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Super customer service

Outstanding service describes how the rush for service credit purchases was handled the last week in June. As the school fiscal year came to close, the demand for service credit bills from June 23 -30 surged from 153 in 2007 to a total of 420 in 2008 ... that's almost a 300 percent increase! This demand was anticipated with the new laws taking effect July 1, and CSC was ready with a plan and several short-term processes.

How did they do it?

- The telephone voice prompt was changed so that members would stay on the phone and talk to a representative about their purchase and bill instead of leaving a message.
- Service credit billing requests were kept current. Bills were created the same day as the request or the following day at the latest. ER loaned **Pam Gilchrist** to handle all state employee bill requests, which allowed CSC to focus strictly on public school employee bills. On June 27 and 30, other ER service credit staff also jumped in to help create bills and to keep the requests current.
- Service credit applications were given directly to **Sean Evans** to generate the bills immediately and then the applications were imaged after the bills were sent.
- Staff personally called members who had requested a bill and encouraged them to come to our office and pick the bill up to ensure they received it by the deadline.
- On June 26, Conference Room D opened up as a "triage center" for walk-in customers where payments were accepted, bills created, questions answered if a counselor wasn't necessary, and anything else was addressed as needed. The room set-up and how it was handled proved to be very successful as members didn't have to wait long and moved in and out within 30 minutes in most cases.



"We did a wonderful job!" said **Pam Kibby**. "The cross-process assistance really contributed to serving our customers efficiently. Though it was quite chaotic at times with high volumes of walk-ins and bills, everyone worked together so well which contributed to our success."

Calendar

July	
National Hot Dog Day	21
National Ice Cream Cone Day	23
Public School Employees Board Meeting	24
Hamburger Day	28
August	
State Employee Board Meeting	7
DMB Golf Outing	15
National Joke Day	16
ORS Picnic	20
National Peach Pie Day	24
18th Annual ORS	

Golf Outing 28

- On the Horizon**
- All Staff Meeting - October 7

- 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
ORS	Office of Retirement Services
PRIM	Preretirement Information Meeting (public school employees)
PRO	Preretirement Orientation (state employees)
PS	Process Support
SME	Subject Matter Expert

Survey responses are off the chart!

With an entire week of casual days on the line, ORS staff didn't mess around.

Responses to the 2008 DMB Organizational Assessment are at 98 percent – 142 out of 144 responded – and there's still one week left before the survey closes! Details on when the casual days will be scheduled have not yet been determined. However, we will be sure to let you know soon!

Thank you for providing your input – your opinion is important as it sets the direction for DMB. Survey results will be reviewed by the DMB Executive and Senior Management teams and shared with you when available.



Over 10,000 miAccount users!

Six months after introducing miAccount to retirees, our records indicate that there are 10,045 retired users! In addition, we have 779 active users, which is excellent considering we have only done small targeted mailings so far.

ORS Process Map

The [ORS Process Map](#) has been updated to reflect recent leadership changes in our organization.



The EPC has approved the floor-to-ceiling B-Wing design. Cubicle layout within that designed space is in process. More information on process locations will be coming soon.

Below are maps of our current office space and the AST swing space on the first floor:

[ORS Office Map](#)

[AST Swing Space](#)

ORS continues pulling for The House

In 2004 the Green Team challenged ORS to become a part of the Thanks a Million Club for Ronald McDonald House of Lansing. "The House" is a home away from home for parents of sick children at Sparrow Hospital with little or no cost to the parents. The pop tabs we collect are sold for their metal value and The House gets about \$100 a month from this source. Our goal was to collect one million pop tabs.

Since our first five-gallon bucket delivery in August 2004, we have delivered 13 buckets total. The Green Team is proud

T&T	Tools and Technology
UAT	User Acceptance Testing

to announce the 13th bucket was delivered in April of 2008, a 14th is filled, and with the 15th bucket we will have exceeded the quarter million mark! While we don't count every single pop tab, we estimate that each five gallon bucket holds 16,905 tabs (966 in a pound, 3.5 pounds in a gallon = 3,381 x 5 = 16,905 tabs per bucket). Once that 15th bucket is full we will have 253,575 tabs collected.

