



How Efficient Can You Be?

Statewide efficiency efforts, statewide efficiency teams and the Efficiency Review Committee...have a familiar ring? They should. The State has been very busy identifying areas where government can be more efficient – saving time and/or money. As the State looks everywhere to find areas that show promise for better efficiencies, we need to look at ourselves. What can we do as individuals here at ADOA?

We are all a part of State government and each of us can play a role in helping the State in this endeavor. Imagine all the little things we can personally do or practice that, when added up, would save the State money.

Listed below are some ideas for saving time and money. You are encouraged to add to them. The point is, if we all do our share, these little efficiencies will add up and save time and money.

EFFICIENCIES

- Continue recycling
- Reuse paper for quick notes, phone messages, etc.
- Turn lights off at individual workstations when not in use
- Use power save on your computer
- Rideshare/ride the bus
- Print sparingly...use print preview rather than a hard copy for your “draft”
- Save copies of documents to a disk or CD, rather than making hard copies
- Use color printers sparingly
- Fax documents whenever possible vs. delivery
- Use inter-agency mail – reuse those envelopes
- Report redundancies
- If you see inefficiencies...correct them or report them
- Share your efficiency ideas with others
- Plain yellow “Post-It-Notes” are less expensive than the colored ones
- Centralize supplies within divisions to minimize costs
- Order only what you need, i.e., paper, folders, print cartridges
- Use e-mail whenever possible...save postage
- Save travel time and expense...use conference calls or Internet conferences
- If you must travel to a meeting, carpool and use one State car
- Use a Purchasing Card when purchasing small items under \$1,000
- Create a suggestion box in your division to gather more efficiency ideas

Do your share. Become involved. Get your coworkers involved. Working together we can bring savings to State government. Share your ideas...e-mail to kathe.cochrane@ad.state.az.gov. As we gather additional efficiency ideas, we will publish them in future issues of *News & Views*.



Betsey Bayless

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

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We are a strong and successful agency. Our external customers have spoken and they like what they see. They have told us we are serving them well. Thank you for your contributions, dedication and commitment in serving our customers.

ADOA, as well as other State agencies, face many challenges in the coming year.

The HRIS team is currently focusing on several new functions designed to help us better manage our data, workforce and workloads:

- Employee and manager self-service – permitting users to access information important to them
- Performance Management module – supporting employee performance appraisals
- Workflow management
- Workforce management
- Employee recruiting
- Employee relations
- Data warehouse
- Exit interviews
- Employee surveys

The budget continues to create challenges for us and causes us to restructure and be more efficient while continuing to provide our customers with the level of service they have been accustomed to receiving from ADOA.

All State agencies are working on major efficiencies identified by the Governor's Efficiency Review Committee as the top areas for improvement and to save dollars. These nine areas are:

- Procurement
- Overpayment recoveries
- Self insurance
- Energy
- Leasing/space utilization
- Printing
- Mail
- Fleet
- Training

ADOA is currently involved in three of the initiatives:

Self Insurance – ADOA has been examining the move to self insurance for the State employee health benefits program. Self insurance will allow the State to maximize the potential for physician choice, competitive pricing and improved program design.

Training – A Shared Training Services Initiative has been developed. The goals of the initiative are to utilize resources statewide more efficiently, reduce outside vendor costs and implement automation and e-learning strategies.

The initial effort will include coordinating courses common across state government through a central clearinghouse – Arizona Government University (AzGU). The actual training will be provided by AzGU

trainers and agency trainers through partnerships utilizing standardized curricula. The AzGU Board unanimously approved the initiative.

Overpayment Recoveries – ADOA is continuing to focus efforts to realize efficiencies in the State's telephone rates with our vendors including Centrex, Verizon and AT & T. It is estimated that based on our negotiations with Centrex alone, the State will realize a savings of over \$354,000 annually.

We will be addressing the other initiatives in the coming months.

Betsey Bayless

“Change is the law of life. And those who look only to the past or the present are certain to miss the future.”
~ John F. Kennedy

Alternative Formats

This document is available in alternative formats.

Contact Shirley Alexander at (602) 364-2877.

Wise Words

"The finest gift you can give anyone is encouragement. Yet, almost no one gets the encouragement they need to grow to their full potential. If everyone received the encouragement they need to grow, the genius in most everyone would blossom and the world would produce abundance beyond the wildest dreams."

