

IN PERSON & VIRTUAL BOARD MEETING

*The Committee meeting will be held following the Board of Retirement meeting scheduled prior.



TO VIEW VIA WEB



TO PROVIDE PUBLIC COMMENT

Members of the public may address the Committee orally and in writing. To provide Public Comment, you should visit the above link and complete the request form by selecting whether you will provide oral or written comment from the options located under Options next to the Committee meeting.

Attention: If you have any questions, you may email PublicComment@lacera.com. If you would like to make a public comment during the committee meeting, review the [Public Comment instructions](#).

LOS ANGELES COUNTY EMPLOYEES RETIREMENT ASSOCIATION
300 N. LAKE AVENUE, SUITE 650, PASADENA, CA

AGENDA

A REGULAR MEETING OF THE OPERATIONS OVERSIGHT COMMITTEE AND BOARD OF RETIREMENT*

LOS ANGELES COUNTY EMPLOYEES RETIREMENT ASSOCIATION

300 N. LAKE AVENUE, SUITE 810, PASADENA, CA 91101

9:00 A.M., WEDNESDAY, APRIL 5, 2023**

This meeting will be conducted by the Operations Oversight Committee and Board of Retirement both in person and by teleconference under California Government Code Section 54953(f).

Any person may view the meeting in person at LACERA's offices or online at <https://LACERA.com/leadership/board-meetings>.

The Committee may take action on any item on the agenda, and agenda items may be taken out of order.

COMMITTEE TRUSTEES:

Alan Bernstein, Chair
Herman B. Santos, Vice Chair
Keith Knox, Trustee
Antonio Sanchez, Trustee
Jason Green, Alternate Trustee

- I. CALL TO ORDER
- II. PROCEDURE FOR TELECONFERENCE MEETING ATTENDANCE UNDER AB 2449, California Government Code Section 54953(f)
 - A. Just Cause
 - B. Action on Emergency Circumstance Requests
 - C. Statement of Persons Present at AB 2449 Teleconference Locations

III. APPROVAL OF MINUTES

- A. Approval of the Minutes of the Regular Meeting of March 1, 2023

IV. PUBLIC COMMENT

(Members of the public may address the Committee orally and in writing. To provide Public Comment, you should visit <https://LACERA.com/leadership/board-meetings> and complete the request form by selecting whether you will provide oral or written comment from the options located under Options next to the Committee meeting.

If you select oral comment, we will contact you via email with information and instruction as to how to access the meeting as a speaker. You will have up to 3 minutes to address the Committee. Oral comment request will be accepted up to the close of the Public Comment item on the agenda.

If you select written comment, please input your written public comment or documentation on the above link as soon as possible and up to the close of the meeting. Written comment will be made part of the official record of the meeting. If you would like to remain anonymous at the meeting without stating your name, please leave the name field blank in the request form. If you have any questions, you may email PublicComment@lacera.com.)

V. NON-CONSENT ITEMS

A. **LACERA Trustee: Information Security Services**

Recommendation as submitted by Carmelo Marquez, Interim Chief Information Security Officer: That the Committee recommend the Board of Retirement use DeleteMe, a service that searches and removes a person's digital footprint and personal information from search engines, as well as Morado VIP Dark Web Monitoring, which provides additional coverage. (Presentation)(Memo dated March 24, 2023)

VI. REPORTS

A. **LACERA Operations Briefing**

Luis A. Lugo, Deputy Chief Executive Officer
JJ Popowich, Assistant Executive Officer
Laura Guglielmo, Assistant Executive Officer
(For Information Only)

VII. 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.)

VIII. 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.)

IX. GOOD OF THE ORDER

(For Information Purposes Only)

X. 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, Interim Assistant Division Manager Summy Voong, Interim Chief Information Security Officer Carmelo Marquez, and Other LACERA Staff.

XI. 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 *and will also be posted on lacera.com at the same time, [Board Meetings | LACERA](#).*

Requests for reasonable modification or accommodation of the telephone public access and Public Comments procedures stated in this agenda from individuals with disabilities, consistent with the Americans with Disabilities Act of 1990, may call the Board Offices at (626) 564-6000, Ext. 4401/4402 from 8:30 a.m. to 5:00 p.m. Monday through Friday or email PublicComment@lacera.com, but no later than 48 hours prior to the time the meeting is to commence.

MINUTES OF THE REGULAR MEETING OF THE OPERATIONS OVERSIGHT
COMMITTEE AND BOARD OF RETIREMENT*

LOS ANGELES COUNTY EMPLOYEES RETIREMENT ASSOCIATION

300 N. LAKE AVENUE, SUITE 810, PASADENA, CA 91101

10:33 A.M. – 11:44 A.M., WEDNESDAY, MARCH 1, 2023

This meeting was conducted by the Operations Oversight
Committee both in person and by teleconference under California
Government Code Section 54953 (b)(f)

COMMITTEE TRUSTEES

PRESENT: Alan Bernstein, Chair (In-Person)
Herman B. Santos, Vice Chair (Teleconference)
Keith Knox, Trustee (In-Person)
Antonio Sanchez, Trustee (In-Person)

ABSENT: Jason E. Green, Alternate Trustee

OTHER BOARD OF RETIREMENT TRUSTEES

Vivian H. Gray, Trustee (In-Person)
JP Harris, Trustee (In-Person)
Shawn R. Kehoe, Trustee (In-Person)

STAFF, ADVISORS AND PARTICIPANTS (Continued)

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

Kathy Delino, Interim Chief Information Technology Officer

Summy Voong, Interim Assistant Systems Division Manager

Celso Templo, Manager, Project Management Office,
Systems Division

Iveta Brecko, Project Manager, Case Management Solution

Carmelo Marquez, Interim Chief Information Security Officer

Roberta Van Nortrick, Interim Administrative Services
Division Manager

Elsy Gutierrez, Supervising Administrative Assistant II,
Administrative Services

I. CALL TO ORDER

This meeting was called to order by Chair Bernstein at 10:33 a.m.

II. PROCEDURE FOR TELECONFERENCE MEETING ATTENDANCE UNDER AB 2449, California Government Code Section 54953(f)

- A. Just Cause
- B. Action on Emergency Circumstance Requests
- C. Statement of Persons Present at AB 2449 Teleconference Locations

(Memo dated February 23, 2023)

There were no requests received.

III. APPROVAL OF MINUTES

- A. Approval of the Minutes of the Regular Meeting of February 1, 2023

Trustee Knox made a motion, Trustee Sanchez seconded, to approve the minutes of the regular meeting of February 1, 2023. The motion passed by the following roll call vote:

Yes: Santos, Knox, Sanchez, Bernstein

No: None

IV. PUBLIC COMMENT

There were no requests from the public to speak.

V. NON-CONSENT ITEMS

- A. **Recommendation to Adopt Electronic Signature Policy**

Recommendation as submitted by Steven P. Rice, Chief Counsel: That the Committee recommend the Board of Retirement adopt the proposed Electronic Signature Policy. (Memo dated February 21, 2023)

Trustee Bernstein made a motion, Trustee Knox seconded, to approve staff recommendation, with the policy as amended. The motion passed by the following roll call vote:

Yes: Santos, Knox, Sanchez, Bernstein

No: None

VI. REPORTS

A. **LACERA Operations Briefing**

Luis A. Lugo, Deputy Chief Executive Officer
JJ Popowich, Assistant Executive Officer
(For Information Only)

The Executive team presented the monthly briefing and was available to answer questions from the Committee. This item was received and filed.

B. **Case Management Solution Implementation Update**

Kathy Delino, Interim, Chief Information Technology
(Presentation) (Memo dated February 15, 2023)

Kathy Delino, Celso Templo, and Iveta Brecko provided a presentation and addressed questions from the Committee. This item was received and filed.

C. **Member Spotlight Project**

JJ Popowich, Assistant Executive Officer
(For Information Only) (Memo dated February 16, 2023)

JJ Popowich was available to answer questions from the Committee. This item was received and filed.

VII. 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.

VIII. 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.)

Trustee Bernstein requested a future agenda item regarding information security, i.e. what security services LACERA is covering or should be covering for Trustees.

IX. GOOD OF THE ORDER
(For Information Purposes Only)

There was nothing to report.

X. 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, Assistant Executive Officer JJ Popowich, Interim Administrative Services Division Manager Roberta Van Nortrick, Supervising Administrative Assistant II Elsy Gutierrez, and Other LACERA Staff.

B. **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, Interim Assistant Division Manager Summy Voong, Interim Chief Information Security Officer Carmelo Marquez, and Other LACERA Staff.

XI. ADJOURNMENT

There being no further business to come before the Committee, the meeting was adjourned at 11:44 a.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.**



March 24, 2023

TO: Operations Oversight Committee
Alan Bernstein, Chair
Herman B. Santos, Vice Chair
Antonio Sanchez
Keith Knox
Jason E. Green, Alternate

FROM: Carmelo Marquez ^{CM}
Interim Information Security Officer

FOR: April 5, 2023 Operations Oversight Committee Meeting

SUBJECT: LACERA Trustee: Information Security Services

Recommendation

That the Operations Oversight Committee recommend to the Board of Retirement that it use DeleteMe, a service that searches and removes a person's digital footprint and personal information from search engines, as well as Morado VIP Dark Web Monitoring, which provides additional coverage.

Information Security Services

During LACERA's March 2023 Operations Oversight Committee Meeting, various Trustees were interested in LACERA's recommendations regarding professional services available to protect their personal information as it pertains to their fiduciary duties on the LACERA board(s). LACERA's Information Security team researched available trustworthy and reputable products within the marketplace. As a result, LACERA recommends the following two service providers, DeleteMe and Morado VIP Dark Web Monitoring coverage.

