

Enterprise Performance Reporting

CSS Strategic Measures & Key Performance Indicators



December 19, 2017

Foundation

MISSION

Deliver retirement and health care benefits to members and their beneficiaries

VISION

A respected partner, providing a sustainable retirement system and health care program for those who serve California

CORE VALUES

Quality, Respect, Accountability, Integrity, Openness, Balance

Strategic Goals



Outcome Measures

Reliable Steward of Funds

Customer Satisfaction Driven Organization

Open & Transparent Communication

Efficient & Effective Organization

Supportive & Engaged Leadership

Team Member Engagement

Enterprise Performance Management



Revised Targets and Thresholds



Next Steps

EPR Second Quarter Report

- Spring 2018

July Offsite

- Annual Review and Refresh Process