

OPERATIONS OVERSIGHT COMMITTEE AGENDA 6-9-11

MEMBERSHIP

Yves Chery, Chair

William de la Garza, Vice Chair

Shawn R. Kehoe

Ed C. Morris

Simon S. Russin, Alternate

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

II. APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF APRIL 14, 2011

III. FOR INFORMATION

A. LACERA: The Sustainable Retirement Plan

Gregg Rademacher

B. Cross Divisional Team Work and Ingenuity Improve POA Processing

JJ Popowich/Bernie Buenaflor (oral presentation)

IV. MISCELLANEOUS

V. PUBLIC COMMENT

VI. GOOD OF THE ORDER

(For discussion purposes only)

VII. ADJOURNMENT

OPERATIONS OVERSIGHT COMMITTEE MINUTES 6-9-11

PRESENT

Yves Chery, Chair
William de la Garza, Vice Chair
Shawn R. Kehoe
Simon S. Russin, Alternate

ABSENT

Ed C. Morris

ALSO ATTENDING:

BOARD MEMBERS AT LARGE

Alan Bernstein
Sadonya Antebi

STAFF, ADVISORS, PARTICIPANTS

Robert Hill
Janice Golden
Gregg Rademacher
Bernie Buenaflor
JJ Popowich

The meeting was called to order by Chery at 1:45 p.m.

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

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

II. APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF APRIL 14, 2011

A motion was made by Mr. de la Garza, seconded by Mr. Russin, to approve the minutes of the regular meeting of April 14, 2011. The motion passed unanimously.

III. FOR INFORMATION

A. LACERA: The Sustainable Retirement Plan

Gregg Rademacher

Mr. Rademacher gave an informative presentation on LACERA as the sustainable retirement plan, discussing the following:

- Pension reforms from 1977 to 1982, with the closure of Plan A in 1977, and the opening of current Plans D & E in 1979 and 1982, respectively
- Normal retirement ages for Plans A, D, and E
- Funding ratio
- Annual employer retirement costs
- Employer payroll growth
- Growth in government services
- Member contributions, with comparison of cost split between employer and employees
- Employer General and Safety rates
- Retiree payroll count distribution

B. Cross Divisional Team Work and Ingenuity Improve POA Processing

JJ Popowich/Bernie Buenaflor (oral presentation)

Messrs. Popowich and Buenaflor discussed "Operation POA" (power of attorney). A new automated confirmation letter template requiring minimal data entry was created by Claims Processing staff members. After testing and validation, the Member Services' Correspondence and Data Input unit and the Claims Processing Payroll unit were trained to help address the huge backlog of outstanding POA. The average aging in the power of attorney queue is now 40 days (20 days under the Service Level Commitment), down from 233 days. The average POA processed per month have increased from 34 to 141, with an average processing time per work object of 10 minutes, decreasing from 24-48 hours previously. This also freed up Claims Processing Death/Legal staff to improve the turnaround time on death benefit processing, conservatorship, guardianship approvals, etc.

This new approach can be applied to other areas, continuing the teamwork between Member Services and Claims Processing to improve service to our members.

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