



ORS LookOut

August 9, 2002

Volume 6, Issue 16

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.

ORS Calendar

August

ORS Annual Picnic 15th
Pension Pay Date 23rd
DMB Employee
Recognition Party ... 28th
State Employees
Board Meeting 29th

September

Labor Day Holiday 2nd
ORS-ITSD Golf Outing &
Duffer's Banquet 4th
Public School Employees
Board Meeting 5th
ORS Wellness Day 12th
ORS Retiree
Celebration 17th

CitiStreet moves in

ORS staff welcomed Kristie Horton, Lynne Bemrose, and Heidi Schiller of CitiStreet on Tuesday, July 31, 2002, with cookies and bagels in their new offices located in Wing A near pillar C6 of the

GOB. The CitiStreet staff, formerly located in downtown Lansing, handle all of the Deferred Compensation and Defined

Contribution Plans participant education seminars throughout the state. They also help participants with general plan information, including forms and brochures, or with problem resolution.

Their new offices will be more convenient for customers visiting

ORS. The free parking and a location near the freeway are also a plus that should help retirees and active employees alike. Phone calls from participants should be directed as follows:

For account balances, transfer of funds, change of salary deferrals, address or beneficiaries, please refer all calls to 1-800-748-6128.

For general plan questions you can refer all calls to 636-6077.

CitiStreet has also been assigned mailbox #25 in Central Perk. All mail that would normally be forwarded to Boston for processing should still be forwarded.

Please stop by and say hi any time.



From left to right Heidi, Kristie and Lynne.

DC/DC Investment options changing

Participants in the state's Deferred Compensation/Defined Contribution (DC/DC) plans will see a change in the Tier II investment accounts available to them as of October 1, 2002, Elaine Lewter announced. CitiStreet included detailed information about this change in its newsletter that was distributed to

participants with their second quarter statements in July.

Effective October 1, 2002, the Lord Abbett Mid-Cap Value Fund will replace the Franklin Mutual Beacon Fund. Any balances that remain in the

See DC/DC investment option page 5

Sounding Out - Process Support

Sounding Out is a way for ORS staff to air ideas, viewpoints, gripes, praises, and/or concerns. Email your valued opinion (300 words or less, if possible!) to ORS LookOut.

But, where does the information go? By Lisa Schmidt



Lisa Schmidt

In the July 27 edition of the LookOut there was a call for your thoughts on how each of our jobs impacts the measurements of the Balanced Scorecard. Below is one example of how Process Support impacts the ORS Balanced Scorecard.

How do
Colleen Daley,
Alice
Semevolos,
and new
scheduler
Mary Barrett

balance our scorecard by continually improving processes? That's easy as they are major players in ensuring payroll is processed timely. Pretend you are a retiree or an active member from one of our systems. You move, your spouse passes on, you've bought time, you want your pension check, and you want it to go EFT, you change your insurance... changes and necessary vital information can go on and on. Of course, we have forms to take care of these issues, but where do Colleen, Alice, and Mary fit in??

Well, here's what happens: mailroom staff route forms requesting changes to the appropriate unit where the changes and information are put on-line. Then, that terrific trio do their "magic" and VOILA...

all that on-line information is converted into formats other agencies can use. Print files containing retiree warrants and 1099's are transferred to the Consolidated Print Center for printing and distribution. Magnetic tapes go to the Insurance Companies. Electronic files are transferred to MAIN so retirees can receive their EFTs. Updates go into Lightspeed and CPP to reflect the new addresses, beneficiaries, service credit, public school contributions, etc. These are just a few of the things they do. See? All the work we do would be useless without them. But *wait* there's more:

Colleen, Alice, and Mary also make sure that Employer Reporting and Customer Accounts receive various reports they use frequently. They process the information that VuCom, the microfiche state contractor, turns into microfiche you access on a daily basis. They are also

responsible for system security. They give those of us who need it access and passwords to various software programs. Lastly, they are ones who set the Common Pension Payroll and EFT deadlines we work by so all our retired members receive their checks on time. While Colleen and Alice admit being really "crunched" when pension payroll deadlines approach, for all the time they (and previously Denice Hansen) have been processing payroll, there has never been a time when retirees failed to receive their pension payments on time.

Phew! Wow. Their days are certainly filled and we are grateful for their dedication and hard work.



Check the ORS Balanced Scorecard out at its new location on the share drive G:\BSC Education\BSC VIEWING or contact Fred Doll for more information.



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ORS begins to say farewell to those retiring October 1

For the next several months, the LookOut plans to share the memories, retirement plans, and words of wisdom of the ORS staff taking advantage of the Early Out retirement program.

Teresa va ir a México

Teresa Pilar has worked for the state for over 34 years, of which 32 have been at ORS. Before coming to ORS, Teresa worked at the Department of Labor and the Secretary of State. At ORS, she has held various jobs including payroll balancing, insurance processing, and has been invaluable in placing members on payroll. She calls herself the “dinosaur,” because she’s been here since “the beginning.”

