

P.S.

POST SCRIPT

NEWS FOR ACTIVE MEMBERS

SEPTEMBER 2007 VOL. 18 NO. 3

Informed Choices and Careful Planning Can Enhance Your Retirement

Applying for, and ultimately being granted a service retirement doesn't happen overnight; it's a process. Informed choices and careful planning can favorably impact the journey, as well as the destination.

Pre-Retirement Workshops, presented by LACERA's Outreach Team, are designed to help you maximize your retirement by presenting an array of issues critical to retirement planning, including:

- Retirement eligibility
- When can you afford to retire?
- Selecting the most advantageous retirement date
- How your allowance is computed
- Purchasing service credit, including ARC
- Retirement allowance options
- Beneficiary designations
- Health care choices

Pre-Retirement Workshops are presented at LACERA every Tuesday morning. Safety Member workshops

are held on the first Tuesday of each month. Workshops are also held on selected Saturdays; however, our Saturday workshops are completely full for the rest of 2007.

Outreach also takes its show on the road. Over the past year, Outreach has presented Saturday Workshops at sites throughout Los Angeles County, including San Dimas Public Library, Lancaster Library, Valencia Library, and the Health Services Department in downtown Los Angeles. Saturday workshops are the hottest "ticket" in town and fill up almost as soon as they are announced.

Workshops are presented at no cost, as a service to our members. We recommend you attend a Pre-Retirement Workshop approximately five years before your desired retirement date and again two years prior. Each registered Pre-Retirement Workshop attendee receives a personalized Retirement Benefit Estimate that includes his or her most advantageous retirement date.

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Los Angeles County Employees Retirement Association

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Elected by General Members

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SIMON S. RUSSIN

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Assistant Executive Officer

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Assistant Executive Officer

JANICE GOLDEN

From the EXECUTIVE DESK

Gregg Rademacher—CEO, LACERA



Customer Service

Our mission at LACERA is to produce, protect, and provide the promised benefits. We go above and beyond that charge on a daily basis. LACERA is about much more; we're dedicated to providing you with attentive, personalized customer service, starting on the day you enter County service and continuing throughout your retirement.

Our Member Services Division underscores this point. Aptly named, this division, which includes our Call Center, Outreach, Public Counter, and Correspondence units, strives to empower members with the knowledge and tools they need to maximize their retirement. Member Services is personified by the friendly, knowledgeable folks who answer your questions in person, by phone, email, or letter. To most members, they're the face and voice of LACERA, the Retirement Benefits Specialists who explain the intricacies of your retirement plan, assist you in making changes to your plan or your account information, counsel you on retirement issues related to your individual situation, educate you through workshop presentations, clarify the impact of new legislation, and help you with virtually any LACERA-related concern.

Our specially trained Member Services experts impact members' lives by answering questions and explaining retirement options. The information and assistance they provide positions members to make decisions and take actions that will ultimately **maximize their retirement and enhance the security of their survivors.** You can read more about our Member Service groups in this newsletter.

In addition to our Member Services, we also produce brochures and other printed materials that provide detailed explanations of our retirement plans and available service options. We make these materials accessible on www.lacera.com. Our web site is a 24-hour user-friendly online library of the latest LACERA information and materials.

For me and all of us at LACERA, our business is personal. We want each of you to receive the maximum possible benefits (literally and figuratively) from your years of County service... and ultimately collect decades of monthly LACERA retirement checks. That's our goal and we remain dedicated to helping you achieve it.

We're dedicated to providing you with attentive, personalized customer service.

2007 Legislative Updates

This year's legislative activity is markedly decreased from 2006. Although many retirement bills were introduced in the state legislature, most have either been stymied or shelved for the time being. The common thinking is the Governor's Post-Employment Benefits Commission (PEBC) should finish its work before any new proposals are moved forward. The commission's strategy of reform may begin to take form this month, as the next meeting will focus on methods for transitioning from information gathering to formulating solutions.

