

DEPARTMENT OF RETIREMENT SYSTEMS

Year in Review

Marcie Frost, Director

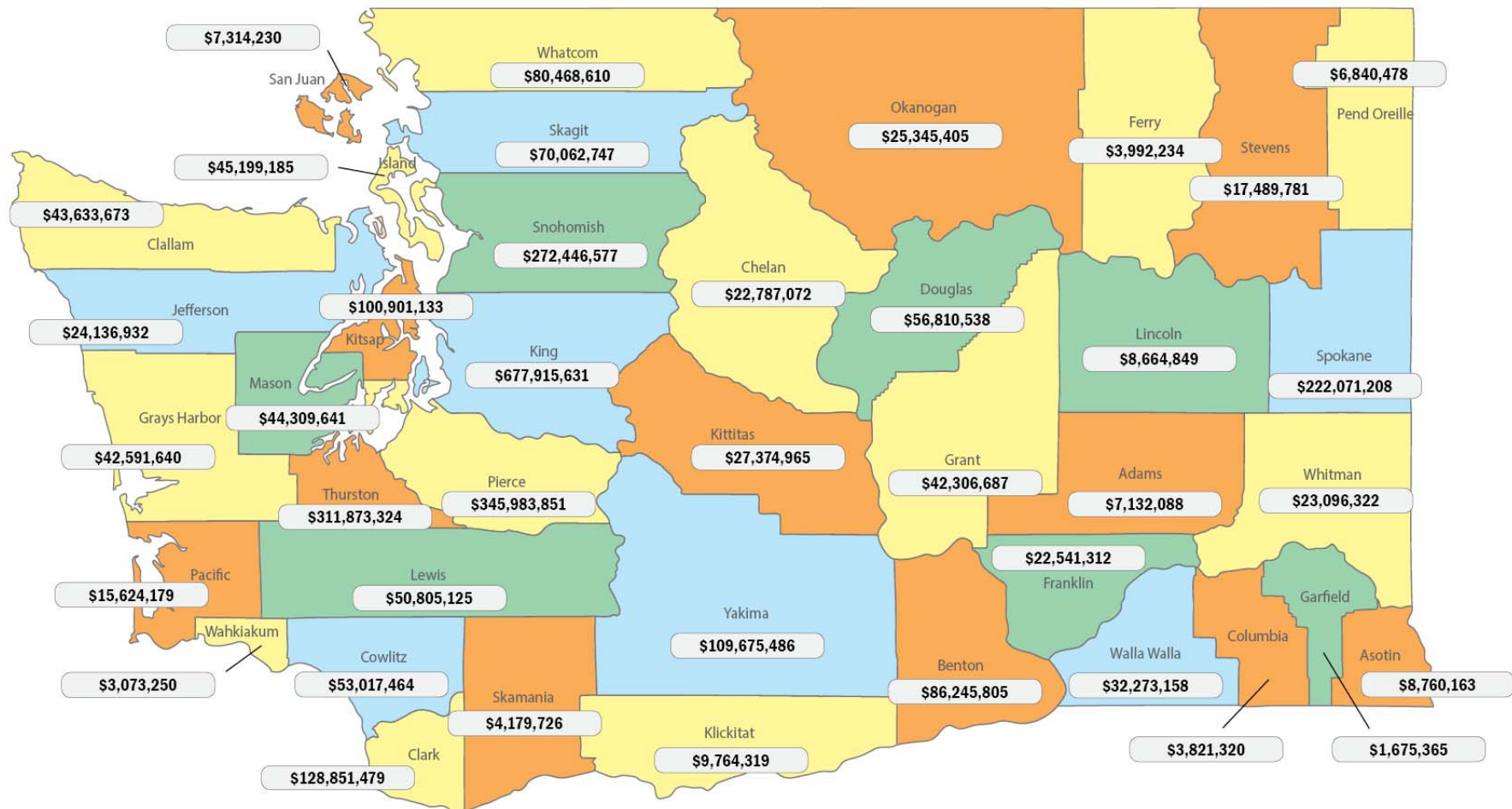
LEOFF 2 Board
September 24, 2014



DRS Stats as of June 30

- Dollars Collected
 - Members - \$1.1 B last FY
 - Employers - \$1.5 B last FY
- Dollars Paid
 - \$346 M in July 2014
 - \$3.9 B last FY
- Plan Members
 - Active – 296,219
 - Annuitants – 157,641
 - Inactive – 231,297
 - Total – 685,157
- Team Members - 235