Teresa and her husband, Eusebio, of 21 years plan to share their time between Michigan and Mexico. Yes Mexico! They will be building a second home in the state of Michoacan, approximately 3-4 hours from Mexico City. If that doesn’t keep her busy enough, she plans to



volunteer, tutor, garden, and work on lots of other projects.

Teresa leaves us with this: “You have great knowledge of retirement. Remember that each person whose life you touch in the course of your daily work knows little about retirement or about our in-house terminology. Help that person, in plain English, as you would like to be helped. Do this, and

you will have satisfaction at the end of each working day.”

Teresa’s last day with ORS is Friday, September 27. We wish you well, Teresa, and you may just find a few of us on your doorstep in Mexico someday! Adios amiga!

Mike is up north to stay



Mike Novak has worked for the state for 28 years; seven of which have been at ORS. Prior to coming to ORS, he worked for the Department of Social Services and the Department of Mental Health. Currently at ORS, Mike works in the Outreach program providing services

to the Central and Northern sections of Michigan. Mike’s most memorable event in state government took place in 1994 when he worked for the Clinton Valley Center. A reporter from the National Enquirer contacted him for a quote regarding a volunteer who worked at the center.

Upon retiring, Mike is planning on selling his car – which he drives daily from Gladwin - and is going to stay put. As he says, he’s not going anywhere unless he can walk. He has no immediate plans except to sit back, relax, and enjoy his daughters’ movies and books.

Mike’s last day is Monday, September 30. Yes, Mike has chosen his last day as Monday! Why a Monday, you may ask? So that he can look forward to a short work week of driving and driving and driving....

We wish you a happy retirement and will miss your “up-north style.”



SPOTLIGHT

on Sammy Sosa

In late June, as the Chicago Cubs and Chicago White Sox were gearing up for their series against each other, a conspiracy was underway at ORS. **Jaime Mosley, Angela Hamilton, and Patrick Turnock** were scheming to kidnap **Mike Bialkowski's** Sammy Sosa bobble-head. Mike, an avid Cubs fan, and Patrick, a native of Chicago and White Sox fan, have had an ongoing rivalry between the teams. So the story goes.

On June 28, Mike received a ransom note stating that Sammy was taken hostage by the baseball extremist faction and upon Mike's renouncing the Cubs during the "Big Game," scheduled for the week of July 1, Sammy would be returned to him. Mike, who is a diehard Cubs fan, did not renounce his team, and opted to possibly sacrifice his little bobble-head to the extremists.

Little did Mike know, Sammy was in no true danger, but enjoying a cruise through the Mediterranean Sea with Patrick. On his journeys abroad, Sammy traveled from Barcelona, to the French Riviera, to Florence, Rome, Pompeii, and Malta before returning to Spain.

Everywhere Patrick went, Sammy went. He toured Barcelona, strolled through Nice in the south of France, and even visited the cathedrals and museums of Florence.

Sammy was a hit in Florence. "When I would take him out for pictures (a task my fiancé hated) other tourists would stop what they were doing and either look at me with disgust, or take pictures of me and Sammy. It was rather entertaining to have a group of thirty tourists taking pictures of me holding a bobble-head in the birthplace of the Renaissance," Patrick commented. "There were sculptures and paintings by Donatello and Michelangelo, along



Sammy at the Coliseum

with some of the most breathtaking churches and museums in the world, but people were using their film on me and not on all the history and art around them."

When the ship stopped in Rome, Sammy made an appearance at the Coliseum and the ruins of the Roman Forum.

The next day Sammy walked through the ruins of Pompeii and got to explore southern Italy. He enjoyed some ice cream, checked out Naples, and then headed on to Malta.

Sammy stayed on the boat in Malta however, because he told Patrick that he was feeling a little sick from all the ice cream the day before. Patrick let him rest on the ship that day.

Once Patrick and Sammy returned to Lansing pictures of Sammy touring the Mediterranean started showing up in Mike's office. Patrick said, "It was a lot of fun to have an odd, random little bobble-head to goof around with while on the trip, and Sammy was real good about the whole kidnapping thing. In all the pictures, he's always smiling, and he never cried. He didn't even blink."

Sammy did confide that while he had a fabulous time, he is happy to be home again among his bobble-head friends on Mike's office shelf.



Sammy at home on Mike's office shelf.

He also shared that he enjoyed flirting with women on the French Riviera, but his favorite place was at the Coliseum in Rome.

Mike is also glad to have Sammy home safe and sound.

Mini-me oh my, Wellness Fair in ORS

It may be a small, but it'll be good all the same. With the Early Out shaking everyone's tree, the ripple effect turned the GOB Wellness Committee upside down and the all-building fair was cancelled. However, in true ORS spirit, the best parts were plucked out and scheduled to appear in GOB 3A from 8:30 - noon on September 12 in the Crossroads and Conference Rooms.

