



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

BOARD OF TRUSTEES MEETING – July 2017

RSD Operations Update



North Carolina
Total Retirement Plans



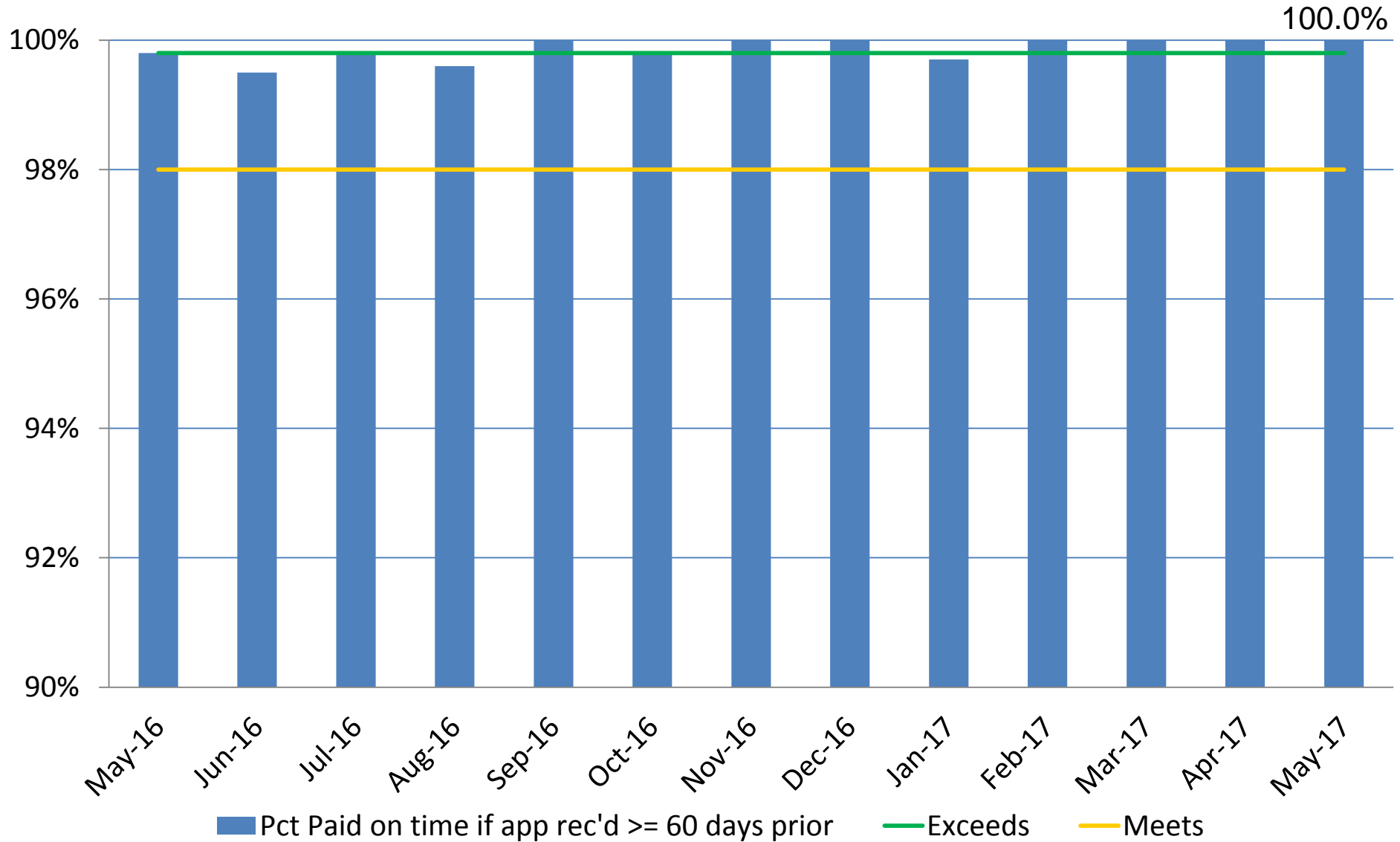
KEY TAKEAWAYS

- Operations Success
 - Low Turnaround Times
 - COLA Implementation
- Member Services Hits Goals
 - Call Center Exceeds Service Level
- Compliance
 - Collected \$9.5 Million in Overpayments
- 2017/2018 Key Initiatives
 - Retirement Application On-Line
 - Fire & Rescue Redesign
 - Workflow Upgrade Completed May 19th

