



**Alameda County Employees' Retirement Association
BOARD OF RETIREMENT**

NOTICE and AGENDA

ACERA MISSION:

To provide ACERA members and employers with flexible, cost-effective, participant-oriented benefits through prudent investment management and superior member services.

**Thursday, February 20, 2020
2:00 p.m.**

LOCATION	BOARD OF RETIREMENT - MEMBERS	
ACERA C.G. "BUD" QUIST BOARD ROOM 475 14TH STREET, 10TH FLOOR OAKLAND, CALIFORNIA 94612-1900 MAIN LINE: 510.628.3000 FAX: 510.268.9574	HENRY LEVY	TREASURER
	CHAIR	
	ELIZABETH ROGERS	ELECTED GENERAL
	FIRST VICE-CHAIR	
	JAIME GODFREY	APPOINTED
	SECOND VICE-CHAIR	
	DALE AMARAL	ELECTED SAFETY
	OPHELIA BASGAL	APPOINTED
	KEITH CARSON	APPOINTED
TARRELL GAMBLE	APPOINTED	
LIZ KOPPENHAVER	ELECTED RETIRED	
GEORGE WOOD	ELECTED GENERAL	
NANCY REILLY	ALTERNATE RETIRED¹	
DARRYL L.WALKER	ALTERNATE SAFETY²	

¹ Alternate Retired Member (Votes in the absence of the Elected Retired Member, or, if the Elected Retired Member is present, then votes if both Elected General members, or the Elected Safety Member and an Elected General member, are absent.

² Alternate Safety Member (Votes in the absence of (1) the Elected Safety, (2) either of the two Elected General Members, or (3) both the Retired and Alternate Retired members).

Note regarding accommodations: The Board of Retirement will provide reasonable accommodations for persons with special needs of accessibility who plan to attend Board meetings. Please contact ACERA at (510) 628-3000 to arrange for accommodation.

Note regarding public comments: Public comments are limited to four (4) minutes per person in total.

The order of agendized items is subject to change without notice. Board and Committee agendas and minutes are available online at www.acera.org.

1. **CALL TO ORDER:**
2. **ROLL CALL:**
3. **PUBLIC COMMENT:**
4. **CONSENT CALENDAR:**
 - A. **APPLICATION FOR SERVICE RETIREMENT:**
Appendix A
 - B. **APPLICATION FOR RETIREMENT, DEFERRED:**
Appendix B
Appendix B-1
 - C. **APPLICATION FOR DEFERRED TRANSFER:**
Appendix C
 - D. **LIST OF DECEASED MEMBERS:**
Appendix D
 - E. **REQUESTS FOR 130 BI-WEEKLY PAYMENTS TO RE-DEPOSIT CONTRIBUTIONS AND GAIN CREDIT:**
Appendix E
 - F. **APPLICATION FOR DISABILITY RETIREMENT – NON CONTESTED ITEMS:**
Appendix F
 - G. **APPLICATION FOR DISABILITY RETIREMENT – HEARING OFFICER RECOMMENDATIONS:**
Appendix G
 - H. **APPROVAL of BOARD and COMMITTEE MINUTES:**
January 16, 2020 Minutes of the Regular Board Meeting
February 5, 2020 Operations Committee Minutes
February 5, 2020 Retirees Committee Minutes
 - I. **MISCELLANEOUS MATTERS:**
4th Quarter 2019 Call Center Report

-----End of Consent Calendar-----
(MOTION)

REGULAR CALENDAR
REPORTS AND ACTION ITEMS

5. DISABILITIES, RECOMMENDATIONS AND MOTIONS:

(Item(s) will be heard in Closed Executive Session)

None.

6. COMMITTEE REPORTS, RECOMMENDATIONS AND MOTIONS:

A. Operations:

1. Summary of the February 5, 2020 Meeting.
2. Motion to approve the 2019 discharge request of benefit overpayments in the amount of \$23,442.44.

B. Retirees:

1. Summary of the February 5, 2020 Meeting.
2. Motion to adopt the Supplemental Cost of Living Adjustment increase for Tier I members who retired on or before April 1, 1981, and Tier 2 members who retired on or before April 1, 2000, effective with the April 1, 2020 monthly retirement allowance. This annual supplemental benefit is non-vested and is funded by the Supplemental Retiree Benefit Reserve.
3. Motion to approve the discharge of 14 retiree Health Reimbursement Arrangement overpayments for prior years 2013 through 2018 totaling \$5,424.72.

C. Investment:

1. Summary of the February 13, 2020 Meeting.
2. Motion to adopt ACERA's ESG Belief Statement.

D. Audit:

1. Summary of the February 20, 2020 Meeting.
2. Motion to approve the external audit scope of work and timeline of services for the Financial Statements ended December 31, 2019, performed by Williams Adley & Co. LLP.

7. NEW BUSINESS:

A. Chief Executive Officer's Report.

8. CONFERENCE/ORAL REPORTS:

9. ANNOUNCEMENTS:

10. BOARD INPUT:

11. ESTABLISHMENT OF NEXT MEETING:

Thursday, March 19, 2020 at 2:00 p.m.

