

## Benefit Administration Monthly SLA Statistics

Subject	SLA Target	Jan-19		Feb-19		Mar-19	
		Total Number Completed	% Achieved in SLA Deadline	Total Number Completed	% Achieved in SLA Deadline	Total Number Completed	% Achieved in SLA Deadline
<b>Deaths</b>	<b>95%</b>	50	82.00%	56	76.80%	82	81.71%
<b>Retirements</b>	<b>95%</b>	120	50.00%	100	60.40%	151	76.82%
<b>Divorce</b>	<b>95%</b>	7	100.00%	14	100.00%	15	100.00%
<b>Interfund In</b>	<b>90%</b>	38	53.00%	34	71.10%	40	72.50%
<b>Transfer In</b>	<b>90%</b>	21	48.00%	21	61.80%	37	78.38%
<b>Interfund Out</b>	<b>95%</b>	26	62.00%	49	75.50%	43	95.35%
<b>Transfer out</b>	<b>95%</b>	39	56.00%	44	77.30%	48	93.75%
<b>Member Estimate</b>	<b>90%</b>	41	38.00%	108	68.50%	92	92.39%
<b>HR Estimate</b>	<b>90%</b>	4	75.00%	8	75.00%	12	91.67%
<b>Refunds</b>	<b>95%</b>	107	51.00%	127	88.20%	74	94.59%
<b>Leavers*</b>	<b>90%</b>	505	38.00%	447	43.53%	421	50.35%
<b>Re-employments**</b>	<b>90%</b>	190	42.00%	223	30.30%	260	52.53%
<b>Totals / Average</b>		1148	57.92%	1231	69.04%	1275	81.67%

\* Frozen, Deferred, Concurrent

\*\* Elect to Separate, Re-emp quote, Re-emp Actual,