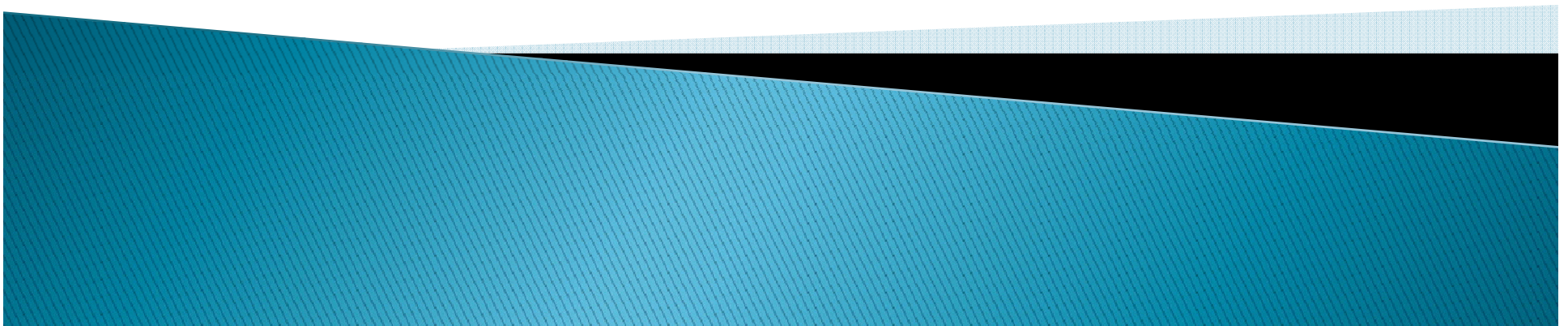


**Division of Retirement Services (DRS)**  
**Operations Statistics**  
CY 2009 Update (January through October)



# DRS Functional Organization

## ▶ Employer Administration Bureau

- Employer Communication Center
- Member/Employer Reporting
- Member WRS Account Maintenance
- Employer Administration

## ▶ Member Services Bureau

- Member Contact Management
- Member Benefit Information, Education and Outreach
- Member Retirement Planning

## ▶ Benefit Services Bureau

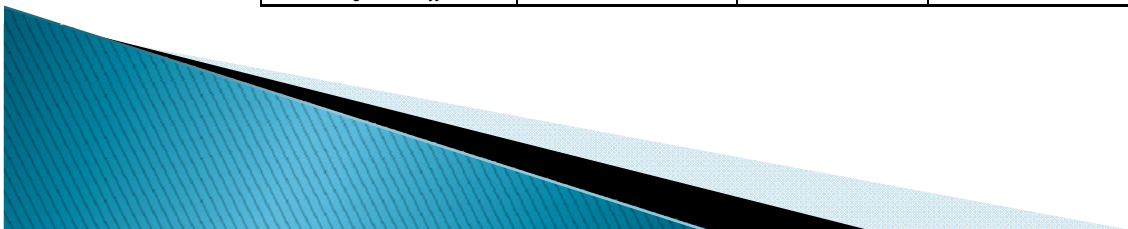
- Benefit Application Eligibility and Processing
- Lump Sum and Monthly Payroll Processing
- Annuitant Account Maintenance (WRS and Health Insurance)



# DRS 2009 Update

- ▶ Employer Administration Bureau
  - Seasonal workload spike resulting in 2,708 transactions completed in October compared to 1,395 in August.
  - EAB staff have also been heavily involved in developing a new system and related requirements to implement Domestic Partners. New DPS system launched in November.

Descrip	June Complete	July Complete	Aug Complete	Sept Complete	Oct Complete	Total Pending (10/31)
Benefit Inquiries	33	36	21	12	38	71
Enter Bene Designation	1,300	1,446	1,243	1,725	2,229	201
Military Service Affidavit	51	69	43	34	44	144
Rehired Annuitant	86	72	44	191	36	0
<b>TOTAL</b>	<b>1,480</b>	<b>1,705</b>	<b>1,395</b>	<b>1,967</b>	<b>2,708</b>	
<i>Avg Per Staff</i>	211	244	199	281	387	

