



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

BOARD OF TRUSTEES MEETING – July 2019

RSD Operations Update



North Carolina
Total Retirement Plans



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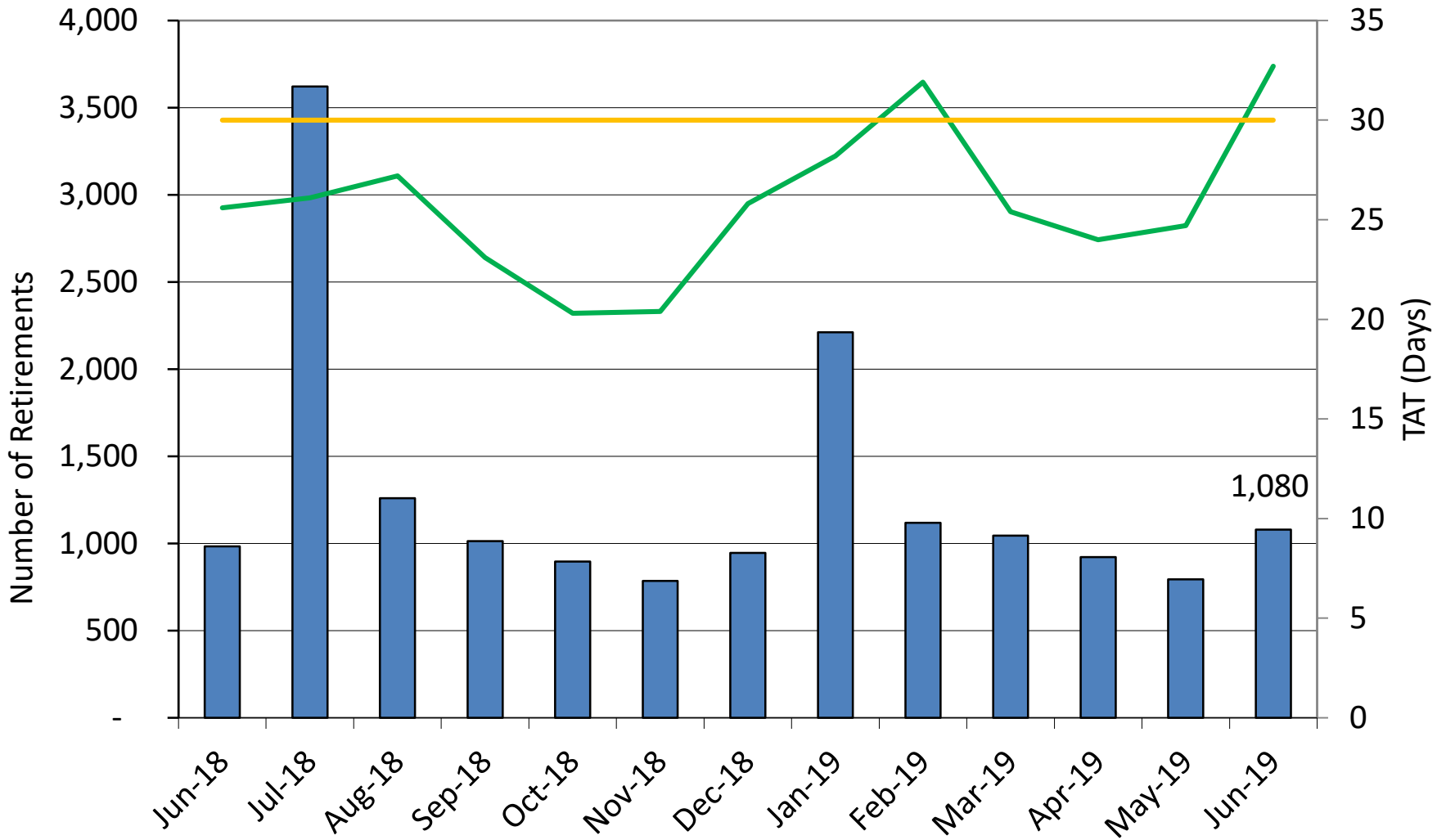
North Carolina
Total Retirement Plans



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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

