

LEOFF 2 Board Meeting Department of Retirement Systems Annual Administrator Update

July 28, 2010
Marcie Frost, Deputy Director

DRS Strategic Plan

- Vision: Satisfied Customers, Valued Employees
- Framed into three elements
 - People
 - Employees
 - Customers
 - Strategies
 - Balancing budget environment with customer needs
 - Operations
 - Service
 - Performance goals and measures
 - Controls

People

- Leadership development
 - Role of leaders
 - PXT process
- Employee development
 - Performance evaluation process
- Customer satisfaction
 - Internal
 - Communications Team, Information Technology and Human Resources
 - External
 - Member and participant interviews

Strategies

- Member Statements
 - Benchmarking and best practices
 - Delivery on milestone events
- Online tools and transactions
 - Videos
 - Knowledge management
 - Online retirement application
 - Ohio PERS - 53% of retirements now online
 - Single sign-on

Operations

- Service Measures - Responsiveness
 - Retirement estimate requests
 - Goal: Within 5 days of receipt at DRS
 - Actual: 4.17 days
 - Correspondence responses
 - Goal: 90% within 5 days
 - Actual: 94%
 - Walk-in counseling
 - Goal: Within 4 minutes of arrival with or w/o appointment
 - Actual: 2.3 minutes
 - Incoming calls
 - Goal: 90% answered within 30 seconds
 - Actual: 92.4%

LEOFF Operations

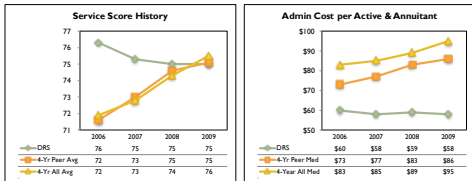
- Monthly report to LEOFF 2 Board Director
 - Status of legislative implementations
 - Monthly meetings with LEOFF 2 Board staff
 - Overall performance for the prior month
- Member Statements
 - Combined LEOFF 2 newsletter and DRS annual statement
- LEOFF 2 Handbook Update
 - Proposed timeline: November 8 – January 10

LEOFF Operations

- Member Inquiries
 - Benefit estimate before submitting retirement application
 - Purchasing service - DRS is now automatically producing estimate with purchased service credit option
 - Optional service; no cost military process
- Temporary lay-offs
 - 9 out of the 10 days to reach compensation reduction
 - First date was July 6 – next August 6

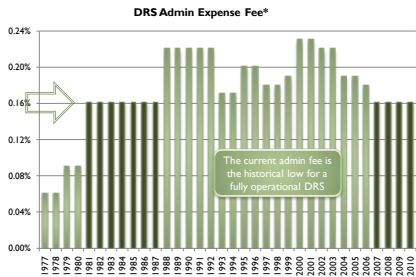
Service Improvements

- Why other systems are catching up
- Trade-offs between cost and what members expect



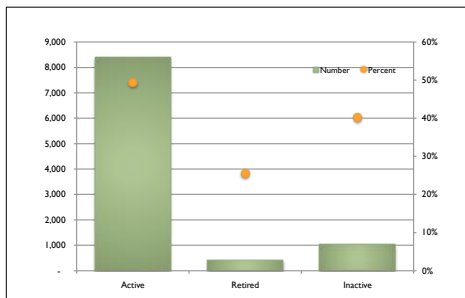
A common group of peers closed a 6% service score gap but increased the cost gap to 48%.

DRS Administrative Expense Fee



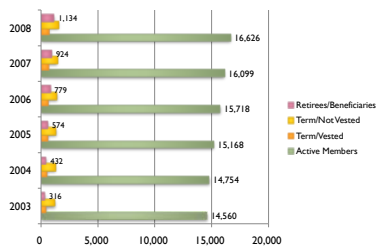
*as of each September

Defined Benefit Account Access

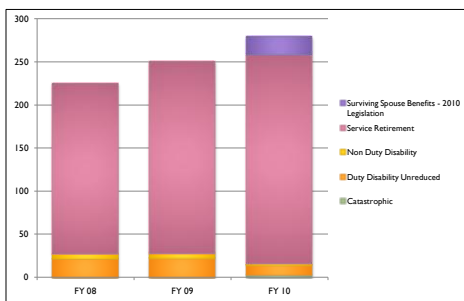



LEOFF Plan 2 demographics

- Trending data



Retirements





Questions/Discussion
