



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

BOARD OF TRUSTEES MEETING – April 2017

RSD Operations Update



North Carolina
Total Retirement Plans

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STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA





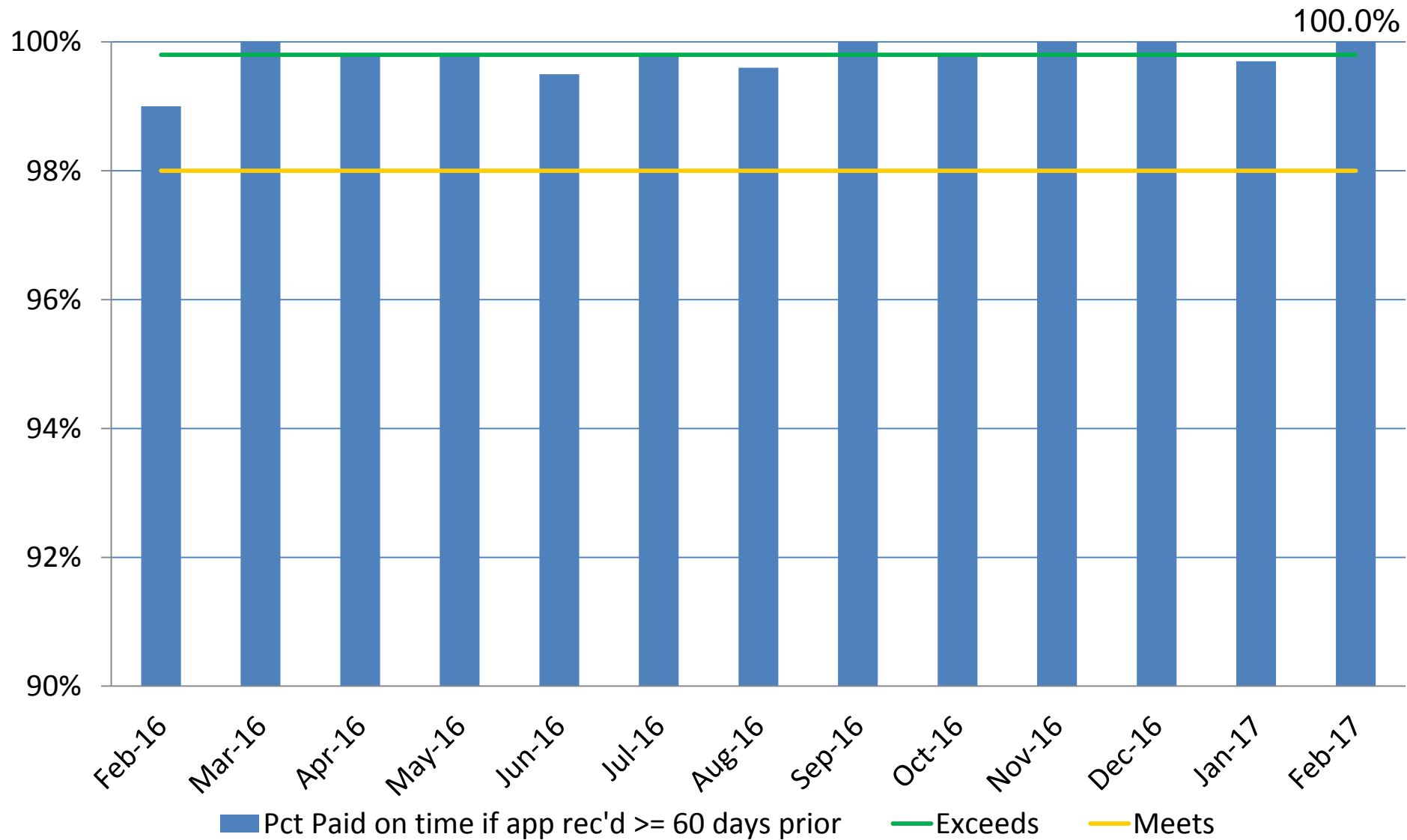
KEY TAKEAWAYS

- July Retirements
- Disability Statement of Income
- ORBIT Self-Service Enhancement: January 28, 2017
- Anti-Pension Spiking Invoices – 86% Paid in Full
- 2017 Key Initiatives:
 - Update WorkFlow – May 19, 2017
 - Retirement Application On-Line
 - Fire & Rescue Redesign

