



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

**BOARD OF TRUSTEES MEETING – October 2017**

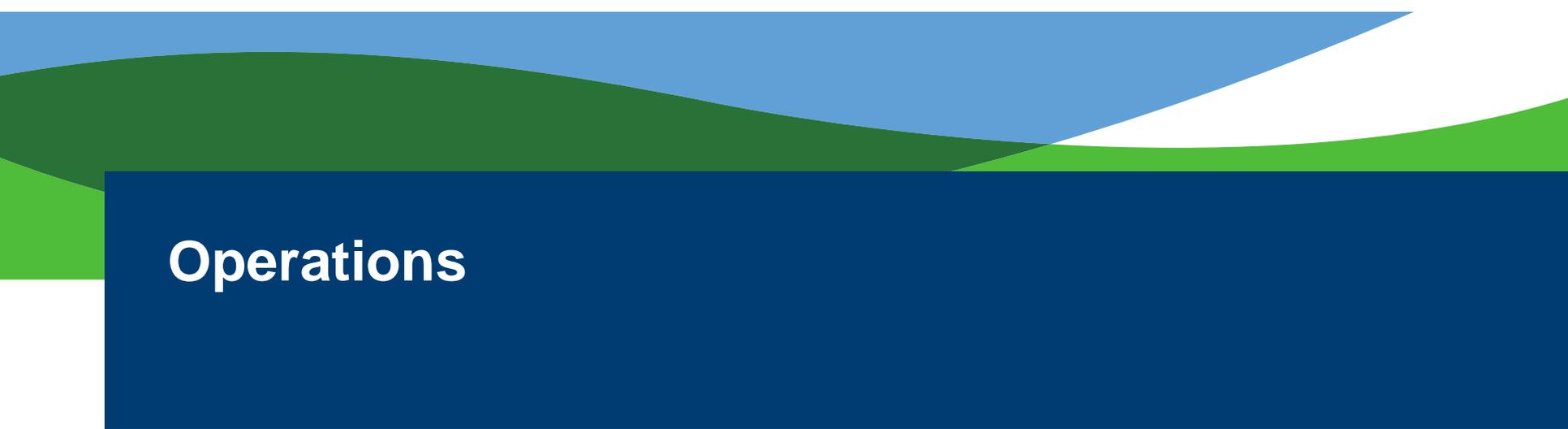
RSD Operations Update



**North Carolina**  
Total Retirement Plans

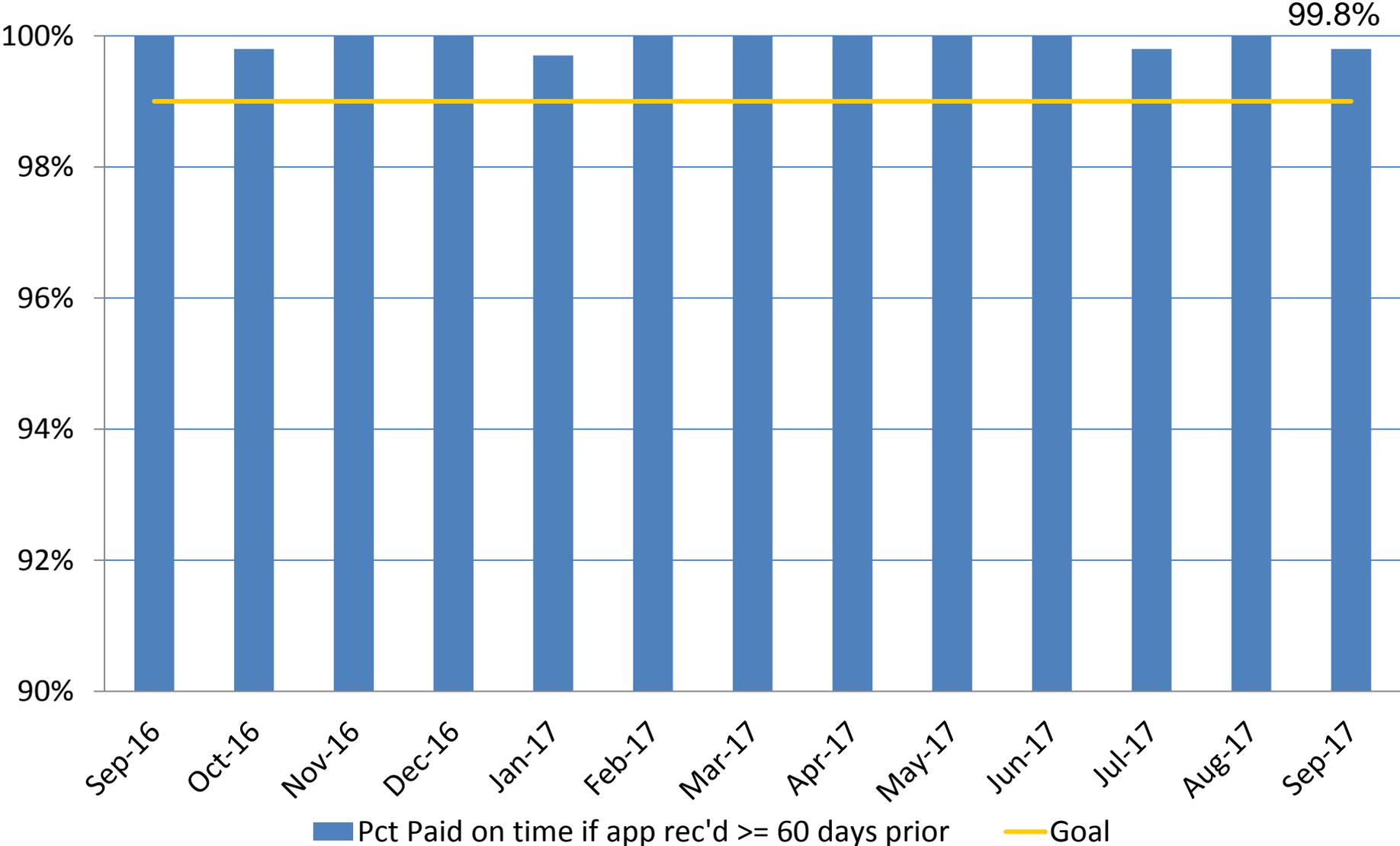
## KEY TAKEAWAYS

- Operations
  - Successful Summer Retirement Season
  - Continued Low Turnaround Times
  - Consolidation of Teams/Processes
- Member Services
  - Service Level Improvement
  - Voice Response Upgrade
- Compliance
  - Collected over \$10 Million in Overpayments
- 2017/2018 Key Initiatives:
  - Retirement Application On-Line
  - Fire & Rescue Reporting
  - Beneficiary On-line