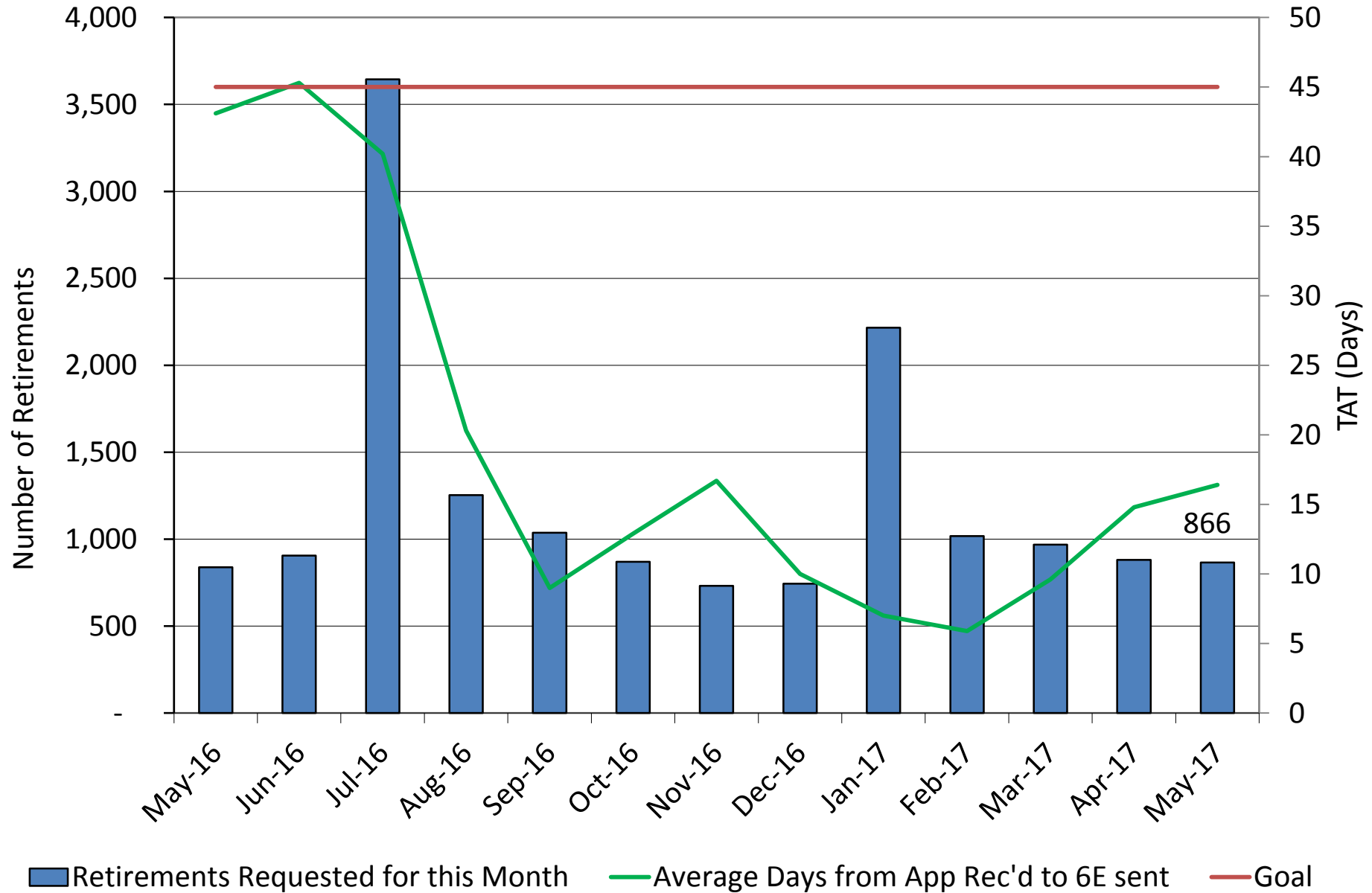


Operations

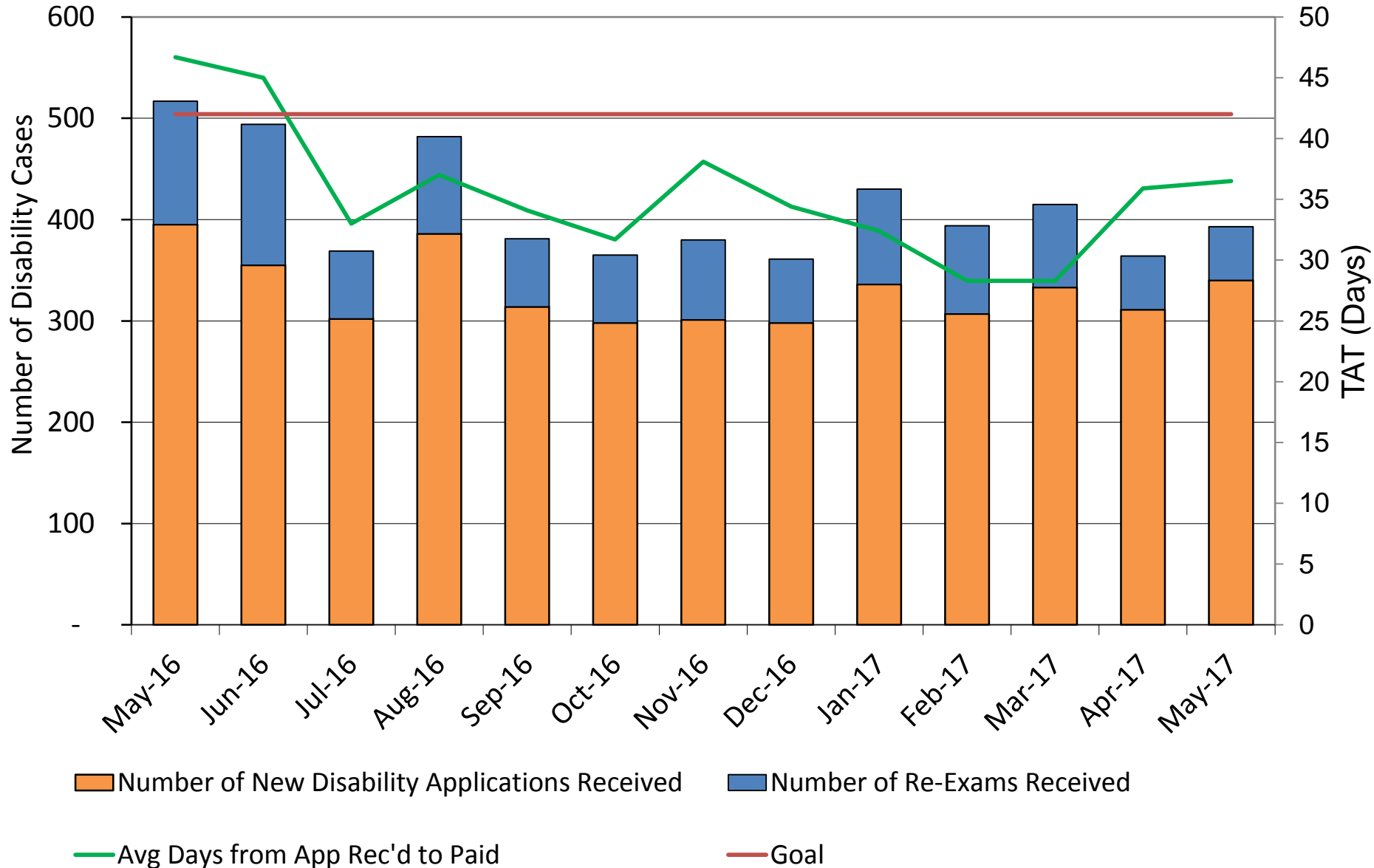
Retirement Processing – 60-Day Paid On Time Rate



