



ORS Look Out

Year 2000



294 Days

March 26, 1999

Volume 2, Issue 17

DMB's mission: To support the business operations and objectives of state government

The week of March 15, all Department of Management and Budget employees attended a briefing by DMB Director **Janet E. Phipps**. She outlined the department's future direction and focus, and emphasized delivering services to our customers that are "second to none."

The department's mission, vision, values and expectations were explained in detail by members of the DMB Leadership Team.

"The Vision is "Excellence in Service—Partners in Progress."

The department values are:

- ✧ Respect for each team member and customer.
- ✧ Commitment to the delivery of quality services.

- ✧ A solutions orientation and a willingness to change.
- ✧ Professional and personal growth.
- ✧ Openness, fairness, and honesty in words and deeds.
- ✧ Input and opinions of each team member and customer.
- ✧ Teamwork through the sharing of ideas and resources.
- ✧ Having Fun.

The expectations are:

- ✧ Work every day to ensure the success of each other and our customers.
- ✧ Participation of every employee as a member of the DMB team in support of the department's mission, vision, values and expectations.
- ✧ Treat every team member and customer with respect.

- ✧ Participation in professional and personal growth opportunities.
- ✧ Communicate openly, honestly, and effectively.
- ✧ Add value to our customers through the services we deliver.
- ✧ Work in partnership with those we serve to better meet their needs and assist them in achieving their program outcomes.
- ✧ Demonstrate accountability through financial stewardship and ethical behavior.
- ✧ Evaluate our progress objectively, acknowledge measurable successes and make changes where needed.

The next issue of the *LookOut* will discuss the key issues teams and explain their role.

New process will speed years-of-service letters for State employees

State employees requesting a years-of-service letter can now receive it much faster, due to a change in the process used to generate the information in the letter. Gathering the data on an employee's work history used to require pulling the employee's file and manually

checking the service hours data in the file.

Joanne Busley, Angela Gilmore, Judy Simon and Audrey Smith were members of a Reengineering team in January of 1998 to identify and plan for a Data Purification project to

evaluate the service credit of up to 60,000 State employees.

See *New Process* on Page 3

Thought for the Day

Happiness is not a station you arrive at, but a manner of traveling.

—Margaret Lee Runbeck

“Shadow” project will benefit all

A project between the Customer Information Center (CIC) and Operations Divisions began Monday, March 22, 1999, and will last for eight weeks. This is an opportunity for Operations staff to shadow, learn from, and share talents with staff of the CIC, as well as provide telephone assistance. The Special Projects Unit is assigned the first week.

Eight Operations leadership teams, each consisting of two members, have been created. Each Leadership Team will work in the CIC during their assigned week. In addition to the leadership teams, other Operations staff will have the opportunity to work in CIC.

Grace Bonofiglio and **Dick Pennington** are the first leadership team assigned the week of March 22.

Gretchen Wojtysiak was the first staff member to participate. She says, “I really enjoyed my time that I spent in the CIC. I have gained a lot of new appreciation for the CIC staff after spending a complete eight-hour day in there. Their job is not an easy one; it is very fast-paced and it requires you to be at the top of your game throughout the entire day. Each call you take is very important and you

must treat the first call in the morning with the same amount of interest and enthusiasm that you treat the last call you get at the end of the day . . . no matter how tired you may be. They have a tough job and they do a great job at it!!! I have really learned a lot about them in just one day and I appreciate the chance to have done it!”

From the CIC side, **Tony Contu** states, “It’s good to know that the work we do is appreciated by others in the organization. Other Operations staff will get a chance to experience the ‘front lines’ and maybe one day CIC staff will be able to spend time in the Operations Units so we can support each other during peaks in ORS business. Spending time with the different units gives each of us a better understanding of what really is involved in the retirement process.”

Next week a new Leadership Team will step in.

Retiree newsletter

Connections, the semiannual ORS retiree newsletter, was mailed with March warrants and EFT statements. All staff should have received a copy of the newsletter by now.

This issue contains a financial summary of each system for

fiscal year 1998, as well as other articles of interest to our retirees. Articles in this issue provide tips for a healthy retirement, promote Electronic Funds Transfer (EFT), provide general assistance with legal affairs, reassures retirees of our Y2K readiness, and announces our redesigned website.

