

# 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 Board orally and in writing. To provide Public Comment, please visit the above link and complete the request form.

**Attention:** If you have any questions, you may email [PublicComment@lacera.com](mailto:PublicComment@lacera.com).

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, MAY 6, 2026\*\*

*This meeting will be conducted by the Operations Oversight Committee and Board of Retirement both in person and by teleconference under California Government Code Sections 54953.8.3.*

*Any person may view the meeting in person at LACERA's offices or online at <https://LACERA.gov/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:

Nancy M. Durazo, Chair  
Wayne Moore, Vice Chair  
Bobbie Fesler, Trustee  
Aleen Langton, Trustee  
David Ryu, Alternate Trustee

- I. CALL TO ORDER
- II. PROCEDURE FOR TELECONFERENCE MEETING ATTENDANCE UNDER SB 707
  - A. Just Cause (Section 54953.8.3)
  - B. Statement of Persons Present at SB 707 Teleconference Locations

III. APPROVAL OF MINUTES

A. Approval of the Minutes of the Regular Meeting of April 1, 2026

IV. PUBLIC COMMENT

(Members of the public may address the Committee orally and in writing. To provide Public Comment, you should visit <https://LACERA.gov/leadership/board-meetings> and complete the request [form](#).

If you select oral comment, we will contact you via email with information and instructions as to how to access the meeting as a speaker. You will have up to 3 minutes to address the Committee. Oral comment requests 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 within the form 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.gov](mailto:PublicComment@lacera.gov).)

V. NON-CONSENT ITEMS

A. **Request for Consideration and Recognition of SEIU Local 721 Retirees Committee as a Recognized Retiree Organization**

Recommendation as submitted by Cynthia Martinez, Chief, Communications: That the Operations Oversight Committee recommend the Board of Retirement recognize Service Employees International Union (SEIU) Local 721's Los Angeles County Retirees Committee as a *Recognized Retiree Organization* pursuant to Government Code Section 31471.5 of the County Employees Retirement Law of 1937 (CERL), and authorize staff to proceed with any remaining administrative and onboarding requirements under the Agency Deduction Program. (Memo dated April 16, 2026)

VI. REPORTS

A. **Operations Briefing**

JJ Popowich, Assistant Executive Officer

Kathy Delino, Chief, Information Technology

Joe Shiuan, Information Technology Manager II

(Presentation)

B. **Privacy Incidents: Personally Identifiable Information (Monthly)**

Chaitanya Errande, Information Security Officer

(For Information Only) (Memo dated April 10, 2026)

VII. 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.)

VIII. 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.)

IX. GOOD OF THE ORDER

(For Information Purposes Only)

X. 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](http://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.gov](mailto:PublicComment@lacera.gov), but no later than 48 hours prior to the time the meeting is to commence.***

MINUTES OF THE 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

11:38 A.M. – 12:40 P.M., WEDNESDAY, APRIL 1, 2026

This meeting was conducted by the Operations Oversight  
Committee both in person and by teleconference under California  
Government Code Section 54953.8.3.

COMMITTEE TRUSTEES

PRESENT: Nancy M. Durazo, Chair  
Wayne Moore, Vice Chair  
Aleen Langton, Trustee  
Bobbie Fesler, Trustee  
*(Teleconference Due to Just Cause under Section 54953.8.3)*

ABSENT: David Ryu, Alternate Trustee

OTHER BOARD OF RETIREMENT TRUSTEES

Jason E. Green, Alternate Trustee  
*(Teleconference Due to Just Cause under Section 54953.8.3)*

Lisa Proft, Alternate Ex-Officio

## STAFF, ADVISORS AND PARTICIPANTS

Luis A. Lugo, Chief Executive Officer

JJ Popowich, Assistant Executive Officer

Steven P. Rice, Chief Counsel

Kathy Delino, Chief, Information Technology

Chaitanya Errande, Information Security Officer

Joe Shiuan, Information Technology Manager II

Tamara Caldwell, Division Manager, Disability Retirement Services

Francis Boyd, Sr. Staff Counsel

Cookie Jaranilla, Information Technology Specialist II

Ervin Wu, Accounting Officer I

### I. CALL TO ORDER

This meeting was called to order by Chair Durazo at 11:38 a.m.

### II. PROCEDURE FOR TELECONFERENCE MEETING ATTENDANCE UNDER SB 707

A. Just Cause (Section 54953.8.3)

B. Statement of Persons Present at SB 707 Teleconference Locations

A physical quorum of the Committee was present at the noticed meeting location. There was one request received from Trustee Fesler related to a physical condition under Section 54953.8.3(c)(3) and one request received from Trustee Green related to child care under Section 54953.8.3(c)(1). Trustees Fesler and Green confirmed there were no individuals 18 years or older present at their teleconference locations.

III. APPROVAL OF MINUTES

A. Approval of the Minutes of the Regular Meeting of March 4, 2026

Trustee Langton made a motion, Trustee Moore seconded, to approve the minutes of the regular meeting of March 4, 2026. The motion passed by the following roll call vote:

Yes: Moore, Langton, Durazo

No: None

Abstain: Fesler

IV. PUBLIC COMMENT

There were no requests from the public to speak.

V. NON-CONSENT ITEMS

A. **Proposed Termination of Disability Retirement Services Approval of Service Provider Invoice Policy**

Recommendation as submitted by Tamara Caldwell, Division Manager Disability Retirement Services Division: That the Operations Oversight Committee: 1. Recommend that the Board of Retirement rescind the current Disability Retirement Services Approval of Service Provider Invoice Policy, which requires Board preapproval for invoices exceeding \$15,000, per member/case, per vendor; and 2. Replace individual invoice approvals with quarterly reporting to the Board of Retirement of all invoices that exceed \$30,000 or another amount as determined by the Board. (Memo dated March 2, 2026)

Trustee Langton made a motion, Trustee Moore seconded, to approve staff recommendation. The motion passed by the following roll call vote:

Yes: Moore, Fesler, Langton, Durazo

No: None

*(The above item was handled out of order, after Item VI-A.)*

## VI. REPORTS

### A. **Operations Briefing**

Laura Guglielmo, Assistant Executive Officer  
JJ Popowich, Assistant Executive Officer  
Kathy Delino, Chief, Information Technology  
Joe Shiuan, Information Technology Manager II

The Executive team and LACERA staff presented the monthly briefing, and were available to answer questions from the Committee. This item was received and filed.

### B. **2023-2028 Quarterly Strategic Plan Update**

Luis A. Lugo, Chief Executive Officer  
JJ Popowich, Assistant Executive Officer  
Cookie Jaranilla, IT Specialist II  
Ervin Wu, Accounting Officer I  
(Presentation)

The Quarterly Strategic Plan Update was presented and staff was available to answer questions from the Committee. This item was received and filed.

