



PEBASM
SC Retirement Systems
and State Health Plan

Strategic Plan

2026-2030

Serving those who serve South Carolina



Vision

Serving those who serve South Carolina



Mission

PEBA's mission is to provide competitive retirement and insurance benefit programs for South Carolina public employers, employees and retirees.



Core values

Solutions oriented
Communication
Credibility
Collaboration
Responsive
Emotional intelligence
Ethical behavior



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.

Strategy 1.1

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

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.

Strategy 1.3

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

Strategy 1.4

Improve internal efficiencies through PEBA:Connect.



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.

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 to minimize the effects of risk. This will include financial, strategic and operational risks.

Strategy 3.1

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

Strategy 3.2

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

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

PEBA faces 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.

Strategy 4.1

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

Strategy 4.2

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

Strategy 4.3

Ensure a safe, secure and functional physical working environment.



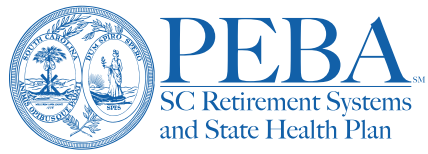
GOAL 5

Improve internal efficiencies through system enhancements

PEBA is challenged with aging information systems. Operational systems and business processes have been assessed with assistance from benefits administration experts to create a roadmap for securing internal efficiencies through system enhancements. This project is a multi-year endeavor requiring intensive capital and human resources.

Strategy 5.1

Conduct and maintain initiatives to generate system and operational changes to enhance internal efficiencies.



South Carolina Public Employee Benefit Authority

Serving those who serve South Carolina

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