



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

## **Operations Update**

**January 27, 2022**



**North Carolina**  
Total Retirement Plans



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STATE TREASURER OF NORTH CAROLINA  
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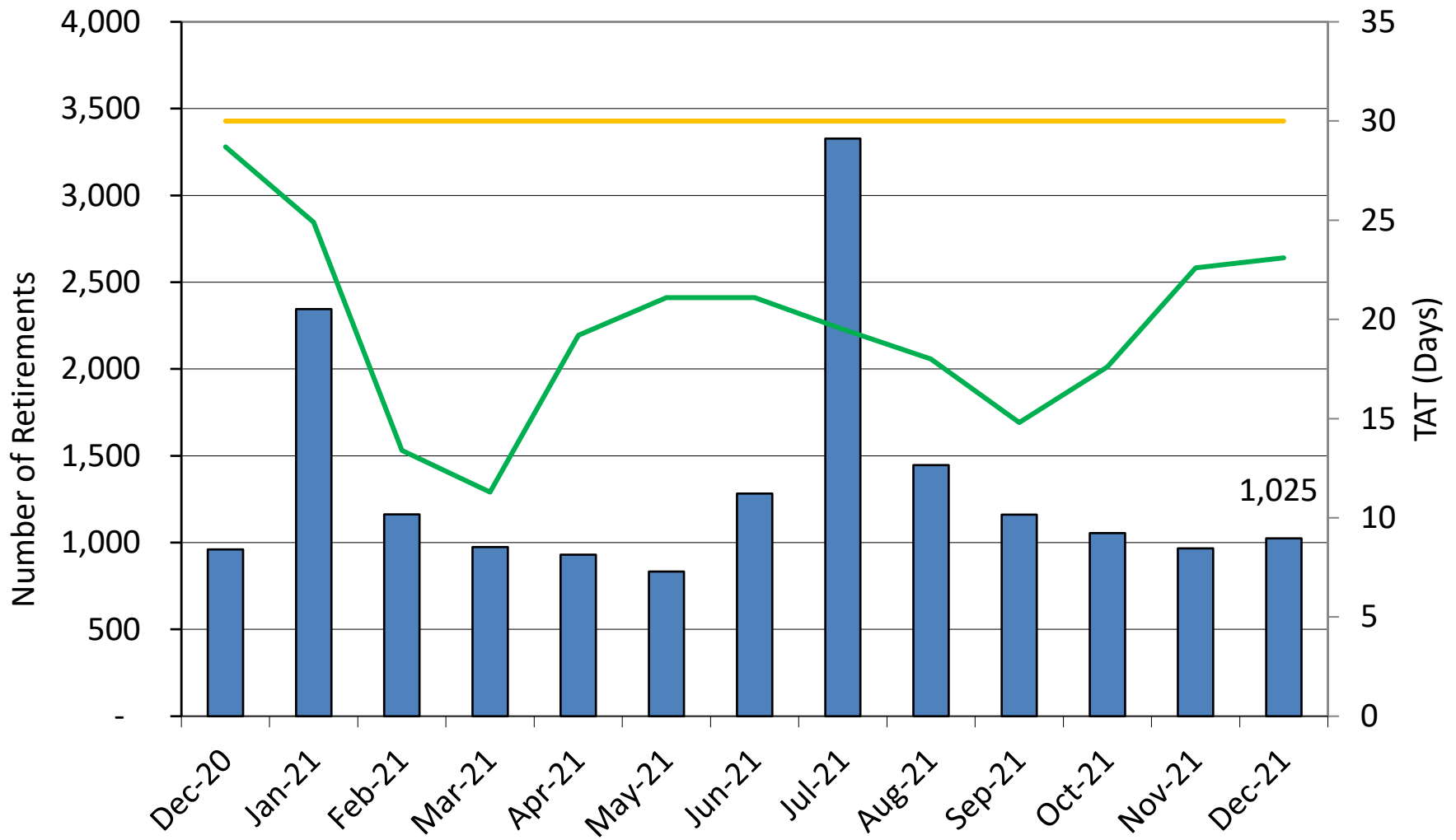
**North Carolina**  
Total Retirement Plans



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# Operations

# Retirement Processing - Retirements Requested, TAT



■ Retirements Requested for this Month 
 — Average Days from App Rec'd to 6E sent 
 — Goal

