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ORS hosts first live Facebook Chat – “Ask Phil!”

The week of October 21 was National Save for Retirement Week. CE shared special tips all week on Facebook and capped the week off with a live Facebook chat hosted by **Phil Stoddard**. Experts from across ORS were on hand to help respond to the questions posted by fans of ORS. In addition to Phil, our experts were **Lyndsay Aldrich, Sean Douglass, Jennifer Dunavant, Ray Fleming, Kara Gross, Laurie Mitchell, Carolyn Parkinson, Amy Price, Chad Seppala, and Allison Wardlaw**. Questions ranged from the Affordable Care Act, to insurance rates, benefits for DC converts, and working after retirement. Through this chat ORS demonstrated that it's innovative and responsive to our members' needs and questions. Thanks to all who participated and for their enthusiastic attitude.



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Business process highlights: Benefit Plan

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 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

Design

In the last *LookOut*, we discussed some items from Process Support's business plan. Now it's time to see what's on Benefit Plan Design's plan.

One thing that keeps BPD busy every year is the Health Initiative Strategic Plan and Process. BPD looks for ways to Forge Operational Excellence by keeping costs down for retirees, employers, and ORS, while maintaining a high quality health plan. An important part of this is making sure health care plan costs stay in line with the rate of regular inflation (1.7percent in 2012) instead of the rate of health care inflation (4 percent in 2012). This year, BPD saved over 40 million dollars by meeting this cost goal.

A new piece of this process on this year's business plan is to monitor health care reform and other opportunities at the federal level. Federal changes can give ORS the opportunity to take advantage of new programs or other things to help with the cost goal. For example, in 2011 ORS took advantage of a federal program called the Early Retiree Reinsurance Program, which has saved the system more than 60 million dollars.

Several other BPD business plan items will help Forge Operational Excellence by exploring new and innovative ways to help ensure a successful and secure retirement for our DC participants. This includes exploring initiatives like promoting automatic increases to a participant's contributions, and updating the policy for loans against 401(k) and 457 plans.

Other BPD business plan items will Instill Customer Confidence with education and tools for participants. A communication campaign will educate members on the importance of diversifying their investments. Another will help employees after they've stopped working for the state and are ready to withdraw from their 401(k) and 457 plans.

Protecting sensitive health information is more important than ever, and BPD (with PS) will be rolling out new policies and procedures related to HIPAA to Forge Operational Excellence. BPD is also involved in business plan items owned by other processes, like Business Process Reengineering.

And because BPD works closely with insurance vendors and contracts, they've been contributing to the Insurance Process Redesign (IPR) project, owned by Customer Service. You'll see more about the IPR, and other CS business plan items, in the next *LookOut*.

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Test your Veterans Day knowledge

Monday, November 11th is Veterans Day – a holiday for us – but it's really a very special day to honor those men and women who served our country in one of the Armed Forces.

EPC	Executive Process Council (<i>Phil, Laurie H, Laurie M, Anthony, and Kerrie</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 employees</i>)
PS	Process Support
SME	Subject Matter Expert
UAT	User Acceptance Testing

ORS Strategic Intents



- **Forge Operational Excellence**
- **Instill Customer Confidence**
- **Engage Hearts and Minds**



How much do you know about the history and significance of Veteran's Day?

- It was first named Armistice Day to honor the Armistice with Germany that ended World War I which went into effect at the 11th hour of the 11th day of the 11th month of 1918. It was renamed Veterans Day in 1954.
- It celebrates the service of all U.S. military veterans, whereas Memorial Day remembers men and women who died while serving in the Armed Forces.
- 21.8 million veterans live in the U.S. – almost as many as the population of Australia! 1.6 million of them are women.
- There are no living veterans from World War I, 2.1 million veterans from World War II, plus 2.6 million others who were in Korea, and another 4.8 million in the Gulf War, are still alive. The largest group of veterans living in the U.S. – 7.6 million served in Vietnam. Not all veterans served during war time, 5.5 million living veterans served during peacetime.
- California, Florida, and Texas are home to large populations of veterans with over a million in each state.

Did you know these celebrities were veterans?

- Elvis Presley, U.S. Army -- Germany
- Alan Alda, U.S. Army Reserve – Korea
- Julia Child, Office of Strategic Services, WWII
- M C Hammer, U.S. Navy
- Bill Cosby, U.S. Navy – Korea
- Chuck Norris, U.S. Air Force – Korea
- Steve McQueen, U.S. Marine Corps
- Mel Brooks, U.S. Army – WWII

You probably know many other “celebrities” among your family and friends who have sacrificed part of their lives to protect our nation. Remember to thank them for their service, on Veterans Day or any day!

