L//.CERA

LOS ANGELES COUNTY EMPLOYEES RETIREMENT ASSOCIATION

 $|(\mathbf{D})|$

MyL&CERA Member Sign In

Plan D - General

SEPTEMBER 2016 • VOL. 27, NO. 3

NEWS FOR ACTIVE MEMBERS

Inside My LACERA

INTRODUCING A NEW AND IMPROVED USER EXPERIENCE

t's easier than ever to review your personal retirement data and perform a variety of secure account transactions on My LACERA.

We're excited to introduce our new design for My LACERA, the member portal on lacera.com. Registered My LACERA users will experience a clean new look with straightforward web navigation.

Other great new features include:

- Step-by-step processes that make it easier to use self-service features
- "Print" feature on each page
- Larger, easier-to-read type sizes
- Improved accessibility features

cont'd on pg. 4



YOUR SECURITY, OUR CONCERN LACERA'S New Benefit Protection Unit

In keeping with our commitment to your security, we provide financial protection in a number of ways. One way is to properly safeguard your personal data, including your identity and membership status. If something about your account seems amiss, we respond promptly.

Immediate response to signs of suspicious activity on our members' accounts has always been a priority at LACERA, and now we've centralized



IN THIS ISSUE

LACERA

- 2 From the Executive Desk
- 3 LACERA Board Elections
- 4 **3 Things: The Mayflower**
- 5 LACERA Accomplishments
- 6 Seven Steps to Retirement
- 7 Reciprocity Processes
- 10 County-Administered SIB
- 11 FAQs: My LACERA
- 11 Pre-Retirement Workshops
- 12 PSA: CASA

Los Angeles County Employees **Retirement Association**

Board of Retirement: SHAWN R. KEHOE

Chair Elected by Safety Members

VIVIAN H. GRAY

Vice Chair Elected by General Members WILLIAM DE LA GARZA

Secretary Elected by Retired Members

MARVIN ADAMS Appointed by Board of Supervisors

ANTHONY BRAVO Appointed by Board of Supervisors

YVES CHERY **Elected by General Members** JOSEPH KELLY

County Treasurer and Tax Collector Ex-Officio Member

KEITH KNOX Chief Deputy County Treasurer and Tax Collector Alternate Ex-officio Member

DAVID L. MUIR Alternate Retired Member **Elected by Retired Members**

RONALD A. OKUM Appointed by Board of Supervisors

WILLIAM R PRYOR Alternate Member Elected by Safety Members LES ROBBINS

Appointed by Board of Supervisors

Board of Investments:

DAVID GREEN Chair Elected by General Members

SHAWN R. KEHOE Vice Chair **Elected by Safety Members**

JOSEPH KELLY Secretary County Treasurer and Tax Collector Ex-Officio Member

KEITH KNOX Chief Deputy County Treasurer and Tax Collector Alternate Ex-Officio Member

DIANE A. SANDOVAL **Elected by Retired Members**

HERMAN B. SANTOS Elected by General Members

MICHAEL SCHNEIDER Appointed by Board of Supervisors

KENNETH M. SIMRIL Appointed by Board of Supervisors ESTEVAN R. VALENZUELA Appointed by Board of Supervisors

VALERIE ROSE VILLARREAL Appointed by Board of Supervisors

Chief Executive Officer GREGG RADEMACHER Assistant Executive Officer **ROBERT HILL** Assistant Executive Officer JJ Popowich



YOUR RETIREMENT: PLAN IT, LIVE IT



I'm pleased to share some exciting news from our web team. We've made significant updates to My LACERA, our 24-hour online, interactive web feature that connects you to your personal retirement account. We wanted to provide you with an improved user experience, so we revamped the portal and gave it a responsive design, meaning it can now be accessed via your smartphone or tablet as well as from your personal computer. Among other features, the new My LACERA boasts a modern, clean look; larger fonts; and a print feature on every page.

If you haven't already done so, **I** encourage you to sign up for My LACERA, which can be accessed via lacera.com by clicking on the My LACERA logo at the bottom right of the page. Even if you've already registered, why not sign in and check out the new design? My LACERA allows registered users to privately review their personal retirement data and perform a variety of secure account transactions.

