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Spring

Arizona Department of Administration

# News and Views

Good Bye and Best Wishes to you Mr. Bell

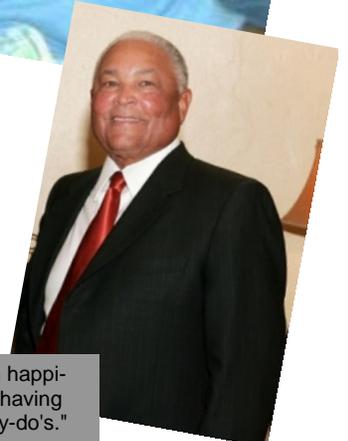
Thank you for providing excellent leadership and support for all of us, especially during these times. I hope you enjoy your retirement or other pursuits. You will be missed.



Thank you for your years of service and leadership Bill. You have always maintained an 'approachable' demeanor that has left myself and others feeling that, if the need were to arise, you would take the time to listen and do what you could to help. That character trait has filtered down and helped to make ADOA a wonderful place to serve under your direction.

Dear Bill, Oh how sad for ADOA and state government... but how happy I am that you will be able to enjoy a wonderful retirement. I'm certain you will be richly blessed for all you have given to so many. I will personally miss your warm smile and greeting each time our paths crossed. I wish you all the best Bill.

Bill - I understand that you are leaving State service on July 31, 2009. What a loss that will be for our State and our Office! You have been a beacon of intelligence, light, and strength demonstrating what is right no matter what the consequences. I have admired you from the day we met and I have always considered you to be my best role model. Thank you for all of your contributions to make Arizona better!



We will miss working with you Bill, but wish you much happiness in retirement. I'm sure Pat is looking forward to having you at home full-time. Watch out for that list of "honey-do's."

## News & Views

A newsletter for employees of the Arizona Department of Administration created by employees. We welcome your comments and suggestions.

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# The Director's Corner



Director  
William Bell

As the fiscal year moves toward wrapping up, we still have no budget for fiscal year 2010. I am hopeful the legislature and governor will be able to work something out.

There have been some changes in the director's office the past few months. We have new Administrative Counsel, Paulina Vazquez Morris, and David Raber joins us as Deputy Director. You have probably already had the opportunity to meet them, if not, please be sure to say hello and welcome them to ADOA.

As I announced my retirement plans earlier I would like to take this opportunity to look back on my years with the State of Arizona and thank you for being a wonderful part of my memories. I will be doing some traveling and playing lots of golf! It has been terrific being able to end my career with the state here at ADOA where I started in 1991.

There has been no indication of an interim or permanent director yet, but I am confident that as the time approaches for me to vacate my office one will be selected to take the helm of this great agency. Please continue to offer your support.

I wish you all a great summer! When I am relaxing and reminiscing I will have fond memories of you, and the great work you do that enables the state of Arizona to run efficiently.

Most sincerely,

*Having been at ADOA for almost 11 years. I have worked with numerous styles of leadership. Like Elliot Hibbs before you, you have the rare ability to inspire people to try harder and push themselves farther. Not because we have to, but because we also see ADOA as the example of how to get it right.*

*Mr. Bell, It has been a pleasure to work for you. You have always exemplified the ideal Director that any employee would wish to serve. You have always been a leader and champion for this agency and we will truly miss you. Thank you for your support and never ending faith in this agency and our program.*

Bill, I know it is the right decision for you, but I certainly will miss you and your leadership style. Although we haven't worked directly together that often, it has been a privilege to know you. I wish you all the best of luck in your retirement and hope you enjoy each day to the fullest.

Mr. Bell, Over the years you have done many wonderful and supportive things for ADOA employees. I want to thank you for all you have accomplished for this Department. It is with heavy heart I read you are leaving, but am also excited for you as you take this new and exciting step in your life. Best wishes to you.

Bill, I knew this was coming, and though we haven't worked very closely, I already sense a void. I am happy for you as you move on to your next adventure...including lots of golf, I'm sure. I enjoyed working in ADOA under your leadership. I look forward to the budget drama being over and, of course, will support the governor, our new director and their priorities. I hope there will be an "official" send-off. I have to say an "official" best to you in the future.

I am grateful to have had the chance to work in your area. You have done a fine job in running the Department like a business. You and your good work will be missed. Best of luck in the future to you and your family.