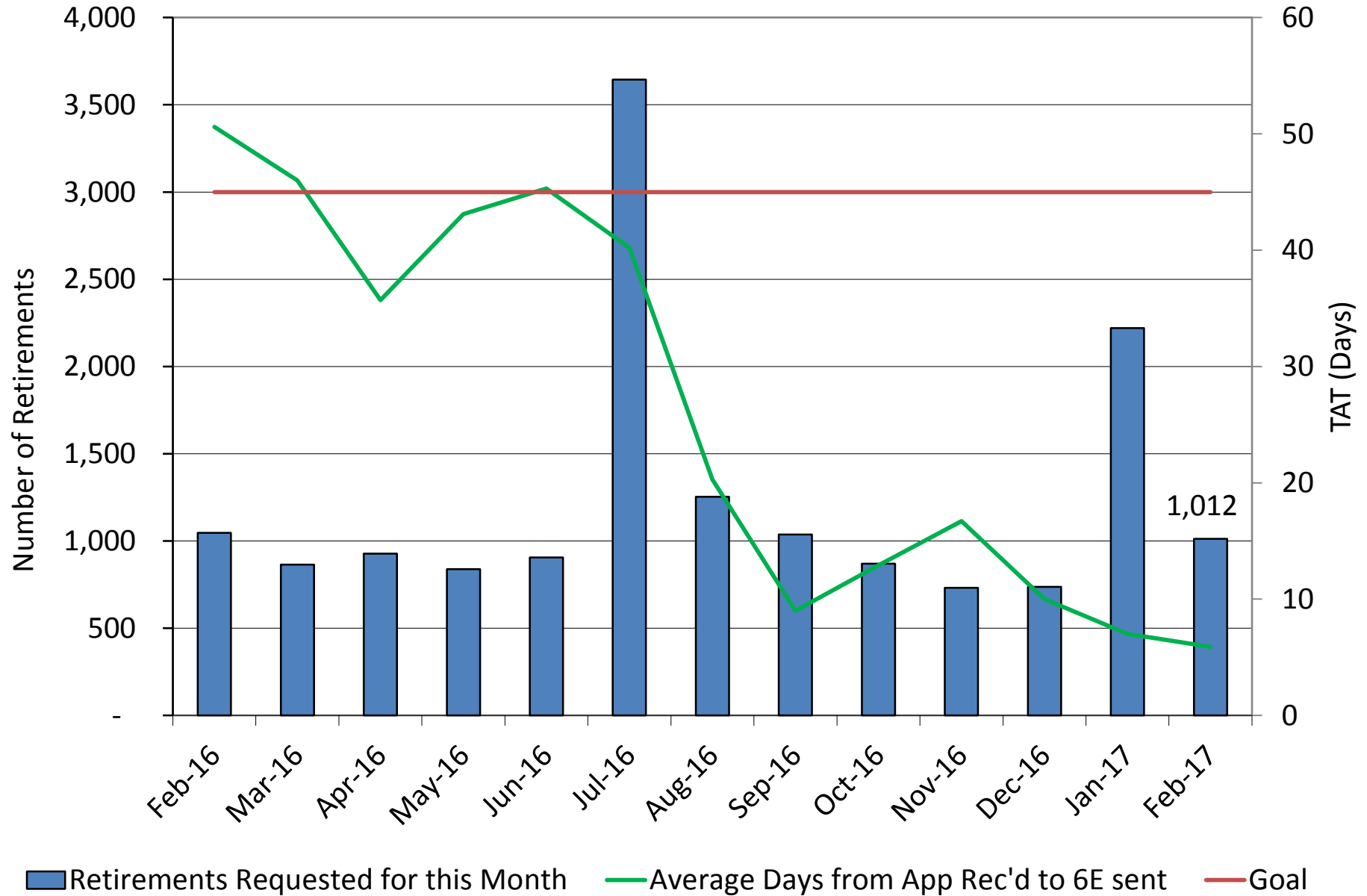


Operations

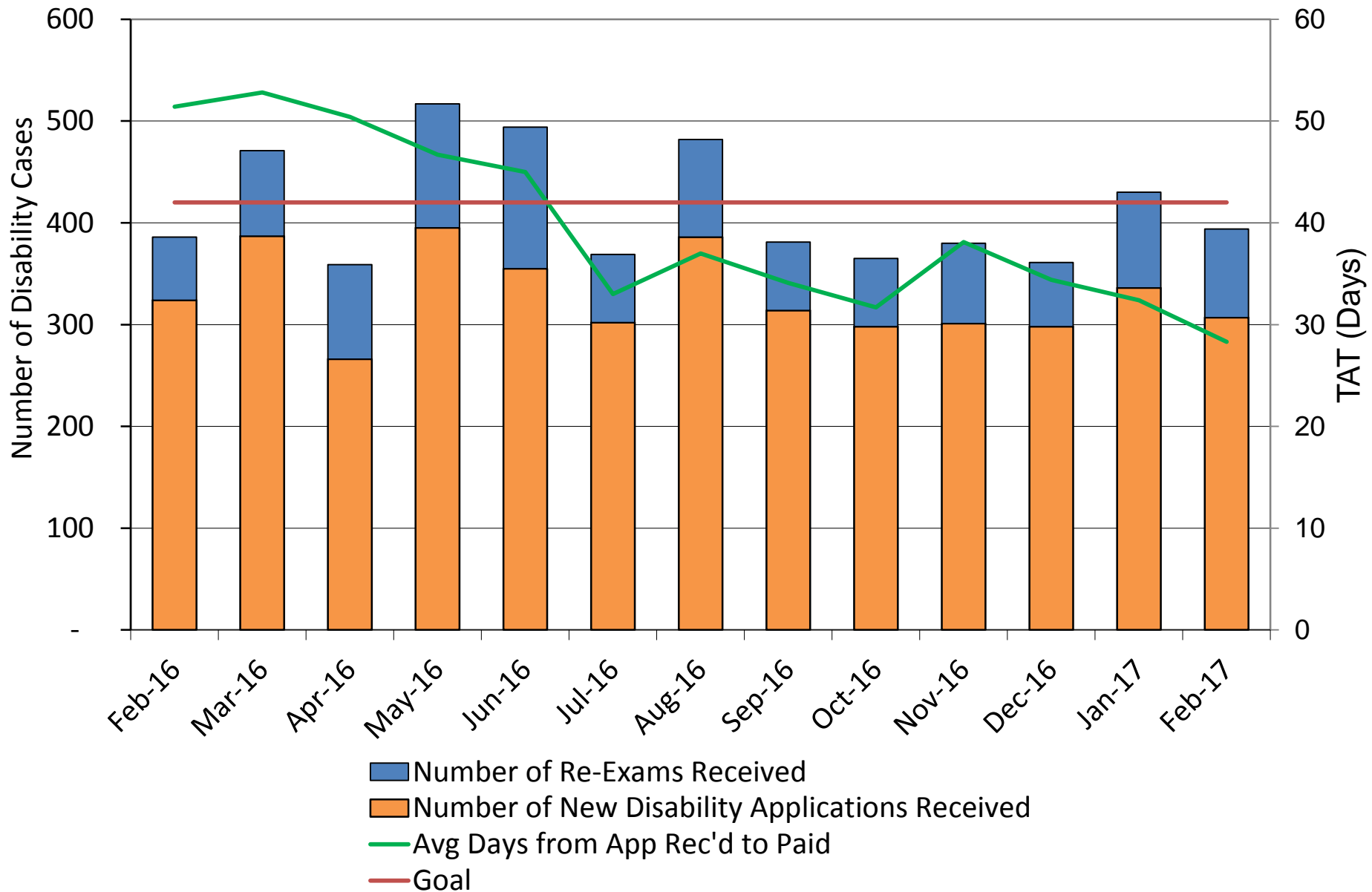
Retirement Processing - 60 Day Paid On Time Rate



