



In This Issue...

- Partnership saves ORS resources
- Recognition for green efforts
- New miAccount marketing tool
- Moving on
- miAccount update
- Spotlight on Lynn Stowell
- Comings & Goings
- green scene
- Bring Your Child to Work Day!
- Dress Like a Fool Day!
- 2009 Spring All Staff
- Lunch with Lisa Webb Sharpe and Rose Wilson
- Raccoon ruckus
- Strategic planning
- Kudos to staff!

Calendar

April

Easter	12
Tax Day	15
ORS Space Walk	16
State Police Board Meeting	16

Partnership saves ORS resources

With the help of DMB's Mail and Delivery Services (MADS), Customer Education and Process Support streamlined the process of assembling and shipping more than 5,000 packets a year for preretirement meetings.

After a meeting with Jackie Barnes and Mike Armstrong from MADS, a new process was developed that eliminates duplicated efforts and saves ORS time and money. This new process ensures that packet contents are accurate, sent weekly to appropriate sites, and materials are properly inventoried.

Every member who participates in our preretirement meetings receives a packet containing our publication *Retirement Readiness: A Two-Year Countdown*, insurance rates, insurance options, a phone appointment card, and a survey.

Instead of involving Process Support staff, **Ray Fleming** from Customer Education will communicate directly with MADS only once a month to ensure packets are assembled for each meeting. MADS will use the standing work order to pull packet materials from the DMB warehouse, which maintains our supply of current materials. Once packets are assembled, they will be sent directly to seminar locations.

Previously, Process Support acted as the "middle man" in the packet production process. Process Support staff received the meeting schedule and packet information from Customer Education and then coordinated the assembly with MADS. MADS shipped the completed packets back to Process Support, and they would package and ship the packets to the meeting locations.

Transitioning this process entirely to MADS will allow Process Support staff to refocus their attention to other tasks.

"While it made sense for Process Support to be involved in the process in the past, it was important that we continue to improve our own process," **Kris Morris**, Process Support supervisor, said. "This was an unnecessary task we needed to eliminate, and this change now allows Customer Education, who creates the forms and publications, to be directly involved with the contents of the packets."

Recognition for green efforts

The 7th Annual Tri-County Waste Reduction Awards Program (WRAP) took place on April 9 highlighting twenty-two nominees, nine award winners, and featured guest speakers Lansing Mayor Virg Bernero and Recycling Specialist Lucy Doroshko.

Lisa Schmidt and **Erica Quealy**

All Staff Meeting	21
Holocaust Remembrance Day	21
Administrative Professional's Day	22
Earth Day	22
Public School Employees Board Meeting	23
Arbor Day	24
Central Perk Cleaning	29

nominated ORS for this year's WRAP award. While ORS did not win, the representative from Clinton County did convey her appreciation for ORS's winning efforts and commented on our increased achievements since last receiving an award in 2005.

Mayor Bernero's speech focused on how Lansing was among the first to implement curbside recycling and how we've saved landfill space because of this. He closed with a thank you to all nominees and their organizations, stating that their efforts lead to a cleaner, greener Lansing.



Lansing Mayor Virg Bernero and Recycling Specialist Lucy Doroshko spoke at the 7th Annual Tri-County Waste Reduction Awards Program.

May	
Mother's Day	10
Judge's Board Meeting	14
State Employees Board Meeting	21
Memorial Day	25

Lucy Doroshko spoke about Michigan's recent recycling and energy initiatives. "Out of her short presentation, it was great to see that DMB's LEED (Leadership in Energy and Environmental Design) building standards, energy-efficient fleet, and environmentally friendly state purchasing regulations were among her key points," said Erica.

Phil Mikus, head of Granger's recycling program, closed the ceremony with the distribution of awards to nine well-deserving community organizations and businesses.

