



Retirement Services Update

Second Quarter 2016

Anne Boudreau, Deputy Administrator,
Division of Retirement Services

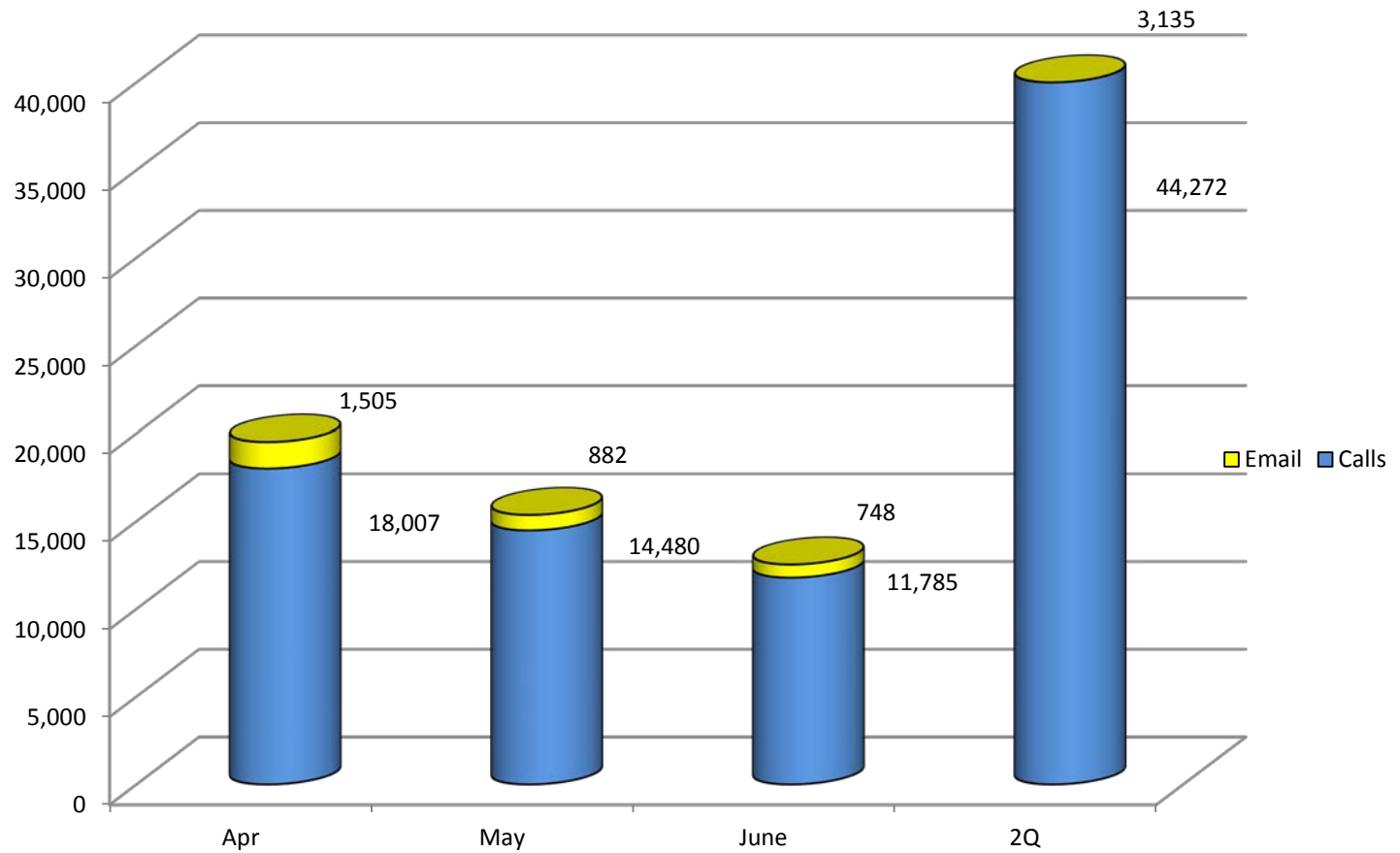
Sept 2, 2016



Customer Service



Member Contacts to Main Line



Attendance at Retirement Sessions

Small Group Retirement Sessions	
Number of Sessions	80
Number of Members Served	783
<i>Average Number per Session</i>	<i>10</i>

Individual Retirement Sessions	
Number of Members Served	1,677
- with appointment	954
- without appointment	528
- quick service	195
<i>Average Number per Session</i>	<i>1</i>

