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Calendar

April	
Arbor day	25
All-Staff Meeting	29
May	
Mother's Day	11
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On the Horizon

Administrative rules clarified

Administrative Rules for the State Employees Retirement System have been revised to provide clarification to certain areas in statute and promote greater ease of use for staff, Board members, and administrative hearings.

After nearly five years, implementation of the new rules was achieved by working closely with Attorney General staff to draft rules and deliver recommendations to a subcommittee from the State Employees Board of Directors who in turn presented and reviewed them with the entire board and finally delivered the recommendations to the State Office of Administrative Hearings and Rules (SOAHR) for their review.

“So many things have changed since the 12 administrative rules were set in 1940,” said **Pam Ward**. “Updating the rules was necessary to provide clear definitions to the hearing process and other areas of statute, thus hopefully allowing staff to administer the statute more easily.”

On May 1, [procedural rules 38.21– 38.51](#) administered by State Employees Retirement Board and the [administrative hearing rules 38.71– 38.86](#) administered by SOAHR will take effect. Check with your supervisor to find out if the changes affect your work.

Miriam Bender (former ORS employee); Chris DeRose (former ORS Director); **Kathy Ciaramella** and **Pam Ward**; Larry Brya (Attorney General’s Office); and George Elworth, Dan McLellan, and John Schoonmaker (Board members) invested great efforts to make this possible. Great work team!

An **Administrative Rules** is an agency’s written regulation, statement, standard, policy, ruling, or instruction that has the **effect of law**. A state agency writes rules under **authority** of state **statute**, the Michigan **Administrative Procedures Act**, and the Michigan **Constitution**.

All Staff Meeting

Join us Tuesday, April 29 at 9:00 in Conference Room A for:

- **Message from Phil Stoddard**
- **Visit from Lisa Webb Sharpe and Rose Wilson**
- **Mentoring**

- ORS Tiger's Game Day - June 25

Quick Links

- [ORS Member Website](#)
- [ORS Employer Website](#)
- [Knowledge Library](#)

- [Welcoming New Staff](#)
- [ORS Excellence Awards](#)
- [Update on FLB and miAccount](#)
- [Questions and Answers](#)

See you there!

Commonly Used Acronyms

AST	Application Support Team
BLA	Business Leadership Assembly (<i>EPC, BPOs, and BPLs</i>)
BPD	Benefit Plan Design
BPL	Business Process Leader
BPO	Business Process Owner
CE	Customer Education
CSC	Customer Service Center
DB	Defined Benefits
DC	Defined Contributions
DIT	Department of Information Technology
DMB	Department of Management and Budget
EPC	Executive Process Council (<i>Phil, Laurie, 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 employees</i>)
PS	Process Support
SME	Subject Matter Expert
STG	Systems Technology Group

DMB focus on process

Over the past couple of years our reengineering concept has evolved from ORS process updates to a DMB-wide initiative with the focus on educating each DMB administration on the benefits of reengineering and the methodology behind it.

Andy Kolp, Peggy Shinn, and Kerrie Vanden Bosch worked on this project with a representative from each DMB administration to reengineer eight processes.

The 2008 DMB initiative continues with the focus on process improvement and building culture. The first step in the initiative is training. In May, Andy will train approximately 30 staff from across DMB (including 15 ORS staff) on how to conduct a reengineering effort.

In addition, DMB directors will participate in a two-hour training regarding process improvement and reengineering. Training and integrating these concepts into each business process is an important step toward building culture.

"It's important for everyone at all levels to understand the benefits of process improvement and reengineering," stated Kerrie. "We plan to establish a DMB-wide forum for individuals to discuss these efforts that are occurring in their areas, which will assist in building a culture that supports it."

Neither rain, nor snow ... nor dead battery

As CE's **Ray Fleming** headed to St. Clair County RESA (Regional Educational Service Agency) on April 14 to conduct a PRIM, the state car he was driving suddenly lost power. He found himself stranded in a Haslett grocery store parking lot. After calling for towing assistance, Ray knew he wouldn't make it in time.

He phoned **Pam Garver** and asked her to contact the school facility to see if arrangements could be made for conducting the seminar by videoconference. Kim and Mike at St. Clair County RESA scrambled to put everything — and everyone — in place. Pam and **Josey McCloud** worked on the setup at our end, and prepared to conduct the 5:30 p.m. meeting from Conference Room V. In the meantime a tow truck arrived to jumpstart the van. Ray returned to the GOB minutes ahead of the start time, and was able to conduct the videoconference PRIM himself.

Ray said: "I am sorry I was not able to conduct the meeting in person. I am really pleased, however, with how Pam and Josey and the staff at St. Clair RESA were willing to provide excellent service to our customers. Because of this, we were still able to deliver our presentation. We didn't need to cancel."

He added, "When the PRIM began, I explained the situation to the audience. At the end of the session they all applauded." Clearly, this group of customers appreciated the teamwork and excellence that resulted in such great service.

DMB Employee Excellence Awards

	(Web self-service contract vendor)
T&T	Tools and Technology
UAT	User Acceptance Testing

Nominate your outstanding teammate(s) and/or colleague(s) for a 2008 DMB Employee Excellence Award. These five honors for Customer Service, Living the Values, Leadership, Innovation, and Everyday Hero give special recognition to DMB's shining stars. You will find the nomination materials and further details on the DMB intranet at <http://connect.michigan.gov/dmb>.

