



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

## **Operations Update**

**July 2023**



**North Carolina**  
Total Retirement Plans



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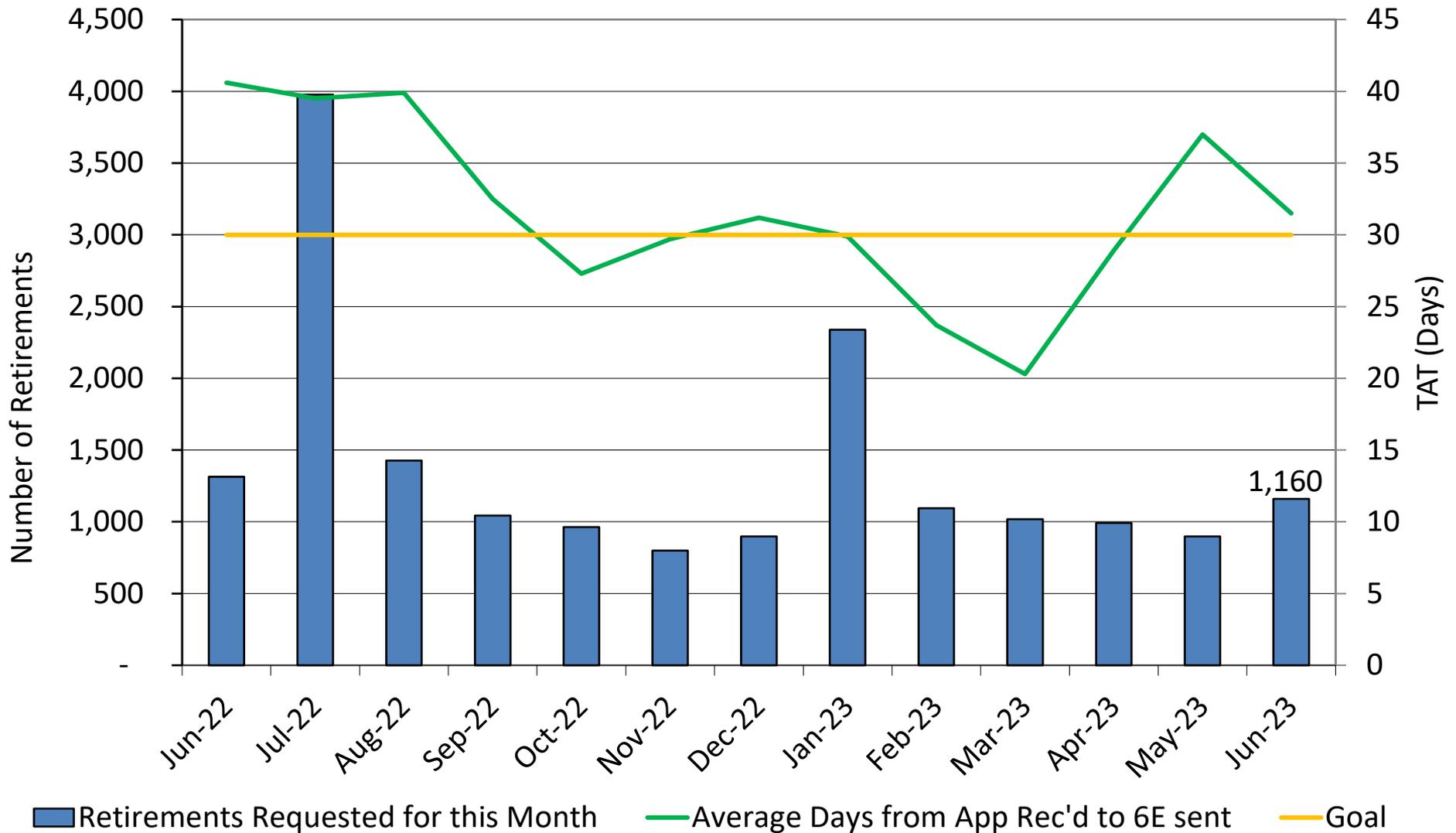
**North Carolina**  
Total Retirement Plans



