

Promoting Benefits and Modernization



Amy Nim, CalHR

Catherine Rude, CalHR

Sarah Herrera, CalHR

Housekeeping

Please Silence Cell Phones

Resources Available

Water/Refreshments

About the Benefits Division

OUR MISSION

We administer benefits through stakeholder collaboration that empowers strategic partners to attract, retain and enhance the wellbeing of the State of California workforce.

OUR VISION

A thriving State of California workforce that is empowered by high-quality, comprehensive and competitive benefit options to lead healthy, secure and prosperous lives.

TAGLINE

Benefits for a Live Well Lived



Speaker Introductions



Amy Nim

Customer Service and
Support Manager

Relator | Harmony | Developer | Consistency | Includer



Catherine Rude

Statewide Engagement
Section Manager

Empathy | Developer | Harmony | Relator | Achiever



Sarah Herrera

Project Delivery Manager

Strategic | Woo | Positivity | Includer | Restorative

Objectives



Experience the benefits journey from the employee perspective



See how CalHR's benefits resources have evolved over time



Explore modern tools through a live demonstration



Connect benefits to life events and the 5 elements of wellbeing



Leave with practical communication strategies for your department

What Questions Are Employees Asking?



I'm new. Where do I start?

My dependent is turning 26. What steps do I need to take?

I need support. Where do I go?

I only have five minutes. Where can I find the answer?

Benefits Are a Journey



The goal: give employees a clear starting point and resources they can return to throughout their benefits journey

Meet Jordan



Jordan just started a career with the state

It's their first week

They have 5 minutes

Their question: **What benefits are available to me?**

Modernizing the Benefits Experience

From information → access → interaction

Primary static
information

Then

More accessible,
centralized resources

Evolving

Interactive tools &
digital resources

Today

Conversational access

Next

The goal: Make benefits easier to find, understand and use.

Let's Follow Jordan Live Walkthrough of Resources



FIND

FIND – Where do I start?

EXPLORE

EXPLORE – What benefits are available?

UNDERSTAND

UNDERSTAND – What does this mean for me?

GET

GET HELP – Where do I go if I still have questions?

Modernization Means Meeting Employees Where They Are (1/5)



Where do I find
information?

**Benefits
Website**



Can someone
answer my
question?

Benie the Bot



What is the cost
of my benefits?

