



ARIZONA DEPARTMENT OF ADMINISTRATION ANNUAL RECOGNITION AWARDS CEREMONY

The Arizona Department of Administration (ADOA) Annual Recognition Awards ceremony was held on a crisp afternoon in November for a day that was set aside to honor and recognize the leadership, accomplishments, and excellence of our employees.

The ADOA Capitol Police Color Guard presented our nation's colors with Chief Thomas "Tim" Lane leading the Pledge of Allegiance as well as an outstanding presentation of the National Anthem from Connie Geesey, Benefits Services, and Summer Canfield, Human Resources.

The Master of Ceremonies was hosted by, Greg Carmichael, followed by the awards presentation with Charlotte Hosseini, ADOA Deputy Director and Alan Ecker, ADOA Public Information Officer.

The recipients of the 2008 Annual Recognition Awards were:

Supervisor of the Year Award – Ron Loyd, Human Resources

Director's Public Service Award – Betty Lopez, Risk Management

Career Excellence Award - Karl Eberhardt, Information Services

Team of the Year Award - Arizona State Capitol Police Citizen's Academy Team

Employee of the Year Award – Candee Samora, Human Resources

Other employees were recognized for completing the ADOA Supervisor Academy. The Supervisor Academy is a compilation of leadership competencies identified as being critical to success on the job and those performed most frequently as a supervisor. There are 14 modules and a final project that must be completed to meet Academy requirements. The following employees were recognized for receiving the Supervisor Academy endorsement:

Betty Cross

Betty Lopez

Joseph Rodosta

Khala Walker

Marcia Jarvis

Roger Berna

Tammy Burt

Celine Baker

Eric Wall

Kathy Zatari

Kimberly Adams

Michelle Brooks

Rosalinda Goshkarian

Wendy Walther

It has been another **BRAVO** year at ADOA! The annual award nominations received this year represented over 230 ADOA employees. During this past year, 145 employees



Betty Lopez,
Director's Public Service Recipient



Ron Loyd, Supervisor of the Year

were recognized for milestones honoring years of service; approximately 650 Cause for Applause certificates were issued and many more awards were presented to individuals and teams from within our department and from organizations outside of state government.

The annual employee recognition event was a wonderful opportunity for all of us to step back from our daily work and take a moment to reflect on what we have accomplished as an organization, as teams, and as individuals. We should be very proud of this agency and all of the employees that often work behind the scenes to make ADOA successful.

A very special thank you to the employee recognition committee for coordinating the event and the time spent scoring all of the nominations that were received and to Edwin Burrows, Department of Revenue, and Tony Gottlob, Human Resources, for the stage and sound system.

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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William Bell
Director

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Kathe Cochran
CAP PD

Mercy Domingez
ISD

Cindy Womack
ISD

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The Director's Corner



Director
William Bell

This New Year has brought many changes. As you know, Governor Napolitano has vacated her office to work as Secretary of Homeland Security for President Obama. Secretary of State, Jan Brewer was sworn in as our Governor on January 21st. Volunteers from our agency were instrumental in making the inauguration a successful event.

In December we adopted several fellow state employees' families for the holidays. It was heart warming to see the participation, generosity and the genuine caring for fellow employees. I am sure you brought smiles to many faces on Christmas morning!

In this issue we have information on the winners of our Annual Recognition Awards. I want to congratulate our winners, and also the nominees. Thank you for taking the time to recognize your co-workers.

We are working very hard on our budget for the remainder of fiscal year 2009 and will soon begin the process of working on fiscal year 2010. The cuts we must make to our agency are drastic; it's a very daunting task.

As we go through this budget process we must strive to do the best we can with the funding we have left.

Thank you all for your support during this time.

A handwritten signature in cursive script that reads "W. Bell".

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 5th year, then every 5 years thereafter. Divisions also hold celebrations to recognize **Employee and Team of the Quarter** recipients.