~Sidney Madwed {American Speaker & Poet}

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



Mark Your Calen-

April

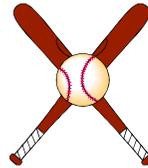
Every Tuesday **Toastmasters Meeting**
at noon in room 400A



6th **Diamondbacks first regular season game**

14th **Arizona Healthways Stress Management Relief Day**

ADOA Lobby Time: 9:00 – 11:00



15th **Taxes are due**

21st **Administrators' Professional Day**

24th **Walk to End Domestic Violence**

27th **Skin Cancer Screening**

8:00 – 2:00 Suite 303 – Must make an appointment by calling 602-542-4128



30th – May 2nd **Maricopa County Home & Landscape Show**
Arizona State Fairgrounds

May



9th **Mother's Day**

15th **Armed Forces Day**

31st **Memorial Day**



March/April Milestones

Five years

ISD Jennifer Lybarger,
Karen Motlok

MSD Sally Baker, Susan Myers

CP John Harkness, Tillie Weiss

FSD Jasminka Kudic

GSD Francisca Munoz, Virginia
Pierce

Ten years

FSD Paula Hollins, Donald Subach

GSD George Brown

Fifteen years

FSD Louise Castro, Sue Prindle,
Dale Stromberg

ISD Bernard Shimkus,
Philip Watson

HR Paneen Bjorn

GSD Gerardo Segura

Twenty years

ISD John Brady

HRIS Terri Bradford

Twenty-five years

HR Anaverta Glenn

Thirty years

GSD Barbara Loza,
Turner Walker



MEMORIAL DAY – MAY 31, 2004

Memorial Day, originally called Decoration Day, is a day to remember those who have died in our nation's service. After the Civil war, many people in the North and South decorated graves of fallen soldiers with flowers.



In the spring of 1866, Henry C. Welles, a druggist in the Village of Waterloo, New York, suggested honoring patriots

who had died in the Civil War by decorating their graves. General John B. Murray, Seneca County Clerk, embraced the idea and a committee was formed to plan a day devoted to honoring the dead. Townspeople made wreaths, crosses and bouquets for each veteran's grave. The village was decorated with flags at half-mast. On May 5th of that year, a procession was held to the town's cemeteries, led by veterans. The town observed this day of remembrance on May 5th of the following year as well.

Decoration Day was officially proclaimed on May 5, 1868 by General John Logan in his General Order No. 11, and was first observed officially on May 30, 1868. The South did not observe Decoration Day, preferring to honor their dead on separate days until after World War I. In 1882, the name was changed to Memorial Day, and soldiers who had died in other wars were also honored.

In 1971, Memorial Day was declared a national holiday to be held on the last Monday in May.

Today, Memorial Day marks the unofficial beginning of the summer season in the United States. It is still a time to remember those who have passed on, whether in war or otherwise. It also is a time for families to get together for picnics, ball games and other early summer activities.

“GET HELP - GIVE HELP”...

ARIZONA’S 2-1-1 AND COMMUNITY SERVICE LINK SYSTEM

Addressing Arizona’s Homeland Security leads to creating a statewide 2-1-1 system. This system would serve as a single source of contact for persons who need to “get help” and also a convenient way for Arizonans who want to “give help” to be directed to volunteer opportunities.

Arizona’s 2-1-1 system will be accessed by the public through dialing “2-1-1,” an easy to remember phone number that is widely known, or by visiting az211.gov. This “one stop” concept will be expanded to include a comprehensive website and database. The 2-1-1 system will not only help the State respond to the non-emergency needs of citizens during disaster relief, but will also make the everyday process of linking residents to both private- and publicly-funded social services more efficient and user-friendly.



Arizona’s 2-1-1 system, when fully implemented, will be a national model and a catalyst for larger reforms of the social service delivery system through the use of technology and a client-focused approach to providing government and community services in the most efficient manner.



Database Website

The State will develop a comprehensive, statewide database of public and private community, social services, charitable organizations, Homeland Security, and other public health and safety information, that will be owned, housed and administered by the State government within the Department of Emergency and Military Affairs (DEMA). The database will serve as the foundation for the information that 2-1-1 call centers will use for information dissemination and referrals. This information will also be available to the public via the website. It is anticipated that public and private social service case-workers will use this information extensively in assisting their clients to navigate the social service system.

