



# Behind the Scenes of Arizona Benefit Options

You have heard lots of news and information lately about open enrollment for our new medical insurance benefits – Arizona Benefit Options. There are many choices and decisions you need to make about the options you choose. While you are making your decisions, we would like to take a moment to recognize the many people and teams that are working long and hard to bring us Arizona Benefit Options. If you know or see any of these team members, thank them for bringing you the services you have come to expect from ADOA. Kathy Peckardt, Assistant Director for Human Resources, is the Project Director and Susan Strickler, Benefits Manager, is the ADOA Team Lead.

The **Open Enrollment** team is perhaps the group with the most visible activities. They are responsible for preparing the open enrollment packets, providing training and materials for agency benefit liaisons, securing open enrollment support centers throughout Arizona to assist employees and retirees, hosting satellite video conferences and benefit fairs, and ensuring the call center is up and operational to answer incoming phone calls. This team consists of John Sheller (lead), Connie Copeland, Debbie Stanton, Jeri Penrose, Norma Carrillo, Greg Carmichael, Shellee Suber, Jessie Espinoza, Dave Weller, Tom Frost, Clarence Williams, Pio Guillen and Trisha Lemon of Human Resources, Ralph Rodriquez of Management Services, Steve Alleman of Financial Services/SPO and Frank Hinds of Financial Services/Risk Management.

One of the most significant challenges facing this implementation is to ensure that there are sufficient and meaningful communication strategies in place for a variety of audiences located throughout the State. The **Communications** team developed an overall communications plan that included establishing an interactive, comprehensive website ([www.benefitoptions.az.gov](http://www.benefitoptions.az.gov)) where employees and retirees can get current information about the new Benefit Options Program at their fingertips. The Communications team consists of Abby Williams (lead) of Management Services, Karie Miller, Tom Frost, MJ Latham, Greg Carmichael and Trisha Lemon of Human Resources, Mike Totherow of Information Services and Frank Hinds and Julie Lilleberg of Financial Services/Risk Management.



John Sheller with the Open Enrollment team.

Another key team involved in the implementation is the **Systems** team. Several key areas of focus for this team include ensuring that the enrollment system was operational on August 2nd for employees and retirees to begin making their selections, setting up the new Human Resources Information Solution (HRIS) so the appropriate payroll deductions will go into effect for the new plan year, and working closely with the new vendors to ensure data will be transmitted between the State and the vendors accurately and on a timely basis. The team consists of Marcia Jarvis (lead), Dan Stolfa, Lisa Morris, Rita Bray, Yuri Bahti and John Murrin of Human Resources, Mike Totherow of Information Services, Mike Lee and Pam Jones of University of Arizona and Sue Bishop and Loretta Coates of Arizona State University.

Managing the finances of the project is the responsibility of the **Finance** team. There can be no doubt about the importance of properly accounting for the financial impacts of this program for the State and the participating members. The team consists of Paul Shannon (lead) of the Director's Office, Ray DiCiccio and Tami Eckloff of Financial Services, Brian St. Andre, Tonia Nemecek, Jeremy McCown, Betsy Rauch and Joe Whitmer of Management Services, Paul Ong, Lisa Morris and Jerry Freeman of Human Resources.



John Adler and Gecola Ward of the Procurement team.

While much of the focus is to ensure that we are prepared for open enrollment, the **Operations** team is planning for the long term and how the Benefits Office will look and operate in the future. This team consists of Connie Copeland (lead), Jessie Espinoza, MJ Latham, Tom Frost, Sydney Standifird, Dave Weller and Shellee Suber of Human Resources, and Linda Azuelo and Pam Jones of the University of Arizona.

There are many other details being managed behind the scenes. The **Procurement** team coordinated the entire procurement process. The team consisted of John Adler and Geola Ward from FSD/State Procurement Office. The **Outreach/Legislative** team



Susan Strickler, ADOA Team Lead, along with Norma Carrillo of Open Enrollment.

also met with legislators and key officials with employee/retiree associations to provide information on the new benefits program and answer questions. This team consisted of Frank Hinds from FSD/Risk Management and Alan Ecker from the Director's Office.

