



# CUCRA CUCEA Joint Meeting

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Retirement Administration Service Center Update

Bernadette Green  
Executive Director of RASC

October 25<sup>th</sup>, 2023

# Overview

## Key initiatives happening within RASC

### **Implement new operating model to stabilize operations:**

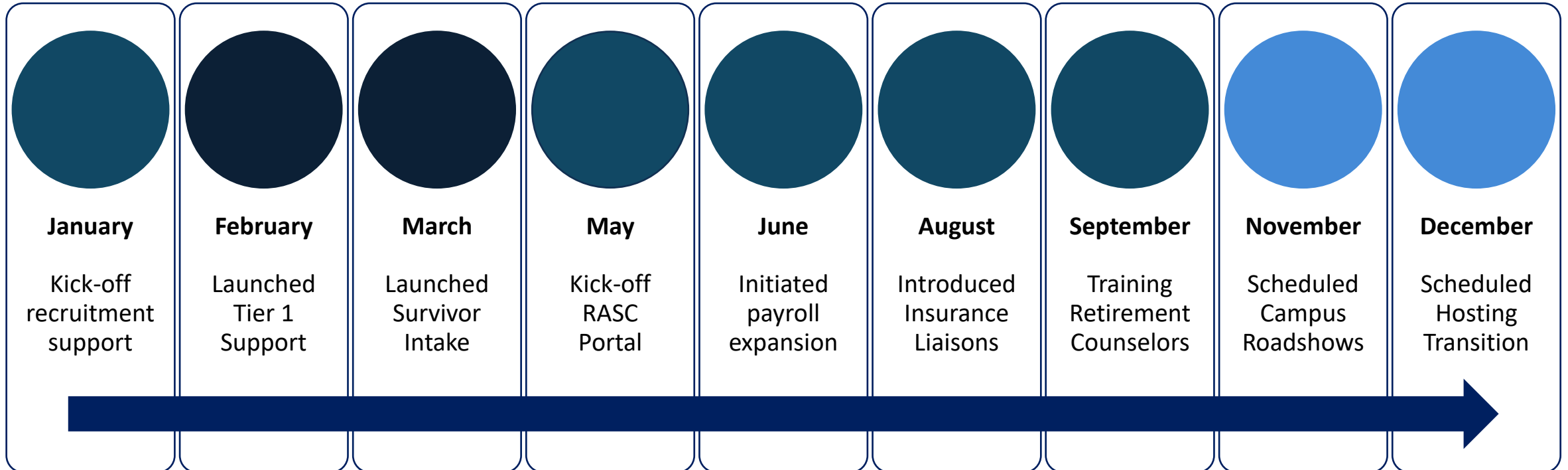
- Six new teams fully staffed and adding value to operations.
- 91% of RASC total headcount filled.
  - 88% of new staff resources filled.
  - RASC has hired 80 new team members within the last twelve months.

### **Stabilize and improve systems and functionality:**

- **AWS Hosting migration:**
  - December 15<sup>th</sup> – All systems unavailable for user access.
  - January 2<sup>nd</sup> – All systems will be available for user access.
- **RASC Portal:**
  - Phase 1 launch scheduled for January 2<sup>nd</sup>.
    - Phase 2 roadmap is in progress.
- **BENET:**
  - C Com Digital LLC will provide application support.

