

OutReach

Vol. 5, No. 1

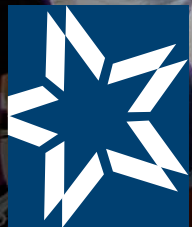
2014

A Christian Brothers Services Publication

**Healthcare
Reform Update**
*on Contraceptive
Mandate*

**Signed. Sealed.
Delivered.**
*Building a Bridge Between
Abundance and Need*

**Coming to
North America**
*Brothers of the
Christian Schools*



CHRISTIAN
BROTHERS
SERVICES

From the desk of...

On May 20, 2014, Brother Robert Schieler, FSC was elected Superior General of the Institute of the Brothers of the Christian Schools at the 45th General Chapter in Rome. In his new position, he leads the largest order of religious Brothers in the Catholic Church dedicated to education; approximately 4,500 Brothers serve 900,000 students in 80 countries. Prior to being elected Superior General, Brother Schieler served as General Councilor for RELAN (Région Lasallienne de L'Amérique du Nord/Lasallian Region of North America) and is the third American Brother to serve as Superior General (see Coming to North America – Brothers of the Christian Schools.)

Brother Schieler spent 11 years as a missionary in the Philippines, served in a variety of administrative positions at Lasallian schools in the United States and sits on several boards, including Saint Mary's University (Minnesota) and

Bethlehem University (in the Holy Land.) He is the 27th successor of St. John Baptist de La Salle, founder of the Brothers of the Christian Schools.

It is with great respect and pride that we at Christian Brothers Services congratulate Brother Robert Schieler on being elected Superior General.

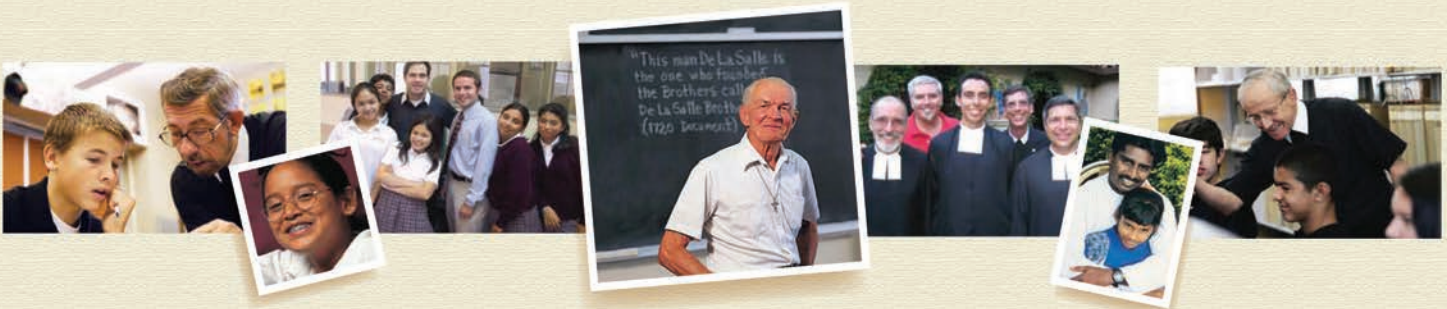


Brother Robert Schieler, FSC

Fraternally,

Brother Michael Quirk, FSC, Ed.D. / President and CEO

DE LA SALLE CHRISTIAN BROTHERS



An educational heritage of more than 300 years that ranges from store-front schools to great universities in over 80 countries.

FAITH

*"People are hungry, especially the young.
They are hungry for God and you
are here to satisfy that hunger.
Be faithful to the great gift that God made
you to be teachers, educators, light,
His light in the world among young people.
The future of the world depends on what you do."*

*Mother Teresa
(Speaking to the De La Salle Christian Brothers)*

SERVICE

*The Brothers have "demonstrated permanency
by providing for over three centuries an
astonishing array of activities from the most
basic literacy learning to the most complicated
technological learning for both children and
adults... so that they can be fully integrated
into community and society."*

*United Nations
(UNESCO Noma Prize)*

COMMUNITY

*"Union in a community is a precious gem,
which is why Our Lord so often
recommended it to his apostles before he died.
If we lose this, we lose everything.
Preserve it with care, therefore, if you want
your community to survive."*

*St. John Baptist de La Salle
Patron Saint of Teachers*

www.brothersvocation.org

LIVE SIMPLY – PRAY DEEPLY – TEACH PASSIONATELY

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Cover photograph are residents of Antiqua, Guatemala, unloading a truck filled with medical supplies from Hospital Sisters Mission Outreach.

Last Word photograph was taken at St. Francis Center in Los Angeles, California.

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MAIL BAG

Please let us know what you think. Email your thoughts and suggestions to outreach@cbservices.org, your comments may be published in a future edition.

“We have been members of Christian Brothers Employee Benefit Trust (CBEBT) for about 15 years. They have always provided us with a quality insurance plan that is well run. As an administrator, I always receive prompt assistance from knowledgeable staff. As a covered member in the Plan, I am impressed with the benefits available for preventative care, the number of providers who are in-network and the excellent phone support. The website is very user-friendly and they are always open to new suggestions.”

– Pat Kowite
Financial Administrator
Saint Francis of Assisi, Raleigh, North Carolina

“Christian Brothers Services (CBS) understands religious life and the needs of religious life. Their relationship with us is one of partnership and we feel their values are similar to our values. CBS provides valuable information and I especially look forward to receiving their OutReach magazine, filled with so much educational material in each issue. The webinars they provide are very valuable too and their service goes above and beyond our expectations.”

– Sister Mary Rose Kocab
Congregational Leader
Sisters of the Incarnate Word & Academy,
Parma, Ohio

“In these last several years of economic turmoil and insecurity about what lies ahead in the medical insurance markets, Christian Brothers Services (CBS) has been a calm, stable and very affordable comfort to me as an administrator. Christian Brothers Employee Benefit Trust bucks the trend of raising prices and impresses with their superior management skills.”

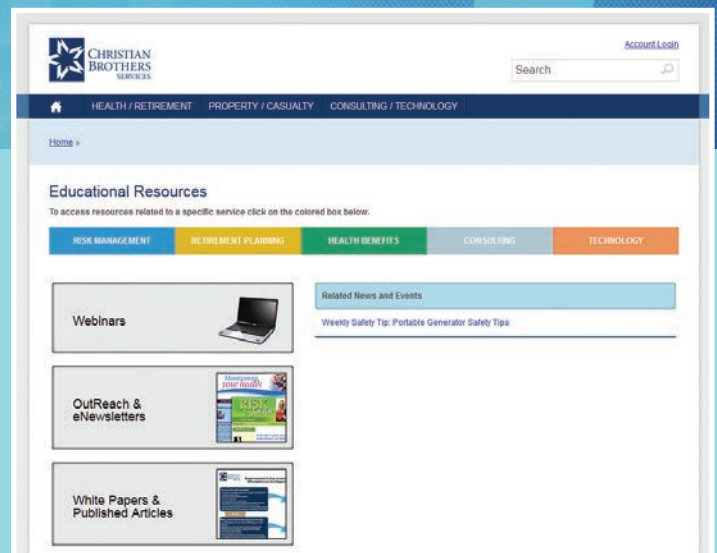
– Margie Harper
Business Manager
Nerinx Hall High School, Webster Groves, Missouri

e-learning

New Online Educational Resources - Available Now!

Searching for updates on healthcare reform, tips on the best way to manage a fleet of automobiles or ideas about how to put together a retirement plan for your organization? You can find the answers to these questions and more on the new Educational Resources page located on the Christian Brothers Services (CBS) website at cbservices.org.

CBS launched this online resource center in November 2013, to provide members easy access to helpful resources for their organizations. The resources are presented in a concise, easy to navigate, online format, which can be accessed on the homepage of our website or by typing cbservices.org/resources into your web browser.



The Educational Resources page is divided into three sections, Webinars, OutReach/eNewsletters and White Papers/Published Articles. The Webinars section allows members to register for upcoming webinars or view past webinars from a list of Webinars on Demand. The OutReach/eNewsletters section puts all the CBS publications such as OutReach, Maintaining Your Health and Risk Factor in one convenient place giving members access to valuable, up-to-date information without searching through the website. In the White Papers/Published Articles section, members can access articles from our in-house experts on everything from health and retirement to risk control and technology – all at the touch of their fingers.

The Educational Resources page is updated regularly. Visit the CBS Educational Resources page at cbservices.org/resources today! ☀

Healthcare Reform Update on Contraceptive Mandate



The contraceptive mandate requires employer plans to include coverage for contraceptives without any cost-sharing requirements on behalf of participants. Contraceptives include, but are not limited to, sterilizations, oral contraceptives, devices and related education and counseling services. The primary enforcement mechanism of this requirement is a tax penalty imposed on employers that fail to provide the coverage for the required contraceptives. The penalty is fairly stiff at \$100 per day for each individual to whom the failure to provide contraceptive coverage relates. If the plan is subject to the Employee Retirement Income Security Act (ERISA), it will also be a violation of that Act, but many plans sponsored by church-affiliated organizations are exempt from ERISA as “church plans.” For employers providing medical benefits to their employees through these plans, the penalty is “only” the \$100 per day penalty.

The final regulations implementing the mandate issued in July 2013, contained a narrow exemption for several types of “religious employers,” namely, churches, integrated auxiliaries of churches and the exclusively religious activities of a religious order. It can be difficult to determine when an organization is an integrated auxiliary, and may even require an examination of the funding sources and establish whether it serves the general public.

