



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

**BOARD OF TRUSTEES MEETING – January 2017**

**RSD Operations Update**



**North Carolina**  
Total Retirement Plans



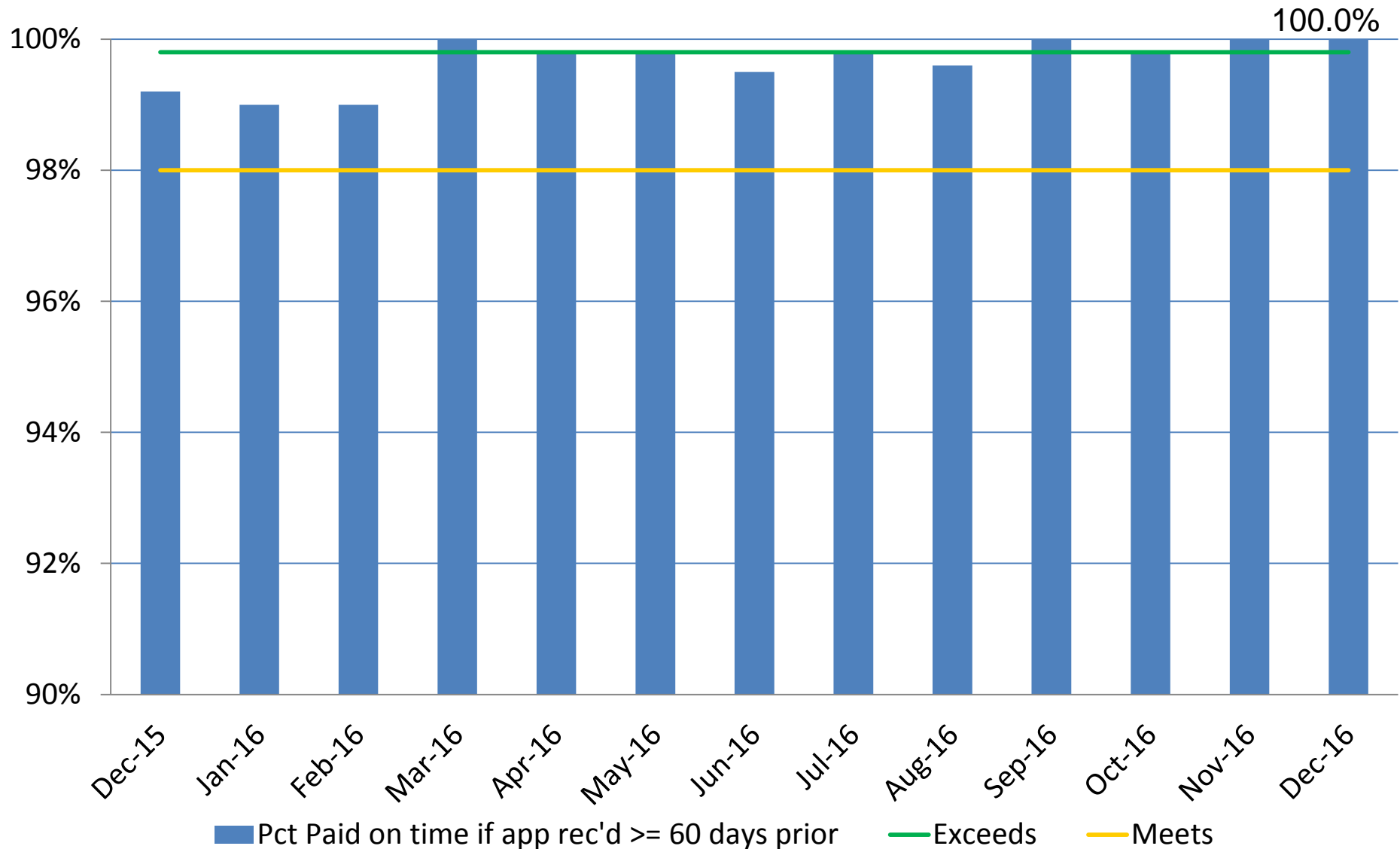
## KEY TAKEAWAYS

- 19 Top-Level Metrics
  - Mid-year status: 15/19 Achieving/Exceeding Expectations
- Payroll Hits 300,000 Beneficiary Mark
- ORBIT Self-Service Enhancement: January 28, 2017
- Virtual Meetings Pilot
- Collected 75% of Anti-Pension Spiking Invoices
- 2017 Key Initiatives:
  - Update WorkFlow
  - Retirement Application On-Line
  - Fire & Rescue Redesign

