

# At Your Service

May 2019

Orange County Employees Retirement System

Special Edition

## Special Edition

### OCERS Launches New Website

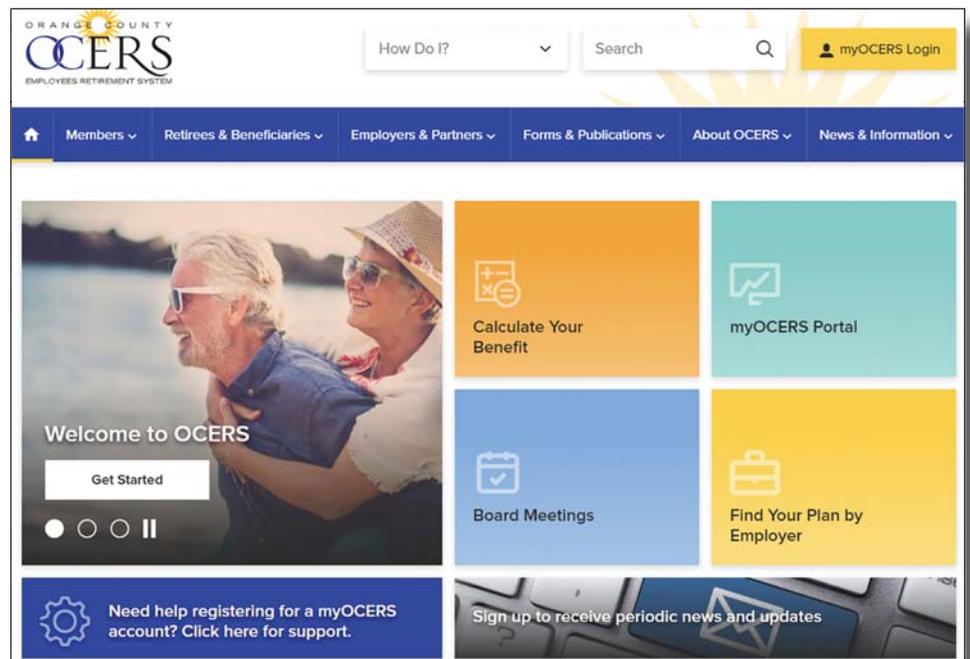
**New, easy-to-navigate website is loaded with valuable information. Visitors can learn more about OCERS' benefits and services, the investment portfolio and more!**

The wait is over – a completely new [www.OCERS.org](http://www.OCERS.org) is ready for launch. The website's dynamic new design offers members, employers and the public improved access to OCERS' resources. The new website can be viewed on all types of devices, with the enhanced design working as well on tablets and smart phones as it does on laptops and desktop computers.

Members who visit [www.OCERS.org](http://www.OCERS.org) will be thrilled with the new look and navigation throughout the site, and will be treated to greater access to news, forms, publications, as well as quick access to the myOCERS member portal.

Among the new features on the site is a moving carousel and large colorful tiles that take members to some of the most visited areas of OCERS' site; these provide access to the Benefits Calculator, the Pre-Retirement Sessions sign-up page, the myOCERS login page and other areas.

The "Members" section provides a brief overview on different types of members including General and Safety members, as well as active, deferred and retired. Other important areas such as disability retirement and the general discussion about OCERS membership are also found here. This section also has a link to the Member Services Directory that has specific contact information on how to reach the OCERS staff who have been assigned to help members who work for specific employers.



*In this issue...*

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# At Your Service



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*At Your Service* is published for members and retirees of the Orange County Employees Retirement System. Comments and suggestions should be directed to:

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*At Your Service* is edited and designed by Robert Kinsler and Jayne Ritchey

## Board of Retirement Meetings:

All regular business meetings are held in the OCERS Board Room at 9:00 a.m. (unless otherwise specified)

<b>April 15, 2019</b>	<b>May 20, 2019</b>
<b>June 17, 2019</b>	<b>July 11, 2019</b>
<b>August 19, 2019</b>	<b>October 21, 2019</b>
<b>November 18, 2019</b>	<b>December 16, 2019</b>

Agendas can be found at [www.ocers.org](http://www.ocers.org).

This newsletter is intended to provide you with general information. It does not constitute legal advice, and OCERS cannot provide legal advice to members. If there are any discrepancies between the information in this newsletter and the law, the law will prevail. Should you have legal questions, you are advised to consult an attorney.

# OCERS.org is Here for You

**We redesigned [www.OCERS.org](http://www.OCERS.org) to make retirement planning easier than ever!**

With the launch of [www.OCERS.org](http://www.OCERS.org), members and other visitors will find they have many more tools to stay informed and plan for their retirement.

