

KEY PERFORMANCE MEASUREMENT MONTHLY REPORTING

2021

“No” answers must include a comment, whereas “Yes” answers can include a comment but a comment is not required. N/A should be used only in cases where reporting is not required, i.e., task is quarterly (comment must so indicate).

	ACHIEVED			COMMENTS
	YES	No	N/A	
Overall Score				
Executive				
1. Distribute weekly email updates to all Trustees on or before the end of business on Friday of every week.				
2. Distribute weekly email updates to all staff on or before the end of business on Monday of every week.				
3. Maintain expenditures at or less than Trust Fund Budget.				
IT				
1. All vital servers maintain an uptime of 99% or higher.				
2. All PensionGold requests are prioritized within thirty-one (31) calendar days.				
3. All TrackIT (help desk) requests are followed up with a conversation (phone/email) within four (4) business days.				
4. Maintain help desk survey scores above satisfactory marks of 95% or higher.				
5. All US-CERT email security advisories are placed into the help desk system to be addressed within two (2) business days.				
6. Respond to all phone calls within one (1) business day.				
7. Answer 95% of My Account hunt group (X3508) calls within sixty (60) seconds.				
8. Maintain expenditures at or less than IT budget as reported by Finance in the most recent manager’s report (1-month lag).				
Finance				
1. Prepare the NHRS Comprehensive Annual Financial Report (CAFR): unaudited by October 31, and the audited CAFR by December 31, in accordance with generally accepted accounting principles.				
2. Reconcile operating bank account within two (2) business days of receipt of bank statements.				
3. Produce and distribute monthly actual-to plan-budget reports within ten (10) business days from the end of the prior month.				
4. Produce the monthly financial statements (FS) for the Board of Trustees meeting at least three (3) business days prior to the scheduled Board mailing.				

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5. Post all cash receipts for a month, for contribution reporting due that month, into the pension benefit system (PensionGold) within ten (10) business days after the close of the month.				
6. Issue all NHRS and JRP annuitant pension payments timely and accurately.				
7. File annual payroll tax return (form 945) for the annuity payroll by January 31.				
8. Provide fiscal impact statements on retirement-related legislative bills within deadlines set by the Legislative Budget Assistant (LBA).				
9. Reconcile all employer accounts within ninety (90) days of the end of the reporting month.				
10. Generate first notice of employer penalty assessments within five (5) business days of the monthly cash receipt posting.				
11. Process all confirmed post-retirement electronic direct deposit change requests received by the twelfth of the month and direct funds accordingly in the same month.				
12. Deposit all payments received at NHRS offices, with appropriate supporting documents, into local custodial bank within one (1) business day of receipt.				
13. Answer 95% of 1099 hunt group (X3659) calls within sixty (60) seconds.				
14. Answer 95% of Employer Exceptions hunt group (X3532) calls within sixty (60) seconds.				
15. Maintain expenditures at or less than Finance Budget as reported in the most recent manager's report (1-month lag).				
Investment				
1. Generate investment returns for three (3) and five (5) Year Total Fund Performance greater than the applicable Total Fund Benchmark measured quarterly.				
2. Generate investment returns for the long-term (20 years) Total Fund Performance greater than the applicable Actuarial Assumed Rate of Return (7.25%) measured each June 30.				
3. Generate investment returns for three (3) and five (5) Year Total Fund Performance greater than the applicable peer universe median measured quarterly.				

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4. Commit approximately \$65 million in 2020 to Alternatives in accordance with the IIC's Private Debt & Private Equity Strategic Plan for calendar year 2020.				
5. Manage cash flow and make funds available for the payment of monthly retirement benefits, expenses and capital calls on or before the last business day of the month.				
6. Manage continuously the asset allocation within approved ranges with no variance.				
7. Maintain trading cost at or below median of applicable peer universe.				
8. Ensure all proxies are voted consistent with the Board approved Proxy Policy.				
9. Distribute complete and accurate Investment Committee materials to all members of the Investment Committee on the Friday before the regularly scheduled monthly Investment Committee meeting.				
10. Maintain internal expenditures at or less than Investment Budget as reported by Finance in the most recent manager's report (1-month lag).				
Legal				
1. Assure no instances of statutory or regulatory non-compliance.				
2. Provide disability recommendations to the Board within sixty (60) calendar days of receipt in the Legal Dept.				
3. Commence an adjudicative proceeding within sixty (60) calendar days of receipt of administrative appeal.				
4. Present a recommended decision to the Board within seventy-five (75) calendar days after the close of the record in an appeal.				
5. Perform employer compliance field audits; a rolling average of 6 audits per auditor per quarter over the prior 12 month period.				
6. Present one (1) employer education session per quarter.				
7. Answer 95% of Employer Audit/Compliance hunt group (X3681) calls within sixty (60) seconds.				
8. Maintain expenditures at or less than Legal Budget as reported by Finance in the most recent manager's report (1-month lag).				
Member Services				
1. Calculate all preliminary retirement benefits within thirty (30) calendar days of member-requested date of retirement.				