### C. **Incorporating LACERA's Disability Litigation Office into the Legal Office**

Luis A. Lugo, Chief Executive Officer  
Francis Boyd, Sr. Staff Counsel  
(For Information Only) (Memo dated March 23, 2026)

Messrs. Lugo and Boyd discussed incorporating the Disability Litigation Office into the Legal Office, and were available to answer questions from the Committee. This item was received and filed.

### D. **Policy for the Procurement of Goods and Services (Discussion)**

Ricki Contreras, Administrative Services Division Manager  
Elsy Gutierrez, Supervising Administrative Assistant II  
(For Discussion Only) (Memo dated March 19, 2026)

The Policy for the Procurement of Goods and Services was presented for discussion, with staff available for questions/comments from the Committee. This item was received and filed.

VI. REPORTS (Continued)

E. **Privacy Incidents: Personally Identifiable Information (Monthly)**

Chaitanya Errande, Information Security Officer

(For Information Only) (Memo dated January 15, 2026)

This item was received and filed.

VII. 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.)

Trustee Green requested a report to the Committee regarding privacy issues with the use of AI.

Trustee Langton requested that the monthly list of upcoming conferences provide future dates farther into the year.

VIII. 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.

IX. GOOD OF THE ORDER

(For Information Purposes Only)

There was nothing to report.

X. 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 Luis A. Lugo, Assistant Executive Officers JJ Popowich, Chief, Information Technology Kathy Delino, Information Security Officer Chaitanya Errande, and Other LACERA Staff.

There was nothing to report.

XI. ADJOURNMENT

There being no further business to come before the Committee, the meeting was adjourned at 12:40 p.m.



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April 16, 2026

TO: Each Trustee

FROM: Cynthia Martinez *CM*  
Chief, Communications

FOR: May 6, 2026, Operations Oversight Committee Meeting

SUBJECT: Request for Consideration and Recognition of SEIU Local 721  
Retirees Committee as a Recognized Retiree Organization

### **RECOMMENDATION**

It is recommended that the Board of Retirement recognize **Service Employees International Union (SEIU) Local 721's Los Angeles County Retirees Committee** as a *Recognized Retiree Organization* pursuant to Government Code Section 31471.5 of the County Employees Retirement Law of 1937 (CERL) and authorize staff to proceed with any remaining administrative and onboarding requirements under the Agency Deduction Program.

### **BACKGROUND**

Service Employees International Union (SEIU) Local 721's Los Angeles County Retirees Committee is a long-standing retiree organization whose members include retired employees of several Southern California counties, a majority of which are retired Los Angeles County employees, and LACERA members. Historically, SEIU retiree members have been permitted to authorize deductions from their retirement allowances for retiree dues and related services under legacy agency deduction practices.

As part of LACERA's implementation of the updated Policy Governing Deductions for Dues and Similar Assessments from Retired Member Benefit Allowances, staff conducted a comprehensive review of legacy agencies to ensure alignment with current statutory and Board-adopted requirements. During this review, staff was unable to locate a prior formal Board action explicitly recognizing SEIU Local 721 Retirees Committee as a Recognized Retiree Organization.

This item is therefore being brought forward as a corrective and compliance-driven action to formally document Board recognition of SEIU's organization status and align historical practice with current governance standards.

## **LEGAL AUTHORITY**

Government Code Section 31471.5 defines a *Recognized Retiree Organization* as an organization in which a majority of the members are retired members of the retirement system and which the Board, upon request, has approved recognition.

Government Code Section 31452.5 authorizes the Board of Retirement to permit deductions from a retired member's benefit allowance for specified purposes, including payments to recognized retiree organizations and payments for benefit programs offered through such organizations.

In addition, the Board-adopted Policy Governing Deductions for Dues and Similar Assessments from Retired Member Benefit Allowances establishes the framework for reviewing, approving, and maintaining agency deductions, including participation thresholds, reporting requirements, and oversight controls.

## **DISCUSSION**

Following staff's request, Service Employees International Union (SEIU) Local 721's Los Angeles County Retirees Committee submitted a formal request for recognition along with comprehensive supporting documentation. Staff has reviewed the submission and determined that SEIU satisfies all statutory and policy requirements for recognition, including:

- A majority of the Los Angeles County Retirees Committee members are LACERA members (approximately 89%).
- Organizational purpose centered on representing retired members of a public retirement system.
- Governance and retiree bylaws establishing formal leadership and oversight.
- Confirmation that the organization meets the Minimum Participation Threshold required under Board policy.
- Disclosure confirming no conflicts of interest with LACERA trustees, staff, vendors, or members.
- Disclosure confirming no claims or lawsuits within the last ten years that would impact eligibility; and
- Identification of services provided to retirees that fall within the deduction categories authorized by CERL Section 31452.5.

Recognition of Service Employees International Union (SEIU) Local 721's Los Angeles County Retirees Committee does not authorize new benefits, expand deduction categories, or create additional financial obligations for LACERA. Rather, it formalizes an existing relationship and ensures that ongoing retiree deductions and communications are administered in full compliance with statutory and Board-adopted requirements.

## **IMPACT AND NEXT STEPS**

Approval of this item will:

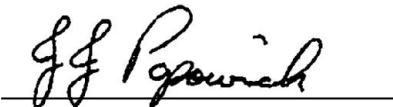
- Bring LACERA into full compliance with CERL and Board policy.
- Provide clear governance documentation for a legacy retiree organization.
- Allow SEIU to request mailing services under the Policy Governing Retired Membership Mailing Services, subject to LACERA review and cost recovery; and
- Support continued oversight and transparency as LACERA implements its Agency Deduction Program.

Upon approval, staff will complete any remaining onboarding steps, including execution of required acknowledgements and establishment of ongoing compliance reporting.

## **IT IS THEREFORE RECOMMENDED**

That the Board of Retirement recognize **Service Employees International Union (SEIU) Local 721's Los Angeles County Retirees Committee** as a Recognized Retiree Organization pursuant to Government Code Section 31471.5 and direct staff to proceed with implementation and ongoing compliance oversight consistent with Board policy.

Noted and Reviewed:



JJ Popowich

Assistant Executive Officer

## **Request for Consideration of Agency Status**

**Service Employees International Union (SEIU) Local 721 and SEIU 721 Los Angeles County Retirees Committee**

**Submitted to: Los Angeles County Employees Retirement Association (LACERA)**

### **Section 1: Organizational Overview**

#### **Organization Name**

Service Employees International Union (SEIU) Local 721  
SEIU 721 Los Angeles County Retirees Committee

#### **History and Purpose**

##### **SEIU Local 721**

SEIU Local 721 is a leading labor organization representing public sector employees across Los Angeles, Orange, Riverside, San Bernardino, Ventura, Santa Barbara, and San Luis Obispo counties. The Local was established to secure economic advantages for its members through collective bargaining, effective representation, legislative advocacy, and community engagement. Its mission includes improving wages, benefits, and working conditions while advancing social and economic justice.

