

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, JANUARY 4, 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(e).

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
JP Harris, Alternate Trustee

- I. CALL TO ORDER
- II. APPROVAL OF MINUTES
 - A. Approval of the Minutes of the Regular Meeting of December 7, 2022

III. 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.)

IV. 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)

V. 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.)

VI. 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.)

VII. GOOD OF THE ORDER

(For Information 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 *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 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

WEDNESDAY, DECEMBER 7, 2022, 12:50 P.M. – 1:35 P.M.

This meeting was conducted by the Operations Oversight Committee both in person and by teleconference under the Governor's Executive Order No. N-29-20.

COMMITTEE MEMBERS

PRESENT: Alan Bernstein, Chair
Herman B. Santos, Vice Chair
Keith Knox
Antonio Sanchez
JP Harris, Alternate

ALSO ATTENDING:

BOARD MEMBERS AT LARGE

Vivian H. Gray
Shawn R. Kehoe
Wayne Moore
Les Robbins

STAFF, ADVISORS, PARTICIPANTS

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
Bob Schlotfeldt, CISO
Kathy Delino, Interim Chief Information Technology Officer
Summy Voong, Interim Assistant Systems Division Manager
Bernie Buenaflor, Chief, Quality Assurance & Metrics Division
Ted Granger, Interim Chief Financial Officer

The meeting was called to order by Chair Bernstein at 12:50 p.m.

I. APPROVAL OF THE MINUTES

A. Approval of the minutes of the regular meeting of November 2, 2022

Mr. Knox made a motion, Mr. Sanchez seconded, to approve the minutes of the regular meeting of November 2, 2022. The motion passed unanimously.

II. PUBLIC COMMENT

III. NON-CONSENT ITEMS

A. Recommendation as submitted by Steven P. Rice, Chief Counsel: That the Operations Oversight Committee (OOC) discuss and provide input on the implementation process for the AB 2449 teleconference meeting procedures that may be used in preparing a policy for consideration by the Board of Retirement at a future meeting. (Memorandum dated November 28, 2022)

Mr. Bernstein made a motion, Mr. Knox seconded, to refer this item to the full Board for the January meeting to be agendaized for discussion and consideration. The motion passed unanimously.

IV. REPORTS

A. LACERA Operations Briefing
Luis Lugo, Deputy Chief Executive Officer
JJ Popowich, Assistant Executive Officers
Laura Guglielmo, Assistant Executive Officer

The Executive team presented the monthly briefing for information only and was available to answer questions from the Committee.

- Public Records Request Update
- Report of Felony Forfeiture Cases Processed

IV. REPORTS (Continued)

- B. FY 2022-23 Hiring Plan
Laura Guglielmo, Assistant Executive Officer
(Presentation)

Ms. Guglielmo provided a brief presentation and answered questions from the Committee.

- C. Fiscal Year 2021-2022 Financial Review
Ted Granger, Interim Chief Financial Officer
Michael Huang, Accounting Officer II
Ervin Wu, Interim Accounting Officer II
(For Information Only)

Mr. Granger was available to answer questions from the Committee.

- D. Annual Quality Assurance Audit Report
Bernie Buenaflor, Chief, Quality Assurance & Metrics Division
(For Information Only)

Mr. Buenaflor was available to answer questions from the Committee.

V. 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.

VI. 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.)

There was nothing to report

VII. GOOD OF THE ORDER

(For information purposes only)

VIII. 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, Chief Information Security Officer Bob Schlotfeld, and Other LACERA Staff.

IX. ADJOURNMENT

The meeting adjourned at 1:35 pm.

***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.**

FOR INFORMATION ONLY



Operations Briefing Report

January 4, 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: 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.	<u>2022 OPEB – Annual Valuation</u> The July 1, 2022, OPEB Valuation Report is in progress. Milliman sent over, and LACERA staff completed, the annual information request. Systems prepared and transmitted the year-end member census data to Milliman. LACERA is monitoring the project timeline while Milliman is completing the valuation process. Milliman requested, and staff provided, some additional information regarding employer OPEB funding policies, financial data, and investment return information. Staff will present the annual healthcare insurance premium renewals to the Board of Retirement in March 2023. Milliman will use this updated insurance plan cost			



<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>information as part of the valuation calculations. Milliman will present the final OPEB Valuation Report to the Board of Retirement in August 2023.</p>
--	--

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
		MOG	Benefits	08/01/2020
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 outside of normal working hours. The</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> <p>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</p>			



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.

