



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

**BOARD OF TRUSTEES MEETING – January 2020**

**RSD Operations Update**



**North Carolina**  
Total Retirement Plans



*Dale R. Folwell, CPA*  
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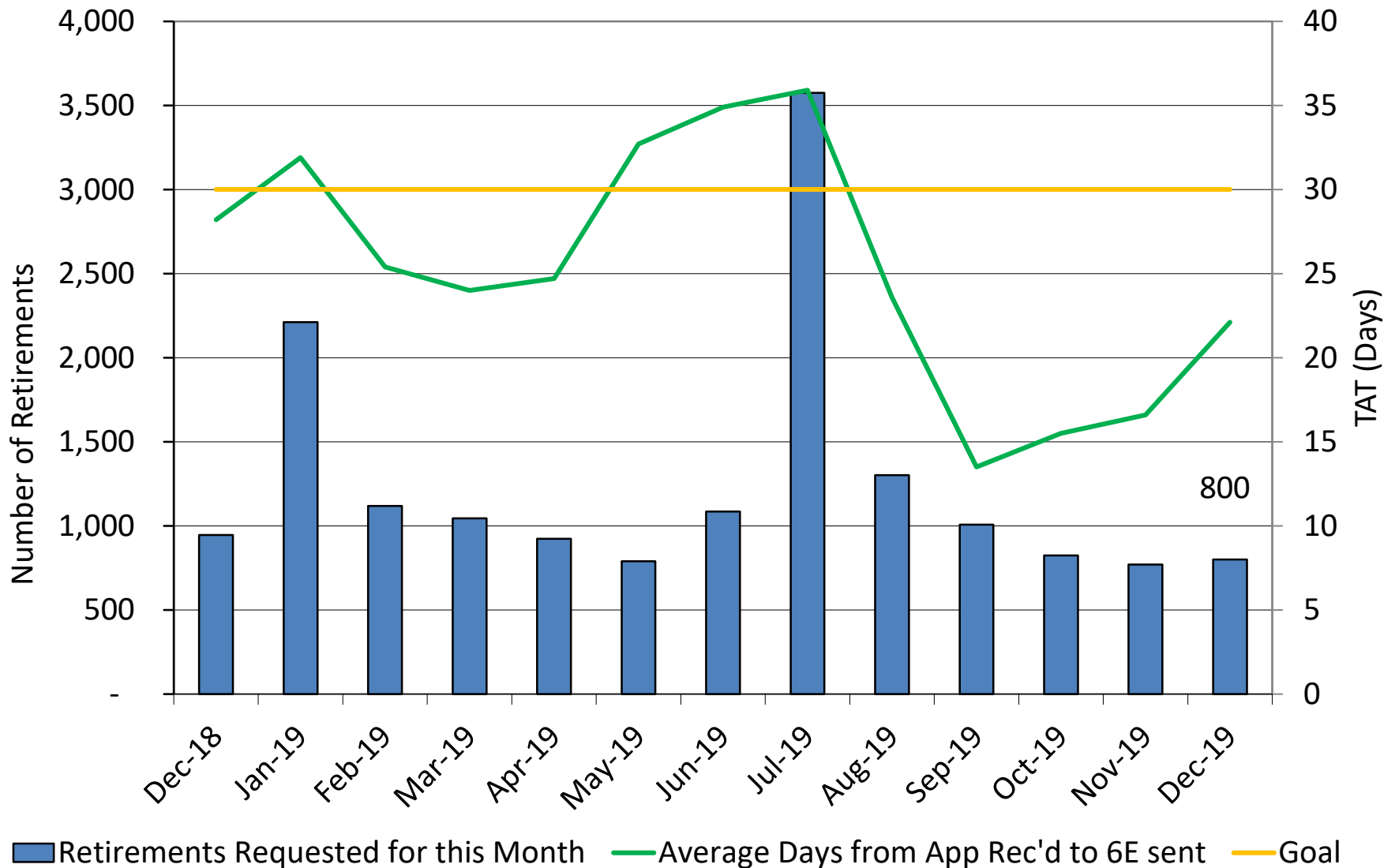
**North Carolina**  
Total Retirement Plans



