



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

BOARD OF TRUSTEES MEETING – April 2020

RSD Operations Update



North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA



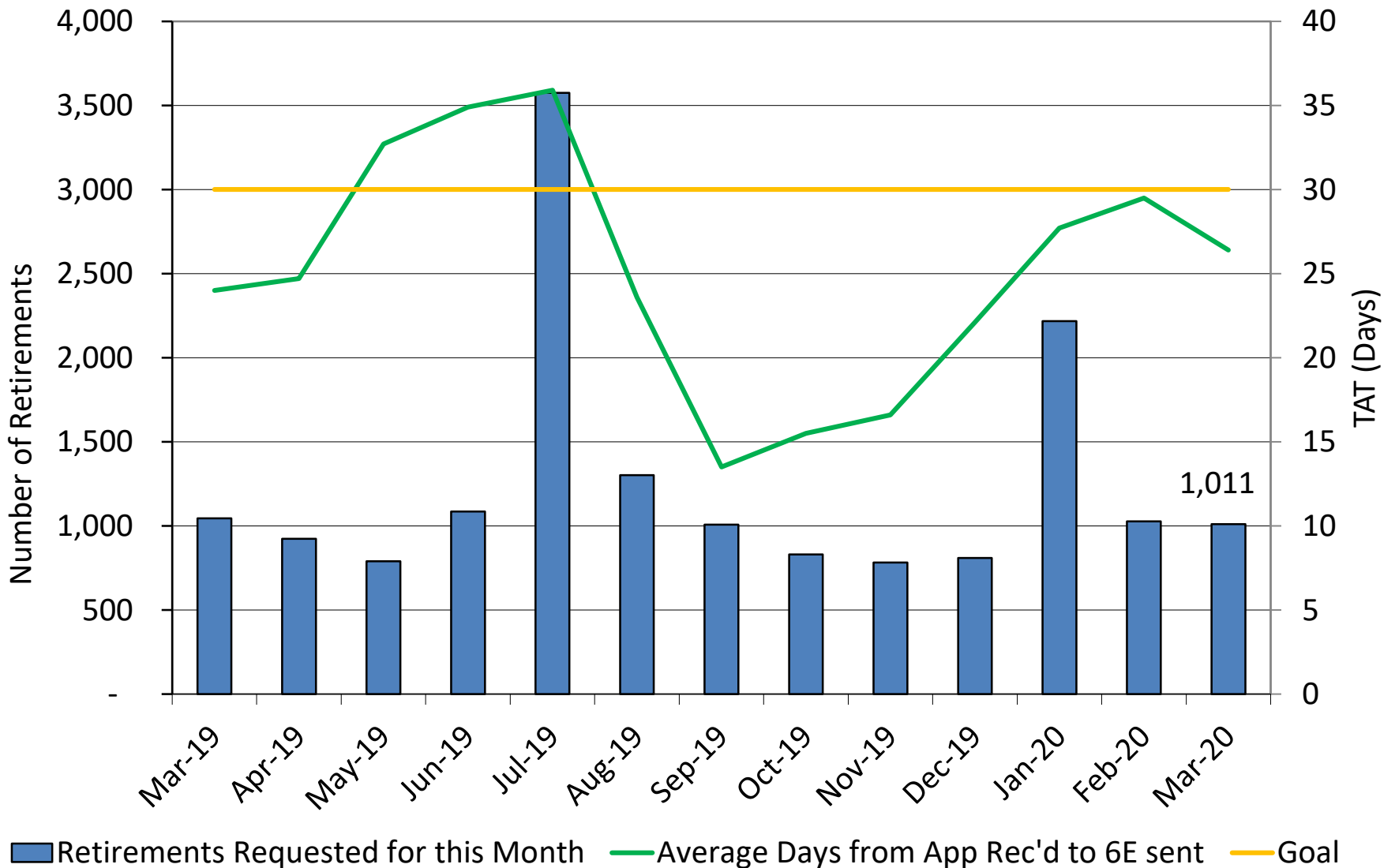
North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

