



# BENEFIT SERVICES BUZZ



**Employee Name**  
*Job Title*

## Fun Facts

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## What I Love

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## TABLE OF CONTENTS

Busy Bee Spotlight	1
Hive Activity	2
Buzzworthy News	4
Employee Beeswax	5
The Bee's Knees	6
Resources	8

## Busy Bee: A Spotlight on [Employee Name]

### How do you start your work day?

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### Describe a typical day of work.

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### What skills are required in your daily work?

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### What's your favorite thing about your job?

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### What career advice would you like to offer?

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## Hive Activity

### Member Services

- In early February, **Secure messages** began to be routed through the Automated Call Distribution (ACD) system, ensuring **timely responses** and **preventing delays**. This change allows for accurate reporting on handle time and volume from inContact, improving forecasting and staffing plans.
- We introduced new, **streamlined status codes** in Max Agent to help counselors better track off-the-phone time. These clearer codes **improve time allocation, enhance member experience, and provide valuable insights** for operational improvements. This update supports our goal of **boosting service quality and operational effectiveness**. *Click the link to view these codes.*

KB RES0005



### Benefit Accounting

- RE Coaches began conducting **onsite 1-on-1 trainings** with reporting employers in February. These trainings will go through the end of April. **16 REs signed up** for these training sessions (*4 charter schools, 6 ISDs, 6 Higher Ed*).
- Disbursements worked with Accounting & Reporting, Benefit Processing, and IT to **produce, print, and mail all 2024 1099-R forms by January 31, 2025**. In all, **605,543 1099-R forms** were mailed this year, compared to 596,778 last year.
- Disbursements worked with Health and IT to create and send **custom Health Net Pay Change letters** to members who signed up for the new dental and vision TRS-Care benefits. We encountered some obstacles, but letters were ultimately mailed by the last week of January and lessons were learned. Thank you to Counseling for helping to make calls to members! We mailed **187,272 Health Net Pay Change letters** and **134,298 Pension Net Pay Change letters**.

We're  
Hiring

#### Open Positions:

- Disbursement Specialist

## Benefit Processing

This department is currently **meeting or exceeding** service levels. Kudos to the Benefit Processing teams for their success!



## El Paso Regional Office

El Paso recently celebrated their **2 year anniversary** and is currently **fully staffed!**

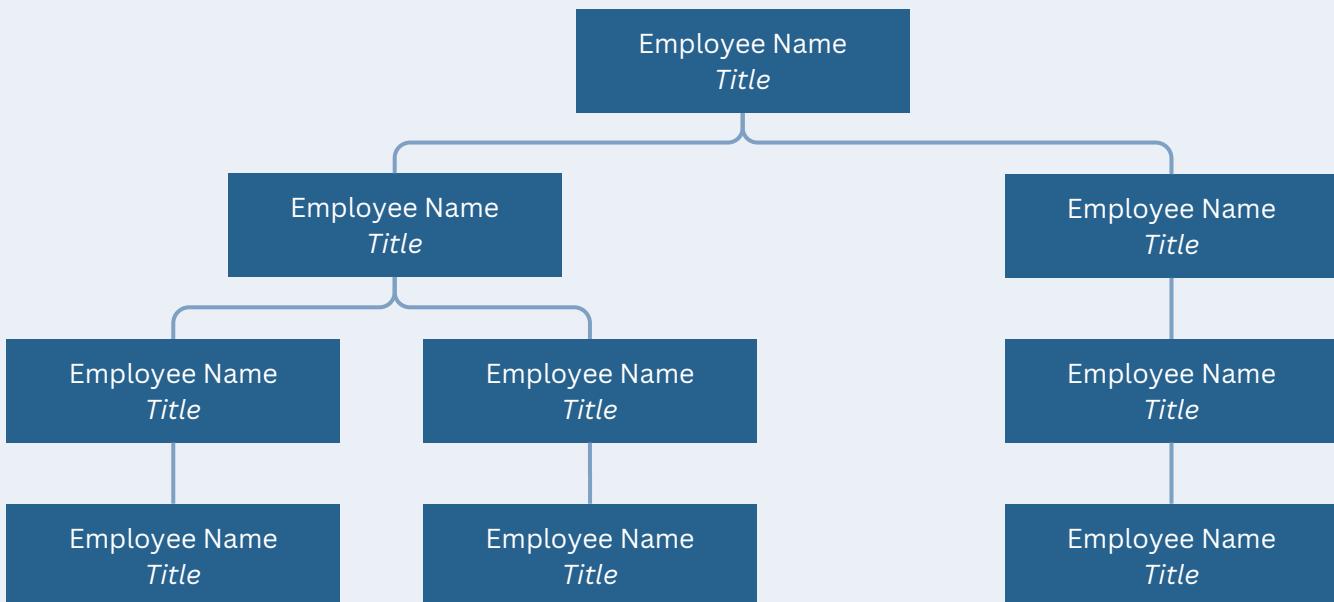


## Benefit Operation Support

Benefit Operation Support is continuing their effort to bring you training refreshers as part of the year-round training initiative. These courses are designed to cover the most frequently discussed topics with our members. So far, they have delivered **four eLearnings** and **one instructor-led training**. Future trainings include refreshers on retirement (eligibility and process), TRS-Care enrollment, service credit purchase, and refunds.

## Division Updates

With the recent organizational changes within Benefit Services, we wanted to provide you with an updated organizational chart to get a better view of how our growing division has changed. Speaking of changes, effective April 1, 2025, our division name will change to **Pension Services**.





