SACRS FALL CONFERENCE 2026

LACERA

Los Angeles County Employees Retirement Association

The Case for Case Management

PRESENTED BY

Alex Ochoa

Internal Auditor, LACERA

Dmitriy Khaytovich

Section Head, LACERA

WHO WE SERVE

01

Our Members

LACERA serves over 185,000 active and retired members of Los Angeles County. From their first day of service through retirement and beyond, our members rely on us to deliver the benefits they have earned with accuracy, care, and timeliness.



Michael

Age 50 | 27 Years of Service

Illustrative Persona

WHO WE SUPPORT

02

Our Member Services Representatives

The first voice and face of LACERA. Our Member Services Representatives answer questions, guide members through complex processes, and ensure every interaction reflects our commitment to exceptional service.



Angela

15 Years at LACERA

Illustrative Persona

WHO WE SUPPORT

03

Our Retirement Benefit Specialists

The experts behind every benefit. Retirement Benefit Specialists calculate, verify, and process the retirement, disability, and survivor benefits that protect the financial security of our members and their families.



Danielle

5 Years at LACERA

Illustrative Persona

CASE MANAGEMENT

What is a LACERA Case

- Official record of member or beneficiary events
- End-to-end workflow management
- Processing, approval, and payment coordination
- Audit and compliance support



CHALLENGES

Operational **Challenges**

- Scattered data across spreadsheets
- No consolidated case history
- Inconsistent case management
- Imbalanced workload distribution
- Limited performance measurement
- Delayed or diluted decision making

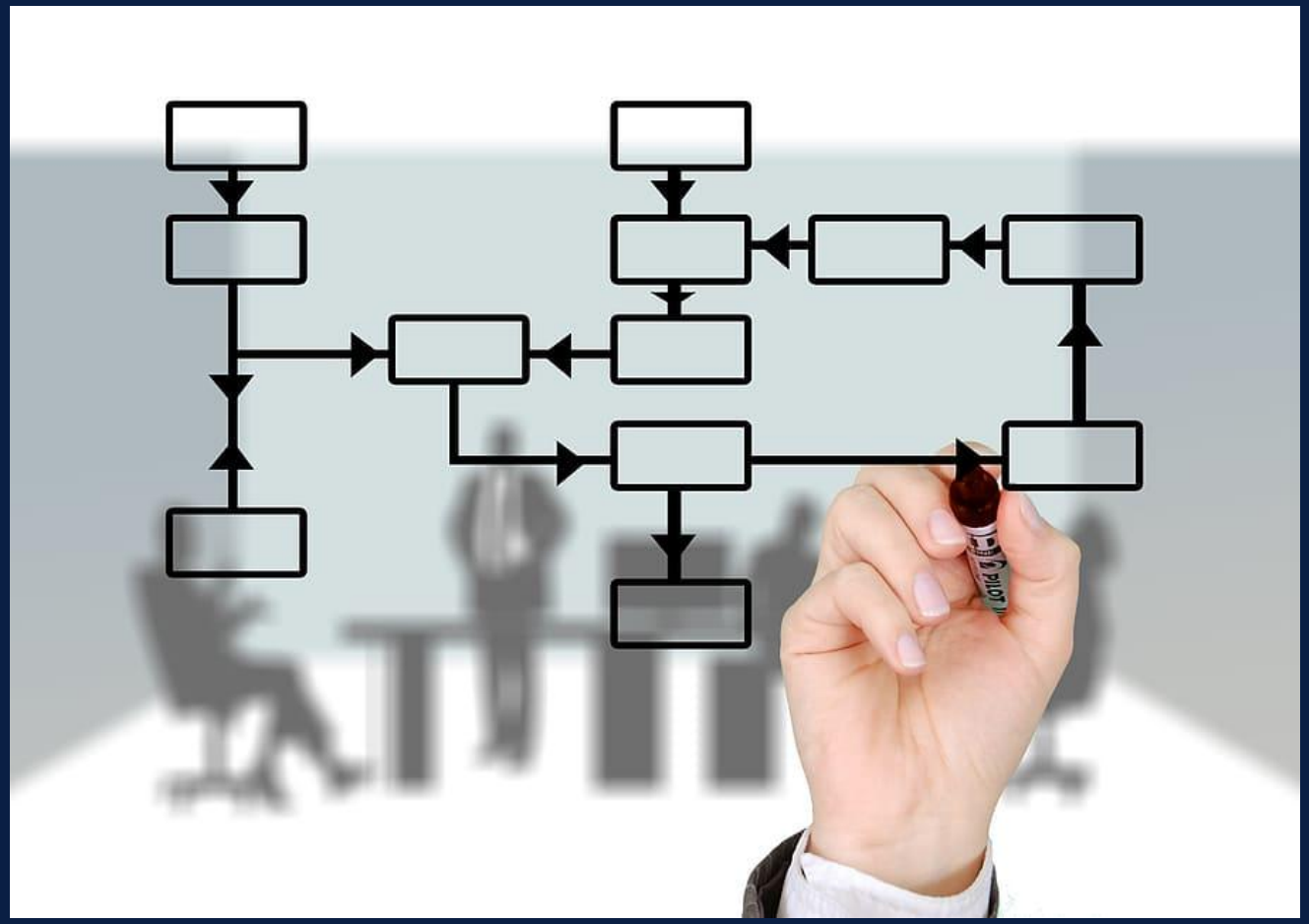


OUR SOLUTION

LACERA's Case Management **Solution**

A centralized integrated platform that provides:

- Workflow Efficiency
- Process Consistency
- Operational Visibility
- Governance and Compliance



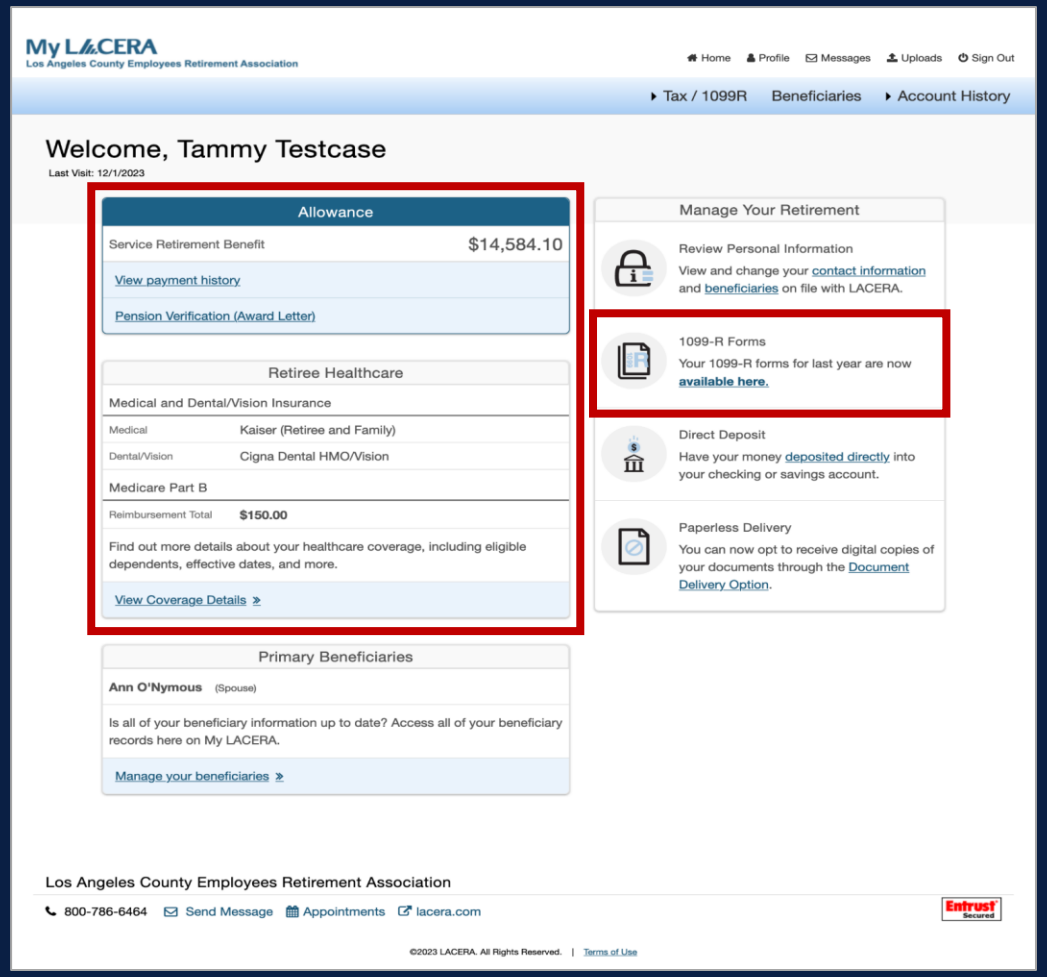
MEMBER EXPERIENCE

Redesigned MyLACERA with Online Application



MEMBER EXPERIENCE

Retired Member



Members can request a Pension Verification letter from the first card.

