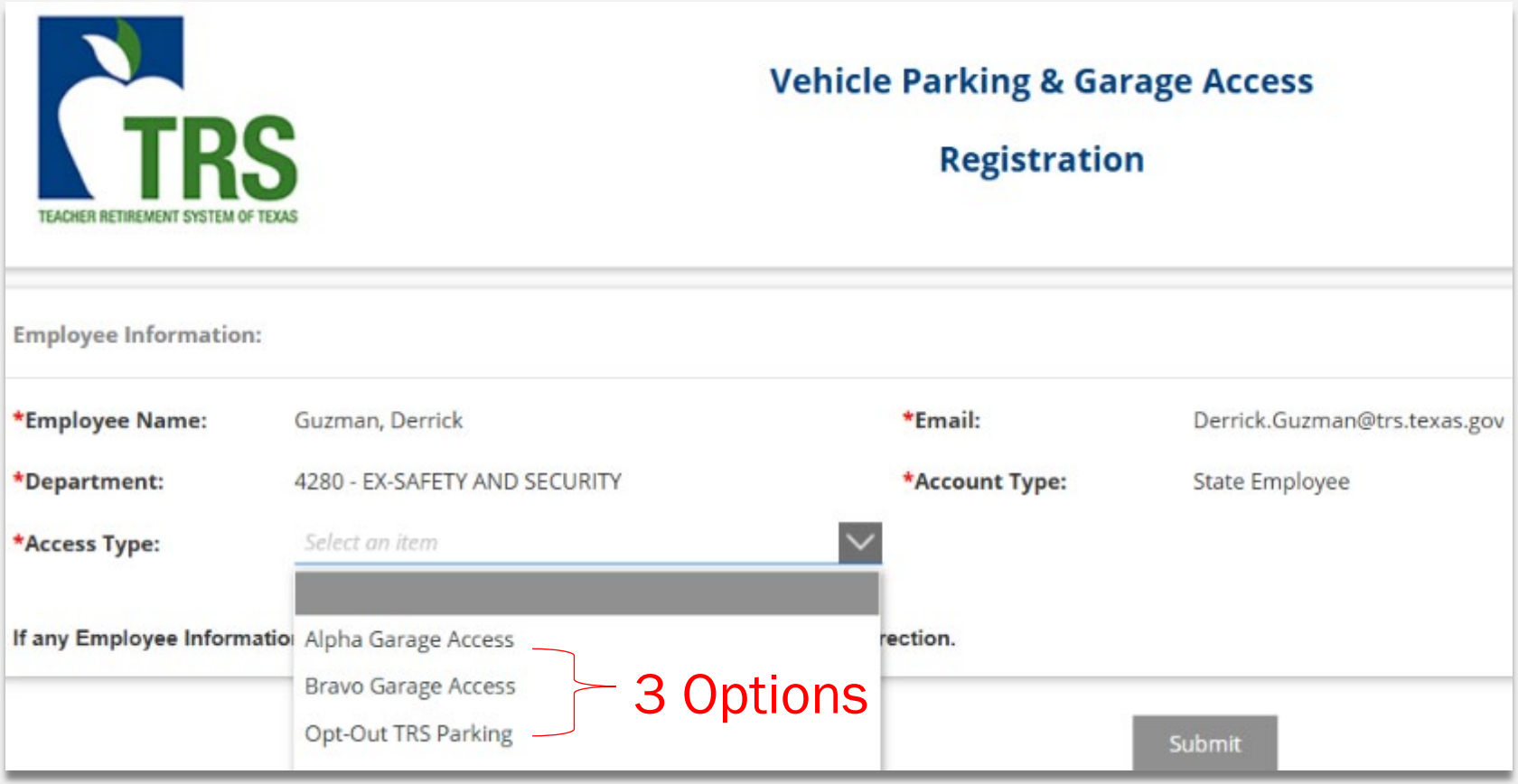
Service Highlights Section

or

See your New Employee Tool Kit.

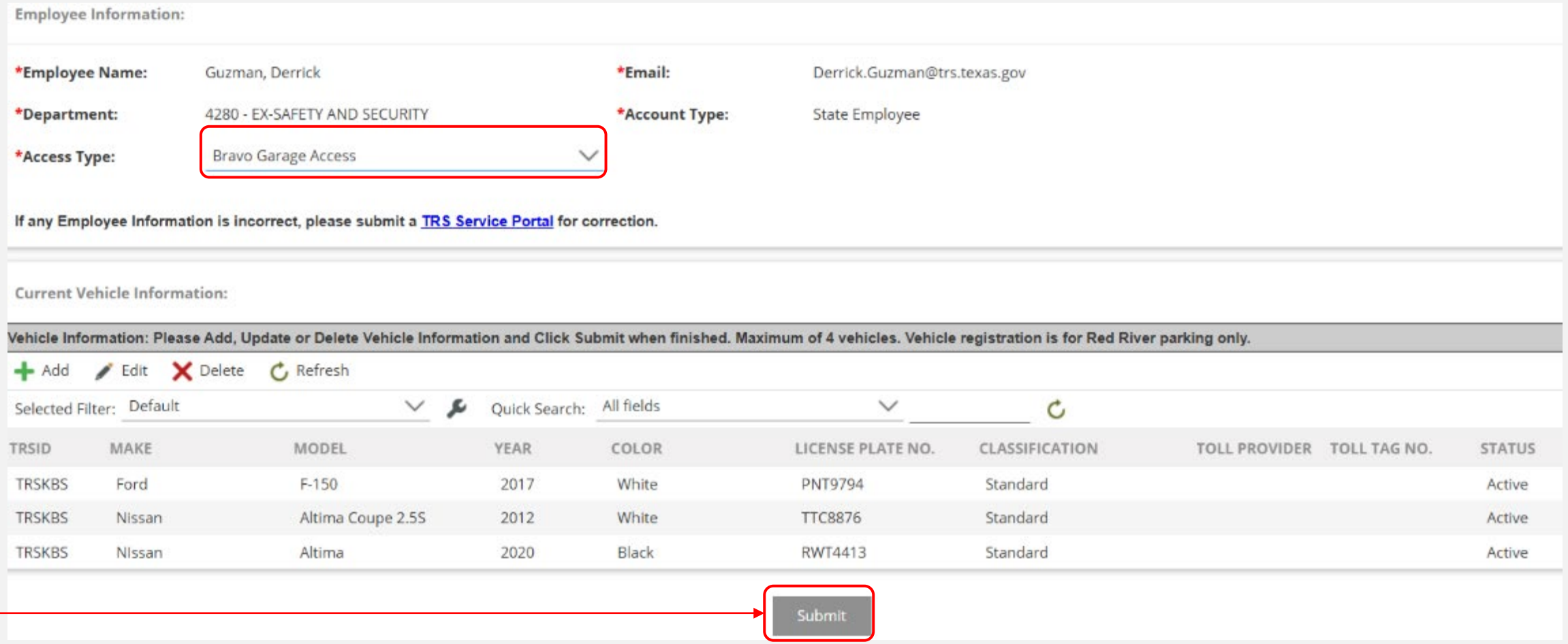


Register for a parking pass (Continued)



Register for a parking (Bravo)

Enter your vehicle Information and click submit.



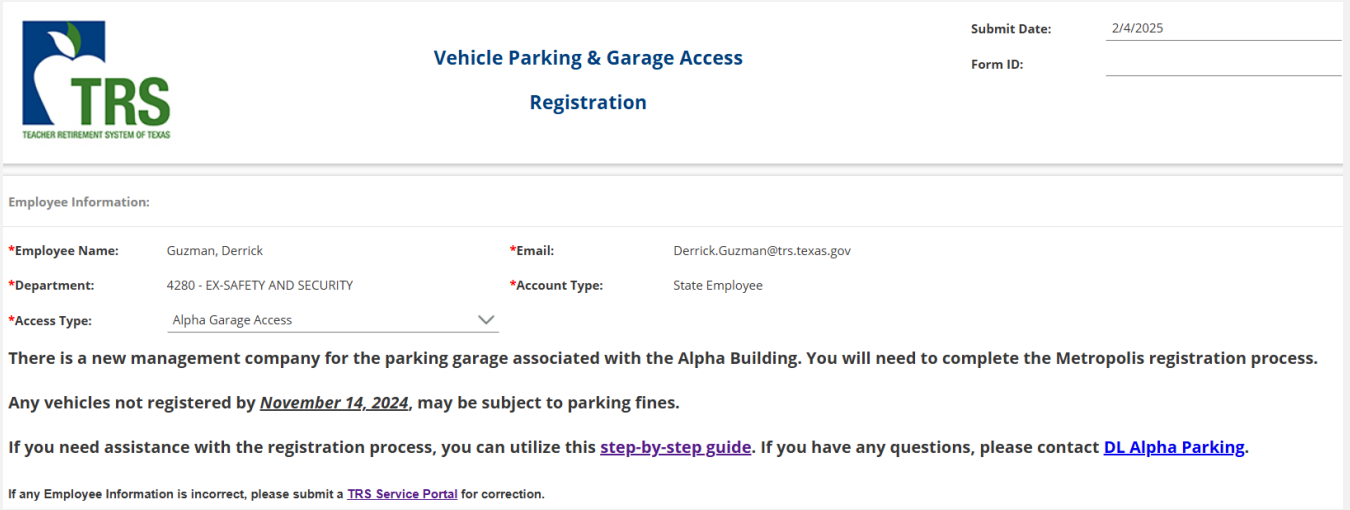
Register for Alpha parking (Simond Ave Garage – Metropolis)

Alpha Parking Garage Option:

You will receive an email from Brian Johnson or DL Alpha Parking to register your vehicle via the Metropolis Application.

You must use our link to register to avoid fees.

If you have any questions or concerns, please email alphaparking@trs.Texas.gov.



TRS
TEACHER RETIREMENT SYSTEM OF TEXAS

Vehicle Parking & Garage Access Registration

Submit Date: 2/4/2025
Form ID:

Employee Information:

***Employee Name:**	Guzman, Derrick	***Email:**	Derrick.Guzman@trs.texas.gov
***Department:**	4280 - EX-SAFETY AND SECURITY	***Account Type:**	State Employee
***Access Type:**	Alpha Garage Access		

There is a new management company for the parking garage associated with the Alpha Building. You will need to complete the Metropolis registration process.

Any vehicles not registered by *November 14, 2024*, may be subject to parking fines.

If you need assistance with the registration process, you can utilize this step-by-step guide. If you have any questions, please contact DL Alpha Parking.

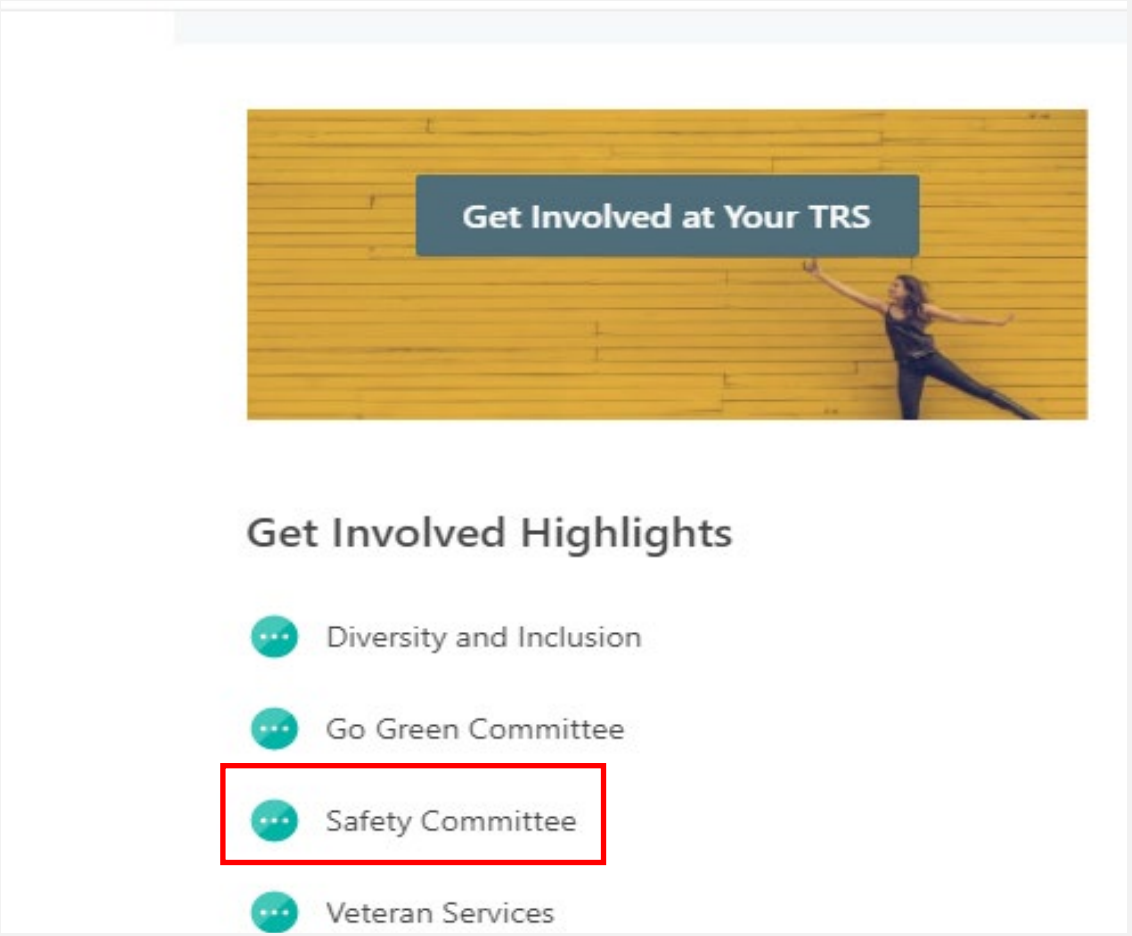
If any Employee Information is incorrect, please submit a TRS Service Portal for correction.

