

IN PERSON & VIRTUAL BOARD MEETING

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



TO VIEW VIA WEB



TO PROVIDE PUBLIC COMMENT

Members of the public may address the Board orally and in writing. To provide Public Comment, please visit the above link and complete the request form.

Attention: If you have any questions, you may email PublicComment@lacera.com.

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

AGENDA

A REGULAR MEETING OF THE OPERATIONS OVERSIGHT COMMITTEE AND BOARD OF RETIREMENT*

LOS ANGELES COUNTY EMPLOYEES RETIREMENT ASSOCIATION

300 N. LAKE AVENUE, SUITE 810, PASADENA, CA 91101

9:00 A.M., WEDNESDAY, JUNE 4, 2025**

This meeting will be conducted by the Operations Oversight Committee and Board of Retirement both in person and by teleconference under California Government Code Sections 54953(f).

Any person may view the meeting in person at LACERA's offices or online at <https://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 TRUSTEES:

JP Harris, Chair
Nancy M. Durazo, Vice Chair
Aleen Langton, Trustee
Wayne Moore, Trustee
Shawn R. Kehoe, Alternate Trustee

- I. CALL TO ORDER
- II. PROCEDURE FOR TELECONFERENCE MEETING ATTENDANCE UNDER AB 2449, California Government Code Section 54953(f)
 - A. Just Cause
 - B. Action on Emergency Circumstance Requests
 - C. Statement of Persons Present at AB 2449 Teleconference Locations

III. APPROVAL OF MINUTES

- A. Approval of the Minutes of the Regular Meeting of May 7, 2025

IV. PUBLIC COMMENT

(Members of the public may address the Committee orally and in writing. To provide Public Comment, you should visit <https://LACERA.com/leadership/board-meetings> and complete the request [form](#).

If you select oral comment, we will contact you via email with information and instructions as to how to access the meeting as a speaker. You will have up to 3 minutes to address the Committee. Oral comment requests will be accepted up to the close of the Public Comment item on the agenda.

If you select written comment, please input your written public comment within the form as soon as possible and up to the close of the meeting. Written comment will be made part of the official record of the meeting. If you would like to remain anonymous at the meeting without stating your name, please leave the name field blank in the request form. If you have any questions, you may email PublicComment@lacera.com.)

V. 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. **LACERA's Statement of Commitment to Diversity, Equity, and Inclusion**

Laura Guglielmo, Assistant Executive Officer
(For Information Only) (Memo dated May 15, 2025))

C. **Retirement Comparison Report – March Madness**

JJ Popowich, Assistant Executive Officer
Tatiana Bayer, Division Manager, Member Services
(For Information Only) (Memo dated May 23, 2025)

VI. 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.)

VII. 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.)

VIII. GOOD OF THE ORDER

(For Information Purposes Only)

IX. 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 and will also be posted on lacera.com at the same time, [Board Meetings | LACERA](#).

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

MINUTES OF THE REGULAR MEETING OF THE OPERATIONS OVERSIGHT
COMMITTEE AND BOARD OF RETIREMENT*

LOS ANGELES COUNTY EMPLOYEES RETIREMENT ASSOCIATION

300 N. LAKE AVENUE, SUITE 810, PASADENA, CA 91101

1:29 P.M. – 1:59 P.M., WEDNESDAY, MAY 7, 2025

This meeting was conducted by the Operations Oversight
Committee both in person and by teleconference under California
Government Code Section 54953(f)

COMMITTEE TRUSTEES

PRESENT: JP Harris, Chair

Nancy M. Durazo, Vice Chair

Aleen Langton, Trustee

Wayne Moore, Trustee

ABSENT: Shawn R. Kehoe, Alternate Trustee

OTHER BOARD OF RETIREMENT TRUSTEES

Bobbie Fesler, Trustee

STAFF, ADVISORS AND PARTICIPANTS

Luis A. Lugo, Deputy Chief Executive Officer

JJ Popowich, Assistant Executive Officer

Laura Guglielmo, Assistant Executive Officer

Steven P. Rice, Chief Counsel

Fabio Ramirez, Supervisor, Account Maintenance Unit, Benefits

I. CALL TO ORDER

This meeting was called to order by Chair Harris at 1:29 p.m.

II. PROCEDURE FOR TELECONFERENCE MEETING ATTENDANCE UNDER AB 2449, California Government Code Section 54953(f)

- A. Just Cause
- B. Action on Emergency Circumstance Requests
- C. Statement of Persons Present at AB 2449 Teleconference Locations

There were no requests received.

III. APPROVAL OF MINUTES

- A. Approval of the Minutes of the Regular Meeting of April 2, 2025

Trustee Langton made a motion, Trustee Moore seconded, to approve the minutes of the regular meeting of April 2, 2025. The motion passed by the following roll call vote:

Yes: Durazo, Langton, Moore, Harris

No: None

IV. PUBLIC COMMENT

There were no requests from the public to speak.

V. 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)

The Executive team presented the monthly briefing and was available to answer questions from the Committee. This item was received and filed.

V. REPORTS (Continued)

B. **Policy Governing Deductions for Dues and Similar Assessments Implementation Project Update**

Fabio Ramirez, Supervisor, Account Maintenance Unit, Benefits

JJ Popowich, Assistant Executive Officer

(For Information Only) (Memo dated April 30, 2025)

The subject Project Update was discussed, and staff was available to answer questions. This item was received and filed.

VI. 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 agendized item at a future meeting.)

There was nothing to report.

VII. 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.

VIII. GOOD OF THE ORDER

(For Information Purposes Only)

There was nothing to report.

IX. ADJOURNMENT

There being no further business to come before the Committee, the meeting was adjourned at 1:59 p.m.



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

FOR INFORMATION ONLY



**Operations Briefing Report
Fiscal Year 2024-2025**



June 4, 2025



The Operations Briefing Report includes a Project Status Dashboard presenting a quick at-a-glance view of each project's status. The Dashboard is broken up into three color coded sections: New projects or projects with updates are reflected in purple and active projects with no new updates are reflected in blue. Projects completed this fiscal year are reflected in green.

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

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)

The Project Status Dashboard includes links to the project's Active Project Details summary or the Completed Projects Detail summary. This section continues to provide an overall narrative of the project's purpose and an overview of the project to date. The Project Details summary includes a section highlighting the latest updates to the project in the "Current Update" section followed by a "Historical Perspective" section to show past progress, successes, and challenges the project has gone through since it started.



PROJECT STATUS DASHBOARD

New Projects and Updates to Existing Projects

Project Title	Strategic Plan Initiative	Target Date	Status
Actuarial Valuation Reports: Retirement Benefits (Pension) (2024)	Compliance & Enterprise Risk Management	06/30/2025	On Schedule
Annual Financial Statement Preparation and Audit (2025)	Compliance & Enterprise Risk Management	06/30/2025	On Schedule
eDiscovery Solution	Compliance & Enterprise Risk Management	TBD	Delayed
Enterprise Contract Lifecycle Management (ECLM) Solution	Compliance & Enterprise Risk Management	03/31/2025	Delayed
LACERA Event Response Team (LERT) Management Solution	Compliance & Enterprise Risk Management	TBD	Delayed
Member Experience Communication Platform (MECP)	Superior Member Experience	08/31/2025	Delayed
PEPRA FAC: Scheduled Earnings	Compliance & Enterprise Risk Management	06/30/2025	On Schedule
Policy Governing Deductions for Dues and Similar Assessments From Retiree Benefit Payments Implementation Project	Compliance & Enterprise Risk Management	TBD	On Schedule
Public Domain Migration Project	Superior Member Experience	09/30/2025	On Schedule



Existing Projects - No Updates

Project Title	Strategic Plan Initiative	Target Date	Status
Case Management Project (Sol: Phase I)	Superior Member Experience	11/30/2024	Delayed
COLA Bank Retroactive Changes	Compliance & Enterprise Risk Management	6/30/2026	Delayed
Communications Plan	Superior Member Experience	06/30/2024	Pushed Back
HR-NeoGov Expansion & Learning Management System	Investing in People	03/31/2025	Delayed
PEPRA Implementation: Annual Benefit Statement	Superior Member Experience	12/31/2025	Pushed Back
Prepaid Bank Card Project	Superior Member Experience	06/30/2025	Delayed
Retroactive Payroll Adjustments: Prospective Correction	Compliance & Enterprise Risk Management	TBD	Pushed Back
Virtual Mailroom	Innovation Through Technology	02/28/2025	Pushed Back



FY 24-25 Completed Projects

Project Title	Strategic Plan Initiative	Target Date	Status
<u>960-hour Rehired Retiree audit process</u>	Superior Member Experience	6/30/2023	Completed
<u>Actuarial Valuation Reports: Retiree Healthcare (RHC) or Other Post-employment Benefits (OPEB) Program (2024)</u>	Compliance & Enterprise Risk Management	05/31/2025	Completed
<u>Actuarial Valuation Report: Retirement Benefits (Pension) (2024)</u>	Compliance & Enterprise Risk Management	02/28/2025	Completed
<u>Actuarial Valuation Reports: Retiree Healthcare (RHC) or Other Post-employment Benefits (OPEB) Program</u>	Compliance & Enterprise Risk Management	09/04/2024	Completed
<u>Alameda Decision Implementation</u>	Compliance & Enterprise Risk Management	N/A	Completed
<u>Annual Financial Statement Preparation and Audit (2024)</u>	Compliance & Enterprise Risk Management	01/31/2025	Completed
<u>Data Digitization Sharing Project</u>	Innovation Through Technology	12/30/2024	Completed
<u>Enterprise Budget Application (Questica) Implementation Phase II: Budget Book</u>	Compliance & Enterprise Risk Management	N/A	Project Terminated
<u>Medicare Part B Verification Enhancement</u>	Innovation Through Technology	6/30/2023	Completed
<u>Microsoft Copilot Search Implementation</u>	Innovation Through Technology	07/31/2024	Completed



FY 24-25 Completed Projects

Project Title	Strategic Plan Initiative	Target Date	Status
PEPRA Implementation: FAC Issue	Compliance & Enterprise Risk Management	12/31/2024	Project Terminated
Pre-2003 Pension Reserve Clean-up	Superior Member Experience	12/31/2024	Completed
Retirement Estimate Redesign	Superior Member Experience	12/30/2024	Completed
Retiree Healthcare Administration: Lifetime Maximum Benefit Project	Superior Member Experience	12/31/2024	Completed



ACTIVE PROJECT DETAILS

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)

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	BSG	Financial Accounting Services Division	April 2025	June 2025
	Project Lead(s): Ted Granger			
	On Schedule			
Actuarial Valuation Reports: Retirement Benefits (Pension) (2024) The Government Code requires that valuations of the Retirement Benefits 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 employer and employee contribution rates and to measure the funded status of the Retirement Plan. In addition, the valuation report provides information used to prepare the Governmental Accounting Standards Board (GASB) Statement Numbers 67 & 68 reports. Plan Administrators (LACERA) and Plan Sponsors (County) use the GASB reports to obtain information required for their financial statement disclosures.	Current Update			
	<i>May 2025 – Milliman completed drafts of the Actuarial Risk Assessment report and presentation slides. LACERA staff reviewed the materials and provided feedback. In addition, Milliman drafted presentation slides for a Trustee actuarial educational session, hosted by Milliman and staff, which will follow the Board of Investments meeting.</i>			
	Historical Perspectives			
	April 2025 – Milliman began preparing the Actuarial Risk Assessment report and presentation slide deck. Staff provided some input for Milliman to consider. Milliman prepares an annual risk assessment report based upon the most recent annual actuarial valuation report, to discuss various risk factors associated with the pension valuation process. This report also serves as a mid-year touch point for Milliman to provide the Trustees with additional actuarial information. Milliman will present the results to the Board of Investments at their June meeting.			

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	BSG	Financial Accounting Services Division	May 2025	December 2025
	Project Lead(s): Ted Granger			
	On Schedule			
	Current Update			
Annual Financial Statement Preparation and Audit (2025): Government code sections require that LACERA prepare annual financial statements including footnotes and disclosures in accordance with applicable accounting standards, obtain an external audit opinion of the financial statements, and transmit the reports to the Los Angeles County Board of Supervisors within six-months following the fiscal year-end.	May 2025 – LACERA staff obtained and uploaded supporting schedules and additional documentation requested by the auditor. Meanwhile, Plante Moran completed their risk assessment, audit planning, and preliminary fieldwork during May.			
	Historical Perspectives			
	April 2025 – Staff and Plante Moran held the annual kick-off meeting and began preparing the annual financial statement supporting schedules. Internal Audit coordinates these efforts. LACERA staff prepare LACERA’s Annual Financial Statements (AFS) as of June 30 th while Plante Moran, LACERA’s external financial statement auditor, completes the audit process starting in May and running through October. Staff expects to complete the AFS and audit opinion by mid-October and provide LACERA’s AFS to Los Angeles County, so the County can finalize their financial statement prior to calendar year-end.			

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Executive (MOG)	03/06/2025	TBD
	Project Lead(s): Fabio Ramirez			
	On Schedule			
	Current Update			
Policy Governing Deductions for Dues and Similar Assessments from Retiree Benefit Payments Implementation Project Implementation of the new policy governing agency deductions. This project is an effort to address existing and future members who elect to have dues or fees or premium payments for various third-party agencies deducted from their retirement benefit on a monthly basis to ensure LACERA is compliant with CERL Section 31452.5.	<i>We continue to refine the current process of accepting deduction changes based on feedback we received from NACo. We have agreed to adjust the requirements for a new DAA signed by the member for changes when a member is not adding or deleting a deduction in a specific category. Going forward the agency will be able to request the change on a revised Deduction Authorization Agreement (DAA). The change will be formally initiated with NACo in June.</i>			
	Historical Perspectives			
	The Board of Retirement adopted the new policy effective March 5, 2025. Following the Board meeting a project lead was selected. Management and the project lead began development of the project plan for this rollout. It is expected the project will be carried out in multiple phases over the next year.			
	In May, the project team provided an Information Only memo outlining the status of the project to the Operations Oversight Committee outlining the phased project plan. The initial “Discovery” phase is in progress, and we have begun contacting agencies to request data regarding legacy authorizations.			

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Executive	August 24, 2022	December 2, 2024
	Project Lead(s): JJ Popowich, Luis A. Lugo, & Iveta Brecko (PM)			
	Delayed			
Case Management Project (Sol: Phase I) Implement a case management system that will improve efficiency in processing member requests, provide accurate status and data collection for metrics, and improve the member experience. Processes included in Phase I are: Disability Retirement Services (DRS) Disability Litigation Office (DLO) Benefits – First Payment	Current Update			
	<i>The Case Management Project Phase I is currently in the Closure Phase. All three processes included in Phase I of the Case Management Project have been implemented and are running in production. The PMO is transitioning operational support of Sol from the Case Management Project to the Business Solutions team.</i>			
	Historical Perspectives			
	<p>In May of 2022, 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 team identified five phases over a series of years that would benefit from the Case Management System.</p> <p>Phase I consisted of three sub-phases: Disability Retirement Services (DRS), Disability Litigation Office (DLO, and the Benefits First Payment Process. The LACERA and Eccentex teams completed the development of the case management processes for DRS going live effective: September 22, 2023. The team continues to fine tune the system's performance and make updates as needed.</p> <p>Development of the last sub-phase – the Benefits First Payment process – began simultaneously with the other projects as staff worked to develop detailed process flow maps of the process and define and refine business rules and minimum expectations for the case management system. With the completion of the DRS/DLO sub-phases the teams focused their efforts on the First Payment Process.</p>			

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	MOG	Benefits	04/01/2021	06/30/2026
	Project Lead(s): Louis Gittens / Shonita Peterson			
	Delayed			
COLA Bank Retroactive Changes In April of 2021, the Board of Retirement approved corrections to the COLA Accumulation Bank, which involved making retroactive corrections, recalculating benefit allowance amounts, and paying members retroactive benefits due to a discrepancy discovered in the COLA Accumulation.	Current Update			
	<i>We recently revisited this project and determined that, due to the advanced knowledge required, it would be more efficient for staff at the RBS III level within Benefits to perform this task. We anticipate starting this project July 1, 2025. We believe this can be completed by June 30, 2026.</i>			
	Historical Perspectives			
	The project was broken down into five phases based on the complexity of the calculations needed to pay retroactive benefits to members. We will resume working on this project in July 2024.			
	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, 8,511 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 payment status. The manual phase of the project began in December 2021. Staff have manually calculated COLAs for 455 members and payments were issued for this population.			
	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.			



