



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

**BOARD OF TRUSTEES MEETING – October 2017**

**RSD Operations Update**



**North Carolina**  
Total Retirement Plans



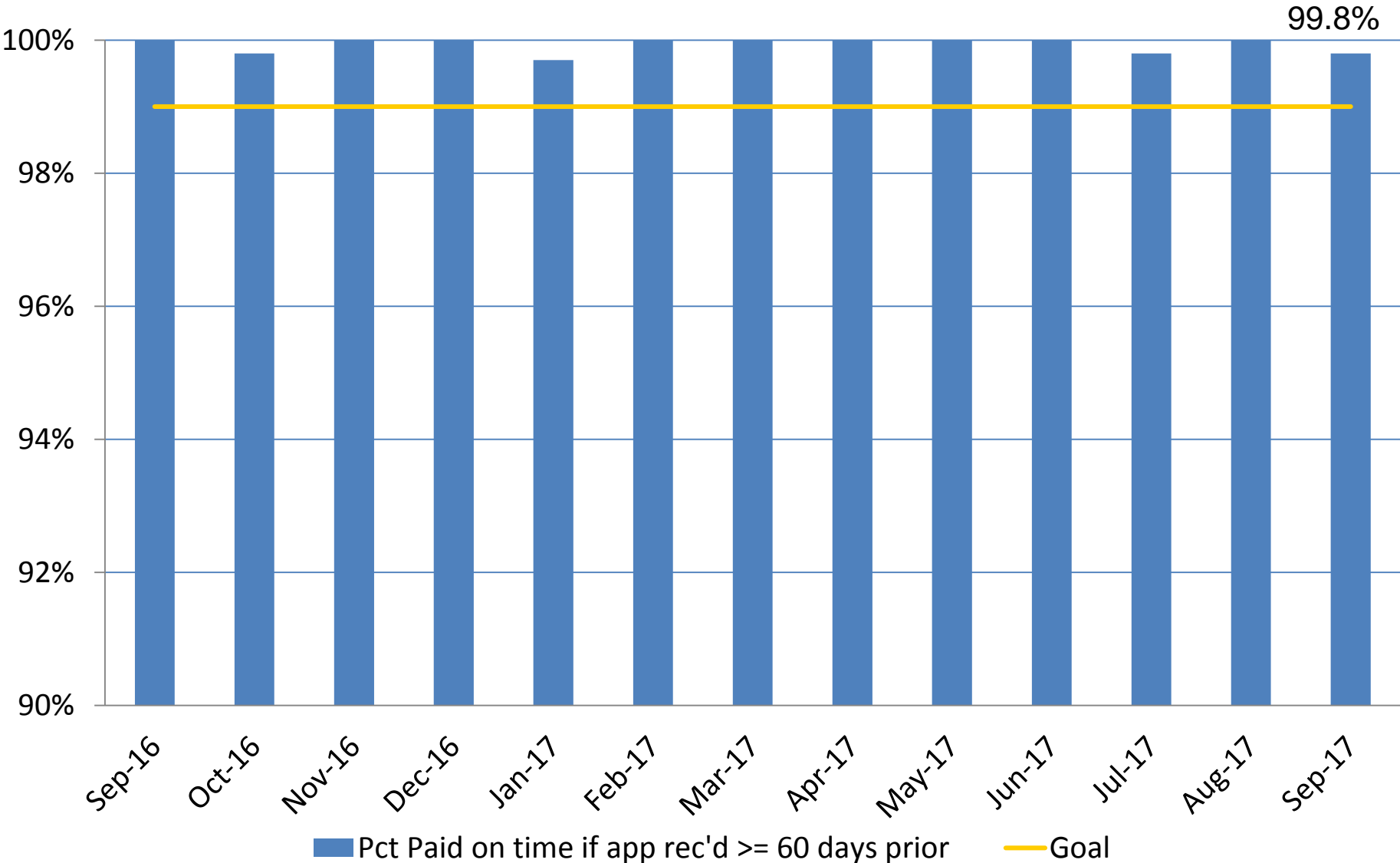
## KEY TAKEAWAYS

- Operations
  - Successful Summer Retirement Season
  - Continued Low Turnaround Times
  - Consolidation of Teams/Processes
- Member Services
  - Service Level Improvement
  - Voice Response Upgrade
- Compliance
  - Collected over \$10 Million in Overpayments
- 2017/2018 Key Initiatives:
  - Retirement Application On-Line
  - Fire & Rescue Reporting
  - Beneficiary On-line

