



# ***TEACHERS' AND STATE EMPLOYEES' RETIREMENT SYSTEM & LOCAL GOVERNMENTAL EMPLOYEES' RETIREMENT SYSTEM***

**BOARD OF TRUSTEES MEETING – October 2018**

**RSD Operations Update**



**North Carolina**  
Total Retirement Plans



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STATE TREASURER OF NORTH CAROLINA  
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## KEY TAKEAWAYS

### Operations

- Successful summer retirement
- One-time cost-of-living supplement
- Retirement Application On-Line – live in November

### Member Services

- Hurricane brings volumes down; productivity stays high
- Service levels on target
- Call Back Assist final prep – live in Oct

### Compliance

- Overpayment collections on track to exceed fiscal year goal



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Total Retirement Plans



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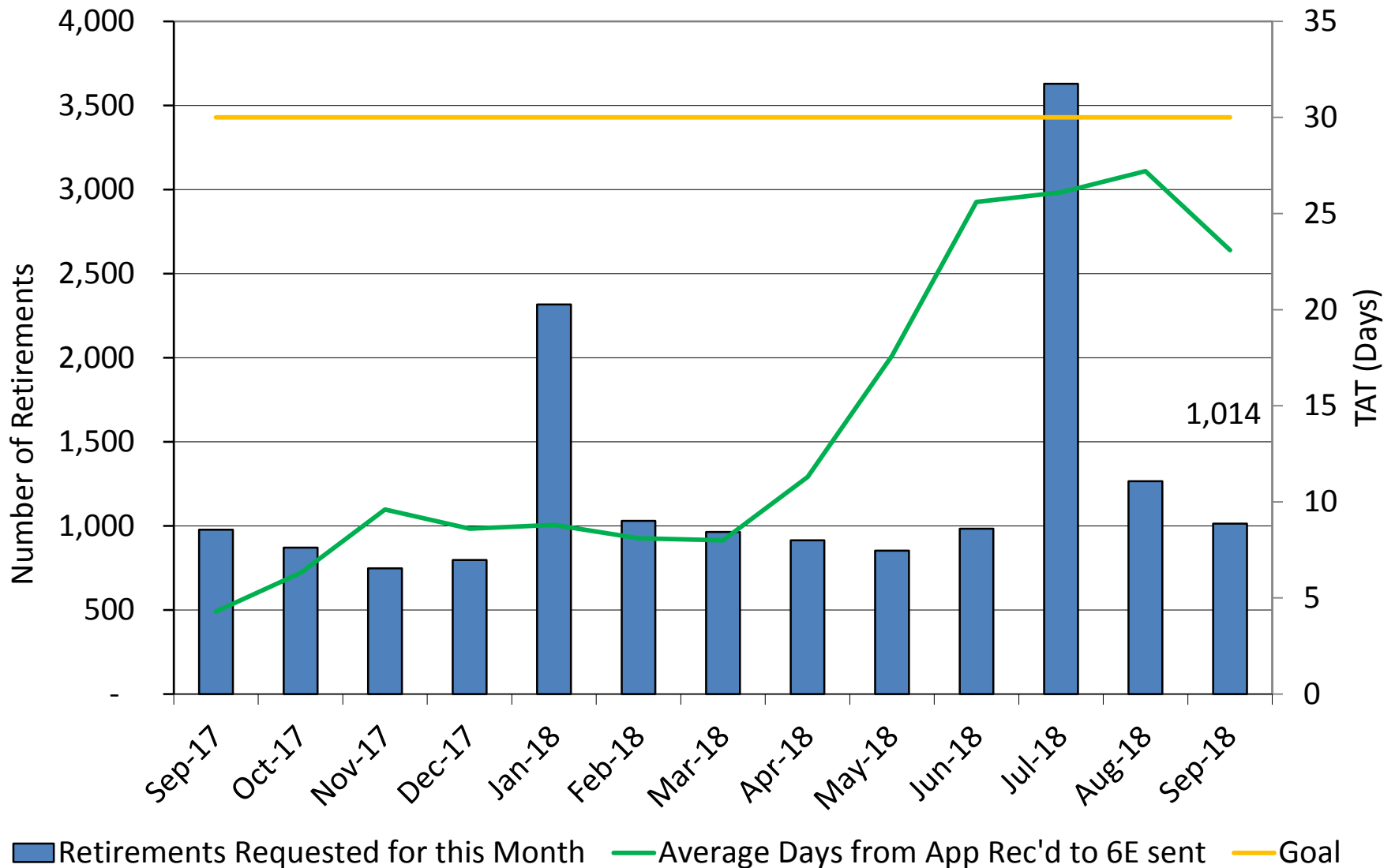
**North Carolina**  
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# Operations