Attendance at Retirement Sessions

Field Presentations	
Number of Sessions	13
Number of Attendees	1,842
<i>Average Number per Session</i>	142

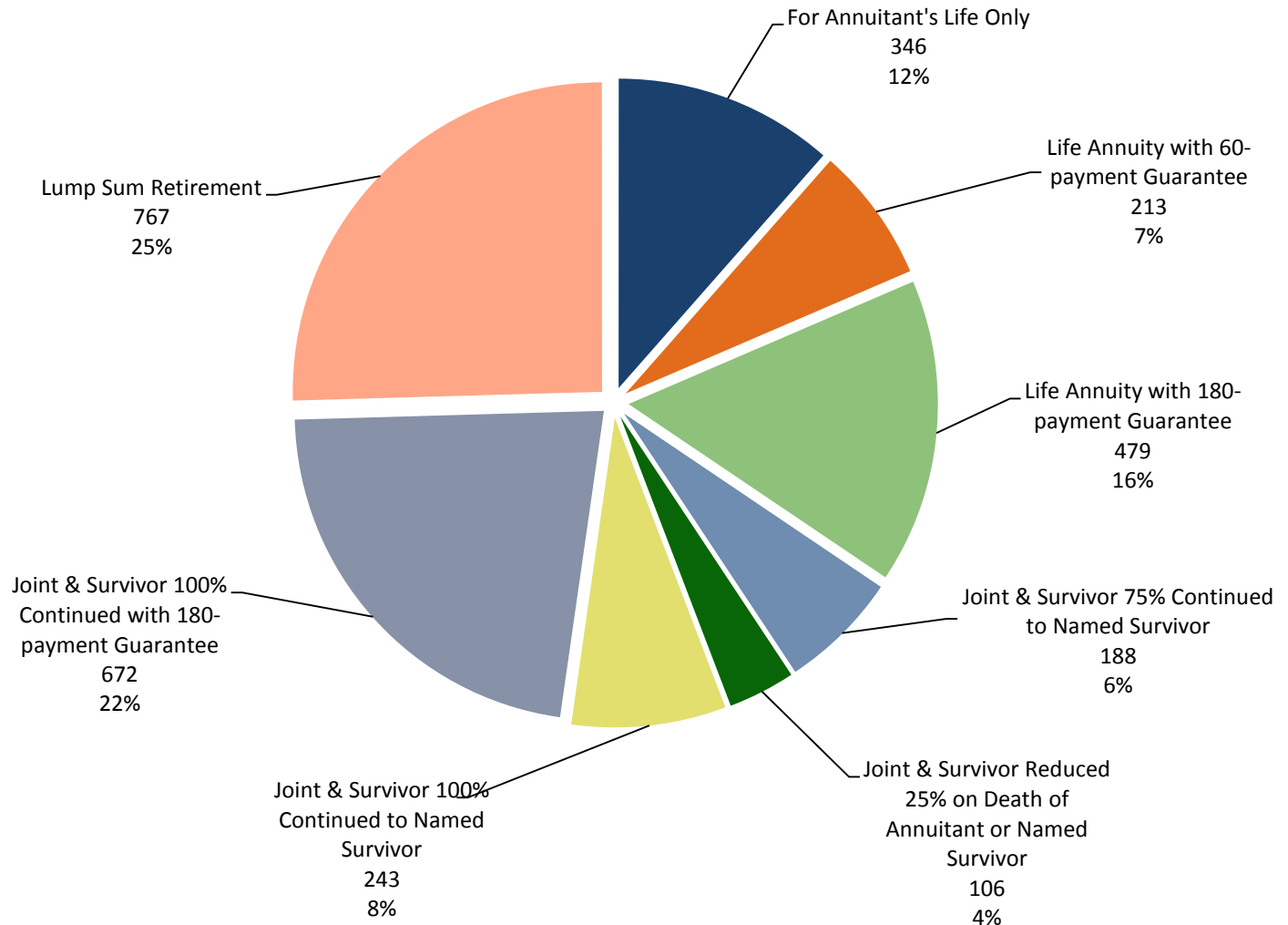
Webinar Presentations	
Number of Sessions	51
Number of Attendees	2,181
<i>Average Number per Session</i>	43