##### **SEIU 721 Retirees Committee**

The Retirees Committee is a subdivision of SEIU Local 721, created to maintain ties between active and retired members. Its purpose is to keep retirees informed on economic, social, and legislative developments, encourage participation in union activities, and organize cultural and recreational events. The Committee provides a platform for retirees to remain engaged in advocacy and union life.

#### **Leadership Structure**

##### **SEIU Local 721**

Governed by an Executive Board composed of elected officers, regional representatives, and a designated Retiree Council member. The Executive Board manages the affairs of the Local in accordance with SEIU International Constitution and Bylaws.

##### **Retirees Committee**

Led by a Chair, Vice Chair, and Secretary appointed by the Local 721 President. The Leadership Group includes elected representatives from each region and members of the Retiree Council. Meetings occur quarterly and as needed to set policies and programs for retirees.

## **Membership**

SEIU Local 721 represents thousands of public sector employees across multiple counties. Membership categories include represented, associate, organizing, retired, staff, and honorary members. Retirees Committee membership is open to all retired SEIU members and their spouses/domestic partners.

## **Diversity, Equity, and Inclusion**

SEIU Local 721 bylaws prohibit discrimination based on race, creed, color, religion, sex, sexual orientation, national origin, ancestry, age, or disability. The Local promotes inclusion through committees and caucuses such as Latino, African-American, Asian Pacific Islander, Women's, and LGBTQ+ groups.

## **Financial Health**

The organization is funded through member dues and governed by strict financial oversight by the Executive Board and Finance Committee. Annual audits are conducted in compliance with SEIU International standards.

## **Relationship with Recognized Retiree Organizations**

SEIU 721 Retirees Committee seeks recognition as a Retiree Organization under LACERA guidelines. It works collaboratively with LACERA and other retiree advocacy groups to protect benefits and enhance retiree engagement.

## **Conflict of Interest Statement**

SEIU Local 721 and SEIU 721 Retirees Committee confirm that there are **no known conflicts of interest** with LACERA trustees, staff, vendors, or members. Should any potential conflict arise in the future, SEIU commits to providing full disclosure to LACERA immediately and taking all necessary steps to ensure compliance with LACERA's policies and ethical standards.

## **Insurance and Risk Management**

General liability and professional liability coverage will be provided as required by LACERA policy. Disclosure of claims and lawsuits within the last ten years will be submitted separately.

## Claims and Lawsuits Disclosure

SEIU 721 Retirees Committee hereby disclose that:

- There have been **no claims or lawsuits filed against SEIU 721 Retirees Committee within the past ten (10) years** that would impact the organization's ability to fulfill its obligations under LACERA's Agency Deduction Program. SEIU 721 Retiree Committee commits to full transparency and will provide supporting documentation upon request.

## Section 2: Services Intended for LACERA Members

### Overview

SEIU Local 721 and its Retirees Committee provide a comprehensive range of services designed to support LACERA members throughout their careers and into retirement. These services focus on advocacy, education, health and wellness, and community engagement.

### Service Categories and Description

Category	Description
Advocacy & Representation	Legislative and political action to protect pensions, healthcare, and retirement security.
Health & Wellness	Access to supplemental insurance plans (dental, vision, life, accident, critical illness).
Education & Information	Webinars, newsletters, and alerts on benefit changes, legislation, and retiree issues.
Social & Cultural Engagement	Events such as luncheons, cultural outings, and networking opportunities for retirees.
Discount Programs	Exclusive member discounts on travel, dining, entertainment, and everyday essentials.

### Deduction Types

Category	Deduction Type	Purpose
Category 2	Payment to recognized retiree organization	Membership Dues

### Contact Information

Myran Cotton, Chair  
SEIU 721 Retirees Committee  
Phone: 213-359-0059  
Email: [Myran.Cotton@SEIU721.org](mailto:Myran.Cotton@SEIU721.org)



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

2/26/2026

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Marsh & McLennan Agency LLC Marsh & McLennan Ins. Agency LLC 1 Polaris Way #300 Aliso Viejo CA 92656	<b>CONTACT NAME:</b> Valerie Barney <b>PHONE (A/C, No, Ext):</b> 949-541-1099 <b>E-MAIL ADDRESS:</b> Valerie.Barney@marshmma.com	<b>FAX (A/C, No):</b>	
	<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
<b>INSURED</b> SEIU Local 721, CTW-CLC 1545 Wilshire Blvd Los Angeles CA 90017	License#: 0H18131 SEIULOCAL4	<b>INSURER A:</b> Travelers Property Casualty Co of Amer <b>INSURER B:</b> <b>INSURER C:</b> <b>INSURER D:</b> <b>INSURER E:</b> <b>INSURER F:</b>	25674

**COVERAGES**

CERTIFICATE NUMBER: 351453286

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			6309X536228	5/1/2025	5/1/2026	EACH OCCURRENCE	\$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 300,000
							MED EXP (Any one person)	\$ 10,000
							PERSONAL & ADV INJURY	\$ Excluded
							GENERAL AGGREGATE	\$ 2,000,000
							PRODUCTS - COMP/OP AGG	\$ 2,000,000
								\$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY			BA9M665912	5/1/2025	5/1/2026	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
							BODILY INJURY (Per person)	\$
							BODILY INJURY (Per accident)	\$
							PROPERTY DAMAGE (Per accident)	\$
								\$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 0			CUPB2546671	5/1/2025	5/1/2026	EACH OCCURRENCE	\$ 15,000,000
							AGGREGATE	\$ 15,000,000
								\$
A	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N <input type="checkbox"/> N/A	UB4W093999	3/1/2025	3/1/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER	
							E.L. EACH ACCIDENT	\$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	\$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
 RE: Evidence of coverage

**CERTIFICATE HOLDER****CANCELLATION**

Los Angeles County Employees Retirement Association  
 300 N Lake Ave  
 Pasadena CA 91101

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Valerie Barney

## **Minimum Participation Threshold (MPT) Compliance Statement**

### **Policy Reference:**

In accordance with the *Policy Governing Deductions for Dues and Similar Assessments from Retired Member Benefit Allowances* (approved by the LACERA Board of Retirement on March 5, 2025), organizations requesting Agency status must meet the **Minimum Participation Threshold (MPT)**. The policy defines MPT as follows:

*“A minimum number of members who have agreed to authorize deductions from their benefit allowance for any one Agency. The organization must have a minimum of 100 LACERA members who have executed a Deduction Authorization Agreement (DAA). The MPT can be waived by action of the Board of Retirement on a per-agency basis.”*

### **SEIU Local 721 and SEIU 721 Retirees Committee Compliance:**

SEIU Local 721 and its Retirees Committee confirm that they meet the MPT requirement as outlined in the policy. Specifically:

- **Number of Authorizations:** SEIU has obtained **2,661 Deduction Authorization Agreements (DAAs)** from LACERA members, exceeding the minimum threshold of 100 required by the Board of Retirement policy.
- **Verification:** A detailed list of members who have executed DAAs will be provided to LACERA staff for review and verification as part of the Agency Deduction Program onboarding process.
- **Ongoing Compliance:** SEIU will maintain compliance by submitting quarterly Agency Deduction Compliance Reports, as required by the policy, and will promptly update LACERA regarding any changes in member participation.

