

2026 - 2030

Strategic Plan

LASERS

Divisions

Audit

Fiscal

Human Resources

Information Technology

Investments

Legal

Member Services

Public Information

Photography by Rob Wood

— ***Louisiana State Employees' Retirement System*** —

LASERS

Louisiana State Employees'
Retirement System



Table of Contents

02

LASERS Mission
LASERS Vision
LASERS Goals
LASERS Values

03

A Message from the
Executive Director

04

Strategic Initiative
> *Seek to assure the financial
soundness of the System*
> *Ensure our team's ongoing
commitment to our values*

06

Strategic Initiative
> *Offer exceptional customer
service*
Board of Trustees

07

Board of Trustees

08

Organizational Chart



Photography by Rob Wood

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.

A Message From

The Louisiana State Employees' Retirement System is proud to present our Strategic Plan for 2026–2030. This plan reinforces our steadfast commitment to fulfilling the agency's mission and positions LASERS as a top-tier public pension system dedicated to continuous improvement and excellence.

Our priorities during this period include delivering outstanding customer service, maintaining the public's trust, and attracting and retaining highly qualified staff. We are also focused on addressing the loss of institutional knowledge and strengthening the security of sensitive data. Through a culture of innovation and adaptability, LASERS continues to lead in the dynamic and evolving landscape of the pension industry.

I am grateful to our LASERS team for their dedication, hard work, and collaboration in developing this Strategic Plan. Together, we pursue the common goal of upholding our fiduciary duty while ensuring the long-term financial stability of the System. Our goals and objectives reflect a strong commitment to the sustainable future of LASERS and honor the public service careers of our members.

This Strategic Plan will serve as our guide to delivering the exceptional service that our members deserve and expect.



A handwritten signature in black ink, appearing to read "Bernard E. Boudreaux, III".

**Bernard E. "Trey"
Boudreaux, III**
Executive Director

Agency Goals

Goal 1. Ensure the financial soundness of the System

Objective:

1.1 Maintain the position as a top tier public pension system nationally by leveraging industry-leading practices

Performance Indicators:

- Achieve the assumed rate of return and sustain top rankings in investment performance through adaptive investment strategies
- Preserve a record of exceptional audit ratings
- Enhance the Enterprise Risk Management strategy to identify, monitor, and mitigate agency risks, creating a comprehensive risk inventory and using data-driven insights to inform overall business strategy

Goal 2. Uphold our team's ongoing commitment to core values' highest ethical standards, integrity, prudent management

Objective:

2.1 Implement a risk-based security framework to safeguard sensitive data through proactive controls, monitoring and governance

Performance Indicators:

- Maintain a record of zero major security breaches, update the Incident Response Plan as needed, and continue implementing robust security measures
- Establish a data governance framework, develop a data warehouse and implement appropriate controls
- Enhance security for the employer self-service system

Objective:

2.2 Optimize efficiency and productivity through innovative talent management strategies, resource planning, and project prioritization

Performance Indicators:

- Recruit, hire and retain mission-aligned talent and enhance knowledge transfer practices to mitigate turnover impacts
- Leverage technology to streamline processes, improve data integrity, and enhance operational effectiveness

Goal 3. Deliver exceptional customer service

Objective:

3.1 Elevate member engagement through personalized experiences across all service channels by utilizing digital modernization, proactive outreach, and continuous improvement

Performance Indicators:

- Adopt a member-focused approach to outreach using data driven metrics to measure member satisfaction and implement continuous improvement strategies
- Develop a cross-divisional outreach plan to prioritize and target initiatives that enhance member education and engagement
- Utilize technology to foster innovation, collaboration, reliability and adaptability in service delivery
- Strengthen member education efforts by providing clear and accessible resources via the website and member portal

