

124 - Department of Retirement Systems

A001 Public Pension Administration

The Department of Retirement Systems (DRS) serves over half a million active, retired, and inactive members of the Public Employees, School Employees, Teachers, Law Enforcement and Firefighters, Washington State Patrol, Public Safety Employees, and Judicial retirement systems. Services include receiving and processing essential member information submitted by more than 1,300 public employers, determining member eligibility for retirement, educating and counseling prospective retirees, processing disability and death adjustments, and computing retirement benefits, deductions, and benefit adjustments. The authority for DRS is established by RCW 41.50. Authority for administering the retirement systems is contained in RCW 2.10, 2.12, 41.26, 41.32, 41.34, 41.35, 41.37, 41.40, and 43.43. DRS also must conform to legislative mandates established in RCW 28.B10, 41.44, 41.45, 41.54, and 44.44.

Account	FY 2020	FY 2021	Biennial Total
FTE	235.5	235.9	235.7
600 Department of Retirement Systems Expense Account			
600-1 State	\$29,110,000	\$29,730,000	\$58,840,000
600-6 Non-Appropriated	\$3,457,000	\$3,455,000	\$6,912,000
600 Account Total	\$32,567,000	\$33,185,000	\$65,752,000

Statewide Result Area: Efficient, Effective and Accountable Government
Statewide Strategy: Safeguard and manage public funds

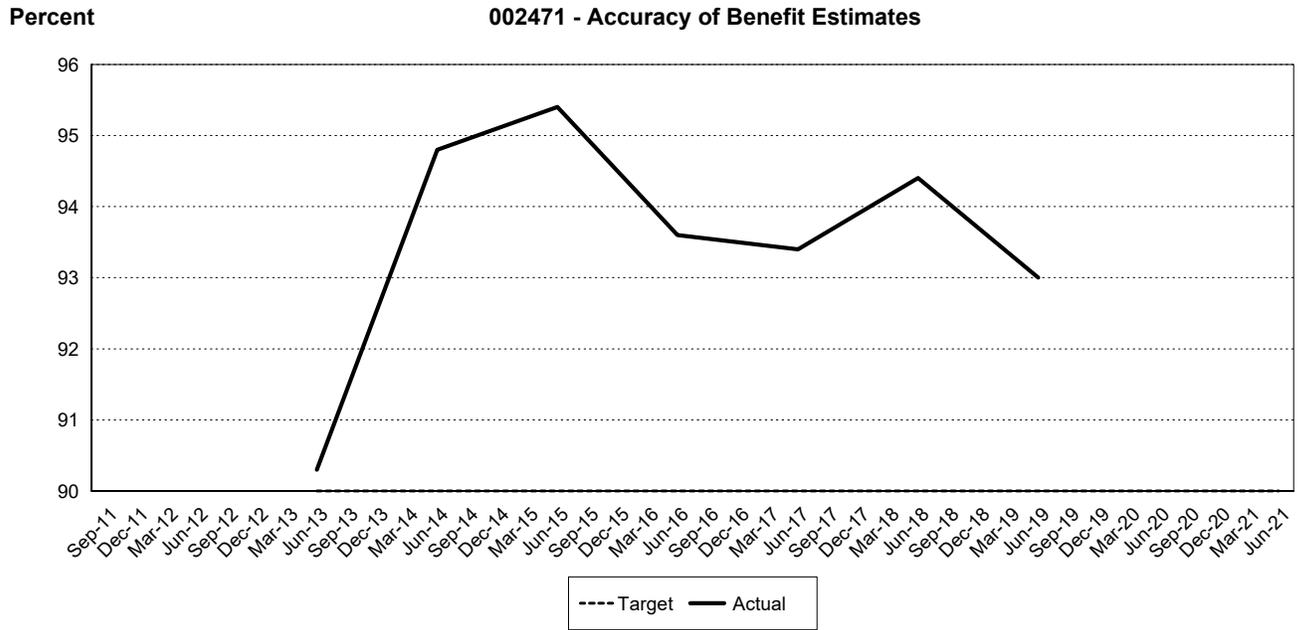
Expected Results

Comply with federal and state statutes, as well as fiduciary responsibilities. Maintain administrative costs at an amount that is lower than those for other public pension systems in the United States; given complexity and service levels. Obtain timely and accurate member contribution and service credit information from employers. Maintain high satisfaction ratings from employers, as measured by an annual survey. Provide benefit services that are a constitutionally guaranteed contract between members and the state. Provide prompt service to members, as measured by responsiveness to: walk in customers, phone calls, and correspondence. Maintain high member satisfaction, as measured by monthly customer interviews. Maintain accurate and efficient pension systems. Secure member information and data. Complete timely and accurate programming associated with legislatively mandated benefit changes, and implementation of new plans. Provide timely and accurate pension payments to retirees, and accurate reporting to the Internal Revenue Service. Maintain industry standard record keeping for members participating the Public Employees', School Employees' and Teachers' Retirement Systems Plan 3's.

