LookOut

March 8, 2013   Volume 17, Issue 5

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Calendar

March

Daylight savings time	10
EMPAC book sale	14
St. Patrick's Day	17
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First day of Passover	26
Easter	31

On the Horizon

- Tax Day - April 15
- State employees

Insurance initiatives on the horizon

ORS is working on several improvements to how we deliver insurance and information to customers. Here's a summary of what's coming up.

State employees drug split. Starting January 1, MedImpact became the prescription drug plan for state, state police, and judges retirees. ORS is updating Clarety so it can capture this information. In the meantime, we have policies and procedures in place to handle requests for the next few months.

State employees Health Reimbursement Accounts (HRA). Some state employees who chose the Personal Healthcare Fund and have terminated their employment got a lump sum amount that exceeds the limits of their 401 (k) and 457 plans. Those employees, and anyone hired after January 1, 2012 with 10 years of service before terminating, will have an HRA with ORS. An HRA is a lot like a Flexible Spending Account (FSA) that you might have through WageWorks. ORS has built a process from the ground up to pay out these claims. Policies, procedures, and forms are in the works and are expected to be ready by the end of March.

Changes to 6-month wait policy. In some cases, retirees must wait 6 months before enrolling in insurances or changing plans. The 6-month wait will no longer apply for retirees who have an administrative disenrollment. That means that they did not choose to cancel their insurances, but were disenrolled by us or by Medicare. This happens most often because the group that administers Medicare, CMS, disenrolls the member, or the member does not respond to a verification of coverage letter. With the new policy, as long as the member notifies us within 30 days and explains the situation, we will re-enroll them the following month.

Stay tuned for more information as we get closer to putting these plans in place.

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Cross-process staff attend project management training

On March 5, 23 ORS staff representing CS, ER, CE, and BPD attended a day-long training on the

board meeting
- April 18

- State police board meeting
  - April 25

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, and Anthony)*
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

Fundamentals of Project Management presented by SkillPath Seminars. With case studies, discussion and group activities, they explored the universal major challenges in project management: scope creep, lack of time and resources, and communication. The team learned how to create a clear scope statement, identify project stakeholders, assess project risks, and create a Work Breakdown Structure that identifies subunits or "work packages" of a project.

For many participants, the training was part of their Individual Performance Management goals. Everyone left with tools and ideas that they could put to immediate use.

Marla Milton

"The training today helped me to understand the importance of prioritizing my work as well as how I spend my time on each project. I am also going to implement a rule for myself that will allow me 15 minutes per day of uninterrupted planning for projects that are coming on. By doing so, I will be more organized for future projects."

Lois Musbach

"I have a better understanding and more confidence in the role of the Project Lead. The Work Breakdown Structure diagram was helpful in showing how a large project, which can be daunting, is broken down into manageable pieces."

Joy Bartell

"I will from this day forward use the Work Breakdown Structure for any project I'm working on to identify all the tasks that have to be done to bring it to completion."

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PS to conduct records review in April

Obsolete forms, draft documents, old brochures: how long do we have to keep these documents before we can dispose of them?

Process Support owns the ORS records management program and makes sure that records are properly stored and disposed. To do this, PS follows an agency retention and disposal schedule that defines the types of records we have and how long we should keep them before disposal.

ORS Strategic Goals

- **Innovate and Improve Customer Service**
- **Best In Class Business Practices**
- **Instill Confidence in Staff Through Quality Communication**
- **Engage Top Talent to Realize Potential**
- **Continuously Renewed Business-Driven Technology**
- **Build Business Capacity Through Education and Development**
- **Proactive Policy Development and Legislative Strategy**

Ask Betty

submit a PoP shout out

The official definition of a public record is "a writing prepared, owned, used, in the possession of, or retained by a public body in the performance of an official function, from the time it is created" (M.C.L. 15.231 - 15.232). In plain English, it means emails, paper files, notes, and even a message scribbled in the margin of a form (see the FOIA article from the January 25 issue of the *LookOut*).

PS will be conducting its first full business records review beginning in April to review our records and update the ORS retention and disposal schedules. PS will create an inventory of the records and share it with the BPOs to determine what we need to keep. New agency retention schedules will be created, if needed.

You can find information on records management, including the General and Agency Retention and Disposal Schedules, on PS's KL page.

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CE and CS have first joint staff meeting

On February 28, CE and CS met in Conference Room A for a joint staff meeting. In addition to normal business, the meeting also featured team-building activities, staff recognition, and celebrated the cross-process work that's already been done and that will continue into the future.

