

Email the LookOut Staff LookOut Archives

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Staff support new legislation

Since October 2007, staff in every ORS process as well as team members from AST have come together to support new legislation. During this project, ORS and AST staff exemplified all of our values.

The project known as “MIP-Plus” involves changes to various aspects of our business as mandated by Public Acts 110 and 111 of 2007. Some provisions of the new laws went into effect immediately (October 1, 2007) and some become effective July 1, 2008, and we had to get the message out to members and school employers.

These two new laws affected each process, from determining the benefit plan to service credit purchases to determining insurance subsidy eligibility. Our technology, our forms and publications, and the member and employer websites all had to be changed to reflect the new laws. Each process, including Finance and AST partners, worked toward getting the right information to the right people at the right time.

- BPD worked closely with as the Attorney General’s office to determine policy and draft language that clearly defined new law provisions. The information was presented to the Public School Employees Board of Directors.
- T&T worked with AST and Finance as a major part of the project required program changes in Clarety. Teams of ORS, Finance, and AST staff pulled together to determine and make coding changes and run in-depth testing. They also kept the rest of us up-to-date on how the changes would affect our work.
- CE developed and maintained a communication plan so as not to miss a single area affected by the new law. This included revisions to forms, publications, and the member website, as well as assisting with keeping staff updated on the changes. A webinar was created to keep school employers informed.
- CSC fielded many calls from members with questions about how the new laws would affect them. This is in addition to all of their assistance revising and testing our forms, publications, and websites.
- ER developed a process to ensure new MIP-Plus members would be reported under the correct benefit structure.
- PS will be testing the revised forms for scanning and indexing under document management.

In each process, staff not working directly on the project stepped up to take on the workloads of those who did. The system changes were deployed the weekend of June 28 and 29. As this project closes, each one of you can be proud of how you and your coworkers have come together as a team to make it successful. Congratulations!

Calendar

July

Independence Day	4
State Police Board Meeting	17
National Hot Dog Day	21
Public School Employees Board Meeting	24

August

National Ice Cream Sandwich Day	2
U.S. Coast Guard Day	4
State Employees Board Meeting	7
DMB Golf Outing	15

ORS Picnic	20
18th Annual ORS Golf Outing	28

- On the Horizon**
- All Staff Meeting - October 7

- 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
CSC	Customer Service Center
DB	Defined Benefits
DC	Defined Contributions
DIT	Department of Information Technology
DMB	Department of Management and Budget
EPC	Executive Process Council (Phil, Laurie, Tim, Anthony, and Kathy)
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

CitiStreet hires home-based agents

CitiStreet has hired 13 home-based agents and one home-based agent manager in the Lansing area to assist with their government sector customer service. These agents began an extensive six-week training course in Conference Room T on June 9 to prepare them for working from home and assisting customers on the phone.



CitiStreet launched its home-based agent program over a year ago and has cited improved employee and customer satisfaction as key success factors. "We are excited about bringing the program and associated jobs to Michigan," said Tom Armstrong, CitiStreet Project Manager from the Boston office. "The state of Michigan has been a great long-term partner of ours and deployment of this home-based agent program in Lansing seemed to be a logical next step in the evolution of that partnership."



Front:(left to right) Maureen Helson, Kelly Taylor, and Reito Cupples. Middle: (left to right) Christine Duffy, Katherine Beckfield, Jenee Wilson, Shallena Ayers, and Stephani Houser. Back:(left to right) Erika Murdey, Robert Fisher, Stacy Naberhuis, Courtney Peek, Marsha Trice, Rachel Almond, Jennifer Lindner.

CitiStreet has sent two senior trainers from their corporate offices to support the training here in the GOB until mid-July. After an extensive training and testing process, home-based agents **Rachel Almond, Shallena Ayers, Katherine Beckfield, Reito Cupples, Christine Duffy, Robert Fisher, Maureen Helson, Stephani Houser, Erica Murdey, Stacy Naberhuis, Courtney Peek, Kelly Taylor, Marsha Trice, and Jenee Wilson** will put their knowledge to the test as they field calls from their home offices. Jenee Wilson, home-based agent manager, will have an office in the GOB in addition to her home office.



Welcome new public school members!

On June 24 more than 1,909 welcome letters were mailed to new public school members who were hired between April 15 and June 20. This letter is a new batch job that will run weekly to welcome members just hired by a public school, provide their Member ID, and invite them to go online to enroll in miAccount and name their beneficiary.

