



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

## **Administrative Update**

**October 27, 2022**



**North Carolina**  
Total Retirement Plans



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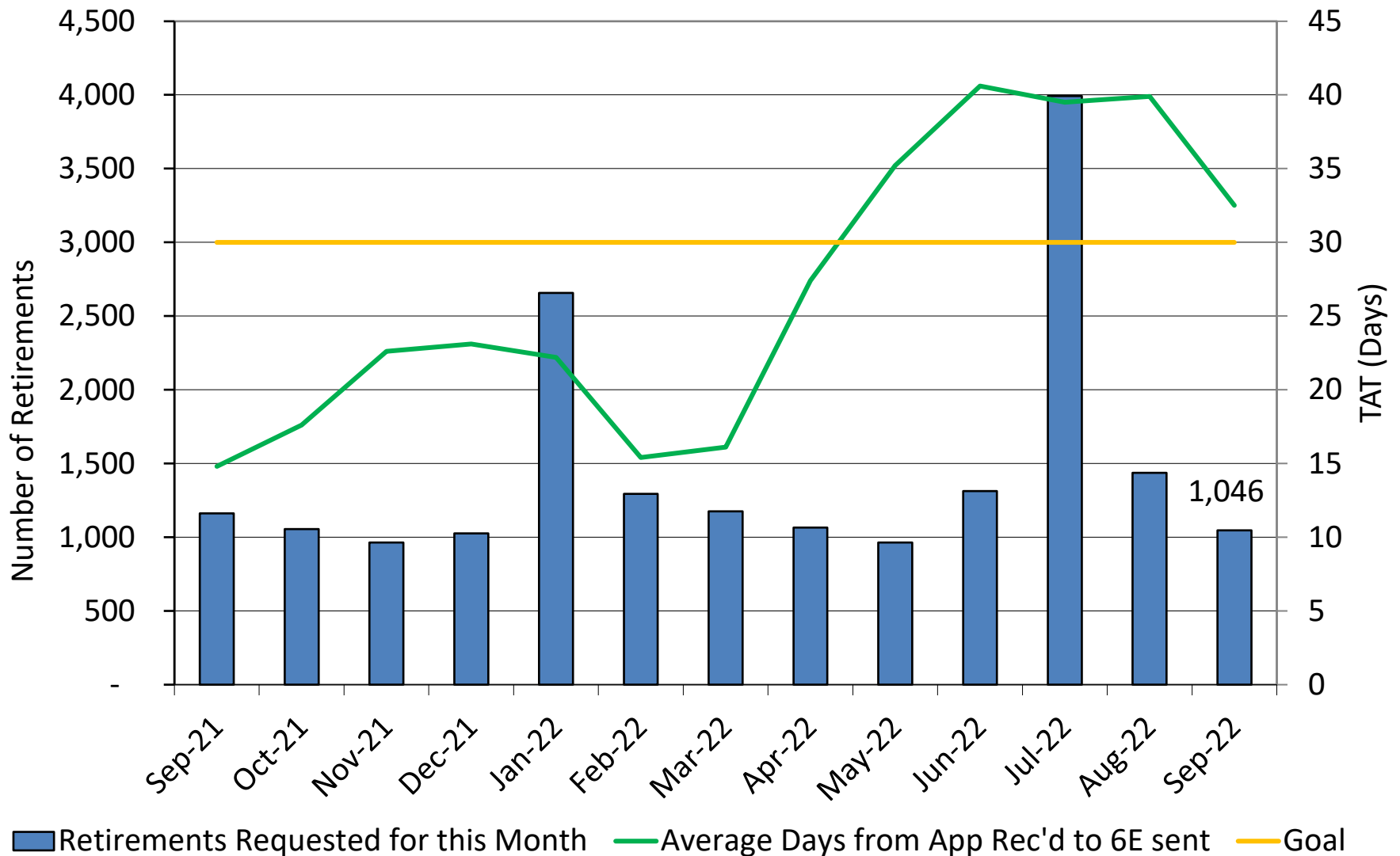
**North Carolina**  
Total Retirement Plans



