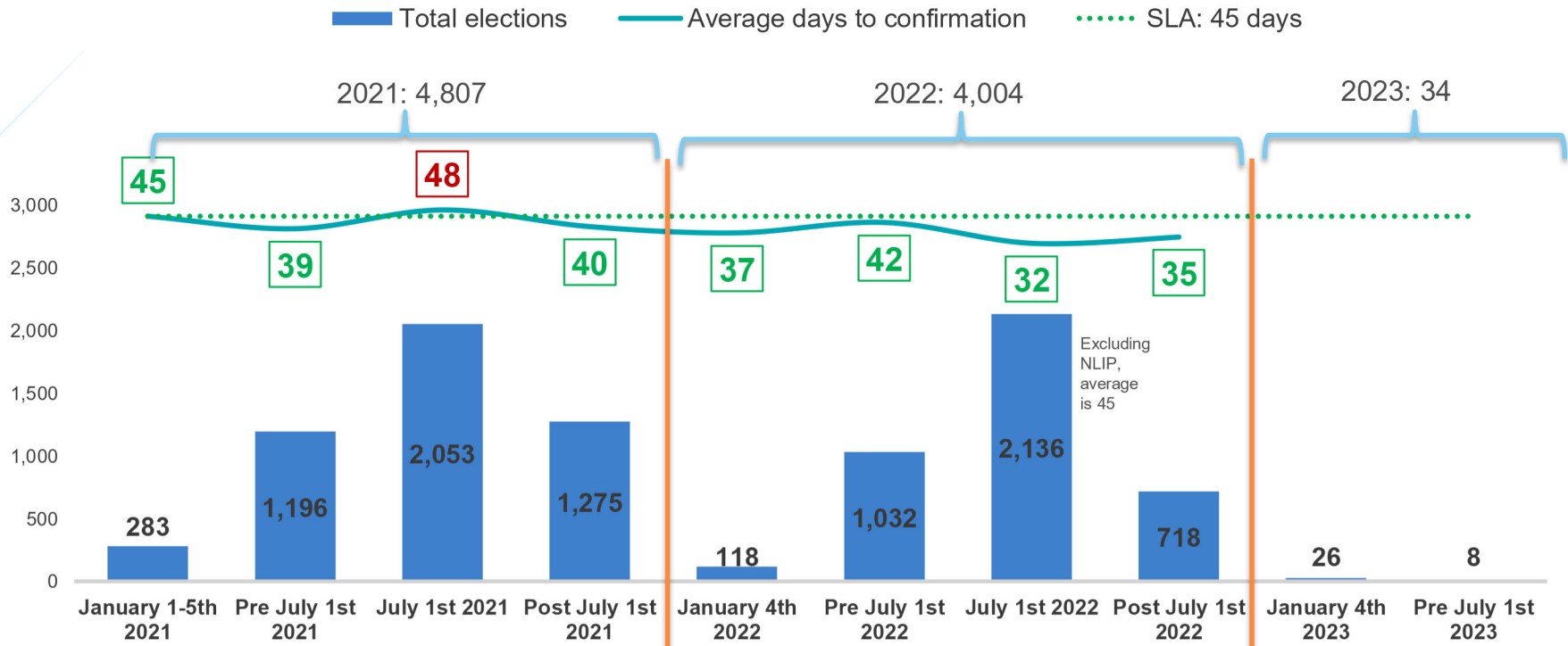

Retirement Administration Service Center

Joint Benefits Committee Report:
Follow up

October 26, 2022

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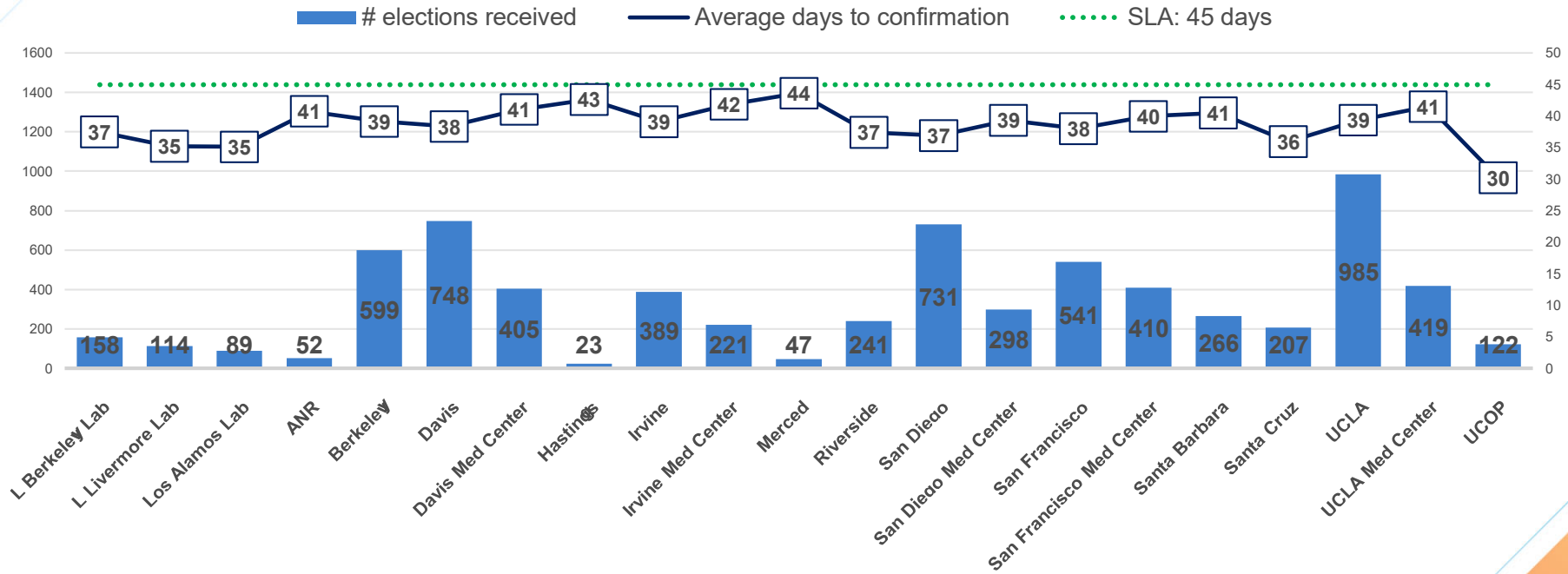
Retirement processing: year over year comparison



From the election receipt date to confirmation

Retirement performance results by campuses

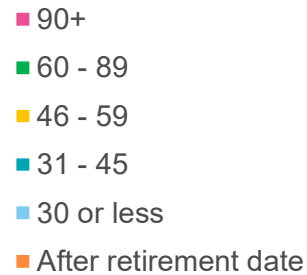
Retirement elections from July 1st, 2021 through October 20th, 2022



