



FPPA PensionCheck^{17a}

A semi-annual review of your pension fund.

FPPA Receives High Plains Award by Rocky Mountain Performance Excellence

In our 2016 newsletter, we announced that FPPA had recently received the High Plains award by Rocky Mountain Performance Excellence (RMPEX), a regional group that oversees organizations that are pursuing performance excellence using Baldrige criteria for performance excellence. The High Plains award is the first of four distinctions given by the organization. In general, the awards are won in sequence, as a company works to identify who they are, how they perform, what they can do better, whether or not they are high performing and ultimately seeks to be a role model organization based on the Baldrige criteria.

Receiving the High Plains award was a very proud moment for our staff, and inspired us to continue on our performance excellence journey. Performance excellence is about continuous improvement, so it is a journey with no end. It does, however, have benchmarks along the way which—in our region—starts with a High Plains award and is followed by Foothills, Timberline and ultimately Peak awards. After discussion with the Board and FPPA staff, we decided to apply for the RMPEX Timberline award, the second-highest of the organization's honors.

The application process is much more involved than for the High Plains award. We took the five-page application completed for the High Plains and turned it into a 40-page detailed description of our organization and business processes. We also participated in an in-house, multi-day evaluation by RMPEX staff. Over three days, RMPEX volunteers reviewed FPPA procedures by observing meetings and workplace operations, and conducted numerous interviews with FPPA staff. This step was incorporated to allow us to demonstrate how we had made widespread changes across our organization, based on RMPEX feedback from our High Plains application.

It took a few months for RMPEX to fully review our application, until just recently when the results were revealed: FPPA has been named a Timberline award recipient.

Now, over a year since FPPA started our initial RMPEX application, the evidence of our

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Announcing an Additional FPPA Website Dedicated to Affiliations

In February 2017, FPPA launched a new informational website for departments interested in joining FPPA's Defined Benefit System. The new site, was created after the FPPA Board of Directors lifted a moratorium on Partial Entry into the FPPA system.

JoinFPPA.org allows employers and potential members who are not currently affiliated with an FPPA retirement



PARTIAL ENTRY DEFINITION
A statutory provision that permits existing active members of a fire or police department to either remain covered by their money purchase plan or join the FPPA Defined Benefit System.

plan to learn about our organization and our plans, including:

- Basic information about entering the FPPA Defined Benefit System

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- An explanation of the affiliation process and timeline
- Background information about FPPA
- A summary of FPPA's retirement plans and investments

Additionally, when interested departments file a resolution to join FPPA, a department-specific web-page will be created to keep their members informed of specific deadlines and other information related to their affiliation status.

For existing members who already participate in an FPPA retirement plan, please continue to use FPPAco.org as your main resource for information regarding your plan. FPPAco.org is still the best way to access general benefit information, the Employer Portal, the Member Account Portal (MAP) and to get the latest FPPA news. ■■

Employer Survey Results

Conducted
4th Quarter 2016

Being accountable and responsive to members and employers within the FPPA system is critically important to us. So, as 2016 came to a close, our staff deployed a survey to FPPA's employer contacts from each participating department hoping to gain some insight into the opinions of those who help to administer our plans at the local level. During November and December, we received responses from just over 100 employers, and

gained valuable information regarding the quality of FPPA's service, effectiveness of communications, and satisfaction with various FPPA programs.

“ I find the changes to the employer portal much more user friendly. ”

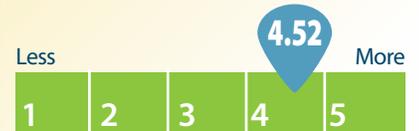
Employer Survey Feedback

According to our results, employers believe that FPPA provides timely information and keeps them well informed. These items received an average score of 4.23 and 4.27, respectively (1-5 scale where 5 is highest). Of all FPPA communications methods, the Employer Portal was deemed most useful, followed by the FPPA website, Employer Bulletin and Pension Check Newsletter. Overall, 91.6% of those responding chose email as their preferred communication method.

Employers' Satisfaction with the Service FPPA Provides:



Employers' Satisfaction of Interactions with FPPA Staff:



Regarding satisfaction with FPPA's services, affiliated employers are pleased with the level of service they receive, offering an average score of 4.36 (where 5 is highest). Likewise, those employers who utilize different reports provided by FPPA—such as actuarial valuation and GASB reporting information—were generally satisfied, with average scores between 4.04 and 4.13 on the same scale.