# Retirement Processing - Retirements Requested, TAT

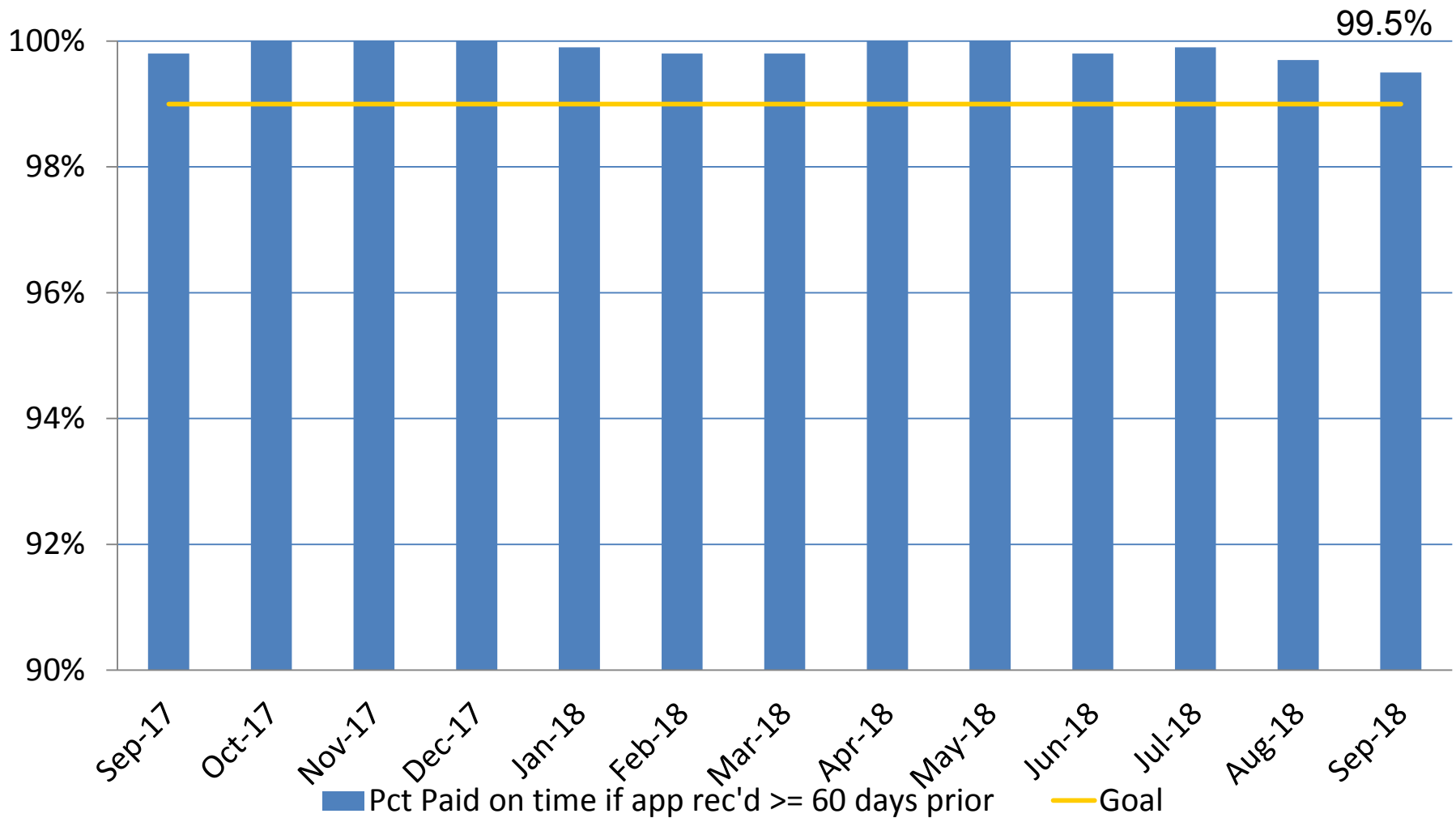


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# Retirement Processing - 60 Day Paid On Time Rate

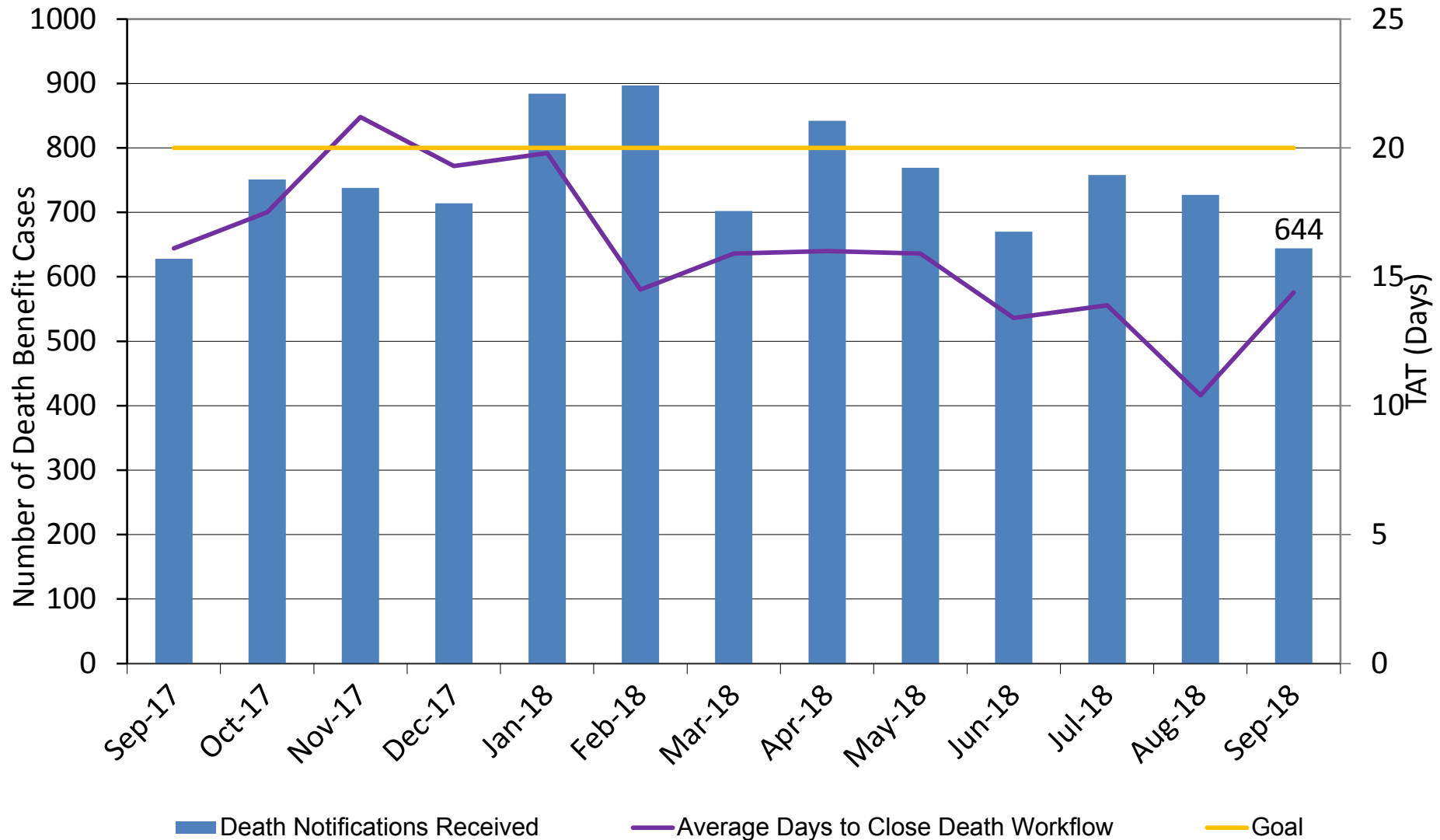


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# Benefit Processing - Death Notifications

