AGENCY PERFORMANCE PLAN

**FY 2007**

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| **Name of Agency: : Iowa Public Employees’ Retirement System** |
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| **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)** | **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%**  | Leon  | **1. Analyze data in CEM administration bench-marking report to deter-mine number in upper quartile.****2. Determine percentage.****3. Report annually.** |  | **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**. |
| **2. 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 interest.****553\_70\_004** | **100%** | **Kathy**  | **1. Collect Data.****2. Analyze Data.****3. Calculate Ratio.****4. Determine percentage.** |  | **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.** |
| **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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| **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 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** | **Leon** | **1. Analyze data in CEM administration bench-marking.****2. Report annually.** |  | **IPERS Strategy 5.5:Continue to emphasize fiduciary responsibility and statutory compliance to maintain the structural and financial integrity of the system** |
| 2. To fulfill total fund investment objectives that reflect maximization of investment returns within prudent capital market risk parameters.  | **Percent by which IPERS investment return, on a rolling 10 year basis, meets the 7.5% assumed actuarial annual rate of interest.** | **100%** | **Kathy**  | 1. Collect data.2. Analyze data.3. Calculate ratio.4. Determine percentage.5. Report annually. |  | **IPERS Strategy 5.5:Continue to emphasize fiduciary responsibility and statutory compliance to maintain the structural and financial integrity of the system** |
| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **Person** **Responsible** | Data Collection Plan |  | 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.** |  | * **Survey employees**
* **Establish teams**
* **Complete employee satisfaction, recognition and involvement plan**
 |
| **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.** |

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| **7. Application Developing****Org #: 4110****553\_67104** | **% of ADT and Systems Team resources applied to core system planning and new developments****553\_67104\_002** | **50%** | **Cheryl** | **1. Track expenditures****2. Determine %****3. Report annually** |  | **Monitor expenditures on maintenance and new developments.** |
| **8. Technology Acquiring and****Managing****Org #: 4110****553\_67104** | **% of time the IBM i5 520 is available.****553\_67104\_003** | **98%** | **Dave** | **1. Record down time.****2. Report annually.**  |  | **Maintain effort and make necessary enhancements.** |