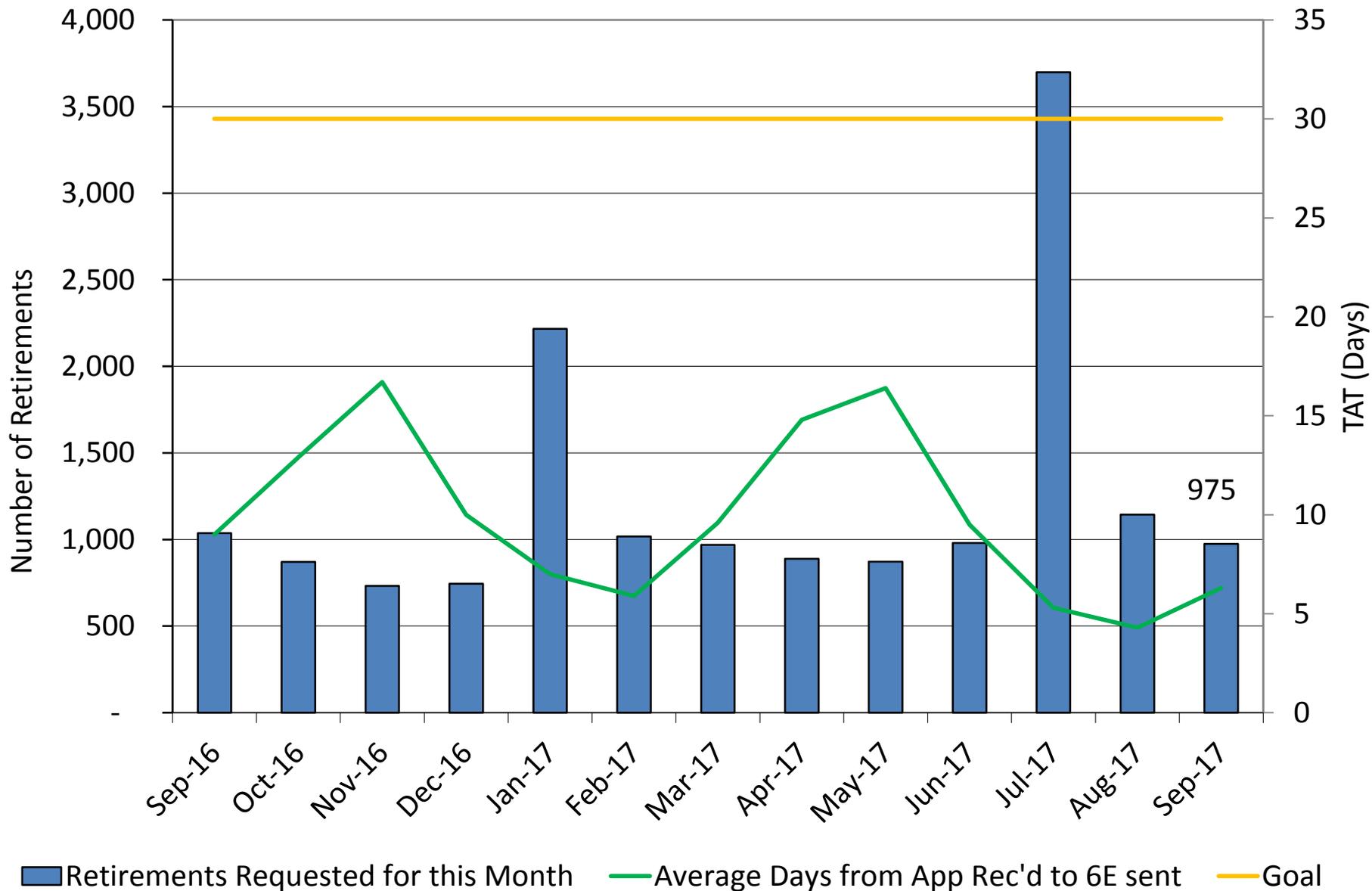


# Operations

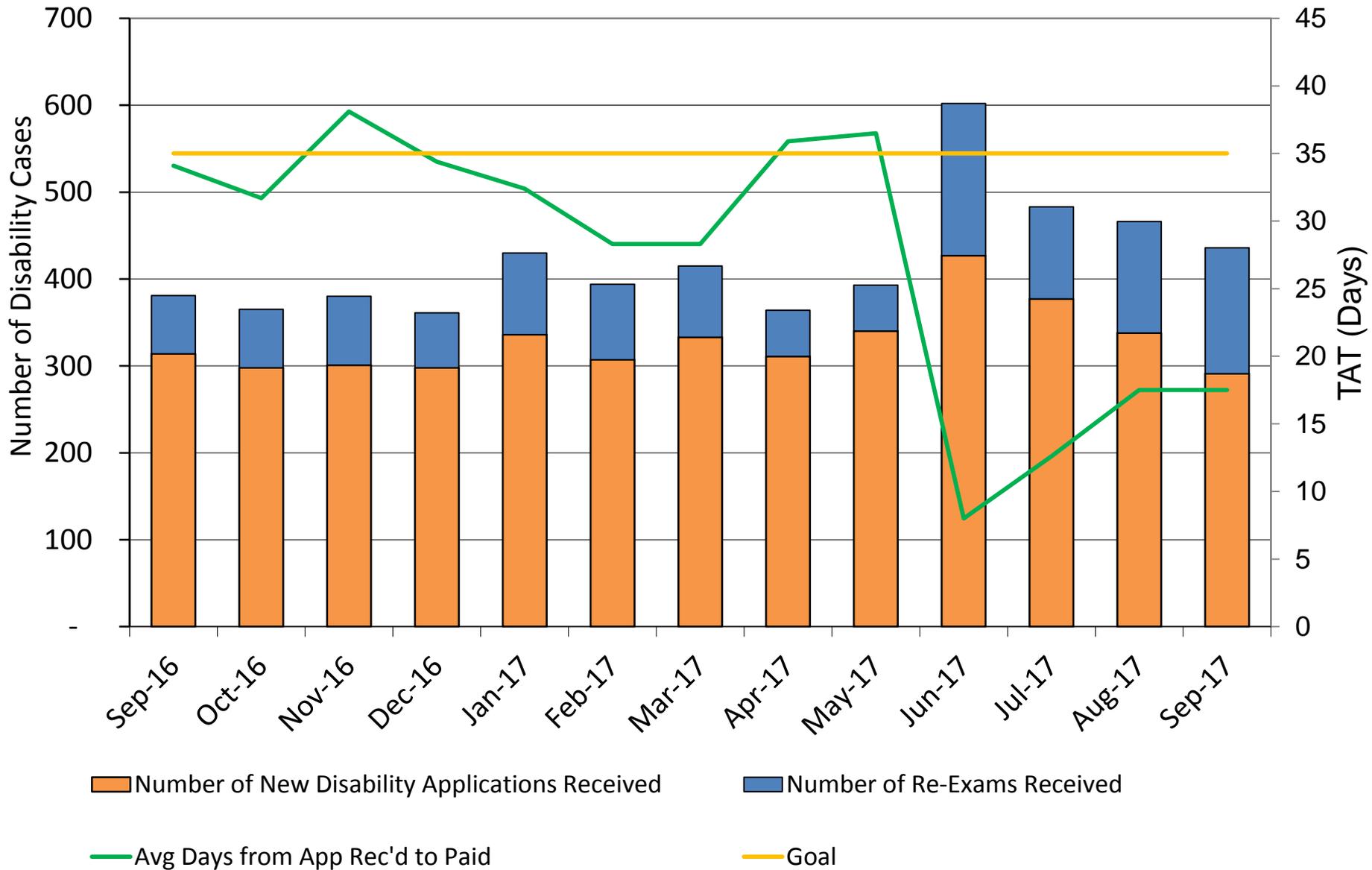
# Retirement Processing - 60 Day Paid On Time Rate