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# Operations

# Retirement Processing - Retirements Requested, TAT

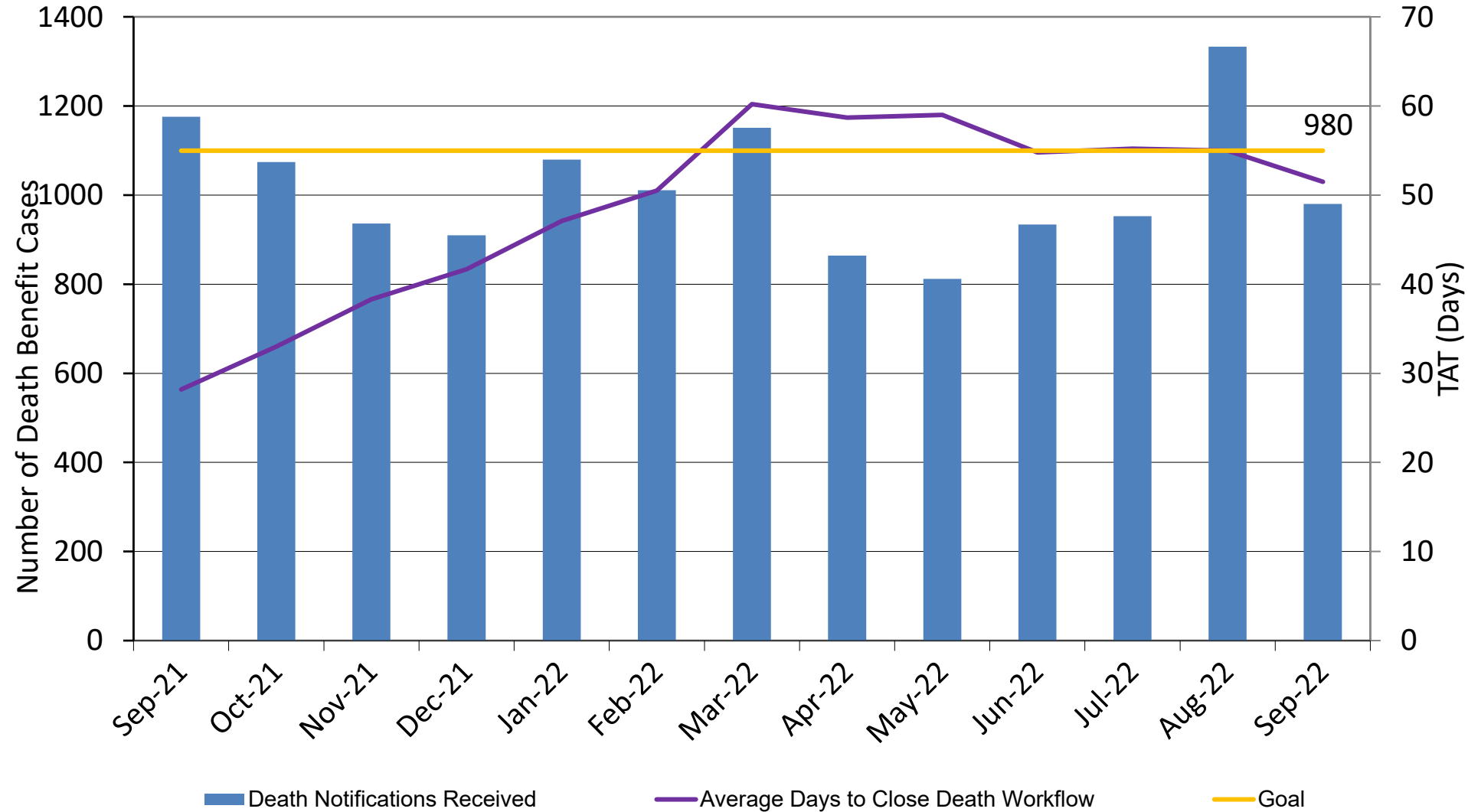


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Total Retirement Plans



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# Benefit Processing - Death Notifications

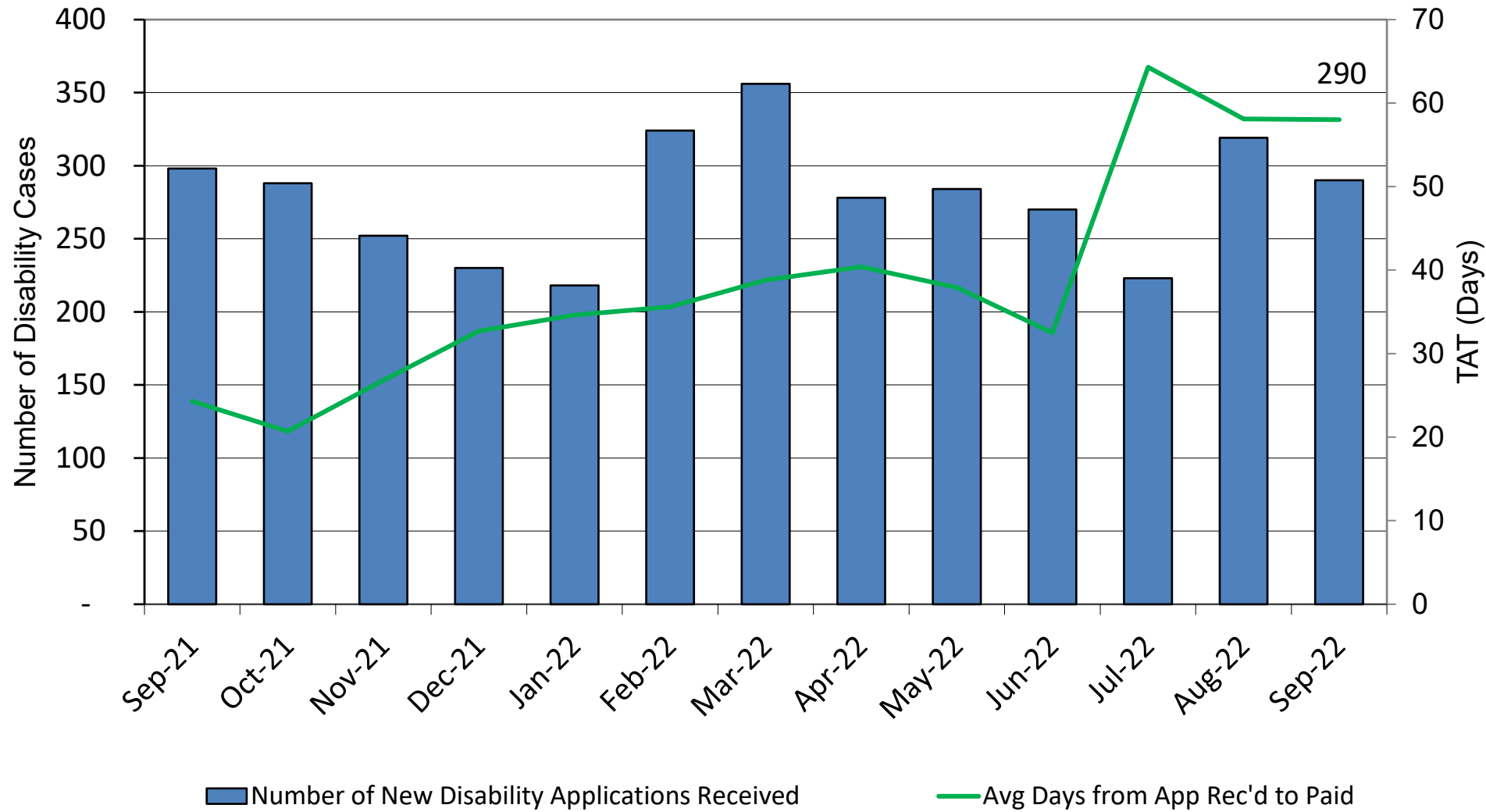


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# Benefit Processing - Disability Applications