12. ADJOURNMENT:

**APPENDIX A
APPLICATION FOR SERVICE RETIREMENT**

AUDENCIAL, Lerna
Effective: 12/2/2019
Alameda Health System

LUM, Alice
Effective: 11/3/2019
Social Services Agency

CALIVA, Lori
Effective: 12/18/2019
Community Development Agency

MAGGY, Bradley
Effective: 12/27/2019
Human Resource Services

CRISOLOGO, Celina
Effective: 10/21/2019
Alameda Health System

MARTIN, Jane
Effective: 12/28/2019
Health Care Services Agency

DE LEON, Jennifer
Effective: 11/16/2019
Sheriff's Office

MCCORMICK, Carl
Effective: 12/4/2019
Sheriff's Office

GARLAND, Beverly
Effective: 12/14/2019
Social Services Agency

MICUOB, Evangeline
Effective: 12/1/2019
Alameda Health System

GREENWOOD, Leslie
Effective: 12/13/2019
Health Care Services Agency

MILLET, Bonnie
Effective: 11/7/2019
Assessor

HILL, Vermeille
Effective: 12/14/2019
Health Care Services Agency

MOSS, Robert
Effective: 11/15/2019
Probation

HOWARTH, Joseph
Effective: 12/18/2019
General Services Agency

MUNGOVAN, Stephen
Effective: 12/28/2019
Community Development Agency

LEUNG, Agnes
Effective: 11/30/2019
Social Services Agency

NG, Pamela
Effective: 12/4/2019
Social Services Agency

LOTSCHER, Maria
Effective: 12/14/2019
Social Services Agency

O'CONNOR, Ana
Effective: 10/23/2019
Alameda Health System

LOUIE, Wai-Yin
Effective: 12/13/2019
Alameda Health System

PAULAR, Dave
Effective: 11/23/2019
Alameda Health System

**APPENDIX A
APPLICATION FOR SERVICE RETIREMENT**

RAMIREZ, Marciano
Effective: 12/12/2019
Alameda Health System

SOOSAI PILLAI, Miruni
Effective: 11/30/2019
County Counsel

REARDON, Michele
Effective: 11/30/2019
Public Works Agency

SOTELO, Patrick
Effective: 11/26/2019
LARP

ROTHENBERG, Rona
Effective: 11/6/2019
General Services Agency

THOMASON, Connstance
Effective: 12/14/2019
Social Services Agency

SCOTT, Irma
Effective: 11/19/2019
Alameda Health System

THUMAN, Carol
Effective: 12/5/2019
Alameda Health System

SCOTT, Sandra
Effective: 11/30/2019
Superior Court

TURAN, Barbara
Effective: 11/11/2019
Health Care Services Agency

SILVER, Charlotte
Effective: 11/17/2020
Alameda Health System

WADUD, Gloria
Effective: 11/28/2019
Probation

SMITH, Gaylyn
Effective: 11/16/2019
Sheriff's Office

WOLKENHAUER, Janis
Effective: 11/28/2019
Health Care Services Agency

SOOHOO, Mark
Effective: 12/14/2019
Probation

YATTAW, Susan
Effective: 12/14/2019
Child Support Services

ZAMBALES, Benjamin C.
Effective: 7/30/2016
Social Services Agency

**APPENDIX B
APPLICATION FOR DEFERRED RETIREMENT**

ARCIBAL, Jenalyn V.
Alameda Health System
Effective Date: 9/20/2019

ASHERA, Sila D.
Alameda Health System
Effective: 11/1/2019

ASHLEY, Guy F.
Information Technology
Effective: 9/20/2019

BOLDS, Jackie A.
Alameda Health System
Effective: 11/2/2019

BUSCHELL, Bennett R.
Alameda Health System
Effective: 10/15/2019

CADRECHA, Michael E.
General Services Agency
Effective: 10/4/2019

CAMPBELL, Loretta J.
Social Services Agency
Effective: 12/20/2019

CAMPBELL, Teisha M.
Social Services Agency
Effective: 11/29/2019

CAOILE, Karen E.
County Administrator
Effective: 12/27/2019

CARLSON, Kelly Paige
Alameda Health System
Effective: 9/5/2019

CHRISTENSEN, Jody K.
Social Services Agency
Effective: 7/12/2019

COUGHLIN, Mary F.
Alameda Health System
Effective: 11/6/2019

CRONIN, Shareen A.
Alameda Health System
Effective: 10/4/2019

DADEJ, Jaime M.
Health Care Services Agency
Effective: 9/6/2019

DELGADO, Bernadette M.
Alameda Health System
Effective: 11/27/2019

DIAZ, Kathia D.
Alameda Health System
Effective: 12/6/2019

DYSON, Cynthia E.
Social Services Agency
Effective Date: 7/18/2019

EDISON, James
Alameda Health System
Effective: 10/11/2019

FILIPPI, Dennis J.
Public Works Agency
Effective: 9/20/2019

FOY, Latron M.
General Services Agency
Effective: 7/28/2019

GARCIA, Maria C.
Alameda Health System
Effective: 12/6/2019

GUTIERREZ, Vanessa S.
Alameda Health System
Effective: 12/6/2019

**APPENDIX B
APPLICATION FOR DEFERRED RETIREMENT**

HART, Naima C.
Social Services Agency
Effective: 7/5/2019

MC RAE, Wilder E.
Health Care Services Agency
Effective: 1/3/2020

HINTON, Yvette
Alameda Health System
Effective: 11/27/2019

NEJAD, Sanam Y.
Alameda Health System
Effective: 7/30/2019

HONG, Dara
Alameda Health System
Effective: 12/6/2019

NEWTON, Karen M.
Zone 7
Effective: 12/2/2019

JACKSON, Robert C.
General Services Agency
Effective: 11/27/2019

OLIVER, Sharelle J.
Alameda Health System
Effective: 12/6/2019

JARAMILLO, Lauren C.
Child Support Services
Effective: 7/19/2019

O'SULLIVAN, Soraya
Alameda Health System
Effective: 12/16/2019

KENNEDY, Natalie M.
Alameda Health System
Effective: 11/8/2019

PANG, Rebecca W.
District Attorney
Effective: 7/26/2019

KLOBUKOWSKI, Harold A.
Alameda Health System
Effective: 9/20/2019

PENA, Carla P.
Alameda Health System
Effective: 12/6/2019

KOTCH, Suzan J.
Social Services Agency
Effective: 9/6/2019

PERMILLION, Karen M.
Alameda Health System
Effective: 10/1/2019

LAMPRECHT, Chandra E.
Superior Court
Effective: 7/17/2019

SMITH, Gary L.
Social Services Agency
Effective: 11/20/2019

LANKOW, Kelsey M.
Health Care Services Agency
Effective: 8/2/2019

VALLAS, Melissa E.
Health Care Services Agency
Effective: 10/4/2019

MAUS, Mark
Alameda Health System
Effective Date: 8/9/2019

WILLIAMS, Adam J.
Sheriff's Office
Effective: 12/27/2019

**APPENDIX B
APPLICATION FOR DEFERRED RETIREMENT**

WILLIAMS, Juaninne N.
Social Services Agency
Effective: 12/17/2019

**APPENDIX B-1
APPLICATION FOR NON-VESTED DEFERRED**

ABRAMS, Emily N.
Alameda Health System
Effective Date: 11/18/2019

BENTON, Keilah
Social Services Agency
Effective: 8/23/2019

ACAMPORA, Rose
Social Services Agency
Effective: 9/27/2019

BONANNO, Angela M.
Alameda Health System
Effective: 7/12/2019

ADAYA, Stephen
Superior Court
Effective: 9/17/2019

BRYANT, Cheryl M.
Alameda Health System
Effective: 11/4/2019

ALLEN, Nikol L.
Alameda Health System
Effective: 7/26/2019

BRYANT, Timothy V.
Alameda Health System
Effective: 11/14/2019

AMADOR, Paolo-Ricardo T.
Health Care Services Agency
Effective: 10/17/2019

CAMPOS, Angelica Z.
Social Services Agency
Effective: 7/24/2019

ARREDONDO, Eunice A.
Alameda Health System
Effective: 12/6/2019

CERONE, Felipe J.
Alameda Health System
Effective: 11/10/2019

BARROGA, Roderick M.
Alameda Health System
Effective: 11/1/2019

CHANDRA, Vinita
Information Technology
Effective: 11/8/2019

BECERRA, Patricia
Alameda Health System
Effective: 9/24/2019

CHRISTIANSEN, Dylan
Sheriff's Office
Effective Date: 10/2/2019

BENAVIDES, Mallory L.
Alameda Health System
Effective: 10/31/2019

CLAASSEN, Emily R.
Health Care Services Agency
Effective: 11/29/2019