Appropriation Period: 2019-21 Activity Version: 36 - Working Analyst Supp. Version 6 Sort By: Activity

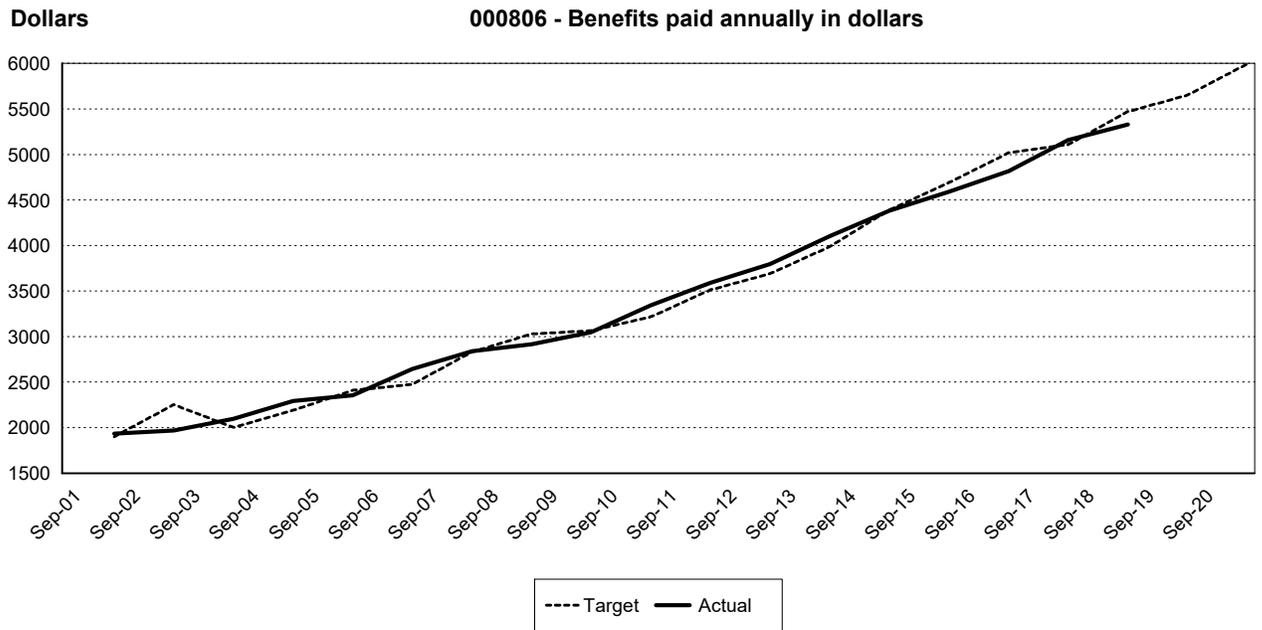
002471 Percent of benefit estimates that are within +/- 3% of the final benefit.			
Biennium	Period	Actual	Target
2019-21	Q8		90%
	Q7		
	Q6		
	Q5		
	Q4		90%
	Q3		
	Q2		
	Q1		
2017-19	Q8	93%	90%
	Q7		
	Q6		
	Q5		
	Q4	94.4%	90%
	Q3		
	Q2		
	Q1		
2015-17	Q8	93.4%	90%
	Q7		
	Q6		
	Q5		
	Q4	93.6%	90%
	Q3		
	Q2		
	Q1		

Appropriation Period: 2019-21 Activity Version: 36 - Working Analyst Supp. Version 6 Sort By: Activity



Appropriation Period: 2019-21 Activity Version: 36 - Working Analyst Supp. Version 6 Sort By: Activity