# CAUSE FOR APPLAUSE

ADOA's *Cause for Applause* instant recognition program allows you to recognize fellow employees on-the-spot for doing a job beyond expectations. The program minimizes procedures and maximizes immediate feedback. *Cause for Applause* certificates are available through your division coordinator or electronic copies are available on your local area network.

ADOA has other programs too. **Take A Bow** acknowledges employees who retire from State service; **Encore** recognizes employees who celebrate a milestone anniversary beginning at their 5<sup>th</sup> year, then every 5 years thereafter. Divisions also hold celebrations to recognize **Employee and Team of the Quarter** recipients.



## January, February, March Milestones

### Five years

**GRRC** Charles Blanchard, Marcus Osborn, Christopher Thomas  
**HRD** James Spielman  
**RMD** Renee Kobak, Darlene Lee

### Ten years

**GSD** Martin Pulido  
**ISD** Keith Tuell  
**GAO** Debra Davis, Christopher Freitag, Debrah Sawyer  
**RMD** Judy Ludwig

### Fifteen years

**ISD** Raul Gonzalez  
**MSD** James McCormack

### Twenty years

**GAO** Clark Partridge  
**ISD** Phil Watson  
**RMD** Annette Butler

### Twenty-five years

**ISD** John Brady  
**HRD** Terri Bradford

### Thirty years

**GSD** Vincent Salazer  
**HRD** Anaverta Glenn  
**DO** Dolores Habre



## Mark Your Calendar

**Toastmasters Meetings -**  
**Every Tuesday at noon in room 400A**



## May

- 1st** May Day
- 5th** Cinco de Mayo
- 10th** Mother's Day
- 25th** Memorial Day Holiday - office closed



## June

- 14th** U.S. Flag Day
- 17th** The Statue of Liberty arrived in New York City from France, 1885
- 21st** Father's Day/first day of summer



## July

- 3rd** Independence Day Holiday - office closed
- 4th** Independence Day
- 20th** First Moon Landing (Apollo 11), 1969
- 31st** U.S. Patent Office issues first patent, 1790



# Cause for Applause Recipients

## January

HR	ISD	Risk	Dir Office
Kathy Peckardt	Ken Roundtree	Irma Mendoze	Maria Vega
Greg Carmichael		Chris Garland	
Melody Nettetstad			
Norma Ragan			
Tony Gottlob			
Ron Loyd			
Kimberly Adams			
Cindy Tomko			
Jackly Warren			
Thomas Szewczyk			
Karen Battilana			
Candee Samora			
Ricia Allen			
Melissa Espino			
Debi Shelton			



## February

GAO	HR	ISD	MSD	Risk
Amy Aeppli	Jackie Mass	Kelly Gieselman	Greg Dillard	Charles Brandt
	Candee Samora			
	Julie Smee			
	Melissa Espino			
	Ron Loyd			
	Rosa Aguilar			
	Susan Laurence			
	Jennifer DeSana			

## March

HR	ISD	MSD	Risk	TPO
Lorinda Frost	Larry Chapman	Ron Pietrzyk	Terry Cartwright	Jennette Wilkins
Kellie Brown	Karen Bailey	Mark Clark		
Norma Ragan	Keith Tuell	Greg Dillard		
Candee Samora	Armando Moraga			
Linda Rose	Ray Smith			
Jan Plank	Scott Dougherty			
Gana LaPaglia	Mary Rhoades			
John Sheller	Karen Motlok			
Marie Isaacson	Jason Richardon			
Anna Villa	Susan Lehr			
Evelyn Flores				
Michele Ashley				
Debbie Taylor				