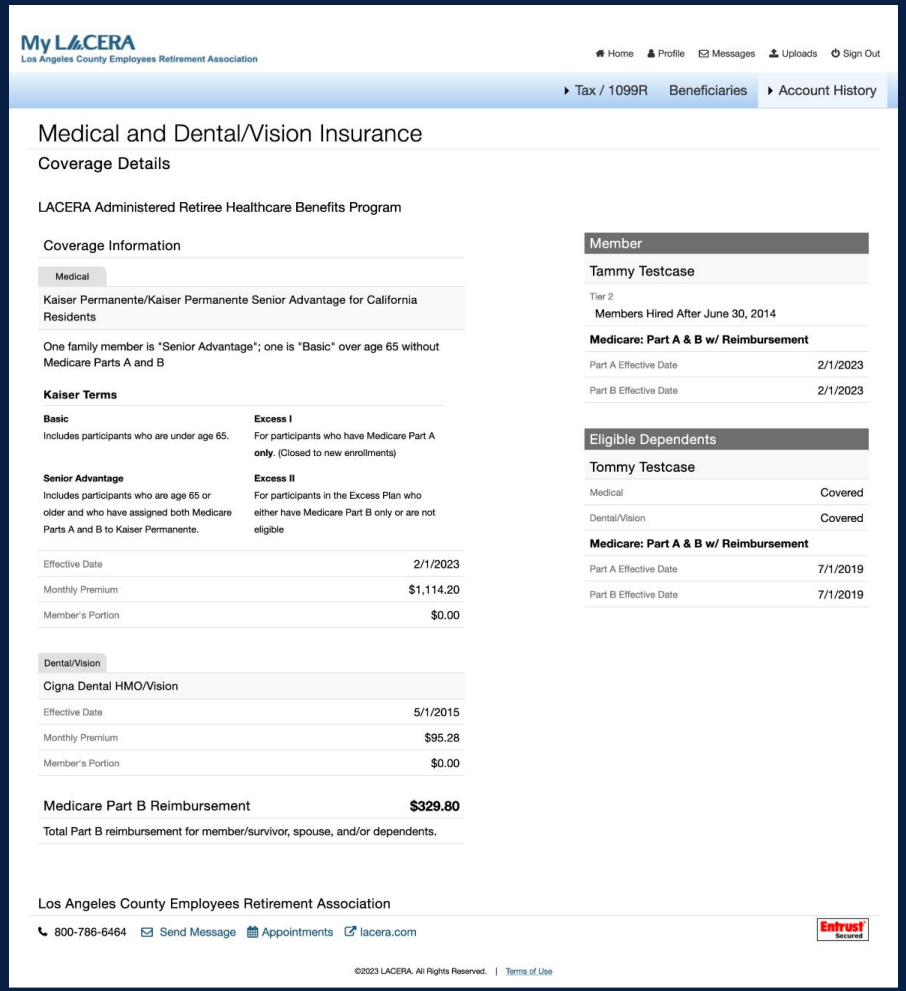
Payment History links to Direct Deposit information and ADRs.

Retiree Healthcare cards summarize current RHC benefits.

The 1099-R Forms card remains on the main page year-round.

MEMBER EXPERIENCE

Retiree Healthcare Details



View Coverage Details shows plan names, effective dates, premiums, and covered parties.

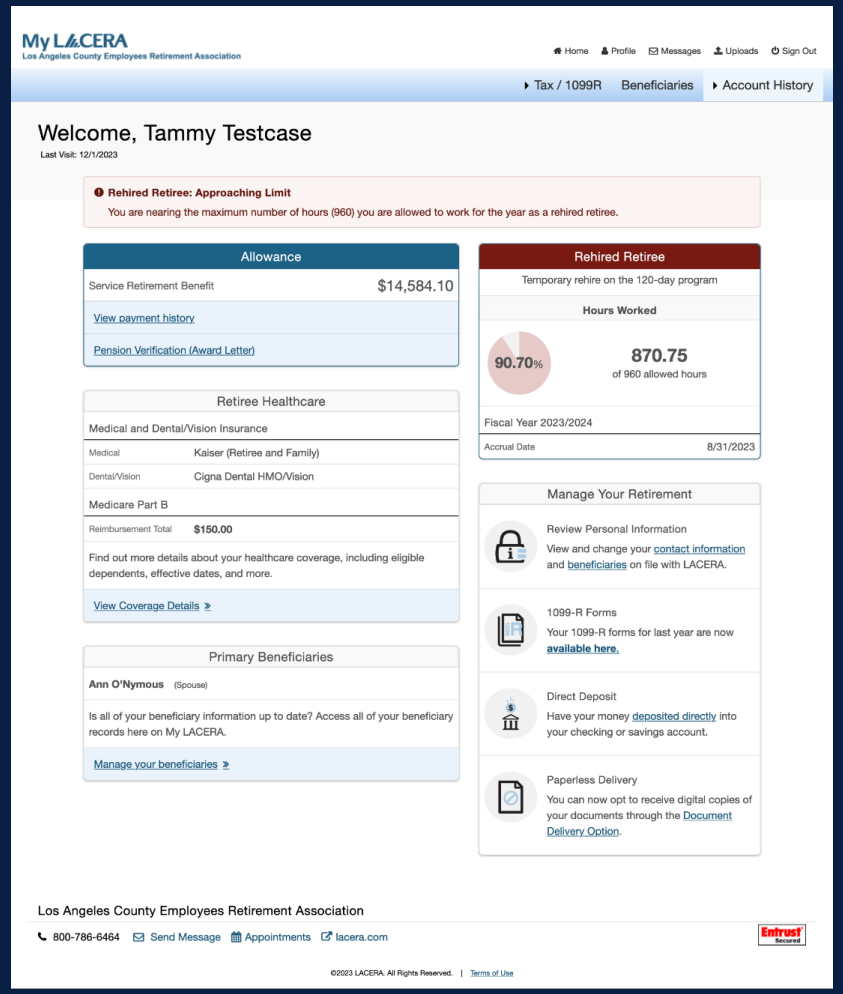
Members pay only the Member Portion of the monthly premium, based on their RHC subsidy.

Total Part B combines reimbursements rather than breaking them down by coverage.

RHC questions should still go to the RHC queue.

MEMBER EXPERIENCE

Retired Member on a 120-Day Assignment



Rehired retirees see hours worked through the current accrual period.

As they approach the 960-hour limit, the box changes to yellow and then red.

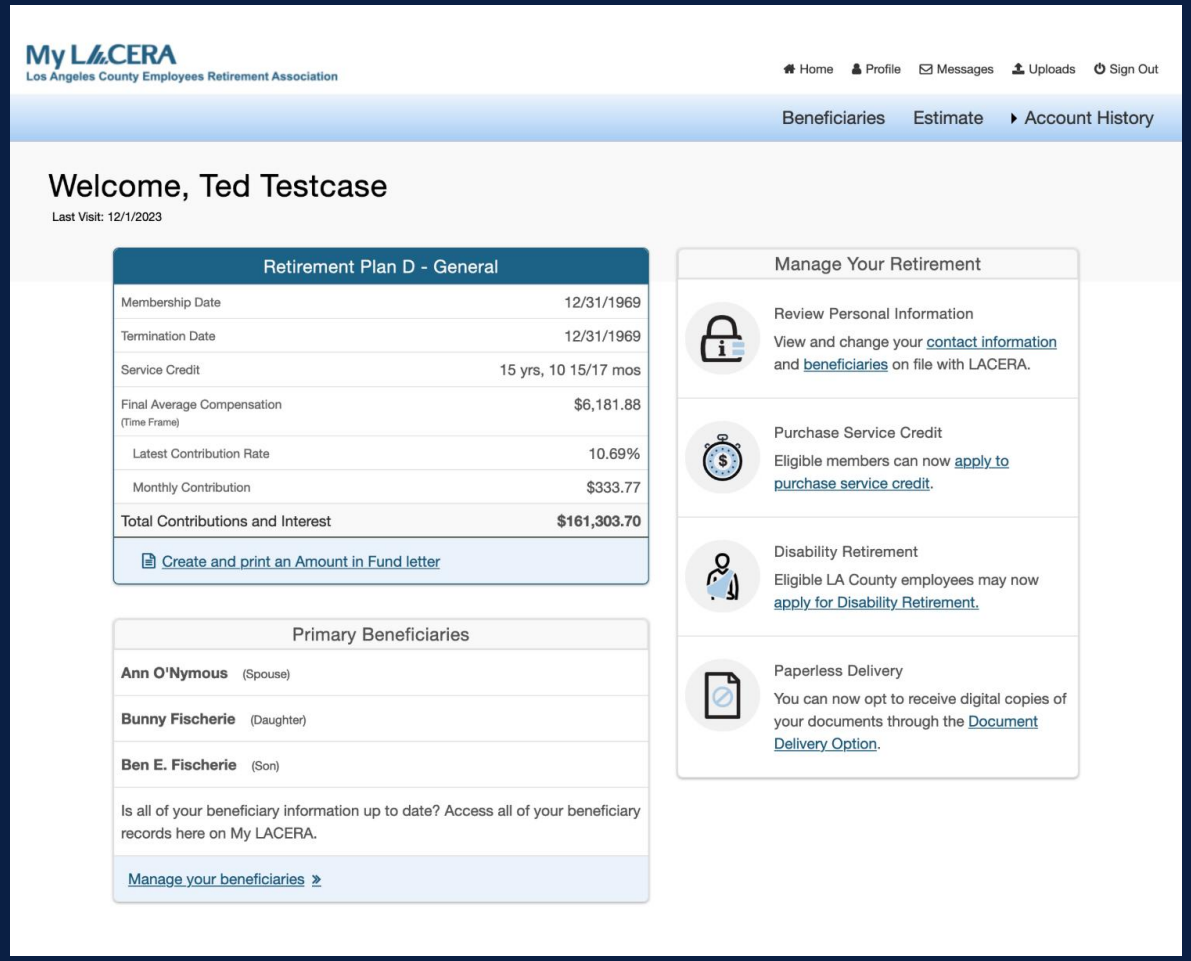
A warning at the top of the page also reminds members that they are nearing the limit.

