



IOWA PUBLIC EMPLOYEES' RETIREMENT SYSTEM

PERFORMANCE REPORT

Performance Results Achieved for Fiscal Year 2004

Submitted December 15, 2004 in compliance with the Iowa Accountable Government Act

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1. INTRODUCTION

Purpose and Scope

Since accountability to stakeholders is a core value for the Iowa Public Employees' Retirement System, we are pleased to present this report for fiscal year 2004 (July 1, 2003 to June 30, 2004) on the quality of services offered to our members and other performance metrics related to efficiency and effectiveness. IPERS strongly supports the goal of the Iowa Accountable Government Act to provide timely performance information to stakeholders on the progress made on meeting important strategic and operational goals. The purpose of this report is to provide a summary of the performance data either as a baseline for future comparisons to targets or actual performance as compared to targets.

Strategic Challenges

Even though IPERS is funded from the trust fund and not from general state revenues, the organization has been impacted by lower investment returns in recent years and higher benefit costs related to lower mortality and retirement patterns that have caused a significant increase in unfunded actuarial liability (UAL). We also are acutely aware that our public employer members have experienced slow revenue growth and increasing benefit costs, especially health insurance. In response to these situations, we are requesting an increase in contribution rates to address the UAL problem, and we have made a significant effort to "hold the line" on administrative expenses without jeopardizing the quality of services to members. We have not requested additional staff for four years, and we have re-deployed resources to meet critical strategic needs.

The development of performance metrics has helped the organization monitor resource usage in the context of member service trade-offs.

Major Achievements

Full implementation of a comprehensive benchmarking process, begun in FY 2003, has been a significant achievement during this fiscal year. The benchmarking is conducted globally by Cost Effectiveness Measurement (CEM), and involves most of the larger U.S., European and Australian retirement systems. We were pleased to learn that in spite of tight resources, IPERS compares well with peer retirement systems in terms of services. The quality of services ranked 80 out of 100 possible points that placed IPERS at the 75th percentile of peers. Five of ten key services were ranked in the highest quartile of our peers. In addition, IPERS implemented another important strategic goal in establishing a pilot pre-retirement education program that assists members with better retirement planning.

Performance Planning Summary

The performance plan for FY 2004 included two core functions: retirement system services and benefits and resource management. Four outcome measures were developed for the first function and two outcomes related to resource management were also developed. Also, measures were developed for 11 Services, Products and Activities (SPAs) under Resource Management and 7 SPA measures were developed for the retirement services core function. Since most performance measures were new, the main focus was on collecting

baseline data that will be used for comparison purposes in future fiscal years. These data will be combined with benchmarking results to foster an environment of excellence and continuous improvement focused on measurable results.

We thank the IPERS Investment Board, Benefits Advisory Committee and our members for their continuing support and we welcome the assistance of the Iowa Legislature, Governor's Office and other stakeholders in building a world-class pension system for Iowa's public employees.

2. AGENCY OVERVIEW

Vision: IPERS seeks *to be recognized as the best-administered public retirement system in the country, providing our members and beneficiaries valuable benefits and superior services.*

Mission: The core purpose and mission of the Iowa Public Employees' Retirement System (IPERS) is *to provide cost-effective services and valuable retirement benefits exclusively to members and their beneficiaries for their care in retirement, to reduce personnel turnover and to attract competent men and women to public service in the State of Iowa.*

Core Values In seeking to provide benefits and services to members, IPERS supports the following core values:

- Members and public employers are the reason we exist and providing the most efficient and effective services to our members, their beneficiaries, and public employers is our primary responsibility.
- Protection of member benefits and services are fundamental to IPERS' operations.
- Independent responsible management of the trust fund for the exclusive benefit of our members and beneficiaries is our most important fiduciary responsibility and must not be compromised for political or operational expediency.
- Honesty and integrity shall prevail in our dealings with members, other stakeholders, and with our colleagues.
- Mutual respect guides our deliberations, and we are committed

to follow the highest level of professional conduct.

- Accountability is fundamental to trust, and we stand behind our actions and their results.

Core Functions

The primary core functions assigned to IPERS are:

1. Retirement System Services and Benefits

Administer a responsible retirement system for the exclusive benefit of its public employee members and their beneficiaries.

2. Resource Management (Enterprise or Agency)

Provides all vital infrastructure needs necessary to administer and support agency operations. Key activities include financial and personnel services such as payroll, accounting and budget; purchasing of goods and services; media management; information technology enhancement, management and support; staff development; leadership; planning; policy development; maintenance of physical infrastructure and governance system development to achieve results for Iowans.