# Capitol Mall Monument Tour

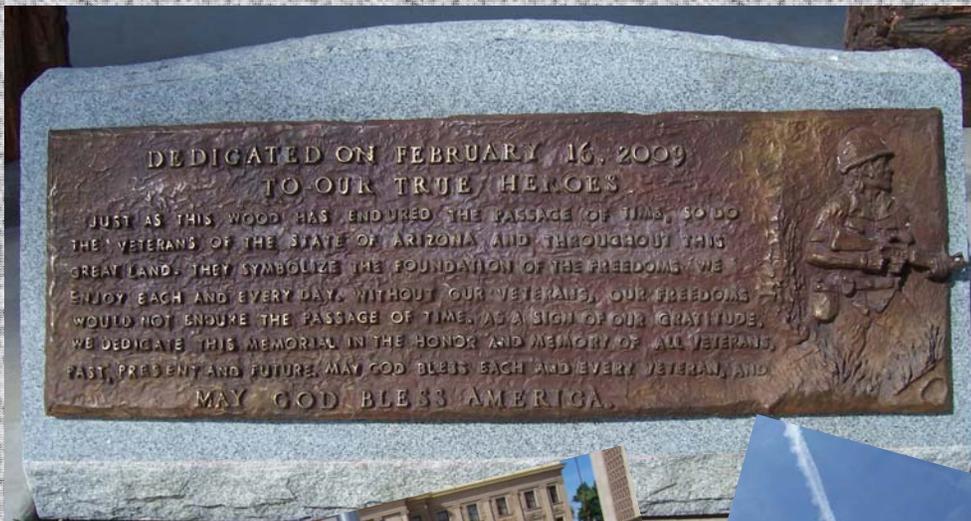
## Veteran's Memorial

A new Veteran's memorial was erected on February 16, 2009 to honor all veterans, including those who never saw combat. The memorial consists of 3 separate flagpoles, which display the U.S. flag, a POW/MIA banner, and the Arizona state flag. Beneath the flags are two pieces of petrified wood and a bronze plaque. The inscription on the bronze plaque reads:

“TO OUR TRUE HEROES

JUST AS THIS WOOD HAS ENDURED THE PASSAGE OF TIME, SO DO THE VETERANS OF THE STATE OF ARIZONA AND THROUGHOUT THIS GREAT LAND. THEY SYMBOLIZE THE FOUNDATION OF THE FREEDOM WE ENJOY EACH AND EVERY DAY. WITHOUT OUR VETERANS, OUR FREEDOMS WOULD NOT ENDURE THE PASSAGE OF TIME. AS A SIGN OF OUR GRATITUDE, WE DEDICATE THIS MEMORIAL IN THE HONOR AND MEMORY OF ALL VETERANS, PAST, PRESENT AND FUTURE. MAY GOD BLESS EACH AND EVERY VETERAN, AND MAY GOD BLESS AMERICA.”

Legislation for the memorial passed three years ago and was constructed entirely with donated labor and materials. The three new flagpoles replace a single one which had become slightly bent during a monsoon last summer.





## VIN ETCHING EVENT A BIG SUCCESS!

Arizona is the number two state for vehicle theft per capita. In 2007, there were 48,389 motor vehicles stolen in Arizona. These are staggering statistics.

The Arizona Auto Theft Authority and the Arizona State Capitol Police with the support and sponsorship of the Phoenix Police Department, Arizona Department of Public Safety and the MasterLock Company, helped keep **YOU** from becoming one of these statistics. On Thursday, March 5, 2009 they sponsored the

4th Annual Kickoff Event for Arizona's Vehicle Theft Prevention Day planned specifically for state employees. The Phoenix event was held on 17<sup>th</sup> Avenue between Jefferson Street and Adams Street and at the Tucson Regional Complex in Tucson. Capitol Rideshare and Canyon State Credit Union were there providing employees with information about their services as well.

Vehicle Identification Number (VIN) window etching, a deterrent against motor vehicle theft, involves etching a vehicle's VIN onto its windshield and windows. The process marks a vehicle with its *own set of fingerprints* making the vehicle easily traced if stolen. The etching does not change the appearance of the car. In fact you can hardly see it, but the police and the thieves know right where to look and that's what counts. The VIN etching was provided at **no cost** and employees had an opportunity to receive free vehicle theft prevention devices.

The event was a huge success! In fact, of the 36 VIN Etching events held on March 7th, **we had the largest turnout! A total of 180 cars were fingerprinted with their VIN:**

### Phoenix results:

- 132 Vehicles were fingerprinted with their VIN
- 108 Enrolled in the *Watch Your Car* Program
- 50 Clubs handed out

### Tucson results:

- 48 Vehicles were fingerprinted with their VIN
- 48 *Watch Your Car* Program pamphlets were handed out
- 25 Clubs handed out

**Remember, crime prevention needs your attention! Do your part!** Start using these crime prevention tips now.

- When you park your car, lock your doors, roll up your windows and take your keys.
- Never leave your vehicle running while unattended.....even for "just a minute".
- Never leave valuables such as purses, cameras, jewelry or cell phones where they can be seen inside your vehicle.
- Use a visible anti-theft deterrent device such as a steering wheel lock or steering column collar. They may not be fool proof, but thieves don't want to bother with the extra work it takes to remove them.
- Alarms and kill switches are a good deterrent. Many newer car models also offer satellite tracking devices as an option. These items may even help lower your insurance rates!
- Avoid parking in locations that are dark and do not seem safe. Thieves prefer to work in dark areas of parking lots where they won't be seen.
- If you have a garage at home, use it and don't forget to close the door.
- Don't hide a second set of keys in your vehicle.
- Check out the Arizona Auto Theft Authority's website for up-to-date information regarding auto theft trends and prevention information. The programs they sponsor including the "Watch Your Car" program and the free VIN window etching project can help you with you overall prevention strategy.



