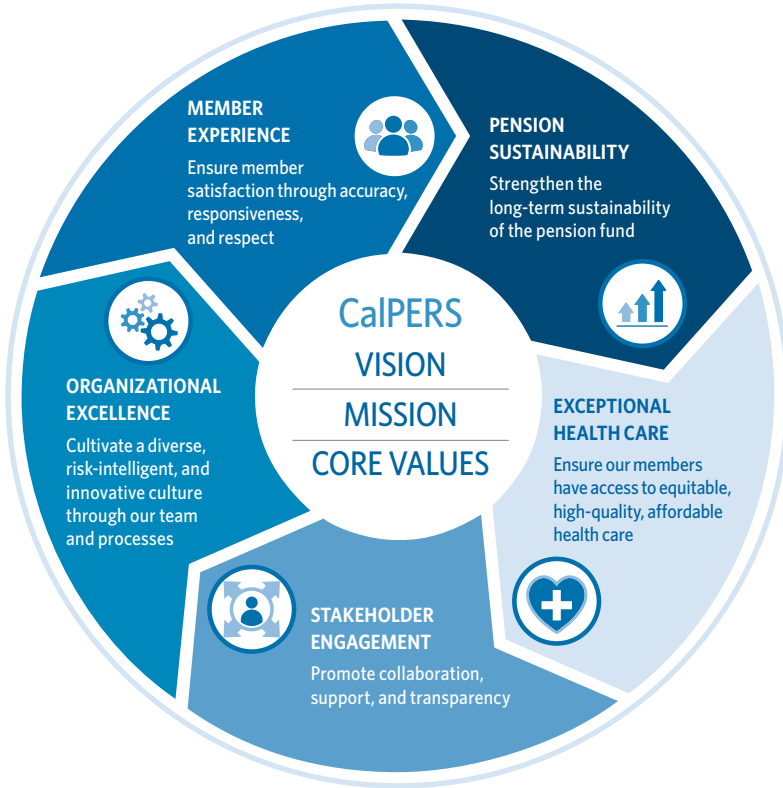


CalPERS Organization

Vision, Mission & Core Values Drive Our 2022-27 Strategic Plan



Our Mission is to deliver retirement and health care benefits to members and their beneficiaries.

Our Vision is to be a respected partner, providing a sustainable retirement system and health care program for those who serve California.

Our Core Values Quality, Respect, Accountability, Integrity, Openness, Balance guide us in our work and are woven into the fabric of our daily interaction with our members, employers, and each other.

CalPERS is about people.

It's about the dedicated individuals who serve, or have served, California at the state, regional, and local level through a career in public service. For more than nine decades, CalPERS has built retirement and health security for these public servants.

About CalPERS

Organization

As the nation's largest public pension fund, CalPERS serves more than 2 million members in the retirement system and more than 1.5 million members in our health program. Learn more about our organization in the links below or at www.calpers.ca.gov.

- » Benefits Overview
- » Strategic & Business Plans
- » Pension & Investment Beliefs
- » Transparency & Accountability
- » CalPERS History & Story

Board of Administration

CalPERS is governed by a 13-member Board of Administration who are elected, appointed, or hold office ex officio. Learn more about it at www.calpers.ca.gov.

Continued »

CalPERS Team

CalPERS Employees *(FY 2022-23)*

2,843

Total number of authorized positions as approved by the CalPERS Board of Administration
No change from previous FY

CalPERS Employee Diversity

Our team represents a multitude of races, ethnicities, generations, and cultural backgrounds reflective of the members we serve. [Learn more about diversity at CalPERS on our website in the Commitment to Diversity, Equity & Inclusion Report.](#)

CalPERS Budget

CalPERS Budget *(FY 2023-24)*

\$2.4 bil

↑11.8% change from previous FY

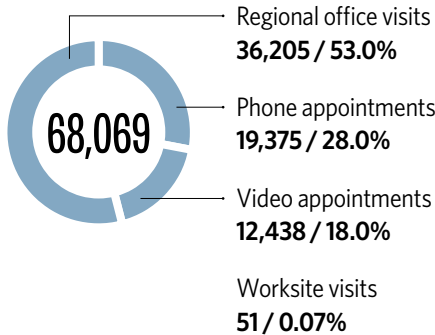
CalPERS Total Budget *(FY 2023-24, in thousands)*

Subtotal operating costs	\$790,018
Administrative operating costs	\$616,670
Investment operating costs	\$150,595
Headquarters building costs	\$22,753
Subtotal fees	\$1,653,542
Investment external management fees	\$1,368,386
Third-party administrator fees	\$285,156
Total budget	\$2,443,560

CalPERS Customer Service & Outreach

One-on-One Member Appointments *(FY 2022-23)*

(FY 2022-23)



Customer Service & Outreach *(FY 2022-23)*

Member Customer Service:

Calls and emails received by CalPERS member contact center	1,506,664
Average call time	4.6 min
Number of written pension estimates provided	34,412
Members attended benefit education events (five CBEEs)	8,903

Employer Customer Service:

Calls and emails received by CalPERS employer contact center	115,739
Employer participants attended education event (Ed Forum, 2022)	889

Stakeholder Outreach:

Stakeholder meetings & events	64
Stakeholder webinar participants (five webinars)	1,719