### **Statement of Assurance:**

SEIU Local 721 and SEIU 721 Retirees Committee affirm their commitment to uphold all requirements under the *Policy Governing Deductions*, including maintaining the Minimum Participation Threshold and adhering to all reporting and audit obligations.



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# Operations Briefing

Operations Oversight Committee

May 2026



01

## Operational Initiatives

16 organization-wide projects spanning infrastructure, member services, compliance, and technology modernization

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02

## Strategic Plan Initiatives

5 technology projects aligned to LACERA's strategic goals

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03

## IT Trends & AI Update *(Presentation)*

Highlighting Systems Internship Program, Artificial intelligence landscape, LACERA's current AI applications, projects in development, and the future pipeline



**21**

Total Projects

**15**

On Track

**6**

Pending / On Hold

**\$3.98M**

FY 25-26 Budget

## Upcoming Initiatives

**May 2026**

PEPRA Final Average Compensation (FAC): Scheduled Earnings, SASE Phase II

**Jun 2026**

COLA Bank, LERT, Microfiche Digitization, Member Experience Communication

**Aug 2026**

Legal Matter Management (LMM)

**Sep 2026**

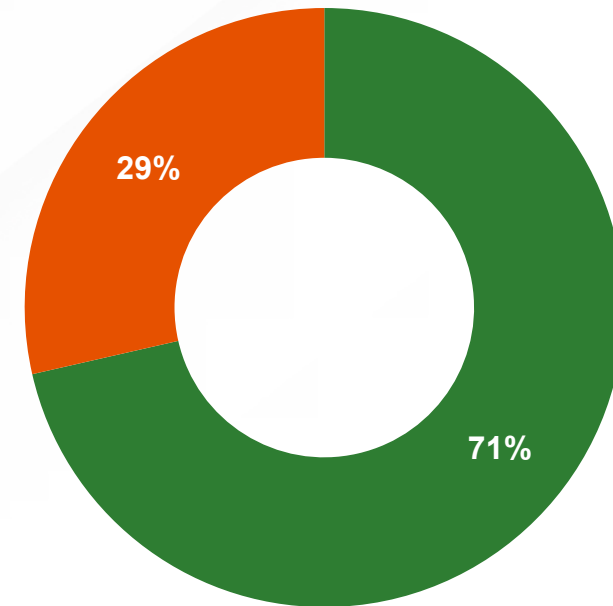
Member Experience Communication

**Nov 2026**

Case Management (Sol) Phase 2

**Dec 2026**

Disability Retirement AI, PEPRA Annual Benefit Statement (ABS), Project Portfolio Management



■ On Track    ■ Pending / On Hold



# Operational Initiatives

Organization-Wide Projects · 16 Active Initiatives



## Boardroom Relocation and Expansion

On Track · Planning

*Relocation of the Boardroom from the 8th Floor to the ground floor of Gateway Plaza.*

**Update:** Facilities and AV teams coordinating with Office of the Building on AV requirements and space plans. Pending building permits.

Budget: \$700,000 | Target: March 2027 | Ricki Contreras, Division Manager

## COLA Bank Retroactive Changes

On Track · Execution

*Board of Retirement approved corrections to the COLA Accumulation Bank, involving retroactive corrections, recalculating benefit allowances, and paying members retroactive benefits.*

**Update:** Team has reviewed all cases. Retroactive benefits issuance began the week of March 30, 2026. The team has issued 374 retroactive payments to date.

Target: June 2026 | Louis Gittens, Division Manager

## CoPilot Champions

On Track · Execution

*Expanding CoPilot adoption by empowering selected staff to lead adoption efforts, recommend training, and serve as peer mentors across the organization.*

**Update:** Second round of training being scheduled with division-specific use cases. Waiting to issue Amendment Purchase Order.

Budget: \$51,000 | Target: September 2028 | Penelope Rodriguez, Project Manager

## Deductions for Dues from Retiree Benefit Payments

Pending · Planning

*Policy implementation for members who elect to have dues, fees, or premium payments deducted from retirement benefits to ensure compliance with CERL Section 31452.5.*

**Update:** Future process and workflow have been completed and are awaiting final review. Upon approval, we will be working with Systems to develop the automation process for agency deductions.

Target: TBD | Louis Gittens, Division Manager



## Digital Communication Governance & Compliance

Pending · Planning

*eDiscovery solution for the Legal Office and Information Security Teams to identify, collect, and produce electronically stored information in response to legal and public records requests.*

**Update:** Proof of Concept completed successfully. Estimated cost exceeds Board-approved amount; obtained additional vendor quotes; determining next steps.

Budget: \$120,000 | Target: TBD | Alonso Favela, Project Manager

## Disability Retirement AI Solution

Pending · Planning

*Transform the document and record indexing process of the disability retirement application workflow to enhance speed, accuracy, and efficiency.*

**Update:** Finalizing detailed requirements (SOW) to initiate procurement process with Vendor Management.

Budget: \$150,000 | Target: December 2026 | Alonso Favela, Project Manager

## LACERA Event Response Team (LERT) Management Solutions

On Track · Execution

*Automate tracking of LACERA incidents and integrate ServiceNow workflow with the Pension Administration System and Emergency Notification System.*

**Update:** Final testing of member letters; technical configuration for deployment.

Target: June 2026 | Dave Choe, Project Manager

## Legal Matter Management (LMM) Solution

On Track · Execution

*Solution for the Legal Office to track and manage legal matters and integrate with Enterprise Contract Lifecycle Management.*

**Update:** In use for Public Records Requests, legal investments, and commercial contracts. Expanding to Contract Management module.

Budget: \$158,000 | Target: August 2026 | Dave Choe, Project Manager



## Mainframe System Migration

On Track · Execution

*Migration of existing pension administration mainframe functionality to modern infrastructure to enhance scalability, agility, and integration capabilities.*

**Update:** Employing AI and automated testing to optimize coding and migration activities; Deployed Direct Deposit Prenote and Plan E LTD.

Budget: \$920,000 | Target: June 2028 | Alonso Favela, Project Manager

## Microfiche Digitization

On Track · Execution

*Conversion of LACERA's 46 million pages of microfiche to searchable PDF files stored in an Enterprise Content Management System, with a subset shared with the L.A. County Auditor-Controller.*

**Update:** Mass conversion to searchable PDFs completed January. Awaiting MOU with LA County for delivery coordination.

Target: June 2026 | Tom Deluca, Project Manager

## PEPRA: Annual Benefit Statement

On Track · Execution

*Provide an Annual Benefit Statement (ABS) for PEPRA members.*

**Update:** Design requirements submitted. Systems working with Communications to resolve key business decisions before coding.