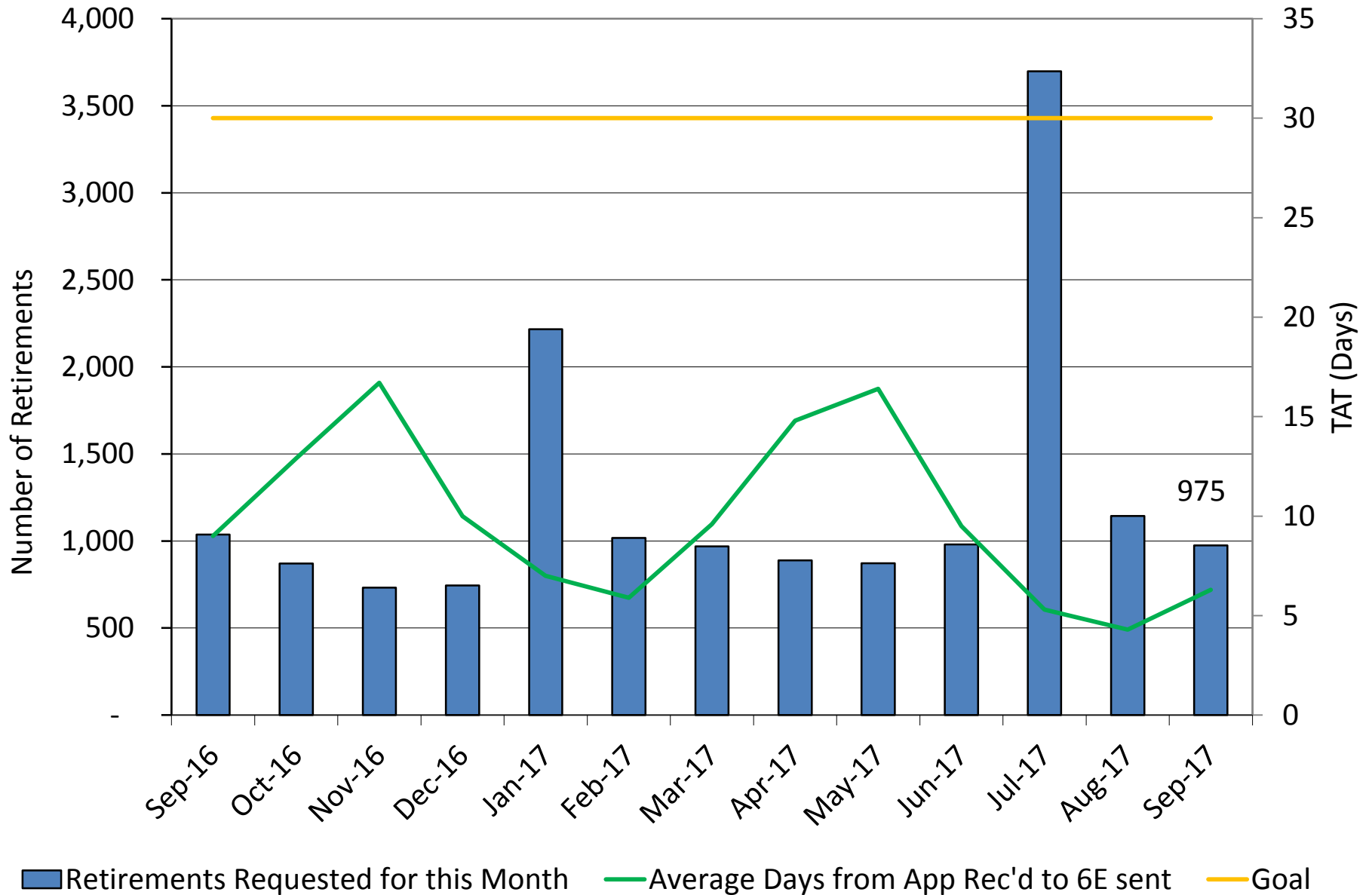


# Operations

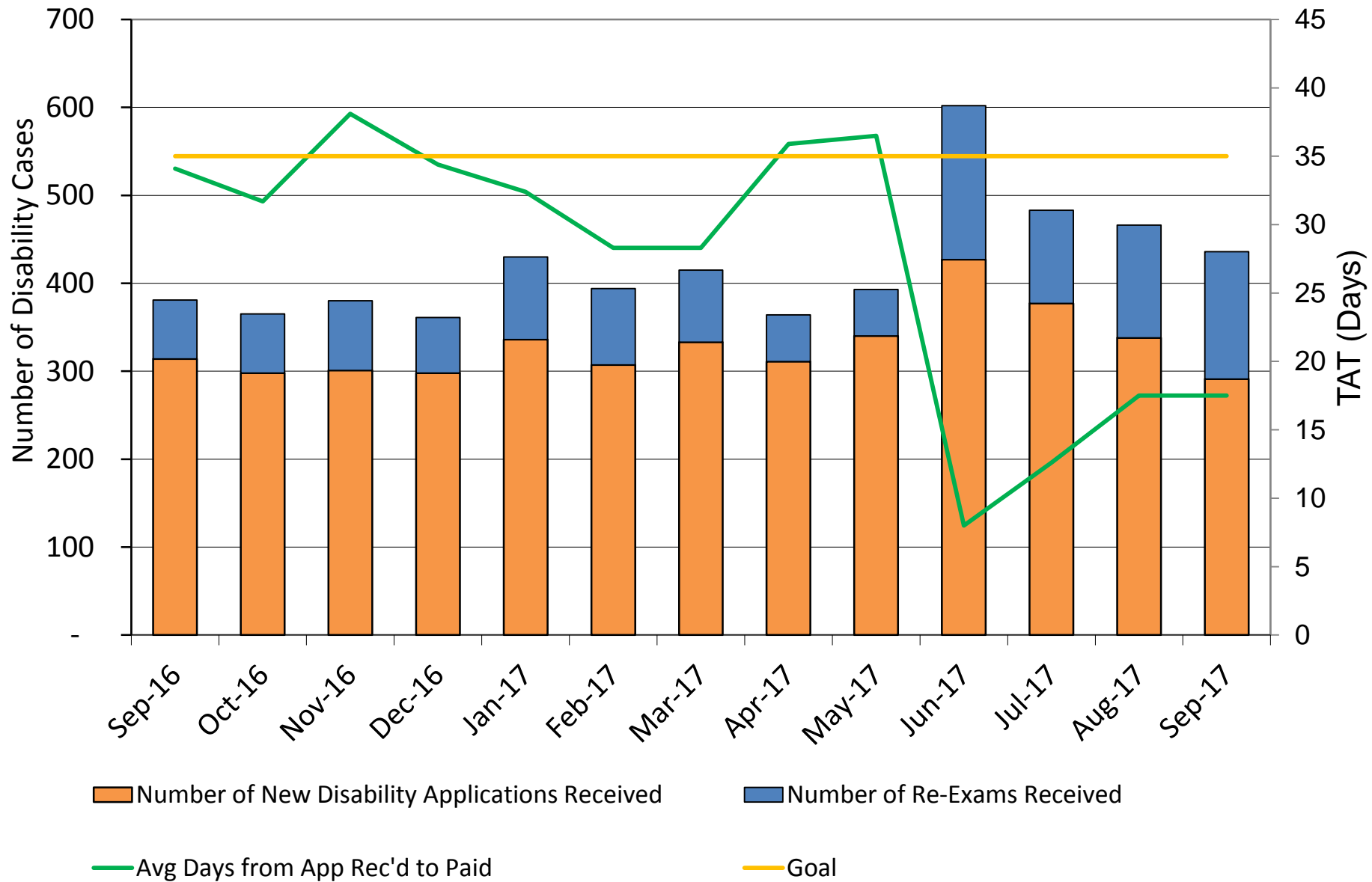
# Retirement Processing - 60 Day Paid On Time Rate