UNIVERSITY OF CALIFORNIA Results as of October 20th

July 1st retirements processed 2022

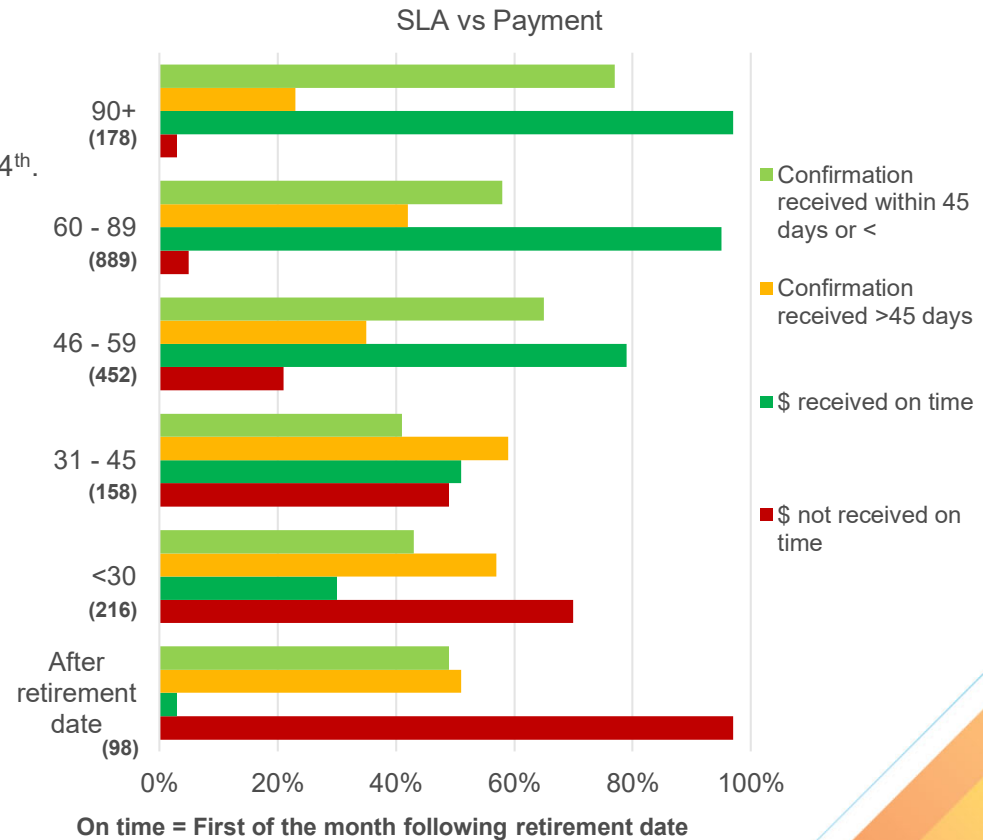
- **Service Level Agreement (SLA) is to provide a confirmation statement within 45 days of receipt of election:**
 - **1,991 July 1st retirements processed** through October 20th.
 - Most elections were received within **60 – 89 days**
 - 9% submitted >90 days
 - **44%** submitted **60 – 89 days**
 - **23%** submitted **46 – 59 days**
 - 8% submitted 31 – 45 days
 - **11%** submitted **30 days or less**
 - 5% submitted after their retirement date



July 1st retirements processed 2022

- **Service Level Agreement (SLA) is to provide a confirmation statement within 45 days of receipt of election:**
 - **1,991 July 1st retirements processed** through October 14th.
 - Election submitted **60 - 89 days** prior to retirement
 - **42%** received their confirmation statement **outside of the SLA**
 - **95%** received their **payment on time**
 - Election submitted **46 – 59 days** prior to retirement:
 - **35%** received their confirmation statement **outside of the SLA**
 - **79%** received **payment on time**
 - Election submitted **<30 days** prior to retirement:
 - **57%** received their confirmation statement **outside of the SLA**
 - **30%** received **payment on time**

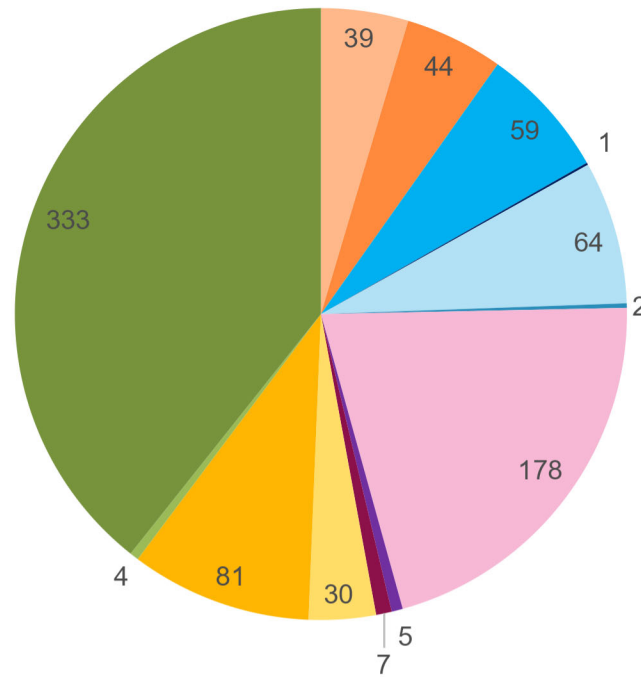
UNIVERSITY OF CALIFORNIA Results as of October 20th



