



DEPARTMENT OF RETIREMENT SYSTEMS

Year in Review

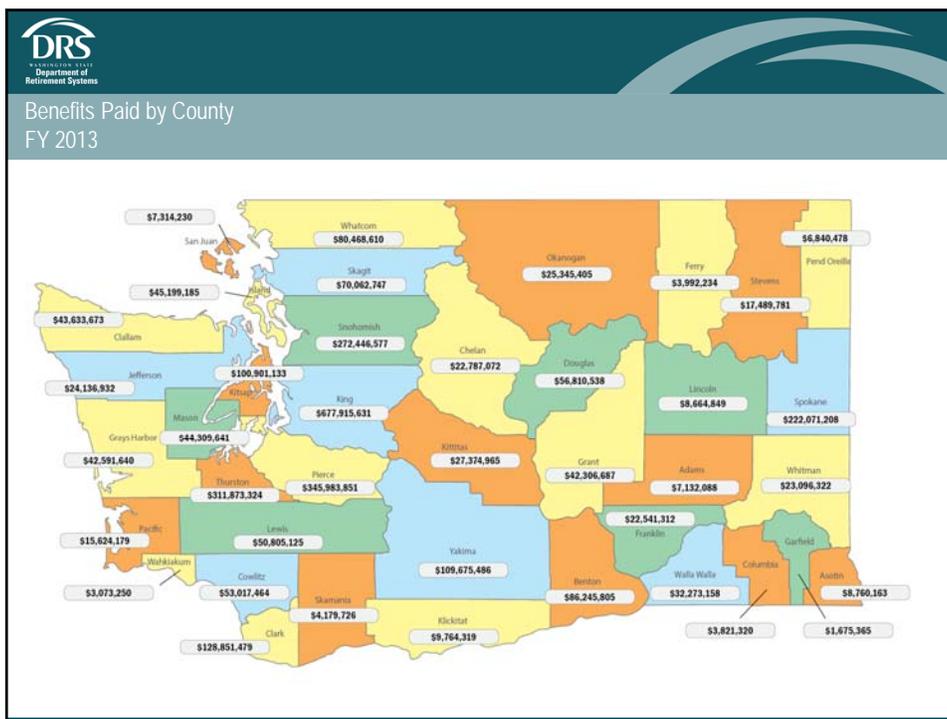
Marcie Frost, Director

Select Committee on Pension Policy
September 16, 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