Tech picture board debuts

Which Automation Services Division (ASD) Microcomputer Tech is on duty in ORS? Now, thanks to the Tech Display Board on the front of the Tech room door on third floor, you know.

Joanne Busley and Student Assistant **Michelle Clark** created the picture board. The Tech on duty simply moves his picture from the bottom of the board to the upper area under the heading “ASD Tech On Duty”. Incidentally, to get Tech help, just e-mail or call ASD Support.



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New Process

Continued from Page 1

Several months ago, a Data Purity Team, lead by **Grace Bonfiglio**, reviewed the records of approximately 25,000 State employees—those with the most years of service and closest to a potential retirement.

The Data Purity Team verified the accuracy of the data in these records and made any adjustments needed to the on-line records. Those employees whose records were purified were listed in Process 009 by name and Social Security number, with a special coding to indicate they were purified.

Staff processing years-of-service letters for State employees can now check this listing first to see if the records were purified. If so, there is no need to request the employee's file. Avoiding the time delay waiting for a file to be pulled is the first time

Reminder

Mark your calendar for the All Staff Meeting on Tuesday, March 30. See you at the State Police Academy auditorium at 1:00 PM sharp!

and resource savings. The years of service letter can be generated from the data on SRS (State Retirement System) without having to make any adjustments to the figures. Because the data does not have to be verified or recalculated at this stage, additional time and resource savings accrue.

ORS used to provide all employees requesting a years-of-service letter with a year-by-year breakdown of their service history, rather than an accumulative total of their years of service. This sometimes created an overload of information for the employee and resulted in additional questions. Now the employees provide the total amount of service, with some additional information about how the service was calculated and sources for other information.

This new process has substantially reduced the time required, overall, to respond to State employees' requests for years of service letters. In the past three months, turnaround time for State employees' years-of-service letters has decreased from an average of 26.9 days to 9.9 days in February! This is a substantial benefit to our customers!

Changes in State employees service credit purchases

At the March 4, 1999 State Employees Retirement System Board meeting, the Board adopted policy changes that will impact active Defined Benefit Plan participants' purchases of service credit. These policy changes do not affect participants in the Defined Contribution Plan.

Effective October 1, 1999, State employees will be allowed to purchase service credit buy-ins without being vested. However, the purchased credit will not be included in their total years of service until they meet the minimum vesting requirement. Previously, all State employees were required to be vested prior to buying credit to supplement their earned service credit.

Currently, the cost of certain purchases is 13% of annual salary times the number of years being purchased. Under the new plan, the cost will be variable based on the member's age as of October 1 in the year in which payment is made.

For more information see the *Change in the Cost of Purchasing Service Time* form (R194G) enclosed with this issue.

Comings and goings in ORS



Mary Ann Vicini

Mary Ann Vicini is the new manager of Claims Processing in Operations. She brings with her more than eight

years of production and marketing management experience in the credit reporting industry, and an educational background in business management.

Judith Workman's last day in ORS was March 19th. She has returned to her former position in the Department of Lottery.

EMPAC celebrates St. Patty's Day

It wasn't just Spartan fans wearing green on March 17th. The Employee Activity Committee (EMPAC) added to the St. Patrick's Day fun for ORS staffers with a little guessing game. The one coming closest to estimating the number of chocolate coins in a jar won the treats.

The number of coins in the jar was 288 and **Suzanne Wright** guessed 290 to take home the sweet reward.

The runner-up, by way of the miracle of modern technology, was **Doug Davidson** in the Holland Customer Outreach office. A digital picture of the jar was

placed on a shared drive so the Outreach offices could participate. Doug's guess of 293 only missed by five!



A picture of the jar, posed with a ruler, helped long-distance participants make a guess.

This Scramble will leave you feeling warm all over

Once again your friendly Scramble Editor has bad news to report. It seems that two Eskimos sitting in a kayak got chilly. But when they tried to warm the craft, it caught fire and sank — proving once and for all that you can't have your kayak and heat it, too. You, on the other hand, can have your cake and eat it, too, as you will see when you solve this issue's Scramble.

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The unscrambled posters will be on display next week on first and third floors of the General Office Building.



neo fo fiels eteragst slure . . .
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itlhg shortena taph hottiwu
higtbenrig royu now.