



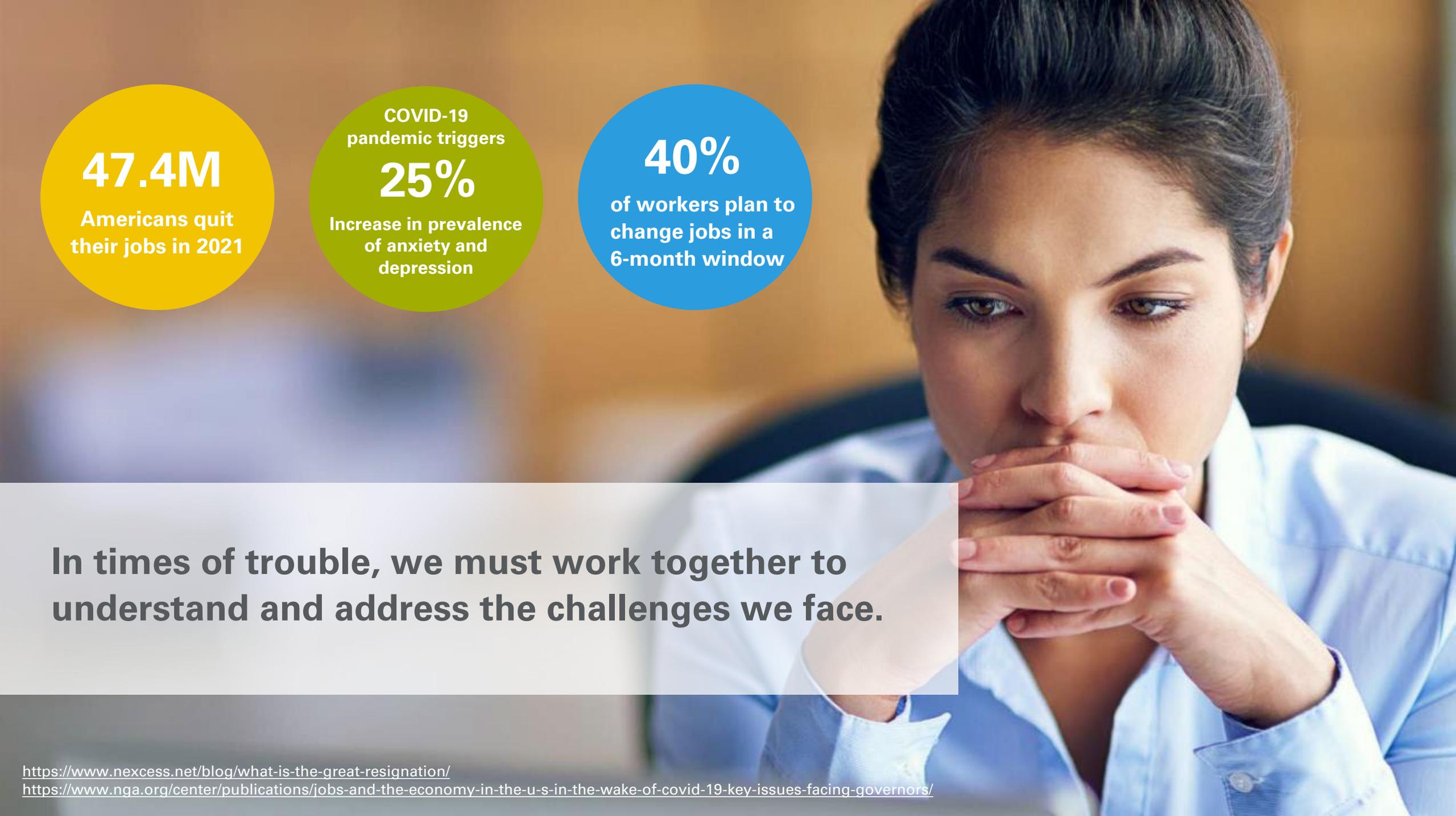
# NEW WORLD CHALLENGES

## Facing CEOs of Lutheran Social Ministry Organizations



March 16, 2022 • 2:00 PM EDT

**PORTICO**<sup>®</sup>  
Benefit Services | A Ministry of the ELCA



**47.4M**

Americans quit  
their jobs in 2021

COVID-19  
pandemic triggers

**25%**

Increase in prevalence  
of anxiety and  
depression

**40%**

of workers plan to  
change jobs in a  
6-month window

**In times of trouble, we must work together to understand and address the challenges we face.**

<https://www.nexcess.net/blog/what-is-the-great-resignation/>

<https://www.nga.org/center/publications/jobs-and-the-economy-in-the-u-s-in-the-wake-of-covid-19-key-issues-facing-governors/>



## 2021 Benefits Survey

Lutheran Social Ministry Organization Leaders

**Portico Benefit Services developed a survey to better understand the landscape and challenges facing Lutheran social ministry leaders including:**

- Current challenges in the wake of the pandemic
- Perspectives on the role employee benefits play in helping them overcome challenges
- Perception of benefit offerings, associated costs, and current benefits partners