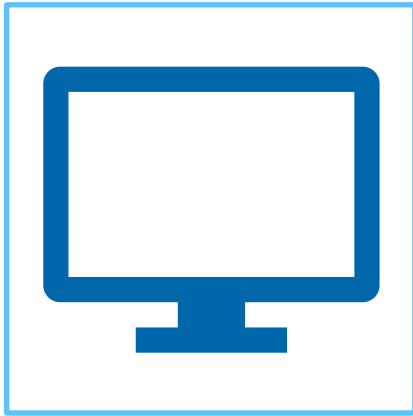
**Benefits
Calculator**



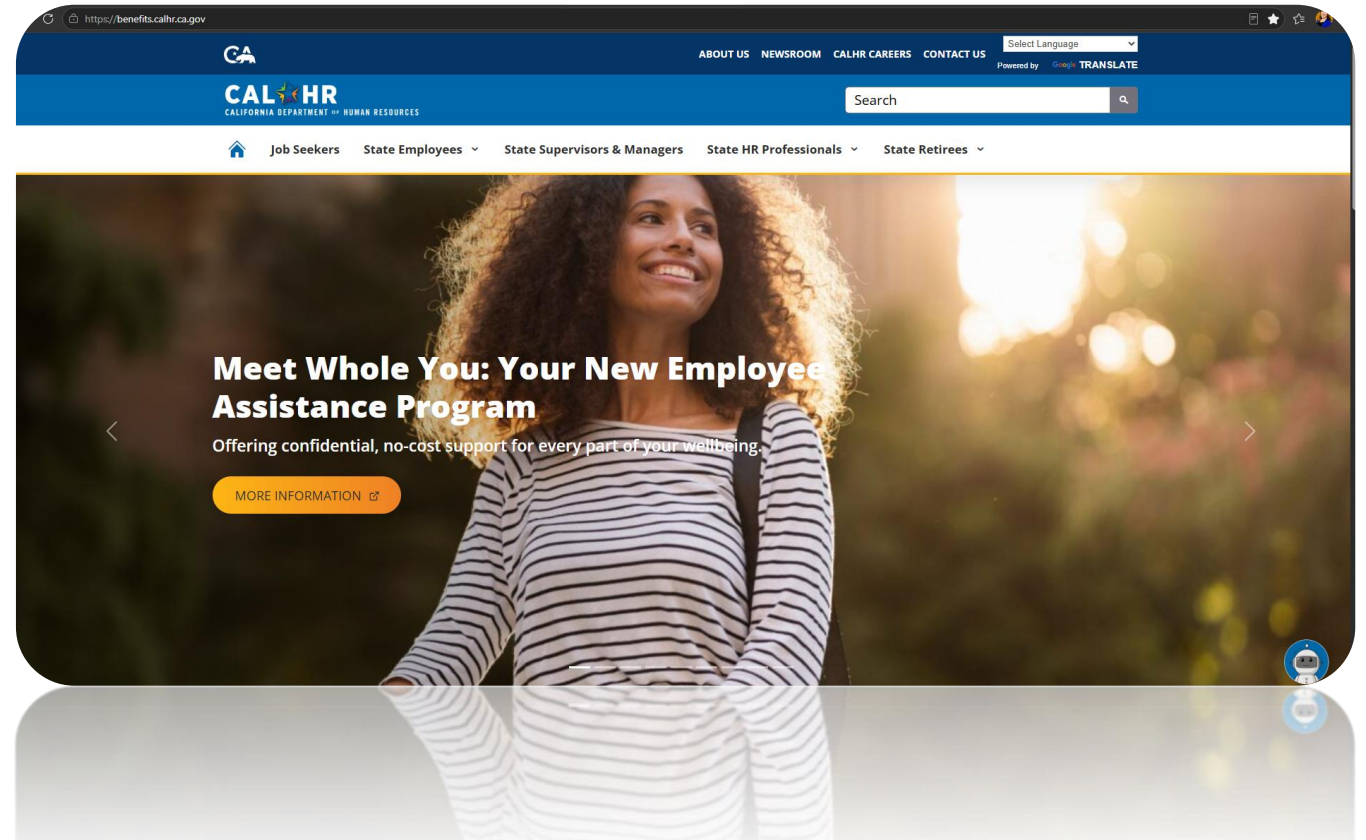
I want to learn
more.

**Virtual
Bookshelf**

Modernization Means Meeting Employees Where They Are (2/5)