Contrary to waiting for the PEBC to issue its recommendations is a ballot initiative currently in the qualification process. Former Assemblyman Keith Richman, now working with the California Foundation for Fiscal Responsibility, is pursuing another sweeping attempt at reform. Richman's new plan is substantially different from previous attempts. The new version would retain a defined benefit model, but lower benefit tiers and increase retirement ages for new employees. With enough signatures, Californians could vote on this initiative sometime in 2008.

Some legislative items have completed their path to enactment. AB 775 and AB 1255 have both been signed by the Governor. AB 775 closes a loophole that allows retired employees who come back to work without suspending their retirement allowance to collect unemployment insurance when their period of reemployment is terminated. AB 1255 helps reign in costs from a previous benefit increase that Fresno County found to be too costly. These and other retirement-related bills are detailed below as a sample of what LACERA is tracking.

Further information on PEBC can be found at www.pebc.ca.gov. More information on the status of ballot initiatives is available at www.sos.ca.gov/elections/elections_j.htm.

AB 36 - FRAUD – would make it a crime for any person to make false statements or representations in order to seek or obtain benefits from PERS, STRS, or a 37 Act System for themselves or others. "Statement" would include any oral or written statement relating to family relationship, injury reports, and medical records. The bill would also make it a crime for someone to accept payment from the system with the knowledge he or she is not eligible for the benefit. This is a two-year bill and is not likely to be revisited until next year.

Author: Niello
Introduced: December 4, 2006
Sponsor: CalPERS
Status: In the Assembly
LACERA Position:
 Board of Retirement – Support

AB 246 - BOARD MEMBER ACTIVITIES - would amend the County Employees Retirement Law to restrict members of both boards from specified marketing activities. The bill would prohibit a board member or system employee from selling or providing any investment product that would be considered an asset of the fund to any public retirement system in the state.

Author: Torrico
Introduced: February 1, 2007
Sponsor: Torrico
Status: In the Senate
LACERA Position:
 Board of Retirement – Support, Board of Investments – Support

SACRS Legislative Committee Position:
 Oppose unless amended

AB 552 – PLACEHOLDER FOR GOVERNOR'S PENSION COMMISSION RECOMMENDATIONS

- This bill originally contained language that would have amended the County Employees Retirement Law by mandating that '37 Act Counties make available health care coverage to qualified retired members at a rate that does not exceed 102 percent of the active employee rate.

LACERA has been advised by the consultant to the Assembly Committee on Public Employees, Retirement and Social Security (PER & SS) that these provisions will not be moved this year. This bill is a placeholder for anything that may come out of the Governor's Public Employees Post-Employment Benefits Commission.

Author: Hernandez
Introduced: February 21, 2007
Sponsor: California Retired County Employees Association
Status: In the Assembly

LACERA Position:
 Board of Retirement – Watch
SACRS Legislative Committee Position:
 Watch

AB 596 – SAFETY MEMBERSHIP FOR COUNTY JAIL AND MENTAL HEALTH PHYSICIANS - would require, as of January 1, 2008, physicians working in a county jail or county mental health facility in Alameda County or Los Angeles County to be classified as safety

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Focus on Customer Service...

Call Center: Your Direct Line to Retirement Answers

If you've ever called **1-800-786-6464** with a question, you know first-hand how knowledgeable and helpful our Call Center specialists are.

The 15 Retirement Benefits Specialists of the Call Center serve as the voice of LACERA whenever an active member, retiree, or survivor calls. These experts on the phones handle a myriad of requests ranging from providing retirement counseling, resolving problems, and processing account changes to providing general information and setting Public Counter appointments.

Before they ever don headsets, Call Center staff members undergo extensive classroom training, where they learn LACERA procedures, available resources, and the fine points of the County Employees Retirement Law of 1937. Upon graduating from the classroom, trainees team up with experienced Call Center staff members for a month of intensive hands-on training, during which they begin taking members' live calls. At the end of the training, when the trainees are

able to efficiently respond to member inquiries, they graduate to become Call Center Retirement Specialists. To insure they remain current on the

have to get up from his or her desk, walk over to a file cabinet, and search for the member's file. This very time-consuming process necessitated the



latest policies and procedures, all Call Center specialists continually undergo training.