The database will also contain information about volunteer opportunities so that persons who call to “give help” – especially in a time of disaster or crisis – can be referred to an appropriate charitable organization. Communication with partner agencies through this database and with the public via both the website and call centers will also enable public safety and law enforcement to enhance rumor control and collect and disperse accurate information in a time of crisis.

The 2-1-1 system will be linked to other systems that provide more detailed information through their own websites, eligibility screening for social services and other online services (both public and private). The 2-1-1 system will also give comprehensive reports to assist with policymaking and track what social service information is queried and what referrals are made (keeping client information confidential). In addition, it will track certain keyword queries and indicators to identify emerging Homeland Security and other public health and safety concerns, such as indicators of a bioterrorism threat.

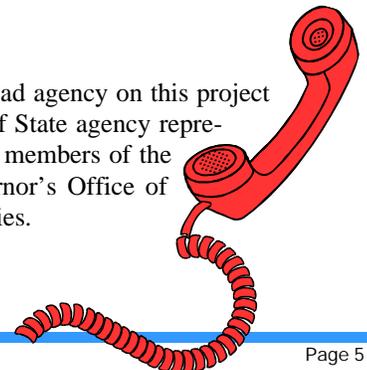
The State will also develop a website – the “2-1-1 Community Service Link” – that will be a state-of-the-art, user friendly, “one stop” site to access the information above. This website will also be used to provide general Homeland Security and public health and safety threat information to the public.

2-1-1 Call Centers

The State will work with local governments and the private, nonprofit sector to establish and fund a decentralized system of call centers that will answer 2-1-1 calls around the State. Call center services will be available 24 hours a day, 7 days a week, 365 days a year.

Governance and Decision Making

The Governor has designated the Government Information Technology Agency (GITA) as the lead agency on this project and GITA Director, Chris Cummiskey, will chair a cabinet-level Governor’s Council on 2-1-1 of State agency representatives that will be responsible for decisions about how the 2-1-1 system will operate. Other members of the Governor’s Council will include the directors of the Homeland Security Office and the Governor’s Office of Children, Youth and Families as well as the directors of closely impacted State government agencies.



SPIRIT Update

SPIRIT is the State of Arizona's innovative, web-based, automated e-procurement application. The process is fully automated and components include supplier registration, quote submissions, bids/proposals, evaluations, contract awards and amendments.

SPIRIT achievements to date include:

- The Supplier Registration process began in January and as of March 15th, 6,400 suppliers have enrolled.
- The State of Arizona Procurement Office (AzSPO) has published four RFPs through SPIRIT including Auditing and Accounting Services, 2004 Election Cycle for the Citizens Clean Election Commission, Revenue Maximization Services for the Governor's Office and statewide solicitations for Multi-Channel Recording System and Related Services and Underwriter Services.
- The Procurement Card (Purchasing Card) contract with American Express was processed in SPIRIT.
- As of March 19th, 61 State agencies have received training on issuing purchase requisitions and establishing supplier lists for solicitations.
- All AzSPO contracts have been migrated to SPIRIT.
- On-line tutorials have been created to assist suppliers in understanding and completing the SPIRIT processes.



Training

The initial agency SPIRIT procurement training is a half-day class which focuses on the creation of requisitions and understanding the mechanics of a procurement plan. Procurement plans help in the tracking of key dates in the procurement cycle such as solicitation draft/issue/due dates and anticipated award dates. Additionally, class participants are instructed on reviewing and approving solicitations and creating supplier bid lists.

Participants have found the materials to be very beneficial and look forward to working in the SPIRIT system. AzSPO is continuing to develop training in an on-line format as an option to classroom training. On-line tutorials, which provide guidance on supplier registration and solicitation submittal, are also available to the supplier community.



Additionally, AzSPO is offering a seminar to the supplier community to prepare them for responding to web-based procurements. The seminar, "Doing Business with the State of Arizona," covers basic procurement background information, supplier registration and responding to a solicitation. Interested suppliers are directed to contact 602-542-5511 for further information.

