



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

**BOARD OF TRUSTEES MEETING – April 2019**

**RSD Operations Update**



**North Carolina**  
Total Retirement Plans



*Dale R. Folwell, CPA*  
STATE TREASURER OF NORTH CAROLINA  
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## KEY TAKEAWAYS

### Operations

- Start of retirement busy season
- Death Benefits process changes
- Learning and Development to focus on Operations

### Member Services

- 1-on-1 retirement counseling available same month
- On-line retirement education registration helps reach more people
- Service levels stay steady through busy period

### Compliance

- Overpayment collections on track to exceed fiscal year goal



North Carolina  
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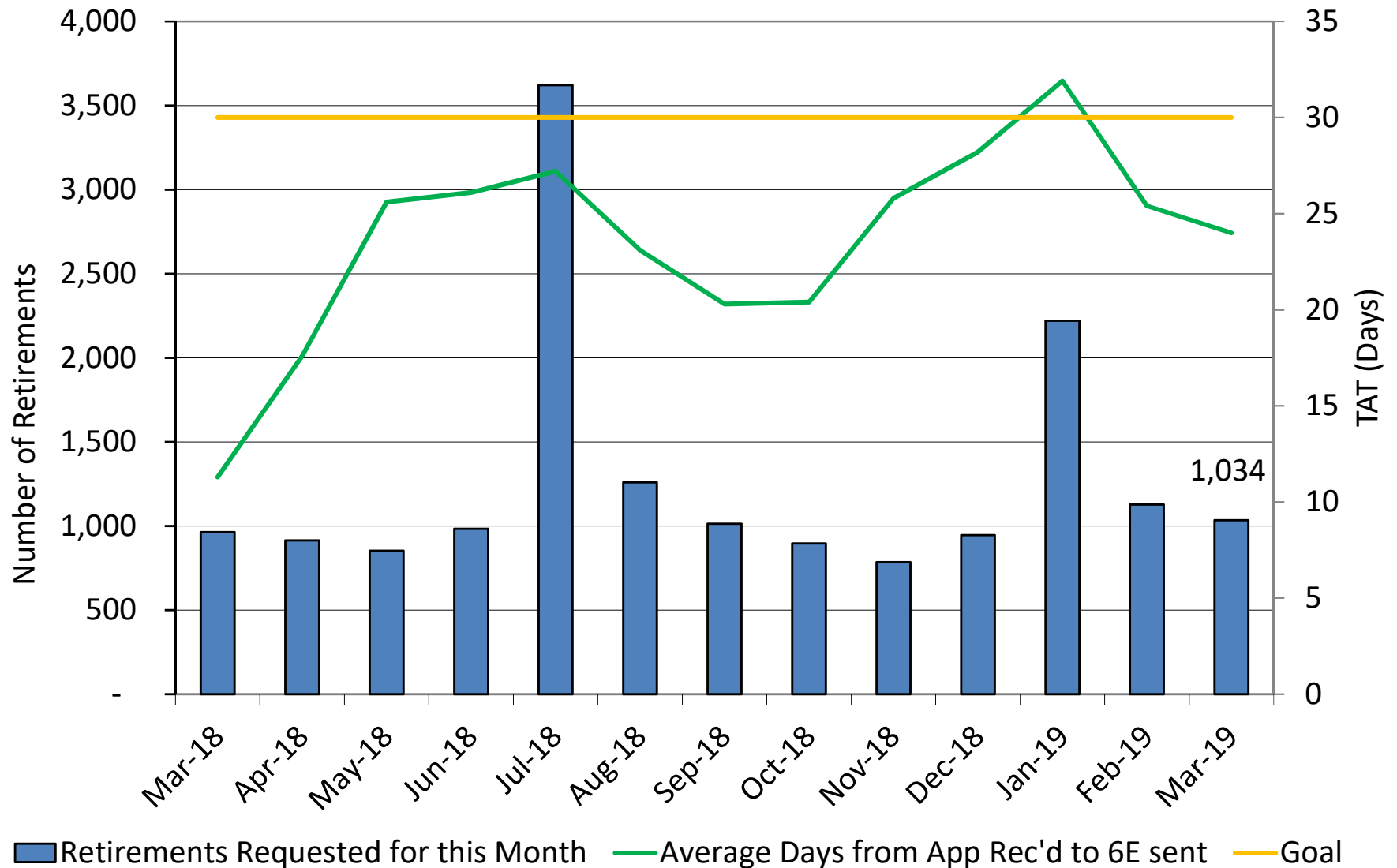
**North Carolina**  
Total Retirement Plans



