



# *Strategic Plan*

2014-2017

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

**LASERS**

Louisiana State Employees'  
Retirement System



# 2014-2017 Strategic Plan

## Table of Contents

Updated 04.18.16



**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* 4-5

< *Ensure our team's ongoing commitment to our core values* 5-6

< *Offer exceptional customer service* 7-9

**LASERS Board of Trustees** 10-11

**Organizational Chart** 12

# LASERS

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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

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LOUISIANA STATE EMPLOYEES' RETIREMENT SYSTEM

The Louisiana State Employees' Retirement System presents the Strategic Plan for fiscal years 2014–2017. As we continue to work toward enhancing our service to members, this edition focuses on better utilizing technology to improve internal and external operations.

This plan is a result of the collaborative input from all divisions of the LASERS team. The scope is broader, yet it positions the agency for advancement. The objectives and performance indicators set forth will ensure LASERS remains one of the top tier retirement systems nationally, while enhancing our services to members and generating additional efficiencies for the agency.

LASERS will continue to work with the Legislature to provide input on legislation that impacts the agency. Our educational outreach efforts will utilize technological improvements to provide more information and training via electronic media.

This new Strategic Plan focuses on making our System more accessible to members. We are working to enhance the customer service experience, making LASERS more responsive to members' needs while improving accuracy of collected data. Our goal is to utilize technology to best serve our agency and members.

LASERS consistently places in the top quartiles for investment performance, ranking fifth out of 57 systems for the last 10 years. We have developed a solid investment strategy. LASERS' total asset value exceeds \$11 billion, the highest in the history of the System. Our returns have ranked in the top 13 percent, 20 percent, and 19 percent for the last five, seven, and 10 years, respectively.

Since LASERS was established in 1946, we have been committed to ensuring the soundness of our retirement plan and assisting our members as they transition into the retirement phase of their lives. Our members have devoted their careers to serving people in the state of Louisiana. This Strategic Plan will serve as the blueprint for providing our membership with the exceptional level of service they deserve.



## Executive Director's Message

A handwritten signature in black ink, appearing to read 'Cindy Rougeou', written in a cursive style.

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:**

- Prudent management of Trust assets
- Achieve and maintain top rankings for investment performance
- Achieve and maintain highest ratings for audit performance
- Hire and retain exceptional staff members that are aligned with the mission and vision of the agency

## 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
- Formulate a task force charged with developing an action plan and recommendations for reducing LASERS overall risk exposure relating to sensitive information. Action plan should be approved by June 30, 2015.



**Objective:**

**2.2** Efficient utilization of staff time and resources

**Performance Indicators:**

- Implement records management efficiencies
- Implement use of electronic systems that will enhance operations and reduce time spent on manual processes by staff
- Create staff-accessible portal where personnel functions can be completed and records are maintained electronically

## Agency Goal 3

### Offer exceptional customer service

**Objective:**

**3.1** Enhance, expand, and improve the customer service experience

**Performance Indicators:**

- Implement use of electronic data submission for top 10 LASERS forms through the Member Self-Service application by December 31, 2016.
- Formulate a task force to recommend enhanced features/options for members and LASERS to interact with one another by December 31, 2015.
- Initiate mechanism to determine best educational outreach practices and implement changes by December 31, 2015.



# 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>
Beverly Hodges	Undersecretary, Department of Natural Resources <i>Active Member</i>
William Kleinpeter	Judge, City Court of Port Allen <i>Active Member</i>
Janice Lansing	Chief Financial Officer, Office of Coastal Protection and Restoration <i>Active Member</i>
Lori Pierce	State Treasury Investment Officer, Office of the Treasurer <i>Active Member</i>
Kathy Singleton	Retired from the Department of Social Services <i>Retired Member</i>
Shannon Templet	Director of Human Resources, House of Representatives <i>Active Member</i>
Lorry Trotter	Retired from Louisiana State University <i>Retired Member</i>

## Ex Officio Members

Barrow Peacock	Chairman of the Senate Retirement Committee Louisiana State Senate
John Kennedy	State Treasurer of Louisiana
Jay Dardenne	Commissioner of Division of Administration
J. Kevin Pearson	Chairman of the House Retirement Committee Louisiana House of Representatives

