

## EPR Fourth Quarter Report: Key Performance Indicators Summary Dashboard

In addition to the strategic side of the house, we also have the operational side which is represented by our Key Performance Indicators (KPIs). The KPIs are the third component of our Enterprise Performance Reporting structure and serve as a collection of performance indicators that measure and monitor the effectiveness of our efforts at the operational level.

The Key Performance Indicators Summary Dashboard provides a brief synopsis of how all 64 KPIs are performing for the fourth quarter (April 1, 2021 – June 30, 2021). Additional performance details can be found on the summary sheets for each KPI. Informational KPIs are non-performance driven.

Third Quarter KPI Performance:






































- 25 On-Target
- 1 At-Risk
- 4 Off-Target
- 23 Pending Refresh
- 7 Informational
- 4 Closed Session item

The Key Performance Indicators Summary Dashboard also provides trend analysis data that captures performance from year three (FY 2019-20). A visual depiction of all KPIs can be found on the [Enterprise Operations Map](#).

## Enterprise Performance Reporting – Fourth Quarter Report
























### CalPERS 2020-21 Key Performance Indicators

















Reliable Steward of Funds	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Trend Analysis (FY 2019-20)	Page Number
GASB 68 reports completed timely	Informational	Informational	Informational	Informational	N/A	20
Produce CAFR with no material weaknesses	Informational	Informational	Informational	Informational	N/A	21
Percent forecast to actual expenses (annually)	*	●	*	*	*●** Q1 Q2 Q3 Q4	22
Maintain appropriate reserve levels – California employers' retiree benefit trust fund	●	●	●	●	●●●● Q1 Q2 Q3 Q4	24
Maintain appropriate reserve levels – long term care fund	●	●	●	●	●●●● Q1 Q2 Q3 Q4	26
Maintain appropriate reserve levels – defined benefit fund	●	●	●	●	●●●● Q1 Q2 Q3 Q4	28
Stay within risk boundaries for total fund	●	*	*	*	●*** Q1 Q2 Q3 Q4	30
Aggregate risk levels of the INVO operating model (TOM)	●	*	*	*	●*** Q1 Q2 Q3 Q4	32
Strategic asset allocation ranges (if outside approved ranges)	●	*	*	*	●*** Q1 Q2 Q3 Q4	34
Adequate liquidity coverage	●	●	●	●	●●●● Q1 Q2 Q3 Q4	36

Reliable Steward of Funds continued	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Trend Analysis (FY 2019-20)	Page Number
Cash forecasting accuracy					 Q1 Q2 Q3 Q4	38
Generate liability data and rates for pension funding – public agency					    Q1 Q2 Q3 Q4	40
Generate liability data and rates for long-term care program					    Q1 Q2 Q3 Q4	41
Generate liability data and rates for pension funding – state					    Q1 Q2 Q3 Q4	42
Generate liability data and rates for pension funding – schools					    Q1 Q2 Q3 Q4	43

Customer Satisfaction Driven Organization	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Trend Analysis (FY 2019-20)	Page Number
Customer satisfaction	●	●	●	●	●●●● Q1 Q2 Q3 Q4	44
Benefit payment accuracy	●	●	●	●	●●●● Q1 Q2 Q3 Q4	46
Benefit payment timeliness	●	●	●	●	●●●● Q1 Q2 Q3 Q4	48
Health plan scorecard of 90% or better	*	*	*	●	* * * ● Q1 Q2 Q3 Q4	50
Customer inquiry timeliness	●	*	*	*	● * * * Q1 Q2 Q3 Q4	52
Public agency retention	*	*	●	*	* * ● * Q1 Q2 Q3 Q4	54
Public agency recruitment	*	*	●	*	* * ■ * Q1 Q2 Q3 Q4	56
Self-reported overall health status	*	*	*	●	New for FY 2020-21	58
Opioids – Dose	*	*	*	●	New for FY 2020-21	60
C – section rate	*	●	*	*	New for FY 2020-21	62



























Open and Transparent Communication	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Trend Analysis (FY 2019-20)	Page Number
Percent of employer participation in CalPERS annual educational forum	*	●	*	*	*●** Q1 Q2 Q3 Q4	64
Member education satisfaction	●	●	●	●	●●●● Q1 Q2 Q3 Q4	66
Employer education satisfaction	●	●	●	●	●●●● Q1 Q2 Q3 Q4	68
Member rating on stakeholder perception survey	*	*	*	●	** * ● Q1 Q2 Q3 Q4	70
Employer rating on stakeholder perception survey	*	*	*	■	** * ■ Q1 Q2 Q3 Q4	10
Stakeholder rating on stakeholder perception survey	*	*	*	■	** * ● Q1 Q2 Q3 Q4	12
Community outreach efforts	*	*	*	●	** * ● Q1 Q2 Q3 Q4	72
Member, employer and stakeholder rating on perception survey	*	*	*	■	** * ▲ Q1 Q2 Q3 Q4	14

Efficient & Effective Organization	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Trend Analysis (FY 2019-20)	Page Number
Project portfolio health					 Q1 Q2 Q3 Q4	74
ITSB service performance					<b>New for FY 2020-21</b>	77
Timely resolution of employer reviews					<b>Revised for FY 2020-21</b>	16
Form 700 completed timely	<b>*</b>	<b>*</b>	<b>*</b>		<b>* * * </b> Q1 Q2 Q3 Q4	79
Mandated training compliance	<b>*</b>	<b>*</b>	<b>*</b>		<b>* * * </b> Q1 Q2 Q3 Q4	81
Personal trading monitoring	<b>*</b>	<b>*</b>	<b>*</b>		<b>* * * </b> Q1 Q2 Q3 Q4	83
Ensure evacuation readiness		<b>*</b>	<b>*</b>	<b>*</b>	 <b>* * *</b> Q1 Q2 Q3 Q4	86
Business continuity readiness	<b>Informational</b>	<b>Informational</b>	<b>Informational</b>	<b>Informational</b>	<b>N/A</b>	88
Lean adoption	<b>*</b>		<b>*</b>		<b>Revised for FY 2020-21</b>	18

Efficient & Effective Organization continued	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Trend Analysis (FY 2019-20)	Page Number
Employers current on CalPERS health obligations					 Q1 Q2 Q3 Q4	90
Employers current on CalPERS pension obligations					 Q1 Q2 Q3 Q4	92
Member self-service fraud resulting in financial loss	Closed Session	Closed Session	Closed Session	Closed Session	Closed Session	94
Unauthorized member self-service account changes	Closed Session	Closed Session	Closed Session	Closed Session	Closed Session	95
Time to detect cyber security threats	Closed Session	Closed Session	Closed Session	Closed Session	Closed Session	96
Reportable privacy violations	Closed Session	Closed Session	Closed Session	Closed Session	Closed Session	97
Small business requirements compliance		*	*	*	 *** Q1 Q2 Q3 Q4	98
Disabled veterans business enterprise requirements compliance		*	*	*	 *** Q1 Q2 Q3 Q4	100
Solicitation, contract, amendment, and purchase order service level compliance		*	*	*	 *** Q1 Q2 Q3 Q4	102

Supportive & Engaged Leadership	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Trend Analysis (FY 2019-20)	Page Number
Team member perception of leadership – manager relationships	*	*	●	*	*●*** Q1 Q2 Q3 Q4	104
Health of enterprise performance reporting framework	*	*	*	●	** * ● Q1 Q2 Q3 Q4	107
Operational sustainability report	Informational	Informational	Informational	Informational	N/A	109



Team Member Engagement	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Trend Analysis (FY 2019-20)	Page Number
Average time to hire for hard-to-recruit positions		*	*	*	 *** Q1 Q2 Q3 Q4	110
Retention rate	Informational	Informational	Informational	Informational	N/A	112
Recognition perceptions	*	*		*	*  *** Q1 Q2 Q3 Q4	113
Employee empowerment perceptions	*	*		*	*  *** Q1 Q2 Q3 Q4	116
Team member perception of growth and development	*	*		*	*  *** Q1 Q2 Q3 Q4	119
Response rate of employee engagement survey	*	*		*	*  *** Q1 Q2 Q3 Q4	122
Emerging leader program	Informational	Informational	Informational	Informational	N/A	125
100% of all ideas responded to within 120 days					    Q1 Q2 Q3 Q4	126
80% of all viable ideas implemented as scheduled					    Q1 Q2 Q3 Q4	128
Our promise and annual food drive	Informational	Informational	Informational	Informational	N/A	130

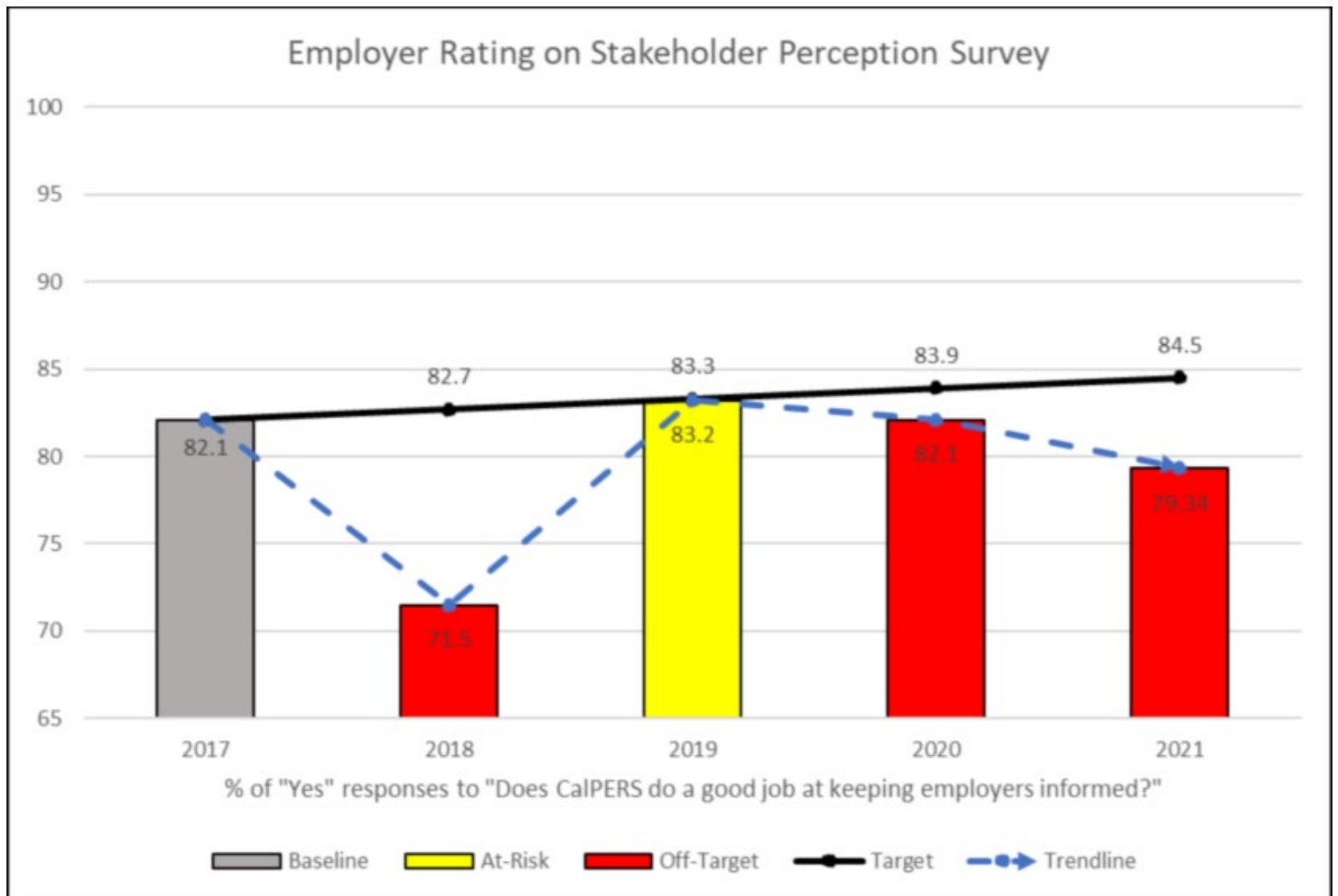
## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Employer Rating on Stakeholder Perception Survey</b>
Executive Owner:	Brad Pacheco
Outcome Measure:	Open & Transparent Communication
Core Process:	Listening & Informing
<b>Status:</b>	<b>Off-Target</b>
<b>Numeric Status:</b>	<b>79.34</b>
Description:	The Stakeholder Perception Survey is administered every year to employers at many different levels from the public agency, State, and school employers that make up the System. The KPI is based on responses to the following question; “Does CalPERS do a good job of keeping employers informed”. This question provides the clearest insight into our employers’ perception of CalPERS’ efforts towards communicating across all channels, including in-person, via phone, employer bulleting, circular letters, and outreach meetings.
Baseline:	The baseline for this measure is 82.1% of members answering “yes” to the question “Does CalPERS do a good job keeping employers informed?” The baseline was established from the score in the survey administered in January 2017, with results reporting to the Board in May 2017.
Target:	Increase score by 3 percentage points from baseline of 82.1% to 85.1% in five years, with an average 0.6 percentage point increase per year. The survey will be administered every January, to provide a fair and consistent interval between data periods.
Refresh Frequency:	Annually, June
Reporting Range:	04/2020 – 3/2021
Thresholds:	<p>On-Target: Score meets or exceeds target increase of 0.6% from the baseline figure each year</p> <p>At-Risk: Score remains the same or increases by less than 0.6% from the baseline figure each year</p> <p>Off-Target: Score decreases from the baseline figure</p>

### Status Narrative:

The primary reasons for the Off-Target status for this KPI is concern with increasing employer contribution costs; perception that we have a different message to employers than to members on investment risk and employers’ ability to pay; perception that CalPERS is too inflexible in making determinations on independent contractors; steady increases health care costs to members and employers year over year. Our plan to address these concerns are to continue to improve engagement with employers through email, circular letters, outreach, conferences, briefings, and webinars.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Stakeholder Rating on Stakeholder Perception Survey</b>
Executive Owner:	Brad Pacheco
Outcome Measure:	Open & Transparent Communication
Core Process:	Listening & Informing

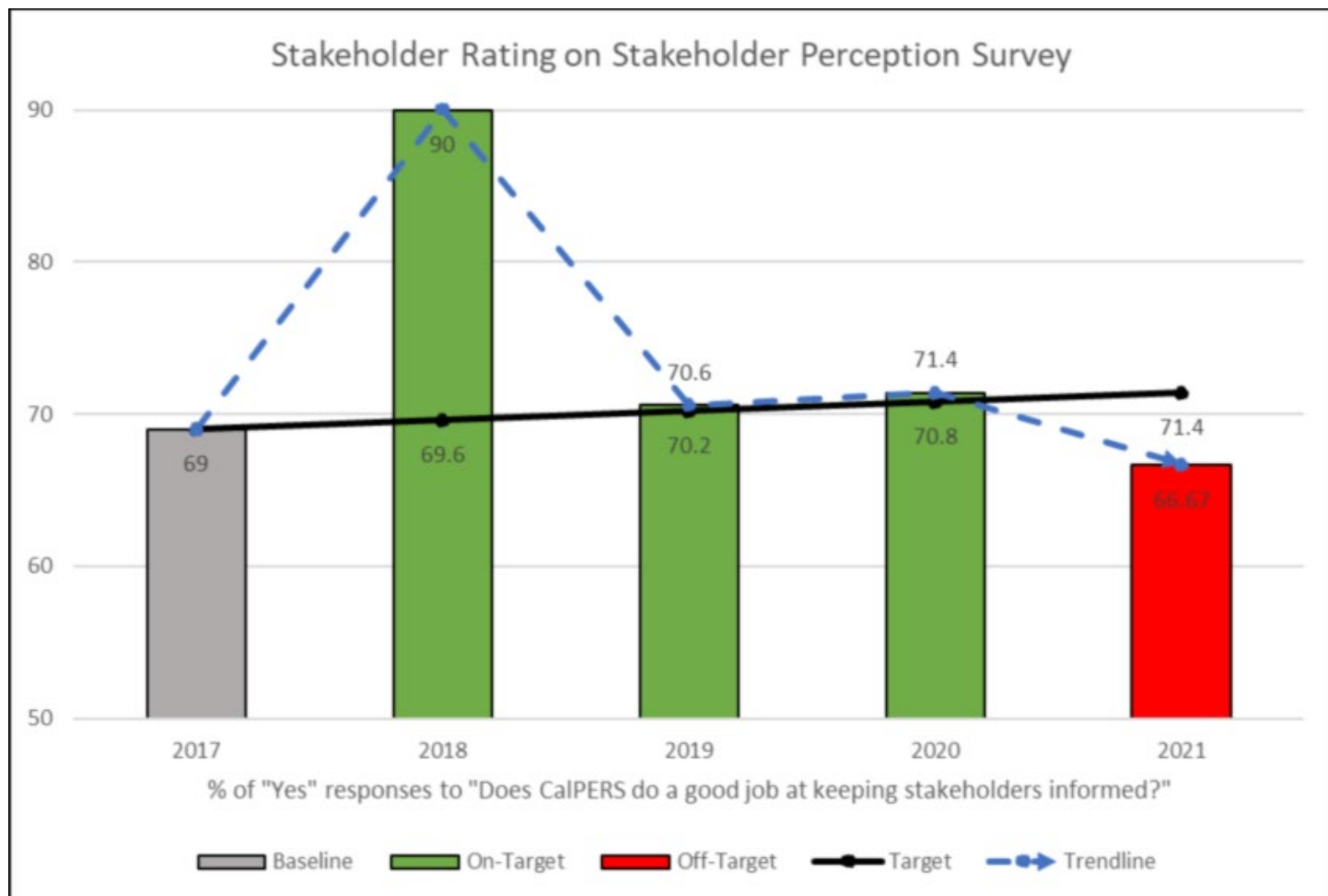
<b>Status:</b>	<b>Off-Target</b>
<b>Numeric Status:</b>	<b>66.67</b>

<b>Description:</b>	The Stakeholder Perception Survey is administered every year to a list of the 75 stakeholder leaders with whom CalPERS is most closely engaged. These stakeholders represent members, employers, retirees, private sector business, the Legislature, peer pension funds, and business partners. The KPI is based on responses to the following question: "Does CalPERS do a good job of keeping stakeholders informed". This question provides the clearest insight into our stakeholders' perception of CalPERS' efforts to communicate and be responsive.
<b>Baseline:</b>	The baseline for this measure is 69% of surveyed stakeholders answering "yes" to the to the question "Does CalPERS do a good job keeping stakeholders informed?" The baseline was established from the score in the survey administered in January 2017, with results reported to the Board in May 2017.
<b>Target:</b>	Increase score by 3 percentage points from baseline of 69% to 72% in five years, with an average 0.6 percentage point increase per year. The survey will be administered every January, to provide a fair and consistent interval between data periods.
<b>Refresh Frequency:</b>	Annually, June
<b>Reporting Range:</b>	04/2019 – 03/2020
<b>Thresholds:</b>	<p><b>On-Target:</b> Score meets or exceeds target increase of 0.6% from the baseline figure each year</p> <p><b>At-Risk:</b> Score remains the same or increases by less than 0.06% from the baseline figure each year</p> <p><b>Off-Target:</b> Score decreases from the baseline figure</p>

### Status Narrative:

This KPI is Off-Target for the year and reflected the lowest score in the past 4 years. One factor that may have impacted this score is that the entire cohort consists of just 75 people – and only 35 replied to the survey. With such a small population, even a small dip in the rating of one question can create a large downturn in final rating and cause quite a bit of volatility year to year. The steps to help improve scores are to continue to improve early and frequent communications with stakeholders; demonstrate and amplify our work as an agent for change in the area of health care costs; and enlist stakeholders as allies.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

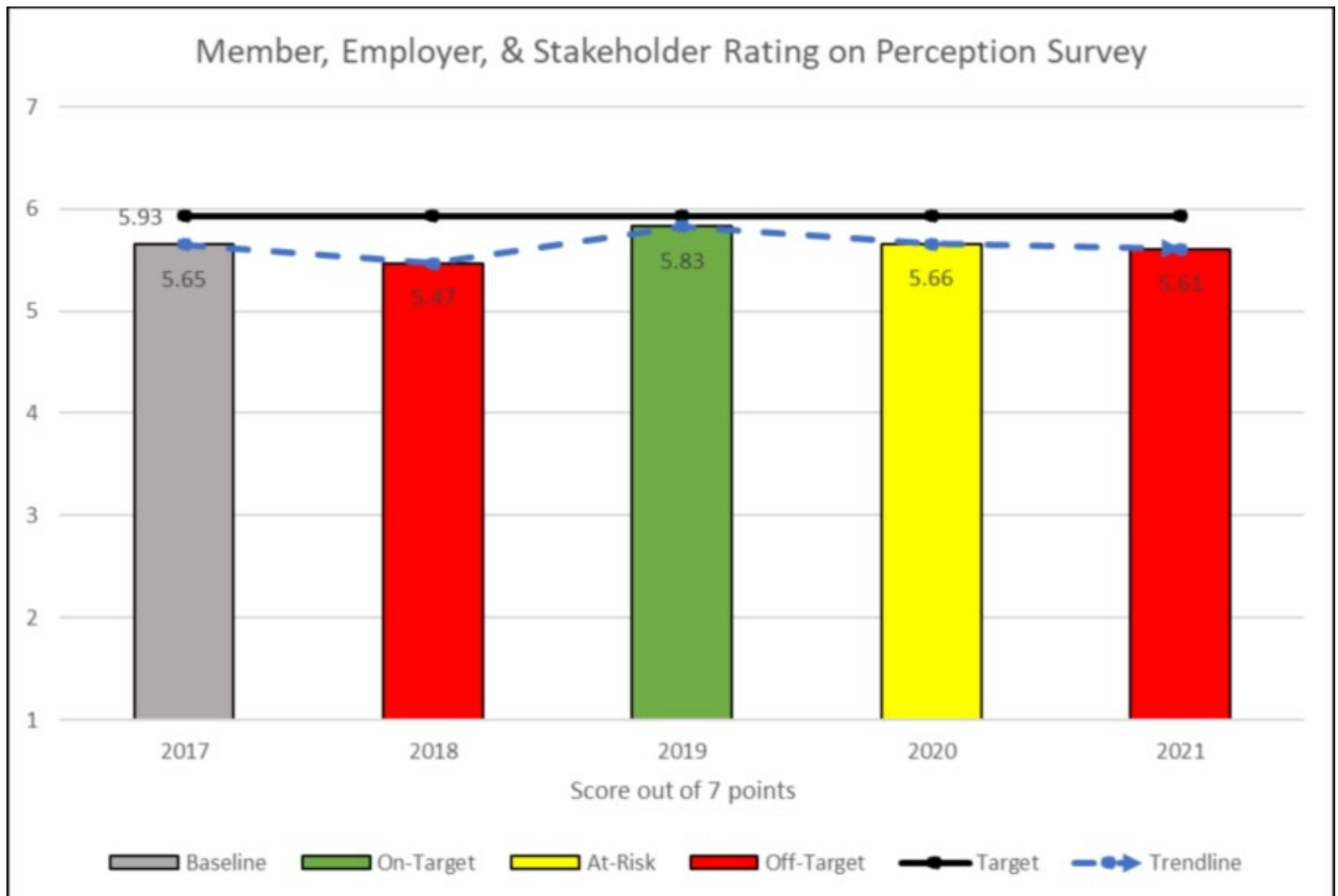
<b>KPI Title:</b>	<b>Member, Employer, &amp; Stakeholder Rating on Perception Survey</b>
Executive Owner:	Brad Pacheco
Outcome Measure:	Open & Transparent Communication
Core Process:	Brand Reputation

<b>Status:</b>	<b>Off-Target</b>
<b>Numeric Status:</b>	<b>5.61</b>
Description:	<p>The Stakeholder Perception Survey is administered every year to members (active, inactive, and retired), employers of all levels, and stakeholder leaders. The KPI is based on responses to the following survey question: "My overall perception of CalPERS is positive". Respondents are asked to indicate their agreement on a scale ranging from Strongly Agree (7) to Strongly Disagree (1). Each response is assigned a numerical value, as follows:</p> <ul style="list-style-type: none"> <li>Strongly Agree: 7</li> <li>Agree: 6</li> <li>Somewhat Agree: 5</li> <li>Neither Agree nor Disagree: 4</li> <li>Somewhat Disagree: 3</li> <li>Disagree: 2</li> <li>Strongly Disagree: 1</li> </ul> <p>The combined average score from all of these segments offers the clearest insight into the overall brand reputation of CalPERS.</p>
Baseline:	The baseline for this measure is a score of 5.65, out of a possible 7, which is roughly between "Somewhat agree" and "Agree". The baseline was established from the results of the Stakeholder Perception Survey, administered in January 2017, with results reported to the Board in 05/2017.
Target:	Increase score by 5% (0.28) to 5.93 in five years, with an average increase of 0.056 points per year
Refresh Frequency:	Annually, June
Reporting Range:	4/2020 – 3/2021
Thresholds:	<p>On-Target: Score meets or exceeds target yearly increase of 0.056 from the baseline figure each year</p> <p>At-Risk: Score remains the same or increases by less than 0.056 from the baseline figure each year</p> <p>Off-Target: Score decreases from the baseline figure</p>

Status Narrative:

This KPI declined from last year, dropping from 5.66 to 5.61 and is Off-Target. It is difficult to isolate the primary reason for this sentiment, but it is most likely related to CalPERS costs. We will work to incrementally raise scores by continuing a diligent and disciplined engagement, outreach, and communication plan with all stakeholders, particularly the employers. We also plan to continue to communicate early and often with stakeholders; emphasize that we have one consistent message for all stakeholder; explain the rationale for decisions, especially unpopular ones; and demonstrate and highlight our work as an agent for change and innovation in the area of health care costs, access, and quality.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Timely Resolution of Employer Reviews</b>
Executive Owner:	Anthony Suine
Outcome Measure:	Efficient & Effective Organization
Core Process:	Compliance & Managing Risks

<b>Status:</b>	<b>Off-Target</b>
<b>Numeric Status:</b>	<b>51%</b>

Description:	Timely resolution of Employer Reviews ensures compliance with CalPERS Audit Resolution Policy of closing observations within 12 months of issuance.  When a final Employer Review audit report is issued, the appropriate program areas have up to 12 months to assist the agency into gaining compliance with Public Employees' Retirement Law (PERL) and its contract with CalPERS. This measure supports the Audit Compliance & Resolution Process established in 2017 to hold employers accountable to resolving findings in a timely manner.
Baseline:	As of June 30, 2020 it was 83%
Target:	80% of Employer Review Observations closed within 12 months
Refresh Frequency:	Quarterly
Reporting Range:	04/01/2021-06/30/2021
Thresholds:	On-Target: 70% and above At-Risk: 60% - 69% Off-Target: 59% and below

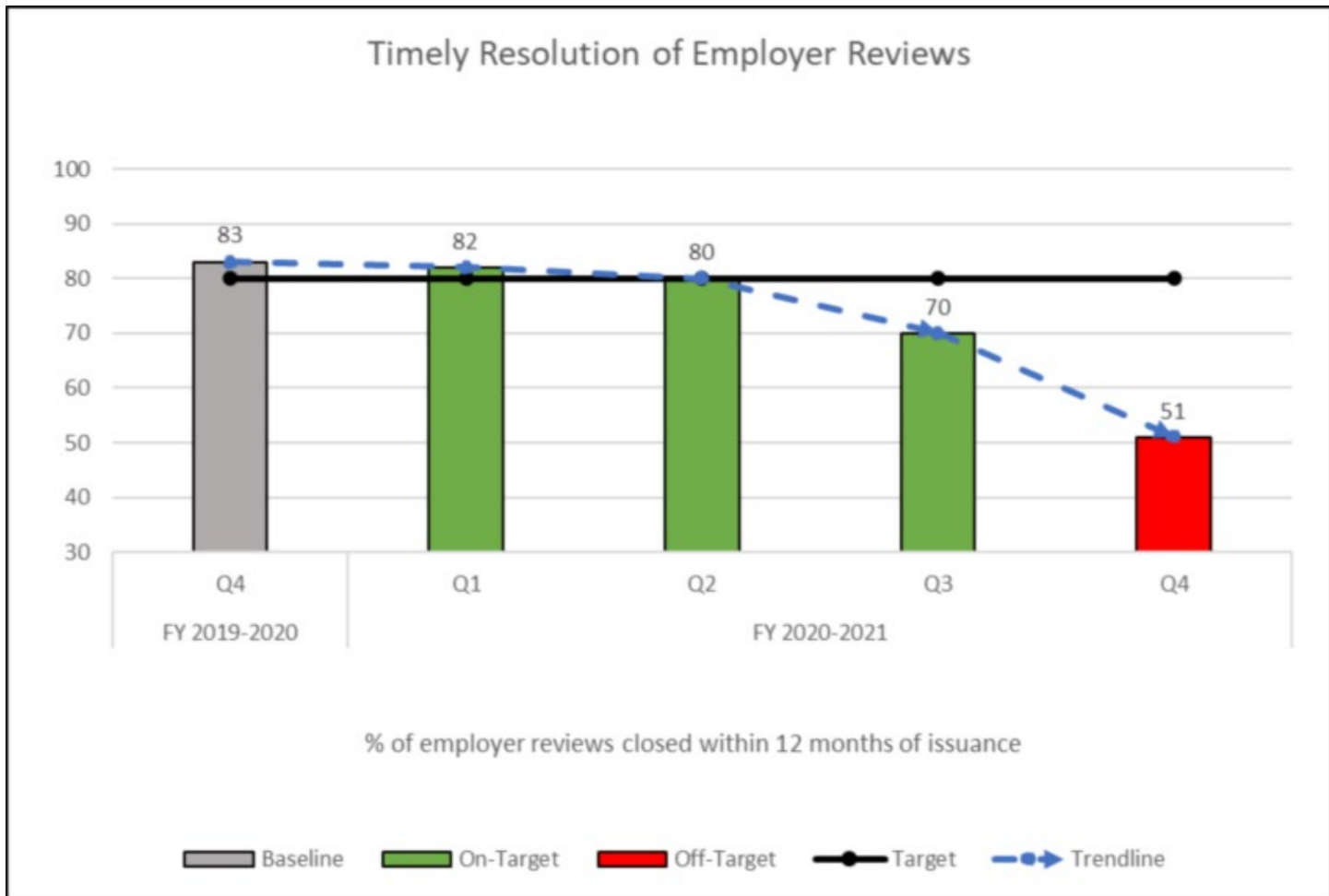
### Status Narrative:

Although this KPI is off-target for the reporting period, we have achieved a 98 percent reduction in the number of open Employer Review Observations, with only 3 observations remaining in total, and are on track to be 100 percent resolved by December 31.

We resolved 35 observations in quarter 4, 17 of which were aged less than 12 months, 18 of which were aged in excess of 12 months. The three remaining observations in CSS are all newly aged at 13 months and we are working diligently with our employers to resolve these outstanding observations. Despite operating in a pandemic year when employers were faced with overwhelming operational challenges in carrying out their mission-critical responsibilities, we were able to successfully collaborate with them and nearly eradicated our total inventory of open observations.



Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Lean Adoption</b>
Executive Owner:	Doug Hoffner
Outcome Measure:	Efficient & Effective Organization
Core Process:	Compliance & Managing Risks

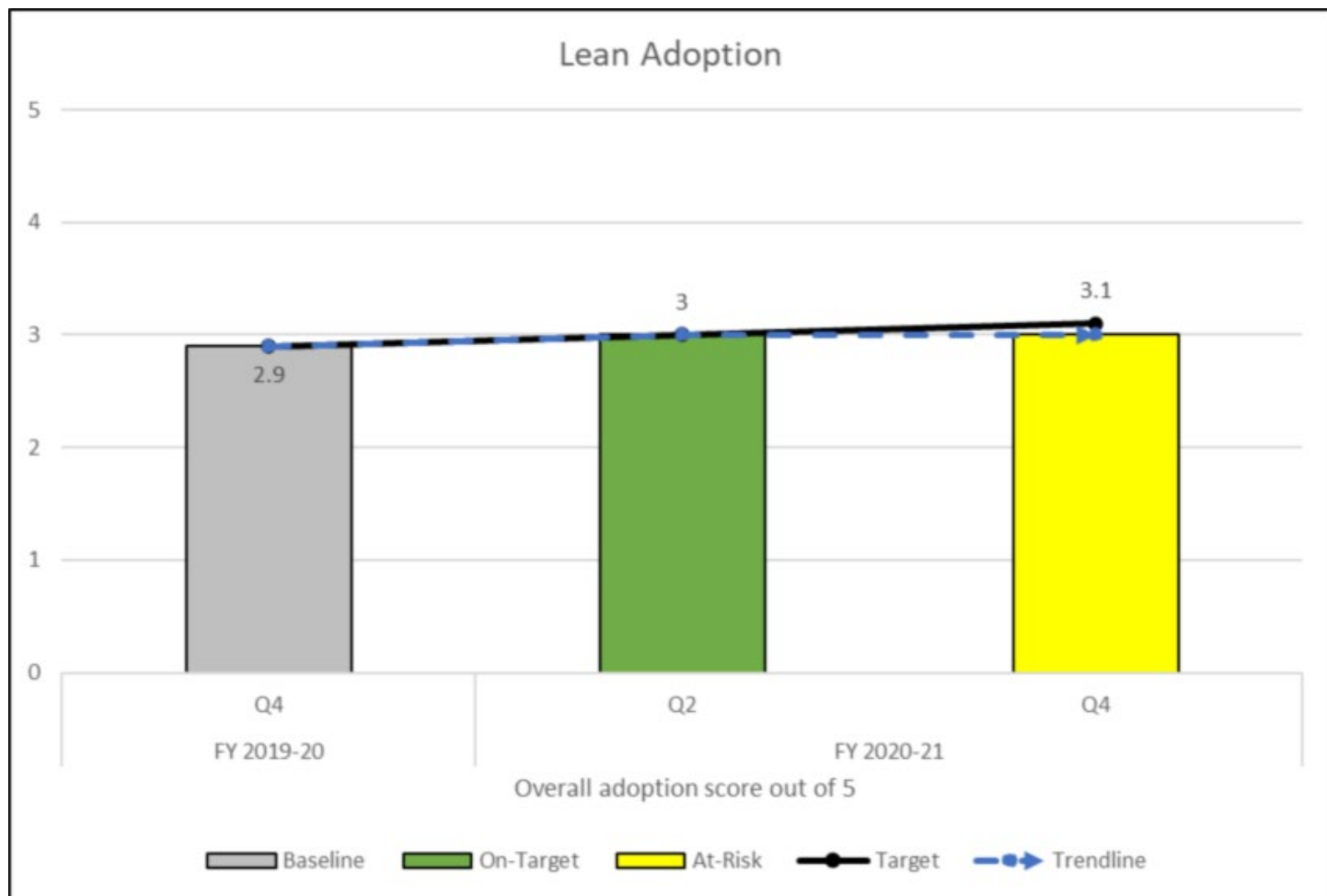
<b>Status:</b>	<b>At-Risk</b>
<b>Numeric Status:</b>	<b>3.0</b>

Description:	Lean is a continuous business process improvement approach to reduce waste and increase value to customers. This KPI measures factors that impact the adoption of Lean, including training participation, leadership support, team engagement, Lean practice and application, strategic alignment, and process improvement results.  As Lean continues to expand throughout the organization, we may identify additional factors to further measure adoption.
Baseline:	As of June 2020, the overall adoption score was 2.9 out of 5.0.
Target:	Overall adoption score of 3.3 by June 30, 2022
Refresh Frequency:	Semi-Annually, Quarter 2 and Quarter 4
Reporting Range:	1/1/21 – 6/30/21
Thresholds:	On-Target: At or above 0.1 increase in overall adoption score per 6 months At-Risk: No increase in overall adoption score per 6 months Off-Target: Decrease in adoption score per 6 months

### Status Narrative:

The Lean Adoption score is unchanged from December 2020. CalPERS continues to train the enterprise in Lean fundamentals and nearly 61% of CalPERS team is trained. Various areas across the enterprise have shared their experiences with process improvements and there is an increase in team members who understand how process improvements align with CalPERS strategic and operational goals. However, respondents indicating participation in a process improvement effort and participation in the CalPERS Lean Community of Practice decreased from the Quarter 2 responses. As leadership support of Lean has remained stable, CalPERS will continue to encourage team leaders to champion Lean adoption and will further market Lean successes to increase team engagement and build a stronger Lean community.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>GASB 68 Reports Completed Timely - INFORMATIONAL</b>
Executive Owner:	Scott Terando
Outcome Measure:	Reliable Steward of Funds
Core Process:	Accounting for Funds

<b>Status:</b>	<b>Not applicable as KPI is Informational</b>
<b>Numeric Status:</b>	<b>N/A</b>

Description:	Each year, public agencies and state entities are required to disclose their fiduciary net position based on their pension plan data. The Actuarial Office (ACTO) creates these reports each year with the cooperation of the Financial Office (FINO).
Baseline:	All reports completed by December
Target:	Produce accounting valuation reports for all public agency plans as well as reports for State, School, Judges Retirement systems 1 and 2, and the legislators' retirement system
Refresh Frequency:	Annually, December September for plans belonging to a risk pool, schools pool, and JRS, LRS, and JRS 2, October for stat and December for plans that are stand alone
Reporting Range:	Measurement date 6/30/2020, based on demographic experience during the 2018-19 fiscal year rolled forward one-year, economic experience through the measurement date
Thresholds:	Not applicable as KPI is Informational

### Status Narrative:

As of December 2020, the GASB Liabilities were generated on time.

## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Produce Comprehensive Annual Financial Report (CAFR) with no Material Weaknesses - INFORMATIONAL</b>
Executive Owner:	Michael Cohen
Outcome Measure:	Reliable Steward of Funds
Core Process:	Accounting for Funds

<b>Status:</b>	<b>Not applicable as KPI is Informational</b>
<b>Numeric Status:</b>	<b>N/A</b>

Description:	Produce the CAFR with no material weaknesses reported by the external auditors.
Baseline:	Each year the CAFR is produced with new requirements and data. To date no material weaknesses have been reported or identified.
Target:	Zero material weaknesses, with no acceptable variance.
Refresh Frequency:	Annually, November
Reporting Range:	FY 2019-2020
Thresholds:	Not applicable as KPI is Informational

### Status Narrative:

The CAFR was produced and released in November 2020 with no material weaknesses reported by the external auditors.

## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Percent Forecast to the Actual Expenses (annually)</b>
Executive Owner:	Michael Cohen
Outcome Measure:	Reliable Steward of Funds
Core Process:	Accounting for Funds

<b>Status:</b>	<b>Pending Refresh (in December 2021)</b>
<b>Numeric Status:</b>	<b>9.5% (as of December 2020)</b>

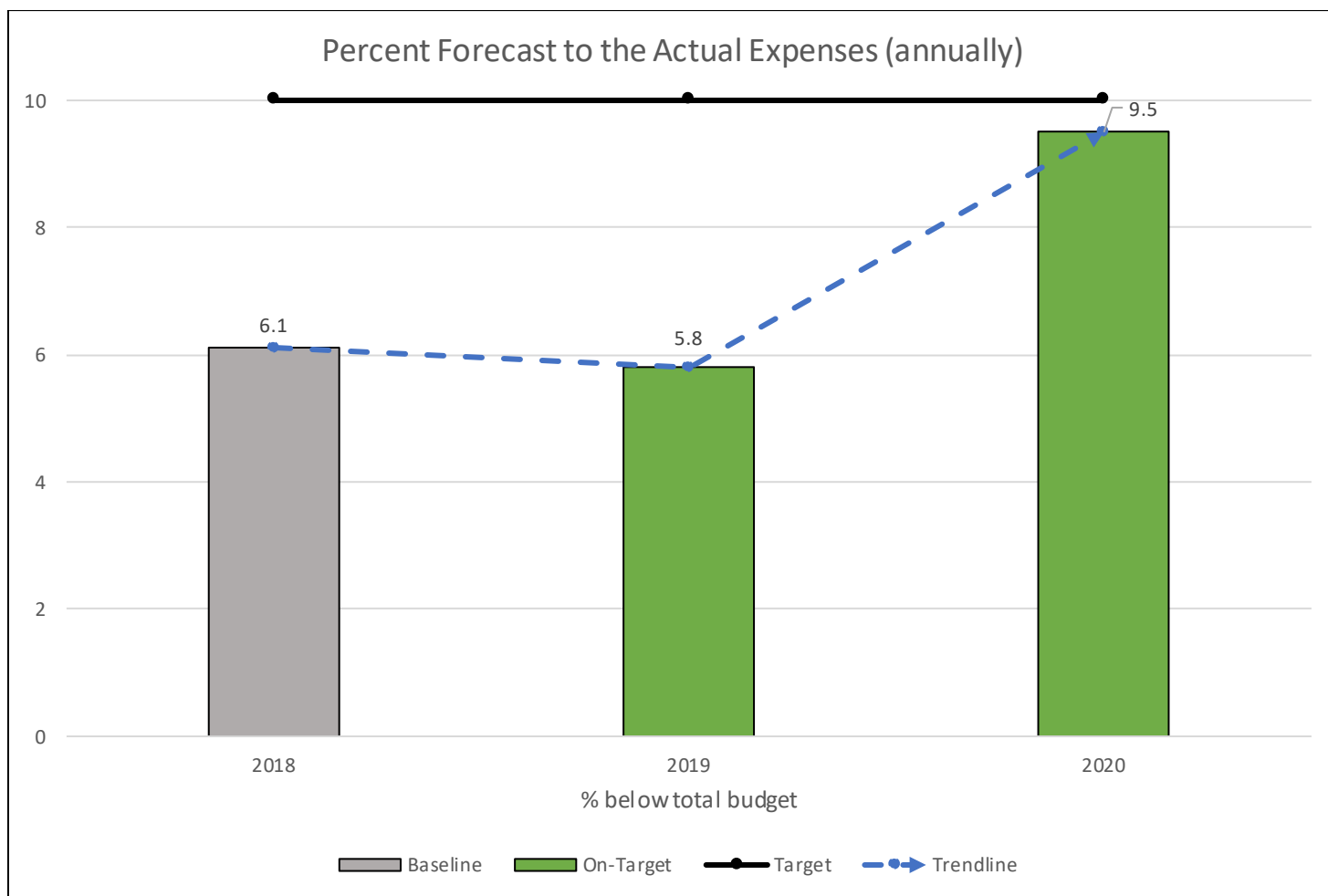
Description:	The percentage of forecast to actual expenses will measure how closely the organization's ability to adequately project future expenses. Actual expenses exclude investment external management fees.
Baseline:	6.1% below total budget for FY 2017-18
Target:	Accuracy at or below 10% of total budget
Refresh Frequency:	Annually, December
Reporting Range:	FY 2019-20
Thresholds:	On-Target: Accuracy at or below 10 % of total budget At-Risk: Accuracy at or below 10.1% – 15 % of total budget Off-Target: Accuracy at or below 15.1 % of total budget

### Status Narrative:

As of November 2020, data reflects this KPI was On-Target at 9.5% below the total budget.

\*Total expenditures reported in the Fiscal Year 2019-20 Year-End Expenditure Report reflected an overall expenditure level of 15% below the total budget. This percentage included external management fees.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Maintain Appropriate Reserve Levels- California Employer's Retiree Benefit Trust Fund</b>
Executive Owner:	Michael Cohen
Outcome Measure:	Reliable Steward of Funds
Core Process:	Accounting for Funds

<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>100%</b>

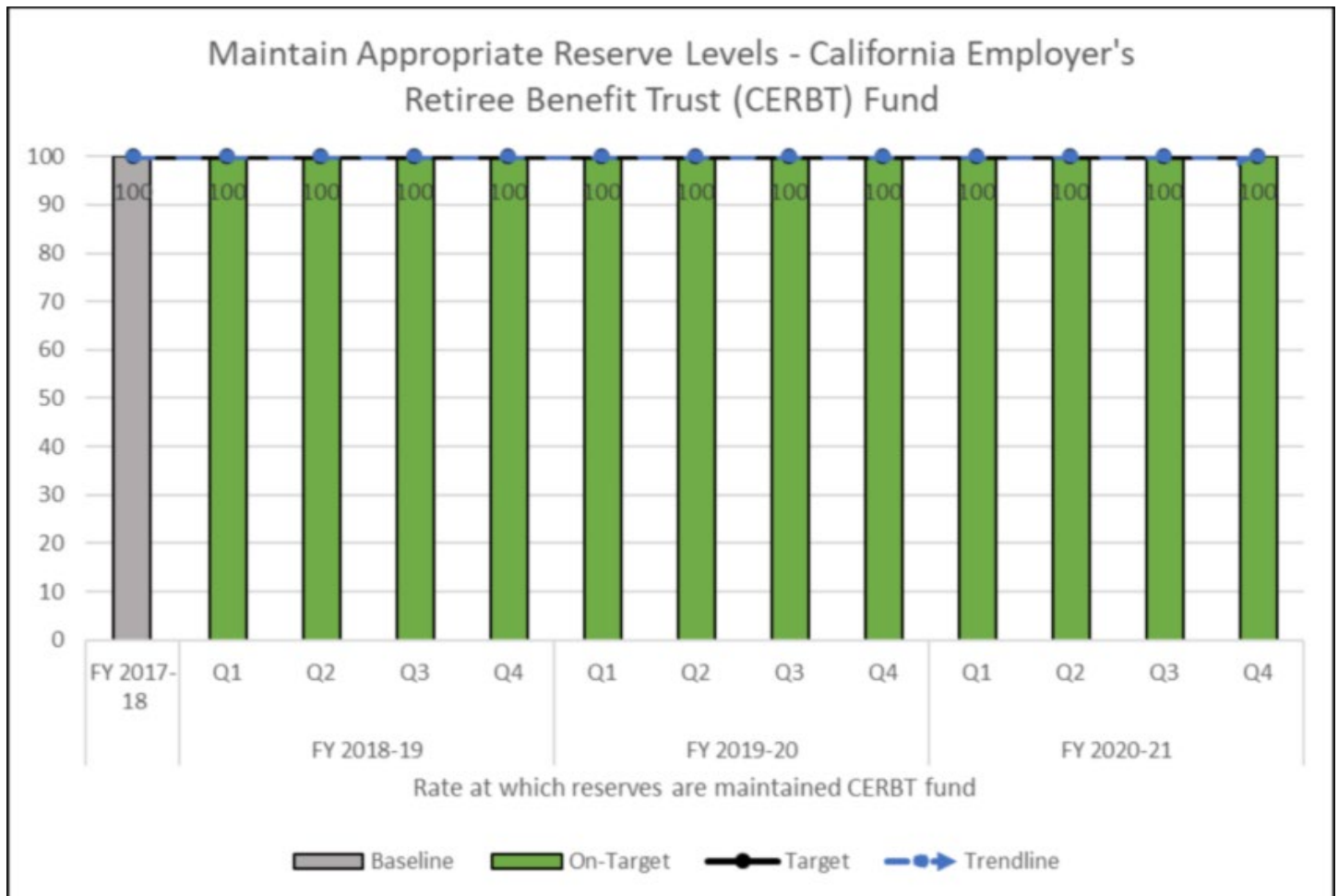
Description:	Treasury Management (TM) reserves are established to ensure the payment of member benefits and other obligations without interruption while optimizing the use of fund assets. A TM Reserve is defined as liquid assets dedicated to the payment of member benefits and other obligations during a stressed or crisis event. The TM reserves are documented in the TM Reserve Policy and reviewed annually. The California Employers' Retiree Benefit Trust Fund (CERBT) has a reserve requirement to prefund monthly benefit payments by 5 business days.
Baseline:	The baseline is 100% since reserve targets were met in FY2017-18
Target:	The target is to comply with the Treasury Management Reserve Policy and meet 100% of reserve targets
Refresh Frequency:	Quarterly
Reporting Range:	4/1/21 – 6/30/21
Thresholds:	<p>On-Target: 100% of reserve targets were met</p> <p>At-Risk: 98% to 99% of reserve targets were met</p> <p>Off-Target: Less than 97% of reserve targets were met</p>

### Status Narrative:

100% of reserve targets were met during the 4<sup>th</sup> quarter of FY 2020-21.



Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Maintain Appropriate Reserve Levels - Long-Term Care Fund</b>
Executive Owner:	Michael Cohen
Outcome Measure:	Reliable Steward of Funds
Core Process:	Accounting for Funds

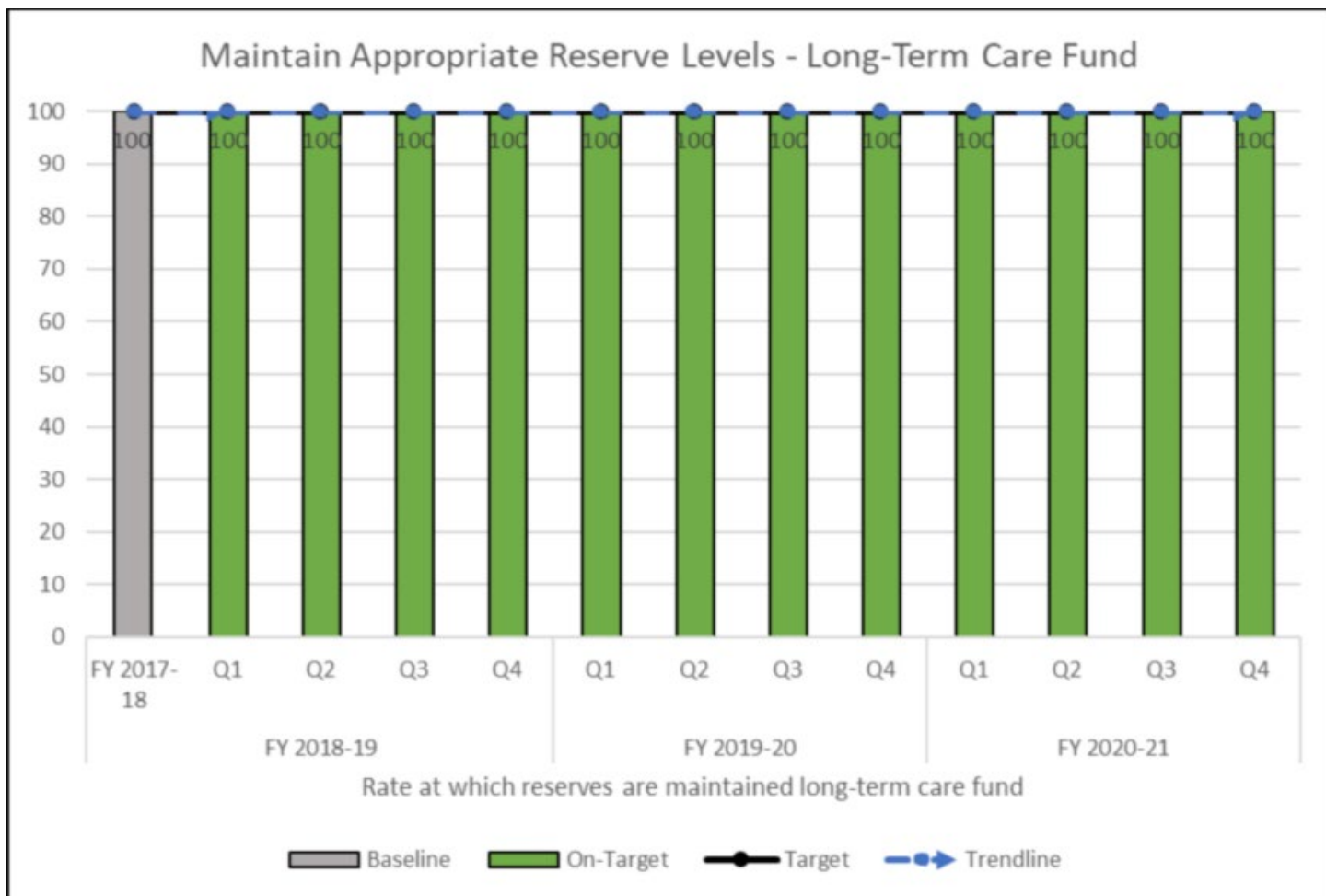
<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>100%</b>

Description:	Treasury Management (TM) reserves are established to ensure the payment of member benefits and other obligations without interruption while optimizing the use of fund assets. A TM Reserve is defined as liquid assets dedicated to the payment of member benefits and other obligations during a stressed or crisis event. The TM reserves are documented in the TM Reserve Policy and reviewed annually. The Long-Term Care Fund has a TM reserve equal to one month's coverage of expected program obligations.
Baseline:	The baseline is 100% since reserve targets were met in FY2017-18.
Target:	The target is to comply with the Treasury Management Reserve Policy and meet 100% of reserve targets.
Refresh Frequency:	Quarterly
Reporting Range:	4/1/21 – 6/30/21
Thresholds:	<p>On-Target: 100% of reserve targets were met</p> <p>At-Risk: 98% to 99% of reserve targets were met</p> <p>Off-Target: Less than 97% of reserve targets were met</p>

### Status Narrative:

100% of reserve targets were met during the 4<sup>th</sup> quarter of FY 2020-21.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Maintain Appropriate Reserve Levels - Defined Benefit Funds</b>
Executive Owner:	Michael Cohen
Outcome Measure:	Reliable Steward of Funds
Core Process:	Accounting for Funds

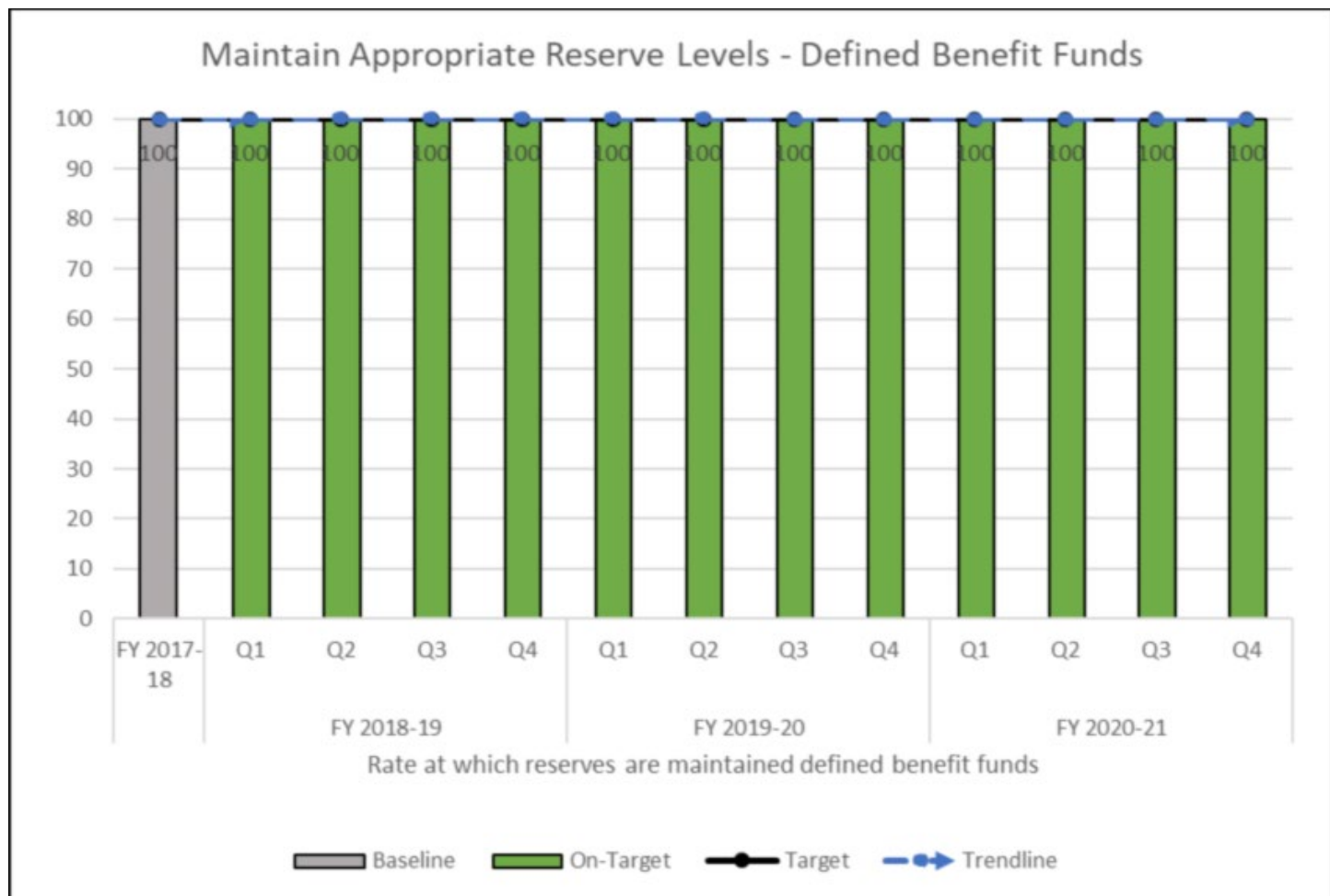
<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>100%</b>

Description:	<p>Treasury Management (TM) reserves are established to ensure the payment of member benefits and other obligations without interruption while optimizing the use of fund assets. A TM Reserve is defined as liquid assets dedicated to the payment of member benefits and other obligations during a stressed or crisis event. The TM reserves are documented in the TM Reserve Policy. This policy is reviewed annually. The following defined benefit funds have reserves established:</p> <ul style="list-style-type: none"> <li>Public Employees’ Retirement Fund- Prefund monthly benefit payments by 5 business days</li> <li>Legislators’ Retirement Fund- TM reserve equal to two months coverage of benefit payments and program obligations</li> <li>Judges’ Retirement Fund- TM Reserve equal to two-month coverage of member benefit payments and program obligations</li> </ul>
Baseline:	The baseline is 100% since reserve targets were met in FY 2017-18
Target:	The target is to comply with the Treasury Management Reserve Policy and meet 100% of reserve targets
Refresh Frequency:	Quarterly
Reporting Range:	4/1/21– 6/30/21
Thresholds:	<p>On-Target: 100% of reserve targets were met</p> <p>At-Risk: 98% to 99% of reserve targets were met</p> <p>Off-Target: Less than 97% of reserve targets were met</p>

**Status Narrative:**

100% of reserve targets were met during the 4<sup>th</sup> quarter of FY 2020-21.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Stay Within Risk Boundaries for Total Fund</b>
Executive Owner:	Dan Bienvenue
Outcome Measure:	Reliable Steward of Funds
Core Process:	Managing Investments

<b>Status:</b>	<b>Pending Refresh (in September 2021)</b>
<b>Numeric Status:</b>	<b>1.05% (for FY 2019-20)</b>

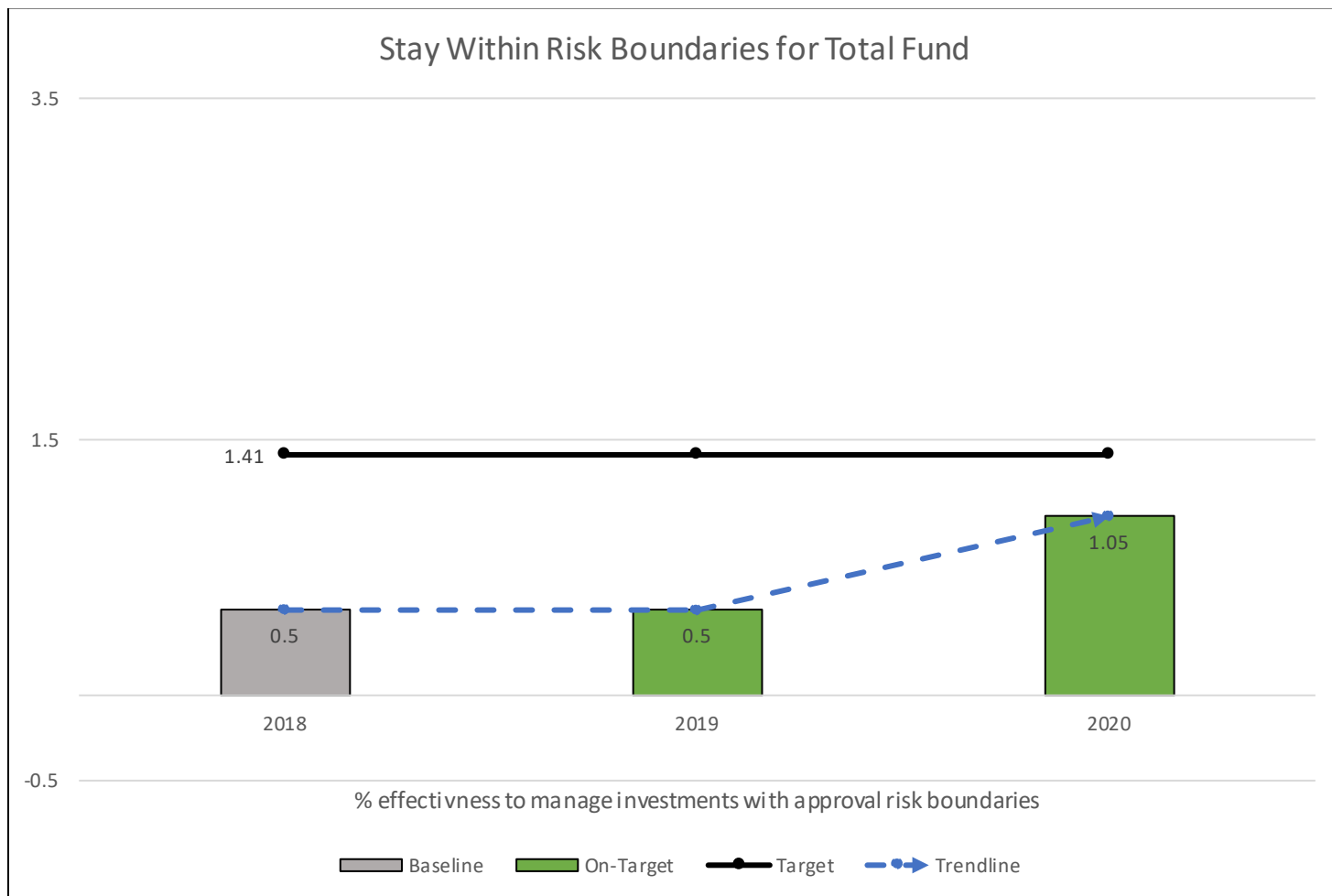
Description:	Forecast tracking error is the difference in risk between a managed portfolio and benchmark, measured as the annualized standard deviation (1-yr) of the differential return between the portfolio and an equal investment in the benchmark. This KPI provides a method to evaluate staffs' effectiveness to manage investments within the approved risk boundaries.						
Baseline:	As of June 30, 2017, the active tracking error is 0.5%.						
Target:	Target is to remain within approved risk boundaries (policy limit) for Total Fund. The CalPERS Total Fund is managed with policy maximum limit of 1.5% tracking error, inclusive of active asset allocation and other active management decisions.						
Refresh Frequency:	Annually, September						
Reporting Range:	FY 2019-20						
Thresholds:	<table> <tr> <td>On-Target:</td> <td>0 % to 1.41%</td> </tr> <tr> <td>At-Risk:</td> <td>1.42% - 1.49%</td> </tr> <tr> <td>Off-Target:</td> <td>Greater than 1.50%</td> </tr> </table>	On-Target:	0 % to 1.41%	At-Risk:	1.42% - 1.49%	Off-Target:	Greater than 1.50%
On-Target:	0 % to 1.41%						
At-Risk:	1.42% - 1.49%						
Off-Target:	Greater than 1.50%						

### Status Narrative:

As of June 2020, this KPI was reported as On-Target.

Active tracking error is at 1.05%, per Quarterly Update on Performance and Risk as of July 1, 2020 presented at the September Investment Committee.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Aggregate Risk Levels of the INVO Operating Model (TOM)</b>
Executive Owner:	Dan Bienvenue
Outcome Measure:	Reliable Steward of Funds
Core Process:	Managing Investments

<b>Status:</b>	<b>Pending Refresh in (September 2021)</b>
<b>Numeric Status:</b>	<b>4 (for FY 2019-20)</b>

Description:	The Target Operating Model (TOM) defines functions and sub-functions that capture operational activities within the Investment Office and is used to report and track operational risk over time. The new TOM Dashboard, which was presented to the Investment Committee in December 2017, includes more industry aligned sub-functions and added functions to represent CalPERS stakeholders and corporate engagement activities, with the total number of sub-functions reduced from 46 to 24. Measuring the risk level of the TOM is the aggregated risk assessment scores of each sub-function. The risk assessment, measurement, and reporting process are designed to turn raw operational risk data into information that supports management's decision-making process. The reported risk levels are used to prioritize resource and technology efforts on critical functions impacting Total Fund risk and return. The Investment Compliance and Operational Risk (ICOR) team assesses risk levels of each sub-function on a rolling annual basis.
Baseline:	As of July 2018, the risk assessment score is 4.
Target:	Aggregate assessed risk score of operating model (TOM) of 5 or less.
Refresh Frequency:	Annually, September
Reporting Range:	FY 2019-20
Thresholds:	On-Target: 1-5 At-Risk: 6-7 Off-Target: 8-10

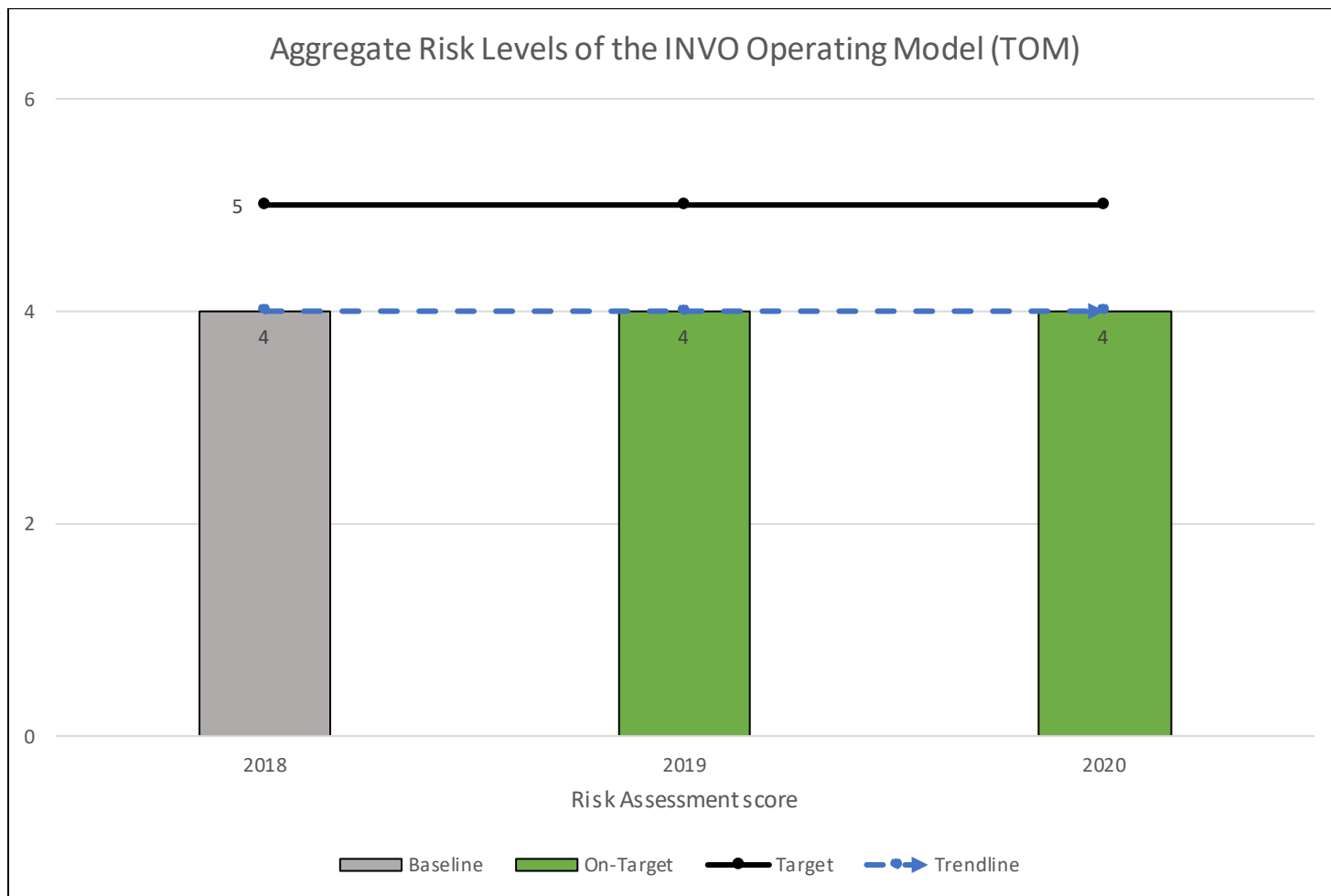
### Status Narrative:

As of June 2020, this KPI was On-Target with a score of 4, with the score unchanged at fiscal year-end.

Increased risk-levels in Portfolio Construction – Public Markets and Investment Accounting & Custody sub-functions were offset with decreases in Risk Management and Valuation & Pricing sub-functions. The remaining assessed sub-functions yielded no change in risk levels.



Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Strategic Asset Allocation Ranges (if outside approved ranges)</b>
Executive Owner:	Dan Bienvenue
Outcome Measure:	Reliable Steward of Funds
Core Process:	Managing Investments

<b>Status:</b>	<b>Pending Refresh (in September 2021)</b>
<b>Numeric Status:</b>	<b>Current asset allocation ranges remain within approved targets (for FY 2019-20)</b>

<b>Description:</b>	The Strategic Asset Allocation ranges are set on a 4-year Asset Liability Management (ALM) cycle with interim asset allocation changes occurring as required to realign levels of risk and liquidity. Allocations may temporarily deviate from policy ranges due to extreme market volatility or to accommodate contributions, distributions, or other short-term cash needs. If an asset class allocation exceeds the policy range, staff shall return the asset allocation to within its policy range in a timely manner, with the exact time primarily dependent on transaction costs and liquidity. This KPI provides a method to evaluate staffs' effectiveness to manage investments within the approved ranges.	
<b>Baseline:</b>		
<u>Asset Class:</u>	<u>Policy Weight:</u>	<u>Policy Range Relative to Target:</u>
Growth		
Public Equity	50%	+/-7%
Private Equity	8%	+/-4%
Income	28%	+/-6%
Real Assets	13%	+/-5%
Inflation Assets	0%	+3%/-0%
Liquidity	1%	+3%/-6%
Total Fund	100%	N/A
<b>Target:</b>	Target is for ranges to remain the approved interim targets and ranges, as listed above, as of June 2018.	
<b>Refresh Frequency:</b>	Annually, September	
<b>Reporting Range:</b>	FY 2019-20	
<b>Thresholds:</b>	On-Target:	Up to 1% of the maximum of any range, up or down
	At-Risk:	Between 0.99% and maximum of any range, up or down
	Off-Target:	Exceeding maximum of any range, up or down

### Status Narrative:

As of June 2020, the current asset allocation ranges remained within approved targets per the Quarterly Update on Performance and Risk as of June 30, 2020 presented at the September Investment Committee.

No Performance Trend Chart is available for this Key Performance Indicator.

## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Adequate Liquidity Coverage</b>
Executive Owner:	Michael Cohen
Outcome Measure:	Reliable Steward of Funds
Core Process:	Managing Investments

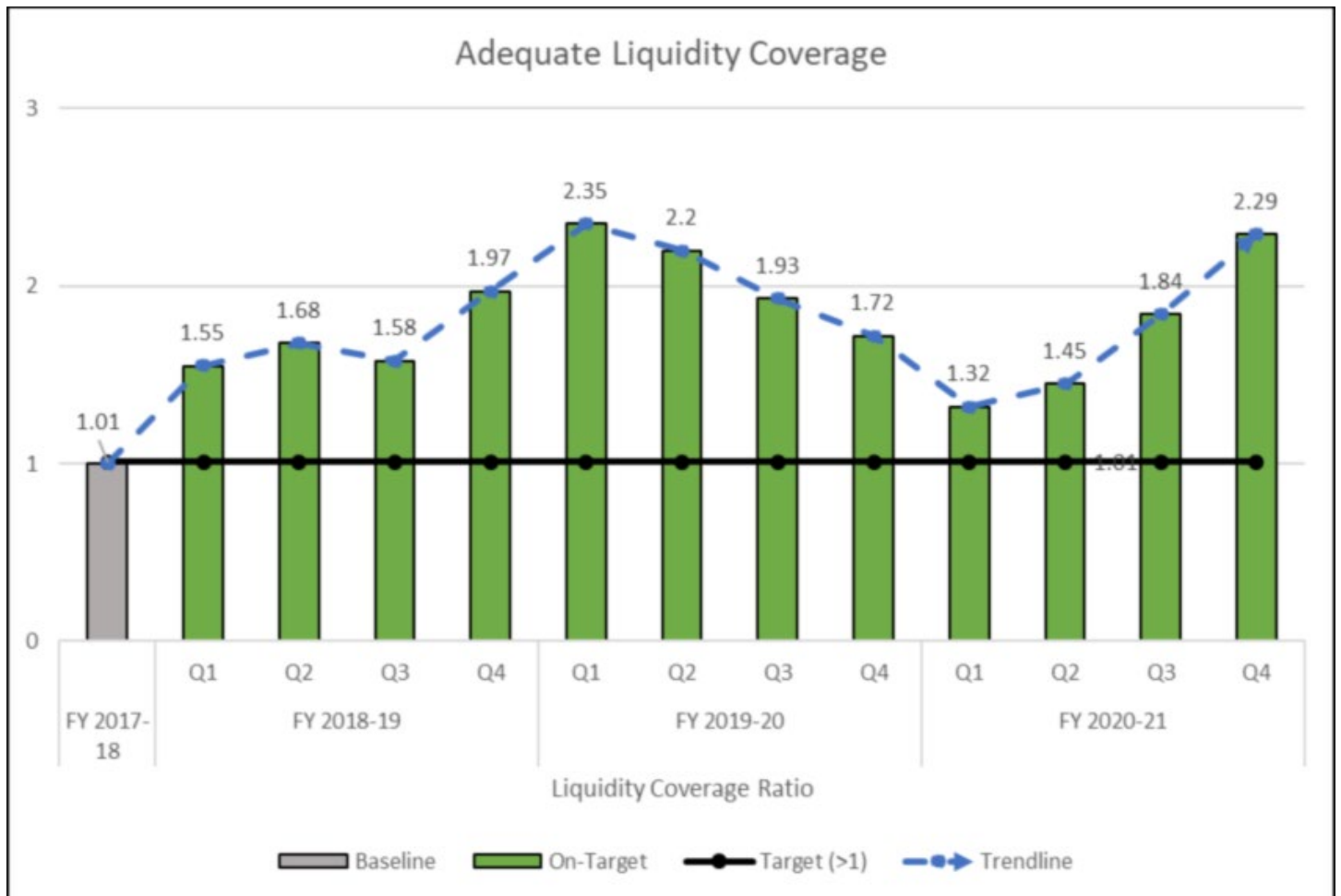
<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>2.29</b>

Description:	<p>Liquidity coverage ratios (LCRs) measure the amount of liquidity available to make payments for upcoming benefits, operating expenses, and projected investments during normal, stressed, and crisis market conditions. In the event of a stressed or crisis event only the most liquid assets may be available to pay organizational obligations.</p> <p>The LCR is calculated using the following methodology:</p> $\text{Liquidity Coverage Ratios (LCR)} = \frac{\text{cash} + \text{assets convertible to cash} + \text{incoming cash source}}{\text{outgoing cash uses} + \text{contingent cash uses}}$ <p>Those assets are cash and cash equivalents with durations of less than 30-days which are considered 'Level I' assets.</p> <table border="1"> <thead> <tr> <th>Fund</th> <th>Payment Status</th> <th>Reserve Status</th> <th>Relevant Coverage Ratio</th> </tr> </thead> <tbody> <tr> <td>PERF</td> <td>1-day large payment</td> <td>3-day pre-fund</td> <td>30-day Level 1</td> </tr> </tbody> </table> <p><b>Coverage Ratio Triggers</b>            On-target = 1.0&gt;      At-risk = 0.5 – 0.99 -2&gt; AA &gt; 7%      Off-target = &lt; 0.5</p> <p>(Ratio triggers are in alignment with the Treasury Management Reserve Policy. AA = Asset Allocation range in accordance with the Investment Policy.)</p>	Fund	Payment Status	Reserve Status	Relevant Coverage Ratio	PERF	1-day large payment	3-day pre-fund	30-day Level 1
Fund	Payment Status	Reserve Status	Relevant Coverage Ratio						
PERF	1-day large payment	3-day pre-fund	30-day Level 1						
Baseline:	FY 2017-18 Q4 status of 1.0								
Target:	The LCR is greater than 1.0								
Refresh Frequency:	Quarterly								
Reporting Range:	4/1/21-6/30/21								
Thresholds:	On-Target: LCR actual greater than 1.0 At-Risk: LCR actual at 1.0 Off-Target: LCR actual less than 1.0								

### Status Narrative:

The LCR actual was on target at 2.29 for the 4<sup>th</sup> quarter of FY 2020-21.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Cash Forecasting Accuracy</b>
Executive Owner:	Michael Cohen
Outcome Measure:	Reliable Steward of Funds
Core Process:	Managing Investments

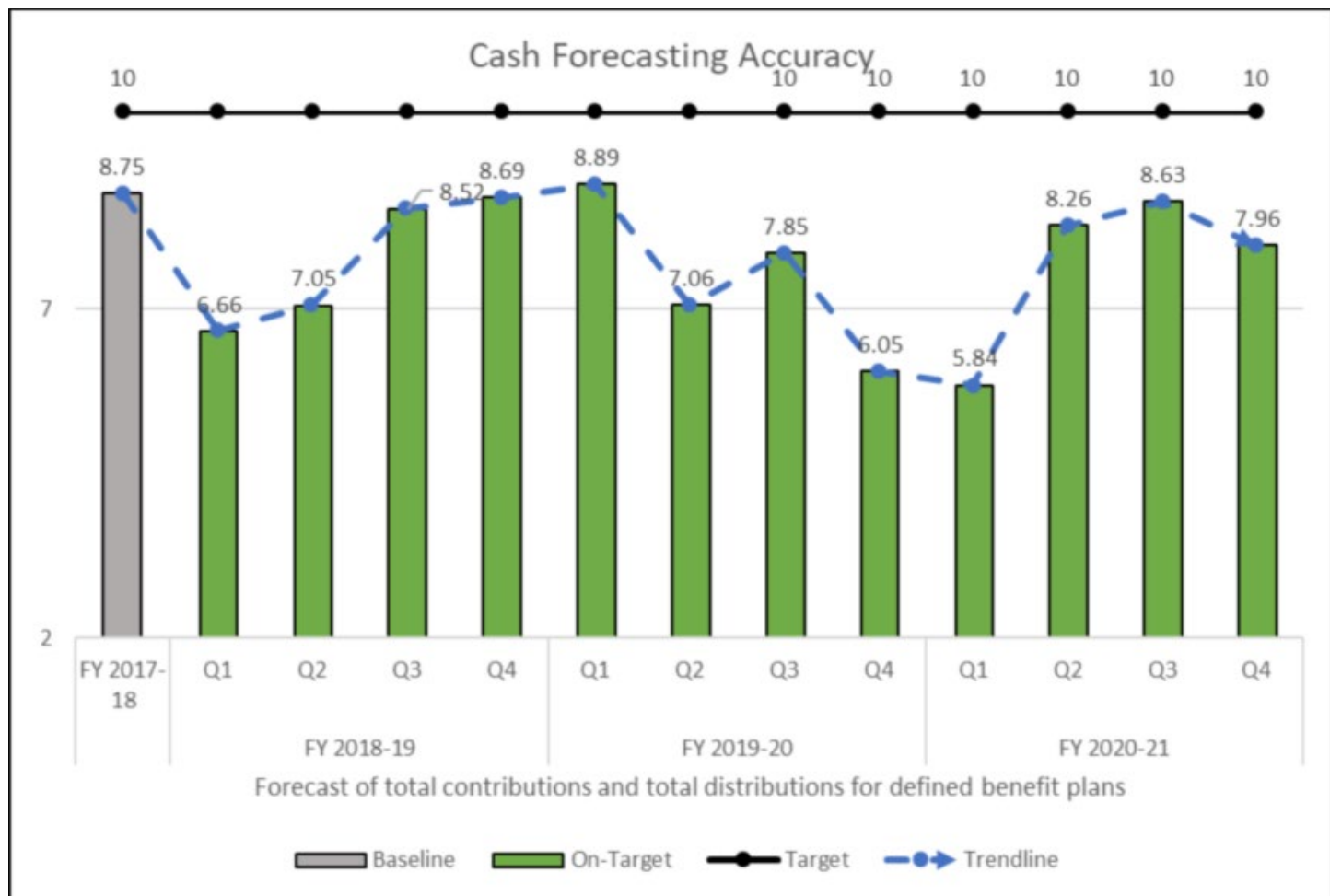
<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>7.96%</b>

Description:	Forecasting member benefit and organizational expenses is critical to ensure adequate liquidity is available while managing the investment goals for the funds.
Baseline:	The baseline will be the total average forecast variance for FY 2017-18 of 8.75% contributions/distributions for each defined benefit pension plan (PERF, LRF, JRS I, JRS II). The baseline is the actual total average forecast variance of 8.75% reported for fiscal year 2017-18.
Target:	The target is to be able to forecast total contributions and total distributions for defined benefit pension plans with forecast variances less than 10%
Refresh Frequency:	Quarterly
Reporting Range:	4/1/21-6/30/21
Thresholds:	<p>On-Target: Forecast variance less than 10% for total contributions/distributions</p> <p>At-Risk: Forecast variance between 10% to 50% for total contributions/distributions</p> <p>Off-Target: Forecast variance more than 50% for total contributions/distributions</p>

### Status Narrative:

The forecast variance for the 4<sup>th</sup> quarter of FY 2020-21 was on target at 7.96%.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Generate Liability Data and Rates for Pension Funding – Public Agency</b>
Executive Owner:	Scott Terando
Outcome Measure:	Reliable Steward of Funds
Core Process:	Projecting Liabilities

<b>Status:</b>	<b>Pending Refresh (in September 2021)</b>
<b>Numeric Status:</b>	<b>Reports were uploaded in July 2020</b>

Description:	Each year, the public agency pension plan is reviewed and the contribution rates are adjusted to account for any gains and losses the pension plan must pay for.
Baseline:	Reports and contribution rates are uploaded to my CalPERS in July
Target:	Calculate liabilities and produce annual valuation reports each year for all public agency pension plans so that the fiscal year rates may be determined and uploaded in July each year
Refresh Frequency:	Annually, September
Reporting Range:	FY 2018-19 (This includes both demographic and economic experience)
Thresholds:	<p>On-Target: Deliverables uploaded in July</p> <p>At-Risk: Deliverables uploaded in August</p> <p>Off-Target: Deliverables uploaded after August</p>

### Status Narrative:

The annual valuation reports were uploaded to my CalPERS in July 2020. Despite the pandemic, ACTO was able to complete all the valuations and upload the reports in record time.



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Generate Liability Data for Long-Term Care Program</b>
Executive Owner:	Scott Terando
Outcome Measure:	Reliable Steward of Funds
Core Process:	Projecting Liabilities

<b>Status:</b>	<b>Pending Refresh (in March 2022)</b>
<b>Numeric Status:</b>	<b>Reported at the September Board meeting</b>

Description:	Each year, the Long-Term Care plan is reviewed and adjusted to ensure the viability of the plan. The long-term care valuation will be using a revamped data set, and will also be solidifying the first principles model this year. The actuarial office produces a report and an agenda item to inform the plan sponsor and the CalPERS Board of the health of the plan.						
Baseline:	Report and deliverables must be completed by February Board meeting						
Target:	The annual Long-Term Care report, complete with agenda item deliverables, for the February Board meeting each year						
Refresh Frequency:	Annually, March						
Reporting Range:	Fiscal Year 2019-2020						
Thresholds:	<table> <tr> <td>On-Target:</td> <td>Deliverables for February Board</td> </tr> <tr> <td>At-Risk:</td> <td>Deliverables for April Board</td> </tr> <tr> <td>Off-Target:</td> <td>Deliverables after April Board</td> </tr> </table>	On-Target:	Deliverables for February Board	At-Risk:	Deliverables for April Board	Off-Target:	Deliverables after April Board
On-Target:	Deliverables for February Board						
At-Risk:	Deliverables for April Board						
Off-Target:	Deliverables after April Board						

### Status Narrative:

The June 2020 liabilities are complete. The report will be presented to the board at the September board meeting. This item continues to be delayed due to complications surrounding the ongoing lawsuit and pending rate increases occurring this year.

There is no performance trend chart for this KPI.

## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Generate Liability Data and Rates for Pension Funding – State</b>
Executive Owner:	Scott Terando
Outcome Measure:	Reliable Steward of Funds
Core Process:	Projecting Liabilities

<b>Status:</b>	<b>Pending Refresh (in July 2021)</b>
<b>Numeric Status:</b>	<b>Contribution Rates were uploaded in June 2021</b>

Description:	Each year, the State Pension Plan is reviewed and the contribution rates are adjusted to account for any gains and losses the pension plan must pay for. The actuarial office produces an agenda item in April.						
Baseline:	Contribution Rates are uploaded to my CalPERS in June.						
Target:	Calculate liabilities and produce annual valuation results each year for the state pension plans so that the fiscal year rates may be determined by June of each year.						
Refresh Frequency:	Annually, July						
Reporting Range:	FY 2019-20 (This includes both demographic and economic experience)						
Thresholds:	<table> <tr> <td>On-Target:</td> <td>Deliverables uploaded by June</td> </tr> <tr> <td>At-Risk:</td> <td>Deliverables uploaded by July</td> </tr> <tr> <td>Off-Target:</td> <td>Deliverables uploaded by August (or later)</td> </tr> </table>	On-Target:	Deliverables uploaded by June	At-Risk:	Deliverables uploaded by July	Off-Target:	Deliverables uploaded by August (or later)
On-Target:	Deliverables uploaded by June						
At-Risk:	Deliverables uploaded by July						
Off-Target:	Deliverables uploaded by August (or later)						

### Status Narrative:

Contribution Rates were uploaded in June 2021. This KPI was On-Target for the reporting period.

No Performance Trend Chart is available for this Key Performance Indicator.

## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Generate Liability Data and Rates for Pension Funding – Schools</b>
Executive Owner:	Scott Terando
Outcome Measure:	Reliable Steward of Funds
Core Process:	Projecting Liabilities

<b>Status:</b>	<b>Pending Refresh (in July 2021)</b>
<b>Numeric Status:</b>	<b>Contribution rates were uploaded in June 2021</b>

Description:	Each year, the schools pool pension plan is reviewed and the contribution rates are adjusted to account for any gains and losses the pension plan must pay for. The actuarial office produces an agenda item in April.
Baseline:	Contribution rates are uploaded to my CalPERS in June
Target:	Calculate liabilities and produce annual valuation results each year for the schools pool pension plan so that the fiscal year rates may be determined and uploaded in June of each year
Refresh Frequency:	Annually, July
Reporting Range:	FY 2019-20 (This includes both demographic and economic experience)
Thresholds:	On-Target: Deliverables uploaded in June At-Risk: Deliverables uploaded in July Off-Target: Deliverables uploaded in August (or later)

### Status Narrative:

Contribution rates were uploaded in June 2021. This KPI was On-Target for the reporting period.

No Performance Trend Chart is available for this Key Performance Indicator.

## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Customer Satisfaction</b>
Executive Owner:	Anthony Suine
Outcome Measure:	Customer Satisfaction Driven Organization
Core Process:	Provide and Administer Retirement Benefits

<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>92%</b>

Description:	To ensure we are listening to our customers and taking action on their feedback, we collect customer satisfaction surveys for many of our business processes. This key performance indicator measures the overall customer satisfaction rate with CalPERS ability to perform its most core function to provide and administer retirement benefits.	
Baseline:	FY 2017-18, Quarter 1: 86%	
Target:	Achieve an overall satisfaction rate of 90%, reflecting a positive customer experience across core processes	
Refresh Frequency:	Quarterly	
Reporting Range:	04/01/2021-06/30/2021	
Thresholds:	On-Target:	80% or above
	At-Risk:	70% – 79%
	Off-Target:	69% or below

### Status Narrative:

This KPI is on target for this reporting period.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Benefit Payment Accuracy</b>
Executive Owner:	Anthony Suine
Outcome Measure:	Customer Satisfaction Driven Organization
Core Process:	Provide and Administer Retirement Benefits

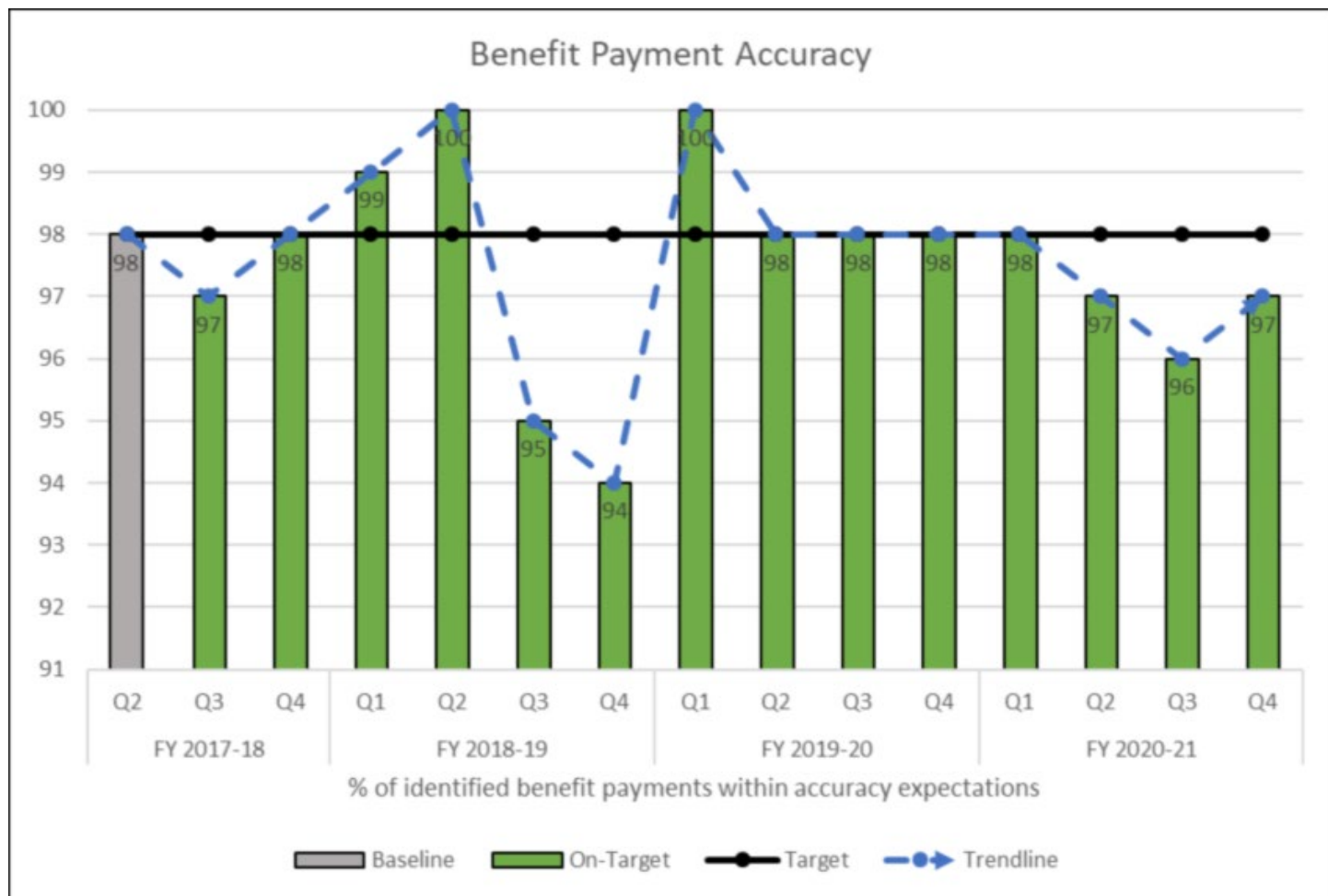
<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>97%</b>

Description:	Collecting data and measuring performance on the accuracy of the benefit payments we issue ensures our customers receive the benefits they have earned and aids in long term stability for the fund.						
Baseline:	FY 2017-18, Quarter 2: 98%						
Target:	Issue 98% of identified benefit payments within accuracy expectations						
Refresh Frequency:	Quarterly						
Reporting Range:	04/01/2021-06/30/2021						
Thresholds:	<table> <tr> <td>On-Target:</td> <td>90% or above</td> </tr> <tr> <td>At-Risk:</td> <td>83% – 89%</td> </tr> <tr> <td>Off-Target:</td> <td>Below 83%</td> </tr> </table>	On-Target:	90% or above	At-Risk:	83% – 89%	Off-Target:	Below 83%
On-Target:	90% or above						
At-Risk:	83% – 89%						
Off-Target:	Below 83%						

### Status Narrative:

This KPI is on target for this reporting period.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Benefit Payment Timeliness</b>
Executive Owner:	Anthony Suine
Outcome Measure:	Customer Satisfaction Driven Organization
Core Process:	Provide and Administer Retirement Benefits

<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>95%</b>

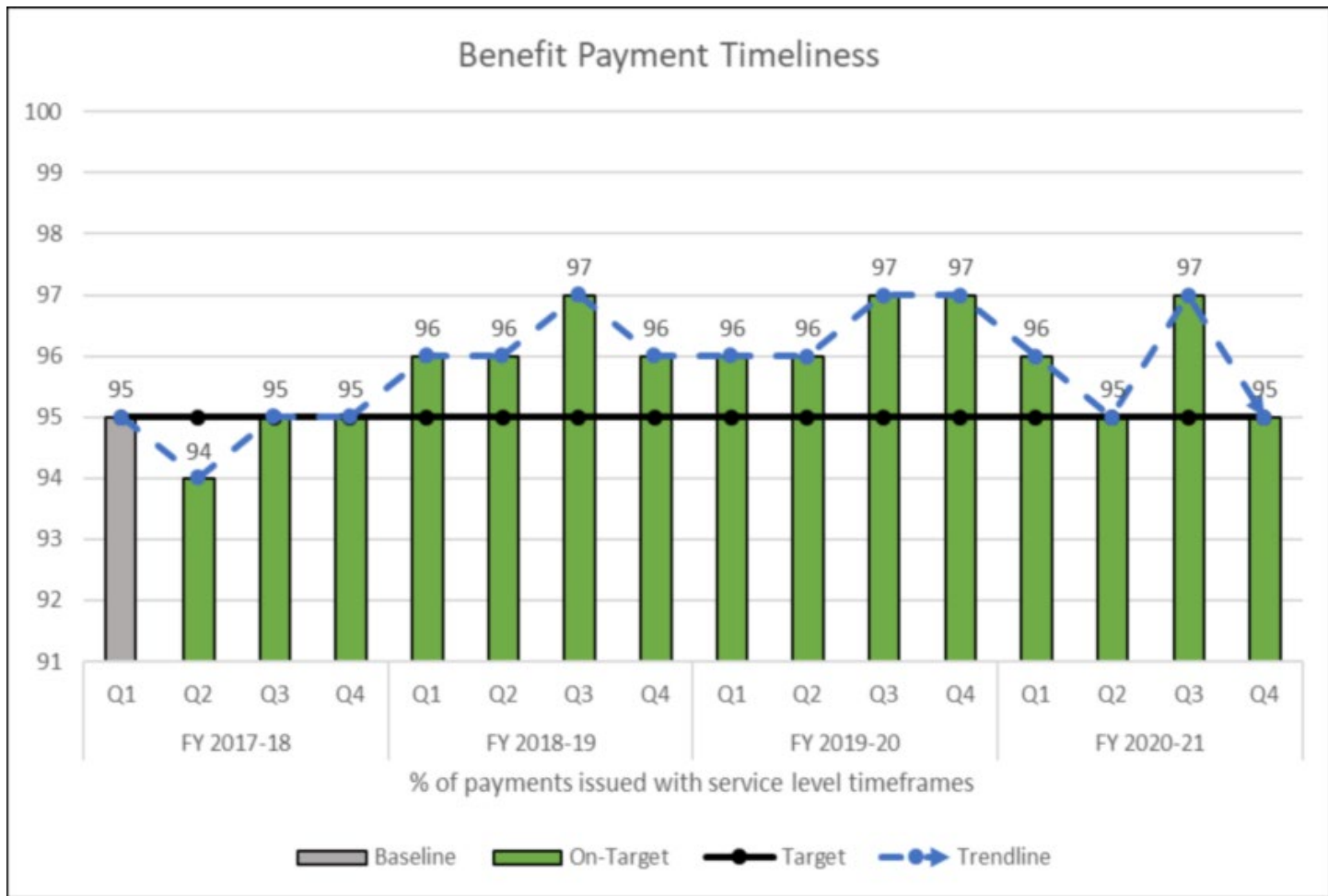
Description:	The key performance indicator for benefit payment timeliness measures one of our most critical priorities: ensuring that customers receive benefit payments on time. In FY 2017-18, 95% of identified benefit payments were made within our established service levels, reflecting our absolute commitment to issuing timely payments to our customers.	
Baseline:	FY 2017-18, Quarter 1: 95%	
Target:	Issue 95% of benefit payments within service level timeframes	
Refresh Frequency:	Quarterly	
Reporting Range:	04/01/2021-06/30/2021	
Thresholds:	On-Target:	87% or above
	At-Risk:	79% – 86%
	Off-Target:	Below 79%

### Status Narrative:

This KPI is on target for this reporting period.



Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Health Plan Scorecard of 90% or Better</b>
Executive Owner:	Don Moulds
Outcome Measure:	Customer Satisfaction Driven Organization
Core Process:	Provide & Administer Health Care Benefits

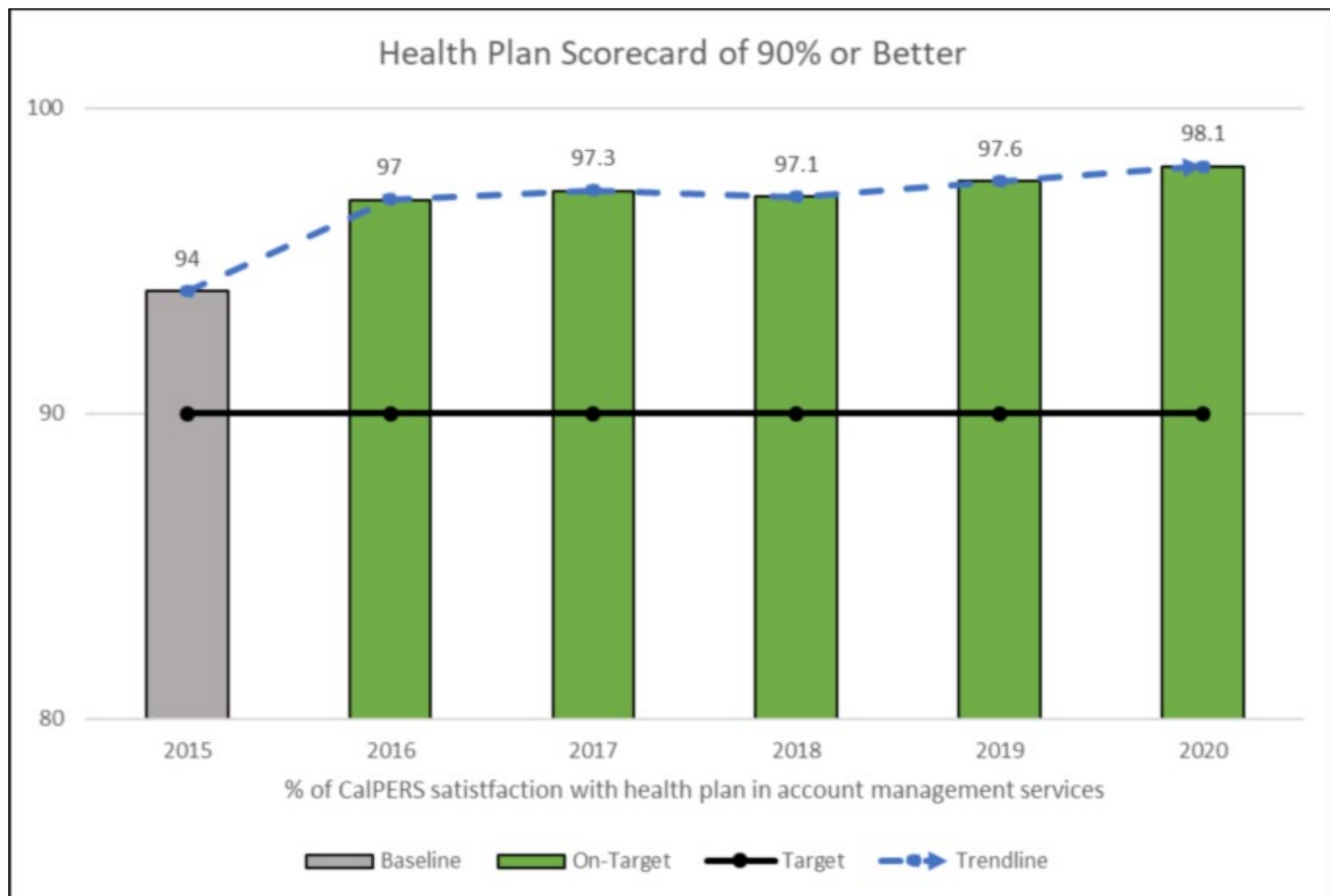
<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>98.1% (covering experience in 2020)</b>

Description:	This KPI is an assessment of CalPERS' satisfaction with health plan performance in account management services. CalPERS' contract compliance and rate development team members rate their satisfaction with health plan account management teams' responsiveness and quality of service. This KPI is driven by CalPERS staff satisfaction with their health plan account management team for the prior 12 months.	
	KPI trend:	
	<ul style="list-style-type: none"> <li>• 97% (covering experience in 2016)</li> <li>• 97.3% (covering experience in 2017)</li> <li>• 97.1% (covering experience in 2018)</li> <li>• 97.6% (covering experience in 2019)</li> <li>• 98.1% (covering experience in 2020)</li> </ul>	
Baseline:	94% (covering experience in 2015)	
Target:	90%	
Refresh Frequency:	Annually, June	
Reporting Range:	January 2020 – December 2020	
Thresholds:	On-Target:	90% or above
	At-Risk:	85% - 89%
	Off-Target:	Less than 85%

### Status Narrative:

As of June 2021, this Key Performance Indicator reported at 98.1% and was On-Target.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Customer Inquiry Timeliness</b>
Executive Owner:	Donald Moulds
Outcome Measure:	Customer Satisfaction Driven Organization
Core Process:	Provide & Administer Health Care Benefits

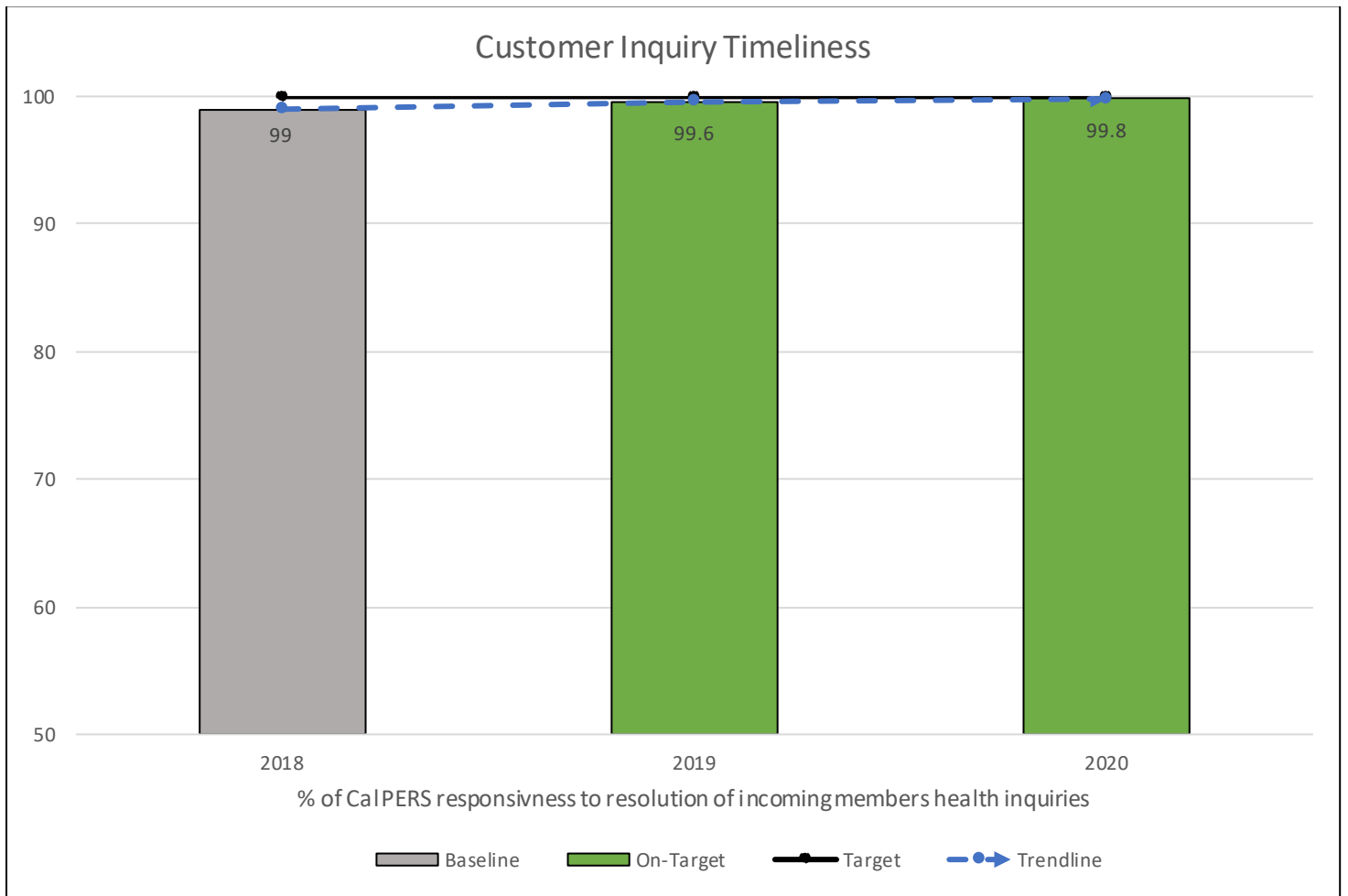
<b>Status:</b>	<b>Pending Refresh (in August 2021)</b>
<b>Numeric Status:</b>	<b>99.8% (for FY 2019-20)</b>

Description:	<p>This measure is an assessment of CalPERS' responsiveness and resolution to incoming member health inquiries. CalPERS measures customer service response rates with designated service level targets. The established target to respond and resolve phone inquiries is 5-business days, and 30-calendar days for document inquiries (letter, form, fax, etc.). Rate will be calculated by dividing the total number of workflows completed within service level by the total number of inquiries (phone/documents).</p> <p>KPI trend:</p> <ul style="list-style-type: none"> <li>• 99.6% (covering experience in Fiscal Year 2018-19)</li> <li>• 99.8% (covering experience in Fiscal Year 2019-20)</li> </ul>
Baseline:	FY2017-18 baseline of 99% completed within service level targets.
Target:	100% completed within service level targets.
Refresh Frequency:	Annually, August
Reporting Range:	Fiscal Year 2019-20
Thresholds:	<p>On-Target: 98% or above</p> <p>At-Risk: 93 - 97%</p> <p>Off-Target: Less than 93%</p>

### Status Narrative:

As of August 2020, this Key Performance Indicator reported at 99.8% and was On-Target.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Public Agency Retention</b>
Executive Owner:	Donald Moulds
Outcome Measure:	Customer Satisfaction Driven Organization
Core Process:	Provide & Administer Health Care Benefits

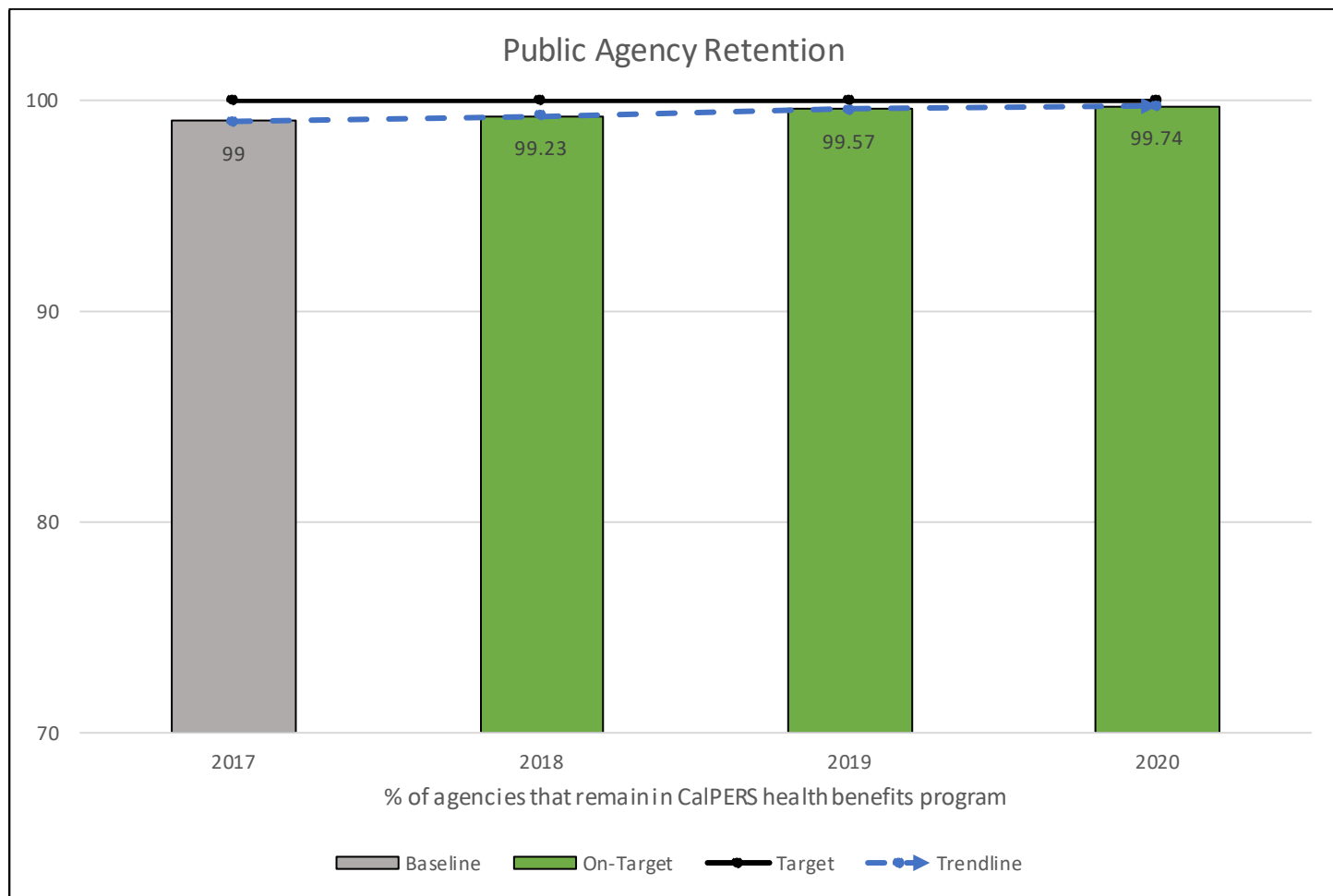
<b>Status:</b>	<b>Pending Refresh (in February 2022)</b>
<b>Numeric Status:</b>	<b>99.74% (for 2020)</b>

