






























## 2017 Division of Retirement Services Scorecard

Services to Members	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Year	Trending- future outlook
<b>Annual Reconciliation:</b> <ul style="list-style-type: none"> <li>Standard: 90% of employers submit annual file by Jan 31 each year, complete in mid-March</li> <li>Completed in mid-March, ahead of schedule</li> </ul>		N/A	N/A			
<b>Daily Transactions from Employers:</b> <ul style="list-style-type: none"> <li>Standard: &lt; 1000 suspended</li> <li>Status: 374 average</li> </ul>						
<b>Separation Benefits-Wait Time</b> <ul style="list-style-type: none"> <li>Within 1 month of receipt of all required info (includes employer reports)</li> <li>Status: 21 calendar days</li> </ul>						
<b>Phone Call-Speed of Answer</b> <ul style="list-style-type: none"> <li>Standard: 90% of calls &lt; 3 min.</li> <li>Status: 2:71 min. average</li> </ul>						
<b>Phone Call-Abandonment</b> <ul style="list-style-type: none"> <li>Standard: &lt; 10% of calls</li> <li>Status: 7.35% average</li> </ul>						
<b>Phone Call-Quality (survey results)</b> <ul style="list-style-type: none"> <li>Standard: 90% favorable rate</li> <li>Status: 99%</li> </ul>						

<p><b>Email-Speed of Response</b></p> <ul style="list-style-type: none"> <li>Standard: 4 days</li> <li>Status: Within 1 day (.85)</li> </ul>						
<p><b>Beneficiary Designation-Wait Time</b></p> <ul style="list-style-type: none"> <li>Standard: <ul style="list-style-type: none"> <li>5 days</li> <li>&lt; 500 backlog</li> </ul> </li> <li>Status: <ul style="list-style-type: none"> <li>8.69 days</li> <li>682/weekly backlog</li> </ul> </li> </ul>						
<p><b>Presentations:</b></p> <ul style="list-style-type: none"> <li>Public: 20/yr.</li> <li>Group Presentations: 245/yr.</li> <li>Webinars: 180/yr.</li> <li>Status: On pace</li> </ul>						
<p><b>Retirement Estimates-Wait Time</b></p> <ul style="list-style-type: none"> <li>Standard: Within 15 business days</li> <li>Status: 11 days</li> </ul>						
<p><b>Appointments:</b></p> <ul style="list-style-type: none"> <li>Standard: <ul style="list-style-type: none"> <li>Group: Within 5 days</li> <li>Individual: Within 15 days</li> </ul> </li> <li>Status: <ul style="list-style-type: none"> <li>Group: 7 days</li> <li>Individual: 16 days</li> </ul> </li> </ul>						

<p><b>Appointments-Quality (survey results)</b></p> <ul style="list-style-type: none"> <li>Standard:             <ul style="list-style-type: none"> <li>90% favorable rate</li> </ul> </li> <li>Status:             <ul style="list-style-type: none"> <li>98.99% favorable rate</li> </ul> </li> </ul>						
<p><b>Annuitant Payroll</b></p> <ul style="list-style-type: none"> <li>Standard: Generally, put annuitant on payroll when desired</li> <li>Status: 100%; no delays             <ul style="list-style-type: none"> <li>2,767 annuities set-up</li> </ul> </li> </ul>						
<p><b>Final Calculations for Annuities:</b></p> <ul style="list-style-type: none"> <li>Standard:             <ul style="list-style-type: none"> <li>Within 5 months</li> <li>No more than 5,000 pending</li> </ul> </li> <li>Status:             <ul style="list-style-type: none"> <li>5 months</li> <li>4,413 pending</li> </ul> </li> </ul>						
<p><b>Processing Death Benefits:</b></p> <ul style="list-style-type: none"> <li>Annuitant: Within 10 days             <ul style="list-style-type: none"> <li>7 days currently</li> </ul> </li> <li>Non-Annuitant: Within 10 days (adjusted standard)             <ul style="list-style-type: none"> <li>7 days currently</li> </ul> </li> <li>Set-up of monthly and lump sum benefits: Within 1 month (after death notification)             <ul style="list-style-type: none"> <li>30 days</li> </ul> </li> <li>Processing death notices/stopping benefits: Within 2 days (after death notification)             <ul style="list-style-type: none"> <li>2 days</li> </ul> </li> </ul>						

**Legend:**

**Green Star** – Standards were met or exceeded

**Yellow Circle** – Results were within 5% of standards

**Red X** – Results were  $\geq 5\%$  below standards