All About Retirement

Revamping My LACERA is a good example of how we like to operate. We're all about helping you with your retirement-from planning it to living it. The most popular time of year to retire is December through March, so in our



From the Executive Desk cont'd

September issue of PostScript we often provide the basic steps an active member needs to take in order to retire with confidence. See our article "Seven Steps to Retirement" for a breakdown of how to position you and your family to gain the greatest available retirement advantage.

Examples of ways to plan for retirement include creating a customized Retirement Benefit Estimate (RBE) and scheduling a personal consultation with one of our Retirement Benefits Specialists. In this meeting, we'll review your healthcare options and let you know what documents you're required to submit. In situations where a member has established reciprocity, LACERA will connect with the reciprocal system to determine the maximum salary earned, which is used to calculate members' retirement allowances. More details about the reciprocity workflow are included in this issue.

ELECTION

IN AUGUST

The election for the following

on Tuesday, August 9, 2016:

S(RIPT

three safety member seats was held

Board of Investments

FOR LACERA'S

BOARDS HELD

elder abuse.

LACERA's active safety members voted in the election. The open board positions carry three-year terms that begin on January 1, 2017. The safety candidate with the most votes wins the open seats on the Board of Retirement and the Board of Investments, and the other safety group affiliate becomes the alternate member of the Board of Retirement. Results of this election will be available in a future edition of PostScript and on lacera.com. For further

• Fourth Member of the

NEWS FOR ACTIVE MEMBERS

Retirement Security

Always in the forefront of our thinking is securing your retirement benefits. In our June issue, we reported our plan to run a series of articles titled Your Security, Our Concern. This series is dedicated to demonstrating



LACERA's commitment to your safety, security, and peace of mind. In this issue, we discuss how we respond to situations in which a member's identity and/or status has come into question. Our new **Benefit Protection Unit (BPU)**, assembled in December of last year, allows for a centralized approach to investigations into fraud and

The BPU analyzes each case in collaboration with multiple LACERA divisions and determines how best to resolve it. The BPU also has access to and will consult as needed with a number of outside resources, such as thirdparty investigators and handwriting specialists. Immediate response to signs of suspicious activity on our members' accounts has always been a priority at LACERA, and we take every report seriously.

Staying Active in Autumn

Summer is over, but that doesn't mean outside activity needs to end. Here in southern California, we're fortunate to have many warm days in the autumn months. Take advantage of our climate and enjoy spending time in the sun. Remaining active is a great habit to form and one that will serve you well when you decide to retire.



• Seventh Member of the **Board of Retirement**

Alternate Member of the **Board of Retirement**

information on this election, visit bos.lacounty.gov and search "LACERA election."



Retirement Ti

<u> lake it automatic: Set up your</u> lirect deposit prior to retiring.

srochures & Forms page o





Retirement Tips

Prepare to retire in a few years vith a pre-retirement workshop. of the wee

see the workshop schedule on 0



Do one thing every day that scares you. - Eleanor Roosevelt

Inside My LACERA cont'd from pg. 1

• Compatibility with Internet Explorer versions 9

fingertips. Sign in or register your My LACERA account

- Generate a personalized Retirement Benefit Estimate
- Add/update your beneficiary's information
- Add/update your mailing address and up to three

tablet, or smartphone—you'll have a better experience on My LACERA with its responsive design. Go to lacera.com and check it out today.







LACERA Honored for Excellence in Financial Reporting

The Government Finance Officers Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting has been awarded for LACERA's Comprehensive Annual Financial Report (CAFR) for the fiscal year ended June 30, 2015. This prestigious GFOA award represents the highest form of recognition in governmental accounting and financial reporting, and this year marks the **26th consecutive year** that LACERA has qualified.

LACERA also publishes a Popular Annual Financial Report (PAFR), a condensed version of our CAFR, which we send to all members with their December newsletter. Our PAFR has earned the GFOA award for Outstanding Achievement now for the 18th consecutive year. Congratulations to the LACERA employees who contributed to the annual reports for earning these prestigious awards.