# Leaders in different roles bring different perspectives on the challenges

## SURVEY METHODOLOGY

LSA Member Organizations



CEOs



HR Leaders



CFOs

## Research findings focus on four key areas



**The Top Concerns  
Facing Senior Leaders**



**How Will Leaders  
Face Challenges?**



**How Do Benefits Affect  
Employee Recruitment  
and Retention?**

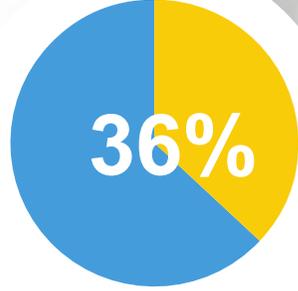


**How Do Benefit  
Partners Help?**

# Staffing, sustainability, costs, and COVID are top concerns for leaders



Staffing



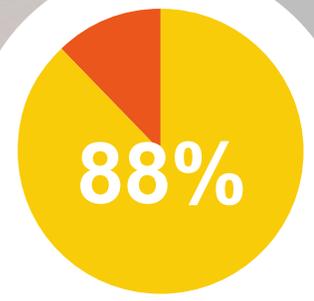
COVID-19



CEO



Labor costs



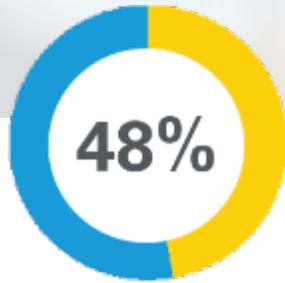
Benefit costs



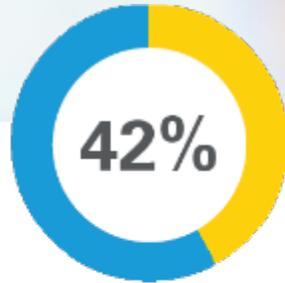
CFO

## The Top Concerns Facing Senior Leaders

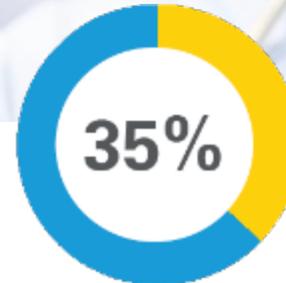
## CEOs see challenges changing the employment model



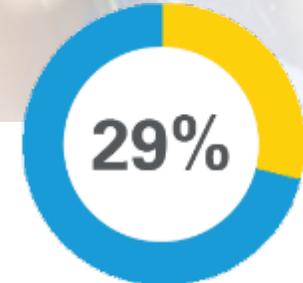
Add full-time employees



Rely on staffing agencies occasionally



Add part-time employees



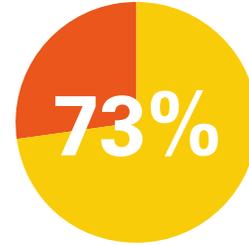
Increase hours of part-time employees

**The Top Concerns Facing Senior Leaders**



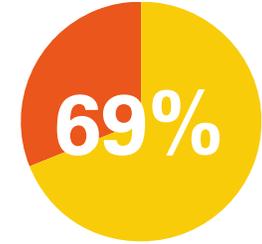
**Leaders are thinking creatively to maintain sustainability**

