



# ORS Look Out

Year 2000



210 Days

June 18, 1999

Volume 2, Issue 23

## ***ORS unveils Mission and Vision statements***

On Wednesday, June 16, members of the Strategic Team met to finalize the Mission and Vision statements of ORS. Members of the team brought comments from other ORS staff members to the table.

The meeting included looking

at everyone's general comments. From looking at the general comments it was evident that there were specific themes that encompassed many of the ideas and comments presented. From these themes the team proceeded to finalize the Mission and

Vision statements. There was a lot of discussion and in the end, the group was able to agree.

The team used the following definitions to help them finalize the statements:

Mission: A clear statement of

*See Mission & Vision on page 2*

## ***Customer-focused organization requires a plan***

This is the final installment of a six-part series highlighting the message our Director, **Chris DeRose**, brought to us at the March 30th All-Staff meeting. Previous installments covered the future of ORS, our progress toward meeting our Organizational Goal, the need for excellent customer service, the function of strategic planning, and using technology as a tool. This segment focuses on one of the important initiatives that has begun. Take some time to review his message and see how you can be a part of implementing some of the key initiatives he discussed.

"We continue to find ways to recognize the good work done by individuals in this organization. No one sees all the good things that each of you does. We have the Outstanding Service award, and that should continue. It is fun each time this award is passed on as there is an outpouring of praise for the person. What we want to start today is 'employee of the moment' recognition. We have created 'WOW' cards. You can use the 'WOW' card to recognize someone in ORS or outside for some action that is worthy of recognition.

"An example from the

wonderful world of Disney. . . One of the janitors at the resort noticed that an employee of the resort had stopped on her way to a meeting to pick up a piece of trash and placed it in the trash bin. The janitor presented the employee with a 'WOW' card because she went out of her way to do something extra. The employee was surprised that this seemingly small effort was noticed, but more importantly, she indicated that it felt great to be appreciated.

"Remember: It only takes a 'little bit' to make a 'big difference.'"

## ORS unveils Mission & Vision statements

*Continued from page 1*

an organization's purpose, a description of why it exists, or the rationale for why it performs the functions that it does.

**Vision:** A description of what an organization should look like once it has successfully implemented its strategies and achieved its full potential.

And now, the final Mission and Vision statements: **(drum roll please...)**

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

**Vision: Fast, easy access to complete and accurate**

**information and exceptional service.**

The Strategic Team appreciates all who took the time to consider what our Mission and Vision statements should be, and provided their comments. Not everyone's comments could be included in the final statements, but all were considered.

## ORS taking on new plans

Efforts are underway to have ORS administer the State Employees' Defined Contribution and Deferred Compensation plans (401K and 457 plans) which are currently handled by the Department of Treasury. This transfer requires an Executive Order from Governor John Engler to proceed.

At this time, the Department of Management and Budget is working with Treasury to finalize the details of the transfer. No specific time frame has been set

for the transfer of responsibilities to take place.

### **Hot off the press!**

A big round of applause goes to **Rosemary Baker** and **Robert Glennon** in Communications for the new Public School Employees *Retirement Guidelines* booklet. Rosemary wrote all the words and Robert designed the cover. The June 1999 edition was printed this week. But the current supply is still good and should be used up first! Great job, Rosemary and Robert!

## Comings & Goings in ORS



**John Donovan**

John Donovan began June 14 as Customer Accounts Manager in Operations. He previously worked for Employment Group and spent 10 years in management with Michigan State University.

## ORS Calendar

ORS Casual Days .....	June 18, 25, July 2,9,16,23, 30
Public School Board meets .....	June 18, July—no meeting
Pension Paydate .....	June 25
Independence Day holiday .....	July 5
State Police Board meets .....	July 15
State Employees Board meets ..	July 22, August 12
Pension Paydate .....	July 24
ORS Picnic .....	July 30
Judges Board meets .....	August 10
DMB Picnic .....	August 11



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## Spotlight on Office of Retirement Services Board members

### **Diana R. Osborn, Public School Employees Retirement System Board President**



**Diana R. Osborn**

As a member of the board since 1993, Ms. Osborn says she “enjoys having the ability to see first hand

how both sides of the retirement system work—i.e., actives and retirees—and using this knowledge to make an impact and a difference.”