Your Security, Our Concern cont'd from pg 1

our processes by forming the Benefit Protection Unit (BPU). This unit, assembled in December of last year, is a team of LACERA staff responsible for investigating and resolving situations in which a member's identity and/or status has come into question.

How does LACERA know when to investigate an account? Each situation is unique, but there are a number of indicators that an account might require the BPU's attention, such as:

- Report of fraud
- Report of abuse (financial and/or physical)
- Legal representative issues (e.g., power of attorney, trust, etc.)
- Evidence suggesting LACERA has lost contact with the member/survivor/beneficiary
- Death report
- Erratic pattern of account changes and/or change reversals
- Non-member activity associated with the member's account

The BPU analyzes each case in collaboration with multiple LACERA divisions and determines how best to resolve it. The BPU also has access to a number of outside resources, such as:

- Third-party investigators
- Advanced online research databases
- Handwriting specialists
- Social Security Administration



LACERA ACCOMPLISHMENTS

Part of a Larger Effort

- The BPU plays an important role in a larger, statewide effort to prevent financial and other types of elder abuse. Believed to be a significant issue that needs more exposure, the Los Angeles County Board of Supervisors recently declared June the "Elder and Dependent Adult Abuse Awareness" month. The BPU has teamed up with
- County agencies—such as Adult Protective Services, Public Guardian, and law enforcement-to ensure that the appropriate actions are taken whenever fraud or abuse is suspected. The population considered to be potential victims of financial elder abuse is retirees and survivors 65 years of age or older. LACERA has:
 - 41,506 retirees 65+ years of age with a \$3,037 average of monthly benefit
 - 7,354 survivors 65+ years of age with a \$1,509 average of monthly benefit

What Can You Do?

LACERA staff are vigilant when it comes to protecting members; however, we also count on you to make us aware of issues. If you think someone is committing fraud or notice something you believe requires investigation, report it to LACERA immediately by contacting our Call Center at 800-786-6464. We take all reports seriously and will take appropriate action. It's important to us that you feel secure, and the BPU is one of the ways we look out for our members in our mission to produce, protect, and provide the promised benefits.

SEVEN STEPS TO RETIREMENT

WHICH STEP ARE YOU ON?

This time of year finds many of our members plotting a course to retirement. From December through March, retirement paperwork pours in to LACERA's offices, retirement dates are finalized, and our Retirement Benefits Specialists counsel members on all of the details. How do they get there? See below for the seven steps active LACERA members take to retire with confidence.

In the Seven Steps to Retirement Video online, you'll

Reference Card. This handy reference is available to download or order on the Brochures & Forms page on lacera.com.

Each step of the way, LACERA offers resources you'll find useful. When you're ready to speak with one of our knowledgeable Retirement Benefits Specialists—or to attend a Pre-Retirement Workshop at LACERA—make your appointment online through the Appointment System on the lacera.com home page.



We'd like to share what happens behind the scenes at LACERA with regard to the reciprocity processes.

But first: What is reciprocity, exactly?

Reciprocity refers to the special relationship between LACERA and certain other California public retirement systems. It was established to encourage career public service and to protect retirement benefits earned by employees under two or more systems.

Reciprocity can benefit you in a number of ways:

- Your contribution rate when entering the new system might be based on the age at which you entered the first system. This could lower your contribution amount (some exceptions apply).
- Your years of service earned under each system will be added together to meet the minimum years of service credit needed for retirement. Note: Reciprocity does not usually affect retiree healthcare benefits, which are calculated based on LACERA membership time only.
- Each system will generally use your highest average final compensation, whether you earned that compensation while a member of LACERA or the reciprocal system, to calculate your retirement benefit (some exceptions apply).

Some reciprocal systems review the pay codes that make up your final average compensation earned while a LACERA member to verify that the pay codes are acceptable under their rules. If they are not, the reciprocal system may choose to reduce the final average compensation amount provided to them by removing earnings for pay codes they do not accept. They would then use the reduced figure to calculate your retirement benefit. If you have questions regarding how your reciprocal system will treat the final average compensation amount, we recommend you contact them for more information.

