

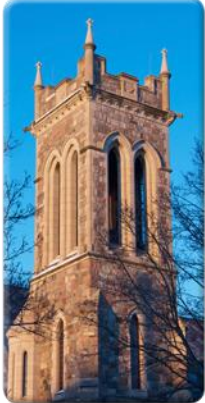


CHURCH
PENSION GROUP

A Century of Service
and Benefits for
the Episcopal Church



Leadership: COO Update Liderazgo: Actualización del director de operaciones



September 29, 2020
29 de septiembre, 2020

Episcopal Business Administration Conference
Conferencia de Administración Empresarial Episcopal



VIRTUAL **EBAC** 2020

Presenter / Presentador



Frank Armstrong

EVP Chief Operating Officer

Vicepresidente ejecutivo, director de operaciones

Thank you, administrators!



Strategic Work Continues



Corporate goals are on track



Great candidates for key open positions

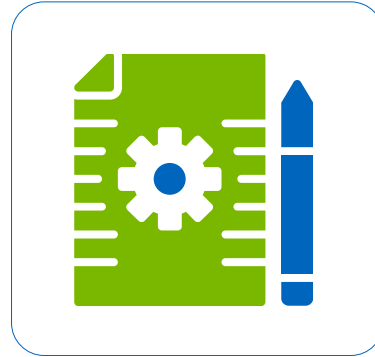


Mid-year performance conversations completed

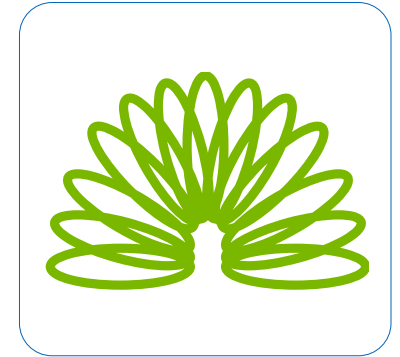
Strategic Work Continues



**Workforce
planning
underway**



**Demanding
projects on
the horizon**



**Flexibility
has been
essential**

Key COO Updates by Business



**CPG Employee
Benefits**



**Church
Insurance
Company**



**Church
Publishing**

Responding to General Convention



Transforming Client Service



- **Listening and evaluating client feedback**
- **Re-engineering processes, tools, and systems in progress**
- **Goal**
 - More effective, efficient, and easy client experience



Let's talk!

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