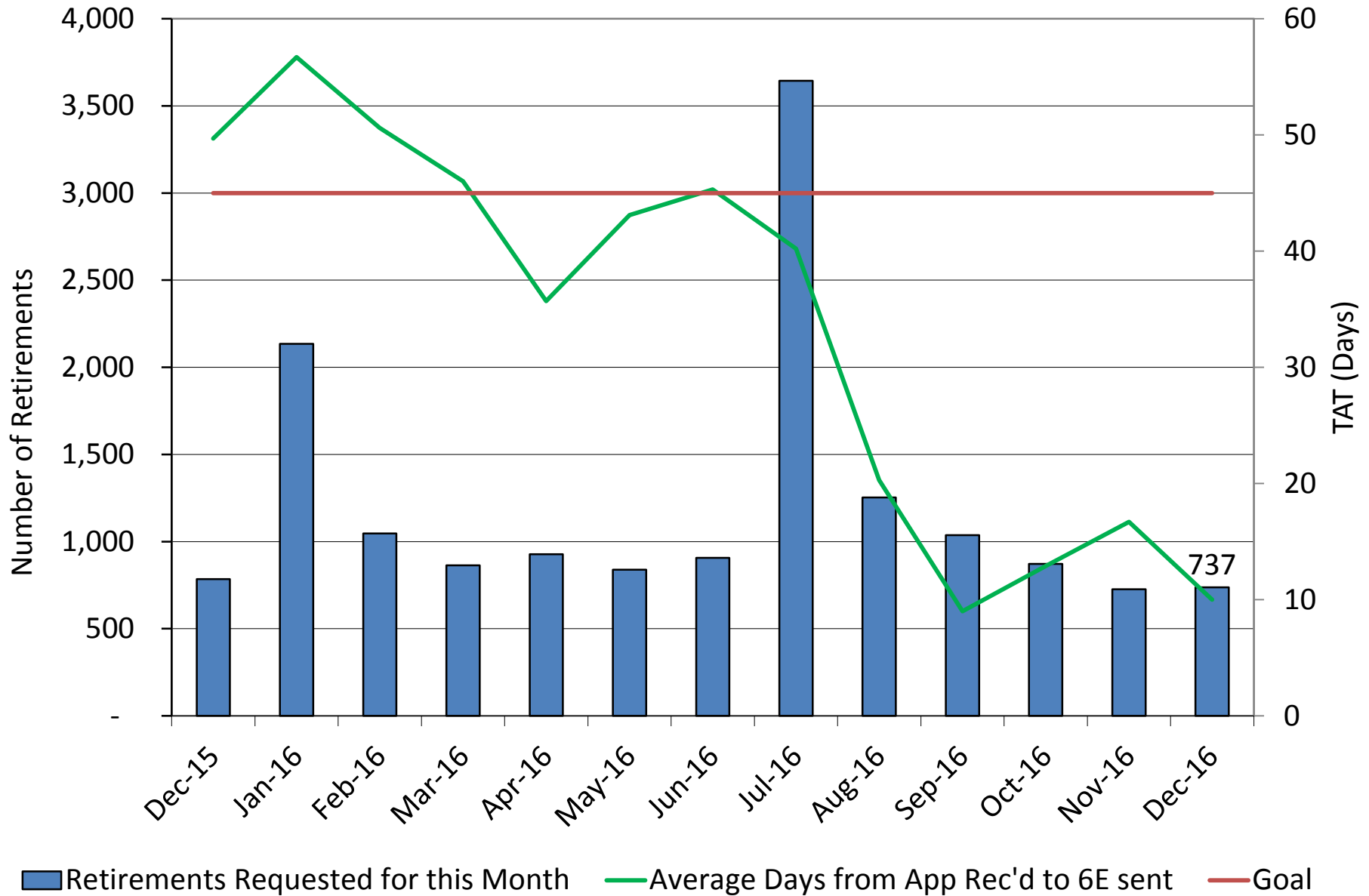


# Operations

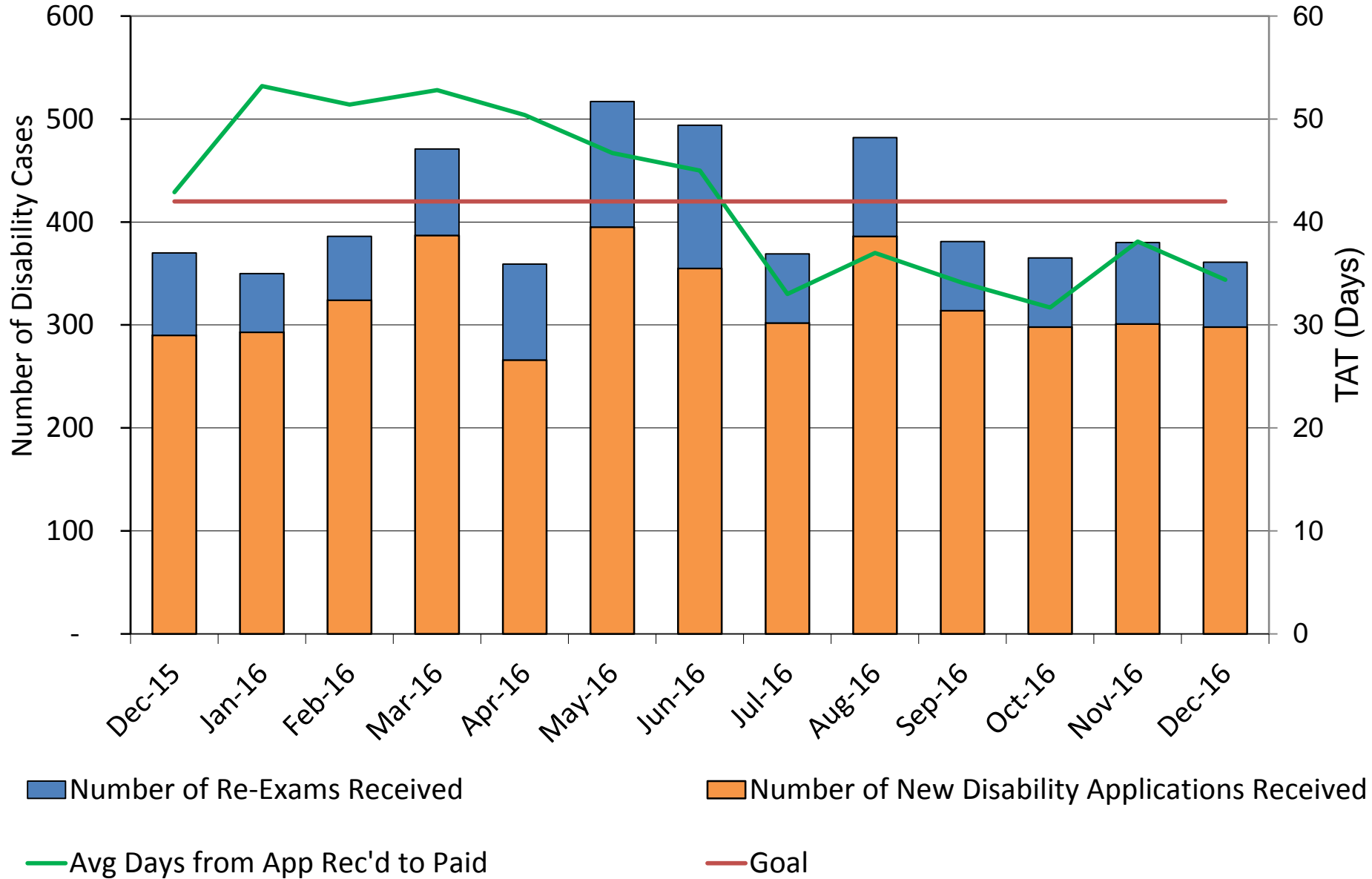
# Retirement Processing - 60 Day Paid On Time Rate



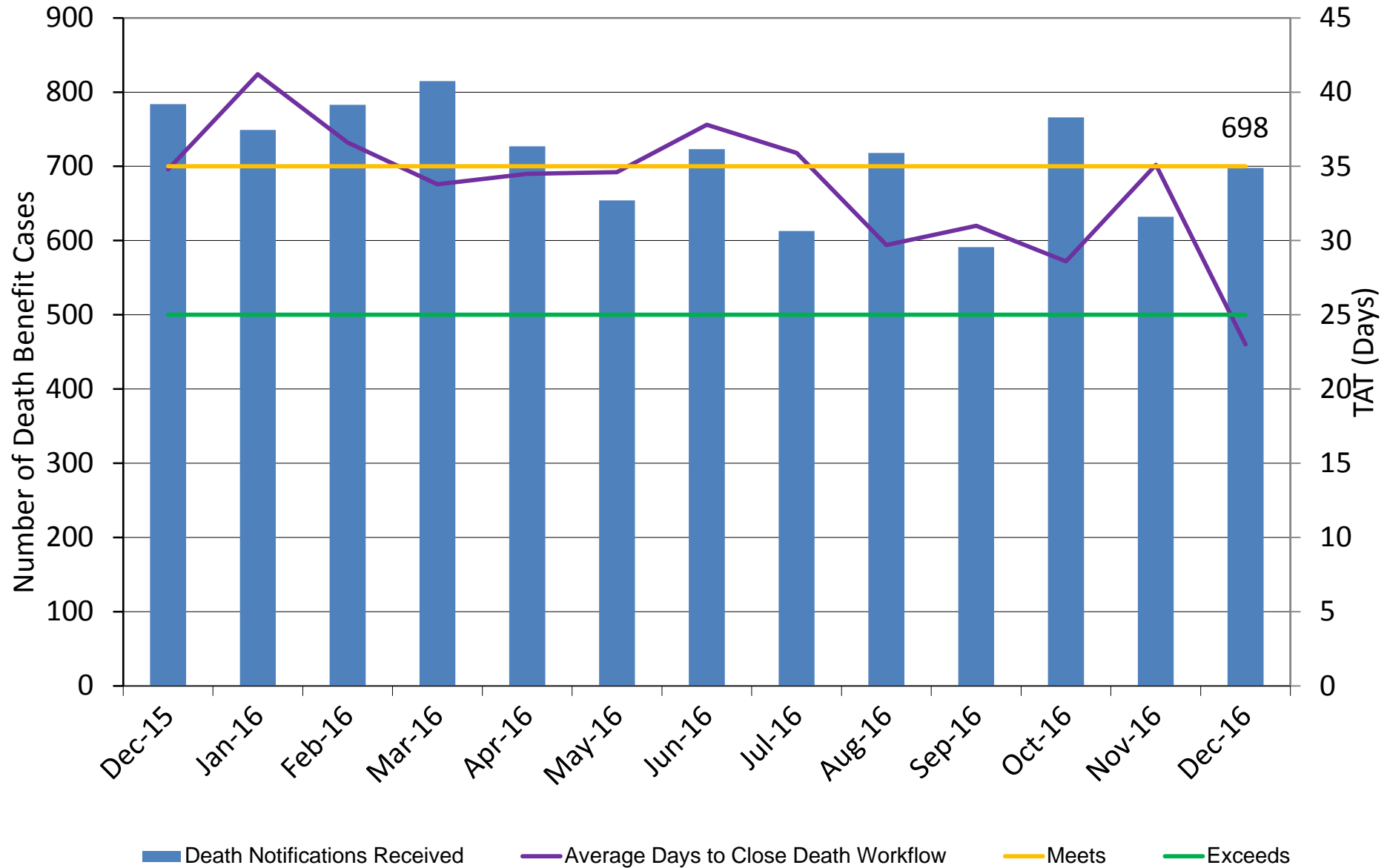
# Retirement Processing - Retirements Requested, TAT