# Getting to Know You

Profiling Employees within ADOA

## Getting to Know Marsha Gaffney from Risk Management Division

The Risk Management Division is honored to present, **Marsha Gaffney**. Marsha was born in Yuba City, California and lived there until age 2, when her family moved to Modesto, California. She graduated from Modesto Union Academy and married her husband Bill of 37 years.

In 1973 Marsha moved to Arizona when her husband was transferred from Castle AFB to Luke AFB. They have one child, Jason and a grandson, 10 month old Luke.

In 1982 Marsha started her career with the State of Arizona, Department of Administration (ADOA). She has worked at Department of Corrections, Department of Economic Services, and the Department of Health Services. Marsha joined the team at Risk Management in 1987. She has worked in several sections and has a wide range of ADOA knowledge. In her current position as an ASO1 she is a supervisor and responsible for processing and researching purchase requests, maintaining contracts, telephone services and provides essential assistance for any organizational movements of equipment and work areas. She works closely with Finance and the State Procurement Office.

Marsha enjoys reading, taking care of her Cockapoo (Lulu) and watching action/adventure movies. Her favorite TV show is NCIS.



## Meet Don Fitzpatrick from GSD

Don Fitzpatrick has spent his entire successful state career in ADOA, General Services Division. He began his career with the State of Arizona on January 4, 1993 as a Refrigeration Mechanic. Don was detailed to special duty as a Stationary Engineer unit supervisor May 16, 1994 and was placed permanently in that position on July 18, 1994. He was promoted to Physical Plant Supervisor III on February 16, 1999. On March 7, 2001, Don was promoted to Assistant General Manager of FOAM. This past September, Don was promoted to his current position as General Manager of FOAM.

His responsibilities include overseeing and managing a wide variety of facility areas: HVAC (heating, ventilation, air conditioning), Maintenance, Grounds, Custodial, Physical Security, Warehouse, Customer Support, Operations Support and Satellite Properties.

Before Don's career with the State, he was Superintendent for the HVAC mechanical contractor at Palo Verde Nuclear Plant. Don co-owned a company that designed and built iron furniture and general metal fabrication.

Helping people is his hobby. Don spends countless hours helping friends with repairing their homes, cars, and whatever is needed that he can do. When he isn't helping others, he enjoys working on his Bonanza airplane and is working toward his pilot license. Don is married with 4 children and 8 grandchildren.



# Getting to Know You

Profiling Employees within ADOA

Joyce Wright came to Management Services Division in September, 2001 as a Fiscal Services Specialist I working with the AP/AR Unit. Less than a year later, she was quickly promoted into the ADOA Budget Specialist position where she continues to work today with the ADOA Budget Office.



Joyce was born in a small town in southern Colorado. Joyce and her husband, Kenneth moved to Denver in 1987 with their daughter Amanda. The family is avid snow skiers and love the sport. Although both Joyce and Ken enjoyed the beauty of Colorado, they grew tired of shoveling snow and moved south to Phoenix in September of 2000. This was a very difficult decision because it meant that Amanda would be staying behind to finish her undergraduate degree in Boulder, Colorado. Joyce said: "it was one of the saddest days of my life, leaving my daughter behind." Once Amanda finished school, she moved to Phoenix in 2003. This made her parents truly happy.

## Get to know....Joyce Wright

While living here in Phoenix, Joyce worked from home for a telecommunications management company based in Colorado before coming to work for the State of Arizona. Her extensive knowledge and experience in accounting comes from working in the private sector.

Her experience draws from industries such as water well drilling, a health and fitness club, a retail clothing store, computer software and hardware marketing. She also had a unique experience managing a retail paint store.

Away from work, she enjoys four-wheeling, hiking, gardening, cooking (specializing in a mouth watering Mac n' cheese casserole), sewing, shopping and jogging with her two dogs. A year ago, Joyce and Ken purchased an historic house in Central Phoenix. Joyce has been busy with remodeling and has landscaping projects pending. Her daughter also recently purchased a home of her own in Scottsdale.

