

September 29, 2006

Volume 10, Issue 19

Email the LookOut Staff

LookOut Archives

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**Calendar**

**October**

Customer Service Week	2-6
State Police Board Meeting	19
SECC Wrapup	20
Fall All-Staff Meeting	24
Public School Employees Board Meeting	26
Halloween	31

**November**

State Employees Board Meeting	2
Election Day	7
Veteran's Day	10
Thanksgiving Holiday	23-24

**It's Customer Service Week**

WDRA will join thousands of companies and government agencies across the United States to celebrate Customer Service Week, October 2nd through the 6th. Please take this opportunity to thank your coworkers for their support and contributions to quality customer service.

WDRA's celebration will focus on awareness of our commitment to quality customer service with a "thank you" to staff for delivering exceptional service to our members each and every day throughout the year. In order to thank staff properly, CSC and EMPAC have arranged a number of events to take place during the week. You are invited to a recognition continental breakfast on Tuesday, October 3, and to wear your favorite team colors for an officewide casual day on Thursday, October 5. Look for more details on the festivities next week.

Customer Service Week is celebrated annually; this year's theme is "Going Beyond Expectations™." For more information on Customer Service Week, please visit [www.csweek.com](http://www.csweek.com).

**New sidewalks at the GOB**



Above: A worker cuts away part of a curb where a new sidewalk is being installed. Weather permitting, more than two miles of sidewalks around the Secondary Complex should be ready for walkers by November 1.

**Mary Sheltraw retires**

Viva Las Vegas! **Mary Sheltraw** of Process Support is taking the next step and retiring effective October 1. Mary has worked for the state for 22 years, 15 of which were spent here at WDRA.

If you wish to visit Mary, you may want to first check Mount Pleasant or possibly Las Vegas as she is looking forward to being a big winner!



Public School Employees Board Meeting	30
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**On the Horizon**

- EMPAC Holiday Tree

**Quick Links**

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

**Commonly Used Acronyms**

AST	Application Support Team
BLA	Business Leadership Assembly ( <i>Consists of the EPC, BPOs, and BPLs</i> )
BPD	Benefit Plan Design
BPL	Business Process Leader
BPO	Business Process Owner
CED	Customer Education and Development
CSC	Customer Service Center
DIT	Department of Information Technology
DMB	Department of Management and Budget
EPC	Executive Process Council ( <i>Chris, Laurie, Phil, 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
T&T	Tools and

left us with this: "Thank you all for being part of my life. I have learned a lot, not only about how things work around here, but about myself too. May all of you have the greatest things life has to offer and make the most of it!!"

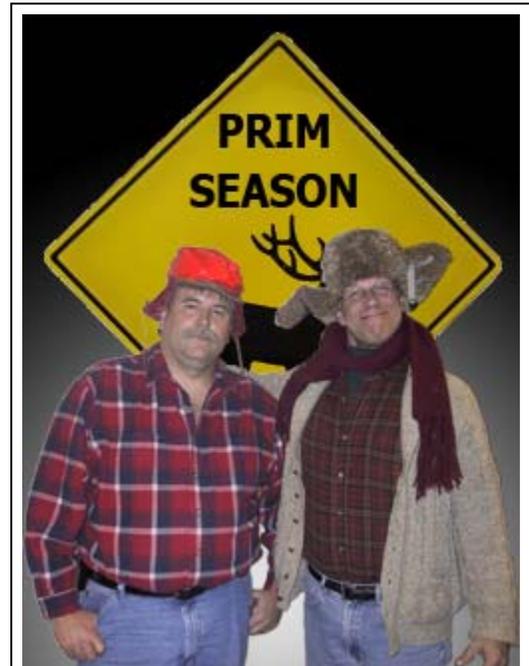
***We wish you well Mary!***

***It's PRIM season!***

The new school year is underway, which marks the October opening of CED's PRIM season for public school employees. PRIM is an acronym for Preretirement Information Meeting. These meetings give public school employees a general overview of their retirement plan—from earning and buying service credit to pension calculations to post-retirement insurance coverage. The meetings are conducted by CED staff all over the state, either in person or by videoconference.

