

# Strategic Plan: 2015-2019



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# Walk Through

- Background
- Planning Process
- Next Steps
- Our Vision and Strategic Goals for 2015-2019



# Background

- Current Strategic Plan ends in 2015
- Plan for the next four years
- Considerations in planning included:
  - Transformation, Integration and Modernization initiative
  - Benefits Administration System
  - CEM industry benchmarks
  - Internal performance metrics
  - Biennial budget cycle
  - Baldrige criteria for high-performing organizations

# Planning Process

- Established Strategic Planning Workgroup
- Reviewed best practices
- Engaged business areas and staff
- Created our Vision of the future
- Developed strategic focus areas, goals and objectives



# Planning Process

- Assigned Leadership Team “Champions” for each objective
- Established how we will manage the plan and reprioritize annually
- Trained managers on SMART goals methodology
- Rolled out plan to all staff

# Next Steps

- Fine-tune strategic objectives and develop initiatives and tasks to achieve results
- Keep strategic plan in the forefront
- Begin quarterly reporting in Q1 2016



# 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

## Our Mission

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

# Focus on Results







Vision

4 Focus Areas

8 Goals

23 Objectives

Initiatives and Tasks

Desired  
Results/Outcomes

# Strategic Focus Areas





# Strategic Goals: Financial Stewardship

- 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.



# Strategic Goals: Quality and Value

- 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.



## Strategic Goals: Innovative Solutions

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.



# Strategic Goals: Customer Engagement

- 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.

# Questions



Thank You