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# Operations

## Retirement Processing - Retirements Requested, TAT

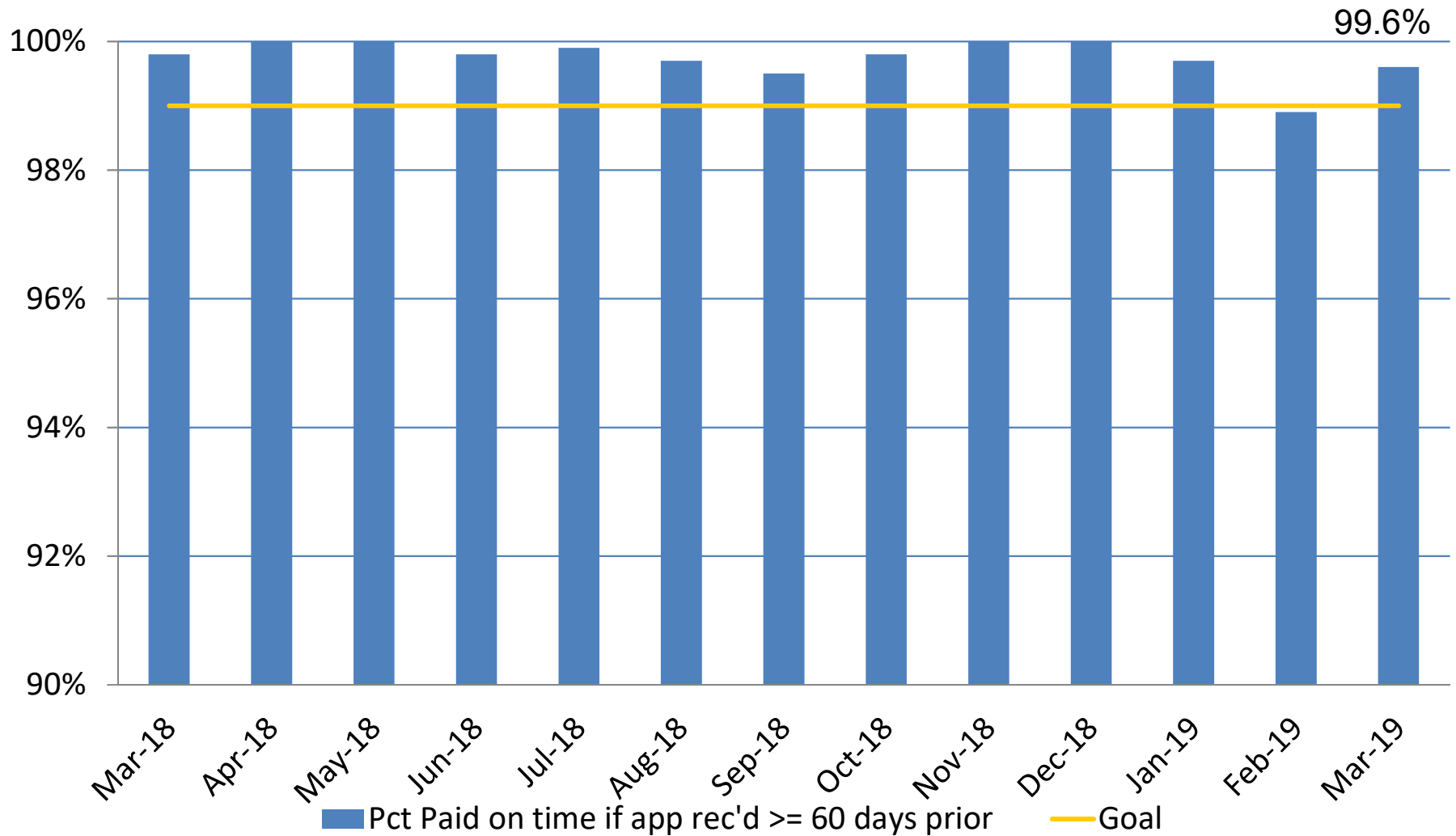


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## Retirement Processing - 60 Day Paid On Time Rate

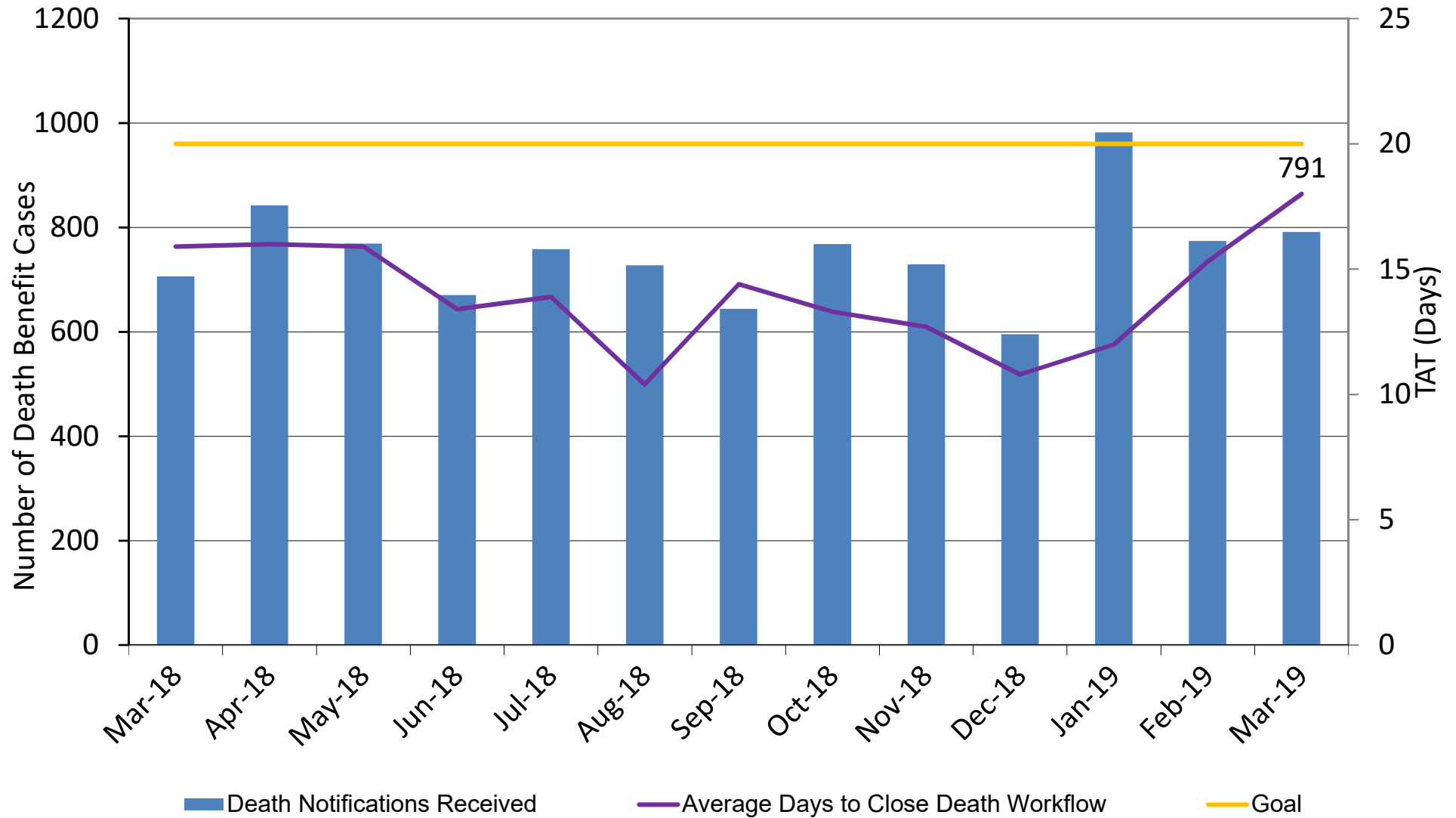


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## Benefit Processing - Death Notifications