Be sure to have your nomination in by 5:00 PM on June 13!

Balanced Scorecard

[Click here to view the latest Balanced Scorecard.](#)

MV
Goals
Strategic Plan
Business Plan

BSC

Updated HMO Pilot Program Option (R0379C) form

Four counties have been added to the Priority Health coverage area for Medicare members: Charlevoix, Emmet, Hillsdale, and Mecosta. The updated form has an April 2008 revision date and is on the website. HMO coverage areas continually change, so customers interested in signing up for an HMO should call the HMO for the most current coverage list.

The [updated form](#) also reflects copay changes for BCBSM PPO and BCBSM Medicare Advantage Prescription Drug (MAPD).

Please recycle any old versions of the form you may have in your office and use the newly updated form (rev. 4/2008).

Bring your Child to Work Day

A talented group of young people joined us on Bring your Child to Work Day, April 24, 2008. These junior executives learned about what we do here in ORS and how scanning and imaging make our work easier.

Our new junior executives also put on their press passes and became the new staff of ORS's *LookOut Junior Edition*.

Watch for the premier issue coming soon to a computer near you.



Clarissa Sheler demonstrates scanning to our junior executives.

Comings & Goings



Jennifer Cook



Lisa Coon



Craig Goerge



Greg Payne

Welcome AST partner, **Jennifer Cook**. Jennifer and her husband live in Lansing with their one-year-old son. All three of them love watching movies together. Jennifer is in the process of wrapping up her administrative office management degree at Lansing Community College.

Lisa Coon joined CSC in February. She lives in Lansing with her husband of 14

years and their two-year-old son. Lisa was the first person to graduate with a degree in women's studies from Michigan State University.

CSC welcomed **Craig Goerge** on April 21. Craig previously worked for the Michigan Gaming Control Board after completing his business management studies at Northwood University. He lives in Eagle with his wife and two children, enjoys playing football, basketball, and baseball, and hunting and fishing.

Greg Payne, a student in PS, also started on April 21. Greg is currently a senior at Everett High School where he enjoys playing on the football team. After wrapping up his high school career, Greg plans to head to Tennessee to pursue a degree in culinary arts.

ORS will say goodbye to **Kathy Ciaramella** on May 2 as she leaves to pursue her new position with the Michigan State Housing Development Authority, Homeownership Division. Kathy will obtain her paralegal degree from Lansing Community College this fall, and plans to apply her added knowledge and existing skills to her new job. Kathy said: "I do feel bad leaving behind the friends I've made while working here, but am looking forward to the challenge."



Nancy and grandson, Riley, enjoy well wishes.

Nancy Ott's last day is April 30. Nancy is looking forward to taking a trip with her husband to Phoenix to visit her step-daughter. After that she will return home to enjoy the summer and play with her grandkids. Nancy said: "The tough part about leaving here is the people. They're what make ORS ROCK!"

[Click here](#) to check out the photos from Nancy's retirement party.

Staff on the move

Laurie Hill accepted the ORS Assistant Director position. She will oversee each process within ORS, manage our operation and planning efforts, work with DMB, and serve as the executive secretary for Judges and State Police retirement boards.

Tim McCormick assumed the directorship of the Customer Service Division which oversees the operations of CE and CSC.

Anthony Estell will temporarily serve as the Organizational Support Division Director which oversees the operations of ER, PS, and T3.

Green Team Recycling Message

Here, the Green Team shares real life examples of how easy recycling can be. Read on to see how your coworkers are able to reduce, reuse, and recycle with little effort and big results!



Ed Helzerman

Aside from the usual recycling of paper, plastic, and glass, which he does at his daughter's school, Livingston Christian, Ed says: "We also do some of our grocery shopping in Howell at VG's supermarket; they use 'green' plastic bags that are biodegradable."

Green Team response: If you do not have curbside or community recycling, call around to other organizations such as schools or charities that may take items for recycle!

DMB Mission:
Partners in achieving
excellence

ORS Purpose:
We are an innovative
retirement
organization driven to
empower our
customers for a
successful today and
a secure tomorrow.

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Thanks for reading!!



Erica Waltmire

“The biggest difference I’ve seen in my recycling is when I started collecting all of my mail. I never thought to recycle my mail until I read the recycling bulletin from the City of Lansing. I could not (and still don’t!) believe how much mail I accumulate! Junk mail, shopping ads, envelopes, bills, etc. It all adds up and it’s very simple to place my mail in a bag to recycle.”

Green Team response: Review your community’s recycling guidelines. If you reduce your waste, you may be able to reduce the size of your garbage bin and lower your pick-up rates.



Shannon Meyer

“I donate paper towel rolls to my child’s school for future arts and crafts projects.”

Green Team response: Kindergarten and art classes can use all kinds of things like this! Please call a local school to find out what they can use.



Elaine Lewter

“I reuse Kleenex boxes as storage for my plastic bags.”

Green Team response: Sounds to us like it’s compact, neat, and easily accessible! Reuse anything you can for other purposes!

Check out the next issue of the *LookOut* for more tips from your coworkers!

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.