October, November, December Milestones

Five years

ISD Howard Richardson
 GAO Cheryl Wilcox
 CP Regina Gonzales
 DO Alan Ecker
 GRRC Stanley Barnes
 GSD Gary Nelson
 RMD Joseph Rodosta

Ten years

GSD Stephen Cox, Arabinda Ghosh,
 Joe Frierson, Donna Talone
 MSD Mark Clark
 CP Dennis Manka
 RMD Elizabeth Lopez

Fifteen years

CP Tim Duron
 GAO Michael Kallaur
 GSD James Stiles
 RMD Michael Murphy

Twenty years

GSD Anita Boylan, Valerie O'Neal
 RMD Sue Prindle
 AZGU Charles Parnell
 CP Robert Caraway

Twenty-five years

ISD Sherry Auzenne, Lupe Barrientes
 HRD Margaret Burns

Thirty years

MSD Kayelen Rolfe



Mark Your Calendar

Toastmasters Meetings -
Every Tuesday at noon in room 400A



January

- 15th** Dr. Martin Luther King Junior's Birthday
- 19th** Civil Rights Day Holiday - office closed
- 23rd** National Handwriting Day
- 26th** Chinese New Year starts



February

- 2nd** Ground Hog Day
- 14th** Valentines Day
- 14th** Arizona Statehood Day, 1912
- 16th** President's Day Holiday - office closed



March

- 8th** Daylight savings time begins
- 17th** St. Patrick's Day
- 20th** First day of spring





Karl Eberhardt, Career Excellence Award Recipient



Candee Samora, Employee of the Year



Arizona State Capitol Police Citizen's Academy Team, Team of the Year



Does Your New Year's Resolution Include . . .

- . . . Improving your communication skills?*
- . . . Developing your leadership abilities?*
- . . . Being a better listener?*
- . . . Honing your public speaking capabilities?*
- . . . Conducting effective meetings?*
- . . . Enhancing your creative thinking aptitude?*



Toastmasters is your answer. Visit a meeting during January to see how membership can help you.

***AZ You Like It Toastmasters
Every Tuesday at noon until 1:00
ADOA Building - 100 N. 15th Avenue
Conference Room 400A***

***For information contact:
Khala Walker at 364-1856***

<http://azyoulikeit.freetoasthost.org/>

Cause for Applause Recipients



October

Cap Police	GAO	HR	ISD	GSD	MSD	Risk
Mary Berrelez	Jan Sharon-Strieby	DeAnn Alcantar	Peggy Haberli	Ryan Maxwell	Andrew Bruner	Sharon Buckley
Kathe Cochrane		Margaret Burns	Linda Kepner	Tom Whitby	Ralph Rodriguez	Theresa Cartwright
		Brachel Gonzales	Rick Woods	Valerie O'Neal	Jose Silva	Reyna Soberano
		Karie Miller	Bruce Smith	Anne Eick	Tracy Mosier	Penny King
		Lorinda Frost	Karen Bailey		Cherylanne Ciaravino	Cheryl Roberts
		Gana LaPaglia	Keith Tuell		Maryam Khalili-Panah	Shallen Cernich
		Rosa Aguilar	Jon Claxton		Ronn Brooks-Cannon	Chris Garland
		Jaclyn Warren	Larry Sanelli		Mark Clark	Valerie Ruelas
		Leslie Biava	Scott Dougherty		Portia Kearns	Janet Valdez
		Connie Magallanes	Ray Smith			Betty Cross
		Norma Ragan	Larry Chapman			
		Janet Glover	Mercy Dominguez			

SPO	TPO	Benefits
Don Ellwanger	Yvette Medina	Denisa Brown-Perkins
Elizabeth Casteel		
Chris Lee		
Jan Hart		