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	
	12/31/2022	
Row Labels (Type, Status, Detail, Outstanding)	Count	%
Pending Notification (Staff Reviewing and Processing)	869	5.2%
Active	055	01.1%
Retired	121	2.9%
Deferred/Inactive	0	0.0%



	Deceased	43	1.2%
	Other – *Active/Ex-ceptions	625	0.0%
	Withdrawn	0	0.0%
	Completed	3,984	94.4%
	Active	2965	70.3%
	Retired	743	17.6%
	Deferred/Inactive	149	3.5%
	Deceased	0	0.0%
	Withdrawn	56	1.3%
	Not affected	56	1.3%
Grand Total	4,220	100%	

***Alameda Project – Active Members:** In addition to the 286 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.

	Type	Project Sponsor	Start Date	Target Date
Project / Issue Title Brief Description	BSG	Financial & Accounting Services Division	May 2022	December 2022
	Project Lead(s): Ted Granger			
	On Schedule			
Annual Financial Statement Preparation and Audit:	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			



<p>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>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.</p> <p>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. LACERA is on track to submit the Audited Financial Statements (AFS) to Los Angeles County after the Audit Committee meeting. LACERA staff presented the annual financial review which includes LACERA’s financial results for the fiscal year ended June 30, 2022, to the Operations Oversight Committee at their December meeting.</p> <p>FASD is currently working with Communications to prepare the next version of this report, which is 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 expects to complete and distribute the ACFR at the end of December.</p> <p>FASD worked with Communications to complete the Popular Annual Financial Report (PAFR) which is a pamphlet style document that is an abbreviated version of the ACFR. The PAFR will be mailed out to all members with the December 2022 newsletters.</p>
---	---

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			
Call Center Improvements: Phase VII – Voice Authentication – AI Assisted Validation	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			



Using AWS voice chat and voice authentication services to validate a member/survivor prior to speaking to a Specialist.

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.

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.

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.

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.

The team has opted to push development meetings to the beginning 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 March Madness peak.



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	Strategic	Executive (MOG/BSG)	08/24/2022	05/24/2023
	Project Lead(s): JJ Popowich, Luis A. Lugo, & Iveta Brecko (PM)			
On Schedule				
<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, 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 implementation for Disability Retirement is 46% complete. We are in the last 6th sprint. Major functionality is in place, and we are finalizing a few outstanding items. LACERA technology team completed changes to the document capture software to save incoming documents in pdf format vs tiff. This planned change was accelerated to accommodate Sol architecture. Other changes completed by LACERA technology team include:</p> <ul style="list-style-type: none"> Secure servers for Sol access to LACERA member data and document images Single Sign on to Sol is integrated with LACERA Active Directory Integrated email channels are created for Sol users Member data search from Sol is enabled Case documents archival in FileNet P8 <p>: Technical tasks in progress</p> <ul style="list-style-type: none"> SharePoint site to store working documents Online Disability Application data delivery to Sol Case status update for Workspace users <p>Disability Litigation functional requirements document has been completed and is being reviewed. Right now, we are in Sprint one. Initial case and workflow configuration has been completed.</p>			



	Benefits workgroups have been conducting work sessions to crystallize the First Payment process before functional requirements documentation sessions start in January. The start of the First Payment phase was pushed forward two weeks, because of the holiday time. The new First Payment phase start date is 1/31/2023. The go-live date is unaffected and is 05/18/2023.
--	--

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 January 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> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="3" style="background-color: #cccccc;">COLA Bank: Retroactive Payment Project</th> </tr> <tr> <th style="text-align: center;">Status (As of 10/31/22)</th> <th style="text-align: center;">Number</th> <th style="text-align: center;">Percentage</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Completed</td> <td style="text-align: center;">8,511</td> <td style="text-align: center;">88%</td> </tr> <tr> <td style="text-align: center;">In-Process</td> <td style="text-align: center;">1,161</td> <td style="text-align: center;">12%</td> </tr> <tr> <td style="text-align: center;">Grand Total</td> <td style="text-align: center;">9,672</td> <td style="text-align: center;">100%</td> </tr> </tbody> </table>			COLA Bank: Retroactive Payment Project			Status (As of 10/31/22)	Number	Percentage	Completed	8,511	88%	In-Process	1,161	12%	Grand Total	9,672	100%
COLA Bank: Retroactive Payment Project																		
Status (As of 10/31/22)	Number	Percentage																
Completed	8,511	88%																
In-Process	1,161	12%																
Grand Total	9,672	100%																