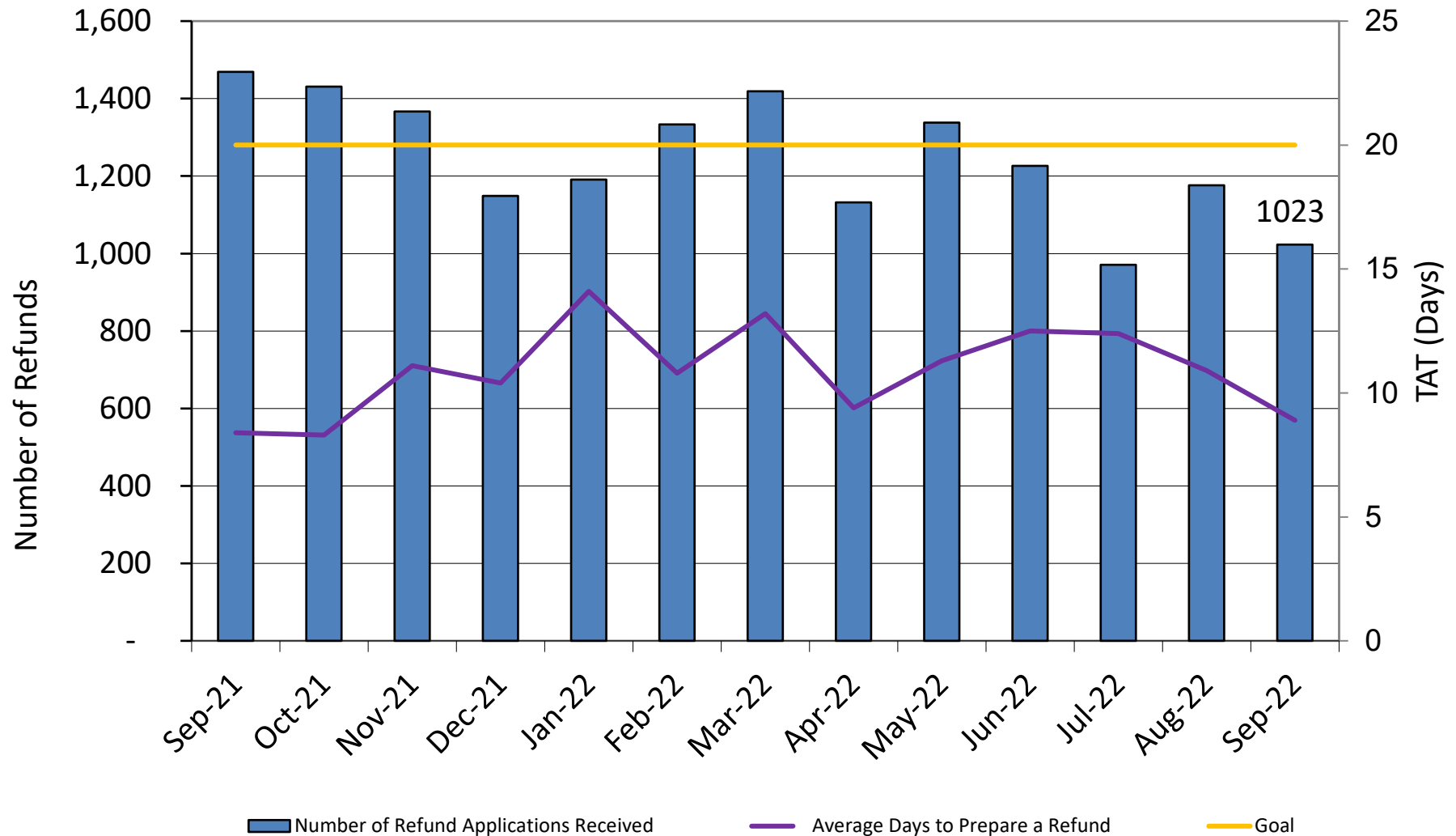


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# Benefit Processing - Refund Requests