Our thanks to **Kay Johnston** who recycles her kitty litter buckets for this purpose, to **Mike Goodman** who delivers ten gallons of tabs at a time, and to all of you who donate tabs. Hopefully we can all "pull" together and reach the one million mark soon!



Spotlight on Aaron Usher

Spotlight is a way for ORS staff to share their non-work related activities and hobbies. Email ORS-LookOut@michigan.gov with your article ideas about you or your coworker.



Aaron Usher, a Gabriel, Roeder, Smith & Company employee working in BPD, has an addiction. This addiction started in high school when he joined the Grass Lake track and field and cross country team. His cross country team won the 1995 state championship his senior year. After high school, Aaron continued to run for both Bowling Green University and Michigan State University.

At one point, he was putting in 15-20 miles a day, 7 days a week, and participating in 15-20 races each year. Now he's trying to rehabilitate a nagging two-year old hamstring injury. He has reduced his runs to around 8-11 miles a day (running until he starts "feeling his hamstring") and has cut his road race schedule down to about half. With as much mileage as he puts in, shoes have to be replaced every couple of months or around 500-600 miles.

He recently ran a 5k (approximately 3.1 miles) at the Pewamo St. Joseph festival and placed second to his brother and frequent running partner, Nathan. Aaron also placed 12th at the Reeds Lake Run in Grand Rapids.

Besides road races, Aaron also competes in some 3k and 5k indoor and 5k and 10k outdoor track meets along with 8k cross country meets with college athletes.

The Hillsdale Relays, a college meet in April, is probably Aaron's favorite. "The weather's usually perfect," Aaron says, and adds that he has run his fastest time for both the 5k and 10k there. For a 5k run, that's 14 minutes, 58 seconds. Less than 5 minutes per mile!

Aaron also has several memorable stories about running. I'll bet you haven't "herd" one like this: "One of my loops went by some cows in a field. When I would run by, they would wait until I was even with them, and run alongside me. They were faster than I was, but I always sprinted to keep it as close as I could. One day I was tired and did not sprint when they started running. They must have thought I was poor competition, because that was the last day they would ever race me."

“Running definitely helps relieve stress,” says Aaron. “After a rough day, there is a noticeable difference in how I feel before and after I run. I’ve always run for the competition, not the general health stuff. But now that I’m seeing scary health care statistics on a daily basis, I appreciate the health side of things more.”

If you happen to be in St. Johns for the Mint City Festival on August 9, look for Aaron cruising down the road in the 5k run. You’d better not blink, though, or you’ll be sure to miss him.

To see Aaron in action, click on the link below:

www.runmichigan.com/photogallery

To see some of Aaron’s race results, click here: www.athlinks.com/myresults.aspx

If you are interested in the world of running, here is Aaron’s favorite running website:

www.letsrun.com.

Comings & Goings

	<p>The Director’s Office welcomed Linda Albro Sparks on Monday, July 14. Linda will assist Laurie Hill and is a long-time state employee, having worked for the Departments of Environmental Quality, Management and Budget, Human Services, Natural Resources, and the Liquor Control Commission. Her husband Corey is also a part of our DMB family and works in the Financial Services office. They love to travel, ride bikes, and go to the beach.</p>
	<p>After recently returning to Lansing from the Ypsilanti/Ann Arbor area, Donna Ford joins CSC. Donna attended Eastern Michigan University where she obtained a degree in accounting and technology management. She plans to pursue a masters of business administration degree in the near future and enjoys working with people who have a great sense of humor.</p>
	<p>Letitia Levi, our new CSC BPL, is very committed to her community and serves on several local boards. Letitia lives in Kentwood where she previously served as the call center manager at Huntington Bank. When not at work she enjoys playing video games with her 11-year-old son and collects giraffes.</p>
	<p>Karen McConkie, a new member of the CSC team, lives in Alma and has worked at the Mt. Pleasant Center for Civil Service and the Department of Community Health for five-and-a-half years. She’s a graduate of Michigan State University and Central Michigan University. Karen is married (just celebrated 25 years) to her high school sweetheart, and they have three children: two attending college (one at MSU, one at CMU) and one who just graduated from high school. Karen loves to travel to warm weather locales and enjoys shopping.</p>
	<p>Jenée Wilson, ING home-based agent manager, has lived in mid-Michigan her entire life and has a background in finance</p>



and human resources. She will have an office here as well as a home office. She says her new job is what she's dreamed of and is proud of the professionalism she's experienced thus far. She enjoys being outdoors, taking advantage of lakes and hiking.