000806 Benefits paid annually in dollars (annuitants, withdrawals, Deferred Compensation and Dependent Care).			
Biennium	Period	Actual	Target
2019-21	Q8		\$5,990
	Q7		
	Q6		
	Q5		
	Q4		\$5,651
	Q3		
	Q2		
	Q1		
2017-19	Q8	\$5,331	\$5,469
	Q7		
	Q6		
	Q5		
	Q4	\$5,159	\$5,107
	Q3		
	Q2		
	Q1		
2015-17	Q8	\$4,818	\$5,017
	Q7		
	Q6		
	Q5		
	Q4	\$4,593	\$4,689
	Q3		
	Q2		
	Q1		



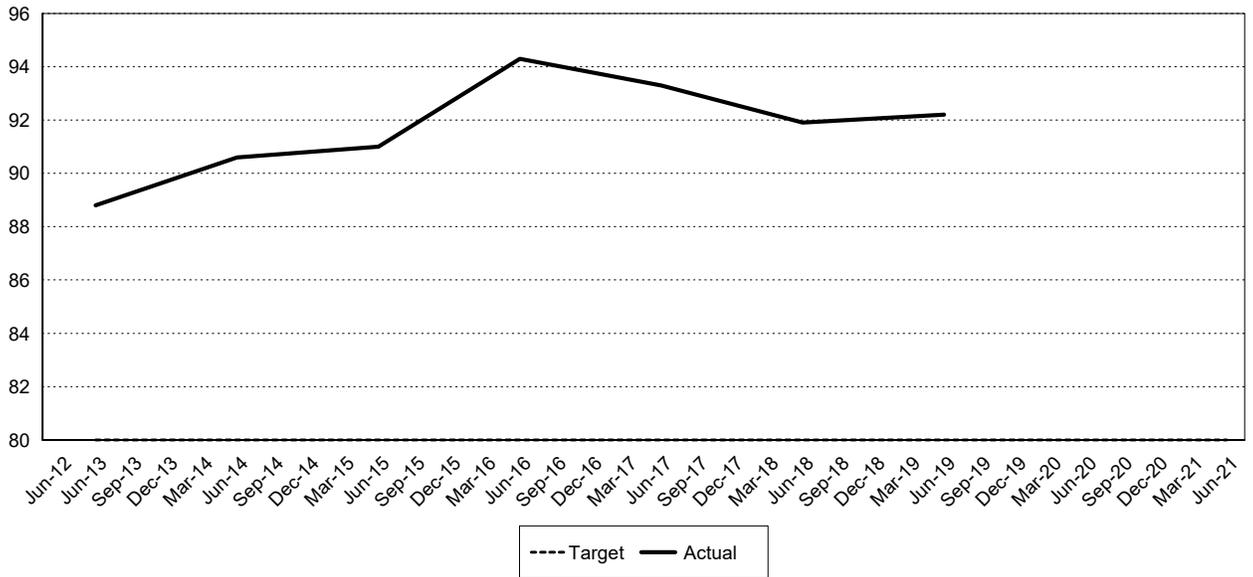
Appropriation Period: 2019-21 Activity Version: 36 - Working Analyst Supp. Version 6 Sort By: Activity

002470 Percent of members interviewed, identifying that DRS met or exceeded their expectations across 10 aspects of customer service.			
Biennium	Period	Actual	Target
2019-21	Q8		80%
	Q7		
	Q6		
	Q5		
	Q4		80%
	Q3		
	Q2		
	Q1		
2017-19	Q8	92.2%	80%
	Q7		
	Q6		
	Q5		
	Q4	91.9%	80%
	Q3		
	Q2		
	Q1		
2015-17	Q8	93.3%	80%
	Q7		
	Q6		
	Q5		
	Q4	94.3%	80%
	Q3		
	Q2		
	Q1		

Appropriation Period: 2019-21 Activity Version: 36 - Working Analyst Supp. Version 6 Sort By: Activity

