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Actives selected for miAccount pilot group

A mailing will soon go out to 1,500 active members selected from the public schools, state employees, and state police retirement systems asking them to take part in the miAccount pilot group. The letter includes their personalized member ID and encourages them to set up an account and explore miAccount's many features.

Retirement planning just got easier

The above **flier** will be sent to the pilot group, and at some point to every potential miAccount user, to encourage use and create awareness. Check your mailbox soon for a copy!

miAccount gets rave reviews from users

"Cheers and congratulations to you and your colleagues. miAccount is GREAT! Thank you for doing this, it makes a lot of things a lot easier. Another fine job by ORS!! Your team continues to be a model for the state of Michigan!"

"miAccount is awesome, I love it! it is a great improvement, now I feel like I have control ... WOW, cool!"

"miAccount is absolutely fantastic. Kudos to Director Stoddard and staff for this mighty fine tool that gives me access 24/7. You folks did good! Thanks and I'll leave the light on for you."

"Just a note to say thank you for the terrific miAccount site. I sure hope you see a reduction in your workload as a result, it's a great resource for the user. Thanks!"

business briefs

Insurance address changes

Effective March 31 we are electronically updating insurance carriers with retiree address changes from Clarety once a week. This new process eliminates manual work by staff – no more tickets to the insurance area to change an address in Clarety and no more sending paperwork to update carriers!

Roth 401 (k) Contributions Guide

On April 3 all 401(k) and 457 plan participants were mailed a publication called *Your*

On the Horizon

- ORS Tiger's Game Day, June 25

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 Benefits
DC	Defined Contributions
DIT	Department of Information Technology
DMB	Department of Management and Budget
EPC	Executive Process Council (<i>Phil, Laurie, Tim, Anthony, and Kathy</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
STG	Systems

Guide to Roth 401(k) Contributions. This guide explains how the new Roth 401(k) works and who might benefit. Participants can make changes online at <http://stateofmi.csplans.com> or by phone at (800) 748-6128 starting April 21, 2008.

Questions should be directed to CitiStreet or your tax advisor.

Small increase, big payoff

Effective April 6, state employees received a two percent pay increase. This is a perfect opportunity for 401(k), 457, and Roth 401(k) participants to increase their contributions without "feeling the pain." A small increase in contributions now can make a big difference at retirement. Increase your contribution by visiting the [CitiStreet website](#) or by calling the CitiStreet information line at (800) 748-6128.

Severe Weather Awareness Week – April 6-12, 2008

Governor Granholm declared April 6-12, 2008, Severe Weather Awareness Week in Michigan to encourage citizens to learn more about protecting themselves and their families from the dangers of severe weather. Severe weather can strike quickly; review the severe weather packet, memo, and bulletin delivered by DMB to make sure you're prepared.

Employee values score big

Results from the Employee Values Survey show that DMB employees ranked themselves as demonstrating the values 96.5 percent of the time or more! The findings are based on a follow-up survey conducted five years after the Governor rolled out of the Vision and Values. Check out the [PowerPoint](#) and [Excel](#) survey summary sheets for more detailed findings!

All Staff is almost here!

Mark your calendars for the next ORS All Staff Meeting, Tuesday, April 29, at 9:00 in Conference Room A. More details from the planning team are coming soon!

Reminder: All Staff Questions for the EPC Wanted! The All Staff Planning Team would like your questions for the EPC to be addressed during the April 29 meeting. You can provide your ideas in the cans located around the office, or [offer them online](#). Please submit your questions by close of business today, Friday, April 11.

Earth Day - are you doing your part?

For several years, the Green Team has implored ORS staff to consider recycling. However, we still have a long way to go – plastic bottles, aluminum cans, and newspapers continue to show up in trash bins. If you think recycling is too much of an effort, consider these facts provided by [Recycling Rules](#):

- **Recycle your newspapers!** To produce each week's Sunday newspapers, a half million trees must be cut down. Recycling a single run of the Sunday New York Times would save 75,000 trees.
- **Use tote bags!** Only 700 grocery bags come from one 15-year-old tree. That is one supermarket's use in an hour! Imagine how many supermarkets there are in the U.S.
- **RECYCLE!** The U.S. is the #1 trash-producing country in the world at 1,609 pounds per person per year. This means that 5 percent of the world's people



Think you can't do it? McDonald's saves 68 million pounds of packaging per year just by pumping soft drink syrup directly from the delivery truck into tanks in the restaurant instead of shipping the syrup in cardboard boxes. If they can do it, you can do it!

	Technology Group (Web self-service contract vendor)
T&T	Tools and Technology
UAT	User Acceptance Testing

generate 40 percent of the world's waste.

- **PRECYCLE!** (don't buy anything over-packaged or that can't be recycled)! Out of every \$10 spent, \$1 goes for packaging that is thrown away. Packaging represents about 65 percent of household trash.

