



### In This Issue...

- Kudos!

### Calendar

#### January

Public School Employees Board Meeting	11
Martin Luther King Day	15
State Police Board Meeting	18
State Employees Board Meeting	25

#### February

Groundhog Day	2
Super Bowl Sunday	4
Valentine's Day	14
President's Day	19
Public School Employees Board Meeting	22

### On the Horizon

- Deadline for WDRA Excellence Awards Nominations  
March 1, 2007
- Spring 2007 All Staff  
April 17, 2007

### Quick Links

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

## Great job!

What better way to ring in the new year than with all the compliments we received in the last quarter of 2006. This special edition of the *LookOut* is to sing our most recent praises from both our internal and external customers including many nice compliments we received on our surveys. These expressions of approval, commendations, praises, accolades, or compliments reflect the dedication of the staff of WDRA. Cheers to you!

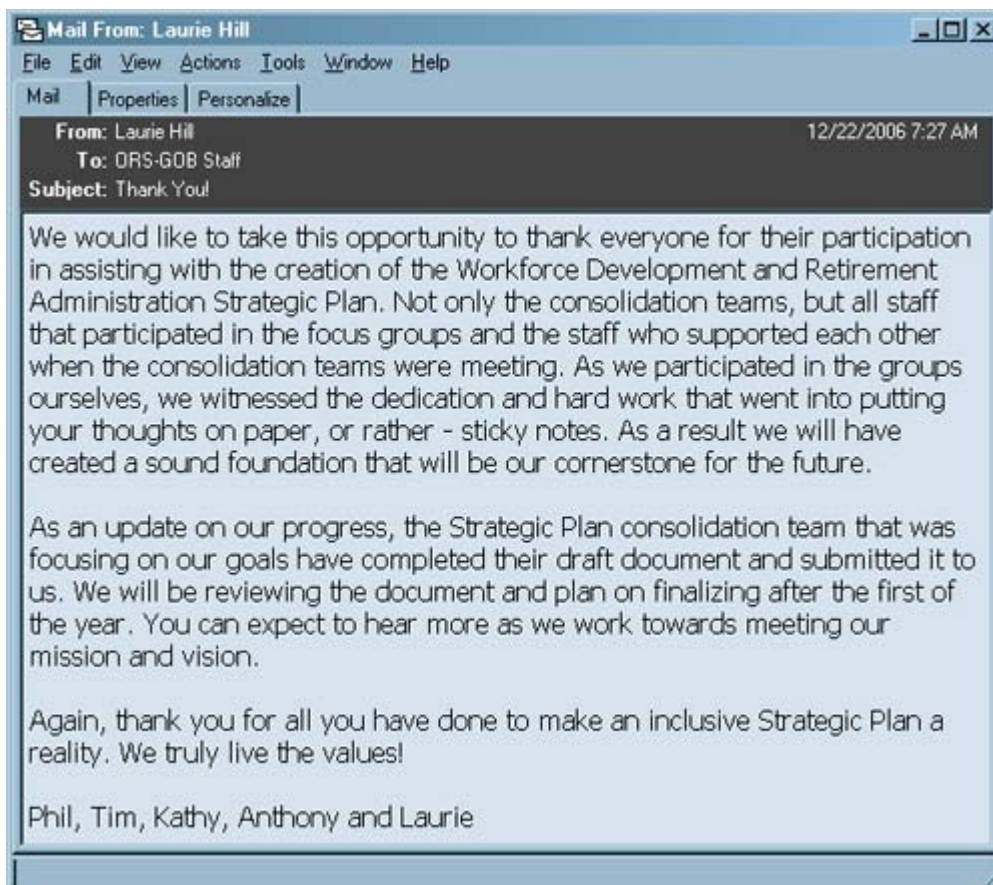
### Holiday message from Phil Stoddard:

Ever notice how the holidays can bring out either the best or the worst in people? For me, I think it brings out more good than bad...it also causes me to reflect on the blessings I have, including the great people I have the honor to work with. I wish you all a safe and enjoyable holiday.