MEMBER EXPERIENCE

Active Member Not Yet Eligible to Retire

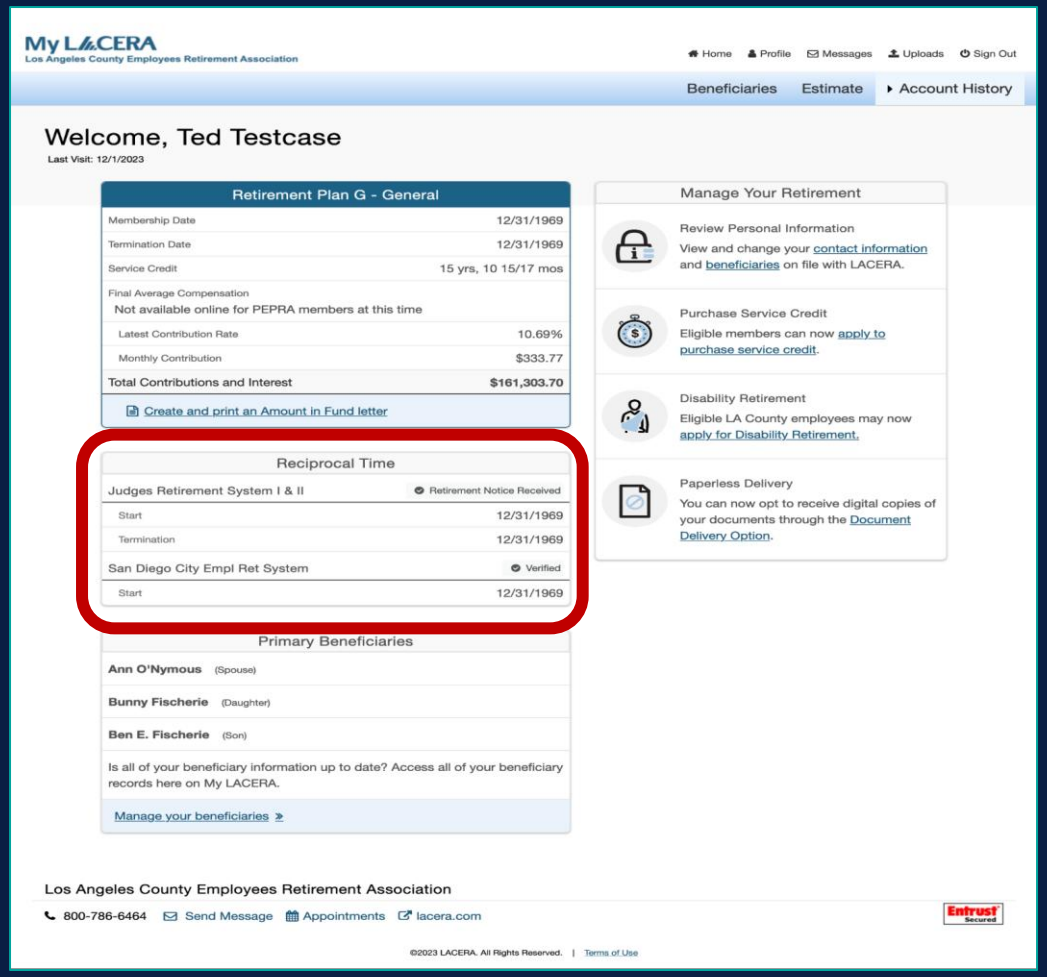
New cards highlight information for members.

Primary beneficiaries appear on the home page.



MEMBER EXPERIENCE

Active Member with Reciprocity

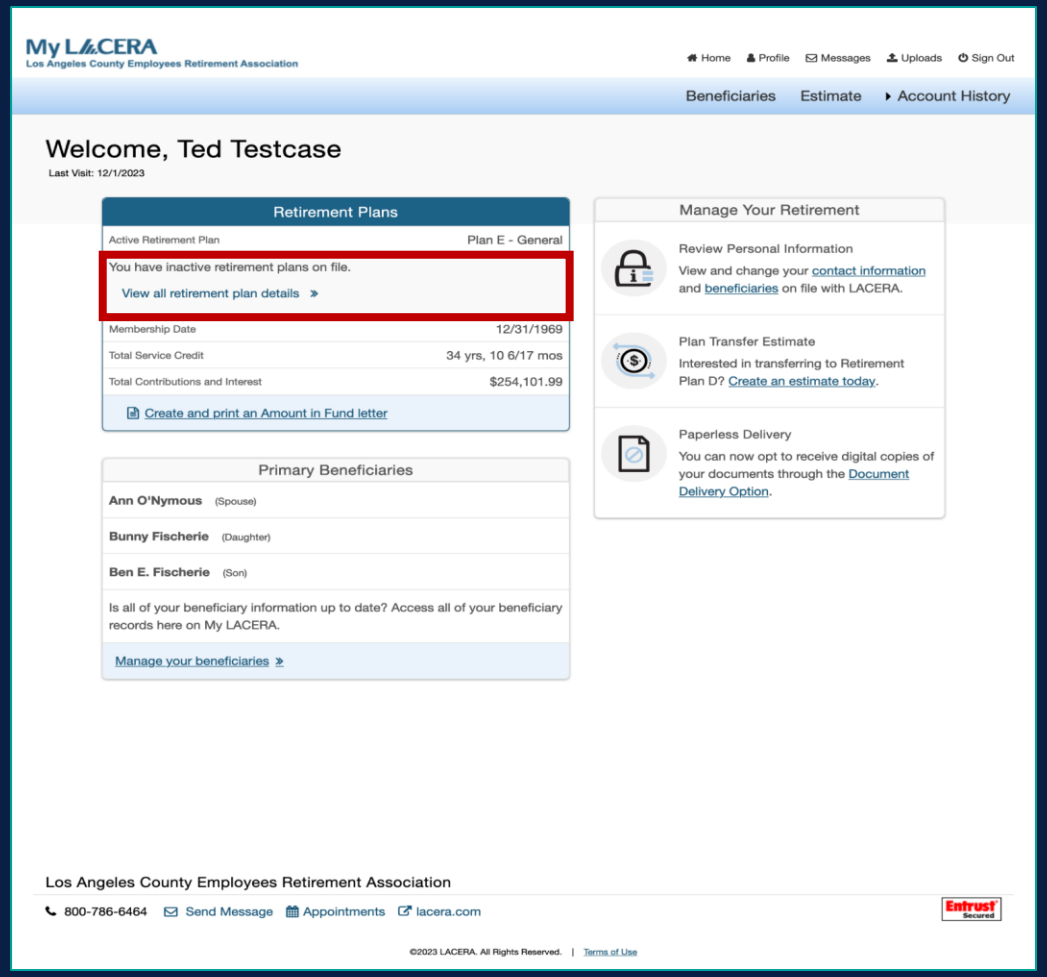


The Reciprocal Time card appears for members with reciprocal service.