DeleteMe assists in removing personal information from publicly available people search database websites, which gather information from existing public records. DeleteMe removes negative and private information online. Many government agencies and organizations subscribe to DeleteMe services, including the LA County Board of Supervisors. DeleteMe is the first major provider of this type of service and has been in business for 14 years. DeleteMe employs real people who work on and validate the removal of data unlike other services who simply deploy a computer algorithm to do the work.

DeleteMe provides a self-service portal where a user can login and look at items detected and decide to mark for removal or flag as safe. The self-service portal can be administered by the end user or delegated to staff. One of the most important parts of the service is the Online Corporate Footprint report which is used to identify a subscriber's

corporate information on the Internet. This would be an important feature for the Trustees to cover their concern related to their publicly accessible information related to their fiduciary responsibilities at LACERA.

Morado, our threat intelligence service provider also suggested that we enable “VIP monitoring” for LACERA Trustees. This service would provide additional coverage in the dark web in order to cover what DeleteMe may not detect on the public internet. To utilize this service, Trustees would have to provide additional Personal Identifiable Information (Home Address, cell/telephone numbers, last 4 digits of credit card numbers, home IP addresses, etc..) in order for their services to be effective.

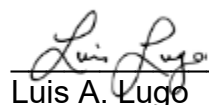
Budget

DeleteMe costs \$15,000 per year for the platform fee and an additional \$1,000 per user per year. The total annual cost covering Trustees, executives and senior managers designated by the CEO is approximately \$52,000. Morado has verified that they can provide the VIP dark web monitoring service at no additional cost. Morado would simply need additional Personal identifiable information for each Trustee that would like to have this service extended to them.

Conclusion

The DeleteMe and Morado VIP Dark Web Monitoring services would be a great addition to LACERA Trustees for the review and deletion of not only their personal data across the public internet, but also their LACERA data.

NOTED AND REVIEWED:



Luis A. Lugo
Deputy Chief Executive Officer

CC: Board of Investments

Attachment



Information Security Services & Best Practices

**Operations Oversight Committee
April 5, 2023**

Update



LACERA Trustee: Information Security Services and Best Practices

- DeleteMe
- VIP Dark Web Monitoring
- Rise in Phishing Campaigns





- Delete internet presence on public internet sites.
- Delete negative and private information (Personal and LACERA).
- DeleteMe services utilized by government agencies including LA County Board of Supervisors.
- First in this space, in business for 14 years.
- Easy to use self service portal.



- Morado offers VIP monitoring for LACERA Trustees.
 - Additional coverage in the dark web for Trustees.
 - Additional Personal Identifiable information is required.

Rise in Phishing Campaigns




~ Message from the Information Security Team ~

Dear Trustees,

Our Information Security team has detected and now blocked an email phishing campaign against LACERA. You may have received an email like the one below stating that your password has expired, and to click a link to keep your current password:

lacera.com Expired Password Notification Wednesday, March 15, 2023

 Lacera.com Portal <No_Reply@niftypromos.com>
To: @lacera.com

WARNING: This email originated from outside of LACERA. Please do not click links or open attachments unless you recognize the sender and expect the message.

 Microsoft Outlook

Hi User,

This is an automated notification that your email password expires today.
click below to revalidate credentials

[STAY WITH THE CURRENT PASSWORD](#)

Link expires in 24 hours, use the link above to avoid email access restrictions.

Microsoft Notifications

[Please See Attached](#)


Rise in Phishing Campaigns



(no subject)



Santos Kreimann <ceo.rev.k58@gmail.com>

To  cntoya@lacera.com

You don't often get email from ceo.rev.k58@gmail.com. [Learn why this is important](#)

WARNING: This email originated from outside of LACERA. Please do not click links or open attachments unless you recognize the sender

Hi,

Please drop me your personal phone # I can reach you at

Warm Regards

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Santos Kreimann
Chief Executive Officer
LACERA

Thank You!



Information Security

Questions?

FOR INFORMATION ONLY



Operations Briefing Report

April 5, 2023





The Operations Briefing Report is divided into four distinct sections, beginning with a general highlight section where we share narratives of projects or operational issues that we feel need highlighted attention. For example, over the last few months we have provided updates on our annual “March Madness” season.

The remaining sections are designed to provide an “at-a-glance” update on projects and initiatives the organization is working on. Each section is divided into the categories listed below to make it easier for you to quickly see what has changed, what has not, and what is completed. We have assigned a color scheme to each section so that as you scroll through the report you will be able to easily identify which of the sections listed below you are in. We have alphabetized each section by project title to make it easier for Trustees to home in on a specific project of interest:

- **New and Updated Information**
- **Existing Projects/Initiatives: No New Updates**
- **Completed Projects/Initiatives**

Each “at-a-glance” section provides a summary of information so Trustees can quickly understand the project and its status. This includes the following fields:

Project/Issue Title – Brief Description:

- **Type:** Each project has been assigned a type (Strategic Plan, CEO (for CEO’s 100 Day Report), MOG (Member Operations Group projects), and BSG (for Business Services Group projects).
- **Start and Target Date:** When the project started and its expected target date for completion.
- **Project Lead(s):** We have added a new information point to describe the project lead for that specific project.
- **Color coded status section** to indicate quickly where we are on the project.
- **A brief annotated notes section** to provide more detail on the status of the project.



Status Indicator Note

Color coded statuses for a quick at-a-glance indicator to tell you how the project is proceeding.

On Schedule	Delayed	Pushed Back
(The project is on schedule and the team intends to meet the stated target date)	(The project is slightly delayed. The team does expect a one to two month slip in meeting the target date. Management is more actively watching the progress of these projects)	(The project has been impacted by a significant obstacle or has been suspended due to emergent priorities. Management is actively discussing remedial steps or has a plan waiting to be implemented)

• New and Updated Information

This portion of the Operations Briefing details projects and initiatives that are new or have updated statuses.

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Financial & Accounting Services Division	July 2022	August 2023
	Project Lead(s): Ted Granger			
	On Schedule			
Actuarial Valuation Reports: 2022 Other Post-employment Benefits (OPEB) Actuarial Valuation The retiree healthcare (RHC) program administered by LACERA on behalf of Los Angeles County includes retiree healthcare benefits such as medical and dental insurance plans and death benefits. GASB refers to these benefits as Other Post-Employment Benefits (OPEB) for financial reporting.	2022 OPEB – Annual Actuarial Valuation Report The July 1, 2022, OPEB Valuation Report is in progress. LACERA is monitoring the project timeline while Milliman is completing the valuation and reporting process. Milliman sent over, and LACERA staff completed, the annual information request. Systems prepared and transmitted the year-end member census data to Milliman. Milliman requested, and staff provided, some additional information regarding employer OPEB funding policies, financial data, and investment return information. Staff and Milliman have nearly completed the retiree population data set review for the South Coast Air Quality Management District (SCAQMD) at their request.			



<p>GASB Statement Number 75 prescribes financial statement reporting standards for OPEB programs. Actuarial valuations are prepared annually for Los Angeles County and LACERA's Board of Retirement to make funding decisions and to provide the information for the GASB 75 report which is used for employer financial statement reporting.</p>	<p>RHC staff presented, and the Board of Retirement approved, the annual healthcare insurance premium renewals in March 2023. Milliman updated insurance plan cost information as part of the valuation calculations. Milliman expects to issue a draft report to staff in early June 2023, will present the final OPEB Valuation Report to the Board of Retirement in August 2023.</p>
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Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
		BSG	Financial & Accounting Services Division	December 2022
	Project Lead(s): Ted Granger			
	On-Schedule			
<p>Actuarial Valuation Reports: 2022 Actuarial Valuation of Retirement Benefits The Government Code requires that valuations of the Retirement Fund (Pension Plan) be performed at least once every three years. The Board of Investments' 2013 Retirement Benefit Funding Policy requires valuations be completed annually. These reports are prepared to determine employer and employee contribution rates and to measure the funded status of the Pension Plan. In addition, the</p>	<p>2022 Pension – Annual Actuarial Valuation Report The Retirement Benefits (Pension) actuarial projects for the June 30, 2022, reporting cycle have been completed and approved by the Board of Investments at their March 2023 meeting.</p> <p>Milliman, LACERA's consulting actuary, completed the 2022 Investigation of Experience Study and Annual Valuation of Retirement Benefits reports. Cavanaugh Macdonald Consulting (CMC), LACERA's reviewing actuary, completed an actuarial review of both consulting reports prepared by Milliman.</p> <p>Staff will work with the Los Angeles County Chief Executive Office to present the 2022 Annual Valuation Report to the County Board of Supervisors (BOS) for approval at their May 2023 meeting. The BOS approval will formally adopt the updated contribution rates for all members and employers beginning fiscal year</p>			



<p>valuation report provides information used to prepare the Governmental Accounting Standards Board (GASB) Statement Number 68, financial statement reports. Plan Sponsors use the GASB reports to obtain information required for their financial statement disclosures.</p>	<p>July 1, 2023. In the meantime, staff will communicate with LACERA stakeholders including members, plan sponsors and unions, to provide information regarding upcoming contribution rate changes.</p> <p>2023 Retirement Benefits – Risk Assessment Milliman has begun preparing the 2023 Annual Risk Assessment report based upon the most recently completed valuation report. The report will incorporate some additional information resulting from Board of Investments (BOI) Trustee questions raised at their March meeting. Staff expects Milliman to present the final report to the BOI at their June 2023 meeting.</p>
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Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	MOG	Benefits	08/01/2020	TBD
Project Lead(s): Shonita Peterson				
On Schedule				
<p>Alameda Decision Implementation: In 2020, the California Supreme Court issued its decision in the Alameda County Deputy Sheriff’s Association v. Alameda County Employees Retirement Association (“Alameda”), challenging the constitutionality of changes passed in 2013 Assembly Bill 197, which amended the definition of compensation earnable, specifically, excluding pay items previously included such as unused vacation, termination pay, in-kind payments, and payments for services rendered</p>	<p>Since the project started, staff have updated the salaries for 4,176 members to exclude Standby Pay and computed the contributions on earnings that occurred on or after January 1, 2013. Of those, 3,013 were actively employed, but only 2,284 had overpaid contributions. Since Active members cannot receive a refund while in service, LACERA suspended future contributions beginning with the March 30, 2022, salary (paid on April 15, 2022) through the point each member’s balance had been depleted. Staff mailed 1,000 letters to the active members on February 11, 2022, and the remaining 1,084 letters on February 25, 2022. A split mailing was used to prevent overwhelming the Member Services Call Center.</p> <p>Subsequently, staff identified 149 deferred and inactive members, most of whom were entitled to a refund. Staff issued 132 checks to those members entitled to a refund. The balance of seventeen were not owed a refund.</p>			



outside of normal working hours. The Court upheld the constitutionality of the Legislature’s actions. In 2021, the Legal Office notified the Board of Retirement that it had completed an initial review of LACERA legacy pay codes and determined that Standby Pay did not meet the expanded understanding of compensation earnable because of the Alameda Case.

