



STRATEGIC RISK INDICATORS DASHBOARD

FY 2022-23

		TOLERANCES	FREQ	2021 22	Q1	Q2	Q3	Q4	COMMENTS
 MEMBER EXPERIENCE Ensure member satisfaction through accuracy, responsiveness, and respect									
Externally proposed bills that have the potential to increase the complexity of the plan design <i>Owner: Deputy Executive Officer, Communications & Stakeholder Relations</i>	 Legislation exists  No legislation exists	Quarterly / Point in time							
Member unauthorized account access attempts (Under development) <i>New</i> <i>Owner: General Counsel</i>	Closed Session	Closed Session	Closed Session						
 PENSION SUSTAINABILITY Strengthen the long term sustainability of the pension fund									
Investment return: Funded status impact <i>Owner: Chief Actuary</i>	 < 5.8%  5.8%-6.8%  > 6.8%	Annually							
Employer contribution rate impact <i>Owner: Chief Actuary</i>	Projected vs. Actual  > 2%  1%–2%  < 1%	Annually							
 EXCEPTIONAL HEALTH CARE Ensure our members have access to equitable, high quality, affordable health care									
Legislation that negatively impacts CalPERS <i>Owner: Chief Health Director</i>	 Legislation proposed/enacted  Legislation monitored  No legislation exists	Quarterly							

Maintain Health Care Fund Actuarial Reserve <i>Owner: Chief Health Director</i>	 < 90% / >110% Actuarial Reserve  90%-110% Actuarial Reserve	Annually					
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 **STAKEHOLDER ENGAGEMENT** | Promote collaboration, support, and transparency

Investment return: Funded status impact <i>Owner: Chief Actuary</i>	 < 5.8%  5.8%-6.8%  > 6.8%	Annually					
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 **ORGANIZATIONAL EXCELLENCE** | Cultivate a risk intelligent and innovative culture through our team and processes

Externally proposed bills potentially increasing the complexity of the plan design <i>Owner: Deputy Executive Officer, Communications & Stakeholder Relations</i>	 Legislation exists  No legislation exists	Quarterly / Point in time					
Organizational continuous improvement – annual engagement survey <i>New</i> <i>Owner: Chief Operating Officer</i>	 ≤ 58.4%  58.5%-68.5%  ≥ 68.6%	Annually					

2022-23 Strategic Risk Indicator Summary

Indicator Title:	Externally proposed bills potentially increasing the complexity of the plan design
Executive Owner:	Deputy Executive Officer, Communications & Stakeholder Relations
Strategic Goal:	Member Experience; Organizational Excellence
Status:	
Numeric Status:	
Description:	This indicator tracks externally proposed bills that, if passed, can increase complexity of the plan design resulting in the potential increase of the CEM complexity score. The Legislative Affairs Division (LAD) works with all program areas to identify potential impacts of external legislation. In combination with the information obtained from the program areas, LAD develops its legislative analysis of the legislation to present to the board.
Intent:	To provide leading indication the member experience and organizational excellence strategic goal performance may be impacted due to external legislation increasing complexity.
Target:	No legislation exists
Refresh Frequency:	Quarterly
Reporting Range:	07/01/2022 – 09/30/2022
Tolerances:	Requires Attention: Legislation exists Requires Monitoring: N/A No Attention/Monitoring Needed: No legislation exists
Root Cause:	
Action Items:	

2022-23 Strategic Risk Indicator Summary

Indicator Title: Member unauthorized access attempts – Closed Session
Executive Owner: General Counsel
Strategic Goal: Member Experience
Status: Under development

2022-23 Strategic Risk Indicator Summary

Indicator Title:	Investment return: Funded status impact
Executive Owner:	Chief Actuary
Strategic Goal:	Pension Sustainability; Stakeholder Engagement
Status:	
Numeric Status:	
Description:	This indicator reports the prior fiscal year investment return. The investment return impacts the funded status, which will impact future employer contribution rates.
Intent:	To provide leading indication that pension sustainability and stakeholder engagement strategic goal performance may be impacted due to lower investment return.
Target:	6.8% investment return
Refresh Frequency:	Annually, July
Reporting Range:	07/01/2022 – 06/30/2023
Tolerances:	Requires Attention: Less than 5.8% Requires Monitoring: Between 5.8-6.8% No Attention/Monitoring Needed: Greater than 6.8%
Root Cause:	
Action Items:	

2022-23 Strategic Risk Indicator Summary

Indicator Title: Employer contribution rate impact

Executive Owner: Chief Actuary

Strategic Goal: Pension Sustainability

Status:

Numeric Status:

Description: This indicator tracks the difference between the projected employer contribution rate and the actual contribution rate.

