

Summer 2010

News & Views



VOLUME 15, ISSUE 3

SUMMER 2010



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THE 2009 CUSTOMER SERVICE AWARDS

Every year the Department of Administration recognizes those services that have achieved significant results in customer satisfaction. The Director's Customer Service Awards are one way of recognizing those work units that provide exemplary service to our customer agencies, boards, and commissions, as well as those services that are focused internal to ADOA. These awards are determined from the results of the annual internal and external customer surveys. There are two categories within the Customer Service Awards. The Director's Excellence Award is presented to work units whose services achieved excellent levels of customer satisfaction (a rating of 6.5 or higher out of 8). The Director's Recognition Award is presented to work units whose services increased their satisfaction score by 1.0 or more over last year's rating or for those work units whose services have shown at least three years of continuous improvement in levels of customer satisfaction.

It has been a difficult year for most of state government as we have faced unprecedented fiscal challenges and reduced staffing levels. In spite of these challenges, the employees of ADOA have consistently focused on providing excellent customer service, and those efforts have been recognized by our customers. The overall agency satisfaction rating was 6.52, which is 0.14 points higher than last year, and is the highest level of satisfaction ever received. Agencies also recognized the importance of the services that we provide, resulting in an importance rating of 7.24, also the highest ever received in the history of this survey.

Over the past several weeks, the divisions have been holding celebrations to congratulate recipients of the Customer Service Awards. Plaques are presented to the Work Unit to display as well as certificates of appreciation for each employee within the recognized unit. The recipients of the 2009 Director's Customer Service Awards are listed below. Congratulations to all who received an Award!



See the list of winners on page 4



David Raber

Interim Director

*“Taking these
vacations reminded
me how important it
is to take some
“time out”....”*

The Director’s Corner

I recently took some time off to visit my daughter, Nikki in Belgium. She is a high school exchange student and has spent the past year in Europe (she just returned home to Arizona July 15th). My wife, father-in-law and I spent 12 wonderful days exploring Belgium, The Netherlands and Germany, as well as meeting and visiting with my daughter’s host families. A couple of weeks after returning from Europe, my son and I took a long weekend hiking trip to Havasupai in the Grand Canyon. We had scheduled the trip nearly a year ago and had a great time in this true wonder of nature.

Taking these vacations reminded me how important it is to take some “time out” from our work every now and then, to relax and renew our minds and bodies. It was the first vacation that I had taken since joining ADOA and the longest vacation that I could remember taking in many years of working for the State. I encourage all of you to take some well-deserved vacation time this summer. Whether you travel to far-away lands, go to the beach in California, camp up north in Arizona’s beautiful mountains, or just relax in your own back yard – you will benefit. We all work very hard day-in and day-out serving our customer stakeholders. It’s easy to get so caught up in our work that we forget that by taking some time to rest we actually benefit ourselves and our organization.

ADOA is an organization that understands the value of rest and vacation, particularly as we find ourselves in the midst of our current economy and the related stress we are all under.

So, enjoy the remainder of your summer and thank you for the great work that you do!

DATES TO REMEMBER



July

4th - Independence Day

5th - Independence Day Holiday –Office Closed

23rd - **State Furlough Day - Office Closed*



August

1st - National Friendship Day

20th - **State Furlough Day - Office Closed*

September

6th - Labor Day — Office Closed

11th - Patriot’s Day

12th - Grandparents Day

17th - **State Furlough Day - Office Closed*

22nd - First Day of Autumn



Milestones

5 YEARS

Five years

- Ben Amy Hudson-Kenney
- Ben Michael Meisner
- CP Edward Swan
- GAO Tiffany Franks
- GAO Kimberly Daniels
- GAO Karen Turner
- GAO Tabitha Johnson
- GSD Daniel O’Connor
- GSD Thomas Stickney
- ISD Atul Patel
- RISK Michele Tomas
- SPO John Red Horse

Ten years

- Ben Marcia Jarvis
- GSD Megan Darian
- ISD Buck Forst

10 YEARS

Fifteen years

- DIR David Raber
- GSD Janet Collegio
- HR Candee Samora

Twenty years

- ISD Jeff Grossman
- ISD Charles Taylor
- ISD Susan Lehr
- RISK Kristine Rowen

Twenty-five years

- GSD John Pollpeter

Thirty years

- ISD George Waselus

30 YEARS

DIRECTOR'S EXCELLENCE AWARD

BENEFITS

- ~Dental, Vision, Life, FSAs
- ~Provides Self-Funded Medical Plans

CAPITOL POLICE

- ~Enforces the Law
- ~Prevents Crime

DIRECTOR'S OFFICE

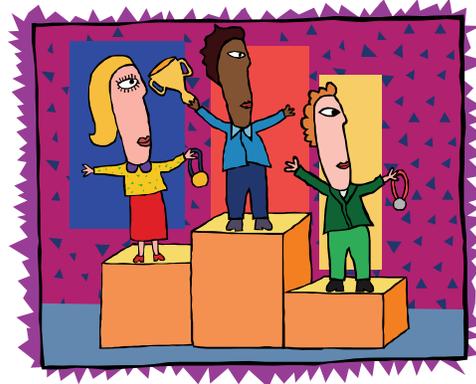
- ~Administrative Counsel
- ~Coordinates & monitors budget
- ~Legislative Liaison
- ~Provides strategic direction and vision

