

Director's Update

DRS Advisory Committee Meeting

November 30, 2023

Personnel Announcements

Risk Management Director Update:

- George Pickett retired effective 11/1/2023.
- **Julie Amos** – Julie joined us 9/1/23, from the Department of Revenue, where her previous director told me, "She is a Rockstar". Julie has a background in auditing with the State Auditor's Office and served as the Enterprise Risk Officer and the Internal Control Officer at DOR.

Diversity, Equity and Inclusion Consultant Recruitment Underway:

- Rocky Dimico's last day was 11/15/2023 – recruitment is underway to find a replacement to continue DEI work at DRS.

Organizational Update

Member Education Division (MED) and Member Operations Division (MOD) Establishment:

As part of the recent budget cycle, we have added nearly 18 new positions to our organization. This expansion provided us with an opportunity to reimagine how we deliver services to our members, which has led to a restructuring of our direct member services teams. Effective 9/1/2023, the Retirement Services Division (RSD) was dissolved, and two new divisions were established:

- **MED**, reporting to Retirement Readiness Director, Seth Miller, encompasses the Retirement Readiness Office and Contact Center and Central Reception Unit. This division will be focused on the continuity of the overall member experience and education from hire to retirement.
- **MOD**, reporting to the Operations Assistant Director, Candice Myrum, consists of the Processing Center, Death and Disability, DEORR, Support Services, Workload Management and administrative decisions.

Workload Update:

	2022 Jan-Oct	2023 Jan-Oct	% Change
Processed Estimates	24,795	25,821	4.0%
Ave Days to Complete Estimates	26.2	43.1	64.5%
Processed Calculations	12,691	10,953	(13.7%)
Processed Recalculations	7,009	6,506	(7.2%)
Processed Withdrawals	6,179	6,485	5.0%

Answered Calls	139,310	131,767	(5.4%)
Average Wait Time	5:03	7:28	47.9%
Response Emails Sent	13,364*	20,522	53.6%*
Zooms	1,365	1,553	13.8%
Express Service	1,184**	1,715	44.8%**
Scheduled Member-ins	2**	369	N/A
Unscheduled Member-ins	141**	980	595.0%**

* The email data for Jun 2022 is missing due to a corrupted report that month. Using Jun 2023 total in place of the missing data, would make the estimated 2022 total 14,986 and the change 36.9%.

** Unfortunately, this comparison can't be apples to apples during the specified time period. We didn't start recording data for express service and member-ins until Apr 2022 (when member-ins resumed after COVID). We also didn't start differentiating between scheduled and unscheduled member-ins until late Oct 2022.

MED/MOD Recruitment Efforts:

- We currently have one training class transitioning to the Contact Center in December 2023, and another class that will finish training in Q1 2024.
- We have made offers and anticipate a new training class of approximately 14 new Retirement Specialists starting in January 2024. At this point, we will be close to being fully staffed, though it will still take time for newer employees to integrate into the divisions.
- We have vacancies in our PC and D&D units. With these new hires, there are transfer opportunities for team members to move into different units in February 2024.

Roth

DRS successfully implemented a Roth option October 1, 2023. In the first month, over 2,000 customers have elected the Roth option.

- Of those, 65% chose to defer a specific dollar amount with an average of over \$670 a month.
- The remaining 35% chose to defer a portion of their salary to Roth, with an average deferral of 8.9%.

We also had 97 customers elect to do an in-plan conversion from pre-tax to Roth.

- A total of almost \$1.6 million was converted in the first month.