Key Services, Products (Benefits) and/or Activities

IPERS is a defined benefit plan with a formula equal to two percent per year of service multiplied by the average of the three highest annual covered wages and adjusted for years of service, age, and death benefit selected. Additional benefits to members are death benefits for beneficiaries including lump sums, converting annuities

to lump sums, and continuing monthly payments, depending on the choice of the member, and disability retirement benefits to members whose eligibility is determined by Social Security.

Developing a consistent inventory of IPERS' services and activities has been difficult since the level of detail and focus may vary according to different information needs. IPERS' participation in the CEM benefits administration benchmarking process requires that administrative costs be assigned to various services or activities that are used to conduct the comparisons. The AGA also requires that core functions and Services, Products and/or /Activities (SPAs) be developed to complete performance measures and for determining cost centers for budgeting purposes. To encourage uniformity between different methodologies, CEM services and activities have been chosen as the basic cost categories for services and benefits, but the AGA core functions and definitions are more appropriate for resource management. The CEM activities and services are as follows:

1. **Paying pensions**
2. **Pension inceptions**
3. **Preparing and mailing estimates**
4. **Counseling (in-house and group)**
5. **Member contacts**
6. **Mass communication**
7. **Data management, billing and services to employers**
8. **Processing and paying refunds**
9. **Processing service purchases**
10. **Disability**
11. **Financial control and governance**
12. **Rules development, interpretation and implementation**
13. **Non-pension benefits**
14. **Major projects**

SPAs by Core Function used in the FY 2004 Performance Plan

1. **Retirement System Services and Benefits – These were derived mainly from the CEM categories:**
 - **Member Counseling**
 - **Member Telephone Calls**
 - **Retirement Payments**
 - **Employer Training**
 - **Refund Payments**
 - **Service Purchases**
 - **Member, Retiree and Employer Publications**
2. **Resource Management – These are based primarily on the AGA definitions:**
 - **Budget Development**
 - **Office Services and Property Management**
 - **Iowa Code and Administrative Rule Maintenance**
 - **Assignments Processing**
 - **Appeals Coordination**
 - **Technology Acquiring and Managing**
 - **Application Developing**
 - **Project Management**
 - **AGA Compliance**
 - **Employee Satisfaction and Development**
 - **Internal Audit Effectiveness**

Stakeholders, Delivery Capacity and Organizational Structure

Members are one of IPERS' two most important customer groups, and the term "member" denotes the highest stakeholder status. The Retirement Benefits Unit provides most of the direct benefits and services to members with strong support

from the Operations Unit and the Legal and Communications Unit.

Public employers share co-equal status with members as stakeholders. The Employer Relations Team in the Retirement Benefits Unit and the Accounting Team of the Operations Unit provide most employers' services. The Operations Unit is also responsible for the deployment and maintenance of technology that serves members and employers.

The Benefits Advisory Committee (BAC) represents members and employers to the Retirement Benefits Unit, but also affects the other units. The BAC is composed of employer and employee representatives that are designated by statute or are elected by committee members. The BAC provides advocacy for members, employers and retirees relating to plan design, benefits enhancements, efficiency and effectiveness of services, coordination of legislation, and other matters that affect these major stakeholders.

The Investment Board, acting directly through the Investment Unit and based upon recommendations of their investment consultants (Wilshire Associates, Inc. and The Townsend Group) and staff, establishes investment policy and oversees its implementation. Based on this policy, approximately 15 external professional investment management firms are contracted with to actively manage the various portfolios of the fund. Investment Unit Staff, assisted by the Board's contracted investment consultants, have the responsibility to fully understand and monitor the external managers' activities.

Other external customers include the IRS (qualified plan status, distribution rules, tax withholding, levy administration), Iowa DHS (QDROs), the Iowa Department of Management (Accountable Government Act), the Governor's Office (Strategic Planning, budget coordination, legislation),

the Legislative Fiscal Bureau (coordination of legislation, budget coordination, program implementation), legislators, Iowa Department of Revenue (IDR), and other retirement systems (information sharing).

The IDR is a supplier of services in that they print the checks for retirement and refund distributions as well as providing and monitoring access to the state accounting system. The Human Resources Enterprise Division of the Department of Administrative Services provides human relations services to IPERS, the Iowa Attorney General provides legal consultation, the Iowa Information Technology Department (ITD) provides technology support and consultation. IPERS' actuarial consultant, Milliman USA, Inc., determines the System's actuarial assets, liabilities and funding level, and recommends any needed changes in IPERS contribution rates.

The State Treasurer of Iowa is the custodian of the IPERS trust fund.