Safety Committee

Department Safety Officers (DSOs) are located on each floor and are trained to assist in:

- Emergency situations and drills
- Spreading awareness and safety information
- Maintaining a safe and secure work environment

Accessing the Safety Handbook



Please refer to the Safety Handbook located on the intranet for additional information regarding safety procedures

Alpha Bravo Emergency Supply Locations

In Hallways:

1. AED
2. DSO Supply Cabinet

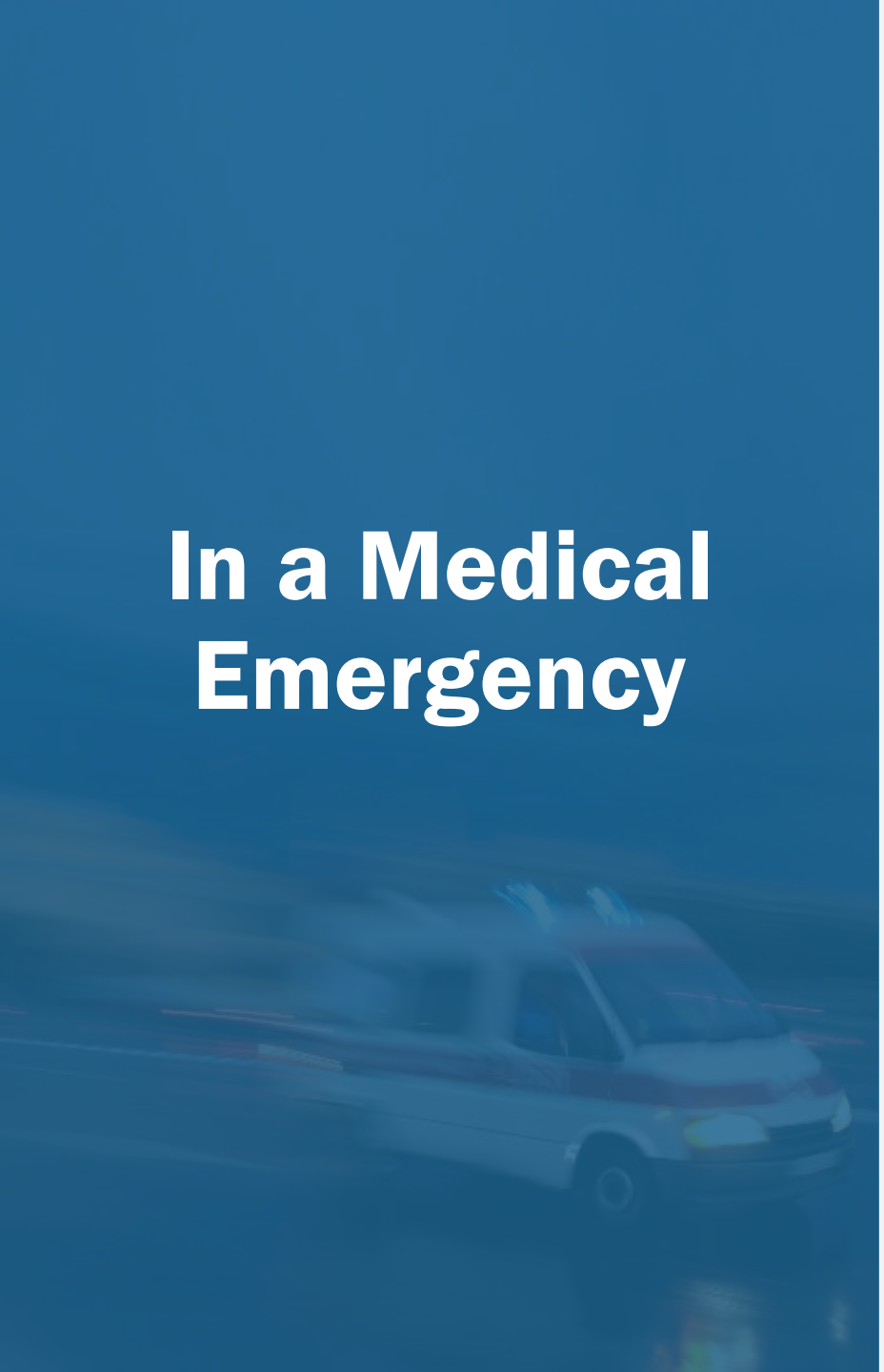
Outside Main Restrooms:

3. First Aid Center

First Aid Supply Cabinets

Located on every floor near the Restrooms		
Band-Aids/Gauze	Antiseptic Wipes	Cold Pack
Aspirin/Tylenol	Eye wash/patch	Bandage/Wrap
Antibiotic Ointment	Hydrogen Peroxide	First Aid Cream

In a Medical Emergency



Security and Safety

Call EMS: 9-1-1

TRS Security receives an alert notification when 911 is dialed from TRS desktop phones. This helps ensure Security can assist the responders to the emergency area.

Stay on the line with the dispatcher

Shout out for help from co-workers near by

Assist if you are able and willing

Notify your DSO and/or supervisor once emergency personnel have arrived

For further guidance and information please visit the TRS Safety site or review the Safety Handbook.

*Please note: if you accidentally dialed 911, please stay on the line to inform the operator that it was an error.

Building Evacuations

Proceed to the Stairs

Descend on the right side of the stairwell – move swiftly but safely.

Mobility Impaired

Follow the DSO guidance. Report to the stairwells, find an evacuation buddy or DSO, descend on the right side of the stairwells. Please notify Security of your status.

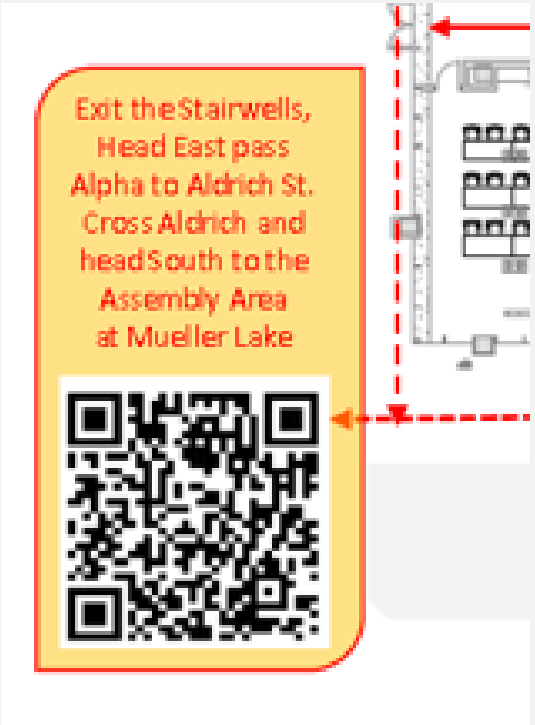
Get Out

Report to your assigned assembly area to check in

Security and Safety

Evacuation Routes are located outside stairwells on every floor

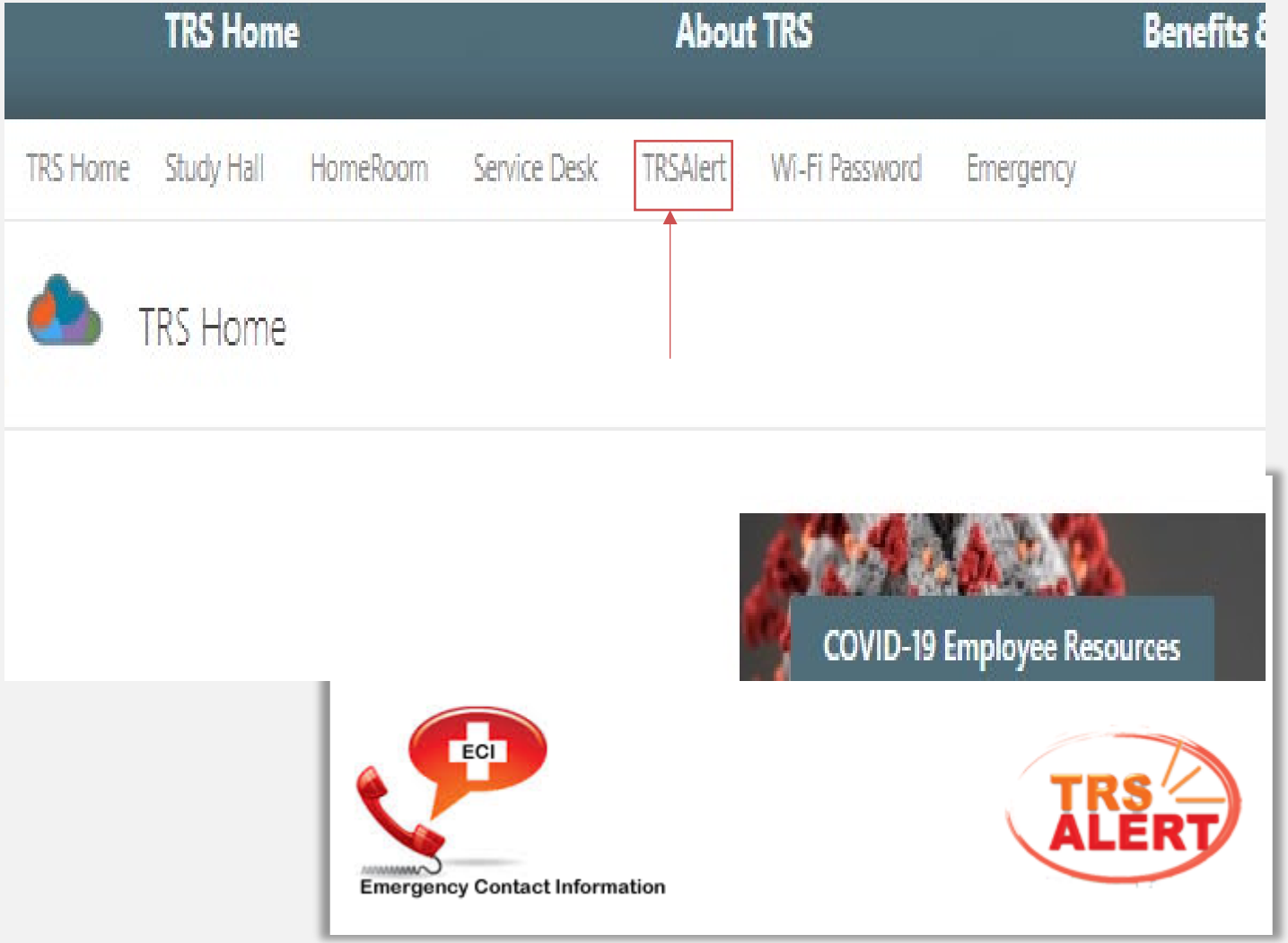
QR Code – Assembly Area
This an open source QR code that will help you get to the Assembly Area at Lake Mueller.



ALPHA - BRAVO Evacuation Routes & Assembly Area

El Paso Evacuation Routes

Sign up today!



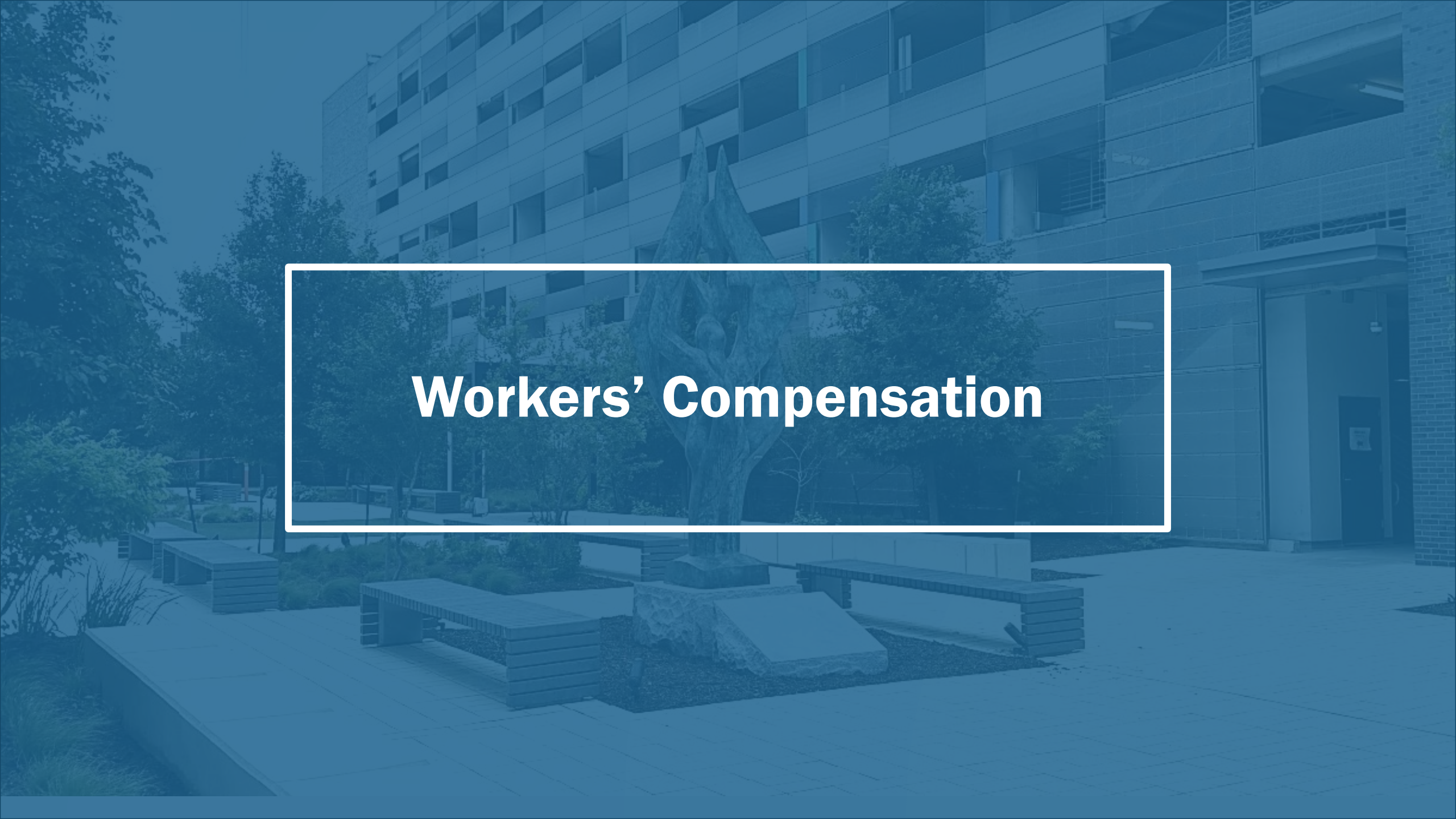
TRS Alert

Mass notification system used to alert you of operational delays and any other TRS-wide emergencies that would impact staff. Your work email and TRS-issued cell phone are auto enrolled in TRS Alert. In order to receive TRS Alerts on your personal devices you must register them.

Emergency Contact Notifications

Allows TRS to contact your family or other individuals you indicate if you are involved in a personal emergency while at work.

Please be sure to sign up to get critical alerts!



Workers' Compensation

The Workers' Compensation Process

- Reporting an Injury

  Report injuries to your supervisor or other management immediately.

- Forms to be Completed and Returned

  Forms will be sent to your personal email. Must be completed and returned with 5 days of receipt.

- State Office of Risk Management (SORM)

  Workers' Compensation claims are filed with and determined by the SORM.