What is clear; however, is there are certain organizations, such as colleges, universities, hospitals and perhaps even elderly care facilities and other social services agencies that are not integrated auxiliaries or otherwise exempt from the mandate.

For these *other* religious organizations that are not exempt from the mandate, the final regulations provide an “accommodation,” which relies on the insurance company (in the case of an insured plan) or the third party administrator (TPA) (in the case of a self-insured plan) to provide or arrange for contraception coverage. In order to qualify for the accommodation, an employer must file a form with the insurance company (or the TPA in the case of a self-insured plan) known as the EBSA Form 700. This form basically says the employer objects to providing contraceptive coverage on the basis of religious beliefs and the insurance company or TPA receiving this form must provide or arrange for the required coverage. Many employers don’t have a problem with this accommodation because they feel that once they send the form to either their insurer or TPA, they are far enough removed from the process of providing contraceptives. However, many other organizations do object to the accommodation because they feel they are facilitating the provision of contraceptive coverage by providing this particular form.

Litigation Involving For-Profit Companies

To date, for-profit organizations have filed 48 lawsuits challenging the contraceptive mandate. So far, these cases have focused primarily on getting an injunction to avoid the \$100 per day penalty until the underlying issue is ultimately decided by the courts. Injunctions have been granted in 34 cases, and denied in six cases, with other cases pending or dismissed on procedural grounds.

For-profits are not eligible for the accommodation. They argue that having to provide contraceptive coverage in their employee benefit plans in order to avoid these onerous penalties violates a federal act called the Religious Freedom Restoration Act, as well as the Establishment, Free Exercise and the Free Speech clauses of the First Amendment. Whether or not objecting organizations are required to provide this coverage will probably be ultimately decided by the United States Supreme Court. The United States Supreme Court has accepted two cases and consolidated them for argument – the *Hobby Lobby Stores* and the *Conestoga Wood Specialties* cases. On March 25, 2014, the Supreme Court heard oral arguments in these cases, and is expected to issue its decision by the end of June.

To date, nonprofit companies have filed 49 lawsuits, with injunctions granted in 24 cases. Injunctions were denied in only two cases, cases brought by the University of Notre Dame and Catholic Diocese of Cheyenne.

Litigation Involving Nonprofit Companies

To date, nonprofit companies have filed 49 lawsuits, with injunctions granted in 24 cases. Injunctions were denied in only two cases, cases brought by the University of Notre Dame and Catholic Diocese of Cheyenne.

Most relevant for Christian Brothers Services (CBS) are eight cases filed by the following organizations involving a narrower group of nonprofits, cases involving non-ERISA “church plans”:

- ▶ Catholic Diocese of Beaumont
- ▶ East Texas Baptist University
- ▶ Little Sisters of the Poor (Christian Brothers Services)
- ▶ Michigan Catholic Conference
- ▶ Reaching Souls International (Southern Baptists)
- ▶ Roman Catholic Archbishop of Washington, D.C.
- ▶ Roman Catholic Archdiocese of New York
- ▶ Southern Nazarene University

Injunctions have been issued in each of the above cases.

Two of the above cases are class action lawsuits, those brought by Reaching Souls International and the Little Sisters of the Poor. Both involve large, multiple employer plans covering hundreds of organizations. These cases are looking for relief for all employers in the plan, not just for the lead plaintiffs. The Little Sisters of the Poor (Christian Brothers Services) obtained an injunction from the United States Supreme Court on New Year’s Eve, the day before employers in the Christian Brothers Employee Benefit Trust that were not exempt from the contraceptive mandate as “religious employer” would have become subject to the \$100 per day penalty, unless they completed and delivered a EBSA Form.

The Trustees of the Christian Brothers Employee Benefit Trust are committed to challenging this mandate to the fullest extent possible for the members of the Trust. Further, CBS is dedicated to providing you with current and up-to-date information on the contraceptive mandate, as well as all aspects of the Affordable Care Act. On October 30, 2014, at 1:00 p.m. Central time, we will be hosting a webinar entitled, “*Healthcare Reform Update.*” In addition, we have published a white paper entitled, “*Remaining Faithful: Adhering to Catholic Tenets While Abiding by the Affordable Care Act (ACA),*” which can be found at cbservices.org/remainingfaithfulwp. ☀

John Airola is the Managing Director of Health Benefit Services at Christian Brothers Services.

Durable Not Indestructible

Maintaining Your Organization's Boiler and Machinery

Prudent maintenance for anything living or inanimate will certainly enhance longevity. The Christian Brothers Risk Pooling Trust (RPT) partnered with Hartford Steam Boiler (HSB) to provide coverage for boiler and machinery property items. Although this equipment can be imposing in size and likely composed of steel and iron, it is vulnerable to breakdowns when proper maintenance is absent.

HSB not only serves as an underwriter for this type of loss exposure, but also offers reasonable loss prevention recommendations. More often than not, we take for granted that when we flip a switch or adjust a thermostat the desired result of making us warmer or cooler will occur. These recommendations, from both HSB and the RPT, are designed to make sure you are not surprised, disappointed or inconvenienced when flipping the switch.

Following are seven helpful tips for maintaining the environment surrounding the housing of boiler and machinery equipment.



1

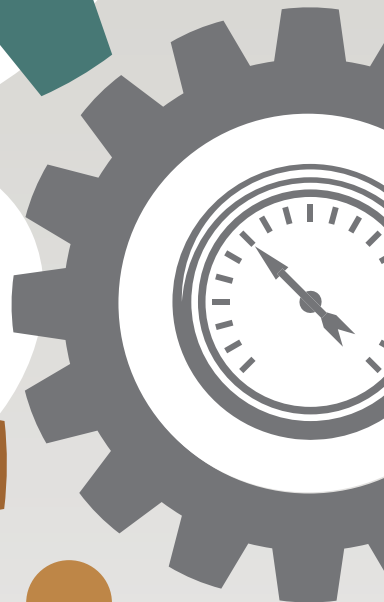
LIGHTING

Proper lighting is required in equipment or boiler rooms to assure the safety of staff performing work or maintenance on the equipment. Inspect the area periodically to make certain light bulbs have been changed and the area is sufficiently lit.

2

DESIGNATED BOILER ROOM

Do not allow boiler or equipment rooms to become a storage area for paint cans, cardboard boxes, scrap lumber, etc. This presents not only a fire hazard, but restricts access for repairs and maintenance to the equipment.



4

CONTROL PANELS

Keep control panels free from obstruction. Control panels serve as the heart monitor for this equipment and demonstrate operating functionality.

5

WET FLOORS

Moisture, humidity and condensation could be a sign of other problems but will most certainly cause issues with electrical circuitry essential to the equipment's operation. Take measures to assure the area is dry and properly ventilated.

3

MAINTENANCE LOGS AND CERTIFICATES

Provide a clean, dry location for maintenance log storage and post certificates in a place where they are easily viewable. Immediate access to these documents may be essential in responding to an emergency situation.

6

COBWEBBS

Take the time to clean the area surrounding this equipment periodically. Dust, dirt and cobwebs all have a negative effect on the operation of the equipment.

7

DISCARDED PARTS

Make sure parts are disposed of after replacement. Retaining old parts only makes sense in the event of a warranty question and then the parts should be removed and stored in a secured and separate storage area.

The production and performance of boiler and machinery equipment should be a matter of routine expectation. Conducting maintenance will go a long way in eliminating mechanical failures that cause not only inconvenience, but demonstrate the potential for serious injury to your most valuable and irreplaceable assets, your staff. ☀

Larry Baker is the Director of Claims and Risk Services for Christian Brothers Risk Management Services.

For more information on boiler and machinery coverage, contact Dan McGrievy, Senior Claims Consultant for Christian Brothers Risk Management Services at 800.807.0100 x 2514.

Happy 50th Birthday

to Christian Brothers Employee Retirement Plan

Last year, I celebrated a major milestone -- my 50th birthday. I'm not sure why 50 is different than 49 - other than co-workers can tease you. The Christian Brothers Employee Retirement Plan (CBERP or Plan), the defined benefit plan we administer,

will be celebrating its 50th birthday on July 1, 2014. Some may simply view this as a milestone, but it's so much more than that. The death knell for defined benefit plans has been sounding for years. The CBERP is not only turning 50, it is actually thriving.



In an article for our newsletter in 2002, I talked about the viability of defined benefit plans and at that time, I stated defined benefit plans may be in decline, but the CBERP would continue to grow.

When I began at Christian Brothers Services (at that time Christian Brothers Conference) in 1981, the CBERP had 3,742 participants and \$35 million in total assets. I was the assistant manager and my task was to grow the Plan. This was the same time defined contribution programs, such as 401(k) plans, came into being. Originally, a 401(k) plan was designed to supplement a defined benefit plan. When I became the managing director for the retirement services division in 1990, we had 11,000 participants with assets totaling \$110 million. During this time, many consultants began advising employers to move away from defined benefit plans and only offer defined contribution plans. These consultants heralded the death of defined benefit plans. In an article for our newsletter in 2002, I talked about the viability of defined benefit plans and at that time, I stated defined benefit plans may be in decline, but the CBERP would continue to grow. My interviewer asked, "Aren't defined benefit plans dead?" My response, "Many corporate plans are dead, but the CBERP will thrive, and I believe that in the next 10 years the CBERP will continue to grow." I am thrilled my prediction came true.