- Policies and Procedures

### Commonly Used Acronyms

AST	Application Support Team
BLA	Business Leadership Assembly (Consists of the EPC, BPOs, and BPLs)
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 (Laurie, Phil, Tim, Anthony, and Kathy)
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
T&T	Tools and Technology
WDRA	Workforce Development and Retirement Administration




### Kudos from the Active Member Survey


Please use this space for additional comments about any of the survey questions: *Everyone that I have talked with at ORS Customer Service has been very helpful. Always willing to give me the time I need to get my questions answered.*

Please use this space for additional comments about any of the survey questions: *The ORS has provided me with excellent service. Thank you. Mission - Accomplished!*

SEAL HERE

Thank you for taking the time to complete this survey. Please fold on the dotted lines, seal with tape where indicated, and return postage paid to ORS

 Our Mission: We deliver pension, related benefits and services to promote the future financial security of our customers.

 Our Vision: Fast, easy access to complete and accurate information and exceptional service.

Please use this space for additional comments about any of the survey questions: *My experience at your office was one of the best state agencies. I am truly impressed with the professional work ethic.*

<b><i>Kudos from the Employer Survey</i></b>		
<b>Your staff is very good to work with. I love them!</b>	Even when it's a mistake I make, they ( <i>the Application Processing staff</i> ) are very courteous.	Another team of excellent workers. They are truly needed. Thank you for them!
THEY HAVE ALWAYS BEEN AWESOME! THANK YOU SO MUCH!	I have always been pleased and I appreciate these people want the best for the retiree.	They are generally much more courteous than I would expect considering the volume of forms ( <i>the Final Salary Affidavit</i> ) they ( <i>the Application Processing staff</i> ) have to process.
<b>Kay Johnston</b> was my coordinator back in the old days of quarterly reporting. I was happy to hear her answer the help line last week. She has always been so helpful and knowledgeable. She has provided me great support and guidance through the years.		I usually make some sort of error on the report ( <i>the Final Salary Affidavit</i> ) and they ( <i>the Application Processing staff</i> ) are very courteous.
There have been many great improvements over the past year in web reporting. Good job!	The problem solving phone number is a great help!	<b>Mary Picken</b> is the best!
WE HAVE HAD GREAT PEOPLE TO WORK WITH.	They are my lifeline between the web and me. Thank you.	They are very helpful with the issues I don't understand.
<b>Sylvia</b> is great!	Don't know what I would do without them.	ONCE AGAIN, GREAT PEOPLE.
The staff is very nice to work with and very helpful.	Great Team!	REPEAT: Sylvia is great!
Online reports are the best that has ever happened to retirement (since sliced bread) in the 31 years I have been doing them At first it took awhile to adjust to doing the report every payroll, but after you got going they are a piece of cake. Thank you for the change.		

				
<b>Charla Drysdale</b>	<b>Julie Myszak</b>	<b>Chuck Simpson</b>	<b>Pam Kenney</b>	<b>Fred covert</b>



Dear Joyce Weber,

This note is in regards to one of your dynamic employees, Char Drysdale. People always like to be acknowledged when they go above and beyond what is expected of them. I thought I would take this opportunity to tell you that my husband and I think that Char Drysdale is one of those employees.

As we were both waiting to be seen, we noticed that Ms. Drysdale was not only quick and efficient, but knowledgeable and personable as well to everyone that she helped. We were fortunate to have her service us. I'm sure that the other members that you have on staff have comparable skills, but Ms. Drysdale seemed to stand out from the rest.

Ms. Drysdale's enthusiasm for her job and the people she met did not go unnoticed.