November

Cap Police	GAO	HR	ISD	GSD	MSD	Risk
Kathe Cochrane	Jan Sharon-Strieby	Lorinda Frost	Mercy Dominguez	Valerie O'Neal	Portia Kearns	Theresa Cartwright
Bret Boettcher	Megan Duty	Gana LaPaglia		Anne Eick	Jeff Grossman	Kareem Parker
	Brian Dodge	Rosa Aguilar		Barbara Pipkin	Cherylanne Ciaravino	Cindy Rushin
	James Robinson	Jaclyn Warren		Lynne Heffington		Joseph Rodosta
	Dan Spencer	Leslie Biava		Emma Ortiz		
	Celine Baker	Connie Magallanes		Anthony Bellanger		
	Amanda Bennett	Norma Ragan		Chris Whitlock		
		Janet Glover		Tom Stickney		
		Linda Rose		Jim Calvert		
		Tracy Starling		Donna Talone		
		Cindy Tomko		Steve Myers		
		Melody Nettetstad				
		Candee Samora				
		Brachel Gonzales				
		DeAnn Alcantar				

SPO	TPO	Benefits
Jan Hart	Yvette Medina	Denisa Brown-Perkins
Don Ellwanger		
Greg Dwight		

Cause for Applause Recipients

December

Cap Police	GAO	HR	ISD	GSD	MSD	Risk
Kathe Cochrane	Jan Sharon-Strieby	Lorinda Frost	Mercy Dominguez	Valerie O'Neal	Portia Kearns	Theresa Cartwright
	Joanna Greenaway	Gana LaPaglia	Monica Valenzuela	Anne Eick	Jean Verbarg	Terry Garcia
	Cheryl Wilcox	Rosa Aguilar	Khala Walker	Steve Myers	Teckla Passon	John Salonga
	Tammy Burt	Jaclyn Warren	Juanita Salazar	Tom Stickney	Ronn Brooks-Cannon	Vika Tinoisamoa
	Mary Miller	Leslie Biava			Maryam Khalili-Panah	Betty Lopez
	Judi Kilgus	Connie Magallanes			Ralph Rodriquez	Alan Bickel
	Brian Nguyen	Norma Ragan			Go Ortiz	Cheryl Roberts
	Paul Ruwald	Janet Glover			Dawn Slater	Gwen Lopez
	Anita Kleinman	Susan Laurence			Cindy Veverka	Irene Baskerville
	Rene Butler	Candee Samora			Jo Olivas	Irma Mendoza
	Greg Vokoun	Linda Rose			Toni Towne	Nancy Germond
	James Robinson	Marie Isaacson				Rita Clark
	Dan Spencer	Kellie Brown				Dan Wheeler
	Amy Newby	Ron Young				Vera Popovic
	Jaimie Soulvie	Vish Hegde				Paul Mahacek
	Sherry Gates	Travis Butchart				Jon Vella
		Cookie Gill				Sharon Buckley
		John Sheller				Sue Prindle
		Thomas Szewczyk				Trudy Hughes
		Tony Gottlob				Ariada Morales
		Mike Hammock				Kris Rowen
		Melody Nettetstad				Jennifer Reed
		Laurie Leach				Michelle Perez
		Betsi Newbury				Marsha Gaffney
		Carole Armbruster				Charles Brandt
		Kathy Peckardt				Janice Phillips
		Laura Krause				Mayra Rivera
		Christine Bronson				Arlita Campbell
		Karen Battilana				
		Jackie Mass				
		Summer Canfield				
		Ricia Allen				
		Debbie Taylor				
		Stefanie Munsey				
		David Montoya				
		Sydney Standifird				

SPO	TPO	Benefits
Jan Hart	Yvette Medina	Denisa Brown-Perkins
Greg Dwight		Robert Lay
Oscar Mendez		Rosie Huntley



ADOA Adopts Family's for the Holidays

This year the Arizona Department of Administration (ADOA) teamed up with Employees Helping Employees (EHE) and helped many families this holiday season. The Agency Employee Recognition Committee coordinated and planned this event that assisted the families of 12 state employees with gifts, food, toys and much more.