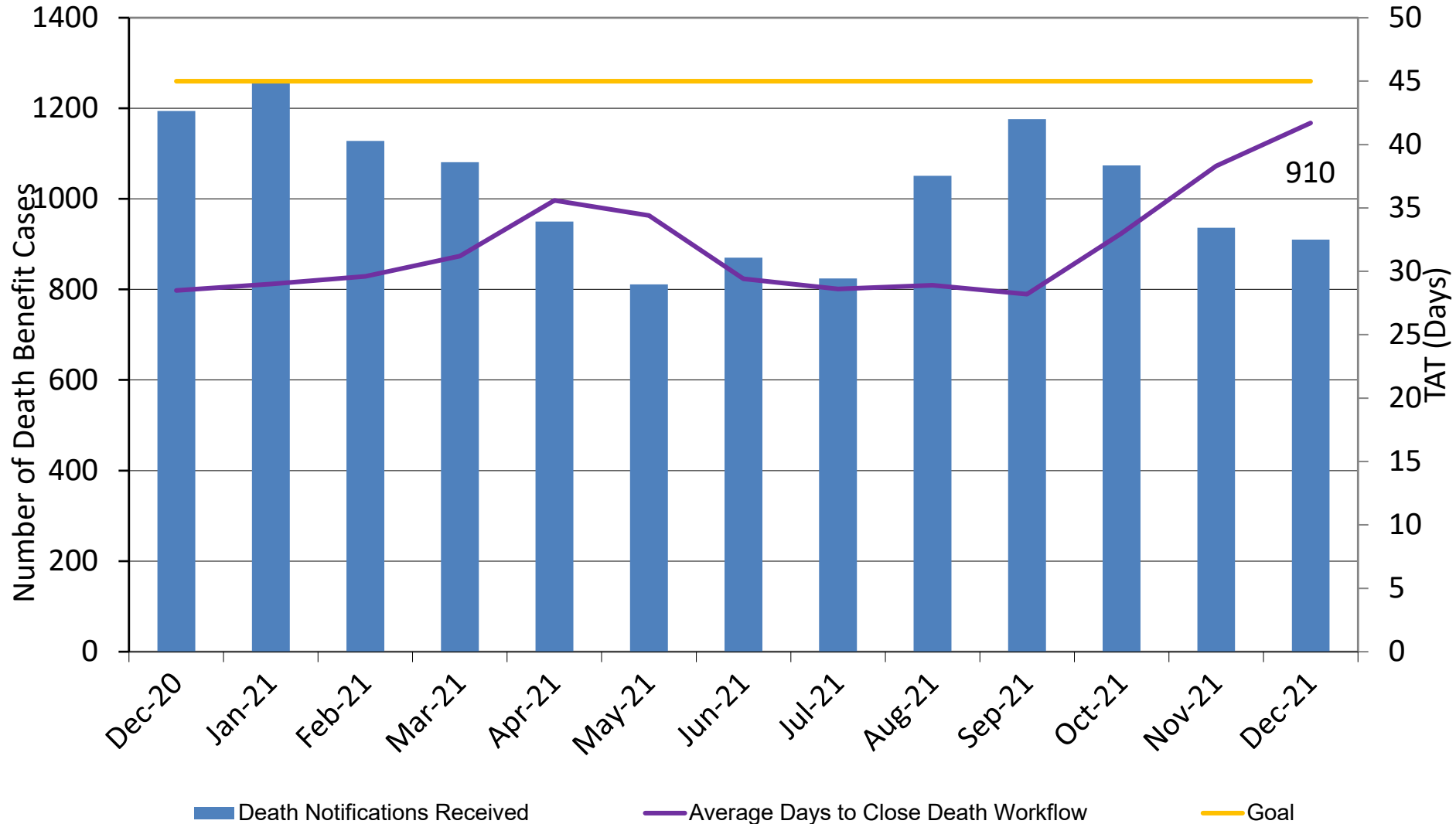


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# Benefit Processing - Death Notifications

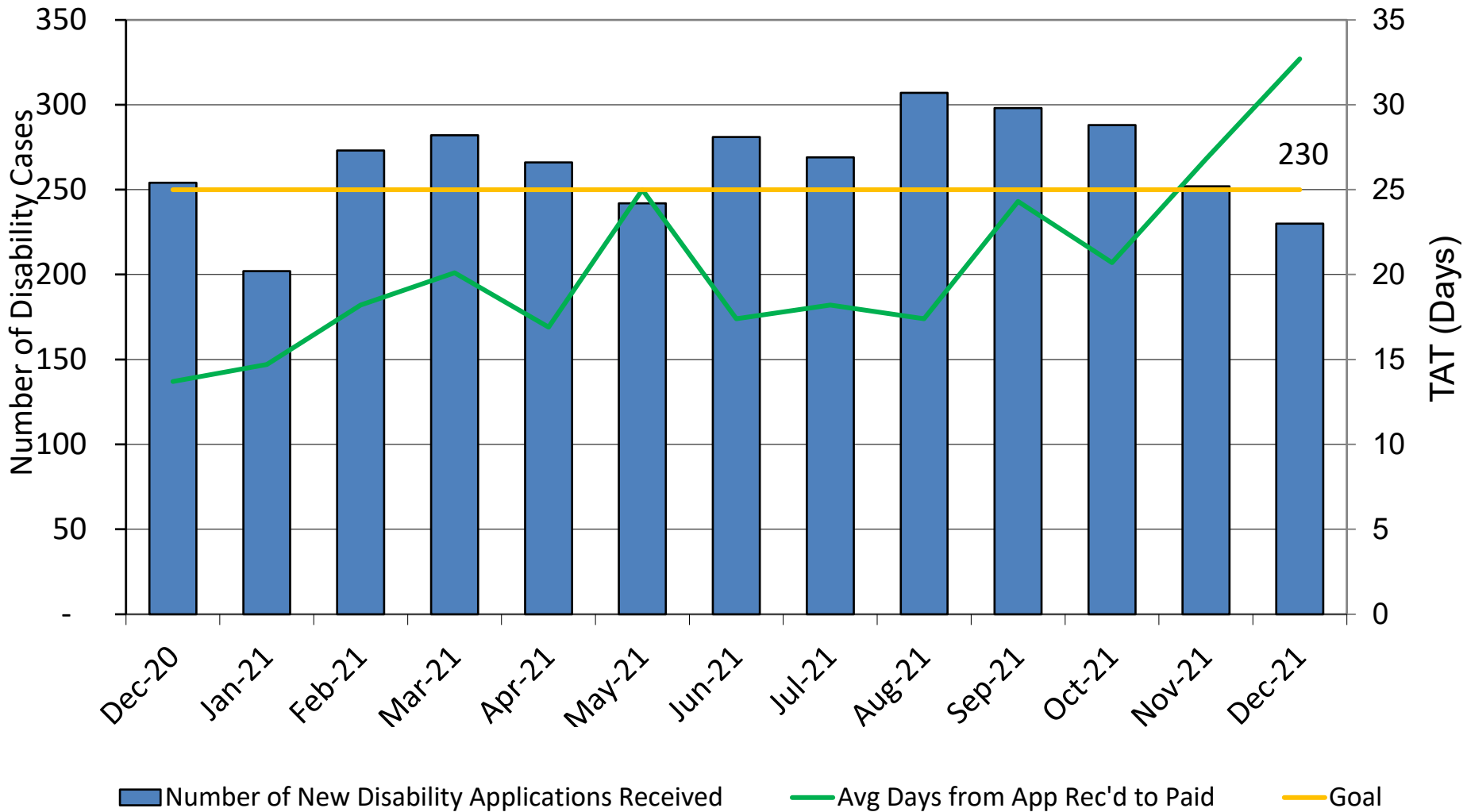


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# Benefit Processing - Disability Applications