We recently revisited this project and determined that, due to the advanced knowledge required, it would be more efficient for staff at the RBS III level within Benefits to perform this task. As a result, we waited until after the conclusion of the March Madness payroll before moving forward with this project. We believe this can be completed this upcoming fiscal year, ending 6/30/2026.

COLA Bank: Retroactive Payment Project		
Status (As of 3/31/23)	Number	Percentage
Completed	8,511	88%
In-Process	1,161	12%
Grand Total	9,672	100%

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Superior Member Experience	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Exec (MOG)	02/28/2022	06/30/2025
	Project Lead(s): JJ Popowich & Cynthia Martinez			
	Pushed Back			
Communications Plan	Current Update			
	<i>No updates at this time.</i>			
	Historical Perspectives			
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 Communications team. The plan will outline how our communications Division has been designed to be flexible and responsive to	The LACERA executive team met on August 30, 2022, to review and discuss the 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.			



our needs as we fulfill our communication goals.

The Communications team is continuing the process of updating the draft Communications Plan to incorporate the Strategic Plan priorities based on the input from the assigned LEADS of each objective and other feedback provided by the Executive Team.

On October 2, 2024, the Communications team completed the update of the Communications Plan and incorporated the Strategic Plan priorities. The plan has been submitted to the Executive Office for review. Feedback has been received from the Executive Office and is pending updates.

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Information Security	12/01/2023	TBD
	Project Lead(s): Steven Rice, Chaitanya Errande, & Alonso Favela (PM)			
	Delayed			
	Current Update			
eDiscovery Solution Implement an eDiscovery solution that provides an intuitive and seamless way for the Legal Office and Information Security Teams to conduct eDiscovery, eDiscovery is the process of identifying, collecting, and producing electronically stored information (ESI) for use in a lawsuit or investigation, to respond to a Public Records Act, or to facilitate collection of information for other business purposes. An eDiscovery solution can help automate the collection of electronic data, such as email, MS Teams messages, SharePoint storage, Bloomberg communication, and SMS, and automate	The eDiscovery Project is in the Planning Phase.			
	No new updates.			
	Historical Perspectives			
	In December of 2023, the IT Coordination Council (ITCC) approved the request by the Legal Office and Information Security teams to search and select a vendor that can provide LACERA an eDiscovery Solution.			
	The LACERA eDiscovery Team evaluated and selected a vendor by inviting Veritas, Smarsh and GlobalRelay to provide quotes, demo the products, and answer questions relating to eDiscovery needs. Additionally, the eDiscovery project bypassed the Request for Proposal (RFP) process because all invited vendors offered costs below the qualifying threshold set in the RFP guidelines. After performing the necessary due diligence and incorporating selection factors such as system functionalities, pricing, support availability, system integrations, User Experience (UX), and end-user training, the eDiscovery Project			



repetitive tasks, reducing the need for manual intervention.

team selected GlobalRelay as the vendor that would partner and collaborate with LACERA to implement the eDiscovery solution. The following milestones have been completed:

Contract Finalization and Procurement – The contract costs were revised to include SharePoint. The original proposal anticipated SharePoint as a future add on, but staff and management have determined that the purpose and efficacy of the project, and cost efficiency as well as project roll out and implementation, will be enhanced by including SharePoint from the inception. The Board of Retirement approved the revised monthly and total five-year expenditures on February 5, 2025.

The eDiscovery Solution Team is in the Contract Development process, wherein terms and conditions are discussed with the vendor. After the proposed contract was submitted for review, the Legal Division and Executive Office determined that additional terms are needed before proceeding any further with the project.

In May, we reported the Team has hit some significant delays in the process of finalizing the final contract with Global Relay to ensure that the contract terms are clear and provide adequate protection to LACERA. The team is assessing our options and working to determine what the next steps are. Once the final contract has been submitted for review, Vendor Management will complete the process, and we will schedule a formal kickoff date to begin implementation.



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	BSG	Administrative Services	03/01/2022	03/31/2025
	Project Lead(s): Ricki Contreras, Elsy Gutierrez & Penelope Rodriguez (PM)			
	Delayed			
Enterprise Contract Lifecycle Management (ECLM) Solution Pursuant to a recommendation by Administrative Services staff, the Operations Oversight Committee (OOC) on March 2, 2022, authorized a Request for Proposal (RFP) for software and consulting services to procure, configure, customize, and implement an ECLM system, which was published on LACERA.com on March 4, 2022.	Current Update			
	<i>The ECLM project is still in the Execution Phase. The ECLM project team is working closely with the vendor to complete all remaining training sessions by the end of May 2025 and go live by June 30, 2025.</i>			
	Historical Perspectives			
	<p>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.</p> <p>The ECLM Solution's Iteration 4 is underway to meet the newly structured Vendor Management, the basic framework for the contract administration is still intact from the initial implementation. The new process has forced a pivot to restructure user groups and security roles to align with the Vendor Management group and personnel. The ECLM Vendor Management system is functional and available for testing as the workflows are updated. Systems, Admin Services, Legal, Investment Division, and FASD Subject Matter Experts (SME's) have completed rendering the final requirements imposing the process change and the final items of restructuring are in-flight. We are currently Projecting project to launch on time.</p> <ul style="list-style-type: none">• Contract Repositories• Vendor Portal• Contract Approval Chain			



- Consolidated Bid Responses and Evaluation – RFP Management
- AI Capabilities – Drafting, Reviewing & Executing of Contracts
- Reporting - Contract Requests, Solicitations, Contracts, and Vendors
- Systems Integration with Great Plains

To enhance the effectiveness of end-user training across all business divisions, we have restructured the approach. Instead of conducting large 2-hour training sessions, we will now break down the training into 1-hour modules for each of the 5 individual modules. This modification aims to facilitate easier retention for end users. Additionally, each training session will involve a Subject Matter Expert (SME) from each division. These sessions will be supported by customized training materials tailored to our internal processes, which will be distributed before the sessions commence.

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Investing in People	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Laura Guglielmo (Exec - BSG)	03/19/2024	06/30/2025
	Project Lead(s): Alonso Favela (PM), Carly Ntoya, & Roberta Van Nortrick			
	Delayed			
	Current Update			
HR-NeoGov Expansion & Learning Management System: Expand LACERA's use of NeoGov to include Talent Acquisition, the Performance Module for represented staff, and the Learning Module, in line with Strategic Initiative #3.3 - Investing in People.	<i>The project is in the Execution Phase. The HR-NeoGov Implementation team has been collaborating with the project team regarding the implementation of the Performance (PERFORM) and Learning (LEARN) Modules.</i> <i>The LEARN training has been completed and the Learn module has been implemented.</i> <i>The configuration of the PERFORM module for represented employees and supervisors has been completed and tested successfully. A soft launch of the PERFORM module for represented personnel is planned for May and June.</i>			



Historical Perspectives	
	<p>On March 19, 2024, the IT Coordination Council (ITCC) approved the Human Resources team's proposal to expand LACERA's use of the NeoGov system. The approved enhancements include expanding the Talent Acquisition, Performance Modules for represented staff, and the Learning Module. This initiative directly supports LACERA's Strategic Initiative #3.3, which focuses on investing in the development and growth of our workforce. Funding for the additional NeoGov modules was included in LACERA's Administrative Budget for FY 2024/25.</p>

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	Exec	Executive	01/01/2023	TBD
	Project Lead(s): JJ Popowich, Chait Errande, and David Choe (PM)			
	Delayed			
	Current Update			
LACERA Event Response Team (LERT) Management Solution LACERA seeks a solution that automates the tracking and workflow of LACERA incidents.	<p><i>The LERT project Phase 1 is currently in the Closure Phase. The tasks that need to be completed are:</i></p> <ol style="list-style-type: none"><i>Workplace Violence Events – The project team will finetune the HR reporting requirements and adjust reports to include additional data points.</i><i>General LACERA Events – The Information Security Office will hold a workshop for stakeholders to review the LERT creation process and workflow.</i> <p><i>The LERT Phase 2 Kick Off meeting was completed. This meeting reestablished the project team, scope, subject matter experts (SMEs), stakeholders, and project timeline. The main deliverables for Phase 2 are: Workspace integration and letter generation with LERT, On-Solve integration with Service Now, and a user interface re-design of some of the Employee Center pages in ServiceNow .</i></p>			



The LERT Phase 2 Workspace Integration design was approved by LACERA's Architecture Review Board (ARC) on May 14, 2025. During the next several weeks, the project team will draft integration specifications and refine the LERT letter templates for submittal to LACERA's ServiceNow and WS developers.

Historical Perspectives

In December 2022, the Information Technology Coordination Council approved a LIRT incident management solution project to automate the tracking of LACERA incidents. The LIRT project team decided to leverage a product that is already implemented at LACERA: ServiceNow Information Technology Service Management (ITSM). LACERA selected Winward as our business partner to leverage and customize the incident workflow of ServiceNow's ITSM to support LACERA's process regarding incident tracking, management, and reporting. Because LACERA owns this product and is only configuring one module to support our specific process, we were able to absorb the project's cost in the FY 2023-24 budget. Although the project was initially scheduled for completion in June 2024, we have extended the timeline to incorporate additional compliance requirements related to new Workplace Violence regulations.

The LIRT Management Solution has been rebranded to the LACERA Event Response Team (LERT) Management Solution. The project is in the Monitoring and Control Phase. On December 19, 2024, ServiceNow modules for LERT and Workplace Violence reporting, as part of the new HR Employee Center website, were presented during the Brown Bag All Staff meeting. These modules are published and are accessible to all staff on LACERA Connect. The HR Employee Center website allows staff to confidentially self-report Workplace Violence incidents to Human Resources or Data Privacy and I/T Security events related to member data directly to LACERA's Event Response Team. This is a significant milestone as both modules support the recently adopted Workplace Violence Prevention Plan Policy and existing LACERA Event Response Team Policy.

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Superior Member Experience	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	JJ Popowich (Exec - MOG)	10/18/2022	TBD
	Project Lead(s): Cookie Jaranilla, Tatiana Bayer, & Cassandra Smith			
	Delayed			
Member Experience Communication Platform (MECP): LACERA is looking to improve Member Experience through innovative use of modern technology to provide better support for our omnichannel service approach. This project is to select a cloud-based communication service that provides omnichannel contact center with native MS Teams' certificated integration along with other features designed to improve and make our services more efficient.	Current Update			
	The MECP Project is in the Planning Phase.			
	The team has been meeting with Genesys and TTEC to work on resolving outstanding issues regarding Master Services Agreement and the SOW. Significant progress has been made, but it has not been finalized at this time.			
	Historical Perspectives			
	LACERA seeks a Member Experience Communications Platform software as a service (SaaS) with a proven, state-of-the-art, commercial-off-the-shelf solution with minimal modifications. LACERA's goal is to gain efficiency and update existing processes through a best-of-breed enterprise communications system, focusing on improving the timeliness, accuracy, consistency of information, and internal operations.			
At the August 7, 2024, meeting, the Board of Retirement authorized staff to engage with TTEC/Genesys to provide software and consulting services to configure, customize, and implement the Member Experience Communications Platform (MECP) – Genesys application for the Member Services and Retiree Health Care Divisions at a first-year cost of \$590,260 (implementation cost of \$157,675 and licensing fee of \$432,585). The total anticipated five-year cost is \$2,320,600. Sufficient appropriation is included as part of the FY 2024-25 Systems Division Enterprise Software Account. Contract development is now underway.				
The MECP Project Team successfully completed the review and discussion sessions with the primary stakeholders, subject matter experts, and the vendor. The review and finalization of the Statement of Work is ongoing. Integration with Eccentex, the Case Management vendor, is considered part of the deliverables.				



In May 2025 we reported the Team has hit significant delays in the process of finalizing the Statement of Work and final contract with Genesys and TTEC (our implementation partner). The team has been assessing our options and working to determine what the next steps are. Once the final contract has been submitted for review, Vendor Management will complete the process, and we will schedule a formal kickoff date to begin implementation.

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Superior Member Experience	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Exec (MOG)	01/01/2013	12/31/2024
	Project Lead(s): Cynthia Martinez			
	Pushed Back			
	Current Update			
PEPRA Implementation: Annual Benefit Statement LACERA does not currently offer an Annual Benefit Statement (ABS) for PEPRA members.	No updates at this time.			
	Historical Perspectives			
	LACERA was unable to generate a PEPRA member ABS until we could accurately, automatically, calculate a member’s FAC. This project is moving forward now that the FAC issue is nearly resolved. In the meantime, Progress continues on the PEPRA Implementation: FAC Issue project and that project’s target date has been updated to October 30, 2023, to allow time to import historical files necessary to calculate a member’s benefit estimates.			
A kickoff meeting was held on August 22, 2023, to discuss project expectations, review the Project Charter, confirm the ABS Team participants, briefly review the Active redesigned comp, and discuss next steps. It was confirmed the team will meet weekly to begin the review process of the Active redesigned comp. The team decided to change how we generate the ABS. To provide us with more flexibility in distribution of the new ABS, the team decided to move to a digital version which will decouple LACERA’s reliance on specialized programming with our print vendors, reduce print and mailing costs, expedite receipt of the ABS by members, and was expected to shorten the development time for the new ABS. Communications has incorporated all feedback from the team and the ABS is currently in production for update of data fields and rebranding based on the team input.				



The project continued to be negatively impacted by delays in finalizing the PEPRA Final Average Compensation (FAC) amount. While work with the Auditor-Controller and our Systems teams continued a decision in May of 2024 was made to provide an estimated benefit amount based on an estimated FAC with caveats regarding accuracy and then focus on providing an accurate representation of the member's current and future percentage of FAC to provide insight into how their benefit is growing over time. A new target date was set for July 30, 2024, with the status of the project changing from "Pushed Back" to "Delayed."

Since May, Communications drafted two ABS "comps" based on the team review and input (draft examples of what the new ABS will look like) and worked with Systems and our design vendor to refine the concepts. Feedback was sought from the team and then the Executive Office. A "final" review as conducted by all involved parties. After the final review, a few additional changes were required, and the ABS format was finalized.

In November 2024, we reported the project is pending development of programming required to generate the data and print the new ABS format. However, the project has been significantly delayed due to resource challenges as System resources are dedicated to the Case Management project.

Once resources are available Systems will provide their timeline for development, beta testing, and logistics. Systems will also provide Communications with a sample test file for the print vendor. After print vendor testing of the sample files and there are no issues, Communications will determine a final timeline and estimated completion date. The final stage is expected to be a campaign to inform our members two to three months prior to distribution of the new digital and print ABS and a launch date will be announced.

Systems started processing the finalized PDF design and including working on defining the logic for each field based on the templates Communications has provided to ensure accuracy in November 2024. To ensure the correct logic is being programed, there are several questions that need to be addressed further by the PMG team/SMEs assigned to this project before Systems can move forward with programming/mapping of the data. However, based on staff workload and existing project priorities, this project has been pushed back. Once resources are available, we will resume work on this project.



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Executive (MOG)	01/15/2025	06/30/2025
	Project Lead(s): Kevin Hawkins			
	On Schedule			
	Current Update			
PEPRA FAC: Scheduled Earnings On January 15, 2025, the Board of Retirement adopted a recommendation to change the methodology for calculating a PEPRA member's Final Average Compensation due to a revised interpretation of PEPRA and CERL. Effective with this decision, LACERA will now use Scheduled Earnings to calculate the FAC, instead of Actual Earnings. The change is retroactive to all retirements under PEPRA since PEPRA's passage in 2013. This project covers all efforts to implement this change and pay any retroactive benefits.	<i>Phase III: We have now shifted to working on retirement benefit adjustments and retroactive benefit calculations. The plan is for impacted members to see the adjustment to their monthly benefit on the June 2025 scheduled payment. The retroactive benefit payments will be issued soon thereafter. Before the June 2025 monthly disbursements, we will send a letter to these members to notify them of what to expect.</i> <i>Member Communication Plans:</i> <i>Members Who Generated/Received Retirement Estimates Between January 1, 2025, and March 31, 2025: We sent letters to members in this category to let them know they can visit My LACERA and run updated estimates based on the new calculation methodology.</i>			
	Historical Perspectives			
	The Process Management Group is heading up this implementation plan. A project plan is in place and implementation has begun. The project has three phases: <ul style="list-style-type: none">Phase I: Development of business rule, procedures, training, programming to support the change, and initial member notification,			



- Phase II: Begin processing all new retirements after Phase I in accordance with the business rules and Board's resolution, and begin updating LACERA's online and print materials that have PEPRA FAC information, and
- Phase III: Review and calculate any required changes for retired members retroactively. Tasks will mostly be worked on in order according to their phase as numbered here but some tasks for different phases are being worked on simultaneously. The team will present a project plan to the Board of Retirement by March 2025.