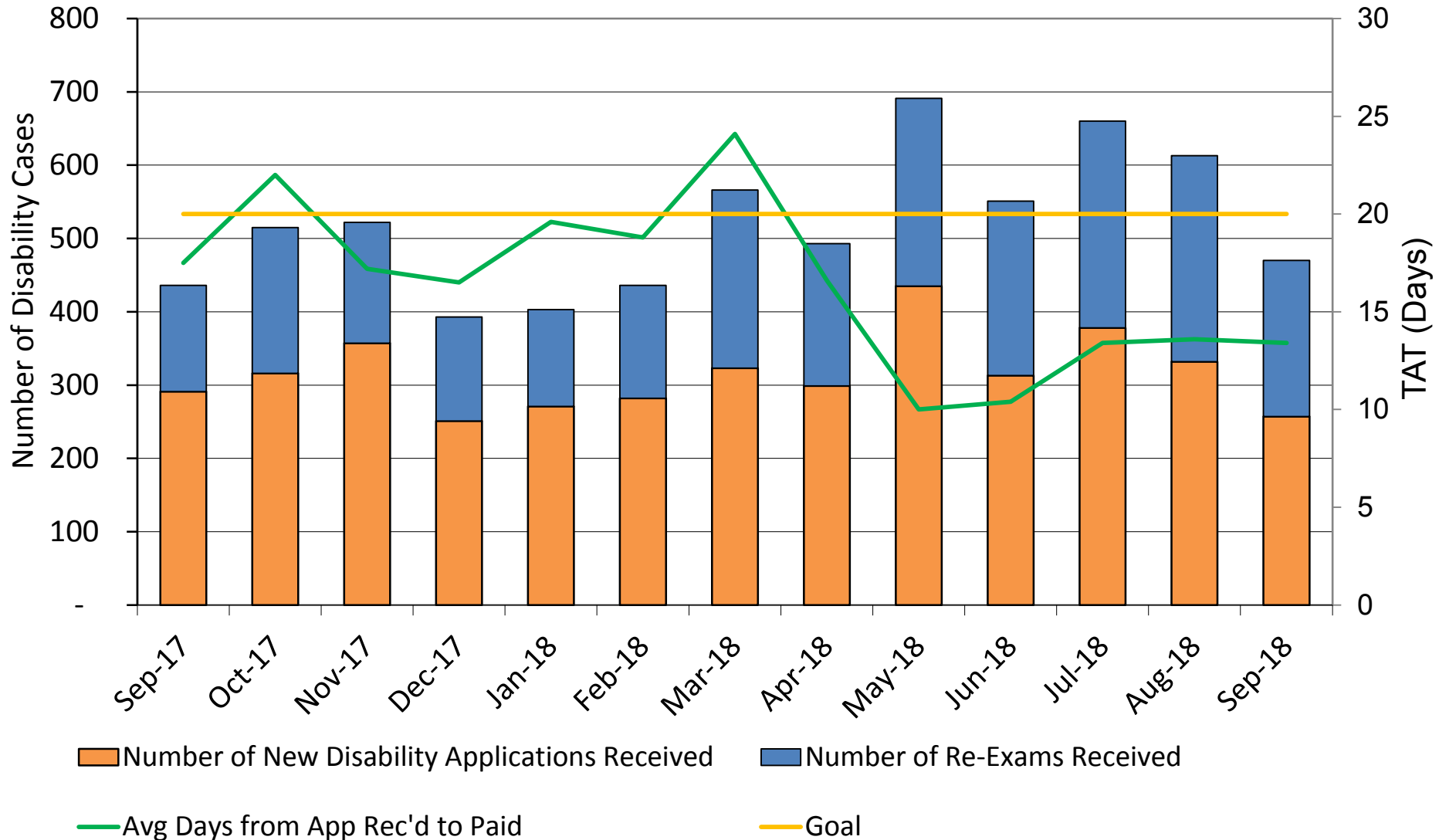


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# Benefit Processing - Disability Applications

