



Benefits Administration Committee Agenda

REGULAR MEETING

TUESDAY, NOVEMBER 27, 2018

TIME: 9:15 A.M.

MEETING LOCATION:

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

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.

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

- I. PUBLIC COMMENTS ON MATTERS WITHIN THE COMMITTEE'S JURISDICTION
- II. [APPROVAL OF MINUTES FOR BENEFITS ADMINISTRATION COMMITTEE MEETING OF SEPTEMBER 11, 2018 AND POSSIBLE COMMITTEE ACTION](#)
- III. [2019 LACERS WELL PLAN – RECEIVE AND FILE](#)
- IV. 2019 OPEN ENROLLMENT UPDATE – VERBAL REPORT
- V. ALEX SOFTWARE UPDATE – VERBAL REPORT
- VI. OPERATIONAL UPDATE
- VII. OTHER BUSINESS
- VIII. NEXT MEETING: The next Benefits Administration Committee meeting is not scheduled at this time, and will be announced upon scheduling.
- IX. ADJOURNMENT



Board of Administration Agenda

SPECIAL MEETING

TUESDAY, NOVEMBER 27, 2018

TIME: 9:15 A.M.

MEETING LOCATION:

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

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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 Ghokassian
Legal Counsel:	City Attorney's Office Retirement Benefits Division

- I. PUBLIC COMMENTS ON MATTERS WITHIN THE COMMITTEE'S JURISDICTION
- II. APPROVAL OF MINUTES FOR BENEFITS ADMINISTRATION COMMITTEE MEETING OF SEPTEMBER 11, 2018 AND POSSIBLE COMMITTEE ACTION
- III. 2019 LACERS *WELL* PLAN – RECEIVE AND FILE
- IV. 2019 OPEN ENROLLMENT UPDATE – VERBAL REPORT
- V. ALEX SOFTWARE UPDATE – VERBAL REPORT
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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

September 11, 2018

Agenda of: Nov. 27, 2018

Item No: II

9:31 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:	James Napier

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

I

PUBLIC COMMENTS ON MATTERS WITHIN THE COMMITTEE'S JURISDICTION – Chair Wilkinson asked if any persons wished to speak, to which there was no response and no public comment cards were received.

II

APPROVAL OF MINUTES FOR BENEFITS ADMINISTRATION COMMITTEE MEETING OF AUGUST 14, 2018 AND POSSIBLE COMMITTEE ACTION – A motion was moved by Committee Member Serrano and adopted by the following vote: Ayes, Committee Members Sandra Lee, Serrano, and Chair Wilkinson –2; Nays, None.

III

PROPOSED RATING SCHEDULE FOR ENHANCED DISABILITY RETIREMENT BENEFITS AND POSSIBLE COMMITTEE ACTION – Ferralyn Sneed, Senior Management Analyst II with Retirement Services presented this item to the Committee. A motion was moved by Committee Member Serrano and adopted by the following vote: Ayes, Committee Members Sandra Lee, Serrano, and Chair Wilkinson –2; Nays, None.

IV

OPERATIONAL UPDATE – Lita Payne, Assistant General Manager, reported on the following items:

- Update on Airport Peace Officers Enhanced Benefits option.
- Enhanced Benefits training for Board members at the September 25, 2018 Board Meeting.
- Staff finalizing communications for Open Enrollment, as well as the fall Active and Retired Member Newsletters.

V

OTHER BUSINESS – There was no other business.

VII

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

VII

ADJOURNMENT – There being no further business before the Committee, Chairperson Wilkinson adjourned the Meeting at 9:40 a.m.

Michael R. Wilkinson
Chairperson

Neil M. Guglielmo
Manager-Secretary



Report to Benefits Administration Committee

Agenda of: **NOVEMBER 27, 2018**

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

ITEM: **III**

SUBJECT: 2019 LACERS WELL PLAN

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 and/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.

2019 Campaign – Living a Full Life

In the past, LACERS has developed wellness campaigns designed to inform Members about the importance of knowing the status of their health, staying active, eating healthy, and visiting their doctor on a regular basis. Our campaigns included newsletter articles, website postings, e-blasts, workshops, educational events, videos, and incentivized challenges.