The revision of the existing business rule for PEPRA FAC is in progress.

The first revision of the existing business rule has been approved and distributed to stakeholders. Systems completed preliminary programming based on the approved portion of the revised business rules and will complete the remaining programming upon their receipt of the approved revised business rule.

The forthcoming second revision of the rule is pending a final decision on how to handle FAC for part-time PEPRA members and PEPRA members with FAC periods of less than 36 consecutive months. In the interim, the first revision of the business rule gives staff enough guidance to move forward with processing most cases, and management will provide guidance for how to handle any cases that involve part-time or FAC periods of less than 36 months.

All first payments, beginning with the March 2025 first payments, were calculated based on scheduled earnings for FAC. Workspace has been updated to calculate PEPRA FAC using scheduled earnings.

The My LACERA PEPRA retirement benefit estimator has been updated to automatically provide the highest FAC based on scheduled earnings. Staff tools such as checklists, spreadsheets, and procedures, and the applicable Quality Assurance audit criteria have been reviewed for compliance with the business rule.

Member Communication Plans:

Communications published articles about the change in the March 2025 Spotlight and Pathways newsletters. On the LACERA.com News and Announcements, Communications published an



	<p>announcement about LACERA's change to using scheduled earnings for PEPRA FAC, including details and a timeline for how the different impacted member populations are being addressed. Also, additional information was added to the LACERA.com Compensation page to explain how 36-month FAC is calculated.</p> <p>March First Payments: Members whose benefit payments started in March 2025, were sent a letter advising them that their FAC was updated to comply with the change in the calculation methodology and their retirement benefit allowance increased from the previous estimate.</p> <p>April or Later First Payments: Retired members whose benefit payments were expected to start in April 2025 were sent a letter advising them that their FAC was updated to comply with the change in the calculation methodology and their retirement benefit allowance increased from the previous estimate.</p>
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Project / Issue Title Brief Description	Strategic Plan Initiative:		Superior Member Experience	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Executive (MOG)	06/15/2022	07/30/2025
	Project Lead(s): JJ Popowich & Shonita Peterson (PM)			
	Delayed			
Prepaid Bank Card Project Introduction of a prepaid bank card option for monthly benefit payments	Current Update			
	<i>The implementation process is moving forward as preparations are being made for the upcoming campaign launch. PMG and Communications are drafting new debit card documents, business rules, and procedures. The team has run into some delays which has pushed back the proposed July 2025 launch date.</i>			
	Historical Perspectives			
	LACERA is working on implementing a Prepaid Debit Card Service to provide an alternative to paper checks for retired and survivor benefit payments, aiming to reduce costs and improve reliability due to significant degradation of USPS mailing reliability and difficulty with delivering to some foreign countries.			



- **Project Initiation and Vendor Selection:** In June 2022, LACERA issued an RFP for a Prepaid Debit Card Service and received two proposals by September 30, 2022. Conduent was selected as the vendor, with the Board of Retirements' approval in April 2023.
- **Contract and Legislative Developments:** Contract and Statement of Work discussions with Conduent proceeded as planned. However, after a tentative agreement the project was delayed as Conduent and LACERA worked to address data security concerns expressed by the Information Security Office. Following successful discussions contract amendments were prepared for review.

Concurrently, LACERA worked with the State Legislature to seek changes to relevant state laws to authorize this new method of delivering benefit payments. The State Legislature passed AB 2474, authorizing a test program for the debit cards, which was signed by the Governor in July 2024.

Following the resolution of both issues contract amendments were finalized.

Additionally, discussions with Conduent continued on issues like debit card design and finalizing a Statement of Work.

The contract amendment has been signed by Conduent and returned to LACERA.

PMG and the LACERA team continue to meet weekly with Conduent to discuss the implementation process. The LACERA stakeholders also hold weekly meetings to review internal implementation procedures. The team is currently focused on the launch and enrollment process for the LACERA Prepaid Debit Card campaign. We have set a tentative launch date of July 30, 2025.

*Summary developed using AI and edited for content.

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Superior Member Experience	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	JJ Popowich	11/04/2024	09/30/2025
	Project Lead(s): Alonso Favela (PM)			
	On Schedule			
	Current Update			
Public Domain Migration Project: Our current domain, lacera.com, does not clearly convey our status as a government entity. To address this, we plan to transition to a .gov domain that will immediately signal our official and trustworthy nature to users and email recipients. This change aims to enhance the system's credibility, ensuring that users and other agencies feel secure and confident in the legitimacy of their interactions with LACERA.	<i>The Communications, Retiree Healthcare, and Systems divisions are collaboratively preparing for the transition from lacera.com and mylacera.com to lacera.gov and mylacera.gov. The target transition date is set for 07/01/2025.</i>			
	<i>Draft notification letters have been completed and approved.</i>			
	Historical Perspectives			
	Domain Transition Decision In November 2024, LACERA's Executive Office decided to transition from a .com public domain to a .gov public domain. This decision was prompted by inquiries regarding LACERA's status as a government entity due to our use of a .com domain. The .gov domain was selected for several key reasons: <ul style="list-style-type: none">• Trust and Credibility: The .gov domain is exclusive to government entities, ensuring that websites with this domain are verified and legitimate. This enhances public trust, as users can be confident, they are accessing official government information.• Professionalism: A .gov domain conveys professionalism and authority, distinguishing government websites from commercial or non-profit sites and reinforcing the agency's official status.• Security: .gov domains adhere to stringent security standards and regulations, protecting sensitive information and ensuring the integrity of the website, which is crucial for maintaining public confidence in the agency's online presence.• Consistency: Utilizing a .gov domain fosters a consistent and recognizable brand identity for government agencies, helping users easily identify and remember official government websites.			



- **Search Engine Optimization (SEO):** .gov domains often receive higher priority in search engine results, facilitating the public's access to official government information online.

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	MOG	Exec	06/01/2021	TBD
	Project Lead(s): JJ Popowich			
	Pushed Back			
Retroactive Payroll Adjustments: Prospective Correction The Auditor-Controller is responsible for collecting contributions on all compensation earnable and pensionable earnings compensation at the time of payment. For many years, the AC has not been collecting contributions on retroactive payroll adjustments. In 2021, the AC made changes to their programming to take deductions at the time of payment. However, there are still some situations where these contributions are not being collected.	Current Update			
	No updates at this time.			
	Historical Perspectives			
	Following the AC's programming change, LACERA implemented a testing regimen to ensure that the contributions were being deducted as expected. In August, the AC notified LACERA that they were adjusting the time frame that they would be withholding contributions for retroactive adjustments to 60 months (from the current 99 months). All retroactive earnings paid for pay periods more than 60 months in arrears would no longer have contributions deducted from them. This change was made by the County due to excessive degradation in their payroll system's performance. In 2022, LACERA met with the AC's team to discuss collection of contributions for adjustments more than 60-months old. A few ideas were generated, and we continue to work with them to develop a procedure that both the County and LACERA can support.			

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Innovation Through Technology	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Laura Guglielmo (Exec - BSG)	11/12/2024	02/28/2025
	Project Lead(s): Ahmad Chisty (PM), Ricki Contreras, & Esmeralda Delgado			
	Pushed Back			
	Current Update			
Virtual Mailroom: Establish a virtual mail room to provide a business continuity plan in the event that the LACERA building in Pasadena is inaccessible.	No updates at this time.			
	Next steps: Re-engagement meeting with stakeholders and business owners for early-mid May to review and reestablish project scope, project plan and timeline. (up to end of May) Engage vendor management for RFP development (end of May).			
	Highlights: Project resumption meeting setup with core team and stakeholders for week of 5/5 to review project documentation, make necessary changes and prepare project documentation for hand off to Vendor Management. Vendor management is where the project left off last year.			
	Historical Perspectives			
	On March 19, 2024, the IT Coordination Council (ITCC) approved Administrative Service's DPC team to seek a vendor for a Virtual Mailroom Pilot Program. This initiative establishes a business continuity plan in the event that the LACERA building, and mail room are inaccessible. The core objective is to outsource the digitization of member documents and incoming mail to a vendor that will act as a virtual mail room for LACERA. LACERA would then receive mail digitally, eliminating or supplementing the current process of digitizing incoming paper mail in LACERA Document Processing Center (DPC). Funding for this project was included in LACERA’s Administrative Budget for FY 2024/25.			
	In November 2024, we reported that this project is in the Planning Phase. The project team gathered the necessary knowledge and completed the Request for Information (RFI) from the vendors. The results of the RFI were presented to and conditionally approved by the IT Coordination Council, garnering Executive Sponsorship for cost and resource allocation.			



	The team has started the next milestone by preparing the documentation and information needed to collaborate with the vendor management group to create and issue the Request for Proposal (RFP).
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COMPLETED PROJECT DETAILS

This portion of the Operations Briefing will detail projects and initiatives that have been completed during the Fiscal Year 2024 - 2025.

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Superior Member Experience	
	Type	Project Sponsor	Start Date	Target Date
	Benefits	Exec	2/1/2023	3/31/2024
	Project Lead(s): Shonita Peterson & Alex Ochoa			
	Completed			
	Current Update			
960-hour Rehired Retiree Audit Process Automate the reporting and auditing of rehired retirees. Import data from the 120-day report into Workspace and automate notification letters to members approaching IRS limits.	<p><i>In February 2024, the software changes to support automated auditing and reporting of rehired retirees were deployed in MyLACERA and Workspace. The changes included a new tile on MyLACERA for rehired retirees detailing the total hours that they have worked for the current fiscal year as well as an audit routine in Workspace that detects rehired retiree work hours and automatically sends notifications to members and their departments as certain thresholds of work hours are reached.</i></p> <p><i>In March 2024, the first audit process was executed to identify rehired retirees and send notifications to both the members and their departments.</i></p> <p><i>From April through June 2024, the audit process was executed monthly to identify members that were exceeding certain thresholds and sending automated notifications to both the members and their departments. It is important to note that no members have exceeded the 960-hour limit since the automated audit process was implemented. We consider this a complete success.</i></p> <p><i>The Systems Division is currently transitioning the rehired retiree audit process from a monitoring and controlling phase to project closure by adding it to LACERA's enterprise systems calendar and turning operational support over to the production support team. We expect the transition to be completed and the project to be closed by August 31, 2024.</i></p>			



As of August 2024, with the new automated JLetters being sent to members and departments this project is complete. LACERA will rely on system automation to monitor Rehired Retiree hours worked.

Historical Perspectives

The California Public Employees' Pension Reform Act of 2013 (PEPRA) prescribes limitations on the activities of retired members of these retirement systems, which supersede the provisions of PERS with which they conflict. Under both PERS and PEPRA, a retired member is generally subject to a limit of 960 hours of employment within a calendar or fiscal year, depending on the administrator of the system, for specified employers without reinstating in the system.

To remain compliant with IRS regulations, LACERA must audit rehired retirees to ensure that these members do not exceed the 960-hour limit.

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	BSG	Financial & Accounting Services Division	August 2024	February 2025
	Project Lead(s): Ted Granger			
	Completed			
Actuarial Valuation Reports: Retirement Benefits (Pension) (2024) The Government Code requires that valuations of the Retirement Benefits 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 employer and employee contribution rates and to measure the funded status of the Retirement Plan. In addition, the valuation report provides information used to prepare the Governmental Accounting Standards Board (GASB) Statement Numbers 67 & 68 reports. Plan Administrators (LACERA) and Plan Sponsors (County) use the GASB reports to obtain information required for their financial statement disclosures.	Current Update			
	<i>2024 Retirement Benefits – Annual Valuation</i> <i>Milliman and staff presented the final report to the Board of Investments (BOI) at their February 2024 meeting. There are two additional reports that will be prepared based upon the results of the 2024 Retirement Benefits Valuation Report:</i>			
	<i>1) Staff will work with Milliman to prepare the upcoming GASB 68 report for Los Angeles County's June 30, 2025, annual financial statements.</i>			
	<i>2) Staff will work with Milliman to prepare the upcoming Risk Assessment Report, tentatively scheduled to be presented at the June 2025 Board of Investments meeting.</i>			
	Historical Perspectives			
	January 2025 – Board materials updated. This item is scheduled for the February 2025 BOI agenda.			
	December 2024 – This item was moved to the February 2025 BOI agenda. Milliman completed the 2024 Valuation report and is working with LACERA to finalize the Board materials.			
	November 2024 – Milliman prepared a draft valuation report and presentations slide for review in November.			
	September 2024 – The County sent their annual request and Milliman provided a preliminary funding estimate letter, which includes estimates of the funded ratio as of June 30, 2024, and employer contribution rates for the fiscal year beginning July 1, 2025.			



August 2024 – Milliman (LACERA’s consulting actuary) provided and LACERA staff completed the annual information request. LACERA’s Systems Division prepared and transmitted the year-end member census data to Milliman. LACERA prepared a project timeline and Milliman reviewed and approved the timeline.

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	BSG	Financial Accounting Services Division	September 2024	May 2025
	Project Lead(s): Ted Granger			
	Completed			
	Current Update			
	<i>April 2025 – Staff and Milliman presented the final 2024 OPEB Valuation Report which the Board approved at their April 2025 meeting. Staff and Milliman presented the status of LACERA’s OPEB pre-funding plan and policy development efforts as an employer sponsor. The Board provided some feedback for staff to consider.</i>			
Actuarial Valuation Reports: Retiree Healthcare (RHC) or Other Post-employment Benefits (OPEB) Program (2024) The Retiree Healthcare (RHC) Program administered by LACERA on behalf of Los Angeles County includes retiree healthcare benefits such as medical and dental/vision insurance plans and death benefits. GASB refers to these benefits as Other Post-Employment Benefits (OPEB) for financial reporting. GASB Statement Numbers 74 & 75 prescribes financial statement reporting standards for OPEB programs. Actuarial valuations are prepared annually, and experience and assumption studies are prepared triennially for Los Angeles County and	Historical Perspectives			
	March 2025 – Staff and Milliman completed the materials for the April 2025 Board of Retirement meeting. Staff and Milliman will provide a separate presentation to the Board regarding LACERA’s OPEB pre-funding efforts as an employer sponsor.			
	January 2025 – Milliman continued working on the annual valuation report with an earlier deadline than prior years. One lead consultant (Janet Jennings) at Milliman will retire mid-year and be replaced with another consultant (Ryan Cook) who is already assigned to the LACERA account.			
	December 2024 – LACERA and Milliman are working towards completing the annual valuation report under the new shortened timeline. We are also requesting that the Los Angeles County stakeholders consider a condensed timeline for the GASB 74 & 75 reports.			



LACERA's Board of Retirement to make funding decisions and to provide the information for the GASB 75 report which is based on the actuarial valuation and used for employer financial statement disclosure reporting.

November 2024 – LACERA and Milliman met with the Los Angeles County stakeholders and decided to shorten the annual reporting timeline by several months. Some data captured in the prior reporting model which delayed the reporting process, such as late-enrollee and the next year's healthcare premium renewal rates, will be included in the following year's report. The revised timeline will ensure the County receives reports earlier and help LACERA staff better manage competing projects.

August 2024 – LACERA transmitted the census data file to Milliman (LACERA's consulting actuary) when they began planning for the annual OPEB valuation project.

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Superior Member Experience	
	Type	Project Sponsor	Start Date	Target Date
	BSG	Financial Accounting Services Division	August 2023	September 2024
	Project Lead(s): Ted Granger			
	Completed			
	Current Update			
Actuarial Valuation Reports: Retiree Healthcare (RHC) or Other Post-employment Benefits (OPEB) Program The Retiree Healthcare (RHC) Program administered by LACERA on behalf of Los Angeles County includes retiree healthcare benefits such as medical and dental/vision insurance plans and death benefits. GASB refers to these benefits as Other Post-Employment Benefits (OPEB) for financial reporting. GASB Statement Numbers 74 & 75 prescribes financial statement reporting standards for OPEB programs. Actuarial valuations are	<i>September 2024 – Milliman (LACERA's consulting actuary) presented the 2023 OPEB Actuarial Valuation report and CavMac (LACERA's reviewing actuary) presented the results of their review to the Board of Retirement (BOR) at their September meeting. There were some questions regarding the future funding of the OPEB Program that will be followed up on. This presentation and BOR's approval completed the 2023 OPEB reporting cycle.</i> <i>LACERA slightly delayed the experience study process so Milliman could review the Board of Investment's recently updated strategic asset allocation (SAA) for the OPEB Trust when considering the investment return assumption. The target completion date for this project was moved from August to September 2024.</i>			



prepared annually, and experience and assumption studies are prepared triennially 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 based on the actuarial valuation and used for employer financial statement disclosure reporting.

