



***TEACHERS' AND STATE EMPLOYEES' RETIREMENT SYSTEM & LOCAL  
GOVERNMENTAL EMPLOYEES' RETIREMENT SYSTEM  
BOARD OF TRUSTEES MEETING – JULY 30, 2020***

## **RSD Operations Update**



**North Carolina**  
Total Retirement Plans



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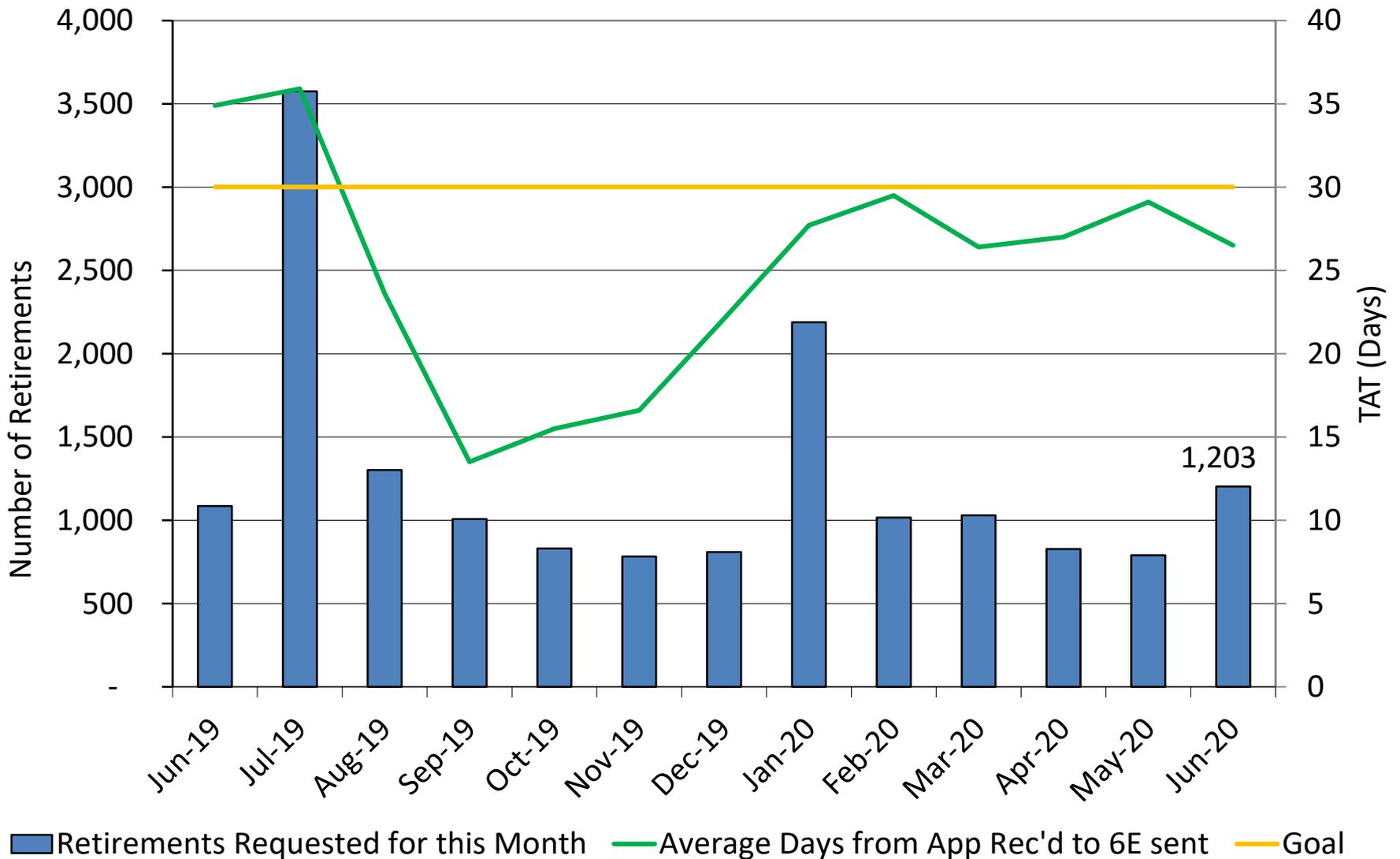
**North Carolina**  
Total Retirement Plans