The data comes directly from the Reciprocal Workspace screen.

MEMBER EXPERIENCE

Double or Dual Accounts

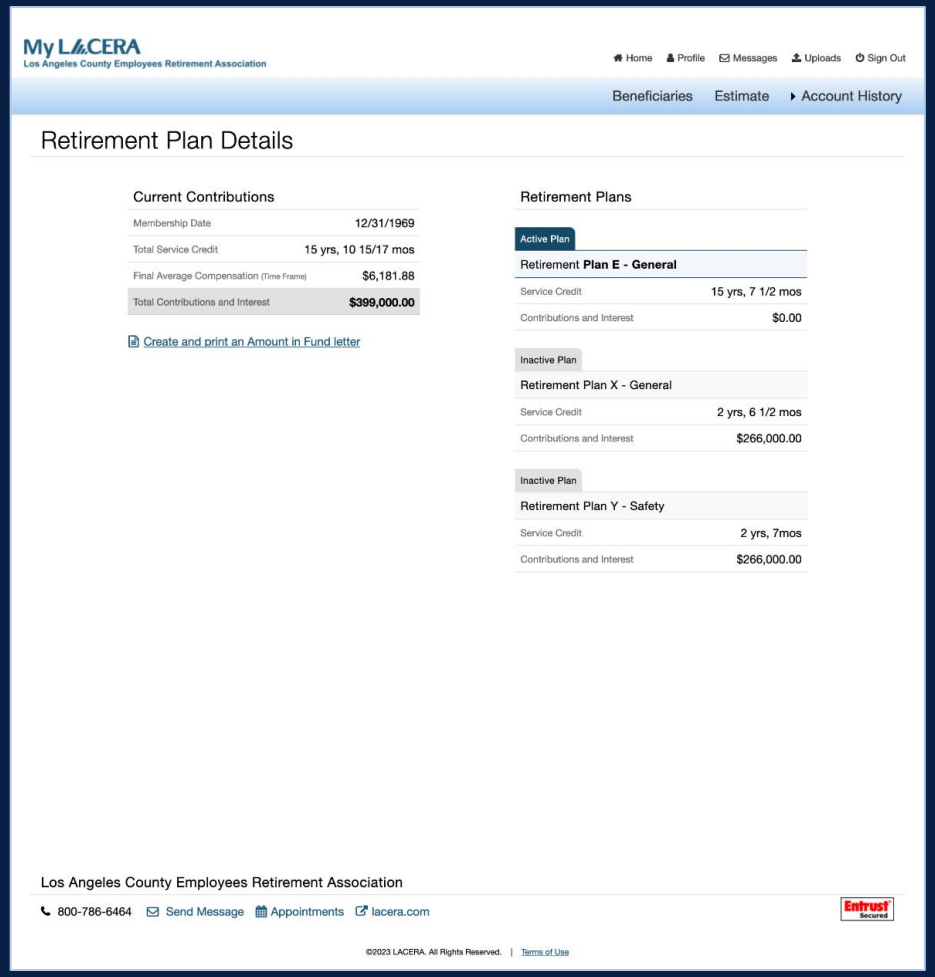


The home page displays active plan information.

Members can open “View all retirement plan details” to see inactive plan information.

MEMBER EXPERIENCE

Double or Dual Account Details

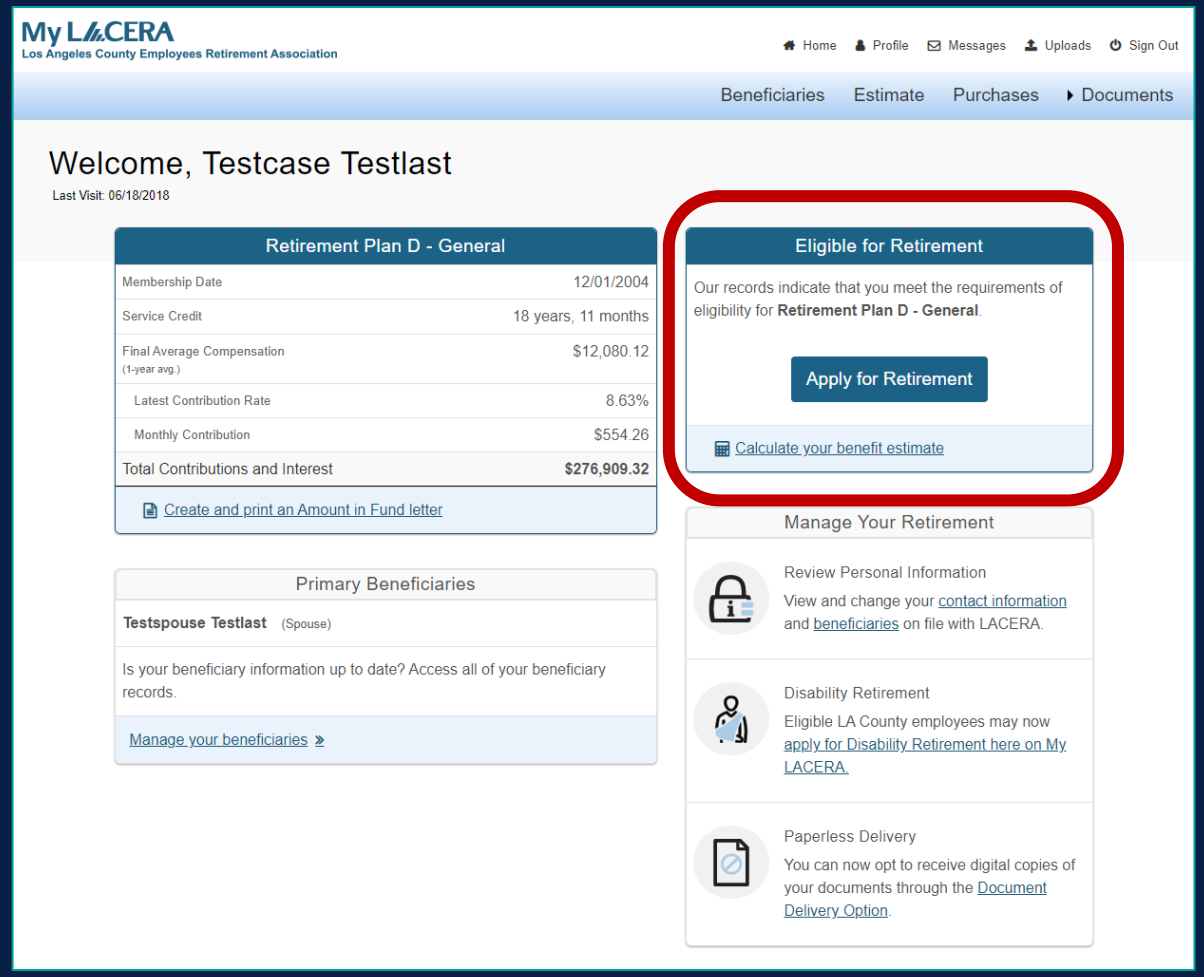


Members can see a breakdown of all plans and identify which are active or inactive.

Total Service Credit includes all active and inactive plans.

MEMBER EXPERIENCE

Active Member Eligible to Retire



The Online Service Retirement Application appears for members who meet the minimum requirements.

An estimate shortcut is also available.

ONLINE APPLICATION

Online Application Demonstration

Demonstration using a test case

ONLINE APPLICATION

Application Confirmation Email

Email subject line:
DO NOT REPLY: Confirmation of Retirement Application Submission
Email body:
LACERA received your retirement application. Congratulations on your pending retirement and thank you for your service!
LACERA will now review your application and account to verify eligibility and confirm that all the necessary documents have been submitted.
If your eligibility is verified and your application is complete, LACERA will include your application on the next Board of Retirement meeting agenda for ratification. Once you have been added to the meeting agenda, we will mail you a retirement confirmation letter and send an electronic notification letter to your personnel department to indicate that you have elected to retire and the date of your retirement.
If there are any issues with your application, LACERA will contact you for further information.
If we are missing required documents, LACERA will accept your signed retirement election and we will honor the date requested; however, we will not be able to process your application or provide retirement benefits until the required documentation for your option is provided. Once again, we will notify you if we identify any missing documents.
If you change your mind, you can rescind your election to retire or change your retirement date by submitting a Request to Rescind or Change Retirement Date form. Your rescind/change request form must be received at LACERA by 5 p.m. on the business day prior to the elected retirement date on your application.
If you want to change your retirement option selection, your request must be submitted in writing with your signature. A request to change your retirement option selection must be received at LACERA by 5 p.m. on the business day prior to the elected retirement date on your application. If you wish to change from the Unmodified retirement option to a different retirement option, the request must be received by LACERA prior to the payment of your first retirement benefit.
If you have questions about this information or need any other assistance, we are always here to help. Here's how you can reach us:

- Call us at 800-786-6464 between 7:00 a.m. and 5:30 p.m. (Pacific Time), Monday through Friday, except holidays.
- Schedule an in-person or virtual face-to-face appointment by visiting lacera.com. Click on the “Appointment Reservations” link near the bottom of the page.
- Log in to your My LACERA account to send us a secure email.
- Email us at welcome@lacera.com with general questions.