IPERS moved to its current location in south Des Moines at 7401 Register Drive in 2000. There are 90 employees and 4 work units: Retirement Benefits, Investments, Operations, and Legal. IPERS' is funded from the trust fund created by the contributions of employees and employers and returns from investments. The approved operating budget for FY 2004 was \$8.9 million, and \$287,000 was returned to the trust fund.

3. STRATEGIC PLAN RESULTS

Key Strategic Challenges

IPERS is facing a number of important strategic issues concerning unfunded liability, governance, technology utilization and compliance with new or revised state or federal laws. To encourage multiple approaches to solutions, the challenges are worded as “How” questions. How will IPERS...:

1. Solve the actuarial unfunded liability problem that has resulted in the amortization period increasing to an infinite level?
2. Better educate members, employers, and other stakeholders about fiduciary responsibility, the overall fiscal soundness of the system, and the good value they receive for their contributions?
3. Ensure that the CEO position, strengthened Investment Board, and empowered Benefits Advisory Committee lead to greater independence for the system resulting in clearer lines of authority, less complexity, and greater responsiveness to members needs, and move the Investment Board and the Benefits Advisory Committee into a more effective and cooperative partnership arrangement?
4. Effectively counter legislative and executive initiatives that, however unintended, in fact undermine the viability and future soundness of our defined benefit plan?
5. Determine the changing needs of our members, and how will it obtain additional staff and other resources to meet the main wave of baby boomers expected to begin approximately 2007?
6. Maintain the functionality of the current computer system, prioritize among the backlogged technological needs of the System, while obtaining the resources for reengineering of work processes and replacement of the core system to meet the needs of members, employers and staff?
7. Utilize its benchmarking information (rated against other public and private retirement plans), maintain and expand competitiveness, and increase its ability to consistently think and plan strategically in an environment that is rapidly changing?
8. Meet the increasing need for training, credentialing and developing technical and professional competencies for staff to ensure organizational credibility and provide growth opportunities for staff?
9. Meet the requirements of the Iowa Accountable Government Act in a manner, which ensures compliance, but which also, improves the quality of services to members?
10. Ensure that legislative changes are implemented in a timely and effective manner?
11. Meet its responsibilities as Social Security Administrator for the state with limited staff resources?

Greatest Opportunities

- To significantly reduce the System unfunded liability.
- To meet the demand of baby boomers.
- To strengthen IPERS' through improved governance and structure.

- To enhance direct communication with all members and employers.
- To take leadership role in pension world.
- To reaffirm the valuable role played by defined benefit plans and meet the challenge of defined contribution competition.
- To demonstrate sound investment policy in difficult economic times.
- To educate elected leaders and other key policy makers and other key stakeholders on fiduciary responsibility and the need for IPERS' autonomy.
- To focus on services offered to segments of membership that adds greater value for each segment.

GOALS

Only Goals 1-3 will be covered in this report since Goals 4 and 5 have completion dates in FY 2006.

Goal # 1: By June 30, 2004 IPERS will have made significant progress in solving the unfunded actuarial liability problem including increasing contributions, maintaining benefits for current and future members and participating employers and achieving improved administrative efficiencies.

Strategies:

1. Continue to emphasize fiduciary responsibility and statutory compliance to maintain the structural and financial integrity of the system and its benefits program.
2. Expand communication and education efforts to increase involvement of stakeholders, especially employers and active members, in the decision making process of IPERS.
3. Increase legislative activity on issues of highest priority to gain support for necessary changes.

Tasks Accomplished

- Developed draft legislation that provided for an increase in contribution rates to be phased in over 4 years.
- Developed and implemented information strategies to inform major stakeholders of problems and proposed solutions.
- Presented draft legislation to the Investment Board and Benefits Advisory Council for review, comment and recommendations.
- Through benefit consultant, monitored what other public retirement systems are doing about unfunded liability problems (benchmarking).
- Informed staff of major developments with the legislation, especially on the options being considered and any changes in the bill provisions.
- Informed the BAC, Investment Board and other stakeholders of progress with legislation and changes in provisions.
- Met with leadership of both houses to answer questions and consider status of proposed legislative remedies.
- Developed a department bill to increase administrative efficiency that was passed by the Legislature and signed by the Governor.

Results

Performance Measure:

Percent of recommendations adopted by Legislature.

Data Sources:

Iowa Legislative News Service Bulletins and observations by legislative liaisons.

No Legislation related to UAL was passed by both houses during the 2004 Session of the Legislature.

Data reliability:

Very reliable since it is based on published information and direct observations.