The Numbers Past 12 Months

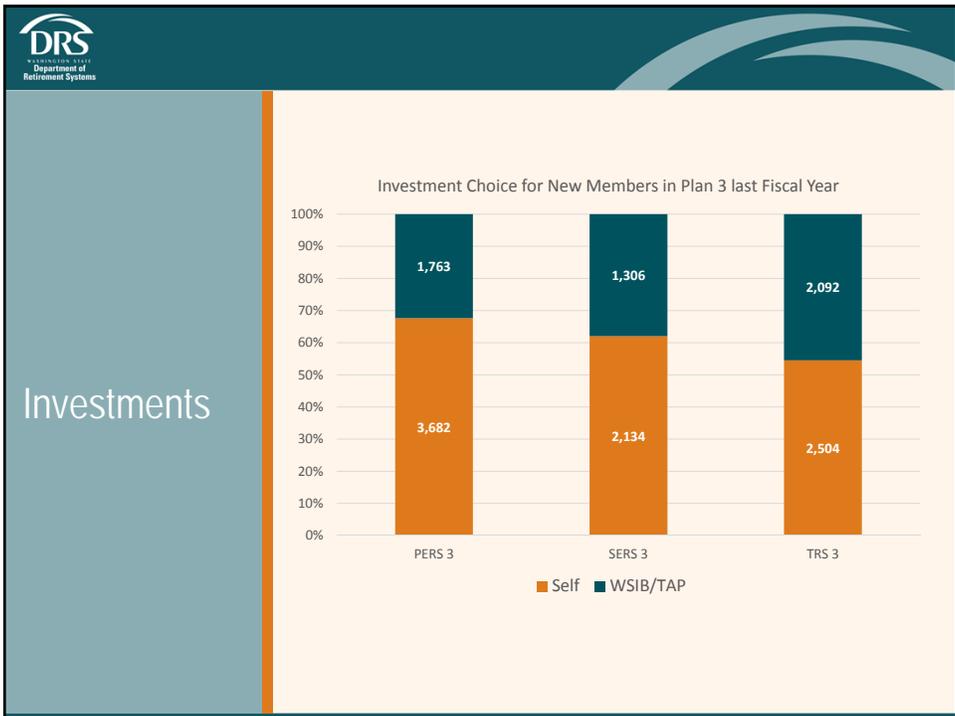
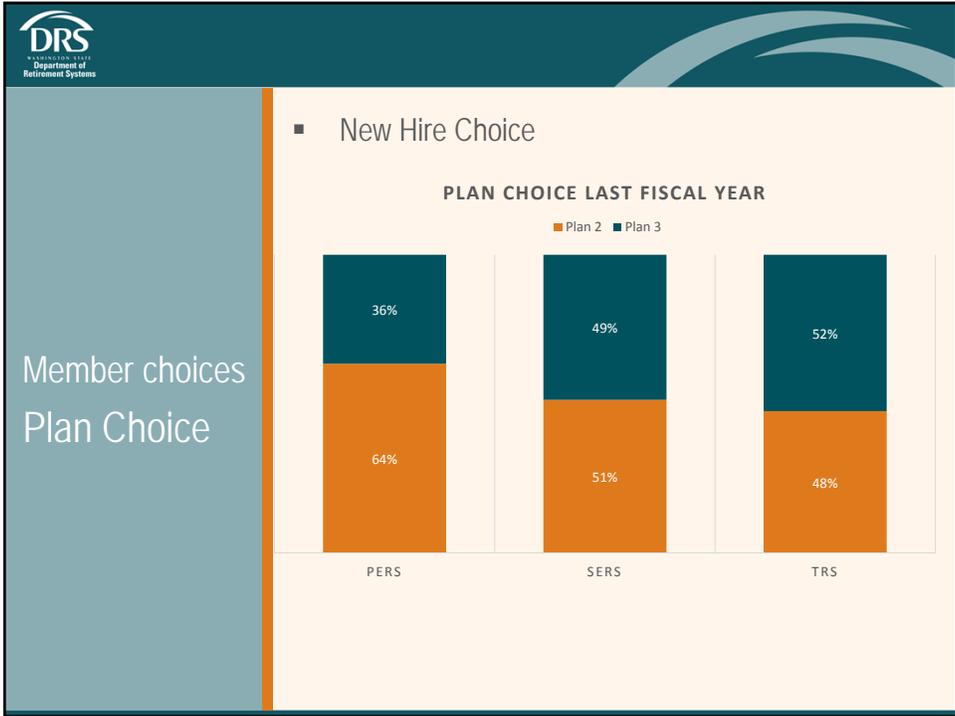
Contact Center