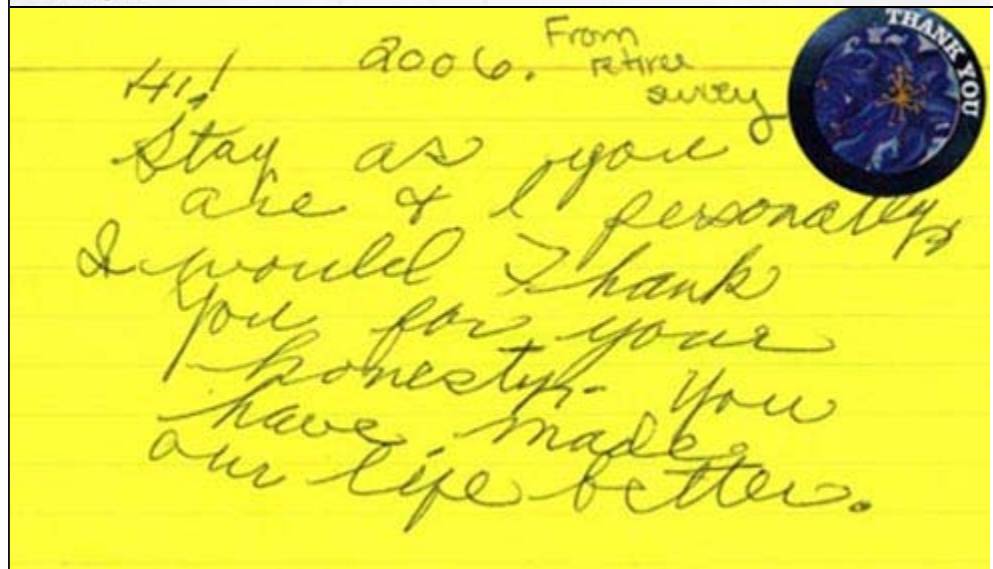
Thank you for making our day pleasant even if we had to wait a while.

Dear Julie:

Thank you for your assistance in processing my mother's life insurance claim. I received the check from Mutual of Omaha yesterday as you promised. It was your follow up and diligence concerning this claim that helped me close this final chapter in my mother's death.

I appreciate your professionalism and sincerity during this difficult time.

Thank you.



I have had the priviledge of having Fred speak at our HR conferences + he's EXCELLENT. This is my 1st time being informed by Pam + she did an EXCELLENT job. I am very impressed with your presentations + the improvements on your web site You are doing a very effective job.

### **Emails of praise**

Special thanks goes out to **Michael Zingsheim** for all of his hard work in leading us to develop the CAT (Communication Advisory Team) charter!

For **Lori Edwards**:

Thanks much for the information. I want to thank you for the professional presentation you provided today. It was much appreciated and very well done.

Mae S. wants everyone to know that **Angie Bryan** was professional, helpful, caring, patient, and a sweetheart. She said Angie answered all her questions and diffused her frustrations and anxieties.

Regarding the Ducks in a Row campaign:  
Thanks to all who played a part in putting these seminars together. The information received is valuable and appreciated.

For **David Meiers**:

Thank you so much for your quick response! I have always had excellent service from the State of Michigan when I have had questions regarding a number of issues. Your quick response to my question proves to me undoubtedly that our state has wonderful, competent, customer service people. You are a credit to your department as well as all who work there and have answered my questions in the past.

For **Death Processing**:

I talked to the surviving spouse of a MPSEER retiree today. He died September 13th, the death was reported September 19. Spouse was named 100 percent survivor. The spouse has already been set up to receive the October pension check. You got everything processed in one month! Thanks so much for all your efforts on the behalf of our members and their spouses.

For **Michele Childs**:

I just want you to know how helpful Michele has been during our projects with CitiStreet. When they send over their spreadsheets that Joe and I have been researching the sheets never fail to include judges who don't appear on HRMN and we have no way of knowing whether they are DB or DC. Michele has been very patient in finding the answers to our questions and even shared a spread sheet with me to try and save some research time.

Please give her a gold star for her forehead and any monetary increases that you can! She is an invaluable resource.

For **Cindy Mooney**:

I just wanted you to know how impressed I am with Cindy Mooney's knowledge base, her willingness to assist other areas, her diplomatic approach to issues, and her approachability. She is a terrific resource regarding our business process, history of our operations, and she has good ideas for the future.

No single event made me write this; she has assisted me in many things. I just thought you would like to know.

For **Customer Education**:

I had a call from a member's spouse, who designs websites for a living, and during our conversation, he said he wanted us to know that ours is one of the best ones he had seen in a long time, and he used it in a meeting for a demonstration to others.