**APPENDIX B-1
APPLICATION FOR NON-VESTED DEFERRED**

CREESE, Kellyn C.
District Attorney
Effective: 7/19/2019

GONZALEZ, Lisette
County Library
Effective: 8/22/2019

DANIELS, Marcia A.
Alameda Health System
Effective: 12/14/2019

GRAYSON, Bobbie K.
Social Services Agency
Effective: 9/13/2019

DE VEGA, Reypaulo S.
Information Technology
Effective: 8/16/2019

GREEN, Monica E.
Human Resource Services
Effective: 11/22/2019

DEVLIN, Carol A.
Alameda Health System
Effective: 8/2/2019

GREER, Stephen B.
Zone 7
Effective Date: 7/19/2019

DICKENS, Mignon B.
Alameda Health System
Effective: 7/31/2019

GRIFFITHS, Craig S.
Alameda Health System
Effective: 12/13/2019

ECHANIZ, Maria T.
Alameda Health System
Effective: 11/14/2019

HAIRSTON, Le' Kreeya C.
Social Services Agency
Effective: 8/16/2019

ESPINOZA, Ashley E.
Health Care Services Agency
Effective: 10/11/2019

HAMPTON, Janine L.
Public Works Agency
Effective: 12/27/2019

EVANCULLA, Jonathan B.
Social Services Agency
Effective: 8/9/2019

HARRIS, Brittany C.
Alameda Health System
Effective: 9/17/2019

GARIBAY, Josue A.
Human Resource Services
Effective: 12/20/2019

HERNANDEZ VILCHIS, Carlos C.
Social Services Agency
Effective: 12/6/2019

GONZALES, Jasmine
Social Services Agency
Effective: 12/27/2019

HSU, Edward
Superior Court
Effective: 9/13/2019

GONZALEZ, Gisella Y.
Alameda Health System
Effective: 6/16/2019

HUNTER, Gregory A.
Alameda Health System
Effective: 12/2/2019

**APPENDIX B-1
APPLICATION FOR NON-VESTED DEFERRED**

HURLEY, Sean C.
Sheriff's Office
Effective: 7/6/2019

MACIAS, Cesar
Superior Court
Effective: 10/18/2019

HUSSAIN, Rumana S.
Alameda Health System
Effective: 10/10/2019

MAR, Raymond S.
Superior Court
Effective: 11/4/2019

IBALIO, Fidencio J.
ACERA
Effective: 12/10/2019

MARAMREDDY, Neeraja V.
Alameda Health System
Effective: 1/3/2020

IMRU, Ruth
Alameda Health System
Effective: 8/14/2019

MARQUEZ, Javier A.
Assessor
Effective: 7/26/2019

JARAMILLO, Joyce E.
Probation
Effective: 12/13/2019

MARTINEZ, Britanni A.
Sheriff's Office
Effective: 12/13/2019

JENKINS, Aisha K.
Alameda Health System
Effective: 11/29/2019

MAURICIO KO, Jewel M.
Health Care Services Agency
Effective: 10/4/2019

JULIUS, Immacula
Alameda Health System
Effective: 12/5/2019

MCGARY, Lauren S.
District Attorney
Effective: 12/27/2019

KING-GALLMAN, Wade J.
Social Services Agency
Effective: 7/19/2019

MIKE, Michelle O.
Alameda Health System
Effective: 9/17/2019

LEE, Robert
Health Care Services Agency
Effective Date: 11/29/2019

MOSES, Willie H.
Alameda Health System
Effective: 11/18/2019

LIAO, Cleo J.
Probation
Effective: 7/19/2019

MURE, Ayrika A.
Alameda Health System
Effective: 6/13/2019

LIU, James
Social Services Agency
Effective: 9/5/2019

MURPHY, Jaime R.
Social Services Agency
Effective: 11/18/2019

**APPENDIX B-1
APPLICATION FOR NON-VESTED DEFERRED**

MUSE, Don R.
Sheriff's Office
Effective: 11/19/2019

SCHUELLER, Eva
County Counsel
Effective: 11/22/2019

NALY, Montoya
Assessor
Effective: 8/30/2019

SHAH, Forum
Alameda Health System
Effective: 7/12/2019

NOMURA, Fumiko
Alameda Health System
Effective Date: 11/15/2019

SHANMUGHAM, Trasily K.
Information Technology
Effective: 12/9/2019

OTA, Christopher T.
County Library
Effective: 12/28/2019

SHIAU, Rita L.
Health Care Services Agency
Effective: 12/6/2019

PAK, Christy J.
Alameda Health System
Effective: 1/3/2020

SIGEL-KWONG, Lian
Superior Court
Effective: 9/20/2019

PEREIRA, Robert C.
Sheriff's Office
Effective: 9/15/2019

SINGH, Aprajita
Social Services Agency
Effective: 12/26/2019

POLINTAN, Michelle
Superior Court
Effective: 10/24/2019

SMYTH, Kerri A.
Zone 7
Effective: 11/22/2019

RASSOULI, Gustav D.
Information Technology
Effective: 7/26/2019

SRIVASTAVA, Sachin
Information Technology
Effective: 11/29/2019

REED, Melvina P.
Child Support Services
Effective: 11/29/2019

STAHL, Timothy M.
Alameda Health System
Effective Date: 1/11/2020

ROBINSON, John B.
District Attorney
Effective: 11/15/2019

STINE, Laura Marie
Superior Court
Effective: 10/18/2019

APPENDIX B-1
APPLICATION FOR NON-VESTED DEFERRED

SURI, Vinay
Information Technology
Effective: 10/31/2019

WEN, Xing Hua
Auditor-Controller
Effective: 11/1/2019

TEN, Alla
Superior Court
Effective: 9/17/2019

WIECKI, Richard
Alameda Health System
Effective: 12/3/2019

THOMAS, Kathleen A.
Health Care Services Agency
Effective: 7/26/2019

WILLIAMS, Paul M.
Alameda Health System
Effective: 8/7/2019

TOILOLO, Ilaise M.
Social Services Agency
Effective: 10/17/2019

YOUNG, Deante L.
Human Resource Services
Effective: 10/5/2019

TWU, Allen J.
Alameda Health System
Effective: 11/22/2019

YOUNG, Gary L.
ACERA
Effective: 12/6/2019

YOUNG-DOYLE, Thomas
LARPD
Effective: 7/10/2019

APPENDIX D
LIST OF DECEASED MEMBERS

ALBERTINI, William
Non-Mbr Survivor of Dorothy Albertini
11/17/2019

BROWN, Benetta
Social Services Agency
12/10/2019

ALTSCHUL, David
Social Services Agency
12/12/2019

BURKE, Shelba
Alameda County
1/24/2020

BARON, Robert
Social Services Agency
11/17/2019

CHAMBERS, Beverly
Non-Mbr Survivor of Edwin Chambers
1/20/2020

BREWIN, Pat
Alameda Health System
12/15/2019

CRUZ, Francisco
Alameda Health System
12/9/2019

**APPENDIX D
LIST OF DECEASED MEMBERS**

DE BERG, Ruth
Superior Court
12/17/2019

MANWARING, Edward
General Services Agency
1/13/2020

DE BORD, Therese
Alameda Health System
10/30/2019

PADILLA, Sylvester
Alameda Health System
12/23/2019

ECKHARDT, Dwight
Health Care Services Agency
1/18/2020

PILAT, Noelle
Public Works Agency
1/9/2020

FORTUNA, Soledad
Assessor
1/13/2020

RABON, Fred
Probation
1/20/2020

HARDIN, John
Sheriff's Office
12/23/2019

ROBINSON, Leanna
Social Services Agency
12/30/2019

HOWERTON, Jeanette
Health Care Services Agency
12/30/2019

SEGHETTI, Mary
Non-Mbr Survivor of Leo Seghetti
1/6/2020

KERR, Howard
Health Care Services Agency
1/2/2020

VIDAL, Romy
Superior Court
1/25/2020

LEONES, Ramon
Alameda Health System
1/19/2020

VOLPE, Kathleen
District Attorney
1/20/2020

WRIGHT, Thomas
Sheriff's Office
1/4/2020

APPENDIX E
REQUEST FOR 130 BI-WEEKLY PAYMENTS TO
RE-DEPOSIT CONTRIBUTIONS AND GAIN CREDIT

PRUITT, Kimberly L.
130 Bi-weekly Payroll Deductions per Government Code § 31652 Redeposit

APPENDIX F
APPLICATION FOR DISABILITY RETIREMENT

Name: **Davis, Johnny**
Type of Claim: Service-Connected

Staff's Recommendation:

Adopt the findings and conclusions and approve and adopt the recommendation contained in the Medical Advisor's report, including but not limited to, granting Mr. Davis's application for a service-connected disability. Since Mr. Davis is over 55 years old, future annual medical examinations and questionnaires will not be required.