Where do I find information?
Benefits Website

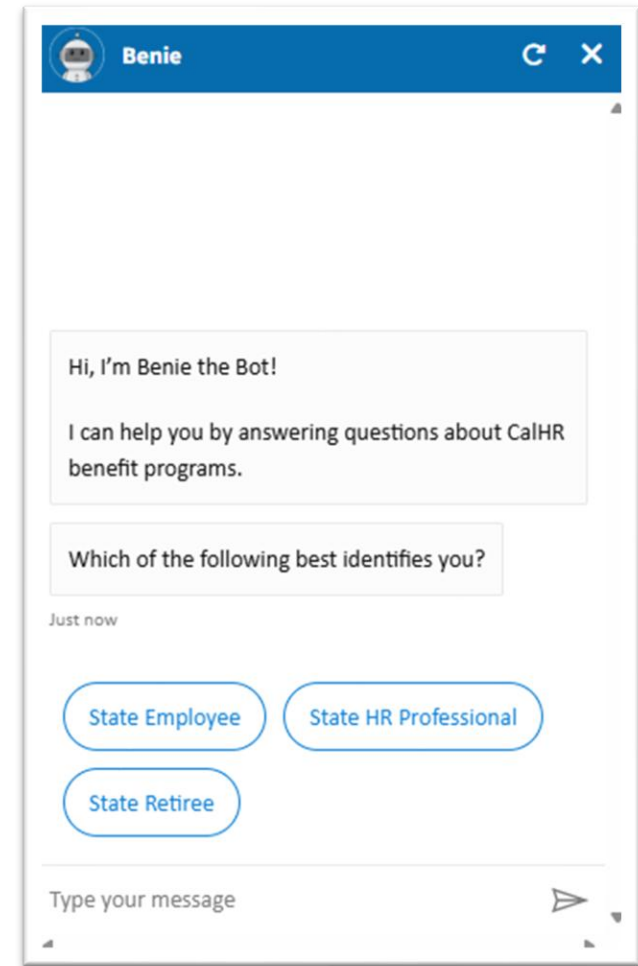
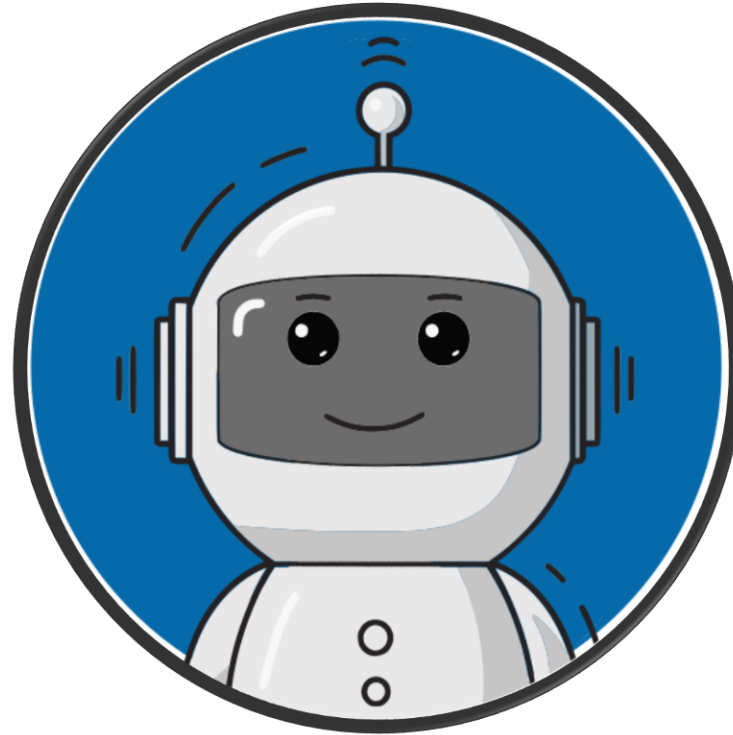


Modernization Means Meeting Employees Where They Are (3/5)



Can someone answer my question?

Benie



Modernization Means Meeting Employees Where They Are (4/5)



What is the cost of my
benefits?
Benefits Calculator

Official website of the California Department of Human Resources Settings

[Home](#) [Calculate Benefits](#) [Calculate Benefits and Compare Two Scenarios](#)

Welcome to CalHR's State Employee Benefits Calculator

This tool will help you calculate your employee contribution rates for health, dental and vision benefits and allow you to compare plans to make informed financial decisions regarding your benefits.

[Calculate Benefits](#)

[Calculate Benefits and Compare Two Scenarios](#)