Here are a few key resources and areas on [www.OCERS.org](http://www.OCERS.org) that can assist members with retirement-related matters:

1. The new website has an enhanced Search engine to assist members in navigating around the site.
2. Not only is it easier to access the myOCERS member portal from any page on the website, but there are easy-to-find resources to assist members who want to create their secure on-line account.
3. OCERS' Member Services has updated and expanded the Retirement Planning Checklist, which is found in the "Planning Your Retirement" section of the site.
4. If you are new to OCERS and want to learn more about your plan, the website has a "Find Your Plan by Employer" tile on the home page to access more specific information of interest to you.
5. A "Managing Life's Milestones" section on the home page provides links to key areas including Reciprocity, Disability benefits, Divorce and Survivor Benefits (*see article on page 4*).
6. Visitors who are interested in working at OCERS should check out the new "Careers" page. In addition to current job openings, there are in-depth job descriptions of all positions at the retirement system.
7. Newly-designed, employer specific Summary Plan Description (SPD) documents are also available on the new website.

Make sure to explore [www.OCERS.org](http://www.OCERS.org) to see the many features and resources available to you.

# Focus Groups Assist With Website Improvements

**“The new website is visually friendly,” said one member. “It’s not as busy as the previous site.”**

Although OCERS’ staff and consulting website developer Digital Deployment worked hard to create the most user-friendly website, OCERS’ website steering committee still wanted to reach out to different groups of users – active members, retirees and employers – to test the website’s effectiveness before going live.

A series of focus groups were held early in the redesign process to see what OCERS members liked and disliked about the old OCERS website. They also provided feedback on things they wanted to see on a new site.

Feedback from those initial focus groups were incorporated in Digital Deployment’s design of the new OCERS website.

About six weeks before the launch of the new site, seven different focus groups were held to get feedback on the new site.



**“I love that it has less text because it is not as intimidating to the user. The buttons are large, clear and easy to maneuver.”**

Focus group participants were given a short series of exercises to help familiarize them with the new site before participating in a discussion with others in their group. Several members caught glitches and corrections, as well as broken links that needed to be fixed. It was a process that was constructive with participants informing OCERS about additional changes and modifications that could improve the site.

**“I particularly like the ‘How Do I?’ drop-down menu feature on the new website.”** This feature includes links to help members initiate their retirement, learn more about completing a purchase of service credit, updating beneficiary information and other key areas.

**“We want to thank everyone who participated in the website focus groups,”** said Suzanne Jenike, Assistant CEO, External Operations. **“The collaboration of designer, staff and members has helped with bringing the site up-to-date for all our members.”**



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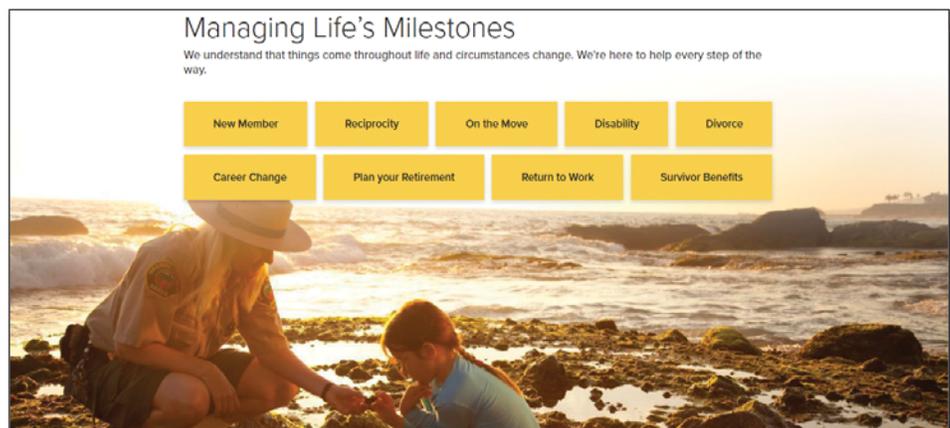
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## Managing Life's Milestones Made Easier Online

OCERS' new website offers a number of special resources for members looking to navigate the different and sometimes challenging circumstances they face throughout their life as an active member and later as a retiree.

On the home page of OCERS' new site is a section titled Managing Life's Milestones. OCERS' members are provided easy access to subject areas focused on new membership, reciprocity, how to let OCERS know when you move, and what happens if you want to work after retirement.



This section also provides links to get details about survivor benefits, the impact of divorce on member benefits, and other key areas that members often have to face over their lifetime.

Visit [www.OCERS.org](http://www.OCERS.org) in the coming weeks to explore the new resources available!