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

BOARD OF TRUSTEES MEETING – October 2019

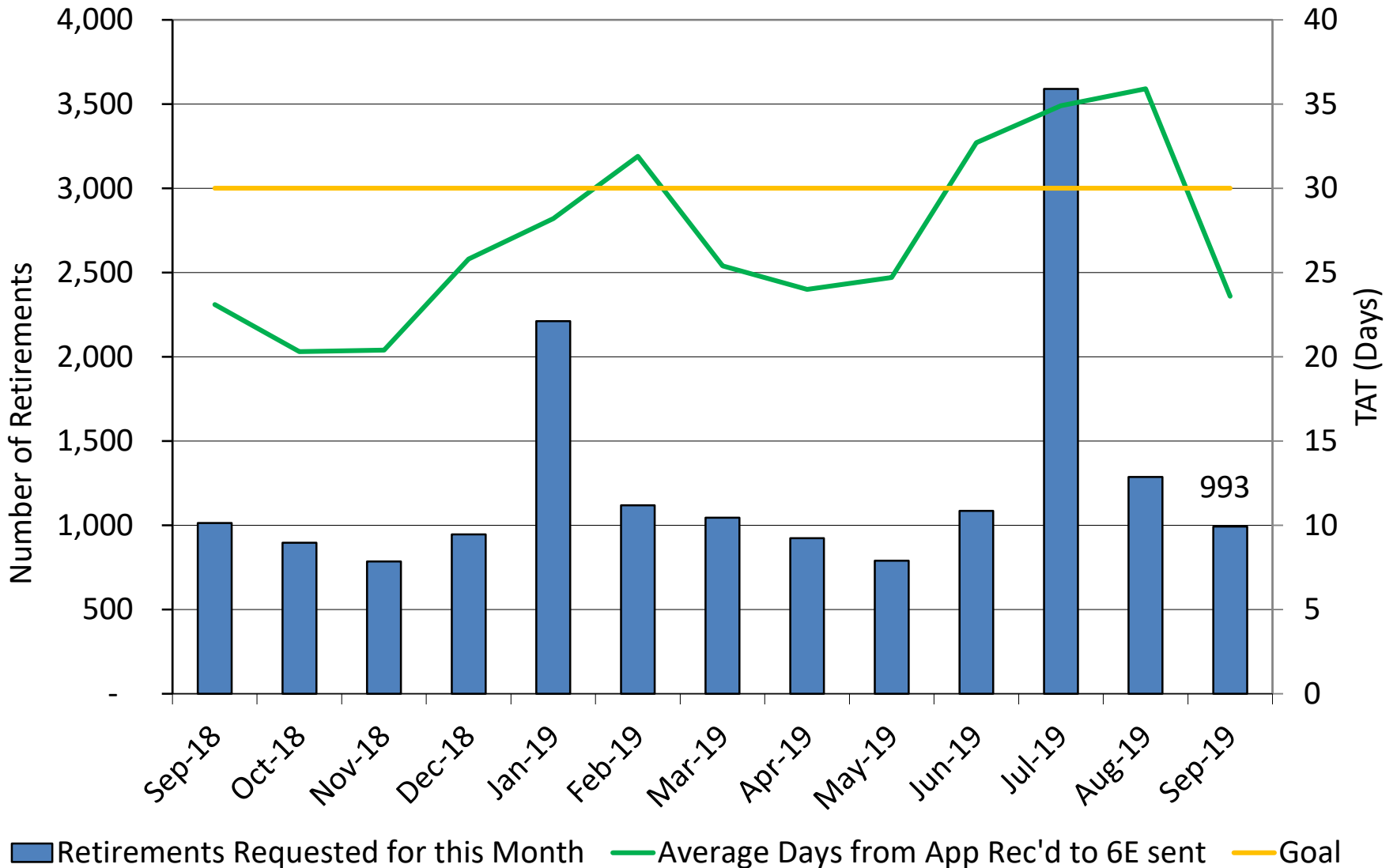**RSD Operations Update**

North Carolina
Total Retirement Plans