Customers can once again register for a meeting in their area on the Public School Employees member website by clicking on the [Preretirement Seminars](#) link. Registration is necessary to ensure that enough packets are on hand and enough seats are available. Only meetings occurring within 60 days of the current date will be open for registration. The limited registration period helps ensure that meetings are attended by registrants and no seats remain empty.

Although the PRIM presentation is designed to cover general retirement information, a customer who still has questions after attending a PRIM qualifies to sign up for a phone appointment. During the meeting, presenters hand out a card containing a website address and instructions for requesting a phone appointment.



Above: Sootie Nevgren and Boots Knotshoe of CED get ready for "PRIM Season" which officially starts October 2 at the Oakland ISD. Public school members will not want to miss opening day.

***Reengineering Successes***

Over the summer, the Reengineering Team and a number of subject matter experts (SMEs) focused on designing new, more efficient processes for refunds, service credit purchases, tax-deferred payments (TDPs), and document management.

The team is still working on analyzing the results of some of those sessions, but their results so far are encouraging. They have been able to identify many areas where we can eliminate waste from our processes and also save money.

So far, SMEs working with the reengineering team have identified time savings equivalent to nearly 7.5 FTEs (full-time employees) and dollar savings of approximately \$350,000! In addition, they have identified a large number of ways in which we can provide better service to our customers, both internal and external. The BPOs are currently working on implementing the changes to the processes suggested by the SMEs, so as these are all incorporated, staff will begin to feel the

Technology

impact of these savings.

### Balanced Scorecard

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



It's important to point out that while the team is tracking full time equivalent (FTE) savings, ORS will not be reducing staff as a result of the reengineering project. Rather, it is expected that ORS will continue to take on more work as our retiree population grows.

What's next on the reengineering agenda? The team is currently focusing on applications and closeouts, looking for ways to improve the process of how our members apply for and receive their pensions. In the months of November and December, they will focus on employer reporting and service credit evaluations.

## Let's get our ducks lined up!

CitiStreet's collaborative effort to educate WDRA staff on retirement saving and investing began September 12 and will come to an end October 5. The campaign, a practice-what-we-preach effort, still has a few opportunities for you.

Date	Seminar	Time
October 3	CitiStreet News, EasyStreet Clues	10:30 a.m.
	Calculate Your Future	12:15 p.m.
	Stump the Expert	12:30 p.m.
	Advisor Service	2:30 p.m.
October 4	Calculate Your Future	10:30 a.m. & 2:30 p.m.
	Stump the Expert	12:15 p.m.
	Advisor Service	12:30 p.m.
October 5	Advisor Service	10:30 a.m.
	CitiStreet News, EasyStreet Clues	12:15 p.m.
	Calculate Your Future	12:30 p.m.
	Stump the Expert	2:30 p.m.

The Advisor Service seminars are one-hour interactive opportunities for you to get online in Conference Room T and access your account with the assistance of a CitiStreet pro—don't miss it! And special prizes will be awarded to anyone who can Stump the Expert, so let's all attend those sessions with some challenging questions for our CitiStreet partners!

### Take the challenge

A small increase in contributions now can make a big difference at retirement. On October 1, state employees will receive a one percent pay increase. It's a perfect opportunity to maximize your contributions and gain the peace of mind that comes from securing your financial future.

Mark your calendars and clear the time with your supervisors to attend these unique training opportunities. For the mini-seminars, just grab your coffee or lunch and drop in Crossroads. In addition to the getting cool prizes at every seminar, be sure to sign in at each session to be registered to win one of three grand prizes!