A "job well done" goes to all those involved in getting SPIRIT up and running. A special "thank you" goes to Jean Clark, Greg Dwight and Oscar Mendez (AzSPO) for their dedication and continued hard work. A round of applause goes to InterZnet, the development company, and all the initial users of SPIRIT. If you have any questions about SPIRIT, please call the SPIRIT Help Line at 602-542-7600.

ACTS OF KINDNESS

– celebrating our fellow employees

Chivalry is NOT dead! I had just returned to work after being out with an illness for a few days when a shrieking alarm went off. Time for a fire drill at the Department of Administration! Like everyone else, I ran out of the building. It was VERY cold in Phoenix a few weeks ago (if you can remember)! I guess I looked like I was freezing because along came **John Corbett** (MSD) who took his jacket off and placed it on my shoulders. WHAT A GUY!

by: Shirley Alexander (MSD)

"Nothing carries more potential for change than individual acts of human kindness"

~Jamie Winship

Acts Of Kindness: If you have experienced an ADOA-related act of kindness you wish to share, please send the details to [Kathe Cochrane at kathe.cohrane@ad.state.az.us](mailto:kathe.cohrane@ad.state.az.us).

APRIL FOOLS' DAY

April Fools' Day is one of the most lighthearted days of the year, yet it stems from a serious subject—the adoption of a new calendar.

A Traditional New Year's



Ancient cultures, including those as varied as the Romans and the Hindus, celebrated New Year's Day on April 1. It closely follows the vernal equinox (March 20th or March 21st).

In 1582, Pope Gregory XIII ordered a new calendar (the Gregorian Calendar) to replace the old Julian Calendar. The new calendar called for New Year's Day to be celebrated January 1.

Many French Refuse

In France, however, many people either refused to accept the new date, or did not learn

about it, and continued to celebrate New Year's Day on April 1.

Other people began to make fun of these traditionalists, sending them on "fool's errands" or trying to trick them into believing something false.

April Fish

The French came to call April 1 Poisson d'Avril, or "April Fish." French children sometimes taped a picture of a fish on the back of their schoolmates, crying "Poisson d'Avril" when the prank was discovered.

Great Britain Accepts the Calendar

In 1752, Great Britain finally changed over to the Gregorian Calendar, and April Fools' Day began to be celebrated in England and in the American colonies.

"The first of April is the day we remember what we are the other 364 days of the year"

~ Mark Twain

Pranks and jokes are of course still popular on this day—not to mention the rest of the year.

More Organization With GroupWise Tech Tip



Last issue's Tech Tip explained how to become more organized using the GroupWise Checklist feature. The GroupWise Category feature helps to keep you even more organized. You can categorize e-mail items by color for quick identification and fast filtering of like items.

Categories provide you with a way to organize your items. You can assign a category to any item including contacts. You create and add categories and can give each category an identifying color. The colors display is in the Item List and in the Calendar.

You can assign more than one category to an item and specify which category is primary. The color of the primary category will be used to identify the item.

When you reply to an item that has been assigned a category, the same category (or categories) is assigned to the reply message.

Four default categories (Follow-up, Low Priority, Personal and Urgent) are available for you to immediately assign to items. You can modify and delete them if you choose as well as create new categories. To add a new category, simply click on the **Show:** menu at the top right of your mailbox, click on More, type in your new category name, click Add, then edit the color you wish to use for your category.

You can filter categories by using the **Show:** menu at the top right of your mailbox or calendar, next to the Filter icon. You can even add a Category column heading and sort your Item List by category by right clicking on a column heading, click on more columns, select Category from the list on the left, click on Add, then click OK. You will now be able to sort all items in your mailbox by category.

The Categories feature lets you turn your Mailbox into a veritable rainbow of information, and you're able to tell what's up with no more than a brief look. If you would like additional information or need assistance with Categories, please call the LAN Help Desk at (602) 542-LANS.

Greg Carmichael Places Second in Toastmaster Competition

What do public speaking and amusement parks have in common? Greg Carmichael thinks of public speaking and roller coasters as the same because in both cases, "If you aren't scared, you aren't having fun!"