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

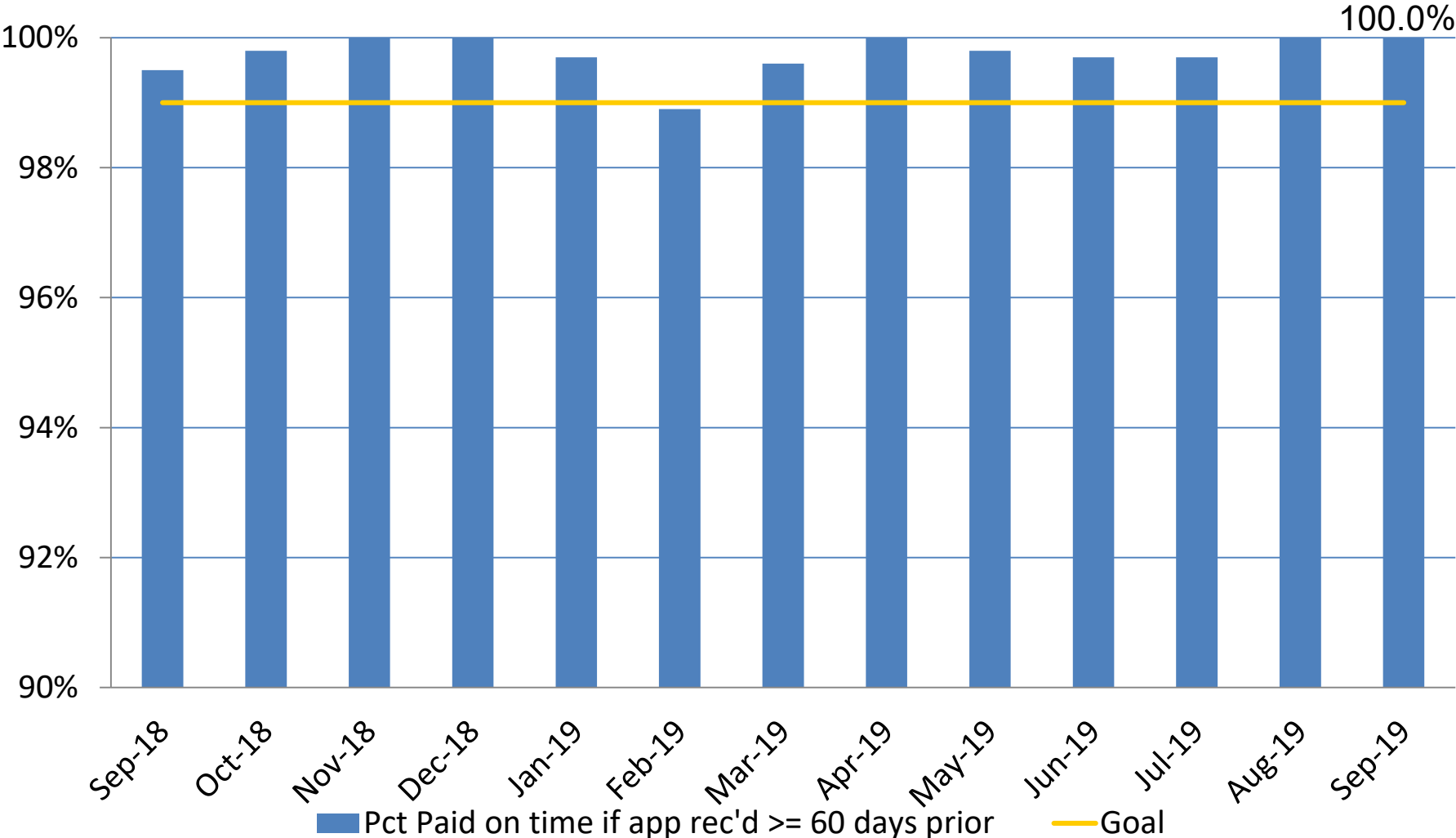# Operations

Retirement Processing - Retirements Requested, TAT

Retirement Processing - 60 Day Paid On Time Rate
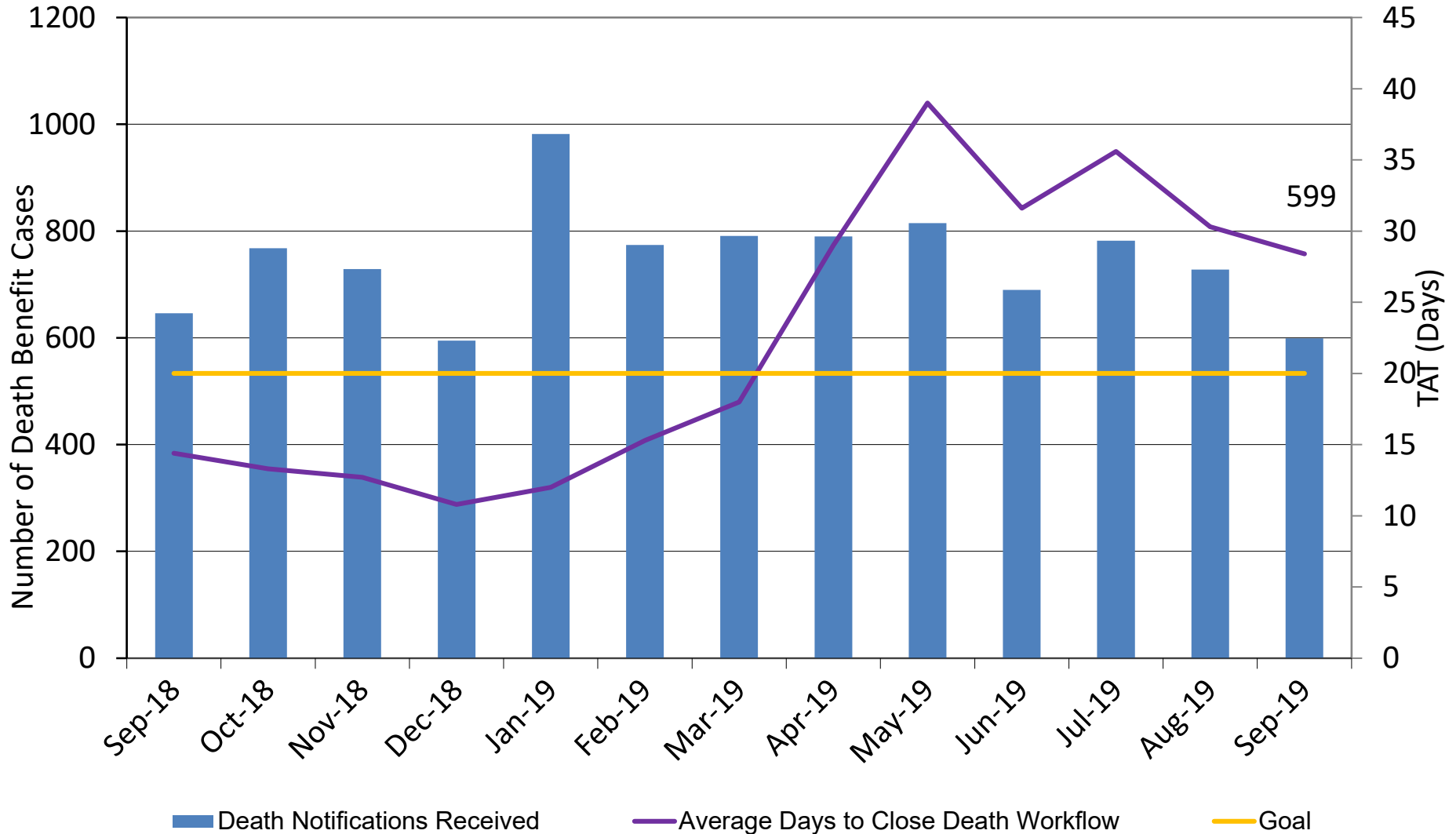

