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Employer Reporting rolls out new job aid

Public school reporting units have received a new guide, *Introduction to ORS Reporting*, intended to give recently hired payroll staff an overview of the reporting process and its importance to the members whose wages, hours, and contributions they report each pay period. **Mary Staley** from ER, and **Amy Buttery** and **Ben Southwell** from CE worked together on this project, with valuable input from **Kay Johnston** and **Deb Lawrence** of the ER web reporting team.

Rather than a strictly “how-to” approach, the guide provides the big picture of retirement reporting, with an overview of concepts such as compensation and benefit plans and an explanation of records and payroll reports. It then refers readers to the relevant chapter of the *Reporting Instruction Manual (RIM)* for more detailed information. In addition, the guide introduces the numerous resources ORS has in place to assist them, including the *RIM*, the Employer Information website and the Employer Reporting website.

[Calendar](#)

September	
State employees board meeting	25
End of state fiscal year	30
October	
State police board meeting	2
MSU vs. U of M	25
Boo Day	30
Halloween	31



As a follow-up to this guide, reporting staff will have the chance to go over this material in a webinar, *ORS Reporting 1: Introduction*, the first in a series of trainings offered to payroll staff to assist them in understanding and following the sometimes complex rules of reporting. Mary and Amy will present a “walkthrough” of the Employer Reporting website and answer participants’ questions.

The new guide and the webinar are the first in a planned series of training modules to cover all aspects of reporting, intended to reinforce and support. Tutorials, webinars, and other job aids will be offered to train payroll staff on subjects such as the Final Payroll Detail, Employer Statements, and other reporting topics.

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- [On The Horizon](#)
- Election day - November 4
 - State employees board meeting

ING is now Voya Financial™

As of September 1, ING’s name has officially changed to Voya Financial™. Many references to ING have been changed, but work is still being done to update all references. The State of Michigan 401(k) and 457 Plans website has also changed to stateofmi.voyaplans.com. The old address will remain active until fall of next year.

- November 6
- Veteran's Day
- November 11
- Public school board meeting
- November 13

-  Quick Links
- [ORS Member Website](#)
 - [ORS Employer Website](#)

 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
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



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Do you tweet? ORS to launch Twitter Account

Back in early 2013, ORS worked with consultants at Accenture on a social media strategy and an implementation plan. The first phase included launching Facebook in August of 2013, which has been a success by every measure. We have learned a lot about how to converse with our members online and what's on their minds. Our audience on Facebook has skewed older, primarily age 50+, 75 percent female and mostly Defined Benefit members.

In our next step, ORS will begin tweeting under the handle @MichiganORS on Oct. 1. Our strategy for Twitter will be different than our Facebook strategy. Our focus will be on members age 49 and under who have a DC component to their retirement plan. We'll also be sharing infographics about ORS and job postings with non-members who are interested in retirement issues.

Just as a reminder, our policy for staff participation with ORS social media accounts is that all replies and comments come from the official account. We encourage staff to follow our account, but please do not favorite, reply to, or retweet our tweets. We would like our metrics to reflect interactions with our members and the larger public. See you in the Twittersverse!



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Want to volunteer at ORS events?

From the All-Staff meetings, to the Bring Your Child to Work day activities, to the Michigan Harvest Gathering, you could choose to participate in a variety of events and activities. Please complete the Interest Survey using the steps below. And remember, it's always open, so please feel free to enter or update your interests at any time.

If this is your first opportunity to volunteer, please [click here](#), and then "Respond to this Survey" and let us know what you'd like to do.

If you have previously responded to the survey and would like to update your preferences or add new ones, please follow these steps. [Click here](#). Then click on "Show All Responses" link under the survey name. Next, click the "view response" link and then "edit response" in the row above. When you're done, go to the bottom

ORS Strategic Intents



- Forge Operational Excellence
- Instill Customer Confidence
- Engage Hearts and Minds

of the page and click “finish.”

Thanks for your participation! When opportunities arise, you'll be considered for the activities you selected and you will be notified. Please know that while you have expressed your interest, your participation is not guaranteed.

If you have any questions about the opportunities listed, or if you experience any issues accessing the site, please contact **Kris Morris** at morrisk1@michigan.gov or **Nate Parrish** at parrishn@michigan.gov.

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What's up with all the process posters in the hallway?