Description:	<p>This measure is an indicator of the strength of the CalPERS Health Benefits Program as agencies leaving our program may pose a risk in achieving the strategic goal of health care affordability by driving up health care costs. The calculation is based on the number of agencies in the CalPERS Health Benefits Program at the end of the previous calendar year against the number of agencies in the program at the beginning of the current calendar year. Any new agencies that joined during the previous calendar year are excluded.</p> <p>KPI trend:</p> <ul style="list-style-type: none"> <li>• 99.23% for 2018</li> <li>• 99.57% for 2019</li> <li>• 99.74 % for 2020</li> </ul>
Baseline:	99% rate of retention of public agency and school employers for calendar year 2017.
Target:	100%
Refresh Frequency:	Annually, February
Reporting Range:	January 2020 – December 2020
Thresholds:	<p>On-Target: 99.0% and above</p> <p>At-Risk: 98.0% - 98.9%</p> <p>Off-Target: 97.9% and below</p>

### Status Narrative:

As of February 2021, this Key Performance Indicator reported at 99.74% and was On-Target.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Public Agency Recruitment</b>
Executive Owner:	Donald Moulds
Outcome Measure:	Customer Satisfaction Driven Organization
Core Process:	Provide & Administer Health Care Benefits

<b>Status:</b>	<b>Pending Refresh (in February 2022)</b>
<b>Numeric Status:</b>	<b>16,597 Total Covered Lives (for 2020)</b>

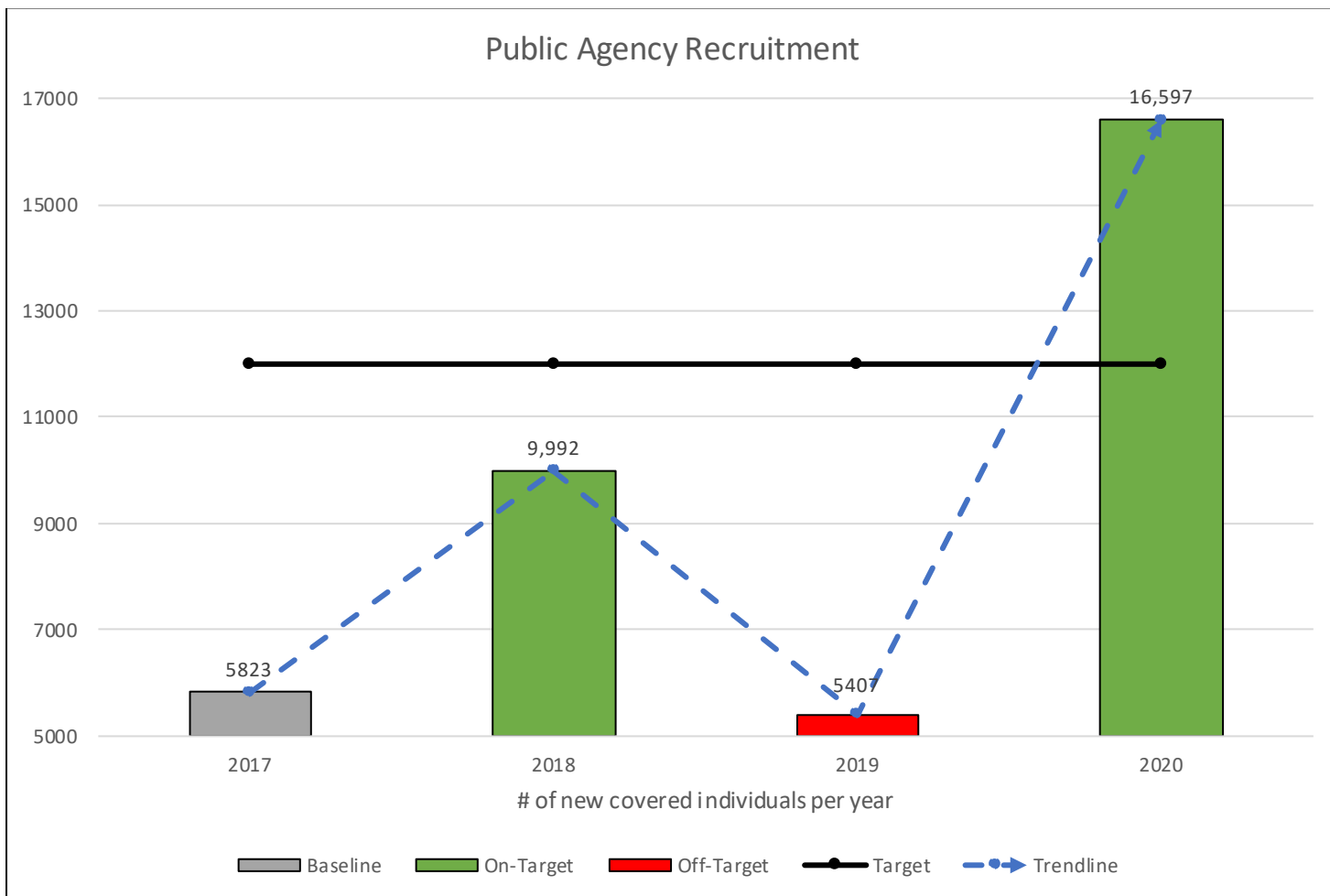
Description:	This measure is an indicator of the strength of the CalPERS Health Benefits Program because not increasing the number of contracting agencies and Total Covered Lives (TCLs) may pose a risk in achieving the strategic goal of health care affordability by driving up health care costs.
	KPI trend: <ul style="list-style-type: none"> <li>• 9,992 for 2018</li> <li>• 5,407 for 2019</li> <li>• 16,597 for 2020</li> </ul>
Baseline:	5,823 TCLs gained through the resolution process for calendar year 2017.
Target:	12,000 new TCLs
Refresh Frequency:	Annually, February
Reporting Range:	January 2020 – December 2020
Thresholds:	On-Target: 9,000 TCLs or above At-Risk: 6,000 – 8,999 TCLs Off-Target: 5,999 TCLs or below

### Status Narrative:

As of February 2021, this Key Performance Indicator reported with 16,597 TCLs and was On-Target.



Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Self-Reported Overall Health Status</b>
Executive Owner:	Donald Moulds
Outcome Measure:	Customer Satisfaction Driven Organization
Core Process:	Provide & Administer Health Care Benefits

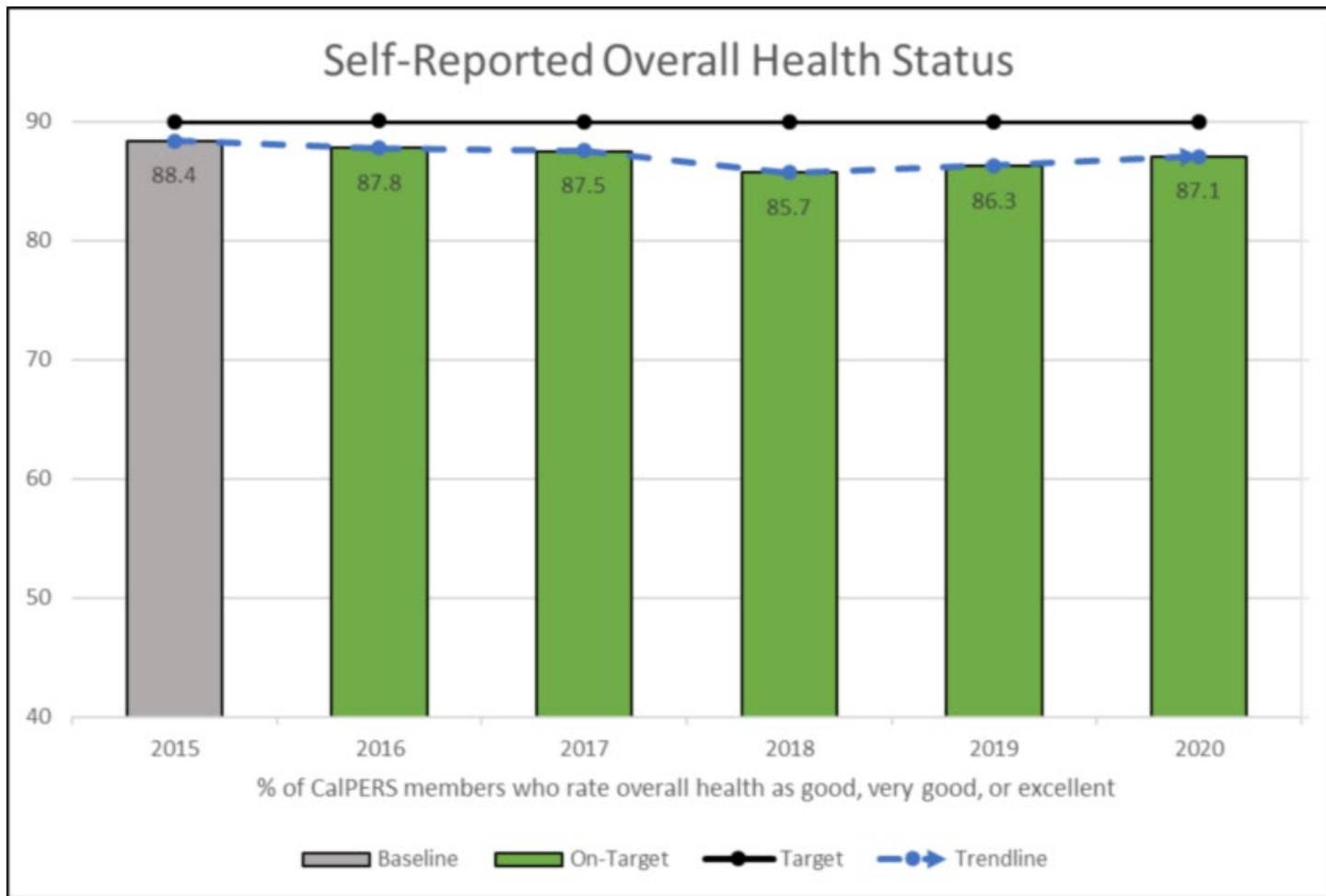
<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>87.1% (covering experience in 2020)</b>

Description:	<p>This KPI assesses the proportion of CalPERS members who rate their overall health as good, very good, or excellent.</p> <p>This metric represents the percentage of CalPERS members who rated their overall health as good, very good, or excellent on the annual Health Plan Member survey. A higher percentage is considered good.</p> <p>Factors that can influence this KPI include enforcement of contractual requirements and collaborative efforts with CalPERS health plan partners.</p> <p>KPI trend:</p> <ul style="list-style-type: none"> <li>• 87.8% (covering experience in 2016)</li> <li>• 87.5% (covering experience in 2017)</li> <li>• 85.7% (covering experience in 2018)</li> <li>• 86.3% (covering experience in 2019)</li> <li>• 87.1% (covering experience in 2020)</li> </ul>
Baseline:	88.4% (covering experience in 2015)
Target:	90%
Refresh Frequency:	Annually, June
Reporting Range:	January 2020 – December 2020
Thresholds:	<p>On-Target: 85% and above</p> <p>At-Risk: 80-84.9%</p> <p>Off-Target: Below 80%</p>

### Status Narrative:

As of June 2021, this Key Performance Indicator reported at 87.1% and was On-Target.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Opioids - Dose</b>
Executive Owner:	Donald Moulds
Outcome Measure:	Customer Satisfaction Driven Organization
Core Process:	Provide & Administer Health Care Benefits

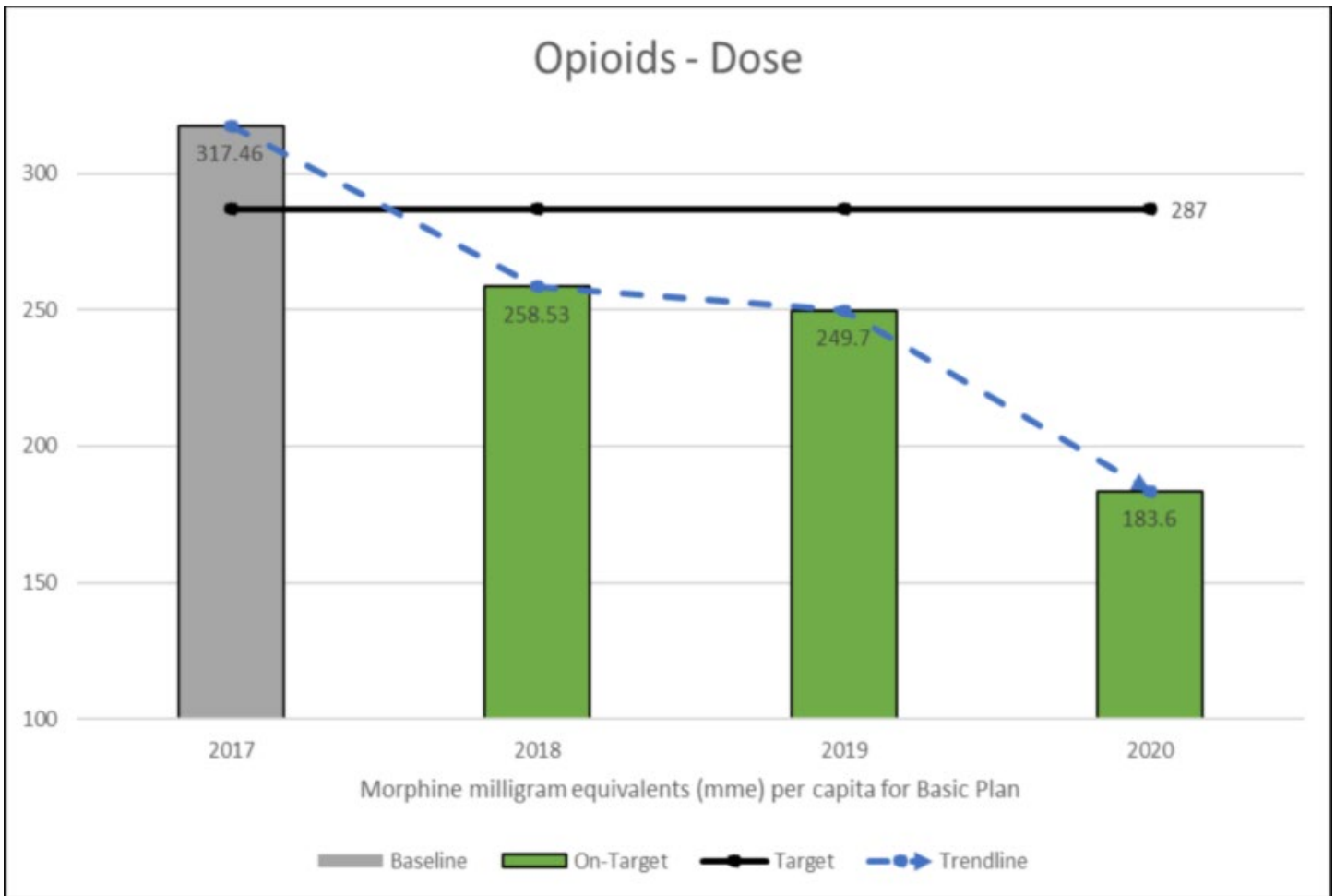
<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>183.60 MME (covering experience in 2020)</b>

Description:	<p>Morphine milligram equivalents (MME) per capita on an incurred year basis for Basic plans.</p> <p>This KPI has undergone development. Prior to 2018, the original target was tentatively the national average (640) because CalPERS was unable to perform MME analyses in the data warehouse. As CalPERS team members discovered that CalPERS is already much better than national and California averages, we are shifting to a target of 45% of the national average as a “stretch” goal, and 50% of the national average as “red zone.” (The calculations exclude Methadone and Suboxone drugs which are typically used to treat opioid addiction).</p> <p>The federal Centers for Disease Control and Prevention (CDC) reported that the average daily morphine milligram equivalents (MME) of opioids prescribed per capita in the United States increased from 180 in 1999 to 782 in 2010, then decreased to 640 in 2015. The California MME per capita, as reported by amfAR (The Foundation for AIDS Research) is 467.0.</p> <p>Medicare data are currently unavailable for this KPI. However, the Centers for Medicare and Medicaid Services (CMS) requires Medicare plans to take actions regarding opioid management, and our Medicare plans are following CMS guidelines in this area.</p> <p>KPI trend:</p> <ul style="list-style-type: none"> <li>• 258.53 (covering experience in 2018)</li> <li>• 249.70 (covering experience in 2019)</li> <li>• 183.60 (covering experience in 2020)</li> </ul>
Baseline:	317.46 for 2017
Target:	Below 288
Refresh Frequency:	Annually, April
Reporting Range:	January 2020 – December 2020
Thresholds:	<p>On-Target: Below 288</p> <p>At-Risk: 289-319</p> <p>Off-Target: 320 and above</p>

Status Narrative:

As of April 2021, this Key Performance Indicator reported with 183.60 MME and was On-Target.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>C-Section Rate</b>
Executive Owner:	Donald Moulds
Outcome Measure:	Customer Satisfaction Driven Organization
Core Process:	Provide and Administer Health Care Benefits

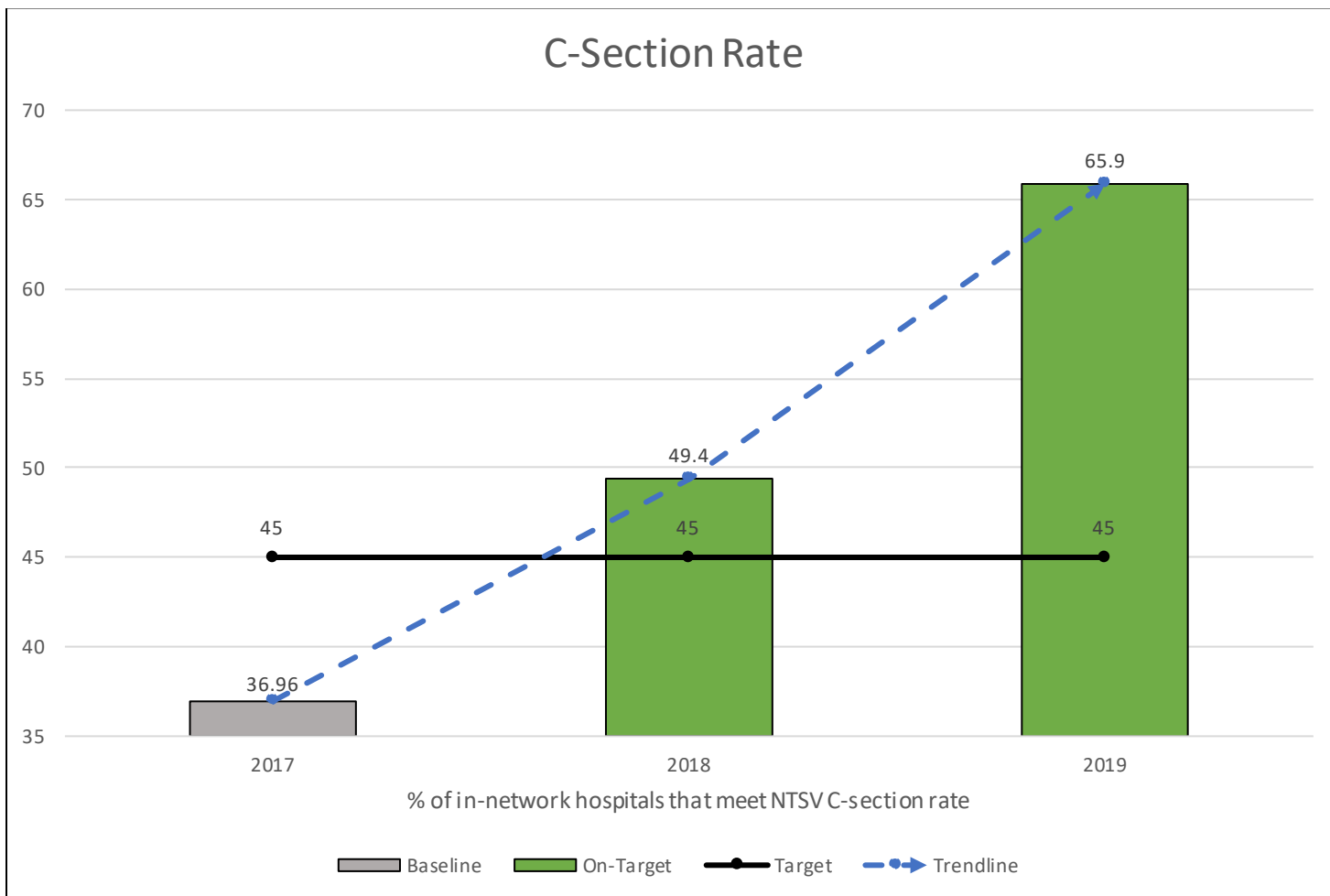
<b>Status:</b>	<b>Pending Refresh (in December 2021)</b>
<b>Numeric Status:</b>	<b>65.9% (covering experience in 2019)</b>

Description:	<p>Percentage of in-network hospitals providing obstetric services to CalPERS members that have a NTSV (“nulliparous” [i.e., first time], “term” [i.e., not preterm or post-term], “single” [i.e., not twins, triplets, etc.], and “vertex” [i.e., not breech]) cesarean section rate of 23.9% or less.</p> <p>Although cesarean births can be lifesaving and medically optimal, far too many are performed for non-medical reasons. This KPI originally involved total C-section rates; however, both nationally and in California (e.g., under Let's Get Healthy California), the preferred metric for C-sections is the NTSV rate, and the NTSV C-section target rate is 23.9% or less.</p> <p>Calculating the overall NTSV C-section rates among CalPERS membership would require linkage to external data sources, which would be administratively difficult. In contrast, it is simple to determine from each health plan which contracted hospitals provide obstetric services to CalPERS members.</p> <p>KPI trend:</p> <ul style="list-style-type: none"> <li>• 49.4% (covering experience in 2018)</li> <li>• 65.9% (covering experience in 2019)</li> </ul>
Baseline:	36.96%. That is, out of the 257 in-network hospitals that provided obstetric services to CalPERS members in 2017, 95 (36.96%) had an NTSV C-section rate of 23.9% or less.
Target:	45% of in-network hospitals meet the NTSV C-section rate of 23.9%
Refresh Frequency:	Annually, December
Reporting Range:	January 2019 – December 2019
Thresholds:	<p>On-Target: &gt;45%</p> <p>At-Risk: 37-45%</p> <p>Off-Target: &lt;37%</p>

### Status Narrative:

As of December 2020, this Key Performance Indicator reported at 65.9% and was On-Target.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Percent of Employer Participation in CalPERS Annual Educational Forum</b>
Executive Owner:	Brad Pacheco
Outcome Measure:	Open & Transparent Communication
Core Process:	Educate Members, Employers & Stakeholders

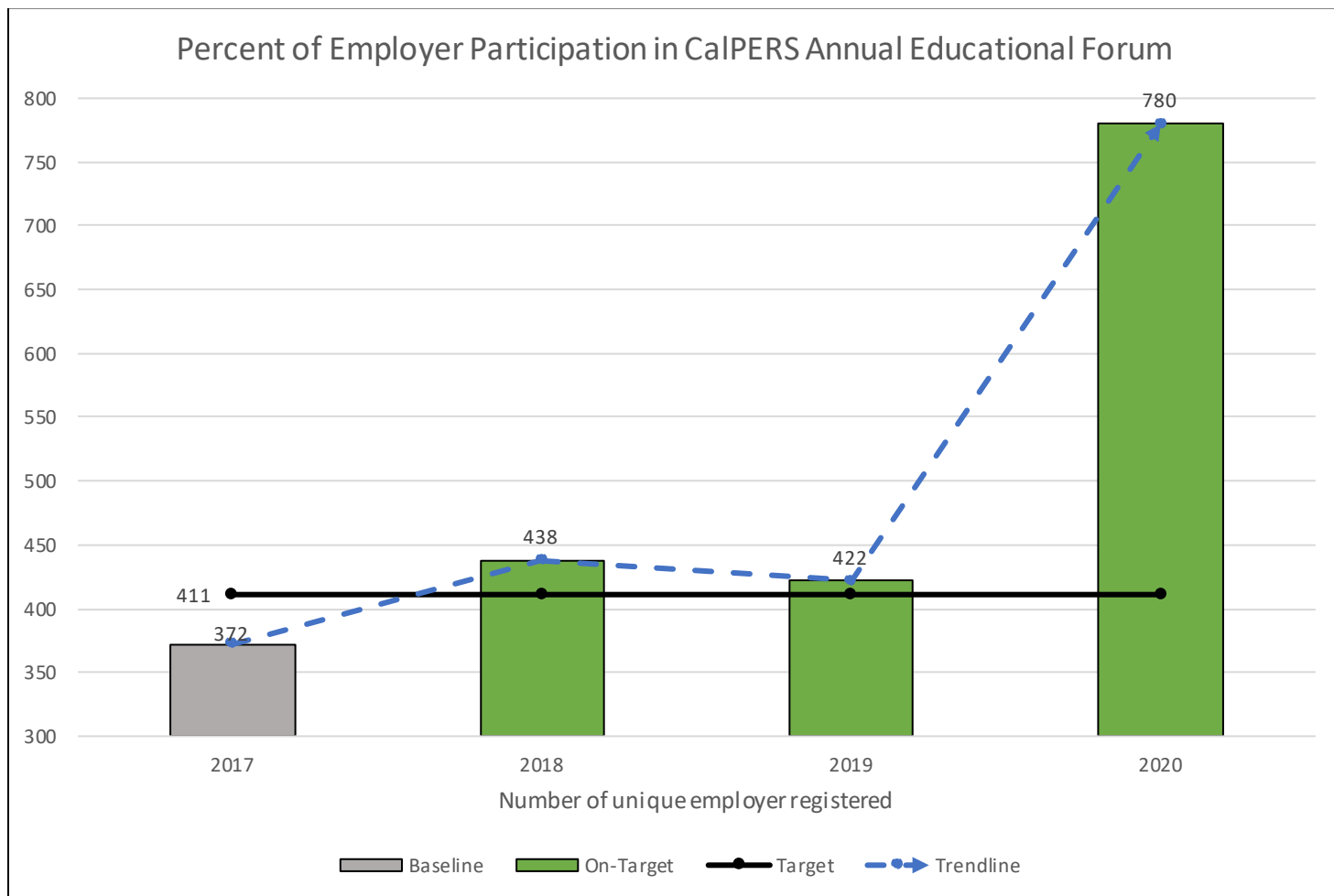
<b>Status:</b>	<b>Pending Refresh (in November 2021)</b>
<b>Numeric Status:</b>	<b>780 (as of November 2020)</b>
Description:	CalPERS hosts the Educational Forum on an annual basis, in the month of October. The KPI is based on the total number of unique employers registered. The totals will be measured by the past year's total number of unique employers registered.
Baseline:	The baseline is total number of unique employers registered, resulting from October 31, 2016 to October 31, 2017 <ul style="list-style-type: none"> <li>372 unique employers</li> </ul>
Target:	Increase registration totals of unique employers by 2% or greater per year from the baseline figure for the next 5 years.
Refresh Frequency:	Annually, November
Reporting Range:	11/01/2019 – 10/31/2020
Thresholds:	<p>On-Target: Percentage meets or exceeds increase of 2% per year from the baseline</p> <p>At-Risk: Percentage remains the same or increases by less than 2% per year from the baseline</p> <p>Off-Target: Percentage decreases from the baseline</p>

### Status Narrative:

This KPI is on-target for the current reporting period with an increase of 84.8% over the previous reporting period. The reason for this significant increase was because the Ed Forum was a virtual event in 2020.



Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Member Education Satisfaction</b>
Executive Owner:	Anthony Suine
Outcome Measure:	Open & Transparent Communication
Core Process:	Educate Members, Employers & Stakeholders

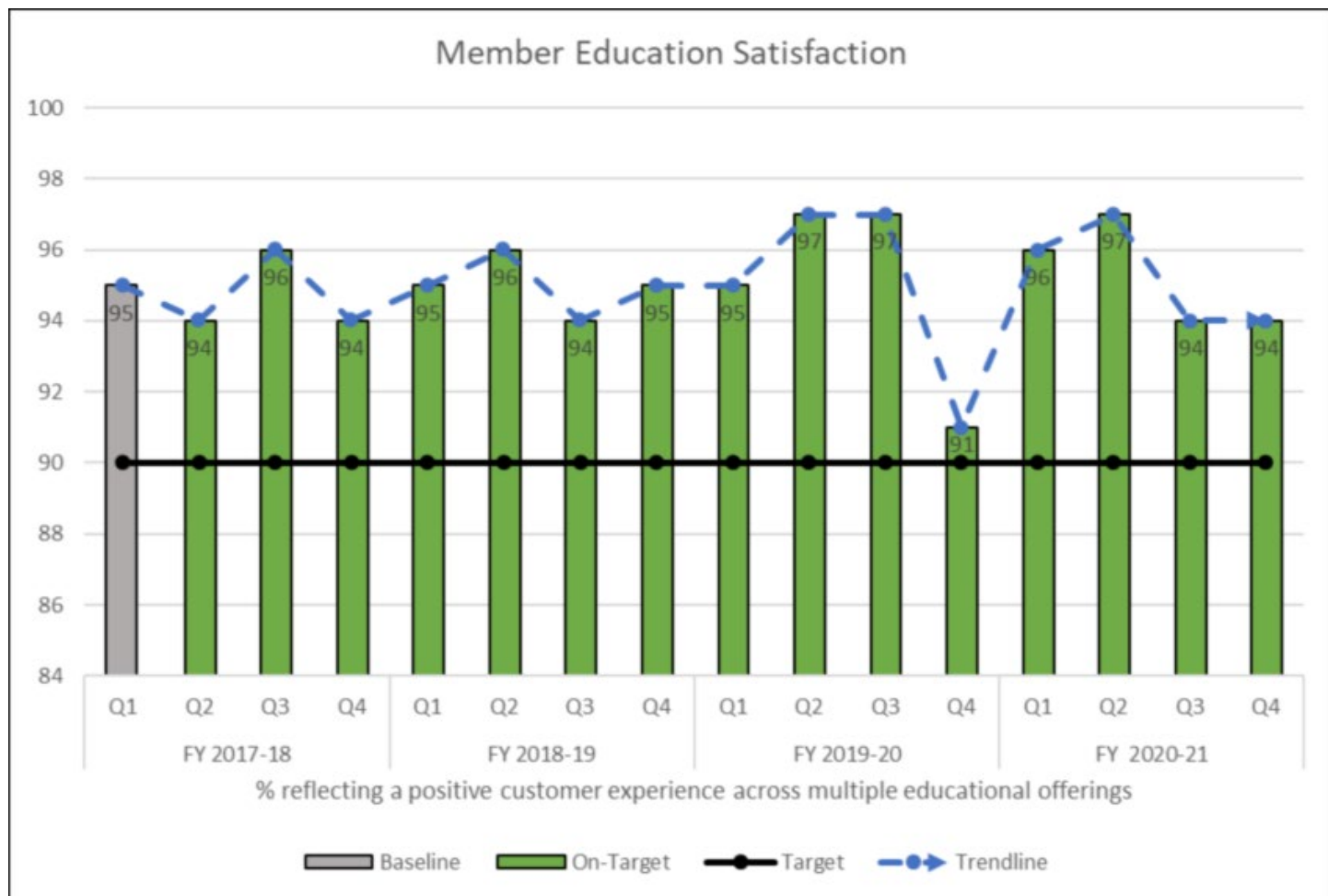
<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>94%</b>

Description:	The key performance indicator for member education measures satisfaction of our customers who attend educational offerings for members, including webinars, instructor-led training, computer-based training, and CalPERS Benefit Education Events. Closely monitoring satisfaction data ensures our educational offerings meet customer expectations. For the 2017-18 Fiscal Year, 95% of attendees reported satisfaction with member education offerings, exceeding performance targets and demonstrating an overall positive customer experience.						
Baseline:	FY 2017-18, Quarter 1: 95%						
Target:	Achieve an overall satisfaction rate of 90%, reflecting a positive customer experience across multiple educational offerings						
Refresh Frequency:	Quarterly						
Reporting Range:	04/01/2021-06/30/2021						
Thresholds:	<table> <tr> <td>On-Target:</td> <td>80% or above</td> </tr> <tr> <td>At-Risk:</td> <td>70% – 79%</td> </tr> <tr> <td>Off-Target:</td> <td>Below 70%</td> </tr> </table>	On-Target:	80% or above	At-Risk:	70% – 79%	Off-Target:	Below 70%
On-Target:	80% or above						
At-Risk:	70% – 79%						
Off-Target:	Below 70%						

### Status Narrative:

This KPI is on target for this reporting period.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Employer Education Satisfaction</b>
Executive Owner:	Anthony Suine
Outcome Measure:	Open & Transparent Communication
Core Process:	Educate Members, Employers & Stakeholders

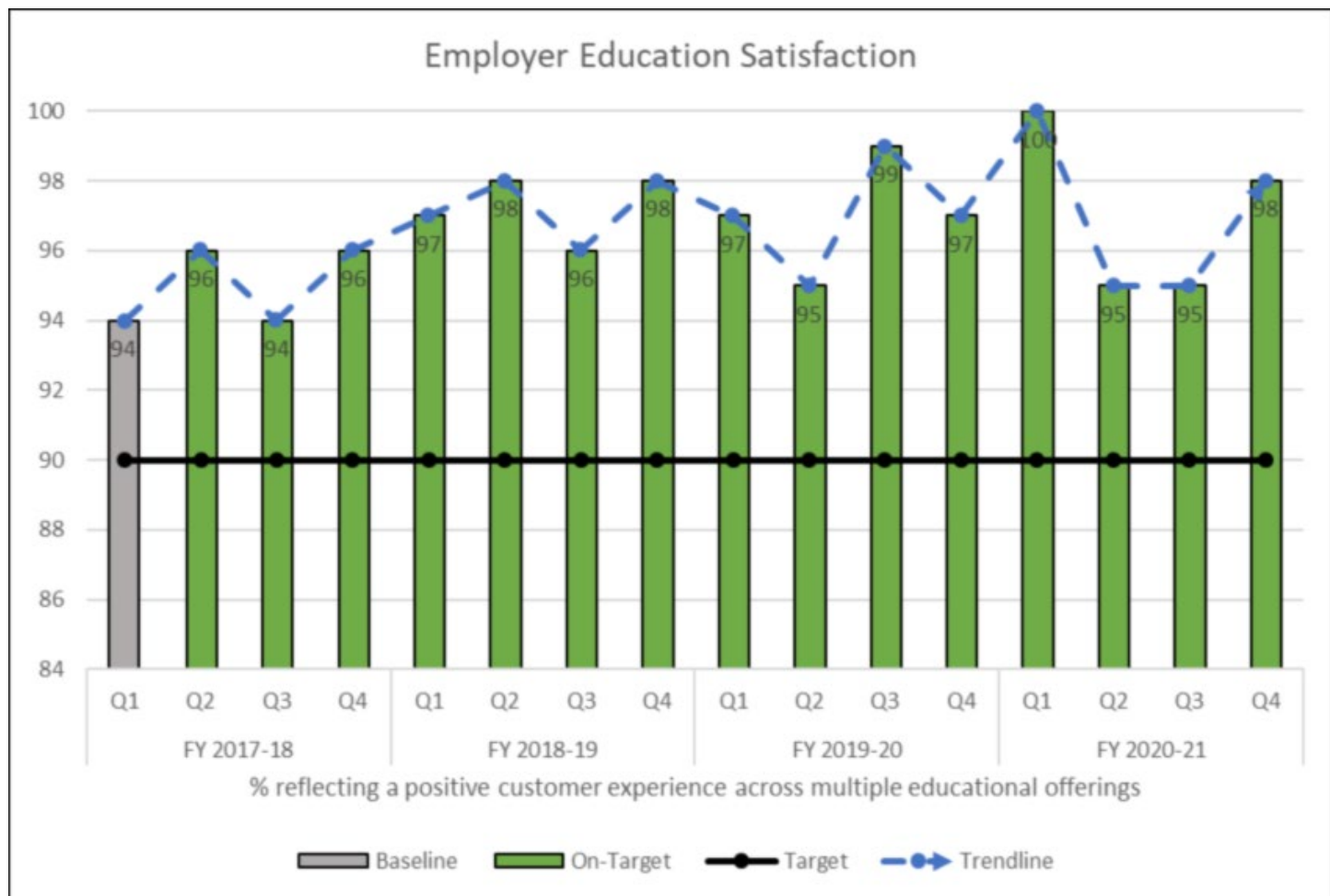
<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>98%</b>

Description:	The key performance indicator for employer education focuses on measuring satisfaction of business partners who attend webinars, computer-based, and instructor-led training for business partners. The collection of this data ensures we effectively educate employers on our benefit programs and enable them to report accurate information to CalPERS on behalf of their employees.
	Satisfaction with our Employer Education offerings performed at 94% for the 2017-18 Fiscal Year, demonstrating the effectiveness of employer training courses.
Baseline:	FY 2017-18, Quarter 1: 94%
Target:	Achieve an overall satisfaction rate of 90%, reflecting a positive customer experience across multiple educational offerings
Refresh Frequency:	Quarterly
Reporting Range:	04/01/2021–06/30/2021
Thresholds:	On-Target: 80% or above At-Risk: 70% – 79% Off-Target: Below 70%