What was achieved:

IPERS did succeed in getting a bill to raise contributions rates to be introduced by the Governor. The Iowa House of Representatives passed a separate bill, but the Iowa Senate took no action. As indicated above, however, several actions were taken to educate stakeholders about the need for change and legislation to achieve improved administrative efficiencies was approved.

Analysis of results:

The Senate was not willing to consider contribution rate increases during this session. Also, better investment returns were interpreted by some legislators as grounds to not take action during the 2004 session. Action is still urgently needed because the period to amortize the UAL is still infinite and will become more costly with further passage of time if no action is taken.

Link(s) to Enterprise Plan: Accountable Government

Goal 2

By July 1, 2006, IPERS will have its own board of trustees – composed of significant numbers of members and participating employers and empowered with comprehensive budgeting, operational and staffing authority.

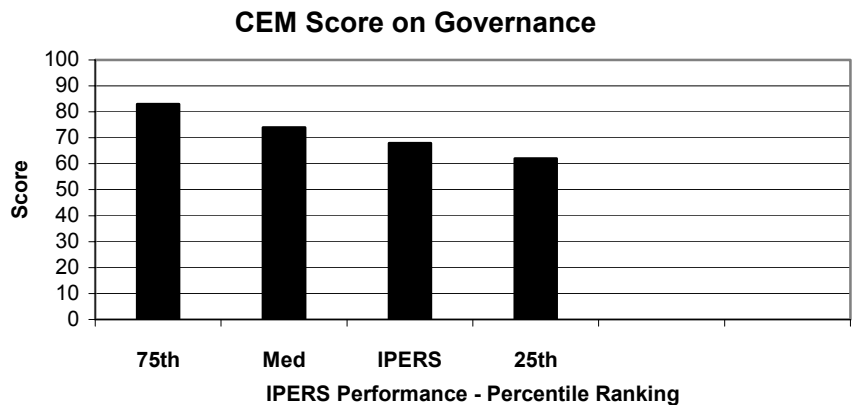
Results

Performance Measure:

IPERS will rank in the upper quartile among CEM peers in terms of effective structure and governance.

Data Sources:

CEM FY 03 Defined Benefit Administration Benchmarking Report



Data reliability:

CEM performance information is generally accurate and meets the tests of validity and reliability.

What was achieved:

We rated between the median and 25 percent, which was well below the highest quartile.

Analysis of results:

The CEM benchmarking process is excellent for member services, but is not as comprehensive for management functions. As a result, we will probably benchmark management performance through other methodologies in addition to CEM. A business case supporting the outcomes related to independence will also be developed during FY 2005.

Link(s) to Enterprise Plan: Accountable Government

Goal 3

By January 1, 2004 IPERS will have integrated its planning functions, performance measures and strategic initiatives into a comprehensive strategic plan that accurately identifies threats and opportunities.

Strategies:

1. Expand communication and education efforts to increase involvement of stakeholders, especially employers and active members, in the decision making process of IPERS.
2. Reduce complexity in administration by ensuring greater accountability through appropriate performance standards focused on results.

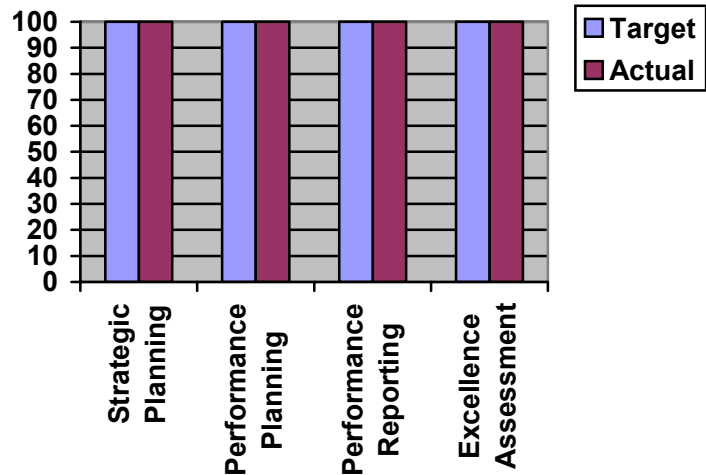
Results

Performance Measure:

IPERS will achieve 100 percent compliance with the Accountable Government Act, which includes strategic planning, Iowa Excellence Assessment, and performance planning and reporting.

Data Sources:

Non-compliance is based on notification from DOM on lack of timeliness, inaccuracy or not meeting other requirements.



Data reliability:

Since this is an exception process, notification is the primary source of data, so it is straight forward.