Student employees **Annie Earls**, **Olivia Johnson**, **Matt McCool**, and **Julie Schafer** were welcomed in the June 20 issue of the *LookOut*, however, their photos were not available. We apologize for that and hope you've seen their smiling faces around the office by now.



Annie Earls



Olivia Johnson



Matt McCool



Julie Schafer

Staff on the move

Julie Andretz, previously a temp with ORS, returned on June 29 when she accepted a permanent position in CSC.

Lisa Marie Coon returned on July 14 and will assist Tim and Anthony in the Director's Office. She replaces Karla Cotton, whose last day was June 30.

Effective June 20 **Ryan Earl** completed his work with BPD and began assisting CSC.

Josey McCloud has accepted a permanent position in CE.

A day in the life of Pam Ward

Like most of her PS coworkers, **Pam Ward** plays an integral part in the smooth functioning of ORS. Pam, along with **Linda Reznick** and **Travis Peake**, have been tasked with coordinating the GOB B-Wing renovation. If you've been part of the office moves these past few months, you've probably needed something from Pam. You might also wonder how she managed to keep her friendly, patient smile in the midst of all the demands and chaos around her. To find out just how much Pam does on a regular basis, we asked her to share with us a normal work day.



Pam Ward

8:00	I check for emails about space or telephone requests. I take care of those I can handle directly and determine what is required for the rest. While in GroupWise, I check my personal calendar to see what's scheduled for my day. This helps me organize my thoughts. I determine what I'm able to work on outside of scheduled meetings.
8:45	I focus first on the renovation project. I have a number of meetings I need to schedule to get input from vendors, internal staff, and people from other agencies within state government. I do a proxy search to coordinate the appropriate people, times, and meeting rooms and send

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!!



	out appointments.
9:45	Now that Wing B is emptied, I have a few residual move items to finish up. I need to account for all of the disconnected phone lines; those no longer needed, and make sure they are taken off our phone bill.
10:30	When we have new staff coming in soon, I work with other Process Support staff to arrange for phone lines, computers and software, access to appropriate work levels in Clarety and Siebel, and get their office space ready. I may also help schedule new staff for orientation, picture taking for the <i>LookOut</i> and photo board, and also their state ID issuance.
11:00	Today, I'm processing one piece of the telephone invoices for the office phones and I'll tackle the other parts of the invoices another day.
11:30	I don't have any scheduled meetings today, so I pull out my renovation files. I'm working with the designer to determine the floor layout for B Wing. We need to decide how to place the cubicles on the floor plan to utilize the space in the best way possible and meet the needs of the staff who will be occupying them.
12:15	I grab my lunch and a book (to take my mind off work) so I can come back to work more refreshed.
12:45	After a report of a employee who can't hear the caller on the phone, I inspect the phone for possible malfunctions and determine the cord connecting the phone to the headset is shorting out. I replace the cord and the employee is able to continue providing excellent service.
1:00	I spend a little time working on the Office System Project. Laurie Hill and I are part of a team comprised of representatives from other DMB agencies. The team is striving to provide a standardized, cost-effective means of managing the furniture needs of customers in state-owned and leased facilities from purchase to disposal with "green" in mind.
1:20	I continue working on the renovation floor plans, seeking information and clarification and defining ORS needs for our space as a whole.
2:25	Request Telecom reset the voicemail password for a staff member who is unable to access voicemail.
2:30	Continue on renovation items.
3:20	Check my schedule for tomorrow and organize my desk.
3:30	It's the end of my workday so I pack up and head for home.

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.