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What's your perspective?

A new training is coming to DMB! All staff will attend a training called the Power of Perspectives: Inclusion, Innovation, Solutions between now and early 2010.

"The training is part of the 2009 DMB Priority Initiatives "Embracing a Culture of Diversity and Inclusion." But according to trainer and ORS EPC member, **Anthony Estell**, it's much more.

"The training is about the power an organization has in its diversity of perspectives. Each person has a unique perspective that is shaped by their experiences. The more inclusive we are of those perspectives, the more creativity and innovation we will see. Ultimately, this will result in our ability to tackle increasingly complex problems and develop better solutions to those problems," he said.

Participants will train for a total of seven hours over the course of a week. The fall schedule currently calls for three-and-a-half hour sessions on Tuesdays and Thursdays at Constitution Hall or here at the GOB.

After attending the sessions, it is hoped that people will understand the power of perspectives and embrace them as a tool, gain a better understanding of human behavior, and create environments supportive of an inclusive dialog.

Look for more information and registration opportunities this fall.

ER develops new training

Employer Reporting expects to increase efficiency with a new employer training program for public school reporting units. The two-hour training will premiere in Conference Room T at the end of June, just in time for school payroll staff to work on retroactive pay. Reporting units will be asked to sign up for these trainings via email.

The topics covered will include retroactive pay, wage adjustments, and the use of tools such as the download detail reports and download error reports.

All payroll staff may attend the training, but ER is targeting new staff. "We've often seen new staff given little training in the payroll reporting area. We're hoping to prevent a number of common errors, which will improve efficiency on their side and ours with this new program," said **Ann Schneider**, ER BPL.

Leading the training for ER are **Kay Johnston**, **Deb Lawrence**, **Mary Picken**, **Annette Ruiz**, and **Mary Weaver**.

- 19th Annual ORS Golf Outing - August 7
- DMB Golf Outing - August 20
- ORS Picnic - August 20

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

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
CSC	Customer Service Center
DB	Defined Benefit
DC	Defined Contribution
DIT	Department of Information Technology
DMB	Department of Management and Budget
EPC	Executive Process Council (Phil, Laurie, Tim, and Anthony)
EPO	Executive Process Owner
ER	Employer Reporting
FLB	Forms, Letters, and Barcode
ORS	Office of Retirement Services
PRIM	Preretirement Information Meeting (public school employees)
PRO	Preretirement

Additional sessions will be evaluated based on need.

PS kicks off Data Monitoring Project

Process Support has begun work on the Data Monitoring Project. The project, led by **Chantele Geisenhaver** and **Charles Leik**, will create queries that can be used to provide metrics, monitor processes, mine data, assist in data archive issues, and increase business efficiency. Once the queries are created they will be loaded into the ad-hoc query tool so that ORS staff can run them as needed. PS expects the majority of queries to be developed and in place this fall, with ongoing enhancements as needed.



Sounding Out is a way for ORS staff to share ideas, viewpoints, gripes, praises, and concerns. Email your opinion (300 words or less, if possible!) to ORS-LookOut@michigan.gov.

Here **Angie Schrauben** shares her experience of building a house on Spring Break in Jamaica.



Angie Schrauben

When most people ask me what I did on spring break, I respond, "I took my kids, my mom, my girlfriend, and her daughter to Jamaica ... and helped build a house." Yes, we built a 20x16 foot house for an elderly woman, her daughter, and granddaughter! You might be thinking, Are you nuts? Hard labor on vacation? Why Jamaica? Taking your kids to the "hills" of a third world country? Well, we chose Jamaica because two and a half years ago my girlfriend, Sandy, and I spent four fulfilling days along the southeastern coast of Jamaica at the edge of the Blue Mountains with my uncle, who is a religious brother with Divine Word Missionaries. During that visit, we met Audrey and her six children when we painted their newly built house. We instantly fell in love with her family and have since been writing to them and sponsoring her family in their schooling needs.

Since then, Sandy and I talked about taking my mom and our kids (my Courtney and Katie, and Sandy's daughter Grace) to Jamaica to build a house. Our dream became reality this past April, when the six of us packed up and headed to Morant Bay, St. Thomas, Jamaica. The goal — have fun, introduce our kids to their pen pals and another culture, and instill the importance of giving and taking care of one another.



[View more photos from Angie's Spring Break.](#)

The first four days of our trip were spent touring the sights from Kingston to Port Antonio, and the last two days we spent working and getting to know the people of Jamaica. We visited Ms. Bea, an elderly lady confined to her house in the slums of Morant Bay and assisted and interacted with school-age children in a Bible study group. Another day we picked up Audrey and her family to help build a house for Ester Williams. Ester, a strong woman in her sixties, did not have a house to call her own and so stayed with neighbors in the hills.

	Orientation (<i>state employees</i>)
PS	Process Support
SME	Subject Matter Expert
T&T	Tools and Technology
UAT	User Acceptance Testing

When we arrived at the site which would be her home, Ester, along with her daughter and granddaughter, anxiously awaited. As the truck with the supplies drove up the mountain, many neighbors came to help and watch. Together with Ester, her neighbors, and Audrey's family, we carried the supplies up a 90 yard, 80 degree hill (Ester climbs this hill daily to obtain her water supply), primed, painted, and hung the boards, nailed hurricane hinges in the roof, and roasted hot dogs for those who came to be a part of the building. The feeling of community was overwhelming as everyone pitched in to build Ester's new home.