Quick Links

- [ORS Member Website](#)
- [ORS Employer Website](#)
- [Knowledge Library](#)

Visit [The City of Lansing's website](#) for more information on WRAP. [The Department of Energy, Labor, and Economic Growth's website](#) also has a wealth of information on Michigan's green initiatives.

Thank you for all of your green efforts and a big round of applause for the Green Team members keeping our office moving in a green direction!

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 Benefit
DC	Defined Contribution
DIT	Department of Information Technology
DMB	Department of Management and Budget

New miAccount marketing tool

Over 7,000 copies of our new miAccount marketing poster, [What About You? \(R0696C\)](#), will be delivered to public school reporting units later this month. The poster is a new tool to increase usage of miAccount with Michigan public school employees and showcases the features of the site. In addition, schools will be able to order these posters on the employer website.



Moving on

Thank you to our move team leaders **Linda Rezneck** and **Pam Ward**, who have done a terrific job orchestrating the renovation moves with minimal disruption to our work. The move is almost finished, leaving only the new training room to be completed in a few months. With the recent move of the conference rooms, you can now reserve conference rooms in Groupwise.

Wing A

- ORS Conference Room N
- ORS Conference Room M
- ORS Conference Room O

Wing B

- ORS Conference Room L

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

- ORS Conference Room K
- ORS Conference Room J
- ORS Conference Room I

[View the conference room locations for wings A and B.](#)

miAccount update

Since launch around year ago, over 50,000 ORS customers have created an account and reaped the convenient and informational benefits of miAccount.



"We believe we'll see more and more customers taking charge of their own retirement planning as we continue to educate and market this valuable tool," said **Connie Morse**. "Customers are using miAccount to view and change their information and we know they're finding it useful and convenient."

miAccount's insurance functionality is in the final stages of review and will be available soon to retirees. More updates on what's new with miAccount and how you can help promote it will be available at the April All Staff meeting.



[See more photos of AST's recent move.](#)



on Lynn Stowell

Spotlight is a way for ORS staff to share their non-work related activities and hobbies. Email ORS-LookOut@michigan.gov with your article ideas about you or your coworker.



Lynn Stowell, who processes insurance in CSC, is helping organize Hubbardston's first community garden.

The idea for a community garden came after Lynn was approached by the Ionia County Health Department about hosting a healthy living town hall meeting. During the meeting, the Health Department informed the town members they were eligible for state and federal grants to assist the community. It was decided that the most important thing the community could offer its citizens was to promote healthy food consumption, support tobacco-free lifestyles, and increase physical activity. A community garden was the best way to accomplish this.

With the money received from the grants, community members are able to purchase supplies and equipment for the garden located on the site of the Hubbardston Community Center. A commercial-grade gas stove will be purchased as well and will be used for future community-wide dinners. Hubbardston is also working with the Michigan State University Extension Office to

provide cooking and canning classes.

"The first priority of the community garden is to feed the community," says Lynn. "Once the community is fed we will donate the excess fresh fruits and vegetables to local food banks."

About ten volunteers will begin preparing the garden for planting as early as next week. Lynn hopes that when the townspeople see the garden becoming a reality, they will want to volunteer to keep it up and running. The community garden volunteers will harvest an assortment of fruits and vegetables so that everyone can enjoy them.



Lynn Stowell standing on the site of what will be Hubbardston's first community garden.

Comings & Goings

AST welcomed Nelson Gibson and Julie Soliz on April 6.

Nelson Gibson attended General Motors Institute, also known as Kettering University. While attending college he repaired computers for Best Buy and in 2006 began working for EDS of Lansing. Nelson and his wife currently live in Holly. He enjoys soccer, mountain biking, playing video games, and watching movies.



Nelson Gibson



Julie Soliz

Julie Soliz graduated from the University of Michigan-Flint with a degree in computer science. Her last position was with Compuware Corporation. Julie enjoys spending time with her two children and tending to her flower garden.

Staff bid farewell to **Jake Wagner** on March 27. Jake was a Blue Cross Blue Shield employee whose contract term ended.