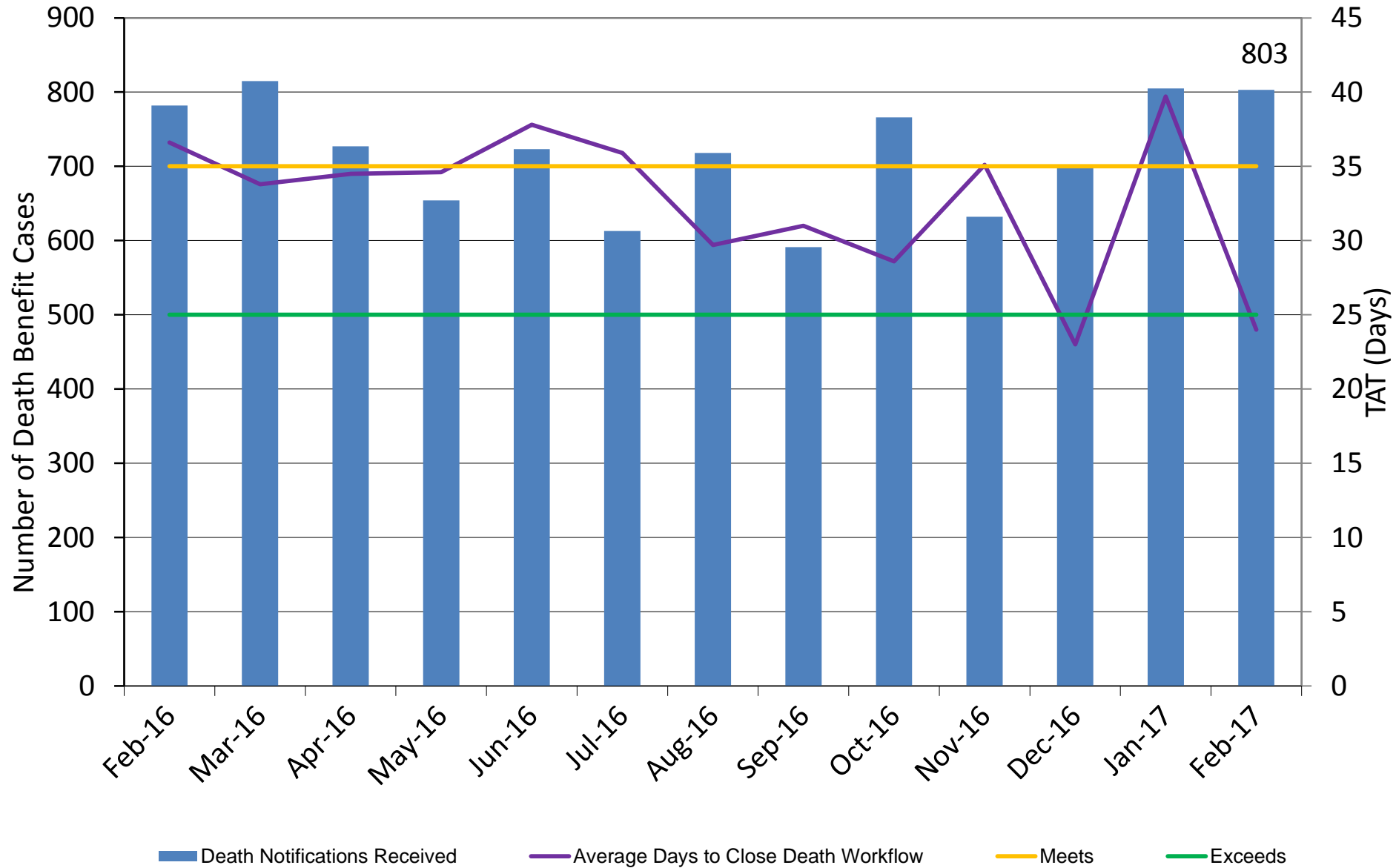
Retirement Processing - Retirements Requested, TAT



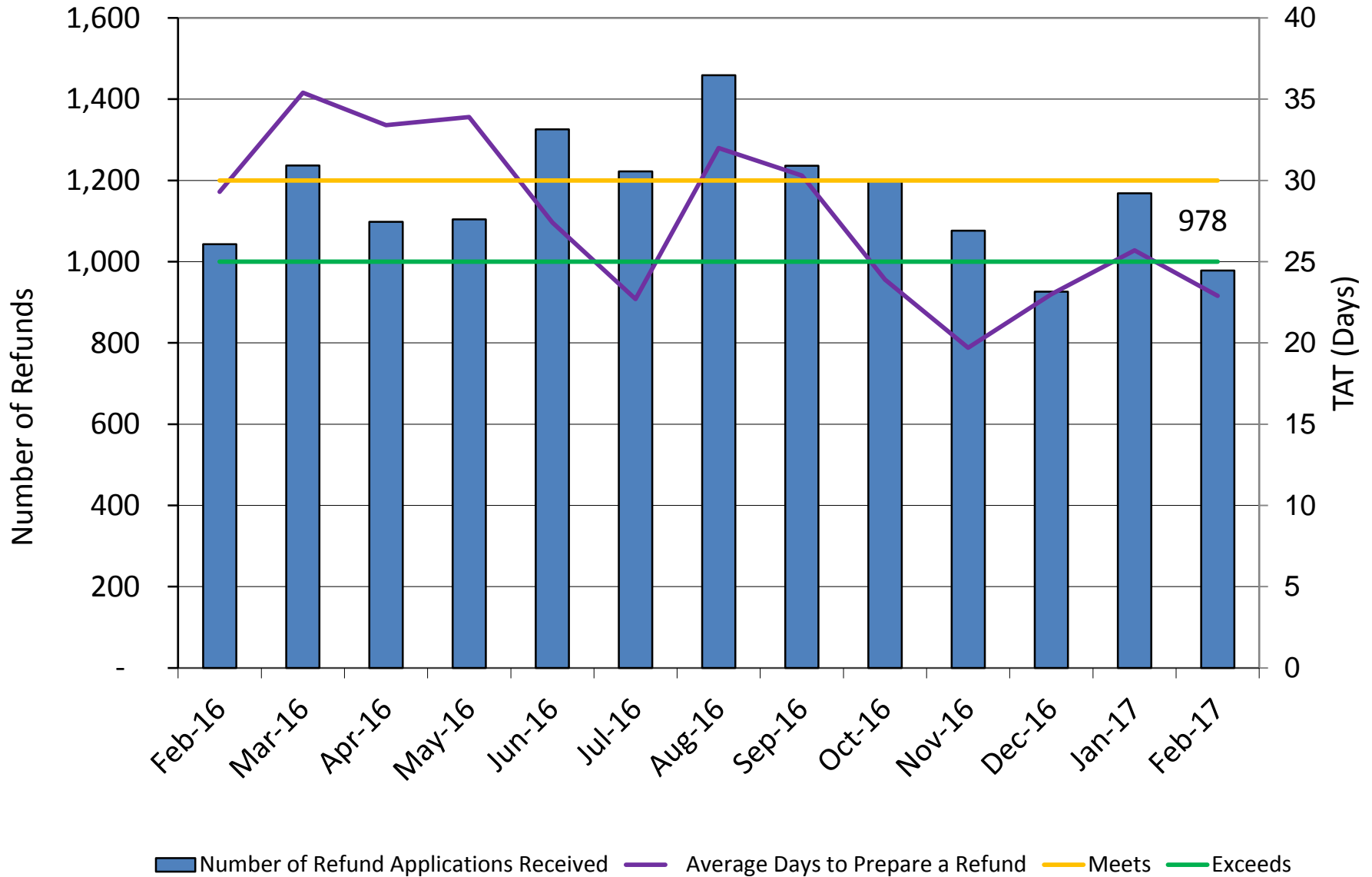
Benefit Processing - Disability Applications



