RASC Status Report
April 14, 2021
Submitted by Bernadette Green, Interim Executive Director, RASC

Focus Areas	Action Taken	Status
1. Retirement Experience (July 2021)	1.1 We are launching new program titled, **No Lapse in Pay** to eliminate concerns around delayed calculations and new member payments. Prospective July 1st retirees who qualify and submit their retirement by May 10th will have the opportunity to **opt-in** for a guaranteed benefit payment beginning August 1st.	In progress
	1.2 We have implemented new **self-service functionality** for retirement election. Prospective retirees may now generate Personal Retirement Profiles and complete retirement elections through their UCRAYS account.	April 1st, 2021
	1.3 We have developed a **new operating model** and supporting structure that holds all RASC employees accountable for consistently providing a **positive service experience**.	December 18th, 2020
	1.4 We have placed specific emphasis to minimize the number of **executive escalations**. We've established **controls** around the process from the date received through resolution and response to member. *Note: RASC had 19 executive escalations in March 2021, compared to the average of 46 per month in 2020.*	March 2021
	1.5 We have created a **single point-of-contact**, Donna Collins (Donna.Collins@ucop.edu) to manage all executive escalations.	March 2021

2. Staffing Update	2.1 We have secured 20 additional contract employees in the fall of 2020 to support us through the upcoming **retirement season**. (working through December 31st, 2021.) • 10 customer service representatives support member calls and secure messaging • 10 benefit analysts who support Fulfillment Operations (Calculations, Insurance and Survivor processing teams)	October, 2020
	2.2 We are adding three **new leadership roles**. • Call Center Manager (second round of interviews w/ top 2 candidates) • Client Relationship Manager (first round of interviews) • Disbursements Manager (first round of interviews)	Active recruitment in Progress
	2.3 We have implemented our **Member Services new operating structure** and have dedicated teams to answer member calls, respond to secure messages and process Personal Retirement Profiles.	April 1st, 2021
	2.4 We want to improve our **speed to answer** members calls and spend the necessary time needed to support. We have 25 team members for our dedicated call team. The customer service representatives are focused on **answering and handling member calls**.	April 1st, 2021
	2.5 We are in the process of **rehiring retiree** and former RASC employee Richard Townsend. Richard was the former calculations team manager and a UCRP Plan expert. Our goal is to focus his efforts on the more **complex calculations** which will allow other members of the team to process other calculations.	In progress

	2.6 We are bringing in **two senior level analysts** to work with our ASG team and help the RASC review calculations data to identify commonalities to expedite our final calculation and review processes.	In progress
	2.7 We are providing existing and new employees with **training opportunities** to ensure their continued development and knowledge of RASC's benefit plans and policies.	On-going
3. Member Experience	3.1 We have developed and created **three new** tools to effectively track divisional performance against targets. • Executive scorecard • Project plan dashboard • Detailed metrics in all key areas and departments	January 2021
	3.2 We have developed a **member satisfaction survey** for members to opt-in and complete "**after end of call**."	April 2021
	3.3 We have developed a **member satisfaction survey** for completion when a **secure message** is responded to and closed.	April 2021
4. Redwood System Functionality and Support	4.1 We have launched **self-service** functionality in UCRoots that allows members to generate their personnel retirement profile.	Launched April 1, 2021
	4.2 RASC is receiving support and working collaboratively with the Business Information System Team (BIS) and the IT Support Team. Our end goal is to align within the greater UC information support structure.	On-going
5. Communication and Collaboration	5.1 We are utilizing communication mechanisms to **provide quarterly updates** of RASC's overall performance to targeted groups (i.e., leadership, stakeholders and partners)	January 2021 and ongoing