



April 18, 2014

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Email the LookOut Staff

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Find Your Healthy Fit and Insurance Audit stunningly successful

In the last *LookOut*, we talked about the end of two projects, Find Your Healthy Fit, and Insurance Dependent Audit. The final results are in, and both projects were stunningly successful.

Through the efforts of the project managers, **Bianca Torres** (Find Your Healthy Fit) and **Kara Gross** (Insurance Dependent Audit), more than 1,000 people were either removed from our insurance enrollment or actively chose coverage more suitable for their families! With the Find Your Healthy Fit project, we also communicated with 17,000 families valuable information about their health care options.



Congrats to Bianca, Kara, and the other ORS staff who made this project a success, including **Fred Covert, Sean Douglass, Martha Mackie, Ryan Marr, Carolyn Parkinson, Amy Price, and Krystal Strachan.**

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Calendar

| April | |
|----------------------------------|----|
| Easter | 20 |
| Earth Day | 22 |
| Administrative Professionals Day | 23 |
| All-Staff Meeting | 29 |

Pillar wraps are here!

Have you noticed the new pillar wraps jazzing up the office? They're a little hard to miss ...

As we told you in the February 21 issue of the *LookOut*, the purpose of the pillar wraps is to showcase the vital roles we all play in delivering the retirement information our customers need and the retirement benefits they've earned. So not only do they make our space more fun and colorful, they help us to feel connected and care about office-wide success.

"Wait, WHAT!?! How can a poster on a pillar make me care about how successful the office is?" Click to see an expanded *I'm kind of a big deal* comic.

- On The Horizon**
- State police board meeting - May 8

- Mother's Day
- May 11
- State employees board meeting
- May 15
- Memorial Day
- May 26
- Public school employees board meeting
- May 29

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

 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 |
| CS | Customer Service |
| DB | Defined Benefit |
| DC | Defined Contribution |
| DTMB | Department of Technology, Management and Budget |
| EPC | Executive Process Council (<i>Phil, Laurie H, Laurie M, Anthony, and Kerrie</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 |
| UAT | User Acceptance Testing |

ORS Strategic Intent



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

I'm kind of a big deal.

starring
ER's Trista Stine and BPD's Katie Little & Jamie Guardiola



Employer Reporting ensures ORS has the contributions and information needed to administer retirement benefits. Yeah, we're kind of a big deal.

Wait, WHAT?! How can a poster on a pillar make me care about how successful the office is?



Trista from ER checks out her process' pillar wrap.



WASSSSUUUPPI?!
Hey Trista!

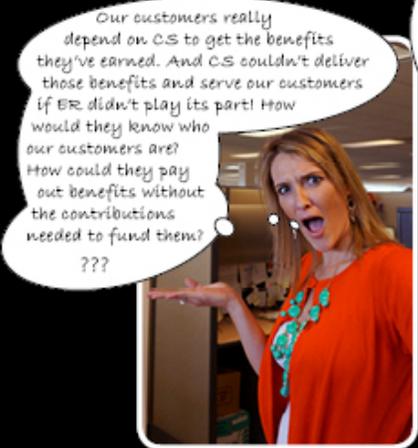
J-Dog!
K-diddles!

Trista decides to take a walk and checkout the pillar wraps in wing A.



Customer Service delivers pensions, manages retiree insurance enrollment, issues refunds, and supports our customers.

Trista stops in CS to see what they're all about.



Our customers really depend on CS to get the benefits they've earned. And CS couldn't deliver those benefits and serve our customers if ER didn't play its part! How would they know who our customers are? How could they pay out benefits without the contributions needed to fund them? ???



I do feel a little more connected now that I understand how CS and our customers depend on the work I do. We're all kind of a big deal!

I'm kind of a big deal.

Take a few minutes to check out your pillar wrap, and the wraps in other processes. How do other processes affect your work? How does your work affect them? Don't forget: You ARE a big deal!!!

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ING Open Office Hours

Join our ING U.S. partners for a sweet new reveal, and earn a casual day for stopping by!