After submission, the member receives an email confirmation.

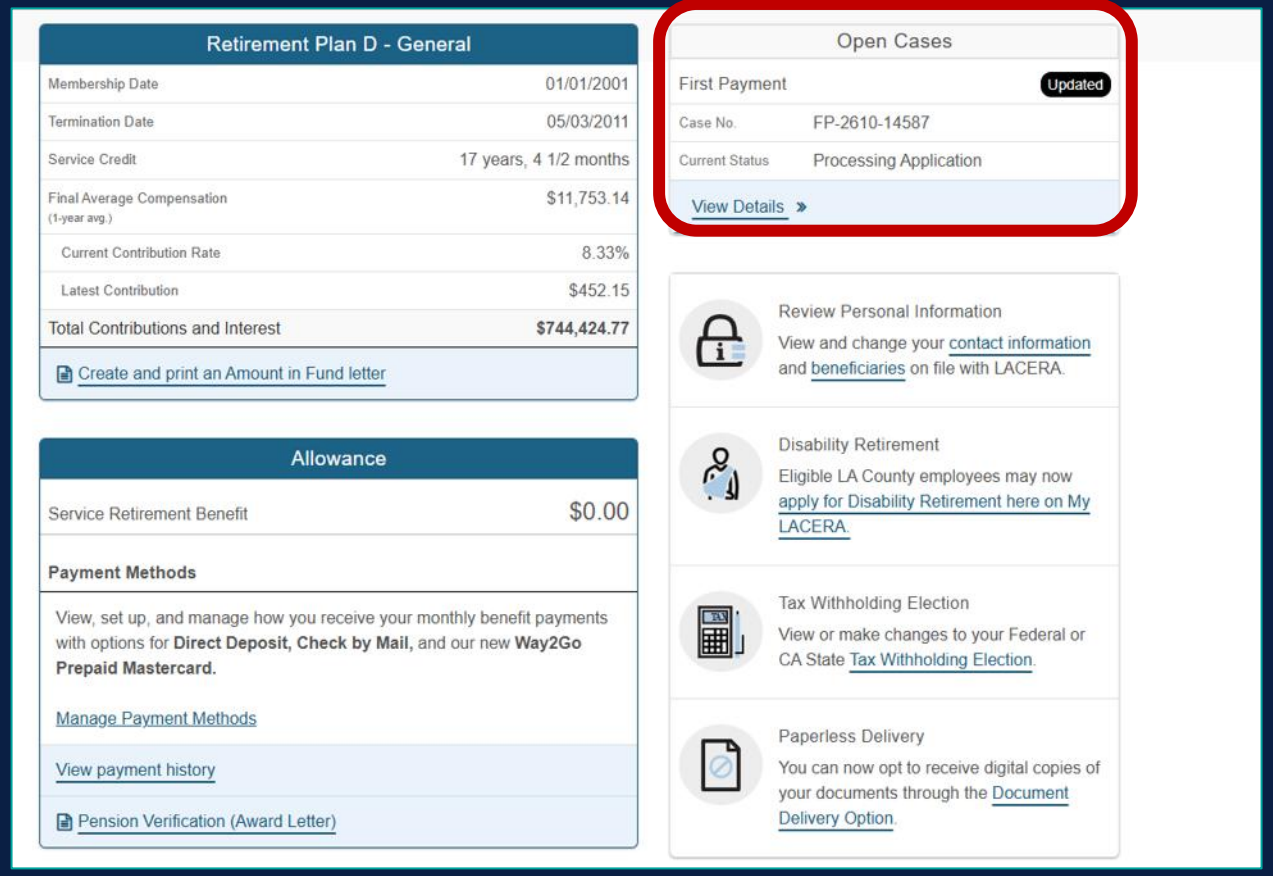
The email includes a link to the rescind form.

Sender: Notifications@lacera.com

Replies to this email are not monitored.

CASE PROGRESS

Application Submitted, Case Opened

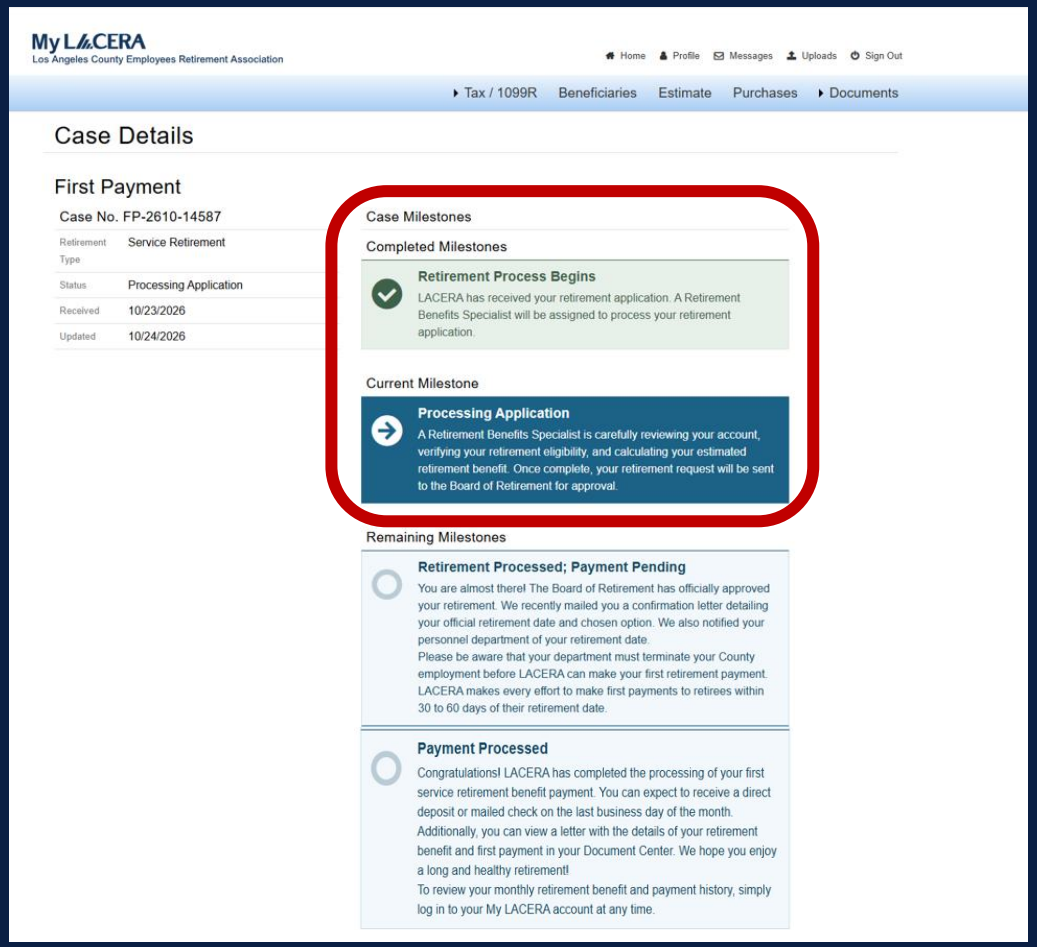


Members can track their retirement application through the First Payment process.

This visibility reduces calls from members seeking updates on their benefit payment.

CASE PROGRESS

First Payment Case Details



View Details shows the case milestones, beginning with receipt of the application and the current account review.

Remaining milestones show what comes next. Members can return to check progress, and each completed milestone receives a green checkmark.

CASE PROGRESS

First Payment Case Exceptions

An incomplete file prompts a milestone asking the member to act. Marriage and birth certificates may be required for the selected retirement option. Payment cannot begin until all required documents arrive.



Payment may also be delayed if the employer has not terminated the employee in its system, preventing LACERA from adding the member to payroll.



Members can continue checking remaining milestones. A green checkmark identifies each completed step.

