TEACHERS' RETIREMENT BOARD

BENEFITS AND SERVICES COMMITTEE

SUBJECT: Fiscal Year 2001/02 Production Objectives Accomplishments

ITEM NUMBER: 5

ATTACHMENT(S): 3

ACTION: ____

DATE OF MEETING: October 3, 2002

INFORMATION: X

PRESENTER(S): Michael Carter

This presents the achievement of the Fiscal Year 2001/02 Production Objectives adopted by the Board and is a means of measuring the delivery of benefits and services to CalSTRS' members. The following information is provided to assist in the understanding of this accomplishment.

Attachment I	A ten year view of workload inputs
Attachment II	A month-by-month view of Production Objective achievement by service/benefit
Attachment III	The annualized Production Objective achievement for the previous three-year.

In looking back to the previous year there were several events which had a significant impact on the ability to maintain and improve on what were traditionally acceptable service levels to our members. Some of the events were planned and others were not. A brief description of some of these events are:

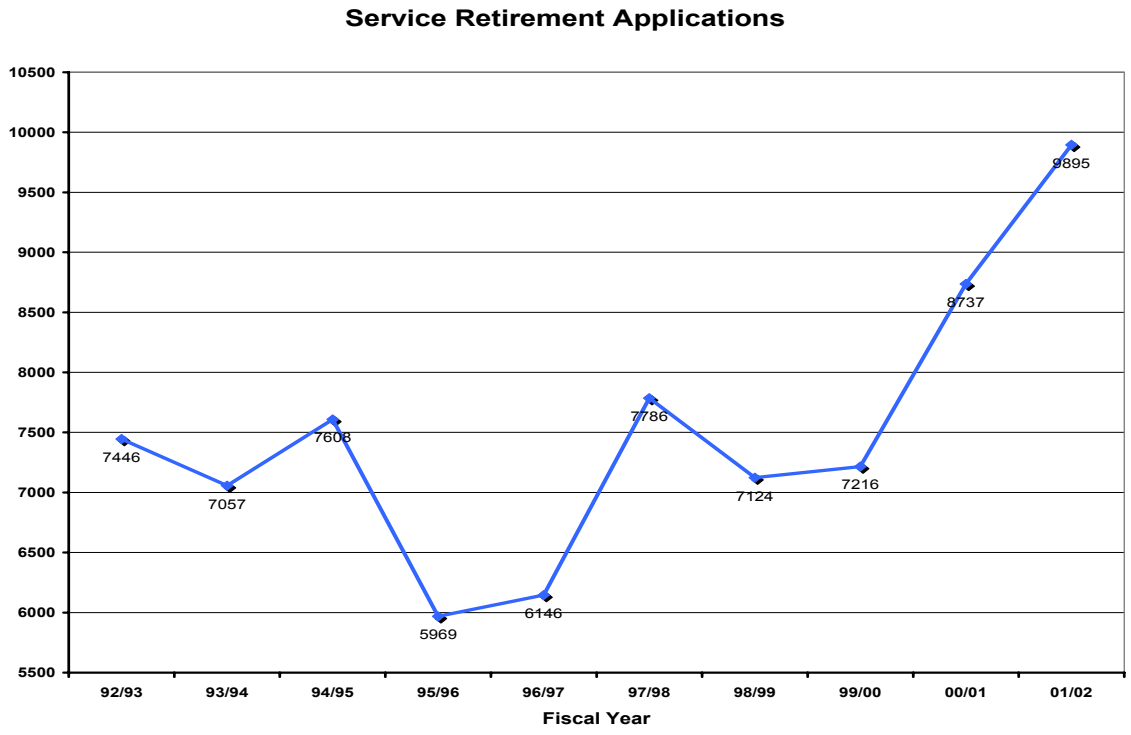
1. Downtime Due to Database Conversion – Downtime related to the conversion of the database generally occurred during the period January – March 2001, subject to the program impacted. One of the primary reasons for choosing this timeframe to convert the database was the relatively low volume of service retirement applications received and the need to convert prior to the June/July peak retirement season. It should also be noted that during this period manual payments were processed and transactions were maintained off line. A detailed "Downtime Recovery Plan" was presented to the Board detailing this scenario and staff reported that the services most impacted would be Survivor Benefits and Service Retirement Finalizations. Immediate backlogs were created in these areas and a recovery period to achieve service delivery normalcy was established. Due to the inability to process the work during downtime and "ramp-up", and the resulting inability to achieve these objectives, staff proposed that the Production Objectives be modified. However, the Board determined that any modifications, to the traditional objectives, would send a negative message to staff.

2. New Benefit Implementation – During this period of heavy transition, new benefits were also implemented and rolled out to our members (i.e., Defined Benefit Supplement Plan and the Partial Lump-Sum benefit).

3. Hiring Freeze – During the past year the System endured hiring freezes that impacted the ability to secure and maintain appropriate resource levels.

The past year was a period of major change and transition. Even with these major activities occurring, many of the Objectives were achieved. Most of the Objectives negatively impacted were identified and consistent with the Downtime Recovery Plan submitted to the Board. It should also be noted that the Downtime Recovery period was cited by the System's consultants as being consistent with industry standards and timeframes.

In summary, the past year was an experience that occurs very rarely (7-10 year increments). Although thorough planning and execution occurred, many of our members seeking services from the System were impacted. Staff was very sympathetic to our members and the inability to deliver services in certain areas was quite challenging. I would like to acknowledge the professionalism and commitment of staff to providing services to our members during this major transition. With this foundation in place, we now look to the future.


Service Retirement Applications
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10000
9500
9000
8500
8000
7500
7000
6500
6000
5500
7446
7057
7608
5969
6146
7786
7124
7216
8737
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92/93
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94/95
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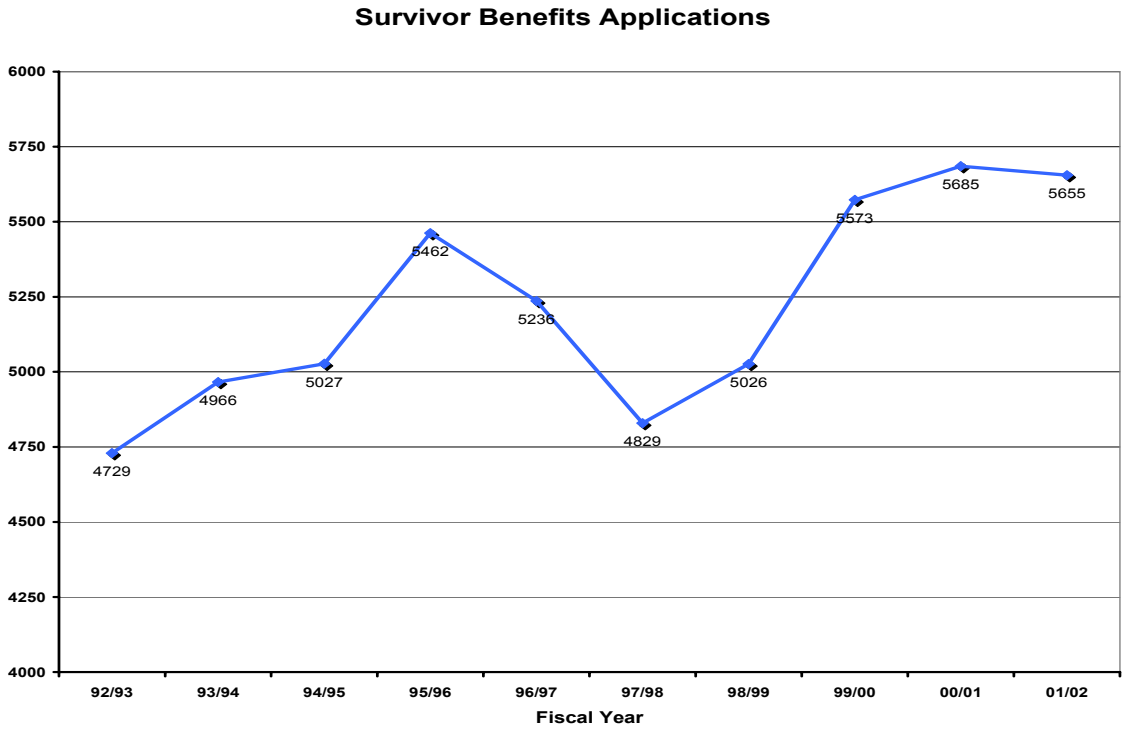
96/97
97/98
98/99
99/00
00/01
01/02
Fiscal Year


