

**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**

**April 3, 2013 - 9:00 A.M.\*\***

COMMITTEE MEMBERS:

Yves Chery, Chair  
William de la Garza, Vice Chair  
Marvin Adams  
Vivian H. Gray  
Shawn R. Kehoe, 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 FEBRUARY 14, 2013
- III. ACTION ITEMS
  - A. Recommendation as submitted by James Pu, Chief Information Officer, Retirement Systems Division: That the Committee authorize staff to issue a Request for Quotation (RFQ) for data center co-location per requirements defined by Systems and return to the Board of Retirement with evaluations and a recommendation to contract with one of the participating vendors. (Memorandum dated March 22, 2013)
- IV. FOR INFORMATION
  - A. LACERA Operations Briefing  
Robert Hill/JJ Popowich
  - B. Updated Progress of Active Death Case Management System  
Bernie Buenaflor/Carlos Barrios *(oral presentation)*

April 3, 2013

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V. MISCELLANEOUS

VI. PUBLIC COMMENT

VII. GOOD OF THE ORDER

(For discussion purposes only)

VIII. 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

APRIL 3, 2013, 3:05 P.M. – 3:45 P.M.

**COMMITTEE MEMBERS**

PRESENT: Yves Chery, Chair  
Marvin Adams  
Vivian H. Gray

ABSENT: William de la Garza, Vice Chair  
Shawn R. Kehoe, Alternate

**ALSO ATTENDING:**

BOARD MEMBERS AT LARGE

Sadonya Antebi  
Alan Bernstein (*left at 3:20 p.m.*)

STAFF, ADVISORS, PARTICIPANTS

Robert Hill  
JJ Popowich  
Bernie Buenaflor  
James Pu

The meeting was called to order by Chairman Chery at 3:05 p.m.

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

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

II. APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF FEBRUARY 14, 2013

Mr. Bernstein made a motion, Mr. Chery seconded, to approve the minutes of the regular meeting of February 14, 2013. The motion passed unanimously.

III. ACTION ITEMS

- A. Recommendation as submitted by James Pu, Chief Information Officer, Retirement Systems Division: That the Committee authorize staff to issue a Request for Quotation (RFQ) for data center co-location per requirements defined by Systems and return to the Board of Retirement with evaluations and a recommendation to contract with one of the participating vendors. (Memorandum dated March 22, 2013)

LACERA's present business resumption strategy is based upon a disaster recovery model. Should an event render our building and/or information systems unusable, staff would initiate a defined recovery process by establishing operation at a predefined recovery location. This recovery objective targets critical system readiness in 48 to 72 hours. During that process, we are highly resource dependent. Factors like electricity, equipment serviceability, staffing, and recovery location can all affect the recovery window.

Co-location will enhance LACERA's recovery responsiveness by adding "system availability" to the current process. Redundant systems and replicated data makes critical systems real-time accessible. Our strategy is to establish a data center co-location facility that will eventually replicate and operate our critical data systems.

In addition to providing high-availability and redundancy in case of catastrophic equipment failure, the co-location must also mitigate the geographical and regional risks inherent to the Los Angeles basin. It must be easily accessible and constructed with proper security and utility resources. Some requirements would be:

- Low seismic, weather, and environmental risks
- Close proximity to major airport, hotels, food, and other resources
- High-capacity backup power, climate control, and generator with stored fuel
- Strong building security, monitoring, and access control
- 24-hour "hands-on" human support
- Multi-vendor, multi-circuit data communications capabilities
- Existing data communication plans with IBM's recovery site and LACERA

### III. ACTION ITEMS (Continued)

We are looking at locations outside of California. Both Arizona and Colorado have some options covering these requirements.

Mr. Chery made a motion, Mr. Adams seconded, to approve the recommendation. The motion passed unanimously.

### IV. FOR INFORMATION

#### A. LACERA Operations Briefing Robert Hill/JJ Popowich

Messrs. Hill and Popowich presented the monthly briefing on LACERA's operations. Many of the following discussion items may recur in subsequent briefings or may result in a future comprehensive presentation.

- Production Status: Proactive Member Contacts
- Communications: Plan Book Updated Schedules
- New Member Welcome Package
- Custodian Transition
- Training Class Update

#### B. Updated Progress of Active Death Case Management System Bernie Buenaflor/Carlos Barrios *(oral presentation)*

Mr. Buenaflor presented an update on the Active Death Case Management System. The purpose of this system is to offer much closer service to the survivors and beneficiaries of members who pass away while in active service. This particular group often needs more counseling, unlike the survivors/beneficiaries of retired members who have had an opportunity to plan for the future. Often those who are in active service have not taken the time or made preparation for an untimely death. LACERA is addressing this by offering closer contact to the survivors/beneficiaries. Some principles have been identified and are now being implemented:

- Case Manager as Single Point of Contact for the Survivor/Beneficiary
- Parallel Activities Coordinated between Divisions, i.e. RHC, Disability, Member Services, Claims
- Timing "Failsafes"

IV. FOR INFORMATION (Continued)

These initiatives are now in place and cases are being managed through this system, with the following experience:

- Case managers are generally assigned within 1-2 business days
- Good flow of communication between the Divisions
- Establishing performance auditing for Case Managers
- Sharing learning experiences

The Committee was also provided with the Board Summary Report of Open Active Death Cases. This reports the status of all active death cases currently being managed. Cases pass through four stages as follows:

- 1<sup>st</sup> Stage – Death notification date until claim form is issued
- 2<sup>nd</sup> Stage – After claim form is issued until final claim form received
- 3<sup>rd</sup> Stage – After final claim form received until final calculation is approved
- 4<sup>th</sup> Stage – After final calculation is approved until final lump sum benefit is paid and/or monthly benefit is started

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The meeting adjourned at 3:45 p.m.

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