Greg goes on to explain that many people have a paralyzing fear of public speaking. Some people even have less fear of dying than of public speaking. Yet, Greg points out people are willing to wait in long lines and to pay money for a scary roller coaster ride. "What if," Greg asks, "we could redefine the nervous energy we feel just before a speech to match that same thrilling feeling we get when a roller coaster tops out just before the plunge?"

Greg admits that he gets nervous and anxious before giving a speech. He has, however, elected to redefine his anxiety as positive feelings of eagerness. It was this change in perspective that contributed to Greg's recent second place win in a Toastmasters competition.

Each year Toastmasters sponsors a speech competition that begins at the local level and culminates in the naming of a World Champion of Public Speaking. Greg is a member of the AZ You Like It Toastmasters club. Although the club is only months old, fellow Toastmasters encouraged Greg to enter the competition. With only days' notice, Greg crafted a speech on living life on purpose. In his speech, Greg used personal experiences to illustrate enduring life principles. Greg explains the choice of his theme by stating, "I see a lot of people that seem to let life happen to them. They are happy and content when life is pleasant and things seem to go their way; but lose their joy and become angry and bitter when the seas of life are not so smooth. I want to encourage others to live with a purpose. When life gets challenging – that's the exciting part! Why get angry and bitter about it? A sailboat ain't any fun when there's no wind!"

In reflecting on his first Toastmaster competition, Greg shares that he was really "jazzed" when he finished his speech. By looking at the faces of the audience, he could tell that he had "nailed" the heart of the content of his speech. The facial expressions assured him that he had taken them on a journey and they were captivated by the word pictures he painted. He has but one disappointment – not having the opportunity to give his speech to a larger audience at the next level of the competition.

Greg, however, will be back! He believes that such competitions put an extra edge on his focus, motivating him to try harder and to prepare more thoroughly.



Ask the Experts

Spotlight on Surplus Property - Management Services Division

What is Surplus Property?

The term "Surplus Property" means personal property (not real estate) for which the State of Arizona no longer has a need. Surplus Property handles the disposition of everything from office furniture and vehicles to helicopters and service animals.

Where does the Surplus Property come from?

The majority of the property turned in for disposal comes from State agencies. However, property from school districts, towns, fire districts and other political subdivisions of the State is also accepted.

How quickly does your inventory turn over?

Inventory turns over roughly three to four times per year. Surplus Property processes roughly 200,000 "things" or "items" each year.

Do you handle State and Federal government property or just property for the State?

Surplus Property handles both State and Federal property. The Federal property comes through the Federal Surplus Property Donation Program.

Do you repair any of the surplus property?

At this time no repair/rebuild services on surplus equipment are offered.

How big is your warehouse?

Arizona has one of the smaller State government surplus warehouses in the country. The warehouse and covered storage area amounts to approximately 40,000 square feet. When compared to states like Alabama, Pennsylvania, and Texas who each have over 350,000 square feet, MSD's Surplus Property packs a lot into a small space.

What is a service that Surplus Property provides that most employees might not know about?

Most employees wouldn't know that Surplus Property manages the State's paper and metal recycling program. Last year, through the recycling program, the State recycled over 1,000 tons of paper and approximately 1,000 tons of metal.

Are there other state agencies that also have Surplus Property? Do they have auctions, stores or warehouses where purchases can be made?

All state agencies dispose of their surplus property through MSD's Surplus Property Department. However, there is an agreement with the Department of Transportation that they do not move their heavy earthmoving equipment to the Surplus Property warehouse. Their equipment is sold on-site at their Equipment Services facility on South 22nd Avenue. Typically one or two auctions are held per year from that location.

Arizona's three State universities also have surplus property warehouses. ASU sells much of its surplus through a retail outlet. Their store is located in Mesa at 2631 W. 8th Street, just off the intersection of the Loop 101 and Loop 202. ASU can be reached at 480-965-7640 for more information about their retail operation.

I've heard people talk about having purchased items for their agency through Surplus Property. How does one go about seeing what surplus property is available for sale and/or making a purchase?

If an agency has a need for an item, agency staff can contact John Pollpeter, Customer Services Manager, at 602-542-5701. John will work with the agency and if the item is available, arrangements for staff to come in and take a look are made. E-mail digital photos of the item or a photo fax can also be sent to the agency. For those who want to stop by and just browse through what is available, the warehouse is located at 1537 W. Jackson and is open Monday through Friday between 8:00 a.m. and 5:00 p.m.