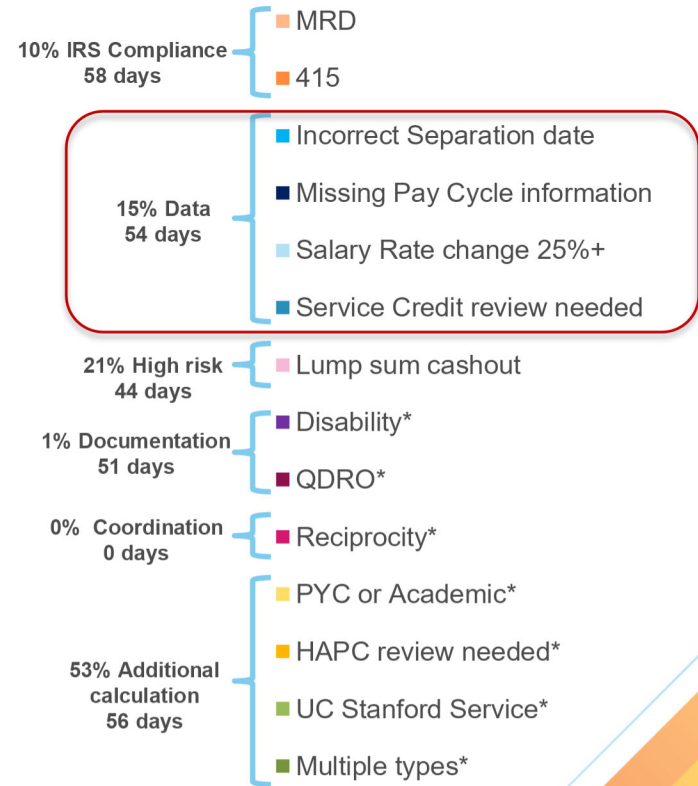
July 1st 2022 - "Complexities" that required longer processing time

Areas of focus:

- Define complex versus Redwood capability
- Better coordination with other retirements systems
- Consistent interpretation of data
- Accept high risk timeline
- Validating HAPC where needed
- Build our internal capability



847 (39%) of 2,136
Population with "complex" retirements



No Lapse in Pay Program

RASC processing status:

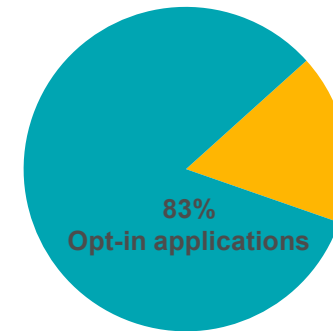
- As of July 11th, we received 1,344 applications to opt-in to No Lapse in Pay program.
 - This represents 87% of retirement elections received by May 13th and 63% of total retirement elections received to date.
- **976 or 76% eligible participants received payment**
 - This represents **46% of total elections received to date**
- Processing ended on June 15th
 - Unverified applications were notified of ineligibility
 - Cases progressed through normal retirement processing

Next steps:

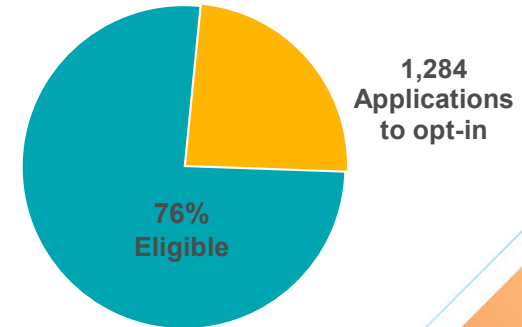
- Conduct **Lessons Learned**
- Agree and Expand eligibility requirements
- **January 4th** has launched
- **Draft decision documents** for audit purposes