I am happy to report, just like Mark Twain's initial obituary; the death of the CBERP has been greatly exaggerated. As of this past year, the CBERP has 33,276 participants with total assets of over \$1.024 billion. This exceeded my expectations from 12 years ago when I would have been content if participation in the Plan didn't diminish. Much of the Plan's growth at this time, is from employers who merged their existing defined benefit plan into the CBERP. I wish I could take credit for this success, but the reality is the Plan provides an excellent benefit, at a reasonable price to employers. It simply makes sense to merge into the Plan.

As many of you know, the Pension Board recently made changes to the benefit structure of the Plan, which will improve its long-term stability. Although some might categorize these changes as a cut in benefits and feel alarmed, I view these changes as a necessity for the maturation of the Plan, just like a person matures. As I grow older, I need to watch what I eat and exercise more if I want a long future. Likewise, with the changing demographics of Catholic employers, the CBERP needed to make the necessary changes to continue to

provide a generous retirement benefit for current and future employees who serve the Catholic Church. The changes were necessary for the continued strength of the Plan. It would be nice to have a group of people looking out for my best interests in my personal life, making those tough but necessary decisions for me, just like the pension board does for the CBERP.

As I blow out the candles for the CBERP's 50th birthday, my wish is for the next 50 years to be as prosperous as the first 50.

On behalf of the Christian Brothers Employee Retirement Plan Board and the Christian Brothers Services staff, thank you for allowing us to serve your employees. God Bless you and your ministries. ☀

Jim Ceplecha is the Managing Director of Retirement Planning Services at Christian Brothers Services.

For more information on the Plan changes, or how you can evaluate the advantages of merging an existing defined benefit plan into the CBERP, contact Jim Ceplecha at 800.807.0100.

Signed. Sealed. Delivered.

Building a Bridge Between Abundance and Need

At a clinic in the Philippines, the medical staff washes and reuses gauze, needles, syringes and catheters. In South America, a hospital is without beds, and lying on the floor may be better than lying on a mattress soaked through with fluids from previous patients. In Africa, patients undergo medical procedures without the benefit of anesthesia. This is the current reality for many of the sick and wounded in developing countries. A lack of medical supplies, including mattresses and beds, make health care nearly unattainable and downright dangerous for these patients. Fortunately, the Hospital Sisters of St. Francis in Springfield, Illinois, through their Mission Outreach program, have developed a process to provide and deliver these much needed medical supplies to hospitals and clinics in over 75 countries.



Medical professional in the Democratic Republic of the Congo tending to a young child with medical supplies from Mission Outreach.

Hospital Sisters of St. Francis

Mission Outreach grew directly out of the work of the Hospital Sisters of St. Francis in Springfield, Illinois. The Sisters are members of an International Congregation of Franciscan Sisters with their American Province based in Springfield and their Sisters serving in various locations around the world. Their service to the sick and poor is deeply rooted within their history.

The Congregation of the Hospital Sisters of the Third Order Regular of St. Francis was founded in 1844, in Telgte, Germany, by Father Christopher Bernsmeyer, OFM, when he asked several young women to help tend to the needs of the sick and poor. In 1875, at the request of Bishop Peter Baltes, Diocese of Alton, Illinois, several sisters arrived in America to provide nursing care to the people of Illinois. Over the next 139 years, the Sisters founded 12 hospitals, seven in Illinois and four in Wisconsin, wrote and published a nursing manual, assumed sponsorship of two additional hospitals and incorporated the Hospital Sisters Health System (HSHS) with a central staff of specialists located in Springfield to support their hospital network.

Today, the Hospital Sisters continue to live the spirit of St. Francis by devoting themselves to providing quality healthcare to those in need and Mission Outreach is the embodiment of that spirit.

Mission Outreach

The Hospital Sisters spent many years providing much needed healthcare in missions around the world. They saw firsthand the desperate need for medical supplies in the developing world and realized that a formal process for donating these supplies was needed. They also observed that organizations donating to the developing world, although with the best of intentions, hadn't always done the necessary planning and preparation to ensure their donations would be as effective as possible. Many times,

supplies would go to waste because they weren't needed, the local electric and water sources weren't compatible with the equipment, the skill level of the staff precluded them from properly using the equipment, or any number of other reasons that weren't thought of before the medical supplies were sent to hospitals and clinics overseas.

"The Sisters wanted to professionalize the donation process," explains Georgia Winson, executive director of Mission Outreach, "and really pair professionalism with a profound respect and love for those in need." It was with these objectives in mind that Mission Outreach was created in 2002.

Since its inception, the goal at Mission Outreach has not just been to send medical supplies to hospitals and clinics around the globe, but to deliver supplies that have been requested, are truly needed and will be used to make a difference in patients' lives. As sponsor of the HSHS, the Sisters are more than aware that an excess of medical supplies and equipment exists in the United States, and that many of those excess items wind up in landfills across the country each year. The plan was to collect those excess medical supplies from healthcare providers and send them to hospitals and clinics in developing countries. The first hospital partnership was, of course, with their own HSHS; however, over the years Mission Outreach has worked to build partnerships among hospitals and clinics throughout Illinois and Wisconsin.

Surgical room in Haiti. ① Surgical light is from a hospital partner in Breese, Illinois. ② Anesthesia machine is from a hospital partner in Effingham, Illinois and ③ the surgical table is from a hospital partner in Chippewa Falls, Wisconsin.



Partners in Recovery

Mission Outreach has partnered with over 60 hospitals and 18 clinics to collect surplus medical equipment and supplies. Many of the hospital partners place bins on each floor and instruct staff to put unused, leftover supplies into the bins. The donations are then picked up by Mission Outreach.

Wheaton Franciscan Healthcare, Glendale, Wisconsin, is one of those hospital partners and according to Senior Vice President-Mission Services, Terri Rocolo, “This is a win/win partnership that not only helps to meet the medical needs in other countries, but at the same time saves on disposal costs and keeps useable equipment and supplies out of landfills. It is an opportunity that is both cost-effective and in alignment with our values and Franciscan tradition.”

Aside from the surplus medical donations, hospital partners are asked to make a monetary donation as well. “It (monetary donation) is based on the number of licensed beds at the hospital,” explains Winson, “and in the overall hospital budget it’s actually a small donation; however, it amounts to about a third of our overall revenue every year.”

Most of the participating hospitals are nonprofit and have to document their nonprofit status by detailing what they do for the community. Mission Outreach is able to provide these hospitals with quarterly reports about their product donations that help them maintain and document that benefit to the community. As Winson puts it, “The product donations and the monetary donations from our hospital partners allow us to do what we do at very, very low cost to our mission partners.”

The Process

Once the donations have been picked up, they are delivered to the Mission Outreach warehouse where they are initially sorted by expiration date. While they don’t send expired items overseas, there are two exceptions, gloves and gauze. The need for gloves and gauze is so high, that volunteers take these items out of their original, sterile, but expired packaging, then repackage and label them as clean, non-sterile.

Next, the items are sorted into 26 categories, such as needles, syringes, sutures, instruments, etc., and then the items are sorted again by unique item, for example, gloves will be sorted by latex, non-latex, powdered, non-powdered, small, medium and large. “Our goal is for hospital staff in the developing world to have a very well-organized supply chain,” relates Winson, “they’re able to go to the shelf and take down exactly what they need to treat the patient. They shouldn’t have to sort through miscellaneous supplies to find what they need.”

Finally, the items are packaged, a quality check is performed to make sure everything is correctly labeled and they are entered into the online inventory. The items are then immediately available for recipients to order.

Mission Outreach has largely operated by word of mouth in the developing world. Most recipient organizations approach Mission Outreach in partnership with another organization, or mission partner, that will help them financially, like the Lions Club, a church organization or another hospital. Once their application is accepted, the recipient organization receives an access code for the online inventory database and they begin to build their order. Unlike many other MSROs (Medical Surplus Recovery Organizations), the recipient organization is allowed to select exactly what they need to serve their patients and the Mission Outreach staff is always on hand to help them through the process.

“We make sure we know our recipients,” explains Winson. “So we talk to them and find out about their electrical system, is it a reliable electrical source? We ask about their water source since some equipment requires a certain type of water. We ask about the weight bearing load of their floors because some of the equipment might be too heavy to be accommodated by their infrastructure. We make sure every piece of equipment that is sent can really be used effectively in the developing world.”

Items can be either hand carried or shipped in 40-foot containers. The staff at Mission Outreach work with the freight forwarder to provide logistics and shipping documentation.

Hospital Sisters Mission Outreach is a member of Christian Brothers Services Risk Pooling Trust. “I feel when we’re working with other faith-based organizations like Christian Brothers Services,” states Georgia Winson, “that we are pulling in the same direction and we are equally yoked and have the same motivation.”

The Financial Model

It is not an operation without cost. Every 40-foot container costs \$23,400 to put together, this does not include the surplus medical equipment and supplies which are always free to the recipients and their mission partners. The container costs include transportation fees for trucking and shipping, staffing costs, boxes and other miscellaneous charges. Recipients and their mission partners are asked to raise \$6,200 to go towards the container costs. "They are asked to pay a small amount of the container costs because they also have to pay the shipping costs, which can be between \$4,000 and \$6,000," according to Winson. "They will ultimately have a total cost of around \$12,000; however, they will receive contents that are valued between \$100,000 and \$140,000. If they had to pay for these items it would be an impossible operation for them. Right now they're paying only about a fourth of the cost."