For **Andy Kolp and Jim Rademacher**:

Thank you for squeezing some time out of the busy reengineering staff schedules for Training "as is" mapping. We found this session very helpful. Andy and Jim did a great job in walking us through the process.

For **Tanya Dunckel**:

Marvin L. wants everyone to know that Tanya Dunckel provided wonderful customer service today. She was patient, considerate, and answered all his questions.

For **Fred Doll and Robert Glennon**:

That was one of the most spectacular voting processes ever!  
The graphics are aces! I loved the experience.

From Deb at Allen Park Schools to **ORS staff**:

I just viewed the two videos regarding service credit and found them to be very informative. I think the video format is an excellent way of communicating with public school employees and encourage ORS to do similar ones on other topics. I plan to sent a district wide e-mail and provide the web address for employees to view the videos.

I have worked at Allen Park Public Schools for 11 years, have seen the development of ORS's customer service, and would like to commend you. Whenever I provide your 800 telephone number to an employee, he/she is told to be prepared to wait 15-20 minutes but that the wait will be worthwhile; once his/her call is answered the person on the other end is very friendly, knowledgeable and able to answer all questions. Keep up the excellent work.

For **Michael Zingsheim**:

Once again you did a fabulous job!! As always, I appreciate your help!

For **Joan Schneider**:

I just talked to Mary and gave her the index number. Thanks so much for the quick turn around on this. It helps really helps with getting everything coordinated at Print and Graphics!

For **Marc Olenzek**:

As you know, Marc Olenzek has been working on a fairly involved project with CED staff to update our PRIM & Phone Appointment registration databases and websites.

I wanted to take a moment to let you know that we truly appreciate the great work Marc has done for us. Marc works hard to meet & usually exceed our expectations. He always brings a positive attitude to the project and patiently helps us move our idea's from our heads to paper to reality. He is one of those people who can quickly put his arms around an idea and mold it into something concrete.

It's nice to know that Marc is on our team and and is a big part of the process in helping WDRA deliver great products to our customers!

For **Andy Oser**:

Just wanted to take a minute to tell you that I appreciate the help Andy has given me this year on the member statement project. He has performed some bumps with large text files against access or excel databases...he has put together the excluded list of SSNs into a database that is user friendly for CIC & ER staff. What he has done is very important with respect to either the Actuarial files or Member statement files and he is usually very accommodating knowing that what I'm working on is up against a deadline usually....." "Just wanted to say thanks!"

### ***Kudos from the Contact Survey***

9. What changes, improvements, or new services would you like ORS to provide?

*NONE Would like to commend the services of Pam Kibby-she is very professional and helpful*

9. What changes, improvements, or new services would you like ORS to provide?

*For the amount of calls your office receives, I think you do an outstanding job*

<p>9. What changes, improvements, or new services would you like ORS to provide?</p> <p><i>Over the past several years I have contacted <sup>many times</sup> ORS by phone and have always received courteous helpful responses from everyone I have talked to. I have never had to wait very long to speak with someone. Thank you for your courteous friend and helpful treatment.</i></p>
<p>9. What changes, improvements, or new services would you like ORS to provide?</p> <p><i>None. The staff are providing excellent service and truly understand they are in a customer service business. Great Work!!</i></p>
<p>7. If you rated the overall quality of the service as less than excellent, what would it take to improve your overall satisfaction?</p> <p><i>Your Service/Information has always been excellent - Thank you!</i></p>
<p>9. What changes, improvements, or new services would you like ORS to provide?</p> <p><i>Keep transactions friendly, knowledgeable people answering the phone. My personal assistant all my questions politely and quickly.</i></p>
<p>9. What changes, improvements, or new services would you like ORS to provide?</p> <p><i>No changes are needed. I have always received excellent service, with your employees always eager to please me. It's a pleasure to call your office!</i></p>

<p><b>Kudos on preretirement seminar surveys</b></p> <p><i>Presenter was outstanding. The material are extremely clear - the best technical writing I have ever seen</i></p>
<p> </p>

**Our Mission:**  
We are a customer-focused organization that serves members and employees today and prepares them for tomorrow.