When asked if they were confident in FPPA as the pension provider for their department, respondents gave us an average score of 4.28 points. Questions about quality of interactions with FPPA staff also scored quite well, as respondents indicated that they were generally satisfied with their interaction (4.52), that the staff member who helped them was knowledgeable (4.56), and responded to their requests in a timely manner (4.57).

As a member or employer within the FPPA system, your feedback matters to us. We value your opinions at any time, not just when we are conducting surveys. If at any point you wish to offer feedback regarding FPPA services, please click the Contact Us link at FPPAco.org ■■

Upcoming FPPA Events

2017 FPPA Employer Summit • Thursday, September 7th

Save the date for this full-day summit of valuable information for the Employers of FPPA Members.

FPPA proposed two bills for consideration during the 2017 Colorado State Legislative Session. These bills standardize the voting requirements for members of statewide plans for all decisions that require member approval, and allow for the creation of a multi-employer deferred compensation plan.

Senate Bill 17-020

For departments pursuing a member vote to reenter the FPPA Defined Benefit System, the previous law required that 65% of all department members approve the decision, including those who do not vote. Essentially, this means that if a member does not vote, that non-vote equals a 'no' vote. The proposed legislation keeps the 65% approval requirement, but only tallies results based on actual votes cast. In other words, voting measures would pass with a 65% approval based solely on votes cast, so a non-vote would no longer count as a 'no' vote.

Additionally, this voting standard would be applied to all election matters for FPPA's statewide plans.

Senate Bill 17-013

The purpose of this bill is to simplify and reduce the cost of administration for FPPA deferred compensation plans. The proposed legislation allows FPPA to create a multi-employer, or master deferred compensation plan that member departments may join. Members and participating departments will notice little difference between the current 457 plans and a new statewide multi-employer plan.

Both bills were passed by the Colorado State Legislature and have been signed by the Governor. 



**FPPA
Legislation:
2017**

For more information regarding these bills or FPPA's past legislation, visit FPPAco.org/legislation.html

As an FPPA member, you have access to a valuable set of retirement planning tools available online: the Member Account Portal (MAP). These features help members stay up to date on the status of their retirement account and plan for their future.

In providing these tools, our goal is to assist our members to build a healthy and stable retirement, and to always have access to their individual retirement details. To do this, we are regularly adding new features to the Member Account Portal. Below, we will summarize some—but not all—of the features available within the MAP.

For active members during their career, MAP users can:

- ✓ Update correspondence preferences
- ✓ Update beneficiaries
- ✓ Generate retirement benefit estimates
- ✓ Estimate the cost of service credit purchases



Members that are currently receiving benefits can use the MAP to:

- ✓ View and update contact information and communication preferences
- ✓ Verify beneficiary information
- ✓ View and print account details
- ✓ View and print tax statements and details

For a full list of features and MAP access, visit FPPAco.org/MAPlaunch.html 

success is quite apparent. Our staff works each day with our Mission and Vision statements top of mind, and our daily operations are noticeably streamlined help us to work more efficiently. In fact, thanks in great part to RMPEX, FPPA has installed a broad framework for future success across our entire organization.

FPPA Executive Director Dan Slack accepted the RMPEX Timberline award on behalf of staff in April, 2017.

**Updates to
the Member
Account Portal**

**FPPA Receives
High Plains
Award**

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4 Get in Touch! Keep in Touch!

Get In Touch! Keep In Touch!



Five times
we need to
hear from you

For FPPA staff, connecting with our members daily is a perk of the job. However, while some members are regularly in contact with us for a variety of reasons, some are a bit more hands-off, trusting us to work in the background protecting their retirement funds. If this describes your communication level with FPPA, that's totally fine! We understand that you're busy, but please remember that there are still five occasions when we absolutely need to hear from you:

1 Designating or updating beneficiary information: If you haven't named a beneficiary for your retirement funds, or need to change your beneficiary, please let us know

* Active members can now do this online at FPPA's Member Account Portal

2 When you move: **Send us your new address so we can stay in contact**

3 When you're getting serious about retiring: **call or set a meeting with an FPPA retirement coordinator** 6 months to a year before you'd like to retire. This way we can make sure you'll be set to retire when you're ready

4 **If you terminate employment before reaching the requirements for normal retirement** (25 years of service and 55 years of age): In such an instance, you might be able to claim a vested or early retirement

5 When a member passes away: **when a member passes**, it is important that their survivors call us to make certain necessary updates to their account. This will ensure that additional hardships don't impact their survivors

* This is especially important for retired members so that necessary benefit adjustments can be made to prevent overpayments!

Visit the Contact Us page at FPPAco.org to get in touch!