

LIVE VIRTUAL COMMITTEE MEETING

*The Committee meeting will be held following the Board of Retirement meeting scheduled prior.



TO VIEW VIA WEB



TO PROVIDE PUBLIC COMMENT

You may submit a request to speak during Public Comment or provide a written comment by emailing PublicComment@lacera.com. If you would like to remain anonymous at the meeting without stating your name, please let us know.

Attention: Public comment requests must be submitted via email to PublicComment@lacera.com.

LOS ANGELES COUNTY EMPLOYEES RETIREMENT ASSOCIATION
300 N. LAKE AVENUE, SUITE 650, PASADENA, CA

AGENDA

MEETING OF THE OPERATIONS OVERSIGHT COMMITTEE and BOARD OF RETIREMENT*

LOS ANGELES COUNTY EMPLOYEES RETIREMENT ASSOCIATION

**300 NORTH LAKE AVENUE, SUITE 810
PASADENA, CA 91101**

WEDNESDAY, SEPTEMBER 7, 2022 – 9:00 A.M.**

This meeting will be conducted by the Operations Oversight Committee by teleconference under California Government Code Section 54953(e).

Any person may view the meeting online at
<http://lacera.com/leadership/board-meetings>

*The Committee may take action on any item on the agenda,
and agenda items may be taken out of order.*

COMMITTEE MEMBERS:

Alan Bernstein, Chair
Herman B. Santos, Vice Chair
Keith Knox
Antonio Sanchez
JP Harris, Alternate

I. APPROVAL OF THE MINUTES

A. Approval of the minutes of the regular meeting of August 3, 2022

II. PUBLIC COMMENT

(Written Public Comment – You may submit written public comments by email to PublicComment@lacera.com. Correspondence will be made part of the official record of the meeting. Please submit your written public comments or documentation as soon as possible and up to the close of the meeting.

Verbal Public Comment – You may also request to address the Committee at PublicComment@lacera.com before and during the meeting at any time up to the end of the Public Comment item. We will contact you with information and instructions as to how to access the meeting as a speaker. If you would like to remain anonymous at the meeting without stating your name, please let us know.)

III. REPORTS

- A. LACERA Operations Briefing
Luis A. Lugo, Deputy Chief Executive Officer
JJ Popowich, Assistant Executive Officer
Laura Guglielmo, Assistant Executive Officer
(For Information Only)
- B. Disability Retirement Online Application Preview
Tamara Caldwell, Supervisor-Disability Retirement Services
Hernan Barrientos, Supervisor-Disability Retirement Services
(Presentation)
- C. Communications - My LACERA Walkthrough Video
Erika Heru, LACERA Creative Coordinator
(Presentation)
- D. Member Services Contact Center - My LACERA Support Queue
Kelly Puga, Contact Center Manager
Gerald Bucacao, Sr. Retirement Benefits Specialist
(Presentation)

IV. ITEMS FOR STAFF REVIEW

(This item summarizes requests and suggestions by individual trustees during the meeting for consideration by staff. These requests and suggestions do not constitute approval or formal action by the Board, which can only be made separately by motion on an agenda item at a future meeting.)

V. ITEMS FOR FUTURE AGENDAS

(This item provides an opportunity for trustees to identify items to be included on a future agenda as permitted under the Board's Regulations.)

VI. GOOD OF THE ORDER

(For information purposes only)

VII. EXECUTIVE SESSION

- A. Potential Threats to Public Services or Facilities (Pursuant to Subdivision (a) of California Government Code Section 54957)

Consultation with: LACERA Chief Executive Officer Santos H. Kreimann, Deputy Chief Executive Officer Luis Lugo, Systems Division Interim Manager Kathy Delino, Chief Information Security Officer Bob Schlotfeldt, and Other LACERA Staff.

VIII. ADJOURNMENT

***The Board of Retirement has adopted a policy permitting any member of the Board to attend a standing committee meeting open to the public. In the event five or more members of the Board of Retirement (including members appointed to the Committee) are in attendance, the meeting shall constitute a joint meeting of the Committee and the Board of Retirement. Members of the Board of Retirement who are not members of the Committee may attend and participate in a meeting of a Board Committee but may not vote on any matter discussed at the meeting. The only action the Committee may take at the meeting is approval of a recommendation to take further action at a subsequent meeting of the Board.**

****Although the meeting is scheduled for 9:00 a.m., it can start anytime thereafter, depending on the length of the Board of Retirement meeting preceding it. Please be on call.**

Any documents subject to public disclosure that relate to an agenda item for an open session of the Committee, that are distributed to members of the Committee less than 72 hours prior to the meeting, will be available for public inspection at the time they are distributed to a majority of the Committee, at LACERA's offices at 300 North Lake Avenue, Suite 820, Pasadena, California during normal business hours from 9:00 a.m. to 5:00 p.m. Monday through Friday.

Requests for reasonable modification or accommodation of the telephone public access and Public Comments procedures stated in this agenda from individuals with disabilities, consistent with the Americans with Disabilities Act of 1990, may call the Board Offices at (626) 564-6000, Ext. 4401/4402 from 8:30 a.m. to 5:00 p.m. Monday through Friday or email PublicComment@lacera.com, but no later than 48 hours prior to the time the meeting is to commence.

MINUTES OF THE MEETING OF THE
OPERATIONS OVERSIGHT COMMITTEE
and
BOARD OF RETIREMENT*

LOS ANGELES COUNTY EMPLOYEES RETIREMENT ASSOCIATION

GATEWAY PLAZA - 300 N. LAKE AVENUE, SUITE 810, PASADENA, CA 91101

WEDNESDAY, AUGUST 3, 2022, 11:25 A.M. – 11:57 A.M.

This meeting was conducted by the Operations Oversight Committee by teleconference under the Governor's Executive Order No. N-29-20.

COMMITTEE MEMBERS

PRESENT: Herman B. Santos, Vice Chair
Keith Knox
Antonio Sanchez
JP Harris, Alternate

ABSENT: Alan Bernstein, Chair

ALSO ATTENDING:

BOARD MEMBERS AT LARGE

Vivian H. Gray
Les Robbins

STAFF, ADVISORS, PARTICIPANTS

Santos H. Kreimann, Chief Executive Officer
Luis Lugo, Deputy Chief Executive Officer
JJ Popowich, Assistant Executive Officer
Laura Guglielmo, Assistant Executive Officer
Steven P. Rice, Chief Counsel
Richard Bendall, Chief Audit Executive
Bob Schlotfeldt, CISO
Kathy Delino, Interim Chief Information Technology Officer
James Beasley, Supervising Administrative Assistant, Admin Services
Roberta Van Nortrick, Acting Division Manager, Admin Services
Gabriel Tafoya, Internal Audit

The meeting was called to order by Vice Chair Santos at 11:25 a.m. Due to the absence of Chair Bernstein, Mr. Santos announced that Mr. Harris, as the alternate, would be a voting member of the Committee.

I. APPROVAL OF THE MINUTES

A. Approval of the minutes of the regular meeting of July 6, 2022

Mr. Harris made a motion, Mr. Knox seconded, to approve the minutes of the regular meeting of July 6, 2022. The motion passed unanimously.

II. PUBLIC COMMENT

III. REPORTS

A. LACERA Operations Briefing

Luis Lugo, Deputy Chief Executive Officer

JJ Popowich, Assistant Executive Officers

Laura Guglielmo, Assistant Executive Officer

The Executive team presented the monthly briefing on projects and initiatives within LACERA's Operations and Administration, including Strategic Plan, CEO's 100 Day Report, Member Operations Group (MOG), and Business Services Group (BSG).

➤ Public Records Request Update

➤ Report of Felony Forfeiture Cases Processed

B. Business Insurance Renewal Summary Update

James C. Beasley, Jr., Supervising Administrative Assistant

Mr. Beasley was present to answer questions from the Committee.

IV. ITEMS FOR STAFF REVIEW

There was nothing to report

V. GOOD OF THE ORDER

(For information purposes only)

VI. EXECUTIVE SESSION

A. Potential Threats to Public Services or Facilities (Pursuant to Subdivision (a) of California Government Code Section 54957)

Consultation re. External Network Penetration Testing and Social Engineering Assessment with: Kevin Villanueva, Moss Adams Cybersecurity Consulting Partner, LACERA Chief Audit Executive Richard P. Bendall, LACERA Chief Executive Officer Santos H. Kreimann, Deputy Chief Executive Officer Luis Lugo, Systems Division Interim Manager Kathy Delino, Chief Information Security Officer Bob Schlotfeld, and Other LACERA Staff.

VII. ADJOURNMENT

The meeting adjourned at 11:57 a.m.

***The Board of Retirement has adopted a policy permitting any member of the Board to attend a standing committee meeting open to the public. In the event five or more members of the Board of Retirement (including members appointed to the Committee) are in attendance, the meeting shall constitute a joint meeting of the Committee and the Board of Retirement. Members of the Board of Retirement who are not members of the Committee may attend and participate in a meeting of a Board Committee but may not vote on any matter discussed at the meeting. The only action the Committee may take at the meeting is approval of a recommendation to take further action at a subsequent meeting of the Board.**

FOR INFORMATION ONLY



Operations Briefing Report

September 7, 2022





We continue to work on the new report format and continue to look forward to Trustee feedback on the type of data they would like to see and the format. We have carried over the overview of how the report is structured to provide a review as everyone becomes more familiar with the report.

We have divided the report into four distinct sections, beginning with a general highlight section where we share narratives of projects or operational issues that we feel need highlighted attention. For example, over the last few months we have provided updates on our annual “March Madness” season.

The remaining sections are designed to provide an “at-a-glance” update on projects and initiatives the organization is working on. Each section is divided into the categories listed below to make it easier for you to quickly see what has changed, what has not, and what is completed. For this month’s report, we have assigned a color scheme to each section so that as you scroll through the report you will be able to easily identify which of the sections listed below you are in. We have alphabetized each section by project title to make it easier for Trustees to home in on a specific project of interest:

- **New and Updated Information**
- **Existing Projects/Initiatives: No New Updates**
- **Completed Projects/Initiatives**

Each “at-a-glance” section provides a summary of information so Trustees can quickly understand the project and its status. This includes the following fields:

Project/Issue Title – Brief Description:

- **Type:** Each project has been assigned a type (Strategic Plan, CEO (for CEO’s 100 Day Report), MOG (Member Operations Group projects), and BSG (for Business Services Group projects).
- **Start and Target Date:** When the project started and its expected target date for completion.
- **Project Lead(s):** We have added a new information point to describe the project lead for that specific project.
- **Color coded status section** to indicate quickly where we are on the project.
- **A brief annotated notes section** to provide more detail on the status of the project.



