National Council on Teacher Retirement (NCTR)

TRSL’s Dedicated Employer Unit
Teachers’ Retirement System of Louisiana (TRSL)  
(As of June 30, 2018)

- Defined benefit plan - 163,000 members  
  - 85,000 active members  
  - 78,000 retirees

- Net assets  
  - $20.32 billion

- Defined contribution plan  
  - 7,500 participants  
  - $2.2 billion in assets

- 134 full-time employees

- 200 employers
Agenda

- Creation of Employer Services Department
- How TRSL created the department
- Structure of the department
- Biggest challenges
- Managing education
Why Employer Services?

- Centralize employer functions
- Offer “one-stop shop” for employer business needs
- Provide quality service that is timely, accurate, and effective
How we did it?

- Identified processes exclusive to employers
- Identified key positions to staff department
- Used existing staff
- Created liaison teams
Department Structure

TRSL Employer Services Department

- Membership Eligibility & Salary Reporting
- Employer Audits & Special Projects
- Employer Training & Assistance
- ORP Program Manager/Liaison
Biggest challenges

- Change management
- Programming changes
Managing education

- Identify employers’ weak areas
- Comprehensive onboard training for new employees
- Customizable training plans
- Annual comprehensive employer training
- Future onsite/offsite micro-sessions