



In This Issue...

- Governor honors ORS employee
- Active member survey results are in
- SPRS benefit estimate and application summary revisions
- Judges statements enhanced
- Strategic planning
- 7 selected for leadership program
- CEM results
- Customer Service Center upgrades training
- **Comings & Goings**
- Courtesy Corner
- Kudos to staff!

Calendar

July

MPSERS Board Meeting	23
Central Perk Cleaning	29
SERS Board Meeting	30

August

Detroit

Governor honors ORS employee

Kris Morris received recognition from Governor Granholm for living our shared values of Integrity, Excellence, Inclusion, and Teamwork in DMB. [The letter from Granholm](#) congratulated Kris for being recognized by her department as an employee who best exemplifies her commitment to creating a supportive and effective workplace.

As stated by Granholm, "Your work for the state of Michigan is an inspiration to us all. Thank you so much for all the big and little decisions you make every day in service to the citizens of the great state of Michigan."

DMB Director Lisa Webb Sharpe and a number of Kris's colleagues gathered for a surprise presentation on July 9. [Check out the celebration, and take a minute to congratulate Kris for this very special honor.](#)



Active member survey results are in

The 2008 Active Member Survey showed satisfaction improvements for all four retirement systems. The positive statistically significant differences in satisfaction were seen for both state employees and state police, and in the overall satisfaction score. Significant difference means the results can be attributed to something other than random chance.

This survey also tells us what tools and services members are using, such as miAccount, our website and printed publications, and their level of satisfaction. Annual Member Statements, printed publications, and the ORS website were the top three used tools. All tools and services fared well in satisfaction at 90 percent or higher. This information will provide us with a baseline to compare with future surveys.



Tiger's Game	4
ORS Golf Outing	7
ORS Picnic	20
DMB Golf Outing	20
Space Walk	20
Central Perk Cleaning	26

On the Horizon

- All Staff Meeting - October 7

Quick Links

- [ORS Member Website](#)
- [ORS Employer Website](#)
- [Knowledge Library](#)

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
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 (Phil, Laurie, Tim, and Anthony)
EPO	Executive Process Owner
ER	Employer Reporting
FLB	Forms, Letters, and Barcode

Each process BPO was asked to review the survey results and provide action items for their process. These action items will provide direction for processes in addressing issues that the BPO identified as important from the survey results.

You can learn more about the survey results and your process's action items through your BPO or by reviewing the [Executive Summary](#).

You can also read [member's comments here](#).

SPRS benefit estimate and application summary revisions

After the July release goes into production next weekend, you will notice that both the *Benefit Estimate (R0540H)* and *Benefit Application Summary (R0587H)* for state police customers have been improved. The new versions will read more like a letter and will be customized with conditional language depending on various criteria, such as existence of an EDRO. The state employees' versions of those notices will be revised soon.



Judges statements enhanced

Judges Member Statements are scheduled to be mailed on or shortly after July 17 with updates to the template that include ORS branding, enhanced security, and their very first issue of [PROactive](#) newsletter.

Erica Quealy worked closely with former ORS employee, **Andy Oser**, to reformat the templates in the Judges database. "Because the data is not in Clarity, it wasn't as simple to update the template like it is for our other systems," said Erica. "But we felt it was important to make a few updates in order to provide these customers with quality products."

In addition to layout changes, social security numbers were removed from the statements, thus enhancing privacy and security for our members. A special thank you to **Michele Childs** for completing the statement tasks in the absence of Andy and **Michelle Thompson**.

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

PURE MICHIGAN™
Your trip begins at michigan.org



YOU MADE IT HAPPEN

To achieve the goal of Best in Class Business Practices, the Strategic Planning team of **Andy Kolp, Anne Watros, Connie Morse, Elaine Scott, Josey McCloud, and Kathy Ciaramella** said we need to educate customers sooner in their careers.

Joy Bartell and Pam Garver are now working on a life stages curriculum. Customers will receive retirement information from ORS beginning the day they become members of the retirement system.



