



Benefits Administration Committee Agenda

REGULAR MEETING

TUESDAY, FEBRUARY 12, 2019

TIME: 9:30 A.M.

MEETING LOCATION:

LACERS Ken Spiker Boardroom
202 West First Street, Suite 500
Los Angeles, California 90012-4401

Live Committee Meetings can be heard at: (213) 621-CITY (Metro), (818) 904-9450 (Valley), (310) 471-CITY (Westside), and (310) 547-CITY (San Pedro Area).

Chair: Michael R. Wilkinson
Committee Members: Sandra Lee
Nilza R. Serrano
Manager-Secretary: Neil M. Guglielmo
Executive Assistant: Ani Ghoukassian
Legal Counselor: City Attorney's Office
Retirement Benefits Division

Sign Language Interpreters, Communication Access Real-Time Transcription, Assistive Listening Devices, or other auxiliary aids and/or services may be provided upon request. To ensure availability, you are advised to make your request at least 72 hours prior to the meeting you wish to attend. Due to difficulties in securing Sign Language Interpreters, five or more business days' notice is strongly recommended. For additional information, please contact: Board of Administration Office at (213) 473-7169.

- I. PUBLIC COMMENTS ON MATTERS WITHIN THE COMMITTEE'S JURISDICTION
- II. [APPROVAL OF MINUTES FOR BENEFITS ADMINISTRATION COMMITTEE MEETING OF NOVEMBER 27, 2018 AND POSSIBLE COMMITTEE ACTION](#)
- III. [RECEIVE AND FILE - LACERS WELL 2018 ANNUAL REPORT](#)
- IV. OPERATIONAL UPDATE
- V. OTHER BUSINESS
- VI. NEXT MEETING: The next Benefits Administration Committee meeting is not scheduled at this time, and will be announced upon scheduling.
- VII. ADJOURNMENT



Board of Administration Agenda

SPECIAL MEETING

TUESDAY, FEBRUARY 12, 2019

TIME: 9:30 A.M.

MEETING LOCATION:

LACERS Ken Spiker Boardroom
202 West First Street, Suite 500
Los Angeles, California 90012-4401

Live Committee Meetings can be heard at: (213) 621-CITY (Metro), (818) 904-9450 (Valley), (310) 471-CITY (Westside), and (310) 547-CITY (San Pedro Area).

President:	Cynthia M. Ruiz
Vice President:	Elizabeth L. Greenwood
Commissioners:	Elizabeth Lee Sandra Lee Nilza R. Serrano Sung Won Sohn Michael R. Wilkinson
Manager-Secretary:	Neil M. Guglielmo
Executive Assistant:	Ani Ghoukassian
Legal Counsel:	City Attorney's Office Retirement Benefits Division

Sign Language Interpreters, Communication Access Real-Time Transcription, Assistive Listening Devices, or other auxiliary aids and/or services may be provided upon request. To ensure availability, you are advised to make your request at least 72 hours prior to the meeting you wish to attend. Due to difficulties in securing Sign Language Interpreters, five or more business days' notice is strongly recommended. For additional information, please contact: Board of Administration Office at (213) 473-7169.

- I. PUBLIC COMMENTS ON MATTERS WITHIN THE COMMITTEE'S JURISDICTION
- II. APPROVAL OF MINUTES FOR BENEFITS ADMINISTRATION COMMITTEE MEETING OF NOVEMBER 27, 2018 AND POSSIBLE COMMITTEE ACTION
- III. RECEIVE AND FILE - LACERS *WELL* 2018 ANNUAL REPORT
- IV. OPERATIONAL UPDATE
- V. OTHER BUSINESS
- VI. NEXT MEETING: The next Benefits Administration Committee meeting is not scheduled at this time, and will be announced upon scheduling.

VII. ADJOURNMENT

MINUTES OF THE REGULAR MEETING
BENEFITS ADMINISTRATION COMMITTEE
BOARD OF ADMINISTRATION
LOS ANGELES CITY EMPLOYEES' RETIREMENT SYSTEM

LACERS Boardroom
202 West First Street, Suite 500
Los Angeles, California

November 27, 2018

Agenda of: Feb. 12, 2019

Item No: II

9:15 a.m.