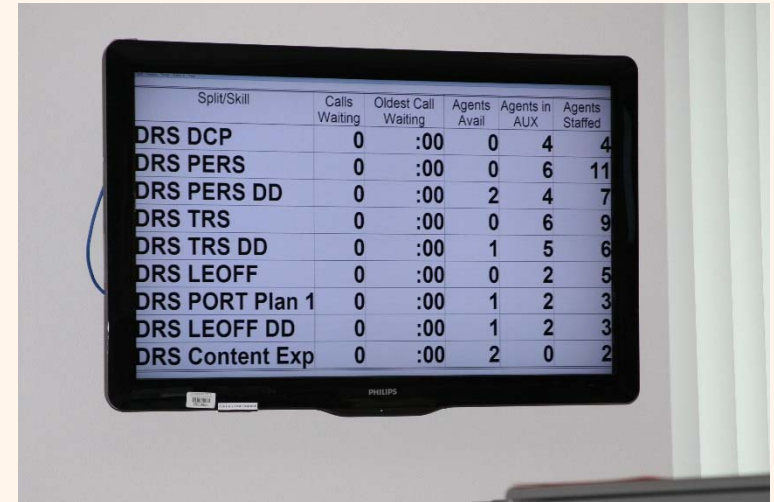
Benefits Paid by County FY 2013



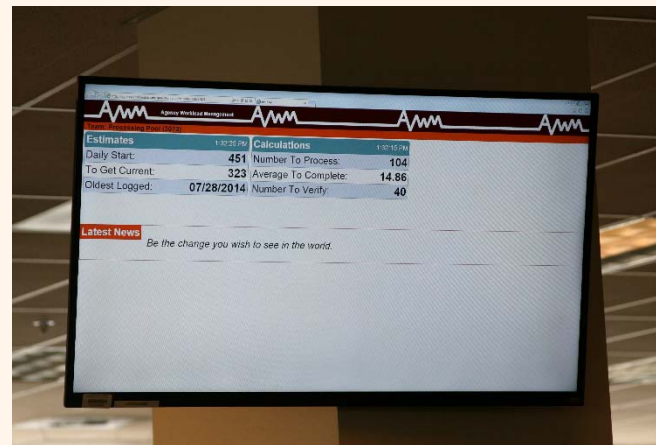
The Numbers Past 12 Months

Contact Center

- 192,133 calls
- 47,005 emails
- 5,892 visitors



Split/Skill	Calls Waiting	Oldest Call Waiting	Agents Avail	Agents in AUX	Agents Staffed
DRS DCP	0	:00	0	4	4
DRS PERS	0	:00	0	6	11
DRS PERS DD	0	:00	2	4	7
DRS TRS	0	:00	0	6	9
DRS TRS DD	0	:00	1	5	6
DRS LEOFF	0	:00	0	2	5
DRS PORT Plan 1	0	:00	1	2	3
DRS LEOFF DD	0	:00	1	2	3
DRS Content Exp	0	:00	2	0	2



Estimates		Calculations	
Daily Start:	451	Number To Process:	104
To Get Current:	323	Average To Complete:	14.86
Oldest Logged:	07/28/2014	Number To Verify:	40

Latest News
Be the change you wish to see in the world.

Processing Center

- 22,680 estimates
- 11,053 calculations
- 5,290 recalculations



Education & Outreach

What's New

New Members

Mid-Career Reality Check

Pre-Retirement

For Employers

Calculators

Related Links

Your Retirement Account

Watch These Retirement Planning Videos

Career Path



Retirement Planning Seminar available online

If you haven't been able to attend one of the popular "Planning for Retirement" seminars presented by the state Department of Retirement Systems, you now have an opportunity to view the same presentations online. Key segments of a recent seminar were recorded and are now available in on-demand webinar format. Stay tuned for our newest seminar. The presentations can be accessed at <http://ncwctc.com/>.

Online Seminar

Members

- » Members Home
- » New Members
- » Former Members
- » Outlook Newsletter

Retirees

- » Retirees Home
- » Elected Officials
- » PEBB Retirees
- » Benefit Payment Schedule
- » Outlook Newsletter

About This Site

- » Privacy Notice
- » Policies

Quick Links

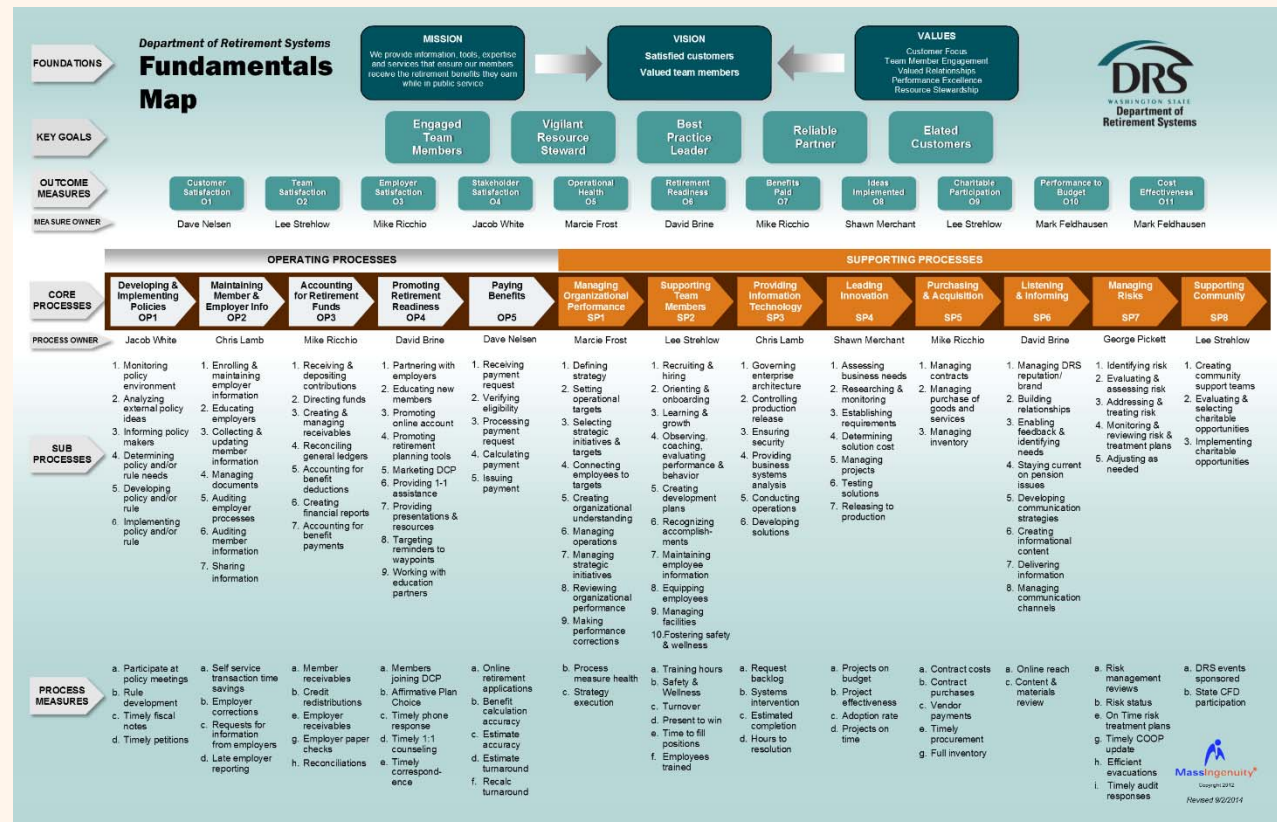
- » Employers Home
- » Legislation
- » Job Openings
- » Rules
- » Vendors
- » Health Care Authority