- Designated Healthcare Network

  CareWorks CompKey Plus HCN
  www.careworks.com
  800-580-1314

Workers' Compensation Contacts

TRS
TEACHER RETIREMENT SYSTEM OF TEXAS

Derrick T. Guzman
WC Coordinator
512-542-3506
Derrick.Guzman@trs.texas.gov

Cynthia Walker
Workplace Accommodations
512-542-6892
WorkPlaceAccommodations
@trs.texas.gov

State Office of
Risk Management
512-475-1440
www.sorm.texas.gov

STATE OFFICE OF RISK MANAGEMENT
PRAEPARARE
PRAESIDERE
PERSTARE
MCMXCVII
TEXAS

The End

Information Security Department

Frank Williams
Chief Information Security Officer (CISO)

Kristi Glasgall
Deputy Chief Information Security Officer (CISO)

Operations & Infrastructure

Ensures TRS digital data is defended from unauthorized digital attacks, access, and damage

- Oversee the prevention of data infringement
- Monitor and respond to cyber-related threats and attacks
- Direct the analysis and assessment of infrastructure and application vulnerabilities
- Recommend solutions and best practices

Threat & Risk Management/Fraud

Ensures TRS digital and physical data is safeguarded from unauthorized use, disruption, and modification

- Develop and implement strategies, policies, procedures, and solutions
- Develop and administer Risk Management program
- Direct and determine enterprise-wide information security standards
- Ensure that all information systems are functional and secure

Why Information Security?

Required by Law – State, Federal

TX Penal Codes, HIPAA/HITECH, IRS, CJIS, SEC

Regulations, Compliance

TAC 202, Internal/External Audit, Policies

TRS Data at Stake

Retirement, Medical, Investments

TRS is Texas' largest public retirement system

6th largest in U.S. public pension plans

Top 25 in the world

Crown Jewels

Information Security is here to protect TRS' most important assets:

- **pension information**
- **health information**
- **proprietary code for our applications**

Security Statistics at a Glance

1,007,894
blocked websites

23,763
attempted network intrusions

3,179
email/web virus detections

LAST 7 DAYS

28,834
web application firewall events blocked

2-4
average number of security investigations

Password/Passphrase Security

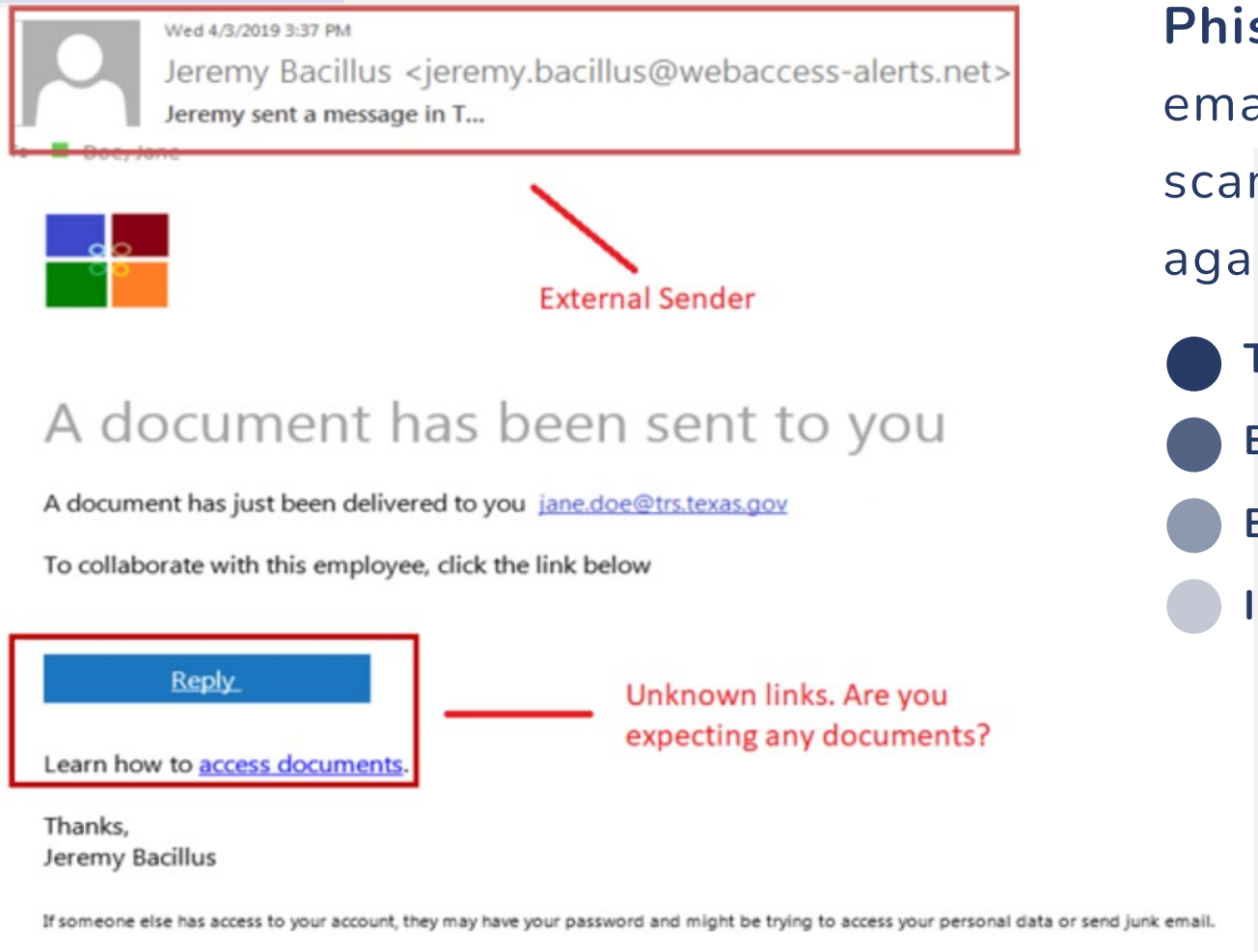
Instead of using a passWORD,
try using a **passPHRASE**!

examples: **Cowboys+Butter=Heaven**
Cowboys+Butter=Heav3n

Passwords are tested for weakness and are required to be changed **every 90 days**!

No one in IT or IS will ever ask for your password, so if that occurs, report it!

Phishing Awareness



Phishing is when bad actors send malicious emails designed to trick you into falling for a scam - and InfoSec wants you to stay vigilant against them by:

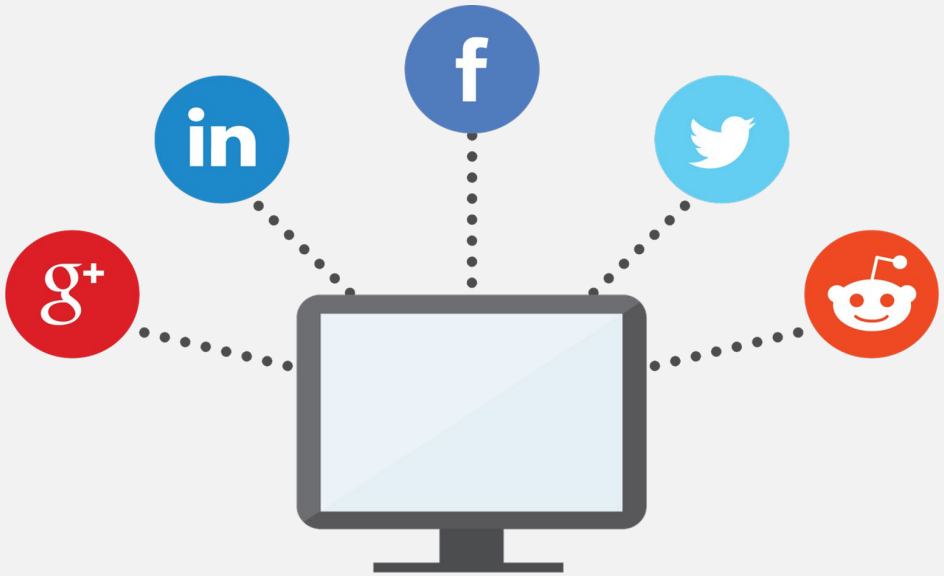
- **THINKING BEFORE YOU ACT!**
- **BEWARE OF URGENT CALLS TO ACTION!**
- **EXERCISING CAUTION ON EMOTIONAL APPEALS!**
- **IF IT'S TOO GOOD TO BE TRUE, IT PROBABLY IS!**

Have a suspicious email?
Click **Report Phishing** button
or
forward it to **Phishing@trs.texas.gov**

CAUTION: This email came from outside TRS. Do not click links/open attachments unless you know the sender and the content is safe.

Safe Social Media Habits

- We monitor **all internet traffic** on TRS networks
- Please review the **TRS Social Media Policy**
- Be mindful of what you post - **DO NOT POST PHOTOS OF YOUR BADGE ONLINE!**
- If you see something odd or suspicious, report it to your manager and InfoSec
- While working remotely, **all policies apply**
- TRS blocks search engine ads because they can lead you to a malicious site



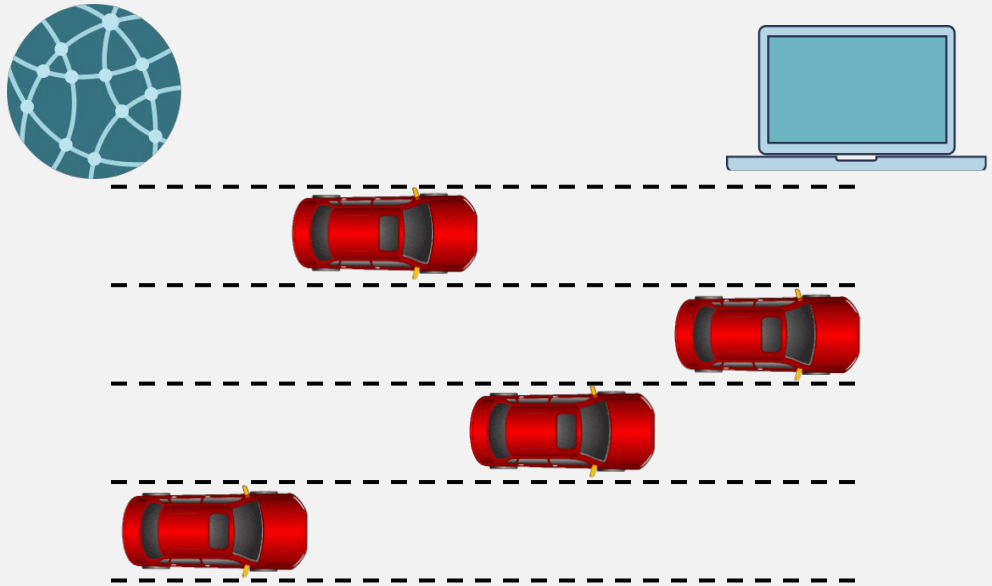
Telework

- If you need to work remotely, contact your manager and OE
- All cloud services (Slack, DropBox, GitHub, etc.) and apps must be approved by TRS before use
- Remember to connect to VPN at least once a week throughout the workday

TRS bandwidth guidelines:

10 Mbps (minimum)

25 Mbps (recommended)



Other Things to Be Aware Of

A CLUTTERED DESKTOP IS A CLUTTERED MIND!
Remember the **CLEAN DESK POLICY!**

If you receive any suspicious emails or security alerts,
DON'T CLICK! CONTACT US!

For more information, drop us a line
InfoSec@trs.texas.gov

Remember to lock your computer when stepping away!

QUESTIONS?

Thank You!

Records & Information Management

Records Management

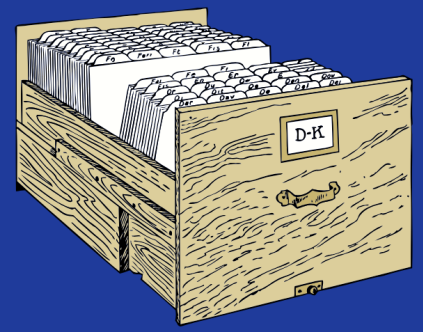
TRS employees are responsible for maintaining records.

Public Information Act (Gov. Code, Chapter 552)

The requirement to produce public information when requested.

State Records Management Laws (Gov. Code, Chapter 441)

State laws related to the preservation and management of state agency records.



Open Meeting Act, Gov. Code, Chapter 551)

Requires government agencies to keep official business open to the public.

What is a Record?

Information you need to do your job

Recorded information in any format

Created or received by or on behalf of a state agency

Documenting activities in the conduct of state business or use of public resources

Records Retention Schedule

- How all records are managed across the agency (digital and physical)
- A listing of all records created or received by TRS with instructions on how long to keep them

OPS5000 Project Management

AIN	*RS Title*	*Period*	*Archival*
OPS5000	**Project Management**	**AC+6**	

Records related to monitoring and managing the activities and progress of projects and internal initiatives, including business case, scope, project plans, budgets, schedules, close-out and lessons learned, and related correspondence. Includes projects related to the development of systems and software from initial stages through hand-off to production, including planning, requirements analysis, design, verification and testing, quality assurance and installation. Also includes training and guidance to manage change related to rolling out new internal initiatives or tools.

AC = Completion of project.

What you need to know

Everyone is responsible for records management

Be aware of records in your email and personal areas (G Drive, OneDrive)

Your workgroup has a file plan with what your records are and where to store them.

Store records in their correct locations.

Contact DL Records Analysts for questions

Organizational Excellence

Employee Handbook & Policies

TRS Intranet

Excellent employee resource. Hosts links to TRS information, handbooks, manuals, policies (nepotism, tuition reimbursement, etc.), and training.

Compliance Training

Responsible for completing online compliance trainings, 6+ depending on your position.

Notification and links received via email. Cornerstone access takes effect 2-3 days from start date.

Performance Management

Annual appraisals after 6 month probation

Contact Information

Employee Information

Update your contact information in CAPPS any time there is a change.

Public Disclosures

Completed this section on Employee Data Change Request form. Information subject to Open Records Act.

TRSAlert (link on intranet)

Register to receive emergency alerts from TRS.

Provide emergency contact information.

Employee Appreciation

Employee Service Awards

Co-worker Appreciation

Employee Appreciation Day and Tailgate

Business Hours and Holidays

TRS is open Monday-Friday, 8 AM to 5 PM

Work Schedule

Alternative work schedules may be approved by the Chief Officer and manager

Holiday Schedule

There are 16 state holidays. Generally, TRS employees enjoy a minimum of 12-14 holidays per year.

On state holidays, state offices remain open. You will receive comp time if you work on one of these “skeleton crew” days.

SAO and TRS Holiday schedules are available on the TRS intranet.

Overtime and Compensatory Time

Exempt vs. Non-Exempt

Fair Labor Standards Act

Overtime

Compensatory Time

Overtime and Compensatory Time Policy is available on the intranet.

Outside Work and Remote Work

Work outside of TRS must be reported to your supervisor

Hybrid or remote work schedules are permitted for certain positions

Advance approval from management is required before working outside of Texas

Social Media

Welcome Wednesday Email

Follow Us on Social Media
(Linked In, Facebook, Instagram, YouTube)

Social Media Policies

Day 2 – Orientation Preview

(Manager Determines Attendance)

*Scheduled Time	Topic
8:30 AM	Building Tours
9:15 AM	Introduction to ERGs and Committees
9:45 AM	Introduction to Core Lines of Business
10:30 AM	Benefit Enrollment Consults (Optional)
11:45 AM	Dismissed

Questions?

"This organization has a passion for excellence, both in serving our members and doing whatever we do extremely well. Meaningful work brings a deep sense of satisfaction. Being surrounded by dedicated, talented professionals with a common purpose is another big positive of working here."