PRESENT:	Chair:	Michael R. Wilkinson
	Committee Members:	Sandra Lee Nilza R. Serrano
	Manager-Secretary:	Neil M. Guglielmo
	Executive Assistant:	Ani Ghoukassian
	Legal Counselor:	Miguel Bahamon

The Items in the Minutes are numbered to correspond with the Agenda.

II

APPROVAL OF MINUTES FOR BENEFITS ADMINISTRATION COMMITTEE MEETING OF SEPTEMBER 11, 2018 AND POSSIBLE COMMITTEE ACTION – The minutes were approved and adopted by the following vote: Ayes, Committee Members Sandra Lee, Serrano, and Chair Wilkinson –3; Nays, None.

Items IV and V taken out of order.

IV

OPEN ENROLLMENT UPDATE – VERBAL REPORT – Alex Rabrenovich, Division Manager of Health Benefits Administration and Communications Division provided the Committee with an update and the report was received by the Committee and filed.

V

ALEX SOFTWARE UPDATE – VERBAL REPORT – Alex Rabrenovich, Division Manager of Health Benefits Administration and Communications Division provided the Committee with an update on the Alex Software usage by Members.

III

2019 LACERS *WELL* PLAN – RECEIVE AND FILE – Alex Rabrenovich, Division Manager of Health Benefits Administration and Communications Division and Tara Miller, Wellness Program Manager provided the Committee with an update and the report was received by the Committee and filed.

VI

OPERATIONAL UPDATE – Lita Payne, Assistant General Manager, reported that 52% of Airport Peace Officers have applied and paid the contribution for Enhanced Benefits. This is a 10% increase in the number of applications received since the last report.

Item I taken out of order.

I

PUBLIC COMMENTS ON MATTERS WITHIN THE COMMITTEE’S JURISDICTION – Neil M. Guglielmo, General Manager, stated there were no public comment cards received.

VII

OTHER BUSINESS – There was no other business.

VIII

NEXT MEETING: Chair Wilkinson announced that the next Benefits Administration Committee Meeting is not scheduled at this time, and will be announced upon scheduling.

IX

ADJOURNMENT – There being no further business before the Committee, Chair Wilkinson adjourned the Meeting at 9:55 a.m.

Michael R. Wilkinson
Chair

Neil M. Guglielmo
Manager-Secretary



Report to Benefits Administration Committee

Agenda of: **FEBRUARY 12, 2019**

Neil M. Guglielmo
From: Neil M. Guglielmo, General Manager

ITEM: **III**

SUBJECT: LACERS WELL 2018 ANNUAL REPORT

Recommendation:

That the Committee receive and file this report.

Discussion:

LACERS *Well* was developed as a strategic initiative to support and improve the health of LACERS Retired Members by educating them about and encouraging use of resources available through their health insurance carriers, medical groups, providers, and communities. The program also strives to establish a network of LACERS *Well* Champions: Retired Members who voluntarily lead various types of activities for other LACERS Members in their communities or assist at various LACERS *Well* events. The goal of the program is to help retired Members better manage their health so that they are able to have a more fulfilling retirement, while minimizing long-term healthcare costs.

Program support is provided by a carrier-sponsored wellness program manager, Tara Miller, R.D., who was hired through LACERS' Health and Welfare Consultant, Keenan and Associates. Ms. Miller will be present to discuss program highlights from 2018.

Strategic Plan Impact Statement

This report supports Strategic Plan Goal 3: Maximize value and minimize costs of LACERS' health and welfare program.

This report was prepared by Alex Rabrenovich, Chief Benefits Analyst, Health Benefits Administration and Communications Division.

