



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

BOARD OF TRUSTEES MEETING – January 2020

RSD Operations Update



North Carolina
Total Retirement Plans



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STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA



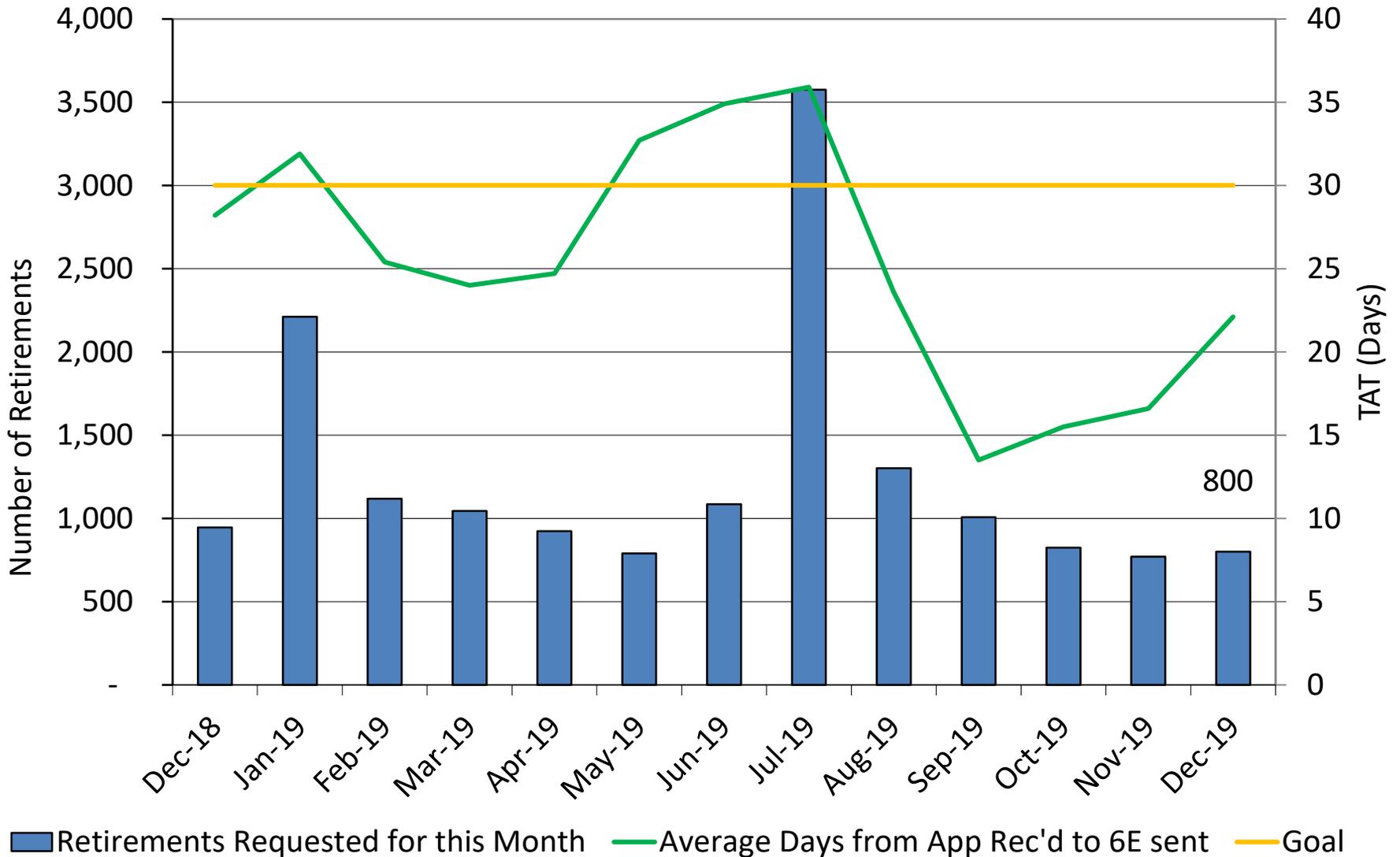
North Carolina
Total Retirement Plans