Every year there are two annual trips that Joyce and husband look forward to making. One to Moab, Utah for the ultimate four wheeling adventure and the other is heading back to Colorado to visit family.

Through the years she has assisted Paul Shannon in solving countless budget issues for the agency. MSD is grateful to have Joyce Wright as a key member of the team!



## Get to Know - HRD Toastmaster Officers

Four of our HR employees are actively involved in the leadership of ADOA's Toastmasters Club, "Az You Like It." By accepting officer positions in the club, these employees are taking an active step to improve their leadership skills and experience. We've all taken classes and attended conferences and seminars intended to improve our leadership abilities, but Toastmasters gives its members the opportunity to learn through real-life experience.



Sitting left to right – Ricia Allen, Kimberly Adams and Debbie Taylor. Standing – Greg Carmichael

### **Ricia Allen** – Vice President of Education

The office of vice president education is a critical office in a Toastmasters club. Ricia has the leadership to develop the club's educational program and helping to ensure a positive environment where members can learn and grow. Ricia has a passion to help each member of the Toastmasters club succeed. She has seen her own speaking skills and self confidence soar through participation in a humorous speech contest, taking first place at the Area Contest.

### **Kimberly Adams** – Vice President of Membership

Kimberly has the lead responsibility to build the club's membership. Her officer function is vital to the growth and success of the club. She recently took the lead in organizing an awareness campaign on St. Patrick's Day when the club distributed hundreds of shamrocks, inviting everyone that entered our building to attend one of the weekly Toastmasters meetings.

Kimberly notes that her speaking skills and confidence improved within the first few weeks of joining Toastmasters. Surprised by the improvement in such a short period of time, she is now committed to encouraging others to join the club so they too can reap these benefits.

### **Debbie Taylor** – Vice President of Public Relations

Debbie is in charge of the promotional activities for the club, including advertising, marketing, and maintaining the club's web site. She believes that employees need to know what tools and resources are available to help them improve their speaking and leadership skills, and to spread the word that Toastmasters provides those resources. She has personally experienced the value of the club and wants to share that experience.

### **Greg Carmichael** – Secretary

Greg has taken the role of club secretary and is responsible for keeping clear and accurate records of club business, including membership records and correspondence with Toastmasters International's World Headquarters. Greg has been a long time member of the club serving in various officer roles over the years. He remains committed to the club because of the tremendous benefits that it provides.

The club meets every Tuesday during the lunch hour in Conference Room 400A. Guests are always welcome to come to a Toastmasters meeting and discover first-hand the benefits to public speaking and leadership and the dramatic increase in self-confidence that comes from membership.

# Employee Recognition



## Ronn Brooks-Cannon MSD Employee of the Quarter

ADOA Management Services Division is proud to present **Ronn Brooks-Cannon** as its Employee of the 2<sup>nd</sup> Quarter for FY 2009. Ronn has been with MSD- Accounting for 18 months and his job title is Fiscal Services Specialist I. Before coming to the State of Arizona, Ronn worked 15 years for the Federal Government (FDIC) as an Auditor.

Ronn has a tremendous work ethic that combines a positive mental attitude, professionalism, friendliness, courtesy and a cheerful smile. Ronn likes to keep busy and provide the best service he can to his customers. His customers include: MSD General Ledger Accountants, outside vendors, fellow co-workers and the general public. What Ronn likes about his job is the people he works with and reconciling out-of-balance accounts.

His supervisor, Tracy Mosier, has heard nothing but great comments about Ronn's professionalism and his friendliness.

*GSD: "Ronn continues to go above and beyond his work with FOAM, Physical Security and Tenant Services. He is currently working with management to stream-line the processing of the utility payments more efficiently by utilizing the electronic billing and FOX Pro to directly upload payables into AFIS, therefore, saving time and resources on an otherwise cumbersome process."*

*Surplus Property: "Every quarter Ronn gives up a Saturday off to help out his fellow co-workers with the State Auction. He'll take payments, give information and is helpful to the Surplus customers."*

These are just a few wonderful comments about Ronn.

Ronn went to South High School in Cleveland, OH and had enough credits to graduate one year early. He attended Kent State University, majored in music. After Kent State he attended Dyke College now known as Myers University and majored in Accounting. He loves to cook and sing gospel. While in high school he took up food services and received a scholarship to the Institute of Foods in HyPark, NY. In junior high he started to sing gospel and he sang with many community choirs in Cleveland. He joined a traveling choir and got to see many different states. During this time, he had the honor and privilege to sing with some of the top gospel people in the industry such as James Cleveland, Shirley Ceasar, Arthea Franklin to name a few.