This has definitely been a team effort that goes way beyond the walls of the Human Resources Benefits Office. It is an excellent example of what can be accomplished when people come together across our agency towards a common goal.

The next time that you log onto the Benefit Options website to examine your new benefit options, make your benefit selections, call the open enrollment help line or send an email asking an open enrollment question, think about all of the dedicated employees working to bring you the best possible selection of benefit options, and the service they are providing to you.

# ... and the people



# behind the scenes.



# The Director's Corner



Betsy Bayless

A newsletter for the employees of the Arizona Department of Administration regarding agency employees and created by employees.

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**Happy New (Fiscal) Year!**

As we begin the new fiscal year, I would like to share a budget overview with you.

This year the legislature passed and the Governor approved an appropriated ADOA budget of \$200,810,600. This represented a reduction of more than \$5 million. While this is a large reduction, most of the lost funds were used in FY 2004 for one-time equipment purchases. The good news is that the \$1,000 per employee general salary increase was funded.

As an agency, this budget does present some challenges. The legislature made funding for health insurance increases contingent on State revenues reaching a pre-determined level. This type of appropriation is known as a "triggered" appropriation because the money is not appropriated until the trigger revenue level is met. We are optimistic that the "trigger" amount will be reached. In the meantime, division budgets will have to assume that the additional costs of health insurance will be borne by their base budget.

Where does this leave us as an agency? The next 12 months will be a period of challenges. As you are probably aware, there are significant changes being made in many of our divisions. These changes are going to present some challenges, so let me thank you all in advance for your hard work.

As the administrative agency for State government, we occupy a key leadership role. As an example, the implementation of self

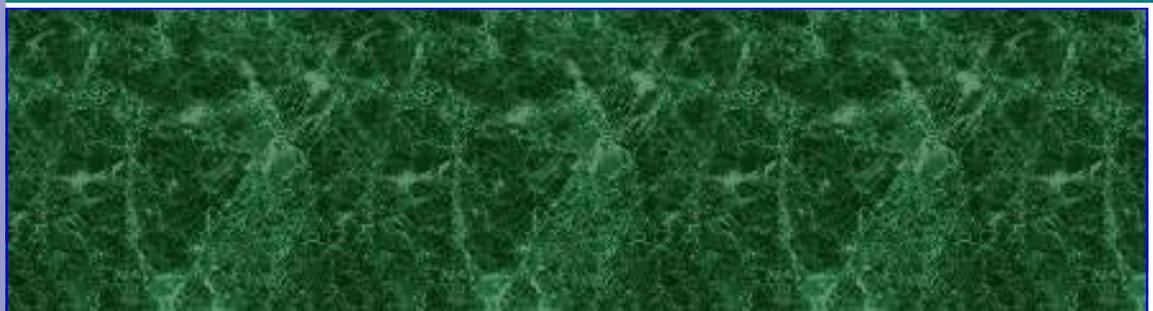
insurance may provide the most significant savings to State agencies of any current initiative in State government. I fully expect that the savings to agencies will result in the next fiscal year because of the hard work of ADOA Staff. Similarly, most of the efficiency review initiative items have at their core ADOA staff effort. When those items reach fruition, monies will be available for other purposes.

When the State's budget crisis began to develop three years ago, it was clear that State employees would feel the effects most acutely. We are now ready to achieve the levels of efficiency that economic conditions demand. While the FY 2005 budget is certainly less than we requested, teamwork and hard work will keep us moving in the right direction... serving State Government with Leadership, Pride and Innovation. I look forward to another successful year as we meet the challenges ahead of us.

*Betsy Bayless*

**Alternative Formats**

This document is available in alternative formats. Contact Shirley Alexander at (602) 364-2877.



# 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 find an electronic copy 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.



## Mark Your Calendar

Every Tuesday **Toastmasters Meeting**  
at noon in room 400A

### August



### September

6th **Labor Day**

## Wise Words

"Always laugh when you can.  
It is cheap medicine."