On December 20th, Candee Samora and Lorinda Frost of the Human Resources Division played "Santa" and distributed the gifts to each of the families. The experience was heart warming as some of the families expressed their gratitude with words such as, "You made a difference in my life", "I can not believe people could be so kind", and "Thank you for making our dreams come true".

Sincere thanks to the Employee Recognition Coordinators and to everyone that participated for making such a difference in the lives of so many this holiday season!



Isaiah D'Angelo Johnson
Son of Tabitha (GAO) and
Tabion Johnson
Born October 26, 2008
6 lbs. 3 oz.



Tiny Tots



Arizona Public Procurement Certifications

The third class of students to earn their Certification in Arizona State Public Procurement (CASPP) was presented their certifications by Charlotte Hosseini, ADOA Deputy Director, on November 24, 2008.

Among the 42 individuals who completed the requirements for CASPP this session were David Bryant, Deputy Finance Director of the Department of Environmental Quality, and Robert Rocha, Assistant Director, DEQ, along with representatives of the Phoenix-Mesa Gateway Airport, the City of Mesa, and a federal program volunteer.

The Department of Transportation's Communications and Community Partnerships Group (formerly Public Relations) sent a photographer to record the ceremony. ADOT's four new CASPPs will be featured in an upcoming article in the *TRANSEND e-magazine* for ADOT employees. The group represented three areas of ADOT: Engineering Consultants, Environmental Planning, and Procurement.

Jean Clark, State Procurement Administrator, and James Scarboro, Deputy State Procurement Administrator, accepted CASPP awards as did Pamela Reay, Manager, SPO Compliance, Training, and Systems. Ms. Clark and Mr. Scarboro assisted with the pilot programs and Ms. Reay developed and teaches the courses. In addition to their participation in the program, each took a challenging written exam to earn certification.

Some CASPP statistics:

- ♦ Recipients complete 52.5 hours of public procurement training
- ♦ Recipients must pass assessments for each of six courses with a score of 75% or better
- ♦ The program is one of only a handful of state procurement certification programs in the USA
- ♦ 105 individuals have completed all the requirements as of December, 2008
- ♦ 22 agencies are represented among CASPP holders
- ♦ 11 political subdivisions are represented among CASPP holders



ADOT Graduates left to right:

John Kinton; Vivien Lattibeaudiere, Patricia Wittman, Thor Anderson, Michelle Thissell, Terri Johnson, Valarie Vaccari, Mike Mitchell

Getting to Know You

Profiling Employees within ADOA

Get to Know Gonzalo “Go” Ortiz from Management Services Division

MSD is pleased to feature **Go Ortiz** as our “Getting to Know” employee. Go has been employed by the Arizona Department of Administration “ADOA” since 1979 (29 years) with the state in Repair Services. Born in Edcouch, Texas in 1954, his family moved to Tolleson, Arizona, and now resides in Avondale, Arizona. Go graduated from Tolleson Union High School in 1969, then continued his education by attending Glendale Community College where he graduated in 1971 with a two year degree in Business Administration. Afterwards he attended Maricopa Technical College earning a two year certification in Office Business Machine Repair.

Outside of work, Go is an active community member and has been a member of the City of Avondale Planning and Zone for 13 years, Littleton Elementary District School Board member for 13 years. He is also very involved with his church as well as being a member of the Knight of Columbus (#4737) and a Four Degree member for 23 years. He is a financial committee member of St. Williams Catholic church for the past 23 years also. Go also served 4 years on the St. Vincent DePaul Catholic School Board.

Go has been married for 32 years to wife (Cecelia) they have a daughter, Stephanie and she is currently attending Glendale Community College just like her dad did. And one thing that has to be known about Go, besides being a dedicated state employee and hard worker. He is a huge “Sun Devil” FAN!



Meet Jennifer Bowling from HRD

Jennifer Bowling recently joined Human Resources and serves as the HRIS Business Manager. Jennifer was born and raised in Chicago, Illinois and moved to Arizona to attend ASU where she received her undergraduate degree in 1999 and her Master of Business Administration in 2001. Jennifer has been with HR since October 2008 and stated “she likes working with the ADOA Team because it seems like one big family, everyone has been so nice and welcoming and it has been a pleasure to come to work everyday”.