Percent

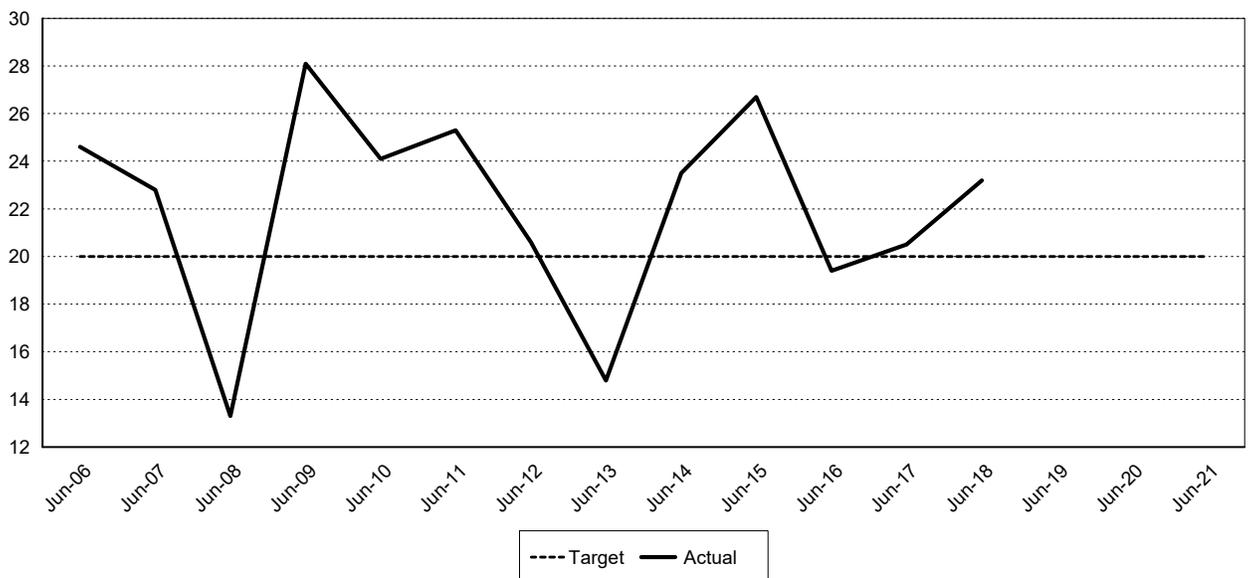
002470 - Customer Satisfaction



002857 Percent that DRS' per-member cost is below the median for the public sector peer group.			
Biennium	Period	Actual	Target
2019-21	A3		20%
	A2		20%
2017-19	A3		20%
	A2	23.2%	20%
2015-17	A3	20.5%	20%
	A2	19.4%	20%

