

2022-27 Strategic Plan Session

July 13, 2021

Enterprise Strategy & Performance Division

Today's Discussion

High-Level Timeline

Activities to Date

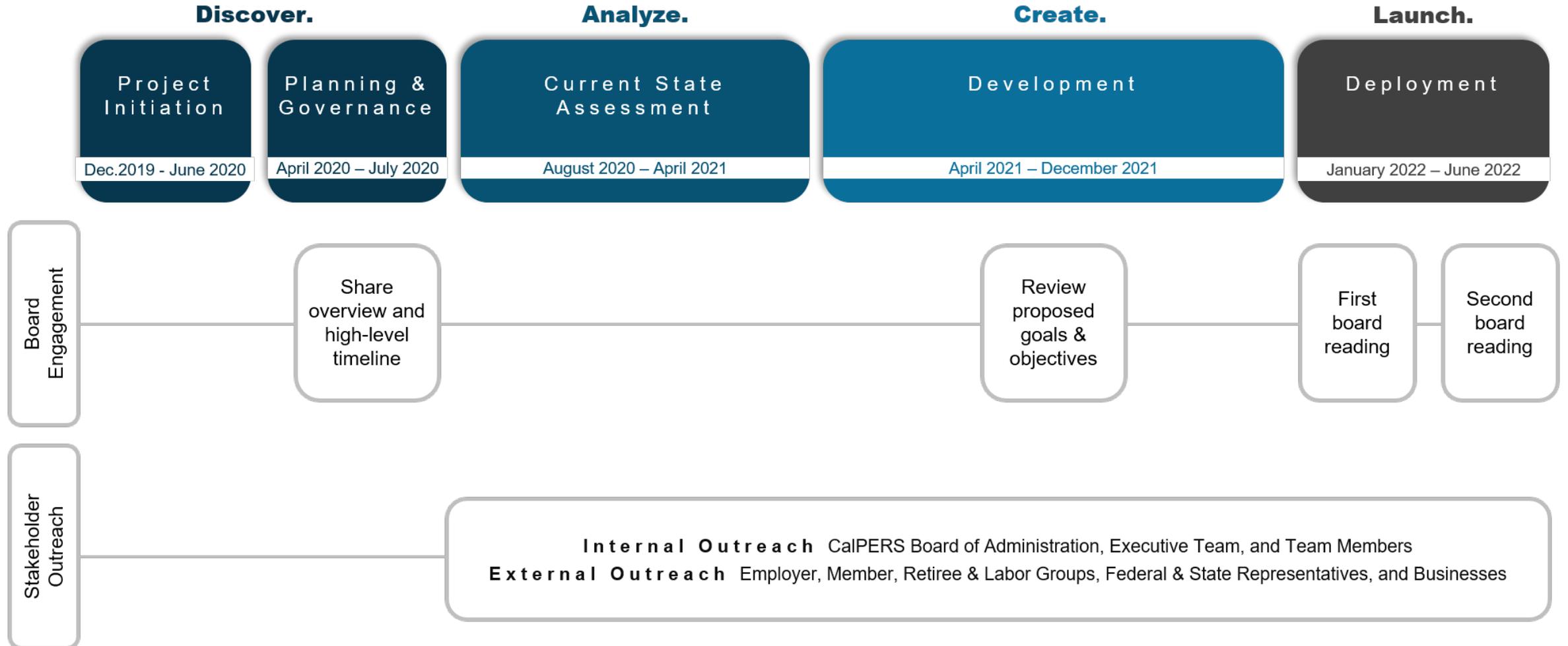
Proposed Strategic Plan Goals & Objectives

Next Steps

2022-27 Strategic Plan Overview & Timeline

FY 19/20

FY 22/23



Activities to Date

Aug - Dec 2020

- Completed Current State Assessment
- Conducted Stakeholder Feedback

Jan - May 2021

- Reviewed inputs and current plan
- Developed proposed Goals & Objectives

2017-22 Strategic Plan

- ✓ What current goals/objectives can we build upon?

