



ORS Look Out

Year 2000



252 Days

May 7, 1999

Volume 2, Issue 20

ORS Strives for Excellence in Customer Service

This is part three of a six part series highlighting the message our Director, Chris DeRose, brought to us at the March 30th All-Staff meeting. This segment focuses on the connection between our work and what DMB is doing. Take some time to review his message and see how you can be a part of implementing some of the key initiatives he discussed.

"All of us had a chance to listen to the DMB director several weeks ago. "I appreciate the feedback I have gotten on that presentation. Some was very positive. Some folks are skeptical. That's OK.

There is a real commitment from the Director of DMB and the leadership team to make DMB 'second to none'.

ORS has taken the first step toward the department vision: Excellence in Service – Partners in Progress.

We're striving for excellent customer service, and are partnering every day with our customers and other service providers. Just look at our accomplishments. This is a very exciting time to be in DMB.



"I think that we in ORS are well prepared to take part and even lead at times as DMB strives to meet this vision. In many ways we exemplify the values and expectations that were presented. We also have Deb, Phil, Ginger and

Laurie on key issues teams bringing about change in DMB that will help the entire department as well as ORS."

In the next issue Chris discusses the first of two key initiatives.

DMB Teams address seven areas of emphasis

Earlier this spring, Department of Management and Budget (DMB) Director Janet E. Phipps outlined the department's future focus and vision. At this time she identified seven areas that are critical to the department's success. Teams have been formed to lead the department's efforts in these areas. Five of these teams

contain a member of the ORS Leadership Team.

In this issue we will provide you with an update on two of those five teams and the critical areas they will be addressing. The remaining three teams will be covered in the next issue.

Employee Development and Recognition - This team's

focus is on the needs of DMB employees from both a training and recognition standpoint. Their charge is to

See Seven areas on Page 3

Thought for the Day

The man who does things makes many mistakes, but he never makes the biggest mistake of all —doing nothing.

- Benjamin Franklin

Bring Your Kids to Work Day

You may have seen some new and young looking faces around ORS a few weeks ago. On Thursday, April 22, eight ORS employees brought one or more of their children to work with them for "Bring Your Kids to Work Day". The national event provides young people with an opportunity to learn and dream about all the wonderful



Karen Dymond takes a break to pose for a picture with her son Benjamin.

careers available to them.

This year's participants included (parents' name in italics):

Amanda Braun - Deb Braun, Michael Benjamin - Karen Diamond, Brandon Moore - Brenda Moore, Danielle and Jessica Large - Sheila Large, Hayley Hill - Laurie Hill, Tonya Weber -

Joyce Weber, and Bridget Baumgart - Eve Baumgart.

Each child received a personalized certificate congratulating them on a successful afternoon of hard work.



Tonya Weber listens in as mom (Joyce Weber) takes a phone call in CIC.

DMB receives Y2K Awards

On April 19th the State of Michigan's Y2K Project Office held an awards ceremony to honor all of the organizations and people who have done so well in the State Y2K compliance efforts. The Department of Management and Budget's Automated Service Division (ASD) was selected as having the best overall Y2K project. ASD oversees the Information Technology issues within DMB, including ORS.

In addition, special awards were given to agencies and people who were recognized by their peers (agency IT Directors and CIOs) and the

Y2K Project Office as being the best in various categories.

Specifically, DMB's award states that DMB is: "the department that exemplifies the most complete and timely approach to the Year 2000 effort." Stated **Dan Lohrmann**, Director of ASD, "This is a major accomplishment and honor for everyone



who has been involved in our Y2K efforts, including our contractors and business customers (partners) who helped us build and test our Y2K programs."

In addition, **Rose Wilson**,

Director of DMB's Office of Administrative Services and DMB's CIO, was selected as the CIO who best managed their department's Y2K efforts. Her plaque reads "The Chief Information Officer who demonstrated true leadership in solving their department's Year 2000 problem."