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# Operations

# Retirement Processing - Retirements Requested, TAT

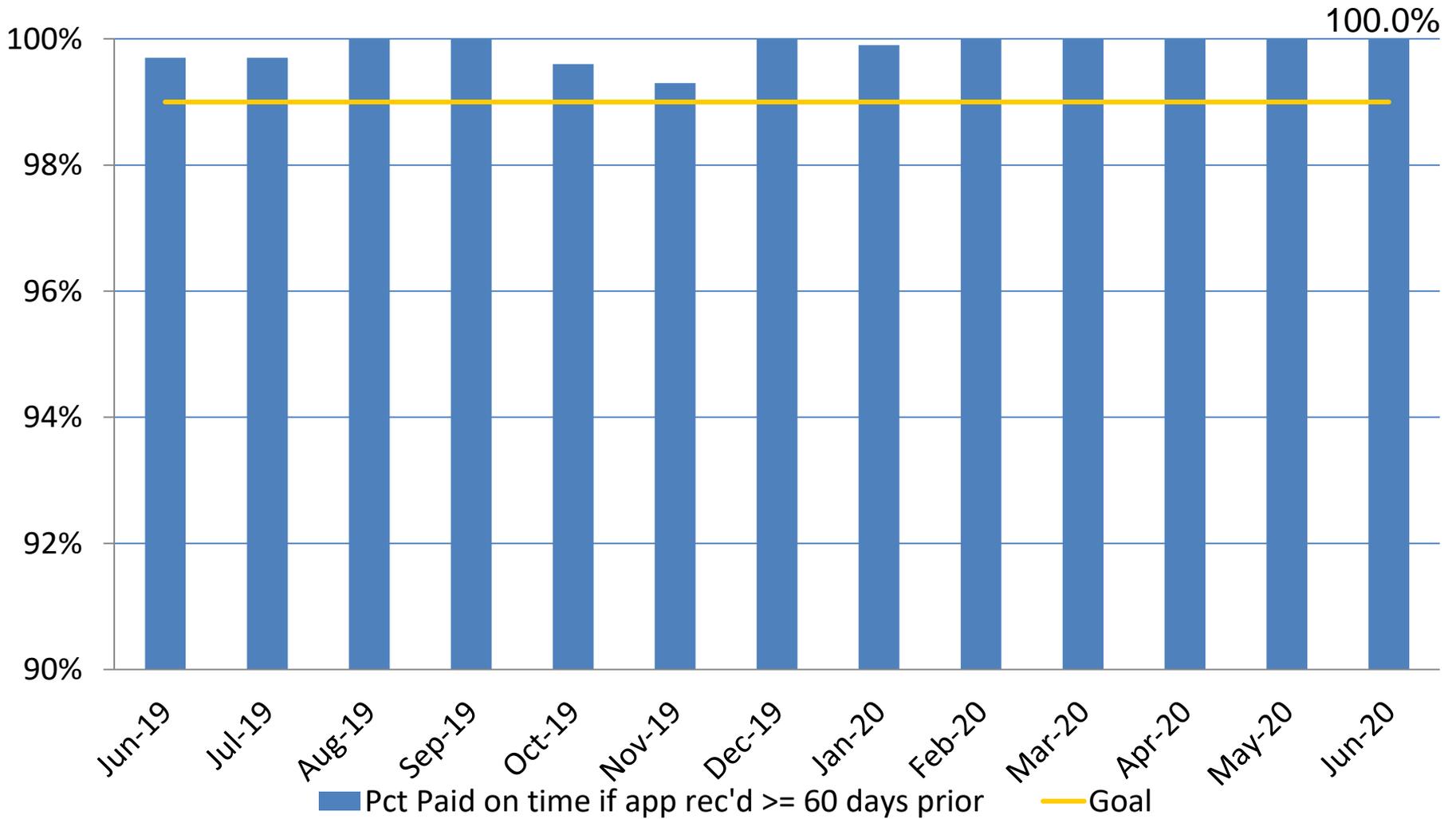


North Carolina  
Total Retirement Plans



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# Retirement Processing - 60 Day Paid On Time Rate

