



The 2006 "Pack To School" Supply Drive

In July, ADOA participated in the "Pack To School" supply drive sponsored by the Governor, Sleep America, KOOL 94.5, and the Salvation Army.

Many agencies and their employees assisted with loading the supplies in the bus.

Your generosity was overwhelming. Thank you for supporting this community event!



News & Views

A newsletter for employees of the Arizona Department of Administration created by employees. We welcome your comments and suggestions.

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

Janet Napolitano
Governor

William Bell
Director

Contributing Staff

Debby Dominguez
Editor

Anne Eick
GSD

Candee Samora
Risk Mgmt.

Elizabeth Diaz
MSD

Christy Fruitman
EPS

Susan Lehr
Design/ISD

Lorinda Frost
HRD

Jan Sharon-Strieby
GAO

Scott Geiger
PCAP

Connie Wheeler
MSD

Bret Boettcher
CAP PD

Dot Roberson
TPO

D'Andrea Spann
AZGU

Alternative Formats

Available in alternative formats.

Contact:

Debby Dominguez
at (602) 542-0062

The Director's Corner



Director
William Bell

In this issue we will introduce you to some of the new management that has joined our team. We are happy to have them, and I hope you will make them feel welcome.

SECC Kick off events were held recently in Phoenix and Tucson. This year's statewide goal is \$1.8 million and at ADOA we have pledged to raise \$ 59,202. The SECC is a combined charitable campaign that unifies charitable donations from employees of Arizona state agencies through cash and payroll deductions. I know you will pledge what you are able; and those in need will be very thankful for your donations.

Every year the ADOA provides an Annual Advisory Recommendation to the Governor and the Legislature. This report provides information on employee salaries and how our salaries compare to other states and other employers in Arizona. This year's report indicates that the market exceeds the State by nearly 15% compared to 21.7% last year. We have recommended a 5.79% increase to employee's base salary and continuation of the 2.5% performance pay. This information was presented to the Joint Legislative Subcommittee on State Employee Salaries on September 27th, and was accepted by the committee unanimously. The Committee agreed to support and pursue the recommendation with the Legislature.

Barbara Jaeger of ISD was elected to the position of Western Region Vice President during the National Emergency Number Association (NENA) this past summer. We are proud to have her represent both the State of Arizona and the National Emergency Number Association in this endeavor. If there are groups that you are involved in and would like to share with your co-workers please let us know.

I'd like to thank the benefits team who processed our open enrollment. Thank you for your continued excellence to our customers.

I have heard many compliments about our capitol mall area these past few months. Many thanks to the staff at GSD; it is nice to hear compliments and know that others notice and are appreciative of our efforts.

I am always interested in knowing your concerns and suggestions that you feel would make this a better organization; feel free to send me an email with your thoughts.

Wow, time flies when you're having fun! It is hard to believe a year has passed since I returned to ADOA. Thanks for making this a great place to work!

A handwritten signature in black ink that reads "W. Bell". The signature is written in a cursive style with a large, stylized "W" and "B".

CAUSE FOR APPLAUSE

ADOA's *Cause for Applause* instant recognition program allows you to recognize fellow employees on-the-spot for doing a job beyond expectations. The program minimizes procedures and maximizes immediate feedback. *Cause for Applause* certificates are available through your division coordinator or electronic copies are available on your local area network.

ADOA has other programs too. **Take A Bow** acknowledges employees who retire from State service; **Encore** recognizes employees who celebrate a milestone anniversary beginning at their 5th year, then every 5 years thereafter. Divisions also hold celebrations to recognize **Employee and Team of the Quarter** recipients.



August, and September Milestones



Mark Your Calendar



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



Columbus

October

9th Columbus Day Holiday - Office Closed

November

10th Veteran's Day Holiday - Office Closed

16th ADOA Annual Awards Celebration

23rd Thanksgiving Holiday - Office Closed



December

25th Christmas Holiday - Office Closed



January

1st New Year's Day Holiday - Office Closed

15th Martin Luther King Jr./Civil Rights Day - Office Closed

Five years

CapCP Barbara Estrade, Horris Corey
GSD Richard Anderson, Ignacio Daniel, Francisca Padilla, Huan Nguyen, Gary Kline
HRD Carole Armbruster, Robert Hadley
ISD Larry Chapman
MSD Joyce Wright

Ten years

GRRC Allen Malanowski
HRD Lisa Hagelmann
EPS Elmer Garcia
ISD Robert Smith
MSD Marilee Snyder

Fifteen years

DO Charlotte Hosseini
GSD Brian Carpenter, Hector Ramirez
ISD Rebecca Watson
TPO Eleanor Linares

Twenty years

GSD Eva Cardenas

Twenty-five years

HRD Evalina Burnett

Thirty years

ISD Monica Valenzuela

Arizona BenefitOptions

The new plan year begins October 1, 2006. If you made changes to your benefit elections, be sure to check your October 13, 2006 paycheck stub and the Y.E.S. system to make sure that your changes were applied correctly.



GAO Fiscal Year End Party

A Blast From the Past!

The room was filled with rockers and rollers, poodle skirts and pompadours, DAs and Detroit's, bobbed hair and bobby socks. All the coolest hepcats and hepkittens made the scene at GAO year-end bash. The guys and gals were groovin' to the tunes of Conway Twitty and Connie Francis, the Four Aces and the Four Lads, Bobby Darin and Bobby Vinton. When the joint wasn't jumpin' with cuttin' the rug, the big tickle was hula hoopin'. It was a chrome plated blast from the past. No fakin'—the shakin' and quakin' left us achin' for more. This antsville really razzed our berries!

Special thanks to the GAO's Sprit Committee (Patty Ferreira, Tracy Mosier, Cody Johnson, Lalita Stevenson Amanda Bennett, and Tammy Burt) who made us flip with such a fabulously fun, fantastically festive, fine fifties day! We were all fractured by this flat out, fat city, fiscal year end fiesta.

Gotta agitate the gravel. See ya later, alligator.



HUMAN RESOURCES EMPLOYEES RECEIVE HR CERTIFICATION

Certification as a Senior Professional in Human Resources (SPHR) or Professional in Human Resources (PHR) is a national recognition of professional achievement. Beyond experience and education, the SPHR and PHR designation signifies that one has mastered the knowledge needed to be an expert in human resources. Certification is achieved after completing a comprehensive, four-hour, 225 question examination which covers six Human Resources' bodies of knowledge including Strategic Management, Workforce Planning and Employment, Human Resources Development and Organization, Benefits and Compensation, Labor Relations, and Occupational Safety and Health.

The Human Resources Division recently offered to HR professionals throughout Arizona state government the opportunity to complete a course to prepare for the SPHR and PHR certification tests. The preparation course was conducted by an outside contractor specifically for HR professionals in Arizona State Service and was held at ADOA. It consisted of one full evening per week of class time and the expectation that additional study time would occur for 8-12 hours per week for a total of 12 weeks.

