Strategic Plan Discussion

July 14, 2020
Enterprise Strategy & Performance Division
Session Objectives

- **Inform**
  - Enterprise Performance Overview

- **Assess**
  - Re-evaluation of Health Care Affordability

- **Update**
  - Strategy and Performance
  - COVID-19 pandemic impacts

- **Engage**
  - Overview of 2022-27 Strategic Plan
  - Q&A
Strategic Plan Discussion

**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

**Foundation**

**Strategic Goals**

**Fund Sustainability**
**Health Care Affordability**
**Reduce Complexity**
**Risk Management**
**Talent Management**

**Outcome Measures**

**Reliable Steward of Funds**
**Customer Satisfaction Driven Organization**
**Open & Transparent Communication**
**Efficient & Effective Organization**
**Supportive & Engaged Leadership**
**Team Member Engagement**
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HIGH-QUALITY AFFORDABLE HEALTH CARE
Improve health care quality, cost, and affordability

Ensure our members receive high-quality care
Ensure our members have access to care when and where they need it
Ensure the care we provide is affordable

Chronic disease prevention & management
Measuring access to care
Health care premium affordability

Behavioral health quality
Member experience

Update health plan contract measures
Health data quality management

Behavioral health access & quality
Increase competition

Clinical quality improvement programs
Telehealth
Risk mitigation

Health equity
Pharmaceutical strategies
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Strategy & Performance Updates

Reduce Complexity
Reduce complexity across the enterprise

Talent Management
Promote a high-performing and diverse workforce

Overhead Operational Cost

Workforce Planning

Diversity & Inclusion
2022-2027 Strategic Plan Development Overview & Timeline

**Discover.**
- **Project Initiation**: Dec 2019 - June 2020
- **Planning & Governance**: April 2020 – July 2020

**Analyze.**
- **Current State Assessment**: August 2020 – April 2021

**Create.**
- **Development**: May 2021 – February 2022

**Launch.**
- **Deployment**: February 2022 – June 2022

**Board Engagement**
- Share overview and high-level timeline
- Conduct board surveys
- Update on progress and confirm vision/mission
- Review findings and preliminary themes/goals
- Develop goals, and objectives
- Vote on strategic measures
- First board reading
- Second board reading

**Stakeholder Outreach**
- Internal Outreach: CalPERS Board of Administration, Executive Team, and Team Members
- External Outreach: Employer, Member, Retiree & Labor Groups, Federal & State Representatives, and Businesses
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Feb 2021 Workshop
- Mission & Vision Assessment
- Board Survey & Stakeholder Feedback
- Findings & Analysis from Current State Assessment

Apr 2021 Workshop
- Preliminary Themes & Goals Discussion

July 2021 Workshop
- Develop Goals & Objectives
Questions?