LP:AR

Attachments: 1) LACERS *Well* 2018 Annual Report



2018 Annual Report

*Prepared By: Tara Miller, RD/N
Wellness Program Manager*



Summary

Sponsored by LACERS health plans (Anthem Blue Cross, Anthem Blue View Vision, Delta Dental, Kaiser Permanente, SCAN, and UnitedHealthcare), the LACERS Well program utilizes a data-dashboard which analyzes LACERS claims data from Kaiser Permanente and Anthem Blue Cross, and assists with identification of key health issues and areas of high claims costs in the LACERS retiree population. Armed with these metrics, a robust Wellness Champion network, expert medical, dental and vision carrier resources, strategic education and incentive programs, and ongoing social activities, the LACERS Well program intends to serve as a seasoned, data-driven “best practice” in retiree wellness, ultimately improving Member health and longevity.



Program Overview

Mission Statement:

“To enhance the quality of life and retirement for LACERS Members by providing resources and activities that promote optimal health & wellness.”



Program Overview

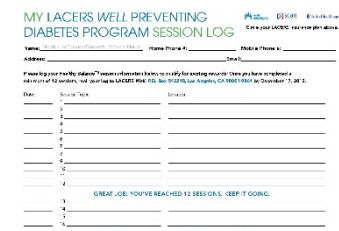
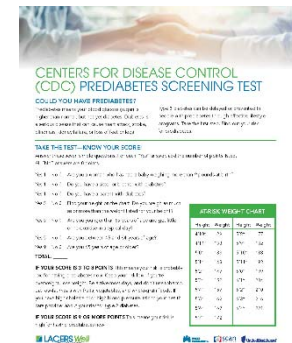
LACERS Well Program Goals:

- I. Increase Member interaction with their LACERS health care resources (primary care physician, health plan resources, online and in-person programs)
- II. Increase Member recruitment and participation in the LACERS *Well* program
- III. Increase Wellness Champion program participation and impact on retirees' health

The **Diabetes Awareness, Prevention, and Management Campaign** was designed to help Members identify their risk and learn more about the prevention and/or management of diabetes.

The campaign consisted of an online or hardcopy self risk quiz, invitation to enroll in a 12-16 week education series (offered through Kaiser Permanente or Solera), and rewards for tracking their progress.

- 140 Members completed the online or hardcopy diabetes prevention quiz.
- 62 Members “pledged” to enroll in the Healthy Balance program offered through Kaiser Permanente or the Solera program in partnership with Anthem Blue Cross.
- 35 Members graduated by completing at least 12 weekly sessions and submitting their participation log to LACERS





Supporting Components

LACERS Well Events offered Members an opportunity to learn and incorporate health-related information from trustworthy medical experts while socializing with fellow retirees. This year, Members enjoyed the following events:



The 5th Annual Extravaganza Roadshow: Because Your Health Matters provided Members with field expert presentations on risk factors associated with diabetes, and the prevention and management of it. Yoga, biometric screenings and a live healthy cooking class were also provided. To accommodate expanding wellness program participation, this signature event was held in three Southern CA locations (Universal City, Pomona, and Lakewood) **for an attendance total of 336 LACERS Members and guests.**





SilverSneakers/Silver&Fit Open Houses afforded Members the opportunity to tour a local fitness facility, sample a senior-dedicated activity class, and learn about the many benefits offered by SilverSneakers and Silver&Fit.

151 Members attended four open houses offered in Southern California and Las Vegas.

Technology Workshops continued to be a Member favorite among program offerings. LACERS Well partnered with several providers such as MacMyDay, Mom's Computer, and AARP to provide hands on learning for utilization of smart devices, apps, and online health-related courses. **137 Members attended onsite workshops and 370 Members sought single-topic trouble shooting assistance during Open Enrollment meetings.**



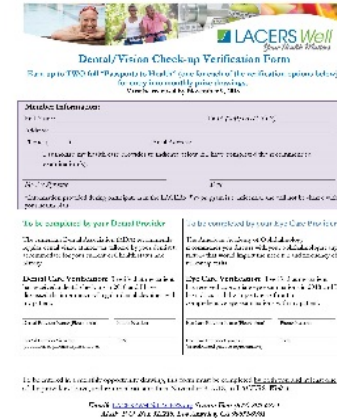


Annual Gala and Awards Ceremony, a “Roaring Twenties” inspired year-end gathering highlighted the many accomplishments of the Wellness Champions and “Passport to Health” participants. This year, **184 Members, guests, and program partners were in attendance.**