What was achieved:

IPERS has worked hard to comply with the AGA requirements because we believe that the focus on strategic planning and excellence in performance results is very important to organizational effectiveness and agility. We have also integrated the processes and functions to provide continuity and continual progress.

Analysis of results:

Achieving full compliance with the AGA has required significant effort, but has also resulted in substantial improvements.

Link(s) to Enterprise Plan: Accountable Government

4. PERFORMANCE PLAN RESULTS

CORE FUNCTIONS AND SERVICES, PRODUCTS AND ACTIVITIES

As was mentioned previously in the report, IPERS has two core functions: Retirement System Services and Benefits and Resource Management. To facilitate review of the outcome measures for the Core Functions and the measures associated with relevant Services, Products and/or Activities (SPAs), two tables are attached that are variations of the Performance Plan format. The column headings for core functions are as follows:

Core Function	Outcome Measure(s)	Data Reported/ Results	Data Source and Resources	1. Purpose of Measure(s) 2. Significance of Results 3. Usefulness of Measure
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These column headings contain summary information that is included in the templates, and for more complex measures, templates are included with appropriate cross references. The SPAs related to a core function are listed in the same table with the following column headings:

Services, Products, Activities,	Performance Measure(s)	Data Reported Results	Data Source and Resources	1. Purpose of Measure(s) 2. Significance of Results 3. Usefulness of Measure
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Except for “Performance Measure” being substituted for “Outcome Measure,” the headings are the same.

Templates will be used for core function outcome measures that have been found to be most valuable. SPA information is summarized in the tables, and if a measure did not prove useful or data could not be obtained, no data are provided. In some cases, a notation is provided in the matrix that the particular measure will not be used in FY 2005.

CORE FUNCTION RESULTS

Name: Retirement System Services and Benefits

Description: IPERS provides retirement benefits to its members and also offers a variety of services to members, retirees and employers.

Why we are doing this: IPERS seeks to provide cost-effective and sufficient core retirement benefits and services exclusively to members and beneficiaries for their care in retirement, to reduce personnel turnover and to attract competent men and women to public service in the State of Iowa.

What we're doing to achieve results: IPERS improves its benefits and services through the Iowa Excellence Assessment, benchmarking against peer retirement systems, and strategic deployment of human, financial and technology resources.

Results

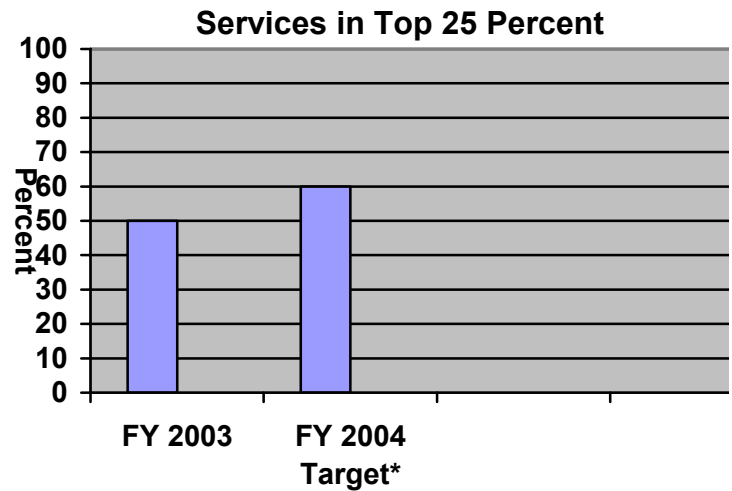
Performance Measure: Percent of services rating in the top 25 percent of peer retirement systems.

Performance Target:

60 percent

Data Sources:

Cost Effectiveness Measurement
Benchmarking Report for FY 2003



*Actual FY 2004 Data will be available in January, 2005.

Data reliability: The CEM benchmarking survey is conducted every year following the close of the fiscal year. Comparisons to other systems are performed through an Excel macro using common definitions and criteria to ensure high reliability.

Why we are using this measure: Since IPERS has no real peers among the other agencies of state government, benchmarking provides the opportunity to compare the effectiveness and efficiency of our service delivery processes with peer retirement systems in other states and countries.

What was achieved: Fifty percent of IPERS' key services ranked above the 75th quartile in comparison to peer systems.

Analysis of results: Even though IPERS' composite service quality score was at the 75th percentile, this measure compares individual services with peers resulting in identifying more opportunities for improvement. The target has been set at 60 percent for FY 2004, but actual performance data will not be available until the end of January.

Factors affecting results: The primary factor in determining relative rankings is the definition of the benchmarks. Improvement is tied to achieving more of the quality criteria associated with the service.