**CEO**

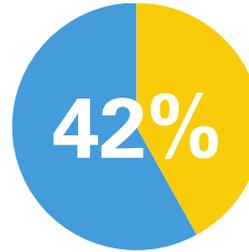


Form strategic alliances

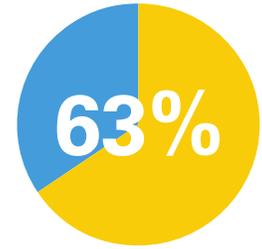
**CFO**



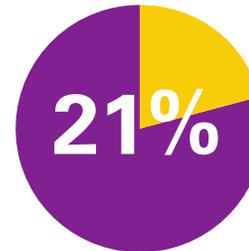
69%



Add services



63%



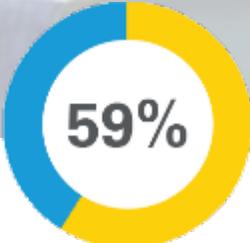
Consider a merger or acquisition



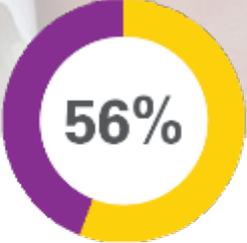
50%

**How Will Leaders Face Challenges?**

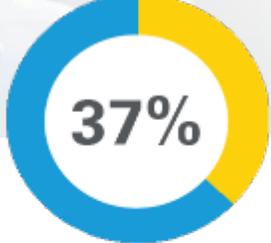
# Leaders believe benefits are critical to recruitment and retention



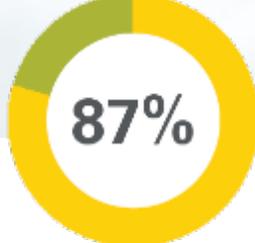
Researching new and innovative benefits



Considering adding additional coverage and/or benefits



Looking for ways to reduce costs overall



Considering adding wellness benefits



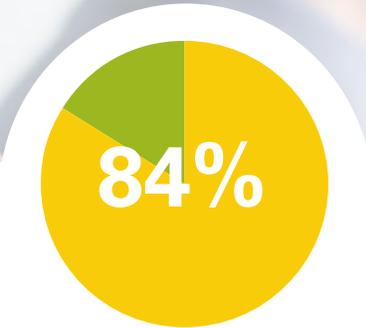
CEO



HR

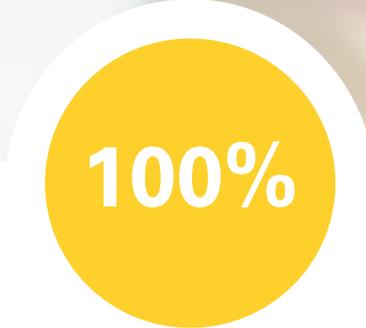
## The Role of Benefits

# Senior leaders believe the ROI of benefits is best measured by employee retention.



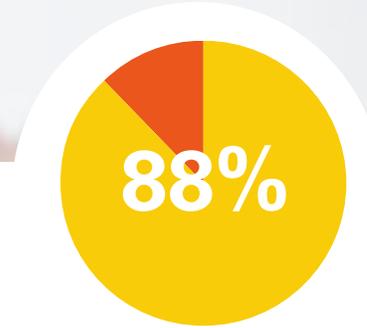
**CEO**

Rank employee retention, attraction, and satisfaction highest in measuring benefits' ROI



**CFO**

Rank employee retention highest in measuring benefits' ROI



**HR**

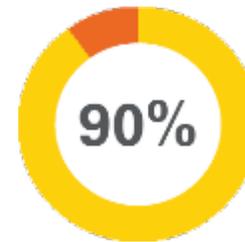
Say current benefits help attract and retain employees