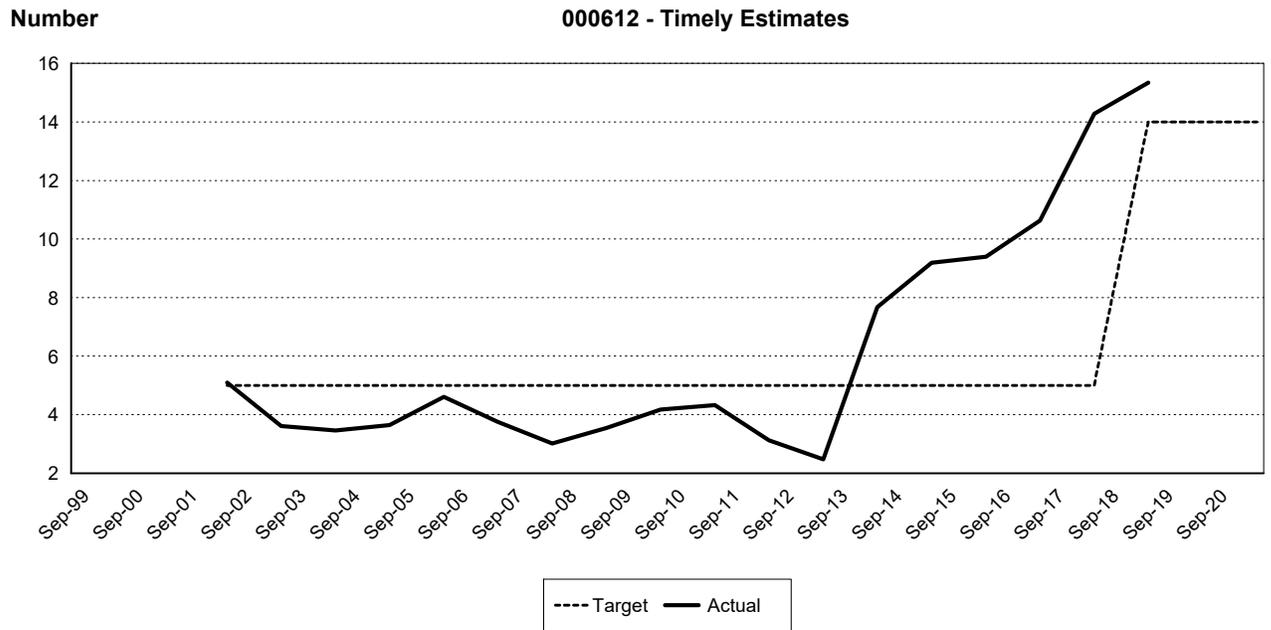
Percent

002857 - Percent below peer median cost per member



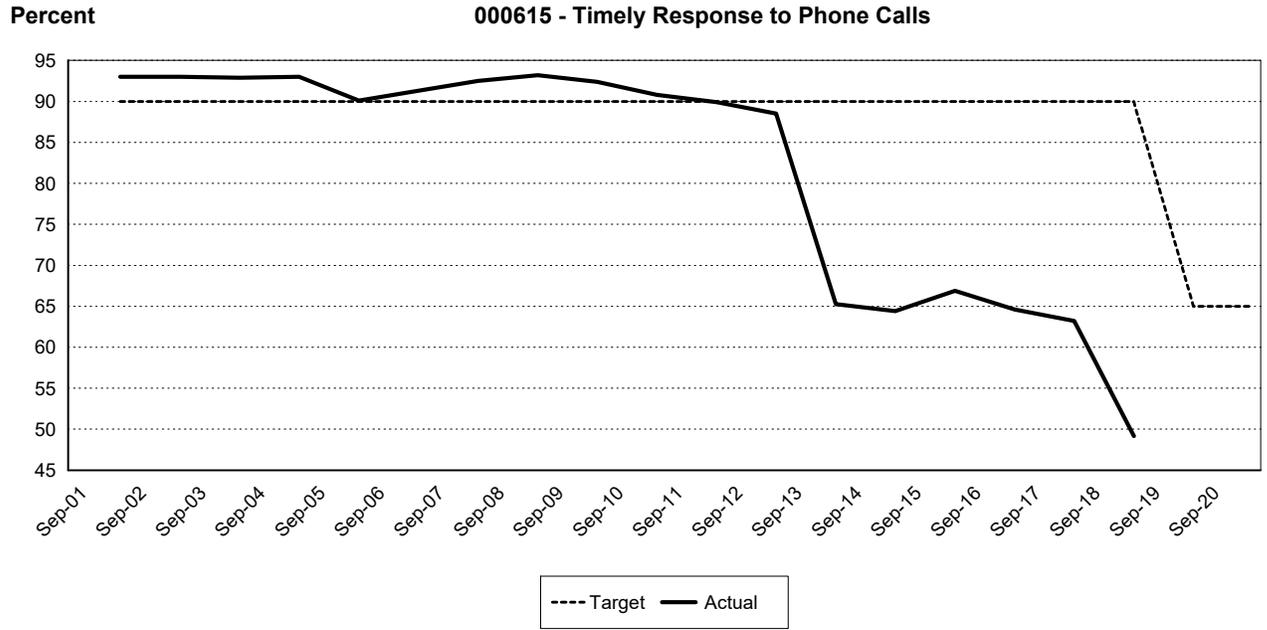
Appropriation Period: 2019-21 Activity Version: 36 - Working Analyst Supp. Version 6 Sort By: Activity

000612 Average number of days to complete requests for retirement estimates.			
Biennium	Period	Actual	Target
2019-21	Q8		14
	Q7		
	Q6		
	Q5		
	Q4		14
	Q3		
	Q2		
	Q1		
2017-19	Q8	15.34	14
	Q7		
	Q6		
	Q5		
	Q4	14.28	5
	Q3		
	Q2		
	Q1		
2015-17	Q8	10.63	5
	Q7		
	Q6		
	Q5		
	Q4	9.4	5
	Q3		
	Q2		
	Q1		



