



iDMB

A Newsletter for the Employees of the Department of Management and Budget

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Spotlight on Retirement Services



Director's Office: (left to right) Angela Hamilton, Terry Jacobson, Pam Ward, Chris DeRose, director, Mike Bialkowski, and Jaime Mosley. Not pictured: Steve Crippen.

Retirement has been the big buzzword around state government since the introduction of the governor's early retirement proposal in February. As a result, Retirement Services has been in the spotlight as management and staff, with assistance from other Department of Management and Budget areas, worked together to make the proposal a reality for over 8,000 eligible state employees.

However, the State Employees' Retirement System is not the only pension system Retirement Services administers. Retirement Services also handles the pension benefits and some health care benefits for retirees of the Public School Employees, Judges, and State Police Retirement Systems. In 2001 Retirement Services was ranked the thirteenth largest public pension fund in the United States, serving over 170,000 retirees and over 378,000 working individuals. During the 2000-2001 state fiscal year, Retirement Services delivered pension payments totaling \$2.4 billion, while continuing to protect and preserve the benefits of retirement system members and ensure long-term solvency of the funds. In addition to the main office at the Secondary Complex, Retirement Services has an outreach office in Holland and in Detroit.



Plan Design and Deployment: (left to right) Kim Kirkland, Fred Doll, John Davidson, Ben Louagie, Ann Beach, Dan Norberg, Linda Mahlow, Jon Brown, Laurie Hill, Deb Grescowle, Miriam Bender, Anthony Estell, Phil Stoddard, and Elaine Lewter. Not pictured: Sam Williams.

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News from the themes

Self service

Looking for an advance peek at your paycheck? Wondering about your leave balance? The answers to these questions and many more can be found on Self Service, a new HRMN program, currently available on the State intranet, and soon to be available through the state's web site.

DMB employees can use Self Service to check current leave balances, view pay statements through October 2000, review employee history, and verify activation in the appropriate Civil Service applicant pools. Employees can create "what if" payment modeling calculations and sign up for direct deposit electronic funds transfer.

Current benefit information, including who's covered and what it costs, can be viewed. Employees can update their address and marital status; add birth, adoption, and dependent information; print benefit and tax forms; and select benefits during open enrollment. However, if changes must be made to insurance benefits, the

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Unsung heroes of DMB shine in flood's aftermath

On July 18, the skies above downtown Lansing broke open and in a matter of minutes up to two inches of rain fell. Soon, parking ramps and many of the state buildings and surface parking lots flooded.

Luckily, the Department of Management and Budget snapped into action almost as soon as the rain began to fall. Through a joint effort, the unsung heroes of Infrastructure Services, Operations and Tenant and Land Services, Occupancy Services, and Security managed to clean up most of the damage within hours.

Infrastructure's Operations Division, Tenant and Land's Occupancy Services and Security/Parking stayed into the evening, working in tandem to organize the cleanup, barricade off unsafe areas, take care of plugged pipes, and fix flooded elevators in the Mason Building. Countless employees trudged through water to make sure the facilities were safe and dry. Thanks to their efforts, the water in the Cass, Mason, and Library and Museum buildings was cleaned up by the end of the day and the Mason Building's elevators were back in service in time for employees to use as they left for the day.

"As usual, when an emergency strikes we [Infrastructure Services and Tenant and Land Services] work hand-in-hand to get things done as quickly as possible," said **Ron Luce**, manager, Infrastructure Services' Operations Division.

The employees of Tenant and Land Services, Security Division also stayed well into the evening, assisting employees whose cars had been flooded in the surface parking lots.

"We pulled together to give a helping hand to the people who were affected by the flood. It was bad enough that these people had their cars flooded. We just wanted to make sure that we helped in any way we could, whether it was calling a tow truck, using our vans to 'ferry' people to their cars, or giving someone a ride home. Everyone was focused on making sure we kept our customers as our first priority," said **Joe Ostrowski**, director, Security, Tenant and Land Services.

Thanks to the efforts of Tenant and Land Services and Infrastructure Services, and the help they received from the Department of State Police, Peckham Industries, the Christman Company, and others, a situation which could have turned into a disaster was handled before it got out of control.



(Clockwise from top left) **Greg Whitford** rescues supplies from the Mason Building; **Harry Liber** cleans up water in the Mason Building lobby; a security guard talks to **Bobby Ellis** and **Tim Simpson** under the Pine Street Bridge; flooding on lower level of the Allegan street ramp; Pine Street at the height of the flood; **Jeff Eklund** cleans water out of the basement of the Cass Building; **Ben Westrate** and **Ron Luce** discuss the flooding in the Allegan Street Ramp; cars in the flooded Ottawa surface lot.

News from the themes

Self service, [continued from page 2](#)

Human Resources Office must be contacted directly (except during open enrollment periods).