This is a work in progress, and Trustees may note some information has yet to be filled in (i.e., start and target dates for some of the projects). We will be adding this information as we continue to update the report. We look forward to your input.

Status Indicator Note		
Color coded statuses for a quick at-a-glance indicator to tell you how the project is proceeding.		
On Schedule	Delayed	Pushed Back
(The project is on schedule and the team intends to meet the stated target date)	(The project is slightly delayed. The team does expect a one to two month slip in meeting the target date. Management is more actively watching the progress of these projects)	(The project has been impacted by a significant obstacle or has been suspended due to emergent priorities. Management is actively discussing remedial steps or has a plan waiting to be implemented)

• New and Updated Information

This portion of the Operations Briefing will detail projects and initiatives that are new or have updated statuses.

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Financial Accounting Services Division	January 2021	December 2022
	Project Lead(s): Ted Granger			
Actuarial Valuation Reports – Retirement Fund: 2022 Retirement Benefits – Investigation of Experience (Experience Study) The Government Code requires that valuations of the Retirement Fund (Pension Plan) be performed at least once every three years. The Board of	On Schedule			
	Retirement benefits actuarial projects for the 2022 reporting cycle are in progress. For June 30, 2022, Milliman will complete an investigation of experience, which is required by CERL to be conducted every three years to review the retirement benefit economic and demographic assumptions and recommend changes. Changes in the assumptions will impact the actuarial valuation results and employer and employee contribution rates.			



<p>Investments' 2013 Retirement Benefit Funding Policy requires valuations be completed annually. These reports are prepared to determine employer and employee contribution rates and to measure the funded status of the Pension Plan. In addition, the valuation report provides information used to prepare the Governmental Accounting Standards Board (GASB) Statement Number 68, financial statement reports. Plan Sponsors use the GASB reports to obtain information required for their financial statement disclosures.</p>	<p>Milliman began as a series of presentations to the Board of Investments (BOI) in August when they completed an “educational session” for the Trustees. The information included a high-level discussion of actuarial concepts, methods, and assumptions so Trustees are better informed for the upcoming investigation of experience process requiring Trustee input and decisions.</p> <p>Milliman will make three (3) presentations to the BOI this fall to review and determine the June 30, 2022, actuarial assumptions and methods. In addition, fiduciary counsel will make a presentation at the BOI meeting in October to underscore the importance of this process. The series of meetings are meant to provide the information necessary which will facilitate discussions as Trustees make decisions. Milliman's October 2022 presentation will focus on economic assumptions.</p>
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Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Financial Accounting Services Division	July 2022	August 2023
	Project Lead(s): Ted Granger			
	On Schedule			
<p>Actuarial Valuation Reports: OPEB:</p> <p>The retiree healthcare (RHC) program administered by LACERA on behalf of Los Angeles County includes retiree healthcare benefits such as medical and dental insurance plans and death benefits. GASB refers to these benefits as Other Post-Employment Benefits (OPEB) for financial reporting. GASB</p>	<p><u>2022 OPEB – Annual Valuation</u></p> <p>The July 1, 2022, OPEB Valuation Report is in progress. Milliman sent over, and LACERA staff are in the process of completing, the annual information request. Systems is preparing the year-end member census data file that will be transmitted to Milliman. LACERA will prepare a project timeline and Milliman has started their preliminary data analysis. Milliman will present the final Valuation Report to the Board of Retirement in August 2023.</p>			



Statement Number 75 prescribes financial statement reporting standards for OPEB programs. Actuarial valuations are prepared annually for Los Angeles County and LACERA's Board of Retirement to make funding decisions and to provide the information for the GASB 75 report which is used for employer financial statement reporting.

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	MOG	Benefits	08/01/2020	TBD
Project Lead(s): Shonita Peterson				
On Schedule				
Alameda Decision Implementation: In 2020, the California Supreme Court issued its decision in the Alameda County Deputy Sheriff's Association v. Alameda County Employees Retirement Association ("Alameda"), challenging the constitutionality of changes passed in 2013 Assembly Bill 197, which amended the definition of compensation earnable, specifically, excluding pay items previously included such as unused vacation, termination pay, in-kind payments, and payments for services rendered outside of normal working hours. The Court upheld the constitutionality of	Since the project start, staff have updated the salaries for 4,176 members to exclude Standby Pay and computed the contributions on earnings that occurred on or after January 1, 2013. Of those, 3,013 were actively employed, but only 2,284 had overpaid contributions. Since Active members cannot receive a refund while in service, LACERA suspended future contributions beginning with the March 30, 2022, salary (paid on April 15, 2022) through the point each member's balance had been depleted. Staff mailed 1,000 letters to the active members on February 11, 2022, and the remaining 1,084 letters on February 25, 2022. A split mailing was used to prevent overwhelming the Member Services Call Center. Subsequently, staff identified 149 deferred and inactive members, most of whom were entitled to a refund. Staff issued 132 checks to those members entitled to a refund. The balance of seventeen were not owed a refund. The Systems Division developed programming to remove the Standby pay code earnings for all retirees who retired on or after January 1, 2013 and recalculated			



the Legislature's actions. In 2021, the Legal Office notified the Board of Retirement that it had completed an initial review of LACERA legacy pay codes and determined that Standby Pay did not meet the expanded understanding of compensation earnable because of the Alameda Case.

their FAC earnings once the pay codes were removed. Per the BOR approval, these members were subject to having their benefits adjusted prospectively from August 30, 2020, following the court's decision.

Beginning May 24, 2022, LACERA notified 710 members via email that their monthly benefit allowance will be reduced effective July 31, 2022. Of these, 405 members were notified that due to the retroactive deduction of benefits to the August 2020 monthly allowance, they have been overpaid and will be required to repay the overpaid benefits. Members will be given the option to repay by lump sum, or via deductions from their benefits over a period of time (including financing interest). The remaining 305 retirees were mailed a refund check for the overpaid retirement contributions that exceeded the overpaid retirement benefit. An additional fifty-six members with Standby Pay neither have a refund nor a benefit change due to the timing of their standby pay, while a Plan E member, or having a 30-year cancellation.

The team working on this project have identified five groups of members who will be impacted by this project. The number of cases reported last month had not included members with contracts that will also need to be adjusted, and the number of retired and deceased cases were corrected, which changes the overall number of cases from 4,176 to 4,220. We have created the chart below to keep you up to date on the progress of the project.



	Alameda Project Status		Current Report 8/27/2022	
	Row Labels (Type, Status, Detail, Outstanding)	Count		%
	Pending Notification (Staff Reviewing and Processing)	251	5.9%	
	Active Retired Deferred/Inactive Deceased Other Withdrawn	048	01.1%	
		152	3.6%	
		0	0.0%	
		51	1.2%	
		0	0.0%	
	0	0.0%		
	Completed	3,969	94.1%	
	Active Retired Deferred/Inactive Deceased Withdrawn	2965	70.3%	
		743	17.6%	
		149	3.5%	
		0	0.0%	
		56	1.3%	
Not affected	56	1.3%		
Grand Total	4,220	100%		



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	MOG	Executive (MOG)	06/01/2022	09/16/2022
Project Lead(s): JJ Popowich, Cookie Jaranilla (PM)				
On Schedule				
Call Center Improvements: Phase I – Call Wait Time – Call Back: Phase I focuses on implementing a call back request feature to allow members on hold to request a call back between the hours of 10-3. Additionally, this phase will include the ability to announce call wait times.	The team continues to focus on implementing the ability for members to elect a call back and to have accurate wait times announced. During August LACERA negotiated a SOW with AWS, our call center provider. AWS and LACERA held our “official” project kickoff meeting on August 25 th . However, both the AWS and LACERA team had already been working on this since the SOW was signed. The AWS and LACERA teams meet several times a week as they work towards implementing these features. The team expects to be able to go live towards the end of September.			

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	MOG	Executive (MOG)	06/01/2022	09/19/2022
Project Lead(s): JJ Popowich, Cookie Jaranilla (PM)				
Delayed				
Call Center Improvements: Phase II – Voice Authentication – AI Assisted Validation Using AWS voice chat and voice authentication services to validate a member/survivor prior to speaking to a Specialist.	Our contact center service provider, AWS, offers two services which we have identified as possible member experience enhancements that will help further reduce call center wait times by reducing call duration. Members calling LACERA must pass a Basic Validation to allow us to access a member’s account, and then a Secure Validation before we can discuss their account in detail or make changes. AWS has an AI voice chat function which we believe can be used to interact with the member before talking to a Specialist and complete both validation steps. If successful we can reduce call duration by 1-2 minutes per call. Additionally, if fully integrated we would be able to personalize the call. Additionally, AWS offers a voice authentication service which can be used to validate callers by voice. Members who have opted into this service would be			



	<p>recognized and validated by AWS and able to bypass the validation process. This would be offered to members as an option upon completing a Secure Validation process.</p> <p>We have changed the status on Phase II due to the complexity of the project. This allowed us to separate this phase into a separate SOW that is being finalized soon. This facilitated a focus on the Call Back phase.</p>
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Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	MOG	Executive (MOG)	06/01/2022	TBD
	Project Lead(s): JJ Popowich, Cookie Jaranilla (PM)			
Call Center Improvements: Phase III – Holiday Scheduling Automation	On Schedule			
Automates the scheduling of holidays for the call centers, eliminating the risk of human error and accidentally opening the call center on a holiday with no staff.	Currently the Systems team has to manually turn on the holiday messaging and voicemail boxes. This phase will allow them to pre-set holidays.			
	Phase III is included in the SOW finalized in August. This feature will be implemented after the Call Back and Wait-Time announcement features are in production.			

