

Annual Awards Celebration

“Genuine recognition of performance is something people really appreciate. People really don’t work for money. They go to work for it, but once the salary has been established, their concern is appreciation. Recognize their contribution publicly and noisily, but don’t demean them by applying a price tag to everything.”

Phillip B. Crosby from his book Quality is Free

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he State of Arizona Department of Administration believes in recognizing the loyal, efficient and dedicated employees who provide valuable services to the citizens of our State. The annual awards presentation is one of the many ways we have been recognizing our employees since the BRAVO! program’s implementation in 1999.

All recognition, both formal and informal, is so important. There is no shortage of research and expert opinion on the positive impacts of recognition in the workplace. The fact is, recognition fosters job satisfaction, builds self-esteem and reinforces desired performance.

Whether formally through a Cause for Applause, or a nomination, or informally with a thank you or other expression of appreciation, we must remember to recognize those we work with when they have earned it.

Each year the Department of Administration holds an Annual Awards Celebration to recognize employees and teams for their outstanding performance and dedication to the service of our customers. Nominations are accepted in five categories with awards given to one individual or team in each category.

SUPERVISOR OF THE YEAR recognizes an employee who demonstrates excellence in leadership, motivation and support of staff toward the attainment of division and department goals and for positively affecting employee morale.

PUBLIC SERVICE AWARD recognizes an employee who has demonstrated, through volunteerism or other public service activity, a commitment to civic responsibility, a concern for the community and a dedication to improving the quality of life of its residents.

CAREER EXCELLENCE AWARD rewards employees who have demonstrated exceptional levels of performance within their career fields and have made an outstanding contribution to the agency and its goals.

TEAM OF THE YEAR rewards teams who have made exceptional contributions with measurable results in improved customer service, increased work efficiencies and/or toward the achievement of division/department goals and objectives.

EMPLOYEE OF THE YEAR

This category recognizes and rewards one employee in the Department whose dedication to continuous improvement, teamwork and customer service improves the products and services provided by the Arizona Department of Administration and enhances the customers’ ability to achieve their goals.

The nominations are reviewed and scored by a committee made up of employees from each division within ADOA. The winner in each category is announced at an agency-wide celebration where the individual winners receive a plaque, a certificate of appreciation, and their photo on display for one year in the lobby of the ADOA building. The team winners receive a team plaque, individual certificates of appreciation and their team photo displayed in the lobby of the ADOA building. This year ADOA will recognize the winners at a celebration on November 10th, beginning at 9:00 a.m. in the lobby and patio area of the ADOA building. We hope that everyone will attend to applaud those who are nominated and congratulate those who win.



The Director's Corner



Betsy Bayless

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

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October...fall is in the air and the weather will be getting cooler! Here at ADOA this time of year brings two very worthy and important programs to mind: ADOA's annual Employee Recognition Program and the State Employees Charitable Campaign.

ADOA's Employee Recognition Program provides each of us with the opportunity to nominate our peers for Employee of the Year, Supervisor of the Year, Team of the Year, Public Service Award, and the Career Excellence Award. This year we received 98 nominations representing 365 employees. In the next few weeks we will be announcing the nominees and their pictures will be displayed in the ADOA lobby. On November 10th at our annual Employee Recognition Program, we will award this year's winners. Mark your calendars and plan on attending our recognition program and supporting all the nominees.

This year's State Employees Charitable Campaign (SECC) Phoenix Kickoff event was held September 15th at the North Phoenix Baptist Church and the Tucson Kickoff event was held September 22nd at the Manning House in Tucson. ADOA's Kickoff was September 23rd. This year's statewide goal is to

raise \$1.83 million and ADOA's goal is to raise \$75,000.

Something new has been added to SECC this year: the "**Plus One...+ 1 Campaign.**" SECC is asking for just a dollar a week, or if you are already giving to SECC to increase your donation by a dollar a week.

Additionally, SECC is going high tech! This year they are making contributing even easier by using "eWay." You will be able to make your pledge online by logging onto <https://donor2.united-eway.org>. Pledges can now be made online through payroll deduction, credit/debit card, or electronic check using the secure site.

Your donation will help save lives, create opportunities and brighten futures locally, statewide, nationally and internationally. We can all make a difference. I hope you will donate to this year's SECC and make our community a better place...

Give a hand, touch a heart...