7 selected for leadership program

Angela Bryan, Richard Miles, Cindy Mooney, Erica Quealy, Leza Rebera, Angela Schrauben, and Anne Watros have been selected to participate in the year-long DMB Leadership Development Program (LDP).

These ORS employees sent in applications for the program and were fortunate enough to be chosen for eight of the twenty slots available in the program. They will focus on a number of books, classes, self-study, and a mentoring program to explore the fundamentals of leadership and associated skills.

The LDP goal is to increase DMB's current leadership development opportunities and provide a framework for learning about leadership challenges and opportunities, and develop skills to meet these challenges.

The pilot program was open to all DMB employees. These first twenty participants will help evaluate the process and develop the program. Congratulations to all our representatives!

CEM results

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. CEM analyzes data received from their clients and prepares a final report which ORS can use in strategic planning. Again this year, ORS was congratulated for being a low-cost system that provides efficient service to our members, considering the complexity of the programs we administer.



CEM also conducted a special study this year of communication best practices. This year, CEM representatives met with individuals from numerous retirement systems around the world, including ORS's **Fred Covert** and **Connie Morse**, to learn about communication strategies and tools used. ORS was named in the Best Practices Report for written product plans, desired branding image, redesign of welcome package, testing of online tutorial participant knowledge, and for CE's SPEDO (Service/Product/Evaluation/ Delivery/Objectives) tool. [View the reports here.](#)

CSC upgrades training

In an effort to make new staff training in the Customer Service Center more successful, several improvements were made since July of last year.

"After going through the training myself, I knew we had some opportunities for improvements," **Letitia Levi**, CSC BPL, said.

Feedback

The first improvement to the training was to establish feedback sessions. Each trainee is expected to give feedback twice in their first six months after training. Their feedback is evaluated to see if changes in the training are warranted. Some of these recent improvements are a direct result of these feedback sessions.

Mentoring

Mentoring has always been part of CSC training. Experienced representatives help trainees learn the ropes. But now, the mentees evaluate the mentors. These evaluations are shared with the mentors so they know what they are doing well and if there are opportunities for improvement.

Expectations

Expectations of trainees are now broken into smaller timeframes rather than giving expectations that span a long period of time. This allows trainees to set realistic goals and supervisors can track progress more easily.

Scorecards

Training scorecards were also implemented to track performance. The trainers use specific criteria to evaluate trainees. This allows them to see if additional training is needed to fill in gaps.

The future

CSC is partnering with Process Support to create new training modules. As part of the Strategic Planning goal of Best in Class Business Practices, PS's **Linda Reznick** is working on helping processes upgrade training delivery.

"The enhancements made to the training class are positioning CSC to be Best in Class," Letitia said.



On July 15 Process Support welcomed **Chelsea Lancaster**. Chelsea will begin her senior year at Dewitt High School this fall, and hopes to study advertising in college. Chelsea enjoys spending time with her family, especially during their annual trip to Mackinac Island. She also enjoys snowboarding, horseback riding, and playing volleyball.



Chelsea Lancaster

Courtesy Corner

Etiquette for the office kitchen

Draining the coffee pot, leaving dishes and garbage in the sink, messy countertops ... while this might be briefly acceptable at home, it's definitely not okay at the office. The office kitchen is communal space that should be a clean and friendly place.

Etiquette experts offer tips on keeping the office kitchen in tip top shape. Most agree that a cleaning schedule be in place, and that all foods be labeled. These are things we already do, but we can always improve, so here are some suggestions:

Refrigerator rules

- Don't fill the fridge or freezer with so much food that no one else has space.
- Don't smash someone else's lunch to make room for your own. Take the time to reorganize to make space for your lunch.
- Label ALL food, including unopened pop cans and condiments. Labels can also help a coworker know who to ask if wanting to borrow something that's yours.
- Don't store anything super smelly. (This will come up again under microwaves.)
- Be responsible. If you know you are going on vacation for a week, do something with your food, whether it's taking it home or giving it away, says Lizzie Post,

author of *How Do You Work This Life Thing?* and Emily Post's great-great granddaughter.