Board of Trustees

Elected Members

01 Amy Mathews, Chair
Chief Investment Officer
Department of Treasury
Active Member

02 Ternisa Hutchinson, Vice Chair
Senior Budget Analyst
Louisiana State Senate
Active Member

03 Virginia Burton
Retired from Department of Revenue
Retired Member

04 Byron Decoteau
Director
Department of State Civil Service
Active Member

05 Pam Diez
Chief Operating Officer
Bureau of Health Services Financing,
Department of Health
Active Member

06 Beverly Hodges
Retired from Department of Natural Resources
Retired Member

07 Cortny Jarrell
Human Resources Director
House of Representatives
Active Member

08 Laura Lapeze
Undersecretary
Department of Revenue
Active Member

09 Shannon Templet
Retired from Louisiana House of Representatives
Retired Member



Photography by Margaret Melancon

Ex Officio Members

10 Taylor Barras
Louisiana Commissioner of Administration

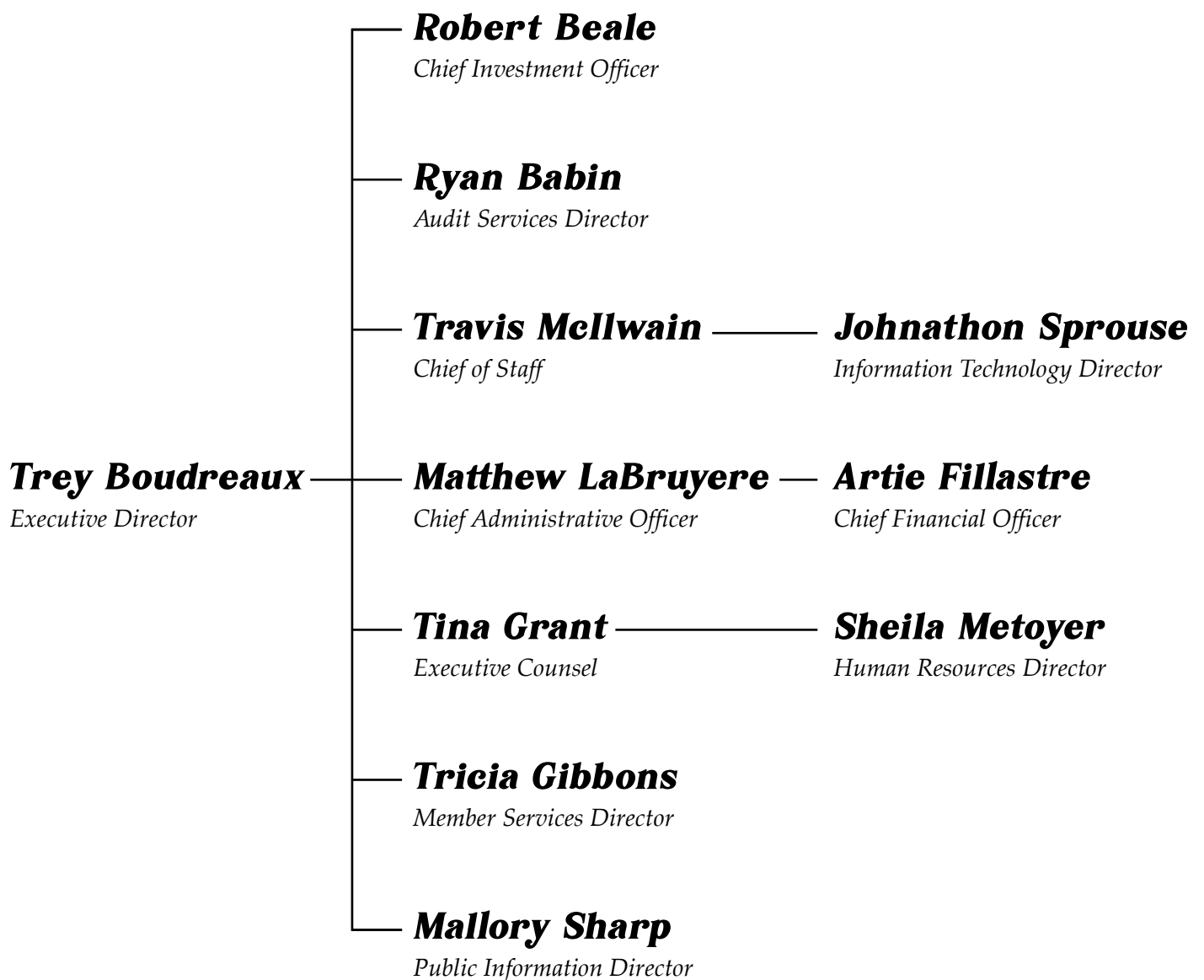
11 Edward Price
Louisiana Senate Retirement Committee

