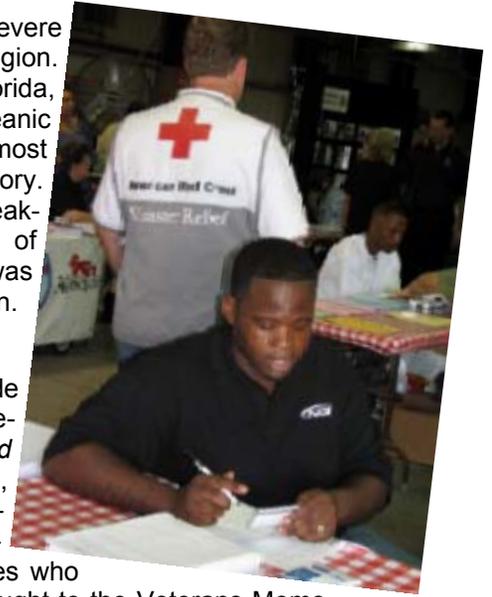


Hurricane Katrina ADOA Assists Displaced Louisiana Evacuees

The massive effects of Hurricane Katrina brought severe damage, flooding, and loss of life in the Gulf Coast Region. Its effects stretch across the states of Alabama, Florida, Georgia, Louisiana, and Mississippi. The National Oceanic and Atmospheric Administration named Katrina the most destructive storm to hit the United States in history. Katrina's sustained winds reached 175 mph but weakened slightly before it reached landfall. The size of Katrina extended 120 miles from its center. Katrina was the 11th named storm of the 2005 Atlantic storm season.

Operation Good Neighbor

As federal, state and local government came to the aid of Hurricane Katrina victims, Governor Napolitano declared an emergency resulting in *Operation Good Neighbor*. Working in conjunction with public, private, and volunteer disaster relief partners, Arizona prepared for the arrival, care, housing, short and long-term needs of over 600 displaced Louisiana evacuees who



were brought to the Veterans Memorial Coliseum in Phoenix and the Tucson Convention Center over the Labor Day holiday.



ADOA joined forces in *Operation Good Neighbor* in an effort to assist the Louisiana evacuees arriving in Arizona. Many other state, local and private agencies were involved in the relief effort. At a glance, here's what some state agencies did in *Operation Good Neighbor*:

- The Department of Public Safety provided security on the state fairgrounds and inside the Coliseum.
- The Department of Health Services coordinated health care screening and health care delivery to evacuees. Health Services, along with the Red Cross, oversaw behavioral health services including assistance for evacuees who were in need of assistance with substance abuse.
- The Department of Corrections and Department of Juvenile Corrections supplied set up support, televisions, towels and laundry services at the Coliseum.
- The Department of Transportation worked with federal officials to relax rules, allowing trucks to proceed more easily through Arizona to deliver needed supplies to affected disaster areas. The Department of Transportation, Motor Vehicle Division, set up a fully



(Continued on page 6)

The Director's Corner



Betsey Bayless

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

ADOA
100 N. 15th Avenue
Phoenix, AZ 85007
(602) 542-1500

Janet Napolitano
Governor

Betsey Bayless
Director

Contributing Staff

Lupe Lerma
Editor

Rena Barber
Tucson

Joanne Brooks
GSD

Julie Cruse
Risk Mgmt.

Christy Fruitman
MSD

Mark Johnson
EPS

Susan Lehr
Design/ISD

Jeri Penrose
HRD

Jan Sharon-Strieby
GAO

Ruth Stieger-Gentle
HRD

Betty Topar
GSD

Connie Wheeler
ISD

Alternative Formats

This document is available in alternative formats.

Contact:

Lupe Lerma
at (602) 542-0062

By the time this issue of News & Views goes to press, I will no longer be Director of the Arizona Department of Administration. Before I left state service, I took time to reflect on the many accomplishments ADOA has achieved in the past few years. I am proud of our achievements as a State agency. Some highlights include:

HRIS (Human Resources Information Solution) – Go Live

The implementation of HRIS was underway before I was appointed Director. The HRIS project was an enormous initiative that took years of discussion and planning. This became one of my top priorities from the onset. I joined members of the HRIS Team in meetings to discuss and make decisions regarding the project. “GO LIVE” occurred on December 29, 2003. I recall that the HRIS Team was energized yet appeared tired as team members had worked day and night the previous month to make final adjustments to the system before launching HRIS.

In the nine days between December 29, 2003 and January 6, 2004, 1300 end users entered over 470,000 employee time records and personnel actions into HRIS. In addition to HRIS team members, there were agency personnel working on New Year’s Day and the weekend. The level of effort and statewide commitment to successfully pay 41,069 state employees is unmatched in state government history.

The core HRIS system continues to perform well and Phase II roll-outs, such as Hiring Gateway and Employee Self-Service (Y.E.S.), have progressed. Planning activities have begun on the roll-out of data warehouse views, process flow and performance management. We will continue to make improvements on a daily basis to meet the needs of managing the largest workforce in the State of Arizona.