Name: **Eggers, Jeny**
Type of Claim: Service-Connected

Staff's Recommendation:

Adopt the findings and conclusions and approve and adopt the recommendation contained in the Medical Advisor's report, including but not limited to, granting Ms. Egger's application for a service-connected disability, and waiving future annual medical examinations and questionnaires at this time.

Name: **Fox, Cori**
Type of Claim: Annual Review for SCD (Granted on 12/20/18)

Staff's Recommendation:

Adopt the findings and conclusions and approve and adopt the recommendation contained in the Medical Advisor's report to continue the allowance for Ms. Fox's service-connected disability and to waive future annual medical examinations and questionnaires at this time.

APPENDIX F
APPLICATION FOR DISABILITY RETIREMENT

Name: Gardere, Miya
Type of Claim: Annual Review for SCD Supplemental Allowance
(Granted on 9/20/18)

Staff’s Recommendation:

Adopt the findings and conclusions and approve and adopt the recommendation contained in the Medical Advisor’s report to continue the allowance for Ms. Gardere’s service-connected disability and to require future annual medical examinations and questionnaires at this time.

Name: Gayfield, Yvette
Type of Claim: Service-Connected

Staff’s Recommendation:

Adopt the findings and conclusions and approve and adopt the recommendation contained in the Medical Advisor’s report, including but not limited to, granting Ms. Gayfield’s application for a service-connected disability, and waiving future annual medical examinations and questionnaires at this time.

Name: Lewis, Tania
Type of Claim: Annual Review for SCD (Granted on 1/17/19)

Staff’s Recommendation:

Adopt the findings and conclusions and approve and adopt the recommendation contained in the Medical Advisor’s report to continue the allowance for Ms. Lewis’s service-connected disability and to waive future annual medical examinations and questionnaires at this time.

Name: Mendoza, Arnoldo
Type of Claim: Service-Connected

Staff’s Recommendation:

Adopt the findings and conclusions and approve and adopt the recommendation contained in the Medical Advisor’s report, including but not limited to, granting Mr. Mendoza’s application for a service-connected disability. Since Mr. Mendoza is over 55 years old, future annual medical examinations and questionnaires will not be required.

APPENDIX F
APPLICATION FOR DISABILITY RETIREMENT

Name: **Rhodes, Channing**
Type of Claim: Service-Connected

Staff’s Recommendation:

Adopt the findings and conclusions and approve and adopt the recommendation contained in the Medical Advisor’s report, including but not limited to, granting Mr. Rhodes’s application for a service-connected disability, and waiving future annual medical examinations and questionnaires at this time.

Name: **Spikes, Cecile**
Type of Claim: Service-Connected

Staff’s Recommendation:

Adopt the findings and conclusions and approve and adopt the recommendation contained in the Medical Advisor’s report, including but not limited to, granting Ms. Spikes’ application for a service-connected disability. Since Ms. Spikes is over 55 years old, future annual medical examinations and questionnaires will not be required.

Name: **Thoms, Derek**
Type of Claim: Annual Review for SCD (Granted on 12/21/17)

Staff’s Recommendation:

Adopt the findings and conclusions and approve and adopt the recommendation contained in the Medical Advisor’s report to continue the allowance for Mr. Thom’s service-connected disability and to waive future annual medical examinations and questionnaires at this time.

Name: **Torres, Norman**
Type of Claim: Annual Review for NSCD (Granted on 10/17/19)

Staff’s Recommendation:

Adopt the findings and conclusions and approve and adopt the recommendation contained in the Medical Advisor’s report, waiving future annual medical examinations and questionnaires at this time.

**APPENDIX G
APPLICATION FOR DISABILITY RETIREMENT
HEARING OFFICER RECOMMENDATIONS**

Name: Morra, Leslie
Type of Claim: Service-Connected Disability

Staff's Recommendation:

Adopt the findings, conclusions and recommendation of the Hearing Officer in the Hearing Officer's report to approve Ms. Morra's application for a Service-Connected Disability Retirement.

No opposition to the Hearing Officer's recommendation was received from the parties.

January 16, 2020
Minutes of the Regular Board Meeting
For approval under February 20, 2020
Board “Consent Calendar”



ALAMEDA COUNTY EMPLOYEES' RETIREMENT ASSOCIATION
BOARD OF RETIREMENT
MINUTES

Thursday, January 16, 2020

First Vice-Chair Elizabeth Rogers called the meeting to order at 2:03p.m.

Trustees Present: Dale Amaral
Ophelia Basgal
Keith Carson
Liz Koppenhaver
Henry Levy
Elizabeth Rogers
Nancy Reilly (*Alternate*)
Darryl Walker (*Alternate*)

Trustees Excused: Tarrell Gamble
Jaime Godfrey
George Wood

Staff Present: Margo Allen, Fiscal Services Officer
Victoria Arruda, Human Resource Officer
Sandra Dueñas-Cuevas, Benefits Manager
Kathy Foster, Assistant Chief Executive Officer
Jessica Huffman, Benefits Manager
Harsh Jadhav, Chief of Internal Audit
Vijay Jagar, Retirement Chief Technology Officer, ACERA
Nicole Mallari, Administrative Specialist II
David Nelsen, Chief Executive Officer

Staff Excused: Angela Bradford, Executive Secretary
Kathy Mount, Chief Counsel
Betty Tse, Chief Investment Officer

PUBLIC INPUT

None.

**CONSENT CALENDAR
REPORTS AND ACTION ITEMS**

APPLICATION FOR SERVICE RETIREMENT

Appendix A

APPLICATION FOR RETIREMENT, DEFERRED

*Appendix B
Appendix B-1*

APPLICATION FOR DEFERRED TRANSFER

Appendix C

LIST OF DECEASED MEMBERS

Appendix D

**REQUESTS FOR 130 BI-WEEKLY PAYMENTS TO RE-DEPOSIT
CONTRIBUTIONS AND GAIN CREDIT**

Appendix E

APPLICATION FOR DISABILITY RETIREMENT – NON-CONTESTED ITEMS

Appendix F

**APPLICATION FOR DISABILITY RETIREMENT – HEARING OFFICER
RECOMMENDATIONS**

Appendix G

APPROVAL OF BOARD and COMMITTEE MINUTES

*December 19, 2019 Minutes of the Regular Board Meeting
January 8, 2020 Investment Committee Minutes*

MISCELLANEOUS MATTERS

*Quarterly Report on Member Underpayments and Overpayments
Operating Expenses as of November 30, 2019*

20-01

It was moved by Liz Koppenhaver seconded by Nancy Reilly and approved by a vote of 5 yes (Basgal, Carson, Koppenhaver, Rogers, Reilly), 0 no, and 0 abstentions. (Dale Amaral and Darryl Walker recused themselves because one or more of the Consent Calendar items involved their employing Departments):

BE IT RESOLVED BY THIS BOARD that the Consent Calendar is approved.

**REGULAR CALENDAR
REPORTS AND ACTION ITEMS**

**DISABILITIES, CURRENT AND CONTINUING RECOMMENDATIONS AND
MOTIONS**

(Item(s) will be heard in Closed Executive Session)

None.

COMMITTEE REPORTS, RECOMMENDATIONS AND MOTIONS

This month's Committee reports were presented in the following order:

Investment:

Elizabeth Rogers gave an oral report stating that the Investment Committee met on January 8, 2020 and that the Committee was presented with, reviewed information for and discussed negotiations to extend the Custody Contract with State Street Bank and Trust Company.

The Board made the following motion:

20-02

It was moved by Elizabeth Rogers and seconded by Ophelia Basgal that the Board authorize Staff to Negotiate an Extension of the Custody Contract with State Street Bank and Trust Company. The motion carried 5 yes (Basgal, Carson, Koppenhaver, Reilly, Rogers), 0 no, and 2 abstentions (Amaral, Walker).

