

# CALSTRS®

Learn how Mentis is helping a California State agency applying the change readiness best practices for an upcoming Transformational Business Change.

## About Our Client



**The California State Teachers' Retirement System (CalSTRS) is largest educator-only pension fund in the world, and the second largest pension fund in the U.S.A.**

CalSTRS administers a hybrid retirement system, traditional benefit, cash balance and voluntary contribution plan serving approximately 1 million public educators in state of California and their families from 1700 school's districts, county offices of education and community college districts.

# Business Need

## **CalSTRS wanted a vendor with detailed knowledge and experience with their need.**

Vendor must be skilled in the design, development, and evaluation of change readiness activities and deliverables to offer guidance, support and input, share best-practice lessons and deliver industry experience to their team and leaders working with the Transformation Readiness Change Management Team.



# Business Solution



## **Mentis identified and onboarded team with experience in the public pension industry and implementing projects.**

Mentis is working as internal consultant(s) to the business area to provide services such as business process redesign reviews, functional requirements drafting, and change readiness and training. Considerable effort is concentrated on growing the staff's understanding of why a new system is needed, and preparing training to give them the knowledge and ability to succeed once the new system will go live. Mentis is involved in creating a model to provide support and reinforce the training as the new system and processes goes live. The core communication themes, and readiness assessments pension administration system project follows the Prosci ADKAR change readiness model.

# Tools and Technologies



**Increase efficiency by identifying, developing, and leveraging existing tools and resources to help the Change Management team and stakeholders lead change more effectively.**



**Design, development, delivery and management of change communications to effectively prepare staff and leadership with timely and valuable information about changes.**



**Information is consistently aligned on multiple projects and change resources, including the Pension Solution Project Schedule, Transformation Readiness Change Management Schedule, Change Impact Inventory, and business area Change Management Roadmaps.**