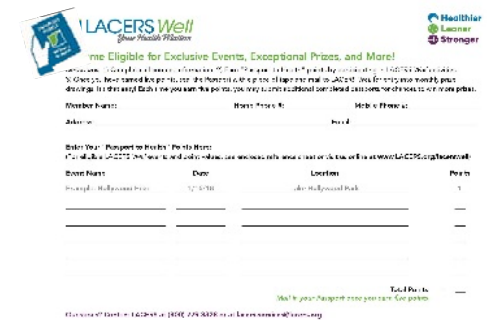


Supporting Components

The **Dental and Vision Check-up Incentive program** encouraged Members to complete their annual dental and vision checkups. **337 dental and 259 vision checkup forms were successfully submitted by Members.**



The **Passport to Health Program** provides points for engaging in healthy behaviors and assists with tracking wellness program participation. **2176 Passports were submitted (a 461% increase from 2017).**





Each year the **LACERS Well Champion team** remains a key component of LACERS Well's success. With their diligence and dedication, **191 event and activity opportunities were experienced by fellow LACERS Members**, which included ongoing walks, museum tours, line-dance classes, yoga, attending a health convention, and more.

Additionally, Champions engage in trainings, brainstorming sessions and resource development throughout the year. **Approximately 80 LACERS retirees serve as Wellness Champions and 20 of those Members actively provide outings for fellow retirees.**





Stock photo

To strengthen program sustainability, Member ***recruitment and development*** was employed. Statistically, the first year of retirement is one of the most dangerous, due to an increase in health risks. With incentive and encouragement to join the LACERS *Well* program, **571 new Members were enrolled in the wellness program** through monthly LACERS group retirement counseling sessions.



Utilization of Facebook was an exciting social media addition in 2018. **310 LACERS Members joined the LACERS Well Facebook page** and were rewarded with participation opportunity prizes, early notice of upcoming events and regular health-related postings by LACERS staff.

2018 LACERS *Well* Executive Summary

Wellness Category	Program Detail	2018 Participation
I. Wellness Initiatives	<p><u>Diabetes Prevention and Awareness Campaign</u> Pre-Diabetes Quiz KP Healthy Balance program Pledge, Logs/Graduates ABC/Solera Diabetes Prevention program Pledge, Logs/Graduates</p> <p><u>Dental and Vision Check-up Initiative</u> Encourages Member to engage in routine dental and vision checkups</p> <p><u>Passport to Health Participation Incentive Program (ongoing)</u> Provides points for engaging in healthy behaviors such as attending Champion-led events and LACERS <i>Well</i> workshops, to be entered to win opportunity prizes.</p>	<p>237 Quizzes</p> <p>60 Pledges, 35 Logs/Graduates</p> <p>2 Pledges, 0 Logs/Graduates</p> <p>337 Dental, 259 Vision Forms</p> <p>2176 Received</p>
II. LACERS <i>Well</i> events	<p><u>5th Annual Extravaganza (Roadshow)</u></p> <p><u>Technology Workshops</u> <u>OE Tech Consultations</u></p> <p><u>SilverSneakers/Silver & Fit Open Houses (4 locations)</u></p> <p><u>2nd Annual Gala and Awards Ceremony (Jan. 24 2019, Diamond Bar)</u></p>	<p>Combined Attendance = 336</p> <p>Combined Attendance = 137 Combined Attendance = 370</p> <p>Combined Attendance = 151</p> <p>Attendance = 184</p>
III. Champion Program	<p><u>Champion-led activities</u> Includes ongoing walking programs, museum and botanical garden tours, hikes, bike rides, beach strolls, and more</p> <p><u>Champion Recruitment and Development</u> 7 Regional Summits, 1 All-hands Summit</p>	<p>Total Champion leaders = 20 Total Champion-led events = 191 Attendance = 719</p> <p>Training Attendance = 210 New Champions Identified = 9</p>
IV. Program Recruitment	<p>LACERS group retirement counseling: Targeting LACERS <i>Well</i> registration for soon-to-be-retired LA City employees</p>	<p>New Registered Members = 571</p>