~Lord Byron

## July/August Milestones

### Five years

**ISD** Teddy Lange, Ricky Mehaffey,  
Gail McClintock, Della Mehaffey  
**CP** Larry McFarland  
**FSD** Ruth Hopkins, James Scarboro  
**GSD** James Skrzypek, William  
Faulkner, Carmen Carranza, Esna  
Medrano, Richard Nolte  
**MSD** Cindy Tuxford

### Ten years

**FSD** Frank Hinds, Kathleen Ruffin,  
Douglas Boyer  
**GSD** Ventura Rodriguez, Danita  
Earby  
**HRD** Gana LaPaglia

### Fifteen years

**GSD** Armida Jimenez, Raymond  
Harmon, Edgardo Estrada  
**MSD** Ruth Johnson, John Corbett  
**HRIS** Timothy Boncoskey

### Twenty years

**FSD** Marsha Gaffney

### Twenty-five years

**GSD** Barbara Pipkin  
**HRD** Roxanne Robles  
**MSD** Go Ortiz

### Thirty years

**HRD** Linda Allen  
**ISD** Berdie Bruce



## SECC

It seems like everyone gets in the giving spirit over the holidays. We can't imagine seeing people go without a turkey dinner and presents under a tree. ADOA has their Holiday Angels program and lots of people pick names off of holiday trees in the mall and do their best to provide something to those in need in our community. The outpour of community support during the holidays is inspiring. Have you ever asked yourself what happens to those people for the other 11 months of the year?

Did you know that:

- over 17% of all Arizona residents live at or below the poverty level?
- 17% of Arizona teens are high school drop-outs?
- the suicide rate among the elderly and teens in Arizona is twice the national average?

These kinds of statistics are enough to make those of us who are more fortunate start to feel disheartened. BUT...something can be done about it!

Last year the Department of Administration raised \$59,433 for the State Employees Charitable Campaign

(SECC) to help those in need. Over 470 employees found it in their hearts to provide support, which was used throughout the year, to help our friends and neighbors. Our donations helped other employees through the Employees Helping Employees fund. We helped people with terminal illnesses live their last days with dignity through our support of the valley hospice programs. We helped many children through our support of the valley crisis nurseries. We helped many people through a variety of agencies. To each person that was helped through our efforts, we were unsung heroes.

Make Arizona a better place for everyone by contributing to the SECC. Look inside yourself. We can make a difference. Every dollar makes a difference to the recipient who might otherwise not eat today...

Or, have a place to live....

Or, parents to take care of them.

By helping each other we strengthen our communities, ourselves and our future.



## Collaborate — Really?

## Tech Tip



Collaboration is a must for project teams and workgroups. Last issue's Tech Tip showed you how to share an address book group. GroupWise allows you to collaborate or share even more. The shared folder feature is great for collaborating on special projects or maintaining discussion threads.

A shared folder is like any other folder in your Cabinet, except other people have access to it. You may create shared folders or share existing personal folders in your Cabinet. You choose whom to share the folder with and what rights to grant each user. Then, users may post messages to the shared folder, drag existing items into the folder and create discussion threads. The only folders you can not share are system folders which include the Cabinet, Trash and Work In Progress.

To share a folder, create a new folder in your folder list or select an existing folder. Right click on the folder > click **Sharing** > click **Shared With**. Add the users or groups you wish to share the folder with to the Share List. Click OK.

Users on the share list will receive a message regarding the shared folder and will have the choice to Accept or Decline the folder. Once accepted, the folder will appear in the Cabinet of their folder list. A shared folder will have a special icon next to it. Users may then drag items to the folder, post new items in the folder or set up discussion threads within the folder.

If you want the folder to have a specific function, you can create a new display setting. For example, if the folder is for shared discussions, you should create a setting that views items by reply thread and contains both sent and received items. Right click the folder > click **Properties** > **Display**. Then select the appropriate display setting such as Discussion Thread. Complete this step before adding users to the share list.

# ADOA Works in the Dark



An Executive order put ADOA employees in the dark during working hours when lighting was reduced and air conditioning was turned up to 82° to conserve energy. These small inconveniences helped keep Phoenix from experiencing rolling power outages during the replacement of an electrical transformer.

