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Email the LookOut Staff

LookOut Archives

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Calendar

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ORS offers assistance to those affected by closure

At times, ORS is called upon to provide assistance on behalf of those affected by layoffs. When the Department of Community Health (DCH) announced the closure of its Mt. Pleasant Center on February 12, ORS staff acted quickly to prepare materials and deliver presentations to the centers 400-plus employees on February 23.

Kathy Tober, Fred Covert, and Jon Seeger arranged a meeting date, determined what information and materials were needed, and decided on the best delivery methods. They compiled information from the DCH about the closure and worked with **Rosemary Baker, Ray Fleming, and Robert Glennon** to create a FAQ document that was delivered to the DCH employees as soon as they were notified of the facilities closure.

Pension estimates were prepared for participants in the Defined Benefit plan by **Bill Motz** and **Gordon Hicks (CSC)**. **Drew Gilliland (PS)** then assembled the estimates into packets with the appropriate books and forms. **Ray Fleming (CE)** gave out the packets and presented information to the approximate 140 Defined Benefit plan participants. **Heidi Schiller** and **Kathy Van Fossen (ING)** conducted presentations and handed out materials to nearly 270 employees participating in the Defined Contribution/Deferred Compensation plans.

CSC staff will continue to offer assistance and provide information to employees of the Mt. Pleasant Center between now and the October closure date.

Pack your bags, we're movin'!

Book Sale Roundup



Kathy Parisian browses through hundreds of books at the February 19 book sale. The annual sale raised \$255.06 to help fund future EMPAC activities.

April	
April Fools Day	1
State Employees Board Meeting	9
Tax Day	15
ORS Space Walk	16
State Police Board Meeting	16
Administrative Professional's Day	22
Public School Employees Board Meeting	23
Arbor day	24
All Staff Meeting	27
Central Perk Cleaning	29

Before moving to wing B, if time allows, renovation process representatives will conduct a tour of the new space for those moving. Representatives will also inform you of space protocol for personal and common areas, as well as safety precautions.

Your phone, computer, recycle and waste baskets, and chair will come with you when you move. Your new cube will come equipped with three electric outlets, a two-drawer lateral file cabinet, a three-drawer cabinet, two tack boards, a personal storage tower, a corner shelf, and two flippers.

Move dates to note

March 11 and 12: BPD, CE, DO, ER, ING, and PS (Document Management) move to wing B. These are also casual days for everyone – enjoy!

March 16 through April 3: Reconstruction will take place in wing A.

April 1 and 2: PS (Administration and Tools and Technology) will move within wing A.

April 8 and 9: AST moves from first floor wing A to third floor wing A.

April 13 through 30: CSC will relocate within wing A.

Stay tuned for more updates!



Quick Links	
•	ORS Member Website
•	ORS Employer Website
•	Knowledge Library

Commonly Used Acronyms	
AST	Application Support Team
BLA	Business Leadership Assembly (EPC, BPOs, and BPLs)
BPD	Benefit Plan Design
BPL	Business Process Leader
BPO	Business Process Owner
CE	Customer Education
CSC	Customer Service Center
DB	Defined Benefit
DC	Defined Contribution
DIT	Department of Information Technology
DMB	Department of Management and Budget
EPC	Executive Process Council (Phil, Laurie, Tim, and Anthony)

Recognize a coworker today!

Noticed someone doing an exceptional job lately? If so, be sure to nominate him/her for an ORS Excellence Award. [The one-page form](#) is quick and easy to fill out!

ORS will recognize a single honoree in each of the following categories: Leadership, Innovation, Every Day Hero, Living the Values, and Customer Service. The deadline to nominate a fellow employee for this year's awards is March



EPO	Executive Process Owner
ER	Employer Reporting
FLB	Forms, Letters, and Barcode
ORS	Office of Retirement Services
PRIM	Preretirement Information Meeting (<i>public school employees</i>)
PRO	Preretirement Orientation (<i>state employees</i>)
PS	Process Support
SME	Subject Matter Expert
T&T	Tools and Technology
UAT	User Acceptance Testing

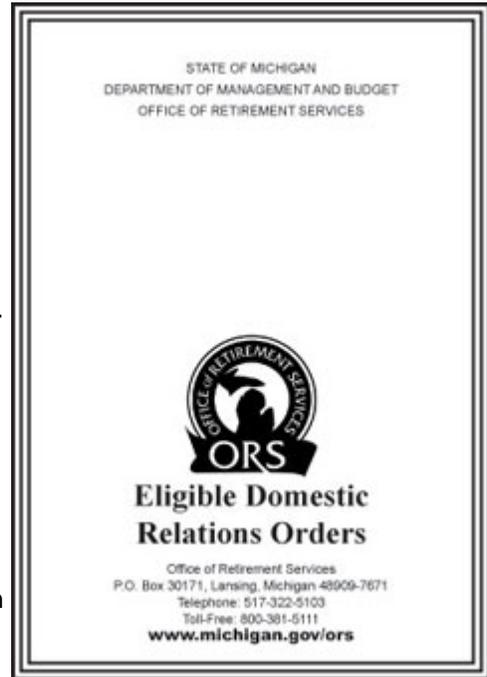
2. Submit completed forms to mailbox 51.