The Systems Division developed programming to remove the Standby pay code earnings for all retirees who retired on or after January 1, 2013, and recalculated their FAC earnings once the pay codes were removed. Per the BOR approval, these members were subject to having their benefits adjusted prospectively from August 30, 2020, following the court’s decision.

Beginning May 24, 2022, LACERA notified 710 members via email that their monthly benefit allowance will be reduced effective July 31, 2022. Of these, 405 members were notified that due to the retroactive deduction of benefits to the August 2020 monthly allowance, they have been overpaid and will be required to repay the overpaid benefits. Members will be given the option to repay by lump sum, or via deductions from their benefits over a period of time (including financing interest). The remaining 305 retirees were mailed a refund check for the overpaid retirement contributions that exceeded the overpaid retirement benefit. An additional fifty-six members with Standby Pay neither have a refund nor a benefit change due to the timing of their standby pay, while a Plan E member, or having a 30-year cancellation.

The team working on this project has identified five groups of members who will be impacted by this project. The chart below reflects the progress of the project.

Alameda Project Status	Current Report	
	1/31/2023	
Row Labels (Type, Status, Detail, Outstanding)	Count	%
Pending Notification (Staff Reviewing and Processing)	819	16.92%
Active	55	01.1%



Retired	131	2.8%
Deferred/Inactive	0	0.0%
Deceased	43	0.8%
Other – *Active/Ex-ceptions	590	0.0%
Withdrawn	0	0.0%
Completed	4,022	83.08%
Active	3,004	62.05%
Retired	757	15.6%
Deferred/Inactive	149	3.1%
Deceased	0	0.0%
Withdrawn	56	1.2%
Not affected	56	1.2%
Grand Total	4,841	100%

***Alameda Project – Active Members:** In addition to the 178 Retired / Deceased / Survivor / Legal Split Payee cases, there are a total of 625 Active Exception cases that require manual review and processing by the specialist. The Workspace Support Team had informed the Benefits Team of this population. However, because we were concentrating on the retired population, we overlooked and did not report the **Active Exception** population. Our priority is still focused on the Retired / Deceased / Survivor / Legal Split Payee cases first.



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	MOG	Executive (MOG)	06/01/2022	05/30/2023
	Project Lead(s): JJ Popowich, Cookie Jaranilla (PM)			
	Delayed			
<p>Call Center Improvements: Phase VII – Voice Authentication – AI Assisted Validation</p> <p>Using AWS voice chat and voice authentication services to validate a member/survivor prior to speaking to a Specialist.</p>	<p>Our contact center service provider, AWS, offers two services which we have identified as possible member experience enhancements that will help further reduce call center wait times by reducing call duration. Members calling LACERA must pass a Basic Validation to allow us to access a member’s account, and then a Secure Validation before we can discuss their account in detail or make changes.</p> <p>AWS has an AI voice chat function which we believe can be used to interact with the member before talking to a Specialist and complete both validation steps. If successful we can reduce call duration by 1-2 minutes per call. Additionally, if fully integrated we would be able to personalize the call.</p> <p>Additionally, AWS offers a voice authentication service which can be used to validate callers by voice. Members who have opted into this service would be recognized and validated by AWS and able to bypass the validation process. This would be offered to members as an option upon completing a Secure Validation process.</p> <p>The Statement of Work (SOW) with AWS has been signed and an initial kickoff meeting was held on Monday, November 29, 2022. The team is now discussing resource allocation and timing of the work plan. The team is balancing current work assignments, planned leaves, and potential impacts on March Madness.</p> <p>The team has opted to push development meetings to end of March 2023 in light of priority system implementations scheduled for the end of December 2022 through January 2023 and impacting Member Services operations through the</p>			



March Madness peak. However, delays with the vendor having available bandwidth to work on the project has required we push it back until mid-April.

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	Strategic	Executive (MOG/BSG)	08/24/2022	08/31/2023
	Project Lead(s): JJ Popowich, Luis A. Lugo, & Iveta Brecko (PM)			
	Delayed			
<p>Case Management Project (SOL): Phase I: Implement a case management system that will improve efficiency in processing member requests, provide accurate status and data collection for metrics, and improve the member experience.</p> <p>Processes included in Phase I are: Disability Retirement Services Disability Litigation Office Benefits – First Payment</p>	<p>In May of 2022, the BOR approved LACERA's recommended vendor, Eccentex, to partner with LACERA to develop our Case Management System. Eccentex was selected after an extensive review of thirteen vendor proposals received from our RFP.</p> <p>Sol's User Acceptance Testing (UAT) has been ongoing regarding Disability Retirement Services. Bugs and issues that have been uncovered from UAT are listed in the SharePoint issue tracking list. Eccentex has continued providing fixes and patching Sol to remediate the issues. To ensure that the DRS functionalities are tested thoroughly, and the DRS staff are appropriately trained, the LACERA Project Team and Cobblestone's implementation teams have decided to stretch the UAT testing period. As a result, the new Go-Live Date of Sol DRS functionalities has been extended until the 2nd week of May 2023.</p> <p>Disability Litigation's workflow is being finalized. DLO's Document Templates are constantly updated depending on the division's business rules and requirements. Both teams are working on the Deceased Member concepts. Some of the DLO staff have been onboarded and provided access and rights to Sol in preparation for training and testing for the upcoming sprints. The estimated Go-live date is scheduled for March 30th.</p> <p>Benefit's First Payment completed requirements documentation is being reviewed and finalized. The project team revises the requirement document based</p>			



	on feedback and review. The next sprint is to obtain signoffs from the Subject Matter Experts and then start with the implementation stage. The projected Go-live date for the First Payment process has been extended to the end of August 2023.
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Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Executive (BSG)	10/06/2022	06/30/2023
	Project Lead(s): Laura Guglielmo and Cookie Jaranilla (PM)			
	On Schedule			
Enterprise Budget Application: LACERA is implementing its first automated enterprise budget application which will be used for budget development and budget control and will integrate with LACERA's financial system, Great Plains. This system replaces a manual budget development process that relies on Microsoft Excel and Word. It will also ensure that managers have real-time budget to actual reporting capabilities for data informed decision making.	<p>After an extensive RFP and selection process, the Board of Retirement approved the selection of Questica on October 6, 2022. Staff worked with Questica and have finalized the contract and statement of work. Staff met with the vendor representative on November 17, 2022, for the project kick-off meeting and began the discovery sessions to implement the software solution.</p> <p>Progress is being made regarding the budget process discovery sessions, identifying the reporting levels needed, and staff providing the accounts and subcategories for import onto the Questica application. The project implementation schedule has also been discussed using Asana as a collaboration tool. The Discovery of the budget process and its initialization, phases, entry, and team review will be on the agenda for the next few weeks.</p>			

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Administrative Services	03/01/2022	06/30/2023
	Project Lead(s): Roberta Van Nortrick, Celso Templo & Michael Dozier (PM)			
	On Schedule			
Enterprise Contract Lifecycle Management (ECLM) Solution:	On April 4, 2022, LACERA received proposals from nine vendors. LACERA's evaluation team reviewed all RFPs and selected five vendors as finalists. These finalists			



Pursuant to a recommendation by Administrative Services staff, the Operations Oversight Committee (OOC) on March 2, 2022, authorized a Request for Proposal (RFP) for software and consulting services to procure, configure, customize, and implement an ECLM system, which was published on LACERA.com on March 4, 2022.

demonstrated their solutions to the team. A final vendor has been identified and a recommendation to the Board of Retirement was scheduled for consideration at the September 2022 Board Meeting. The Board of Retirement approved the recommended vendor, Cobblestone, at the September 2022 Board meeting for the Enterprise Contract Lifecycle Management system.