Operations

Retirement Processing - Retirements Requested, TAT

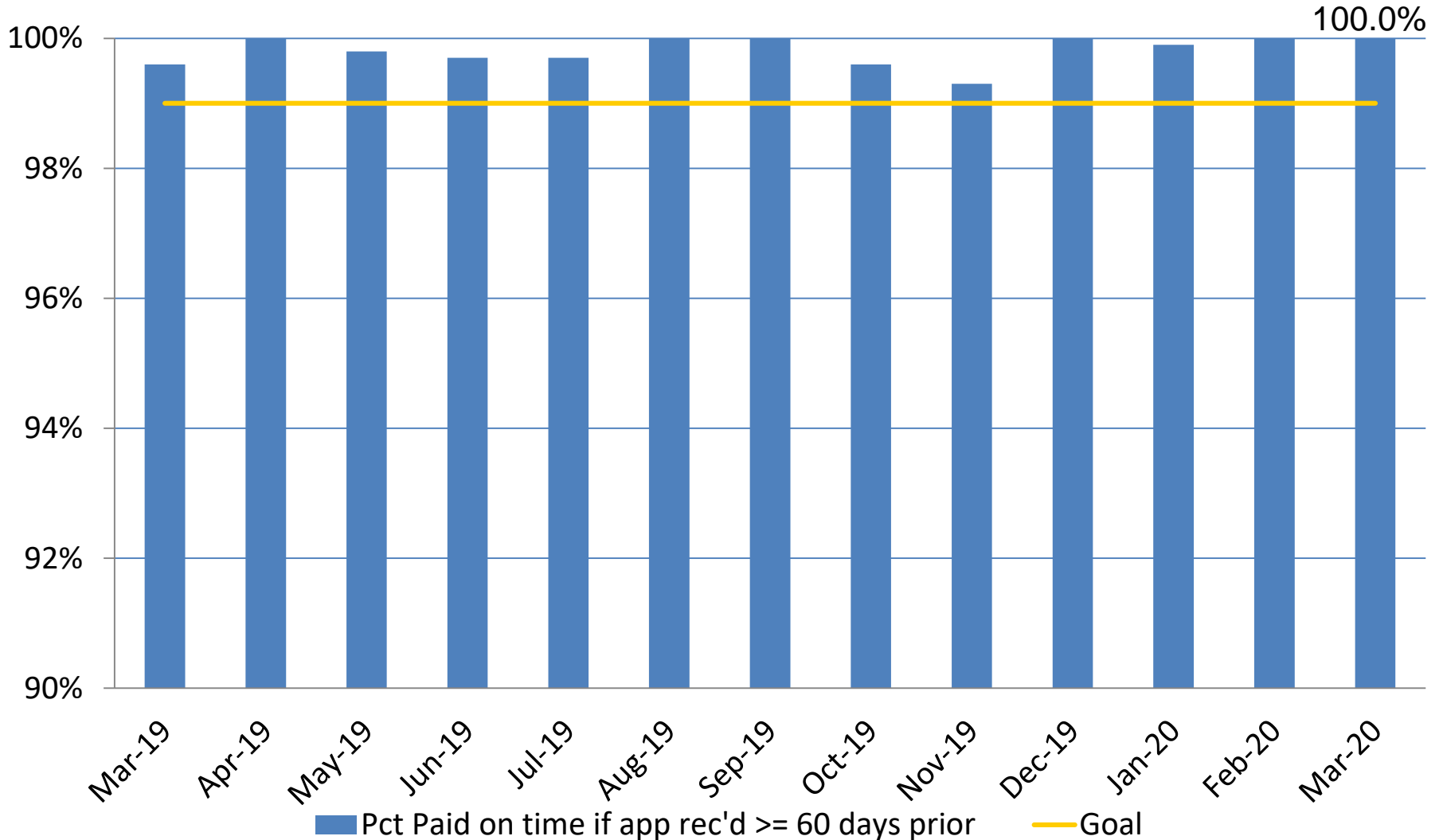


North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

Retirement Processing - 60 Day Paid On Time Rate

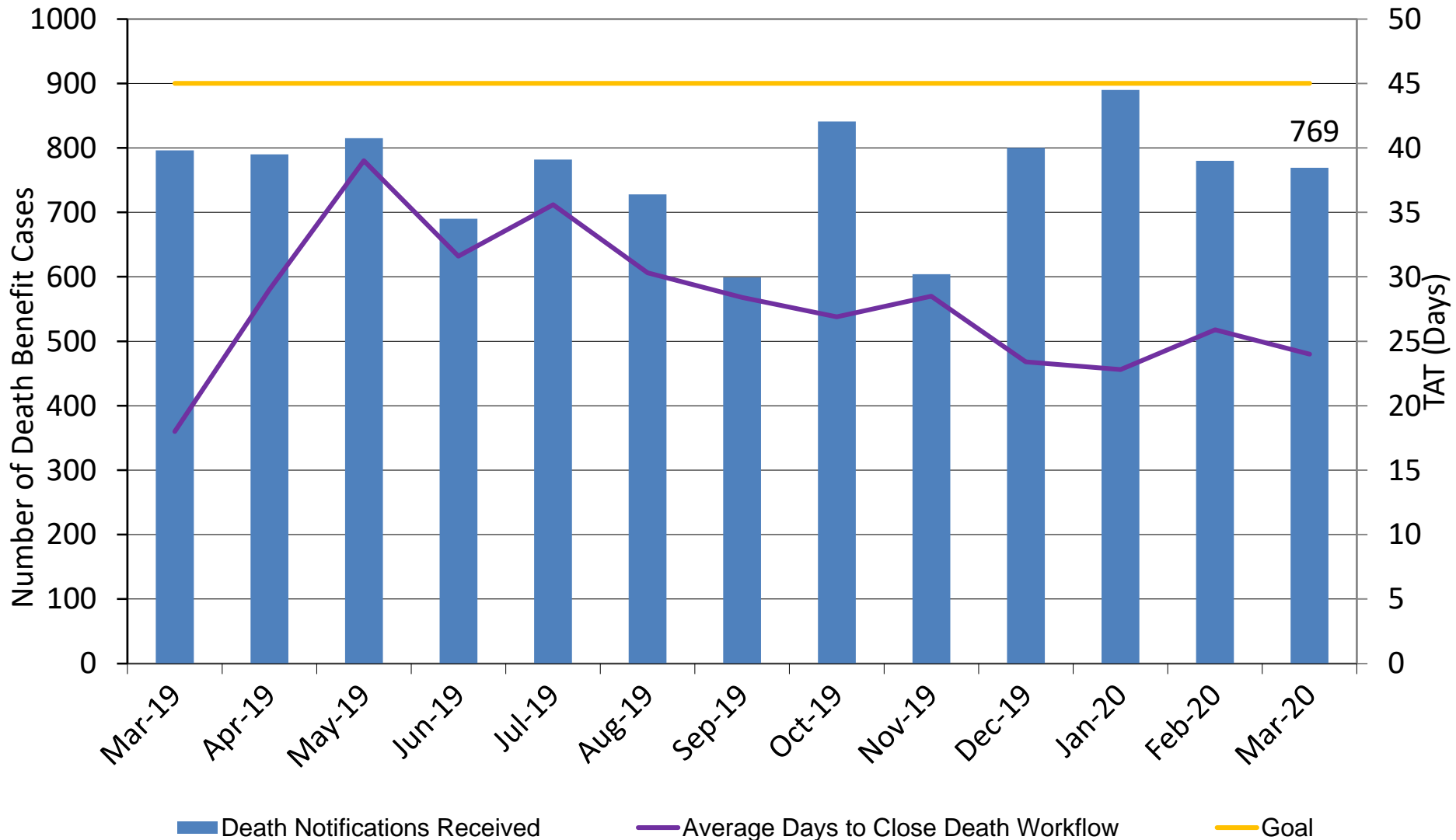


North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

