






















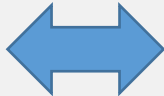








## 2018 Division of Retirement Services Scorecard

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>• Status: Completed in mid-March, ahead of schedule</li> </ul>						
<b>Daily Transactions from Employers</b> <ul style="list-style-type: none"> <li>• Standard: &lt; 1000 suspended</li> <li>• Status: 831 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: 60 calendar days</li> </ul>						
<b>Phone Call-Speed of Answer</b> <ul style="list-style-type: none"> <li>• Standard*: 50% of calls &lt; 2 min. and 75% &lt; 3 min.</li> <li>• Status: 35.3% within 2 min., 41.6% within 3 min.</li> </ul>						
<b>Phone Call-Abandonment</b> <ul style="list-style-type: none"> <li>• Standard: &lt; 10% of calls</li> <li>• Status: 11.58% average</li> </ul>						

<p><b>Phone Call-Quality (survey results)</b></p> <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: 2 days</li> <li>• Status: Within 2 days (1.08)</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>○ 10.08 days</li> <li>○ 674.2/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: 12 days</li> </ul>						

<p><b>Appointments-Wait Time</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: 6 days</li> <li>○ Individual: 28 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>○ 99.2% favorable rate</li> </ul> </li> </ul>						
<p><b>Annuitant Payroll-Wait Time</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>○ 2,252 annuitants set-up</li> </ul> </li> </ul>						
<p><b>Final Calculations for Annuities-Wait Time</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>○ 6 months</li> <li>○ 2,109 pending</li> </ul> </li> </ul>						

<p><b>Processing Death Benefits-Wait Time</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>○ Meeting standard</li> </ul> </li> <li>• Processing death notices/stopping benefits: Within 2 days (after death notification)             <ul style="list-style-type: none"> <li>○ Meeting standard</li> </ul> </li> </ul>						
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**Legend:**

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

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

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



- Future outlook-based on what we project next quarter
- Status-based on quarterly total
- Yearly total-standard vs. total of all four quarters
- \*Means the standard was revised since the last scorecard