As part of an ORS-wide training initiative, all ORS business analysts and process owners are provided a chance to attend a two-day Process Mapping training. What is Process Mapping? It's a way to visually display all of the inputs, outputs, and decisions made from the start of a process until it's completed. It helps identify gaps or delays in the process that might otherwise be overlooked.

As part of the training, attendees were given an assignment to improve a process. They used process mapping techniques to get a better understanding of how their selected process works today, to identify potential risks, and propose new ideas for improvement tomorrow.

The posters on display document the activities or steps each individual or group considered while working on their assignments.



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business briefs

2014-15 insurance rate sheets online and in Clarety

The new insurance rate sheets for state employee and state police pension recipients are posted on the [Employee Benefits Division website](#), and are also available in Clarety, along with the judges insurance rate sheets. Upcoming Preretirement Orientation meetings will have the new rate sheets in the audience packets.

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Going

AST sends their best to **Amarendra Manchinasetty** and **Sanjeev Kondal**, whose last days were September 11 & 12, respectively.

BPD would like to send the best to **Adam Perkins**, whose last day was September 5.

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Rosemary Baker

Choose a job you love, and you will never have to work a day in your life. — Confucius

It's true, I'm retiring. When I started at ORS, in April 1996, I don't think I ever thought about what it would be like to work one place long enough to retire from there.



Back then I was hired to work under **Laurie Hill**, just for MPSERS. It was a new position—Communications Representative for active members—so I did whatever needed doing at the time. I wrote letters, created single-page summaries for old Administrative Hearing files, and hammered out non-legalese language with the Assistant AG for some of our forms. I actually read and understood a lot of the MPSERS retirement act! It was challenging, interesting work.

Jeff Ellsworth, MPSERS's first comm rep, introduced me to publications and forms early on. I kept the MPSERS Retirement Guidelines updated and later created similar versions for SERS and SPRS. If I had capacity, I got to revise or create forms, which I loved doing!!

The job really started to change when **Chris DeRose** became our director a year or two later. He united all four of the retirement systems under a single “umbrella”—as the Office of Retirement Services. No more silos for us. He challenged us to accept change (any old-timers remember Who Moved My Cheese?), and led us to become a process-based organization, one of the first in Michigan’s state government I believe.

The expectations were high—provide the same caliber of service as private sector pension companies. So he set the wheels in motion to automate our processes—bring on a call center; upgrade to Clarety; change employer reporting from quarterly to pay periods; accept electronic payments from reporting units; just to name a few, and my favorite, introduce FLB—Forms, Letters and Barcodes!

I can never thank **Laurie Mitchell** enough for tagging me to work with **Angie Schrauben** on FLB. It required a complete shift in thinking about forms, moving from two-dimensional paper documents to dynamic, almost fluid electronic documents. Working with AST and our contractors, we created documents with content that could expand or shrink based on the information a specific customer needed. I was in “logic-heaven” figuring out how to have text populate (or not populate) based on widely different member scenarios, and still have it look good when it printed!

Those who know me are very much aware of my passion for forms and FLB work, and I’m thankful for the opportunity to do this challenging, interesting, ever-changing work that I loved. I’ve been fortunate to work in an environment where we were encouraged to take advantage of the latest technology and be on the forefront of our industry. It’s a large part of the reason I stayed at ORS and in the job classification I started in.

I’ve felt there was always something new and different to learn; challenges to overcome; plus each day’s work was a little different. I’ve loved my job and I’ve loved coming to work (well maybe not all the time – we did have those difficult years of back-to-back-to-back reforms and early outs and short staffing and long hours). Has it been stress-free? Absolutely not! But I’ve been able to work with incredible, dedicated, caring, loving people over the years, many who are like family to me. They have supported me during difficult times, through health issues and family losses, but we’ve also celebrated a lot of joys along the way – weddings, births, graduations, new job opportunities, and just life.

My days here at ORS are almost over. I’m ready to join my husband, Ross, in retirement and spend time traveling and visiting with family and friends across the US, and more time with our daughter, Christina. I know it will be different, and I’ll miss the people here—the laughter and the stories, the celebrations, and all the good eats. But I’ll still be around, so keep in touch (and keep those pension payments coming!!).

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Thanks to Lisa Schmidt for sharing her picture for our *LookOut* banner!

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.

**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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