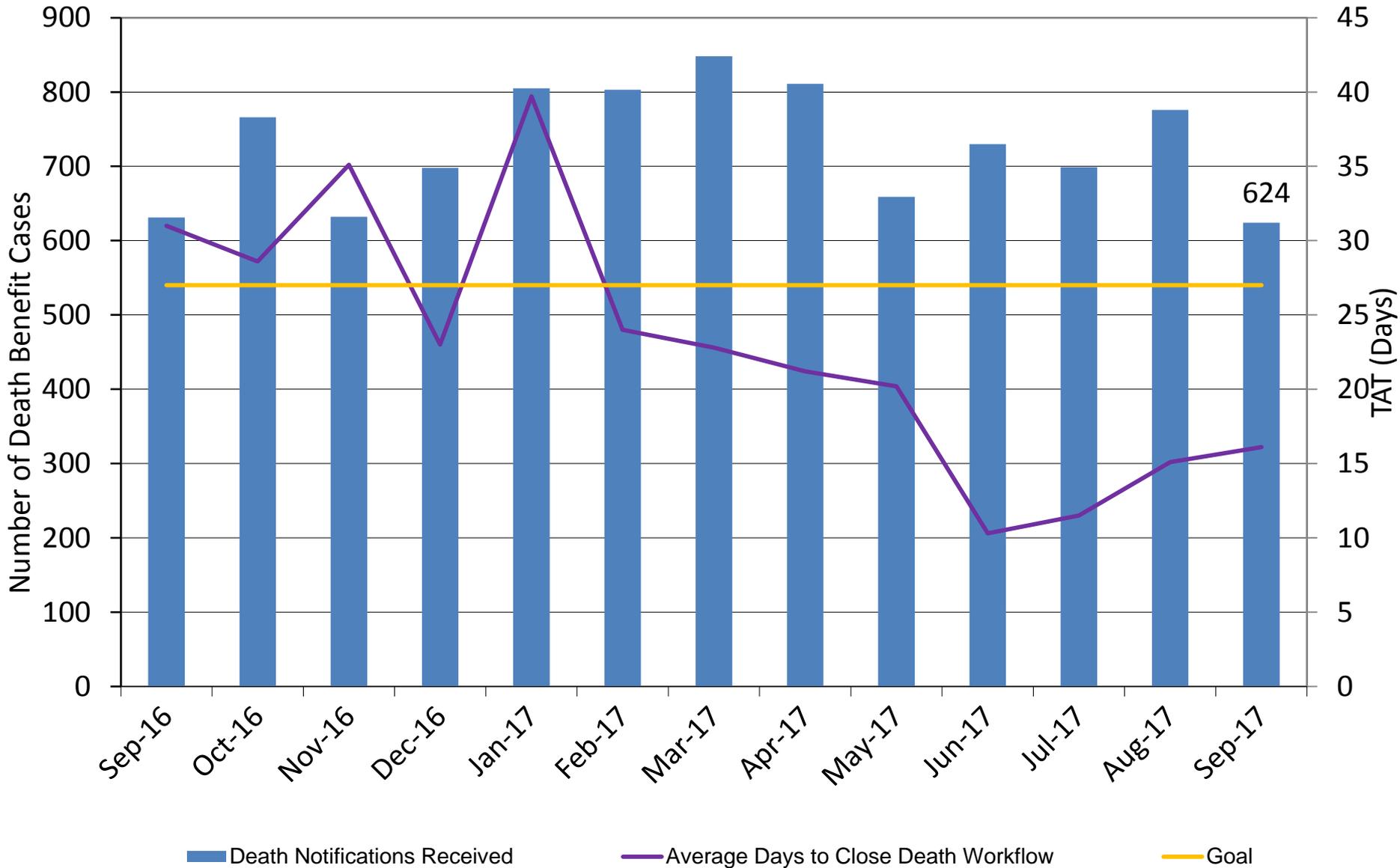
# Retirement Processing - Retirements Requested, TAT



