



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

**BOARD OF TRUSTEES MEETING – January 2019**

**RSD Administration Update**



**North Carolina**  
Total Retirement Plans



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STATE TREASURER OF NORTH CAROLINA  
DALE R. FOLWELL, CPA

## KEY TAKEAWAYS

### Operations

- Retirement turnaround time higher
- Retirement Application Online – live in November

### Member Services

- Increased call volumes
- Call Back Assist – live in October

### Compliance

- Overpayment collections on track to exceed fiscal year goal



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Total Retirement Plans



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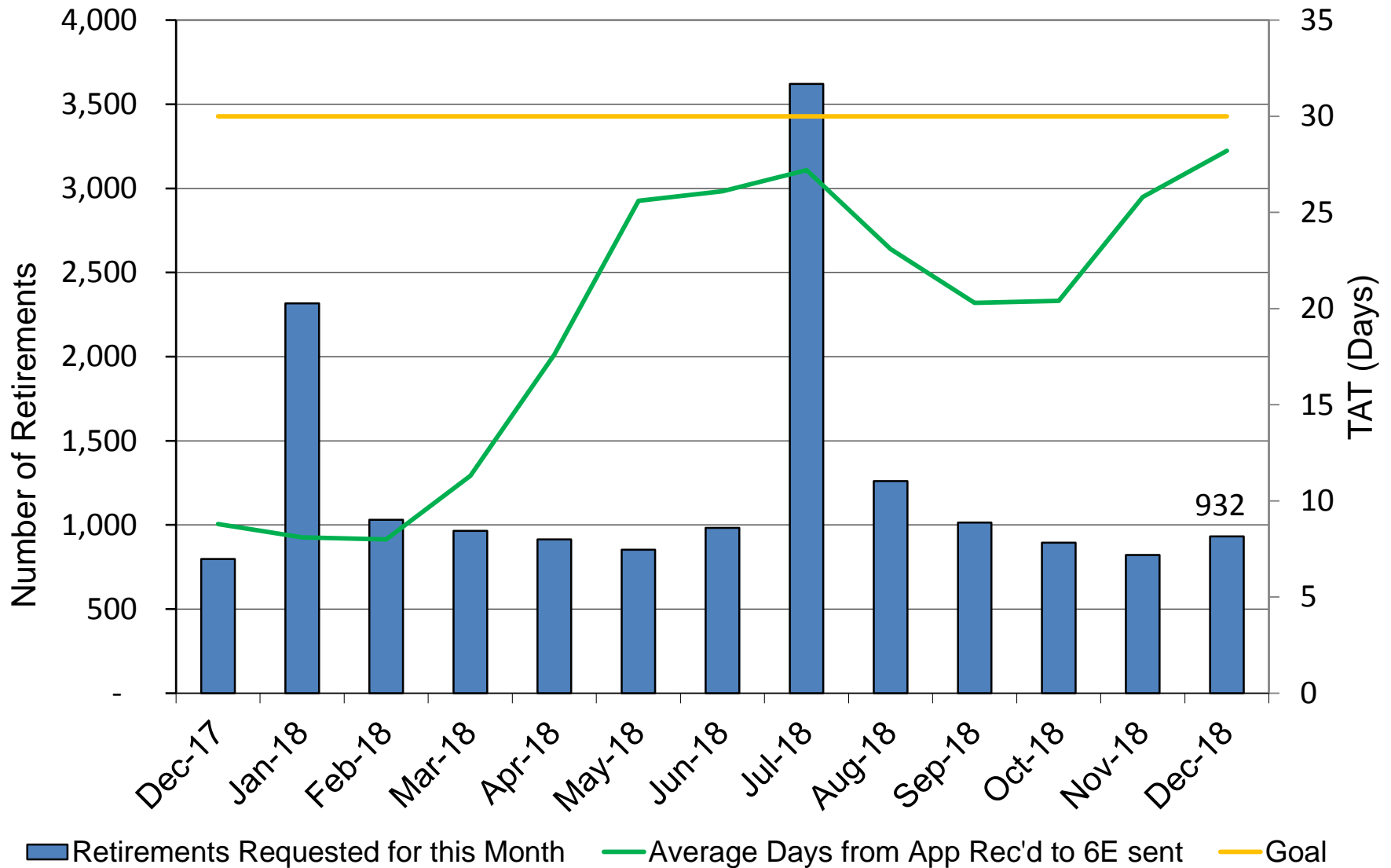
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# Operations