100.0%

Legend: ▇ Pct Paid on time if app rec'd >= 60 days prior — Goal

Benefit Processing - Death Notifications

Legend:
- Death Notifications Received
- Average Days to Close Death Workflow
- Goal

599

Benefit Processing - Disability Applications

Legend:
- Number of New Disability Applications Received
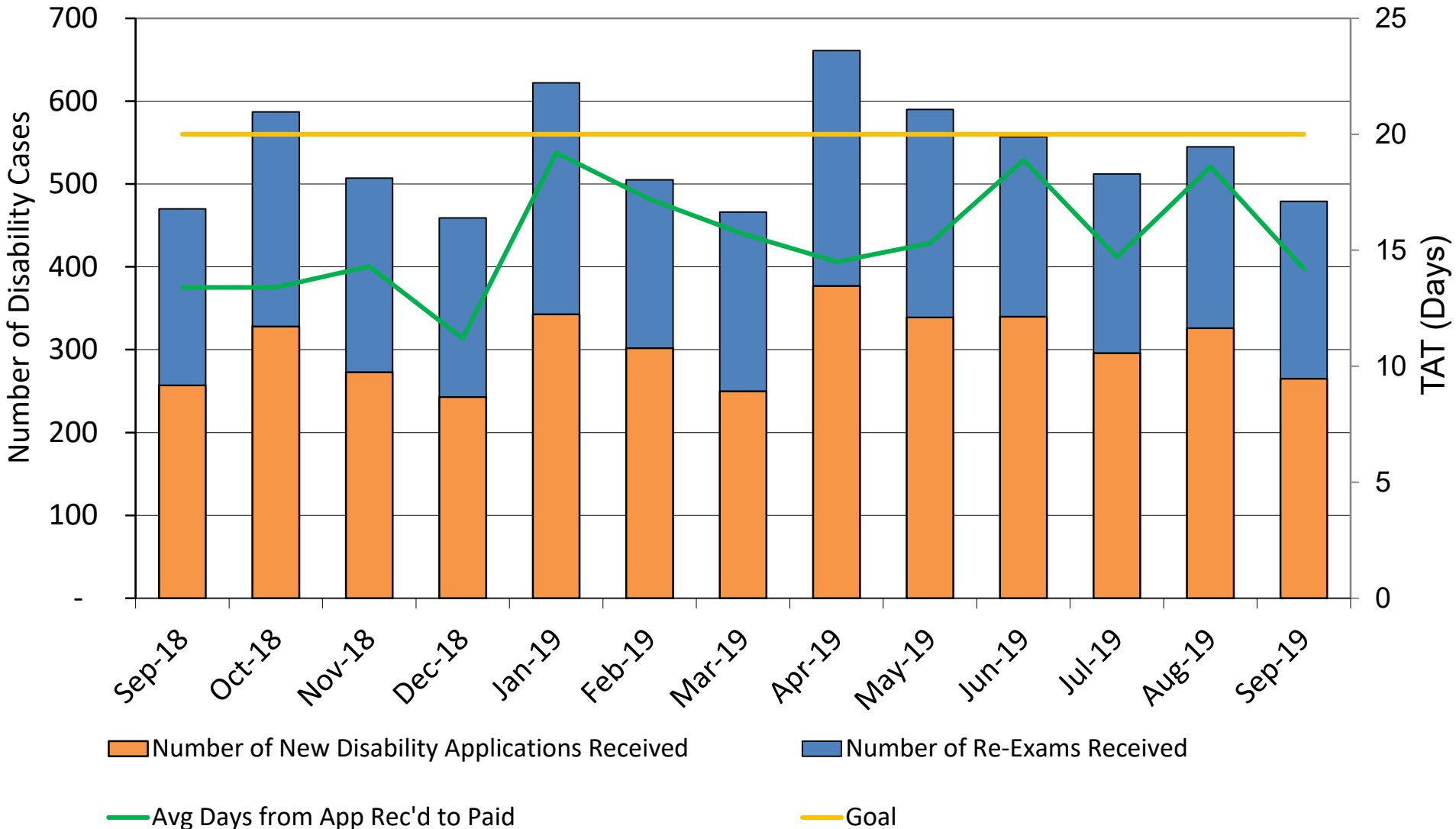- Number of Re-Exams Received
- Avg Days from App Rec'd to Paid
- Goal