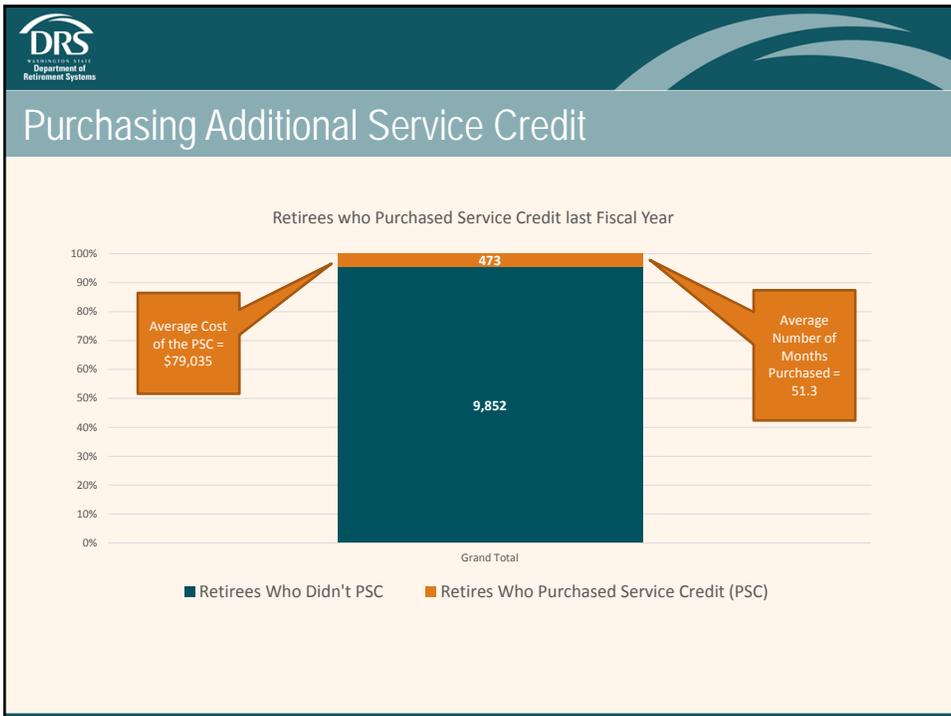
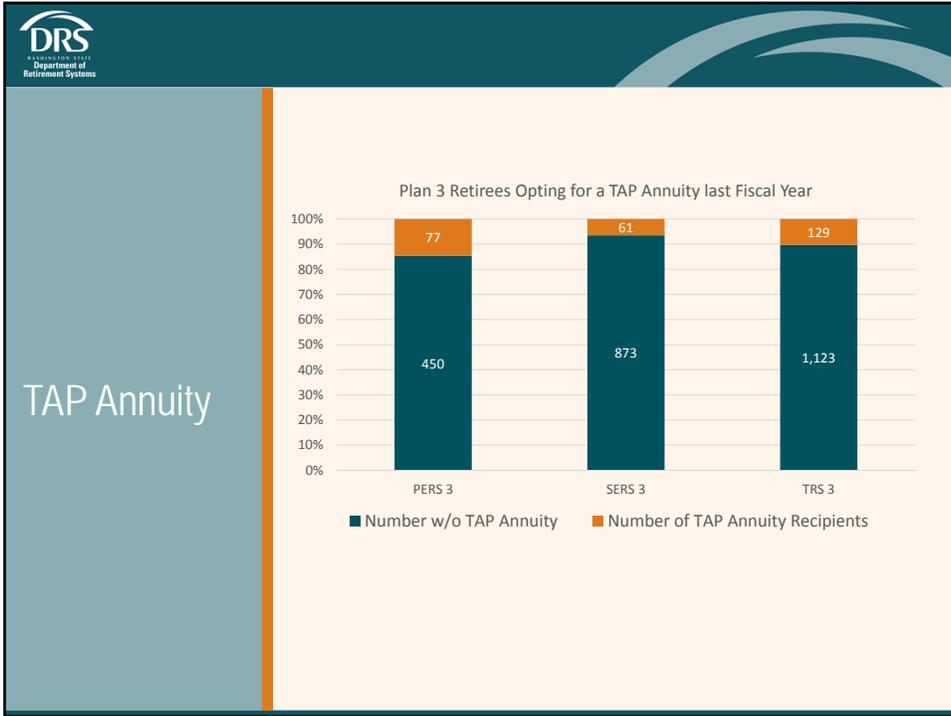
- 192,133 calls
- 47,005 emails
- 5,892 visitors