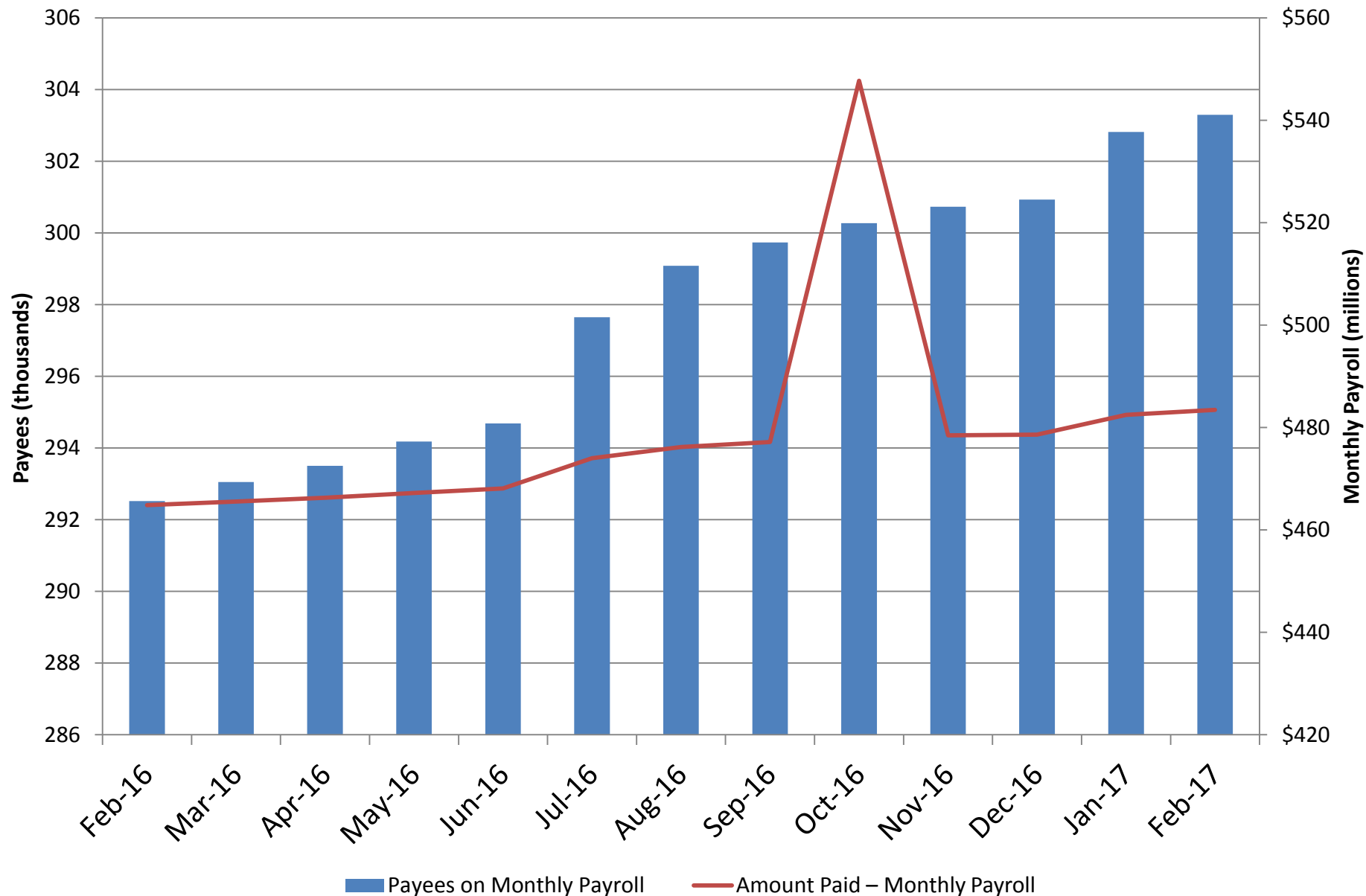
Benefit Processing - Death Notifications



