

# OutReach

Vol. 4, No. 2 2013

A Christian Brothers Services Publication

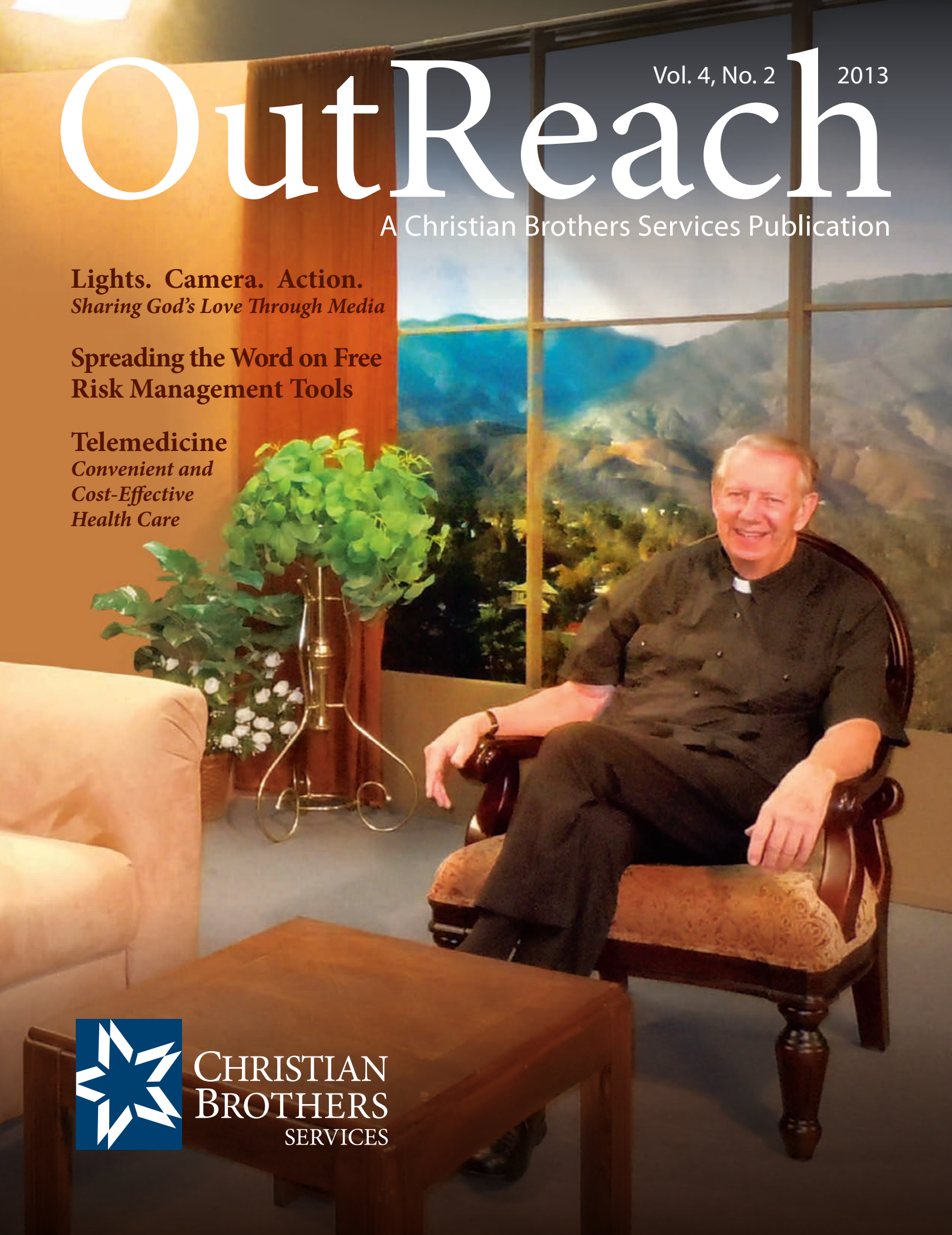
**Lights. Camera. Action.**  
*Sharing God's Love Through Media*

**Spreading the Word on Free  
Risk Management Tools**

**Telemedicine**  
*Convenient and  
Cost-Effective  
Health Care*



**CHRISTIAN  
BROTHERS  
SERVICES**





# 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*

*Are you a single, Catholic, young man who is  
looking for something “more” in your life?*

*Are you interested in teaching, serious about  
prayer, and open to a life in common?*

*Consider joining the largest group of lay  
religious men in the Catholic Church  
dedicated exclusively to education, in the steps  
of St. John Baptist de La Salle (1651 - 1719),  
the Patron Saint of Teachers.*