Resources used: \$25,000 from IPERS Trust Fund for the Survey.

Name: Retirement System Benefits and Services Results - Continued

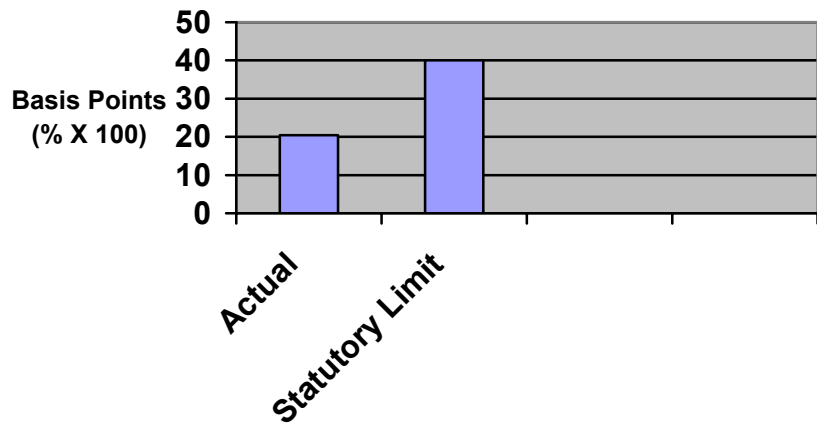
Results

Performance Measure:
Percent of total fund market value spent on investments administration.

Performance Target:
Baseline in 2004, but less than cap set by statute.

Data Sources:
Wilshire Associates, Inc.

FY 04 Investment Administrative Expense



Data reliability: Since information is collected from accounting records and is analyzed by a respected consultant, it is very accurate.

Why we are using this measure: It is important to track administrative expenses against a recognized baseline value to monitor changes related to maximum efficiency.

What was achieved: Investment administrative costs as a percentage of total fund value was about 50 percent lower than the benchmark.

Analysis of results: We are featuring this measure because it demonstrates that IPERS has worked hard to keep down administrative expenses.

Factors affecting results: The total cost for administration and allocation of costs varies somewhat by methodology, but is in a very narrow range of variation.

Resources used: Investments administrative costs are paid from the IPERS Trust Fund. The estimated administrative costs for FY 2004 are \$784,653.

RESOURCE REALLOCATIONS

Even though IPERS develops budgets by work unit, funds that will not be spent are placed in a general allocation pool, and units that need additional financial resources may request such funds. Requests are placed on a list that is prioritized by management, and funds are reallocated on the basis of priority when and if they become available.

Reallocation of funds in FY 2004 was very limited with about \$200,000 reallocated to moving the computer room from the Grimes Building to the IPERS Building to improve effectiveness and efficiency of the computer operations, and about \$50,000 was reallocated to hardware and software upgrades and IT training.

As a result of our efforts to control costs, \$287,501.62 was returned to the IPERS Trust Fund at the end of FY 2004.

AGENCY CONTACTS

Performance Planning and Reporting Information

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Other performance information is available on IPERS' website at IPERS.org.

Agency Mission/Core Purpose: To provide cost-effective and sufficient core retirement benefits and services exclusively to members and beneficiaries for their care in retirement, to reduce personnel turnover and to attract competent men and women to public service in the State of Iowa.