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# Operations

# Retirement Processing - Retirements Requested, TAT

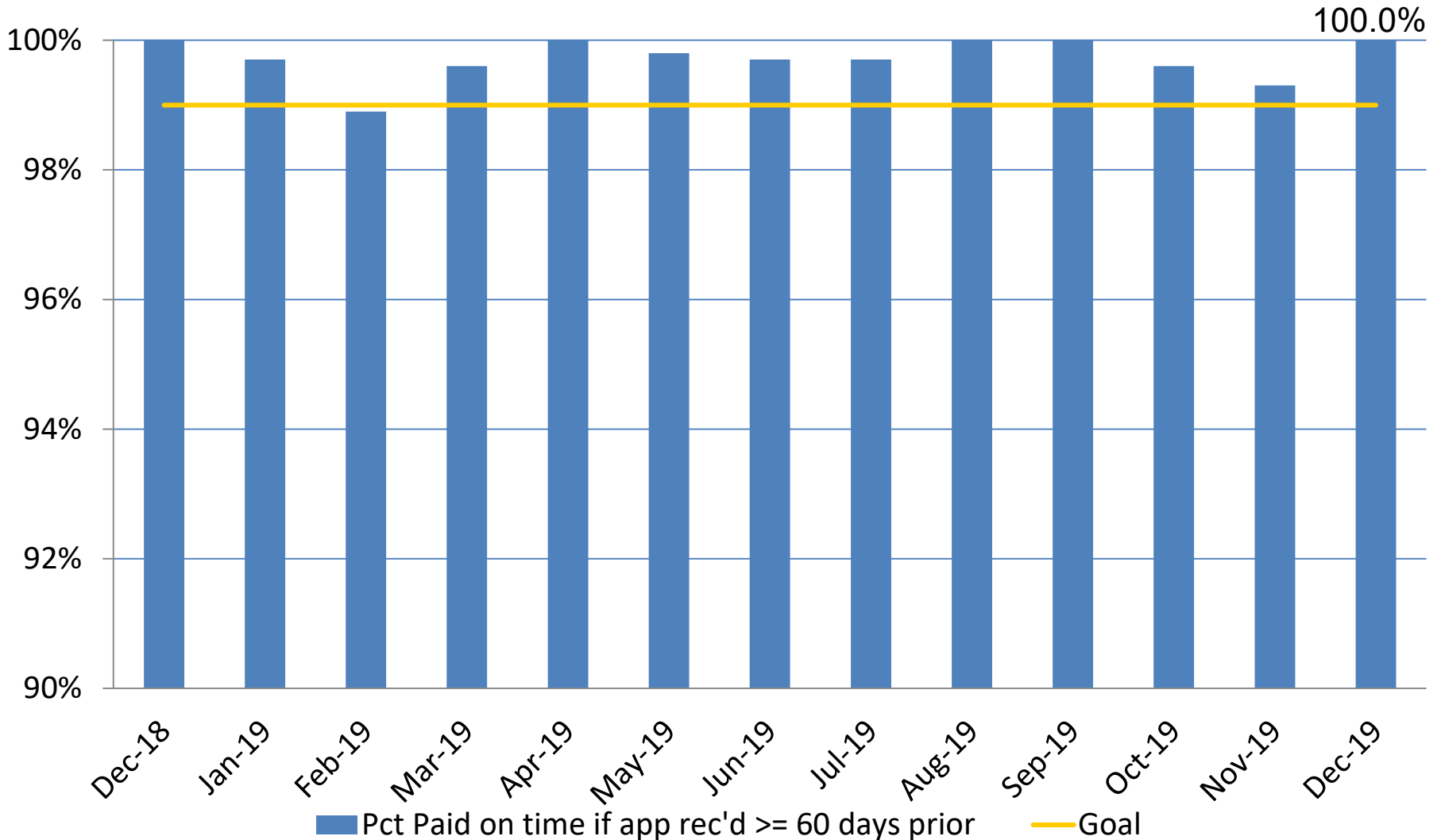


**North Carolina**  
Total Retirement Plans



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# Retirement Processing - 60 Day Paid On Time Rate

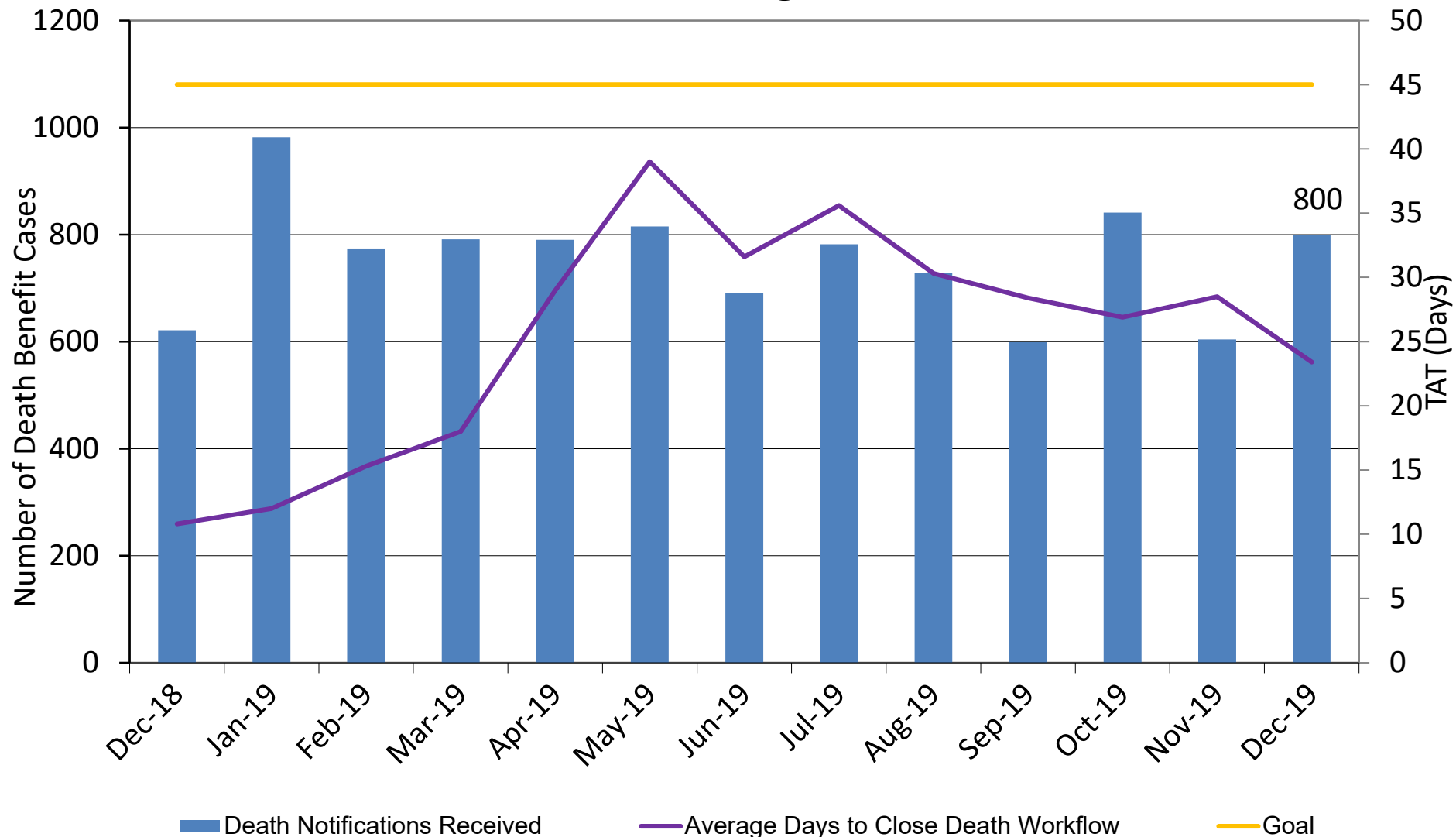


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Total Retirement Plans



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# Benefit Processing - Death Notifications

