

2011



**Vision 2030**  
**Strategic Planning Workshop**

Wednesday, September 14, 2022

by

*Steve Delaney, CEO*

# Vision 2030- Why We Started This Journey

## In SEPTEMBER 2021 We Discussed:

### OCERS then faced Two Large Challenges

- Alameda Recalculation - Immediate
  - 2,500 accounts to be recalculated with all ensuing documentation and management of benefit payback
- 100% Benefit Accuracy – Immediate and long term
  - Internal Audit had found OCERS was running a 6%-8% error rate
  - Core benefit reflecting base salary was generally correct, errors tended to be related to additional salary items that had to be included as outlined in Memorandums of Understanding

### OCERS also faced these Constraints

- Extreme plan complications
- External data access
- Desk manuals needing update
- V3 Constraints

## I Recommended We Focus on Technology

- Artificial Intelligence (AI) driven data maintenance
  - Member data held in OCERS data folders
- AI driven benefit calculation
  - No need for manual rechecking of work, nor additional manual QA layer
  - OCERS team members focus on analytics and strategic initiatives
- Natural Language/Machine Learning will provide for immediate customer service questions
  - OCERS team members focus on direct customer service with our members caring for more complex higher value interactions
  - Allows AI phone assistant to serve members 24 hrs a day in natural human voice

# Vision 2030 – AI Technology to the Rescue

## What is Artificial Intelligence?

AI is a set of technologies used to help machines understand how humans think. Once these machines understand the human mindset, they are able to complete tasks in place of humans.

## What is Robotic Process Automation?

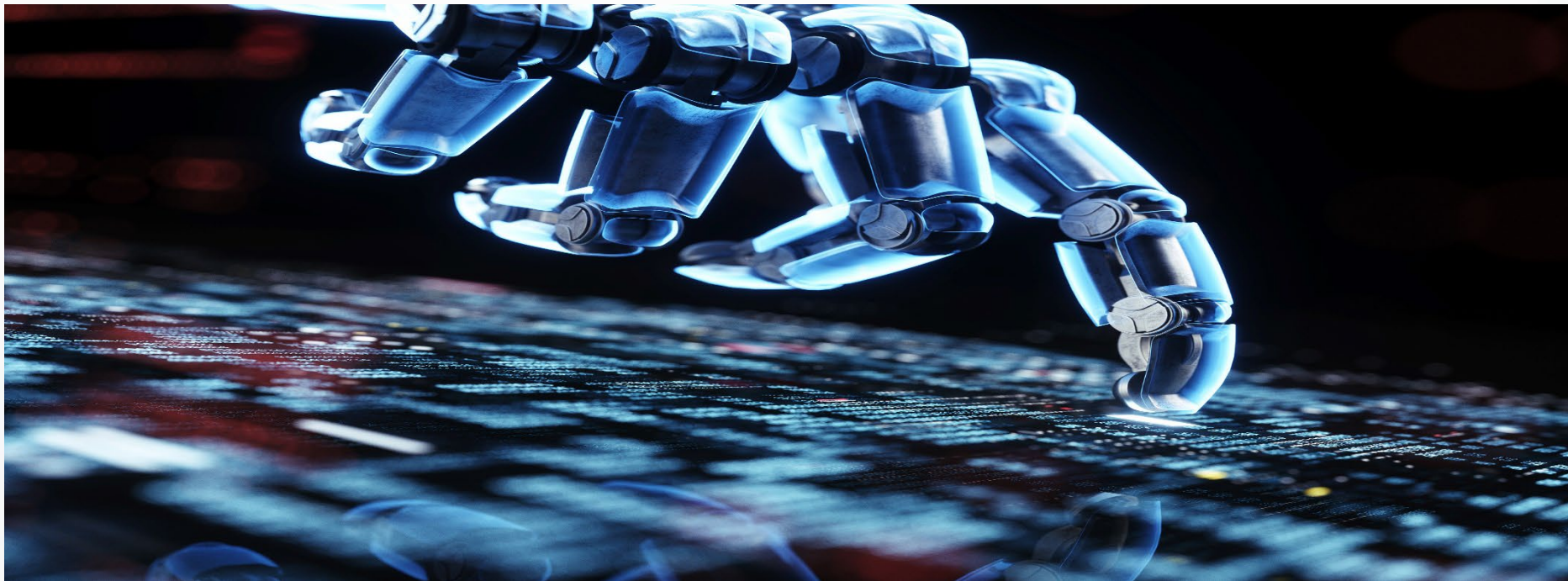
RPA is an automation technology that implements, and manages robots. These robots mimic humans and can complete routine tasks without needing human touch.