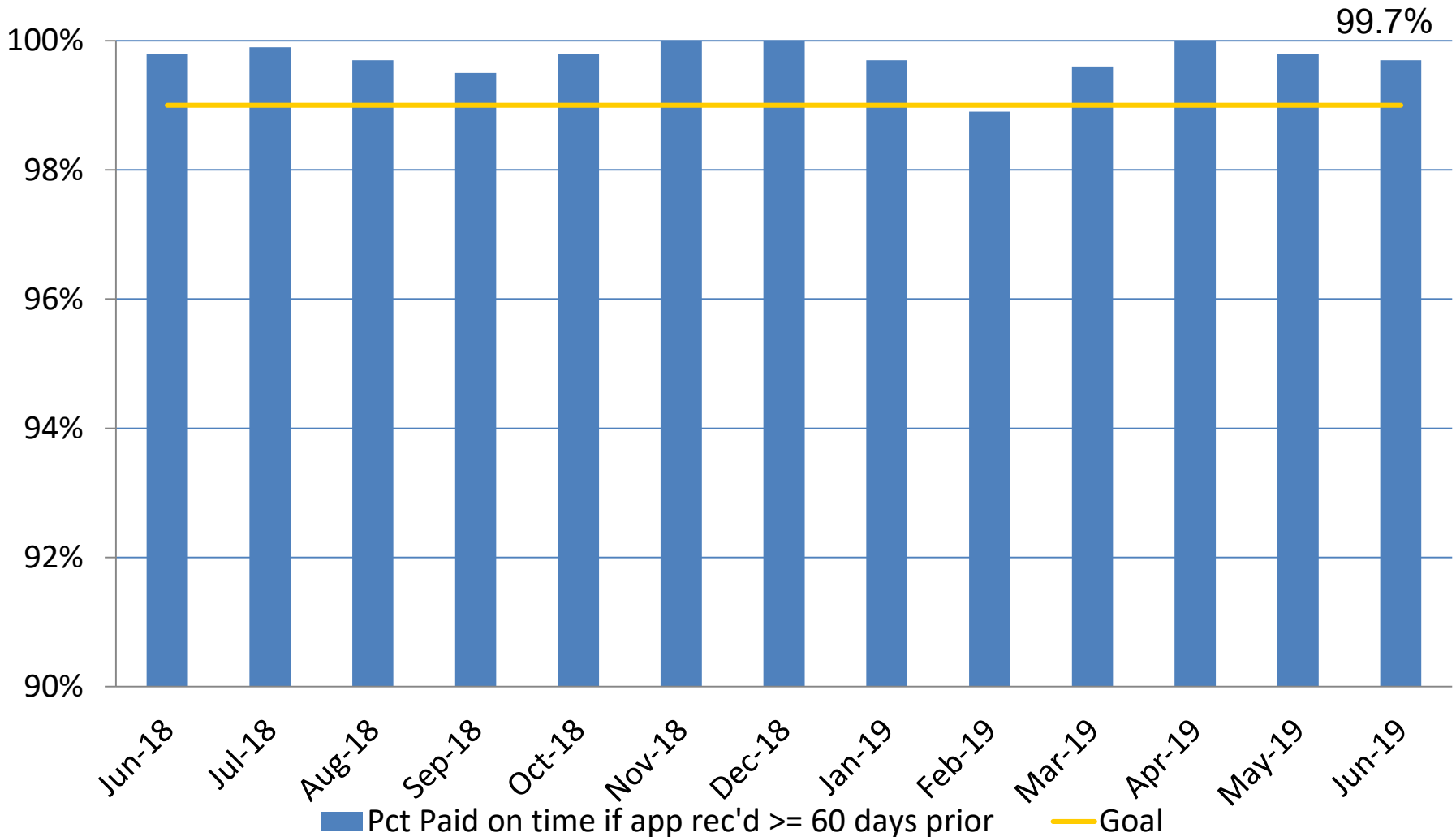


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Retirement Processing - 60 Day Paid On Time Rate

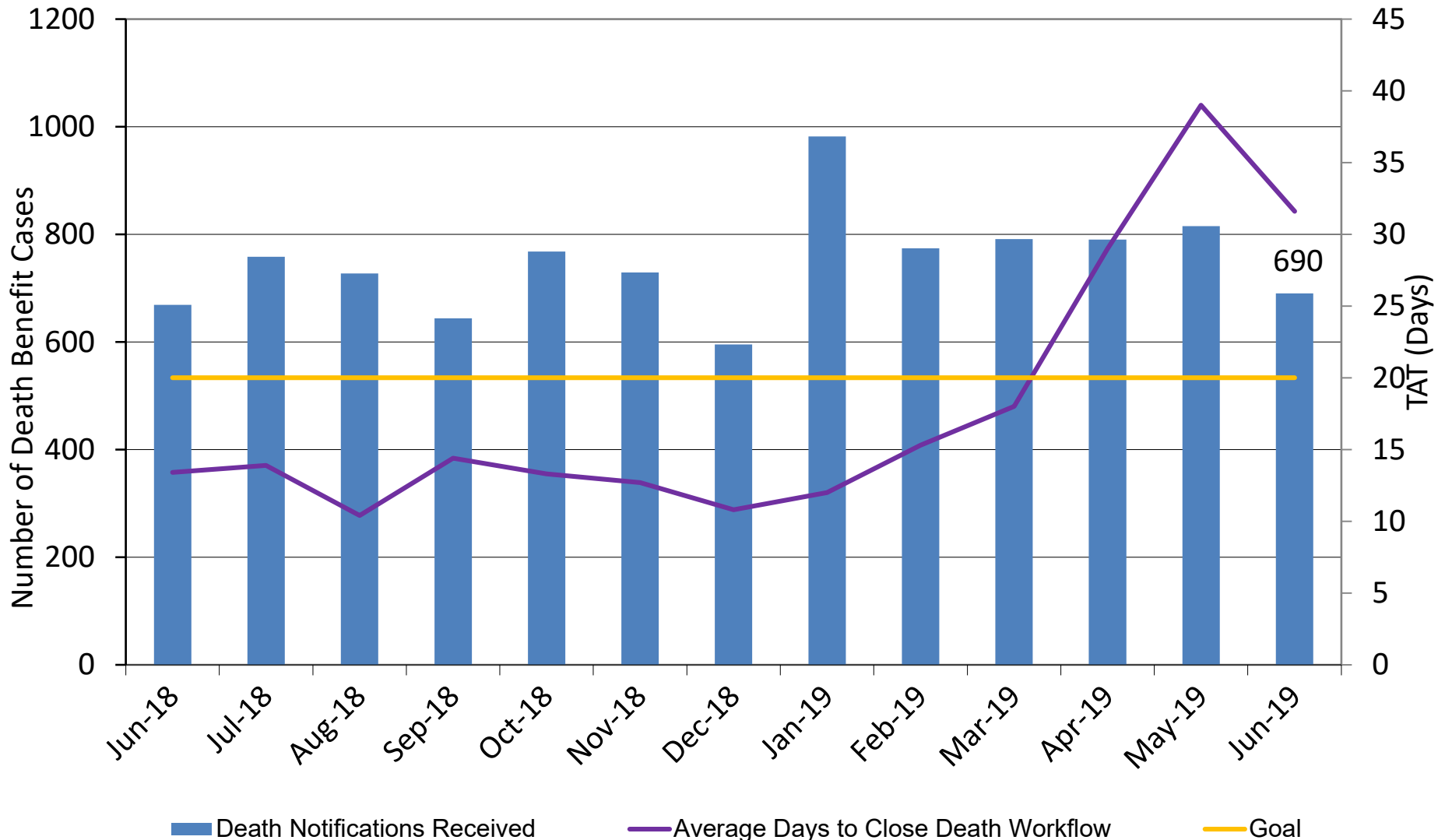


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Benefit Processing - Death Notifications

