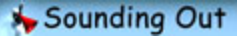





In This Issue...

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Calendar

October

State Employees Board Meeting	30
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November

Election day	4
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New EFT statements give more information

Pension recipients who receive EFT will have more information at their fingertips regarding their monthly payments. Starting with this month's EFT statements, recipients can verify which financial institution their payment was sent to and what type of account, either checking or savings. Those who have their pension payments split between two different accounts, either at the same financial institution or at different ones, will see how much was deposited to each account.

The new EFT statements have a look and feel similar to our other forms and letters, providing our customers with a more consistent image of ORS. We've added the ORS logo to the top of our EFT statements and moved the name of the document higher on the page, with each retirement system's version clearly identified underneath. When appropriate, we've included the system's direct website address at the top as well. The social security number has been replaced with the member ID.

This project required the assistance of many different parties over the past year. Clarety already was able to store information for multiple financial institutions and permit EFT payments to multiple accounts, so no enhancements were required to the basic functioning of Clarety. So the team, made up of **Rosemary Baker**, **Steve Crippen**, and **Jon Seeger** from ORS, **Baskar Rajamani** from AST, and **Sowmya Venkataraman** from Saber, met to determine what additional information we could provide to customers about their deposits. Rosemary prepared several samples to help visualize the data in a statement format.

After deciding which data elements to include, Steve, Baskar and Sowmya revamped the structure of the data files used to create EFT statements. **Jim**



Did you know?

- Nearly one in three people in Michigan are low income and cannot afford to meet their basic needs.
- Approximately 500,000 Michigan children live in poverty.
- Between 2000 and 2006, an additional 330,000 Michigan residents were born into or moved into poverty.

You can make a difference by getting involved in Michigan's first Poverty Summit beginning on November 13. This summit launches a statewide effort to reduce poverty and maximize economic opportunities for all. Register now, and make your voice heard.

Thanksgiving Holiday	27-28
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On the Horizon

- Christmas -
December 25

Quick Links

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

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 Benefit
DC	Defined Contribution
DIT	Department of Information Technology
DMB	Department of Management and Budget
EPC	Executive Process Council (<i>Phil, Laurie, Tim, and Anthony</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

Rademacher joined the effort to help pull account information and test the new data files.

Rosemary then designed new EFT statement formats for each of the retirement systems including: Public School Employees, State, State Police, and Judges as well as the Legislative and Military retirement systems. **Angie Schrauben** helped modify the template and she, Jim, and Rosemary provided the necessary test files to **Chris Clark** and **David Pena** from the Consolidated Print Center (CPC) to work out the final printing details.

The end result are brand new EFT statements for MPSERS, SERS and SPRS this month, and new templates for JRS, Legislative and Military systems for December. With the enhanced statements, more pension recipients will see their payments can be split between two accounts and may take advantage of this feature. Special thanks to all those involved in the project!

ORS business plan keeps things in sight

Magnets with notes stuck to refrigerators, grease boards on our lockers, notes in our cell phones, and strings around our fingers are a few of the ways people try to keep track of things to remember. But how does ORS keep track of new things each year? The answer is the ORS Business Plan.

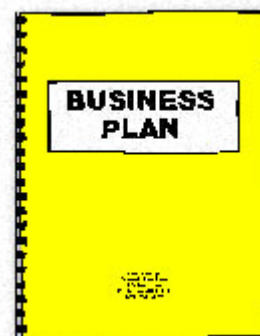
The ORS business plan is comprised of new initiatives ORS plans to deliver during the fiscal year.

Each year the BPOs are responsible for identifying goods that will improve customer services and/or increase efficiencies. BPD coordinates to ensure the plans of each process are condensed into one document.

Once the business plan is accepted, the processes plan and collaborate to achieve the goals. These plans are not set in stone however. When done well, these plans have the capacity for change. If DMB issues arise or the legislature provides additional opportunities, BPOs adjust their business plans to accommodate the challenges.

