

Ref#	Recommendation Summary	Status	Original Response	Updates	Priority	Date Closed
E1.F3.R1	3.1 Discuss with the Board and management the next steps that can be taken to reasonably make an effort in retrieving the overpaid amounts with the consideration of costs and benefits.	In Process	Agree: ORS will work with counsel to establish approaches and legal considerations. Whereas Benefits staff currently work on recovering such overpayments, assistance from resources skilled in this area would be welcomed, such as a collection agency. Education in probate would also be beneficial for Benefits staff.	February 2025 Update: Staff makes every reasonable effort to retrieve overpaid amounts from estates. If there is an eligible survivor, overpayments are deducted from survivors' benefit. If there is no survivor, benefits are inactivated and direct deposits are terminated as soon as death notification is received. In addition, staff recovers overpayments from the estate to the extent possible. In 2024, for deaths without survivors, about 24 of 136 deaths had overpayments that were not recovered, totaling approximately \$45k. About \$26k in overpayments were recovered from estates. About \$49k unclaimed benefits owed to estates (underpayments) remain in the plans. Staff is not processing estate claim forms (DE172) due to the complexity of the form, challenge obtaining required information from estates, and cost necessary for legal support to ensure the documents are properly completed and to properly serve legal documents to the estate. Expected Completion Date: TBD Prior Year Updates: January 2022 Update: None Expected Completion Date: TBD February 2021 Update: Benefits staff are now processing estate claim forms (DE172). Education for staff on probate is still outstanding at this time.	2	
E2.F1.R4	1.4 In coordination with the PensionGold vendor (LRS), configure PensionGold to: · Show members' "preferred" phone numbers as their default contact number, instead of members' "home" phone numbers (or no phone number in some instances) in the "Advanced Search – Person" search results and Excel report downloads. · Remove or archive phone numbers that were eliminated for employees in PeopleSoft.	In Process	Agree: ORS will explore options to include or indicate in PensionGold a member's preferred number to show when using the Advanced Search. In addition, ORS will explore options to remove or archive phone numbers that were eliminated for employees in PeopleSoft. Target Date: December 2022	April 2025 - Enhancement has been investigated and must be prioritized into a future release. NOV 2024 - Partially complete, ORS has discussed this topic with the City, ORS will open a PIR and will obtain quote for the work. ORS has not received any complaints from members regarding their contact information. January 2023 Update: We will check in PeopleSoft to see if they store the preferred contact number. We will continue to work with our vendor. Expected Completion Date: TBD Prior Year Updates: January 2022 Update: ORS is working with the LRS to explore options to include or indicate in PensionGold a member's preferred number to show when using the Advanced Search. Expected Completion Date: June 2023	3	

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E2.F1.R6	1.6 In coordination with the ORS's legal counsel, update the current records retention policy to ensure it is consistent with current laws, rules, and regulations and that it is also sufficiently specific for information in PensionGold. Identify and update PensionGold accounts that may not comply with the updated records retention policy.	In Process	Agree: ORS will work with legal counsel to review and update the current records retention policy. Target Date: December 2022	October 2025 - Retention Policy updates have been submitted to the City and are under review. April 2025 - recommended changes to the City's Retention Schedule was being sent to CMO. NOV 2024 - ORS is working with our General Counsel on this topic January 2023 Update: ORS continues to work on reviewing the policy and management will have ongoing meetings to discuss. Prior Year Updates: January 2022 Update: ORS is working on reviewing the current records retention policy. Expected Completion Date: December 2022	3	
E2.F3.R4	3.4 Identify and implement a process to identify and correct any potential past errors where employees eligible for Tier 1 Classic membership were enrolled in a Tier 2 plan tier. This includes correcting erroneous member contribution and service credit records in PensionGold. The ORS, in coordination with the HRD, Office of Employee Relations, and the City's 11 labor unions, should also consider sending a notice to all existing Tier 2 City employees about eligibility requirements for Tier 1 Classic membership, how to identify their current plan and tier membership, how to check on the status of their CalPERS "Classic" Eligibility Forms, and how to apply for a potential correction to their current plan tier enrollment, if required.	In Process	Agree: ORS will work with OER and HR on implementing a process to identify and correct any potential past errors where employees eligible for Tier 1 Classic membership were enrolled in a Tier 2 plan tier. In addition, ORS will also work with OER and HR to explore the possibility of providing a notice to all existing Tier 2 City employees about eligibility requirements for Tier 1 Classic membership. Target Date: December 2022	April 2025 - ORS is working through the identification process. This work may require some report development, but I will report back at the next audit committee meeting. January 2023 Update: None Expected Completion Date: December 2023 Prior Year Updates: January 2022 Update: ORS is working to identify and correct any potential past errors where employees eligible for Tier 1 Classic membership were enrolled in a Tier 2 plan tier. Expected Completion Date: December 2022	2	