**Our Vision:**  
Empowering people for a successful today and a secure tomorrow.

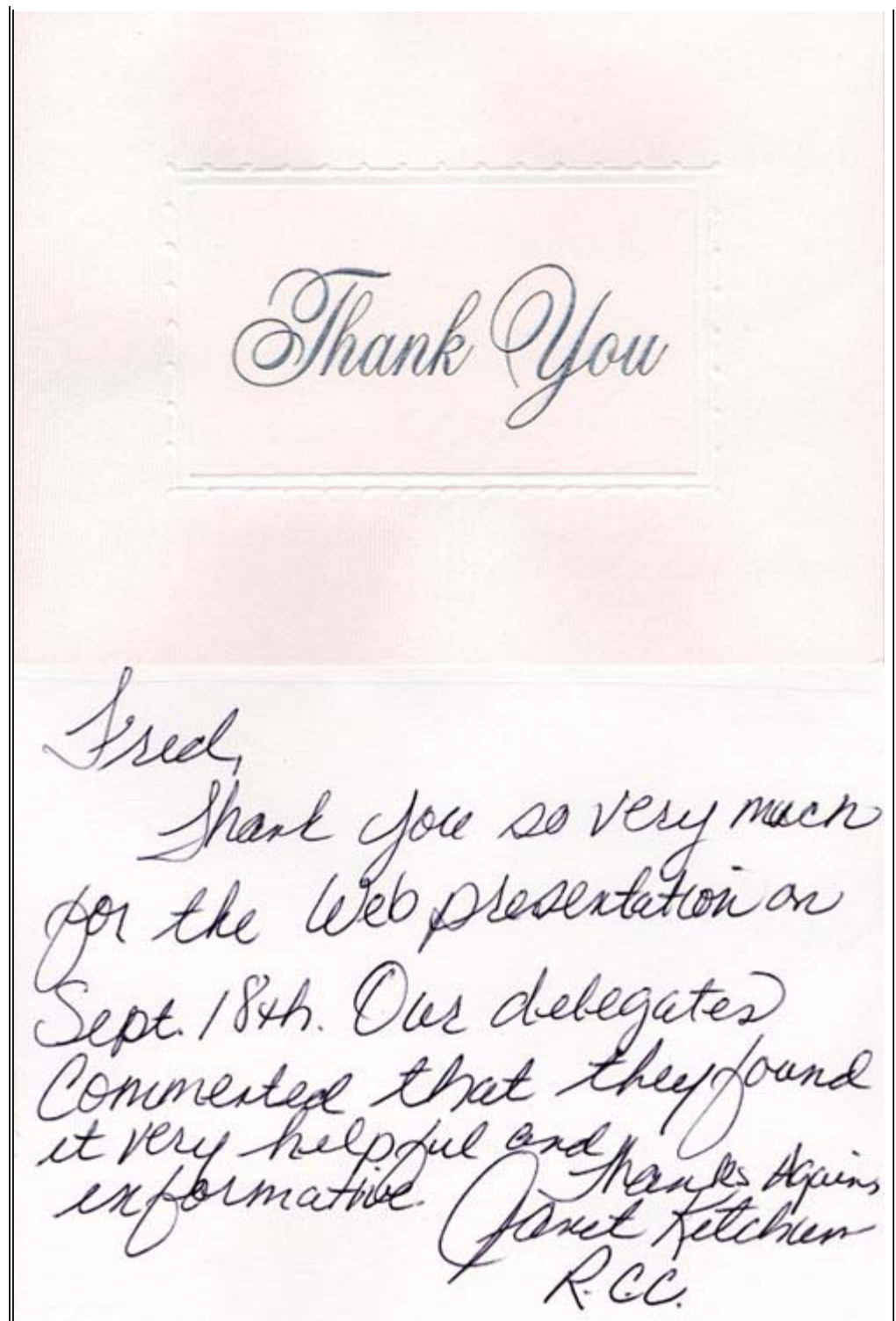
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Thanks for reading!!





Wow! And that was only the last quarter of 2006! Great work to all WDRA staff and here's to an even more compliment filled 2007. 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.

**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.