Arizona Benefit Options

Through the tireless efforts of many ADOA employees, the State of Arizona realized a Self-Insurance Program for more than 70,000 employees, dependents, and retirees. We formed a Self-Insurance Implementation Team of over 50 ADOA employees from Human Resources, Management Services, Information Systems, Risk Management, Enterprise Procurement, and the Director’s office, whose strengths and talents complimented one another in an effort to ensure we met the needs of State employees. The work was long and hard, but the rewards are great.

The Self-Insurance Implementation Team had only four months to implement something that typically takes nine months or longer to complete. The complexity of the implementation is beyond words. Just the fact that 70,000 state employees and retirees would be subject to a change in their health coverage was something that could not be taken lightly. Many state employees and retirees had health coverage through CIGNA for over 20 years. CIGNA would no longer be an option for the State, consequently, every state employee, university employee and retiree would have to enroll in a new plan to obtain medical coverage.

The team successfully enrolled over 58,800 employees and retirees in the new Benefit Options program. The enrollment also brought in almost 1,000 more employees who had previously declined health benefits with the State, indicating that employees clearly saw the value of the new Benefit Options program.

Telecommunications

In 2004, the Telecommunications Program Office (TPO) was established to spearhead efforts to privatize telecommunications services statewide. The privatization effort would result in new efficiencies for all state agencies. ADOA staff spent countless hours in due diligence, evaluation meetings and vendor negotiation meetings. The meetings were long and intense, yet essential to the

The final test of a leader is that he leaves behind in other men the conviction and the will to carry on.
Walter Lippmann

(Continued on page 4)

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.



Mark Your Calendar

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



October

10th Columbus Day - State Holiday

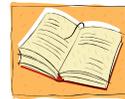


14th - Nov 6th Arizona State Fair



21st PRCA Southwest World Championship Rodeo
- Glendale Arena

31st *Books Are Fun* fundraiser for ADOA Employee
Recognition - ADOA Patio



November

11th Veterans Day - State Holiday



24th Thanksgiving Day - State Holiday



July/August Milestones

Five years

Risk Robert Manson, Vera Popovic, Edward Walsh, Michelle Wilkerson
GSD Migdalia De La Cruz, Ruben Martinez, Jose Medina, Richard Tegeler
CP Thomas Moen, Andrew Staubitz
HRD Miriam Anzures
ISD Dorian Eberhardt
GAO Katherine Roberts

Ten years

CP Stephen Hall
GSD Kyle Temple

Fifteen years

DO Paul Shannon
CP Marcelina Lugo
Risk Dan Wheeler
ISD Tim Grady

Twenty years

Twenty-five years

GSD David Diaz
Risk Mira Dobson
ISD Colleen Mapes, Delia Sampson

Wise Words

"Zeal without knowledge is fire without light."

~Thomas Fuller



(Continued from page 2)

success of the telecommunications initiative.

On March 28, 2005, the Arizona Telecommunications Services (ATS) was successfully transitioned to the new statewide telecommunications service called Arizona Network (*AZNet*). The network converges voice, video and data into a single statewide network and is gradually being implemented in all state agencies, boards and commissions. The Department of Revenue (DOR), the Department of Environmental Quality (DEQ) and the Department of Game & Fish were some of the first agencies to transition to *AZNet* on September 1st. The Arizona Health Care Cost Containment System (AHCCCS) transitioned part of their services on September 12, 2005 and the remainder of AHCCCS will transition November 16, 2005. The Department of Health Services (DHS) transitioned September 22, 2005. The Arizona Department of Transportation (ADOT) is on schedule for October 1, 2005 and the Department of Economic Security (DES) is scheduled for November 1, 2005. A series of Town Hall meetings are being held for agencies scheduled to transition in December (2005) and January (2006). Those agencies include: The Department of Agriculture, Arizona State Retirement System (ASRS), Department of Juvenile Corrections, Department of Insurance, Land Department, Registrar of Contractors, Department of Banking, Department of Public Safety, Attorney General's office, Department of Commerce and the Department of Real Estate. The system will be fully operational within two years.

In July 2005, ADOA and the Telecommunications Program Office mourned the loss of Andre Briere, TPO Director. Andre led a superb team to address the state's telecommunications needs and is credited for a successful implementation of the innovative public and private partnership, *AZNet*. He will be remembered for his efforts and leadership to assure the State of Arizona has an effective and efficient consolidated, shared telecommunications infrastructure to meet the needs of government agencies, their employees and the public. We will miss him.

Value in Procurement (VIP)

In January 2005, the VIP program was established to identify and document sustainable savings for taxpayers over the next three years by reengineering procurements' business processes and relationships among State agencies to effectively leverage the State's purchasing power. VIP is a broad-based, multi-faceted approach to improve efficiencies, generate cost savings, enhance statewide procurement practices and eliminate duplication in State government. Specific techniques include strategic sourcing, spend management and reverse auctions. Projected savings total \$136.2 million by the end of fiscal year 2008. To date, we have documented \$78.66 million in savings.