During the course of our trip I asked Courtney, Katie, and Grace each day, "What do you think so far? What has been your favorite part of the trip?" Each day was something different, the waterfalls, the rafting trip, etc. But the last day, the day we built the house, each one said, "My favorite part of the entire trip was making friends and building the house. When are we coming back? Can we do this every year?" Mission accomplished!

Ester's house is 20x16 foot with a 4x8 veranda. There are three rooms: two are 8x10 bedrooms and a larger room for meals with a small section walled off to become a bathroom. Over one of the 8x10 rooms there is a loft for middle age children to sleep.

So, if you ever have the opportunity to mix community service with vacation, do so! The rewards are more than you'll ever imagine! We are fortunate as state employees to receive eight hours of community/school leave annually, so be sure to use yours!

19th Annual ORS Golf Outing

Reserve the date for a day on the links!

The 19th Annual ORS Golf Outing will be held at 9:00 a.m. at the Grand Ledge Country Club on Friday, August 7. This event is open to all ORS staff, business partners, and family and friends. Because the golf outing is on a state mandated furlough day there is no need to ask for time off and it allows us to have an earlier date with an earlier start time!

The outing is a four-person scramble and the price remains the same as last year at \$156 per foursome. This includes 18 holes of golf including a cart, continental breakfast, lunch/dinner, and a variety of prizes.



You must make your own four-person team and elect a team captain. The organizers do not make team assignments. If you are looking to join a team or for an additional member, there are two lists located on the shared drive for teams looking for players and for players looking for teams. The sign-up sheets are located in the Common drive under the ORS Golf Outing 2009 folder.

Your team captain should send an email to **Fred Covert** by July 23.

The email should include:

- The names of your teammates.
- Your team name.
- The workplace of your teammates (if not ORS).

Finally, the organizers are always looking for help in planning, preparing, and gathering prizes! If you or someone you know would like to help or donate door prizes, please contact:

- **Fred Covert** by email covertf@michigan.gov or call 322-6086.
- **Bill Motz** by email <mailto:motzb@michigan.gov> or call 322-1954.

ING trainings

A special thanks to ING staff, especially presenters **Lynne Bemrose** and **Eddie Carrington**, for doing such a great job with the 401(k) & 457 plan training presentations. These presentations have been very informative and offer excellent insight into investments options.

Attendees are saying great things about the presentations. **Ann Schneider** said: "I thought I knew a lot about investing, but have learned so much more at these sessions. I'm really looking forward to the next one where we'll be using Advisor Service!"



ING presenters **Lynne Bemrose** and **Eddie Carrington** did an excellent job during the 401(k) & 457 plan training presentations.

If you would like to learn more about a certain topic discussed during the presentations, please visit the [State of Michigan 401\(k\) & 457 Plans website](#) or call the Lansing customer service office at (517) 636-6071. Also, if you are interested in participating in more ING seminars visit the [Civil Service website](#).

business briefs

Same great service, simplified DC site

CE staff are remodeling the state employees' DC website. The changes will direct customers to the appropriate vendor – ING for plan-specific questions, Civil Service for insurance information, and ORS for service credit or insurance applications. The new site will be launched by the end of June. Stay tuned for more updates and other DC news.

Welcome HTC Global Services

Correction from the May 22 issue of the *LookOut*. The new group assisting in DIT-AST came to us from HTC Global Services. We apologize for any confusion this may have caused.

green scene

Unsubscribe from unwanted mail

Decrease the amount of junk mail you get by using these free services:

End Junk Mail – Register your name and address online to remove your information from all marketing lists.

Catalog Choice - Free service that lets you communicate your mail preferences to companies. Reduce the amount of unsolicited



mail in your mailbox and go paperless.

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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Director:
Phil Stoddard
Edited by Customer Education

Charity Guide advises on the challenges created by junk mail. Removing yourself from unwanted mailings will do much more than save you from pesky mail. It will help to save the 100 million trees destroyed each year to produce junk mail, and the 28 billion gallons of water used to produce the paper. These resources are wasted on the production of items many of you don't even look at.

Research shows that about half of all junk mail is thrown out unopened or unread, and the rate of response to junk mail is less than two percent. According to the Native Forest Network (now known as the Wild West Institute), more than four million tons of paper is wasted each year.

100 million trees are chopped down each year for junk mail. That is 333,000 acres of trees, almost half the size of Rhode Island each year!

Junk mail also has a direct negative economic impact as well. An estimated \$320 million of local taxes are used to dispose of junk mail annually, and transportation of junk mail costs about \$550 million per year, not to mention the air pollution generated during transport.



Staff on the move

Angela Sanborn has accepted a position in CSC. She will be working closely with **Lila Christiansen** and **Jon Seeger** on upcoming projects.

Thanks for reading!!

WHICH BUILDING BLOCKS ARE YOU WORKING ON?

Objectives are the building blocks used to reach our goals.

[Click here for a list of our goals](#)

Business plan is just a fancy name for our to-do list.

Our to-do list makes sure we are working on our building blocks.



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.