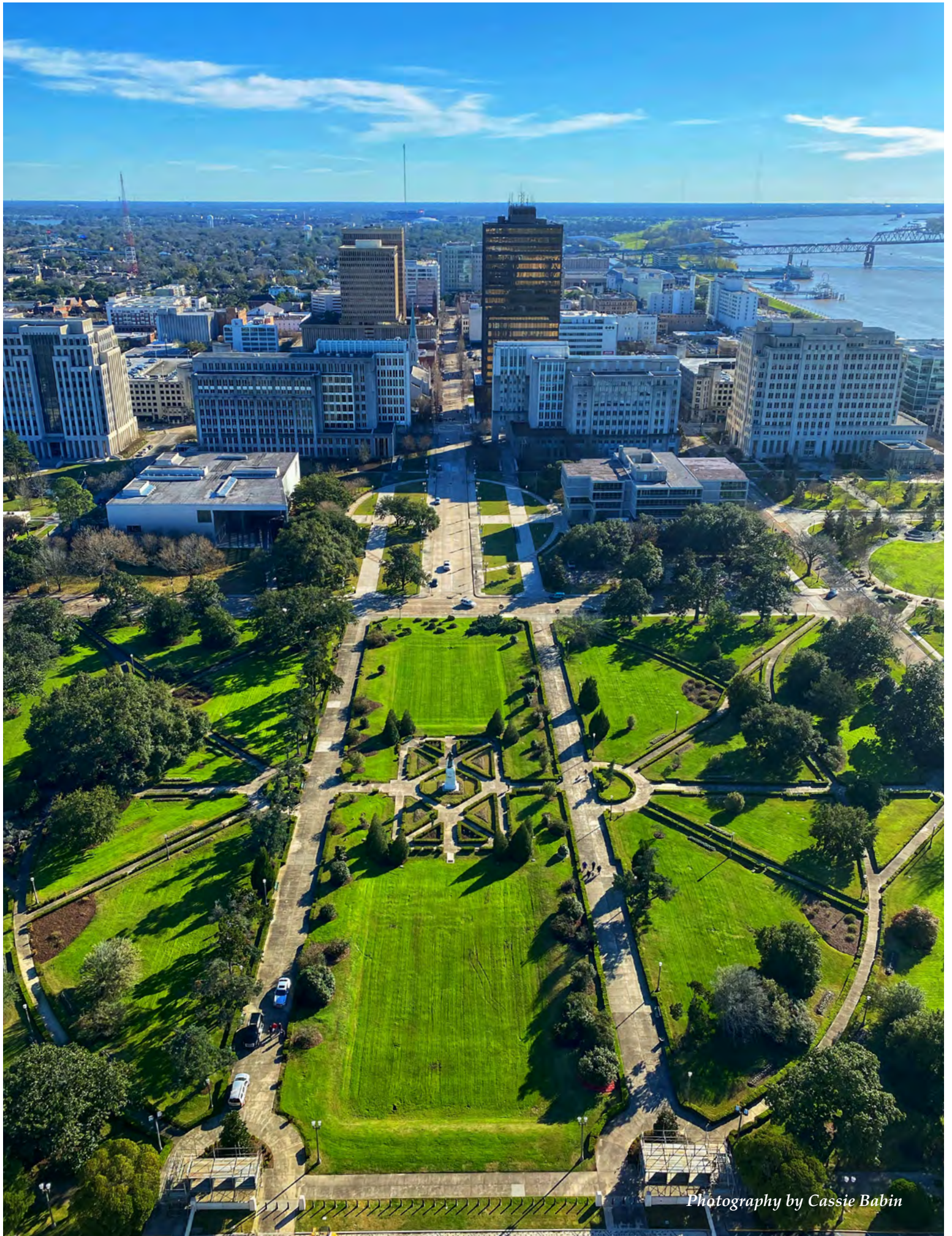
12 Tony Bacala
Louisiana House Retirement Committee

13 John Fleming
Louisiana State Treasurer



Organizational Chart





Photography by Cassie Babin



LASERS

Contact

Location: 8401 United Plaza Blvd. | Baton Rouge, LA 70809

Mail: P.O. Box 44213 | Baton Rouge, LA 70804-4213

Phone: 800.256.3000 (toll-free) | 225.922.0600 (local)

Web: www.lasersonline.org

*The Louisiana State Employees' Retirement System (LASERS)
distributed this document digitally. No publication costs were incurred.*

Updated 12.11.25