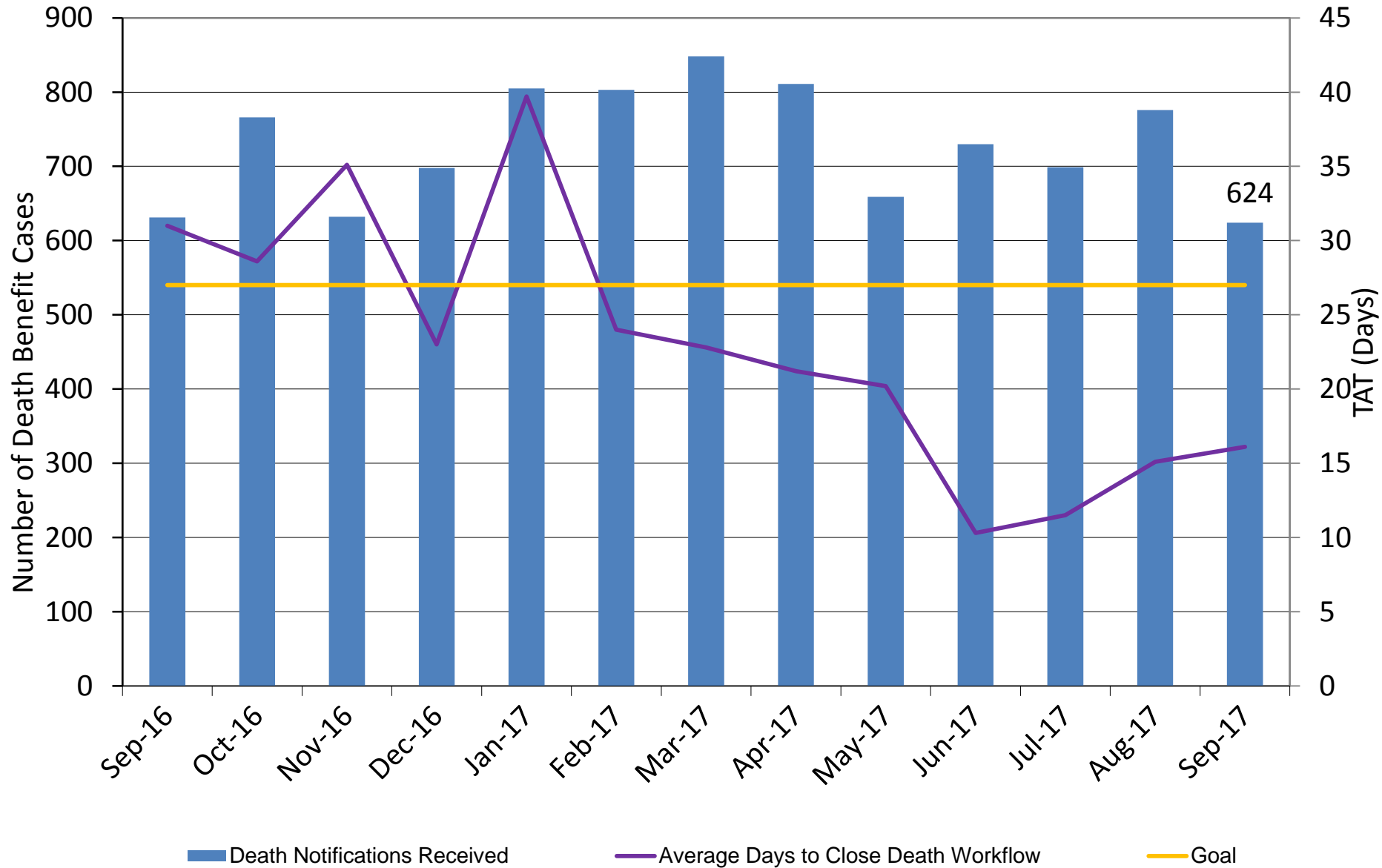
# Retirement Processing - Retirements Requested, TAT



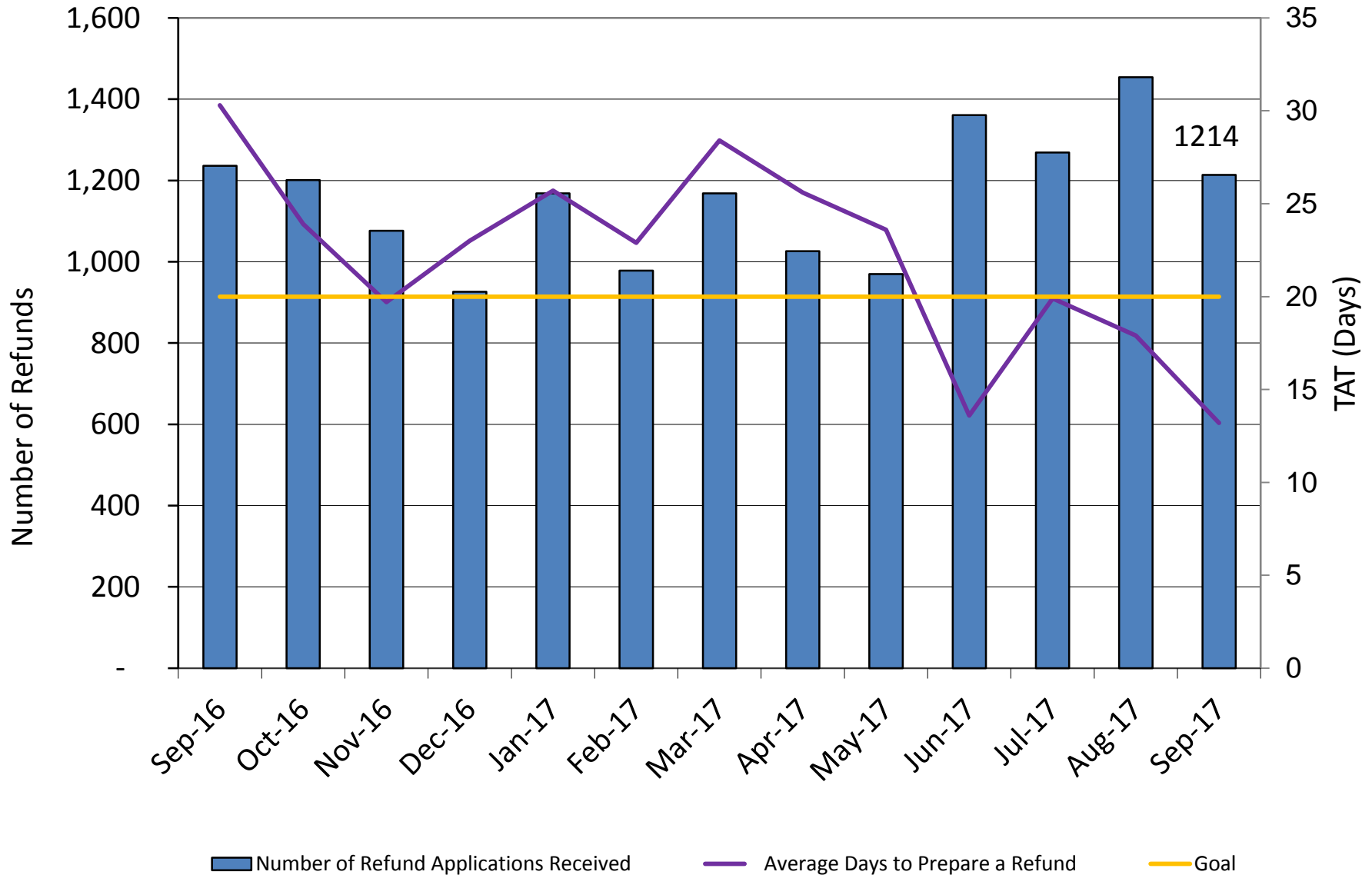
# Benefit Processing - Disability Applications