Benefit Processing - Death Notifications

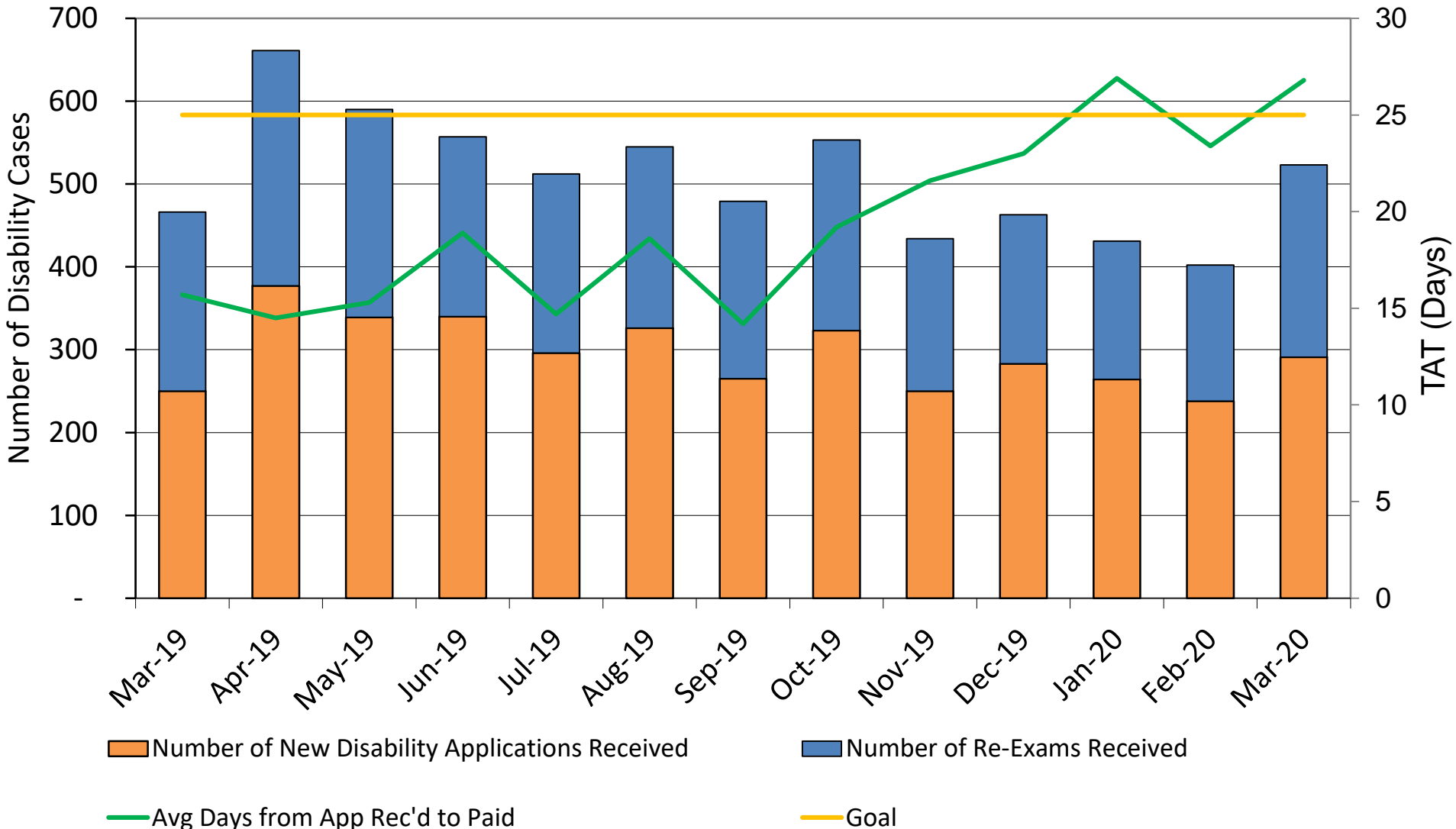


North Carolina
Total Retirement Plans

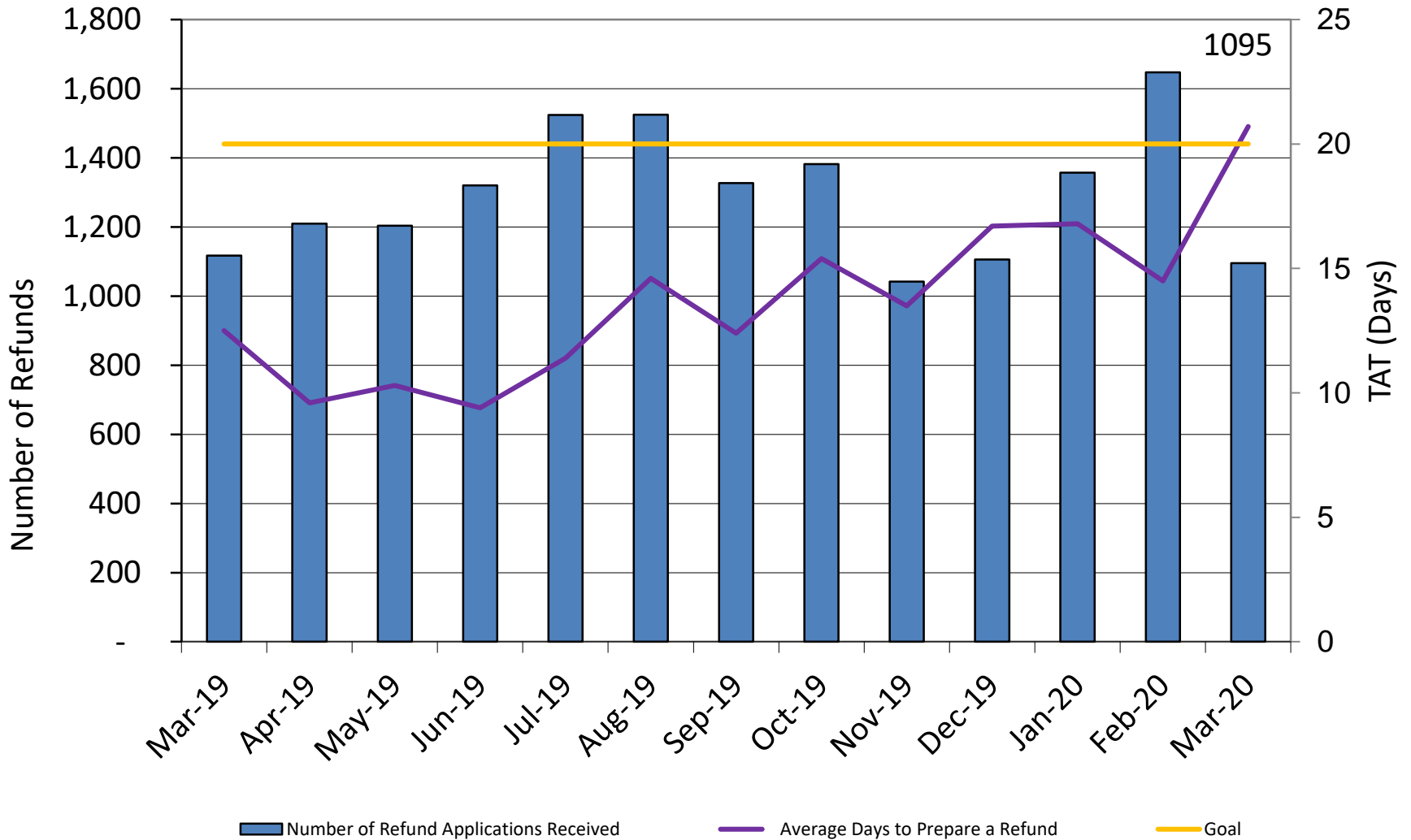


Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

Benefit Processing - Disability Applications



Benefit Processing - Refund Requests

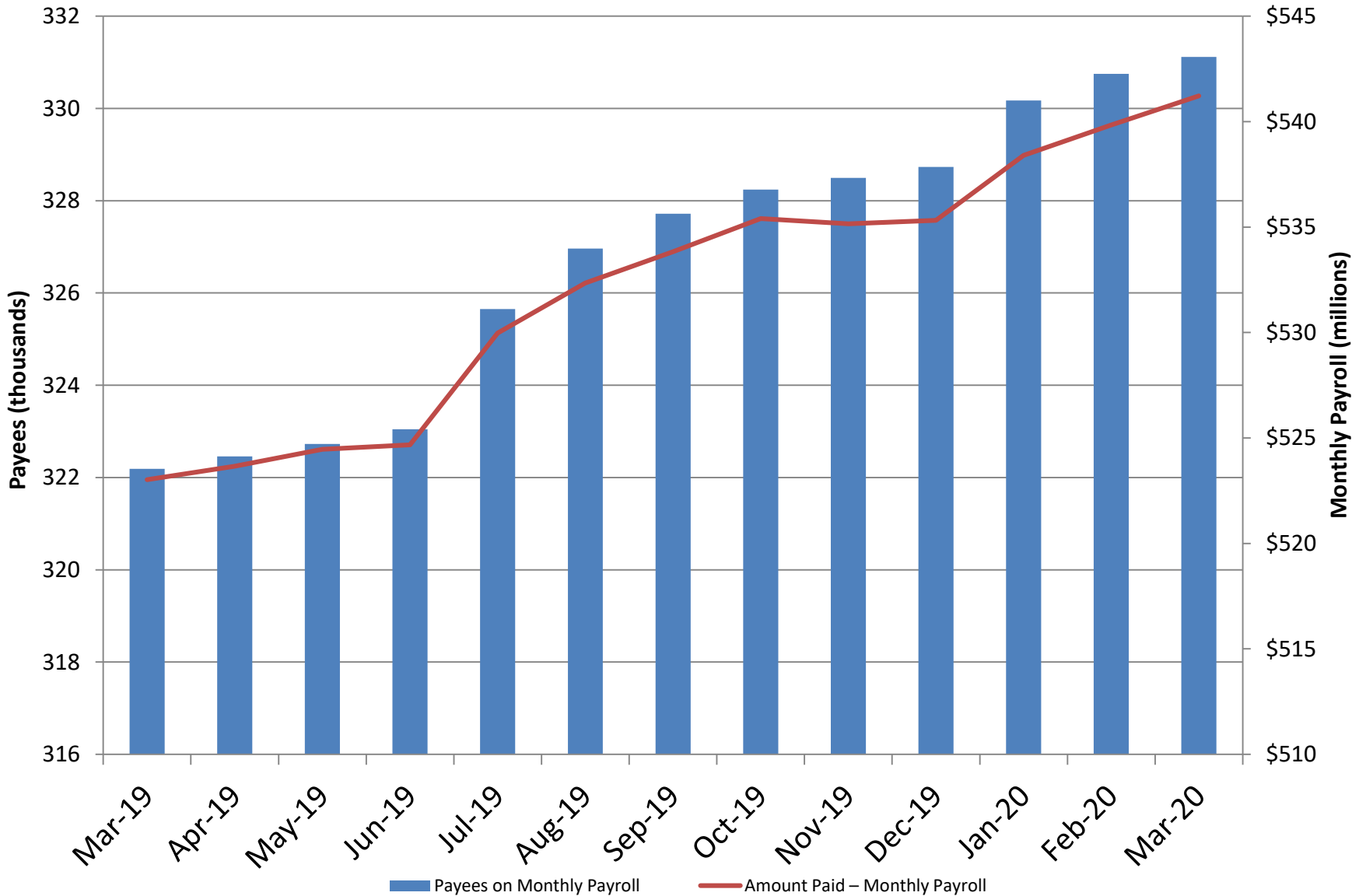


North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

Payroll Processing - Monthly Payroll



Payees on Monthly Payroll

Amount Paid - Monthly Payroll



North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

ORBIT Self Service

Statement of Account 125,493

Maintain Address 7,453

Tax 61,082

Data is for last 12 months.