Member Education

- 24 Seminars scheduled for 2014
 - 17 at Western WA locations
 - 7 at Eastern WA locations
- 3,358 attendees – 2014 to date
- 2012 First live webinar/recorded seminar
 - 4,499 hits on website
- 2013 Seminar recorded
 - 8,336 hits on website
- Benefit Fairs
- New Employee Orientations
- Record Keepers
 - Choice/Investment/Distribution Seminars

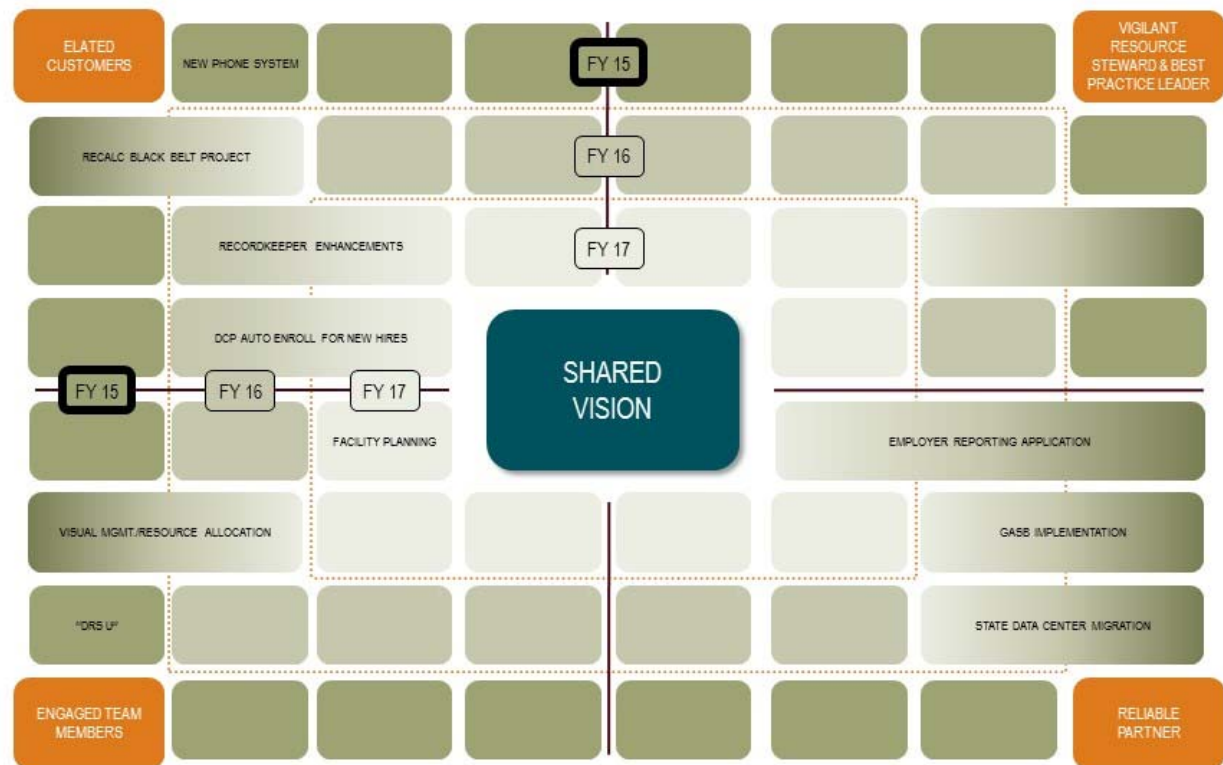
Operational view of the Management System



- ## Key Goals
- Engaged Team Members
 - Vigilant Resource Steward
 - Best Practice leader
 - Reliable Partner
 - Elated Customers