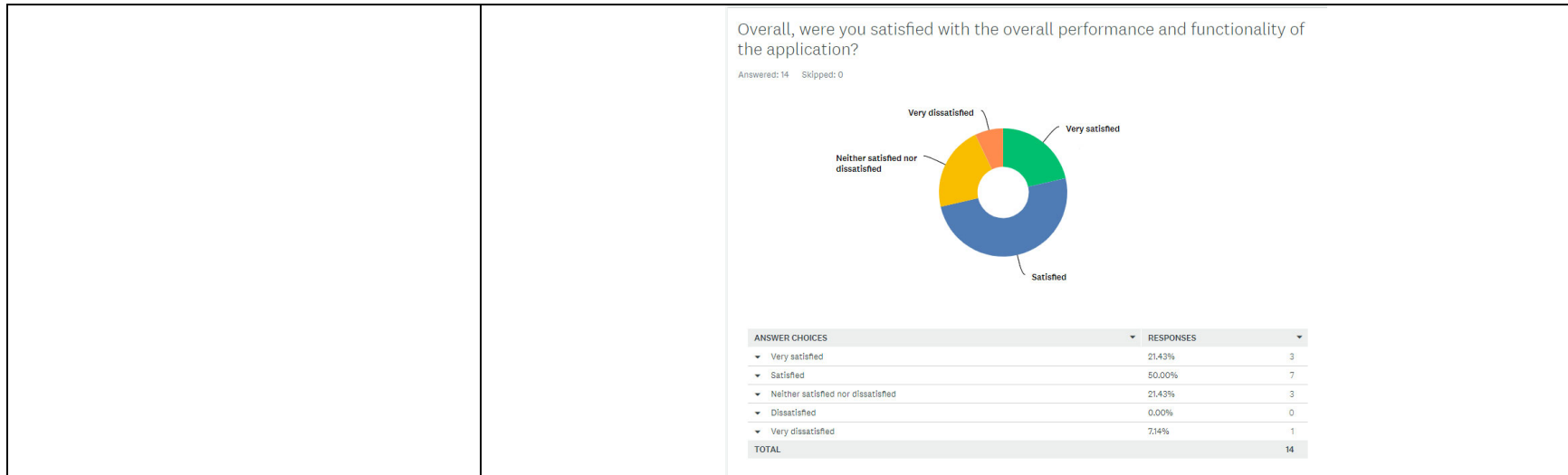
Since the basic infrastructure and baseline configurations have been implemented, the entire Project and Cobblestone implementation teams have been embroiled in admin training and a series of work sessions. These work sessions have allowed the primary stakeholders to understand the tools to operate and configure the system as needed.

These activities that have taken place to date are the following:

- Overview of how the Signature tools IntelliSign and AdobeSign Function
- Overview of Vendor Management/Field Creation, including Vendor Creation, Submission via Upload of Vendor-Related Requirements, and Creation of Vendor Ratings
- Overview of Request functionality to begin Business Process
- Demonstration to the LACERA Project Team of the Steps and Processes on how to upload and configure an RFP Template and Fields related to the Service Agreement Request Type in developing an RFP Document



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date									
<p>On-Line Disability Retirement Application: To facilitate member self-service, improve the member experience, and streamline the intake of disability retirement applications, the Systems Division has been working jointly with the Disability Retirement Division to develop an on-line disability retirement application on My LACERA.</p>	Strategic	Disability Retirement Services (MOG)	05/04/2021	06/30/2023									
	Project Lead(s): Tamara Caldwell & Kathy Delino												
	On Schedule												
	<p>The online application was deployed to LACERA membership on September 8, 2022 (soft launch). After submitting their application, members are provided with a link to a member experience survey. Staff continues to monitor survey responses and application activity and obtain information directly from members concerning functionality and member experience in an effort to improve and enhance the tool prior to the official launch, scheduled for later this year.</p> <p style="text-align: center;">Application Activity – As of 03/20/23</p> <table border="1" data-bbox="942 813 1675 1052"> <tbody> <tr> <td>Applications In Process*</td> <td style="text-align: right;">45</td> </tr> <tr> <td>Applications completed and submitted</td> <td style="text-align: right;">19</td> </tr> <tr> <td>Application Cancelled – No Activity or by request</td> <td style="text-align: right;">74</td> </tr> <tr> <td>Total since deployment</td> <td style="text-align: right;">138</td> </tr> <tr> <td>Total surveys completed</td> <td style="text-align: right;">14</td> </tr> </tbody> </table> <p style="text-align: center;">*Application started but required elements still pending</p>				Applications In Process*	45	Applications completed and submitted	19	Application Cancelled – No Activity or by request	74	Total since deployment	138	Total surveys completed
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Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	Strategic	Executive (MOG)	01/01/2013	06/30/2023
	Project Lead(s): JJ Popowich & Lynn Francisco			
	On Schedule			
<p>PEPRA Implementation: FAC Issue:</p> <p>The Final Average Compensation for PEPRA members is exclusive of most pay items except base pay. The County uses pay code 099 as their base pay code. This pay code has embedded pay items within the code that are not pensionable compensation under PEPRA. In order to accurately calculate a member's benefit, these</p>	<p>The team focusing on this project has been working with the County Auditor-Controller to find a way to automatically filter out the non-pensionable compensation items. The team believes it has made progress on filtering out most of the non-pensionable compensation items.</p> <p>In mid-January, the two teams met, along with LACERA CEO Santos Kreimann, and LA County Auditor-Controller Arlene Barrera, to discuss the urgent necessity of completing the project. Based on availability of AC resources, the two teams will begin working on the final stages of this project in February and have committed to working towards a July 2023 completion date. The team has been meeting bi-weekly to ensure we remain focused on completing this project on-time.</p>			



<p>non-pensionable compensation items need to be filtered out.</p>	<p>The team also revisited the deliverables and identified three to four files that, when combined, should allow LACERA to accurately calculate a PEPRA member's FAC. On March 16, 2023, AC provided a test file on the PEPRA embedded earnings. Systems and QA division are collaborating on testing.</p> <p>A secondary effort to use Robotic Processing Automation to help automate the manual process of accessing member payroll records and entering the required information into the manual Excel sheets used to calculate the FAC is on-going. The AC and LACERA had held several discovery meetings to help AC programmers understand the manual process. LACERA has shared all documentation and several test cases with the AC. The team continues to discuss efforts on a weekly basis and believes they can develop an interim process that will help reduce the workload until the more permanent solution can be completed.</p>
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<p>Project / Issue Title Brief Description</p>	<p>Type</p>	<p>Project Sponsor</p>	<p>Start Date</p>	<p>Target Date</p>	
		<p>Strategic</p>	<p>Executive (MOG/BSG)</p>	<p>06/15/2022</p>	<p>08/31/2023</p>
		<p>Project Lead(s): JJ Popowich & Shonita Peterson (PM)</p>			
		<p>On Schedule</p>			
<p>Prepaid Bank Card Project: Introduction of a prepaid bank card option for monthly benefit payments</p>	<p>In June 2022, the OOC approved the release of a Request for Proposal (RFP) for a Prepaid Debit Card Service. LACERA seeks an easily accessible alternative to paper checks for monthly participant retirement and survivor benefit payments. The goals are three-fold: to provide a lower cost alternative to issuing checks for those participants without a banking relationship who are likely to pay fees to access their benefit payment, to reduce the number of monthly benefit payment checks issued by LACERA, and to create a more reliable payment process in the event of a disaster that impacts the ability to mail monthly paper checks. A secondary goal is to reduce or eliminate paper checks that are mailed to one-time payees by offering prepaid bank cards and direct deposit for death benefits and withdrawals.</p>				



	<p>On September 30, 2022, LACERA received two proposals for Prepaid Debit Card Services. A cross functional evaluation team reviewed the proposals, and the vendors presented their services to the team. The selection team has identified a final vendor and expects to bring a recommendation to the Board of Retirement for consideration at the April 2023 board meeting.</p>
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Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	Legal	Legal	07/08/2022	02/24/2023
	Project Lead(s): Jessica Rivas			
	Delayed			
<p>Privacy Policy Review, Update, and Training Update of the agency’s Privacy policy and training slides, which have not been updated since 2011 and 2017, respectively. This will provide clearer guidance to staff on how to protect confidential information.</p>	<p>Revised versions of the policy and training slides have been drafted, gone through numerous revisions, and were reviewed for a final time by the Policy Committee on January 26, 2023. The final, approved policy is completed and posted on LACERA Connect. Legal coordinated with HR and Systems and successfully completed a video training module on February 24, 2023. The video module is under review, and once finalized it will be available to all staff, to be followed by live training as needed.</p>			

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	RHC	Exec	March 2021	TBD
	Project Lead(s): Santos H. Kreimann & Luis A. Lugo			
	Delayed			
<p>Retiree Healthcare Administration: Lifetime Maximum Benefit Project</p>	<p>LACERA and the County CEO’s office are still in active communication. We met recently in February 2023. LACERA hopes to provide the board with a formal report on the status of the LMB by June 2023.</p>			



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	Strategic	Exec (MOG)	07/01/2022	06/30/2023
	Project Lead(s): Kevin Hawkins			
	On Schedule			
<p>Tax Table Changes for 2022: Phase II: Online Tax Calculator & ADR Redesign</p> <p>The IRS published updated tax tables for 2022 which became effective January 1, 2022. The IRS finalized a revised Federal Withholding Certificate for Pension & Annuity Recipients (commonly referred to as a W-4P tax withholding form). These follow up projects are designed to improve the overall Member Experience</p>	<p>Earlier this year, the Project Management Group worked with tax counsel to understand the intricacies of the changes to the W-4P tax withholding form for 2022.</p> <p>The team completed the rollout of the new Federal Withholding Certificate for Pension & Annuity Recipients (commonly referred as a W-4P withholding form) on time. This included updating Workspace so staff can enter member tax elections in compliance with the new form design, as well as My LACERA so members can complete tax election changes themselves.</p> <p>The team also identified additional tasks that need to be completed in Phase II of the rollout. These tasks include:</p> <ul style="list-style-type: none"> Developing and releasing a tax calculator on the Member Portal. This tax calculator is a planning tool separate from the election function that was previously released. The tax calculator is also scheduled to be integrated into the retirement estimate process so members can see what their net pay would be after taxes. The Member Portal tax calculator is in the early development stage. The specifications for the initial version are currently being finalized, and programming will begin based on those specifications. An Automatic Deposit Receipt ADR redesign. Staff are working with the vendor to determine if all the information for the proposed ADR redesign will fit into the same amount of space allotted for the current ADR information. Staff developed a redesign that will fit the allotted space and will meet with management in April 2023 to seek approval. 			