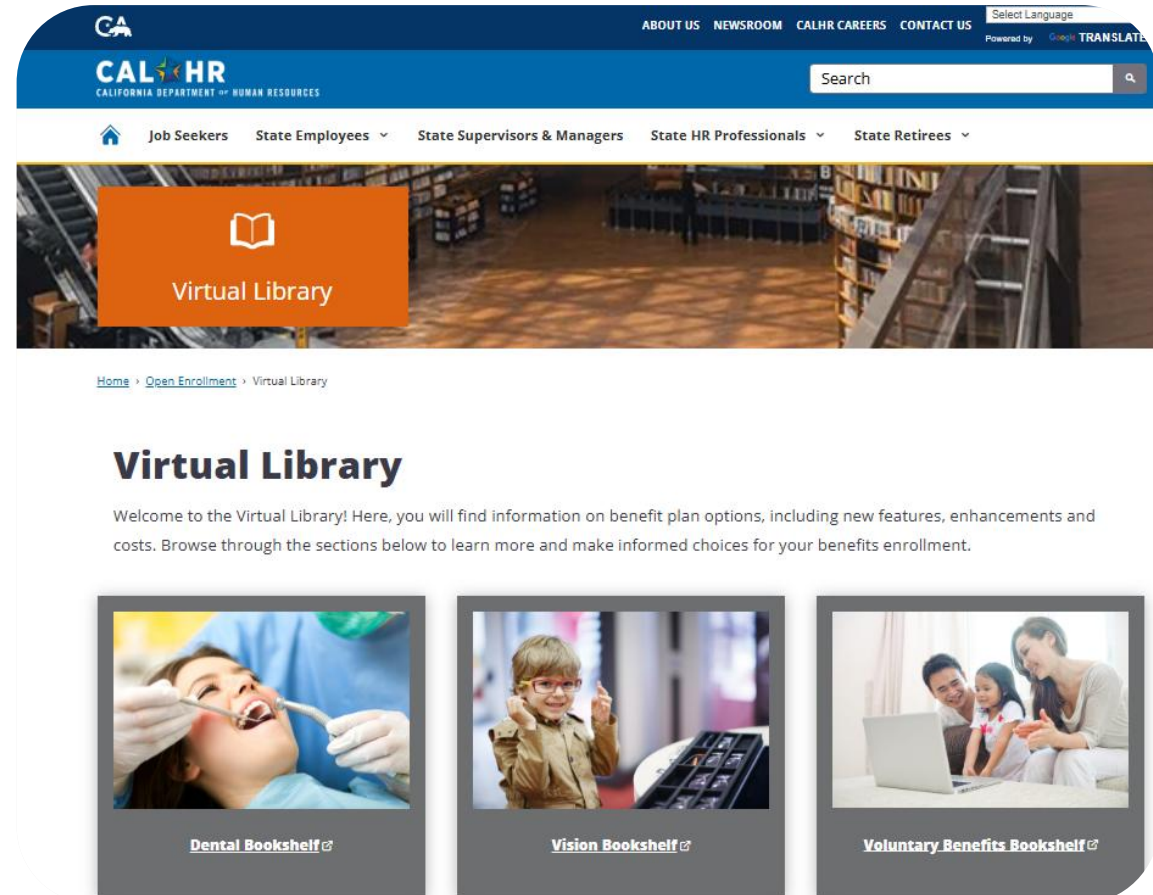
Calculating your employee contribution rates takes approximately five minutes. In addition, you will be able to populate the dental enrollment form (STD. 692) and your vision enrollment form (STD. 700). The information you provide will only be used to populate the form; it will not be captured and stored. It is recommended that you close your browser when you finish your session.

[Calculate Benefits and Compare Two Scenarios](#)

Modernization Means Meeting Employees Where They Are (5/5)



I want to learn more.
Virtual Library



Game of Life



Let's follow Jordan's journey with the state.

Benefits For a LIFE Well Lived

We'll walk through the board together, highlighting key career and life moments along the way.

Together, these moments tell the story of how we serve CalHR from hire to retirement.

-  START: WELCOME TO STATE SERVICE
-  LIVE: BENEFITS FOR A LIFE WELL LIVED
-  CHANGE: LIFE AND WORK EVOLVES
-  GROW: ENGAGEMENT AND RECOGNITION



What Happens When Life Happens?



Jordan gets married

Jordan has a baby

Jordan's child turns 26

Jordan needs support

Jordan prepares for retirement



CARD 1: New Employee

On their first week, Jordan asks:

“I’m excited to be here, but I have no idea what benefits I’m eligible for or where to begin. What would you tell me?”