Core Function	Outcome Measure(s)	Data Reported/ Results	Data Source	1. Purpose of Measure(s) 2. Significance of Results 3. Usefulness of Measure
CF: Retirement System Services and Benefits	553_70			
Desired Outcome(s): 1. To ensure employer compliance with laws, regulations and rules.	Percent of employers found to be in full compliance during compliance reviews. ➤ 553_70_001	Estimate about 10 %. Will be changed in FY 2005.	Manual tally	1. Baseline for current level of compliance. 2. Low percentage in full compliance at review time reduced significance of results. 3. Measure has been changed for FY 2005
2. To provide benefits and services to members that exceed their expectations and that strongly contribute to the economic stability of the state.	<ul style="list-style-type: none"> • Percent of services rating in the highest quartile of peer retirement systems involved in the Cost Effectiveness Measurement benchmarking process. ➤ 553_70_002 • Ratio of Contributions to Member Payments. ➤ 553_70_003 	50 Percent (5/10) 1.63	CEM Benchmarking Report IPERS System Data	<ol style="list-style-type: none"> 1. To determine efficiency and effectiveness of services compared to peer retirement systems. 2. This performance is excellent considering the fact that IPERS is the second lowest cost system. 3. Retained for FY 05 with target set at 6 out of 10. <ol style="list-style-type: none"> 1. Value added by IPERS benefit payments. 2. Significance is decreased by increasing UAL. 3. Measure will not be used in FY 2005 Performance Plan. Will be replaced with a cost benchmark.
3. To fulfill total fund portfolio investment return objectives that represent challenging, reasoned and cost effective goals, that have been approved by the IPERS Investment Board and that meet statutory standards.	<ul style="list-style-type: none"> ▪ Percent of Board-approved long-term total fund investment return objectives that have been fulfilled over rolling ten-year periods. ➤ 553_70_004 ▪ Percent of total fund market value spent on investments administration. ➤ 553_70_005 	100 Percent 0.19 percent	Wilshire Associates, Inc. (IPERS investment consultant)	<ol style="list-style-type: none"> 1. To determine if the IPERS Investment Board's decisions and IPERS staff's implementation of those decisions are meeting IPERS' official investment objectives. 2. Official objectives are being met. 3. Most important measure of the effectiveness of the IPERS investment program. <ol style="list-style-type: none"> 1. To determine cost-effectiveness of IPERS' investment objectives and implementation of same. 2. IPERS is a low-cost producer of investment returns, per both absolute results and relative to competitive products in the private sector and peer public and private pension funds per independent surveys. 3. Useful in determining IPERS' costs compared to peers and competitive private sector products.
4. To maintain actuarial soundness of IPERS	% of actuarial findings requiring responses or corrective actions.	Not tracked. Delete for FY		Measure lacked significance so data are not presented, and it has been deleted for FY 2005.

fund.	<ul style="list-style-type: none"> ➤ 553_70_006 <p>% of administration costs less than 40 basis points of total fund market value, as defined in IPERS' administrative rules</p> <ul style="list-style-type: none"> ➤ 553_70_007 	2005. 100 Percent	IPERS' financial statements & accounting records	1. To ensure that IPERS' investment costs do not exceed statutory limit for same. 2. IPERS' investment costs are less than half of the statutory maximum. 3. Measure is useful in ensuring statutory compliance.
Services, Products, Activities,	Performance Measures	Data Reported Results	Data Source and Resources	1. Purpose of Measure(s) 2. Significance of Results 3. Usefulness of Measure
1. Member Counseling ➤ 553_70100 Org #: 4110	% very satisfied with service ➤ 553_70100_001	98	Surveys \$386,000-IPERS Trust Fund (ITF)	1. To determine satisfaction with counseling. 2. Excellent compared to peers. 3. Retained for FY 2005.
2. Member Telephone Calls ➤ 553_70101 Org #: 4110	% calls answered in 20 seconds ➤ 553_70101_001	84	ACD Database \$448,000-ITF	1. To determine timeliness of response. 2. This is benchmark when compared to peers. 3. Retained for FY 2005
3. Retirement Payments ➤ 553_70102 Org #: 4110	% of payments on time ➤ 553_70102_001	100	Accounting Records \$587,000-ITF	1. To determine promptness of payments. 2. Benchmark when compared to peers. 3. Retained for FY 2005
4. Employer Training ➤ 553_70103 Org #: 4110	% rating training as "very informative" ➤ 553_70103_001	41	Surveys \$286,000-ITF	1. To determine employer satisfaction with training. 2. Good since Compliance Officers are compliance enforcers as well as trainers. 3. Will be used as baseline for future comparisons.
5. Refund payments ➤ 553_70104 Org #: 4110	% of applications processed in 3 days ➤ 553_70104_001	86	IPERS System Data \$543,000-ITF	1. To determine timeliness of processing applications. 2. Excellent when compared to peers. 3. Will be used as baseline for future comparisons.
6. Service Purchases ➤ 553_70105 ➤ Org #: 4110	% of member info requests to actuary in 5 days of request ➤ 553_70105_001	25.3	IPERS Process Data \$114,000-ITF	1. Determine timeliness of processing service purchases. 2. No comparison data. 3. Will be used as baseline for future comparisons.
7. Member and Retiree Publications ➤ 553_70106 ➤ Org #: 4110	% of members, retirees and employers "very satisfied" with publications ➤ 553_70106_001	66 Composite	Surveys \$687,000-ITF	1. Determine satisfaction with publications 2. No comparison data. 3. Will be used as baseline for future comparisons.

Name of Agency : Iowa Public Employees' Retirement System

Agency Mission/Core Purpose: To provide cost-effective and sufficient core retirement benefits and services exclusively to members and beneficiaries for their care in retirement, to reduce personnel turnover and to attract competent men and women to public service in the State of Iowa.