Direct Deposit 44,149

Annual Statements 350,193

Forms 151,195

Retirement Estimates 1,441,523

Transfer Benefit 128,011

Beneficiary Updates 306,989

Service Purchase Estimates 78,344



North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA



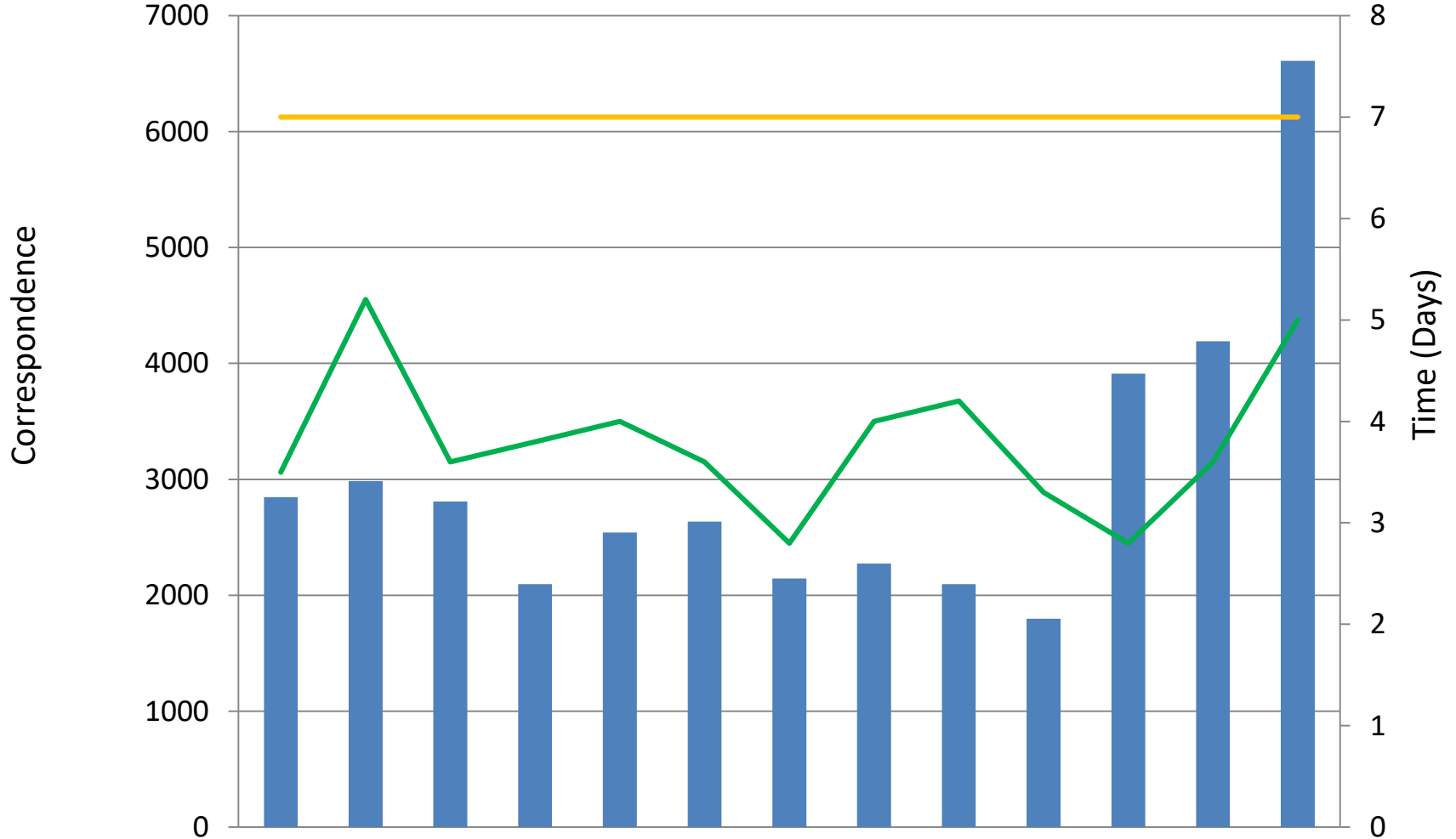
North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

Member Services

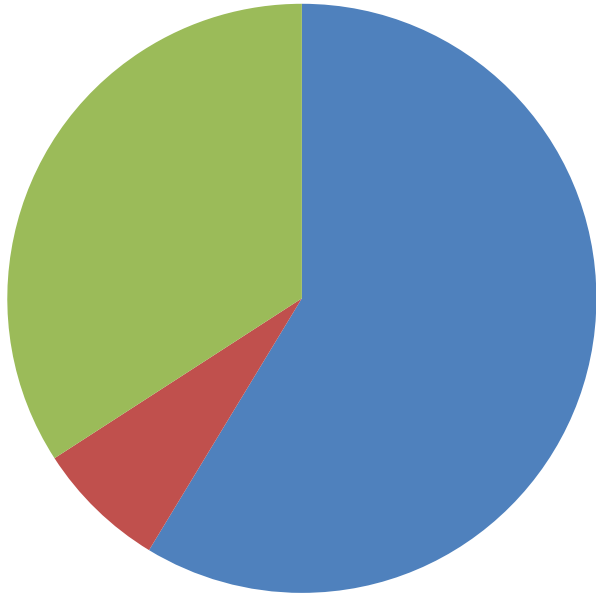
Educational Retirement Group - Correspondence



	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Correspondence Answered	2847	2986	2810	2095	2542	2635	2145	2275	2097	1797	3911	4190	6610
TAT	3.5	5.2	3.6	3.8	4.0	3.6	2.8	4.0	4.2	3.3	2.8	3.6	5.0
Goal	7	7	7	7	7	7	7	7	7	7	7	7	7



Educational Retirement Group – 2019/2020 Fiscal Year Meetings and Webinars



	Count Jul 2019 - YTD	Attendees Jul 2019 - YTD
Employee	98	6,403
Employer	12	297
Webinar	57	1,366
Total	167	8,066
Annual Goal	210	