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	MOG	Executive (MOG)	06/01/2022	TBD
	Project Lead(s): JJ Popowich, Cookie Jaranilla (PM)			
Call Center Improvements: Phase IV – Emergency Access Console	On Schedule			
Provide ability to enable/disable an emergency announcement for each respective queue MS or RHC when all agents are logged out as well as during specified date/time range as may be set.	Phase IV is included in the SOW finalized in August. This feature will be implemented after the Call Back and Wait-Time announcement features are in production. It will likely be activated at the same time as we activate Phase III.			



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	MOG	Executive (MOG)	06/01/2022	TBD
Project Lead(s): JJ Popowich, Cookie Jaranilla (PM)				
On Schedule				
Call Center Improvements: Phase V – After Call Service Survey Members will be provided the chance to complete an “after-call” survey for Call Center interactions.	Phase V was added to the SOW finalized in August. This feature will be implemented after the Call Back and Wait-Time announcement features are in production. Call Center surveys are a key component of the Call Center KPI. This allows us to gain insight into the member experience. This feature was added to the current enhancement projects because we felt it was critical to gain member feedback on the changes we are making to the Call Center, which include the call back feature as well as introduction of the My LACERA Support queue.			

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	Strategic	Executive (MOG/BSG)	08/24/2022	12/31/2022
Project Lead(s): JJ Popowich, Luis A. Lugo, & Iveta Brecko (PM)				
On Schedule				
Case Management Project: Phase I: Implement a case management system that will improve efficiency in processing member requests, provide accurate status and data collection for metrics, and improve the member experience.	In May, the BOR approved LACERA’s recommended vendor, Eccentex, to partner with LACERA to develop our Case Management System. Eccentex was selected after an extensive review of thirteen vendor proposals received from our RFP. The team has been working with Eccentex to finalize the Statement of Work and the contract to cover Phase I of the project (focusing on Disability Retirement Services, Disability Litigation processes, and the Benefits First Payment Process). Both the SOW and the contract are near completion, and we expect to sign both by the end of July or first half of August. Upon signing we expect to begin scheduling the development and implementation with a tentative start date of September 2022.			



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	MOG	Benefits	04/01/2021	12/31/2022
Project Lead(s): Carlos Barrios				
COLA Bank Retroactive Changes: In April of 2021, the Board of Retirement approved corrections to the COLA Accumulation Bank, which involved making retroactive corrections, recalculating benefit allowance amounts, and paying members retroactive benefits due to a discrepancy discovered in the COLA Accumulation	Delayed			
	<p>The project was broken down into five phases based on the complexity of the calculations needed to pay retroactive benefits to members.</p> <p>Phase I-IV: As of the date of this report, LACERA has paid out just over \$3.8 million in retroactive COLA earnings. Of the 9,672 members and survivors impacted, 8,178 accounts have been systematically resolved, which represents all members and survivors currently in a payment status.</p> <p>The fourth phase of the project, which requires manually calculating the retroactive benefits, includes 1,494 cases in a payment status. The manual phase of the project began in December 2021. Staff have manually calculated COLAs for 455 members and payments were issued in March and May of 2022.</p> <p>Phase V: The final phase involves deceased members with no survivors currently receiving benefits. This phase requires research to identify the appropriate beneficiary(ies) or estates to pay the retroactive benefits that were due to the deceased member. This phase is currently delayed while we focus on the Alameda Decision Implementation.</p> <p>Systems and Benefits have been reviewing the root cause for the manual processing and developing plans for redesigning some portions of our pension administration system to help alleviate the need for processing for future projects.</p> <p>The number of cases reported as completed last month was incorrect and has been corrected for this month.</p>			



COLA Bank: Retroactive Payment Project			
Status (As of 05/20/22)	Number	Percentage	
Completed	8,510	88%	
In-Process	1,162	12%	
Grand Total	9,672	100%	

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Executive (BSG)	03/01/2022	08/01/22
Project Lead: Laura Guglielmo, Budget Team, and Cookie Jaranilla (PM)				
Enterprise Budget Application:	Delayed			
Per a recommendation by Budget staff to the Operations Oversight Committee (OOC) on March 2, 2022, authorized a RFP for software and professional services to procure, configure, and implement an enterprise budget application for the Budget Unit in the Administrative Services Division. The RFP was published on LACERA.com on March 7, 2022.	On April 14, 2022, LACERA received proposals from nine vendors. LACERA's evaluation team, with guidance from the consultant, reviewed all the proposals and based on the ratings, narrowed down the list to the top two vendors. The finalists have been invited to demonstrate their solutions following a detailed proof of capabilities script. These demonstrations were completed in July. The final vendor has been identified by the selection team, and a recommendation will be made to the Board of Retirement for its consideration in October 2022.			

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Administrative Services	03/01/2022	3/01/2023
Project Lead(s): James Beasley & Michael Dozier (PM)				
Enterprise Contract Lifecycle Management (ECLM) Solution:	On Schedule			
	On April 4, 2022, LACERA received proposals from nine vendors. LACERA's evaluation team reviewed all RFPs and selected five vendors as finalists. These			



Pursuant to a recommendation by Administrative Services staff, the Operations Oversight Committee (OOC) on March 2, 2022, authorized a Request for Proposal (RFP) for software and consulting services to procure, configure, customize, and implement an ECLM system, which was published on LACERA.com on March 4, 2022.

finalists demonstrated their solutions to the team. A final vendor has been identified and a recommendation to the Board of Retirement is scheduled for consideration at the September 2022 Board Meeting.

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Administrative Services	July 2022	October 2022
Annual Insurance Renewal – Phase II: After the Insurance Team’s completion of a successful solicitation, the BOR approved the replacement of LACERA’s current insurance brokerage firm. Alliant Insurance Services, Inc. (Alliant) was selected as the Broker of Record for LACERA effective April 29, 2022.	Project Lead(s): James Beasley			
	On Schedule			
	LACERA’s Broker of Record, Alliant Insurance Services, Inc., has obtained quotes and is binding policies with carriers for the October 9 th insurance renewal period. The Insurance Renewal Team and Broker are scheduled to provide recommendations for the Fiduciary Liability, Cyber Liability, and Crime Protection insurance policy selections at the September Board of Retirement meeting.			



Project / Issue Title	Type	Project Sponsor	Start Date	Target Date
Brief Description	Strategic	Executive (MOG)	01/01/2013	12/31/2022
Project Lead(s): JJ Popowich & Lynn Francisco				
PEPRA Implementation: FAC Issue:				
Pushed Back				
<p>The team focusing on this project have been working with the County Auditor-Controller to find a way to automatically filter out the non-pensionable compensation items. The team believes it has made progress on filtering out most of the non-pensionable compensation items.</p> <p>The team continues to work with the AC to address pay code changes that occur mid-pay period, which are not filtered out. The team met with the AC in late June and the AC committed to providing a test file by July 15th. The test file was delivered in mid-August. Systems and QA have begun the testing process to determine if the file addresses our concerns and allows us to accurately calculate the FAC. If testing is successful, we will work with the AC to get this data retroactively to at least 2014.</p>				

Project / Issue Title	Type	Project Sponsor	Start Date	Target Date
Brief Description	Strategic	Executive (MOG)	03/03/2022	11/15/2022
Project Lead(s): Bonnie Nolley/Linda El-Farra				
OneMeeting (PrimeGov) Implementation:				
On Schedule				
<p>The Board of Retirement approved a more effective meeting management tool to help streamline the planning and conducting of Board/Committee meetings while improving transparency and public access.</p> <p>Staff is working with the vendor in developing workflows and solutions for the processes currently being done manually. User testing has begun around user item permissions and workflows. In the upcoming months, staff will provide an OOC presentation and create a Trustee Focus Group in order to share progress and obtain user feedback.</p>				



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	Strategic	Disability Retirement Services (MOG)	May 4, 2021	February 23, 2023
Project Lead(s): Tamara Caldwell & Kathy Delino				
On-Schedule				
On-Line Disability Retirement Application: To facilitate member self-service, improve the member experience, and streamline the intake of disability retirement applications, the Systems Division has been working jointly with the Disability Retirement Division to develop an on-line disability retirement application on My LACERA.	<p>The initial design and construction of the new disability retirement application (DRA) has been completed. DRS completed a round of end-user tests and Communications conducted a comprehensive review of the application content and language to ensure alignment with all DRS collateral and LACERA.com references to the disability retirement process. Based on feedback, moderate design changes and minor language revisions have been completed.</p> <p>The team partnered with the Benefits Project Management Group (PMG) to assist with developing a project plan and staff training modules in preparation for a soft launch of the new application. PMG worked with member-facing divisions such as Member Services, Call Center and DRS staff to obtain a clear understanding of roles and responsibilities and the resources needed to support the online application as we anticipate an increase in member call volume. Disability Retirement Services will conduct six training sessions with Member Services/Call Center staff to provide a disability retirement process refresher the week of August 22, 2022. PMG will follow with technical training focusing on the navigation and functional features of the online application.</p> <p>A presentation and live preview of the online application will be provided to OCC on September 7, 2022, with the soft launch scheduled for the evening of September 7, 2022.</p>			



Project / Issue Title	Type	Project Sponsor	Start Date	Target Date
Brief Description	Strategic	Executive (MOG)		TBD
	Project Lead(s): Allan Cochran & Vanessa Gonzalez			
Retirement Estimate Redesign:	Pushed Back			
A legacy strategic plan goal to redesign the retirement estimate and election form as a retirement prospectus designed to provide members with all the information they need to make an informed decision about their retirement.	The initial redesign work is complete, and the next phase of this process is to beta test the concept with actual members. The team has been discussing plans to beta test the new format. However, due to recent changes in the status of in-person meetings this has been placed on hold again.			