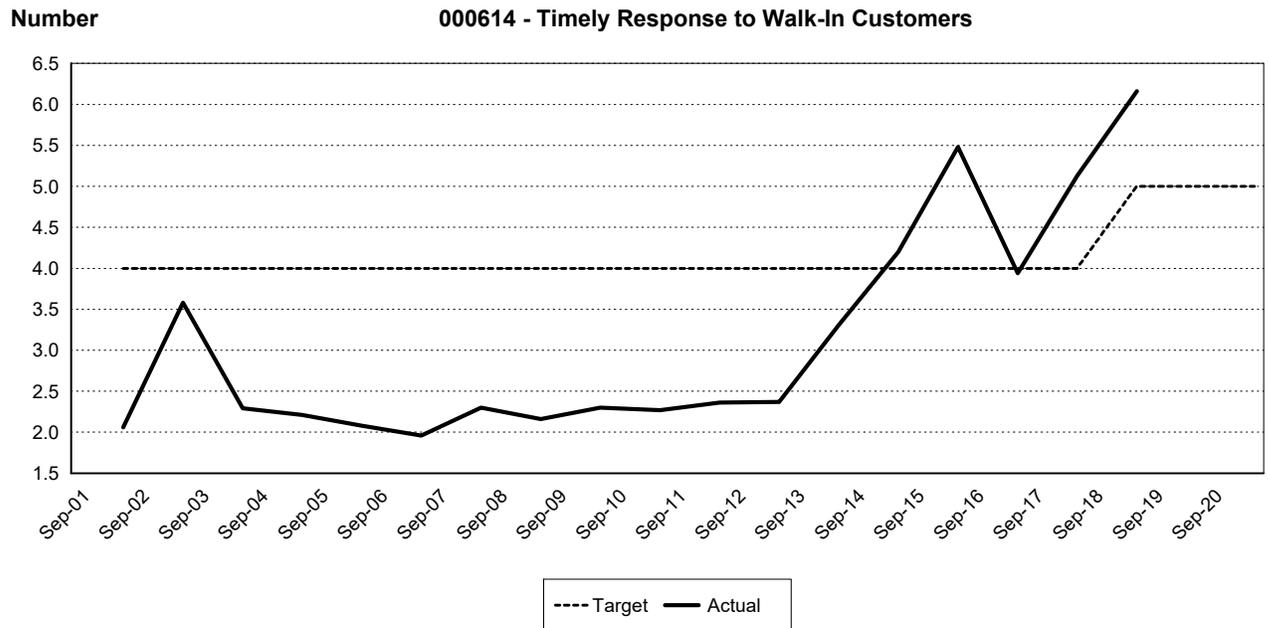
Appropriation Period: 2019-21 Activity Version: 36 - Working Analyst Supp. Version 6 Sort By: Activity

000615 Percent of incoming phone calls to DRS answered within 30 seconds.			
Biennium	Period	Actual	Target
2019-21	Q8		65%
	Q7		
	Q6		
	Q5		
	Q4		65%
	Q3		
	Q2		
	Q1		
2017-19	Q8	49.17%	90%
	Q7		
	Q6		
	Q5		
	Q4	63.2%	90%
	Q3		
	Q2		
	Q1		
2015-17	Q8	64.6%	90%
	Q7		
	Q6		
	Q5		
	Q4	66.9%	90%
	Q3		
	Q2		
	Q1		



Appropriation Period: 2019-21 Activity Version: 36 - Working Analyst Supp. Version 6 Sort By: Activity

000614 Average number of minutes after arrival that members visiting the Department of Retirement Systems will receive knowledgeable staff service.			
Biennium	Period	Actual	Target
2019-21	Q8		5
	Q7		
	Q6		
	Q5		
	Q4		5
	Q3		
	Q2		
	Q1		
2017-19	Q8	6.16	5
	Q7		
	Q6		
	Q5		
	Q4	5.13	4
	Q3		
	Q2		
	Q1		
2015-17	Q8	3.94	4
	Q7		
	Q6		
	Q5		
	Q4	5.48	4
	Q3		
	Q2		
	Q1		



A002 Deferred Compensation Management for Public Employees

This program enables eligible public employees to defer a portion of their earnings under a series of before tax investment plans until retirement or termination of public employment. At the end of Fiscal Year 2017, the program had \$4.1 billion in assets, serving approximately 60,000 employees of state government, higher education, and political subdivisions. This activity also includes a supplemental retirement program serving more than 120 judges. Authority for the Deferred Compensation Plan is contained in RCW 41.50 and Section 457 of the Internal Revenue Code, while authority for the Judges program is contained in RCW 2.12.