- Clean the fridge regularly.

Coffee pot

The rule is: If you drink the last of the coffee, make a new pot, says Jacqueline Whitmore, author of *Business Class: Etiquette Essentials for Success at Work*.

If it's too late in the day to make more coffee, turn off the burner and rinse out the pot.



Microwave

- Be aware of foods that have strong or lingering smells.
- When you are done using the microwave, make sure nothing has spilled over or splattered. If food has splattered or exploded, leaked, seeped, however you want to say it, clean it up!
- Do not stop the microwave when someone else is using it, unless it's to prevent a disaster.

Kitchen sink

- Do not leave dishes in the sink unless there is someone hired to wash dishes, says Jodi R.R. Smith, owner of Mannersmith Etiquette Consulting. The rule is for coffee mugs also. Wash your dishes after using.



The counter and common tables

- If you spill something (dry or liquid) wipe it up. Don't leave crumbs.
- Throw your trash away.

Kudos to staff!



Mary Weaver: I received a call today from a customer out of Adrian Public Schools expressing her appreciation for the excellent customer service she received from you today. She said you were very patient and very helpful. She waited to the last minute to call because she was dreading the corrections to the payroll that would need to take place. However, she was relieved after talking with you. Thank you for providing excellent customer service!



Travis Peake: That is just too cool! I'm sure it was a challenge to pull this off. Nicely done.



Katelyn Henika and ORS staff: A customer wants everyone at ORS to know that you are wonderful, very helpful, friendly, and outstanding individuals. She is preparing to retire this year and everyone at ORS has made her retirement planning easy and stress free. Today, she spoke with Katelyn Henika and said she was very helpful and patient. Way to Go, ORS staff!

Customer Education: Yesterday was not a good day (to put it mildly!), but your staff's thoughtfulness in delivering frozen lemonade to the staff was touching and appreciated. It was a visible and delicious reminder that even when times are tough in the CSC, we are not alone. So thank you for cooling us off when we were hot under the collar!



Anne Watros: I was thinking the other night how grateful I am to work with you because: I'm always telling disability calls "Anne is very good about returning phone calls and she doesn't mind having members put in her voicemail." You are and you don't. I always pull ORP files and you are always willing to take them off my hands. You are a font of knowledge and are always willing to share info or take on what might be a headache for others. It always amazes me what you do or have done (CIC, miAccount, disabilities, SERS deaths, ORP, etc.) I really appreciate all you do, most especially when you pull me out of a situation without complaint. Thank you very much!

CSC: I just wanted to say thanks for the wonderful treatment I received at your office when I submitted my retirement papers in February of this year. Staff were very friendly, very competent, and worked pretty darn fast considering the people waiting to be seen. I really appreciated it.









A customer would like everyone at ORS to know that **Alvina Richardson** was polite, courteous, intelligent, patient, and very helpful when she answered her questions on the phone yesterday.



Josey McCloud and Robert Glennon: You two were so helpful this morning, and I appreciate it! You were both so willing to help me get Laurie's email out, and that saved me a lot of stress. I couldn't have done it without you both, so thank you, thank you, thank you! You are the best!



