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AGENDA ITEM

Action Item

Information Only

Date: March 23, 2023
Item Number: V
Title: Executive Officer Report

SUMMARY

This report provides the PEBP Board and members of the public with information regarding PEBP operations.

REPORT

Staffing

Vacancies continue to hover between 25%-30% (currently at 29%). Our recruitment efforts continue to be challenging. The most recent call center staff recruitment received a list of 25 candidates, of which 16 were invited to interview. Of those, only three accepted interviews but none of the candidates were offered the position after determining the candidates were not a good fit for the position. An additional recruitment received 10 applicants and all 10 were invited to interview. Five of the 10 accepted interviews but only two candidates showed up (one of them being a current PEBP employee). The internal employee has been promoted from receptionist to MSU and the other candidate was also offered the position but did not accept the position. While the additional staff in MSU will help tremendously, a reception position (which historically has been difficult to fill), will likely remain vacant for some time.

As Open Enrollment nears, PEBP will be adjusting operations and staffing to ensure the needs of our members are met to the best of our abilities; all staff will be assisting with calls/member emails during open enrollment and annual leave time will be severely limited. Despite this, it is likely members will experience long call wait times and delayed email responses.

Office Move

PEBP expects to move offices the first week of April; however, the exact date will be dependent on security and IT related services being fully functional. It is likely PEBP will require periodic

downtimes during the last week of March as part of that process where some operations, such as call center operations, will have to fully shut down while others can be performed remotely.

Legislative Matters

PEBP provided a budget presentation to the Joint Senate Finance and Assembly Ways and Means and Committee on February 17th. As anticipated, there appears to be significant focus from the legislature on finding ways to fund increases to employee wages and benefits, so staff has been working with LCB staff to provide supplemental information requested by the committee as well as individual legislators.

During the committee hearing, PEBP testified that the agency will accommodate any desires the legislature may request; however, it was important to note that most budgetary changes made by the legislature during session years have a significant impact on Open Enrollment in terms of legal noticing timelines, member disruption, and staffing. Although PEBP has managed to navigate these difficult and time sensitive situations in the past, staffing shortages now make last-minute changes challenging to implement. This appears to have resonated with the committee and we are pleased to report that this has led to many productive conversations.

PEBP will be attending an additional committee meeting on March 30 focused on employee wages and benefits. Although PEBP is not expected to present, staff will be available to provide any information requested by the committee.