

PERSPECTIVES

Retired
Member
Edition

COLA increases in August 1 payment

The 2010 cost-of-living adjustment (COLA) for PERS retirees and beneficiaries receiving a monthly benefit is effective July 1, 2010, and payable with the August 1, 2010 benefit payment.

Tier One and Tier Two members who retired on or before July 1, 2008, received a 2 percent COLA.

Tier One and Tier Two members with retirement dates between August 1, 2008 and July 1, 2009, received a 1.40 percent COLA.

Tier One and Tier Two members with retirement dates between August 1, 2009 and July 1, 2010, received a 0.12 percent COLA.

OPSRP Pension Program members who retired on or before July 1, 2009, received a 0.12 percent COLA.

For OPSRP Pension Program retirees and beneficiaries who retired on or after August 1, 2009, the COLA is pro-rated based on the number of months the benefit was received before July 1, 2010.

COLAs reflect the annual Consumer Price Index for the Portland-Salem area and are capped at 2 percent. The U.S. Department of Labor's Bureau of Labor Statistics publishes the Consumer Price Index.

Economic study shows PERS payments benefit Oregon

Oregon PERS paid approximately \$2.5 billion* in benefits to people living in Oregon in 2009. Funding for these benefits came mostly from investment earnings on contributions previously paid by members and public employers. These benefit recipients spent a significant portion of this money on goods and services in Oregon, which helped support local businesses. These businesses then purchased goods and services, in part, from other local vendors adding to the Oregon workforce and economy.

PERS benefits paid to Oregonians have a significant impact on Oregon's economy. The \$2.5 billion in annual benefit payments multiply to \$3.3 billion in economic value to Oregon when the full financial impact of these dollars spent in local communities is considered.

These benefit payments and related economic activity sustain an estimated 31,189 Oregon jobs, and add approximately \$915 million** in wages to Oregon's economy.

Additionally, the state of Oregon collected an estimated \$117 million in income taxes on PERS retiree benefits during 2009.

The study was based upon economic multipliers provided by the U.S. Department of Commerce's Bureau of Economic Analysis (BEA). The multipliers come from BEA's Regional Input-Output Modeling System.

* Additional benefit payments of \$46 million from the Individual Account Program (IAP) were not used in the study.

** The \$915 million in wages is included as a component of the \$3.3 billion in economic activity.

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Notify PERS

Please remember that PERS must be notified of the death of a member, alternate payee, and/or beneficiary receiving PERS benefits.

Send a copy of the death certificate to:

PERS
P.O. Box 23700
Tigard, OR 97281-3700

Perspectives is published by the Oregon Public Employees Retirement System for the benefit of PERS/OPSRP members and employers. Address all correspondence to **PERS, P.O. Box 23700, Tigard, OR 97281-3700**. PERS headquarters is located at **11410 SW 68th Parkway, Tigard, Oregon**. Phone **503-598-PERS** or toll free **888-320-7377; TTY: 503-603-7766**. Telephone hours are 8:30 a.m. to 5:00 p.m., Monday through Friday, except holidays. PERS' Internet address is <http://oregon.gov/PERS>.

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Long term care information meetings; pre-registration is not required

Long term care provides assistance with daily living activities, either at home or in a facility. This can be necessary due to an accident, an illness, or advancing age. The need for long term care is not limited to the elderly. Anyone who cannot function independently may need the protection of long term care insurance. Accidents and unexpected illness can happen at any time and at any age. These meetings explain the options available to PERS retirees and do not require pre-registration.

Date	Location	Meeting Time
Aug 10	Holiday Inn Express 20615 Grandview Dr. Bend	9:00 - 10:30 a.m.
Aug 10	Lane Community College 4000 E. 30th Ave., Bldg 19, Room 225 Eugene	3:30 - 5:00 p.m.
Sep 16	Hood River Valley Adult Center 2010 Sterling Pl. Hood River	10:30 - noon
Sep 16	Holiday Inn - Airport 8439 NE Columbia Blvd. Portland	3:00 - 4:30 p.m.
Oct 21	Seaside Convention Center 415 First Ave. Seaside	10:30 - noon
Oct 21	Washington County Fair Complex 873 NE 37th Ave. Hillsboro	3:00 - 4:30 p.m.
Nov 11	Roth's Hospitality Center 1130 Wallace Road NW Salem	9:30 - 11:00 a.m. and 1:30 - 3:00 p.m.
Dec 14	Heidi's of Gresham 1230 NE Cleveland Gresham	9:30 - 11:00 a.m.
Dec 14	Holiday Inn - Airport 8439 NE Columbia Blvd. Portland	2:00 - 3:30 p.m.

Best times to call PERS Customer Service

Our busiest telephone volume days are Mondays and the first three business days of the month. In addition, we experience an increase in the number of telephone calls from 8:30 a.m. to 10 a.m. each day.

Calls are placed in a queue and answered in the order received. If you place a call to us during these high volume periods, please be patient.

For your protection, PERS staff does not release benefit or account information without first obtaining your permission.

Customer Service: 503-598-7377 or toll free 888-320-7377.

PERS Survey

PERS wants to know if our customer service meets your expectations and what we can do to improve. You can take this short survey online at <http://oregon.gov/PERS> or by filling out this page and mailing it to PERS by the end of August 2010. We will provide the results in a future issue of *Perspectives*. Thank you for your feedback!

Please mail your completed survey to: PERS
 P.O. Box 23700
 Tigard, OR 97281-3700

Customer Satisfaction Survey

Thank you for taking the time to fill out our Customer Satisfaction Survey. Your answers will help us provide excellent customer service to our members. Please use a separate sheet of paper for additional comments.

1. What is your membership status?

- Retired
- Active member
- Inactive member (no longer working for a PERS-covered employer but not yet retired)

2. When was the last interaction you had with PERS?

- Within the last 30 days.
- Within the last 60 days.
- Within the last six months.
- Within the last year.
- More than a year.

(Survey is continued on page 4)

PERS Survey (continued from page 3)

3. Please answer the following questions about the services PERS provides to its members.

How do you rate...	Excellent (1)	Good (2)	Fair (3)	Poor (4)	Don't Know (5)
The timeliness of the services PERS provides?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PERS' ability to provide services correctly the first time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PERS' helpfulness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The knowledge and expertise of PERS employees?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The availability of information at PERS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall quality of service PERS provides?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our service in the past year compared to previous years?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The PERS website?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. If you would like to elaborate on any of your answers to questions 1-3, please comment here.

5. If you have used the PERS website, please answer the following questions:

	Yes	No
a. Was the PERS website easy to navigate?	<input type="checkbox"/>	<input type="checkbox"/>
b. Did you find the information you wanted?	<input type="checkbox"/>	<input type="checkbox"/>

c. If you did not find the information you were seeking, please let us know what information you could not find.

6. Are there any changes you would make to the PERS website?