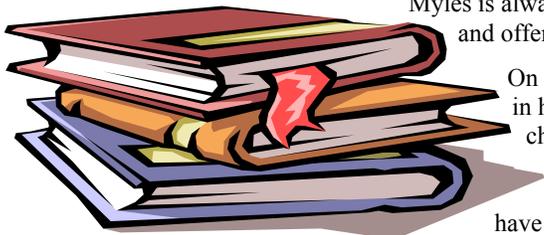


Twenty-two HR professionals completed the preparation course and the certification exams. Sixty-seven percent of the class attendees passed the certification exams. Included in those who passed were five ADOA HR employees. Congratulations to **Bryce Boldt**, SPHR, **Ben Levine**, SPHR, **Anna Moreno**, SPHR, **Anne Marie Al-laire**, PHR, and **Wendy Walter**, SPHR.

The Procurement Corner

PROCUREMENT COMPLIANCE ADMINISTRATION AND POLICY OFFICE (PCAP)

Over the next few installments PCAP would like to take the opportunity to introduce our staff members and the value they bring to ADOA and the State. One of the many important functions PCAP provides is outreach, technical training and assistance for small-, women- and minority-owned businesses. The administrator for this program is Ms. Faye Myles. Ms. Myles has been with the State over 20 years and has been with ADOA as well as AHCCCS. She has a BA from Jackson State University, a BS from St. Mary's College and an MBA from the State University of New York. Ms. Myles not only brings to ADOA a wealth of education and experience but a true desire to help small-, women- and minority owned businesses. Ms. Myles travels all through out the state putting on workshops and meeting with small businesses. Her main objective is to educate small-, women- and minority-owned businesses on how to business with the state. As Ms. Myles has been told many times, this can be a daunting task for any small business with limited resources. Ms. Myles is always ready to meet with a small business and offer some training or much needed advice.



On a personal note Ms. Myles is very active in her church and a member of her church choir. If you have never heard Ms. Myles sing you are missing out.... Stop her in the hall and ask her to hum a few bars!! PCAP and the ADOA are very fortunate to have a professional like Ms. Myles on staff.

Performance Pay



Beginning with the paycheck distributed March 31, 2006 eligible employees began receiving performance pay which is identified as a specific line item on the deposit notice.

This additional financial incentive was a part of the largest salary increase for state employees in over a decade. Employees receiving performance pay at this time, will continue to receive it for several more months, however, in the future continued receipt of performance pay will be contingent upon the agency's performance.

The ADOA executive management team has been meeting to identify the performance measures that will be used to gauge the agency's performance. Performance will be assessed in three categories; customer satisfaction, timeliness, and accuracy. Specific details about the agency's performance pay plan will be shared during agency-wide open forum meetings and division-level meetings.

Beginning in October 2006, a series of communication strategies will be implemented to share important information about the performance pay plan with our employees. This initial communication may include the following:

- Global communication from the Director's Office
- Agency-wide open forum meeting(s)
- Printed "stuffer" distributed with employee's paycheck
- Division meetings

In addition to sharing the initial plan with employees, there is also a need to establish an on-going communication plan. This is necessary to share the results of agency performance each quarter and inform employees whether or not the performance targets were met. On-going communication will take the form of:

- Global communication from the Director's Office
- Division meetings, postings, or other internal communications

The executive management team has every confidence that our agency's performance will continue at an exemplary level and our employees will continue to earn the right to receive performance pay each and every quarter. In order to realize that goal, however, each and every employee in the agency must be aware of our customers' needs and those of our coworkers. Perhaps more than ever before, we are a team, and all employees in the agency need to work together to ensure our overall performance remains at the highest levels.

Congratulations EPS

Congratulations go to the Enterprise Procurement Services Division. For the fourth year in a row, they have received the "Achievement of Excellence in Procurement (AEP) Award" from the National Purchasing Institute (NPI). NPI is the public sector affiliate of the Institute for Supply Management (ISM).

This national award is given annually as a way to recognize organizational excellence in public procurement. This prestigious award is earned by those organizations that demonstrate excellence by obtaining a high score based on standardized criteria. These AEP criteria are designed to measure innovation, professionalism, productivity, e-procurement, and leadership attributes of a procurement organization.

Thanks to all the employees of EPS for making this award possible!!!



Tiny Tots



Nicholas Isaiah Covarrubio
 Born: August 17th
 Weight: 8 lbs. 12 oz.
 Length: 20 in.
 Parents: Mary Berrelez of GSD
 (& Robert)



Vivian Chang
 Born: , Jane 30th
 To: Evan Chang from GAO,
 Laura and brother, Henry



Reed Jackson Totherow
 Born 8/5/06 3:12am
 7 lbs 15 ozs 21.75 inches long
 Proud Parents: Mike (TPD) and Lisa Totherow



Izel Reyna Mejia
 Born: August 8th
 Weight: 6 lbs. 5 oz.
 Length: 19 inches
 To: Sergio and Yesenia (with GAO) Mejia
 and brothers Sergio and Michael



Did You Know?



- . . . the total number of state employees increased to 37,114 – the first increase in the past three years.*
- . . . over 81% of employees in the ADOA Human Resources System are covered by the state merit system.*
- . . . Arizona ranks 46th in the nation in the ratio of full-time equivalent state employees to total population, and of the Western states, only California and Nevada have fewer FTEs than Arizona for the population served.*
- . . . Arizona still ranks 49th in the nation when comparing total payroll to the state's population and no other Western state has a lower payroll than Arizona when compared to the state's population.*
- . . . the state's workforce continues to be more diverse than the available labor force within Arizona.*
- . . . the percentage of minorities has steadily increased over the years.*
- . . . minorities comprise nearly 39% of the employees in the ADOA Human Resources system.*
- . . . females comprise over 55% of the workforce in the ADOA Human Resources system.*
- . . . the separation rate for covered employees (19.7%) was the highest rate recorded in the past decade, with voluntary resignations remaining the most common reason for employees leaving state service.*
- . . . separation rates are highest for employees with four or less years of experience.*
- . . . the average age of employees increased to 44.7 years.*
- . . . the average length of service was 8.5 years.*
- . . . half of the state agencies are expected to have over 25% of their active workforce eligible to retire in the next five years.*
- . . . the State spent an estimated \$62.8 million as a result of turnover.*
- . . . state employee salaries are now estimated to be nearly 15% behind the market.*
- . . . nearly 80% of covered employees are earning an annual salary less than \$40,000.*
- . . . nearly 87% of covered employees are earning salaries below the midpoint of their salary range.*
- . . . the Department of Administration is recommending a 5.79% increase in addition to the 2.5% Performance Pay for the next four years.*

Source: The 2006 Workforce Report and the 2006 Annual Advisory Recommendation

AZ YOU LIKE IT

TOASTMASTER CLUB

Every Tuesday

12:00—1:00pm

100 N. 15TH AVE.

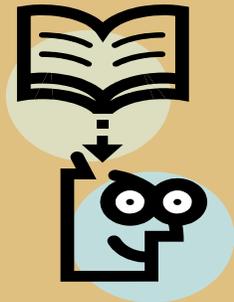
PHOENIX, AZ 85007

The meeting will be held on the 4th floor, conference room 400A (double-doors)

COME VISIT A MEETING

According to *The Book of Lists*, the fear of public speaking ranks first in the minds of the majority of people. The fear of speaking in front of a crowd out-ranks even the fear of death.