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# Operations

# Retirement Processing - Retirements Requested, TAT

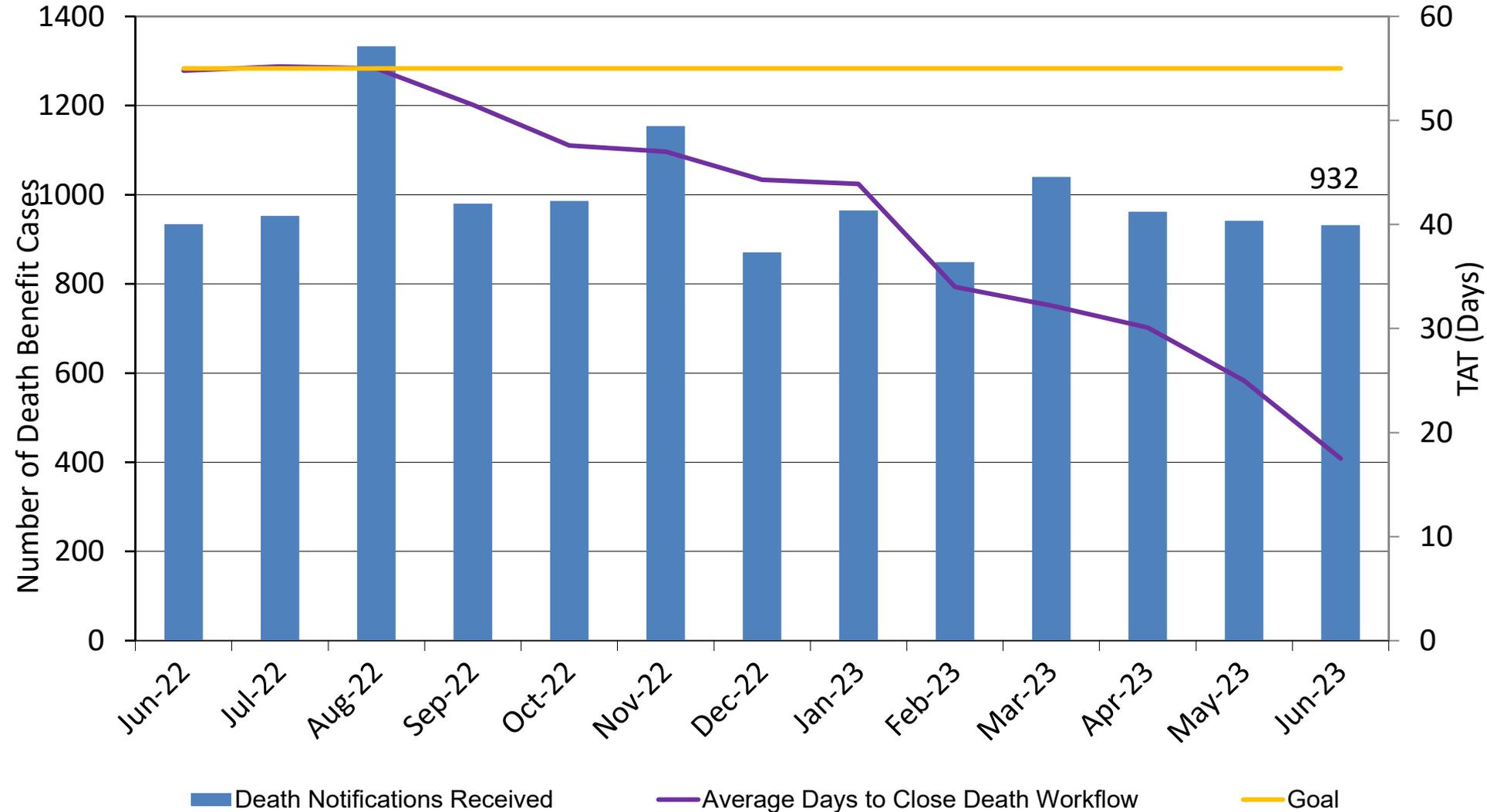


North Carolina  
Total Retirement Plans



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# Benefit Processing - Death Notifications

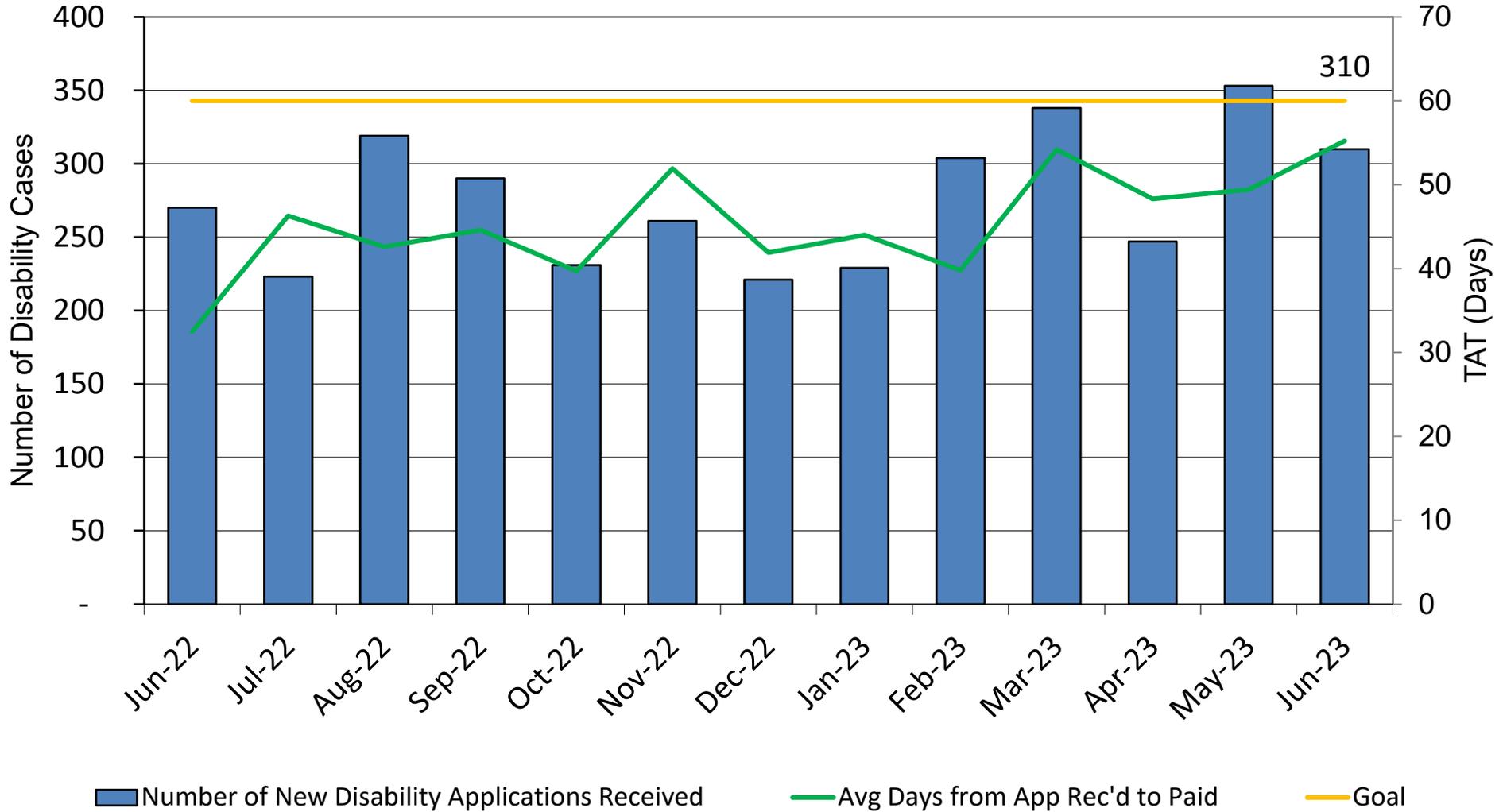


North Carolina  
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# Benefit Processing - Disability Applications