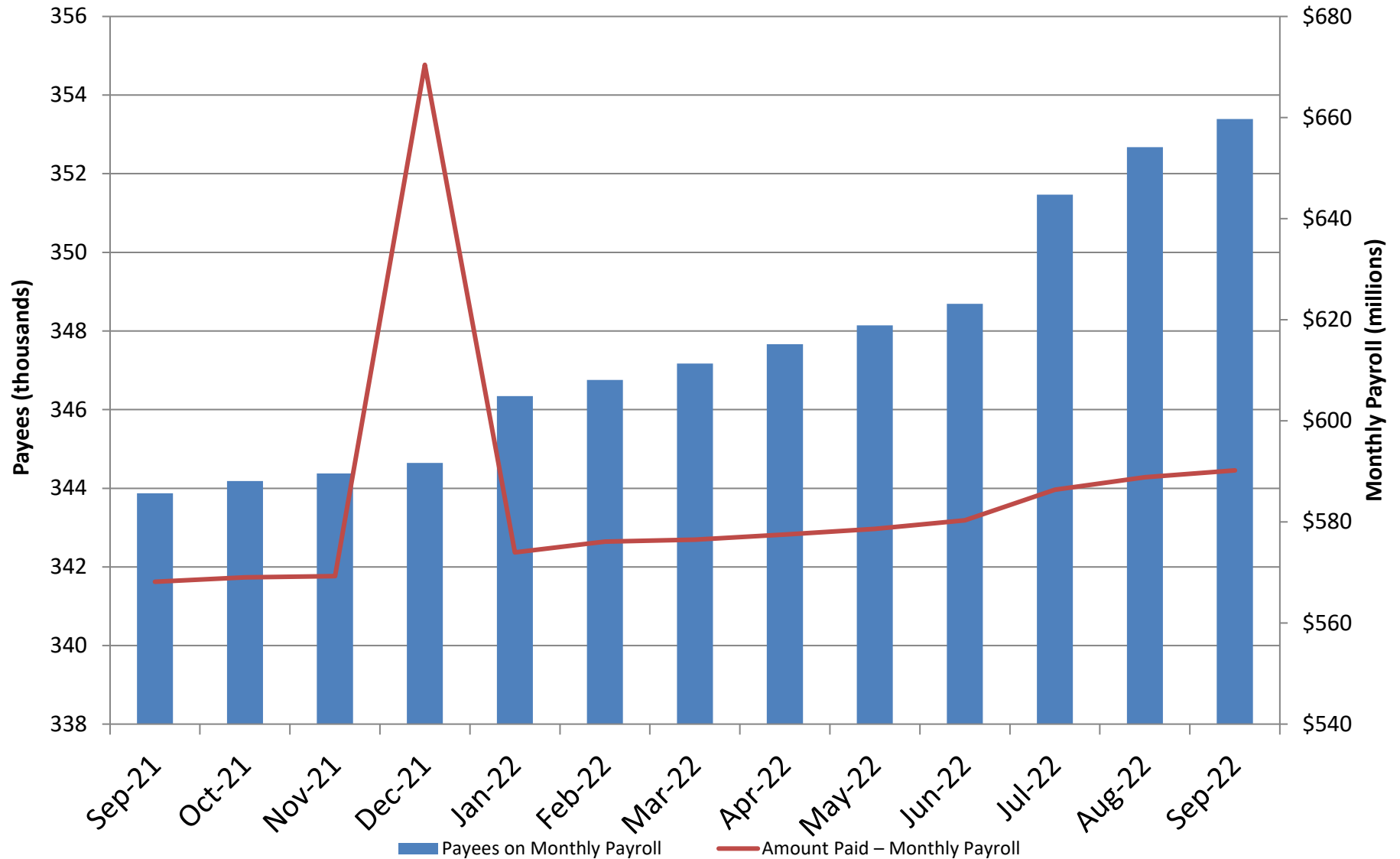


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# Payroll Processing - Monthly Payroll



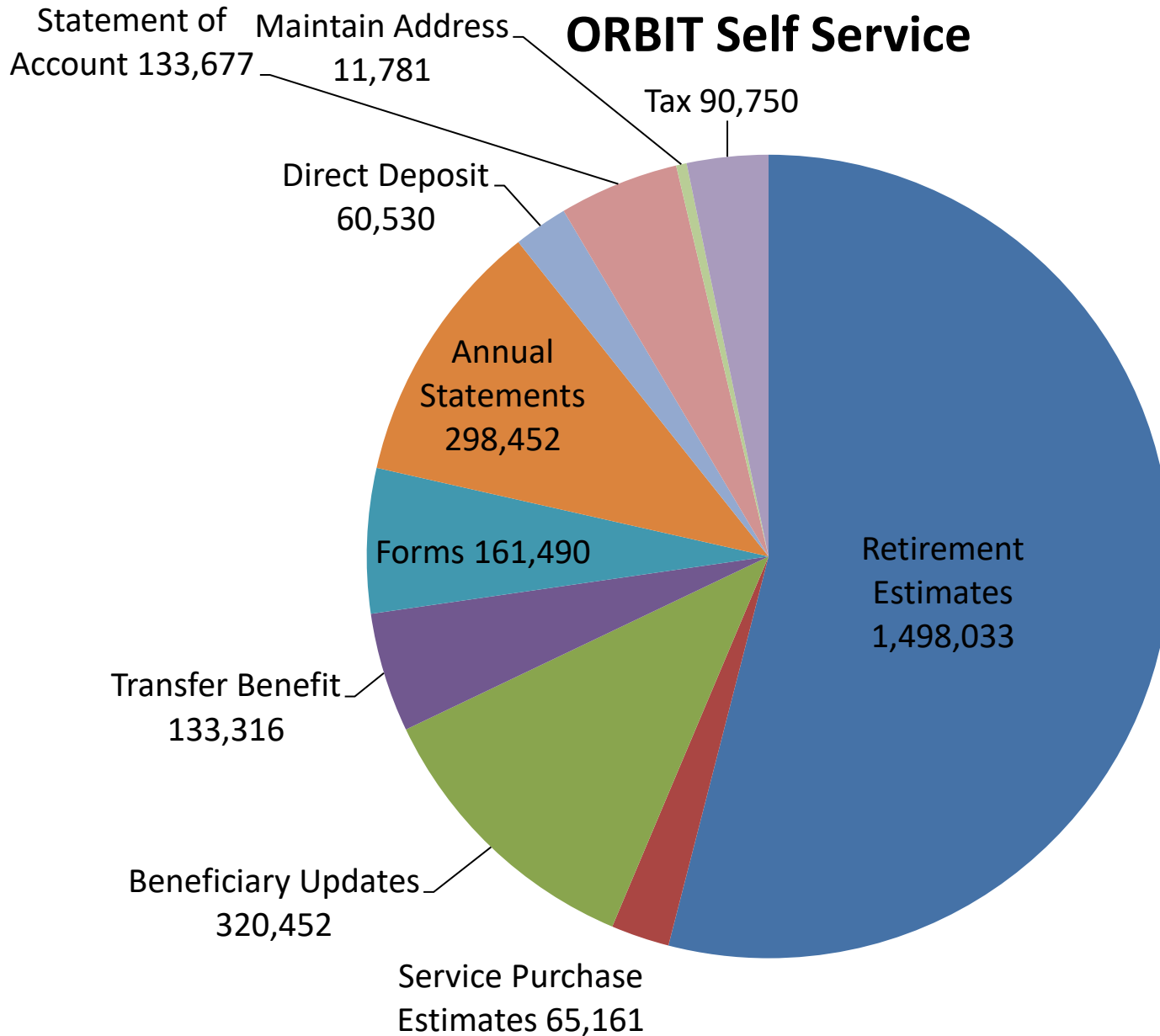
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# ORBIT Self Service