The Dean of Administration for Muskegon Community College, Ms. Osborn is responsible for the Operations of Muskegon Community College including Human Resources, Purchasing, Communications, Physical Plant and the Muskegon Center for Higher Education. She serves as the Affirmative Action Officer for the College, and is the compliance officer in matters pertaining to the Americans with Disabilities Act, Section 504, Title IX and other standards and laws promulgated by various regulatory agencies such as OSHA.

Ms. Osborn also serves on the executive board of the

Muskegon/North Ottawa County branch of the American Association of University Women and is a representative on the state AAUW board. She is a member of the education committee for and a representative on the Michigan Community College Health Coalition.

In her free time, Ms. Osborn enjoys gardening, especially her perennial gardens. She says she was instrumental in the formation and maintenance of a sensory herb garden on the Muskegon Community College campus. She also enjoys bird watching, walking, cross-country skiing and raising Siberian huskies. Ms. Osborn lives in Muskegon with her husband and three huskies. Mr. and Mrs. Osborn have one son and one grandson.

### **James R. Snody, Jr., State Police Retirement Board Member**



**James R. Snody, Jr.**

Appointed to the board two years ago to represent retirees, James R. Snody says, “After having served 25 and one-half years within the

Department of State Police, my membership on the Board keeps me in contact with current and retired members. I enjoy that relationship.”

Lt. Col. Snody was the Deputy Director of the Support Services Bureau at the time of his retirement. The Bureau is comprised of eight divisions: Budget Office, Central Records Division, Criminal Justice Data Center Division, Emergency Management Division, Management Services Division, Michigan Law Enforcement Officers Training Council, Personnel Division and Training Division. In addition to his present position on the Retirement Board, he serves as secretary of the Lansing Chapter of the International Association of Torch Clubs.

He enjoys building furniture, golfing, hiking, and canoeing. He does volunteer work in Charlotte, where he lives, and takes care of 9,000 trees he has planted over the past three years.

### ***Thought for the Day***

People forget how fast you did a job; but they remember how well you did it.

—Howard W. Newton

## New Foundation team begins work

For the past several months the New System Search Project Leadership Team, comprised of **Chris DeRose** and **Ginger Bomar** from ORS and **Rose Wilson**, DMB Chief Information Officer, and **Dan Lohrmann**, Director of Automation Services Division (ASD), has been working with **Ken Theis** and **Pat Maltby**, a consultant from EDS, on ORS's new system search project. Using technology and information systems, this project will enable ORS to improve services to our customers now and respond to increasing demands in the future.

The team first examined the working relationship and processes between ORS and ASD to identify areas that must be improved to insure the success of the project. This was called "fixing the foundation." Just as you'd fix a house's foundation as the first and most important step in rebuilding, the team believes we need to dramatically improve the way we do business together as the first step in the new system project. They have

collaborated to redefine, at a high level, how ORS and ASD will work together in the future to achieve success.

On July 12, 1999, a team will begin work to design, develop and implement new roles and responsibilities, processes and metrics between ORS, ITR and ASD. They're expected to complete the work within 90 days, at which point the new roles and responsibilities, processes and organizational structure will be implemented. Critical resources within the two organizations have been assigned to insure success. The team members are **Fred Covert**, **Murphy Cutler**, **Andy Daignault** and **Judy Simon**. Ken and Pat will be working closely with the team as facilitators.

Director Chris DeRose states, "Rebuilding the foundation is a critical step in the future success of ORS. We appreciate your interest and support for the New Foundation Team. We will communicate with you at key junctures along the way."

## MIP mailing goes out

The Member Investment Plan (MIP) for Public School was amended last year by legislation to allow a limited window of opportunity for certain Basic plan members to enroll in MIP. It allows persons employed in a MPSERS reporting unit for a year or less during 1987, '88 and '89 and not thusly employed between October 1, 1991 through December 31, 1992 to enroll during a 180-day window.

An ORS team comprised of **Matt Beha**, **Michele Childs**, **Lois Musbach**, **Mary Picken**, **Carla Price**, **Phil Stoddard** and **Ken Wright** identified 5,500 employees potentially eligible to participate. The Internal Revenue Service approved a plan allowing participants to make payments to MIP with tax-deferred dollars. An information mailing went out this week to reporting units. An enrollment mailing is being prepared for employees eligible for the MIP Window.

## Put on your thinking cap and solve this Scramble!

Your friendly Scramble editor has been wondering whether meteor showers are how stars clean themselves. Perhaps he'll never know. But he does know that solving this issue's Scramble could make your day go better.

So give it a shot. If you get stuck, talk it over with the other members of your team.

The unscrambled poster will be displayed next week.

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