Survivor Benefits Applications
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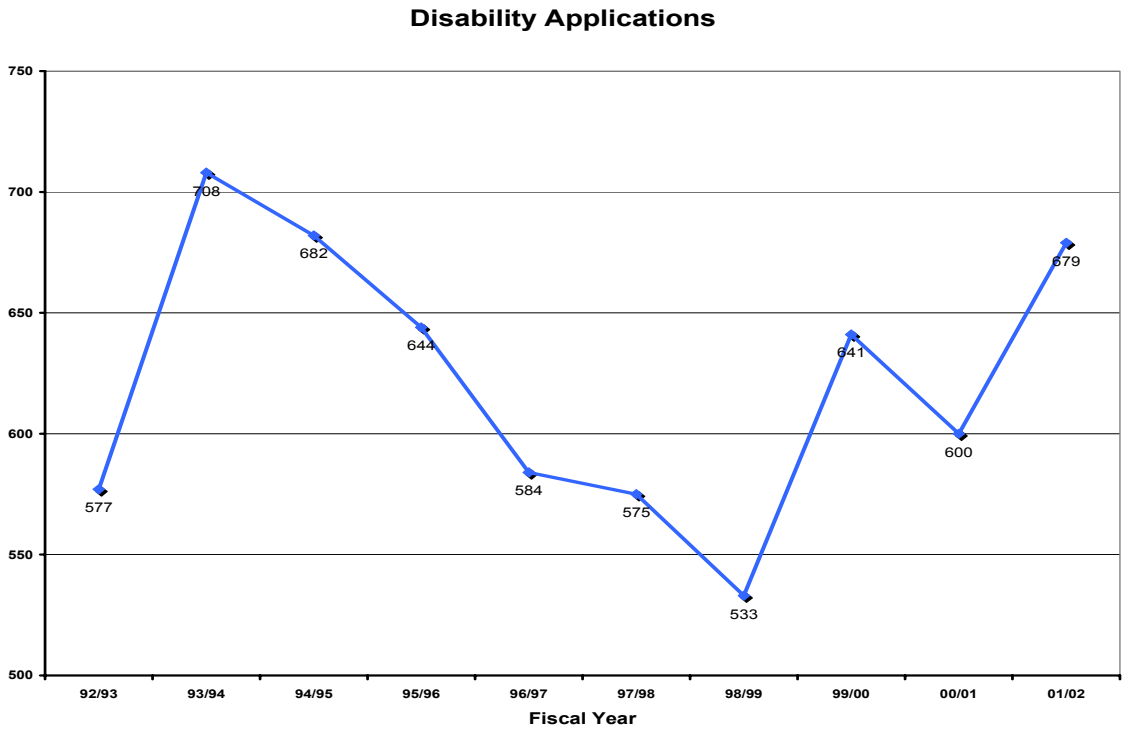
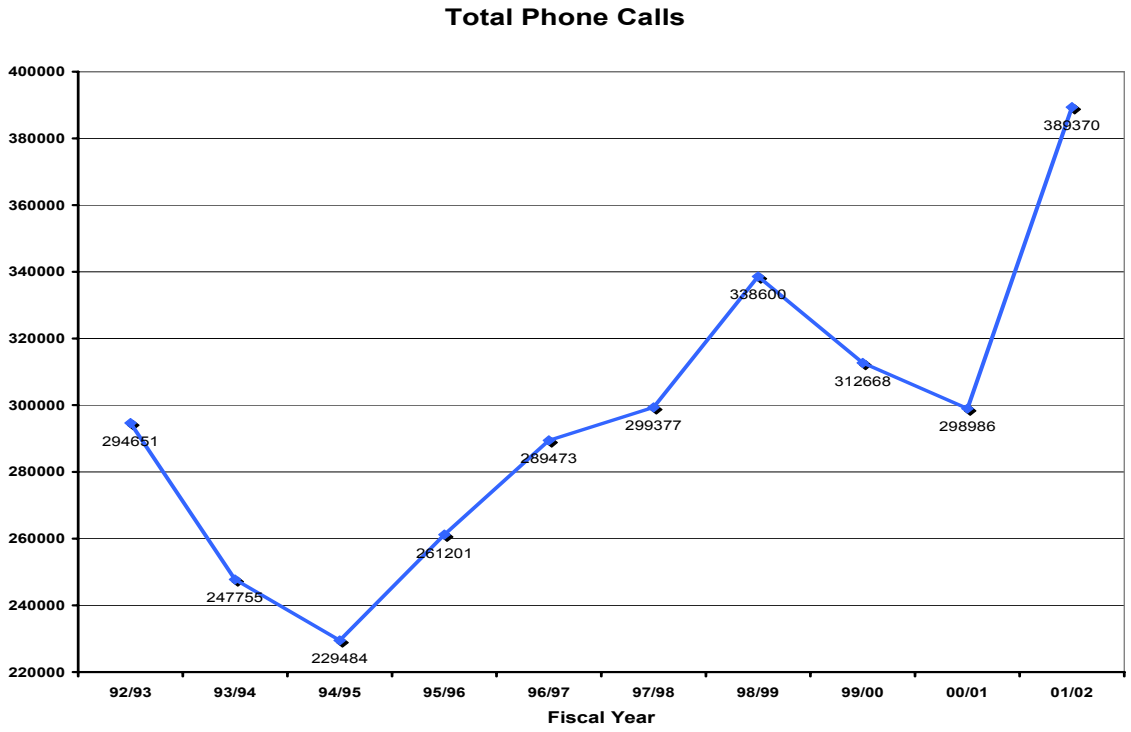
5750
5500
5250
5000
4750
4500
4250
4000
4729
4966
5027
5462
5236
4829
5026
5573
5685
5655
92/93
93/94
94/95
95/96
96/97
97/98
98/99
99/00
00/01
01/02
Fiscal Year


Disability Applications
750
700
650
600
550
500
577
708
682
644
584
575
533
641
600
679
92/93
93/94
94/95
95/96
96/97
97/98
98/99
99/00
00/01
01/02
Fiscal Year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360000
340000
320000
300000
280000
260000
240000
220000
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247755
229484
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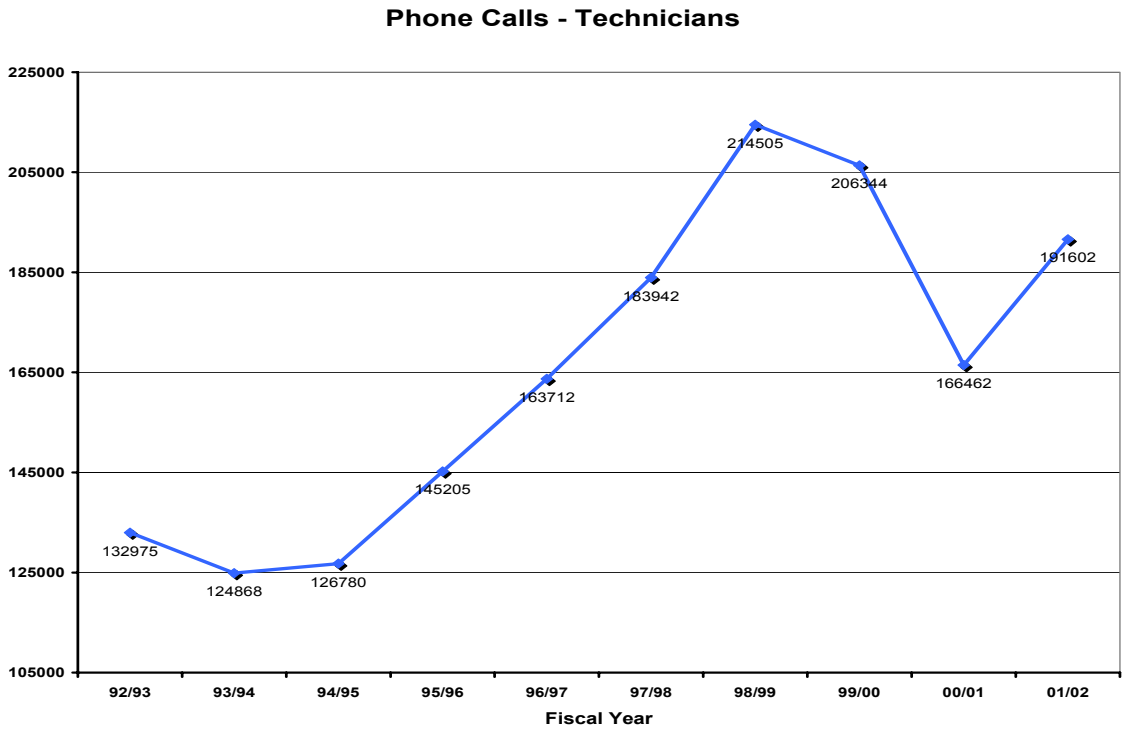
289473
299377
338600
312668
298986
389370
92/93
93/94
94/95
95/96
96/97
97/98
98/99
99/00
00/01
01/02
Fiscal Year