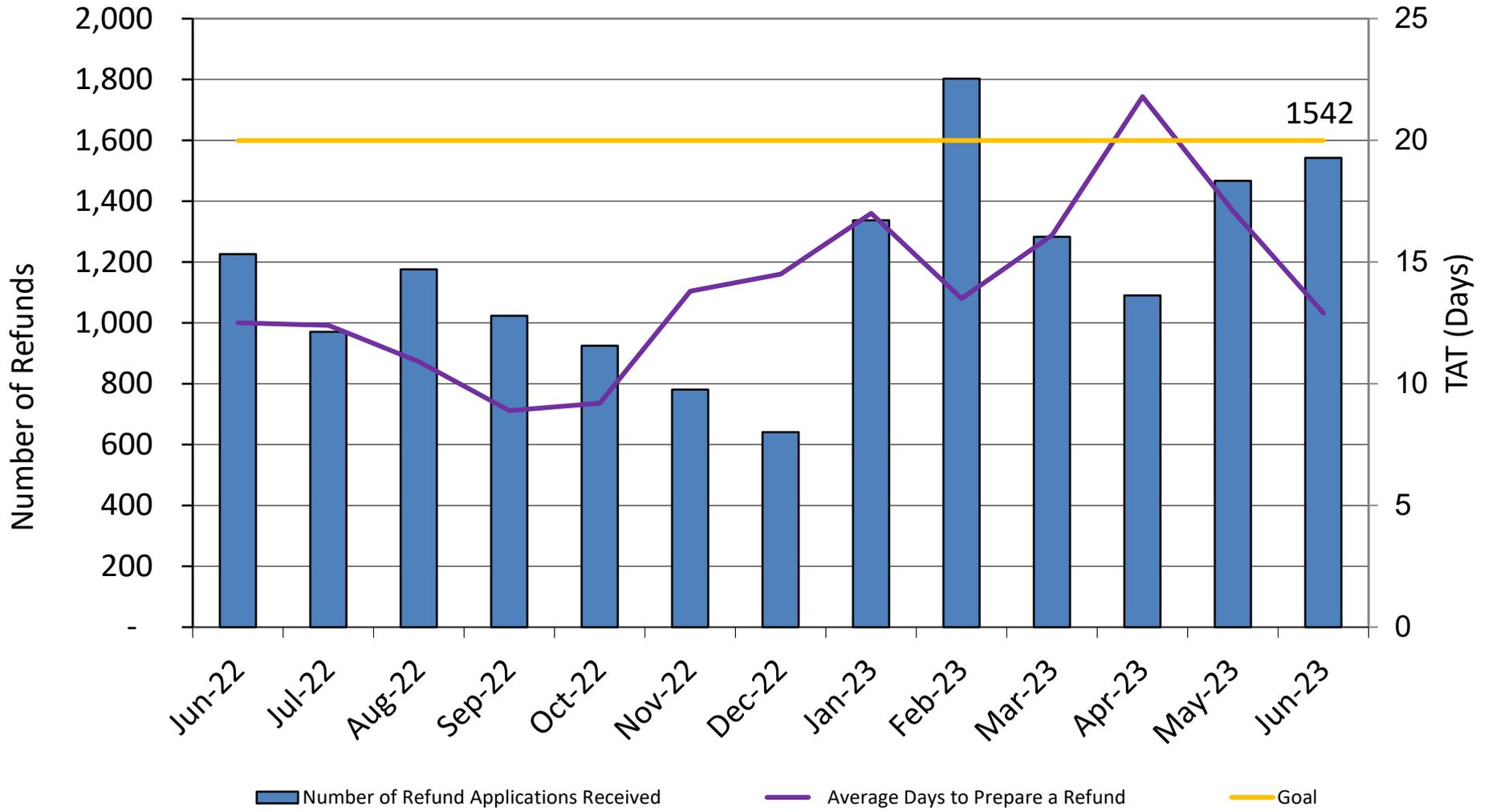


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# Benefit Processing - Refund Requests