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Operations

Retirement Processing - Retirements Requested, TAT

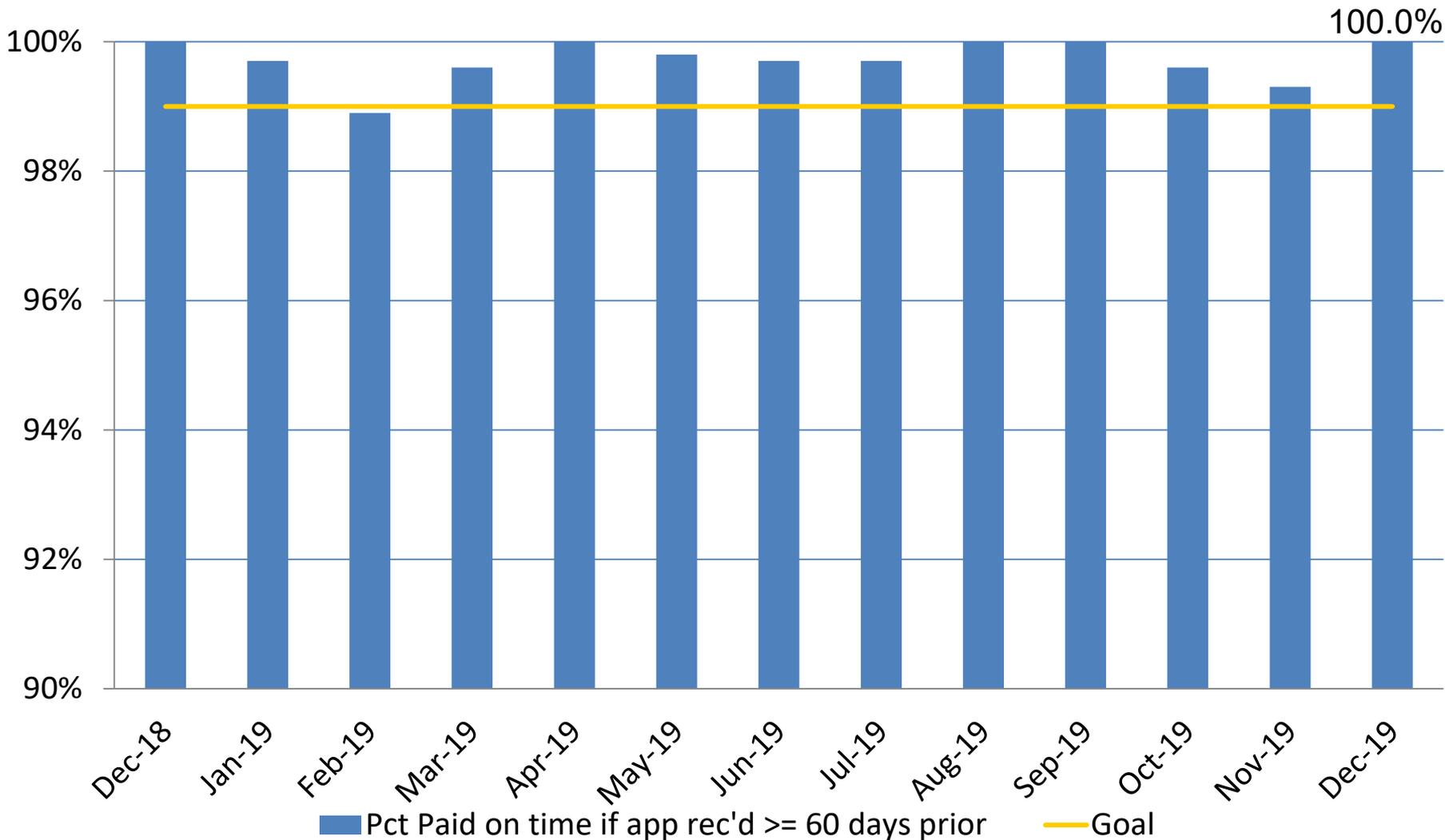


North Carolina
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Retirement Processing - 60 Day Paid On Time Rate

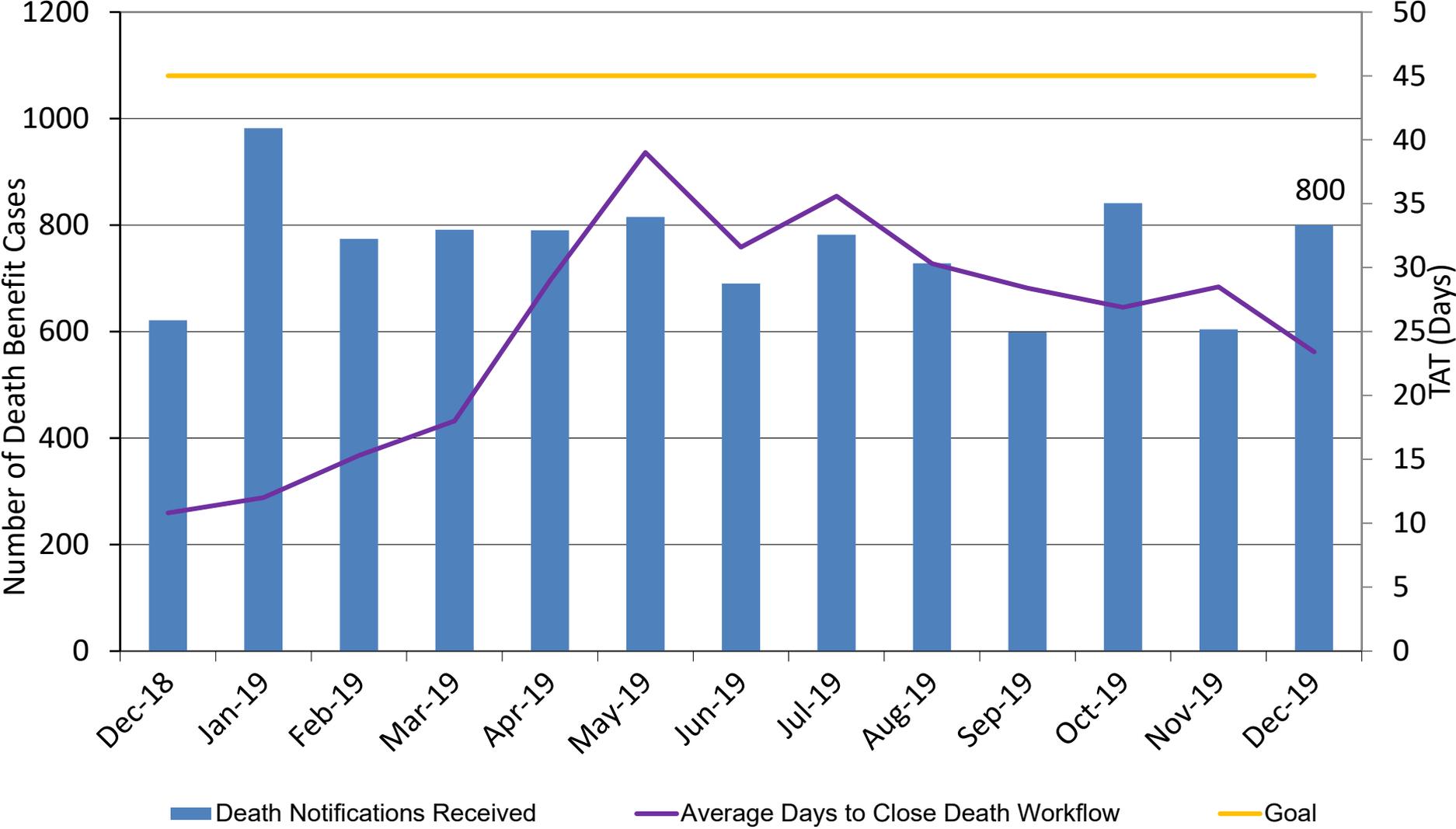


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Benefit Processing - Death Notifications