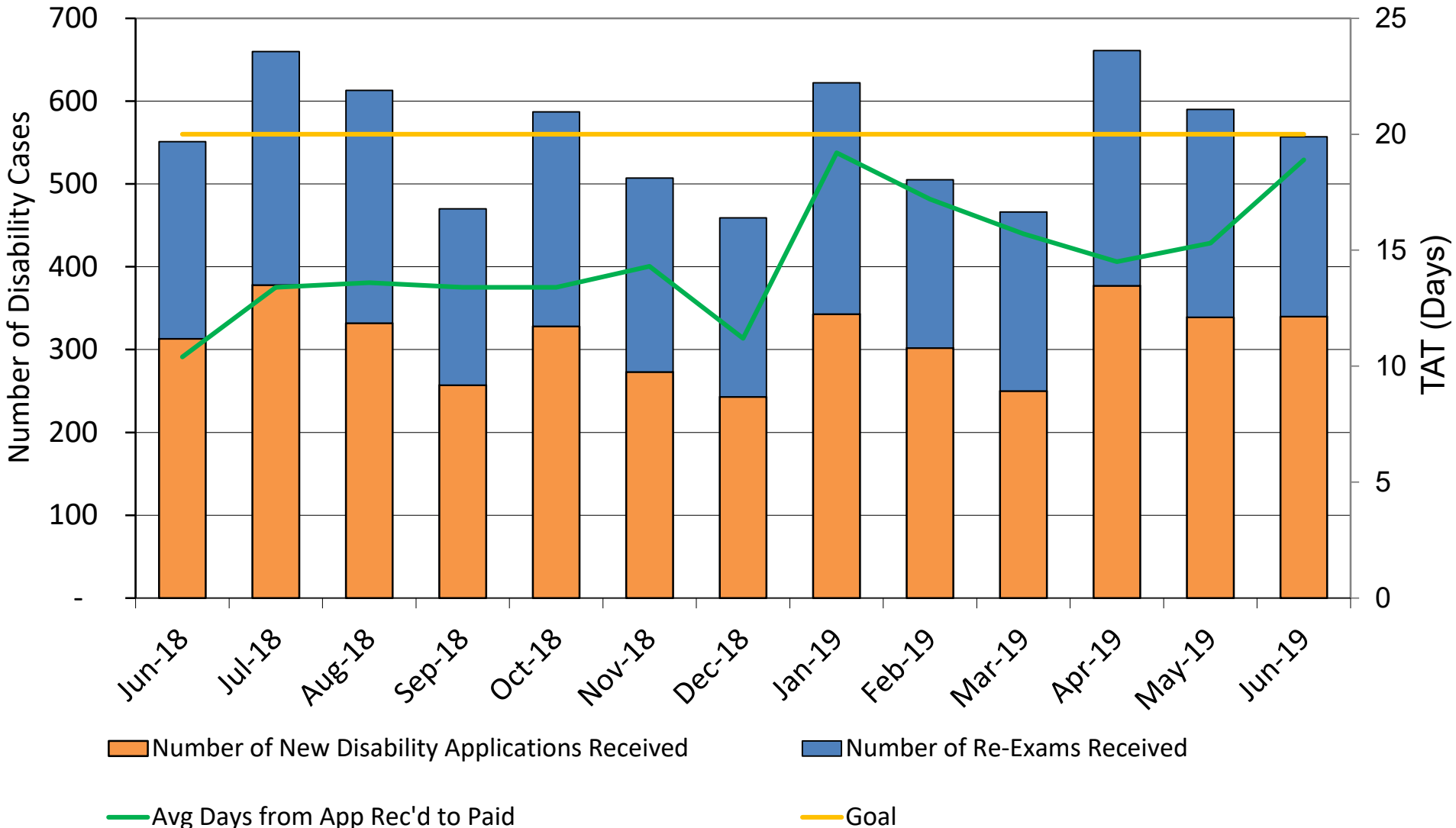


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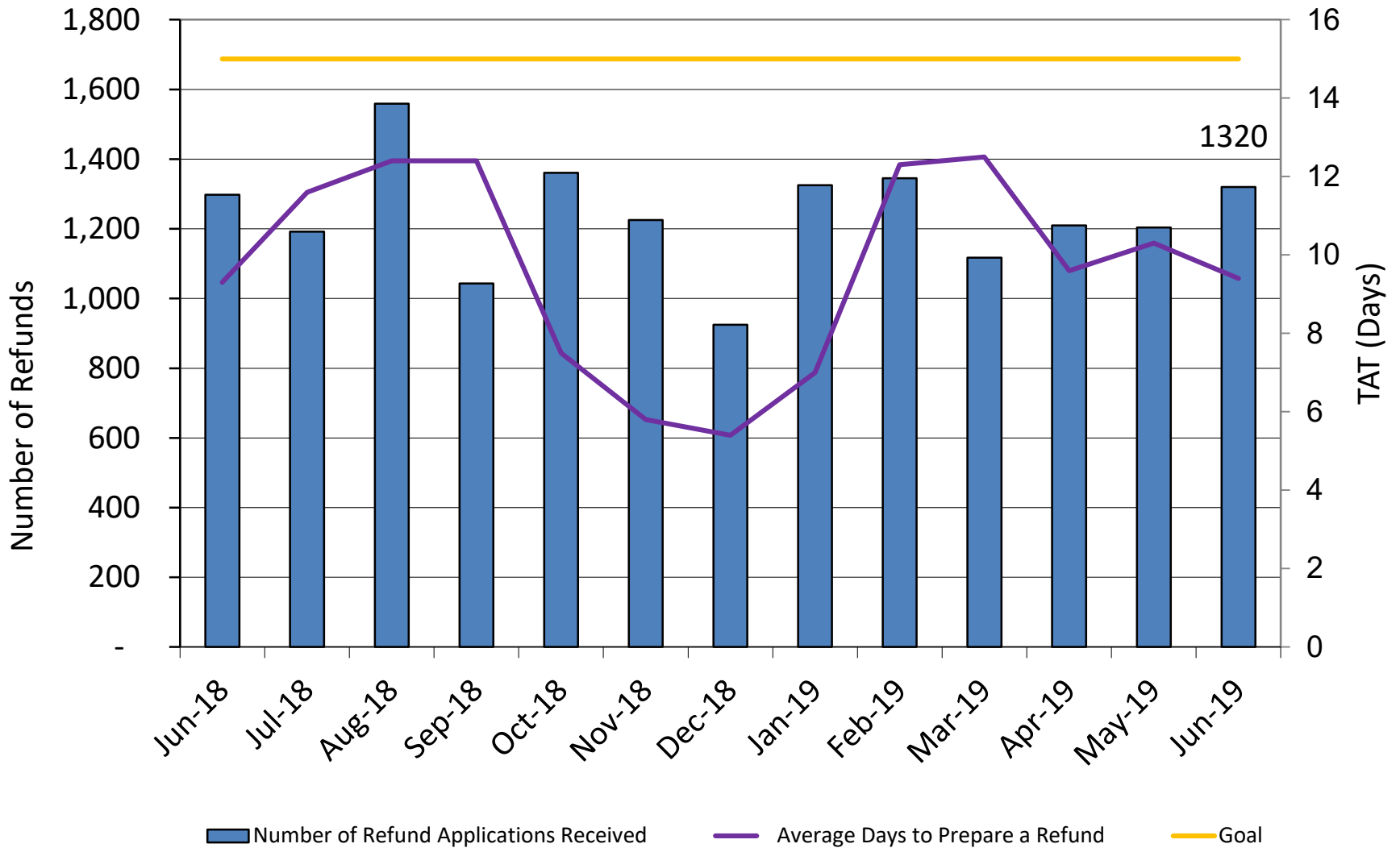


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Benefit Processing - Disability Applications



