

P.S.

POST SCRIPT

NEWS FOR ACTIVE MEMBERS

DECEMBER 2015 • VOL. 26, NO. 4

Good News:

More Appointments Now Available

In an effort to improve our members' service options and to accommodate your requests, we have increased the amount of appointments we offer each business day at our Member Service Center. You're welcome!

Your time is at a premium, we

understand, so we are **expanding the volume of daily appointments** to help you plan and streamline your LACERA visit to receive counseling with one of our knowledgeable Retirement Benefits Specialists. In order to do so, we are restricting all appointments to **one hour**. We will also be **closed (no appointments available) for lunch** between noon

and 1 PM; however, you may drop off paperwork during that time at our Member Service Center counter.

Hours of Operation

The Member Service Center, located in the lobby of the Gateway Plaza Building at 300 N. Lake Ave.,

cont'd on pg. 5

Direct Deposit and Your Future Retirement

If you're planning to retire sometime between now and March, there are a number of things to attend to as your last day of work approaches, and ensuring that your retirement allowance arrives on schedule is likely one of your priorities. You can **sign up now** for

Direct Deposit for your future retirement allowance.

How to Get Your First Retiree Payment Via Direct Deposit

If you're new to Direct Deposit and submit your LACERA Direct Deposit Authorization

cont'd on pg. 5



IN THIS ISSUE

- 2 From the Executive Desk
- 3 What's Your Plan?
- 4 lacera.com: Brochures & Forms Page
- 6 PSA: CASA Volunteer
- 6 3 Things
- 6 Documents Copied While You Wait
- 7 Is Your Beneficiary Information Up To Date?
- 7 RHC Tip
- 8 PSA: Library Docent

Los Angeles County Employees Retirement Association

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Elected by Safety Members

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Vice Chair
Appointed by Board of Supervisors

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Elected by Retired Members

ANTHONY BRAVO

Appointed by Board of Supervisors

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Elected by General Members

VIVIAN H. GRAY

Elected by General Members

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County Treasurer and Tax Collector
Ex-Officio Member

KEITH KNOX

Chief Deputy County Treasurer and Tax Collector
Alternate Ex-Officio Member

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Elected by Retired Members

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Vice Chair
Elected by General Members

JOSEPH KELLY

Secretary
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Ex-Officio Member

SHAWN R. KEHOE

Elected by Safety Members

KEITH KNOX

Chief Deputy County Treasurer and Tax Collector
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Elected by Retired Members

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ROBERT HILL

Assistant Executive Officer

JJ POPOWICH

From the Executive Desk

Gregg Rademacher – CEO, LACERA



2015: The Year in Review

As the last days of 2015 come and go, I find myself reflecting on the many accomplishments and bright moments that made this year – the 77th year since LACERA's inception – another great one for us.

I'd like to express my gratitude to LACERA's staff for their outstanding work, to management for their commitment to meeting goals that move the association forward, and to LACERA's Board of Retirement and Board of Investments for their thoughtful guidance.

Quality Customer Service

Earlier this year, a class of newly hired staff graduated from our year-long core training program for Member Services and Benefits. These are the people who will soon be answering members' phone calls and questions in our Member Service Call Center, and the folks in our Benefits Division who process documents and payments to retirees.

800-786-6464

Our Call Center accommodates 32 Retirement Benefits Specialists who answer members' calls five days a week, from 7 AM to 5:30 PM. The Call Center is located on-site in a suite that's soundproofed to provide the best experience for our callers.

In the 2014-2015 fiscal year, our experts answered more than 127,837 phone inquiries. An additional 288,396 inquiries, both email and snail mail, were processed by our Correspondence Unit.

Counseling Our Members

Our Member Service Center includes 16 fully enclosed offices, providing privacy for retirement counseling sessions. Over the past fiscal year, our team of Retirement Benefits Specialists provided one-on-one counseling to 17,253 members in these offices. The Member Service Center also houses a workshop room with tables and comfortable chairs to seat 30 people. Our Outreach team delivered 501 in-house retirement workshops and benefit fairs at County workplaces, with a total of 15,082 attendees.

Paying Our Retirees

LACERA's Benefits Division put 2,668 new retirees and survivors on the retiree payroll during the fiscal year. They also ensured that 61,895 retirement allowances were paid on time each month.

Los Angeles County Retiree Healthcare Benefits Program - Tier 2

An important accomplishment this year was our implementation of the Los Angeles County Retiree Healthcare Benefits Program – Tier

2 (Tier 2). The County introduced this retiree health insurance program for employees newly hired on or after June 30, 2014.