Account	FY 2020	FY 2021	Biennial Total
FTE	19.1	19.1	19.1
888 Deferred Compensation Administrative Account			
888-6 Non-Appropriated	\$2,206,000	\$2,204,000	\$4,410,000

Appropriation Period: 2019-21 Activity Version: 36 - Working Analyst Supp. Version 6 Sort By: Activity

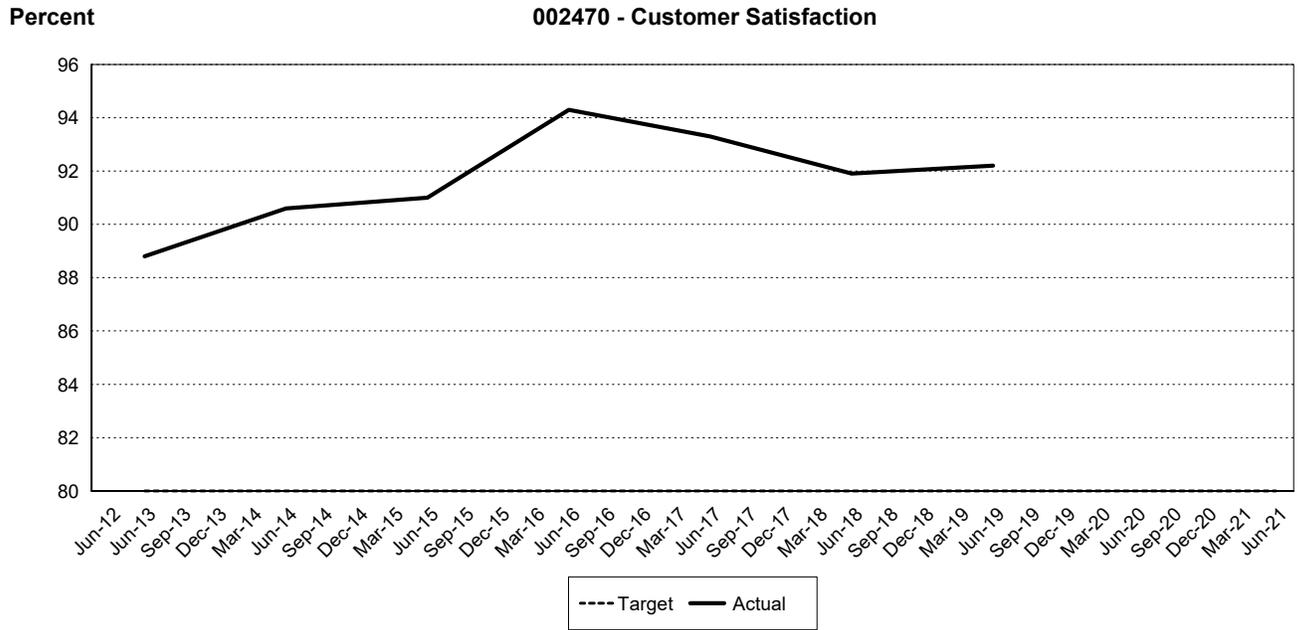
Statewide Result Area: Efficient, Effective and Accountable Government
Statewide Strategy: Safeguard and manage public funds

Expected Results

Increase participation in the program. Implement program changes necessitated by changes in federal law. Maintain low administrative fees. Maintain high participant satisfaction, as measured by an annual survey. Maintain industry standard record keeping for DCP participants. Maintain program compliance with federal law.