Benefit Processing - Refund Requests

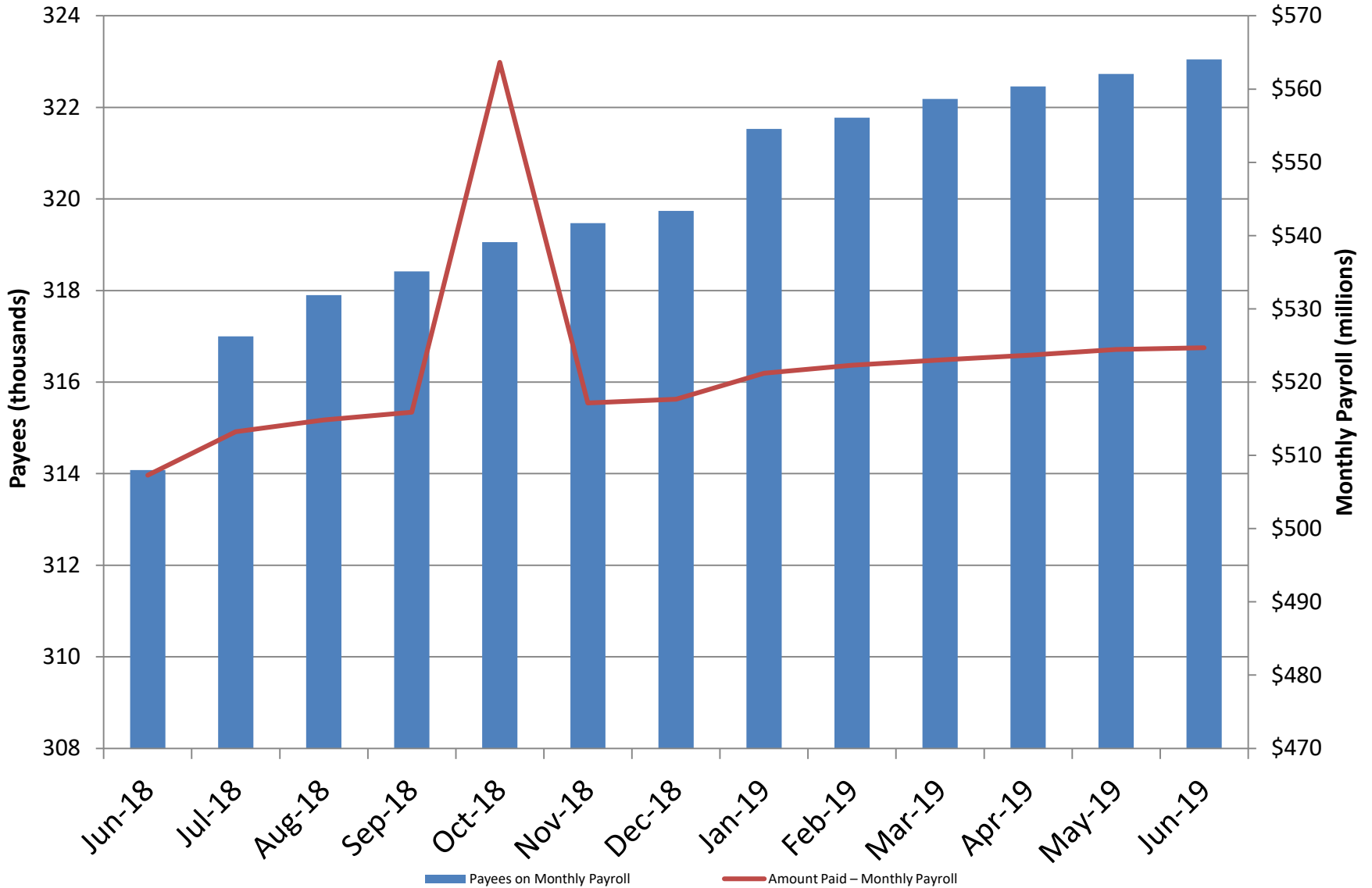


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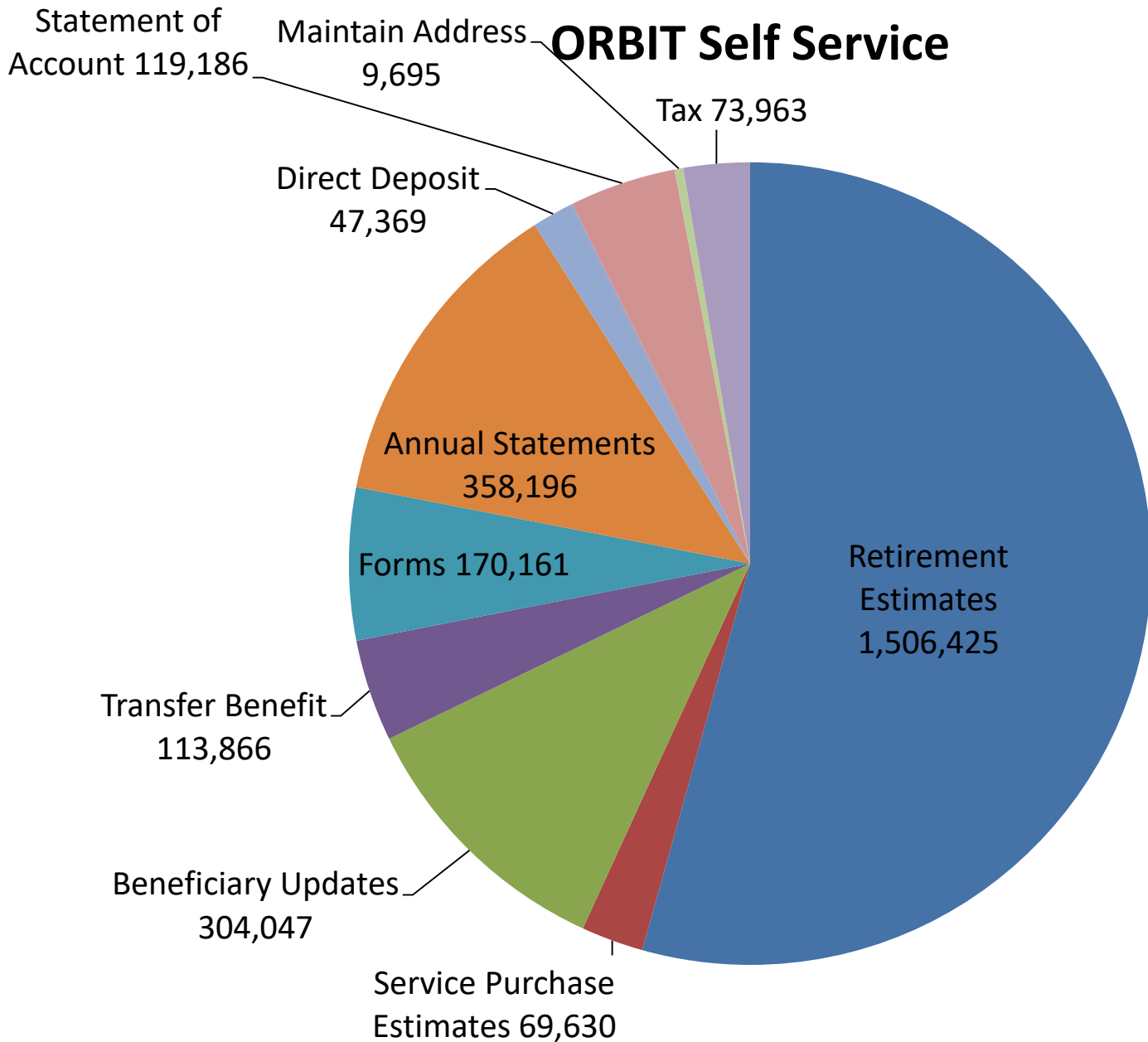
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Payroll Processing - Monthly Payroll



ORBIT Self Service

Data is for last 12 months.