Phone Calls - Technicians
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205000
185000
165000
145000
125000
105000
132975
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126780
145205
163712
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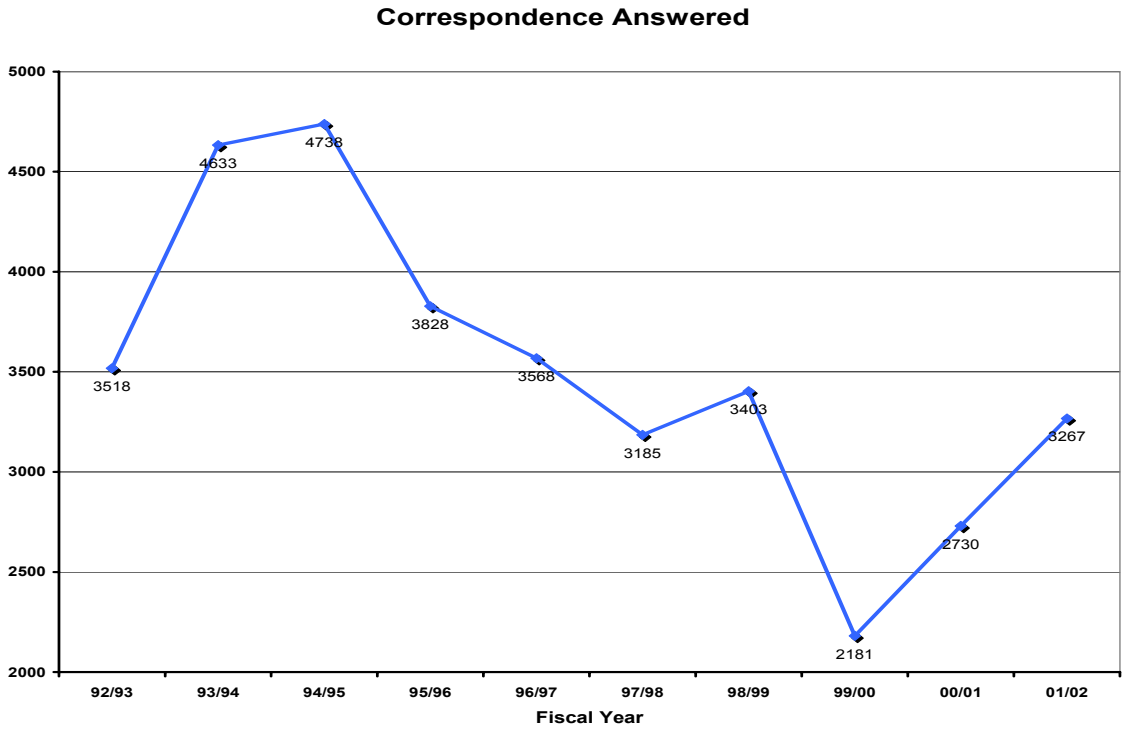
214505
206344
166462
191602
92/93
93/94
94/95
95/96
96/97
97/98
98/99
99/00
00/01
01/02
Fiscal Year


Correspondence Answered
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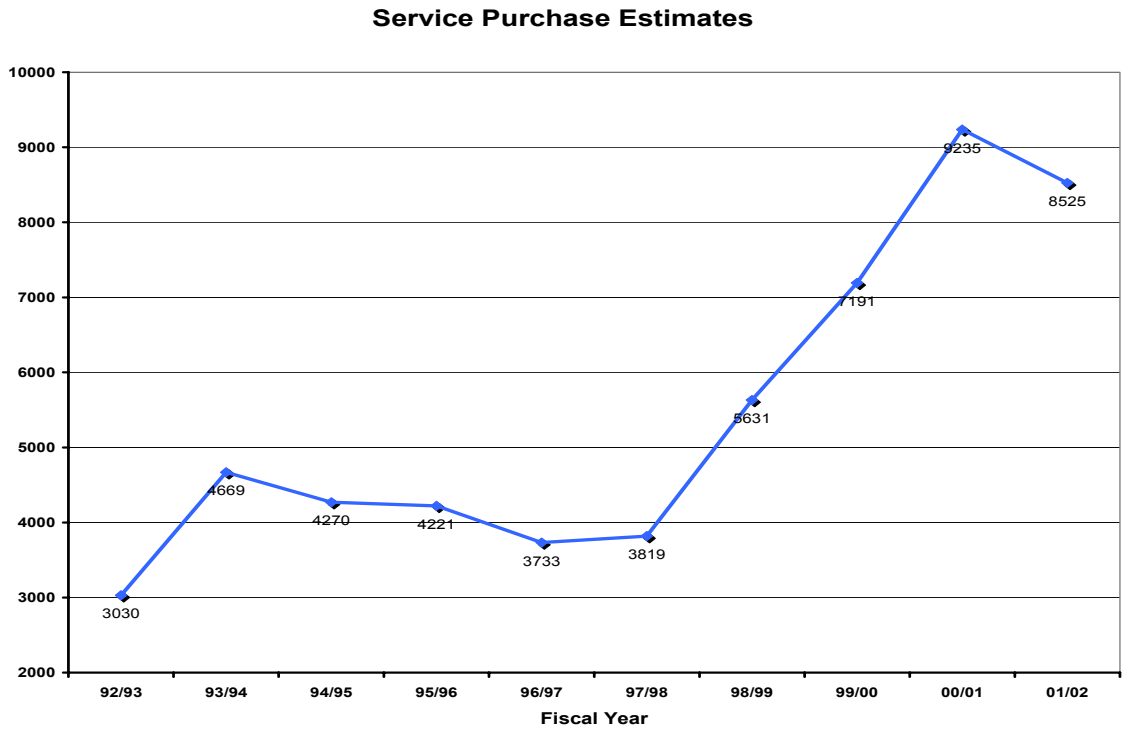
4500
4000
3500
3000
2500
2000
3518
4633
4738
3828
3568
3185
3403
2181
2730
3267
92/93
93/94
94/95
95/96
96/97
97/98
98/99
99/00
00/01
01/02
Fiscal Year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9000
8000
7000
6000
5000
4000
3000
2000
3030
4669
4270
4221
3733
3819
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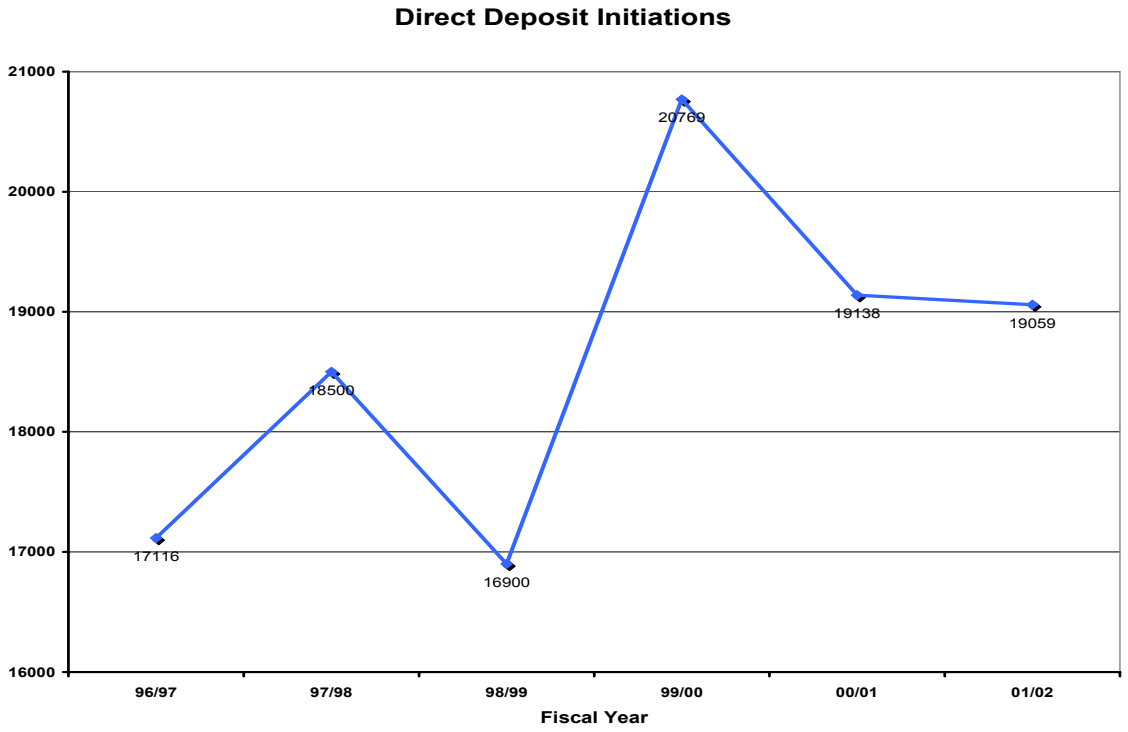
7191
9235
8525
92/93
93/94
94/95
95/96
96/97
97/98
98/99
99/00
00/01
01/02
Fiscal Year