# Benefit Processing - Death Notifications

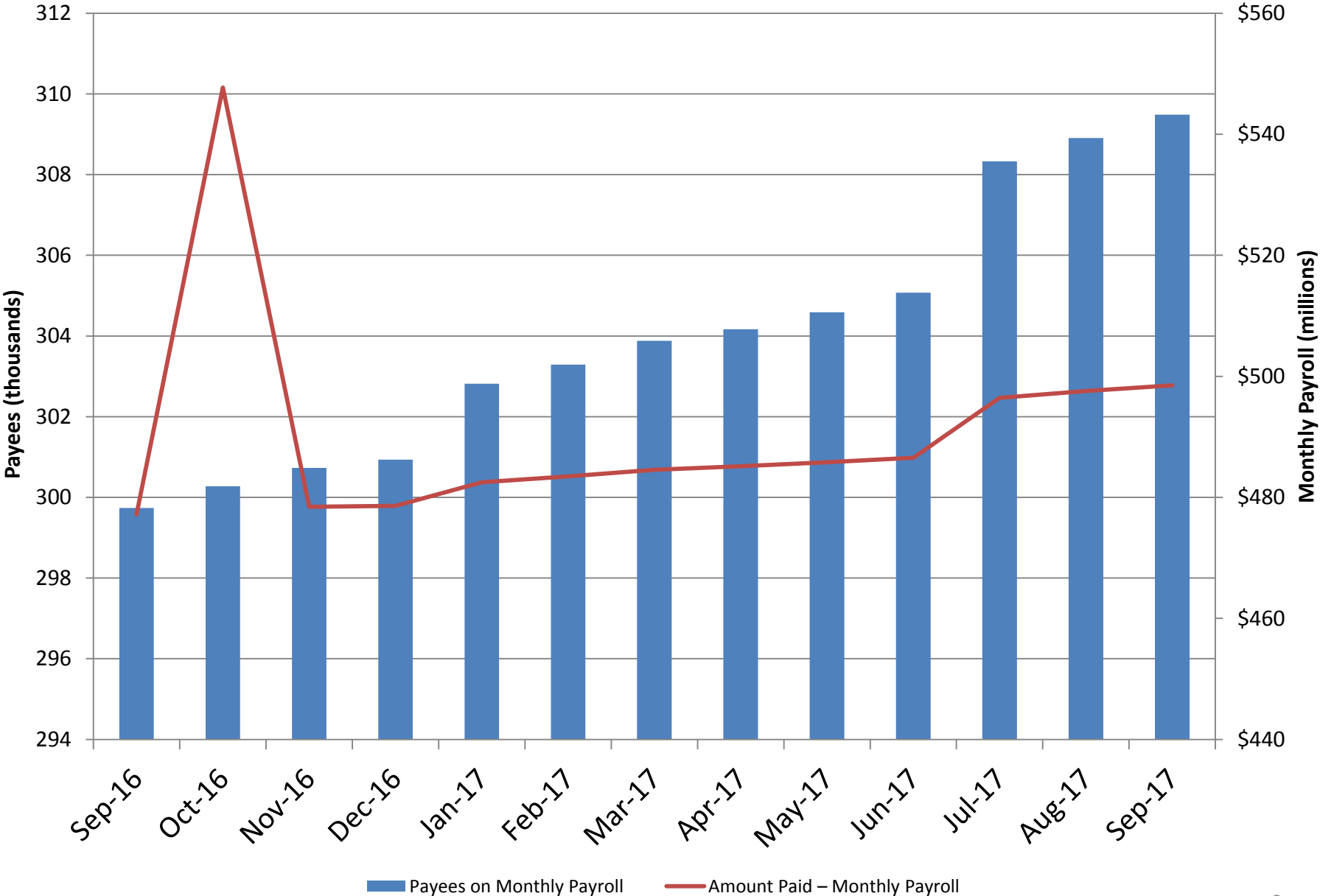


# Benefit Processing - Refund Requests



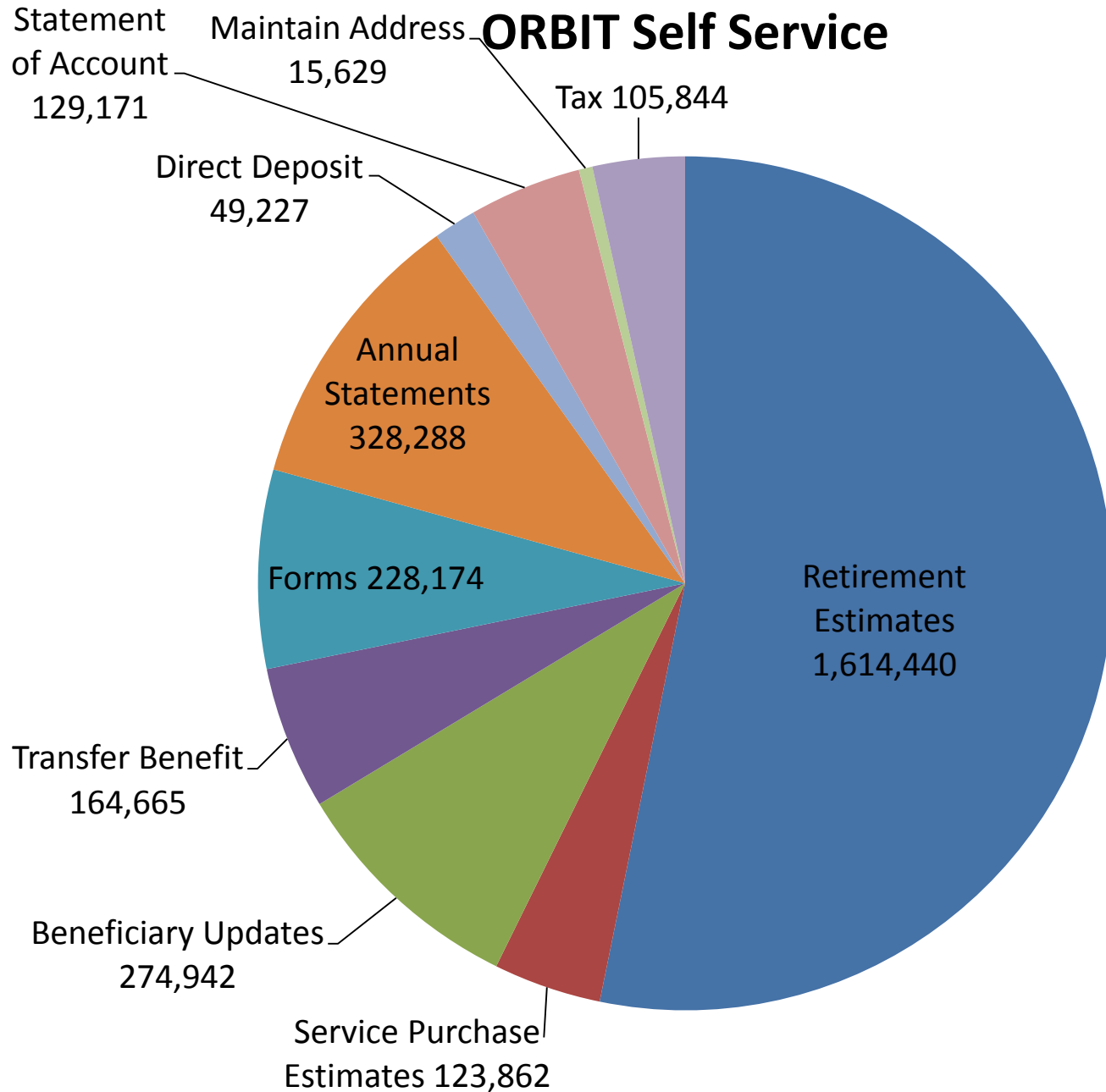