North Carolina
Total Retirement Plans

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

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Benefit Processing - Refund Requests
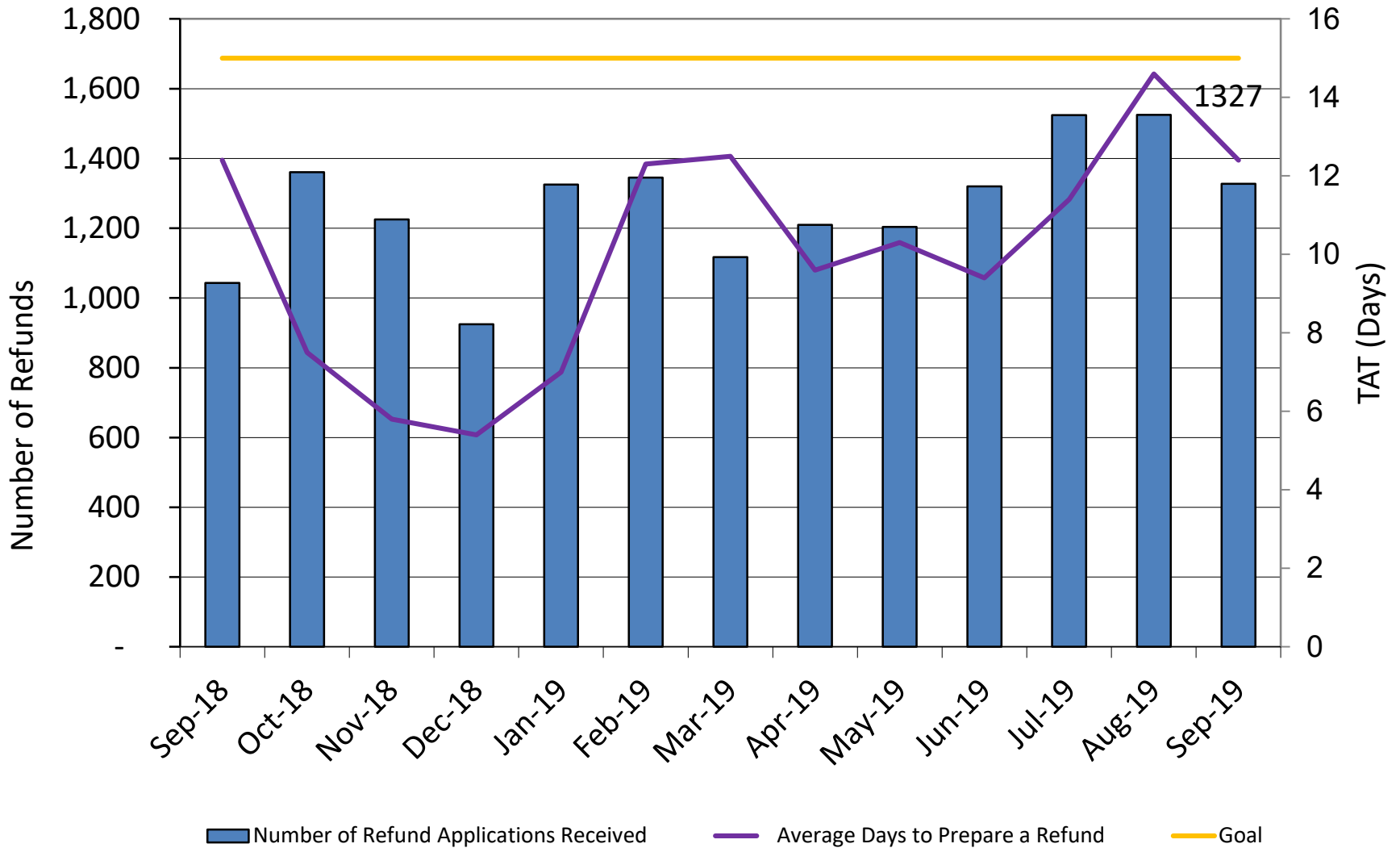
Legend: Number of Refund Applications Received | Average Days to Prepare a Refund | Goal

Payroll Processing - Monthly Payroll

ORBIT Self Service

Data is for last 12 months.