Core Function	Outcome Measure(s)	Data Reported/ Results	Data Source	1. Purpose of Measure(s) 2. Significance of Results 3. Usefulness of Measure
CF: Resource Management	553_67			
Desired Outcome(s):				
1. To ensure IPERS' operational effectiveness and fiscal stability.	<ul style="list-style-type: none"> • % of transactions completed accurately and timely ➤ 553_67_001 ➤ % of post-audit expenditures in compliance with state laws and regulations. ➤ 553_67_002 	100	IPERS Accounting Exception Data	<ol style="list-style-type: none"> 1. See Desired Outcome 1 2. High level of accuracy and compliance. 3. Meaningful focus. Retained in the FY 2005 Performance Plan.
2. To provide timely and accurate support and business services to management, staff, and other stakeholders.	<ul style="list-style-type: none"> % of staff who are "very satisfied" with support and business services on survey. ➤ 553_67_003 	21.5 - Very Satisfied 50.8 - Satisfied	Employee Survey	<ol style="list-style-type: none"> 1. To determine staff satisfaction with services from the Operations Unit. 2. Varies by type of service. The percent "very satisfied" or "satisfied" sets the baseline. 3. Survey will be repeated in FY 2005 to determine level of improvement.
Activities, Services, Products	Performance Measures	Data Reported	Data Source and Resources	1. Purpose of Measure(s) 2. Significance of Results 3. Usefulness of Measure
1. Budget Development ➤ 553_67100 Org #: 4110	<ul style="list-style-type: none"> % of compliance with DOM standards on monetary resource management. ➤ 553_67100_001 	100	Accounting Exception Data \$72,113-ITF	<ol style="list-style-type: none"> 1. To ensure compliance with standards. 2. Good indicator of effective administration 3. Measure is retained in FY 05 Performance Plan.
2. Office Services and Property Management Org #: 4110 553_67101	<ul style="list-style-type: none"> % of weaknesses discovered in testing of disaster recovery plan ➤ 553_67101_001 	Plan not completed.	Technology Unit \$147,731-ITF	<ol style="list-style-type: none"> 1. To ensure effectiveness of disaster recovery plan. 2. Not completed in FY 2004. 3. Relevance of measure being evaluated for FY 2005.
Activities, Services, Products	Performance Measures	Data Reported	Data Source and	1. Purpose of Measure(s) 2. Significance of Results

			3. Usefulness of Measure
	Resources		
3. Iowa Code and Administrative Rule Maintenance Org #: 4110 553_67102	% of administrative rules filed within 6 months of state or federal law changes. ➤ 553_67102_001	67	Legal Unit \$258,000-ITF Estimated Retained in FY 2005 Performance Plan.
4. Assignments Processing ➤ 553_67103 Org #: 4110	% of final court orders reviewed and responded to in 10 working days. ➤ 553_67103_001	96.7	Legal Unit \$129,000-ITF Estimated Retained in FY 2005 Performance Plan
5. Appeals Coordination Org #: 4110 ➤ 553_67104	% of appeals from Final Agency Decision forwarded to Division of Administrative Hearings in 10 working days (20 days for disability appeals) ➤ 553_67104_001	85.7	Legal Unit \$32,888-ITF Estimated Retained in FY 2005 Performance Plan.
6. Technology Acquiring and Managing Org #: 4110 ➤ 553_67105	% of time that production systems and Domino/Lotus Notes is up ➤ 553_67105_001	98.8	Operations Technology Unit \$494,338-ITF Estimated Retained but re-worked for FY 2005.
7. Application Developing Org #: 4110 ➤ 553_67106	% of ADT and Systems Team resources applied to core system planning and new developments ➤ 553_67106_001	39	Operations and Benefits Units \$713,524-ITF Estimated Retained for FY 2005.
8. Project Management Org #: 4110 ➤ 553_67107	% of projects completed on time. ➤ 553_67107_001	61	Operations and Benefits Units \$67,380-ITF- Estimated Retained for FY 2005.
9. AGA Compliance Org #: 4110 ➤ 553_67108	% of requirements implemented timely and accurately ➤ 553_67108_001	100	Enterprise Will be moved to out-come measure. Retained for FY 2005.
10. Employee Satisfaction and Development Org#: 4110 ➤ 553_67109	% of Employees who indicate satisfaction with their jobs ➤ 553_67109_001	20 – Very Satisfied. 51 – Satisfied.	Enterprise Will be moved to outcome measure Retained for FY 2005.
11. Internal Audit Effectiveness Org #: 4110 ➤ 553_67110	% of accepted recommendations implemented ➤ 553_67110_001	44	Enterprise \$85,105-ITF Estimate Retained for FY 2005.