

# COMMITTEE MEETING

## VIRTUAL & IN PERSON

\*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](mailto: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](mailto: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, NOVEMBER 2, 2022 – 9:00 A.M.\*\***

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

Any person may view the meeting in person at LACERA's offices or 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 special meeting of October 6, 2022

#### **II. PUBLIC COMMENT**

(Written Public Comment – You may submit written public comments by email to [PublicComment@lacera.com](mailto: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](mailto: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. Project Update: Board & Committee Agenda and Meeting Management Solution

Luis A. Lugo, Deputy Chief Executive Officer  
Bonnie L. Nolley, Executive Board Assistant  
Linda El-Farra, Executive Board Assistant  
(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. 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](mailto: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

THURSDAY, OCTOBER 6, 2022, 12:25 P.M. – 1:02 P.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: Alan Bernstein, Chair  
Herman B. Santos, Vice Chair  
Antonio Sanchez  
JP Harris, Alternate

ABSENT: Keith Knox

**ALSO ATTENDING:**

BOARD MEMBERS AT LARGE

Vivian H. Gray  
Wayne Moore  
William Pryor

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  
Jessica C. Rivas, Staff Counsel  
Margo McCabe, Legal Analyst  
Roberta Van Nortrick, Acting Division Manager, Admin Services  
James Beasley, Supervising Administrative Assistant, Admin Services

STAFF, ADVISORS, PARTICIPANTS (continued)

John Tartaglia  
Riskconnect

Joe O'Neill  
Castellan Solutions, Inc.

The meeting was called to order by Chair Bernstein at 12:25 p.m. Due to the absence of Mr. Knox, the Chair 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 September 7, 2022

Mr. Harris made a motion, Mr. Bernstein seconded, to approve the minutes of the regular meeting of September 7, 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. FPPC Form 700 e-Filing Solution  
Jessica C. Rivas, Staff Counsel  
Margo McCabe, Legal Analyst  
(Presentation)

Ms. Rivas and Ms. McCabe provided a brief presentation and answered questions from the Committee.

III. REPORTS (Continued)

C. Business Continuity Tabletop Exercise Results

James Beasley, Supervising Administrative Assistant, Admin Services  
(Presentation)

Mr. Beasley provided a brief presentation and answered questions from the Committee.

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.)

There was nothing to report.

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.)

There was nothing to report

VI. GOOD OF THE ORDER

(For information purposes only)

VII. ADJOURNMENT

The meeting adjourned at 1:02 p.m.

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FOR INFORMATION ONLY



## Operations Briefing Report

November 2, 2022







The Operations Briefing Report is divided 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. 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.



### 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 details projects and initiatives that are new or have updated statuses.

| Project / Issue Title<br>Brief Description  | Type  | Project Sponsor                             | Start Date   | Target Date   |
|---|---|---|--------------|---------------|
|   | BSG   | Financial & Accounting<br>Services Division | January 2021 | December 2022 |
| <b>Actuarial Valuation Reports – Retirement Fund: 2022 Retirement Benefits – Investigation of Experience (Experience Study)</b><br>The Government Code requires that valuations of the Retirement Fund (Pension Plan) be performed at least once every three years. The Board of Investments' 2013 Retirement Benefit Funding Policy requires valuations be completed annually. These reports are prepared to determine | <b>Project Lead(s): Ted Granger</b>   |   |              |               |
|   | <b>On Schedule</b>  |   |              |               |
|   | 2022 Pension – Triennial Investigation of Experience Study<br>Retirement benefits (Pension) actuarial projects for the 2022 reporting cycle are in progress.<br><br>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. |   |              |               |



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.

Milliman began 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. Milliman presented the educational session at the August BOI meeting.

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. This session was completed at the October BOI meeting.

The series of meetings are meant to provide the information necessary which will facilitate discussions as Trustees make decisions. Milliman’s October 2022 presentation focused on economic assumptions and related actuarial methods. Milliman is moving forward with the economic assumptions and method recommended without objections from the BOI.

For the presentation in November 2022, Milliman will discuss the demographic assumptions and related actuarial methods.

| Project / Issue Title<br>Brief Description  | Type   | Project Sponsor                             | Start Date | Target Date |
|---|--|---|------------|-------------|
|   | BSG  | Financial & Accounting<br>Services Division | July 2022  | August 2023 |
| <b>Actuarial Valuation Reports:<br/>OPEB:</b><br>The retiree healthcare (RHC) program administered by LACERA on behalf of Los Angeles County includes retiree healthcare benefits | <b>Project Lead(s): Ted Granger</b>  |   |            |             |
|   | <b>On Schedule</b>   |   |            |             |
|   | <u>2022 OPEB – Annual Valuation</u><br>The July 1, 2022, OPEB Valuation Report is in progress. Milliman sent over, and LACERA staff completed, the annual information request. Systems prepared and transmitted the year-end member census data to Milliman. LACERA prepared a |   |            |             |



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.

draft project timeline and Milliman is conducting the valuation process. Milliman will present the final OPEB Valuation Report to the Board of Retirement in August 2023.

| Project / Issue Title<br>Brief Description   | Type   | Project Sponsor | Start Date | Target Date |
|--|--|-----------------|------------|-------------|
|  | MOG  | Benefits        | 08/01/2020 | TBD         |
| Project Lead(s): Shonita Peterson  |  |                 |            |             |
| <b>Alameda Decision Implementation:</b><br>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 | On Schedule  |                 |            |             |
|  | 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. |                 |            |             |



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 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.

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 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 did not include 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<br>10/31/2022 |  |
|--------------------|--|-------|------------------------------|--|
|                    | Row Labels<br>(Type, Status, Detail,<br>Outstanding)   | Count | %                            |  |
|                    | <b>Pending Notification</b><br>(Staff Reviewing and Processing)  | 884   | 5.9%                         |  |
|                    | <b>Active</b><br><b>Retired</b><br><b>Deferred/Inactive</b><br><b>Deceased</b><br><b>Other – *Active/Ex-ceptions</b><br><b>Withdrawn</b> | 055   | 01.1%                        |  |
|                    |  | 136   | 3.6%                         |  |
|                    |  | 0     | 0.0%                         |  |
|                    |  | 43    | 1.2%                         |  |
|                    |  | 625   | 0.0%                         |  |
|                    |  | 0     | 0.0%                         |  |
|                    | <b>Completed</b>   | 3,969 | 94.1%                        |  |
|                    | <b>Active</b><br><b>Retired</b><br><b>Deferred/Inactive</b><br><b>Deceased</b><br><b>Withdrawn</b>                                       | 2965  | 70.3%                        |  |
| 743                |  | 17.6% |                              |  |
| 149                |  | 3.5%  |                              |  |
| 0                  |  | 0.0%  |                              |  |
| 56                 |  | 1.3%  |                              |  |
| Not affected       | 56   | 1.3%  |                              |  |
| <b>Grand Total</b> | 4,220  | 100%  |                              |  |

**\*Alameda Project – Active Members:** In addition to the 286 Retired / Deceased / Survivor / Legal Split Payee cases, there are a total of 625 Active Exception cases that require manual review and processing by the specialist. The Workspace Support Team had informed the Benefits Team of this population. However, because we were concentrating



on the retired population, we overlooked and did not report the **Active Exception** population. Our priority is still focused on the Retired / Deceased / Survivor / Legal Split Payee cases first.