Together we win!

Betsy Bayless



*"The best thing to give to your enemy is forgiveness;
to an opponent, tolerance; to a friend, your heart;
to your child, a good example; to a father, deference;
to your mother, conduct that will make her proud of you;
to yourself, respect; to all men, charity."*

~ Francis Maitland Balfour

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 5th 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



October

11th Columbus Day—State Holiday

16th Arizona Mining and Mineral Museum's annual Fall Family Day from 10:00 a.m. to 4:00 p.m., 1502 West Washington Street

November

9th Arizona Government University's (AzGU) third annual Education and Career Fair at Wesley Bolin Plaza from 10:00 a.m. to 2:00 p.m.

10th ADOA Annual Awards at 9:00 a.m., ADOA lobby and patio area. Refreshments will be served

11th Veterans Day—State Holiday

25th Thanksgiving Holiday



December

8th ADOA Holiday Celebration – ADOA lobby – details forthcoming



September/October Milestones

Five years

CP Christopher Burris, Claudia Morado

FSD Monica Booth, Arlita Campbell, Diane Bachlor

GSD Alex Soto, James Steward, Mary Clay

HR Karie Miller

Ten years

GSD Frank Downey

ISD Sean Smith

Fifteen years

ISD Tammy Garrobo, Gus Zamora

FSD Sherry Gates

MSD Daniel Marquez,

Mark Willie, Robert Gandara

HRD David Weller, Anna Moreno

Twenty years

GSD Virgil Compton,

Tomas Martinez

Twenty-five years

FSD Pamela Reay

Thirty years

GSD Terry Nickerson



Wise Words

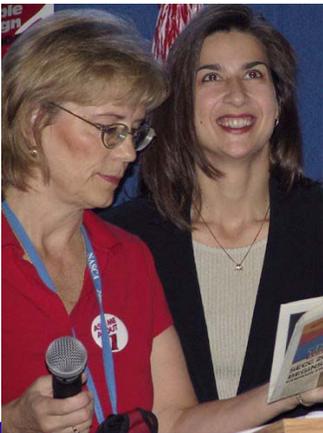
“Sit down and think about everything you DO have.”

~ Michelle C. Ustaszkeski

SECC Kickoff



Betsey Bayless, State SECC Co-chair, Angela Fischer, ADOA SECC Coordinator and Ruth Stieger-Gentle, SECC Finance Manager, kick-off ADOA's SECC on Thursday, September 23rd, to an enthusiastic crowd!



GAO Goes Hawaiian!

Each year, after the fiscal year closes, the General Accounting Office celebrates the end of the long hours and stress involved in helping all the State's agencies properly close out the year's financial records. A "Fiscal Year-End Party" tradition started long ago to reward the employees' hard work. The event is expected, but each year the theme changes. Past parties planned by the Spirit Committee have focused on Greek, Carnival and Western themes. This year's theme was *Hawaiian Luau*.

When attendees heard that grass skirts were available for purchase, they showed mild interest. When they were told that the group with the highest percentage of grass skirts would be first in line for the food, Spirit Committee members were stampeded with orders. Over 90% of all GAO wore a grass skirt and/or other Hawaiian wear (check out the picture of Clark Partridge in the coconuts) for the big event.

Attendees received a traditional greeting that included a lei. With Hawaiian music playing in the background, revelers donned name tags of their Hawaiian names. Traveling incognito, they fortified themselves with drinks. After the strawberry daiquiris (non alcoholic, of course) were consumed, the tattoo parlor was open! Once they were completely unrecognizable to their coworkers, they devoted themselves to games.

The bowling seemed ordinary enough, until you realized that the balls were actually hairy coconuts. The hula contest accommodated up to four dancers at a time. The "tacky tourist" relay race required two sets of partners. Each team placed a racer at either end of a course. The first person put on all the tourist gear: loud Hawaiian shirt, cheap camera, flowered hat, goggles, beach towel and plastic inner tube. He or she ran down the course, handed all the gear to the other player who donned it in turn and then raced back, wearing everything all the way! Those who considered themselves to be limber, or who remembered being limber, worked their way under the limbo stick. This was all accompanied by a lot of laughter and good-natured rivalry.