LACERS *Well* Year-to-Year Comparison

2015 Participation		2016 Participation		2017 Participation		2018 Participation	
I. Wellness Initiatives PHS form completed	+400	I. Wellness Initiatives Passport to Health participation incentive program	29	I. Wellness Initiatives Passport to Health participation incentive program	388	I. Wellness Initiatives Passport to Health participation incentive program	2176
Anthem mobile health app Registered	278	<i>Move Well to Be Well</i> Mobility Screening	79	<i>Move Well to be Well</i> Mobility Screening and activity program Mobility Graduates	109 41	Diabetes Campaign Quizzes Pledges Graduates	237 62 35
				Preventive Healthcare Verification Screening (PHS)	183	PHS Program Dental Vision	337 259
II. LACERS <i>Well</i> Events 2 nd Annual Extravaganza- <i>Men's Health</i>	202	II. LACERS <i>Well</i> Events 3 rd Annual Extravaganza: <i>Move Well to Be Well</i>	168	II. LACERS <i>Well</i> Events 4 rd Annual Extravaganza: <i>Make Your Move</i>	140	II. LACERS <i>Well</i> Events 5 rd Annual Extravaganza (Roadshow): <i>Because Your Health Matters</i>	336
Tech-Savvy for Seniors, sponsored by Anthem	70	Empowering Seniors through Technology, sponsored by Anthem	146	Technology Workshop, offered in collaboration with AARP	34	Technology Workshops OE Tech Consultations	137 370
Healthy Heart workshop (2 locations)	46	Strength-training and Griffith Park Hike	45	Be Mentally Resilient	134	Facebook Enrollment	310
Fitness-related activities offered by LACERS Well staff	170	Healthier Living with Chronic Conditions 6-week workshop	15	Healthier Living with Chronic Conditions 6-week workshop (2 sessions)	11 12	SilverSneakers/Silver&Fit Open House events (4 locations)	151
				1 st Annual Gala and Awards Ceremony	109	2 nd Annual Gala and Awards Ceremony: Roaring Twenties	184

LACERS Well Year-to-Year Comparison cont.

2015 Participation		2016 Participation		2017 Participation		2018 Participation	
III. Champion Program		III. Champion Program		III. Champion Program		III. Champion Program	
Champion-led events	4	Champion-led events	163	Champion-led events	324	Champion-led events	191
	3	Champion leads	15	Champion leads	17	Champion leads	20
Champion-led event "touch points"	44	Champion-led event *touch points	613	Champion-led event *touch points	851	Champion-led event *touch points (attendance)	719
Champion Summit (8)	137	Champion Recruitment and Training Summits (10)	196	Champion Recruitment and Training Summits (6)	135	Champion Recruitment and Training Summits (8)	210
Champions Who Care event (1)	11	Breakfast of Champions (1)	14	Training Webinars (4)	31	Gala event volunteers	17
		Champions Who Care events	32	Gala event volunteers	12		
IV. Recruitment and Development		IV. Member Wellness Program Recruitment		IV. Member Wellness Program Recruitment		IV. Member Wellness Program Recruitment	
Group Counseling-New LW Members registered	177	Group counseling- New LW Members registered	492	Group counseling- New LW Members registered	527	Group counseling- New LW Members registered	571
Open Enrollment sessions	783	Open Enrollment sessions	924	Open Enrollment sessions	972	Open Enrollment sessions	1058
OE-New LW Members	75	OE-New LW Members	27	Total LW Members registered	2615	Total LW Members registered	3186
Total LW Members registered	1569	Total LW Members registered	2088	Total LW Members registered	2615	Total LW Members registered	3186
*Total Program involvement	1715	*Total Program involvement	2780	*Total Program involvement	3252	*Total Program involvement	4993

*Total program involvement and touch points includes all opportunities to interact with LACERS Members, face-to-face through wellness events and activities.
 Note: *Italicized* participation totals are not included in "Total Program Involvement" calculations to avoid duplicates.