Data is for last 12 months.



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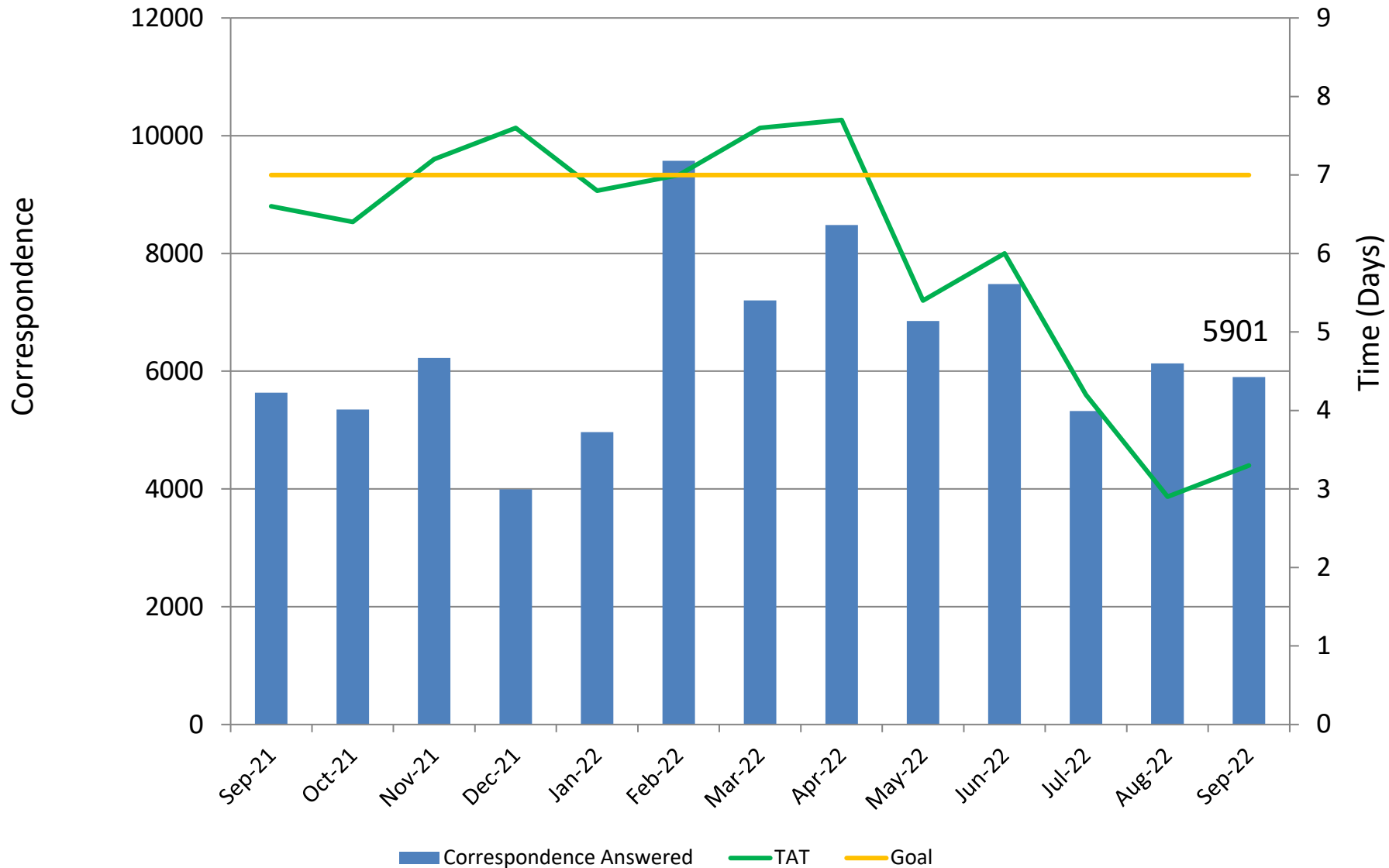
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# Member Services

# Educational Retirement Group - Correspondence

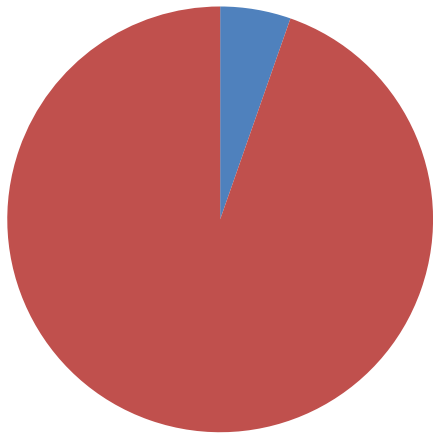


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## Educational Retirement Group – 2022/2023 Fiscal Year Meetings and Webinars



