



Look Out

July 25, 2003

Volume 7, Issue 15

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

State Employees

Board Meeting 12th
 ORS Picnic 14th
 EMPAC Book Sale 19th
 ORS Golf Outing 20th

September

Public School Employees

Board Meeting 4th
 State Employees
 Board Meeting 11th

Repairing the road to fast and easy access

Lately, running Clarety and answering customer calls feels a lot like a summertime traffic jam.

Hurry up.... then wait.

Hurry up.... then wait. And

while we're hurrying up and waiting, behind us is a pile up of increasingly exasperated people trying to drive their way to retirement. It's a frustrating and slow way to run a service.

Just like a summertime traffic jam, our "customer service jam" is caused by construction. When we're done, the road will be paved, smooth and well marked. Even as we curse the detours, we know that in the long run, the new road will be better. Too bad that doesn't help us feel much better right now!

Eliminating the Pile Up

We'd all feel better if the line up of customers waiting for services was shorter. They won't call us as often. And when they call, they won't be as angry. To eliminate this pile up, ORS

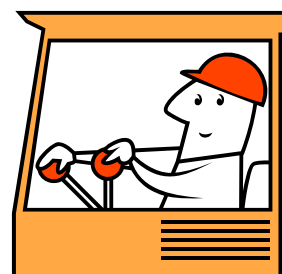
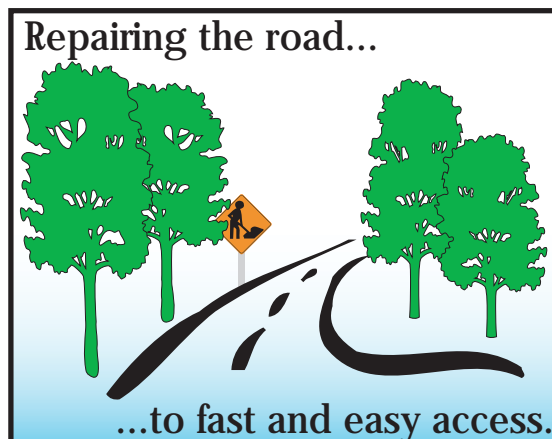
has assembled an **Emergency Road Crew**. This team of six will be

dispatched to fill and pave the potholes (a.k.a., backlogs) causing the pile ups, one at a time. See the related story on page 5 for a list of potholes. Crew members are: **Pam Kibby, Andy Daignault, Lisa Schmidt,**

Mary Barrett, Michelle Thompson and **Mike Goodman**, a new temporary in Employer Reporting.

Crew members were approached by their managers last week and all were willing and eager to pave the potholes. Andy Daignault, who is known for his ability to bulldoze through pile ups, is relieved to know a plan is in place.

"It'll feel really good to get this [work] cleaned up," says Andy.



See Road repairs on page 3

Who's in charge?

Many of the front-line staff at ORS, those who deal directly with customers, have to possess knowledge of a huge array of topics. One of these topics is the difference between a power of attorney, a conservator and a guardian. Larry Brya, Assistant Attorney General for Retirement, provided ORS with his opinion as to which of these three is able to gather information or make decisions concerning a retiree's account.

If the retiree has granted someone with power of

attorney, it means that the retiree has designated another person to perform *specified* acts on the retiree's behalf. The



Power of Attorney document itemizes the specific activities that the retiree has authorized and usually establishes specific start and

end dates. The retiree appoints, directs and revokes the activities of the designee. If a retiree has granted someone power of attorney, you can work with either the retiree or the designee. However, since activities are restricted you will need a copy of the signed *Power*

of Attorney document before giving information to the designee.

A conservator is a person appointed by the court to manage an individual's estate. The court appoints a conservator for individuals who are unable to handle their own affairs for such reasons as a physical illness, mental illness, drug addiction, or disappearance. Since the conservator is court appointed, you may deal only with the conservator. You may not deal with the retiree or anyone appointed by the retiree.

Finally, a guardian is appointed either in a will or by a court. If the court has appointed a guardian, it is because the individual was found legally incapacitated. In this instance you may deal only with the guardian. You may not deal with the retiree or anyone appointed by the retiree.



Thanks to EMPAC, baseball, hotdogs, and apple pie were enjoyed by ORS staff on July 22, National Hot Dog Day. Left: Ginnie Gibson helps herself to lunch. Above: Jon Seeger supports his team, the River Bats. The team is a DeWitt Community team that his son plays for and Jon coaches.

Road repairs

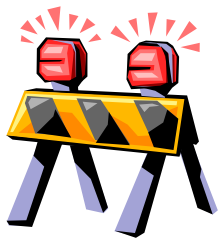
Continued from page 1

The team will assemble and begin work when the last of the public school summer rush applications are audited – August 11. You will find them in the northeast section of A-wing.