LACERA's processes for establishing a member's reciprocity and retiring a reciprocal member take time, since they involve collecting and analyzing unique member data from multiple systems. This article provides insight into two discrete reciprocity processes at LACERA, as follows:

- entering LACERA from a reciprocal system; and
- member's monthly retirement allowance.





NEWS FOR ACTIVE MEMBERS



RECIPROCITY **ELIGIBILITY RULES**

You must...

- Enter a reciprocal system within six months of terminating
- ✓ Terminate employment at one system before beginning employment at the next.
- ✓ Leave your contributions on
- ✓ Retire from both systems
- Establish or request reciprocity prior to retiring.

Process for establishing incoming reciprocity: How LACERA handles applications from members who are

Reciprocity process at retirement: How LACERA acquires reciprocal system information to determine a

EXAMPLES OF SYSTEMS WITH WHICH LACERA HAS **RECIPROCITY INCLUDE:**

- California Public Employees'
- State Teachers' Retirement
- L.A. County Metropolitan Transportation Authority
- L.A. City Employees' Retirement System (LACERS)*
- Counties under County 1937 (CERL)

Call LACERA at 800-786-6464 to verify that a particular retirement system is reciprocal with us.

*Service credit earned at some (not all) LACERS positions is recognized for LACERA's retiree healthcare benefit.

Process for Establishing Incoming Reciprocity



The process for establishing incoming reciprocity is initiated when a member notifies us that he or she has entered LACERA from a reciprocal system. Members can do this via the Member Sworn Statement, a phone call, an in-person consultation, or the Reciprocity Application, which can be found in the New Hire Welcome Packet that every new County employee receives.

When LACERA receives the notification, we contact the other system requesting verification of the member's reciprocal service. We also send a letter to the member, letting him or her know that LACERA has contacted the other system. Our service-level expectation for recording the reciprocal information and contacting the other system is 30 days. The other system generally takes an additional 30 days-sometimes longer, depending on the system-to respond to LACERA's request for reciprocal service information.

Once LACERA receives a response from the other system, we make a determination about the member's reciprocity eligibility. If it is determined that the member is eligible for reciprocity, LACERA sends two confirmation letters: one to the member and one to the other system. indicating that reciprocity has been established between the two systems. If it is determined that the member is not eligible for reciprocity, LACERA sends two denial letters: one to the member and one to the other system, explaining why reciprocity cannot be established.

After a member's reciprocity has been established, LACERA investigates when the member first became employed in the reciprocal system to determine whether he or she is eligible for a previous LACERA plan (e.g., Plan D, a closed plan unavailable to new



"But what

if I'm

About to

Retire"

Reciprocity Process at Retirement

Member submits the Retirement Benefit Estima and Election form.

60



notifies member

When a member decides to retire within the next six months and submits the Retirement Benefit Estimate and Election form, the Benefits division at LACERA reviews the member's data, which includes determining whether he or she is reciprocal. Upon discovering that a retiring member is reciprocal, we send a salary verification form to the other system to find out the highest salary the member earned while part of that system. We use this information in determining the monthly allowance that the member will receive from LACERA upon retirement.

Each system will calculate a retirement benefit allowance based on that system's benefit formulas and pay members separately. All reciprocal systems use the highest average final compensation earned while the

retiree was a member of either system. However, some retirement systems, such as CalPERS, will review the pay codes that are included in the final average compensation figure provided by the other system to verify the pay codes meet their requirements. If the pay codes do not meet their requirements, the system may reduce the final average compensation amount, compare the reduced compensation amount to their amount, and use the higher of the two to calculate the retirement benefit allowance they will pay you.

During the time between when LACERA requests salary information from the other system and when the other

members). LACERA adjusts the contribution rates as needed, which can take up to 30 days.

The flowchart provides an overview of the workflow and timeline for establishing an incoming member's reciprocity. Note that this workflow is with respect to incoming reciprocity only-how LACERA handles applications from members who are entering LACERA from a reciprocal system. Those leaving LACERA and beginning membership with a reciprocal system can learn about outgoing reciprocity and fill out the necessary paperwork using the withdrawal/reciprocity packet, which LACERA mails to members who terminate employment with the County. Outgoing members can also call LACERA to request a packet.

