

NOTICE OF MEETING AND AGENDA

**SPECIAL MEETING OF THE OPERATIONS OVERSIGHT COMMITTEE
and
BOARD OF RETIREMENT***

LOS ANGELES COUNTY EMPLOYEES RETIREMENT ASSOCIATION

**300 North Lake Avenue, Suite 810
Pasadena, CA 91101**

September 6, 2012 - 9:00 A.M.**

COMMITTEE MEMBERS:

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 AUGUST 9, 2012
- III. FOR INFORMATION
 - A. LACERA Operations Briefing
Robert Hill/JJ Popowich
 - B. New & Improved MyLACERA Member Portal Logon - Part II
Kathy Delino/Mary Phillips *(oral presentation)*
- IV. MISCELLANEOUS
- V. PUBLIC COMMENT
- VI. GOOD OF THE ORDER

(For discussion purposes only)
- VII. 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.

Persons requiring an alternative format of this agenda pursuant to Section 202 of the Americans with Disabilities Act of 1990 may request one by calling Cynthia Guider at (626)-564-6000, from 8:30 a.m. to 5:00 p.m. Monday through Friday, but no later than 48 hours prior to the time the meeting is to commence. Assistive Listening Devices are available upon request. American Sign Language (ASL) Interpreters are available with at least three (3) business days notice before the meeting date.

MINUTES OF THE SPECIAL MEETING OF THE
OPERATIONS OVERSIGHT COMMITTEE
and
BOARD OF RETIREMENT*

LOS ANGELES COUNTY EMPLOYEES RETIREMENT ASSOCIATION

GATEWAY PLAZA - 300 N. LAKE AVENUE, SUITE 810, PASADENA, CA 91101

SEPTEMBER 6, 2012, 1:20 P.M. – 1:55 P.M.

COMMITTEE MEMBERS

PRESENT: Yves Chery, Chair
William de la Garza, Vice Chair
Shawn R. Kehoe
Ed C. Morris
Simon S. Russin, Alternate

ALSO ATTENDING:

BOARD MEMBERS AT LARGE

Marvin Adams
Sadonya Antebi
Les Robbins

STAFF, ADVISORS, PARTICIPANTS

Robert Hill
JJ Popowich
Kathy Delino
Mary Phillips

The meeting was called to order by Chairman Chery at 1:20 p.m.

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

All regular members of the Committee were present.

II. APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF AUGUST 9, 2012

A motion was made by Mr. Morris, seconded by Mr. de la Garza, to approve the minutes of the regular meeting of August 9, 2012. The motion passed unanimously.

III. FOR INFORMATION

A. LACERA Operations Briefing
Robert Hill/JJ Popowich

Messrs. Hill and Popowich presented the first monthly briefing on LACERA's operations, as requested by the Committee at the August meeting. The purpose of the briefing is to share insights on staff activities, updates on goals, and discuss opportunities and/or concerns. Many of the following discussion items may recur in subsequent briefings or may result in a future comprehensive presentation.

- AB 2664 – Errors & Omission and E-Signature
- Microfiche Project – Department of Human Resources and Great-West lend a hand
- First Floor – Renovation Update
- Staff Development – LACERA staff passes rigorous exam process (CEBS), and status of new training class
- K-9 Update – HR Webpage in the works and coordination with Sheriff to identify and collect arrears contributions
- Contract Management – Leveraging current platform to improve migration and control

B. New & Improved MyLACERA Member Portal Logon - Part II
Kathy Delino/Mary Phillips *(oral presentation)*

Mary Phillips introduced the security improvements for the MyLACERA Member Portal. The site now uses an Extended Validation (EV) Certificate that confirms to members that they are on the authentic LACERA website. Also, the Safe2Login third party application that was quite cumbersome and confusing has been replaced. Members now provide a list of challenge questions which can be used to verify identity. These new security features were deployed into production at the end of July.

III. FOR INFORMATION (Continued)

Kathy Delino gave a demonstration of the new logon procedures. The first page alerts users that a new security feature has been added, which must be read and acknowledged before proceeding to logon. The new login page is simpler and easier to use. First time users must provide a list of six challenge questions and answers before they are allowed to enter the site. These challenge questions will be shared with the Call Center for verification purposes.

Member feedback indicates high praise for the new system. Since these improvements were implemented, registrations on MyLACERA.com have increased 30% month-to-month, and 58% over the same month a year ago.

IV. MISCELLANEOUS

V. PUBLIC COMMENT

VI. GOOD OF THE ORDER

(For discussion purposes only)

VII. ADJOURNMENT

The meeting adjourned at 1:55 p.m.

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