Stay tuned for a message from the Green Team on a **free "green" gift**, compliments of our CitiStreet partners, and an opportunity for you to start recycling!

Our garden blooms again

Spring is here! Just take a look at the ORS garden. **Michelle Thompson**, one of the original ORS gardeners and current caretaker, shares: "I look at the ORS garden and wonder how anything beautiful can grow in there? Then I notice small stems coming up through last year's dead leaves and realize it is alive again and that spring really is coming! I stood and watched a mole making its way through the garden; stopping along the way to check out the new growth."

Staff have added many varieties and colors that make the garden enjoyable all season long. Everyone who comes through the front doors of our building can appreciate the "living" service we have planted.

If you would like to help with tending the garden, or have anything you would like to plant, please contact Michelle.



Reserving ORS equipment

In need of a laptop computer or projector for a meeting? Reserve equipment through GroupWise proxy by following the simple, illustrated procedure, Reserving Equipment, found in the Knowledge Library (article # 235096). Once you've made the reservation, equipment can be picked up from the cabinets next to pillar B5.

Contact **David Travis** (322-6848) or **Travis Peake** (322-6071) if you need assistance.

Cheese anyone?

Additional copies of *Who Moved My Cheese* are available while quantities last! This essential book about change helped us prepare for the Vision ORS project when it first began in 1997. It helped staff focus on quick and easy success during changing ORS times.

Laurie Hill commented: "'If You Do Not Change, You Can Become Extinct.' Wow! This was a powerful message for me. A lesson I learned from *Who Moved My Cheese?* is that it is important to anticipate change, keep things simple, be flexible, and move quickly. The book is a great, short read for anyone who experiences change. As our 'cheese' moves at work or at home, it provides valuable lessons we can apply so we can experience success. I highly recommend it!"

If you would like a copy of *Who Moved My Cheese*, email [ORS Supplies](#) by April 25 and include your mailbox number in the body of the email.



Comings & Goings

Ryan Earl began his student position in BPD on April 7. Ryan is a Central Michigan University political science graduate who recently moved to Lansing with his wife and their soon-to-be five-month-old son. He is currently applying for graduate school and hopes to attend Michigan State University. In his spare time, Ryan enjoys fishing for salmon and steelhead in Manistee County and looks forward to taking in a game or two at the Luginuts Stadium when the warm weather arrives.



Ryan Earls

BPD said farewell to **Adrienne Johnson** on her last day, April 3.

Kudos to staff



Joan Schneider: I want to thank you again for being so quick and willing to drop everything and take a load of materials downtown for a larger-than-expected crowd of state employees attending a retirement seminar. Our presenter, Josey, was very grateful and you can be sure the many customers were happy too. Thanks again for exceptional service!



Customer Education: Now that I'm working on phones I have to tell you I love the website! It's really easy to find things quickly. I can have people on the phone and navigate with them to find forms or health insurance info.

Anyhow, now that I'm working with it I can see what a great job you all have done! Thanks for making my job easier as well helping the member!



Jessica Cain helped me locate a POA earlier this morning. As always, she and the rest of the **Process Support staff** are very accommodating and I appreciate it. Keep up the good work!

To everyone at ORS: A retiree since 1982 called to tell us how wonderful the

retirement system has been for he and his spouse. He wanted me to tell you all "Thank you"!



This is to let you know about the superb task **Debra Grescowle** did in arranging appointments and identifying topics for discussion regarding ADA compliance. And on top of it all, she made the entire process fun from my perspective. Working with her was a pleasure because of her enthusiasm for and engagement with the project.



I would like to thank **Nancy Zalewski** for the prompt and professional processing of my retirement application. I appreciate her calling before hours while she was in training to let me know she was getting my insurance in place for the appointment I had. Everything seemed to go smooth and I appreciate the great work she did.

I wanted to let you know about the great questions and the desire to perform at a superior level that I witnessed from **Fred Covert, Brian McLane, Connie Morse, Lois Musbach, Ann Schneider, Jon Seeger, and Kerrie Vanden Bosch.**

In summary, I witnessed all six of the DMB values being exercised by all of the ORS people with whom I came in contact yesterday. It is a privilege and pleasure to work with the ORS team.



Mike Goodman helped me when I had a problem with my mother's Blue Cross. He was so helpful and so kind and gracious and I couldn't thank him enough so I thought I would let you know what a find job he did.

We often forget to say thank you to those who help us the most, but I wanted to.

Clarissa Sheler

WOW - now that was speedy service!! They are already uploaded on the site. Thank you so much for your quick delivery!



Angela Bryan and **Robin Keene** were very nice and very helpful. I appreciated their help.