## What is Machine Learning?

ML is all about data and algorithms. Instead of spending time inputting rules for ML, this technology uses real-time data to predict the next step in the process. It will create a model of the typical workflow pattern and begin to improve the algorithm based on common relationships and historical data.

# Vision 2030 – The Ultimate Goal

**An Artificially Intelligent Pension Administration System that by 2030 will calculate all OCERS pension benefits accurately without any human intervention required.**



# Vision 2030 – The Initial Timeline (2022)

## Vision 2030 Timeline

“Dave, this conversation can serve no purpose anymore. Good bye.”

### 2021

- Data Options
- Continue Outreach

### 2023

- Test RPA Bots

### 2027

- New PAS
- AI Growth Capabilities

### 2030

- OCERS Jenny

### 2022

- Consultant
- PAS RFP
- Master Repository

### 2024

- Test RPA Bots

### 2028

- AI Test Process



- Formed an AI ad hoc Committee internally, with many departments represented
- Grew into AI Multi-Employer Monthly Roundtable
- Outreach
  - Canada (4 systems)
  - Dutch APG
  - Federal Social Security Administration
  - National speaking engagements/Survey

An example of early stage application –

David Yamasaki, CEO, Orange County Superior Courts



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# Vision 2030 – OC Superior Court Sharing

- 2017: Analytics Revolution started with Court Innovation Grant
- 2018: Statewide workstream, governance framework
- 2019: Completed Data Warehouse (case management info, finance & HR)
- 2020: Analytics & tech infrastructure prepared us for COVID
- 2021: Several exploratory projects in AI / ML (predictions, classification, and meta data extraction)
- 2022: Document Intelligence RFP & vendor selected (buy not build)
- 2022+: Data As a Second Language campaign



# Vision 2030 – OC Superior Court Sharing

Green: completed  
 Orange: in progress



## Data 1.0 Data Warehouse

- i. CAVE (CMS data) – CIG grant, **completed**.
- ii. Expand CAVE to include non-CMS data (Jury or Self Help)
- iii. Finance / HR data mart



## Data 2.0 Data Exchanges & Smart bots

- i. Grand central data exchange
- ii. Smartbot – Dialogue flow: jury & collections
- iii. Natural Language IVR
- iv. JMS – Jail data exchange
- v. CUP – proof of corrections
- vi. Self Help – editable court forms
- vii. CAP – attorney exchange
- viii. Online Records access



## Data 3.0 Predictions

- Build predictions engine using CAVE input data
- 1) Predict filings
  - 2) Predict # of trials
  - 3) Predict # of hearings
  - 4) Predict # of court reporters
  - 5) Predict number of jurors to summons