■ Employer Meetings

■ Webinars

	Count Jul 2022 - YTD	Attendees Jul 2022 - YTD
Employer	3	104
Webinar	53	1,273
Total	56	1,377
Annual Goal	108	



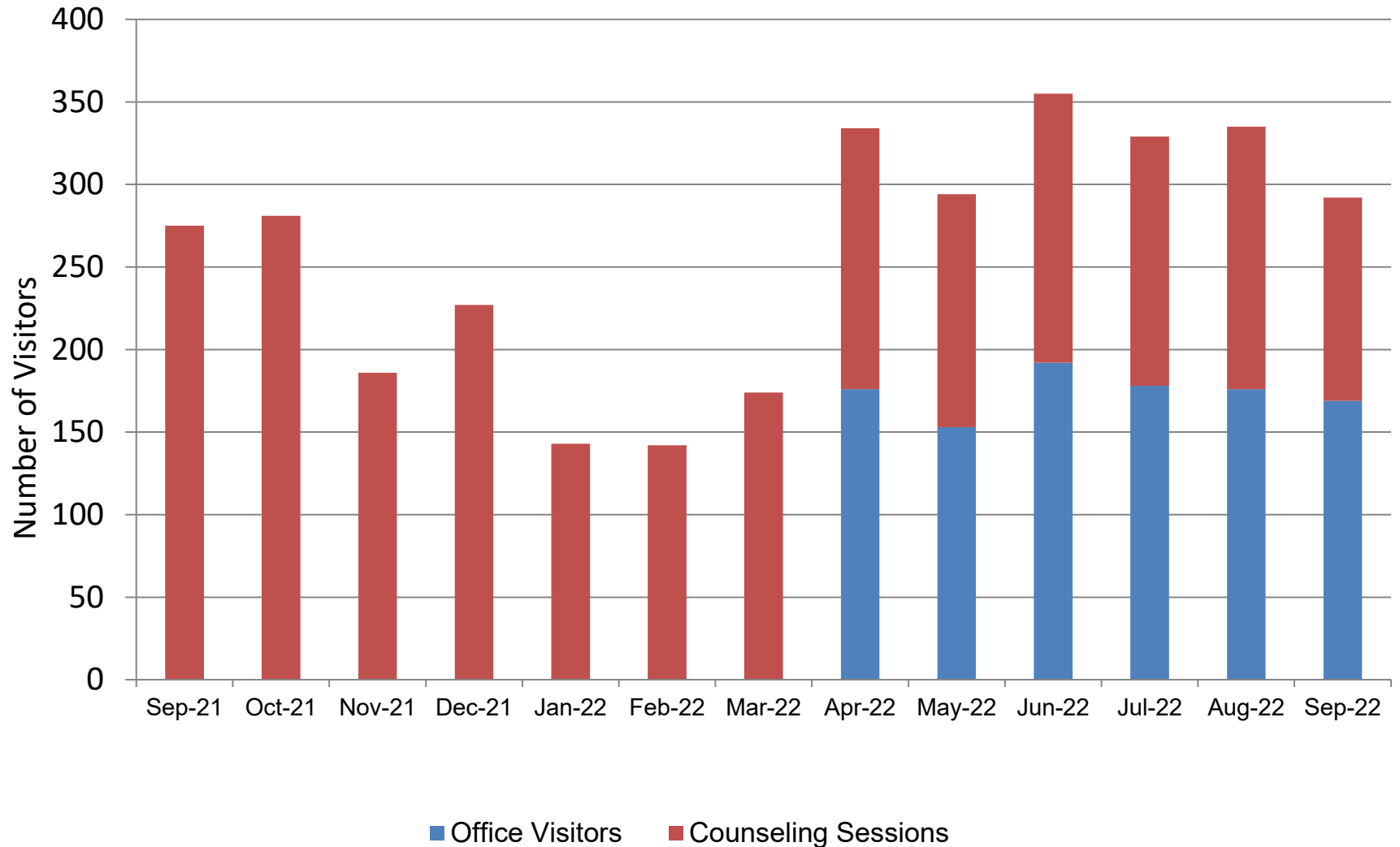
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FY 22/23 Counseling = 433  
Annual Goal = 2,480