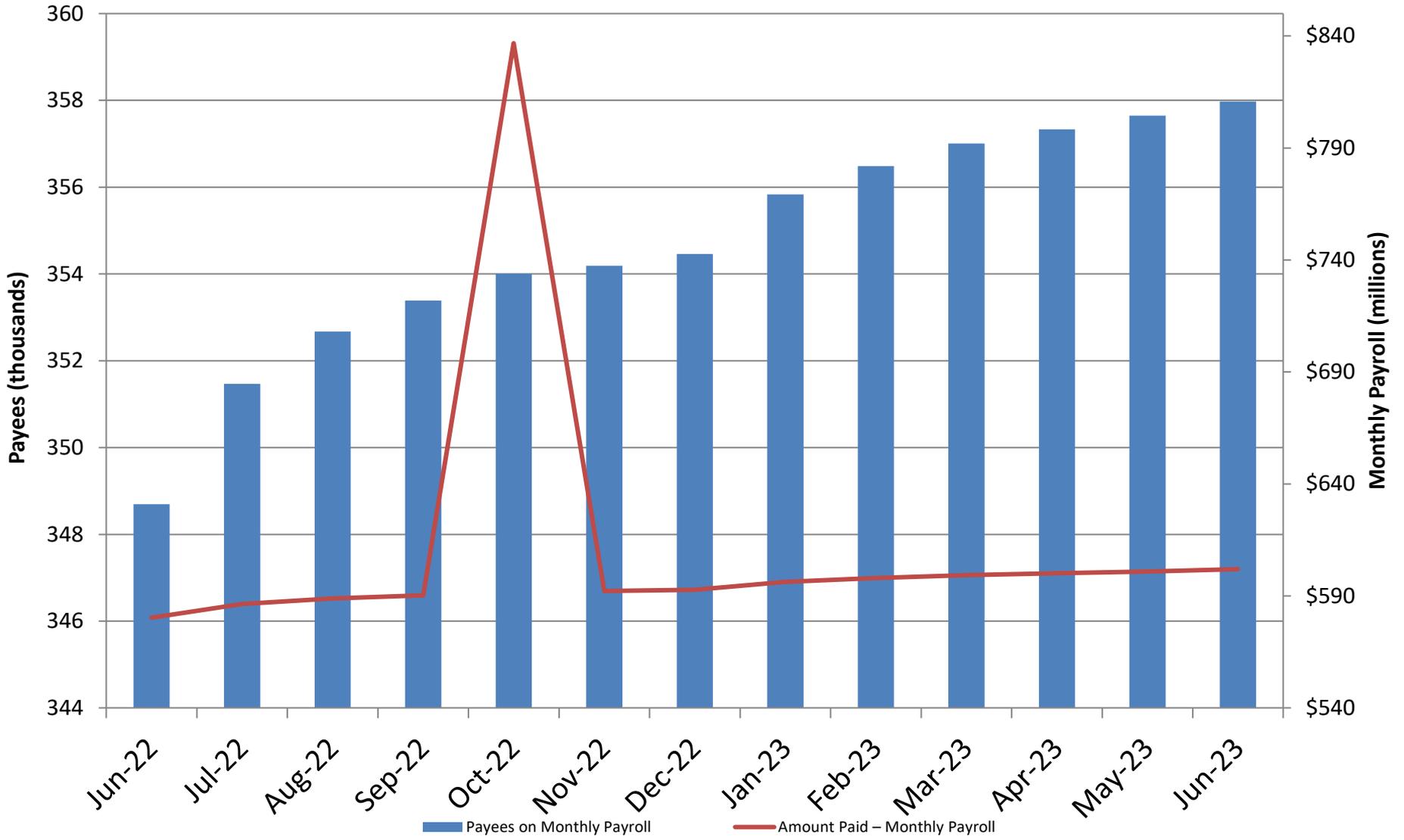


North Carolina  
Total Retirement Plans



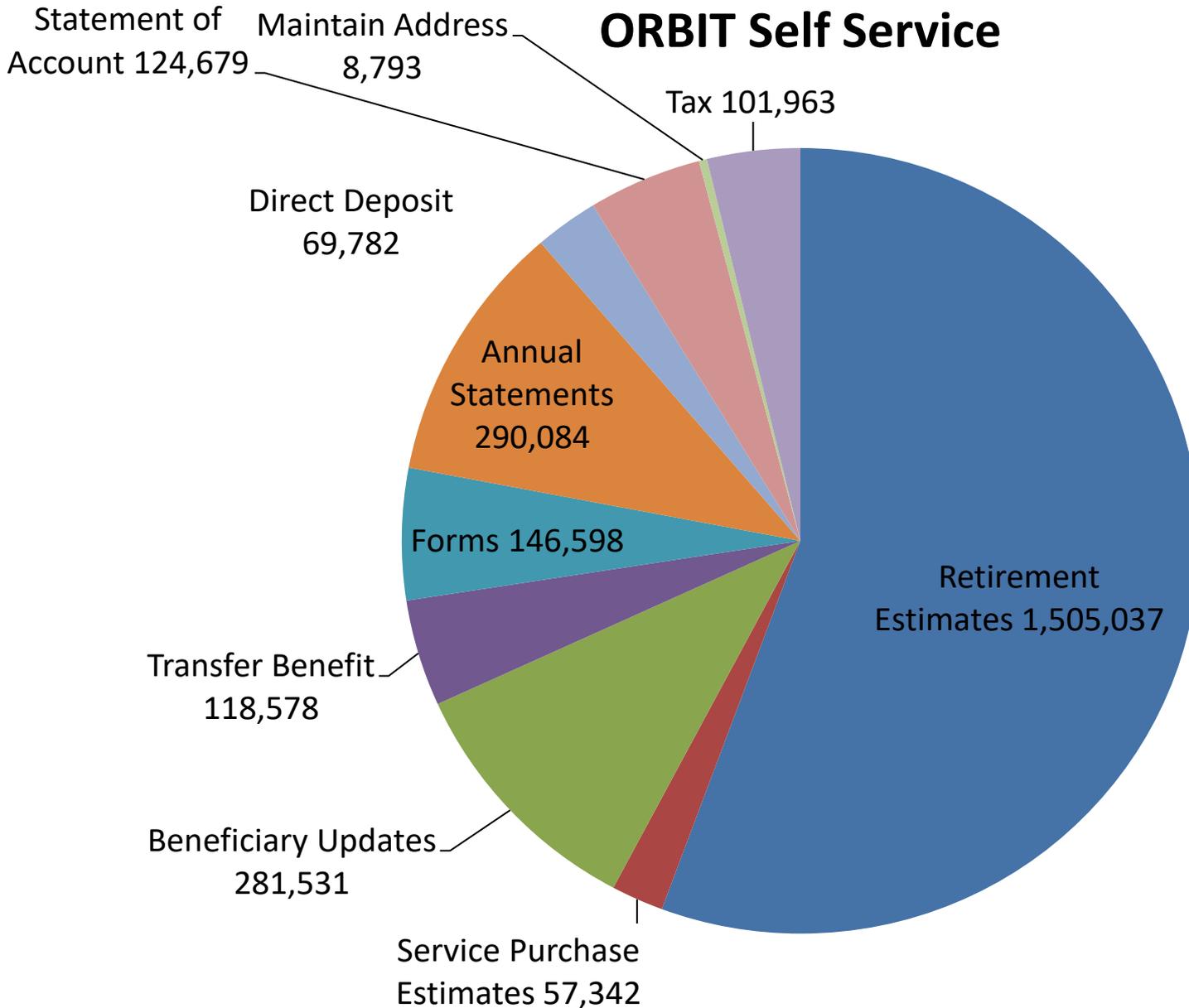
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# Payroll Processing - Monthly Payroll



