

Employer Engagement and Outreach

Benefits and Services Committee

May 4, 2022

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Contribution reporting landscape



Nearly 1800 Districts report through...



92 Report Sources (COEs and direct reports) who submit...



2,100 files per year containing approximately 13,000,000 lines

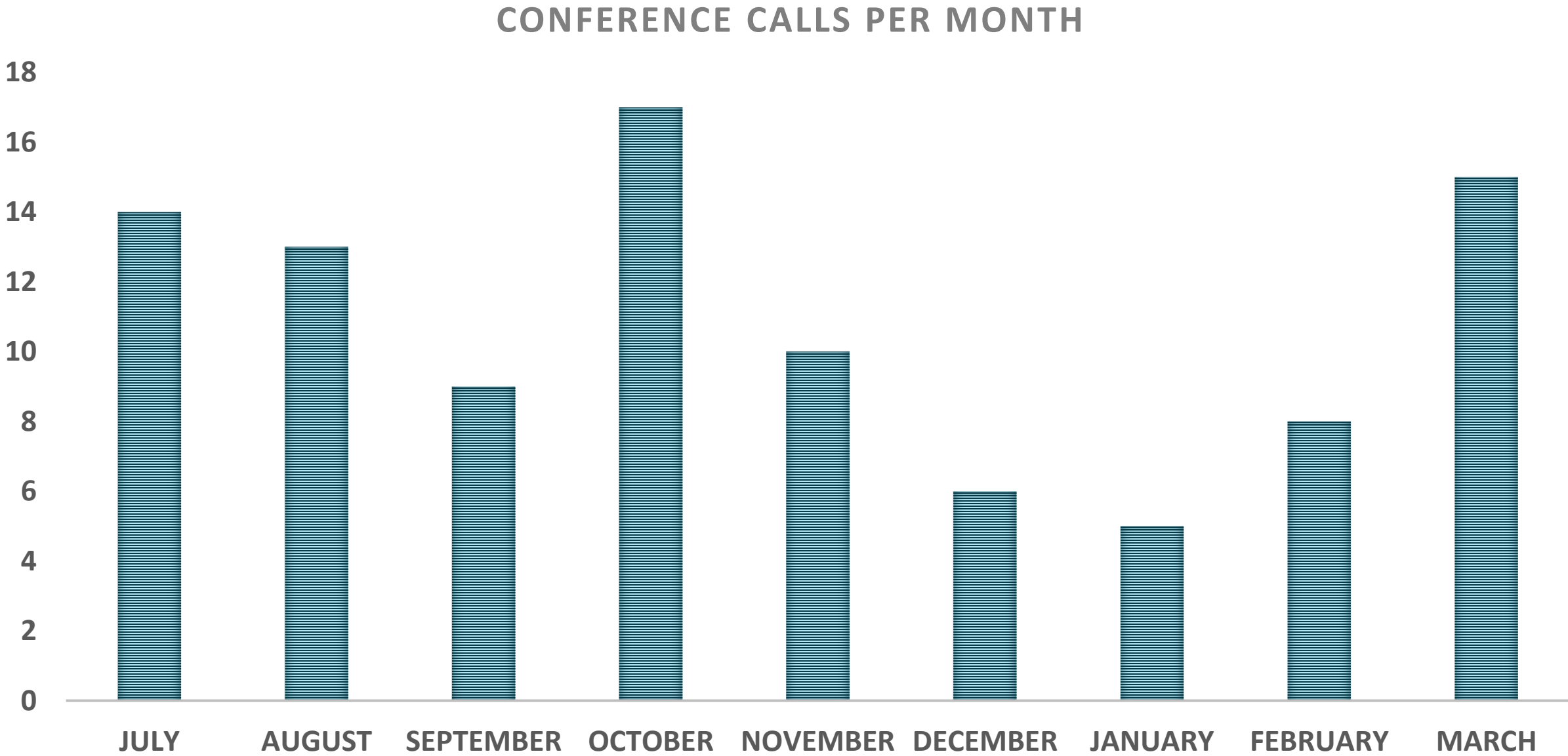
Employer as customer

- Rebranded program area: Employer Services
- Created mission statement:

We build relationships with employers and business partners by providing service and education that lead to accurate contribution reporting and member benefits.