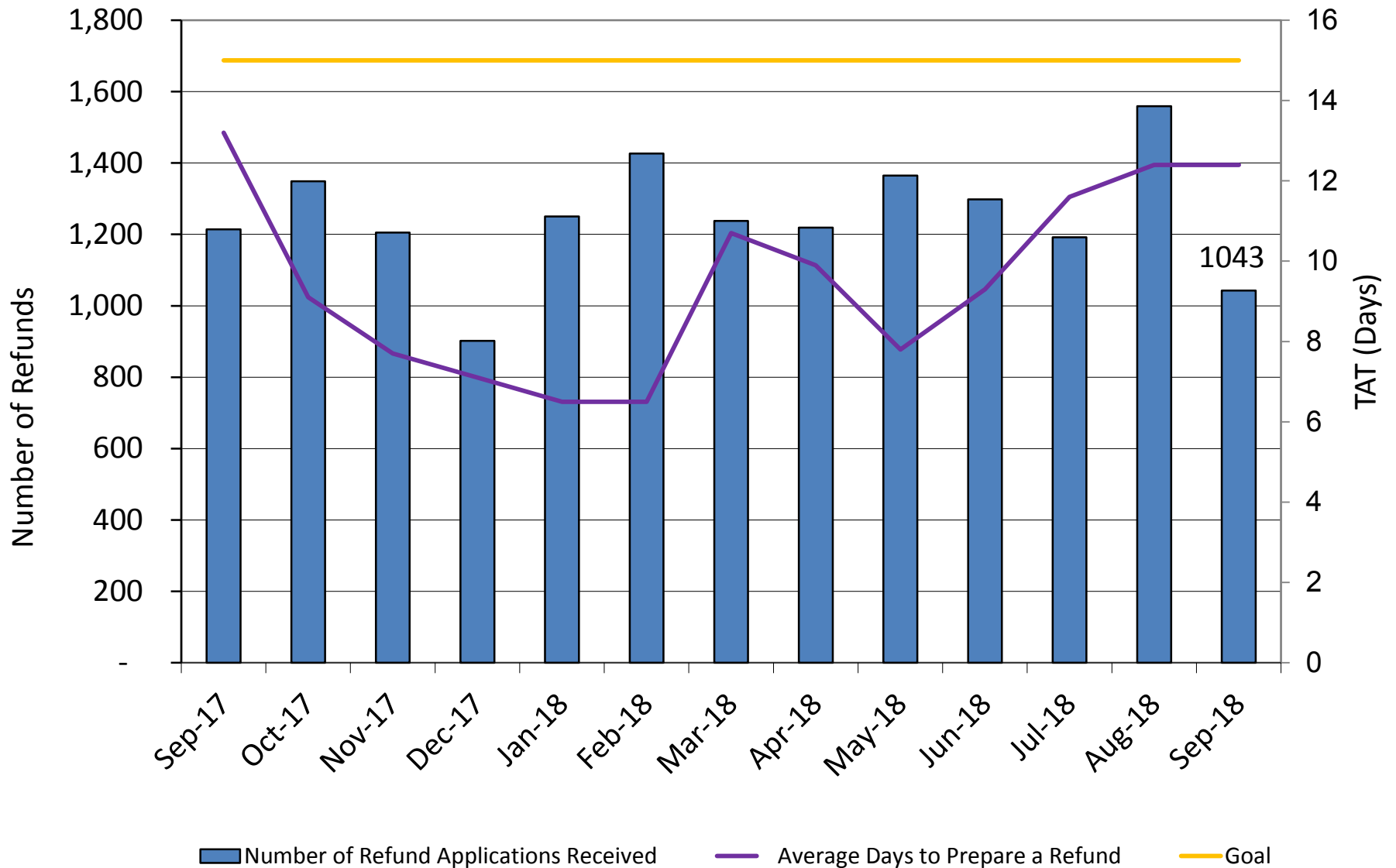


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# Benefit Processing - Refund Requests



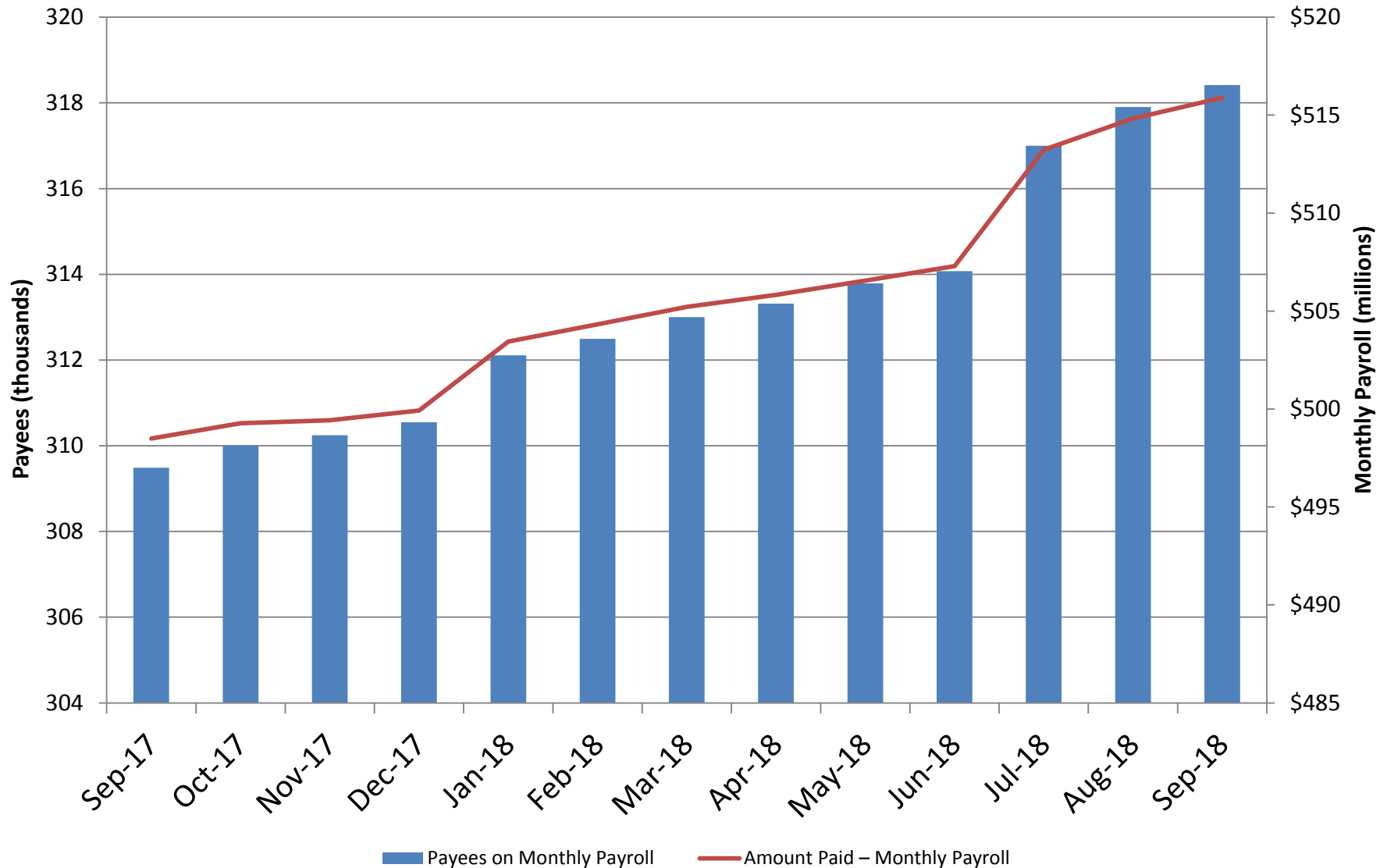
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# Payroll Processing - Monthly Payroll