| Project / Issue Title<br>Brief Description  | Type  | Project Sponsor | Start Date | Target Date |
|---|---|-----------------|------------|-------------|
| <b>Call Center Improvements: Phase VII – Voice Authentication – AI Assisted Validation</b><br>Using AWS voice chat and voice authentication services to validate a member/survivor prior to speaking to a Specialist. | MOG   | Executive (MOG) | 06/01/2022 | 12/31/2022  |
|   | Project Lead(s): JJ Popowich, Cookie Jaranilla (PM)   |                 |            |             |
|   | On Schedule   |                 |            |             |
|   | 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 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.   |                 |            |             |
| The team has shifted focus to this project and is in the process of finalizing and signing the SOW for this phase. We expect to have a signed SOW and a general timeline for the project by the end of October.       |   |                 |            |             |



| Project / Issue Title<br>Brief Description   | Type   | Project Sponsor     | Start Date | Target Date |
|--|--|---------------------|------------|-------------|
|  | Strategic  | Executive (MOG/BSG) | 08/24/2022 | 12/31/2022  |
| <b>Case Management Project: Phase I:</b><br>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. | <b>Project Lead(s): JJ Popowich, Luis A. Lugo, &amp; Iveta Brecko (PM)</b>   |                     |            |             |
|  | <b>On Schedule</b>   |                     |            |             |
|  | <p>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.</p> <p>The Disability Retirement Services (DRS) process is the first focus in Phase I. Throughout the month of October, the DRS and Eccentex teams have been meeting several times a week to review work as it progresses through the development phase. The development is going well, DRS and Eccentex meet two to three times per week for one to two hours, depending on what they are focusing on. Eccentex has been quite easy to work with and is very responsive and adaptive to LACERA's needs. Eccentex had two showcases and the evolution of the product build is evident at the end of each sprint. Eccentex has built the basic structure/architecture of the system, DRS is now focusing on workflow functionality and other refinements. DRS is currently working on providing Eccentex with a document catalog so they can complete building our document and template library. There are a couple of items that are areas of focus that are not within scope, (1) implementation of OCR technology and (2) how the CMS will handle in-process cases once we go live, there was an initial thought that the CMS would only handle new cases and the in-process cases continue to reside and be processed through Workspace. The team has had internal discussions and Eccentex is aware. We believe these concerns will be addressed to our satisfaction prior to going live. DRS is planning to look at some of Eccentex's OCR technology options in the coming weeks to see what may meet our needs.</p> |                     |            |             |





| Project / Issue Title<br>Brief Description   | Type  | Project Sponsor | Start Date | Target Date |
|--|---|-----------------|------------|-------------|
|  | MOG   | Benefits        | 04/01/2021 | 12/31/2022  |
| Project Lead(s): Louis Gittens   |   |                 |            |             |
| <b>COLA Bank Retroactive Changes:</b><br>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. | <b>Delayed</b>  |                 |            |             |
|  | The project was broken down into five phases based on the complexity of the calculations needed to pay retroactive benefits to members.   |                 |            |             |
|  | 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.   |                 |            |             |
|  | 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 earlier this year.   |                 |            |             |
|  | 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 due to staffing limitations and the focus on the Alameda Decision Implementation. |                 |            |             |
|  | 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.  |                 |            |             |



| COLA Bank: Retroactive Payment Project |              |             |
|--|--------------|-------------|
| Status<br>(As of 10/31/22)             | Number       | Percentage  |
| Completed                              | 8,511        | 88%         |
| In-Process                             | 1,161        | 12%         |
| <b>Grand Total</b>                     | <b>9,672</b> | <b>100%</b> |

| Project / Issue Title<br>Brief Description  | Type   | Project Sponsor | Start Date | Target Date |
|---|--|-----------------|------------|-------------|
| <b>Communications Plan:</b><br>The development of a strategic Communications Plan providing an overview of the guiding principles used to communicate with LACERA's various stakeholder groups. The plan will also provide an overview of the channels, resources, methods, planned campaigns, and current commitments of the Communication team. The plan will outline how our Communications Division has been designed to be flexible and responsive to our needs as we fulfill our communication goals. | Strategic  | Executive (MOG) | 02/28/2022 | 12/31/2022  |
|   | <b>Project Lead: JJ Popowich and Cynthia Martinez</b>  |                 |            |             |
|   | <b>On Schedule</b>   |                 |            |             |
|   | <p>The LACERA executive team met on August 30, 2022, to review and discuss Communication Plan(s) drafted by both EKA (the Board of Retirement's public relations consultant) and the LACERA Communications division. Both plans outlined a more tactical approach to engaging our members and various stakeholders, as opposed to a strategic roadmap. The team discussed opportunities and ideas for improving the Communication plan document. We are going to coordinate these efforts with our Strategic Planning process, since the work overlaps with our current Strategic Planning efforts.</p> <p>The Communications team has nearly completed the updates requested by the Executive Office and will be finalizing the work product by the end of October for review by the Executive Office.</p> <p>We will transition the Communication Plan updates to the Operations Oversight Committee briefing beginning November or December 2022, since this project has a longer-term horizon.</p> |                 |            |             |



| Project / Issue Title<br>Brief Description  | Type  | Project Sponsor | Start Date | Target Date |
|---|---|-----------------|------------|-------------|
|   | BSG   | Executive (BSG) | 10/06/22   | 6/30/23     |
| <b>Enterprise Budget Application:</b><br>LACERA is implementing its first automated enterprise budget application which will be used for budget development and budget control and will integrate with LACERA's financial system, Great Plains. This system replaces a manual budget development process that relies on Microsoft Excel and Word. It will also ensure that managers have real-time budget to actual reporting capabilities for data informed decision making. | <b>Project Lead: Laura Guglielmo, Budget Team, and Cookie Jaranilla (PM)</b>  |                 |            |             |
|   | <b>On Schedule</b>  |                 |            |             |
|   | After an extensive RFP and selection process, the Board of Retirement approved the selection of Questica on October 6, 2022. Staff is currently finalizing the contract and statement of work. Once completed, staff will engage the vendor for a project kick off and discovery sessions to implement the software solution. |                 |            |             |

| Project / Issue Title<br>Brief Description   | Type   | Project Sponsor         | Start Date | Target Date |
|--|--|-------------------------|------------|-------------|
|  | BSG  | Administrative Services | 03/01/2022 | 3/01/2023   |
| <b>Enterprise Contract Lifecycle Management (ECLM) Solution:</b><br>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 | <b>Project Lead(s): James Beasley &amp; Michael Dozier (PM)</b>  |                         |            |             |
|  | <b>On Schedule</b>   |                         |            |             |
|  | On April 4, 2022, LACERA received proposals from nine vendors. LACERA's evaluation team reviewed all RFPs and selected five vendors as finalists. These finalists demonstrated their solutions to the team. A final vendor has been identified and a recommendation to the Board of Retirement was scheduled for consideration at the September 2022 Board Meeting. The Board of Retirement approved the recommended vendor, Cobblestone, at the September 2022 Board meeting for the Enterprise Contract Lifecycle Management system. |                         |            |             |



|   |  |
|---|--|
| published on LACERA.com on March 4, 2022. | Staff is currently finalizing the contract and statement of work with the vendor. Once this is completed, the next step is to create a project plan and manage the implementation of the software. |
|---|--|