Here is Your Golden Opportunity
to Overcome Your Fear of Public Speaking
Don't Wait for Your New Year's Resolution



TOASTMASTER CLUB

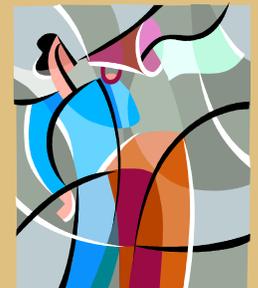
AZ You Like It Toastmaster Club welcomes visitors at any meeting. Come see for yourself how Toastmasters can help you.

HOW WOULD YOU LIKE TO →→→→→

- Learn to speak better.
- Learn to listen better.
- Learn to adlib better.
- Learn to evaluate better
- Learn to lead better.

Learn to become the best
communicator you can become.

All at your own pace.

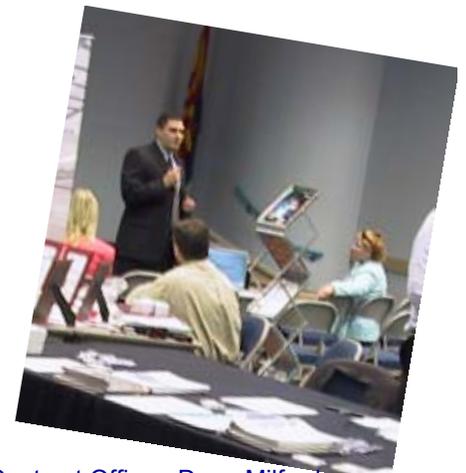


Irene Hunting
PHONE: 602.542.5450
E-MAIL: Irene.Hunting@azed.gov
WEBSITE: azyoulikeit.freetoasthost.org

AZ You Like It, a safe place to develop speaking skills.

EPS Initiates New Program

Enterprise Procurement Services has started a new program “Supplier Customer Interface Program.” Interested customers can attend these events to meet with the newly awarded state contractors. At these occasions the contractors are available to answer questions and identify solutions for customer needs. New contractors have stated that it is an excellent opportunity to meet with potential customers and the other awarded contractors.



EPS has sponsored two successful programs already, Networking and Equipment Services and Training and Partnering Services. The next one coming soon is Multi-Functional Devices. Keep a lookout for more information!!

EPS Contract Officer, Doug Milford, presents information on the new Networking and Equipment Services contract.

October is Cyber Security Awareness Month

ADOA Information Security (AIS) of ISD presented a Cyber Security Awareness Month kick-off event on Tuesday, October 3rd. The event brought recognition to situations that can occur when using the Internet and preventive solutions. Materials were distributed and questions answered as well as candy and popcorn.



Phil Hamilton (HRD) was the Grand Prize Winner. He received his CD player from Hector Virgen, Security Compliance Supervisor with ADOA Information Security.

ADOA's Employee Assistance Program (EAP)

Brought to you by: *ComPsych*[®] *GuidanceResources*[®]

Did you know that your EAP provides counseling referral, at no cost to you or members of your immediate family?

Simply call: **1-877-327-2362 for help with issues such as:**

- ***Family/Relationship Issues***
- ***Stress & Anxiety***
- ***Drug & Alcohol Abuse***
- ***Loss of a Loved One***
- ***Depression***
- ***Major Life Changes***
- ***Physical or Emotional Abuse***

***GuidanceExperts*SM are available 24 hours a day, 7 days a week to assist you with a referral to a counselor in your area.**

1-877-327-2362

TDD: 800-697-0353

Or visit the website at: www.GuidanceResources.com. "First Time Users" will be prompted for the COMPANY ID: **HN8876C**, to register and create your own username and password.

**A
D
O
A

E
A
P**

Larry Adams, CPA, CFE, CIA, CISA, Audit Supervisor

Larry Adams joined the General Accounting Office (GAO) as Internal Audit Supervisor in June 2006. Larry had some exposure to the GAO before working there. Some GAO employees attended one of his seminars in March 2005. This led to Larry's presenting a fraud seminar for Chief Financial Officers of State agencies and GAO employees in April 2006. This led to Larry's joining the GAO.

Larry is a Certified Public Accountant, Certified Fraud Examiner, Certified Internal Auditor, and Certified Information Systems Auditor. Larry's experience has taken him around the world as a forensic consultant, director of auditing, financial controller, and regional manager. He has earned a Master of Business Administration degree from the University of Arizona and a Bachelor of Science degree in Hotel and Casino Management from the University of Nevada, Las Vegas.

Larry has written 120 amusing, eye-opening articles on fraud (found on his Web site (www.larry-adams.com) along with a fraud dictionary, news, and links to anti-fraud resources). He has published three books, the newest of which, "Fraud In Other Words," uncovers the amazing regional and international terminology used by fraudsters and fraud examiners. He is a regular columnist for *Fraud Magazine* and a member of the editorial review board. In the evenings, Larry teaches master-level classes in fraud examination, criminology, and ethics at the Keller Graduate School of Management of DeVry University.

A bank chairman once said Larry was overqualified for an audit position and declined to hire him. A few weeks later, Larry became a federal investigator instead. In a twist of fate, he was assigned to the same bank to help prosecute the chairman for fraud.

Larry enjoys hiking, tent camping, and mountain biking; he owned and flew a hot air balloon for 10 years. "Up and Adams" was the largest balloon in Arizona and when Larry visited the Smithsonian National Air and Space Museum in Washington, D.C., he was surprised to see the main lobby wall covered with a gigantic aerial photograph of the Albuquerque International Balloon Fiesta with his Piccard balloon in the center.

The GAO is excited to have Larry Adams and his expertise.



NOLA BARNES NEW GENERAL MANAGER OF BUILDING AND PLANNING SERVICES FOR GSD

Nola Barnes joined GSD in July as the new General Manager for the Building and Planning Services section.

Nola is responsible for space management, capital planning, construction statutory review, and tenant improvements for the ADOA building system.

Nola has been in state service for 15 years. For the past three years she has directed the Office of Facilities Management for the Department of Economic Security. Before then, she worked in a variety of program and administration positions at DES.