## How Do Benefits Affect Employee Retention?

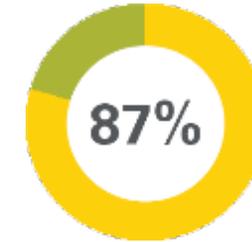
**100% of CEOs and CFOs say total cost of the benefits package to the employee is important or very important.**



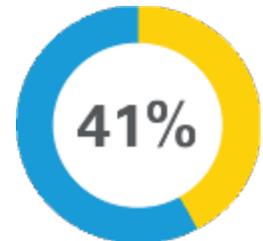
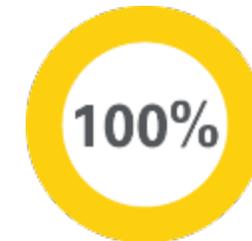
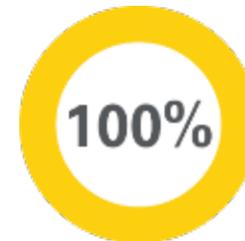
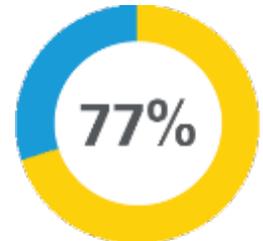
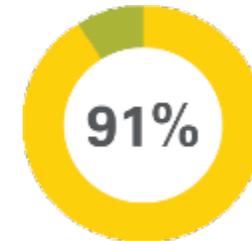
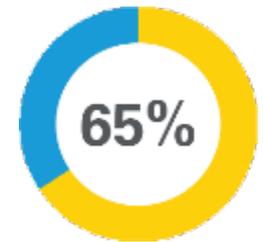
Concerned or very concerned with annual increases in health insurance premiums



Concerned or very concerned with uncertainty in annual percentage increases



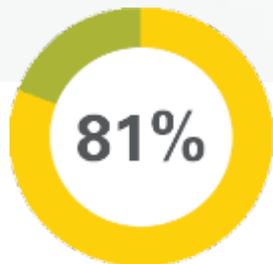
Concerned or very concerned with having enough internal resources



# Leaders are looking for simplified benefits administration

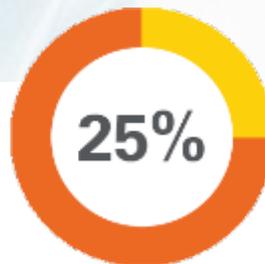


CEO



81%

Want to work with ONE benefits partner

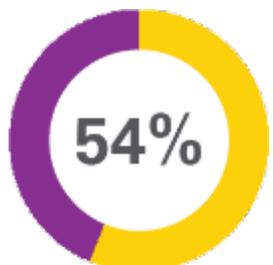


25%

Are very concerned that managing across multiple partners causes significant administrative burden on their organization

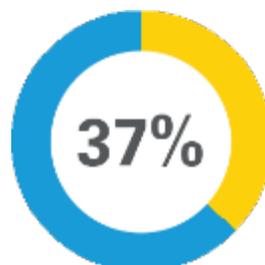


CFO



54%

Are concerned that managing across multiple partners causes significant administrative burden on their organization

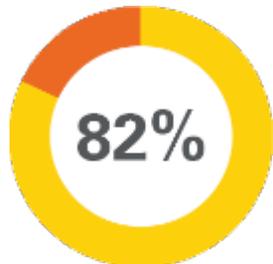


37%

Outsource help for benefit administration

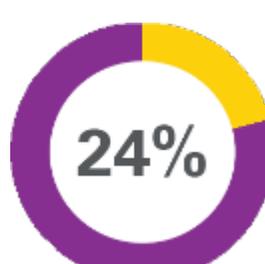


HR



82%

Work with two or more benefits partners



24%

Work with five or more benefits partners



## The right benefits partner can make a difference.



Increase your buying power

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Decrease your administrative burden