| Project / Issue Title<br>Brief Description  | Type   | Project Sponsor | Start Date | Target Date |
|---|--|-----------------|------------|-------------|
|   | EXEC   | Executive (MOG) | 10/01/2022 | 12/31/2022  |
| <b>Member Experience: Celebrating a Lifetime of Public Service</b><br>The working title for a new effort to increase the LACERA communities' awareness of the lifetime of service that some of our members contribute to the public through a variety of communication channels with our members. | <b>Project Lead(s): Cynthia Martinez</b>   |                 |            |             |
|   | <b>On Schedule</b>   |                 |            |             |
|   | Many of our members devote most of their working lives to serving the community through their employment as County employees. This new project will set in place a selection process to highlight the service of a retiring member with a significant number of years of service. The goal is to share a bit about their journey and recognize their accomplishments and contributions. These highlights will be shared on a scheduled basis (currently envisioned to be quarterly) across multiple channels (newsletters, and at a Board of Retirement meetings [with the consent of the trustees]).<br><br>The team is currently discussing the structure of the project and drafting a project charter. We expect a kickoff meeting in early November to finalize the project plan. |                 |            |             |

| Project / Issue Title<br>Brief Description  | Type   | Project Sponsor | Start Date | Target Date |
|---|--|-----------------|------------|-------------|
|   | Strategic  | Executive (MOG) | 01/01/2013 | 12/31/2022  |
| <b>PEPRA Implementation: FAC Issue:</b><br>The Final Average Compensation for PEPRA members is exclusive of most pay items except base pay. The | <b>Project Lead(s): JJ Popowich &amp; Lynn Francisco</b>   |                 |            |             |
|   | <b>Pushed Back</b>   |                 |            |             |
|   | 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 |                 |            |             |



|   |  |
|---|--|
| County uses pay code 099 as their base pay code. This pay code has embedded pay items within the code that are not pensionable compensation under PEPRA. In order to accurately calculate a member's benefit, these non-pensionable compensation items need to be filtered out. | <p>compensation items. The team believes it has made progress on filtering out most of the non-pensionable compensation items.</p> <p>As of October 2022, we're currently in possession of the revised data from the County Auditor-Controller (AC) to ensure accurate Final Average Compensation (FAC) for PEPRA members. Our systems team is in the process of running User Acceptance Testing (UAT) on the data file. Once the data is confirmed, we can then begin testing the accuracy of PEPRA annual benefit statements and move those to production.</p> |
|---|--|

| Project / Issue Title<br>Brief Description   | Type   | Project Sponsor | Start Date | Target Date |
|--|--|-----------------|------------|-------------|
|  | Strategic  | Executive (MOG) | 03/03/2022 | 12/31/2022  |
| <b>Project Lead(s): Bonnie Nolley &amp; Linda El-Farra</b>   |  |                 |            |             |
| <b>OneMeeting (PrimeGov) Implementation:</b><br>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. | <b>On Schedule</b>   |                 |            |             |
|  | Staff continues to test workflows and site configurations. Trustee testing and training has begun and will continue through mid-December. Staff will be presenting an overview of the public interface at the Operations Oversight Committee (OOC) in November 2022, as well as at the February 2023 OOC meeting following implementation. |                 |            |             |

| Project / Issue Title<br>Brief Description   | Type   | Project Sponsor                      | Start Date  | Target Date       |
|--|--|--------------------------------------|-------------|-------------------|
|  | Strategic  | Disability Retirement Services (MOG) | May 4, 2021 | February 23, 2023 |
| <b>Project Lead(s): Tamara Caldwell &amp; Kathy Delino</b>   |  |                                      |             |                   |
| <b>On-Line Disability Retirement Application:</b><br>To facilitate member self-service, improve the member experience, and | <b>On Schedule</b>   |                                      |             |                   |
|  | The online application was deployed to LACERA membership on September 8, 2022. After submitting their application, members are provided with a link to a |                                      |             |                   |



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.

member experience survey. Staff will monitor survey responses and application activity to collect data concerning functionality and member experience to improve and enhance the tool prior to the official launch, scheduled for later this year.

### Application Activity – As of 10/13/22

|                                     |           |
|-------------------------------------|-----------|
| Applications In Process*            | 29        |
| Applications complete and submitted | 3         |
| <b>Total since deployment</b>       | <b>32</b> |
| <b>Total surveys completed**</b>    | <b>2</b>  |

\*Application was started but required elements still pending.

\*\*Survey results will be shared as more data becomes available

| Project / Issue Title  | Type  | Project Sponsor | Start Date | Target Date |
|--|---|-----------------|------------|-------------|
| Brief Description  | Strategic   | Executive (MOG) |            | TBD         |
| <b>Retirement Estimate Redesign:</b>   | <b>Project Lead(s): Allan Cochran &amp; Vanessa Gonzalez</b>  |                 |            |             |
| A legacy strategic plan goal to redesign the retirement estimate and election form as a retirement prospectus to provide members with all the information they need to make an informed decision about their retirement. | <b>Pushed Back</b>  |                 |            |             |
|  | The initial redesign work was completed in 2019 and a beta test with members at the Member Service Center (MSC) was scheduled for after the 2019 March Madness. However, the COVID-19 Pandemic placed this project on hold.                           |                 |            |             |
|  | The team will be re-evaluating the project and assessing where we are and what the next steps are. However, due to limited staffing and the need to focus on reducing member wait time in our call centers, this project continues to remain on hold. |                 |            |             |



| Project / Issue Title<br>Brief Description                          | Type  | Project Sponsor  | Start Date | Target Date |
|---|---|------------------|------------|-------------|
|   | RHC   | Executive Office | March 2021 | TBD         |
|   | Project Lead(s): Santos H. Kreimann & Luis A. Lugo  |                  |            |             |
| Retiree Healthcare Administration: Lifetime Maximum Benefit Project | Delayed   |                  |            |             |
|   | The Executive Office and County CEO's office continue to discuss solutions to the \$1 million Lifetime Maximum Benefit (LMB) for Anthem Non-Medicare plans. We most recently communicated with them on October 13 <sup>th</sup> . We have requested an in-person meeting to discuss options to increase or eliminate the \$1 million LMB. |                  |            |             |

| Project / Issue Title<br>Brief Description   | Type   | Project Sponsor | Start Date | Target Date |
|--|--|-----------------|------------|-------------|
| <b>Tax Table Changes for 2022: New Tax Withholding Form</b><br>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. | Strategic  | Executive (MOG) | 07/01/2022 | 12/31/2022  |
|  | 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 form for 2022.<br><br>LACERA.com was updated with an announcement that the new tables may cause a slight change to some members' 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 before we transition to using the 2022 form exclusively. 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 |                 |            |             |



|  |  |
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|  | <p>year end to ensure members have adequate information to make 2023 tax elections.</p> <p>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 form by November 2022 to accommodate the first of the year retirement elections. Along with releasing access to the new form for use in 2023, we will also reiterate that members must submit a 2021 form to LACERA by the end of 2022 in order for us to accept it; this will be communicated via a cover letter to accompany the tax forms, and the same message will be on lacera.com. We will continue to keep the Trustees updated on our progress.</p> |
|--|--|

| Project / Issue Title<br>Brief Description  | Type   | Project Sponsor | Start Date   | Target Date |
|---|--|-----------------|--------------|-------------|
|   | BSG  | Executive (BSG) | October 2021 | June 2023   |
| <b>Travel/Expense/P2P Software:</b><br>LACERA has procured “Certify” software created by Emburse, an accounts payable automation and expense management provider. | <b>Project Lead(s): Laura Guglielmo, Ted Granger, &amp; Cookie Jaranilla</b>   |                 |              |             |
|   | <b>Pushed Back</b>   |                 |              |             |
|   | <u>Accounts Payable Module</u><br>Staff shifted focus to Certify’s accounts payable “core” tool. Staff resumed internal discussions and developed process flowcharts. Staff will work with 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. |                 |              |             |





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. This project strategically aligns with Systems' goal of upgrading the technology of the organization and will replace the manual process with the latest technology.