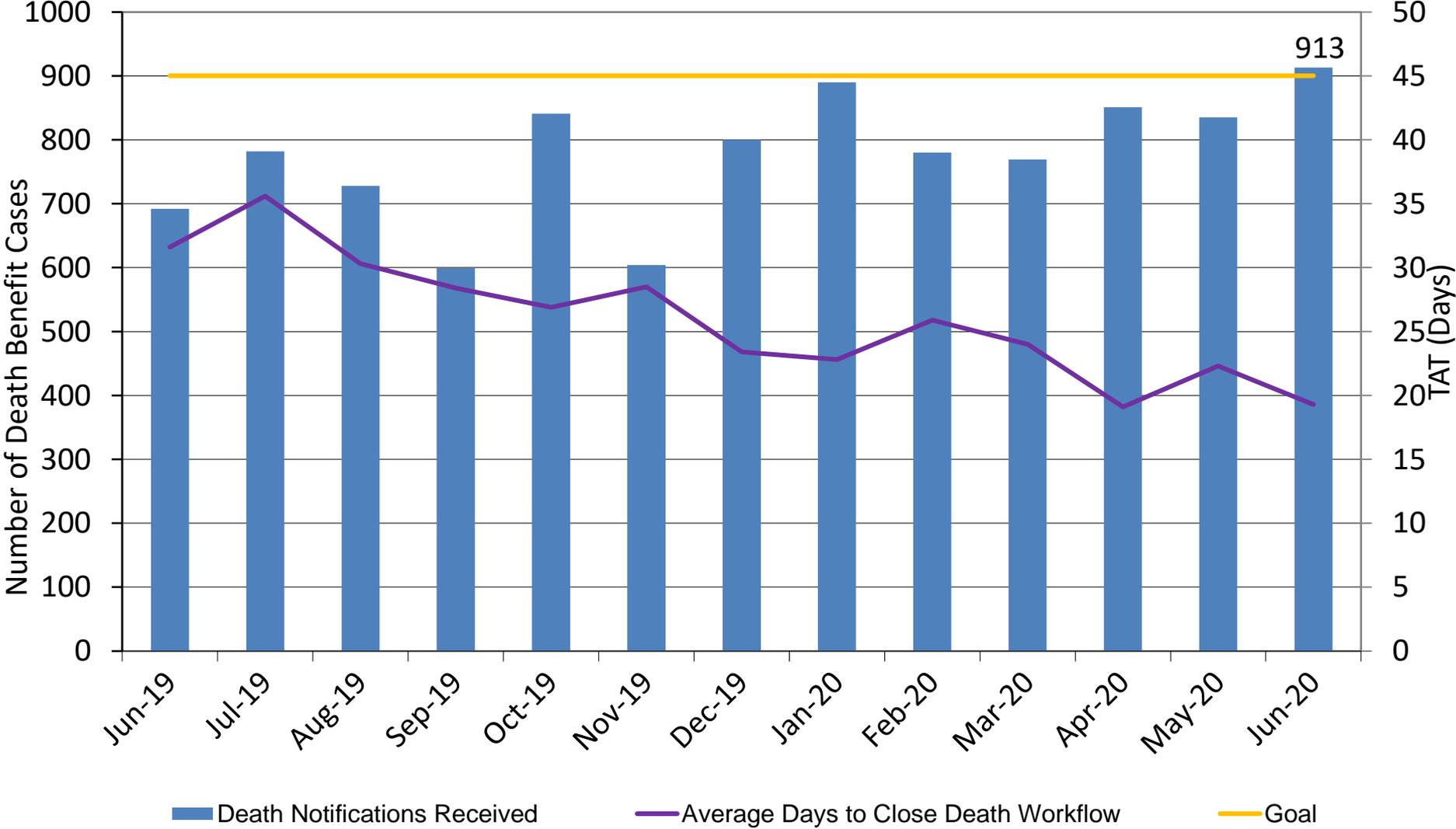


North Carolina  
Total Retirement Plans

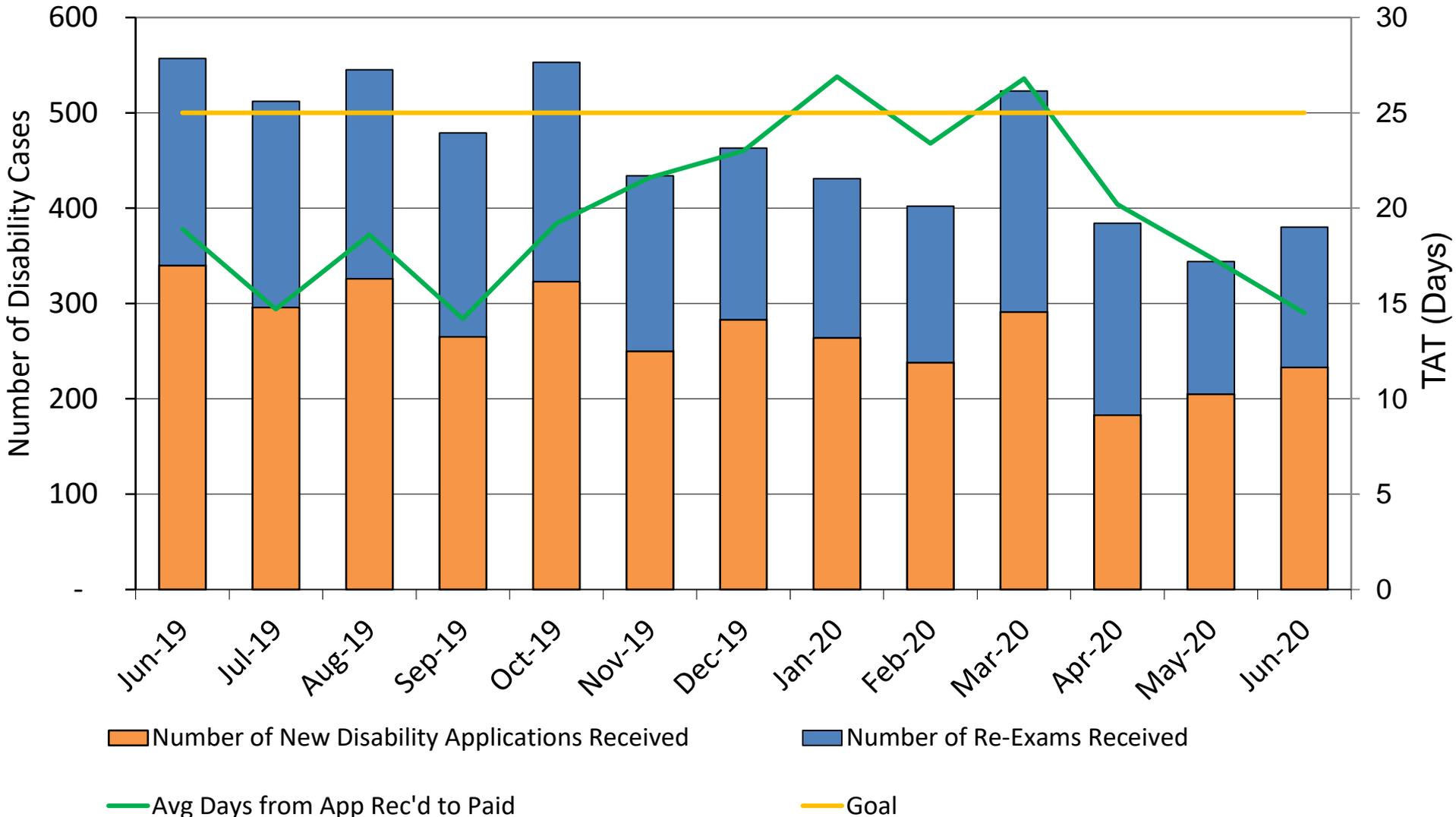


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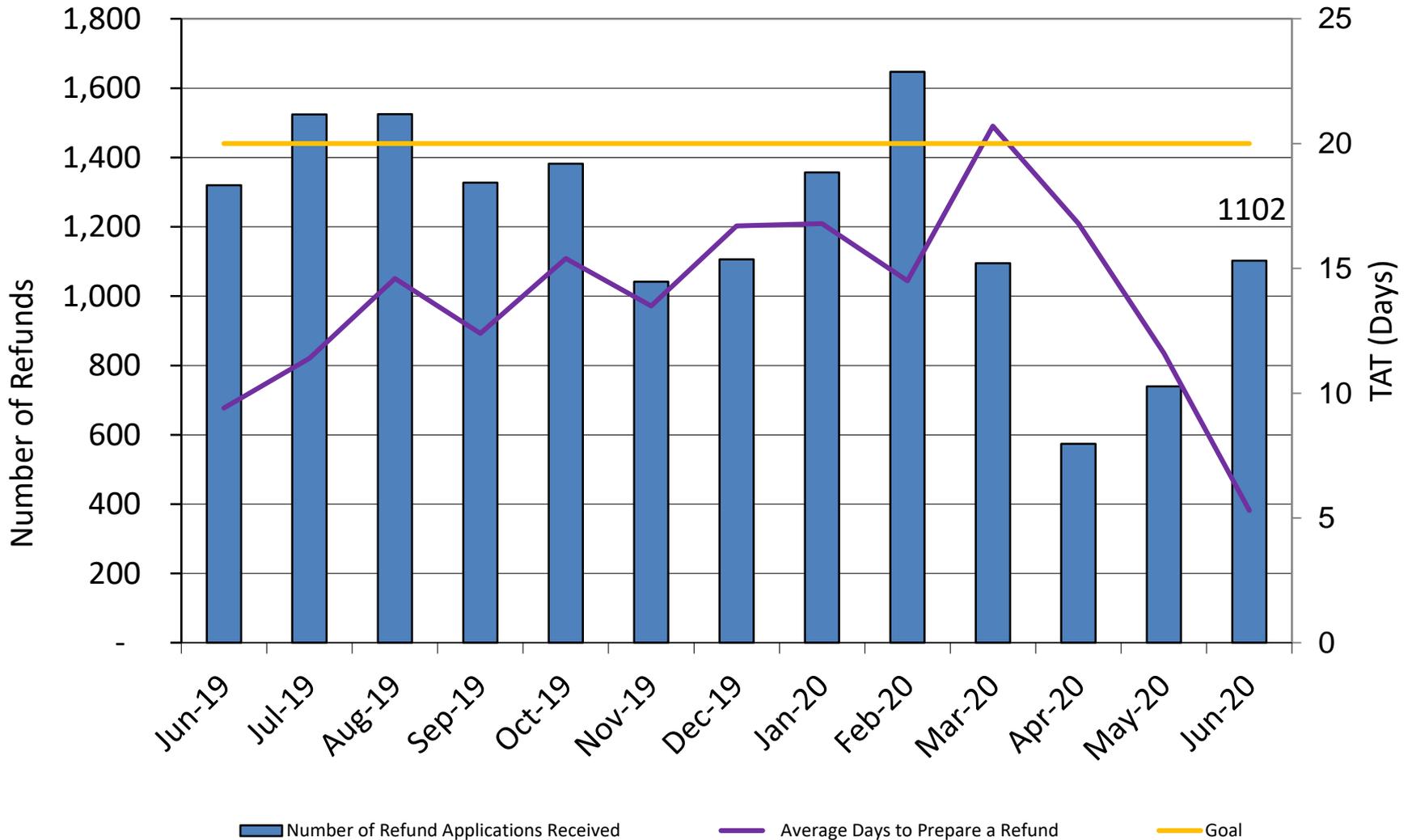
# Benefit Processing - Death Notifications