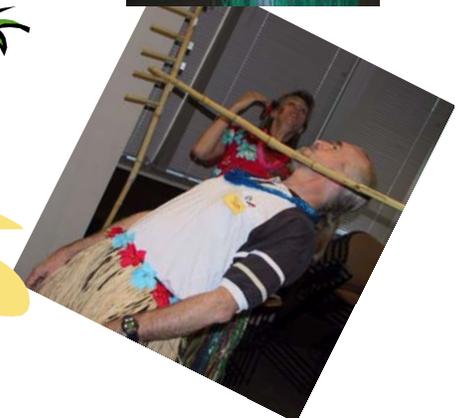


Some highlights of the events

- Tacky Tourist Relay Race Winners : Greg Vokoun and Jake Heaton
- Dessert Bake Off
 - Best Tasting: Donna Cordova's white chocolate cheesecake
 - Most Authentic: Dan Spencer's rum cake
 - Most Original: Rosie Tomforde's baklava (don't ask!)
- Best Hawaiian Outfit: Sal Derner
- Best Hula: Amy Aeppli
- Best Limbo: Jake Heaton



Great food and games were enjoyed by all!



State Employee Becomes Endurance Mountain Biker



By workday, his world is a 6' x 8' State-issued cubicle decorated with family pictures and Arizona Wildcat memorabilia. However, at least three days a week when his workday ends, his world is picturesque mountain preserves decorated with a cloud-studded blue sky and desert flora. This State employee becomes endurance mountain biker.

His passion for mountain biking, which began approximately seven years ago at the invitation of some college friends, revived an earlier pleasure. His childhood bike riding, although much tamer than his current pursuit, rewarded him with the opportunity to be outside, having fun with his friends. While he experiences these same rewards with his current riding, he has also found that it is a great stress reliever and conditioning program.

To prepare for the five or six races in which he competes each year, he typically rides 20 to 25 miles three days a week and spends an additional two days a week using a stationary training bike. The stationary bike is primarily for interval training and strength building.

Endurance mountain biking it seems is an ideal choice for Arizona which is "renowned as a mountain biking mecca" because of the number and variety of trails, the weather that allows for year-round biking and a biking culture that is fascinated with nighttime in the desert.

Nighttime and the desert are two key ingredients of his most memorable ride to date – 24 Hours in the Old Pueblo, held in Oro Valley, just north of Tucson, each fall. As its name implies, the race takes place over a 24-hour period from noon on Saturday to noon on Sunday. In last year's race, more than 1,500 bikers participated, many arriving earlier in the week and forming campsites, all creating a very festive atmosphere.

His team *Tope y las Tortugas*, or *Speedbump and the Turtles*, which consists of one female (*Speedbump*) and four males (*the Turtles*) elected to switch riders at the conclusion of each 17-mile lap. One of his three laps, which began in the dark of night and ended at sunrise, could only be described as "surreal." The interplay of shadows, speed and critters proved particularly challenging.

For him, the races are not about winning over others but rather racing against himself – that and the camaraderie and the physical and mental benefits are his continuing motivation.

Racing against himself has translated into his next goal of completing a 100-mile race. And when he wins the lottery, he'd like to complete the Continental Divide Race in which participants bike from Canada to Mexico along that great barrier between east and west over a 40- to 50-day period.

And who is our State employee – mountain biker?

None other than Yuri Bahti of our own HRD Benefits Office.



Many Hands Make Light Work

Many hands made Open Enrollment 2004 a success and helped to lighten the tremendous workload, a workload that included:

- Servicing 1,295 walk-ins to the Benefits Office
- Handling 42,742 telephone calls to the Client Services Center
- Conducting 22 benefit fairs that were attended by 12,015 members
- Responding to 3,832 emails
- Making 5,484 address changes and
- Processing 300 hard copy enrollment forms.

Staff directly involved in the open enrollment process found motivation in the positive feedback they received, feedback that included the following:

From a Department of Transportation employee

Just thought I would let you know . . . I am hearing the buzz around the building. . . people are talking about the insurance, comparing carriers - and getting enrolled. They seem to be excited that they have a choice, and I haven't heard even one person complain. All the hard work you guys have done to prepare is paying off!

From a retiree

I just finished using the internet to enroll for health care and wanted to commend you on making what I was fearing might be a very complicated procedure exceedingly simple and easy. Thank you very much.

From a caller to the Client Services Center

Your people are to be congratulated; they are so pleasant and patient.