# Payroll Processing - Monthly Payroll

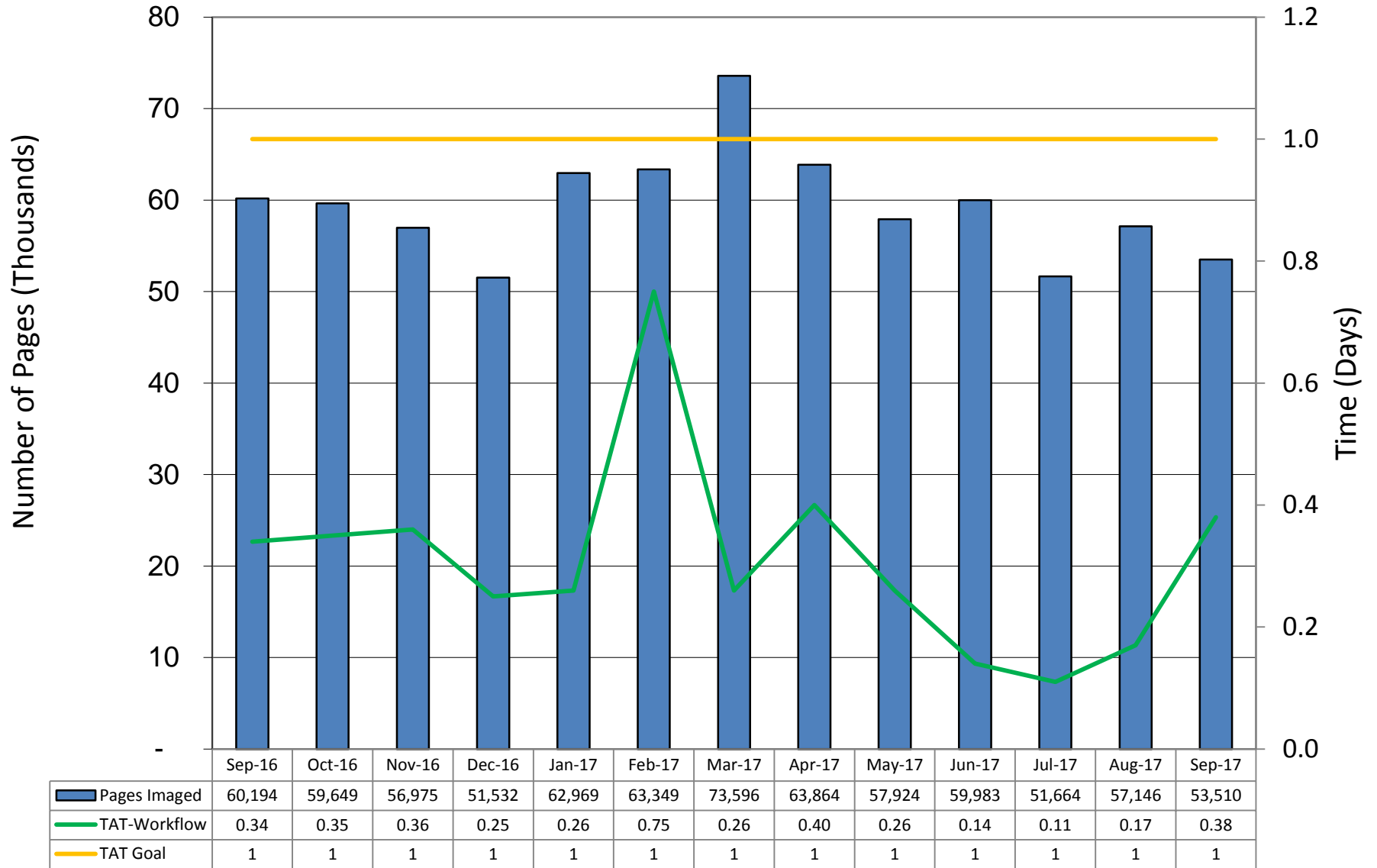


# ORBIT Self Service

Data is for last 12 months.



