



Louisiana State Employees'
Retirement System



Strategic Plan

2018 - 2021

Audit Division • Fiscal Division • Human Resources Division
Information Technology Division • Investments Division
Legal Division • Member Services Division • Public Information Division



2018-2021

Strategic Plan

Table of Contents

Updated 01.28.19



LASERS Mission 2

LASERS Vision 2

LASERS Goals 2

LASERS Core Values 2

Executive Director's Message 3

Strategic Initiative

< *Seek to assure the financial soundness of the System* 4

< *Ensure our team's ongoing commitment to our core values* 4-5

< *Offer exceptional customer service* 5

LASERS Board of Trustees 6-7

Organizational Chart 8

LASERS

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.



Executive Director's Message

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





Agency Goal 2 *continued*

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



LASERS
2018-2021
Strategic Plan



Elected Members

Beverly Hodges
Chair

Retired from the Department of Natural Resources
Active Member

Barbara McManus
Vice Chair

Retired from the Department of Social Services
Retired Member

Thomas Bickham

Undersecretary,
Department of Public Safety and Corrections
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

Lori Pierce

Retired from the Office of the Treasurer
Active Member

Shannon Templett

Director of Human Resources,
House of Representatives
Active Member

Ex Officio Members

Jay Dardenne

Commissioner of Division of Administration

Barrow Peacock

Designee of the Senate Retirement Committee Chair
Louisiana State Senate

Lance Harris

Chairman of the House Retirement Committee
Louisiana House of Representatives

John Schroder

State Treasurer of Louisiana

Updated 02.25.21



Beverly Hodges
Chair



Barbara McManus
Vice Chair



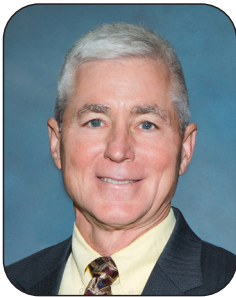
Thomas Bickham



Virginia Burton



Charles Castille



Judge William
Kleinpeter



Janice Lancing



Lori Pierce



Shannon Templet



Commissioner
Jay Dardenne



Senator
Barrow Peacock



Representative
Lance Harris

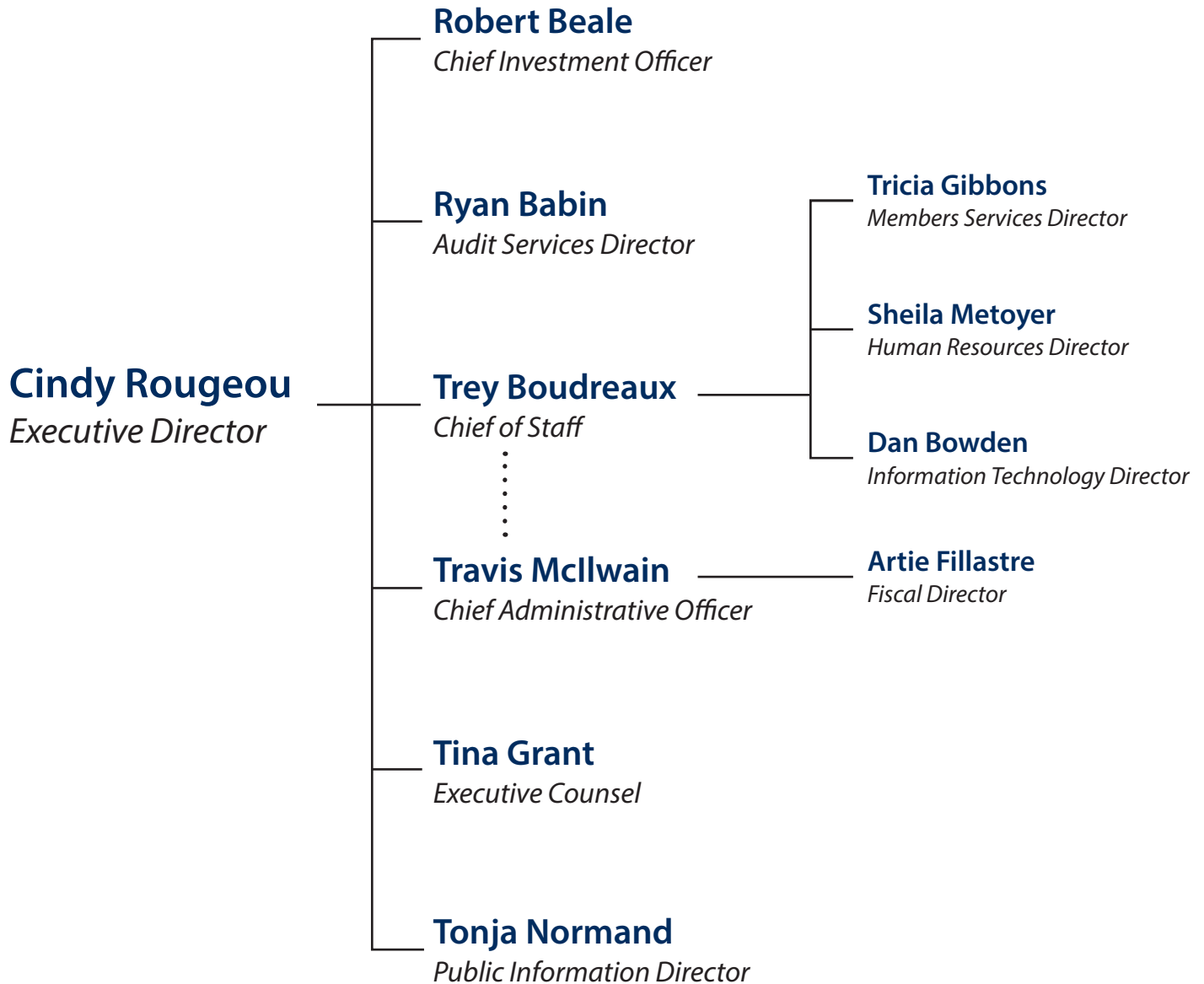


State Treasurer
John Schroder

Organizational Chart



LASERS
2018-2021
Strategic Plan





Strategic Plan

LASERS


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