Mission Outreach covers the remaining \$17,000 through their own fundraising efforts. "The monetary contributions our hospitals make, our annual fundraiser and our donor contributions, all go towards keeping the cost very low for our mission partners," states Winson.

Volunteers

Mission Outreach operates with a staff of 10 full-time equivalent staff members and a deep pool of volunteers who logged over 27,000 volunteer hours in the last year.

"We have a number of parishes and churches that volunteer as well as a number of corporations," details Winson, "we also work with local universities and high schools and we have some really good, solid volunteers and organizations. We're blessed that we have an overflow right now of volunteers."

Volunteers do not need a medical background to lend a helping hand and all receive basic orientation and training. Lead volunteers receive specialized training to help them develop a familiarity with the items and be able to direct a core group of volunteers in the sorting process. "It is an opportunity," explains Deacon Al Laabs, former hospital CEO for an HSHS hospital and current lead volunteer, "to give back to them (Hospital Sisters) for a lot of things I received from them, not just prayers and my rewarding career, but an ethic of Franciscan service that became a part of me." Laabs has been volunteering at Mission Outreach since 2006 and leads a volunteer team every Wednesday.

"The motivation really is to care for those in need," relates Winson. "The Franciscan message is a message of stewardship, a message of caring for the poor, a message of making sure that we care for the environment as well as God's gifts. There's a real sense of fellowship and a feeling of working together to do something beautiful," continues Winson. "They might think that they're so far removed from that actual end recipient; but, in fact, they really aren't. They're handling all those supplies that will eventually help somebody. They take it to heart with each gesture knowing that they're impacting someone in a positive way."



Mission Outreach volunteers sort donated medical supplies.



Medical supplies from Mission Outreach are received by staff at a medical facility in Karawa, Democratic Republic of the Congo.



Winson helps to sort medical supplies donated by Mission Outreach's hospital partners.

The Future



A small section of the 23,000 square foot Mission Outreach warehouse.



Residents of Antiqua, Guatemala, help unload a truck filled with medical supplies from Mission Outreach for the Clinica Medica Maria.



This Mobile Health Clinic, donated to Mission Outreach by St. Joseph's Hospital in Chippewa Falls, Wisconsin, is bound for Guatemala.



Winson and Mission Outreach volunteers inside the donated Mobile Health Clinic.

In the last 12 years, the organization has developed a strong network of donors and supporters, both individuals and businesses, and has grown steadily, building hospital and mission partners, as well as recipients. Their 23,000 square foot warehouse, built in 2006, has turned over twice in the last year. "We have many, many recipients who are repeat shippers with us," says Winson, "they've seen the quality we provide and so they come back to us. We have very strong relationships there."

As for expanding their organization beyond the Illinois and Wisconsin hospital partners, Winson says not so fast, "the Sisters and I agree that we do not want to get so big that we lose our mission and we lose the care that we're giving." With that in mind, they have set a 300 mile perimeter in terms of hospital partners. However, as far as the developing world is concerned, "there's no limit there," says Winson. "We are very open to serving as many people as we can possibly serve, just so we maintain quality and make sure we are operating in a way that's efficient and effective."

They are also open to supporting the expansion of this type of program by educating other organizations around the country that may want to become an MSRO. "We've had people from other states ask about our process," says Winson. "The need is there and we've developed a mechanism and a process and we're definitely willing to support the expansion of this type of program."

Mission Outreach not only delivers medical supplies to developing countries, they also deliver respect, love and a chance for a healthful life. "I would say the ultimate goal of Mission Outreach is to communicate Christ's love to people around the world by reducing suffering and supporting health," states Winson, "it's as simple as that."

So now a hospital ward in Jeremie, Haiti, has new beds and mattresses and their surgical operating room is outfitted with updated equipment, a child in the Philippines is safely at home with her family thanks to a donated respiratory machine, a village in Argentina now has an ambulance, a clinic in Kenya has equipment and supplies to treat its patients and the residents of a small city in Guatemala are about to receive a mobile clinic.

The reason this is all possible comes down to two simple words. Mission Outreach. ☀

Remaining Faithful

Adhering to Catholic Tenets While Abiding by the Affordable Care Act

A challenging aspect of the Affordable Care Act (ACA) for Catholic organizations is the need to comply with all parts of the legislation, even if some requirements conflict with the fundamental tenets of the Catholic church. An area of particular concern is the contraceptive mandate, which requires employers who provide health coverage for their employees to cover contraceptives, sterilization services and related education and counseling free of charge. As it stands now, some non-exempt Catholic employers are in the difficult position of having to sacrifice their beliefs and principles in order to fully abide by the law.

Non-exempt Catholic organizations will need to make some decisions on how they will balance the need to remain faithful and also compliant. To make informed decisions, organizations should make sure they completely understand the law's requirements and whether they could be held accountable for compliance.

Christian Brothers Services' new white paper, "*Remaining Faithful: Adhering to Catholic Tenets While Abiding by the Affordable Care Act (ACA)*," clarifies the requirements of the contraceptive mandate and offers strategies for making faithful choices as organizations move forward in compliance with the ACA.

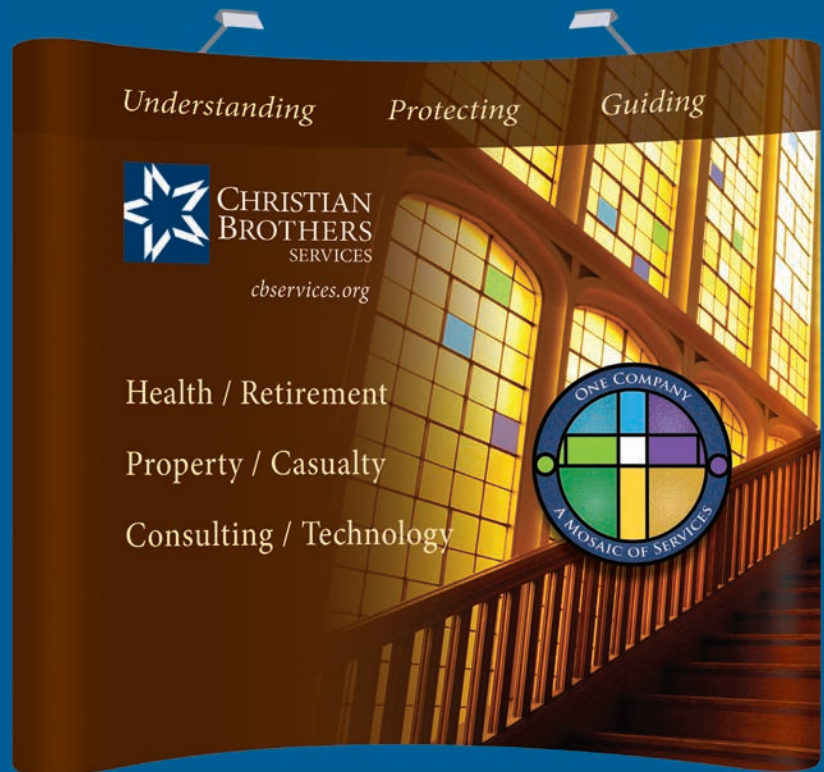
The authors, Brother Michael Quirk, FSC, Ed.D., president and CEO of Christian Brothers Services, John Airola, managing director of Christian Brothers Health Benefit Services and Larry Hansen, partner in the legal firm Locke Lord, discuss the strategies for faithfully navigating the ACA requirements, including determining whether an organization is exempt from the mandate, when to consider using the accommodation procedure and the legal action underway challenging the obligation of Catholic employers to comply with the contraceptive mandate. ☼



To receive a free copy of the white paper, "*Remaining Faithful: Adhering to Catholic Tenets While Abiding by the Affordable Care Act (ACA)*," visit cbservices.org/remainingfaithfulwp.

Christian Brothers Services Gears Up for 2014 Fall Conference Season

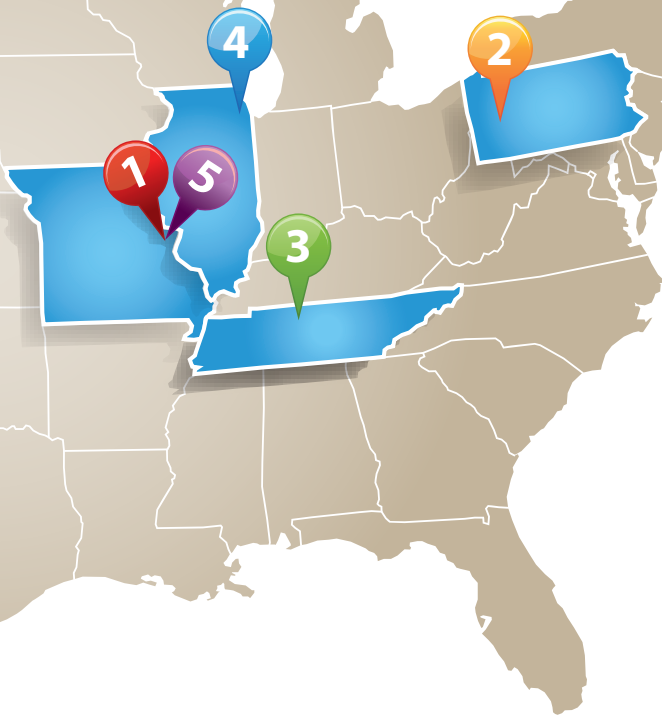
Christian Brothers Services (CBS) has attended and exhibited at many targeted conferences throughout the country over the years. Conferences allow CBS to develop brand and name recognition among prospects, remain visible to our current members and evaluate the competition up close and personal. In many ways, conferences are opportunities to combine sales, marketing and advertising all in one place. For CBS, conferences allow us to gather leads, strengthen current relationships and display our company banner.