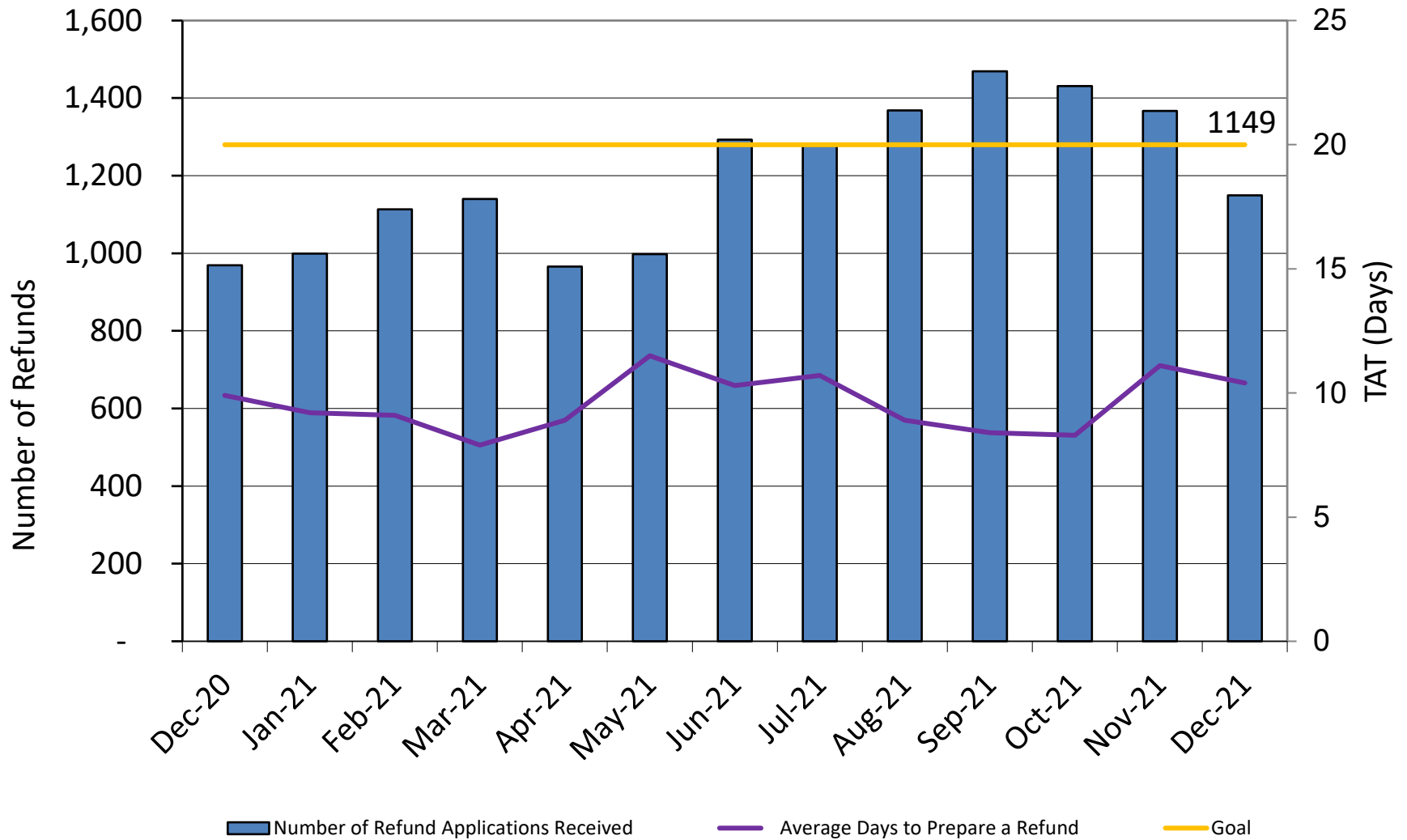


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# Benefit Processing - Refund Requests