Outreach efforts

Conference calls

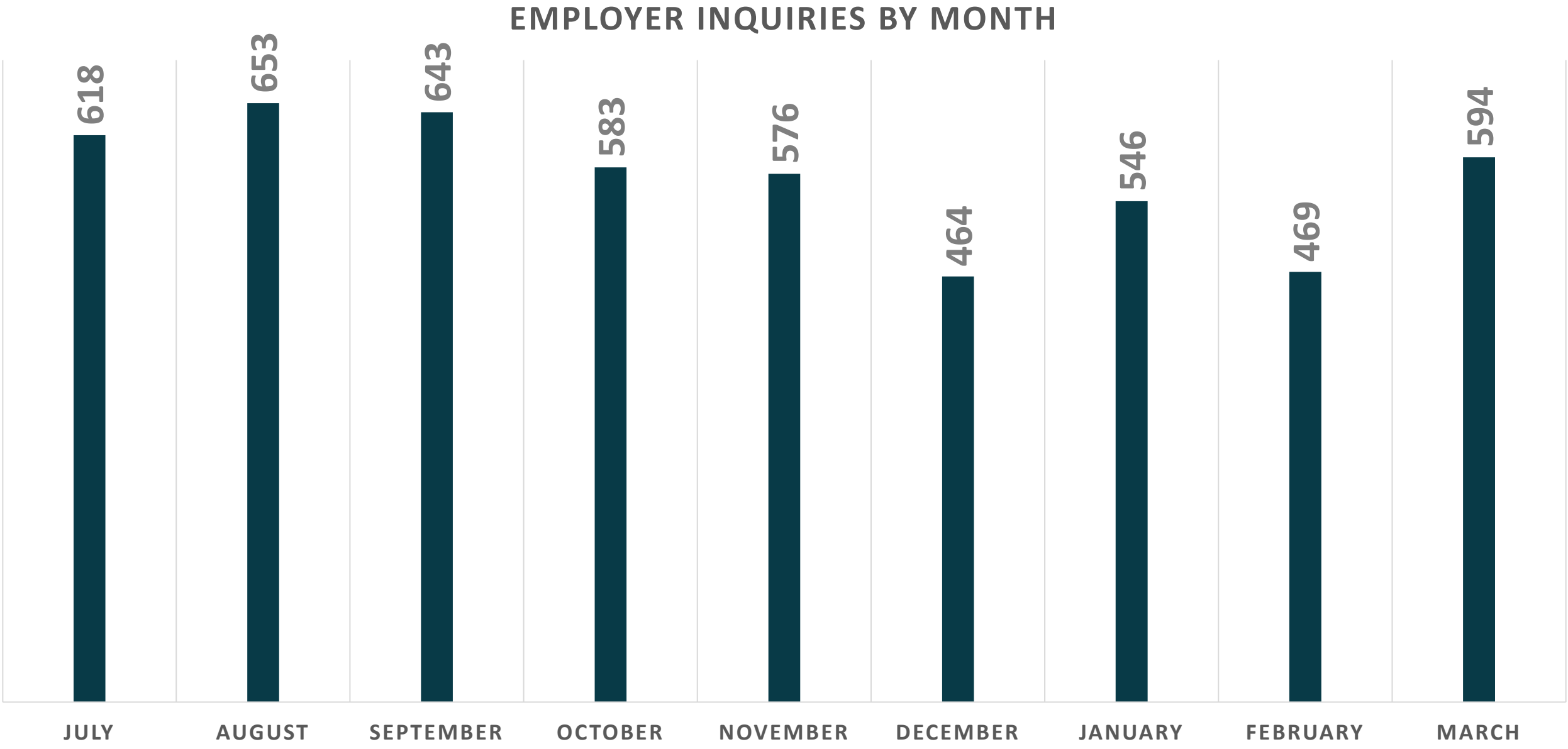


Outreach efforts

Audit follow-up, FY20-21 to FYTD21-22

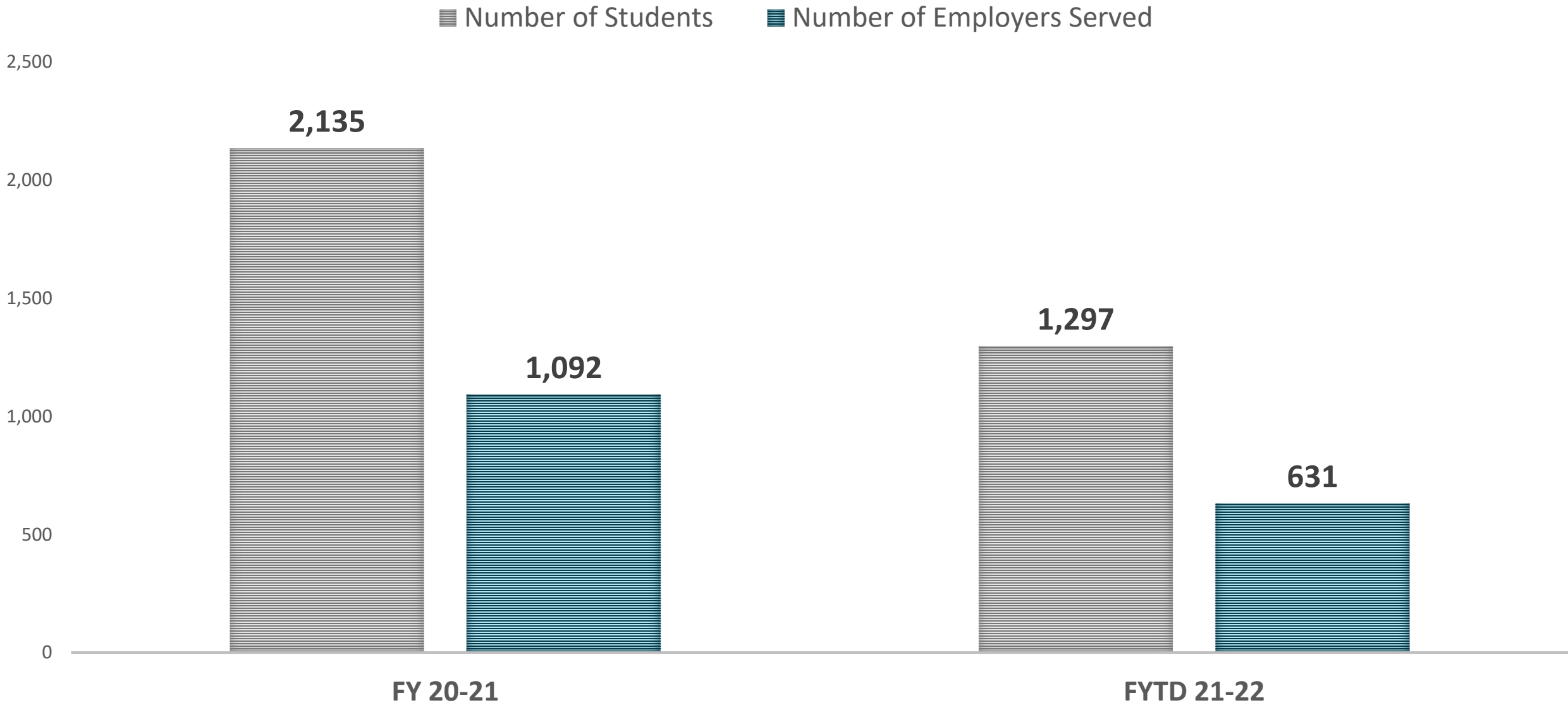
Audits handed off to Employer Services	