There are a number of reasons why CBS exhibits at conferences. One of the main reasons is to get in front of key decision makers. Statistics show that 84 percent of all attendees have buying influence and typically the audience is industry specific, which is critical when serving Catholic organizations. Another benefit of exhibiting at conferences is the time factor. Conferences save staff time. At CBS, we are able to see prospects and members in one location without having to travel to multiple states to meet with different groups, allowing us to remain good stewards of the resources entrusted to us. Since the conferences are often held in a major city, the proximity allows us to call on potential new business prospects or visit existing members while in town. We also exhibit at conferences to improve our market share and increase our return on investment (ROI). It can be argued that conferences may be the most effective marketing tool for business to business companies worldwide.

At Christian Brothers Services we have found:

- Exhibiting provides face to face interaction. Unlike letters, e-blasts and webinars, conferences allow prospects to engage with our staff in person while being able to see, hear and touch the services we offer.
- Exhibiting gives us an opportunity to demonstrate our expertise through workshops or seminars on current subjects of interest such as healthcare reform, business continuity planning, Cloud-based hosting and planning for retirement.
- Exhibiting is also beneficial for registrants/participants as a productive use of their time and money. Participants often attend to interact with industry leaders and learn more about the services they are interested in. Organizations, like CBS, exhibit to connect with decision makers and in our case, discuss our collaborative programs designed specifically for Catholic organizations.



Over the next several months, CBS will be exhibiting at several conferences including:

Franciscan Federation 2014 Annual Conference in St. Louis, Missouri, which will consist of approximately 400 Third Order Regular Franciscan Sisters and Brothers. The conference theme is *Cultivating Kingdom Power*.

Conference of Major Superiors of Men (CMSM) Annual Assembly in Pittsburgh, Pennsylvania. Approximately 150 individuals made up of Superiors, Provincials and leadership of Catholic men's religious institutes will be attending. CMSM represents 245 major men's religious institutes, along with over 450 of their councilors who are associate members of the conference. The theme this year is *50 Years of Perfectae Caritatis: Communio and Community*. CBS is sponsoring the pre-conference workshop, *Communities of Intentional Disciples. Exploring the Path to Knowing and Following Jesus*, presented by Sherry Weddell.

Leadership Conference of Women Religious (LCWR) National Assembly in Nashville, Tennessee. LCWR is the association of the leaders of congregations of Catholic women religious in the United States. Attending will be 800 leaders from Catholic women's religious institutes along with various Superiors and Provincials. The conference has more than 1,500 members, who represent more than 80 percent of the 57,000 women religious in the United States. In August, CBS will sponsor the keynote speaker, Nancy Schreck, OSF.

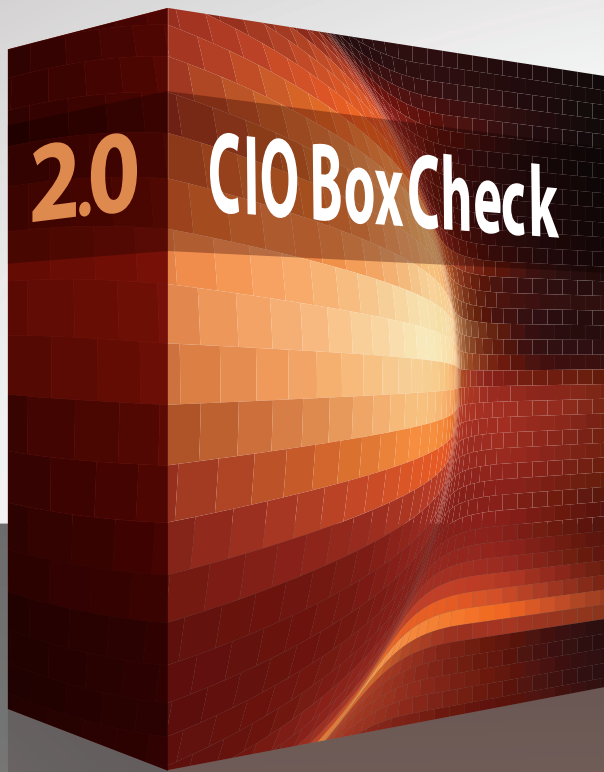
- **Franciscan Federation 2014 Annual Conference, St. Louis** - July 18-21, 2014
- **Conference of Major Superiors of Men (CMSM) Annual Assembly, Pittsburgh** August 6-9, 2014
- **Leadership Conference of Women Religious (LCWR) National Assembly, Nashville** August 12-16, 2014
- **Diocesan Fiscal Management Conference (DFMC), Chicago** - September 21-24, 2014
- **Resource Center for Religious Institutes (RCRI), St. Louis** - November 4-7, 2014

Diocesan Fiscal Management Conference (DFMC) in Chicago, Illinois. Approximately 300 Chief Financial Officers, Finance Directors and staff at Catholic Dioceses will gather for this annual national meeting. As a Gold Island sponsor, CBS and Christian Brothers Investment Services (CBIS), will again co-sponsor the keynote speaker, Archbishop Joseph E. Kurtz of Louisville, President, United States Conference of Catholic Bishops. CBS and CBIS will co-host a dinner for members and customers of CBS/CBIS attending DFMC.

Resource Center for Religious Institutes (RCRI) 2014 National Conference, St. Louis, Missouri. More than 700 Treasurers, Chief Financial Officers and Leadership of Men and Women Catholic Religious Institutes attend this annual meeting. RCRI serves to enhance the living of religious life by providing integrated education, advocacy and consultation to meet current and emerging stewardship responsibilities. CBS will co-sponsor, along with CBIS, the keynote speaker and host the annual CBS/CBIS Hospitality Gathering.

This year has already been a successful conference season for Christian Brothers Services and we fully expect that to continue for the rest of the year. Visit our booth at any of the above mentioned conferences and receive information on how your organization can obtain reduced costs, better benefits and greater choices with our programs and services. Senior managers and CBS staff will be on-hand to answer any questions you may have on the latest in collaborative and cost-effective administrative programs designed specifically for your organization. And remember, if you miss us at any conference, you can visit us anytime on the web at cbservices.org. ☀

Brian Page is the Conference Manager at Christian Brothers Services. For more information on the CBS conference schedule, contact Brian at 800.807.0100 x3092 or brian.page@cbservices.org.



Information Protection, System Security and Mobility

What's in your electronic inbox these days? As chief information officer (CIO) at Christian Brothers Services (CBS), my inbox is bombarded with a wide variety of email, voice and fax messages, and on any given day, I'll have over 200 messages to review and process even *after* our spam filters have filtered out the junk.

To emphasize overall message volume, in 2013, CBS employees sent and received just under two million email messages, not including an additional 2.1 million spam and junk email messages our system filtered out before they arrived in anyone's inbox. Most employees process about 40-50 messages per day, as CBS is highly dependent upon electronic communications in all forms with our members, vendors and various special groups. Messages I send and receive make up about 3-5 percent of our total messaging.

On the day I tallied statistics for this article, I received 214 messages to process. Of those messages, there were zero voice and zero fax – all were in email format. Our spam filtering system

removes about 99 percent of the junk; however, once in a while a few spam messages still get through. The majority of messages were from employees, members and vendors - all of which I know (10 percent), automatic system-generated alert messages (4 percent) or from news, information and educational sources I subscribed to at one time or another (86 percent).

Our priority focus areas for information technology usage at CBS include customer satisfaction, delivering business value, risk management, enabling technologies and business process management. Key business drivers include customer service, operational efficiency and overall effectiveness. Currently, we see important enabling technologies developing across mobile, security, social, cloud and applications. The following topics will play a key role in the technology mentioned above because the fact is, there are no technology projects just for technology's sake. All technology projects are business-based and must support an organization's strategic plan.

Information Protection and Systems Security

Two high-profile security flaws have been detected and published recently. The first is the HeartBleed Internet security flaw, and the second is a “nasty bug” in the Microsoft Internet Explorer web browser.

HeartBleed refers to a flaw found in OpenSSL software, which is used to create secure connections between servers and devices. Most people would see it as the lock icon in a web browser that is turned on when you login to a secure section of a website, although it is much more pervasive than that. OpenSSL is one method to encrypt the traffic between the web server and the web browser to protect the traffic from being successfully intercepted and read. This flaw allows sensitive data to leak from the secure traffic to hackers. CBS has no exposure to this OpenSSL flaw; however, you should review all of your own systems to ensure you are taking the necessary precautionary steps for protection. As consumers, we need to be aware of the providers who are exposed and monitor their progress in updating their systems. Once a system is updated, you will need to change your password on that system to ensure you are protected. You can learn more about this security flaw at HeartBleed.org.

The security bug in Microsoft Internet Explorer allowed hackers to gain remote control of your computer. A hacker having remote access to your computer, or any system your computer is connected to, is essentially, the worst-case scenario. Use of Microsoft Internet Explorer should have been discontinued until Microsoft released the fix. Once the fix was applied, you were able to safely use the Microsoft Internet Explorer web browser again.