Nola came to Phoenix from west Texas in 1989, and enjoys spending much of her time gardening in our desert landscape.

GSD is fortunate to benefit from Nola's experience in all aspects of property management for state-owned and -leased facilities.

Getting to Know You

Profiling Employees in ADOA

Philip Hamilton – ADOA Benefits Manager



Phil Hamilton is the new ADOA Benefits Manager. He can be found in room 103 of the ADOA building. Phil graduated from Ashland University in Ohio and holds a Master's Degree from the University of Arizona. Phil has a long history of healthcare and insurance experience throughout Arizona. He started as an employee of the Pima County Public Health Dept. specializing in writing grants and later moved into long term care with Pima County. In the early 1980's Phil was recruited to Maricopa County to run their long term care program. He later became the CEO of the County Hospital, Maricopa Medical Center.

Upon leaving the County Hospital Phil went into the insurance business managing a national insurance trust program and selling reinsurance to hospitals and physicians groups across the country. Following many years of the insurance business he created his own consulting company and focused primarily on hospitals and physician practices.

Phil said he really enjoys coming to state employment. He commented, "The people I'm working with here are terrific. They really care about doing a good job; they work hard, and demonstrate a high competency."

Phil lives in Central Phoenix with his wife of 29 years, Judy. Being a former musician, he enjoys Jazz and symphonic music. He also enjoys a private practice as a professional hypnotherapist.

Wendy Walther

Meet Wendy Walther, ADOA Human Resources Supervisor in Staffing and Recruitment. Wendy is a farm girl from North Dakota who moved to Arizona in May of 1990. The same year that the great State of Arizona hit a record 122°! Wendy went from experiencing below 0 temperatures to Arizona's "dry heat" in just a few weeks.

Wendy joined the Staffing and Recruitment Unit of Human Resources in 2004. She serves as Supervisor of the employment team responsible for processing all personnel actions, new hires, terminations and oversees the Temporary Services (clerical pool) program. Wendy and her team also perform miscellaneous HRIS functions for ADOA and 40+ small state agencies. Wendy recently completed the Advanced Supervisor Certificate Program through AzGU, having served in the pilot group of the first and second phase of the new Supervisor Academy. In May 2006, Wendy obtained her Senior Professional in Human Resources (SPHR) certification through the Society for Human Resources Management. She feels that she has found a niche as an educational guinea pig!



Away from work, Wendy is a big Phoenix Suns fan and a Minnesota Vikings football fan (including all the head gear). Wendy likes to read, play cards and board games and enjoys her two cats, Gabby and Sophie Tucker.

Getting to Know You

Profiling Employees in ADOA



Meet Albert Ovante

Albert Ovante has been working as a permanent state employee at Fleet Management for about eight years. He worked two years as a temporary employee and was hired full-time by the state in April of 1998 as an Equipment Service Attendant. After four years, Fleet Management offered Albert a job as a Customer Service Representative. According to Randy Frost, ADOA Fleet Administrator, Albert is extremely well-liked by customers and by his associates. "Fleet Taxi Service won the Director's Excellence Award last year with a score of 6.59 (8-point scale) and Albert's great service level was a big reason for our success," says Randy.

Albert has been married for ten years, and has two beautiful daughters, Alexis, age seven and Jasmine, age three. A knee injury sidelined his hobby of playing soccer but he still enjoys watching the game. Albert loves to travel and enjoys his family life. The latest excitement in the Ovante household surrounds the plans and anticipation for their new house to be built.

The GAO is happy to introduce Sherry Gates as its Featured Employee. Sherry has been an employee of the State for 17 years this October. She originally started in 1989 with the Department of Economic Security's payroll office. She worked there for approximately 3 years and then went to the Department of Water Resources, then to the Department of Agriculture.

Sherry Gates - Travel Goddess



She started working for the GAO in June of 1998. Her extensive knowledge of the travel policy has helped all agencies and her own travel desires. She conducts mini travel courses over the phone daily. Her duties include scheduling audio conferences, tenant coordinator duties, vendor warrant sorting, payroll sorting, GAO training support, travel website updates, review of travel exception requests, and assorted clerical duties. She has been cross-trained in most of the job functions for Support Services and can back up her peers. Her favorite part of her job is working with humorous travel issues and questions. She believes that every day is a challenge and she enjoys helping to solve those challenges.

Sherry has lived in Arizona since she was two years old. She considers herself almost a full fledged native. She graduated from West Phoenix High School and has taken courses at Phoenix College. She has one son Jeff who has a wonderful wife named Kimm. Jeff and Kimm have provided Sherry with two beautiful granddaughters named Jordyn and Morgan. She shares her home with her dog, Zippy. Sherry enjoys taking her 1931 Ford Roadster (with a rumble seat) to exhibitions and car shows. She also enjoys photography, hiking, reading; and of course, traveling. Her knowledge and love of traveling has been helpful in her guidance for other State travelers. She knows how to get money from ATMs in foreign countries (which is very different from the ATM machines we use in America) and what to expect at airports and customs. Answering travel questions and review of the travel exception requests enable her to hear about fun and exciting places. This is how she determines where she wants to go on her next vacation. She has been to most of the States in the U.S. and the following foreign countries: Ireland, England, Germany, Czech Republic, Hungary, Scotland, Wales, and France. She has been on two cruises; one to Ensenada, Mexico and the other to Belize.

The employees at GAO enjoy Sherry's great sense of humor and share many laughs with her. Sherry has been recognized in the GAO as an outstanding employee. She was selected as Fiscal Year 2005 GAO Employee of the Year and received the Manager's Customer Service Award. In addition, her team has been recognized several times as well. She is a wealth of knowledge and if you ever need to know the answer to a question, she has it or will find out the answer for you. The GAO appreciates Sherry's dedication and is extremely glad that Sherry Gates is a GAO Employee!

Getting to Know You

Profiling Employees in ADOA



Carolyn Pitre Wright

In October of 2004, Carolyn left the private sector to become a member of the ADOA/HR team. Carolyn chose this new career path because the state was offering her the opportunity to be a part of the newly established Work/Life program. Carolyn truly believes that employees can have a successful and rewarding work/life balance.

When it was determined the State Child Development Center would have to be closed for up to 8 weeks for the removal of mold and other renovations, Carolyn was up to the task at hand. She ensured that the customers were represented appropriately, provided timely notifications of the closure, and provided resource information on other child care. She met with parents on numerous occasions to hear their concerns and evaluated their suggestions and responded accordingly. As a result of her dedication to this project, the center was only closed for 4 weeks.

Carolyn again stepped up to the challenge when she became the lead for the RFP process to award a contract for the Employee Assistance Program. Carolyn represented thousands of employees and their families during the implementation of the program through constant communication, responsiveness to requests, and general courteousness. She also ensured that the evaluations of the bids were completed timely and accurately by working with each team member to ensure their role was complete.