The Committee was also presented with, reviewed information for and discussed approval of the Short List of candidates for ACERA's Large Cap Value Manager Search.

20-03

It was moved by Elizabeth Rogers and seconded by Liz Koppenhaver that the Board approve the Short List of candidates for ACERA's Large Cap Value Manager Search. The motion carried 6 yes (Basgal, Carson, Koppenhaver, Levy, Reilly, Rogers), 0 no, and 2 abstentions (Amaral, Walker).

The Committee was presented with updates on the following Information Items: 1) Education Session: Cash Overlay; and 2) Proposed Investment Committee Workplan 2020.

Minutes of the meeting were presented to the Board for adoption on the Consent Calendar at today's Board meeting.

Board Chair Henry Levy called for nominations regarding the election of Board Officers for 2020. The nominations were held in the following order.

20-04

It was moved by Dale Amaral and seconded by Liz Koppenhaver to nominate Henry Levy as Chair of the Board of Retirement.

There were no further nominations. The nominations were closed.

Henry Levy was elected as Chair of the Board of Retirement by a vote of 7 yes (*Amaral, Basgal, Carson, Koppenhaver, Levy, Rogers, Walker*), 0 no, and 0 abstentions.

20-05

It was moved by Ophelia Basgal and seconded by Dale Amaral to nominate Elizabeth Rogers as First-Vice Chair of the Board of Retirement.

There were no further nominations. The nominations were closed.

Elizabeth Rogers was elected as First-Vice Chair of the Board of Retirement by a vote of 7 yes (*Amaral, Basgal, Carson, Koppenhaver, Levy, Rogers, Walker*), 0 no, and 0 abstentions.

20-06

It was moved by Elizabeth Rogers and seconded by Dale Amaral to nominate Jaime Godfrey as Second Vice-Chair of the Board of Retirement.

There were no further nominations. The nominations were closed.

Jaime Godfrey was elected as Second Vice-Chair of the Board of Retirement by a vote of 7 yes (*Amaral, Basgal, Carson, Koppenhaver, Levy, Rogers, Walker*), 0 no, and 0 abstentions.

Mr. Nelsen will send out a list of the current Committee assignments to Trustees so that they can choose which Committees they would like to be assigned to for the year 2020.

NEW BUSINESS:

David Nelsen, Chief Executive Officer's Report

Mr. Nelsen presented his January 16, 2020, written CEO Report which provided an update on the following items: **1)** Senior Manager Recruitment; **2)** Committee/Board Action Items; **3)** Conference/Event Schedule; **4)** Other Items, which included an update on the Pension Administration System, Passage of the Secure Act by the Federal Government, and on ACERA's Key Performance Indicators.

Mr. Nelsen reported that he and County Administrator Susan Muranishi are in the process of scheduling a Joint meeting of the Board of Supervisors and Board of Retirement on either the afternoon of Tuesday, March 24th or the afternoon of Tuesday, March 31st and requested that the Trustees provide him with their availability. Mr. Nelsen stated that in addition to other topics being presented, Segal Consulting will give presentations on actuarial funding for ACERA and on the Supplemental Retiree Benefit Reserve (SRBR).

Mr. Nelsen reported that LRWL was recently bought-out by Segal Consulting and the buy-out does not affect the contract between ACERA and LRWL.

Mr. Nelsen announced that Jeff Rieger of Reed Smith LLP was offered, and accepted, ACERA's Chief Counsel Position and will start some time in late February or early March 2020.

Mr. Nelsen reported that Administrative Support Staff will begin working with the Granicus Agenda Management/Meeting Program starting in February 2020. The next phase of the Granicus Integration is training for Trustees to learn how to access, review and make notes in the Program (iLegislate). Retirement Chief Technology Officer Vijay Jagar reported that Trustees will have the option to use the new iPads available and/or any other hardware they prefer.

Mr. Nelsen informed the Board that SACRS will be providing additional information regarding the Secure Act, which raised the age of required minimum distributions from 70 ½ to 72.

CONFERENCE/ORAL REPORTS

Chair Levy announced that the CALAPRS General Assembly and the Council of Institutional Investor Conferences will take place in March 2020.

ANNOUNCEMENTS

None.

BOARD INPUT

None.

CLOSED SESSION

A. Pursuant to GC §54957(b)(1): Consider ACERA Chief Executive Officer’s Annual Performance.

REPORT ON ACTION TAKEN IN CLOSED SESSION

The Board reconvened into Open Session and the following motion was made:

20-07

It was moved by Ophelia Basgal and seconded by Liz Koppenhaver to amend Resolution 19-94 and to approve a 2.9% merit increase for Chief Executive Officer David Nelsen. The motion carried 7 yes (*Basgal, Carson, Koppenhaver, Levy, Rogers, Reilly, Walker*), 0 no, and 0 abstentions.

ADJOURNMENT

The meeting adjourned at approximately 2:32 p.m.