Target: December 2026 | Cynthia Martinez, Communications

## PEPRA Final Average Compensation: Scheduled Earnings

On Track · Execution

*Board of Retirement approved using Scheduled Earnings instead of Actual Earnings for calculating PEPRA member Final Average Compensation, including retroactive benefit payments.*

**Update:** All routine cases have been completed. Three outstanding complex cases are nearing completion.

Target: May 2026 | Cynthia Martinez, Communications



## Project Portfolio Management Solution

On Track · Planning

*Streamlining project selection, prioritization, and resource allocation to align with business goals and improve efficiency and decision-making.*

**Update:** Received vendor quotes; viewing vendor demos to cross reference against Requirements.

Budget: \$80,000 | Target: December 2026 | Sai Nichal Dasari, Project Manager

## SASE (Phase II)

On Track · Execution

*Implement core cloud-based networking and security features including SDWAN, Secure Enterprise Browser rollout, and Data Loss Prevention strategies.*

**Update:** Advanced features being implemented. Prisma Access Browser testing underway for Boardroom, contractors, and disaster BYOD.

Target: May 2026 | Chait Errande, Information Security

## Retroactive Payroll Adjustments: Prospective Correction

Pending · Initiation

*Collaboration with the Auditor-Controller to ensure timely and accurate collection of member payroll contributions on retroactive payroll adjustments.*

**Update:** Concerns communicated to County. Auditor-Controller plans to work with Systems to resolve.

Target: TBD | JJ Popowich, Assistant Executive Officer

## Virtual Mailroom

Pending · Initiation

*Moving document imaging services in LACERA's Document Processing Center to a third party as a permanent or business continuity solution.*

**Update:** Finalizing detailed requirements (SOW); determining procurement path.

Budget: \$150,000 | Target: TBD | Dave Choe, Project Manager



# Strategic Plan Initiatives

Technology Components of LACERA's Strategic Goals · 5 Initiatives



## Case Management (Sol) Phase 2

On Track · Planning

Strategic Priority Goal 1: Superior Member Experience – 1.3 Digital Strategy

*Extension of LACERA's Sol Case Management System to include Death Processing capabilities.*

**Update:** SOW issued early March. Active Death Case Management module development has begun.

Budget: \$260,000 | Target: November 2026 | Iveta Brecko, Project Manager

## Member Experience Communication Project (MECP)

On Track · Execution

Strategic Priority Goal 1: Superior Member Experience – 1.3 Digital Strategy

*Replace existing AWS Connect with a cloud communications service providing Omni-Channel Contact Center with native MS Teams integration.*

**Update:** This project will be divided into two phases due to delays in change management, contract reviews, and further analysis of AI functionality. Phase I covers core call center and queue management, audio/video call recording, workforce management, quality control, and a beta live Specialist chat on LACERA.gov. Phase II covers AI Agent Assist and AI chatbot features on LACERA.gov.

Budget: \$300,000 | Target: October 2026 | JJ Popowich, Assistant Executive Officer

## Employer Portal

On Hold

Strategic Priority Goal 1: Superior Member Experience – 1.3 Digital Strategy

*A secure online portal for employers to on-board LACERA members, streamlining the Sworn Statement process and granting earlier access to My LACERA self-service.*

**Update:** On hold pending prioritization and resource availability decisions.

Target: TBD | Alonso Favela, Project Manager

## Business Intelligence Initiative

On Track · Planning

Strategic Priority Goal 2: Innovation Through Technology – 2.1 Business Intelligence

*Implement a centralized, scalable BI platform leveraging Microsoft Fabric, Power BI, and Copilot to unify data sources and enable advanced analytics across all divisions.*

**Update:** Working on first set of 3 division specific dashboards; several prototypes released, under review.

Budget: \$960,000 | Target: December 2027 | Alonso Favela, Project Manager

## Enterprise Knowledge Management

On Track · Planning

Strategic Priority Goal 2: Innovation Through Technology – 2.2 Knowledge Management

*Hire a Taxonomy consultant to assist with requirements definition and RFP for a Knowledge Management System.*

**Update:** Completed initial round of vendor demos; compiling proposal scores.

Budget: \$135,000 | Target: December 2029 | Dave Choe, Project Manager



# IT Trends and Transformation

LACERA's Internship Program: Strengthening Service While Shaping Future Talent

Presented by Kathy Delino, Chief of IT



## Systems Division Internship Program

- Each internship follows a structured approach with clearly defined deliverables and measurable outcomes tied to Systems Division operational needs
- Experienced Systems staff provide dedicated mentorship, developing practical technical competencies through real project implementations rather than simulated exercises
- Interns work on priority initiatives across three IT sections engaged in the program, contributing to technology modernization, service delivery enhancement, and digital transformation efforts

### Structured Framework

Defined deliverables and timelines for accountability



### Expert Mentorship

Guidance from experienced Systems Division staff



### Project-Based Work

Initiatives tied directly to division priorities



## Why This Program Matters



### Professional Pathways

Creates structured entry points for emerging technologists into meaningful public sector careers, building the next generation of government technology leaders

Builds professional networks with experienced Systems Division staff and stakeholders across LACERA

Creates work experience with visible outcomes that are attractive to future employers



### Practical Experience

Provides hands-on learning in real-world public sector systems managing a \$75+ billion retirement fund

Develops competencies in modern technology while understanding governance and compliance requirements

Pays competitive compensation while earning practical experience



### Mutual Value Exchange

Delivers fresh perspectives and sustained deliverables to LACERA while preparing interns for professional roles through purposeful, impactful work

Advances LACERA's technology modernization while building public sector career pipelines

Produces dashboards, automation, documentation, and operational tools that remain in active use well beyond the intern's tenure.



## Program Track Record

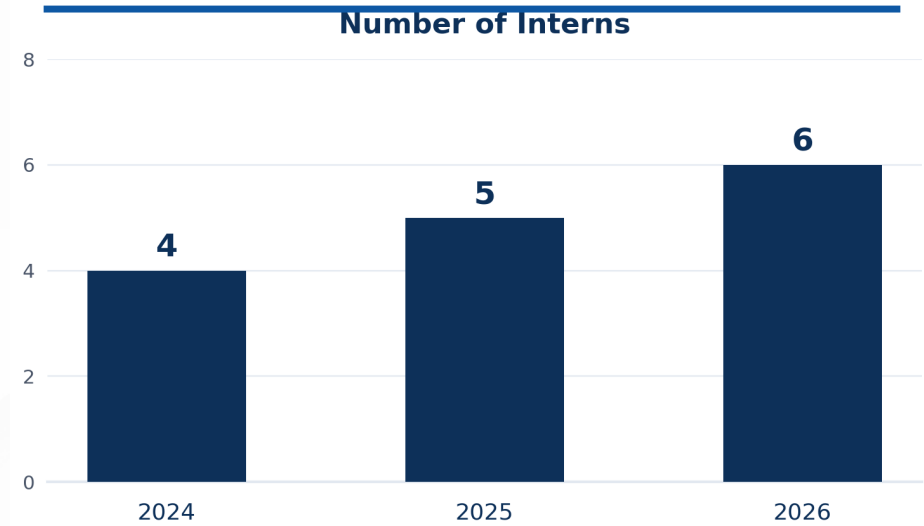
9

Emerging technologists mentored to date

6

New Interns starting June 2026

- Mentored 9 technologists developing critical technical skills and professional expertise
- Consistent growth from 4 interns in 2024 to 6 planned for 2026
- Next cohort begins June 2026, continuing commitment to technology leaders