Thanks to advances in technology, the Call Center has come a long way since it opened in 1992 with a staff of six. Back then member records were stored in paper files, so when a member called, the Call Center specialist would

Call Center specialist either putting the member on hold for an extended period or having to call the member back at a later time. Today, all member account information is securely stored electronically. Everything the Call Center specialist needs to know to assist members can be accessed within seconds from his or her computer. As a result, most members now receive the answers or information they seek in less than five minutes; the average length of a Call Center call is 4.5 minutes.

Staffed with specially trained experts and equipped with the latest computer technology, the Call Center resolves close to 90 percent of member questions or issues in one call.

The Call Center is your direct line to retirement answers.

Call Center Stats

- **The Call Center fields 500-600 calls on an average day and as many as 1,000 calls on days following a large member mailing.**
- **In the period between June 30, 2006 and July 1, 2007, the Call Center handled 128,405 calls.**
- **On March 6, 2006, the Call Center received 1,472 calls; this set a record for calls received in a single day.**

2007 Legislative Updates

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members, without a board of supervisors resolution. Additionally, the bill would allow those members to elect not to become safety members.

The bill provides that a qualified member enters safety status and begins paying retirement contributions at the safety member rate on the date the bill becomes operative. However, in describing the method for calculating the member's retirement allowance, the bill provides that qualifying service worked prior to enactment shall be calculated under the safety member benefit formula. AB 596 is a two-year bill and will not be revisited until January 2008.

Author: Dymally
Introduced: February 21, 2007
Sponsor: Union of American Physicians and Dentists
Co-Sponsor: AFSCME
Status: In the Assembly
LACERA Position:
 Board of Retirement – Oppose
SACRS Legislative Committee Position:
 Watch

AB 753 – BOARD MEMBER

COMPENSATION – would allow the Los Angeles County Board of Supervisors to authorize compensation for members of LACERA's Board of Retirement for their review of disability retirement cases.

Author: Assembly Committee on Public Employees, Retirement and Social Security
Introduced: February 22, 2007
Status: In the Senate
LACERA Position:
 Board of Retirement – Support
SACRS Legislative Committee Position:
 Watch

AB 775 – UNEMPLOYMENT

INSURANCE - The County Employees Retirement Law of 1937 authorizes a county to reemploy a retired member in a position requiring special skills or knowledge. Under that law, a retired member may come back to work under certain conditions and for specified periods of time. Although reemployed, the member continues to collect his or her pension as if retired. AB 775 closes a loophole that allows retired employees to collect unemployment insurance when their period of reemployment is terminated. This bill has been signed into law and becomes effective January 1, 2008.

Author: Niello
Introduced: February 22, 2007
Sponsor: Sacramento County
Status: Chaptered Into Law
LACERA Position:
 Board of Retirement – Support
SACRS Legislative Committee Position:
 Support

AB 1124 – POST-EMPLOYMENT BENEFITS TRUST ACCOUNT, TECHNICAL CLARIFICATIONS

- Relates to the Post-Employment Benefits Trust Account for county employees. AB 1124 provides that the retirement system's action to establish this account as a part of the retirement fund is discretionary and not mandatory. The sole permitted use of funds in the account would be for the funding of benefits provided under retiree health care plans and other supplemental benefit plans. This bill requires an employer to retain sufficient amounts to pay for post-employment benefits for participants in plans provided by a former participating employer.

AB 1124 was amended on July 9th to codify into law the existing practice of the alternate safety member's participation on the retirement board and its committees. The bill would further add a section to the law that would increase the budgetary cap for a retirement system's administration to cover extraordinary IT systems expenses.