## Buzzworthy News



### Legislative Session

The **89th Legislative session** began on January 14 and runs through June 2. A wide variety of topics and bills will be discussed.

Members may be contacting TRS with questions regarding bills. **Remember: TRS does not comment about pending or proposed legislation.**

TRS provides our members with information related to the current benefits that TRS administers.

## Payroll, Benefit Adjustments and Tax (PBT)

As we move closer to the PBT launch date (now scheduled for **March 2026**), we invite you to preview updated features before the official release!

**Show & Tells are scheduled to resume March 28.**

**You received a calendar invite.**

Previous sessions are recorded and available to view via:

OCM Connect



### PBT SHOW & TELLS

Session Recordings Available Now!



## Pension Policy and Analytics

Please welcome **Employee** and **Employee** to our division. With the recent organizational changes to TRS, Pension Policy and Analytics is now under Pension Services (previously named Benefit Services).

This change **maximizes cross-functional collaboration** between Pension Benefits, Legal Benefits, Information Technology, Information Security, Government Affairs, and Executive.

## Dental and Vision

The new plans began **January 1, 2025**.

### D&V Stats

- 106,207 Total Enrollments
- 73% of D&V Enrollments handled via the Phone Enrollment Process

**Reminder to counselors:** If you receive a call regarding the new dental and vision plans, please transfer the caller to the Health division using the *HB-Dental and Vision* skill.

## TRS-Care Dental and TRS-Care Vision



*Click the image above to visit the TRS-Care Dental and Vision Plan webpage to learn more.*

## Update on Mueller

Construction is on schedule. If you have not scheduled your New Building Orientation (NBO) already, your move liaison will be in contact in the coming months to schedule it.



### TRS HQ News

May 17th\*

Member Education and Counseling

May 3rd\*

Contact Center and Benefit Accounting

April 5th\*

Benefit Processing and Benefit Operation Support

*\*Tentative 2025 move-in dates for remaining Benefit Services teams*

## Time Capsule Project

- TRS teams are working to install a **time capsule** at the new Member Experience Center later this year. This capsule will celebrate TRS history and the contributions and achievements of Texas public educators. **Do you have an artifact that you want to share for a chance to preserve it in the capsule?** We hope you will share with us as we capture the essence of TRS for generations to come. *Stay tuned for more details on how you can participate.*



## Spring Break and SXSW

South by Southwest and Spring break are right around the corner! Be prepared for a possible **increase in member inquiries** and **heavier traffic**.

- SXSW is **March 7 - 15**
- Spring break is **March 17 - 21**



## Employee Beeswax



Employee Name and her family bought their first house!



Employee Name's son graduates from college in May, receiving his Bachelor's Degree in Computer Science. He is an incredible young man full of respect and dedication. He has earned numerous certifications and completed 3 internships. Employee is a single mom to her two kids and loves being able to see them achieve their goals knowing that she guided them with her whole heart. Her kiddos believe in her just as much as she believes in them!



Employee Name completed his first half-marathon on Sunday and was able to raise \$1,000 for the Autism Society of Texas. Way to go Employee Name!



Employee Name's first born child turned 18! He was also selected to play in the Senior City All-Star Football game.



Employee Name and her husband have a daughter, Name, who turns seven on April 5.



### Birthdays

Employee Name  
Employee Name  
Employee Name

March 2  
March 14  
March 22

Employee is due to have her first child on May 1.



We love sharing your good news! Please continue to submit your news each quarter so we can share with our division.

Our Benefit Services colleagues shared their favorite springtime activities. Here's some inspiration for you to get outside and enjoy the sunshine!



# Baseball

## Soccer Stroll



# Running

## Zoo

## Road Trips

# Walking

## Gardening

# Hiking

## Outside

# Reading in the Sun



## The Bee's Knees



- Employee Name (Department)
- Employee Name (Department)
- Employee Name (Department)
- Employee Name (Department)

## Bushel of Fun Recipients



Colleagues are nominated for Bushel of Fun awards by peers who see their outstanding commitment to TRS's mission and core values.

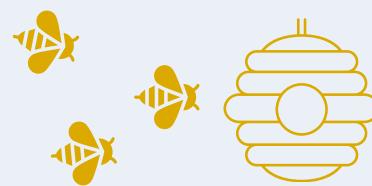
- Employee Name (Department)

# Welcome

New Hires  
(as of February 15, 2025)

Member Services  
Employee Name  
Employee Name  
Employee Name  
Employee Name

Benefit Accounting  
Employee Name  
Employee Name  
Employee Name





## Congratulations are in Order!

Let us applaud our colleagues who have taken steps to advance their careers. Whether you have just begun your journey with TRS or this chapter of your life is ending, we are proud of your hard work and determination.

After a competitive interview process, the following individuals have started a new position within the agency:

- **Employee Name** (Department) is the *New Job Title*.
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## Resources



### Ask Barbie Anything!

Ask Barbie Anything is a communication tool that you can use to get timely information instead of waiting for a briefing at a department meeting.

Click the ASK BARBIE ANYTHING image on the left to access this tool and get answers to your burning questions!

## Executive Council (EC) Dashboard

The EC Dashboard is a quick glance at the performance of Pension Services by department. It highlights key performance indicators (KPIs) and our progress towards meeting service goals. Data can be viewed by month, prior year, and fiscal year to date.

*Take a moment to look at this information by clicking the link on the right.*

**CLICK HERE**

## Important Dates

### March 31

Cesar Chavez Day (*optional holiday*)

### April 18

Good Friday (*agency closed*)

### April 10-11

Board Meeting (*final meeting to be held at the Red River location*)

### May 26

Memorial Day (*agency closed*)