**[www.brothersvocation.org](http://www.brothersvocation.org)**

**LIVE SIMPLY – PRAY DEEPLY – TEACH PASSIONATELY**

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Cynthia Krohn

**Editors**  
Krysten McGee  
Geni Olejniczak

**Creative Director**  
Ross Lillwitz

**Online Designer**  
Nathan Schad

### Contributing Writers

John Airola  
Jim Cephlecha  
Jeff Harrison  
Cynthia Krohn  
Krysten McGee  
Geni Olejniczak

### Christian Brothers Services

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

**Mike Lesiak**  
Chief Financial Officer and Treasurer

**Pamela D. Mott**  
Chief Human Resources Officer

**Tom Drez**  
Chief Information Officer / Chief Privacy Officer  
Information & Technology Services

**Terry Arya**  
Chief Marketing Officer

**Brian Page**  
Conference Manager  
Business Development

**John Airola**  
Managing Director  
Health Benefit Services

**James T. Cephlecha**  
Managing Director  
Retirement Planning Services

**Richard McKenna**  
Managing Director  
Risk Management Services

**Cover photograph** is in the studio of Wordnet Productions, San Bernardino, California.

**Last Word photograph** was taken at the School Sisters of the Third Order Regular of St. Francis Pittsburgh, Inc., in Pittsburgh, Pennsylvania.

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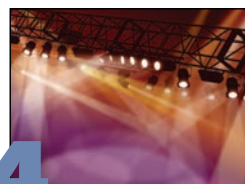
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CHRISTIAN  
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SERVICES





# MAIL BAG

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

“Christian Brothers Services continues to be one of the best companies customer service-wise I have ever dealt with. The employees are knowledgeable, very helpful and always pleasant to deal with.”

– *Cathy Koplar*  
*Passionist Fathers of Connecticut, Inc.*  
*West Hartford, Connecticut*

“I have experienced the wonderful work of Christian Brothers Services for more than 20 years. The personnel are so friendly, considerate, professional and quick to respond when I’ve needed their help! Not just one department, but all of them! Thanks so much for your hard work and dedication.”

– *Michael McMurray*  
*Brothers of the Christian Schools*  
*New Orleans, Louisiana*

“At a time when retirement programs are scarce to come by, Christian Brothers Services offers employees a variable 403(b) retirement program which allows each person to invest according to their needs. This has been especially noted and appreciated by those employees who have retired over the past few years. In addition, each department at Christian Brothers Services responds in a friendly and professional manner and I wish to thank them for their service.”

– *Cheryl Wells*  
*Saint Joseph Convent*  
*Biddeford, Maine*

# Telemedicine

*Convenient and Cost-Effective Health Care*



*Do you ever wish you could  
talk to a doctor 24/7 from  
home or on the go? >*

Let's face it; the health care industry is seemingly in a perpetual state of confusion as the Affordable Care Act continues to be implemented. With the health insurance exchanges making headlines, and the expectation that many of the nation's uninsured will now begin to have access to health care, it's safe to presume that accessing care may become more difficult in the future.

As consumers of health care, I think we all agree that the task of making an appointment with a physician and taking time from our schedules to make that appointment is not something we relish. Wouldn't it be easier and more efficient to have the ability to speak with a physician about your illness, symptoms or concerns, without being rushed through an appointment? Wouldn't it be great to have that physician on the phone prescribe you medicine when appropriate? With the advancement of telemedicine, you will now have all of this at your fingertips.

Beginning January 1, 2014, the Christian Brothers Employee Benefit Trust (CBEBT) members will now have 24/7 access to a panel of 16,000 physicians, 365 days a year through our new relationship with Consult A Doctor 24/7. The telemedicine benefit will bring a new dimension to health care for the members of the CBEBT, by providing accessible and convenient care to patients while reducing claim costs. Telemedicine offers patients and physicians a way to communicate, which bypasses the traditional office visit yet provides excellent care through the use of technology.

According to a recent study by *PricewaterhouseCoopers*, one in four people indicate that it takes more than 30 days to get an appointment with their physician. Many of these cases result in an unnecessary visit to the emergency room. Overall, the total cost of unnecessary emergency room visits is just under \$14 billion annually. One of the most common reasons for these unnecessary visits include

patient convenience, symptoms that occur after hours or on the weekend, or the patient was unable to get a timely appointment with their physician. According to the *Wellness Council of America*, 70 percent of all doctor's office visits are unnecessary, and 66 percent of all ER visits are non-emergencies.