### Travel and Expense Module

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 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.



- 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<br>Brief Description   | Type  | Project Sponsor                          | Start Date | Target Date   |
|--|---|--|------------|---------------|
|  | BSG   | Financial & Accounting Services Division | May 2022   | December 2022 |
| <b>Annual Financial Statement Preparation and Audit:</b><br>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. | <b>Project Lead(s): Ted Granger</b>   |  |            |               |
|  | <b>On Schedule</b>  |  |            |               |
|  | 2022 – Annual Financial Statements/Audit<br>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 completed the annual financial closing process and completed preliminary work to start preparing the fiscal year-end financial statements. |  |            |               |
|  | During the last month, LACERA staff prepared and issued three draft financial statement reports for review. Plante Moran completed their testing, audit inquiries and issued their audit opinion. LACERA received an unmodified or “clean” audit opinion as of October 14, 2022. LACERA is on track to submit the Audited Financial Statements (AFS) to Los Angeles County by the October 31 deadline.  |  |            |               |
|  | FASD is currently working with Communications to prepare the next version of this report, which is the Annual Comprehensive Financial Report (ACFR). This ACFR is essentially an enhanced version the AFS but includes some additional information such as the transmittal letter from the CEO, organizational chart, and Trustee names and photos. We expect to complete and distribute the ACFR in mid-December.                                      |  |            |               |



| Project / Issue Title<br>Brief Description  | Type   | Project Sponsor | Start Date | Target Date |
|---|--|-----------------|------------|-------------|
|   | Strategic  | Executive (MOG) | 01/01/2013 | TBD         |
| Project Lead(s): Cynthia Martinez   |  |                 |            |             |
| <b>PEPRA Implementation: Annual Benefit Statement</b><br>LACERA does not currently offer an Annual Benefit Statement (ABS) for PEPRA members. | Pushed Back  |                 |            |             |
|   | 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<br>Brief Description  | Type   | Project Sponsor | Start Date | Target Date |
|---|--|-----------------|------------|-------------|
|   | Operations   | Executive (MOG) | June 2021  | TBD         |
| Project Lead(s): JJ Popowich  |  |                 |            |             |
| <b>Retroactive Payroll Adjustments: Prospective Correction</b><br>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 | Delayed  |                 |            |             |
|   | Following the AC's programming change, LACERA implemented a testing regimen to ensure that the contributions were being deducted as expected.<br><br>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.<br><br>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 |                 |            |             |



still some situations where these contributions are not being collected.

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<br>Brief Description   | Type   | Project Sponsor                          | Start Date | Target Date |
|--|--|--|------------|-------------|
|  | BSG  | Financial & Accounting Services Division | July 2021  | August 2022 |
| Project Lead(s): Ted Granger   |  |  |            |             |
| <b>Actuarial Valuation Reports: OPEB:</b><br>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. | Completed  |  |            |             |
|  | <u>2021 OPEB – Annual Valuation</u><br>The July 1, 2021, OPEB Valuation Report is complete. Milliman presented the final Valuation Report to the Board of Retirement in August 2022. Milliman will address the LACERA OPEB liability and discuss LACERA's funding progress and any potential funding strategies should the Board want to consider. |  |            |             |



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

| Project / Issue Title<br>Brief Description  | Type   | Project Sponsor            | Start Date | Target Date |
|---|--|----------------------------|------------|-------------|
|   | BSG  | Administrative<br>Services | April 2022 | June 2022   |
| <b>Annual Insurance Renewal – Phase I:</b><br>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. | <b>Project Lead(s): James Beasley</b>  |                            |            |             |
|   | <b>Completed</b>   |                            |            |             |
|   | LACERA’s new Broker of Record, Alliant Services, Inc., has obtained quotes and is binding policies with carriers for the June 30 <sup>th</sup> 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<br>Brief Description   | Type   | Project Sponsor         | Start Date | Target Date  |
|--|--|-------------------------|------------|--------------|
|  | BSG  | Administrative Services | July 2022  | October 2022 |
| <b>Annual Insurance Renewal – Phase II:</b>  | <b>Project Lead(s): James Beasley</b>  |                         |            |              |
|  | <b>Complete</b>  |                         |            |              |
| After the Insurance Team’s completion of a successful solicitation, the BOR approved the replacement of LAC-ERA’s current insurance brokerage firm. Alliant Insurance Services, Inc. (Alliant) was selected as the Broker of Record for LACERA effective April 29, 2022. | The Risk Management Unit has completed the 2022-2023 Fiduciary, Cyber, and Crime Insurance renewals. At the September 7, 2022 Board of Retirement (BOR) meeting, staff provided the Trustees with an overview of the current insurance marketplace and discussed the challenges with purchasing Fiduciary Liability, Cyber Liability, and Crime Protection Insurance for LACERA. The Risk Management Unit provided the BOR with preliminary premium indications for each line of coverage, which was approved by the BOR, with a caveat that the final annual premiums would not exceed the estimated premium. |                         |            |              |
|  | Alliant presented the final insurance premium quotes for each line of coverage to LACERA, which was \$251,144 less than what was presented to the BOR. The overall cost for Fiduciary Liability, Cyber Liability, and Crime Protection insurance premiums for FY 2022-2023 is \$870,162. This is a 1% decrease from FY 2021-2022 and is \$126,580 less than what was approved for FY 2022-2023. This information will be provided to the BOR at the November 2, 2022 meeting.  |                         |            |              |