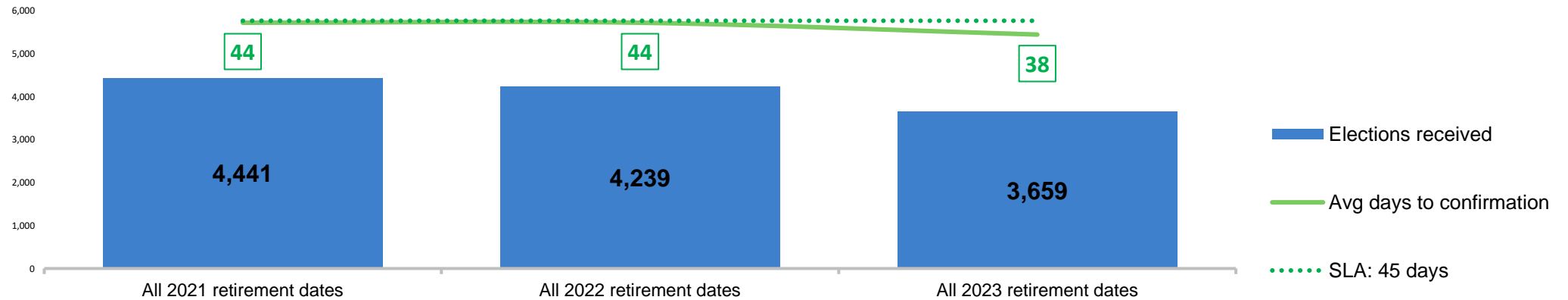
# Activities and Highlights in 2023

- Planning in progress
- Started and ongoing
- Completed

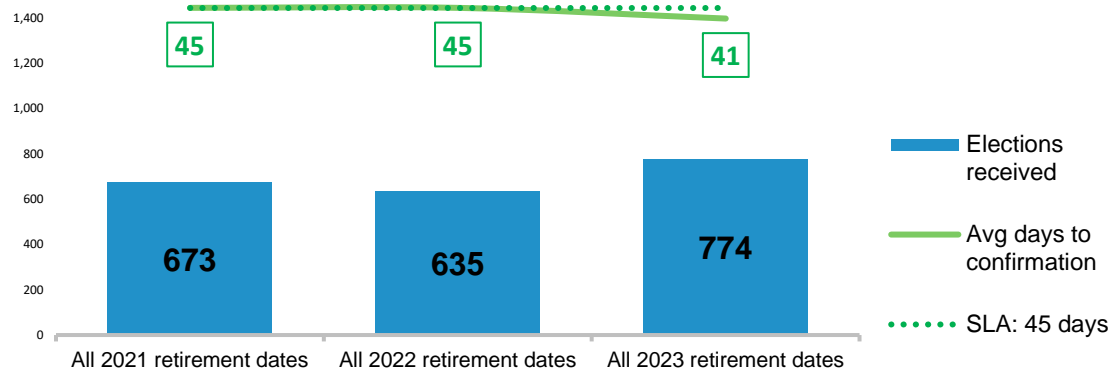


# Retirement processing: year over year

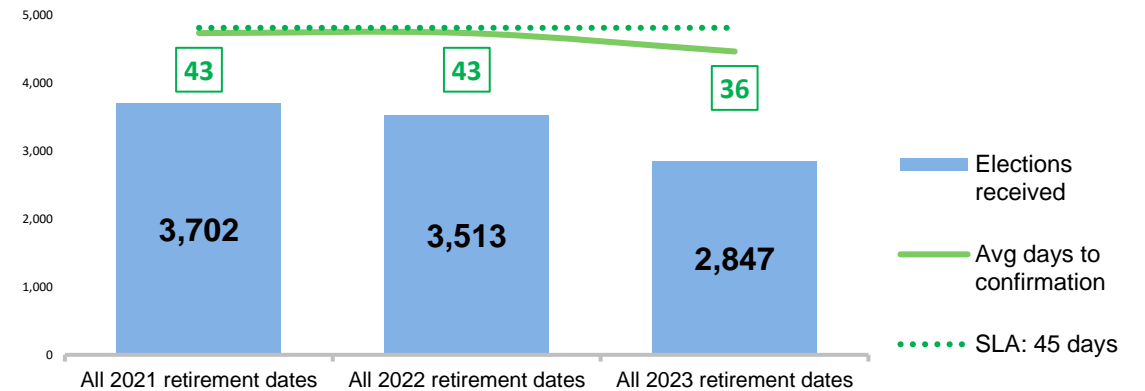