# Benefit Processing - Disability Applications



# Benefit Processing - Refund Requests

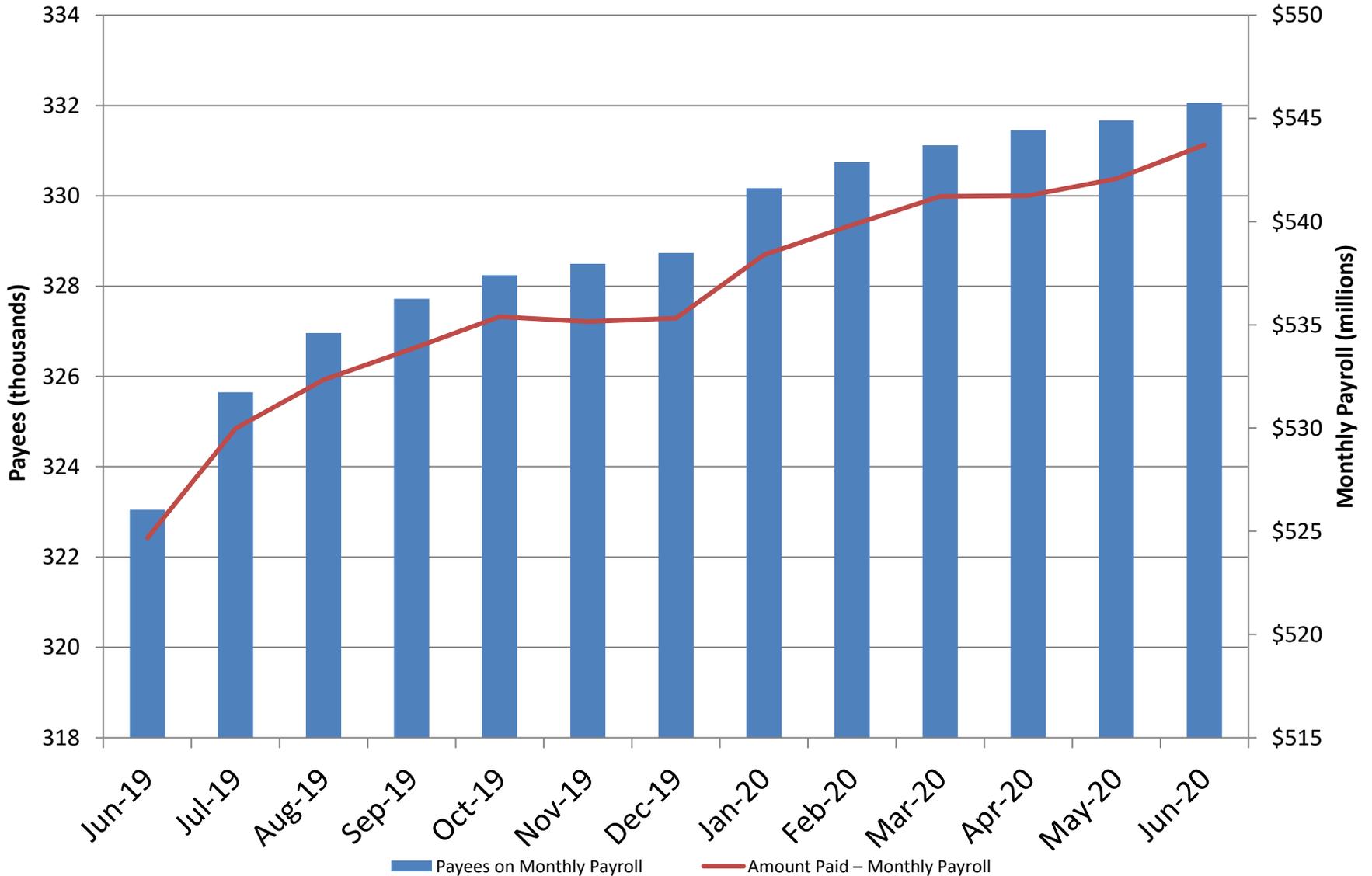


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# Payroll Processing - Monthly Payroll



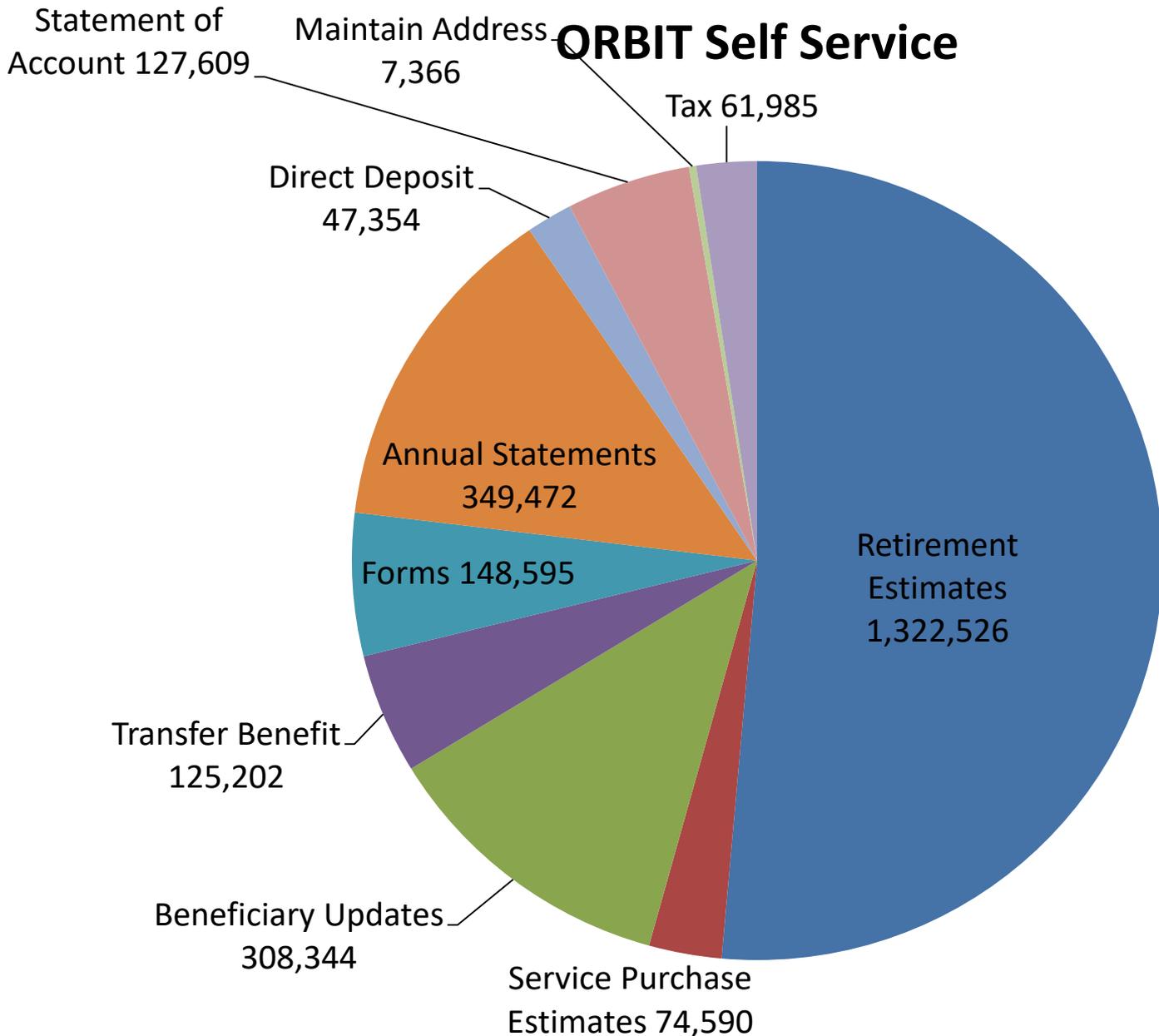
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# ORBIT Self Service

Data is for last 12 months.