Information technology and the use of telemedicine have the potential to restructure medical care in ways that can improve the quality of care in a cost-effective manner. This would especially be effective for patients with chronic ailments. More than half of Americans have chronic medical conditions, and it is estimated that health care costs for chronic disease treatment account for over 75 percent of national health expenditures. (*Centers for Disease Control and Prevention.*)

A recent study on telemedicine concluded that implementing telemedicine solutions will save employees hundreds, if not thousands of dollars while reducing bottom line health care costs by as much as 25 percent for employers. Consult A Doctor 24/7 is designed for patients who cannot access their physicians in a timely manner to seek non-emergency care through telephone, web or even web-video. Telemedicine establishes long-term cost containment, increases employee productivity and maximizes access to physician care.

Consult A Doctor's network of board-certified physicians in all 50 states can discuss symptoms, recommend treatment options, diagnose many common, minor and/or brief illnesses and prescribe medication, when appropriate. The technology also features a content-rich member health portal, My Personal Health Manager, that combines 24/7 physician access with cutting edge health applications and empowers individuals and families to take an active role in health, prevention and disease management.

In 2011, 79.7 percent of adults, ages 18-64,  
visited the emergency room due to lack  
of access to other providers.

*National Center for Health Services  
Centers for Disease Control and Prevention*

### *When to Use Consult A Doctor 24/7?*

- ▷ Primary care doctor is not available or accessible
- ▷ After normal business hours, evenings and weekends
- ▷ When traveling for business or vacation
- ▷ To request needed prescription (Rx) medication or refill
- ▷ For non-emergent medical questions/advice
- ▷ When seeking a second opinion
- ▷ When seeking advice about an existing condition
- ▷ For lab results or wellness panel

### *Common Conditions Treated*

- ▷ Cold/Flu
- ▷ Sinus Infections
- ▷ Bronchitis
- ▷ Allergies
- ▷ Headaches
- ▷ Pediatrics
- ▷ OB/GYN
- ▷ Stomach Ache/Diarrhea
- ▷ Eye/Ear Infections
- ▷ Rash/Skin Irritation
- ▷ Upper Respiratory Infections
- ▷ Urinary Tract Infections
- ▷ Yeast Infections
- ▷ And More ...

The use of information technology in diagnosing, treating and monitoring patients is adding a new dimension to modern health care. While employers are looking for ways to reduce medical costs, patients are searching for innovative solutions versus the traditional doctor's office or ER visit. Consult A Doctor 24/7 sets members free from the high cost of health care and makes health care more accessible, convenient and cost-effective. What's more, this benefit provided through the CBEBT is offered at no additional cost to participants, saving valuable time and money. Never wait for a doctor again! ☀

To learn more about telemedicine and Consult A Doctor 24/7, visit [mycbs.org/health](http://mycbs.org/health).

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





## Spreading the Word on Free Risk Management Tools

Maintaining effective communication throughout an organization is essential, especially if that organization has numerous locations across the country. This also holds true for providing staff with the risk management training and information they need to better protect an organization's ministries.

Christian Brothers Services realizes this can be a challenge for many organizations and has developed ongoing programs an organization can utilize to educate staff on a variety of risk management topics. These resources can be shared with staff, at any level throughout an organization.

Christian Brothers Services hosts a variety of free webinars, every spring and fall, which include a number of risk management programs presented by experts in their fields. The risk management webinars focus on what an organization can do to reduce risk in the areas of property, liability, automobile fleet and workers' compensation and provides participants the opportunity to ask our experts questions. In addition, free resources (if available) are reviewed with the audience during the webinar, allowing participants to leave with tools they can begin using immediately. Twice a year, the webinar *Preventing Unlawful Harassment, Discrimination and Retaliation in the Workplace* is presented, which is compliant with the mandatory employee training requirements of California, Colorado, Connecticut, Rhode Island, Vermont, Maine, Massachusetts, New Mexico and New Jersey.



If your organization is a member of the Risk Pooling Trust (RPT), additional free webinars are offered and available to your team and organization. These webinars focus on specific services including sample driver policies, conducting motor vehicle record checks on drivers, on-site safety training for employees, assistance with OSHA compliance, safety training and meetings via the web with one of our risk control specialists and the free online risk management training platform that includes over 90 different risk management training programs.

In addition, Christian Brothers Risk Management Services (CBRMS) works with two vendors, Kopon Airdo, LLC and Hartford Steam Boiler who also provide risk management programs. Kopon Airdo, LLC, CBRMS's national coordinating legal counsel, holds regular webinars focusing on protecting ministries from a variety of employment and general liability concerns. Hartford Steam Boiler provides webinars designed specifically for those in an organization who maintain buildings and equipment.