Historical Perspectives

August 2023 – LACERA transmitted the census data file to Milliman when they began planning for the triennial year OPEB actuarial project cycle which includes an investigation of experience study and an annual valuation. Milliman started their work shortly thereafter.

In February 2024, Milliman presented a first draft Experience Study report to the Los Angeles County Stakeholder group. The BOR approved FY 2024-2025 retiree medical insurance premiums presented by the Retiree Healthcare (RHC) Division at the March meeting. Milliman updated their analysis to include the latest premium information to develop the medical cost trends and projections.

April 2024 – The Board of Investments approved and updated their strategic asset allocation (SAA) for the OPEB Trust. It was determined that LACERA needed to delay the experience study process so Milliman could review the new SAA when considering the OPEB Trust investment return assumption and share this recent information with the County Stakeholder Group.

In May 2024, the Board of Investments approved and updated the OPEB Trust performance benchmarks and in June, the Investment Policy Statement (IPS) based on their recent approval of the SAA. LACERA held a second meeting to discuss draft 2 of the OPEB Experience Study with the Los Angeles County Stakeholder group including the County, Superior Court, labor groups, and their consultants, to review the remaining economic assumptions impacted by the SAA. There were no additional questions/concerns from the Stakeholder group.

June 2024 – Milliman provided an educational session to the Board of Investments at their in June meeting. The draft experience study report, which includes the actuarial assumptions, was completed by Milliman and presented at the July Board of Retirement meeting for approval. Milliman will prepare the annual valuation report and present it at the Board of Retirement meeting for approval in September.

July 2024 – The Board of Retirement approved the 2023 OPEB Experience Study draft report which included updated actuarial assumptions and methods that will be used to



prepare the 2023 OPEB Valuation report. Milliman provided the draft valuation report appendices to LACERA for review.

In August 2024, Milliman completed the draft 2023 OPEB Valuation Report while LACERA staff and Milliman hosted the third and final Los Angeles County Stakeholder meeting for this project cycle. Milliman and CavMac (LACERA's reviewing actuary) presented their results with no major issues from the Stakeholder group. Milliman and staff prepared final reports for the September BOR meeting.

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	MOG	Benefits	08/01/2020	N/A
	Project Lead(s): Shonita Peterson			
	Completed			
	Current Update			
Alameda Decision Implementation In 2020, the California Supreme Court issued its decision in the Alameda County Deputy Sheriff's Association v. Alameda County Employees Retirement Association ("Alameda"), challenging the constitutionality of changes passed in 2013 Assembly Bill 197, which amended the definition of compensation earnable, specifically, excluding pay items previously included such as unused vacation, termination pay, in-kind payments, and payments for services rendered outside of normal working hours. The Court upheld the constitutionality of the Legislature's actions. In 2021, the Legal Office notified	<i>This project has been completed. LACERA identified all impacted members and calculated the required changes to the member's benefit where applicable. All impacted members have been notified, and any owed or outstanding benefits have been paid.</i> <i>There is a small group of deceased members who we have been unable to locate current contact information for the beneficiaries. We will continue to follow our normal processes for locating these beneficiaries and paying out any outstanding amounts. However, for the purposes of this project, since all changes and calculations have been completed, we are closing the project.</i>			
Alameda Project Status		Current Report: 11/30/2024		
Row Labels (Type, Status, Detail, Outstanding)		Count	%	
Pending Notification (Staff Reviewing and Processing)		0	0.000%	



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.

Active	0	0.00%
Retired	0	0.00%
Deferred/Inactive	0	0.0%
Retired Deceased	0	0.00%
Active Death	0	0.00%
Other – *Active/Exceptions	0	0.00%
Withdrawn	0	0.0%
Completed	4,622	100.00%
Active	3,035	65.66%
Retired	879	19.02%
Deferred/Inactive	149	3.22%
Deceased	8	0.17%
Other - *Active/Exceptions	439	9.50%
Withdrawn	56	1.21%
Not affected	56	1.21%
Grand Total	4,622	100%

Historical Perspectives

This has been a multi-year project that evolved as we conducted discovery and made changes required by the Alameda Decision. The project involved updating salaries and recalculating contributions for members affected by the exclusion of Standby Pay from earnings. Staff broke the project into segments based on member status and situation, because each segmented group required unique handling. The summary below (produced with the assistance of Co-Pilot) reflects the historical progress to date:

- **Active Members:** Salaries of 4,176 members were updated, with 3,013 actively employed. Of these, 2,284 had overpaid contributions, leading to the suspension of future contributions until balances were depleted. Notifications were sent in February 2022 to avoid overwhelming the Member Services Call Center.



- **Deferred and Inactive Members:** Staff identified 149 deferred and inactive members, issuing 132 refund checks. The remaining 17 members were not owed a refund.
- **Retirees and Benefit Adjustments:** Retirees who retired on or after January 1, 2013, had their benefits adjusted prospectively from August 30, 2020. Notifications were sent in May 2022 to 710 members about benefit reductions effective July 31, 2022, with repayment options for overpaid benefits. Some members received refund checks, while others saw no changes due to specific conditions.

An important part of the historical record for this project is the acknowledgement of the Benefits commitment to self-evaluation and transparency. In August, Benefits reviewed the report and determined the actual number of affected members is 4,622. Initially, the project was handled by multiple units and there was a duplication of members. At this point, the project team has eliminated the duplicates and also completed 35 additional cases, leaving 17 cases remaining.

In September, Benefits reviewed the full report to identify previously completed cases that now require additional processing. For example, a member who was in Active service at the time of completion may now be deceased and their case now requires coordination with the survivor. At this point, the number of open cases is 31. Now that this review is complete, we do not anticipate a future increase to this number.

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	BSG	Financial & Accounting Services Division	May 2024	January 2025
	Project Lead(s): Ted Granger			
	Completed			
	Current Update			
Annual Financial Statement Preparation and Audit: Government code sections require that LACERA prepare annual financial statements including footnotes and disclosures in accordance with applicable accounting standards, obtain an external audit opinion of the financial statements, and transmit the reports to the Los Angeles County Board of Supervisors within six-months following the fiscal year-end.	2024 – Annual Financial Statements/Audit			
	<i>January 2024 – The Annual Financial Review presentation was agendaized for the January 2025 Operations Oversight Committee.</i>			
	<i>This project has been completed for the FYE 2024 reporting cycle.</i>			
	Historical Perspectives			
	December 2024 – FASD and Communications completed the 2024 ACFR and 2024 PAFR. The ACFR was posted to lacera.com and the PAFR was sent to all members with the December newsletters.			
	Plante Moran, LACERA's external auditor, began interim audit testing in May and June 2024, focusing on member data, benefit calculations, internal controls, and fraud interviews. By July, LACERA staff had completed the financial statement closing process and started preparing the Annual Financial Statements (AFS). In August, staff responded to audit information requests, and the auditor began substantive testing. During September, Plante Moran continued testing while LACERA staff prepared draft financial statements and investment-related disclosures, holding regular status meetings to finalize adjustments and complete the audit process.			
	In October 2024, LACERA staff prepared and issued two draft reports for review and one final Annual Financial Statement Report (AFS). Plante Moran completed their audit inquiries,			



testing, and issued their audit opinion. LACERA received an unmodified or “clean” audit opinion dated October 15, 2024. There were no audit findings or recommendations to report this year. Plante Moran will present their findings to the Audit Compliance Risk and Ethics (ACRE) Committee at the meeting in December. A copy of the audited AFS was sent to Los Angeles County by the deadline so the County can include some of LACERA’s financial statement data within their financial statements.

November 2024 – FASD is currently working with Communications to prepare the 2024 Annual Comprehensive Financial Report (ACFR). The ACFR is an enhanced version of the Annual Financial Statements (AFS) but includes some additional information such as LACERA Trustees, transmittal letter from the CEO, and organizational chart. We expect to complete and distribute the ACFR in mid-December.



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Innovation Through Technology	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Systems	11/01/2023	12/30/2024
	Project Lead(s): Tom De Luca			
	Completed			
	Current Update			
Data Digitization Sharing Project A project to share previously digitized microfiche and Optical Archive System (OAS) records with the LA County Auditor/Controller	<i>The team presented the SharePoint prototype to the Auditor/Controller (A/C) and instructed them on how to navigate the site. The A/C have been reviewing the site on their own, asking probing questions such as the file-naming convention, how certain metadata values were sourced, and the pros and cons of various repository choices. The Project Team at LACERA completed and released a preliminary cost estimate on September 17th. This estimate includes both labor and material costs, covering hardware and software. The costs are categorized into two sections: those exclusive to LACERA and those that can be shared with the Auditor/Controller. Subsequently, if A/C decides to have LACERA staff further develop the prototype into a functioning tool for their department, a new project proposal and business statement have to be created for IT Coordination Council submission and approval. Additionally, the estimate features a fixed cost component and a variable cost that depends on the page volume. The next step for this project will be to return to the IT Coordination Council with feedback from the A/C, the project cost estimates, and a project proposal.</i>			
	Historical Perspectives			
	The Information Technology Coordination Council (ITCC) approved a prototype project to share previously digitized microfiche with the LA County Auditor/Controller (A/C) in October 2023. LACERA previously digitized 50 million microfiche and Optional Archive System (OAS) records containing LA County payroll data and built an electronic viewer for the images. The A/C only has the physical microfiche and the OAS records for this payroll data. The LACERA Systems Division would like to share our digitized images with the A/C in a portable format that is independent from all technology at LACERA. The prototype project that was approved by the ITCC will involve converting a subset of microfiche images to searchable PDF files and building a SharePoint page for searching the images. If the prototype is successful, and the A/C finds the files useful, we will make a request to the ITCC to			



convert 30 million of the 50 million images to searchable .pdf and securely transmit them to the A/C.

We have converted the subset of files to searchable PDF files for the prototype and are configuring the SharePoint page that will be used to search these files.

Systems completed the configuration and set-up of the SharePoint site that will be used by the Auditor-Controller. The team continued to conduct internal testing to ensure it works as expected during the month of May. The prototype for sharing the digitized microfiche with the LA County Auditor/Controller (A/C) has been completed.

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	BSG	Executive (BSG)	12/01/2023	TBD
	Project Lead(s): Laura Guglielmo and Cookie Jaranilla (PM)			
	Project Terminated			
	Current Update			
Enterprise Budget Application (Questica) Implementation Phase II: Budget Book LACERA nearly finished 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 phase of the project will address the Budget Book that is submitted to the Boards during the approval process.	<i>When LACERA embarked upon the automation of our budget process and purchased Questica, we intended to leverage a third-party software solution (Caseware) to create our Budget Book as our vendor had recommended. Over the past several months, the Budget Unit staff have worked with the vendor and were able to accurately replicate LACERA's budget book. However, the process was not seamless, required significant staff training to recreate the necessary charts and graphs and still required careful and extensive editing for the narrative portions. For these reasons, staff recommended, and management agreed that LACERA utilize PowerBI to create the numerous charts and graphs seen throughout the Budget Book and continue to manually update the budget narratives in Microsoft Word. The source for PowerBI will remain our Questica Budget System. We believe this is a better solution because PowerBI is widely used and a desirable skillset for staff and for the organization. Trustees and members will see no difference in the quality of the Budget Book</i>			



Historical Perspectives

The implementation of the Questica budgeting solution has been divided into two phases. Phase I concerns the implementation of the budgeting application itself. Phase II consists of the review and implementation of the Budget Book function to assist with assembling the budget book that is submitted for approval to the Boards.

Development of the budget book is a unique and detailed process that requires significant focus to migrate to a new platform. The native budget book application provided by Questica will be evaluated by the team after we have completed implementation of the budget application. The team plans to produce the FY 25 Budget Book outside of this application while this is under review. Once we have completed the roll out of the Questica application we will assign a target date for completion of this phase. The Project Team has been actively collaborating with Questica's Implementation Team to discuss project planning and schedule a kickoff for this initiative.

On July 15th, the Budget Modernization Project Team held a kick-off meeting with FH Black, our partner from Questica, the vendor for our new budgeting software. As a historical note, FH Black, the vendor responsible for the Budget Book implementation, was introduced by Questica in October 2023. FH Black was also included in Questica's RFP response as part of their Implementation Team in July 2022. During the kick-off, the team discussed the project's scope, requirements, implementation plan, post-implementation support, and training. We emphasized the importance of clear communication and setting expectations among all involved parties, including our own resources, subject matter experts, key stakeholders, and the vendor's implementation team.

The Questica Budget Book Project is now in the Execution Phase. The necessary application, Caseware, has been installed for the Budget's Subject Matter Experts (SMEs). The project team is currently scheduling training and testing sessions for the Budget SMEs with FH Black's Implementation Team.

Staff has completed initial CaseWare training and has received final versions of the report. We are assessing and reviewing these reports.



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Superior Member Experience	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Cassandra Smith	9/1/2022	3/31/2025
	Project Lead(s): Leilani Ignacio & Kevin Hunter			
	Completed			
	Current Update			
Medicare Part B Verification Enhancement Status Update This process improvement project is to have the OCR tool (Optical Character Recognition) scrape the data from the scanned/uploaded documents submitted as proof for Medicare Part B reimbursement. Another objective of this project is to use the scraped data from documents to systematically create work objects for resolution by the business users.	<i>This project has been completed. The Medicare Part B documents submitted to LACERA are now sent through the automated Optical Character Recognition (OCR) process and routed to the correct queue based on the data detected by the OCR process. This data is prepopulated on the user interface, and the users need to make a few decisions to confirm that the data is accurate for the Medicare Part B document to be processed.</i>			
	Historical Perspectives			
	<p>In June 2024, the software changes to support Medicare Part B Optical Character Recognition (OCR) were deployed to Workspace. The changes included new OCR web services, a new automated workflow for Medicare Part B documents, and a new user interface for Workspace.</p> <p>As Medicare Part B documents are received by mail and scanned into our Enterprise Content Management (ECM) system or uploaded by members on My LACERA and automatically committed to our ECM, the following steps occur:</p> <ol style="list-style-type: none">1. The documents are sent through the automated Optical Character Recognition (OCR) process.2. The documents are automatically routed to the correct queue based on the data picked up during the OCR process.3. When a document is selected from a queue for processing, the data automatically picked up during the OCR process is presented to the user. The user does not need to complete any data entry, they only need to make a few decisions to confirm that data and complete the processing of the document. <p>The Project Team looked for opportunities to expand the automation and increase the accuracy of the OCR process. For example, members tend to submit multiple copies of the same</p>			



document – by mailing one in, uploading another on My LACERA, and dropping a third copy off in LACERA’s drop box. The OCR capabilities allow the workflow to detect these duplicate documents, and they are sent to a specific “duplicate Medicare Part B” queue for review. If RHC finds that the duplicate detection is accurate, and they always terminate the duplicate request with an appropriate comment, we can automate this step for them. This is one of many possibilities for increased automation using OCR for Medicare Part B data.

Historically, the documents submitted for the verification of Medicare Part B reimbursements were manually reviewed by users for key data points and entered the data manually using Workspace online transactions.

This project was created to automate the process to bypass the manual review and entry of data points into Workspace.

In September 2024, the team started to work with the vendor Forefront Technologies to improve the implementation of the OCR technology and get their help in resolving issues. The vendor had been asked to resolve an issue occurring when extracting data from multi-page Medicare Part B documents.

In October 2024, the vendor provided the team with a few proposed methods for resolving the issue with extracting data from multi-page Medicare Part B documents. The team began to discuss and further explore the solutions in more detail with the vendor.

The team developed the enhancement to the OCR capability that resolves multi-page document issue. This update will roll out to the staff in the near future. The team plans to monitor feedback and resolve any additional adjustments needed by the end of March.