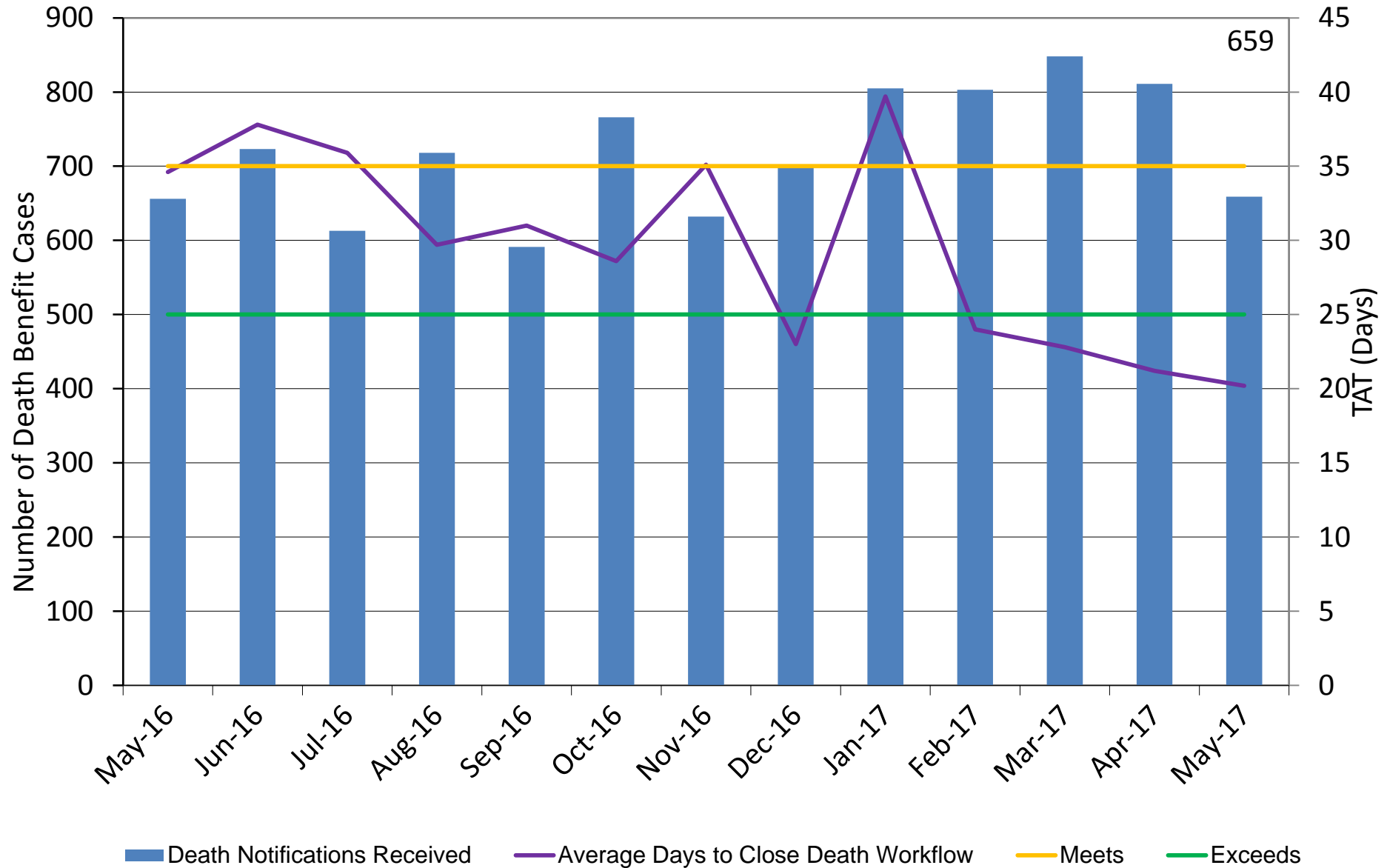
Retirement Processing – Retirements Requested, TAT



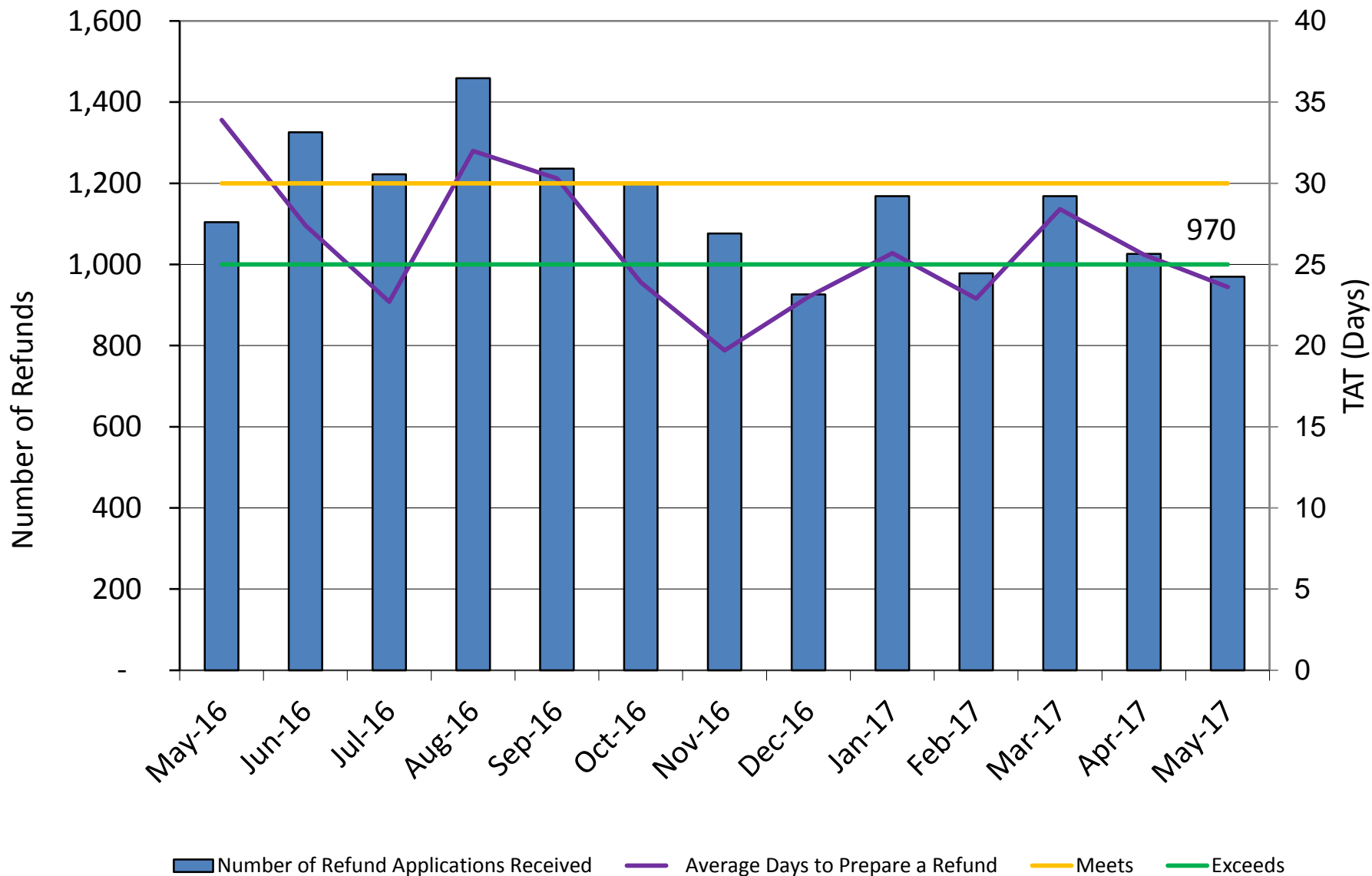
Benefit Processing – Disability Applications



