

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

THURSDAY, SEPTEMBER 10, 2015, 12:00 P.M. – 12:55 P.M.

COMMITTEE MEMBERS

PRESENT: Joseph Kelly, Chair
Yves Chery, Vice Chair
Anthony Bravo
Ronald Okum (*left at 12:20 p.m.*)
David L. Muir, Alternate

ALSO ATTENDING:

BOARD MEMBERS AT LARGE

Alan Bernstein
William de la Garza
Vivian H. Gray
Shawn R. Kehoe
Les Robbins

STAFF, ADVISORS, PARTICIPANTS

JJ Popowich	Carlos Barrios
James Pu	Louis Gittens

The meeting was called to order by Chair Kelly at 12:00 p.m.

I. APPROVAL OF THE MINUTES

A. Approval of the minutes of the regular meeting of August 13, 2015

Mr. Chery made a motion, Mr. Okum seconded, to approve the minutes of the regular meeting of August 13, 2015. The motion passed unanimously.

II. PUBLIC COMMENT

III. ACTION ITEMS

A. Recommendation as submitted by Carlos Barrios, Outreach Section Head, Member Services Department: That the Committee recommend the Board of Retirement instruct the Division Manager of Member Services to do the following:

1. Maintain the current number of appointment allocations until enough staff can be hired and trained so as not to increase wait times further, and increase appointment allocation to 23 per day once the division has filled at least 4 of the vacant staff positions – assuming no further attrition of staff.
2. Continue efforts to work with Systems staff to identify appropriate queue management and forecasting software for use in the MSC and report back to the Board on the progress of this effort as part of the Operations Oversight Committee briefing.
3. Increase the expected Service Level goal for wait time in the Member Service Center from 100% in 8 minutes to 80% of all members within 15 minutes of arrival. Service Levels should be measured monthly and reported to the Board as part of the monthly CEO's report. In addition, the Division will closely monitor the service levels in the MSC and continue to identify adjustments to reduce the length of time members must wait for an appointment.

Mr. Kelly made a motion, Mr. Chery seconded, to refer this item back to staff for reconsideration, specifically related to increasing the percentage of appointment allocations available to be scheduled on line. The motion passed unanimously.

IV. FOR INFORMATION

A. LACERA Operations Briefing
Robert Hill/JJ Popowich

Mr. 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.

- Public Records Request Update
- Report of Felony Forfeiture Cases Processed

B. LACERA's Process Management Group
Louis Gittens

Mr. Gittens gave a presentation on the origin and mission of LACERA's Process Management Group, and discussed one of the major projects this group is currently working on. The Process Management Group was established within the Benefits Division as a way to centralize and standardize process documentation and oversight functions, harmonizing with strategic partners throughout LACERA.

C. 2015 HR Resources Conference: Retirement Empowerment
Jeannine Smart

The Committee directed staff to hold this item over until the October meeting.

V. GOOD OF THE ORDER

(For information purposes only)

VI. ADJOURNMENT

The meeting adjourned at 12:55 p.m.

***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.**