



STATE OF ARKANSAS
**Department of Finance
 and Administration**

OFFICE OF PERSONNEL MANAGEMENT
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August 14, 2018

Senator John Cooper, Co-Chairperson
 Representative Les Eaves, Co-Chairperson
 Uniform Personnel Classification and
 Compensation Plan Subcommittee
 Arkansas Legislative Council
 State Capitol Building, Room 315
 Little Rock, Arkansas 72201

Dear Co-Chairs:

The Office of Personnel Management (OPM) submits a request from the Arkansas Public Employees Retirement System (APERS) for your review:

The Arkansas Public Employees Retirement System requests four (4) positions from the OPM surrender pool established by Ark. Code Ann. §21-5-225. The classification requested along with the six (6) positions being surrendered are listed below:

<u>POSITIONS REQUESTED</u>	<u>CLASS CODE</u>	<u>GRADE</u>	<u>RANGE</u>
Retirement Analyst (3)	A083C	GS06	\$36,155—\$52,425

<u>POSITIONS SURRENDERED</u>	<u>POSITION #</u>	<u>GRADE</u>	<u>RANGE</u>
Fiscal Support Specialist	22094622	GS04	\$29,046—\$42,117
Fiscal Support Specialist	22094619	GS04	\$29,046—\$42,117
Fiscal Support Specialist	22094621	GS04	\$29,046—\$42,117
Fiscal Support Specialist	22094625	GS04	\$29,046—\$42,117
Fiscal Support Specialist	22142782	GS04	\$29,046—\$42,117
Administrative Specialist II	22094615	GS03	\$26,034—\$37,749

JUSTIFICATION

The Arkansas Public Employees Retirement System is responsible for dealing with approximately 98,000 members and employers. Technical support calls received from these members and employers are handled by their call desk. Each received call is handled with an average wait time in 2018 of approximately sixteen (16) minutes. Furthermore, APERS recently completed a pension system implementation project to replace an antiquated mainframe application. The agency has not aggressively advertised this new pension system but anticipates doing so soon. Once the agency starts the campaign, it expects a rise in calls seeking technical support. APERS currently has six (6) positions authorized as Retirement Analyst, four (4) of

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which are assigned to their call desk. The agency needs four (4) additional positions authorized as Retirement Analyst to assist with decreasing average wait time and better serving its members and employers. The surrendered positions are vacant.

RECOMMENDATION

The Office of Personnel Management has reviewed this request from the Arkansas Public Employees Retirement System and does not recommend approval of four (4) pool positions authorized as A083C, Retirement Analyst. Instead, the Office of Personnel Management recommends approval of three (3) pool positions authorized as A083C, Retirement Analyst. Additionally, the Office of Personnel Management recommends surrendering the following four (4) positions: Position #22094622, Position #22094625, Position #22142782, & Position #22094615. APERS guarantees our office that it possesses sufficient funding to support this surrender pool position request and anticipates a budgetary decrease of approximately \$5,764.

Your approval of this request is greatly appreciated.

Sincerely,



Kay Barnhill
State Personnel Administrator



Chief Fiscal Officer of the State

JUL 31 2018

Date

KB/jlh: 1-2

MEMORANDUM

TO: Kay Barnhill, Administrator, Office of Personnel Management
FROM: Gail Stone, Executive Director *gus*
DATE: July 10, 2018
SUBJ: REQUEST FOR OPM POOL POSITIONS

Arkansas Public Employee Retirement System (APERS) respectfully requests 4 (four) positions from the OPM swap pool for the following classification:

A083C Retirement Analyst GS06

In exchange for the requested positions, APERS will surrender the following 6 (six) positions to the OPM pool:

22094619	A098C	Fiscal Support Specialist	GS04
22094621	A098C	Fiscal Support Specialist	GS04
22094622	A098C	Fiscal Support Specialist	GS04
22094625	A098C	Fiscal Support Specialist	GS04
22142782	A098C	Fiscal Support Specialist	GS04
22094615	C073C	Administrative Specialist II	GS03

Retirement Analyst Justification

APERS is responsible for 38,387 retired members, 46,094 active members, as well as 12,750 deferred vested members. Calls received from these members are handled by the APERS call desk. The majority of the agency's calls come through the call center and not only includes member calls, but calls from our 691 employers as well. Currently 4 employees are assigned to the call desk; however this number is insufficient to meet the needs of our members. From March to date the longest wait time to speak with an APERS representative was 20 minutes, with an average of 16 minutes overall. APERS has received over 33,500 calls through May 2018. The wait time situation is exacerbated by employees on vacation and/or their inability to come to work on any given day.