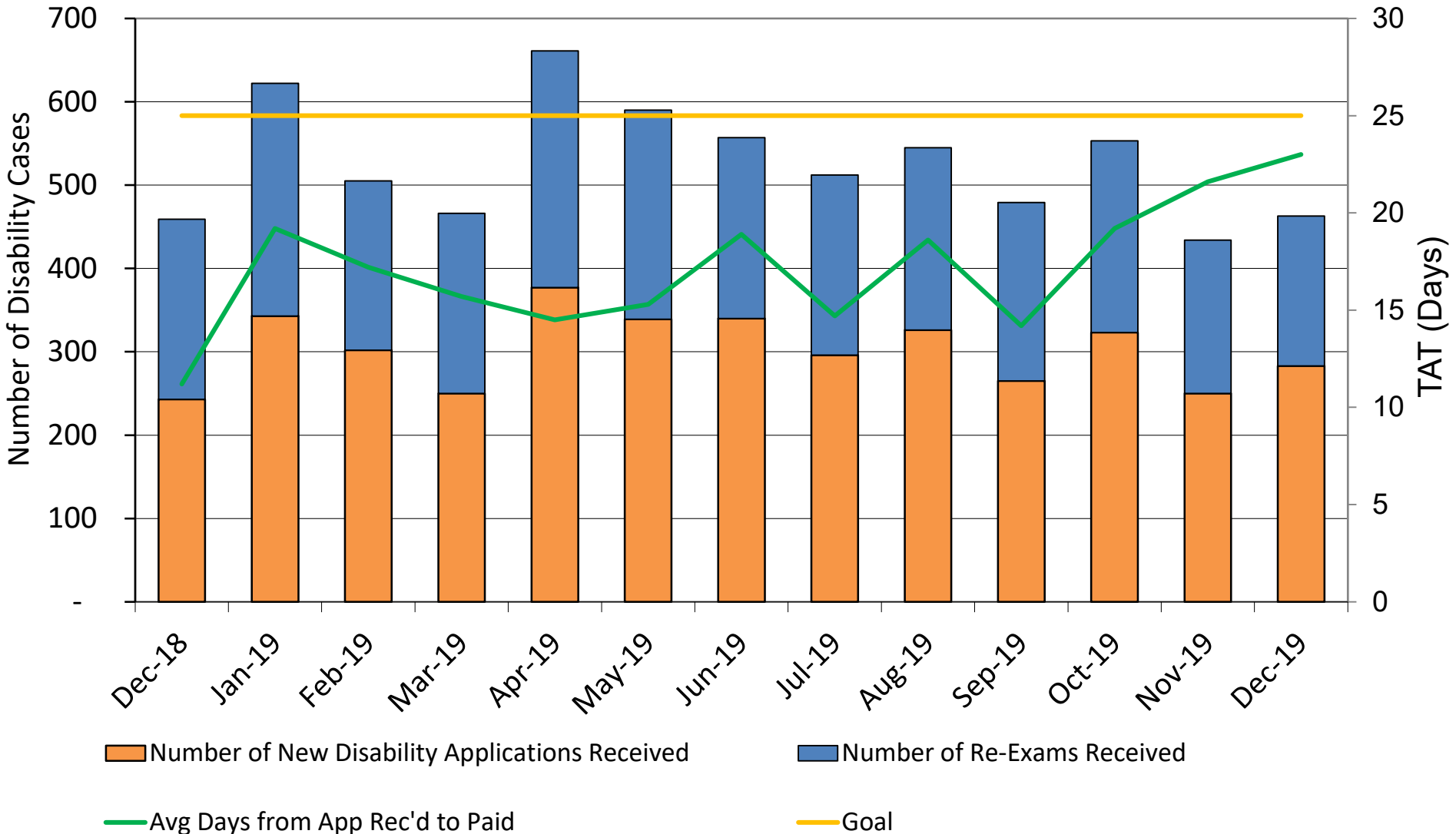


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# Benefit Processing - Disability Applications

