



December 30, 2008

Volume 12, Issue 27

Email the LookOut Staff

LookOut Archives

In This Issue...

- Holiday wrap up
- Kudos staff!

Calendar

January

| | |
|--------------------------------|-------|
| State Police Board | 15 |
| Martin Luther King Jr. Holiday | 19 |
| Success Celebration | 20-22 |
| State Employees Board | 22 |
| Public School Employees Board | 29 |

February

| | |
|-----------------|----|
| Groundhog's Day | 2 |
| Valentine's Day | 14 |
| President's Day | 16 |

On the Horizon

- MSU vs. U of M men's basketball game- February 10

Quick Links

- [ORS Member Website](#)
- [ORS Employer Website](#)
- [Knowledge Library](#)

Commonly Used Acronyms

Holiday wrap up



With the holidays winding down and 2008 coming to an end, let us celebrate the generosity, service, and kindness of the people at ORS. Pictured above (left to right): Pam Ward, Julie Schafer, Leza Rebera, and Annie Earls drop off gifts to St. Vincent representatives on behalf of ORS.

[Click here to see more photos.](#)

Kudos staff!



Phil shared with me a copy of a letter he received from a customer. I'm glad this customer recognized your services. I know your willingness to do this workshop on a Saturday was very much appreciated. Thank you **Joy Bartell** for your customer service. Once again, you really shined with our customers!

| | |
|------|--|
| AST | Application Support Team |
| BLA | Business Leadership Assembly (<i>EPC, BPOs, and BPLs</i>) |
| 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 (<i>Phil, Laurie, Tim, and Anthony</i>) |
| EPO | Executive Process Owner |
| ER | Employer Reporting |
| 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 |



Thanks so much **Alice Semevolos** for your work on the issue this morning! I'm glad you recognized early on that the monthly payroll file would have issues as well. I'm so glad you caught this early on so we could get it resolved!

Phil Stoddard, Laurie Hill, Anthony Estell, Tim McCormick, Kim LaClear and Robert Glennon: Everyone in the meeting today loved the video and wanted copies!



Pam Garver: Thank you for sharing these results. They are very positive. I believe much of this is because of the leadership you provided to the Team. Thank you.

ORS: Thanks to all for setting such a wonderful image of ORS to our partner vendors.



Thanks **Heidi Schiller** and **Elaine Lewter** for making a positive difference for these people during National Save for Retirement Week!



Thanks **EMPAC** for another fun and food filled event. It is amazing what you all are accomplishing with such budget constraints!

I ran an estimate for a family member this morning and it's a beautiful thing! Congrats to **Rosemary Baker** and the rest of the



folks who have put a lot of time and energy into making this a much more valuable tool for us and for our customers! Nice work!



A customer called to say how great **Mike Goodman** and **Judy McLean** were. Way to go guys! I agree wholeheartedly. Thanks for representing ORS so well!



Andy Kolp: I just wanted to say how impressed I was with the training this morning. You were very organized and taught the class in a way that was understandable and easy to follow. I think that says a lot about your knowledge of the subject and your training skills. It was worthwhile for me and I look forward to the Visio piece.

Mailroom team: Great job on handling the CNEX surveys. What great customer service! Thank you!

A customer stated that every time she has had an issue ORS has been very helpful and kind to her. She mentioned **Mary Anderson**, **Tony Contu**, and **Sean Evans** specifically. She says we've all gone out of our way to help her get her benefits and she is very appreciative of how professional we've all been in such a difficult situation.



ORS: The chili was wonderful. Many thanks to the people that put this together and brought in the chili and other goodies.



A retiree wanted to say how helpful, informative, and pleasant **Julie Myszak** was. She went on to say that everyone she encountered at ORS was wonderful as well. She said that retirement can be stressful, but every time she calls, we make it so much easier for her! Way to represent ORS!



I wanted to take a moment to extend a big thank you to **Ray Fleming** and **Josey McCloud** for their PRIM and PRO



presentations last month. The new CSC contact center employees benefited greatly from the information.

miAccount contributors: A customer commented on how outstanding miAccount is. Kudos to all who created it and work so hard to maintain it!



A customer called our office this morning and talked to **Craig Goerge**. He wanted everyone to know that Craig was professional, helpful, kind, patient, and compassionate. Thanks for providing exceptional customer service.

A customer wanted everyone at **ORS** to know that she thinks we are all kind, patient, and great!



Travis Peake: Thanks for putting that article in the *LookOut* regarding equipment reservation. I think by doing that and moving the cabinet, our Process may have better success in administrating available equipment. Speaking as someone who has been burned in the past by the equipment calendar only to find the equipment gone when I get in the cabinet, I appreciate it!



Doug Murray has a wonderful disposition, good attitude, and asks questions during set up! He is happy to do anything I ask of him and will follow up as necessary. Thank you Doug. We are lucky to have you!



I just wanted to let you know how grateful we are for **Anne Watros'** fine work. I had an employee with some particularly knotty problems regarding very old workers' compensation. Anne worked on the case and got it done. Throughout the entire process she exhibited professionalism and empathy. She did everything possible to expedite this case, which was very important as this man was totally without financial resources other than his pension and was unable to work. Thank you for providing outstanding customer service. You handled a difficult situation with ease and made this customer very happy.

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
published by the
Office of Retirement
Services,
Department of Management
and Budget, State of
Michigan

RETIREMENT PLAN (PROGRAMS)

TO WHOM IT MAY CONCERN:

THIS CORRESPONDENCE IS IN RESPONSE TO THE ATTACHED - LETTER/ DOCUMENTS FROM MR. PHIL STODDARD, DIRECTOR OF MICHIGAN OFFICE OF RETIREMENT SERVICES.

TO BE CANDID, THIS IDEA IS UNIQUE AND I HOLD YOU IN HIGH ESTEEM FOR YOUR INTEREST AND EFFORT REGARDING THE PLAN, A JOB WELL DONE.

Director:
Phil Stoddard
Edited by Customer
Education

Thanks for reading!!



Mr. Helgeson,
Thank you so
much for your kindness
and help.
God bless you,

It will always
be remembered.

Sincerely,

Karla

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.