- Brian Guthrie, TRS Executive Director

Break
15 minutes

Information Technology

Headshots
Employee Benefits Consults *(optional)*

Thank You for Attending Orientation and Welcome to TRS!

Welcome to the Teacher Retirement System of Texas

New Employee Orientation – Day Two

- Welcome! Please make yourself comfortable.
- Restrooms are to the left, at the end of the hallway.
- Feel free to get to know each other as we wait for the **Building Tour to begin at 8:30am**.

TRS Culture and You

Our Work is at the heart of the Mission

TRS Vision:

Earning your trust every day.

TRS Mission:

Improving the retirement security of our members by prudently investing and managing the Trust assets and delivering benefits that make a positive difference in their lives.

TIPS:

4. Attend Day 2 of NEO.

TIPS:

5. Get to know the OCE Council members and talk to them about your interests.

OCE Council Charter

Motto: *We all belong*

Mission/Purpose

Advise
Brain Trust
Liaise

OCE Director
TRS Leadership
TRS Workforce

OCE Council Charter

Motto: *We all belong*

Goals/Pillars

Retention and Satisfaction
Two-way Communication
Values Aligned Culture

TRS Workforce
TRS Members

TRS Employee OCE Council – Calendar Year 2025

Guzman, Derrick
EX-SAFETY AND SECURITY

Medina, Christina
EX-TALENT ACQUISITION GROUP

Rye, Cui
EX-INTERNAL AUDIT

Goodwin, Cynthia
FN-ACCOUNTING AND REPORTING

Lopez, Lisa
EX-IMD LEGAL & COMPLIANCE

Bridgeman, Kathy
EX-CONTRACT MANAGEMENT OFFICE

Brodie, Chris
BS-TRAINING

Reyna, Savanna
BS-CONTACT CENTER T4

McCullough, Craig
NV-INVESTMENT OPERATIONS

Gabaldon, Catherine
HB-HEALTH OPERATIONS

Traugott, Danalynn
EX-INFORMATION SECURITY OFFICE

Henderson, Sonta
EX-COMMUNICATIONS

Klekman, Jon
NV-EXTERNAL PUBLIC MARKETS

Sarsalari, Sam
BS-CONTACT CENTER T8

Turner, Shylee
NV-EMERGING MANAGERS

Dinh, Anh
EX-LEARNING AND DEVELOPMENT

Sevilla, Ren
BS-CONTACT CENTER T6

Jordan, Katasia
FN-BUDGET AND FINANCIAL ANALYSIS

Procter, Sonya
BS-BENEFIT COUNSELING HQ T2

Martin, Alexis
BS-CONTACT CENTER T3

Richmond, Heather
BS-CONTACT CENTER T5

Seguine, Daniel
FN-ANALYTICS & FINANCIAL INSIGHTS

Farmer, Alyssa
NV-INVESTMENT OPERATIONS

Castillo, Monica
EX-SHARED LEGAL & COMPLIANCE

Shrout, Barbara
IT-BUS EXP ARCH & DEMAND MGMT

LaBrie, Lori
EX-SHARED LEGAL & COMPLIANCE

Wilson, Jakaiya
BS-BP RETIREMENT T1

TIPS:

6. Join an Employee Resource Group and/or Committee.

TRS Employee Resource Groups 2025

TRS BEN
BLACK EMPLOYEE NETWORK
Excellence, Mentorship & Community

CAREGIVERS
Employee Resource Group

Emerging Professionals
Connect • Grow • Nurture

HLX
HISPANIC/LATINX NETWORK

LGBTQ+
EMPLOYEE RESOURCE GROUP

TRS VETERANS COMMITTEE

IMD Women's Network
Engagement, Inclusion & Advancement

TRS ASIAN PROFESSIONALS
TAP

WIT
Women in Technology

*To join an ERG, please complete the interest form on the OCE SharePoint site.

How to Get Involved

Step 1

Outreach, Culture, and Engagement at TRS

The Outreach, Culture, and Engagement (OCE) team focuses on the impact that these three areas have on employees and the TRS keep a pulse on what is happening at the employee level.

Employees are where the work begins, gets done, and generates outcomes. OCE's work supports the sustainment of a workpl conducive to employees doing their best work on behalf of the TRS members and gaining professional satisfaction from it. Th leveraging employee strengths, expanding outreach for the talent pipeline and the HUB program, enhancing organizational c employee engagement.

For more insight into our strategic plan, click here.

OCE Consultation Services

Gain insight from our expertise.
From quick documentation reviews to more involved collaborations in process establishment.

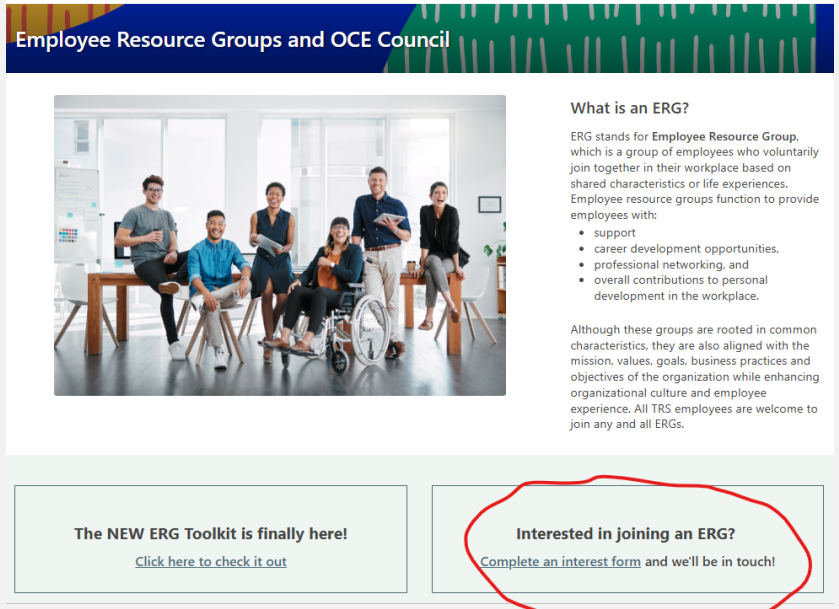
Important Links

Strategic Plan & Update

Employee Resource Groups and OCE Council

Pension Educatio

Step 2



Step 3

ERG and OCE Council Interest Form

We are so excited that you are interested in getting involved with our agency-wide initiat

Hi, Kellie. When you submit this form, the owner will see your name and email address.

* Required

1. Are you an employee or contractor? *

- ◯ Employee
- ◯ Contractor

TRS Committees

GO GREEN COMMITTEE

SAFETY TRS COMMITTEE

Together We Care
secctexas.org

*Wellness has been incorporated into the work our TRS Benefits team.

Questions?

Pension Services Division

Overview

Purpose

The purpose of Pension Services is to facilitate TRS participants' and employers' pension benefit decisions by delivering valuable, timely, accurate information through exceptional, member focused customer service so they have peace of mind for retirement security.

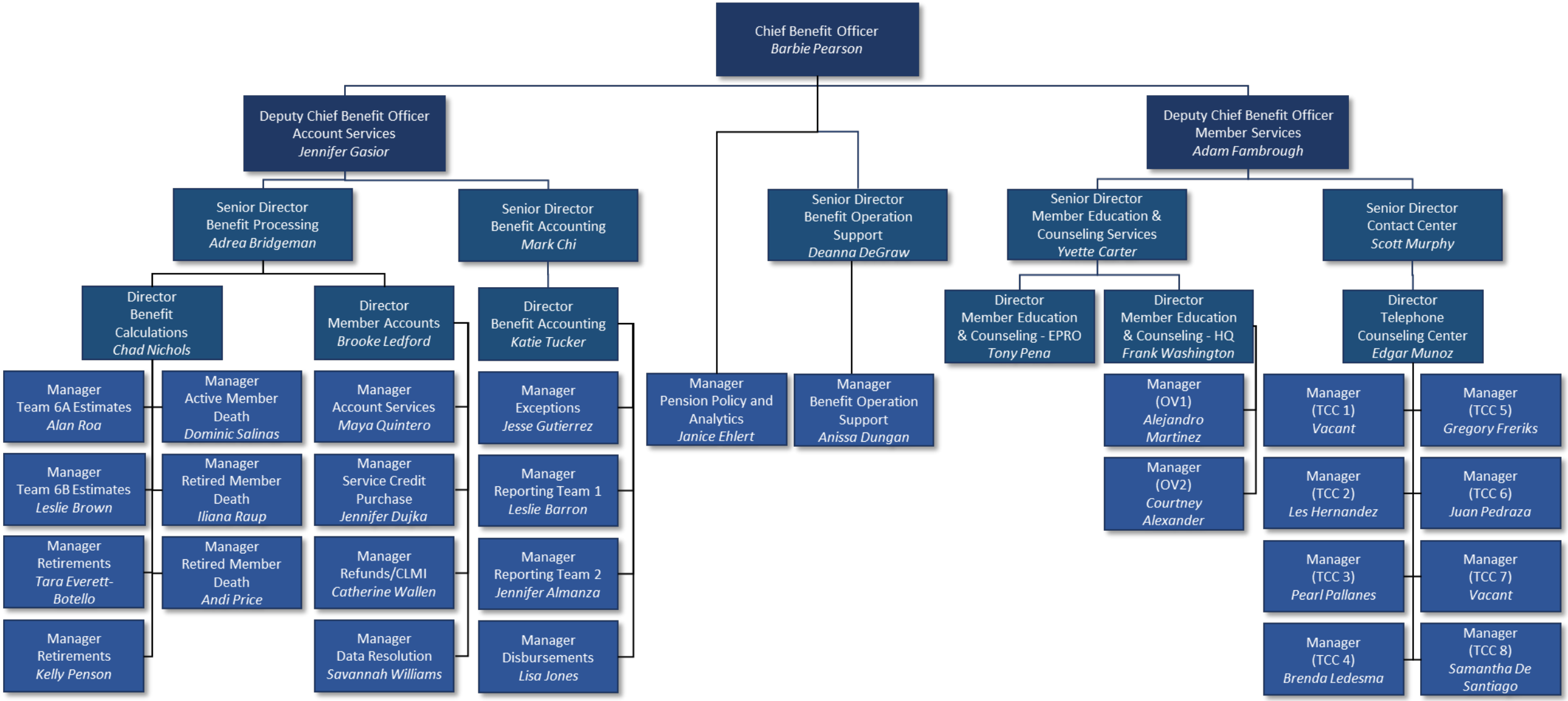
Objectives and Strategies

Improve the customer service experience for participants and reporting employers.

- Increase engagement with members/participants and reporting employers regarding TRS benefits.
- Expand our services to meet members where they are.
- Improve the reporting employer experience.

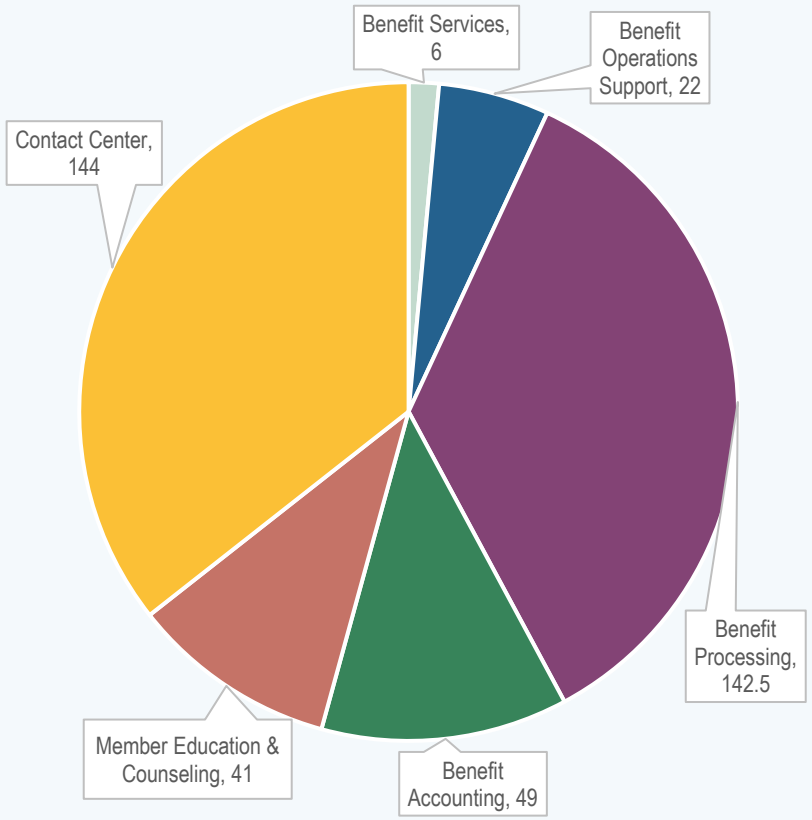
Benefit Accounting	Benefit Processing	Contact Center	Member Education and Counseling (HQ and EPRO)	Benefit Operation Support	Pension Policy and Analytics
• Employer Reporting • Reporting Exceptions • Benefit Payments • Employment After Retirement	• Estimates • Retirements • Death Claims • Refunds • Service Credit Purchase • Account Services • Data Resolution	• Incoming Calls • Callbacks • Secure Email	• Office Visits (in-person, virtual, field) • Walk-ins • Benefit Presentations • Benefit fairs and conferences	• Foundational Training • Quality Assurance • Workforce Management • Continuous Pension Training	• Determine actuarial impacts • Run legislative reports • Audit actuary • Meet agency actuarial needs • Manage pension/health dashboard

Organization



Staffing versus Transactions/Interactions

Pension Services
(404.5 Filled Positions)