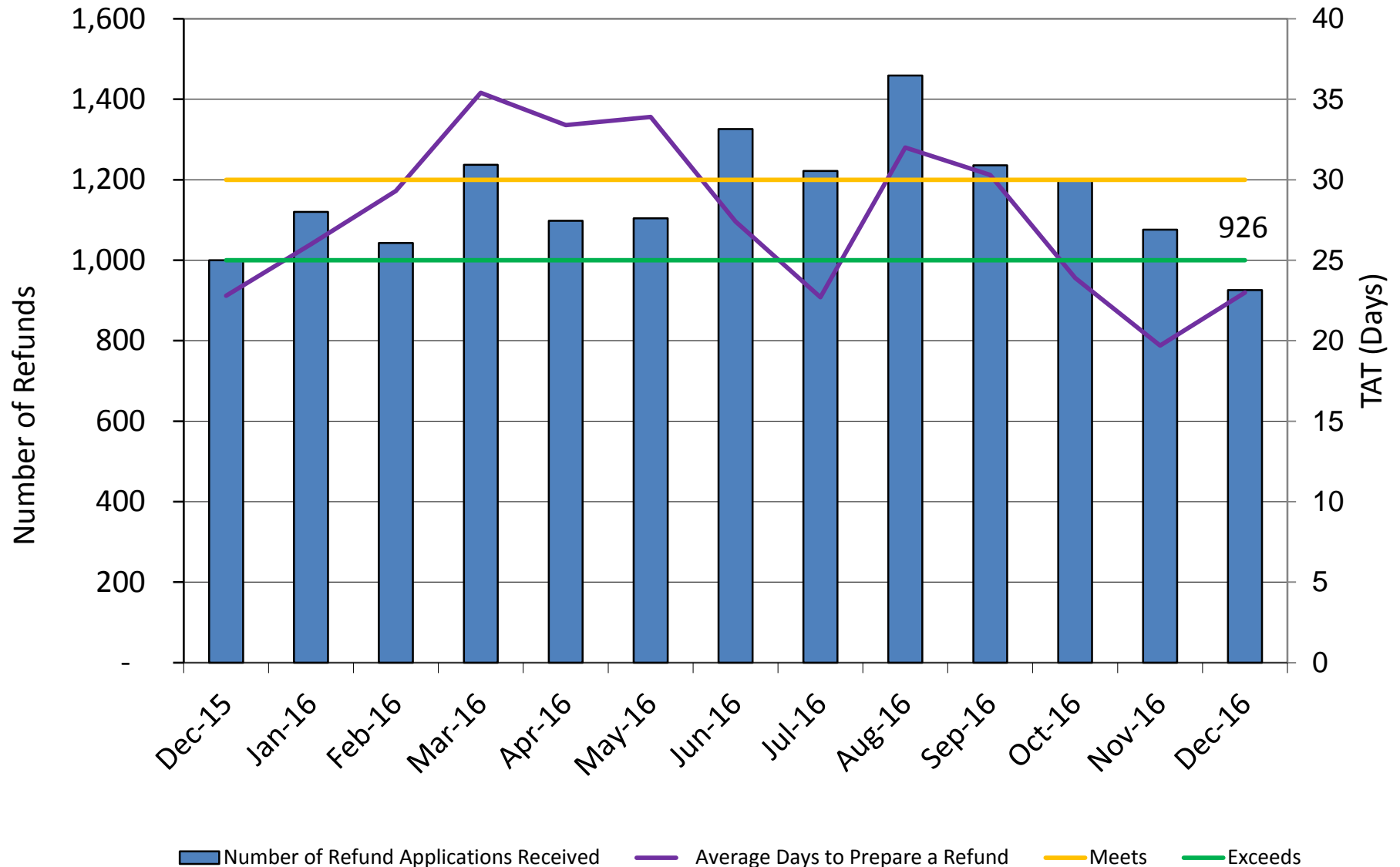
# Benefit Processing - Disability Applications