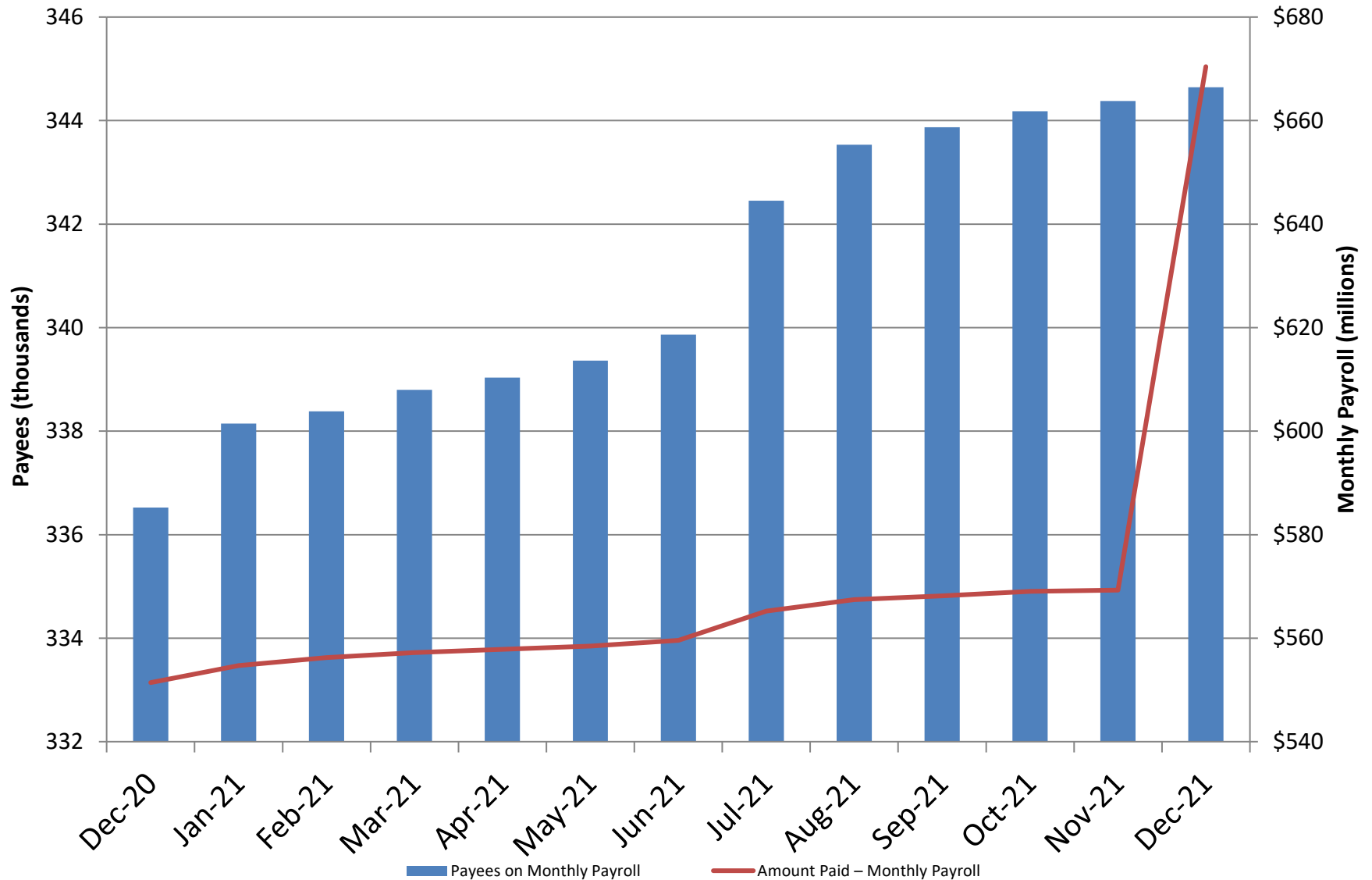


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# Payroll Processing - Monthly Payroll



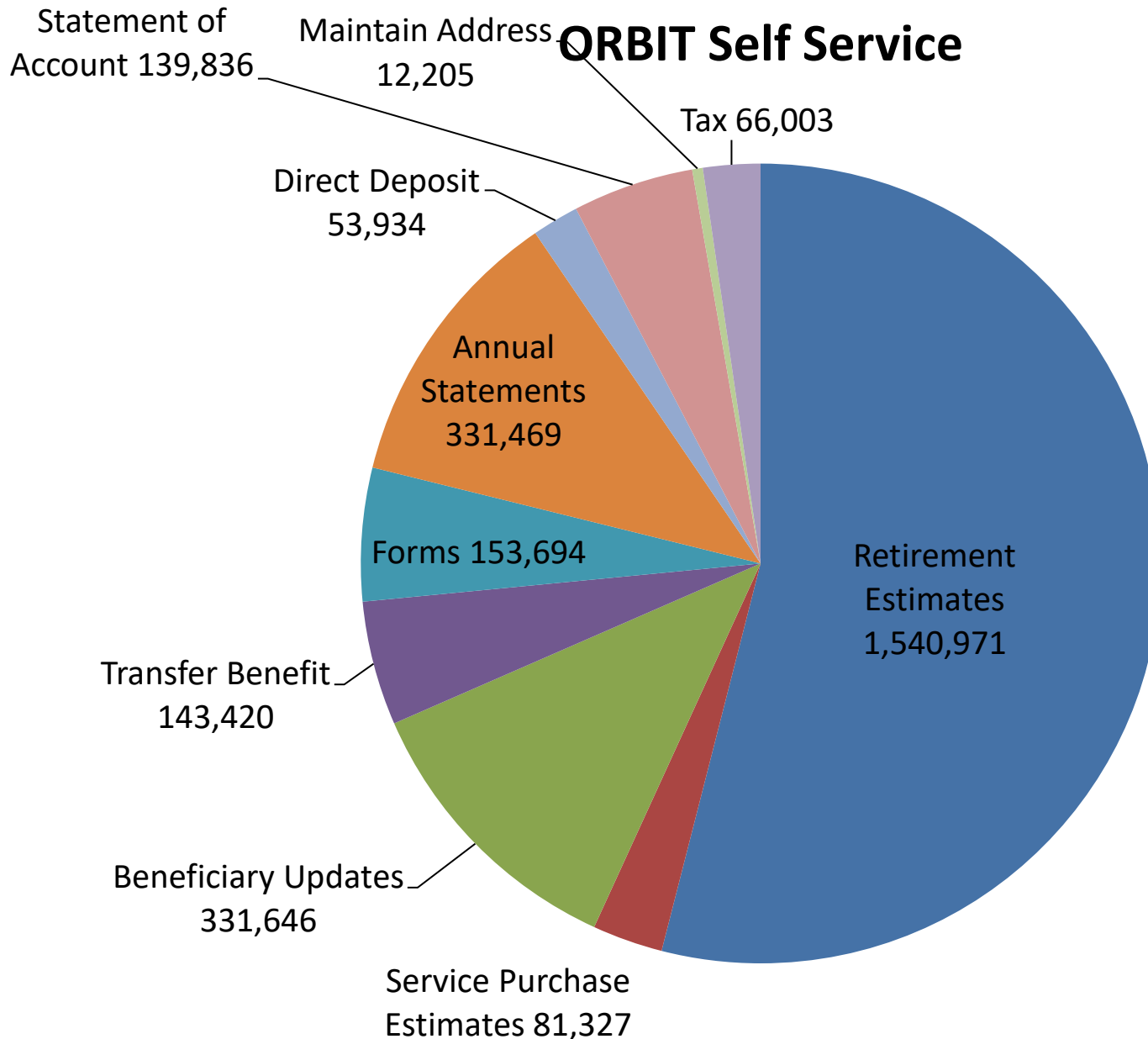
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# ORBIT Self Service