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				
<p>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>	<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>On December 12, 2022, the LACERA Budget team and key partners met with the Questica Project Manager to review and provide understanding of the LACERA budget process and to begin a high-level review of the Questica system. Regular meetings have been scheduled bi-weekly between LACERA staff and Questica to work through the steps of the project plan provided by Questica.</p>			



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	BSG	Administrative Services	03/01/2022	03/01/2023
	Project Lead(s): Celso Templo & Michael Dozier (PM)			
On Schedule				
<p>Enterprise Contract Lifecycle Management (ECLM) Solution: 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.</p>	<p>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 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.</p> <p>The LACERA and Cobblestone Legal Teams completed several reviews of the ECLM Contract and approved the changes needed and redlines from both parties. In addition, the Cobblestone Accounting and Sales team signed off on the proposed LACERA recommendations and changes to formalize the ECLM Contract. Consequently, on December 12, 2022, LACERA’s Executive Sponsors and Primary Stakeholders signed the contract, including the associated contract forms. The following are the upcoming tasks and activities for the ECLM Project Team:</p> <ul style="list-style-type: none"> • Procurement of the ECLM Project In Progress • Cobblestone Formal Project Kickoff and Stakeholders Greeting • Assembling of the SCRUM Team Subject Matter Experts • Cobblestone Discovery and Assessment of LACERA’s Current Contract State 			



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
		EXEC	Executive (MOG)	10/01/2022
Project Lead(s): Cynthia Martinez				
On Schedule				
<p>Member Experience: Celebrating a Lifetime of Public Service</p> <p>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>	<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 is currently discussing the structure of the project and drafting a project charter. We expect a kickoff meeting in early January to put the project into motion.</p>			

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
		Strategic	Executive (MOG)	01/01/2013
Project Lead(s): JJ Popowich & Lynn Francisco				
Pushed Back				
<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</p>	<p>The team focusing on this project have 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>The Auditor-Controller (AC) provided a file format for testing purposes in October of 2022. Subsequently, after verifying the file format and structure, we requested the AC to provide a data file with actual data for further User Acceptance Testing (UC). The AC has advised LACERA that they will not be able to provide any</p>			



under PEPR. In order to accurately calculate a member's benefit, these non-pensionable compensation items need to be filtered out.

further files for testing until after the first of year (2023) due to their year-end commitments.

We will look to schedule a meeting with the Auditor-Controller (Arlene Barrera) in January 2023, in hopes of getting the department to reprioritize this initiative and continue to stress the importance of resolving this issue. Until resolved, LACERA is unable to provide PEPR members with accurate annual benefit statements and on-demand retirement benefit estimates.

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date										
		Strategic	Disability Retirement Services (MOG)	05/04/2021	02/23/2023									
Project Lead(s): Tamara Caldwell & Kathy Delino														
On Schedule														
<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>	<p>The online application was deployed to LACERA membership on September 8, 2022. After submitting their application, members are provided with a link to a member experience survey. Staff will monitor survey responses and application activity to collect data concerning functionality and member experience 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 12/14/22</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Applications In Process*</td> <td style="text-align: center;">47</td> </tr> <tr> <td>Applications completed and submitted</td> <td style="text-align: center;">11</td> </tr> <tr> <td>Application Cancelled – No Activity</td> <td style="text-align: center;">12</td> </tr> <tr> <td>Total since deployment</td> <td style="text-align: center;">70</td> </tr> <tr> <td>Total surveys completed**</td> <td style="text-align: center;">11</td> </tr> </table> <p style="text-align: center;">*Application was started but required elements still pending **Survey results will be shared as more data becomes available</p>				Applications In Process*	47	Applications completed and submitted	11	Application Cancelled – No Activity	12	Total since deployment	70	Total surveys completed**	11
Applications In Process*	47													
Applications completed and submitted	11													
Application Cancelled – No Activity	12													
Total since deployment	70													
Total surveys completed**	11													



Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
		RHC	Exec	March 2021
Project Lead(s): Santos H. Kreimann & Luis A. Lugo				
Delayed				
Retiree Healthcare Administration: Lifetime Maximum Benefit Project	<p>As of December 2022, the County CEO's office has convened a workgroup to discuss a potential solution to address the LMB and other county related benefits. The County CEO's office has invited LACERA staff to participate in a workgroup. The workgroup is expected to meet in January 2023.</p> <p>Once details of a solution are shared, LACERA will provide the Board of Retirement (BOR) with a report back.</p>			

