

# Annual Stakeholder Perception Survey

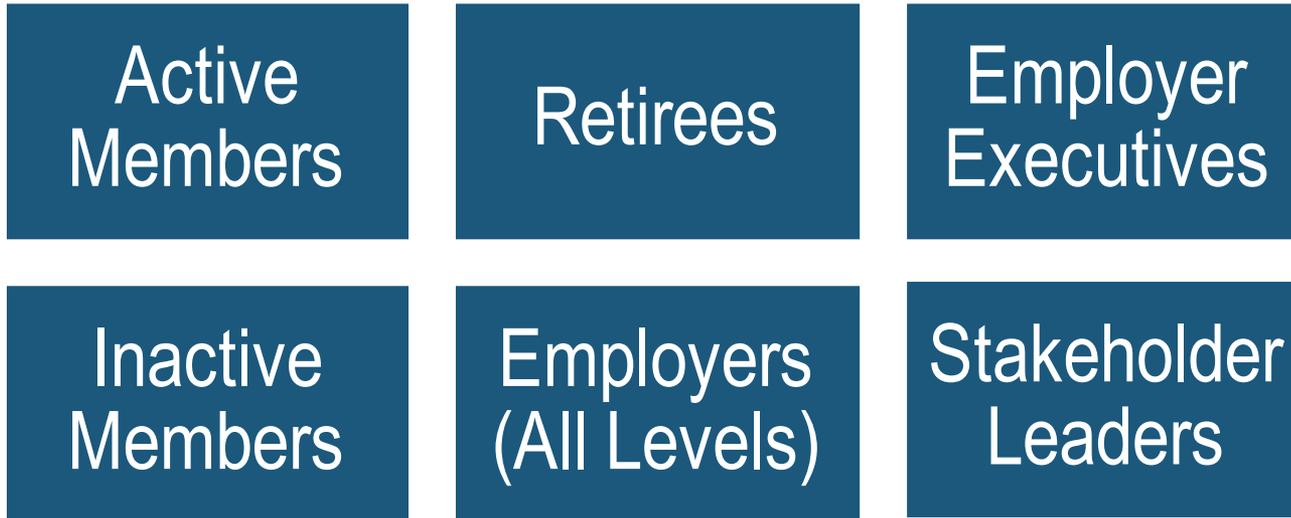
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# Sectors and Response Rates



Year	Surveys Sent	Surveys Completed	Percentage
2021	102,641	9,923	9.67%
2020	108,730	9,373	8.6%

# Survey Structure

- Eight long-term trend questions (yes/no)
- Seven perception statements on ethics, compliance, transparency, and health care cost and quality
- Two statement questions on how well CalPERS acts as an effective policy advocate
- One question on overall perception
- Opportunities for open-ended comments and suggestions
- Demographic questions

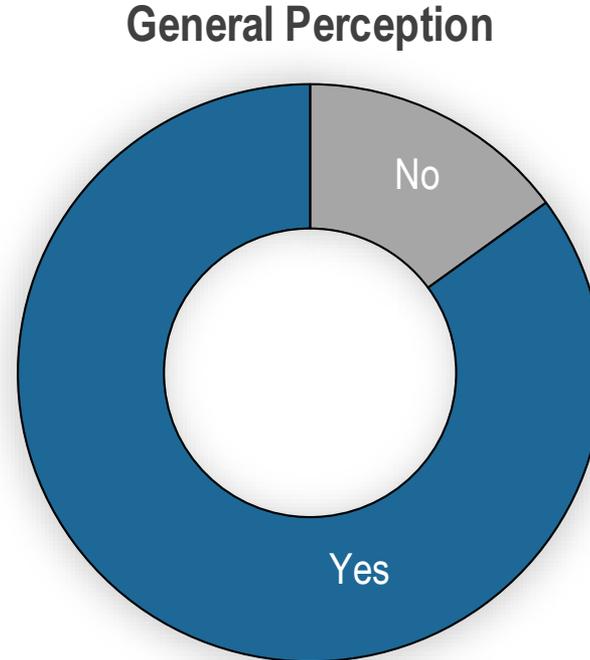
## Environment During Survey Period (March 2021)

- One year mark of CalPERS transition to remote work
- Significant improvement in financial markets and economy since the depths of the pandemic
- COVID-19 vaccinations and “light at the end of the tunnel”
- CIO recruitment
- Ended calendar year with 12.4% return
- Economic stimulus packages for individuals & state/local governments
- New administration