Keeping the Road Clear

Eliminating the pile up behind us is fine, but it won't do us any good if the potholes re-open and have to be refilled. To prevent this, the BPLs in each process are committed to keeping all new work current. This tall order will be addressed in several ways.

1. Many of Pam Kibby's duties will be assumed by **Fred Doll**. Fred will also use this time to work with **Joyce Weber** and **Steve Eckert** on some new CA initiatives. Fred started his ORS experiences in the call center and also spent time with the Benefit Management insurance unit. These experiences and his good relationship with the staff make him well suited to support Customer Accounts while Pam leads the Emergency Road Crew.



2. All other Road Crew members' responsibilities will be supported by their processes and by temporary employees. These temps arrived the week of July 14th and are in training. Some of them are already working backlogs.
3. **Stephanie Buntin** will expand her walk-in receptionist role by helping Customer Accounts with a variety of other activities. One of the temps who started last week will support the receptionist role.

Adopt-the-Vision-Highway

Want to wear the construction hat? All ORS employees can help repair the road by adopting a stretch of the Vision highway. Sign-up sheets for dedicated clean-up activities will be posted in CrossRoads beginning August 11 and continuing into the fall when construction will be complete.

Choose the stretch of the highway that frustrates you the most (TDP, refunds, correspondence, etc.), and sign up to help clean them up. To minimize training, each shift will be labeled with the skill level needed to do the work.

There will be more information on this later, but you will want to check the skill level needed before adding your name to the list. For more information on becoming part of the clean-up team, see your BPL.



Keeping Track

Customer Education will track pothole filling, detours, accidents and the occasional roadkill with progress signs at the main entrance of A-wing and with periodic voice mail traffic updates.

The Vision Highway might be strewn with potholes and speed bumps right now, but with everyone's help, we will soon be back on the road to fast and easy access.



COMING ATTRACTIONS

The 7th annual ORS picnic is August 14th.

EMPAC is sponsoring a Book Sale on August 19th - be sure to donate your used books, magazines, CDs, stationery items, videos or DVDs to your EMPAC rep.



Tim Simpson, Lansing State Journal Coach of the Year

Many of us have had a role model in our lives that has somehow influenced who we have become. Tim Simpson has been recognized as a person who has changed the lives of some young people by being their coach.

Tim was awarded the Lansing State Journal's Coach of the Year award this season for his work as the Lansing Catholic Central Varsity Girls Track coach. Tim has been the girls' track coach for three years. He also works with the distance runners on the boys' track team. In addition to track, he has been the head Cross Country coach, both boys and girls, for the past three years.

Tim's girls' track team qualified for four relays and four individual events in the state meet held on May 31. Two of the relay teams, the 800-meter and 1600-meter won 1st place, a freshman took 2nd place in the 400-meter race, and the team's long jumper took 6th place. The 800-meter relay team set a state record, finishing with a time of 1:45.17 minutes. The team ended with a 4th place finish overall in the state meet.

Tim has a long history on the track. "My dad was a runner and a coach so I ran when I was younger and I ran in high school." Tim's dad was occasionally his coach as well.

Tim attended Michigan State University where he ran track and cross-country. He competed nationally; the 1500-meter was his main event in which he posted a personal best of 3:41. This is the equivalent of running a full mile at a speed of better than 15 miles per hour!

"I coached at MSU for a few years and then at Haslett High School for a few years, and then took a few years off. A runner that I had coached at Haslett was the coach at Catholic Central and she was moving out of state. She called and asked

if I was interested in coaching again," Tim said.

Tim has had athletes qualify to participate in the state meet all three years that he has coached at Lansing Catholic Central. He has practice year round preparing runners for either the track or cross-country season. In the summer, he has voluntary practice Monday through Thursday starting at 5:30 a.m. The team runs at the trails around Lake Lansing or different parks like Grand Woods Park. In the winter, Tim holds practice in the evening at the MSU sports facility or sometimes they run outside.

"We have practices almost every day in the winter and summer. It is not required practice, but we have a lot of kids that show up every day, probably ten or more," Tim said.

Tim's advice for anyone who would like to start running is to put yourself on a schedule with small goals that you increase over time. He suggests it may be easier if you run with someone else and to run on trails or grass since it is easier on your legs. Make sure you have your doctor's approval before starting any exercise regimen.



"You have to motivate yourself. You have to realize you are going to be sore and tired when you start and you have to work through that. Don't give up too quickly. Start running every other day for ten minutes then increase to every other day for 20 minutes and work up from there."

Potholes

Below is the current list of identified potholes that the Emergency Road Crew will resolve. The Crew will help prioritize the list then work the list in priority order. Before each new pothole, a subject matter expert will train the Crew and be available to support them until that pothole is completely repaired. Road repair officially begins on August 11.



