



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

BOARD OF TRUSTEES MEETING – July 2018

RSD Operations Update



North Carolina
Total Retirement Plans



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

KEY TAKEAWAYS

Operations

- Summer Retirement Season
- Turnaround Times Remain Low
- Retirement Application On-Line

Member Services

- Best Call Center yearly service level average in 10 years
- Best ERG yearly response turn-around-time average in 10 years
- Retirement Readiness message reaches over 1,300

Compliance

- Overpayment collections exceeded fiscal year goal



North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
DALE R. FOLWELL, CPA



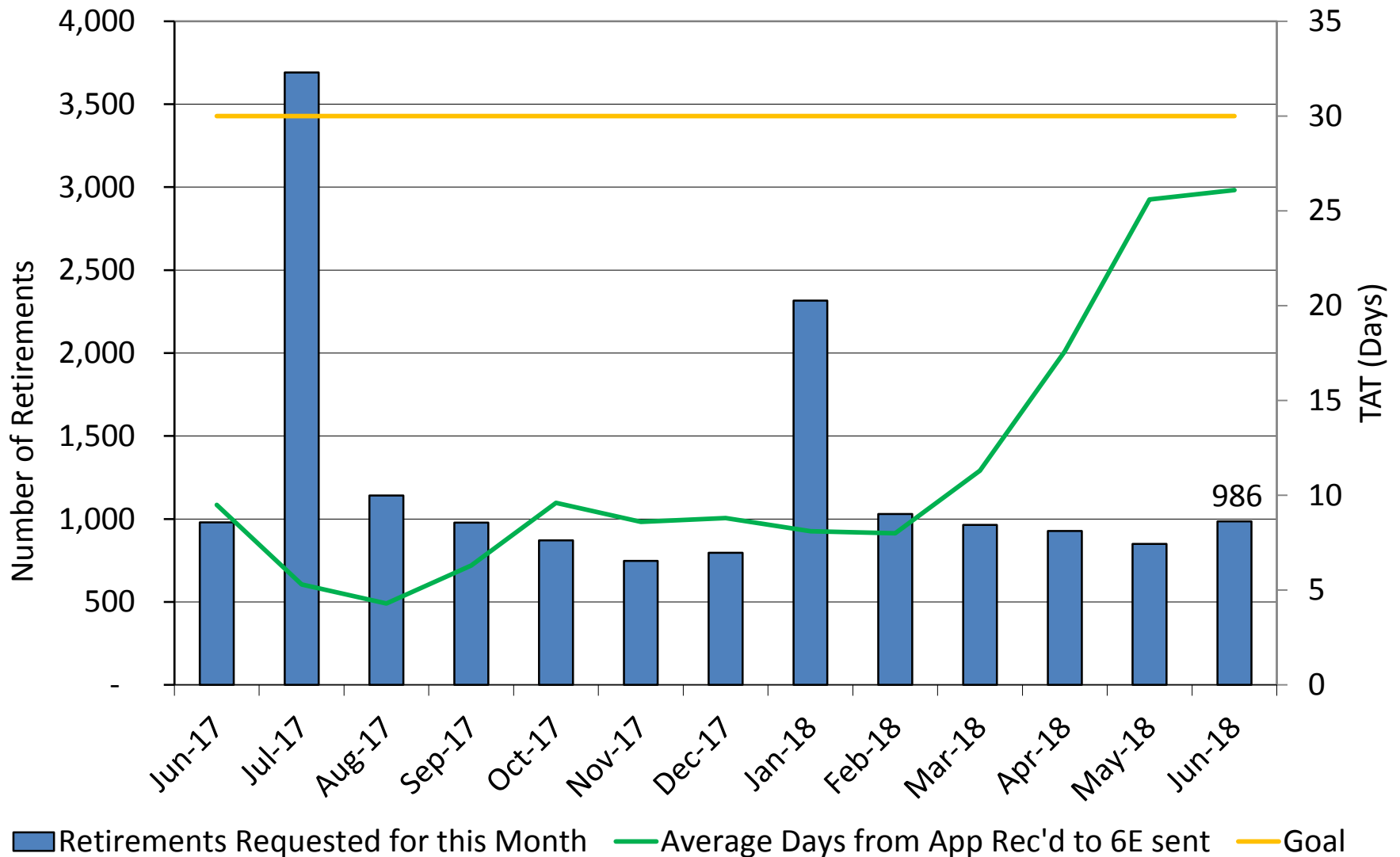
North Carolina
Total Retirement Plans



