



Benefits and Services Committee

Item Number 4 – Open Session

Subject: Input on 2023-24 Committee Work Plan

Presenter(s): Bill Perez

Item Type: Information

Date & Time: May 3, 2023 – 5 minutes

Attachment(s): FY 2023-24 Benefits & Services Committee Work Plan

PowerPoint(s): None

Item Purpose

Receive committee input on the Benefits and Services Committee's annual work plan for fiscal year 2023-24.

Background

2022-23 HIGHLIGHTS

In FY22-23, the Benefits and Services Committee met in September, January, and May. Staff presented the 2022 Member Satisfaction Survey, Supplemental Information on the Triennial Health Study, the Lump Sum Death Benefit Analysis, provided the committee an overview of subrogation claims, presented information on focusing on the customer experience, and provided a contact center overview. Other presentations included a review of the committee charter and proposed work plan items for the fiscal year 2023-24.

KEY PLAN ACTIVITIES

Staff propose the following informational and research items for FY23-24 in addition to the regular review of the charter and upcoming year's work plan:

- Annual Member Satisfaction Survey
- Trends in Teacher and Student Enrollment
- Member Outreach and Education Strategy
- Quality Management and Account Review Approaches in Employer Services
- Evolving Telephony Technology within B&S

Strategic Plan Linkage: Goal 1: Ensure a well-governed, financially sound trust fund. (FY 2022-25 Strategic Plan)

Board Policy Linkage: Committee Charters, Section C. Benefits and Services Committee Charter