Going into the program's seventh year, we have seen knowledge of and interest in our wellness program grow. But, at the same time, we don't feel like we are reaching as many people as we can with our campaign topics. For 2019, we want to identify a campaign topic that would resonate more with our Members. We decided to move away from focusing entirely on being medically well to overall wellbeing, which can influence one's motivation to stay healthy.

The retirement years can become a struggle for some and lead to isolation and depression. We believe that if someone isn't engaged in and with their life, they may not be engaged in their health. In fact, studies have shown that people living with purpose have better health.

Research has shown that there are core components that influence one's satisfaction with life. Through events, workshops, online challenges, working groups, resource materials, and communications, we will provide resources and tools to help Members assess and identify purpose in their lives, while placing focus on overall health, financial wellness, community engagement, and volunteerism. Through this process, Members will be guided through creating a plan and taking action to move them toward living a more fulfilling life, regardless of where their starting point is. Staff and our consultant will be present to discuss the plan (attached) in more detail.

The Wellness Champions

Continuously, through each campaign, LACERS has aimed to grow our number of wellness champions and champion-led events. Currently, we have one dozen regularly-occurring activities, which are supplemented by occasional one-time events, such as a museum visit or garden tour.

Staff and our consultant will continue to work with the champions to assist them in coordinating and promoting champion-led events. Also, we will seek assistance from the champions in our campaign efforts to reach out to Members to inquire about status and need for resources.

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.

- Attachments:
1. 2019 LACERS *Well* Strategic Plan
 2. 2019 LACERS *Well* Calendar
 3. Champion-Led Events Flyer



2019 LACERS *Well* Program Strategic Plan

Program Strategic Plan Overview

Mission Statement: To enhance the quality of life and retirement for LACERS Members by providing resources and activities that promote optimal health and wellness.

Goals: LACERS *Well*, an innovative approach to retiree health optimization, was developed to support and improve the health of retired Los Angeles City employees (hereafter referred to as Members). Sponsored by LACERS health plans (Anthem Blue Cross, Anthem Blue View, Delta Dental, Kaiser Permanente, SCAN, and United Healthcare), the program aims to avoid unnecessary health care utilization, control health care costs, and optimize quality of life for LACERS Members throughout their retirement by focusing on three 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**

To address these goals, LACERS *Well* utilizes an aggregate data-dashboard which reflects LACERS claims data for Kaiser Permanente and Anthem Members and identifies key health issues and high claims costs in the LACERS retiree population. Armed with these metrics, a robust Wellness Champion network, expert health carrier resources, strategic education and incentive programs, and ongoing social activities, the LACERS *Well* program aims to serve as a seasoned, data-driven “best practice” in retiree wellness, ultimately improving Member health and longevity.

A healthy lifestyle is beneficial at any age and includes physical activity, eating a healthy diet, maintaining a healthy body weight, and taking medication as prescribed. The LACERS *Well* program will address and foster these healthy behaviors among retirees by strategically implementing wellness programming as it relates to the awareness, prevention, and management of disease.

Program Goals and Objectives

- I. Increase Member interaction with their LACERS health care resources (primary care physician, health plan resources, online and in-person programs)**
 - i.* Increase Member interaction with their primary care physician (PCP) for early detection and medication management
 - ii.* Increase utilization of medical carrier resources such as nurse hotlines, tele-health, and online interactive tools/education
 - iii.* Increase participation in (and graduation from, where relevant) health prevention/promotion and management programs

- II. Increase Member Recruitment and Participation in the LACERS Well Program**
 - i.* Increase Members completing the “Passport to Health” incentive program
 - ii.* Increase membership in Facebook group page and other social media platforms
 - iii.* Expand Champion-led and LACERS-sponsored activities to include more areas of interest and locations
 - iv.* Increase LACERS Well Membership through participation in group retirement planning sessions
 - v.* Collaborate with the L.A. Department of Aging, Partners in Care, City of L.A. Personnel Department, and L.A. County, and other respected governmental organizations/non-profits