Respectfully Submitted,



David Nelsen
Chief Executive Officer

02/20/20

Date Adopted

**APPENDIX A
APPLICATION FOR SERVICE RETIREMENT**

ADAMS, Nancy L.
Effective: 10/26/2019
Superior Court

GUCOR, Phil M.
Effective: 8/31/2019
Community Development Agency

ALLEN, Ruth L.
Effective: 5/23/2018
Alameda Health System

GUERRERO, Sylvia
Effective: 11/13/2019
Superior Court

ARCINIEGA, Petra
Effective: 11/1/2019
Alameda Health System

GUILLEN, Rafaela
Effective: 11/2/2019
Alameda Health System

BLACK, Leola
Effective: 11/2/2019
Probation

HARBERT, Jacquelyn R.
Effective: 10/1/2019
Superior Court

BORDELON, Roslyn R.
Effective: 11/2/2019
Probation

JACKSON, James O.
Effective: 11/2/2019
Alameda Health System

CAMPOS, Miguel B.
Effective: 11/2/2019
Public Works Agency

JOHNSON, Deborah A.
Effective: 10/1/2019
Information Technology

CHAN, Philip
Effective: 10/13/2019
Alameda Health System

JOHNSON, Karen M.
Effective: 11/2/2019
Sheriff's Office

COLER, Lisa A.
Effective: 10/19/2019
Superior Court

KLIEWER, Julie G.
Effective: 10/5/2019
Alameda Health System

COLES, Valerie J.
Effective: 11/2/2019
Sheriff's Office

LIM, David G.
Effective: 11/25/2019
District Attorney

DE LA CRUZ, Rogelio
Effective: 11/2/2019
Alameda Health System

NGUYEN, Tai Tan
Effective: 11/2/2019
Alameda Health System

DE LEON, Sandra C.
Effective: 10/19/2019
Alameda Health System

OLIVER, Gerard L.
Effective: 11/2/2019
Alameda Health System

**APPENDIX A
APPLICATION FOR SERVICE RETIREMENT**

SARINO, Flordeliza F.
Effective: 9/28/2019
Alameda Health System

WALKER, Gisele
Effective: 4/1/2017
Alameda Health System

WAYNE, Beverly A.
Effective: 9/25/2019
Health Care Services Agency

YORK, Thomas E.
Effective: 9/22/2018
Information Technology

**APPENDIX B
APPLICATION FOR DEFERRED RETIREMENT**

CALIVA, Lori M.
Community Development Agency
Effective Date: 11/10/2019

MENDEZ, Julieta A.
Alameda Health System
Effective: 10/16/2019

DIMAANO, Annabelle L.
Child Support Services
Effective: 12/13/2019

OLOGBOSELE, Cliff
Alameda Health System
Effective: 11/1/2019

QUIAMCO, Mitch L.
Alameda Health System
Effective: 10/26/2019

**APPENDIX B-1
APPLICATION FOR NON-VESTED DEFERRED**

ARAGON, JR., Denis
Superior Court
Effective Date: 9/17/2019

FRANZEL, Andrea N.
Human Resource Services
Effective: 8/23/2019

BAKER, Alex S.
Social Services Agency
Effective: 10/25/2019

GONZALEZ, Victor H.
Public Works Agency
Effective: 8/23/2019

CACH, JR., Robert
Superior Court
Effective: 7/26/2019

HUYNH, Gizelle Arlynn Q.
General Services Agency
Effective: 11/13/2019

**APPENDIX B-1
APPLICATION FOR NON-VESTED DEFERRED**

LEE, Jena N.
Social Services Agency
Effective: 10/16/2019

OSMOND, Jessica L.
Health Care Services Agency
Effective: 11/15/2019

MCDADE, Theresa H.
Social Services Agency
Effective: 10/7/2019

SOMBREDERO, Alisson D.
Alameda Health System
Effective: 10/25/2019

MELLS, Trevor A. S.
Community Development Agency
Effective: 11/15/2019

TANG, Sue S.
Social Services Agency
Effective: 11/1/2019

NGUYEN, Nina T.
Alameda Health System
Effective: 11/7/2019

VELEZ, Liberty S.
Alameda Health System
Effective: 10/1/2019

**APPENDIX D
LIST OF DECEASED MEMBERS**

ABAYAN, Norberta R.
Social Services Agency
11/23/2019

CRUZ, Francisco A.
Alameda Health System
12/9/2019

ASPHOLM, Edna M.
Alameda Health System
12/6/2019

DARNELL, George W.
Zone 7
12/30/2019

BAINBRIDGE, Deidre J.
Public Defender
11/22/2019

GARCIA, Natividad T.
County Administrator
11/26/2019

BUNCH, William J.
Sheriff's Office
11/24/2019

GIBSON, Arlene B.
General Services Agency
12/8/2019

CONDELL, Patricia A.
Alameda Health System
12/25/2019

HARRIS, Vera A.
Social Services Agency
12/13/2019

CROUTCH, Albert
Social Services Agency
12/18/2019

HELMUTH, Gene R.
Non-Mbr Survivor of Greta Helmuth
12/6/2019

**APPENDIX D
LIST OF DECEASED MEMBERS**

HOLLAND, Angela J.
Alameda Health System
11/24/2019

OSTINI, Robert R.
Superior Court
12/1/2019

HUMPHREY, Adrienne H.
Risk Management
12/2/2019

PADILLA, Sylvester
Alameda Health System
12/20/2019

JONES, John K.
Probation
11/15/2019

PUENTES, Mirta
Alameda Health System
12/20/2019

LONS, James F.
Sheriff's Office
11/11/2019

ROBINSON, Leanna J.
Social Services Agency
12/20/2019

MINNICH, Dorothy
Social Services Agency
12/26/2019

SAENZ, Raymond
Alameda Health System
11/26/2019

NESS, Bernice E.
Social Services Agency
10/24/2019

THURSTON, Jon R.
District Attorney
12/13/2019

VINSON, Carl E.
Sheriff's Office
12/13/2019

YOUNG, Mary L.
Health Care Services Agency
12/20/2019

APPENDIX F
APPLICATION FOR DISABILITY RETIREMENT

Name: **Daly, Sean**
Type of Claim: Annual Review for SCD (Granted on 8/17/17)

Staff's Recommendation:

Adopt the findings and conclusions and approve and adopt the recommendation contained in the Medical Advisor's report to continue the allowance for Mr. Daly's service-connected disability and to waive future annual medical examinations and questionnaires at this time.

Name: **Koehler, Todd**
Type of Claim: Annual Review for SCD (Granted on 12/17/15)

Staff's Recommendation:

Adopt the findings and conclusions and approve and adopt the recommendation contained in the Medical Advisor's report to continue the allowance for Mr. Koehler's service-connected disability and to waive future annual medical examinations and questionnaires at this time.

Name: **Daly, Sean**
Type of Claim: Annual Review for SCD (Granted on 8/17/17)

Staff's Recommendation:

Adopt the findings and conclusions and approve and adopt the recommendation contained in the Medical Advisor's report to continue the allowance for Mr. Daly's service-connected disability and to waive future annual medical examinations and questionnaires at this time.

Name: **Koehler, Todd**
Type of Claim: Annual Review for SCD (Granted on 12/17/15)

Staff's Recommendation:

Adopt the findings and conclusions and approve and adopt the recommendation contained in the Medical Advisor's report to continue the allowance for Mr. Koehler's service-connected disability and to waive future annual medical examinations and questionnaires at this time.

**February 5, 2020 Operations
Committee Minutes
For approval under February 20, 2020
Board “Consent Calendar”**



Date: February 5, 2020
To: Members of the Operations Committee
From: Ophelia Basgal, Chair
Subject: Summary of the February 5, 2020, Operations Committee Meeting

Operations Committee Vice-Chair Liz Koppenhaver called the February 5, 2020, Operations Committee Meeting to order at 9:36 a.m. Committee members present were Ophelia Basgal, Chair; Liz Koppenhaver, Vice Chair; Dale Amaral; and Elizabeth Rogers. Other Board members present were Keith Carson; Jaime Godfrey; Henry Levy; and Alternates Nancy Reilly and Darryl Walker. Staff present were David Nelsen, Chief Executive Officer; Margo Allen, Fiscal Services Officer; Kathy Foster, Assistant Chief Executive Officer; Kathy Mount, Chief Counsel; Sandra Duenas, Benefits Manager; Jessica Huffman, Benefits Manager; Betty Tse, Chief Investment Officer; Harsh Jadhav, Chief of Internal Audit; and Vijay Jagar, Chief Technology Officer.

ACTION ITEMS

1. Discussion and Possible Motion to Approve the 2019 Discharge Request of Benefits Overpayments

After discussion, it was moved by Liz Koppenhaver and seconded by Elizabeth Rogers, that the Operations Committee recommend to the Board of Retirement that the Board approve the 2019 discharge request of benefit overpayments in the amount of \$23,442.44.

The motion carried yes (Amaral, Basgal, Carson, Godfrey, Levy, Rogers, Koppenhaver, Walker), 0 no, 0 abstention.

INFORMATION ITEMS

1. ACERA Commercial Banking Presentation (Wells Fargo Bank)

Wells Fargo presented an overview of its commercial banking services and customer relationship building initiatives.

In April 2020, staff will propose a recommendation to the Operations Committee to consider a three to five-year deferment for conducting a commercial bank Request for Proposal in 2020.

2. Un-Audited Financial Statements as of December 31, 2019

Staff presented the Unaudited Financial Statement for the period ending December 31, 2019. Staff stated the net position held in trust for pension benefits totaled \$8.79 billion. The fiduciary net position held in trust compared to the same period in 2018 increased by \$1.20 billion. The year-over-year change in net position increased by \$1.72 billion.

3. Operating Expenses as of October 31, 2019

Staff presented end-of-year Budget vs. Actual Operating Expense Report. As of December 31, 2019, actual expenses were \$1,905K under budget. Budget overage noted was Professional Fees (83K over budget). Budget surpluses noted were Staffing (\$1,264K under budget) with 8 unfilled positions, Staff Development (\$182K under budget), Office Expense (\$26K under budget), Insurance (\$192K under budget), Member Services (\$146K under budget), Systems (\$76K under budget), Depreciation (\$8K under budget), and Board of Retirement (\$78K under budget).