Benefit Processing - Refund Requests

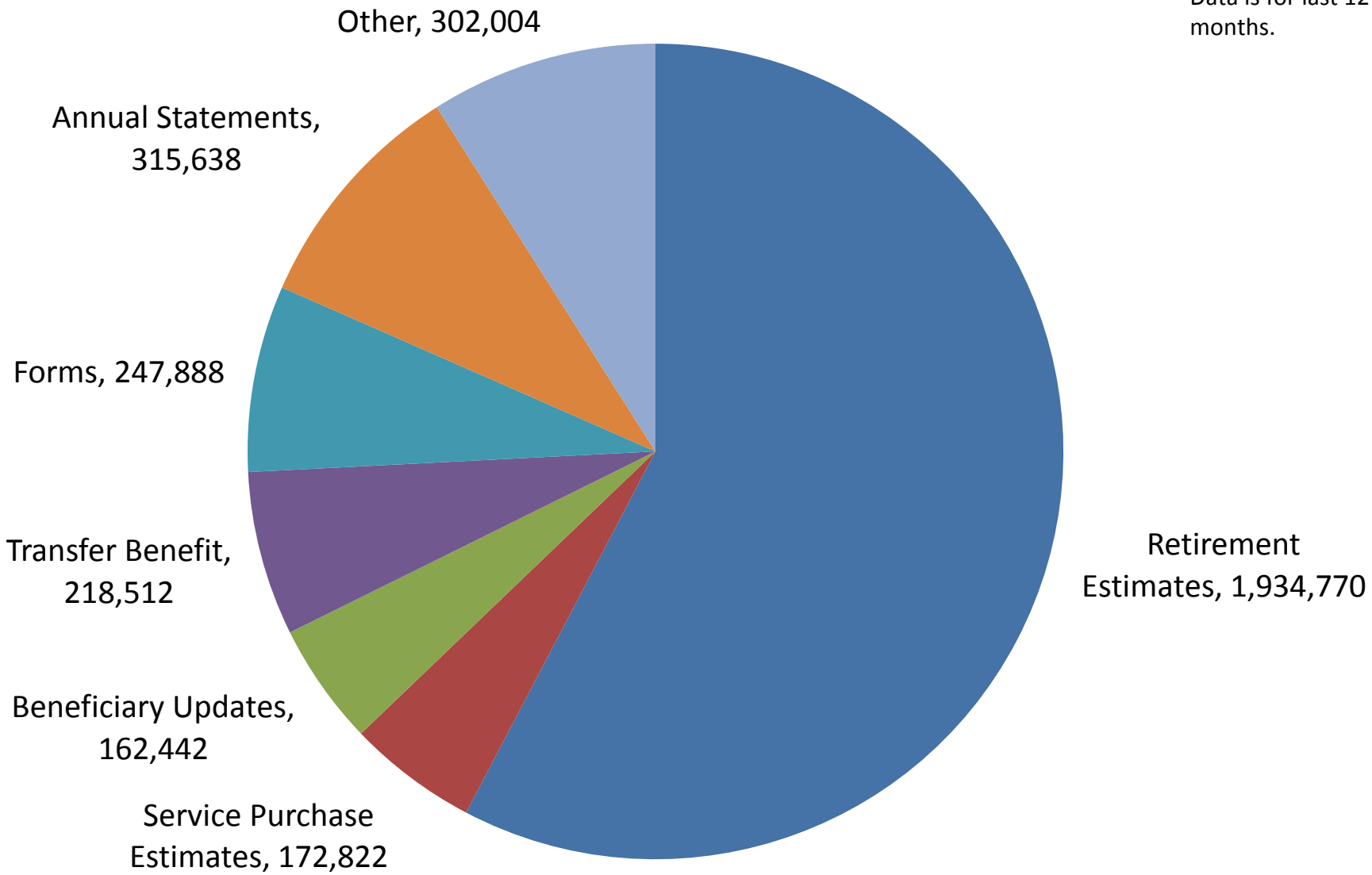


Payroll Processing - Monthly Payroll



ORBiT Self Service

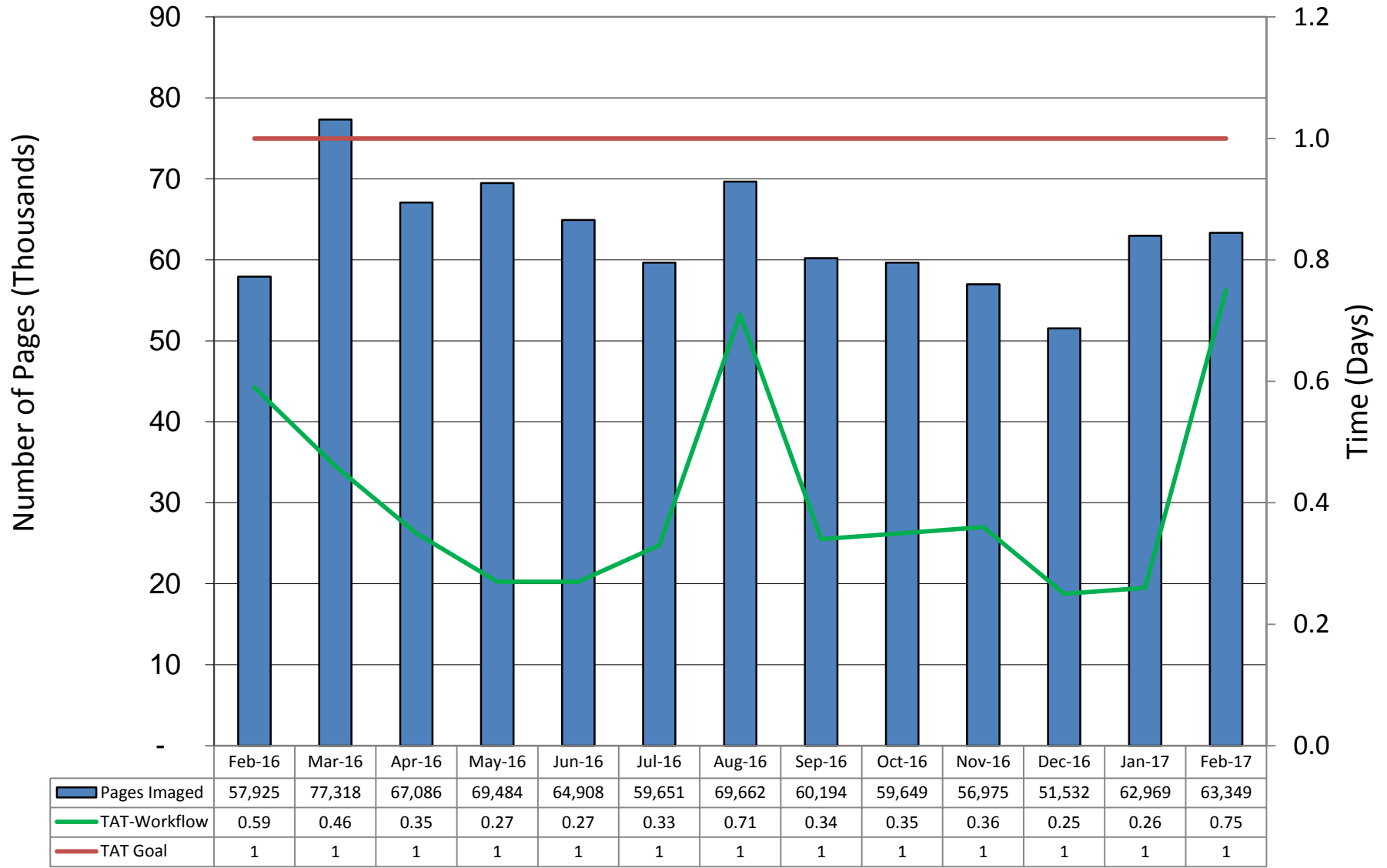
Data is for last 12 months.