Author: Karnette
Introduced: February 23, 2007
Sponsor: SACRS
Status: In the Senate

AB 1255 – FRESNO COUNTY

BENEFIT TIER - This bill permits the board of supervisors in Fresno County to adopt a new benefit tier applicable to members first employed by the county on and after the date these provisions become operative in the county.

Author: Parra
Introduced: February 23, 2007
Sponsor: SACRS
Status: Chaptered Into Law
LACERA Position:
 Board of Retirement – Watch
SACRS Legislative Committee Position:
 Watch

AB 1288 – ESTABLISHMENT OF VISION CARE PLAN

- This bill would establish the County Retirement System Vision Care Program for purposes of providing vision care benefits to county and district retirees and their dependents. Because a similar plan is already available to LACERA members, this legislation was targeted for other counties who have not established such a vision care plan.

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What is Reciprocity?

Reciprocity is a special relationship that exists between LACERA and most public retirement systems located in California.

Reciprocal benefits are designed to “encourage career public service” by protecting retirement benefits when public service employees transfer to other public service jobs. Under some circumstances, **service credit earned in a reciprocal retirement system may be applied toward LACERA vesting requirements.** In addition, the reciprocal relationship allows a member to **build retirement benefits in more than one system.**

Eligibility

You are eligible for reciprocal benefits if you terminate employment in a reciprocal agency and leave your retirement contributions, if any, on deposit. It is absolutely vital that your employment at that public agency **terminates before employment at the**

next public agency begins. Overlapping service, even service due to vacation or sick time, may disqualify you for reciprocity. Within six months, you must become employed by another public agency covered by a reciprocal retirement system within California.

Under reciprocity, you must apply for retirement from each system separately and **retire from both systems concurrently** (on the same day). You will receive two separate benefit payments, one from each system, based on your age and years of service credit in each system. When calculating your retirement allowance, both systems will use your higher final compensation, whether you earned that compensation while a member of LACERA or the reciprocal system.

Benefits of Reciprocity

Your contribution rate in the new system will be based on your age when you joined the first system. This

could be advantageous to you because the younger you are when you join a contributory retirement plan, the lower your monthly contribution rate. Your years of service earned under each system will be added together to meet vesting requirements and the minimum years of service credit needed for retirement.

To verify if a particular retirement system is reciprocal with LACERA and/or to determine if you meet the eligibility requirements for reciprocity, call 1-800-786-6464 to speak with a Retirement Benefits Specialist. A list of reciprocal systems is available in the Benefits section of www.lacera.com.

What's on the Web...

Check www.lacera.com for the latest information on all things LACERA.

• Interactive Forms Now Available Online

Now you can fill out several LACERA forms online, print, and save copies:

- Change of Address
- Change of Name
- Rollover/Transfer Certification Form
- Beneficiary Designation

Interactive forms are marked with the  logo.

• Tips on Applying for Retirement

Thinking about retirement? We have information online regarding the retirement process, including eligibility, and service and disability retirements. Visit the Benefits section/Active Members of lacera.com and look for Applying for Retirement. Click on the Benefits tab, you'll find Applying for Retirement listed on the navigation bar in the left column of the page.



lacera.com—Your 24/7 Resource

2007 Legislative Updates

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Author: Hayashi
Introduced: February 23, 2007
Sponsor: SACRS
Status: In the Senate
LACERA Position:
 Board of Retirement – Support

AB 1626 – PENSION PROTECTION ACT/NORMAL RETIREMENT AGE

- would allow the Board of Retirement to set “normal retirement age” and to certify certain LACERA members as falling within the definition of a “Public Safety Officer.” The purpose of these provisions is to aid implementation of the Pension Protection Act of 2006.

Author: Galgiani
Introduced: February 23, 2007
Sponsor: SACRS
Status: In the Assembly
LACERA Position:
 Board of Retirement – Support

SB 14 - MILITARY SERVICE – Existing law authorizes a board of supervisors to allow a member to receive credit for time while absent from service and serving in the armed forces if, among other things, the military service is not the basis for present or future military retirement pay. This bill would amend

the government code to authorize the Board to allow a member to receive service credit even if his or her military service is the basis for present or future military retirement pay.