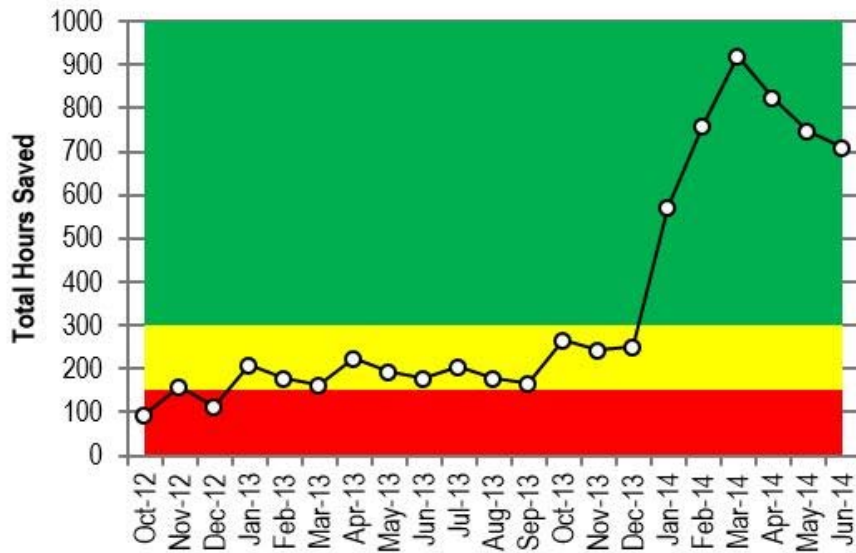
Strategic Initiatives

THE 2015-17 BREAKTHROUGH INITIATIVES

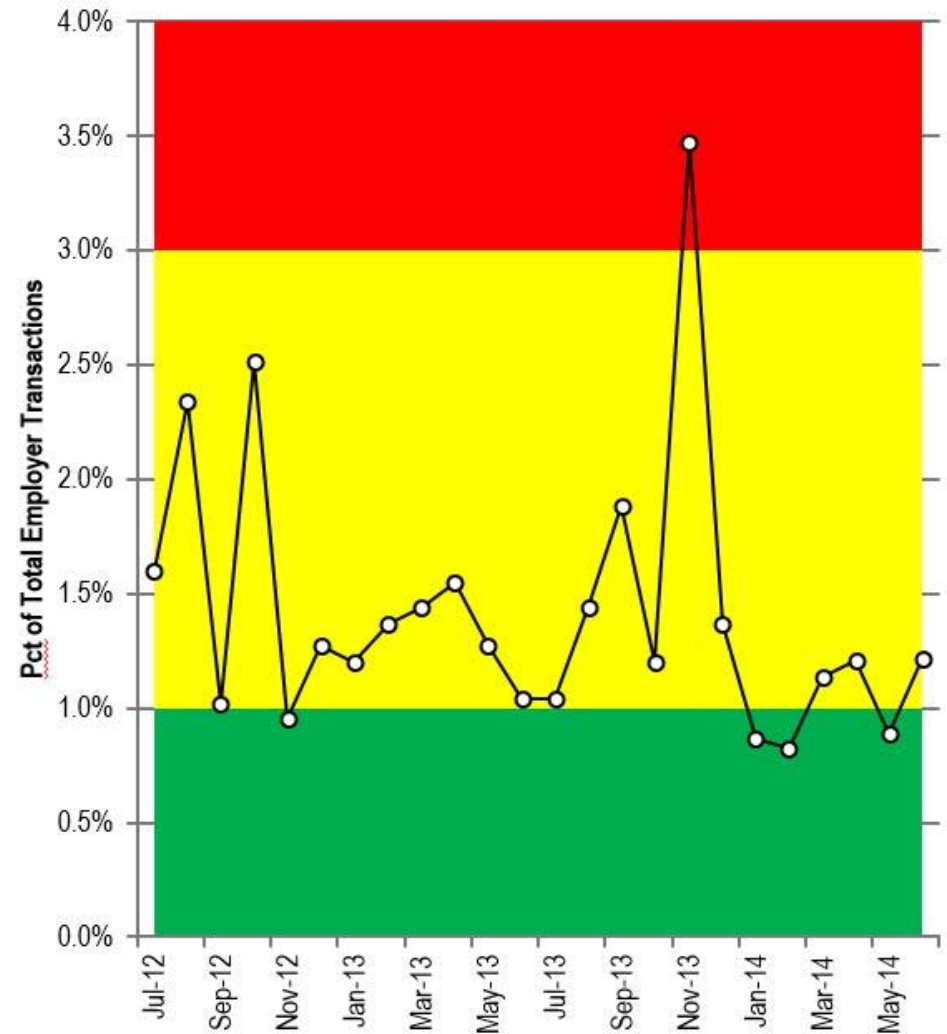


OP2-MAINT MEMBER & EMPLOYER DATA AND OP4-RETIRE READINESS

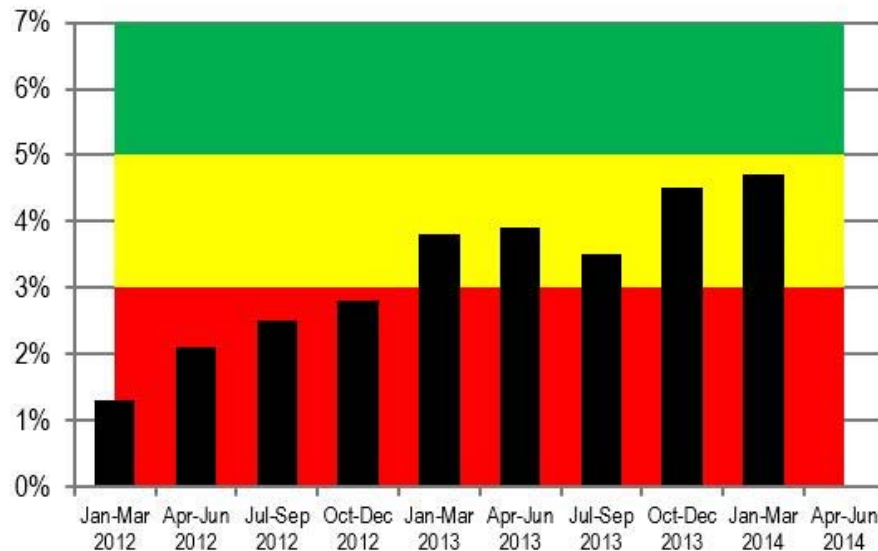
OP2a-Time Saved by Self-Svc Trans (Chris)



OP2b-Employer Corrections (Chris)



OP4a-% New State Employees Joining DCP (David)



■ Total of 35,556 corrections this quarter

Focus on Customer Satisfaction