### Status Narrative:

This KPI is on target for this reporting period.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Member Rating on Stakeholder Perception Survey</b>
Executive Owner:	Brad Pacheco
Outcome Measure:	Open & Transparent Communication
Core Process:	Listening & Informing

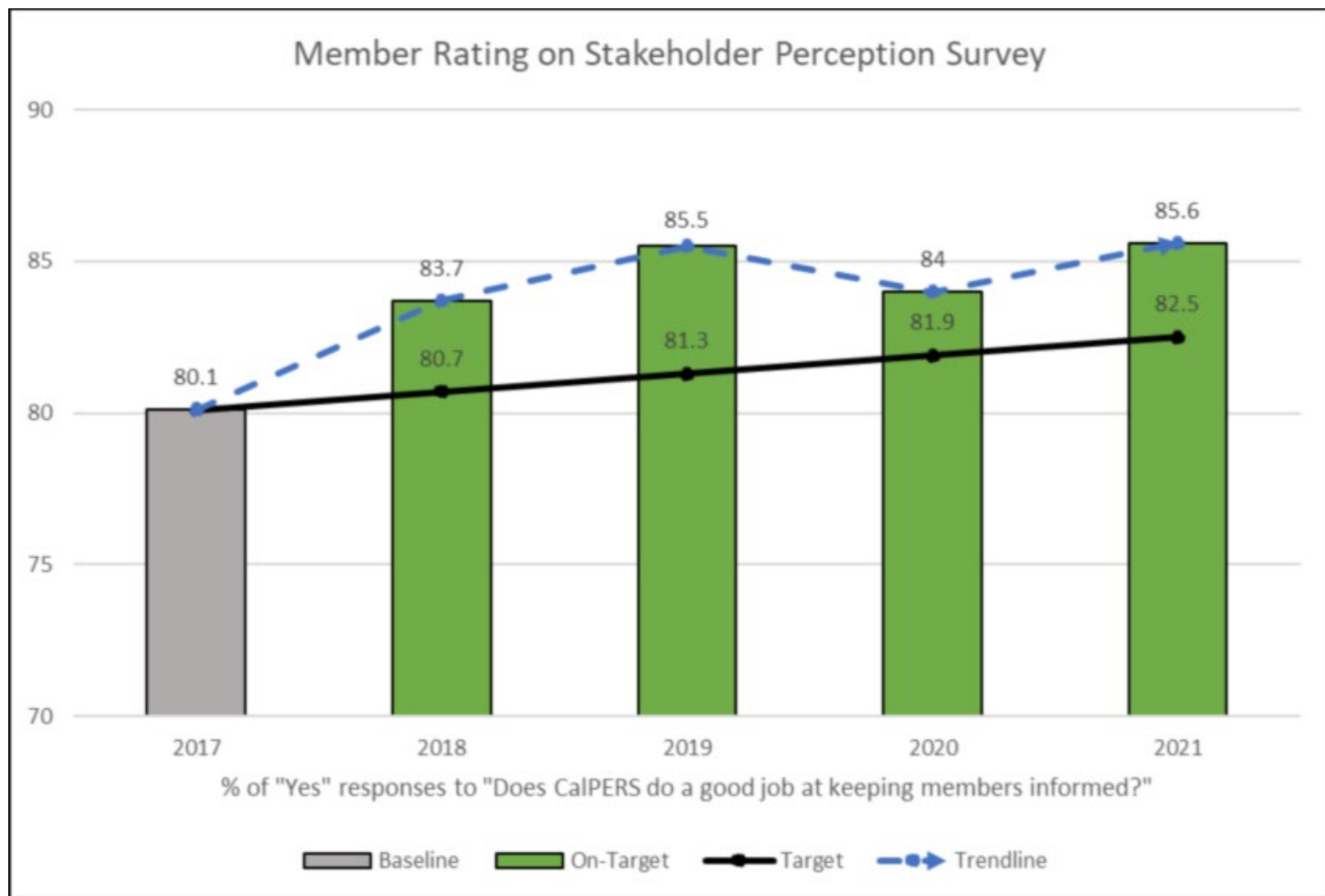
<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>85.6</b>

Description:	The Stakeholder Perception Survey is administered every year to a randomized sampling of active and retired members from the public agency, State, and school employers that make up the System. The KPI is based on responses to the question “Does CalPERS do a good job of keeping members informed?” This question provides the clearest insight into our members’ perception of CalPERS’ efforts towards communicating proactively with our members, and reflects on our operational outcome measure of open and transparent communication.
Baseline:	The baseline for this measure is 80.1% of members answering “yes” to the question “Does CalPERS do a good job keeping members informed?” The baseline was established from the score in the survey administered in January 2017, with results reported to the Board in May 2017.
Target:	Increase score by 3 percentage points from baseline of 80.1% to 83.1% in five years, with an average 0.6 percentage point increase per year. The survey will be administered every January, to provide a fair and consistent interval between data periods.
Refresh Frequency:	Annually, June
Reporting Range:	4/20-3/21
Thresholds:	<p>On-Target: Score meets or exceeds target increase of 0.6% from the baseline figure each year</p> <p>At-Risk: Score remains the same or increases by less than 0.6% from the baseline figure each year</p> <p>Off-Target: Score decreases from the baseline figure</p>

### Status Narrative:

Scores from members improved from last year (up from 84), exceeding the score from two years ago, making it the highest ever score in a single year in the history of our survey.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Community Outreach Efforts</b>
Executive Owner:	Brad Pacheco
Outcome Measure:	Open & Transparent Communication
Core Process:	Listening & Informing

<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>404,639 (for FY 2020-21)</b>
Description:	<p>This KPI measures our efforts to modernize CalPERS' communications and outreach to improve agility and maximize reach, response, and reputation while increasing programmatic and operational efficiencies.</p> <p>Factors:</p> <ul style="list-style-type: none"> <li>• Visits to Public Website</li> <li>• Total Social Media Followers</li> <li>• CalPERS News and Ambassador Newsletter Email Subscriptions</li> </ul>
Baseline:	234,863 Total Visitors, Followers & Subscribers (as of 07/01/17)
Target:	<p>274,559 Total Visitors, Followers &amp; Subscribers (by 06/30/22)</p> <ul style="list-style-type: none"> <li>• Total Increase (over 5 years): 39,696</li> <li>• Annual Increase: 7,939</li> </ul>
Refresh Frequency:	Annually, June
Reporting Range:	FY 2020-21
Thresholds:	<p>On-Target: 7,939 and above</p> <p>At-Risk: 7,000 – 7,938</p> <p>Off-Target: Below 7,000</p>

### Status Narrative:

As of June 30, 2021, there were 404,639 **Total Visitors, Followers & Subscribers**.

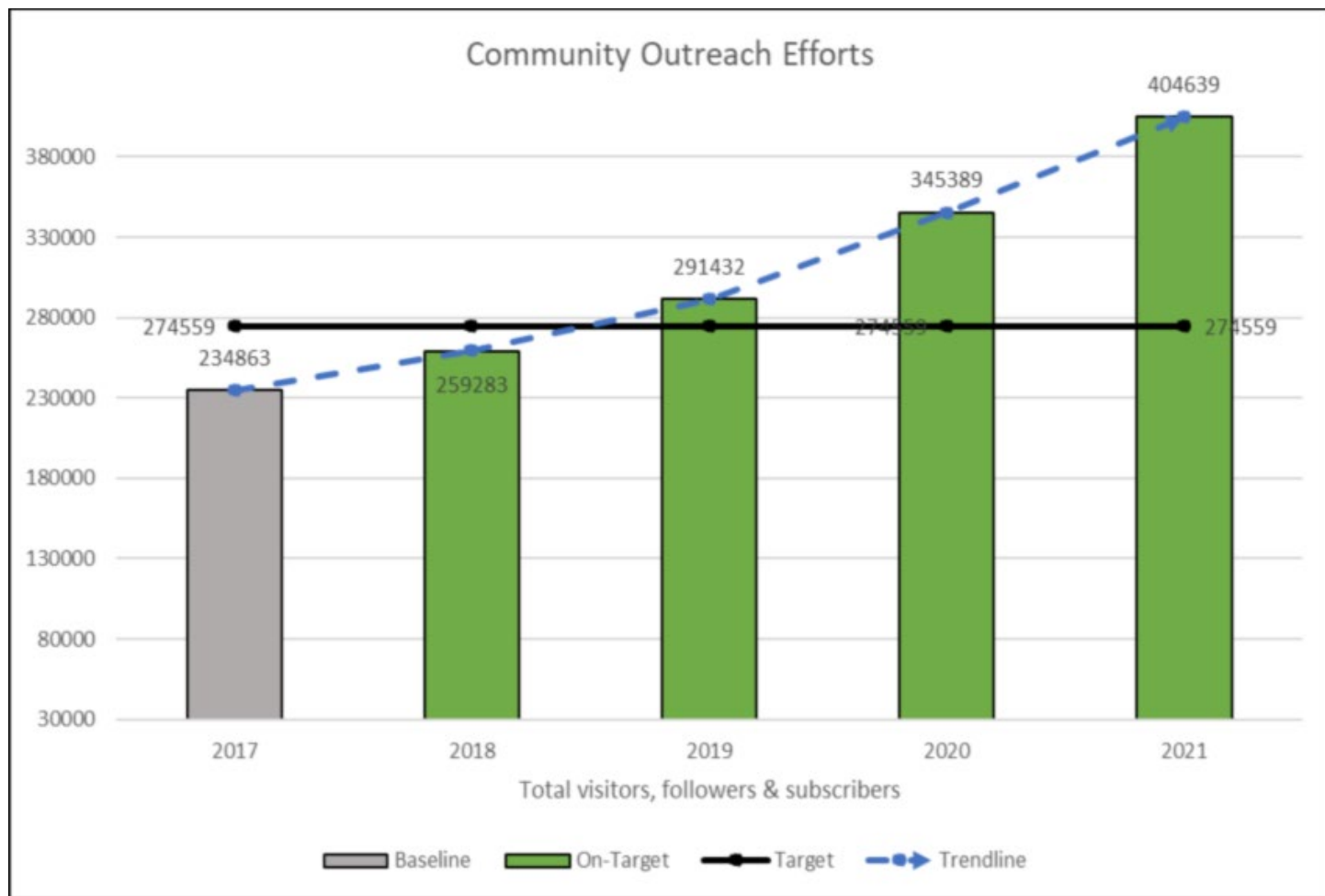
The **annual increase** was 59,250 users (July 1, 2020 – June 30, 2021).

The **total increase** was 155,356 users (July 1, 2017 - June 30, 2021).

This KPI is **On-Target**. Updated performance data will be available in June 2022.



Performance Trend Chart:



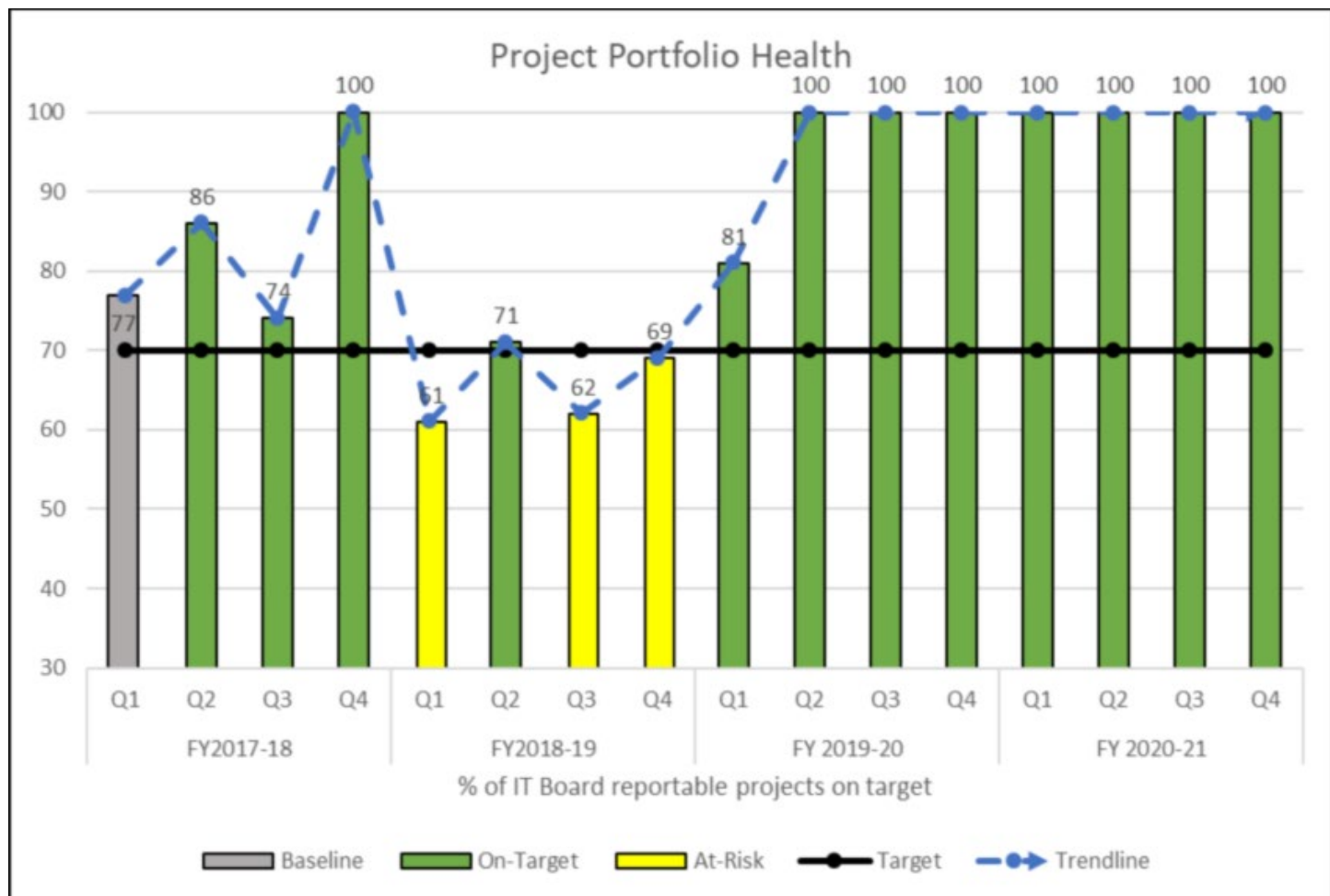
## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Project Portfolio Health</b>						
Executive Owner:	Doug Hoffner						
Outcome Measure:	Efficient & Effective Organization						
Core Process:	Leveraging Technology						
<b>Status:</b>	<b>On-Target</b>						
<b>Numeric Status:</b>	<b>100%</b>						
Description:	This KPI measures the overall health component of Board Reportable Projects in the portfolio. The score is calculated using the project size and overall health score. Projects are weighted based on the project size which is determined based on complexity, duration, and budget. Projects with a larger size have a greater weight and impact the overall KPI status.						
Baseline:	The baseline measurement, taken from Board Reportable Projects as of 9/29/17, is 77%.						
Target:	The target is 70% of the projects in the portfolio are On-Target for the next fiscal year.						
Refresh Frequency:	Quarterly						
Reporting Range:	4/01/21 – 6/30/21						
Thresholds:	<table> <tr> <td>On-Target:</td> <td>70% or above</td> </tr> <tr> <td>At-Risk:</td> <td>54% to 69%</td> </tr> <tr> <td>Off-Target:</td> <td>Less than 54%</td> </tr> </table>	On-Target:	70% or above	At-Risk:	54% to 69%	Off-Target:	Less than 54%
On-Target:	70% or above						
At-Risk:	54% to 69%						
Off-Target:	Less than 54%						

### Status Narrative:


The board reportable project has an overall health status of green and is On-Target for the current reporting period.

Performance Trend Chart:



## Information Technology Projects Dashboard

Report Date: 6/30/21

Project Name	Status	Start Date	End Date	Total Budget	Total Expenditures	Overall Health
Investment Data Strategy	Active	7/1/2019	6/30/2023	\$7,500,000	\$2,818,061	

## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>ITSB Service Performance</b>
Executive Owner:	Doug Hoffner
Outcome Measure:	Efficient & Effective Organization
Core Process:	Leveraging Technology

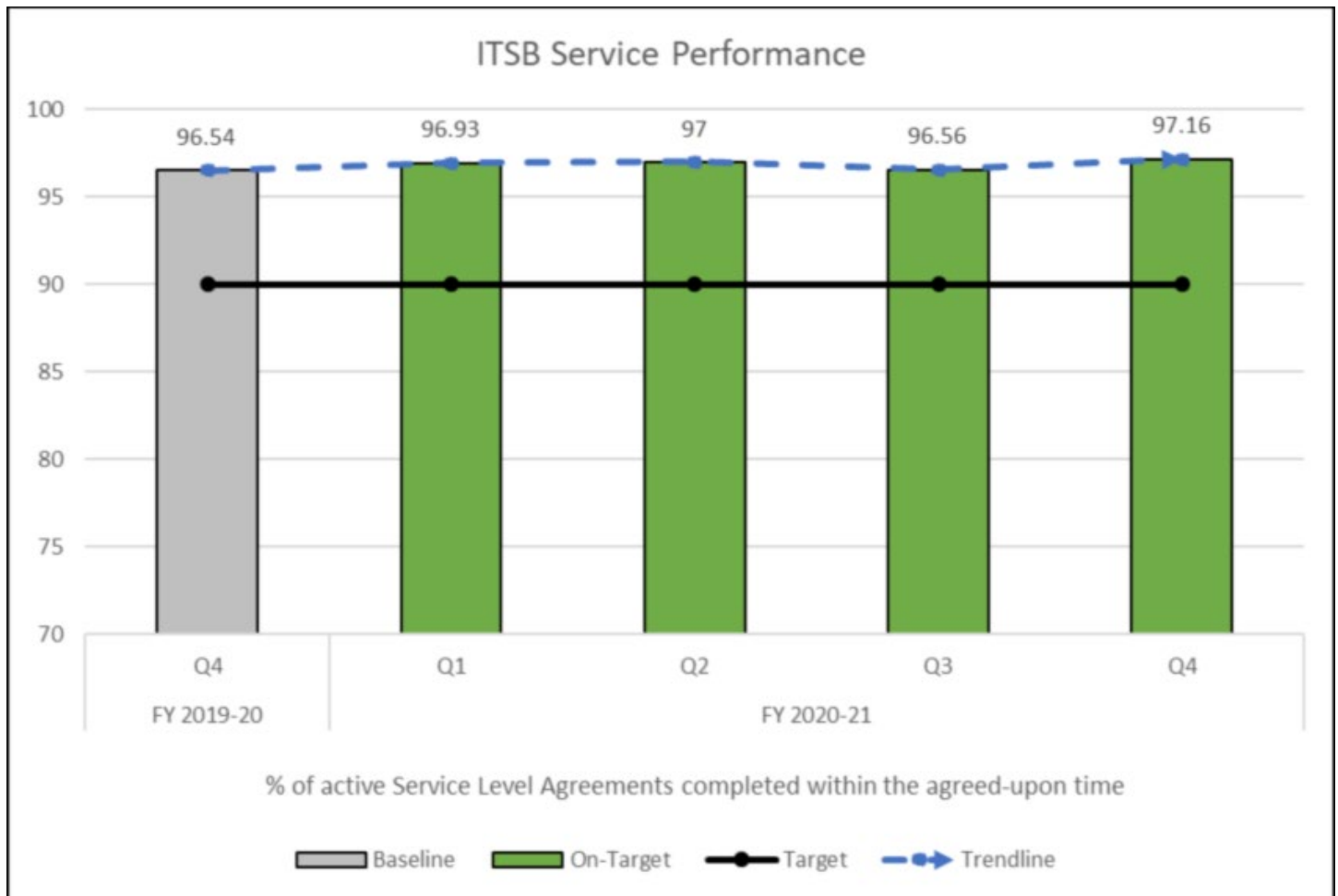
<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>97.16</b>

Description:	This KPI measures the overall health of the performance of ITSB services. The score is calculated using an aggregate of all the active Service Level Agreements (SLA). These SLAs are in place to ensure customer service is provided at the mutually agreed upon service targets.						
Baseline:	The baseline measurement, taken from ServiceNow as of 6/30/2020, is 96.54%.						
Target:	90% of active Service Level Agreements will be completed within the agreed-upon time frame						
Refresh Frequency:	Quarterly						
Reporting Range:	04/01/21 – 06/30/21						
Thresholds:	<table> <tr> <td>On-Target:</td> <td>90% or above</td> </tr> <tr> <td>At-Risk:</td> <td>80% to 89.9%</td> </tr> <tr> <td>Off-Target:</td> <td>Less than 80%</td> </tr> </table>	On-Target:	90% or above	At-Risk:	80% to 89.9%	Off-Target:	Less than 80%
On-Target:	90% or above						
At-Risk:	80% to 89.9%						
Off-Target:	Less than 80%						

### Status Narrative:

This KPI is On-Target for the current reporting period..

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

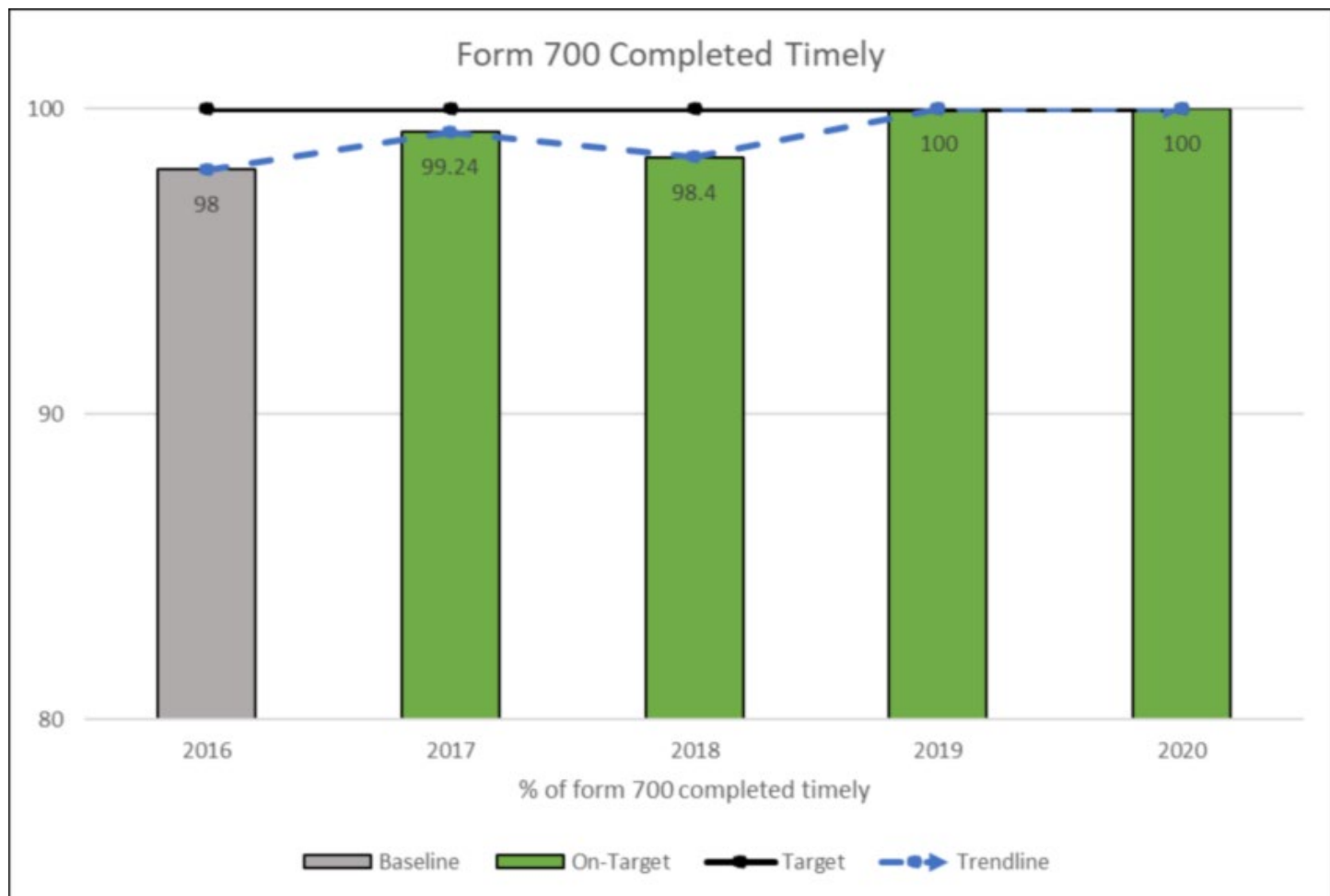
<b>KPI Title:</b>	<b>Form 700 Completed Timely</b>
Executive Owner:	Marlene Timberlake D'Adamo
Outcome Measure:	Efficient & Effective Organization
Core Process:	Compliance & Managing Risks

<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>100.0%</b>
Description:	<p>The KPI measures the performance of the Core Process by setting standards for performance (baseline and target).</p> <p>Timely submission of Annual Statement of Economic Interests (Form 700) by Board members, employees, and third parties.</p> <p>The KPI measure influences the Operational Outcome Measure by prompting changes to processes and procedures that promote and increase compliance</p>
Baseline:	98%
Target:	100%
Refresh Frequency:	Annually, June
Reporting Range:	1/1/20 – 12/31/21
Thresholds:	<p>On-Target: 90% to 100%</p> <p>At-Risk: 75% to 89%</p> <p>Off-Target: below 75%</p>

### Status Narrative:

For the 2021 Form 700 Annual filing season, due April 1, 2021, there were a total of 1041 active annual filers, of which 1041 filed on time. ECOM continues to enhance the tools and processes for identifying and receiving Form 700 Statements timely. This KPI is On-Target for the current reporting period.

Performance Trend Chart:





## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Mandated Training Compliance</b>
Executive Owner:	Marlene Timberlake D'Adamo
Outcome Measure:	Efficient & Effective Organization
Core Process:	Compliance & Managing Risks

<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>99.9%</b>
Description:	This KPI measures mandated training for all CalPERS officers and employees. There are six types of mandated training, the first four listed below were due by December 31, 2017 and the last two were due by June 30, 2018. However, the "Status" provides a weighted average for all mandated training for the fiscal year.
Baseline:	98.52% (combined weighted average) for FY 2017-2018 as of June 2018 which is comprised of: Workplace Violence Prevention – 98% Harassment Prevention for Employees -97.9% Harassment Prevention for Supervisors – 98.76% Mandatory State Officials – Ethics Training Course for Form 700 Filers – 99.2% Health Insurance Portability Accountability Act – 98.67% Information Security Awareness – 98.59%
Target:	Target is 100% for each mandated training module
Refresh Frequency:	Annually, June
Reporting Range:	July 1, 2020 to June 30, 2021
Thresholds:	On-Target: ≥ 97% At-Risk: 90-96% Off-Target: ≤ 89%

### Status Narrative:

The weighted average as of June 30, 2021 was 99.9% and is On-Target for the current reporting period. The training completion rates have been separated below by Fiscal Year deadlines:

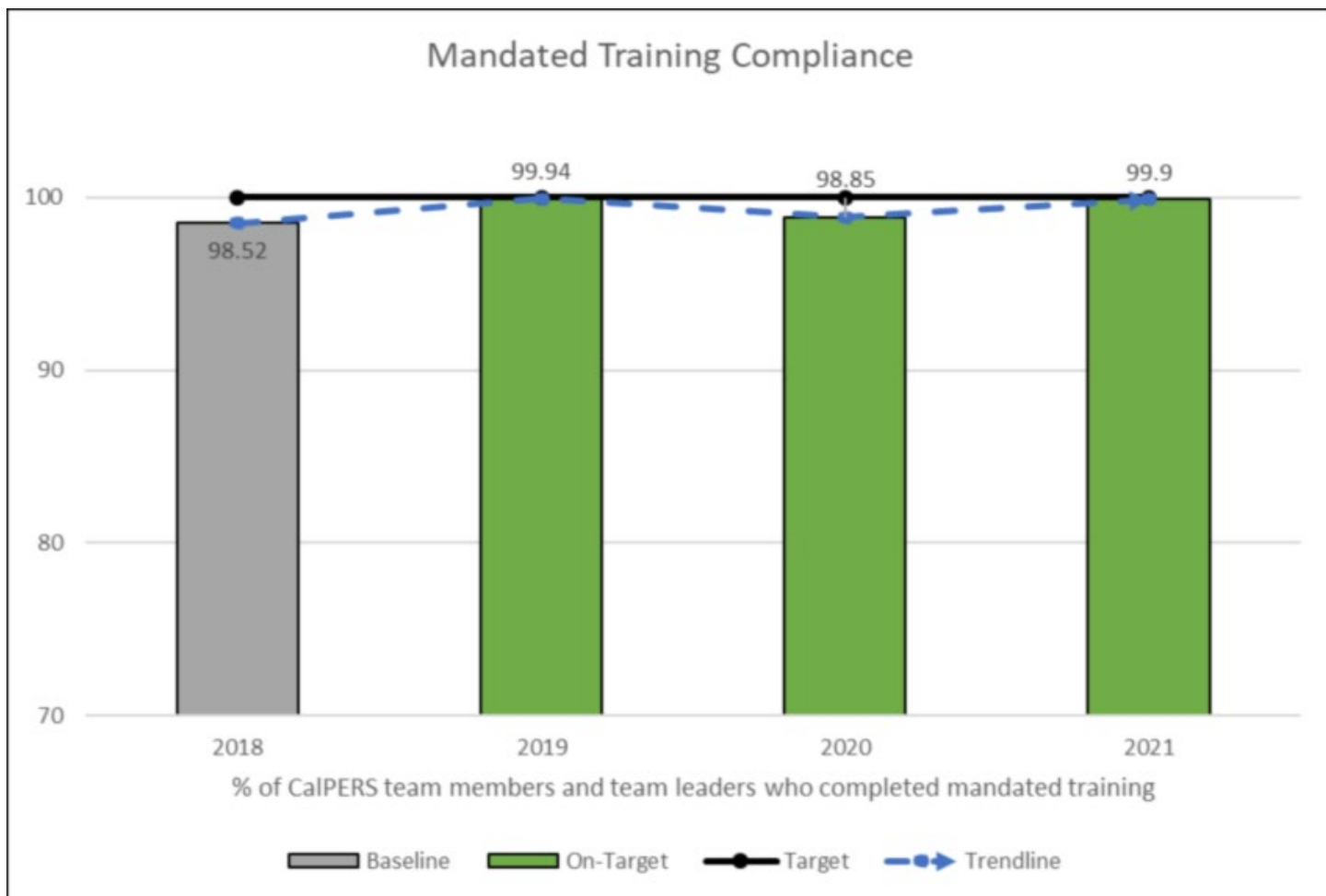
Mandatory trainings due to be completed on or before 12/31/20 were 100% completed.

Mandatory trainings due to be completed on or before 06/30/21 were 99.8% completed.

Please note, some mandatory trainings are biennial trainings, therefore this year's annual training rates only reflect new employees who joined the organization and are required to take these trainings as part of their onboarding process.

Also, mandatory trainings have been added/removed since the baseline was established in FY 2017-18. The current FY percentages reflect the completion rates of all mandatory trainings currently required.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Personal Trading Monitoring</b>
Executive Owner:	Marlene Timberlake D'Adamo
Outcome Measure:	Efficient & Effective Organization
Core Process:	Compliance & Managing Risks

<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>31</b>

Description:	Measure all violations to CalPERS Personal Trading Regulations. CalPERS maintains regulations around the personal trading activities of Covered Persons to help ensure that CalPERS complies with federal and state laws around the misuse of material, non-public information.						
Baseline:	62 violations per year						
Target:	Zero						
Refresh Frequency:	Annually, June						
Reporting Range:	Previous fiscal year snapshot, 07/01/20 to 06/30/21						
Thresholds:	<table> <tr> <td>On-Target:</td> <td>≤ 60 violations</td> </tr> <tr> <td>At-Risk:</td> <td>61-70 violations</td> </tr> <tr> <td>Off-Target:</td> <td>≥ 80 violations</td> </tr> </table>	On-Target:	≤ 60 violations	At-Risk:	61-70 violations	Off-Target:	≥ 80 violations
On-Target:	≤ 60 violations						
At-Risk:	61-70 violations						
Off-Target:	≥ 80 violations						

### Status Narrative:

For FY 2020-21 there were approximately 3,249 transactions resulting in 31 violations. This KPI is On-Target for the current reporting period. Please note, a single transaction can result in multiple violations. Enterprise Compliance continues to implement the following enhancements in order to increase both awareness and comprehension of the requirements and to emphasize the importance of adhering to the Regulations:

- \*Quarterly communications on key topics and reminders;
- \*Monthly Covered Persons training provided to educate on key topics and FAQs;
- \*Annual mandatory training requirement for all Covered Persons;
- \*Mandatory refresher training for Covered Persons when a violation occurs;
- \*Update and create additional self-service educational materials on the CalPERS intranet and external website;

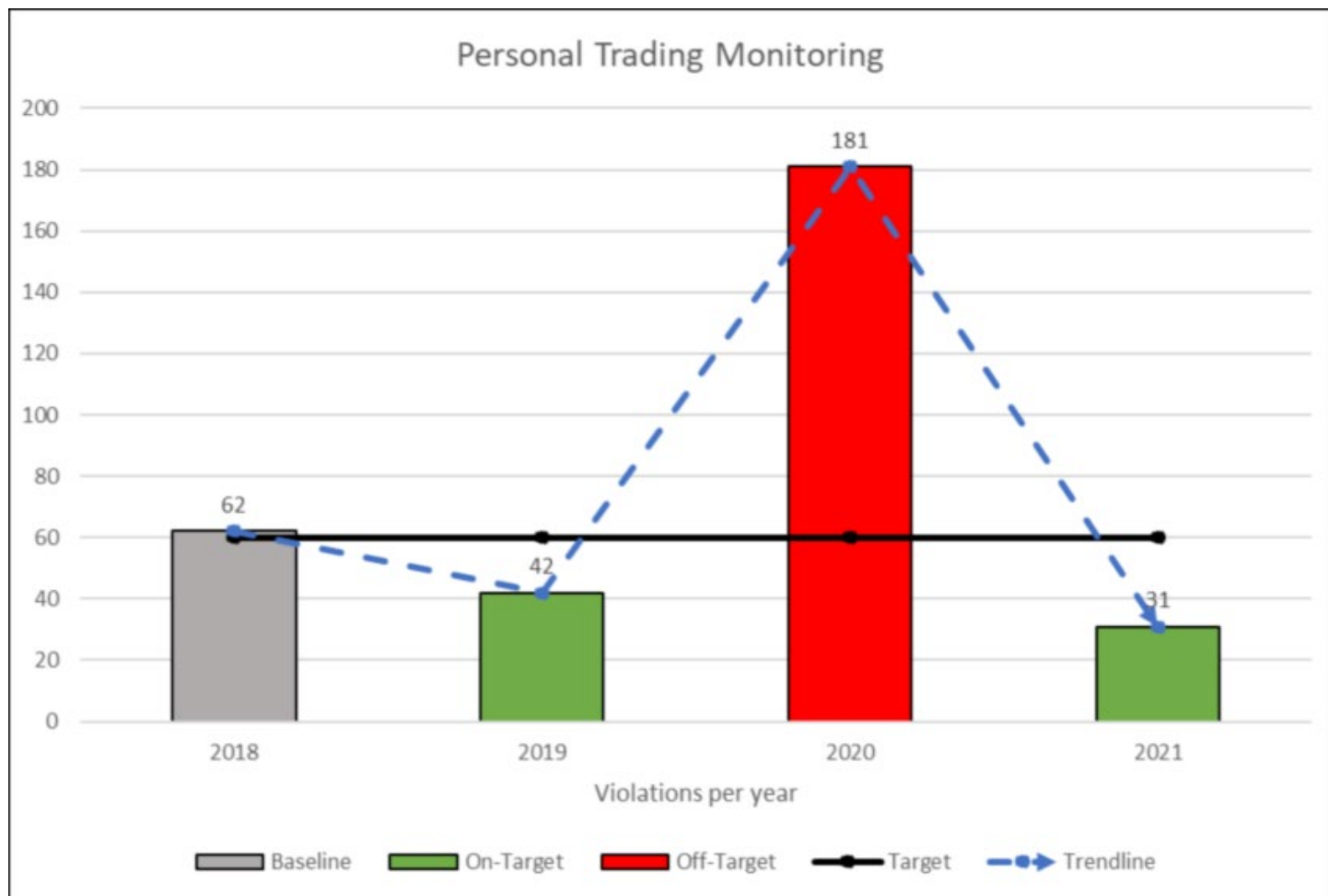
The enterprise Compliance Office continues to support Covered Persons in their awareness and comprehension of the requirements in the following ways:

- \*Provide Personal Trading onboarding training for all new Covered Persons;
- \*Provide self-service educational materials on the CalPERS intranet and external website;

- \*Provide training for spouses and Registered Domestic Partners as part of onboarding and after a violation occurs;
- \*Provide outreach and virtual office availability to Covered Persons and their spouses / Registered Domestic Partners;
- \*Notify the Covered Person's management chain when a violation occurs;
- \*Provide Personal Trading training for all first-time violators;
- \*Monthly and quarterly activity and violation reporting to management and the Board.