# Retirement Processing: Retirements Requested, TAT

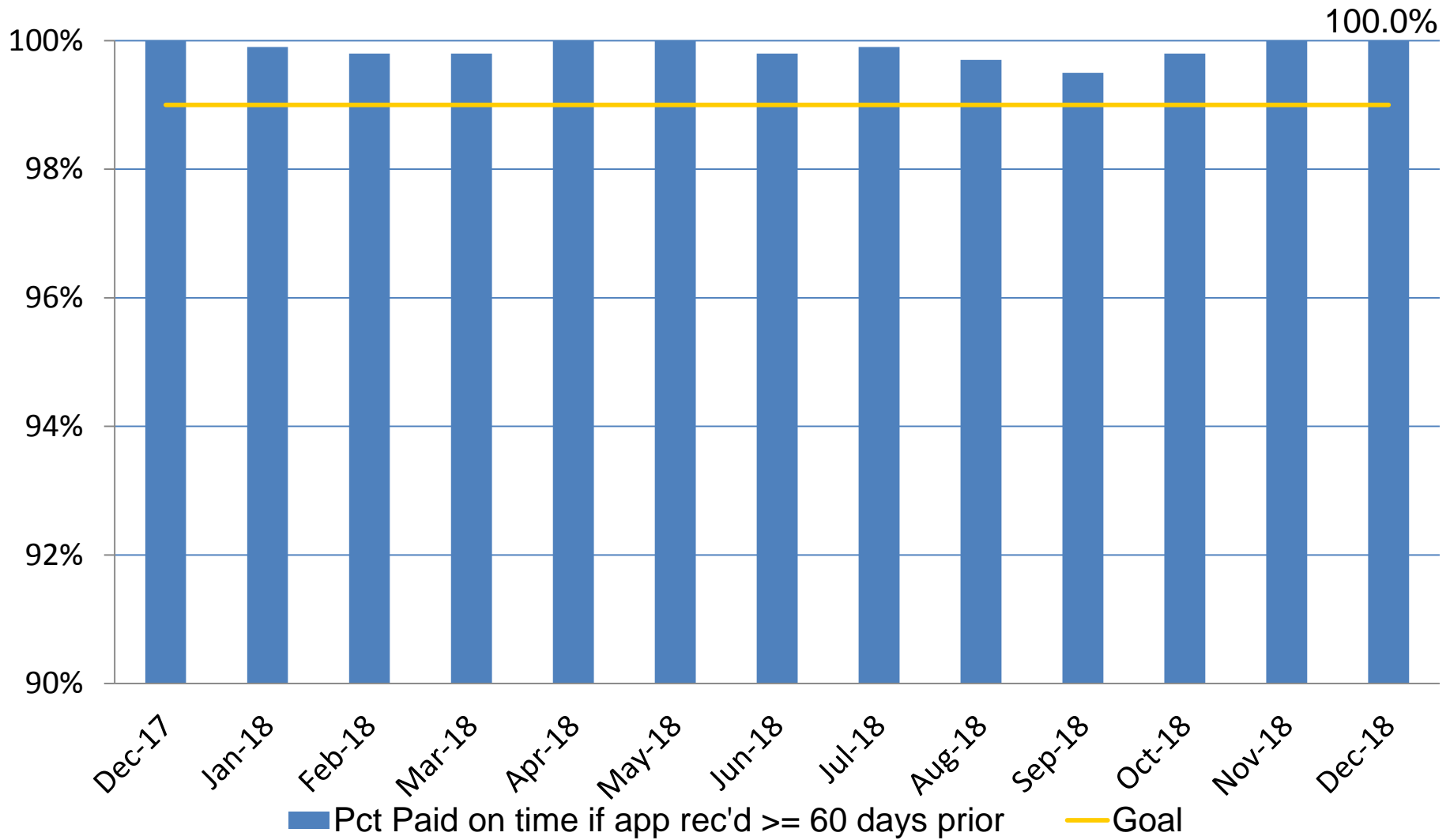


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# Retirement Processing: 60-Day Paid-On-Time Rate

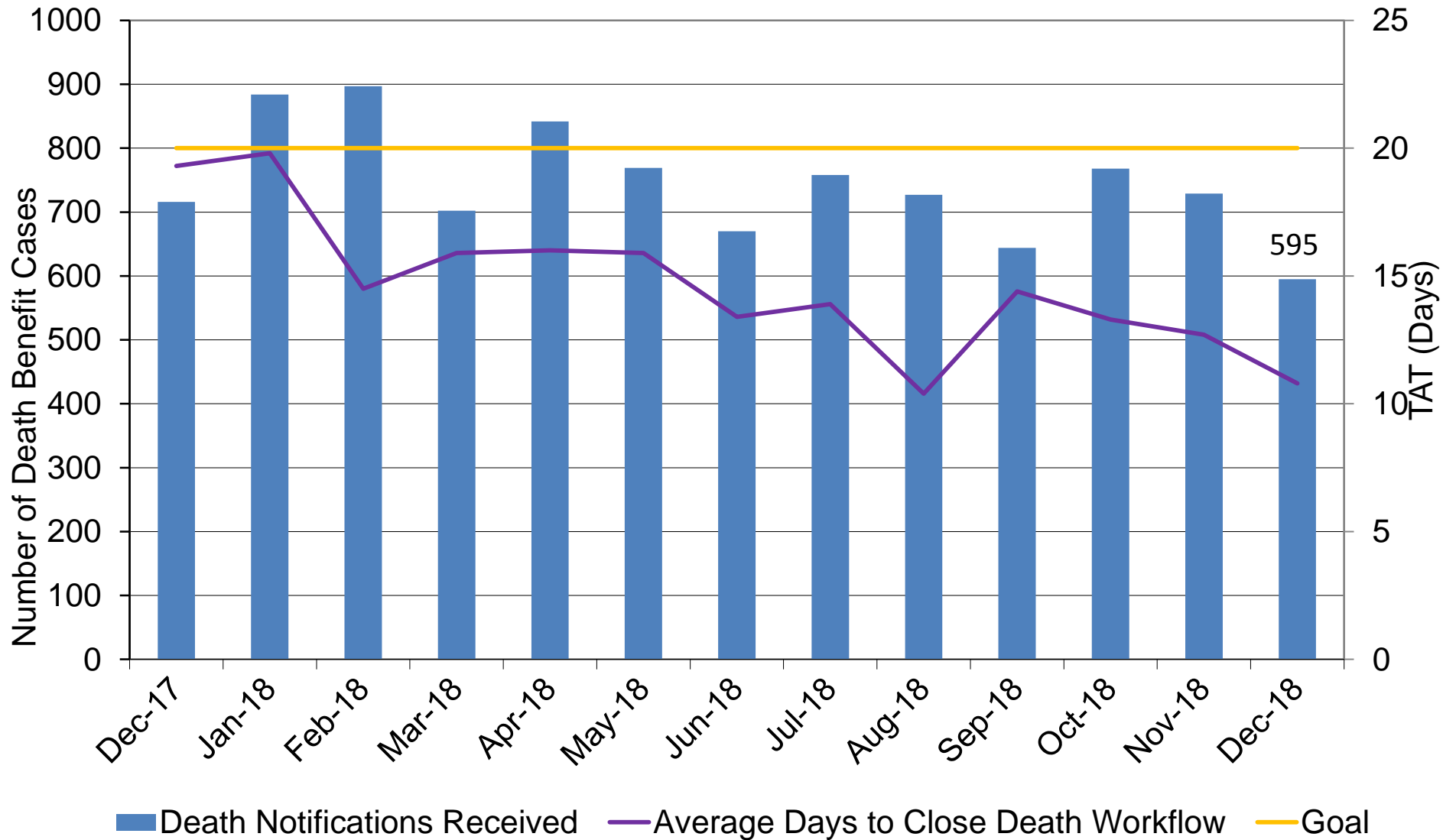


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# Benefit Processing: Death Notifications