What resource to use? – **State Employee Benefits Website**

How to get the employee started? – **Onboarding Checklist**

Benefits For a Well Lived





CARD 2: First Benefits Decision

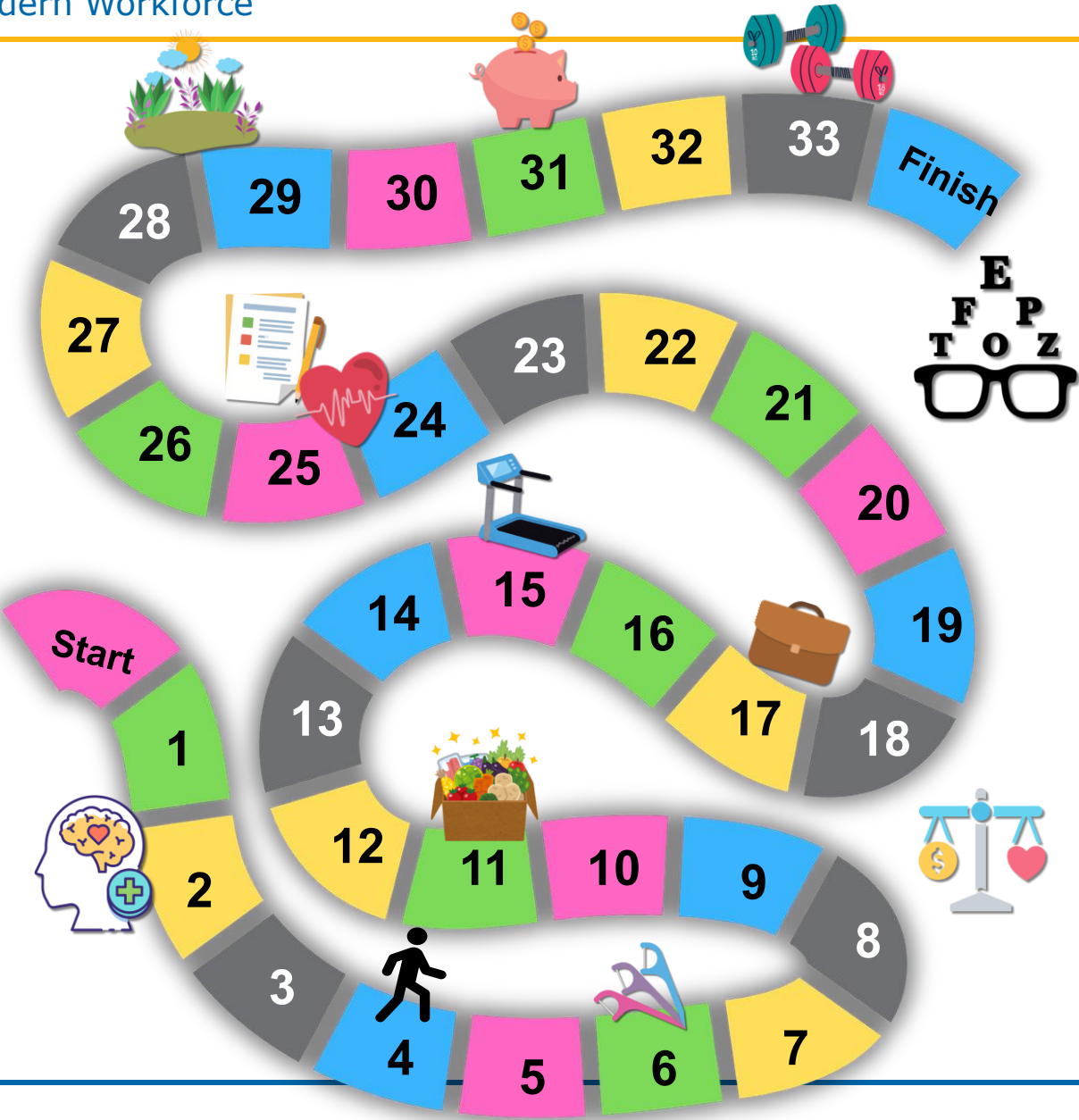
Jordan says:

“There are so many benefit options. I don’t know what I actually need. How can you help me make an informed decision?”

What resource(s) to use? – **Virtual Library and Benefits Calculator**

How to get the employee started? – **Confirm their eligibility and direct them to the appropriate plan comparison.**

Benefits For a Well Lived





CARD 3: Benefits for a Life Well Lived

Jordan explored their benefit options. They ask, “What benefits do I enroll in? And when?”

What resource to use? – **Benefits Summary Guide and Open Enrollment webpage**

How to get the employee started? – **Determine which benefits are year-round versus Open Enrollment specific**

A colorful spiral path game board with 33 numbered segments. The path starts at a pink 'Start' segment and ends at a blue 'Finish' segment. The segments are numbered 1 through 33 in a spiral pattern. Various icons are placed around the path, including a piggy bank, dumbbells, a heart, a treadmill, a briefcase, a shopping basket, a person walking, a brain, a scale, and a pair of glasses. The path is divided into four main sections: 1-10, 11-20, 21-30, and 31-33.



