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**Calendar**

<b>April</b>	
Spring All-Staff	23
State police board meeting	25
<b>May</b>	
Public school employees board meeting	9
Mother's Day	12
Central Perk cleaning	16
Memorial Day	27

**On the Horizon**

## Reform, Again?!

Yes ... well, sort of.

We are reopening the public school reform election window for a group of about 2,500 public school members who were recently determined to be eligible for the retirement plan elections. These members were originally considered ineligible because their employment was in transition during the original election window – new information provided by employers shows that these members did meet eligibility requirements for the elections.



The election window will open for these members only on May 3, 2013, and will close on July 26, 2013, at 5 p.m. EDT.

This group is unique because any plan changes will be made retroactively to their transition dates. So ER staff are working to ensure this process happens smoothly between the member, the employer, ORS, and ING when applicable.

These elections will be made in miAccount, so staff in AST, PS, and CE are coordinating to reinstate the miAccount election functionality.

CS staff is refreshing their training to help these members with any questions they have, and CE staff are preparing communications similar to what was sent during the original election window.

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## Application processing training

For CS supervisor **Jennifer Dunavant**, July 1 is not just a date, but also an event requiring careful and selective attention. Jennifer begins planning for the Application Processing (AP) season practically before the current one has ended. She uses data projections of volume and workflow production reports to calculate how many people she needs and when she needs them. She then augments the regular processing team with more CS agents and turns it over to **Elaine Scott** to

- Tiger game  
- June 5
- Central Perk cleaning  
- June 10
- Father's day  
- June 16
- Judges board meeting  
- June 20
- State employees board meeting  
- June 27
- Independence Day  
- July 4

coordinate training.

The application projections for 2013 include 4,000 public school and 150 state employees applications with a July 1 effective date. All the staff selected to process these applications received training, which helped meet the established goal of having this completed in March. Training included application set-ups, closeouts, audits, and post-audit (from the SD24 batch). The 2013 AP season preparation includes the selection of **Dustin Duprest, Jeanne Fox, and Bobby Hoppes** as trainers.

New to application processing this year are: **Daryl Brock, Monica Johnson, Andrew Mkwaila, Andrew O'Keefe, Marissa Palacio, Bruce Roberts-Hicks, Darren Williams, and Jason Wilson.**

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- 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
CS	Customer Service
DB	Defined Benefit
DC	Defined Contribution
DTMB	Department of Technology, Management and Budget
EPC	Executive Process Council (Phil, Laurie H, Anthony, Laurie M, Kerrie )
EPO	Executive Process Owner
ER	Employer Reporting
ORS	Office of Retirement Services
PRIM	Preretirement Information Meeting



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### Space available in May QCI trainings

Do you want to get in some training and practice for your writing skills? Do you want to improve your PowerPoint presentations so your audience will sit up and listen? Then don't miss out on the QCI trainings in May! There is still space available in both *How to Write a Better Letter* and *A PowerPoint on PowerPoint*. Just get approval from your supervisor and send an email to [Danielle Fowler](#) to sign up.

*How to Write a Better Letter*. Tuesday, May 7 from 9AM – 10:30AM  
*A PowerPoint on PowerPoint*. Tuesday, May 21 from 9AM – 10AM

Training dates for the remainder of the year are available on the CE Now [Knowledge Library](#) page under the QCI tab.

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	(public school employees)
PRO	Preretirement Orientation (state employees)
PS	Process Support
SME	Subject Matter Expert
UAT	User Acceptance Testing



- **Innovate and Improve Customer Service**
- **Best In Class Business Practices**
- **Instill Confidence in Staff Through Quality Communication**
- **Engage Top Talent to Realize Potential**
- **Continuously Renewed Business-Driven Technology**
- **Build Business Capacity Through Education and Development**
- **Proactive Policy Development and Legislative Strategy**

## When Severe Weather Strikes

Living in Michigan, we all have witnessed peculiar weather. It's common that we have the air conditioner and the heater on within the same day. In an average year, Michigan has fifteen tornadoes, although last year only six were recorded according to WILX news website. In recognition of Severe Weather Awareness Week in Michigan, April 7 through 13, now is the time to know what you will need to do if you're at work when severe weather strikes.