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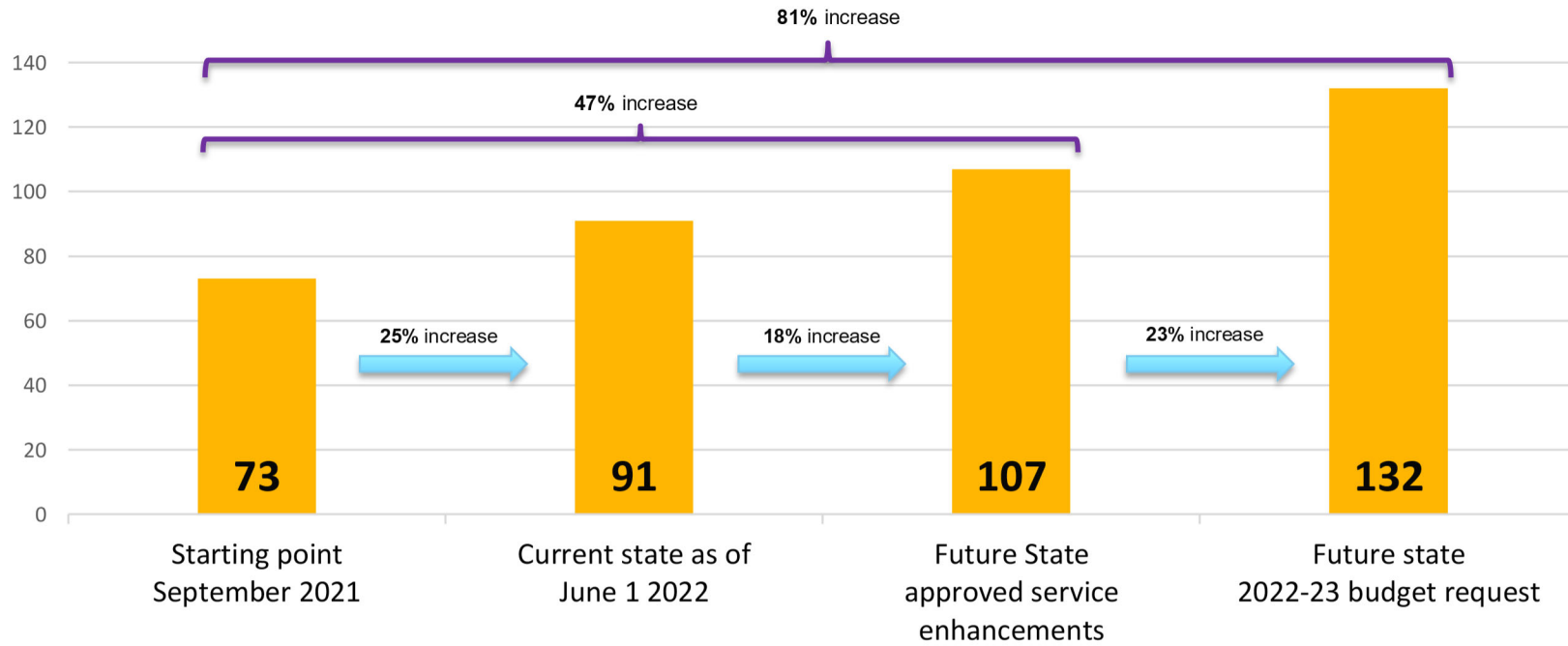
Applications to opt-in