	<p>Jill Foreback: A walk in came in today and wanted to let me know that they had called in previously and spoke with several reps and they were all very helpful. They said the first person they spoke with was very thorough and helped them tremendously; they stated she was very good at her job. That was our Jill. Great job Jill!</p>
	<p>Andy Kolp: I want you to know what a great job you did gathering the team and completing the assignment. I also wanted to comment on how much you grew into the leadership role for the team. You did an excellent job coordinating the project and facilitating the focus on process review of Microsoft Outlook and other IT initiatives.</p>
	<p>Vanessa Walsh and James Rademacher: Thanks to both of you for all you've done to make this product sail. It has been fun to work on this with you two and I look forward to wrapping it up next week.</p>
	<p>Julie Myszak: A customer wanted you to know how helpful you were to her about her mom's account and to say thank you.</p>
	<p>Pam Ward and Alice Semevelos: I appreciate the work you do to keep us all on track with DCDS and to streamline the process. It was a delight to go into DCDS this week and have the basic template for my time ready for submission, including the additional A/L for the Monday holiday. With your kind of diligence and attention to detail, I really have NO excuse to be late! Thank you!</p>
	<p>Rosemary Baker: I like your suggestion to fix the production issue Rosemary! And I really like that you are on top of it! Awesome work.</p>
	<p>Cathleen Curran: Thank you for identifying a potential problem, being proactive in quickly bringing it to the attention of the</p>

DMB Mission:
Partners in achieving
excellence

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



appropriate leaders, volunteering to address the group to offer refresher training, and taking time to not only meet with staff at two separate times today, but to also provide a concise reference sheet making their jobs easier going forward. This truly shows your commitment to excellence and teamwork! And shows you value integrity, inclusion, and growth. In addition, your effort to inform your co-workers, and thus educate our members, also demonstrates the ORS purpose in action - by sharing this information with the call center you are empowering both our internal and external customers for success! Well done.



A SERS retiree wants everyone to know that **Johnny Moore** answered all her questions. He was professional and courteous. He deserves a pat on the back. Thank you, Johnny, for providing exceptional customer service!



Connie Morse and Robert Glennon: I forgot to say in my earlier e-mail what a great job you and Robert did in communicating, researching, and analyzing this incident. I appreciate it ... you guys were fantastic!



Mary Lowry: You have provided tremendous help to ORS staff and MPERS employers with all their Final Payroll Detail questions. Your fast responses to the employers and vast closeout knowledge have helped with the success of the FPD project. Thank you so much!



Kim LaClear: Thank you for making room on your agenda allowing Cathleen the opportunity to address your staff at warm-ups this morning. This is a perfect example of our office values at their best, as it exemplifies integrity, excellence, inclusion, teamwork, and growth!



Charles Leik: I have recently started to work more closely with Charles on some data queries. I have found that Charles is thorough, responsive, very willing to help, and has a great attitude. One person recently described Charles to me as a "freaky genius" when it comes to these sorts of data/system issues, and that compliment has been very consistent with my experience!

Angela Schrauben: I just wanted to thank you for Angie's



involvement in mapping FOIA. She hadn't done extensive mapping before, but she did an excellent job and caught on very fast to what she needed to do, always asking for feedback and suggestions on how she could do better. It was very helpful to us to have her facilitate. I appreciated both her willingness to help and the "seeking to learn" attitude she demonstrated in all of our meetings. Thanks so much Angie!

ORS: A customer would like everyone at ORS to know that she appreciates how helpful and informative everyone at ORS has been.



Ray Fleming: The seminar on May 19, 2009 went real well. We received many compliments and your presentation was well perceived. Thank you for helping us present this information to our members, it is greatly appreciated.

ORS spacewalk: Kudos to all co-workers who came up with this idea so we can rid ourselves of non-working and unused items. The items no longer clutter our cubicle's or common work areas!



Joy Bartell and Pam Garver: It was a delight meeting with you. I love to see your enthusiasm, insight, and progress on the Life stages education plan.



Director:
Phil Stoddard
Edited by Customer
Education

Thanks for reading!!



Eve Baumgart and Phyllis Bradley: Every time we hold our All-Staff meetings or picnics or holiday parties, someone always remains behind and holds down the fort in our walk-in center(s). I want to personally thank Eve Baumgart and Phyllis Bradley for covering the Detroit Education Center during our All-Staff. On short notice, they both agreed to drive to Detroit and manage the walk-in traffic during our open hours. They are a continuing example and a big part of why ORS ROCKS!



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.