Percent of employers receiving post-audit guidance
129	100%

Points of engagement Inquiries



Points of engagement Education

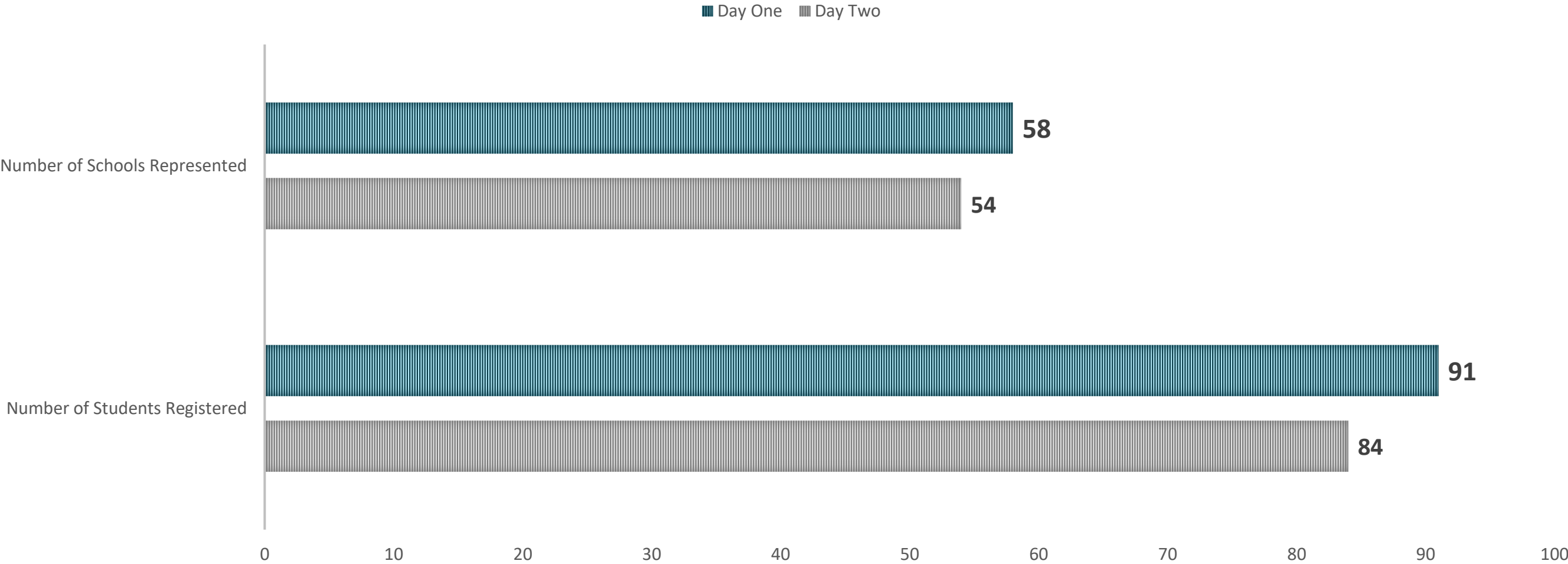
EDUCATION: STUDENTS AND EMPLOYERS SERVED