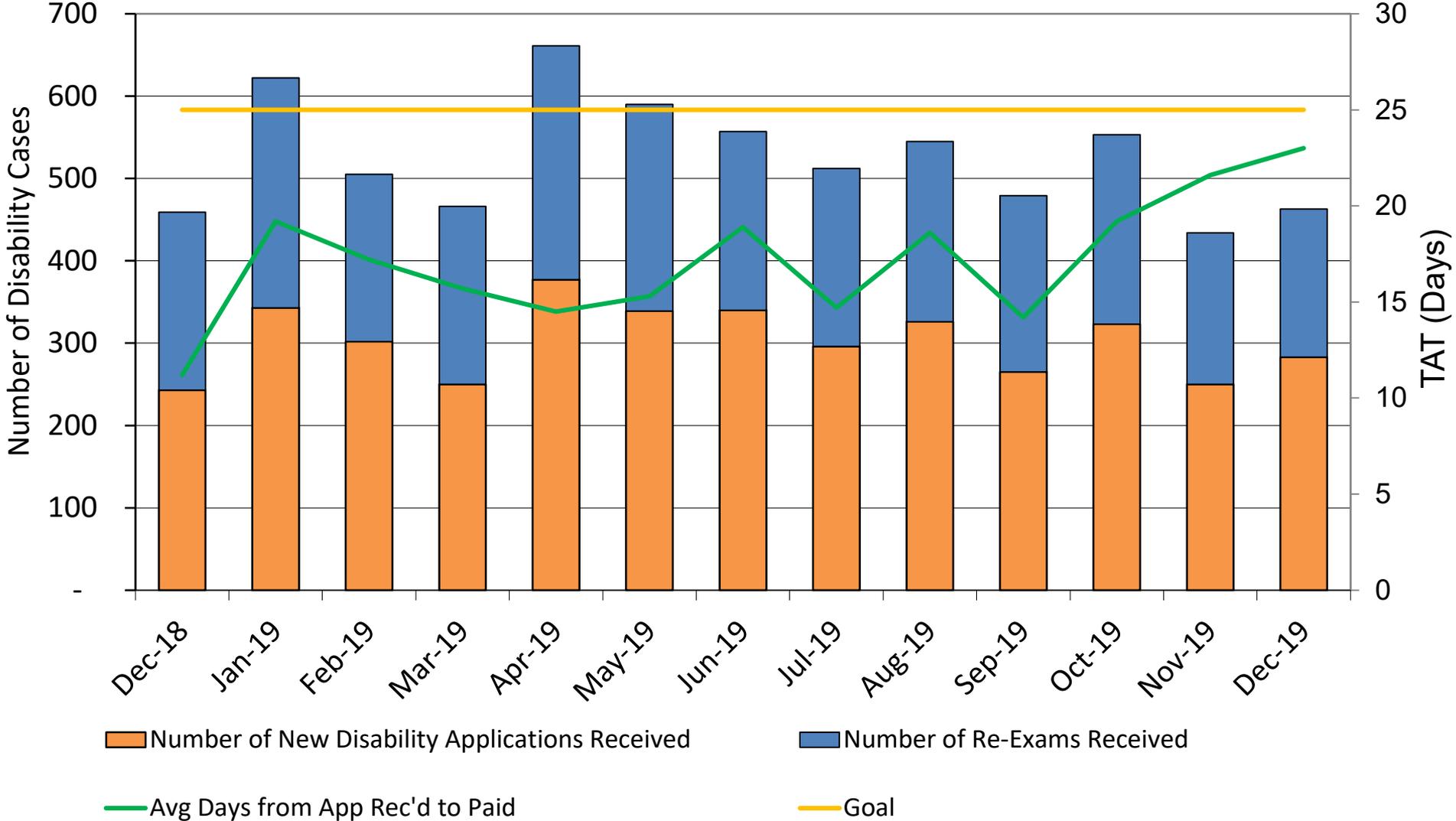


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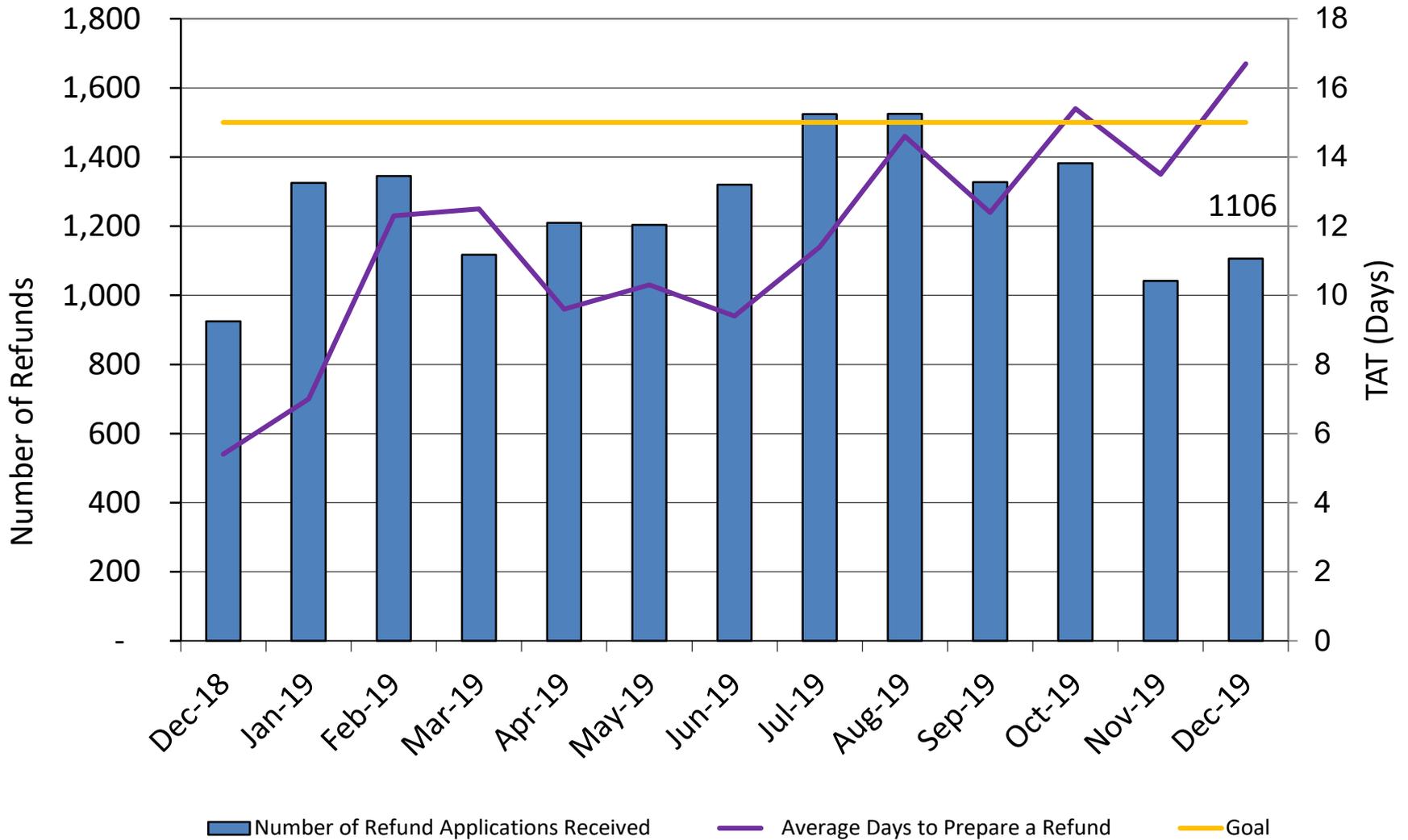


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Benefit Processing - Disability Applications