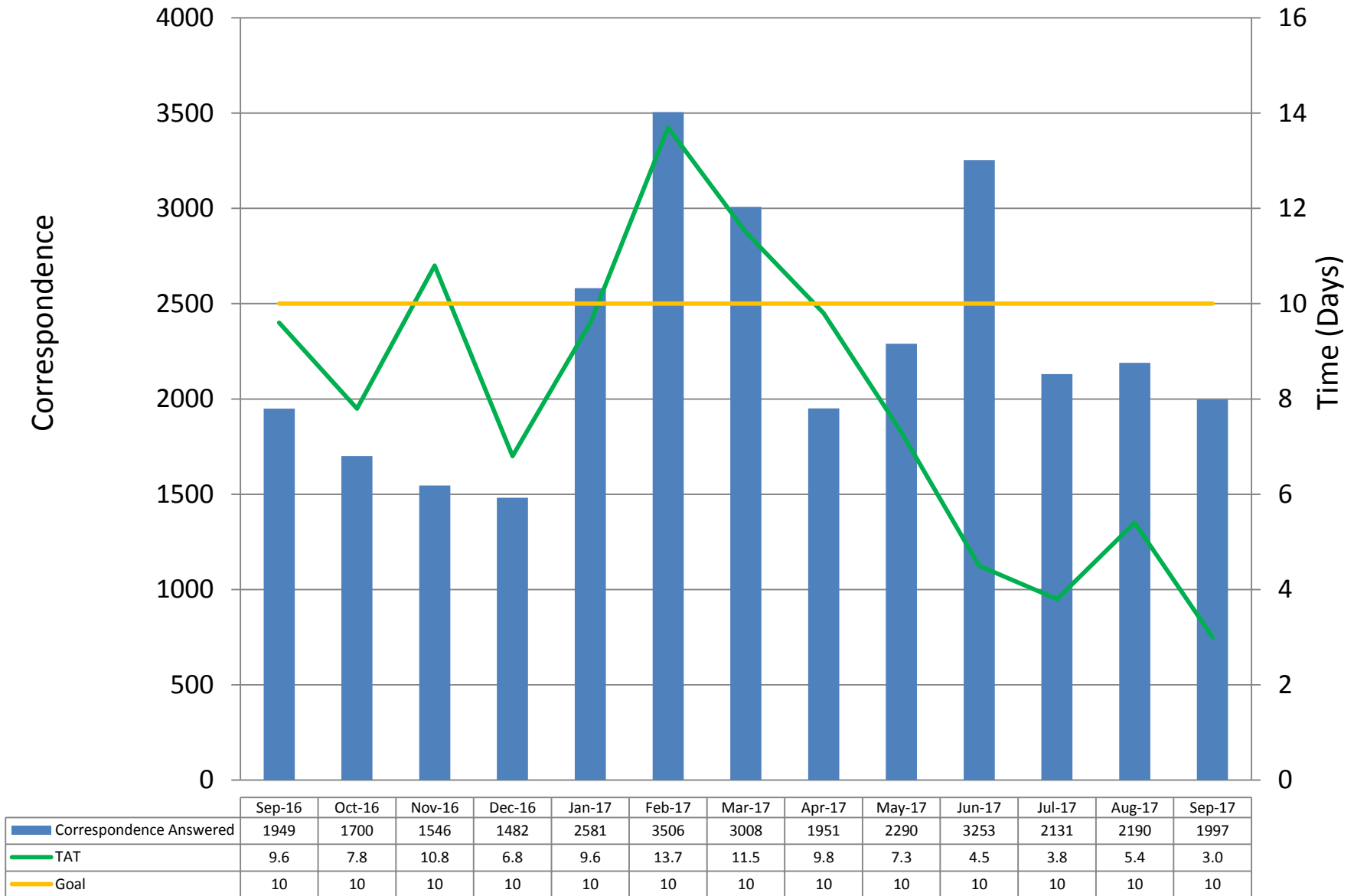
# Imaging - Pages Scanned





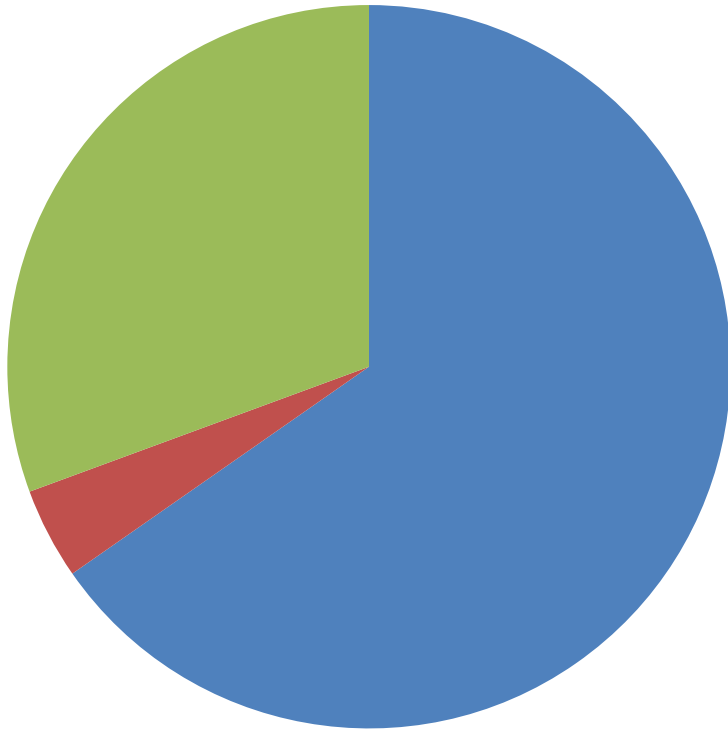
# **Member Services**