Published by:
State of Michigan
Department of Management
& Budget
Office of Retirement Services
P.O. Box 30171
Lansing, MI 48909-7671

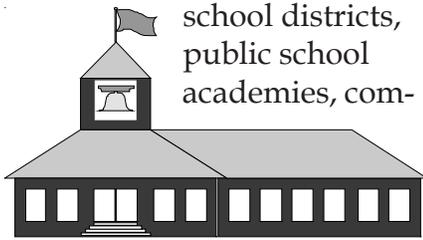
Chris DeRose, Director
Rosemary Baker, Matt Beha and
Robert Glennon, Editors

Printed by Authority of 1984 P.A. 431
Total number of copies printed: 350
Total cost: \$59.36 Cost per copy: \$0.17

Public Schools contribution rate sees slight increase

The retirement contribution rate on Public Schools members' wages paid between October 1, 1999, and September 30, 2000, will be 11.66%. This is an increase of 0.89% over last year's rate. This rate applies to K-12 school districts, intermediate

school districts, public school academies, com-



munity colleges and district libraries. The breakdown of the rate is as follows:

Pension Normal Cost	6.47%
Pension Unfunded Accrued Liability	0.59%
Health Benefits (Cash Basis)	<u>4.60%</u>
TOTAL	11.66%

The contribution rate is determined by an actuarial study of what it takes to fund the

retirement system. The study considers economic and demographic information and is performed every year.

Correction:

The last edition of the Look Out mis-reported the local number of the Office of the State Employer's Health Screening Unit. The correct local number is 373-2814.

Seven areas

Continued from Page 1

enhance employee development and retention. They are identifying methods to provide employees the opportunities and support necessary for success. ORS Director, **Chris DeRose** is one of two sponsors on this team.

Two solutions have been tentatively identified that address training issues:

- **Training Group Approach**— Training a group of employees in certain core areas. Some of these include safety, department orientation, managers' training, verbal and written communication, and legal responsibilities among others.
- **Competency-Based Training Approach**— Training of employees in office or job specific competencies.

The team noted that with either training approach, a measurement for success should be developed with a personal training plan for each employee.

The committee has initially identified two types of employee recognition plans:

- **Service Awards**— based on tenure or length of service
- **Performance-Based Awards**— based on employee successes and accomplishments.

They are still considering the pros and cons of each method of employee recognition.

Recruiting and Hiring Quality Employees - ORS Director of Finance & Administration, **Deb Gearhart** is one of five members of this team. This team focuses on the recruitment and hiring of new employees. Their charge is to

develop a more effective hiring process, starting at the point in time a unit believes it has a need for a new employee. Additionally, they are working to improve the quality of candidate pools.

This team has diagrammed the current DMB processes involved in hiring a new employee. They have researched the hiring methods used by other State agencies, as well as methods used in the private sector, and are examining ways to improve these processes.

Members of the team hope to shorten the process timeline, eliminate redundant steps, help implement more training for hiring managers, develop a recruitment/hiring guidebook, and delegate more authority and control to the office levels.

Comings and goings in ORS

Susan Park has accepted the position of CIC Manager. She has an extensive background in management, particularly in the areas of customer service and operations. She gained this experience with Ambs Message Center and Jackson National Life Insurance Company.



Susan Park



Maureen Carden

Maureen Carden comes to us with experience in both the health care and banking environments. She will be working in the Administration area dealing with supporting ORS staff in the records, mail and procurement areas.

Mary Anderson is a graduate of Baker College. She comes to us from the Department of State. She will be working in the Transaction Unit.



Mary Anderson

Peaches Downs' last day was Friday, April 23. She will be working with the Michigan Municipal Bond Authority in the Treasury Department.

Eloisa Brubach's last day was Friday, April 30. She has accepted a position as an Account Executive with Enterprise Mortgage.

ORS has a visitor

Last Friday, April 30, Tony Russo, Manager for Major Accounts Service Center from Blue Cross/Blue Shield visited ORS to share and glean information and ideas on effective customer service.



Right: Customer Service Manager, Laurie Hill, and CIC Manager, Susan Park give Mr. Russo a tour of the CIC.

Shhh...Auction in Progress!

This year's Silent Auction and Bake Sale is scheduled for Wednesday, May 19 in Conference Room M. If you have anything to donate, please e-mail **Lisa Schmidt** by Tuesday, May 18.

Proceeds from this event will help fund the annual picnic on July 30th. EMPAC is looking forward to a successful Silent Auction & Bake Sale.

Relish this Scramble—it's peppered with meaning

Your friendly Scramble Editor didn't want to write this, but his co-workers just egged him on. Let's be frank—he doesn't want to be a ham; just offer food for thought. If it's not to your taste, just remember that the wurst is yet to come. So unscramble the puzzle and try to digest the meaning.

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Once you've got it, discuss its meaning with your team members. Then check the poster next week for the unscrambled version.