Author: McLeod
Introduced: December 4, 2006
Sponsor: National Guard Association of California
Status: In the Assembly
LACERA Position:
 Board of Retirement - Watch

SB 134 - MANDATORY RETIREMENT

- SB 134 would amend CERL to exempt safety members of the Sheriff's Department from mandatory retirement by age 60, provided a County physician certifies the safety member is capable of performing his or her assigned duties pursuant to standards set forth by the County. The June 28th amendment also removes mandatory retirement for all safety members of the Los Angeles County Fire Department, provided the member completes a physical fitness test prescribed in an implemented departmental wellness/fitness for life program. This amendment further allows the Board of Supervisors to designate a date,

which may be prior to the date of the resolution, upon which the resolution shall be operative in the County.

Author: Cedillo
Introduced: January 25, 2007
Sponsor: Los Angeles County, and Los Angeles County Sheriffs
Status: In the Assembly
LACERA Position:
 Board of Retirement - Oppose unless amended
SACRS Legislative Committee Position:
 Watch

AJR 5 - SOCIAL SECURITY - Requests the President and the Congress of the United States to enact the Social Security Fairness Act, which would repeal the Government Pension Offset and the Windfall Elimination Provision from the Social Security Act.

Author: Hernandez
Introduced: February 1, 2007
Status: To Assembly Committee on Public Employment, Retirement and Social Security

LACERA Position:
 Board of Retirement – Support

Quote:

“My interest is in the future because I am going to spend the rest of my life there.” ~ Charles F. Kettering

Did You Know?

Defined Benefit (DB) Plans	Defined Contribution (DC) Plans
LACERA provides a lifetime benefit	401(k) and 457 Plans are savings accounts
You will receive a monthly retirement benefit for the rest of your life	Your benefit payments (withdrawals) stop when your money runs out

Focus on Customer Service...

Our Correspondence Unit Gets It Write

Members who submit written inquiries to LACERA via letter, fax, or email receive written replies from the specialists in our Correspondence Unit.

In addition, in instances where the Call Center receives an inquiry that requires extensive research before it can be resolved, the matter is handed over to Correspondence for research and resolution.

The six Retirement Benefits Specialists in Correspondence also assist our Legal Division by researching and preparing factual analyses of complicated member cases.

As Correspondence states in its Mission Statement, its goal is “to

provide professional, accurate and timely responses to LACERA members’ inquiries and concerns...”

The Retirement Benefits Specialists in Correspondence get it write.



Correspondence Average Monthly Stats:

Responses to members’ telephone and written inquiries: 300

Responses to members’ email inquiries: 183

Total responses: 483

Informed Choices and Careful Planning

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Pre-Retirement Workshop Schedule (Held at LACERA)		
General Members		Safety Members
Tuesday, September 18 8:30 – 11:30 am	Tuesday, October 30 8:30 – 11:30 am	Tuesday, October 2 8:30 – 11:30 am
Tuesday, September 25 8:30 – 11:30 am	Tuesday, November 13 8:30 – 11:30 am	Tuesday, November 6 8:30 – 11:30 am
Tuesday, October 9 8:30 – 11:30 am	Tuesday, November 20 8:30 – 11:30 am	
Tuesday, October 16 8:30 – 11:30 am	Tuesday, November 27 8:30 – 11:30 am	
Tuesday, October 23 8:30 – 11:30 am		

To reserve a space for you and your spouse or domestic partner, call 1-800-786-6464. For the complete 2007 workshop calendar and additional information on LACERA workshops, visit the Benefits section of www.lacera.com.

If you and a group of your co-workers would like LACERA to hold a Pre-Retirement Workshop at your County jobsite, ask your HR Professional to call the LACERA Workshop Coordinator for more information at (626) 564-6000, ext. 3384.

