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Customer Education participates in InFRE study

The International Foundation for Retirement Education (InFRE), recently invited Customer Education’s **Joy Bartell** to participate in two Standard Setting workshops to develop new exams for the Certified Retirement Counselor (CRC) designation. The workshops were held in January and earlier this month in San Antonio, Texas.

Joy was one of thirteen CRC designees invited by InFRE, which covered all travel expenses, to develop two standardized exams that will be administered to future CRC candidates. Many professionals in the financial planning and insurance fields as well as public and private sector benefits, human resources, and retirement counselors hold and find value in the CRC designation, including Joy and ING’s **Lynne Bemrose**.



“I was honored and excited to meet and work with retirement professionals from around the country as well as the some of the InFRE founders,” says Joy. “I believe that we were invited to be a part of these workshops because our respective organizations are viewed as being among the most innovative and respected organizations administering retirement benefits. ORS was among only two public pension systems taking part in the workshops that I attended. I think that speaks very highly of our organization. ORS rocks indeed!”

InFRE is changing the examination process by seeking national accreditation for the CRC designation. To achieve accreditation, the organization had to switch from using four separate exams covering a broad area of retirement information to a single comprehensive exam.

Joy adds, “I had no idea the amount of work that goes into creating a single standardized test, and we created two. There’s much more involved than simply writing questions. Along with a representative from a professional examination service, the thirteen of us had to conduct job analysis/role delineation, generate test specifications, write questions, enter items into an item bank, validate/improve items, assemble draft examinations, review and revise examination forms, and set exam passing points. There were some spirited discussions about the questions to include on the exams because everyone was passionate about their particular area of retirement knowledge. In the end, we came away with two exams that cover every area of retirement evenly.” The new exams will be introduced this month.

Calendar

March	
Central Perk Cleaning	31
April	
April Fool's Day	1
State Employees Board Meeting	9
Tax Day	15
ORS Space Walk	16
State Police Board Meeting	16
All Staff Meeting	21

Administrative Professional's Day	22
Public School Employees Board Meeting	23
Arbor Day	24
Central Perk Cleaning	29

Quick Links	
• ORS Member Website	
• ORS Employer Website	
• Knowledge Library	

Commonly Used Acronyms	
AST	Application Support Team
BLA	Business Leadership Assembly (<i>EPC, BPOs, and BPLs</i>)
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 (<i>Phil, Laurie, Tim, and Anthony</i>)
EPO	Executive Process Owner
ER	Employer Reporting
FLB	Forms, Letters, and Barcode
ORS	Office of Retirement Services
PRIM	Preretirement Information Meeting (<i>public school employees</i>)

For more information about InFRE and earning the Certified Retirement Counselor designation, go to <http://www.infre.org/pages/Home.htm> or contact Joy at 313-456-4012 or email BartellJ@michigan.gov.

ORS is still on the move!

ORS still has some more moving to do! The remainder of Process Support, Financial Services, and Auditors will move on April 1 and 2, followed by AST and the conference rooms on April 8 and 9, and finally CSC on April 13 to 30.



Remember:

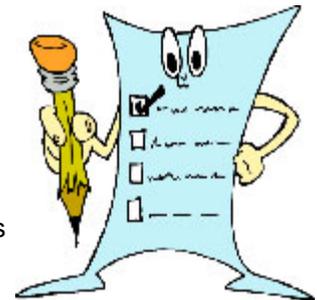
- Your phones, computers, and chairs will follow you to your new location.
- Your phones and computers will be turned off and disconnected during the move. Be sure to have work that does not require a computer.
- Empty and clean your existing cubes before you leave.
- Do not forget your space protocols; our space team has requested that everyone review them for personal areas as well as common areas. These are in the [Knowledge Library](#).
- Update your new location in the phone database.
- April 1, 2, 8, and 9 are casual days for all staff.

If you have any questions or problems during the move, please contact your space representative (**Pam Ward** of Process Support or **Ginger Czubak** of AST).

Retiree survey scores remain high

The results of the recent retiree survey showed that ORS customer service satisfaction remains high. Over 90 percent of respondents from each system rated ORS service good to excellent.

Two new question categories were added to this year's survey questionnaire. Customer Education added questions regarding the types of tools and services retirees use (miAccount, walk-in, publications, etc.) and asked respondents to rate their satisfaction. BPD asked questions inquiring whether public school retirees have access to reduced rates from organizations with certain types of insurances. The analysis and related action plans of these results have not yet been completed.



