



February 17, 2006

Volume 10, Issue 3

In This Issue...

- ORS welcomes Tim McCormick
- January sets call record
- 3.3 million images uploaded
- New GroupWise a hit
- Spotlight on Jim Rademacher
- 3.2 Celebration Announcement
- 1099R mailed
- New Policies
- Comings and Goings

Calendar

February

President's Day
Holiday 20

State Employees
Board Meeting 23

March

Public School
Employees Board
Meeting 9

St. Patrick's Day 17

First Day of Spring! 20

Quick Links

- [Email the LookOut staff](#)
- [LookOut Archives](#)

ORS welcomes Tim McCormick

On February 27, ORS will be joined by our newest division director, **Tim McCormick**. Tim comes to us from Organizational Development where he led such successful projects as DMB's MI-360 review and Organizational Assessments, as well as coordinating DMB-wide training opportunities and DMB's participation in the state's Vision and Values initiative. He will be heading our new Organization Support Division.

Tim has been a state employee since 1996, serving the entire time with the Department of Management and Budget. He first got to know Chris, Laurie, and Phil during our office remodeling project when he was the Director of Operations for Facilities. During that time, he got a taste of their high expectations and saw first-hand their passion for excellence.

Before joining the state, Tim was with Michigan State University's Physical Plant and also at the College of Veterinary Medicine. He has been married to his wife Cheryl for 22 years and together they have three children: Brian is 17, Katie is 16, and Shannon is 14. The family lives in a 105-year-old farmhouse in Grand Ledge that they are renovating.

Tim is very excited about joining ORS. "I have a high respect for what's happened in Retirement in the past seven years, and I am eager to learn."



Tim McCormick

January sets call record

Customer Accounts (CA) staff set an ORS record in January by answering a whopping 20,400 calls. This topped the previous record of 20,002 calls in January 2004, which was spurred by the introduction of interest on TDP agreements.

According to CA supervisor **Cindy Mooney**, January is always a high call volume month. Many retirees inquire about 1099s which are mailed in January, insurance and tax rates changes reflected in their pension payments, and to request a change their tax withholding. This year, the rollout of Medicare D prescription drug coverage was the reason for a large percentage of calls.

It is expected that CA's new quick hits team--seven staff who began answering non-insurance retiree calls in late January--will ensure we'll be able to handle even more calls during the next few busy months.

Congratulations to CA staff, as well as the others throughout ORS, who step forward

- [ORS Member Website](#)
- [ORS Employer Website](#)
- [Policies and Procedures](#)

Reminder

Calling all gently used books and home baked treats for the annual EMPAC Book and Bake Sale Thursday, March 2. Books and treats will be on display from 9 to 3 in Crossroads and the Resource Library. Any books, movies, or music that you would like to donate to this worthy cause may be dropped off to your EMPAC representative until the morning of the sale. Bake sale items may be brought in the day of the sale.

Your support is appreciated!

to provide exceptional service to ORS customers.

3.3 million images uploaded

Last September, Process Support staff began a huge initiative. They hoped to image roughly 80,000 fiche/files of all Medicare-eligible public school retirees, as well as their spouses and dependents, and upload the images to Clarety by January 31, 2006.

Meg Leonard and **Kristine Morris** of Process Support spearheaded the project. Benefit Processing's **Andy Oser** helped by doing a query to identify the files and fiche to be imaged. Next, the Process Support Document Management Team of **Aubry Cooper**, **Jean Gale**, **Loren Greeley**, and **Leigh Ann Shaver** dug in to pull, prep, track, and send the files and fiche to the vendor to be scanned and indexed. The vendor loaded the images onto CDs and sent them back to ORS, where they were uploaded to Clarety by **Marc Olenzek** of the Application Support Team (AST).

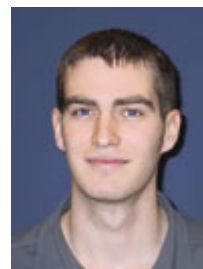
In just four months time, practicing the values of teamwork and excellence, this group has managed to make a total of 3,358,346 images available in Clarety. What an accomplishment!

The result of this hard work means that ORS staff can find these retiree records in Clarety's Image Browser under the document name "Member File." And that means we can better provide our customers with *fast, easy access to complete and accurate information and exceptional service*.