# Summary of Observations

## General Perception of CalPERS remains Positive

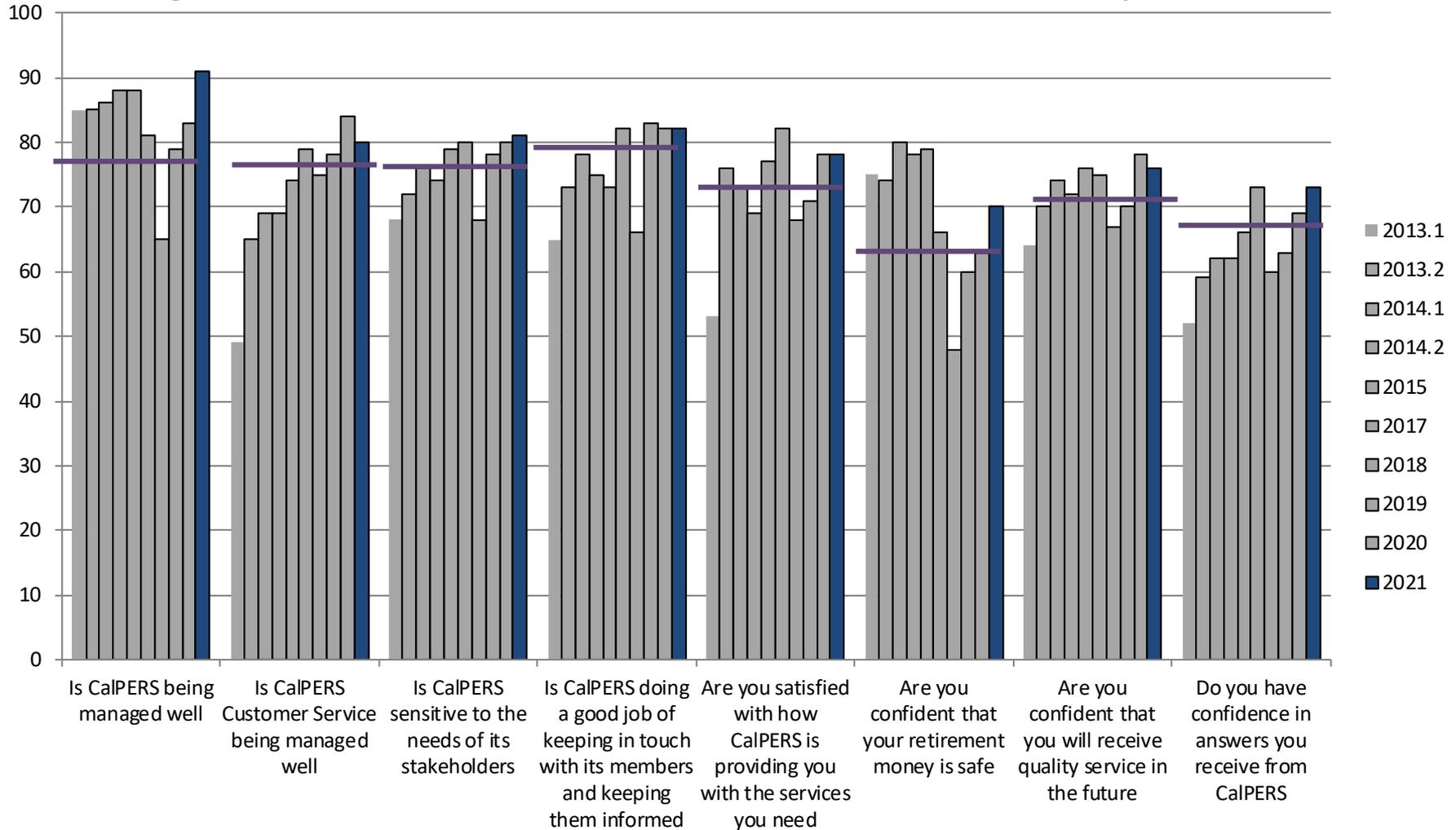
85.6% of yes/no responses were “yes” across the key metrics