A customer wanted to let you know he really appreciated all of **Erik Ferden's** help with his insurance situation and getting his new spouse coverage. Great work, Erik!



Joy Bartell



I received a phone call Friday from a very happy customer from Detroit Public Schools. You went the extra mile for him when he had trouble registering online, and he wanted to let me know how satisfied he is with your excellent service and professionalism.

I believe you always go the extra mile, and that you could deliver bad news to a customer and they would still feel well-served. Thank you for representing ORS so exceptionally well!



Robert Glennon: I REALLY like the Purpose Statement banner. It is very rich looking - great work!

Michelle Thompson

I started a new job last pay period and I wanted to say thanks. It has been great working with you. Coming from an HR Office I don't think TDPs have ever run so smoothly, you have done a wonderful job!!!



Rosemary Baker, Tom Zack, Kris Morris and Angie Schrauben

It was a pleasure working with all of you on this project. It is the nature of project training to be tough and you have all shown your flexibility, good natures and willingness to work through issues, which I appreciate tremendously.



Judy McLean: A member just called to say thanks for such a wonderful job. Her issues are finally resolved!

Drew Gilliland: Just wanted to say thanks for the quick turnaround and for doing such a nice job on the labeling and printing of the documents I requested. It would have taken me weeks to get these done myself in between other items.



A customer called and wanted to make sure that I thanked **Sally Jiminez** for helping her out yesterday. She feels the Sally went above her job duties and assisted her in a kind and friendly manner.

Erica Waltmire: It's hard to express gratitude in words for a job so well done, and so at-the-last-minute, but this is an attempt to do that! Even though your involvement was unexpected, you went above and beyond by not only making the revisions to the tables but also inserting them into our document and finalizing the document's

format! Excellent job on your part! It helped us provide a better-looking product. We appreciate your help tremendously - thank you!



Charla Drysdale

A member wanted me to tell you how much she appreciated your help. Her EFT failed and you gave her some peace of mind and guided her through the replacement process and timeframes. Great job!



A customer wants us to give **Julie Myszak** a pay increase. Julie helped her with some very frustrating divorce issues. Julie did a fine job and was helpful, way to go, Julie!



Awesome work, **Kim LaClear!!!** This article contains valuable information for all of our staff and I really appreciate how quickly you were able to pull everything together.



Cathleen Curran

I wanted me to let you know that I received my UBI bill and am very thankful for all of your help, you saved the day!!!! I really appreciate that you took the time to help me understand the TDP process and clarify what I needed to do.



Mary Anderson was just wonderful! We spent a lot of time on the phone and she got the benefits switched over and everything ran smoothly.



**PLEASE
HELP**

Take a minute to help us improve our publications. Circle your rating for each item.
After reviewing *After You Retire: What Every Pension Recipient Should Know*.

	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE
I understand what happens next regarding my pension payment.	1	2	3	4
I understand what happens next regarding my insurance enrollments.	1	2	3	4
I understand what, when, and how to report changes that affect my benefits.	1	2	3	4
The <i>After You Retire</i> booklet was clearly written and easy to understand.	1	2	3	4
The <i>After You Retire</i> booklet answered all my questions.	1	2	3	4
The <i>After You Retire</i> booklet is useful to me.	1	2	3	4

Comments/suggestions for improving this booklet: Working with The MI ORS
has been simple, easy, organized and
efficient. Everyone is so helpful and
friendly! Thank you!

Thank you for helping ORS evaluate this publication.
A small box for a card to return and simply drop in a mailbox, postage paid.

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

Director:
Phil Stoddard
Edited by Customer
Education

Thanks for reading!!



Dear Cindy --

As always, THANKS VERY
MUCH for the QAFR for MPSEES
2007 FY. I know it was worth
the wait and I am VERY im-
pressed with the report AND the
improvement in interest income.

What a marked improvement. We
both know there is plenty of \$ spent
for Investors/brokers and the economy
has so much to do with results.

Nevertheless, I am pleased.

for taking
so long to get it.

Director Stoddard has stepped in and
in one hour mined a beat. Good Job--

Thanks to Everyone!

Keep up the GOOD work!

Sincerely --
U.P. Connection -- Bob Thibault

Tax Day Is near

Since the tax overhaul of 1954, April 15 has
been the date when income taxes are

usually due. Taxes have become such a common part of our lives, it is hard to imagine that, at one time, there was no income tax in the U.S.

The government collected the first income tax during the Civil War. The tax was repealed ten years later. President Grover Cleveland tried to start up regular yearly income taxes in 1894, but the Supreme Court ruled it unconstitutional. Finally, in 1913, the 16th amendment allowed the federal government to tax the income of individuals. From that point on, Congress has legally collected taxes on incomes.



If you are interested in a more in-depth history of the U.S. tax system, read the [U.S. Department of Treasury Fact Sheets](#).

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.