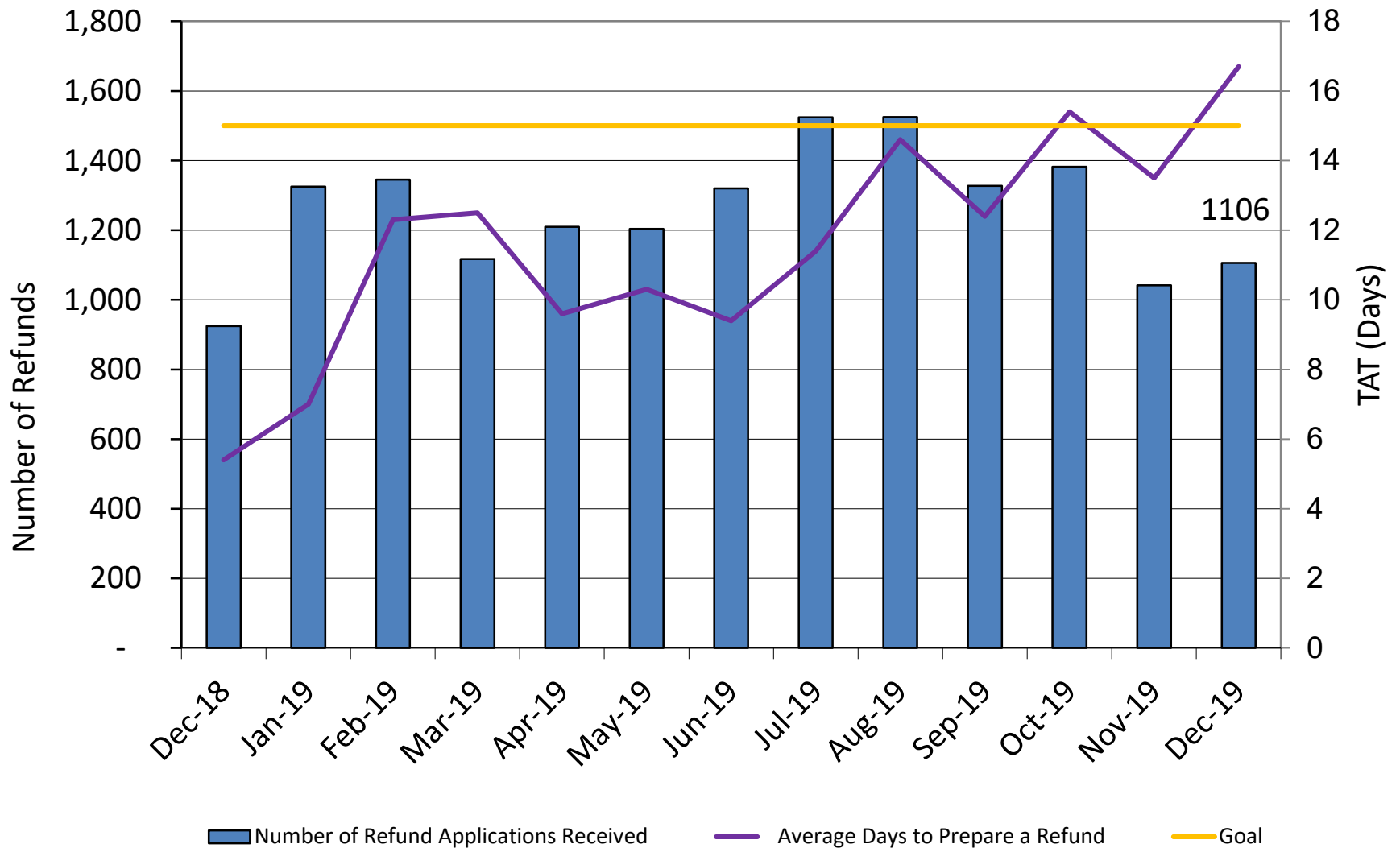


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# Benefit Processing - Refund Requests

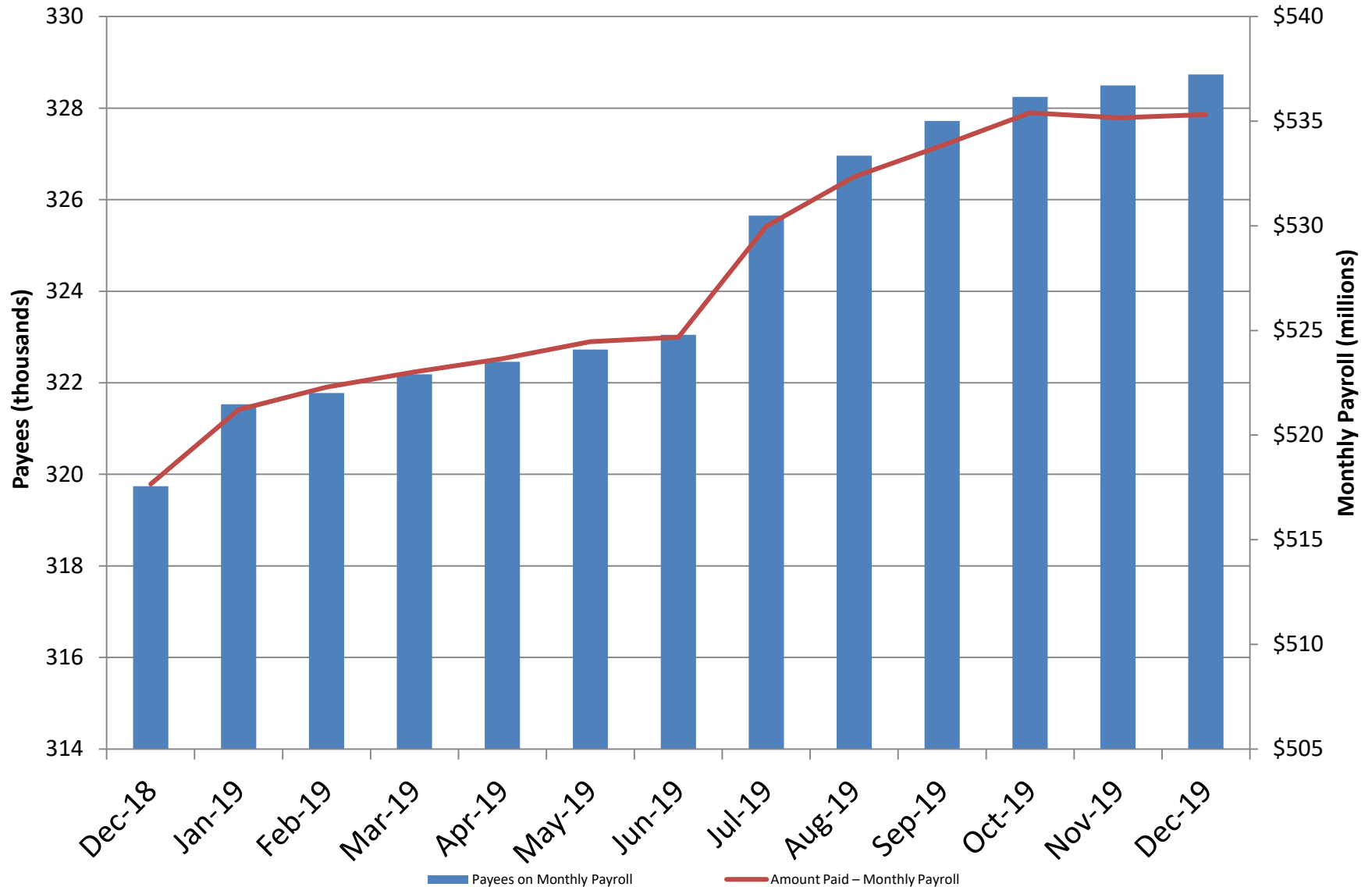


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# Payroll Processing - Monthly Payroll



