

## LACERA POLICY STATEMENT

### PROCESSING CORRESPONDENCE ADDRESSED TO BOARD OF RETIREMENT MEMBERS

(Effective September 1, 2016)

#### I. Purpose

The Board of Retirement (Board) has a fiduciary duty to oversee LACERA's operations. In the course of a Board member's duty, he or she may receive correspondence at LACERA from a variety of sources for varying purposes. This correspondence may be addressed and sent directly to a Board member through LACERA or indirectly by means of correspondence directed to a division within LACERA and copied to the Board or Board member(s). Correspondence is defined as physical documents and electronic email.

Board members should have timely access to any correspondence addressed to them directly and should be made aware on a timely basis of any correspondence on which they have been copied.

However, the Board recognizes that not all correspondence addressed or copied to the Board member(s) requires direct action or follow up by Board members themselves. Some correspondence is of routine nature and may not rise to the level of the Board's oversight.

The Board also recognizes that some correspondence may be received directly by the Board member without being processed through LACERA's offices. To the extent that these communications require some action or response from LACERA, the Board members acknowledge the correspondence should be referred to the LACERA Executive Office for processing.

Therefore, the Board sets forth the following directions for the processing of Board addressed correspondence:

#### II. Statement of Policy

1. **Personal and Confidential:** The Board directs staff to promptly forward any correspondence addressed to a Board member, and marked "personal", "confidential", or any variation thereof, directly to the addressed Board member without staff review.

2. **Addressed to Board Member:** The Board directs staff in the Executive Office, including Board and Executive secretaries, to promptly open and review any correspondence addressed to a Board member, but not marked "personal" or "confidential" or some variation thereof, and determine the appropriate course of action in accordance with this policy. A copy of all such correspondence shall be promptly forwarded to the Board member and shall indicate the division, process, or staff member assigned to respond to the correspondence.
3. **Exception for Routine Account Maintenance Requests:** Not all correspondence addressed to a Board member requires Board member oversight. In some cases, members send routine account maintenance requests (i.e. address changes, direct deposit changes, disability applications, medical enrollment requests, etc.) for the Board member's attention. This type of correspondence shall not be forwarded to the Board member. However, if there is a complaint or service issue raised by the member a copy of the correspondence will be provided to the Board member(s).
4. **Response to Correspondence:** The Board directs staff who are assigned the responsibility of responding to the correspondence on the Board's behalf, to promptly provide a copy of the completed response to the Board member.
5. **Privacy Considerations:** Members, survivors, and others corresponding with LACERA may choose to provide Personal Information (PI) and Personal Health Information (PHI) in their correspondence. In an effort to protect member data, all letter copies provided to Board members (with the exception of those not reviewed as specified under Section 1 above) shall have any PI or PHI information redacted from the copy of such correspondence and the copy of the response.
6. **Board Members Receiving Correspondence Directly Requiring LACERA Action:** Board members may receive correspondence directly without being processed through LACERA or correspondence labeled "personal" or "confidential" that was processed by LACERA but not reviewed by staff (as specified under Section 1 of this policy) which requires some action or response from LACERA. In these cases the Board member should provide the original correspondence to the LACERA Executive Office for processing by the appropriate staff. Email should be forwarded to the Board Secretary and then deleted by the Board member. Board members are asked to provide the original correspondence to ensure that all privacy policies are followed regarding any Personal Information or Personal Health Information.

This chart represents a quick reference for the treatment of incoming correspondence addressed to the Board of Retirement:

<b>Correspondence Routing at a Glance</b>				
	<b>Marked Personal/Confidential</b>	<b>Addressed to Board Member(s)</b>	<b>Board Member(s) Copied</b>	<b>Routine Request</b>
<b>Letter</b>	Routed - Unopened	Copy – Response to follow	Copy - with Response	Routed Only if Complaint / Service Issue
<b>Fax / Email</b>	Routed – Unread (as much as possible)			

### **III. Implementation**

The policy is established pursuant to the Board of Retirement’s fiduciary responsibility to prudently administer the retirement plan in accordance with the County Employees Retirement Law of 1937, the Public Employees' Pension Reform Act of 2013, the California Constitution, and other applicable laws. This policy may be modified in the future by Board of Retirement action. This policy shall be effective immediately upon adoption by the Board of Retirement.

Adopted: Board of Retirement, August 11, 2016