



ORS Look Out

Year 2000

504 Days

August 14, 1998

Volume 2, Issue 2

All-staff meeting highlights accomplishments!

The latest all-staff meeting of ORS was held at the State Police Training Academy on July 30. In his opening remarks Director **Chris DeRose** stated "It is important to have all of ORS together a couple of times each year. It is an opportunity to find out how we are doing since the last meeting in November, to review our accomplishments, to find out what the near future holds, and discuss what it takes to be successful." He welcomed the new staff who have joined us since November, and introduced members of two important partners of ORS—Automation Services Division and the Attorney General's Retirement Division.

Chris noted that ORS is the 19th largest retirement system in the nation, with nearly 354,000 active

members, more than 150,000 retirees, and \$40.1 billion in net assets.

He reviewed the strategy he outlined in November to meet the challenges we face. He tied it to the Organizational Goal: "Become an innovative, flexible, customer focused organization with a proven record of success in less than five years. We refer to this at staff meetings and it informs all the decisions we make. A mission statement will come out as a natural part of the process.

"The ORS motto, 'Our #1 priority is you' reminds us and our customers about what our job is," Chris said.

Next he asked, "Why did we need to change? An increasing

number of people are retiring, but the number of staff will remain stable. We must be able to react quickly to policy changes. Also the Governor, legislature, boards, retirement organizations and taxpayers expect more."

He showed a slide demonstrating why we needed to change: the total number of ORS retirees is projected to grow 22% in just the next five years. In the past, peaks and valleys in the workload resulted in inefficient use of staff. Some processes were done in up to four places, and the same functions were performed differently in various systems. In addition, the current information technology systems are old and need to be replaced. The previous organization could not meet the forces that required
See All-staff meeting on Page 2

Follow the Trail of the ORS Outstanding Service Trophies!

On May 19, 1997, we initiated the ORS Outstanding Service Award, two traveling trophies to be awarded to someone performing outstanding service for a customer or a fellow co-worker. Director Chris DeRose presented the first awards to **Sara Mills** and

Andy Daignault. In keeping with Chris' philosophy that we need to have fun while we work, the loving cup trophies each held a large bag of M&Ms.

The trophies have not been idle in the past 15 months. Here's

the path they've followed:

Andy Daignault passed his trophy on to **Rose McFarland**. Rose gave the trophy to **Terri Lomax**. Terri gave the award to **Gregory Gates** who passed it to **Anne Watros**. Anne

See Trail of the Trophies on Page 4

All-staff meeting . . .

Continued from Page 1

change, given the challenges we face. Service levels would have deteriorated to unacceptable levels unless we acted immediately.

The new organization supports the vision and organizational goal. It ensures coordination, cooperation and reduces competition. Redundancies have become apparent and are being resolved. Peaks and valleys are being managed. We are seeing significant benefits in IT, Reengineering and Finance and Administration areas, he noted. We have a dedicated IT unit which helps ensure our success in this area. And we see improvements everyday in the finance and administration areas.

ORS Reengineering is nearly complete. The application and service purchase processes, reporting, disabilities and lots of ad hoc reengineering have been completed.

"We have seen significant improvements in the speed, quality and efficiency of processes," he said. "We have lists of what we would improve with new systems. The report on disabilities will be presented to the boards in September.

"I applaud the efforts of the reengineering team . . . but I am also pleased by those who have taken it upon themselves to question why we do things the way we do and then get approval

to make changes. This is the sign of a healthy organization.

"One of the key recommendations was the cross training of staff. This is an ongoing process and we still have work to do here. This is very important! We have not moved completely to uniform processes yet. This takes time as well and needs to be balanced against the 'peaks'."

Touching on the transition from the reengineering team to the IT project, he noted the first step is to document processes. "At the same time, we need to make reengineering a part of the culture. Training on this is being developed.

"Retooling is just getting started. The goal is to significantly reduce the manual part of processing work and provide quantum leap in customer service, freeing up staff to work on direct customer service. This is when the vision is realized. We will use leading edge technologies . . . imaging, Internet and graphical user interfaces to provide information to staff and customers with the click of a button. Our new systems will track our work flow so we can tell a customer the status of their application or purchase. After reviewing progress so far, Chris discussed recent ORS accomplishments.