Benefit Processing - Refund Requests

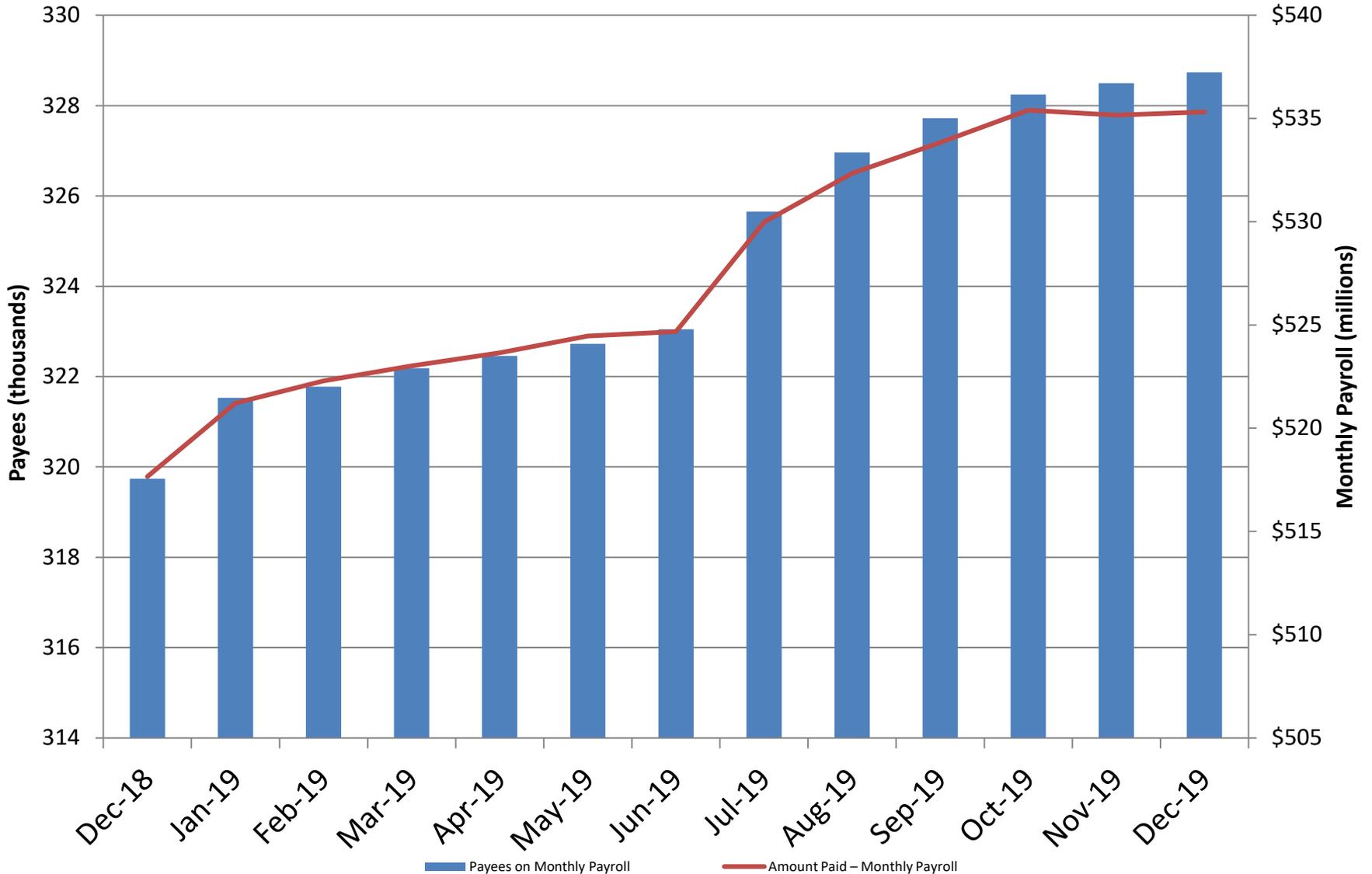


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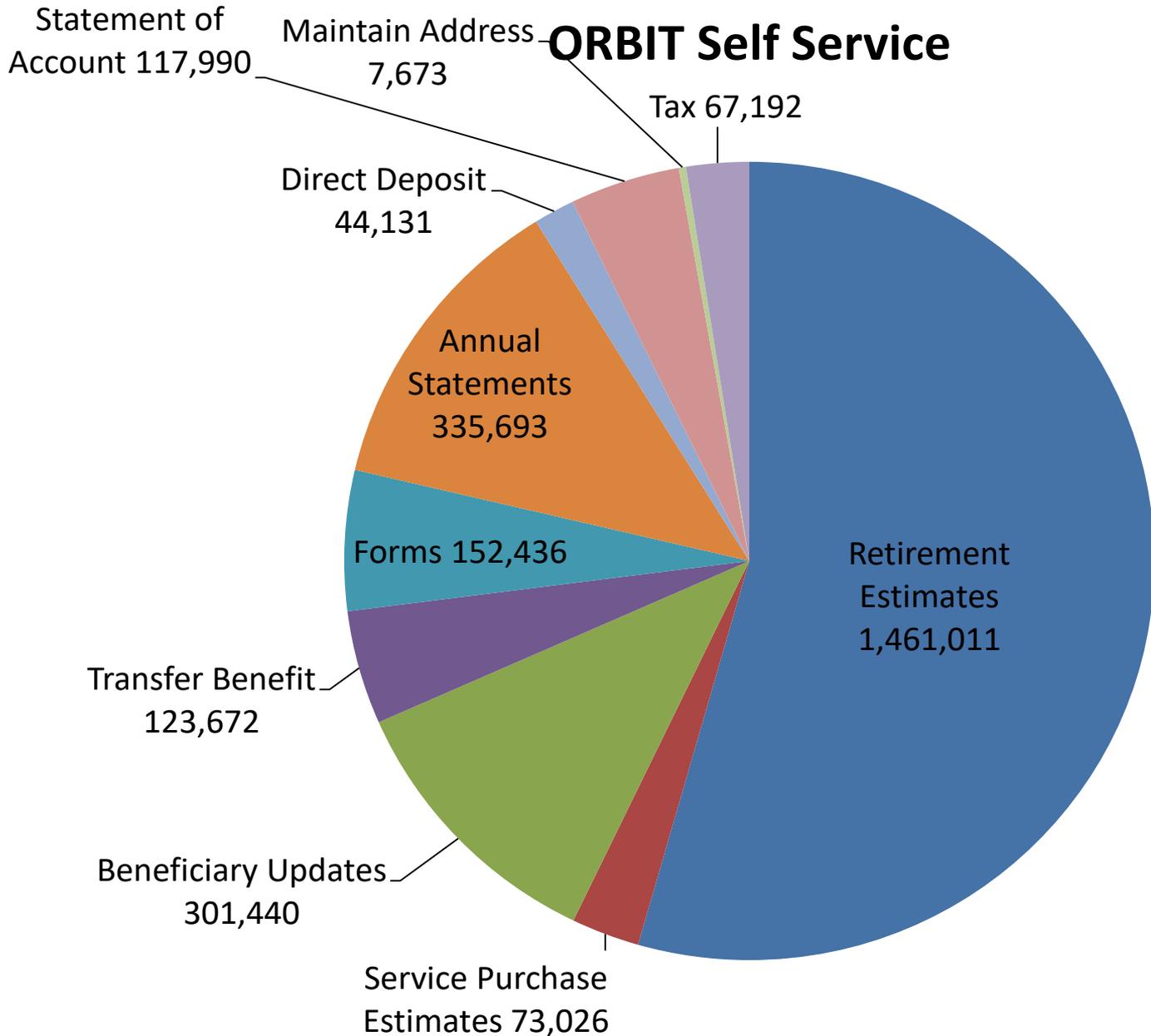


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Payroll Processing - Monthly Payroll



ORBIT Self Service



Data is for last 12 months.