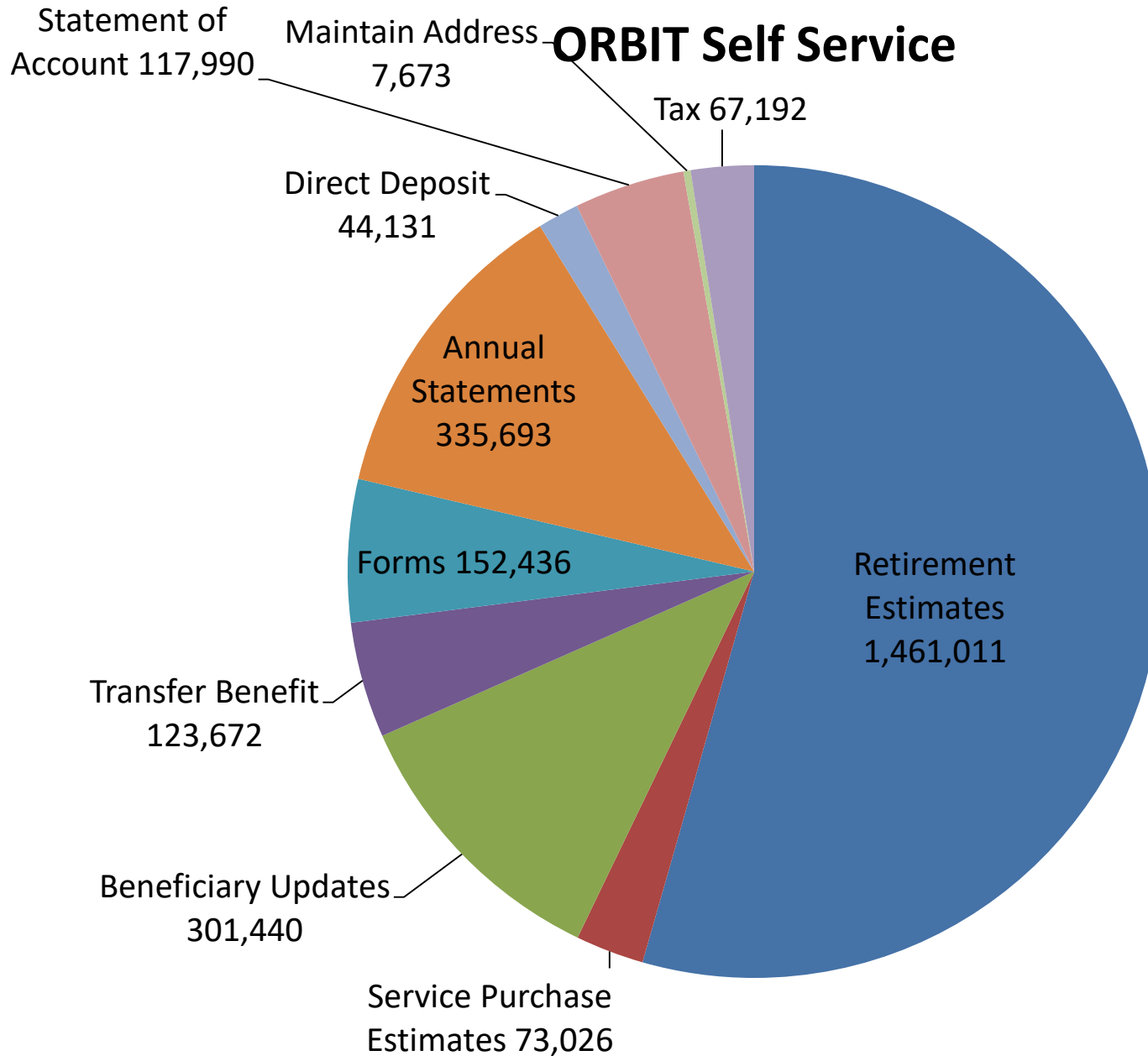
North Carolina  
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# ORBIT Self Service



Data is for last 12 months.