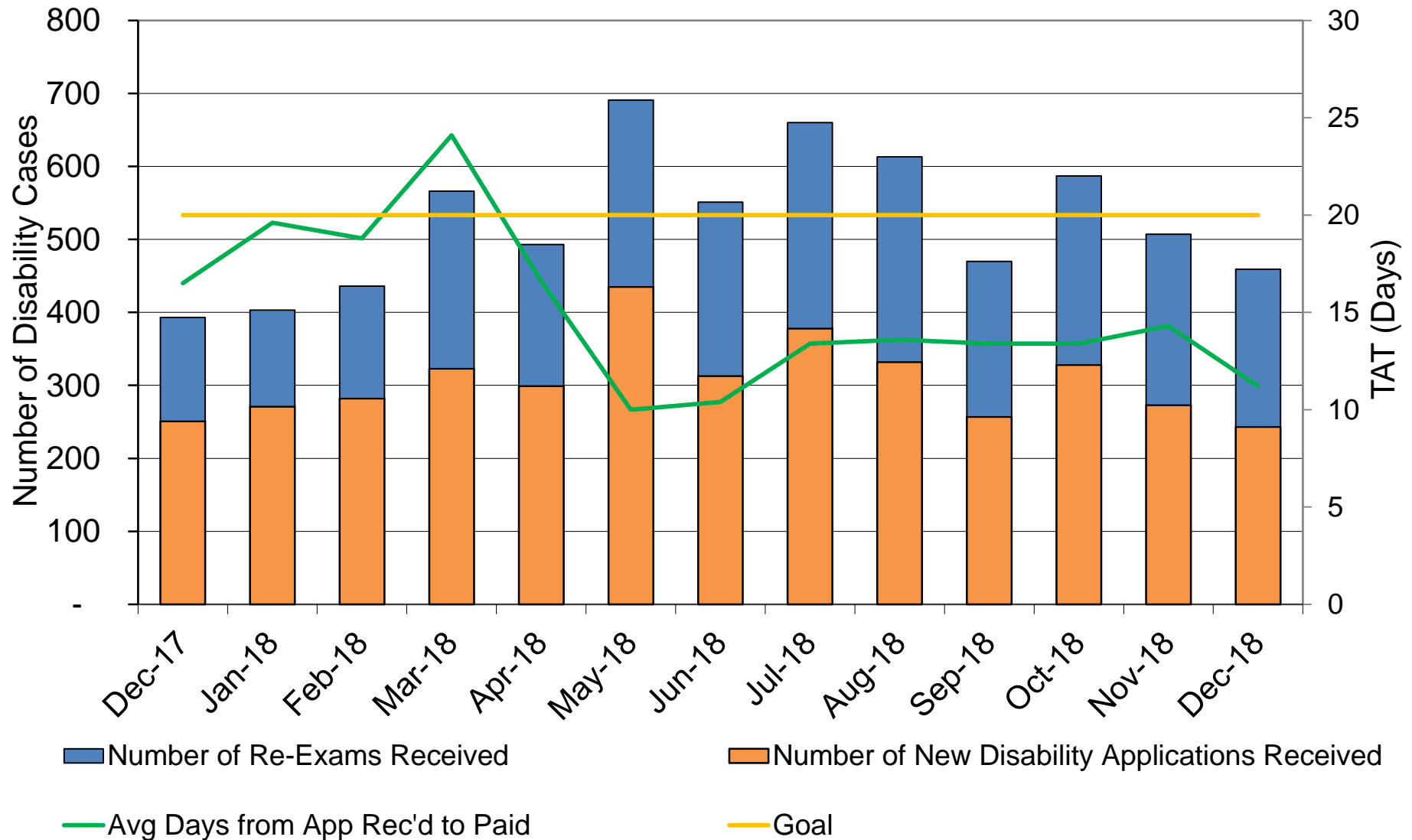


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# Benefit Processing: Disability Applications