Carolyn continues to strive to improve operations in the work/life program. She does this through policy development, through her dealing with agencies to work through issues, through the EAP program that has improved immensely and through procurement efforts to build employee benefits to include voluntary benefits such as computer purchase and employee discount programs.

Meet Betty Lopez with Risk Management

Risk Management's Betty Lopez is the Medical Only Supervisor for the Workers' Compensation Unit. Betty has worked for Risk Management for eight years. Prior to her position with Risk Management, Betty worked at Wells Fargo Bank for twenty years.

Betty and her husband Gabriel are the parents of two teen-age daughters, Leslie 19 and Somer 14. In Betty's words, "Leslie and Somer are my pride and joy." In addition to enjoying time with her family, Betty serves as a catechist for Our Lady of Fatima Catholic Church in Phoenix. Her hobbies are interior decorating, particularly old-world style. She enjoys shopping for antiques with her family and friends.

Betty's supervisor, Chris Garland says, "Betty is unique in that she creates an environment that employees seem to enjoy every day. She's a natural teacher and coach but at the same time she can put problems in proper perspective. I can always count on her to get the job done promptly and accurately. She will go beyond the call of duty in serving the customer."



Getting to Know You

Profiling Employees in ADOA

Tim Summers, Physical Security Manager

Tim Summers joined ADOA this June as the new Physical Security Manager with the General Services Division.

In his new role, Tim oversees the operations of the Physical Security Section for the Capitol Mall Complex, the Tucson Complex and ADOA satellite properties. Tim is responsible for the State ID badging system and office, the electronic security system, and locksmiths.

Tim comes to us with 10 years of State service at the Department of Corrections and with an extensive background in physical and technological security. Tim worked at security and emergency tactical response posts at the State Prison complexes in Phoenix, Buckeye and Goodyear. His duties as a Correctional Sergeant included teaching officers and cadets instruction in firearms, tactics, and first aid basic life-saving courses.

His accomplishments include a bachelor's degree in business from the University of Phoenix and 12 years of service with the United States Army. Tim is an Arizona native (even though he was born in Ohio) and is actively involved in community service mentoring programs.

Please join GSD in welcoming Tim to our team! If you have questions, Tim is located in suite 202 or at (602) 542-1162.



Patrick Quain

AD of the ISD - Chief Information Officer

Patrick Quain is responsible for the Information Services Division and the Information Processing Center. These units provide technical support for ADOA, and over 100 state Agencies, Boards and Commissions in the areas of Computer Operations for Mainframe and Open Systems, Technical Support, Application Development, Help Desk, ADOA Security, (IPC) Disaster Recovery, Print Services, the 9-1-1 Emergency Program and Client Web Hosting.



Patrick began his career with the State of Arizona in July 2005. In less than one year his accomplishments include the build of a state-of-the-art Computer Command Center that provides 24/7 staffing. In addition, Patrick was instrumental in renegotiating a state-wide contract that will save the state millions of dollars annually.

Prior to his service with the State, Patrick worked in the Transportation industry for global courier giants; Airborne Express and DHL. During his seven year stint he managed high profile IT functions, ensuring daily coordination between global data centers in Europe, Asia and the USA.

During the dynamic years of banking deregulation and mergers, Patrick served 20 years as Vice President and Manager of Peoples National Bank and US National Bank. During his tenure in the Banking industry, his responsibilities included implementation of new technologies in the areas of Telecommunications, Security, Check Processing, Computer Operations, Automated Cash Machines, Auditing, Programming, LAN, Engineering, Accounting, Disaster Recovery, Production-Change-Problem and Quality Control and Performance Measures. Patrick also co-authored a publication for the American Bankers Association "National Bank Examinations Trends in Bank Data Processing Operations" which was distributed to presidents of all National Banks.

Patrick comes from Washington State with 37 years of experience in using computer technology to improve business processes. He completed his computer training at Olympic College in 1969 with Honors. He and his wife Donna live in Phoenix, have three children and enjoy world travel.

Getting to Know You

Profiling Employees in ADOA

CHIEF THOMAS 'TIM' V. LANE ARIZONA STATE CAPITOL POLICE

Arizona Department of Administration has named a new Chief of Police of the Arizona State Capitol Police Department. Chief Thomas 'Tim' V. Lane replaced Chief Wendell Grasee after his recent retirement. Chief Lane has 26 years of law enforcement experience with the Arizona Department of Public Safety (AZDPS). His career began as a patrol officer in Yuma where he spent four years assigned to routine patrol duties. In 1984 Chief Lane was transferred to Phoenix where he worked in Criminal Investigations, Governor's Protection Unit and Highway Patrol Motors.

In September of 1989 Chief Lane was promoted to the rank of Sergeant and transferred to Winslow where he supervised a squad of Highway Patrol Officers. After serving one year in Winslow he was again transferred back to Phoenix and once again back to motorcycle patrol duties as a supervisor.

In April of 1993, Chief Lane was assigned to the Arizona Peace Officers' Standards and Training Board (AZPOST) to represent the AZDPS in a collaborative effort to move the state academy to Phoenix. This program combined the Phoenix Regional Police Academy and the Arizona Law Enforcement Training Academy (ALETA) developing what is known as today at the Arizona Law Enforcement Academy (ALEA).

In July of 1994 Chief Lane was promoted to Lieutenant and assigned to the Tucson area as the Southern Arizona Gang Commander. Over the next twelve years, Chief Lane accumulated a number of experiences in a variety of operational assignments such as; Commercial Vehicles, Criminal Investigations, Special Investigations, Highway Patrol and finally the Motorcycle Patrol District.

Chief Lane has a Bachelor of Science degree from Grand Canyon University and is a graduate of the Northwestern's Police Staff and Command School.



Lori Massegee ISD's New Deputy Chief Information Officer

Lori Massegee assists in managing the Information Services Division and the Information Processing Center. These units provide technical support for ADOA, and over 100 state Agencies, Boards and Commissions in the areas of Computer Operations for Mainframe and Open Systems, Technical Support, Application Development, Help Desk, ADOA Security, (IPC) Disaster Recovery, Print Services, the 9-1-1 Emergency Program and Client Web Hosting

Lori is also responsible for overseeing the technical aspects of the Department's efforts in Imaging, Document Management, Pandemic Planning and Virtual Office. These programs are integral in supporting the strategic direction of the Department and the State. Lori also directs the Information Technology Disaster Recovery program for ADOA.

Mrs. Massegee has been with the State since August of 2004. Prior to coming to the State, she served as a Captain in the U.S Air Force as well as working in the private sector as a technical project manager. She has been involved in Disaster Recovery and Business Continuity planning for over 15 years.