To continue to heighten awareness on specific risk management topics, resources can be found through the *Risk Factor* eNewsletters. These newsletters can be found on the Christian Brothers Services website homepage, [cbservices.org](http://cbservices.org), under Communications. There are four versions of the *Risk Factor* available and each has been customized to an organization's business line, Education for educational ministries, Nursing Homes, Fleet Management and a General eNewsletter for Orders and other ministries. Each of these eNewsletters contain articles and resources which can be downloaded and distributed to the appropriate staff members within an organization.

Christian Brothers Risk Management Services continually strives to provide numerous resources in the area of risk management to allow an organization to better protect its ministry. ☀

*Jeff Harrison is the Risk Control Coordinator for Christian Brothers Risk Management Services.*

## Upcoming Risk Webinars

- ▶ *Preventing Unlawful Harassment*
- ▶ *Risk Control Resources*
- ▶ *FMLA*
- ▶ *Mature Drivers*
- ▶ *Preventive Facility Maintenance*
- ▶ *Office Ergonomics*



**2014 Webinar  
Schedule**

**For current webinars, or to  
view past webinars, visit  
[cbservices.org/resources](http://cbservices.org/resources)**

# A Little Sage Advice

By Jim Ceplecha - Managing Director  
Christian Brothers Retirement Planning Services

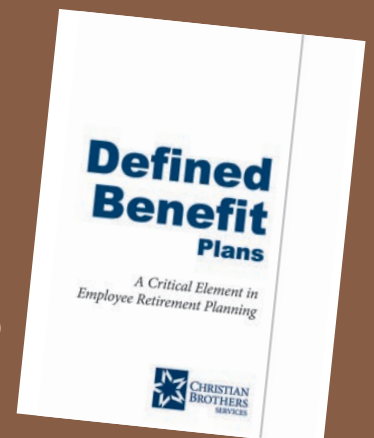
I may have a very ethnic Bohemian name, but I am half Irish. I enjoy reading many of the Irish writers and poets. One of my favorites is George Bernard Shaw. He led a lifestyle that was not for me, but I do enjoy his stories and many of his quotes. One of his quotes defines a cynic as someone “who knows the price of everything and the value of nothing.” Lately, I have been encountering cynics within many organizations in relation to defined benefit plans. These cynics can state the cost (price) of the plan but fail to see how it protects (value) employees.

I was at a conference where the presenter stated he did not want to inform a retiree that due to investment returns, the defined benefit plan she belonged to would no longer be able to support her. My question was, “Are you stating the retiree is a more sophisticated investor than you?” The presenter seemed to be implying that somehow investment returns in a defined contribution plan (401(k), 403(b)) are immune from market losses. If that is true, sign me up!

That same presenter went on to state that many corporations are terminating their defined benefit plans. I guess his rationale was that Enron and Lehman Brothers are smarter than Catholic institutions that have been in existence for hundreds of years. What he failed to realize was that Catholic employers do not offer employees stock options, bonuses or have highly compensated employees like corporate America. Catholic organizations try to protect our employees, because it is the right thing to do. A concept lost in corporate America. I know a Sister from Ireland who would have told the presenter to save his breath for blowing on hot soup.

You can always choose to simply follow the lead of corporate America, but really, as Catholic employers, we can do better. I am not saying that defined benefit plans are right for all organizations, or that freezing the plan is not prudent. A proper analysis needs to be performed. Christian Brothers Retirement Planning Services administers both a defined benefit plan and a defined contribution plan. We are not biased towards one approach or the other. If you want to know the pros and cons of various alternatives, feel free to contact me at 1.800.807.0100. ☀

A free copy of the Christian Brothers Services white paper, “*Defined Benefit Plans. A Critical Element in Employee Retirement Planning*”, can be found at [cbservices.org/definedbenefitplanswp](http://cbservices.org/definedbenefitplanswp)





# *Sisters*

## Coming to America

The Ursuline order was established in 1535 in Brescia, Italy, by St. Angela de Merici for the sole purpose of educating young girls. It was the first teaching order of women established in the Church, and up to the present date has adhered strictly to the work of its institute.

In the early part of the seventeenth century, an appeal was made from Canada for bands of religious women to undertake the arduous task of training the Indian girls to Christian habits of life. It met with an instant and generous response by Madame de la Peltrie, a French widow of comfortable means. In 1639, she offered herself and all that she had to found a mission in Canada, accompanied by three Ursulines and three Hospital Sisters.

The earliest establishment of the Ursulines in the United States began in 1727, when Mother Marie Tranchepain, with then companions, embarked from L'Orient to found their convent at New Orleans. After years of struggle, a firm foothold was secured, and the Ursulines still flourish in the city of their original foundation. A notable feature of Ursuline mission in the United States may be found in the history of the Rocky Mountain Missions, where for years they have labored for the Indians, and have established ten flourishing centers.