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

Operations

Retirement Processing - Retirements Requested, TAT

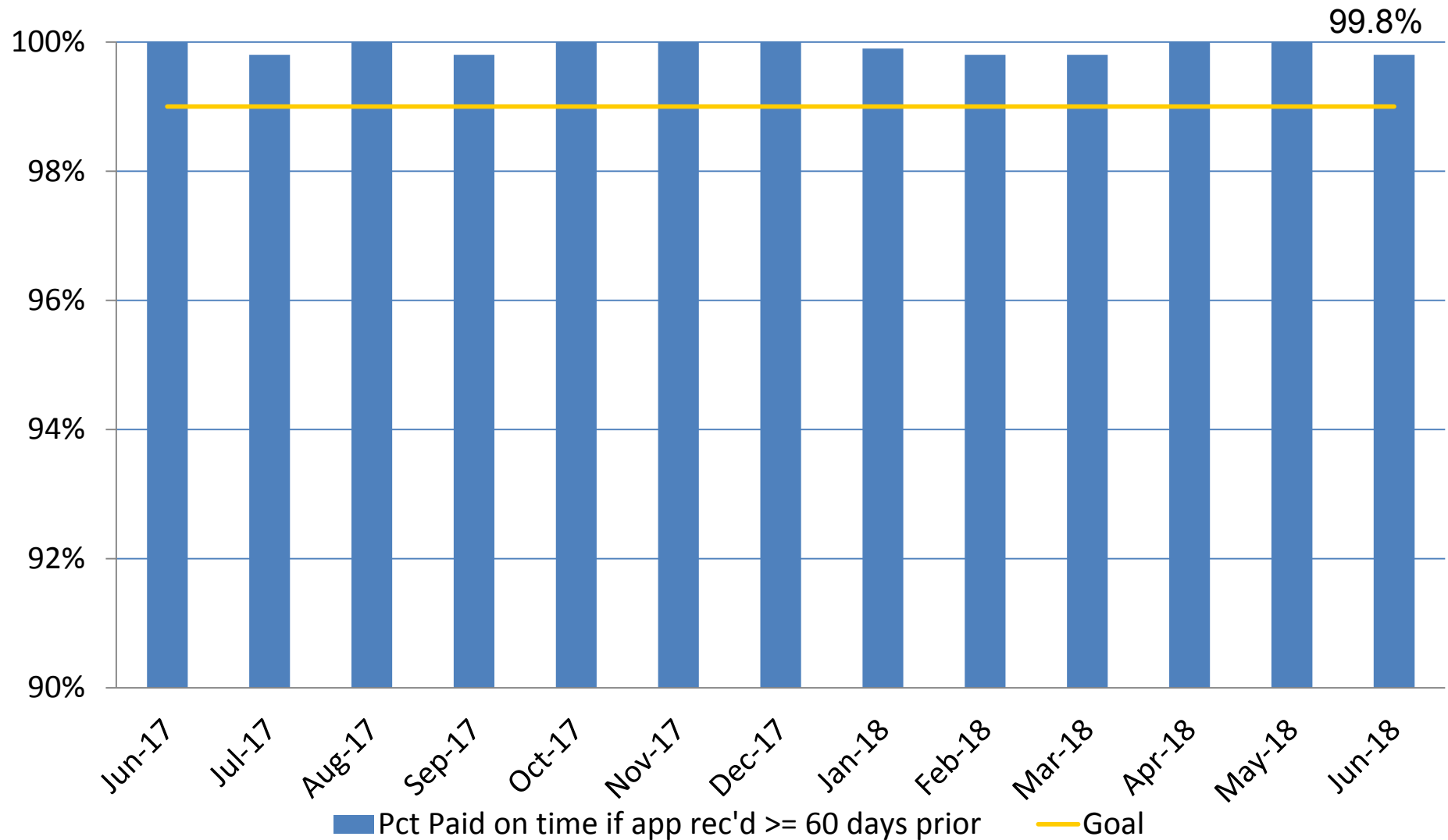


North Carolina
Total Retirement Plans



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

Retirement Processing - 60 Day Paid On Time Rate

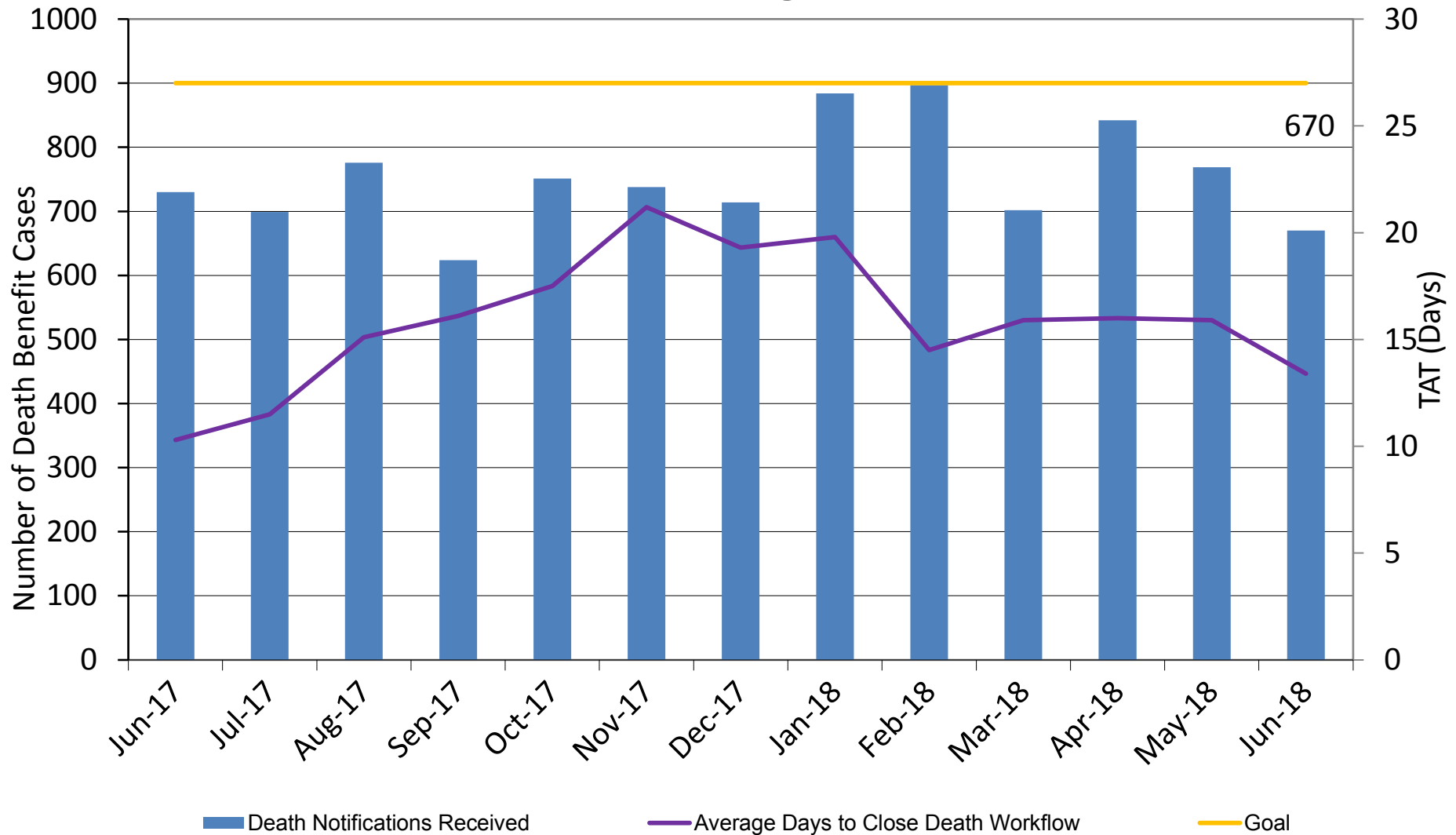


North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