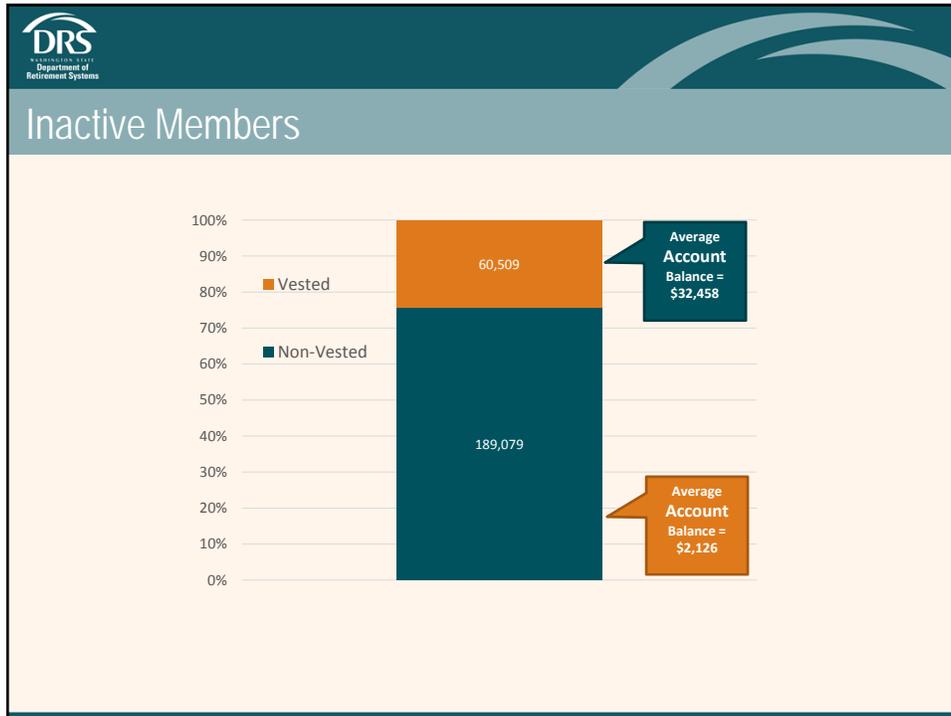
Service	Calls	Unserv. Calls	Agents	Agents in Waiting	Agents in Queue	Agents in Service
DRS DCP	0	:00	0	4	4	0
DRS PERS	0	:00	0	6	11	0
DRS PERS DD	0	:00	2	4	7	0
DRS TRS	0	:00	0	6	9	0
DRS TRS DD	0	:00	1	5	6	0
DRS LEOFF	0	:00	0	2	6	0
DRS PORT Plan 1	0	:00	1	2	3	0
DRS LEOFF DD	0	:00	1	2	3	0
DRS Content Exp	0	:00	2	0	2	0

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
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Quick Links

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

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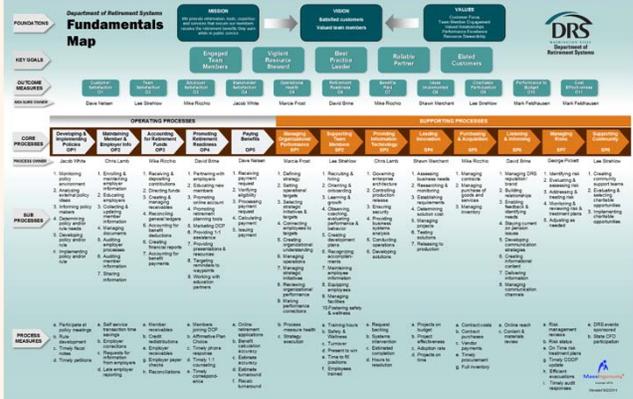