When? Mon, April 21 - 9 a.m. to 2 p.m.
Tue, April 22 - 11 a.m. to 2 p.m.
Wed, April 23 - 9 a.m. to 11 a.m.

Where? Conference Room T

Why? Investment check-up. Sweet treats. Casual day.

1. Get help from ING staff to check your investment strategy and make changes.
2. Earn a casual day.
3. Get access to the Treat Bar on April 23.
4. Giveaways!
5. Learn about proactive steps to make your secure financial future possible.



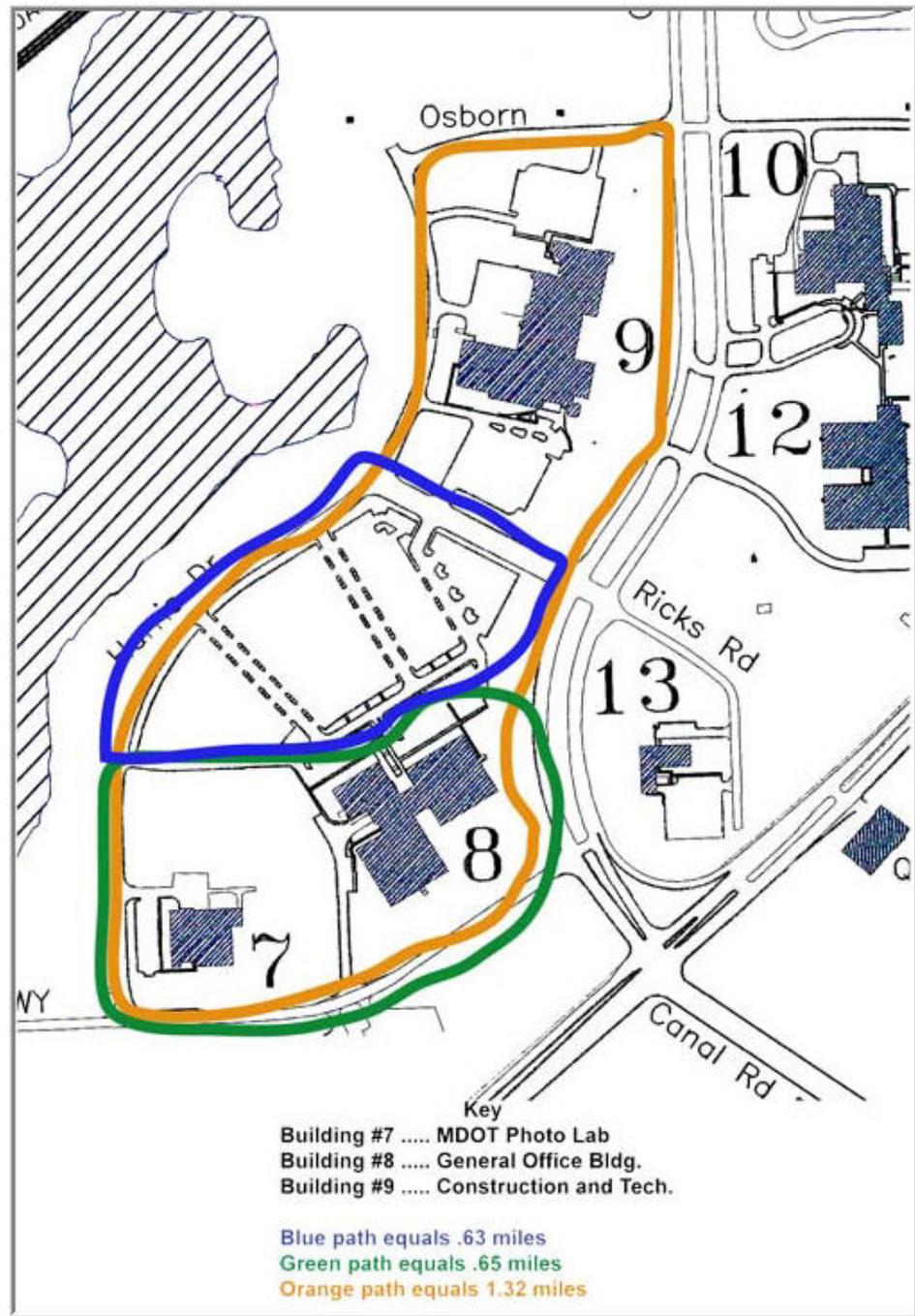
Bring your User ID and Password to log in to your account.
Work with your supervisor to schedule time to attend.

