

**AGENCY PERFORMANCE PLAN
FY 2014**

Name of Agency: : Iowa Public Employees' Retirement System						
<p>Agency Mission/Vision: Administer a cost-efficient retirement plan that provides lifetime pension payments to public employees and serves to attract and retain a quality workforce. IPERS is a sustainable and affordable retirement plan that is valued by all Iowans and provides members with secure income, supports self-sufficiency in retirement, and contributes to local economies.</p>						
Core Function	Outcome Measure(s)	Outcome Target	Person Responsible	Data Collection Plan	Data Reported	Link to Strategic Plan Goal(s)
CF: Retirement Services	553_70					
Desired Outcome(s):						
1. To provide benefits and services to members that exceed their expectations and that strongly contribute to the economic stability of the state.	IPERS' quality of service score as ranked against peer public pension systems within the benchmarking services provided by Cost Effectiveness Measurement, Inc. 553_70_002	75%	Darla	1. Analyze data in CEM administration bench-marking report to determine number in upper quartile. 2. Determine percentage. 3. Report annually.		IPERS Plan Administration: Provide high-quality, low-cost services and administrative support.
Activities, Services, Products	Performance Measures	Performance Target(s)	Person Responsible	Data Collection Plan	Data Reported	Strategies/Recommended Actions
1. Retirement Payments > 553_70101 Org #: 4110	% of payments on time. > 553_70101_001	100%	David M	1. Query database. 2. Report annually		Maintain performance.
2. Member Counseling > 553_70104 Org #: 4110	% very satisfied with service. > 553_70104_001	95%	David M	1. Note any exceptions to standard.		Maintain efforts-currently meeting.

3. Employer Training ➤ 553_70108 Org #: 4110	% rating training as “very satisfied”. ➤ 553_70108_001	85%	David M	1. Have employers fill out evaluations. 2. Determine # within std. 3. Report annually.		Revise training based upon evaluation results.
4. Employer EFT Payments ➤ 553_70108 Org #: 4110	% of employers remitting monthly contributions by EFT. ➤ 553_70108_002	85%	Darla	1. Query I-Que. 2. Report annually.		Educate based upon actual percentages.
5. Refund payments ➤ 553_70109 Org #: 4110	% of applications processed in 3 days. ➤ 553_70109_001	100%	David M	1. Query database. 2. Report annually.		Maintain performance.
Core Function	Outcome Measure(s)	Outcome Target	Person Responsible	Data Collection Plan	Data Reported	Link to Strategic Plan Goal(s)
CF: Trust Fund Management	553_67					
Desired Outcome(s):						
1. To maintain actuarial soundness of IPERS fund.	Percent by which IPERS investment return, on a rolling 10 year basis, meets the 7.5% assumed actuarial annual rate of return 553_70_004	100%	Karl	1. Collect data. 2. Analyze data. 3. Calculate ratio. 4. Determine percentage.		IPERS Funding: Achieve optimal investment returns based on risk tolerance policy.
2. To ensure IPERS’ operational effectiveness and fiscal stability 553_67100	Percent by which IPERS benefit administrative costs are less than peer median administrative costs as measured by CEM per active member and annuitant. 553_67100_001	20% below peer median	Darla	1. Analyze data in CEM administration benchmarking. 2. Report annually.		IPERS Plan Administration: Provide high-quality, low-cost services and administrative support.
Activities, Services, Products	Performance Measures	Performance Target(s)	Person Responsible	Data Collection Plan	•	• Strategies/Recommended Actions
1. Investment Benchmark ➤ 553_70110 Org #: 4410	Minimum amount (in basis points) by which IPERS’ rolling 10-yr net of fee investment return exceeds the	.25	Karl	1. Report annually.		IPERS Funding: Improve risk budgeting processes to better manage portfolio risk. Restructure the investment portfolio as necessary to

	Policy benchmark return. ➤ 553_70110_001					improve returns within risk budgets.
2. Percent GFOA Compliance Org #: 4110 553_67101	% of compliance with GFOA for certification for financial reporting 553_67101_001	100%	Darla	1. Report annually.		Monitor budget development against resource standards.
3. Assignments Processing Org #: 4110 553_67102	% of final court orders reviewed and responded to in 10 working days 553_67102_002	95%	Gregg	1. Query QDRO Database. 2. Generate report annually.		Maintain performance.
4. I-Que Availability Org #: 4110 553_67104	% of time the I-Que System is available 553_67104_003	98%	Rick	1. Record down time. 2. Report annually.		Maintain effort and make necessary enhancements.
5. Internal Audit Effectiveness Org #: 4110 553_67101	% of accepted recommendations implemented prior to follow-up audit 553_67101_003	45%	Roger W.	1. Report annually.		Track acceptance and implementation efforts.
6. Facility Incidents Org#: 4110 553_67104	% of facility incidents that result in a loss of some sort to IPERS. 553_67104_004	0%	Darla	1. Report annually.		Maintain performance.