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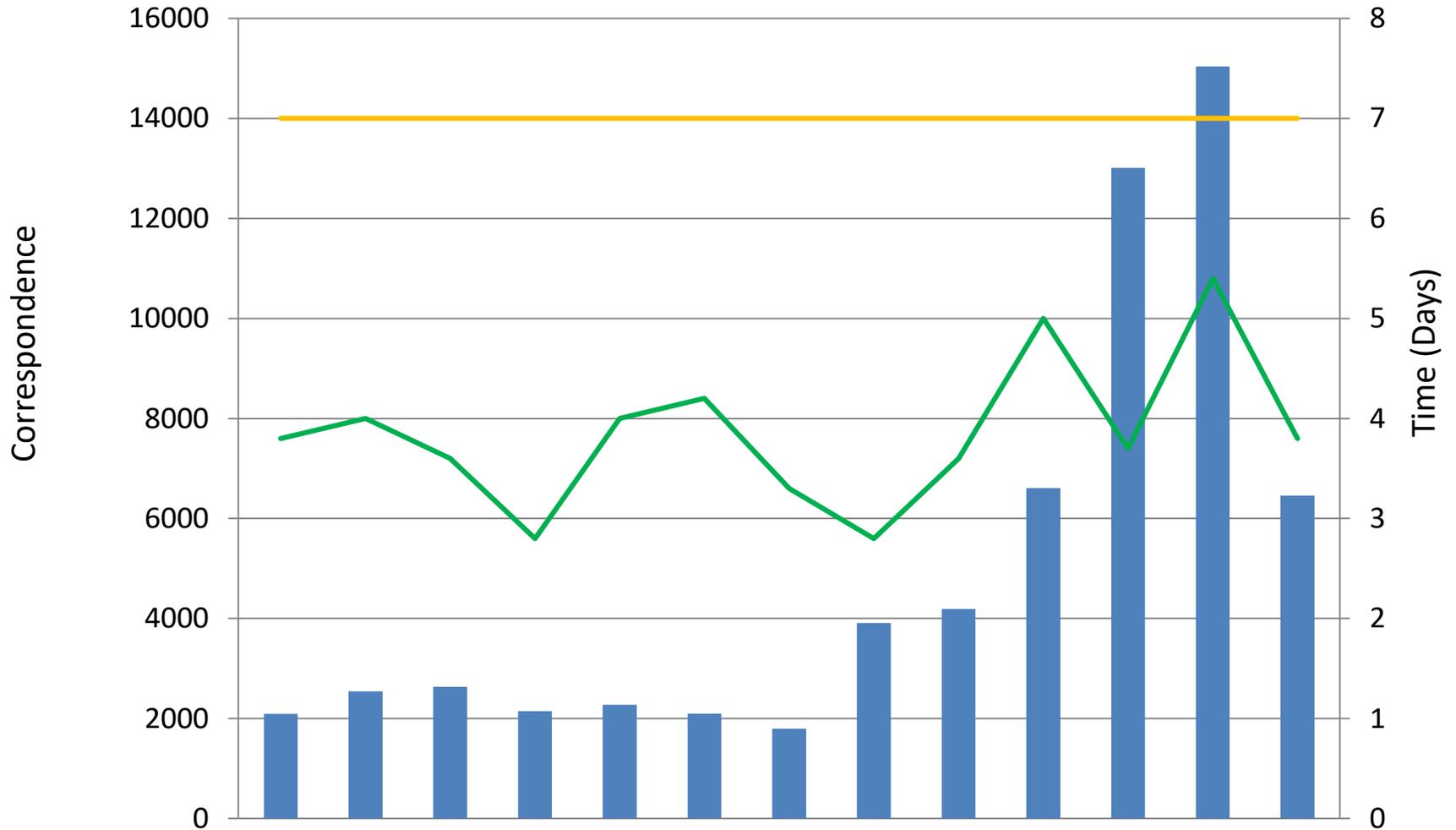
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# Member Services

# Educational Retirement Group - Correspondence



	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Correspondence Answered	2095	2542	2635	2145	2275	2097	1797	3911	4190	6610	13012	15039	6456
TAT	3.8	4.0	3.6	2.8	4.0	4.2	3.3	2.8	3.6	5.0	3.7	5.4	3.8
Goal	7	7	7	7	7	7	7	7	7	7	7	7	7

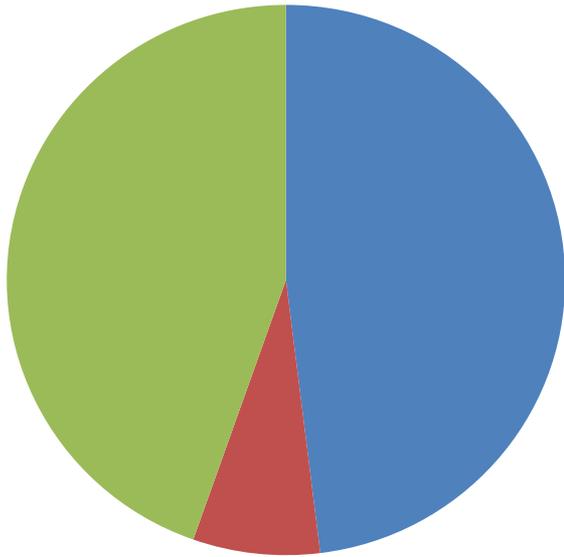


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## Educational Retirement Group – 2019/2020 Fiscal Year Meetings and Webinars



	Count Jul 2019 - YTD	Attendees Jul 2019 - YTD
Employee	98	6,403
Employer	15	364
Webinar	91	2,969
Total	204	9,736
Annual Goal	190	