DALE R. FOLWELL, CPA

Benefit Processing - Death Notifications

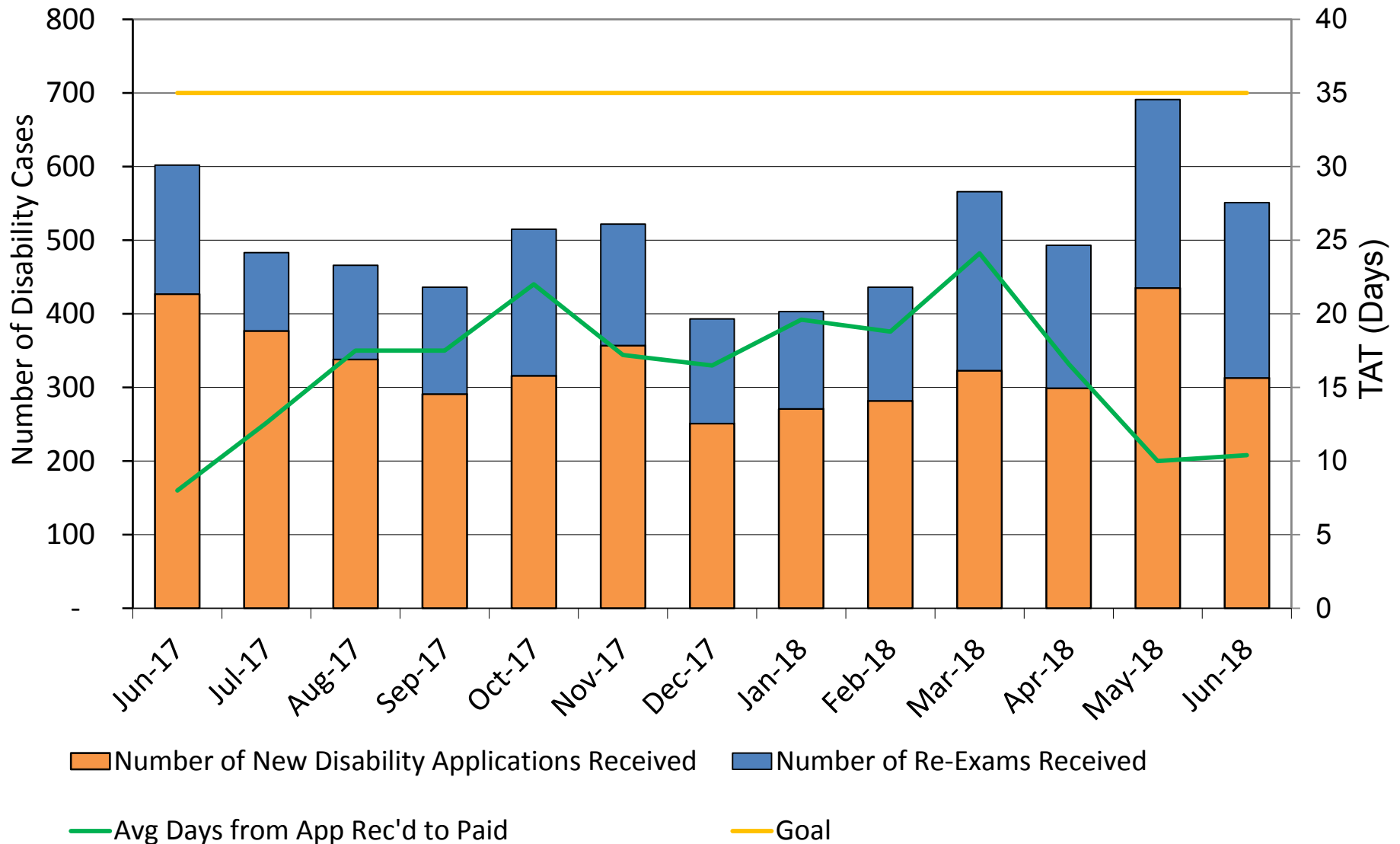


North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
DALE R. FOLWELL, CPA

Benefit Processing - Disability Applications

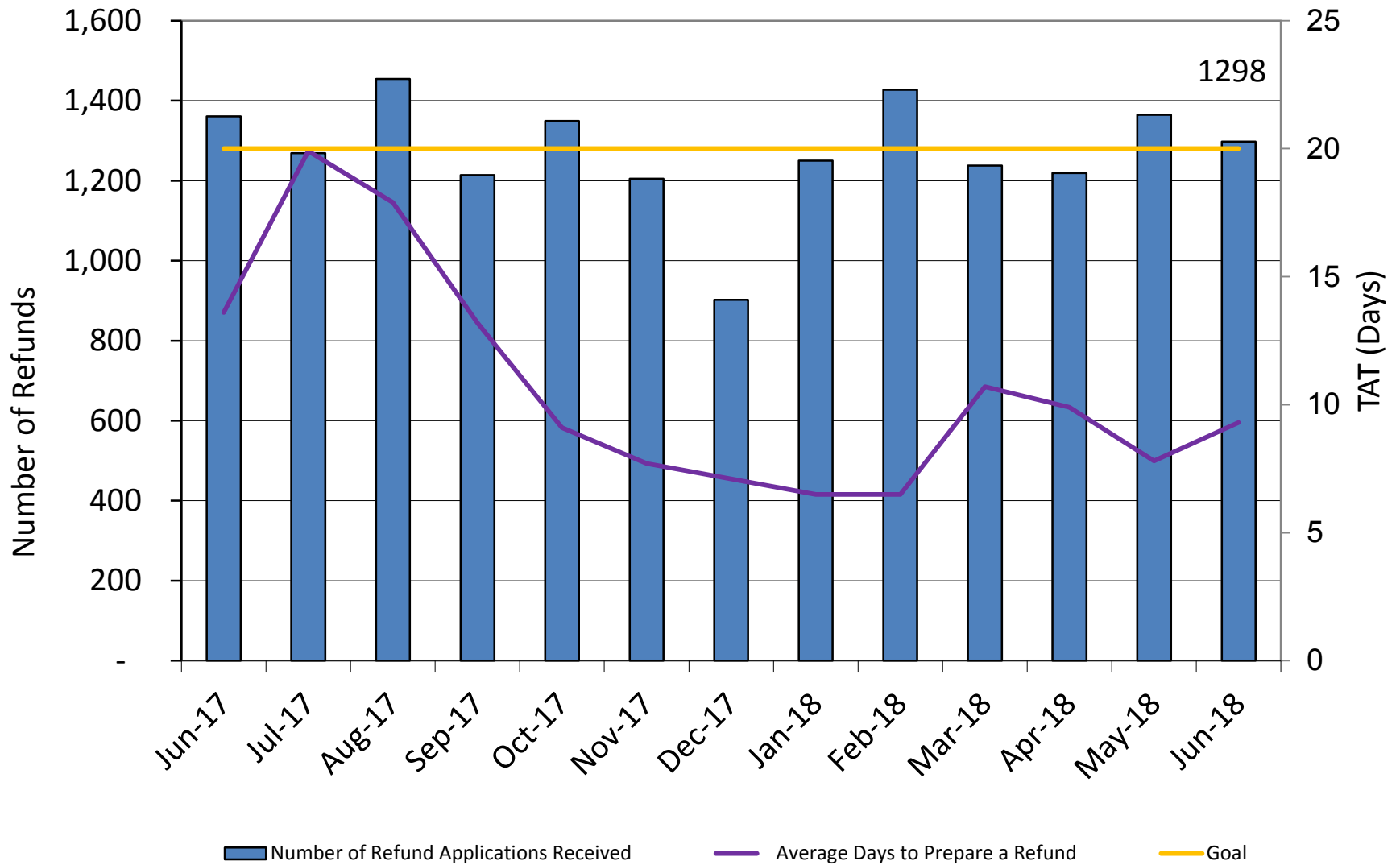


North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
DALE R. FOLWELL, CPA

