



PHOTOGRAPHER: TAMMY HEIL

PHOTOGRAPHER: KAREN WARD

PHOTOGRAPHER: DEBORA PALMER

LASERS

Louisiana State Employees'
Retirement System

STRATEGIC PLAN 2022 - 2026

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

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MISSION, VISION, GOALS, & CORE VALUES



MISSION

To provide a sound retirement plan for our members through prudent management and exceptional service.



GOALS

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



VISION

Confidence in our service, assuring financial security for your future.



CORE VALUES

Highest Ethical Standards, Integrity, and Prudent Management.



EXECUTIVE DIRECTOR'S MESSAGE

The Louisiana State Employees' Retirement System presents the Strategic Plan for years 2022-2026. This new plan reflects our ongoing commitment to fulfilling our mission and providing exceptional customer service to every LASERS member. In doing so, we recognize the importance of hiring and retaining an excellent staff aligned with this mission. LASERS assurance to our members includes a keen focus on cybersecurity to protect member data and records.

LASERS strives to remain a leader among our peers through innovation and the development of successful strategies, both with respect to customer service and with the performance of our investments. As of fiscal year-end 2022, LASERS total market value of assets stands at \$13.2 billion.

I would like to express my appreciation to all divisions of the LASERS team, for working collaboratively to develop and execute this Strategic Plan. We are dedicated to enhancing, expanding, and improving the member



experience by utilizing technology to increase efficiency and access.

Our goals and objectives affirm our commitment to safeguard and ensure the ongoing financial sustainability of this system. We know that our members have devoted a career of public service to our state. This plan will serve as the blueprint for providing our members with the exceptional level of service they deserve.

A handwritten signature in black ink, appearing to read "Bernard E. Boudreaux, III". The signature is stylized and fluid.

Bernard E. "Trey" Boudreaux, III
Executive Director

AGENCY GOALS

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
- Maintain an Enterprise Risk Management strategy to identify and manage agency risks

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
- Ensure completion of Security Incident Response Plan and continue updates as appropriate
- Improve security to employer self-service



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
- Use technology to support business needs and reduce time spent on manual processing
- Create Customer Service Application with management component

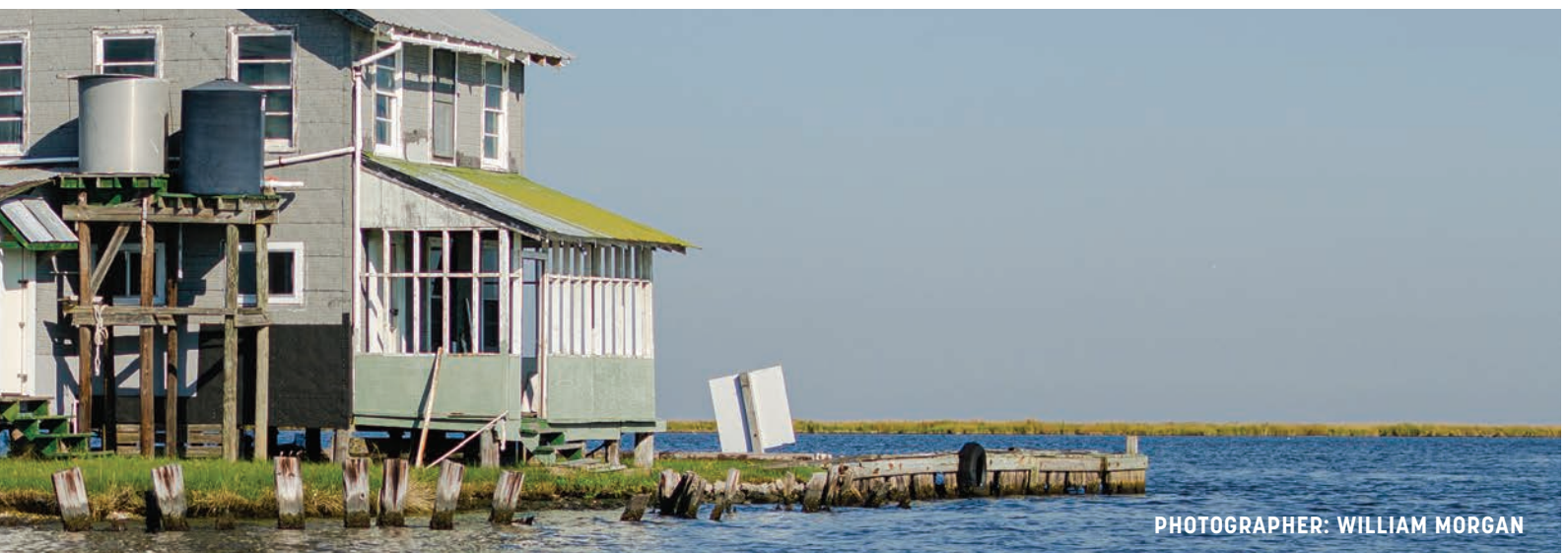
3. OFFER EXCEPTIONAL CUSTOMER SERVICE

Objective:

3.1 Enhance, expand, and improve the customer service experience

Performance Indicators:

- Move more membership processes to paperless and utilize MyLASERS for verifications
- Use technology to promote innovation, collaboration, reliability, and adaptability



