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Calendar

July

| | |
|-------------------------------|----|
| Independence Day | 4 |
| State Employees Board Meeting | 21 |
| Spacewalk | 21 |
| Public School Board Meeting | 28 |
| State Police Board Meeting | 28 |

Microsoft Office 2010 wrap up

After several months of preparation by ORS and AST, we've finally migrated to Microsoft Office 2010. In addition, all Clarety forms and letters were revised, tested, and upgraded to Office 2010. These templates pull member data and calculations from Clarety before the forms are sent to members, increasing efficiency and reducing processing time.



Until you're familiar with the new software, you can use [this interactive link](#) to see where something was in 2002, and where it is now in 2010. [Check out this video](#) of new features in MS Office 2010 that will make the learning curve worthwhile. Also, [bookmark this link](#) which contains many tutorials and tips you may find helpful.

Kudos to the many people who made sure the migration was as seamless as possible: **Cathy Pelham** and **Denise Wils** from DTMB; **Pam Cook**, **Deb Grescowle**, **Meg Leonard**, **Kim Marton**, **Joan Schneider**, **Clarissa Sheler**, and **David Travis** from PS; **Nicole Bacigal**, **Ravi Chekuri**, **Cora Foley** (Project Manager), **Keith Kosmicki**, **Venkat Ramakrishnan**, **Thasin Sardar**, and **Bhaskar Yerra** from AST; **Mike Goodman**, **Travis Peake**, **Angela Sanborn**, and **Amy Wheeler** from CS; **Cathleen Curran**, **Pam Gilchrist**, **Crystal Newsome**, and **Angie Schrauben** from ER; and **Rosemary Baker**, **Carolyn Parkinson**, and **Kathy Tober** from CE.

Keep watching the *LookOut* for MS Office 2010 tech tips like the one below. If you've got any tips to share, [let us know](#).

ER records two new webinars for school payroll staff

As part of its new employer outreach program, ER has developed and presented [two new webinars](#) for school payroll staff.

Katelyn Henika presented two Rules Regarding Working After Retirement webinars with an audience total of 295 participants. This program provides a high-level overview of the latest rules for hiring public school retirees.

Trisha Heinze is presenting the second webinar topic, Health Care Contribution Changes & Adjustment Process. This webinar covers details regarding the upcoming health care contribution rate change from 1.5 percent to 3 percent for public school members. Five sessions are scheduled from June 20 through July 7,

On the Horizon

- ORS Annual Picnic
- August 3
- ORS Golf Outing
- August 23

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 (<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 |

and 312 employers have participated so far.

After the live webinar sessions are completed, recorded tutorials for both topics will be created and posted on the employer website.

Employee satisfaction survey action items

In the April 22 [edition of the LookOut](#), we shared the employee satisfaction survey results. The BLA discussed the results and have identified the following action items:

- The EPC will host brown bag luncheons to aid in communicating and connecting better with staff, and being more accessible to all.
Time line: Meetings will begin July 2011. Based on the success of July's sessions, additional sessions will be scheduled as deemed appropriate.
- Power of Perspectives training will be offered to all ORS staff. These trainings aim to create a more open-minded and inclusive environment that promotes more creative and innovative solutions.
Time line: Dates of training will include, but not be limited to: Analysts and selected staff June through August 2011
Additional ORS staff – TBD
- Each process will continue to encourage open and ongoing communication from all staff members through individual meetings, group meetings, and other avenues.
Time line: Ongoing

If you have questions regarding the action items or survey results, talk with your BPO.

ORS trained on new e-learning tool

We strive to give customers quick and easy access to the information they need to plan and make decisions — e-learning is a way of delivering information and training to users at any time. On June 28, twelve ORS employees learned the ins and outs of e-learning with the Articulate Studio '09 software package.

"Articulate provides ways for trainers to quickly package e-learning courses for a variety of different learners,"

Charles Zoffuto, the Articulate trainer, said. "It also includes tools used to track what people learn from viewing these courses."

articulate

The attendees were **Alvina Richardson** and **Elaine Scott** from CS; **Kim LaClear**, **Kristine Morris**, and **Pam Ward** from PS; **Trisha Heinze** from ER; and **Joy Bartell**, **Ray Fleming**, **Danielle Fowler**, **Pam Garver**, **LuAnn Kern**, and **Josey McCloud** from CE.