# Internship Program



## Schools Represented



USC University of Southern California





## Intern Class of 2024 Progression

**3**

Career Placements

**1**

Academic Advancement

**100%**

Post Graduate Progression

- Class of 2024 interns transitioned to roles at LACERA, Google, and Fractal AI, demonstrating program effectiveness
- One graduate advanced to UCI Engineering, building on LACERA's foundation for academic excellence

### LACERA

Service Desk Professional at LACERA

### Google

Software engineering role at leading technology company

### Fractal

AI software engineering serving Fortune 500 healthcare clients

### UCI

Graduate studies in Computer Engineering at top tier research institution



## Intern Class of 2025 Progression

**2**

Career Placements

- 2 interns from the class of 2024 interns are transitioning to roles at LACERA, demonstrating program effectiveness
- 3 interns from the class of 2025 finishing their final semesters and preparing to graduate.

**3**

Evaluating Offers and Options

**LACERA**

Project Management Office Business Analyst  
at LACERA Service Desk Professional at LACERA



## What's Next: Intern Class of 2026

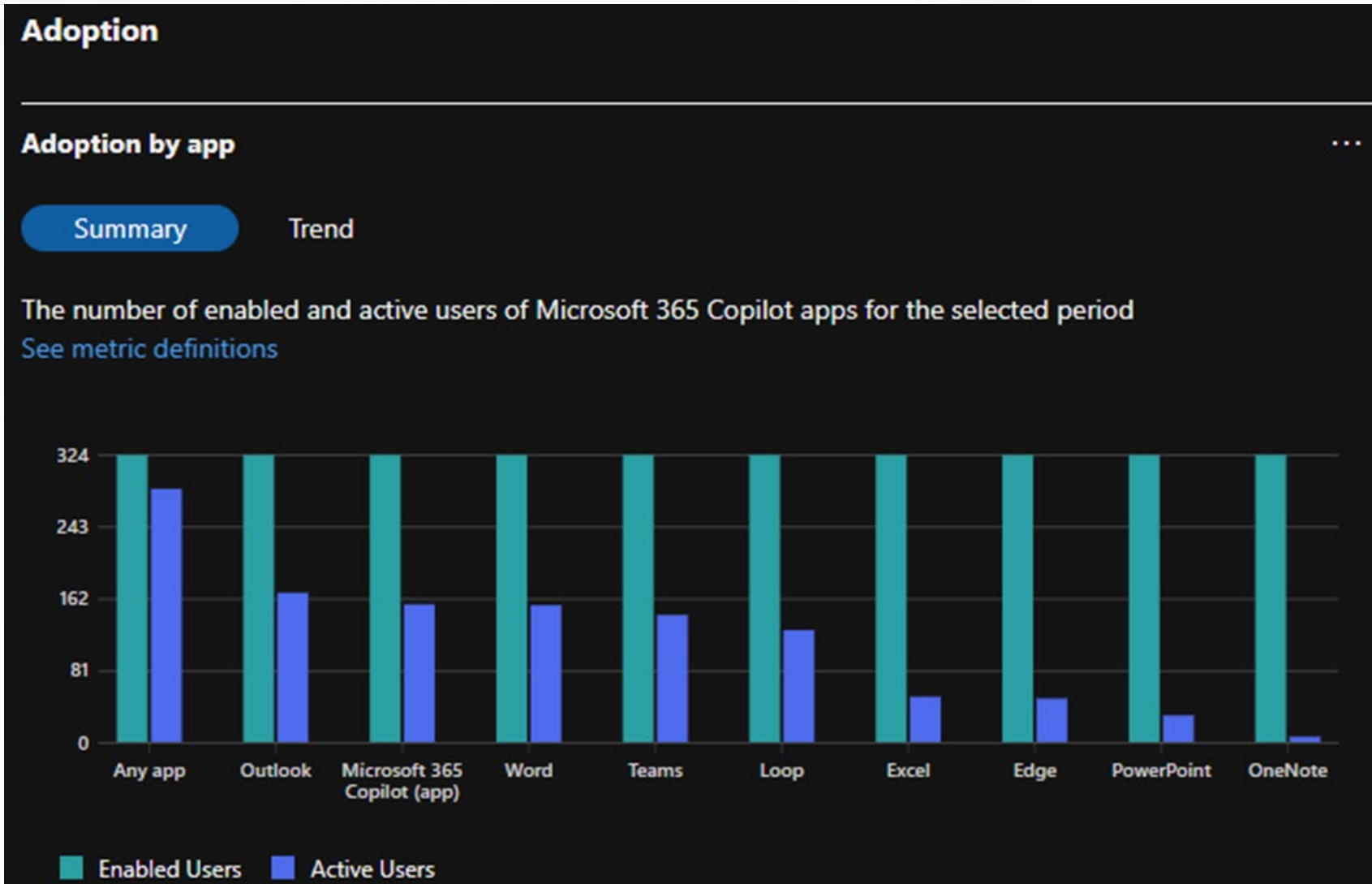
- Currently making final candidate selections for Summer 2026 cohort following comprehensive interview process with Systems Division leadership
- Planning to onboard 6 interns distributed equally across Systems Division groups, ensuring balanced support for Infrastructure, Business Solutions, and PMO priorities
- Proposed projects include Power BI data visualization, Intelligent Document Processing, MyLACERA mobile app development, ServiceNow knowledge base improvements, and AI/Copilot development