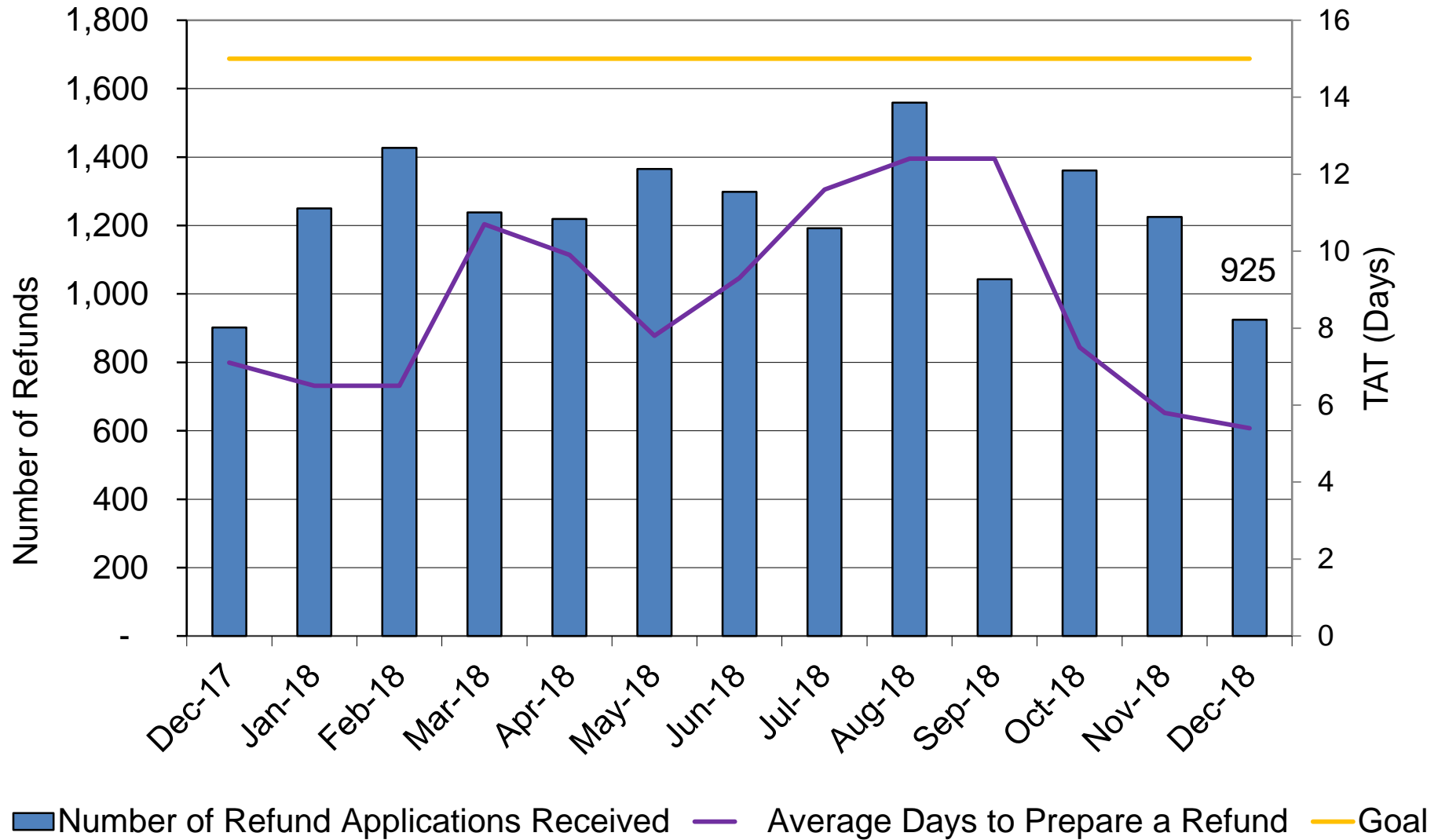


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# Benefit Processing: Refund Requests



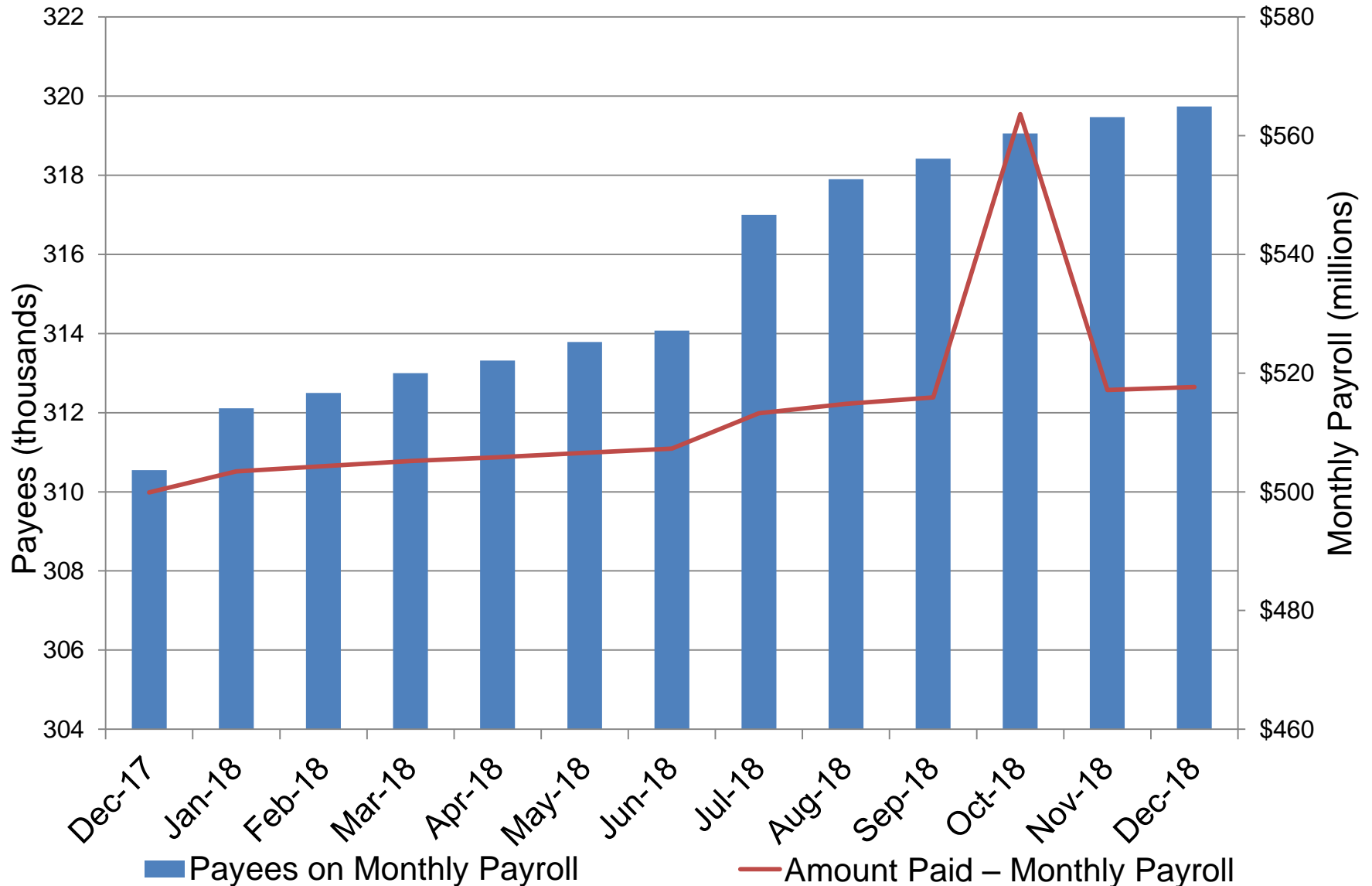
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# Payroll Processing: Monthly Payroll