Employees can sign up for Self Service by going to <http://intra.state.mi.us/hrmn/> and clicking on the "Self Service" button at the top of the page. Then, along the left hand side of the page under "New User Links," they should click on "Sign up for your personal site," complete the application, then click "Submit." A password will then be mailed to their home address within five business days or if an e-mail address is provided, the password will be sent to them via e-mail within ten minutes. If a password is lost or forgotten, an employee can click on the "To reset your password?" button on the HRMN site, fill in and submit the required information. A new password will be sent to them either via e-mail or to their home address within five business days. Employees with questions, concerns, or problems should contact **Sandi Michalec**, the Self Service liaison, at 373-1000.

Spotlight on Retirement Services, [continued from page 1](#)



Employer Reporting: (left to right, back row) Annette Ruiz, Kim Pulido, Peggy Shinn, Mary Weaver, Chantele Geisenhaver, Mary Picken, Kay Johnston, and Heather Inosencio, (first row) Angela Sanborn, Mary Jo Neirink, Carla Price, Sylvia Maat, Joanne Busley. Not pictured: Cindy Adams, Raini Majeske, Michele Childs, Deb Lawrence, and Sara Vanderlind.

Retirement Services, under the direction of **Chris DeRose**, director, formalized a strategic plan with this mission statement—"We deliver pensions, related benefits and services to promote the future financial security of our customers." More importantly, the organization articulated a vision of what it deemed important: "Fast, easy access to complete and accurate information and exceptional service." Quality customer service is a major priority.

Moving to a Business Process Organization

The next step was to look at the organization as a whole. Using consultants specializing in business process analysis, subject matter experts from within the office began to analyze and systematically map out the primary workflows and business processes within the organization. Typically businesses that operate by the process-based approach ensure that accountability is in the right place and changes can be made quickly at the right level.

With Retirement's business process maps in hand, management took the bold step of realigning the organization based on specific business processes. This would allow business process owners (managers over these sequenced tasks and duties) to begin identifying where improvements and efficiencies could be implemented.

Growth in Retirees Prompts Changes

Approximately five years ago, management began seriously assessing the impact baby boomers would have on Retirement's business operations. Demographics indicated that the workload would increase 10%-20% every year due to baby boomers reaching retirement age. In order to quickly and efficiently serve the huge projected increase in retirees, a long-term strategic plan would be needed.

One of the overriding factors in creating a strategic plan was to emphasize customer services, as evidenced by DMB's vision—"Excellence in Service - Partners in Progress." Following that lead,



Process Support: (left to right, back row) David Travis, Ryan Weltzer, Andy Kolp, (third row) Deb Mosher, Diane Monroe, Lisa Naccarato, Amy Betts, Ann Schneider, (second row) Amanda Hogg, Clarissa Sheler, Alice Semevolos, Mary Sheltraw, (first row) Pam Cook, Joyce Buchanan and Meg Leonard. Not Pictured: Joan Schneider, Kathleen O'Connell, Colleen Daley, and Lisa Schmidt.

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News from the themes

Grounds crew

While Michigan's sweltering summers, crisp fall afternoons, icy cold winters, and warm spring showers allow a wide variety of outdoor sports and activities to flourish, Michigan's weather keeps the Grounds Crew of Infrastructure Services hard at work.

The crew, supervised by **Chris Rankin** and **Dennis White**, is on call 24 hours a day, seven days a week and maintains over 300 acres of grounds at both the Capitol and Secondary Complexes. **Larry Gilson, Sue Leonard, Larry Nichols, Jo Phelps, Janie Slocum** and **Gale Witte** complete the team.

The condition of the grounds is directly connected to customers' impressions of state government since the area outside the buildings is the first thing they notice. The work of the Grounds Crew of Infrastructure Services, Operations Division benefits any state employee that has ever sat on a bench or under the trees near a state building and enjoyed the surroundings.

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Customer Accounts: (left to right, top picture) Sally Jimenez, Lois Musbach, Christy Demshuk, Pam White, Suzanne Wright, Phyllis Bradley, Faye Young, Eve Baumgart, Charla Clifford, Joyce Weber, Patsy Burhans, Maureen Carden, Susan Haller-Wollenhaupt, Sean Evans, Matt Bechler, Pam Kibby, Larry Selvage, John Donovan, Christine Greenlee, and Tim Simpson. (Bottom picture) Jon Seeger, Kim Gilbert, Josey McCloud, Jeff Dumroese, Sandy Blommer, Bill Motz, Erik Ferden, Pam Kenney, Gordon Hicks, Judy McLean, Mary McGlashen, Cindee Clouse, Lisa Barrone, and Tony Contu. Not pictured: Becky Campbell, Cathleen Curran, Beth Nurenberg, Stephanie Buntin, Don Dimitroff, Andy Daignault, Cheryl Moore, Faye Norris, and Ann Watros.

additional business process, Finance, was integrated into Financial Services as part of the DMB restructuring last fall.