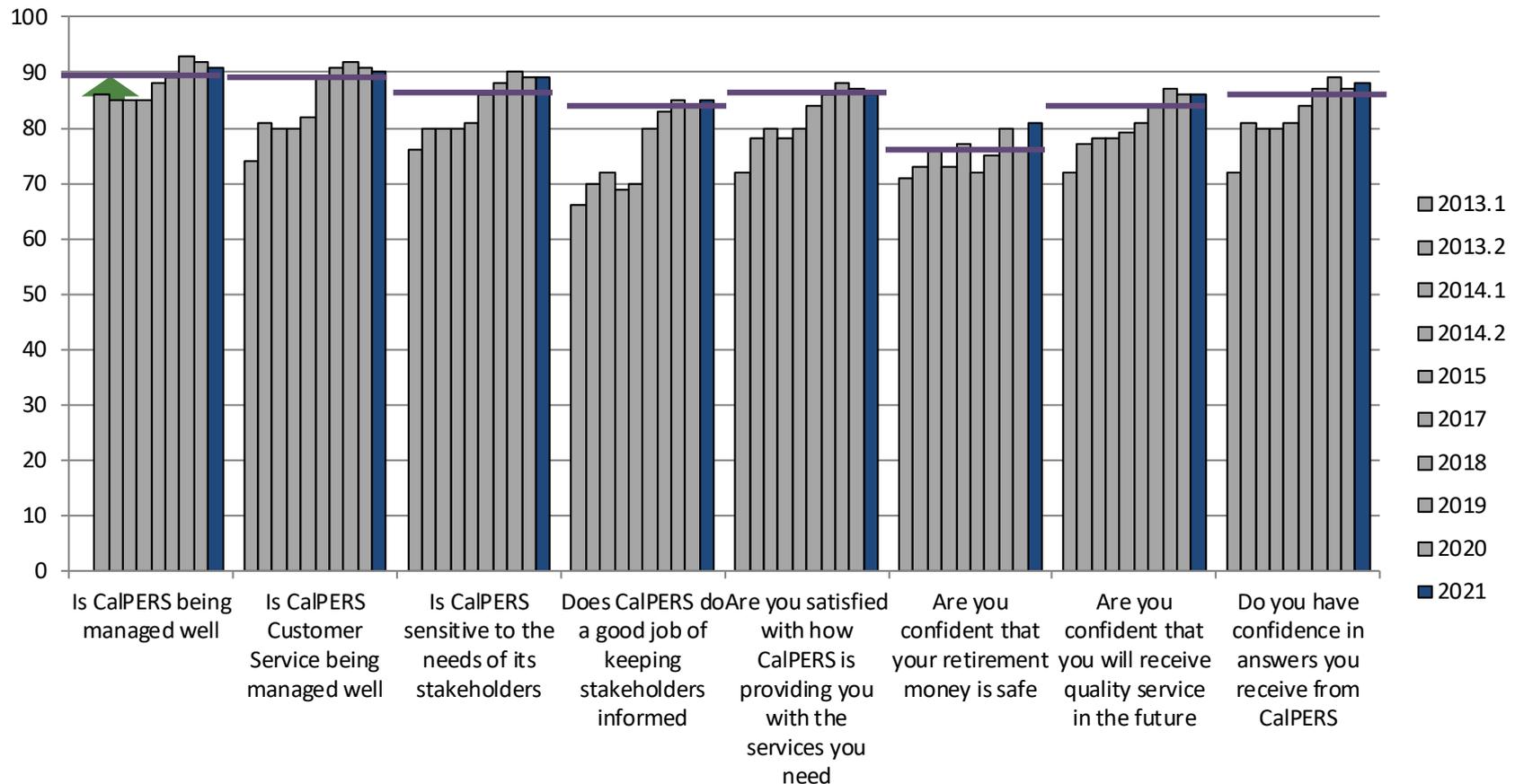
# Key Findings

- Scores and favorability ratings remain high even in remote work environment
- High customer service scores continue to have strongest correlation with high scores in all other categories
- 90% of respondents said CalPERS is being managed well
- Lowest favorability ratings for retirement security and the balance of health cost and care
- Highest overall favorability from retirees
- Stakeholder leaders showed increased satisfaction with the level of service they receive
- Employer senior leaders were least favorable, but still more positive than negative across all questions