## Total elections received



## Faculty



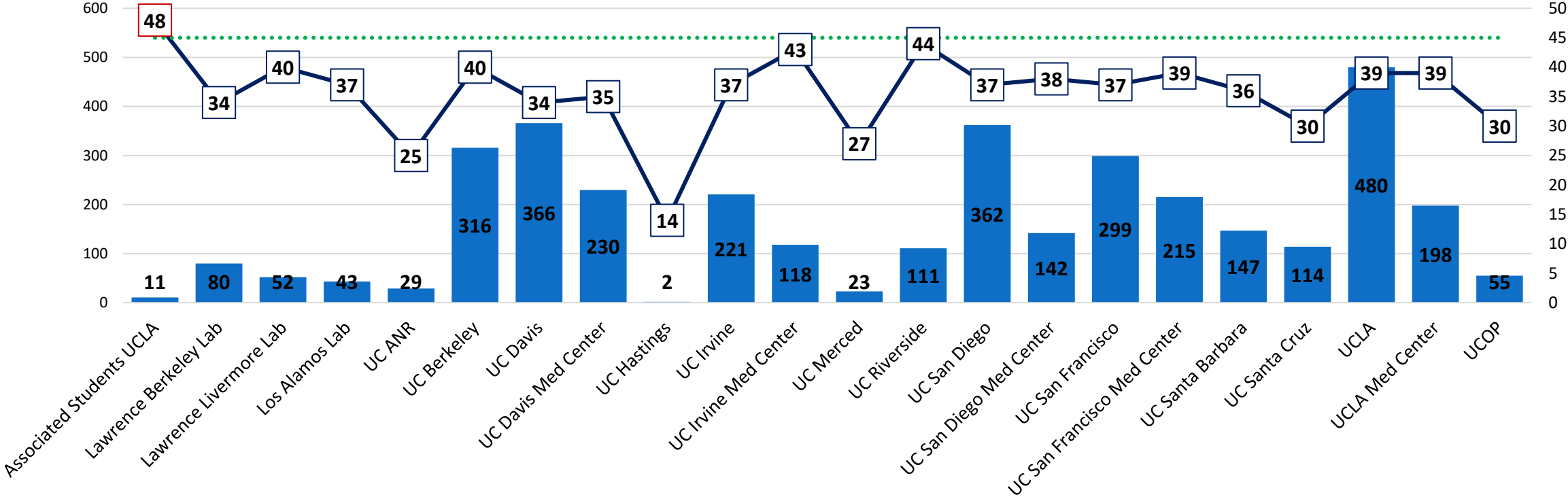
## Staff



# Retirement performance by campuses

Retirement elections from January 1<sup>st</sup>, 2023 through October 23<sup>rd</sup>, 2023

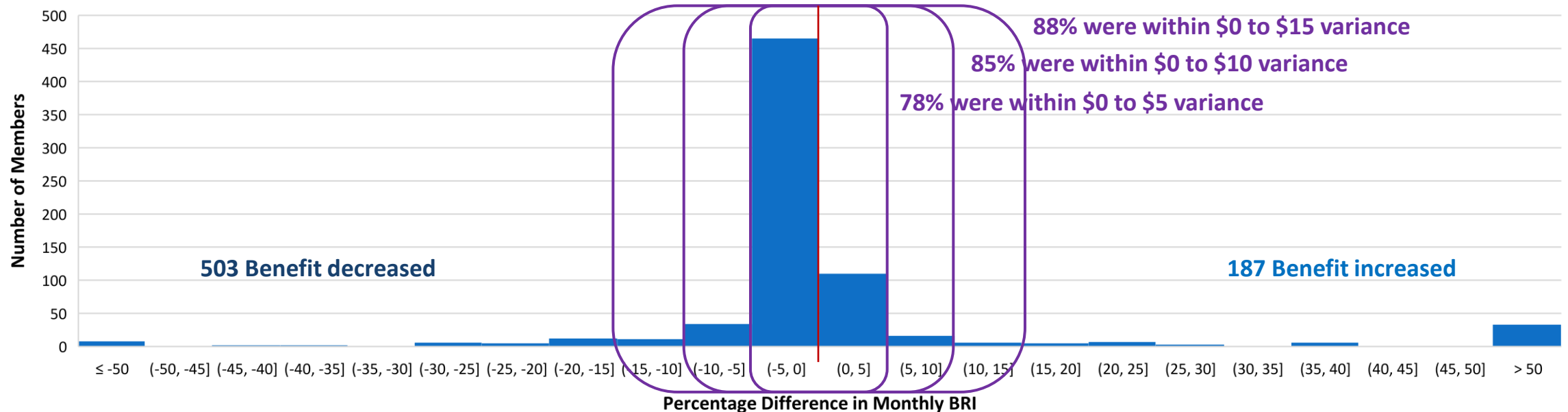
# elections received      Average days to confirmation      SLA: 45 days