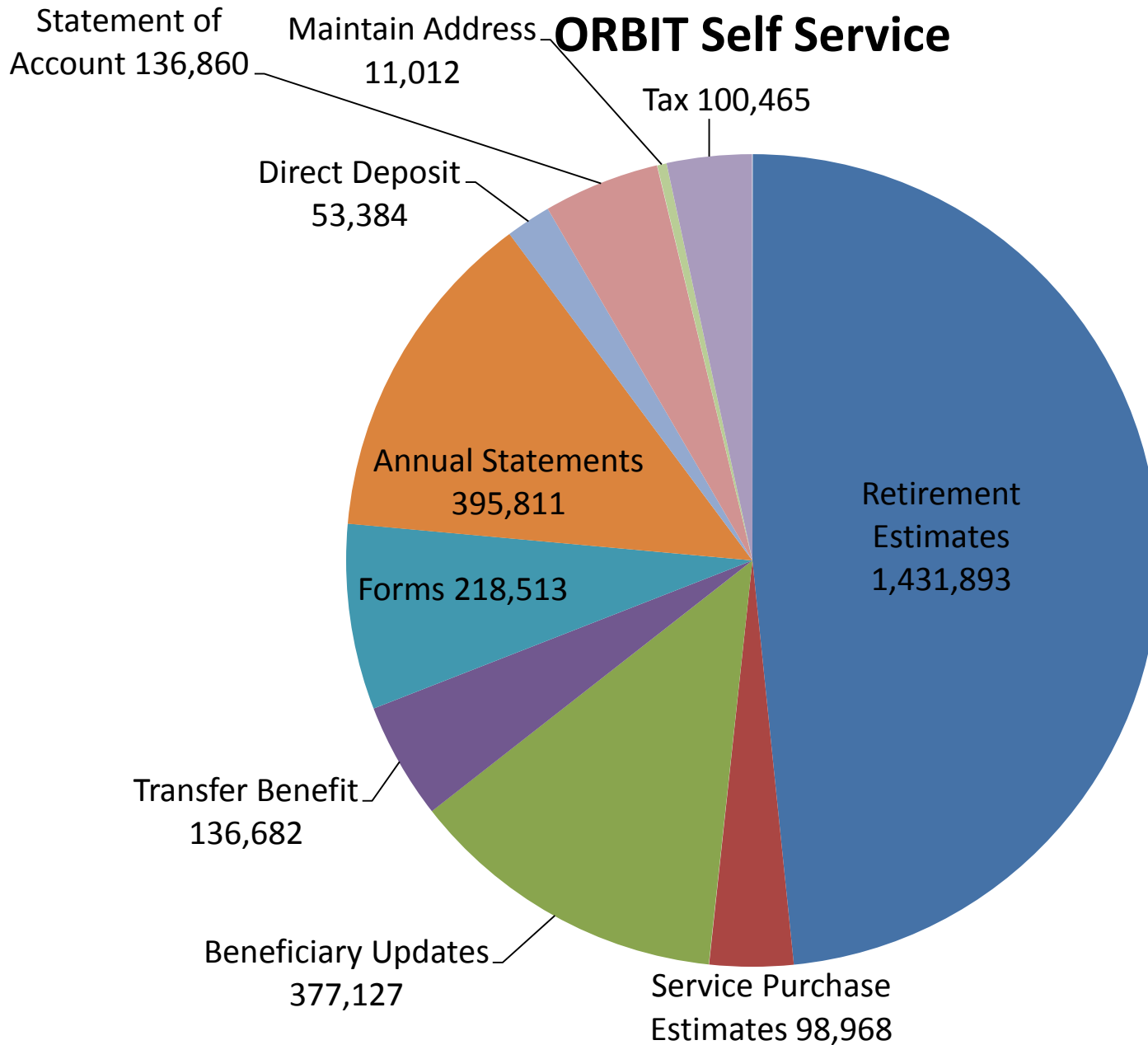
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# ORBIT Self Service

Data is for last 12 months.





