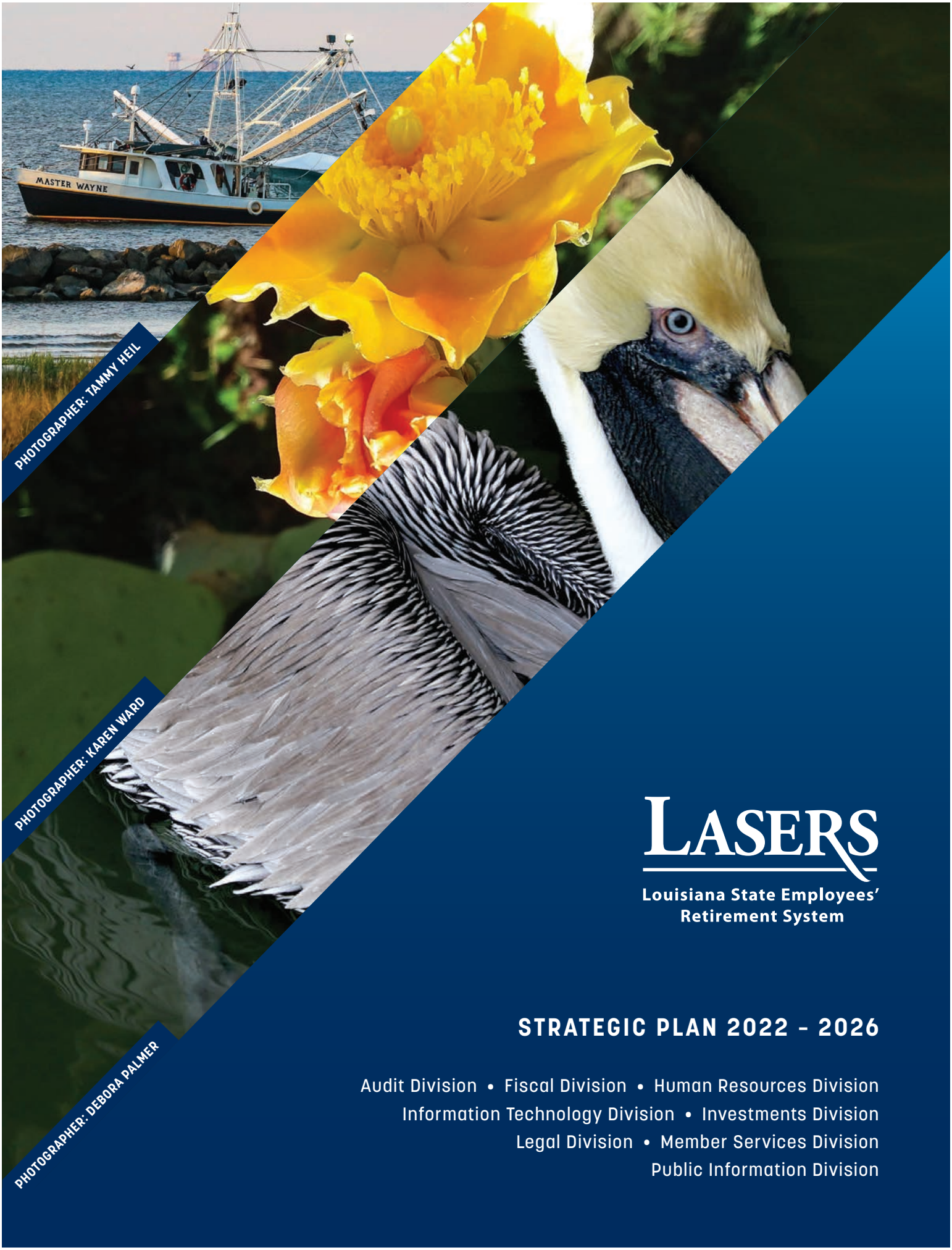

LASERS

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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PHOTOGRAPHER: RICHARD BEJARANO

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.

PHOTOGRAPHER: TAMMY HEIL

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.

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

PHOTOGRAPHER: WILLIAM MORGAN

LASERS BOARD OF TRUSTEES

ELECTED MEMBERS

Byron Decoteau *Chair*	Director, State Civil Service *Active Member*
Virginia Burton *Vice Chair*	Retired from the Louisiana Department of Revenue *Retired Member*
Pam Diez	Deputy Undersecretary, Department of Health *Active Member*
Beverly Hodges	Retired from the Louisiana Department of Natural Resources *Retired Member*
Ternisa Hutchinson	State Director of Planning and Budget, Division of Administration *Active Member*
Cortny Jarrell	Human Resources Analyst, Louisiana House of Representatives *Active Member*
Laura Lapeze	Undersecretary, Department of Revenue *Active Member*
Amy Mathews	Investment Officer, Louisiana Department of Treasury *Active Member*
Barbara McManus	Retired from the Department of Social Services *Retired Member*

EX OFFICIO MEMBERS

Taylor Barras	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 Fleming	State Treasurer of Louisiana