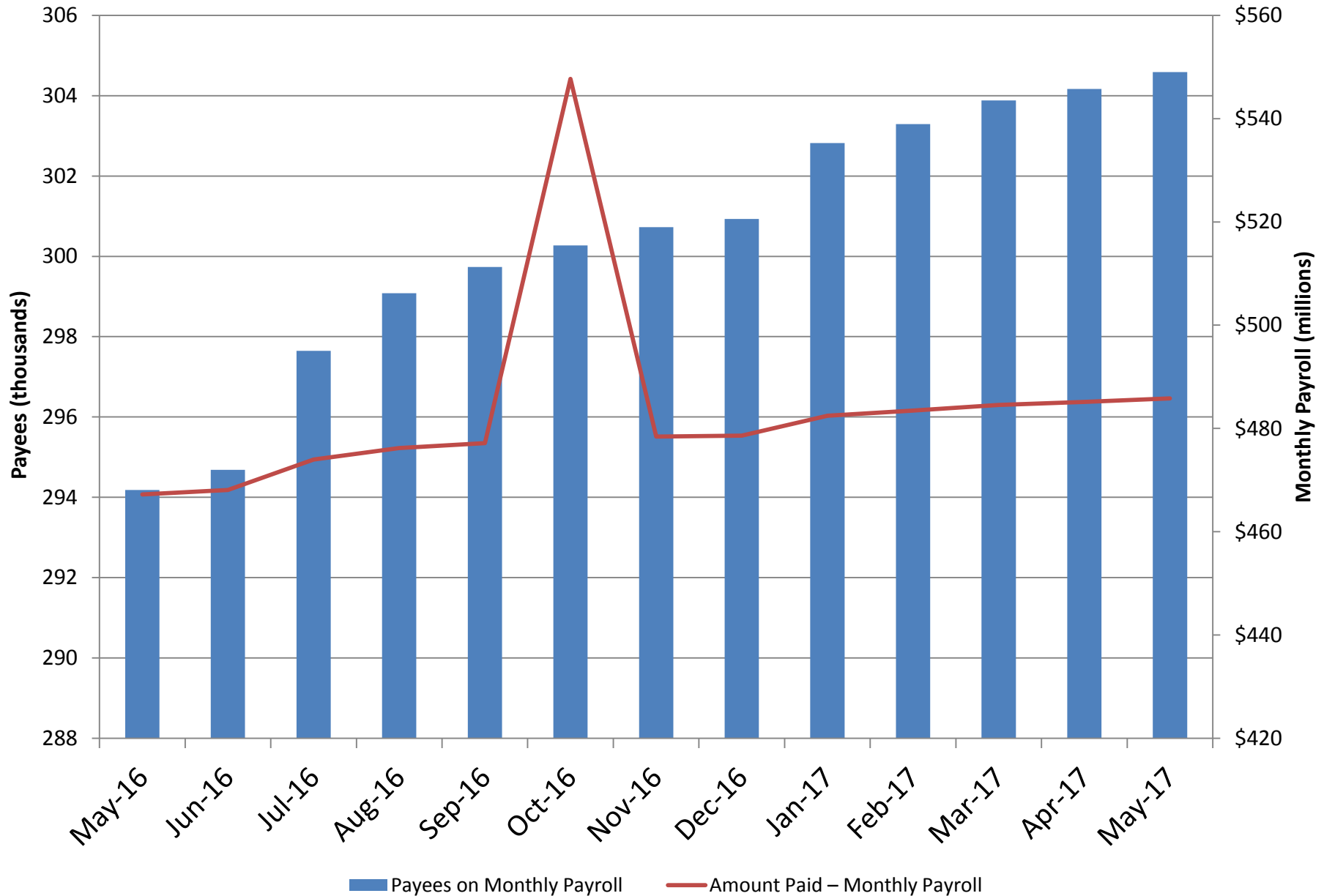
Benefit Processing – Death Notifications



