



ORS Mission:

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

ORS Vision:

Fast, easy access to complete and accurate information and exceptional service.

ORS Calendar

November

America Recycles Day 15th
Pension Pay Date 25th
Thanksgiving Holiday 28th - 29th

December

State Employees Board Meeting 3rd
Public School Employees Board Meeting 5th
Holiday Party 17th
Pension Pay Date 18th
Christmas Holiday 24th & 25th

Michigan ranked second in the nation for e-government



On Wednesday, November 13, **Governor John Engler** announced that the Digital State 2002 survey

rated Michigan second in the nation for the state's impressive record of using digital technology to deliver high quality, convenient services to citizens and businesses. Michigan has received top tier ratings for the past five years in this study conducted by the Center for Digital Government and The Progress & Freedom Foundation.

"This high ranking confirms what hundreds of thousands of our customers have known all along," said Governor Engler. "By breaking usage records virtually every day, we know that our customers agree that digital government in Michigan is the best in the nation."

ORS customers agree. Since unveiling a newly reformatted website in May 2002, ORS has received numerous compliments

from customers who enjoy this tool. On average, more than 20,000 visitors browsed the ORS website each month. According to **Connie Morse** of Customer Education, during the weeks before and after the enacting of the 2002 Early Out legislation, "the website was very helpful in keeping customers informed of late breaking news, answers to frequently asked questions, Early Out seminar locations, and a newly implemented Early Out Benefit Estimator."

Categories in the survey included Electronic Commerce and Business Regulation, Taxation and Revenue, Social Services, Law Enforcement and the Courts, Digital Democracy, Management and Administration, Education, and Geographic Information Systems (GIS)/Transportation.

Michigan received a top five ranking in four of the categories, including a number one ranking in Social Services. The state's score of 89.2 far outpaced the national average of 65.4.

SPOTLIGHT

on Lila Christiansen

Lila Christensen has been with ORS since 1994. In the past eight years she has served in various capacities, including her current position of Claims Processing Supervisor. While Lila enjoys her work here at ORS she has another activity outside of work that has captured her heart.

In Fall of 2000, Lila was desiring to give more of herself back to her community, but wasn't sure how she should do it. On a weekend drive back from up-north, she said to her husband, "I think I want to be a child advocate." While she had the name of what she wanted to do, she had no idea what a child advocate did, or was.

The next day she opened up her hometown newspaper and saw a big article that said, "Child Advocate Training to Begin." She just knew that she had to get involved.

For the past two years Lila has been one of 11 child advocates volunteering with the Eaton County courts. She works with children who have been placed in foster care because of abuse or neglect and the families of these children. Her job is to meet with the children, par-



Lila Christiansen

ents, teachers, and anyone involved in the case. Because the Family Independence Agency (FIA) social workers are spread so thin, the judges involved take Lila's recommendation for resolution very seriously.

Recommendations can include returning the children to their parents, keeping them in foster care, petitioning for psychological services, and parenting classes. Ultimately the children are returned to their parents, adopted by a more stable family, or put in long term foster care.

In the past two years Lila has handled two cases and worked with three children. She says, "Every child has a right to grow up in a safe environment. They are so precious. When they aren't being taken care of someone needs to step up to the plate and take care of the little dudes!"

If you'd like more information about becoming a child advocate contact Lila. She'd love to tell you how you too can make a difference for a child.

Reminder:
Flexible Spending
Account deadline
for signup is today,
November 15.

e-Government

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Overall, Arizona was ranked number one, Michigan second, and Washington, Illinois, and Wisconsin rounded out the top five.

For more information visit www.Michigan.gov. A complete report is available at: <http://www.pff.org/publications/DS2002FINAL.pdf>.



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Comings and goings in ORS

ORS welcomes the following temporary employees: **Kelly Epheridge, April Marolf, and Jessica Thelen.** They began working in the Benefits Management process on Monday, November 4.

Christy Demshuk's last day with ORS was Tuesday, November 5. We wish her well in her future endeavors.

Balance Score Card

The Balanced Score Card (BSC) helps us navigate our way towards our ORS Strategic Goals. See if you can find these BSC terms in the puzzle below.

O S U C O F S E G A N A M C P
 P M R G N I N R A E L R B O E
 T D E V E L O P M E N T E M V
 I I L L Y T I L A U Q M S M I
 M N I A X L T C K X P R H U T
 I T A I N P A Y U L O T W N I
 Z E B C I R T U O S W S E I S
 E R L N A O C Y D O T M O C O
 S N E A T C E S R I N O L A P
 L A V N N E P G D O V C M T B
 O L I I I S X U R E Z I W E S
 O A S F A S E I E X E B D Y R
 T S I S M R V T R A I N I N G
 Y G O L O N H C E T Y G W L I
 Q I N V E S T A B L I S H T X

COMMUNICATE
 CUSTOMER
 DEVELOPMENT
 EMPLOYEE
 ENVIRONMENT
 ESTABLISH
 EXPECTATIONS
 FINANCIAL
 FOCUS
 GROWTH
 INDIVIDUAL
 INTERNAL
 INVEST
 LEARNING

