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Out with the old, in with the new CSC staff focused on July 1 applications

Closing out retirement applications has taken on a whole new feel in the Customer Service Center this month! The public school reporting units are responding well to the new online report tool and filing their Final Payroll Detail reports steadily.

So far, over 3,000 applications for July 1 retirements have been received and set-up in Clarety. Employer response has been positive with over 20% of the Final Payroll Detail Reports already filed.

"Except for some questions on what's super longevity, I have received nothing but good feedback [from reporting units] and anticipation for future enhancements," said **Anne Watros**.

The next step is for CSC to process that information; and the processing is very different this year than in previous years. **Mary Lowry**, assisted by **Brenda Prast** and **Lila Christiansen**, led extensive training in May for everyone who is either processing or auditing applications this year. But after just a few days of processing the new way, several staff members raised questions about the right methods to use and when. The supervisors acted quickly and pulled groups of people together to revisit the process, identify concerns and resolve them. Mary quickly created appropriate training sessions to tackle the remaining issues that staff had.

"While timely processing is a key business goal for CSC, our commitment to quality has not changed," said **Letitia Levi**. "We have trained over 20 people to close out applications in the new process and we will remain very attentive to their concerns so we continue to produce the best possible product."

Some of the efficiencies gained from the new process are:

- For all retirements with effective dates past July 1, there will no longer be an FSA review process or workflow.
- Reduced scanning and indexing.
- Tougher scrutiny during the set-up process results in faster close-out processing.
- Information provided by the employers is validated before it's submitted for completeness and format.

Employers were vocal during the first few days and Employer Reporting staff spent several days reminding payroll officers to use their Reporting Instruction Manual (RIM). Customer Service Center and Employer Reporting staff continue to work with employers as they become familiar the new system.

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SERS Board Meeting	30

On the Horizon

- Detroit Tiger's Game - August 4
- 19th Annual ORS Golf Outing - August 7
- DMB Golf Outing - August 20
- ORS Picnic - August 20

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 Benefit
DC	Defined Contribution
DIT	Department of Information Technology
DMB	Department of Management and Budget

Retirement: expanding the context

Last week, the National Public Radio show *All Things Considered* ran a series that examined [The New Future of Life After Work](#). Although the title seemed to promise a bit of prognostication, the week-long series was centered on happenings in the here and now.



As in all media these days, the talk is about the sour economy and about dour projections for the future. Even with the gloomy outlook, however, this series is well worth reviewing.

Here is a sampling of retirement timing facts from the series:

- More than half of workers age 50 and older have considered delaying their retirement.
- In April, a survey conducted by the Pew Research Group revealed that only 13% of workers said they were very confident they were saving enough money for retirement.
- The definition of retirement is changing: on average people will reenter the workforce two years after their initial retirement.

And on individual retirement investment portfolios:

- The average retirement portfolio is down 18% since 2008.
- The Hewitt consulting firm estimates that the average 55-year-old American worker will need to work an additional two years to make up investment ground lost in 2008.
- That same 55-year-old worker could make up that ground by saving an additional 12% per year until age 65.

CBT opportunities

To help satisfy your Competency Based Training (CBT) requirements check out these free training opportunities:

Civil Service

The online library has training materials on an array of topics including customer focus, human resources, information and analysis, leadership, quality, results, strategic planning, and training.

ORS seminars

Attend (and assist) a Public School Employees Preretirement Information Meeting (PRIM) or State Employees Preretirement Orientation (PRO) presented by ORS CE staff. This can be as easy as walking down the hall for a video conference, sitting in your pajamas participating in a webinar at home, or visiting other meeting sites near you (such as Charlotte, Flint, Grand Rapids, Kalamazoo, or the Michigan Library & Historical Center). Contact Customer Education for more information or visit the websites referenced above.



Reminder: Some of these meetings are held after normal business hours and may require travel. Work with your supervisor if you'd like to attend a meeting.