# Educational Retirement Group - Correspondence



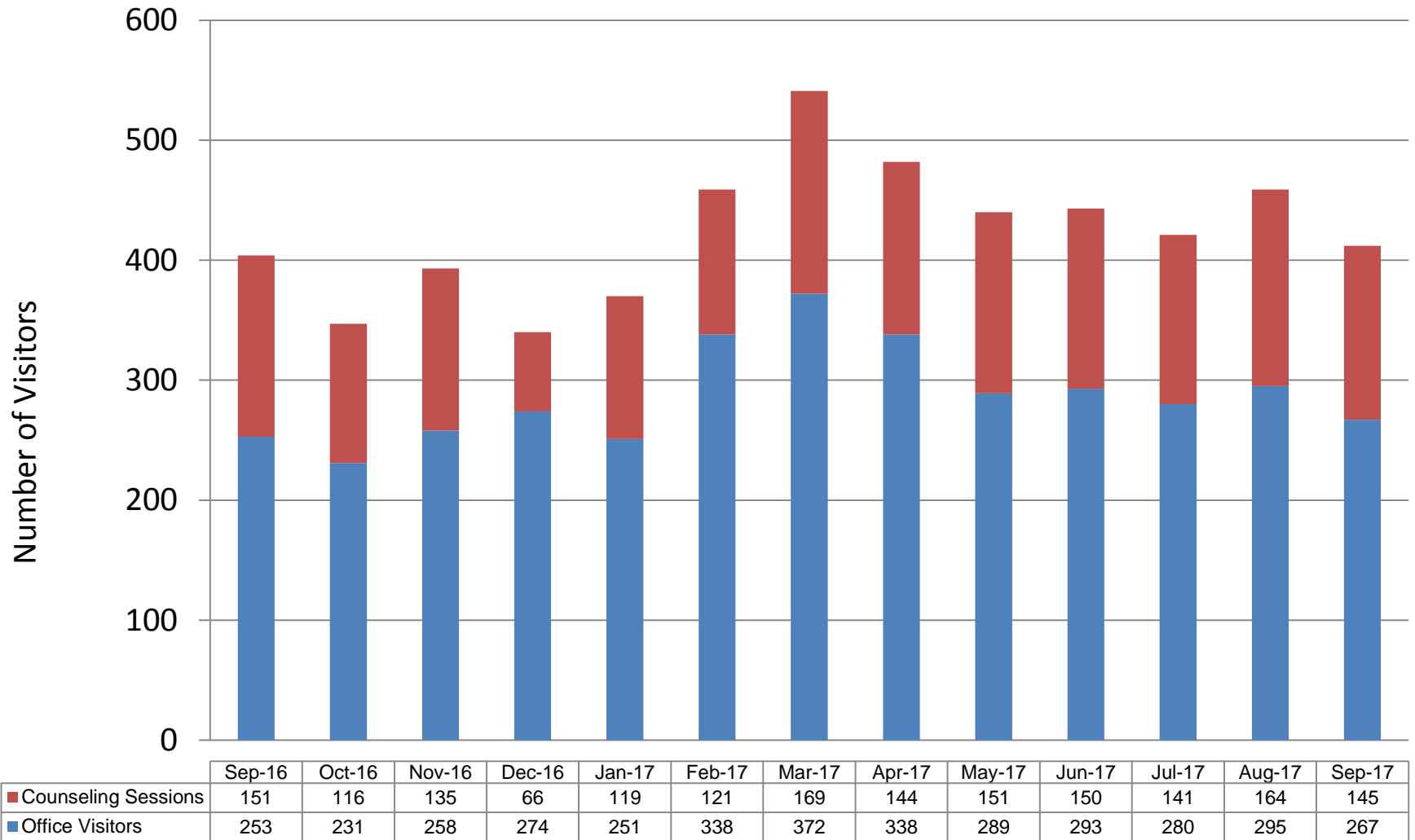
# Educational Retirement Group – 2017/2018 Fiscal Year

