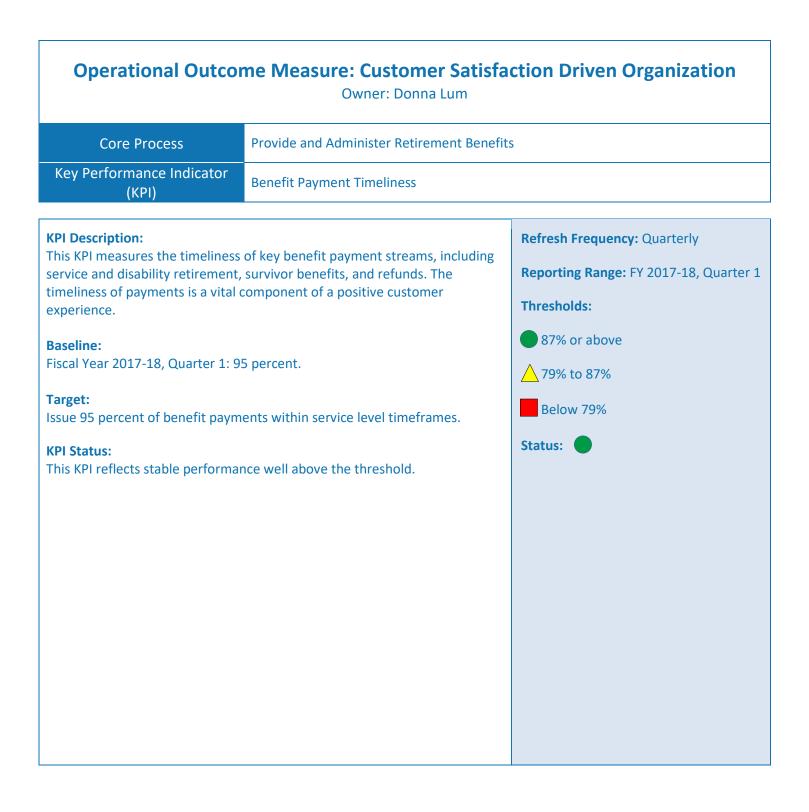
### 2017-22 Operational Measures Key Performance Indicator Summary\*

VISION: A respected partner, providing a sustainable retirement system and health care program for those who serve California MISSION: Deliver retirement and health care benefits to members and their beneficiaries CORE VALUES: Quality, Respect, Accountability, Integrity, Openness, Balance





Off Target

### **2017-22 Operational Measures** Key Performance Indicator Summary

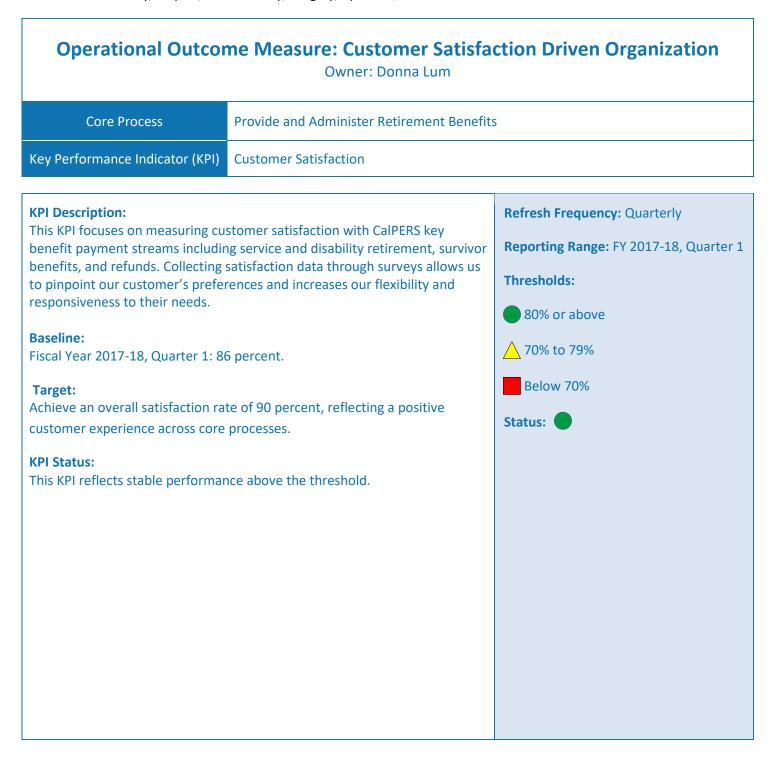
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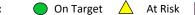
Owner: Donna Lum			
Core Process	Provide and Administer Retirement Benefits Benefit Payment Accuracy		
Key Performance Indicator (KPI)			
this metric ensures our benefit p payments will aid in the long-ter <b>Baseline:</b> Data not available. Data source t 2018. <b>Target:</b> Issue 98 percent of identified be expectations. <b>KPI Status:</b>	o capture this metric is anticipated March	<ul> <li>Refresh Frequency: Data not available. Data source to capture this metric is anticipated March 2018.</li> <li>Reporting Range: Data not available. Data source to capture this metric is anticipated March 2018.</li> <li>Thresholds: <ul> <li>90% or above</li> <li>83% - 89%</li> </ul> </li> <li>Below 83%</li> <li>Status: Data not available. Data source to capture this metric is anticipated March 2018.</li> </ul>	