*Continued on next page.*





1790 Carmelites - Came from Belgium to Port Tobacco, Maryland.

1799 Visitation Nuns - Formed in Georgetown, Washington D.C., by a woman who had begun as a Poor Clare, a small group that came from France in 1794 but was unable to make a go of it.

1809 Sisters of Charity - Mother Seton's group, Emmitsburg. Mother Seton is the first American-born person to be canonized.

1812 Sisters of Loretto - As with the Sisters of Charity, an American foundation, by Mary Rhodes and Father Charles Nerinckx, in St. Charles, Kentucky.

1818 Society of the Sacred Heart - Came from France to St. Charles, Missouri, led by Rose Philippine Duchesne who was since canonized.

1843 Sisters of Mercy - The first Sisters of Mercy arrived in the United States from Ireland at the invitation of the Bishop of Pittsburgh, Pennsylvania.







**1868 Little Sisters of the Poor** - After a long journey by boat, they set foot on American soil in Brooklyn, New York, on September 13, 1868. No one spoke English.

**1874 Felician Sisters** - The sisters provided social mobility for young Polish women. Although the congregation was involved in the care of orphans, the aged and the sick, teaching remained its primary concern.

**1875 Poor Clares** - Two sisters by blood, as well as in religion, came to America by direction of Pius IX in response to a petition presented by Mother Ignatius Hayes of the Third Order Regulars of St. Francis.

**1880 Dominican Nuns** - It was the summer of 1880 in Newark, New Jersey, when the first Dominican nuns in the U.S. began observing their cloistered life of perpetual adoration in the Monastery of St. Dominic.





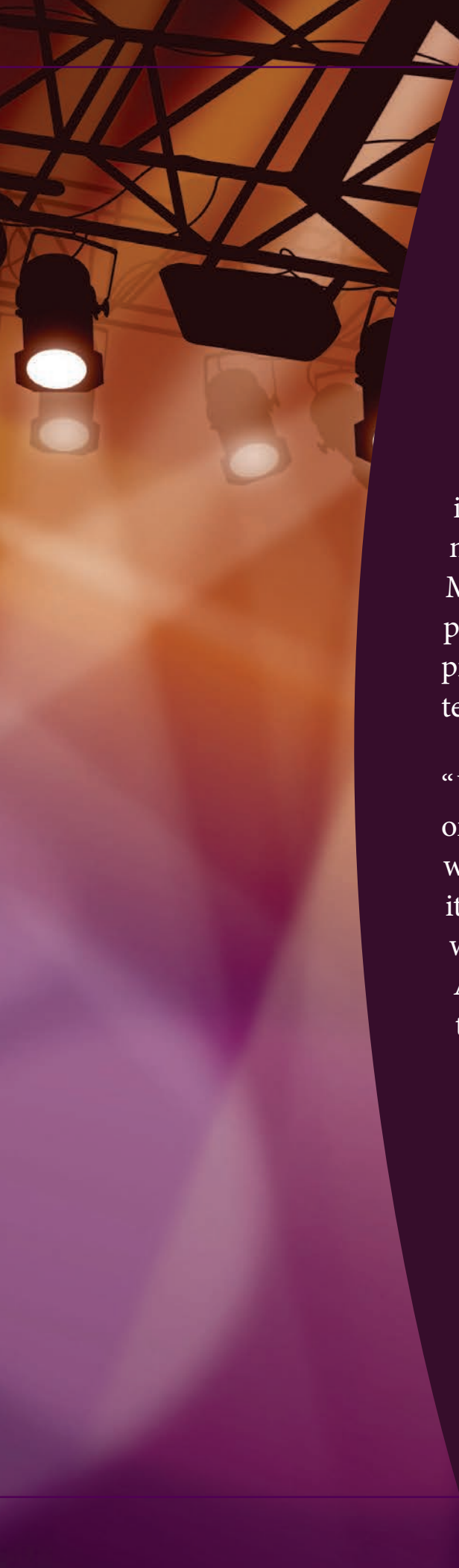


Manning on the "Word in the World" set.

# Lights. Camera. Action.

Sharing God's Love  
Through Media





**I**n a small studio about an hour east of Los Angeles, the on air light blinks and the cameras move into position as the host awaits his cue. It seems like just another day in the television capital of the world, but what makes this production unique is that host Michael Manning is a Society of the Divine Word priest and the program “*Word in the World*” is produced by Wordnet Productions, a Catholic television ministry.

“*Word in the World*” is the only Catholic program on Trinity Broadcasting Network (TBN), the world’s largest religious television network, where it averages approximately 200,000 viewers each week. It’s also the only Catholic program on the American Forces Network, which broadcasts to the majority of U.S. military bases overseas.