CalPERS goal is to continuously improve the Personal Trading program in pursuit of increase compliance and reduction of violations of the Regulations. With the current environment of a health pandemic, recession and extreme market volatility, it is important for the program to be nimble.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Ensure Evacuation Readiness</b>
Executive Owner:	Doug Hoffner
Outcome Measure:	Efficient & Effective Organization
Core Process:	Compliance & Managing Risks

<b>Status:</b>	<b>Pending Refresh (in September 2021)</b>
<b>Numeric Status:</b>	<b>85% (as of September 2020)</b>

Description:	This KPI is focused on increasing the overall health and safety of all team members in the organization by ensuring they are equipped with the tools to efficiently and effectively evacuate during an emergency. To achieve this, the following tasks are performed: hold an annual evacuation drill; work to obtain appropriate team member to Floor Warden Team (FWT) and Emergency Response Team (ERT) ratios; hold ERT and FWT trainings and mock drills; and work to increase the visibility of, and education around, the emergency assistance program for those with special assistance needs.						
Baseline:	The baseline for Fiscal Year 16/17 is 77%. It is a combined average of 77% Floor Warden Team (FWT) and 78% Emergency Response Team (ERT) participation.						
Target:	The target is to achieve a combined average of 80% or greater on the FWT and ERT participation rate.						
Refresh Frequency:	Annually, September						
Reporting Range:	FY 2019-20						
Thresholds:	<table> <tr> <td>On-Target:</td> <td>&gt; 80% ERT and FWT participation</td> </tr> <tr> <td>At-Risk:</td> <td>75 - 80% ERT and FWT participation</td> </tr> <tr> <td>Off-Target:</td> <td>&lt; 75% ERT and FWT participation</td> </tr> </table>	On-Target:	> 80% ERT and FWT participation	At-Risk:	75 - 80% ERT and FWT participation	Off-Target:	< 75% ERT and FWT participation
On-Target:	> 80% ERT and FWT participation						
At-Risk:	75 - 80% ERT and FWT participation						
Off-Target:	< 75% ERT and FWT participation						

### Status Narrative:

As of September 2020, this KPI reported at 85% and was On-Target. In addition to maintaining strong participation on both the Floor Warden and Emergency Response teams, earthquake and fire drills are conducted throughout the year, and in November 2019, the first-ever Active Shooter Drill was held onsite in partnership with California Highway Patrol, Sacramento Police and Fire, and the U.S. Department of Homeland Security (DHS).

To prepare for this drill, an Active Shooter Response Plan (Plan) was developed, Active Shooter Response Training was held in August 2019 with DHS, multiple communications and resources were provided to team members, and letters were sent to neighboring residents and businesses to assuage any concerns. It was beneficial to the enterprise in a number of ways, including allowing team members to learn and practice their response according to the Plan, first responders to become familiar with CalPERS buildings, and the Plan to be evaluated for improvement.

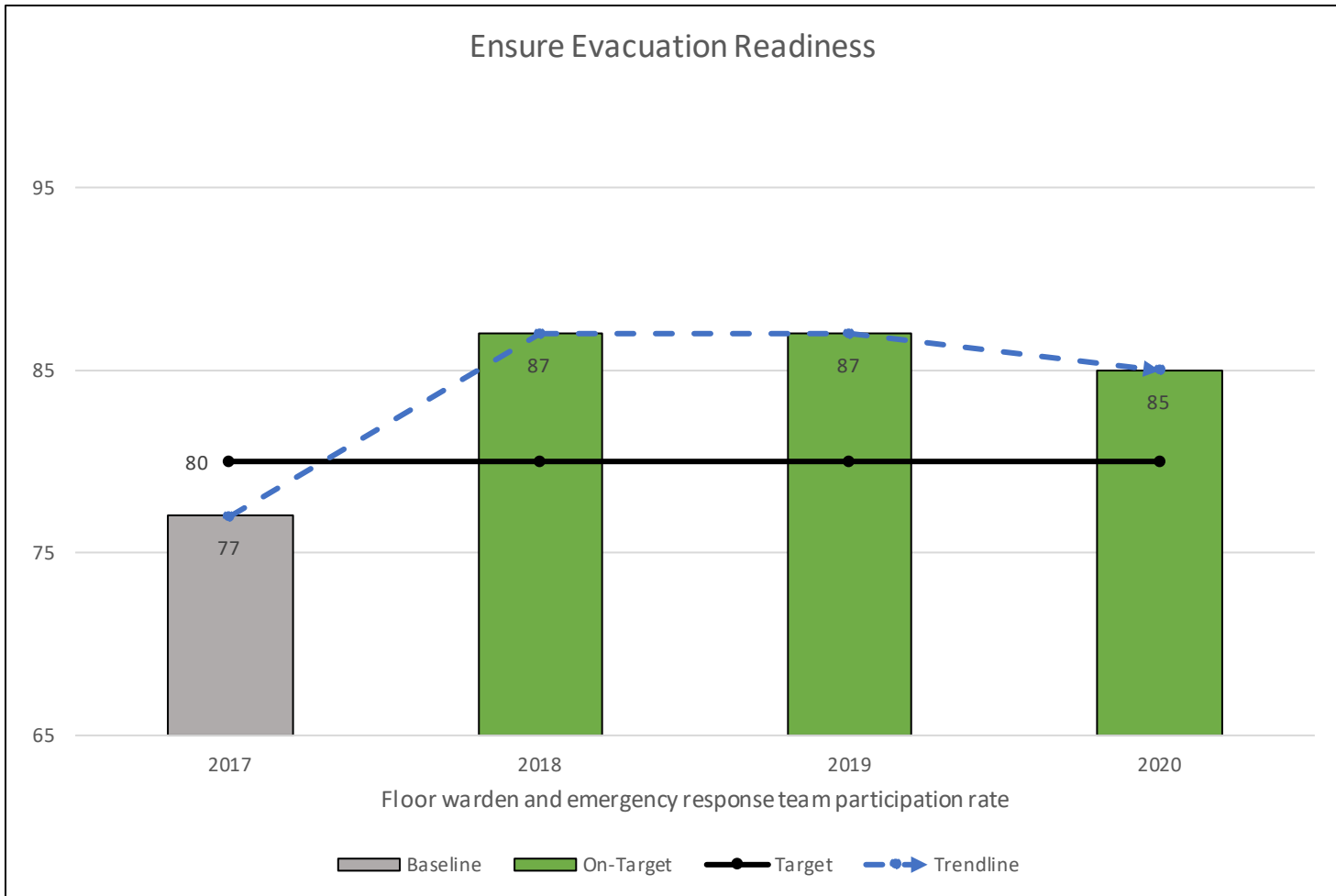
In March 2020, a pandemic was declared by the World Health Organization and the organization moved into a majority telework environment. The Floor Warden and Emergency Response Teams are being engaged virtually

to maintain their knowledge of their roles and educate them on information and responses to a variety of disasters.

In September 2020, OSSD in partnership with PAOF released weekly bulletins to acknowledge September as National Preparedness Month, which is sponsored by the Federal Emergency Management Agency (FEMA). The weekly bulletins aimed to educate team members how to prepare for and respond to all types of disasters. In October 2020, CalPERS also participated in the annual Great California Shakeout.

As a result of the Governor’s stay at home order, the majority of CalPERS team members continue to telework so the Floor Warden and Emergency Response Teams and associated activities have been placed on hold. The Emergency Management team developed an online Personal Safety and Preparedness Training in order to continue to equip team members with knowledge on how to best prepare for, and respond to disaster events, as well as learn basic first aid skills while teleworking. In partnership with PAOF, OSSD will be releasing marketing campaigns through various communication portals such as News Bulletins on Inside CalPERS, Spotlight Ads and Yammer. The training is expected to launch via GoLearn later this year.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Business Continuity Readiness - INFORMATIONAL</b>
Executive Owner:	Doug Hoffner
Outcome Measure:	Efficient & Effective Organization
Core Process:	Compliance & Managing Risks

<b>Status:</b>	<b>Not applicable as KPI is Informational</b>
<b>Numeric Status:</b>	<b>N/A</b>

Description:	This KPI supports CalPERS’ mission of delivering retirement and health care benefits to members and their beneficiaries during disaster recovery and maintaining CalPERS’ ability to remain effective after an interruption to business operations.
Baseline:	Not applicable as KPI is Informational
Target:	Not applicable as KPI is Informational
Refresh Frequency:	Annually, July
Reporting Range:	FY 2019-20
Thresholds:	Not applicable as KPI is Informational

**Status Narrative:**

One of the most important components of Business Continuity for CalPERS is the Enterprise Plan, which contains the Pandemic Preparedness, Response, and Recovery Plan (Pandemic Plan) appendix. This plan was activated in February of 2020 in response to COVID-19. By following the recommendations in the Pandemic Plan, appropriate measures were taken to protect team members and ensure continuity of business. Some of the key steps taken in conjunction with Human Resources, Public Affairs, and Health were: establishing a COVID-19 daily workgroup; educating team members on proper handwashing protocol and hygiene; distributing hand sanitizer and disinfectant wipes to divisions; increasing sanitizing of high-touch areas; and implementing social distancing. In partnership with the Information Technology Services Branch, team members whose processes can be performed offsite were provided remote access.

In May 2020, a survey and preliminary Return to Office Plan were submitted to the California Government Operations Agency (GovOps). On July 8, 2020, the Return to Office Plan was distributed to the enterprise, including, state and county guidance and best practice to create a safe environment for our team members when they return to campus, as well as keep team members currently working on campus safe. The plan includes how to maintain a healthy building, protective supplies available to team members, and guidance for team members when onsite. The plan applies to vendors, consultants, and visitors as well. Continuing our partnership with Human Resources, Public Affairs, and Health, pertinent information was communicated to the enterprise through signage posted throughout the building, emails, articles, and Marcie’s web chats.

CalPERS also donated over 2,000 gloves and n95s (masks) to local hospitals in the beginning of the pandemic to help address shortages hospitals were experiencing with Personal Protective Equipment (PPE).



In partnership with Human Resources, Public Affairs, and Health, OSSD continues to monitor changes in state and county guidance on COVID-19. We remain nimble in implementing changes to the Return to Office Plan in preparation for team members to return to campus. In addition, all divisions review and update their BCPs annually in February to ensure all relevant changes to their continuity plans are captured.

## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Employers Current on CalPERS Health Obligations</b>
Executive Owner:	Michael Cohen
Outcome Measure:	Efficient & Effective Organization
Core Process:	Compliance & Managing Risks

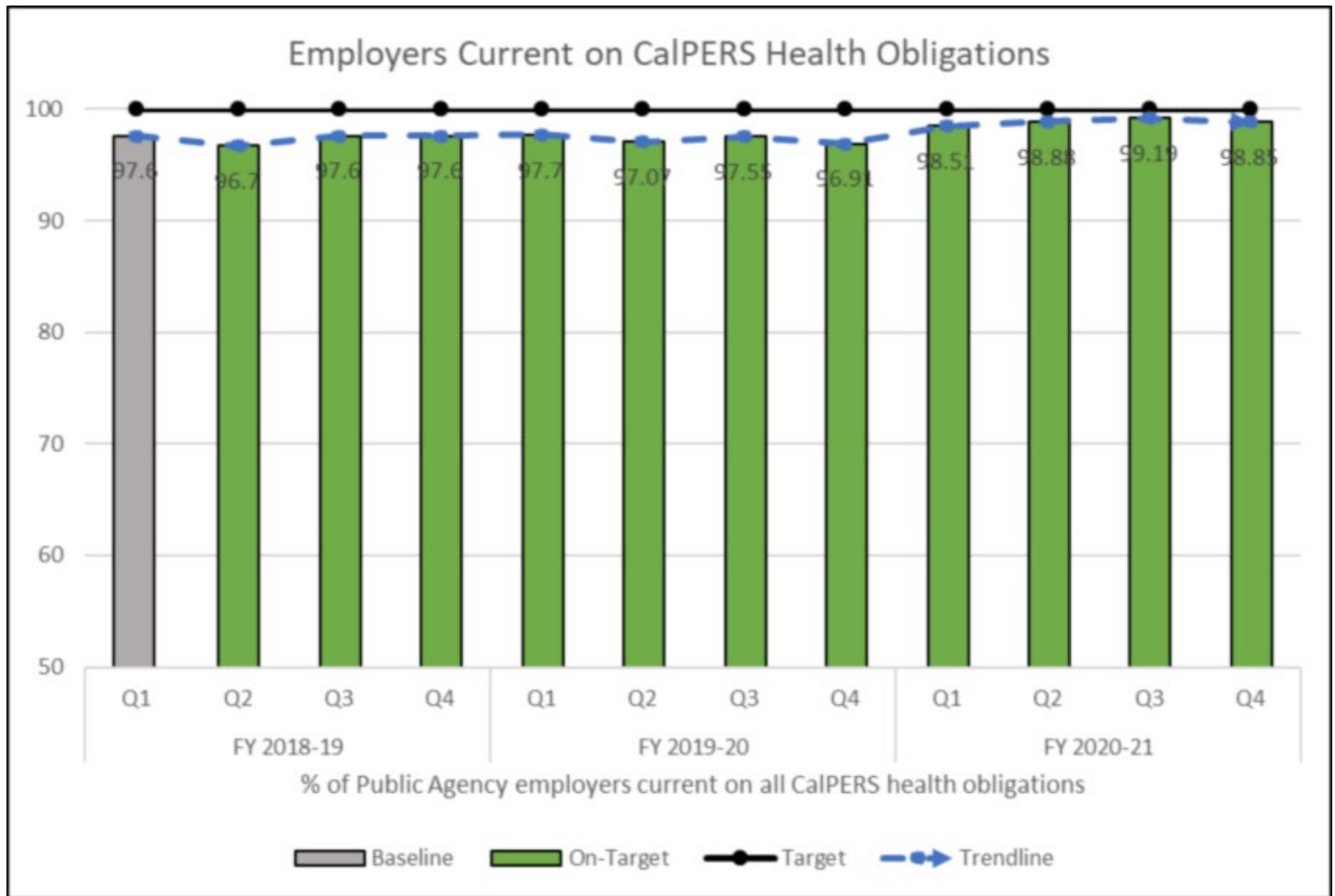
<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>98.85%</b>

Description:	Public Agency employers are required to pay health contributions by the 10th business day of the month. If employers do not pay timely they are subject to penalties and will be contacted by the Member and Health Collections Unit. Continued failure to pay will result in cancelled benefits. This KPI reflects the percentage of Public Agency employers that are current.
Baseline:	97.6% of Public Agency employers are current on their health obligations (July – September 2018 timeframe)
Target:	The target is for 100% of Public Agency employers to be current on all CalPERS health contributions
Refresh Frequency:	Quarterly
Reporting Range:	04/01/21 – 06/31/21
Thresholds:	<p>On-Target: 95-100% of Public Agency employers current</p> <p>At-Risk: 90-94% of Public Agency employers current</p> <p>Off-Target: Less than 89% of Public Agency employers are current</p>

### Status Narrative:

98.85% of Public Agency employers are current on their CalPERS Health Obligations for April – June 2021

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Employers Current on CalPERS Pension Obligations</b>
Executive Owner:	Michael Cohen
Outcome Measure:	Efficient & Effective Organization
Core Process:	Compliance & Managing Risks

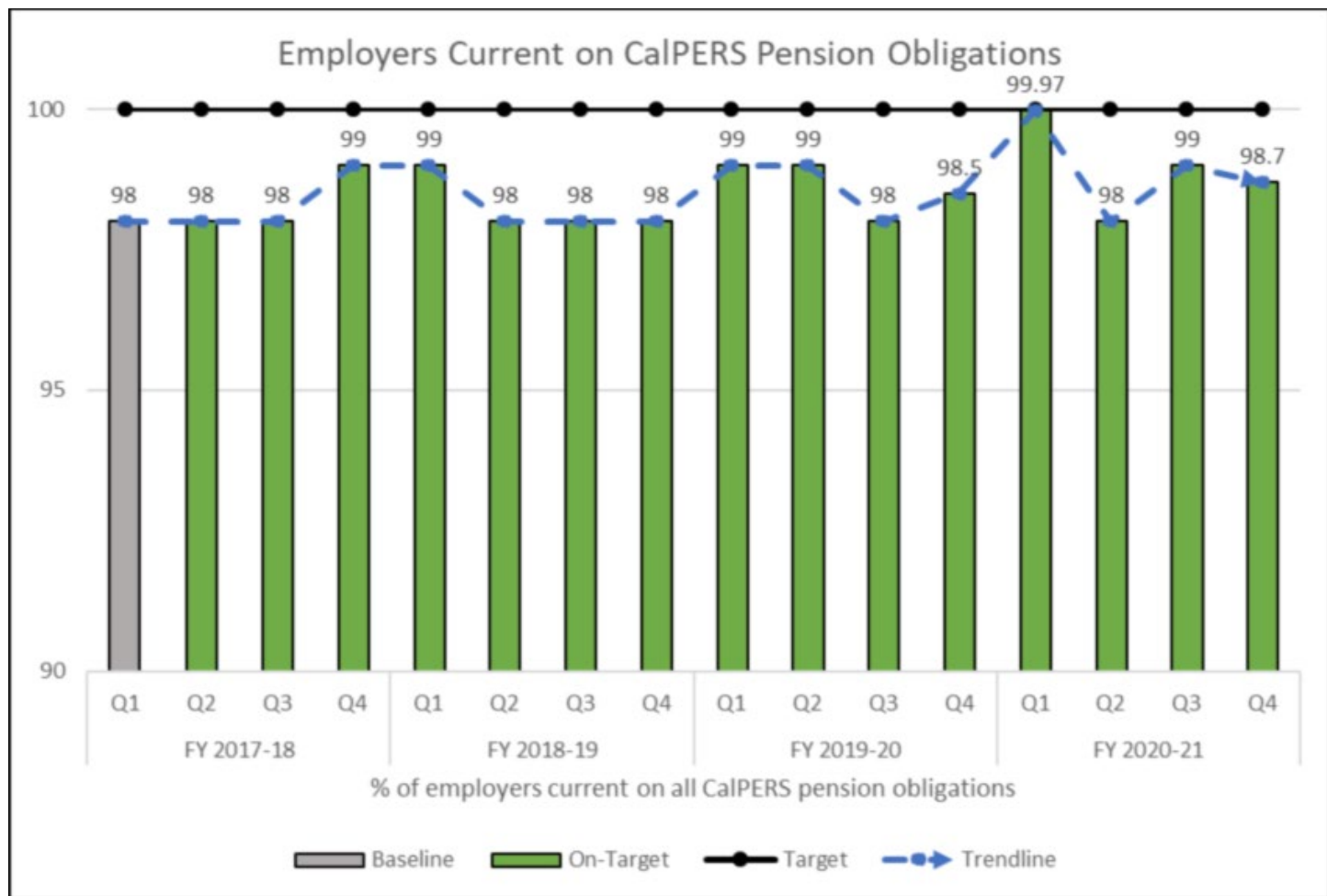
<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>98.7%</b>

Description:	The positive proportion of employers that are current on their CalPERS obligations ensures fulfillment of the employer's contractual and statutory responsibilities when participating in CalPERS' pension programs.						
Baseline:	98% of employers are current on their CalPERS pension obligations based on the September FAC Reporting on Participating Employers.						
Target:	100% of employers are current on all CalPERS pension obligations.						
Refresh Frequency:	Quarterly						
Reporting Range:	4/1/21 – 6/30/21						
Thresholds:	<table> <tr> <td>On-Target:</td> <td>85-100% of employers current</td> </tr> <tr> <td>At-Risk:</td> <td>60-84% of employers current</td> </tr> <tr> <td>Off-Target:</td> <td>59% of employers current</td> </tr> </table>	On-Target:	85-100% of employers current	At-Risk:	60-84% of employers current	Off-Target:	59% of employers current
On-Target:	85-100% of employers current						
At-Risk:	60-84% of employers current						
Off-Target:	59% of employers current						

### Status Narrative:

As of June 2021, 98.7% of employers are current on their CalPERS pension obligations.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

Reported in Closed Session

<b>KPI Title:</b>	<b>Member Self-Service Fraud Resulting in Financial Loss</b>
Executive Owner:	Matt Jacobs
Outcome Measure:	Efficient & Effective Organization
Core Process:	Compliance & Managing Risks

<b>Status:</b>	<b>Information to be provided in Closed Session</b>
----------------	---

## 2020-21 Key Performance Indicator Summary (Quarter 4)

Reported in Closed Session

<b>KPI Title:</b>	<b>Unauthorized Member Self-Service Account Changes</b>
Executive Owner:	Matt Jacobs
Outcome Measure:	Efficient & Effective Organization
Core Process:	Compliance & Managing Risks

<b>Status:</b>	<b>Information to be provided in Closed Session</b>
----------------	---

## 2020-21 Key Performance Indicator Summary (Quarter 4)

Reported in Closed Session

<b>KPI Title:</b>	<b>Time to Detect Cyber Security Threats</b>
Executive Owner:	Matt Jacobs
Outcome Measure:	Efficient & Effective Organization
Core Process:	Compliance & Managing Risks

<b>Status:</b>	<b>Information to be provided in Closed Session</b>
----------------	---



## 2020-21 Key Performance Indicator Summary (Quarter 4)

Reported in Closed Session

<b>KPI Title:</b>	<b>Reportable Privacy Violations</b>
Executive Owner:	Matt Jacobs
Outcome Measure:	Efficient & Effective Organization
Core Process:	Compliance & Managing Risks

<b>Status:</b>	<b>Information to be provided in Closed Session</b>
----------------	---

## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Small Business Requirements Compliance</b>
Executive Owner:	Doug Hoffner
Outcome Measure:	Efficient & Effective Organization
Core Process:	Purchasing & Acquisition

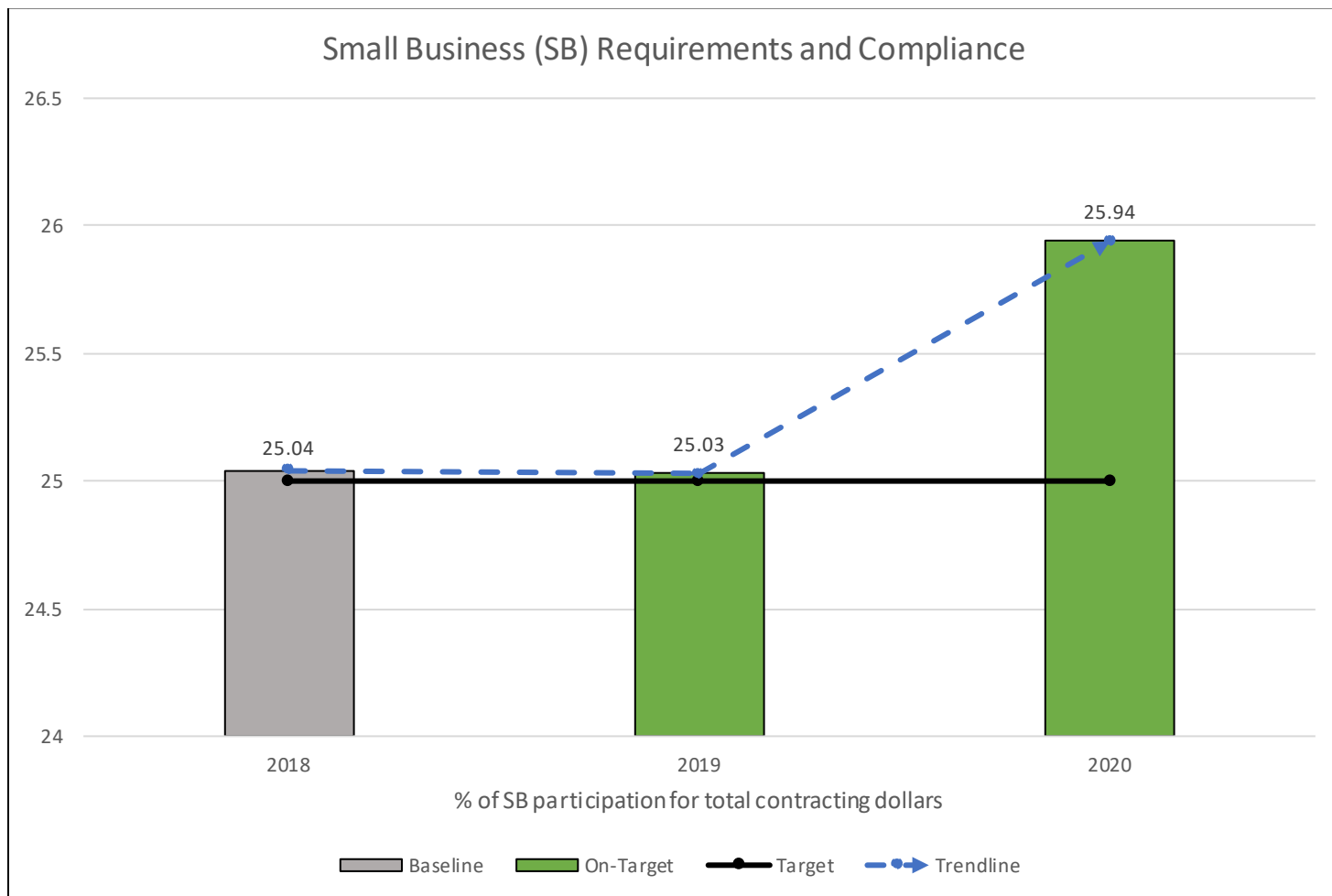
<b>Status:</b>	<b>Pending Refresh (in September 2021)</b>
<b>Numeric Status:</b>	<b>25.94% (as of September 2020)</b>

Description:	This KPI is focused on ensuring compliance pertaining to Small Business (SB) laws, rules & regulations. All State Agencies must comply with the California State Law by meeting the target of 25% SB participation for total contracting dollars. If CalPERS is not successful in meeting these numbers for three straight fiscal years, this could impact its ability to continue to run its own SB program.	
Baseline:	The baseline, which reflects Fiscal Year 17/18 participation, is 25.04% SB of total contracting dollars.	
Target:	The target is to have 25% SB or greater participation for total contracting dollars.	
Refresh Frequency:	Annually, September	
Reporting Range:	FY 2019-20	
Thresholds:	On-Target:	25% and above
	At-Risk:	22.5% - 24.99%
	Off-Target:	Below 22.5%

### Status Narrative:

This KPI was On-Target as of September 2020. CalPERS achieved a 25.94% Small Business participation level for FY 2019-20, eclipsing the target of a 25% participation level by .94%. This is an increase of .91% from the previous FY 2018-19.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Disabled Veterans Business Enterprise Requirements Compliance</b>
Executive Owner:	Doug Hoffner
Outcome Measure:	Efficient & Effective Organization
Core Process:	Purchasing & Acquisition

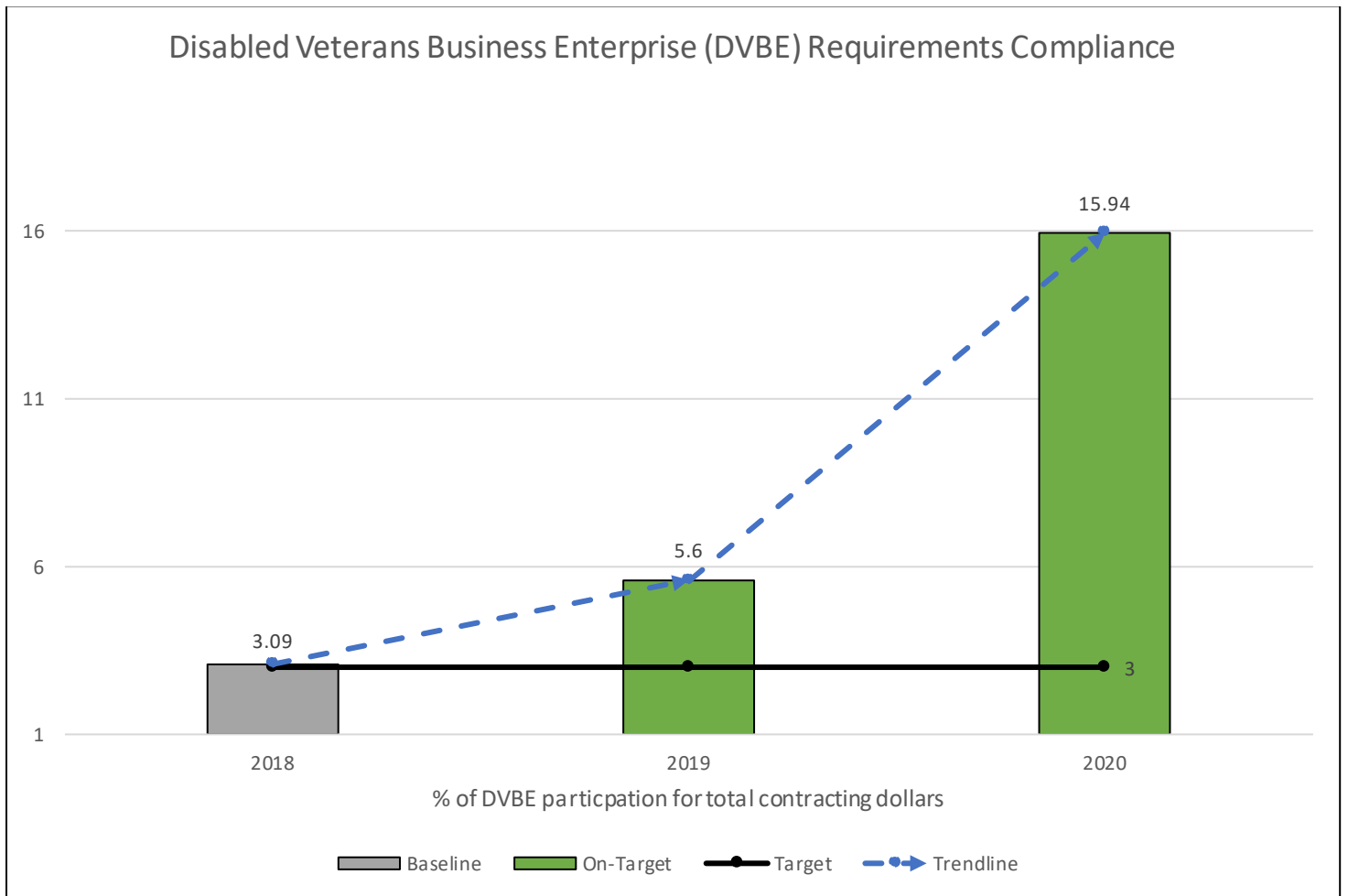
<b>Status:</b>	<b>Pending Refresh (in September 2021)</b>
<b>Numeric Status:</b>	<b>15.94% (as of September 2020)</b>

Description:	This KPI is focused on ensuring compliance pertaining to Disabled Veterans Business Enterprise (DVBE) laws, rules & regulations. All State Agencies must comply with the California State Law by meeting the target of 3% DVBE participation for total contracting dollars. If CalPERS is not successful in meeting these numbers for three straight fiscal years, this could impact its ability to continue to run its own DVBE program.						
Baseline:	The baseline, which reflects Fiscal Year 17/18 participation, 3.09% DVBE of total contracting dollars.						
Target:	The target is to have 3% DVBE or greater participation for total contracting dollars.						
Refresh Frequency:	Annually, September						
Reporting Range:	FY 2019-20						
Thresholds:	<table> <tr> <td>On-Target:</td> <td>3% and above</td> </tr> <tr> <td>At-Risk:</td> <td>2.7% - 2.99%</td> </tr> <tr> <td>Off-Target:</td> <td>Below 2.7%</td> </tr> </table>	On-Target:	3% and above	At-Risk:	2.7% - 2.99%	Off-Target:	Below 2.7%
On-Target:	3% and above						
At-Risk:	2.7% - 2.99%						
Off-Target:	Below 2.7%						

### Status Narrative:

This KPI was On-Target as of September 2020. CalPERS achieved a 15.94% participation level with DVBEs for FY 2019-20, eclipsing the target of the 3% participation level by 12.94%. This is an increase of 10.34% from the previous FY 2018-19.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Solicitation, Contract, Amendment &amp; Purchase Order Service Level Compliance</b>
Executive Owner:	Doug Hoffner
Outcome Measure:	Efficient & Effective Organization
Core Process:	Purchasing & Acquisition

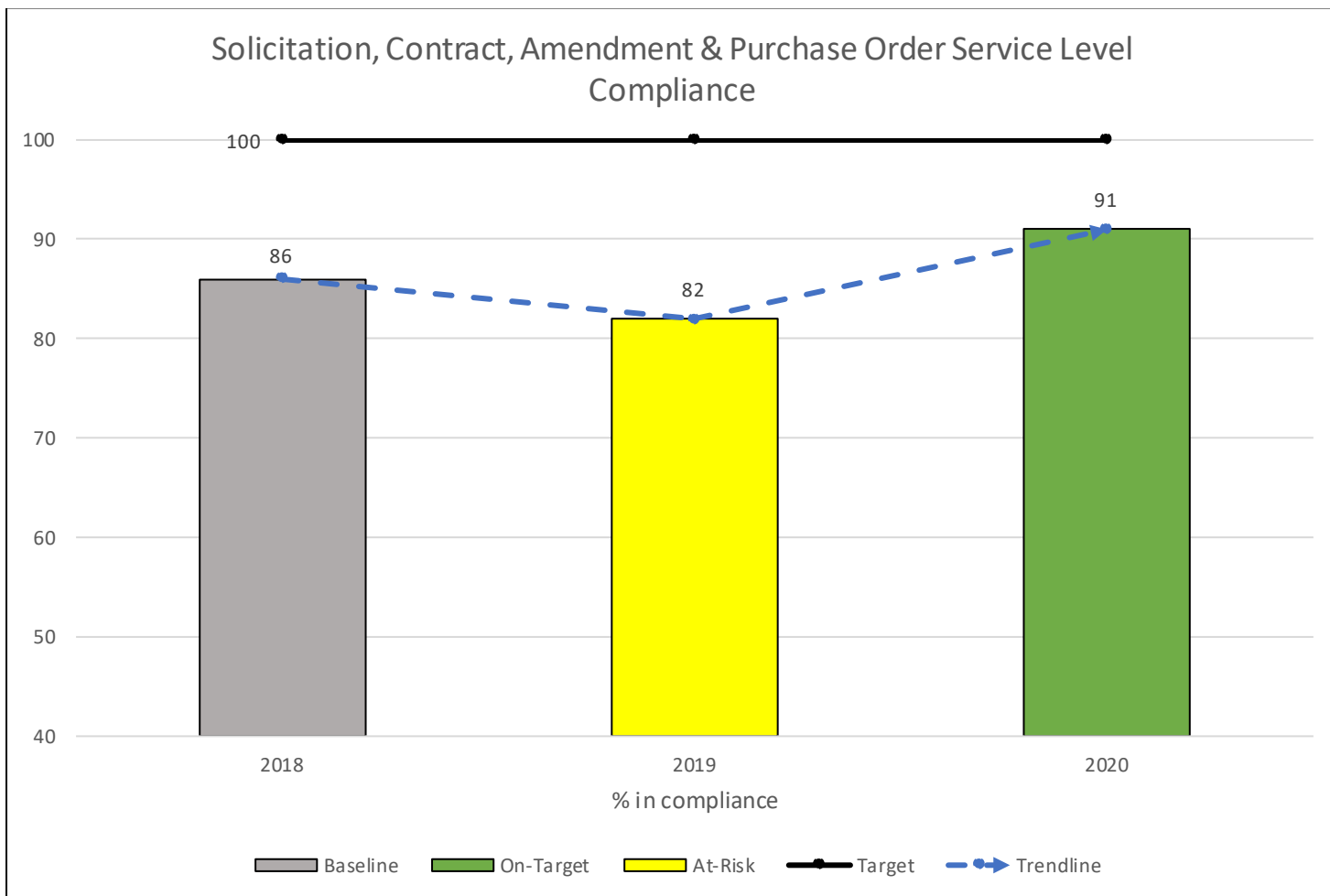
<b>Status:</b>	<b>Pending Refresh (in September 2021)</b>
<b>Numeric Status:</b>	<b>91% (as of September 2020)</b>

Description:	This KPI ensures Operations Support Services Division (OSSD) and Program areas meet service level agreements (SLA) for CalPERS issued solicitations, contracts, amendments and Purchase Orders (PO). Meeting Solicitation SLAs are vital to ensuring CalPERS programs continue to do their job for the members. If SLAs are not met for contracts or amendments this can significantly impact CalPERS program areas completing work for their members. Goods cannot be delivered nor, can services begin until a contract, amendment, or PO is executed.						
Baseline:	The baseline reflects FY 2017-18 information as a combined average of 86% for solicitations, contracts, amendments and purchase orders						
Target:	The target is to achieve 100% solicitation, contract, amendment and purchase order service level compliance						
Refresh Frequency:	Annually, September						
Reporting Range:	FY 2019-20						
Thresholds:	<table> <tr> <td>On-Target:</td> <td>91% or greater</td> </tr> <tr> <td>At-Risk:</td> <td>81% to 90%</td> </tr> <tr> <td>Off-Target:</td> <td>80% or lower</td> </tr> </table>	On-Target:	91% or greater	At-Risk:	81% to 90%	Off-Target:	80% or lower
On-Target:	91% or greater						
At-Risk:	81% to 90%						
Off-Target:	80% or lower						

### Status Narrative:

For FY 2019-20 this KPI was On-Target with a score of 91%. OSSD increased its SLA by 9%, streamlining processes and filling vacant positions were the contributing factors in this increase.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Team Member Perception of Leadership: Manager Relationships</b>
Executive Owner:	Doug Hoffner
Outcome Measure:	Supportive & Engaged Leadership
Core Process:	Managing Resources & Performance