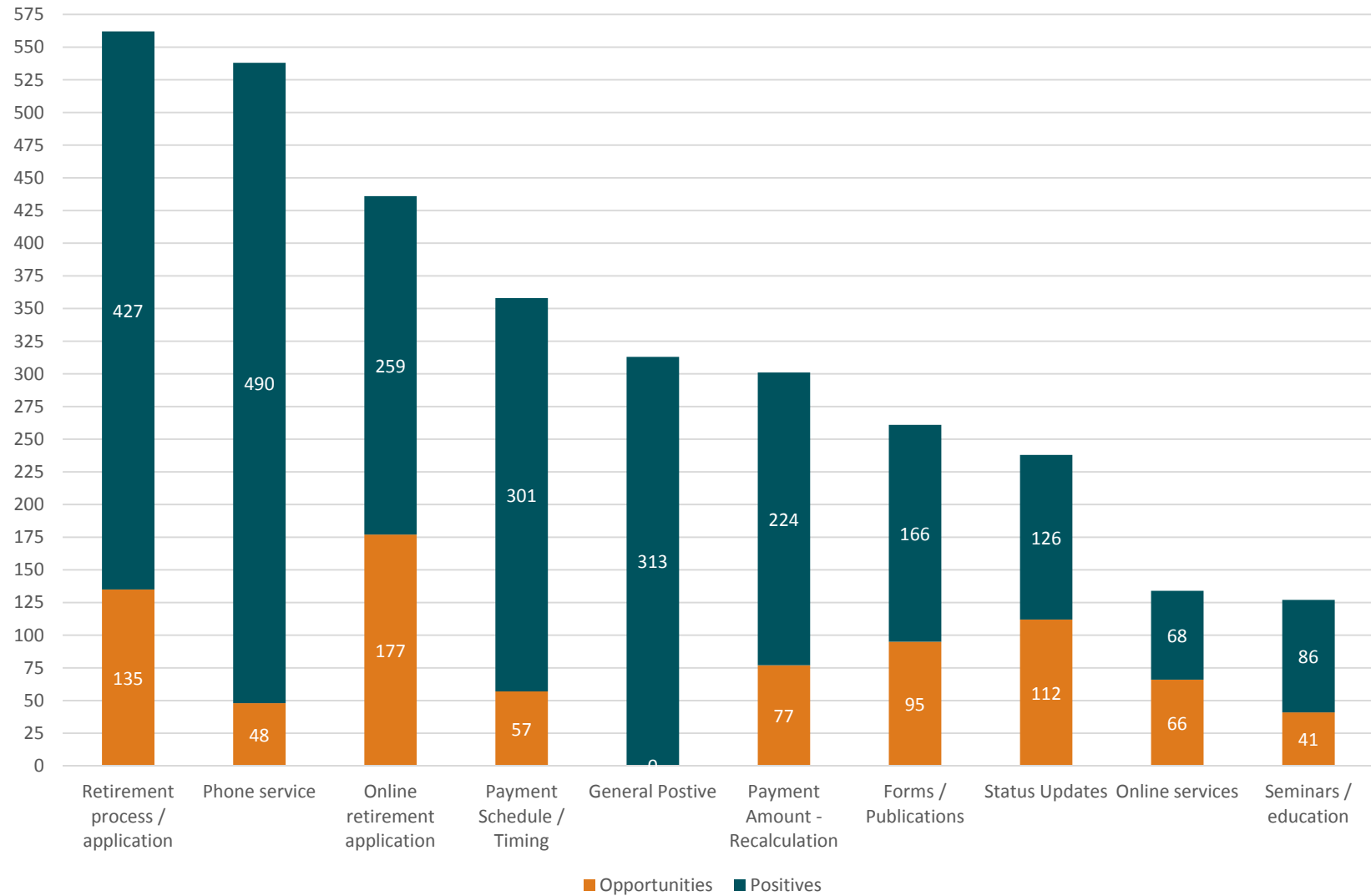
Respectful, Responsive and Right

O1-Customer Satisfaction

RESPECT	Valued Customer	94	98	95	95
	Carefully Guided	86	93	85	90
	Informed of Issues	83	84	83	86
RESPONSIVE	Quick Access	94	97	92	95
	Timely Response	92	92	91	90
	Informed Status	79	80	80	84
	Anticipate Needs	89	93	92	91
RIGHT	Online Tools	85	86	90	91
	Accurate Info	92	94	94	93
	Correct/Timely	97	94	95	93
		QTR 5	QTR 6	QTR 7	QTR 8