**2022-23 Fiduciary/Cyber/Crime Renewal Final Cost Breakdown**

| Coverage                 | Carrier   | Actual Premium | Quoted to BOR | Difference of actual vs BOR approved |
|--------------------------|---|----------------|---------------|--------------------------------------|
| Fiduciary Liability      | Hudson Insurance Company/ RLI Insurance Company/ Westchester Fire Insurance Company | \$396,723      | \$408,890     | (\$12,167)                           |
| Cyber Liability          | Tokio Marine/ Homeland Insurance Company/ Ambridge/ Corvus Insurance                | \$399,464      | \$622,774     | (\$223,310)                          |
| Fiduciary Liability OPEB | Hudson Insurance Company  | \$52,189       | \$64,012      | (\$11,823)                           |
| Crime Protection         | Great American Insurance  | \$21,786       | \$25,630      | (\$3,844)                            |



| Project / Issue Title<br>Brief Description  | Type   | Project Sponsor | Start Date | Target Date |
|---|--|-----------------|------------|-------------|
|   | MOG  | Executive (MOG) | 06/01/2022 | 09/16/2022  |
| <b>Call Center Improvements: Phase I<br/>– Call Wait Time – Call Back:</b>  | <b>Project Lead(s): JJ Popowich, Cookie Jaranilla (PM)</b>   |                 |            |             |
|   | <b>Complete</b>  |                 |            |             |
| 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 Call Back feature was introduced into production effective September 30, 2022. Since then, we have been evaluating the impacts of the Call Back feature and adjusting how the feature works to try to maximize the member experience. We are not ready to make a final assessment but based on early data, the Call Back feature, as designed, may not be having the beneficial impact hoped for. As explained before deploying this project, the AWS Call Back feature is not a “hold your place” feature. Thus, we had to assign specific agents to work a new Call Back queue on a priority basis or as a full-time assignment. This has reduced the number of Specialists available to answer the main Member Services que. This has led to increases in the wait time in the main queue. Additionally, because the feature is popular, we have experienced an extremely long “return call” wait time and complaints from members appear to be increasing. We have tweaked the messaging to prepare members for the long response time, but we are also seeing many members calling back before we are able to return their call. Essentially, this increases call volumes, and exasperates the increased wait times. We will continue to evaluate the features. We anticipate better results once trainees can take calls on their own. We anticipated these customer service level results based on current staffing levels but will look to reassess when we on-board the new trainees. |                 |            |             |

| Project / Issue Title<br>Brief Description  | Type  | Project Sponsor | Start Date | Target Date |
|---|---|-----------------|------------|-------------|
|   | MOG   | Executive (MOG) | 06/01/2022 | 10/20/2022  |
| <b>Call Center Improvements: Phase III<br/>– Holiday Scheduling Automation</b>                                  | <b>Project Lead(s): JJ Popowich, Cookie Jaranilla (PM)</b>  |                 |            |             |
|   | <b>Completed</b>  |                 |            |             |
| Automates the scheduling of holidays for the call centers, eliminating the risk of human error and accidentally | Currently the Systems team manually turns on the holiday messaging and voicemail boxes. This phase will allow them to pre-set holidays eliminating confusion as to the availability of the call center staff during holidays. |                 |            |             |





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| opening the call center on a holiday with no staff. | This phase of the project is completed and will be in production by October 20, 2022. |
|---|---|

| Project / Issue Title<br>Brief Description  | Type  | Project Sponsor | Start Date | Target Date |
|---|---|-----------------|------------|-------------|
|   | MOG   | Executive (MOG) | 06/01/2022 | 10/20/2022  |
| <b>Call Center Improvements: Phase IV – Emergency Access Console</b>  | <b>Project Lead(s): JJ Popowich, Cookie Jaranilla (PM)</b>                            |                 |            |             |
| 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. | <b>Completed</b>  |                 |            |             |
|   | This phase of the project is completed and will be in production by October 20, 2022. |                 |            |             |

| Project / Issue Title<br>Brief Description  | Type  | Project Sponsor | Start Date | Target Date |
|---|---|-----------------|------------|-------------|
|   | MOG   | Executive (MOG) | 06/01/2022 | TBD         |
| <b>Call Center Improvements: Phase V – After Call Service Survey</b>                                      | <b>Project Lead(s): JJ Popowich, Cookie Jaranilla (PM)</b>  |                 |            |             |
| Members will be provided with the chance to complete an “after-call” survey for Call Center interactions. | <b>Completed</b>  |                 |            |             |
|   | 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. |                 |            |             |
|   | UAT was completed on October 18, 2022, and this feature went into production on October 20, 2022.   |                 |            |             |



| Project / Issue Title<br>Brief Description  | Type   | Project Sponsor | Start Date   | Target Date |
|---|--|-----------------|--------------|-------------|
|   | BSG  | Executive (BSG) | January 2022 | August 2022 |
| Project Lead(s): Jude Perez & Esmeralda Del Bosque  |  |                 |              |             |
| <b>Custodian Bank Search:</b><br>In accordance with LACERA's Procurement Policy, vendor contracts for investment and custodian banking services 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 December meeting. The Investment Office finalized and released the Request for Proposal (RFP) in January with proposals due at the end of March. Financial Accounting Services Division and other LACERA staff are evaluating the information 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 Investments 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<br>Brief Description   | Type  | Project Sponsor | Start Date | Target Date |
|--|---|-----------------|------------|-------------|
|  | BSG   | Executive (BSG) | 03/01/2022 | 08/01/22    |
| <b>Enterprise Budget Application:</b><br>Per a recommendation by Budget staff, 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. | Project Lead: Laura Guglielmo, Budget Team, and Cookie Jaranilla (PM)   |                 |            |             |
|  | Completed   |                 |            |             |
|  | 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. If approved, the team will negotiate an agreement with the selected vendor. The project implementation timeline is 26 weeks, depending on staff subject matter expert availability. |                 |            |             |



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|  | The Board of Retirement approved the selected vendor, Questica, and staff are currently finalizing the contract and statement of work with the vendor. Once the contract is fully executed, staff will engage with the vendor and begin the kick-off and discovery meetings in preparation for implementation of the software. |
|--|--|

| Project / Issue Title<br>Brief Description   | Type  | Project Sponsor | Start Date | Target Date |
|--|---|-----------------|------------|-------------|
|  | BSG   | Executive (BSG) | 01/2021    | 06/2022     |
| Project Lead(s): Summy Voong   |   |                 |            |             |
| Completed  |   |                 |            |             |
| <b>Enterprise Wi-Fi Project:</b><br>Approved in the Fiscal Year 2020-21 budget adjustments by the BOR, the Systems Division is currently installing an enterprise Wi-Fi network. | 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<br>Brief Description   | Type  | Project Sponsor  | Start Date | Target Date |
|--|---|------------------|------------|-------------|
|  | MOG   | Executive Office | 08/01/2022 | 08/10/2022  |
| Project Lead(s): Allan Cochran   |   |                  |            |             |
| Completed  |   |                  |            |             |
| <b>My LACERA Support Queue:</b><br>As part of our effort to address Call Wait times a new queue was created to provide specific My LACERA support. | 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.<br><br>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 |                  |            |             |



|  |   |
|--|---|
|  | <p>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<br>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   |                  |            |             |
| <b>Return to the Office:</b><br>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  |
|---------------|--|---|
| 07-01-22      | D. Wells,<br>Law Offices of Gregory<br>Smith | <p>Request:<br/>All communications and documents sent or received by any LACERA employee, Board Member relating to Microsoft migration, hiring of vendors, technology-related audit and/or security assessment, from July 1, 2022, to present and the hiring of Jim Lyle.</p> <p><i>On July 5, 2022, S. Rice responded to letter &amp; J. Harrington to assist gathering response records.</i></p> <p><i>On July 11, 2022, Counsel emailed LACERA's response letter to Mr. Smith's July 1, 2022, PRA request.</i></p> <p><i>On July 26, 2022, Counsel Sent LACERA's determination letter along with the anticipated production schedule.</i></p> <p><i>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.</i></p> <p><i>Transmitted 26 documents.</i></p> <p><i>On September 2, 2022, Counsel emailed 26 responsive documents to Ms. Wells</i></p> <p><i>Transmitted 35 documents.</i></p> <p><i>On September 9, 2022, Legal transmitted 35 responsive documents to Requestor.</i></p> <p><i>Computer Systems submitted authority to SharePoint site link for responsive video files.</i></p> <p><i>Transmitted 54 documents.</i></p> <p><i>On September 23, 2022,<br/>Legal transmitted, via email, 54 responsive documents.</i></p> <p><i>Transmitted 138 documents.</i></p> <p><i>Sent on September 30, 2022,<br/>via email, 138 responsive<br/>documents re PRA Request<br/>No. 15.</i></p> <p><i>Transmitted 107 documents</i></p> <p><i>Sent on October 6, 2022, via email, 107 responsive documents re PRA Request<br/>No. 15.</i></p> |