Fleet Management

ADOA proposed a minimum mileage policy to the Efficiency Review (ER) Steering Committee to improve utilization of state fleet vehicle assets. The policy would apply to light duty vehicles (<8,500 Gross Vehicle Weight (GVW) only) and would set a standard of 1,000 miles driven per month for all state fleets. Vehicles from the Department of Public Safety, the universities, and the community colleges would be excluded from the 1,000 miles per month standard.

In February 2005, a letter was sent to all agency directors directing them to compile mileage records for each vehicle driven less than 1,000 miles per month for the first 6 months of FY 2004-2005; make a decision to retain or dispose of each underutilized vehicle; and document the rationale for retaining each underutilized vehicle. In an effort to further identify and reduce underutilized vehicles, a cross-agency task force was formed in July 2005 to review agencies' fleets with a goal of eliminating additional vehicles. The task force held its first meeting in August and will focus on 526 vehicles that are driven less than 300 miles per month. Vehicles used in maintenance activities or for security-related duty in the state correctional system will be exempt. The goal of the project is to save \$5.1 million over a five-year period.

Leasing/Space Utilization

The Department of Water Resources is on target for relocation to its new headquarters at 3550 North Central Avenue. This lease was the pilot for the Tenant Broker concept and led to issuance of a Request for Proposals (RFP) for a long-term Tenant Broker Representative.

In June 2005, a contract was awarded to Staubach Company for real estate brokerage services. The tenant broker contract will provide professional tenant/buyer representation in the lease and purchase of office space for all State agencies. This is a statewide broker services contract and the broker will be paid by the landlords not by the State. While agencies will not be required to use these services, we anticipate that many will as the vacancy rate continues to fall and the office market changes from a tenant's market to a landlord's market. Another service that will be included by Staubach is the development of a strategic plan for office space. Staubach representatives have been meeting with the various agencies with office leases to gather information. This information will be used to develop strategies to reduce occupancy costs. The Staubach strategic plan will identify ways to be more efficient in our space use and reduce our cost of occupancy. They will be looking at early renegotiations for existing leases, the possible co-locations of other leases and possible subleases of excess space in other leases.

(Continued on page 5)

(Continued from page 4)

All state agencies now have the benefit of professional representation by a nationally regarded firm that has a proven track record with state, local and federal government agencies.

Energy Performance Contract

The energy performance technical audit contract was signed on October 28, 2004. Sempra Energy Solutions, the vendor, started the survey and currently has a crew of three lighting auditors and two mechanical auditors surveying the Capitol Mall buildings with assistance from facilities management personnel. Data is being collected in an effort to measure the existing energy consumption and usage patterns. This contract is for 35 of the Capitol Mall buildings. Sempra has submitted a detailed energy audit (containing conservation measures, annual savings, design and construction costs related to financing constructions management) to ADOA for review and comments. Annual savings guaranteed in the contract are \$205,000. The contract requires that 50% of savings generated by each measure must be deposited in ADOA's Energy Conservation Fund for use in other conservation projects.

Arizona Government University (AzGU)

Arizona is the first state to take a corporate university model and build a collaborative, across-agency-boundaries, systemic approach to workforce development. Arizona Government University was created out of a need to centralize training activities for state employees. Its goals reflect a new and dynamic way for government training to function by offering an integrated, standardized and universally recognized statewide training program for all employees. State employees can now take advantage of enhanced training through Shared Training Opportunities provided by AzGU. The training is provided by AzGU trainers and agency trainers through partnerships utilizing standardized curricula.

It is through your hard work and diligence that we have accomplished so much as an agency. You are a great team of professional employees and I will never forget your dedication, commitment, and integrity to ADOA and the State of Arizona. I know that you will successfully move forward under the leadership of your new Director.

22nd Annual Arizona State Contract Show

November 2, 2005

Enterprise Procurement Services extends the public a special invitation to attend the 22nd Annual Contract Show scheduled for November 2nd from 8:00 a.m. to 4:00 p.m. The event will be held at the Phoenix Civic Plaza, 111 N. Third Street, Hall D, Phoenix, AZ 85004. Admission is free to the public.

The Contract Show allows interested stakeholders an opportunity to network with supplies on current contract products and services. This information exchange is critical to the State achieving optimal return and effective utilization of contracting relationships. End-users more readily associate company names and products on a one-on-one basis. They can experience the "face behind the voice". Invitations have been sent to state agencies and the political subdivisions such as city, town, school, fire and water districts. Our supplier community attendees represent a broad spectrum of industries and their continued commitment is a cornerstone to the State's success.

All supervisors and managers are strongly encouraged to allow their employees to attend this important forum. Several educational offerings will be presented. Individuals who are members of the National Institute of Governmental Purchasing will receive re-certification points for attendance.

Additional event information is posted on the web at www.azeps.az.gov under the Contract Show link.

(Continued from page 1)

functioning operation to issue appropriate driver's licenses or state identification cards to evacuees.