Current State Assessment

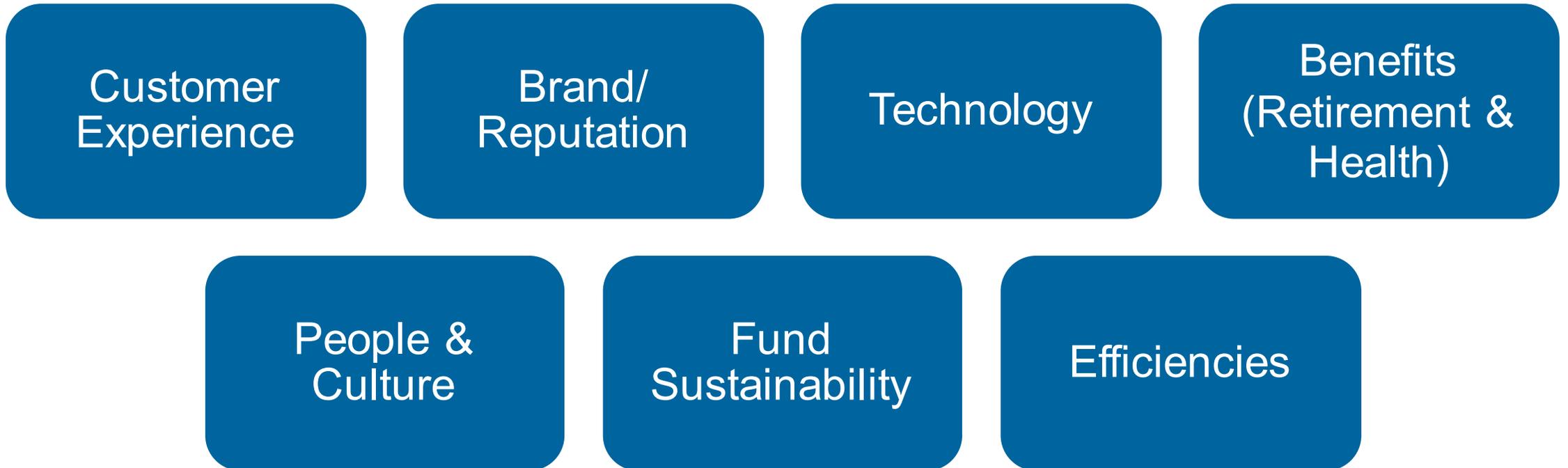
- ✓ Strategic & Operational Current State
- ✓ CEM Benchmarking Analysis
- ✓ Workforce Plan & Analysis
- ✓ Environmental Scan
- ✓ Risk Assessment
- ✓ SWOTT & Initial Gap Analysis

Stakeholder Feedback

- ✓ CalPERS Team Members
- ✓ External Stakeholders
- ✓ Executive Team
- CalPERS Board of Administration