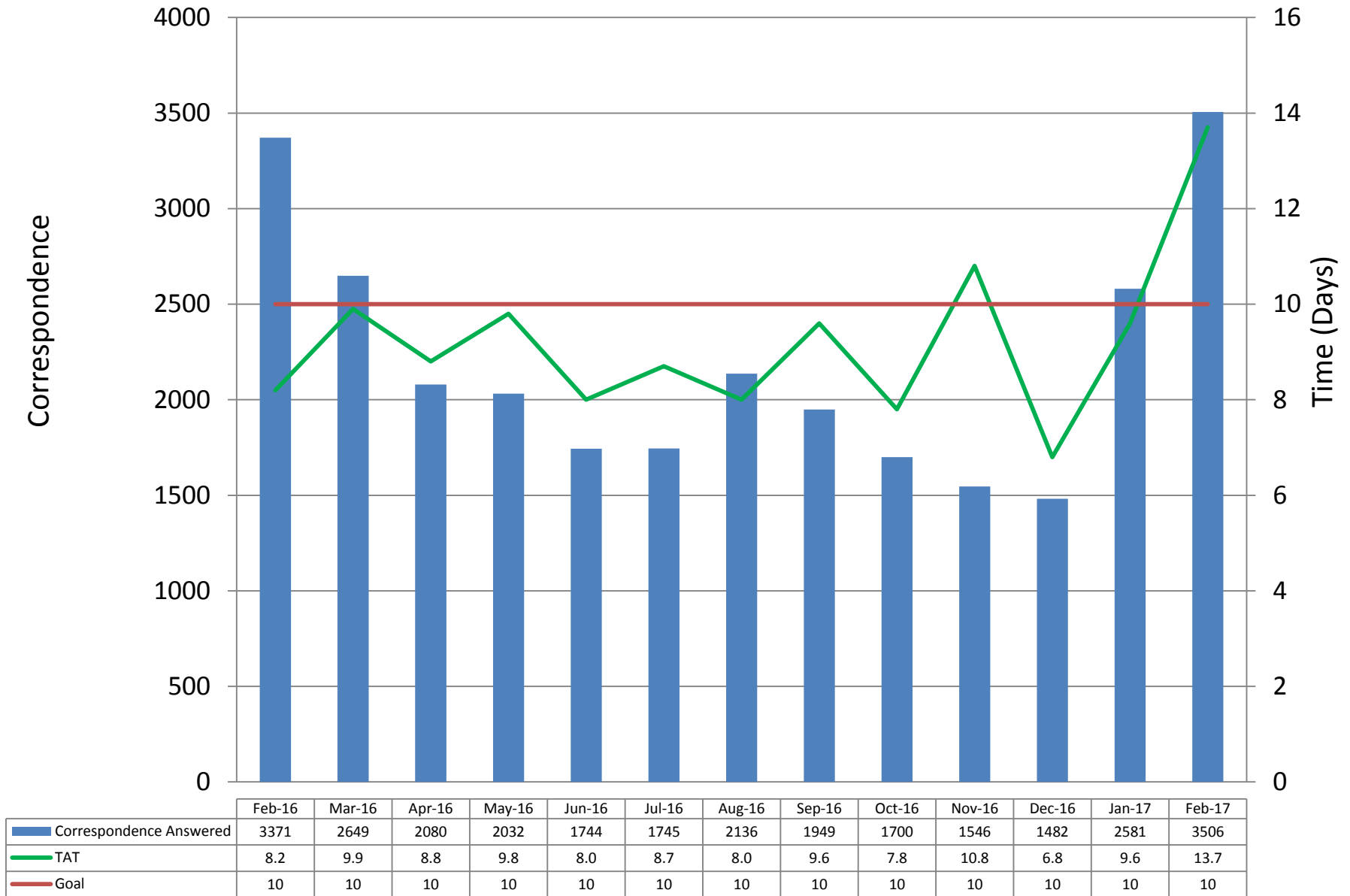


Member Services

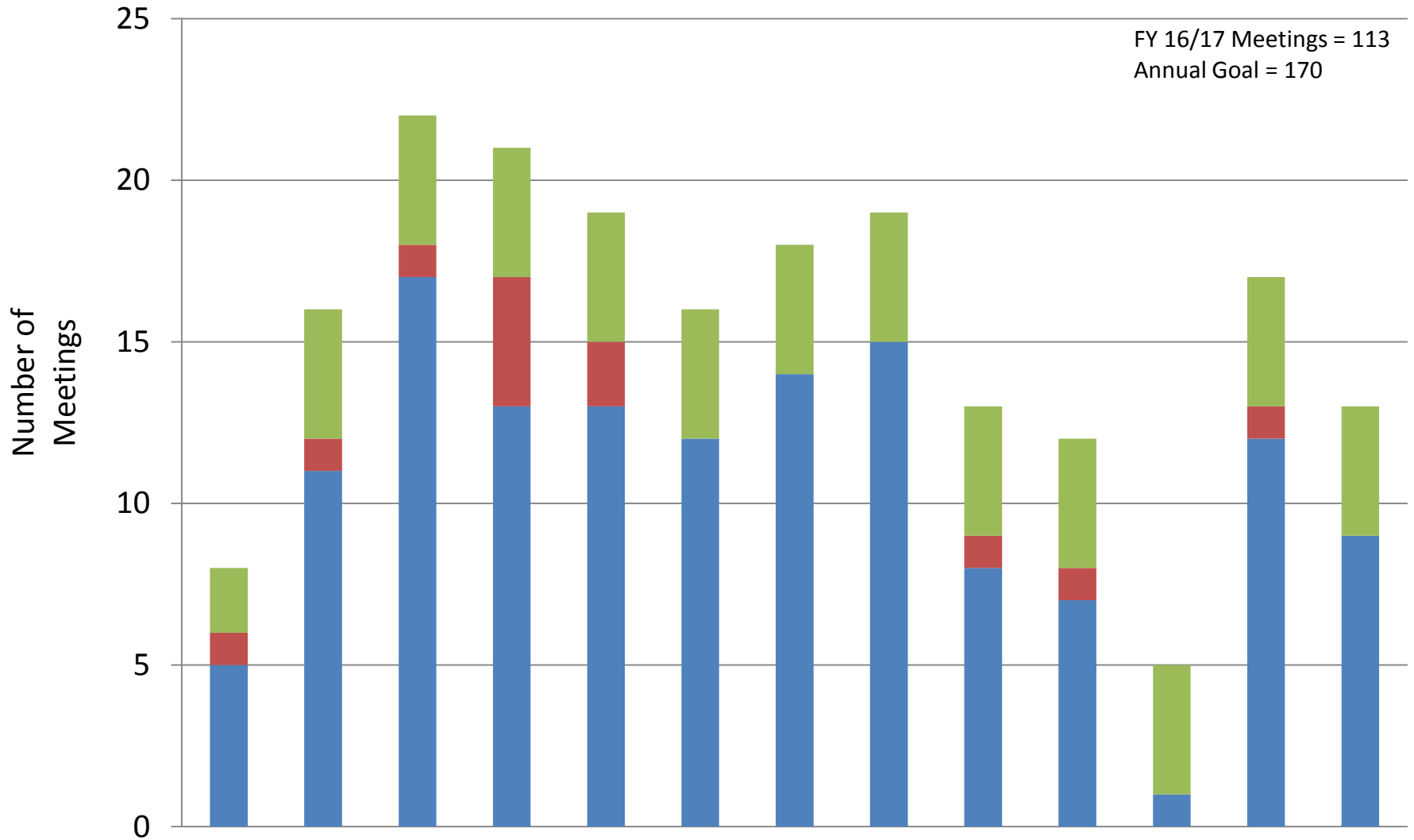
Imaging - Pages Scanned



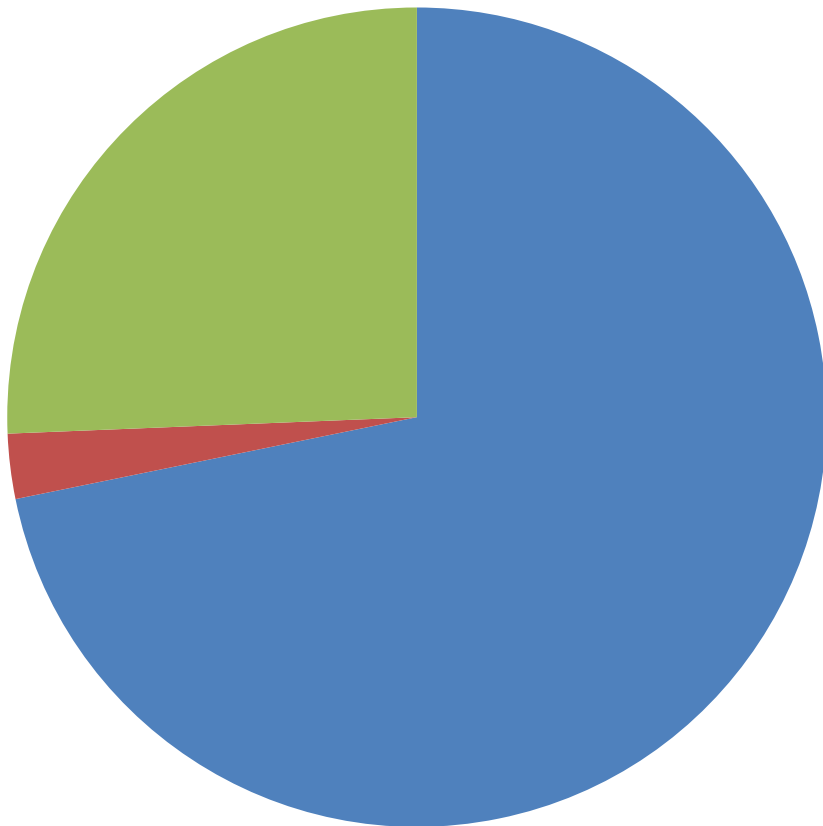
Educational Retirement Group - Correspondence