Employers notified about miAccount

Employers received a notice to encourage employees to use miAccount when nominating their beneficiary. *Beneficiary Nomination* forms are still available on the member website for download but have been removed from the employer website. In addition, the notice gave them another heads up that we will be switching to Member IDs instead of social security numbers.

Member ID access on IVR

Customers can now enter their Member ID rather than their social security number when they call the IVR. The greeting on the IVR is expected to reflect this change

SME	Subject Matter Expert
STG	Systems Technology Group (Web self-service contract vendor)
T&T	Tools and Technology
UAT	User Acceptance Testing

later this summer.

Let your voice be heard

Employees will have an opportunity to participate in the DMB Organizational Assessment (employee survey) from July 8 thru July 25. The survey will be delivered via email and serves as an anonymous way for you to let the department know if we are on track and growing as an organization.

ING acquisition complete

ING Group announced that it has completed its acquisition of CitiStreet LLC. The transaction was completed in approximately 60 days and will not affect the seamless partnership we've shared with CitiStreet in the past. For more details about the acquisition, feel free to [read ING's press release](#).

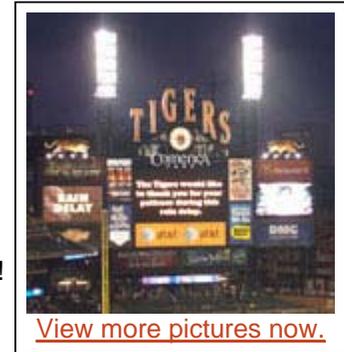
Balanced Scorecard

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

Staff travels to Tigers game

The game was tied at 5-5 when the July 25 Detroit Tigers vs. St. Louis Cardinals game entered a nearly two-hour rain delay in the fifth inning. During the torrential rain coworkers enjoyed hotdogs, popcorn, souvenirs, and the drenching downpour.

The game eventually wrapped up around 1:00 in the morning with the Tigers capturing the win. GO TIGERS!



Protecting customer info

In June each of you attended an informational training presented by the Security Awareness Committee that focused on several types of security breaches and illegally obtained personal information.



Here are a few precautionary reminders to protect member data:

- **Printing necessity.** If it has confidential information, take a moment to analyze whether you need to print the data.
- **Lock cabinets.** Check with PS staff if you need a key to a cabinet in your work space.
- **Black-out identification information.** If you print something, consider whether or not you can black out any identifying member data.
- **Secure electronic information.** If you leave your desk, press Ctrl+Alt+Delete to lock your computer.
- **Adhere to security policies and procedures.** Make sure you're familiar with documents 289312, 288958, 210695, 210696, and 282148 in the Knowledge Library and DIT's [Policy for Information Technology Information Security](#).

Be Aware! Over 10 million people become **victim** to identity theft each year. The average victim spends 600 hours to clear up **credit problems**.

Please remember the importance of handling sensitive information appropriately. We would like to thank **John Donovan, Mike Gallihugh, Dan Norberg, Linda Reznick, and Aimee Ross** for their efforts in preparing this information and conducting our security awareness training.

JULY 4, 2008 - CELEBRATE THE U.S.A.!

All hail the red, white, and blue. This time of year many Americans pause to salute and honor their country. July 4th, the only holiday that celebrates the United States, is usually associated with fireworks, parades, barbecues, carnivals, picnics, and baseball games paying homage to its history, government, and traditions.



Also known as Independence Day, this year's July 4th marks the 232nd anniversary of the approval of the Declaration of Independence by the Continental Congress. As

we celebrate the holiday, let's take a moment to remember the brave men and women currently serving our country and protecting our freedom.

A few of the July 4th celebrations taking place around our state are listed below. A more complete list of events may be found at www.michiganfireworks.com.

<p>Lansing: Friday, July 4, 10:00pm Adado Riverfront Park Parade at 11:00am</p>	<p>Portland: Friday, July 4 at Dusk Portland High School 1100 Ionia Rd. Parade at 6:00pm</p>
<p>Downtown Grand Rapids: Friday, July 4, 10:00pm Ah Nab Aven Park 5:00 pm Opening Ceremony</p>	<p>Traverse City: Friday, July 4, 10:30pm over Grand Traverse Bay</p>

No matter what plans you've made to observe and honor this great country, be sure to be safe and enjoy!

Comings & Goings

Joseph Yang joined the CSC as a student assistant on June 18. Joseph is a Lansing native and Sexton class of 2003 graduate. He is currently attending Northwood University through the Lansing Community College campus and is majoring in marketing and business administration.