973,636
Member Transactions

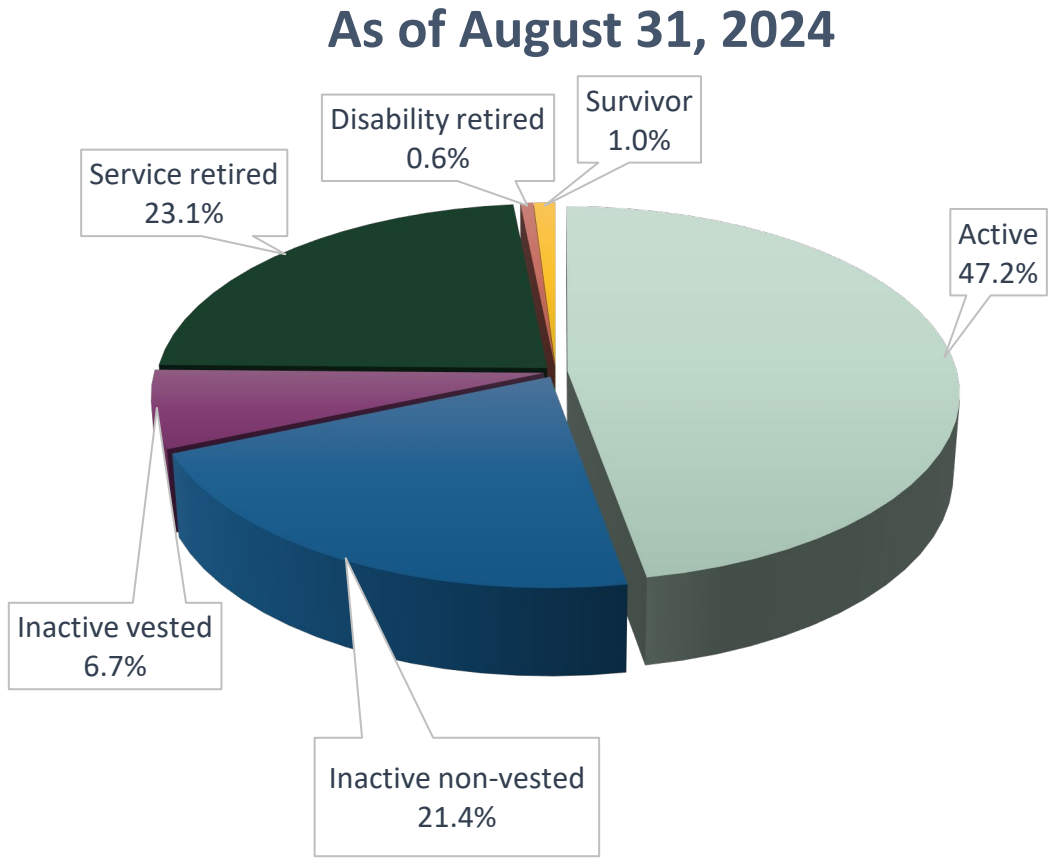
1,024,394
Member Interactions

54 Valid Complaints* (0.0027%)

TRS Membership

Members

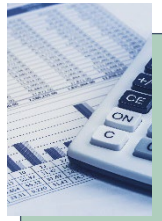
Member Numbers by Category	
Current Members	FY 2024
Active Contributing	970,874
Inactive Non-vested	439,889
Inactive Vested	138,146
Total Current Members	1,548,909
Retirement Recipients	FY 2024
Service	475,891
Disability	12,127
Survivor	20,683
Total Retirement Recipients	508,701
Total Membership	2,057,610



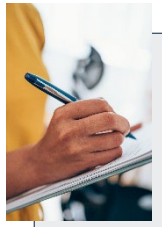
Data comes from FY2024 TRS Annual Comprehensive Financial Report

Account Services

Account Services is responsible for the accurate and timely employer reporting and processing of benefits and payroll.

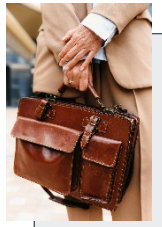


Benefit Accounting



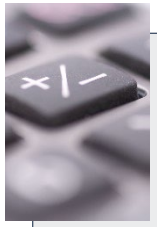
Offer support and training to reporting employers

Annuity payroll management and data integrity



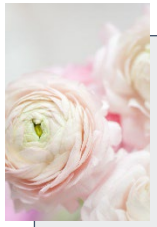
Monitor Employment After Retirement

Benefit Processing



Calculate member benefits and process applications

Demographic or data updates for member accounts

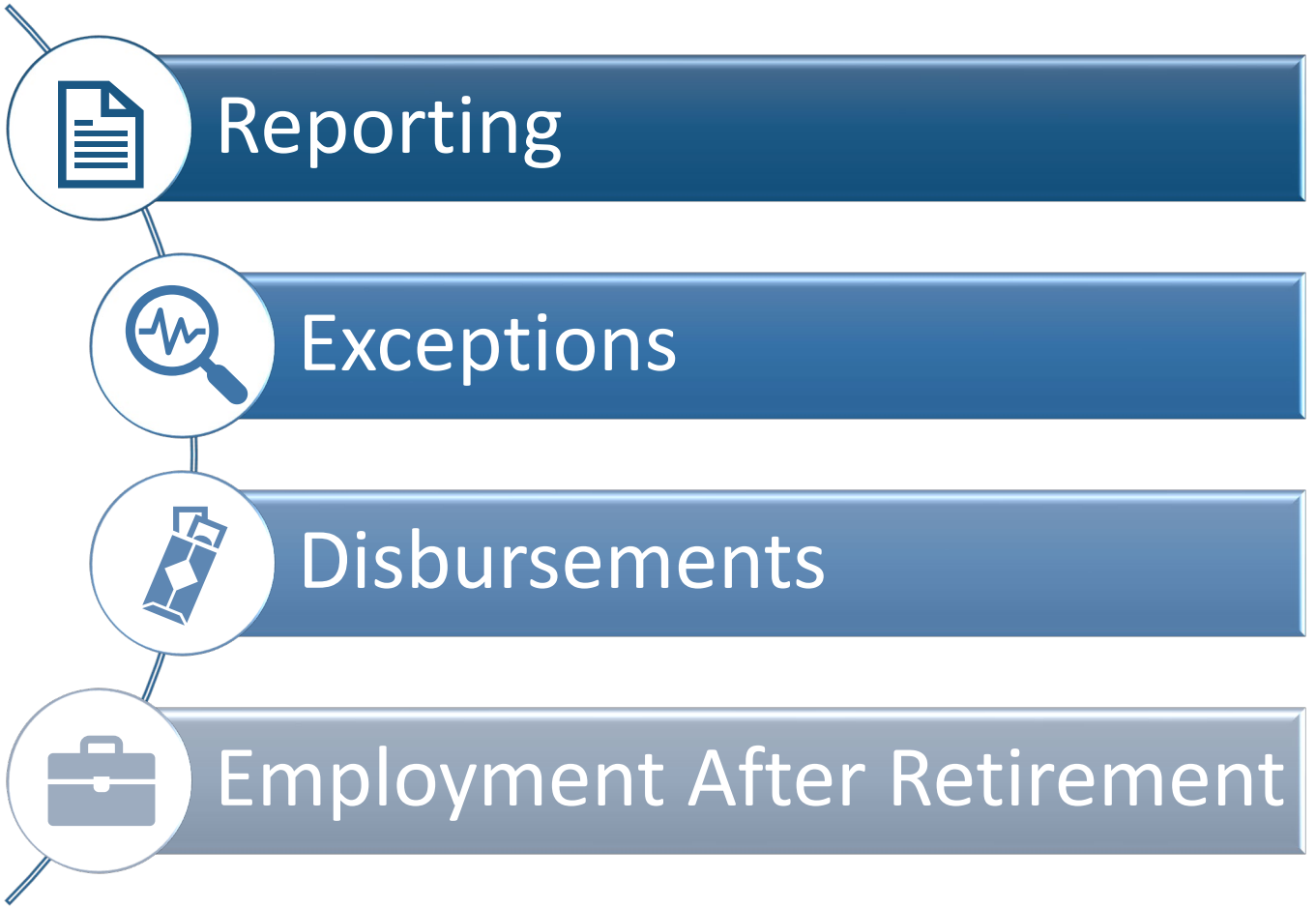


Process death benefits

Benefit Accounting

Benefit Accounting is responsible for:

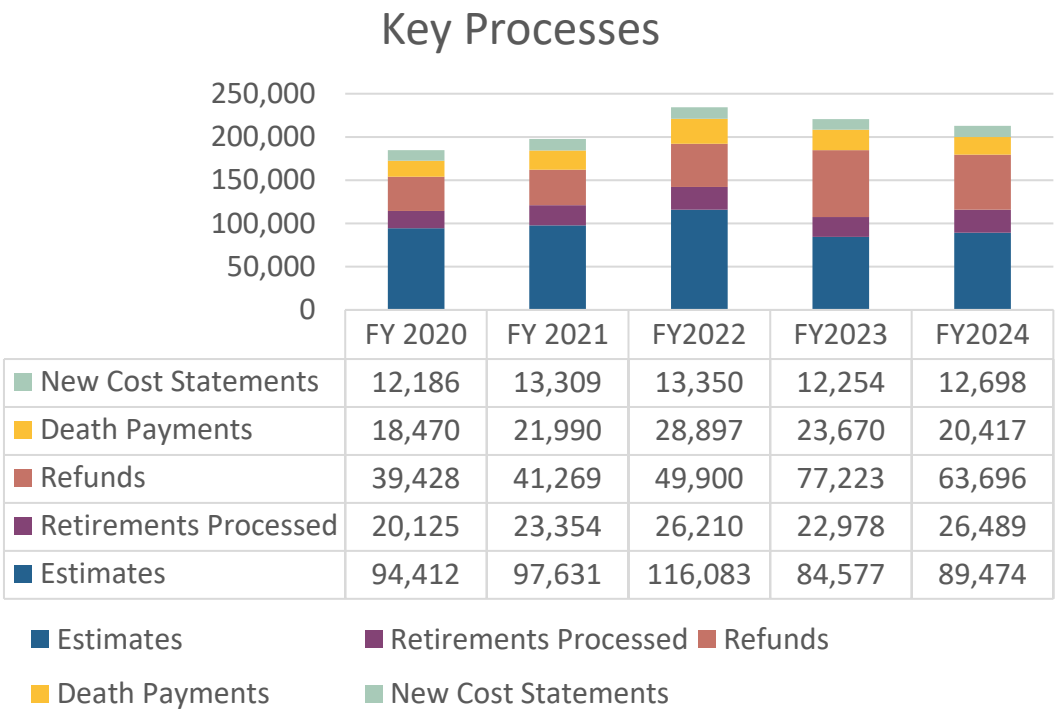
- ✓ Providing employer customer service and training to **over 1,350 reporting employers**
- ✓ Ensuring data integrity
- ✓ Managing the annuity payroll processes and **paid out over $13 billion a year**
- ✓ Monitoring employment after retirement reports and collections



Benefit Processing

Benefit Processing is responsible for the accurate and timely calculation and processing of benefits.

- Service Credit Purchase
- Refunds
- Estimates
- Retirements
- Death Claims - Active Member
- Death Claims – Retiree
- Account Services
- Data Resolution
- Benefit Consultants

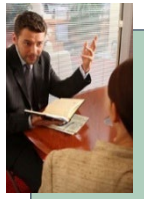


	FY 2020	FY 2021	FY2022	FY2023	FY2024
New Cost Statements	12,186	13,309	13,350	12,254	12,698
Death Payments	18,470	21,990	28,897	23,670	20,417
Refunds	39,428	41,269	49,900	77,223	63,696
Retirements Processed	20,125	23,354	26,210	22,978	26,489
Estimates	94,412	97,631	116,083	84,577	89,474

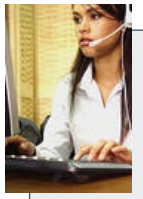
Member Services

Member Services is responsible for providing excellent member service through a variety of communication channels.

Contact Center



Member Education and Counseling

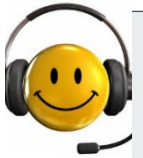


Incoming Calls

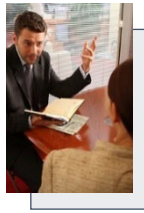
Over 700,000 a year

Field Office Visits/Presentations

About 100 a year



Call Backs



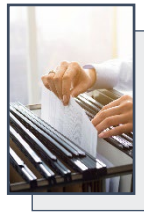
Office Visits, Virtual Visits, Walk-ins

Over 13,000 a year

Email Responses

Over 46,000 a year

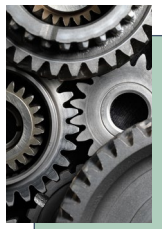
Conventions & Benefit Fairs



Offices in Austin and El Paso

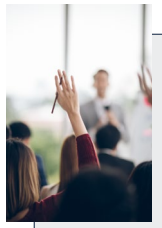
Pension Services Administration

Pension Services Administration is responsible for providing support throughout the division.



Benefit Operation Support

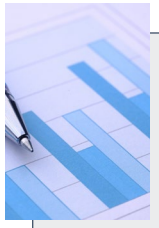
Pension Policy and Analytics



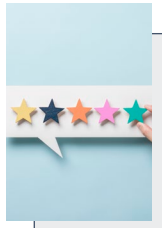
Training

Actuarial Impact Statements

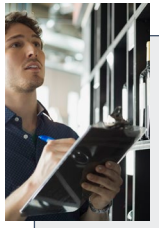
Workforce Management



Legislative Reports



Quality Assurance



Audit the Actuary

Operation Support

- **Develop training program to include:**
  - Foundational training based on department mission
  - Year-round continuing education program
  - On-the-job training roadmaps
- **Expand quality assurance program for:**
  - Member and employer email correspondence
  - Benefit Reporting
  - Back-office processing
- **Business Procedures and Training for TRUST**
- **Maintain Pension Services Knowledgebase**

Fiscal Year 2024

Training:
93 New Employees Successfully Trained Virtually and In-Person
10 eLearning Courses Created

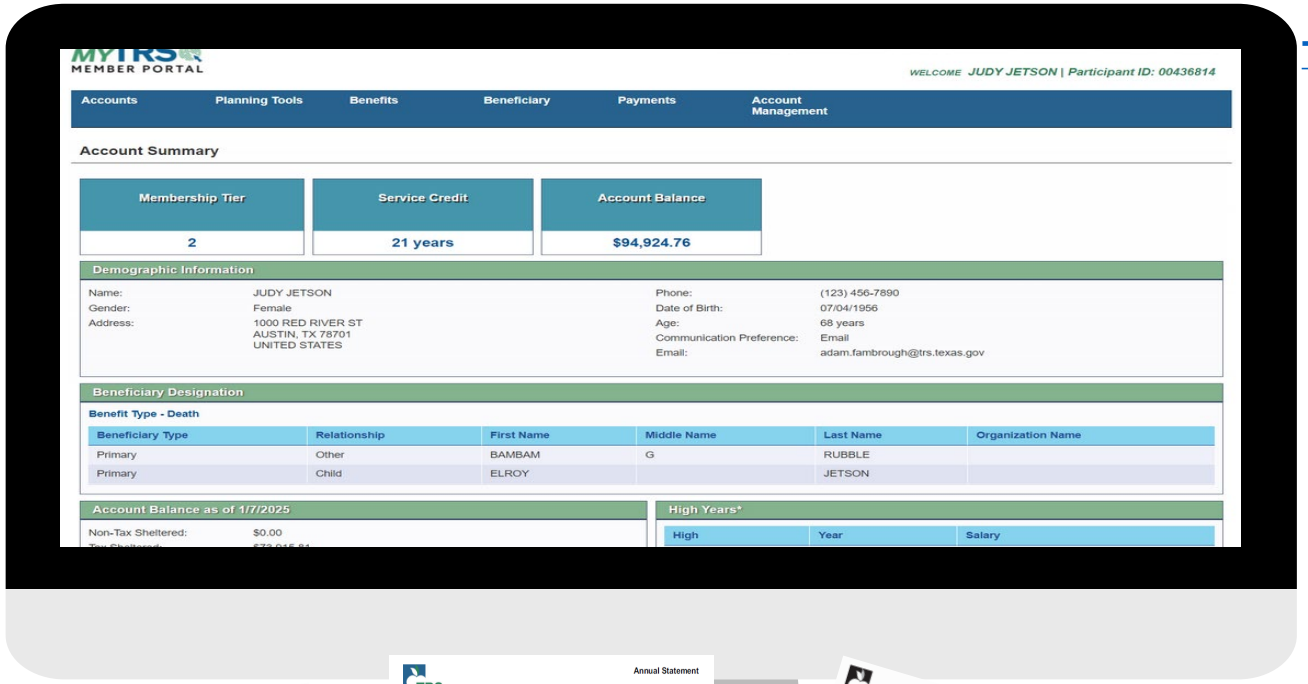
Quality Assurance:
12,252 call evaluations
452 OV evaluations

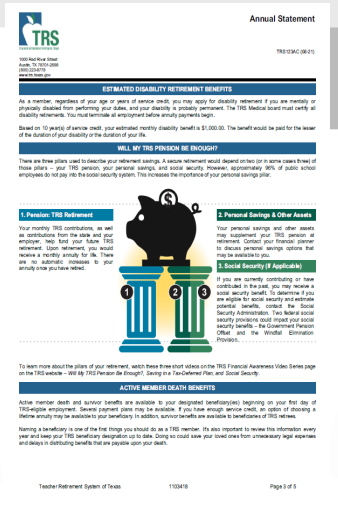
Work Force Management:
Created dashboards to track data for Benefit Services.