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E3.F1.R2	1.2 After implementing Recommendation 1.1, in coordination with the ORS's legal counsel, the Office of Employee Relations, and the HRD, decide whether to send inactive plan members a corrected Return of Contributions Packet, with an explanation of the corrections (e.g., that unless a member has 20 or more years of Federated Plan service credit, the Municipal Code requires that the ORS terminate the member's account if he or she does not submit a completed Distribution Election Form within 90 days of notice from the ORS and that the funds will be rolled over into an appropriate retirement plan) and an extended timeline for the impacted members' elections.	Not Started	Agree: ORS is working on this issue. Target Date: December 2023	May 2025 - Internal ownership was reassigned and will receive focus during the next quarter. January 2023 Update: None Expected Completion Date: December 2023	2	
E3.F1.R3	1.3 After implementing Recommendation 1.2, review and verify the service credit and account balances of the 605 accounts shown in Exhibit 3. Unless updated information from the member or corrected information in PensionGold indicates otherwise, terminate the ineligible member accounts in PensionGold, and refund or rollover, in accordance with the Municipal Code, the estimated \$5.4 million in member contributions and accumulated interest. To accomplish this in a timely manner, the ORS should consider contracting for specialized consultant services (i.e., contracting with a third party that specializes in the direct rollover of contributions of unresponsive or missing plan members into an appropriate, Board-approved retirement plan, in accordance with Section 401(a)(31)(B) of the Internal Revenue Code and IRS Notice 2005-05).	Not Started	Agree: ORS is working on this issue. Target Date: June 2024	May 2025 - Internal ownership was reassigned and will receive focus during the next quarter. January 2023 Update: None Expected Completion Date: June 2024	2	

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E3.F1.R5.b	b. Assess whether there is need to revise the Municipal Code or relevant City policies and procedures to clarify the election options that may or should exist for City employees who change jobs at the City and become members of another City retirement plan without the requisite years of service to remain members of their first plan. This includes assessing whether there is a need to formally establish the Federated and Police and Fire Plans as reciprocal plans. Implement corrective action, including any necessary steps to amend the Municipal Code, to address the outcome of this assessment. This recommendation should be completed in conjunction with Recommendation 1.6a.	In Process	Agree: ORS is working on this issue with OER. Target Date: December 2023	May 2025 - ORS management will schedule a discussion with the CMO liaison to discuss the concerns raised in this audit about the City's process January 2023 Update: None Expected Completion Date: December 2023	3	
E3.F1.R6e	e. Implement a process, using PensionGold preferably, to efficiently track and terminate the membership of missing and/or unresponsive plan members who have separated from City service without meeting minimum eligibility requirements stated in the Municipal Code. To design the process, refer to the Municipal Code, IRS Notice 2005-5, Department of Labor regulations and guidance under 29 CFR § 2550.404a-2, and the U.S. Department of Labor guidance regarding missing participants (Appendix 6).	In Process	Agree: ORS is working on developing a process. Target Date: December 2023	October 2025 - ORS has worked with ReedSmith to identify applicable laws. ORS to develop a new process and document with internal procedures to support it. April 2025 - Members are inactivated in PG, however, at this time, ORS does not process an ROC or transfer contributions out of the system. Skip Trace was implemented in Dec 2024 to help find missing members. Management to confirm with legal that these laws/regulations apply to ORS and what the next steps are to implement a policy/process January 2023 Update: None Expected Completion Date: December 2023	1	