Lori earned her Bachelor of Arts degree in 1989 from the University of New Mexico and her Masters Certificate in Project Management from George Washington University. She lives in Glendale with her husband and three boys.



Employee of the Year

The GAO's Suzanne Allen Statewide Accounting Specialist

The GAO is proud to announce Suzanne Allen as their Employee of the Year for 2006. Suzanne has worked for the GAO for almost two years (with a year break in between). Suzanne and her husband Travis stay busy by traveling, taking classes, and spending time with family. They are also training to run the ½ marathon for P. F. Chang's Rock n Roll Marathon in January 2007.

Suzanne graduated with a Bachelors Degree in Management from the University of Massachusetts and also received a Post-Baccalaureate Certificate in Accountancy from ASU West. Suzanne passed the CPA exam earlier this year and is in the process of getting her certificate.

Her nomination included such remarks as:

- Suzanne loves challenges and she certainly was faced with one in automating the reporting process of the new non-appropriated fund reporting.
- Suzanne's efforts and skills with Access were pivotal in the group accomplishing more than originally thought possible within the first few months of working on the project. Suzanne works well with others in a team environment, providing her own skills, while leveraging off of the unique talents of others. During her work on the Non-appropriated Reporting project, she provided constant communication and feedback to the group on her progress and findings, making the work of the group more unified and cohesive. Her positive and willing attitude is greatly appreciated.
- Since moving to the AFIS group, we have observed Suzanne's amazing customer service. She works well with the agencies and customers and assists the liaisons with their problems and issues. Suzanne has had to quickly come up to speed in her new roles and responsibilities, which she has done in a matter of a few short months, taking on more and more duties as her knowledge expands. She has supervised the AWR and transfers areas, supervised and trained new liaisons, performed AFIS maintenance, become the P-Card custodian, and worked on automating the ViewWise reconciliation process.
- Additionally Suzanne has excellent communication skills, both oral and written which make it easier for others to follow. She motivates others and works well with her staff, other areas within GAO and outside parties. She has good suggestions in handling issues and will always try to have as much information gathered as possible when going to someone else for assistance.

Suzanne Allen, as GAO's Employee of the Year is an example to all that a positive attitude is a key to accomplishing many things in spite of the odds.



Roger Baune, ISD's Employee of the Year

Roger can truly say he was a one-man team. He was responsible for all the results within his group because he was the only member of his team. As the Supervisor of the Security Assessment group in the ADOA Information Security (AIS) section, Roger handled all aspects of the duties. He just recently hired two new Security Assessment Analysts for his team. Congratulations to Roger for keeping the team spirit.

Team of the Year

Katrina Disaster Recovery Team

The relocation of Katrina Disaster victims to other areas of the United States produced challenging situations not only for those displaced but also for the administration of services in the areas accepting the victims.

The Katrina Disaster Recovery Team was quickly formed in the GAO to take on the challenge of producing over 4,000 food vouchers for distribution to those victims who were re-located in the Phoenix area. The team met challenges of visiting with victims, long hours, and meeting with Federal and State agency representatives to coordinate the Katrina effort.

After necessary services were provided to those in need, the challenge came in setting up a system to reconcile the redeemed vouchers.

This provisional team truly deserves to be recognized.



Left to Right: Greg Vokoun, Marla Grossman, Carla Harris, Brian Dodge, Megan Duty, Dan Spencer, and Mohammad Khaksari

Help Desk is ISD's Team of the Quarter

We congratulate the Help Desk staff for their dedication to customer service even during a recent move of their work areas to a new location.

Pictured: Lee Arthurs, Patricia Coats, Craig Dokken, Atul Patel, Beth Trinh, and Mark Kuklin



Not Pictured: Chris Casaletta, Dorian Eberhardt, Daniel Matus and Paul Willcox



Employee Recognition

Fourth Quarter

MSD's Team of the Quarter



The Management Services Team of the Quarter (for FY06- 4th Quarter) was awarded to the Arizona State Boards Office. Congratulations to the SBO office team of Dawn Green, Megan Darian and Berenice Ibanez. This makes the second win in a row for SBO! After working extremely hard for another three months, the SBO Voice of the Customer responses have been returned with a perfect score of 8. The efforts and enthusiasm of the employees is above and beyond expectation; their customer service is phenomenal. Every step they make is creating a better service for their clients.



GAO's Employee of the Fourth Quarter Dan Spencer Statewide Accountant II

The GAO is thrilled to have Dan Spencer as its Employee of the Quarter. Dan has been married to his wonderful wife Nancy for six years and they are expecting their first child, a boy, this coming January. Congratulations Dan! Nancy is a Business Operations Manager at Arizona State University's (ASU) Department of Residential Life. Dan and Nancy met while they both were working at the ASU bookstore. Another of his previous positions was managing the Valley Art Theater on Mill Avenue in Tempe where he hosted the Rocky Horror Picture Show every Saturday at midnight.

Dan is an amateur musician and has been playing the bass guitar in the "Salt Rhythm Band" for around fifteen years. He says "playing in the band doesn't pay very well, but it is great therapy." Dan moved to Arizona in 1986 from New Hartford, New York, where the sun shines an average of only 65 days a year. Nowadays, he enjoys the great Arizona outdoors while recumbent bicycle riding, sport kite flying and target pistol shooting, but not all at the same time.

Dan earned his Bachelor of Science degree in Accountancy from ASU in May of 2003. In November of 2005, he received his certification as a Certified Internal Auditor (CIA). The State of Arizona's General Accounting Office (GAO) hired Dan in September of 2003. Dan enjoys working in the GAO because he learns something new every day and he works with smart, accomplished people that he likes and for whom he has a great deal of respect.

Dan's nomination, part of which is duplicated below, emphasizes how his peers feel about him:

Auditor, mentor, data analyst, trainer, and student: all these titles and more can be associated with Dan Spencer.

- First, as an auditor, he continues to expand his professional expertise by taking ever-expanding roles in audit engagements.
- As a mentor, he has worked with auditors with less experience to assist them in doing their work.
- As a data analyst, he has wrestled information from various automated systems to help in audit engagements.
- As a trainer, he has worked with personnel from other units to help them better understand the data extraction tools available to them.
- As a student, he has continued to learn from those with more experience.