From a university retiree

With so many choices, it felt like Christmas signing up for my benefits.

From a Department of Economic Security employee

You guys are wonderful!!!! You all deserve a pat on the back and a raise.

From another Department of Economic Security employee

I just want you to know how grateful I am . . .the support systems available to assist me were great!!!! When I had problems, there were several ways to get help which calmed my fears.

From a Department of Corrections employee

Thank you. The service has been fantastic.



**Client Services Center
on the last day of
Open Enrollment**



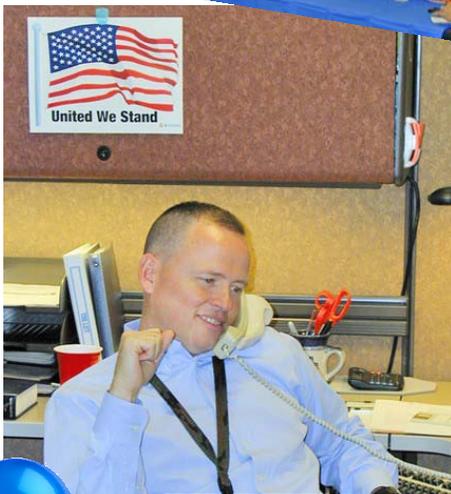
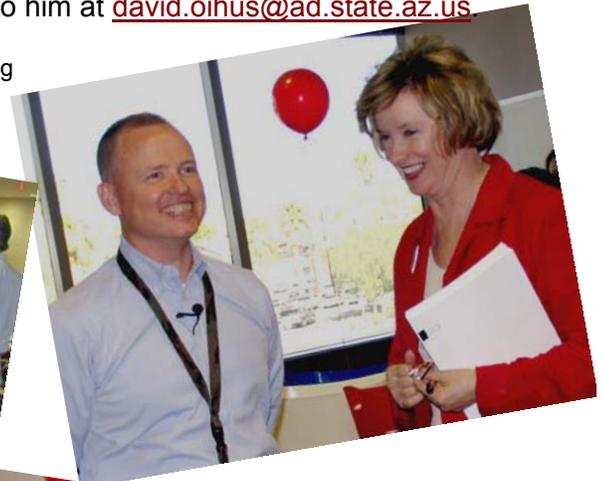
David Oihus Leaves ADOA To Serve His Country

David Oihus said goodbye to ADOA and to his family recently to begin a year-long military tour of duty. David has been in training for this assignment with the Marine Corps for quite some time, and is proud to have the chance to use his skills to serve his country.

David's tour will begin in Yuma where he will receive further training until his departure to Iraq the first week of November. There, David will provide protection for military chaplains while they serve the religious needs of our men and women in harm's way.

As seen in the pictures, many of David's coworkers and friends gathered to bid him farewell. His wife, Michele, and their three children Eric, Alex and Hanna were also present to hear just how much we appreciate David and wish him a safe trip and quick return. After his tour of duty, David will return to ADOA Travel Reduction Programs to assume his regular civilian duties. Though David will be off the Capitol Mall for a year, he will still have periodic access to GroupWise. You may write to him at david.oihus@ad.state.az.us

Photos by Ron Gag, Greg Dillard and Annette Fettig



Fireworks, Power Outages, Turning up the Heat and Working in the Dark!

More than fireworks lit up the sky this past Fourth of July. The APS West Wing substation experienced fireworks of its own from a fire which destroyed five transformers.

The community was called upon to assist in preventing power outages and rolling blackouts to businesses and residences. The Governor quickly ordered all State agencies to do their part by requesting energy conservation.

The General Services Division and the property management staff from OPUS and TrammellCrow went to great efforts to reduce overhead lighting and adjust temperatures. These efforts were more than a few commands on a keyboard or the turning of a light switch. Consideration had to be given for internal offices (with no windows and mostly no task lighting), conference rooms and file rooms. When circuit breakers were switched off, a manual observation was made to make sure employees had adequate lighting. In some cases they were totally in the dark but the problem was quickly remedied so employees could continue working.

Twenty-one buildings in the complex are cooled by a chiller system and temperatures were adjusted by raising the chilled water temperature. There are also twenty-three buildings that are not cooled by a chiller system and thermostats were adjusted and monitored manually.

