



Benefits and Services Committee

Item Number 5 – Open Session

Subject: Input on 2024-25 Committee Work Plan

Presenter(s): Bill Perez

Item Type: Information

Date & Time: May 2, 2024 – 5 minutes

Attachment(s): FY 2024-25 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 2024-25.

Background

2023-24 HIGHLIGHTS

In FY 23-24, the Benefits and Services Committee met in September, January, and May. Staff presented the 2023 Member Satisfaction Survey, Trends in Teacher and Student Enrollment, Member Outreach and Education Strategy, Innovation Strategies to Enhance Member Retirement Security, Quality Management and Account Review Approaches in Employer Services, and Evolving Telephony Technology within B&S. Other presentations included a review of the committee charter and proposed work plan items for the fiscal year 2024-25.

KEY PLAN ACTIVITIES

Staff propose the following informational and research items for FY 24-25 in addition to the regular review of the charter and upcoming year's work plan:

- Annual Member Insights
- FY 23-24 Benefits and Services Initiative Success and Evolution
- Customer Experience: Maturity Assessment and Program Design
- Creditable Compensation Law Simplification – AB1997 Changes and Benefits
- Employer Services: New Approaches to Quality