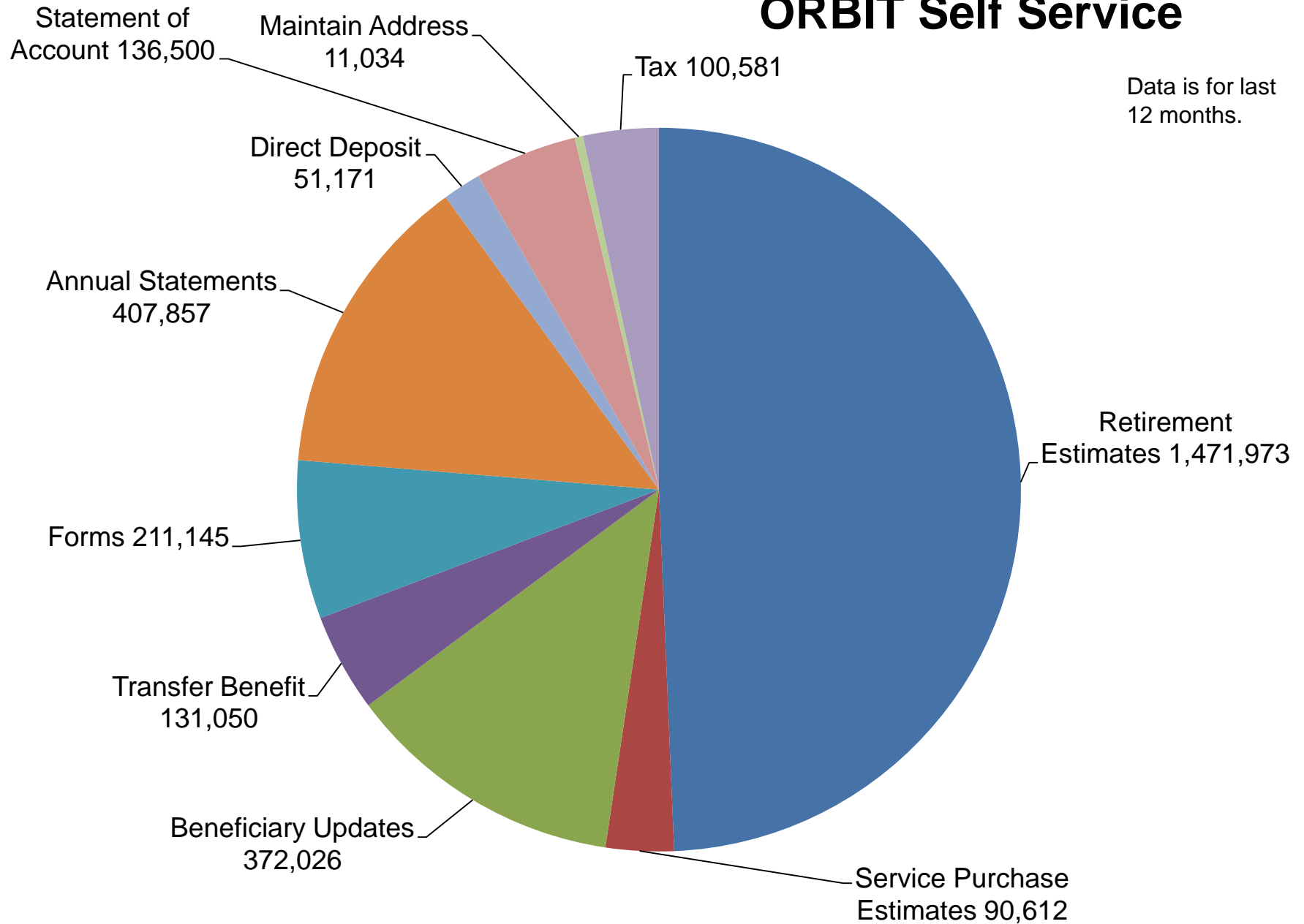
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# ORBIT Self Service

Data is for last 12 months.