# Benefit Processing - Death Notifications

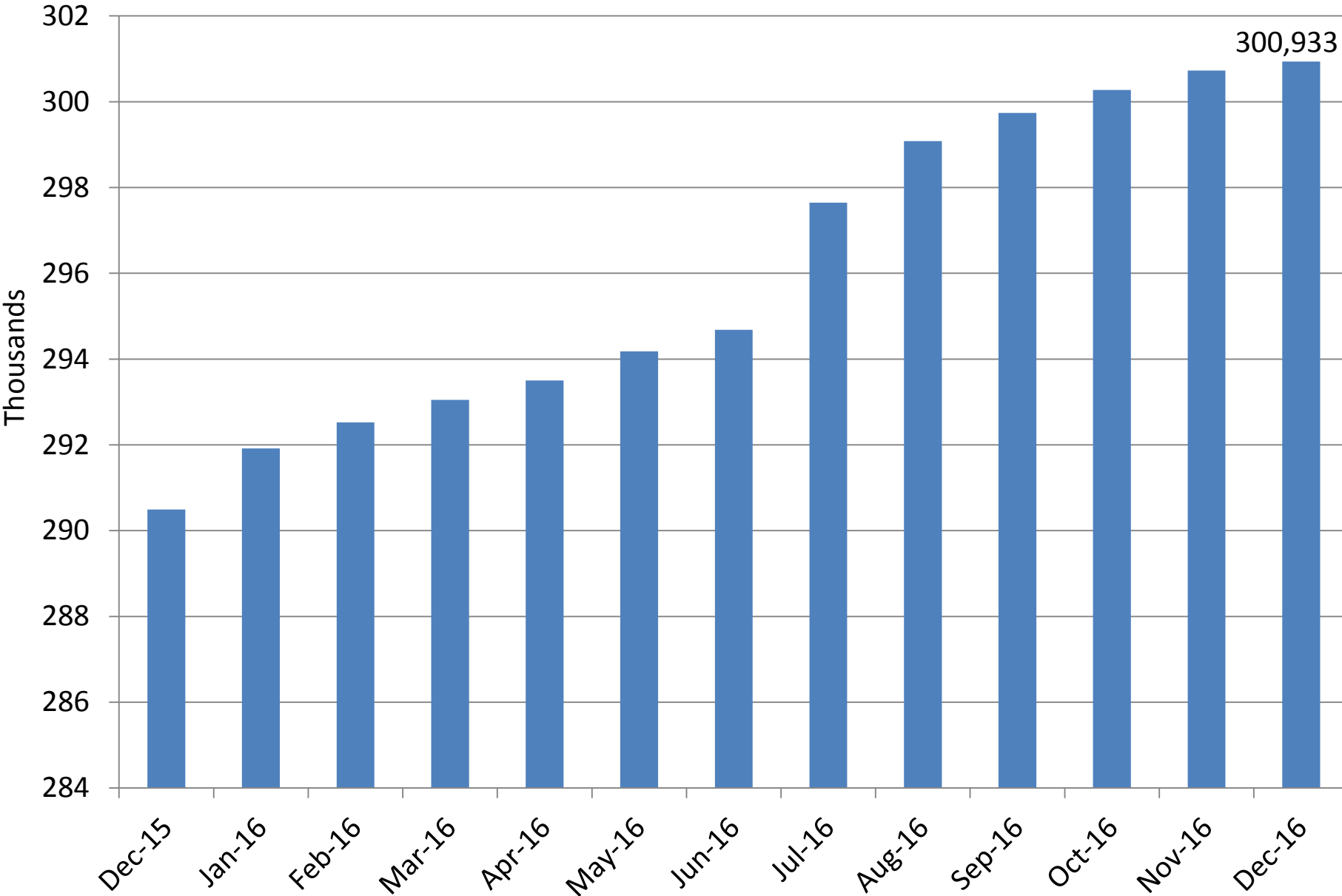


# Benefit Processing - Refund Requests

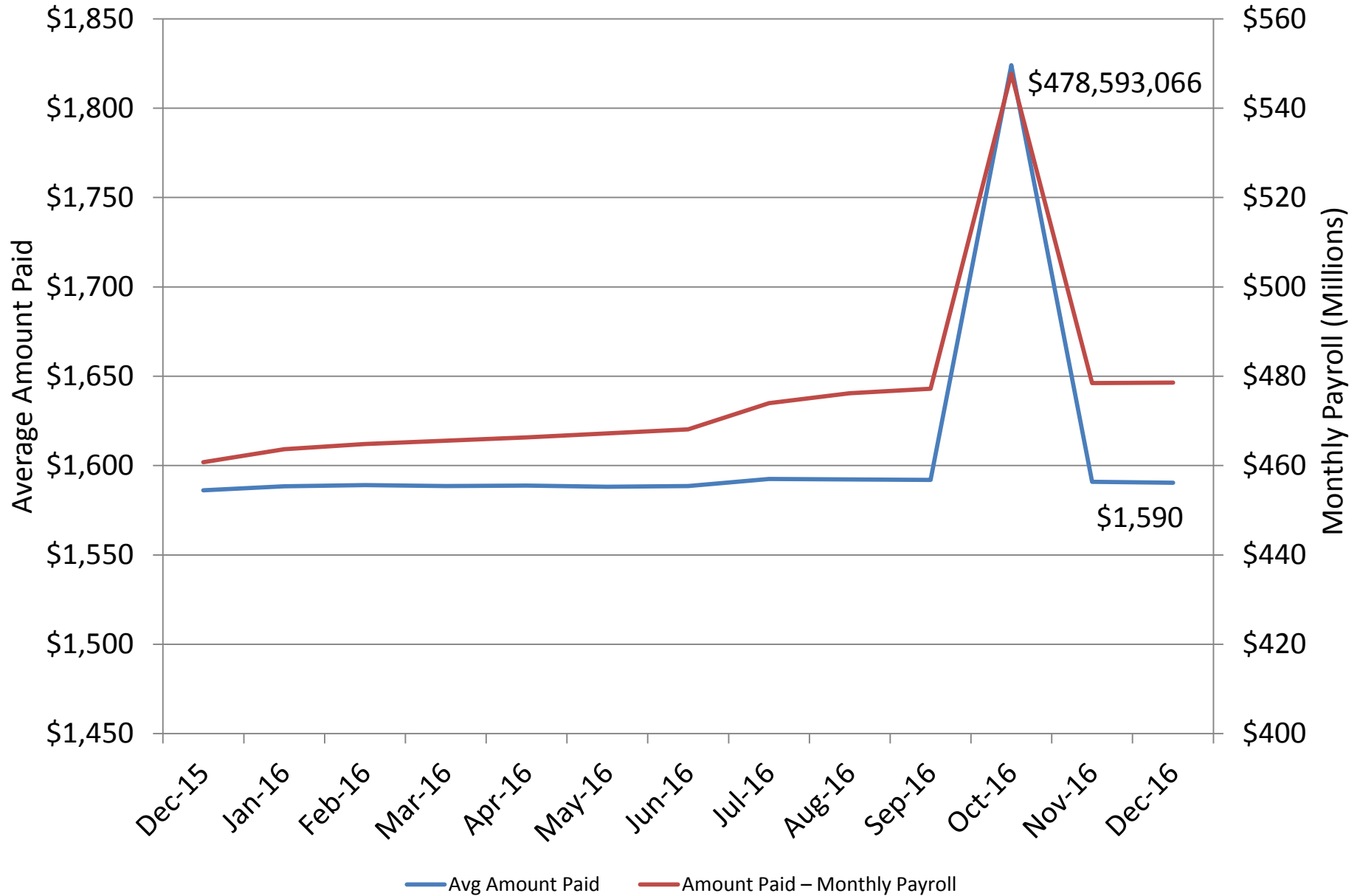