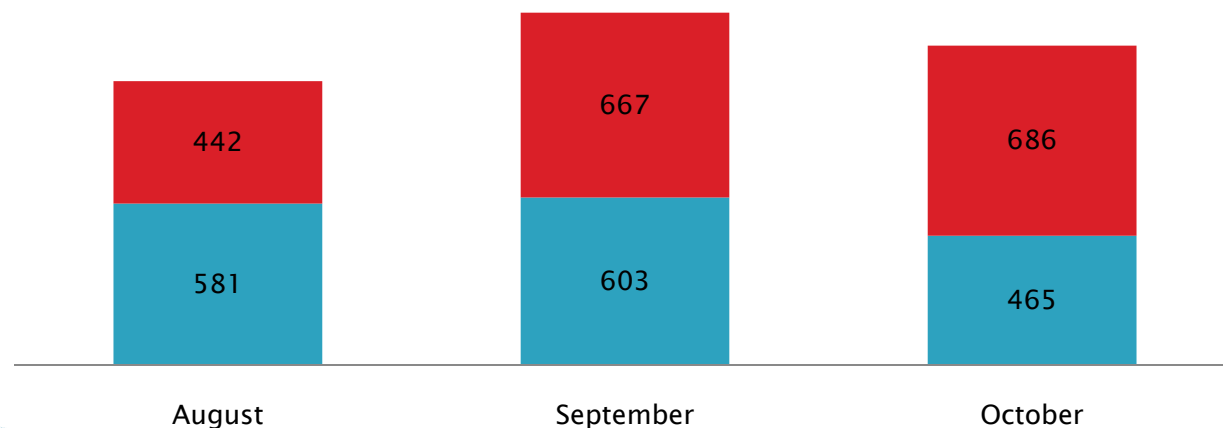


# DRS 2009 Update

- ▶ Employer Administration Bureau (Continued)
  - Routine account maintenance resulted in over 5,000 additional transactions August–October.
  - The EAB/Employer Communication Center (ECC) continues to field about 1,000 calls or email queries per month.

## Types of Questions in the EAB/ECC

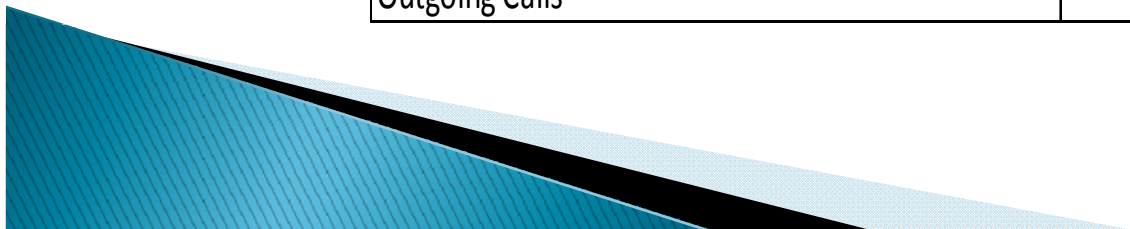
■ Calls/Email/VM rec'd/returned (WRS) ■ Calls/Email/VM rec'd/returned (Non-WRS)



# DRS 2009 Update

- ▶ Member Services Bureau
  - Contact Management Section
    - Sept 2009 data is not available due to a system conversion—to “Contact Center Anywhere.” A close estimate of that data has been included here, to allow for a comparison between two years.