## Comings & Goings

BPD welcomes its new healthcare guru, **Holly Twesten-Curtis**. Holly received her bachelor's degree in psychology from Michigan State University and after a few years of working in various healthcare related jobs, returned to school for a master's degree. She got married in May of 2006, and a month later completed her master's degree in healthcare administration from

Western Michigan University. At the same time, she was working full-time for Sparrow Health System's radiology department. Outside of work she enjoys horseback riding, reading, traveling, and cooking.



On Friday, September 22, CSC bid farewell to **Brenda Allen**. Brenda has accepted a permanent communications position with the Department of Natural Resources.

After being on loan from Financial Services, staff said goodbye to **Beth Taylor**. Beth is moving to Albuquerque, NM. Her last day at WDRRA was also Friday, September 22.

Congratulations to **Phil Stoddard** and **Laurie Hill** who will serve as interim director and assistant director, respectively, of WDRRA upon **Chris DeRose's** departure to the Ohio Public Employees Retirement System where he will serve as the executive director. Chris will be with us through October. Be sure to wish them all well in the next month.

## The Key to Giving

The State Employees Combined Campaign (SECC) is underway and hoping that you will participate. **Dan Norberg**, DMB coordinator, and **Joe Osentoski** and **Leza Rebera**, ORS coordinators, have some fun events planned including the return of [penny wars starting on October 2](#).

SECC provides an annual opportunity for state employees to make a pledge to a charity of their choice through payroll deduction, check, credit card, or direct bill. This year's campaign runs from September 18 to October 20.



Since the program began in 1987, it has raised \$36+ million!

## Kudos- Going beyond expectations

Below are some of the kudos we've collected from the past quarter. They are expressions of approval, commendations, praises, accolades, or compliments for excellent customer service that we have provided to our external and internal customers. If you have received a kudo, or know of someone who has, please email them to [ORS-LookOut@michigan.gov](mailto:ORS-LookOut@michigan.gov), or place the original card or letter in ORS mailbox #174, for possible inclusion. We'll try to include as many as possible, but we might not be able to include all of them.



Rosanne Leland, Work/Life Services Coordinator from the DMB-OSE-Employee Service Program called to say she was sorry she missed today's Self Management class presented by **Michael Zingsheim** and **Sandy Ball**. Roseanne said "her 3 colleagues came back from the class raving about how good it was." Rosanne continued to say that "they told her



what a great class it was" and she just wished she could have made it. She asked when would we be offering the class again because she wanted to be sure to sign up. She went on to say that "her colleagues had so many positive things to say about the class" and so she wanted to be sure to take it the next time it was offered.

RECEIVED  
STATE OF MICHIGAN-DMB  
OFFICE OF RETIREMENT

2006 SEP -6 AM 10:36

SCAN 09/06/2006



**Tenth Judicial District of Michigan**  
Calhoun County, Michigan

September 1, 2006

Brenda Prast  
Office of Retirement Services  
P.O. Box 30171  
Lansing, MI 48909-7671

Dear Ms. Prast:

Thank you for taking the time to discuss retirement issues with me.

I look forward to receiving the packet which should arrive within the next week.

Very truly yours,

Judge

*Brenda - Thanks  
rom the Judge, and  
from me too!  
Great Customer Service!  
Cindy*



An employee of Detroit Public Schools phoned to praise **Mary McGlashen**

bottom of my heart for all of your assistance and for keeping things on track with my retirement papers and getting things processed. It looks like we're coming to a close and all is going well.