# ORBIT Self Service

Data is for last 12 months.



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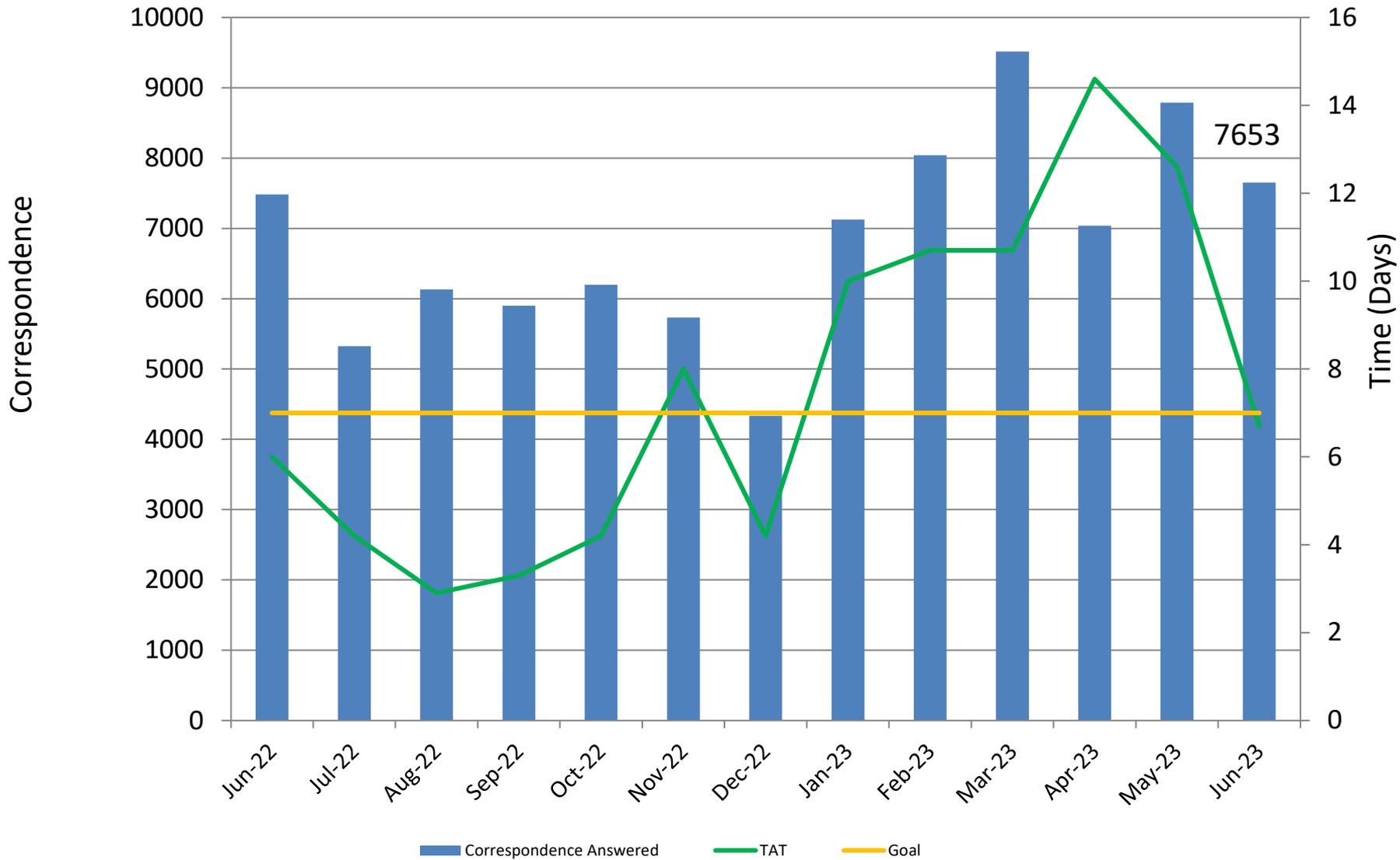
**North Carolina**  
Total Retirement Plans



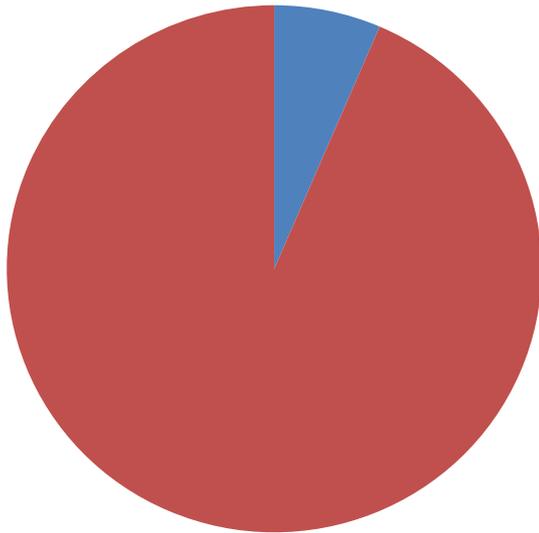
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# Member Services