Direct Deposit Initiations
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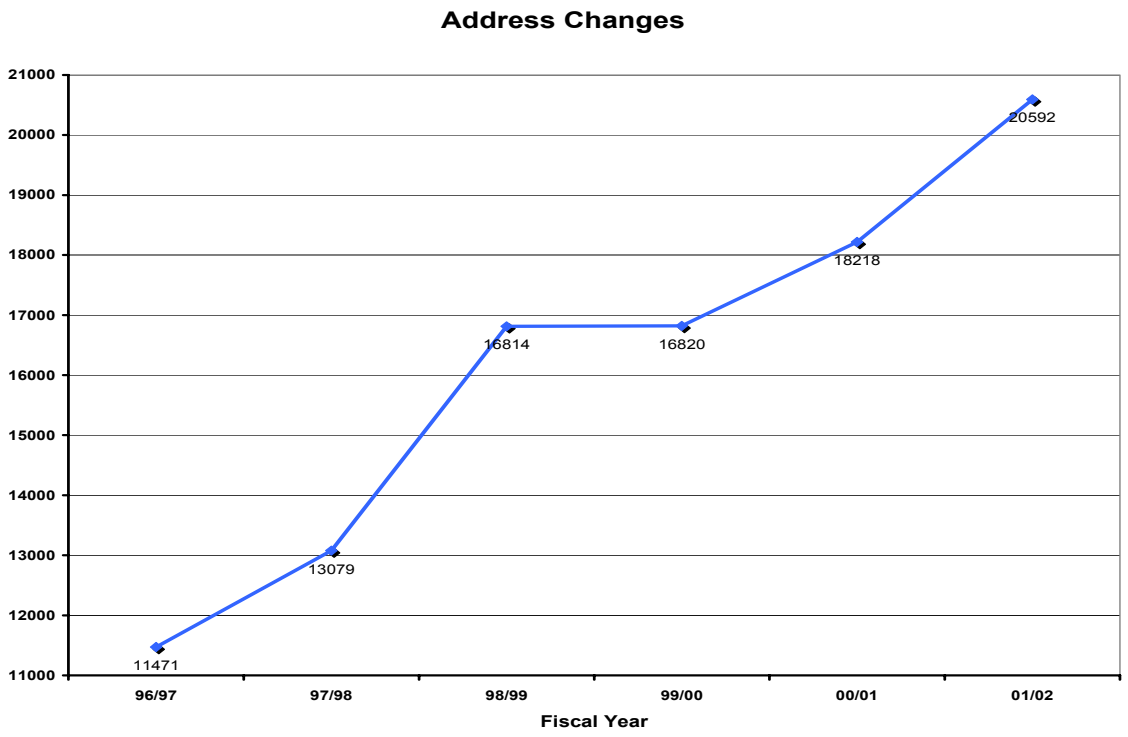
20000
19000
18000
17000
16000
17116
18500
16900
20769
19138
19059
96/97
97/98
98/99
99/00
00/01
01/02
Fiscal Year


Address Changes
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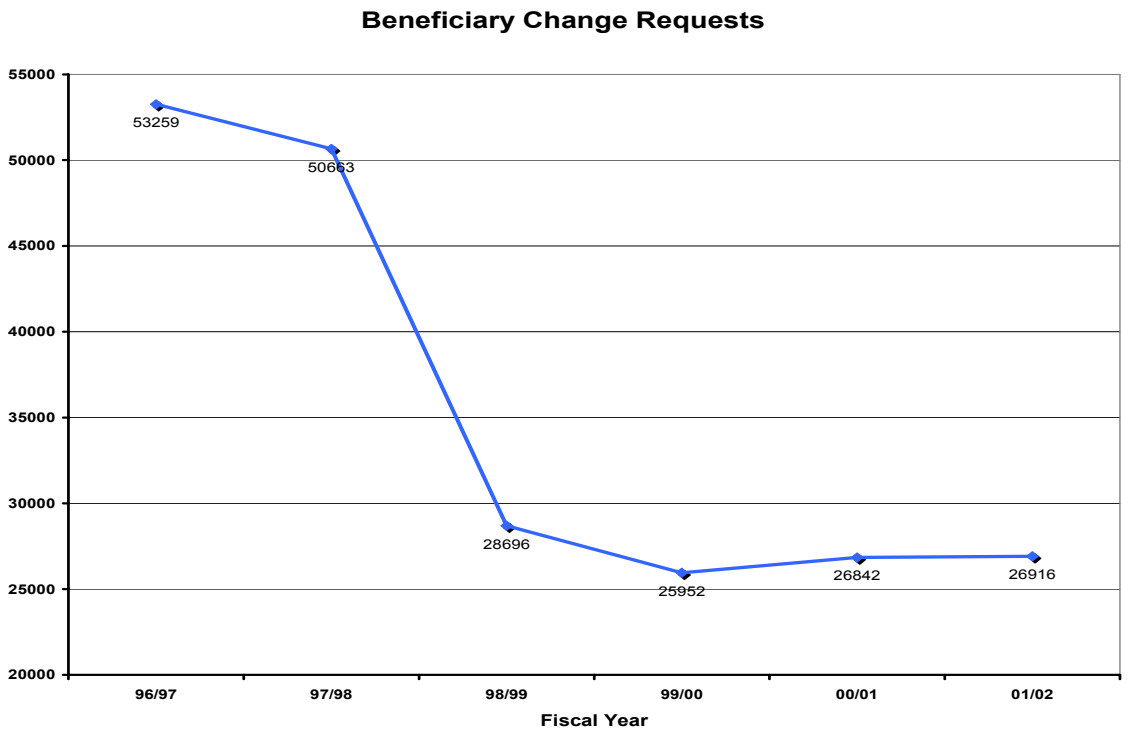
20000
19000
18000
17000
16000
15000
14000
13000
12000
11000
11471
13079
16814
16820
18218
20592
96/97
97/98
98/99
99/00
00/01
01/02
Fiscal Year


Beneficiary Change Requests
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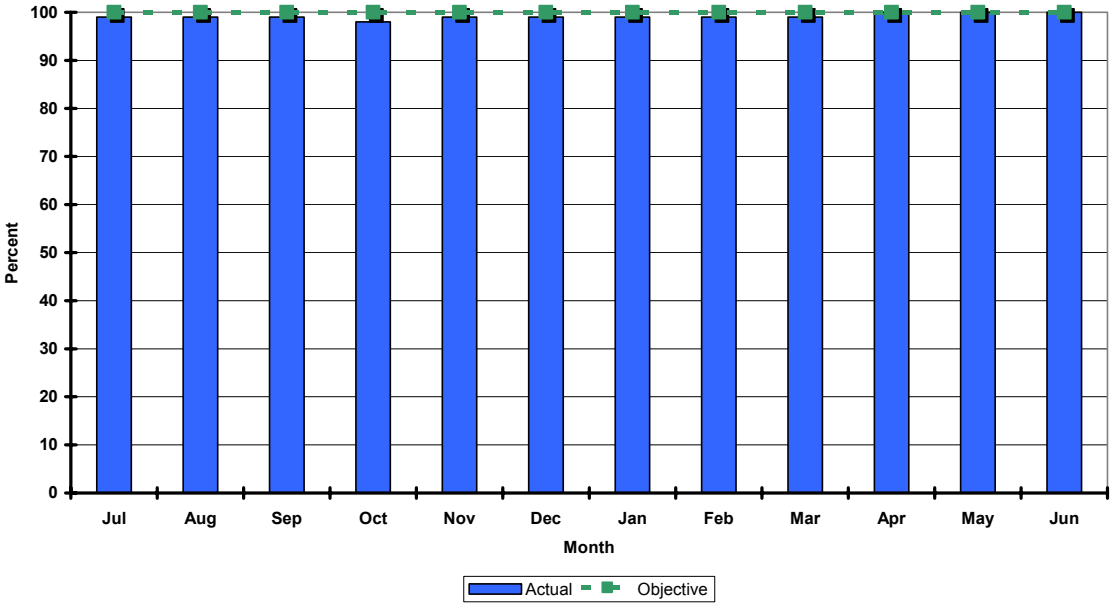
50000
45000
40000
35000
30000
25000
20000
53259
50663
28696
25952
26842
26916
96/97
97/98
98/99
99/00
00/01
01/02
Fiscal Year

Service Retirements

FY 2001/02

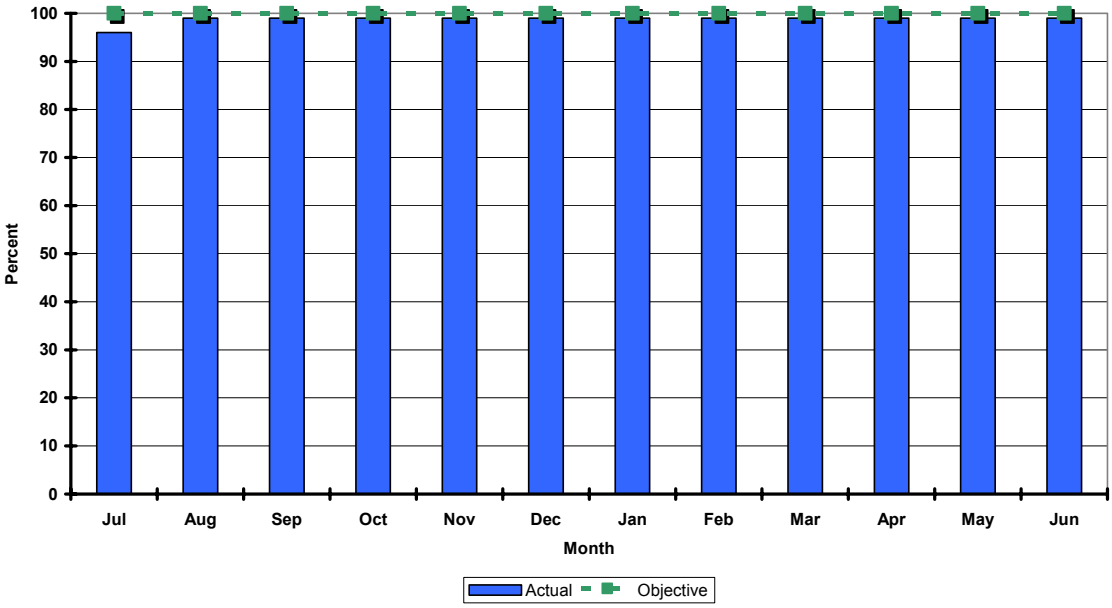
Process 100 percent of all service retirement applications within 30 days of the effective date or receipt of all necessary information, whichever is later.



