



LEADING WITH PURPOSE AND A SHARED VISION

2023
2024
2025
2026

Brown Bag MEETING
Tuesday, December 21, 2023

OUR COMMITMENT

CURRENT (0-12 months) 2024

Strategic Objectives

Superior Member Experience

- Objective 1.1 – Member Experience Council
- Objective 1.4 – Enhance the Retiree Healthcare Experience

Innovation Through Technology

- Objective 2.1 – Implement Enterprise Business-Intelligence
- Objective 2.2 – Implement Enterprise Knowledge Management

Investing in People

- Objective 3.1 – LEAD Initiative
- Objective 3.3 – Improve and Simplify Hiring (*Fill Vacancies*)

Compliance and Enterprise Risk

- Objective 4.1 – Develop Enterprise Compliance & Ethics program

Fiscal Durability

- Objective 5.1 – Develop Organizational tools and controls to support Fiscal Responsibility
- Objective 5.2 – Support Investment Office (*Review and Rewrite LACERA Funding Policy*)

NEAR TERM (2-3 years) 2025 - 2026

Strategic Objectives

Superior Member Experience

- Objective 1.2 – Member Education Program
- Objective 1.3 – Develop Digital Strategy

Innovation Through Technology

- Objective 2.3 – Develop A.I strategy, tools, and policies

Investing in People

- Objective 3.2 – Develop Enterprise Training and Development Programs

Compliance and Enterprise Risk

- Objective 4.2 – Develop and Implement Enterprise Risk Management Framework

Fiscal Durability

- Objective 5.3 – Support RHC and OPEB trust

FUTURE (4-5 years) 2027 - 2028

Strategic Objectives

Superior Member Experience

Continued focus on objectives

Innovation Through Technology

Objective 2.3 (B) Examine and assess the use of Robotic Process Automation (RPA) throughout LACERA

Investing in People

Continued focus on objectives

Compliance and Enterprise Risk

Continued Focus on Objectives

Fiscal Durability

Continued focus on Objectives



Strategic Objectives: Sponsors and Leads



Superior Member Experience

Objective 1.1

LEAD: Tatiana Bayer

Executive Sponsor: JJ Popowich

Objective 1.4

LEAD: Tionna Fredericks

Executive Sponsor: JJ Popowich

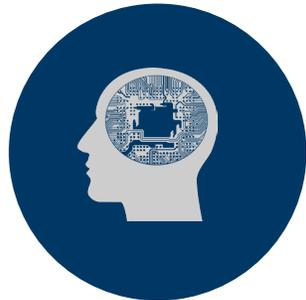


Compliance and Enterprise Risk

Objective 4.1

LEAD: Steve Rice and Allison Barrett

Executive Sponsor: Luis Lugo



Innovation Through Technology

Objective 2.1

LEAD: Kathy Delino

Executive Sponsor: Luis Lugo

Objective 2.2

LEAD: Eugenia Der

Executive Sponsor: JJ Popowich



Fiscal Durability

Objective 5.1

LEAD: Ricki Contreras

Executive Sponsor: Laura Guglielmo

Objective 5.2

LEAD: Vache Mahseredjian

Executive Sponsor: Luis Lugo



Investing in People

Objective 3.1

LEAD: Jasmine Bath

Executive Sponsor: Laura Guglielmo

Objective 3.3

LEAD: Carly Ntoya

Executive Sponsor: Laura Guglielmo



These nine strategic objectives will serve as our focus in the coming year, along with other strategic initiatives already underway