# Long-Term Trend Questions – Employers

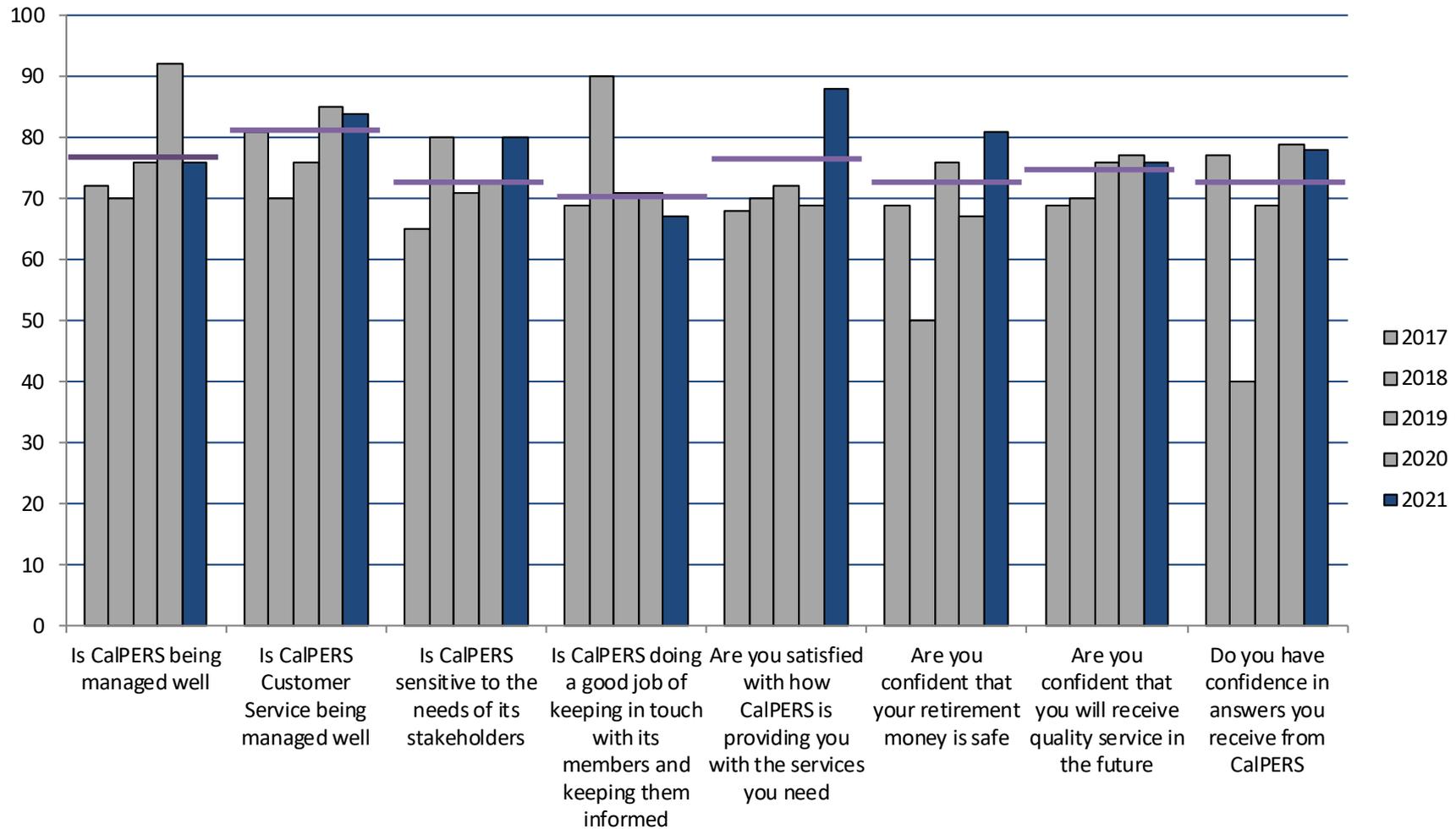


# Long-Term Trend Questions – Members\*



\* Active and Retiree Responses

# Long-Term Trend Questions – Stakeholder Leaders



## Commitment to Stakeholders

- Access to CalPERS leadership and team
- Listening and soliciting feedback
- One message to all stakeholder groups
- Providing information and data to inform discussions/decisions
- Elevating issues early and often
- Mutual understanding that we may not always agree
- Continued focus on customer service

# Opportunities & Action Steps

- Continued communication and messaging on steps being taken to ensure long-term sustainability of the System and payment of benefits
- Leverage virtual environment and the use of technology to expand engagement with all stakeholder segments to ensure quality customer service, and increased education and outreach
- Highlight initiatives and efforts to achieve the triple aim of health care: access, affordability and quality
- Increase state and national advocacy efforts to shape health care policy
- Promote CalPERS new Diversity, Equity and Inclusion framework
- Continue to advocate for the value of defined benefit plans and retirement security