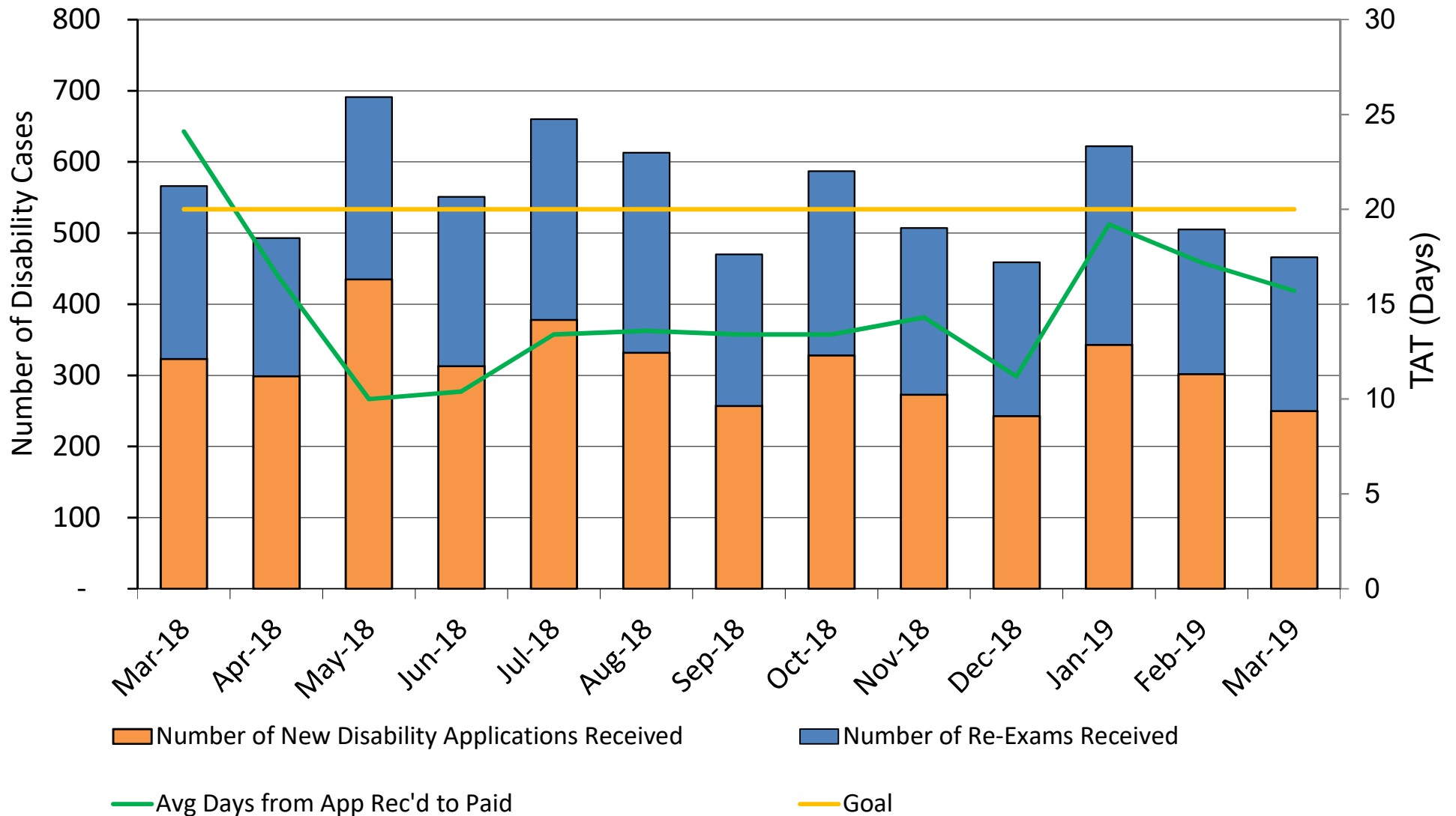


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## Benefit Processing - Disability Applications