Project / Issue Title	Type	Project Sponsor	Start Date	Target Date
Brief Description	RHC	Executive Office	March 2021	TBD
	Project Lead(s): Santos H. Kreimann & Luis A. Lugo			
Retiree Healthcare Administration: Lifetime Maximum Benefit Project:	Delayed			
	The County CEO's Office has provided LACERA their actuary's response to our \$1 million Lifetime Maximum Benefit (LMB) analysis. LACERA's healthcare consultant (Segal) and actuary (Milliman) have reviewed the report and briefed LACERA staff on the key areas of disagreement. On June 10, 2022, LACERA staff held a meeting with the County CEO's office and their actuarial consultant, Cheiron. LACERA's healthcare consultant (Segal) presented their analysis and findings as a follow-up to Cheiron's report. The County CEO's office will have an internal discussion and will reengage LACERA on next steps, which will be geared towards discussing potential solutions in addressing the \$1 million LMB.			



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	Strategic	Executive (MOG)	07/01/2022	12/31/2022
Tax Table Changes for 2022: New Tax Withholding Form The IRS published updated tax tables for 2022 which became effective January 1, 2022. The IRS finalized a revised Federal Withholding Certificate for Pension & Annuity Recipients (commonly referred to as a W-4P tax withholding form), in early 2022. The IRS is not requiring the new form be used until the 2023 tax year.	Project Lead(s): Kevin Hawkins			
	On Schedule			
	Earlier this year, the Project Management Group worked with tax counsel to understand the intricacies of the changes to the W-4P tax withholding forms for 2022.			
	LACERA.com was updated with an announcement that the new tables may cause a slight change to some member's net benefit amount. We are also advising members that we will continue to use and support the current version of the W-4P form and will not accept any 2022 forms submitted. We posted a Q & A section on LACERA.com (also accessible through My LACERA) to explain how LACERA is adjusting the new withholding guidance. One important and reassuring note: Members who have already started receiving their benefit payments from LACERA through 2023, will not be required to file a new form if they wish to keep their current preferences. The team is working on a communication campaign which will launch as we get closer to year end to ensure members have adequate information to make 2023 tax elections.			
	On August 4, 2022, we held a project kickoff meeting to review the project charter, formalize our project plan and responsibilities and assign work. The team has been hard at work developing the first drafts of the new W-4P tax form. Additionally, Systems is working on programming required to support the new tax withholding election rules to allow staff to update elections in Workspace and members to make changes through My LACERA. Our goal is to be able to release access to the new forms by November 2022 to accommodate the first of the year retirement elections. We will continue to keep the Trustees updated on our progress.			



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Executive (BSG)	October 2021	June 2023
	Project Lead(s): Laura Guglielmo, Ted Granger, & Cookie Jaranilla			
Travel/Expense/P2P Software: LACERA has procured “Certify” software created by Emburse, an accounts payable automation and expense management provider.	Pushed Back			
	<u>Travel and Expense Module</u> Staff has implemented a soft pause for the Certify travel and expense report management software. There are some internal processes that require additional review and consideration. Staff is using Microsoft SmartSheets to implement the travel and training approval processes. Systems is in the process of developing Smartsheet solutions for Human Resources’ Training and Employee Development unit that will be synchronized with the travel software implementation. In addition, staff needs to devote additional time to reviewing the travel booking software provided through Certify which includes understanding hidden fees and how to apply the tool for group events. <u>Accounts Payable Module</u> Staff shifted focus to Certify’s accounts payable “core” tool. The accounts payable module includes a streamlined procurement and payables process that leverages optimized character recognition to reduce manual data entry. With Certify, LACERA may also make payments via ACH or virtual credit cards to vendors. Staff developed process flowcharts and will present them to Certify to establish and optimize LACERA’s processes within the software workflow. In addition, staff is helping Certify initiate the software by establishing users, vendors, electronic payment methods, and developing approval processes. Throughout this process, staff will continue to evaluate the software product to ensure it meets LACERA’s needs and requirements. This project strategically aligns with Systems’ goal of upgrading the technology of the organization and will replace the manual process with the latest technology.			



- Existing Projects/Initiatives: No New Updates

This portion of the Operations Briefing will detail on-going projects that have no current changes in status.

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Financial Accounting Services Division	May 2022	December 2022
Annual Financial Statement Preparation and Audit: Government code sections require that LACERA prepare annual financial statements including footnotes and disclosures, obtain an external audit opinion of those statements, and transmit these reports to the Los Angeles County Board of Supervisors within six-months following the fiscal year end.	Project Lead(s): Ted Granger			
	On Schedule			
	Staff kicked off the June 30, 2022, financial statement reporting season. Plante Moran, LACERA's external financial statement auditor, completed their interim fieldwork in May with audit testing focused on member data and benefit calculations. LACERA staff began the annual financial closing process and completed preliminary work to start preparing the fiscal year-end financial statements. During the last month, LACERA staff received information requests from various LACERA Divisions, held internal FASD team meetings including some with Plante Moran, and met with the Investment Office regularly. FASD staff completed the "hard close" and will continue preparing the financial statements. Although not all investment manager statements were received by the deadline, there may be an adjustment to the hard close results. Plante Moran will conduct detailed investment and accounting testing beginning August 29 and continue through September and October. LACERA is on track to complete and submit audited financial statements to the County by the October 31 deadline.			



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	Strategic	Executive (MOG)	01/01/2013	TBD
Project Lead(s): Cynthia Martinez				
PEPRA Implementation: Annual Benefit Statement LACERA does not currently offer an Annual Benefit Statement (ABS) for PEPRA members.	Delayed			
	LACERA is unable to generate a PEPRA member ABS until we can accurately, automatically, calculate a member's FAC. This project is on hold until the FAC issue is resolved.			

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	Operations	Executive (MOG)	June 2021	TBD
Project Lead(s): JJ Popowich				
Retroactive Payroll Adjustments: Prospective Correction The Auditor-Controller is responsible for collecting contributions on all compensation earnable and pensionable earnings compensation at the time of payment. For many years the AC has not been collecting contributions on retroactive payroll adjustments. In 2021, the AC made changes to their programming to take deductions at the time of payment. However, there are still some situations where these contributions are not being collected.	Delayed			
	Following the AC's programming change, LACERA implemented a testing regimen to ensure that the contributions were being deducted as expected. In August, the AC notified LACERA that they were adjusting the time frame that they would be withholding contributions for retroactive adjustments to 60 months (from the current 99 months). All retroactive earnings paid for pay periods more than 60 months in arrears would no longer have contributions deducted from them. This change was made by the County due to excessive degradation in their payroll system's performance. We met with the AC's team to discuss collection of contributions for adjustments more than 60 months old. A few ideas were generated from the meeting, and we will continue to work with them to develop a procedure that both the County and LACERA can support.			



• Completed Projects/Initiatives

This portion of the Operations Briefing will detail projects and initiatives that have been completed during the Fiscal Year (beginning on or after May 2022).

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Financial Accounting Services Division	July 2022	August 2023
Project Lead(s): Ted Granger				
Completed				
Actuarial Valuation Reports: OPEB: The retiree healthcare (RHC) program administered by LACERA on behalf of Los Angeles County includes retiree healthcare benefits such as medical and dental insurance plans and death benefits. GASB refers to these benefits as Other Post-Employment Benefits (OPEB) for financial reporting. GASB Statement Number 75 prescribes financial statement reporting standards for OPEB programs. Actuarial valuations are prepared annually for Los Angeles County and LACERA's Board of Retirement to make funding decisions and to provide the information for the GASB 75 report which is used for employer financial statement reporting.	<u>2021 OPEB – Annual Valuation</u> The July 1, 2021, OPEB Valuation Report is complete. Milliman will present the final Valuation Report to the Board of Retirement in August. Milliman will address the LACERA OPEB liability and discuss LACERA's funding progress and any potential funding strategies should the Board want to consider. This is now complete.			



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Financial Accounting Services Division	January 2021	June 2022
Actuarial Valuation Reports – Retirement Fund: 2022 Retirement Benefits - Risk Assessment	Project Lead(s): Ted Granger			
	Completed			
	Milliman prepared the 2022 Annual Risk Assessment report based upon the most recent completed valuation report and presented a final report to the Board of Investments (BOI) at their June meeting.			

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Administrative Services	April 2022	June 2022
Annual Insurance Renewal – Phase I: After the Insurance Team’s completion of a successful solicitation, the BOR approved the replacement of LACERA’s current insurance brokerage firm. Alliant Insurance Services, Inc. (Alliant) was selected as the new Broker of Record for LACERA effective April 29, 2022.	Project Lead(s): James Beasley			
	Completed			
	LACERA’s new Broker of Record, Alliant Services, Inc., has obtained quotes and is binding policies with carriers for the June 30 th insurance renewal period. The Insurance Renewal Team and brokers provided an update on the insurance policy selection at the August Operations Oversight Committee meeting.			



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Executive (BSG)	January 2022	August 2022
	Project Lead(s): Jude Perez & Esmeralda Del Bosque			
Custodian Bank Search: In accordance with LACERA’s Pro- curement Policy, vendor contracts for investment and custodian banking ser- vices must be re-bid every ten years. LACERA’s current custodian bank, State Street Bank, was hired in July 2013.	Completed			
	The Board of Investments approved the minimum qualifications at their Decem- ber meeting. The Investment Office finalized and released the Request for Pro- posal (RFP) in January with proposals due at the end of March. Financial Ac- counting Services Division and other LACERA staff are evaluating the infor- mation received and conducting due diligence. In June, LACERA staff conducted an on-site visit at State Street’s Sacramento offices and expects to provide a recommendation to the Board of Investments in August. The Board of Invest- ments approved the staff recommendation to retain State Street Bank. Staff is working with the Legal Office to negotiate and finalize the contract.			

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Executive (BSG)	01/2021	06/2022
Enterprise Wi-Fi Project: Approved in the Fiscal Year 2020-21 budget adjustments by the BOR, the Systems Division is currently installing an enterprise Wi-Fi network.	Project Lead(s): Summy Voong			
	Completed			
	All fiber, cables, access points, and switches have been installed on all LACERA floors and five segmented networks have been configured and tested. The Systems Division will deploy the final segmented network to on-site staff on August 1, 2022.			