Those in the dark above: (from top) Tamara Mitchell (SPO), Colette Saastamoinen (HRD), Norma Carrillo (HRD), Sharon Huggins (GAO), Debra Davis (GAO), Mark Clark (ISD) and Nicholas Field (GSD).





# Ask the Experts

## Spotlight on Management Services Division, Fleet Management Office

### **What is the Fleet Management Office?**

The Fleet Management Office provides vehicles for both daily rentals (taxi) and long-term assignment (extended) to employees of State agencies. Each agency customer pays a rental charge for the use of a fleet vehicle. For this charge, ADOA Fleet provides services from start to finish for the vehicle's life cycle. These services include procurement, dispatch/assignment, repair and maintenance, insurance, replacement of fully depreciated vehicles, compliance with all applicable state and federal laws, reporting requirements, and finally, disposal and replacement of the vehicle.

### **Where are you located?**

The Fleet Management Office is located at 1501 West Madison (602-542-3118).

### **How do I reserve a vehicle?**

Reserving a vehicle is very convenient. You may place reservations by phoning 602-542-3110, faxing 602-542-3125, e-mailing [reservations@ad.state.az.us](mailto:reservations@ad.state.az.us) or online at <http://www.adoa.state.az.us/fleet/>. The Fleet Management Office also welcomes walk-ins to the office.

### **When is the earliest I can pick up a taxi rental in the morning?**

The Fleet Management office is open from 7:00 a.m. to 5:00 p.m. to dispatch vehicles.

### **For how long may I rent a taxi vehicle?**

Vehicles may be rented for a period of just one day or as long as two weeks.

### **What is the procedure if a vehicle is not available for the dates I requested?**

Fleet Management has a contract with a private vendor to supply vehicles if our inventory is depleted.

### **What do I do if I lock the keys inside a state vehicle?**

In the event that you lock keys inside a vehicle, Fleet Management usually has spare keys that are loaned out on a 24-hour basis.

### **I am filling out a travel voucher and need to find out information about my rental, (i.e. plate number, mileage, dates), how do I find this information?**

Anyone of our trained Customer Service Representatives can provide this information quickly and easily. Just call and our Customer Service Representatives will be able to provide the information you need.

### **Can I park my vehicle at Fleet Management while I have a rental vehicle? Is the lot secure?**

Yes, we do have customer parking in our south lot for your convenience. Our security gates are open from 6:30 a.m. until 5:30 p.m. Monday through Friday.

### **What is an alternative fuel vehicle or AFV?**

Alternative fuel vehicles (AFVs), as defined by the Energy Policy Act (EPA) of 1992, include any dedicated, flexible-fuel or dual-fuel vehicle designed to operate on at least one alternative fuel. Alternative fuel vehicles come in a variety of vehicle models such as sedans, pickup trucks, sport utility vehicles, vans, shuttle buses, medium-duty vehicles (such as delivery trucks), heavy-duty buses and heavy-duty trucks.

### **Does Fleet Management use alternative fuel vehicles?**

Yes. Using alternative fuels in vehicles can generally reduce harmful pollutants and exhaust emissions. In addition, most of these fuels can be domestically produced and derived from renewable sources.

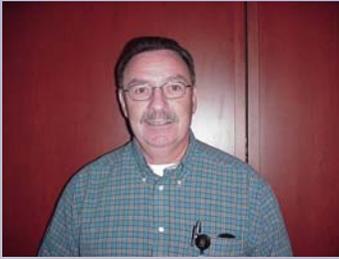
### **What is considered an alternative fuel?**

Alternative fuels, as defined by the Energy Policy Act (EPA) of 1992, include [ethanol](#), [natural gas](#), [propane](#), [hydrogen](#), [biodiesel](#), [electricity](#), and [methanol](#). These fuels are being used worldwide in a variety of vehicle applications.

# Come to the Fair



Employees and retirees attended the "Open Enrollment Benefits Fair" held at the State Capitol on Tuesday, August 3rd. The Benefits Fairs are great opportunities for you to learn more to help make your coverage decisions.