APERS has not heavily advertised the new COMPASS system to our membership to date. APERS will be starting a heavier advertising campaign which will significantly increase the number of calls received. In order to use COMPASS every member (97,231 members) must first contact APERS to receive their APERS identification number. New users will also require guided assistance in utilizing the new system, especially the retiree/soon to retire population.

This is an urgent matter as the current situation is already untenable with our limited staff. The additional additional volume caused by increased use of the member portal will exacerbate the situation and APERS will

APERS will not be able to provide the level of service members deserve and expect. Additional staff must also be trained in order to provide excellent accurate service.

It is important to note that this request will not increase the number of employees at APERS, but decrease the number by two. Approval of the pool swap will allow APERS to provide excellent customer service to our members and provide accurate information on a consistent basis.

APERS also requests hiring freeze exception approval to allow for the hiring of these positions without delay.

The OPM Request for Pool Position and the Hiring Freeze Exception Request forms are attached, along with the OPM class specification for the requested positions. Your favorable consideration of our request is appreciated. Please contact Abbi Bruno, Director of Operations, at abbi.bruno@arkansas.gov or (501) 682-7820 should you require additional information.



DEPARTMENT OF FINANCE & ADMINISTRATION
Office of Personnel Management
Request for Pool Position

Business Area	Agency/Institution	Date
0370	Arkansas Public Employee Retirement System	07/10/18

Position(s) to be Surrendered

Position/Item Number	Classification Title	Pay Grade	Class Code
22094619, 22094621	Fiscal Support Specialist	GS04	A098C
22094622, 22094625	Fiscal Support Specialist	GS04	A098C
22142782	Fiscal Support Specialist	GS04	A098C
22094615	Administrative Specialist II	GS03	C073C

Classification(s) Requested

N/A	Classification Title	Pay Grade	Class Code
	Retirement Analyst	GS06	A083C
	Retirement Analyst	GS06	A083C
	Retirement Analyst	GS06	A083C
	Retirement Analyst	GS06	A083C

I Hereby Certify / Understand That:

- A. The position requested is critical to the operation of this Agency/Institution and a detailed justification for this request is attached. (Justification should be detailed and not less than one typed page in length.)
- B. Sufficient funds are available to fund this position at the requested grade.
- C. This is a full time position that will not be used for any other purpose than that which is outlined in the attached narrative.
- D. The position to be surrendered is the highest grade position available and the loss of this position will not adversely affect the operation of this Agency/Institution.
- E. No current employee will be displaced by this action.

Agency Personnel Rep	Date
Abbi Bruno <i>Abbi Bruno</i>	07/10/18

Agency Director	Date
Gail Stone <i>Gail H. Stone</i>	07/10/18

Arkansas Public Employees Retirement System

Surrendered Classifications & Position Numbers

Position #	Class Code	Classification Title	Pay Grade	Current Cost
22094622	A098C	Fiscal Support Specialist	GS04	\$35,581.00
22094625	A098C	Fiscal Support Specialist	GS04	\$35,581.00
22142782	A098C	Fiscal Support Specialist	GS04	\$35,581.00
22094615	C073C	Administrative Specialist II	GS03	\$31,891.00
				\$138,634.00

Requested Classification for Each Requested Position

N / A	Class Code	Classification Title	Pay Grade	Requested Cost
	A083C	Retirement Analyst	GS06	\$44,290.00
	A083C	Retirement Analyst	GS06	\$44,290.00
	A083C	Retirement Analyst	GS06	\$44,290.00
				\$132,870.00

-\$5,764.00