



# Utah Retirement Systems

*Rules Review and General Oversight Committee*  
May 22, 2025



**Trust • Commitment • Value • Innovation • Excellence**

# 1 » Background and History

*Retirement processing is currently a complex, manual process*

- ➔ Until recently, we've been able to process them remarkably quickly. Historically, virtually all retirees have been paid within 90 days.
- ➔ The retirement process involves several manual steps involving URS and employers.

*Manually check all hire and termination dates*

*Each fiscal year's earnings are reviewed manually*

*Data is reviewed and triple-checked for accuracy*

*Employers often must verify information*

## 2 » Circumstances Around the Backlog

*Temporary challenges caused delays in 2025*

➔ Retirement processing times have fallen short of our standards in early 2025.

➔ Several temporary issues are factors.

*Allocation of FTEs to testing a major technology upgrade*

*Unprecedented turnover (both staff and managers, some anticipated, some unexpected)*

*Decision to not overfill for those moved to IT modernization project (in an effort to be cost-conscious)*

*Delays receiving required termination information from some employers*

# 3 » How URS Addressed the Backlog

*Once we identified the problem, we began immediate corrective action*

- ➔ Cross-training staff from other departments to work on retirement applications.
- ➔ Reassigning staff from the technology project back to retirement applications.
- ➔ Hiring new staff and brought back a retiree part-time to assist.
- ➔ Directly communicating with those members experiencing unexpected payment delays and making efforts to accommodate individual needs.
- ➔ Processed off-cycle payments to accommodate certain affected members.

## 4 » Current Status of Backlog

*We've quickly gotten back on track to normal payment times*

Days	Number of Members
90+	1*
90	42
60	7
30	42

➔ We'll continue to closely monitor retirement application processing and the timing of first retirement payments.

\*Domestic Relations Order (DRO) situation awaiting alternate payee paperwork

# 5 » When Retirees Can Expect Payment

*We're now caught up, and retirees can expect normal payment times*

- ➔ Current retirees can expect to get their first payment within 90 days.
- ➔ With our forthcoming technology upgrades, those payment times should be within 30 days.

## 6 » Steps to Prevent Future Delays

*We've allocated more staff and will soon get a technological lift*

- ➔ Maintaining retirement application staff at full levels.
- ➔ Technology upgrade will streamline what has historically been a very manual process.

# 7 » What's Required to Increase Efficiency

*The forthcoming technology upgrade will vastly improve the process*

- ➔ Forthcoming technology automation should decrease processing time and virtually eliminate the possibility of delays like we've seen recently.
- ➔ In the meantime, we have the right resources in place now to return to historic standards for providing timely first retirement payments.



# Lessons Learned

- ➔ More Robust Downside Scenario Planning
- ➔ More Timely Performance Metric Reporting
- ➔ Enhanced Customer Experience Focus