CARD 4: WORK/LIFE RESOURCES

Jordan is going to be commuting to work every day and parking is going to be expensive. Are there resources that could help?

What resource(s) to use? - **Connect them with the state's available commute programs, including applicable Mass Transit, Vanpool, Bicycle Commute, and Pre-Tax Parking resources.**

How to get the employee started? – **Work Resources Page**



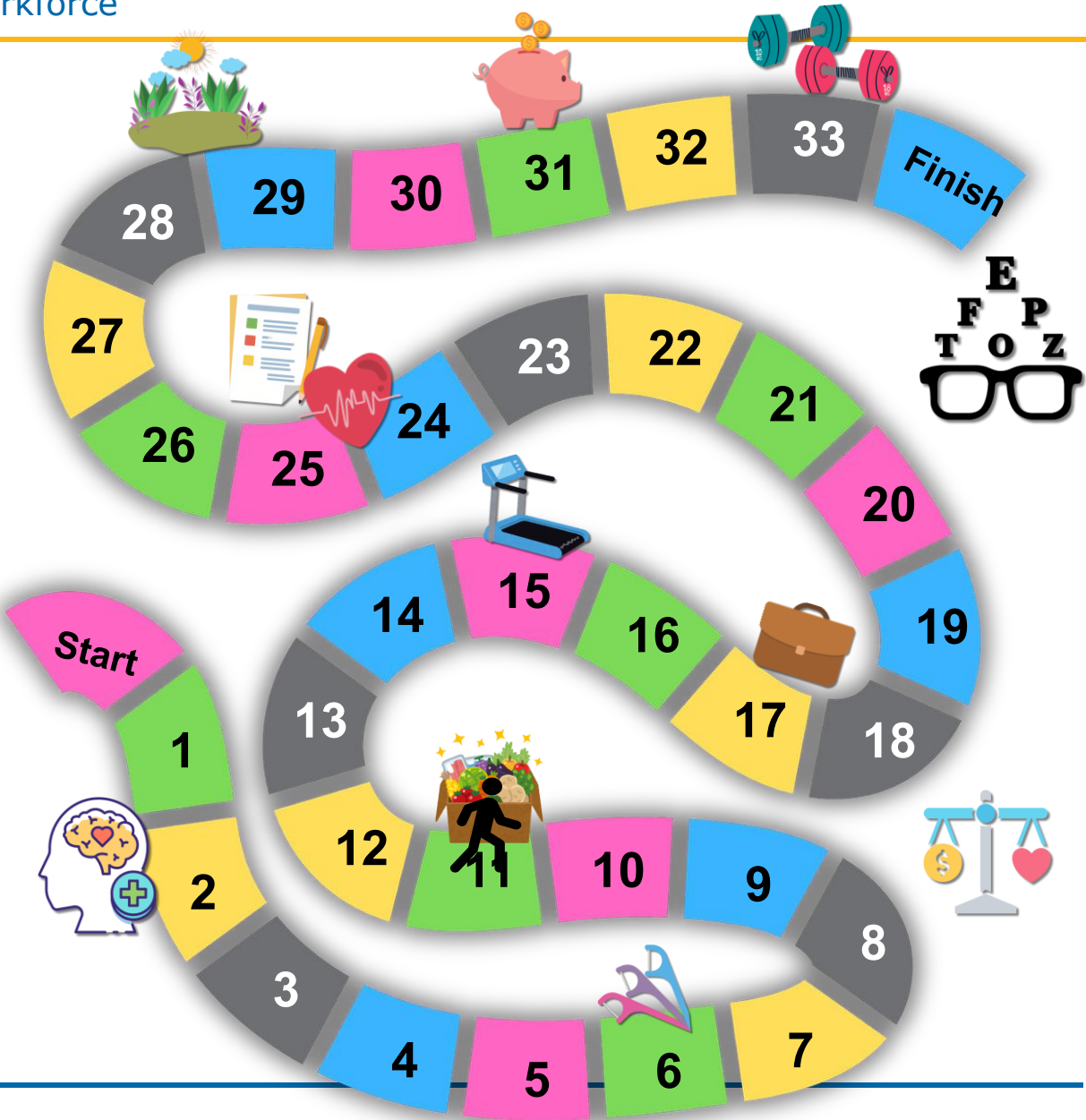
CARD 5: ENGAGEMENT - WELLNESS

Jordan wants to improve their physical health but aren't sure how to start a fitness routine that fits into their busy schedule. What program can help build healthy habits that fit Jordan's lifestyle?