Project / Issue Title	Type	Project Sponsor	Start Date	Target Date
Brief Description	MOG	Executive Office	08/01/2022	08/10/2022
Project Lead(s): James Beasley				
My LACERA Support Queue:	Completed			
As part of our effort to address Call Wait times a new queue was created to provide specific My LACERA support.	<p>The My LACERA member portal is designed to provide members with secure access to information about their retirement benefits and is a key part of our efforts to provide members with self-service capability. As an online portal there is an expectation that it is securely and easily accessible 24/7.</p> <p>Occasionally, members forget their passwords or their challenge questions, or need assistance using functionality within the portal, including viewing documents and uploading documents so LACERA can process their requests. When members need assistance for an online capability there is an increased expectation that the assistance will be available on demand during normal business hours.</p> <p>As part of our efforts to improve the member experience, reduce wait time and frustration, we created a new priority call center queue specifically to assist members with My LACERA. Members now have four options when they call the LACERA 800 number: My LACERA Support Queue, Retiree Healthcare, Check Mailing Date Announcement, and Member Services.</p> <p>The new queue went live on August 10, 2022.</p>			



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Executive Office	01/04/2022	May 2022
Project Lead(s): Luis A. Lugo & Carly Ntoya				
Return to the Office: LACERA's Administrative Services Division's Health and Safety Unit have been working hard to ensure a smooth return to the office for LACERA's staff.	Completed			
	<p>In preparation for staff returning to the office, the Health and Safety Unit posted updated information posters, restocked all personal protective equipment items, and provided staff with COVID-19 safety instructions. They have also worked with several staff to adjust the ergonomic configurations on their workstations as needed.</p> <p>The team also worked side by side with the PEP Team and the Executive Team to provide a warm welcome to returning staff. Working together with the PEP Team they decorated the Workshop room, where staff were encouraged to stop by and receive a small welcome back token and a welcome by the Executive Team, managers, and staff from Administrative Services.</p>			

DATE RECEIVED	REQUESTER	DOCS REQUESTED
7-1-22	Wells, Diana Wang	<p>Request: California Public Records Act submitted on July 1, 2022</p> <p>7-5-22: S. Rice to responded to letter & J. Harrington to assist gathering response records.</p> <p>On 7-11-22 Counsel emailed LACERA's response letter to Mr. Smith's 7/1/22 PRA request.</p> <p>On 7-26, 2022 Counsel Sent LACERA's determination letter along with the anticipated production schedule.</p> <p>On July 27, 2022, Ms. Wells notified counsel that she will be out of the country and will not be able to attend a meeting.</p>
7-15-22	Follmer, Max	<p>Request: Provide the Organization chart, org chart, organigram, diagram, or similar graphic representation that shows the complete workforce and personnel structure of LACERA, including both leadership/manager roles, and all non-manger roles reporting up into them. Leadership/management includes but is not limited to executive, departmental, divisional, subunit, component, team and/or functional leadership/management.</p> <p><i>On July 18, 2022, Counsel sent LACERA's organization chart to Max Follmer.</i></p>
7-19-22	Mullaly, Kevin	<p>Request: LACERA's systems data team to run a script that will extract the information (investment staff earnings).</p> <p>On August 2, 2022, Counsel forwarded the Investment Staff Earnings spreadsheet.</p>
7-21-22	Martin, Dominic	<p>Request: provide the proxy voting records of LACERA for the period of 1st January 2022 to June 30, 2022. This should include:</p> <ul style="list-style-type: none"> • Name of Issuer • Issuer Identifier • Date of Shareholder Meeting • Type of Shareholder Meeting (Annual, Special etc.) • Proposal No. • Proposal • Proposer (Management / Shareholder) • Number of Shares Held • Vote cast by LACERA • Entity responsible for vote decision (Internal/external asset manager (if external, please name) / proxy voting advisor (ISS, Glass Lewis, Segal Marco, etc.) • <p>In addition, indicate whether LACERA has its own proxy voting policy or whether you use that of an external provider. If own policy, include a copy of the proxy voting policy in your response.</p>

DATE RECEIVED	REQUESTER	DOCS REQUESTED
		On July 21, 2022, Counsel notified Mr. Martin that the June 2022 numbers should be posted in 2-3 weeks and Thew Investments Division was still reviewing and compiling the report. And therefore, currently there are no responsive records to be released.
7-21-22	Sayas, Vincent (with intelligence)	Request: copies of records relating to the Fund Presentation for Smart Infrastructure Managers (Smart Infrastructure Capital Partners Fund I). On July 29, Counsel notified Mr. Sayas that LACERA's Investment Division will provide responsive records by Friday, August 5, 2022.
7-21-22	Lynos, Laneika (Bloomberg, LP)	Request: copy of all documents, materials, and/or presentations for: Private Equity, Private Debt, Real Assets, and Real Estate, reported by fund for Q1 2022, the following data: <ul style="list-style-type: none"> a. Fund Name, Vintage Year, Commitment Date, and Committed Capital b. Invested Capital c. Distributions d. Current Market Value e. Since inception Net IRR and MOIC And for: The Hedge Funds and Multi-Asset Strategies, the following data reported by fund for the current portfolio's holdings: <ul style="list-style-type: none"> a. Fund Name, Investment Strategy, and Fund Domicile b. Initial Allocation Size, Funding Date, and Current Market Values c. Performance>Returns Since Inception On July 22, 2022, Counsel electronically sent the Q4 2021 Fund report and Ms. Lynos, was advised that LACERA expects the Q1 2022 report to be available in mid-August. On August 4, 2022, Counsel forwarded the Q4 2021 LACERA Private Equity and Hedge Fund Reports.
8-3-22	Laxmidhar, Sahar	Request: to obtain digital copies of public records that pertain to private markets investment vehicles that Los Angeles County Employees Retirement Association has contributed capital to (i.e. Private Equity, Private Debt, and/or Real Assets). The requested data should include but is not limited to: Fund Name, Fund Size, Vintage Year, Market Value/Total Value, Total Commitment, Total Contributions, Total Distributions, Adjusted Remaining Value, Gain/Loss, Net Return, Gross IRR, Net IRR, TVPI, DPI, Management Fee Information, Partnership Expenses, and Carried For the following quarters: <ul style="list-style-type: none"> • Q1 2019 • Q3 2019 • Q3 2020 • Q4 2021 (if available)

DATE RECEIVED	REQUESTER	DOCS REQUESTED
		On August 9, 2022 & August 10, 2022, Counsel advised the requestor that the documents for the LACERA Investment Division have been requested, and the responsive documents will be produced by Tuesday, August 16, 2022.
8-5-22	HR La County	<i>On August 5, 2022, Exec forwarded the BOR Disability Retirement List</i>
8-5-22	LASD	<i>On August 5, 2022, Exec forwarded a Sheriff Listing and Fire Listing for April 2022.</i>
8-11-22	Campbell, Ben	<p>Request: Clarification regarding hedge funds previously received. Requestor would like more details, including standard data such as:</p> <ol style="list-style-type: none"> 1. Fund name 2. Management Company 3. Net/Gross Returns <p>Hedge funds previously received:</p> <p>Capula Global Relative Value Fund L.P.</p> <p>DK Institutional Partners</p> <p>Empyrean Capital Fund LP (Class 2 Ser N - NIE)</p> <p>ExodusPoint Partners Fund LP Class C (NIE)</p> <p>Grosvenor HFoF - San Gabriel</p> <p>HG Vora Special Opportunities Fd LP Series 1 (NIE)</p> <p>Holocene Advisors Fund LP Class AI-A LP Int (NIE)</p> <p>Hudson Bay Fund LP</p> <p>PIMCO Tactical Opportunities Fund L.P.</p> <p>Polar Multi-Strategy Fund</p> <p>BosValen US Feeder Fund</p> <p>Grosvenor OPCRD 2 HFOF</p> <p>Magnetar Credit Fund</p> <p>Napier Park</p> <p>AM Asia Strategies Fund</p>

DATE RECEIVED	REQUESTER	DOCS REQUESTED
		Amundsen Brevan Howard Master Fund Caxton Global Investments GSAM Hfof HBK Multi-Strategy Linear B Sparta Trutino San Gabriel Fund 3, L.P. San Gabriel Fund, L.P. Palmetto Catastrophe Master Fund LP PFM Therapeutics Master Fund

REPORT OF FELONY FORFEITURE CASES PROCESSED

August 31, 2022

#	MEMBER'S LAST NAME	MEMBER'S FIRST NAME	DEPT.	CONVICTION DATE	LACERA NOTIFIED	INITIAL IMPACT NOTICE SENT	FINAL IMPACT NOTICE SENT	STATUS*	DISABILITY STATUS	SERV. LEVEL
61	SHEPOS	THOMAS	CEO					DELAY: CD		
60	CABRERA	MIGUEL	LASD	3/4/2022	3/22/2022			DELAY: CD		
59	GONZALEZ	PAUL	PARKS	10/19/2021	11/4/2021	12/30/2021	6/30/2022	CLOSED: DEF		
58	BOUNDY	TIMOTHY	PROBATION	7/27/2021	8/24/2021	10/21/2021	N/A	Withdrawn	N/A	58
57	ANTRIM	MARC	LASD	4/1/2021	5/12/2021			DELAY: MI		
56	BERK	MICHAEL	LASD	2/24/2021	4/14/2021	12/30/2021	N/A	CLOSED: RET		260
55	FISK	JUSTIN	LASD	2/24/2021	4/14/2021	12/30/2021	N/A	CLOSED: DEF		260

STATUS LEGEND:

- APPEAL: Pending an appeal filed with LACERA
- CLOSED: RET: Retired member, case is complete
- CLOSED: DEF: Deferred member, case complete.
- CLOSED: INA: Inactive member – not eligible until age 70, case closed
- DELAY-MI: Member input needed (i.e. pending a legal split decision)
- DELAY-CD: Pending a court decision (reduction in charges pending conditions being met)
- PEND: Case is currently in evaluation and notification stages
- WITHDRAN: Member withdrew prior to conviction – no impact.



