

**AGENCY PERFORMANCE PLAN  
FY 2007**

<b>Name of Agency: : Iowa Public Employees' Retirement System</b>						
<p><b>Agency Mission/Core Purpose:</b> 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.</p>						
<b>Core Function</b>	<b>Outcome Measure(s)</b>	<b>Outcome Target</b>	<b>Person Responsible</b>	<b>Data Collection Plan</b>	<b>Data Reported</b>	<b>Link to Strategic Plan Goal(s)</b>
<b>CF: Retirement Services</b>	<b>553_70</b>					
<b>Desired Outcome(s):</b>						
<b>1. To provide benefits and services to members that exceed their expectations and that strongly contribute to the economic stability of the state.</b>	<b>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</b>	<b>75%</b>	<b>Leon</b>	<b>1. Analyze data in CEM administration bench-marking report to determine number in upper quartile. 2. Determine percentage. 3. Report annually.</b>		<b>IPERS S. Plan Core Purpose, critical issue 4.7 and Goal 6.2: IPERS will fully benchmark its benefits and services against peer and other retirement systems.</b>
<b>2. To maintain actuarial soundness of IPERS fund.</b>	<b>Percent by which IPERS investment return, on a rolling 10 year basis, meets the 7.5% assumed actuarial annual rate of interest. 553_70_004</b>	<b>100%</b>	<b>Kathy</b>	<b>1. Collect Data. 2. Analyze Data. 3. Calculate Ratio. 4. Determine percentage.</b>		<b>IPERS' Strategy 6.3 and IPERS Core Value: Independent responsible management of the trust fund for the exclusive benefit of our members and beneficiaries is our most important fiduciary responsibility.</b>

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	1. Query database 2. Report monthly		Maintain performance
2. Member Counseling ➤ 553_70104 Org #: 4110	% very satisfied with service ➤ 553_70104_001	95%	David	1. Note any exceptions to standard.		Maintain efforts-currently meeting
3. Service Purchases ➤ 553_70105 Org #: 4110	% of member info requests to actuary in 5 days of request 553_70105_001	33%	David	1. Query database 2. Report monthly		Track service purchase information through database.
4. Member and Retiree Publications ➤ 553_70107 ➤ Org #: 4110	% of members, retirees and employers "very satisfied" with publications ➤ 553_70107_001	75%	David	1. Update surveys 2. Ensure inclusion in each publication 3. Tabulate results 4. Report annually		Place survey in publications, on website or conduct random survey of individuals receiving publications.
5. Employer Training ➤ 553_70108 Org #: 4110	% rating training as "very satisfied" ➤ 553_70108_001	45%	David	1. Have employers fill out evaluations. 2. Determine # within std. 3. Report quarterly		Revise training based upon evaluation results.
6. Refund payments ➤ 553_70109 Org #: 4110	% of applications processed in 3 days ➤ 553_70109_001	100%	David	1. Query database 2. Report quarterly		Maintain performance

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<b>CF: Trust Fund Management</b>	<b>553_67</b>					
<b>Desired Outcome(s):</b>						
<b>1. To ensure IPERS' operational effectiveness and fiscal stability 553_67100</b>	<b>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</b>	<b>20% below peer median</b>	<b>Leon</b>	<b>1. Analyze data in CEM administration benchmarking. 2. Report annually.</b>		<b>IPERS Strategy 5.5:Continue to emphasize fiduciary responsibility and statutory compliance to maintain the structural and financial integrity of the system</b>
<b>2. To fulfill total fund investment objectives that reflect maximization of investment returns within prudent capital market risk parameters.</b>	<b>Percent by which IPERS investment return, on a rolling 10 year basis, meets the 7.5% assumed actuarial annual rate of interest.</b>	<b>100%</b>	<b>Kathy</b>	<b>1. Collect data. 2. Analyze data. 3. Calculate ratio. 4. Determine percentage. 5. Report annually.</b>		<b>IPERS Strategy 5.5:Continue to emphasize fiduciary responsibility and statutory compliance to maintain the structural and financial integrity of the system</b>

Activities, Services, Products	Performance Measures	Performance Target(s)	Person Responsible	Data Collection Plan	A.	B. Strategies/Recommended Actions
1. Employee Satisfaction and Development Org #: 4110 553_67_004	% of Employees "Very Satisfied" with their jobs 553_67_004	25%	Darla	1. Update survey tool. 2. Administer survey. 3. Tabulate survey. 4. Report annually.		<ul style="list-style-type: none"> <li>Survey employees</li> <li>Establish teams</li> <li>Complete employee satisfaction, recognition and involvement plan</li> </ul>
2. Budget Development Org #: 4110 553_67101	% of compliance with DOM standards on monetary resource management. 553_67101_001	100%	Darla	1. Report annually.		Monitor budget development against resource standards.
3. 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.
4. Invest IPERS Trust Fund in a cost-effective manner that meets statutory standards Org #: 4410 553_67102	Percent of total fund market value spent on investment administration. 553_67102_001	Below .04%	Kathy	1. Track costs 2. Convert to Basis Points 3. Report annually.		IPERS Strategy 5.5: Continue to emphasize fiduciary responsibility and statutory compliance to maintain the structural and financial integrity of the system
5. 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.
6. Appeals Coordination Org #: 4110 553_67102	% of appeals from Final Agency Decision to Division of Administrative Hearings in 10 working days (20 days for disability appeals) Org #: 4110 553_67102_003	85%	Gregg	1. Query Appeals Database 2. Generate report annually		Track and document results for appeals sent to Division of Administrative Hearings.

<b>7. Application Developing</b> <b>Org #: 4110</b> <b>553_67104</b>	<b>% of ADT and Systems Team resources applied to core system planning and new developments</b> <b>553_67104_002</b>	<b>50%</b>	<b>Cheryl</b>	<b>1. Track expenditures</b> <b>2. Determine %</b> <b>3. Report annually</b>		<b>Monitor expenditures on maintenance and new developments.</b>
<b>8. Technology Acquiring and Managing</b> <b>Org #: 4110</b> <b>553_67104</b>	<b>% of time the IBM i5 520 is available.</b> <b>553_67104_003</b>	<b>98%</b>	<b>Dave</b>	<b>1. Record down time.</b> <b>2. Report annually.</b>		<b>Maintain effort and make necessary enhancements.</b>