## Educational Retirement Group - Visitors and Counseling Sessions

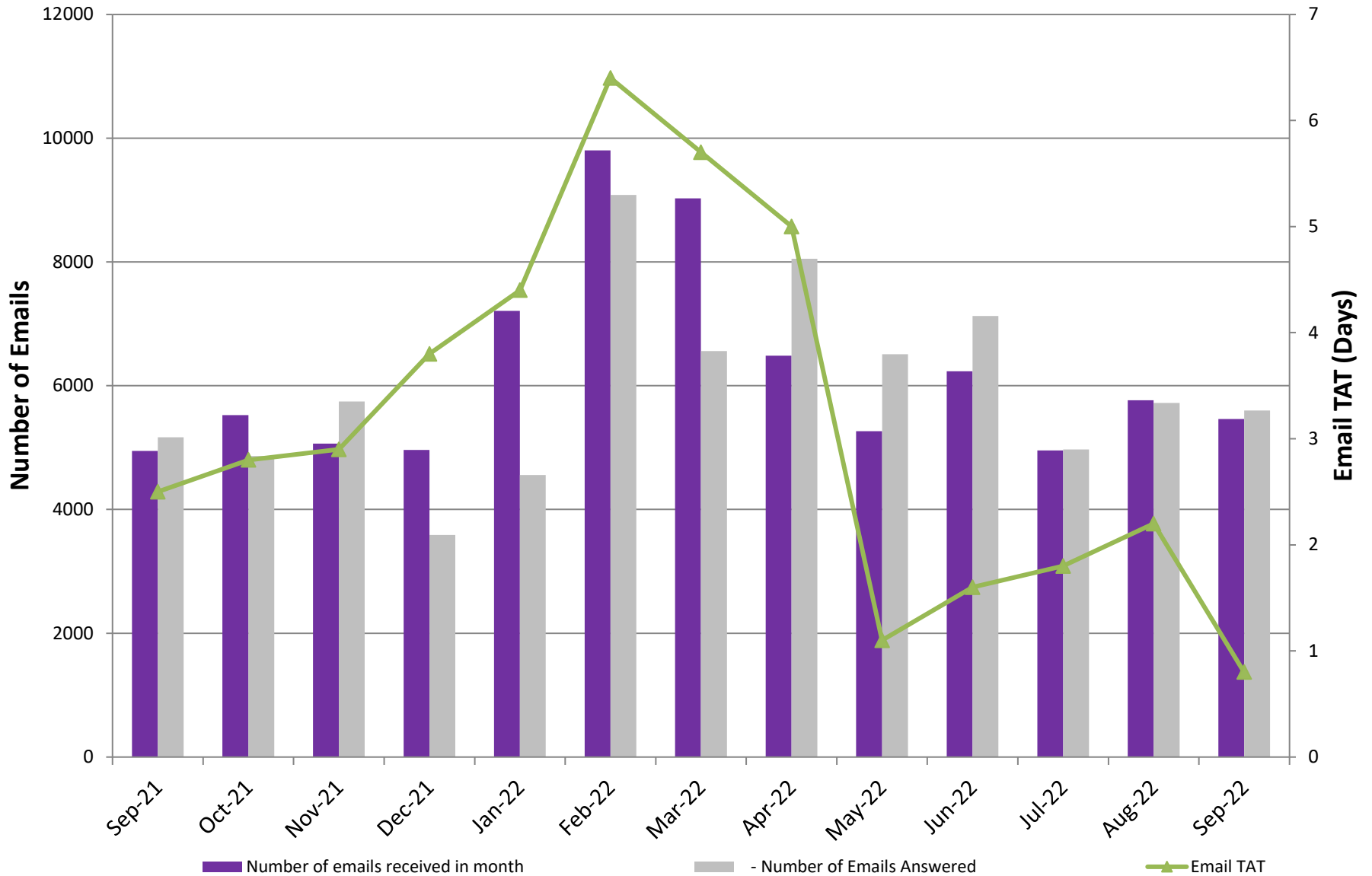


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## Member Services - Emails Received and Answered