Data is for last 12 months.



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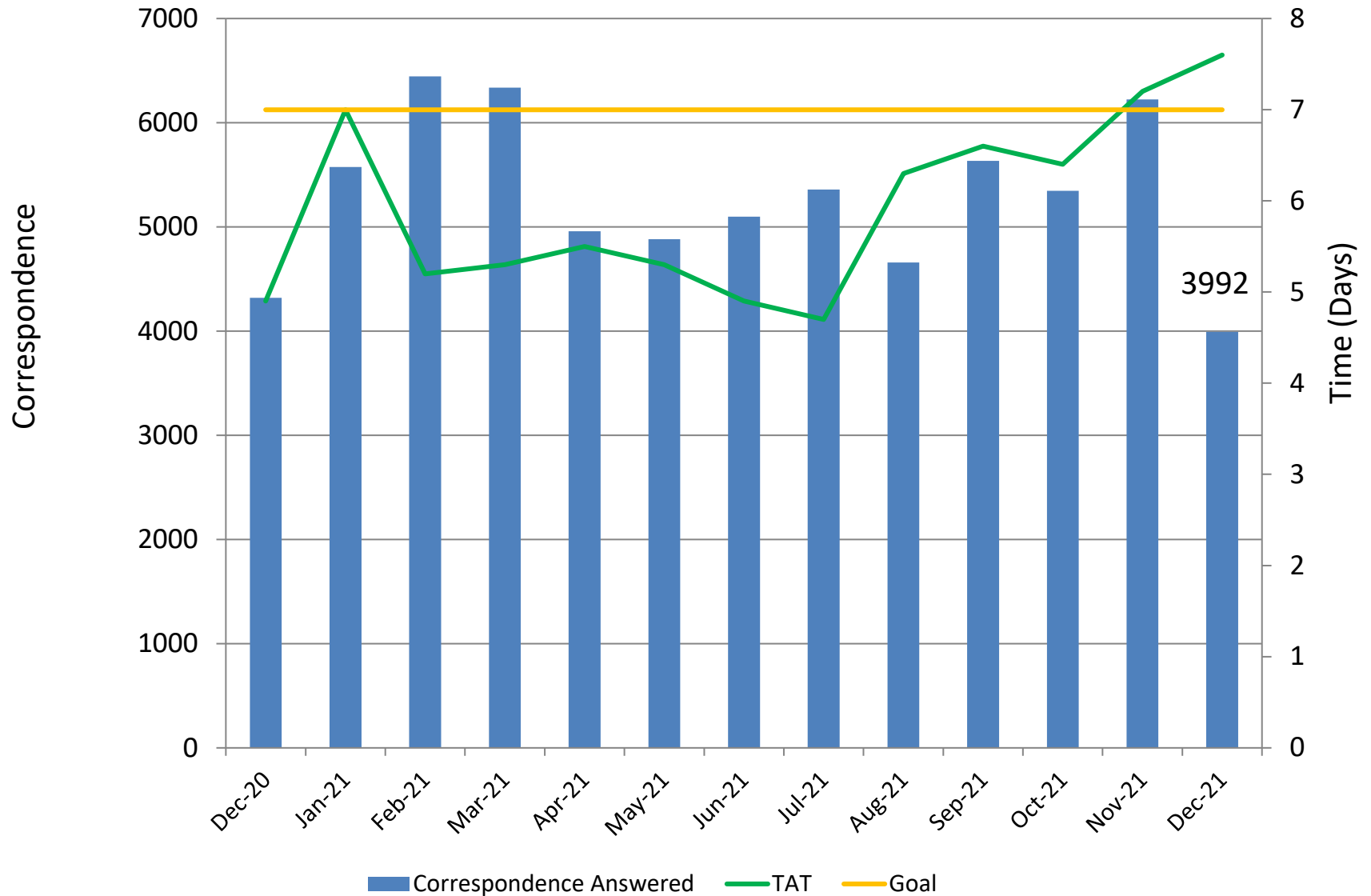
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# Member Services

# Educational Retirement Group - Correspondence

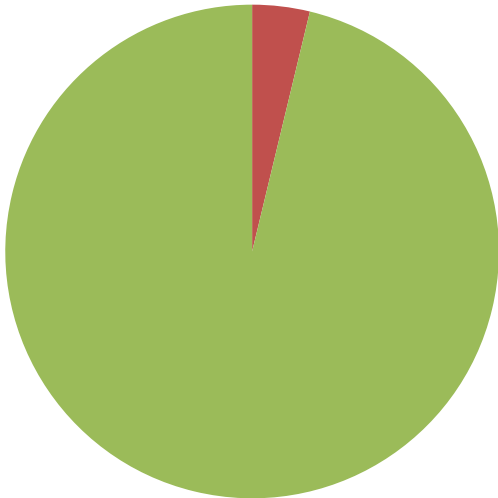


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## Educational Retirement Group – 2021/2022 Fiscal Year Meetings and Webinars



