Strategic Plan

2018 - 2021

Audit Division • Fiscal Division • Human Resources Division
Information Technology Division • Investments Division
Legal Division • Member Services Division • Public Information Division
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the MISSION
To provide a sound retirement plan for our members through prudent management and exceptional service

the VISION
Confidence in our service, assuring financial security for your future

the GOALS
Assure the financial soundness of the System
Ensure our team’s ongoing commitment to our core values
Offer exceptional customer service

the CORE VALUES
Highest Ethical Standards
Integrity
Prudent Management

LOUISIANA STATE EMPLOYEES’ RETIREMENT SYSTEM
The Louisiana State Employees’ Retirement System presents the Strategic Plan for fiscal years 2018–2021. This new plan continues our focus on improving and enhancing service to our members. We will utilize technology to improve our efficiency with an emphasis on ensuring the security of our member data. LASERS is also one of the few public retirement systems in the nation to implement an Enterprise Risk Management strategy to identify and manage agency risks.

This Strategic Plan is a result of the collaborative input from all divisions of the LASERS team. The objectives and performance indicators reflect our intent to remain one of the nation’s top tier public retirement systems.

LASERS has developed a solid and successful investment strategy. Our fund value of $12 billion is the highest in the history of the system. Assuring the ongoing financial soundness of our system remains an ongoing priority.

Providing exceptional service to our members is our mission. To that end, we will continue to enhance, expand and improve the member experience, utilizing technology to increase efficiency and access.

We know that our members have devoted a career of public service to our state. LASERS new Strategic Plan will serve as the blueprint for providing our membership with the exceptional level of service they deserve.

Cindy Rougeou
Executive Director
Agency Goal 1

Seek to assure the financial soundness of the System

Objective:

1.1 Secure a position as one of the top tier public pension systems in the nation

Performance Indicators:

- Achieve and maintain top rankings for investment performance and meet assumed rate of return
- Achieve and maintain highest ratings for audit performance
- Implement an Enterprise Risk Management strategy to identify and manage agency risks

Agency Goal 2

Ensure our team’s ongoing commitment to our core values: Highest Ethical Standards, Integrity, Prudent Management

Objective:

2.1 Develop and implement processes and procedures to ensure the security of sensitive membership information

Performance Indicators:

- Achieve and maintain a record of no major security breaches or releases of sensitive membership information
- Update our agency Business Continuity Plan
- Create a Security Incident Response Plan
Objective:

2.2 Efficient utilization of staff time and resources

Performance Indicators:
- Hire, retain and develop exceptional staff members that are aligned with the mission and vision of the agency
- Implement use of electronic systems that will enhance operations and reduce time spent on manual processes by staff

Agency Goal 3

Offer exceptional customer service

Objective:

3.1 Enhance, expand and improve the member experience

Performance Indicators:
- Implement use of electronic data submission for the top ten LASERS forms through the Member Self Service application.
- Use technology to promote innovation, collaboration, reliability and adaptability.
LASERS Board of Trustees

Elected Members

**Thomas Bickham**
Chair
Undersecretary, Department of Public Safety and Corrections
*Active Member*

**Beverly Hodges**
Vice Chair
Retired from the Department of Natural Resources
*Active Member*

**Virginia Burton**
Retired from the Louisiana Department of Revenue
*Retired Member*

**Charles Castille**
Retired from the Department of Health & Hospitals
*Retired Member*

**William Kleinpeter**
Judge, City Court of Port Allen
*Active Member*

**Janice Lansing**
Chief Financial Officer, Office of Coastal Protection and Restoration
*Active Member*

**Barbara McManus**
Retired from the Department of Social Services
*Retired Member*

**Lori Pierce**
Retired from the Office of the Treasurer
*Active Member*

**Shannon Templet**
Director of Human Resources, House of Representatives
*Active Member*

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Commissioner of Division of Administration

**Edward Price**
Chairman of the Senate Retirement Committee
Louisiana State Senate

**Lance Harris**
Chairman of the House Retirement Committee
Louisiana House of Representatives

**John Schroder**
State Treasurer of Louisiana

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