Pension Policy and Analytics

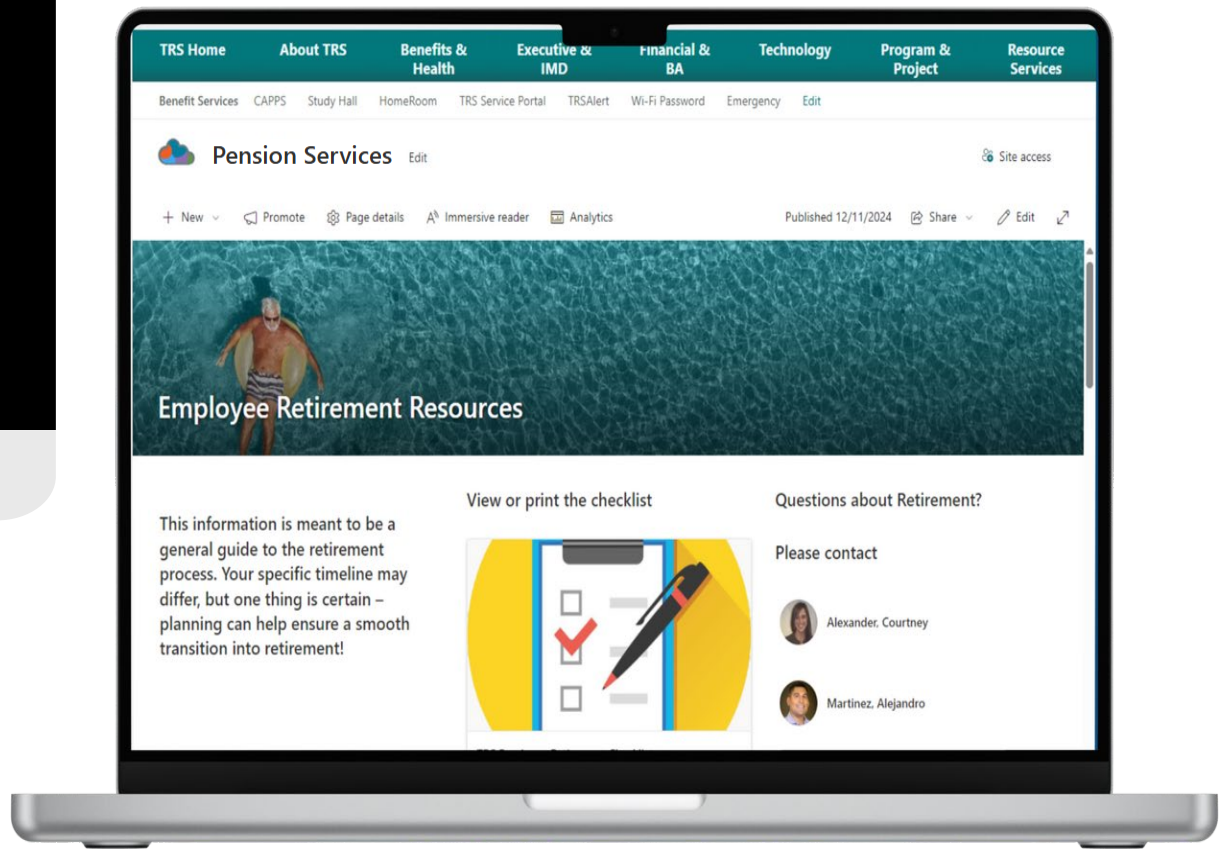
- Determine actuarial impact statements
- Run Legislative Reports with an actuarial impact
- Audit the Actuary
- Work across the agency to ensure actuarial needs are met
- Manage Pension and Health Dashboard with 20 years of data

TRS Employee Resources





[TRS Intranet - Resource Services - Employee Retirement Resources]



Questions

TEACHER RETIREMENT SYSTEM of TEXAS

TRS Health Overview

New Employee Orientation
2025

TRS
TEACHER RETIREMENT SYSTEM OF TEXAS

Introduction to TRS Health

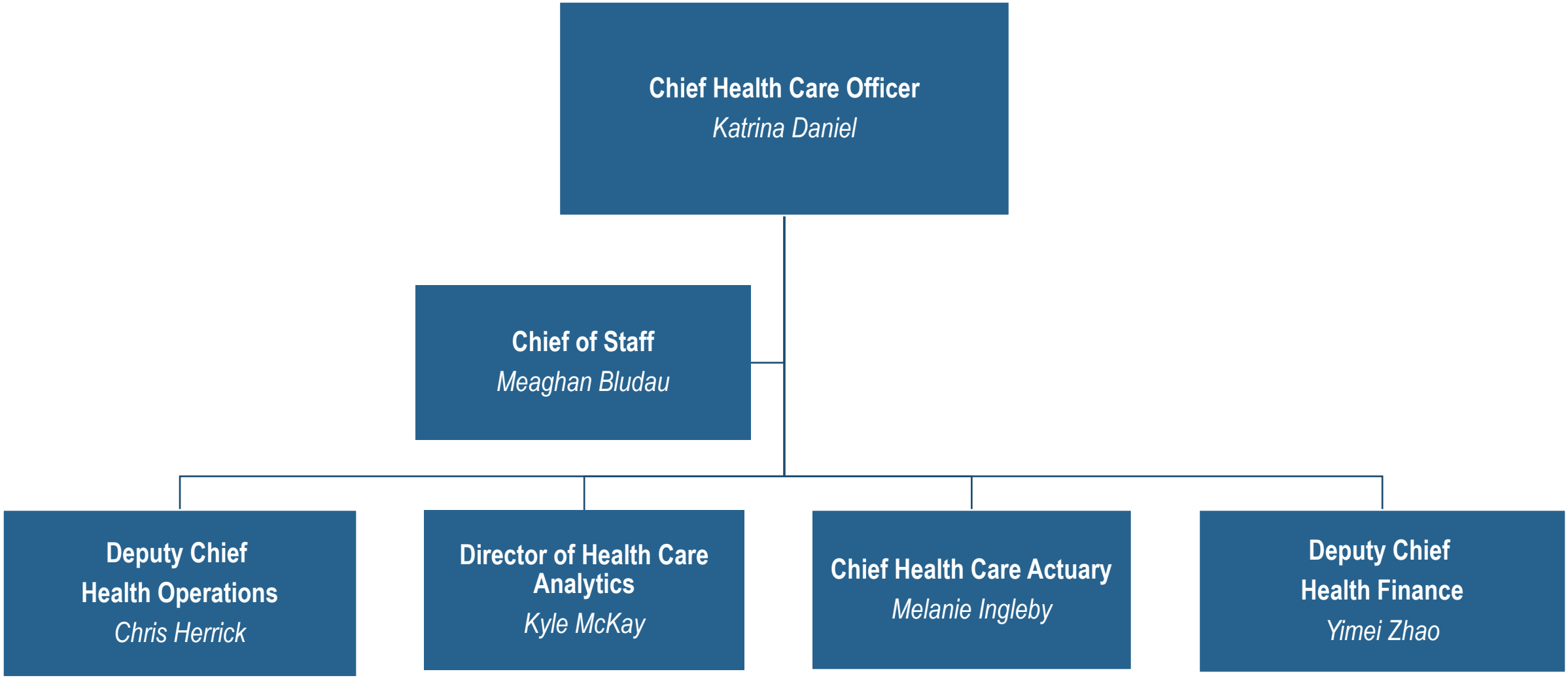
Mission

To deliver highly-valued health plans for Texas educators that provide access to affordable, quality health care.

Vision

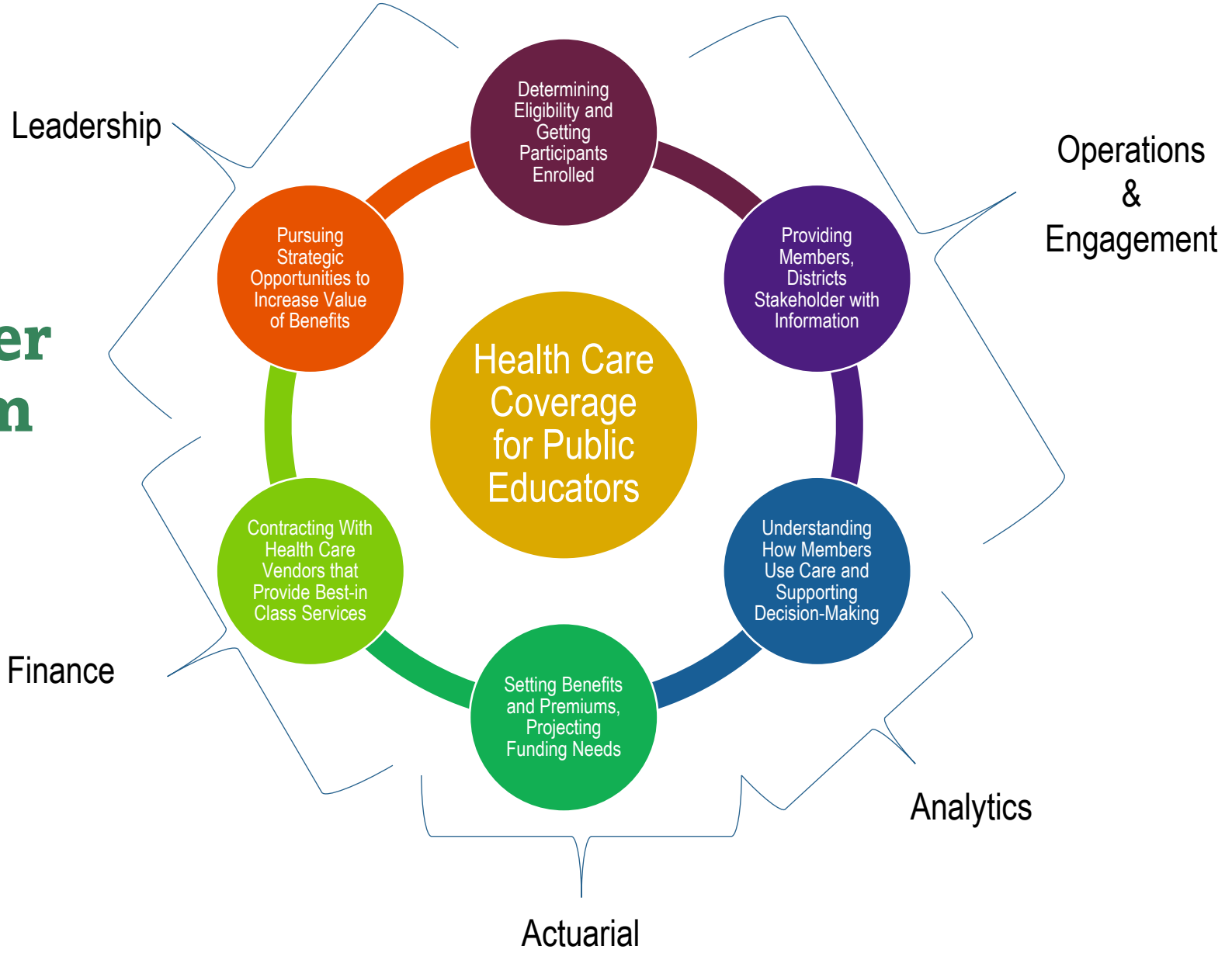
The clear choice in health plans for Texas educators.