If you remember the tornado drill we had on April 10, 2013 then you'll know that the designated areas are in the stairwells or the hallway in between the A-wing and B-wing. If you are not able to get to a stairwell or hallways there are other safe locations like conference rooms S and T because there are no windows in these rooms.

Each process has an elected employee who is a monitor. The monitors have the responsibility of directing employees to the designated shelter areas on our floor. Once the monitors have been trained, they receive a badge and a bright orange vest to wear during a drill or an actual event. If an employee has mobility issues, the monitor will assist them to the stairwell. In the next couple of weeks, PS will be conducting training for new DTMB monitors.

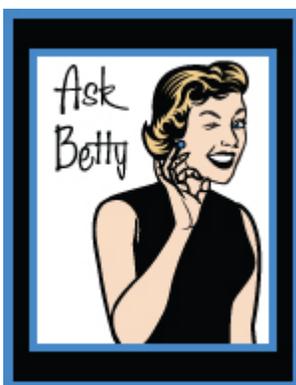
For specific severe weather response information and procedures for DTMB buildings, please refer to the appropriate DTMB Facility [Emergency Preparedness Guide](#). With regular practice and well-trained monitors, we will be prepared when severe weather hits.

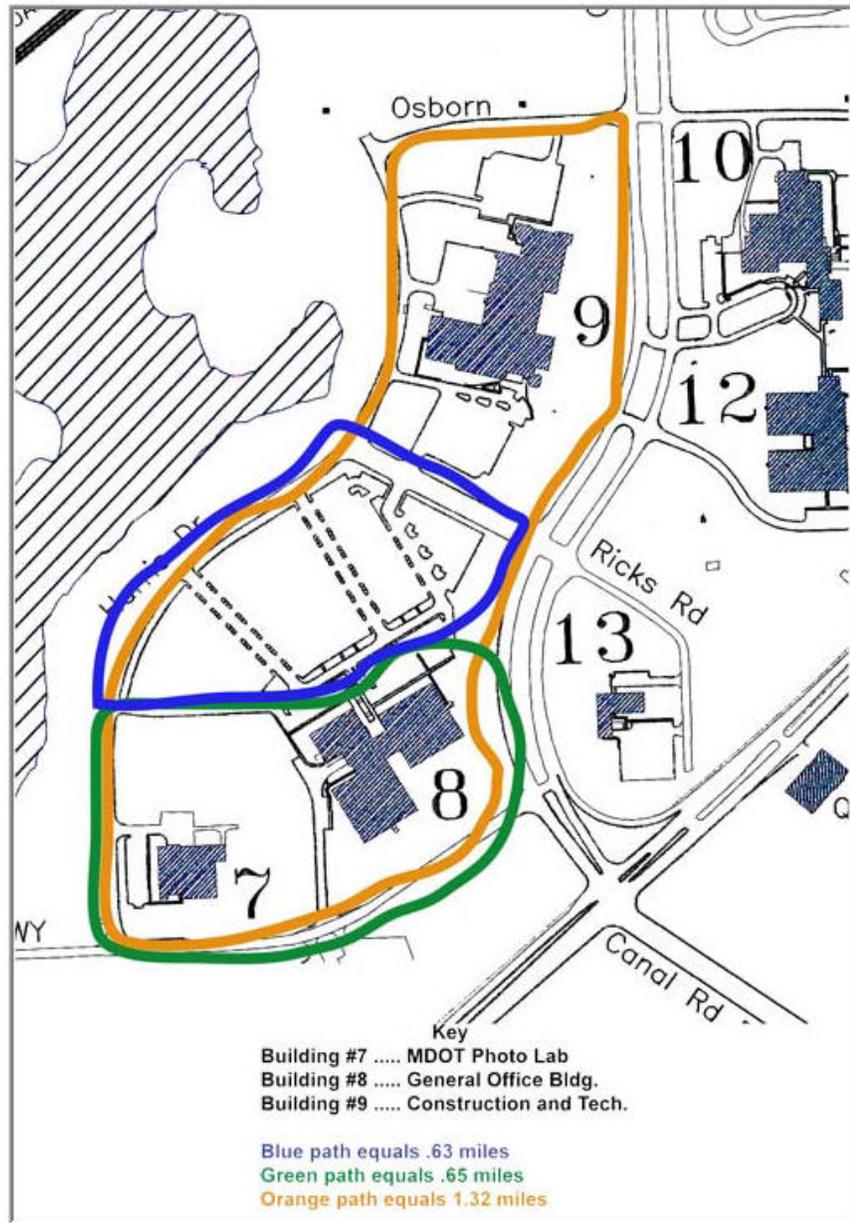
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## Spring out to the walking paths