Benefit Processing - Refund Requests

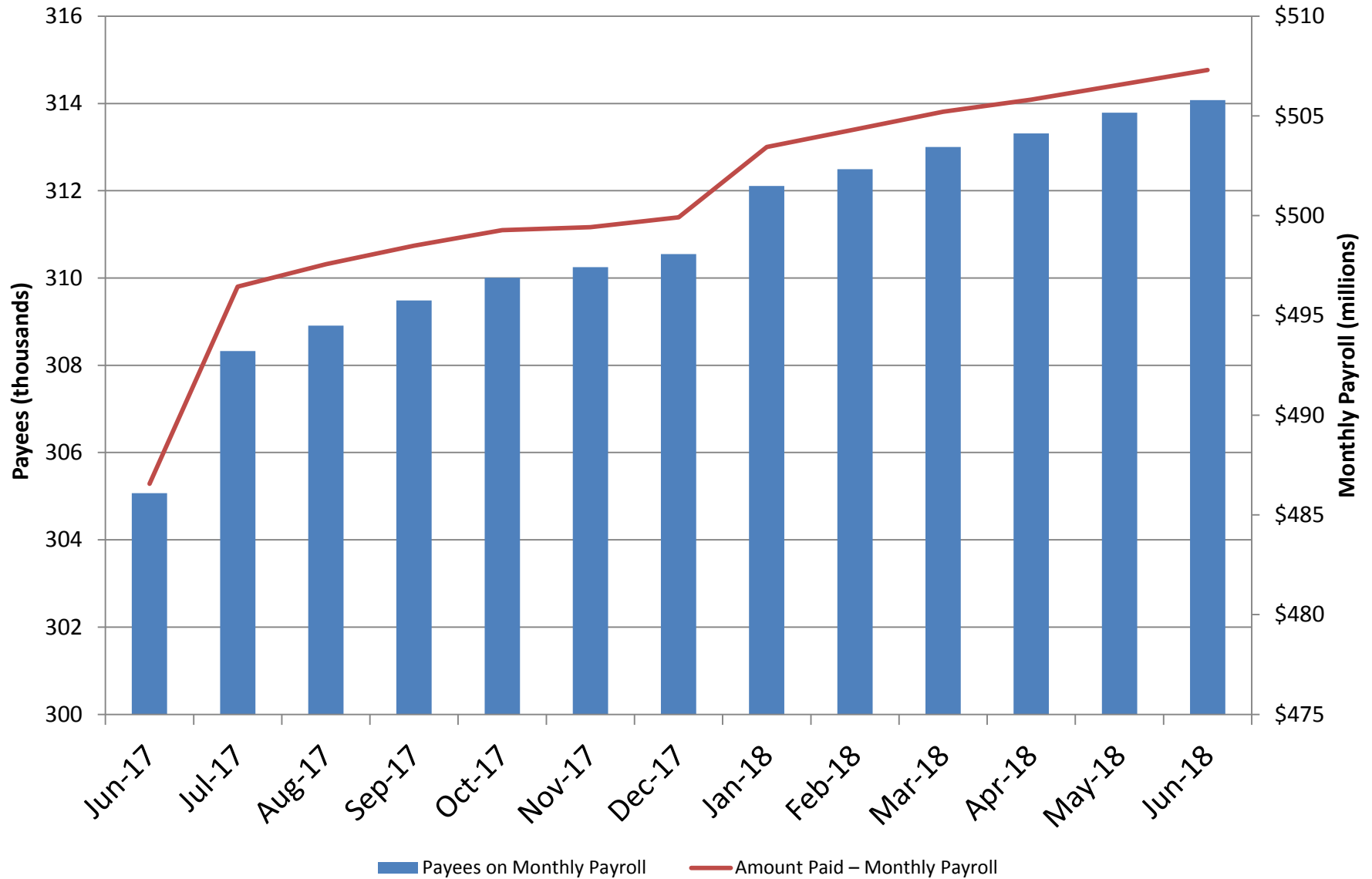


North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
DALE R. FOLWELL, CPA

Payroll Processing - Monthly Payroll



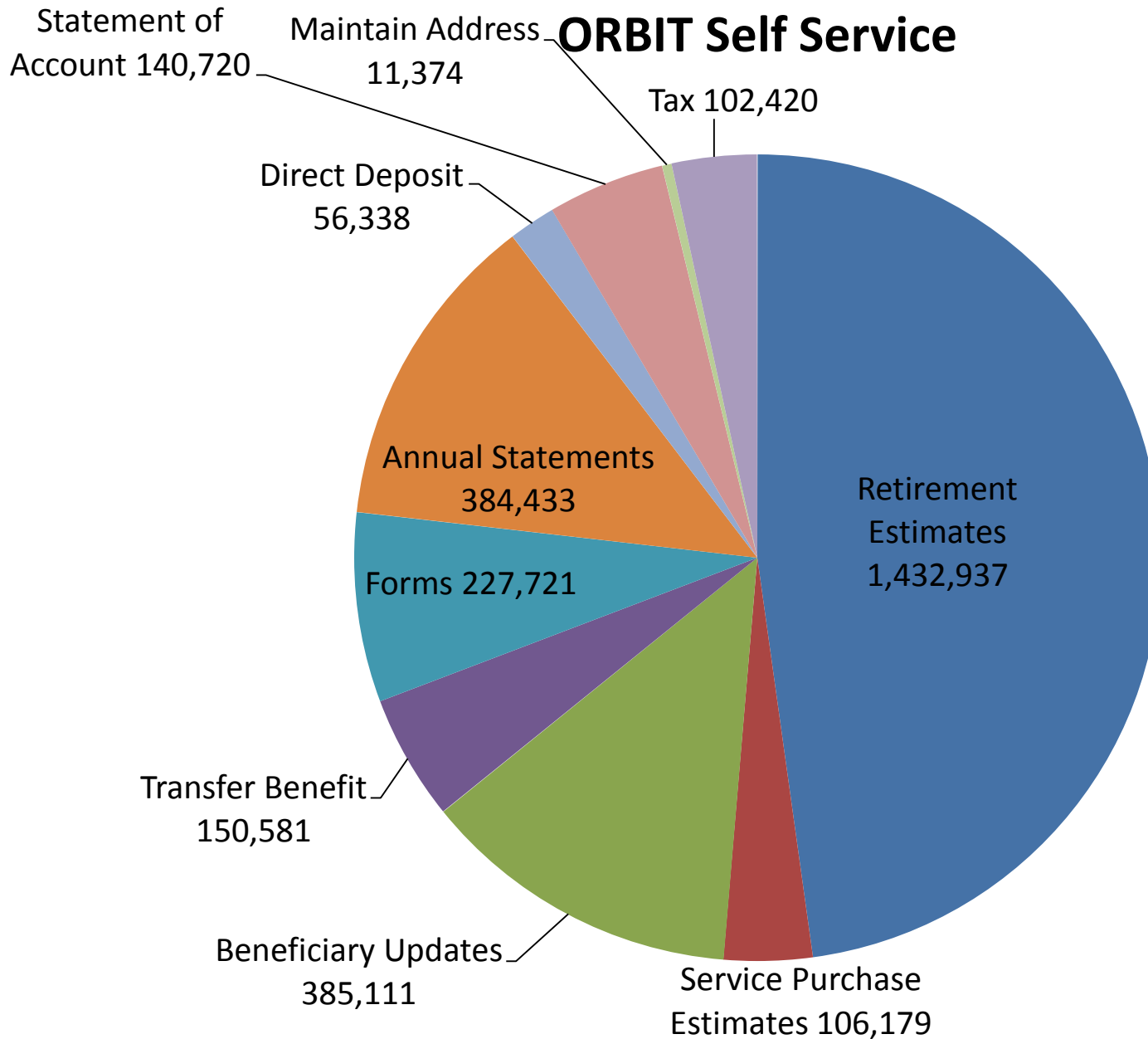
North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
DALE R. FOLWELL, CPA

ORBIT Self Service

Data is for last 12 months.