Jennifer’s hobbies are taking trips with her family in their RV, boating, camping, reading and relaxing at home. She has two beautiful Himalayan cats named Gizmo and Felix and says “they are most adorable”. Jennifer indicated that her biggest accomplishment to date is obtaining her MBA while working full time - way to go Jennifer!



Getting to Know You

Profiling Employees within ADOA

The General Accounting Office (GAO) is excited to feature Kim Daniels as its Featured Employee of the First Quarter for FY 2009. Kim was born in Scottsdale, Arizona but also lived in Florida and Texas when she was young. Her family moved back to Arizona when she was in the 3rd grade. Kim graduated from Dobson High School. After high school, she wanted to be a doctor and continued with her education by attending a couple of community colleges in Phoenix. After the death of her father, Kim changed her degree to Accounting. She then moved to Edinboro, Pennsylvania and earned her Bachelor of Science degree in Accounting from Edinboro University.



Kim Daniels, Statewide Accountant II GAO's Featured Employee

Kim worked for a steel company in Pennsylvania after college and then returned to Arizona in 1999. She worked as an accountant for a landscape company and for a CPA firm in the Phoenix area before joining the General Accounting Office (GAO) in May of 2005. Kim started in the Internal Audit Group of the GAO and after a year moved into the AFIS Group where she is currently an AFIS liaison. Kim really likes working for the State of Arizona and interacting with other agencies which are sometimes happier speaking to a liaison vs. an Internal Auditor!

In December of 2008, Kim became engaged to her wonderful fiancée' Mike McFarland, who is a real estate agent. Kim and Mike enjoy going to Las Vegas and visiting his family in Prescott. At this time, Kim and Mike have not set the big date. Kim has a wonderful son named Jordan who will be 16 this January. Kim enjoys spending time with Jordan and Mike. She also loves to go to bookstores and the movies.

Kim loves to travel and loves the excitement of traveling abroad. During college, she traveled to Amsterdam, Italy, Germany, Austria, England, France, Belgium, Canada, Mexico, the Bahamas and Morocco Africa. Her favorite country was Scotland because she enjoyed talking with the local people there.



David Montoya has been in State service since November 2007. David serves as the HRIS Technical Manager in Human Resources but began his employment as a Programmer. David was recently involved in implementing a change to the HRIS expense distribution functionality that saved the General Accounting Office and other State agencies time and money by streamlining their AFIS reconciliation processes.

David likes working in State service because of the “stable and professional environment and the myriad of technical and functional challenges presented on a daily basis in maintaining a multi-million dollar payroll system”.

Away from work, David enjoys traveling, hiking, wine tasting and reading.

David Montoya with HRD

Getting to Know You

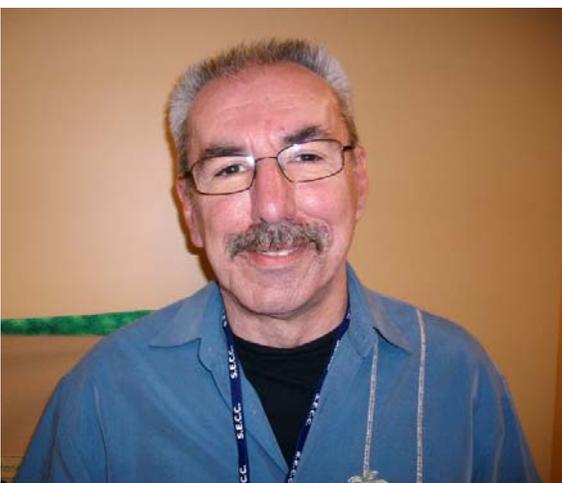
Profiling Employees within ADOA

Meet Daniel Boone and David Atkins

ADOA's ISD welcomes new team member, **Dan Boone**. Dan is the new IT Compliance Analyst and plays an essential role in authoring IT Standards and Procedures and then ensuring that those standards and procedures are being adhered to. He is excited to be in such a challenging and rewarding role.