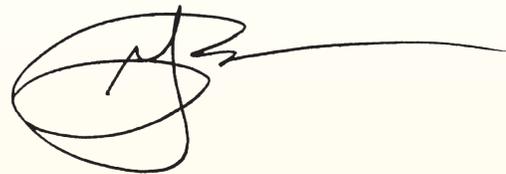
Part of the fiscal year was dedicated to implementing changes related to Tier 2. In collaboration with the County, LACERA sent informative mailings, including a special Retiree Healthcare Bulletin newsletter, to current active and retired members; updated lacera.com; reached out to strategic partners (the HR professionals); moved forward with programming updates in our Systems and Retiree Healthcare Divisions; produced new Retiree Healthcare forms and materials; and stocked our member service outlets with updated print materials to explain how Tier 2 affects new employees.

Farewell 2015. Hello 2016.

This year saw accomplishments LACERA-wide as we worked together to meet our mission to produce, protect, and provide the promised benefits.

These last weeks of the year are a festive time and often full of cheerful moments with family and friends. I'll close by wishing you and yours every happiness this season and a 2016 that brings better things than you could even think to wish for yourself.

Have a great year, everyone!



LACERA's boards, management, and staff wish you a holiday season filled with cheer and every happiness for the new year.

What's Your Plan?

Each retirement plan (General Plan A, B, C, D, and G; non-contributory Plan E; and Safety Plan A, B, and C), has a Summary Plan Description book, or Plan Book.

LACERA's Plan Books are a great source of detailed retirement information. In addition to the basic provisions of your retirement plan, such as contribution rates and retirement eligibility, you'll find explanations and helpful guidance on a range of subjects, including:

- Considerations when transferring plans (Plans E and D only)
- Retirement Options available to you and the advantages of each
- Factors such as divorce that may impact your retirement benefits
- Social Security benefits
- Post-retirement healthcare through LACERA

Content presented in the Plan Books is current as of the date it was written. However, over time, laws and



LACERA policies may change. To keep abreast of updates to your plan, visit the Plan Book Section on lacera.com. The full text of each Plan Book is displayed electronically in the Plan Book Section, under "Benefits," with updates that occur after the book goes to press.

You can download a PDF of your Plan Book from the Brochures & Forms page on lacera.com by selecting "Learn About Your Retirement Plan." If you prefer to have a printed version, you can order a copy of your Plan Book from the Brochures & Forms page and have it mailed to you at no cost.



