UNIVERSITY OF CALIFORNIA Human Resources

RASC Quick Facts

May 2014

	Career Budget	Career Filled	Career Vacant	% Career Vacancy	Contract Filled	TOPS Filled
RASC Staffing	84	81	3	4%	2	7

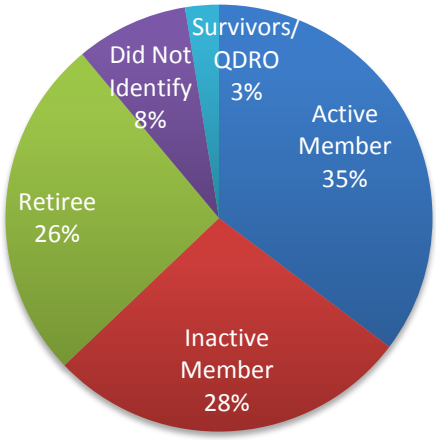
CUSTOMER SERVICE

	Current Month	% Chg from Prior Year	Fiscal YTD	% Chg from Prior Year
# Calls Answered	7,668	15%	102,351	29%
# Correspondence / Other	2,136	28%	19,342	55%
Total Contacts	9,804	18%	121,693	32%

	Current Month	Goal	% of Goal
Service Level (% Calls Answered in 90 Seconds)	88%	80%	110%
% of Customers Satisfied or Better with their Experience	85%	80%	106%
Avg Correspondence Turn Time (Calendar Days)	4.1	7.0	171%

Customer Contact Profile

May 2014



Top 4 Reasons Customers Contact the RASC		
Category	Description	% of Total
UCRP	Benefit Income Statements, Retirement Elections & Estimate, Address Changes	67%
Health & Welfare	Medical Plans, Medicare Enrollment (Retiree & Active)	14%
AYS	At Your Service Online Password Reset & Inquiries	7%
Financial	Direct Deposit, Tax Withholding, Lost/Missing Checks	4%

RETIREMENT OPERATIONS

Monthly Productivity	Current Month	% Chg from Prior Year	Fiscal YTD	% Chg from Prior Year
Retirement Elections *				
Avg Turn Time (Calendar Days) – Goal: 21 Days	17	-15%	20	13%
# Death Report – Notice of Benefit Letters to Benef.	140	-11%	2,125	6%
# Disability Applications Received	15	-29%	189	-14%
# Disability Reviews	85	-25%	1,110	2%
# Special Claims Correspondence Items Sent	109	121%	828	15%

Monthly UCRS Benefit Payments	Current Month	% Chg from Prior Year
# of UCRS Benefit Payments	63,845	4%
$ Amount of UCRS Benefit Payments ($ in millions)	$174.8	9%

Fiscal Year Retirement Election Activity	FY 2012/2013	FY 2011/2012	% Chg from Prior Year
# of Monthly Retirement Income Elections	3,516	3,209	10%
# of Lump Sum Cashouts (Incl QDRO)	1,028	789	30%
Total # of Retirement Elections	4,544	3,998	14%
$ Amount of Lump Sum Cashouts (incl QDRO) ($000)	$239,065	$182,444	31%

