UNIVERSITY OF CALIFORNIA Systemwide Human Resources

RASC Quick Facts

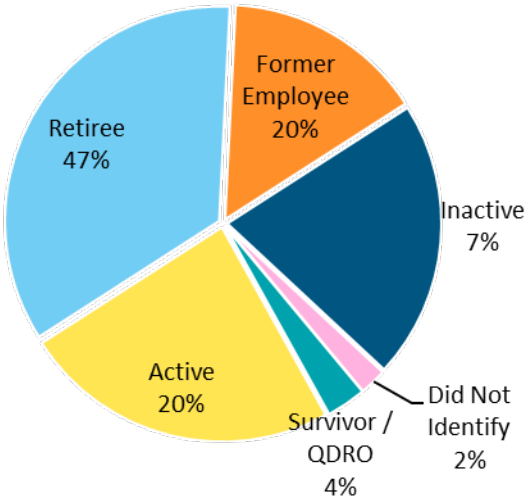
Calendar Year 2018

Productivity Statistics	**2018**	**2017**	**% Change**
Calls Answered	114,906	111,653	+3%
Correspondence Answered	21,325	23,009	-7%
Retirement Elections Processed	5,993	5,909	+1%
Survivor Benefits Processed	1,992	2,122	-6%

Key Performance Indicators (KPIs)

Customer Care	**2018**	**2017**	**% Change**
Average Correspondence Turn Time (days)	8	7	+14%
% of Customers Satisfied or Better	91%	89%	+2%
Fulfillment Operations			
Average Retirement Election Processing Time days) [1]	31	31	0%
% Ret Elections Closed within 45 Days [1]	83%	83%	0%

Customer Profile



Top Reasons Customers Contact the RASC

Category	**Description**	**% of Total**
UCRP	Retirement Counseling & Inquiries	61%
AYSO, Financial, & Other	Password Reset, Direct Deposit, Tax With-holding, etc.	23%
Retiree Insurance	Retiree Medical Plans & Medicare Enrollment	16%

Retirement Election Activity	**FY 2017-18**	**FY 2016-17**	**% Change**
# of Monthly Retirement Income Elections	4,056	3,915	+ 4%
# of Lump Sum Cashouts (LSC)	1,031	965	+ 7%
Total # of Retirement Elections	**5,087**	**4,880**	**+ 4%**

UCRP Benefit Payments	**FY 2017-18**	**FY 2016-17**	**% Change**
# of UCRP Benefit Recipients	75,924	72,995	+ 4%
% of Benefits Paid by Direct Deposit	97%	97%	0%
Amount of UCRP Benefits Paid (excludes LSC) [3]	$3.3	$3.0	+ 7%
Amount of Lump Sum Cashouts [2]	$337	$292	+ 15%
Total Amount of UCRP Benefits Paid [3]	**$3.6**	**$3.3**	**+ 10%**

1 12-month rolling average in calendar days

2 in millions

3 in billions

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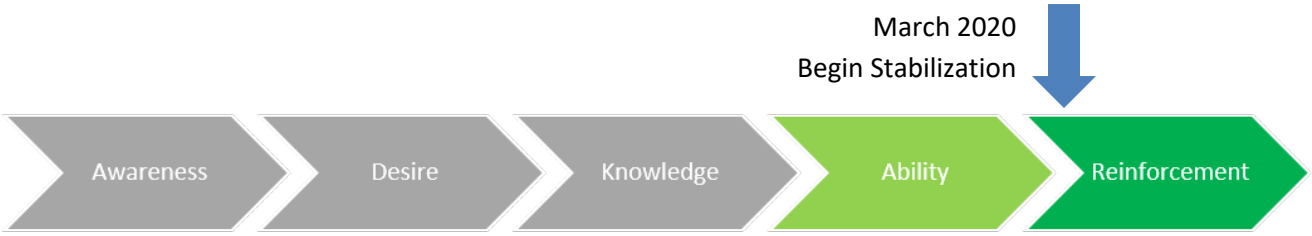
Highlights:

- Service Culture Initiative
  - In January 2019, the RASC became the first California public sector agency to achieve site certification with ICMI, advancing another key objective in the Systemwide Human Resources Strategic Plan.
  - As the leading global provider of comprehensive resources for customer management professionals for over 30 years, ICMI has helped more than 50,000 organizations in 167 countries through training, events, consulting, operational assessments and providing informational resources. It currently serves active clients in 60 different countries (approximately 70% private, 30% large governmental employers).
  - ICMI Site Certification is the gold standard in rating an organization's process maturity. The rigorous evaluation includes 46 standards, organized into 6 pillars: Leadership, Strategy and Planning, Employee Management, Infrastructure, Processes and Procedures, and Key Performance Results.
  - Individual certifications were also achieved, setting a starting point for further investment in other high potential team members in the coming years (1 Strategic Leader, 3 Operations Managers, 2 Management Consultants)
- Redwood Update
  - Operational readiness teams are focused on communication and training