Employee Recognition

Fourth Quarter

HRD Team of the Quarter 2006 State Job Fair Team

The 2006 State of Arizona Job Fair was held on Saturday, April 29, 2006. This team of individuals worked together to coordinate all the logistics, recruiting material and participation of 24 State agencies. Attendance at the fair increased from 2500 last year to 3000 this year. Approximately 415 applicants have been hired including hard to fill positions such as State-wide Accountants, IT Specialists, Psychiatric Nurses and CPS case workers. The results of this effort was a large scale, professional job fair that would rival any of the big name, expensive fairs sponsored by companies with tremendous resources. Team members included:



Linda Allen	Connie Geesey	Carolyn Pitre Wright
Rosa Aguilar	Seller (Cookie) Gill	Jeffrey Potter
Don Bergeson	Ana Glenn	Roxanne Robles
Bryce Boldt	Tony Gottlob	Grisel Salas
Marie Bonell	Brenda Jones	Phyllis Sonnier
Andrea Boorman	Ben Levine	Sandra Storey
Jessica Chapman	Ron Loyd	Delores Thues
Sally Chee	Rick Long	Wendy Walther
Esther Davis	Ray Lundquist	Dave Weller
Melissa Espino	Wayne Mannheimer	Clarence Williams
Darcia Everett	Jackie Mass	Matthew Wozniak
Virginia Fields	Karie Miller	David Zahniser
Jerry Freeman	Paul Ong	



Employee Recognition

Fourth Quarter

GAO's Team of the Fourth Quarter

FY2007 Appropriation Load Team

The GAO is honored to have the FY2007 Appropriation Load Team as its Team of the Fourth Quarter for FY 2006. Below are some comments from the nomination for The GAO Team of the Fourth Quarter.

This has been a difficult year-end and our employees really stepped up for the challenge, especially when it came time for the appropriation load. There were less than five business days to load appropriations in preparation for our first batch run of FY2007. This required performing their regular duties and:

- Reviewing the feed bill
- Creating an index to reference when using the feed bill
- Informing agencies on what to do and getting them to submit the require forms
- Reviewing appropriation load forms against the feed bill
- Meeting with some agencies
- Reviewing and discussing agency structure requiring modifications
- Making structure changes
- Getting approvals from agencies, management, and/or OSPB
- Reading and interpreting statutes
- Entering, reviewing, and releasing all 339 transactions (first batch run)



Even though this seems like an impossibility (especially since 64% of these staff members were new to the process and were also covering for four vacant positions), we were still able to get 80% of the agencies (88 out of 112) done in the first appropriation load. The remainders were done the following week. INCREDIBLE! ALL BECAUSE IT IS AN AWESOME TEAM!

Top Row:	Diane Pingleton, Megan Duty, Alison Markow, Barbara Stephens, Cody Johnson, Brian Nguyen, Patricia Ferreira
Middle Row:	Danielle Gilmore, and Lisa Milliman
Bottom Row:	Celine Baker, Marianne DeMoss, Peter Dolfo, Donna Cornella, Kim Daniels, Tiffany Franks, Tracy Mosier
Not Pictured:	Anita Kleinman, Helen Parker, Kari Watkins, Mary Miller, Randi Orchard, Mohammad Khaksari, Suzanne Allen, Sylvia Foreman, and Clark Partridge

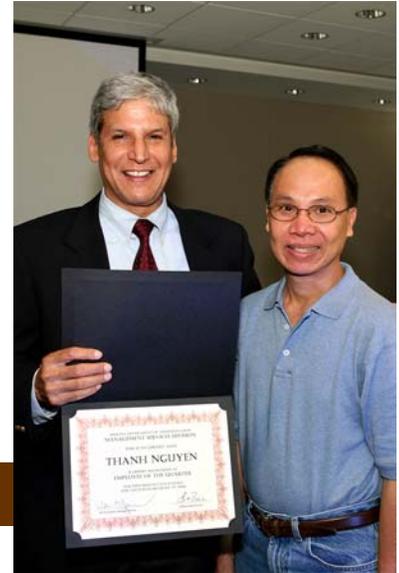


Employee Recognition

Fourth Quarter

MSD's Employee of the Quarter Thanh Nguyen

The Management Services Employee of the Fourth Quarter is awarded to Thanh Nguyen from the Interagency Print Shop. Thanh works very hard to provide services that meet the customer's standards for quality and timeliness. He is accessible, courteous and responsive to the customer. Thanh understands that when he excels at his job, he enhances the customer's ability to achieve their goals. According to MSD Assistant Director Bill Hernandez, Thanh is among the hardest working employees in MSD. "Thanh is a machine that comes to work every day and does his very best for the clients. I am very proud to have him on the MSD team."



Marty Rhoades Named ISD's Employee of the Quarter



Marty Rhoades recently took on the responsibilities of Program Manager in the Applications section within ISD. Since being named the Employee of the Quarter, Marty has stepped in as the AFIS Technical Manager. Thanks Marty for being a team player.

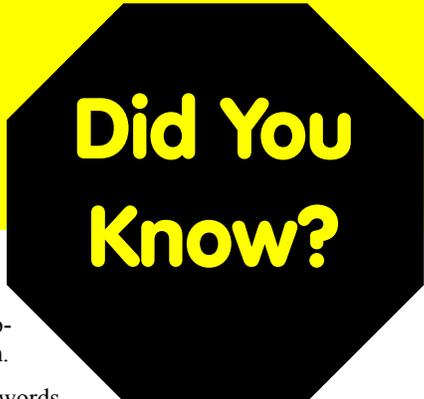
Applications Makes ISD Team of the Quarter



Members of Applications Group pictured: Marty Rhoades, Buck Forst, Connie Wheeler and Matt DeClue
Not pictured: Jared Clarke, John Glass, Wayne Hollinghead, Anny Ulrey, Josh Wagner and Scott Willard



SECURITY AWARENESS UPDATE



Don't Get Hooked

If you have e-mail accounts at home or work you have probably heard about phishing. This innocent word, a variant of fishing, sends chills down your spine and makes veteran e-mail users sigh.

Phishing, a criminal activity, attempts to fraudulently acquire sensitive information, such as passwords and credit card details, by masquerading as a trustworthy person or business. These attempts target customers of banks and online payment services, even posing as the Internal Revenue Service.



Initially, phishing attempts were sent indiscriminately in the hope of finding a customer of a given bank or service. Recent research has shown that phishers are able to establish what bank a potential victim has a relationship with, and then send an appropriate e-mail message. Targeted versions of phishing have been termed spear phishing. Social networking sites (dating services) are also a target of phishing since the personal details in such sites can be used in identity theft. Experiments on social networking sites show a 70% success rate for phishing attacks.

Most methods of phishing make a link in an e-mail message appear to belong to the legitimate organization. Others instruct victims to dial a phone number regarding a problem with their account. Once the phone number is dialed, prompts direct users to enter their account number and PIN. Once the information is acquired, the phishers use a person's details to create fake accounts in a victim's name, ruin a victim's credit or prevent victims from accessing their own accounts.

Phishing e-mails contain some of these common elements.

1. The "From" field appears to be from the legitimate company mentioned in the e-mail. It is very simple to change the "From" information in any e-mail client.
2. The e-mail usually display logos or trademarks taken from the website of the company mentioned in the scam e-mail.
3. The e-mail will contain a clickable link with text suggesting you use the inserted link to validate your information. In the image above, notice that once the hyperlink is highlighted, the bottom left of the screen shows the real website address to which you will go. In this case the hyperlink does NOT point to the legitimate bank website address.