EPC	Executive Process Council (<i>Phil, Laurie, Tim, and Anthony</i>)
EPO	Executive Process Owner
ER	Employer Reporting
FLB	Forms, Letters, and Barcode
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

QuickKnowledge

An online tool that offers free self-learning courses on presentation skills, basics of business writing, managing stress, and much more. The Microsoft Office Live Meeting Web Seminar Archive offers various online seminars about customer service, leadership, and other topics. The sessions are about an hour long and require Real Player or Microsoft Media Player to view content along with headphones or speakers to access the audio portion of the seminars.

DMB Organizational Development

Brush up on computer skills by signing up for free computer courses taught by DMB Organizational Development staff. For a schedule of upcoming classes, log in to the DMB intranet site, click on Employee Services, than select Organizational Development.

ING partners receive certification

Congratulations to our ING partners, **Lynne Bemrose, Eddie Carrington, Heidi Schiller, Kathy Van Fossen, and Colleen Beaumont** who received their certification as investment advisers this Spring.



The Uniform Investment Adviser Law Examination known as the Series 65 exam is a self-study course, which covers information on securities and investments, retirement plans, risk strategies, laws, anti-fraud, and the Patriot Act. The exam is made up of 140 questions and participants are given 3 hours to complete it. Though the exam certifies each participant as an investment adviser, the knowledge gained will be evident in the Advanced Investing and Advisor Service classes hosted by ING. ING requires presenters to continue their education in order to better serve our members.



Share your favorite July 4 cookout recipe!

Just in time for your fourth of July cookout, the *LookOut* is planning an online gallery of recipes for the next issue. But there is a special ingredient twist we want with the recipe... we want you to tell a very short story on why it's a favorite recipe! Maybe it evokes special memories. Maybe it's a family tradition. Maybe it was a once-in-a-lifetime event. Your story doesn't need to be elaborate. A short paragraph is perfect. It might even be as long as one sentence, something like "My mom makes the worlds greatest rhubarb pie with rhubarb picked fresh from our garden." Your *LookOut* staff will compile the recipes and the stories after you email them to ORS-LookOut@michigan.gov by Thursday, June 25.



on Marc Olenzak

Spotlight is a way for ORS staff to share their non-work related activities and hobbies. Email ORS-LookOut@michigan.gov with your article ideas about you or your coworker.



Marc Olenzek is retiring effective July 1st. Marc Olenzek worked for Michigan Department of Information Technology with the Application Support Team for over 12 years. He has been a programmer and developer working with Customer Education, and much of his work was related to developing databases and web pages as well as special queries. Prior to working for ORS, Marc worked at a hospital in Mt. Clemons.

What's next for Marc?

Marc plans to spend much of his time during retirement volunteering for local charity organizations as well as traveling overseas to aide less fortunate communities. He is also looking forward to finishing many home projects and doing plenty of relaxing.

Remember to wish Marc the best of luck in retirement. His last day is June 25.

A message from Oris Rocks!



DMB Mission:
Partners in achieving excellence

ORS Purpose:
We are an innovative retirement organization driven to

A Pure Michigan Father's Day



Looking for something to do for Father's Day? Why not visit the [Pure Michigan website](#). Just type in Father's Day in the search box and see what fun events await you in your own back yard.

empower our customers for a successful today and a secure tomorrow.

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Thanks for reading!!



Comings & Goings

BPD welcomed **Jennifer Adams** on June 8. Jennifer is originally from Kalamazoo and recently moved to Lansing from Rochester Hills where she worked at the U.S. Corporate Headquarters for Volkswagen Group of America. Jennifer attended Western Michigan University and successfully completed the environmental studies program.



Jennifer Adams

We bid farewell to **Jill Foreback** on June 12. She is relocating to Ionia where she has accepted another state of Michigan position.

Oldsmobile car show at the GOB

The world's largest one-day [Oldsmobile Car Show and Swap Meet](#) is coming to Lansing, Saturday, June 20, from 9:00 a.m. to 3:00 p.m. in the parking lot of our very own General Office Building. The event is hosted by the R.E. Olds Chapter of the Oldsmobile Club of America and will feature the Old's Rocket V-8 engine and showcase over 500 Oldsmobiles from over 100 vendors. For more information about this Saturday's car show visit <http://www.reolds.org/>.



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.