Joseph Yang

Carlos Ruiz accepted a student position with Michigan Department of Education. His last day with ORS will be July 11.

Lisa Marie Coon and **Charlene Heath's** last day in CSC is today, July 3. Best of luck to them both!

Staff on the move

Meg Leonard returns to her role as BPO for PS after lending her time working on Vision ORS.

BPO for ER will temporarily be filled by **Steve Crippen** until a permanent replacement is filled.

Kudos to staff!

I was extremely pleased with the service I received from **Matt Torok**. I was trying to help my mother, who is in the early stages of Alzheimer's disease, and Matt was wonderful in assisting me today. The excellent customer service I received from Matt made my day! Thanks Matt.



Pam Garver: Thanks for all the communications and RIM updates you have pulled together these past few weeks. You do such an awesome job keeping everything organized and on track!!! Perfect!!



Josey McCloud: I just wanted to take a minute to say thank you for the notepads ... Connie mentioned you all worked on them diligently ... that was a great idea and I loved the design ... they are thick (lots of paper) and there is lots of room to write. Thanks for taking the time! It is appreciated!



A customer shared that the people at ORS are so great and friendly. Her experience has been wonderful since last year and she thinks the world of **Ed Helzerman** and **Laurie Svendsen**.



I would like to give a special thanks to **Jane Thom**. I can go to her for anything and if she doesn't know, she will give me a name of someone else that can help me out. Jane is funny, friendly, and willing to help at a moment's notice. I will truly miss her when she leaves.



Erica Waltmire: Thanks so much for designing the certificates for the ORS Excellence Award Winners. They looked great and I especially loved the design and colors. They certainly were our best option with such a limited budget this year. You did a wonderful job in keeping with our theme. Your creativity and attention to detail is much appreciated!



THANK YOU, **Kris Morris!** I think you are a model for your staff and for other leaders in the ORS. Coming from you, this message has credibility and impact.



Angie DeRose: Thank you, Thank you, Thank you so much for helping me with insurances this morning! You are FABULOUS! If there is anything I can do for you, please let me know!



Elaine Scott: In the very short time you've been supervising in the call center, I've observed how great your communications are with your staff. You keep them informed of what needs to be done (in appropriate detail), provide updates from other parts of the business that affect them, and quickly and tactfully correct your staff when they're following the wrong process or procedure. It also looks like you're trying to clean up the long-term "pending/incomplete" work in your process to determine if it just fell through a crack or is still waiting for some action. From an outsider's perspective you're doing a great job!! Keep up the good work!



Anthony Estell, Laurie Mitchell, and Phil Stoddard: Congratulations and Thanks! You, STG, and DIT deserved the Midwest Technology Group's award for all your hard work on miAccount! Thank you for allowing me to share in your proud moment. You are a great team doing great work.
Rose Wilson



Angela Bryan was so nice and helpful. She knew the answers to all of my questions. This can be a threatening experience, but she was so encouraging and helpful. I asked if I can call her directly ... I would wait 20 minutes just to speak to her again. I want her supervisor to know that she deserves a promotion. Thank you, Angela, for providing exceptional customer service!



Jane Thom and Doug Murray: You both are very good workers and go above and beyond your daily duties. I appreciate your dedication to ORS!

CSC: I wanted to take a moment to thank all of you who worked so hard on a tough and busy day today. We had many staff out of the office both scheduled and unscheduled. A number of staff had problems related to the weekend storms and were unable to be here today. Every one pitched in ... including CE staff assisting with walk-ins! It's easy at this time of year to focus on the amount of work we have yet to process but we also need to recognize what we accomplished, especially on a challenging day like today.
THANK YOU!

A recent retiree called and wanted us to know how wonderful **Amanda Pluff** was! Amanda was very knowledgeable, and had great telephone skills. She was very happy to tell us to 'keep up the great work!' Great Job Amanda!



Chuck Simpson: Great Job! If Chris Berman ever leaves ESPN – you have the job!



TO ORS OFFICE:

Thank you for making my visit very pleasant. All employees @ the ORS worked hard to get everyone processed and out of there

And you were all very pleasant & nice to deal with. Whether you realize this or not you made my day very happy



Thanks again

Barbara

**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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Thanks for reading!!





6-26-08

10a.m. - Noon

Dear DRS,

It was an AWESOME
experience today!

I flew up from TEXAS
for a funeral and stopped
in to take care of my
Pension-related issues
today. Staff were
friendly, efficient,
and absolutely focused
on you!

Very impressive
customer service
philosophy in
action!!



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.