Tim McCormick presented some new ideas on what customer service means at ORS. A cross-process team will be created to answer the question, "How do we deliver excellent customer service?" They will look at what it means to be a customer-focused organization, evaluate our current strengths, gaps, and priorities, and ensure that both internal and external customers receive excellent customer service on a consistent basis.

The group also reviewed the insurance initiatives detailed in this week's article (see above). These changes will impact both processing and communication, so CS and CE will be working in tandem to implement the changes.

PoP spring training begins

Last week, nine ORS staff members along with guests from ING and the Michigan Economic Development Corporation (MEDC) participated in a new round of Power of Perspectives training. Participants learned how diversity within the workplace and in their personal lives can provide the knowledge to fuel creativity and innovation.

"I have to admit that I shamefully put off the Power of Perspectives training because I felt like I didn't have the time to commit to it and besides, I knew all the material anyways, right?" shared **Jennifer Carter** (PS). "Well, I was wrong. Even though I had diversity training before, this class offered a different approach and insight from what I had already learned. It is a great training program and I regret not taking it sooner."

Space is still available for a second training scheduled for 8:30 am until noon on Tuesday, March 12, and Thursday, March 14. Contact **Sara Hoppes** to register; priority will be given to new hires, but those who have already been through the training can take a refresher. At this time, the training is not available to temporary employees.

business briefs

ORS visits MI-HR call center and hosts CSC HR staff

Fred Covert, **Heidi Schiller**, **Ben Southwell**, and **Ian Broughton** met with Michelle Suchner, Linda Hartwick, and Christopher DeRose (son of former ORS Director Chris DeRose) from the MI-HR Call Center, where they presented information on ING seminars and the upcoming ING and ORS website redesigns. **Danielle Fowler** and **Pam Kenney** from CE hosted a visit from Nancy Swantek and Amy Miller, HR representatives from the Civil Service Commission. They shared communications for state employees, demonstrated miAccount for active members, and answered specific questions.

EMPAC book sale on March 14

Need a few good stories to get you through until spring? Do your kids need fresh reading material? Maybe you're starting up a DIY project, and could use some inspiration! Check out the tomes on offer at EMPAC's semiannual book sale in Crossroads on Thursday March 14. If you have any books you'd like to donate, see one of your EMPAC representatives.

2012 CAFRs posted to member websites

The *Comprehensive Annual Financial Reports* (CAFRs) for fiscal year 2012 were posted to the member websites last Friday, March 1. The documents are linked to from each member website, and from the main CAFRs page.

Goings

BPD wishes the best to **Juren Ekwejunor-Etchie**; his last day was March 9.

CE would like to congratulate **Pam Kenney**, who accepted a temporary assignment with the Office of Performance Management (DTMB). Pam will begin her assignment on March 25 and will return to ORS in a year.

On the Move

Christina Sanchez accepted a permanent supervisor position in CS effective March 3. Congratulations, Christina!

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# View additional mailboxes in Outlook 2010

If you need access to a separate email account for a group in ORS, follow these steps to access the additional account through your Outlook mailbox.

