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Public school statements delivered in record time

Thanks to extraordinary dedication and teamwork, we were able to mail over 200,000 *Member Statements* to active public school employees during the week of August 11 – nearly three months earlier than ever before!

How many ORS partners does it take to deliver *Member Statements*? Nine.

Thank you to Customer Education, Customer Service Center, DIT Application Support Team, DMB Consolidated Print Center, DMB Mailing Services, DMB Print and Graphic Services, Employer Reporting, Benefit Plan Design, and the public school reporting units, whose great teamwork allowed us to deliver a record number of *Member Statements*. Their efforts will continue as we move forward delivering approximately 75,000 more statements through the end of 2008.

Go Team! While preparing the statements, many of these partners also worked closely to create a letter and coordinate a mailing to over 30,000 state police and state employees to deliver their Member IDs.

What does it take to create and deliver statements? Teamwork ... and lots of it!

The list below highlights responsibilities of each partner when it comes to timely delivery of member statements:

- Reporting Units: Each of our 700+ employers submit their wage and service reports in a timely fashion.
- ER leads and coordinates the *Member Statement* process, requests the file extract, validates the accuracy of the file, and approves the statement templates.
- CE updates language, creates the statement templates, coordinates the print and mailing specifications for statements and the *PROactive* newsletter insert, ushers the process to meet deadlines, edits the member website, and coordinates other updates for internal documents related to the statements.
- CSC reviews and approves language to ensure it will meet customer and staff needs. CSC also created a special call center comprised of staff from throughout ORS, to handle anticipated miAccount inquiries.
- BPD prepares a spreadsheet and transfers the file output to an Access database for testing and validation by ER staff.
- DIT Application Support Team monitors the data extraction process and also assists with paring the file down to include only those accounts eligible to receive

<u>Website</u>	
<ul style="list-style-type: none"> • Knowledge Library 	
Commonly Used Acronyms	
AST	Application Support Team
BLA	Business Leadership Assembly (<i>EPC, BPOs, and BPLs</i>)
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
EPC	Executive Process Council (<i>Phil, Laurie, Tim, and Anthony</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
T&T	Tools and Technology
UAT	User Acceptance Testing

a member statement.

- DMB Consolidated Print Center programs the data fields for each template (this requires four templates with 53 fields each, just for public schools) and prints the statements using the data compiled from the Clarety extract.
- DMB Print and Graphic Services prints *PROactive* and delivers it to Mail Services to be inserted with statements.
- DMB Mailing Services inserts the statements and newsletter into window envelopes, applies postage, and sends out to the U.S. Mail.

Is that it? Nope, there's more on the way!

As more schools submit their records we will continue to send *Member Statements* to approximately 75,000 additional public school employees. In November we will begin mailing over 30,000 statements and newsletters to state police and state employees, following the steps listed above. Preparation for this has already started. Statements for Judges are scheduled to begin mailing in February.

Congratulations to everyone who played a role in providing excellent service to our members.

CEM reports ORS provides good service at low cost

Every year ORS participates in a survey conducted by Cost Effectiveness Measurement, Inc. (CEM), to find out how we are doing relative to other retirement systems of similar size.

Recently the EPC, BPOs, and BPLs attended a presentation to review the results for fiscal year 2007. CEM congratulated ORS for being a low-cost system that provides efficient service to its members considering the complexity of the programs we administer. The following are highlights of the survey results:

- ORS is a large system that includes 541,735 active members and retirees, compared to our peers with a median of 425,100 active members and retirees.
- ORS operates efficiently, administering 4,459 active members and retirees per employee, the highest ratio in CEM's universe of 78 global clients.
- We provide our services at a low cost. Overall, our per-member cost is \$45, compared to our peer's median cost of \$76 per member.

BPOs are reviewing CEM's report, looking for possible FY09 business plan initiatives. If you're interested in more information about the CEM study, please contact your BPO or BPL.

Thanks to everyone who helped complete the 2007 CEM survey, and to BPD's **Joe Osentoski** who compiled our information for CEM.



Summer Retirement Application

This year, 3,619 public school employees submitted retirement applications with a July 1 effective date. Last year we processed 4,118 retirement applications with a July 1 date. As of July 30, staff completed processing 2,719 of this year's applications.

Comings & Goings



John Buchholz

Michael Kanuszewski

Dave Mogle

John Buchholz joined the Operations Team in AST on August 4. John, a Morrice resident, is attending Lansing Community College and is studying computer network systems. In addition to working here and going to school he is also spending time working with the infrastructure team at Ryder Logistics where he deals with parts sequencing for General Motors.

BPD welcomed back **Michael Kanuszewski**, student assistant, on August 4.

Dave Mogle, a contract employee through Thompson Reuters (our medical database administrator), arrived on August 11 and will be working with the ORS healthcare team. David lives in downtown Lansing with his wife, Amanda, and their daughter, Anna. He's a 2006 graduate of Michigan State University with a bachelor's degree in Latin. Some of his interests are literature, music, web application design, and craft beer.

Staff on the move

Sandy Blommer accepted a promotion in CSCs Resources section. Sandy brings with her 11.5 years of ORS experience and a wealth of knowledge. Congratulations Sandy!

Green Scene

The average person generates about 4.5 pounds of trash every day. However, waste isn't our biggest impact on the planet – Americans use at least twice as much water and energy per person compared to everyone else in the world.

Because water and energy are both becoming very scarce commodities, consider the three simple steps the green book recommends for you to make the biggest positive planetary impact with just a little bit of effort!

1. **Take a shorter shower.** Every two minutes you save on your shower can save more than 10 gallons of water. If everyone in the country saved just one gallon from their daily shower, over the course of a year it would equal twice the amount of freshwater withdrawn from the Great Lakes every day.
2. **Set your thermostat a degree higher for air-conditioning and a degree lower for heating.** If you do so, you can save \$100 per year on your utility bills! If every home in America turned the dial, we could save more than \$10 billion per year on energy costs. This is enough money to provide a year's worth of gasoline, electricity, and natural gas to every person in Iowa.
3. **Recycle.** If everyone in America recycled paper, plastic, glass, and aluminum products, we could decrease the amount of waste sent to landfills by 75 percent. Currently, it takes an area the size of Pennsylvania to dump all our waste each year.

DMB Mission:
Partners in achieving
excellence

These simple steps are easier than you may think. Keep reminding yourself of the huge impact you can have on the entire planet by making a few small adjustments to

your daily routine.

Source: [the green book](#), by Elizabeth Rogers and Thomas M Kostigen.

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!!



ORS picnic reminder

You're Invited!

If you haven't yet RSVP'd for the picnic please do so by COB Monday, August 18. Food will be ordered based on your RSVP. So, RSVP if you want to eat.

Also, we are asking all staff to consider bringing a dessert. If you bring a dessert you can enter your name into a drawing for a prize.

RSVP online by clicking here.

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.