Editor’s Note:

PostScript is published by the staff of LACERA. Signed articles represent the opinion of the writers and not necessarily the opinion of LACERA Management, Board of Retirement, or Board of Investments. Consult with professional advisors regarding legal, tax, and/or medical matters; LACERA does not offer legal, tax, or medical advice.

Valuable Health Care Benefits Await You as a Retiree

When the time comes to transition to retirement, you can do so knowing you will have access to the LACERA-administered Retiree Health Care Benefits Program. Through this program, **all County retirees and eligible dependents are offered the same medical and dental/vision plan choices.** Established by contract between LACERA and the County of Los Angeles, LACERA-administered health plans are similar to, but not identical to those offered to active employees. Generally, LACERA-administered medical and/or dental/vision coverage is coordinated to begin when your active County coverage ends, with no lapse in coverage, provided your enrollment form is received by LACERA within 60 days from the date of your retirement, or 60 days from the date your name appears on the Board of Retirement agenda, whichever is later.

LACERA's Retiree Health Care Benefits program, which includes several medical plans and two dental/vision plans, is available to all new retirees and their spouses or domestic partners and eligible dependents regardless of pre-existing medical conditions. Enrollment must be completed within the prescribed time frame or late enrollment penalties will apply.

You must select a new medical, dental, and vision plan within 60 days of your retirement. Your active member

medical coverage will not continue after retirement.

Retiree Health Care Subsidy

The County subsidizes retiree medical/dental insurance based on the member's years of service credit. For a member with ten years of service credit (excluding ARC and reciprocal service credit), the County contributes 40

County Subsidy — Retiree Health Care:

First 10 Years of Service Credit = **40%**
Each Additional Year = **Additional 4%**
25 Years of Service Credit = **100%**

percent of the selected plan premium or 40 percent of the benchmark plan premium, whichever is less. For each year of service credit beyond ten years, the County contributes an additional four percent per year of the selected plan premium or four percent of the benchmark plan premium, whichever is less, up to a maximum of 100 percent for a member with 25 years of service credit. (The percentage paid by the County is subject to change.)

The County contribution can never exceed the premium of the benchmark plan; if the premium for the plan you elect exceeds the benchmark, you are required to pay the difference, even if you have 25 years of service.

Medicare Part B Premium Reimbursement Program

Retirees age 65 and over are eligible

for additional coverage under the County's Medicare Part B Premium Reimbursement Program. Under this program, if you or your spouse or domestic partner is 65, the County reimburses you for the amount of your Medicare Part B premiums (base rate only) on a tax-free basis, provided both of the following conditions are met:

- 1) You and/or your eligible spouse/domestic partner are enrolled in Medicare Parts A and B, and
- 2) You and/or your eligible spouse/domestic partner are also enrolled in a LACERA-administered Medicare plan.

(The Part B Premium Reimbursement Program is subject to an annual review by the Board of Supervisors.)

Selection of Medical and Dental Plans

Retirees can choose from a variety of LACERA-administered medical plans and dental/vision plans, including HMOs and PPOs. For members over age sixty-five, a choice of Medicare supplement or Medicare HMO plans is offered.

Whether you're just starting your career or eyeing the finish line, you can take comfort in knowing valuable health care coverage awaits you when you retire. **For a list of LACERA-administered Retiree Health Care Plans and other retiree health care information, visit the Health Care and Brochures and Forms sections of www.lacera.com.**

More on Plan E ARC

As we announced in our last issue, **Plan E members with at least five years of actual County service became eligible to purchase Additional Retirement Credit (ARC) on July 1, 2007.** ARC is credit that may be purchased to increase your service credit total; it is not based on actual employment. Since years of service credit is one of the factors used to calculate your retirement allowance, increasing your service credit through ARC will increase your monthly retirement allowance.