Annie Wittenberg's last day in CSC is today, April 10.

green scene

Wanna get out of the office on your lunch break?

Easy - [the Delta Township recycling center](#) is just a hop, skip, and jump away! Just load up your recyclables on Monday night, [drive the short 3.2 miles](#) to the center, quickly drop your items in the appropriate bins, and return to work.

Check out the recent [Delta Township Recycling brochure](#) for upcoming events, a list of acceptable recyclable items, details about their de-junking days, and much more.

Summer hours of operation (April-September):



- Tuesdays: 8 a.m. - 2 p.m.
- Wednesdays: 2 p.m. - 8 p.m.
- Saturdays: 9 a.m. - 2 p.m.

Bring Your Child to Work Day!

Our annual [Bring Your Child to Work Day](#) will take place on the afternoon of April 23 for children first grade and up. Take this opportunity to show your kids, grandkids, or even borrowed kids what you do here at ORS. Plenty of fun activities will entertain them throughout the afternoon. More information on the ORS activities will be coming soon.

DMB has also scheduled three different tours that are available on a first come, first serve basis. [Click here](#) for more details on these tours. If you plan to attend any of the DMB sponsored tours, get your supervisor's approval first, then contact **Alice Semevolos** for registration. Registration for these tours is limited so don't delay!

Dress Like a Fool Day!



[See more photos from April's Dress Like a Fool Day.](#)



It's time for lunch!

You are cordially invited to bring your lunch and join DMB Director Lisa Webb Sharpe and Chief Deputy Director Rose Wilson at a "Let's Talk over Lunch" session. These informal conversations offer updates from Webb Sharpe and Wilson as well as the opportunity to ask questions or offer suggestions.

Employees are welcome to attend any session. Because seating is limited, reservations are requested.

To reserve your spot, visit the intranet at <http://connect.michigan.gov/dmb>.

We look forward to talking with you soon!

"Let's Talk over Lunch" sessions begin at 12 p.m. on the following dates:

Wednesday, April 29
Vehicle and Travel Services Building
Break Room

Wednesday, May 6
State Surplus Facility Lunchroom

Tuesday, May 12
Mason Building OPS Conference Room

Wednesday, May 20
General Office Building Conference Room
B

Tuesday, June 2
General Services Building Break Room

Tuesday, June 9
Cass Building Director's Large Conference Room, Second Floor



Raccoon ruckus



Staff enjoyed watching a raccoon sleep and stretch high in the tree outside the windows in B Wing.



Kudos to staff!



Pam Ward deserves some kind of bulldog award for sticking to a task in spite of seemingly insurmountable odds. Approximately one year ago, I noticed my phone number was incorrect on the online tool ("Contact a state employee") as well as the GroupWise phone number listing. I reported this to Pam who made the requests for change. Periodic checks showed my number had not changed. I came to accept that my number would remain wrong as multiple attempts did not correct it. Pam stuck with the task until it was finally recently corrected. Kudos to Pam for sticking with this to the end!



Kris Morris: Thank you very much for coming in on Saturday to assist with the indexing and Clarity validations. Your participation in the WAS implementation helped us make sure our document management system would continue to run smoothly after implementation and provided us with confidence that all would be well on Monday morning. I appreciate your willingness to help with these efforts! Thanks again!



A retiree wanted to let us know how professional and courteous **Karen McConkie** was this morning. He really appreciated all the help and guidance she provided. Thanks for your great work Karen!





I would like all of ORS to know that **Angie Parkhurst** was very helpful, pleasant, and knowledgeable.