# Educational Retirement Group - Correspondence



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



	Count Jul 2022 - YTD	Attendees Jul 2022 - YTD
Employer	12	572
Webinar	174	10,523
Total	186	11,095
Annual Goal	108	

■ Employer Meetings

■ Webinars



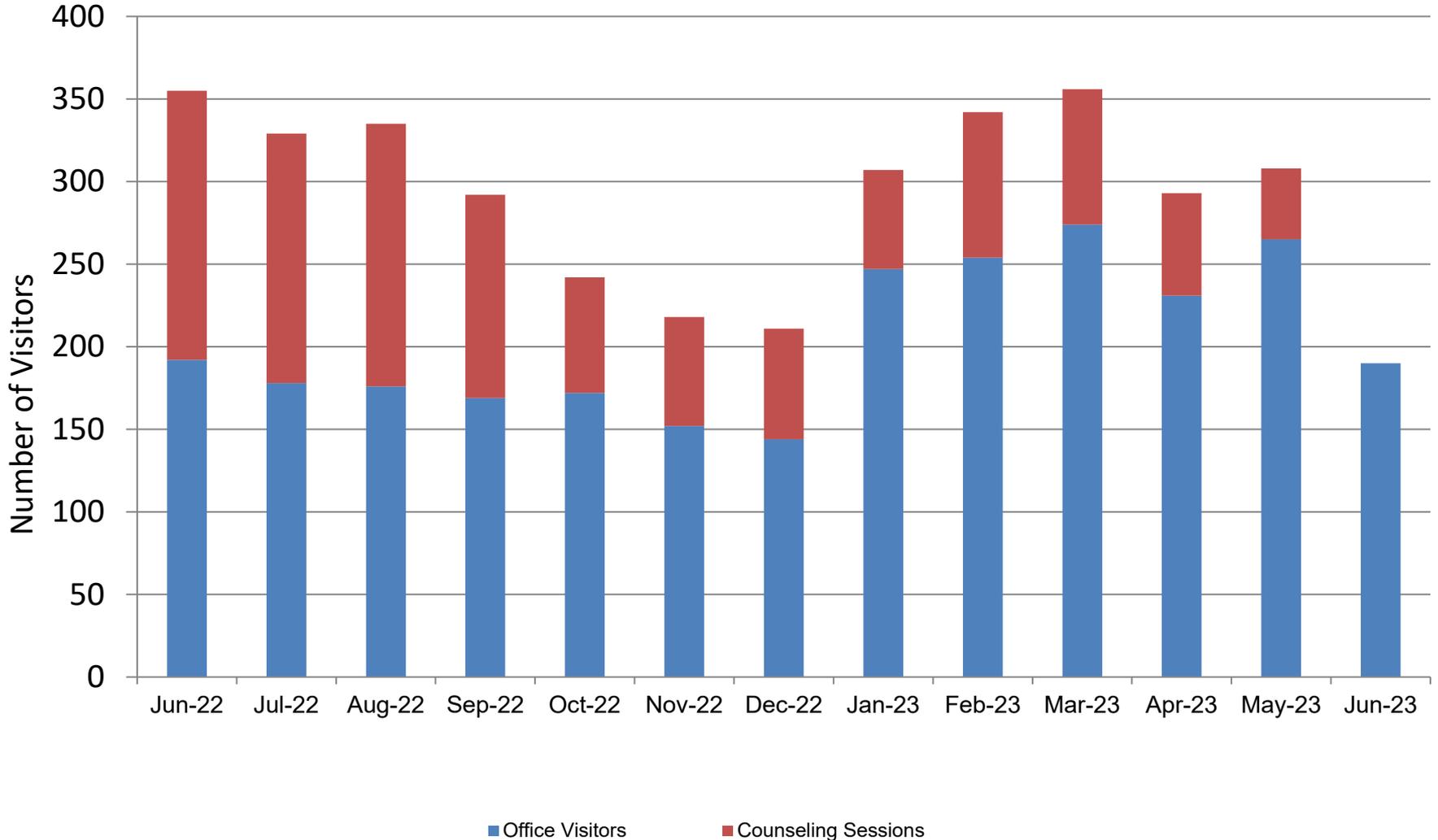
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FY 22/23 Counseling = 971  
Annual Goal = 2,480