PLAN BOOKS ONLINE
 Visit lacera.com, Brochures & Forms

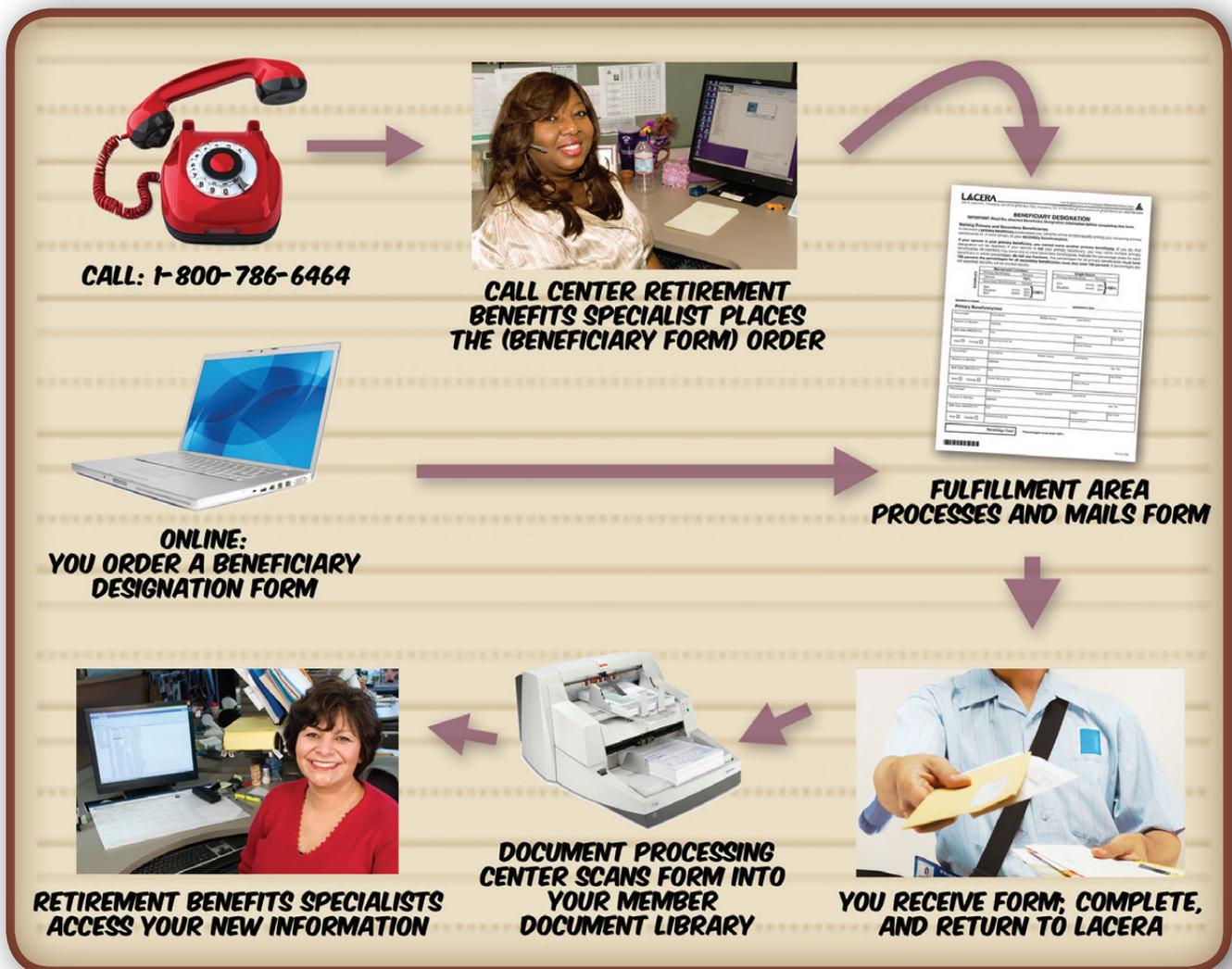
lacera.com: Brochures & Forms Page

If you need a copy of a LACERA form or brochure, take advantage of the Brochures & Forms page located on lacera.com.

- Read documents online
- Print PDFs
- Download a copy of the PDF to your home computer
- Order documents
 - Orders are processed by the end of the next business day and mailed to you free of charge.

If you don't have access to a computer or you just enjoy the sound of a friendly voice, you can call 800-786-6464 to place your order with a Retirement Benefits Specialist in our Call Center.

The Process: Request, Receive, Complete, and Securely Stored



Good News: More Appointments Now Available cont'd from pg. 1

is open Monday through Friday between the hours of 7 AM and close at 5 PM. **Appointments are available between the hours of 7 AM and 3:45 PM.**

Make An Appointment Online

You can access the **Appointment and Workshop Reservation System** from the bottom of the home page of lacera.com. Click on the graphic to get started, and then follow the directions to use the system. Check the calendar for available dates and times (the white boxes indicate an open time slot) for your one-on-one consultation. Once you've selected

your date and time, fill out the form with your personal information and select a reason for your visit to help us be better prepared to assist you.



A confirmation of your appointment will be emailed to you. Please bring it with you. If you don't find an appointment that

meets your needs, you may visit our Member Service Center on a first-come, first-served basis. **Using the appointment system gives you priority over walk-in customers**

and puts you at the front of the line to meet with the next available Retirement Benefits Specialist.

When members speak, we listen *and* take action. **We're expanding our appointment offerings in order to provide you with excellent customer service and service choice options.** See you in the lobby.

Direct Deposit and Your Future Retirement cont'd from pg. 1

Form by the 13th of the month (or the last business day beforehand, if the 13th falls on a weekend or holiday), your Direct Deposit will begin at the end of that same month. For example, if you submit your enrollment application on Wednesday, January 13th, your Direct Deposit will be on schedule for January 29th, the last business day of that month.

If you enroll in a Direct Deposit account **after the 13th of that month**, that retirement allowance will be paid by check; your Direct Deposit will start on the last day of the following month. For example, a Direct Deposit account created on February 19th would begin on March 31st.

LACERA is mindful of getting retirees their payments in a timely manner. However, if incorrect information is recorded, delays in processing or unforeseen banking

issues may occur. If this is the case, your first retirement allowance may be paid by check and will be sent to your mailing address until your Direct Deposit begins.

Here's How

With Direct Deposit, your retirement money is electronically deposited directly into your checking or savings account on the last business day of each month. Your funds are available for access that same day. The deposits are transferred into your account every month like clockwork, and there's never a risk of your check getting lost or stolen.