- The Land Department supplied personnel and equipment to affected areas in New Orleans and supplied buses and other equipment for use in Arizona.
- The Department of Housing assisted with transitioning housing and created a plan for long-term housing as an option for evacuees.
- The Department of Economic Security evaluated and assessed the basic and social services needs of every evacuee. Evacuees received assistance in applying for federal assistance.
- ADOA also had a significant role in Arizona relief operations. ADOA supplied the staff and materials needed to create identification badges for the hundreds of evacuees and disaster relief volunteers.



Security, Badging and Credentialing Services

September 5, 2005 was a holiday for most state employees but for some ADOA employees it was a *Labor of Love Day* – caring for and providing assistance for over 500 evacuees brought to the Veterans Memorial Coliseum. Our very own,

Steve Bold, Risk Management Loss Prevention Coordinator, was asked to assist with the implementation of an Emergency Task Force whose initial job was to issue each evacuee an identification card. This was a tedious task. The main focus of the Emergency Task Force was to get the evacuees into the shelter, have them medically evaluated, and to ensure they felt safe in their new, temporary environment.



Steve worked with Ellis Jones, ADOA Chief Security Officer, to get the initial 512 evacuees ID cards processed at the Coliseum. Steve and Ellis worked tirelessly around the clock at the Coliseum from Sunday (September 4th) through Wednesday (September 7th) to greet each person coming through the doors for intake processing. They heard evacuees' stories of how they were evacuated from their homes and how some fled their homes with nothing but the clothes on their backs. They heard the heartbreaking stories of the damage and devastation of Hurricane Katrina.

ADOA MSD/Fleet, ISD, and Capitol Police provided personnel in support of *Operation Good Neighbor*. An "emergency" operation badging team was set up to assist in the issuance of ID cards for the evacuees. Capitol Police personnel helped the Department of Public Safety in providing security at the Coliseum.

Badges were also being issued to volunteer workers and caregivers during regular office hours. The Badging Office, located in the ADOA lobby, issued ID cards for several hundred approved volunteers who provided assistance to the evacuees at the Coliseum. ADOA had issued 667 badges by Friday, September 9th.

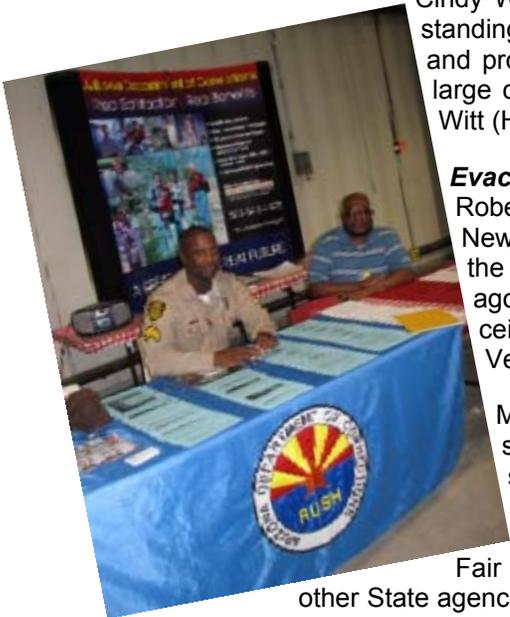


ADOA locksmith, Steve Summers, worked as the lead badging provider at the ADOA Badging Office. A second badging station was set up in the dining room to handle the large number of people arriving for an ID card. Barbara Estrada came back from her new job at Capitol Police to assist Patricia Banker (ISD) who served as Barbara's relief.



(Continued on page 7)

Cindy Womack (ISD), Karen Jennings (ISD), and Gina Vasquez (ISD) did an outstanding job at the ADOA information desk bringing calmness to a very tense crowd and providing support to the "emergency" operation badging team. There was a large crowd of people in the ADOA lobby waiting to receive an ID card and Sue Witt (HRD) did a great job in assisting with crowd control.



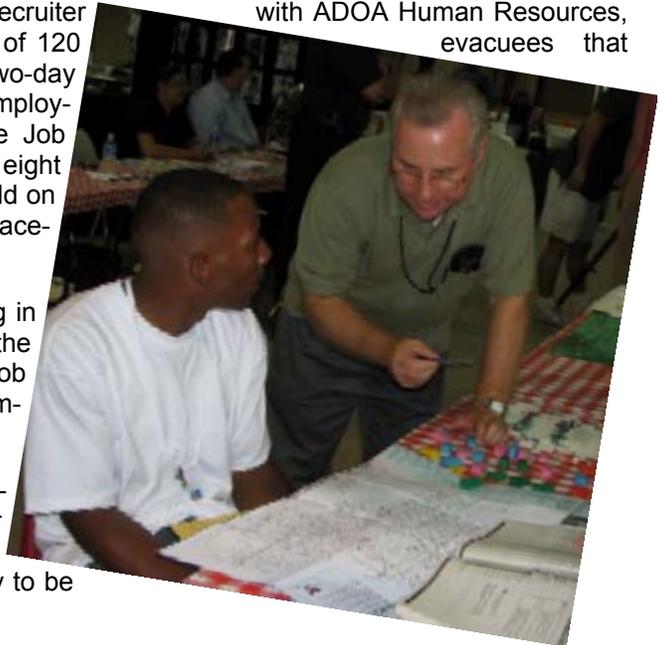
Evacuees Land Jobs in Arizona

Robert and Vanessa Nelson lost everything in the floodwaters that devastated New Orleans after Hurricane Katrina. But they have found hope and jobs with the Department of Administration since they arrived in town just a few weeks ago. The Nelsons are two of nearly a dozen Katrina evacuees who have received jobs offers with the State of Arizona as a result of a Job Fair held at the Veterans Memorial Coliseum on September 8 and 9, 2005.