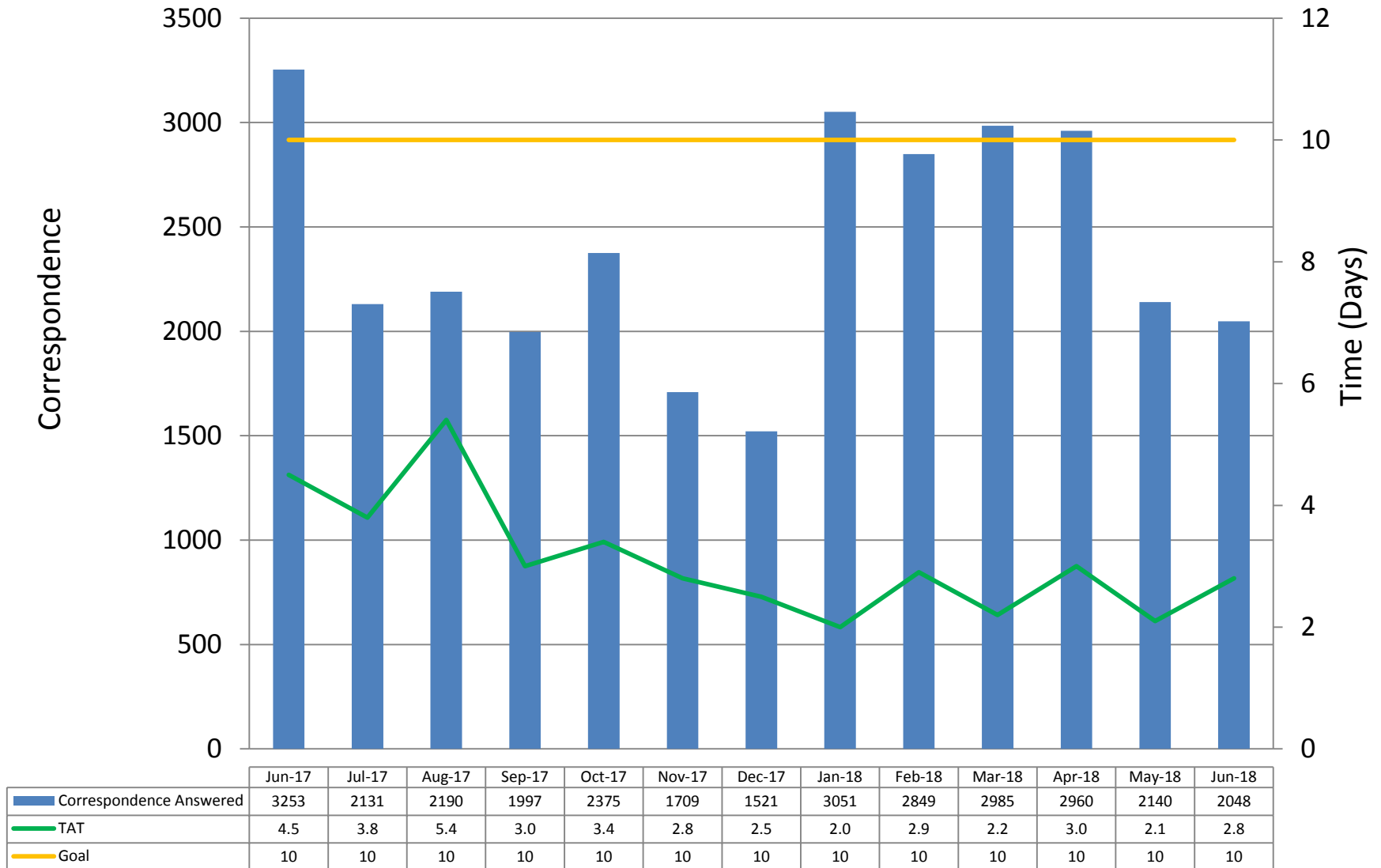
North Carolina
Total Retirement Plans



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

Member Services

Educational Retirement Group - Correspondence



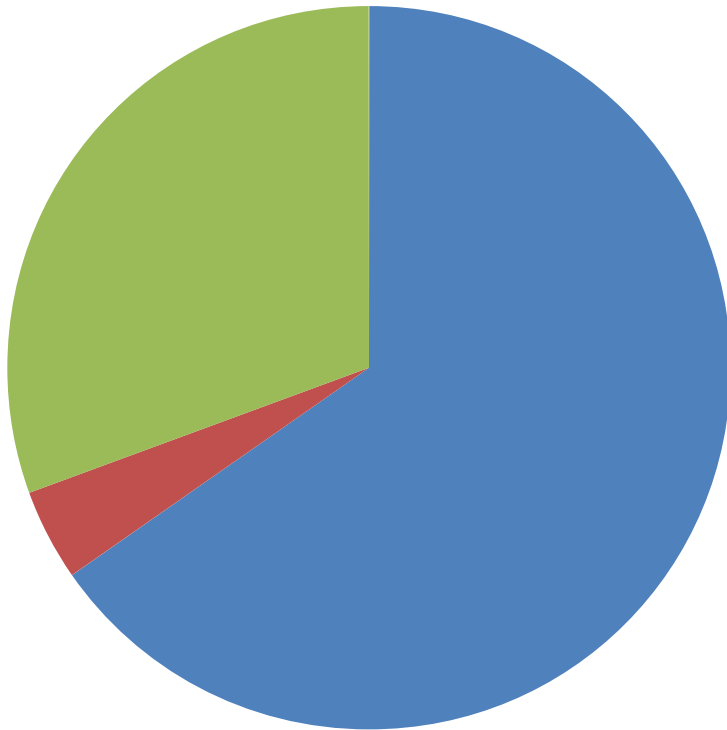
North Carolina
Total Retirement Plans



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

Educational Retirement Group – 2017/2018 Fiscal Year

Meetings and Webinars



■ Employee Meetings ■ Employer Meetings ■ Webinars

	Count July 2017 - YTD	Attendees July 2017 - YTD
Employee	143	10,389
Employer	14	604
Webinar	59	2,143
Total	216	13,136
Goal	175	