- Statement of Account 120,234
- Maintain Address 9,029
- Tax 72,220
- Direct Deposit 47,960
- Annual Statements 350,144
- Forms 162,908
- Transfer Benefit 124,329
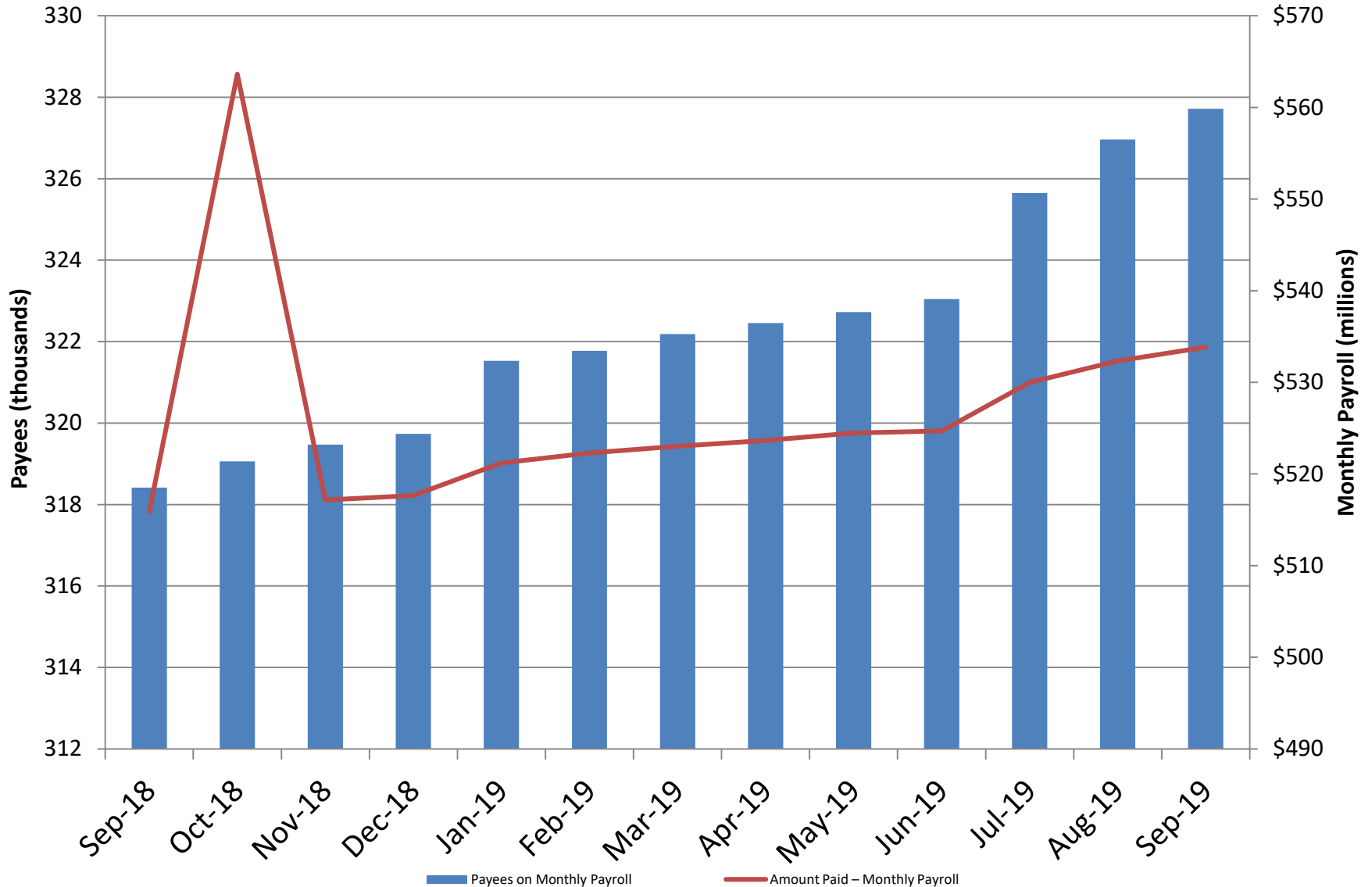- Beneficiary Updates 301,083
- Service Purchase Estimates 70,807
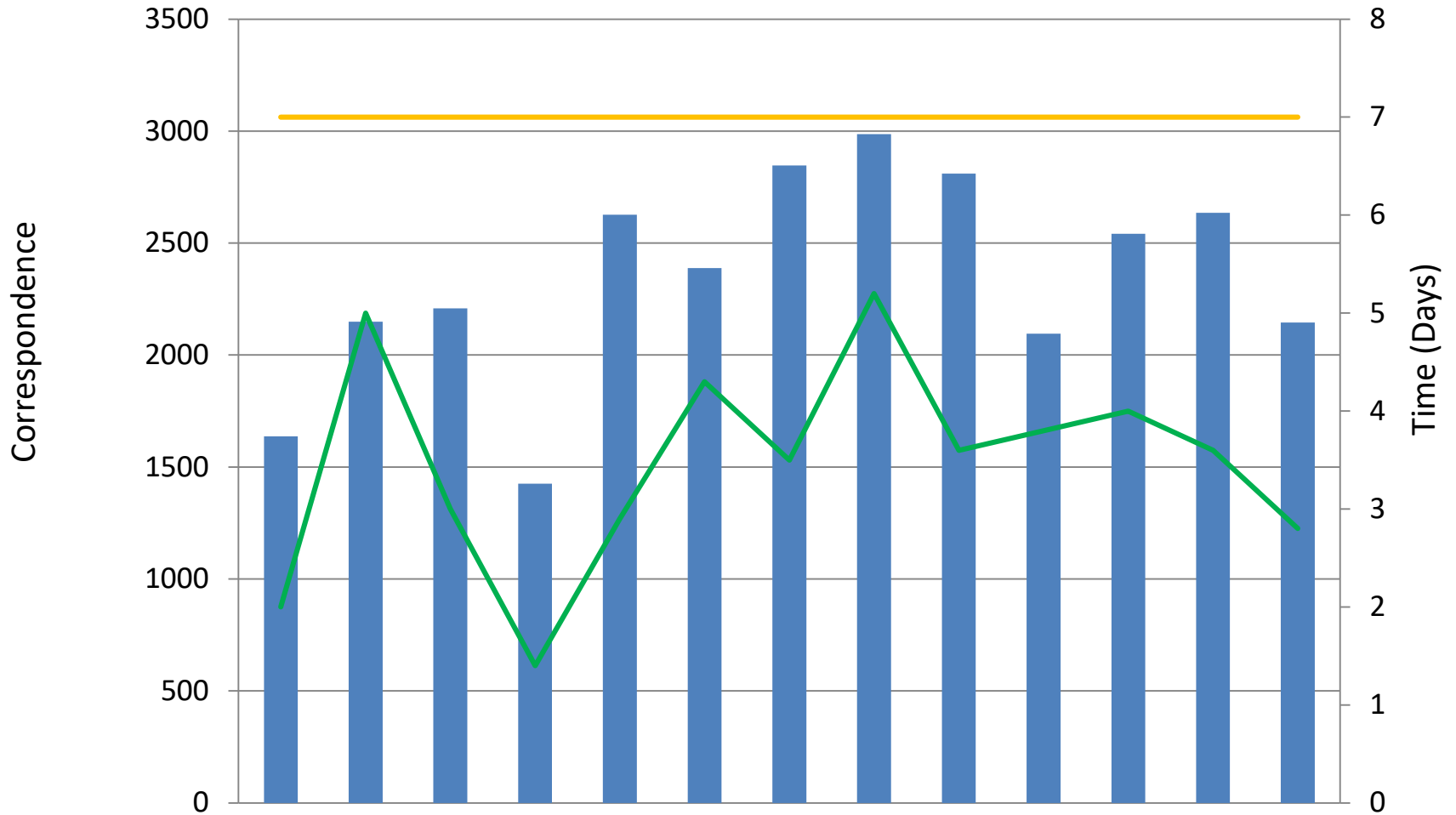- Retirement Estimates 1,527,598