Intent: To provide leading indication that future employer contribution rates may be higher than originally projected thereby impacting the pension sustainability strategic goal.

Target: Less than 1%

Refresh Frequency: Annually, December

Reporting Range:

Tolerances: Requires Attention: Greater than 2%%
Requires Monitoring: Between 1-2%
No Attention/Monitoring Needed: Less than 1%

Root Cause:

Action Items:

2022-23 Strategic Risk Indicator Summary

Indicator Title:	Legislation that negatively impacts CalPERS
Executive Owner:	Chief Health Director
Strategic Goal:	Exceptional Health Care
Status:	
Numeric Status:	
Description:	This indicator tracks any proposed or enacted legislation that may negatively impact CalPERS Health Benefits Program. Legislation may impact health care access, equity, affordability, or quality.
Intent:	To provide leading indication the exceptional health care strategic goal performance may be impacted due to unfavorable changes in federal or state legislation affecting the commercial health care market.
Target:	No legislation exists
Refresh Frequency:	Quarterly
Reporting Range:	07/01/2022 – 06/30/2023
Tolerances:	Requires Attention: Legislation proposed or enacted that will negatively impact program Requires Monitoring: Legislation being monitored for impact No Attention/Monitoring Needed: No legislation exists
Root Cause:	
Action Items:	

2022-23 Strategic Risk Indicator Summary

Indicator Title:	Maintain health care fund actuarial reserve
Executive Owner:	Chief Health Director
Strategic Goal:	Exceptional Health Care
Status:	
Numeric Status:	
Description:	<p>This indicator tracks the level of health care fund actuarial reserve that assures the sustainability of the health care fund. Four distinct reserve requirements must be met to secure the solvency of the CalPERS Self-Funded Health Plans: an incurred but not reported (IBNR) reserve; a reserve for premium inadequacy (underwriting risk), also called a risk-based capital reserve; a continuity of care liability; and an administrative liability to cover the estimated costs associated with plans termination. The sum of these four is what is called the required actuarial reserve. If the reserve drops or increases beyond an actuarially prudent threshold, then a surcharge or reduction will be considered by adding or subtracting to the premium to bring the reserve back to the proper level.</p>
Intent:	To provide leading indication the exceptional health care strategic goal performance may be impacted due to actuarial reserves falling below required ranges.
Target:	90%-110%
Refresh Frequency:	Annually, June
Reporting Range:	07/01/2022-06/30/2023
Tolerances:	Requires Attention: Less than 90% or greater than 110% Requires Monitoring: N/A No Attention/Monitoring Needed: Between 90%-110%
Root Cause:	
Action Items:	

2022-23 Strategic Risk Indicator Summary

Indicator Title:	Organizational continuous improvement – annual engagement survey
Executive Owner:	Chief Operating Officer
Strategic Goal:	Organizational Excellence
Status:	
Numeric Status:	
Description:	This indicator tracks team members survey response to the annual engagement survey statement: “I am encouraged to provide my ideas about improving CalPERS.” Surveying team members provides insight into whether the organization and management are supporting team members by encouraging creativity, innovation, and continuous improvement to foster new ideas.
Intent:	To provide leading indication the organizational excellence strategic goal performance may be impacted due to decreased team member innovation and continuous improvement.
Target:	Perceptyx 68.6% benchmark
Refresh Frequency:	Annually, January
Reporting Range:	November 2021 – October 2022
Tolerances:	Requires Attention: Less than or equal to 58.4% Requires Monitoring: Between 58.5%-68.5% No Attention/Monitoring Needed: Greater than or equal to 68.6%
Root Cause:	
Action Items:	