During the first day of the energy conservation efforts, GSD, OPUS and TrammellCrow staffs put forth great effort and patience adjusting lights and temperatures, effective from noon to 6:00 p.m. daily. On July 7, APS expressed their appreciation and said efforts were a great success but conservation was still a necessity. GSD staff and employees rose to the call and turned off the overhead lighting, where feasible, from 7:00 a.m. to 5:00 p.m. and the temperatures remained at 82 degrees.

All these efforts resulted favorably and APS and SRP did not have to implement rolling blackouts. On July 14th, "cooling adjustments" were implemented. The buildings were set at 78 degrees until 2:30 p.m. and then raised to 82 degrees during the 3:00 p.m. to 6:00 p.m. critical energy usage hours. The overhead lighting remained off from 7:00 a.m. to 5:00 p.m. The buildings were more comfortable and some employees were even beginning to like the "low light" atmosphere.

Everyone's efforts and commitment paid off and on August 9th, building operations returned to normal. Thanks go to the ADO/GSD and property management staffs that made the Lights Go Out in Phoenix!



TrammellCrow Property Management:
Omar Molinas, Shannon Dutton and John McConaghy

**Thanks to all
of you for
making a
difference!**



The GSD staff:
Standing: Don Fitzpatrick, Kyle Temple, John Lichty, Richard Ostrom
Kneeling: Ed Downey, Antonio Morales, James Skrypeck, Andrew Stephanik



The Opus team:
Gary Bone, Mark Stromgren, Tony Rollier
Shanda Ferris and Phil Ellis



Ask the Experts

Spotlight on Information Services Division, Local Area Network Group

What hours is LAN support available?

A technician is available weekdays from 6:30 a.m. to 5:30 p.m. Off-hour calls are taken by an on-call technician. To contact the LAN Support Desk call 602-364-4444 and select option 3 for Data Network services and selection 1 to access ADOA LAN services.

We hear about telecommuting. Are there ways I can use my desktop and email from home?

The ADOA LAN is responsive to your needs in regards to telecommuting. There are several ways the local area network can assist you in performing your job from home:

The ISD Security group provides the Virtual Private Network (VPN) to gain access to the main-frame applications and to access the terminal server services.

The terminal server allows you to log into our network through the Internet and gives you desktop access to office applications as well as your normal network file storage such as your personal I: drive and all of your shared drives. You must also subscribe to the VPN service in order to subscribe to terminal server.

Everyone has access to their GroupWise email account from anywhere using the web. The address is <http://groupwise.state.az.us>. Just remember to password protect your e-mail account or you won't be able to log into the email system remotely. VPN service is not required for email-only access.

i-Folder application. This application gives you an area on the file server where you can save your documents and files for quick access from home or anywhere in the world. VPN service is not required for *i*-folder service. You can work on documents from home or at work and your files will remain synchronized at either end.

Virtual Office/Virtual Teams will be offered soon. This service will give you a one-stop web page to check your email and calendar, send instant messages, access files and work on projects collaboratively. You'll be able to easily set up and manage your own virtual teams and file sharing for common projects.

To telecommute, talk with your supervisor and contact [John Corbett](#) in MSD's Telework section at 602-542-3637 or visit their web site flexweb.azgu.gov or click on Telework ADOA in your NAL window.

There are lots of viruses out there. How safe is our network?

The LAN group is dedicated to making sure the system and your files are protected with the latest and most active virus protection applications. Each desktop is protected and kept up to date. This is the reason you are encouraged to log off each night so that updated virus protection will be loaded to your desktop each morning when you log on. The file storage servers are equipped with virus scanners to keep a diligent eye on documents and files. Both incoming and outgoing email messages are checked. However, the best line of defense is YOU. Take precautions when transferring files from floppy disks and downloading files from the Internet.

How current is our operating system and application systems?

ADOA is fortunate to be aggressive in its policy of upgrades and keeping abreast of the latest versions. We make a point to update the file server and desktop hardware on average every three years on a rotation cycle. As soon as operating system updates are fully tested internally and deemed to be safe, they are updated at the desktops. File storage systems have the most up-to-date versions and the GroupWise email system is kept at the latest version as well. You have the capability to get the latest versions of desktop applications as well depending on your needs.

Changing Appointments and Delaying Message Delivery

Tech Tip



Changing Appointments in GroupWise

If, after making an appointment with a room reservation, your plans change, please delete or change the appointment as soon as possible, thus making the conference room available or open for others.