Benefit Processing – Refund Requests

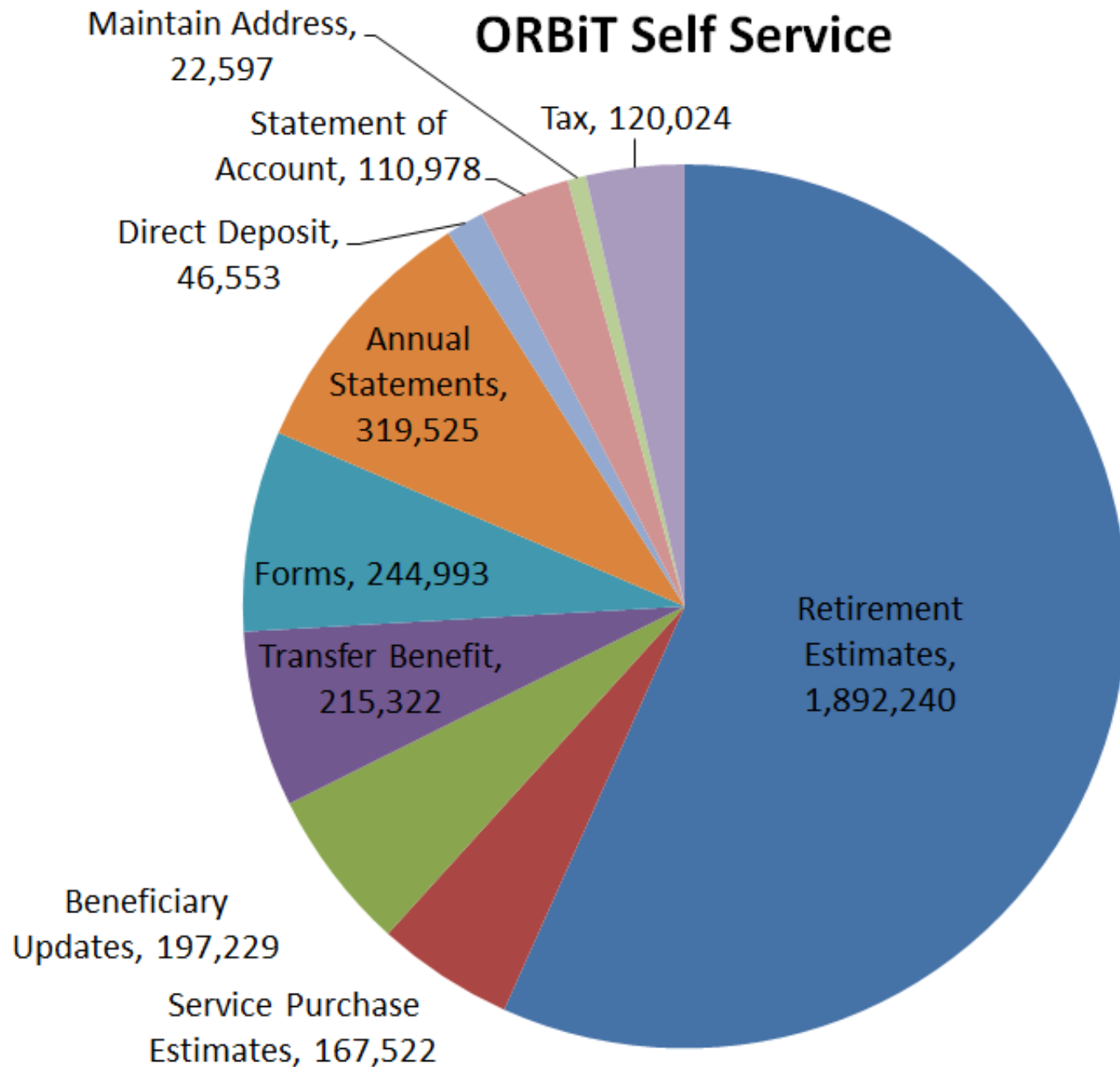


Payroll Processing – Monthly Payroll



ORBiT Self Service

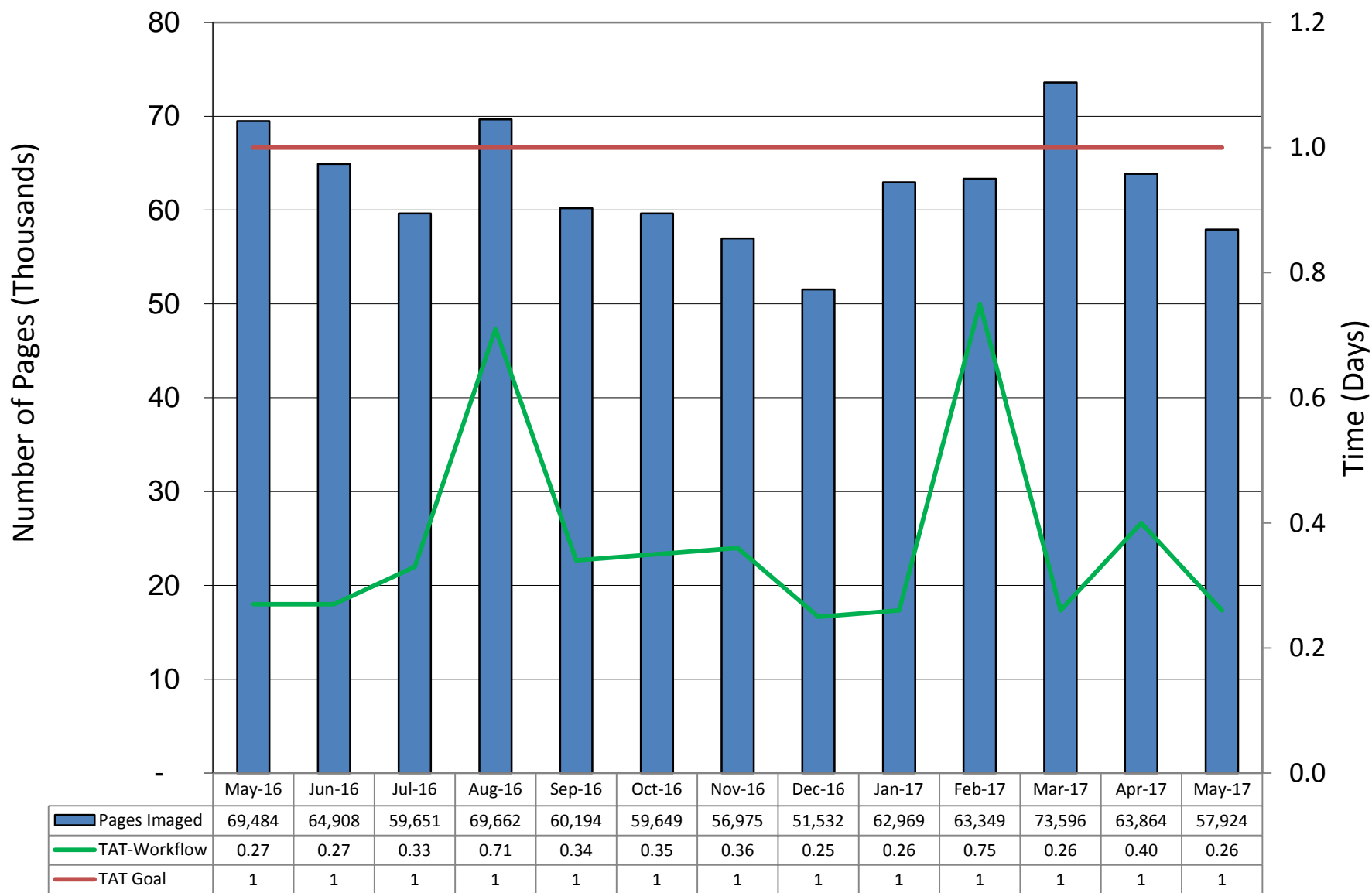
Data is for last 12 months.