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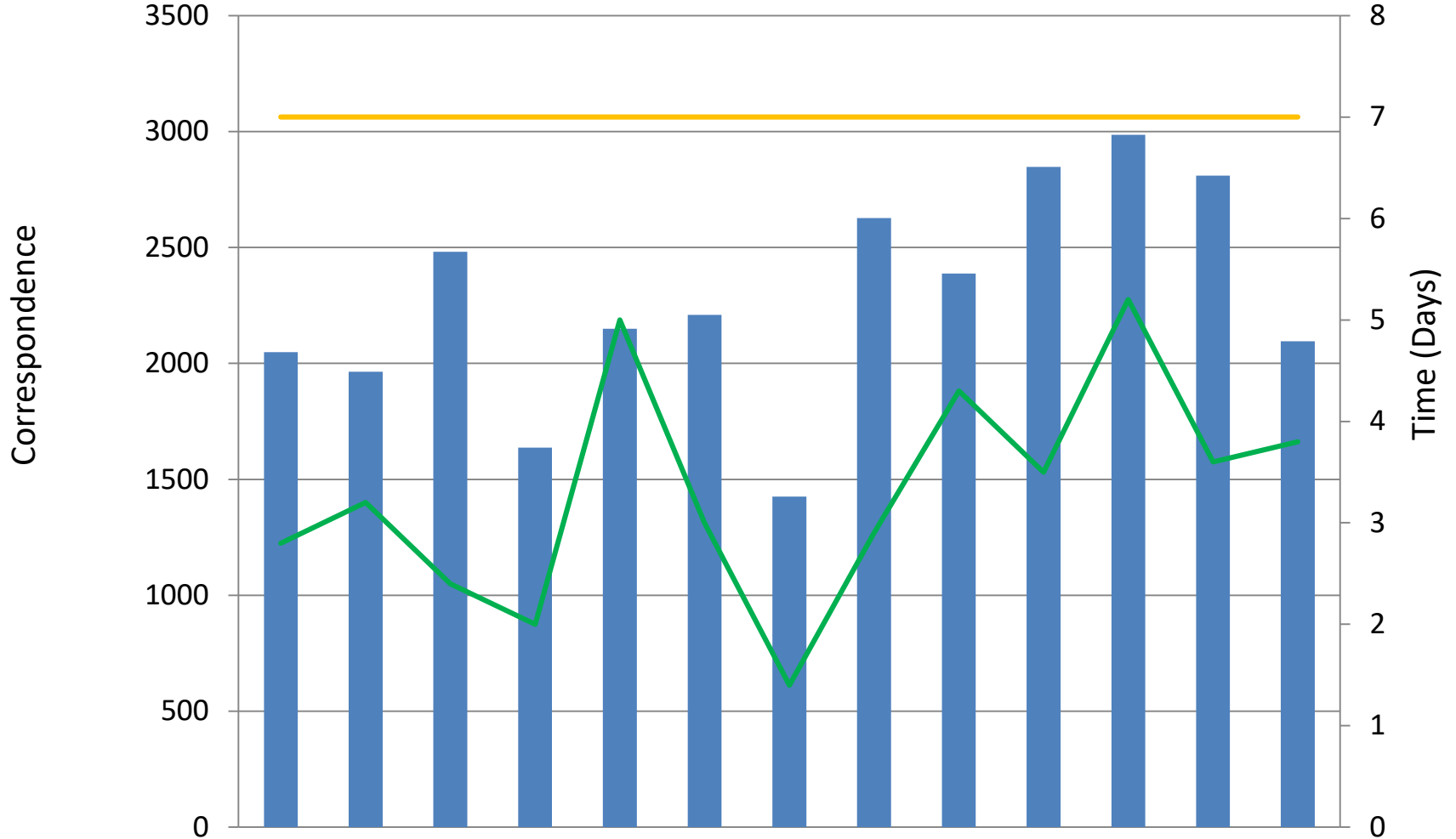
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Member Services

Educational Retirement Group - Correspondence



	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
Correspondence Answered	2048	1964	2481	1637	2149	2209	1426	2627	2388	2847	2986	2810	2095
TAT	2.8	3.2	2.4	2.0	5.0	3.0	1.4	2.9	4.3	3.5	5.2	3.6	3.8
Goal	7	7	7	7	7	7	7	7	7	7	7	7	7

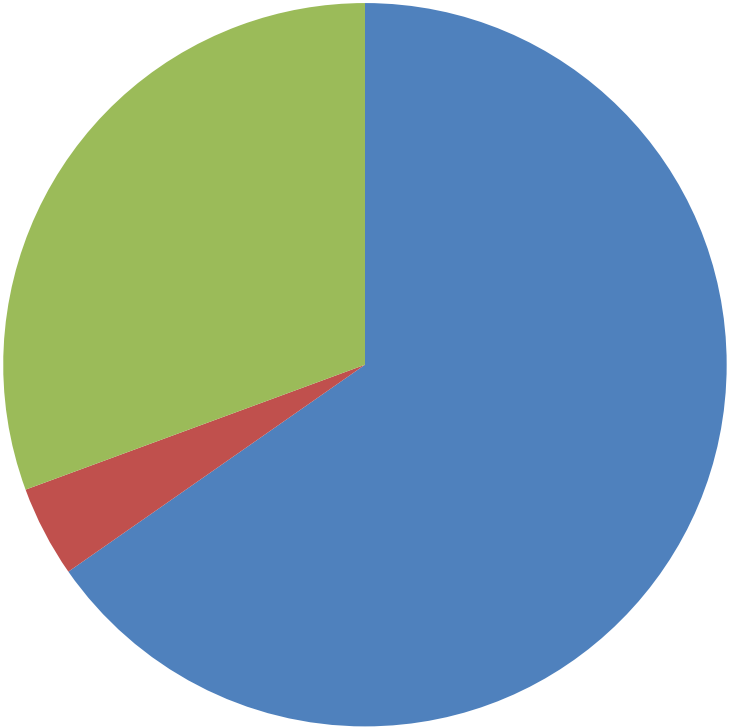


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Educational Retirement Group – 2018/2019 Fiscal Year Meetings and Webinars