Marie Palacios, senior recruiter said there were a total of 120 stopped by the two-day event. Thirty private employers participated in the Job Fair including ADOA and eight

with ADOA Human Resources, evacuees that

other State agencies. Interviews were held on the spot and offers were made for immediate job placement. There were 61 evacuees who were offered jobs overall.

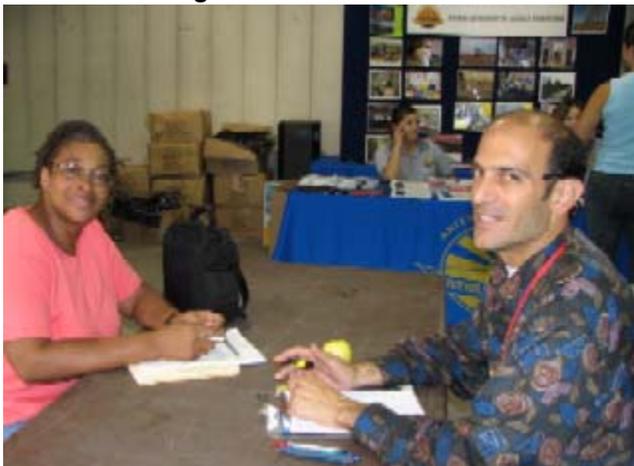


"Employers were extremely happy and excited to be participating in this event," Palacios remarked. Several local businesses and the American Red Cross donated food, water and snacks to all the Job Fair workers. "There was a real feeling of wanting to help the community and be a part of the process," said Palacios.

The Nelsons found employment as custodians with Facilities Operation and Maintenance (FOAM). They are able to work together handling custodial tasks at the Attorney General's office. After being separated for a few days after the flooding, they are happy to be together, safe and employed full-time.

Palacios is happy to have helped them find jobs. "We saw a relatively small amount of evacuees over the two days, but just helping the Nelsons has made it all worthwhile," she adds.

Operation Good Neighbor Continues



Within the first few days of their stay at the Veterans Memorial Coliseum and Tucson Convention Center, many evacuees found housing, jobs, and were receiving other assistance from government services, human and health services organizations and religious groups. Children were enrolled in public schools and started classes within days of being in Arizona.

Operation Good Neighbor efforts continue in assisting displaced evacuees coming to Arizona. Arizona received an additional 700 plus self-evacuees who were also processed and who are in need of housing assistance and employment services. Many thanks and appreciation goes out to the good people of Arizona including state and local government, human and health service organizations, private businesses, church groups, and of course, the many

ADOA employees who rendered their assistance to Hurricane Katrina victims.

ADOA Says Goodbye to Director Betsey Bayless

A farewell party was held September 16th in honor of Director Bayless who left ADOA to begin her new position as Chief Executive Officer of the Maricopa Integrated Health System (MIHS). The Special Health Care District named Director Bayless as its CEO in August 2005. The Special Health Care District was formed in November, 2003, when voters passed Proposition 414. The District formally took over the Health Care System from Maricopa County in January 2005.



There was a great turnout for the party. In addition to ADOA employees, GladysAnn Wells (Library & Archives), Christina Urias (Insurance) and former ADOA directors, Elliott Hibbs and Cathy Eden were in attendance to congratulate Betsey on her new job. Alan Stephens, Governor Napolitano's Chief of Staff of Operations, presented a Governor's Proclamation to Betsey and wished her well.

Kudos to the following employees for their assistance in coordinating, setting up, and working behind the scenes to make the party a smashing success: Annette Fettig (MSD/Rideshare), Betty Topar (GSD), Bryan Craig (MSD/Special Events), Cindy Pearson (EPS), Dolores Habre (DO), Donna Andrews (DO), Jan Sharon-Strieby (GAO), Joanne Brooks (GSD), Lorinda Frost (HRD), Lupe Lerma (DO), Mary Berrelez (MSD/Special Events), Patricia Banker (ISD), Ruth Stieger-Gentle (HRD), Valerie O'Neal (GSD), and Yvonne Gano (ISD). Many thanks to the entire ADOA management team for their contributions as well. A special thanks to Lisa Bellamy-Moone (AzGU) for her composition and rendition of the *(Y-M-C-A) A-D-O-A* song.

We wish Betsey the best of luck and much success in her new position. We will fondly remember your tap dancing routine!





Farewell Betsey



Capitol Police Award 20 Year Distinguished Service Pins

Officer Benny Barber (Tucson) and Sergeant John Burris (Phoenix) were awarded 20 Year Distinguished Service Pins on August 23rd. Officer Barber and Sergeant Burris are the first officers to serve their entire 20 year law enforcement career with the Arizona State Capitol Police. Jerry Oliver, Warren Whitney and Chief Grasee made the presentation. Congratulations to Officer Barber and Sergeant Burris!