"I want to hit what we have accomplished so far and then summarize where I think we are. The Customer Information

Center (CIC) has been meeting its goals. People are getting answers from human beings most of the time. The toll free number is much appreciated. My thanks to all of you who do this important work. This has not been easy," he said. He enumerated other accomplishments:

- ◆ Consistent improvement in the time to get the first payment out
- ◆ Outreach offices open to all customers in August
- ◆ Regular communication through the Internal newsletter, the *ORS LookOut*
- ◆ Pre Retirement Education— offered more often and closer to where people work
- ◆ Improvements in the Web page
- ◆ Video Conferencing pilot complete and use of this new tool beginning this fall
- ◆ First retiree newsletter, *ORS Connections*
- ◆ Summer rush—best performance ever
- ◆ Surveys show high satisfaction
- ◆ TDP implemented on time
- ◆ Providing services during the

Continued on next page



Published by:
State of Michigan
Department of Management
& Budget
Office of Retirement Services
P.O. Box 30171
Lansing, MI 48909-7671
Chris DeRose, Director
Rosemary Baker and Matt Beha,
Editors

All-staff meeting . . .

Continued from previous page

- DC transfer process including seminars, APV estimators and help desk
- ◆ ORS Calendar for tracking upcoming assignments
- ◆ Member statements and 1099's —best ever
- ◆ Annual plans in place for each unit
- ◆ New staff orientation program to ensure consistent and quality information
- ◆ Improved project management skills
- ◆ Many backlogs eliminated
- ◆ Y2K—doing a great job
- ◆ Reduced length of time to get an administrative hearing
- ◆ New look in our annual financial reports.

“Take a few minutes to reflect on what you have accomplished,” Chris said. “Whether you are on one of the teams that is working directly on one of these accomplishments or providing support, you played a part in these accomplishments. You have my appreciation and gratitude. Six months is too little time to make a definitive conclusion on success or failure. But I think we are heading in the right direction. We need to build on our successes.

“What’s next? We need to keep up our intensity. As the organization becomes more mature, this will be less work. Don’t lose momentum or customer focus. We need to

establish a mission statement and connect it to the annual plans and individual plans.

Measurement is important. We need to know how we are doing so we can adjust when necessary. We need to have objectives. (e.g., first payment in 45 days, letters or e-mails answered in less than two weeks). Done well, you will



be involved in setting the measures, monitoring them and making adjustments,” Chris said.

“We will invest in staff. We want to make sure you have the tools and the training to do your job. We have invested a lot in training and will continue to do so. We will become more formalized in our approach by creating plans for what training is needed. This is a partnership. We can only succeed together.

“Reengineering will be pushed down into the organization—we all need to be reengineering. Performance evaluation will be an important emphasis. Performance evaluation is a formalized communication process. You need to know how you are doing at least once a

year.

“The goal is to enjoy what we are doing. We do important work and it is important that we like what we do. So let’s not lose track of the need to celebrate and to have fun together,” he said.

“To be successful we need to support each other . . . reach out to people you don’t know and those you do, let people know when they have done a good job. Take a risk . . . introduce yourself to someone you don’t know. Don’t take your job for granted . . . do your best. No one has a right to their job. We earn our pay every day. Taxpayers expect 100%; everyone needs to carry their part of the load.

“Read the *LookOut*. Offer ideas. Meet commitments . . . ‘Commitment is what transforms a promise into reality.’”

Chris concluded by asking everyone to fill out the feed back form. “I have had lots of input as we have gone along and I really appreciate it. We need to continue the process of feed back. I can’t lead this organization without you and I need to know what you think. You don’t have to sign your name. But let us know how you think we are doing and what suggestions you would make for improving the way we do business for the next year. Thanks to each of you for your support and dedication.”

Follow the trail of the ORS Outstanding Service Trophies!

Continued from Page 1

presented the trophy to **Ed Helzerman** who bestowed it on **Kathy Parisian** and **Debi MacGregor**, and they awarded it to **Bill Barkyoub**. Bill conferred the trophy to **Colleen Daley**, **Steve Davey** and **Donna Sivaraman**. That trio awarded their trophy to **Deb Grescowle**, who has presented the trophy to **Mary Burmis**. Mary presented the

trophy to **Tim Simpson**.

Sara Mills gave her trophy to **Rita Swanson**. Rita bestowed it on **Mary Miller**, who gave it to **Brian Foster**. Brian presented the trophy to **Joanne Busley**, who gave it to **Patsy Burhans**. Patsy passed it on to **Amy Dickinson**, who awarded it to **Tom Braun**. Tom, in turn, passed the award to **Charlie Nadeau**. Charlie presented the trophy to **Lori**

(Lila) Christiansen. Lila, in turn, conferred the trophy on **Darla Brzezinski** and **Tim Droste**. Tim and Darla gave their trophy to **Amy Betts** who, in turn, awarded it to **Donna Macklin**. Donna gave the award to **Carol Wheaton**. Carol presented the trophy to **Lorie Herendeen**.