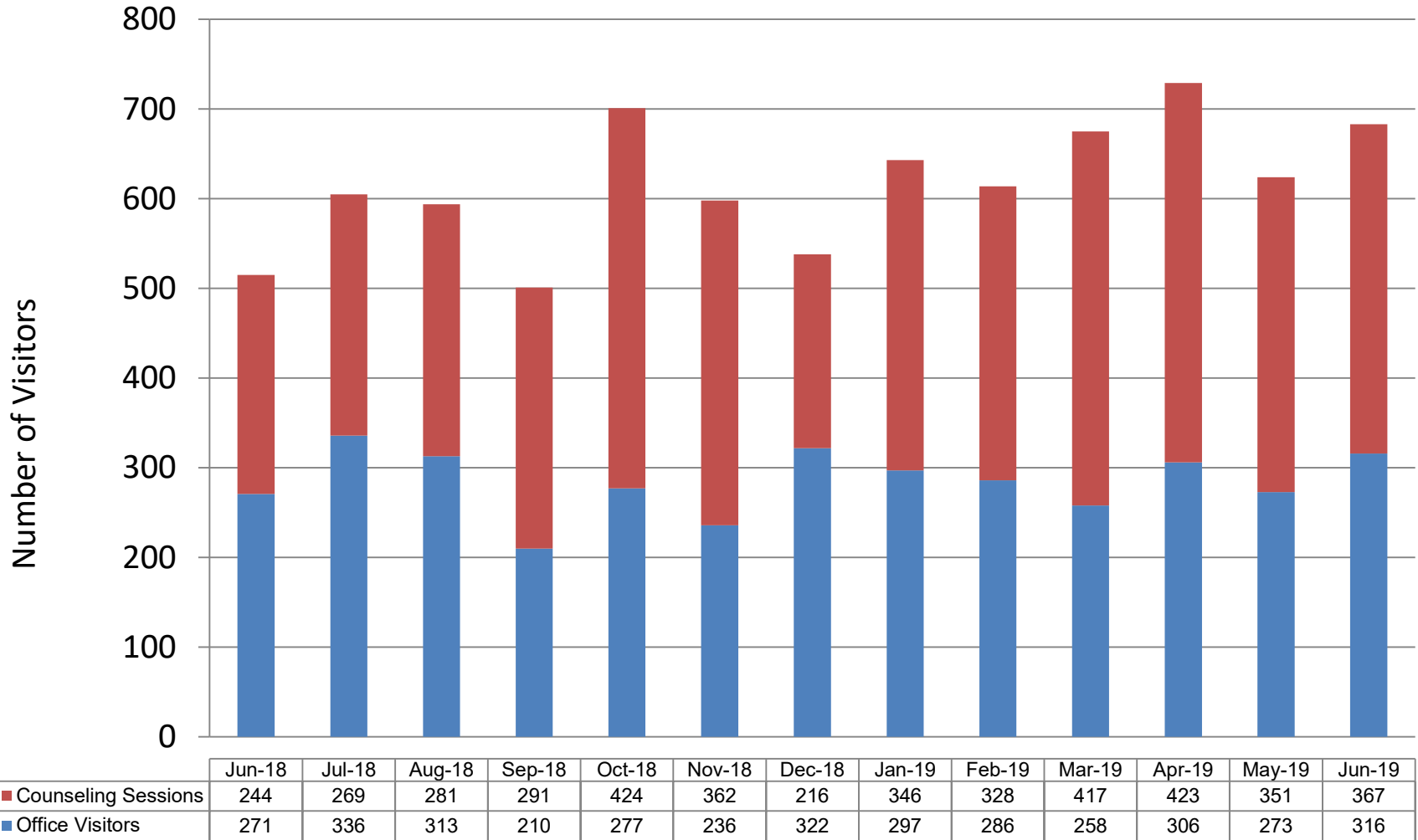


■ Employee Meetings ■ Employer Meetings ■ Webinars

	Count July 2018 - YTD	Attendees July 2018 - YTD
Employee	149	10,940
Employer	13	366
Webinar	69	2,495
Total	231	13,801
Goal	195	