# Payroll Processing - Monthly Payees

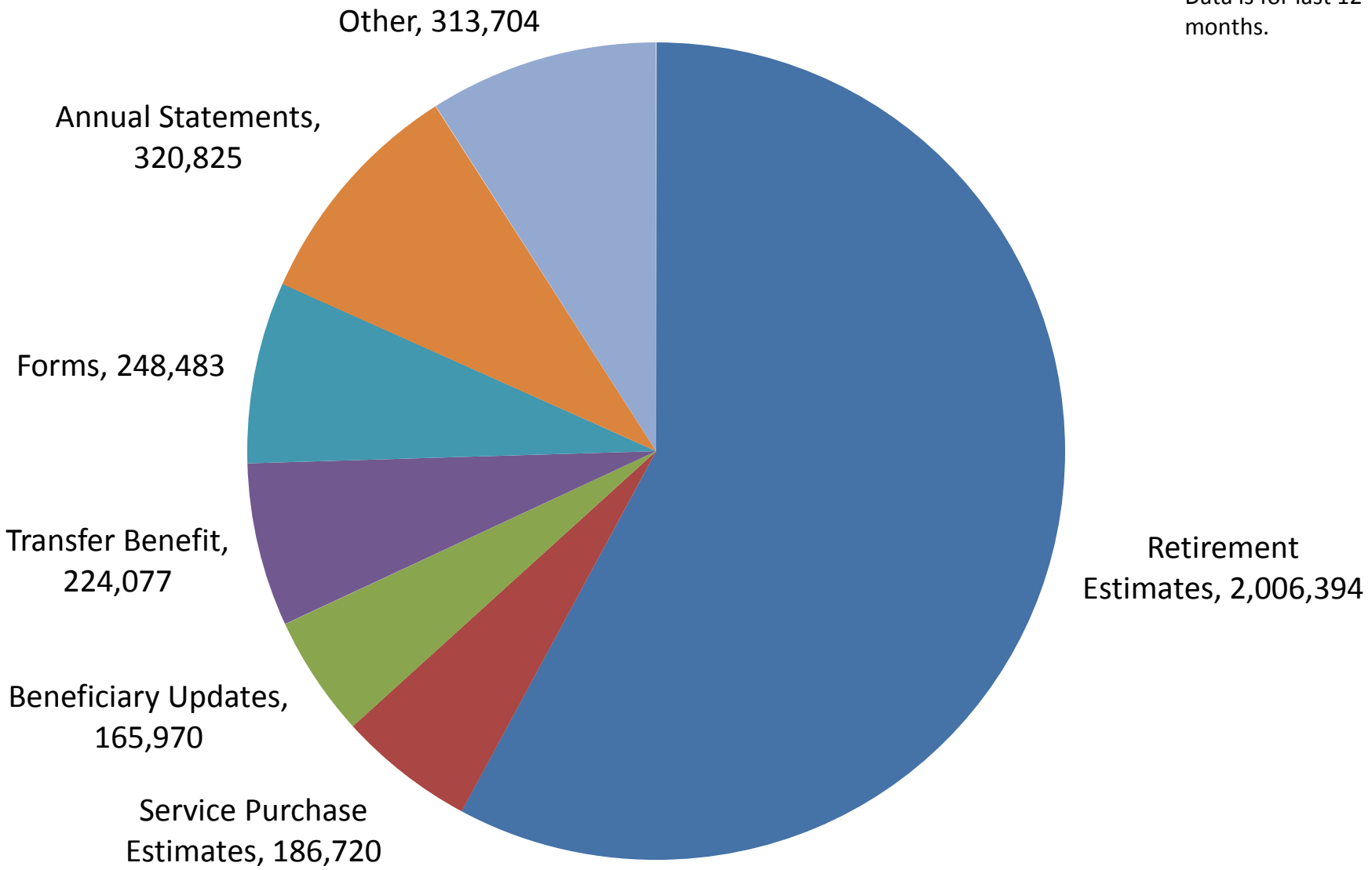


# Payroll Processing - Amount Paid



# ORBiT Self Service

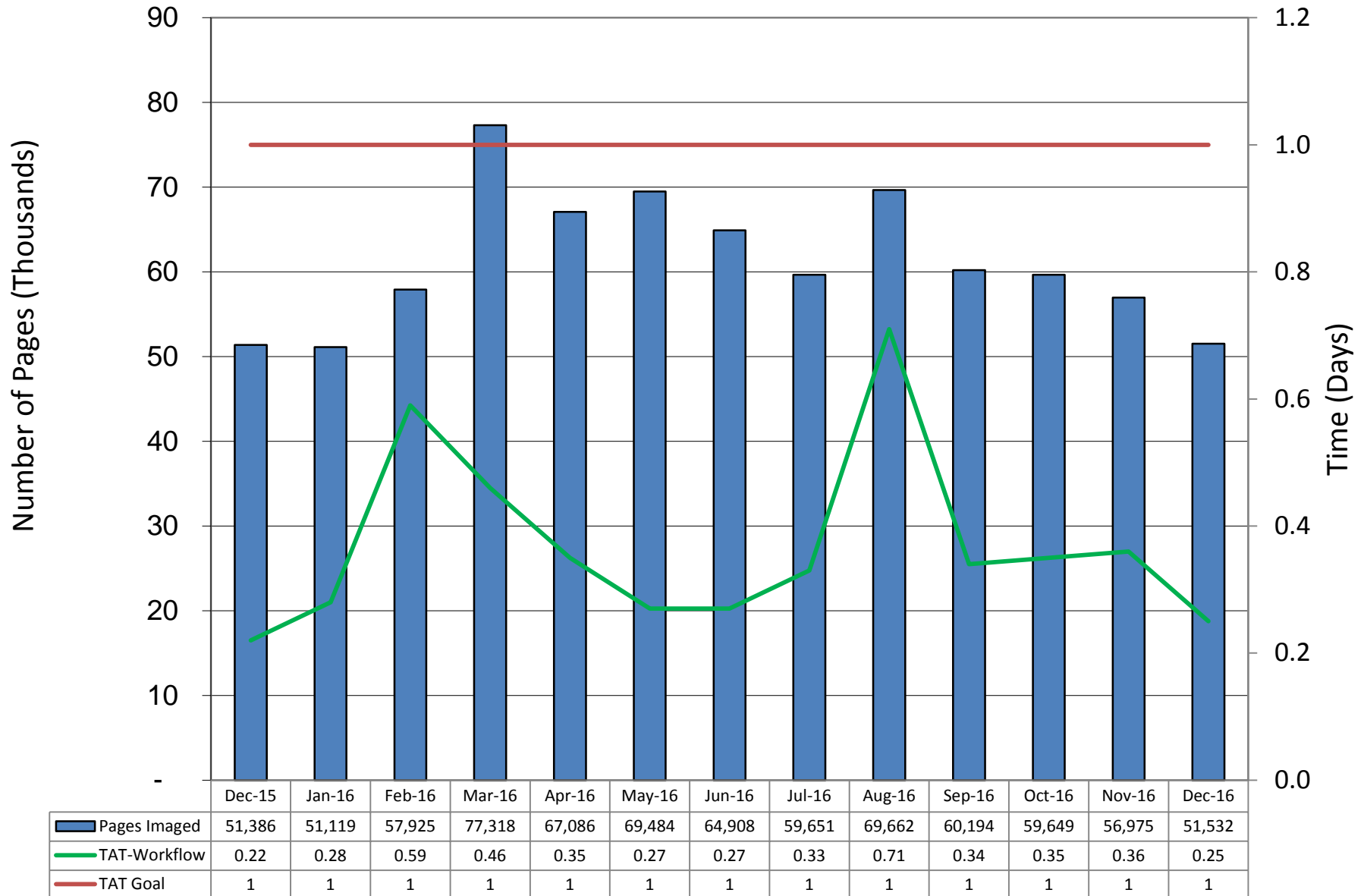
Data is for last 12 months.



