

requests, tax withholding, vital documents and rollovers. Our IT staff has created a way to put several mass-mailed documents, such as member annual statements and 1099s, directly into our imaging system without scanning.

- Call Center continues to take on more varieties of calls including SoonerSave and the retiree area. The number of inbound calls taken by the Call Center went from 21% in June 2011 to 35% in June 2012. The Call Center staff members have also taken on more work in processing documents and replying to general email. It is now a "Contact Center."
- Continued to push content to the agency Intranet site, most recently adding the Procedures Manual and the office master calendar.
- OPERS and OMES EBD have continued to improve the annual option period online process to promote SoonerSave enrollment and changes. In 2011, SoonerSave increased with 493 new enrollments and 1,200 changes to existing participants. In 2012 OPERS received 400 new enrollments and 1,723 deferral changes.
- Continued to survey the membership with completed surveys on the withdrawal process as well as the New Retiree area. The OPERS staff consistently receives excellent remarks.
- OPERS Board and staff successfully completed significant requests for proposals for the SoonerSave Recordkeeper and Stable Value Fund provider and Investment Consultant.
- OPERS and the URSJ have continued to be recognized several years in a row for outstanding achievement in financial reporting by the Government Finance Officers Association (GFOA). OPERS' Consolidated Annual Financial Report (CAFR) has been recognized for 16 years in a row and the URSJ CAFR for 15 straight years. In addition OPERS has been recognized for three years in a row by the GFOA for its Popular Annual Financial Report (PAFR). This "plain English" and shortened financial report gives our members the most important financial information about OPERS and the URSJ in language that can be understood by just about everyone.
- Won a Public Pension Coordinating Council (PPCC) Standards award for the second time in 2012 for achieving adequate actuarial funding as well as administration and plan design.

- Published a shortened version of its member handbooks called "Essential OPERS to provide a summary of member benefits for members.

Goals for Upcoming Year

- Migrate completely to OPERS database server for Pension Administration and begin improvements to this system;
- Improve OPERS website with more online member transactions;
- Scan 100% of incoming forms and mail into our imaging system; and
- Begin to pay retirees one month after their retirement date with at least an estimated benefit.

Major Agency Projects

- OPERS is nearing completion of the development and implementation of a new pension administration system using database software and improved workflows. Phase one of this project involves moving the legacy applications to Oracle. Phase Two will involve cleaning up the data, and then improving on the workflows. Phase one will be completed by the end of FY-2013.
- OPERS will enter into a contract with OMES and ok.gov in FY-2014 for a complete overhaul to the agency website. The goal is to permit OPERS members to perform almost all transactions with OPERS online.

Savings, Efficiencies and Shared Services in FY-2013

- Implemented Remote Deposit Capture (RDC), which allows the agency to electronically transmit deposit information and images of checks received from participating employers. With RDC OPERS staff no longer making daily trips to the bank. OPERS was also able to reduce its monthly fleet management expenses because of RDC by returning a rented vehicle to Fleet Management which had been used for the daily delivery of the deposit to the bank;
- Eliminated a supervisory position after a retirement and moved the reporting staff members under other supervisors;
- Changed a supervisor position to a lower level classification saving salary expense and streamlining lines of authority;