■ Employee Meetings ■ Employer Meetings ■ Webinars



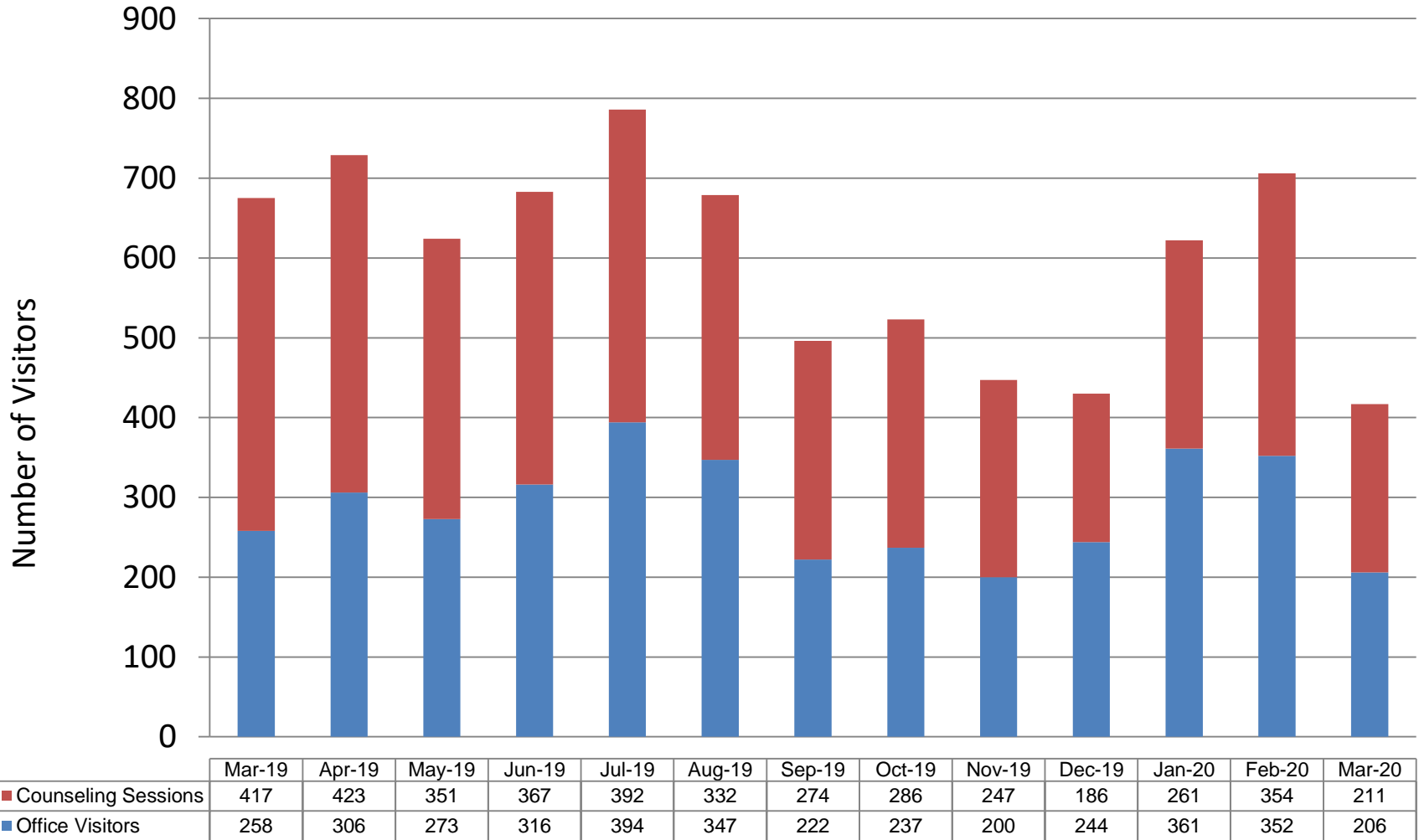
North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

FY 19/20 Counseling = 2,543
 Annual Goal = 2,480

Educational Retirement Group - Visitors and Counseling Sessions

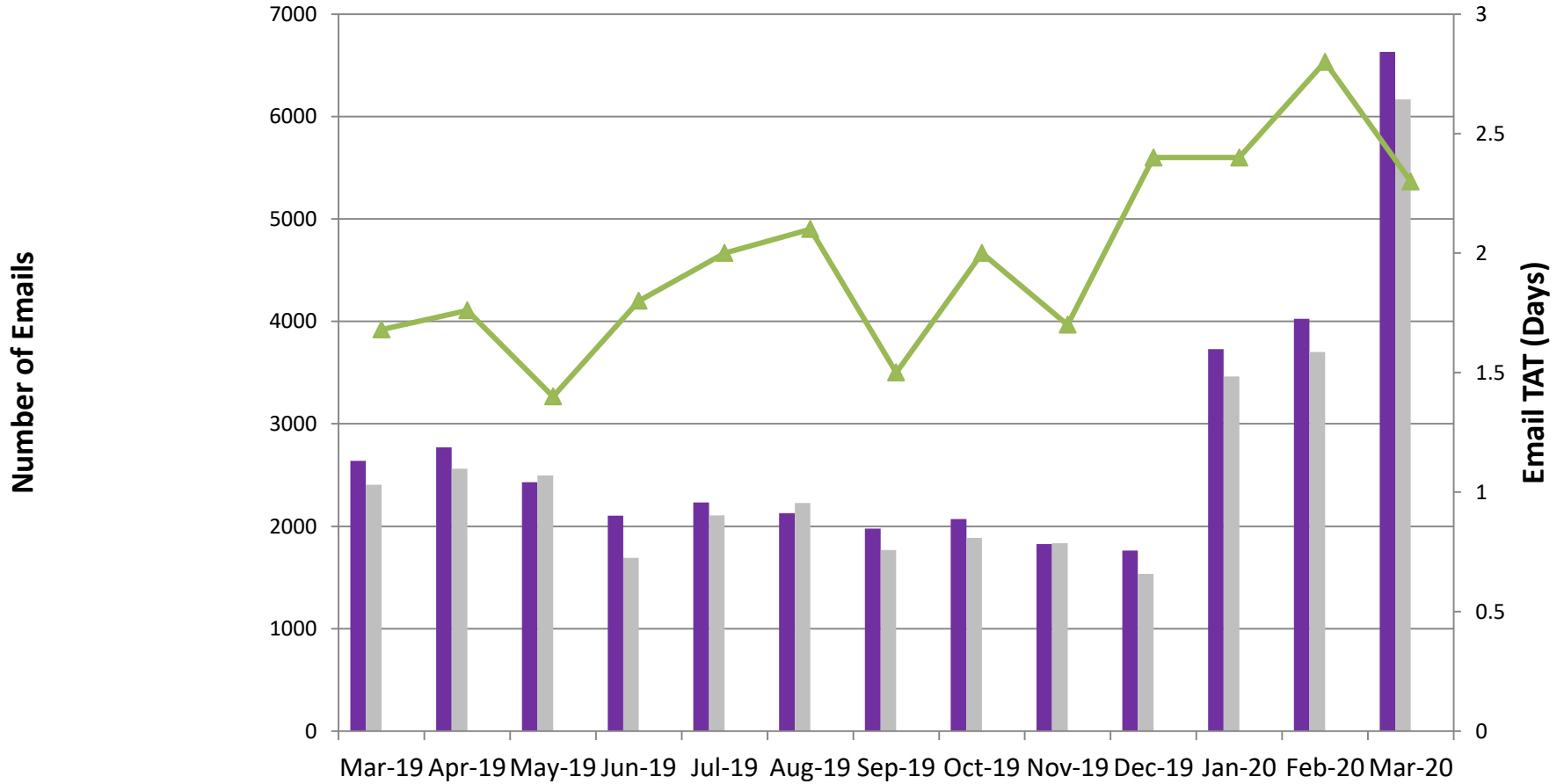


North Carolina
 Total Retirement Plans



Dale R. Folwell, CPA
 STATE TREASURER OF NORTH CAROLINA
 DALE R. FOLWELL, CPA

Member Services - Emails Received and Answered



	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
■ Emails Received	2640	2770	2429	2102	2231	2129	1978	2070	1827	1763	3728	4026	6631
■ Emails Answered	2405	2561	2495	1692	2107	2228	1768	1885	1834	1535	3463	3702	6167
ERG email responses													2904
Call Center email responses													3263
▲ Email TAT	1.68	1.76	1.4	1.8	2.0	2.1	1.5	2.0	1.7	2.4	2.4	2.8	2.3