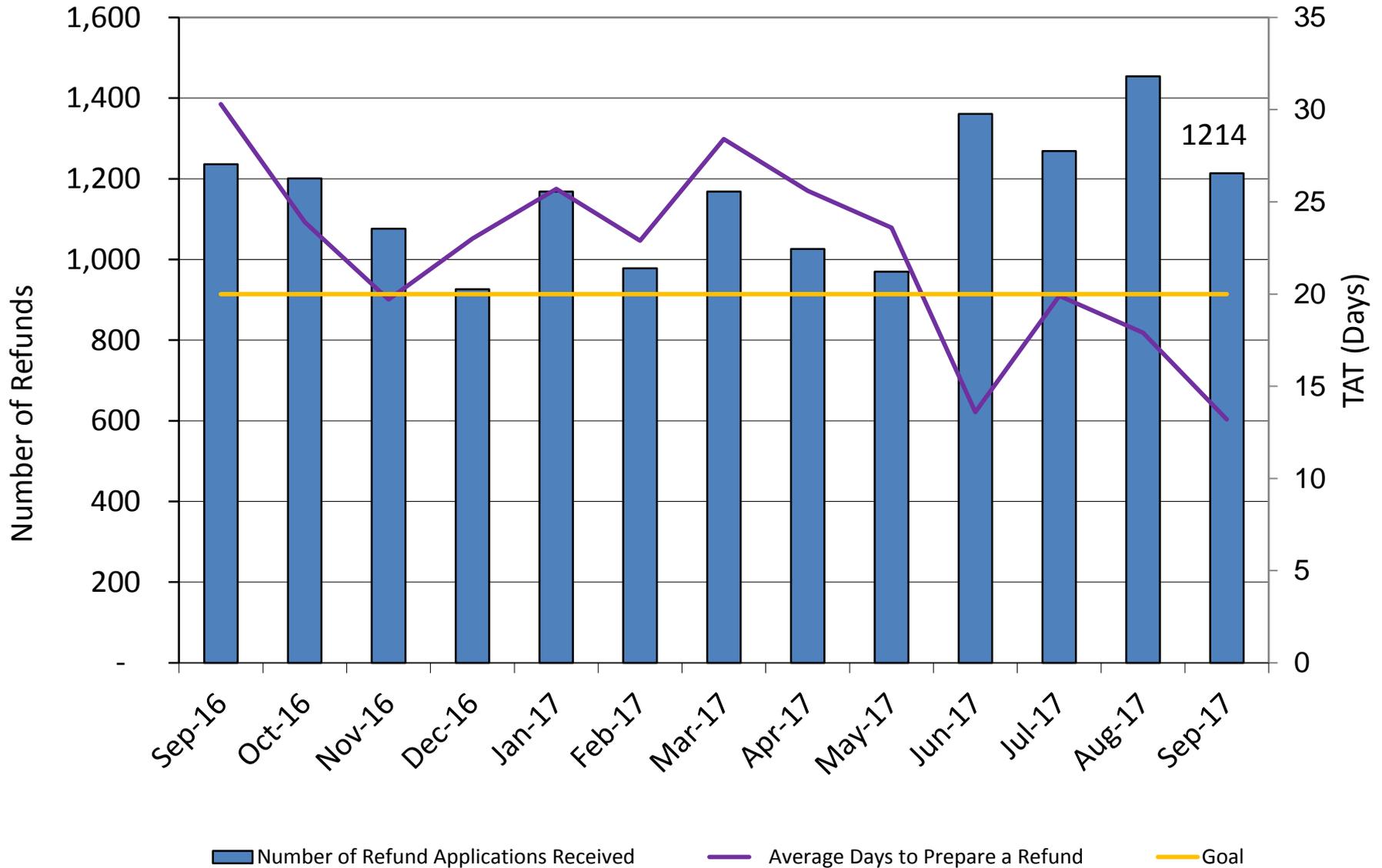
# Benefit Processing - Disability Applications



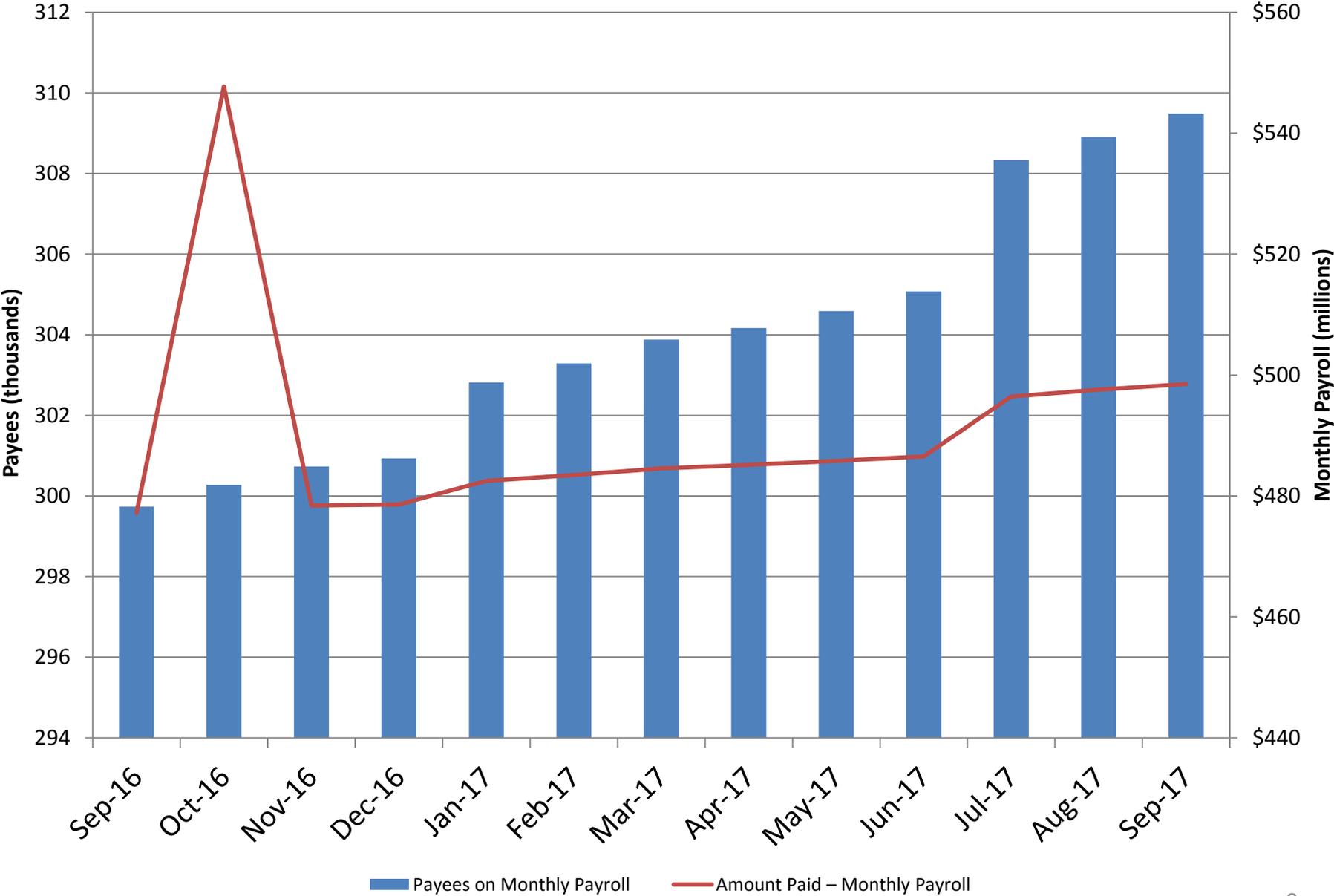
# Benefit Processing - Death Notifications