Websites moved to new servers

This past weekend our DIT partners successfully transitioned employer websites, online surveys, online inactive member lookup applications, and online appointment registration websites to more stable and efficient web servers. **Marc Olenzek** from

PRO	Preretirement Orientation (<i>state employees</i>)
PS	Process Support
SME	Subject Matter Expert
T&T	Tools and Technology
UAT	User Acceptance Testing

AST along with **Ray Fleming** and **Robert Glennon** from CE worked together on this project. The member websites, employer reporting website, and miAccount are located on different servers and were not affected by this change.

Injured at work?

Be sure your *DMB Facilities – Emergency Information* card ID is pinned to your tack board near your phone. If your injury is serious and requires immediate medical attention, request an ambulance by calling 3-0190. Report even minor injuries (e.g., slip and fall accidents, finger pinches, etc.) to your supervisor and keep your own supply of first-aid items (e.g., band-aids) at your desk. Other non-emergency contact information is also listed on the back of your emergency information cards.



Balanced Scorecard

[Click here to view the latest Balanced Scorecard.](#)

Correction to the March 13 LookOut

Patty Wethy was unintentionally omitted from the list of nominees in the category of Every Day Hero for the 2009 ORS Excellence Awards. Congratulations, Patty!

Avoid construction

It's that time of year again when the orange barrels and road construction workers will be out. Remember to slow down in construction zones and give yourself extra time to arrive safely.

[Click here](#) to view major road construction projects underway throughout the state.

[Click here](#) to find lane closures in your travel area.



A message from the Green Team

Using tote bags on trips to the grocery store can drastically reduce pollution. The average American uses 350 plastic bags each year. These bags not only end up in landfills, but oceans too.

Also, plastic is a petroleum product, so the fewer bags we use reduces our use of fossil fuels and helps reduce global warming.

Note: Information in this article was obtained from a recent [World Wildlife Fund newsletter](#).

Did you know?

- 1.6 million plastic bags can circle the world.
- Energy used to produce 8.7 plastic bags can fuel a car for nearly a mile.
- Improper disposal of plastic bags results in the death of one million sea birds per year.
- Each year, marine turtles and other creatures die from eating plastic that is mistaken for food.



ER welcomed **Susan Studer** on March 2. Susan is assisting in the over/under payments project. She studied business administration at Central Michigan University and enjoys reading, golfing, water and snow skiing, and spending time with her 13- year-old daughter.

Janet Hile joined ING on March 16. Janet studied English and business at Adrian College; she enjoys making beaded jewelry, quilting, cross stitching, and reading.



Autumn Alden **Janet Hile** **Karen Short** **Susan Studer**

On March 26 Process Support welcomed two new employees: **Autumn Alden** and **Karen Short**.

Autumn Alden attended Lansing Community College studying criminal justice. She enjoys spending time with her one-year-old son, reading, shopping, and scrapbooking.

Karen Short dedicated six years of her life to the Marine Corps. She enjoys sewing and quilting, spending time with her four children and six grandchildren, and attending her son's BMX bike racing events.

Congratulations!

Congratulations to the new CSC employees for their success in completing the CSC contact center training.



Back row (left to right): Sharniesa Calhoun, Jill Forebeck, Annie Wittenberg, Nick Thelen, Bobbi Thelen, Katelyn Henika. Front row: (left to right): Johnny Moore, Mary Jane Martinez, and Kris Truman.

All Staff update

Wear your wacky hat to the next All Staff meeting, April 21, to win casual dress day! First through third place winners will receive casual dress days to be used at their discretion. First place winners will receive three casual dress days, second will receive two days, and third will receive one day. The process with the highest percentage of participants will win one extra casual day for the entire process team. Winners will be announced at the end of the All Staff meeting. Increase your FUN-itude!



Please submit all questions for the All Staff meeting using the marked coffee cans by April 6. All questions will be collected April 7.

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.

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Take action on outdated documents!

If you're encountering outdated, inefficient, or frustrating forms, publications, web pages, brochures, or manuals, take action! CE has a hand in producing most of these documents and can help update it. Simply print off your document, make the needed mark ups, and place the marked up document in CE's mailbox #174 and we'll be happy to help you. Be sure to include your name and how we can get in touch with you.

Thanks for reading!!

DFT retirement workshop



Joy Bartell worked with Detroit Federation of Teachers to offer "Retirement workshops" at the DFT office in this past February and March. Photo taken from the DFT newsletter.



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.