- Since 2012, team members have interviewed 2,656 retirees
- 278 interviews conducted in the past quarter

Top Ten Topics – Last 12 Months
Based on the number of times customers mentioned each topic
both positively and as an opportunity



July 2013-June 2014 Interviews

Supportive and Accountable Work Environment

- **Onboarding New Team Members/Leaders**
- **Retirement Specialists**
 - 6 month classroom
 - 6 month – SPIKE team
- **Behavioral Based Hiring**
 - Customer Focused
 - People and Team Focused
 - Energy Level
 - Attitude
 - Plus high numeric ability/reasoning
- **Team Leaders**
 - Supportive and Engaged
 - Observational Coaching
 - Ability to comprehend complexity

Profile XT

Sample Company – Assistant Manager (Sample “Good” Job Fit)

Overall Job Match  **86%**

Thinking Style

Learning Index						6	7	8		
Verbal Skill						6	7	8		
Verbal Reasoning						6	7	8		
Numerical Ability					5	6	7			
Numeric Reasoning						6	7	8		10

Job Match
Percentage
89%

Behavioral Traits

Energy Level								8	9	10
Assertiveness					5			7	8	9
Sociability				4	5	6	7			
Manageability			3	4	5					
Attitude	1					5	6	7		
Decisiveness								7	8	9
Accommodating				4	5	6				
Independence				4	5	6	7	8		
Objective Judgment					5	6	7			