Educational Retirement Group - Meetings and Webinars



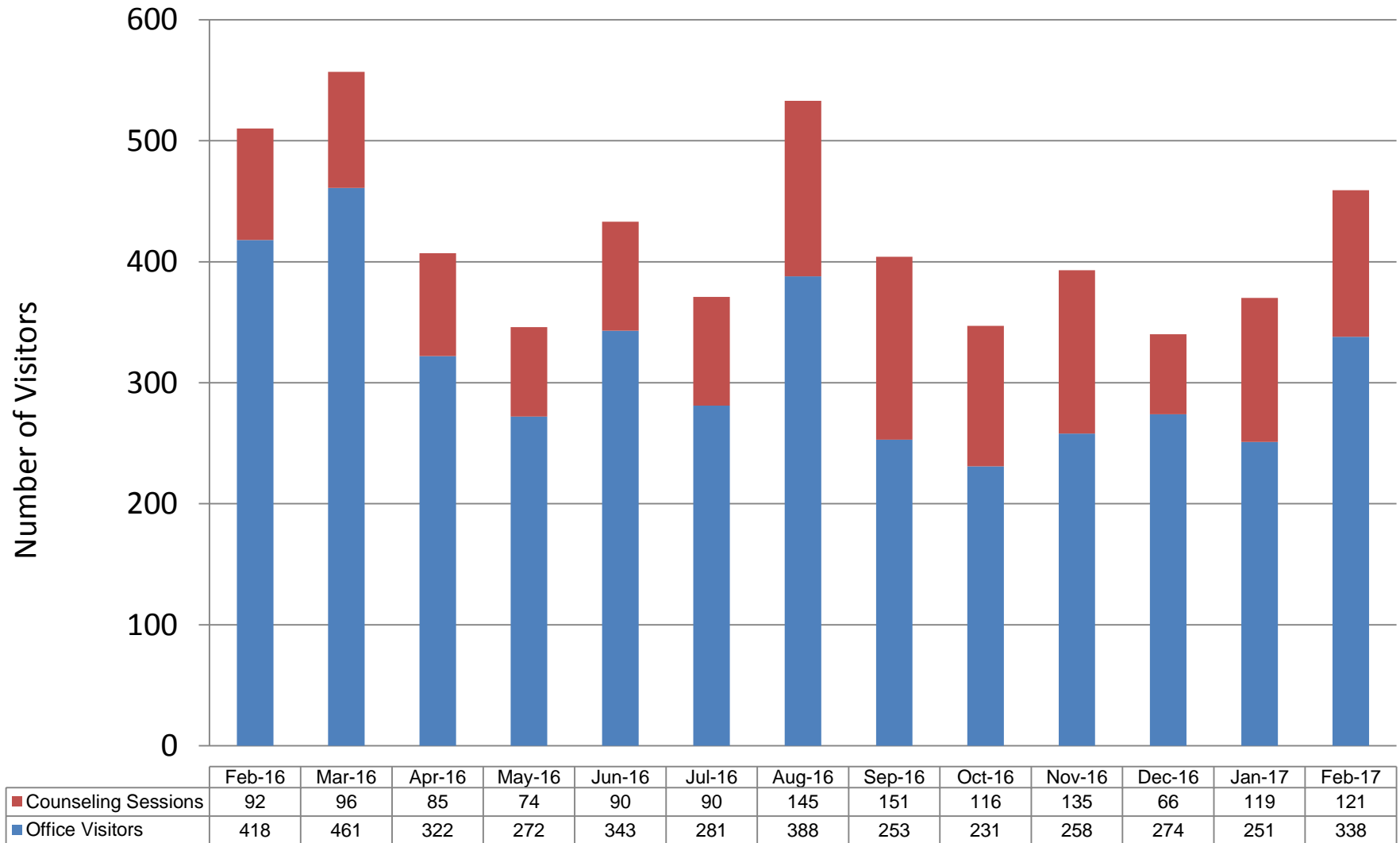
Educational Retirement Group – 2016/2017 Fiscal Year Meetings and Webinars



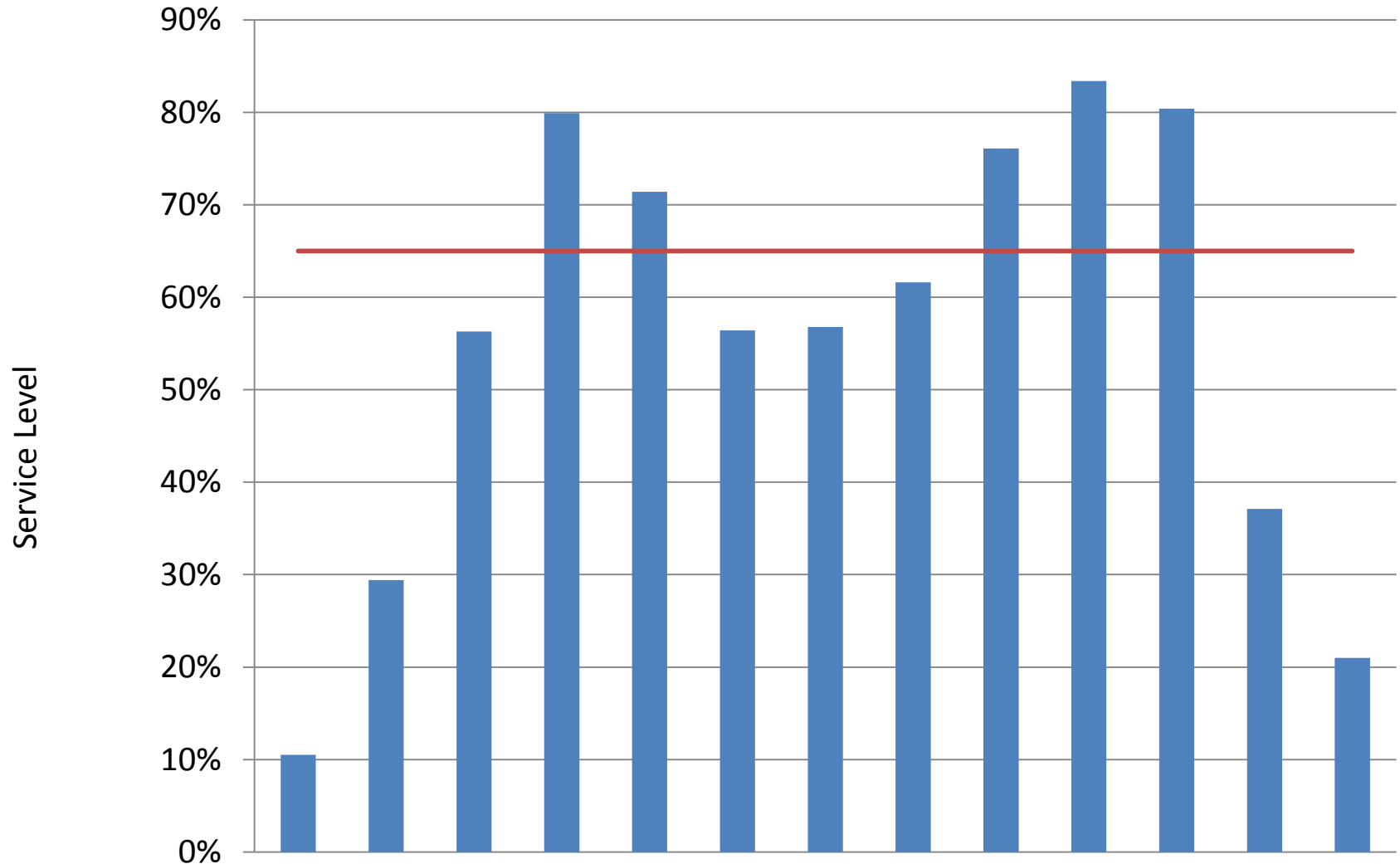
	Count Jul-June	Attendees Jul-June
Employee	78	4331
Employer	3	123
Webinar	32	860
Total	113	5314
Goal	170	