Updated EDRO now available

The *Eligible Domestic Relations Order (R0259X)* has been updated to better explain EDRO law and the requirements for submitting an EDRO to our office. **Ed Helzerman, Erica Quealy, Jon Seeger, and Laurie Svendsen** worked with **Larry Brya** (Attorney General's Office) to make the changes.

One change of significance: In the past EDROs contained social security numbers. However, because an amendment to the law addressed the fact that EDROs are part of the public record and are available to anyone that requests a document, we now require the social security numbers to be in an attachment separate from the EDRO. This helps to protect member social security numbers.

The updated document is now available on our website and printed copies will be available soon.



business briefs

Delta Dental goes paperless

Thanks to a new electronic process that began February 23, Delta Dental no longer requires paper forms for public school members to be sent through for processing. Beginning March 2 the paperless process will be in place for state employee files as well.

ING taking calls

Calls from DC members regarding access to investment accounts and eligibility for vesting, disability, death, and insurance are now being routed to ING. The only time DC members will need to contact ORS is to apply for insurances or disability benefits and to pay insurance premiums.

Website server replacement project

Marc Olenzek from AST and Robert Glennon from CE have been working together to transition our employer websites, online surveys, online inactive member lookup applications, and online appointment registration websites to new, more stable, and efficient web servers. The transition should occur in late March with little or no impact to customers or ORS staff. The member websites, employer reporting website, and miAccount are not located on these servers and will not be affected.

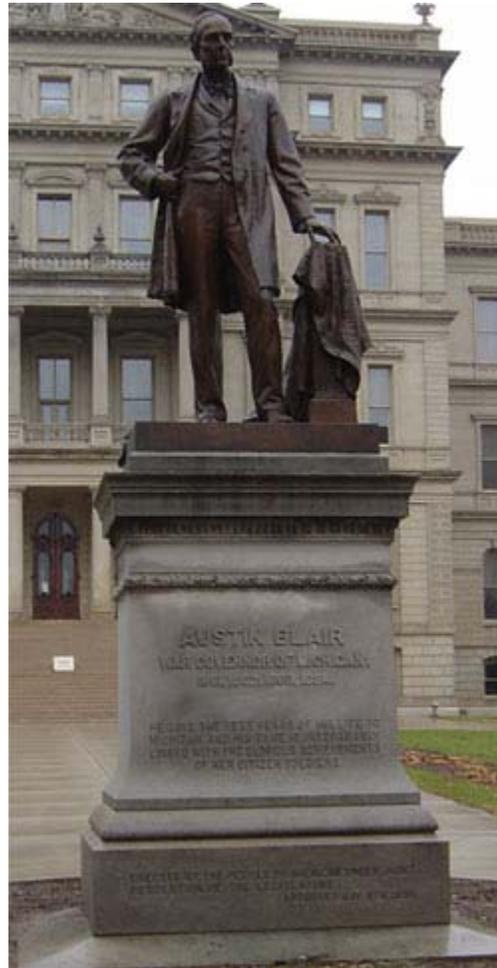
Michigan's mark in black history

On February 24, 1863, Michigan Governor Austin Blair "unreservedly" approved President Abraham Lincoln's Emancipation Proclamation. President Abraham Lincoln issued the Emancipation Proclamation on January 1, 1863. The proclamation declared "that all persons held as slaves" within the rebellious states

"are, and henceforward shall be free."

Governor Blair also stated that Michigan was "unalterably opposed to any terms of compromise and accommodation with the rebels, while under arms, and acting in hostility to the government of the Union, and on this we express but one sentiment—unconditional submission and obedience to the laws and constitution of the Union."

For more details, visit [Michigan History Online](#).



A statue of Michigan Governor Austin Blair is located in front of the Michigan State Capitol building.



Sounding Out is a way for ORS staff to share ideas, viewpoints, gripes, praises, and concerns. Email your opinion (300 words or less, if possible!) to ORS-LookOut@michigan.gov.

Here **Mary Lowry** shares her experience with a heart attack and how she lived to tell about it.

I am a heart attack survivor. On July 19, 2005, I didn't feel well when I got home from work. I took a nap and woke up with chest pain. I found out later that I was very lucky, because many women do what I did and never wake up. After trying to convince myself it was just indigestion, I finally called my doctor's office and was told to call 911. "Are you sure?" I asked, because denial is more than just a river in Egypt.