Potholes

- Posting TDP payments
- Wage & service adjustments
- Service credit evaluations and correspondence
- HRMN record errors
- Partial refunds
- Insurance correspondence
- Pension adjustments
- Siebel tickets created for retired members
- Reconciling retiree pensions against retiree wages.
- MIP discrepancy reports
- SERS non-central agency data entry
- Applying certain payments to bills
- Beneficiary form data entry
- TDP agreement errors
- Service credit transfers
- State Police data purity
- Net-difference refunds

New screenings available

State of Michigan employees are now able to use the Internet to help detect anxiety and eating disorders. The new screening is made available by the Employee Service Program's Interactive Screening Program. This is the same program that offers alcohol and depression screenings. The program started in 1997 and since its inception has been used by over 11,000 state employees. The success of the alcohol and depression screening has led to the new screenings for anxiety and eating disorders.

The screenings are free and confidential. Screenings for anxiety, eating disorders, alcohol abuse, or depression are available at www.mentalhealthscreening.org/screening. Enter the keyword "espmi" and follow the instructions.

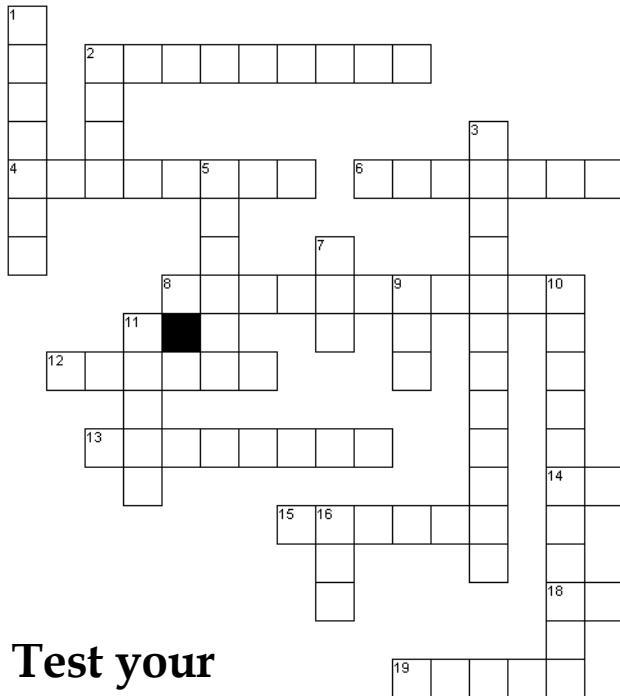
The screening takes approximately five minutes to complete and you will receive instant feedback. The site will also advise you on insurance benefits and how to obtain treatment services if needed.

According to the National Institute of Mental Health, over 4 million Americans suffer from constant anxiety that seriously interferes with their daily lives. Over 5 million Americans have some sort of eating disorder.

See Screening on page 6

BSC Answer Key

Across:	Down:
2. Financial	1. Improve
4. Optimize	2. Fast
6. Empower	3. Continuously
8. Perspective	5. Invest
12. Growth	7. EPC
13. Customer	9. CBT
14. Terrific	10. Expectation
15. Siebel	11. Focus
18. Implement	16. IDP
19. Learn	17. Development
20. Coaches	



Test your BSC knowledge!

Comings & Goings



Welcome to **Angela Bryan** from Career Quest. Angela joined ORS on July 14 and will be working in Process Support.

Angela Bryan

Annette Bartlett joins us from Career Quest. Annette started working in Benefits Management on July 14.



Annette Bartlett



Also from Career Quest is **Mike Goodman**. Mike is working in Employer Reporting and started on July 14 as well.

Mike Goodman

A special welcome back to **Elaine Lewter**, ORS' Deferred Compensation and Defined Contribution Plan Administrator.

Across

2. CitiStreet provides _____ services
4. To make as effective or functional as possible
6. To give authority
8. Viewpoint or view
12. The CBT lists both IDP and Individual _____ Plan (IGP) for personal accomplishments
13. Retiree, member
14. ORS staff is _____!
15. Look up an ORS customer account in _____
18. Put into practice, start
19. To gain knowledge or understanding
20. Encourages, supports (like a team)

Down

1. To progress or get better
2. _____, easy access to complete and accurate information
3. Always, endlessly
5. To spend money or time for a future benefit
7. Executive Process Council (abbr)
9. Competency-based training (abbr)
10. Potential, eager anticipation
11. Center of attention
16. Individual Development Plan (abbr)
17. Growth or a significant event (part of 16 down)

See answer key on page 5

Screening

Continued from page 5

All four types of screenings can be done on line. Alcohol and depression screenings are also available by phone at (800) 887-5676. This process is completely confidential as well.

For further information about the Interactive Screening Programs or about depression, alcohol concerns, eating or anxiety disorders, please contact the Employee Service Program in Lansing at (517) 373-7630 or (800) 521-1377. In the Detroit area call (313) 456-4020 or (800) 872-5563.