North Carolina
Total Retirement Plans

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DALE R. FOLWELL, CPA

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Member Services

Educational Retirement Group - Correspondence

|	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Correspondence Answered	1637	2149	2209	1426	2627	2388	2847	2986	2810	2095	2542	2635	2145
TAT	2.0	5.0	3.0	1.4	2.9	4.3	3.5	5.2	3.6	3.8	4.0	3.6	2.8
Goal	7	7	7	7	7	7	7	7	7	7	7	7	7

North Carolina
Total Retirement Plans

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DALE R. FOLWELL, CPA

Educational Retirement Group – 2019/2020 Fiscal Year Meetings and Webinars
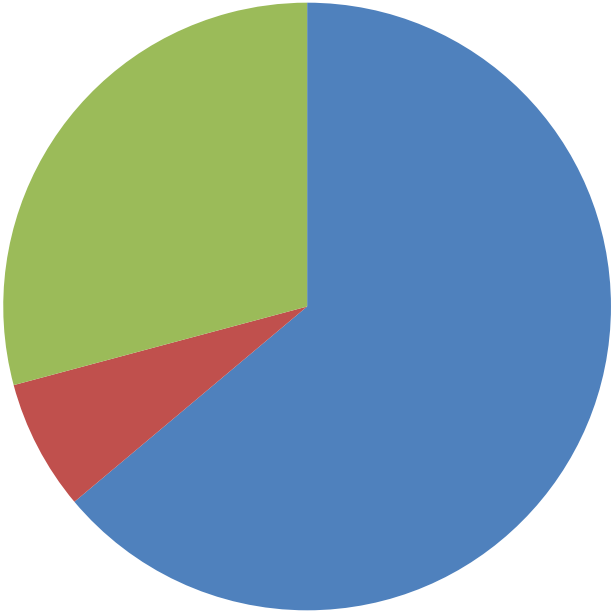
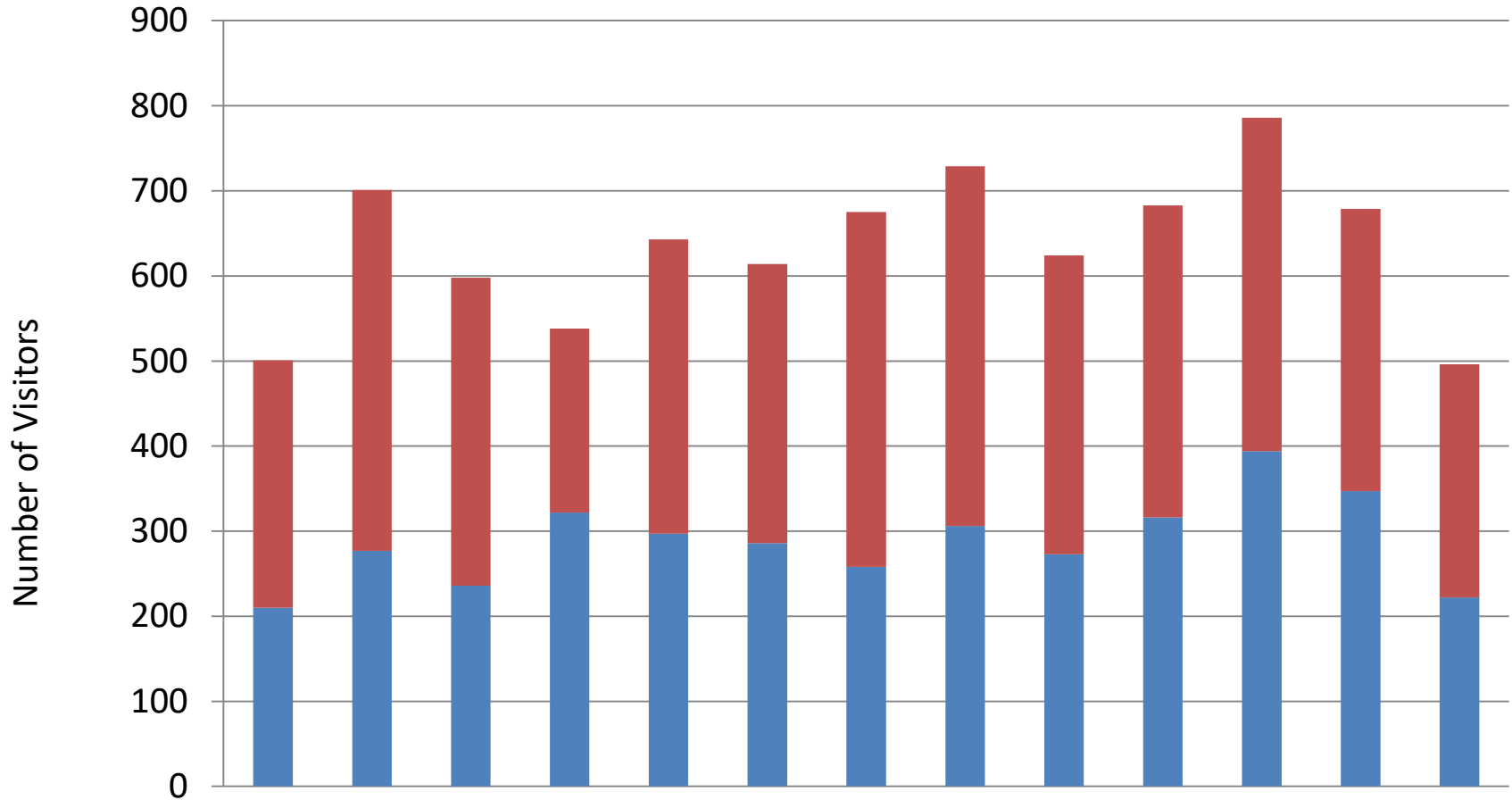|	Count July 2019 - YTD	Attendees July 2019 - YTD
Employee	46	2,619
Employer	5	104
Webinar	21	503
Total	72	3,226
Goal	210	