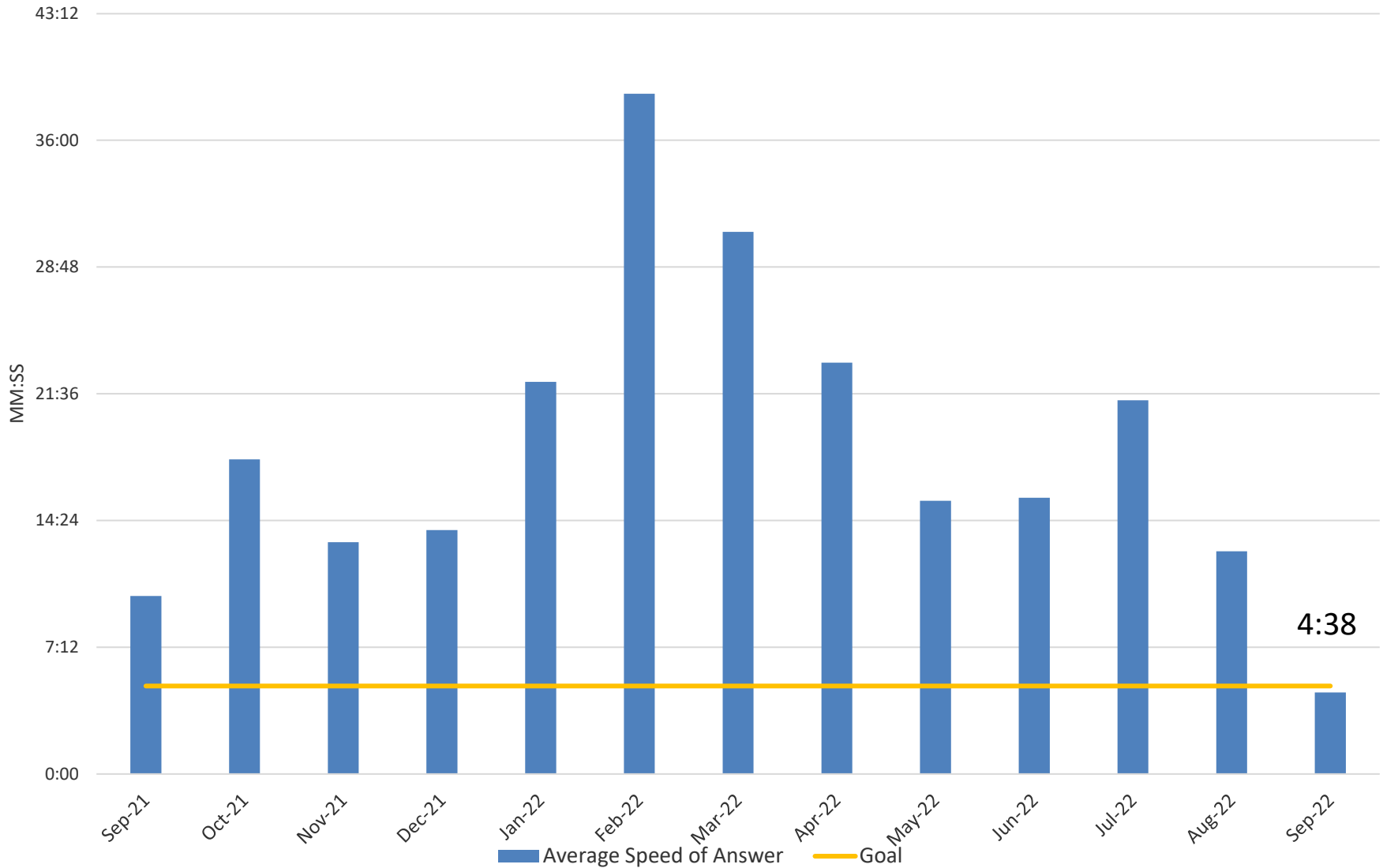


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# Call Center - Average Speed of Answer

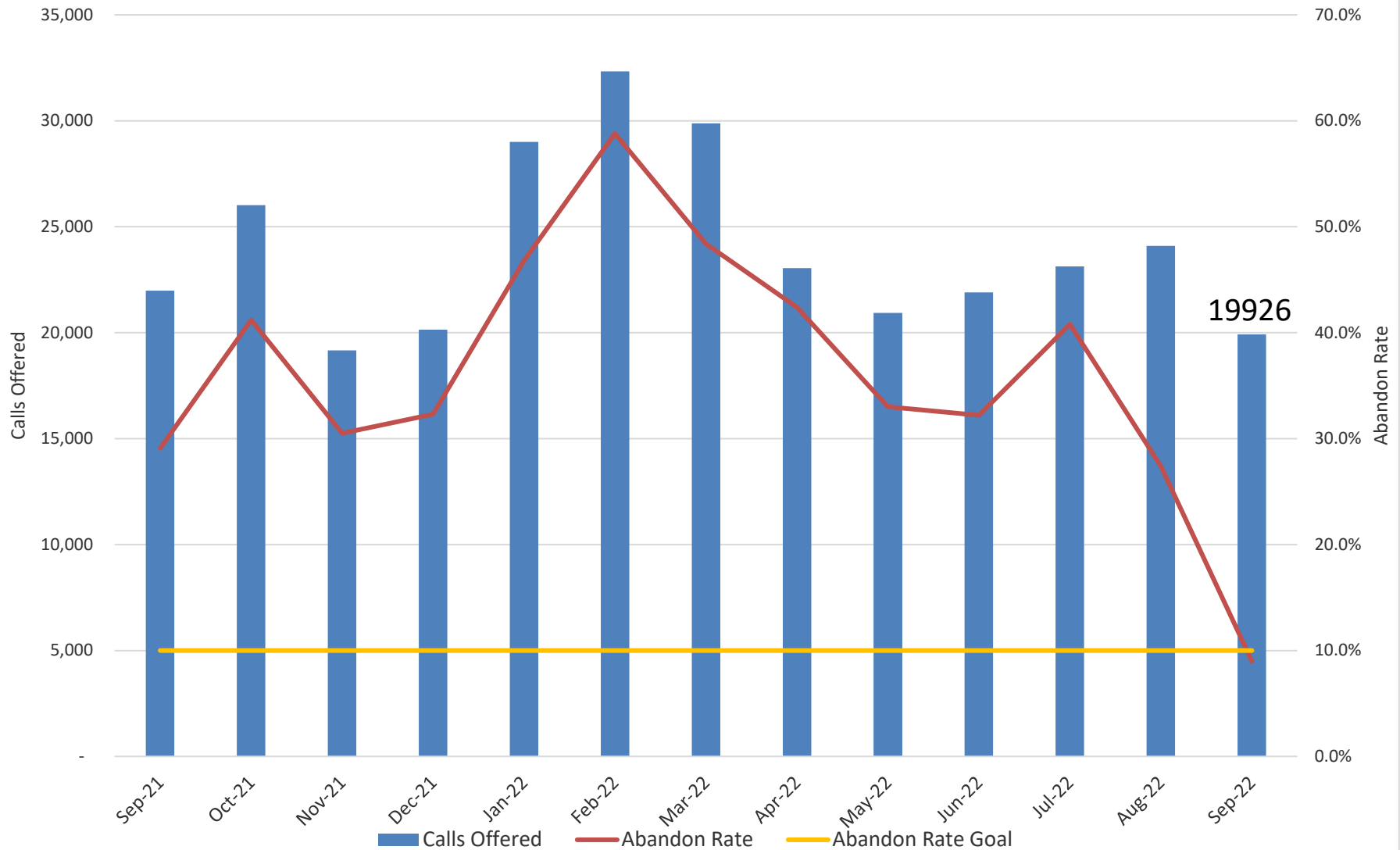


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# Call Center - Calls Offered and Abandoned



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# Policy, Planning & Compliance



## Contribution-Based Benefit Cap (CBBC) Liabilities

- 568 retirements since January 2015 have required an additional employer contribution based on the CBBC as of 10/06/2022
  - 214 invoices are for LGERS employers
  - 354 invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 10/06/2022 exceeds \$56.9 million
- Average invoice cost: \$100,210.65
  - CBBC liabilities range in cost from less than \$100 to more than \$600,000
- For 490 of the retirements, employers have paid required contributions in full
  - Total CBBC liabilities collected: exceeds \$45.1 million



# Thank you



Thomas Causey, Executive Director



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