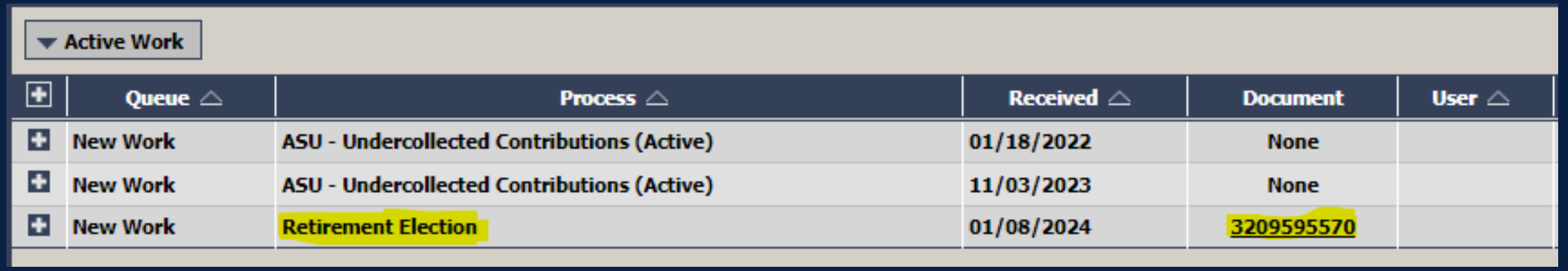
STAFF WORKFLOW

After Application Submission

Workspace adds a Retirement Election to the member's MDL and generates a work object for staff.

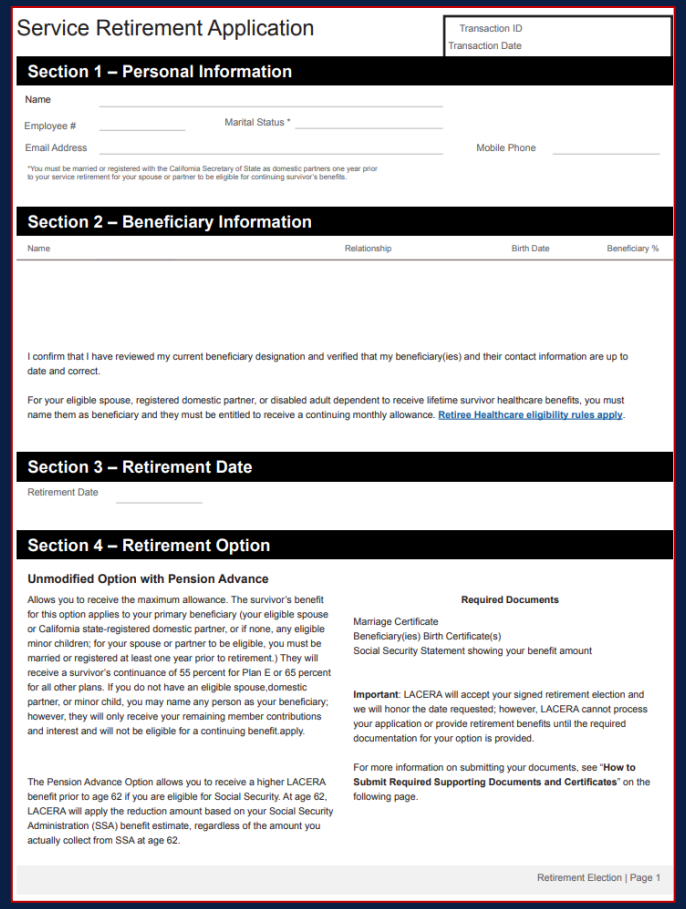
The Service Retirement Election contains the member's information and only the option they selected.

Members can view the document in the portal under Documents.



STAFF WORKFLOW

Service Retirement Election



Service Retirement Application

Transaction ID
Transaction Date

Section 1 – Personal Information

Name

Employee #

Marital Status *

Email Address

Mobile Phone

*You must be married or registered with the California Secretary of State as domestic partners one year prior to your service retirement for your spouse or partner to be eligible for continuing survivor's benefits.

Section 2 – Beneficiary Information

Name	Relationship	Birth Date	Beneficiary %

I confirm that I have reviewed my current beneficiary designation and verified that my beneficiary(ies) and their contact information are up to date and correct.

For your eligible spouse, registered domestic partner, or disabled adult dependent to receive lifetime survivor healthcare benefits, you must name them as beneficiary and they must be entitled to receive a continuing monthly allowance. **Retiree Healthcare eligibility rules apply**.

Section 3 – Retirement Date

Retirement Date

Section 4 – Retirement Option

Unmodified Option with Pension Advance

Allows you to receive the maximum allowance. The survivor's benefit for this option applies to your primary beneficiary (your eligible spouse or California state-registered domestic partner, or if none, any eligible minor children; for your spouse or partner to be eligible, you must be married or registered at least one year prior to retirement.) They will receive a survivor's continuance of 55 percent for Plan E or 65 percent for all other plans. If you do not have an eligible spouse,domestic partner, or minor child, you may name any person as your beneficiary; however, they will only receive your remaining member contributions and interest and will not be eligible for a continuing benefit.apply.

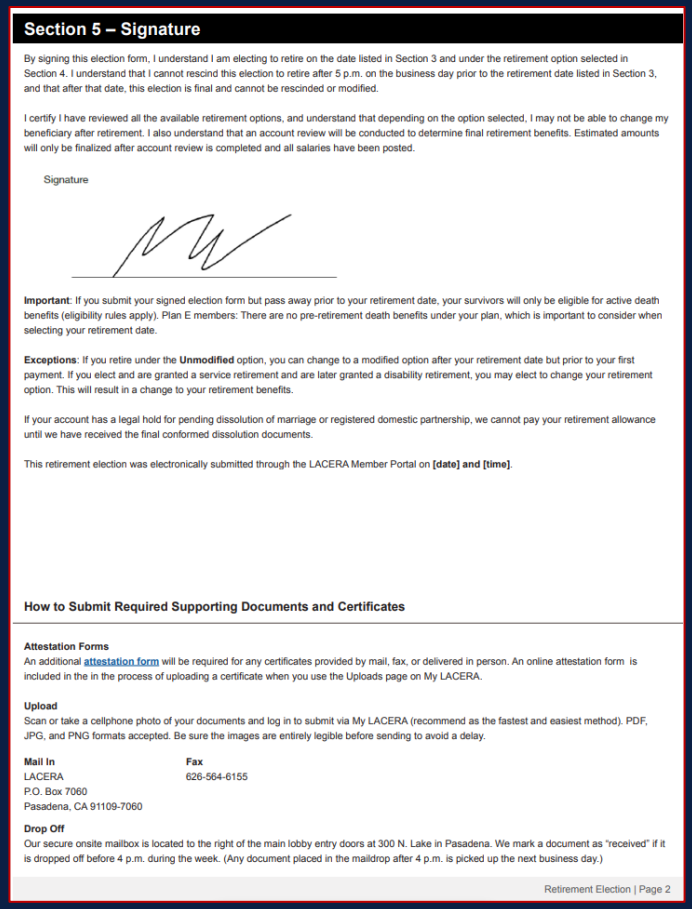
The Pension Advance Option allows you to receive a higher LACERA benefit prior to age 62 if you are eligible for Social Security. At age 62, LACERA will apply the reduction amount based on your Social Security Administration (SSA) benefit estimate, regardless of the amount you actually collect from SSA at age 62.

Required Documents

Marriage Certificate
Beneficiary(ies) Birth Certificate(s)
Social Security Statement showing your benefit amount

Important: LACERA will accept your signed retirement election and we will honor the date requested; however, LACERA cannot process your application or provide retirement benefits until the required documentation for your option is provided.

For more information on submitting your documents, see "**How to Submit Required Supporting Documents and Certificates**" on the following page.



Section 5 – Signature

By signing this election form, I understand I am electing to retire on the date listed in Section 3 and under the retirement option selected in Section 4. I understand that I cannot rescind this election to retire after 5 p.m. on the business day prior to the retirement date listed in Section 3, and that after that date, this election is final and cannot be rescinded or modified.

I certify I have reviewed all the available retirement options, and understand that depending on the option selected, I may not be able to change my beneficiary after retirement. I also understand that an account review will be conducted to determine final retirement benefits. Estimated amounts will only be finalized after account review is completed and all salaries have been posted.

Signature

Important: If you submit your signed election form but pass away prior to your retirement date, your survivors will only be eligible for active death benefits (eligibility rules apply). Plan E members: There are no pre-retirement death benefits under your plan, which is important to consider when selecting your retirement date.

Exceptions: If you retire under the **Unmodified** option, you can change to a modified option after your retirement date but prior to your first payment. If you elect and are granted a service retirement and are later granted a disability retirement, you may elect to change your retirement option. This will result in a change to your retirement benefits.

If your account has a legal hold for pending dissolution of marriage or registered domestic partnership, we cannot pay your retirement allowance until we have received the final conformed dissolution documents.

This retirement election was electronically submitted through the LACERA Member Portal on **[date] and [time]**.