	Count Jul 2021 - YTD	Attendees Jul 2021 - YTD
Employee	0	0
Employer	7	432
Webinar	179	4,849
Total	186	5,281
Annual Goal	108	

■ Employee Meetings ■ Employer Meetings ■ Webinars



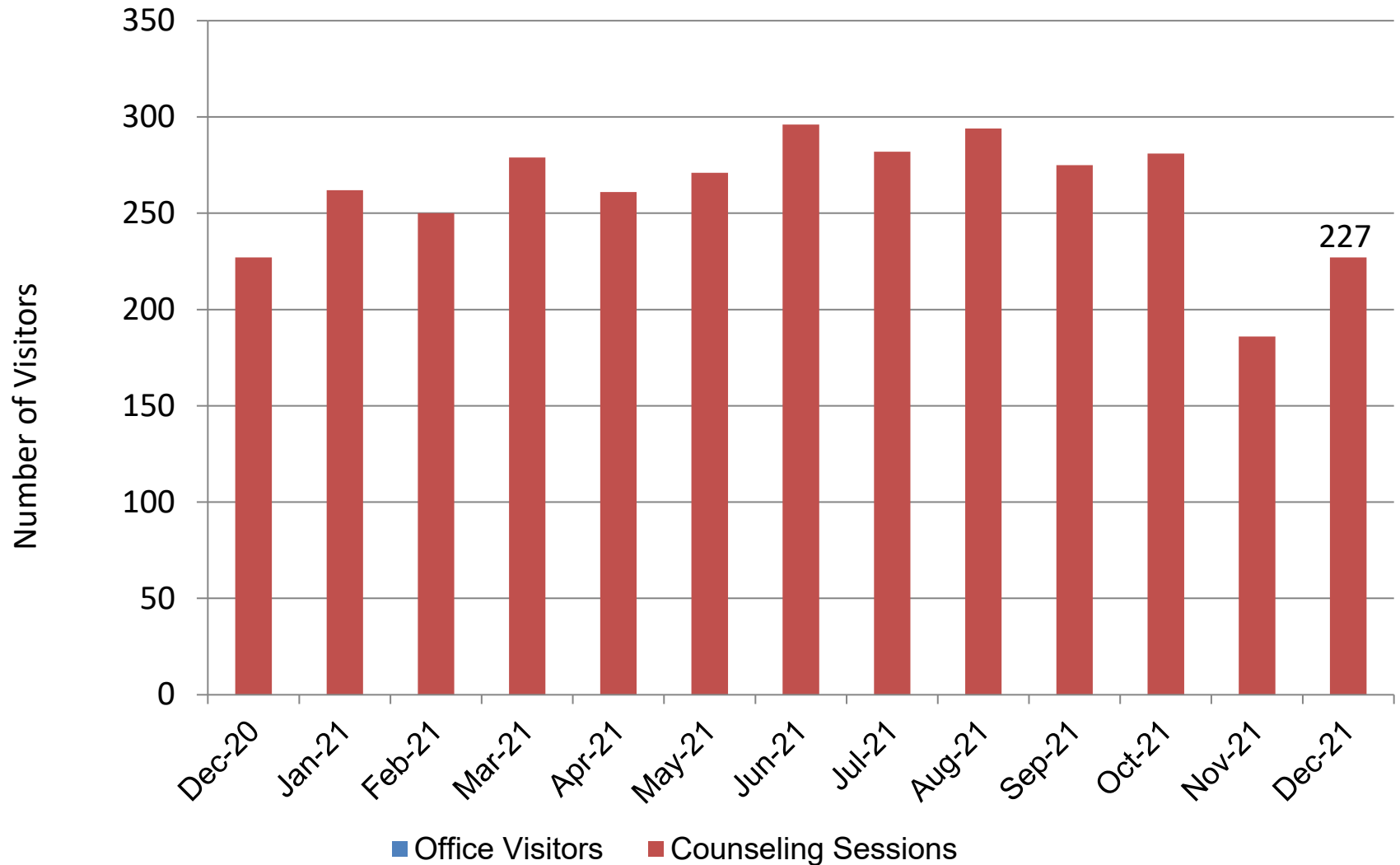
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FY 21/22 Counseling = 1545  
Annual Goal = 2,480