# Educational Retirement Group - Visitors and Counseling Sessions

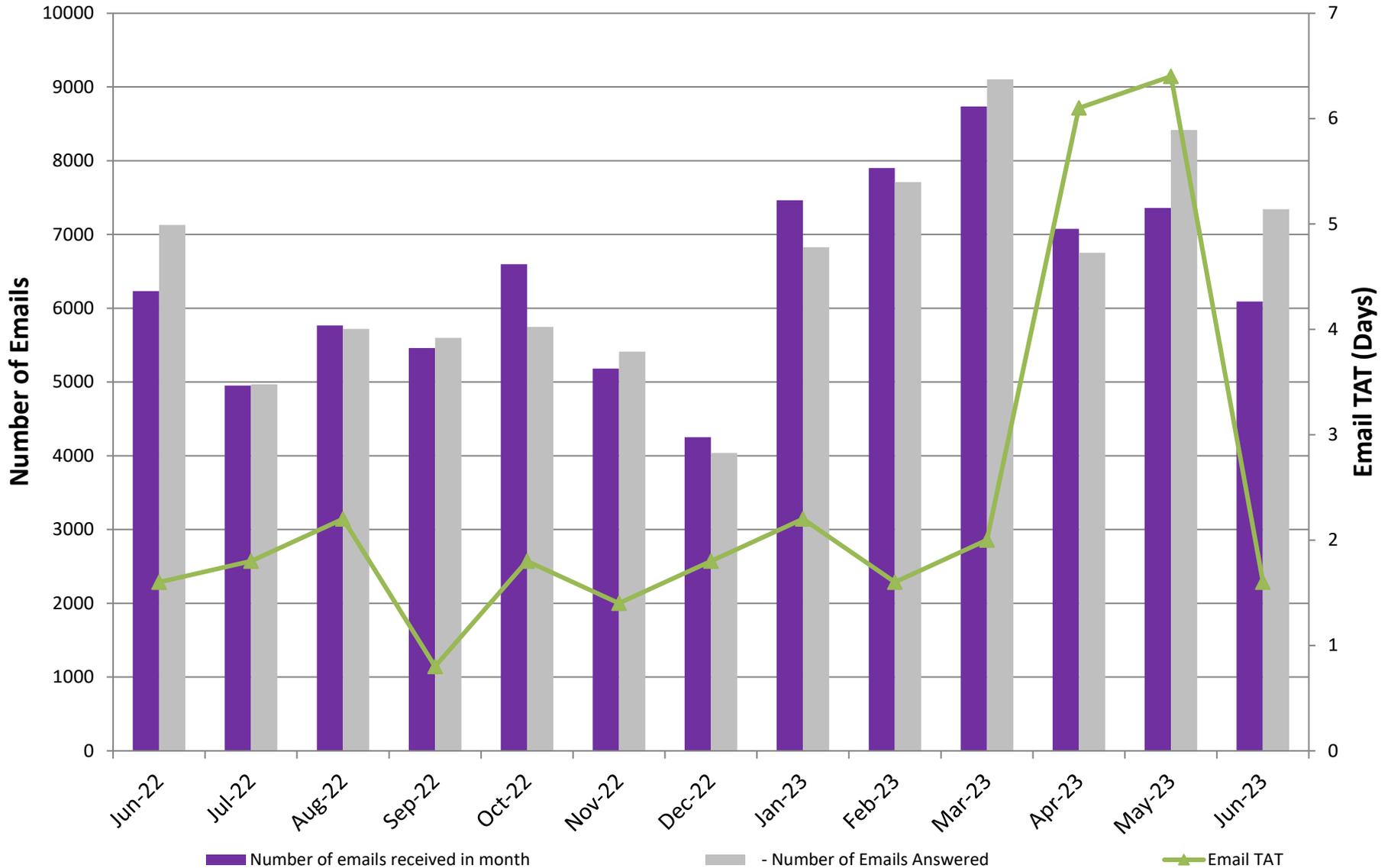


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# Member Services - Emails Received and Answered