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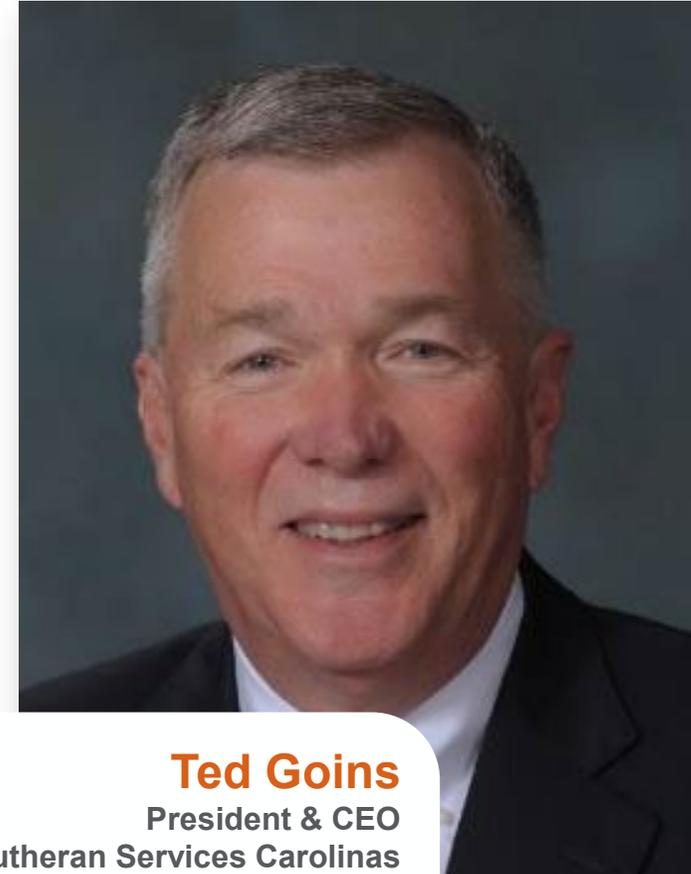


Better care for your employees

# Featured CEOs



**Terri Rodriguez**  
President & CEO  
Lutheran Ministries of Mercy



**Ted Goins**  
President & CEO  
Lutheran Services Carolinas



**What innovative approaches have you used to impact **recruiting** and **retention** of new staff?**



How are you thinking about **strategic alliances and partnerships** to address challenges?