Creating the 2008-09 business plan

1. Each BPO develops a set of business plan items independent of other processes. This list includes any strategic objectives. Typically, process teams are engaged in these decisions.
2. Each BPO works with their BPL to establish a list of items to tackle for the coming year.
3. BPOs and BPLs prioritize the strategic objective action steps as separate business items for the next 3 fiscal years.
4. With **Joe Osentoski** as facilitator, BPOs work together to define and understand all items on the business plan. During this phase, the group uses Franklin Covey's Urgent & Important ranking criteria to prioritize items on the plan.
5. BPOs and BPLs work together to estimate hours for completion as well as to establish cross-process requirements and time commitments.
6. The first draft is presented at a BLA meeting. The EPC reviews initiatives, rankings, cross-process interaction, and estimated staff requirements, then provide feedback and suggestions.
7. BPOs adjust items, evaluate capacity, discuss with individual EPOs for



	Expert
T&T	Tools and Technology
UAT	User Acceptance Testing

process plan reality checks. Items are updated where appropriate.

8. Finally, the business plan is reviewed and accepted by the BLA and implementation begins.

Fred Covert, BPO for Customer Education, comments: "The business planning process is an ever-evolving process. We've incorporated the strategic planning objectives and are looking at cross-process influences like never before. Customer focus is front and center in everything we're doing. It's been exciting and exhausting at the same time."

If you're interested in how the business plan affects your process, be sure to touch base with your BPO.

Connections newsletter

The fall issue of *Connections*, a newsletter for retirees, will be distributed with the October warrant and EFT mailing. There are two versions of the newsletter: one for [public school retirees](#) and one for [state employees, state police, and judges](#).

The issue for school retirees includes articles on the following:

- CEM reports ORS provides services at a low cost.
- A message from the director.
- What you're saying about miAccount.
- New options when marrying (PA617).
- Get your 1099R with miAccount.



The state employees, state police, and judges issue includes articles on the following:

- CEM reports ORS provides services at a low cost.
- A message from the director.
- What you're saying about miAccount.
- Mentor Michigan changes lives.
- Get your 1099R with miAccount.

If you have any comments or suggestions for future issues please send an email to: ORS-CustomerEducation@michigan.gov.

miAccount message board

Customers using the ORSCustomerService@michigan.gov email will now receive an auto response directing them to the secure miAccount message board. The Contact Us page now links customers to the miAccount message board. This change will be reflected in the future as ORS publications and forms are reviewed and printed.



For DC members, the Contact Us page links to the guest message board on the SERS defined benefit site. The guest message board provides DC members with secure access to us just as it would a registered member. In the future, a guest message board page will be created for DC members.

Every penny counts

Congratulations to the ORS penny war participants for raising \$658.44 for various State Employees Charitable Campaign (SECC) charities.

Here's how each team ranked:

1. Process Support and Auditors (\$27.08)
2. ING and CSC Contact Center (\$28.30)
3. Customer Education and Customer Service Center (\$48.51)
4. CSC Services, Application Processing, and Insurance (\$52.30)
5. Benefit Plan Design and CSC Resources (\$52.53)
6. Employer Reporting and PS Document Management (\$95.55)



Casual day wrist band sales were also a success, raising \$1,160.00 in donations. The total amount raised from both fundraisers was \$1,818.44. Congratulations everyone!



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 Erica Quealy shares her life changing experience on Extreme Makeover: Home Edition.

The camera men were walking around, the number of volunteers was overwhelming, and crowds of spectators came pouring in. Apparently this is what happens when a national television show joins forces with a community to offer a dream home to a deserving family.



Erica Quealy

I'm talking, of course, about the recent visit by the TV show Extreme Makeover: Home Edition to a well-deserving family in Holt. I was fortunate to join the crews that came together to give a widowed mother and her three boys hope and a safe, new home to create happy memories in.

I assisted on the final day with painting, decorating (for the playhouse that is – they left the house decorating up to the pros!), and clean up. The energy of the volunteers was amazing. The celebrity designers excited the crowds. And seeing the family's overwhelming joy made it worth every second of my time!

This may have been the first time I worked within inches from a star-studded cast, and it was definitely the most



extreme home I've helped build, but it certainly wasn't my first.

Extreme Makeover: Home Edition- Holt, MI

I started about 15 years ago when the youth leader from my church took a group of girls to work on a Habitat for Humanity home. I will never forget the trailer that family had been living in – holes in the floor and ceiling, plumbing that didn't function, and barely any belongings to call their own. Despite all of that, they were upbeat, excited for their future, and hard at work to assist volunteers with the place they'd soon call home.