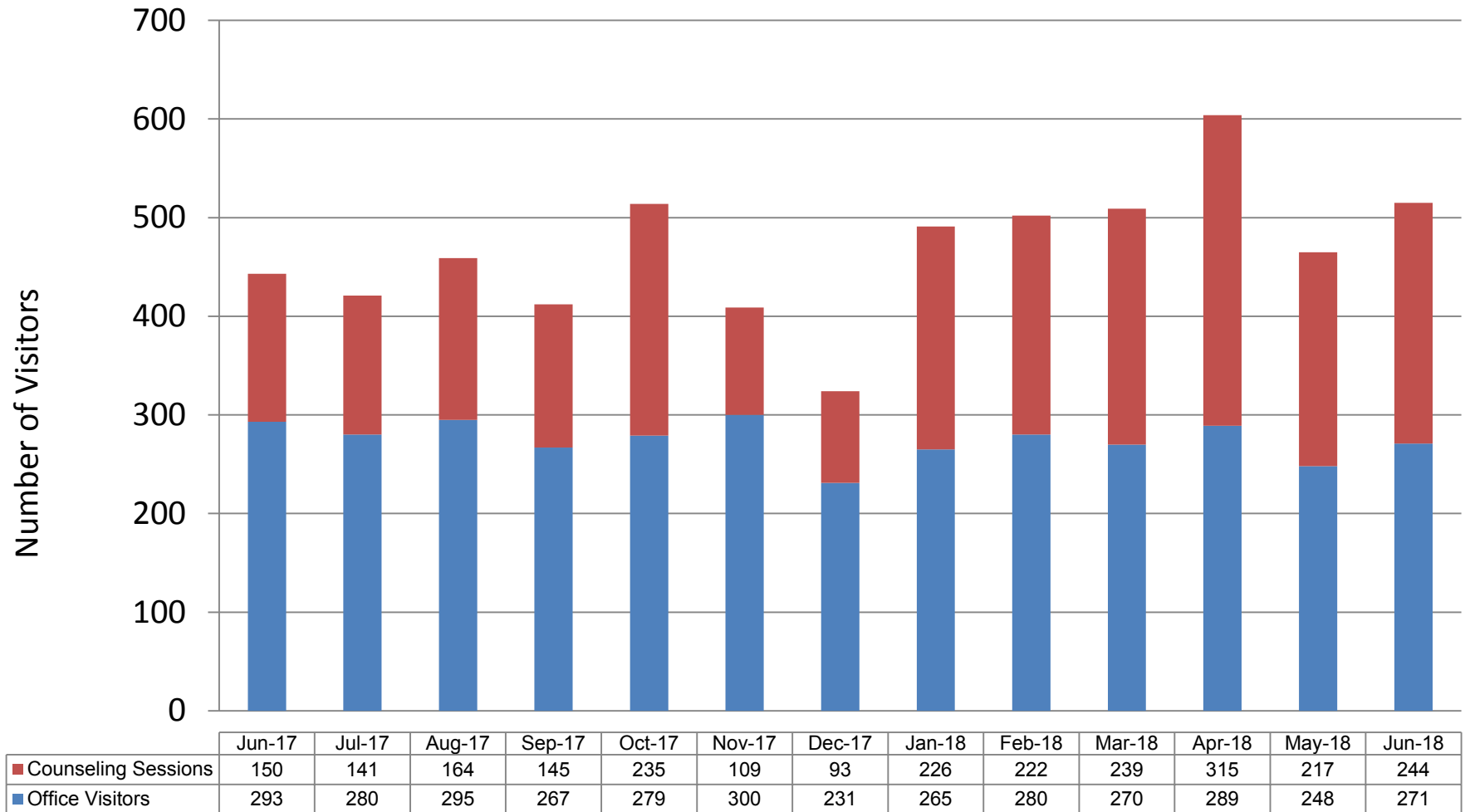


North Carolina
Total Retirement Plans



Dale R. Folwell, CPA
DALE R. FOLWELL, CPA

Educational Retirement Group - Visitors and Counseling Sessions

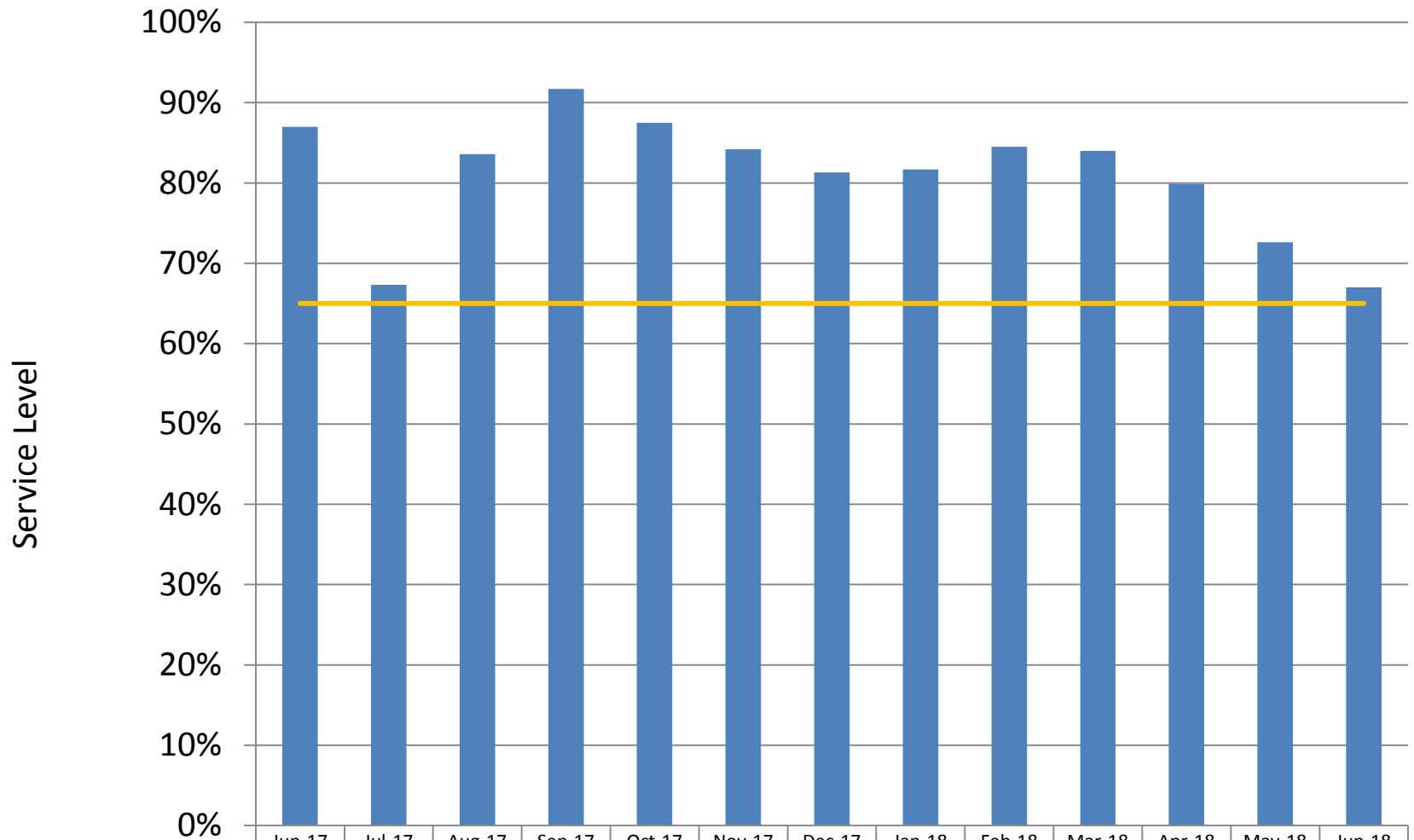


North Carolina
Total Retirement Plans



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

Call Center - Service Level



	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
% Calls Answered in 60 Sec	87.0%	67.3%	83.6%	91.7%	87.5%	84.2%	81.3%	81.7%	84.5%	84.0%	79.9%	72.6%	67.0%
Goal	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%
Avg Speed of Answer	0:26	1:17	0:32	0:27	0:33	0:36	0:38	0:36	0:27	0:29	0:36	0:56	1:11
Total Calls Offered	20,708	20,850	21,112	17,840	23,630	20,014	18,835	27,702	27,330	28,748	25,677	20,424	20,940



North Carolina
Total Retirement Plans



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