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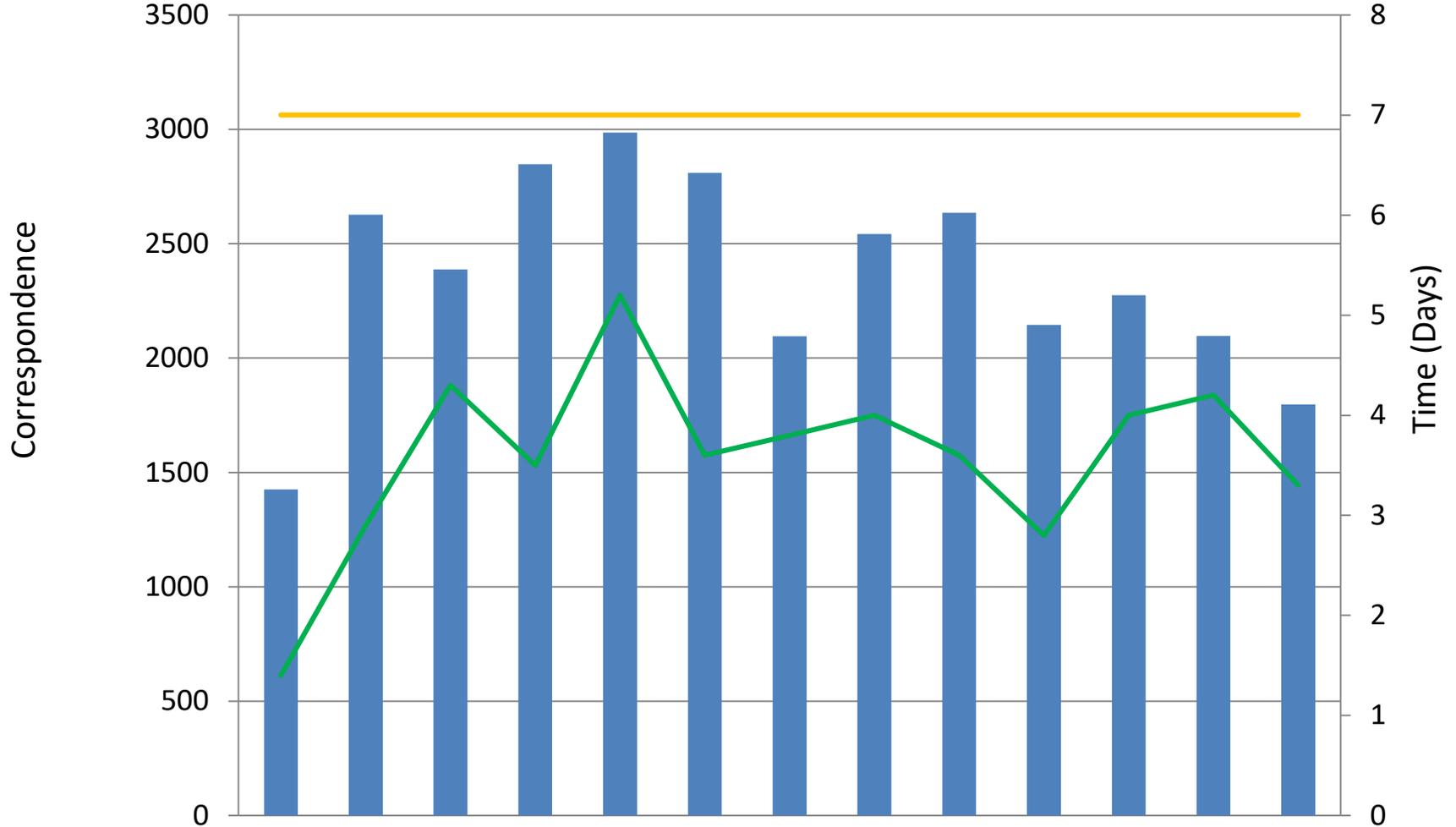
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Member Services

Educational Retirement Group - Correspondence



	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Correspondence Answered	1426	2627	2388	2847	2986	2810	2095	2542	2635	2145	2275	2097	1797
TAT	1.4	2.9	4.3	3.5	5.2	3.6	3.8	4.0	3.6	2.8	4.0	4.2	3.3
Goal	7	7	7	7	7	7	7	7	7	7	7	7	7

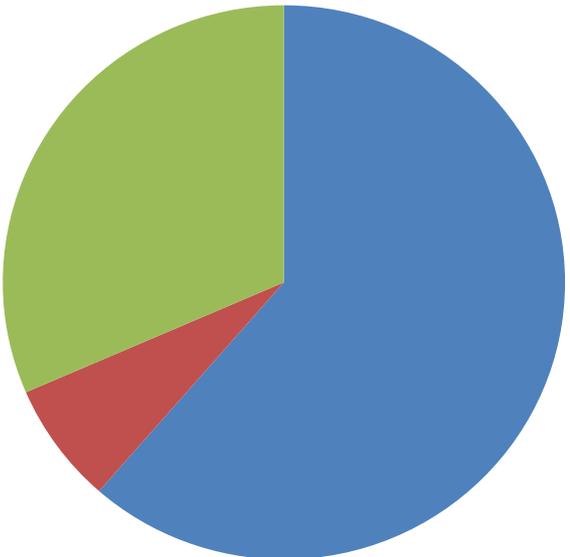


North Carolina
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Educational Retirement Group – 2019/2020 Fiscal Year Meetings and Webinars