<b>Status:</b>	<b>Pending Refresh (In December 2021)</b>
<b>Numeric Status:</b>	<b>85.7% (as of December 2020)</b>

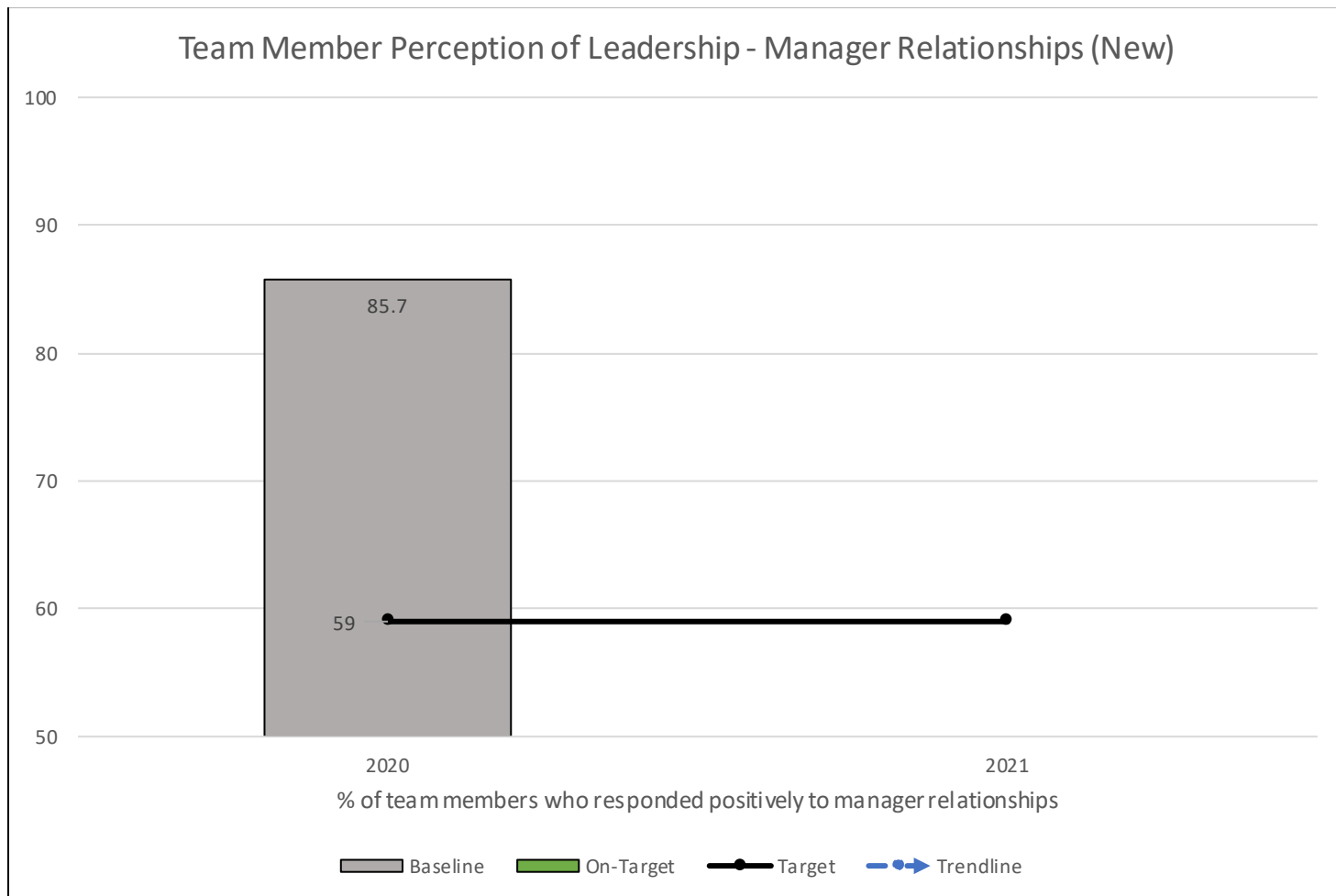
Description:	<p>The annual Employee Engagement Survey will help us ensure we continue to measure how team members perceive their relationship with their direct managers.</p> <p>The annual Employee Engagement Survey captured team members' perceptions of leadership for Manager Relationships.</p> <p>CalPERS is committed to ensuring accessibility to all of our team members. The Employee Engagement vendor used from 2017-2019, McLean &amp; Company, did not meet the CalPERS Web Content Accessibility Guidelines (WCAG) and they had no immediate plans to make the content accessible.</p> <p>Our new survey vendor, Perceptyx, meets these guidelines, offers advanced technology and innovative tools such as a dashboard with survey results and action planning framework. With this transition, the baseline results reported to the Board will change. Perceptyx uses a 5-point rating scale whereas the previous vendor used a 6-point rating scale which means the results for the survey will not be directly compared with previous years' results. The 5-point scale has the benefits of making it easier for survey participants to respond more quickly, enhances the comparability of scores with peers, and utilizes industry best practices to differentiate employee sentiment. To help mitigate the impact of not having a direct comparison of years, we have included the trend chart results from the previous survey and created a new trend chart tracking the new survey results in the summary sheet. We have also updated the title of the KPI to match the category within the survey for ease of reference.</p>
Baseline:	85.7% positive survey score for team member perception of Manager Relationships as of 10/2020
Target:	59% or higher positive survey score represents high performance
Refresh Frequency:	Annually, December
Reporting Range:	November 2019 – October 2020
Thresholds:	<p>On-Target: Above 59% represents high performance</p> <p>At-Risk: 40-59% represents average performance</p> <p>Off-Target: Under 40% represents low performance</p>

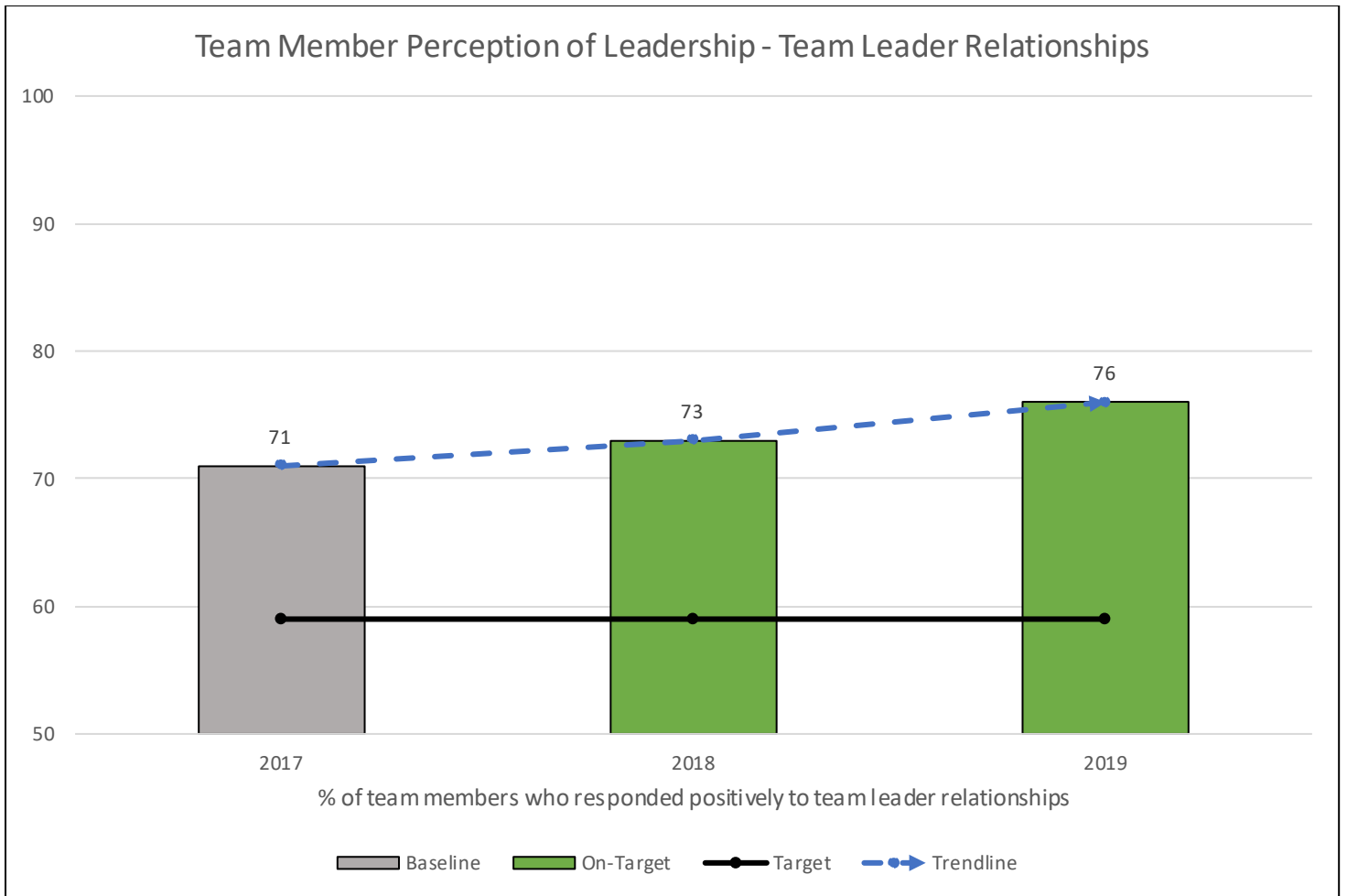


Status Narrative:

As of December 2020, this KPI reported at 85.7% and was On-Target. Updated data will follow results from the next Engagement Survey in December 2021.

Performance Trend Chart:





## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Health of Enterprise Performance Reporting (EPR) Framework</b>
Executive Owner:	Doug Hoffner
Outcome Measure:	Supportive & Engaged Leadership
Core Process:	Managing Resources & Performance

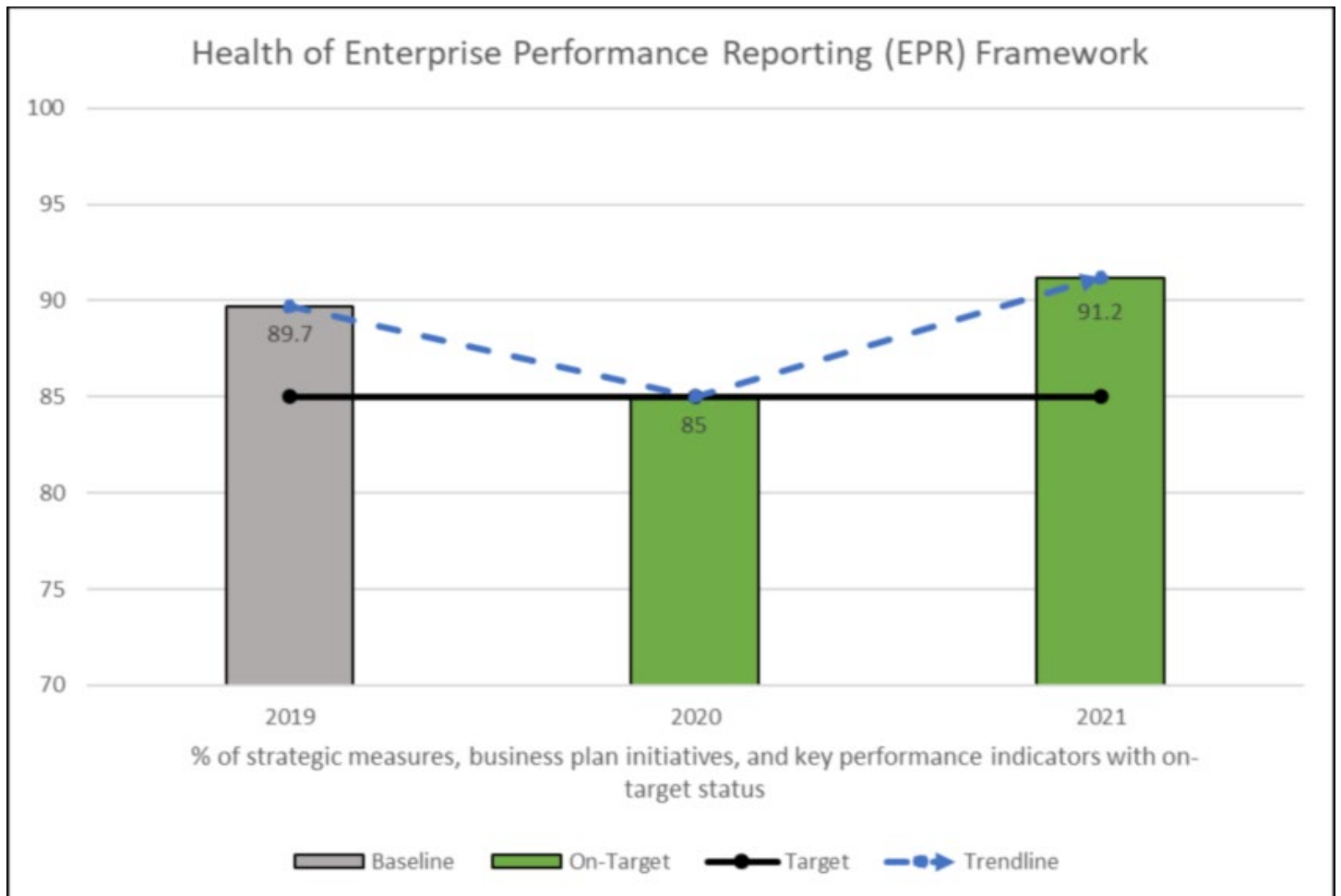
<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>91.2% (for FY 2020-21)</b>

Description:	The Enterprise Performance Reporting KPI provides a comprehensive view of the health of CalPERS as it pertains to our strategic efforts and operational processes. This KPI will include the health of Strategic Measures, Business Plan Initiatives, and KPIs, but will exclude all indicators that are under development or informational.						
Baseline:	For FY 2018-19, 89.7% of our Strategic Measures, Business Plan Initiatives, and KPIs are in a healthy status (On-Target)						
Target:	85% or greater of all EPR components that are in a healthy status (On-Target)						
Refresh Frequency:	Annually, June						
Reporting Range:	FY 2020-21						
Thresholds:	<table> <tr> <td>On-Target:</td> <td>85% +</td> </tr> <tr> <td>At-Risk:</td> <td>80-84.9%</td> </tr> <tr> <td>Off-Target:</td> <td>Below 80%</td> </tr> </table>	On-Target:	85% +	At-Risk:	80-84.9%	Off-Target:	Below 80%
On-Target:	85% +						
At-Risk:	80-84.9%						
Off-Target:	Below 80%						

### Status Narrative:

This KPI is On-Target for the current reporting period with 91.2% of the Strategic Measures, Business Plan Initiatives and Key Performance Indicators reporting in a healthy status (On-Target) for FY 2020-21.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Operational sustainability report - INFORMATIONAL</b>
Executive Owner:	Doug Hoffner
Outcome Measure:	Supportive & Engaged Leadership
Core Process:	Managing Resources & Performance

<b>Status:</b>	<b>Not applicable as KPI is Informational</b>
<b>Numeric Status:</b>	<b>N/A</b>

Description:	CalPERS completes the Sustainability Roadmap, administered by Department of General Services (DGS). The Roadmap is broken into five sections: climate adaptation, zero emissions vehicles, energy, water efficiency and conservation, and green operations. The Roadmap is peer reviewed by DGS with the final version due bi-annually in December.
Baseline:	Not applicable as KPI is Informational
Target:	Not applicable as KPI is Informational
Refresh Frequency:	Every two years. Next report in December 2021.
Reporting Range:	Not applicable as KPI is Informational
Thresholds:	Not applicable as KPI is Informational

### Status Narrative:

The CalPERS 2019-20 Sustainability Roadmap was updated and sent to the Department of General Services in December 2019. The Roadmap will be presented to the Governor's office and made available on the California Green Buildings website at [Green.ca.gov](http://Green.ca.gov).

## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Average Time to Hire for Hard-to-Recruit Positions</b>
Executive Owner:	Doug Hoffner
Outcome Measure:	Team Member Engagement
Core Process:	Attracting & Supporting Team Members

<b>Status:</b>	<b>Pending Refresh (in September 2021)</b>
<b>Numeric Status:</b>	<b>77% (for FY 2019-20)</b>

Description:	This KPI measures the average time to hire for those defined as hard-to-recruit positions. Time measured starts when the recruitment request is submitted to the Human Resources Division (HRSD) until the time an official job offer is accepted by the candidate.	
Baseline:	75% with the average time to hire being 70 days as of 6/30/18.	
Target:	70% of hard-to-recruit positions filled within 120 days of recruitment initiation. The target and thresholds may be adjusted after we begin measuring all hard-to-recruit positions enterprise-wide, beginning FY 2019-20.	
Refresh Frequency:	Annually, September	
Reporting Range:	FY 2019-20	
Thresholds:	On-Target:	70% at 120 days
	At-Risk:	55% to 69% at 120 days
	Off-Target:	54% and below at 120 days

### Status Narrative:

As of September 2020, this KPI reported at 77% and was On-Target. The data consists of all hard-to-recruit positions for FY 2019-20. This is expanded from previous performance data collections to encompass those outside leadership positions and includes all hard-to-recruit for positions enterprise wide.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Retention Rate - INFORMATIONAL</b>
Executive Owner:	Doug Hoffner
Outcome Measure:	Team Member Engagement
Core Process:	Attracting & Supporting Team Members

<b>Status:</b>	<b>Not applicable as KPI is Informational</b>
<b>Numeric Status:</b>	<b>N/A</b>

Description:	<p>This is an overview of CalPERS retention rate. We have researched best practices and evaluated existing data towards establishing a baseline for measurement and breakdowns for reporting retention. A review of employee retention on an annual basis involves identifying trends for areas where we have success, as well as areas where we may be experiencing challenges.</p> <p>We do not set a target for a minimum or maximum amount of hires, transfers, promotions, discharges, etc.</p>
Baseline:	Not applicable as KPI is Informational
Target:	Not applicable as KPI is Informational
Refresh Frequency:	Annually, December
Reporting Range:	FY 2019-20
Thresholds:	Not applicable as KPI is Informational

### Status Narrative:

For FY 2019-20, retention rate for CalPERS remained at 91%.



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Recognition Perceptions</b>
Executive Owner:	Doug Hoffner
Outcome Measure:	Team Member Engagement
Core Process:	Attracting & Supporting Team Members

<b>Status:</b>	<b>Pending Refresh (In December 2021)</b>
<b>Numeric Status:</b>	<b>79.2% (as of December 2020)</b>

Description:	<p>Respecting and appreciating our employees for their contributions to the organization is integral to living our Core Values. Continuous recognition of employee accomplishments and behaviors is also one of the most effective ways to reinforce organizational values, support business objectives, and retain motivated, high-performing employees. To this end, we will seek opportunities to provide our people with meaningful recognition on a consistent and ongoing basis that encourages them to be their very best, to grow and learn, and enjoy themselves in the process. Also seek recognition that is fun, memorable, appreciates the everyday, honors the exceptional, and celebrates successes. Such recognition will be sincere, specific, timely and fit the individual or team, as well as the accomplishment.</p> <p>The annual Employee Engagement survey captures team members' perceptions of recognition.</p> <p>CalPERS is committed to ensuring accessibility to all of our team members. The Employee Engagement vendor used from 2017-2019, McLean &amp; Company, did not meet the CalPERS Web Content Accessibility Guidelines (WCAG) and they had no immediate plans to make the content accessible.</p> <p>Our new survey vendor, Perceptyx, meets these guidelines, offers advanced technology and innovative tools such as a dashboard with survey results and action planning framework. With this transition, the baseline results reported to the Board will change. Perceptyx uses a 5-point rating scale whereas the previous vendor used a 6-point rating scale which means the results for the survey will not be directly compared with previous years' results. The 5-point scale has the benefits of making it easier for survey participants to respond more quickly, enhances the comparability of scores with peers, and utilizes industry best practices to differentiate employee sentiment. To help mitigate the impact of not having a direct comparison of years, we have included the trend chart results from the previous survey and created a new trend chart tracking the new survey results in the summary sheet.</p>
Baseline:	79.2% positive survey score for recognition perception as of 10/2020.
Target:	59% or higher positive survey score represents high performance.
Refresh Frequency:	Annually, December

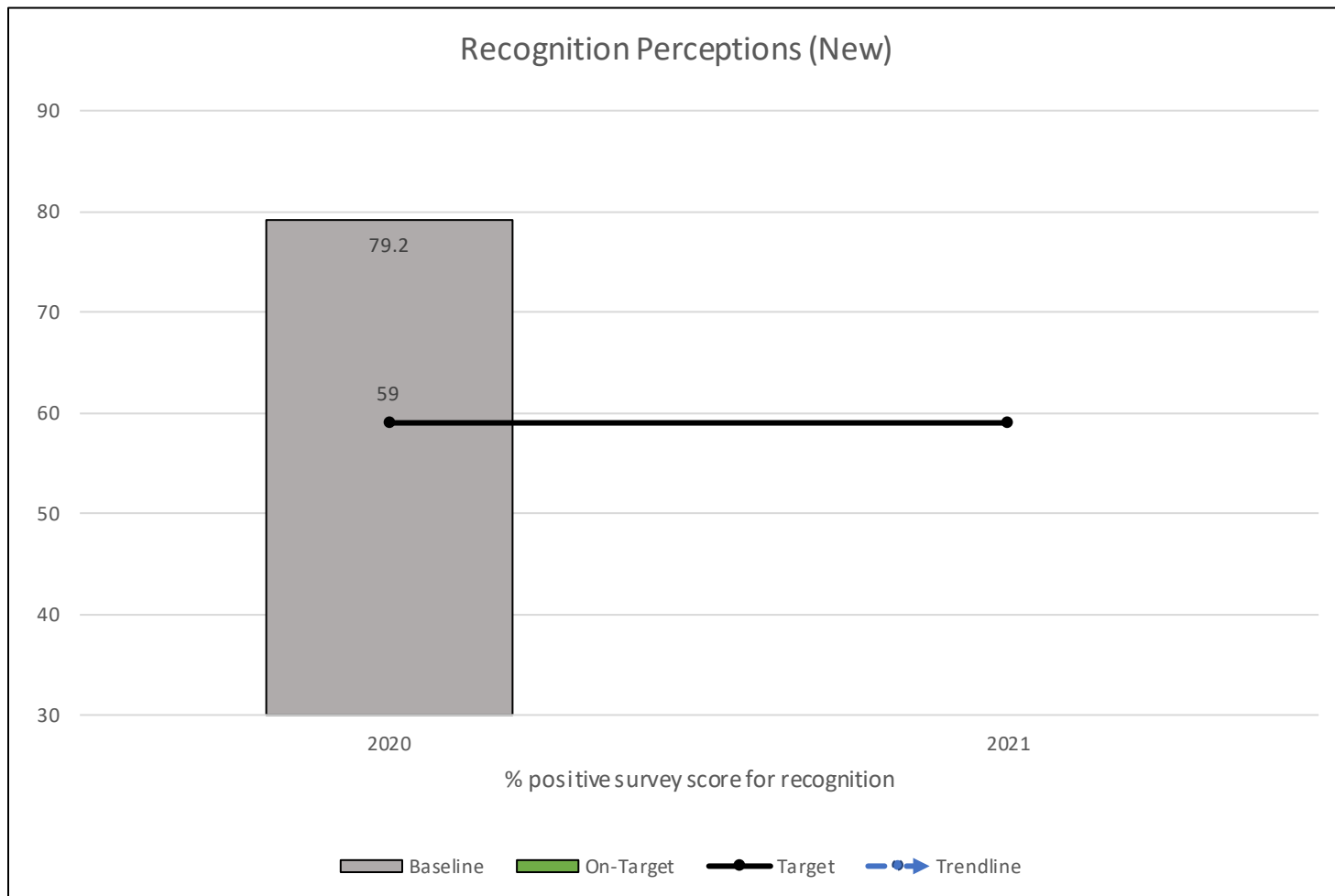
Reporting Range: November 2019-October 2020

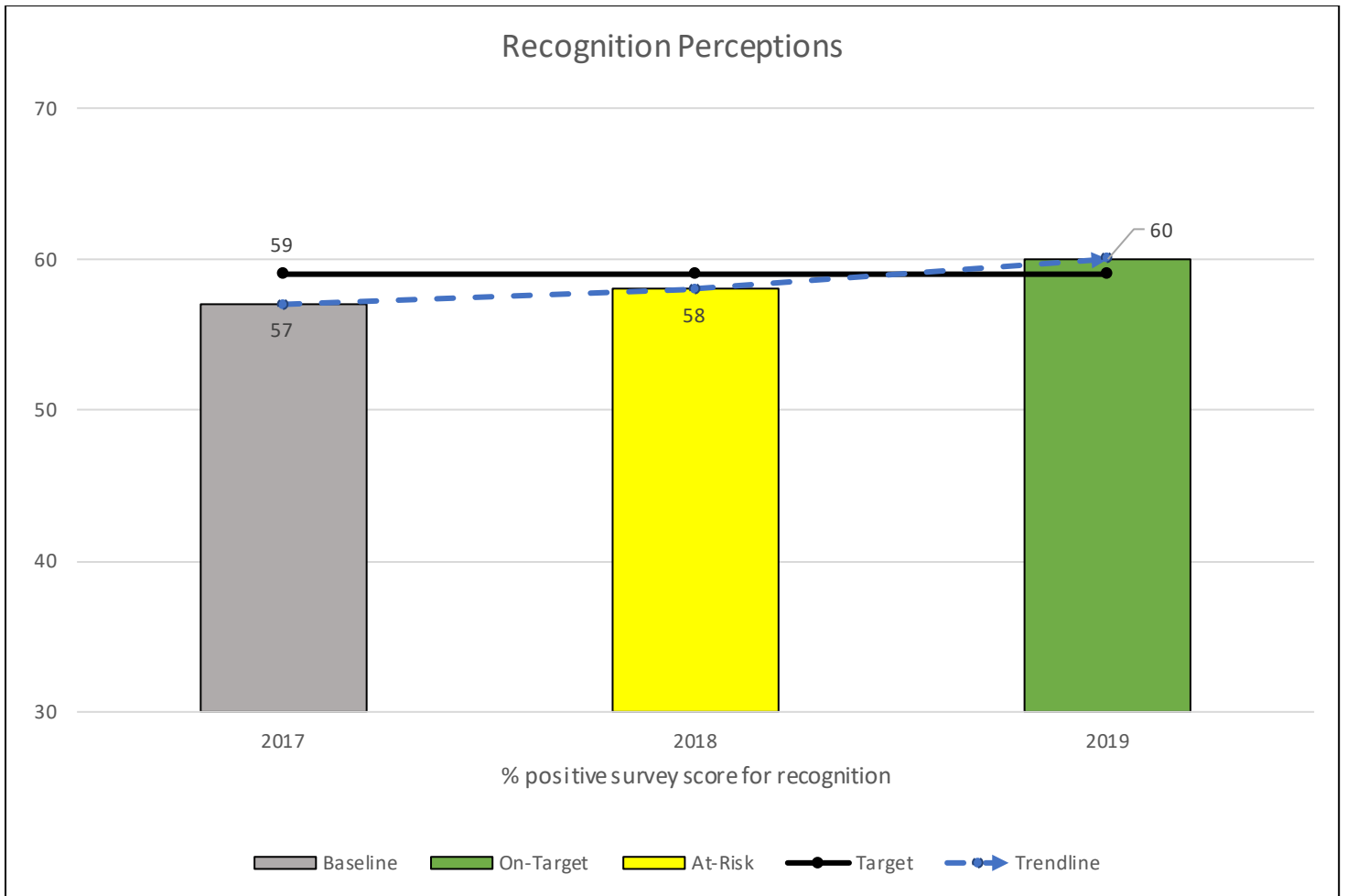
Thresholds: On-Target: Above 59% represents high performance  
 At-Risk: 40-59% represents average performance  
 Off-Target: Under 40% represents low performance

Status Narrative:

As of December 2020, this KPI reported at 79.2% and was On-Target. Updated data will follow results from the next Engagement Survey in December 2021.

Performance Trend Chart:





## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Employee Empowerment Perceptions</b>
Executive Owner:	Doug Hoffner
Outcome Measure:	Team Member Engagement
Core Process:	Attracting & Supporting Team Members

<b>Status:</b>	<b>Pending Refresh (In December 2021)</b>
<b>Numeric Status:</b>	<b>75.2% (as of December 2020)</b>

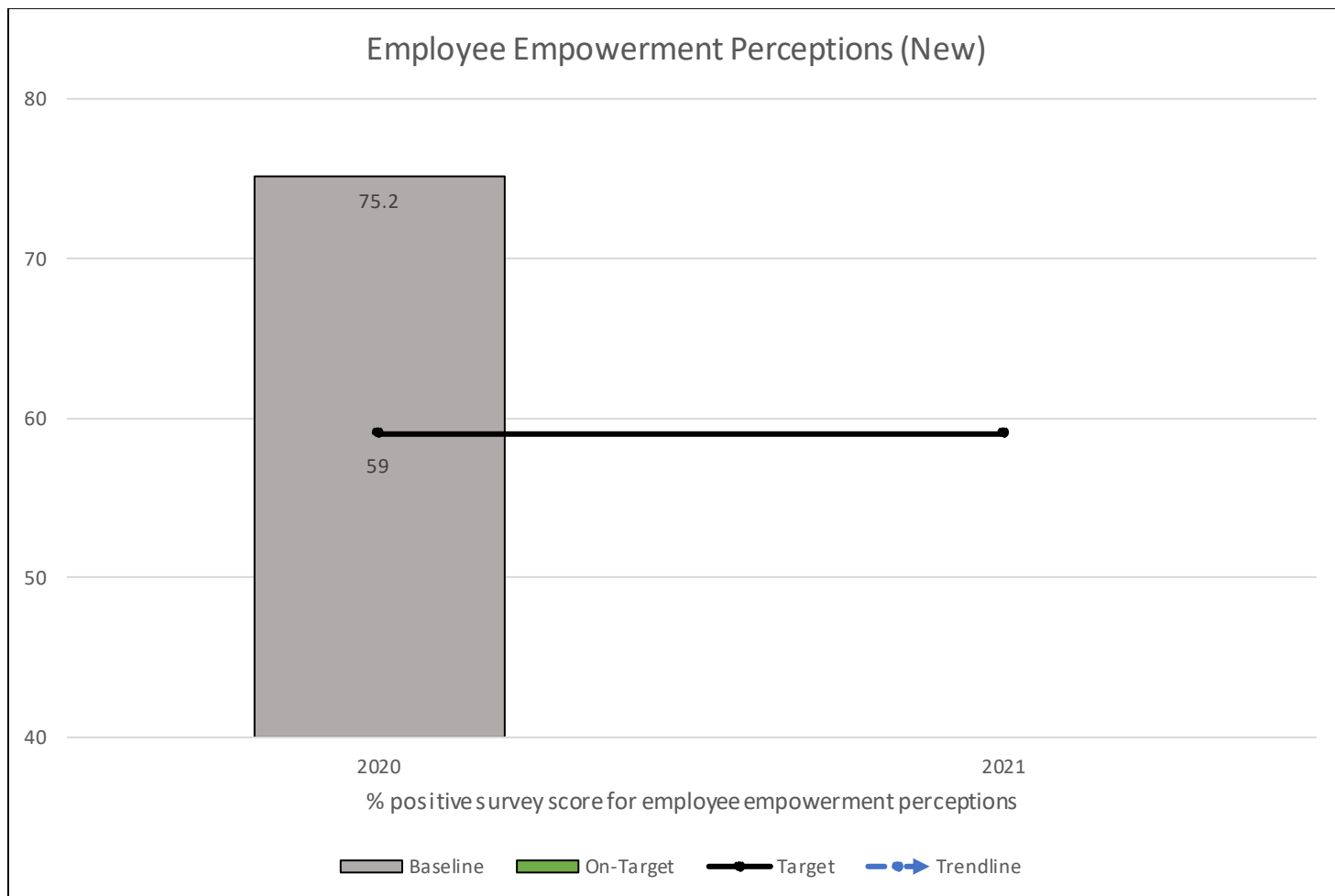
Description:	<p>There is a return on investment for work life balance programs-such return is typically realized through employee attendance, lower health care costs, lower workers' compensation cost, increased productivity, and reduced employee turnover. It is important CalPERS promotes work life balance, demonstrating commitment to team members. The prior Work Life Balance perceptions is now captured under Employee Empowerment which aligns with the new engagement survey vendor category.</p> <p>The annual Employee Engagement survey captures team members' perceptions of employee empowerment.</p> <p>CalPERS is committed to ensuring accessibility to all of our team members. The Employee Engagement vendor used from 2017-2019, McLean &amp; Company, did not meet the CalPERS Web Content Accessibility Guidelines (WCAG) and they had no immediate plans to make the content accessible.</p> <p>Our new survey vendor, Perceptyx, meets these guidelines, offers advanced technology and innovative tools such as a dashboard with survey results and action planning framework. With this transition, the baseline results reported to the Board will change. Perceptyx uses a 5-point rating scale whereas the previous vendor used a 6-point rating scale which means the results for the survey will not be directly compared with previous years' results. The 5-point scale has the benefits of making it easier for survey participants to respond more quickly, enhances the comparability of scores with peers, and utilizes industry best practices to differentiate employee sentiment. To help mitigate the impact of not having a direct comparison of years, we have included the trend chart results from the previous survey and created a new trend chart tracking the new survey results in the summary sheet. We have also updated the title of the KPI to match the category within the survey for ease of reference.</p>
Baseline:	75.2% positive survey score for work life balance perception as of 10/2020.
Target:	59% or higher positive survey score represents high performance.
Refresh Frequency:	Annually, December
Reporting Range:	November 2019-October 2020
Thresholds:	On-Target: Above 59% represents high performance

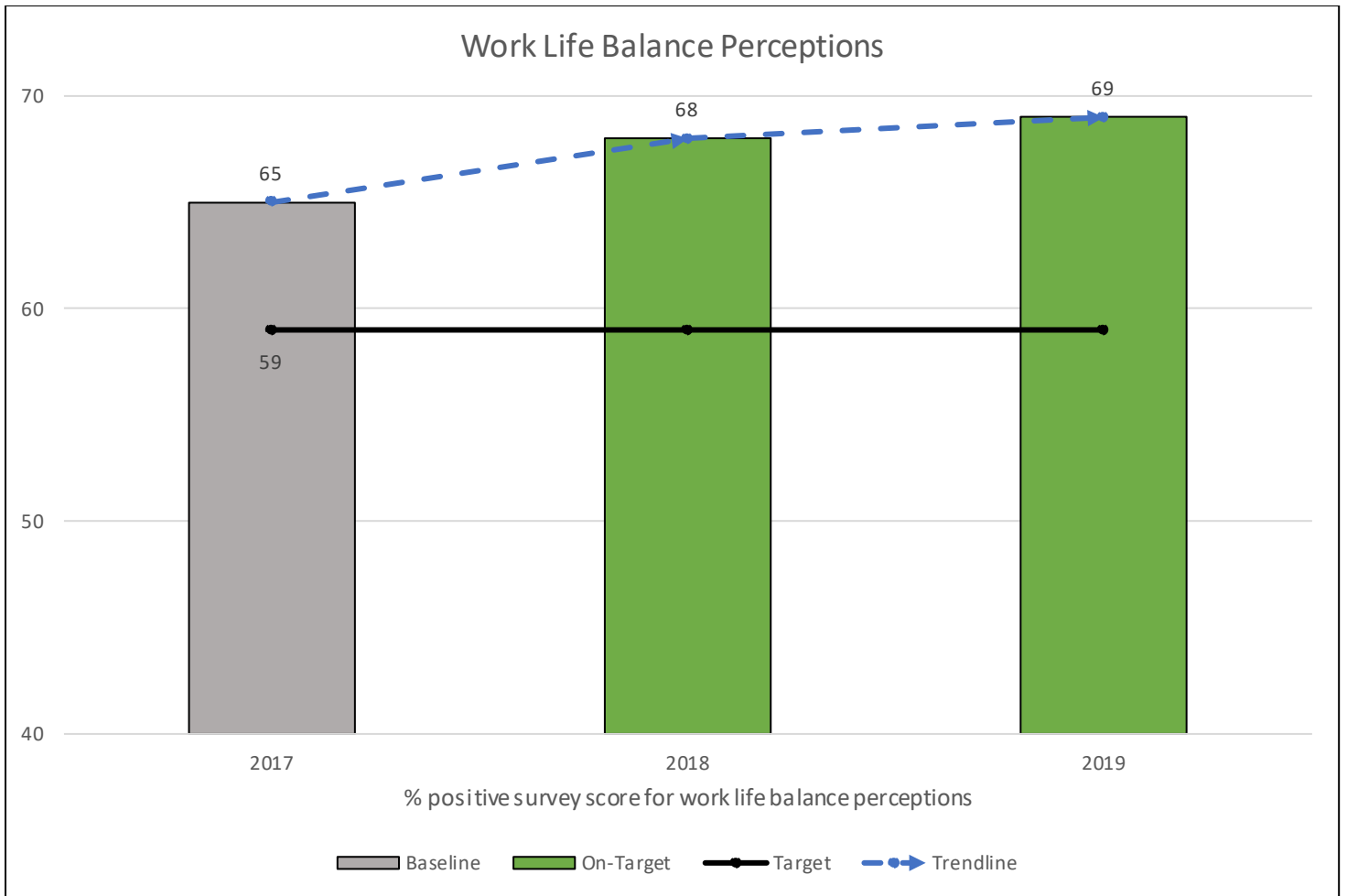
At-Risk: 40-59% represents average performance  
 Off-Target: Under 40% represents low performance