Retirement Services Business Processes

Employer Reporting interacts with the various employers—state agencies, county court systems and public schools—to collect pension contribution information and gather wage and service data used to determine pension benefits.

Customer Accounts responds to customer inquiries, handling most of the incoming phone calls, e-mail inquiries, and correspondence, along with face-to-face counseling with walk-in members. Customer Accounts staff also handles the

Addressing Changing Technology

Management also recognized early on in this venture that advances in technology would further improve the overall efficiency and effectiveness of the organization. A special task force was created and the Vision ORS team began assessing what changes in processes and technology would position Retirement Services to best handle the future influx of retirees, without a proportional increase in staff resources. Along the way, staff encountered the sometimes challenging task of learning to adjust to an ever-changing environment—skills essential for adapting to the future.

New Business Process Structure

Currently Retirement Services has two general divisions under **Chris DeRose**, director, Retirement Services. Operations is directed by **Phil Stoddard**, executive process owner, and Customer Service is directed by **Laurie Hill**, executive process owner. Stoddard and Hill oversee five process groups: Employer Reporting; Customer Accounts; Benefit Management; Customer Education; and Process Support. One

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News from the themes

CBT training

Department of Management and Budget's managers and supervisors attended workshops from April through June to complete the second phase of the Integrated Performance Management process, which involves tracking and assessing employees' performance.

Managers and supervisors received a refresher on the Integrated Performance Management Wheel and the Performance Management Cycle, worked on building their coaching skills, practiced completing the Competency Assessment and Individual Development Plan (IDP) form; practiced dialoguing with each other as if they were conducting an assessment meeting, and received important information to make assessment meetings successful.

The trainers included Grace Bonofiglio, Lori Edwards, Bernie Lucas, and Deb Stevens, Organizational Services; Dick Hauser, Acquisition Services; and Kim Sperry, Agency Services.

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service credit issues such as years of service evaluations, and service credit billings and purchases.

Benefit Management reviews and processes all of the applications for retirement and insurance benefits, plus determines eligibility for death benefits and domestic relations orders. These employees are responsible for putting pending retirees on payroll.

Customer Education keeps clear, accurate and timely information flowing between the organization and members, employers, staff, and other interested parties. Customer Education staff also maintain the web site, forms, published materials, and provide seminars and speakers as part of the customer education/outreach program.

Process Support helps keep the office functioning smoothly by handling incoming and outgoing mail; maintaining records; ordering, housing and distributing supplies; publishing and maintaining internal policies and procedures; facilitating requests for equipment and temporary staffing needs; and coordinating space, safety, training, and security issues for staff.

Another area of Retirement Services is Plan Design and Deployment. Its staff members assist the directors in various capacities. For example, they may take the lead on special projects, serve as liaison with the Attorney General's office on legal issues, oversee the defined contribution and deferred compensation plans, provide input to legislators, and interface with external suppliers, such as insurance providers. They also research and review business cases for new initiatives.



Benefit Management: (left to right, top picture, back row) Dan Harry, Lydia Cecil, Kris Morris, Patty Wethy, Teresa Pilar, Veronica Tsai, Brenda Prast, (second row) Janet Darling, Mary Lowry, Jennifer Aseltine, Lisa Kalchik, Pat Verplanck, (first row) Ed Helzerman, Nancy Ott, Mary Ann Vicini, Anita Hunt, and Nicole Henley. (Bottom picture, back row) Amanda Huhn, Sue DeBor, Laurie Abraham, Jackie Nurenburg, Andrea Starmer, (second row) Celine Harr, Mary Anderson, Brucette Regan, Nancy Zalewski, Eileen Kinsella, (first row) Kathy Parisian, Rita Bevier, Margo Keeler and Dick Pennington. Not pictured: Andy Oser, Nick Armit, Mary Barrett, Tim Droste, Marcia Mahoney, Lillie Wilson, Norma Simon, Sarah Zielaskowski, Angela DeRose, Lila Christiansen, Cindy Nevins, Deb MacGregor, Lynn Stowell, and Darla Brzezinski.

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News from the themes

Safety With Judy: Heat Stress Prevention

Heat and humidity can affect anyone. Every summer the news reports on athletes in perfect physical shape who die during practice due to heat stress. Even healthy people should take it easy during hot weather. People with respiratory and other health problems should be especially careful.

Heat stress emergencies can be prevented by following a few simple precautions:

- Condition yourself to working in the heat by starting slowly, then build up to more physical work.
- Drink water often.
- Cool off for a few minutes if signs of heat stress, like headaches, appear.
- Wear lightweight, light colored clothing when working out in the sun.
- Take advantage of fans and air conditioners.