**Elaine Scott** talked to Ms. Sue this morning. She

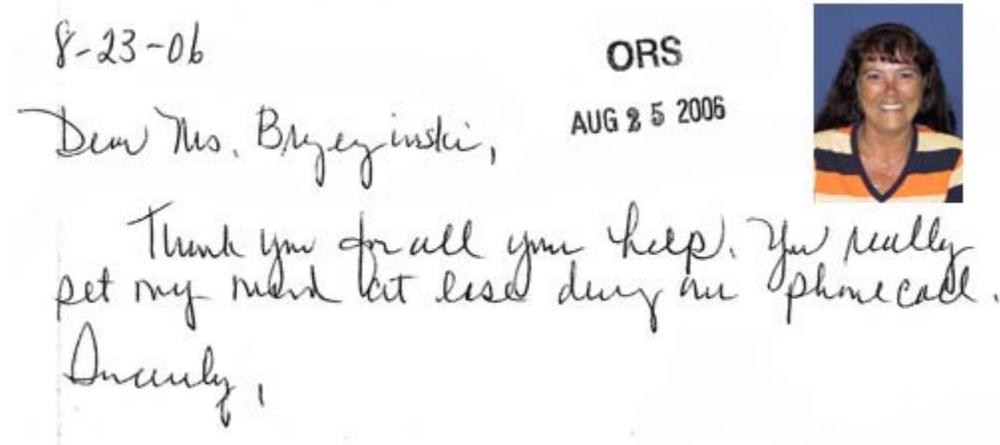
wanted to say how impressed she as been with all ORS staff she talked to on the phone and met during walk-ins. Several of her friends also retired this year. They all think ORS staff members have made the process of retiring easier



I had a woman who believed she was shorted two years and **Cathleen**

said "hmmm, let me try something" and did a name search. Sure enough this woman had two accounts in Clarety and those two years were under a different SSN. I can now process her when I come in tomorrow instead of waiting for a response.

	than they anticipated.	
<p>Just a note of appreciation - I had a question on how to get a form and <b>David</b> not only told me how to get the form, but walked me through step-by-step instructions. As always, ORS continues to have great staff and continues to do a great job. - - Mr. Koyl</p>		<p>Quick, easy access... Cathleen is living our mission (or is it our values??...whatever). Thanks Cathleen!</p> <p>Lisa L. Schmidt</p>



Elaine: You spoke with Ms. M a couple of days ago. She was in the office today to complete her application process. She wanted me to say a great big thank-you, and to convey how grateful she was to you for getting her application to her so quickly, in light of her situation (this is the member who relied upon Utica School District to get her application sent to ORS while she was in the hospital.)

ORS

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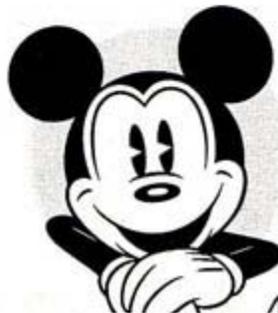


In fact, thanks  
a **million**

For being so **nice!**

Dear Angela ~

The little nurse says  
it all. Many thanks for  
helping me with all the  
retirement papers. I am  
so happy I decided to meet  
with you as you really took  
all the frustration and  
puzzled away and made it  
so much easier for me.



I REALLY  
MEAN IT!

I really,  
really,  
really thank you!