LACERA offers two simple methods for enrolling in or making changes to a Direct Deposit account: by phone or by mail.

1. **By phone**, simply call LACERA at 800-786-6464.

Be ready to provide your account number and bank routing number.

2. **If you prefer mail**, go to the Brochures & Forms section of lacera.com, then print and complete the LACERA Direct Deposit Authorization Form, and return to LACERA.

Verifying Enrollment

After LACERA receives your signed authorization form (or your call, if you enroll by phone), you will receive a confirmation notice from us asking you to verify your account information. To report any errors, call LACERA immediately.

At any time **after you've retired**, you can enroll in, make changes to, or cancel an existing **Direct Deposit account** at your convenience **on My LACERA.**

Pre-Retirement Workshop Schedule

December 2015

S	M	T	W	T	F	S
		S	2	3	4	5
6	7	G	9	10	11	12
13	14	G	16	17	18	19
20	21	G	23	24	H	26
27	28	G	30	31		

January 2016

S	M	T	W	T	F	S
					H	2
3	4	S	6	7	8	9
10	11	G	13	14	15	16
17	H	G	20	21	22	23
24	25	G	27	28	29	30
31						

February 2016

S	M	T	W	T	F	S
	1	S	3	4	5	6
7	8	G	10	11	12	13
14	H	G	17	18	19	20
21	22	G	24	25	26	27
28	29					

G = General Members Pre-Retirement
 S = Safety Members Pre-Retirement
 H = Holiday

Call 800-786-6464 to Register

Unless otherwise indicated, workshops are held at LACERA, in Pasadena, from 8:30 a.m. - 11:30 a.m. Most workshops include presentations by Empower Retirement (Great-West) and long-term care providers.

Public Service Announcement

Make a difference in the life of a child as a CASA volunteer!

Apply your skills and experience to ensure that every child in L.A. County is safe and has the opportunity to thrive! Court Appointed Special Advocates (CASA) of Los Angeles is a non-profit organization that recruits, trains, and supports volunteers to transform the lives of children in our foster care system.

In L.A. County, 30,000 children are under jurisdiction of the dependency court. CASA has over 100 children currently waiting to

be paired with a volunteer advocate, who will work one-on-one with a child to gather information about the child's present circumstances in order to advocate for his or her best interests in the courtroom and the community. CASA needs individuals like you.

To sign up for an information session or learn more about CASA, visit casala.org/volunteer or contact Nahtahna Cabanes at 323-859-2888, ext. 6303.

Original Certified Documents Copied While You Wait

At LACERA, we understand how important your original certified documents are to you. For your convenience, or, if you're reluctant to drop your original Certificate of Marriage, Death, or Birth through a mail slot, visit **LACERA's Member Service Center with your document.** We'll be glad to copy the original

certified document while you wait and at no cost to you.

The Member Service Center, located in the lobby of LACERA's building, is open from 7 AM to 5 PM, Monday through Friday. Stop by and visit us at 300 N. Lake Avenue in Pasadena.

3 THINGS Pasadena's Rose Parade

In addition to being LACERA's home, Pasadena is world-famous for hosting the annual Tournament of Roses Parade on New Year's Day. And the whole thing happens just blocks from our offices! Here are three amazing facts about this grand tradition:

- When it began in the 1890s, the parade was followed by a variety of events - even a race between a camel and an elephant one year. (The elephant won.)
- Former parade marshals include Fred Rogers, Shirley Temple, Frank Sinatra, Dr. Jane Goodall, Charles Schulz, and Dwight D. Eisenhower.
- The parade floats are covered in approximately 18 million flowers and other organic materials.

Is Your Beneficiary Information Up To Date?

You may adjust your beneficiary information on My LACERA, our member portal. **You can easily add, change, or remove a beneficiary in minutes.** Or, if you need to, you can make simple changes, such as updating an address.

It's important that active members keep their beneficiary designation information updated. Without the most current information, the choice of benefits available to your survivors and beneficiaries may be limited. Having up-to-date information on file will simplify this process.

Designating a Beneficiary

If you haven't yet designated a beneficiary and are considering when and who to choose, here are a few things to be aware of:

- You should choose your beneficiary before you retire.
 - You will not be able to change your designated beneficiary after you retire unless you chose Retirement Option 1.
- By law, your spouse or registered domestic partner takes precedence as your beneficiary, even if someone else is named.
- If your spouse or registered domestic partner is your primary beneficiary, you cannot name another primary beneficiary.
- If your spouse or domestic partner is not your primary beneficiary, you may name multiple beneficiaries.