■ Employee Meetings ■ Employer Meetings ■ Webinars



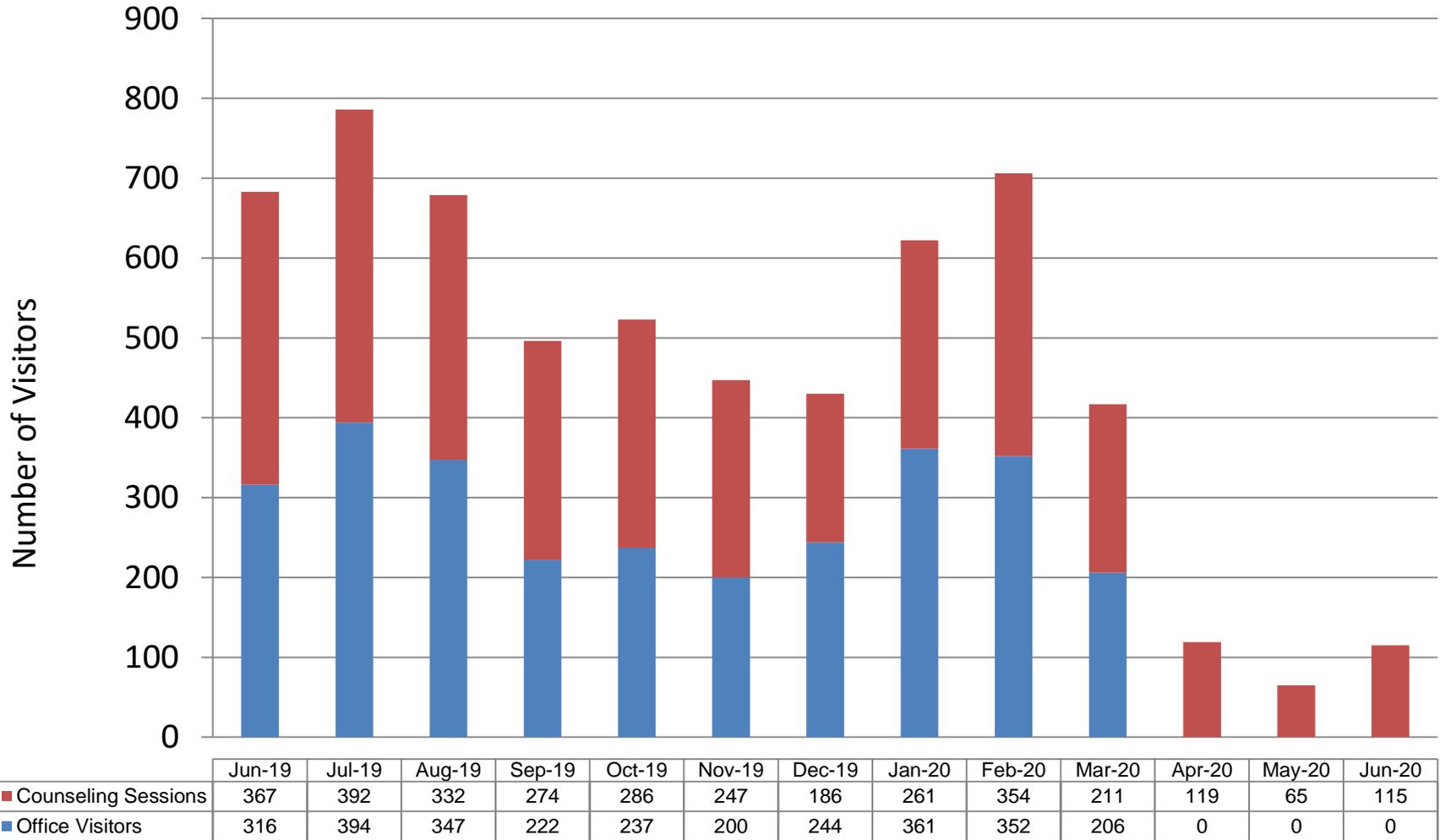
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FY 19/20 Counseling = 2,842  
 Annual Goal = 2,480

# Educational Retirement Group - Visitors and Counseling Sessions

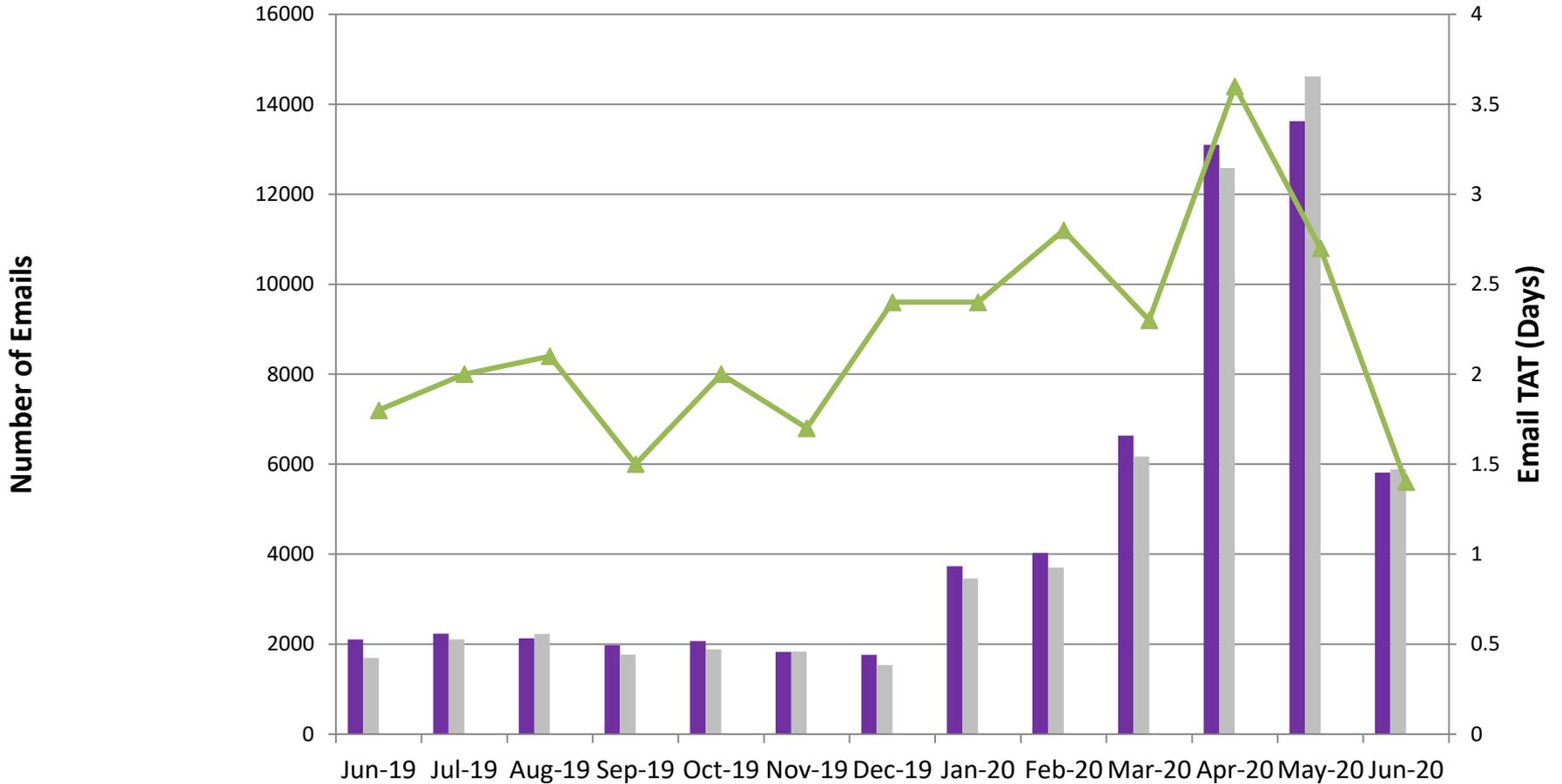


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## Member Services - Emails Received and Answered