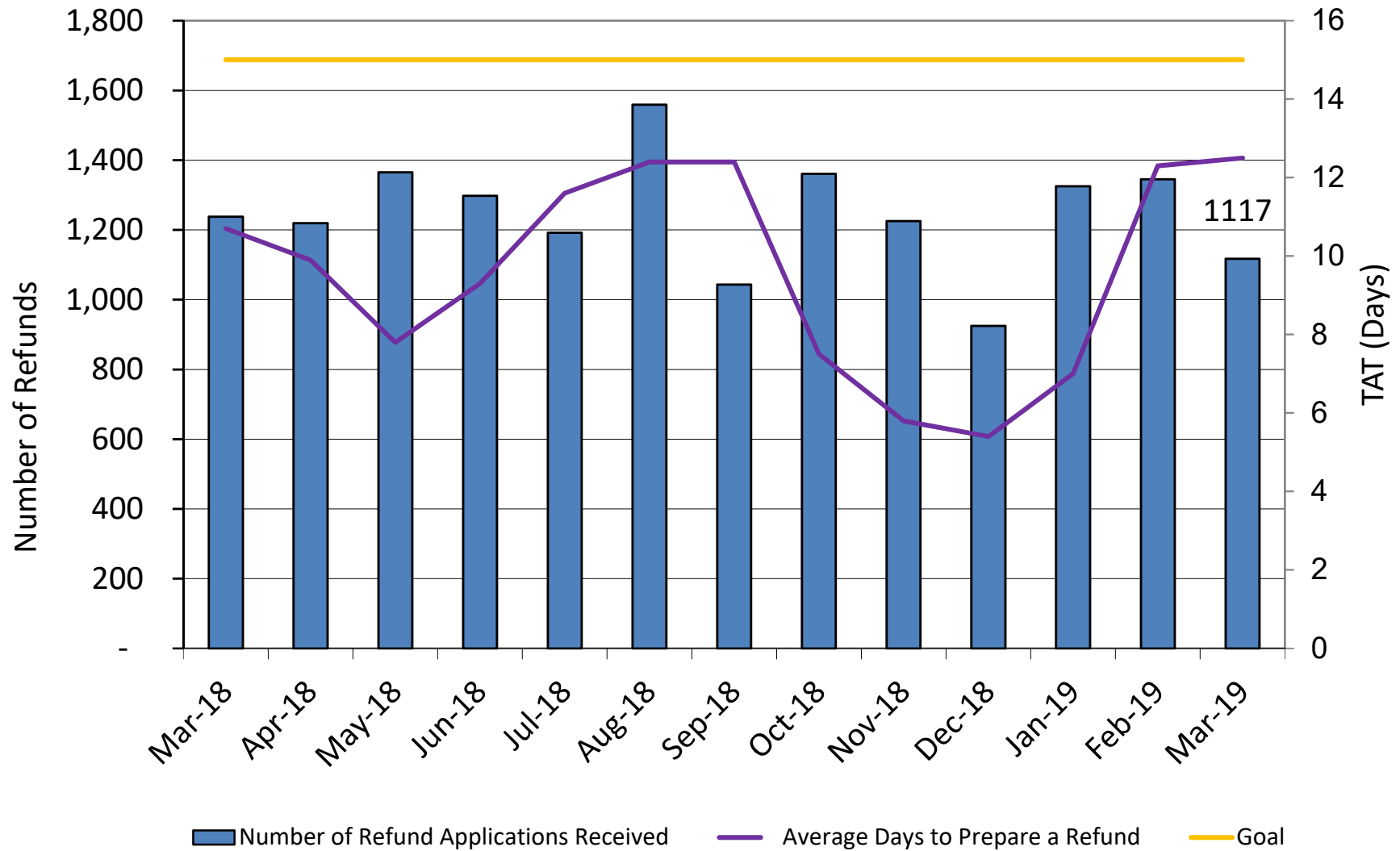


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## Benefit Processing - Refund Requests



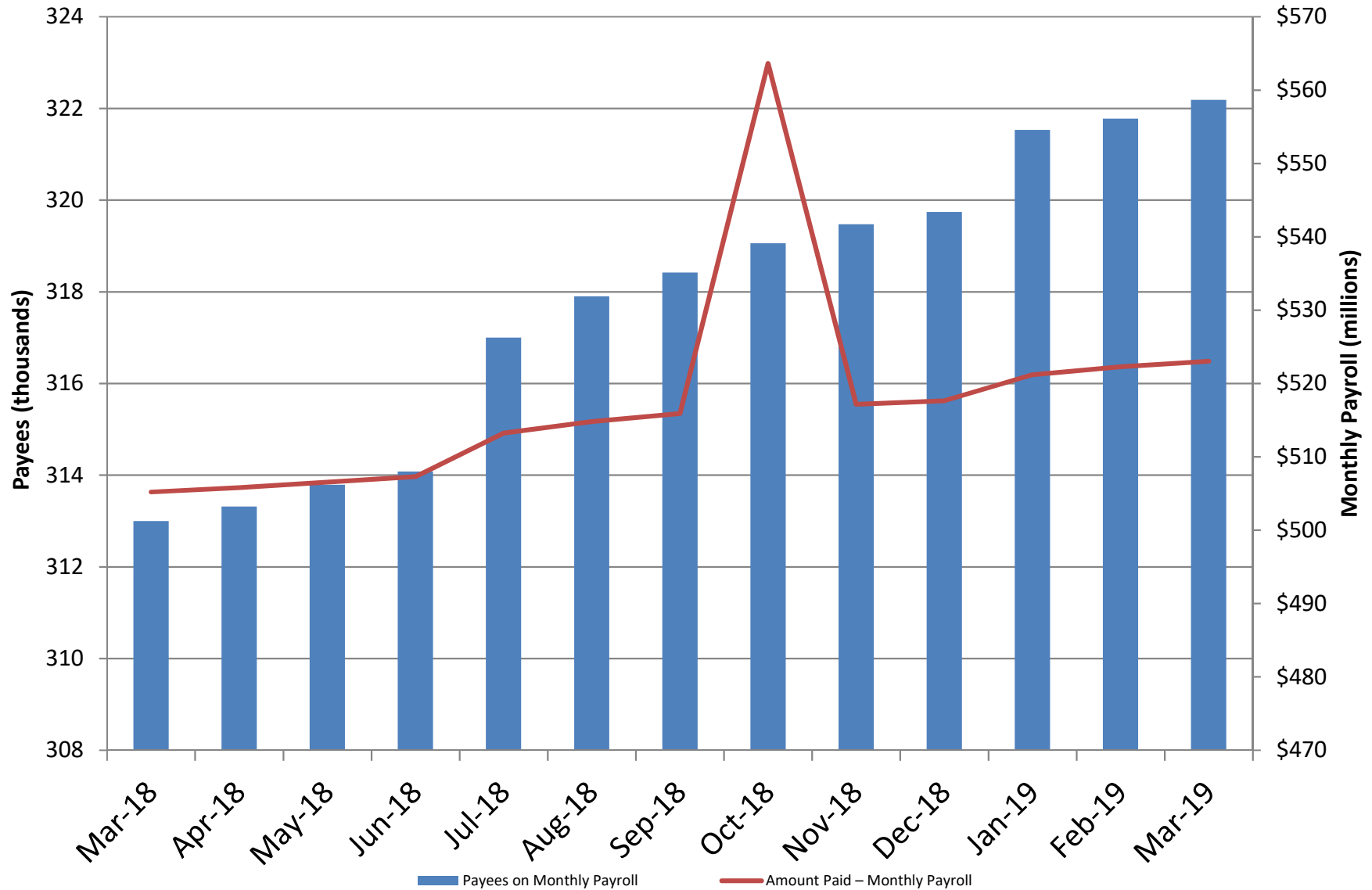
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# Payroll Processing - Monthly Payroll