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Exec (BSG)	October 2021	June 2023
	Project Lead(s): Laura Guglielmo, Ted Granger & Cookie Jaranilla			
Pushed Back				
Travel/Expense/P2P Software: LACERA has procured “Certify” software created by Emburse, an accounts payable automation and expense management provider.	<u>Accounts Payable Module</u> The AP Project Team has been performing User Acceptance Testing (UAT) involving Systems, Admin Services, and FASD. Issues that have been uncovered during the testing have been remediated via the Change Management process with the AP Certify Implementation team. The plan is to have the Admin Services Procurement team continue the UAT against the AP Certify procurement and perform the necessary fine-tuning of the system and operational pain points to ensure that the Project team meets the requirements. The UAT stage will continue for 2 – 3 weeks, along with the Change Management process applied as needed, then move to the parallel testing phase. The goal of the AP Module Project Team once the UAT and parallel testing have been successfully completed is to schedule a soft launch that will only target Systems, Admin Services, and FASD and continue the fine-tuning of the system and process, improving the current operational procedures.			
	<u>Data Integration with Dependent Systems</u> The AP Project Team has started meeting with the Subject Matter Experts from the AP Certify, GP Dynamics, and LACERA’s Business Divisions to plan on Data Integration of AP Certify and other dependent applications (legacy and ongoing implementation), such as: <ul style="list-style-type: none"> • Budget Modernization System (Questica) • Enterprise Contract LifeCycle Management (Cobblestone) • GP Dynamics 			



	<ul style="list-style-type: none"> • Legal Matter Management • Smartsheet <p>The goal is to define a roadmap and establish a project plan for the AP Project Team that will be utilized in implementing the data integration among the dependent systems.</p>
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Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Executive (BSG)	10/01/2022	06/30/2023
	Project Lead(s): Carly Ntoya and Don Song (PM)			
	On Schedule			
Human Resources (HR) Digitization: LACERA is currently converting 350,000+ paper Human Resources' personnel, payroll, medical, and classification files to electronic files to allow quick retrieval of documents by a hybrid workforce, shared access to information, full text search capabilities, and an audit trail of document access.	In March 2022, the Information Technology Coordination Council approved the Human Resources Digitization Project. Funding for the project was approved as part of the FY 2022-23 budget. The digitization project team decided to leverage a product that is already implemented at LACERA for this effort: Microsoft SharePoint. The back file physical files are currently being scanned utilizing a compact Fujitsu scanner and indexed into SharePoint to act as our document repository. This project should be completed in the summer 2023.			

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Executive (BSG)	01/01/2023	06/30/2023
	Project Lead(s): Carly Ntoya and Michael Dozier (PM)			
	On Schedule			
Human Resources (HR) Case Management:	In December 2022, the Information Technology Coordination Council approved a case management project for Human Resources. Funding for the project was approved during the FY 2022-23 midyear budget adjustments. The HR Project			



<p>LACERA seeks a case management solution that supports Human Resource workflow with automatic notifications, document management, and version control as well as the ability to view HR workloads on an interactive dashboard.</p>	<p>team selected ServiceNow’s HR module for their case management solution, and they are currently selecting a ServiceNow business partner to implement and customize the ServiceNow Human Resources module. We expect the implementation to be completed in summer 2023.</p>
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Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Executive (BSG)	01/01/2023	06/30/2023
	Project Lead(s): JJ Popowich and Michael Dozier (PM)			
	On Schedule			
<p>LACERA Incident Response Team (LIRT) Management Solution: LACERA seeks a solution that automates the tracking and workflow of LACERA incidents.</p>	<p>In December 2022, the Information Technology Coordination Council approved a LIRT incident management solution project to automate the tracking of LACERA incidents. The LIRT project team decided to leverage a product that is already implemented at LACERA: ServiceNow Information Technology Service Management (ITSM). LACERA is currently selecting a business partner to leverage and customize the incident workflow of ServiceNow’s ITSM to support LACERA’s process regarding incident tracking, management, and reporting. Because LACERA already owns this product and is only configuring one module to support our specific process, we are able to absorb the cost of the project in the FY 2022-23 budget. We expect this project to be completed in June 2023.</p>			

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Executive (BSG)	01/01/2023	06/30/2023
	Project Lead(s): Luis Lugo and Gnan Arige (PM)			
	On Schedule			
<p>Policy Management Solution:</p>	<p>In September 2022, the Information Technology Coordination Council approved a policy management project to automate the creation, review, approval, and maintenance of LACERA policies as well as track the versions and</p>			



LACERA seeks an automated solution to support LACERA Policy Management Process.

acknowledgement of policies. Funding for this project was included in the FY 2022-23 budget. The policy management project team issued a Request for Quote (RFQ) and has reviewed quotes submitted by interested vendors and consultants.

As of March 2023, LACERA is actively conducting vendor meeting demos with the following vendors:

- Accordance Technologies
- Compass 365
- Eccentex
- NAVEX
- NeoGov



Existing Projects/Initiatives: No New Updates

This portion of the Operations Briefing will detail on-going projects that have no current changes in status.

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
		MOG	Benefits	04/01/2021
Project Lead(s): Louis Gittens				
Delayed				
<p>COLA Bank Retroactive Changes: In April of 2021, the Board of Retirement approved corrections to the COLA Accumulation Bank, which involved making retroactive corrections, recalculating benefit allowance amounts, and paying members retroactive benefits due to a discrepancy discovered in the COLA Accumulation.</p>	<p>The project was broken down into five phases based on the complexity of the calculations needed to pay retroactive benefits to members. We will resume working on this project in July 2023.</p> <p>Phase I-IV: As of the date of this report, LACERA has paid out just over \$3.8 million in retroactive COLA earnings. Of the 9,672 members and survivors impacted, 8,511 accounts have been systematically resolved, which represents all members and survivors currently in a payment status.</p> <p>The fourth phase of the project, which requires manually calculating the retroactive benefits, includes 1,494 cases in a payment status. The manual phase of the project began in December 2021. Staff have manually calculated COLAs for 455 members and payments were issued earlier this year.</p> <p>Phase V: The final phase involves deceased members with no survivors currently receiving benefits. This phase requires research to identify the appropriate beneficiary(ies) or estates to pay the retroactive benefits that were due to the deceased member. This phase is currently delayed due to staffing limitations and the focus on the Alameda Decision Implementation.</p> <p>Systems and Benefits have been reviewing the root cause for the manual processing and developing plans for redesigning some portions of our pension administration system to help alleviate the need for processing for future projects.</p>			



	COLA Bank: Retroactive Payment Project		
	Status (As of 3/31/23)	Number	Percentage
	Completed	8,511	88%
	In-Process	1,161	12%
	Grand Total	9,672	100%

Although previously delayed, Benefits is in the process of training new staff on this project to perform manual processing.

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date	
		Strategic	Exec (MOG)	02/28/2022	06/30/23
		Project Lead(s): JJ Popowich & Cynthia Martinez			
	Pushed Back				
<p>Communications Plan: The development of a strategic Communications Plan providing an overview of the guiding principles used to communicate with LACERA's various stakeholder groups. The plan will also provide an overview of the channels, resources, methods, planned campaigns, and current commitments of the Communications team. The plan will outline how our Communications Division has been designed to be flexible and responsive to our needs as we fulfill our communication goals.</p>	<p>The LACERA executive team met on August 30, 2022, to review and discuss the Communication Plan(s) drafted by both EKA (the Board of Retirement's public relations consultant) and the LACERA Communications division. Both plans outlined a more tactical approach to engaging our members and various stakeholders, as opposed to a strategic roadmap. The team discussed opportunities and ideas for improving the Communication plan document. We are going to coordinate these efforts with our Strategic Planning process, since the work overlaps with our current Strategic Planning efforts.</p> <p>The Communications team has completed the updates requested by the Executive Office and the plan is currently under review by the Executive Team.</p>				



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	Strategic	Exec (MOG)	01/01/2013	TBD
	Project Lead(s): Cynthia Martinez			
Pushed Back				
<p>PEPRA Implementation: Annual Benefit Statement LACERA does not currently offer an Annual Benefit Statement (ABS) for PEPRA members.</p>	<p>LACERA is unable to generate a PEPRA member ABS until we can accurately, automatically, calculate a member's FAC. This project is on hold until the FAC issue is resolved.</p> <p>In January 2023, LACERA CEO, Auditor Controller (AC), and respective team members met (See PEPRA Implementation: FAC Issue Update) to discuss steps needed to resolve FAC issue. The meeting was productive, and a clear path forward was outlined to ensure LACERA can generate accurate ABS for PEPRA members.</p>			

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	Strategic	Exec (MOG)		06/30/2023
	Project Lead(s): Vanessa Gonzalez			
Pushed Back				
<p>Retirement Estimate Redesign: A legacy strategic plan goal to redesign the retirement estimate and election form as a retirement prospectus to provide members with all the information they need to make an informed decision about their retirement.</p>	<p>The initial redesign work was completed in 2019 and a beta test with members at the Member Service Center (MSC) was scheduled for after the 2019 March Madness. However, the COVID-19 Pandemic placed this project on hold.</p> <p>The team re-evaluated the redesigned estimate, taking into account staff and member feedback gathered over the last few months. The first re-design turned out to be more complicated than would be useful.</p> <p>In late 2022, LACERA updated the Retirement Planning section on LACERA.com and released a new Retirement Election form. The team will be using this election form and the feedback gathered to create a new retirement estimate. This coincides with a larger Member Experience effort to standardize and streamline</p>			