# NLIP Percentage Distribution of Impact

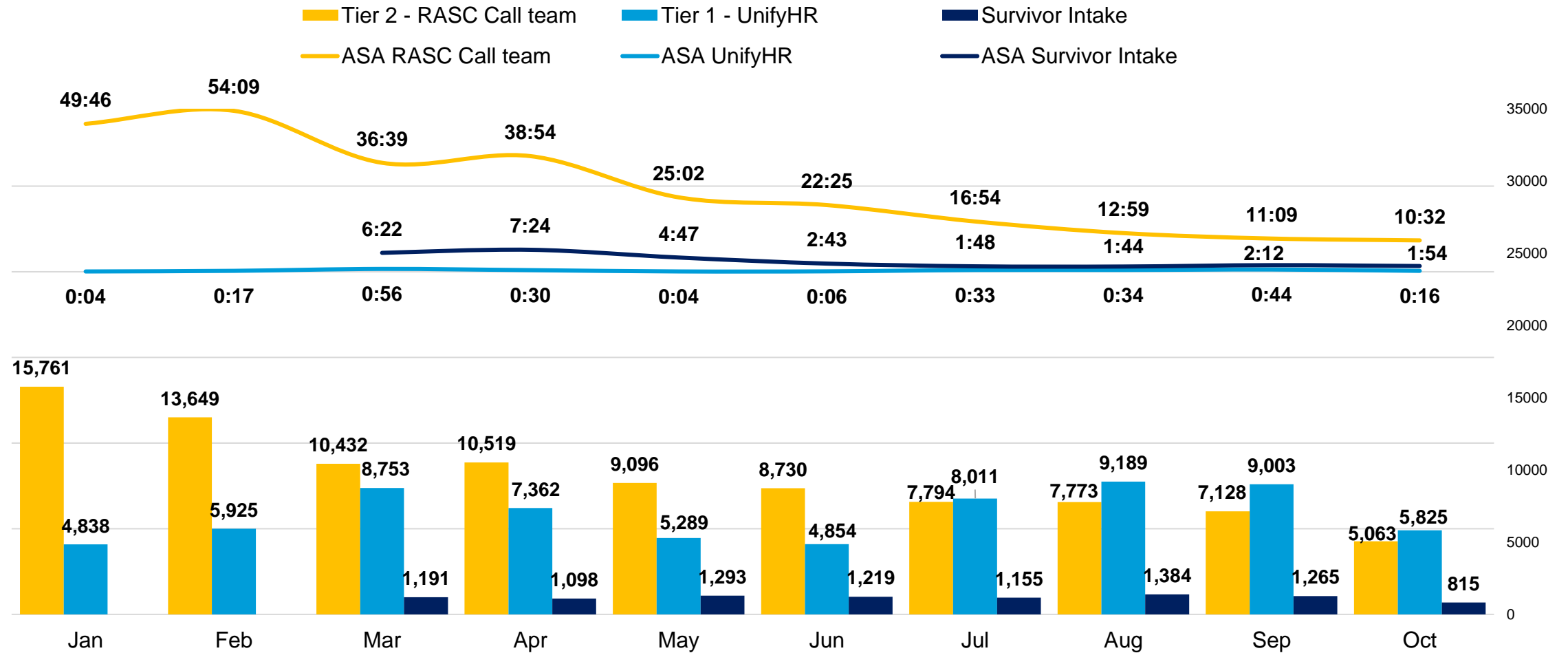
- 853 members received provisional payments and healthcare continuation under the No Lapse in Pay and Benefit Continuation program.
  - 86% of the variance analysis has been completed.

