

AGENDA

MEETING OF THE OPERATIONS OVERSIGHT COMMITTEE and BOARD OF RETIREMENT*

LOS ANGELES COUNTY EMPLOYEES RETIREMENT ASSOCIATION

300 North Lake Avenue, Suite 810
Pasadena, CA 91101

April 12, 2012 - 9:00 A.M.**

COMMITTEE MEMBERS:

Yves Chery, Chair
William de la Garza, Vice Chair
Shawn R. Kehoe
Ed C. Morris
Simon S. Russin, Alternate

- I. APPOINTMENT OF VOTING MEMBER(S) IN THE EVENT ONE OR MORE REGULAR COMMITTEE MEMBERS ARE ABSENT
- II. APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF FEBRUARY 9, 2012
- III. FOR INFORMATION
 - A. Overview of Core Benefits Training Process for New Hires and Certificate Presentation (*oral presentation*)
Mike Mikhail/Bernie Buenaflor/JJ Popowich
- IV. MISCELLANEOUS
- V. PUBLIC COMMENT
- VI. GOOD OF THE ORDER
(For discussion purposes only)
- VII. ADJOURNMENT

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

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

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

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

LOS ANGELES COUNTY EMPLOYEES RETIREMENT ASSOCIATION
GATEWAY PLAZA - 300 N. LAKE AVENUE, SUITE 810, PASADENA, CA 91101

APRIL 12, 2012, 11:40 A.M. – 12:05 P.M.

COMMITTEE MEMBERS

PRESENT: Yves Chery, Chair
William de la Garza, Vice Chair
Shawn R. Kehoe
Ed C. Morris
Simon S. Russin, Alternate

ALSO ATTENDING:

BOARD MEMBERS AT LARGE

Marvin Adams
Sadonya Antebi
Les Robbins

STAFF, ADVISORS, PARTICIPANTS

Robert Hill
JJ Popowich
Bernie Buenaflo
Mike Mikhail

The meeting was called to order by Chairman Chery at 11:40 a.m.

I. APPOINTMENT OF VOTING MEMBER(S) IN THE EVENT ONE
OR MORE REGULAR COMMITTEE MEMBERS ARE ABSENT

All regular members of the Committee were present.

II. APPROVAL OF THE MINUTES OF THE REGULAR
MEETING OF FEBRUARY 9, 2012

A motion was made by Mr. Morris, seconded by Mr. de la Garza, to approve the minutes of the regular meeting of February 9, 2012. The motion passed unanimously.

III. FOR INFORMATION

- A. Overview of Core Benefits Training Process for New Hires and Certificate Presentation (*oral presentation*)
Mike Mikhail/Bernie Buenaflor/JJ Popowich

Mr. Mikhail gave an overview of the Core Benefits training process for new hires. The process includes nine months of classroom training, three months practice on the floor under supervision, with a final evaluation being made at the end of twelve months.

Two groups of trainees recently graduated after successfully completing the process. The two classes encompassed trainees from both the Claims Processing and Member Services Divisions. This is the first time the identical course content has been given to trainees from both divisions. The first class started in January, 2011 and completed their twelve month program in January of this year. They are currently working on a special data clean-up project in Quality Assurance. The second class began July, 2011 and completed their classroom training this month. They will continue their practice on the floor for the next three months under managers' supervision. After that, they will return to Quality Assurance to work on another data clean-up project.

The Contact Center graduates will continue on to the Member Services Academy. Mr. Popowich discussed the Academy, consisting of a Call Center integration program reviewing procedures, operating instructions, and Workspace, and extensive side by side call monitoring. There will also be a two to three day customer service basic skill set course. Plans for the future include developing a course on how to handle difficult members and generational acceptance training.

Mr. Buenaflor discussed the continued professional development for the Claims Processing graduates. They will join a group in Claims Processing for three months, working under supervision in a full production environment, with continued support from Quality Assurance and the new In-Line Quality Control team. After that they will join a special clean-up project under joint Quality Assurance/Claims Processing supervision.

Messrs. Mikhail, Popowich, and Buenaflor then presented certificates of graduation to the 18 members of the two training classes.

IV. MISCELLANEOUS

V. PUBLIC COMMENT

VI. GOOD OF THE ORDER

(For discussion purposes only)

VII. ADJOURNMENT

The meeting adjourned at 12:05 p.m.

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