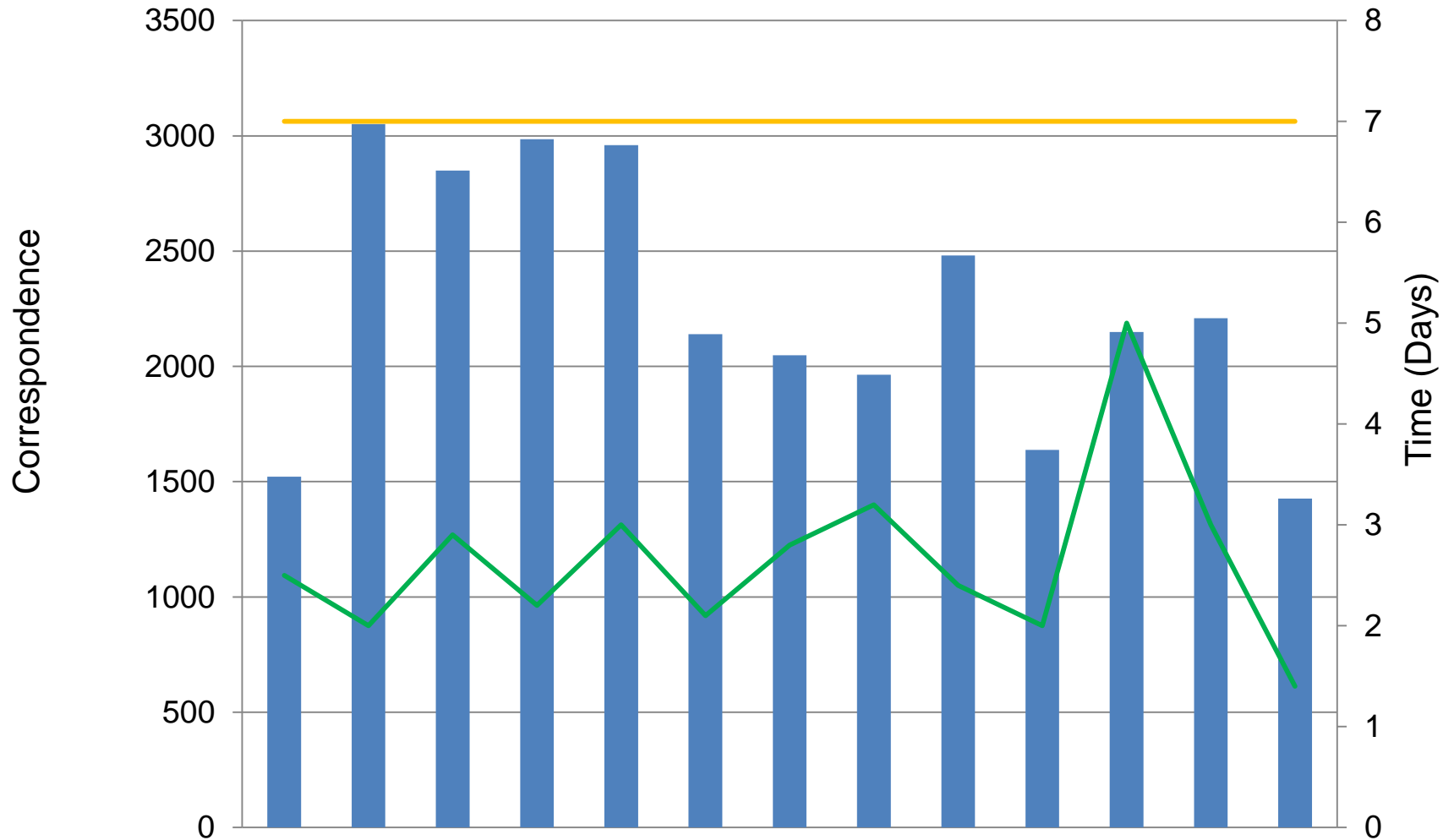
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# Member Services

# Educational Retirement Group: Correspondence



	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
Correspondence Answered	1521	3051	2849	2985	2960	2140	2048	1964	2481	1637	2149	2209	1426
TAT	2.5	2.0	2.9	2.2	3.0	2.1	2.8	3.2	2.4	2.0	5.0	3.0	1.4
Goal	7	7	7	7	7	7	7	7	7	7	7	7	7

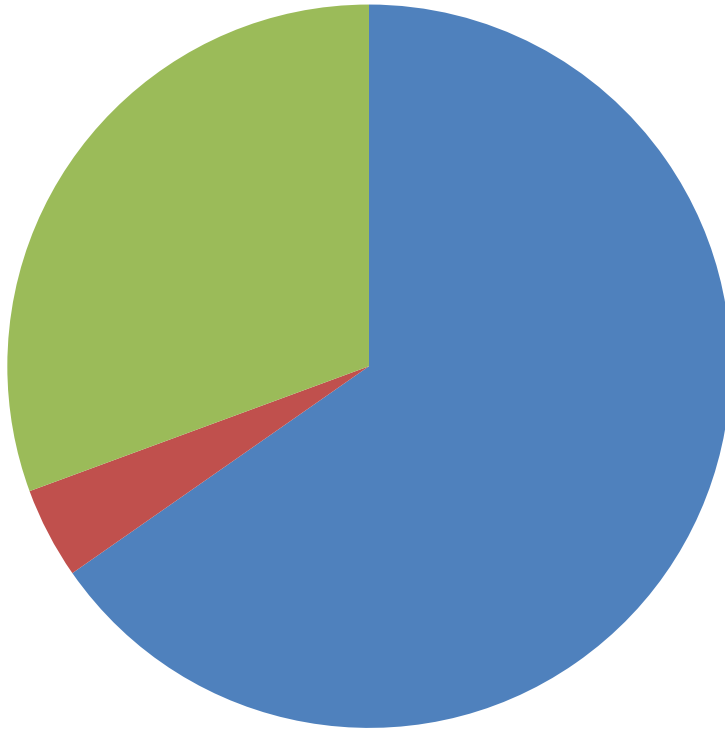


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# Educational Retirement Group: 2018/2019 Fiscal Year Meetings and Webinars