Member Education

- 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

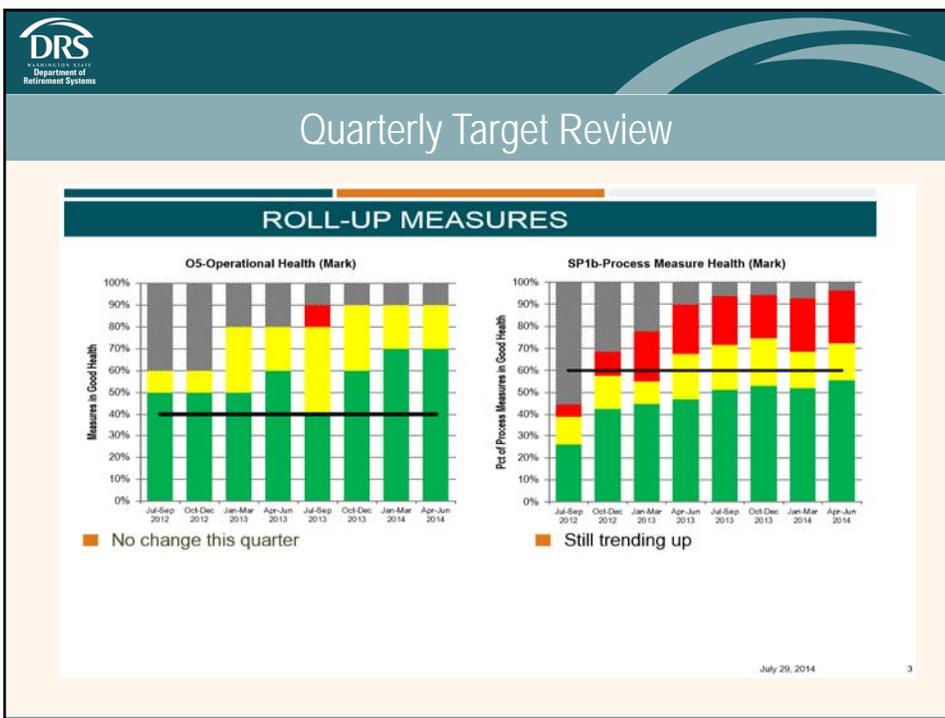


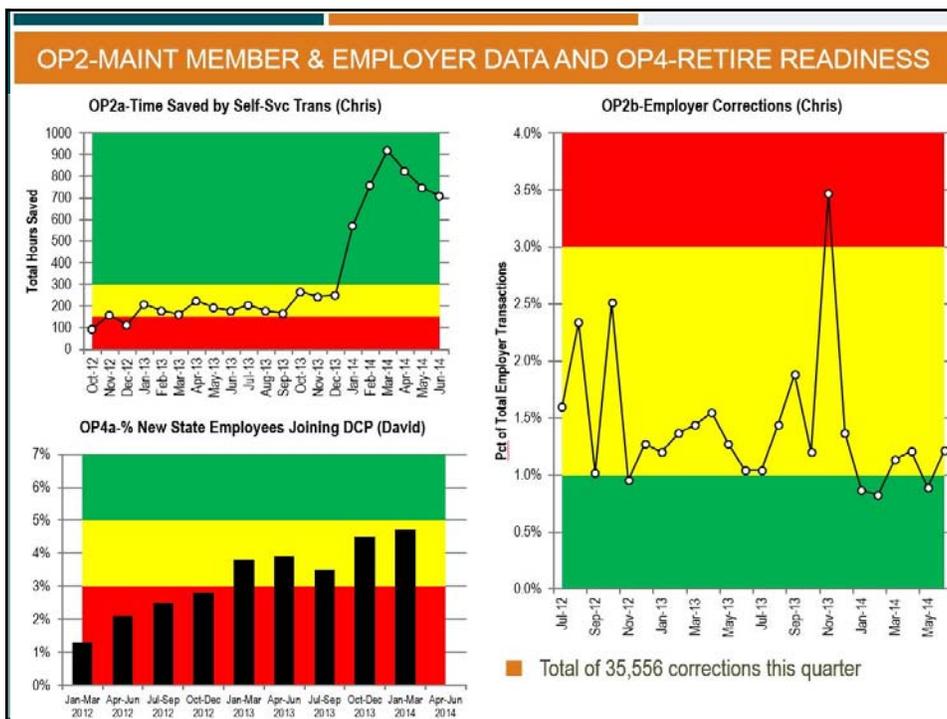
Operational view of the Management System



