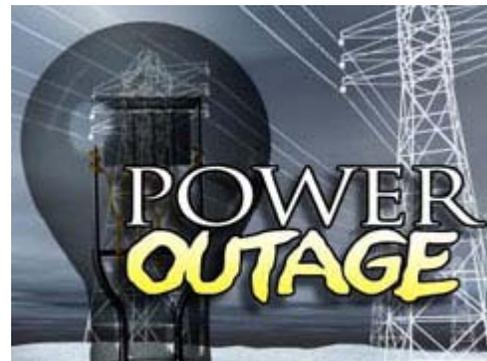


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## Power outage handled with ease by ORS and partners

Many of you already know the employees at the Secondary Complex enjoyed an extended holiday following a fire in an electrical sub station on the day after Labor Day. You may not know, however, the behind the scenes effort that went in to making sure ORS was open for business the next morning.



Shortly after the power went out at the GOB on September 2 **Anthony Estell**, **Tim McCormick**, and **Scott Wager** activated ORS' Incident Management Plan. At a high level this plan calls for the Incident Management Team (IMT) to assess the situation and answer three questions.

1. What is the situation?
2. What is the impact?
3. What is our response?

The answers to the first two questions were quite obvious. The power was out at our main office meaning our computers and network servers were down and staff temporarily could not conduct business as usual. However, determining our response was a bit more challenging. What if the power was out for more than a day? What if our computers and network servers didn't come back online once the power was restored? These and other questions needed to be answered by the IMT with help from many staff throughout ORS and AST.



While Facilities Management staff worked to get power restored, the majority of staff were sent home with the approval of DMB Director **Lisa Webb Sharpe**. The IMT, along with **Mike Gallihugh**, **Deb Grescowle**, **Andy Kolp**, **Meg Leonard**, **Dan Norberg**, **Laurie Mitchell**, **Linda Reznick**, **Jon Seeger**, and **Pam Ward** stayed in

**Calendar**

**September**

Public School Employees Board Meeting	11
DMB Employee Celebration and Recognition Event	16
State Employees Board Meeting	18

Vision ORS Celebration	23
<b>October</b>	
All Staff Meeting	7
Lunch with Lisa Webb Sharpe	16
State Police Board Meeting	16
Public School Employees Board Meeting	23
State Employees Board Meeting	30
Halloween	31

**On the Horizon**

- Thanksgiving - November 27

**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)

the GOB to develop a contingency plan in case operations were not restored the next morning. By approximately 2:00 PM they were informed that the GOB would have power restored and our computers and network servers would be operational by the next morning. However, because this was not 100% guaranteed they continued to make alternate plans. In other words, they hoped for the best, but prepared for the worst.

Part of planning for the worst included the work that **Mike Gallihugh** and **Dan Norberg** did months ago. Mike and Dan spent time figuring out how ORS could resume critical services (e.g. issuing payroll checks and operating a phone center) if we were unable to conduct business as usual at the GOB or elsewhere following a natural disaster, power outage, or other situation. Their planning helped ORS handle this situation with ease.

Because the possibility existed that we would not be able to conduct business in the GOB the next day, a room at the Department of Education in the Hannah Building was identified as an alternate work site where AST, a scaled down version of the CSC, and pension payroll support staff could operate. Laptop computers configured especially for situations such as this were ready to be deployed to that location and preparations for switching the phones to the alternate location began.

Key ORS staff returned to the GOB in the evening to determine if our computers and network servers were up and operating as usual. Around 10:00 PM it was confirmed that we would be open for business the next morning.

Because ORS already had an Incident Management Plan, and because of the great teamwork of ORS, AST, and Facilities Management staff, we were able to recover the power outage, minimizing inconvenience to our customers.

ORS leadership is currently reviewing how we handled the situation and looking for any ways the handling of these types of incidents could be improved.

## Customer Education unveils Push/Pull strategy

Customer Education staff will announce a new and exciting way to schedule Preretirement Information Meetings (PRIMs) starting with the 2008/2009 PRIM season.

This year, customers will see fewer scheduled meetings on the public school website listing. The “push” meetings will be scheduled to meet in larger capacity locations than before.

Fewer meetings free ORS presenter’s time to more readily respond to special request meetings. Employers and groups will be able to “pull” ORS presenters to their locations on their schedule.

This new Push/Pull scheduling method has several advantages:

1. ORS can tailor PRIMs to meet the needs of our customers, offer greater flexibility in subject matter, and present only the material needed.
2. We can conduct meetings at more convenient times giving customers more time to learn about their pension from an expert.
3. We can utilize a variety of different delivery methods. In addition to an on-site/in-person meeting, we may deliver information using videoconferencing technology, or by webinar. Criteria for these kinds of requests will be listed on the employer website.
4. All of our meetings will still be interactive; giving individuals in the audience the opportunity to ask questions and get answers to their retirement

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
T&T	Tools and Technology
UAT	User Acceptance Testing

questions.

5. We can offer our services in locations where there is a demonstrated need for information.

We will encourage employers to contact us by email and will negotiate the best way to present the PRIM information. Our meeting coordinator will then contact them to discuss how we can best meet that need.

Our first communication will be sent to employers by email in mid-September. Information will also be posted on the member's website in mid-September and on the employer's website in early October.

## ORS to provide NASRA with public school retirement history

The National Association of State Retirement Administrators (NASRA) arranged a nation wide request for histories of retirement plans. ORS provided history for our largest retirement system, public schools.



Through the use of various historical documents and communication with "seasoned" staff, it wasn't long before we realized the vast history of Michigan's public school retirement system.

The earliest retirement system for Michigan public school employees began in 1895 and was called the Detroit Teachers' Retirement fund. "Out-state" teachers (those not part of the Detroit plan) did not have a retirement plan until 1915 when Public Act 174 was passed.