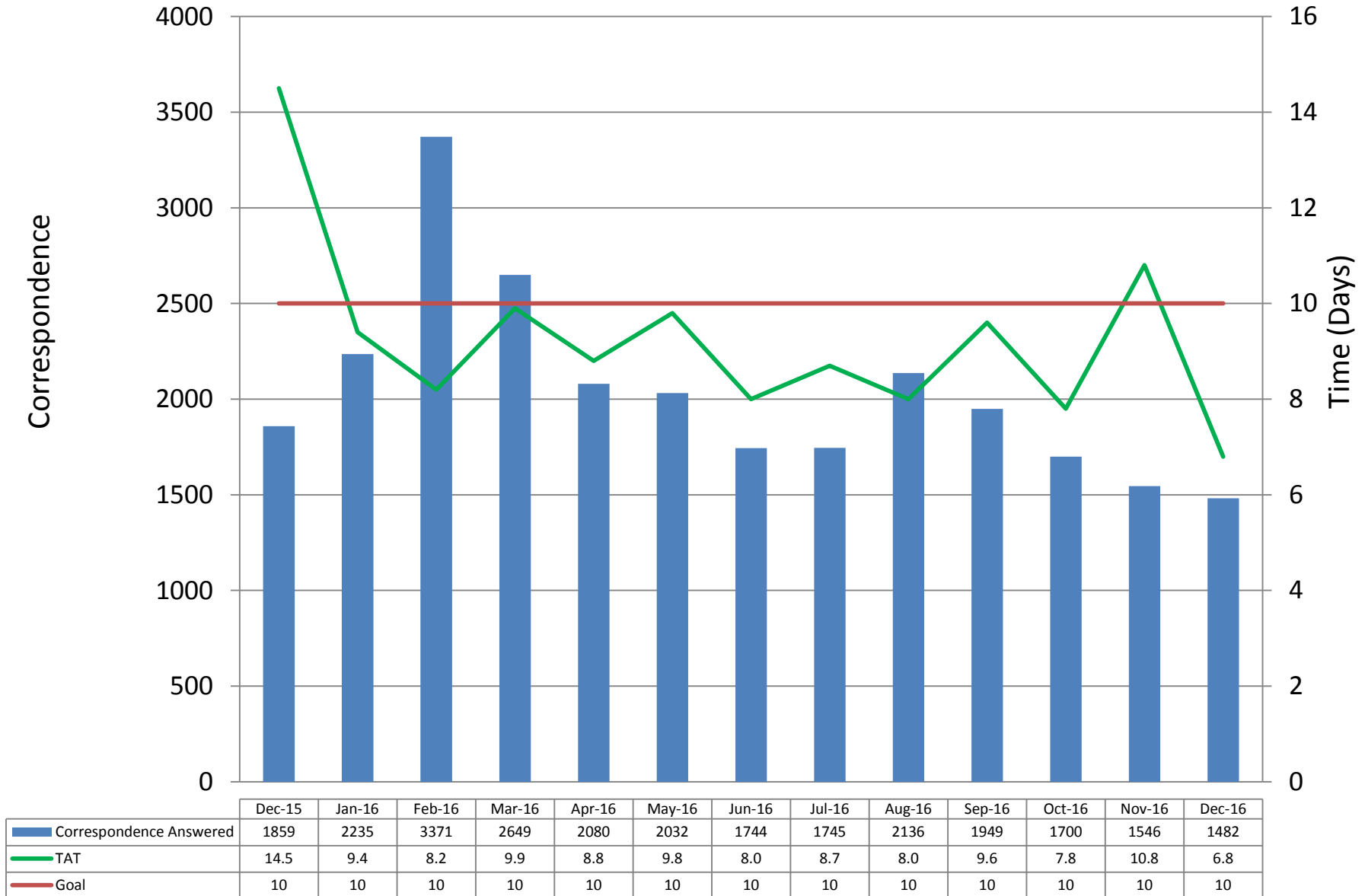


# **Member Services**

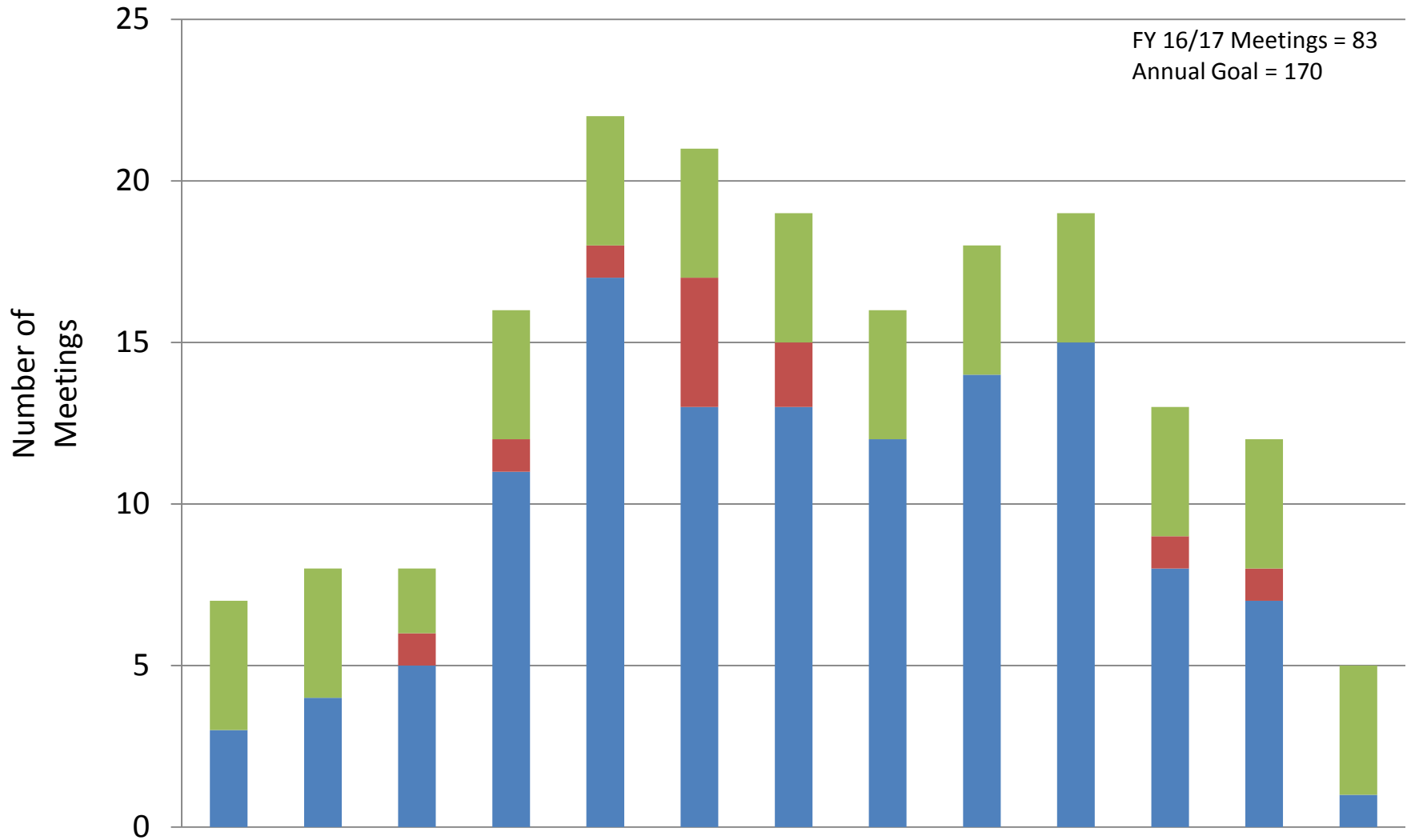
# Imaging - Pages Scanned



# Educational Retirement Group - Correspondence

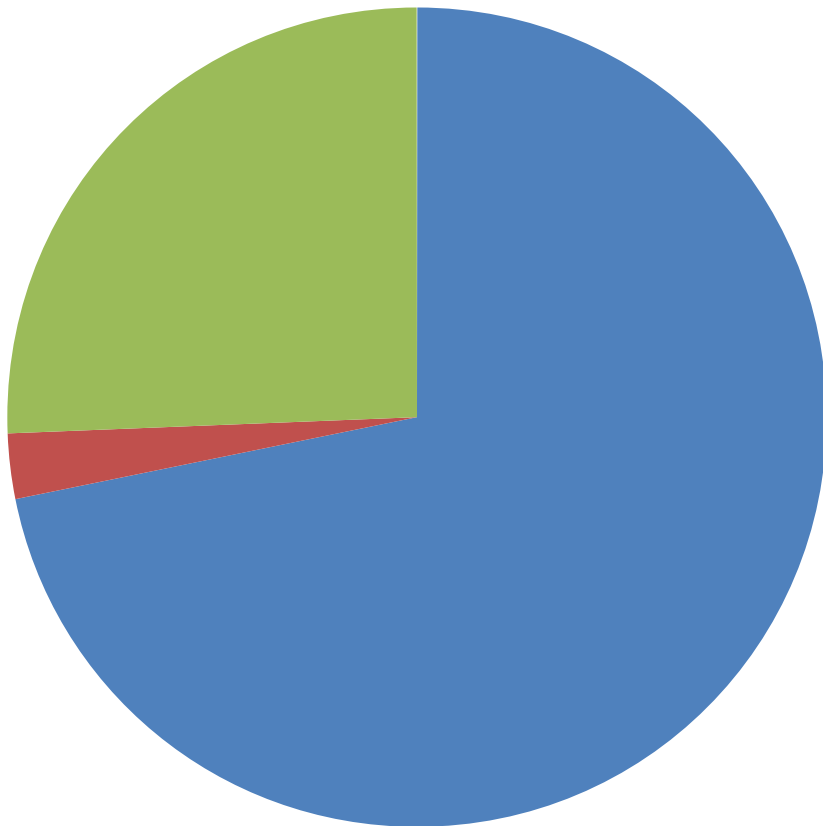


# Educational Retirement Group - Meetings and Webinars



	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Webinars	4	4	2	4	4	4	4	4	4	4	4	4	4