What resource(s) to use? – **Grokker website or app**

How to get the employee started? – **You Matter: Statewide Engagement Program Resources**

Benefits For a Well Lived





CARD 6: *Engagement - EAP*

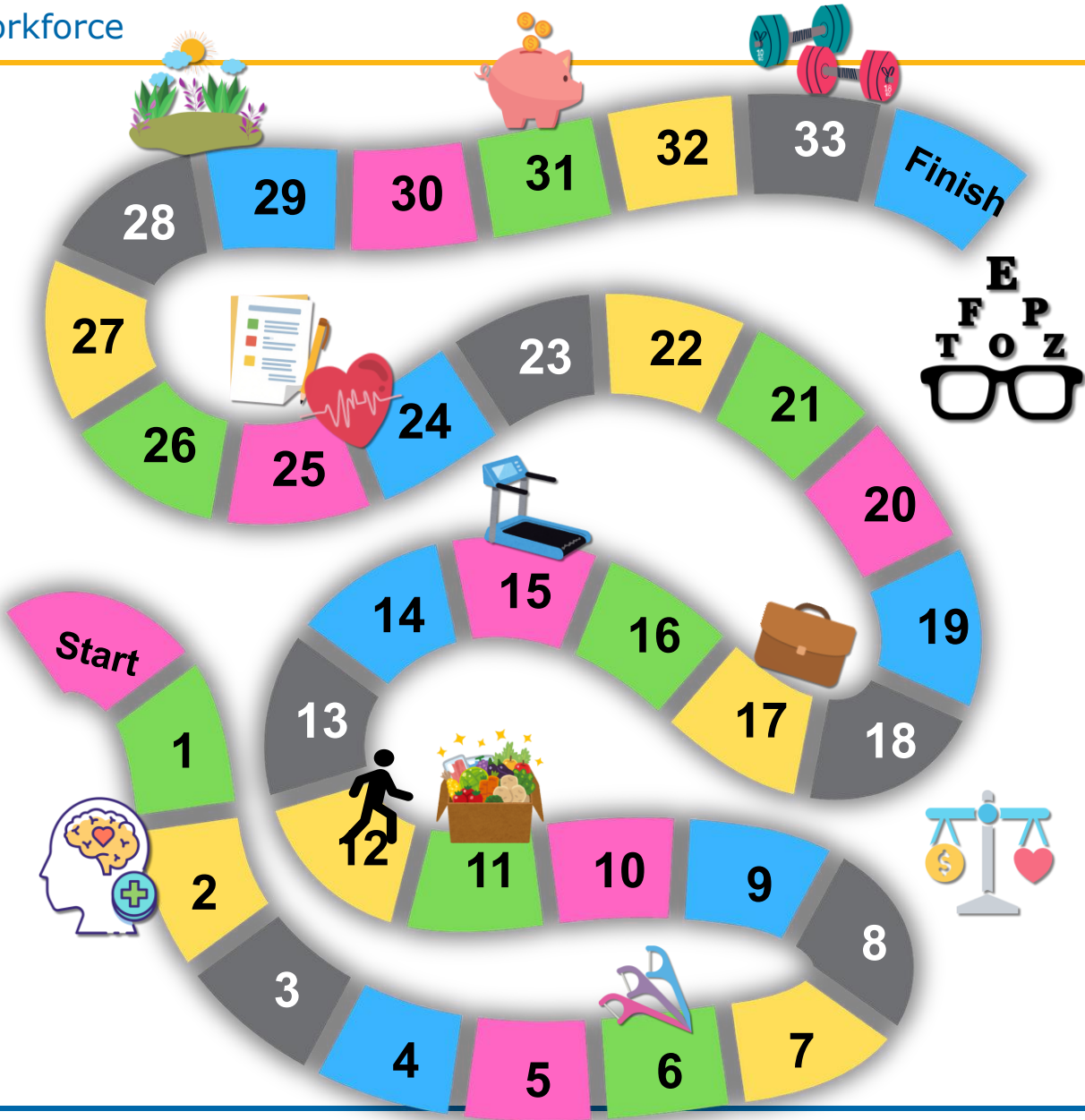
Jordan is having hard day:

"I'm having a hard time balancing work, family and everything else. I'm not sure what resources are available."