Retirement Administration Service Center (RASC)
As of 6/9/2014

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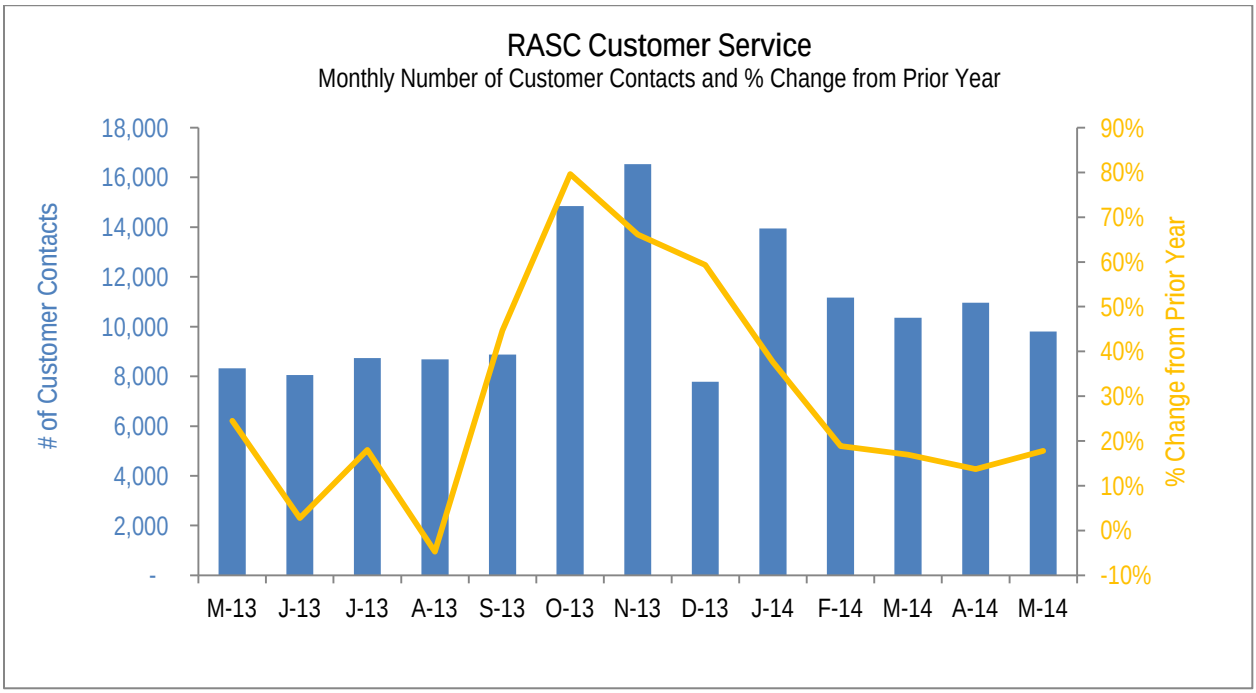
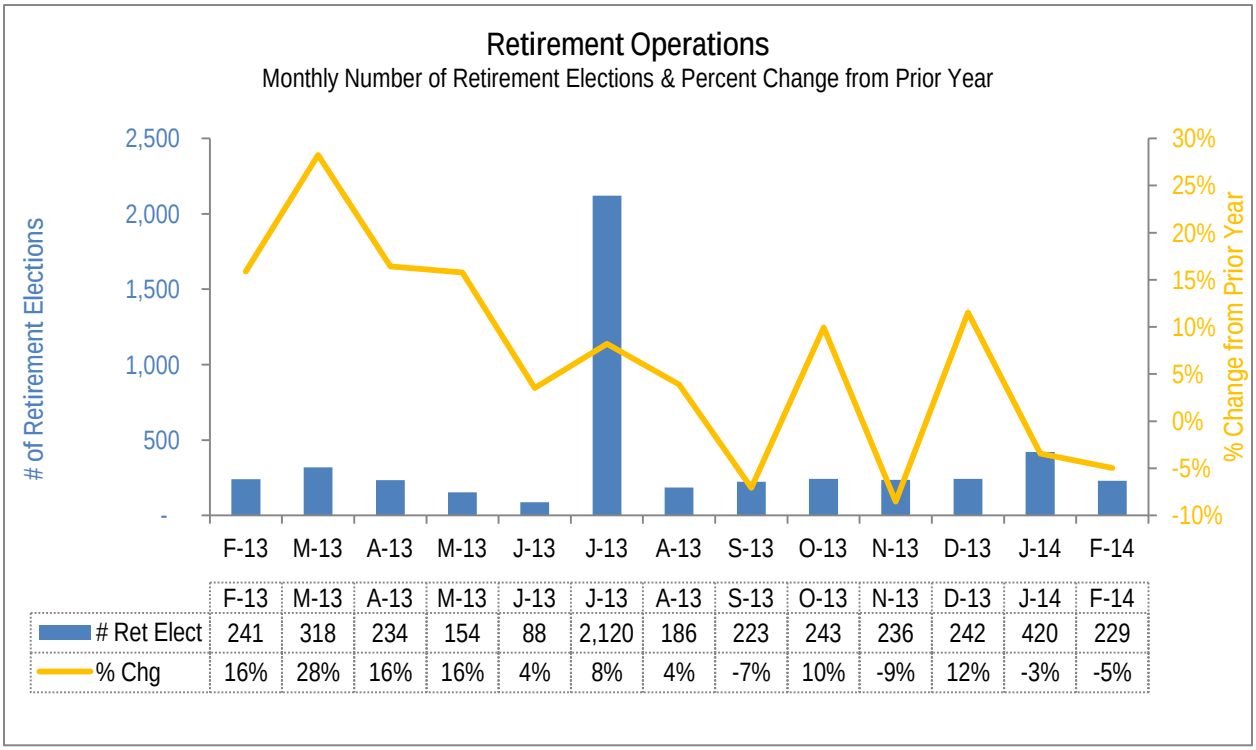
May 2014





	F-13	M-13	A-13	M-13	J-13	J-13	A-13	S-13	O-13	N-13	D-13	J-14	F-14
# Ret Elect	241	318	234	154	88	2,120	186	223	243	236	242	420	229
% Chg	16%	28%	16%	16%	4%	8%	4%	-7%	10%	-9%	12%	-3%	-5%

Retirement Election results include monthly retirement income and lump sum cashouts and are reported on a two to three month lag.