**Distribution of Difference Between Monthly BRI on PRP and Confirmation Letter**

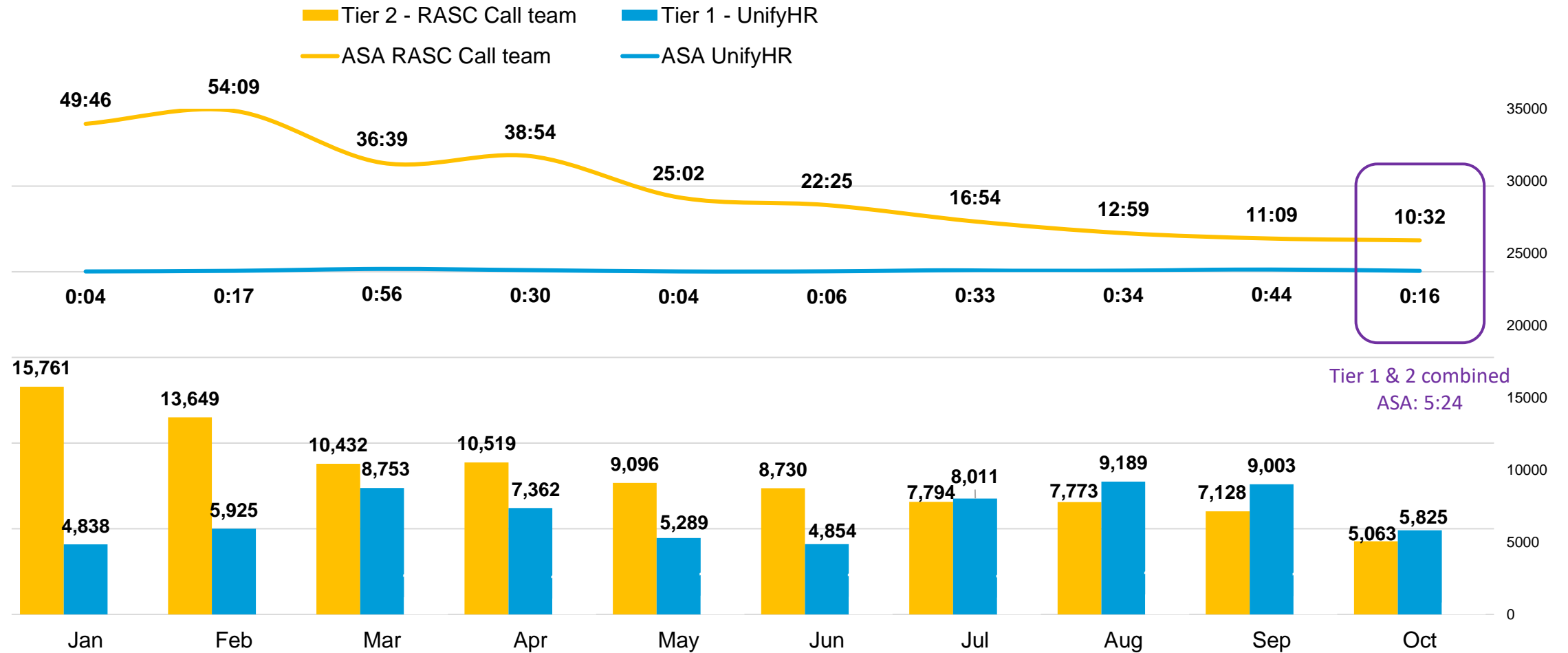


733 participants reviewed

# 2023 incoming calls



# 2023 incoming calls





# Retirement Services



## Retirement Guidance (Locations & Campuses)

Provide transition and coordination services to employees and new retirees, and where locally available, direct retirement support



## Retirement Support (RASC Member Services and Fulfilment)

Provide information to members related to their retirement, provide administrative support, perform outreach to update records, and refer cases to RASC Retirement Counseling & Advisory Services.



## Retirement Counseling & Advisory Services (RASC Advisory Services)

Advise members on key retirement decisions, provide advisory support and education, and perform outreach to clients to follow upon their cases.

## Auxiliary Services

**Fidelity:** For members who select savings choice or supplemental plans, they provide information and decision-making tools related to those investments

**Lincoln Financial:** Supports members with disability claims

# Kevin Kennedy

## Retirement Counseling Manager

### UC Santa Barbara graduate

Poised to apply his knowledge and experience in the retirement services and human resources industry to the UC system. He leads this group of retirement counselors who offer valuable guidance to members as they navigate significant financial choices and work towards establishing a positive and sustainable relationship with their money.

### Strongly believes in the principle that the success of others is his success

Driven by this philosophy, he is committed to creating the best possible outcomes for cross-functional teams, external partners, and members of the University of California Retirement Plan.



# RASC Portal

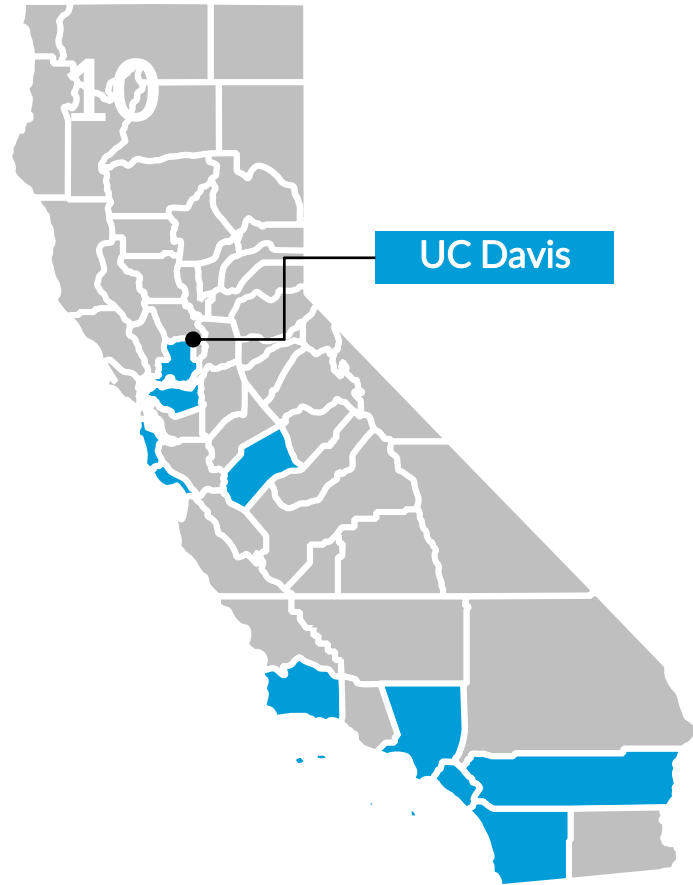
SYNERGY

Joyous, supportive, and enthusiastic.