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2013 ORS Boo Day

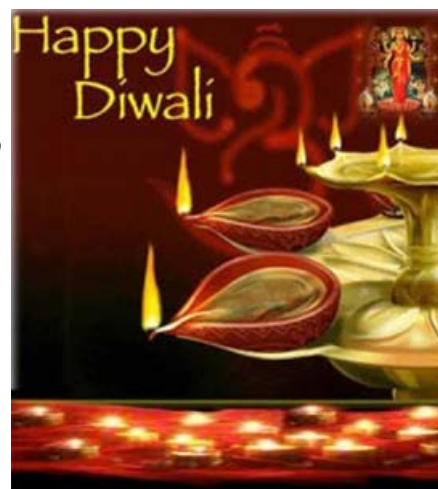
The 2013 ORS Boo Day was a spooktacular success! If you have any pictures you'd like included in the year-end *LookOut* gallery, send them our way at ORS-LookOut@michigan.gov!



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AST to celebrate Diwali

Diwali (pronounced “de-va-lee”) is an official holiday in many parts of the world. It is the only Hindu festival that is celebrated throughout India. Also called “Festival of Lights,” the five day celebration is dedicated to the triumph of good over evil in remembrance of when Lord Krishna killed the demon Narakasura, the awareness of the eternal inner light in each person that transcends their physical being, and is also a time when businesses and individuals start their fiscal year and look forward to a prosperous new year. Customs can vary from region to region, but usually involve the lighting of special lamps or candles, wearing new clothing, painting or making improvements to the home, sharing special sweets, lighting firecrackers and fireworks, worshiping the goddess Lakshmi, and offering prayers or puja in temples.



The AST team is scheduled to celebrate Diwali on Monday, November 4, 2013, with a potluck lunch. You may also notice members of the team dressed in traditional garments such as saris or churidaars for the ladies, and dhoti and kurta for the men. The team will be sharing the greeting “Happy Diwali” with each other as they meet throughout the day, and you’re invited to wish them a Happy Diwali as well.

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New neighbors in Wing B

You may have noticed a few new faces in the halls on the third floor of our building. Wing B is now an intermediate home for three DTMB agencies that previously resided in the Stevens T. Mason Building, which is located downtown and currently being renovated. Let’s extend a warm welcome to the staff of the Building



Operations Division, Design & Construction Information, and Real Estate Services.

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ORS keeps giving and giving and giving

This year ORS staff were very generous in their donations to our two major charitable fund-raisers, the SECC (State Employees Charitable Campaign) and the Michigan Harvest Gathering campaigns.

SECC 2013 ran from September 9 to October 11 and raised a total of \$1,096.38. Those contributions are going to the Capital Area Humane Society, Ele's Place, and the Listening Ear.



The 2013 Michigan Harvest Gathering began October 14 and concluded last Friday, October 25. Staff donated \$856 in cash plus a total of 1,666 nonperishable food items and toiletry products! These contributions go to the Greater Lansing Food Bank, where gifted items are made available to smaller area food banks to reach further into the local communities.

Special thanks to **Dustin Duprest**, **Chana Lee**, and **Kayla Lintz** who lead the fund-raising efforts for both the SECC and Harvest Gathering, and to **Julie Soliz** who joined them for SECC.

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Daylight Savings- What did you do with your extra hour?

Intended to provide more daylight in the afternoons and darker mornings, Daylight Savings time (DST) offers professionals with a normal 8 to 5 routine the opportunity for more natural light through the spring and summer months. The extra daylight allows for extended shopping hours, and more time for outdoor activities and sporting events each day. This year, we end daylight savings time and set back the clocks on November 3 at 2:00 am.



Here's what some ORS staff did with their extra hour over the last 8.5 months:

Ben Southwell: I thought about golfing, but didn't quite make it out this year.

Angie Parkhurst: I played outside longer with my daughters Cadence and Brooklynne.

Katie Little: For those who don't know me, I require a lot of sleep; because I lost an hour in morning, I spent that extra hour making up for lost sleep.

Chanda Donnan: I rode my horse! At first the "extra" hour of daylight helped me get him in shape for our big ride across Michigan, and then it helped by enabling me more time to enjoy riding in the evenings with my friends.

Bianca Torres: I used my daylight savings hour to spend more time with my kids. Oh, and a little more time shopping.

Laurie Mitchell: See note from Chanda! The late afternoon and the evenings are the best times at the farm. As the evenings have dwindled, using that last hour to take long walks with my horse, Hannah, to enjoy the fading light and the colors has been just the best.

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GetFit Steptember Challenge winners

The winners for the Steptember Challenge are:

- First place: **Cindee Gates**
- Second place: **Daryl Brock**
- Third place: **Chana Lee**
- Team: **Team Hooser**



All of the personal challenges and side competitions made the event exciting! Thank you all for participating!