This style of identity theft is becoming more popular because of the ease with which unsuspecting people divulge personal information. The number of victims skyrocketed to over 1.2 million computer users in a single year and their losses totaled about \$930 million. Business losses leaped to an estimated \$2 billion a year.

How do you prevent becoming a victim of phishing? The best deterrent is education. Learn how to recognize and deal with phishing attempts. The best rule of thumb is **never ever click on the links within the text of the e-mail**. If you suspect you have been targeted, call the company that is the subject of the e-mail using a telephone number you trust. Do not use any contact information given in the e-mail. Always question the validity of the message and delete the message. Remember, do not access any links given. Anti-phishing software is available to identify phishing contents on websites and act as a toolbar that displays the real domain name for a visited site.

Don't get hooked by a phisher. Keep your personal information safe.

For questions or comments, contact Susan Lehr, your Security Awareness Facilitator at 602-542-2118.

Spam Wastes Time and Money Tech Tip



Complaints about the increase of SPAM are on the rise. It is the number one complaint e-mail administrators hear.

SPAM messages can be irritating. They become a tremendous drain on your time and resources when you receive dozens of unsolicited email. Nobody should have to put up with it. Unlike traditional paper junk mail, it's not even good for use as kindling. This problem will only go away if we all do something about it.

The Internet is relatively unpoliced, but there are measures that can be taken on both the organizational level as well as the user level to reduce the amount of SPAM you receive. They are by no means completely effective. Spammers get clever in bypassing anti-spam mechanisms. However, if undertaken, your junk e-mail may be kept down to a reasonable level. If not, you'll eventually get swamped by it.

How do Spammers get your email address?

- You put your email address on a high traffic website.
- Post or reply to a post on Usenet.
- Post or reply to a post on a public web-based discussion group.
- Register your address with a website that sells lists.
- Subscribe to a special interest site with your email address.
- Reply to an opt-out email or click on an opt-out/unsubscribe link in a message.
Do NOT reply to a spam message—all this does is verify that your address is valid.
- Post your email address in a chat room.

What ADOA does to fight SPAM

The Management Services Division LAN e-mail system uses subject blocks and sender/domain blocks and real-time black-lists to reduce unwanted e-mail or spam. We continually investigate and implement other tools to fight SPAM.

On a daily basis we turn away over 180,000 attempts by known spammers trying to transfer e-mail into our system. That translates to one or several e-mails for each attempt that is turned away. Another 20,000 are received each day then evaluated by our blocks and filters. Of those we actually receive, we deliver 4,000 to 5,000 e-mail messages daily. Still, a small percentage of e-mail that is actually delivered is spam.

What You can do to fight SPAM

Understand the way Spammers get your address, as listed above, and try to avoid them.

Avoid using your ADOA e-mail account to sign up at non-business related sites, such as personal horoscopes, jokes of the day, etc. There are free e-mail accounts provided by Yahoo, Google and other sites you should consider using for personal e-mail.

Use the Junk Mail Handling feature in your GroupWise client.

Junk Mail Handling can be used to control unwanted Internet e-mail that is sent to your GroupWise e-mail address. It allows you to block, junk or trust senders. You build lists by manually entering addresses or domains to Junk Mail Handling or build the list as unwanted items are delivered to you by dragging the items to your Junk Mail folder. You may also right-click on an item or group of items and select to junk or block.

- When you BLOCK e-mail, the e-mail address or Internet domain is added to a Block List. E-mail that is blocked never arrives in your mailbox.
- When you JUNK e-mail, the e-mail address or Internet domain is added to a Junk List. E-mail that is junked is moved to a Junk Mail folder. You'll need to check this folder periodically to make sure there is nothing in the folder you really did want to receive and add that address to your Trust List.
- A Trust List allows you to add addresses and domains that you never want to block or junk.

You can also specify to junk Internet e-mail originating from all users except those in your personal address books (including the Frequent Contacts). If you use this option, you should periodically check your Junk Mail folder to verify that you are not filtering messages you want.

Junk Mail Handling should have been enabled on your account a few weeks ago. However, if you find that yours is not enabled, click on **Tools**, then click **Junk Mail Handling...**, check **Enable Junk Mail List**. For information about how to further set up and use the Junk Mail feature, Block lists and Trust lists, click **Help**, click **What's New** in your GroupWise client, then click **Junk Mail Handling**.

If you receive vulgar, obscene or other offensive spam, please contact the GroupWise Administrator to get refinement on the filters to block that particular spam in the future. Simply forward the offensive e-mail to Mail Administrator.

As always, if you need additional assistance please call the LAN Help Desk at 364-4444, Option 3, Option 1.



People on the Move



Division	Welcome	Good-bye, Good Luck
Risk Management	<ul style="list-style-type: none"> • Julia Lowery - transferred from Industrial Commission • Kristin Oster - new hire • Cheryl Roberts - new hire • Candee Samora - transferred back to ADOA 	
General Services	<ul style="list-style-type: none"> • Nola Barnes - transferred from DES • Daniel Beeman - new hire • Anne Eick - transferred from DES • Bobby Locke - new hire 	<ul style="list-style-type: none"> • Lilly Bravo - left state service • Dee Dowdle - left state service • Daniel Nieves - left state service • Martha Ruiz - retired • Joe Sordia - left state service
Enterprise Procurement Services		<ul style="list-style-type: none"> • Mark Johnson - left state service
Human Resources	<ul style="list-style-type: none"> • Bessie Gottesman - transferred to HRD • Philip Hamilton - new hire 	<ul style="list-style-type: none"> • Rozanne Robles - transferred to AHCCCS • Jeweline West - left state service • Cathy Wiseman - left state service
Information Services	<ul style="list-style-type: none"> • Luke Davis - new hire • Lori Ferrante - transferred from DES • Darrell Fort - new hire • Lillian Moya - new hire 	<ul style="list-style-type: none"> • Kathleen Dougherty - left state service • Egan Huang - left state service • Daniel Sanchez - left state service
Management Services	<ul style="list-style-type: none"> • Roy Stubblefield - new hire 	
Capitol Police	<ul style="list-style-type: none"> • Charles Fuller - transferred from State Hospital • Mark Jones - new hire • Stephen Petersen - new hire 	<ul style="list-style-type: none"> • Fenel Estime - transferred to Department. of Racing • Laura Payne-Cyrnek - left state service • Marjorie Rasmussen - transferred to DHS
General Accounting Office		<ul style="list-style-type: none"> • Lisa Milliman - left state service
AZGU	<ul style="list-style-type: none"> • Irene Simonetti - transferred from ADOT 	
Director's Office		