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Spring out to the walking paths

The snow piles in the parking lot have dwindled away, temps are finally getting above freezing and we can begin to put this rough winter behind us. Spring is actually here! Let's get outside and move.

Take advantage of the season on the walking paths that circle the GOB, the MDOT Photo Lab, and the Construction and Tech building. Walk with a friend or coworker, or grab some headphones and add some music to your stroll. The map below will tell you how much distance you've covered on your stress-relieving break.



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Get Fit challenge concludes

The Biggest Loser ORS style was a great success! There were 50 participants who lost a total of 204.5 pounds office wide! Keep up the good changes you made! And be on the lookout for the next big challenge from Get Fit in May!

Now for what you really want to know; who won the Biggest Loser competition? In third place is **Amy Price** from CE, who is down 6.91%. In second place is **Jennifer Dunavant** also from CS, who is down 7.36%. And our first ORS Biggest Loser is **John Schiller** from BPD who has dropped a whopping 11.93% of his weight! Fantastic job all!



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Save the date for the Spring 2014 All-Staff meeting



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ORS celebrates Earth Day on April 22

The ORS Green Team and the ORS Garden Club are combining efforts to bring you a chance to celebrate Earth Day on April 22. Enter to win 10 trees to be planted in your name in a national forest devastated by natural disaster. Look for a puzzle to be sent to you by e-mail on Monday, April 21 (so as to not waste paper!). All you need to do, if you so choose, is complete the puzzle and place it in mailbox #129 by Wednesday, April 22. The Arbor Day Foundation provides trees for this celebration program and we may be celebrating you!



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On April 15, **Kevin Kubacki** attended the Civil Service training *Conducting Performance Reviews*. This course gives managers the skills to set and gain commitment to both the "what's" (measurable goals using the SMART model) and the "how's" (competencies) ensuring they are linked to overall organizational goals.

Jennifer O'Herron attended *MISA Reinventing Project Management with Changepoint* on April 16.

On April 15 and 16, **Dustin Duprest, Robert Grescowle, Kara Gross, Meg Leonard, Marla Milton, Kristine Morris, Dan Norberg, Carolyn Parkinson, John Schiller, Tim Simpson, and Don Williams** attended Process Mapping training.

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New Clarety to Siebel Integration

On March 28 a new feature was launched in Clarety linking directly from a member's account page to the account in Siebel. The intention is to help bridge the gap between the two programs, allowing staff to simply click the link in Clarety to bring up the member's account without having to query the SSN or Member ID in Siebel. This is similar to the Worksite button in Siebel that launches Clarety, just in reverse. This update is providing faster access to member information to our phone staff and allows processors to seamlessly transition back and forth between programs without interruption.

ORS Facebook Passes 20,000 Fans

Customer Education recently emailed our active members, inviting them to join us on Facebook. This email coincided with National Employee Benefits Day on April 2. As a result, we gained more than 1,500 new fans, which pushed us well past the 20,000 fan mark. Thanks to everyone who helps develop content and answer questions our members post through social media. Our responsiveness online demonstrates excellence both to those who post and those who only observe.

Take Your Daughters and Sons to Work Day on April 24

Want to bring your children to the GOB to see what you do during the workday and participate in fun activities? The annual Take Your Daughters and Sons to Work Day is on April 24. The children must be school age and dressed casually. Please leave cell phones or games at the door. It's also open to grandchildren, nieces, nephews, and stepchildren! If you're interested, email [Jennifer O'Herron](#) by Monday, April 21.

DC statements, newsletters mailing this month

State employees, state police, and judges participating in the State of Michigan 401 (k) & 457 Plans received a statement and newsletter from ING late last week. The first quarter, 2014 State of Michigan 401(k) & 457 Plans newsletter gives information about loans, the advantages of employer matching contributions, maximizing retirement savings using the contribution rate escalator, age 50+ catch-up contributions, and more!