FY 18/19 Counseling = 4,075
 Annual Goal = 2,480

Educational Retirement Group - Visitors and Counseling Sessions

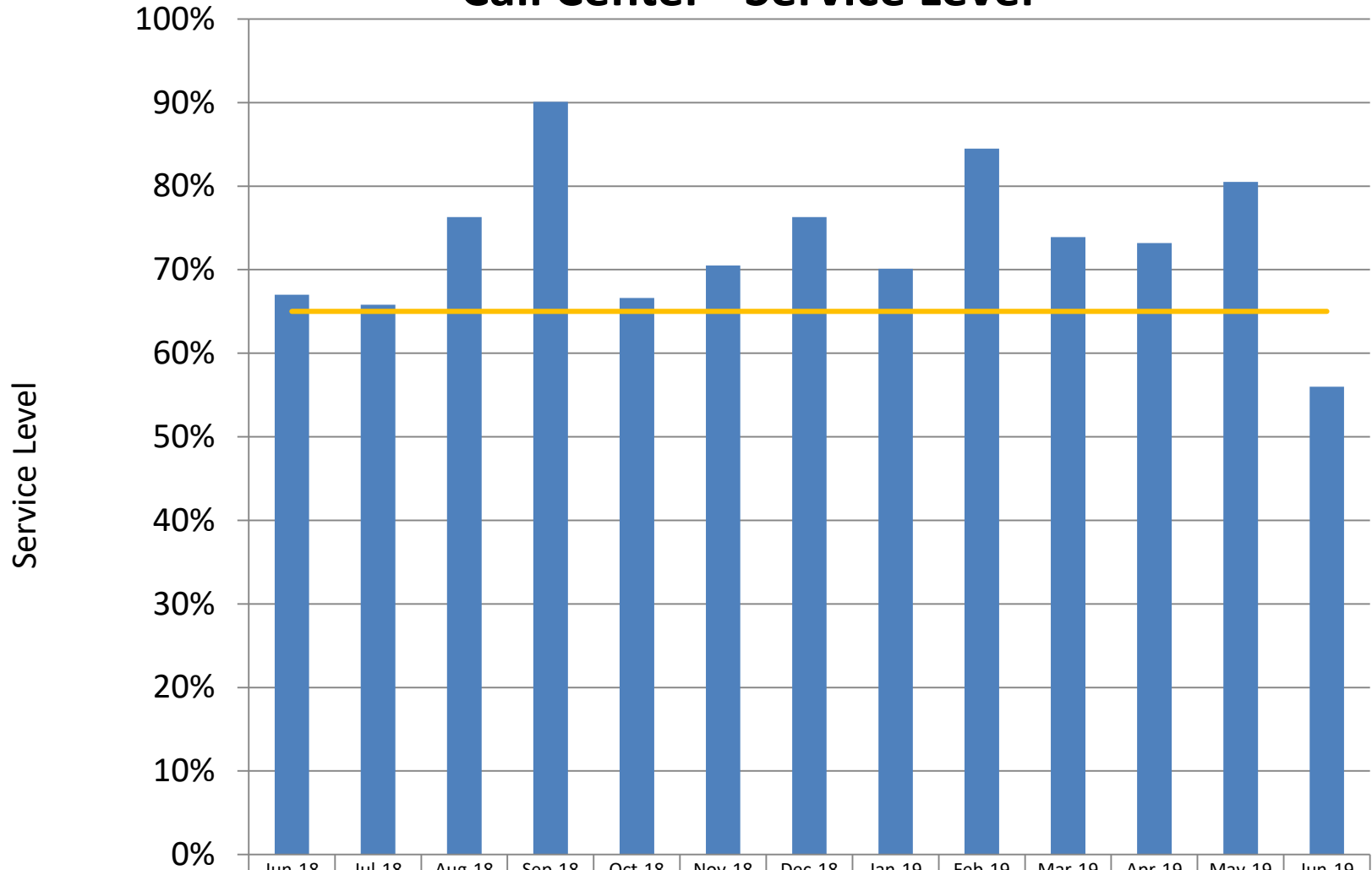


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Call Center - Service Level



	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
% Calls Answered in 60 Sec	67.0%	65.8%	76.3%	90.1%	66.6%	70.5%	76.3%	70.1%	84.5%	73.9%	73.2%	80.5%	56.0%
Goal	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%
Avg Speed of Answer	1:11	1:11	0:45	0:20	1:22	1:14	0:52	1:10	0:30	0:53	0:59	0:40	1:39
Total Calls Offered	20,940	22,462	23,122	17,179	26,745	20,035	16,307	27,588	27,633	28,867	27,262	23,886	22,408



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Policy, Planning & Compliance