Employer Meetings	0	0	1	1	1	4	2	0	0	0	1	1	0
Employee Meetings	3	4	5	11	17	13	13	12	14	15	8	7	1

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

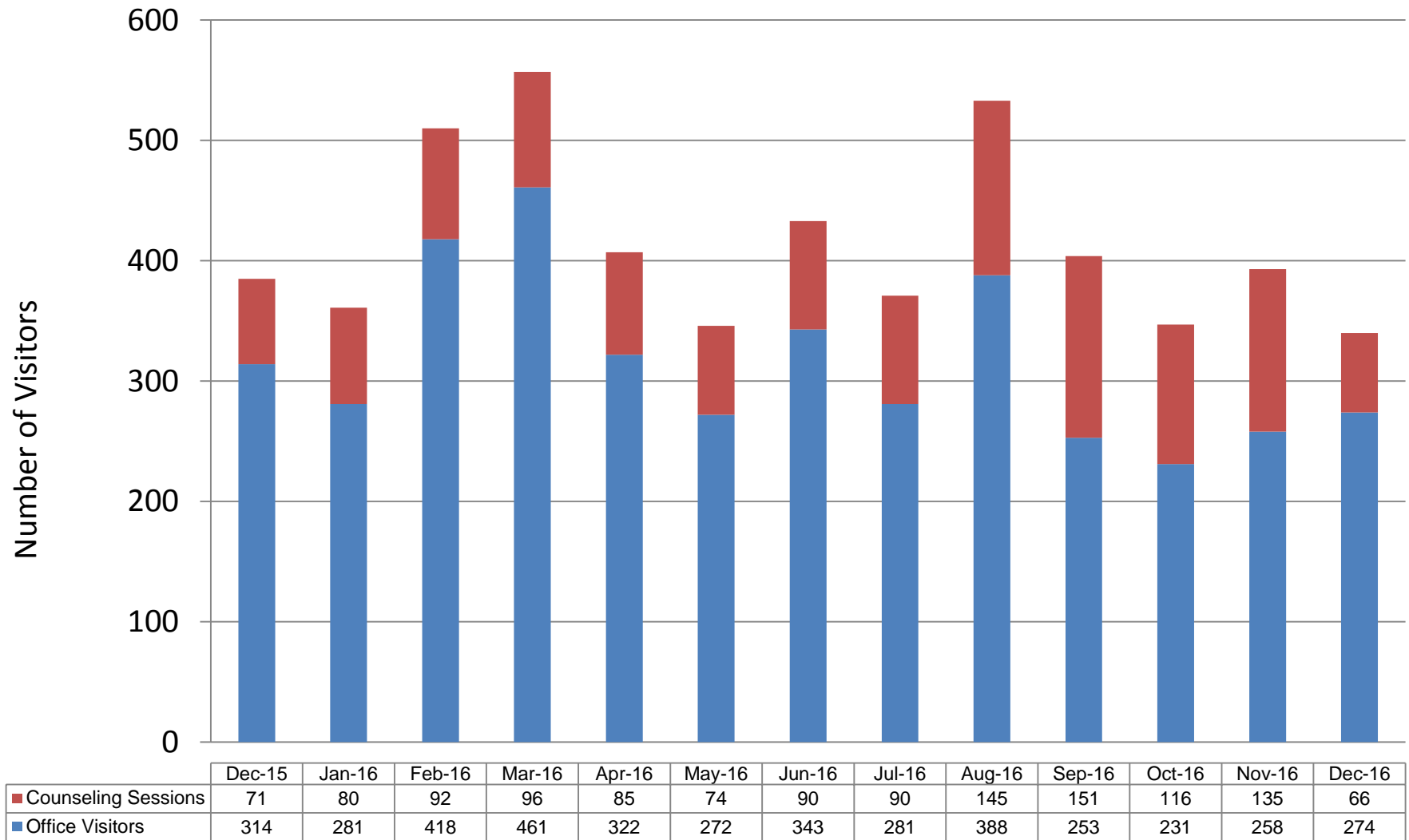


	Count Jul-June	Attendees Jul-June
Employee	57	3236
Employer	2	90
Webinar	24	611
Total	83	3937
Goal	170	