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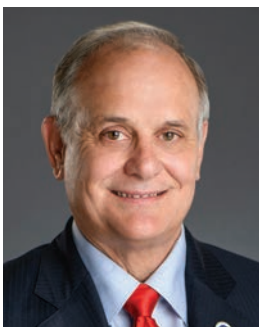
EX OFFICIO MEMBERS

Commissioner
Taylor Barras

Senator
Edward Price



Representative
Tony Bacala

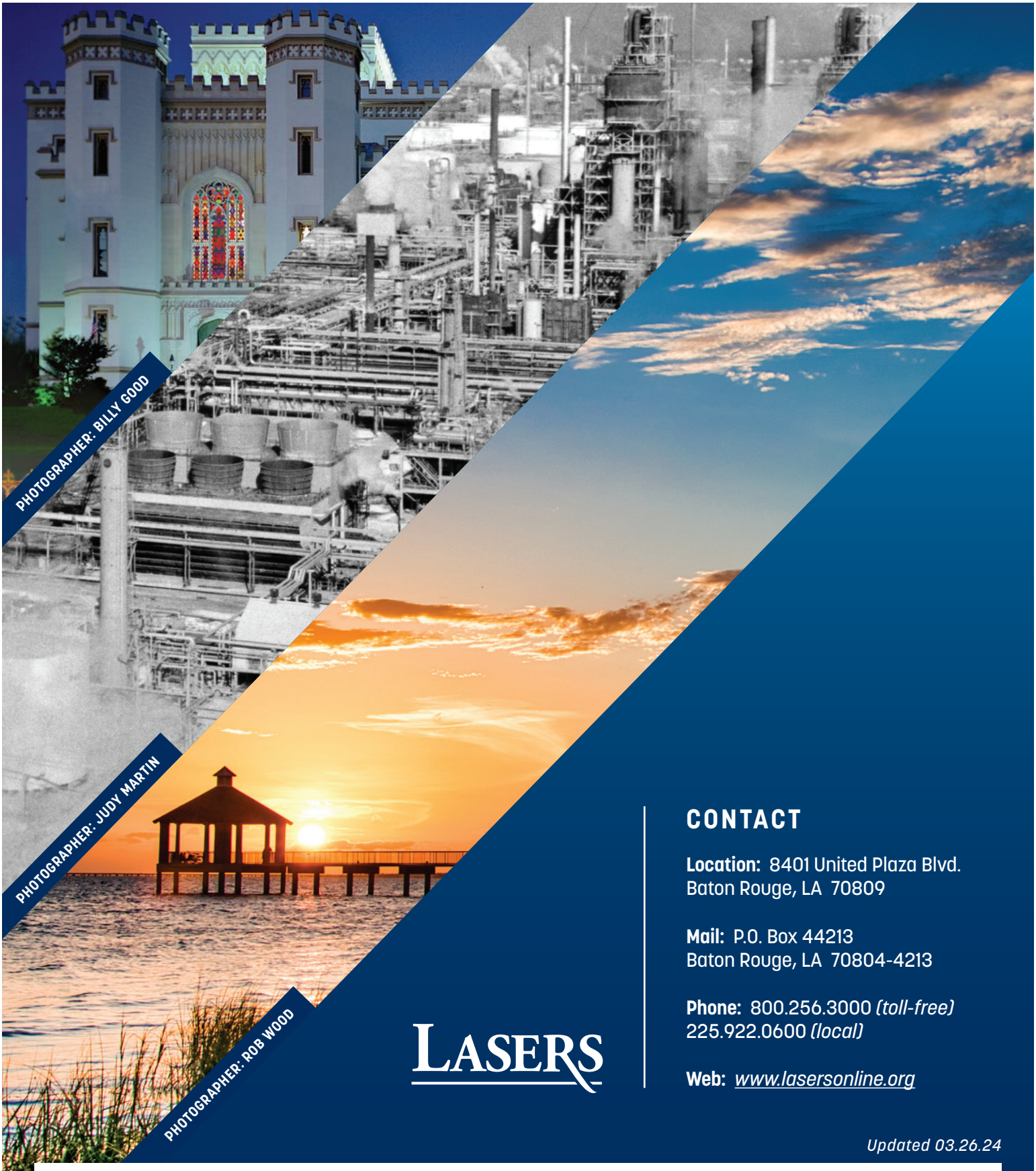
State Treasurer
John Fleming

ORGANIZATIONAL CHART

TREY BOUDREAUX
Executive Director

- **ROBERT BEALE**
  Chief Investment Officer
- **RYAN BABIN**
  Audit Services Director
- **TRAVIS MCILWAIN**
  Chief of Staff
  - **ARTIE FILLASTRE**
    Chief Financial Officer
  - **JOHNATHON SPROUSE**
    Information Technology Director
- **TINA GRANT**
  Executive Counsel
  - **SHEILA METOYER**
    Human Resources Director
- **TRICIA GIBBONS**
  Member Services Director
- **MALLORY SHARP**
  Public Information Director

PHOTOGRAPHER: DEBORA PALMER



LASERS

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