Job Match
Percentage
79%

Distortion - **9**

Occupational Interests

Top three interests for this position

Financial/Admin						7				
Enterprising						6				
People Service						6				

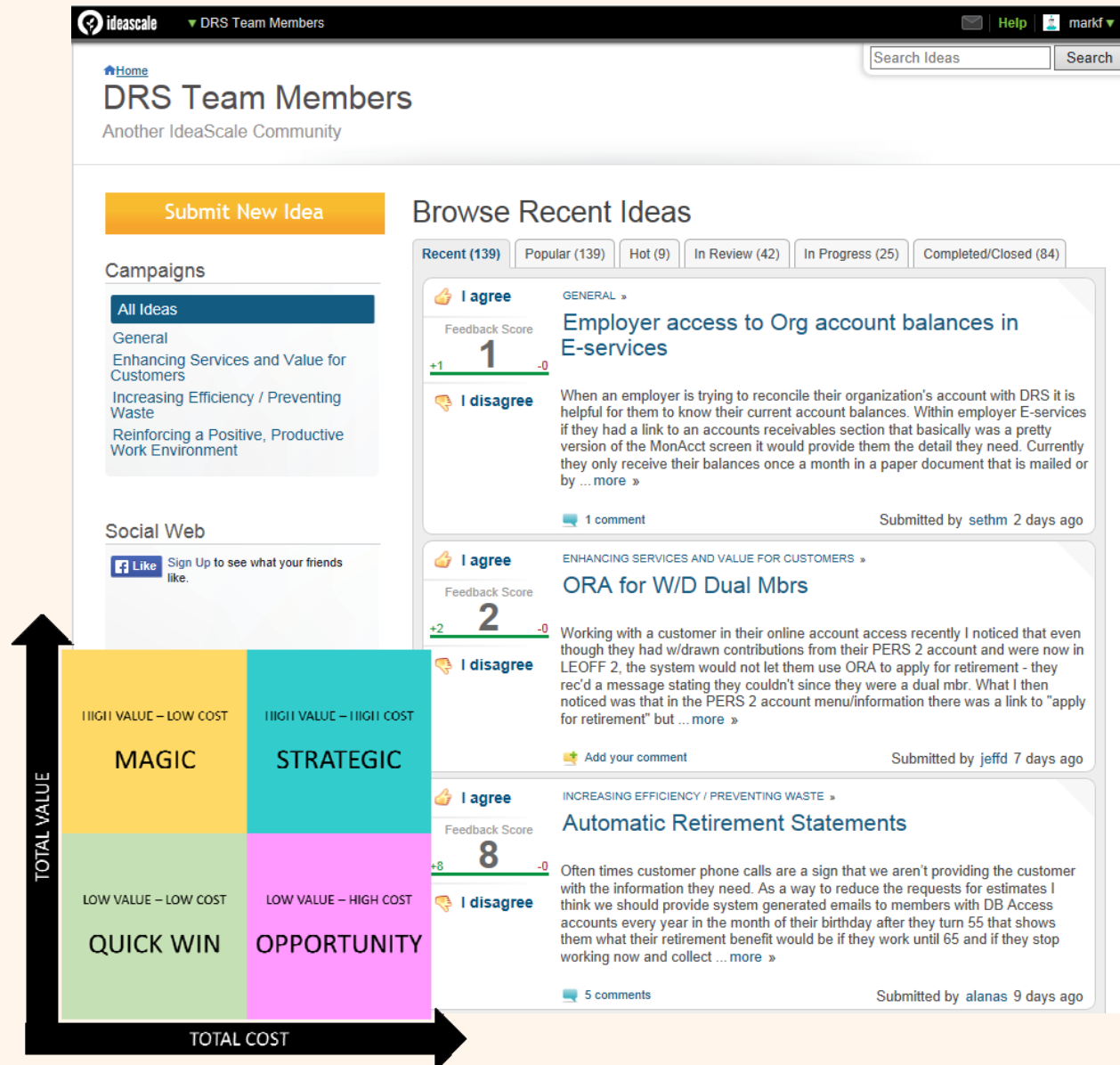
Job Match
Percentage
95%

Lowest three interests for this position

Technical						6				
Creative		2								
Mechanical		2								

The Job Matching process for Interests is concerned with the top three interests of a Job Match Pattern and how a candidate's top three interests match. The three top interests for this Pattern are indicated and ranked from top to

Team Member Engagement



Independent Contractor Reviews

- 374 LEOFF employers
- 300+ contracts
- 115 individuals prioritized
- Issues identified include:
 - 2008 ERFs
 - Misclassification of worker status
 - Improper separation from service
 - Employees returning to work not reported
- 25 employers assessed – \$1,587,000*
- 5 members assessed – \$160,487

* Final amount dependent upon employer wage and hour reporting

Independent Contractor Reviews

DRS Response

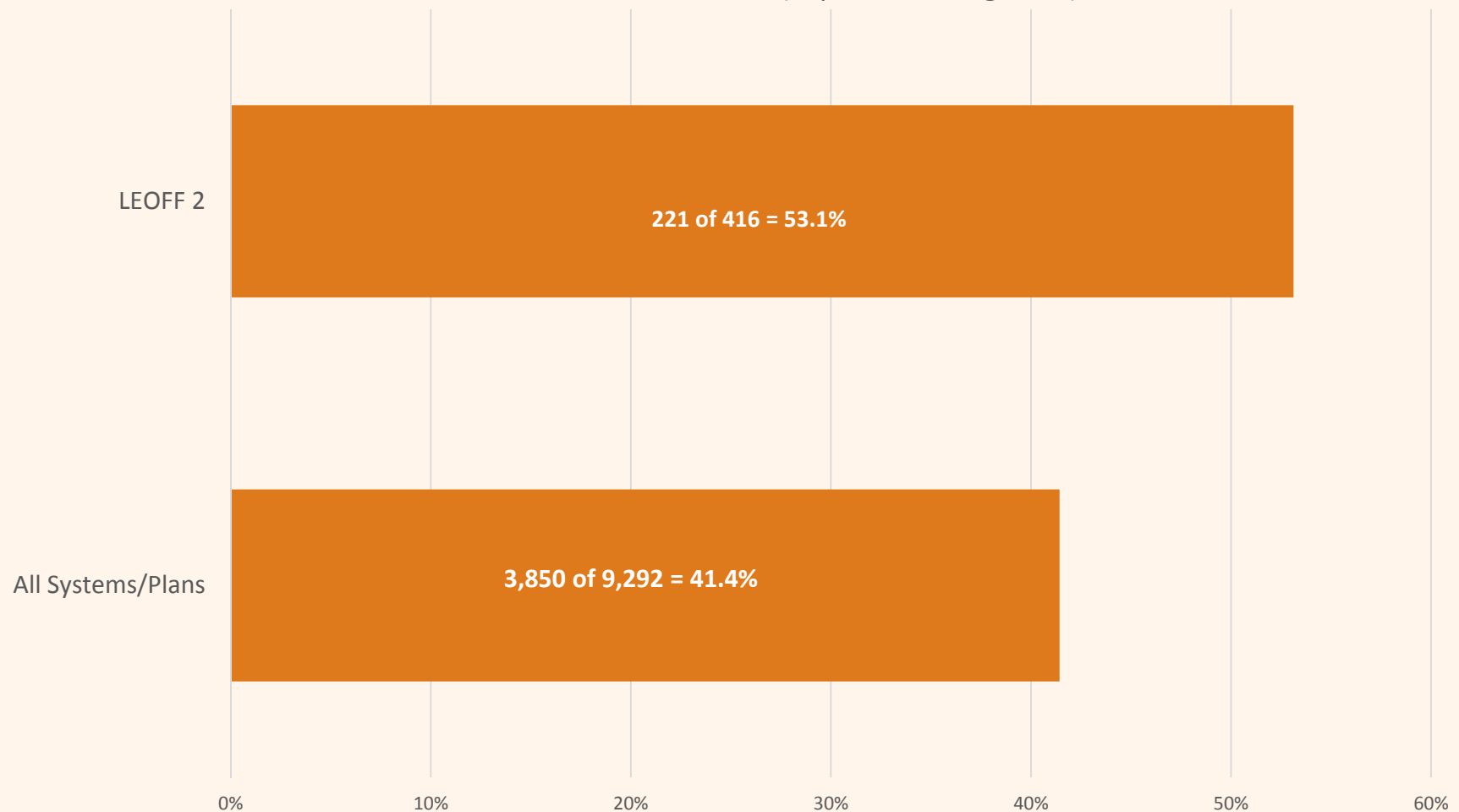
- Enhanced employer awareness
- Internal training about LEOFF retirements
- Escalation and consultation process for retire/rehire questions
- Requiring documentation for hours worked if not full-time
- Additional outreach and presentations to employer and member organizations to clarify pension impacts of return to work