Prior to working for the State of Arizona, Dan spent over 4 years working for an IT outsourcing company supporting community banks in AZ, CA, NV, WA, CO and Chicago, IL. Among other things, his role included providing IT policies and procedures, delivering monthly and quarterly reports designed to determine compliance levels and then managing the groups and teams assigned to remediation when/if compliance levels were low.

Previous to his work in the financial industry, Dan worked for Maricopa County's administration department in IT. He is relieved to be back in a similar role where traveling 2-3 weeks out of the month isn't necessary so that he can focus on and spend more time with his family.



ADOA's ISD welcomes new team member, **David Atkins**. David is the new Technical Support Specialist for the mainframe group.

Prior to coming to the state of Arizona, David took 3 years off and worked as a blackjack dealer in Lake Tahoe, Nevada. David worked 30 years in the banking industry working for various banks. His experience is in the technical support area supporting large systems and software.

David was born in Detroit, Michigan and went to the University of Michigan Dearborn Campus and received his degree in Computer Science in 1975.

David became a grandfather in August when his

daughter Jennifer gave birth to his first grandson Bryce. One thing David would like you to take note of is his sparkling personality!

Employee Recognition



HR Communications Unit Human Resources Team of the Quarter

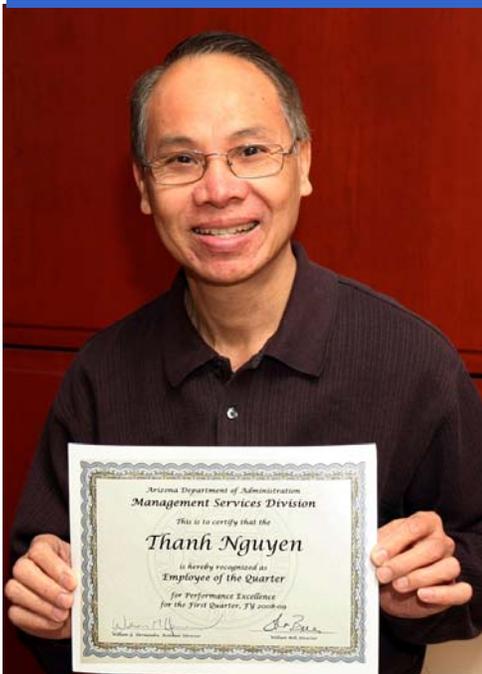
This team of two continually delivers exceptional work products and services for the Human Resources Division. Their outstanding creativity and consistent support of the sections in Human Resources is exceptional. During the past quarter, their focus was marketing programs for the Work-Life Program.

The team created promotional material that was used for Operation Playground – an effort to bring new playground equipment to the Child Development Center as well as creating flyers to promote and advertise the Lunch n’ Learn sessions.

Nearly any project involving marketing and communications for HR will undoubtedly include the services of “TNT”. That’s short for Tony n’ Tom. As the Communications department, this twosome is responsible for creating, developing and implementing fully integrated print and electronic marketing and communication materials, campaigns and special projects. Whether it’s designing a new web site, creating a special project promotion or a complete branding campaign, shooting photography or directing and producing a video, these guys are continually called upon for their services.



Thomas Szewczyk and Tony Gottlob



Thanh Nguyen MSD’s Employee of the Quarter

Thanh Nguyen has worked for the State of Arizona for the past twenty years and in those twenty years he spent ten with the Arizona Department of Education, Print Shop and has been with ADOA Print Shop the remaining ten years. His duties include pre-press work, negatives, plate developments and operates the press machines. Thanh is a hard worker, extremely efficient, dependable (never absent or late) and a very dedicated employee who takes pride in his work.