Service Retirements

FY 2001/02

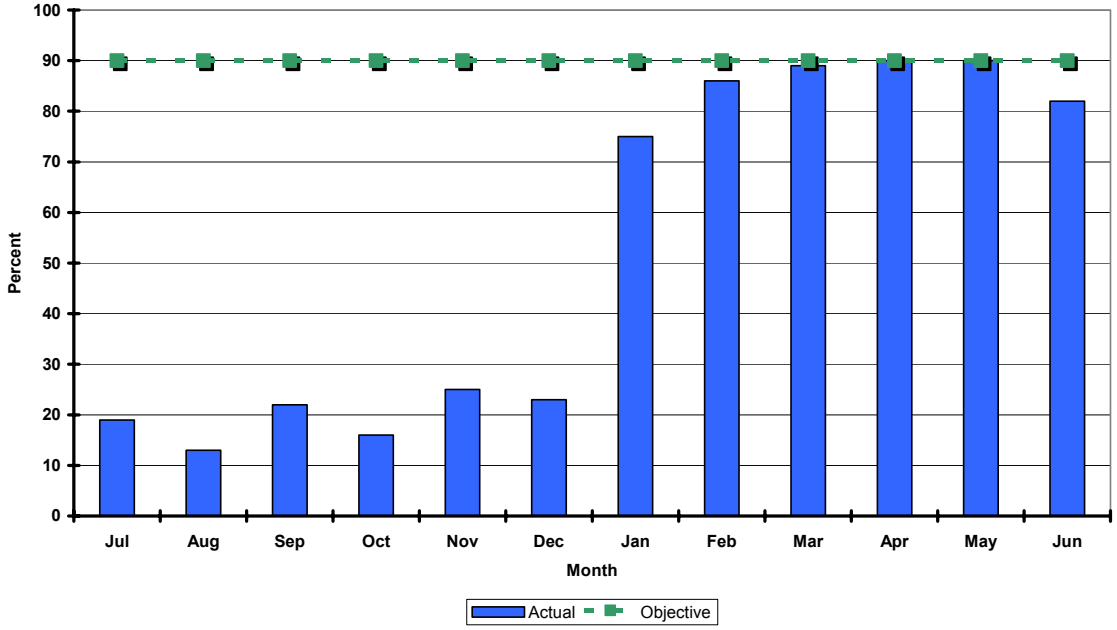
Complete 100 percent of all final service retirement payments within 45 days of receipt by the System of all necessary information.



Service Retirements

FY 2001/02

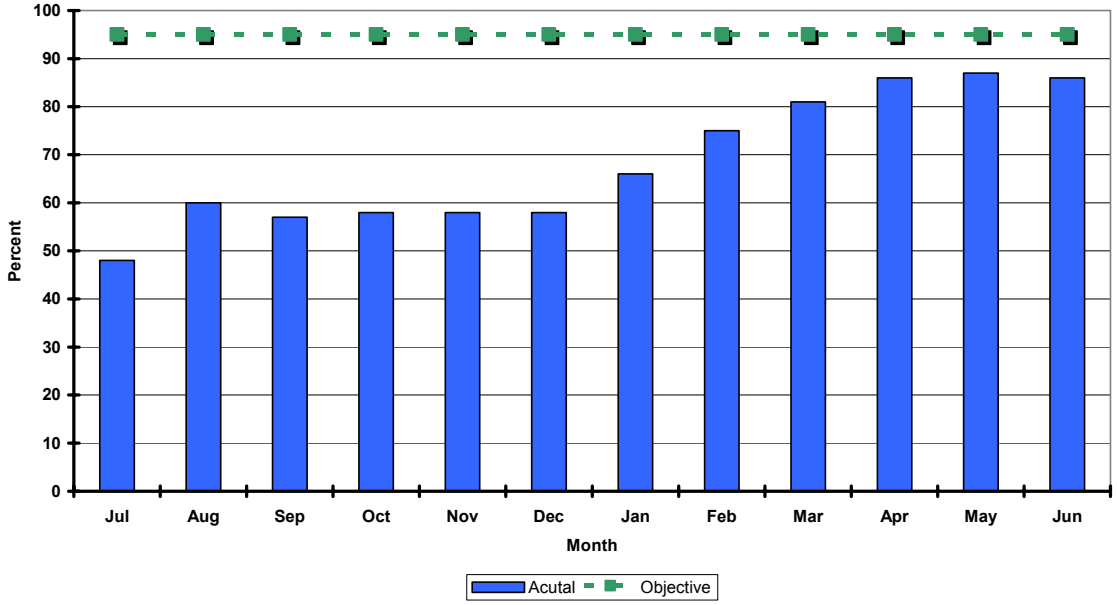
To finalize 90 percent of all service retirement allowances within 4 months of the effective date.



Survivor Benefits

FY 2001/02

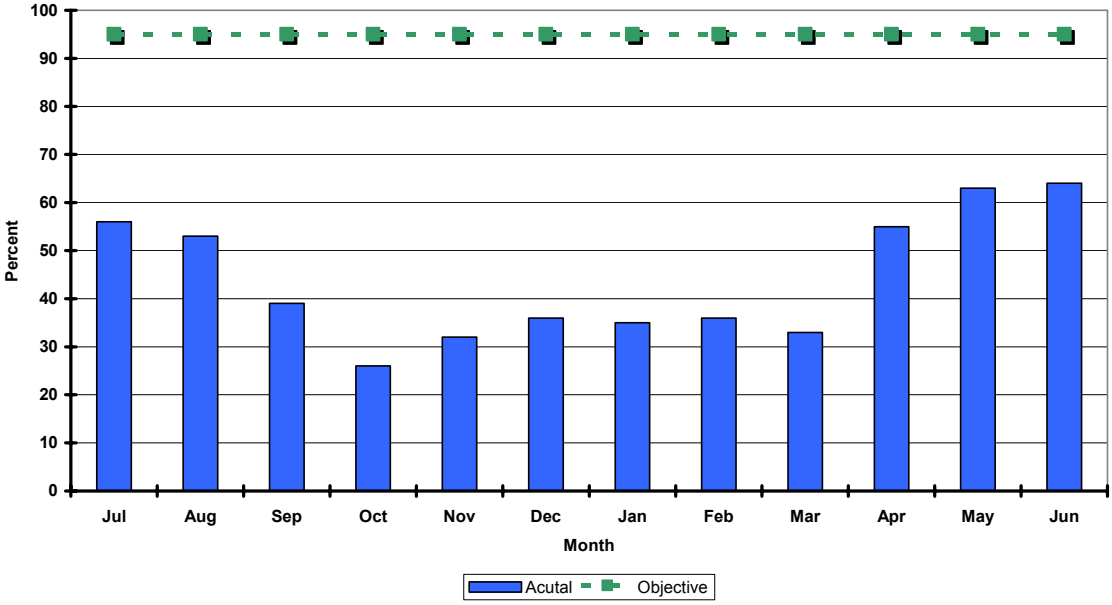
Process 95 percent of applications for Survivor Benefits within 30 days of receipt by the System of all necessary information.



Survivor Benefits

FY 2001/02

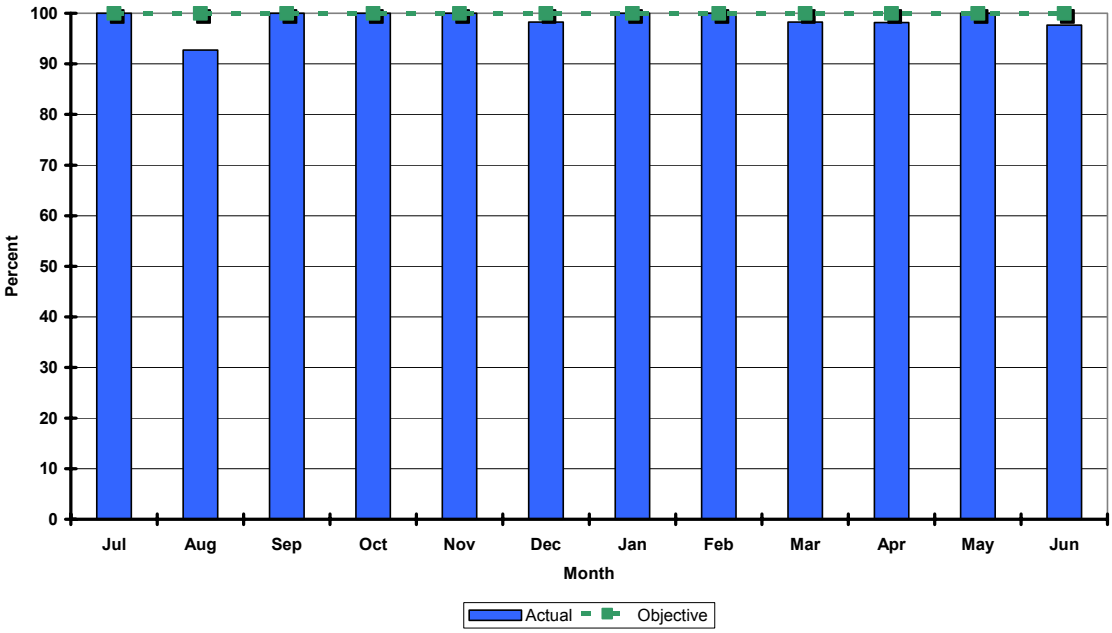
Process 95 percent of retired died applications for Survivor Benefits within 90 days of receipt by the System of the death notification.