Here is how to delete (cancel) an appointment/room reservation:

1. Click on the Sent Items folder.
2. Highlight the appointment item for the reservation you want to cancel. It is easy to find the date if you sort the "Sent Items" folder by Date Descending so the future appointments will appear at the top of your window. (Right Click on the DATE Header, select "Sort Descending").
3. Right Click the highlighted appointment to be cancelled and select Delete.
4. CRITICAL: A dialog window appears ... ALWAYS check the box for "Delete from All Mailboxes." If you fail to do this, the room is still scheduled in your name, and only removed from your personal calendar. A successful cancellation means it is removed from your calendar, the other attendees and the conference room calendar.
5. Click "OK."
If this was a reservation using auto-date, the next dialog window appears ... do you want to delete "This Instance" or "All Instances" ... choose accordingly.

You can always confirm your cancellation by proxying into the conference room and verifying that your reservation is indeed changed. If additional assistance is required, contact the appropriate person in charge of that conference room.

If you only need to change something about the appointment:

Perform Steps 1 and 2 from above then:

3. Right click and select Resend.
4. Make the necessary changes (may want to redo the busy search for appointment conflicts).
5. Click Send when you are finished making changes.

Click "Yes" to retract the original.

Remember, to keep track of who accepted your invitation, right click on the sent item and click on Properties. You will be able to see the status of all attendees as well as the conference room.

Delaying delivery of a message

Did you know GroupWise has the ability to create messages to be sent automatically at a predetermined time in the future. It is called "Delay Delivery." These are the steps to create a "Delay delivery" message.

Open a new mail or task window.

Click on the "Send Options" tab.

Put a check mark in the "Delay delivery" check box, and fill in how you want the mail delayed.

Now click on the "Mail" tab and continue creating your message.

When you send this message, a sent item will be created in your "Sent Items" folder so you can delete it before it is sent, if appropriate.



People on the Move



Division	Welcome	Good-bye, Good Luck
Financial Services	<ul style="list-style-type: none"> • Scott Geiger - new hire • Mary Harris - transferred from Industrial Commission • Susan Hernandez - new hire • Irma Mendoza - new hire • Rana Schultz - new hire • Donald Stevenson - transferred from Veterans Services • Michelle Tessier - new hire 	<ul style="list-style-type: none"> • Cheryl Andes - left state service • Jolynn Carlson - left state service • Paul Carolan - transferred to Department of Education • Connie Gerdes - left state service • Richard Layton - passed away • Suzanne Lopert - left state service • Rita Mendivil - left state service • Antonio Sotelo - transferred to Water Infrastructure Finance Authority • Tom Zuppan - left state service
General Services	<ul style="list-style-type: none"> • Rudolph Canisales - new hire • Mark Duran - transferred from Department of Corrections • Peter Esquer - new hire • Donald Henderson - new hire • Diana Stein - transferred from Department of Public Safety • Tanya Thomas-Moore - new hire 	<ul style="list-style-type: none"> • Ida Camacho - transferred to Arizona State University West • Rene Castillo - left state service • Luis Guzman - left state service • Huey Hubbard - left state service • Peter Laroque - transferred to Arizona Department of Transportation • Ralph Mellecker - transferred to Department of Corrections • Donald Ransom - retired • Gyula Ringhoffer - left state service • Bruce Speckhart - retired • Christopher Stiefer - left state service
Human Resources	<ul style="list-style-type: none"> • Kimberly Adams - new hire • Michele Berroth - new hire • Evelyn Garcia - transferred from Department of Corrections • Tony Gottlob - new hire • Evelyn Ortega - new hire 	<ul style="list-style-type: none"> • Rebecca Curtman - left state service
Information Services	<ul style="list-style-type: none"> • Michael Collins - new hire • Maria Hall - new hire • Belinda Peng - new hire • Christine Rightnour - new hire 	<ul style="list-style-type: none"> • Angel Bingham - left state service • Dianne Burton - left state service • Rosalia Estorga - transferred to Health Services • Nancy Hemmerly - left state service
Management Services		<ul style="list-style-type: none"> • Jeffery Brannen - left state service • Susan Myers - transferred to Secretary of State's Office • Benjamin Winters - left state service