Deferred Compensation Program

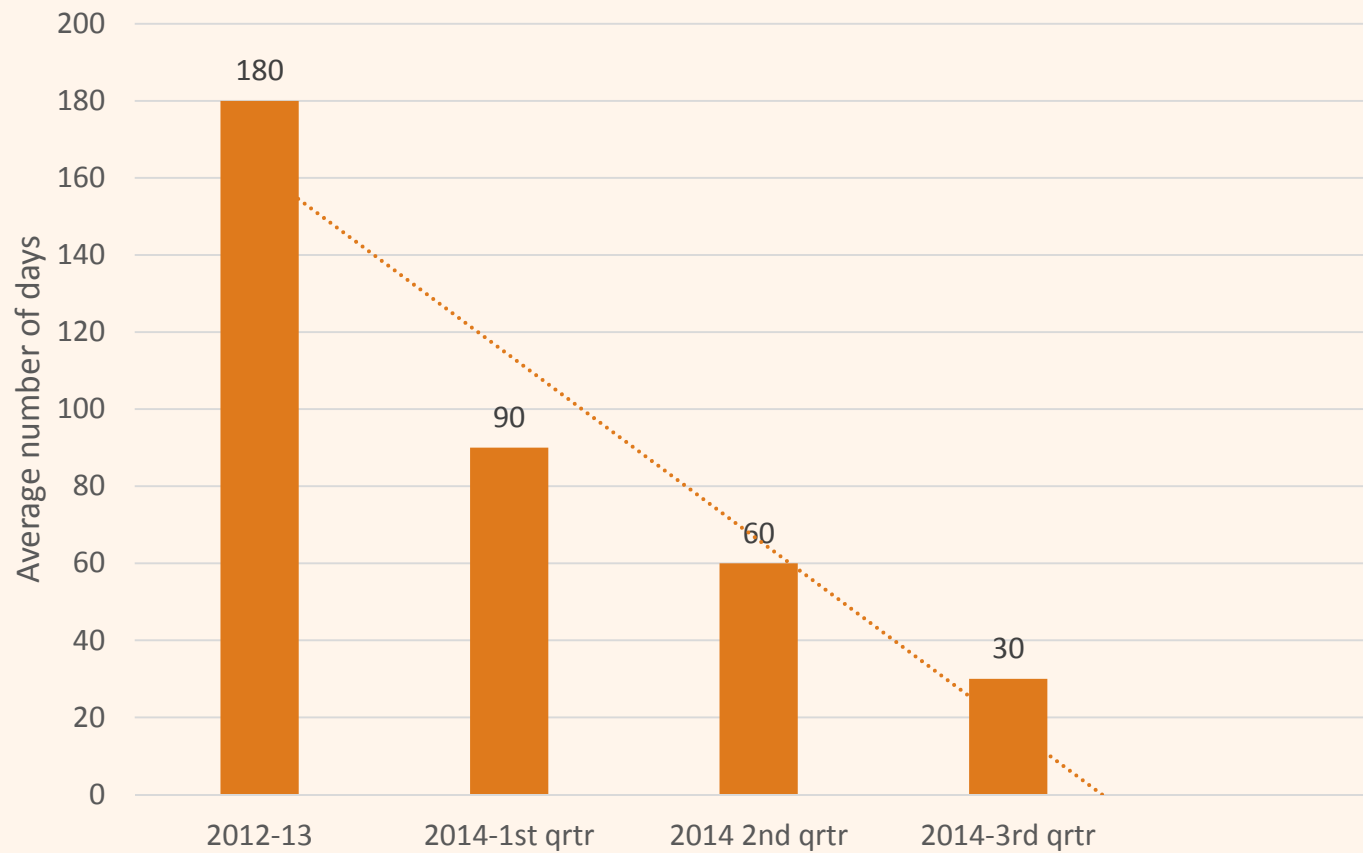
- Assets – \$3.4 B
- Total Participants – 63,322
- Actively Contributing – 31,661
- Receiving Payments – 2,694
- Employers Offering DCP – 927
- New State Employee Take Up Rate – 4.7%
- Low Administrative Fees – 0.129%
- Investment Lineup:
 - Savings Pool
 - US Large Cap Equity Index
 - US Small Cap Equity Index
 - Global Equity Index
 - Emerging Market Equity Index
 - Washington State Bond Fund
 - Social Balanced Fund
 - Retirement Strategy Funds

Online Retirement Applications

Service Retirements via the Web (Sep 2013 to Aug 2014)



Disability Review Timeframe



Disability Review Timeframe (non-duty, duty and catastrophic)

- **What changed?**
 - Triage of the application by Retirement Specialist and/or Occupational Nurse Consultant
 - Access to LNI Orion system
 - All electronic process
 - Internal commitment to review and process all complete applications within a week

Catastrophic Medical Reimbursement

- **In-progress**
 - New process for verification of medical reimbursement
 - Working on new forms, letters and communication
 - Working with members to pay directly to their insurance vender if possible
 - Plan to roll out in November 2014

Thank you

- Questions?