

Division of Retirement Services (DRS) Calendar Year 2009 in Review

Board	Mtg Date	Item #
Jl	3.18.10	5Bi

DRS 2009 Year in Review

- ▶ Employer Administration Bureau
- ▶ Transactions completed:

	CY 2009 Estimate
Benefit Inquiries	528
Beneficiary Designations	21,606
Variable Elections and Cancellations	500
Military Service Affidavits	644
Rehired Annuitant	1,366
Domestic Partner Affidavits	1476 (actual)
TOTAL	24,644
<i>Avg Per Staff</i>	3,521

- ▶ Priority focus for 2010 includes the development and implementation of a comprehensive employer training program.

DRS 2009 Year in Review

- ▶ Employer Administration Bureau (Continued)
- ▶ Incoming calls to the Employer Communication Center:

	CY 2009 Estimate
Calls/Email/Voice Mails (WRS)	6,758
Calls/Email/Voice Mails (Non-WRS)	7,222
Total	13,980

- ▶ Approximately 48% of the inquiries are WRS-related, 52% are insurance-related.

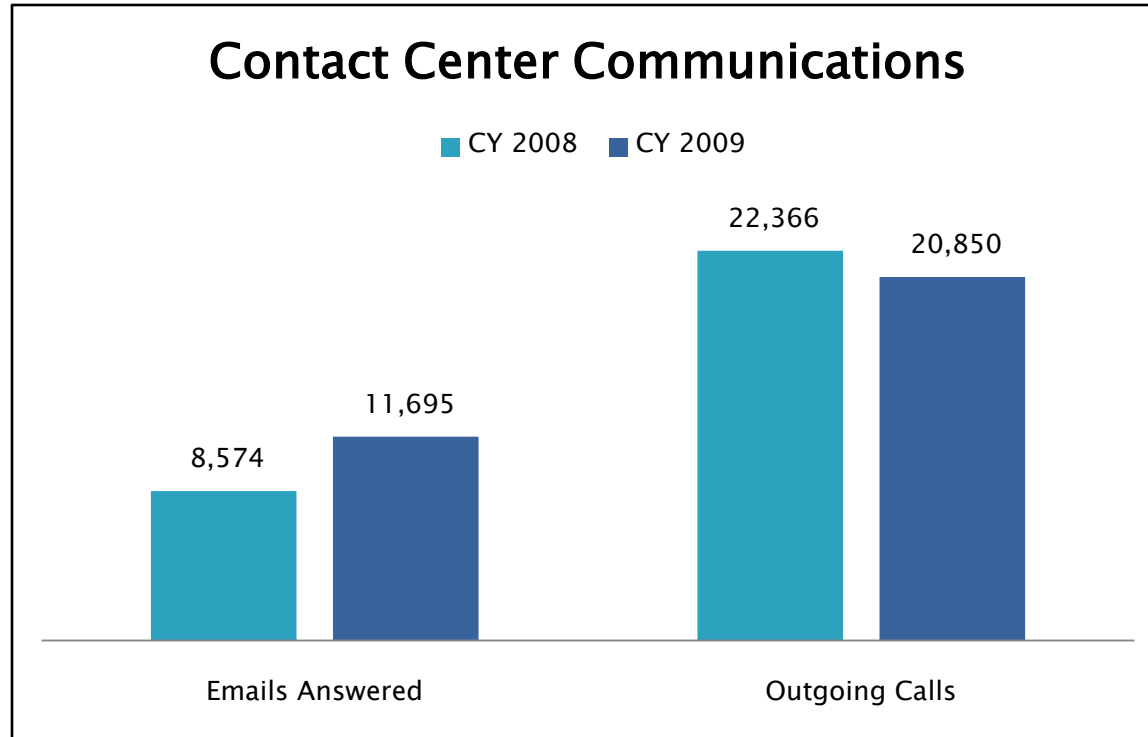
DRS 2009 Year in Review

- ▶ Member Services Bureau
- ▶ The Member Services call center responded to 178,949 inquiries in 2009. This compares to 177,006 in CY 2008.
- ▶ Other “Contact Center” comparative notes:

	CY 2008	CY 2009
Abandoned, Hang-ups or Blocked	11%	12%
Average Wait Time in Queue	4:42	3:40
Average Call Time	3:58	3:54