- III. Retain a Robust Wellness Champion Program**
 - i.* Maintain a minimum of four regional teams of 20 engaged Champion Members and five active event leads/region (80 total Champions, including 20 Champions leading events). Current regions include: Valley, Harbor, Eastern L.A., and L.A. Metro
 - ii.* Maintain regular monthly communications with Champions
 - iii.* Develop and implement semi-annual training for Champions

2019 Campaign: Cultivating Purpose

The transition from employee to retiree can be a major adjustment for some of our Members. Work is often a significant source of identity, and its absence can create a great sense of loss. Additionally, during the retirement years, our Members are likely to face many events that will challenge their sense of purpose: loss of loved ones, physical limitations, health concerns, and more. Eventually, these challenges can lead to isolation and depression, which can result in lack of self-care and poor health. By helping Members identify or further cultivate their sense of purpose, and set goals to achieve a purposeful life, it is anticipated that they will become more engaged in life and make efforts to maintain their health.

Studies show that having or finding purpose can help people with mental health issues, such as depression and anxiety, and can aid in recovery from addiction. Also, recent findings reveal that purpose in life may protect against Alzheimer’s disease. Other studies have shown that purpose in life is associated with other protective effects—a 50 percent reduction in stroke, heart attack, and all-cause mortality, for example. (It’s important to point out that these studies show an association; they do not prove that having a purpose in life is the cause.)

Our plan will help Members discover, define, and enhance their purpose and provide focus on physical and mental health, volunteerism, financial wellbeing, and social engagement/connection.

2019 Purpose-Related Offerings

- I. **Annual Campaign Introduction and Member Survey Direct Mailer:** Self-assessment tool to evaluate one’s satisfaction with life; survey to inquire about Member connection with program/LACERS, level of engagement/disengagement, and possible need for social support. *(\$18,000, includes postage)*
- II. **Extravaganza Signature Event:** Purpose-dedicated symposium held in three southern California regions to promote campaign awareness, related tools/resources, and upcoming wellbeing opportunities. *(\$90,000 for three locations, includes direct-mailer, venue, catering, speakers and AV)*
- III. **Purposeful Living Workshops:** Multi-session workshop series offered as a deeper-dive into the four components that support purposeful living: physical and mental health, financial wellbeing, volunteerism, and social engagement/connection. These workshops will offer group discussion opportunities, exercises for lifelong skill-building, and action plan development. *(\$45,000 for three locations, includes presenters, materials and program graduation incentive)*

- IV. **Purpose Working Groups:** Post workshop series of working groups led by wellness champions and/or workshop graduates for continuing peer support and motivation. *(\$2,000)*
- V. **“Feel Like a Million” Online Challenge:** Six-week, fun online portal and activity/challenge tracker to support Members as they continue along their “purpose” journey. Can be enjoyed alone or as part of a team to increase motivation and accountability. For more information on the program, view the two-minute video at the HES website:
<https://www.hesonline.com/products/feel-like-a-million/> *(\$30,000, includes direct-mailer, portal customization, utilization, and participation incentives)*
- VI. **Volunteerism Initiative:** Year-long promotion of and collective engagement in volunteer opportunities.

2019 Ongoing Activities and Initiatives

- I. **Champion Summits:** Regional trainings provided by LACERS *Well* staff to support Champion-directed initiatives, such as Member outreach, events and activities, and other wellness programming. *(\$10,000, includes venue, printing, and incentives)*
- II. **Champion-led Events:** Localized activities led by Champion team members for fellow LACERS retirees. *(\$5,000)*
- III. **Carrier Summits:** Collective think tank comprised of LACERS medical and dental carriers, Keenan, LACERS *Well* staff and other invested parties. *(\$1,000)*
- IV. **Vision Checkup Initiative:** Direct-mail communication and incentive program to reward timely vision check-ups as recommended by the American Academy of Ophthalmology. *(\$10,000, includes postage)*
- V. **“Passport to Health” Participation Incentive Program:** Participation and tracking program with monthly opportunity drawings. *(\$15,000 for monthly opportunity prizes plus \$20,000 in printing and direct mailing: \$35,000)*
- VI. **Year’s End Gala and Celebration:** Recognition event for all wellness program participants, including LACERS medical and dental carriers, Keenan, LACERS *Well* staff and other supportive entities. *(\$45,000)*