How to Submit Required Supporting Documents and Certificates

Attestation Forms
An additional **attestation form** will be required for any certificates provided by mail, fax, or delivered in person. An online attestation form is included in the in the process of uploading a certificate when you use the Uploads page on My LACERA.

Upload
Scan or take a cellphone photo of your documents and log in to submit via My LACERA (recommend as the fastest and easiest method). PDF, JPG, and PNG formats accepted. Be sure the images are entirely legible before sending to avoid a delay.

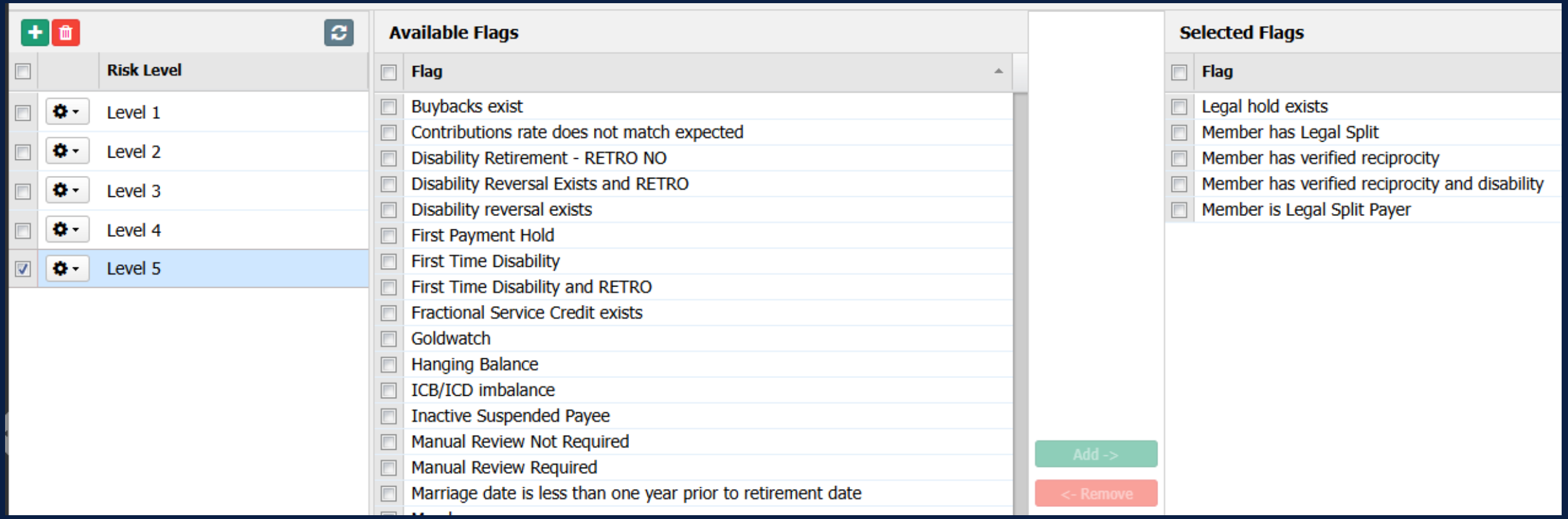
Mail In
LACERA
P.O. Box 7060
Pasadena, CA 91109-7060

Fax
626-564-6155

Drop Off
Our secure onsite mailbox is located to the right of the main lobby entry doors at 300 N. Lake in Pasadena. We mark a document as "received" if it is dropped off before 4 p.m. during the week. (Any document placed in the maildrop after 4 p.m. is picked up the next business day.)

STAFF WORKFLOW

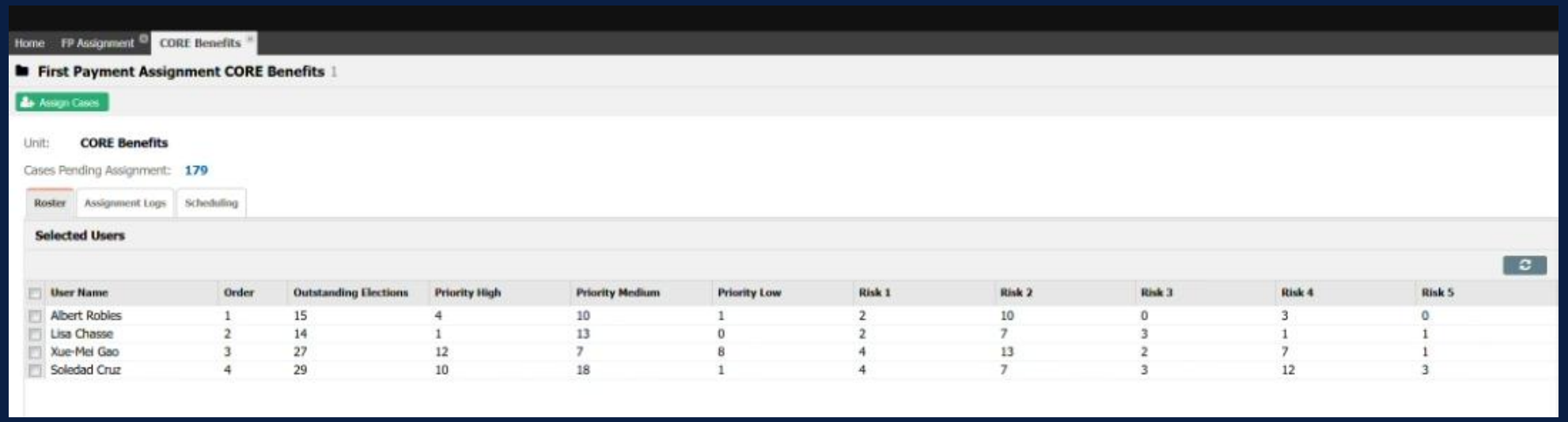
Automated Risk Level Assignment



STAFF WORKFLOW

Case Assignment

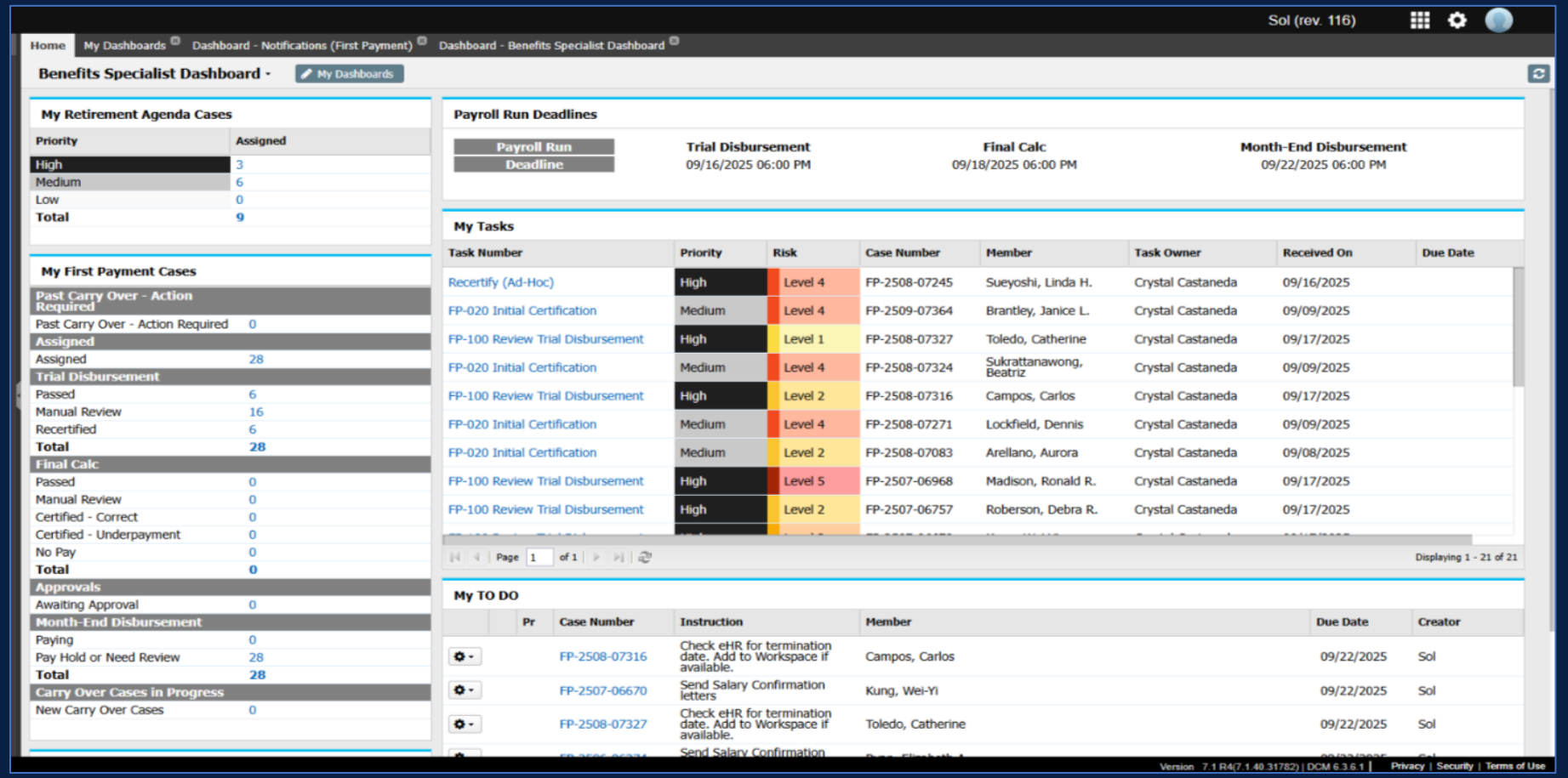
- Automated round-robin case assignment based on priority and risk
- Manual case assignment option for supervisors