## Meetings and Webinars

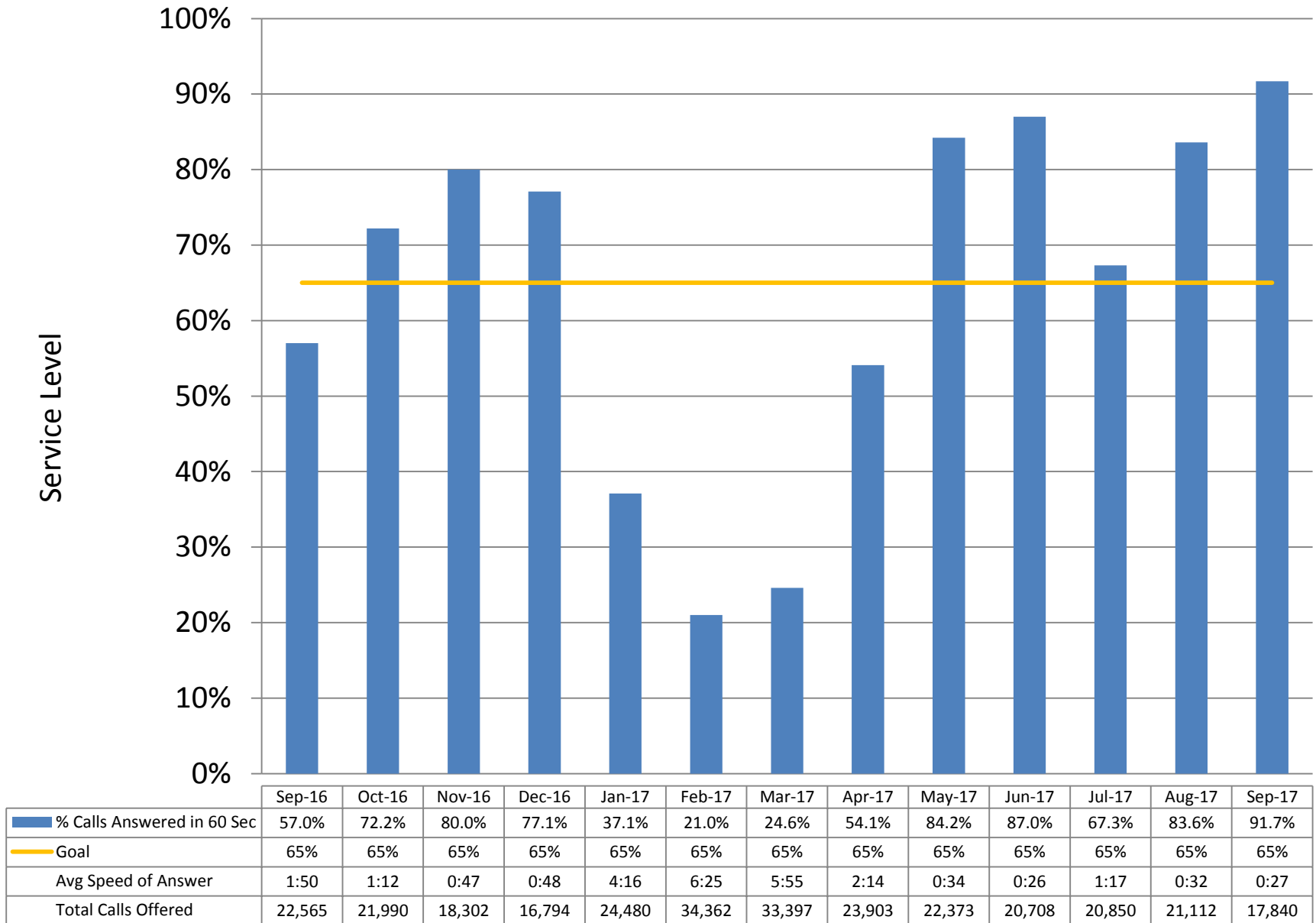


	Count July 2017 - YTD	Attendees July 2017 - YTD
Employee	43	1700
Employer	2	120
Webinar	15	498
Total	60	2318
Goal	175	

# Educational Retirement Group - Visitors and Counseling Sessions



# Call Center - Service Level



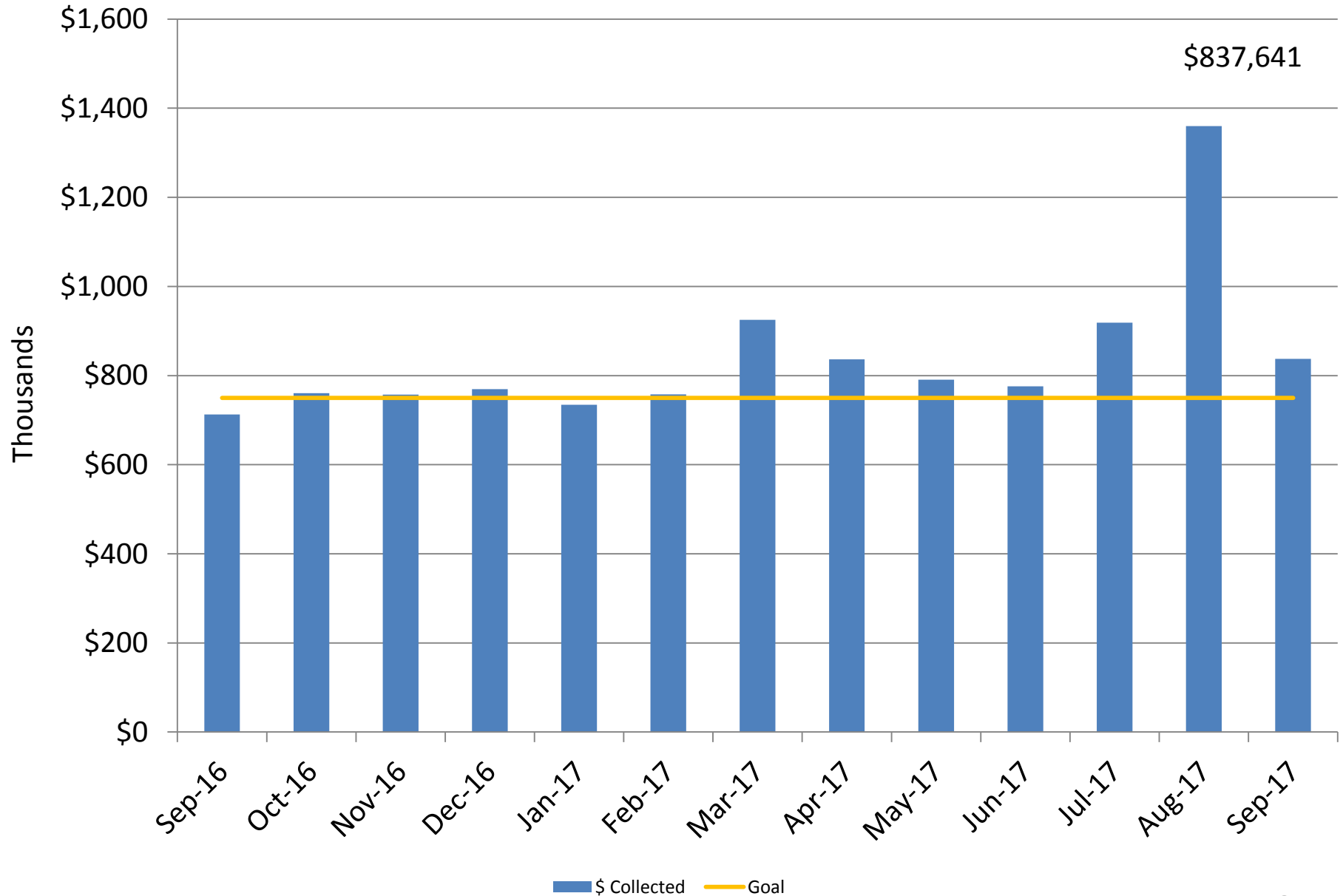




# Policy, Planning & Compliance

# Overpayments - Amount Collected

Collected in past 13 months:  
\$10,936,080





## Contribution-Based Benefit Cap (CBBC) Liabilities

- 120 retirees impacted by the CBBC as of 10/04/2017
  - 34 Invoices are for LGERS employers
  - 86 Invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 10/04/2017: \$11.1 million
- Average invoice cost: \$93,262.15
  - CBBC liabilities range in cost from \$2,606.05 to \$590,694.32
- 94 employers have paid in full
  - Three employers are on an installment payment plan
  - Total CBBC liabilities collected: exceeds \$7.8 million