2019 Proposed Budget**Available budget: \$488,000**

Current wellness program plan as indicated above: \$291,000

Additional direct mailers, event announcements and/or newsletters: \$60,000

2019 Plan Total: \$351,000

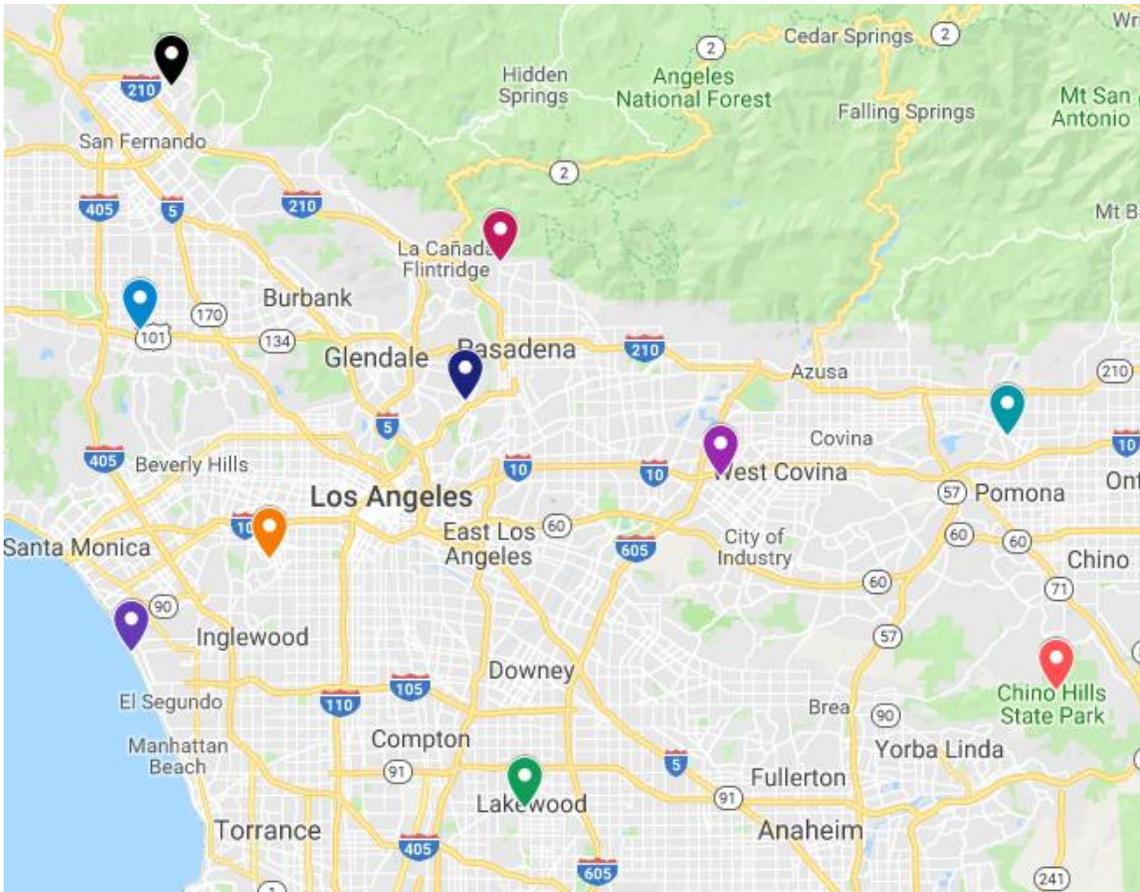
Additional tools/resources in consideration:

Event management software

Video recording services

Q1	Jan	Feb	March
<p>Communication Focus: Physical and Mental Health</p> <p>Article/Self-challenge: <i>tbd</i></p>	<p>Celebration Gala</p> <p>Wellness Newsletter</p>	<p>Champion Regional Summits</p> <p>Finding Purpose roll-out mailing (tool and survey)</p>	<p>Annual Extravaganzas- Finding Purpose Downtown LA Lakewood Pomona</p> <p>Volunteerism Initiative</p>
<p>Vision Check-up Initiative</p> <p>Champion-led Events</p> <p>Occurs Monthly: Passport opportunity drawings, e-blasts</p>			
Q2	April	May	June
<p>Communication Focus: Volunteerism</p> <p>Article/Self-challenge: <i>tbd</i></p>	<p>Unlocking Your Purpose workshop series 3 locations:</p>	<p>Meet Your Champion Picnic</p> <p>Carrier Mid-year Summit</p> <p>Feel Like a Million Online Challenge roll out</p> <p>Regional Purpose Working Groups</p>	<p>Volunteerism Initiative</p>
<p>Vision Check-up Initiative</p> <p>Champion-led Events</p> <p>Occurs Monthly: Passport opportunity drawings, e-blasts</p>			
Q3	July	Aug	Sept
<p>Communication Focus: Financial Wellbeing</p> <p>Article/Self Challenge: <i>tbd</i></p>	<p>Wellness Newsletter</p> <p>Feel Like a Million Online Challenge</p>	<p>Regional Purpose Working Groups</p>	<p>Volunteerism Initiative</p>
<p>Vision Check-up Initiative</p> <p>Champion-led Events</p> <p>Occurs Monthly: Passport opportunity drawings, e-blasts</p>			
Q4	Oct	Nov	Dec
<p>Communication Focus: Social Engagement and Connection</p> <p>Article/Self Challenge: <i>tbd</i></p>	<p>Champion Summits (as part of OE)</p> <p>LACERS OE Sessions</p>	<p>Carrier Summit</p>	<p>Volunteerism Initiative</p>
<p>Vision Check-up Initiative</p> <p>Champion-led Events</p> <p>Occurs Monthly: Passport opportunity drawings, e-blasts</p>			

LACERS Well Champion-led Events Near You!



- **Lakewood Mall Walk**, Mondays @ 6:00am w/ Beverly Anderson- the.andersons@verizon.net
- **Playa Del Rey Beach Walk**, Fridays @ 8:30am w/ Frankie Gallagher- frankiequeenofhearts@yahoo.com
- **Kaiser Baldwin Hills Crenshaw Facility Walk**, Thursdays @ 11:00am w/ Avis Ridley-Thomas- avisridleythomas@me.com
- **Monthly Yoga Class**, Thursdays @ 10:00am w/ Ivan Corpeno-Chavez- ivan.corpeno@gmail.com
- **Van Nuys Sherman Oaks Park Walk**, Tuesdays @ 9:00am w/ Debby Rolland- debbylr22@gmail.com
- **El Cariso Park Walk**, Mondays @ 8:00am w/ Irene Galvan- ronnie20dav@gmail.com
- **Yoga Class Event**, Thursdays @ 10:00am – 12:00pm w/ Ivan Corpeno-Chavez- ivan.corpeno@gmail.com
- **Soul Line Dancing Event**, Thursdays @ 7:00 – 9:00pm & Saturdays 10:00am – 12:00pm w/ Jannette Allen- jaymichelle515@yahoo.com
- **Buddy Walk for Life**, Fridays @ 8:00am – 10:00am w/ Mariam Galang- mariamgalang@gmail.com
- **Heart & Soul Line Dancing**, Tuesdays @ 2:00 – 3:30pm w/ Kathy Hashiguchi & Debbe Newman- kthashiguchi@gmail.com
- **ProHike for Pancreatic Cancer Awareness**, Sundays @ 4:00 – 5:30pm w/ Eugene Mandelcorn- firstfeatures@mail.com
- **Online Writer's Workshop**, Sundays @ 11:30am – 1:00pm w/ Eugene Mandelcorn- firstfeatures@mail.com



Find us on
Facebook

Are you missing out on new wellness events, challenges, and opportunities to earn "Passport to Health" points? Make sure to join the LACERS Well Facebook group page!