In order to understand the ministry of Wordnet Productions, one needs only to look at its founder, Father Michael Manning, SVD.

### *Humble Beginnings*

Most people don't associate being a television personality with the Catholic priesthood and neither did Manning, at first. "I wanted to be a missionary priest to China," explains Manning, "but in my training I spent a year teaching school, became attracted to teaching and thought that's what I would be doing."

Manning entered the Society of the Divine Word novitiate in 1961, and earned degrees in philosophy, theology and received a Master of Fine Arts in Theater from Catholic University in Washington, D.C. He went on to teach in Bay St. Louis, Mississippi, and the Watts area of Los Angeles before moving into vocation work.

"It was kind of a conflict," Manning explains, "wanting to use mass media, wanting to use my theater background, and not being able to do that as a vocation director." After hearing about a priest who had a local television program on a cable network, Manning approached him and offered to lend a hand. Within a week, he was hosting his own television show. "It was a good experience," Manning remembers, "it was, in many ways an apprenticeship, learning to look at the camera, get the points

down in a certain amount of minutes, dealing with guests and how to conduct an interview." The show ended a year later, but by that time Manning was already bitten by the television bug. And that is where Wordnet Productions began.

Wordnet Productions officially got its start in 1978. The goal was, and still is, to try and get the Gospel, through television, to as many people as possible. "We are trying to use mass media as a way of transforming people's lives and bringing God into their lives," explains Manning, "and we're doing it because of the base that we have with the Society of the Divine Word. There's always been this charism of using mass media with the Divine Word Missionaries." That charism stems from the Society of the Divine Word founder, Saint Arnold Janssen, who used the mass media of the day, a printing press, to communicate to the masses. (See *Founding of the Society of the Divine Word* on page 18.)

Bottom left: Father Soney Sebastian, SVD, giving direction to Manning while Sister Jeanne Harris, OP looks on.

Bottom right: Manning overlooking the editing process.

Next page: Wordnet Studios in San Bernardino, California.





## Our Mission

*Embracing the transforming power of the Gospel, we communicate the Word of God to all people through media in the spirit of the Society of the Divine Word.*

Manning has always been interested in interfaith dialogue, and was part of the radio show *“Religion On the Line”* out of Los Angeles in the 1990s. The show featured Manning, in addition to a minister and a rabbi, discussing then current issues. Today, while Wordnet is a Catholic organization and *“Word in the World”* is a Catholic production, Manning and crew are not just targeting the Catholic population. “That’s a very important distinction,” Manning explains, “we’re very concerned about interreligious, interdenominational sharing and letting people see that sharing God’s love isn’t exclusive to the Catholic world.” He looks at being part of the TBN network, a traditionally Christian-based network, as an opportunity. “I hope I’m making a bridge,” relates Manning, “and allowing a greater understanding of the Church that I love.”

Father Manning continues to carry on Janssen’s tradition by using television and the Internet to spread the Gospel. “I always have a great joy of being in a church and talking to live people,” relates Manning, “but I do know that when I’m on television I am able to reach a much, much larger amount of people.”

Despite a heavy production schedule and speaking engagements, Manning finds time to write. He is the author of numerous books, including *“Pardon My Lenten Smile,”* *“Questions and Answers for Today’s Catholics,”* and *“Fifteen Faces of God,”* to name a few. In addition, he has authored a couple of children’s books and a variety of pamphlets. He has been a guest on several national television shows including, *“Larry King Live”* and *“The 700 Club”* and even made an appearance in the 1991 Hollywood film, *“Guilty by Suspicion.”*

*Continued on next page.*



Wordnet Productions is a member of Christian Brothers Services Risk Pooling Trust. “We’ve got property and a great deal of equipment that’s very, very expensive,” states Father Michael Manning, “we come to Christian Brothers Services (CBS) with a real reliance on their ability to be able to help us with all those things. I’ve always experienced a prompt response from CBS.”



***Wordnet Productions Today***

In addition to the “*Word in the World*” program, Wordnet also produces and Manning hosts, a four minute, daily application called *iGod Today* which provides thoughts on spirituality and words of inspiration. *iGod Today* goes out to 70 countries and receives an average of 13,000 hits each month.

“*Titans of the Bible*,” “*Called to Love*,” “*Shout Praise*” and “*Parables of Jesus*” are just a few of the documentaries Wordnet Productions has produced over the last several years. Incredibly, all of the production work is done by a team of nine people, supplemented by freelance production staff.