■ Employee Meetings ■ Employer Meetings ■ Webinars

Educational Retirement Group - Visitors and Counseling Sessions

FY 19/20 Counseling = 998
Annual Goal = 2,480

	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
■ Counseling Sessions	291	424	362	216	346	328	417	423	351	367	392	332	274
■ Office Visitors	210	277	236	322	297	286	258	306	273	316	394	347	222

Call Center - Service Level

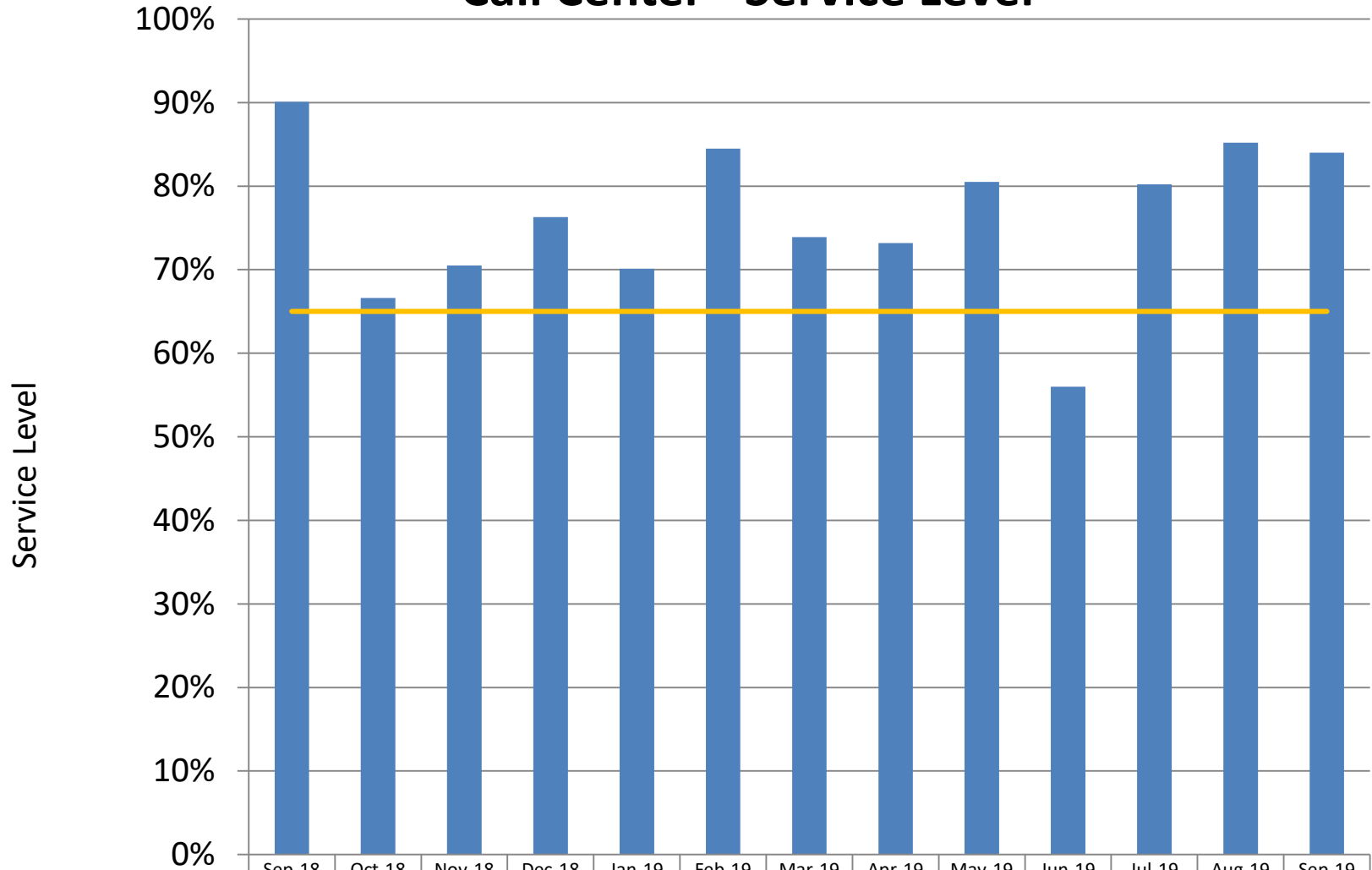|	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
% Calls Answered in 60 Sec	90.1%	66.6%	70.5%	76.3%	70.1%	84.5%	73.9%	73.2%	80.5%	56.0%	80.2%	85.2%	84.0%
Goal	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%
Avg Speed of Answer	0:20	1:22	1:14	0:52	1:10	0:30	0:53	0:59	0:40	1:39	0:52	0:31	0:34
Total Calls Offered	17,179	26,745	20,035	16,307	27,588	27,633	28,867	27,262	23,886	22,408	26,451	24,567	20,544