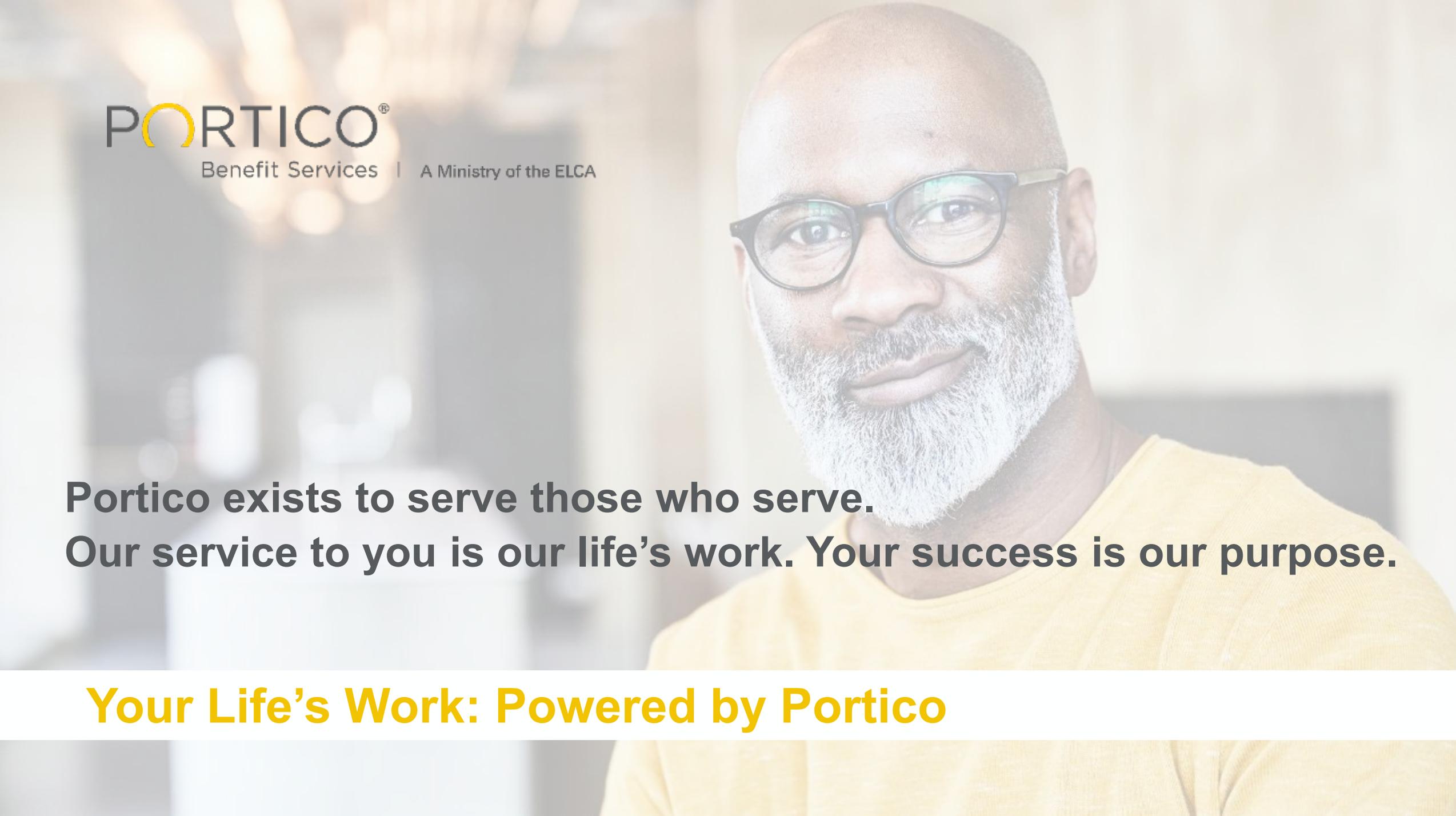


**What innovative approaches have you used to **care for your staff**?**



How are you **using benefits** to address workforce issues?

Have you added or considered adding **new benefits**?



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**Portico exists to serve those who serve.  
Our service to you is our life's work. Your success is our purpose.**

**Your Life's Work: Powered by Portico**

## Employee Benefits for Faith-Based Organizations

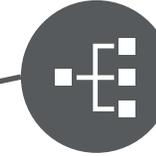
### Buying Power of a Large Pool

Because we have the buying power of a large body of people, we can provide more stable costs and access to a wider variety of products for our customers.



### Total Benefits Provider

Through one provider you get access to health, retirement, disability, life, and wellness benefits.



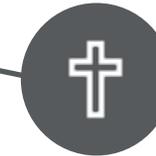
### An Extension of Your Team

We provide administrative support services to you and engagement support to your members to maximize use of their benefits.



### A Partner Aligned in Faith & Service

As a non-profit with faith-centered values, we provide benefits that serve whole-person wellness.



**The experienced Portico team combines deep knowledge  
with passion for serving those who serve**



**Jeff Thiemann**



**Ross Eichelberger**



**Christine Vitelli**



**Will Stensrud**



**Christina Womack**

**Your Portico Partners**

A woman with long dark hair, wearing a dark blazer, is smiling warmly at a man whose back is to the camera. The man is wearing a light-colored shirt. The background is a blurred office or meeting room with a green wall.

**PORTICO**<sup>®</sup>

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**Portico is more than a benefits provider,  
we're your partner in serving the community.**

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