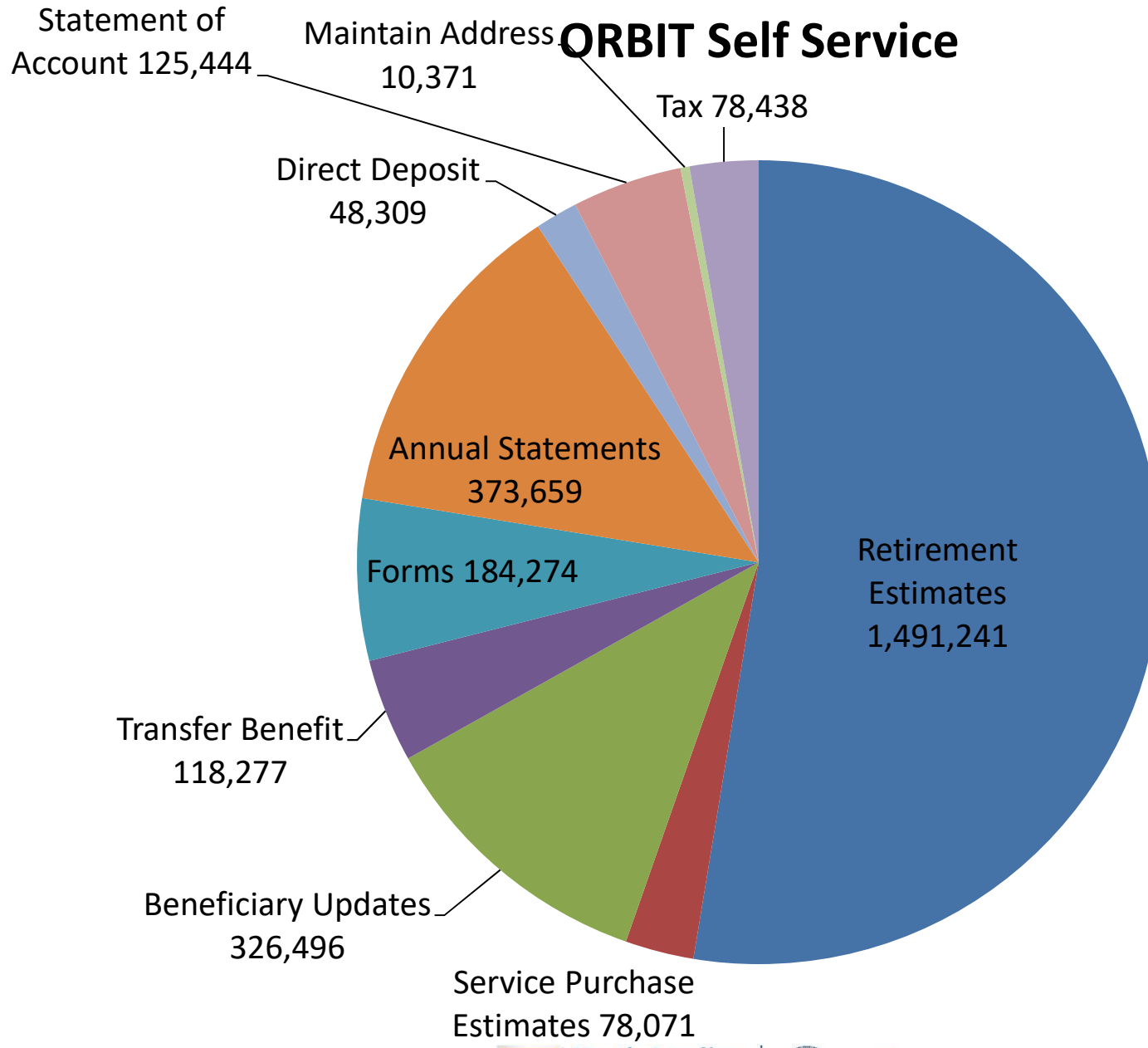
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# ORBIT Self Service

Data is for last 12 months.