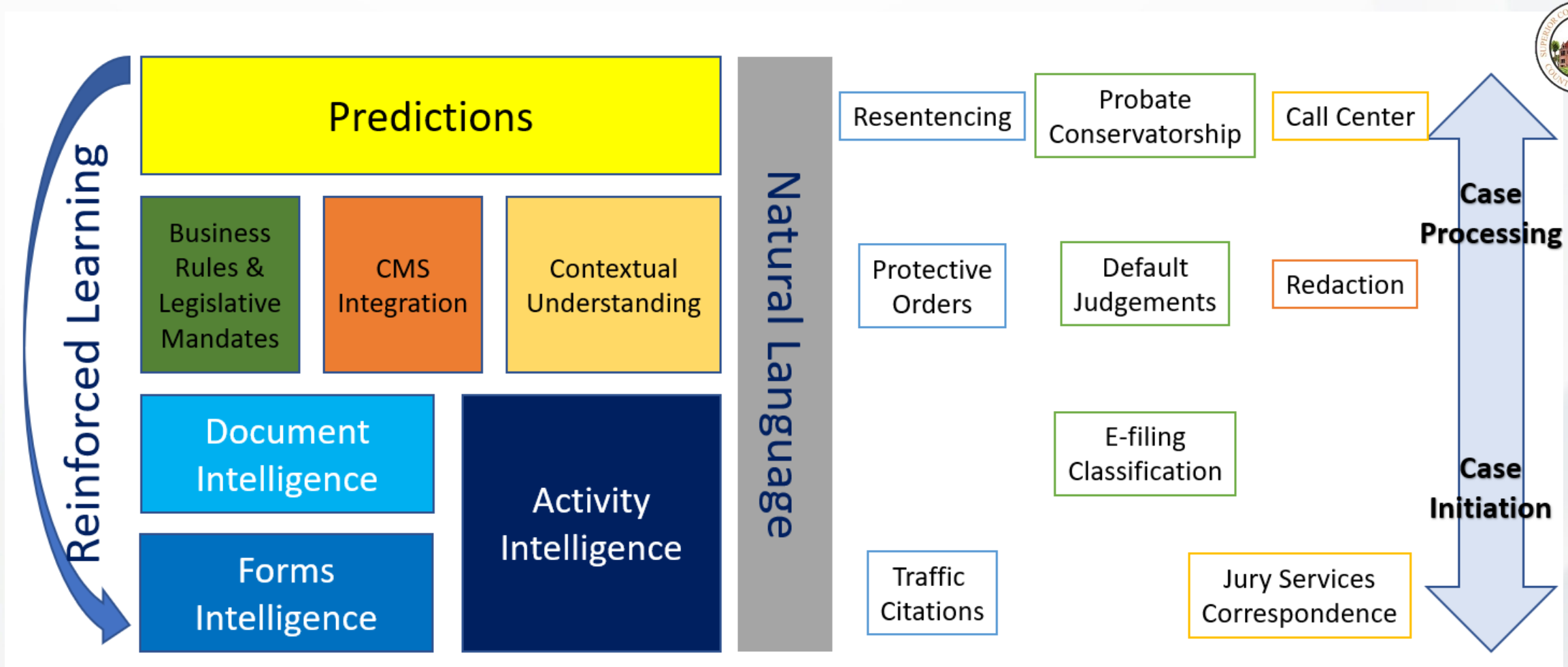


## Data 4.0 Doc AI/ML (Document meta data)

- i. POC – evaluate viability of extracting meta data from court filing documents for case processing
- ii. **Document Classification**
- iii. **Marijuana Redaction**
- iv. General purpose fuzzy match (demurer ‘met and conferred’)



# Vision 2030 - OC Superior Court Sharing



# Vision 2030 – OC Superior Court Sharing

## Business Rule

## Document

## Extracting Document Meta Data & Applying Business Rule

### Writ Verification

Line	Requirement	Action
Header	Attorney of record TIP: Match to judgment. If attorney does not match, then search for Substitution of Attorney.	If attorney of record does not match – Reject.
Header	Court Location – Must be the correct court location of the case.	If court location does not match – Reject.
Header	Case Number	If missing or incorrect – Reject. (OK to accept as long as 6-digit core number is correct).
Header	Writ of Execution / Sale box	If missing – Reject
Header	Limited/Unlimited box	If missing or incorrect - Reject. For Small Claims cases the Limited box must be checked.
1	Name of the county in which the levy is to be made <b>Check Voyager to determine if there has been a writ issued for the same county within the last 180 days.</b>	If blank – Reject. If a writ for the same county has been issued within the last 180 days and has not been returned – Reject.
3	Name of judgment creditor is as it appears on the judgment. If requesting party is the assignee of record, their name matches the assignment of judgment. The appropriate box indicating judgment creditor or assignee is checked.	If names do not conform to judgment / assignment / renewal – Reject. (A list of acceptable variances is attached.) If box indicating creditor or assignee is missing – Reject.
4	Item 4 lists the name(s) as they appear on the judgment and last known address of the judgment debtor(s). If the checkbox indicates that there is additional judgment debtor(s), see line 21 on page 2 to verify they are listed.	If name(s) are missing – Reject If names do not conform to judgment (first check for Affidavit of Identity) – Reject. (A list of acceptable variances is attached.) If address is missing – Reject. If box indicating additional debtor(s) is not marked but the names are listed on line 21 – Reject.
5	Date judgment was signed. Judgment must not be greater than 10 years unless renewed.	If missing or incorrect – Reject. If judgment date is greater than 10 years and has not been renewed – Reject.



