

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

August 15, 2013 - 9:00 A.M.**

COMMITTEE MEMBERS:

Yves Chery, Chair
William de la Garza, Vice Chair
Marvin Adams
Vivian H. Gray
Shawn R. Kehoe, Alternate

I. APPROVAL OF THE MINUTES

A. Approval of the minutes of the regular meeting of July 11, 2013

II. PUBLIC COMMENT

III. FOR INFORMATION

A. LACERA Operations Briefing
Robert Hill/JJ Popowich

B. Active Death Case Management Status Report
Bernie Buenaflor/Carlos Barrios

C. The new, New Hire Process: Communication Campaign (oral presentation)
Jeannine Smart

IV. MISCELLANEOUS

V. GOOD OF THE ORDER

(For information purposes only)

VI. ADJOURNMENT

August 15, 2013

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***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 REGULAR 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

AUGUST 15, 2013, 10:30 A.M. – 11:15 A.M.

COMMITTEE MEMBERS

PRESENT: Yves Chery, Chair
William de la Garza, Vice Chair
Marvin Adams
Vivian H. Gray

ABSENT: Shawn R. Kehoe, Alternate

ALSO ATTENDING:

BOARD MEMBERS AT LARGE

Sadonya Antebi
Alan Bernstein
Ed C. Morris

STAFF, ADVISORS, PARTICIPANTS

Robert Hill	Carlos Barrios
JJ Popowich	Bernie Buenaflor

The meeting was called to order by Chairman Chery at 10:30 a.m.

I. APPROVAL OF THE MINUTES

A. Approval of the minutes of the regular meeting of July 11, 2013.

Mr. de la Garza made a motion, Mr. Adams seconded, to approve the minutes of the regular meeting of July 11, 2013. The motion passed unanimously.

II. PUBLIC COMMENT

III. FOR INFORMATION

A. LACERA Operations Briefing
Robert Hill/JJ Popowich

Messrs. Hill and Popowich presented the monthly briefing on LACERA's operations. Many of the items highlighted may recur in subsequent briefings or may result in a future comprehensive OOC presentation.

- Revised Legacy Plan Books Update
- 9th Annual HR Conference
- New Hire Class
- In-Line Quality Control – New Rotation

B. Active Death Case Management Status Report
Bernie Buenaflor/Carlos Barrios

Messrs. Buenaflor and Barrios presented a quarterly status report on the Active Death Case Management System. The purpose of this system is to offer much closer service to the survivors/beneficiaries of members whose death occurs while in active service. Often more counseling is needed in these cases, therefore, a case manager is assigned as a single point of contact for the survivors/beneficiaries.

When the death is reported to LACERA, both Member Services and Claims Processing take action. A case manager is assigned, and an alert is placed on the account. The account is reviewed, and the case manager reaches out to the survivor/beneficiary.

Improvements since this process has been in place are:

- Early contact with survivors/beneficiaries
- Case managers are trained customer service experts
- Claims Processing staff are able to concentrate on benefits calculation, claim forms, and documentation processing
- Improved electronic tracking
- Improved time frames to expedite the process

The Committee was also provided with the Board Summary Report of Open Active Death Cases. This reports the status of all active death cases currently being managed. Cases pass through four stages as follows:

III. FOR INFORMATION (Continued)

- 1st Stage – Death notification date until claim form is issued
- 2nd Stage – After claim form is issued until final claim form received
- 3rd Stage – After final claim form received until final calculation is approved
- 4th Stage – After final calculation is approved until final lump sum benefit is paid and/or monthly benefit is started

At the last report to the Committee in April, there were 33 members in the active death process, most in the second stage. There are now 22 open cases, a one-third drop in the number of cases outstanding.

C. The *new*, New Hire Process: Communication Campaign (oral presentation)
Jeannine Smart

As Ms. Smart was called to jury duty, Mr. Popowich gave the presentation on the new and improved New Hire Process. At a meeting with the new employee, the HR Professional downloads the Sworn Statement form, which the new hire completes and returns. The HR Pro sends the completed form to LACERA, and LACERA then sends the employee a New Hire Welcome Package, containing various forms and materials.

A flow chart and video of LACERA's new member process was created and posted on the HR Pros website. The new employee can view the video for their first introduction to LACERA and the New Hire Package. The video also assists the HR Pro in understanding their responsibility in the new member process.

The video was shown to the Committee, and members received a copy of the New Member Process flow chart and New Hire Welcome Package.

IV. MISCELLANEOUS

V. GOOD OF THE ORDER

(For information purposes only)

VI. ADJOURNMENT

The meeting adjourned at 11:15 a.m.

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