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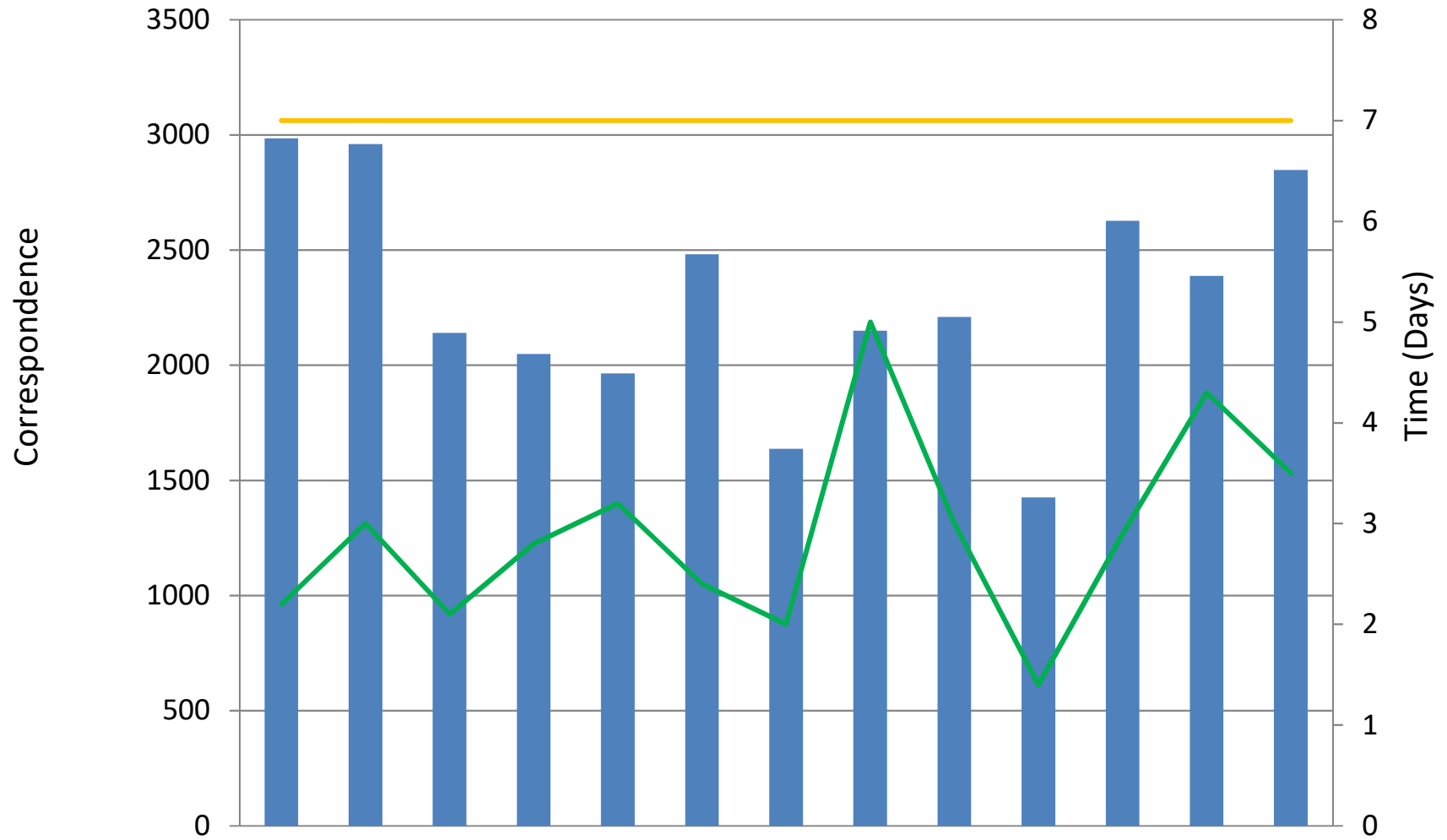
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## Member Services

# Educational Retirement Group - Correspondence



	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Correspondence Answered	2985	2960	2140	2048	1964	2481	1637	2149	2209	1426	2627	2388	2847
TAT	2.2	3.0	2.1	2.8	3.2	2.4	2.0	5.0	3.0	1.4	2.9	4.3	3.5
Goal	7	7	7	7	7	7	7	7	7	7	7	7	7

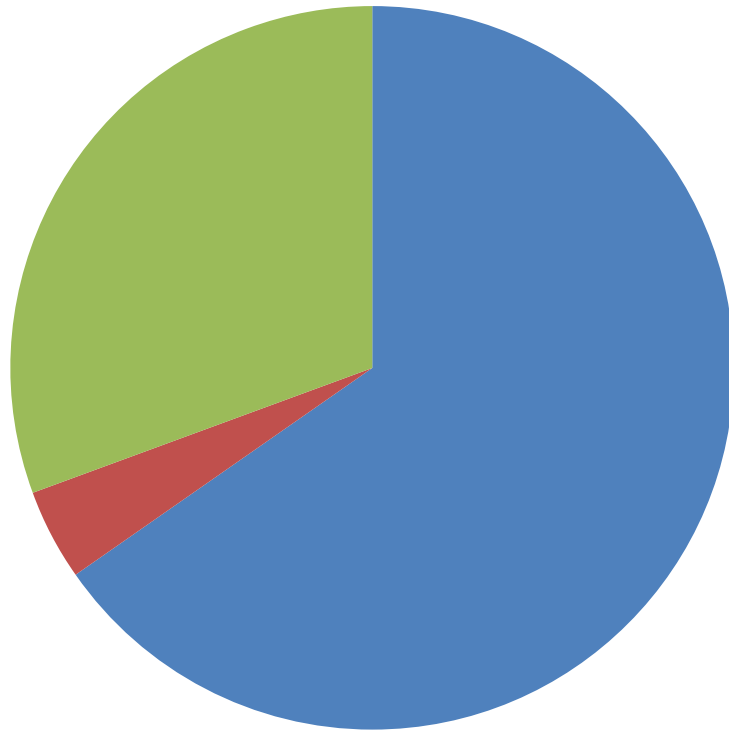


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## Educational Retirement Group – 2018/2019 Fiscal Year Meetings and Webinars



■ Employee Meetings ■ Employer Meetings ■ Webinars

	Count July 2018 - YTD	Attendees July 2018 - YTD
Employee	101	8,188
Employer	9	222
Webinar	55	1,848
Total	165	10,258
Goal	195	