- Employee Meetings
- Employer Meetings
- Webinars

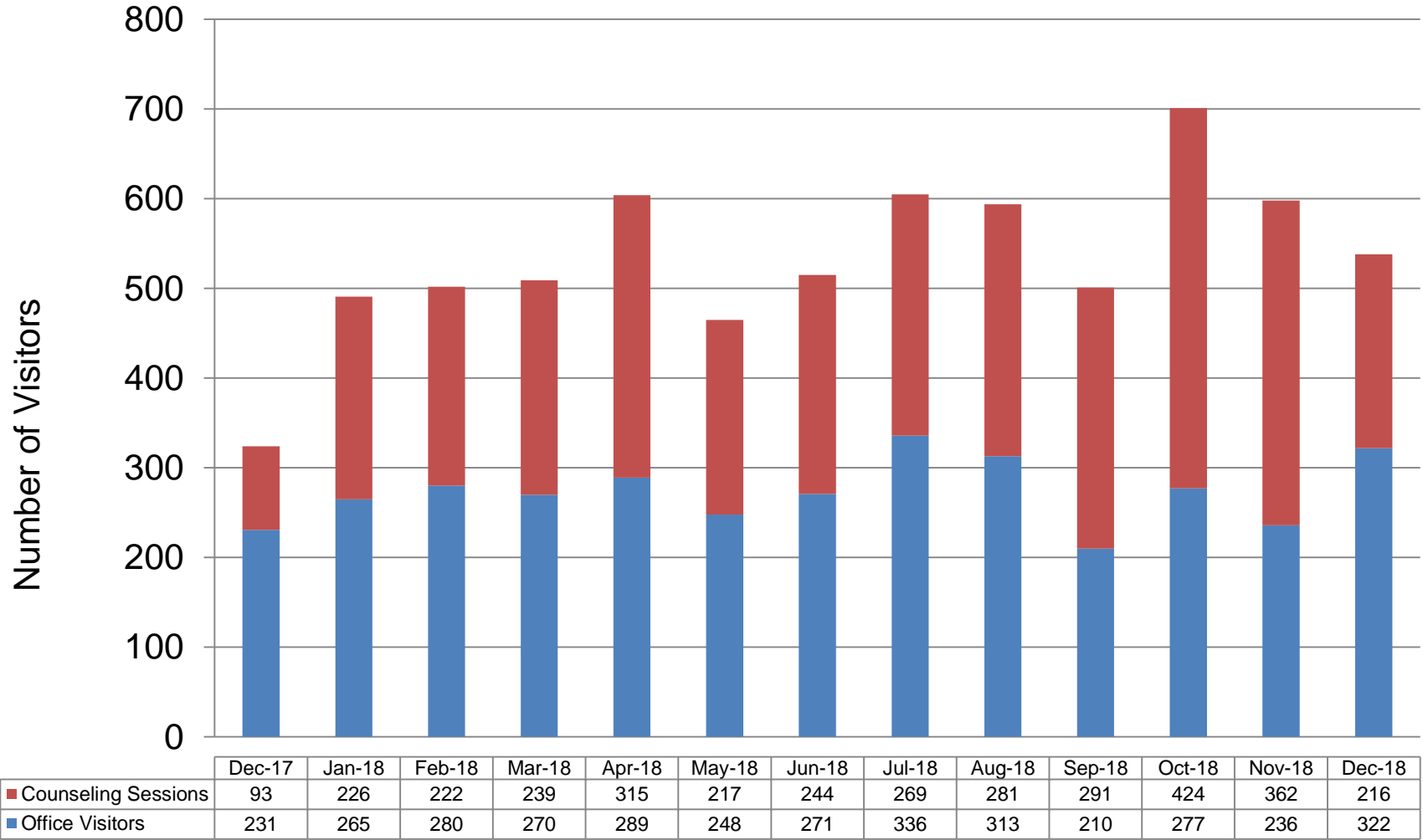
	Count: July 2018 YTD	Attendees: July 2018 YTD
Employee	64	5,869
Employer	6	127
Webinar	37	1,101
Total	107	7,097
Goal	195	