The robins are out, the skies are lighter, and the air is (just a little bit) warmer. Spring is here!

Take advantage of the season on the walking paths that circle the GOB, the MDOT Photo Lab, and the Construction and Tech building. Walk with a friend or coworker, or grab some headphones and add some music to your stroll. The map below will tell you how much distance you've covered on your stress-relieving break.





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## Water, more than just a thirst quencher

Why should you drink water? According to *Eating Well Magazine*, you can see what water does for your body, from head to toes.

### Brain

Staying hydrated keeps your memory sharp, your mood stable and your motivation intact. A well-hydrated person can also think through a problem more easily.

### Mouth

Water keeps your throat and lips moist and prevents your mouth from feeling dry. Dry mouth can cause bad breath and/or an unpleasant taste and can even promote cavities.



**Heart**

Dehydration lowers your blood volume, so your heart must work harder to pump the reduced amount of blood and get enough oxygen to your cells.

**Limbs**

When you're well hydrated, the water inside and outside the cells of contracting muscles provides adequate nutrients and removes waste efficiently so you perform better. Water is also important for lubricating joints.

**Skin**

When a person is severely dehydrated, skin is less elastic. Unfortunately, drinking lots of water won't prevent wrinkles.

**Kidneys**

Your kidneys need water to filter waste from the blood and excrete it in urine. Keeping hydrated may help prevent urinary tract infections and kidney stones.

Now that you've read the total body benefits of drinking water, how much water do you actually need? It isn't eight 8-ounce glasses each day. The Institute of Medicine says adult men need about 13 cups per day of fluid; adult women need about 9 cups.

At ORS, water fountains are located throughout A-wing and B-wing. Have you noticed the big water jugs? Those are for members of the Water Fund. The Water Fund is a group of employees who have formed a fund to purchase spring water each month. The cost is \$5.00 a month and you can enjoy fresh cold water on tap. If you would like to become a water fund member email [Amy Wheeler](#) or [Linda Johnston](#).

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**Take Your Daughters and Sons to Work Day on April 25**

Want to bring your children to the GOB to see what you do during the workday and participate in fun activities? The annual Take Your Daughters and Sons to Work Day is on April 25. The kids must be school age and leave their cell phones and games at the door. It's also open to grandchildren, nieces, nephews, and stepchildren! If you're interested, email [Sara Hoppes](#) by Friday, April 19.

**Spring cleaning Days**

Spring-cleaning days will be May 1 and 2. CS will be regrouping their teams with a move on Wednesday, May 1 and all of A-Wing will clean on this day. B-Wing staff will clean on May 2. Both days will be casual day for everyone. Please remember NOT to clean outside of the designated time frames as we have co-workers that have allergies and could become ill if you do!

PS will define areas to drop excess office supplies/equipment that aren't needed any longer. Cleaning supplies will be available in designated areas.