Status Narrative:

As of December 2020, this KPI reported at 75.2% and was On-Target. Updated data will follow results from the next Engagement Survey in December 2021

Performance Trend Chart:





## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Team Member Perception of Growth and Development</b>
Executive Owner:	Doug Hoffner
Outcome Measure:	Team Member Engagement
Core Process:	Attracting & Supporting Team Members

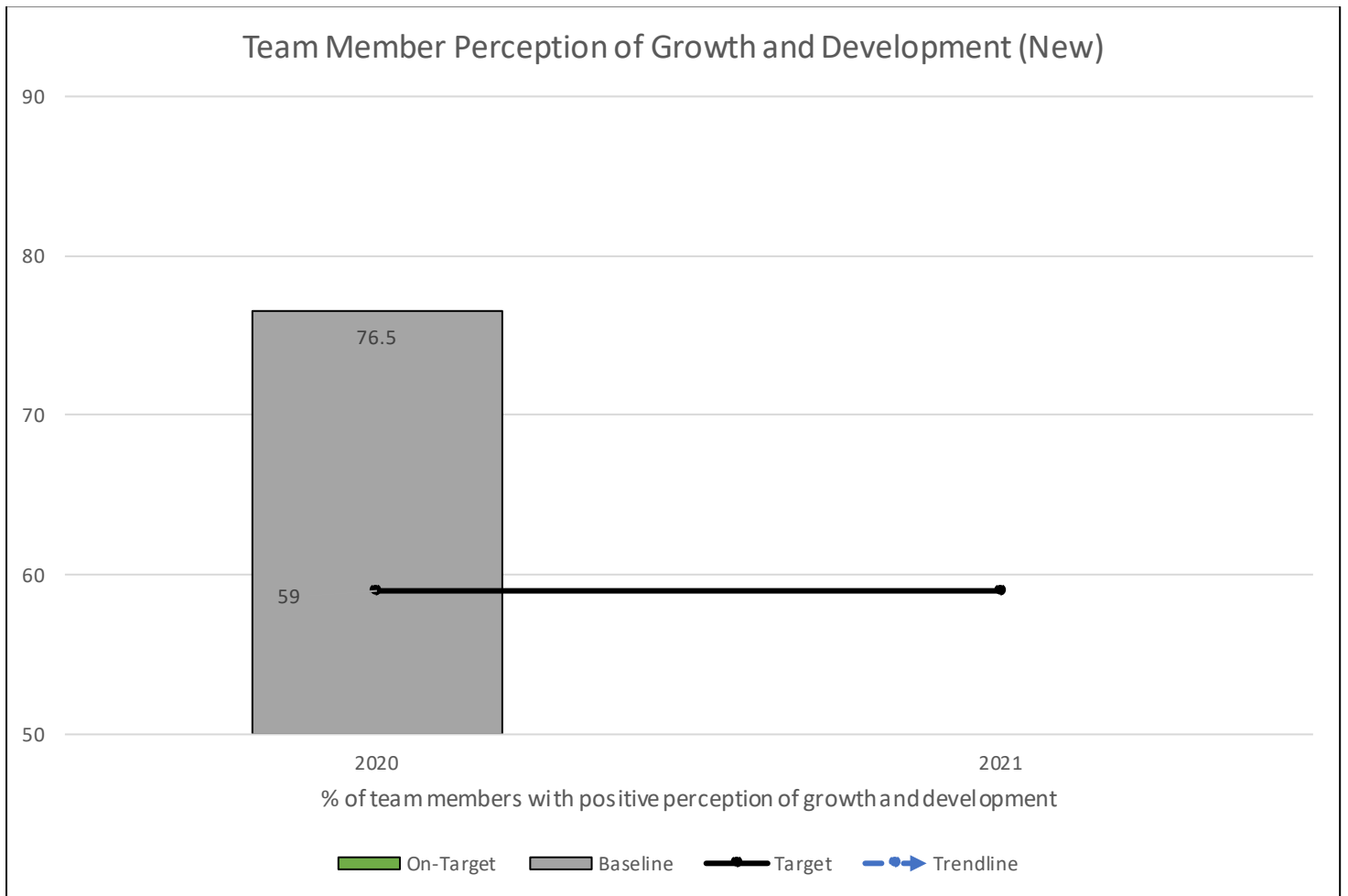
<b>Status:</b>	<b>Pending Refresh (In December 2021)</b>
<b>Numeric Status:</b>	<b>76.5% (as of December 2020)</b>

Description:	<p>The annual Employee Engagement survey will help us ensure we continue to measure and capture how team members perceive CalPERS growth and development.</p> <p>CalPERS is committed to ensuring accessibility to all of our team members. The Employee Engagement vendor used from 2017-2019, McLean &amp; Company, did not meet the CalPERS Web Content Accessibility Guidelines (WCAG) and they had no immediate plans to make the content accessible.</p> <p>Our new survey vendor, Perceptyx, meets these guidelines, offers advanced technology and innovative tools such as a dashboard with survey results and action planning framework. With this transition, the baseline results reported to the Board will change. Perceptyx uses a 5-point rating scale whereas the previous vendor used a 6-point rating scale which means the results for the survey will not be directly compared with previous years' results. The 5-point scale has the benefits of making it easier for survey participants to respond more quickly, enhances the comparability of scores with peers, and utilizes industry best practices to differentiate employee sentiment. To help mitigate the impact of not having a direct comparison of years, we have included the trend chart results from the previous survey and created a new trend chart tracking the new survey results in the summary sheet. We have also updated the title of the KPI to match the category within the survey for ease of reference.</p>
Baseline:	76.5% positive survey score for team member perception of growth and development as of 10/2020.
Target:	59% or higher positive survey score represents high performance.
Refresh Frequency:	Annually, December
Reporting Range:	November 2019-October 2020
Thresholds:	<p>On-Target: Above 59% represents high performance</p> <p>At-Risk: 40-59% represents average performance</p> <p>Off-Target: Under 40% represents low performance</p>

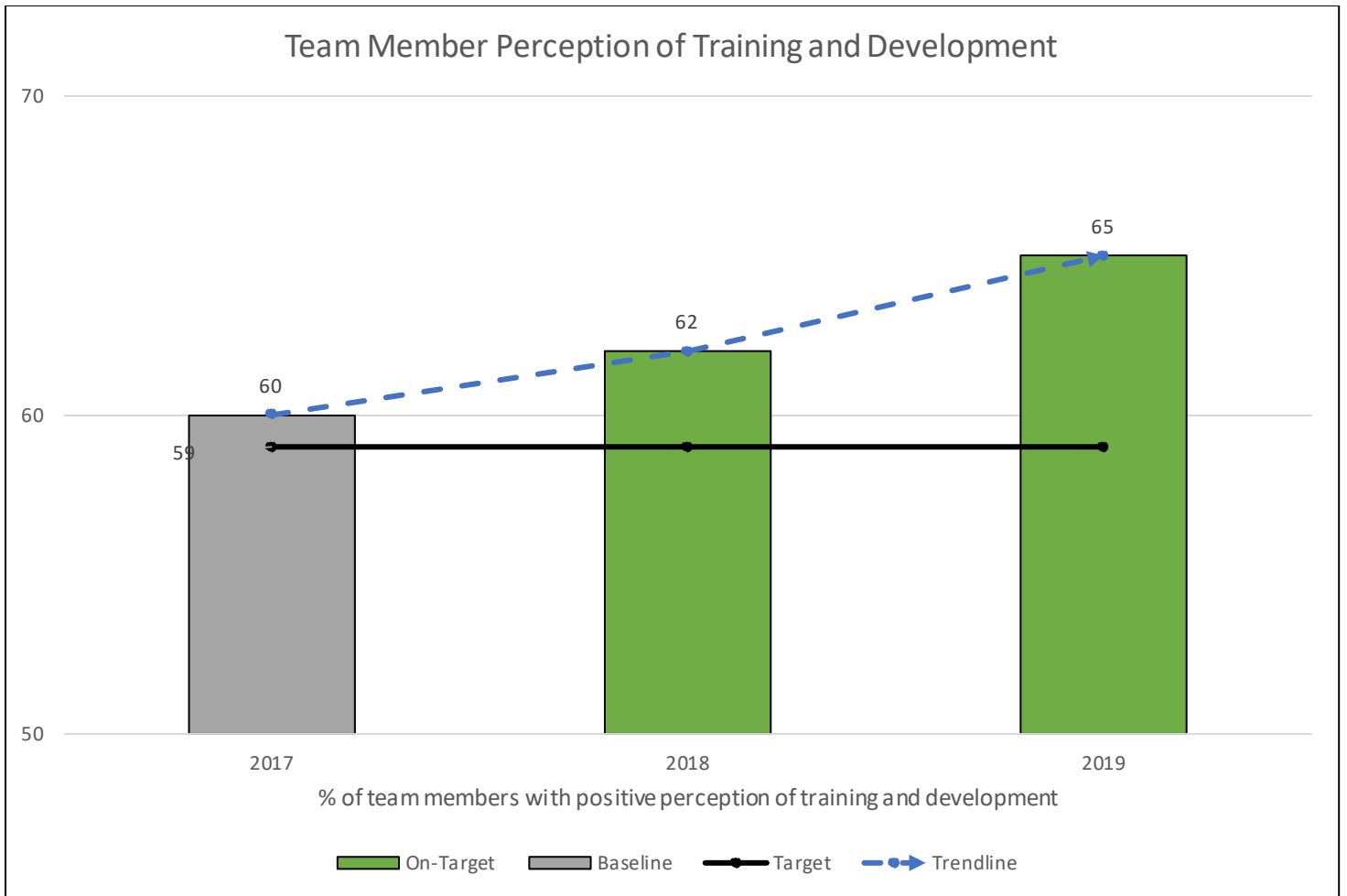
### Status Narrative:

As of January 2021, this KPI reported at 76.5% and was On-Target. Updated data will follow results from the next Engagement Survey in December 2021

Performance Trend Chart:







## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Response Rate of Employee Engagement Survey</b>
Executive Owner:	Doug Hoffner
Outcome Measure:	Team Member Engagement
Core Process:	Attracting & Supporting Team Members

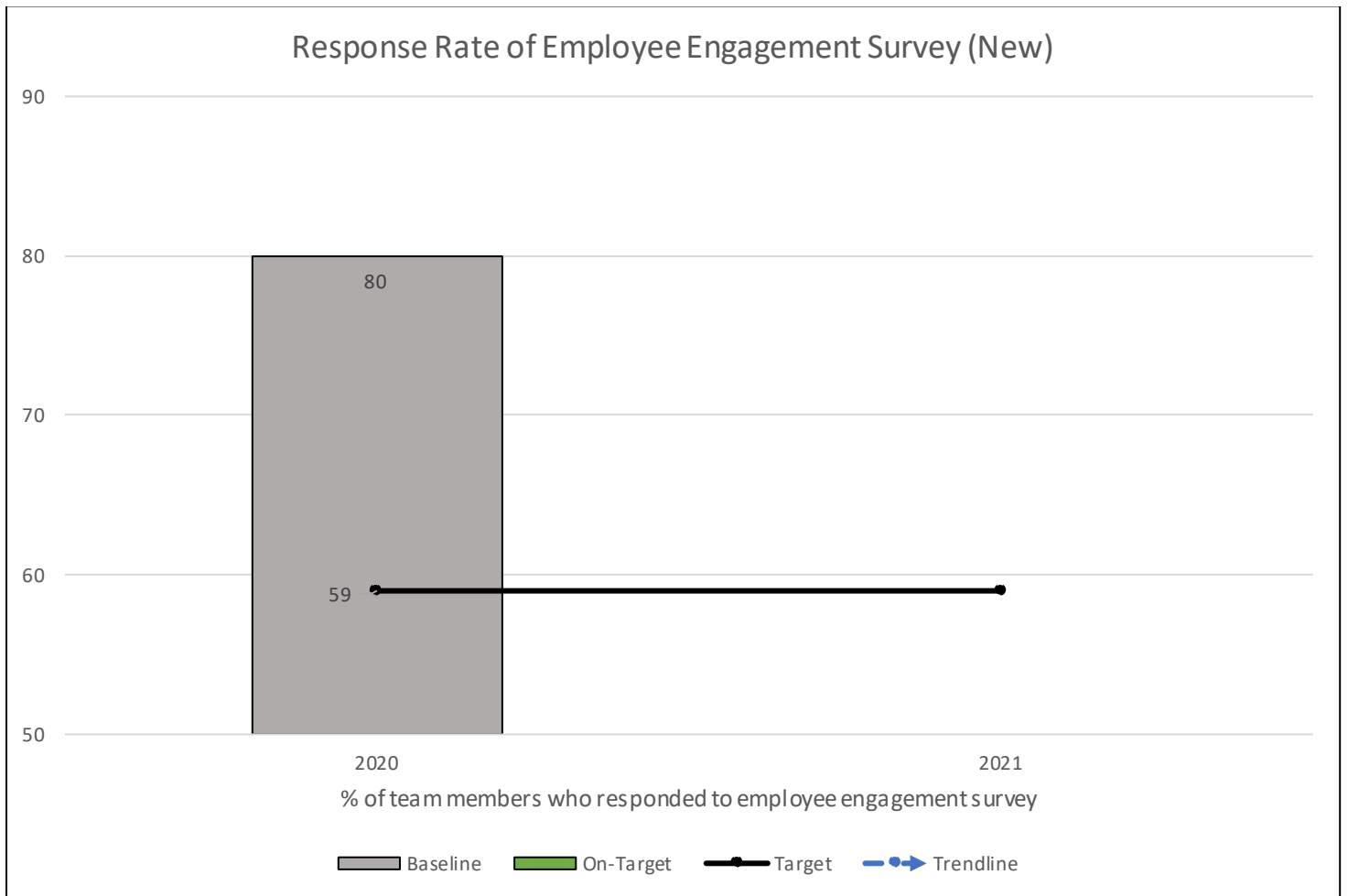
<b>Status:</b>	<b>Pending Refresh (In December 2021)</b>
<b>Numeric Status:</b>	<b>80% (as of December 2020)</b>

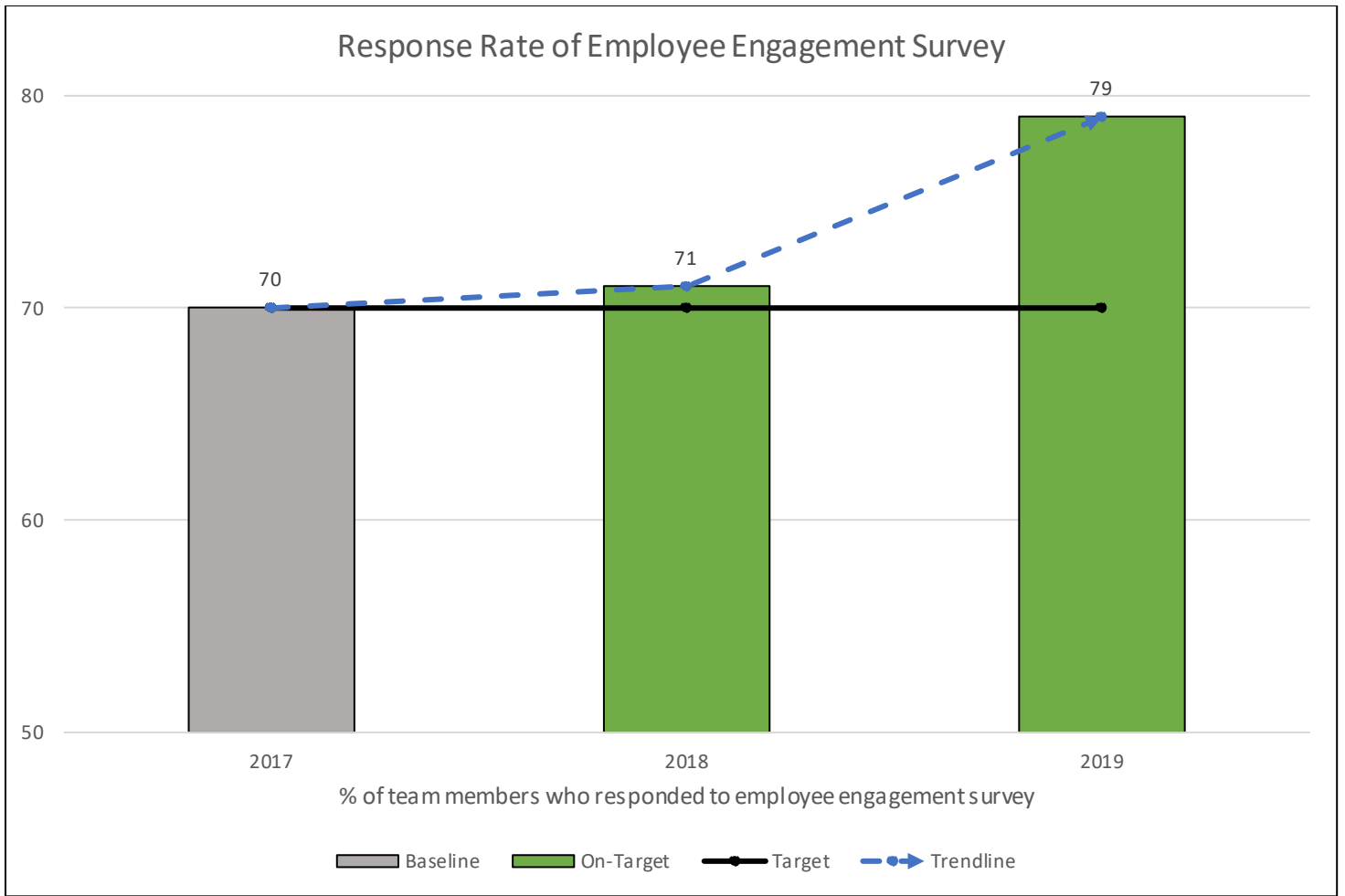
Description:	<p>This KPI will capture survey response rate of team members. The annual Employee Engagement survey will help us ensure that we continue to foster a culture where engaging behaviors are part of our daily interactions and practices.</p> <p>CalPERS is committed to ensuring accessibility to all of our team members. The Employee Engagement vendor used from 2017-2019, McLean &amp; Company, did not meet the CalPERS Web Content Accessibility Guidelines (WCAG) and they had no immediate plans to make the content accessible.</p> <p>Our new survey vendor, Perceptyx, meets these guidelines, offers advanced technology and innovative tools such as a dashboard with survey results and action planning framework. With this transition, the baseline results reported to the Board will change. Perceptyx uses a 5-point rating scale whereas the previous vendor used a 6-point rating scale which means the results for the survey will not be directly compared with previous years' results. The 5-point scale has the benefits of making it easier for survey participants to respond more quickly, enhances the comparability of scores with peers, and utilizes industry best practices to differentiate employee sentiment. To help mitigate the impact of not having a direct comparison of years, we have included the trend chart results from the previous survey and created a new trend chart tracking the new survey results in the summary sheet.</p>
Baseline:	70% response rate of employees responded to the survey as of 10/2017.
Target:	70% or higher positive survey score represents high performance
Refresh Frequency:	Annually, December
Reporting Range:	November 2019-October 2020
Thresholds:	<p>On-Target: Above 59% represents high performance</p> <p>At-Risk: 40-59% represents average performance</p> <p>Off-Target: Under 40% represents low performance</p>

### Status Narrative:

As of December 2020, this KPI reported at 80 percent and is On-Target. Updated data will follow results from the next Engagement Survey in December 2021

Performance Trend Chart:





## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Emerging Leader Program - INFORMATIONAL</b>
Executive Owner:	Doug Hoffner
Outcome Measure:	Team Member Engagement
Core Process:	Attracting & Supporting Team Members

<b>Status:</b>	<b>Not applicable as KPI is Informational</b>
<b>Numeric Status:</b>	<b>N/A</b>

Description:	The Emerging Leader Program is a program that prepares high-potential team members for a leadership role. The program targets journey-level analysts, technical, and professional staff to participate in a six-month learning program while they work in their current capacity.
Baseline:	Not applicable as KPI is Informational
Target:	Not applicable as KPI is Informational
Refresh Frequency:	Annually, July
Reporting Range:	FY 2019-20
Thresholds:	Not applicable as KPI is Informational

### Status Narrative:

The Emerging Leader Program (ELP) was designed to offer CalPERS employees a way to bridge the learning and experience gap between journey-level classifications and first-line supervisor/manager classifications. After successful completion of the ELP pilot in 2018, the Human Resources Division (HRSD) implemented a second and ELP cohort with 25 team members graduating in June 2019 and a third cohort with 23 completing the program in June 2020.

Survey feedback from the second cohort indicates the value of the program and participant satisfaction: 95% would recommend ELP to other team members; 100% felt the leadership classes were relevant to their professional development; 100% agreed they understood the competencies necessary to become an effective leader; 86% agreed that working in their project teams allowed them to gain more insight into their own strengths and leadership style.

HRSD implemented a third ELP cohort of 25 participants in January 2020. Five (20%) received promotions while in the program. To date, 10 participants (40%) from the pilot, eight participants (32%) from the second cohort, and five participants (20%) from the third cohort have received promotions for a cumulative program total of 23 participants (31%) receiving promotions. A fourth cohort is scheduled to begin in January of 2021.

## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>100% of All Ideas Responded to Within 120 days</b>
Executive Owner:	Doug Hoffner
Outcome Measure:	Team Member Engagement
Core Process:	Attracting & Supporting Team Members

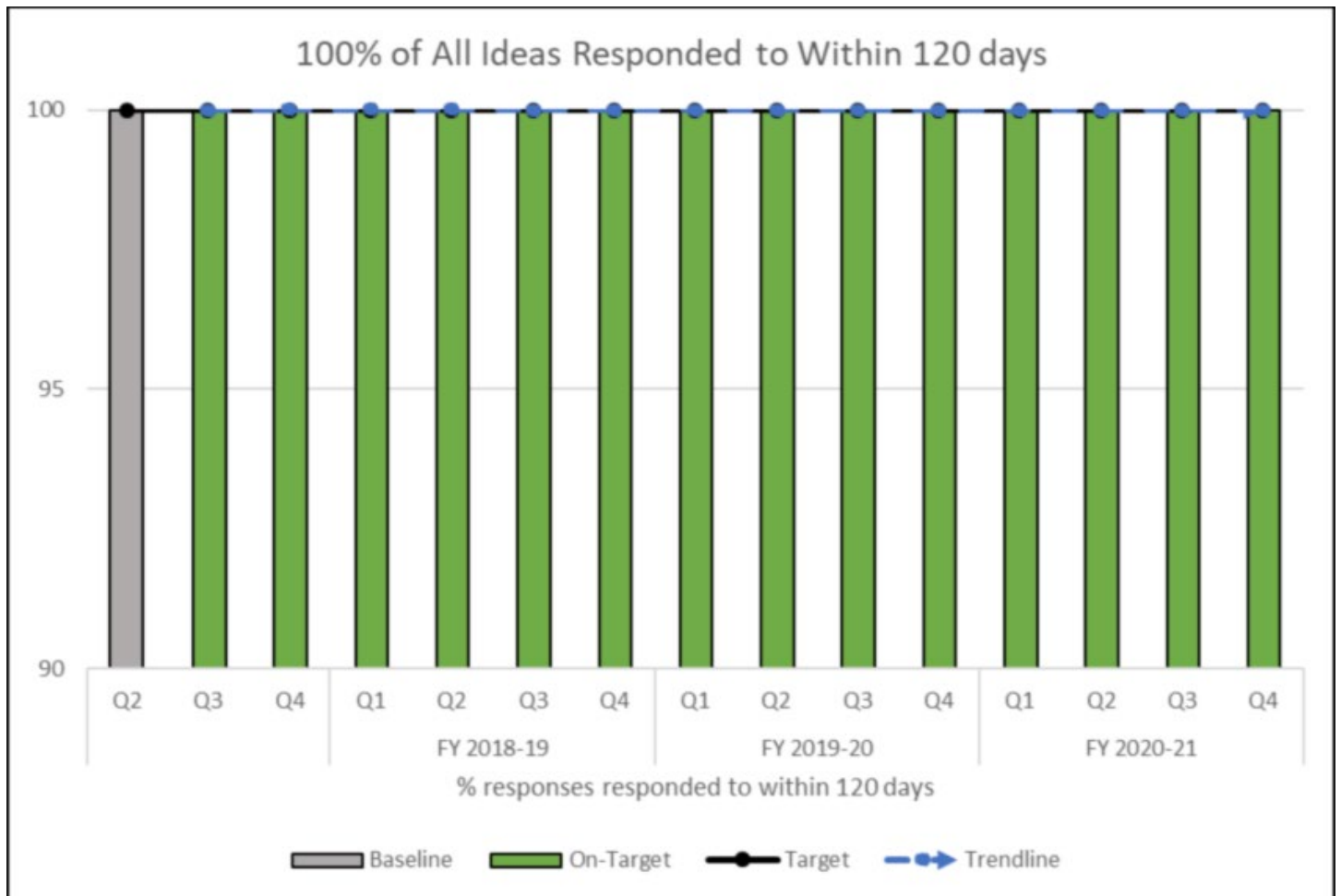
<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>100%</b>

Description:	Idea Factory is a CalPERS employee-driven innovation program, designed to inspire team members to share ideas and solutions that will improve CalPERS. All ideas will be evaluated and scored based upon perceived business value and effort to implement by the Senior Leadership Council (SLC) and the outcome of the ideas will be shared with the organization via Inside CalPERS and Idea Factory Library. By considering and responding to each idea submitted through the program, it shows that leadership supports team members by being open to innovative thinking and continuous improvement.
Baseline:	100% as of 11/2017
Target:	100% of ideas submitted through Idea Factory will be responded to within 120 days of ideas submission <ul style="list-style-type: none"> <li>• Responded to: communicating the ideas' evaluation outcome to the idea submitter</li> </ul>
Refresh Frequency:	Quarterly, month following end of preceding quarter
Reporting Range:	04/01/2021 – 06/30/2021
Thresholds:	On-Target: 100% of ideas responded to within 120 days of idea submission At-Risk: 99% - 95% of ideas responded to within 120 days of idea submission Off-Target: 95% or less of ideas responded to within 120 days of idea submission

### Status Narrative:

This KPI is On-Target at 100%.

Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>80% of All Viable Ideas Implemented as Scheduled</b>
Executive Owner:	Doug Hoffner
Outcome Measure:	Team Member Engagement
Core Process:	Attracting & Supporting Team Members

<b>Status:</b>	<b>On-Target</b>
<b>Numeric Status:</b>	<b>100%</b>

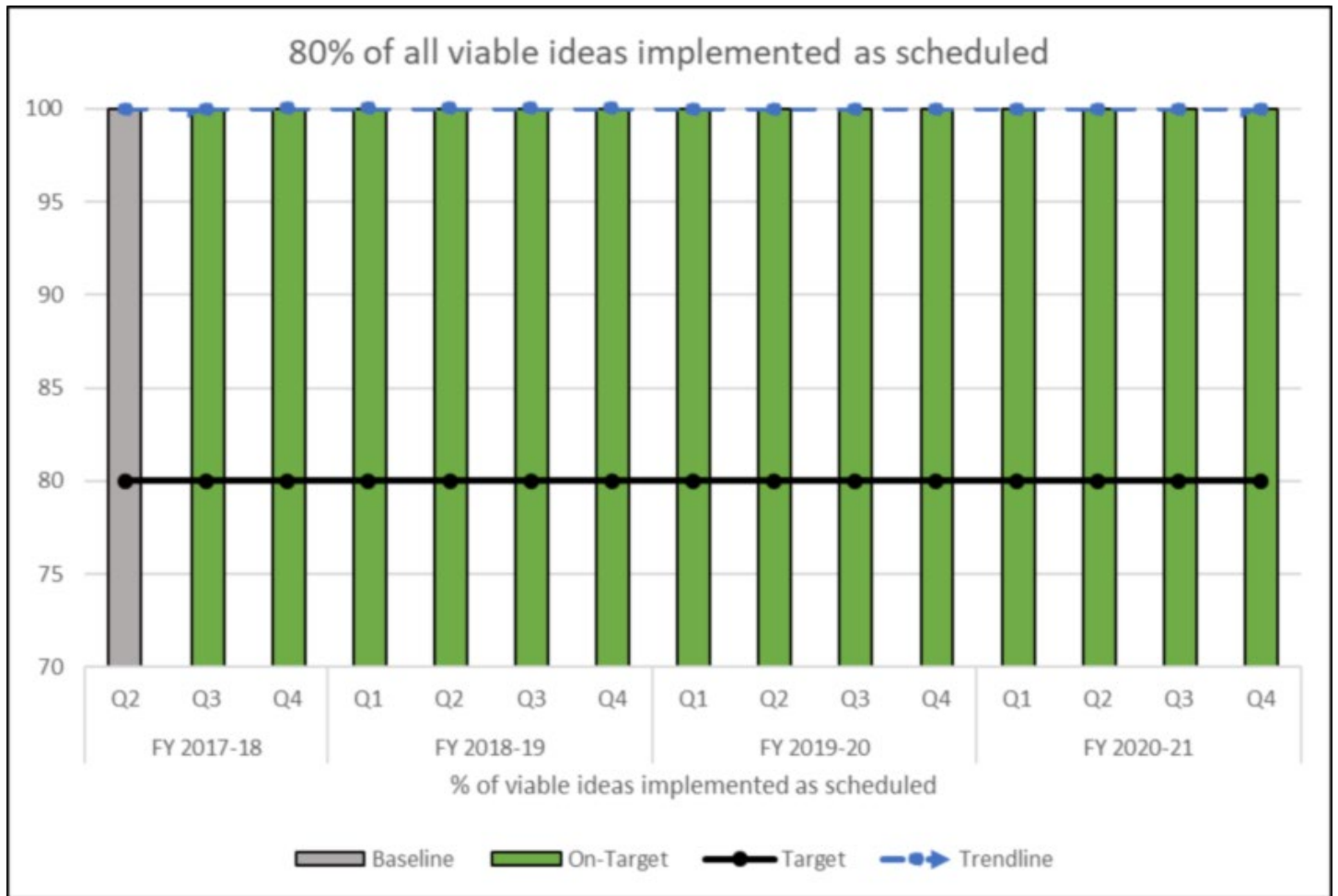
Description:	Idea Factory is a CalPERS employee-driven innovation program, designed to inspire team members to share ideas and solutions that will improve CalPERS. All ideas will be evaluated and scored based upon perceived business value and effort to implement by the Senior Leadership Council (SLC). Implementing ideas that are submitted through the program shows that leadership supports team members by being open to innovative thinking, values their ideas and solutions for continuous improvement, and encourages team member engagement.
Baseline:	100% as of 11/2017
Target:	80% of all viable ideas submitted through Idea Factory will be implemented as scheduled <ul style="list-style-type: none"> <li>• Viable idea: any idea that has been deemed feasible for implementation</li> </ul>
Refresh Frequency:	Quarterly, month following end of preceding quarter
Reporting Range:	04/01/2021 – 06/30/2021
Thresholds:	<p>On-Target: 80% or more of all viable ideas are implemented as scheduled</p> <p>At-Risk: Less than 80% (50% - 79%) of all viable ideas are implemented as scheduled</p> <p>Off-Target: Less than 50% of all viable ideas are implemented as scheduled</p>

### Status Narrative:

This KPI is On-Target at 100%.



Performance Trend Chart:



## 2020-21 Key Performance Indicator Summary (Quarter 4)

<b>KPI Title:</b>	<b>Our Promise &amp; Annual Food Drive - INFORMATIONAL</b>
Executive Owner:	Brad Pacheco
Outcome Measure:	Team Member Engagement
Core Process:	Attracting & Supporting Team Members

<b>Status:</b>	<b>Not applicable as KPI is Informational</b>
<b>Numeric Status:</b>	<b>N/A</b>

Description:	Our goal is to gauge the level of outreach by cataloging our efforts to promote and support the Our Promise and food drive campaigns.
Baseline:	Not applicable as KPI is Informational
Target:	Not applicable as KPI is Informational
Refresh Frequency:	Annually, March
Reporting Range:	2020 fundraising efforts
Thresholds:	Not applicable as KPI is Informational

### Status Narrative:

The CalPERS team participated in the virtual 2020 Our Promise campaign. Due to COVID-19, the CalPERS team did not participate in an organizational Holiday Food Drive. Team members were able to personally participate if they desired.

The 2020 Our Promise campaigns totals:

Our Promise Totals \$101,652.00

Number of Donors 463

Number of Employees 2,619

Percentage of Participation 18%

Updated informational data will be available in March 2022.

# Enterprise Operations Map (EOM) - High Level View (FY 2020-21) - Status as of 6/30/2021 - Quarter 4

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

**MISSION:** Deliver retirement and health care benefits to members and their beneficiaries

**CORE VALUES:** Quality, Respect, Accountability, Integrity, Openness, Balance

Operational Outcome Measures	RELIABLE STEWARD OF FUNDS			CUSTOMER SATISFACTION DRIVEN ORGANIZATION		OPEN & TRANSPARENT COMMUNICATION			EFFICIENT & EFFECTIVE ORGANIZATION			SUPPORTIVE & ENGAGED LEADERSHIP	TEAM MEMBER ENGAGEMENT
Core Processes	Accounting for Funds	Managing Investments	Projecting Liabilities	Provide & Administer Retirement Benefits	Provide & Administer Health Care Benefits	Educate Members, Employers & Stakeholders	Listening & Informing	Brand Reputation	Leveraging Technology	Compliance & Managing Risks	Purchasing & Acquisition	Managing Resources & Performance	Attracting & Supporting Team Members
Key Performance Indicators (KPI)	<ul style="list-style-type: none"> <li>GASB 68 reports completed timely †</li> <li>Stay within risk boundaries for total fund *</li> <li>Generate liability data and rates for pension funding - public agency *</li> <li>Produce CAFR with no material weaknesses †</li> <li>Aggregate risk levels of the INVO operating model (TOM) *</li> <li>Generate liability data for long-term care program *</li> <li>Percent forecast to actual expenses (annually) *</li> <li>Strategic asset allocation ranges (if outside approved ranges) *</li> <li>Generate liability data and rates for pension funding - state *</li> <li>Maintain appropriate reserve levels - CERBT fund</li> <li>Adequate liquidity coverage</li> <li>Generate liability data and rates for pension funding - schools *</li> <li>Maintain appropriate reserve levels - long-term care fund</li> <li>Cash forecasting accuracy</li> <li>Maintain appropriate reserve levels - defined benefit funds</li> </ul>	<ul style="list-style-type: none"> <li>Customer satisfaction</li> <li>Health plan scorecard of 90% or better</li> <li>Benefit payment accuracy</li> <li>Customer inquiry timeliness *</li> <li>Benefit payment timeliness</li> <li>Public agency retention *</li> <li>Public agency recruitment *</li> <li>Self-reported overall health status</li> <li>Opioids - dose</li> <li>C-section rate *</li> </ul>	<ul style="list-style-type: none"> <li>Percent of employer participation in CalPERS annual educational forum *</li> <li>Member education satisfaction</li> <li>Employer education satisfaction</li> <li>Member rating on stakeholder perception survey</li> <li>Employer rating on stakeholder perception survey</li> <li>Stakeholder rating on stakeholder perception survey</li> <li>Member, employer &amp; stakeholder rating on perception survey</li> <li>Community outreach efforts</li> </ul>	<ul style="list-style-type: none"> <li>Project portfolio health</li> <li>ITSB service performance</li> <li>Member self-service fraud resulting in financial loss (closed session)</li> <li>Unauthorized member self-service account changes (closed session)</li> </ul>	<ul style="list-style-type: none"> <li>Timely resolution of employer reviews</li> <li>Form 700 completed timely</li> <li>Mandated training compliance</li> <li>Personal trading monitoring</li> <li>Ensure evacuation readiness *</li> <li>Business continuity readiness †</li> <li>Lean adoption</li> <li>Employers current on CalPERS health obligations</li> <li>Employers current on CalPERS pension obligations</li> </ul>	<ul style="list-style-type: none"> <li>Small business requirements compliance *</li> <li>Disabled veterans business enterprise requirements compliance *</li> <li>Solicitation, contract, amendment, &amp; purchase order service level compliance *</li> <li>Time to detect cyber security threats (closed session)</li> <li>Reportable privacy violations (closed session)</li> </ul>	<ul style="list-style-type: none"> <li>Team member perception of leadership-team leader relationships *</li> <li>Health of enterprise performance reporting framework</li> <li>Operational sustainability report †</li> </ul>	<ul style="list-style-type: none"> <li>Average time to hire for hard to recruit positions *</li> <li>Retention Rate †</li> <li>Recognition perceptions *</li> <li>Work life balance perceptions *</li> <li>Team member perception of training and development *</li> <li>Response rate of employee engagement survey *</li> <li>Emerging leader program †</li> <li>100% of all ideas responded to within 120 days</li> <li>80% of all viable ideas implemented as scheduled</li> <li>Our Promise and annual food drive †</li> </ul>					
Legend	<ul style="list-style-type: none"> <li>† Denotes Informational KPIs</li> <li>* Pending Refresh</li> <li>On-Target</li> <li>At-Risk</li> <li>Off-Target</li> </ul>												