User Name	Order	Outstanding Elections	Priority High	Priority Medium	Priority Low	Risk 1	Risk 2	Risk 3	Risk 4	Risk 5
Albert Robles	1	15	4	10	1	2	10	0	3	0
Lisa Chasse	2	14	1	13	0	2	7	3	1	1
Xue-Mei Gao	3	27	12	7	8	4	13	2	7	1
Soledad Cruz	4	29	10	18	1	4	7	3	12	3

STAFF WORKFLOW

Specialist Dashboard



STAFF WORKFLOW

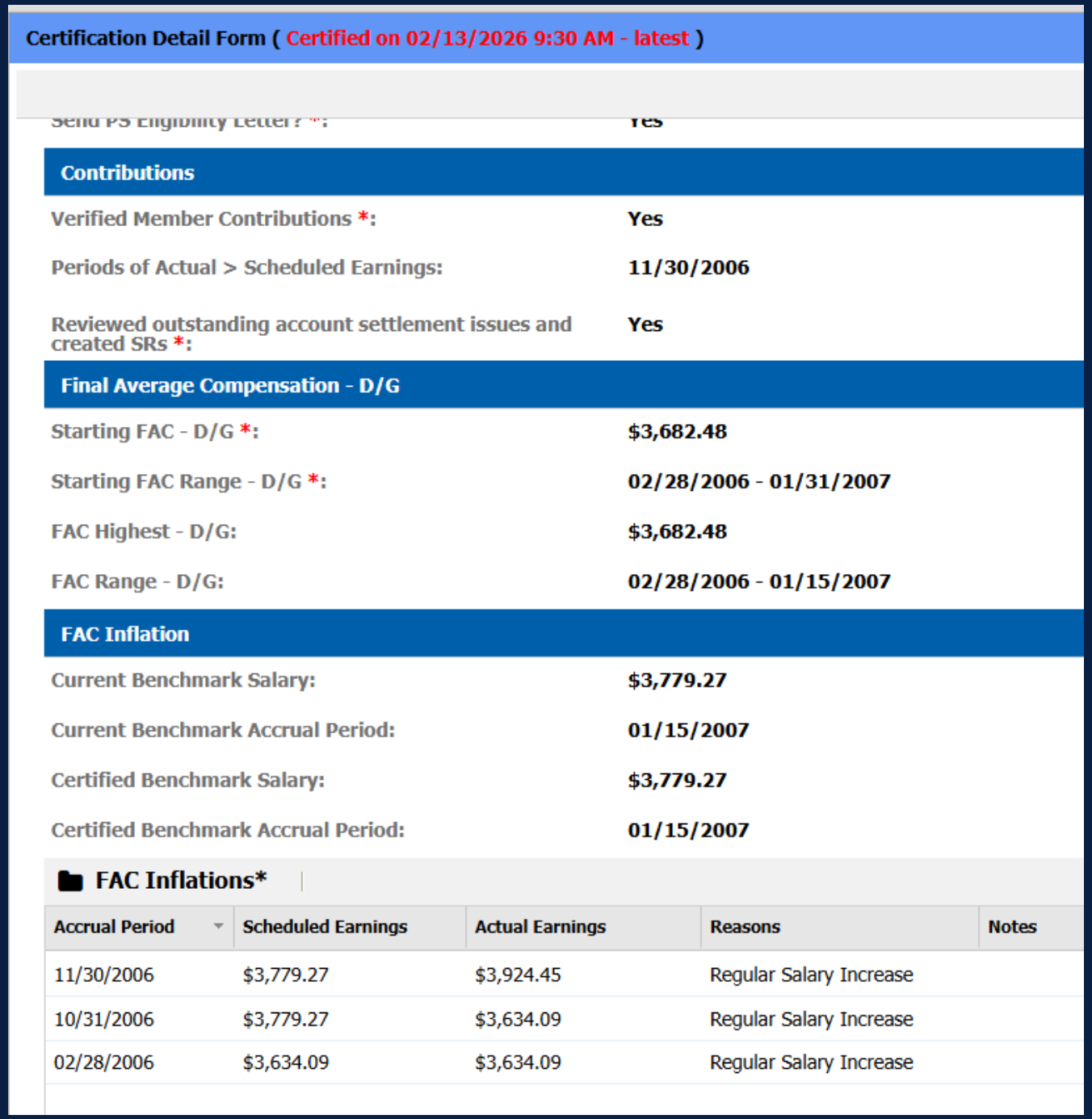
Standardized Account Certification

Automatic Verification

- Service Credit
- Retirement Eligibility
- Missing Documents

Specialist Certification

- Final Average Compensation (FAC) inflations
- Actual Earnings > Scheduled Earnings



Certification Detail Form (Certified on 02/13/2026 9:30 AM - latest)

Send PS Eligibility Letter? *: Yes

Contributions

Verified Member Contributions *:	Yes
Periods of Actual > Scheduled Earnings:	11/30/2006
Reviewed outstanding account settlement issues and created SRs *:	Yes

Final Average Compensation - D/G

Starting FAC - D/G *:	$3,682.48
Starting FAC Range - D/G *:	02/28/2006 - 01/31/2007
FAC Highest - D/G:	$3,682.48
FAC Range - D/G:	02/28/2006 - 01/15/2007

FAC Inflation

Current Benchmark Salary:	$3,779.27
Current Benchmark Accrual Period:	01/15/2007
Certified Benchmark Salary:	$3,779.27
Certified Benchmark Accrual Period:	01/15/2007

FAC Inflations*

Accrual Period	Scheduled Earnings	Actual Earnings	Reasons	Notes
11/30/2006	$3,779.27	$3,924.45	Regular Salary Increase	
10/31/2006	$3,779.27	$3,634.09	Regular Salary Increase	
02/28/2006	$3,634.09	$3,634.09	Regular Salary Increase	

STAFF WORKFLOW

Governance & Compliance

Built in:

- Controls
- Approvals
- Audit Readiness

Audit Tasks Awaiting Assignment

Case Number	Audit Start Date	Retirement Date	Type	Audit Status	Risk
FP-2512-09157	03/07/2026	03/31/2026	QA Agenda Audit	Awaiting Audit	Level 2
FP-2601-09380	03/07/2026	03/31/2026	QA Agenda Audit	Awaiting Audit	Level 4
FP-2602-10413	03/07/2026	03/31/2026	QA Agenda Audit	Awaiting Audit	Level 2
FP-2602-10400	03/07/2026	03/28/2026	QA Agenda Audit	Awaiting Audit	Level 5
FP-2601-09313	03/07/2026	03/31/2026	QA Agenda Audit	Awaiting Audit	Level 2
FP-2602-10500	03/07/2026	03/27/2026	QA Agenda Audit	Awaiting Audit	Level 2

Benefits First Payment Management

Export

First Payments

	Total
Carry Over Cases In Progress	10
New cases	355
Total	**365**

Outstanding Audit Findings

Type	Count
CRITICAL - Retirement Agenda	0
OTHER - Retirement Agenda	2
First Payment	0
Total	**2**

Outstanding Payroll Approvals

Level	Awaiting Approval	Pending Other Approvals
Level 2	0	
Level 3	0	0
Level 4	0	0
Rework	0	

Other Tasks

Outstanding	Total
Supervisor Override	1
System Change Request	1
Deceased Member Processing	0

OUR RESULTS

Outcomes & Impact

- 40% improvement in case processing time
- 50% of all FP cases do not need to be rechecked
- 100% accuracy



Smooth Sailing Ahead

Faster, Cleaner, More Accurate Case Management

SACRS FALL CONFERENCE 2026

LACERA

Los Angeles County Employees Retirement Association

Thank You

Questions?

CONTACT US

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