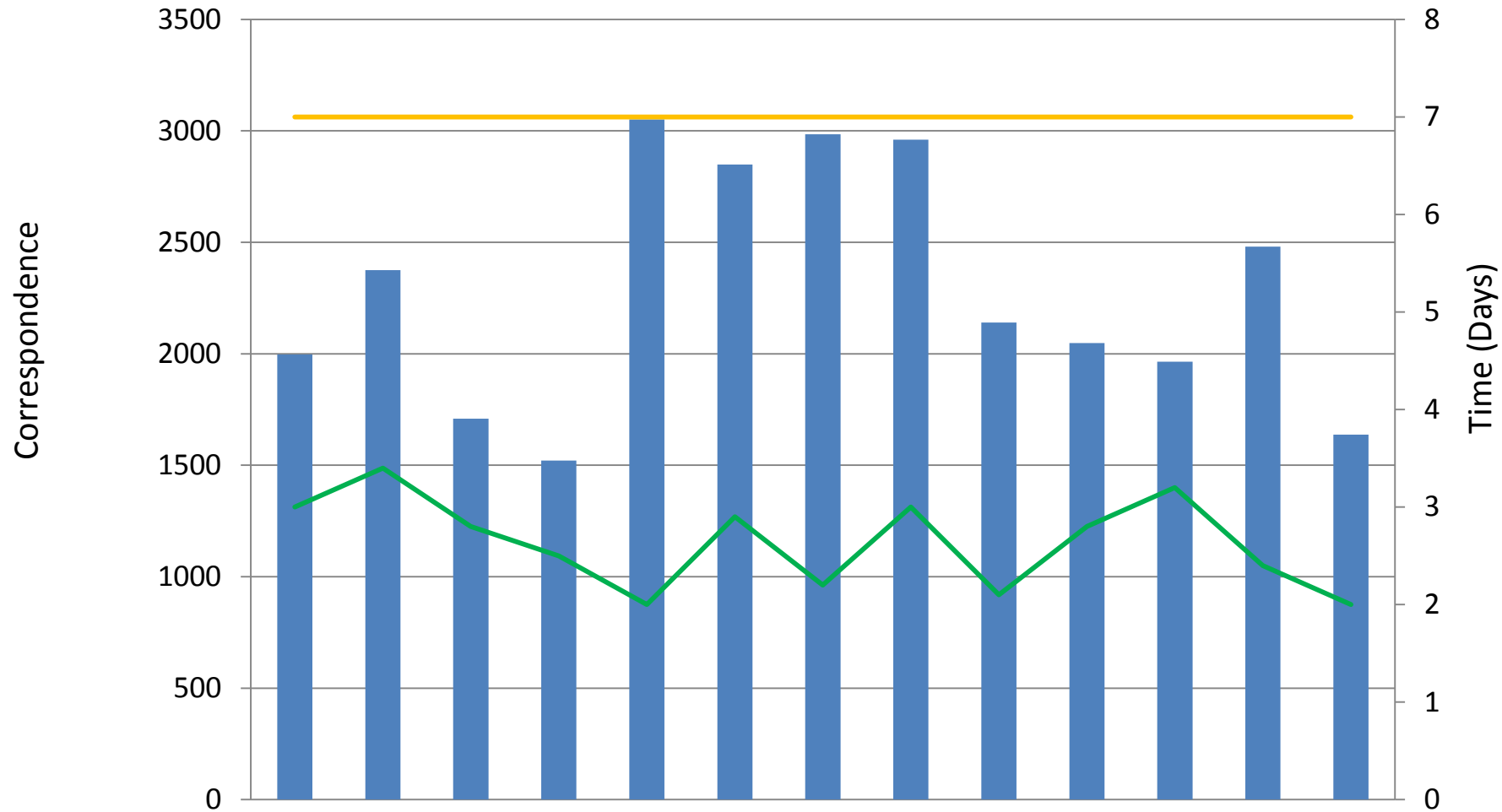
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# Member Services

# Educational Retirement Group - Correspondence



	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Correspondence Answered	1997	2375	1709	1521	3051	2849	2985	2960	2140	2048	1964	2481	1637
TAT	3.0	3.4	2.8	2.5	2.0	2.9	2.2	3.0	2.1	2.8	3.2	2.4	2.0
Goal	7	7	7	7	7	7	7	7	7	7	7	7	7



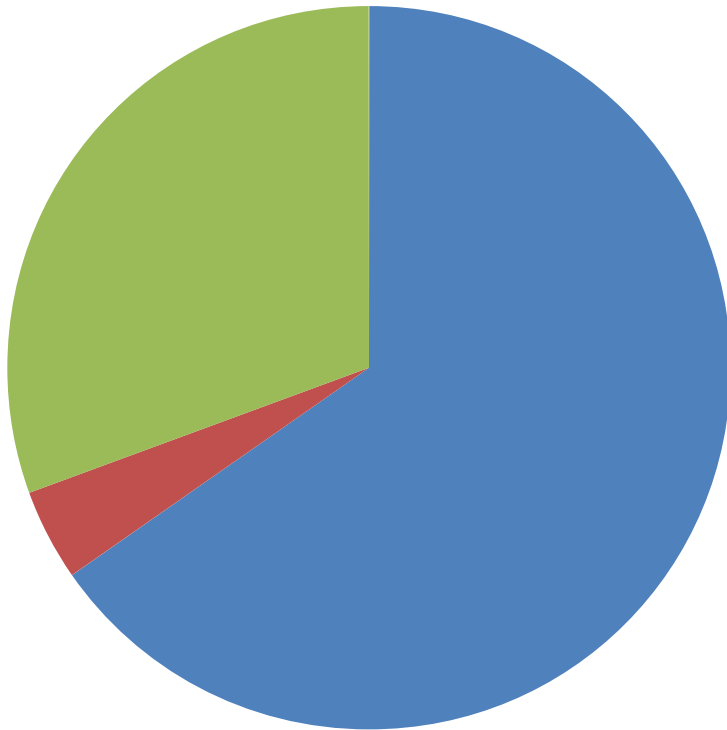
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# Educational Retirement Group – 2018/2019 Fiscal Year

## Meetings and Webinars



■ Employee Meetings ■ Employer Meetings ■ Webinars

	Count July 2018 - YTD	Attendees July 2018 - YTD
Employee	35	3,162
Employer	3	60
Webinar	20	733
Total	58	3,955
Goal	195	