Key Goals

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





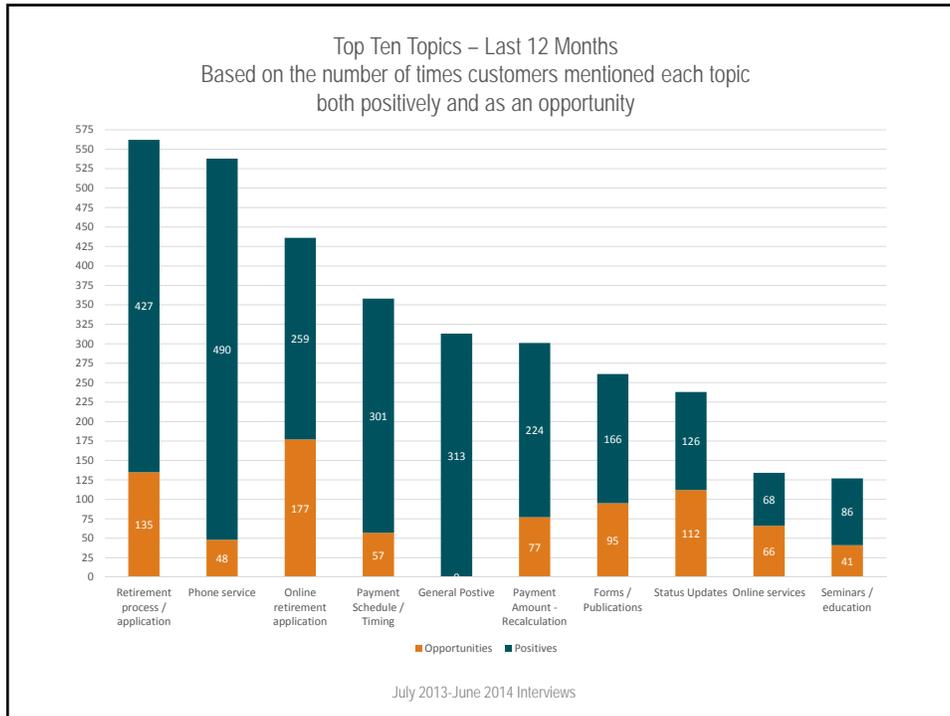
Focus on
Customer
Satisfaction

Respectful,
Responsive
and
Right

O1-Customer Satisfaction

		QTR 5	QTR 6	QTR 7	QTR 8
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 s	97	94	95	93

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



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	6 7 8
Numeric Reasoning	6 7 8 10

Job Match Percentage
89%

Behavioral Traits	
Energy Level	8 9 10
Assertiveness	6 7 8 9
Sociability	4 5 6 7
Manageability	3 4 5
Attitude	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

Top three interests for this position

Financial/Admin	7
Enterprising	6
People Service	6

Job Match Percentage
95%

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

Lowest three interests for this position

Technical	6
Creative	2
Mechanical	2



Team Member Engagement

DRS Team Members
Help | Logout

DRS Team Members
Search Ideas

Submit New Ideas

Campaigns

All Ideas

General

Enhancing Services and Value for Customers

Increasing Efficiency / Preventing Waste

Reinforcing a Positive, Productive Work Environment

Social Web

Sign Up to see what your friends like

Browse Recent Ideas

Recent (139) | Popular (139) | Hot (6) | In Review (42) | In Progress (25) | Completed/Closed (84)

I agree

Feedback Score: 1

Employer access to Org account balances in E-services

When an employer is trying to reconcile their organization's account with DRS it is helpful for them to know their current account balances. Within employer E-services if they had a link to an accounts receivables section that basically was a pretty version of the Manual screen it would provide them the detail they need. Currently they only receive their balances once a month in a paper document that is mailed or by ... more >

Submitted by seffm 2 days ago

I agree

Feedback Score: 2

ORA for W/D Dual Mbrs

Working with a customer in their online account access recently I noticed that even though they had withdrawn contributions from their PERS 2 account and were now in LEOPF 2, the system would not let them use ORA to apply for retirement. They rec'd a message stating they couldn't since they were a dual mbr. What I then noticed was that in the PERS 2 account menu/information there was a link to "apply for retirement" but ... more >

Submitted by jef6 7 days ago

I agree

Feedback Score: 8

Automatic Retirement Statements

Often times customer phone calls are a sign that we aren't providing the customer with the information they need. As a way to reduce the requests for estimates I think we should provide system generated emails to members with DR Access accounts every year in the month of their birthday after they turn 55 that shows them what their retirement benefits would be if they work until 65 and if they stop working now and collect ... more >

Submitted by alanax 9 days ago

TOTAL VALUE

HIGH VALUE – LOW COST	HIGH VALUE – HIGH COST
MAGIC	STRATEGIC
LOW VALUE – LOW COST	LOW VALUE – HIGH COST
QUICK WIN	OPPORTUNITY

TOTAL COST



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



Thank you

- Questions?