	<p>retirement counseling across all available channels and incorporating LAC-ERA.com in the counseling process.</p> <p>The team also recognized the previous work on this project may be useful in creating the online retirement application.</p>
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Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date	
		Operations	Exec (MOG)	June 2021	TBD
		Project Lead(s): JJ Popowich			
		Pushed Back			
<p>Retroactive Payroll Adjustments: Prospective Correction</p> <p>The Auditor-Controller is responsible for collecting contributions on all compensation earnable and pensionable earnings compensation at the time of payment. For many years the AC has not been collecting contributions on retroactive payroll adjustments. In 2021, the AC made changes to their programming to take deductions at the time of payment. However, there are still some situations where these contributions are not being collected.</p>	<p>Following the AC’s programming change, LACERA implemented a testing regimen to ensure that the contributions were being deducted as expected.</p> <p>In August, the AC notified LACERA that they were adjusting the time frame that they would be withholding contributions for retroactive adjustments to 60 months (from the current 99 months). All retroactive earnings paid for pay periods more than 60 months in arrears would no longer have contributions deducted from them. This change was made by the County due to excessive degradation in their payroll system’s performance.</p> <p>In 2022, LACERA met with the AC’s team to discuss collection of contributions for adjustments more than 60-months old. A few ideas were generated from the meeting, and we will continue to work with them to develop a procedure that both the County and LACERA can support. At this time, we have pushed this project back and are monitoring to identify any accounts over the 60 months for escalated collection actions.</p>				



• Completed Projects/Initiatives

This portion of the Operations Briefing will detail projects and initiatives that have been completed during the Fiscal Year (beginning on or after May 2022).

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
		BSG	Financial & Accounting Services Division	January 2021
Project Lead(s): Ted Granger				
Completed				
<p>Actuarial Valuation Reports – Retirement Fund: 2022 Retirement Benefits – Investigation of Experience (Experience Study)</p> <p>The Government Code requires that valuations of the Retirement Fund (Pension Plan) be performed at least once every three years. The Board of Investments’ 2013 Retirement Benefit Funding Policy requires valuations be completed annually. These reports are prepared to determine employer and employee contribution rates and to measure the funded status of the Pension Plan. In addition, the valuation report provides information used to prepare the Governmental Accounting Standards Board (GASB) Statement Number 68, financial statement reports. Plan Sponsors use the</p>	<p>2022 Pension – Triennial Investigation of Experience Study Retirement benefits (Pension) actuarial projects for the 2022 reporting cycle are in progress.</p> <p>For June 30, 2022, Milliman will complete an investigation of experience, which is required by CERL to be conducted every three years to review the retirement benefit economic and demographic assumptions and recommend changes. Changes in the assumptions will impact the actuarial valuation results and employer and employee contribution rates.</p> <p>Milliman began a series of presentations to the Board of Investments (BOI) when they completed an “educational session” for the Trustees. The information included a high-level discussion of actuarial concepts, methods, and assumptions so Trustees are better informed for the upcoming investigation of experience process requiring Trustee input and decisions. Milliman presented the educational session at the August BOI meeting.</p> <p>Milliman will make three (3) presentations to the BOI this fall to review and determine the June 30, 2022, actuarial assumptions and methods. In addition, fiduciary counsel will make a presentation at the BOI meeting in October to underscore the</p>			



GASB reports to obtain information required for their financial statement disclosures.

importance of this process. This session was completed at the October BOI meeting.

The series of meetings are meant to provide the information necessary which will facilitate discussions as Trustees provide input. Milliman's October 2022 presentation focused on economic assumptions and related actuarial methods. Milliman is moving forward with the economic assumptions and method recommended without objections from the BOI. In November 2022, Milliman discussed the demographic assumptions and related actuarial methods. The BOI had no objections to the proposed changes so Milliman will use their recommendations to complete the experience study process and prepare a draft report.

In addition, Cavanaugh Macdonald Consulting (CMC), LACERA's reviewing (audit) actuary, will conduct an actuarial review of the experience study process conducted by Milliman and the BOI, per the Board's Policy. CAVMAC will determine if actuarial standards were followed.

Milliman presented the 2022 draft Experience Study Report at the December Board of Investments meeting which contained all the actuarial assumptions and methods recommended by Milliman. CMC presented their draft Actuarial Review report where they made some minor suggestions but overall, concluded that Milliman's proposed actuarial assumptions and methods are reasonable and Milliman performed the Investigation of Experience in accordance with professional actuarial principles and practices. The Board of Investments approved the 2022 draft Experience Study Report so Milliman can move forward in completing the 2020 Actuarial Valuation Report.



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date	
	BSG	Financial & Accounting Services Division	May 2022	December 2022	
	Project Lead(s): Ted Granger				
Completed					
<p>Annual Financial Statement Preparation and Audit: Government code sections require that LACERA prepare annual financial statements including footnotes and disclosures, obtain an external audit opinion of those statements, and transmit these reports to the Los Angeles County Board of Supervisors within six-months following the fiscal year end.</p>	<p>2022 – Annual Financial Statements/Audit Staff kicked off the June 30, 2022, financial statement reporting season. Plante Moran, LACERA’s external financial statement auditor, completed their interim fieldwork in May with audit testing focused on member data and benefit calculations. In October, Plante Moran completed their testing, audit inquiries, and issued their audit opinion. LACERA received an unmodified or “clean” audit opinion as of October 14, 2022. Plante Moran presented the financial statement audit results to the Audit Committee at their meeting on November 17, 2022, and submitted the Audited Financial Statements (AFS) to Los Angeles County thereafter.</p> <p>Communications and FASD partnered to prepare the Annual Comprehensive Financial Report (ACFR). This ACFR is essentially an enhanced version the AFS but includes some additional information such as the transmittal letter from the CEO, organizational chart, and Trustee names and photos. LACERA completed and distributed the 2022 ACFR at the end of December to Trustees, MAC, and posted it to LACERA’s website. In addition, LACERA submitted the annual financial report to the Government Finance Officers Association (GFOA) for their annual awards program.</p> <p>Communications and FASD completed the Popular Annual Financial Report (PAFR) which is a pamphlet style document that is an abbreviated version of the ACFR. The PAFR was mailed out to all members with the December 2022 newsletters.</p>				



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
		BSG	Financial & Accounting Services Division	July 2021
Project Lead(s): Ted Granger				
Completed				
<p>Actuarial Valuation Reports: OPEB: The retiree healthcare (RHC) program administered by LACERA on behalf of Los Angeles County includes retiree healthcare benefits such as medical and dental insurance plans and death benefits. GASB refers to these benefits as Other Post-Employment Benefits (OPEB) for financial reporting. GASB Statement Number 75 prescribes financial statement reporting standards for OPEB programs. Actuarial valuations are prepared annually for Los Angeles County and LACERA's Board of Retirement to make funding decisions and to provide the information for the GASB 75 report which is used for employer financial statement reporting.</p>	<p>2021 OPEB – Annual Valuation The July 1, 2021, OPEB Valuation Report is complete. Milliman presented the final Valuation Report to the Board of Retirement in August 2022. Milliman will address the LACERA OPEB liability and discuss LACERA's funding progress and any potential funding strategies should the Board want to consider.</p>			



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Financial & Accounting Services Division	January 2021	June 2022
	Project Lead(s): Ted Granger			
Completed				
Actuarial Valuation Reports – Retirement Fund: 2022 Retirement Benefits - Risk Assessment	2022 Pension – Annual Risk Assessment Milliman prepared the 2022 Annual Risk Assessment report based upon the most recently completed valuation report and presented a final report to the Board of Investments (BOI) at their June 2022 meeting.			

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Administrative Services	April 2022	June 2022
	Project Lead(s): James Beasley			
Completed				
Annual Insurance Renewal – Phase I: After the Insurance Team’s completion of a successful solicitation, the BOR approved the replacement of LACERA’s current insurance brokerage firm. Alliant Insurance Services, Inc. (Alliant) was selected as the new Broker of Record for LACERA effective April 29, 2022.	LACERA’s new Broker of Record, Alliant Services, Inc., has obtained quotes and is binding policies with carriers for the June 30 th insurance renewal period. The Insurance Renewal Team and brokers provided an update on the insurance policy selection at the August Operations Oversight Committee meeting.			



