



Benefits & Services Committee

Item Number 5 – Open Session

Subject: Committee Work Plan Input for FY 2022-2023

Presenter(s): Bill Perez

Item Type: Information

Date & Time: May 4, 2022 – 5 minutes

Attachment(s): FY 2022-23 Benefits & Services Committee Work Plan

PowerPoint(s): None

PURPOSE

Receive committee input on the Benefits and Services Committee's annual work plan for fiscal year 2022-23.

DISCUSSION/SUMMARY

2021-22 HIGHLIGHTS

In FY21-22, the Benefits and Services Committee met in September, January, and May. Staff presented the 2021 Member Satisfaction Survey, the Triennial Health Study, the Segmentation Study, updated the committee on outstanding death benefits, presented information on member education and engagement efforts, and provided information related to employer engagement and outreach. Other presentations included the Review of the Committee Charter and proposed work plan items for the fiscal year 2022-23.

KEY PLAN ACTIVITIES

Staff propose the following informational and research items for FY22-23 in addition to the regular review of the charter and upcoming year's work plan:

- Triennial Health Study Update
- Annual Member Satisfaction Survey
- Subrogation Claims Overview
- Focusing on the Customer Experience: Now and into the Future
- Contact Center Overview