# Benefit Processing - Refund Requests

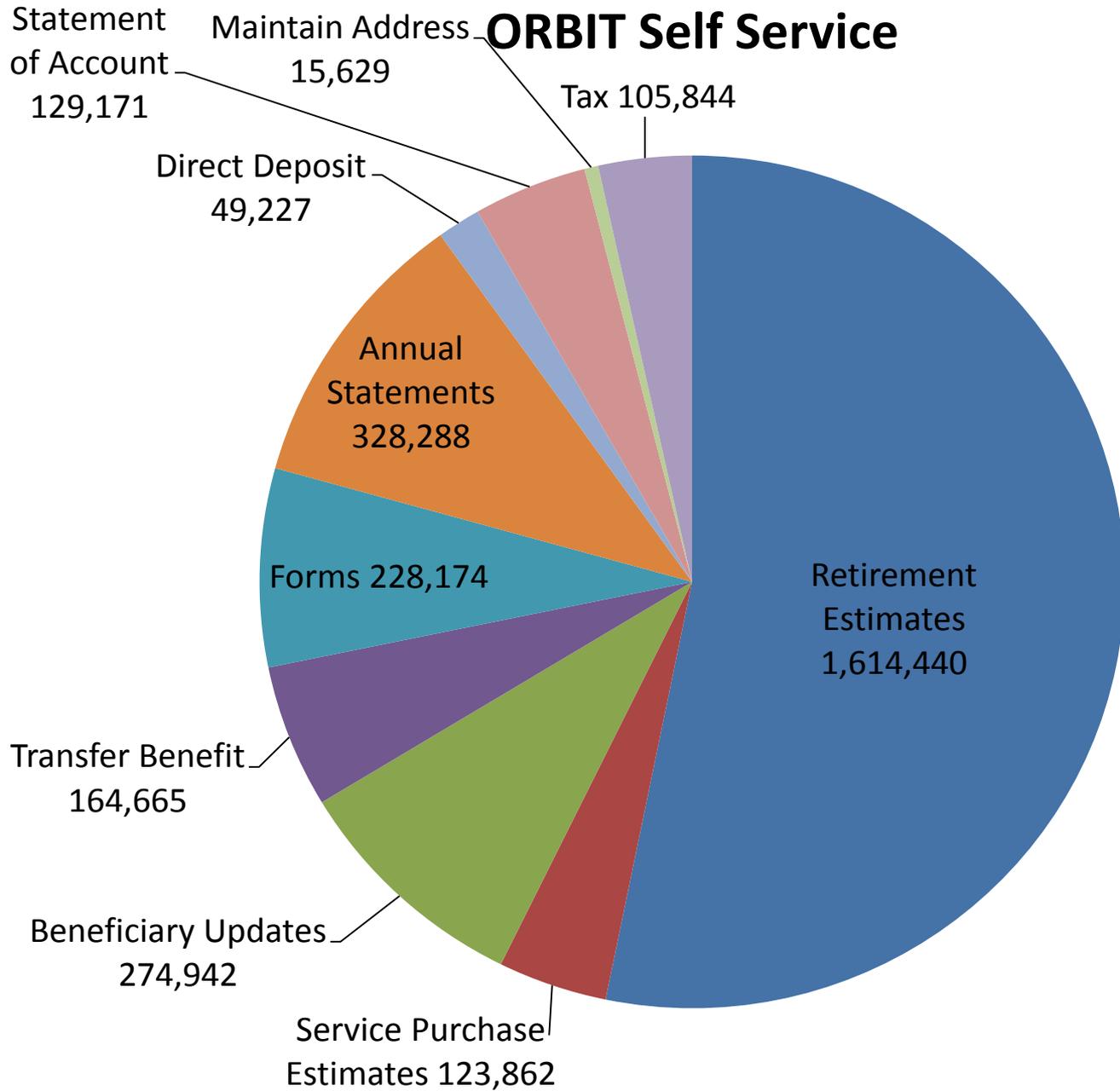


# Payroll Processing - Monthly Payroll

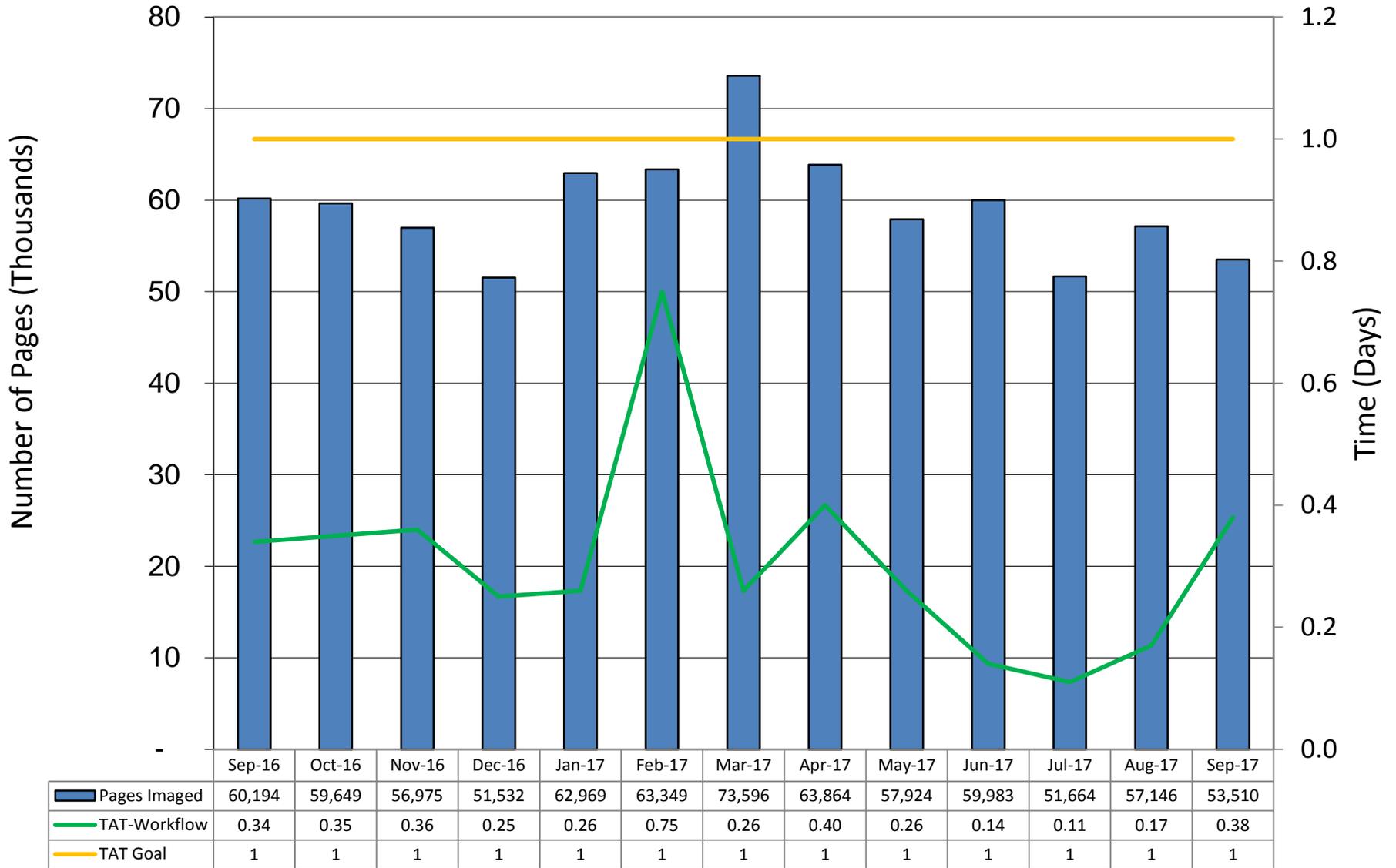


# ORBIT Self Service

Data is for last 12 months.