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E4.F1.R2.a	a. Creation of policies and procedures and assignment of roles and responsibilities to: ☐ Define the ORS's measurable business goals and objectives for posting plan members' pensionable salaries and pensionable hours worked in their PensionGold accounts (e.g., only pensionable salaries and hours, consistent with the OER list may be included in PensionGold accounts; pensionable salaries and hours worked must be recorded in the same period as shown in PeopleSoft). ☐ Specify the specific circumstances that require spreading the City's and pension plan members' plan contributions in members' PensionGold accounts (i.e., whether and when such contributions are to be spread when there are retroactive changes in PeopleSoft to corresponding, pensionable salaries and pensionable hours worked that must be spread). ☐ Periodically monitor member accounts in PensionGold to identify and timely correct any errors in the posting of pensionable salaries and pensionable hours worked. This should include specific steps (i.e., data analytic procedures) to identify and correct errors.	In Process	Agree: Prior to implementing recommendation 1 fully, ORS has started working with Finance to identify and correct past erroneous records. ORS is working on developing a formal plan to identify, prioritize, and correct past and future erroneous records of pensionable salaries and pensionable hours worked in plan members' PensionGold accounts. Target Date: December 2022	October 2025 - PIR has been prioritized for the Feb 2026 deployment for testing. May 2025 - PIR 128494 has been created to create a function in PG to process a retro pay file (prior pay period adjustments) to ensure Pensionable salaries are spread to the appropriate pay period. ORS IT checks that the transmittal file has been posted to each plan for every pay period, and confirms the number of records processed is within a reasonable range. ORS Accounting also has a process to reconcile contributions for each pay period between PeopleSoft and PensionGold. January 2023 Update: Not provided Expected Completion Date: TBD	3	
E4.F1.R2.b	b. Verification and correction of plan members' accounts based on the IAD's documentation for this audit, which was provided to ORS staff and management, and based on ORS management's risk tolerance, a decision on how far back (i.e., prior to July 1, 2020) to extend the IAD's analytic procedures, or similar procedures, to identify and correct errors in the pensionable salaries and pensionable hours worked posted to plan members' accounts in PensionGold.	Not Started		May 2025 - Exec management will discuss with IT and Accounting to determine if this is applicable and next steps before next audit meeting. January 2023 Update: Not provided Expected Completion Date: TBD	2	

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E4.F1.R3	1.3 In coordination with the ORS's legal counsel, OER, Finance Department, IT Department, HRD, and the City's 11 bargaining units (unions), draft, approve, and publish on the City's website an agreement that clarifies the specific roles, responsibilities, and procedures to implement the OER's list of pay codes (Appendix 1). The document should assign roles and responsibilities and address the following areas, at minimum:	Not Started		May 2025 - ORS management will schedule a discussion with the CMO liaison to discuss the concerns raised in this audit about the City's process.	3	
E4.F1.R3.a	a. Maintenance (e.g., timely entering and/or removal of pay codes, updating references to the City's Municipal Code, specifying the exact effective and/or expiration date of the document)	Not Started	Agree: ORS will endeavor to develop an agreement as outlined in the recommendation with OER, Finance Department, IT Department, HRD, and the City's 11 bargaining units (unions). Target Date: December 2023	May 2025 - ORS management will schedule a discussion with the CMO liaison to discuss the concerns raised in this audit about the City's process.	3	
E4.F1.R3.c	c. Dissemination and notification (e.g., timely notifying and sending updates to designated ORS staff and union representatives)	Not Started		May 2025 - ORS management will schedule a discussion with the CMO liaison to discuss the concerns raised in this audit about the City's process.	3	
E4.F1.R3.e	e. Archiving (i.e., making the prior versions of the authorized list and relevant policies and procedures accessible)	Not Started		May 2025 - ORS management will schedule a discussion with the CMO liaison to discuss the concerns raised in this audit about the City's process.	3	
E4.F1.R3.f	f. Reporting noncompliance (e.g., a process for employees and/or stakeholders, including the ORS, pensionable pay codes and plan members' accounts)	Not Started		May 2025 - ORS management will schedule a discussion with the CMO liaison to discuss the concerns raised in this audit about the City's process.	3	
E6.F1.R5	1.5 Request that the Police and Fire Plan Board update and authorize the policy titled "Governing the Overpayment or Underpayment of Member Contributions." Locate the Federated Plan policy on overpaid/underpaid contributions and post it online together with other "standard operating procedures" shown on the ORS's web pages. Upon locating the corresponding Federated Plan policy, determine if it needs to be updated and if so, request that the Federated Plan Board update and authorize the policy.	In Process		October 2025 - Policies have been drafted and updated since the first draft. These will be shared with Aon shortly, to discuss at the December Joint Governance Committee Meeting. April 2025 - PF adopted this policy in June 2015. FED asked tax counsel to review. Minor updates were made, but were never adopted by FED or updated into the PF adopted version. ORS will review both versions of the policies. The purpose will be to synchronize the policies, if applicable, and incorporate any staff feedback. Per the MOU, the updated policies will be reviewed with the CMO. A final draft will be brought to the Governance Committee for recommendation to the boards. January 2023 Update: Not provided Expected Completion Date: TBD	1	

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E7.F2.R2	2.2 Create and communicate, as appropriate, a risk management policy for the ORS	In Process		October 2025 - Once the Strategic Planning Process is complete, ORS will work with Aon and the Governance Committee to deliver a work plan for 2026. April 2025 - Part of the new Governance Consultant's scope of work is to develop a formal Risk Management Policy	1	