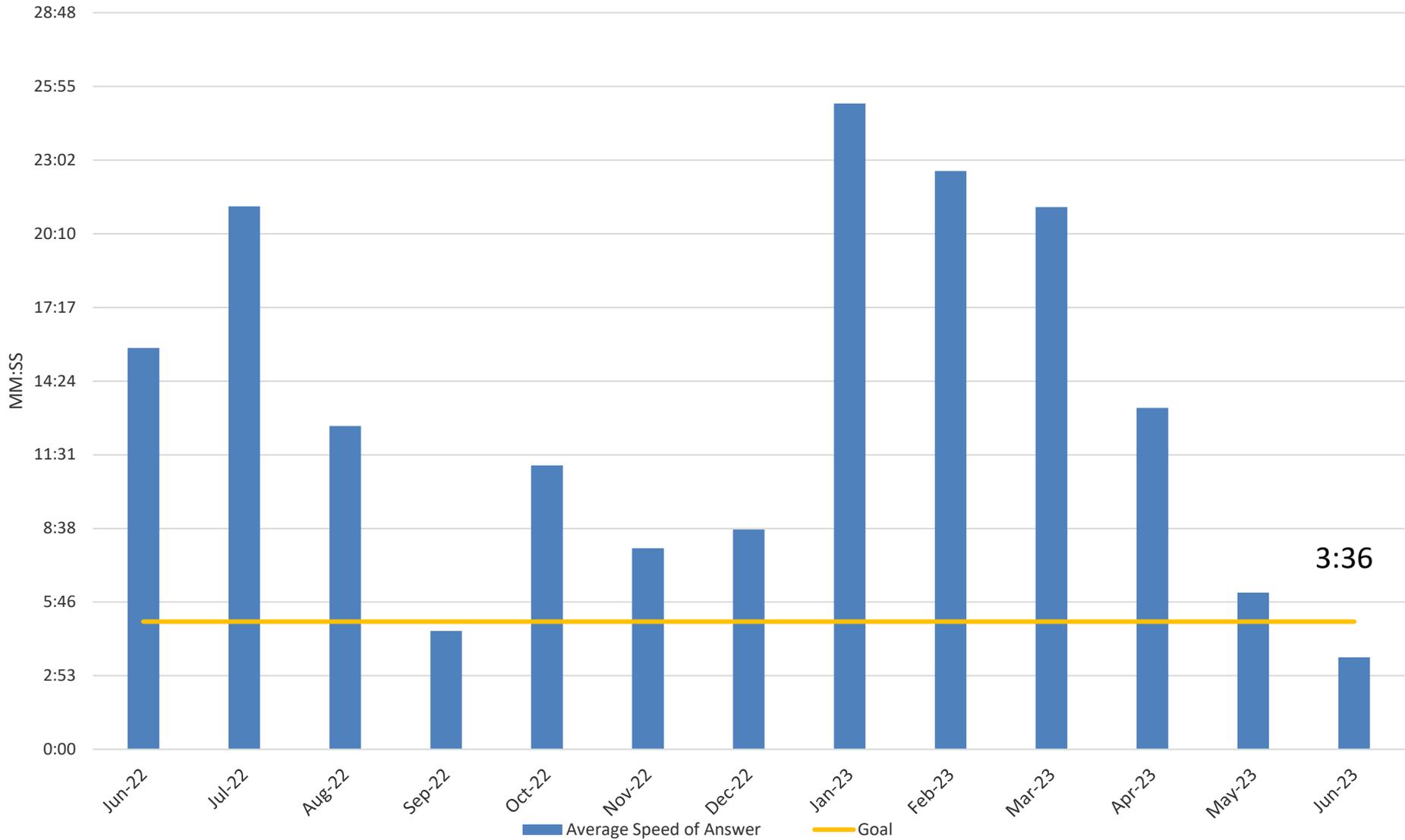


**North Carolina**  
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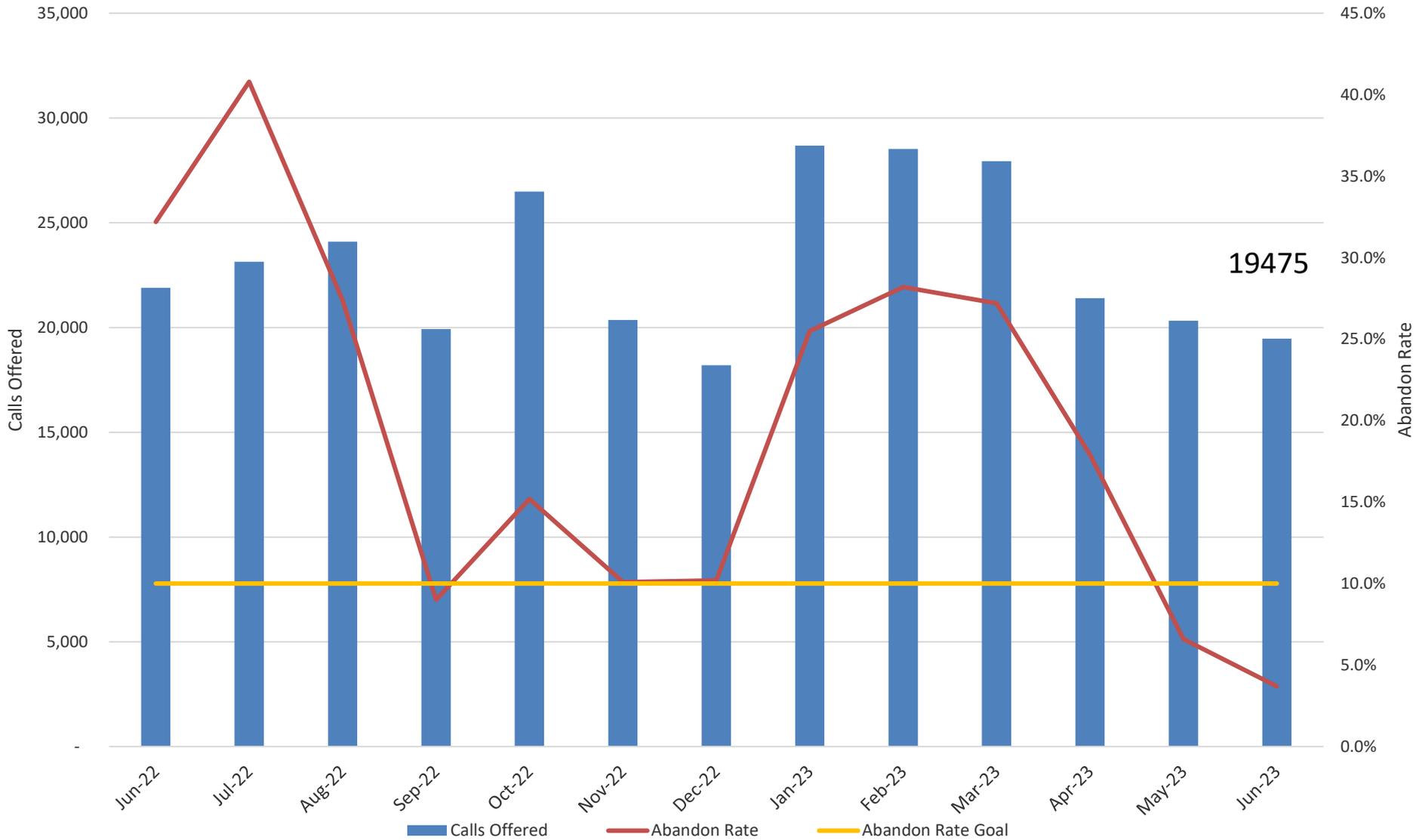


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# Call Center - Average Speed of Answer



# Call Center - Calls Offered and Abandoned





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# Policy, Planning & Compliance

## Contribution-Based Benefit Cap (CBBC) Liabilities

- 685 retirements since January 2015 have required an additional employer contribution based on the CBBC as of 07/10/2023
  - 269 invoices are for LGERS employers
  - 416 invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 07/10/2023 exceeds \$74.1 million
- Average invoice cost: \$108,260.63
  - CBBC liabilities range in cost from less than \$100 to more than \$800,000
- For 600 of the retirements, employers have paid required contributions in full
  - Total CBBC liabilities collected: exceeds \$62.1 million



# Thank you



Thomas G. Causey, Executive Director



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