North Carolina
Total Retirement Plans



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

Policy, Planning & Compliance



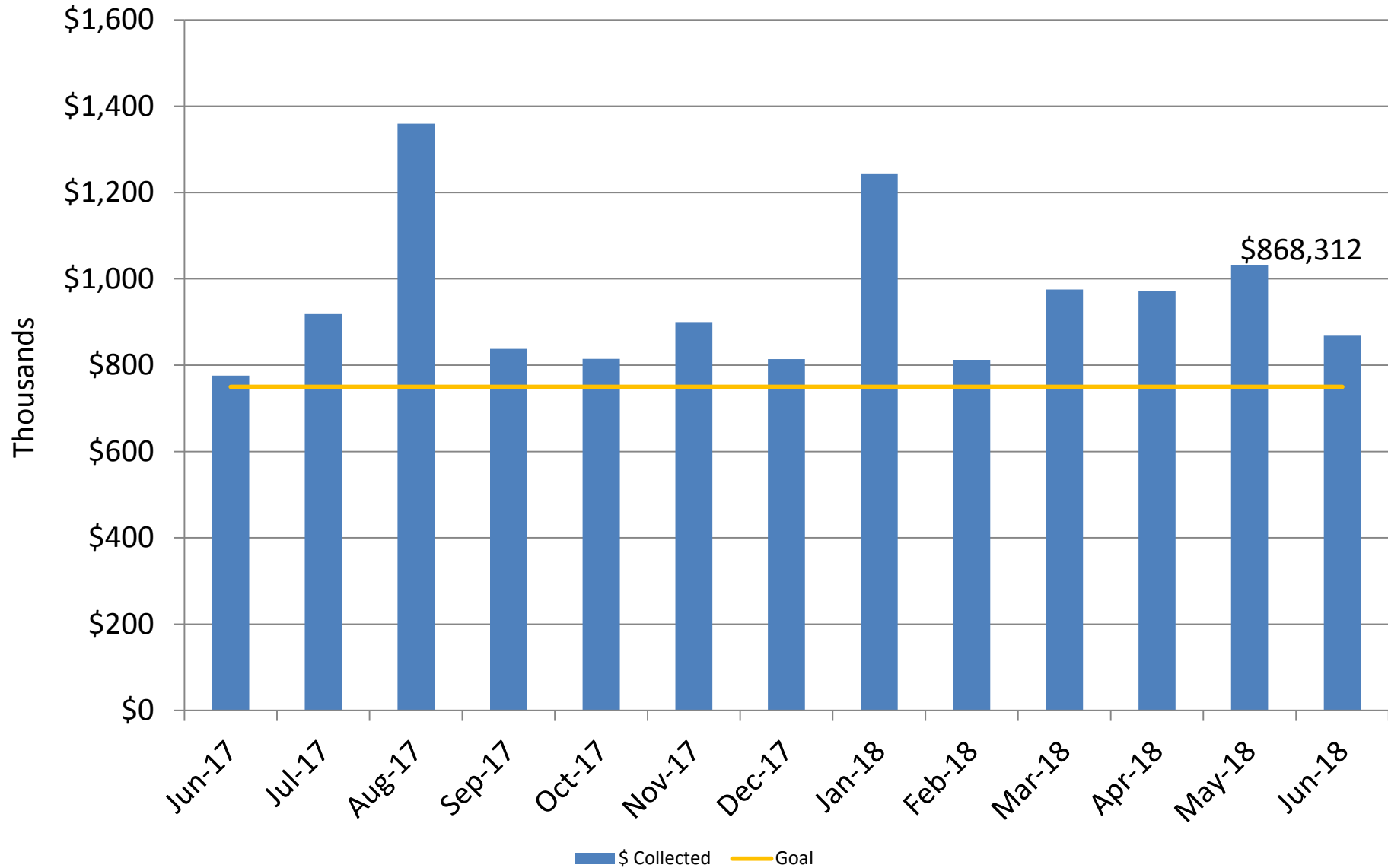
Contribution-Based Benefit Cap (CBBC) Liabilities

- 173 retirements required additional employer contribution based on the CBBC as of 07/05/2018
 - 57 Invoices are for LGERS employers
 - 116 Invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 07/05/2018: \$15.4 million
- Average invoice cost: \$89,399.98
 - CBBC liabilities range in cost from \$2,606.05 to \$590,694.32
- 138 employers have paid in full
 - Three employers are on an installment payment plan
 - Total CBBC liabilities collected: exceeds \$11.1 million



Overpayments - Amount Collected

Collected in past 13 months:
\$12,322,036



North Carolina
Total Retirement Plans



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