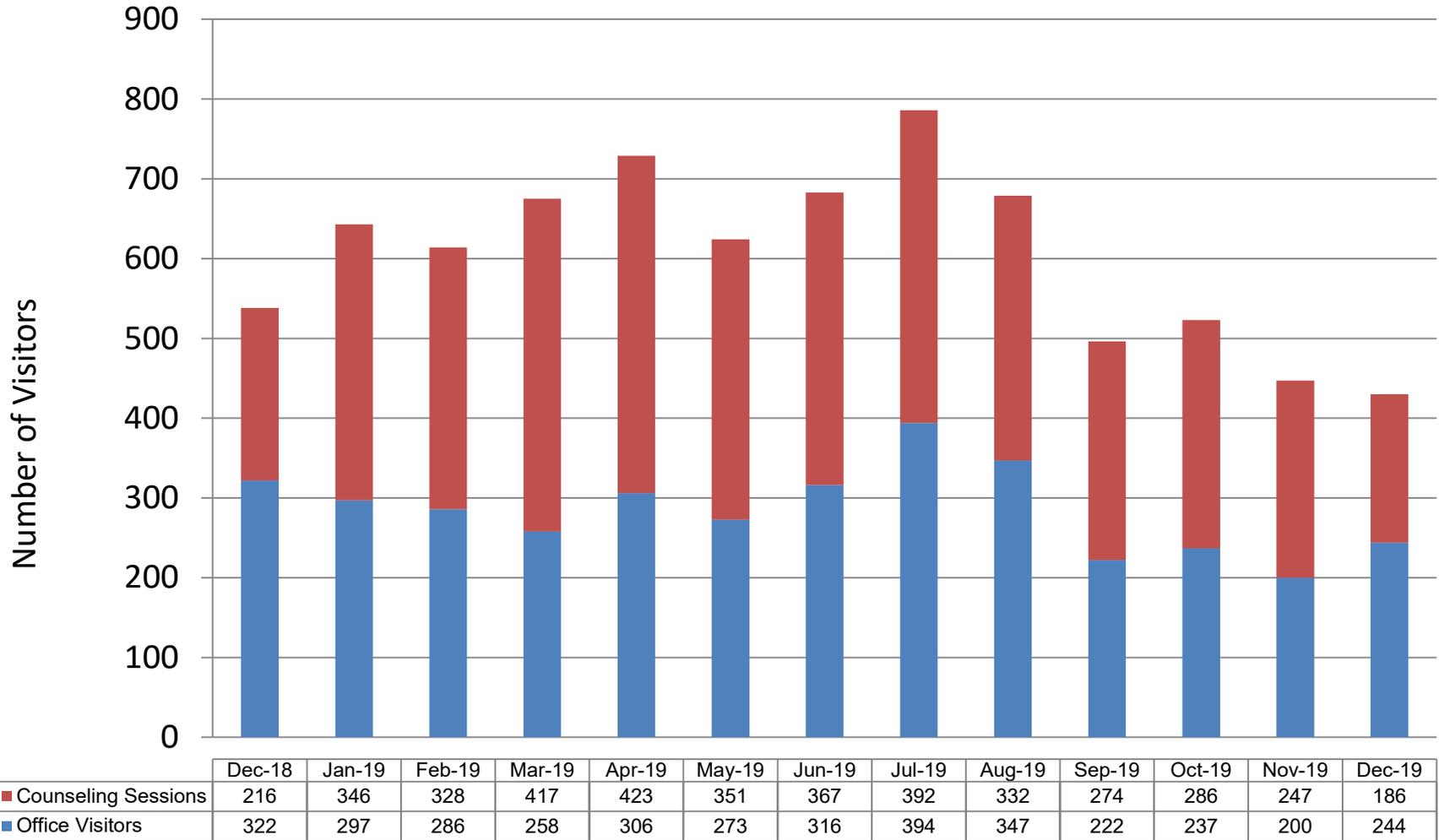


	Count July 2019 - YTD	Attendees July 2019 - YTD
Employee	78	5,030
Employer	9	222
Webinar	40	884
Total	127	6,136
Goal	210	