- Close Outlook
- On your computer, click **Start** > **Settings** > **Control Panel**
- Double click the **Mail** icon then click **Show Profiles**
- Highlight your account and then click **Properties**
- Click **E-mail Accounts** > **New**
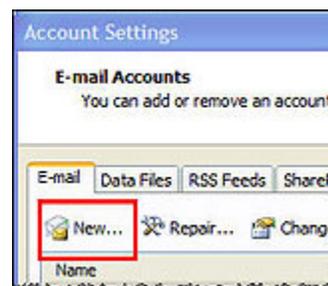
- Choose **Manually configure server settings or additional server types** > **Next**
- Select **Microsoft Exchange or compatible service** > **Next**
- Enter **MBX05** for the server
- Enter the name of the mailbox you want to access for the **User Name**
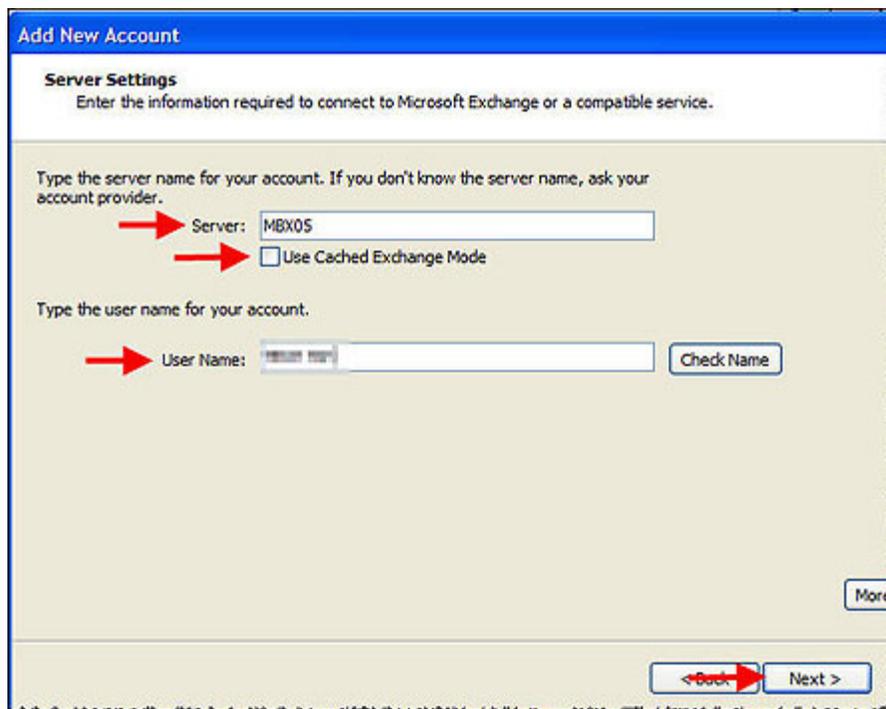
- Uncheck **Use Cached Exchange Mode**
- Click **Check Name** > **Next** > **Finish**
- Open Outlook and the new mailbox will appear in the Navigation Pane on the left side. If you have send access, select the source mailbox at the top of a new message.

If you no longer need access to that account, you can remove it by following steps 1 through 5 above, then click **Email Accounts**. Highlight the account then click **Remove**.

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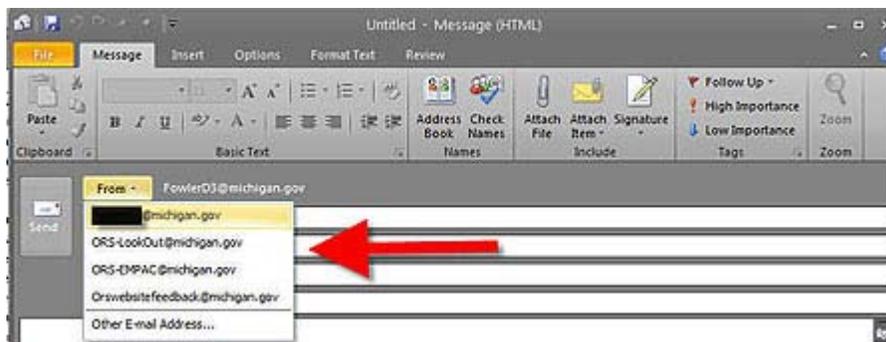
ORS Purposee: We are an innovative retirement organization driven to empower our customers for a successful today and a secure tomorrow.

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Thanks for reading!!

St. Patrick's Day activities in Michigan

Saint Patrick's Day has been a religious holiday in Ireland since the early 1600s, but it really caught on after Irish immigrants in the U.S. started celebrating it in 1734. Below are some family-friendly parades to celebrate Saint Patrick's Day.

Grand Ledge has a full weekend of events, including a

March 9	Grand Ledge	dance at the Grand Ledge Opera House, an Irish Stew cook off, and lots and lots of bagpipes. The parade starts at 2 p.m.
March 10	Detroit	Detroit's parade starts at 2 p.m. in Corktown. Corktown, named after Cork County, Ireland, is one of Detroit's oldest surviving neighborhoods, and was home to Tiger Stadium for 87 years.
March 16	Kalamazoo	Kalamazoo's parade celebrates its lucky 13th anniversary this year. The route starts at 11 a.m.
March 16	Royal Oak	There's a 3 mile fun run before Royal Oak's parade at 10:45 a.m., and the parade starts at 11:30 a.m.
March 16	Chicago	Don't miss Chicago's green river! The dyeing happens at 10 a.m., the parade starts at noon.
March 17	Bay City	Bay City has one of the oldest St. Patrick's Day parades in Michigan, starting back in 1954. There are many events the weekend of the Bay City parade, including a dance Saturday night. The parade starts at 2 p.m. on Sunday.

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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.