

EMPLOYER SURVEY RESULTS GUIDE ESC

The results of the 2008 Employer Survey were presented to the Retirement Board at the January 20, 2009 meeting. PERSI wants to thank everyone who participated; your feedback is invaluable. Below are the findings:

Of the 706 surveys mailed, 342 (48%) were returned.

1. The majority (92%) of employers who responded said they were satisfied with their overall experience with the Employer Service Center (ESC) during 2008. This was an 8% increase over 2007.
2. Most employers (81%) rated the transmittal process as easy; however, this is down 5% from 2007. Based on feedback, the drop may be partly attributable to software issues with vendors who haven't kept up with the requirements. ESC will explore this issue in detail in 2009.
3. Half of the employers (50%) said transmittals were the primary reason for contacting ESC; terminations and eligibility followed closely behind.
4. Only 11% of employers said they contact ESC more than once a month. This does not reflect the number of times ESC actually has contact with employers.
5. Of employers who responded, 84% expressed satisfaction with the time it takes ESC to respond to requests. This was similar to 2007.
6. Overwhelmingly (90%), employers found the information from ESC useful.
7. A good many employers (84%) acknowledged they had visited the newly designed PERSI Web site. Most said it was easy to navigate, easier to locate forms, and felt comfortable in referring employees to the site.
8. Awareness of the Employer Portal declined slightly to 80%; however, of that group, 86% said they actually use it. This is a 17% increase over last year.
9. Nearly 70% of employers said it didn't matter when the Employer Meetings were held as long as they received adequate notice.
10. Of the employers who attended the Employer Meetings, 73% felt they were useful. Slightly more than a quarter (27%) said they never attended a meeting; this an improvement over last year when 35% said they did not attend. ESC will use this data and the meeting evaluation forms to determine the 2009 meeting agenda.
11. The online registration for the Employer Meetings was rated as easy to use by 80% of employers who responded.
12. Only 15% of employers felt they would benefit from an onsite visit from PERSI.

The employer response breakdown is as follows:

School Districts	27%
City	23%
County	16%
State	11%
Other	23%

ESC will review the responses including the comments and suggestions, and develop follow up plans during the coming year. Two areas of focus will be the software issues related to transmittals and identifying key associations (e.g., Association of Idaho Cities) to determine presentation opportunities. If you would like to arrange an onsite visit from PERSI, call ESC Manager Diane Kaiser at 208.287.9256 or email her at diane.kaiser@persi.idaho.gov. Thank you again to everyone who participated.

PROPOSED LEGISLATION AFFECTING PERSI

The 2009 legislative session will be a relatively quiet one for PERSI. Only one piece of legislation is being proposed to clean up or clarify language in existing statutes:

1. Marriage and Retirement Elections

Subsection 59-1351(6), Idaho Code, currently says a retired member who marries has 1 year during which he/she can make an optional retirement selection. The statute states that the new election will be effective 1 year after the date of the election. PERSI is asking that the language be changed to say the election will be effective 1 year from the date of the marriage, provided the retiree notifies PERSI within 1 year of the date of the marriage. The bill also provides a means for calculating the member's benefit after the effective date of such an election.

In subsection 59-1351(3), Idaho Code, regarding minimum monthly payments, this bill would remove

the currently stated minimum (\$20.00) and replace it with a reference to the statute that controls the dollar amount.

2. Disability Retirement

This proposed change amends subsection 59-1531(1), Idaho Code, to say that an active member with 5 years of membership service is eligible for disability retirement.

3. Technical Correction

A technical correction to subsection 59-1531 (1), Idaho Code, to include a reference to section 59-1322(4)(e)(v), Idaho Code.

PERSI will keep employers apprised of the status of these proposed changes. To track the progress of PERSI-related bills or other legislation log on to the Legislative Web site at <http://www.legislature.idaho.gov/> and click on the [Legislation](#) link.

Notes

Norm Smith joined PERSI as a fiscal technician in the Employer Service Center. He replaced Steve Jones who was promoted to a technical writing position. Norm has more than 15 years' experience in the financial field. He holds a bachelor's degree in business and finance from Idaho State University in Pocatello.

A new year of Retirement Workshops have started. Interested members can register online via the PERSI Web site at www.persi.idaho.gov. Click on the [Education](#) quick link on the right side of the homepage, then follow subsequent links to find the schedule and registration pages. When registration is complete, the member will receive an acknowledgement...without it, they are not registered.

PERSI Manager
of the Year



Judy Aitken
PERSI Answer Center

PERSI Employee
of the Year



Julisa Adams
PERSI Processing Center
Retirement Specialist