## Educational Retirement Group - Visitors and Counseling Sessions

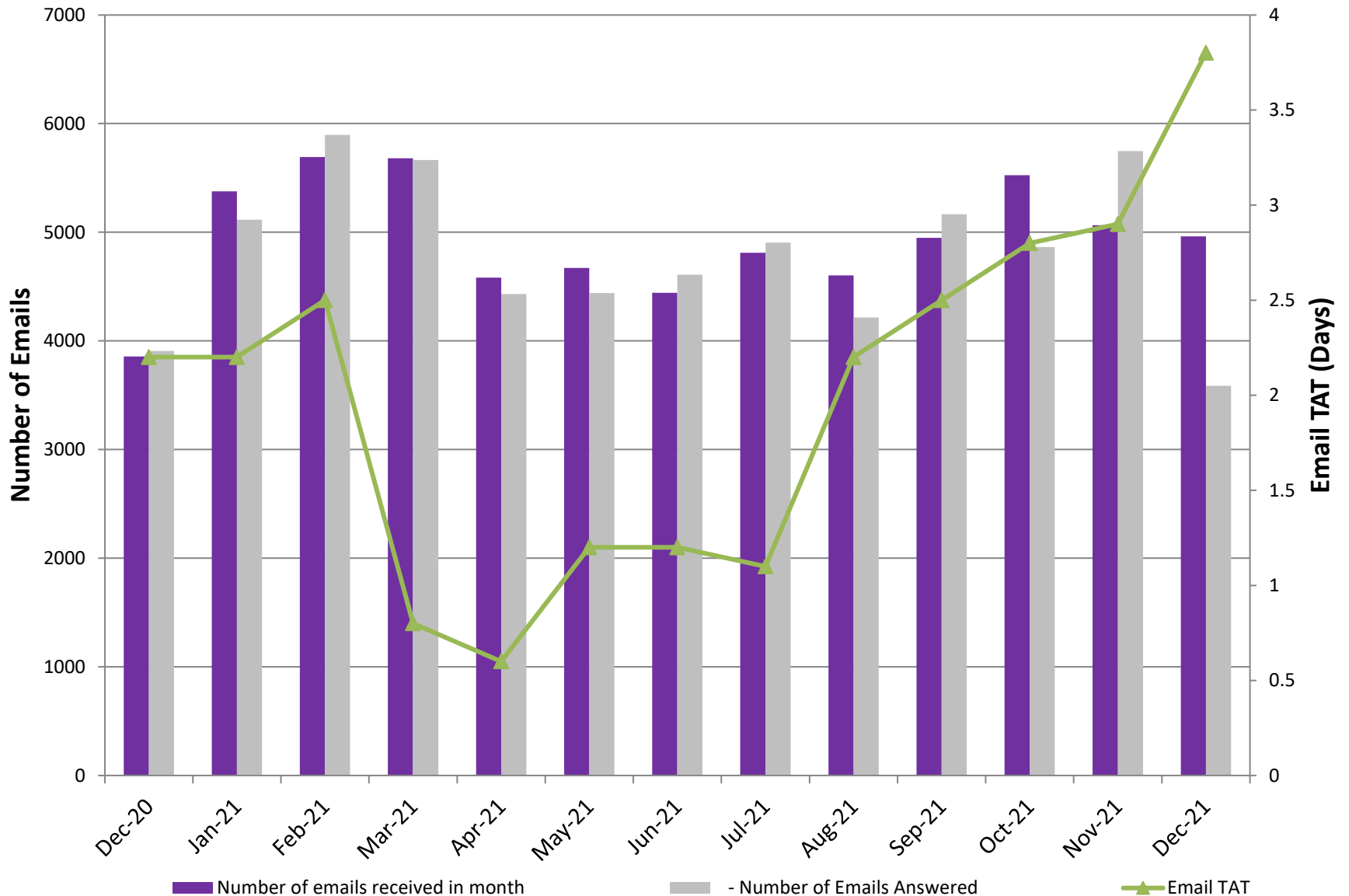


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## Member Services - Emails Received and Answered