UNIVERSITY  
OF  
CALIFORNIA

# Campus Roadshows



12

## CAMPUSES

- UC Berkeley
- UC Davis
- UC Irvine
- UCLA
- UC Merced
- UCOP
- UC Riverside
- UC San Diego
- UC San Francisco
- UC Santa Barbara
- UC Santa Cruz
- ANR

6

## ACADEMIC HEALTH CENTERS

- UC Davis Health
- UC San Diego Health
- UCI Health
- UCLA Health
- UCR Health
- UCSF Health

3

## NATIONAL LABS

- Lawrence Berkeley
- Lawrence Livermore
- Los Alamos

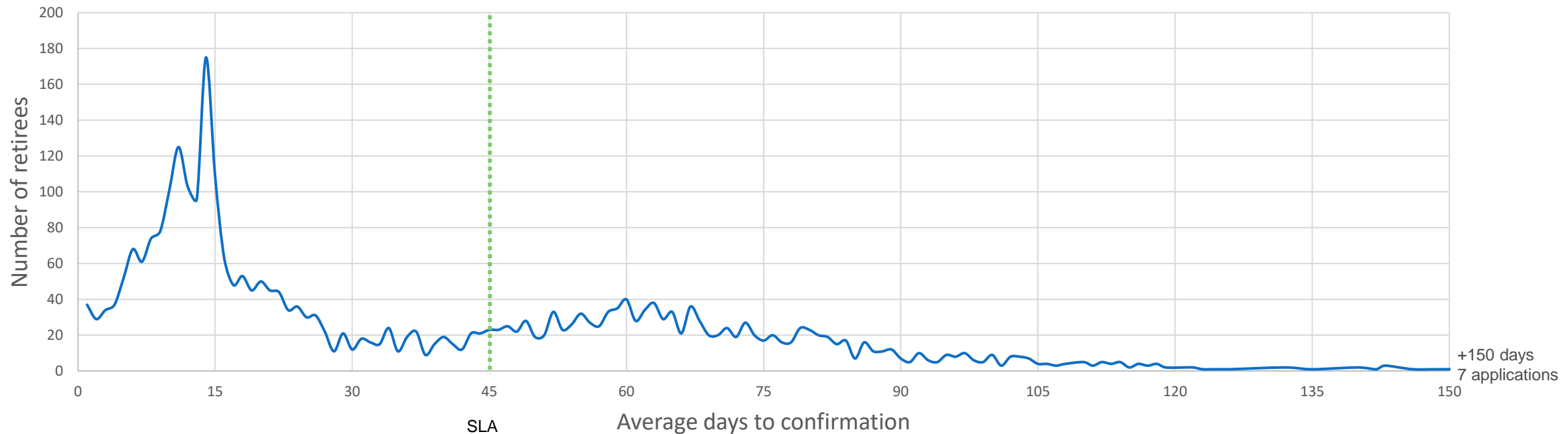
# Thank you

# Appendix

# All 2023 Retirement dates

# 2023 Retirement elections: process vs SLA

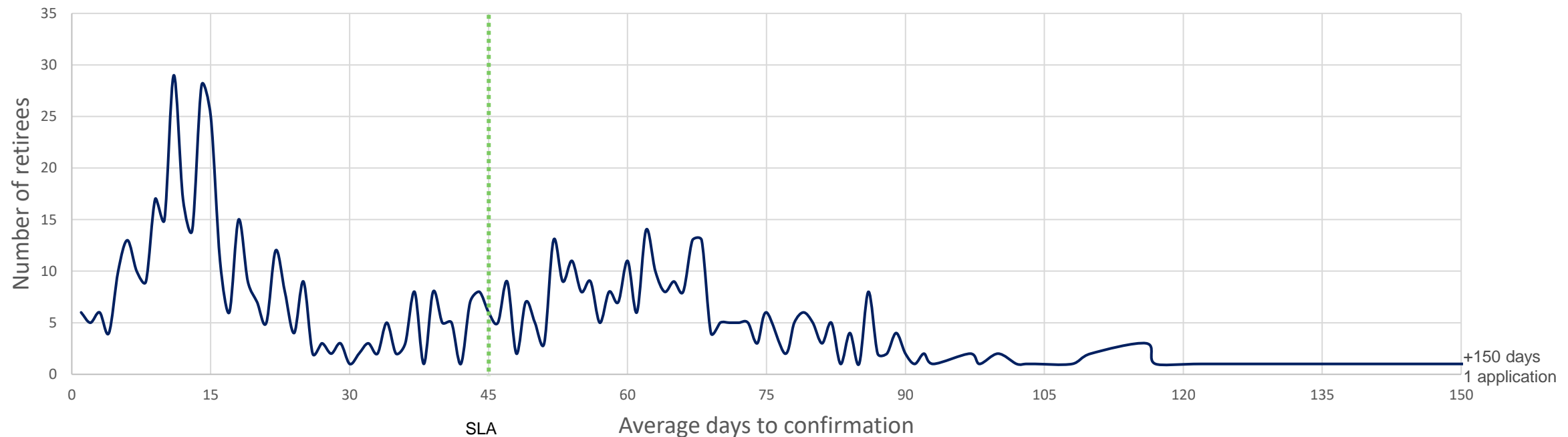
- 62% applications processed are within the SLA of 45 days
- Assuming common pattern is a 90:10 distribution of difficulty – The current maximum amount of time to process an application without exceptional complications is 80 business days
  - As of October 23<sup>rd</sup>, applications are processed in an average of 98 days.