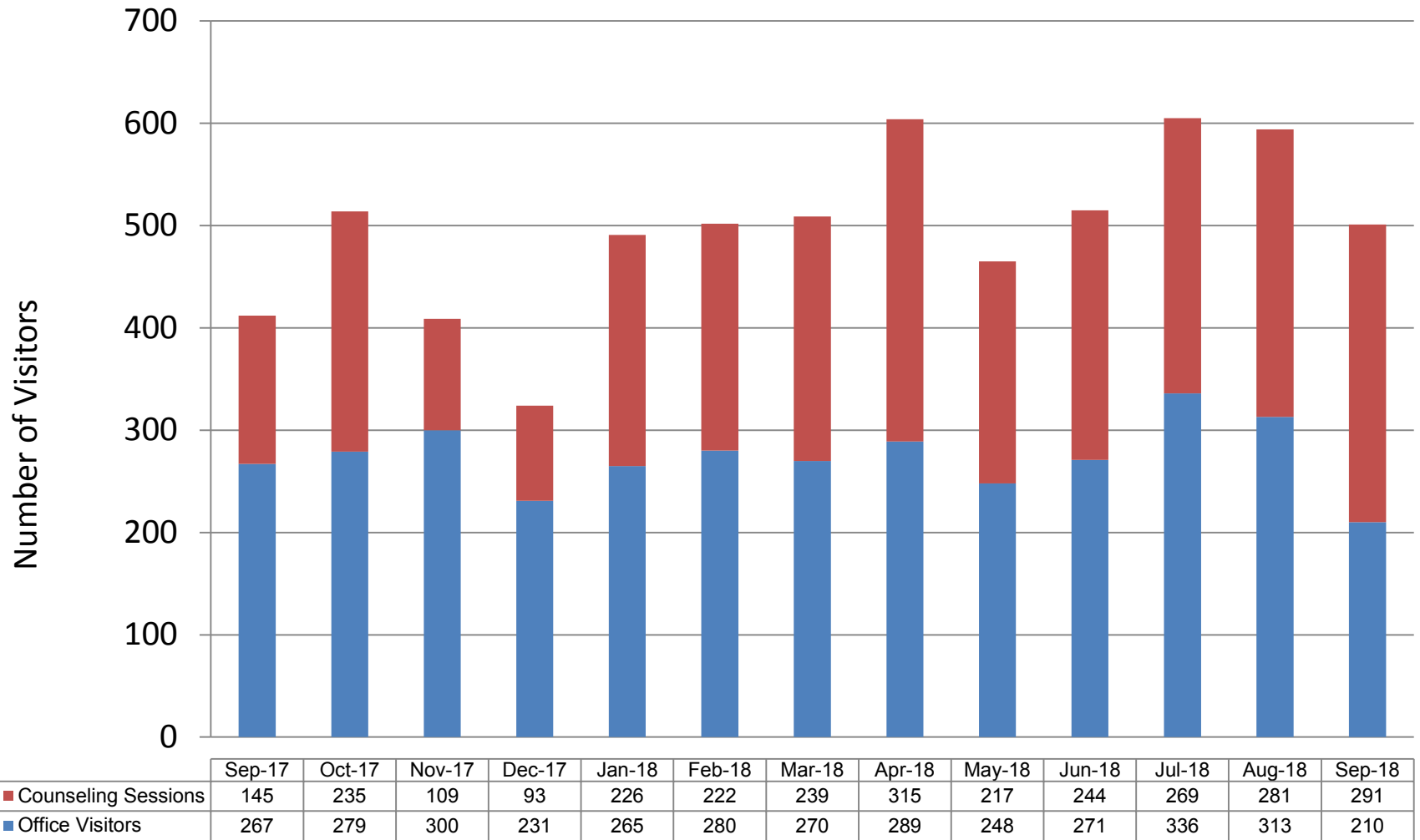
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FY 18/19 Counseling = 841  
Annual Goal = 2,480