He has single handedly lowered the Print shop press redo’s to zero. His supervisor, Ralph Rodriquez said “he is very diligent, quality conscious, always has agencies and our customer’s best interest in mind. He always has a positive attitude and does what is asked of him without any complaints or gripes even when he is needed to work overtime, make deliveries or simply answers phones.”

Thanh always has a positive attitude. Management Services Division is pleased to announce Thanh as our first employee of the quarter for 2009. Congratulations on a job well done, Thanh!

Employee Recognition



The General Accounting Office (GAO) is honored to have the Bus Card Replacement Team as its Team of the First Quarter for FY 2009. This team consisted of GAO employees from various groups who all participated in the bus card replacement process.

GAO's Team of the Quarter Bus Card Replacement Team

The nomination is as follows:

“The Bus Card Replacement Team participated in a successful renewal of the Bus Card Plus to the new Platinum Pass. The team converted 6,633 Bus Card Plus cards to the new Platinum Pass. They packaged them for distribution to 95 agencies. The actual renewal took three full days and had support from many departments and divisions. No boxes were dropped and the control numbers that were added in the database helped streamline the process. The input from individuals who had been through the process during the last renewal was crucial to our success – additional high fives there!



Back left to right: Debra Davis, Stu Wilbur, Patricia Ferreira, Tami Eckloff, Tammy Burt, Vahn Vo, Karen Turner, Lalita Silva, Joanna Greenaway, Stephanie Neves, and Yesenia Mejia

Seated left to right: Tracey Cappuccio, Ken Smart, Sam Tekien, René Butler

Also a special significance is that now under a new agreement, and due to more robust cards, the State will not need to process a renewal again for four more years. Excellent!

Now that the renewal is complete, the Payroll Group can focus their efforts on developing a new system to accommodate ongoing issuance, management, billing, and reporting aspects for the new cards.”

Employee Recognition



Lorinda Frost

Human Resources Employee of the Quarter

Lorinda can best be described as extremely knowledgeable, very professional, compassionate, hard-working, having a can-do attitude, will go the extra mile work ethic, very personable, dedicated and exceptionally customer-oriented (just to list a few characteristics :-). But what makes her stand out to deserve Employee of the Quarter this particular quarter was her leadership in two areas.

Hiring Freeze Mission Critical Requests: Lorinda has the primary responsibility for the tracking of mission critical requests. If an agency believes a position that has become vacant is critical to the mission of the organization, the agency can submit a request to ADOA to exempt the position from the hiring freeze. To date, there have been over 2,200 requests received since the hiring freeze went into effect. Lorinda's role is to monitor the email box on a daily basis, update the tracking log and once the review has been completed, notify the agency of the outcome. These are just a few of the steps taken in this process. Lorinda actually touches each request a half a dozen times from the receipt of the original request to agency notification.

Human Resources Repository: This past quarter, through Lorinda's leadership, HR has its first central repository of all critical HR documents. Lorinda served as the project lead for this initiative. Lorinda was able to work with LAN to create a shared folder that all HR sections could access, identify all the areas that would be important to capture documents, located the documents and scanned or moved them into the central repository. As a result of Lorinda's efforts, there are over 83 areas in the central repository including a repository policy. Thus, less productivity time is lost locating the documents.



ISD Team of the Quarter ~ Employee Recognition Committee

ISD is proud to announce the ERC Committee as team of the Quarter. The team consists of the following team members: Pat Coats, Janie Armbruster, Irene Martinez, Lynn Dockery, Mercy Dominguez, Karen Hendryx, Josephina Olivas, Khala Walker, Paula Baldovino and Elenanor Linares.

Over the past quarter, the entire team has gone above and beyond to coordinate successful events for the employees. Along with the monthly birthday events, the committee took on three huge tasks which included the ADOA Holiday Event, ISD Holiday Party and

the sponsoring of two families during the holidays. For the first time, ISD presented the "I Am a Fine Musician" skit during the ADOA Holiday Event.

