

National Council on Teacher Retirement (NCTR)

TRSL's Dedicated Employer Unit




December 2018

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**
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Agenda

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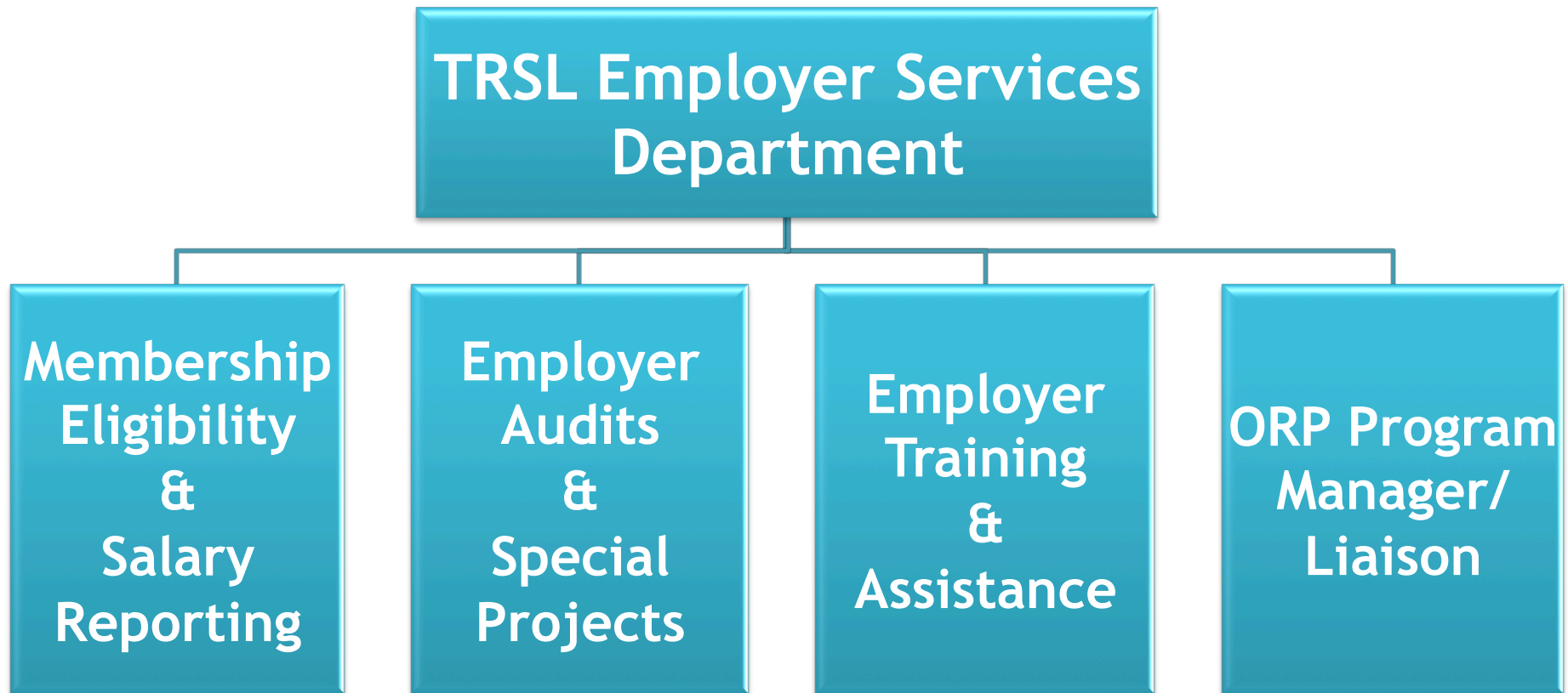
Why Employer Services?

- 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



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