That's the trail of the trophies through August 14, 1998.

Comings and goings in ORS

Time to say "Farewell" to some of our DC helpers. Next Monday **Valerie Fowler** will be back at her desk in the Department of Corrections, **Jai Jaglanis** returns to the Department of Treasury, **Barbara Kelley** goes back to the Department of Natural Resources, and **Ann Schrader** returns to the Department of Management and Budget. **Beverly Latnie** returned to the Secretary of State offices on July 30, and **Linda Hutcheson** went back to Consumer and Industry Services on August 7. We appreciate all your help.

Liliana Paceagiu, a temp in Information Technology/ Reengineering, has taken a job with the Liquor Control Commission.

Al Juderjohn started on August 10 in Finance and Administration working with

accounts payable. Al transferred to ORS from the finance division of Consumer and Industry Services where he spent the past 14 years.



Al Juderjohn



Sue VanDrunen worked for an engineering firm in Indiana.

Sue VanDrunen is working in DC. She came to ORS through Kelly Services. Sue previously

Another Kelly Services employee, **Rachel Watling** started in DC on August 10. She worked at Maranatha Baptist Church before coming to ORS.



Rachel Watling

Stephanie Runyan started in

DC on August 10. She came from Accountemps and previously worked at Jaxports.



Stephanie Runyan



Mary McGlashen for the Michigan Manufacturers Association for the past two years and was an account clerk at MSU for 15 years.

Also from Accountemps, **Mary McGlashen** started in DC on August 10.

Thought for the Day

Freedom is nothing else but a chance to be better.
—Albert Camus

Second annual ORS picnic fun & games!



A good time was had by all. Clockwise, from upper left: Amy Betts, right, Tim Simpson, Darla Brzezinski, Anne Watros, Chris Ramsay, Mohamed Saeed and Bob Keenan compete in the tug of war. On the other end of the rope were Gordy Hicks, Dan Harry, Patsy Burhans, Phil Stoddard and Lisa Schmidt. Pie-eaters Grace Bonofiglio and Tony Contu. Picnic-ers Don Dimitroff, right, Kathy Tober, and Ken Wright. And a long distance watermelon seed spitter, Chris DeRose.



PC tips and shortcuts

Because most people are right-handed, the PC mouse is designed primarily for right-handed people. Oh, sure, your mouse feels comfortable in your left hand, but the button you press most often--the left button--doesn't sit under your index finger the way it should.

But this is by no means a permanent condition. You can switch the buttons on your mouse so that the right-mouse button works like the left-mouse button, and vice versa, with a few, last, uncomfortable clicks of your right-handed mouse:

1. Click the Start button.
2. Choose Settings + Control Panel.
3. In the Control Panel window, double-click the Mouse icon.
4. What you do next depends on the tabs available in the Mouse Properties dialog box:

* IF YOU HAVE A BUTTONS TAB, click it; under Button Configuration, select Left-handed and click OK.

* IF YOU DON'T HAVE A BUTTONS TAB, click the Basics tab; under Button Selection, select Right or Upper and click OK.

In Windows 3.1, from your Main window, double click on your Control Panel icon. Double click on the mouse icon. In the Mouse window, locate the Swap Left/Right Buttons option and click on the empty box to select, and click OK.

You now have a left-handed mouse! Use the right-mouse button for normal clicking and dragging; use the left-mouse button to display shortcut menus and to drag with special options. And remember, of course, to left-click whenever instructions tell you to right-click.

Help avoid headset headaches!

Please don't move equipment, such as a telephone headset without authorization because it causes billing problems and costs us more. Those handy telephone headsets are assigned to a specific telephone number.

Same goes for label makers and computers. When you need to move something, please check to see who's supposed to move and track it. That will help avoid headaches by allowing authorized personnel to do the switching.

If you don't use your headset, please turn it in to Colleen Daley or Denice Hansen. If you need one, don't borrow from someone else—request your own from Denice or Colleen.

Put this Scramble into action, and you'll be in the dough!

It is difficult to write these words, having just heard of the passing of veteran Pillsbury spokesmodel Pop-N-Fresh, who died yesterday at the age of 72 of a severe yeast infection. One who never knew how much he was kneaded, he rose quickly in show business. But his later life was filled with many turnovers. He was not considered a very smart cookie, wasting time on half-baked schemes. Still, even as a crusty old man, he was a roll model for millions. His last words were:

het nylo clape oyu difn essscu ebrofe korw si ni eht yicnatidor.

Which just happens to be this issue's Scramble. Rearrange the letters and you'll find success in the work place.