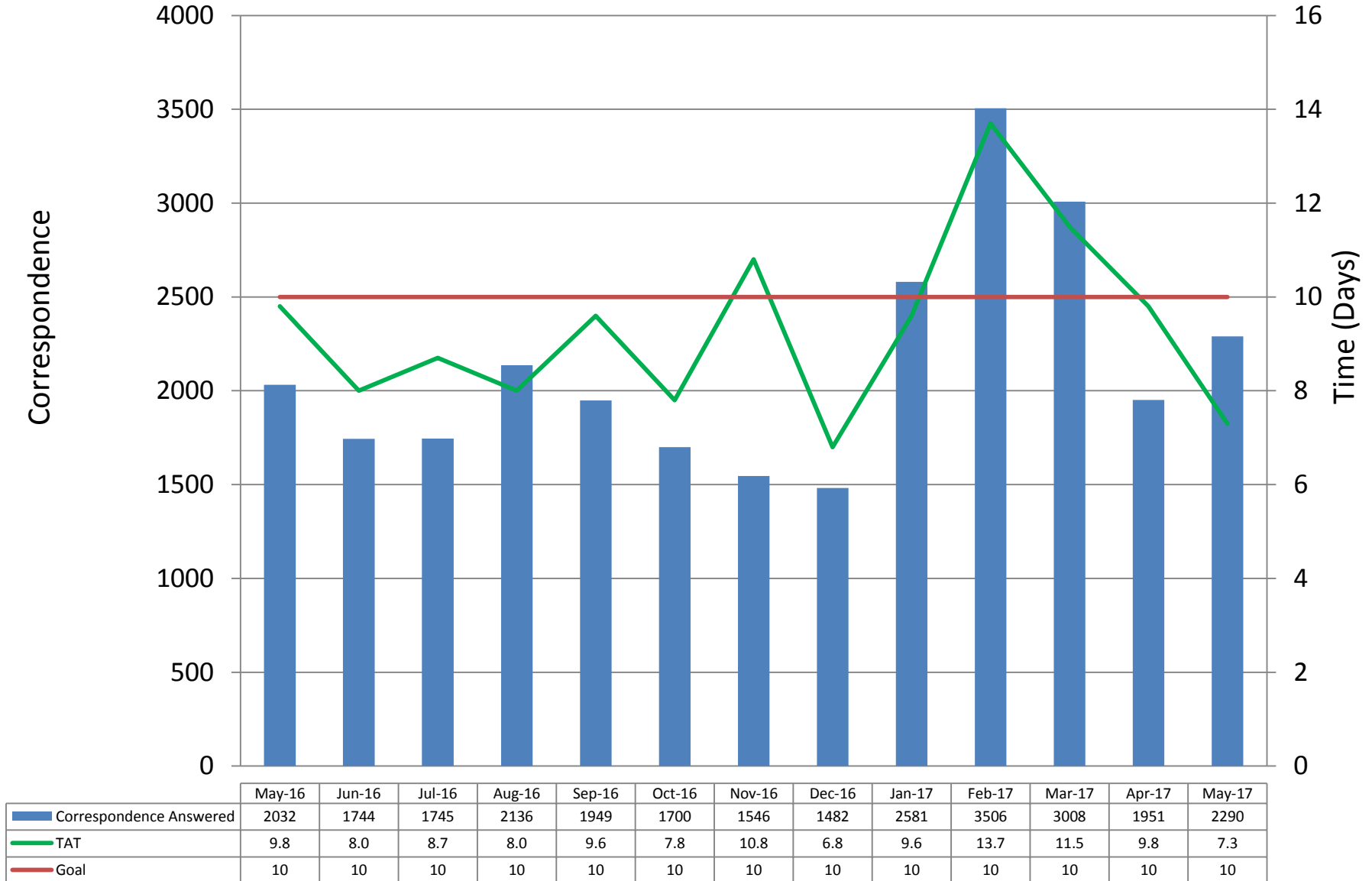


Member Services

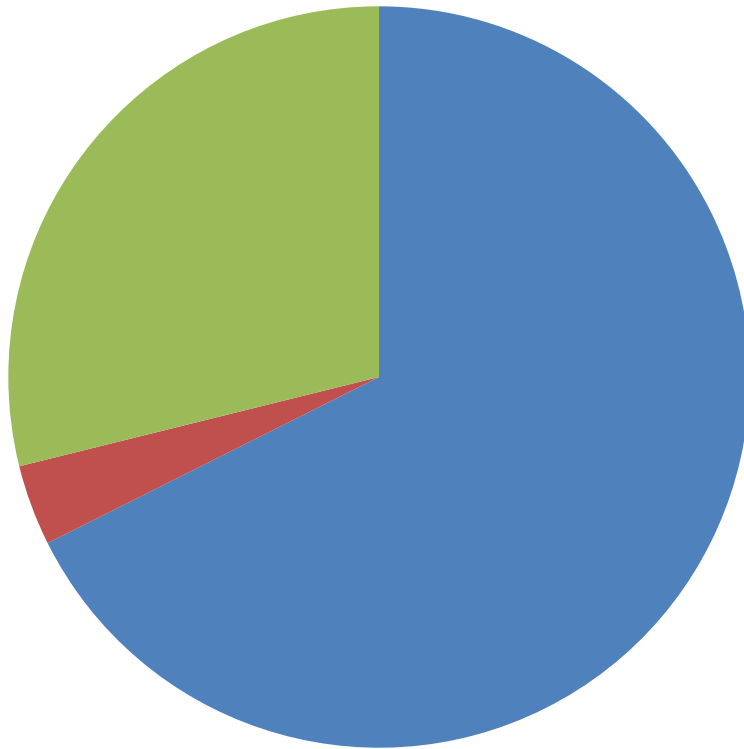
Imaging – Pages Scanned



Educational Retirement Group – Correspondence