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**Front row (l-r):**

Lori Pierce  
Beverly Hodges  
Lorry Trotter  
Virginia Burton  
Shannon Templet

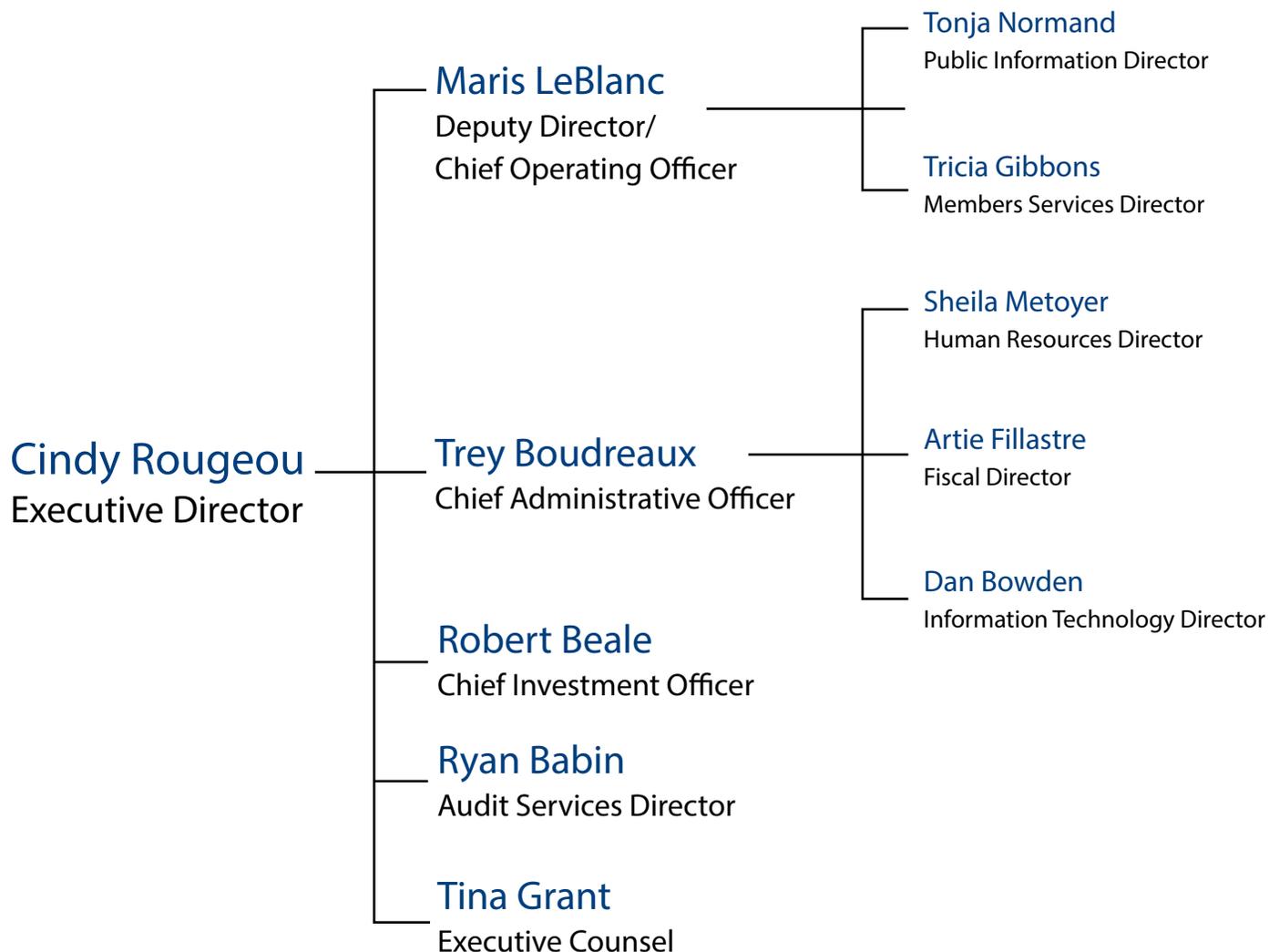
**Individual photos:**

Commissioner Jay Dardenne  
State Treasurer John Kennedy  
Senator Barrow Peacock  
Representative Kevin Pearson

**Back row (l-r):**

Kathy Singleton  
Judge William Kleinpeter (Board Chair)  
Thomas Bickham  
Janice Lansing (Vice Chair)

# Organizational Chart





# LASERS

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