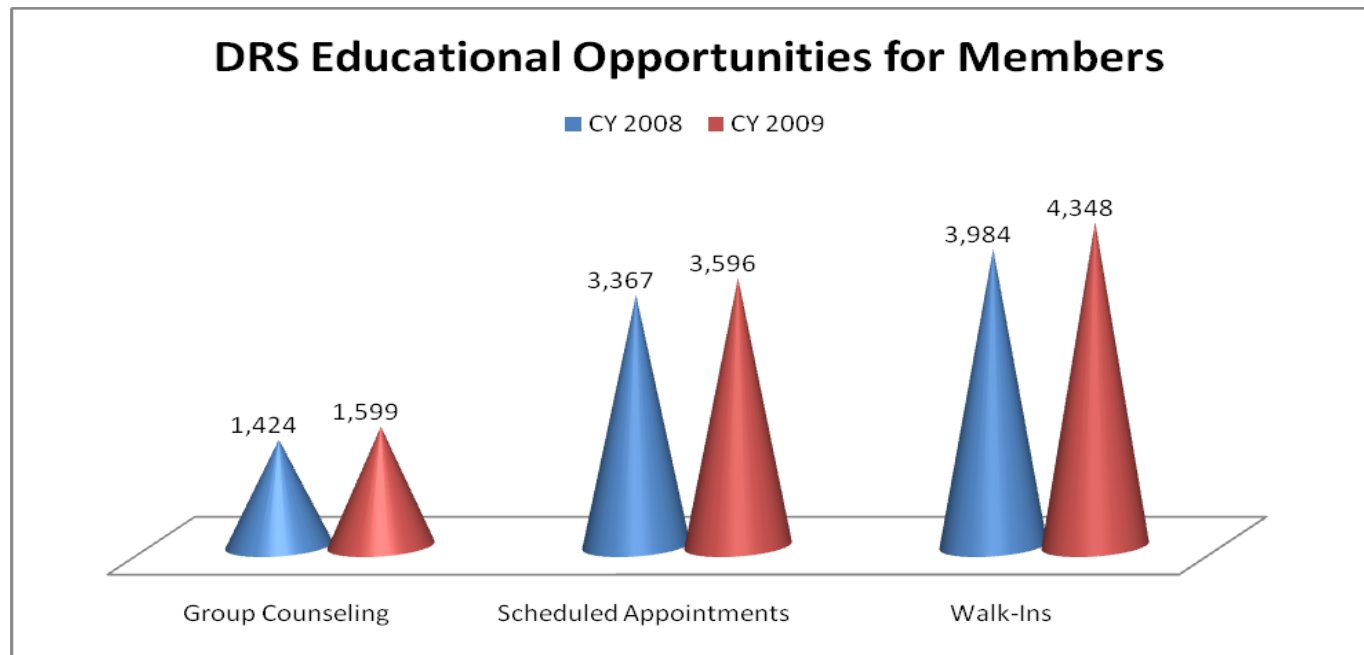
DRS 2009 Year in Review

- ▶ Member Services Bureau (Contact Center Con't)
- ▶ 2009 data suggest email use among members is becoming more prevalent:



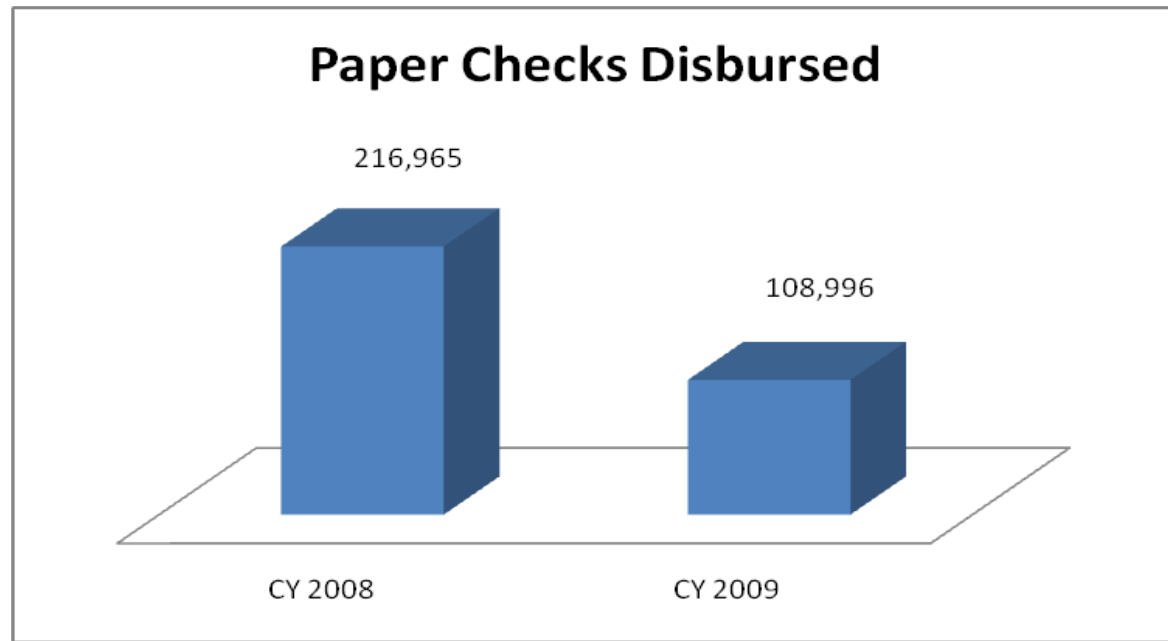
DRS 2009 Year in Review

- ▶ Member Services Bureau
- ▶ 5,905 members attended field presentations in 2009. This compares to a CY 2008 total of 7,530.
- ▶ Other educational opportunities provided:



DRS 2009 Year in Review

- ▶ Benefit Services Bureau Payment Section
- ▶ Major accomplishment throughout 2009 was the successful conversion to ACH for nearly 99% of annuitants.



DRS 2009 Year in Review

- ▶ Benefit Services Bureau Payment Section
- ▶ Other transactions completed:

	CY 2008	CY 2009
Tax Withholding Changes	3,692	14,998
Health Insurance Cancellations	891	1,090
Address Changes	14,795	11,565
Annuitant Death Notices	3,975	4,042
Spousal Death Notices	800	894

DRS 2009 Year in Review

- ▶ Benefit Services Bureau Computations and Appraisal
- ▶ Transactions completed:

	CY 2008	CY 2009
Final Calculations Completed	8,333	7,505
New Annuities Started	8,258	7,833
Annuity Corrections	243	319
Lump Sum Death Benefits	1,152	1,216
Named Survivor Continuations	950	695
Guarantee Beneficiary Continuations	210	200
Named Survivor Death Processing (Benefit Recalculat	183	217
Non-annuitant Monthly Death Benefits	70	75
QDRO's (Qualified Domestic Relation Orders)	60	39
Disabilities Calculated	171	173
TOTAL	19,630	18,272