Introduction to TRS Health

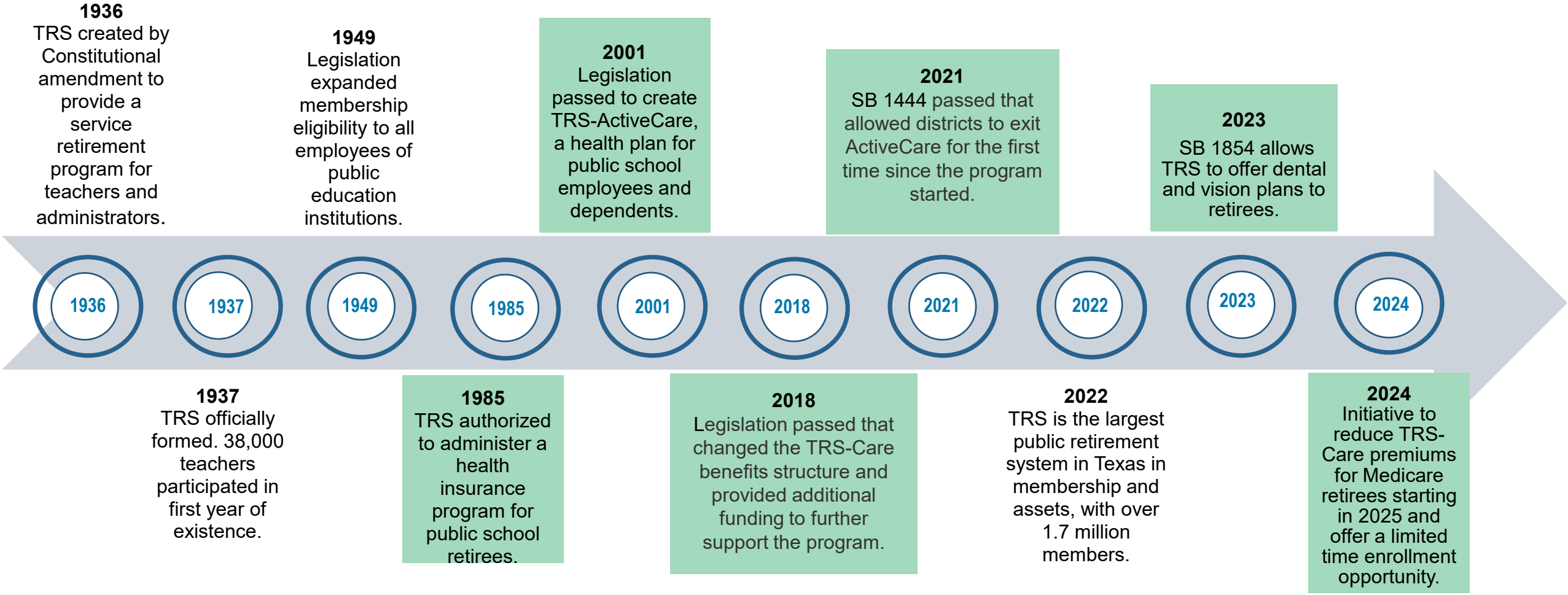


High Degree of Collaboration Across the Division to Deliver for Members

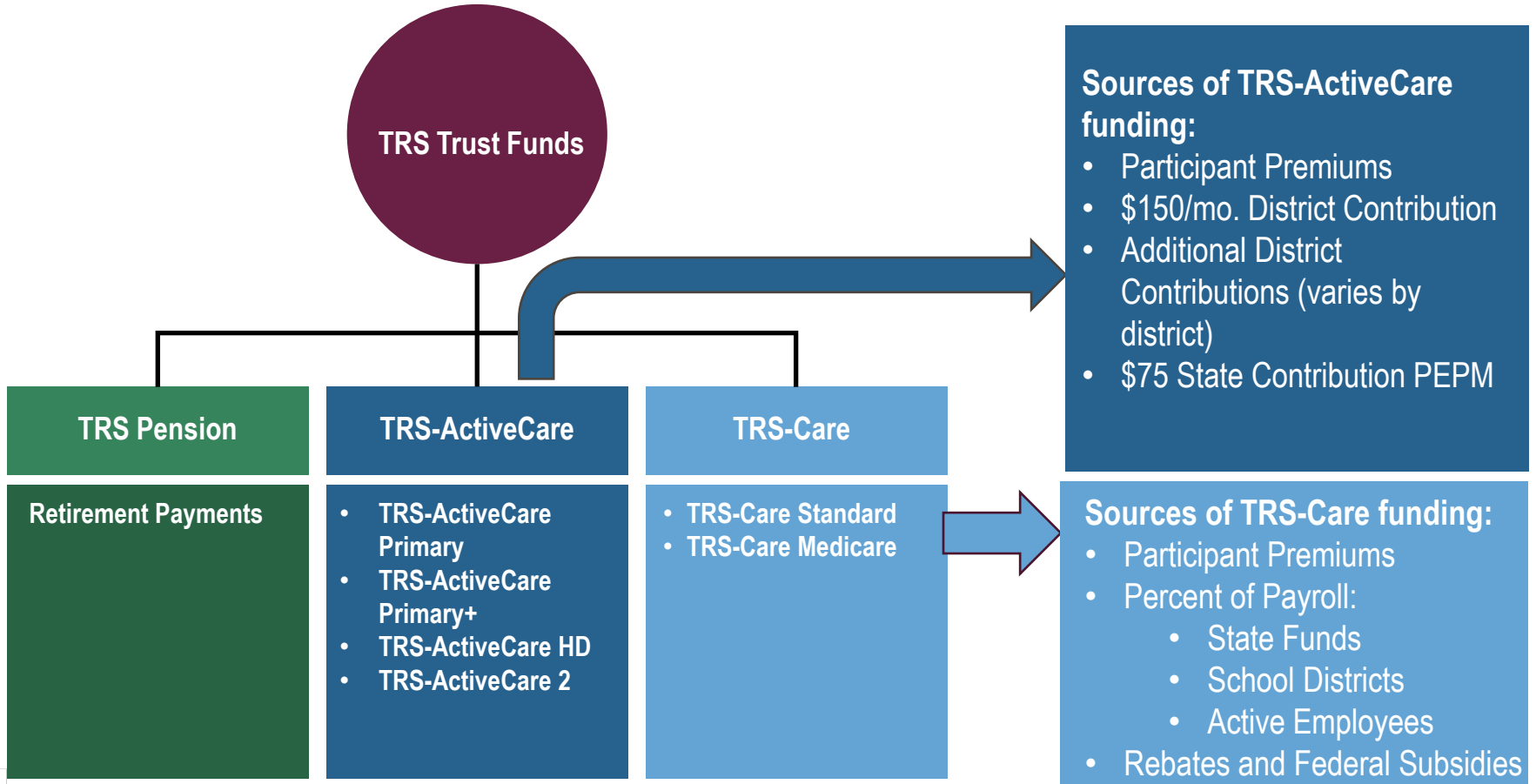
Together, We're Greater than the Sum of Our Parts



TRS Has Administered Health Plans for 40 Years



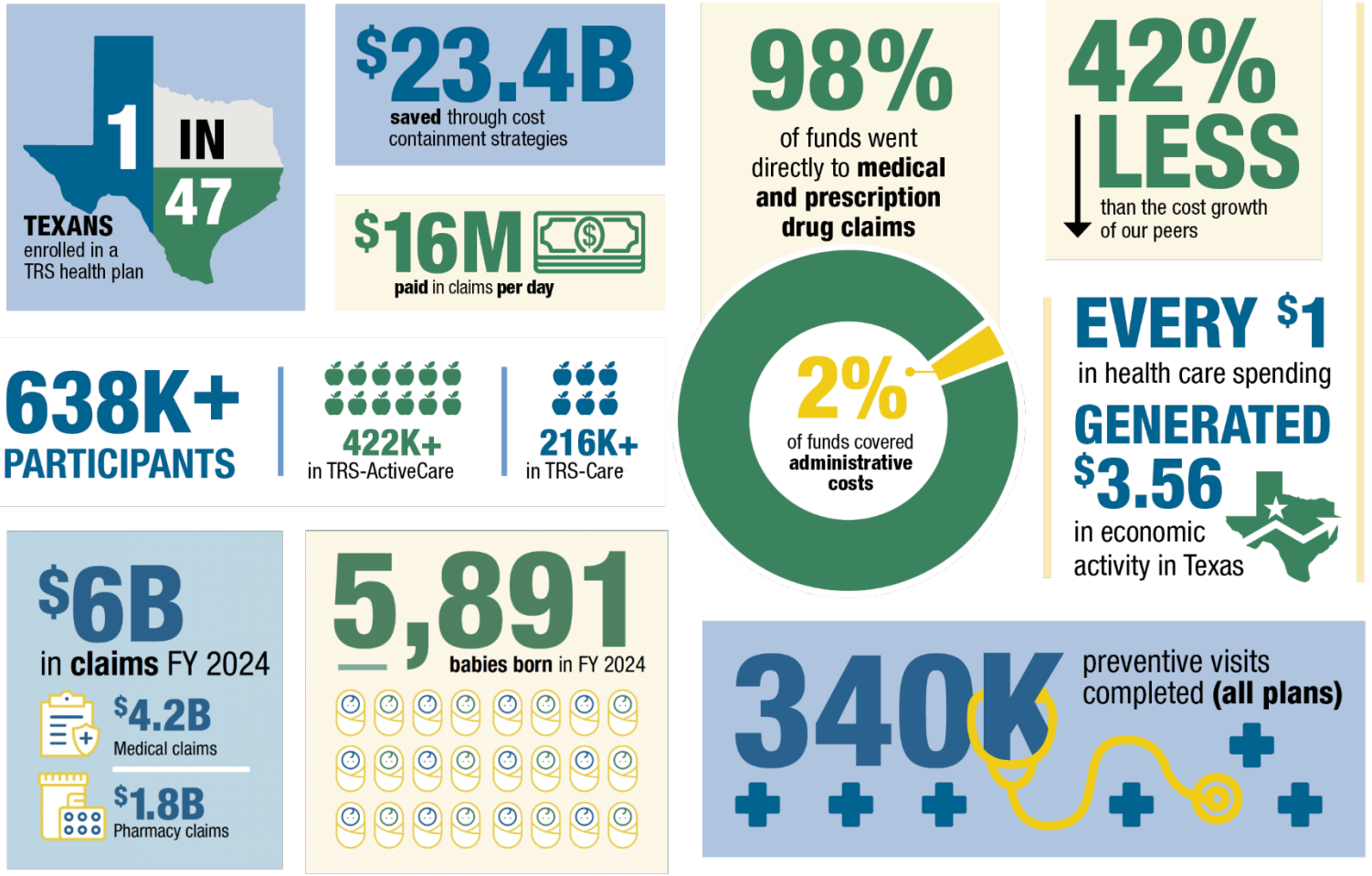
Two of the Three TRS Trust Funds are for Health Care



TRS-ActiveCare and TRS-Care cover different populations, have different benefit plans, and are funded differently.

TRS Health: Value in Action

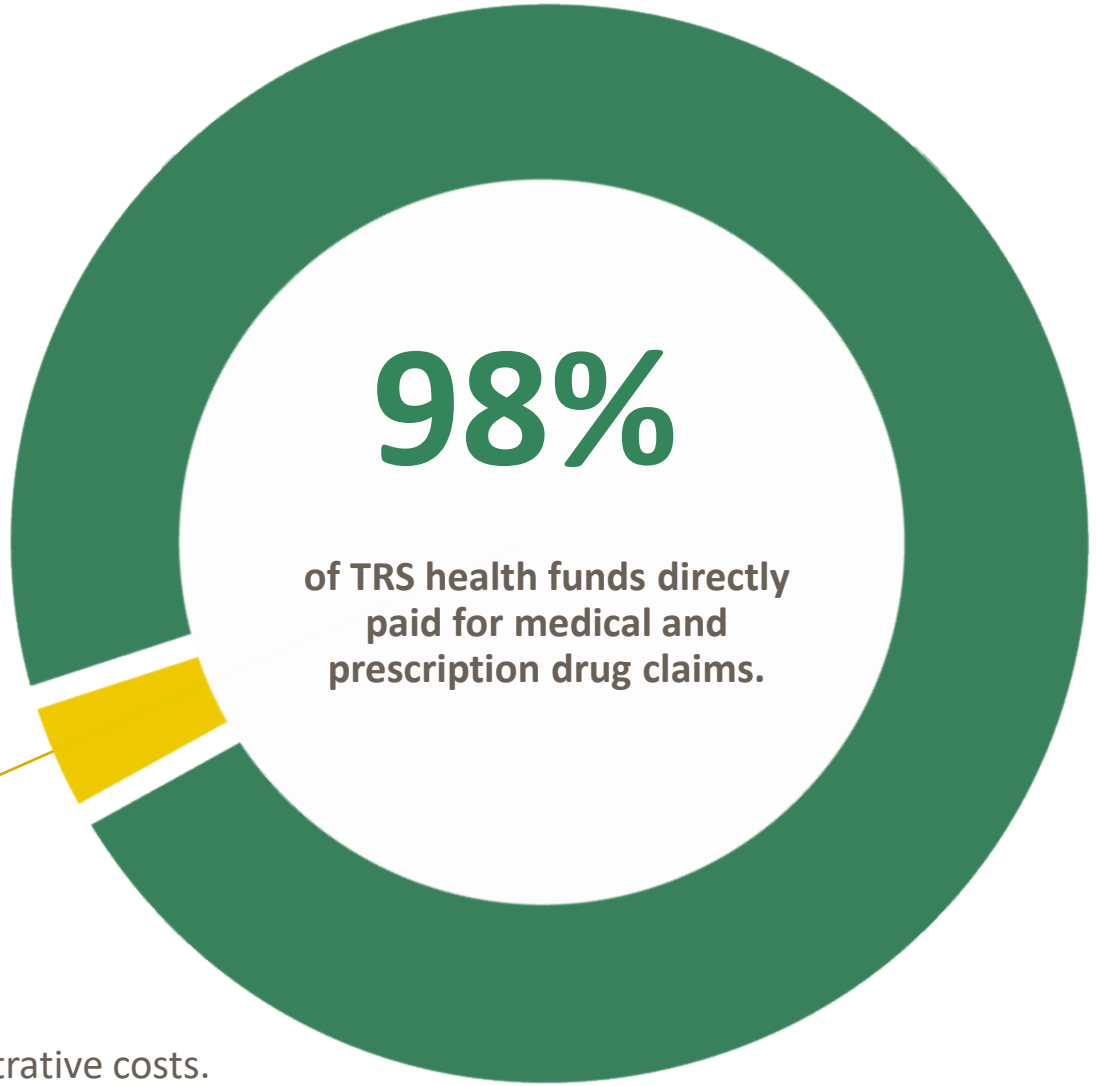
2024 TRS Health Annual Report Highlights



Delivering high-value plans while actively managing costs

TRS Operates Cost-Efficient Health Plans

KEEPING LOW ADMINISTRATIVE COSTS



2%

of funds went to administrative costs.

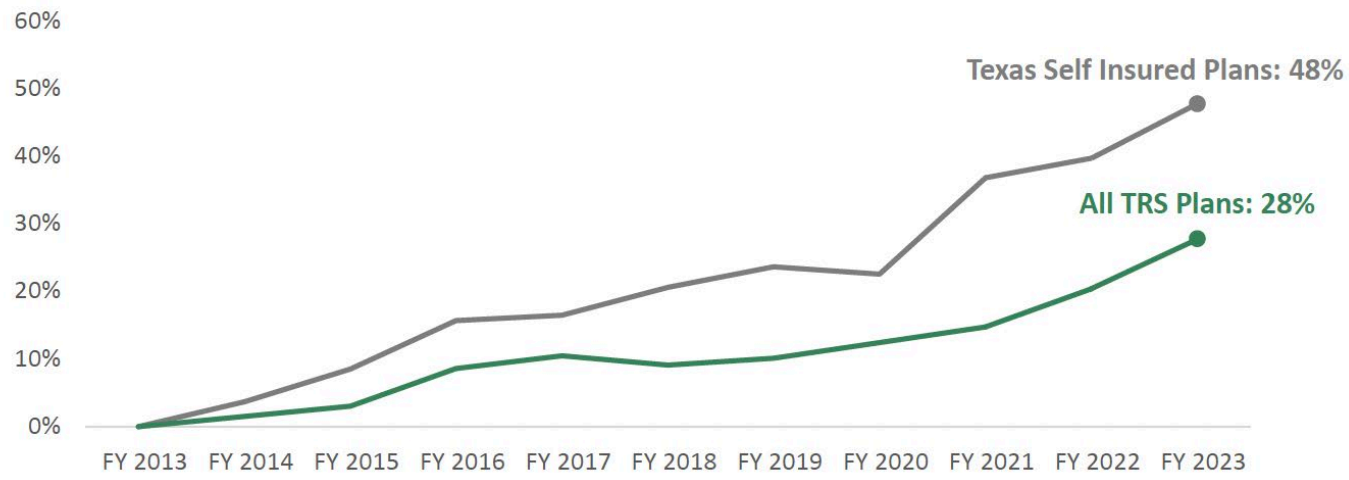
Fiscal Year 2024

Active Health Care Cost Management

Cumulative cost growth **42% less than that of TRS' peers.**

TRS plans experienced nearly half the cost growth of Texas self-insured plans.

Cumulative Increase in Per Member Costs Since 2013



Costs reflect allowed charges to both the plan and the participants. These are net of rebates. TRS plans include all self-insured ASO plans. Milliman data for Texas ASO does not include pharmacy rebates. The comparison does not adjust for changes in plan design or demographics over time.