Power of Perspective training resumes next week

A new round of Powers of Perspective training is coming next week. Participants will have the opportunity to learn how diversity within the workplace and in their personal lives fuels creativity and innovation. Attending the Powers of Perspective training is highly recommended for those who have not done so. If you've been through the training already you may find it beneficial to attend as a refresher. Contact [Sara Hoppes](#) to register.

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Comings



AST welcomed Java developer **Jagadeesh Anne** to the team on April 7. Jagadeesh graduated with a degree in computer science from Nagarjuna U. in India and recently worked for DCH. An avid traveler, he enjoys exploring and experiencing the culture wherever he goes and always makes a point to travel to Lake Michigan when it gets warm.



AST also welcomed **Krishna Mula** to the java development team on April 13. Krishna earned a computer science degree from Jawaharlal Nehru Technological University in India and just moved from Charlotte, NC where he worked for Bank of America. He is a huge fan of Jack Bauer (from the TV series 24) and the San Francisco 49ers, and likes relaxing drives around the country.

Going

AST wished the best to **Ling Ma**. Her last day was March 28.

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Kudos



A member sent in a greeting card to thank **Randy Grundstrum** for his help. Great job Randy!

Randy
Thank you So Much
For taking the time
to solve my Problem.
It sure did make
my life much less
stressful. If by
chance you are ever
in manassette let me know.

*Thank you
Randy W. Phil
cc: [unclear] [unclear]*
*Your special ways
and generous heart
make a beautiful difference.
Thank you so much.*

Thanks Again
Diana W.

Kudos to the Get Fit team!

Steve Crippen gave kudos to the Get Fit team, "I think the Get Fit team is doing an awesome job. The events have been fun and innovative." Thank you **Lucas Cairns, Candace Clay, Dominique Davis, Jeanne Fox, Chana Lee, Andrew O'Keefe, and Heather Zaban.**



Erica Higbee received a wonderful compliment from a member who came into the walk-in office frustrated with the issues he was having with Catamaran. He stated that Erica was the first person in the process with either



organization that he felt like really listened and cared about the issue he was having and didn't just give the standard canned answers. Thank you Erica!



Johnny Moore received an amazing Kudo on Message Board. "Excellent Johnny M., that's the answer I needed. Thank you for the help. I apologize for the tone of the previous message. Tax time and it gets a little frustrating, but that's not your fault. I really needed to know why and you answered it perfectly. Again many thanks. Have a great day. Thank you Johnny!"



A member left a message on my voicemail praising how fabulous **William Roe** is. She didn't want his wonderful customer service to go unnoticed. She stated: "Kudos to Will for giving the best customer service I have received." Thank you Will!



Just wanted to pass on a nice compliment that **Sally Jimenez** received in a phone call she took on Monday. Before a MPSERS retiree hung up she stated that there should be more employees like Sally. She stated she was friendly and had good customer service skills.



A member came to the walk-in office today to drop off a form. He wanted to send kudos to **Candace Clay**; he could not say enough to express how helpful Candace was yesterday on the phones. He mentioned how informative and pleasant she was. Great job Candace!



A member wants to express how very helpful **Andrea McDonnell** was. Andrea answered all her retirement questions. She wanted to let Andrea know how much she appreciated her help and how at ease she made her feel about the retirement process. Great job Andrea! Thank you for all you do!

Amy Buttery from Customer Education gave a wonderful compliment to **Erica Higbee** after sitting with her and



observing the phones. She said that she had the “type of friendly voice and customer service skills that any one calling customer service deserves to have.” Thank you Erica!



A member wanted me to know what an outstanding, helpful, very pleasant, knowledgeable, professional employee **William Roe** is. She stated: “He is a wonderful reflection on your organization.” She wanted to share the positive experience she had while calling our office and getting the information she needed.



Kudos to **Sierra McNamara**! Sierra received a thank you for her assistance in fixing a Siebel issue.



Thank you to **Katrina Kaufman** for all of her help with the Solution Finder!



A member left a message in my voice mail stating that **Darren Williams** did exactly what they needed immediately and that we are lucky to have such a great employee. Thank you Darren!