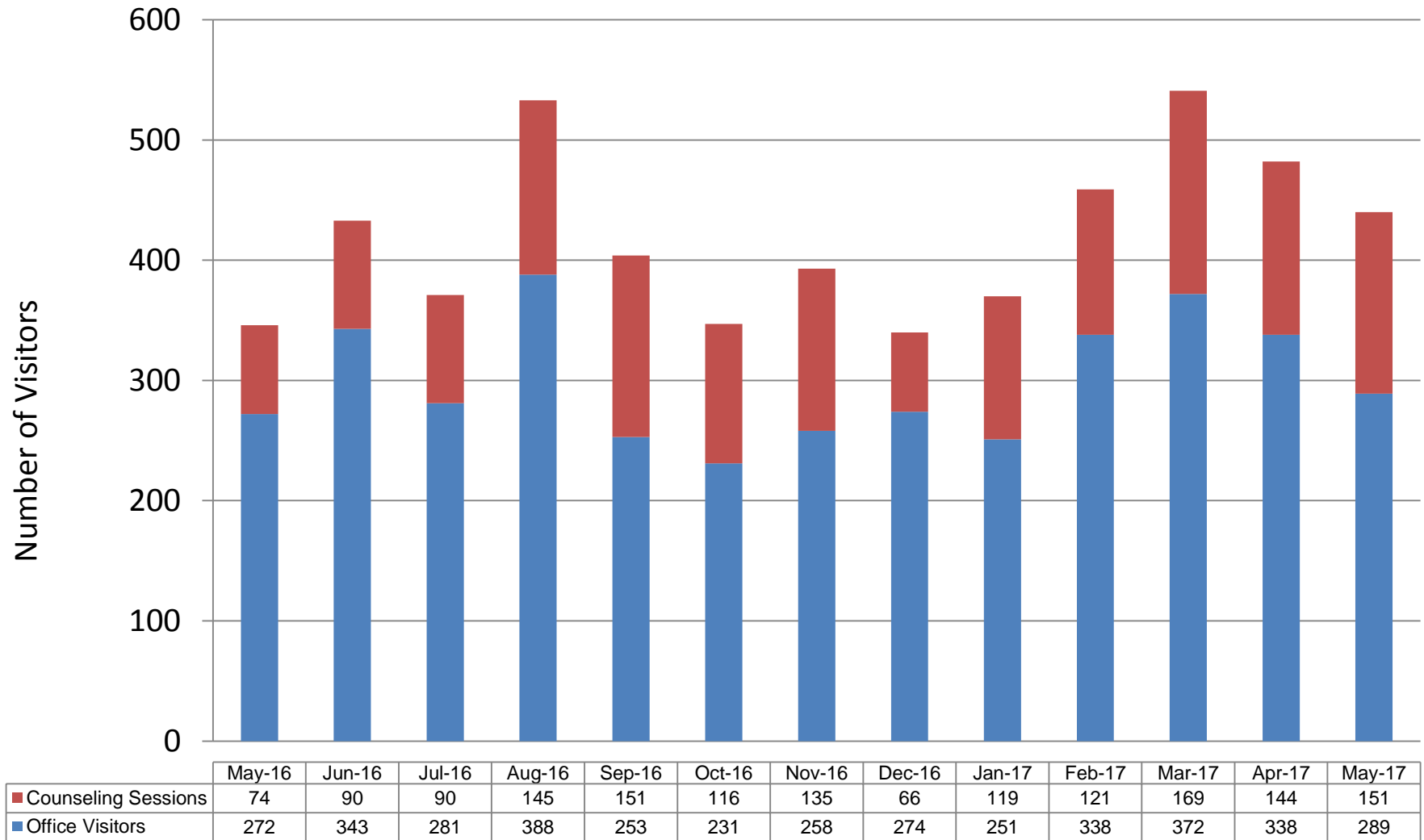
Educational Retirement Group – 2016/2017 Fiscal Year Meetings and Webinars



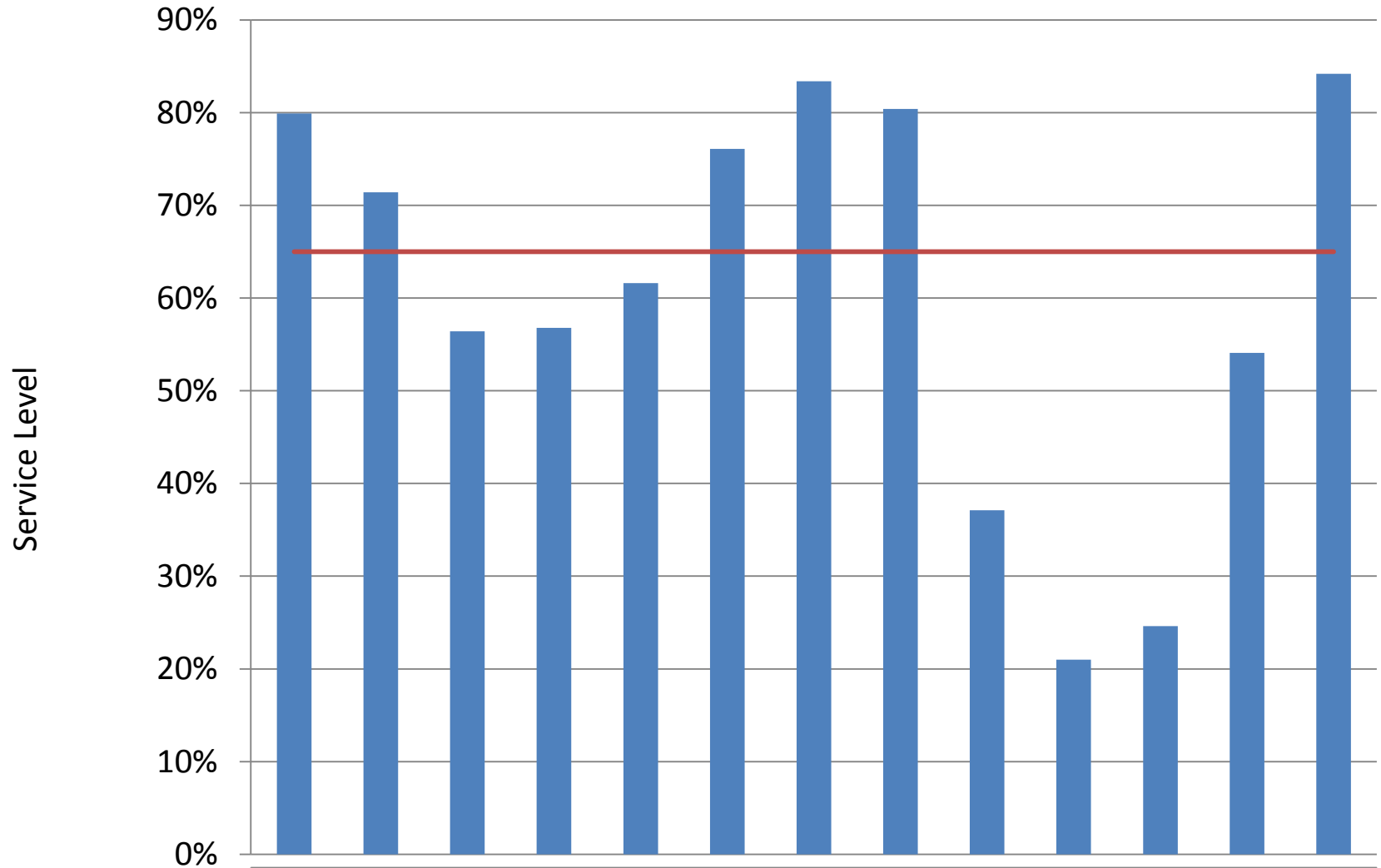
- Employee Meetings
- Employer Meetings
- Webinars