Disability Services

FY 2001/02

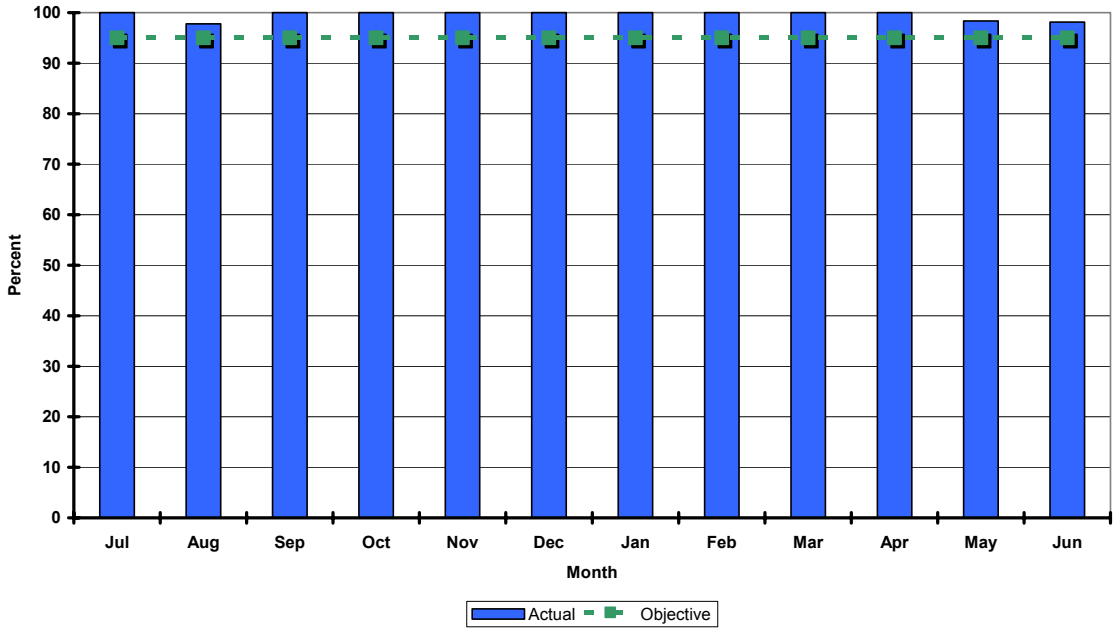
Process 100 percent of all eligible applications within 180 days of receipt.



Disability Services

FY 2001/02

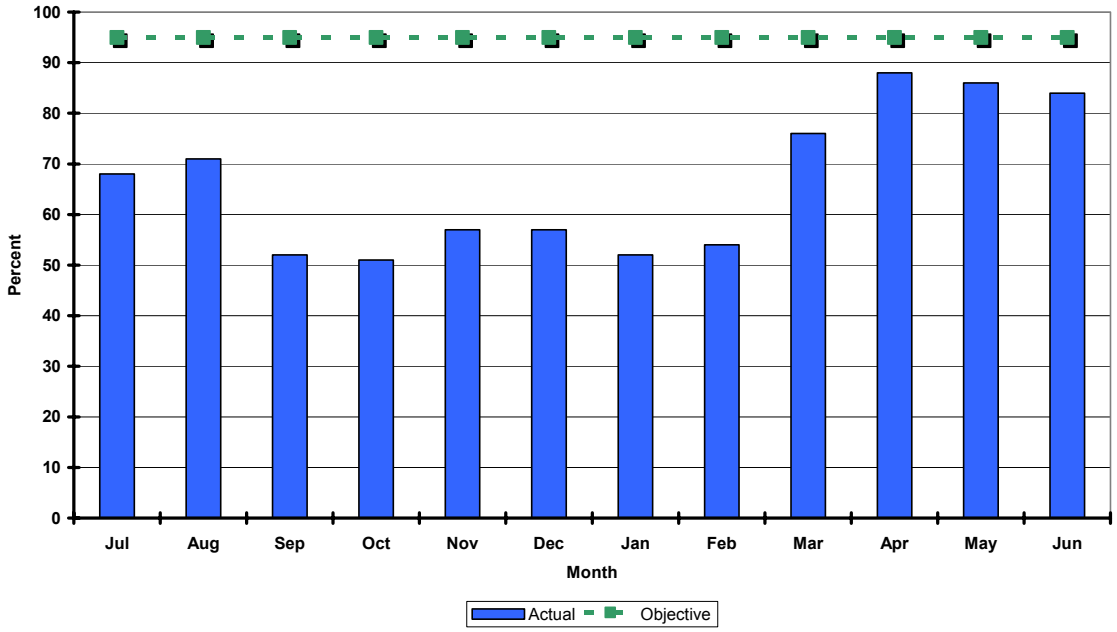
Process 95 percent of approvals within 30 days of receipt of last required document.



Public Service Office

FY 2001/02

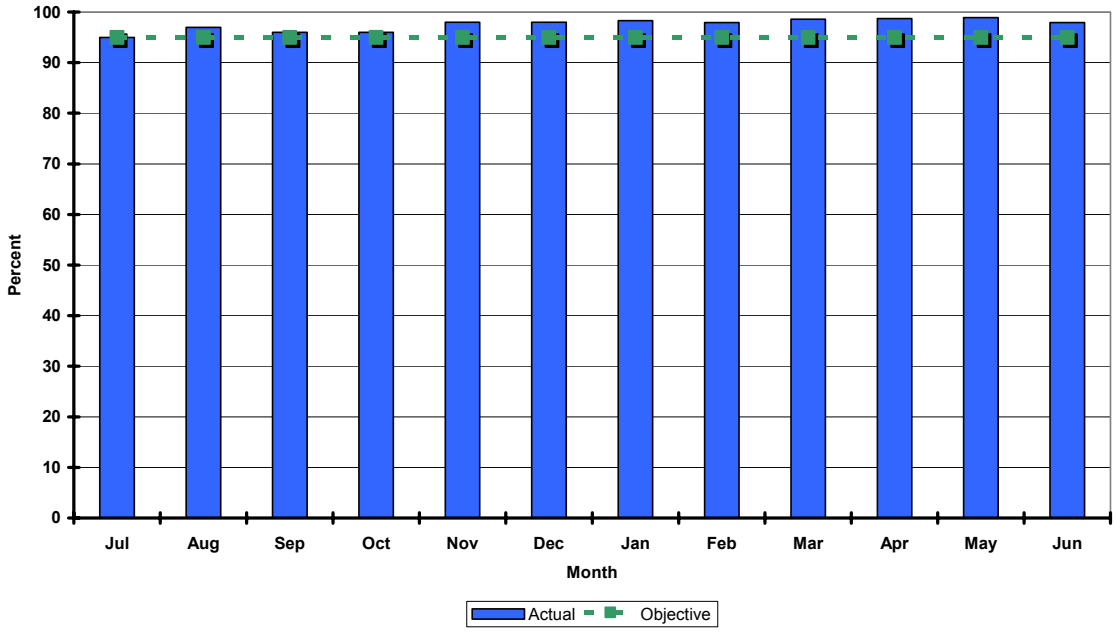
Answer 95 percent of all incoming calls in 3 minutes or less.



