



Look Out

April 5, 2002

Volume 6, Issue 7

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.

Early Out at a Glance!



Since February 7 when Governor Engler first proposed an Early Out, ORS has been anticipating, planning and managing an influx of business. The proposed Early Out legislation passed the House and Senate March 21 and became law Wednesday, March 27 with Governor Engler's signature. Since

then, business has continued to grow, and staff has shown its team spirit as everyone pulls together to handle the tasks at hand.

Here's a quick glance at what ORS has already accomplished in March and the first week of April:

- Staff generated 2,375 bills and answered 597 correspondences in preparation for the Early Out.

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ORS Calendar

April

Public School Employees
Board Meeting ----- 11th
Six Weeks to Wellness - 15th
State Police
Board Meeting ----- 18th
Earth Day ----- 22nd
Pension Paydate ----- 25th
State Employees'
Board Meeting ----- 25th
Arbor Day ----- 26

May

Six Weeks to
Wellness Ends ----- 26th

Updated Processing Manuals

ORS would like to announce the availability of the revised *Michigan Public School Employees Retirement System & State Employees Retirement System Active Processing/Miscellaneous Processing* and *Common Pension Payroll Processing* manuals. What are these you ask?

In a nut shell, these manuals show, in detail form, most of the mainframe computer production programs that need to run before ORS staff can access complete and accurate active member and retiree computer information.

Ever wonder how the CPP and EFT schedule due dates were arrived at? How about what produces all those printouts people get that have a report ID starting with "AR" or "R"? Well, all those questions and many more can be answered by checking out these nifty pieces of documentation.

The manuals have been in existence for approximately three years. Colleen Daley of Process Support creates and maintains them. If anyone would like a copy of either manual feel free to contact Colleen.

Food for thought - the ORS recipe book is in the oven!

Banana Split Cake. Hearty Chicken Chili. Festive Tossed Salad. Is your stomach growling yet? In just a few more weeks the long-awaited ORS Recipe Book – dubbed “Who Ate My Cheese? In the Kitchen with ORS” by Connie Morse and Teresa Pilar (both winners of a cookbook for their ingenuity) – will be ready for sale.

The orders are pouring in for this gastronomical collection of sensational savory sustenance. Once all orders are received, a price will be determined and a 50 percent down payment is required prior to the printing of the cookbook.

Don't be the last one in the chow line; email your order to the EMPAC mailbox by April 10 indicating the number of copies you would like to purchase.



This fun fund-raiser will surely find the way to someone's heart through their stomach. Start cooking!

Updated Procedures



Check out these new and updated procedures in at G:/Pol_Proc.

New

DO9 Disability Applicant/Petitioner Confidentiality In Public Board Meetings

OPER372 Entering EFT Transactions for New Applications

Obsolete

OPER17 EDRO Retirement Eligibility Under an Early Out Program

Thought for the Day

“I have not failed. I've just found 10,000 ways that won't work.”

—Thomas Alva Edison

National Alcohol Screen Day

The State of Michigan's Employee Service Program encourages every adult with questions about their alcohol use to call 1-800-887-5676 for a free, anonymous alcohol screening. National Alcohol Screening Day is a campaign to promote awareness and self-examination of one's drinking habits and their impact on one's health.

How can you know if your drinking is a problem? One phone call can help you decide.



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Early Out

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Customers lined up early for the Early Out seminars.

- The Customer Information Center (CIC) was offered a record-breaking 2,734 calls on Monday, March 25. The volume of calls has remained constant for the last week – averaging over 2,000 calls daily.
- Anticipating an increase of calls, emails, and correspondences, ORS hired extra temporary staff to assist in the Early Out.
- During the month of March, CIC was offered 10,000 additional phone calls.
- Trained, ready and waiting for the “rush” of customers to visit our office, staff assisted 34 walk-ins on Monday, March 25 and more than 60 customers on Monday, April 1.
- Emails skyrocketed by 300 percent. On average CIC receives 50-70 emails per day; since the passage of the law, CIC continues to manage 200 emails per day.
- Anticipating employees’ request, ORS proactively mailed more than 8,900 Early Out retirement packets, with the first packets delivered as soon as Tuesday, March 26.

- Within minutes after the deployment of the Early Out web pages Friday, March 22, five people had registered for Early Out seminars around the state. The number of people registering to attend Early Out seminars continually rose from 400 over the weekend to more than 3,000 by late afternoon Monday, March 25. The numbers steadily climbed to more than 8,000 by the end of the week. Over 10,000 people were registered as of April 2.

Everyone has been doing a great job! All the preparations have paid off!

ORS wants to acknowledge the extra efforts put forth by ORS’ partners that have helped contribute to the Early Out success thus far: Information Technology Services Division (ITSD), Print and Graphic Services, Mail and Delivery Services, Rapid Copy, and the General Office Building (GOB) Manager’s Office.

Early Out updates will continue through November.



Early Out seminars were full all week.

Comings and Goings

On Wednesday, March 20, ORS welcomed the following temporary employees to Benefits Management: Vedat Artac, Olivia Bennett, Rachel Campbell, Meridity Cooper, Janice Griffin, Steve Halsell, Kathryn Holcomb, Tamara Jacob, Sandra Pena, Angelo Rodriguez, Laurel Lucas-Tunney, Phillip Mondro, Kyla Moore, Melissa Robinson, Yvonne Robinson and Edgar Soloman.

Rudy Litterini's last day with ORS was March 21. We wish him well in his future endeavors.

Reminder

Six Weeks to Wellness (6W2W) kicks off Monday, April 15 and will run to May 26.

Don't be late in registering your team. The deadline is Wednesday, April 10.



For more information, contact Lisa Schmidt.

Persistence Pays Off

Once upon a time, there was a Louisville University quarterback, who had a dream, an obsession. His dream was to play pro football. However, upon graduation this young quarterback was not drafted by the pros.

He did not give up. He wrote to several teams and finally got a tryout with the Steelers. He gave it his best shot but did not make even the third string.

"You got a raw deal." "It wasn't meant to be." "I guess it's time to hang it up," his friends told him. But the young athlete did not hang it up. Continuing to knock on doors and write letters, he finally received another invitation. Again, he did not make the team.

Most people would have given up long before this, but not this determined young

man. He was fanatically committed to his personal dream. From his early days of playing sandlot football, through his success in high school and college football, he had hung tight to his goal.

Patiently and persistently, he continued to pursue tryouts with pro teams. He finally went to Baltimore and made the team. Training and working long hours on fitness and skill, he worked his way from third string to becoming known as the greatest quarterback in the NFL.



Who was this persistent goal-seeker? You guessed it - the dreamer was Johnny Unitas!