*CalPERS currently has a 75-day wait time or longer, due to the very high number of members in the system.



system provides it, LACERA calculates the member's monthly retirement allowance based on the salary information we have. We do this so as not to delay disbursal of the member's checks—sometimes salary information takes longer than 30 days to arrive from the other system. Once the other system submits the salary verification form to LACERA, we review it and adjust the allowance amount if needed. LACERA then sends a letter to the member notifying him or her of the updated amount.

*CalPERS currently has a 75-day wait time or longer, due to the very high number of members in the system.

Reciprocity Processes cont'd from pg. 9

We hope this article has helped shed some light on the inner workings of reciprocity. Have a question? Call 800-786-6464 to speak with a Retirement Benefits Specialist or use the online Appointment System at lacera.com to schedule an in-person consultation. We're happy to clarify and/or further explain our processes.



THE COUNTY-ADMINISTERED SURVIVOR INCOME BENEFIT: ENROLL IN OCTOBER

Are you an active Plan E member and a MegaFlex participant? If so, it's important to understand your insurance options as your opportunity to enroll approaches.

Plan E does not include pre-retirement death benefits. If a Plan E member dies while in County service, the member's survivors are not eligible for continuing benefits through LACERA. Also, Plan E MegaFlex participants are not eligible for continuing survivor benefits administered through the County.

However, Plan E members who are MegaFlex participants have the option of electing the Countyadministered Survivor Income Benefit (SIB), an optional life insurance plan available only to Plan E MegaFlex participants. The SIB is administered by the County's Survivor Benefit Plan; LACERA does not administer the SIB.

The annual enrollment period—October 1 through October 31—is upon us; now's the time to think about enrolling.

The SIB pays a lifetime benefit to an eligible surviving spouse or domestic partner. If a member enrolled in the County-sponsored Survivor Income Benefit Program were to die while in active service, the eligible surviving spouse or domestic partner would receive a monthly cash benefit for the rest of his or her life. If no eligible surviving spouse or domestic partner exists, the benefit would be divided equally among eligible

dependent children. Benefits will continue until age 18 or, if the child is enrolled full time in an accredited school, until age 22. Without the SIB, your survivors would not receive a continuing benefit, which could negatively impact their financial security.

If you are interested in enrolling in the SIB, you may do so only during the annual enrollment period, October 1 through October 31. For instructions, refer to your MegaFlex 2017 Enrollment Highlights Guide, which the County of Los Angeles will mail to you, or go online to mylacountybenefits.com.

For questions regarding tax matters or issues involving your individual financial situation, consult a professional advisor; LACERA does not offer tax or financial advice.



Know your retiree healthcare subsidy percentage. f you retire with 10 years of service



FAQS: MY LACERA

- 1. Q: How do I sign up for My LACERA? A: It's easy to register. Follow these simple steps:
 - 2. Go to lacera.com and click on the My LACERA logo at the bottom right of the page.
 - 3. Enter your name, birth date, last four digits of your Social Security number, and your email address.
 - 4. Answer two personalized security questions:
 - randomly generated questions based on your employment, salary, benefit, or benefit payment data OR
 - security questions that you create yourself
 - 5. My LACERA will email you an account activation link.
 - 6. Click the activation link to complete registration and create your password.
 - 7. Success! Registration completed.

2. Q: Is My LACERA easy to use?

A: Yes, now more than ever. My LACERA was redesigned to make reading and navigating easier for everyone on a range of devices, including personal computers, tablets, and smartphones. In addition to a responsive design, My LACERA also has improved accessibility features.

3. Q: Which retirement transactions can I complete via My LACERA?

A: My LACERA offers 24-hour online access to your LACERA retirement account information. As an active member, you can:

- Add or update your beneficiary's information
- Generate a personalized Retirement Benefit Estimate
- Add or update a mailing address
- Update or add up to three phone numbers
- View your retirement plan information, history of LACERA interactions, contributions on deposit, first date you're eligible to retire, and Annual Benefit Statement

4. Q: I'm having difficulty accessing My LACERA. How can I get assistance? A: For help with registering for My LACERA or accessing your information, contact a Retirement Benefits Specialist at 800-786-6464.