Disability Retirement

ONLINE APPLICATION PREVIEW

AGENDA



01

Project Team

02

Project Approach & Focus

03

Project Plan Timeline

04

Live Preview

05

Q & A



PROJECT TEAM



Disability
Retirement
Services
(DRS)



Information
Systems
Division (IT)



Project
Management
Group (PMG)



Member
Services



Communications

Project Team



Team Member	Title	Division	Role
Tamara Caldwell Hernan Barrientos Melena Sarkisian Barbara Tuncay Debra Martin Maisha Coulter Bonnie Weise	DRS Supervisor DRS Supervisor Sr. Disability Retirement Specialist Sr. Disability Retirement Specialist Sr. Disability Retirement Specialist Sr. Disability Retirement Specialist Staff Assistant II	DRS	DRS Project Lead/SME SME Tester Tester Tester Tester Tester
Kathy Delino Larisa Fradkin John Gaffney Lynn Francisco	Interim Chief IT Officer Retirement Systems Specialist Data Systems Analyst II Data System Coordinator	IT	Project Manager Lead Programmer Lead Designer Program Analyst
Alex Ochoa	RBS III, PMG	Benefits	Training
Erika Heru Sarah Scott James Nicholson Thomas Cohen	Creative Coordinator Senior Writer Writer II Writer II	Communications	Project Lead Content Reviewer Content Reviewer Content Reviewer



PROJECT APPROACH & FOCUS

Leadership Philosophy

- Improve and Simplify
- Modern Technology
- Improving Member Experience

Organizational Focus

- Modernizing Technology
- Process Improvement
- Case Management

Disability Retirement Services Focus

- Speed and Flexibility
- Reliability and Transparency
- Reduction in manual inputs and form processing
- Improve the disability retirement journey



PROJECT PLAN TIMELINE



Development

Develop concept and design, functionality, and aesthetics. Multiple phases.

June 2021 – July 2022

Testing

Internal User Acceptance Testing and feedback

June 2022 – July 2022

Official Launch

Communications Campaign
Full Deployment

November 2022

1

2

3

4

5

6

Kick- Off

Stakeholder discussion-
concepts and deliverables

May 2021

Training

DRS, Member Services, Call Center
and QA Staff

August 2022 – Sept. 2022

Soft Launch

Member Usability Surveys

September 8, 2022



Live Preview and Q & A

Thank You!



Online Application Project Team

Questions?



Communications

My LACERA Walkthrough, Video

Erika Heru

The image features the LACERA logo in the top left corner, set against a background of a low-angle shot of a modern skyscraper reaching towards a bright blue sky with some light clouds. The logo consists of the word "LACERA" in a bold, dark blue sans-serif font, with a stylized graphic of three slanted parallel lines to the left of the "C".

LACERA

My LACERA Video

OOO Presentation

My LACERA Video



A Walk Through

Purpose

- Continuing our efforts to educate members on the benefits of My LACERA and help them learn about the tools available to improve their experience as they go through their retirement journeys.

Goal

- Create a visually appealing video to:
 - Walk members through the important features of My LACERA.
 - Help members learn how to navigate and find the information they're seeking
 - To reduce the number of inquiries generated through the call center.

Execution

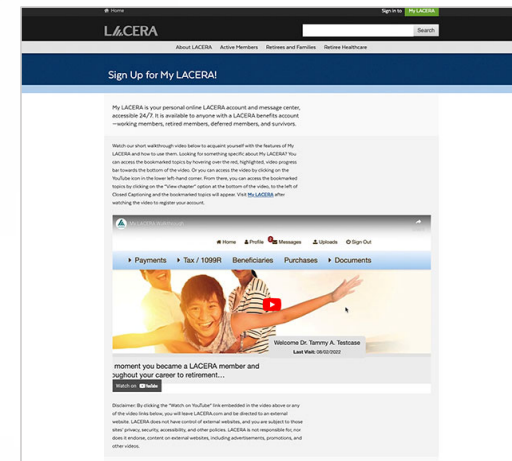
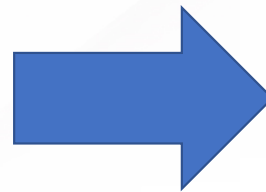
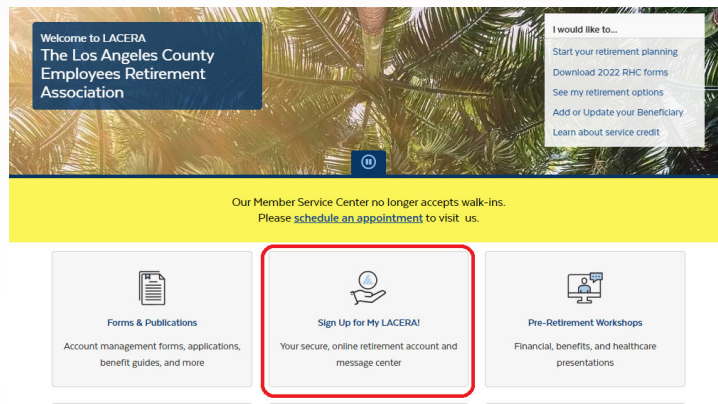
- Communications partnered with Member Services to develop a script and story, and then collaborated with a vendor to generate the video.
- A voiceover actor details each feature, segmented by Active and Retired member.
- The video covers navigation throughout the member portal and takes a deeper dive into each section and the tools available to provide a clear, and easy-to-follow demonstration of the site's functionality.

My LACERA Video



Where Can I Find it?

- The My LACERA walkthrough video, can be accessed by visiting the homepage of lacera.com and clicking on the “Sign Up for my LACERA” homepage tile which will lead the member to the, “Sign Up for My LACERA” landing page where the video resides.
- A member can also access the video by visiting LACERA’s YouTube channel, where the video can be found under the, “Videos” tab as, “My LACERA Walkthrough.”



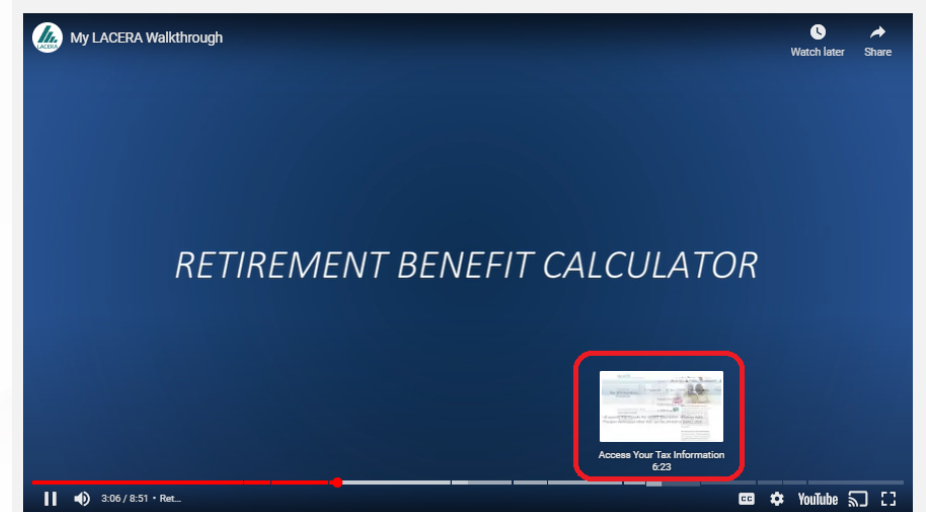
My LACERA Video



Introducing Bookmarks

How to Access Bookmarks on LACERA.com

- The bookmarks are a quick and easy tool, used to locate sections throughout My LACERA as it pertains to the members need.
- To access bookmarks within the My LACERA video on lacera.com, hover over the red, highlighted, video progress bar towards the bottom of the video.



My LACERA Video



Introducing Bookmarks

How to Access Bookmarks from YouTube

- To access bookmarks from LACERA's YouTube channel, click on the "View chapter" option at the bottom of the video, to the left of Closed Captioning and the bookmarked topics will appear.



My LACERA Video





Member Services Contact Center My LACERA Support Queue

By Kelly Puga and Gerald Bucacao

Member Services Contact Center



MY LACERA SUPPORT QUEUE

The My LACERA portal provides members with secure access to information about their retirement benefits and is a key part of our efforts to provide members with self-service capability. As an online portal, there is an expectation that it is secure and easily accessible 24/7.

Occasionally, members forget their passwords or their challenge questions, or need assistance using functionality within the portal including viewing documents and uploading documents so LACERA can process their requests. When members need assistance accessing their account online, their expectation is that the assistance will be available on demand during normal business hours. Members would call member services and would have to wait in the main queue which added to the high volume in calls and long wait times.

The My LACERA support queue was created to improve the member experience, reduce call wait times and to provide specific My LACERA support to our members making these calls priority.

The new queue went live on August 10, 2022.

Member Services Contact Center

PREPARING FOR THE NEW MY LACERA SUPPORT QUEUE

The team prepared and launched this new queue in six days after meeting with the Executive Office on Monday, August 1st. Initially the queue is staffed with trainees from one of our two Core Benefits Training classes, a total of 10 trainees. Training consisted of the following:

- 8/2: Created policy and procedures (48 pages)
- 8/3, 8/4, 8/5, 8/8 and 8/9: In depth review of policies and procedures, Demonstration, Navigation, Practice and Role Play and most important, checking for understanding and answering all questions
- 8/10: My LACERA support queue went live (staff answered calls and management provided 100 percent call monitoring to ensure accurate information was provided and proper navigation was being used)

We rearranged the AVR options to help direct members to the correct queue. Option 1: My LACERA Support Queue, Option 2: RHC Queue, Option 3: Payday information and Option 4: Member Services queue.

Prior to implementation (8/10/2022) 7.5 percent (1,197 calls) of the total Member Services Calls, were about My LACERA Tech Support.