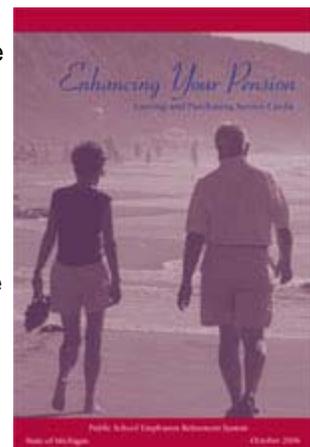
There were continuous efforts to improve benefits and change eligibility. With the help of various influences and organizations over the years, active groups of school employees lobbied, campaigned, and succeeded in making the retirement plan what you see today.

Looking for something to read on your lunch break or in your spare time? Read [the history document](#) in its entirety.

## Public schools *Enhancing Your Pension on hold*

Due to several necessary changes and a busy printing and review schedule, we are temporarily discontinuing the *Enhancing Your Pension: Earning and Purchasing Service Credit* (R0612C) book and will no longer link to it on our website.

If a member is interested in increasing their pension or qualifying earlier, refer them to the [Service Credit section](#) on our website. The information online accurately details the types of service credit available, how to apply, and the different ways to pay. In addition, our new FLB service credit forms were valuable in giving great detail on each type of credit. There is also additional information in *Retirement Readiness* and *Your Retirement Plan*



booklets.

We hope to have a new and improved version of this book available for members and staff in early 2009. Please recycle any versions of the publication that you have and do not send them to members.

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## Insurance Dependent Care Data Project wraps up!

All Clarety member accounts now have complete dependent information thanks to an effort led by BPD. The old Common Pension Payroll (CPP) system did not house the same detailed dependent information as Clarety, so when we transitioned to the new system, many dependent information fields were blank. This was causing delays in processing transactions.

The first step in the project was automated. For those retirees with missing dependent data, data was provided from our vision and dental vendors, compared against each other and if the name, social security number, and date of birth matched, the information was uploaded into Clarety —updating 81,373 records. The remaining 44,370 records that didn't match required a manual effort. Updating the accounts with the correct information was quite a challenge at times, staff searched images and microfiche, and in some cases contacted the member to “fill-in” the blanks. “This is a huge benefit for both our retirees and ORS. Staff can now be assured that all insurance dependent care records are up-to-date and correct,” stated Kerrie Vanden Bosch, BPD BPL.



*Front:* (left to right) Andy Kolp, Peggy Shinn, Kerrie Vandebosch, Aimee Ross. *Back:* (left to right) Aaron Usher, Laura Garza, Kristen Kinney, Michele Childs, Brenda Morris, Bonnie Yatchak.

The savings can be seen in staff time and money for retirees and ORS:

- Staff will no longer have to do research or update member accounts, saving significant time and effort.
- Members can be assured that they are paying the correct premium (i.e. a member may have been paying for a premium even though they were eligible for Medicare.)
- Dual coverage was eliminated, saving administrative fees.
- Nonqualified dependents, ineligible children, divorced spouses, and deceased retirees, spouse or children were removed from coverage.

There are a small number accounts that need a system fix before dependent data can be updated in Clarety. However, these accounts all have notes on them containing the dependent details, so all accounts do currently list complete information.

Thanks to **Michele Childs, Ryan Earl, Kristen Kinney, Andy Kolp, Laura Garza, Brian McLane, Brenda Morris, Aimee Ross, Peggy Shinn, Kathy Tober, Aaron Usher, Kerrie Vanden Bosch, Jacob Wagner, and Bonnie Yatchak** for their hard work on the manual effort as well as members of T3 and AST for their assistance with the electronic upload.

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Interested in recycling? Check out [www.therecyclingcenter.info](http://www.therecyclingcenter.info) where you can enter your zip code to find recycle centers and curbside services near you, shop for green products, and learn more about recycling by visiting their resource section.

Recycling fact from the Environmental Protection Agency: Twenty years ago, only one curbside recycling program existed in the United States. By 2006, about 8,660 curbside programs sprouted up across the nation.

## Comings & Goings

The CSC welcomed **Chris Hudson** on September 8. Before joining our office, he worked for the Department of Corrections in a variety of positions over the past fourteen years. Chris enjoys sports and motorcycles when he's not working.



Chris Hudson

**Maureen Carden** has accepted a position with MSHDA and her last day at ORS is September 18. Maureen shared a few words about her ORS experience, "I have many memories to carry with me – Co-worker weddings, babies being born, promotions, family deaths, sicknesses, retirement party skits. So many meaningful life events that we have shared. I worked hard and had a lot of fun along the way. Not to mention working together on this huge project since I started here in May 1999. I surely will miss knowing what ORS will look like in three or five years from now. I suspect I may not recognize it. But the good people I have met here will always be the same in my heart. I will truly miss them."

Best of luck, Maureen – MSHDA is lucky to have you!

**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

Director:  
Phil Stoddard  
Edited by Customer Education



## SECC Kicks Off Soon

The 2008 State Employee Combined Campaign (SECC) "Give What You Live," will run Monday, September 15 through Friday, October 17. This year's ORS campaign coordinators are **Maudena Orsborn** and **Joan Schneider**. [Click here for local kickoff events.](#)

## Blood drive

On Monday September 22 from 9:30 AM until 3:15 PM the American Red Cross will be sponsoring a blood drive at the General Office Building in conference room A. Bring your American Red Cross donor card or photo ID and signup by calling 1-800-Give Life or walk-in and give blood. Don't forget to eat plenty of raisins; you need the iron to donate.



Thanks for reading!!



## Summer vacation photo sharing

We asked for your photos and you submitted them. [View them now!](#)

**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.