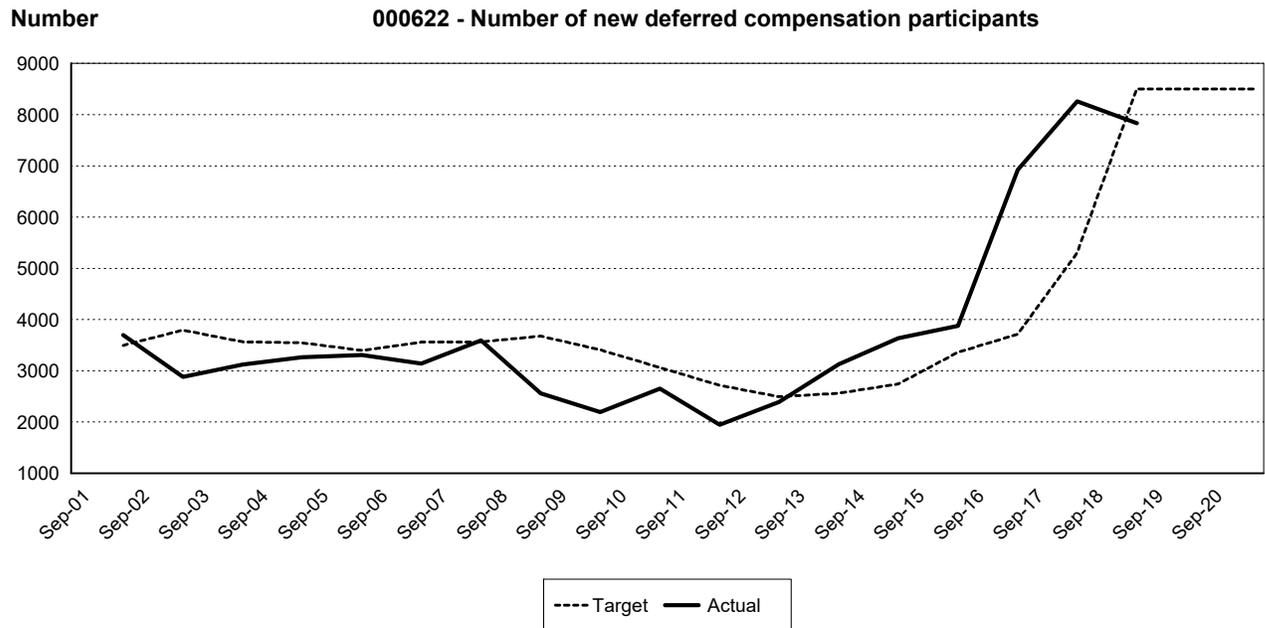
002470 Percent of members interviewed, identifying that DRS met or exceeded their expectations across 10 aspects of customer service.			
Biennium	Period	Actual	Target
2019-21	Q8		80%
	Q7		
	Q6		
	Q5		
	Q4		80%
	Q3		
	Q2		
	Q1		
2017-19	Q8	92.2%	80%
	Q7		
	Q6		
	Q5		
	Q4	91.9%	80%
	Q3		
	Q2		
	Q1		
2015-17	Q8	93.3%	80%
	Q7		
	Q6		
	Q5		
	Q4	94.3%	80%
	Q3		
	Q2		
	Q1		

Appropriation Period: 2019-21 Activity Version: 36 - Working Analyst Supp. Version 6 Sort By: Activity



Appropriation Period: 2019-21 Activity Version: 36 - Working Analyst Supp. Version 6 Sort By: Activity

000622 Number of new deferred compensation participants.			
Biennium	Period	Actual	Target
2019-21	Q8		8,500
	Q7		
	Q6		
	Q5		
	Q4		8,500
	Q3		
	Q2		
	Q1		
2017-19	Q8	7,834	8,500
	Q7		
	Q6		
	Q5		
	Q4	8,261	5,293
	Q3		
	Q2		
	Q1		
2015-17	Q8	6,923	3,708
	Q7		
	Q6		
	Q5		
	Q4	3,879	3,354
	Q3		
	Q2		
	Q1		



A006 One-Time Projects

This activity contains the one-time costs associated with legislative projects approved and funded each session, which are then removed in the carry forward level calculation process each biennium.

Account	FY 2020	FY 2021	Biennial Total
FTE	2.0	1.0	1.5
888 Deferred Compensation Administrative Account			
888-6 Non-Appropriated	\$40,000	\$41,000	\$81,000
600 Department of Retirement Systems Expense Account			
600-1 State	\$346,000	\$713,000	\$1,059,000

Statewide Result Area: **Efficient, Effective and Accountable Government**

Appropriation Period: 2019-21 Activity Version: 36 - Working Analyst Supp. Version 6 Sort By: Activity

Statewide Strategy: Safeguard and manage public funds

Expected Results

Implement projects on time and within budget.

A010 Old Age and Survivors Insurance (OASI) Program

This activity administers the Social Security and Medicare coverage program, also known as Old Age Survivor Insurance (OASI), for all state and local (public) government employers throughout the state of Washington, by serving as a facilitator and communication bridge between those employers and the Social Security Administration and Internal Revenue Service.

Account	FY 2020	FY 2021	Biennial Total
FTE	1.3	1.3	1.3
874 OASI Revolving Account			
874-6 Non-Appropriated	\$163,000	\$171,000	\$334,000

Statewide Result Area: Efficient, Effective and Accountable Government

Statewide Strategy: Provide a capable workforce to execute government functions

Expected Results

State and local government employees have retirement benefits. State and local governments meet their obligations under the federal law.

Grand Total

	FY 2020	FY 2021	Biennial Total
FTE's	257.9	257.3	257.6
GFS	\$0	\$0	\$0
Other	\$35,322,000	\$36,314,000	\$71,636,000
Total	\$35,322,000	\$36,314,000	\$71,636,000