E-learning courses don't replace face-to-face presentations, but they act as a tool to enhance learning. Stay tuned to hear how ORS makes use of this tool.

business briefs

Pension Plus News debuts in July

The first issue of *Pension Plus News* will be delivered to members July 15 with their second quarter statements from ING. The newsletter will be delivered twice a year – January and July – and prior versions will always be available on the Pension Plus website, <http://www.mipensionplus.org/>. *Pension Plus News* features important information and updates about both the pension and savings components of the

| | |
|-----|-------------------------|
| | Technology |
| 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**

Pension Plus retirement plan. [Click here to see the newsletter.](#)



CE bid farewell to **Kyle Schafer** on June 30. Kyle will enjoy the rest of his summer off and start back up in the fall at University of Michigan's Dearborn campus to complete his master's degree in public administration.

CS wished the best to temporary employee **Michelle LaLonde**. Her last day was June 30.

Staff on the move

Congratulations to **Travis Peake** who recently accepted an analyst position in CS. He will work to make sure Clarety is always performing at its best.

2011 Graduates

A belated congratulations goes out to CS's **Alvina Richardson** for receiving her bachelor's degree in business administration from Ashford University in January. She hopes to work as a quality assurance analyst in CS soon, but in the meantime she is gaining management experience as a working-out-of-class supervisor.

Congratulations, Alvina!

We want to acknowledge all of our successes — even if they're personal ones! So, if you or a fellow coworker recently graduated, [let us know!](#)



Sounding Out is a way for ORS staff to share ideas, viewpoints, gripes, praises, and concerns. Email your opinion (300 words or less, if possible!) to ORS-LookOut@michigan.gov.

Anthony Estell gives us a brief history of EMPAC's efforts to spur volunteerism at ORS.

EMPAC's volunteer efforts

Volunteers from ORS donated their time and muscles this past May to the Mid-Michigan Food Bank in an event put together by EMPAC. I'm sure if you ask any of the participants, they'll tell you how rewarding and satisfying the experience was.

So why did our office "fun" committee coordinate a volunteering effort?



Anthony Estell

The genesis of this initiative actually goes back a few years. Several of us at ORS had the opportunity to hear a presentation from the CEO of Herman Miller, an office furniture manufacturer from West Michigan, a few years ago. We (Phil, Laurie, Tim, and myself) were intrigued by the emphasis the company put on promoting

volunteerism in their organization, even going so far as to sponsor trips overseas for staff to participate in service projects. We knew that we had an organization with a strong commitment to generosity and charity, as evidenced by the responses to the Angel Tree, SECC, and food drives. With that in mind, we started a project as part of our annual EPC business plan to facilitate and encourage volunteerism.

We worked with EMPAC to make promoting volunteerism a part of their mission. We asked EMPAC to lead the effort to find volunteer opportunities, promote those activities to all ORS staff, and encourage the use of community leave to participate. And that led to the recent trip to the food bank.

You can expect to see more activities like this from EMPAC in the future. These volunteer activities have the full support of the EPC, and we strongly encourage you to participate if you are interested.

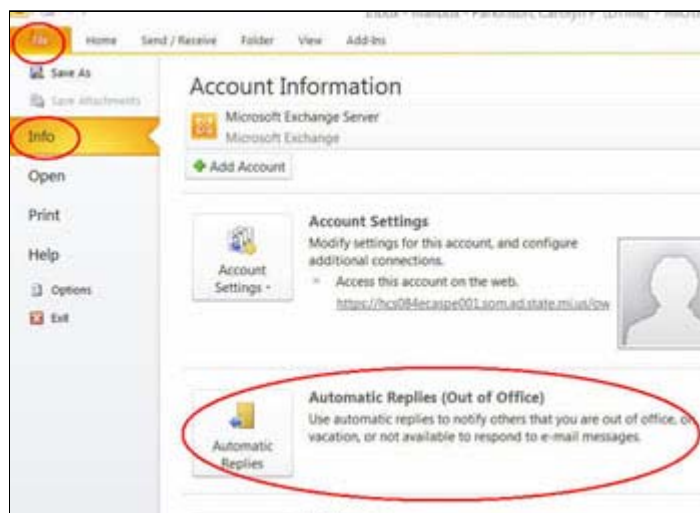


Out-of-office email replies in Outlook 2010

If you're heading out of town this summer, remember to set your out-of-office email settings to keep your colleagues informed. Here are a couple tips for doing this in MS Outlook 2010.