	Count Jul-June	Attendees Jul-June
Employee	111	6,301
Employer	7	375
Webinar	45	1,341
Total	163	8,017
Goal	170	

Educational Retirement Group – Visitors and Counseling Sessions



Call Center – Service Level



	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
% Calls Answered in 60 Sec	79.9%	71.4%	56.4%	56.8%	61.6%	76.1%	83.4%	80.4%	37.1%	21.0%	24.6%	54.1%	84.2%
Goal	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%
Avg Speed of Answer	0:42	0:59	2:44	2:17	1:50	1:12	0:47	0:48	4:16	6:25	5:55	2:14	0:34
Total Calls Offered	18,820	21,083	23,027	25,513	22,565	21,990	18,302	16,794	24,480	34,362	33,397	23,903	22,373

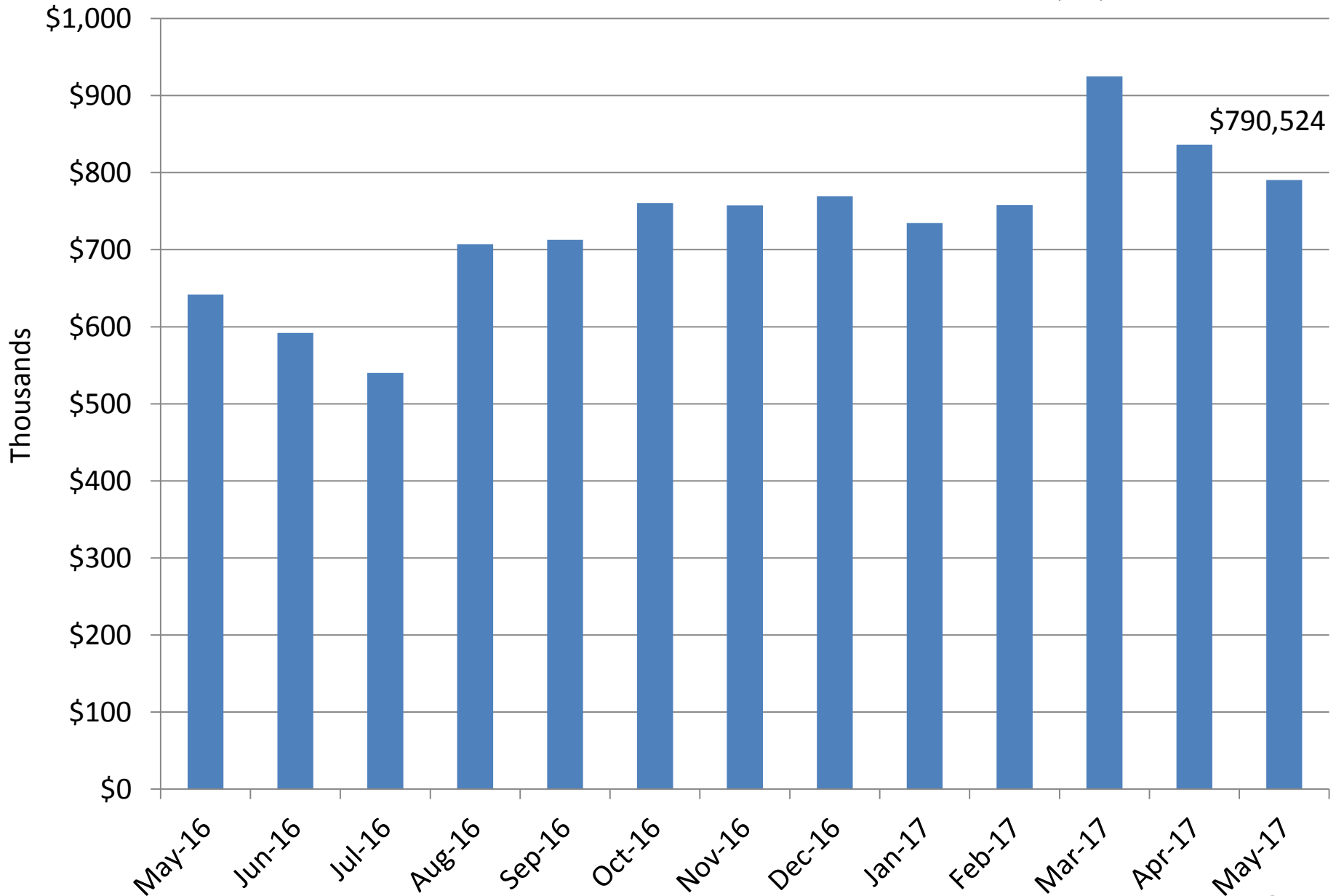


Policy, Planning & Compliance

Overpayments – Amount Collected

Collected in past 13 months:

\$9,525,438





Contribution-Based Benefit Cap (CBBC) Liabilities

- 110 retirees impacted by the CBBC as of 6/21/2017
 - 33 Invoices are for LGERS employers
 - 77 Invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 6/21/2017: \$10.6 million
- Average invoice cost: \$96,908.50
 - CBBC liabilities range in cost from \$2,606.05 to \$590,694.32
- 88 employers have paid in full
 - Three employers have entered an installment payment plan
 - Total CBBC liabilities collected: exceeds \$7 million



North Carolina
Total Retirement Plans

Thank you