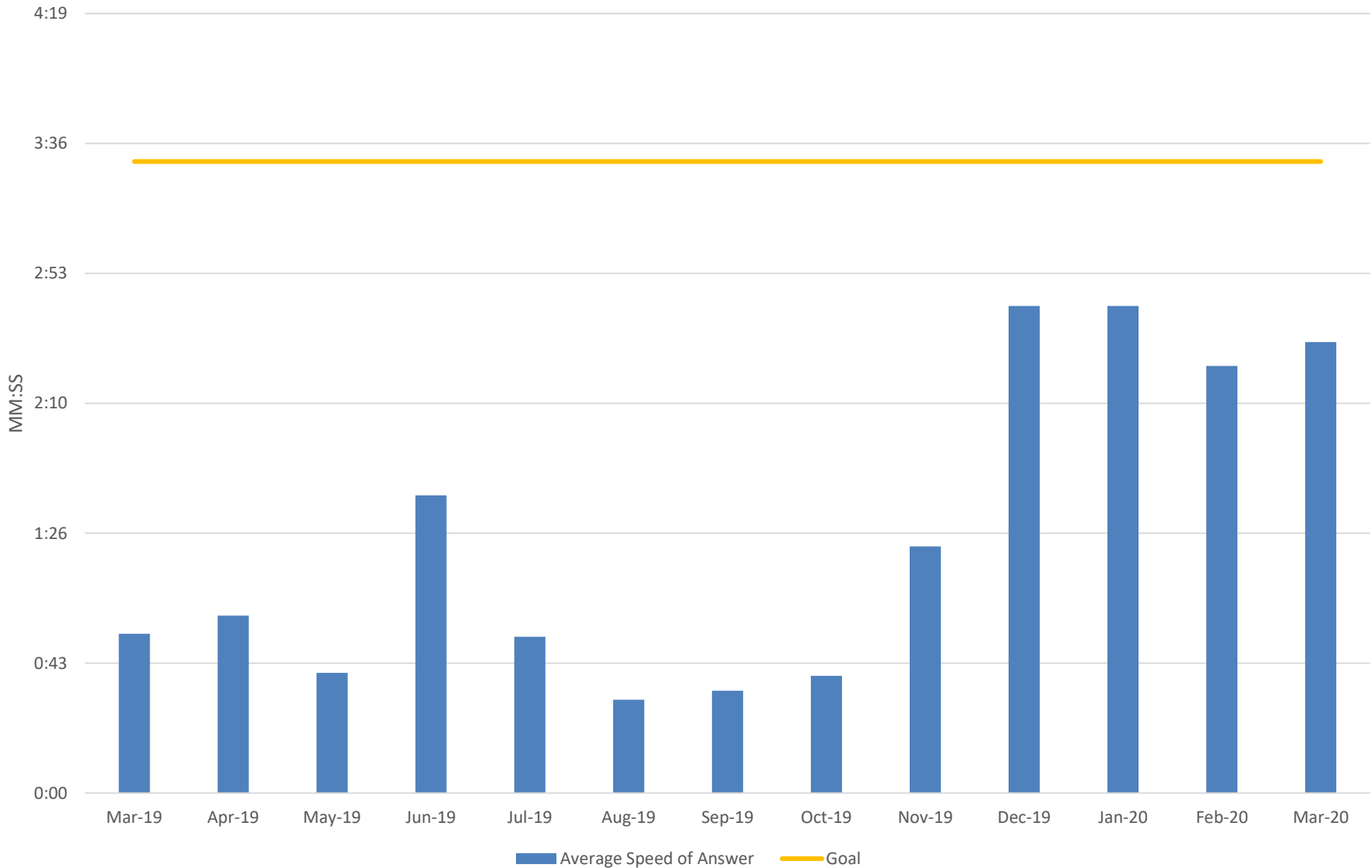


North Carolina
Total Retirement Plans

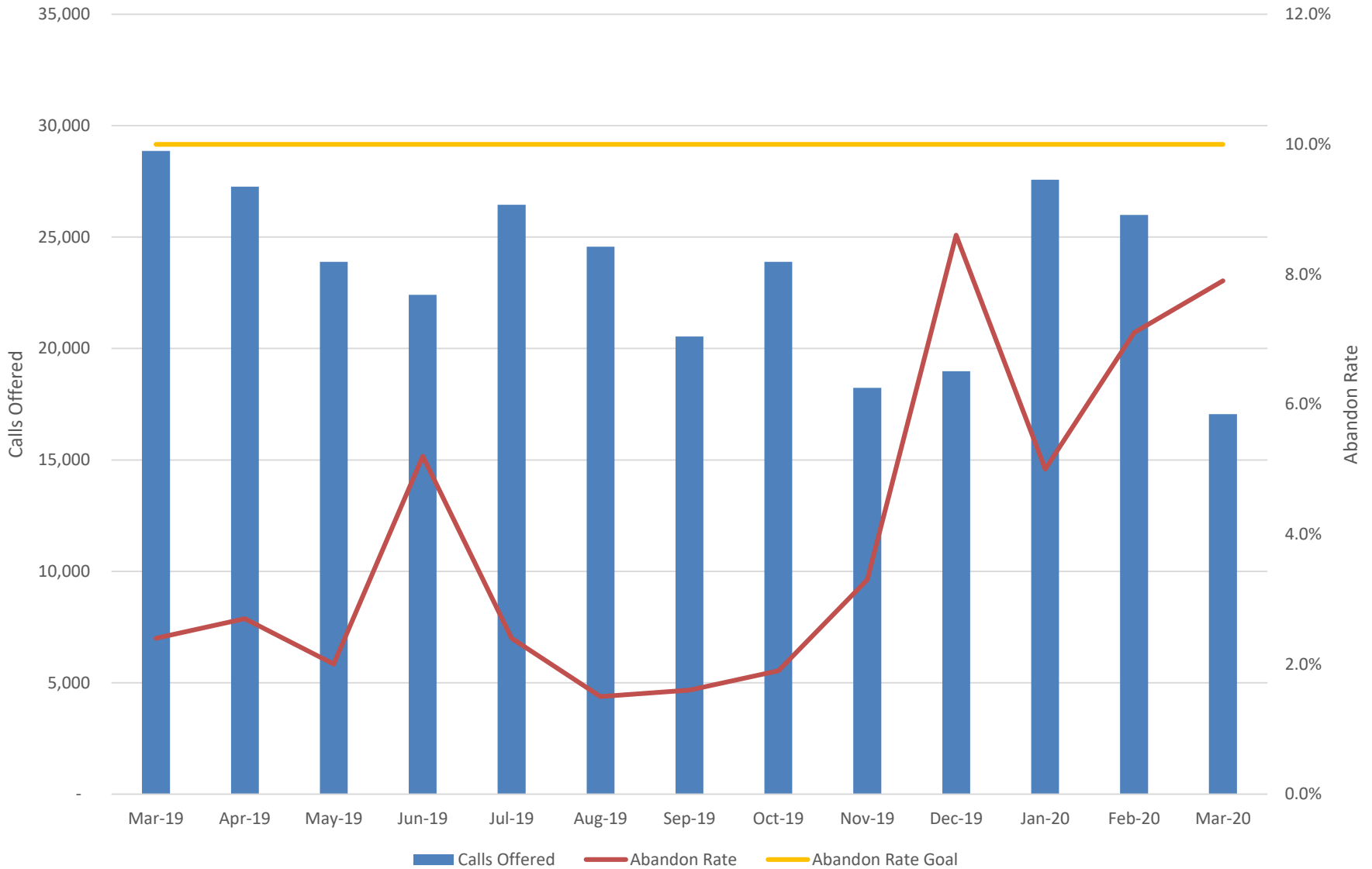


Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

Call Center - Average Speed of Answer



Call Center - Calls Offered and Abandoned





North Carolina
Total Retirement Plans

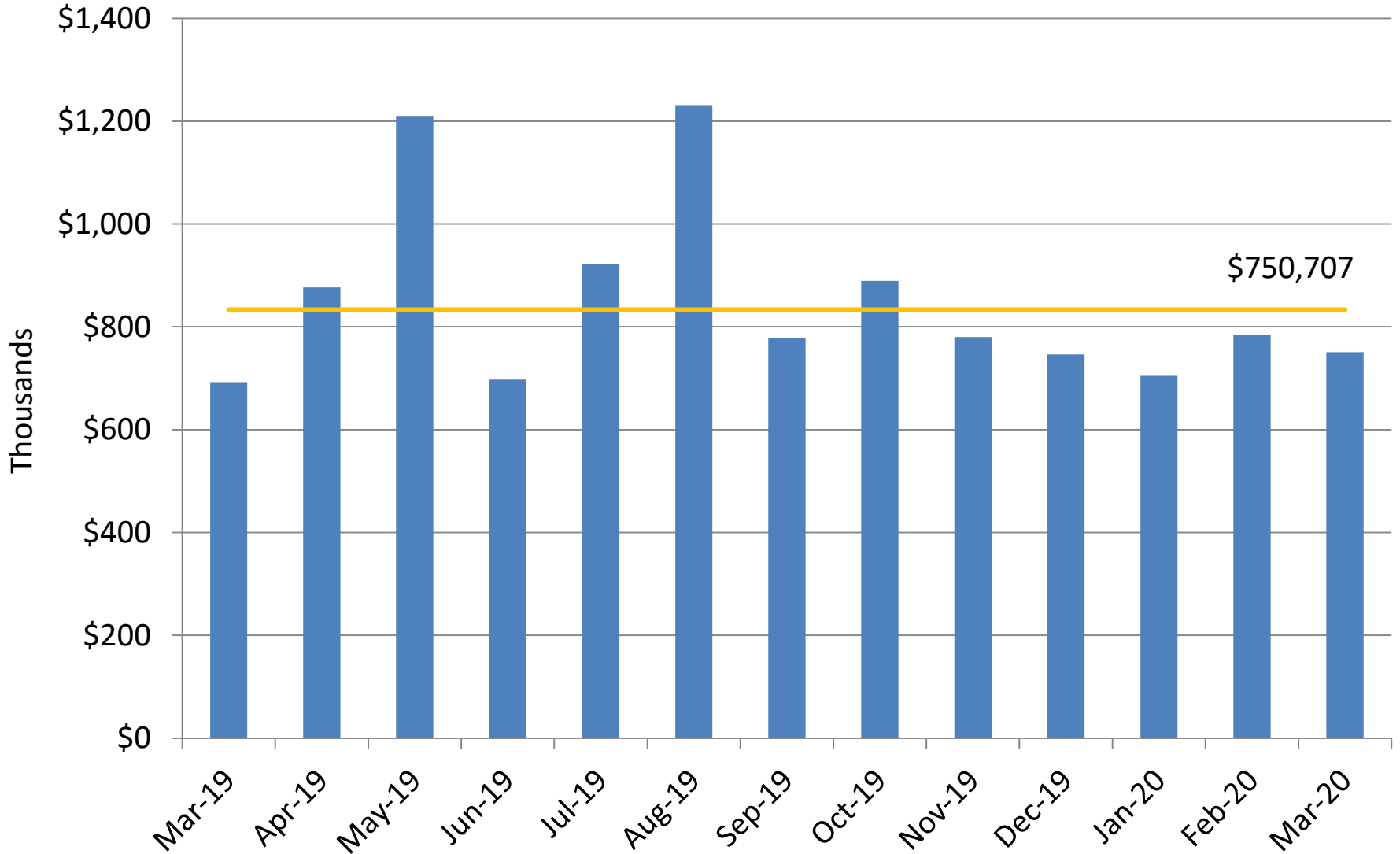


Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

Policy, Planning & Compliance

Overpayments - Amount Collected

Collected in past 13 months:
\$11,060,885



■ \$ Collected ■ Goal



North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

Contribution-Based Benefit Cap (CBBC) Liabilities

- 303 retirements required an additional employer contribution based on the CBBC as of 4/6/2020
 - 111 invoices are for LGERS employers
 - 192 invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 4/6/2020: \$30.0 million
- Average invoice cost: \$99,079
 - CBBC liabilities range in cost from less than \$100 to more than \$600,000
- 266 employers have paid in full
 - Of the remaining group, one employer is on an installment payment plan
 - Total CBBC liabilities collected: exceeds \$24.1 million