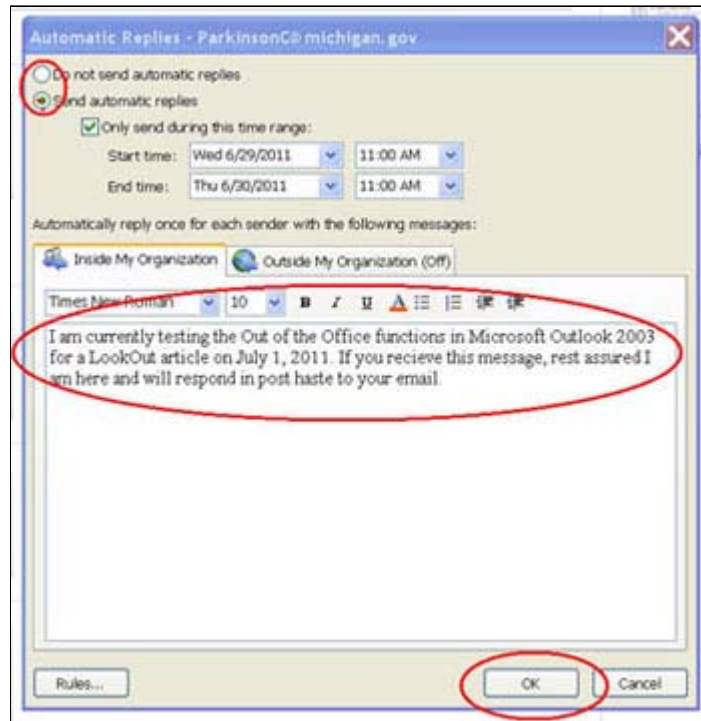
Setting your out-of-office settings from the office:

1. Click File, and then click Info in the menu.
2. Click Automatic Replies (out of office).



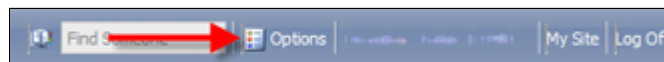
3. In the Out of Office Assistant dialog box, select the Send Automatic Replies check box.
4. If you want to specify a set time and date range, select the Only send during this time range check box, set the Start time, and then set the End time.
5. In the Inside my organization tab, type the message that you want to send within your organization, and in the Outside my organization tab, type the message that you want to send outside your organization. Make sure to include:
 - a) How long you will be out.
 - b) When you expect to return.

- c) Who to contact if someone needs immediate assistance.
6. Click Ok.

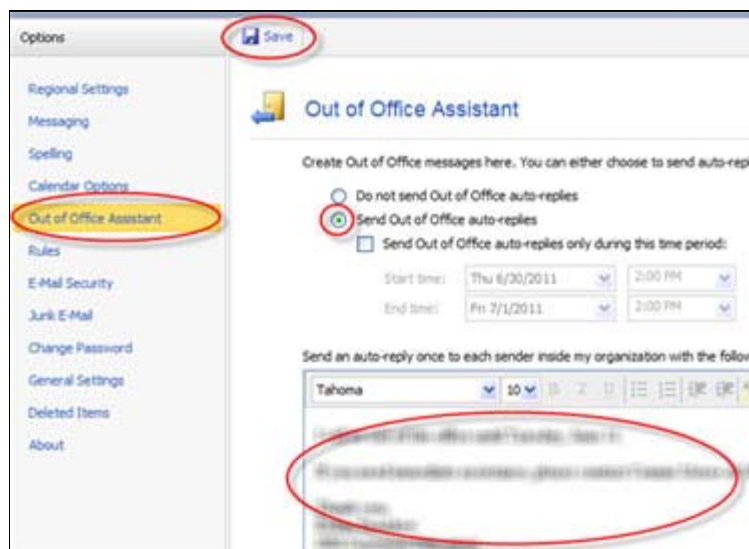


Setting your out-of-office settings from home:

1. Go to www.michigan.gov/outlook.
2. For Domain\user name, enter: SOM\Username (your username is the same as your computer login username). Next, enter your password and click Log On.
3. After completing the login process, click Options on the top right of the screen.



4. Next, click Out of Office Assistant on the left side of the screen.
5. Then, select Send out of Office auto-replies. If you want, you can choose a start and end time, or show a different message for SOM and outside contacts.
6. Type your away message. Make sure to include:
 - a) How long you will be out.
 - b) When you expect to return.
 - c) Who to contact if someone needs immediate assistance.
7. Click Save.