Who's coming you ask? The Health Screening dynamic duo, both named Carol, will take your blood pressure and conduct hearing and vision tests; Total Health Chiropractic will discuss spinal alignment; the Eaton County Resource Recovery will be handing out recycling information, and will also be giving new digital thermometers to those who bring in those old mercury thermometers. Employee Services Program, a service of the state

of Michigan for employees who need help with work-related personal issues and Kimberly Lumsden who specializes in hormone therapy will also be attending. Hmmmm, there was one other...what was it???? Oh, yes Creative Wellness has two massage therapists willing to give chair massages again FOR FREE!



Stay tuned for more information regarding sign-ups. Until then, mark your calendars and prepare your questions. We want you to be around for a long, long time.

DC/DC investment options

(continued from page 1)

Franklin Mutual Beacon Fund will be automatically transferred into the Lord Abbett Mid-Cap Value Fund.

The state of Michigan oversees the Plan investment options and strives to offer a wide variety of investments that can help participants target their retirement goals. All of the investment options are reviewed on an ongoing basis using an extensive evaluation process. Based on these assessments, it was determined that the new investment option is a better fit in the overall choices available to participants.

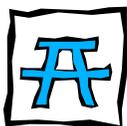
If you have questions regarding this change you are encouraged to contact CitiStreet directly at 800-748-6128, or visit their website at <http://stateofmi.csplans.com>.

Book, Bag -N- Bake Sale

The Book, Bag -N- Bake Sale fund-raiser had a terrific turnout. The event raised \$200 for the ORS Early Out Retirement Celebration scheduled for **September 17 from 12:30 - 2:30 PM, in Conference Room A, 1st Floor**. Those books that were not sold will be donated to EMPAC for future literary sales.

The fundraising subcommittee made up of **Sue DeBor, Jennifer Aseltine, Kathy Tober, Erik Ferden, and Kim Gilbert** have been setting attainable goals to support a creative and joyous retirement occasion. A special thanks to all ORS staff for their time, generosity, and sharing of donations and gift items to meet these goals.

Photo Retakes are scheduled for **Tuesday, August 13, from 9-11 AM** and on **Wednesday, August 14, from 1 - 3 PM** near pillar B4. A sign-up sheet is located at <F://Staff/Schrauben/Photoboard/Photoboard Sign-up> or contact **Angie Schrauben** or **Charmaine Collings**.



**DON'T FORGET! ORS PICNIC!
FRANCES PARK! AUGUST 15TH!
ALL INVITED! GREAT FUN!**



Comings & Goings

ORS welcomes **Kristina Fosselman** who began work with ORS on the Vision project on July 31.

Also please stop by and welcome **Sandy Bailey**, and **Greg Gates** of Financial Services who recently moved to permanent office space in 3A near Employer Reporting. **Stacy Bleisner** will also be joining them upon her return from maternity leave.

Mary Barrett has accepted a position in Process Support. Mary will be working with **Alice Semevolous** and **Colleen Daley** on scheduling and security.

Lisa Naccarato has accepted an analyst position in Process Support. Her primary responsibilities

will include imaging and maintaining the information technology budget.

Congratulations to both Mary and Lisa!

ORS said good-bye to the following people on Friday, August 2:

Phyllis Lehman, a temporary worker, left for a permanent position.

Patrick Turnock is continuing to pursue a career in Law at MSU.

Also, don't forget to say good-bye this week to **Andy Kolp** who will be attending Ferris State in the fall and **Ryan Weltzer** who is moving to New York City.

We wish everyone the best!



Policies and Procedures

Check out these policy and procedure updates in G:\Pol_Proc directory.

New Procedure

ORS89 Handling Suspicious Mail

Revised Procedures

ORS3 Writing and Submitting a Policy or Procedure for Publication

ORS13 Sending Certified Mail

ORS14 All Staff Transferring Calls

ORS22 Sending Email to Other than State of Michigan Employees

ORS28 All Staff Generating Supply Requests

ORS41 All Staff Batch Slip Codes for Data Processing Submissions

ORS44 Personal Telephone Calls

ORS46 All Staff Requesting Microfilm Files

ORS52 Ordering Food from GOB Cafeteria

ORS62 Using the TV/VCR Dual Component

CS61 ORS\Mailroom Sorting and Delivering Mail

Obsolete Procedures

ORS32 IPEP

ORS35 Answering Member Calls (this will be rewritten to reflect Seibel operations)

ORS33 Requesting and Processing Mailing Labels

ORS37 Processing Correspondence

New Policies

OPER384 2002 Early Retirement Program – Treatment of Early Out Service Credit Purchase Money When Early Out Retirement Application is Rescinded.

OPER385 Early Retirement Program – CETA Service Credited to the DC Participant During the Early Out

CS60 Service Credit for the Department of Education, School for the Deaf/Blind and Michigan Jobs Commission

OPER380 2002 Retirement Program – Paying Off TDPs in Conjunction with Termination

Did you know.... that more than 20,000,000 Hershey's Kisses are wrapped each day using 133 square miles of tinfoil?

All that foil is recyclable.

