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Email the LookOut Staff

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New mission and vision statements unveiled

Congratulations! It was a close vote, but we have set a clear direction for the future with our new mission and vision statements that were unveiled on December 5.

During the unveiling ceremony, Acting Director **Phil Stoddard** said that it is clear in both the mission and vision statements that the focus of WDRA is the customer.



Above: **Kim LaClear** and **Robert Glennon** hang a banner displaying our new mission and vision statements.

Our new mission statement: We are a customer-focused organization that serves members and employees today and prepares them for tomorrow.

Our new vision statement: Empowering people for a successful today and a secure tomorrow.

The next step is to create the strategic plan. The strategic plan is the roadmap to our long-term goals and the strategies we will use to get there. You should already have a strategic plan meeting scheduled for your input on this important undertaking.

401(k) & 457 Plan participants weigh in

Results from a recent telephone survey of 401(k) & 457 Plan participants showed overall satisfaction rates of 93 percent for CitiStreet services. The survey focused on customer awareness, use, and satisfaction.

[Educational, Political, Industrial and Consumer Market Research Analysis \(EPIC-MRA\)](#), a Lansing-based survey firm, conducted the survey on behalf of CitiStreet and called 913 people (newly hired employees, long-term employees, and terminated/retired participants) during the first two weeks of October. An experienced EPIC-MRA representative commented that this high level of satisfaction will be hard to top!



This year's results are up from 83 percent in 2001 when the first DC survey was

On the Horizon
<ul style="list-style-type: none"> • Deadline for WDRA Excellence Awards Nominations March 1, 2007 • Spring 2007 All Staff April 17, 2007

conducted. The main reasons given for satisfaction this year were good customer service, helpful web site, and quality statements and newsletters. In general, results have shown an increase over the past five years due in part to the increases in electronic delivery of services and information.

CitiStreet plans to continue the annual survey to monitor progress in the future. If you would like more information about their services, visit the [CitiStreet website](#).

Quick Links
<ul style="list-style-type: none"> • ORS Member Website • ORS Employer Website • Policies and Procedures

The season for giving

A recent email from DMB director **Lisa Webb Sharpe** reminded us that DMB employees may not accept gifts from vendors.

Because of the season and because some of our members may feel grateful for our hard work, they, too, may try to give gifts that we cannot accept.



This is not something that our current director or previous directors have contrived; it is based in state law. The [State Board of Ethics](#), under the Department of Civil Service, controls and reviews these issues.

[DMB Advisory Memorandum 2003-7](#) outlines our ethical code of conduct. The appropriate sections are listed below:

2-8.1 Ethical Conduct Required

Employment in State classified service demands a high degree of loyalty and imposes high ethical standards on employees to ensure the integrity of state government and maintain effective service. All employees must meet these standards and all appointing authorities are obligated to enforce these standards.

2-8-2 Prohibitions

Solicit, accept or agree to accept anything of value (1) from any designated representative (2) under any circumstances that could reasonably be expected to influence the manner in which the employee performs work or makes decisions.

Commonly Used Acronyms	
AST	Application Support Team
BLA	Business Leadership Assembly (<i>Consists of the EPC, BPOs, and BPLs</i>)
BPD	Benefit Plan Design
BPL	Business Process Leader
BPO	Business Process Owner
CED	Customer Education and Development
CSC	Customer Service Center
DIT	Department of Information Technology
DMB	Department of Management and Budget
EPC	Executive Process Council (<i>Laurie, Phil, Tim, Anthony, and Kathy</i>)
EPO	Executive Process Owner
ER	Employer Reporting
ORS	Office of Retirement Services
PRIM	Preretirement Information Meeting (<i>public school employees</i>)
PRO	Preretirement Orientation (<i>state</i>)

Ducks are lined up

After reviewing the results from the *Are Your Ducks in a Row* campaign, we are pleased to report that 53 employees attended. Post survey respondents reported a 65 percent satisfaction rate for feeling more confident about a secure financial future after attending.



Each of the survey respondents reported a change in their management and knowledge about the plans

- 22% began contributing to the 401(k)/457 plan,
- 22% started an online CitiStreet account with a PIN and login,
- 33% started an Advisor Service account,
- 33% increased their contributions, and
- 44% changed their investments.

“I learned very important information at those seminars,” said **Pam Kenney**. “After

	<i>employees)</i>
PS	Process Support
SME	Subject Matter Expert
T&T	Tools and Technology
WDRA	Workforce Development and Retirement Administration

attending I made changes to my investments and increased my contributions so that I would be better prepared for my own retirement.”

For those of you that participated in the campaign, we hope that you enjoyed it. If you still need to get started or wish to take additional steps to get your ducks in a row, it's not too late! Please visit the [CitiStreet website](#) for more information.

A generous and caring organization

Our organization is known as being generous and caring. Our reputation for helping our fellow co-workers during difficult times and the less fortunate who we don't even know, has been documented and discussed. One area this is clearly demonstrated is in our many years of support for families, and now specifically children, during the holiday season.

In recent years, we have focused our hearts on kids who don't have much, through our support of [St. Vincent's Home for Children](#). This organization assists kids without families. There are still a few gift tags on the giving tree. Please consider taking a tag to help a child who is in need this holiday season.

Here are a couple of suggestions in case you still want to participate:

A little short on cash? Get together with a few of your coworkers to purchase some of the more expensive items. That way each member of the group would have a small investment. Gifts should be placed under the tree, unwrapped, with the tag attached before December 14, 2006.

Don't have time to shop? Consider making a cash donation. Cash donations will be used to purchase any remaining gifts.

Your heartfelt support of this great charity is truly appreciated by the children we sponsor.



ORS Mission:
 We are a customer-focused organization that serves members and employees today and prepares them for tomorrow.

ORS Vision:
 Empowering people for a successful today and a secure tomorrow.

Comings & Goings

James Walsh, CitiStreet advisor, celebrated his last day with coworkers on Monday, November 27, before leaving to pursue his new position at Morgan Stanley in East Lansing. James has worked for CitiStreet in partnership with our office since July of 2004.

A holiday competition

The holiday season got off to a quick start in Process Support. Recently, staff in the Records area and Mailroom held a friendly competition to see who had the best decorating skills. Employees worked hard during lunches and breaks to showcase

their decorating spirit. The results were an amazing spectacle of Holiday spirit. Enjoy photos from the event below.

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Records area



Mailroom

Thanks for reading!!

Note: Because some of the links in this newsletter point to resources within ORS, some of the links may not work if you are outside of ORS.