**Married public school retirees sent insurance rate updates**

When the public school insurance rates were updated last fall, one group of retiree rates were not precise. This is the group of retirees who are married to someone who is also a public school retiree – sometimes called “dual eligible” retirees. The rate amounts were resolved with the code changes deployed on April 5, and these retirees are receiving a letter this week letting them know the amounts have been

adjusted and we have recalculated their rates for January through March. Members who overpaid will get a refund payment, and members who underpaid will see a one-time decrease in their April pension payment. For more information, including sample copies of letters check the CS section of the [Knowledge Library](#).

### New batch process automatically confirms retirement plan elections

Letters confirming retirement plan elections for new public school employees will be mailed automatically through a batch process that is going into production with the April 19 release. New public school employees first hired on or after September 4, 2012, have the option to choose either the Pension Plus retirement plan, or the Defined Contribution (DC) retirement plan. The letter will confirm the plan they chose or defaulted into, and it will point them to the appropriate place for plan information.

### DTMB is creating an Enterprise Service Catalog

A small project team has been established to inventory and analyze all DTMB Services. The result of this project will be the Enterprise Service Catalog, a collection of services provided by DTMB to its customers. The purpose of the catalog is to communicate services clearly and concisely internally and to DTMB customers. It will set and manage customer expectations as well as demonstrate the business value that DTMB provides.

Throughout the project, progress updates will be communicated to staff and an initial service catalog should be available in early fall.

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### Going:

AST wished the best to **Ron Noble** on April 5. Ron accepted a position with Farmers Insurance in the Grand Rapids area.

ER will bid farewell to **Trisha VanderMoere** on April 26. Trisha accepted an analyst position with the Department of Agriculture and Rural Development.

PS congratulated **Kim Marton**, who began her transition to Analyst Trainee with DTMB Financial Services-Operations on April 15. Kim will still be at ORS three days a week during the transition, but her last day has not yet been determined.

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## Man on the Street

Our LookOut reporter hit the streets of ORS to ask this impromptu question: "Tell me about where you were born."



**Aaron Usher:** Was born in Glennallen, Alaska. Aaron remembers the rule: if the temperature was -50 or below, school would be canceled. Otherwise, it was open. Aaron remembers that he would still play outside for 2-3 hours on the days it was too cold to go to school.



**Andy Kolp:** Born on June 8, 1981 Andy was born in Lansing, but grew up in the Westphalia area. He currently lives in the booming rural area of South Riley. His dream is “to one day move to Zihuatanejo, Mexico, buy myself a boat and fix it up, maybe do some charter fishing.”



**Fred Covert:** Was born on Eden Trail, in Eagle, Michigan. “The road was aptly named, since I grew up in a little corner of heaven, fishing & skating on the Looking Glass River in our backyard and hunting, playing baseball and sledding in the fields & woods surrounding our beautiful little neighborhood. The good Lord blessed me richly.”



**Patricia Myles:** Was born in the back of an ambulance on the way to Sparrow Hospital in Lansing, MI. She was the first delivery for the ambulance driver that helped her mother deliver. The driver kept in touch with Patricia through elementary school.



**Alvina Manson:** Well known for being home to the largest breakfast table, it is also home to Alvina Manson. She was born in the Cereal City: Battle Creek, Michigan. As a child of a cereal company worker Alvina said, “I ate cereal you’ve never heard of because the children of the workers were used as guinea pigs before the new items were sent to market.”



**Sanjeev Kondal:** Was born in the state of Tamil Nadu, India, in the city of Madurai. Sanjeev lived there until he was 3 years old. His memorable memory is of the Maduari Meenakshi temple.

**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 Technology, Management and Budget, State of Michigan

Director:  
Phil Stoddard  
Edited by Customer Education





**Giridhar Rayala:** Was born in Andhra Pradesh . This is one of India's fourth largest states by area. It is known because of a special mineral stone that is mined in the Barytes, and is home to Girdihar.



**Camie Wieber:** Camie grew up in Fowler, Michigan. Many of us today know Fowler for its famous Becker's Bridal. Before coming to the State of Michigan Camie was a consultant for Becker's Bridal. Camie's family was featured in a book called *The Magic Room*.



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**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.