2005 SECC CAMPAIGN BEGAN SEPTEMBER 12TH

The SECC is an annual, combined charitable contributions campaign tailored to the needs and wishes of the State of Arizona employees. It is organized and run by State employees. This year, the 2005 State Employees Charitable Campaign runs from September 12th to October 28th. This is an opportunity for State employees to shine. State employees have the most generous hearts and it shows every campaign year. During last year's SECC campaign, State employees raised over \$1.67 million. This is more than any private sector company, such as Intel or Honeywell, raised without a matching gift. Our 2005 SECC Statewide goal is to raise \$1.72 million and we can do it.

During the 2005 campaign, your Division SECC Coordinator will be distributing pledge cards, a brochure of eligible charities, and instructions on how to pledge. Whether you give a one-time gift or contribute each pay period, you will improve the lives of so many people who live in Arizona. The campaign allows employees to choose from approximately 600 SECC-funded charitable organizations that provide direct health and human services. All contributions are welcome no matter how large or small. Fill out a pledge card and return it to your SECC Division Coordinator. Your past contributions have made a real difference in keeping kids in school and out of gangs, giving shelter and care to victims of domestic abuse, fighting the battle against deadly diseases such as cancer, and feeding so many hungry, homeless people throughout the state.

We hope that you will take this opportunity to make our community a better place to live and work and give during our pledge drive. Please visit the SECC website at www.azsecc.com for additional information on how you can pledge or to make your pledge on-line. If you have any other questions or concerns about the SECC please contact Angela Fischer, ADOA SECC Agency Coordinator, 602-542-7770 or Ruth Stieger-Gentle, SECC Finance Manager, 602-542-7603. Thank you in advance for giving and making a difference.

Remember,together we all win!



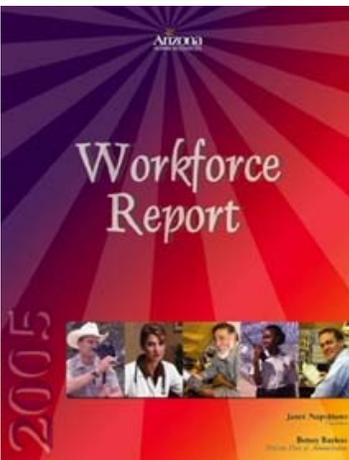
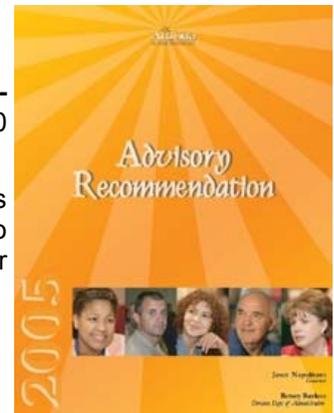
2005 Workforce Report and Annual Advisory Recommendation

Available Online

The **2005 Workforce Report** for Human Resources and **Annual Advisory Recommendation** are available on the web for review. The Workforce Report contains more than 30 tables with important information about the state's workforce.

"We believe this report provides significant value to policy and decision makers," says Greg Carmichael, the state's HR manager for Planning and Quality Assurance. "It also puts a wealth of information at the fingertips of all HR employees for internal use and for responding to frequently asked questions."

This year's report has been expanded to include the following information:



- The report begins with an overview, describing some of the functions and services provided by the personnel system, and describing the other personnel systems beyond the jurisdiction of the ADOA personnel system.
- General Employment Trends – shows data about how many employees the state has in salaried/hourly and covered/uncovered (exempt). There is also comparative information to the other states.
- Equal Employment – a number of tables reveal different pictures of the demographic distribution within the state's workforce.
- Employee Mobility – several tables show separation rates within the state, projections for future retirements, and estimates of the cost of turnover.
- Employment Characteristics – a variety of information is included about average wages, overtime and sick leave use, length of service and age distribution.

Look for interesting observations, including the national trend of an aging workforce and the increasing retirement wave that agencies will soon be experiencing. A very telling table illustrates that nearly half of the larger state agencies are expected to have at least 20 percent of their active workforce eligible to retire in the next four years.

Advisory Recommendation Provides Guidance on State Employee Salaries

The Annual Advisory Recommendation outlines the state's current compensation levels compared to other local and regional public and private sector employers. It is the result of a thorough analysis of both the state's compensation competitiveness with the labor market, the trends in turnover, and the underlying causes of both.

"This report provides a review of state salary and employment information for the previous year and includes a pay recommendation for the next year," says Michael Melancon, the state's HR Compensation Manager. "The report is a statutory requirement and ADOA must present it to the Governor and the Legislature by September 1st each year."

"Our ultimate goal is to provide policy makers with the information they need when making decisions regarding Arizona state government and its employees' compensation," he adds.

ADOA hopes to set a strategic direction that will ensure the state's competitiveness with other Arizona employers while also maintaining a competent, productive and satisfied workforce.