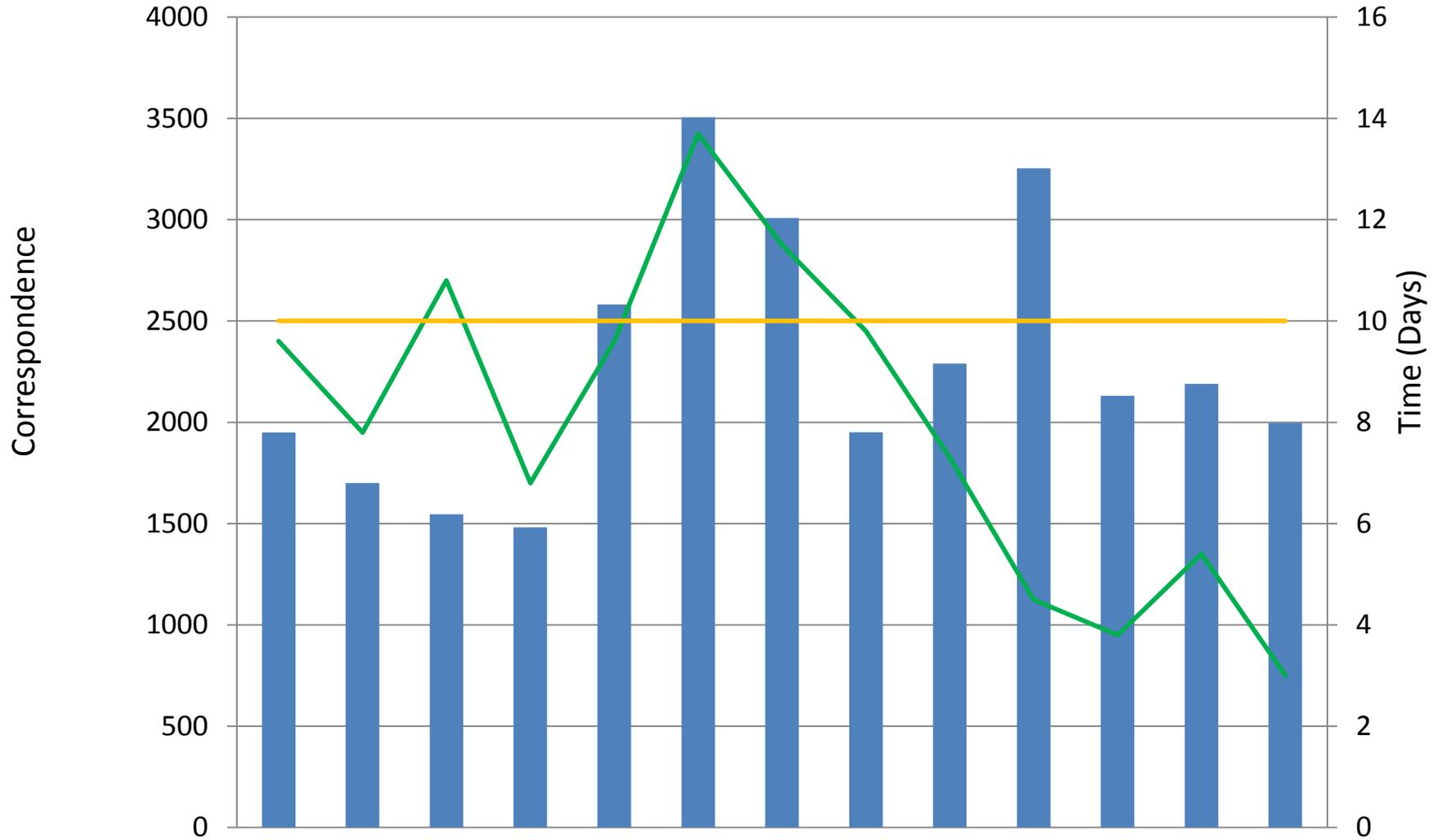
# Imaging - Pages Scanned





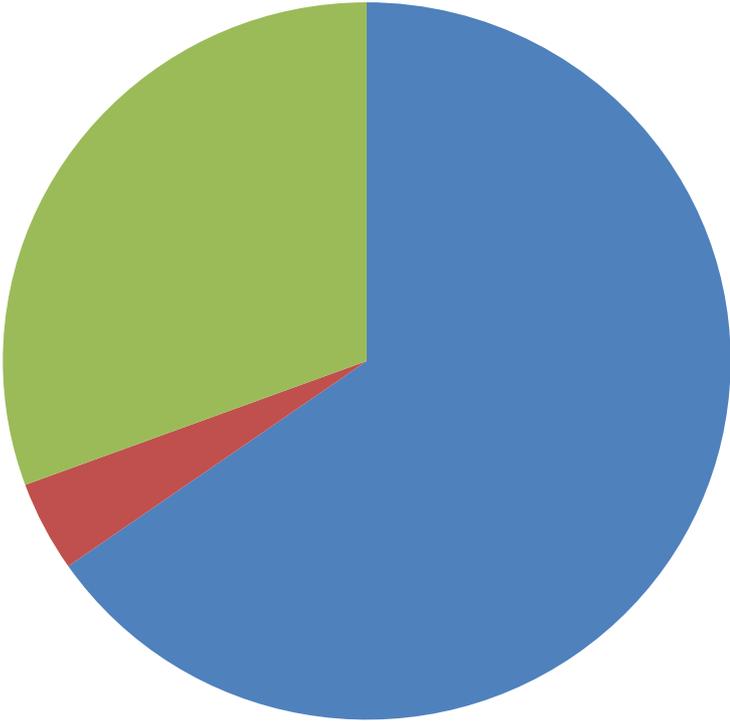
# Member Services

# Educational Retirement Group - Correspondence



Correspondence Answered	1949	1700	1546	1482	2581	3506	3008	1951	2290	3253	2131	2190	1997
TAT	9.6	7.8	10.8	6.8	9.6	13.7	11.5	9.8	7.3	4.5	3.8	5.4	3.0
Goal	10	10	10	10	10	10	10	10	10	10	10	10	10