File Updates for Members

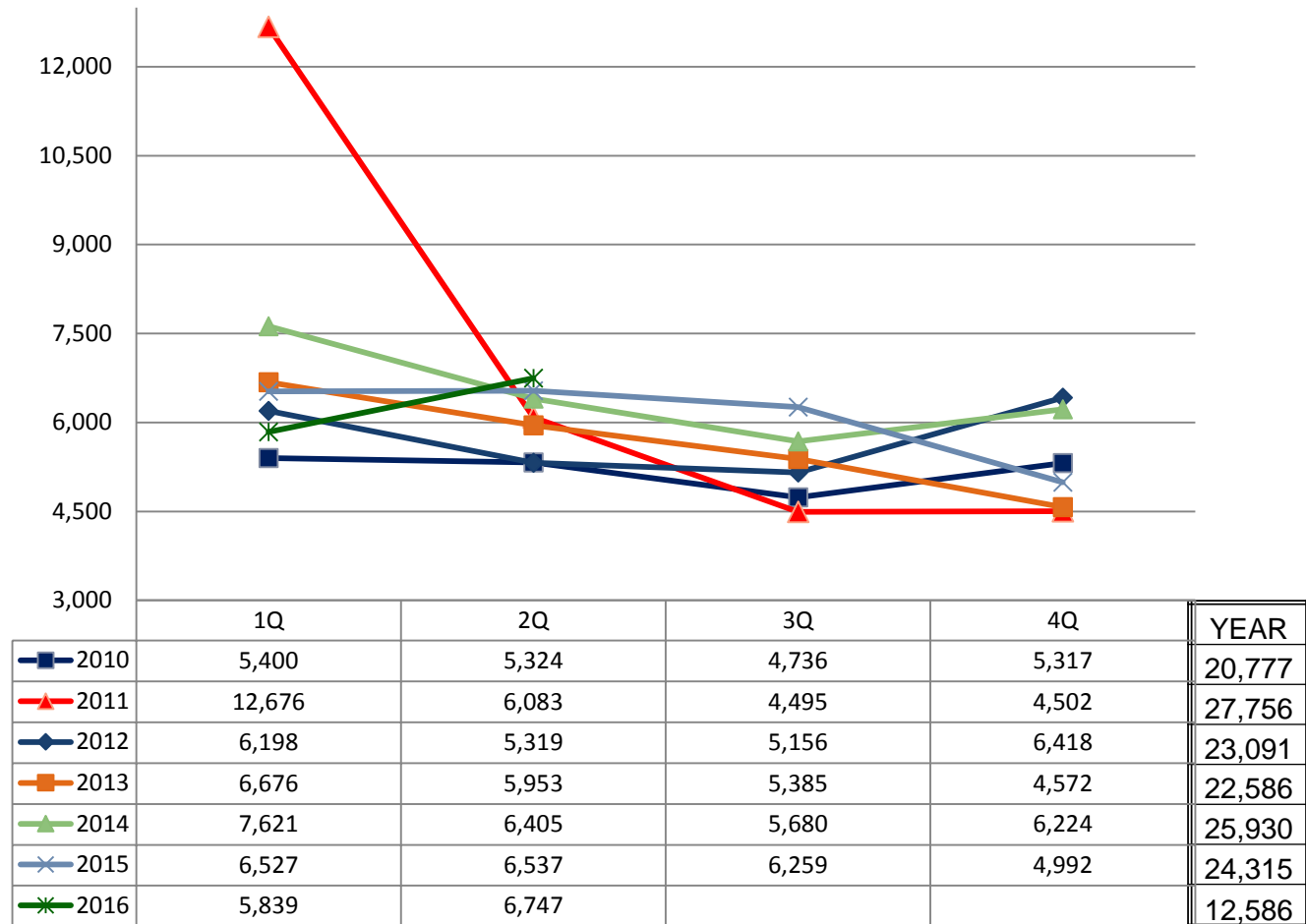
	Apr	May	June	2Q
Beneficiary Designations	2,755	3,082	2,729	8,566
Military Service Affidavits	0	0	3	3
Rehired Annuitant Elections	320	186	151	657
Domestic Partner Affidavits	41	34	42	117
Total	3,116	3,302	2,925	9,343