Member Services Contact Center



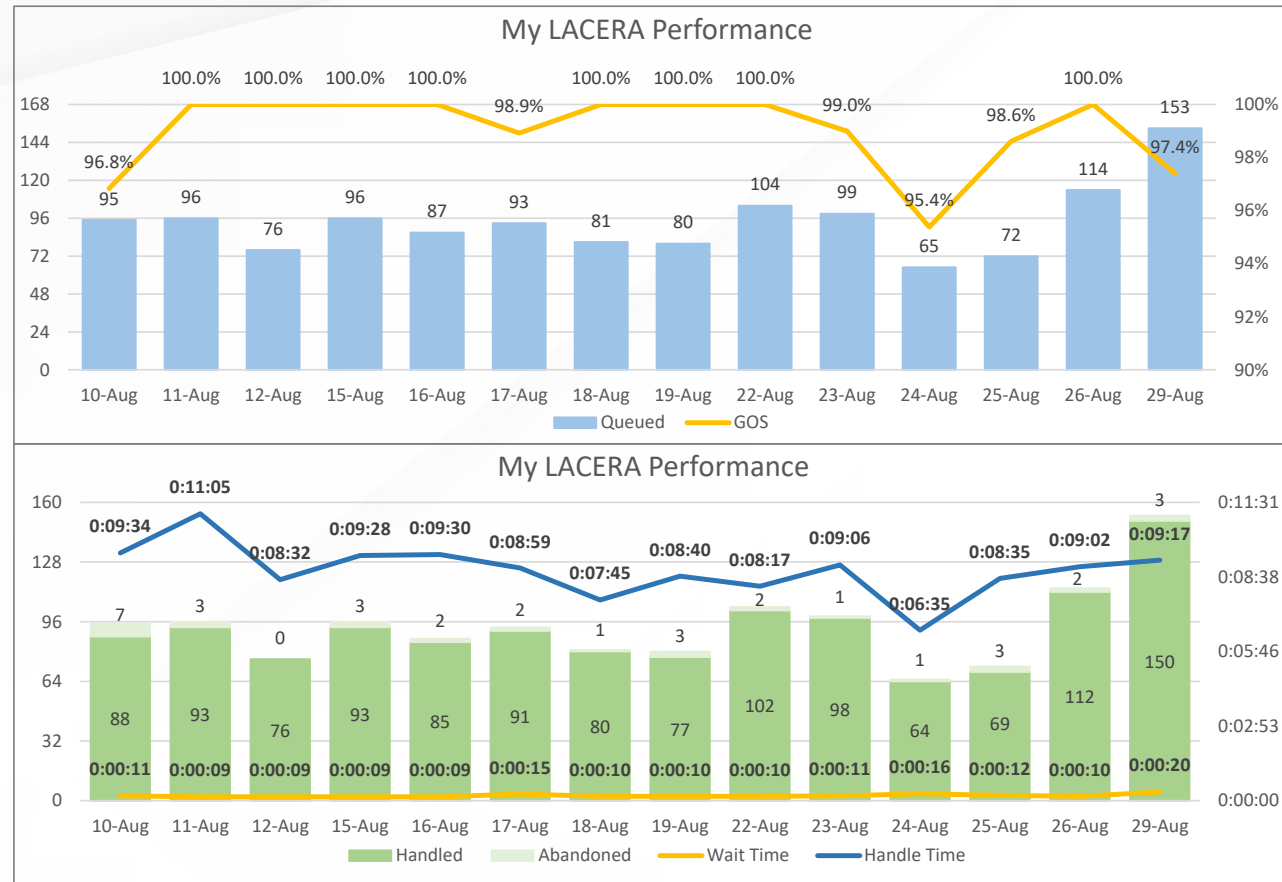
HOW DID WE DO?

The My LACERA Queue has averaged 94 calls per day, answering 91 calls per day while exceeding the target of answering 80% of calls in 60 seconds.

The My LACERA Queue average wait time is 11 seconds.

The average handle time is 9 minutes and 14 seconds.

46% of the calls handled are transferred to the RHC queue or the main MS queue for further assistance.



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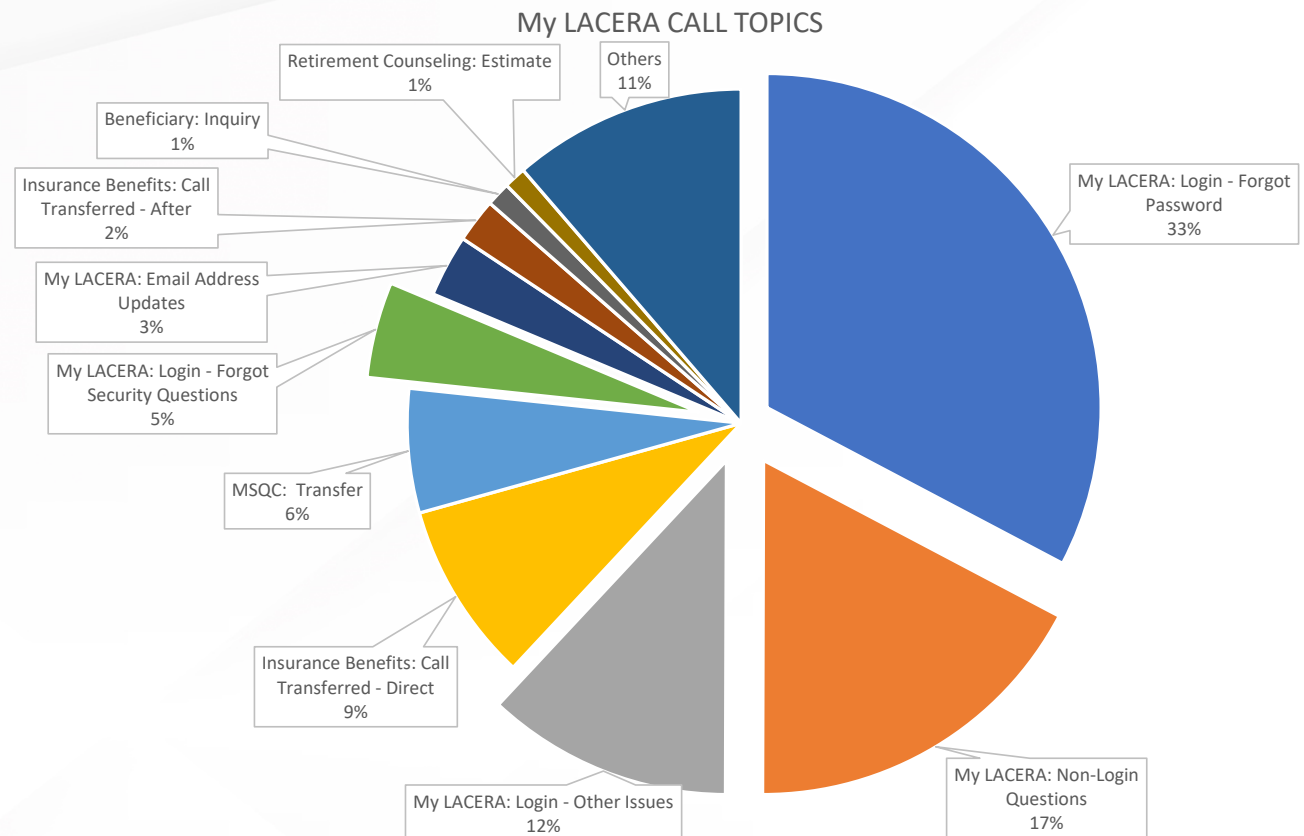
HOW DID WE DO?

Majority of the calls (38%) in the queue are members who forget their Passwords and Security questions:

- 33% My LACERA: Login: Forgot Password
- 5% My LACERA: Login: Forgot Security Questions

Non-Login questions are members asking for help in navigating the portal and uploading documents: 17%

My LACERA: Login: other issues are other issues/error messages that members experience when logging in to the portal: 12%



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SUMMARY

What has been done to help bring down the call wait time?

Since the launch of the My LACERA Support queue, we have averaged 94 calls per day, answering 91 calls per day in the My LACERA queue. We are exceeding the expectation of the set KPI (80 percent of calls answered in 60 seconds or less) for this queue.

On top of this, we have also completed the below:

- Updated the AVR Options to include the My LACERA Queue
- Added 2.5 FTE to help answer the calls on Member Services Queue as of August 15, 2022 (staff reassigned temporarily)
- Accelerated and completed Call Center Training on Customer Service while Training Class was assisting with the portal queue

Overall, for the period of August 1 to 29, 2022, this translates to:

- An average 15-minute reduction in the wait time for the main Member Services queue
- Staff was able to handle 109 more calls from the both queues in comparison to when we only had one main queue because we are resolving the technical issues immediately and these are not compounding the main Member Services Queue.
- Abandoned calls decreased by 66.8% because staff was able to answer more calls from members between the two queues.

What's next?

We will continue to focus on reducing the call wait times and improving the overall member experience.

- MFA (Multi Factor Authentication) release in late October : Expected to reduce calls asking to reset password and security questions.
- 9 trainees to transfer in Member Services in October 2022 and 6 more will be transferring in December 2022, equals 15 additional staff.
- Call Back queue is being developed with AWS and expected to go live in mid-to-late September

Member Services Contact Center Questions?