Public Service Office

FY 2001/02

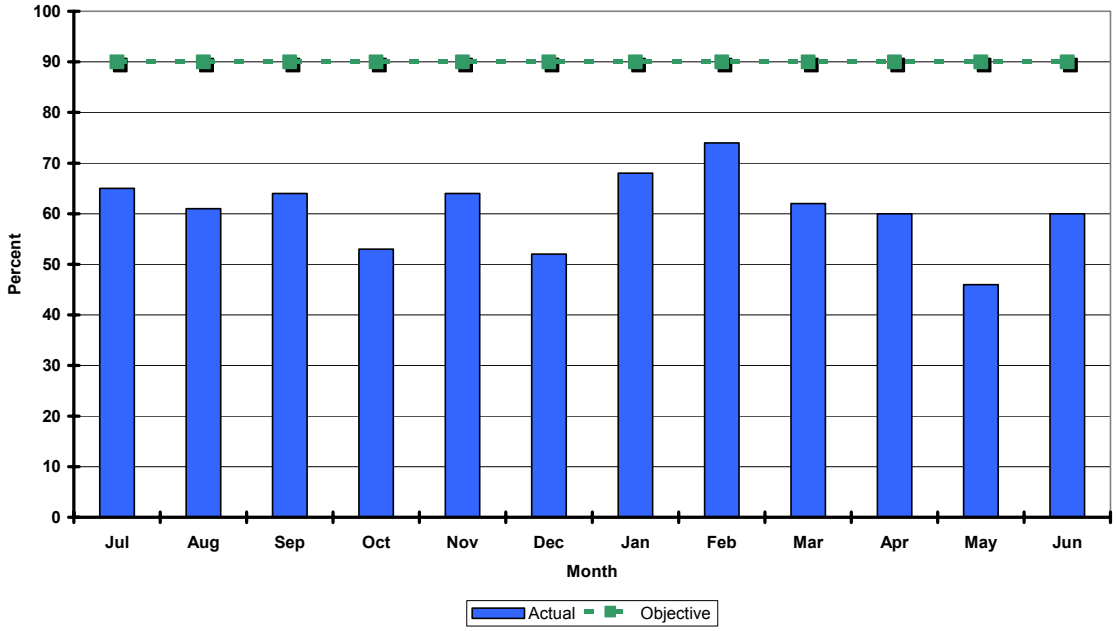
Answer 95 percent of calls on the first contact.



Public Service Office

FY 2001/02

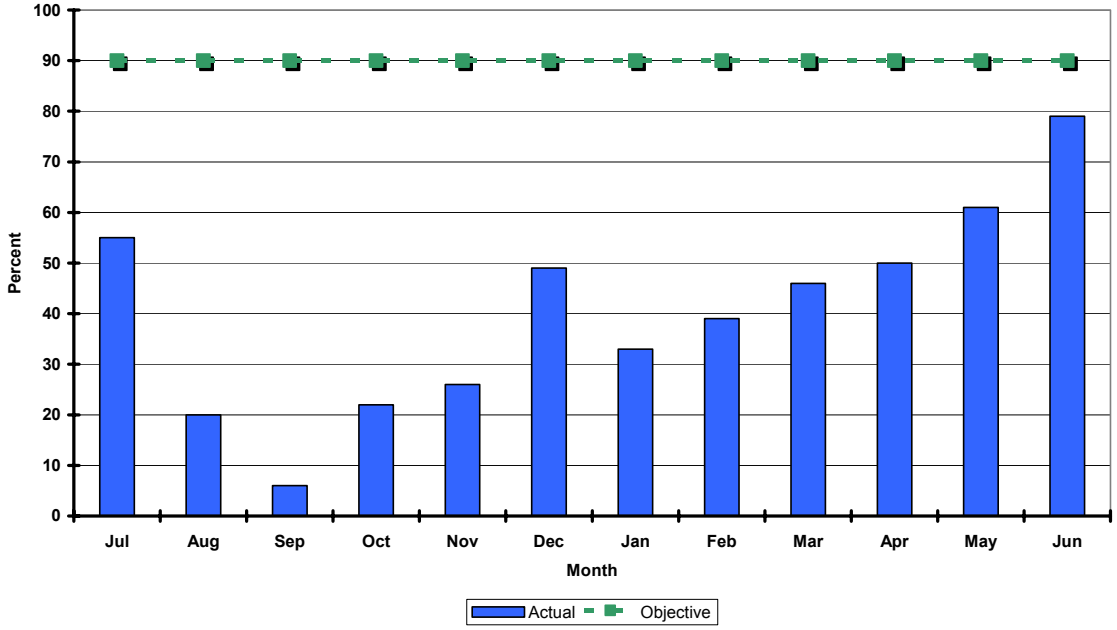
Respond to 90 percent of correspondence within 10 working days.



Public Service Office

FY 2001/02

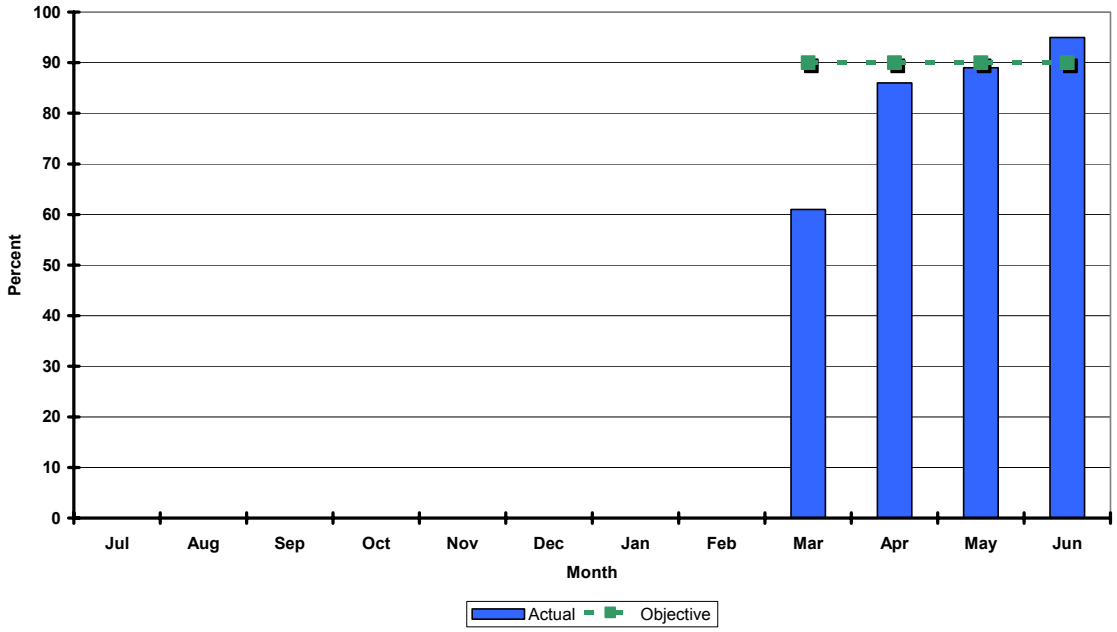
Respond to 75 percent of email within 3 working days.



Public Service Office

FY 2001/02

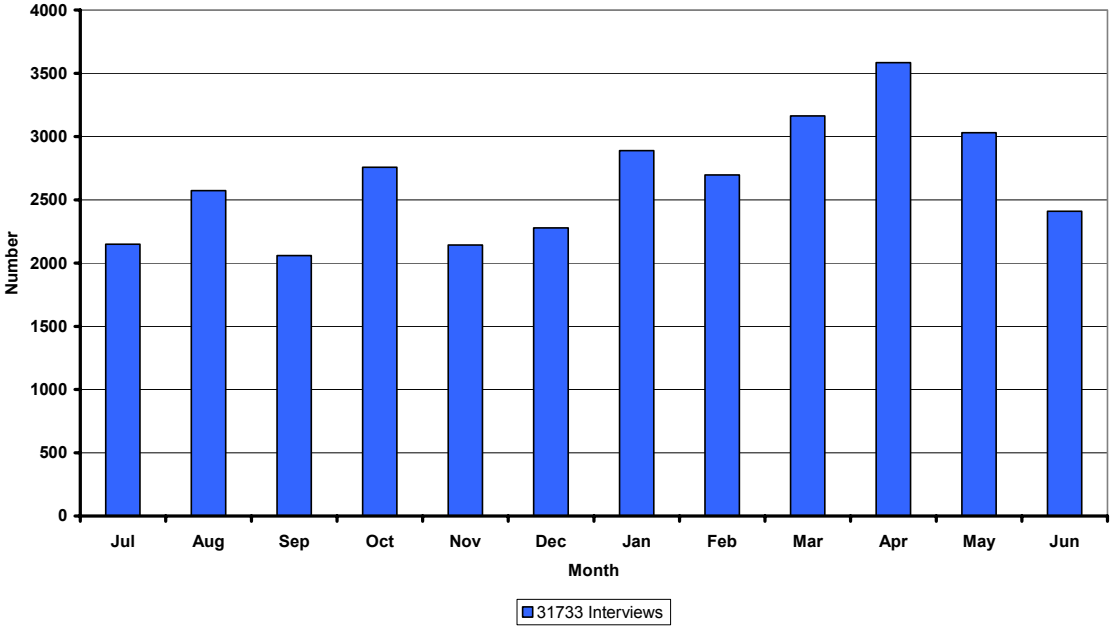
Respond to 100 percent of email within 10 working days.