LASERS BOARD OF TRUSTEES

ELECTED MEMBERS

Thomas Bickham	Undersecretary, Department of Public Safety and Corrections <i>Active Member</i>
Virginia Burton	Retired from the Louisiana Department of Revenue <i>Retired Member</i>
Charles Castille	Retired from the Department of Health & Hospitals <i>Retired Member</i>
Byron Decoteau	Director, State Civil Service <i>Active Member</i>
Ternisa Hutchinson	State Director of Planning and Budget, Division of Administration <i>Active Member</i>
William Kleinpeter	Judge, City Court of Port Allen <i>Active Member</i>
Amy Mathews	Investment Officer, Louisiana Department of Treasury <i>Active Member</i>
Barbara McManus <i>Vice Chair</i>	Retired from the Department of Social Services <i>Retired Member</i>
Shannon Templett <i>Chair</i>	Director of Human Resources, House of Representatives <i>Active Member</i>

EX OFFICIO MEMBERS

Jay Dardenne	Commissioner of Division of Administration
Edward Price	Chairman of the Senate Retirement Committee Louisiana State Senate
Barrow Peacock	Designee of the Senate Retirement Committee Chair Louisiana State Senate
Barry Ivey	Member of the House Retirement Committee Louisiana House of Representatives
John Schroder	State Treasurer of Louisiana

ELECTED MEMBERS



Thomas Bickham



Virginia Burton



Charles Castille



Byron Decoteau



Ternisa
Hutchinson



Judge William
Kleinpeter



Amy Mathews



Barbara McManus
Vice Chair



Shannon Templet
Chair

Strategic Plan

EX OFFICIO MEMBERS



Commissioner
Jay Dardenne



Senator
Edward Price



Senator
Barrow Peacock
(Designee)



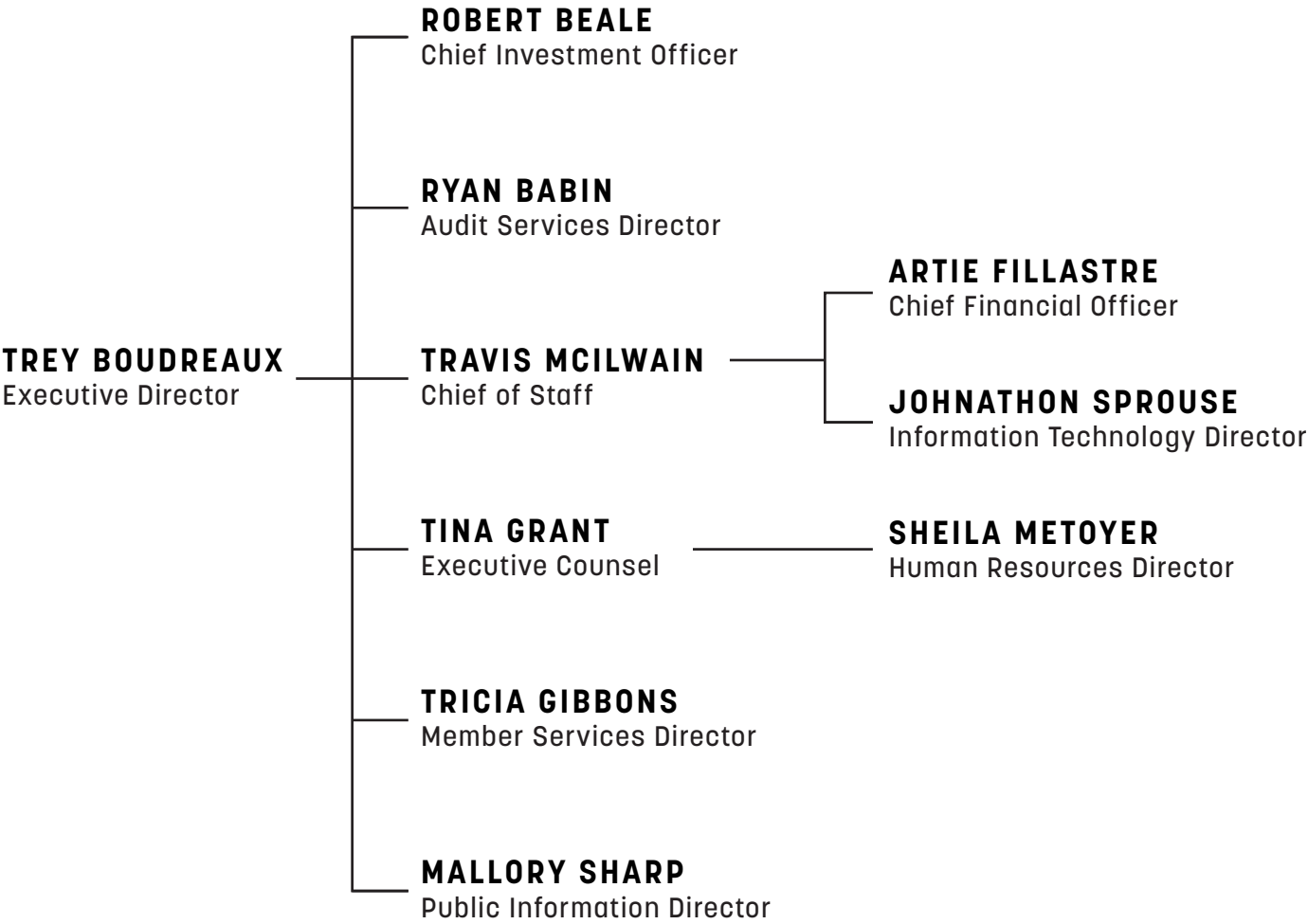
Representative
Barry Ivey



State Treasurer
John Schroder

ORGANIZATIONAL CHART

Strategic Plan



PHOTOGRAPHER: DEBORA PALMER



PHOTOGRAPHER: BILLY GOOD

PHOTOGRAPHER: JUDY MARTIN

PHOTOGRAPHER: ROB WOOD

LASERS

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