As a follow-up to our previous Plan E ARC article, we offer some additional information:

Updated ARC Calculator

Our online **ARC Calculator** has been updated to **include Plan E data.** Plan

E members (as well as members of any LACERA retirement plan) can use the calculator to get an estimate of their cost to purchase up to five years of ARC. The maximum purchase of ARC is a total of five years under any plan or combination of plans. The ARC calculator will display the lump-sum purchase cost, monthly payments, payment periods, and the projected increase in your retirement allowance. **A link to the calculator appears on the www.lacera.com home page.**

Additional Points of Interest

The cost of Plan E ARC is greatly reduced after 35 years of service. If you currently have 30 or more years of service credit, it may be advantageous for you to delay purchasing Plan E ARC until you reach 35 years of service.

Just as the cost of Plan E ARC is reduced after 35 years of service, so is the benefit it provides. Therefore, depending on the age of the member and the length of his or her County career, there are scenarios where a member could buy Plan E ARC at the full rate, but receive the benefit at a reduced rate.

If you currently have 30 or more years of service credit, or if you believe you will work 30 or more years before you retire, call 1-800-786-6464 to speak with a LACERA Retirement Benefits Specialist before you purchase Plan E ARC.

Visit lacera.com

Additional ARC information is in the Benefits section of lacera.com.



LACERA Ends Member Home Loan Program

LACERA has discontinued the Member Home Loan Program (MHLP). This decision was based on a number of factors including low member participation and increased competitiveness in the general marketplace.

The MHLP was established in 1992 to provide eligible members with competitive home loan financing. At that time, mortgage interest rates in the general marketplace were higher. **The current market offers a greater number and variety of mortgage loans with competitive terms than were available to members when the MHLP**

began. Since 1992, the residential mortgage loan industry has become more competitive overall and the proliferation of aggressive internet-based lenders offering attractive loan programs has further eroded the value of the program. Underscoring this point is the fact that in the period leading up to August 31, less than one percent of LACERA members were utilizing the MHLP.

Although MHLP loans were originated, serviced, and initially funded by GMAC Mortgage, they ultimately became part of LACERA's fixed income portfolio. As part of the

program, the LACERA investment staff administered and monitored the MHLP on a daily basis. This required a substantial commitment of investment staff resources that would have otherwise been directed at identifying and administering higher performing investments. From an investment standpoint, the MHLP produced suboptimal performance.

In consideration of all these factors, the Board of Investments made an investment decision to end the MHLP effective August 31, 2007.

Focus on Customer Service...

Outreach Reaches Out to Our Members

LACERA reaches out to provide customer service to our members on a personal basis through a multi-faceted program of Outreach services:

- **Public Counter Counseling at LACERA**
 - One-on-one consultations
 - Walk-in basis or by appointment
- **Workshops at LACERA**
 - New Member
 - Mid-Career
 - Pre-Retirement
- **Jobsite Workshops**
 - Customized workshops for ten or more employees at jobsites throughout L.A. County
- **Jobsite Benefits Events**
 - Provide employees with information and individual counseling at their work locations during lunch, breaks, and before or after work
- **Home/Hospital Visits**
 - Outreach staff visits members at home or in the hospital when special needs for retirement counseling and forms processing exist



Outreach Stats June 30, 2006 - July 1, 2007:

- 12,209 members served at Public Counter
- 96 workshops held at LACERA
- 691 workshops held at County jobsites
- 20 home/hospital visits

Ever growing to meet the demand, our Outreach team is currently comprised of 15 specially trained Retirement Benefits Specialists. Prior to earning a place on the Outreach team, these experts complete extensive classroom and on-the-job training. To be qualified to present workshops,

each Outreach Retirement Benefits Specialist must undergo additional training.

Outreach does exactly what its name implies; it reaches out to educate and assist members, be it here at LACERA, or at other County facilities.

Thinking About Retirement?
Think LACERA!

- **My LACERA** - Your personal web page
- **Ask LACERA** - Instant answers to general questions
- **LACERA.com** - 1,200 web pages full of retirement goodness

September 2007 LACERA *PostScript* Highlights

- Focus on Customer Service
 - Call Center
 - Outreach
 - Correspondence
- More on Plan E ARC
- What's on the Web
- What is Reciprocity?
- Your Future Retiree Health Care Benefits

