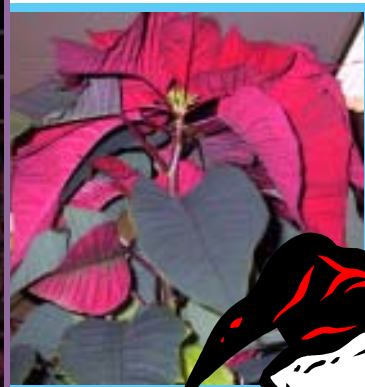


HAPPY HOLIDAYS!

The ORS LookOut staff is pleased to present this special holiday edition of the LookOut. We wish you and your families a happy holiday season! See you next year!



Top Row: Robert Glennon, Annette Ruiz, and Peggy Shinn enjoy the Holiday Party festivities; Maureen Carden loads gifts for the adopted families.



Bottom Row: Judy McLean opens a gift from her Secret Santa; Dick Pennington and Michele Childs deliver more gifts for the adopted families.



[Click here for a word search puzzle.](#)

What a wonderful time of year!

ORS folks have proven once again that we care about each other, and we share our good fortune with others. Elaine Lewter, said she felt "a bit like one of Santa's elves" as loads of packages were delivered to the Family Mental Health Clinic. Comments shared by the clinic staff told how much the gifts were appreciated.

Everywhere we go there are packages wrapped in colorful paper and shiny bows, yummy treats, lights and lighted trees, decorations, and busy shoppers "rushing home with their treasures." After all the hustle and bustle, take time to sit back, relax and enjoy time with family and friends.

ORS reinvents the Member Statement

In previous issues of the *LookOut*, you've learned about the various studies conducted across public retirement systems. These studies guide our decisions about the services we offer and the materials we deliver to our customers. An item that has repeatedly shown up in the recommendations from these studies has been to redesign the annual *Member Statement* in a way that adds meaning for our customers and that is attractive and easy to read.

This year, with the power of the Clarety database, we had access to the kind of data we need to deliver a powerful and useful *Member Statement*. When they receive their statements this year, members will see specific information about their accounts including their service credit, the status of their TDP agreements, the amount of service credit they've bought (and how much is pending), who their beneficiary-of-record is, and the amount of contributions they have on account with us. Members will also receive quality, plan-specific information about the benefits of their pension plan, in other words, Member Investment Plan (MIP) members won't need to read about the Basic Plan and vice versa.

Statements for public school members are scheduled to mail on December 29 and 30. The

project team is already testing and planning for new statements for state employees and state police troopers. As you might expect, receiving the statements will generate some questions from members. The Change Management team is ahead of this. **Linda Reznick** and **Kerrie VandenBosch** have trained staff on the statement and assembled a list of commonly-asked questions (generated by the phone staff). These questions and answers will be made available to the entire staff and a separate version will be placed on the web site.

Merging the correct data onto the right form, and designing an attractive but effective statement were challenging tasks. Credit to our own **John Donovan**, **Kathy Tober** and **Angie Schrauben** for selecting data elements and designing the document. ORS owes special thanks to our partners at Covansys, the Consolidated Print Center and at Mail and Delivery Services for supporting us through some difficult planning and analysis. They came to the table with great ideas for making the project better and persistently overcame some high hurdles.



Holiday party fun!

Clockwise from top: **Laurie Mitchell** with her Secret Santa's gift to her; **Dee Florence** and **Mary Lowry** decorate cookies provided by **Chris DeRose**, **Laurie Hill**, and **Phil Stoddard**; **Pam Ward** shows us her good cheer smile; **Lynne Bemrose** and **Elaine Lewter** pause to pose for a photo on their way through the line for the EMPAC provided luncheon; and last but not least, **Diane Monroe** and **Judy McLean** both ooh and aah over Judy's gift from her Secret Santa.

Great company and good food, along with a fun rendition of a classic old story, along with the secret Santa gift exchange, made for a very merry party indeed.



'Twas the Night Before Christmas

(The ORS Version - Adapted by Fred Doll)

'Twas the night before
Christmas and all
through ORS
The phones were all
ringing, the queue was
a mess.

The UBI's were piled 10 times
higher than a chair.
All requested to be faxed to assure they get
there.

Benefits Management was snuggled all tight
with their files.
While last second change requests were
being scanned by the piles.
And annual leave requests, management all
struggles to make,
While staff says in unison "I need a break"!

When out in the hall there arose such a
clatter
The yellow light was flashing. What could be
the matter?
Away to the hallway we flew like a flash.
Could some one be paying for their TDP in
cash?

At the front desk we found the most surprised
face we know.
The alarm button was hit by a knee on the
front desk below.
When, what to our ears we hear not at all
softly,
"With the taxes I pay you should serve
gourmet coffee!"

It's a middle-aged retiree with spare time to
be seen.
Who likes to visit state offices and show staff
he can be mean.

A man who likes to play the MVP game
And tells you he speaks to the politicians by
name.

"I'll call Engler and Granholm and Levin and
Bush!
If I don't get what I want, I'll show you how
far I can push!
To the capitol in Lansing, to Washington DC!
I pay all your wages! Now service **me**!"

"I've sent in these forms but my pay out is
wrong!
I've done this twice! It shouldn't take you
this long!"
We looked at the forms, which he held like a
gem,
And told this dear man, "You're at the wrong
place. We don't service retirees from G.M."

I could tell he was
thinking and here is
my proof,
He began prancing
and pacing and
acting aloof.
Then he raised up
his hand and slowly
turned around,
Asking meekly "How
do I get from here
to downtown?"

Back to our cubicles
while walking our
talks

Seem to come back to "I wonder which
Aux..."?

We have them for breaks and lunch, the
numbers are all blurry.



Gordy Hicks reads an ORS
version of a familiar poem.

But what one to use when we respond in a hurry?

*Our eyes how they water and our behinds
keep going numb
It's hard to get a break when there's too
much work to get done.
Our tongues get all tied and our fingers won't
go.
We've got knots in our muscles from our
head to our toe.*

*Some staff speak not a word but go straight
to their work.
When we hear "Clarety **is** working" we turn
with a jerk.
We file files and document the calls that
arose
We supply humor and support and even
tissue for one's nose.*

*We think about Christmas and what it does
mean
And the good people we work with both seen
and unseen
We think about the good people we work so
hard to assist
And of friends who have left us and how they
are missed.*

*But the work goes on whether members call,
walk-in or whistle
(And one more crack about coffee breaks and
I'll go off like a missile!)
Each night let's all relax as from here we
drive out of sight.
Happy Christmas to all, and to all a good-
night!*



Clockwise from top: Deb MacGregor, Cindee Clouse, and Joan Schneider all admire Cindee's gift from her Secret Santa; Norma Simon shows us her gift; Kim Laclear joins in the mirth and merriment; Josey McCloud, Diane Monroe, Judy McLean, and Jennifer Drozdak also participated in the Secret Santa activity.

