

STRATEGIC PLAN OVERVIEW

FISCAL YEARS 2026-2030



Mission

MOSERS exists to advance the financial security of its members.

Vision

We endeavor to:

Exceed customer expectations

Educate stakeholders

Ensure sound investment practices

Encourage responsible funding of the plan through a commitment to Excellence Always.



Service Excellence

Strategic Result

Exceed member expectations by providing convenient access to accurate information and reliable service.

Initiatives

- Evaluate design of the defined benefit member education program.
- Research and evaluate options for contact center AI innovation.
- Propose legislation for automatic increase in MO Deferred Comp.

Operational Efficiency

Strategic Result

Improve how we work by maximizing available resources.

Initiatives

- Redesign investment due diligence process.
- Propose legislation for automatic contribution refunds less than \$1,000.
- Evaluate possible replacement of the content management solution.

Great Place to Work

Strategic Result

Employ a highly skilled, engaged, and professional workforce.

Initiatives

- Redesign new employee orientation program.
- Develop professional development program.
- Develop plan to relocate all staff in one location.