

2026 July Board Offsite

Innovation update

CALSTRS®

Innovation's progress from idea to org-wide engine for growth



2022

Innovation is an idea

Innovation becomes a board priority, and it is incorporated into the strategic plan.



2023

Innovation is a defined concept

The innovation vision is defined and a playbook created to outline program processes and structures.



2024

Innovation is an experiment

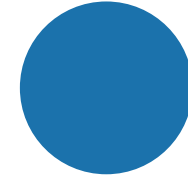
A small team started testing the playbook by running innovation sprints.



2025

Innovation is an established team

With the playbook successfully tested, additional resources joined the team. They started engaging the full organization and targeting culture.



TODAY

Innovation is an integrated program

Future impact depends on strengthening engagement, protecting capacity and maturing key capabilities.



Engagement

The Innovation Program cultivated an environment that enables staff to think differently and share their ideas.

39 ideas submitted to the Idea Accelerator (Jan-June)

23 Workshops, roadshows and Welcome Aboard presentations conducted

14 awards given for innovation contributions related to sprints

900+ staff directly engaged

Business value

Innovation has delivered measurable value for staff and members across the organization.

Sparking Innovation

Equipped staff at all levels with tools to think and work more innovatively.

RR service model sprint

Enabled more personalized services for members and greater efficiency for staff.

Tech governance sprint

Gave business users visibility into status of GenAI tech requests through the governance process and improved KPI reporting.

CX innovation sprint

Unpacked a longstanding challenge, generated GenAI learnings and established a phonenumber to support resolution of complex member inquiries.

Idea Accelerator

Provided staff with a place to submit ideas for evaluation. Connected business areas with staff insights for process improvement.

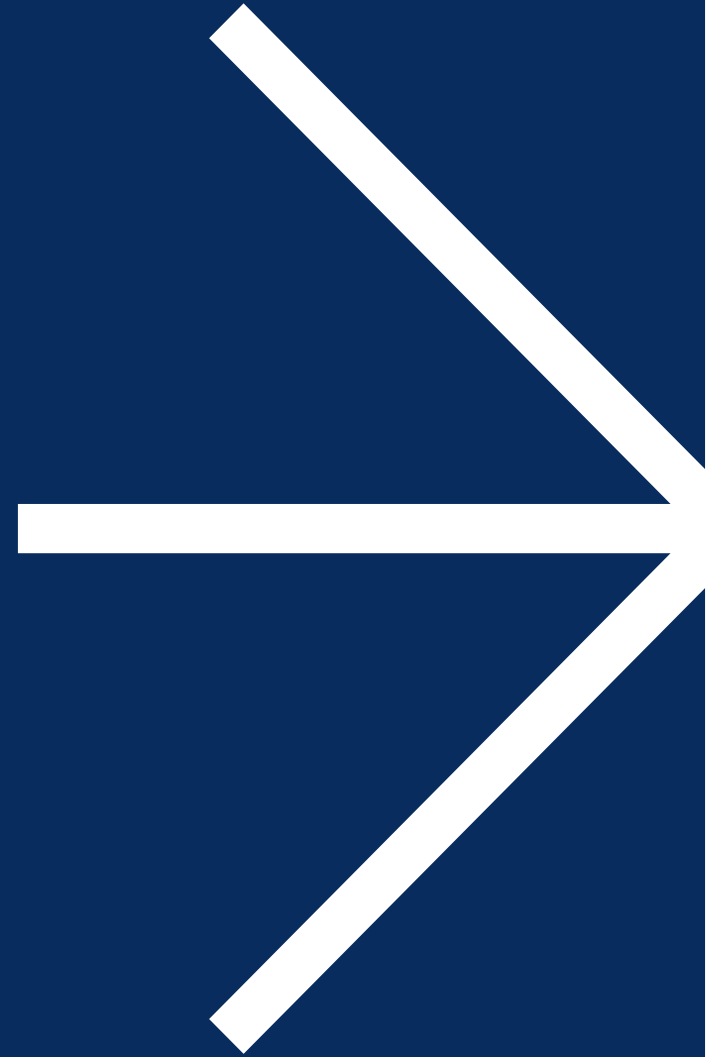
Learning velocity

Innovation has accelerated learning and experimentation to enable smarter, faster decisions.