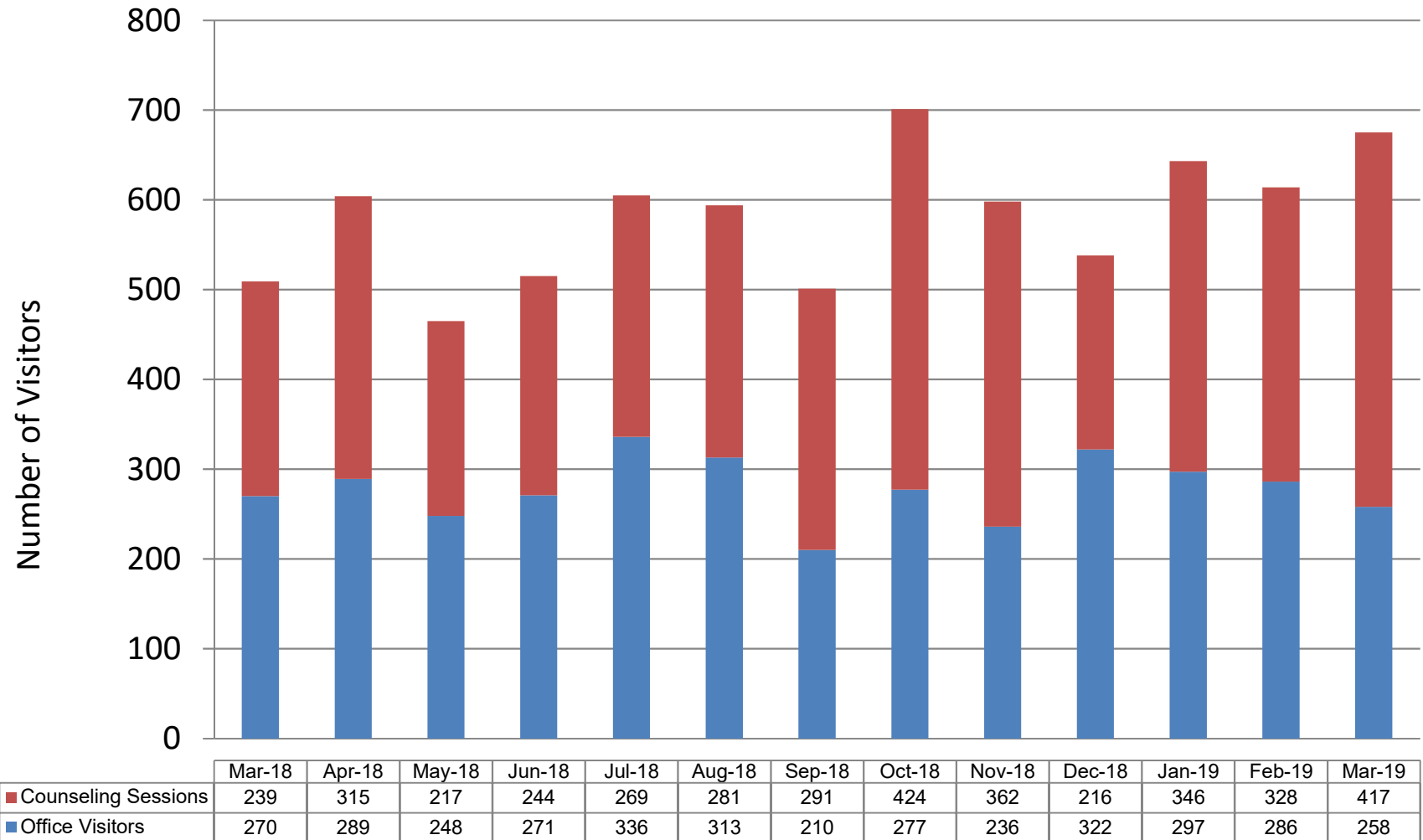
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FY 18/19 Counseling = 2,934  
Annual Goal = 2,480