Kathy Peckardt, ADOA Human Resources Director, shared her thoughts on the importance of the advisory recommendation. "The advisory recommendation identifies key challenges facing the state in attracting and retaining talented, dedicated people. The purpose is to submit a recommendation for the implementation of a compensation plan intended to competitively reward state employees and support a longer term compensation strategy," Peckardt says.

Additionally, this year's report provides information on turnover trends for both state employees and those of other local and regional employers. An outlook of the economic market is also included along with how current economic trends and state turnover may affect future state staffing needs.

The **2005 Workforce Report** and **Annual Advisory Recommendation** are posted at www.hr.state.az.us. To view the complete reports, click on the "Publications and Reports" link in the "Quick Links" box on the left side of the home page.



Ask the Experts

Emotional Effects of Hurricane Katrina: Coping with Stress and Loss of Life

What are some of the symptoms of stress as they relate to loss of life or experiencing a disaster such as Hurricane Katrina?

It's important to recognize symptoms of stress arising from traumatic events and to address them early-on. Pay attention to the physical signs of stress which can include the following: shock/numbness, fear, depression, frustration, sadness, anxiety, hopelessness, mood swings, confusion, forgetfulness, headaches, upset stomach, fatigue, and chest pain.

Why is it important to deal with symptoms early-on?

Dealing with the symptoms early-on will improve your health and decrease the overall toll that stress takes on your body. Sometimes, the best way to cope with stress is to try to maintain a positive attitude. This involves accepting the things that you cannot change.

Discuss a few more effective ways to cope with the stress and loss related to Hurricane Katrina.

Take care of yourself, your mental and physical health needs. Be sure to get enough sleep, eat well and plenty of exercise. Talk to others and share your thoughts and feelings. Monitor your emotions for ups and downs that are out of the norm. Talk to a counselor or your medical doctor.

Are there any relaxation techniques that you would recommend?

Exercise programs like yoga, walking with friends and listening to relaxation tapes are some suggestions. Other ideas would include deep breathing exercises that can be done at your desk, meditation and guided imagery, or muscle-relaxation techniques.

Why is it important to maintain interpersonal relationships during stressful times?

Your friends may know you best, they are easy to talk to and can provide support to you during stressful periods. More contact with the right people can help relieve stress. Open up to others about your problems and accept help from those who care. Spend more time with positive people.

Tech Tip

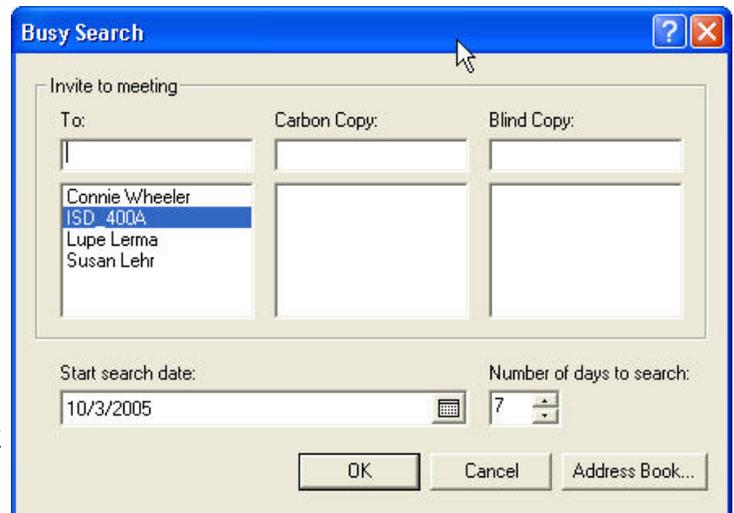


GroupWise Calendaring - Busy Searches Part 2

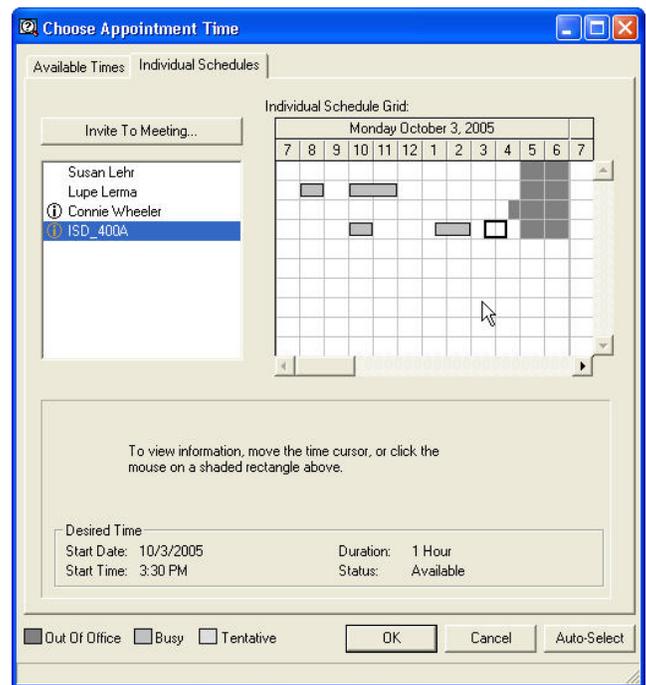
The last Tech Tip explained how to create a meeting. This month, I will explain in more detail how the Busy Search feature works when creating an appointment.