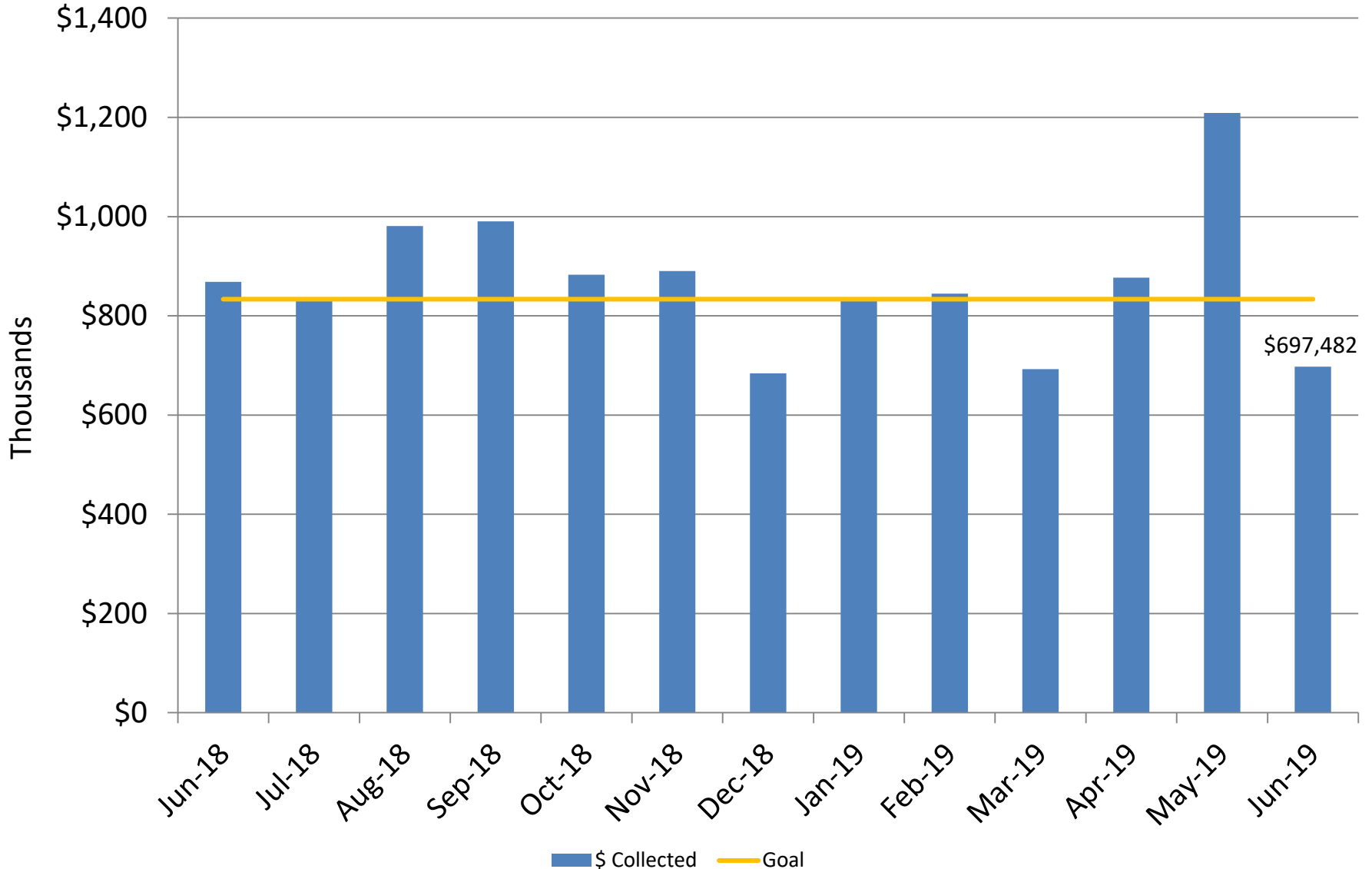
Contribution-Based Benefit Cap (CBBC) Liabilities

- 244 retirements required an additional employer contribution based on the CBBC as of 7/1/2019
 - 90 Invoices are for LGERS employers
 - 154 Invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 7/1/2019: \$23.7 million
- Average required CBBC contribution: \$97,406
 - CBBC liabilities range in cost from less than \$100 to more than \$600,000
- 213 employers have paid in full
 - Two employers have entered into an installment payment plan
 - Total CBBC liabilities collected: exceeds \$19.3 million



Overpayments - Amount Collected

Collected in past 13 months:
\$11,286,668



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