| DATE RECEIVED | REQUESTER                             | DOCS REQUESTED  |
|---------------|---------------------------------------|---|
| 09-16-22      | R. Inchody,<br>Pitchbook              | Request: Quarterly performance data for alternative asset holdings<br><br><b><i>Transmitted 1 document.</i></b><br><br><b><i>Sent on September 20, 2022,<br/>via email, Q1 &amp; Q2 FOIA Request – 2022-09-16.xlsx for Private Equity, Real Estate, Real Assets and<br/>Hedge Funds.</i></b>  |
| 09-16-22      | G. Rademacher,<br>San Diego County    | Request: Presentation, materials, and speaker notes related to the January 26, 2017, Board Governance presentation and Chief Executive Officer authored documents, presentations, notes related to the January 26, 2017, Board Governance presentation. Also requesting Chief Executive Officer authored documents, presentations, notes related to Board Evaluations during calendar year 2016 and 2017.<br><br><b><i>Transmitted 3 documents.</i></b><br><br><b><i>Sent on October 6, 2022,<br/>Via email, the documents<br/>Listed below.</i></b><br><br><b><i>2017-01-24_offsite_agnd.pdf, Agenda-Day 3.pdf and Board Governance-Day 3.pdf.</i></b> |
| 10-13-22      |                                       | Follow-up request: PDF of additional documents.   |
| 09-18-22      | K. Rusch,<br>Berkeley, Edu.           | Request: Pension reports provided to Transparent California for every year since 2012.<br><br><b><i>Transmitted 16 documents.</i></b><br><br><b><i>On September 22, 2023, Legal sent, via email 16 responsive documents.</i></b>  |
| 09-20-22      | T. Hettinger,<br>LP Analyst, LP       | Request: Recent information on private asset portfolio returns.<br><br><b><i>Transmitted 1 document.</i></b><br><br><b><i>Sent on September 20, 2022,<br/>via email, responsive document Q1 &amp; Q2 FOIA Request – 2022-09-16.xlsx</i></b>   |
| 09-21-22      | B. Campbell,<br>with.<br>intelligence | Request: Information on investment pools, relating to the performant of hedge funds/absolute return funds.<br><br><b><i>Transmitted 1 document.</i></b>   |

| DATE RECEIVED | REQUESTER                          | DOCS REQUESTED  |
|---------------|------------------------------------|---|
|               |                                    | <i>Sent on September 28, 2022,<br/>via email, Hedge Fund Performance Report – Aug 2022.pdf</i>  |
| 09-28-22      | N. Lee,<br>Preqin                  | Request: Market value, amount invested and net returns from April 1, 2022, to June 30, 2022, for each hedge fund and fund of hedge funds.<br><br><i>Transmitted 1 document.</i><br><br><i>Sent on September 29, 2022, via email, Preqin FOIA Requests – HF Data 2022-09-28.xlsx.</i>  |
| 09-30-22      |                                    | Second Request for more information: Clarify/specify full names of hedge funds listed in responsive document sent on September 29, 2022.<br><br><i>On October 6, 2022, via email, fund's full names were sent to Ms. Lee.</i>   |
| 09-30-22      | J. Huang,<br>Auditor,<br>LA County | Request: Retirement verification of employee possibly resigned or retired on July 1, 2022.<br><br><i>On October 6, 2022, Legal Counsel sent email to Mr. Huang to send request about the employee in question. Mr. Huang responded same day stating he has reached out to another correspondent for the requested information. Legal instructed to disregard the request.</i> |
| 10-10-22      | G. Gambetta,                       | Request: Copy of consultation document(s) and associated correspondence with initiative or partner organizations and copy of response to consultation documents.<br><br><i>Responsive information has been requested from Investments and will forward to Requestor upon receipt.</i>   |
| 10-07-22      | LA County Sheriffs<br>Department   | Per monthly request:<br><br><i>Transmitted 2 documents.</i><br><br><i>Sent, on October 7, 2022, via email: Monthly Agenda Reports for Sheriff Department Listing and Fire Department listing each dated October 5, 2022.</i>  |
| 10-07-22      | C. Siverson,<br>LA County          | Per monthly request:<br><br><i>Sent on October 7, 2022, via email the link for: Board of Retirement Meeting of October 5, 2022, Benefit Approval List.pdf.</i>  |

| DATE RECEIVED | REQUESTER                                 | DOCS REQUESTED   |
|---------------|---|--|
| 10-07-22      | T. Usher,<br>HR, LA County                | <p>Per monthly request:</p> <p><b><i>Transmitted 1 document.</i></b></p> <p><b><i>Sent on October 7, 2022, via email: MonthlyAgenda.csv for October 2022.</i></b></p>  |
| 09-30-22      | J. Ferrerra,<br>Eccentex<br>Corporation   | <p>Request: Gain access to LACERA public records for Case Management RFP scorings and proposals.</p> <p><b><i>Transmitted 1 document.</i></b></p> <p><b><i>On October 4, 2022, Systems sent, via email, Requestor the document Authentication to Case Management RPS and invitation to access files.</i></b></p> <p><b><i>On October 5, 2022, System sent a responsive invitation via email, and access, to Case Management regarding RFPs with the link shown below.</i></b></p> <p><b><i>Case Management RFP PRA Response – Documents-Case Management RFP – All Documents (sharepoint.com).</i></b></p> <p><b><i>Transmitted 1 document.</i></b></p> <p><b><i>On October 11, 2022, follow-up email, sent to Requestor authenticating access to Case Management RFPs along with document shown below.</i></b></p> <p><b><i>How-To-Authenticate-Your-Email-with-LACERA.pdf</i></b></p> |
| 10-12-22      | A. Wood,<br>FOIA Professional<br>Services | <p>Request: Final contract for the LACERA's solicitation for Case Management System submitted in 2021.</p> <p><b><i>Responsive information has been requested and will forward to Requestor upon receipt</i></b></p>   |



## REPORT OF FELONY FORFEITURE CASES PROCESSED

October 27, 2022

| #  | MEMBER'S<br>LAST NAME | MEMBER'S<br>FIRST NAME | DEPT.   | CONVICTION<br>DATE | LACERA<br>NOTIFIED | INITIAL<br>IMPACT<br>NOTICE<br>SENT | FINAL<br>IMPACT<br>NOTICE<br>SENT | STATUS*      | DISABILITY<br>STATUS | SERV.<br>LEVEL |
|----|-----------------------|------------------------|---------|--------------------|--------------------|-------------------------------------|-----------------------------------|--------------|----------------------|----------------|
| 62 | FLORES                | JOSE                   | SHERIFF | 8/26/2022          | 9/22/2022          |                                     |                                   | PEND         |                      |                |
| 61 | SHEPOS                | THOMAS                 | CEO     |                    |                    |                                     |                                   | DELAY:<br>CD |                      |                |
| 60 | CABRERA               | MIGUEL                 | LASD    | 3/4/2022           | 3/22/2022          |                                     |                                   | DELAY:<br>CD |                      |                |
| 57 | ANTRIM                | MARC                   | LASD    | 4/1/2021           | 5/12/2021          |                                     |                                   | DELAY: MI    |                      |                |