## 2017-22 Operational Measures Key Performance Indicator Summary\*

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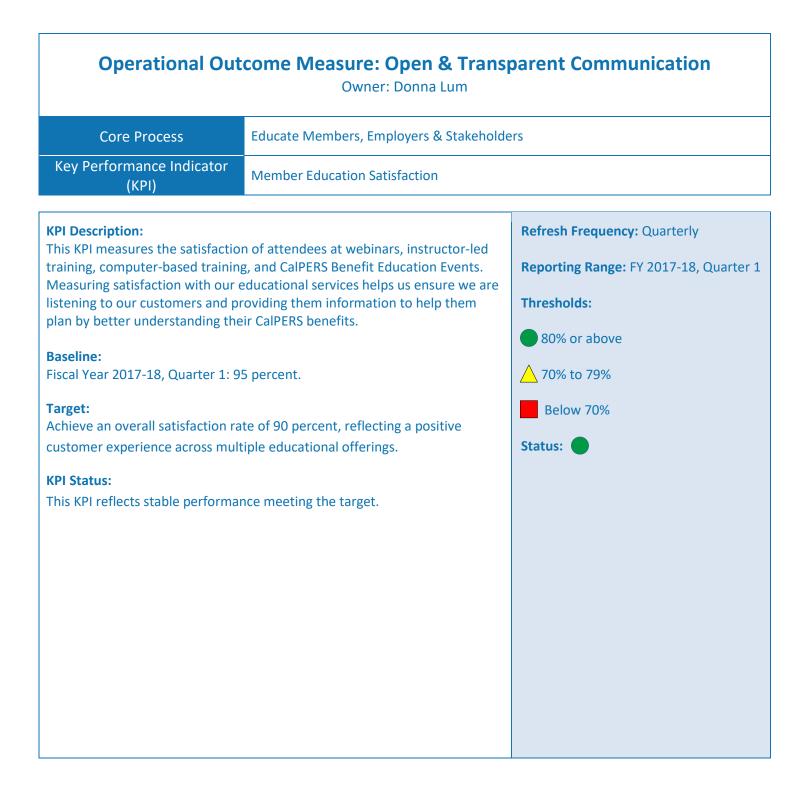




Off Target

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Off Target

Status Key: 🔵 On Target 🛆 At Risk

# **2017-22 Operational Measures** Key Performance Indicator Summary

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<b>Operational Outcome Measure: Open &amp; Transparent Communication</b> Owner: Donna Lum		
Core Process	Educate Members, Employers & Stakeholders	
Key Performance Indicator (KPI)	Employer Education Satisfaction	
Employer Education Satisfaction		Refresh Frequency: QuarterlyReporting Range: FY 2017-18, Quarter 1Thresholds:● 80% or above▲ 70% to 79%■ Below 70%Status: ●

Status Key:

