

# **OPERATIONS & OVERSIGHT COMMITTEE MINUTES 5-6-10**

## **PRESENT**

- Yves Chery, Chair
- Edward L. Blecksmith, Vice Chair
- William de la Garza
- Ed C. Morris, Alternate

## **ABSENT**

- Will Pryor

## **BOARD MEMBERS AT LARGE**

- Les Robbins
- Simon S. Russin

## **STAFF, ADVISORS, PARTICIPANTS**

- Robert Hill
- Janice Golden
- Darla Fletcher
- Stephen Gibbs
- Gloria Harriel
- Susana Seeckts

The meeting was called to order by Chairman Chery at 11:00 a.m.

### **1. APPOINTMENT OF VOTING MEMBER(S) IN THE EVENT ONE OR MORE REGULAR COMMITTEE MEMBERS ARE ABSENT**

The Chair appointed Mr. Morris a voting member of the Committee.

### **2. APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF APRIL 15, 2010**

A motion was made by Mr. Blecksmith seconded by Mr. Morris, to approve the minutes of the regular meeting of April 15, 2010.

The motion passed unanimously.

### **3. FOR INFORMATION**

#### **1. Overpayment & Forgery Receivables (Period Ending March 31, 2010)**

Susana Seeckts/Gloria Harriel/Stephen Gibbs

Susana Seeckts, Gloria Harriel, and Stephen Gibbs presented the status report on overpayment and forgery receivables for the period ending March 31, 2010. There are currently 227 overpayment and forgery cases.

Overpayments are broken out into three categories:

- **Death related as a result of late death notification**

The majority of the cases are as a result of late death notification. This occurs when we are notified one or more months after the member is deceased. We have been more aggressive in detecting deceased members, and have made an almost 80% reduction in late death notifications.

- **Incorrect computation**

In the last two rating periods we have had a 90-95% reduction in incorrect computations. This is due to supervisors monitoring errors, and, with the assistance of Quality Assurance, identifying areas for spot training of staff. This has greatly reduced the number of miscalculations.

- **Miscellaneous**

These are situations over which staff has no control, such as data system clean-up, members cashing duplicate checks, birth date discrepancies, and status changes after retirement. The increase in this area was due to a system update on the legal split program, which caused monies to be reverted back to the member, as well as being paid to the ex-spouse. Of the six cases involved, all members have been contacted and are currently paying us back, or have paid us back in a lump sum.

In January, 2010 we started sending cases to the Treasurer/Tax Collector under the new collection agreement and MOU which was signed in December, 2009. They currently have 57 LACERA non-member cases. Of those 57, we have received payments for two cases, one paid in full and one in monthly installments. The cases being sent to Treasurer/Tax Collector are all first reviewed and approved by the Legal Department.

4. MISCELLANEOUS

5. PUBLIC COMMENT

6. GOOD OF THE ORDER

(For discussion purposes only)

7. ADJOURNMENT

 **PRODUCE** | The keystones of our mission can be summarized by two elements: investments and customer service.

6/10/10