## Educational Retirement Group - Visitors and Counseling Sessions

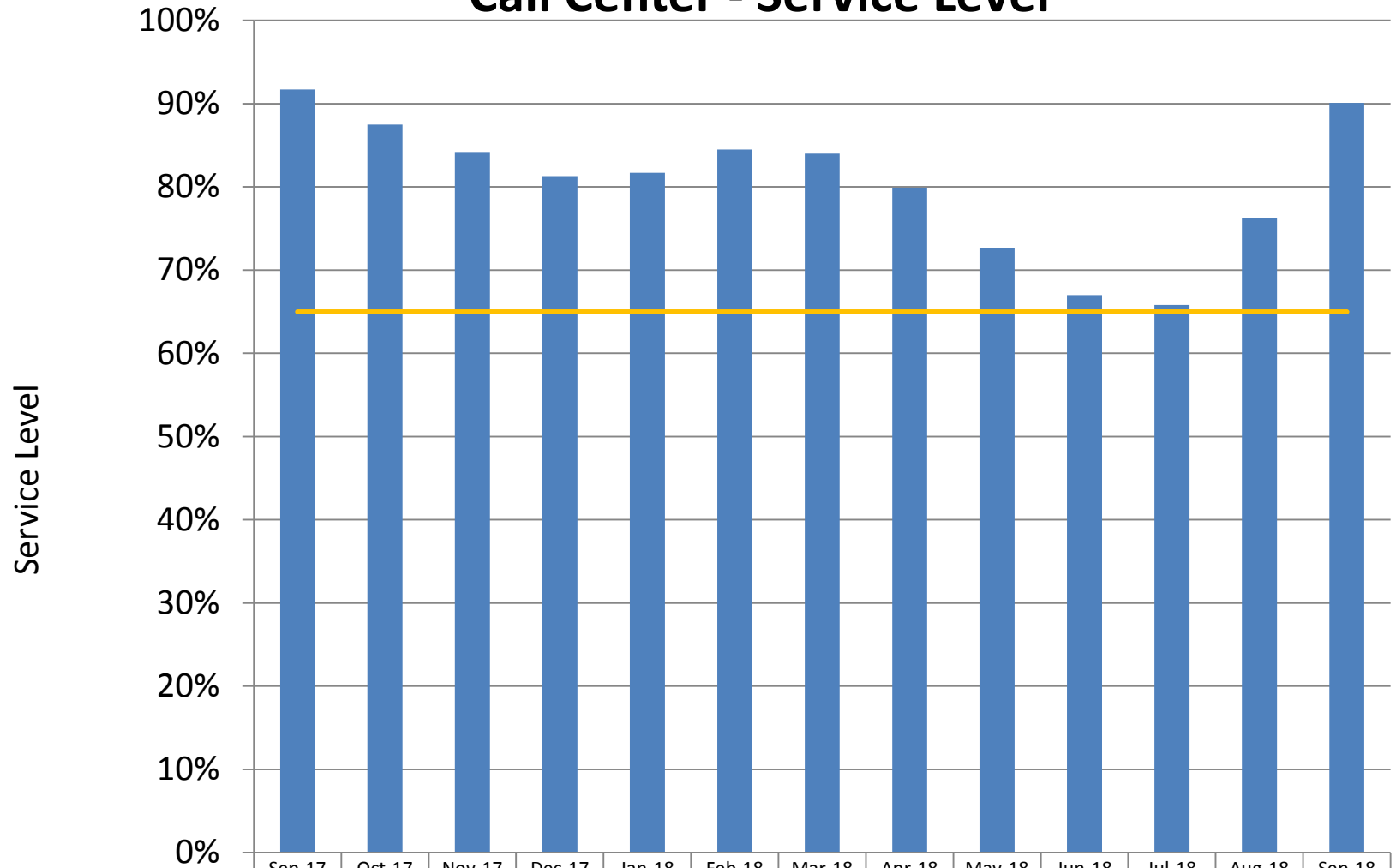


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# Call Center - Service Level



	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
% Calls Answered in 60 Sec	91.7%	87.5%	84.2%	81.3%	81.7%	84.5%	84.0%	79.9%	72.6%	67.0%	65.8%	76.3%	90.1%
Goal	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%
Avg Speed of Answer	0:27	0:33	0:36	0:38	0:36	0:27	0:29	0:36	0:56	1:11	1:11	0:45	0:20
Total Calls Offered	17,840	23,630	20,014	18,835	27,702	27,330	28,748	25,677	20,424	20,940	22,462	23,122	17,179



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# Policy, Planning & Compliance





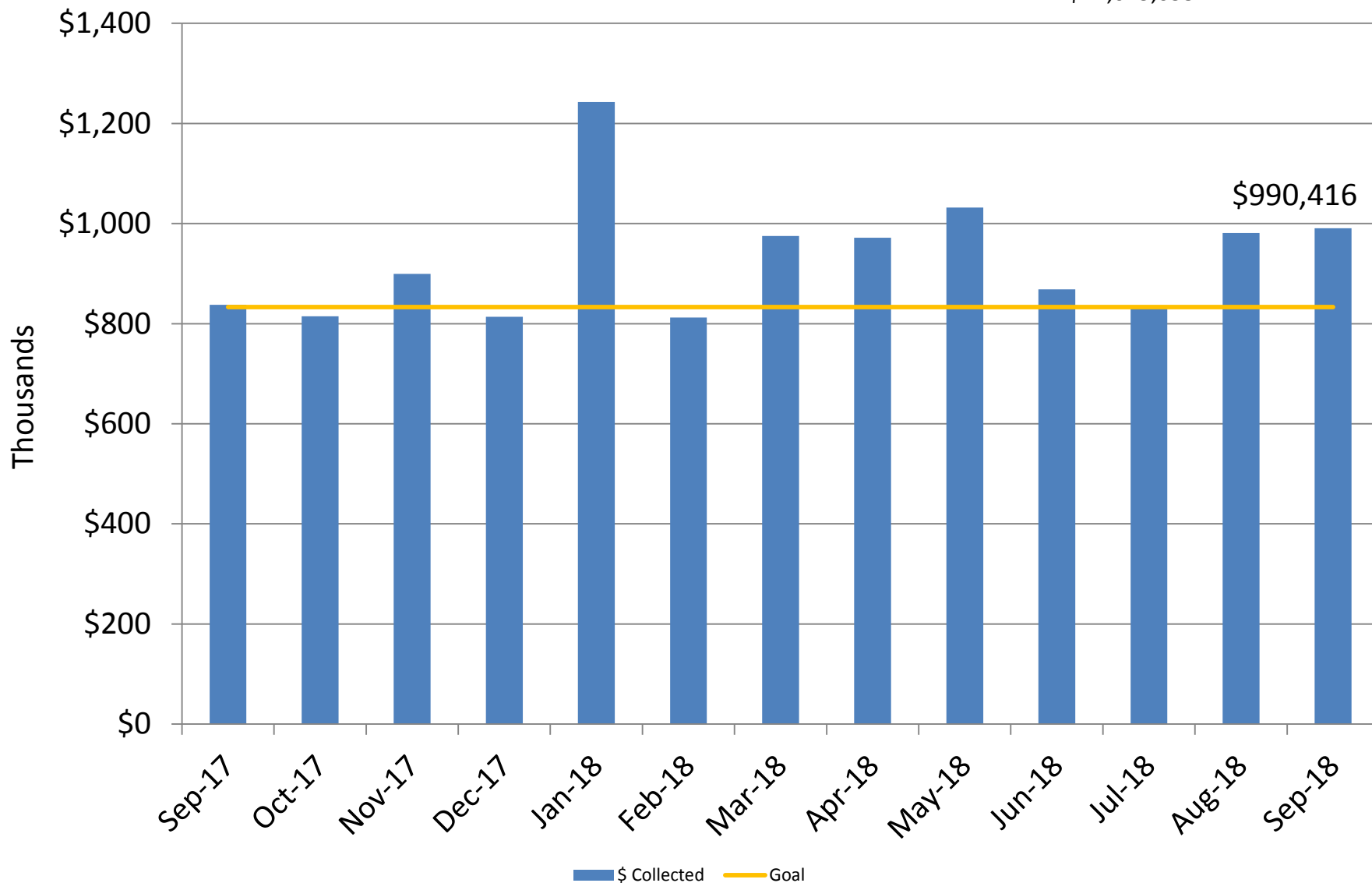
## LGERS Contribution-Based Benefit Cap (CBBC) Liabilities

- 67 retirements required an additional employer contribution based on the CBBC as of 10/03/2018
- Total CBBC liabilities invoiced as of 10/03/2018: \$5.3 million
- Average invoice cost: \$79,692.92
  - CBBC liabilities range in cost from \$4,065.58 to \$472,690.28
- 59 employers have paid in full
  - Total CBBC liabilities collected: exceeds \$3.9 million



# Overpayments - Amount Collected

Collected in past 13 months:  
\$12,075,053



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