	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
■ Emails Received	2102	2231	2129	1978	2070	1827	1763	3728	4026	6631	13095	13626	5809
■ Emails Answered	1692	2107	2228	1768	1885	1834	1535	3463	3702	6167	12581	14616	5886
ERG email responses										2904	3525	3510	2212
Call Center email responses										3263	9056	11106	3674
▲ Email TAT	1.8	2.0	2.1	1.5	2.0	1.7	2.4	2.4	2.8	2.3	3.6	2.7	1.4

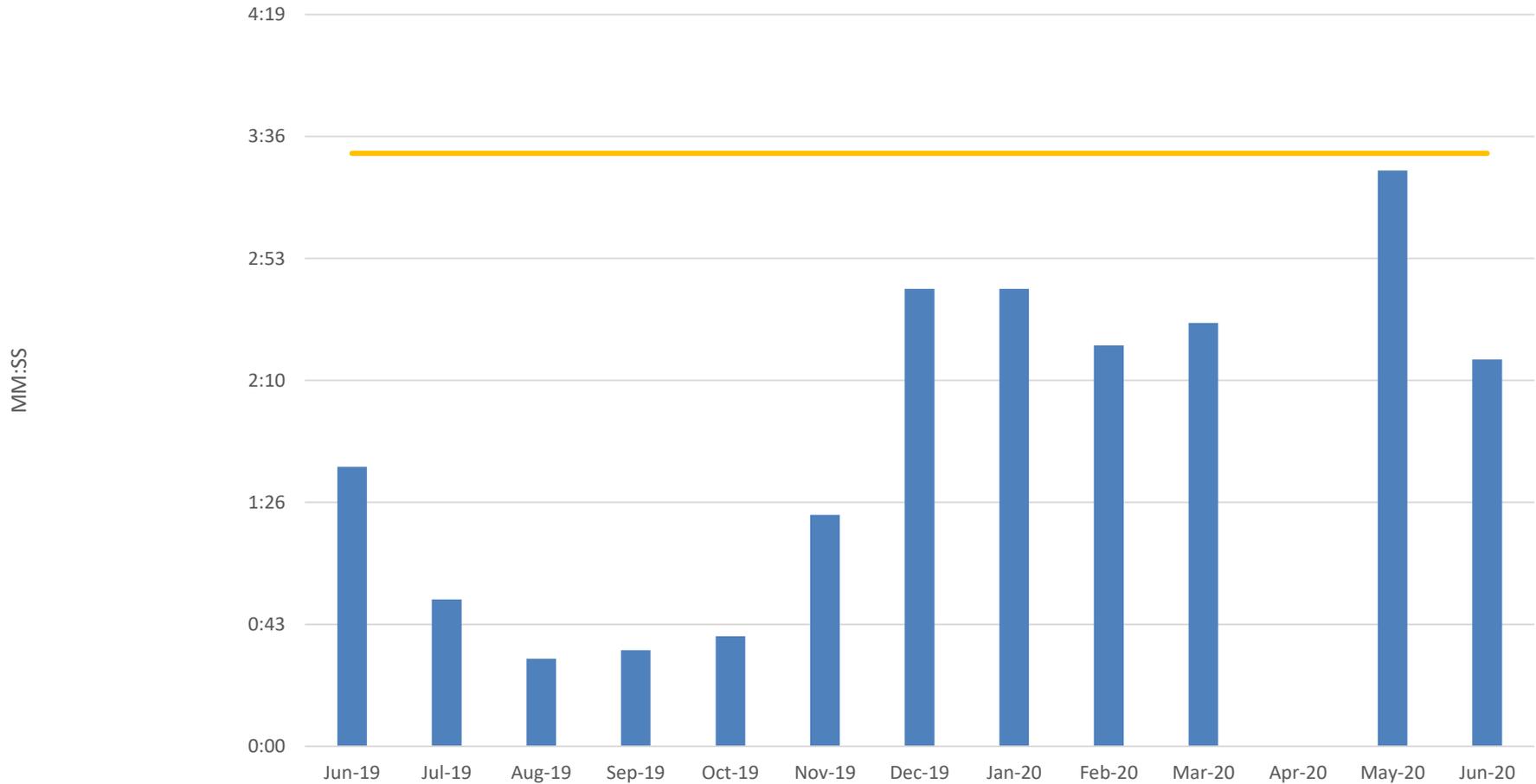


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# Call Center - Average Speed of Answer



	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Average Speed of Answer	1:39	0:52	0:31	0:34	0:39	1:22	2:42	2:42	2:22	2:30	0:00	3:24	2:17
Goal	3:30	3:30	3:30	3:30	3:30	3:30	3:30	3:30	3:30	3:30	3:30	3:30	3:30