John Lichty—GSD

## Employees of the Fourth Quarter

Congratulations to those named Employee of the Fourth Quarter from their divisions.



Ricia Allen—HRD

**Doug Boyer**  
**John Lichty**  
**Ricia Allen**

FSD/SPO  
GSD  
HRD





# People on the Move



Division	Welcome	Good-bye, Good Luck
Financial Services	<ul style="list-style-type: none"> <li>• Sylvia Berumen – new hire</li> <li>• Tracey Cappuccio - new hire</li> <li>• Donna Cordova – transferred from Veterans Services</li> <li>• Brian Dodge – new hire</li> <li>• Jacob Heaton– new hire</li> <li>• Blythe Johnson – new hire</li> <li>• Steven Macias - new hire</li> <li>• Catherine Newton - new hire</li> <li>• Charmayne Skow – new hire</li> <li>• Darin Stordahl – new hire</li> </ul>	<ul style="list-style-type: none"> <li>• Angela Cade transferred to Education</li> <li>• Robert Epperson left state service</li> <li>• John Hoag transferred to Department of Economic Security</li> <li>• Blythe Johnson left state service</li> <li>• Kristy Johnson transferred to Department of Housing</li> <li>• Francine Kelly left state service</li> <li>• Jasminka Kudic transferred to Department of Environmental Quality</li> </ul>
General Services	<ul style="list-style-type: none"> <li>• Richard Chavarria – new hire</li> <li>• Luis Guzman – new hire</li> <li>• Richard Moreno – new hire</li> <li>• Laura Payne-Cyrnek – new hire</li> <li>• Craig Sussman – new hire</li> <li>• Matthew Turco – new hire</li> </ul>	<ul style="list-style-type: none"> <li>• Stan Batton left state service</li> <li>• Robert Gerome left state service</li> <li>• Harold McKee retired</li> <li>• Kiley Ryberg left state service</li> <li>• Turner Walker retired</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>• Vishwanath Hedge - new hire</li> <li>• Jackie Mass - new hire</li> <li>• Janet Nardecchia - new hire</li> <li>• Omar Ordonez - new hire</li> <li>• Joellyn Pollock - new hire</li> <li>• Grazzella Rodriguez - new hire</li> <li>• Scott Willard - new hire</li> <li>• Scott Zalaznik - transferred from Game and Fish</li> </ul>	<ul style="list-style-type: none"> <li>• Ashlee Buckwalter left state service</li> <li>• Rose Marie Cox left state service</li> <li>• Denny Flaherty retired</li> <li>• Cora Grant left state service</li> <li>• James Harris left state service</li> <li>• Judy Janeck retired</li> <li>• Angelina Lopez left state service</li> <li>• Jonathan McIntire left state service</li> <li>• Debi Shelton left state service</li> <li>• Jason Weber left state service</li> </ul>
Information Services	<ul style="list-style-type: none"> <li>• Adam Iten – new hire</li> <li>• Paul Schneider – new hire</li> <li>• Ray Smith – new hire</li> </ul>	<ul style="list-style-type: none"> <li>• Michael Andrews left state service</li> <li>• Ed Miksch retired</li> <li>• Linda Myers left state service</li> <li>• Virginia Rodriguez left state service</li> </ul>
Management Services	<ul style="list-style-type: none"> <li>• Sue Tabor – new hire</li> </ul>	<ul style="list-style-type: none"> <li>• Hassan Ammari left state service</li> <li>• Judith Anderson transferred to Game &amp; Fish</li> <li>• Angela Dwight left state service</li> <li>• Evelyn Estrella transferred to Naturopathic Board</li> <li>• Evelyn Mellecker retired</li> <li>• Loa Schell retired</li> <li>• Connie Swanson transferred to Education</li> <li>• Estrella Vega left state service</li> </ul>
Telecommunications Program Office	<ul style="list-style-type: none"> <li>• Laura Dubois - new hire</li> <li>• Dot Roberson - new hire</li> <li>• Sabrina White - new hire</li> </ul>	