Trends

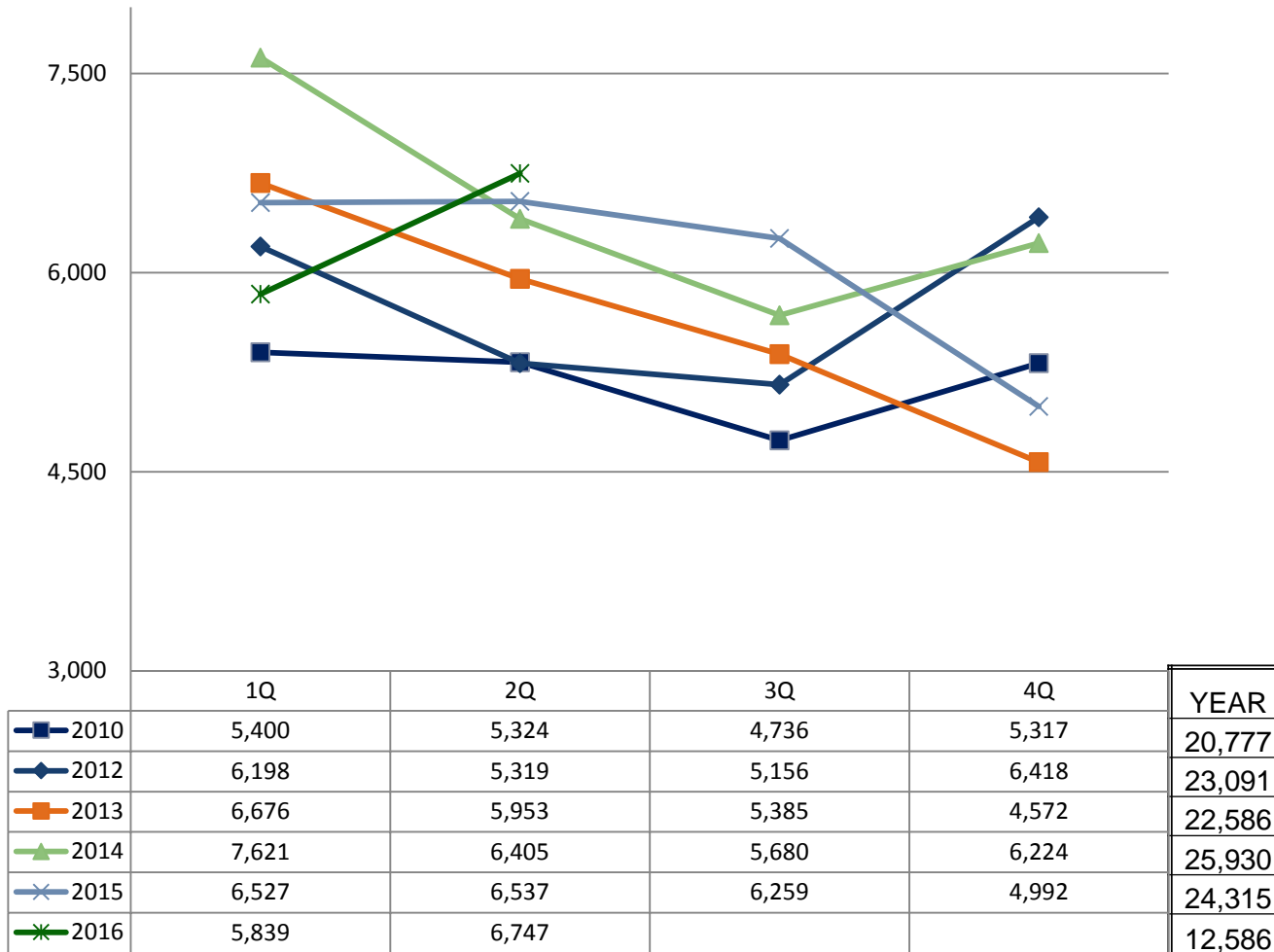
Retirement Benefit Options – Q2



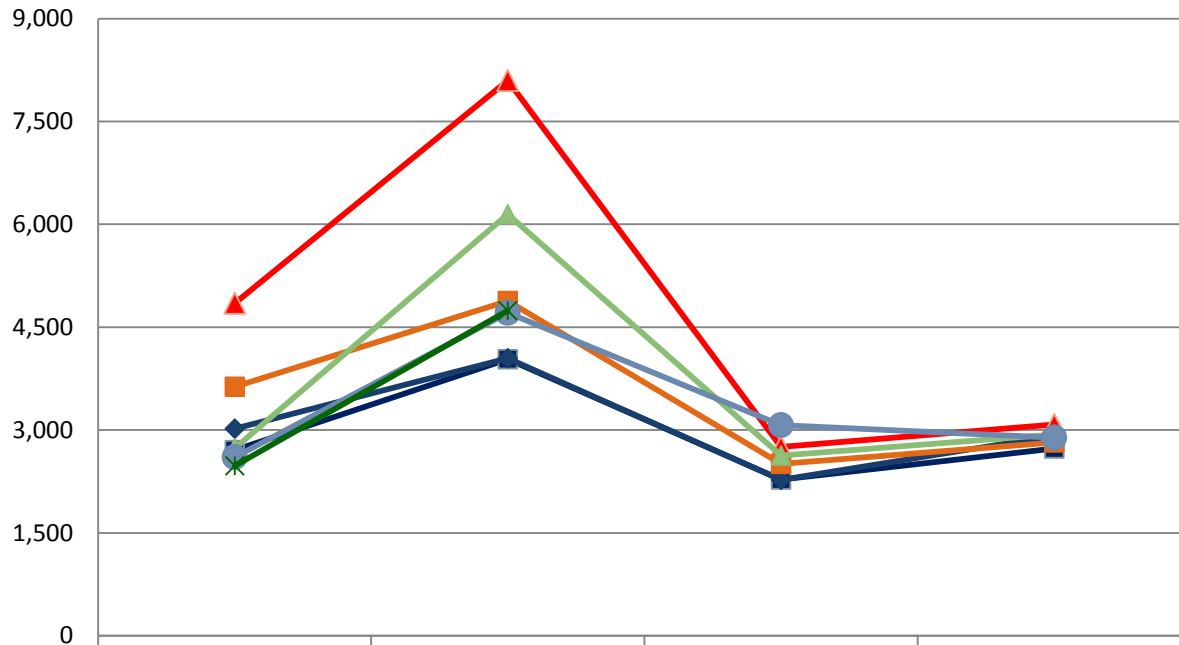
Retirement Estimate Requests



Retirement Estimate Requests (without 2011)



Retirement Applications



	1Q	2Q	3Q	4Q	YEAR
2010	2,707	4,034	2,280	2,729	11,750
2011	4,850	8,098	2,753	3,079	18,780
2012	3,020	4,046	2,273	2,916	12,255
2013	3,630	4,884	2,507	2,820	13,841
2014	2,737	6,148	2,629	2,938	14,452
2015	2,603	4,711	3,073	2,891	13,278
2016	2,479	4,743			7,222

2016 DRS Scorecard

Services to Members	1 st Quarter	2 nd Quarter	Trending- future outlook
Annual Reconciliation: <ul style="list-style-type: none"> Standard: 90% of employers submit annual file by Jan 31 each year, complete in mid-March Completed in mid-March 	★	N/A	↔
Daily Transactions from Employers: <ul style="list-style-type: none"> Standard: < 1000 suspended Status: 313 average 	★	★	↑
Separation Benefits: <ul style="list-style-type: none"> Within 1 month of receipt of all required info (includes employer reports) Status: No delays since effective rate published 1,384 processed 	★	★	↑
Phone Call-Speed of Answer <ul style="list-style-type: none"> Standard: 90% of calls < 3 min. Status: 4:30 min. average 	★	★	↑
Phone Call-Abandonment <ul style="list-style-type: none"> Standard: < 10% of calls Status: 13.8% average 	★	★	↑
Phone Call-Quality (survey results) <ul style="list-style-type: none"> Standard: 90% favorable rate Status: 98% 	★	★	↑