**3
months**

Average learning cycle for innovation

GenAI tool implementation

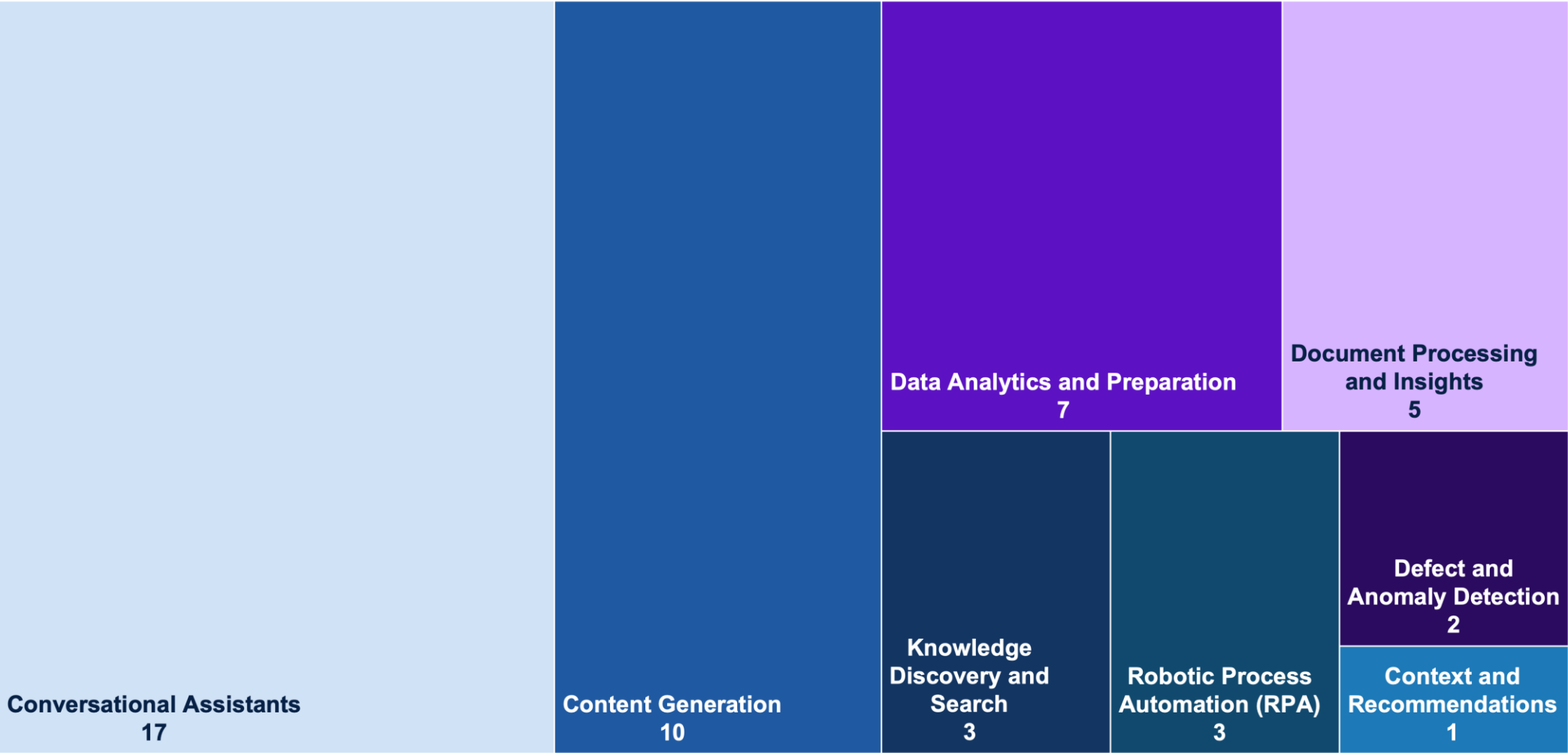




GenAI capabilities breakdown

SUMMARY

48
implemented
GenAI tools
and use
cases





Microsoft 365 Copilot engagement

