



Our Mission

To develop and deliver quality benefits and services to our customers while safeguarding the integrity of the Trust.

Our Vision

We will be a leader among public employee benefit systems by focusing on the well-being of our members through financial stewardship, high-quality and valued services, innovative solutions, and customer engagement.

Our Values

Integrity

Respect

Quality

People



2015-2019 Strategic Focus Areas & Goals



1. Enhance compliance with industry financial and accounting standards, federal and state laws, agency rules, policies and procedures.
2. Administer program benefits and services that are sustainable for our members and employers.



3. Employ business practices that incorporate documentation, testing, evaluation, and risk management.
4. Expand metric-based decision making to contain costs, maximize quality, and add value for our customers.



5. Optimize business processes and systems that must be integrated, secure, and flexible.
6. Develop and implement a secure, intuitive benefits administration system that empowers our customers to access online benefits information and self-service tools.



7. Provide information and education, accessible services, and interactive communications to meet customers' needs.
8. Foster a diverse and skilled workforce that is adaptive, collaborative, forward-thinking, accountable, and productive.