Adapted from a product of the Superior Court of Napa County Center for Judicial Education and Research (CJER) • 2017



# Vision 2030–Second Steps (2022): POSSIBILITIES



A Robotic Process Automation (RPA) possibility:

Presently, a Paralegal in our legal department must manually prepare all medical records pertaining to a disability claim by redacting with a black felt pen any Private Personal Information (PPI), going page by page for a visual search of such information.

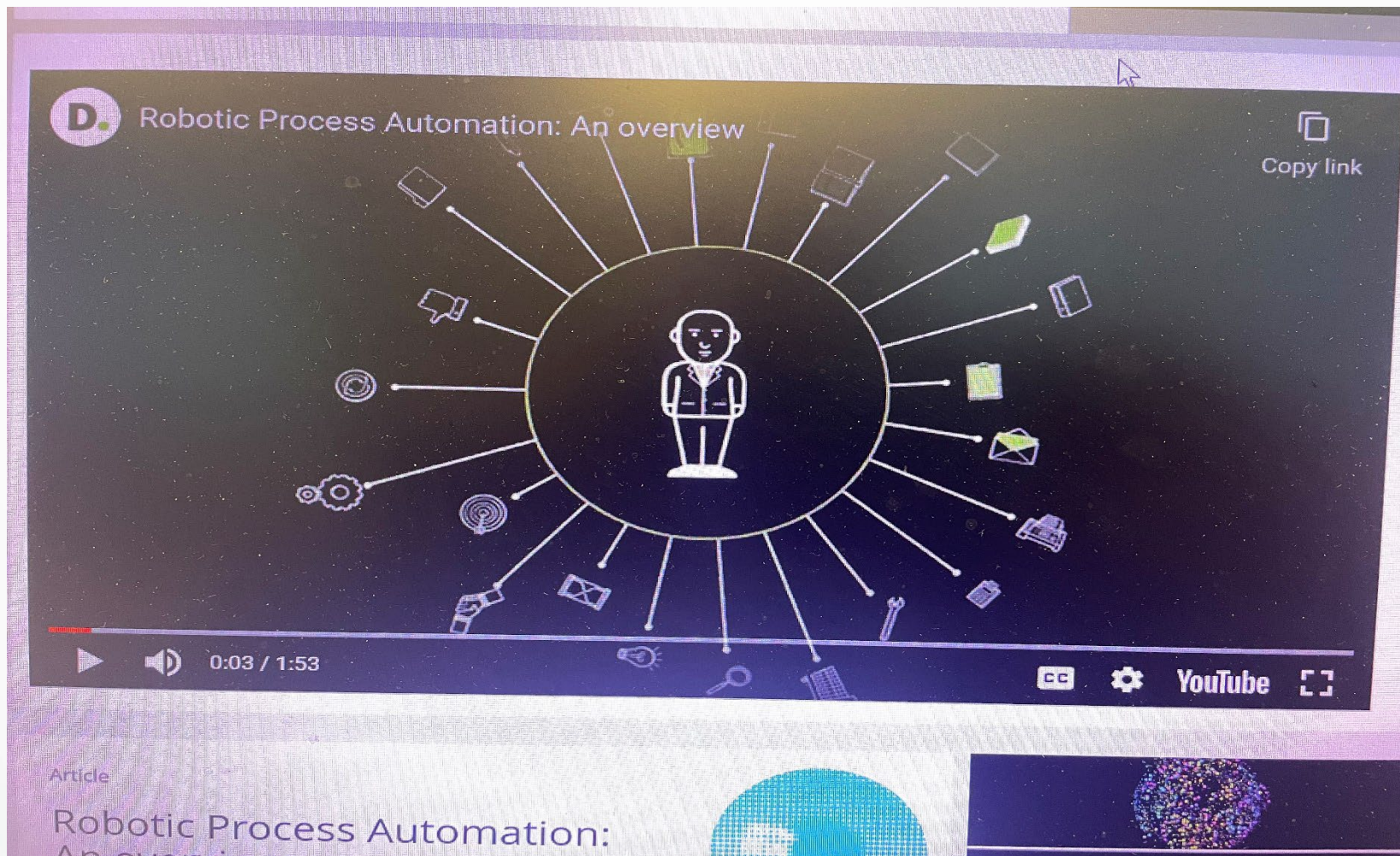
Presented with 3,000 pages per claim on average, our paralegal takes approximately 40 hours to complete the manual redaction.

We need to be able to scan those documents and allow at least initially, Robotic Process Automation (RPA) to search, identify, and redact any PPI.