If you knew me back then you know exactly what I did next—I lit a cigarette, changed my clothes, and then dialed 911. I finished the cigarette before the ambulance got there. It turned out to be the last cigarette I would ever smoke.

Mary Lowry

At the hospital, I kept expecting the doctor to turn around and tell me it was heartburn and to go home and take some Pepto. Again, denial, all the nitro glycerin and aspirin they gave me in the ambulance were "just in case," right? Wrong, I was having a heart attack. Within 15 minutes of entering the ER, I was whisked away to the Cardiac Catherization Lab.

The Cardiac Catherization Lab is where they shoot dye into your veins and look for blockages. They found three and placed three stents in my right coronary artery that night. Stents are rigid tubes and are meant to keep the arteries open so I wouldn't need to go through a cardiac bypass surgery. I liked that plan.

After several days in the hospital, I was able to go home and start my new life. No smoking, take all of my medications as prescribed, and spend a lot of time in doctor's offices: Cardiologist, endocrinologist, lipidologist, and the family doctor. As far as food goes, I was allowed a low sodium, low cholesterol, and low flavor diet. They said if it tasted good to spit it out!

After the first few weeks, I was allowed to go to cardiac rehabilitation. Cardiac rehab involves building up the strength in your heart and the rest of your body. Or as I looked at it in the beginning – exercise. Not a word I had used much before. Lucky for me, the folks that run cardiac rehab are great. They didn't laugh when I thought I would pass out after 10 minutes on the treadmill at one mile an hour. Over time, I was able to use other machines, and I also learned how to lift weights properly. No, not the big dumbbells (that was me!). I used different weight machines to strengthen various parts of the body.

More than three and a half years later, I am still going to cardiac rehab. I could go to a gym or the YWCA, but at cardiac rehab, if I have a problem, a nurse is right there, and a doctor is only a page away. It is amazing just how fast they can get you from rehab to the ER. You never say the words "chest pain" in rehab unless you really mean it. They take those words very seriously.

Check out these heart healthy documents Mary shared to help you care for your heart:

[Link 1](#)

[Link 2](#)

[Link 3](#)

Another great reason to stay at cardiac rehab is everyone there is in the same situation. Some people have been going there for years, and we see new faces more often that you would think. I have struck up some great friendships. It makes exercising so much easier when you have someone to chat and compare notes with. We encourage each other and celebrate our milestones.

I am so much healthier now than I was when I had the heart attack. Before my cholesterol was 389. Now it is 106. And thanks to bariatric surgery seven months ago, I have lost about 100 pounds. I no longer need any diabetic medications, and I take a lot less heart medications than I did in the beginning. I can now do well over 2.5 miles an hour on the treadmill, and I can do most of the machines. I am working up to the elliptical. If you don't know what an elliptical machine is, just think torture device.

What have I learned since the heart attack? Don't smoke, eat sensible, exercise, lose those extra pounds, and take all your medications as prescribed. It seems those doctors knew what they were talking about. A heart attack was a huge wake up call for me. I was only 50 years old and it was the last thing I expected. Don't wait until you have a heart attack, trust me, it was no fun at all. I was recently interviewed by WILX TV-10 about cardiac rehab. I guess the folks at rehab thought my story was

worth telling.



AST welcomed **Subbaraju Sagiraju** and **Brenda Smith** on February 23.

Brenda Smith is excited to join her new group. Prior to joining AST, Brenda worked for the Michigan Department of State.

Prior to joining AST, **Subbaraju Sagiraju** worked on various government projects in India and the United States. Subbaraju's favorite sport is volleyball. He is currently living in Lansing with his wife, Jyothi.

A special thank you and best wishes to **Brenda Morris**, **Shanna Hoss**, and **Bonnie Yatchak**. Today is their last day.

Staff on the Move

Crystal Newsome, currently a CSC employee, has accepted a position in ER and will begin on March 3. She will be working on employer correspondences and evaluating member accounts.

DMB Mission:
Partners in achieving
excellence

ORS Purpose:
We are an innovative
retirement
organization driven to
empower our
customers for a
successful today and
a secure tomorrow.

The *LookOut* is
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Director:
Phil Stoddard
Edited by Customer
Education

Thanks for reading!!



Get innovative!

Dealing with the same work issue over and over again? Inspired to do work differently for better results? Do you have an idea on how to improve work but wish you could test out the concept before sharing it with others? Bring your idea to this Innovation Lab!

Be sure to get your supervisors approval and sign up for the March lab!

Innovation Lab: Moving from Issue to Innovation - OGWD (CREATOG001)

When: 3/27/2009, 8:30 AM - 12:00 PM

Where: Lansing - Capitol Commons Center, 4th Floor Training Room

Reg. Deadline: 3/19/2009

You don't have to *invent* yogurt to be *innovative*— you just have to find a *new way* to package it.



Note: Because some of the links in this newsletter point to network resources, some of the links may not work if you are reading this outside of the organization.