Points of engagement

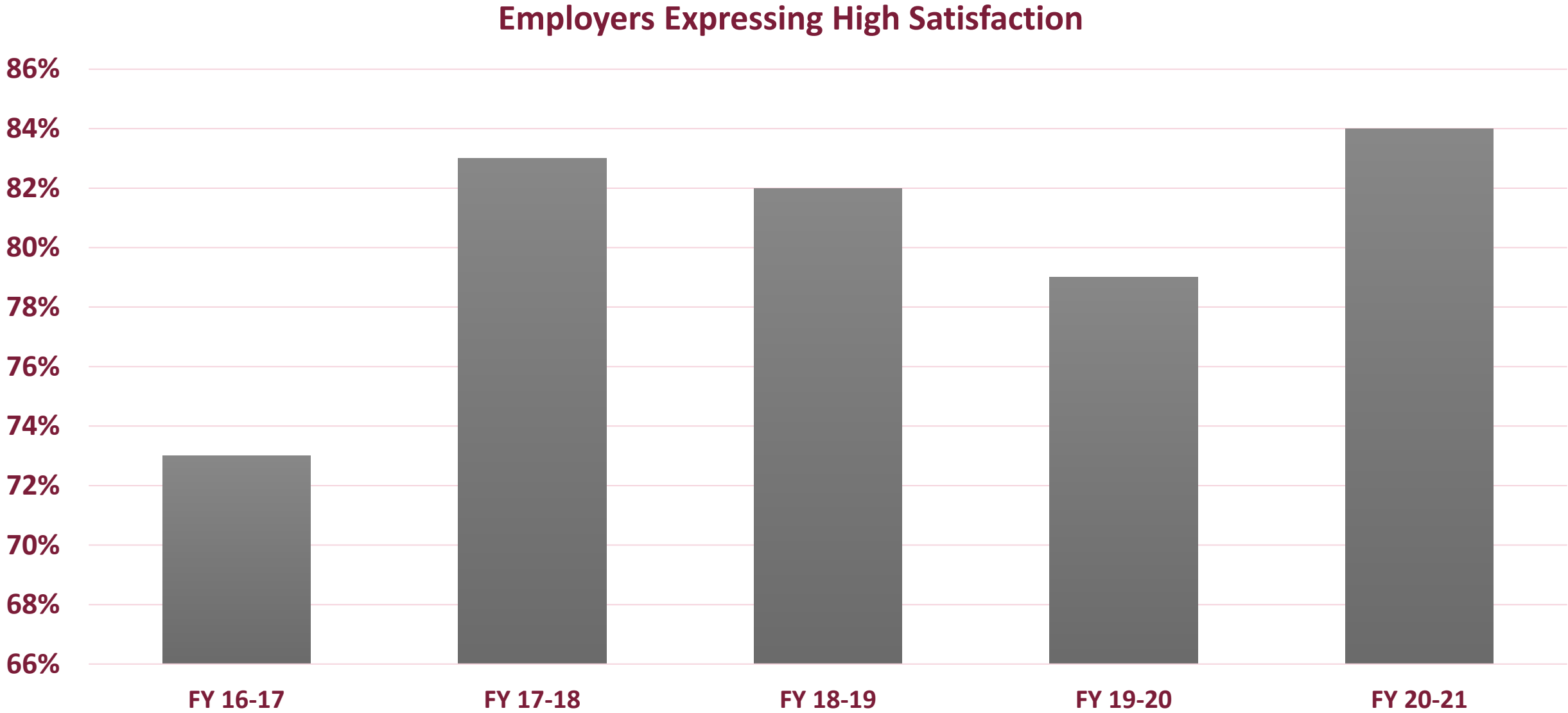
New charter school sessions- April 2022

CHARTER SCHOOLS AND STUDENTS SERVED



Points of engagement

Measuring satisfaction



Next evolution

- Customer experience and employer journeys
 - Determine level of effort and net promoter score
 - Centered on monthly reporting, audit, and education journeys
- Continue to better understand employer practices, challenges and needs
- Quality management program- standards and expectations for interactions and inquiries