# Vision 2030–Second Steps (2022): POSSIBILITIES





## 2022 POSSIBILITIES CONTINUED...

We learned that our focus on leveraging technology and preparing for the integration of Artificial Intelligence into our mission goal does not and should not be limited to the processing of benefits. OCERS should aim to become an AI integrated system, touching on every department – Finance, Human Resources, Customer Service, Investments.



# Vision 2030 – Third Steps (2022): ACTIONS

## Master Repository of Policies/Procedures Project

- RFP to hire Technical Writer
- To craft Desk Manuals
- To craft process rules for PAS foundation
- implement a repository and process for keeping documents updated and usable

## New Pension Administration System to Replace V3

### RFP for a Futurist

A timeline

Success matrices

Future-Proofing/Scalability

### RFP for Robotic Process Automation – Initial Use Cases

3-4 use cases at reasonable cost to demonstrate possibilities

# Vision 2030 – Third Steps (2022): ACTIONS

2022 ACTIONS CONTINUED...

Getting Access to DATA is Vital – Working discussions just starting with the County of Orange



**Data – and intelligence – driven enterprises win\***



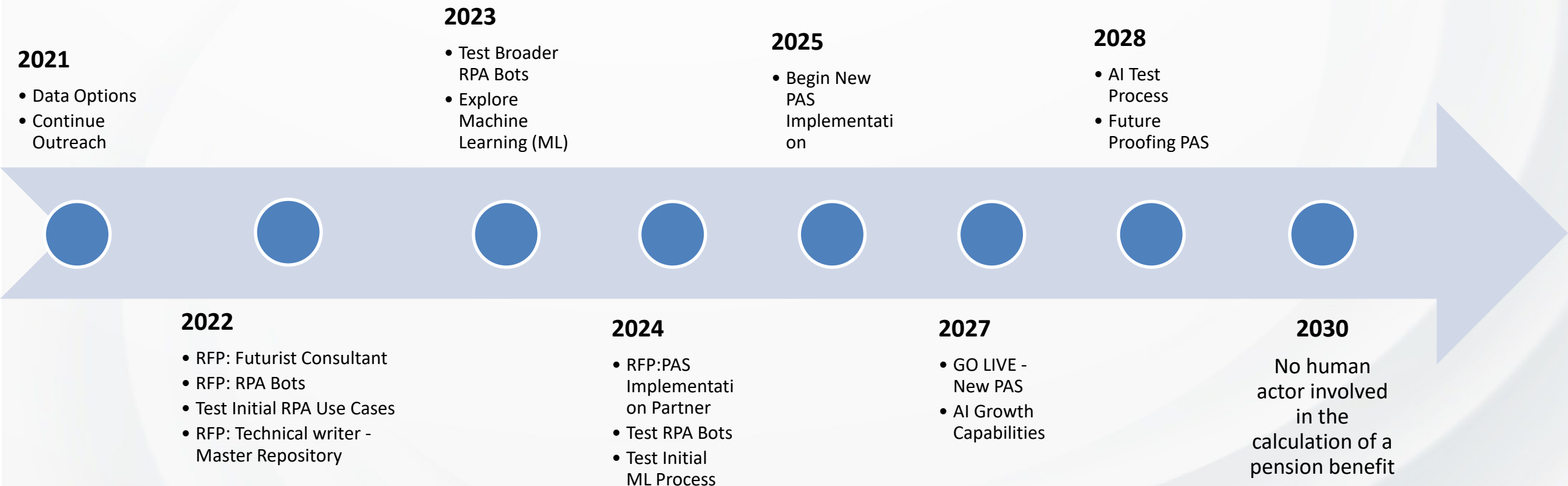
# Vision 2030 – Planning for 2023

- CREATE A PROJECT MANAGER POSITION/OFFICE
- Master Repository of Policies/Procedures Project – Ongoing
- LEAN processing and Simplification Initiative
- Access to Data – Working discussions with County of Orange and other employers - Ongoing
- RFP for broader Robotic Process Automation of Use Cases
- RFP for New Pension Administration System (PAS) Implementation Partner
- Begin staffing build up to ensure we have Subject Matter Experts on staff for build in 2024 and onward



# Vision 2030 (As of September 2022)

## Vision 2030 Timeline





# Vision 2030 – And beyond...

- <https://www.youtube.com/watch?v=80IIEnSNwQc>