These security incidents highlight the fact that no system is 100 percent protected at all times. The best practices to protect your systems include keeping software fully up-to-date by applying all recommended vendor patches and fixes, by regularly changing your passwords every 90 days using ‘complex’ standards that include 10 characters mixed with upper and lowercase letters, a number and a special character. It also helps to keep more than one web browser installed and updated on your computer so you always have a backup.

Mobility

You cannot escape conversations on mobility these days. Everywhere you turn, mobility is there. This includes every variety of mobile device from phone, tablet and laptop to the wireless service and Wi-Fi needed to connect to the Internet, to the software necessary to manage a fleet of mobile devices. At the root of modern mobility are the 5 A's, *Anything by Anyone, Anywhere at Anytime, on Any device*, which refers to simplifying access to information for everyone. People are no longer tied to a desk where a computer is wired to a network. Wherever you are is where your office is, and the pace of business is getting faster.

Today, cell phones and tablets are essentially small, powerful computers that can replace full-size desktop computers and laptops and serve as a gateway to all your information needs. You need to think of mobile devices this way and manage them as you do your fleet of desktop computers and laptops. Mobile devices require the same high degree of care and feeding that their full-size counterparts do, if not more. Security of mobile devices is likely the highest priority on the list, as they can be easily lost, misplaced or stolen. Take time to review the types of data contained on your mobile devices. If you categorize any of it as confidential, proprietary or individually identifiable (CPI) or operate in regulated industries, for example healthcare or financial services, you'll need to implement special security practices around your mobile devices to ensure the data contained within them is protected.

There is an entire category of software called mobile device management (MDM) that can assist you in managing a fleet of mobile devices, how they connect to your systems and how they secure their contents. MDM software can be installed on your premises or acquired as a cloud-based service.

The Internet and mobility provide many benefits, although they do require vigilant management.



On April 1, 2014, The Religious and Charitable Risk Pooling Trust of the Brothers of the Christian Schools and Affiliates (Risk Pooling Trust or Trust) marked 35 years of providing Catholic organizations with a viable alternative to traditional property/casualty insurance.

The Risk Pooling Trust, which began in 1979 as a property/casualty membership program for Catholic not-for-profit organizations, uses a combination of self-insurance along with traditional excess insurance policies. The Trust provides coverage in the areas of auto, property, liability and workers' compensation with risk management services provided at no cost to members of the Trust. Christian Brothers Risk Management Services (CBRMS) administers the plan for the Trust.

“CBRMS is a ‘community’ of individuals who share one common purpose - to advance the mission; not only the Christian Brothers Services mission, but also the mission of the ministries we serve,” states Diane Engstrom, managing director of Christian Brothers Risk Management Services. “A testimony to our members’ satisfaction is evidenced through our consistent and sustained growth in membership beginning with 100 Catholic organizations in 1979, to nearly 1,500 organizations today.”

While some Catholic organizations have merged, consolidated or closed over the 35 years, there are 70 members in the Trust whose participation dates back to 1979.

Congratulations Christian Brothers Risk Pooling Trust on 35 years of service to Catholic organizations! ☀

FROM THE PONY EXPRESS TO THE CLOUD

The Evolution to Hosted Voice

Today's ever-evolving, customer-centric technology has demanded that businesses adapt rapidly to accommodate the ways in which customers choose to do business. In 1876, Bell's invention of the telephone began to replace the Pony Express as the primary method of delivering critical information quickly and reliably.

The introduction of the first iPhone in 2007, once again rapidly (and radically) changed communication delivery methods in the business world, not only influencing multi-channel customer communication, but also introducing the idea of BYOD (Bring Your Own Device) to help an increasingly mobile workforce maintain accessibility to that customer base. The proliferation of BYOD, coupled with the integration of smart devices into existing UC (Unified Communications), is allowing businesses of all sizes to consider replacement of traditional premise-based telephone systems, equipment and land lines in favor of hosted voice solutions. Simply translated, keep your phone numbers – lose your hardware!

Cloud (Public/Private/Hybrid), Data Centers, “CoLos”, Hosted, etc., are terms that can have different meanings to many people. Our definition of “Cloud” is represented by a secure, hardened facility where voice and data applications can be hosted, replicated and/or stored.

So why should your organization consider hosted voice/cloud VoIP as an option?



COST

- ☎ Lower TCO (Total Cost of Ownership) through a reduction in monthly operating expenses.
- ☎ No upfront outlay of cash for hardware, licenses and professional services to implement a premise-based solution.

AVAILABILITY

- ☎ BC/DR (Business Continuity/Disaster Recovery) strategies and compliance.
- ☎ Work anywhere, any place, any time - all you need is an Internet connection and minimal bandwidth.

TOOLS

- ☎ Enhanced UC (Unified Communications) applications and feature sets that are universal across the organization, including remote workers and “road warriors.”
- ☎ Leadership is no longer forced to control costs by retaining the best communications applications at the core (headquarters) and selectively deciding which branch locations and/or remote users can access those tools.

Continued on page 30

Our definition of “Cloud” is represented by a secure, hardened facility where voice and data applications can be hosted, replicated and/or stored.

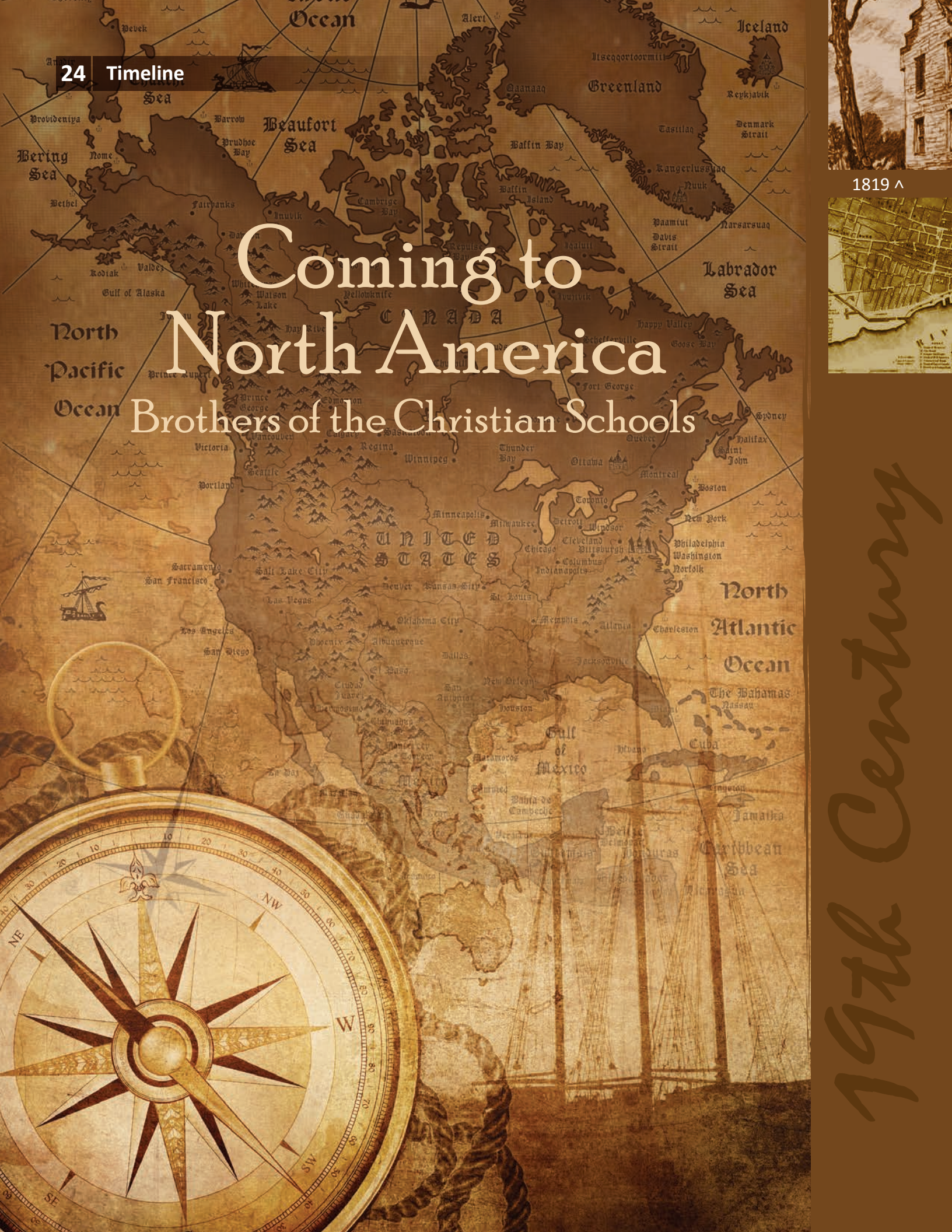
Coming to North America Brothers of the Christian Schools



1819 ^



19th Century





1837 ∨



1845 ^



1865 ^

1862 ∨



1819 - The Brothers established a school in St. Genevieve, Missouri, which operated until 1822. With the opening of the school, St. Genevieve Academy became the first school operated by the Christian Brothers in the United States. Since Bishop DuBourg had promised not to separate the three Brothers, Brother Fulgence and Brother Aubin soon joined Brother Antonin at the Academy. The bishop had assured the Superior General of the Christian Brothers that the three would be kept together so they were able to observe a community life.

1837 - Brother Aidant and three other Brothers arrived in Montreal from France and established the first permanent foundation of the Institute in North America.



