

PLAN SUSTAINABILITY

1

GOAL

Set an asset allocation that promotes the long-term sustainability of the System and meets the organization's objectives.

Objective

- Facilitate asset study by December 31, 2023 and adopt any necessary changes.

Measure

- Asset allocation is anticipated to meet or exceed the Board-adopted assumed rate of return on investments over the long term.

Target

- Complete by December 31, 2023

RISK MANAGEMENT

1

GOAL

Ensure the business continuity of MOSERS' vital services.

Objective

- Perform a post-Phoenix full back-up/replication test to validate the timely recovery of the critical systems.

Measure

- Ensure recovery time is within acceptable ranges.

Target

- Complete by June 30, 2024

2

GOAL

Ensure that MOSERS continues to comply with federal IRS code provisions for qualified plans.

Objective

- Identify the necessary steps and submit documentation required by the IRS for MOSERS to remain a qualified plan for tax purposes.

Measure

- Completed submission by MOSERS to the IRS.

Target

- Necessary documents on file with IRS by June 30, 2024

3

GOAL

Reduce the risk of gaps in knowledge, skills, and abilities due to vacancies.

Objective

- Cross-train for critical business functions.

Measure

- Manager/supervisors provide report to applicable deputy director on section cross training needs for critical operation coverage.

Target

- 50% complete by June 30, 2024
- 100% complete by June 30, 2025



STRATEGIC PLAN

Fiscal Years 2023-2025



MEMBER & EMPLOYER RELATIONS

WORKFORCE ENGAGEMENT

GOAL

1

Better manage the distribution of and response time for employer contacts.

Objective

- Implement a contact center management system in the Employers Services section that automatically routes employer calls, emails, and other communications to available staff, creates workflows, and provides contact center data to the section manager.

Measure

- Improved response time and oversight.

Target

- Complete by December 31, 2024

GOAL

2

Increase knowledge of MOSERS policies and procedures among employers.

Objective

- Conduct additional employer training and implement an employer certification program.

Measure

- Fewer errors on monthly reports after completion of employer certification training.

Target

- Develop program by June 30, 2024

GOAL

1

Develop a program for continuous leadership development to ensure appropriate skill sets.

Objective

- Implement a training plan for new managers and supervisors to include formal training in supervision concepts as well as MOSERS-specific supervisory tasks.

Measure

- Once implemented, all new managers and supervisors earn a certificate of completion within one year of assuming the leadership role.

Target

- Develop program by June 30, 2023
Implement program by June 30, 2024

Objective

- Establish annual training program for all managers and supervisors.

Measure

- Once implemented, all managers and supervisors will complete annual training.

Target

- Develop program by June 30, 2023
Implement program by June 30, 2024