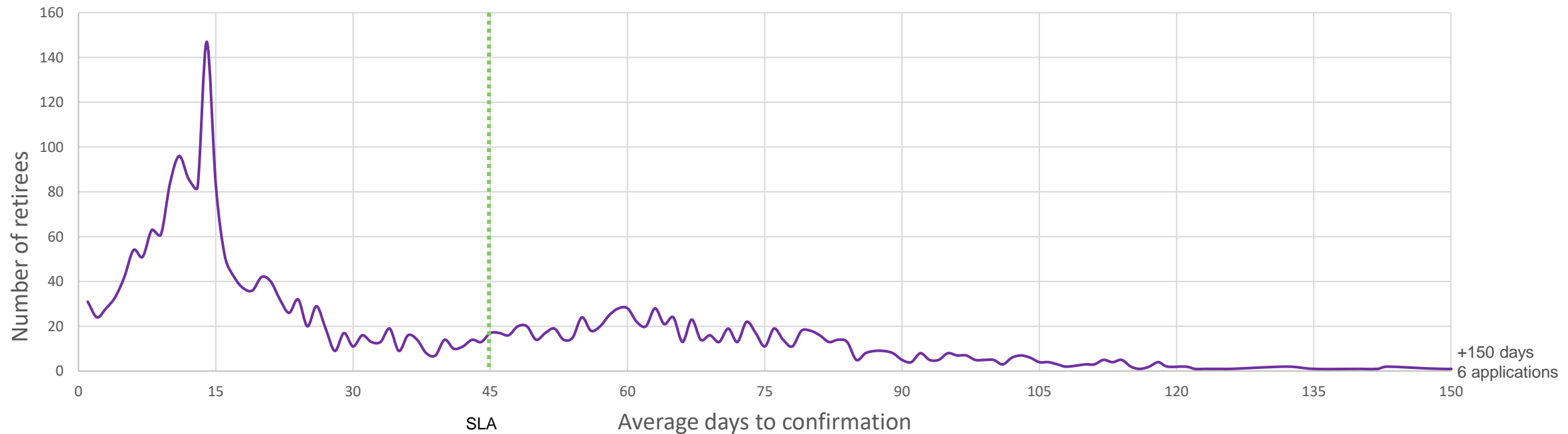
# 2023 Retirement elections: Faculty

- 55% faculty applications processed are within the SLA of 45 days.
- Assuming common pattern is a 90:10 distribution of difficulty – The current maximum amount of time to process an application without exceptional complications is 78 business days
  - As of October 23<sup>rd</sup>, applications are processed in an average of 94 days.



