



Agenda Item 7 (Revised)

February 17, 2016

ITEM NAME: Customer Services and Support Performance Update

PROGRAM: Enterprise

ITEM TYPE: Information

EXECUTIVE SUMMARY

Customer Services and Support (CSS) is committed to achieving the highest level of service in administering pension and health benefits. By continuously measuring and evaluating performance in all operations we are able to adapt to the ever changing customer service environment and diverse needs of our customers. This information item explains the current state of customer service and provides information on a few of the initiatives we are undertaking to improve the customer experience. Our overall performance has been strong, and we expect to continue this trend moving forward.

STRATEGIC PLAN

This agenda item supports CalPERS Strategic Plan Goal B to cultivate a high-performing, risk-intelligent, and innovative organization that is responsive to customer needs.

BACKGROUND

As part of our commitment to ensure effective Board oversight of our programs and services CSS reports on the performance of our customer service areas. The information below includes FY 2015-2016 second quarter performance as well as a brief update on projects designed to enhance the customer experience.

ANALYSIS

During the second quarter of FY 2015-2016 we continued to perform at a very high level providing exceptional customer service across most of our program areas. During the second quarter we had no significant decreases in our service delivery or impacts to the customer experience. However, we did fall below our established threshold for the customer satisfaction score surrounding payroll reporting.

Related to Strategic Measure 11: Customer Satisfaction, our payroll reporting survey result was 82 percent overall satisfaction for the second quarter of FY 2015-16. This falls below our exception reporting threshold of 85 percent. The payroll team has initiated efforts to proactively contact business partners to assist them through the myCalPERS payroll reporting process and is implementing targeted system enhancements based on survey feedback to improve the user experience. Our efforts should have a positive impact on the customer satisfaction rate.

Customer Service Enhancement Efforts

CSS is undertaking several efforts to improve the customer experience by delivering additional value to our customers through innovative enhancements to processes and services.

Health Plan Statement Improvements

Annually, prior to Open Enrollment (OE), CalPERS creates an individualized Health Plan Statement (HPS) containing a CalPERS subscriber's complete health enrollment information for the current calendar year. It is currently distributed by mail to customers using a third party vendor. Based on member feedback, the 2016 Health Plan Statements will be available online through myCalPERS Member Self Service in mid-August. This will allow us to reduce the number of annual hard copy health plan statements mailed to members by encouraging them to obtain them electronically. Members will be able to receive information customized for their individual situations online, and we will be able to reduce OE costs and environmental impact, and enhance the security of member data. Members will be able to "opt in" to continue receiving OE materials by mail. Our customer service will improve as a result of these efforts.

Subscribers will be sent a letter in March informing them of the electronic availability and instructions on how to continue receiving the packet by mail. Additionally, all outlets of social media and newsletters will be utilized to socialize this enhancement. Employers will be sent a Circular Letter with this information and will be provided a copy of the subscriber letter.

IRC 415(b) Replacement Benefit Plan Improvements

We have recently created new functionality that will significantly improve customer service related to the Replacement Benefit Plan (RBP). The first phase of the improvements, implemented in December 2015, is aimed at getting 2016 invoices to our employers faster and increasing the number of members who receive a February 1, Replacement Benefit Fund (RBF) check. Also, an enhancement implemented in December allows our RBP members to receive a partial payment if only one of multiple former employers pay, where previously the design required all employers to pay before we released a payment. These efforts are resulting in much improved timeliness of payments to our members.

Future enhancements scheduled for 2016 are designed to improve the Cost-of-Living Adjustment (COLA) process for RBP members and improve the calculation limits and taxes for new RBP members entering the program. We believe these enhancements will significantly improve the customer service we are offering to these retirees going forward.

Charter School Contract Improvements

After implementing the CalPERS Certification form, we now have an established process for reviewing, approving, and enrolling eligible charter schools. As a result, we are able to quickly and efficiently process new contract applications. So far, we have contracted with 12 schools, with 16 more in various stages of review.

In support of this process, we have engaged with county offices of education and school districts to ensure a smooth transition from application to the first payroll report. We also engaged the California Charter Schools Association to help charter schools understand and complete the review process more quickly, which will be helpful this year as we expect to see the number of contract requests from charter schools increase.

CalPERS Benefits Education Events (CBEEs)

We continue our vigorous educational outreach efforts to connect with our members and inform them about their pension and health benefits. CBEEs are one of our most important member outreach tools, enabling us to communicate face-to-face with large numbers of members at once. We will continue our CBEE schedule in FY 2016-2017 with nine events throughout the State, including a continued presence in more remote areas. We will conduct five large to extra-large events as well as four smaller events in areas where members have less opportunity to visit a CalPERS office. We use historical event information and member demographics to determine the schedule and ensure breadth of outreach to our members.

Dates	Location	Venue
July 22 & 23, 2016	Los Angeles	The L.A. Hotel Downtown 333 South Figueroa Street Los Angeles, California 90071
Aug 26 & 27, 2016	Newport Beach	Marriott Newport Beach 900 Newport Center Drive Newport Beach, CA 92660
Sept 16 & 17, 2016	City of Industry	Pacific Palms Resort 1 Industry Hills Parkway City of Industry, CA 91744
Jan 27 & 28, 2017	Carlsbad	Sheraton Carlsbad 5480 Grand Pacific Drive Carlsbad, CA 92008
Feb 3 & 4, 2017	Sacramento	Sacramento Convention Center 1400 J Street Sacramento, CA 95814
Mar 3 & 4, 2017	Millbrae	Westin San Francisco Airport Hotel 1 Old Bayshore Highway Millbrae, CA 94030
Mar 17 & 18, 2017	Santa Barbara	Fess Parker DoubleTree 633 E. Cabrillo Boulevard Santa Barbara, CA 93103
April 28 & 29, 2017	Fresno	Fresno Convention Center 848 M Street Fresno, CA 93721
May 19 & 20, 2017	Eureka	Red Lion Hotel Eureka 1929 4th Street Eureka, CA 95501

BUDGET AND FISCAL IMPACTS

Not applicable.

BENEFITS/RISK

Reporting regularly on customer service performance and customer experience enhancements allows for proper Board oversight.

We do not anticipate any significant risks in our ability to meet customer expectations moving forward.

ATTACHMENTS

None

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