## Educational Retirement Group - Visitors and Counseling Sessions

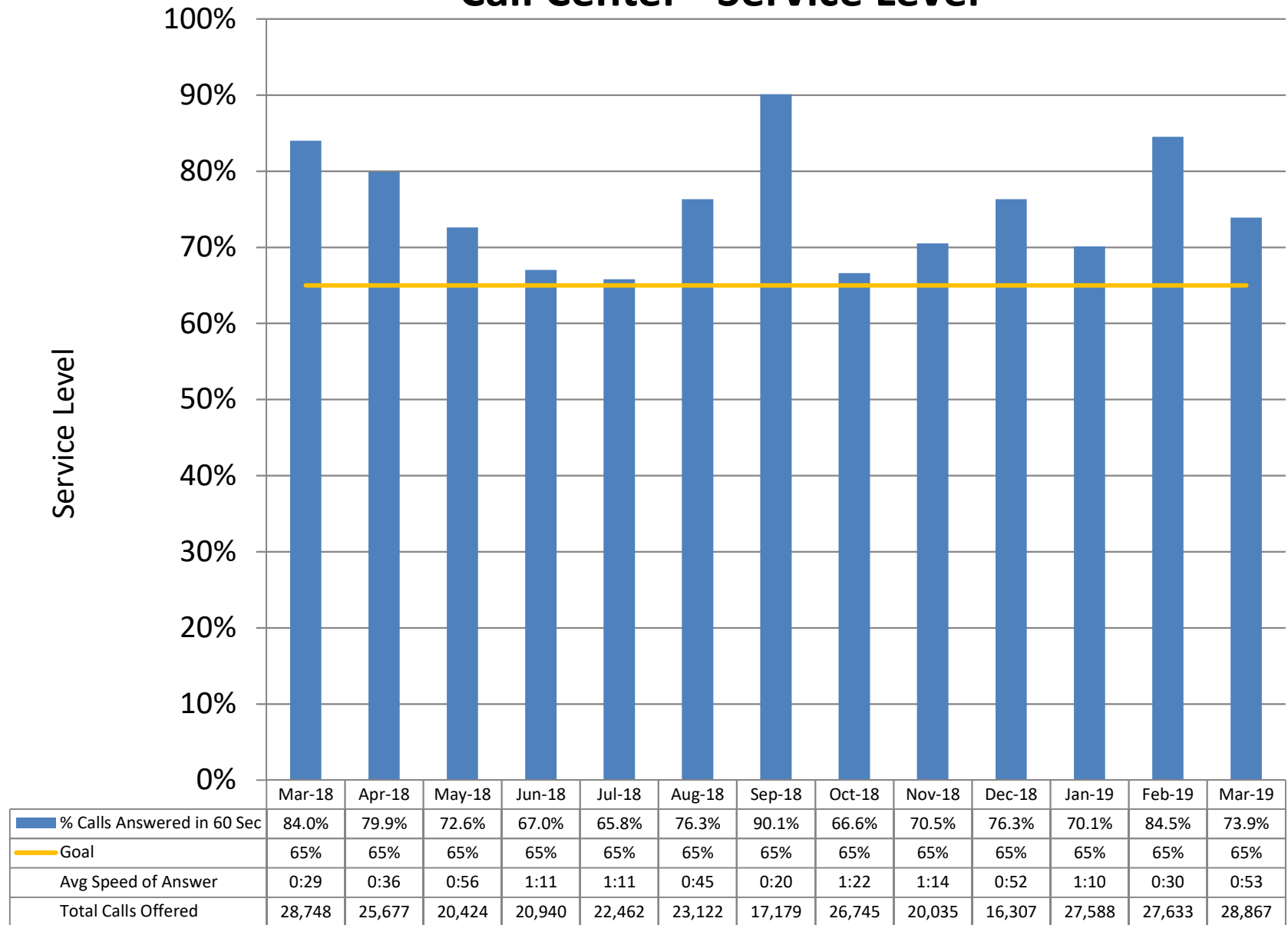


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# Call Center - Service Level



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# Policy, Planning & Compliance





## Contribution-Based Benefit Cap (CBBC) Liabilities

- 223 retirements required an additional employer contribution based on the CBBC as of 4/3/2019
  - 84 Invoices are for LGERS employers
  - 139 Invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 4/3/2019: \$21.6 million
- Average invoice cost: \$96,869.66
  - CBBC liabilities range in cost from \$8.30 to \$671,327.39
- 187 employers have paid in full
  - Two employers have entered into an installment payment plan
  - Total CBBC liabilities collected: exceeds \$15.2 million



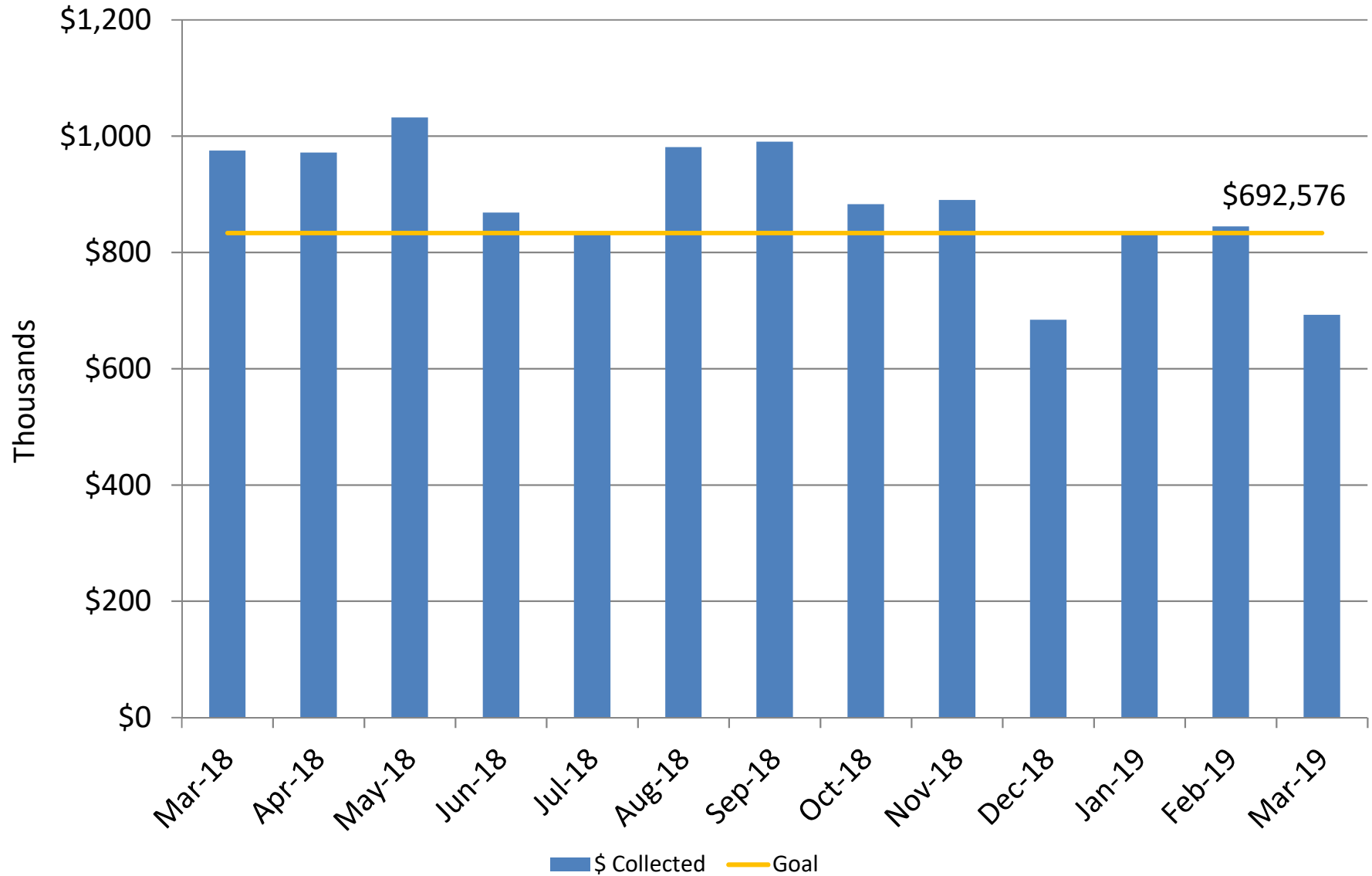
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## Overpayments - Amount Collected

Collected in past 13 months:  
\$11,482,477



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