# Artificial Intelligence (AI) Update

Presented by Joe Shiuan, IT Manager II

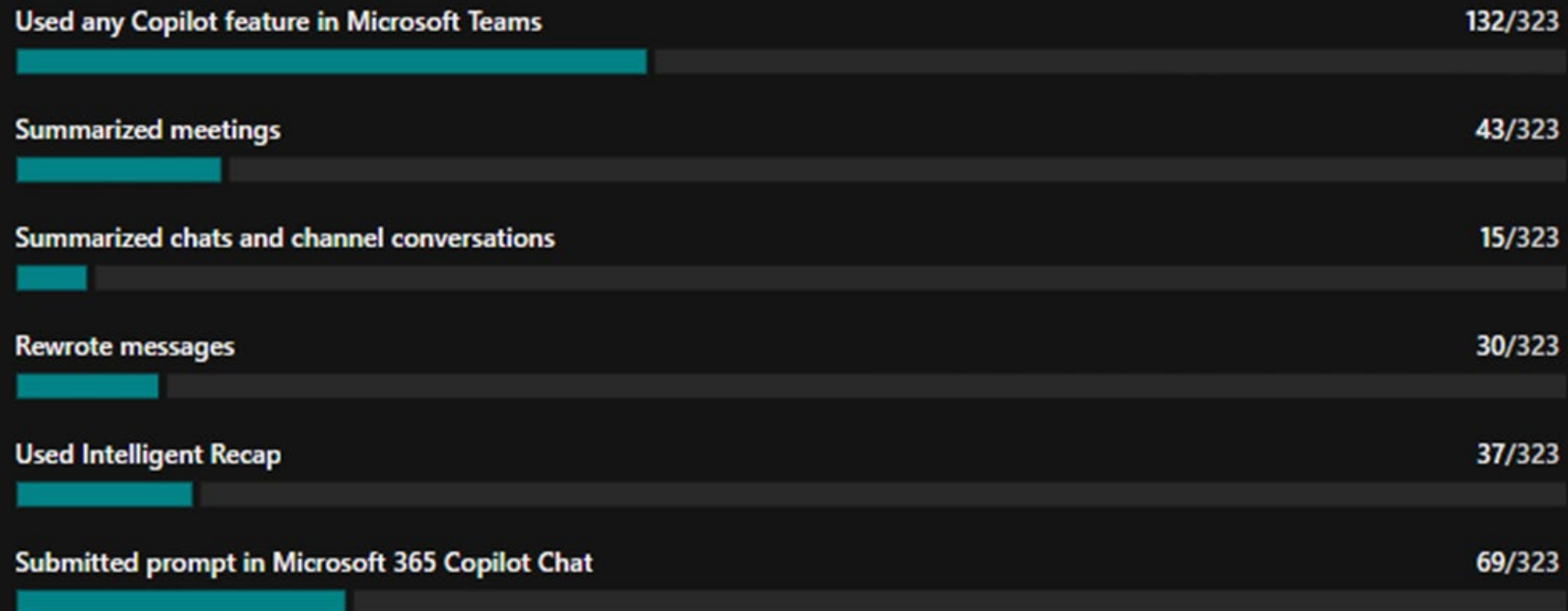




## Teams meetings & chats

Copilot can enhance productivity by summarizing key points, suggesting action items, providing post-meeting recaps, and quickly reviewing chat threads.

### People using Copilot features in Microsoft Teams ⓘ

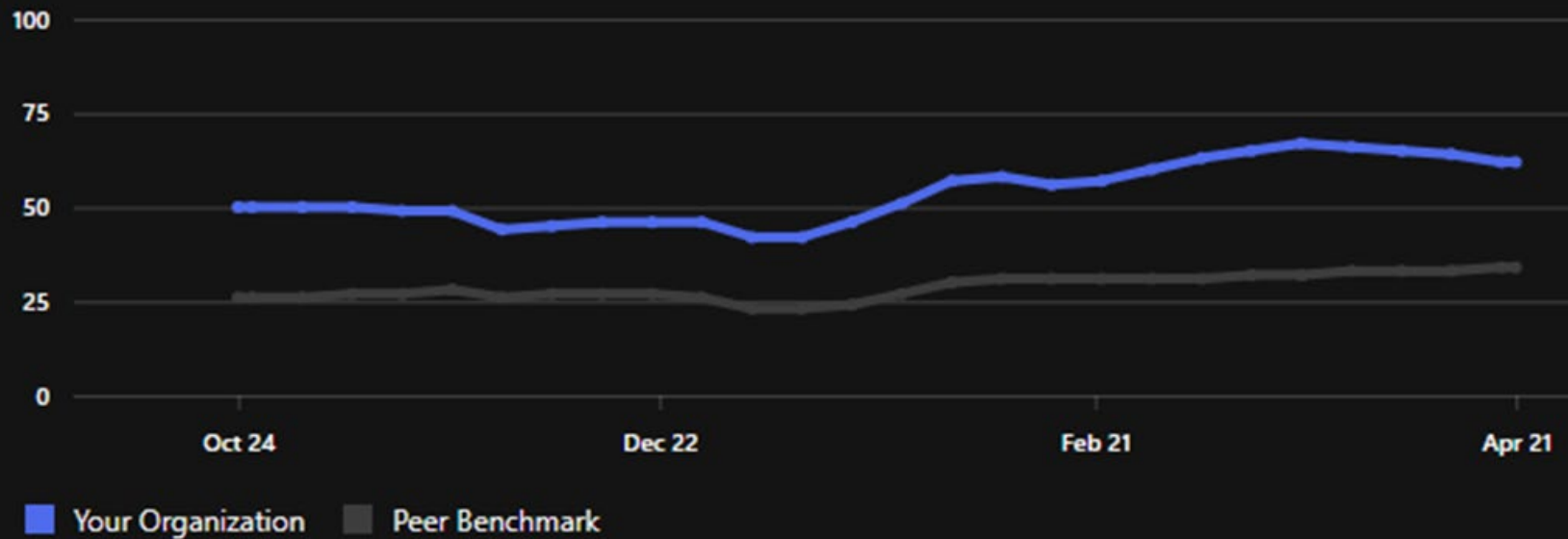




## AI adoption

Filters: Data view: Current

Score: **62/100 points** ▼ -4.9 compared to last 30 days 34/100 Peer benchmark ⓘ





## Copilot IDE usage ⓘ

[Give feedback](#)

Timeframe: Last 28 days ▾



IDE active users

[Manage licenses](#)