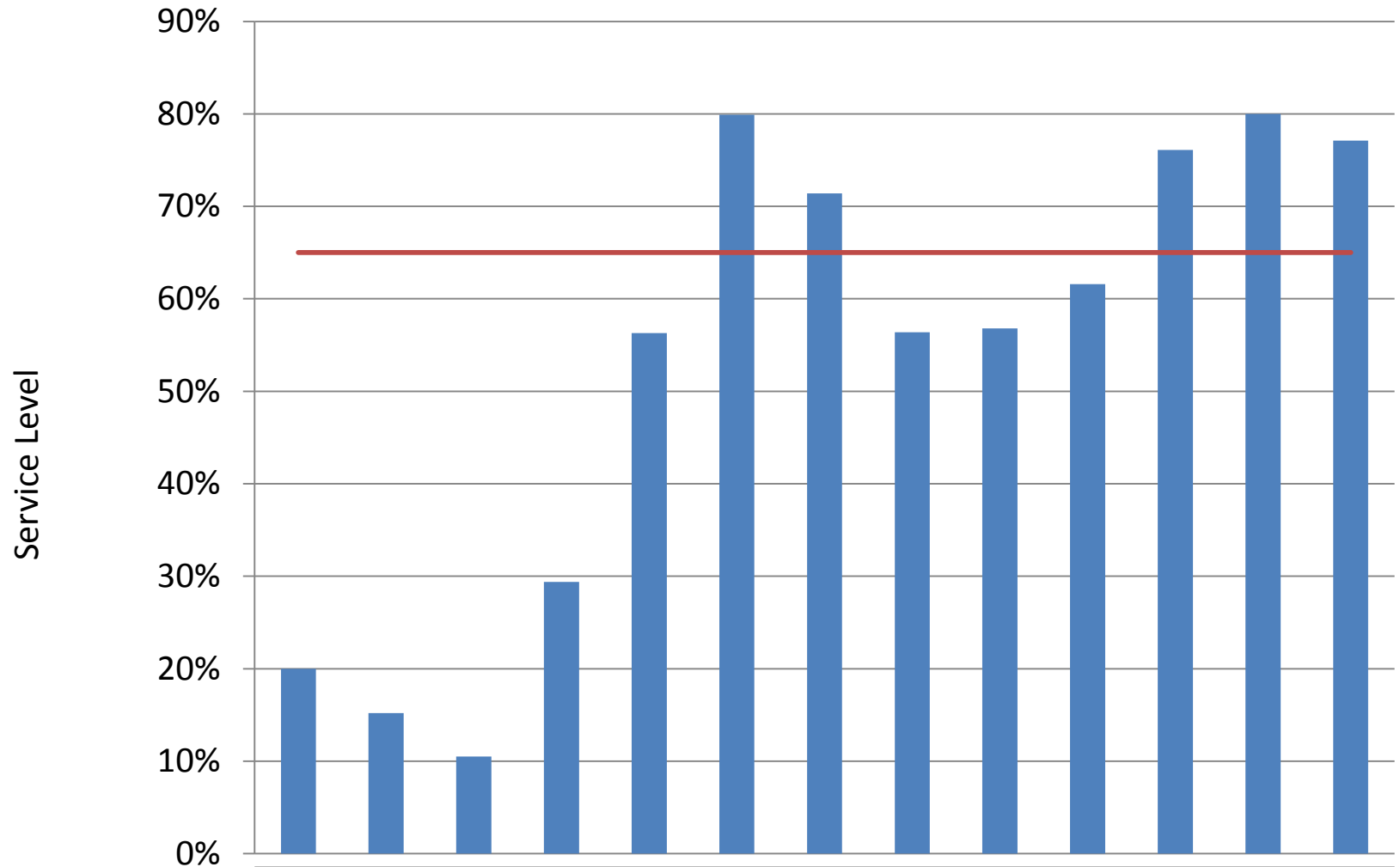
■ Employee Meetings ■ Employer Meetings ■ Webinars



# Educational Retirement Group - Visitors and Counseling Sessions



# Call Center - Service Level



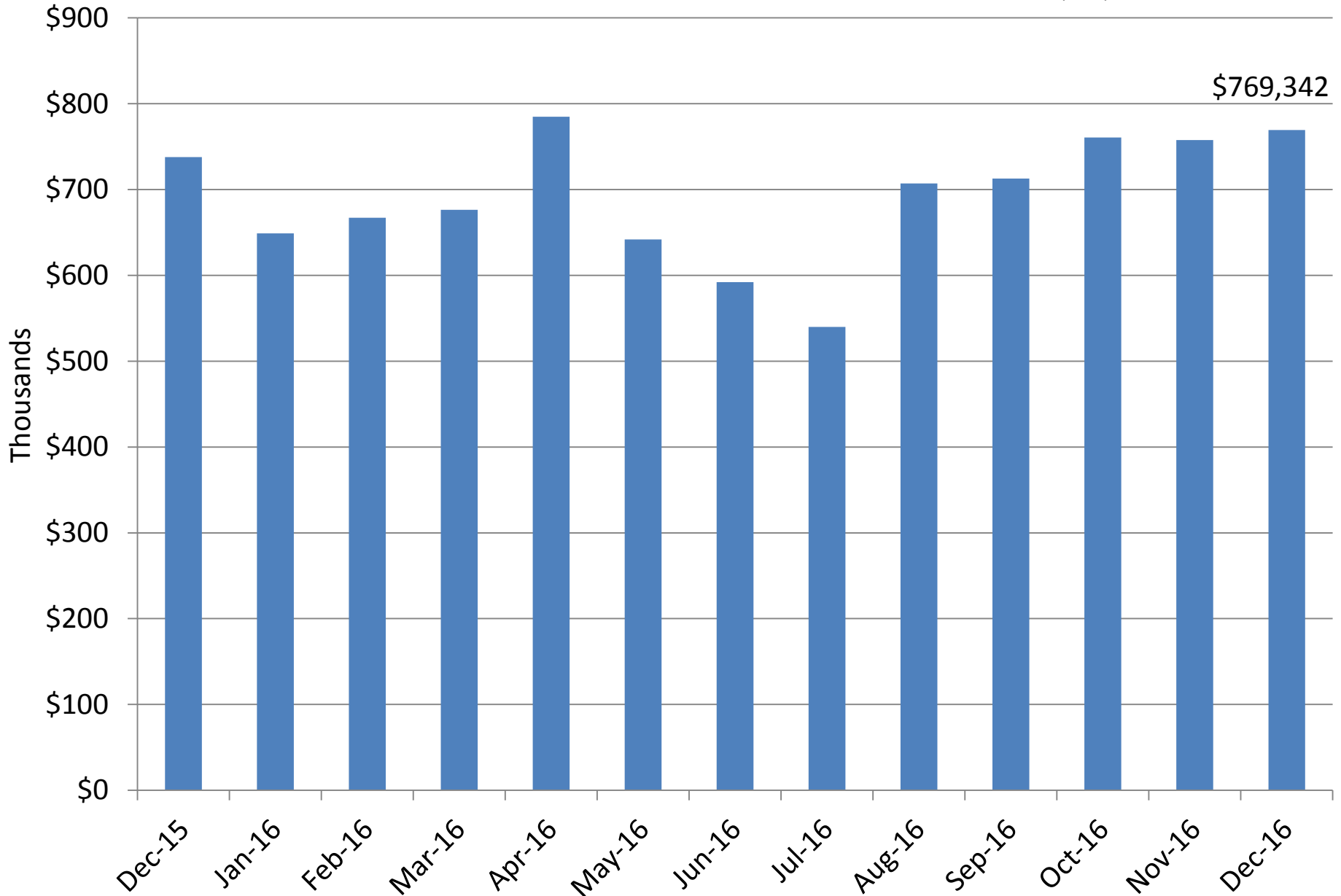


# Policy, Planning & Compliance

# Overpayments - Amount Collected

Collected in past 13 months:

\$8,996,415





## Contribution-Based Benefit Cap (CBBC) Liabilities

- 79 retirees impacted by the CBBC as of 1/11/2017
  - 27 Invoices are for LGERS employers
  - 52 Invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 1/11/2017: \$7.6 million
- Average invoice cost: \$96,443.02
  - CBBC liabilities range in cost from \$2,606.05 to \$590,694.32
- 63 employers have paid in full
  - Two employers have entered an installment payment plan
  - Total CBBC liabilities collected: exceeds \$4.9 million



**North Carolina**  
Total Retirement Plans

**Thank you**