

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 7, 2022, 12:00 P.M. – 12:56 P.M.

This meeting was conducted by the Operations Oversight Committee by teleconference under the Governor's Executive Order No. N-29-20.

COMMITTEE MEMBERS

PRESENT: Alan Bernstein, Chair
Herman B. Santos, Vice Chair
Keith Knox
Antonio Sanchez
JP Harris, Alternate

ALSO ATTENDING:

BOARD MEMBERS AT LARGE

Vivian H. Gray
Wayne Moore
William Pryor
Les Robbins

STAFF, ADVISORS, PARTICIPANTS

Santos H. Kreimann, Chief Executive Officer
Luis Lugo, Deputy Chief Executive Officer
JJ Popowich, Assistant Executive Officer
Laura Guglielmo, Assistant Executive Officer
Steven P. Rice, Chief Counsel
Tamara Caldwell, Supervisor-Disability Retirement Services
Hernan Barrientos, Supervisor-Disability Retirement Services
Marilu Bretado, Disability Retirement Services
Erika Heru, LACERA Creative Coordinator-Communications

STAFF, ADVISORS, PARTICIPANTS (continued)

Kelly Puga, Contact Center Manager-Member Services Contact Center
Gerald Bucacao, Sr. Retirement Benefits Specialist
Bob Schlotfeldt, CISO
Kathy Delino, Interim Chief Information Technology Officer
Summy Voong, Interim Assistant Systems Division Manager

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

I. APPROVAL OF THE MINUTES

A. Approval of the minutes of the regular meeting of August 3, 2022

Mr. Santos made a motion, Mr. Knox seconded, to approve the minutes of the regular meeting of August 3, 2022. The motion passed with one abstention.

II. PUBLIC COMMENT

III. REPORTS

A. LACERA Operations Briefing

Luis Lugo, Deputy Chief Executive Officer
JJ Popowich, Assistant Executive Officers
Laura Guglielmo, Assistant Executive Officer

The Executive team presented the monthly briefing on projects and initiatives within LACERA's Operations and Administration, including Strategic Plan, CEO's 100 Day Report, Member Operations Group (MOG), and Business Services Group (BSG).

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

B. Disability Retirement Online Application Preview

Tamara Caldwell, Supervisor-Disability Retirement Services
Hernan Barrientos, Supervisor-Disability Retirement Services
(Presentation)

Ms. Caldwell and Mr. Barrientos provided a brief presentation and answered questions from the Committee.

III. REPORTS (Continued)

- C. Communications - My LACERA Walkthrough Video
Erika Heru, LACERA Creative Coordinator
(Presentation)

Ms. Heru provided a brief presentation and answered questions from the Committee.

- D. Member Services Contact Center - My LACERA Support Queue
Kelly Puga, Contact Center Manager
Gerald Bucacao, Sr. Retirement Benefits Specialist
(Presentation)

Ms. Puga and Mr. Bucacao provided a brief presentation and answered questions from the Committee.

IV. ITEMS FOR STAFF REVIEW

(This item summarizes requests and suggestions by individual trustees during the meeting for consideration by staff. These requests and suggestions do not constitute approval or formal action by the Board, which can only be made separately by motion on an agenda item at a future meeting.)

There was nothing to report.

V. ITEMS FOR FUTURE AGENDAS

(This item provides an opportunity for trustees to identify items to be included on a future agenda as permitted under the Board's Regulations.)

There was nothing to report

VI. GOOD OF THE ORDER

(For information purposes only)

VII. EXECUTIVE SESSION

- A. Potential Threats to Public Services or Facilities (Pursuant to Subdivision (a) of California Government Code Section 54957)

Consultation with: LACERA Chief Executive Officer Santos H. Kreimann, Deputy Chief Executive Officer Luis Lugo, Systems Division Interim Manager Kathy Delino, Chief Information Security Officer Bob Schlotfeld, and Other LACERA Staff.

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VIII. ADJOURNMENT

The meeting adjourned at 12:56 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.**