Eligible participants

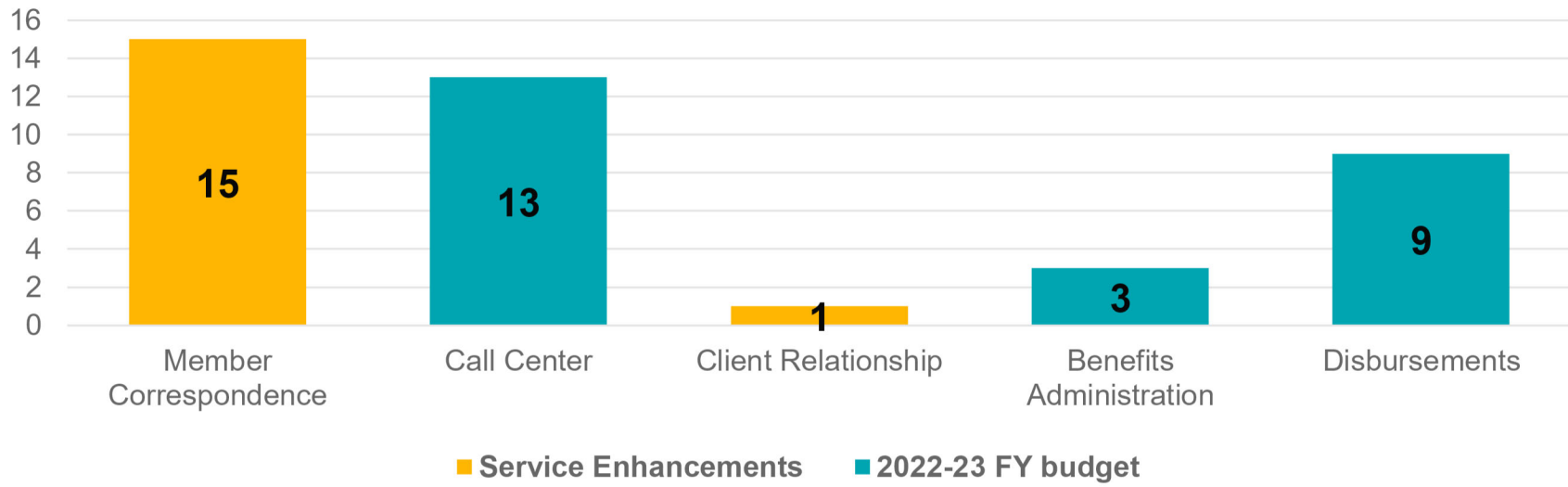


RASC Resource labor distribution: Career roles



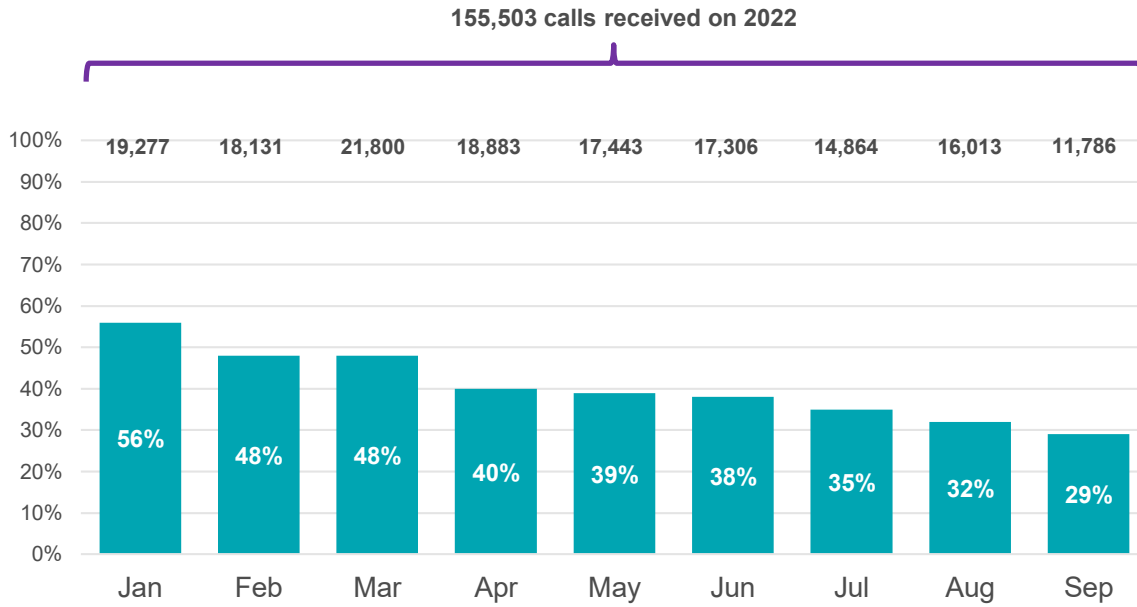
New additions

41 FTE career roles



Call Center performance: 2021-2022