The ERC Team definitely understands teamwork with spirit, talent and compassion. Congratulations on your outstanding win!



ERC Members Janie Armbruster, Karen Hendryx, Pat Coats, Irene Martinez, Mercy Dominguez and Lynn Dockery with Patrick Quain

Employee Recognition



Brian Nguyen, Statewide Senior Accountant GAO Employee of the Quarter

Brian Nguyen was born in the south region of The Republic of Vietnam. When he was young he also lived in Bangkok, Thailand and the City of Manila, Philippines for a short period of time. He moved to Phoenix, Arizona with his sister and mother in 1993 and became a citizen of the United States in 1999. Brian began his career with the State of Arizona in the General Accounting Office (GAO) in April of 2002 after completing his Bachelor of Science in Accountancy from Arizona State University – West Campus. Brian joined the GAO as an Accountant Trainee in the Arizona Financial Information System (AFIS) Group and has worked his way up to an AFIS Supervisor. He has very much enjoyed working in AFIS and being part of the GAO Team.



Brian says that not many Vietnamese people are aware of employment with or work for the State of Arizona. He loves to tell the stories of how State of Arizona's employees have made the differences to the community by serving the public to all the Vietnamese people that he has come in contact with. He hopes the stories he tells will inspire the Vietnamese community to make the same investment into the government that he has.

Outside of work, Brian loves fitness and nutrition. Brian can always find time to exercise regardless of how busy his day is. He enjoys attending fitness and nutrition workshops and seminars. Brian also enjoys reading. His favorite quote by John F. Kennedy is "The time to repair the roof is when the sun is shining".

Brian's nomination emphasizes how his manager feels about his work ethics:

Over the last quarter, Brian has played a lead role in several major AFIS projects such as the automation of the Statewide Minority and Women Owned Business (SWMOB) report for the Governor's Office, the transition of the Web Portal to the new vendor NIC, and the enhancement to AFIS to open up ACH processing using file formats other than the current CTX format. The SWMOB report can now be generated in about five minutes as compared to the previous two or three days! The transition of the Web Portal involved coordinating with multiple divisions and agencies, and there have been several hurdles to overcome. The ACH enhancement to AFIS will allow the State to open up ACH processing to more vendors, and without Brian's hard work, would not be progressing as quickly. He has also taken on the responsibility of supervising additional staff and taken on new tasks due to turnover and the hiring freeze.

Even though Brian continuously takes on new projects and tasks, which can be overwhelming at times, he is always willing to pitch in and help with any situation. He is always reliable, comes in early and stays late to get the job done!

ISD EMPLOYEE OF THE QUARTER KEN ROUNDTREE

ISD is proud to announce **Ken Roundtree** as Employee of the Quarter.

Ken is the Supervisor for the ADOA Support Helpdesk. In less than a year he has become an integral part of the division. Under Ken's guidance, his group has updated a series of instructional videos for statewide VPN users. He introduced his group to "Web Junction" a free resource from the AZ Library and Archives which provides computer-based training in a variety of computer-based subjects.

Ken was the key factor in the increase in Voice of the Customer (VOC) ratings from 5.80 to 7.22 in only one quarter for his team. He also participated in the ADOA Leadership Academy finishing the Practicum with a 100% on his final project.

Ken is a leader and team player he shows his dedication to ISD and ADOA by constantly striving to improve processes and practices. Congratulations Ken!





PEOPLE ON THE MOVE



Division	Welcome	Good-bye, Good Luck
Director's Office		<ul style="list-style-type: none"> • Jeanne Hann - retired
General Services		<ul style="list-style-type: none"> • Luis Arellano - left state service • John Naeder - left state service • James Stiles - left state service
AZGU		<ul style="list-style-type: none"> • De Ann Alcantar - left state service • Joellyn Pollock - left state service
Information Services	<ul style="list-style-type: none"> • David Atkins - new hire 	
Benefit Services	<ul style="list-style-type: none"> • Jennifer Schreiber - new hire 	