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Calendar

January

State police board meeting	24
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- On the Horizon**
- State employees board meeting - February 7
 - Central Perk Cleaning - February 13
 - Valentine's Day - February 14
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Commonly Used Acronyms

AST Application Support

The Freedom of Information Act at ORS

Because ORS is a public body, all of its documents (whether written or electronic) are considered public record. This includes email, Siebel interactions, faxes, letters, and even notes in the margins of a form or notebook. If a member of the public requests any of this information, it's considered a FOIA (Freedom of Information Act) request.



By law, ORS has five business days to respond to the request (which can't be made verbally). It's the FOIA coordinator's job to manage this process.

When you're interacting with a customer, how do you know what's considered a FOIA request? Take a look at these scenarios, and then check your answers at the bottom of the LookOut.

1. You get an email from Dr. Smith. At the end of a sentence in the middle of the email, Dr. Smith writes, "so just send me a copy of my file."
2. You get a fax from someone who claims she knows Kevin Goodwin is a retired state employee and he recently hit her car. She states, "pursuant to the Michigan Freedom of Information Act, send me Mr. Goodwin's home address and social security number so I can sue him."
3. While taking a call from Rose Tyler, Ms. Tyler asks for a copy of all of the correspondence she has had with ORS over the last 7 years.
4. You read a message on the miAccount Message Board from a member who has logged in. The message accuses ORS of giving his cat fleas, eating all of his bologna, and hacking into his email account. His last sentence is, "I demand you send me all email received from me."

If you have any questions or want more information about the FOIA process, email [Juren Ekwejunor-Etchie](mailto:Juren.Ekwejunor-etchie@ors.org).

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ORS presents at MSBO, again

For more than 75 years, the Michigan School Board Officials (MSBO) has been working to improve school leadership and management in



	Team
BLA	Business Leadership Assembly (EPC, BPOs, and BPLs)
BPD	Benefit Plan Design
BPL	Business Process Leader
BPO	Business Process Owner
CE	Customer Education
CS	Customer Service
DB	Defined Benefit
DC	Defined Contribution
DTMB	Department of Technology, Management and Budget
EPC	Executive Process Council (Phil, Laurie H, Laurie M, Anthony, and Kerrie)
EPO	Executive Process Owner
ER	Employer Reporting
ORS	Office of Retirement Services
PRIM	Preretirement Information Meeting (public school employees)
PRO	Preretirement Orientation (state employees)
PS	Process Support
SME	Subject Matter Expert
UAT	User Acceptance Testing

Michigan, and ORS has been a presence at many of their conferences and training events. Last week was no exception, as **Steve Crippen**, **Angie Schrauben**, and **Andy Kolp** presented to more than 350 MSBO members on the changes to reporting requirements now that PA 300 has gone into effect.

“ORS partners with several education administration organizations, but the partnership with MSBO is perhaps the most important,” explained Angie. “Our participation in MSBO events helps us better understand employer and member needs, and helps put a face on our organization. “School business officials are the ones who are involved on a daily level in the reporting requirements to ORS,” added Steve. “We want to make sure they understand the rules and processes, so that our members, their employees, get the retirement benefits they earn.”

Next up, ORS will be presenting several regional MSBO meetings in February and March.

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140 character limit: social media project for ORS begins

Beginning this month, ORS is working with Accenture to evaluate the potential of using social media as another way we communicate with customers.



The first step is to get a handle on where we are now. To do this, **Nat Sheppard** from Accenture conducted interviews with representatives from every process. The topics included current approaches to social media, brand guidelines, policies, content management, and more.

Results from these interviews were organized into groups representing the business outcomes that social media could help us achieve. For example, it may be possible for us to use social media to improve our customers' knowledge, increase the number of people using MiAccount, or even to reduce the volume of an existing process.

We're currently in phase 2, where Accenture will work with ORS to prioritize these outcomes, and create a map that demonstrates how different social media channels (Facebook, YouTube, Twitter, etc.) could be used to achieve them.

Stay tuned for more updates as the project moves ahead. If you have any questions about the social media initiative, contact [Ian Broughton](#).

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- **Innovate and Improve Customer Service**
- **Best In Class Business Practices**
- **Instill Confidence in Staff Through Quality Communication**



Engagement Survey

The next round of the ORS Engagement Survey for all permanent, part-time and student employees will begin Monday, January 28. Previous results can be found in the Knowledge Library, CE Now, Surveys tab.

New email address for letter pull requests

ORS-CS-Letters@michigan.gov has been set up to handle letter pull requests for CS staff if a letter was generated accidentally or with an error; for other staff, continue to email **Rosemary Baker** and **Carolyn Parkinson**. Check the KL for the updated

- Engage Top Talent to Realize Potential
- Continuously Renewed Business-Driven Technology
- Build Business Capacity Through Education and Development
- Proactive Policy Development and Legislative Strategy

procedure.

New working after retirement rules for public school retirees

Legislation passed in December that changes the working after retirement rules for public school retirees. A work team of **Steve Crippen, Ray Fleming, Amy Wheeler, Angie Schrauben, Kerrie VandenBosch, Lois Musbach** and **Laurie Mitchell** are working on the details of how to implement this and how to communicate the changes to members and employers.

