

ORS Look Out

Year 2000



84 Days

October 8, 1999

Volume 3, Issue 6

ORS Mission:

We deliver pensions, related benefits and services to promote the future financial security of our customers.

ORS Vision:

Fast, easy access to complete and accurate information and exceptional service.

ORS Calendar

October

U of M/MSU Day ----- 8th
Public School Employees
Board Meeting ----- 15th
State Police Board
Meeting ----- 21st
Pension Paydate ----- 23rd
Halloween Party ----- 29th

November

State Employees Board
Meeting ----- 4th
Veterans Day ----- 11th
Public School Employees
Board Meeting ----- 19th
Thanksgiving ----- 25th

All Staff Meeting covers Strategic Plan

ORS staff gathered in the cafeteria of the General Office Building September 30 to hear about the progress that has been achieved on the ORS Strategic Plan and the new system project — the two key initiatives that began this year. The new IT system project has been named “Vision ORS.”

Director, **Chris DeRose** stated, “This is to emphasize that the whole reason for the project is to help ORS meet its vision.”

Chris went on to ask the staff to memorize the ORS Vision. “If we’re really going to work towards making this Vision a reality, then we need to have it in the forefront of our minds.”

Each member of the Leadership

Team (**Ginger Bomar**, **Deb Gearhart**, **Laurie Hill** and **Phil Stoddard**) took time to give an update on the progress in these areas.



Ginger Bomar reviewed some of the key milestones in the business of ORS in the last few years. Highlights were establishment of our Organizational Goal, the increase in the number of customers, the ever increasing expectations of our customers, and the progress we have seen in every aspect of what we do.

Laurie Hill gave a detailed explanation of how to read the ORS Business Plan. The plan shows the timeline and major deliver-

ables for each Strategic Team. Arrows show a forward moving

See All Staff on Page 3



State Employees estimator is enhanced

Recently, the ORS web site pension benefit estimator was enhanced to make it easier to navigate and to provide more information for Defined Benefit employees. In addition to the estimates that have been available, now employees can estimate disability benefits, death benefits, and early-reduced benefits.

The new estimator also offers on-line help descriptions for most fields. Any time you see

a question mark, you can click on it for a definition of that field. For example, if the web site visitor is unclear about the meaning of "Unclassified Employee," a click on the question mark just below the phrase brings up a window containing a thorough definition.

Try it for yourself at: <http://www.state.mi.us/dmb/ors/sers/index.htm>. If you have questions about the

new web estimator contact **Linda Mahlow**.



Mass Mail Schedule is online

Recently the Communications Division completed the task of drafting a Mass Mail Schedule. The goal of this document is to enhance communication throughout ORS, minimize mailing expenses, consolidate outgoing mail pieces and assist with budget recommendations for future years.

An updated list is posted on the shared drive at E:\Clerical\Mass Mail.doc. Please take time to use this document when preparing

for any mass mailings you may be aware of. By making sure your mass mailing is listed on this schedule it will help make sure that the above goals are met. If you have any changes or additions please submit them to **Robert Glennon**.

Mass Mail Schedule

Office of Retirement Services



DMB Teams share reports

On Monday, September 27, the DMB Future Direction and Focus Teams met with Janet Phipps and DMB Leadership to report on the progress of their teams. Information from each team can be found on the DMB Intranet site at: [http://](http://intranet.dmb.state.mi.us/dmb/director/vision/index.htm)

intranet.dmb.state.mi.us/dmb/director/vision/index.htm

All ORS staff is encouraged to view the site and see the progress the teams have made towards meeting DMB's Mission, Vision, Values and Expectations.

Thought for the Day

A small trouble is like a pebble. Hold it too close to your eye, and it puts everything out of focus.

Hold it at proper viewing distance, and it can be examined and classified.

Throw it at your feet, and it can be seen in its true setting, just one more tiny bump on the pathway to eternity.

— Celia Luce



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All Staff

Continued from Page 1

direction from the ORS Mission towards the ORS Vision. The colors gradually change across the page from left to right to signify that changes will occur within

ORS Vision:
Fast, easy access to complete and accurate information and exceptional service.