North Carolina  
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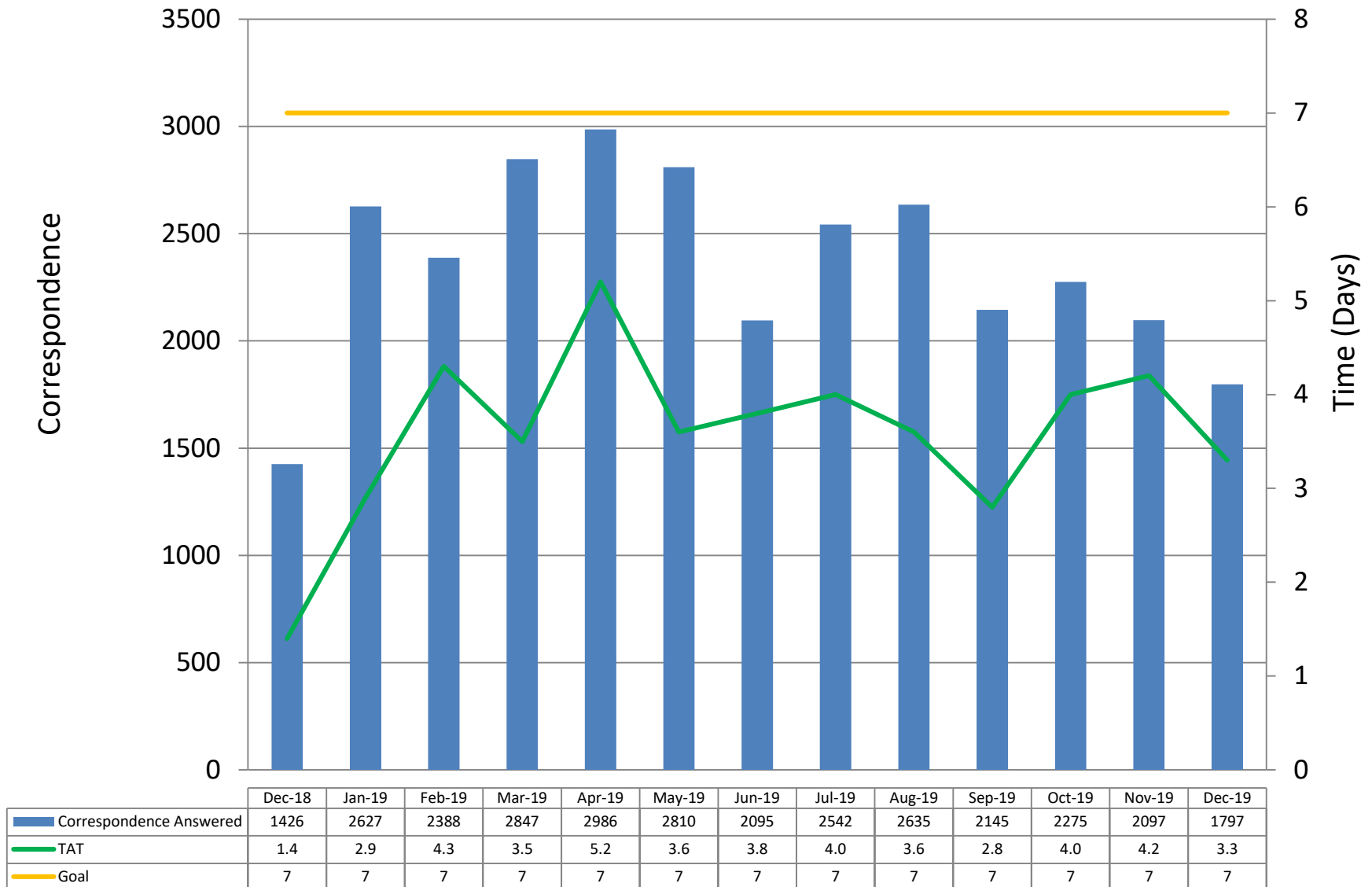
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# Member Services

# Educational Retirement Group - Correspondence

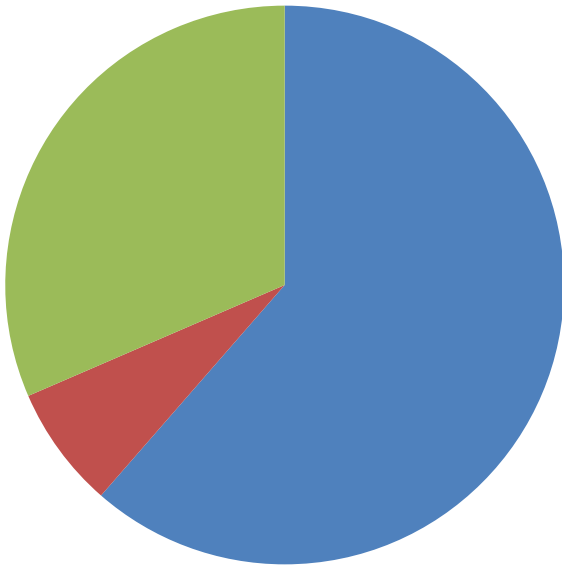


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# Educational Retirement Group – 2019/2020 Fiscal Year Meetings and Webinars



	Count July 2019 - YTD	Attendees July 2019 - YTD
Employee	78	5,030
Employer	9	222
Webinar	40	884
Total	127	6,136
Goal	210	