Angie Schrauben - I just want to take a moment and thank

	you for assisting with our WAS validation over the weekend. With some of the issues we had with document creation and PDF conversion during testing it was critical that we validate that this functionality was still working and stable after the deployment. I appreciate your willingness to assist on Saturday and to make sure that we were confident in the system we were going to have up and running Monday morning. Thank you again!
	Tim McCormick and CSC: I just wanted to send a note of thanks for you and your staff's help in getting to the bottom of the paperwork needed to get a customer's health benefits resolved. I know it took a lot of digging to find out what was in the system related to him. Both he and I appreciate the help. Let it be known that you have great customer service!! Thanks to all.
	Pam Cook: I want to thank you for your assistance in testing the WAS changes that we put in last weekend. Your work made the smooth implementation possible. Your attention to detail in your testing helped us find the date display issue in the image browser. It's important that our testing is thorough to ensure that our applications are doing what we expect. Satya has the fix from FileNet, so I'm sure we will be calling on you again to help ensure that the fix is completely tested! Thanks again for your work on this! Great job!
	Dan Norberg: Your mini-seminar on photography basics and digital camera settings yesterday was extremely valuable for the CE group (I'm sure you realized that when a few people asked about lunchtime sessions!). I know you spent your own time reviewing our camera's features and preparing a handout for us, and I want you to know how much I appreciate it. The reaction of the group clearly showed that all of CE appreciates it. Thanks so much.
	Today, Anne Watros helped five ladies all at one time ... yes, she had five ladies in the walk-in cubicle and they were asking her all kinds of questions. It was a hoot. They were crowded around the small table with their shoe boxes and folders. Anne remained calm and answered their 102 questions. When she was done, they asked to talk to Anne's supervisor. So Anne called and asks if I would come up to the walk-in area. As I walked into the walk-in cubicle, all five ladies started to sing their praise about how Anne was awesome and very knowledgeable. Anne made such a great impression, the ladies wanted to take her out to lunch. Way to go, Anne! Thank you for making these five ladies happy customers!
	Joe Osentoski: Thank you so much for attending our CE team meeting yesterday to help clarify insurance eligibility for dependents. It's a complicated topic and we had lots of questions which you handled expertly (and patiently!). We also thank you for promptly getting answers to our additional questions after the meeting. Excellence, teamwork, integrity, growth, and fun - you demonstrated them all. Thanks so much,

	Joe!
	Joan Schneider: Thank you for your work both on testing and validating the WAS changes that we put into production last weekend. I especially appreciate your willingness to assist with the validation on Saturday - which included preparing and setting aside batches on Friday. Thank you for spending your time and knowledge helping us make sure we had the system up and running and that the implementation went smoothly. Great work!
	A customer wanted to let us know that Mike Goodman is a wonderful representative, and he helped her so much detangle a problem she was having. "He's a doll," were her words! Thanks Mike for representing us so well!
	Angela Sanborn: Thank you for helping us validate the Employer Self Service application on Saturday. I know you had an issue or two getting the validation going, but you were able to resolve it. Your work helped build our confidence that our systems would be stable and quiet on Monday morning and continue to be available to our employers without interruption. I appreciate how willing you were to help with these efforts! Great work!
	Fred Doll and Ray Fleming came to my team meetings on Friday and presented information on all the CE options offered on our website. It was super!
	
	I have called your office and received the information I required. Special thanks to Charla Drysdale . She was very friendly, quite helpful, and has a very joyful and pleasant voice.
	Kyle Seymour: Thanks for your review of so many employer

	accounts. Thanks for your creativity and intellectual curiosity in understanding why what happened may have happened.
	A customer commented that Angie DeRose was kind, patient, knowledgeable, and went way above and beyond! She couldn't say enough good things about Angie!
	A customer wanted us to know that they were impressed with Angela Bryan and Matt Torok . They indicated that we should feel grateful to have them. Thanks for providing exceptional service to our customers!
	