Who We Serve

Providing High-Value Benefits Tailored to Active, Working Educators

ACTIVE POPULATION

Gender Demographics:
2/3 enrolled are females

- Average age of 44
- Difficulty getting away for care during the day
- Likely to have children on plans

Three Plan Options Depending on Employee Needs

- TRS-ActiveCare Primary
- TRS-ActiveCare HD
- TRS-ActiveCare Primary+

Tailored Benefits

- Telemedicine
- Back & Joint Pain Therapy
- Mental Health
- Prenatal Care
- Family Coverage

Providing High-Value Benefits Tailored to Retired Educators

RETIRED POPULATION

Demographics of Policy Holders:

2/3 of policy holders are female with an average age of 72.

- Greater reliance on health benefits
- Need a large network of providers

Tailored Benefits:

- Member Outreach
- Preventive Health Education
- Telemedicine
- House Calls Program
- Broad Network Access

Enhancing Value of Health Benefits for Retirees

Retiree satisfaction increased by 26% in 2024 as a result of these enhancements.

2025 Big Year for TRS-Care

- Offered optional dental and vision coverage with over **106K** enrollments in the first year
- Reduced TRS-Care Medicare Advantage premiums by about **45%** for most retirees
- Launched a limited-time enrollment opportunity for Medicare-eligible retirees through **March 2026**
- Kept TRS-Care Standard premiums the same for the eighth **year in a row**

Record Breaking Enrollment in Dental & Vision Plans

Enrollment Window (*extended*)

Oct. 1 – Dec. 17, 2024

OVER 106K **enrollments** for the 2025 plan year:

- **TRS-Care Dental: 54K**
- **TRS-Care Vision: 52K**

700-800 daily applications on average

~6.5K email inquiries received

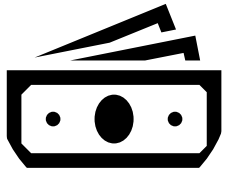
(Half of those came once the extension was announced)

1.1M phone calls answered by TRS and its health partners

- Call volume went up **26%** from FY 2023
- **99%** of calls answered within 180 seconds

Health Care Goals from TRS' Strategic Plan

Improve communication efforts regarding funding needs



Increase the value of healthcare benefits

Improve member health

TRS
TEACHER RETIREMENT SYSTEM OF TEXAS
INVESTMENT
MANAGEMENT DIVISION

IMD Overview

Top Pension Fund

- 16th Largest Pension Fund in the World
- 6th Largest Pension Fund in the U.S.
- Largest Public Pension Trust Fund in Texas
- Manages about $200 billion in Assets
- Serving 2 million members
- 1 of every 19 Texans is part of TRS

IMD Goals

- Improve the retirement security of Texas educators by prudently investing and managing trust assets.
- Achieve a long-term rate of return that:
  - Exceeds the assumed actuarial rate of 7%
  - Exceeds the long-term rate of inflation by 500 basis points (bp)
  - Exceeds the return of the Fund Policy Benchmark
- Control risk through proper diversification of asset classes.

TRS Fund Strengths

Large

TRS manages the sixth largest U.S. public pension fund with a market value of $209.6 billion as of Aug. 31, 2024. The fund's size allows for opportunities not available to most of the marketplace.

Long Term

TRS' size and membership composition allow for a long-term view in managing the investment portfolio, while avoiding short-term investment limitations and constraints.

Liquid

With $131.9 billion in highly liquid assets as of Aug. 31, 2024 (about 63% of the total fund), the TRS portfolio has access to liquidity in excess of what is needed to pay monthly benefits.

Low Leverage

The TRS portfolio has low levels of leverage. Because of this, TRS can better withstand periods of market volatility and is less likely to sustain permanent capital losses during market downturns.

Local

TRS has a member center in El Paso and is exploring another location. The investment team opened a London office in 2015, so TRS has access to U.K. and European opportunities.

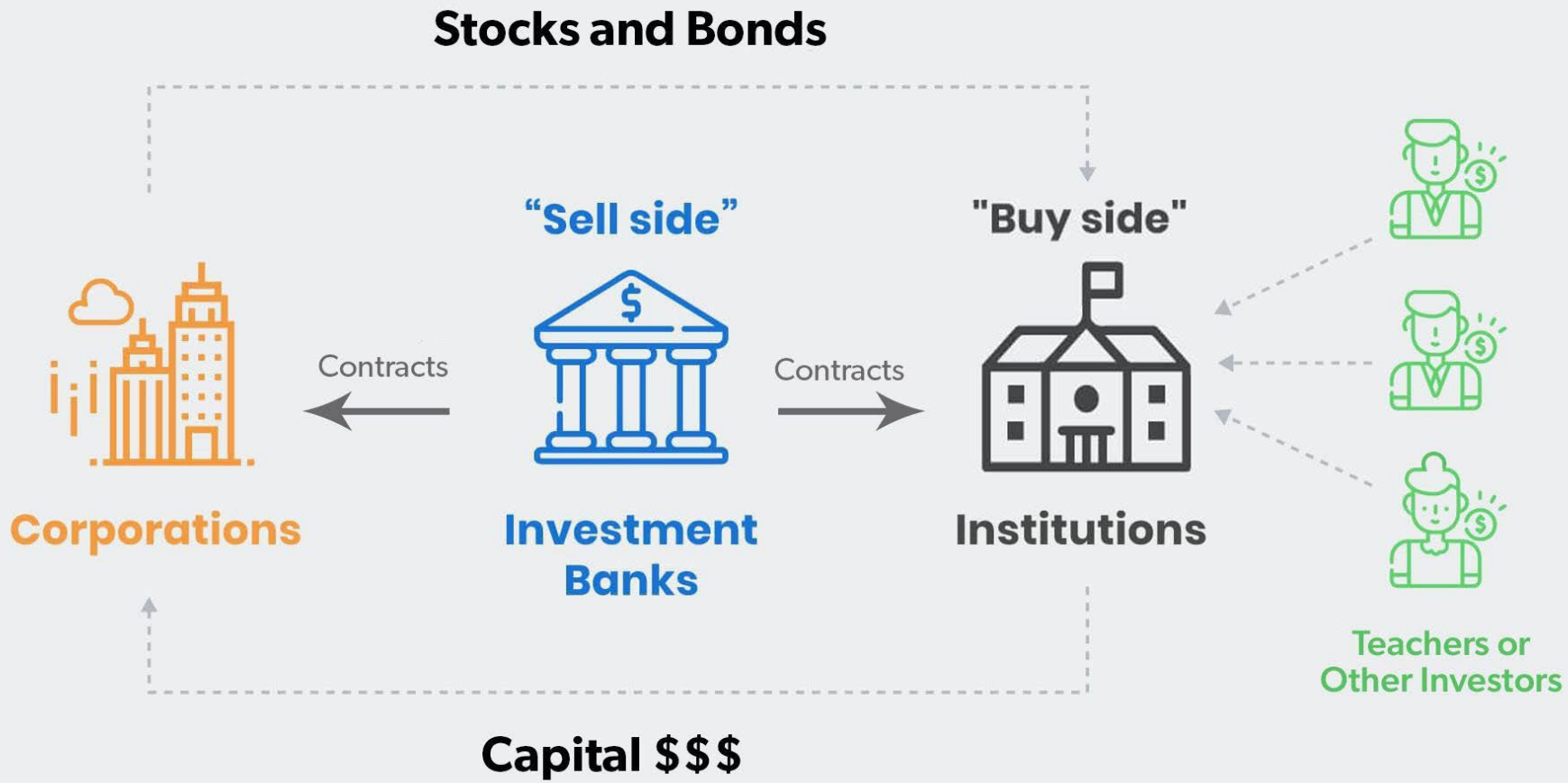
Sell Side vs. Buy Side - What's the Difference?

Sell Side

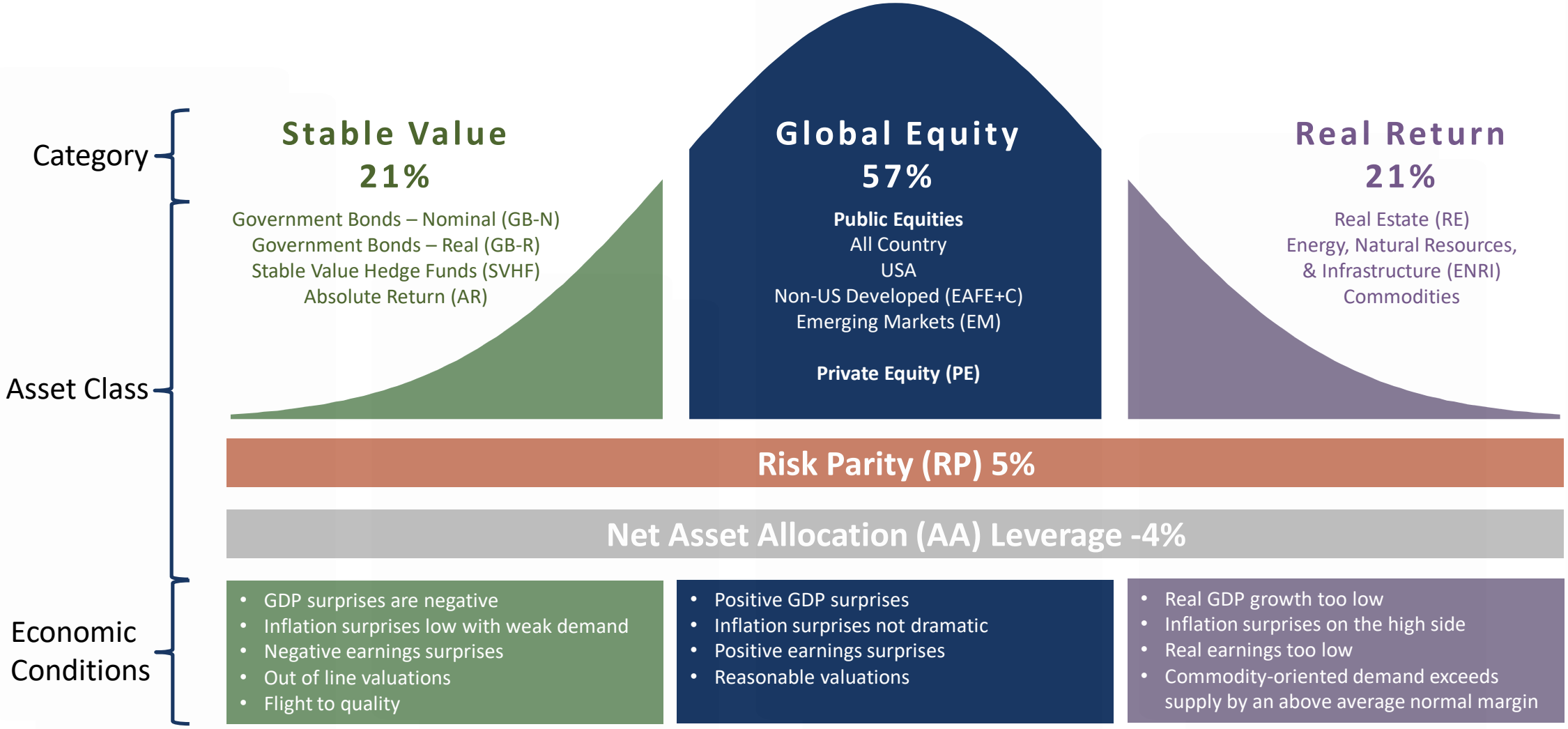
This includes banks, advisory firms, etc., who facilitate the sale of securities on behalf of client corporations.

Buy Side

Firms in the financial market that purchase and invest securities with the goal of yielding profit. This includes pension funds who are investment managers like TRS, endowments and foundations, and hedge funds who are hybrid (in that they both raise capital like the sell side and manage capital like the buy side).



TRS Diversification Framework



IMD Unit Structure

IMD Unit Structure

Public Markets

- External Public Markets
- Internal Fundamentals
- Special Opportunities
- Quantitative Equity Group
- Portfolio Solutions

Private Markets

- Private Equity
- Real Estate
- Energy, Natural Resources, & Infrastructure
- Analytics

Investment Operations

- Budget & Accounting
- Middle Office
- Multi-Asset Trade Operations
- Investment Data & Systems
- Events & Facilities

Risk & Portfolio Management

Trading

Emerging Managers

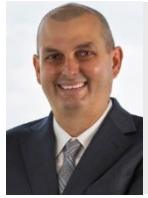
Talent Management

IMD Legal & Compliance

Performance & Analytics

Investment Management Leadership Team

IMD Executive



Jase Auby, CFA
Chief Investment Officer

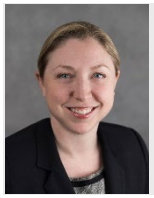
Katy Hoffman
Chief of Staff

Eric Lang
Head of Private Markets

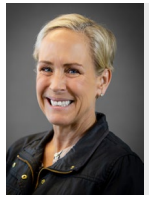
James Nield, CFA
Chief Risk Officer

Dale West, CFA
Head of Public Markets

IMD Management Committee



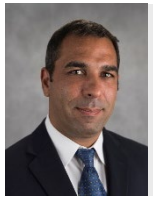
Ashley Baum
Managing Director of Special Opportunities



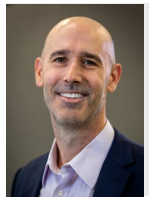
Kendall Courtney
Managing Director of Investment Operations

Brad Gilbert
Managing Director of External Public Markets

Carolyn Hansard
Managing Director of Energy, Natural Resources, and Infrastructure

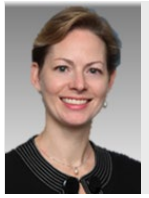


Jaime Llano - MC Chair
Managing Director of Trading

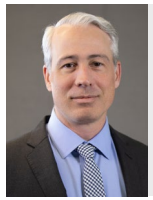


Neil Randall
Managing Director of Private Equity

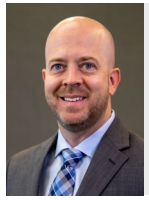
Kirk Sims, CFA
Managing Director of Emerging Managers



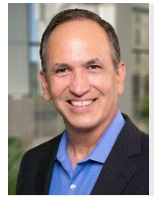
Heather Traeger
General Counsel &
Chief Compliance Officer



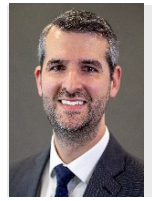
KJ Van Ackeren - MC Chair
Managing Director of Internal Fundamental



Grant Walker
Managing Director of Real Estate



Horacio Zambrana
Managing Director of IMD Talent Management



Kyle Wynne
Managing Director of Quantitative Equity

Questions?

For more information, visit:
www.trs.texas.gov/investments

For general questions, email:
IMDTalentManagement@trs.texas.gov

For IMD position referrals, email:
IMDRecruiting@trs.texas.gov

Thank you for joining us today, and welcome to TRS!

Thank You for Attending Orientation and Welcome to TRS!