SATURDAY PRE-RETIREMENT WORKSHOPS

For your convenience, LACERA offers in-house pre-retirement workshops on certain Saturdays to both safety and general members. Instead of taking time out of your busy Tuesday to attend a pre-retirement workshop, reserve your seat for a Saturday morning workshop to learn retirement strategies and other important information from a knowledgeable Retirement Benefits Specialist. Oneon-one counseling appointments are available at the Member Service Center and are open to those walk-ins

■ POST SCRIPT

The next Saturday workshop at LACERA is scheduled for **September** 10 and begins promptly at 8:00 a.m. A Saturday workshop is also scheduled for 9:00 a.m. on **September 17** at the Lancaster Regional Library. **Reservations are required;** access the Appointment System on lacera.com or call 800-786-6464 to reserve a seat.

Pre-Retirement Workshop Schedule

who have attended a pre-retirement workshop at LACERA on that date. Walk-ins receive retirement counseling on a first-come, first-served basis.

September 2016							
S	Μ	Т	W	Т	F	S	
				1	2	3	
4	Η	S	7	8	9	G/S*	
11	12	G	14	15	16	G/S**	
18	19	G	21	22	23	24	
25	26	G	28	29	30		

October 2016							
S	Μ	Т	W	Т	F	S	
						1	
2	3	S	5	6	7	8	
9	Н	G	12	13	14	15	
16	17	G	19	20	21	22	
23	24	G	26	27	28	29	
30	31						

November 2016							
S	Μ	Т	W	т	F	S	
		S	2	3	4	5	
6	7	G	9	10	Н	12	
13	14	G	16	17	18	19	
20	21	G	23	н	Н	26	
27	28	G	30				

G = General Members Pre-Retirement S = Safety Members Pre-Retirement H = Holiday

Call 800-786-6464 to Register

Workshops are held from 8:30 a.m. to 11:30 a.m. unless otherwise indicated. Most include presentations by Empowerment Retirement and long-term care providers.

*LACERA's Saturday in-house workshop is from 8:00 a.m. to noon. Empower Retirement will offer a 45-minute overview of Horizons (457) and Savings (401k) plans; LACERA will give a 2.5-hour presentation.

** LACERA's Saturday workshop in Lancaster is from 9:00 a.m. to noon



L//.CERA P.O. BOX 7060 PASADENA, CA 91109-7060 PRST STD U.S. Postage PAID Industry, CA Permit #4278

Public Service Announcement BECOME A COURT APPOINTED SPECIAL ADVOCATE

You can apply your skills and experience to ensure that an abused and neglected child is safe and has the opportunity to thrive. Court Appointed Special Advocates (CASA) of Los Angeles is a nonprofit organization that recruits, trains, and supports volunteers to transform the lives of abused and neglected children in the foster care system. Volunteers work one-on-one with a child to advocate for his or her best interest in both the courtroom and the community. There are 30,000 children who are wards of the dependency court in L.A. County, and CASA currently has more than 100 children waiting to be paired with volunteer advocates. Join us at one of our information sessions, where you can learn more about this volunteer or call 323-859-2888.

CLOSED Upcoming Holidays

LACERA will be closed:

- Monday, September 5, for Labor Day
- Monday, October 10, for Columbus Day
- Friday, November 11, for Veterans Day
- Thursday and Friday, November 24 and 25, for Thanksgiving

Editor's Note:

PostScript is published by the staff of LACERA. Consult with professional advisors regarding legal, tax, and/or medical matters; LACERA does not offer legal, tax, or medical advice.

LACERA Communications, P.O. Box 7060, Pasadena, CA 91109-7060 • 800-786-6464 • email: welcome@lacera.com Writers: Amanda Aguayo, Jennifer Carter **Designer:** Courtney Cook **Editor:** Jeannine Smart