Funding for creating and producing the programs, app and documentaries can be challenging and as a mission-based studio, Wordnet Productions relies on contributions, grants and benefactors to continue their ministry. TBN allows each program broadcast on their network to use three minutes time to make an appeal for money. Wordnet’s appeals generally come in the form of an offer, a book or other item as a gift for a donation. Benefactors help fund the documentaries that Wordnet produces and other ministries, dioceses and organizations can rent the studio and production equipment at moderate rates.

Looking to the future, Manning and his team are experimenting with a 24-hour Catholic television station on the web.

“Nowadays with webcasting, the reality of getting the word out and going completely around the world is very real and very possible,” relates Manning, “but that’s really what television, what media, is about. It’s about getting into the lives of people who are going to church and those who are not going to church and sharing with them the blessing of what it means to be forgiven, and accepted, and living in the promise of peace and the victory of heaven.”

It’s not surprising, after spending time at the studio and getting to know Manning, that he is sincere in his wish for his viewers when he closes each program and *iGod Today* app by saying, “May Jesus love for you, always.”

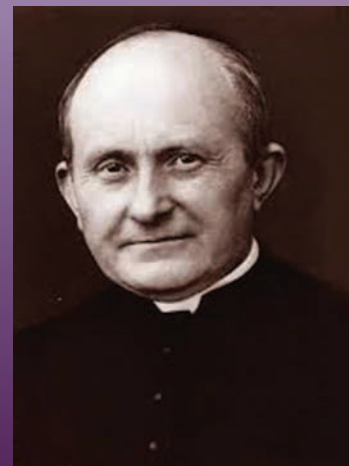
The simple phrase that appears on Wordnet Productions materials and literature sums up the work of Manning and his staff perfectly, ‘sharing God’s love through media’. And indeed, they are. ☀

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## ***Founding of the Society of the Divine Word***

In 1861, Arnold Janssen was ordained a priest for the Diocese of Münster, in Germany. Father Janssen’s first assignment was as a teacher of science and math at a secondary school in the diocese. Twelve years later, Janssen gave up teaching to concentrate on missionary vocations and spreading the Word of God throughout the world. Janssen encountered resistance from his superiors due to the changing climate in Germany, including the passage of anti-Catholic laws, the ban on religious schools and the expulsion of priests and imprisonment of many bishops. A few years later, Janssen emigrated to Holland where he founded an Order for priests and named it, The Society of the Divine Word. Using the technology of the times, he started a printing press and continued to publish a monthly magazine, “*The Little Messenger of the Sacred Heart*” as well as other publications.

Janssen never went to the missions himself; however, he guided the missions until his death in 1909. He was canonized in 2003. ☀



Saint Arnold Janssen, founder of the Society of the Divine Word.

# Invest in Technology, Not Equipment

**ConvergeConnect**® Hosted VoIP Service from CCC Technologies provides the same robust features and functionality as the high-end, on-premise IP PBX solutions without the expense of equipment and staff to maintain the equipment. Leverage the latest VoIP technology by replacing multiple phone and fax lines with voice service that rides over your existing Internet connection.

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For more information, contact Brian Page at 800.807.0100 x 3092 or [brian.page@cbsecurities.org](mailto:brian.page@cbsecurities.org).

**CCC Technologies, Inc.**

*"The Convergence Company."*

# XpressIT

## Board Xpress

Hosted board portal content management system



### Safe / Secure Information Sharing

Christian Brothers Services XpressIT Board Portal is a web-based hosted solution that makes board and committee communication easy, efficient and secure!

XpressIT Board Portal provides directors and committee members instant, secure, 24-hour access to all important documents and materials. Information in the portal is conveniently organized on a dashboard that displays recent updates and activities.

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[boardxpress.org](http://boardxpress.org)

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- Search for and retrieve important information
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### Administrators XpressIT to:

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- Manage and deliver documents through a secure web-based portal
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- Distribute information prior to the next board meeting

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# Tom Drez



Tom Drez serves as Chief Information Officer and Managing Director of the Information & Technology Services (ITS) Division of Christian Brothers Services (CBS). Tom joined CBS in 1987 to lead the division and take on the responsibility to strategically apply information technology to the business as an enabler to achieve desirable results. He earned a Bachelor of Arts degree in computer science from Lewis University and holds the designation of Certified Information Privacy Professional (CIPP) from the International Association of Privacy Professionals. He is chairman of the Church Benefits Association's Information Technology Group as well as a member of both the Diocesan Information Systems Conference (DISC) and the Lewis University Computer Science Advisory Board.

**What does your role as Managing Director of Information Technology Services, Chief Information Officer/Chief Privacy Officer/Chief Security Officer at Christian Brothers Services entail?**

My role is to apply the use of information technology (IT), using our CBS Strategic Plan as a guide, to our operations to achieve desirable benefits that include improved customer services, operational efficiency and overall effectiveness. This includes providing for the protection, security and privacy of all the information entrusted to us by our members.