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
		Strategic	Exec (MOG)	07/01/2022
Project Lead(s): Kevin Hawkins				
On Schedule				
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>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. Members were also advised that LACERA will continue to use and support the current version of the W-4P form and will not accept any 2022 forms submitted before we transition to using the 2022 form exclusively. We are notifying members via a cover letter that accompanies the tax forms that they must submit the 2021 form to LACERA by the end of 2022 			



	<p>in order for us to accept it, and if they cannot meet the deadline, they must submit the 2022 form in 2023.</p> <ul style="list-style-type: none"> • A Q & A section was added to LACERA.com (also accessible through My LACERA) to explain how LACERA is adjusting the new withholding guidance. <p>Systems has finalized programming of our pension administration system (Workspace) required to support new tax withholding election rules. Designated staff have recently been granted access to use the updated Workspace W-4P data entry function in a test environment. The design of the new electronic W-4P interface for My LACERA is set and it has been reviewed by our external tax counsel for compliance.</p>
--	---

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				
<p>Travel/Expense/P2P Software: LACERA has procured “Certify” software created by Emburse, an accounts payable automation and expense management provider.</p>	<p><u>Accounts Payable Module</u> Staff resumed implementation of Certify’s accounts payable “core” tool. Staff held discussions with the vendor to determine electronic payment methods, review and sign associated legal agreements, and establish electronic connections with LACERA’s bank accounts. Staff is working with Certify to establish and optimize LACERA’s processes within the software workflow. In addition, staff is helping Certify initiate the software by setting up users, vendors, electronic payment methods, and developing approval processes. Throughout this process, staff will continue to evaluate the software product to ensure it meets LACERA’s needs and requirements.</p> <p>The accounts payable module includes a streamlined procurement and payables process that leverages optimized character recognition to reduce manual data</p>			



entry. With Certify, LACERA may also make vendor payments via ACH, virtual credit cards or checks generated by Certify. This project strategically aligns with Systems' goal of upgrading the technology of the organization and will replace the manual process with the latest technology.

Travel and Expense Module

Staff has implemented a soft pause for the Certify travel and expense report management software. There are some internal processes that require additional review and consideration. Staff is using Microsoft SmartSheets to implement the travel and training approval processes. Systems is developing Smartsheet solutions for Human Resources' Training and Employee Development unit that will be synchronized with the travel software implementation. In addition, staff needs to devote additional time to reviewing the travel booking software provided through Certify which includes understanding hidden fees and how to apply the tool for group events.



• 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
	Strategic	Exec (MOG)	02/28/2022	12/31/2022
	Project Lead(s): JJ Popowich & Cynthis Martinez			
	On Schedule			
<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. The team expects to meet in January to discuss the plans and our next steps to move this project forward.</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</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>			



LACERA does not currently offer an Annual Benefit Statement (ABS) for PEPRA members.

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	Strategic	Exec (MOG)		TBD
	Project Lead(s): Allan Cochran & Vanessa Gonzalez			
	Pushed Back			
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>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 will be re-evaluating the project and assessing where we are and what the next steps are. However, due to limited staffing and the need to focus on reducing member wait time in our call centers, this project continues to remain on hold.</p>			

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	Operations	Exec (MOG)	June 2021	TBD
	Project Lead(s): JJ Popowich			
	Delayed			
Retroactive Payroll Adjustments: Prospective Correction 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	<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>			



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.

We 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.



• 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
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.	BSG	Financial & Accounting Services Division	July 2021	August 2022
	Project Lead(s): Ted Granger			
	Completed			
<u>2021 OPEB – Annual Valuation</u> 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.				

Project / Issue Title	Type	Project Sponsor	Start Date	Target Date
-----------------------	------	-----------------	------------	-------------



Brief Description	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	CStart Date	Target Date
		BSG	Administrative Services	April 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>
--	---

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date
	<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>	MOG	Exec (MOG)	06/01/2022
<p>Project Lead(s): JJ Popowich & Cookie Jaranilla (PM)</p>				
<p>Completed</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 a 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>			



	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 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.
--	--

Project / Issue Title Brief Description	Type	Project Sponsor	Start Date	Target Date	
		BSG	Exec (BSG)	01/2021	06/2022
	Project Lead(s): Summy Vong				
	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	
		MOG	Exec	08/01/2022	08/02/2022
	Project Lead(s): Allan Cochran				
	Completed				
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>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>
--	--

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</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			



been working hard to ensure a smooth return to the office for LACERA's staff.

several staff to adjust the ergonomic configurations on their workstations as needed.

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.