July 4th activities

On Monday morning, downtown Lansing will host a Fourth of July parade at 11 a.m. The Lansing Concert Band will play at Adado Riverfront Park from 8-10 p.m. And finally, the city of Lansing's official fireworks will begin at 10:15 p.m.



The Lansing Lugnuts are also playing on the 4th. Visit Cooley Law School Stadium to check out their patriotic-themed night with pre-game music and patriotic giveaways, and a post-game fireworks show. The first inning begins at 7:05 p.m. You can also stay in your seats to watch Lansing's fireworks!

If you're curious about other Michigan events, be sure to check [Pure Michigan's website](#) for more Independence Day fun.

Grilling tips

- Brush the grill grate with olive oil several times after each cleaning to create a long-lasting non-stick coating.
- Brush your chicken or steaks with olive oil to create well-accentuated grill marks.
- For the tastiest burgers, use ground chuck with 20% fat.
- When grilling uncooked sausage (like bratwurst), make sure to cook until the outer casing turns brown.
- Remember, most hotdogs are sold pre-cooked and only need to be heated.



CE's **Kyle Schafer**, grilling World Champion, shares some of his favorite grilling tips.

Summer reading and Michigan parks

For all you music lovers, here's a summer reading suggestion you may enjoy from the Library of Michigan's 2011 Michigan Notable Books:

- ***Blues in Black and White: The Landmark Ann Arbor Blues Festivals*** by Michael Erlewine (University of Michigan Press)
Erlewine's words and Livingston's images document the early days of the 1969-1970 Ann Arbor Blues Festivals. These gatherings brought together the greatest blues performers in the world and sparked an explosion of national interest in blues-based roots music and the musicians who created it. Performers featured in the book include: John Lee Hooker, Howlin' Wolf, B.B. King, Big Mamma Thornton, Muddy Waters, Junior Wells, T-Bone Walker, and Mighty Joe Young. The festivals were not professionally recorded, so Livingston's photographic treasures are the best documentation of the early festivals.

Read at one of Michigan's state parks for FREE

You can check out the book above, or one of the many others on [the list of Michigan Notable Books](#), and head to one of Michigan's beautiful state parks for free with the Park & Read program. The Library of Michigan teamed up with the DNR to create this program which offers free state park passes for Michigan readers.

While checking out a book at one of the 400 participating libraries across the state, library cardholders can "check-out" a one-day pass that waives the recreation passport entry fee into any of Michigan's 98 state parks or recreation areas. This \$10 savings also provides free, one-time access to more than 500 events in state parks throughout the summer. Passes are for day use only and are valid for seven days from checkout. The program runs through Oct. 1, 2011. [Click here for more information, including a list of participating libraries.](#)



Thanks to **Lisa Schmidt** for giving us a heads-up on this great program!

We'll feature other books from the list throughout the summer. If you're interested in sharing a review or have any other great reading suggestions like Lisa did, contact the [LookOut](#).

What makes Michigan great for you? The food, of course!

Thanks to all who responded to our first What makes Michigan great for you? survey. We asked for your favorite places to eat and what you like to order from the menu. The responses were too yummy, and too many, to list here, so we'll post them all to the KL's homepage soon. Here are a few of your suggestions to whet your appetites:

Breakfast

Sawyers Gourmet House of Pancakes on [W. Saginaw near Pine St.](#) in Lansing. Pancakes, pancakes, pancakes... and other stuff, too. Oh, did we mention its pancakes? Try the Banana Nut, Blueberry, and Chocolate Chip, along with their current special flavor.

Golden Harvest on [Turner St. in Old Town Lansing](#). This breakfast and lunch diner is sure to please everyone with its unique décor and friendly staff. Everything is fresh and locally grown. Order whatever is featured on the whiteboard —you won't be disappointed. It's best to arrive early because Golden Harvest is only open until 2:30 p.m., and lines can be lengthy. But, it's worth the wait!

Lunch & Dinner

Slow's BBQ on [Michigan Ave. in Detroit](#) (near the old Tiger Stadium). Food and drink selections are superb. Check out the Triple Threat sandwich.

Blue Tractor Cook Shop in [Traverse City](#) and [Ann Arbor](#). Great food, eclectic

atmosphere. Try the homemade mac and cheese (with or without all the fixings) and the fried dill pickles.

Dessert

Higgins Store in [Alden](#). They dish a huge variety of Hudsonville ice cream and make their own waffle cones. Enjoy your huge single scoop while wandering through the village of Alden on the beautiful shores of Torch Lake.

What's next?