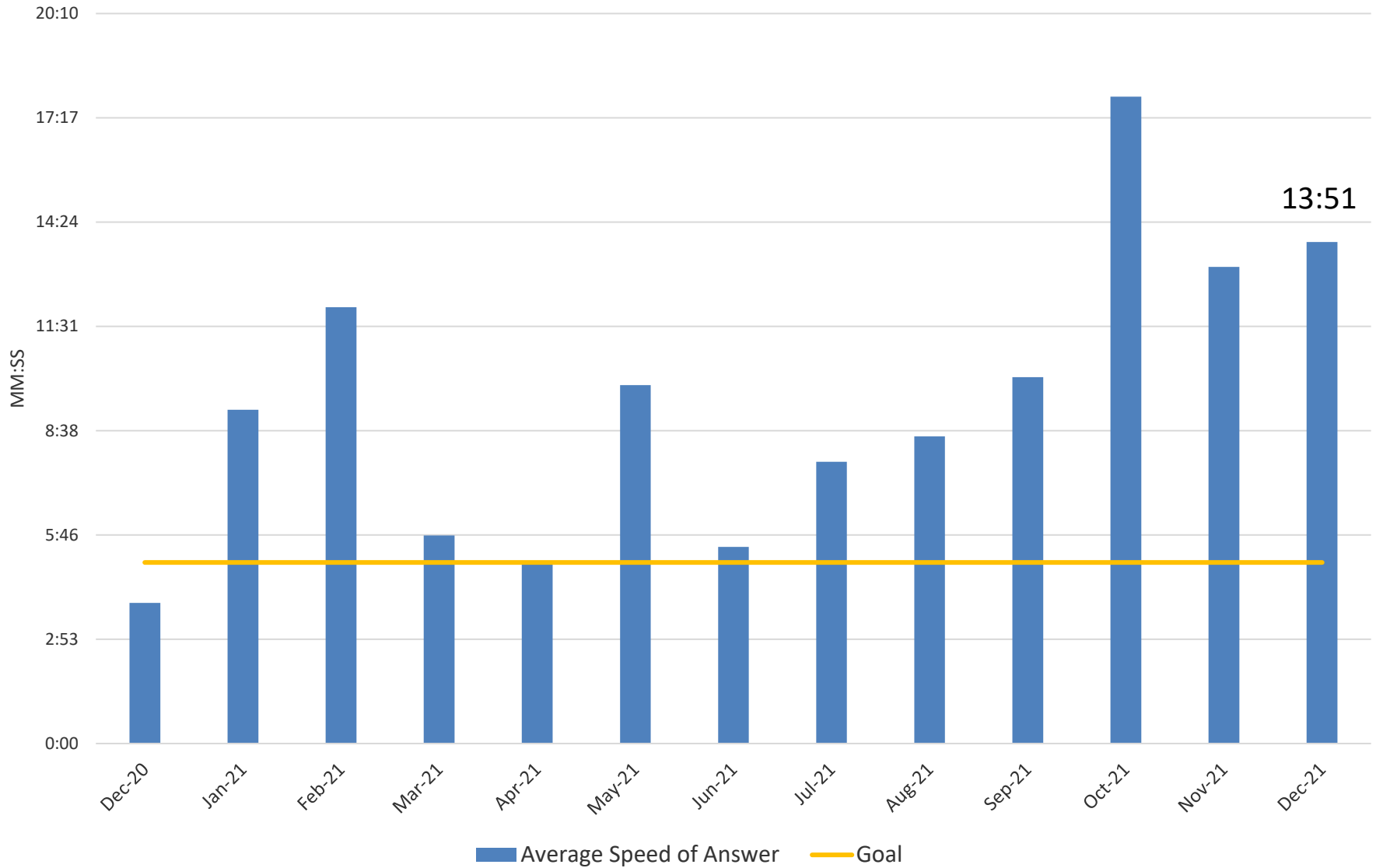


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# Call Center - Average Speed of Answer

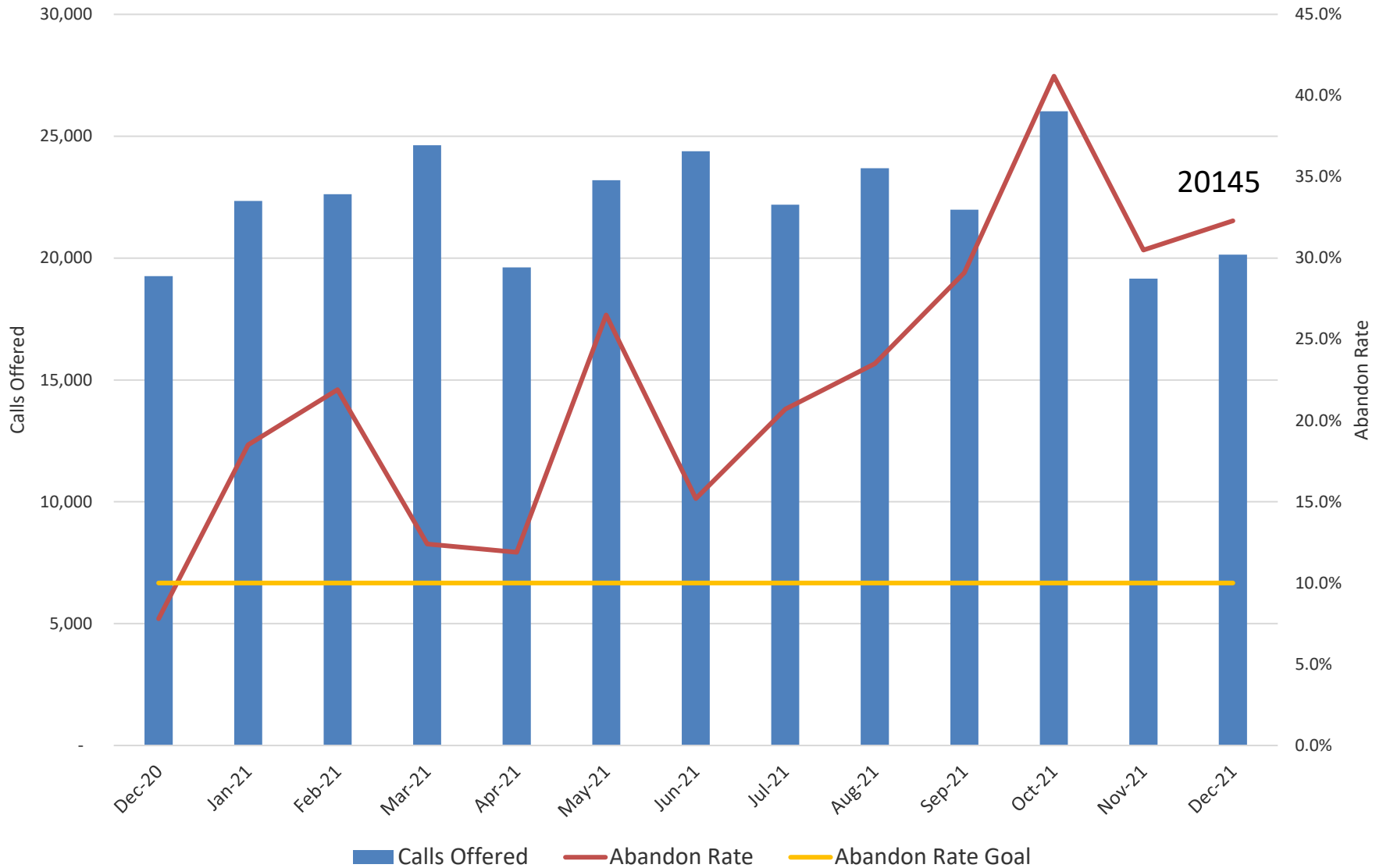


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# Call Center - Calls Offered and Abandoned



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# Policy, Planning & Compliance



## Contribution-Based Benefit Cap (CBBC) Liabilities

- 454 retirements since January 2015 have required an additional employer contribution based on the CBBC as of 1/5/2022
  - 175 invoices are for LGERS employers
  - 279 invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 1/5/2022 exceeds \$43.1 million
- Average invoice cost: \$95,000.38
  - CBBC liabilities range in cost from less than \$100 to more than \$600,000
- For 388 of the retirements, employers have paid required contributions in full
  - Total CBBC liabilities collected: exceeds \$34.9 million



# Thank you



Thomas Causey, Executive Director



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