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Innovation Through Technology	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Systems	02/21/2024	09/30/2024
	Project Lead(s): Summy Voong, Jim Lyle			
	Completed			
	Current Update			
Microsoft Copilot Search Implementation The introduction of Microsoft Copilot Search, Microsoft's AI chat interface	The project has been completed.			
	Historical Perspectives			
	<p>The ITCC and Artificial Intelligence (AI) Committee approved the initial phase of the Microsoft Copilot deployment at LACERA in February (2024). The initial phase will involve the launch and training of Microsoft's generative AI chat and search features that work with Microsoft Edge. The new tool will be presented to the organization through MAC, SAC, and Brown Bag meetings as well as a series of training sessions customized for each division. We anticipate the launch to be finished by the end of September 2024.</p> <p>Project Steps:</p> <ol style="list-style-type: none">1. Road Show to Division Managers – Completed2. AI policy approval – Completed.3. Staff to sign an acknowledgement new AI policy - 99% Completed.4. The Executive Board Assistants will be scheduling two meetings for Trustees - TBD5. Presentation/Demo to MAC/SAC teams – Completed.6. Demonstration during Brown Bag Meeting – Completed7. Enable feature for all staff (that signed the AI Policy) and send out training documents – Completed. <p>Staff created a draft policy and forwarded it to the Ethics and Compliance Committee (ECC) for review.</p>			



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Project / Issue Title Brief Description	Strategic Plan Initiative:		Compliance & Enterprise Risk Management	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Executive (MOG)	01/01/2013	12/31/2024
	Project Lead(s): JJ Popowich & Lynn Francisco			
	PROJECT TERMINATED			
PEPRA Implementation: FAC Issue The Final Average Compensation for PEPRA members is exclusive of most pay items except base pay. The 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. To accurately calculate a member's benefit, these non-pensionable compensation items need to be filtered out.	Current Update			
	On the January 15, 2025, Board meeting, BOR approved using scheduled earnings for PEPRA FAC. This decision resolves the outstanding issues related to actual earnings. As a result, we have terminated this project.			
	Historical Perspectives			
	The LACERA team and the Auditor Controller's Office have been diligently working on a project with a target completion date of December 31, 2024, despite encountering several challenges.			
	<ul style="list-style-type: none">Initial Progress and Deadlines: As of late April 2023, both teams have been meeting regularly and made significant progress towards the initial deadline of June 30, 2023, with a commitment to complete the project by July 2023.Technical Developments: Significant advancements include the implementation of a program to update PEPRA earnings and the ingestion of historical files, which were completed by January 2024 by the Auditor-Controller's Office. Since January LACERA's Systems and Quality Assurance teams have been coordinating to validate and adjust internal programming to utilize the data provided by the Auditor-Controller.Challenges and Adjustments: Several issues, such as handling retroactive payroll adjustments, and finalization of Business Rules have delayed the project, pushing the target date to December 31, 2024.Robotic Processing Automation (RPA): The RPA tool has been developed to assist in the manual verification process, although it is not yet capable of fully automating the FAC calculation due to data insufficiencies.			



*This summary is AI generated and edited for content.

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Superior Member Experience	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Executive (MOG)	07/01/2022	03/31/2025
	Project Lead(s): Louis Gittens / Shonita Peterson			
	Completed			
	Current Update			
Pre-2003 Pension Reserve Clean-up Prior to January 1, 2003, non-vested contributory individuals were required to withdraw their contributions upon termination as they were not entitled to future benefits. The law was changed as of that date and non-vested members are now permitted to leave funds on deposit and later retire. LACERA has attempted to contact the non-vested individuals who terminated prior to 2003 and still have funds on deposit so they can withdraw their funds. The purpose of this project is to ensure that LACERA sends written notices through Certified mail to the most valid address we can find. Individuals in this group who still have funds on deposit after this initiative will have their funds placed into the Pension Reserve.				
	Historical Perspectives			
	LACERA previously sent notification to the remaining 673 affected individuals. We determined which letters were returned to LACERA and sent notifications to secondary addresses through Certified mail. In November, we began sending letters to the next of kin for deceased members.			
	The Process Management Group (PMG) is reviewing all accounts to ensure notification has been sent to all affected individuals. PMG will then work with FASD and Systems to have funds placed in the Pension Reserve, the final stage of this project.			
	PMG is working with the Benefit Protection Unit within Benefits to locate individuals who have relocated. This additional effort will ensure LACERA has done all it can to notify this population.			
	Final Notices have been sent to all impacted former members. The recipients have until 12/31/24 to respond. Based on the recipients' responses we will make final adjustments to the accounts and disburse any funds necessary or transfer all the remaining accounts accordingly. In order to accommodate processing time, we have adjusted the project completion date to 01/31/2025.			
	Project extended to allow time for recipients to respond to the final notices.			



Following the deadline set for member responses (12/31/2024), LACERA is reviewed and refined the list of impacted members and updated their LACERA account as 'Unclaimed.' The project was officially closed in March 2025.

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Superior Member Experience	
	Type	Project Sponsor	Start Date	Target Date
	RHC	Exec	03/01/2021	12/31/2024
	Project Lead(s): Santos H. Kreimann & Luis A. Lugo			
	Completed			
	Current Update			
Retiree Healthcare Administration: Lifetime Maximum Benefit Project Going forward we will do an annual review with the County CEO as we move towards ultimately eliminating the lifetime maximum.	<i>October 2024 – The county CEO will raise the lifetime maximum from \$1 million to \$1.5 million dollars effective with the next renewal cycle, July 1, 2025. LACERA will then provide the county CEO with migration data quarterly with the goal of gradually increasing lifetime maximum.</i>			
	Historical Perspectives			
	<p>Since the beginning of 2023, LACERA and the County CEO's Office have been in active communication by meeting biweekly to address the Lifetime Maximum Benefit issue. LACERA provided the Board of Retirement (BOR) with a formal report and update on our progress during the August 2023 meeting via closed session.</p> <p>In November 2023, LACERA received an information request from the County and provided the requested information to the County. The County requested additional RHC program related information from LACERA in December 2023 and January 2024, to which LACERA responded accordingly.</p> <p>Since March 2024, The County of Los Angeles, and Coalition of County Unions (CCU) have continued to work through negotiations. LACERA continues to engage the County and Union representatives to provide any relevant information as they progress through their negotiations.</p> <p>LACERA staff and LACERA's actuary continue to consult with the County's staff and actuary. These conversations and the County's negotiation process have resulted in additional</p>			



actuarial-related information requests from the County. LACERA worked with Milliman and the County's actuary to complete and deliver these items in February 2024:

- 1) Actuarial Model – Retiree Healthcare benefits analysis and modeling to project future healthcare cost changes due to hypothetical benefit changes.
- 2) Cost Projections – GASB 75 report projections to analyze the impact of future healthcare cost changes.
- 3) Cost Savings – Retiree Healthcare benefit analysis of Tier 2 historical cost savings.

July 2024 – LACERA CEO and Deputy CEO have completed our Lifetime Maximum Benefit (LMB) educational meetings with all five Board of Supervisor (BOS) offices as of July 2024. The BOS and County CEO office are expected to discuss LMB next month. We provided the BOS and County CEO office with projected premium impact should the County CEO and/or BOS eliminate or raise the \$1 million LMB on Anthem I, II, and Prudent Buyer plans. We also informed the BOS and County CEO that a decision is needed by September 2024 for a July 2025 effective date

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Project / Issue Title Brief Description	Strategic Plan Initiative:		Superior Member Experience	
	Type	Project Sponsor	Start Date	Target Date
	Strategic	Exec (MOG)	01/01/2019	12/30/2024
	Project Lead(s): Maggie Luong, Shonita Peterson			
	Completed			
	Current Update			
Retirement Estimate Redesign With the recent launch of our new Retirement Planning Hub and the My LACERA online retirement election process, we are turning our attention to re-designing the Retirement Estimate.	<i>The estimate is in Workspace production. This project is completed.</i>			
	Historical Perspectives			
	<p>In 2019, an effort was undertaken to beta test a new Retirement Prospectus Estimate and Election form. The project was placed on hold due to the COVID-19 Pandemic. Coming out of the immediate impacts of the pandemic the results of the beta teste were reviewed and it was determined the redesigned estimate was more complicated than would be useful.</p> <p>Subsequently LACERA pivoted to the new Retirement Planning Hub, the new Omnichannel Retirement Counseling process, and the My LACERA on-line retirement election.</p> <p>In April, the workgroup made great progress on the new estimate template finalizing their design and text recommendations. The final recommended estimate was distributed for review and approval.</p> <p>The estimate was approved. LACERA's Systems staff has incorporated the new design in Workspace. The new form will be in conjunction with the First Payment Case Management Project in September 2024.</p> <p>Process Management Group is currently collaborating with Systems with testing of the new estimate in Workspace.</p> <p>Workspace QA. The new estimate template is being tested by select Benefits and Member Services staff. Once testing is completed, the estimate will be available in Workspace</p>			



	production. Once in production, it will replace the old estimate and will be used for member counseling.
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LACERA Public Records Requests

April 15, 2025 – May 14, 2025

DATE RECEIVED	REQUESTER	DOCS REQUESTED
03-07-25 (Legal Received on 03-14-25)	E. Mkrtchian, Individual	<p>Request: Records created, sent, or received between January 1, 2023, and January 1, 2024, re hiring process for Staff Counsel, Investments at LACERA.</p> <p><i>Transmitted 1 document.</i></p> <p><i>Legal, on March 17, 2025, via email and USPS First Class email sent requester an extension letter notice due to the voluminous information requested. LACERA anticipates a response by April 2, 2025.</i></p> <p><i>Legal, March 27, 2025, via email, sent email to MLAGlobal requesting records regarding position applied for by Requester.</i></p> <p><i>Transmitted 1 document.</i></p> <p><i>Legal, on April 2, 2025, via email, and USPS First Class Mail, sent letter to Requester extending response date to April 4, 2025. Responsive letter is listed below.</i></p> <p><i>Mkrtchian CPRA Response – Extension of time_040225.pdf.</i></p>
04-06-25 Follow-up Updated Request		<p>Requester: Received follow-up request with information Regarding statutory timeline.</p> <p><i>Transmitted 1 document.</i></p> <p>Legal, on April 8, 2025, via email and USPS First Class Mail, transmitted letter to Requester providing LACERA'S determinations per Requester's March 7, 2025. Responsive letter is listed below.</p> <p><i>Mkrtchian CPRA Response_040825.pdf.</i></p> <p><i>7 documents transmitted.</i></p> <p><i>Legal, on April 30, 2025, via Email, transmitted the final responsive letter and remaining responsive non-exempt records concluding LACERA's record production.</i></p>
04-01-25 (Legal Received 04-22-25)	M. Leger, HR, LA County	<p>Request: LACERA's assistance re review of HR, LA County, spreadsheet for determination if names on spreadsheet are individuals retried from LA County.</p>
04-07-25 Follow-up Inquiry		<p>Follow-up request from M. Leger re review of names on Spreadsheet.</p> <p>Executive Office, on April 7, 2025, via email, asked if there is more identifying information other than just names.</p>
04-14-25 Follow-up Inquiry		<p>Follow-up request from M. Leger re review status of names on spreadsheet.</p>

LACERA Public Records Requests
April 15, 2025 – May 14, 2025

DATE RECEIVED	REQUESTER	DOCS REQUESTED
04-21-25		<p>Executive Office, on April 14, 2025, via email, informed Requester there is a limitation on information that can be released.</p> <p>Follow-up request from M. Leger re updated information regarding names.</p> <p><i>Transmitted 1 document.</i></p> <p><i>Executive Office on April 22, 2025, via email transmitted the responsive document listed below.</i></p> <p><i>LACERA Names 04012025 – Response 042225.xlsx.</i></p>
04-16-25 04-23-25 Updated Request	N. Jenkins	<p>Request: Obtain yield rates/growth rates from October 15, 2016, to February 29, 2024, to calculated “total interest” on County contributions to Plan E.</p> <p>N. Jenkins inquired is it possible to extend data to the present.</p> <p><i>Transmitted 1 document.</i></p> <p><i>Legal, on April 23, 2025, via email, transmitted the responsive document listed below.</i></p> <p><i>FOIA Request – Needra Jenkins – Total Fund Data (Mar 2024 – Feb 2025).xlsx</i></p>
04-24-25	S. Harmon, SmartProcure	<p>Request: Electronic copies of current and active contracts, as well as any amendments between Broadcom, as vendor and LACERA.</p> <p><i>Transmitted 1 document.</i></p> <p><i>Legal, on April 24, 2025, via email, transmitted the responsive document listed below.</i></p> <p><i>Broadcom Agreement 070224.pdf.</i></p>
04-25-25	R. Saffra, Bloomberg	<p>Request: Copy of all documents, materials, and/or presentations, including those by external consultants, pertaining to alternative investments.</p> <p><i>Transmit 1 document.</i></p> <p><i>Legal, on March 25, 2025, via email, transmitted the responsive document listed below.</i></p> <p><i>FOIA Request – Bloomberg – Private Markets Q4 2024.xlsx.</i></p>

LACERA Public Records Requests

April 15, 2025 – May 14, 2025

DATE RECEIVED	REQUESTER	DOCS REQUESTED
04-28-25	B. Campbell, with. Intelligence	<p>Request: Monthly performance data for all absolute return/hedge funds that LACERA is currently invested in for time periods November, December (2024) plus January, February (2025).</p> <p>San Gabriel Fund LP; San Gabriel Fund 3, L.P.; PIMCO Tactical Opportunities Master Fund Ltd; Cevian Capital II, L.P.; and Magnetar Lake Credit Fund.</p> <p><i>Transmitted 1 document.</i></p> <p><i>Legal, on May 1, 2025, via email, transmitted the document listed below.</i></p> <p><i>FOIA Request – With Intelligence – PIMCO Tac Opps and Magnetar Nov-24 to Feb -25.xlsx.</i></p>
04-28-25	L. Chatar, SmartProcure	<p>Request: Updated information for 2022 purchases.</p> <p><i>Transmitted 1 document.</i></p> <p><i>Legal, on May 1, 2025, via email transmitted the responsive document listed below.</i></p> <p><i>Public Record Requests 12-29-2022 to date.xlsx</i></p>
04-29-25	M. Lauletta, Federal Reserve Board	<p>Request: LACERA's EIN number to properly identify fund in administrative records.</p> <p><i>Transmitted 1 document.</i></p> <p><i>Legal, on May 1, 2025, via email, transmitted the responsive document listed below.</i></p> <p><i>LACERA W9 1.10.2024.pdf.</i></p>
05-05-25	H. Ahaiwe, HR, LA County and 1 other Recipient	<p>Per monthly request:</p> <p><i>Transmitted 1 document.</i></p> <p><i>Executive Office, on May 5, 2025, via email, transmitted the responsive document listed below.</i></p> <p><i>MonthlyAgenda.csv dated May 7, 2025.</i></p>
05-05-25	Sheriffs Dept, LA County and 4 other Recipients	<p>Per monthly request:</p> <p><i>Transmitted 2 documents.</i></p> <p><i>Executive Office, on May 5, 2025, via email, transmitted the 2 responsive documents listed below.</i></p>

LACERA Public Records Requests

April 15, 2025 – May 14, 2025

DATE RECEIVED	REQUESTER	DOCS REQUESTED
		<i>Monthly Agenda Reports for Sheriff Department Listing and Fire Department listing, each dated May 7, 2025.</i>
05-05-25	C. Siverson, Fire, LA County, and 5 other Recipients	<p>Per monthly request:</p> <p><i>Transmitted 1 document.</i></p> <p><i>Executive Office, on May 5, 2025, via email, transmitted the responsive document listed below.</i></p> <p><i>Board of Retirement Meeting Benefit Approval List dated May 5, 2025.pdf.</i></p>
05-06-25	J. Rauh, Stanford Edu	<p>Request: Confirm missing data for earlier quarters, prior to Q2 2018.</p> <p><i>Legal, on May 14, 2025, via email, transmitted the responsive information within the email.</i></p> <p><i>A 2014 graph was provided in the responsive email providing requested information including advice to use LACERA's Commodities composites data market value as to Commodities Composites to obtain requested information.</i></p>
05-08-25	K. Fraley, Individual	<p>Request: The following information related to the investment and operations team:</p> <ul style="list-style-type: none"> • Full team roster with role, title and name • Org chart (if applicable) • Current annualized base salary for full team (2024 base salary is also ok) • Incentive compensation or bonus for 2024 (or most recent fiscal year) <p><i>Transmitted 1 document.</i></p> <p><i>Legal, on May 15, 2025, via email, transmitted the responsive document listed below.</i></p> <p><i>Investment Office Orgchart (4-23-25).pdf.</i></p>
05-08-25	FOIA Data Aggregation	<p>Request: information for Q2, Q3, and Q4 2024.</p> <p><i>Transmitted 1 document.</i></p> <p><i>Legal, on May 9, 2025, via email, transmitted the responsive document listed below.</i></p> <p><i>FOIA Request – FOIA Data Aggregation – Private Markets Data Q2-Q4 2024.xlsx.</i></p>