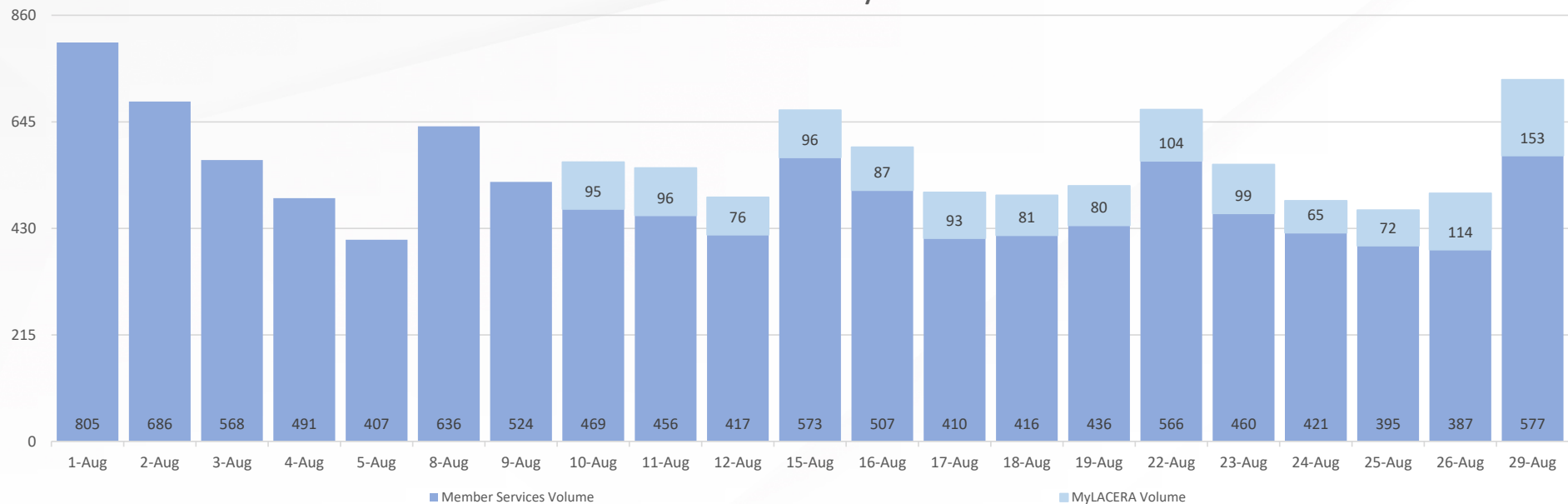
kpuga@lacera.com | 626-564-6000

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Appendix

Member Services & My LACERA Volume

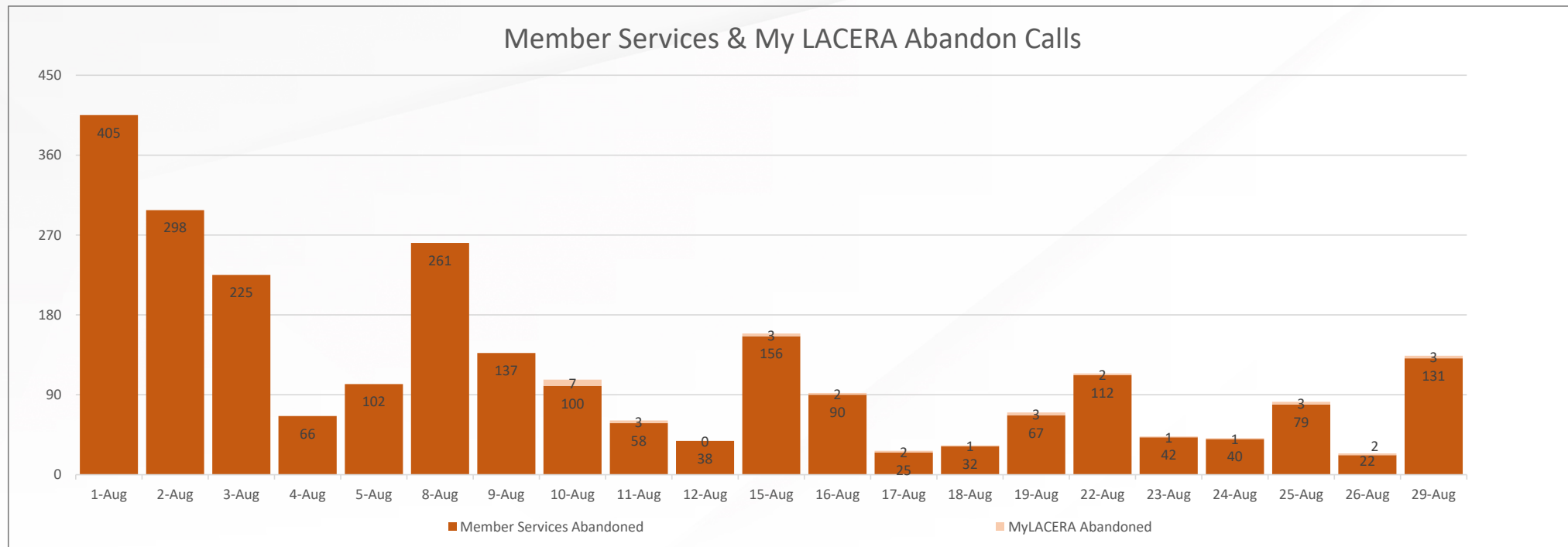


- Total call volume between the 2 queues remain consistent throughout the month, averaged 588 calls from August 1-9 to 557 calls from August 10-29.
- 19% of the total calls from August 10-29 are routed to the My LACERA queue.

Member Services Contact Center



Appendix

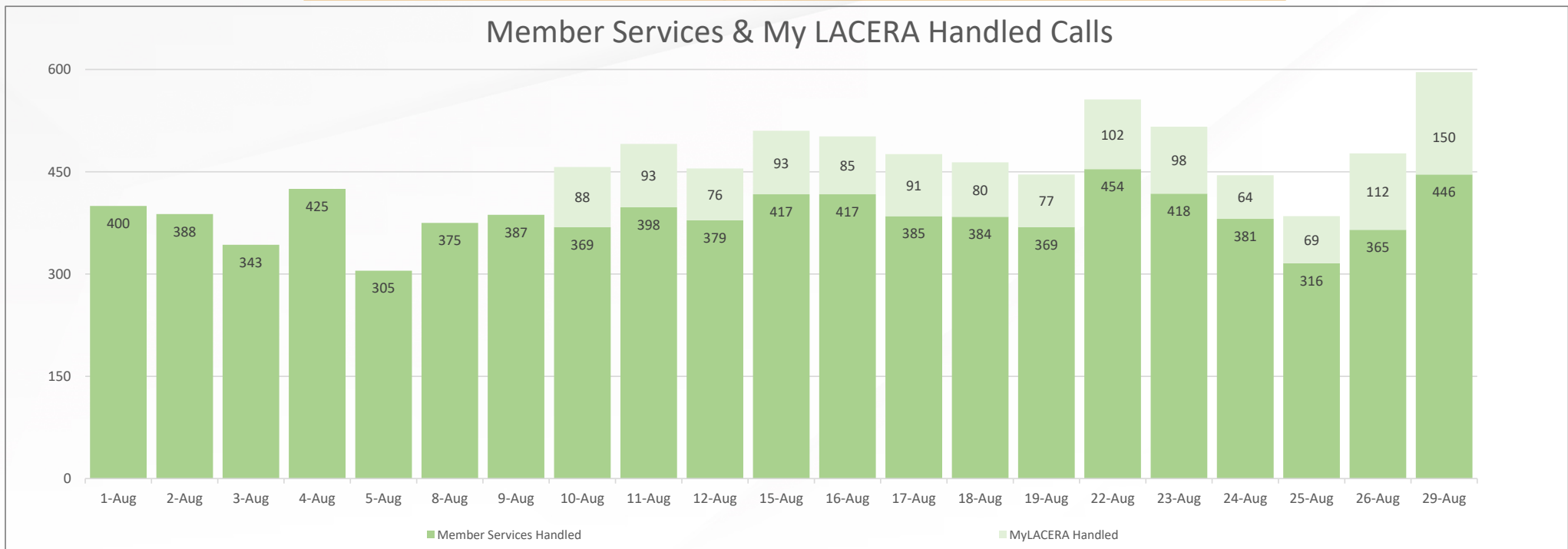


- Average Abandoned calls decreased by 140 calls per day

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Appendix

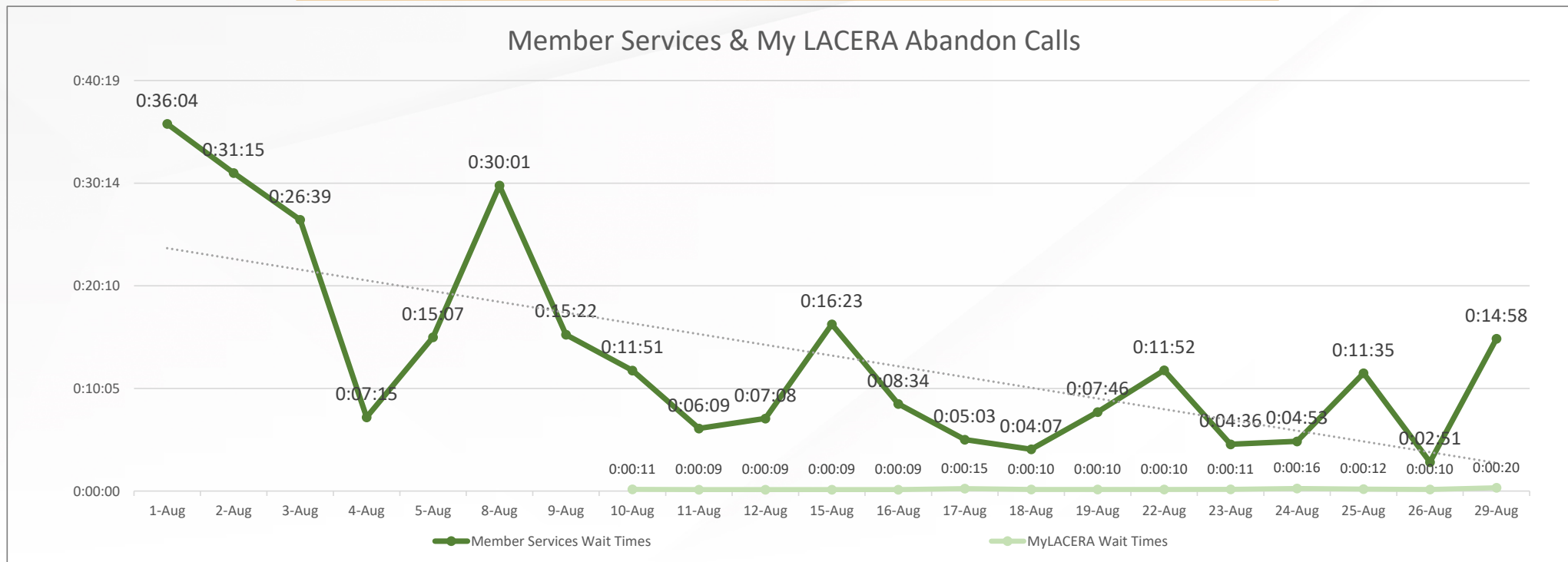


- Member Services Handled 375 calls per day pre-My LACERA queue and is now able to handle 484 calls per day with the My LACERA queue

Member Services Contact Center



Appendix



- Average wait times decreased by 64% since the implementation of the My LACERA queue and temporary additional staff.

Documents not attached are exempt from disclosure under the California Public Records Act and other legal authority.

**For further information, contact:
LACERA
Attention: Public Records Act Requests
300 N. Lake Ave., Suite 620
Pasadena, CA 91101**