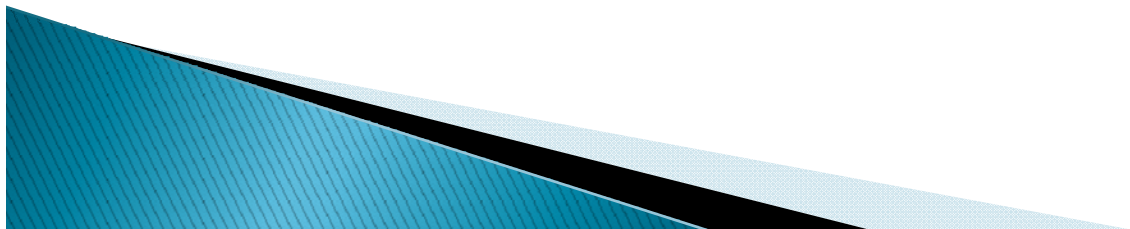
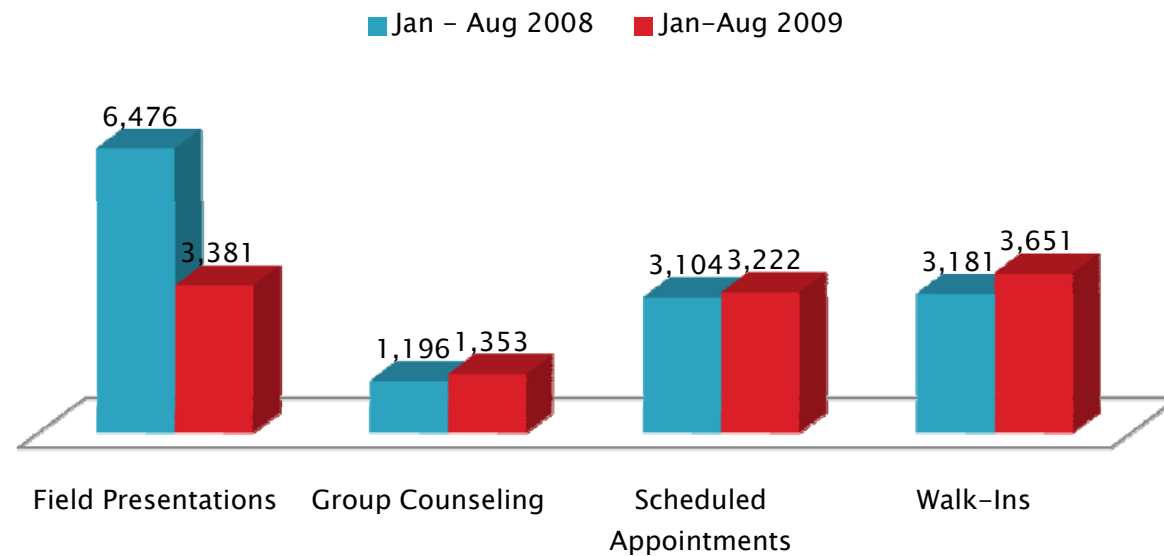
	Jan - Oct 2008	Jan - Oct 2009
Calls Received	154,086	157,953
Issue/Need Addressed (including through the IVR)	84%	86%
Abandoned, Hang-ups or Blocked	16%	14%
Average Wait Time in Queue	4:42	4:13
Average Call Time	3:58	4:30
Emails Answered	8,554	10,251
Outgoing Calls	22,366	17,750



# DRS 2009 Update

## ▶ Member Services Bureau

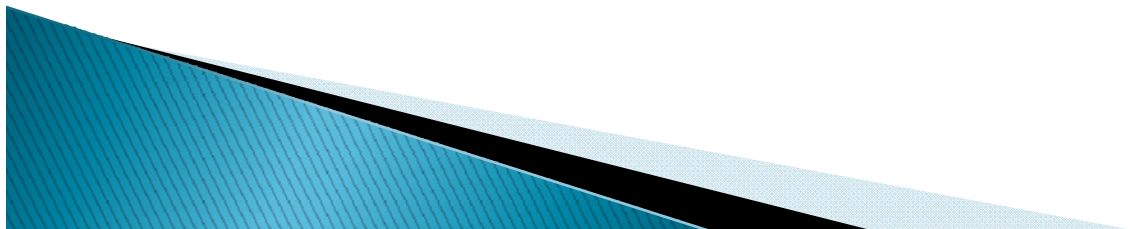
### Member Services Education and Counseling Sessions



# DRS 2009 Update

- ▶ Benefit Services Bureau Payment Section
  - 99.3% of annuitants now get paid through ACH!

	May-October 2009
Tax Withholding Changes	7,754
Health Insurance Cancellations	474
Medicare Forms/Information	2,102
Address Changes	5,290
Annuitant Death Notices	1,971
Spousal Death Notices	470



# DRS 2009 Update

- ▶ Benefit Services Bureau Computations and Appraisal

	CY 2008	Jan-October 2009
Annuity Corrections	243	273
Lump Sum Death Benefits	633	413
Named Survivor Continuations	950	720
Guarantee Beneficiary Continuations	210	139
Named Survivor Death Processing (Benefit Recalculation)	183	108
Monthly Death Benefits	82	67
TOTAL	2,301	1,720