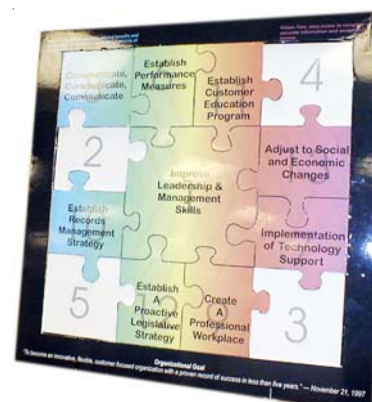
ORS.

Deb Gearhart covered the seven strategies that the Strategic Team is working on and walked ORS staff through one of the strategies to show them how to read the Business Plan.

Phil Stoddard identified the

Core Processes that the New Foundation Team has recognized in ORS. He explained the Business Functional Model to show how these Core Processes fit together within ORS.

After the initial session with the Leadership Team, three smaller sessions met where members of the Strategic Team gave a progress report on their respective strategy. Each team covered what they have been doing so far, and the action they expect to take in order to accomplish their strategy.



Above: The Strategic Team used a puzzle to symbolize how all of the different Strategies fit together to move ORS toward our Vision. Above far left: Andy Daignault impersonates Johnny Carson (Swami) as part of the Customer Needs and Expectations Team's presentation. Above left: Miss Red Hen (Judy Simon) demands to see Pam Kibby's "Chicken Efficiency Chart" at "Cluck-Cluck East-side." Left: EDP Team members (Robert Glennon, Ken Wright and Grace Bonofiglio) give a report on their team's progress.

Spotlight on ORS Board members

Dr. James S. Neubecker, CPA, Board Member – State Employees Retirement System, Chair – State Police Retirement System and Judges Retirement System



James S. Neubecker

Since 1991, Dr. Neubecker has represented the three boards as Deputy Auditor General. He said, "I appreciate the opportunity to be able to

review the various cases and issues which come before the boards, and come to a conclusion that it is appropriate for the individuals as well as appropriate for my fiduciary responsibility to the respective retirement systems."

Dr. Neubecker also serves on the Great Lakes Blood Services Board for the American Red Cross and the Mid-Michigan Chapter Board of the American Red Cross.

For over 20 years, Dr. Neubecker has also been an adjunct instructor with Central Michigan University's College of Extended Learning. He said, "I enjoy working with people who want to grow in their professions and their personal lives." Dr. Neubecker has also written and presented a number of professional

seminars to auditors, accountants and business people.

Dr. Neubecker's wife, Karen, is a schoolteacher. Together, they have three adult children: Stephen, Christopher, and Elizabeth.

Lyle Van Houten, Judges Retirement System Board



Lyle Van Houten

Mr. Van Houten is now serving his fourth year on the Board. He said, "I feel I am performing a worthwhile function and it is interesting to

observe and review the operations of the retirement system."

Before he retired, Mr. Van Houten worked at Ford Motor Company. He also served as a councilman, and then full-time Mayor for eight years in the City of Dearborn Heights.

Mr. Van Houten still remains actively involved in his church, in the Kiwanis Club, and as a member of the Corporate Body of Garden City Hospital. He enjoys gardening and playing bridge. Mr. Van Houten also exercises regularly at a local health and racquet club.

RPU moves toward paperless report processing

Effective with the quarter ending March 31, 2000, ORS will no longer accept paper quarterly reports for the Public School Reporting Units. These quarterly reports give an account to ORS of the wages, hours and Member Investment Plan (MIP) contributions the schools are processing for each Public School employee. The Reporting Units were consulted on this change and have agreed that the transition time is acceptable.

RPU accepts reports on magnetic tape, magnetic cartridge, and paper. In November 1998, diskette reporting was added as another available reporting media. To date, 150 Reporting Units have voluntarily taken advantage of diskette reporting.

RPU Manager, **Carla Price** said, "With the technology that is available today and the need for quicker turnaround, paper reports are no longer feasible to process." The elimination of paper processing will help automate the report processing, thus saving resources for both ORS staff and Reporting Units.