DATE RECEIVED	REQUESTER	DOCS REQUESTED
11-15-22	F. Ennis, Proton	<p>Request: Copy of LACERA's current placement agent disclosure policy, placement agent disclosures in connection with CapMan Nordic Real Estate II, all disclosure made at any time by CapMan Nordic Real Estate II regarding activities of placement agents for fund or amounts paid to placement agents.</p> <p><i>Transmitted 2 documents.</i></p> <p><i>On November 17, 2022, via email, Legal transmitted 3 Responsive documents shown below.</i></p> <p><i>Placement Agent Modified Disclosure Form 2020 NP updated, Wren Latest BD and CapMan Wren PA Disclosure 4.18.17 Final.pdf.</i></p>
11-15-22	V. Sayas, with. Intelligence	<p>Request: Copies of records relating to fund presentation for Clear Sky Advisors.</p> <p><i>On November 21, 2022, Requestor was sent, via email, advised that response would be provided by December 2, 2022, due to office Holiday closure.</i></p> <p><i>On November 30, 2022, Requestor was notified via email that responsive records are due diligence materials and are exempt from disclosure under CA Gov. Code §6254.26(a).</i></p>
11-16-22	B. Campbell, with. Intelligence	<p>Request: Information from investments pools relating to performance of all hedge funds/absolute return funds LACERA invests in for Q2 2022. Approximately 27 funds.</p> <p><i>On November 21, 2022, Requestor was advised, via email, that responsive documents were expected to be provided by November 30, 2022.</i></p> <p><i>Transmitted 1 document.</i></p> <p><i>On November 30, 2022, via email, the responsive document listed was sent. FOIA Request HF – Q2 2022 Data.xlsx.</i></p>
11-17-22	J. Solanki, Pitchbook	<p>Request: Updated quarterly performant data for alternative asset holdings for Q3 2022.</p> <p><i>On November 17, 2022, via email, response was sent to Requestor stating that Q3 2022 report is not completed. Reports typically lag 3-4 months from end of the quarter. Advised to check back at Q4 2022.</i></p>

DATE RECEIVED	REQUESTER	DOCS REQUESTED
11-22-22	C. Boylan, with. intelligence	Request: Share 2023 real assets/infrastructure pacing plan if approved any other documentation related to the investment process. <i>On December 7, 2022, via email, Requestor was informed that LACERA does not have any responsive records to his request. The BOI have not approved this item yet.</i>
11-22-22	J. Wu, Klear.ai	Request: Score sheets for RFP and Demo presentations for LACERA's Case Management RFP – Phase 1 <i>On November 30, 2022, via email, Requester was sent notice that IT would send access instructions to FRP SharePoint Site. Notified records of DEMO presentations are made through NDAs.</i> <i>On November 30, 2022, via email, IT sent to Requester the link to the SharePoint Site.</i>
11-29-22	B. Scott, S&P Global Market Intelligence	Request: Most recent and complete portfolio of LACERA investment portfolio holdings. Also requesting names of external managers responsible for assets and managed positions. <i>Transmitted 1 document.</i> <i>On December 7, 2022, via email, responsive document listed was sent. Public Markets Holdings Report – 2022-11-30.xlsx.</i>
12-08-22	C. Siverson, Fire, LA County and 5 others Fire, LA County Recipients	Per monthly request: <i>Sent on December 7, 2022, via email the link for: Board of Retirement Meeting of December 7, 2022, Benefit Approval List.pdf.</i>
12-08-22	H. Ahaiwe, HR, LA County	Per monthly request: <i>Transmitted 1 document.</i> <i>Sent on December 8, 2022, via email: MonthlyAgenda.csv for November 2022.</i>
12-08-22	LA County Sheriffs Department and 3 others at LA County Sheriffs Department Recipients	Per monthly request: <i>Transmitted 2 documents.</i> <i>Sent, on December 8, 2022, via email: Monthly Agenda Reports for Sheriff Department Listing and Fire Department listing each dated December 7, 2022.</i>

DATE RECEIVED	REQUESTER	DOCS REQUESTED
12-14-22	M. E. Blackmar, Stockbridge	Request: Records of BOI December 14, 2022, meeting. <i>On November 14, 2022, via email, Requester was given link and informed that LACERA posts its recordings to YouTube page within 24 hours after the meeting at LACERA – YouTube.</i>

REPORT OF FELONY FORFEITURE CASES PROCESSED

December 27, 2022

#	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			PEND		
61	SHEPOS	THOMAS	CEO					DELAY: CD		
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.