■ Average Speed of Answer
 — Goal

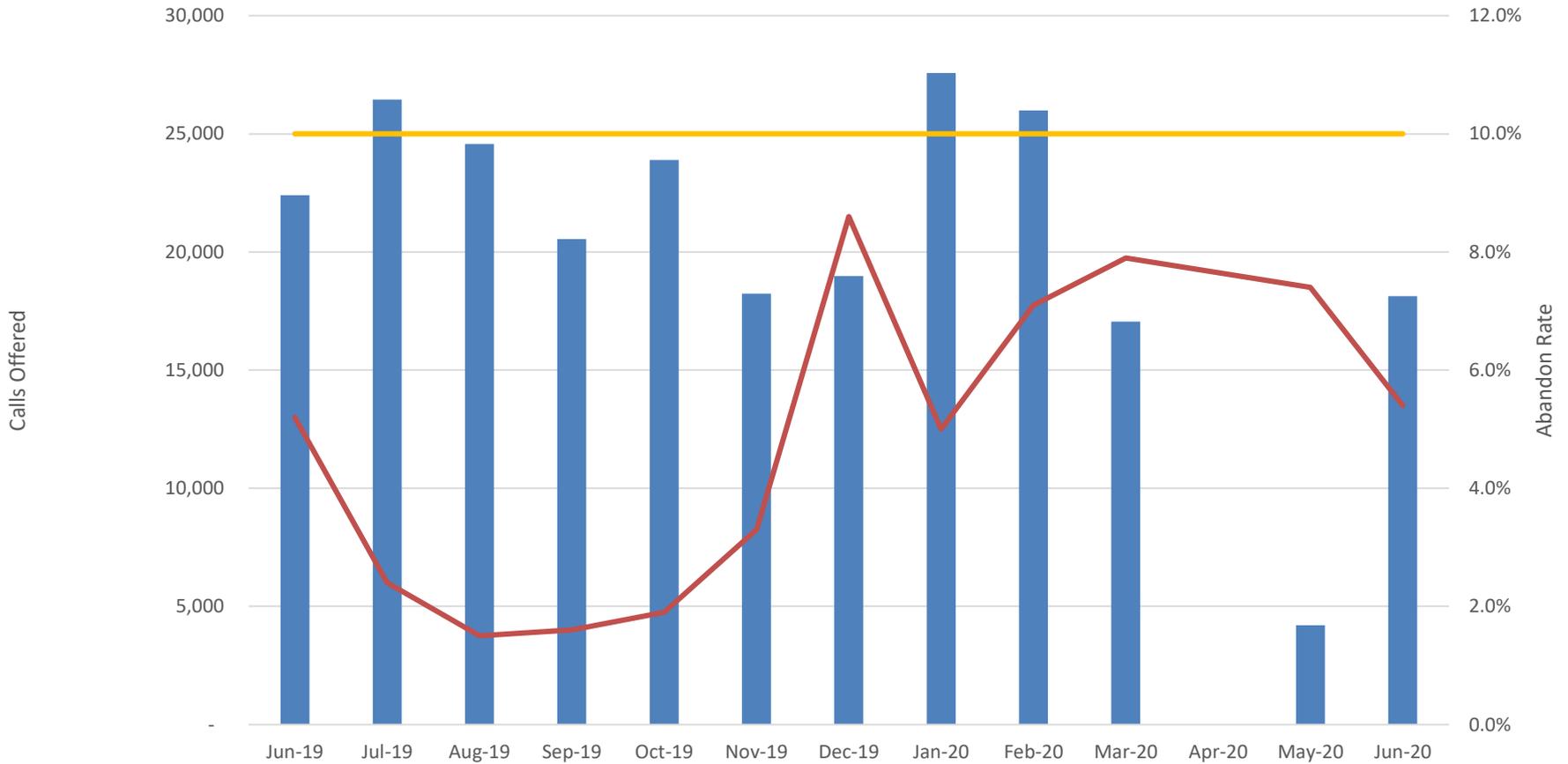


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# Call Center - Calls Offered and Abandoned



	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Calls Offered	22,408	26,451	24,567	20,544	23,895	18,240	18,980	27,571	25,994	17,054		4,195	18,126
Abandon Rate	5.2%	2.4%	1.5%	1.6%	1.9%	3.3%	8.6%	5.0%	7.1%	7.9%		7.4%	5.4%
Abandon Rate Goal	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%

Calls Offered    Abandon Rate    Abandon Rate Goal



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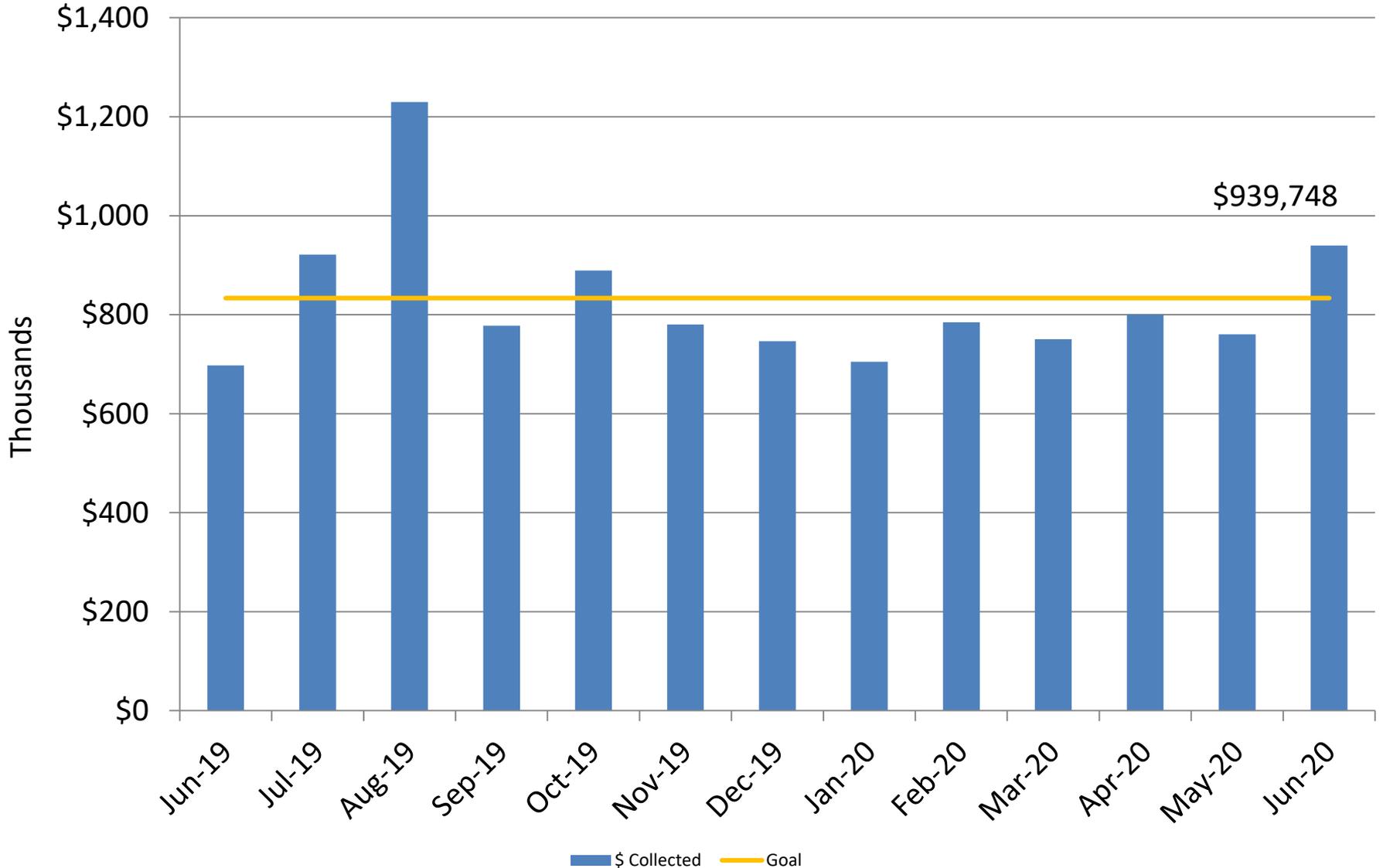


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# Policy, Planning & Compliance

# Overpayments - Amount Collected

Collected in past 13 months:  
\$10,783,422



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## Contribution-Based Benefit Cap (CBBC) Liabilities

- 320 retirements since January 2015 have required an additional employer contribution based on the CBBC as of 7/6/2020
  - 116 invoices are for LGERS employers
  - 204 invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 7/6/2020 exceeds \$30.6 million
- Average invoice cost: \$95,790.12
  - CBBC liabilities range in cost from less than \$100 to more than \$600,000
- 275 employers have paid in full
  - Of the remaining group, one employer is on an installment payment plan
  - Total CBBC liabilities collected: exceeds \$24.8 million

# Thank you



Thomas Causey, Executive Director



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