Inputs Considered

Overall Themes





Member Experience

Ensure member satisfaction through accuracy, responsiveness, and respect



Deliver accurate benefits to our members and their beneficiaries

Ensure that our members and their beneficiaries receive benefit payments on time

Provide timely response and appropriate action to inquiries

Enhance services, communication, and education tools for our members



New Objective

Mentimeter Instructions

Best practices

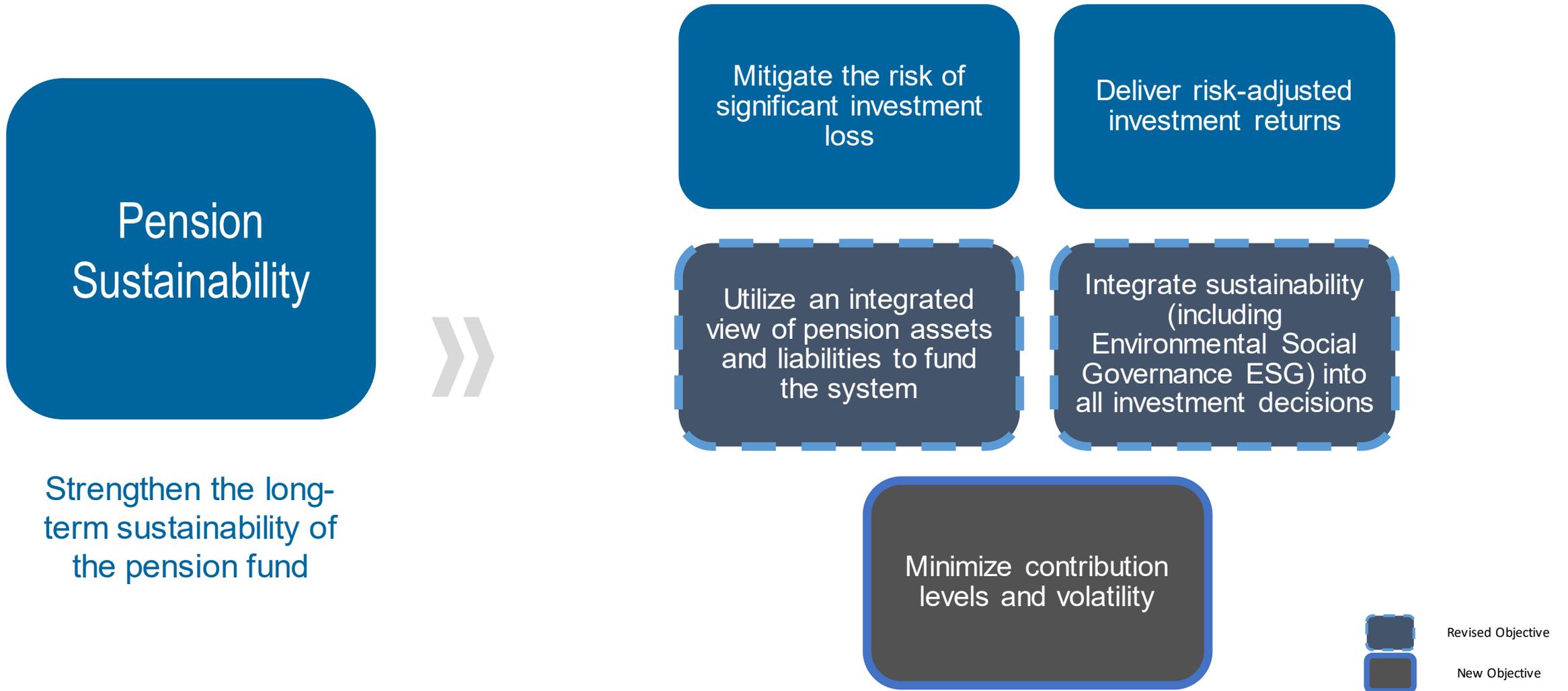
- ✓ Use your smartphone
- ✓ Use the Wi-Fi connection to ensure a speedy interaction

Tips

- ✓ Make sure to click on the submit button to have your input counted for each question
- ✓ If you are out of sync in the voting, go to the top of your screen and there will be a button to take you to the current slide

Troubleshooting

- ✓ If you receive an error message, close your browser and re-open



High-Quality Affordable Health Care

Improve health care
quality, equity,
access, and
affordability



Ensure our members
receive high-quality
health care

Ensure our members
have access to care
when and where they
need it

Ensure the care we
provide is affordable

Collaborative Partner



Educate and engage stakeholders on system impacts including policy and program changes, risks, and mitigation

Enhance services, communication, and education tools for our partners

Promote collaboration, support, and transparency



Revised Objective

New Objective

Organizational Excellence



Cultivate a risk-intelligent and innovative culture through our team and processes

Enhance compliance and risk functions throughout the enterprise

Improve processes, operations, and advance technologies to enrich efficiencies and productivity

Recruit and retain diverse talent to meet organizational priorities

Enhance team member engagement and employment experience

Cultivate Diversity, Equity & Inclusion through culture, talent, investments, health equity, and supplier diversity

Integrate and sustain leadership competencies to promote behaviors that retain and engage a high-performing workforce



Revised Objective

New Objective

Next Steps

Aug - Dec
2021

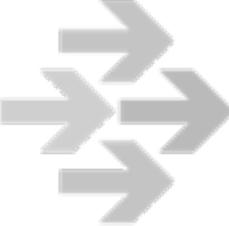
- Develop and Refine Measures, Targets, and Business Plan Initiatives

Jan 2022

- Stakeholder Forum

Feb 2022

- 1st Reading of the 2022-27 Strategic Plan



Open Forum