A busy search can be used to find a time when all the people and resources you need will be available for a meeting.

1. Click on the **New Appointment** button on your toolbar.
2. Click on the **Busy Search** button in the lower right hand corner or, select **Tools | Busy Search** from the menus.
3. Click on the **Invite To Meeting** button.
4. In the **To:** field, start typing in the name of a person you wish to invite to the meeting. Name completion will fill in the name when you have supplied enough letters.
5. Press the **Enter** key to add more people to the list. Use the Carbon Copy and Blind Copy Fields just as you do for an email message. Note: You can use the address book to add people to your list by clicking the Address Book Button.
6. Select a date on which to start your search.
7. Select a number of days to search past the start date.
8. Click **OK**.



9. The screen will show the schedules of the people you wish to invite to the meeting. The color of the blocks designates the type of appointment that is scheduled. Light gray is scheduled as tentative, medium gray is scheduled as busy and dark gray is scheduled as out of office. The dark outlined block shows the appointment that you are currently scheduling. You can change the appointment length by moving your mouse over the edge of the appointment box until you get a double arrow then clicking and dragging the box edges. You can change the appointment time by either dragging the box to a new location or by clicking on a different time slot. Use the scroll bar at the bottom of the schedules to move to a different day.
10. When you have chosen the time slot for your meeting, click **OK**. The time and date information will be changed in your appointment window. You can then finish your appointment as you normally would.





PEOPLE ON THE MOVE



Division	Welcome	Good-bye, Good Luck
Risk Management		<ul style="list-style-type: none"> • Virginia Bethel - left state service • Serena Garcia - left state service • Mary Harris - transferred to Department of Transportation • Natasha Wilhelm - left state service
General Services	<ul style="list-style-type: none"> • Wilbur Brooks - transfer • Preston Covert - new hire • Martin Espinoza - new hire • Michael Pollock - new hire 	<ul style="list-style-type: none"> • Jose Acosta - left state service • Martin Espinoza - left state service • Peter Esquer - left state service • Josue Gallardo - left state service • Don Goldwater - left state service • Corey Hale - left state service • John Lichty - left state service • Jesus Munet - left state service • Jesus Uribe - left state service • Michael Wynn - left state service
Enterprise Procurement Services	<ul style="list-style-type: none"> • Dawn Humphrey - transferred from Education • Daniel Miller - new hire 	<ul style="list-style-type: none"> • Connie Gibson - retired
Human Resources	<ul style="list-style-type: none"> • Michael Deering - new hire • Amy Kenney - new hire • Richard Long - new hire • Nancy Stocking - new hire • Donna Yucupicio - new hire 	<ul style="list-style-type: none"> • Amelia Biggs - left state service • Constance Copeland - left state service • Nicole Elliott - left state service • Paul English - left state service • Veronica Gaona - left state service • Kim Kemp - retired • Beverlyn Marshall - left state service • Janet Nardecchia - left state service • Suzanne Niezgodzki - left state service • Meredith Pfeiffer - left state service • Emilio Velez - left state service
Information Services	<ul style="list-style-type: none"> • Wayne Hollingshead - new hire • Teri Plaizier - transferred from Health Services • Patrick Quain - new hire 	<ul style="list-style-type: none"> • Ward Anglum - retired • Joanne Brewer - left state service • Mamie Condit - left state service • Violet Deane - retired • Nicole Gano - left state service • Karen Hafner - left state service • Cindy Harris - left state service • Suree Leyva - left state service • Wendell Lin - retired • Charlotte Rein - left state service • Mike Trevas - retired
Management Services		<ul style="list-style-type: none"> • Rochelle Kaebisch - transferred to Arizona Power Authority • Evelyn Polack - left state service • Louis Stefanski - left state service • Susan Tabor - left state service • Denise Thompson - retired

Continue on Page 11

<p>General Accounting Office</p>	<ul style="list-style-type: none"> • Suzanne Allen - new hire • Tammy Burt - new hire • Samuel Carter - new hire • Peter Dolfo - new hire • Barbara Eagleston - new hire • Kathryn Gauvin - new hire • Cody Johnson - new hire • Mary Miller - new hire • Diane Pingleton - new hire • David Schahn - transferred from Auditor General • Jan Sharon-Strieby - new hire 	<ul style="list-style-type: none"> • Debra Rittenback - transferred to Game and Fish • Katherine Roberts - left state service
<p>Capitol Police</p>	<ul style="list-style-type: none"> • Robert Amato - new hire • Will Mitchell - new hire 	<ul style="list-style-type: none"> • Maureen Campbell - left state service • Sean Harkins - left state service • Anthony Huguez - left state service
<p>Director's Office</p>		<ul style="list-style-type: none"> • Donna Andrews - left state service • Betsey Bayless - left state service