# 2023 Retirement elections: Staff

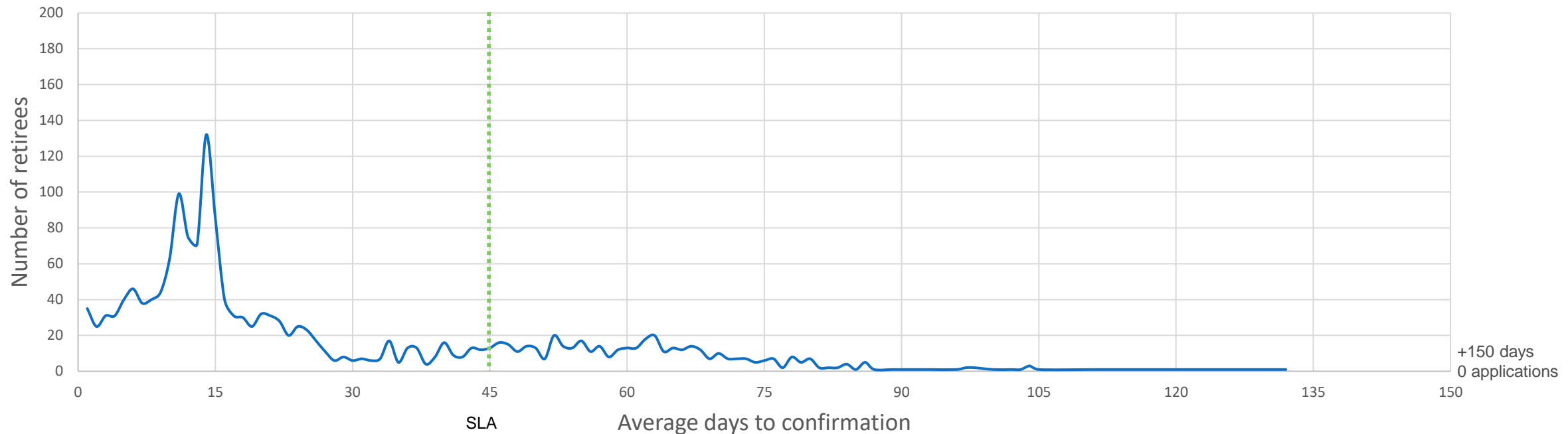
- 64% staff applications processed are within the SLA of 45 days.
- Assuming common pattern is a 90:10 distribution of difficulty – The current maximum amount of time to process an application without exceptional complications is 80 business days
  - As of October 23<sup>rd</sup>, applications are processed in an average of 98 days.



# July 1<sup>st</sup> retirement elections

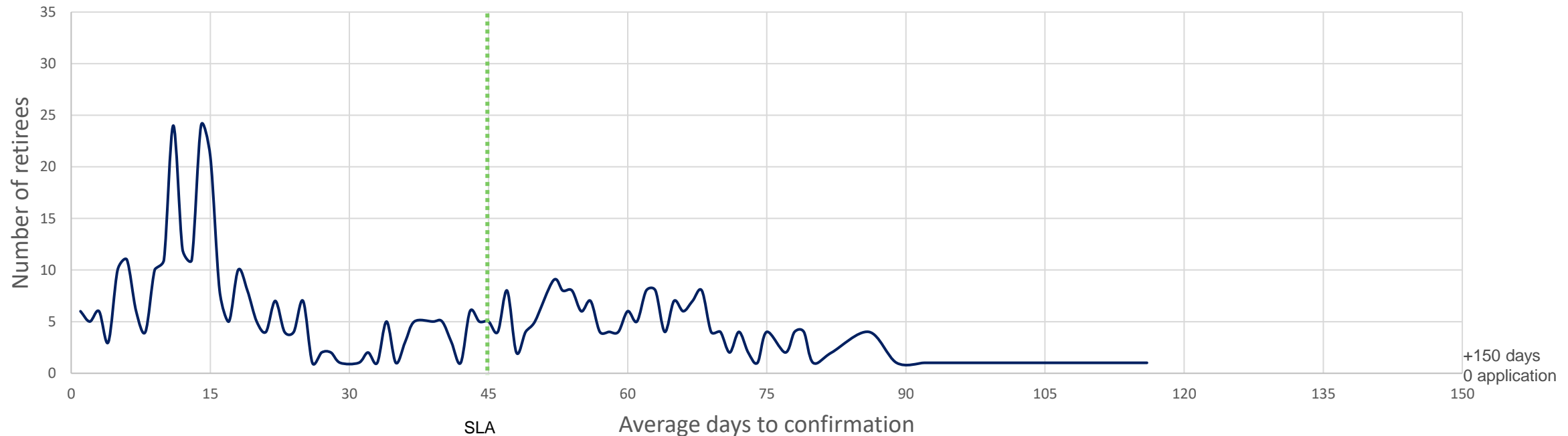
# July 1 Retirement elections: process vs SLA

- 76% applications processed are within the SLA of 45 days
- Assuming common pattern is a 90:10 distribution of difficulty – The current maximum amount of time to process an application without exceptional complications is 64 business days
  - As of October 23<sup>rd</sup>, applications are processed in an average of 77 days.



# July 1 Retirement elections: Faculty

- 61% faculty applications processed are within the SLA of 45 days.
- Assuming common pattern is a 90:10 distribution of difficulty – The current maximum amount of time to process an application without exceptional complications is 68 business days
  - As of October 23<sup>rd</sup>, applications are processed in an average of 78 days.



# July 1 Retirement elections: Staff

- 81% staff applications processed are within the SLA of 45 days.
- Assuming common pattern is a 90:10 distribution of difficulty – The current maximum amount of time to process an application without exceptional complications is 61 business days
  - As of October 23<sup>rd</sup>, applications are processed in an average of 76 days.