What resource(s) to use? – **Spring Health website or app**

How to get the employee started? - **You Matter: Statewide Engagement Program Resources**

Benefits For a Well Lived





Card 7: Change – Life & Work Evolves

Jordan got a new puppy! They are seeking out information on pet insurance.

What resource(s) to use? – **Pet Insurance Webpage**

How to get the employee started? – **Metlife Pet Insurance webpage**

A colorful spiral path game board with 33 numbered segments. The path starts at 'Start' (pink) and ends at 'Finish' (blue). The segments are numbered 1 through 33 in a spiral pattern. Various icons are placed around the path: a garden, a piggy bank, dumbbells, a clipboard, a heart, a treadmill, a person running, a briefcase, a shopping basket, a brain, a scale, and a pair of glasses. The path is divided into four concentric rings of segments.



Card 8:

Jordan hit 25 years with the state! Congratulations. The department wants to recognize Jordan's dedication to the state. Which state award recognizes this achievement?

Who can help? – **Departmental Merit Award Administrator**

What resource(s) to use? – **MTM Recognition Catalogue**

How to get the employee started? – **Your Impact: Merit Award Program; Statewide Engagement Program**

Benefits For a Well Lived





Card 9:

Jordan is preparing to retire and has no idea which benefits can continue after separating from state service. Where should they start?

Who can help? – **CalPERS**

What resource(s) to use? – **Retiree webpage and Retiree Benefits Summary Guide**

How to get the employee started? – **Connect them with CalPERS**

Benefits For a LIFE Well Lived



Modern Benefits Needs Modern Communication

Plain language
employees
understand

Clear

The same core
message
statewide

Consistent

Make information
easy to find

Convenient

Connect the
benefit to the
employee's life

Connected

What Does That Look Like?

1

Instead of: "Visit the website for more information."

- Try: "Learn more about your benefits."

2

Instead of:
"Employees are eligible to elect..."

- Try: "You can choose..."

3

Instead of leading with a program description,

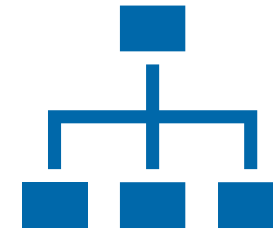
- Try: "Need support? Resources are available."

One Message, Many Departments



CalHR provides:

- Core information and key dates
- Program details and resources
- Consistent statewide messaging



Departments add:

- Department-specific information
- Departmental personnel contacts and intranet resources
- Department culture and context

Your 30-Day Benefits Challenge

Choose ONE employee topic:

New Hire

Open
Enrollment

Life Event

Dependent
Aging Out

Wellbeing

Retirement

Ask yourself:

What

Does the employee need to know?



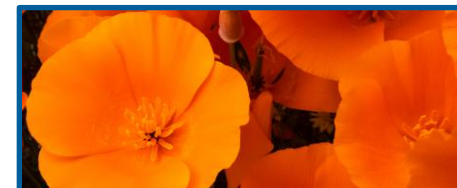
Where

Do you currently direct them?



What

CalHR resource(s) should you leverage?



What

Is one thing you can make easier?



Modern Benefits, Human Connection

Make benefits easier to find, easier to understand, easier to use.

Because benefits aren't just programs. They're part of an employee's life journey.

What's New for HR Professionals



NEW NEW Benefits Ambassador Training Series

The [Benefits Ambassador Training Series](#) helps HR professionals and benefits administrators stay up to date on state benefits resources and tools.

Visit the [Benefits Ambassador Training Series](#) page for information about upcoming sessions, registration and training resources.



Benefits Website



Benefits Ambassador Training

Promoting Benefits and
Modernization Survey



THANK YOU!