Check it out! ORS on-line Policies and Procedures

In the last issue of the *Look Out*, we featured a list of new, updated and revised on-line policies and procedures. This week, we have more for you! Remember, you can access them on the FSRetirementShared drive in the Pol_Proc folder. Take a look at the two brand new procedures and six that have been recently updated!

FA89 - NEW!!

Preparing a Reel for Insertion at Lason

The purpose is to supply the offsite vendor with documents and microfilm jackets for updating members' jackets.

ORS65 - NEW!!

Temporary Personnel Requisitions

This procedure encourages consistency and accuracy in filling out a Temporary Personnel Requisition for submission.

RECENTLY UPDATED POLICIES AND PROCEDURES:

FA5 - Sending Certified Mail
Prepare outgoing material(s) to send through US Postal certified mail.

FA25 - Sorting Incoming Public School Employees Mail

To sort mail into general categories.

FA35 - Detroit Public School Member Mail/Requests

To provide appropriate file/records to ORS staff for response to correspondence from Detroit Public School Employees members.

FA70 - Re-stamping wrongly routed mail

To reroute wrongly routed mail to the appropriate area.

FA76 - Accepting Payments from Members and Reporting Units

To accept member and Reporting Unit payments on-site and provide a receipt to the member.

OPER117 - Finalizing Monthly Payroll Certification

To certify the Office of Retirement Systems payrolls. Each month the payroll is certified to verify the payments to former employees are correct and in accordance with the provisions of Act 300 of the Public Acts of 1980, as amended, and Act 240 of the Public Acts of 1943, as amended.

Look for more On-Line Policy and Procedure Updates in future issues of the ORS *Look Out*.



Comings and goings in ORS

After learning a great deal about the administration of ORS, **Joe Wolfe** will be moving to the Transactions Unit effective Monday, October 11.

Congratulations to **Lorie Herendeen** who has accepted a position with Legislative Retirement. Her last day will be Friday, October 15.

Gina Simon's left Operations on August 20 to accept a position with the State Police.



John Davidson

John Davidson, Deborah

Lawrence and Faye Norris are joining the ORS staff as part of the DC/DC

transition. They previously worked with the Department of Treasury located downtown. Take some time to greet them and welcome them aboard!



Deborah Lawrence



Faye Norris



There are a number of Department of Management and Budget and Civil Service forms available to you right on your computer – and it's very easy to get to them. Point to the Windows Start key on the bottom left of your screen and click your right mouse button.

Select "Explore" and scroll down the list of files and directories displayed on the left of your Exploring screen until you find the shared drive

FSRetirementShared@DMBRetirement.

Double click the drive icon, then scroll down to the Template directory and double click on the icon. Move to the right side of your screen, locate the desired template, and double click to select. What opens is a copy of the template. Complete the form, print a copy, and save it if you wish.

Forms you can access include the following:

CS 102 - Civil Service Application (additional pages in CS 102A)

DMB 1499 - Continuation of Insurance

DMB 47 - Contractual Services Request

CS 301 - Employee Departure Report

DMB 90 - Notice of Formal Counseling

DMB 91 - Notice of Reprimand

DMB 92 - Performance Appraisal

CS 214 - Position Description

CS 374 - Probationary Period Employee Rating

DMB 2112 - Records Transfer Request

DMB 501 - Records Transmittal

CS 1672 - Request for Approved Appointment

DMB 23 - Travel Expense Voucher

RPU meets deadline

In June the Report Processing Unit (RPU) received their quarterly reports from the Public School Reporting Units. The usual three month goal for processing quarterly reports is shortened for the processing of the June quarter due to year-end actuarial requirements.

Even with the earlier completion date and the need to continue to support other initiatives, RPU met their deadline. **Carla Price** said, "We're all very proud of them. They really pulled together as a team and met the challenge."

This Scramble is shore to puzzle you

Recently your friendly Scramble editor was out taking pictures of mountain scenes. Sure he had some winners, he took them to a one-hour photo finisher so he could view the results. Impatient, he came back before his 60 minutes were up, only to be told, "Someday your prints will come."

Now it's your turn to see what develops when you try to solve this issue's Scramble.

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The deciphered posters will be on display next week.