Kudos to **David Meiers**! To quote the member: “David is one of, if not the best staff member I have spoken to at ORS!”

Thank you to **Elaine Scott** and **Lynn Stowell** for assisting with the training of the new temporary staff!

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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Director:
Phil Stoddard
Edited by Customer Education

Thanks for reading!!





A member wanted to give praise to **Shannon Prawdzik** on being so nice, gracious, and helpful. Shannon was able to resolve all of the member's issues. She stated she was confident and satisfied with the information Shannon provided and that was a big relief!



A member left a message on my voicemail praising **Erica Higbee** for her being quick, precise, and accommodating. The member stated she took care of all her issues and was pleasant to speak to. The member was a supervisor at a school and stated she knows when you have an asset and she is the type of person you want working for you. She gave our department a compliment on hiring such a wonderful person.



Thank you to **Don Williams**. A CE staff member said: "I was helping out in the walk-in office, but my Siebel wasn't working. I heard Don's mellow voice at the front desk and asked for his help. Before his breakfast or even his coffee, he was able to get my Siebel working, get me ready for customers, and put my mind at ease."



A member gave me a wonderful compliment for **William Roe**. She stated that "Will was wonderful, kind, and helpful." She said: "Please recognize his great work and attitude. He is such a good credit to your department. Thank him for his knowledge and patience. I can tell Will really has a heart—not just doing a job." What an outstanding compliment Will!!!! Thank you for all you do.



A member sent a kudo through Message Board about **Johnny Moore**! This is what she said: "(Johnny) was polite...knowledgeable, gracious, and extremely good at his job. For years I had heard what a paper work nightmare it was to apply for my retirement. That was what I was expecting. But it wasn't; it was quick and easy. Thank you!"

A member gave a wonderful compliment to **Andrea**



McDonnell. She stated that Andrea was very professional, polite and made her feel comfortable and confident with the information that she was given. She stated: "Thank you very much for having such a wonderful agent working for you."

The Analyst Team wanted to give a special SHOUT OUT to Team Wheeler, which consisted of **Mary Anderson, Linda Banner, Elizabeth Chachaj, Nicole Dumond, April Long, Andrew O'Keefe, Angie Parkhurst, Lisa Schmidt, and Amy Wheeler** for winning the call center competition!

A member wanted to give kudos to **Ambrea Mack** for doing a wonderful job and answering all her questions. She stated: "Ambrea was very helpful and friendly. It's not always a great experience calling your office but today it was wonderful!" Thank you Ambrea!



Kudos from the active and retiree member surveys.

Janet (member's POA) called to state that she has called and even been in to our office and she wanted to state that the staff at ORS is absolutely wonderful! Great Job! Providing Stellar Customer Care is what we do best!

I have been very pleased with your website and phone interactions.

My questions were answered quickly and staff is friendly.

I always get a fast response and when I call they are always cordial and very helpful! Can't wait to retire!!!

ORS has been very helpful in helping me achieve my retirement goals.

I appreciate the retirement information and know if I have any questions I can get help. I do plan on coming to Lansing and talk to a real person when I decide to turn in my papers.

Keep up the good work! And thanks!

Thank you for your time ... it is appreciated.

I do appreciate the staff and how responsive they are.

I always receive excellent results from ORS and I thank you for that!

ORS is doing a good job. Keep it up.

Customer service staff—in person and by phone—ALWAYS take time to answer questions completely. They never act like they do not have time to assist you. Very pleasant, helpful, and thorough.

Phone assistance was friendly and helpful.

ORS was very helpful entering me in DROP.

ORS has always answered any questions I have asked.

| |
|---|
| 800 call system and online network give a sense of community and shared common interest with people in our state. |
|---|

| |
|--|
| miAccount is easy and immediate—love it. |
|--|

| |
|---|
| miAccount is exceptional, professional service. Very helpful and easy to use. Thanks so much! |
|---|

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|-------------------------|
| ORS is good! Thank you! |
|-------------------------|

| |
|--------------------------------|
| Just keep up the great work!!! |
|--------------------------------|

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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.