<p>On behalf of the CSC Celebration Committee, we would like to say thank you all so very much for helping us with this celebration. It was a great success and we could not have done it without all of your help. Also we would like to thank Jennifer Carter, Ray Fleming, and Josey McCloud for covering the walk-in area during our celebration.</p> <div data-bbox="669 1201 1269 1465">  </div>	
	After finding out today that the links on the ORS home page were broken I asked Julie Schafer if she could fix them. Our wonderful Julie, of course, stepped up and got it done right away. Thanks so much for the help Julie and your willingness to set your other work aside to get this done so quickly!
	A customer commented on how helpful Katie Lum was this morning when he stopped in as a walk-in. He said she was just wonderful.

	
	<p>Mike Sysak spoke to a customer this afternoon. The customer was with his mother, helping her prepare her tax return after the recent death of her husband. He wanted us to know that he appreciates how quickly Mike was able to send her a copy of the 1099. Mike's kindness and efficiency in helping take care of a routine financial matter during a difficult time for her was exceptional.</p>
	<p>Kay Johnston: I want you to know I really like working with you (I always have). You respond timely and do what is necessary to be done without me begging, hounding, and/or going to my supervisor. You always are willing to help me when I'm in a bind – or not but I am being pushy – and you're very pleasant to boot. Plus, you make me laugh. Thank you so very much! I appreciate you.</p>
	<p>Andy Kolp: Thank you so much for giving your time and talent to help us develop a process that will help us recruit solid, diverse candidates.</p>
	<p>Kudos to Rosemary Baker for a job well done. Jon and I dumped major changes on her last night and she did a masterful job of achieving the goals we asked for. This change at this time of year will save our staff a tremendous amount of time. I'm so grateful for the extra efforts Rosemary has gone to so that we can reap this benefit as early as possible. Thank you!</p>
	<p>I just wanted to take a moment to say how much I appreciate Travis Peake's willingness to help whenever needed. He really went above and beyond my expectations this morning. When I came in, I called Travis to ask for his help setting up equipment for a meeting in Conference Room M. Travis already had it set up for me. You are very lucky to have a student on your team like Travis!</p>
	<p>Customer Education: I just spoke with the superintendent of Climax-Scotts</p>

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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Director:
Phil Stoddard
Edited by Customer Education

Thanks for reading!!

schools. When I said where I was from he said, "Oh, I know you guys. I watch your website very diligently. It's very nice and I always know where to go for information. I've been in Michigan 12 years and I've never seen information so easy to access. I'm out there on a regular basis keeping an eye on things." Just thought you'd like to know you have a happy web-user.



Andy Oser: I just wanted to thank you for providing excellent service! You were a tremendous help making sure the coding and data in the judges' database and this support allows us to provide better customer service. Your expertise using Microsoft Access is very apparent and appreciated greatly. Thank you!



Michelle Thompson: Thanks for your help last week in figuring out if we had the capacity to change these benefit structures in Clarety. I'm very relieved that we found that they can be changed.



I received a call from a customer who received her MSPERS Connections. She just wanted to say thanks in regards to the language that told her she can "rest and not have to worry about her pension from **Phil Stoddard**." I told her I would pass it on. Thank you.



A customer wanted to let us know how patient and helpful **Angie Bryan** was. Thanks Angie!



Greg Payne and Process Support: Thanks for allowing Greg to help with this project. He is doing very well and is keeping up with the incoming volume. I also want to thank you and your entire staff for taking on such an increase in workload (imaging over 1000 responses to date as well as all returned mail) during a busy season for mailings! I believe your words were "Just tell us what you need and we'll make it happen" - that is excellent service.

ORS: You have developed an excellent web site. It is very easy to use and gave me the information I was looking for. Thank you.

Joan Schneider and Clarissa Sheler: On behalf of all of CE, I want to thank you and your team for your years of willing, able, cheerful, and exceptional work



getting these preretirement packets to our customers. It's been a valuable service to those who attend our seminars, to the employers who host the meetings, and to our presenters, who didn't have to haul the heavy boxes in rain, sleet, and snow. I don't think we told you often enough how much we appreciated this effort. And even though this is no longer on your to-do list, please know that we continue to appreciate YOU and all your efforts. Thank you again, ever so much.



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.