MAINTAIN
 MANAGE
 NEEDS
 OPTIMIZE
 ORS
 POSITIVE
 PROCESS
 QUALITY
 RELIABLE
 TECHNOLOGY
 TOOLS
 TRAINING
 VISION

The Thanksgiving story

Did you always believe Thanksgiving started with the Pilgrims and the Native Americans, and that was that? Well then, read on:

- There is no evidence that the first Thanksgiving was thanksgiving at all. In fact, it is thought that two years after the first meal, they called it a thanksgiving feast because, after a drought, it had rained and they had a harvest. This established a custom for New Englanders to celebrate annually after the harvest.
- The thanksgiving feast idea caught on, but in different states at different times and for different reasons (for battles won during war, ratification of the Constitution, etc.)
- In the mid 19th century Sarah Hale led a movement to establish Thanksgiving as a national holiday. President Lincoln proclaimed the last Thursday in November to be Thanksgiving Day in hopes of boosting the Union's morale. After the Civil War, Congress made it national holiday but the South didn't want to be a part of it. Southerners felt the North was imposing their customs on the South and didn't participate. However, at the turn of the century, the holiday's emphasis on home and family appealed to them and took root.
- As the twentieth century wore on, retailers used the holiday to kick off the Christmas season by sponsoring parades. Football also became a holiday tradition.
- In 1939 President Roosevelt shifted Thanksgiving from the last Thursday to one week earlier at the petitioning of retailers. Opponents called it "Franksgiving" and continued to celebrate on the last Thursday. He later admitted that it was a mistake and signed a bill establishing the fourth Thursday of November as the national Thanksgiving holiday, which it has been ever since.

So now you have something else to discuss over turkey and cranberries. Happy Thanksgiving!

ORS Emergency Information

With the departure of Early Out retirees and staff changing offices, ORS has some new safety monitors. Below is a complete listing of monitors, along with the location of first aid kits and fire extinguishers. Please make note of this information for use in an emergency. You may even wish to tear it off and post it in your work area.

Michele Childs, Head Monitor; Lisa Schmidt, Alternate Head Monitor			
Monitors	Pillars or Area	First Aid Kit	Phone #
Bill Motz Patsy Burhans	Customer Accounts Pillars: G1 - G4, F1 - F4	#3 Pillar G4	21041 26891
Amanda Huhn Dick Pennington	Pillars E1 - E4		26072 25451
Angela DeRose	Pillars D1 - D4, C1 - C4	#2 Pillar C1	21308
Kris Morris Veronica Tsai	Pillars B1 -B4, A1 - A4	#1 Pillar B2	25196 26519
Rosemary Baker Connie Morse	Communications staff offices, Directors' offices, central conference rooms, Crossroads	#6 Pillar C5	25884 26133
Fred Covert David Travis	Pillars A5 - A7, B5 - B7	#7 Pillar B6	26086 26848
Dan Norberg	Pillars C5 - C7, D 5 - D7 Including AG office & Resource Center	#8 Pillar D5	26152
Janet Darling Ann Beach	Pillars E5 - E7	#5 Pillar F4	26241 26139
Mary Picken Sylvia Maat	Pillars F5 - F7, G5 - G7	#4 Pillar F6	26015 26085
Joan Schneider Mary Sheltraw	3B Records Area	#9 3B Pillar G9	26868 26720
Meg Leonard Anthony Estell	3B BPO Project Area, Covansys Staff	#10 3B Project Team Room	26042 26035
Fire extinguishers: Generally located in the center of the wing (two on each side of the Director's offices) and at each entry/exit point. Pillar Locations: A4, C3, C5, E3, E5, and G5			
Monitor Responsibilities: Make sure the assigned area is evacuated in case of tornado and fire drills as well as being a contact should someone in their area be injured or ill.			
Staff Responsibilities: In case of fire, immediately evacuate the building. In case of tornado, immediately go to center hallway (stay away from windows.)			

EMERGENCY PROCEDURES

Fire – Should you discover a fire in the GOB, you should call 21693. After reporting the location of the fire you should immediately evacuate the building by heading to the nearest stairwell. **Do not try to use the elevators.** Once outside, move a minimum of 100 feet from the building. Do not return to your workstation until the all clear is given. **Note:** Portable fire extinguishers are intended for use on small fires only, and are not considered to be a significant fire fighting aid. Use good judgment to determine if the use of these extinguishing devices is warranted or safe.

Tornado – The DMB Central Control Area monitors the National Weather Service radio frequencies continuously. Should weather conditions warrant, the GOB Facility Manager will notify building personnel of a tornado warning. In the case of a warning, you may hear the Civil Defense siren sounding outside the building and the Facility Manager will issue directions for you to proceed to the nearest sheltered area of the building. **Do not try to use the elevators.** Do not leave the building. Sheltered areas are located in the **inside** hallways of all three floors of the GOB – away from any glass. Stay away out of the mailroom, Central Perk, and the reception area. Do not return to your workstation until the all clear is given.

Medical Emergencies – If you or someone in your area becomes ill or suffers an accident and requires medical attention, call 21693 for an ambulance. State the location and nature of the problem. Keep the individual comfortable until trained personnel arrive. **Do not transport the individual to the doctor or the hospital yourself.**