That week I learned much more than how to hang dry-wall or how to install a toilet. I learned to be humble, to be thankful no matter how bad I think things are, and that a few hours of my time will literally make a world of difference for an entire family. That was the first time I helped a family reach their goals of homeownership, and I've been hooked ever since!

I've now served on the Board of Directors for Habitat for Humanity Lansing for nearly four years, have lent my time as a committee chairperson, and am currently serving on the Community Relations Committee. While my volunteer work in high school and college taught me many do-it-yourself skills that came in handy as a single homeowner, I have also learned that my efforts are better spent using my mind rather than power tools when it comes to volunteering!

I've met so many wonderful people, I've seen families achieve that fresh start they've been praying for, and I believe there's always someone out there who needs you and whose gratitude will fill your own life with more grace than you thought possible. Please feel free to chat with me more about Habitat for Humanity or share your own volunteer experience!

The satisfaction and all staff survey results

Satisfaction Score Remains Steady

The ORS Employee Survey results show 3 out of 4 staff are satisfied and would recommend ORS to a friend as a great place to work. These results are similar to the results from the April 2008 survey.

The survey response rate was over 52 percent with 111 people responding. The number of people that responded was very high, with only April 2007's 115 responses higher.

This survey also asked staff to identify their employment status. This will help identify any differences in satisfaction between employment groups.

ORS Leaders are reviewing your feedback and would like to thank all who took the survey.

Fall 2008 all staff survey results and Q&A's

The fall all staff survey results are also available for viewing.



[Click here to view the satisfaction and fall 2008 all staff survey results.](#)

In addition, staff anonymously asked eight questions of the EPC after the all staff meeting. The answers to these questions are [available for viewing](#).

Comings & Goings

Jeanne Fox began working in CSC on October 13. Jeanne brings a variety of experience in customer service. She and her husband live in Charlotte and have three dogs – a Chihuahua toy fox terrier, a teacup terrier, and a teacup taco terrier.



Jeanne Fox



Amy Wheeler

On October 20, CSC welcomed **Amy Wheeler**. Amy lives in Grand Ledge and served as the assistant to the office manager at Dart Bank for the past 15 years. She graduated from Adrian College, has two children, and enjoys reading, playing tennis, and snow skiing.

Melissa Flores' last day was October 17.

green scene

When winter rolls around you can 'set it and forget it'

If you install a programmable thermostat in your home you can save yourself time, thought, and money! Estimates predict you will save approximately \$100 every year with this simple energy efficient upgrade.

"I purchased a programmable thermostat for about \$20 last fall, and I was able to install it myself," said **Erica Quealy**. "It's great to know that you can go to bed, leave for work, and not worry about moving the temperature up or down."

According to *the green book*, we can prevent the emission of seventeen billion pounds of greenhouse gases if just one in ten households did this. (They claim that's the equivalent amount of greenhouse gas that cows in the United States burp each day – you learn something new every day!)



business briefs

SECC Update

This year DMB employees raised more than \$45,000. That's approximately 3% more than last year, and 101 percent of our fundraising goal for the State Employees Charitable Campaign (SECC). Congratulations! You stepped up to the plate, extended yourselves to those in need, and exceeded expectations. Way to go DMB!

Lunch with Lisa and Rose

The largest brown bag lunch crew to join Lisa and Rose for lunch on October 16th heard updates from the Directors and had a chance to ask questions.

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.

The *LookOut* is
published by the
Office of Retirement
Services,
Department of Management
and Budget, State of
Michigan

Director:
Phil Stoddard
Edited by Customer
Education

Thanks for reading!!



Submit your Halloween photos

This Halloween, the *LookOut* is creating a photo gallery dedicated to your kids and pets in costume. If you have any fun photos you would like to share, please email them to ORSLookOut@michigan.gov and watch for the gallery in the next issue of the *LookOut*.



Boo who?

Recent reports indicate some individuals within ORS have been booing their coworkers. No, they are not showing displeasure for their colleagues. Instead they're doing quite the opposite; they're anonymously participating in a fun Halloween chain treat event.

The Boo'er leaves a package of treats for their coworker along with an instruction sheet. The directions urge the Boo'ey to then post the Boo sign (on the back of the instructions) somewhere in their cube. The Boo'ey is to then secretly deliver a copy of the instructions along with a treat to two of their coworkers, thus becoming another Boo'er. Have you been booed?



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.