### 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.

October 14, 2022

TO: Each Trustee,  
Operations Oversight Committee

FROM: Luis A. Lugo, Deputy Chief Executive Officer 

FOR: November 2, 2022 Operations Oversight Committee Meeting

SUBJECT: **PROJECT UPDATE: BOARD & COMMITTEE AGENDA MANAGEMENT, RECORDINGS, ONLINE ARCHIVES, AND PUBLIC INTERFACE**

## **BACKGROUND**

At its March 2022 Board of Retirement meeting, the Board approved a more effective meeting management system and selected [Prime Government Solutions, Inc. \(PrimeGov\), now called OneMeeting](#), as the solution to meet our needs (Attachment A). This application will be used for both Boards and all Committee meetings to help streamline the planning, handling and conducting of Board/Committee meetings while improving transparency and public access. This includes agenda management, board materials, livestreaming, recordings, online archives, and a public interface solution, with an indefinite retention period for archiving the audio and visual recordings.

The implementation team consists of staff members from the Board Offices, Executive Office, Disability Retirement, Legal, Internal Audit, Communications, and Systems divisions. Staff has been working diligently over the last several months to streamline the manual processes and consolidate the applications currently used into one solution. We are excited to share the progress of this project and what is to come in the upcoming months.

## **VENDOR UPDATE**

In March 2021, PrimeGov and Rock Solid Technology joined forces with the primary goal of enhancing the future of civic engagement and the digital transformation of local government. It was announced on October 12, 2022, that [Granicus](#) acquired Rock Solid in order to combine technologies to offer local governments services to meet specific public meeting needs. Together, both companies support over 6,000 government agencies in the United States, Canada, the United Kingdom, Ireland, Australia, New Zealand, and Latin America.

Although we do not anticipate any difficulties with implementing this new Board agenda and meeting solution, Executive leadership will be meeting with Rock Solid and Granicus to further discuss any operational and provider support challenges this merger and transition may have on LACERA. For more information on the merger, the press release is attached for reference (Attachment B).

## **STREAMLINING THE PROCESS**

Internal processes for pre-meeting, in-meeting, and post-meeting tasks and responsibilities were previously accomplished using manual processes and several applications. The main tasks of these manual processes are primarily supported by the Executive Board Assistants.

Staff has been working with the vendor in developing workflows for the processes currently being done manually, which include but are not limited to the following:

### **Pre-Meeting Tasks:**

- Agenda creation
- Item review and approval
- Packet generation
- Posting agenda packet online
- Distribution of meeting materials to the Trustees, staff, and consultants

### **In-Meeting Tasks:**

- Public Comment
- Motions, roll call, and vote tally
- Recording through Zoom and livestreaming through Wowza Cloud

### **Post-Meeting Tasks:**

- Preparation of minutes
- Archiving recordings internally
- Posting approved minutes, report outs, and disability board actions on lacera.com

Staff is currently using several applications as described below to complete the aforementioned tasks, which will be completed all within one application following successful implementation. The new solution will save time and resources in the monthly Board and Committee meeting process.

### **Current Application Used for Pre-, In-, and Post-Meeting Processes:**

**MS Teams:** Collaboration: Item review and approval

**BoardPackages** (Internally Developed Application): Assign security levels for each item and agenda packets

**BoardVantage:** Distribute Board and Committee materials and Board related policies to trustees and staff

**BoardNotes** (Internally Developed Application): Archive of all Board and Committee items

**Livestream:** Third-party vendor (Wowza Cloud) used to stream from Zoom to lacera.com

**MS Stream:** Internal archive of Board and Committee recordings

**LACERA.com:** Manually posting the agenda packet and other documents

Internally developed legacy applications BoardPackages and BoardNotes are at the end of their use. Staff is looking to migrate the documents currently located in BoardNotes to

OneMeeting due to the robust search options available. This will provide one source of archiving material.

## **MEETING ENHANCEMENTS AND PUBLIC-FACING FEATURES**

Following successful implementation, the OneMeeting application features will improve user and public engagement.

- Trustees and Staff Features
  - Item Search
    - Full meeting document search, including attachments
    - Software highlight search text in all the supporting documents
  - In Meeting Management
    - Speaker and public comment queue
  - Trustee Information
    - Orientation Material
    - Onboarding Process/HR paperwork for new trustees
- Public Facing Features
  - Item Search
    - Full meeting document search, including attachments
    - Software highlight search text in all the supporting documents
  - Public Comment
    - Allow members of the public to sign up to speak on meeting items, as well as the ability to provide a written comment on lacera.com
  - Public Meeting Display
    - Upcoming meeting details and documents
    - Historical record of meetings including links to recordings
    - Livestream with closed captioning
    - Recording with timestamp information for each item

Board and Committee meetings will be livestreamed, and archived recordings will be available on lacera.com and LACERA's YouTube account.

## **WORK IN PROGRESS**

In the beta test with internal users, staff identified an issue with the interactive HTML agenda. The interactive HTML agenda provides the public with the active item, motion, vote, speaker information, and the ability to translate the agenda and materials using Google Translate. Furthermore, the HTML agenda provides a timestamped recording. Unfortunately, when a user is simultaneously logged into OneMeeting and accessing the interactive HTML agenda on lacera.com, they can view confidential attachments. This is due to a OneMeeting system limitation and cannot be used at this time.

Staff recognized the importance of having these features and submitted a request to resolve the issue. The OneMeeting production team is aware of our request, and it is pending vendor review and approval. In the meantime, staff will continue posting the agenda packet in PDF, as well as providing the timestamping information in the recording description for easy reference.

## **NEXT STEPS**

Over the next two months, staff will continue with the following:

### Migration of Archived Materials

Staff is in the process of migrating the Board and Committee material and recordings into the application. This will allow users and members of the public to search for items using the Item Search feature.

### Application Configuration

Staff continues to conduct user testing to modify workflows and adjust application settings for implementation in January 2023.

### Testing

Staff is currently testing trustee access to the application and plans to complete access testing by the beginning of November. Furthermore, staff is testing agenda item workflows and will continue testing and modifying internal procedures now through the end of the year.

### Training

Over the next two months, staff will continue user testing and training. Staff will begin training trustees on the in-meeting management (i.e., speaker queues, voting, annotations, etc.) by mid-November and continue through the first meeting in January 2023. Upon successful user testing and access, the November and December Board and Committee meeting packets will be provided in OneMeeting and BoardVantage for annotation testing (i.e., comments, notes, etc.). Video tutorials and training resources will also be provided to staff and trustees. Learning something new has its challenges, but we are hopeful that with proper training and adequate support, users will find this application resourceful.

### Policies and Procedures

In December, staff will place on the agenda two policies for review as it relates to the protection of disability records and confidential information that are up for Board review. Internal policies and procedures will also be completed by year-end.