Next year Ronn will be attending law school while continuing to work for MSD. He has a year and one-half left to receive his degree. Ronn is planning on opening a law firm in Cleveland with his niece who has already passed the bar and works in Washington. He would like to study under F. Lee Bailey and become another Johnny Cochrane.

Congratulations to Ronn on being the Employee of the Quarter.



# Employee Recognition



## HRD's Team of the Quarter HRIS Data Cleansing Team



HRIS Data Cleansing Team

Seated: Margaret Burns and Marie Isaacson  
Standing: John Sheller, Mellisa Espino and Greg Carmichael

The HRIS Data Cleansing team's goal was to "clean" specific data in the HRIS system that was causing significant issues with accurate strategic reporting. The team identified 4 key areas of data to clean, identified specific problem records in each area, reviewed those records with agencies responsible for entering the data to determine the root cause of the error, cleaned up the existing data, and created plans to prevent occurrences of the error in the future. The plans included creating new business rules surrounding the data, revising training materials, and re-training agency staff. This effort reduced HRIS data problems by 97%...an astonishing result.

## Human Resources Employee of the Quarter Jennifer DeSana

Jennifer joined ADOA Human Resources as a Counselor in the newly opened Employee Career Center in October 2007. Since that time, Jennifer has been responsible for the development of the programs the Career Center would be offering as well as establishing processes, developing workshop materials, marketing brochures and website content.

Jennifer is probably best known for the outstanding job she does in counseling employees. During the past quarter, Jennifer met individually with over 300 employees. Jennifer always makes herself available, travels to remote locations and accommodates employees schedules by staying late or coming in early, whatever it takes to meet the customers' needs.

Today, the Career Center is recognized by many agencies as one of the best resources to assist with employee retention. With Jennifer's hard work and dedication, the Career Center is a reality that has brought a tremendous sense of pride and accomplishment to the department.

The Center would not be the success it is today without the outstanding efforts of Jennifer DeSana.



# Employee Recognition



Team Members: Alison Markow, Kari Watkins, Tatyana Shevnina and Michelle Brooks, Manager.

The Central Services Bureau (CSB) provides accounting, payroll and related value-added services to small agencies that either do not have the internal staff to handle such roles or prefer to outsource these roles. The CSB staff has a dual role with the customer agency base. On one hand, CSB liaisons are responsible as accounting professionals to uphold *Accounting Policies and Ethical Standards*. On the other hand, CSB liaisons are expected to be responsive to the customer agencies and to fulfill the assignments/roles that they have been retained to complete.



## Central Services Bureau MSD's Team of the Quarter

Although each CSB liaison is responsible for a set of customers, the unit staff is cross-trained so that each liaison can provide back-up service to any of the customers. Regardless of a liaison's agency assignment, the goal is to help any customer at any time, and the group fulfills this mantra quite well. The team members get along well together and are a delight to work with.

The CSB group not only does a great job of completing their assignments for customers in a timely and accurate fashion, but also they excel at identifying those instances when the customer

agencies need additional assistance.



# PEOPLE ON THE MOVE



Division	Welcome	Good-bye, Good Luck
TPO		<ul style="list-style-type: none"> <li>• Dot Roberson - left state service</li> </ul>
General Services		<ul style="list-style-type: none"> <li>• David Diaz - left state service</li> <li>• Al Marquez - left state service</li> <li>• Patrick Michael - left state service</li> <li>• Timothy Oneal - left state service</li> <li>• Emma Ortiz - left state service</li> <li>• Hector Ramirez - left state service</li> <li>• Joseph Stern - left state service</li> <li>• Richard Wester - left state service</li> </ul>
General Accounting		<ul style="list-style-type: none"> <li>• Ken Smart - retired</li> </ul>
Information Services		<ul style="list-style-type: none"> <li>• Philip Watson - left state service</li> </ul>
Benefit Services		<ul style="list-style-type: none"> <li>• Betty Alexander - left state service</li> </ul>
Management Services		<ul style="list-style-type: none"> <li>• Doug Upshir - retired</li> </ul>
Director's Office	<ul style="list-style-type: none"> <li>• David Raber - new hire</li> <li>• Paulina Vazques Morris - new hire</li> </ul>	
Risk Management		<ul style="list-style-type: none"> <li>• John Salonga - left state service</li> </ul>