19

Copilot-licensed users who interacted with Copilot in the current calendar month

Agent adoption

95%

18 out of 19 active users

Active users who used any agent feature in the current calendar month

Most used chat model

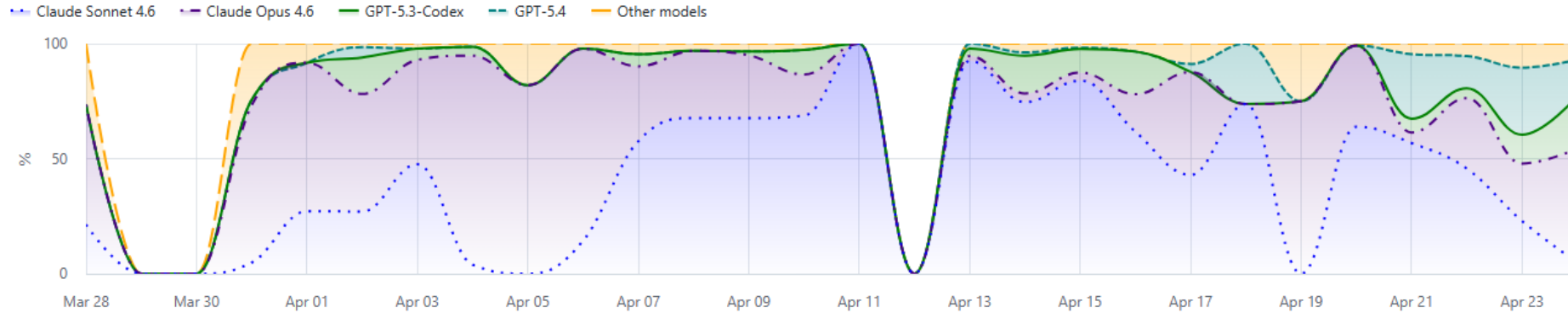
Claude Sonnet 4.6

Model with the highest number of chat requests in the last 28 days



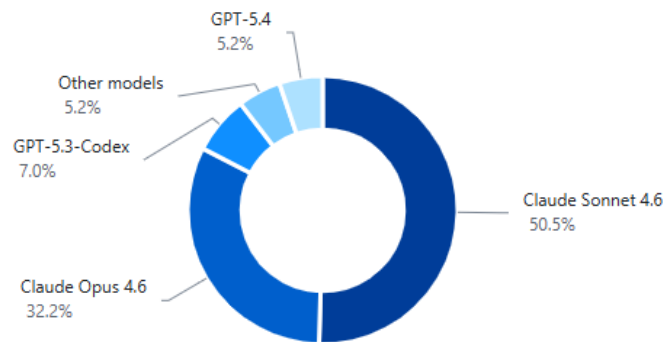
## Model usage per day

Daily breakdown of models used in requests across all chat modes, excluding code completions



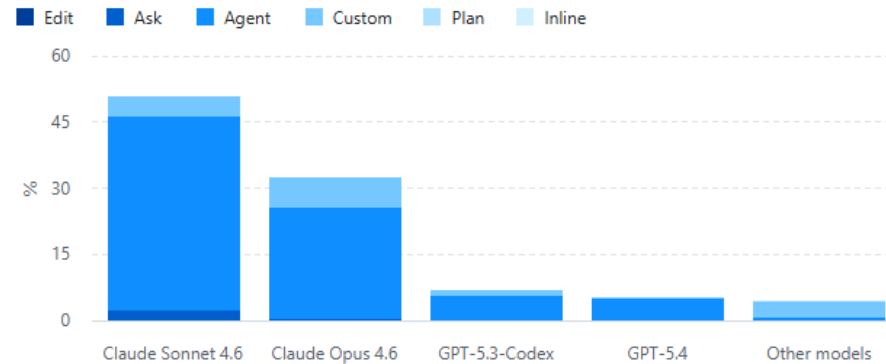
## Chat model usage

Distribution of models used across all chat modes



## Model usage per chat mode

Most frequently used models for user-initiated chat requests





## In Production

### Current Applications

- Microsoft CoPilot Chat
- Microsoft 365 CoPilot
- AI-Powered Video Transcription
- BI & Data Visualization Tools
- AI-Assisted Code Generation
- AI-Assisted Test Case Generation

## In Development

### Building Now

- Website Chatbot + Call Center
- Disability Retirement Document AI
- AI-Enhanced Excel for Investments

## Future Pipeline

### Coming Next

- AI for Board Meetings
- AI-Assisted Contract Review
- AI-Assisted Legal Research
- Intelligent Document Processing



# LA CERA

Questions?

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Operations Oversight Committee | May 2026

**FOR INFORMATION ONLY**

April 10, 2026

**TO:** Operations Oversight Committee  
Nancy Durazo, Chair  
Wayne Moore, Vice Chair  
Bobbie Fesler, Trustee  
Aleen Langton, Trustee  
David Ryu, Alternate Trustee

**FROM:** Chaitanya Errande   
Information Security Officer

**FOR:** May 06, 2026, Operations Oversight Committee Meeting

**SUBJECT:** **Privacy Incidents: Personally Identifiable Information (Monthly)**

**EXECUTIVE SUMMARY**

The Information Security Office has been investigating and reporting the privacy-related events. Potential privacy breaches are now classified as "events" until investigations confirm them as "incidents." To address prior Board feedback, we have enhanced the readability of this report through concise language, structured formatting, and a clear summary table.

A total of **1** event was investigated, with **1** confirmed as incident, including **1** involving Personally Identifiable Information (PII) and **0** involving Protected Health Information (PHI) for the Month of March 2026. Severity levels are low. As a standard practice, affected members are provided with one-year membership to Experian's Identity Theft Protection Services to mitigate risks.

**DISCUSSION****Process Improvements**

The following changes have been implemented in our privacy incident management process:

1. **Oversight:** The Information Security Office now leads the investigation and reporting of all privacy-related events.
2. **Workflow Improvements:** We discovered that staff inadvertently combined documents belonging to two different members, along with their respective banners, into a single envelope. To mitigate the risk of similar incidents occurring in the future, it is recommended that additional training be provided to Document Processing Center (DPC) personnel.
3. **Readability Improvements:** Per Board feedback, this memo uses clear section headings, a summary table, and concise language to enhance comprehension.
4. **Education:** The Information Security Office has engaged in discussions with the Benefits Division Section Heads to review workflow procedures. It has been established that any future investigations involving the exposure of Personally Identifiable Information (PII) within the Benefits Division must first be discussed and reviewed with the appropriate Section Head. As part of this process, the Section Head will coordinate with the relevant Benefits Specialist to identify and assess the root cause of any potential exposure. This collaborative approach is intended to ensure thorough investigation, accountability, and the implementation of corrective actions to mitigate future risks.
5. **Divisional Privacy Practices Assessments:** The ISO office will be conducting divisional assessments to evaluate existing practices to suggest improvements.

**Incident Summary**

Incidents	Under Investigation	Closed	PII Incidents	PHI Incidents
1	0	1	1	0

A total of **1** confirmed as incidents, including **1** involving Personally Identifiable Information (PII) and **0** involving Protected Health Information (PHI). Severity levels are low. As a standard practice, affected members are offered a one-year membership to Experian’s Identity Theft Protection Services to mitigate risks.

**Incident Details**

**Incident #1**

	Details
<b>Incident Date</b>	March 03, 2026
<b>Discovery Date</b>	March 14, 2026
<b>Status</b>	Closed, PII Incident exposure
<b>Description</b>	A request for additional information to complete the "Beneficiary Designation Form" was mistakenly sent to another member.
<b># of Members affected</b>	1
<b>PII Exposure</b>	Member name, address
<b>Cause</b>	Error happened during the document sorting and insert process at DPC. The DPC staff inadvertently combined documents belonging to two different members, along with their respective banners, into a single envelope. The insertion process is a fully manual procedure.
<b>Remediation / Corrective Action</b>	More training is needed to prevent recurrence of the above incident. DPC personnel should be more careful when sorting and indexing documents.

Reviewed and approved:

  
 Luis A. Lugo  
 Chief Executive Officer

CE:ZF:nm