



Hello and welcome to our second issue of the Employer Newsletter!

Thank you for ensuring that we have your email address as this is our first electronic version! As a reminder, this newsletter will be sent electronically going forward.

For convenience, all issues will be posted in the [Newsletter](#) section of the Newsroom on the [Benefits Centre website](#).

In our first issue, we shared that the United Church is implementing a new Pension and Benefits administration system—including a member portal. We are implementing a best-in-class administration system to strengthen and transform how we work together. It will provide a more streamlined and efficient way to support the administration of our plans and improve member service. (We think members will like having the portal and some self-service!)

We know that currently there are data challenges at ADP, and the impact of these creates challenges and frustrations for both administrators and members. Read on to see how we plan to make things better by improving the experience for all!



Why Are We Replacing Our Pension and Benefits System?

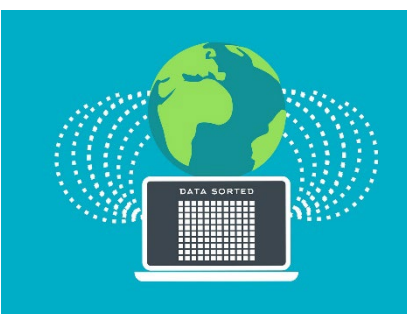
In short—better service—for both members and administrators!

We started preparing in 2018 for an enhanced in-house administration system with an intuitive and member-centric portal. Unfortunately, COVID caused a delay in the timeline, but we are getting ready to roll out the system this year. We also took the opportunity to improve the pensioner payroll system along the way.



Administering the plans in-house with the new system will allow us to:

- Provide better levels of service to all plan members (actives and pensioners).
- Provide more accurate pension and benefits data and timelier processing.
- Reduce manual workarounds and processes.
- Provide members with one-stop access and information through the member portal!



Data Challenges

Over the years, our team has worked to mitigate ADP data challenges through manual intervention and workarounds. These are time-consuming, not always effective, and require continuous investigation and cleanup.

Our project goal was to reduce the risk of these issues (and frustrations that these manual processes may create). We have created automated processes and checks along the way to improve the experience for all—a win-win-win for members, employers, and administrators! That said, a system is only as good as the data that is entered, so we are asking for your help with data entry of demographics, hours and benefits, and benefit choices in ADP. By working together, we can improve the experience for all of us! (Read more on how you can help below.)



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The United Church of Canada
Benefits Centre

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Payroll Dates

Did you know that a United Church payroll runs every day of the week? That is a lot of payroll runs creating complexity and, ultimately, cost. With approximately 1,800 employers and 6,000 employees, it is expensive to manage and support the payroll service. It also creates risk in a new system.



As a result, we are working with the Pastoral Charge Payroll Service team to streamline the administration by moving to aligned payroll frequencies and three pay dates. Rest assured that the payroll team will work with you on your individual needs. This project is in the early stages and more information will be provided in time, so stay tuned.

How Can You Help?

Glad you asked! 😊 There are a few ways.

- Be a change support. Moving to this new system is good news!
 - As we go live and EVERYONE learns the system, accepting change and adopting the new process will take time, but the new system is the best step to supporting employers, members, and the Benefits Centre for the future.
- Be vigilant with your ADP data! Did anyone else's grandparents say a stitch in time saves nine?
 - The instructions on how to set up new hires pension and benefits is available to the TeamPay user on ADP The Bridge. The user can access the **New Hire Form** at TeamPay/The Bridge (TeamPay members only).

If you have any questions or need assistance with the payroll form or entering the information on TeamPay, please contact pastoralchargepayroll@united-church.ca.



DID YOU KNOW that monthly discussion forums are held on the fourth Wednesday of every month? [Webinars for Church Treasurers](#) provide updated news and advice for treasurers and/or payroll contacts. To register, visit CHURCHx.ca.

REMINDER

Please ensure your email address is current in [ChurchHub](#). Having your Employer email will let us provide more effective communications and keep you up to date. It is preferable that you have a dedicated employer email address (like treasurer@abcunitedchurch.ca) or a Gmail account with an address like abcunitedtreasurer@gmail.com so there is a dedicated address for information privacy. Some helpful videos on the [United Church website](#) walk through the processes of how to update your contact information and how to add, edit, or delete Officers and Roles.



Consistency of Eligibility Minimums (14 hours per week)

Participation in the group benefits plan is mandatory and a condition of employment for all employees of The United Church of Canada* working full-time or part-time, 14 or more hours per week (on average) across **all** eligible employments. There is no waiting period for ministry personnel. Lay employees are enrolled after completing three months of employment, however, the employer may waive the waiting period to allow eligibility from date of hire. Once an employee has joined the plan, they will remain a contributing pension plan member even if they work fewer than 14 hours per week.



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**Participation in the group benefits plan by affiliated participating employers is optional. Those employers may cover employee classes of their choice who meet the same eligibility requirement (work an average of 14 or more hours per week), with the same eligibility waiting period.*

Working for Our Members

The basis for any good relationship starts with trust, and this foundation sets baseline expectations for the relationship to grow. By the same measure, how we work with our members sets the bar for goals we can achieve. The easiest way we can do this is by following through on what we say we will do, strengthening the relationship by building trust.

By keeping you, our members and peers, up to speed through our daily work we can keep everyone informed. Strong communication enables each of us to pivot when needed and manage expectations as they evolve. Collaboration allows us to bring the best of our problem solving to the most relevant challenges. Members rely on the United Church to manage their ongoing pension and benefit needs. Building their trust, actively communicating, collaborating, and addressing their pain points are the basis of our work. And by getting these basics right, we set ourselves up to take full advantage of the benefits that the new portal will deliver when it goes live!

FAQS

“Start encouraging your employees to get email address and provide them to us.” Where do we send these emails to?

Please have your employees provide their email address for receiving pension and benefits information at (e.g., *Connex*, letters, etc.) on the popup when you visit the [Benefits Centre website](#). They will also need to provide their member number (located on the back of their GreenShield card) because we use that information to update the Pension and Benefits database.



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