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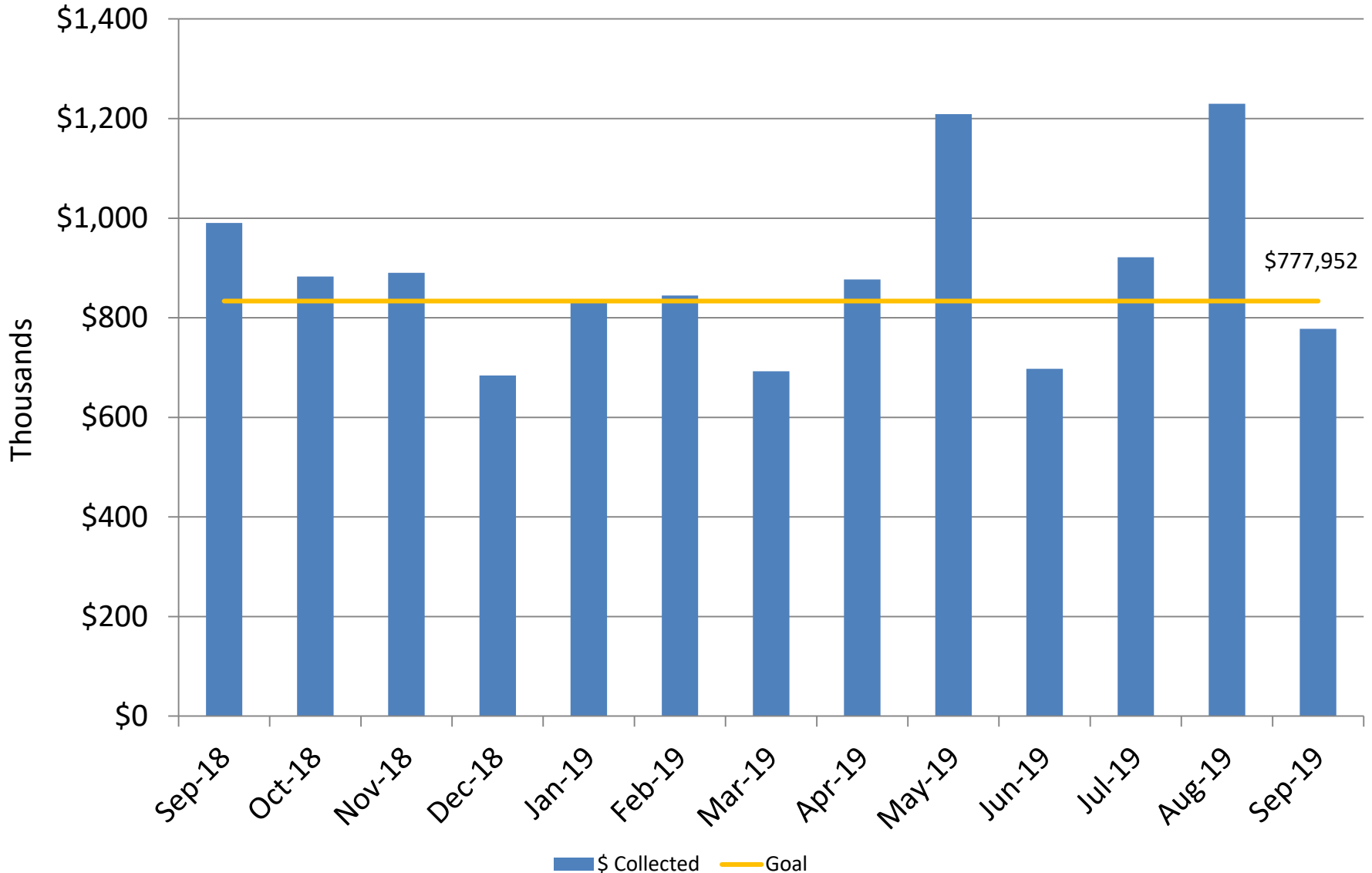
Policy, Planning & Compliance

Contribution-Based Benefit Cap (CBBC) Liabilities

- 266 retirements required an additional employer contribution based on the CBBC as of 10/3/2019
  - 94 Invoices are for LGERS employers
  - 172 Invoices are for TSERS employers

- Total CBBC liabilities invoiced as of 10/3/2019: > $26.6 million

- Average required CBBC contribution: $100,201
  - CBBC liabilities range in cost from less than $100 to more than $600,000

- 225 employers have paid in full
  - Two employers have entered into an installment payment plan
  - Total CBBC liabilities collected: exceeds $20.4 million

Overpayments - Amount Collected

Collected in past 13 months: $11,531,208

$777,952

Legend: $ Collected (blue bars), Goal (yellow line)

X-axis: Sep-18, Oct-18, Nov-18, Dec-18, Jan-19, Feb-19, Mar-19, Apr-19, May-19, Jun-19, Jul-19, Aug-19, Sep-19

Y-axis (Thousands): $0, $200, $400, $600, $800, $1,000, $1,200, $1,400