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Administrative Services	July 2022	October 2022
	Project Lead(s): James Beasley			
Completed				
<p>Annual Insurance Renewal – Phase II: After the Insurance Team’s completion of a successful solicitation, the BOR approved the replacement of LACERA’s current insurance brokerage firm. Alliant Insurance Services, Inc. (Alliant) was selected as the Broker of Record for LACERA effective April 29, 2022.</p>	<p>The Risk Management Unit has completed the 2022-2023 Fiduciary, Cyber, and Crime Insurance renewals. At the September 7, 2022, Board of Retirement (BOR) meeting, staff provided the Trustees with an overview of the current insurance marketplace and discussed the challenges with purchasing Fiduciary Liability, Cyber Liability, and Crime Protection Insurance for LACERA. The Risk Management Unit provided the BOR with preliminary premium indications for each line of coverage, which was approved by the BOR, with a caveat that the final annual premiums would not exceed the estimated premium.</p> <p>Alliant presented the final insurance premium quotes for each line of coverage to LACERA, which was \$251,144 less than what was presented to the BOR. The overall cost for Fiduciary Liability, Cyber Liability, and Crime Protection insurance premiums for FY 2022-2023 is \$870,162. This is a 1% decrease from FY 2021-2022 and is \$126,580 less than what was approved for FY 2022-2023. This information will be provided to the BOR at the November 2, 2022, meeting.</p>			



2022-23 Fiduciary/Cyber/Crime Renewal Final Cost Breakdown				
Coverage	Carrier	Actual Premium	Quoted to BOR	Difference of actual vs BOR approved
Fiduciary Liability	Hudson Insurance Company/ RLI Insurance Company/ Westchester Fire Insurance Company	\$396,723	\$408,890	(\$12,167)
Cyber Liability	Tokio Marine/ Homeland Insurance Company/ Ambridge/ Corvus Insurance	\$399,464	\$622,774	(\$223,310)
Fiduciary Liability OPEB	Hudson Insurance Company	\$52,189	\$64,012	(\$11,823)
Crime Protection	Great American Insurance	\$21,786	\$25,630	(\$3,844)

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	MOG	Exec (MOG)	06/01/2022	09/16/2022
Project Lead(s): JJ Popowich & Cookie Jaranilla (PM)				
Completed				
Call Center Improvements: Phase I – Call Wait Time – Call Back:	The Call Back feature was introduced into production effective September 30, 2022. Since then, we have been evaluating the impacts of the Call Back feature and adjusting how the feature works to try to maximize the member experience.			



<p>Phase I focuses on implementing a call back request feature to allow members on hold to request a call back between the hours of 10-3. Additionally, this phase will include the ability to announce call wait times.</p>	<p>We are not ready to make a final assessment but based on early data, the Call Back feature, as designed, may not be having the beneficial impact hoped for. As explained before deploying this project, the AWS Call Back feature is not a “hold your place” feature. Thus, we had to assign specific agents to work a new Call Back queue on a priority basis or as a full-time assignment. This has reduced the number of Specialists available to answer the main Member Services queue. This has led to increases in the wait time in the main queue. Additionally, because the feature is popular, we have experienced an extremely long “return call” wait time and complaints from members appear to be increasing. We have tweaked the messaging to prepare members for the long response time, but we are also seeing many members calling back before we are able to return their call. Essentially, this increases call volumes, and exasperates the increased wait times. We will continue to evaluate the features. We anticipate better results once trainees can take calls on their own. We anticipated these customer service level results based on current staffing levels but will look to reassess when we on-board the new trainees.</p>
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Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	MOG	Exec (MOG)	06/01/2022	10/20/2022
	Project Lead(s): JJ Popowich & Cookie Jaranilla (PM)			
	Completed			
<p>Call Center Improvements: Phase III – Holiday Scheduling Automation Automates the scheduling of holidays for the call centers, eliminating the risk of human error and accidentally opening the call center on a holiday with no staff.</p>	<p>Currently the Systems team manually turns on the holiday messaging and voicemail boxes. This phase will allow them to pre-set holidays eliminating confusion as to the availability of the call center staff during holidays.</p> <p>This phase of the project is completed and will be in production by October 20, 2022.</p>			



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	MOG	Exec (MOG)	06/01/2022	10/20/2022
	Project Lead(s): JJ Popowich & Cookie Jaranilla			
	Completed			
Call Center Improvements: Phase IV – Emergency Access Console Provide ability to enable/disable an emergency announcement for each respective queue MS or RHC when all agents are logged out as well as during specified date/time range as may be set.	This phase of the project is completed and entered in production by October 20, 2022.			

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	MOG	Exec (MOG)	06/01/2022	10/31/2022
	Project Lead(s): JJ Popowich & Cookie Jaranilla (PM)			
	Completed			
Call Center Improvements: Phase V – After Call Service Survey Members will be provided with the chance to complete an “after-call” survey for Call Center interactions.	Call Center surveys are a key component of the Call Center KPI. This allows us to gain insight into the member experience. This feature was added to the current enhancement projects because we felt it was critical to gain member feedback on the changes we are making to the Call Center, which include the call back feature as well as introduction of the My LACERA Support queue. UAT was completed on October 18, 2022, and this feature went into production on October 20, 2022.			



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Exec (BSG)	January 2022	August 2022
	Project Lead(s): Jude Perez & Esmeralda Del Bosque			
	Completed			
<p>Custodian Bank Search: In accordance with LACERA's Procurement Policy, vendor contracts for investment and custodian banking services must be re-bid every ten years. LACERA's current custodian bank, State Street Bank, was hired in July 2013.</p>	<p>The Board of Investments approved the minimum qualifications at their December meeting. The Investment Office finalized and released the Request for Proposal (RFP) in January with proposals due at the end of March. Financial Accounting Services Division and other LACERA staff are evaluating the information received and conducting due diligence. In June, LACERA staff conducted an on-site visit at State Street's Sacramento offices and expects to provide a recommendation to the Board of Investments in August. The Board of Investments approved the staff recommendation to retain State Street Bank. Staff is working with the Legal Office to negotiate and finalize the contract.</p>			

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Exec (BSG)	03/01/2022	08/01/2022
	Project Lead(s): Laura Guglielmo, Budget Team, & Cookie Jaranilla (PM)			
	Completed			
<p>Enterprise Budget Application: Per a recommendation by Budget staff, the Operations Oversight Committee (OOC) on March 2, 2022, authorized an RFP for software and professional services to procure, configure, and implement an enterprise budget application for the Budget Unit in the Administrative Services Division. The RFP was published on LACERA.com on March 7, 2022.</p>	<p>On April 14, 2022, LACERA received proposals from nine vendors. LACERA's evaluation team, with guidance from the consultant, reviewed all the proposals and based on the ratings, narrowed down the list to the top two vendors. The finalists have been invited to demonstrate their solutions following a detailed proof of capabilities script. These demonstrations were completed in July. The final vendor has been identified by the selection team, and a recommendation will be made to the Board of Retirement for its consideration in October 2022. If approved, the team will negotiate an agreement with the selected vendor. The project implementation timeline is 26 weeks, depending on staff subject matter expert availability.</p> <p>The Board of Retirement approved the selected vendor, Questica, and staff are currently finalizing the contract and statement of work with the vendor. Once the</p>			



	contract is fully executed, staff will engage with the vendor and begin the kick-off and discovery meetings in preparation for implementation of the software.
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Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Exec (BSG)	01/2021	06/2022
	Project Lead(s): Summy Voong			
Completed				
Enterprise Wi-Fi Project: Approved in the Fiscal Year 2020-21 budget adjustments by the BOR, the Systems Division is currently installing an enterprise Wi-Fi network.	All fiber, cables, access points, and switches have been installed on all LACERA floors and five segmented networks have been configured and tested. The Systems Division will deploy the final segmented network to on-site staff on August 1, 2022.			

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	EXEC	Executive (MOG)	10/01/2022	03/01/2023
	Project Lead(s): Cynthia Martinez			
Completed				
Member Experience: Celebrating a Lifetime of Public Service – Member Spotlight The working title for a new effort to increase the LACERA communities' awareness of the lifetime of service that some of our members contribute to the public through a variety of communication channels with our members.	<p>Many of our members devote most of their working lives to serving the community through their employment as County employees. This new project will set in place a selection process to highlight the service of a retiring member with a significant number of years of service. The goal is to share a bit about their journey and recognize their accomplishments and contributions. These highlights will be shared on a scheduled basis (currently envisioned to be quarterly) across multiple channels (newsletters, and at Board of Retirement meetings [with the consent of the trustees]).</p> <p>The team has completed the first phase of this project including developing a process for soliciting member participation, creating interview questions, and legal release documents so we can use the member's name and image for the program. The program has been re-branded the Member Spotlight initiative to</p>			



	<p>broaden the focus from members retiring to members at different stages of their careers.</p> <p>The team has completed articles to be released in the PostScript, March 2023 issue, highlighting four of our long-serving members. The team is also debuting the first Member Spotlight in the March 2023 Board of Retirement meeting.</p> <p>This completes Phase I of this program and is the just the beginning of the program to spotlight our members. We will be continuing our efforts to fine tune the process as we work to create a sustainable program.</p>
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Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
		Legal	Legal	08/16/2022
Project Lead(s): Jessica Rivas				
Completed				
Form 700 Project (Granicus): Implementing the Granicus Form 700 electronic filing system. This will allow us to improve our efficiency and tracking of the annual mandated form 700 filing process.	Onboarding was completed in February. The FPPC certified LACERA's new e-filing system on March 2 nd , and the system went live for filing staff (except the CEO and CIO), consultants, and managers on March 3, 2023. Trustees and the CEO and CIO should continue to file using the County's system or by emailing their forms to LACERA's Legal Division (although if they use the new LACERA system, LACERA will print the form in pdf and submit it to the County). The deadline for annual Forms 700 is April 3, 2023.			