Do you hold auctions? If so, how often?

Three public auctions are held per year. The next public auction is scheduled for Saturday, April 24th at 8:00 a.m. until the last lot is sold. Approximately 600 to 1,000 people attend the auctions. The property in the sale will be available for public inspection on Tuesday through Thursday, April 20th - 22nd from 7:30 a.m. until 5:30 p.m. Surplus Property maintains a mailing list of potential bidders and if an employee wishes, they can be placed on the mailing list by calling 602-542-5701.

Are auctions open to the general public?

Auctions are open to the public and State employees are allowed to bid on items as long as they have not directly or indirectly been involved in the acquisition, use, maintenance or disposal of the item on which they are bidding.

(Continued on page 10)

As a State employee, do we get to view items for auction before the general public?

As a general rule, employees are treated in the same manner as the general public for the purposes of public sale and are *not allowed to preview property prior to the public.*

As a State employee, do we get any discounts on the Surplus Property?

No.

After an auction, what happens to the surplus property that was not sold?

Items are grouped into "lots" to be sold and typically there are very few that don't generate a bid. Of the 400 – 500 lots in any given sale, very few do not generate a bid. If a lot doesn't get a bid, it is usually because the property is in very poor condition. Recycling for the base materials is the typical method used for disposal of these lots.

I understand you have a distribution system of eligible governmental and non-profit organizations. How does that work?

The State of Arizona transfers surplus property to political subdivisions and certain types of not-for-profit agencies at a set price. All political subdivisions of the State can join the program. However, not-for-profit agencies must be educational, health-related, or a provider of assistance to the homeless or impoverished to qualify. Currently over 650 organizations participate in the program.



Employees of the Second Quarter



Sue Witt



Connie Swanson

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

Jennifer Rawe	Capitol Police
Jerri Pennington	FSD
Don Fitzpatrick	GSD
Sue Witt	HRD
Connie Swanson	MSD



Don Fitzpatrick



Jerri Pennington



People on the Move



Division	Welcome	Good-bye, Good Luck
Financial Services	<ul style="list-style-type: none"> Loretta Hanna – new hire Rene Kobak – new hire Darlene Lee – new hire Rebecca McVey – new hire Rita Mendivil – new hire Dianna Miller – new hire 	<ul style="list-style-type: none"> Stephanie Cernich left state service Mary Kirchmann transferred to AHCCCS Chad Koehnke left state service Jeffery Sanchez transferred to Office of Administrative Hearings
General Services	<ul style="list-style-type: none"> Wendell Grasee transferred from DPS Veronica Luna – new hire Antonio Morales – new hire Matthew Smith – new hire Scott Turner – new hire 	<ul style="list-style-type: none"> James Cox transferred to ADOT Sam Cox retired James Esposito left state service Richard Finger left state service Gerald Foley left state service Al Francis transferred to Health Services Claude Howze left state service Cheryl Judd transferred to Liquor License Control Jed Nitso left state service Charles Olsen transferred to Revenue Eric Reed left state service Tanya Salinas left state service William Sterling left state service James Stiles transferred to School Facilities Board James Warner left state service Tillie Weiss left state service
Human Resources	<ul style="list-style-type: none"> Connie Copeland transferred from Director's Office 	<ul style="list-style-type: none"> Mark Adams left state service
Information Services	<ul style="list-style-type: none"> Roger Baune transferred from ADOT Kathleen Dougherty transferred from ADEQ Jacqueline Nelson – new hire 	<ul style="list-style-type: none"> Chase Dubs left state service Allan LaRue retired Kathleen Phillips retired
Management Services		<ul style="list-style-type: none"> Christina Mendiola transferred to Water Resources Department
Director's Office	<ul style="list-style-type: none"> Lupe Lerma-Baysinger transferred from Secretary of State 	
Telecommunications Program Office	<ul style="list-style-type: none"> Andre Briere – new hire 	
HRIS	<ul style="list-style-type: none"> Justin Ross transferred from ISD James Spielman – new hire 	<ul style="list-style-type: none"> Nanette Nunez-Mendez transferred to Health Services Amanda Zibell transferred to Criminal Justice Commission