Don't forget the Turkey Trot is going on now! Keep those pedometers on! For every 30,000 steps, show the pedometer to one of the Get Fit team members and receive a raffle ticket for one of three turkeys being given away. More than one entry is allowed, so you can reset those pedometers and keep on stepping! The event ends on November 18.

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ORS KL Author training

On Friday, October 11, **Steven Scavarda** attended the ORS KL Author Training and the basic Moxie administration training conducted by CE's **Josey McCloud**. With this training, Steven is now an administrator of the Moxie tool and is able to upload policies and procedures into the ORS KL.

A team of nine ER staff attended the ORS KL Author training on October 24. **Wayne Aldrich, Dustin Duprest, Cindee Gates, Laura Hall, Bobby Hoppes, Kayla Lintz, Ava Smith, Mary Staley, and Trista Stein** attended their first training on the road to become authors of policies and procedures. Some will continue training to become authors of documents in the Moxie tool. Mary Staley said, "The training was very helpful and informative. Prior to training, I had several procedures under my belt and I still learned valuable tools as well as some interesting ORS history. Thanks Josey!"

Process Mapping training at MSU

On October 8 and 9, **Ian Broughton, Joe Brown, Trista Stine, and Pam Ward** attended Process Mapping Training at MSU. The instructor covered an introduction to systems thinking, then went into more detail on mapping and analysis tools. The ORS participants used examples from their current job duties for the exercises and learned valuable methods for streamlining and reengineering processes. Ian Broughton said, "The overview of process improvement and the real life examples of how to apply the methods gave me a better understanding of the benefits of being a process-based organization."

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business briefs

State employees DC insurance rates now live

Clarety and the state employees DC website now have the 2013-14 insurance rates available for DC participants who have the graded insurance premium subsidy. The rate sheet was enhanced to include the participant's share of the premium at 20 years of service as well as 10 and 15 years previously available.

2013 Engagement Survey results

The September 2013 Engagement Survey has wrapped up and the results are in. Log in to the Knowledge Library, under the CE Now tab click Surveys to see how engaged we are as an office.

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comings+goings

Coming



Venkata Mannava, earned his bachelor's degree in computer science at Acharya Nagarjuna University in India and now lives in Lansing. He recently worked as a developer at Depositor Trust and Clearing Corporation in Tampa, Florida and enjoys playing cricket and reading when he's not busy working here.



Phani Manda, also originally from India, recently worked at USAA Bank in San Antonio, Texas before moving to Lansing. He earned his bachelors at Jawaharlal Nehru Technological University (India), specializing in electronics and communication and enjoys playing tennis and cricket, or listening to music and watching movies when he can.

On the move



Kayla Lintz accepted an analyst position in ER on October 27. Congratulations Kayla!

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Carrot Awards

Carrot awards are ORS's way to recognize staff for doing great work. Below are the carrot recipients since August 2013.



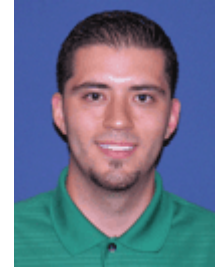
Lucas Cairns



Candace Clay



Cathleen Curran



Dustin Duprest



Danielle Goodale



Sally Jimenez



Linda Johnston



Angella Miller



Johnny Moore



Olivia Schneider



Chad Seppala



Aaron Usher

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sounding out from you for you

Katrina Kaufman shares her experience teaching in Africa.

Giving hope at Good Hope

For two very rewarding weeks in September, I had the privilege of working with a dedicated organization called Good Hope Support Group in Moshi, Tanzania. Good Hope's mission is to provide education, skills and care to children affected by or infected with HIV/AIDS, people suffering from illness and those who are disadvantaged.



My assignment was to teach English to the children who come to Good Hope. In Tanzania, children are required to pass an English proficiency test to attend public secondary school; however, prior to secondary school

ORS Purpose:

most classes are taught in Swahili which means they must learn English on their own. The children at Good Hope did not pass the test and now must improve their English skills well enough to earn a scholarship to a private school. Good Hope currently cannot afford to pay for a teacher so they rely on volunteers to teach the children.

Each morning I was challenged to teach a group of kids who ranged in age from 15 to 18 with different proficiencies in English. Prior to me coming to Good Hope they were taught by volunteers whose second language was English. Each day we worked tirelessly on correct word usage, writing correct sentences, writing and answering questions in different ways and speaking the language with confidence. There was always an excitement to learn more and many days the children didn't want to stop. The students wanted to continue to work and absorb as much as they could before I left, because many of them had hopes and dreams beyond their current circumstance.

My time with Good Hope went by much too fast. Although I was there to teach them, I think they taught me more. I know I made a difference in their lives and gave them hope but the hope they gave me I cannot measure and I will carry Tanzania in my heart forever.

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successful today and
a secure tomorrow.**

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Thanks for reading!!



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