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	MOG	Exec (MOG)	06/01/2022	12/31/2022
	Project Lead(s): JJ Popowich, Alex Ochoa, & Iveta Brecko (PM)			
	Completed			
<p>My LACERA Multi-Factor Authentication: Registered users of My LACERA can now use multi-factor authentication to reset passwords and to access My LACERA from an unrecognized device.</p>	<p>My LACERA previously relied on user selected challenge questions to authenticate users who forgot their password or attempted to access My LACERA from an unrecognized device. LACERA has implemented multi-factor authentication to replace the use of challenge questions. This feature was Beta Tested from November 16, 2022, to December 24, 2022 and went into production on December 29, 2022.</p> <p>Since the production implementation of this feature, multi-factor authentication has been used 1,577 times to reset passwords and 13,050 times to access My LACERA from an unrecognized device.</p>			

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	MOG	Exec	08/01/2022	08/02/2022
	Project Lead(s): Allan Cochran			
	Completed			
<p>My LACERA Support Queue: As part of our effort to address Call Wait times a new queue was created to provide specific My LACERA support.</p>	<p>The My LACERA member portal is designed to provide members with secure access to information about their retirement benefits and is a key part of our efforts to provide members with self-service capability. As an online portal there is an expectation that it is securely and easily accessible 24/7.</p> <p>Occasionally, members forget their passwords or their challenge questions, or need assistance using functionality within the portal, including viewing documents and uploading documents so LACERA can process their requests. When members need assistance for an online capability, there is an increased expectation that the assistance will be available on demand during normal business hours.</p>			



	<p>As part of our efforts to improve the member experience, reduce wait time and frustration, we created a new priority call center queue specifically to assist members with My LACERA. Members now have four options when they call the LACERA 800 number: My LACERA Support Queue, Retiree Healthcare, Check Mailing Date Announcement, and Member Services.</p> <p>The new queue went live on August 10, 2022.</p>
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Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	Strategic	Exec (MOG)	03/03/2022	12/31/2022
	Project Lead(s): Bonnie Nolley & Linda El-Farra			
	Completed			
<p>OneMeeting (PrimeGov) Implementation: The Board of Retirement approved a more effective meeting management tool to help streamline the planning and conducting of Board/Committee meetings while improving transparency and public access.</p>	Trustees and staff have been trained on the functionality and use of the new system. OneMeeting will be going live in January 2023.			

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Exec	01/04/2022	May 2022
	Project Lead(s): Luis A. Lugo & Carly Ntoya			
	Completed			
<p>Return to the Office: LACERA's Administrative Services Division's Health and Safety Unit have been working hard to ensure a smooth return to the office for LACERA's staff.</p>	In preparation for staff returning to the office, the Health and Safety Unit posted updated information posters, restocked all personal protective equipment items, and provided staff with COVID-19 safety instructions. They have also worked with several staff to adjust the ergonomic configurations on their workstations as needed.			



	<p>The team also worked side by side with the PEP Team and the Executive Team to provide a warm welcome to returning staff. Working together with the PEP Team they decorated the Workshop room, where staff were encouraged to stop by and receive a small welcome back token and a welcome by the Executive Team, managers, and staff from Administrative Services.</p>
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Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date	
		Strategic	Exec (MOG)	07/01/2022	12/31/2022
	Project Lead(s): Kevin Hawkins				
	Completed				
<p>Tax Table Changes for 2022: New Tax Withholding Form The IRS published updated tax tables for 2022 which became effective January 1, 2022. The IRS finalized a revised Federal Withholding Certificate for Pension & Annuity Recipients (commonly referred to as a W-4P tax withholding form), in early 2022. The IRS is not requiring the new form be used until the 2023 tax year.</p>	<p>Earlier this year, the Project Management Group worked with tax counsel to understand the intricacies of the changes to the W-4P tax withholding form for 2022.</p> <p>Member Communication:</p> <p>We've completed the following actions to ensure members are adequately informed of the new Federal Tax table and revised W-4P.</p> <ul style="list-style-type: none"> LACERA.com was updated with an announcement that the new tables may cause a slight change to some members' net benefit amount. LACERA will no longer accept the prior forms as we have transitioned to using the 2022 form exclusively. A Q & A section was added to LACERA.com (also accessible through My LACERA) to explain how LACERA is adjusting the new withholding guidance. As of January 1, 2023, LACERA staff can process tax elections directly on Workspace, and Workspace can calculate federal withholding based on 2022 or later forms and pre-2022 forms if no new form has been received. My LACERA has been updated and members are able to use the new tax election process. 				

DATE RECEIVED	REQUESTER	DOCS REQUESTED
02-04-23	S. Coutts, USC	<p>Request: Copies of Capital Market Assumptions from 1980 through 2023.</p> <p><i>On February 9, 2023, via email, Requester was informed that time span of records requested requires additional time for research.</i></p> <p><i>LACERA expects to have a response by February 28, 2023.</i></p> <p><i>Transmitted 7 documents.</i></p> <p><i>On February 27, 2023, via email, Requester was sent 7 responsive documents.</i></p>
02-13-23	M. Braun, Bloomberg News	<p>Request: Lists of all trips made by staff members to attend Limited Partners Advisor Counsel (LPAC) of other advisory or annual fund company meetings; list of all LPAC memberships or advisory roles in which LACERA has invested, vouchers or receipts showing airlines class travel, hotel and other expenses, detailed agendas for all such meetings, including working sessions, meals, entertainment, and side trips, meeting agendas, and compensation received from investment funds detailed arrangements for reimbursement to staff or retirement system.</p> <p><i>On February 13, 2023, via email, Public Records was informed by Principal Investment Officer that several team members would need to provide the team answer. This request may require an extension to respond to Request.</i></p> <p><i>On February 21, 2023, via email, Requester was informed that LACERA expects to produce responsive, non-exempt records by March 9, 2023.</i></p> <p><i>On March 9, 2023, via email, Requester was sent email along with letter stating the voluminous number of records and detail required for each record causes responsive information to be submitted on March 24, 2023.</i></p> <p><i>On March 24, 2023, via email, Requester was sent email along with letter stating the voluminous number of records and detail required for each record causes responsive information to be submitted on April 14, 2023.</i></p>
02-15-23	S. Weichsel-baum, NBC News	<p>Request: Copy of General Member Applications for Service Retirement for years 2019, 2020, 2021 and 2022.</p> <p><i>On February 22, 2023, via email, Requester or provided LACERA link re Board Agendas and Board of Retirement and Committees Archives. Also informed Requestor that LACERA does not keep or publish separate lists by County Department.</i></p>
02-21-23	D. Rafieyan, VC & Startups	<p>Request: Copies or records of LACERA's investment in any venture capital funds. Particular interest are:</p> <p>Sequoia Capital; Accel; Union Square Ventures; Y Combinator; Bain Capital; Battery Ventures; Silver Lake Partners; Andreessen Horowitz; Kleiner Perkins; Greycroft; Bessemer Venture Partners, and GGV.</p>

DATE RECEIVED	REQUESTER	DOCS REQUESTED
		<p><i>Transmitted 1 document.</i></p> <p><i>On February 23, 2023, Requester was sent responsive document shown below.</i></p> <p><i>VC Data as of 2022-12-31.</i></p>
03-09-23	H. Ahaiwe; HR, LA County and 1 other Recipient	<p>Per monthly request:</p> <p><i>Transmitted 1 document.</i></p> <p><i>Sent on March 1, 2023, via email: MonthlyAgenda.csv for March 1, 2023.</i></p>
03-09-23	LA County Sheriffs Department and 3 other Recipients	<p>Per monthly request:</p> <p><i>Transmitted 2 documents.</i></p> <p><i>Sent, on March 9, 2023, via email: Monthly Agenda Reports for Sheriff Department Listing and Fire Department listing each dated March 1, 2023.</i></p>
03-09-23	C. Siverson, Fire, LA County and 5 other Recipients	<p>Per monthly request:</p> <p><i>Sent on February 3, 2023, via email the link for: Board of Retirement Meeting of March 1, 2023, Benefit Approval List.pdf.</i></p>
03-10-23	A. Khouri, LA Times	<p>Request: From 2000-2023 requesting target allocation for Real Estate asset class for each year; individual target allocation percentage from 2000-2023 for each year for categories Core Real Estate investment strategy, Value Add Real Estate investment strategy, Opportunistic Real Estate Investment strategy and any Other Real Estate investment strategy. For any year that is in the "Other" category, please describe what is in the category. For within each Real Estate Asset class category, describe what is in the category (office, multifamily, retail, industrial, medical, etc.) for each year from 2000 to 2023.</p> <p><i>On March 15, 2023, via email, Requester was informed that Senior Staff Counsel responsible to responding to PRA requests is out of office until March 20. Upon return to office, Senior Staff Counsel will respond.</i></p> <p><i>On March 20, 2023, via email, Requester was informed that LACERA expects to produce responsive non-exempt records by April 3, 2023.</i></p>

REPORT OF FELONY FORFEITURE CASES PROCESSED

March 23, 2023

#	MEMBER'S LAST NAME	MEMBER'S FIRST NAME	DEPT.	CONVICTION DATE	LACERA NOTIFIED	INITIAL IMPACT NOTICE SENT	FINAL IMPACT NOTICE SENT	STATUS*	DISABILITY STATUS	SERV. LEVEL
62	FLORES	JOSE	SHERIFF	8/26/2022	9/22/2022	3/10/2023				
61	SHEPOS	THOMAS	CEO	1/23/2023	2/14/2023			PEND		
60	CABRERA	MIGUEL	LASD	3/4/2022	3/22/2022			DELAY: CD		
57	ANTRIM	MARC	LASD	4/1/2021	5/12/2021			DELAY: MI		

STATUS LEGEND:

- APPEAL: Pending an appeal filed with LACERA
- CLOSED: RET: Retired member, case is complete
- CLOSED: DEF: Deferred member, case complete.
- CLOSED: INA: Inactive member – not eligible until age 70, case closed
- DELAY-MI: Member input needed (i.e. pending a legal split decision)
- DELAY-CD: Pending a court decision (reduction in charges pending conditions being met)
- PEND: Case is currently in evaluation and notification stages
- WITHDRAN: Member withdrew prior to conviction – no impact.



Documents not attached are exempt from disclosure under the California Public Records Act and other legal authority.

**For further information, contact:
LACERA
Attention: Public Records Act Requests
300 N. Lake Ave., Suite 620
Pasadena, CA 91101**