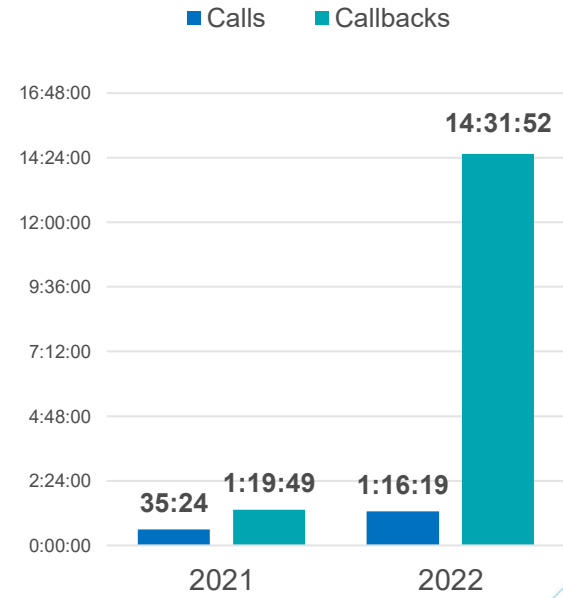
% of increase calls received 2021-2022



The percentages are cumulative

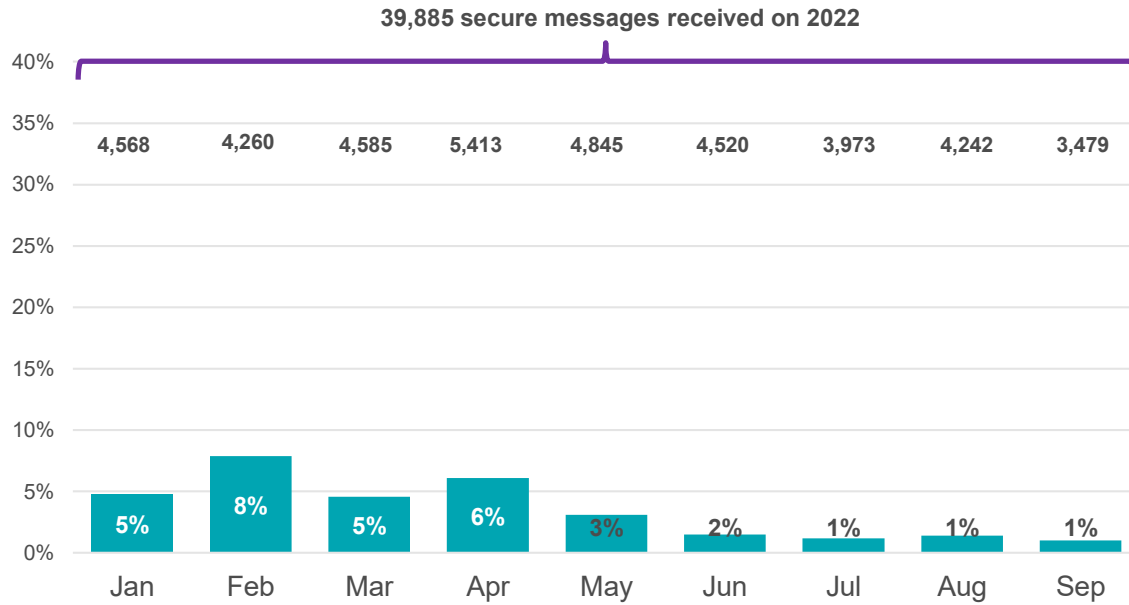
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Average speed of answer