4. Actual Cash and Forecast Report as of December 31, 2019

Staff presented the Actual Negative Cash Position for 2019. For the year ending December 31, 2019, with the exception of the months having three-pay-periods, the average monthly negative cash position for the period is -\$16,168,750.

5. Board Member Conference Expense Report for 4th Qtr. 2019

Staff presented the Board Member Conference and Training Report for the period January 1, 2019 to December 31, 2019. Reported expenses for the period were \$99,868.

6. Senior Manager Conference and Training Expense Report for 4th Qtr. 2019

Staff presented the Senior Manager Conference and Training Expense Report for the period January 1, 2019 to December 31, 2019. Reported expenses for the period were \$52,718.

7. Proposed 2020 Operations Committee Work Plan

Staff presented the draft work plan for 2020 Operations Committee.

TRUSTEE/PUBLIC INPUT

None

RECOMMENDATIONS

None

ESTABLISHMENT OF NEXT MEETING DATE

The next meeting is scheduled for April 1, 2020 at 9:30 a.m.

MEETING ADJOURNED

The meeting adjourned at 10:12 a.m.

**February 5, 2020 Retirees
Committee Minutes
For approval under February 20, 2020
Board “Consent Calendar”**



February 5, 2020

To: Members of the Retirees Committee

From: Liz Koppenhaver, Chair, Retired Trustee

Subject: Summary of the February 5, 2020 Retirees Committee Meeting

Committee Chair Liz Koppenhaver called the February 5, 2020 meeting to order at 10:30 a.m. Committee members present were Liz Koppenhaver, Dale Amaral, Keith Carson, Jaime Godfrey, and Elizabeth Rogers. Also present were Ophelia Basgal and Henry Levy, and alternate members Nancy Reilly and Darryl Walker. Staff present were David Nelsen, Chief Executive Officer; Kathy Foster, Assistant Chief Executive Officer; Margo Allen, Fiscal Services Officer; Kathy Mount, Chief Counsel; Sandra Dueñas-Cuevas, Benefits Manager; Jessica Huffman, Benefits Manager; Harsh Jadhav, Chief of Internal Audit; and Vijay Jagar, Chief Technology Officer.

PUBLIC INPUT

A member of the public stated that the County of Alameda's active members currently have a supplemental life insurance benefit and suggested that ACERA consider providing retirees with a similar benefit.

INFORMATION ITEMS

Chair Koppenhaver moved the following information item to the top of the agenda at the request of Staff to provide for more complete background before considering the action item:

1. Annual Cost of Living Adjustment for 2020

Staff reported that based on information provided by Segal Consulting, ACERA's actuaries, the Cost of Living Adjustment effective April 1, 2020 results in an increase of 3.0% for Tier 1 and Tier 3 retirees/payees who retired on or before April 1, 2019, due to carry-over banked from prior years. Tier 1 and Tier 3 retirees/payees who retired on or after April 2, 2019 will receive 2.5%, and all Tier 2 and Tier 4 retirees/payees will receive 2.0%. The Consumer Price Index (CPI) calculation resulted in a change of 2.45%. According to Government Code Sections 31870 and 31870.1, the percentage change should be rounded to the nearest one-half percent, which is 2.5%. The difference between the 2.5% and the maximum COLA adjustment allowed for Tier 2 and Tier 4 will be banked.

ACTION ITEMS

1. Annual Supplemental Cost of Living Adjustment

Staff provided information regarding the Supplemental Cost of Living Adjustment (COLA) benefit. The Supplemental COLA is provided to retirees who have an accumulated loss of purchasing power of 15% due to inflation. For 2019, there were approximately 538 retirees/payees receiving this benefit at a cost of \$1,183,357.43. Based on the accumulated loss of purchasing power as of December 31, 2019, those Tier 1 members who retired on or before April 1, 1981, and those Tier 2 members who retired on or before April 1, 2000, will receive the Supplemental COLA increase effective with their April 1, 2020 monthly allowance.

It was moved by Ophelia Basgal and seconded by Jaime Godfrey that the Retirees Committee recommend to the Board of Retirement that it adopt the Supplemental Cost of Living Adjustment increase for Tier 1 members who retired on or before April 1, 1981, and Tier 2 members who retired on or before April 1, 2000, effective with the April 1, 2020 monthly retirement allowance. This annual supplemental benefit is non-vested and is funded by the Supplemental Retiree Benefit Reserve.

The motion carried 8 yes (*Amaral, Basgal, Carson, Godfrey, Koppenhaver, Levy, Rogers, Walker*), 0 no, 0 abstentions.

2. Health Reimbursement Arrangement Overpayments Resolution

Staff provided the results of the research completed on the 23 Health Reimbursement Arrangement (HRA) overpayments for Plan Years 2013 through 2018, which was reported at the December 4, 2019 Retirees Committee meeting. Based on the research, nine cases were determined not to be overpayments. The remaining 14 cases are actual overpayments, totaling \$5,424.72. Trustees discussed two options to resolve these 14 overpayments: 1) make one more attempt to collect the overpayments; and 2) discharge the overpayments.

It was moved by Henry Levy and seconded by Dale Amaral that the Retirees Committee recommend to the Board of Retirement that it approve the discharge of 14 Health Reimbursement Arrangement overpayments for prior years 2013 through 2018 totaling \$5,424.72.

The motion carried 5 yes (*Amaral, Koppenhaver, Levy, Rogers, Walker*), 3 no (*Basgal, Carson, Godfrey*), 0 abstentions.

INFORMATION ITEMS

2. 2020 Annual Retirees Committee Work Plan Review

Staff provided a proposed 2020 Retirees Committee Work Plan highlighting two changes from last year's work plan: 1) items to be presented at the Board of Retirement meetings have been listed for the months in which no Committee meeting is scheduled; and 2) a report on the results and recommendation of the dental and vision request for proposals process will be presented at the June meeting.

3. Annual Health Care Planning Meeting with Retiree Representative/Date Announcement

Staff presented information regarding the purpose and plans for ACERA's annual health care planning meeting with Trustees, retiree representatives, Benefits Consultants, and the County of Alameda, which is tentatively scheduled for April 1, 2020.

4. Report on 1099-R Processing

Staff reported that the 2019 1099-R forms were mailed to retirees/payees the week of January 29th prior to the IRS deadline of January 31st. Trustees directed Staff to consider changing the process to only provide electronic copies of the 1099-R forms via Web Member Services, unless the retirees/payees opt out and choose paper copies mailed to them.

5. Report on Open Enrollment Activity

Staff provided information on the Plan Year 2020 Open Enrollment activity for ACERA and Via Benefits.

6. Report on Results of the Supplemental Retiree Benefit Reserve Benefits Survey

Staff provided information and observations on the results of the Supplemental Retiree Benefit Reserve (SRBR) online benefits survey, which was provided to active and deferred members and retirees. The survey was conducted during November 2019. Pete Albert, President of Alameda County Retired Employees (ACRE) retiree association expressed his appreciation to the Trustees and Staff for conducting the survey again, and for not only including a postcard regarding the survey in the Open Enrollment packet, but also following-up with an email.

7. Miscellaneous Updates

Staff announced that ACERA is hosting a Wellness Champion reception to recognize 17 retirees who participated in three or more ACERA wellness events in 2019.

TRUSTEE REMARKS

None.

ESTABLISHMENT OF NEXT MEETING DATE

The next meeting is scheduled for April 1, 2020 at 10:30 a.m.

MEETING ADJOURNED

The meeting adjourned at 11:33 a.m.