■ Employee Meetings
 ■ Employer Meetings
 ■ Webinars

FY 19/20 Counseling = 1,717
 Annual Goal = 2,480

Educational Retirement Group - Visitors and Counseling Sessions

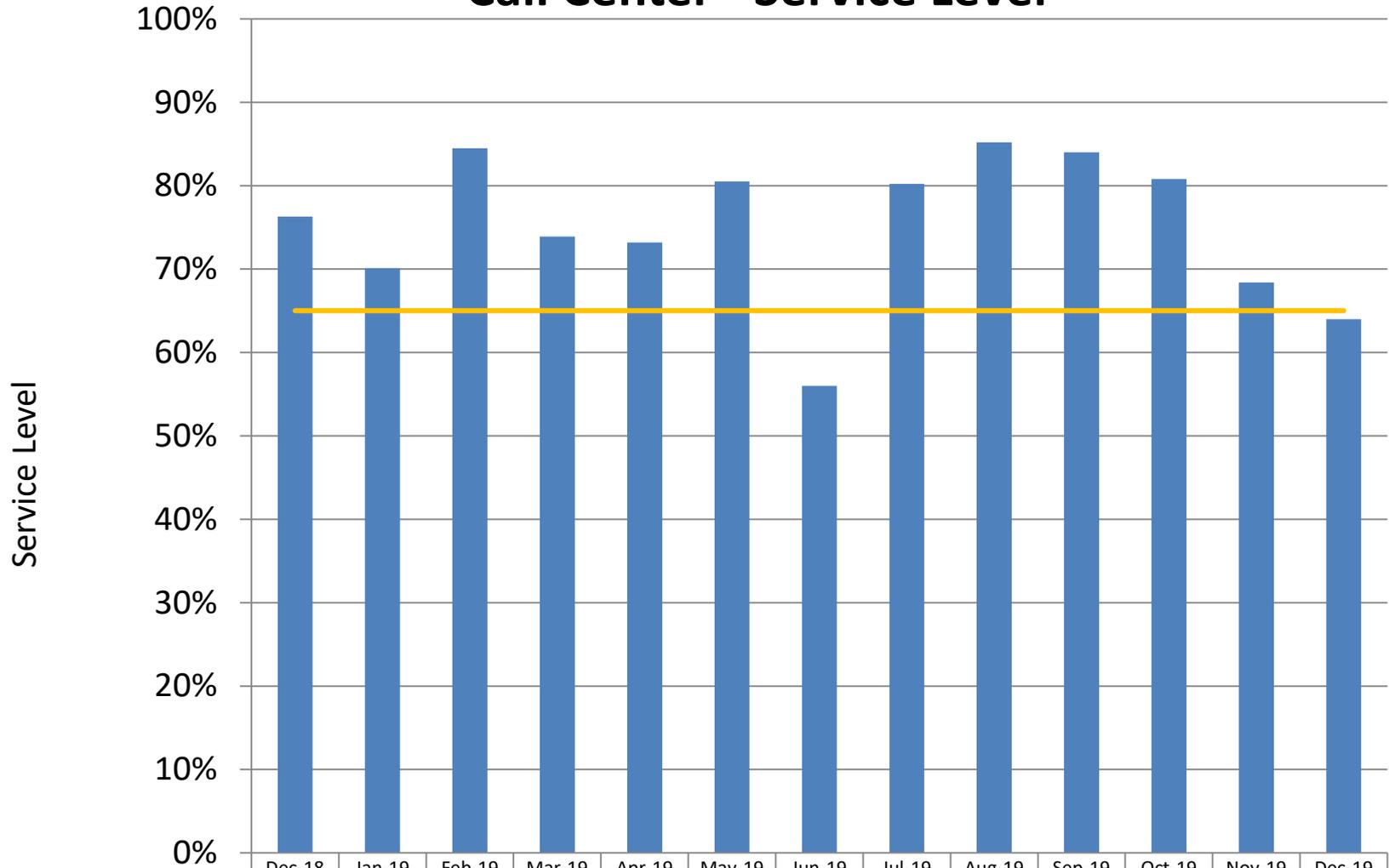


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Call Center - Service Level



	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
% Calls Answered in 60 Sec	76.3%	70.1%	84.5%	73.9%	73.2%	80.5%	56.0%	80.2%	85.2%	84.0%	80.8%	68.4%	64.0%
Goal	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%
Avg Speed of Answer	0:52	1:10	0:30	0:53	0:59	0:40	1:39	0:52	0:31	0:34	0:39	1:22	2:42
Total Calls Offered	16,307	27,588	27,633	28,867	27,262	23,886	22,408	26,451	24,567	20,544	23,895	18,240	18,980