1842 - John McMullin of Baltimore, Maryland, entered the Montreal Novitiate and took the name Francis to become the first American De La Salle Brother.

1845 - Brother Francis was a young man with strong faith but frail health. In 1845, he was but 17 years of age when he returned from the Christian Brothers' novitiate in Montreal to his hometown of Baltimore. Brother Francis and Brother Edward Whitty, began classes for a hundred or so students in the school that would become Calvert Hall College. Sadly, young Brother Francis would die only three years later, but his legacy as the first American Brother and the founder of this country's oldest Lasallian school endures.

1848 - Four Christian brothers journeyed to New York from France, and within two months they established St. Vincent's Parochial School on Canal Street. St. Vincent's relocated to Second Street in 1856, and in 1887 changed its name to La Salle Academy, which stands today.

1865 - With the creation of the District of New Orleans in 1865, the Christian Brothers expanded into other cities such as Baton Rouge in Louisiana, Pass Christian in Mississippi and Brownsville in Texas.



1868 - The District of San Francisco is founded. On July 16, 1868, four Brothers boarded the Ocean Queen in New York. Of these, only one was a born American; the others were immigrants from Ireland, Germany and Switzerland. Late in the evening of August 10, they sailed into San Francisco Bay. The very next day, they made the five mile journey along Old Mission Road to the grounds of Saint Mary's College, where Brother Justin accepted the keys and the responsibility for the school. Brother Justin became the first Visitor of the District of San Francisco.



1882 - Christian Brothers Winery started operations. During the depression of 1929, the winery was nearly lost, but it slowly and painfully pulled itself out of debt. By the 1940s and early 1950s, the steadily growing success of the winery helped to restore solvency to the District of San Francisco. In 1957, the winery was separately incorporated as Mont La Salle Vineyards, a commercial, tax-paying entity. The royalties from winery profits were used to support the De La Salle Institute's educational works, communities and Novitiate. The operation and rights to the name were sold to Heublein, Inc., in 1989.

1888 - John Baptist de La Salle was beatified. 1900 - John Baptist de La Salle was canonized.



1921 ^



1960 ^



1973 ^



1950 v



1966 v



1993 v

20th Century

1921 - The District of New Orleans - Santa Fe (NOSF) was created with Brother Agnel Isidore as the first Visitor (Provincial). This new district was comprised of schools in Louisiana, which had recently opened in Covington, Lafayette and New Iberia and the schools and formation institutions in New Mexico. The NOSF District, originally under the supervision of the French Assistant Superior General, was transferred to the Assistant for the United States in 1946.

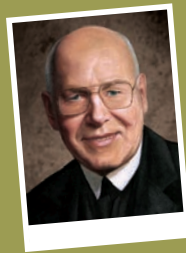
1943 - Brother Alphonsus Pluth, the author of the texts *"Living with Christ,"* considers 1943 as the birthday of Saint Mary's Press. In 1944, the Catechetical Commission gives its new publishing venture the name Saint Mary's College Press. In 1954, Brother Alphonsus moves Saint Mary's College Press from De La Salle High School in Minneapolis to Saint Mary's College in Winona. In 1979, Saint Mary's College Press becomes, as it is known today, Saint Mary's Press.



1950 - Pope Pius XII proclaimed St. John Baptist de La Salle the patron of all teachers of youth.

1960 - Christian Brothers Major Superiors (Christian Brothers Conference) is incorporated. The Conference provides programming and support for Lasallian educators through the North American Region's four districts and their 100 ministries.

1960 - Brother Joel Damian organizes a mutual cooperative purchasing group. The National Office of the Christian Brothers was established, and a number of cooperative programs were developed to assist and support the Christian Brothers Schools. The Conference sponsored the programs, appointed any Trustees and administered the program at the National Office. This is how Christian Brothers Services got its start.



1966 - At the 39th General Chapter of the Institute, Brother Charles Henry Buttimer was the first American to be elected Superior General. His leadership, his skills in personal relationships and his calm were his major assets in helping the Brothers worldwide adapt to the new views and processes in the Church and in religious orders promoted by the second Vatican Council. Brother Charles Henry served as Superior General until 1976.

1973 - Bethlehem University was established as the first Catholic university in the Holy Land. It is a Catholic Christian co-educational institution of higher learning in the Lasallian tradition, open to students of all faiths.

1978 - The Toronto District joined the U.S. Districts to create the United States-Toronto Region.

1981 - Christian Brothers Investment Services (CBIS) was founded by the De La Salle Christian Brothers to provide trusted, socially responsible investment management services exclusively to Catholic organizations.



1984 - The first Regional Convocation of U.S. Brothers was held. Brother John Johnston's address to the 1984 convocation of the United States/Toronto Region was a pivotal moment in calling attention to the new reality of a Lasallian school served by lay and De La Salle Christian Brothers as equal partners and to the possibility, in fact a reality, of a Lasallian school without De La Salle Christian Brothers on staff.

1993 - The Lasallian Volunteers officially become a program of the Christian Brothers Conference. In the early 1980s, communities of Brothers in New York and the Midwest invited lay volunteers to join them in their mission of serving the poor. By 1992, the Lasallian Volunteers program had grown into a national movement, with a staff working to recruit, train and support the volunteers through the Christian Brothers Conference.



1995 ^

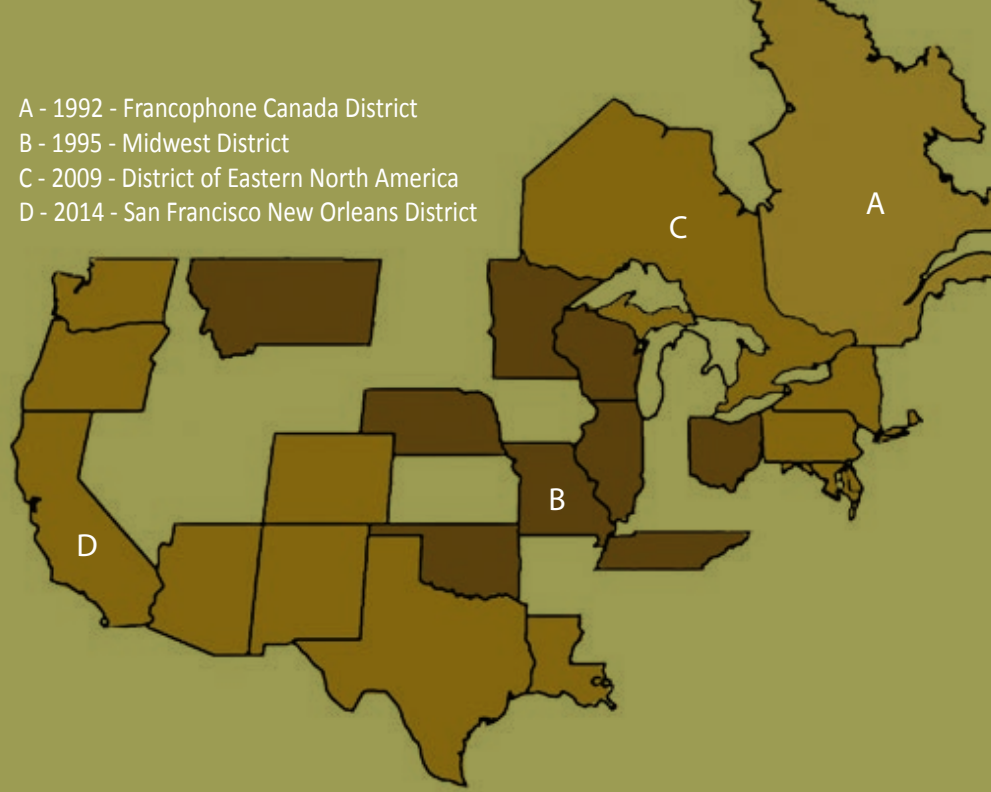
2011 v



LASALLIAN
EDUCATION

Transforming Lives Since 1680

- A - 1992 - Francophone Canada District
- B - 1995 - Midwest District
- C - 2009 - District of Eastern North America
- D - 2014 - San Francisco New Orleans District



1995 - The Midwest District is formed. The Christian Brothers of the Midwest District is one of five districts within the United States-Toronto Region, with its provincial headquarters in Burr Ridge, Illinois. The Brothers and their colleagues sponsor universities, high schools, middle schools, retreat centers and a variety of other educational ministries in the Midwest District.

1995 - In response to the General Chapter's call for twinning, the United States and Toronto launched a region-wide twinning program. Twinning partners each Lasallian school in the United States-Toronto Region with a Lasallian school in the Lwanga District, which includes the countries of Kenya, Nigeria, Eritrea, Ethiopia and South Africa. The Annual Twinning Appeal provides for the educational needs of African students who are economically poor or even without families.

2009 - The District of Eastern North America (DENA) is formed. After years of discussion and diligent planning, the Districts of Baltimore, Long Island-New England and New York were canonically combined by the Institute creating the new DENA, with its Provincialate in Eatontown, New Jersey. Today, the DENA administers, operates and educates in more than 30 ministries throughout Maryland, Michigan, New Jersey, New York, Ontario, Canada, Pennsylvania, Rhode Island and Washington D.C.

2011 - The Lasallian Education Council was created, making the United States and Toronto Region the first to implement an innovative structure as proposed by the International Assembly and adopted by the 44th General Chapter to move the Lasallian Mission forward. A new Lasallian Education Brand was adopted to unite schools and ministries to collectively tell the Lasallian story.