# Educational Retirement Group: Visitors and Counseling Sessions

FY 18/19 Counseling = 1,843

Annual Goal = 2,480

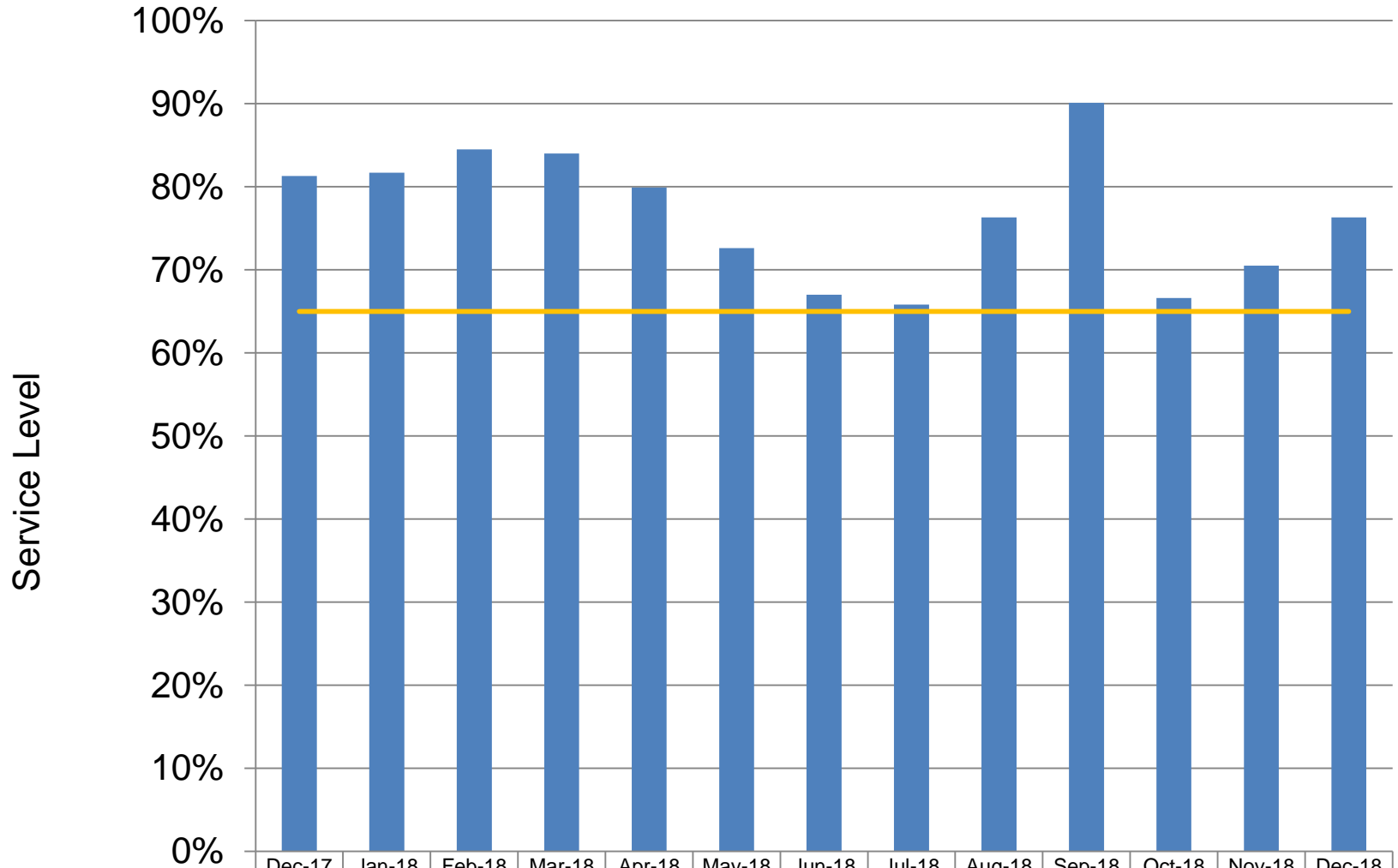


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# Call Center: Service Level



% Calls Answered in 60 Sec	81.3%	81.7%	84.5%	84.0%	79.9%	72.6%	67.0%	65.8%	76.3%	90.1%	66.6%	70.5%	76.3%
Goal	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%
Avg Speed of Answer	0:38	0:36	0:27	0:29	0:36	0:56	1:11	1:11	0:45	0:20	1:22	1:14	0:52
Total Calls Offered	18,835	27,702	27,330	28,748	25,677	20,424	20,940	22,462	23,122	17,179	26,745	20,035	16,307



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# Policy, Planning & Compliance



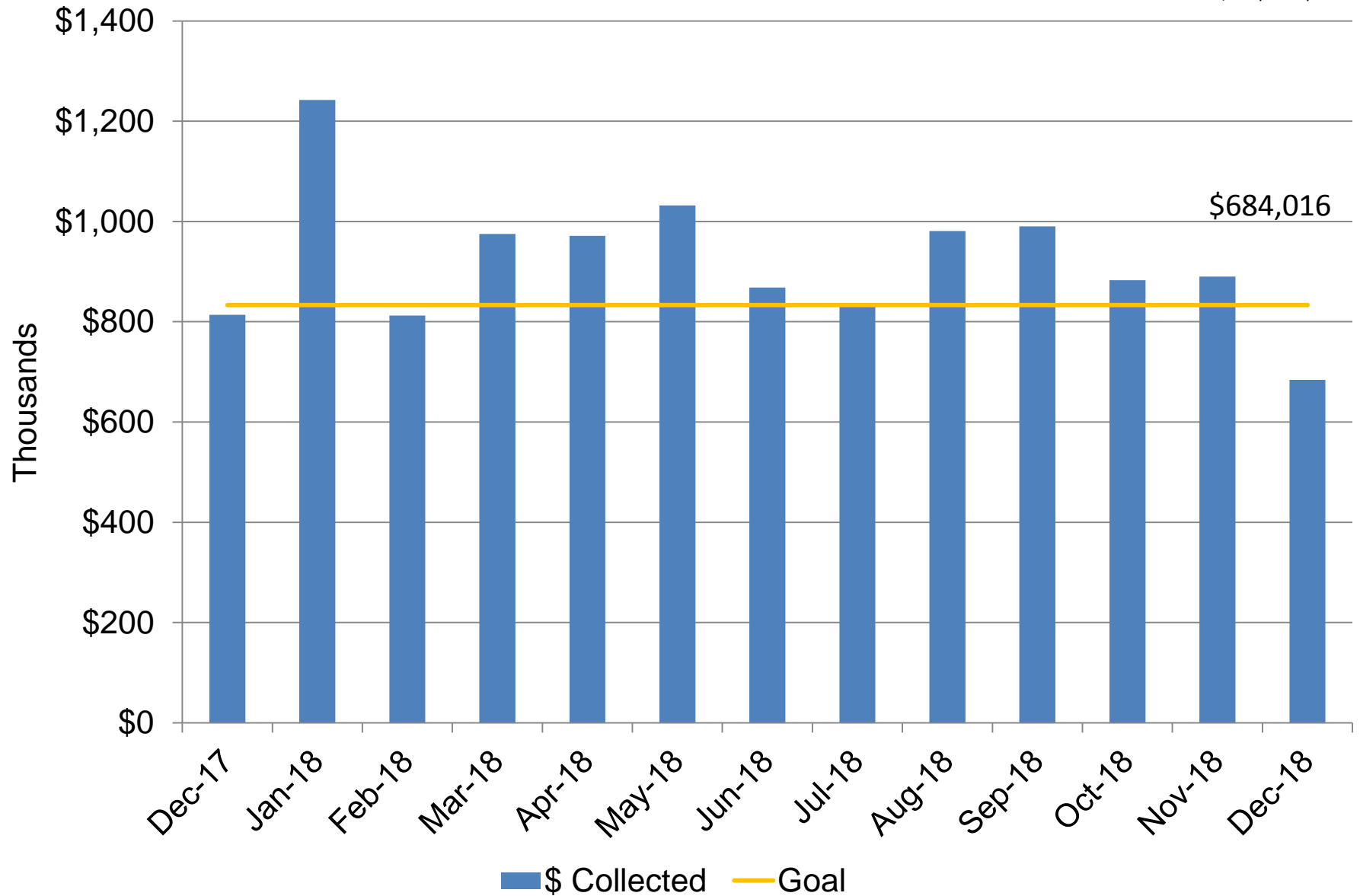
## LGERS Contribution-Based Benefit Cap (CBBC) Liabilities

- 77 retirements required an additional employer contribution based on the CBBC as of 1/9/2019
- Total CBBC liabilities invoiced as of 1/9/2019: \$6.3 million
- Average invoice cost: \$81,907.93
  - CBBC liabilities range in cost from \$4,065.58 to \$472,690.28
- 69 employers have paid in full
  - Total CBBC liabilities collected: exceeds \$5.6 million



# Overpayments: Amount Collected

Collected in past 13 months:  
\$11,979,767



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