

# Strategic Plan

2021-2025



**PEBA**<sup>SM</sup>  
SC Retirement Systems  
and State Health Plan

## GOAL 1 **Promote financially sound PEBA programs**



PEBA has a responsibility to its stakeholders to control public employee benefit costs while providing maximum benefits. The cost to members and taxpayers is impacted by investment performance, member behavior, competitive developments in relevant labor markets, policy determinations regarding cost-allocations and the willingness to pay of participants and taxpayers.

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### STRATEGY 1.1

Provide the legislature with information to properly determine contributions and funding to ensure long-term viability of benefit programs.

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### STRATEGY 1.2

Research best practices, recommend and implement health plan design changes, and promote the use of high-value health services to improve health outcomes.

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### STRATEGY 1.3

Reduce use of ineffective or unnecessary health services to reduce costs.

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### STRATEGY 1.4

Improve internal efficiencies by implementing PEBA:Connect on-time and on-budget.

## GOAL 2 **Enhance the customer service experience for members and employers**



PEBA aims to provide the best quality service to its stakeholders, including members, dependents and beneficiaries. As such, PEBA strives for continuous improvement of the level of service we provide, as well as those services provided by our third-party administrators.

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### STRATEGY 2.1

Implement cost effective integrated systems and processes that are intuitive and practical, and provide value for members and employers.

## GOAL 3



## Responsibly manage risk to the organization

It is incumbent upon our individual employees and organization to continually assess and mitigate the threats and risks to which we are exposed. Through enterprise risk management, we will plan, organize, lead and control the activities of our organization in order to minimize the effects of risk. This will include financial, strategic and operational risks.

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### STRATEGY 3.1

Maintain a culture of risk awareness through the development, implementation and maintenance of an enterprise risk management program.

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### STRATEGY 3.2

Ensure information technology resources are used to implement continuing security initiatives.

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### STRATEGY 3.3

Minimize the effects of risk related to PEBA:Connect and appropriately manage the risk.

## GOAL 4



### Maintain a workforce and work environment conducive to achievement of agency goals and objectives

Like many organizations, PEBA is faced with staffing challenges brought on by loss of staff due to retirement and new skills requirements due to advances in technology. We respect the individual contributions of each employee and endeavor to empower employees with the needed resources for teamwork, shared pride and continuous learning.

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#### STRATEGY 4.1

Ensure a consistent, viable talent pool that adapts effectively and fulfills business needs for the present and future.

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#### STRATEGY 4.2

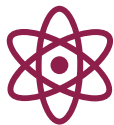
Develop and maintain effective training and development programming that fosters a culture driven by high performance.

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#### STRATEGY 4.3

Ensure a safe, secure and functional physical working environment.

## GOAL 5



### Improve internal efficiencies through new system implementation

PEBA is challenged with aging information systems. Operational systems and business processes are being assessed with assistance from benefits administration experts to create a roadmap for securing internal efficiencies through new technology. This system implementation project will be a multi-year endeavor requiring intensive capital and human resources.

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#### STRATEGY 5.1

Conduct and maintain multi-phase initiatives to generate system and operational changes to improve internal efficiencies.



# PEBA<sup>SM</sup>

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