■ Employee Meetings ■ Employer Meetings ■ Webinars



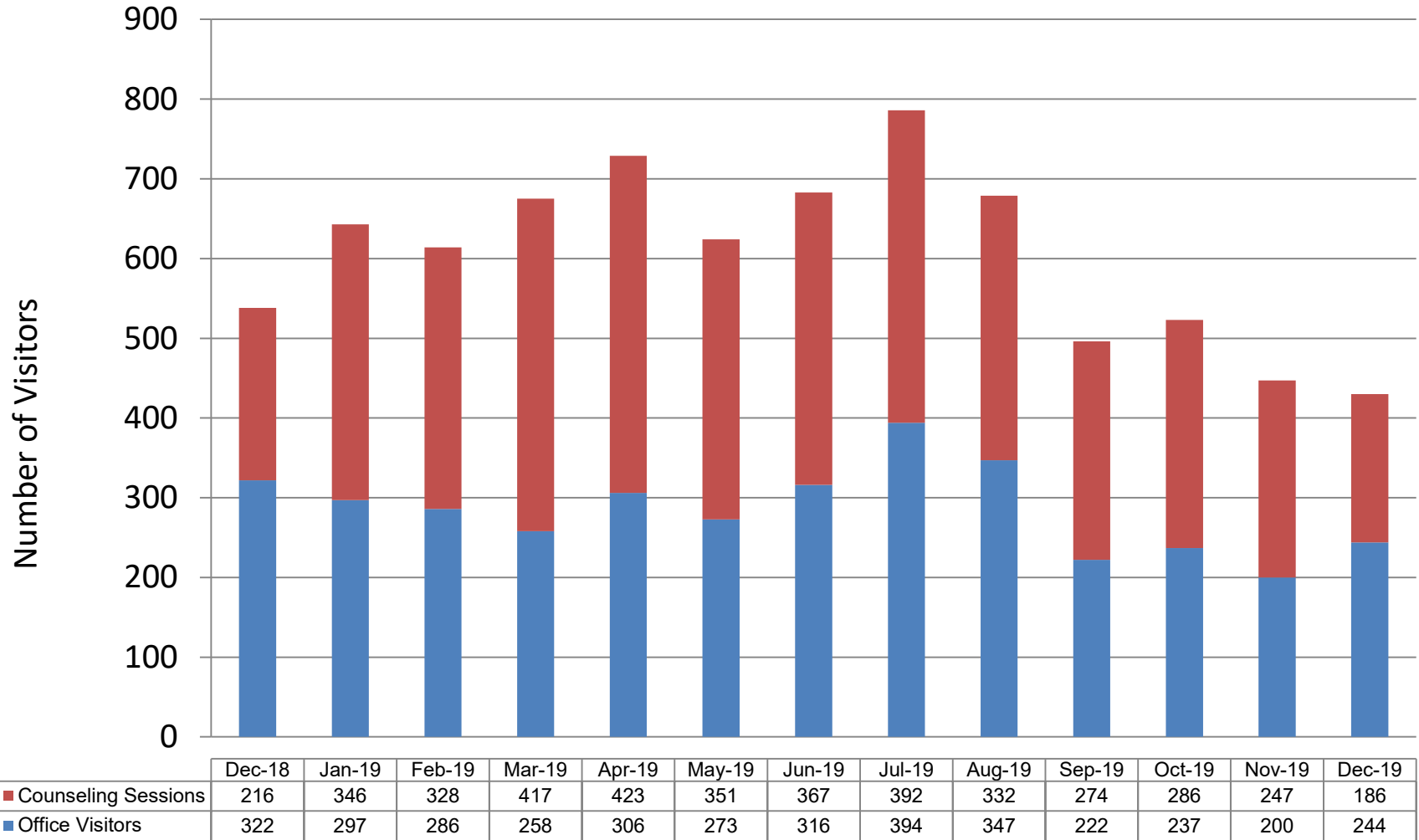
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FY 19/20 Counseling = 1,717  
Annual Goal = 2,480

## Educational Retirement Group - Visitors and Counseling Sessions

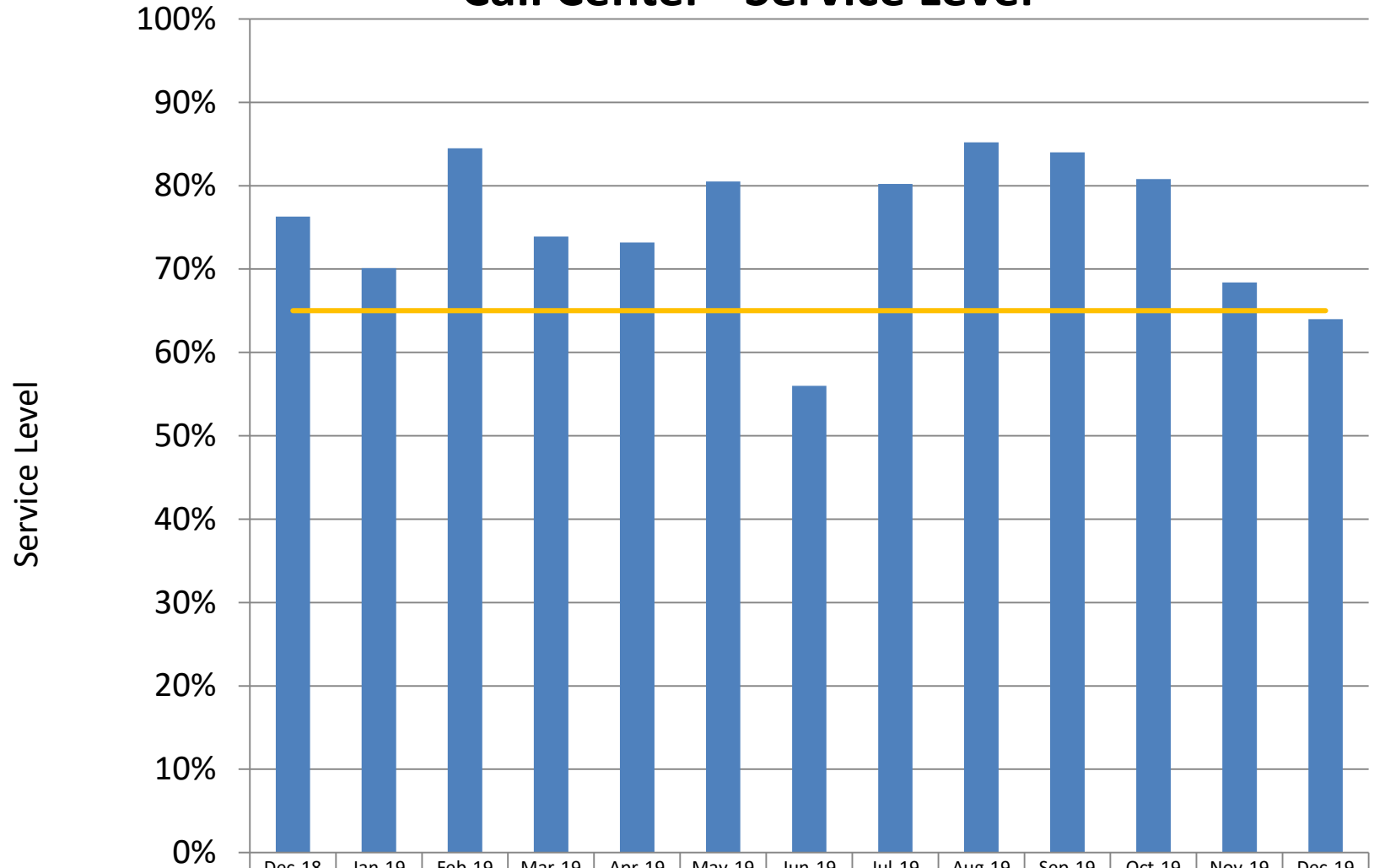


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# Call Center - Service Level