2012 - The Lasallian Region of North America (RELAN) was formed from five current districts, including Francophone Canada.



2013 - Women in the Lasallian Region of North America (RELAN) made history this summer with the first RELAN Lasallian Women's Symposium. With each district represented, 33 women and five De La Salle Christian Brothers gathered at St. Joseph's Camp on the Russian River in California, July 8 – 12.

The RELAN gathering follows the first-ever International Women's Symposium, which was held in the spring of 2012 in the Pacific-Asia Regional Conference (PARC) in Pattaya, Thailand.

2014 - The new San Francisco New Orleans District is formed by merging the San Francisco and New Orleans-Santa Fe Districts. Brother Donald Johanson becomes the first Visitor. Washington, Oregon, California, Arizona, New Mexico, Colorado, Texas and Louisiana make up the new district.

Today

RELAN
North American Region
Regional Statistics (2013 - 2014)

- › 4 Districts - As of July, 2014
- › 2 Countries
- › 107 Schools / Ministries
- › 100,894 People Served
- › 71,983 Students Served
- › 722 Christian Brothers
- › 12,199 Ministry Employees

21st Century

Diane Engstrom

Diane Engstrom began her tenure at Christian Brothers Services (CBS) in 1983. For much of that time, she served as director of operations in the Risk Management Services division. Earlier this year, she was promoted to managing director of the division. Diane holds a master's degree in organizational leadership from Lewis University in Romeoville, Illinois.



Your first position at CBS was that of a customer service representative. How did that evolve into a career that has lasted over 30 years?

When I came to Christian Brothers Services, I was looking for a job. What I found was much more than a career; it became more of a vocation. From the onset, working directly with members, I understood the CBS mission of providing managerial services to the Catholic church community. Over time, that mission statement became personal. It wasn't CBS providing services to Catholic church organizations, it was *me*. I provided those services to the administrators of Catholic organizations. They relied on *me* to take care of their managerial insurance needs so they could focus their time and resources on serving their communities. I saw myself as an extension of their ministries.

I still feel that way today, as do the other employees who work here. CBS is a "community" of individuals who share one common purpose - to advance the mission; not only the CBS mission, but also the mission of the ministries we serve. I think it is that connection to the mission, and sharing a common purpose, that lends itself to the longevity of our employees, and *me*.

I am sure you have seen a lot of changes over the years. Can you tell us what changes have had the largest effect on how you serve Trust members?

Technology has been the catalyst for most of the enhancements to the services we provide. In 1983,

everything issued out of our office was manually calculated and processed on a typewriter, usually in triplicate. Over time, we became partially automated with the development of "home-grown" programs, but in the late 1990s we realized those programs were not Y2K compliant. Document issuance became fully automated in 1999, with the implementation of a new software system.

The automation was great, but we were issuing a lot of paper and were continually challenged with finding space to add more filing cabinets. Our file room was over 1,100 square feet when, in 2004, electronic imaging/scanning was introduced. Prior to electronic files, nearly every time a member called they had to be put on hold while someone went to pull their file. Now all the files are at our fingertips!

Shortly thereafter, the Administrators Section of our website was introduced, which enabled members to submit property and vehicle changes, request certificates of insurance and report claims online. By 2002, 50 percent of our members had enrolled and began submitting transactions online.

The website continues to evolve. Today, when members log in, they have access to all of their renewal documents, endorsements and claim reports, as well as a library of online training topics, weekly safety tips and other safety awareness publications.

What makes Christian Brothers Risk Management Services different from other property/casualty insurance providers?

Automation and access to information is great, but the foundation of what we do is based on the relationships we have with our members. Our members don't just have a phone number to call when they need assistance; they have the name of the people who are on their service team. Each member has a dedicated service team which includes an account manager, risk control consultant and claim consultant.

The account manager is their insurance coverage expert; the person that is familiar with their ministries and risk exposures; and the person they call to ask, "Am I covered if . . . ?"

In addition, each member has a dedicated risk control consultant who is familiar with their ministries and operational risks. The risk control consultant is the person they meet with to review their claim history and discuss safety plans to minimize the risk of property losses and injury claims.

We also have claim consultants available if members have questions on a specific claim or want to discuss a situation which has the potential of resulting in a claim.

Every year, this service team meets to review each member's file, discuss any changes in exposures or claim trends and develop a plan of service for the following year.

What are your goals for 2014?

This year, we will further develop our Go Green initiative. Members who prefer not to receive paper documents will have the option to receive an email notification when renewal documents and endorsements have been issued and will have access to those documents online.

We will continue to develop our online training programs. Members have said they appreciate this method of offering training to their employees, and the efficiency it provides to their managers and supervisors who can assign training modules and monitor each employee's progress.

In addition to having a dedicated account manager and risk control consultant, each member will have a dedicated customer service representative. The customer service representative will be the person they call for a certificate of insurance, auto changes, auto ID cards or assistance signing up for the members only website.

Finally, we will continue to pursue ways to meet the managerial needs and challenges of Catholic church organizations by soliciting feedback from members asking specifically what we could do to better assist them in managing their ministries.

Any final thoughts?

I was fortunate to have had the opportunity to work with Brother Joel Damien, FSC, founder of Christian Brothers Services. There was one comment he made in my first year here that has always stayed with me; that is "*people talk with their feet.*" Most people won't tell you if they are unhappy; they will just take their business elsewhere.

Feedback is a gift and we take it seriously; both the good, and the not-so-good. Feedback we receive from our members has been a critical element of our success as we have expanded and adapted our programs and services throughout the years based on their comments.

A testimony to our members' satisfaction is evidenced through our consistent and sustained growth in membership beginning with 100 Catholic organizations in 1979, to nearly 1,500 organizations today. In addition, while some organizations have merged, consolidated or closed over the past 35 years, we are proud to say there are 70 of the original founding members in the Trust today whose participation dates back to its beginning in 1979! ☀

Cloud

No doubt you've heard about the Cloud and continue to hear about the Cloud. The Cloud is one of those large topics that can mean something different to everyone. In fact, I wrote an entire article on the Cloud in a previous issue of OutReach (Vol. 3, No. 2) which can be found on our website.

Think of the Cloud as a set of underlying technologies that allows you to move your hardware servers and software applications to a larger data center to gain many benefits. Benefits include the possibility of reducing management and maintenance costs by gaining access to improved economies of scale available at the Cloud.

With so much information technology (IT) available in the Cloud, it advances the notion that IT can eventually become the fifth utility, joining gas, water, electric and phone services. Utility implies you gain access to your content by simply plugging into the system, whether through water pipes, gas pipes or wires. In addition, your IT costs are reduced because you simply pay for what you use. No investment is required to maintain equipment on your premises. Obtaining IT services from the Cloud may make sense for your organization, but be sure you know exactly what you will be getting, how it will work and how you will obtain support, if needed. Additionally, two of your most important considerations may be security and exit strategy.

Security is a consistent theme across all IT usage, and it is just as important when it comes to the Cloud. Will your software applications and data be housed on your equipment, at a Cloud provider or will they be installed on the Cloud provider's equipment? Does your data contain CPI that requires special care and handling? No one wants to have their data breached. Cloud provides many benefits, although it does require vigilant management.

Information technology can provide a multitude of benefits, when managed properly. I recommend you consider these topics and how they relate to your organization, if you have not already done so. As with anything, beauty is in the eye of the beholder - it's up to you to find the gems that will light up your organization. ☀

Tom Drez is the Managing Director of Information & Technology Services, Chief Information Officer/Chief Privacy Officer/Chief Security Officer at Christian Brothers Services.

In addition, IT management in your organization will enjoy more improved yet simple administration tools while end users have the freedom to customize their experience as well.

Finally, with no phone system to maintain, not only are support costs minimal but new upgrades and feature sets are implemented automatically as part of the hosted voice subscription. ☀

HOSTED VOICE FEATURES

Unlimited Long Distance (US/Canada)
Unlimited Local Calling
Personalized Voice Mail
Unified Messaging (voicemail to email)
Direct Inward Dial (DID) all users
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Find me/Follow me (call coverage)
Multiple Line Appearances (up to 9)
Line Sharing Capability
Call Park/Call Orbit
Pick-up Groups
End user Communication Port
Integrated Headset Operation
Automated Attendant
Internal Call
Multiple lines (hunt groups)
Detailed Call Logs (reporting)
Music On Hold
Administrator Communication Port
Automated Call Distribution (ACD)
ACD Reporting
ACD with Wall Boards/Monitors
Toll Restriction
Business Group Directory
Intercept Message
iFax (fax to email as PDF)
Toll Free (800 numbers)
Comm Port Assistant (click to dial Outlook)
Comm Port Mobile (Smart phone APP)
ATA Line (traditional analog)
Mass Announcement Service
Overhead Paging Integration
Call Forwarding: Unavailable/Unconditional/Busy/Selective/Fixed

Mark Di Benedetto is the Vice President of ConvergeSecure at CCC Technologies, Inc. CCC Technologies, Inc. is the preferred Avaya Business Partner used by Christian Brothers Services for all of its voice systems.

For more information on hosted voice technology, contact Brian Page at 800.807.0100 x 3092 or brian.page@cbservices.org.



The Last Word

“Remember that when you leave this earth, you can take with you nothing that you have received - only what you have given: a full heart, enriched by honest service, love, sacrifice and courage.”

- *St. Francis of Assisi*



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