LACERA Public Records Requests
April 15, 2025 – May 14, 2025

DATE RECEIVED	REQUESTER	DOCS REQUESTED
05-12-25	B. Campbell, with. Intelligence	<p>Request: Monthly performance data from your investment pools for all the absolute return/hedge funds in which LACERA is currently invested.</p> <p><i>Transmitted 1 document.</i></p> <p><i>Legal, on May 20, 2025, via email, transmitted the responsive document listed below.</i></p> <p><i>FOIA Request – With Intelligence – Hedge Funds Mar 2025.xlsx.</i></p>

REPORT OF FELONY FORFEITURE CASES

May 28, 2025


#	MEMBER'S LAST NAME	MEMBER'S FIRST NAME	DEPT.	CONVICTION DATE	LACERA NOTIFIED	INITIAL IMPACT NOTICE SENT	FINAL IMPACT NOTICE SENT	STATUS*	DISABILITY STATUS	SERV. LEVEL
74	KAMACK	DANNIE T.	PROBATION	3/3/2025	4/22/2025	N/A	N/A	DELAY – CD	N/A	N/A
73	KIRK	TREVOR J.	SHERIFF	2/6/2025	3/5/2025	N/A	N/A	DELAY – CD	N/A	N/A
72	BENZA	JOSEPH M.	SHERIFF	12/17/2024	2/11/2025	N/A	N/A	DELAY – CD	PEND	N/A
71	SAAVEDRA	ERIC C.	SHERIFF	1/16/2025	2/6/2025	N/A	N/A	DELAY – CD	N/A	N/A
70	PINEDA	REMIN	SHERIFF	11/19/2024	1/10/2025	N/A	N/A	PEND	N/A	N/A
68	ESSEX	SEAN	SHERIFF	6/7/2024	7/22/2024	N/A	N/A	DELAY – CD	N/A	N/A
66	VEGA	MIGUEL	SHERIFF	9/5/2023	10/27/2023	10/17/2024	N/A	APPEAL	PENDING	N/A
64	RIDLEY-THOMAS	MARK	BOS	3/31/2023	3/31/2023	10/23/2023	N/A	APPEAL	N/A	N/A

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
- WITHDRAWN: Member withdrew prior to conviction – no impact
- N/A: Not Available/Applicable

May 15, 2025

TO: Operations Oversight Committee
JP Harris, Chair
Nancy M. Durazo, Vice Chair
Aleen Langton
Wayne Moore
Shawn R. Kehoe, Alternate

FROM: Laura Guglielmo, Assistant Executive Officer 

FOR: June 4, 2025, Operations Oversight Committee Meeting

SUBJECT: LACERA's Statement of Commitment to Diversity, Equity, and Inclusion

RECOMMENDATION:

Note and file. This report is provided for information only. No action is required.

SUMMARY

This status update serves to inform the Committee about the ongoing and evolving efforts on our Diversity, Equity, and Inclusion (DEI) workplan in alignment with Strategic Initiative 3.1. As our approach continues to develop and adapt, our goal is to ensure trustees have confidence in our commitment to fostering a culture of engagement and inclusion.

STATUS UPDATE

This update provides the Board of Retirement (BOR) with a progress report on Strategic Initiative 3.1, which focuses on Investing in People through Diversity, Equity, and Inclusion (DEI). LACERA has long embedded DEI into its business practices, ensuring inclusivity remains central to our operations. Our belief that diversity, equity, and inclusion in all aspects of our operations leads to better results for the system's members and their beneficiaries.

Evolution of Our Approach

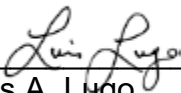
The council leading this strategic objective meets monthly and is focused on documenting and enhancing the DEI-related programs already in place, ensuring incremental improvements while removing potential barriers to inclusion. The following highlights some initiatives the Council is focused on:

LACERA's Statement of Commitment to Diversity, Equity, and Inclusion
May 15, 2025

- **Statement of Commitment** that strengthens our dedication to inclusivity
- **Focusing efforts on members** (*Superior Member Experience*) and LACERA team members (*Investing in People*), with plans to expand to business partners and the community as the initiative matures
- **Enhancing communication**, leverage communication channels via LACERA.com and our internal intranet site to share information and progress

Our updated workplan is attached for review. We remain committed to **sustaining an inclusive, diverse, accessible and equitable environment**, while ensuring DEI remains an integral part of LACERA's business practices.

Reviewed and approved.



Luis A. Lugo
Deputy Chief Executive Officer

Attachments

C: Santos H. Kreimann
Luis A. Lugo
JJ. Popowich
Steven P. Rice
Jasmine K. Bath

Statement of LACERA's Commitment to Inclusion, Diversity, Equity, and Accessibility

Inclusivity is a core, defining value at LACERA aimed at cultivating an engaged and empowered workforce. Inclusive, accessible, and equitable practices that respect diverse backgrounds produce better outcomes and strengthen LACERA's position to best serve our members and achieve our mission – To produce, protect and provide the promised benefits to our members. The following harnesses LACERA's existing philosophy, policies, and practices to clearly describe LACERA's approach to demonstrating its commitment to inclusion, diversity, equity, and accessibility.

Our Commitment

- **Inclusion:** LACERA is committed to providing equal opportunity and equitable access and resources for our team and our members. Fostering a respectful and welcoming environment for people of diverse backgrounds is integral to our ongoing success.
- **Diversity:** LACERA values diversity, which we define broadly, inclusive of, but not limited to, age, race, ethnicity, national origin, cultural background and expression, educational background, socioeconomic status, religious and nonreligious beliefs, gender, gender identity, gender expression, sexual orientation, marital status, language, neurodiversity, physical abilities and disabilities, and veteran status.
- **Equity:** LACERA aims to promote fair and equitable treatment for everyone.
- **Accessibility:** LACERA is committed to ensuring equal access to employment opportunities, member services, and operations for all individuals of all abilities.

Acting on Our Commitment

- **Member Experience and Fund Administration:** LACERA aims to reflect our commitment to all aspects of how we produce, protect, and provide the promised benefits to our members and deliver a professional, effective, and exemplary member experience.
- **Talent Management:** Our goal for effective talent management is to be inclusive, equitable, accessible, and respectful of diverse backgrounds to increase employee engagement.

Oversight and Accountability

- **Oversight:** The Board of Retirement and the Board of Investment oversee LACERA policies and strategies to adhere to these principles by reviewing and analyzing periodic reports and performance indicators.
- **Accountability and Internal Alignment:** To promote a robust culture of ethics, compliance, and risk mitigation, LACERA has established policies and practices to reflect the above commitment. These include preventative measures by which anyone who experiences or witnesses any form of discrimination, harassment, or retaliation can safely report concerns.

Further details of the above policies and practices can be found in LACERA's Code of Ethical Conduct, Employee Handbook, and Anti-Discrimination, Harassment and Retaliation Policy.

WORKPLAN - Strategic Objective 3.1



Strategic Goal: **Investing in People**

Strategic Objective: **3.1 – Develop and implement framework aimed at promoting D.E.I.**

Executive Sponsor: **Laura Guglielmo**

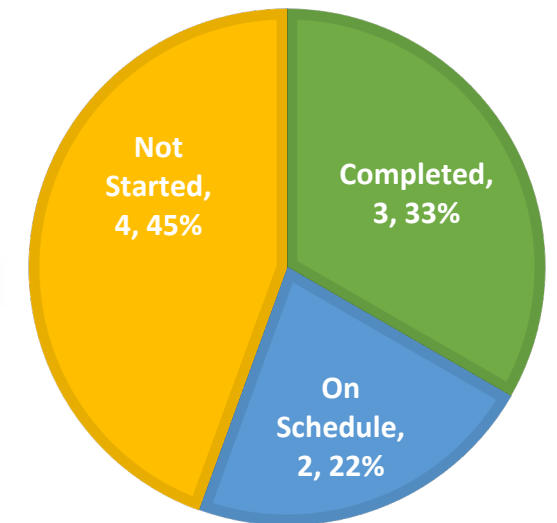
Legend

On Schedule ● Complete ★
 Delayed/Stopped ▲
 Not Started ◆

#	Objective Milestones	Status	Start	Expected Completion
1	Create team to define objective goals and initiatives	★	10/2023	01/01/2024
2	Communication Plan – IDEA (Inclusion, Diversity, Equity, and Accessibility)	●	10/2023	6/30/2025
3	Assemble a staff driven IDEA Council	★	3/2024	07/26/2024
4	Develop a Statement of Commitment	★	02/2025	06/30/2025
5	Collect data from staff, members, vendors, and business partners re: DEIBA	●	06/2024	6/30/2025 and ongoing
6	Develop topical library for internal and external users	◆	7/1/2025	6/30/2026
7	Post IDEA initiative and educational content within LACERA Connect	◆	7/1/2025	06/30/2026
8	Develop an Organizational Training Plan for DEIBA	◆	TBD	12/31/2025
9	Communication Plan – Brown Bags & Staff Meetings, LACERA.com, LACERA Connect	◆	06/2025	12/31/2025

MILESTONE TRACKER


■ Completed ■ On Schedule
 ■ Not Started ■ Delayed






May 23, 2025

TO: Operations Oversight Committee
JP Harris, Chair
Nancy Durazo, Vice Chair
Aleen Langton, Trustee
Wayne Moore, Trustee
Shawn Kehoe, Alternate Trustee

FROM: JJ Popowich 
Assistant Executive Officer

Tatiana Bayer 
Division Manager, Member Services

FOR: June 4, 2025 Operations Oversight Meeting

SUBJECT: **RETIREMENT COMPARISON REPORT – MARCH MADNESS**

We are pleased to present an overview of the 2025 March Madness Retirement Season, along with a comparison of retirement elections, counseling and webinars offered in the last 3 years (2022 through 2025). The report includes various graphics from our Member Services Call Center, Member Services Center (Outreach), and our Benefits Division. Information regarding the data analysis is listed below.

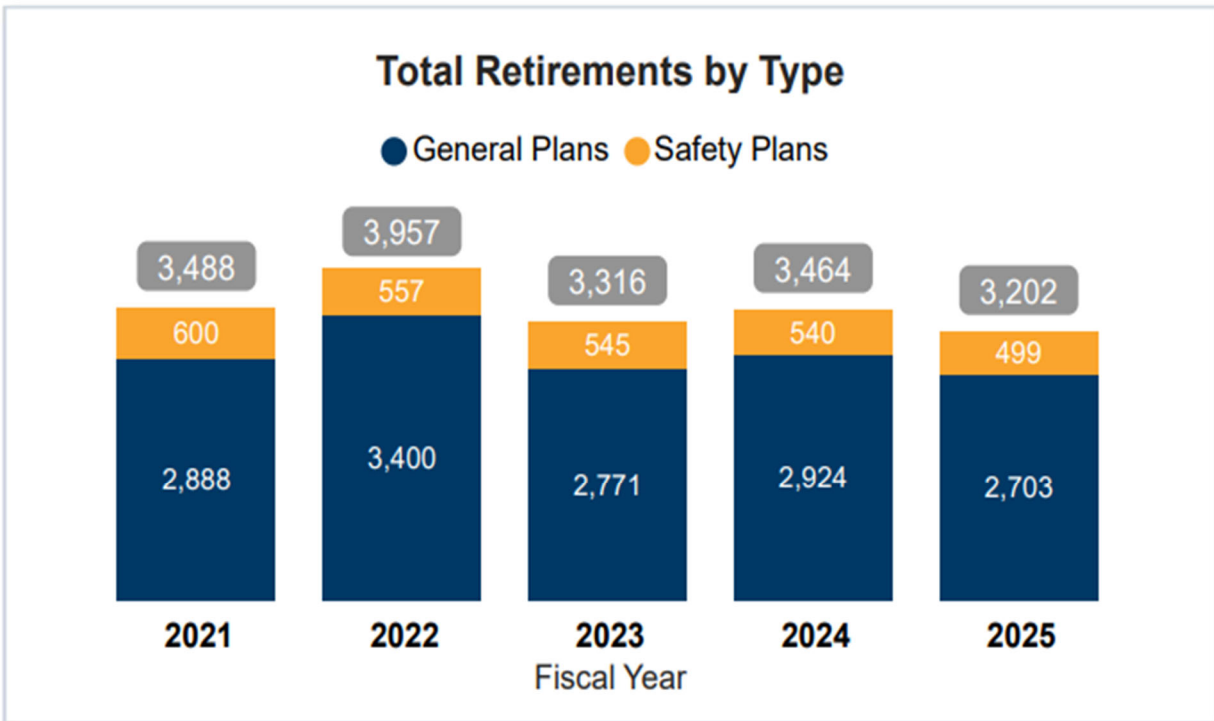
March Madness

We refer to the period beginning in November/December through the end of March as “March Madness” due to the surge in retirements during this period as members desire to retire in time to be eligible for any April 1st cost-of-living adjustment (COLA) that may be approved.

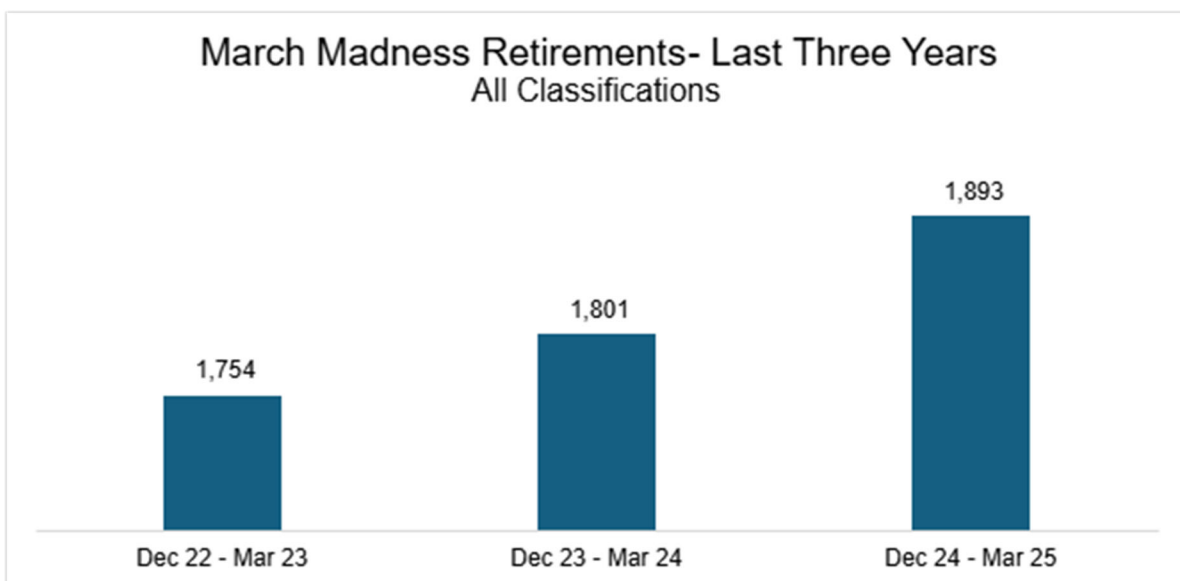
As in previous years, we remain dedicated to sharing the annual March Madness statistics. During this time, we focus on the statistical trends as well as “anecdotal” insights into why we see increases or decreases in the number of retirements in any given year. The report covers a three-year span from 2022-2025, that represents a post-COVID era.

Overall March Madness Retirement Trends

For the most part, this report will focus solely on our March Madness experiences over the last three years. However, we will start with an overview of overall retirement trends during this period. The chart below is taken from our CEO Dashboard and it shows, on average, over the last five years retirements have been fairly consistent with 2022 being an outlier. This is likely due to the impacts of COVID (which is why we have focused on looking at the post-COVID experience for this report). Over the last three fiscal years we’re averaging about 3,328 retirements per year.