**February 13, 2020
Investment Committee Minutes Will Be
Distributed at the February 20, 2020
Board Meeting For approval under
February 20, 2020
Board “Consent Calendar”**

**February 20, 2020 Audit
Committee Minutes
For approval under March 19, 2020
Board “Consent Calendar”**

4th Quarter 2019 Call Center Report



MEMORANDUM TO THE BOARD OF RETIREMENT

DATE: February 20, 2020

TO: Members of the Board of Retirement

FROM: Ismael Piña, Assistant Benefits Manager

SUBJECT: **4th Quarter 2019 Call Center Report**

During the 4th quarter, the team handled a total of 6,610 incoming calls and service levels remained above the 90% service level goal as the calls received were answered within the service standard of 60 seconds or less.

Attached is the Service Level Report for the all quarters of 2019. In 2019, the total calls handled were 23,522 with an annual average service level of 97%.

The matrix below provides the five highest call volume categories for the four quarters of 2019.

Q1 Highest Volume	Categories of Calls	Q2 Highest Volume	Categories of Calls	Q3 Highest Volume	Categories of Calls	Q4 Highest Volume	Categories of Calls
26%	Retirement related Q's	31%	Retirement related Q's	28%	Health/Dental/Vision	40%	Health/Dental/Vision related Q's
25%	Health/Dental/Vision	20%	WMS	28%	Counseling	32%	Retirement related Q's
19%	WMS	18%	Direct Deposit/Checks	19%	Purchase/Redeposits/Service Audit Requests	10%	Purchase/Redeposits/Service Audit Requests
15%	1099R's	18%	Health/Dental/Vision	13%	Direct Deposit/Checks	9%	Direct Deposit/Checks
15%	Direct Deposit/Checks	13%	Taxes	12%	WMS	8%	Separation/Termination Related Q's

Attachment

ACERA

YTD 2019 Member Services and Reception Service Level Report

Performance Indicators	Jan. 2019		Feb. 2019		Mar. 2019		Apr. 2019		May '2019		June '2019	
	Member	Reception	Member	Reception	Member	Reception	Member	Reception	Member	Reception	Member	Reception
KPI - Service Level	95.0%		96.0%		97.0%		96.0%		97.0%		97.0%	
Total Number of Call Offered	1,700	543	1,388	480	1,322	542	1,692	613	1,367	493	1,128	518
ACD Agent Handled Calls	1,480	508	1,206	448	1,147	497	1,554	558	1,265	449	1,095	485
Number of Abandoned Calls	36	38	48	37	51	47	25	61	15	47	13	46
Average Hold Time Before Abandon (minutes:seconds)	1:20	0:55	1:17	0:49	1:16	1:01	1:56	0:49	1:29	0:47	1:28	0:41
Abandon Call Rate (Goal: 3% or less)	3.6%	6.1%	3.4%	6.5%	3.8%	8.1%	5.8%	8.5%	6.4%	8.5%	0.7%	6.2%
Number of Interflow Calls	188	2	135	1	125	1	117	3	87	2	25	1
Interflow Rate (Goal: 3% or less)	11.06%	0.37%	9.73%	0.21%	9.46%	0.18%	6.91%	0.49%	6.36%	0.41%	2.22%	0.19%
Average Talk Time (minutes:seconds)	3:29	3:01	2:50	3:04	3:43	3:20	3:29	3:21	2:40	2:47	5:17	1:51

Performance Indicators	July 2019		Aug. 2019		Sept. 2019		Oct. 2019		Nov '2019		Dec '2019	
	Member	Reception	Member	Reception	Member	Reception	Member	Reception	Member	Reception	Member	Reception
KPI - Service Level	99.0%		99.0%		97.0%		96.0%		94.0%		97.0%	
Total Number of Call Offered	1,306	482	1,521	550	1,416	494	1,953	553	1,856	556	1,535	455
ACD Agent Handled Calls	1,286	468	1,484	533	1,390	474	1,847	545	1,743	545	1,490	440
Number of Abandoned Calls	11	26	18	49	8	24	22	14	30	16	14	16
Average Hold Time Before Abandon (minutes:seconds)	0:44	1:05	1:04	0:43	1:05	0:56	1:02	0:51	0:57	0:53	0:49	0:42
Abandon Call Rate (Goal: 3% or less)	0.7%	2.7%	1.2%	2.9%	0.6%	3.2%	1.1%	1.3%	1.5%	2.0%	0.8%	2.2%
Number of Interflow Calls	11	1	19	1	18	4	85	1	85	0	32	5
Interflow Rate (Goal: 3% or less)	0.84%	0.21%	1.25%	0.18%	1.27%	0.81%	4.35%	0.49%	4.58%	0.41%	2.08%	0.19%
Average Talk Time (minutes:seconds)	5:30	1:28	5:16	1:29	5:22	1:04	5:11	0:57	5:01	0:44	4:47	0:48

NEW BUSINESS

7.A. Chief Executive Officer's Report.



*Office of the Chief Executive Officer
Office of Administration*

DATE: February 20, 2020
TO: Members of the Board of Retirement
FROM: Dave Nelsen, Chief Executive Officer *DW*
SUBJECT: Chief Executive Officer's Report

Senior Manager Recruitment

Jeff Rieger has been hired as the Chief Counsel for ACERA, and his start date will be March 9, 2020. Kathy Mount's final day as Chief Counsel will be March 6.

Committee/Board Action Items

ASSIGNED FOLLOW-UP ITEMS				
Follow-Up Board Item	Assigned Senior Leader	Estimated Completion Date	Completion Date	Notes
Schedule Joint Board of Supervisors and Board of Retirement meeting.	Dave Nelsen	Spring of 2020		The meeting is currently scheduled for 3/24/2020 at 4 p.m. at the Training & Education Center, 125 – 12 th Street, Suite 400, Oakland. .ACERA will be working with County Administration to confirm the agenda.

Conference/Event Schedule

CALAPRS General Assembly, Sun, Mar 8 thru Tue, Mar 10, 2020.

Other Items

Pension Administration System Update

The contract with LRS has been completed, and the official project initiation meeting is scheduled for February 18. Early tasks include project kick-off meetings, finalizing the project schedule, and confirming the requirements. To get through system design, testing and full implementation for these projects typically last approximately three-years, with multiple deliverables throughout.

Personnel Items of Interest

The Benefits Department will be recruiting for Retirement Technicians to fill recently vacated positions. Additionally, Benefits has hired an intern through the County's Social Services Trainee Program, who will be assisting with administrative tasks and seminar and wellness activity support.

Key Performance Indicators

Below are the high level performance indicators for ACERA, with the latest scores included:

Scorecard KPI	2019 Performance Goal
PRUDENT INVESTMENT PRACTICES	
Portfolio Performance vs. Policy Benchmark	<i>Annualized 10-year return will meet or exceed policy benchmark at the total fund level Through October: -.01% (9.34% benchmark v. 9.33% actual)</i>
EFFECTIVE PLAN ADMINISTRATION	
Actual Spent vs. Approved Budget	<i>On budget or 10% below 2019 approved budget As of end of year: 9% under budget</i>
COMPREHENSIVE ORGANIZATION DEVELOPMENT	
Employee Engagement Survey Results	<i>80% of responses in top two rating boxes on the question: "Is ACERA a great place to work?" As of last survey (Fall of 2019): 58%. This is an 8% increase over the spring, and a 15% increase from our first survey in Fall of 2018.</i>
SUPERIOR CUSTOMER SERVICE	
Service Excellence Survey	<i>80% of responses in top two rating boxes on the question: "Did ACERA meet or exceed my expectations for my customer service experience?" For the full year of 2019: 93%</i>