We want to know your favorite beaches, parks, and campgrounds! [Click here to cast your vote](#). Results will be revealed in the next issue.

Kudos to staff!



I just wanted to take a minute to tell you how much I appreciate the awesome work that **David Mogle** does. He is so knowledgeable and willing to help. Thanks David for the GREAT WORK you do!!!



A SERS retiree sent kudos to **Taylor Stiles**. "Thank you for fixing my insurance issue and getting my son covered. YOU ROCK!"

A school official said **Nick Thelen** and **Trisha Heinze** were wonderful during their visit to Manoogian schools! Kudos!



Craig Goerge received a thank you from a recent retiree after helping her apply for retirement. He was commended on his intelligence, competence, and empathy. Wonderful job, Craig!

Rosemary Baker stayed late to make sure that forms were created so that Process Support would have time to test them

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|  | within their deadline for P8 testing. Thanks, Rosemary! |
|  | Thanks to Terrance Evans for getting the Old Forms CD burned so quickly. We appreciate that you were able to make this a priority. This is going to save us a ton of space on the S: Drive in the long run. |
|  | Kudos to Bea Barajas for being so proactive in writing procedures. She took the bull by the horns and asked questions, learned the format, collaborated with SMEs, and quickly and efficiently wrote three drafts in two days. Thank you Bea! |
|  | Kudos to Robin Stremlow for creating the Myths vs. Truths widget document. I passed it out during training and several staff said the information helped them be more confident in talking to callers. Thanks for a very useful training tool! |
|  | Thanks to John Donovan for taking the time to write a thoughtful reply to a member on the Message Board regarding contract or direct-hire employees and declining membership's effect on the system. |
|  | Kudos to Carolyn Parkinson for doing a really great job with the Member Billing Statements. She asked good questions and created some well thought out examples that should help explain interest on TDPs to our customers. |
| Alanson public schools sends a big kudos to the Web Reporting trio of Deb Lawrence , Kay Johnston , and Annette Ruiz for always being courteous, friendly, helpful, and great to work with! Well done! | |



A BIG thank you to **Elaine Scott** who filled in for ER staff during training. Elaine stepped in at the last minute with little notice and presented the Employer Reporting training material herself. Thanks so much!!



Thanks to **Fred Doll** for your assistance with the ORS Interest Survey. The survey was simple for staff to take, and the spreadsheet with the responses is easy to use. Great work!



Kudos to **Clarissa Sheler** for helping Process Support meet a deadline that will allow CS to meet their business needs! You are wonderful!



A payroll official from Schoolcraft gives kudos to **Deb Lawrence** for her very thorough email replies. Thanks, Deb!

Kudos to **Nathan Parrish** and **Steve Cary** for their outstanding work creating training aides on how to add insurance coverage during application processing.
"Taking on these tasks at a moment's notice has been awe-inspiring."



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,



Kudos to **Erica Quealy** for helping out a customer using the Message Board. The member said, "Thank you for your help in this matter. ... I appreciate everything you've done."



Kudos to **Mike Sysak** for his work on the Final Payroll Details tutorial. You rock! I am impressed by how little support you needed, especially for a first-time tutorial. And REALLY impressed with how professional it is. You certainly have the perfect voice for broadcast. Great stuff.



Danielle Fowler did a great job editing the recent NASRA report when her colleague was out. Kudos, Danielle!



Kudos to **Robert Glennon** for preparing our member websites for the potential retirement reforms. All his hard work will make us able to keep our customers informed the moment we have information to share! Thanks Robert - you're awesome.



Kudos to **Andrew O'Keefe** for thinking beyond and trying to help during the Microsoft Office 2010 migration. Great work!"



Kudos to **David Travis** for the assistance he provided in preparing the training room for Articulate training.

Kudos to **Trisha Heinze** for doing a very nice job with her most

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|  | recent webinar. She was very clear and understandable. Great work, Trisha. |
|  | Kudos to Kara Gross and all of the supervisors who assisted Robert Glennon with his transition to CS. |
|  | Kudos to Lois Musbach for being so helpful with any questions from staff. Thanks a lot, Lois. |
|  | A member sent thanks (and flowers!) to Kay Johnston for her continued assistance and superior customer service in assisting resolve her questions. |
|  | |
| <p>Thank you to all of the CS call reps! We had a 100% service level for June 20th.</p>  | |

Management and Budget,
State of Michigan

Director:
Phil Stoddard
Edited by Customer
Education

Thanks for reading!!



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.