	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
% Calls Answered in 60 Sec	76.3%	70.1%	84.5%	73.9%	73.2%	80.5%	56.0%	80.2%	85.2%	84.0%	80.8%	68.4%	64.0%
Goal	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%
Avg Speed of Answer	0:52	1:10	0:30	0:53	0:59	0:40	1:39	0:52	0:31	0:34	0:39	1:22	2:42
Total Calls Offered	16,307	27,588	27,633	28,867	27,262	23,886	22,408	26,451	24,567	20,544	23,895	18,240	18,980



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# Policy, Planning & Compliance



## Contribution-Based Benefit Cap (CBBC) Liabilities

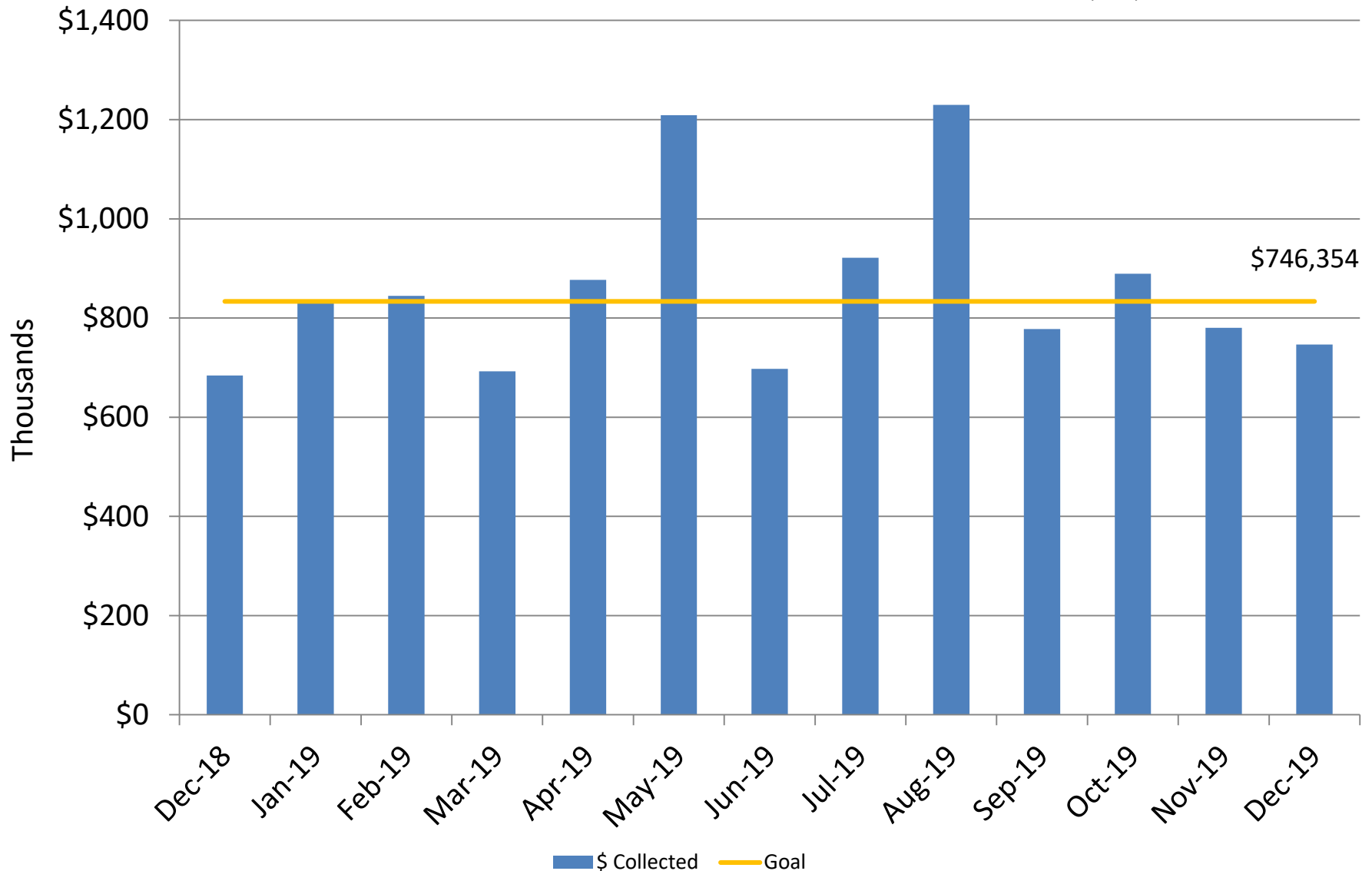
- 289 retirements required an additional employer contribution based on the CBBC as of 1/3/2020
  - 104 invoices are for LGERS employers
  - 185 invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 1/3/2020: > \$28.5 million
- Average required CBBC contribution: \$98,856
  - CBBC liabilities range in cost from less than \$100 to more than \$600,000
- 250 employers have paid in full
  - Total CBBC liabilities collected: exceeds \$22.9 million





# Overpayments - Amount Collected

Collected in past 13 months:  
\$11,183,534



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