Regional Counseling Services

FY 2001/02

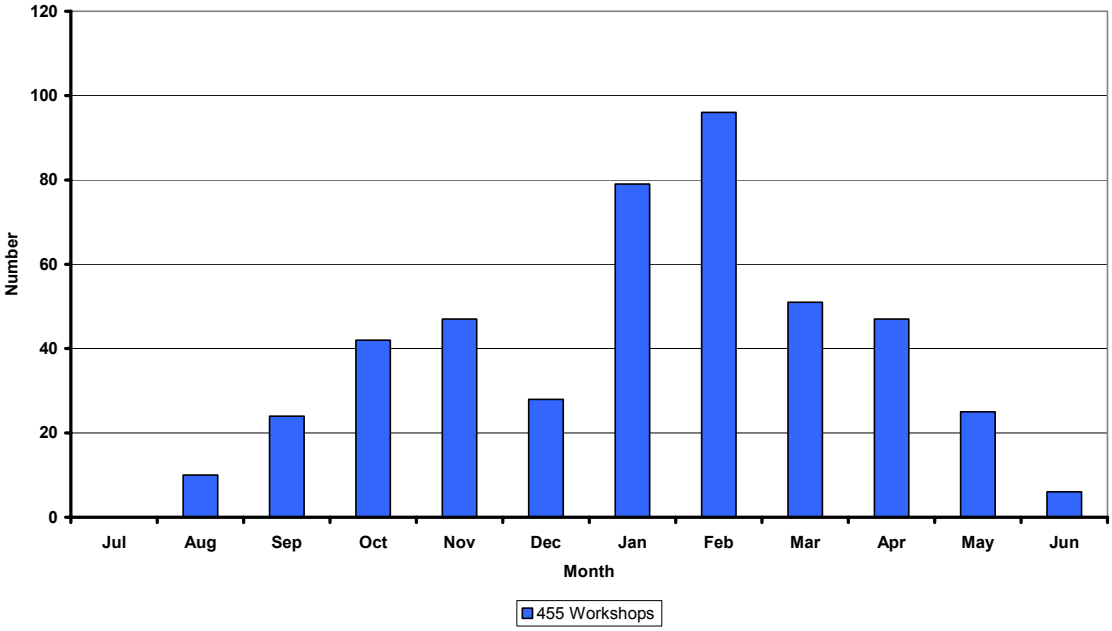
Provide 22,000 individual interviews this fiscal year.



Regional Counseling Services

FY 2001/02

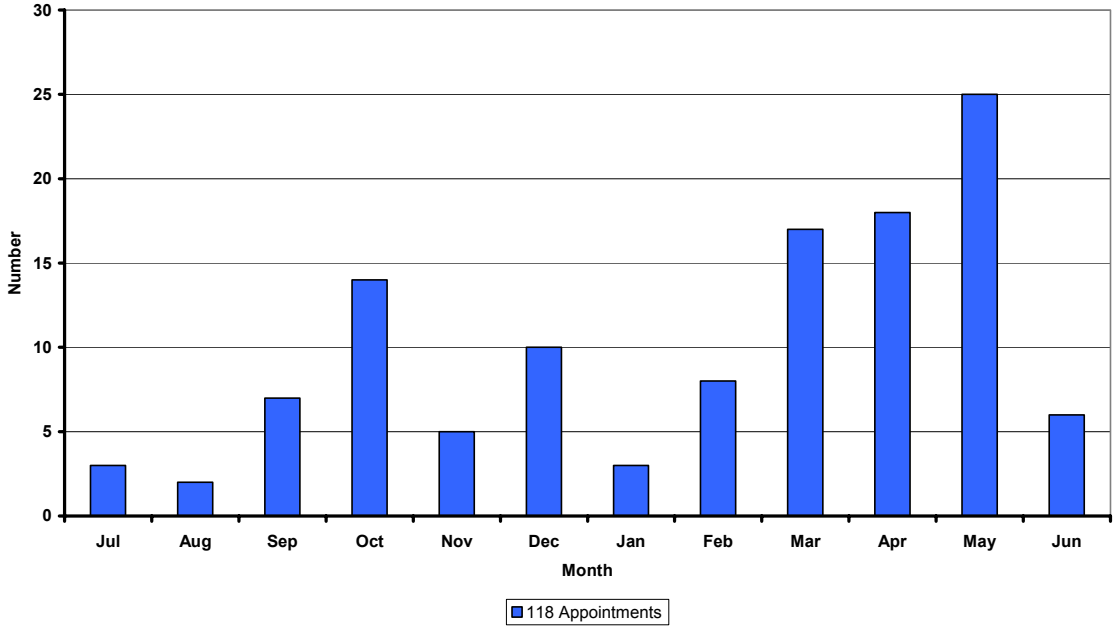
Provide 400 Group workshops this fiscal year.



Regional Counseling Services

FY 2001/02

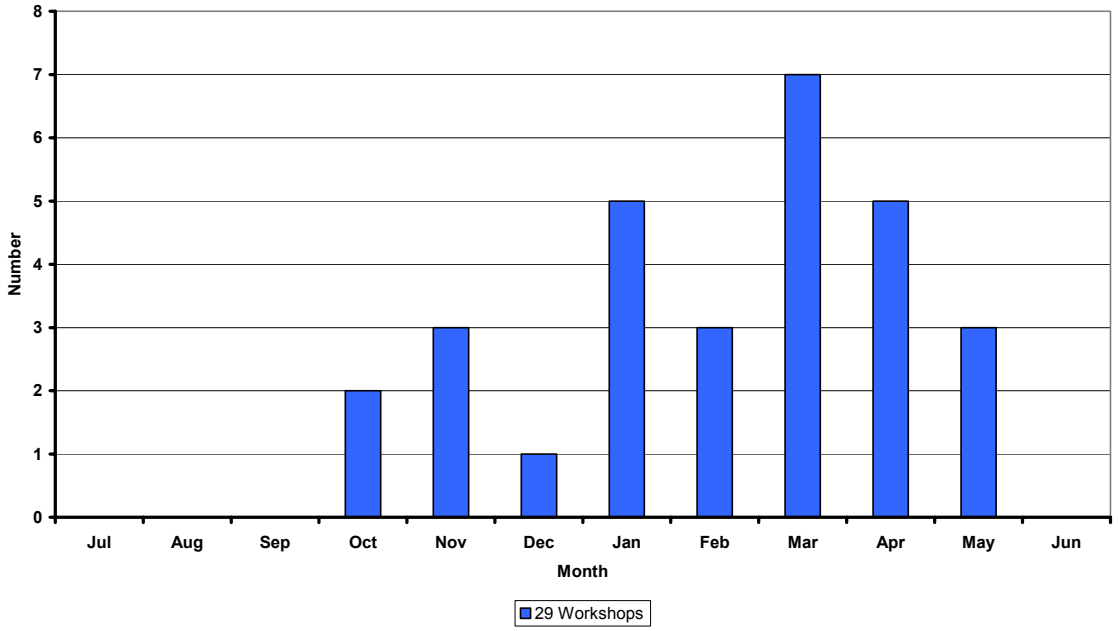
Provide 80 Group Appointment workshops this fiscal year.



Financial Education Program

FY 2001/02

Provide 30 Financial Education group workshops this fiscal year.



PRODUCTION OBJECTIVE ACHIEVEMENT

FISCAL YEARS 1999/00 – 2001/02

Attachment III
Benefits and Service Cmte

OBJECTIVES	1999/00 TARGET/ ACTUAL	2000/01 TARGET/ ACTUAL	2001/02 TARGET/ ACTUAL
SERVICE RETIREMENTS:			
Process 100 percent of all service retirement application payments within 30 days of the retirement effective date or receipt of completed application, whichever is later. *	100/99	100/99	100/99
Complete 100 percent of all final service retirement payments with 45 days of receipt of all necessary information. *	100/97	100/98	100/99
Finalize 90 percent of all service retirement payments within four months of the retirement effective date.	90/92	90/82	90/29
SURVIVOR BENEFITS:			
Process 95 percent of all applications within 30 days of receipt of all necessary information. *	95/97	95/86	95/71
Complete 95 percent of all death benefit payments for retired members within 90 days of receipt of notification of death.	95/98	95/87	95/44
DISABILITY SERVICES:			
Process 100 percent of all eligible applications within 180 days of receipt.	100/99	100/100	100/99
Process 95 percent of all approvals with 30 days of last required document	95/99	95/100	95/100
Process 100 percent of all initial payments within ten working days following the date the disability is approved, the effective date, or receipt of all necessary information, whichever occurs last. *	100/100	100/100	100/100
PUBLIC SERVICE:			
Answer 95 percent all calls in less than three minutes.	95/93	95/70	95/66
Answer 95 percent of all calls on the first contact.	95/97	95/98	95/98
Respond to 90 percent of all correspondence in ten working days.	90/92	90/86	90/61
Respond to 75 percent of all emails within three working days.	-----	-----	75/41
Respond to 100 percent of emails within ten working days.	-----	-----	100/82
REGIONAL COUNSELING SERVICES:			
Conduct 400 workshops.	400/455	400/676	400/454
Provide 22,000 retirement interviews to members.	22,000/28,468	22,000/31457	22,000/31,699
Deliver 30 Financial Education Workshops to members.	41/33	41/35	30/29
Deliver 80 Group Appointment Workshops to members.	----	-----	80/117

* The accomplishment of the production objectives will result in the elimination of interest penalty payments on current processing cases.