New GroupWise a hit

The buzz around the office is that the new GroupWise 6.5, which was installed for most staff earlier this month, is a cool tool. In fact, **Gordon Hicks**, who handles incoming customer email, said this: *I have not had one single problem with Customer Service emails today. Everything is so much faster, from sending to filtering, even getting around the address book. I'm getting much more work done. Thanks to all!*

In spite of having to clean up our mailboxes to prepare for the conversion, most ORS staff agree that they like the new version, and were impressed with how smoothly the transition occurred. For that, a big thanks to the DIT and DMB folks who worked with us to get ready, who installed, and who remain ready to help if we have problems.



on Jim Rademacher

"We just started playing and it stuck," said **Jim Rademacher** about his band Last Dominion.

The band, one of two that Jim plays guitar in, writes and produces original music. It is made up of five members; all but one attended high school together. Heavy metal bands like Metallica influence their songs.

Jim wrote one of the five original songs the band plays. “But,” he said, “even though certain individuals in the band may write a song, the final product is a collaboration of everyone’s opinions and ideas.”

Currently, the band is recording a demo album of their music. “Our goal is to eventually branch out to Grand Rapids and the Detroit area and do some more lineups,” said Jim.

The second band Jim plays in is Full Frontal. This is a cover band that also has a hard rock influence, playing classic and some ‘80s and ‘90s rock. ORS’s **Doug Murray** plays guitar in the band as well.



Jim’s favorite song played by Full Frontal is Iron Maiden’s *Hallowed Be Thy Name*. “I like to play this song because it is probably our most difficult song and it is not something that people expect to hear when seeing a cover band.”

Jim practices with each band about once a week and says that the schedule can get a little hectic.



Perhaps the most impressive thing of all is that Jim is self-taught. He was given a guitar for Christmas when he was 15 and taught himself to play by listening to songs on the radio. Jim doesn’t read music either. He has learned tablature, which is a special notation for the guitar that shows the six strings with finger positions and the appropriate frets.

Full Frontal is working on a booking at Schafer’s in Westphalia on March 3. If you’d like to see and hear Jim play, ask him for details.

3.2 Celebration Announcement



Please join the
Office of Retirement Services,
Dept. of Management and
Budget, Dept. of Information
Technology, and Covansys
Corporation to celebrate
teamwork, partnership and the
successful development and
launch of Vision ORS
Stage 3.2

*Michigan State Police Training Academy,
Main Auditorium, 7426 N. Canal Road
Thursday, March 9, 2006
2:00 PM – 4:00 PM*

Join us for a brief presentation and refreshments

1099R mailed

T-E-A-M-W-O-R-K that's what the annual process of mailing 1099Rs to retirees called for among ORS and its DMB partners. Though the 1099R project is an annual process, this year was a little more tricky. The 1099R team—Finance BPO **Steve Crippen** and **Randy Bitner** of DMB-Finance, with the support of Finance's **Tom Cole**, **Holly Lazor**, and **Beth Taylor**—had to plan for the implementation of 3.2. This meant generating the 1099Rs from Clarety, not the Common Pension Payroll (CPP) system, and therefore required contingency plans and risk assessments.

The planning, coordination, and testing which began in October paid off! More than 99.4 percent of the 1099Rs were in the mail by January 17, without a hitch! Thanks to the many staff from AST (Application Support Team), Covansys, Consolidated Print Center (CPC), Customer Education, DMB Finance, Mailing Services, Print and Graphic Services, and Process Support who all played a significant role in making the process a smooth one.

New Policies

- [OPER-BP13 Effective Date of Insurance Enrollment](#)
- [CS-PS20 Date Exchange Gateway \(DEG\) Usage Policy](#)

Comings and Goings

Congratulations to **Brandi Branson**, **Maureen Carden**, and **Judy McLean**. All three have accepted staff positions in Benefit Processing.

ORS Mission:
We deliver pensions,
related benefits, and
services to promote
the future financial
security of our
customers.

ORS Vision:
Fast, east access to
complete and
accurate information
and exceptional
service.

The *LookOut* is
published by the
Office of Retirement
Services, Department of
Management and Budget,
State of Michigan
Director: Chris DeRose
Edited by the
Communications Staff,
Customer Education

Thanks for reading!!

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