

# APPROVED

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

WEDNESDAY, SEPTEMBER 6, 2017, 2:05 P.M. – 2:30 P.M.

## COMMITTEE MEMBERS

PRESENT: Anthony Bravo, Vice Chair  
Ronald Okum  
Joseph Kelly  
David Muir, Alternate

ABSENT: Alan Bernstein, Chair

## ALSO ATTENDING:

### BOARD MEMBERS AT LARGE

Marvin Adams  
Vivian H. Gray  
Shawn R. Kehoe

### STAFF, ADVISORS, PARTICIPANTS

Robert Hill	Nathan Amick
JJ Popowich	Allan Cochran
Richard Bendall	

The meeting was called to order by Chair Bravo at 2:05 p.m. Due to the absence of Mr. Bernstein, the Chair announced that Mr. Muir, as the alternate, would be a voting member of the Committee.

## I. APPROVAL OF THE MINUTES

### A. Approval of the minutes of the regular meeting of August 2, 2017

Mr. Okum made a motion, Mr. Bravo seconded, to approve the minutes of the regular meeting of August 2, 2017. 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.

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

B. Retiree Healthcare Member Verification Audit Report  
Audit Committee

At their August 16, 2017 meeting, the Audit Committee directed staff to forward this report to the Operations Oversight Committee for information. The recommendations in the report relate to improving operational controls over protecting the privacy of member data. Richard Bendall and Nathan Amick from the Internal Audit Division provided an overview of the report and answered questions from the Committee.

C. Member Services: Escalations  
Allan Cochran

Most member issues are resolved at the staff or supervisory level. However, highly complex, time intensive problems are managed through the Member Services Escalation process. Escalations are tracked and results communicated to the member. They are later analyzed for the root cause to foster process improvement and limit future escalations. This process provides our members with frequent communication and quicker problem resolution, while also providing LACERA with feedback on improving operations. The next phase planned in the Member Services Escalations process is to increase focus on analysis of all escalations, shorten the completion time of the escalation process, and identify the root cause of any repetitive, systemic issue.

IV. REPORT ON STAFF ACTION ITEMS

There was nothing to report on for staff action items.

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V. GOOD OF THE ORDER

(For information purposes only)

VI. ADJOURNMENT

The meeting adjourned at 2:30 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.**