■ Employee Meetings ■ Employer Meetings ■ Webinars

Educational Retirement Group - Visitors and Counseling Sessions



Call Center - Service Level



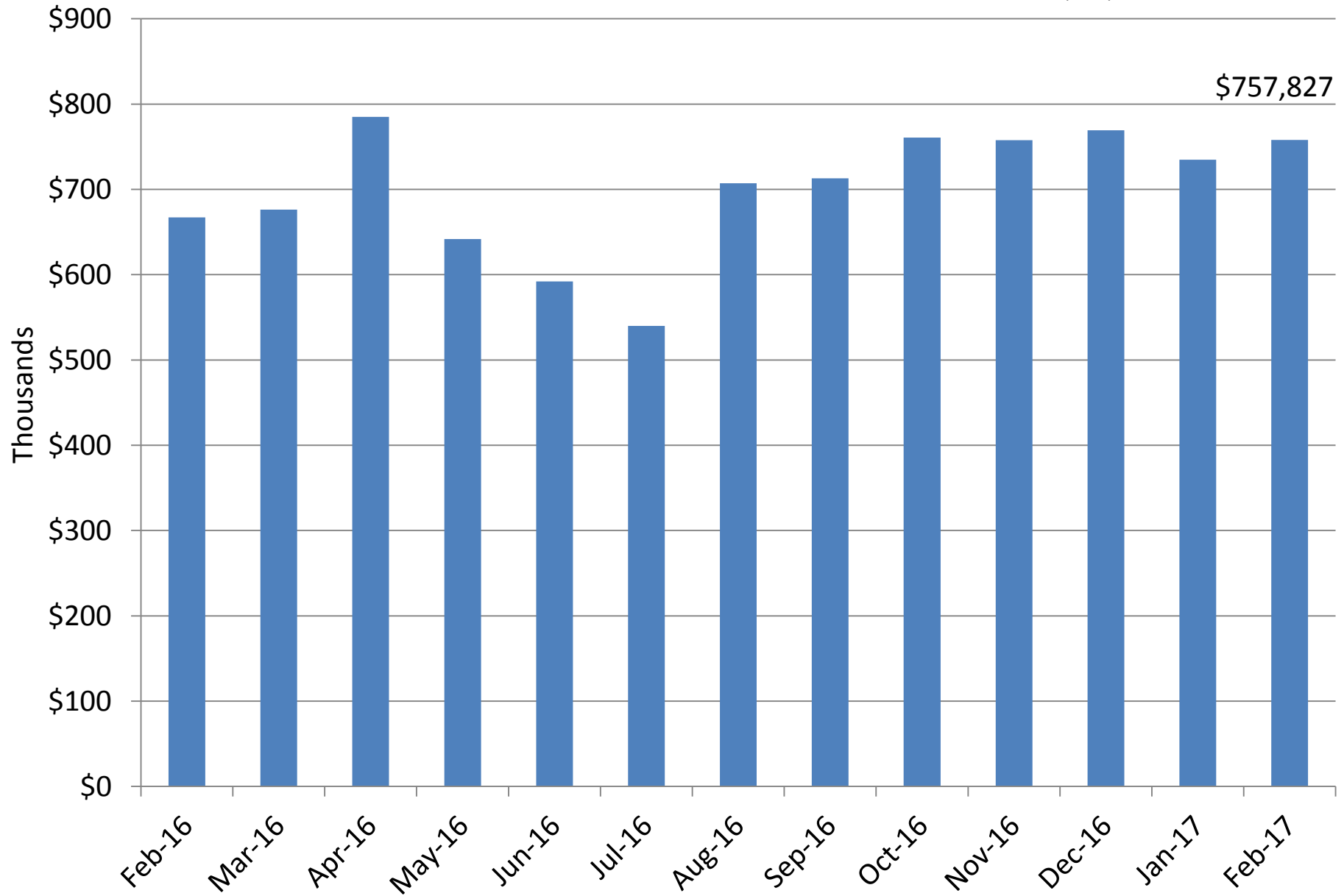
	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17
% Calls Answered in 60 Sec	10.5%	29.4%	56.3%	79.9%	71.4%	56.4%	56.8%	61.6%	76.1%	83.4%	80.4%	37.1%	21.0%
Goal	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%
Avg Speed of Answer	13:35	4:43	3:02	0:42	0:59	2:44	2:17	1:50	1:12	0:47	0:48	4:16	6:25
Total Calls Offered	31,973	28,373	24,164	18,820	21,083	23,027	25,513	22,565	21,990	18,302	16,794	24,480	34,362



Policy, Planning & Compliance

Overpayments - Amount Collected

Collected in past 13 months:
\$9,102,061





Contribution-Based Benefit Cap (CBBC) Liabilities

- 92 retirees impacted by the CBBC as of 4/5/2017
 - 31 Invoices are for LGERS employers
 - 61 Invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 4/5/2017: \$8.6 million
- Average invoice cost: \$94,132.24
 - CBBC liabilities range in cost from \$2,606.05 to \$590,694.32
- 79 employers have paid in full
 - Three employers have entered an installment payment plan
 - Total CBBC liabilities collected: exceeds \$6.2 million



North Carolina
Total Retirement Plans

Thank you