Changes to the pension tax

Legislation passed in December relieves the military retirement retirees of pension tax starting with January 1, 2012. It also changes the tax provisions for state police retirees beginning January 1, 2013. **Steve Crippen** kicked off this effort last week and is working with Treasury to understand the changes and see what changes need to be made at ORS to support them.

Record call volumes in CS

The week of January 7 was a week of record call volumes for Customer Service with a peak of 4,026 calls handled on January 9. While many of these were due to reform, many were also the new insurance rates that go into effect with the January pension check. Total call for volume that week alone was 16,726 calls. Kudos to the CS analyst and supervisor team for shifting resources and to the staff who jumped on the phones and fielded the calls.

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Kudos



Kudos to **Dan Norberg** on his role in assisting with the ICE process for 2012. Dan's contribution to the ICE process was fundamental in meeting the shortened deadline. He played an integral role in providing structure and organization to the process. Thanks to Dan's efforts the process was smooth and we were able to meet our deadlines.

Thanks to **David Mogle, Cherie Vaughn, and Nate Parrish** for all of your data queries during the reform effort! Data and information is so critical to the success of these efforts, and we truly have a strong data team at ORS! You guys ROCK!



Kudos to **Joy Bartell** from Ellen Hoekstra of Capitol Services: "Joy did her usual phenomenal job at the CSR (Coalition for a Secure Retirement) workshop and remained a substantial length of time after her presentation to answer questions. We really appreciate her!"



A retiree called our office today inquiring about his Equated Plan option. He stated that **Angie DeRose** couldn't have been more helpful if she tried. She went out of her way to assist and answered questions that he never thought to ask. She was very professional and efficient. He also went on to say the folks at ORS are all the greatest.

Kudos goes out to **Jeanne Fox** and **Nicole Dumond** for their help in resolving a disability issue. Both ladies took to the tasks and had it completed and audited accurately in supersonic speed. Both the member and her attorney were very grateful.



Kerry Daudlin from Livingston ESA said that **Andy Kolp** did a fantastic job last night and she was so impressed that you answered every question during the seminar and also stayed late to answer more questions at the end.



A public school employer called to give rave reviews for **Katie Little**. They were very appreciative for her patience and assistance.

Many thanks and kudos to **Ben Southwell, Johnny Moore, Joe Osentoski,** and Mike Surfass for their assistance in getting members' accounts validated and corrected so they could make their reform elections at Thursday's computer lab in Detroit. Those customers were very appreciative of your great service and I am extremely thankful for your help.



Kudos to **Tabatha Surfass**. Tabatha helped me with documents for public school reform under a tight deadline. On short notice,



Tabatha was able to quickly suggest language and run it by others in CS to make sure it made sense. Thanks, Tabatha, for being able to help on short notice.

Kudos goes out to **Don Williams, Angie DeRose, and Doug Murray** for their recent help in testing the new Clarety health care changes for public schools. Your help and flexibility in this effort was greatly appreciated! Thank you! .



Thank you to **LuAnn Kern** for developing a presentation used by Employer Reporting. LuAnn, thanks so much for all your help! You've asked some great questions and provided much value to our presentation. We really appreciate the time you've taken to assist us as well as make our presentation better!

Thank you to **Sandy Blommer and Tim Droste** for pitching in to help with a rare military active death. They jumped in with their knowledge from state police retirement and resolved my issue. Thank you and happy holidays for your team work!



A letter came in from a member stating how excellent **Daryl Brock** with a walk-in member. He had a big concern with his son being on the insurances. Daryl was empathetic with the situation. The member stated, "He understands ORS prides itself in its client service and Daryl exemplifies this effort."

A member called to verify his direct deposit form was received. He was very impressed with **Mike Bates and Dora Komaromi** stated they delivered very excellent customer service. The member was very grateful for the exemplary assistance! Great job Mike and Dora.

A member wanted **Jose Flores** to know that she "was very pleased with Jose

ORS Purpose:
We are an innovative retirement organization driven to empower our customers for a successful today and a secure tomorrow.

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calling and helping her out." He was very informative. She went on to say we have very nice and helpful people that work here. Thank you Jose.

A member took the time to leave a message and about what a wonderful employee **Amanda Coulter** is. He said she was very competent, professional and pleasant on the phone and that it is very hard to find all those great qualities in one phone call. Thank you Amanda for all you do!

Management and Budget,
State of Michigan

Director:
Phil Stoddard
Edited by Customer
Education

Thanks for reading!!



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Answers to the FOIA questions

1. Yes. Since the request is in writing, forward Dr. Smith's request to the FOIA coordinator.
2. Maybe. Some information cannot be requested through FOIA. In these cases, forward the request to the FOIA coordinator.
3. No. Because the request was made verbally, it is not an official FOIA request. Inform the customer that she must put her request in writing.
4. Yes. Though the message may be odd, this is still a FOIA request. Forward it to the FOIA coordinator.

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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.