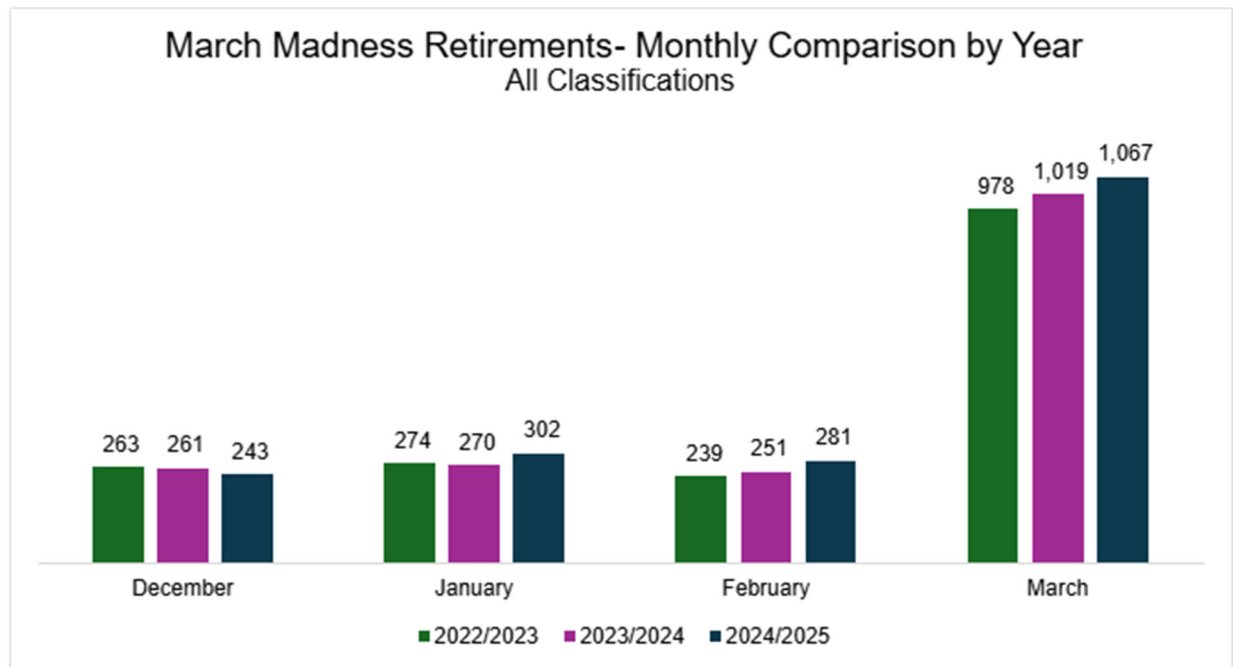
The chart below focuses solely on our March Madness experience over the last three years. The March Madness data can be an indicator of the overall annual retirement number, but it can also be influenced by different events. While the annual retirements for the last three years have been rather consistent, the amount of activity over the last three years during March Madness has increased slightly year to year (approximately 7% over the last three years).



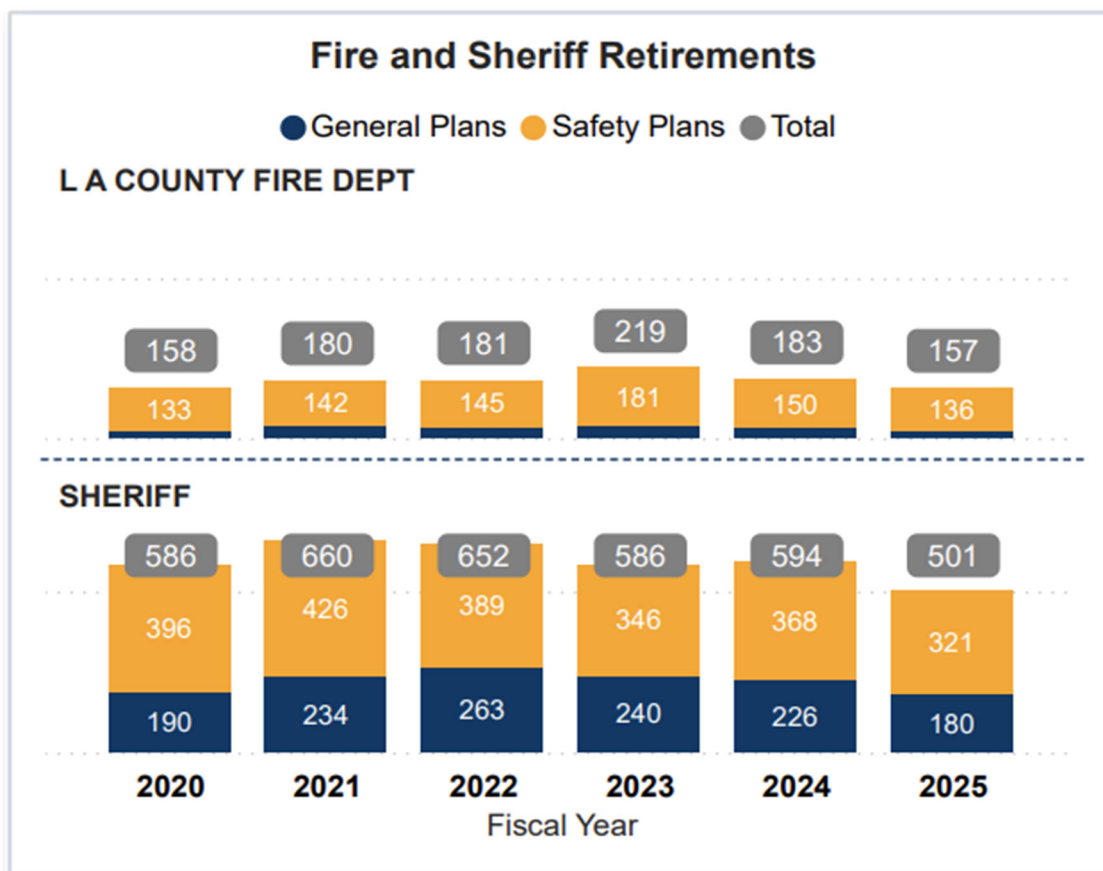
We see an increase of 47 retirements during the March Madness period from the FY 2022-2023 and FY 2023-2024. This was followed by another increase between the March Madness seasons of FY 2023-2024 and 2024-2025 (a difference of 92). This year could be an anomaly

as we are seeing many changes in the overall economy and our society, changes in the County's financial situation, and of course the recent LA Fires – all of which could have an impact on a member's decision to retire.

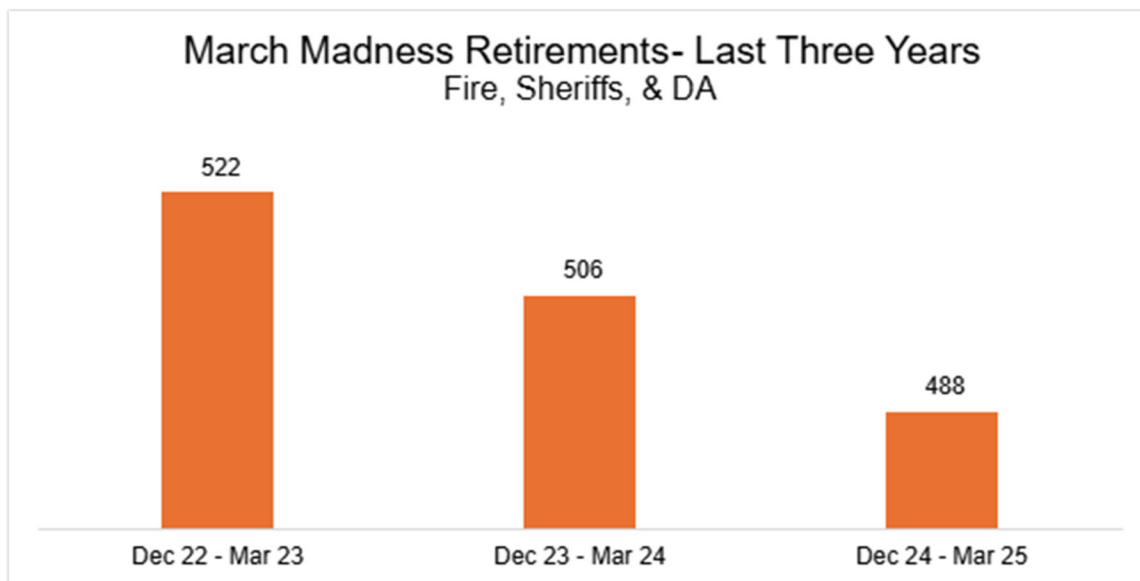
Either way, historically, it is no surprise that a significant number of these retirements are for a retirement date in March.



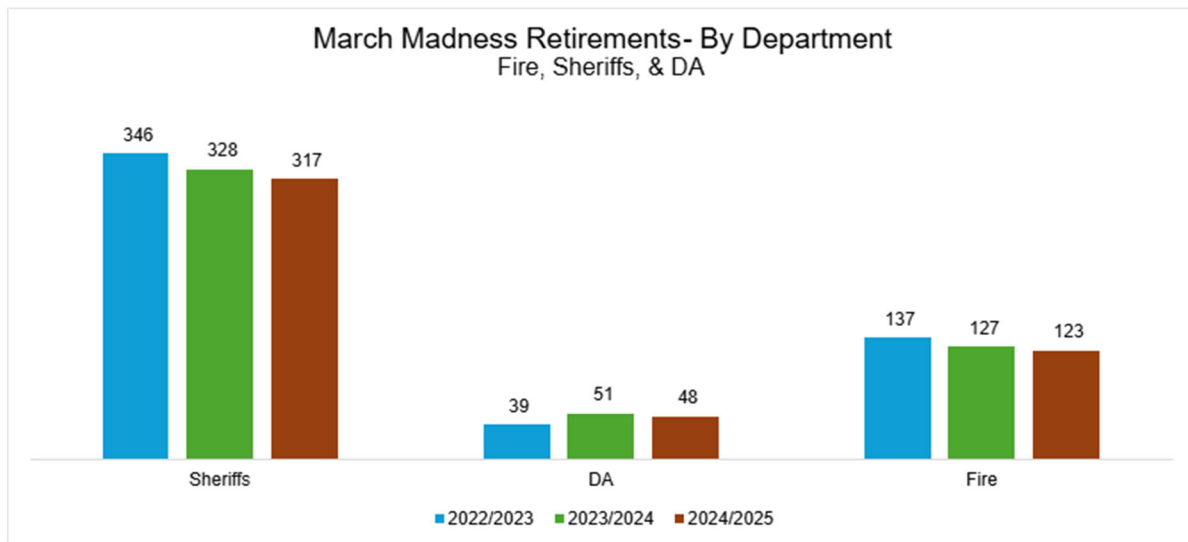
Looking at Safety member retirements in the Fire and Sheriff Departments, on an annual basis for the last few years, we again see a fairly consistent rate of. The data here runs through the end of April 16, 2025, and it looks like we may see a lower rate of retirement for FY 2024-2025.



Again, solely looking at the March Madness season, we noted that there has been a slight decrease (approximately 3.7%) in Safety retirements during this period for the last three years:



For Safety members this breaks down as follows for the March Madness seasons (only):



The March Madness Member Experience

There are numerous channels available to members as they navigate through the Steps to Retire journey. We offer two full-service counseling channels for members to interact with LACERA (Member Services Call Center and our Member Services Center), along with a full series of Pre-Retirement webinars, and a robust Retirement Planning section on LACERA.com.

Additionally, we have made enhancements to My LACERA during fiscal year 2023-24 that provide members with a more secure, and faster avenue for submitting their retirement election, along with the new ability to track their retirement election as it flows through the retirement process.

Case Details

First Payment

Case No. FP-2504-05502

Retirement Type
Service Retirement

Status
Case Created

Received
04/21/2025

Updated
04/24/2025

Case Milestones

Intake

Thank you for submitting your retirement election! A Retirement Benefits Specialist will be assigned to process your retirement election.

Certification

A Retirement Benefits Specialist is carefully reviewing your account, verifying your retirement eligibility, and calculating your estimated retirement benefit.

Board Approval

Congratulations on your retirement! Your retirement has been officially approved by the Board of Retirement and your personnel department has been notified of your retirement date. LACERA will also send you a retirement confirmation letter in the mail.

Trial Disbursement

LACERA is calculating your retirement benefit payment and beginning the payroll process to disburse your first retirement benefit payment.

Final Calc

LACERA is calculating your retirement benefit payment and beginning the payroll process to disburse your first retirement benefit payment.

First Payment

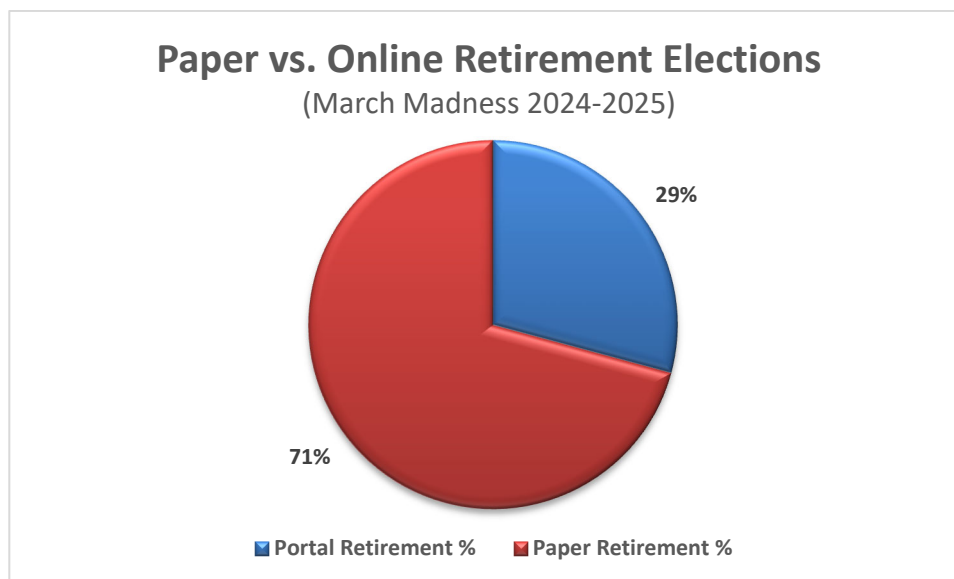
Congratulations! LACERA has processed your first retirement benefit payment. Expect a paper check or direct deposit on the last business day of the month. You can also check your Member Document Library now for a letter explaining the details of your retirement benefit and first payment. You can review your monthly retirement benefit and payment history at any time within your MyLACERA account.

Completed

Completed

The new online process allows us to provide them with guidance and reminders as they walk through the election process. We have standardized the retirement counseling provided by all staff in Member Services and worked with staff to incorporate references and education about our expanded Steps to Retire section on LACERA.com, as well as encourage members to use the My LACERA online election as the preferred process. We still accept elections submitted in the traditional manner as well.

Members are beginning to adopt the new online election process through My LACERA. Though we have more work to do to encourage future retirees to retire this way. Once we release the ability to enroll for Retiree Healthcare online, we expect this will be a much more utilized channel for the retirement process.

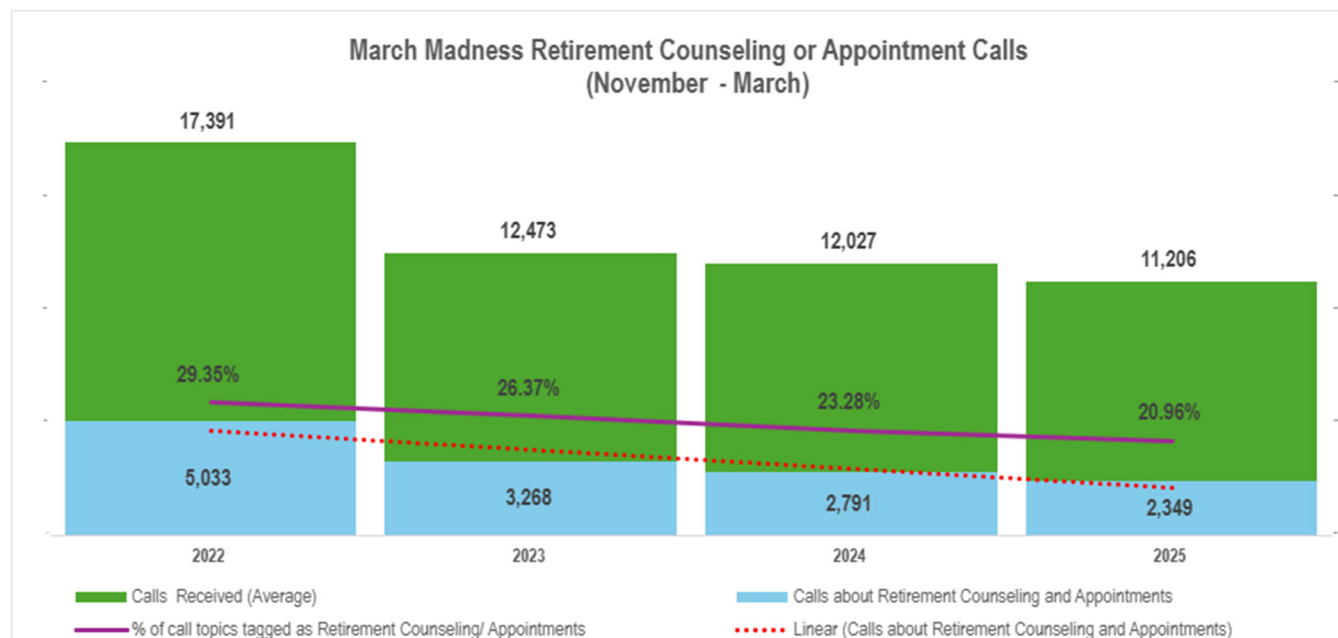


The enhancements for tracking the progress of a retirement election are new and we have not been able to collect any meaningful statistics or anecdotal feedback yet.