Secure Messages performance: 2021-2022

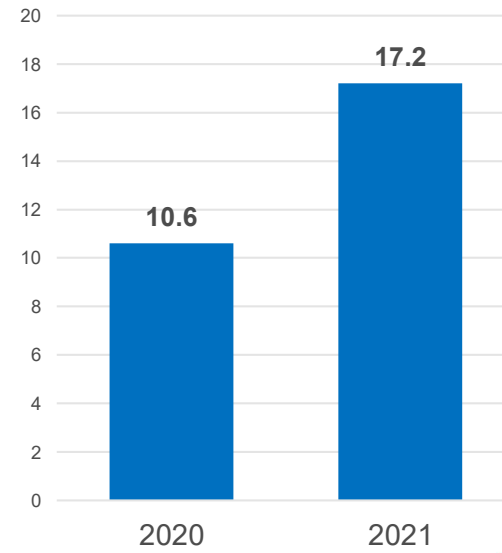
% of increase secure messages received 2021-2022



The percentages are cumulative

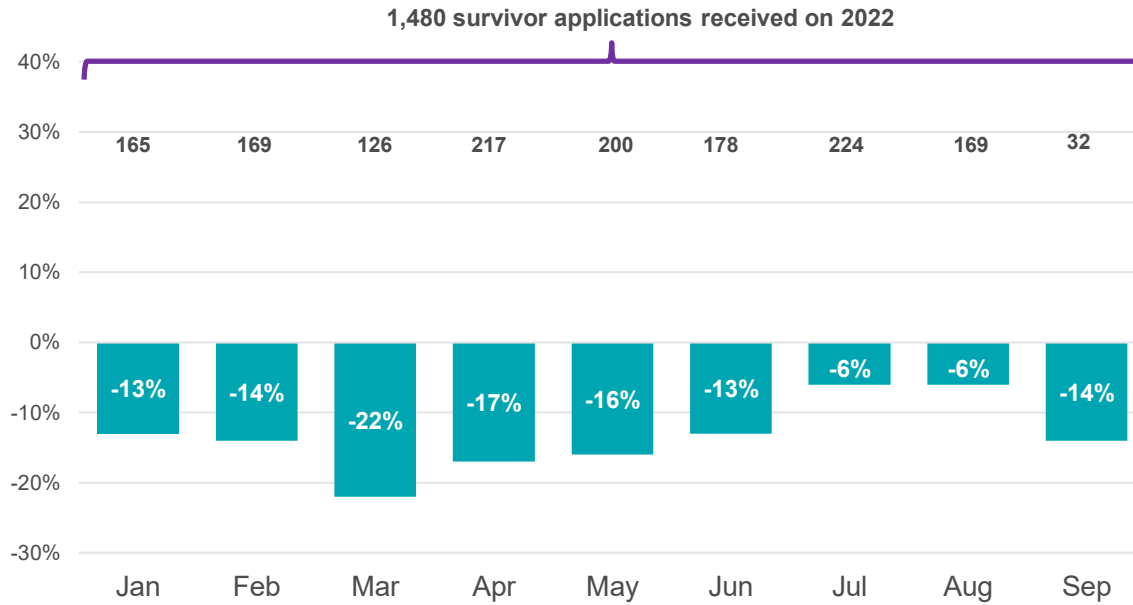
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Average days to close a case



Survivor performance: 2021-2022

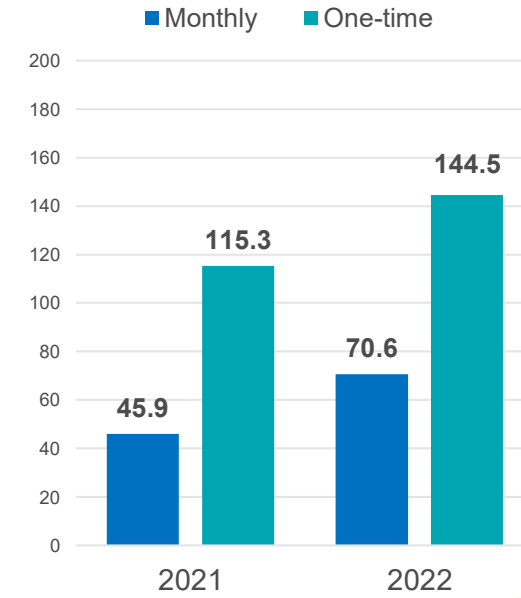
% of increase survivor applications received 2021-2022



The percentages are cumulative

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Average days to close an application



Thank you

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