**Christian Brothers Services has joined forces with some vendors in Information Technology. Can you describe these?**

Soon after we created our own website in 1997, we began receiving requests from our members to help them create their own web presence, and we've continued to offer website services ever since. Fast forward to 2013, we now receive requests related to the bigger picture of information technology services of which website services is a subset. Our IT Operations Team now provides IT services to our members, and we have also created four exciting new IT offerings with IT vendors that we use ourselves. Our goal was to package up products and services that we like from vendors that we know, use and trust and make them available to CBS members. These include:

**Eclipse Telecom**

*Communications and Mobility Review Service to reduce costs.*

**Business Only Broadband**

*Wireless internet access to complement wired access for 100 percent uptime.*

**CCC Technologies**

*Hosted voice over IP telephone system to eliminate on-site PBX and computer network security services.*

**OnX Managed Services**

*Managed IT Data Center and Business Continuity Planning and Disaster Recovery Services.*

CBS has used products and services from each of these trusted vendors for years to achieve benefits.

***Since your time with Christian Brothers Services, there have been some major technology changes. Can you reminisce on the beginning of your IT career at Christian Brothers Services?***

It has certainly been an interesting 26+ year ride so far. When I started with CBS in 1987, we had about 65 employees. Back then, the most common equipment employees had were typewriters and ash trays with about 30 percent of the employees having computer terminals to access our custom developed applications. My first job was to install five personal computers, one in each business unit, to be shared by all the employees in their business unit. The service industry is very information technology intensive. From that day on, CBS has had a voracious appetite for information technology to the benefit of the members in all of our plans and programs.

***What has been the most notable change for you?***

Looking back over the last 26 years, all of the typewriters and ash trays are now gone, and all 200 of our employees are dependent on information technology each and every day to deliver the benefits of our plans, programs and services. The major changes over the years include creating our own data center, installing industry standard software applications to power each plan and program, providing computers to all employees, incorporating the Internet (email and websites) into our service delivery model and now embracing full mobility for employees and members so that anyone can access anything, at anytime, from anywhere, using any device (the 5 A's).

***Can you describe some of the groups/organizations/boards you are a member of or serve on?***

Besides vendor product user groups, the two main groups we like to work with include the Diocesan Information Systems Conference ([discinfo.org](http://discinfo.org)) and the Church Benefits Association ([churchbenefitsassociation.org](http://churchbenefitsassociation.org)). Being a non-profit, 501(c)3, Catholic Church organization ourselves, we are more like the organizations in these groups than any commercial institution. We all tend to do the same things, but just in different ways and at different times. We use each other to exchange ideas and information and to continually learn new things.

***What technology goals have you set for Christian Brothers Services for 2014?***

At CBS, we employ a continuous improvement philosophy to our use of information technology. The hallmark of this philosophy is just as it sounds. We never put in a system and then let it sit until it becomes outdated requiring a massive undertaking, in terms of time and dollars, to upgrade it. Continuous improvement means always creating smaller, bite-size projects that can be created and completed more quickly than massive projects. With that said; however, we've spent the last few years ensuring that our infrastructure is in tip-top shape. Over the next three years, we'll be looking at all of our major software applications comparing them to their latest versions as well as the marketplace to determine how best to proceed providing the best tools to our employees so that we can continue to provide excellent plans, programs, and services to all of our members.

***Any final thoughts?***

CBS is listening to you. Take advantage of all of the various feedback opportunities that are available to you and send us suggestions on how we can improve our website and use of information technology to improve customer services. There is a feedback link at the bottom of every one of our web pages and in the footer of every email message we send. Additionally, we conduct many formal customer satisfaction surveys every year, and your customer service or account representative is glad to accept feedback at any time.

Finally, remember that information technology by itself is just a commodity, merely a set of ingredients. The key to a chef's success lies in putting the ingredients together in the right combination, in the right way, to achieve the perfect recipe for success. Be your own IT Chef! ☀



# Meet the CBS *Board of Directors*

The Board of Directors for Christian Brothers Services is comprised of key individuals, with expertise in a variety of areas, who volunteer their time and expertise to help further the Christian Brothers Services mission. Under their stewardship, CBS continues to provide cooperative programs in the areas of health, retirement, property/casualty, technology and consulting services to church organizations in the United States and Canada.



*2013 Board of Directors*

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Years of Service: Started 10/17/2013



# *The Last Word*



“While you are proclaiming peace with your lips,  
be careful to have it even more fully in your heart.”

- *St. Francis of Assisi*





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