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Policy, Planning & Compliance

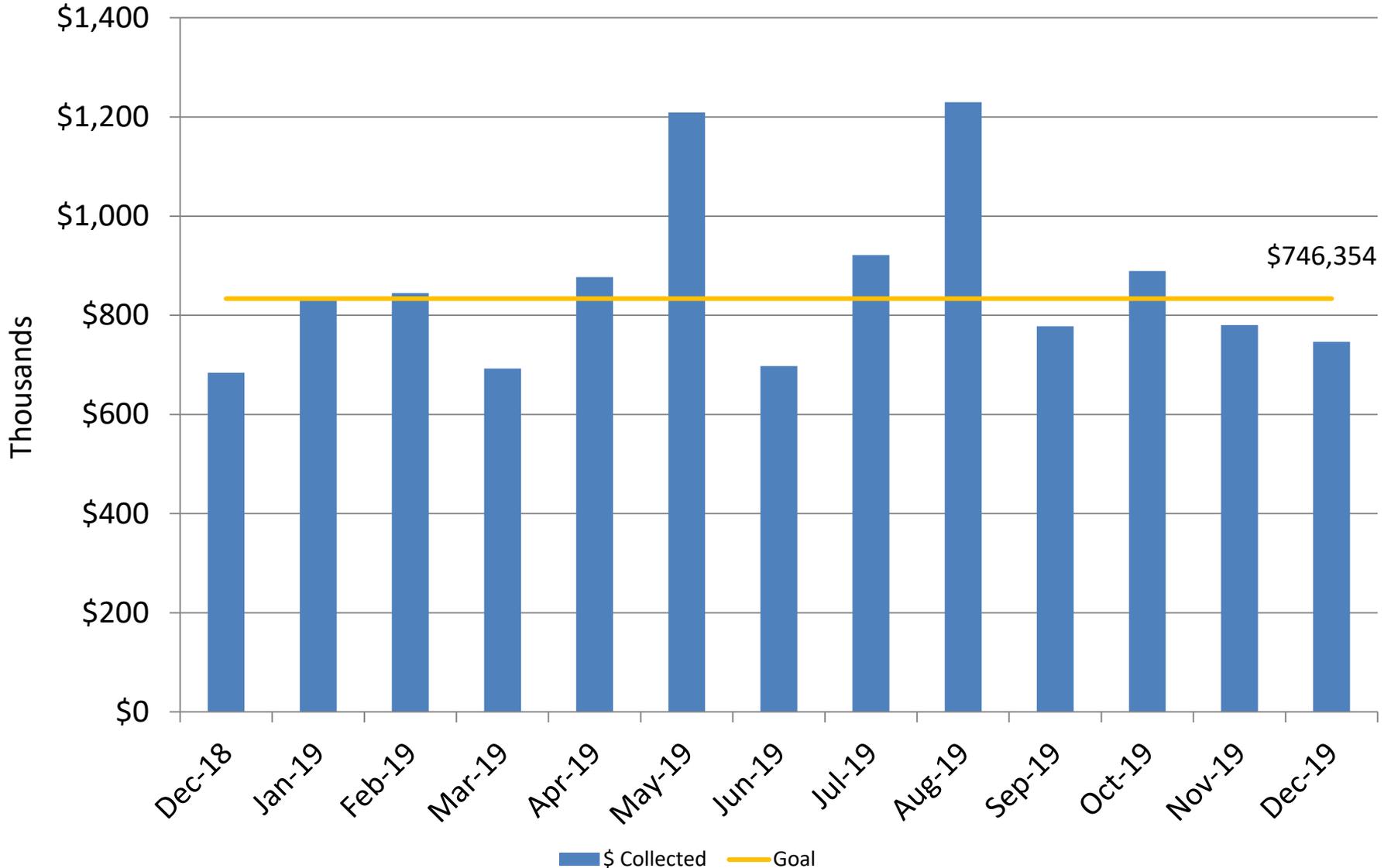


Contribution-Based Benefit Cap (CBBC) Liabilities

- 289 retirements required an additional employer contribution based on the CBBC as of 1/3/2020
 - 104 invoices are for LGERS employers
 - 185 invoices are for TSERS employers
- Total CBBC liabilities invoiced as of 1/3/2020: > \$28.5 million
- Average required CBBC contribution: \$98,856
 - CBBC liabilities range in cost from less than \$100 to more than \$600,000
- 250 employers have paid in full
 - Total CBBC liabilities collected: exceeds \$22.9 million

Overpayments - Amount Collected

Collected in past 13 months:
\$11,183,534



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