Keep your cool—heat stress is dangerous, but it's also preventable!

Judy Ferrigan is iDMB's Safety and Health columnist. Her column appears monthly.

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Implementing the Business Process Approach

Process enhancements and some early changes in technology are scheduled for implementation this summer, with more to be phased in over the next 18 months. However, Retirement Services has already seen the benefits of operating as a process-based organization. Following the initial announcement of the Early Out proposal, the various process owners quickly developed and implemented plans to successfully handle the potentially overwhelming influx of inquiries and service requests.

As Retirement Services continues to move forward with the Vision ORS project and the associated enhancements in technology products and service capabilities, being a business process based organization should prove to be a valuable asset, both to customers and to DMB. Retirement Services hopes to continue seeing the positive results in less complicated, more efficient user-friendly business operations, good employee morale, and top-notch customer service, advancing DMB's vision of "Excellence in Service—Partners in Progress."



Customer Education: (left to right, back row) Robert Glennon, Kathy Tober, Ray Fleming, Chuck Simpson, Fred Covert, Angie Schrauben, (second row) Charmaine Collings, Joy Bartell, Connie Morse, Rosemary Baker, (first row) Mike Novak, Ken Wright, and Doug Davidson. Not pictured: Tawny Anderson.

Cadillac Place opens, consolidates state's Detroit offices

In August 2001 the state of Michigan began moving its Detroit offices to the former General Motors headquarters in the city's New Center area. Less than a year later, the moves were completed and the building was dedicated by Gov. John Engler as the Cadillac Place on June 13, 2002. This concluded four years of preparation and renovation to the facility, originally built in 1922.

Many Department of Management employees contributed to the Cadillac Place project. **Pete Ratu**, Tenant and Land Services, coordinated the movement of the 1,900 tenants to the facility. **Irene Henry** and **Chris Bahjet**, Infrastructure Services, managed the construction and renovation of the 1.3 million square foot historic property.



(Left to right) Tom Saxton, Gov. John Engler, Duane Berger, director, Department of Management and Budget, Irene Henry, Tom Wilson, and Pete Ratu.

Employee happenings

Correspondents:

Acquisition Services

Darleen Heim

Marilyn Becker

Agency Services

Geneva Hawthorne

Director's Office

Shirley Ragsdale

Financial Services

Denice Ballard

Tari Teremi

Infrastructure

Services

Connie Shutes

Organizational

Services

Jeannette Bekke

Grace Bonofiglio

Retirement Services

Rosemary Baker

Tenant & Land

Services

Debbie Sanchez

Columnists:

Judy Ferrigan

Safety and Health

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Tim McCormick

Steve Davis

Whitney Hadanek

iDMB is an electronic newsletter produced for the employees of the Department of Management and Budget on a monthly basis by Organizational Services.

Financial Services celebrates growth of Malavia family

Uday Malavia, Financial Services, and his wife, Hema, celebrated a special Father's Day this past June as they shared the day with their newly adopted son, Kirtan.

After spending close to a year working through the international adoption process, the Malavias brought Kirtan to the United States from India on June 16. The process began in August 2001 when the couple completed adoption paperwork before leaving on vacation. While visiting family in their home state of Gujarat, India, they contacted an adoption agency. Although the agency did not have any children available for placement, they suggested the Malavias try an agency in a nearby town. There the Malavias found four-month-old Kirtan. Uday's brother, Devendra, was given temporary custody of Kirtan while the Malavias made the necessary legal preparations for his adoption. Unrest between India and Pakistan and the events of September 11 complicated the process, but on May 14, 2002, the Malavias left for India to bring Kirtan home. They returned, celebrating a Father's Day homecoming with their son.

Kirtan's arrival was celebrated with a baby shower on July 11 by the staff of Financial Services, along with staff from Organizational Services and recent retirees.



(Left to right) Hema, Kirtan and Uday Malavia open gifts at a baby shower thrown by Financial Services

Governor thanks Gilliland for SECC work

Gov. John Engler recently thanked Mike Gilliland, Director's Office, for his work as the 2001 Chairperson of the State Employee Combined Campaign (SECC).

Gilliland helped coordinate the effort to automate the SECC pledge process through HRMN. This effort will help save \$100,000 a year in administrative costs.



Mike Gilliland was recently thanked by Gov. John Engler for his work as the 2001 SECC Chairperson.

Fourth Annual Employee Recognition and Celebration

The fourth Annual Employee Recognition and Celebration will be held Wednesday, August 28, from 1-4 p.m., outside the General Office Building at the Secondary Complex. Ice cream, entertainment, and recognition of employees who have reached 30, 35 and 40 years of service will be the highlights of this year's celebration.

Rain or shine, come ready to eat ice cream.

Watch for more details to come!