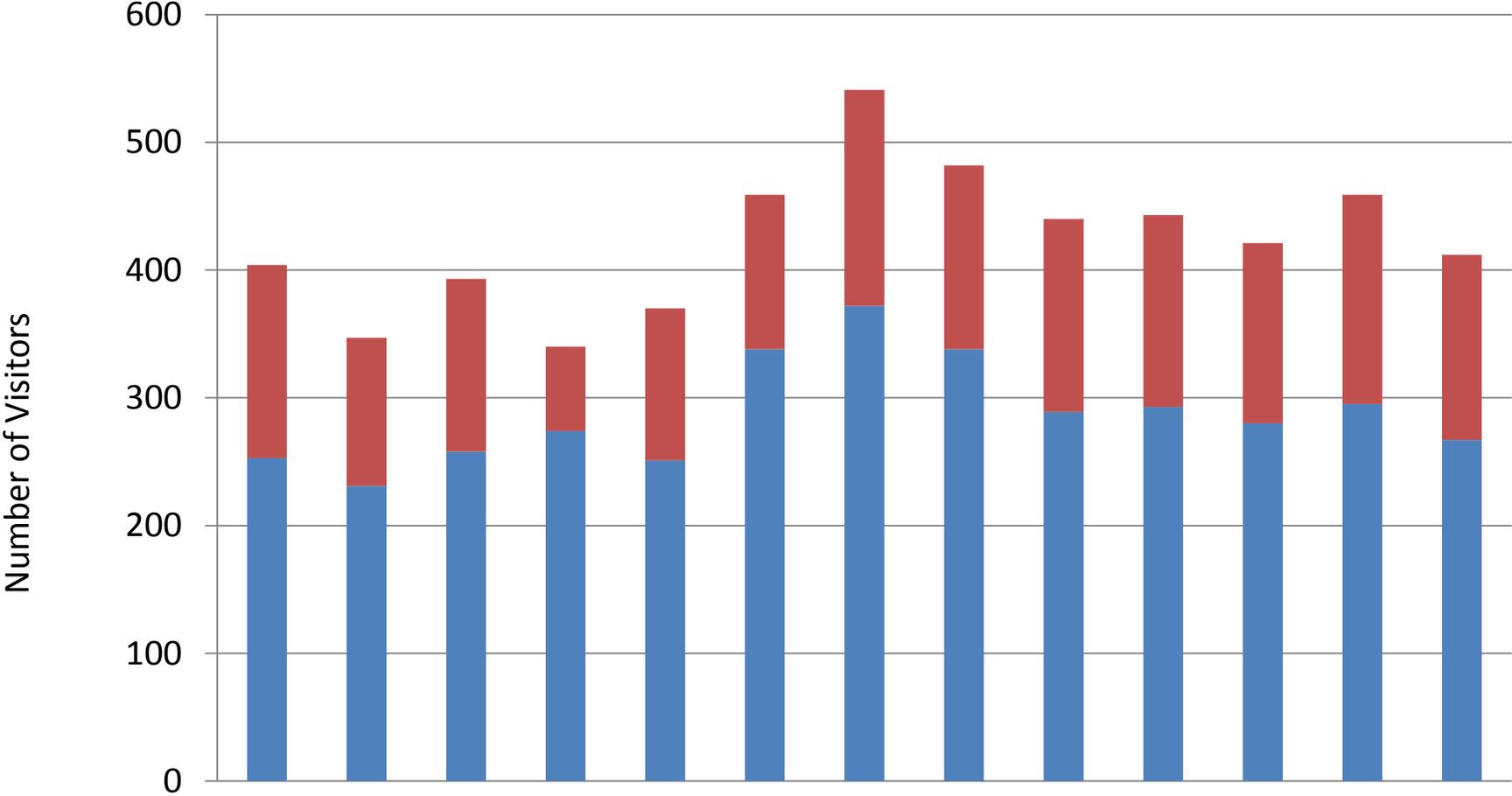
# Educational Retirement Group – 2017/2018 Fiscal Year Meetings and Webinars



	Count July 2017 - YTD	Attendees July 2017 - YTD
Employee	43	1700
Employer	2	120
Webinar	15	498
Total	60	2318
Goal	175	

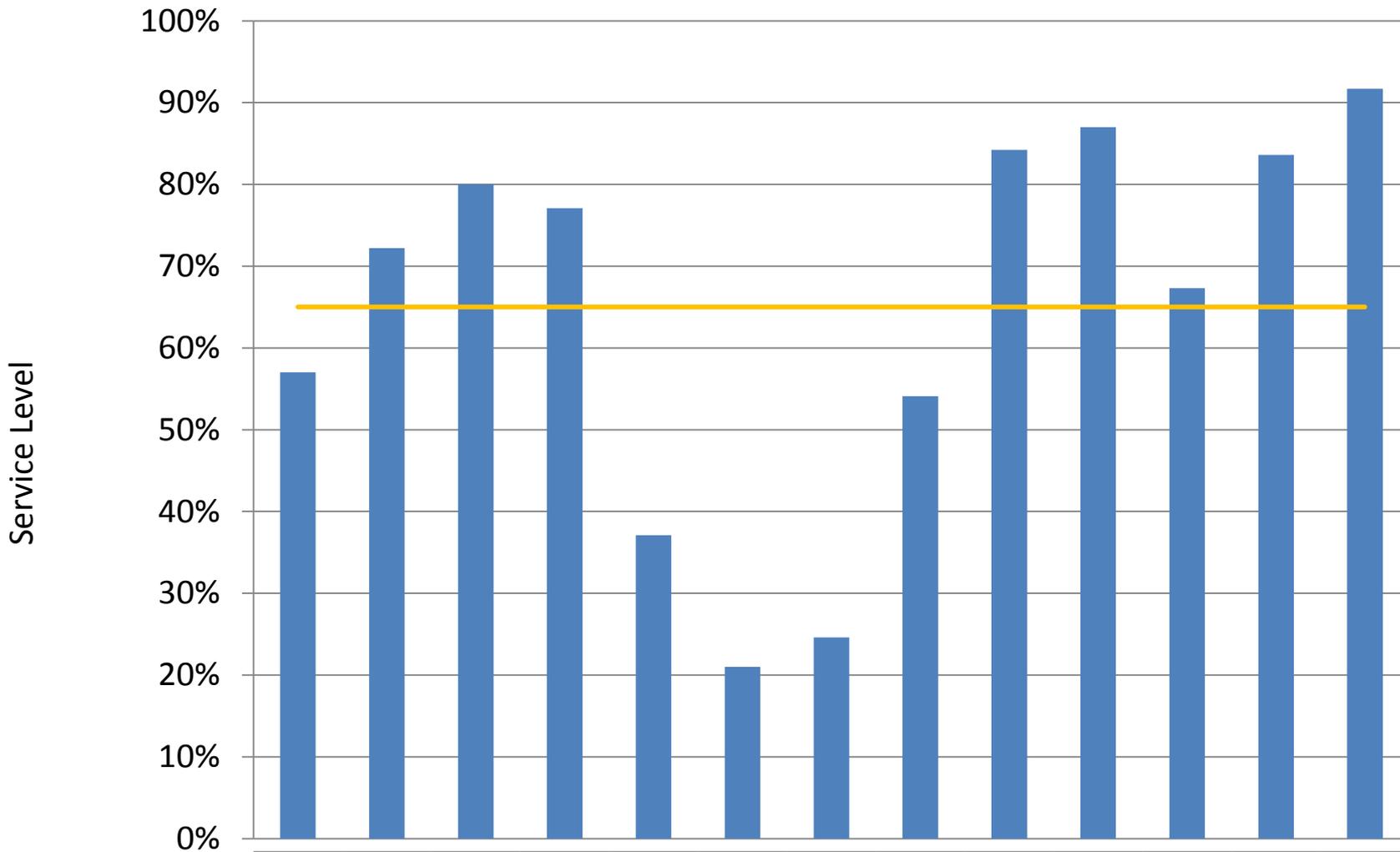
■ Employee Meetings   ■ Employer Meetings   ■ Webinars