Email-Speed of Response

- Standard: 4 days
- Status: 1 day



Beneficiary Designation-Wait Time

- Standard:
 - 5 days
 - < 500 backlog
- Status:
 - 5 days
 - 872/weekly backlog



Presentations:

- Public: 20/yr.
- Group Presentations: 245/yr.
- Webinars: 180/yr.
- Status: On Pace



Retirement Estimates-Wait Time

- Standard: Within 15 business days
- Status: 11 days



Appointments:

- Standard:
 - Group: Within 5 days
 - Individual: Within 15 days
- Status:
 - Group: 6 days
 - Individual: 23 days



Appointments-Quality(survey results)

- **Standard:**
 - 90% favorable rate
- **Status:**
 - 98.965%



Annuitant Payroll

- **Standard:** Generally, put annuitant on payroll when desired
- **Status:** 100%; no delays
 - 3,619 annuitants set-up



Final Calculations for Annuities:

- **Standard:**
 - Within 5 months
 - No more than 5,000 pending
- **Status:**
 - 4 months
 - 5,808 pending
 - **Note:** Met time standard, but not pending volume standard because June is very large month



Processing Death Benefits:

- **Annuitant:** Within 10 days
 - 7 days currently
- **Non-Annuitant:** Within 5 days
 - 7 days currently
- **Set-up of monthly and lump sum benefits:** Within 1 month (after death notification)
 - Meeting standard
- **Processing death notices/stopping benefits:** Within 2 days (after death notification)
 - Meeting standard



Questions?