

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

July 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 JUNE 14, 2012
- III. ACTION ITEMS
 - A. Recommendation as submitted by Bernie Buenaflor, Manager, Claims Processing: That the Committee recommend the Board of Retirement write-off the uncollectible accounts enumerated in the "Schedule of Uncollectible Accounts as of May 31, 2012." (Memorandum dated July 5, 2012)
- IV. FOR INFORMATION
 - A. Public Counter Wait Times (oral presentation)
Carlos Barrios
- V. MISCELLANEOUS

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VI. PUBLIC COMMENT

VII. GOOD OF THE ORDER

(For discussion purposes only)

VIII. 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.

Persons requiring an alternative format of this agenda pursuant to Section 202 of the Americans with Disabilities Act of 1990 may request one by calling Cynthia Guider at (626)-564-6000, from 8:30 a.m. to 5:00 p.m. Monday through Friday, but no later than 48 hours prior to the time the meeting is to commence. Assistive Listening Devices are available upon request. American Sign Language (ASL) Interpreters are available with at least three (3) business days notice before the meeting date.

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

JULY 12, 2012, 2:10 P.M. – 3:10 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	Bernie Buenaflor
JJ Popowich	Carlos Barrios

The meeting was called to order by Chairman Chery at 2:10 p.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 JUNE 14, 2012

A motion was made by Mr. Morris, seconded by Mr. Kehoe, to approve the minutes of the regular meeting of June 14, 2012. The motion passed with Mr. Morris abstaining.

III. ACTION ITEMS

- A. Recommendation as submitted by Bernie Buenaflor, Manager, Claims Processing: That the Committee recommend the Board of Retirement write-off the uncollectible accounts enumerated in the "Schedule of Uncollectible Accounts as of May 31, 2012." (Memorandum dated July 5, 2012)

Staff believes that the first step on the road to improving LACERA's collection process is to clear out those cases that LACERA has no legal authority to pursue because the applicable statute of limitation has expired. For each account on the "Schedule of Uncollectible Accounts as of May 31, 2012" staff has made the required efforts to recover the balance owed but, for a variety of reasons, the claim was deemed uncollectible and has now expired. Staff is, therefore, seeking Board approval to write-off these accounts.

A motion was made by Mr. Morris, seconded by Mr. Chery, to approve the recommendation. The motion passed unanimously.

IV. FOR INFORMATION

- A. Public Counter Wait Times (*oral presentation*)
Carlos Barrios

Carlos Barrios discussed the wait times for the Public Counter. Over the past 10 years the number of members served has increased approximately 5% per year, with the greatest increase in the last three years. This is due primarily to more members being eligible to retire (baby boomers). As members become more savvy, and retirement becomes more complex, the average duration of counseling sessions has also increased. Ten years ago the average wait time was just under six minutes, today it can average almost 12 minutes.

IV. FOR INFORMATION (Continued)

Even though the Public Counter is open from 7:00 a.m. to 5:00 p.m., most of our members visit between 10:00 a.m. and noon. While we are able to serve many members immediately, when several members come in at the same time there is a longer waiting period. One day in March 45 members came in during that two hour window, which increased the wait time to as much as two hours in some cases. This was a unique event, and not the norm.

Our goal for wait time is five minutes or less. To assist in reaching this goal we are in the process of renovating our space on the first floor, which should be completed by September/October of this year. This will give us 14 spaces to be used for counseling, with two vacant spaces available, and room for two receptionists. We may not have all 14 Outreach staff available at the Public Counter, as they also go out in the field to service members.

We have discussed several ideas for decreasing the wait time, i.e. keeping the Public Counter open later, enhancing our services in the field, reevaluating Outreach staff duties. We are also considering reinstating taking appointments, which we have not been doing recently. We found we had a 25% no show rate for appointments and it was not feasible to hold the times open.

V. MISCELLANEOUS

VI. PUBLIC COMMENT

VII. GOOD OF THE ORDER

(For discussion purposes only)

VIII. ADJOURNMENT

The meeting adjourned at 3:10 p.m.

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