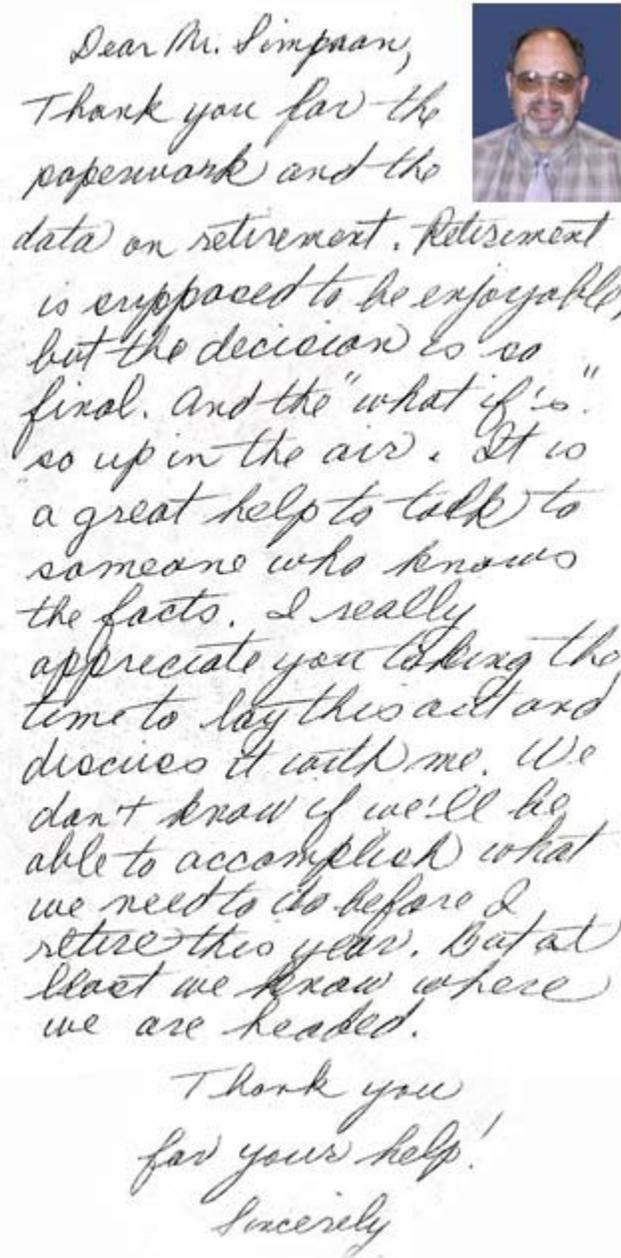
Mr. Skinner wanted everyone to know how happy he is with all of us here at ORS, particularly **Shanna**. He's always been treated wonderfully!

Ms. Stewart wanted to pass along that the information included in the **Connections** publication about reporting a death helped her greatly. Her mother passed away and she didn't need to search around for information about how to get the death reported to our office, she just followed the instructions in Connections.

Hi **Pam**,

I just wanted to take a moment to thank you again for taking the time to talk to us the other day. We both walked out feeling much more knowledgeable about the process - and it was comforting to talk to someone, knowing you have established a contact you can trust. We really appreciated your assistance and enjoyed talking to you. Thank you!

I want you to know that, while I've always been impressed with **Cathleen's** desire to do a good job and help me out with stinky files, I was really dazzled by her brilliance a few moments ago.



Dear Mr. Simpson,  
 Thank you for the paperwork and the data on retirement. Retirement is supposed to be enjoyable, but the decision is so final. And the "what if's" so up in the air. It is a great help to talk to someone who knows the facts. I really appreciate you taking the time to lay this out and discuss it with me. We don't know if we'll be able to accomplish what we need to do before I retire this year, but at least we know where we are headed.  
 Thank you for your help!  
 Sincerely



I have received positive feedback on the MPERS



preretirement seminar that **Pam Kenney** presented to the new Contact Center staff last week. It was a huge success and really helped the trainees understand the "big picture" from the member's perspective. Thank you for your team's involvement in the training. I look forward to the SERS preretirement seminar on September 28th. I am certain that it will be just as informative and educational.  
 -- Linda Turner



Just a note to pass along the great cooperation I just received

from **Lisa Schmidt**. I had a July 1 retiree whose FSA isn't balancing, and she's been waiting for a call-back. Lisa didn't have the file, but asked to take the member so she could contact the rep who does. Not only didn't she give me a chance to have to ask her to take the call,

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Thanks for reading!!

Mr. Lewis called today and stated that we have been very helpful and smarter than any one else including his school district. He states he has also dealt with other state agencies and we are the best that he has ever spoken with.

but her attitude was phenomenal. She was a pleasure to speak to.  
 - - Tanya Dunckel

I faxed you this information on Aug 21, 2006.  
 I just want to mention how very considerate and helpful your phone people are.  
 Thank you.

ORS  
 AUG 24 2006

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**Note:** Because some of the links in this newsletter point to resources within ORS, some of the links may not work if you are outside of ORS.