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2. Calculate 100% of final retirement benefits within three (3) months of member-requested date of retirement provided that all statutorily required documentation has been received and all wages have been reported.				
3. Schedule member meetings with Benefit Specialists within ten (10) business days of request.				
4. Issue all member retirement benefit estimates within fifteen (15) business days of receipt of request.				
5. Enter member enrollment form data into PensionGold (PG) within five (5) business days of receipt.				
6. Process member refund requests within sixty (60) calendar days of receipt of statutorily completed refund packet, or within ninety (90) calendar days of receipt of the written request, whichever comes first.				
7. Process service purchases within fifteen (15) calendar days of request receipt.				
8. Process additional contribution calculations within thirty (30) calendar days of receipt.				
9. Process employer contribution refunds within sixty (60) calendar days of receipt.				
10. Post all interest to member accounts within the month that Finance authorized the activity.				
11. Adhere to payroll “close” schedule for benefit setup balancing purposes.				
12. Process all pension changes within thirty (30) calendar days of receipt/notification.				
13. Process retiree death benefit refund payments within sixty (60) calendar days of notification.				
14. Establish survivorship benefit setup for payment within sixty (60) calendar days following receipt of all required death documentation and pension recoveries.				
15. Submit new recoupment cases to Recoupment Committee by next committee meeting following discovery.				
16. Initiate Recoupment/Benefits Committee recoupment decisions within seven (7) business days of decision.				
17. Review and balance updates submitted by employers and TPAs to PG for insurance rate changes received by the first business day of each month within four (4) business days.				

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18. Complete monthly insurance non-rate changes by processing all authorizations received by the date the annuity payroll is posted with zero carryovers.				
19. Render QDRO qualification determinations within federal time limit guidelines.				
20. Answer 95% of Member Benefits hunt group (X3677) calls within sixty (60) seconds.				
21. Answer 95% of Member Accounts hunt group (X3683) calls within sixty (60) seconds.				
22. Answer 95% of Retiree Services hunt group (X3671) calls within sixty (60) seconds.				
23. Answer 95% of Insurance hunt group (X3675) calls within sixty (60) seconds.				
24. Answer 95% of My Account hunt group (X3680) calls within sixty (60) seconds.				
25. Maintain expenditures at or less than Member Services Budget as reported by Finance in the most recent manager's report (1-month lag).				
Human Resources				
1. Ensure compliance with all Federal, State and CBA rules and regulations as measured by no notices of violation.				
2. Respond to all payroll errors within one (1) business day, and correct all payroll errors within one pay cycle.				
3. Reduce recruitment time for open staff positions to no more than forty-five (45) business days and open management/executive positions to no more than ninety (90) business days.				
4. Maintain expenditures at or less than HR Budget as reported by Finance in the most recent manager's report (1-month lag).				
PIO				
1. Schedule a minimum of thirty (30) member/constituent education sessions in Concord and statewide each year.				
2. Achieve ninety-five percent (95%) rating of members attending a live education session that the session was "completely/moderately" easy to understand.				

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3. Meet all deadlines in editorial calendar.				
4. Monitor media coverage of NHRS and provide articles to Board, IIC and Staff within two (2) business days.				
5. Post updated legislative summaries on www.nhrs.org by the end of business every Friday throughout the legislative session.				
6. Prepare and deliver Quarterly Report to the General Court by January 1, April 1, July 1 and October 1.				
7. Maintain expenditures at or less than PIO Budget as reported by Finance in the most recent manager's report (1-month lag).				
Internal Audit				
1. Prepare a Risk Assessment and Fiscal Year Audit Plan for the approval of the Audit Committee annually.				
2. Execute and present to the Audit Committee a planned or unplanned audit every two (2) months.				
3. On behalf of the external auditors, administer the GASB census data audits and provide the completed audits to the external auditors by the established due date.				
4. Prepare the updated NHRS Audit Issues Tracking Report for the Audit Committee and Board of Trustees at least three (3) business days prior to the scheduled Board/Committee mailing.				
5. Distribute complete and accurate Audit Committee materials to all members of the Audit Committee by the Thursday before the monthly meeting.				
6. Prepare draft Audit Committee Meeting minutes for review within three (3) business day of the meeting.				
7. Maintain expenditures at or less than Internal Audit Budget as reported by Finance in the most recent manager's report (1-month lag).				
Contact Center				
1. Respond to all incoming emails within 24 business hours.				
2. Maintain an average speed of answer within two (2) minutes.				
3. Transfer less than ten percent (10%) of calls to Subject Matter Experts (SMEs).				
4. Maintain a 95% call satisfaction rating for callers' experience with the Contact Center Representative (CCR).				

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	YES	No	N/A	
Administrative				
1. Prepare and distribute monthly Board materials by mail the Wednesday before the Tuesday meeting, and electronically by the Thursday before the Tuesday meeting.	X			
2. Post Board and committee meeting notices according to 91-A:2.	X			
3. Prepare minutes of Board and Board Committee meetings according to the timeliness guidelines in 91-A:2, with draft minutes for internal review ready by close-of-business on the Friday following the Board meeting.	X			
4. Prepare draft MTeam minutes and forward to Executive Director for review within 24 hours of meeting; to managers for review within 48 hours of meeting; and post final minutes to the common drive by the Friday following the meeting.	X			
5. Assure that formal complaints are responded to within ten (10) calendar days.				
6. Maintain expenditures at or less than Administration Budget as reported by Finance in the most recent manager's report (1-month lag).				
7. Maintain expenditures at or less than Board of Trustees Budget as reported by Finance in the most recent manager's report (1-month lag).				