### User Feedback & Application Enhancements

Following testing, users will be provided an opportunity to provide suggestions for process improvements and feature enhancements for vendor and staff consideration.

### Member Communication

Staff plans to communicate the new features to our members in the upcoming December Newsletter, lacera.com and other sources of communication provided to our members.

## **CONCLUSION**

The implementation team tasked with this project is excited to be near completion and on course to going live for the January 2023 Board and Committee meetings. Updates will

Operations Oversight Committee

October 14, 2022

Page 5

continue to be communicated in the monthly CEO Report and LACERA's Operations Briefing.

SK:bn

Attachments

- A- BOR March 2022 Memo (Excluding Attachments)
- B- Rock Solid Technology & Granicus Merger Press Release

cc: Board of Investments  
MAC Team



# OneMeeting Project Update

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**Agenda and Meeting Management Solution**



# 01 **Process Improvement**

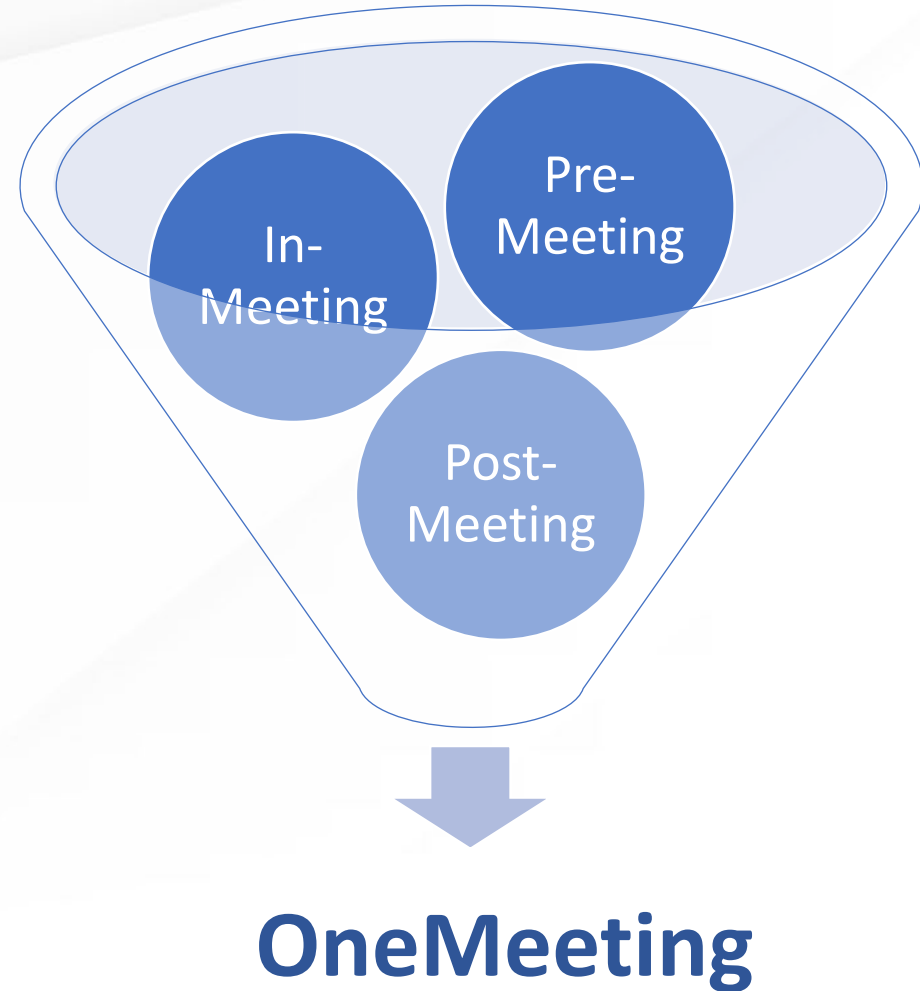
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# Process Improvement



- ✓ **One Application**
- ✓ **Streamlined Manual Processes**
- ✓ **Saves Time**
- ✓ **Ease of Use**
- ✓ **Quality Control**





# 02 **Trustee Experience**

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# Trustee Experience



## Pre-Meeting: Review of Board & Committee Materials

- ✓ Access to Board & Committee Items
- ✓ Convenient Note Section for Each Item/Annotation Capabilities
- ✓ Access to Board Approved Policies

# Trustee Experience



## In-Meeting: Live Meeting Experience

- ✓ View Current Motion
- ✓ Request to Speak & View Speaker Queue  
(Trustees, Staff, and Public Comments)
- ✓ Roll Call and Vote (In Person Meetings Only)
- ✓ Zoom Integration



## Post-Meeting: Archive & Recording

- ✓ Full Meeting Document Search  
(Including Attachments)
- ✓ Access Archived Recordings



# 03 Our Members

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# The Member Experience



View Current and Upcoming Meetings



Public Comment

## Current And Upcoming Meetings

### Upcoming Board And Committee Meetings

[View All Boards And Commissions](#)



| Meeting Title  | ↑↓ Date/Time          | ↑↓ Documents | ↑↓ Options | ↑↓ |
|--|-----------------------|--------------|------------|----|
| Insurance, Benefits, and Legislative Committee   Wednesday, December 7, 2022 | Dec 07, 2022 08:30 AM | Packet       |            |    |
| Board of Retirement   Wednesday, December 7, 2022                            | Dec 07, 2022 09:00 AM | Packet       |            |    |
| Operations Oversight Committee   Wednesday, December 7, 2022                 | Dec 07, 2022 09:00 AM | Packet       |            |    |
| Real Assets Committee   Wednesday, December 14, 2022                         | Dec 14, 2022 09:00 AM | Packet       |            |    |

Showing 1 to 4 of 4 Entries

# The Member Experience



View Livestream and Active Items on LACERA.com

LIVE MEETING

BOR Administrative/Disability & Committee Meetings - Thursday, October 6, 2022 - 10/6/22



AGENDA ITEM

**Approval of the Use of Teleconference Meeting Technology Under AB 361 and Government Code Section 54953(e), including as Part of Hybrid Board and Committee Meetings**  
That, under AB 361 and Government Code Section 54953(e)(3) of the Brown Act, the Board of Retirement and Board of Investments separately consider whether to find that the Governor's COVID-19 State of Emergency continues to directly impact the ability of each Board and its Committees to meet safely in person and that other public agencies still recommend social distancing such that each Board and its Committees shall hold teleconference meetings for the next 30 days, so long as the State of Emergency remains in effect, and





# The Member Experience



## View Motion and Vote Display

LIVE MEETING

BOR Administrative/Disability & Committee Meetings - Thursday, October 6, 2022 - 10/6/22



### AGENDA ITEM

**Approval of the Use of Teleconference Meeting Technology Under AB 361 and Government Code Section 54953(e), including as Part of Hybrid Board and Committee Meetings**  
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### MOTION

MOVED BY: Alan J. Bernstein

SECOND BY: Vivian H. Gray

**PASSED**

approve staff recommendations

# The Member Experience



## Archive and Full Document Search

**Advanced Search** —

**Boards And Commissions**

**Date Start**

**Date End**

**Meeting Type**

**Item Type**

**Item Title**

**Tracking Number**

**Sponsor**

# The Member Experience



Archive Recordings



# What's Next



# Thank You!



# QUESTIONS?