Add and Update Beneficiary Information On My LACERA

As you complete your beneficiary's profile on My LACERA, you'll see helpful online guides throughout the process. The Understanding Pre-Retirement Benefits pop-up window, for example, is full of good information to have at hand as a reference. My LACERA will direct you through the four parts of the profile: personal information, address, benefit percentages, and review and sign.

The first two parts, personal information and address, are pretty straightforward. As you consider the percentages, however, it's important to remember that if you have multiple beneficiaries, you can only split 100 percent into whole numbers. If you have two beneficiaries, the benefit can be divided evenly: Both beneficiaries receive 50 percent. If you have three beneficiaries, though, they would receive 34, 33, and 33 percent, respectively.

In the last step, you'll be prompted to review the information you've entered and sign to confirm.

My LACERA is secure and careful to verify your personal signatory information, including multiple checkboxes and an eSignature to ensure that the information you enter is valid.

Once you've arrived at the "review and sign" part, you'll see that there's a category for a one-time \$5,000 Lump-Sum Death/Burial Benefit. This benefit is available only to retirees. It shows up in an active member's My LACERA account in order to file the proper information in advance so that it can be a matter of record. Active members can add this information for safekeeping now, and it will remain changeable later.

Find My LACERA on lacera.com's Home Page

Sign in to your My LACERA account today to see how easy it is to access beneficiary information, make changes, and verify that your information is up to date. If you haven't yet registered, please do!

Retirement Plan Roll Call

Active Members as of October 1, 2015

General Plan A	296
General Plan B	109
General Plan C	105
General Plan D	48,052
General Plan E	21,730
General Plan G	11,595
Total General	81,887

Safety Plan A	14
Safety Plan B	11,640
Safety Plan C	808
Total Safety	12,462

Total Active Members

94,349

RHC TIP Retiree Healthcare Information

If you're considering retirement, we have a great resource for you to familiarize yourself with the LACERA Retiree Healthcare offerings and price structure: the dedicated **Retiree Healthcare Brochures & Forms page on lacera.com**. It has 23 documents available for you to read and download.

- Enrollment and Change forms
- Brochures and Rate tables
- New Retiree Healthcare packages



In November, LACERA representatives gathered for the 2015 State Association of County Retirement Systems (SACRS) Fall Conference to share information and exchange ideas with their counterparts from other California retirement systems and affiliates. The conference was well attended by LACERA board members, executives, managers, and staff.

LACERA employees and board members participated in many capacities:

- Yves Chery, Board of Retirement member and current President of the SACRS Board of Directors, welcomed participants and also moderated a general session on credit overload.
- Board of Retirement member Vivian Gray, who serves as SACRS Bylaws Committee Chair, moderated a general session entitled, "Asset Bubbles and Investment Strategy."
- Board of Investments Chair, John Barger, moderated a discussion with General (Ret.)

David Patraeus, who shared his experiences regarding the impact of geopolitical developments on global investing.

- Simon Russin, a long-time Board of Retirement member and officer, lead participants in the Pledge of Allegiance.
- Senior Staff Counsel Michael Herrera and Senior Staff Counsel Johanna Fontenot moderated an attorney breakout session.
- Chief Audit Executive Richard Bendall participated as a panelist in the accounting/internal auditors breakout session.
- Jeannine Smart, Chief of Communications, gave a presentation on communication innovations.
- Derwin Brown, Chief of Quality Assurance and Metrics, served as SACRS Sergeant at Arms.

SACRS is a government-sponsored association of 20 California country retirement systems enacted under the County Employees Retirement Law of 1937.

Public Service Announcement

Become a Library Docent – Share Your Love of the Central Library

The Los Angeles Public Library is seeking volunteers, ages 21 and older, who are interested in presenting tours of the landmark Central Library in Los Angeles' historic downtown. To learn more about this exciting opportunity, visit www.lapl.org/docent.



Upcoming Holiday



LACERA will be closed:

Friday, December 25,
for Christmas Day

Friday, January 1,
for New Year's Day

Monday, January 18,
in observance of Martin Luther King, Jr. Day

Monday, February 15,
in observance of Presidents' Day

"In New York, people are buried in snow. Here our flowers are blooming and our oranges are about to bear. Let's hold a festival to tell the world about our paradise."

– Charles F. Holder, founder of the Tournament of Roses

Editor's Note:

Editor's Note: PostScript is published by the staff of LACERA and is for general informational purposes only. Consult with professional advisors regarding legal, tax, and/or medical matters; LACERA does not offer legal, tax, or medical advice.

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