Member Services Call Center Experience

The Member Services Call Center tracks the types of calls by staff assigning call topics codes to the calls and indicating the primary topic of the assigned call topics. From the Call Center perspective, we have derived the following insights about retirement counseling:

- The average monthly number of calls received from **November 2024 to March 2025 was 11,205**, showing a decrease when compared to the **average of 13,074 calls received during the same period from 2017 to 2024**. This represents a **-14.29% decline**. (please note: Nov 2019-Mar 2020 had a lower average volume of calls because the call center was closed for 1.5 weeks in March 2020)
- There was a **-3.61% decrease** in the percentage of call topics related to Retirement Counseling and Appointments/Workshops, from **24.57% during 2017-2024 to 20.96% in 2025**. These two call topics specifically involve members seeking information about retirement counseling or scheduling appointments for retirement consultations.



Hard data showing why we have seen a reduction in retirement counseling calls through the call center is not available. However, we have some insights into plausible causes:

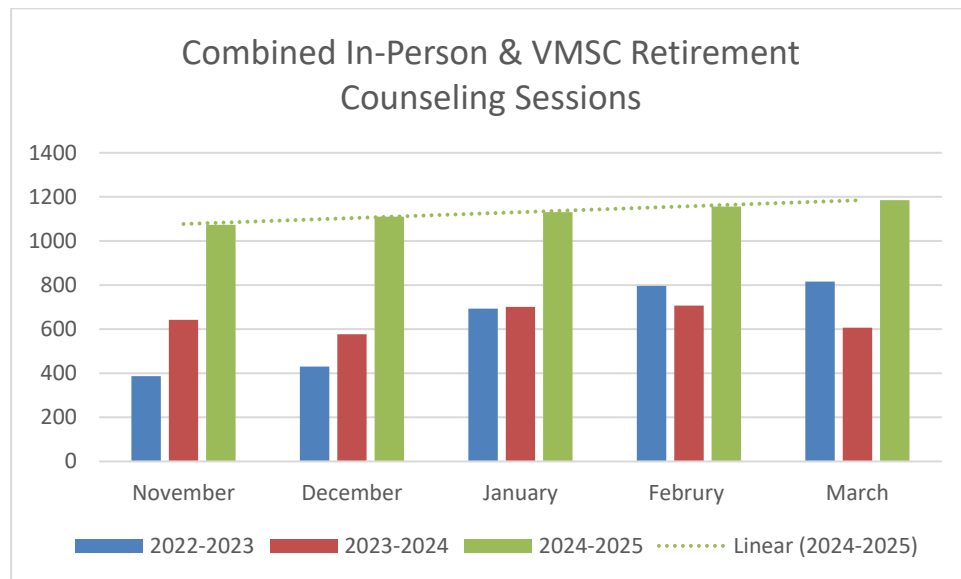
- We have created a robust Steps to Retire section on Lacera.com and incorporated this into our counseling process. We are currently unable to reliably track “repeat calls” for the same topic. We will be analyzing our data to determine if integrated counseling has the desired outcome of improving the member’s experience and reducing the number of repeat calls from members.
- Mid-March Madness we debuted the new feature on My LACERA that allows members to track the progress of the election. Our hope are this feature reduces the number of repeated calls to checking on the status of a member’s retirement election.
- We have increased the number of in-person and virtual one-on-one counseling appointments available to members.

We are hoping to be able to more accurately track repeat calls in the future, which will give a better understanding of the true impacts of March Madness as well as help us identify areas for improvement moving forward.

Member Services Center (Outreach)

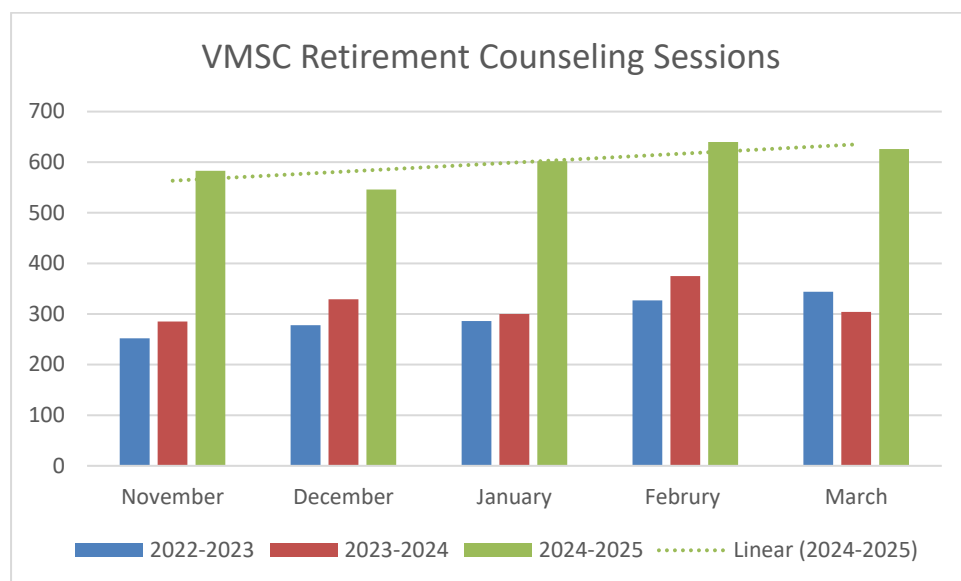
Data from our Member Services Center indicates a general upward trend in one-on-one in-person and virtual retirement counseling appointments. We onboarded nine new staff at the end of FY 23-24. With the additional staff we have restored our ability to offer more in-person and virtual appointments as well as providing more webinars and continuing our campaign to inform all County departments of the services we offer, including ability to provide workshops on demand. The various promotional flyers distributed by LACERA, in conjunction with the Empower campaigns conducted throughout the year, have resulted in increased attendance at workshops and a higher volume of both In-Person and Virtual (VMSC) appointments.

The following chart provides insight into the increase in Member Service Center appointments over the last three March Madness seasons:

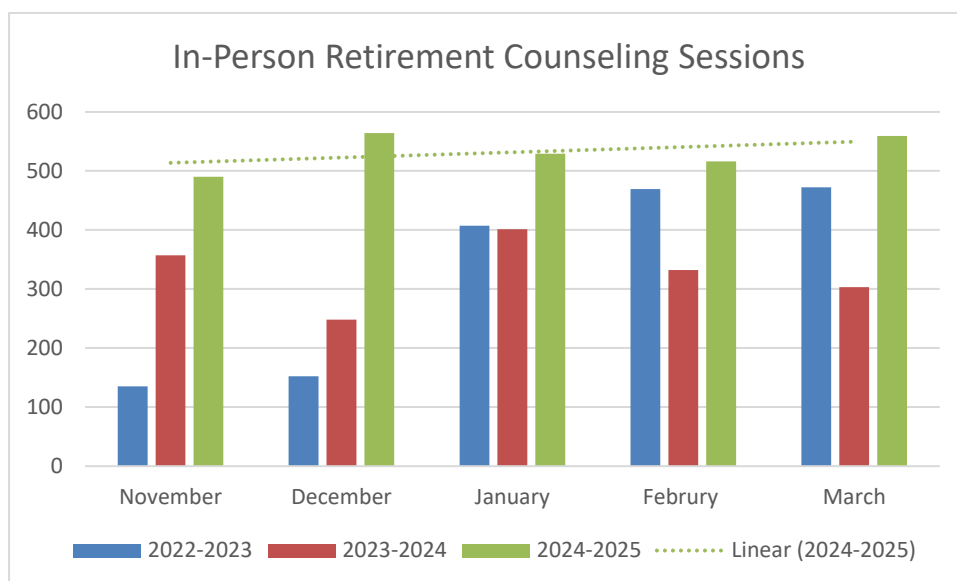


These increases are mostly due to fuller staffing in the Member Services Center.

We continue to note an increase in VMSC appointments over the last three years. Members have shared that they appreciate the virtual appointments more for its convenience – especially not having to travel into Pasadena while still preserving the continuity of the excellent one-on-one counseling experience:

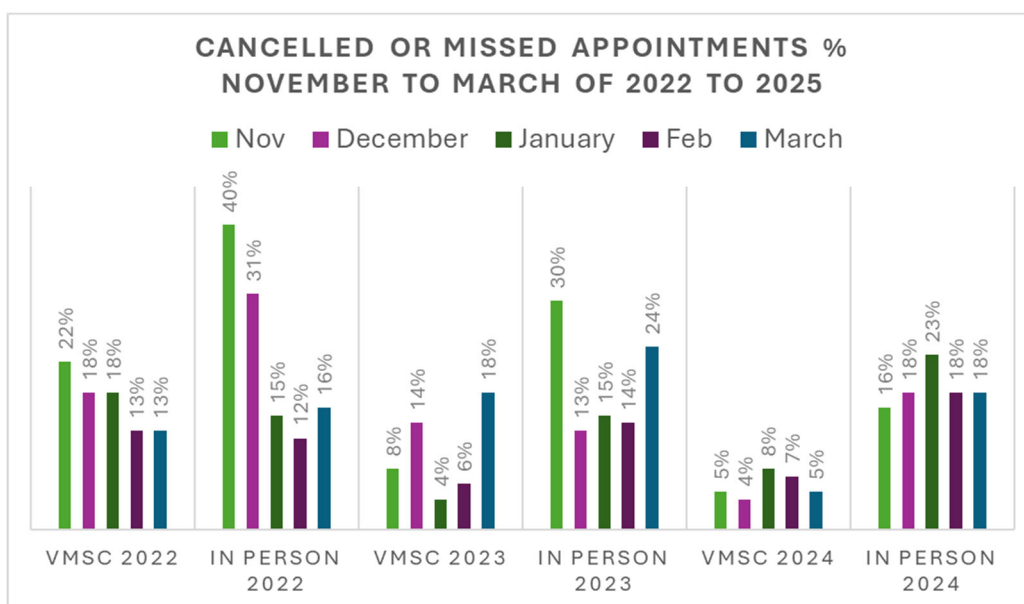


Of course, in-person counseling remains an in-demand offering. The chart below provides an overview of in-person counseling sessions over the last three March Madness periods:



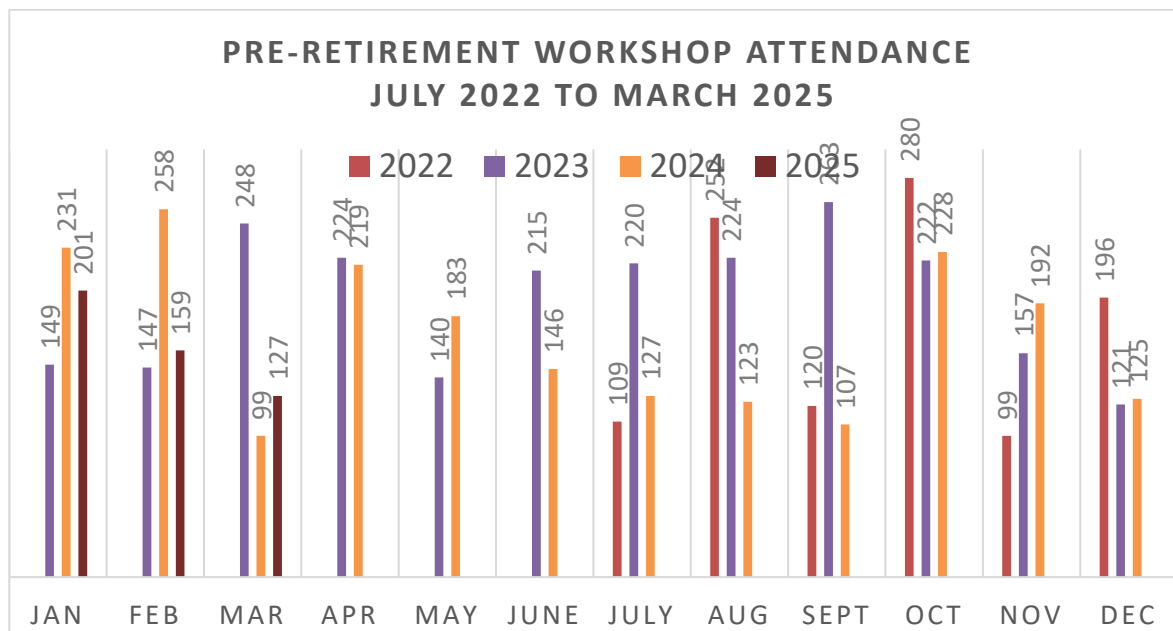
Members appreciate the one on one, face to face counseling and often comment that they prefer this method so they can complete all their required paperwork to retire and submit it at one setting. As we have noted we have opened up the retirement process to accept online retirement elections through My LACERA, and we will soon be opening up the ability for a member to enroll in Retiree Healthcare through My LACERA. The addition of this functionality may lead to a reduction in the demand for face-to-face counseling as well as an increase in virtual counseling. This will be an interesting data point to watch in the future.

We also track the number of cancelled and missed appointments. Information on cancelled or missed appointments for both VMSC and in-person sessions, illustrates an increase in cancellations for in-office appointments and a decrease in cancellations for virtual appointments.



We offer a consistent and heavy schedule of Pre-Retirement webinars and workshops throughout the year. Webinar attendance can provide us with insight into the interest in

retirement planning in any given year. Robust attendance may reduce calls to the Member Services Call Center as well as one-on-one counseling sessions. We have not refined our data collection process to gather empirical data on these insights. However, we can see the data indicates that members begin to prepare for retirement well in advance of the March Madness season. Specifically, there is an increase in attendance in October, which then tapers off in the subsequent months of February and March.



What Drives the Retirement Volume?

Certainly, one of the main drivers is age and years of service. However, what other factors go into a member's decision to retire at any given time?

LACERA has not begun to collect data on retirement drivers – reasons why members choose to retire when they do, but eventually plan to do this. However, we do collect feedback from staff on an anecdotal basis to get a sense of what members are sharing with us.

Based on this feedback here are other factors we see members considering as they make the choice to retire or not each year:

- Economy/Market Concerns – Inflation/Stock Market/Not saved enough money for retirement.
- Political Uncertainty – New president
- MOU Increases - Anticipated increases in salary could increase the retirement benefit.
- Issues related to the LA Wildfires
- Waiting for the 25-year RHC subsidy
- Number of appointments offered (in-person and virtual)

A Sneak Peek at Efficiency Improvements

Before we end this year's review we wanted to share a sneak peek into some preliminary data regarding the successful implementation of our Sol Case Management System.

This marks the first March Madness where the Benefits Division utilized the new case management system, Sol, for processing retirement benefit payments. One of Sol's notable enhancements is its ability to minimize the manual review required by Specialists to verify the accuracy of retirement benefit payments. Sol automatically compares the member's expected first payment with the actual amount calculated by our Workspace payroll system. If discrepancies arise, a Specialist reviews and adjusts as necessary; otherwise, no review is needed. Although the time-savings data from Sol is still under review and analysis, the Benefits Division estimates that Sol's automation has saved at least 96 production hours of work in the month of April.

We are working on more accurate data to reflect our Sol experience to date and will share it in the near future.

A special thank you to staff from our Benefits and Member Services divisions who helped process retirement elections, provided pre-retirement counseling virtually, in person or on the phone and provided overall customer service support throughout the workshop.

Our goal is to continue to provide you with yearly comparisons on the CEO Report Dashboard, including our analysis of the March Madness trends.

NOTED AND REVIEWED:



Luis Lugo
Deputy Chief Executive Officer

JJ:jj