# Educational Retirement Group - Visitors and Counseling Sessions



■ Counseling Sessions	151	116	135	66	119	121	169	144	151	150	141	164	145
■ Office Visitors	253	231	258	274	251	338	372	338	289	293	280	295	267

# Call Center - Service Level



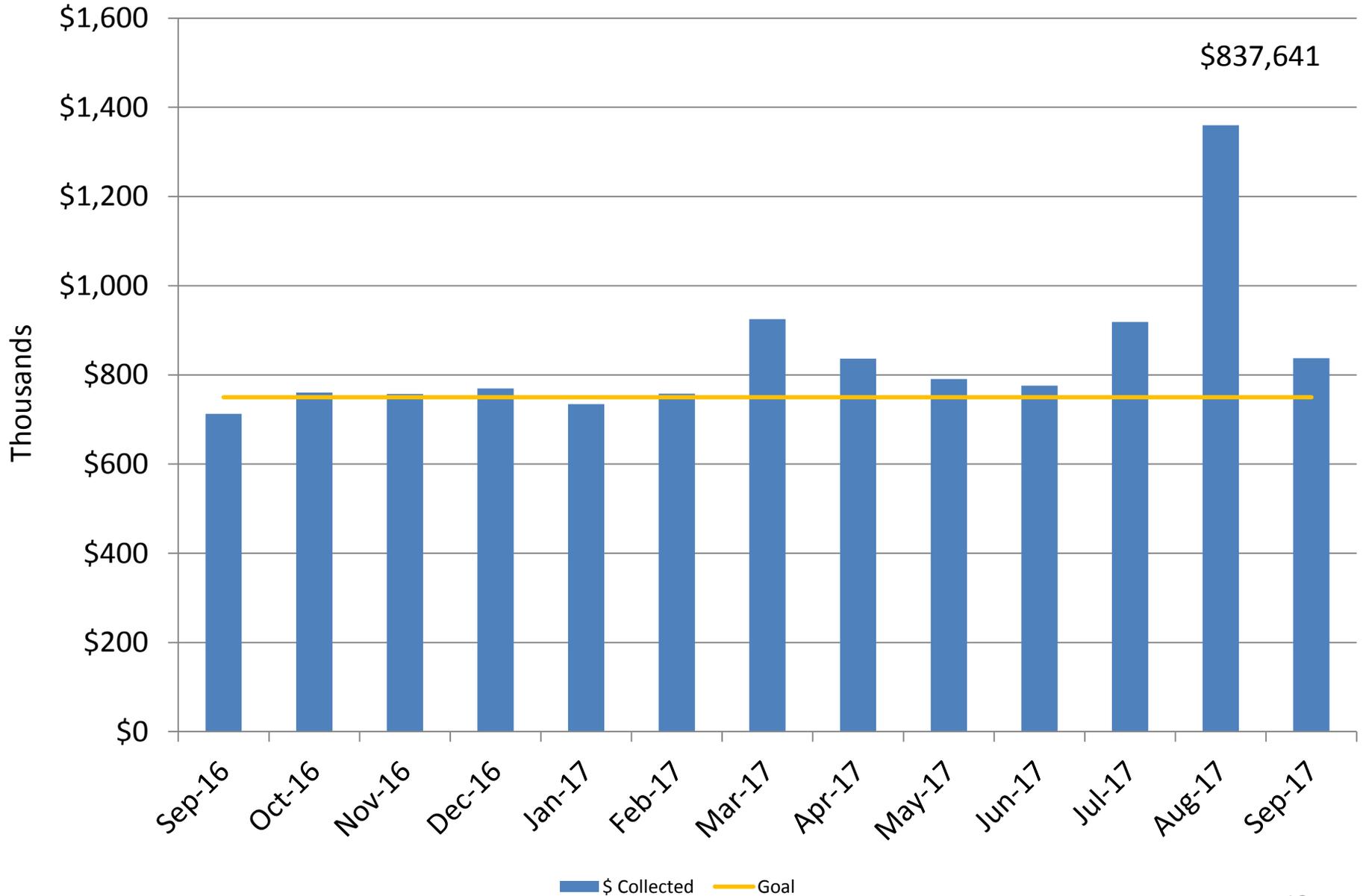
	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
<span style="color: blue;">■</span> % Calls Answered in 60 Sec	57.0%	72.2%	80.0%	77.1%	37.1%	21.0%	24.6%	54.1%	84.2%	87.0%	67.3%	83.6%	91.7%
<span style="color: orange;">—</span> Goal	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%
Avg Speed of Answer	1:50	1:12	0:47	0:48	4:16	6:25	5:55	2:14	0:34	0:26	1:17	0:32	0:27
Total Calls Offered	22,565	21,990	18,302	16,794	24,480	34,362	33,397	23,903	22,373	20,708	20,850	21,112	17,840



# Policy, Planning & Compliance

# Overpayments - Amount Collected

Collected in past 13 months:  
\$10,936,080





## Contribution-Based Benefit Cap (CBBC) Liabilities

- 120 retirees impacted by the CBBC as of 10/04/2017
  - 34 Invoices are for LGERS employers
  - 86 Invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 10/04/2017: \$11.1 million
- Average invoice cost: \$93,262.15
  - CBBC liabilities range in cost from \$2,606.05 to \$590,694.32
- 94 employers have paid in full
  - Three employers are on an installment payment plan
  - Total CBBC liabilities collected: exceeds \$7.8 million