GAO

- ~Administers Applications Security/AFIS
- ~Coordinates Vendor Payments
- ~Input Appropriations into AFIS
- ~Operates AFIS
- ~Provides Compliance Audits

GRRC

- ~Governor's Regulatory Review Council



HUMAN RESOURCES

- ~Assists w/ RIF, Layoff, Career Center
- ~Maintains HRIS
- ~Maintains YES
- ~Provides strategic direction and vision
- ~Provides Personnel Rule Guidance
- ~Staffing & Recruitment Services

ISD

- ~Provides Mainframe Processing
- ~Provides Server Processing (Mid-Range)
- ~Administers a Local Area Network (LAN)

RISK MANAGEMENT

- ~Coordinate Employment Post-Offer Physicals
- ~Provides Benefits for Injuries (Workers' Comp)
- ~Provides Self-Insurance Funds

DIRECTOR'S EXCELLENCE AWARD

Continued from page 4

GSD/MSD

- ~Security – Maintains Physical Security
- ~Collects and Distributes Mail
- ~Fixed assets and inventories
- ~Fleet – Long Term Use
- ~Fleet – Short Term Rental (Taxi)
- ~Maintains and Repairs Office Machines
- ~Processes payroll
- ~Processes vendor payments
- ~Provides Data Input Services (CSB)
- ~Provides internal financial reports
- ~Provides Printing and Copying Services
- ~Records & collects accounts receivables
- ~State Boards Office - Provides Office Support
- ~Surplus Property
- ~Travel Reduction



SPO

- ~Reviews Procurement Requests (Compliance)

DIRECTOR'S RECOGNITION AWARD

CAP POLICE – Prevents Crime

HR— Provides Personnel Rule Guidance

GAO – Provides Accounting Policies & Procedures **ISD** – Provides Info & Data Security Services

GSD – Fixed Assets & Inventory

Administers Local Area Network (LAN)

Processes Vendor Payments

Celebrating 100 years of Statehood

IN HONOR OF THE ARIZONA CENTENNIAL

“The Father of Arizona”, Charles D. Poston, wrote a book called, “*Building a State in Apache Land*”. While trying to find something that would instill the essence of early Arizona, I found these passages and it made me think about what early Arizona would look and feel like. I hope the following paragraphs will give you the same insight and a little understanding of what one of the first settlers and instrumental individuals of the formation of Arizona thought.

“The country north of the Mexican Boundary is the most marvelous in the United States. After many years of arduous investigation and comparison with all the other countries of the world, it is still nearly as great an enigma as when first explored in 1854. The valleys are as fair as the sun ever shone upon, with soil as productive as the valley of the Nile. The rigors of winter never disturb agricultural pursuits in the open. In fact, in the southern portion of the territory there is no winter (5).

The valleys of Arizona are not surpassed for fertility and beauty by any that I have seen, and that includes the whole world; but still they are not occupied.

There were evidences of a recent Mexican occupation, with the ruins of towns, missions, presidios, haciendas, and ranches. There were evidences of former Spanish civilization, with extensive workings in mines. There were evidences of a still more remote and mysterious civilization by an aboriginal race, of which we know nothing, and can learn but little by the vestiges they have left upon earth.

They constructed houses, lived in communities, congregated in cities, built fortresses, and cultivated the soil by irrigation. No evidence has been found that they used any domestic animals, no relic of wheeled vehicles, neither iron, steel, nor copper implements; and yet they built houses more than five stories high, and cut joists with stone axes.

How they transported timbers for houses is not known. The engineering for their irrigating canals was as perfect as that practiced on the Euphrates, the Ganges, or the Nile. The ruins of the great houses (casas grandes) are precisely with the cardinal points (6).”

It makes me think of a beautiful place with amazing people, that is still Arizona today.

Automated Employment Verification Application

The Human Resources Division is pleased to announce the deployment of a new automated employment and income verification application. The new application provides instant on-line verification of an employee's employment status and/or income to support a request for a loan, application for social services aid, renting an apartment, etc. No more waiting on phone calls or fax responses...just a simple on-line query.

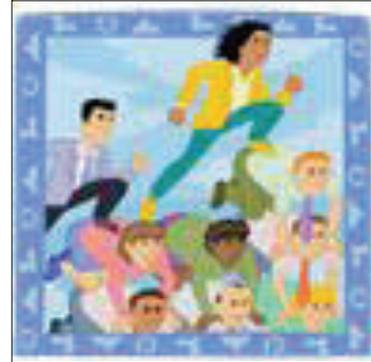
The new application is provided through the *The Work Number*, a service of the TALX Corporation. The Human Resources Information Solution (HRIS) provides secured bi-weekly updates of employment and income information to *The Work Number*. Organizations requesting employee employment and/or income verification simply log on to *The Work Number*, enter an employer and employee code, certify to the legitimate use of the information, and retrieve the required data instantly. The information may also be accessed by phone and is available 24 hours a day, seven days a week.



This new service should help employee's applications process more quickly and smoothly. Furthermore, agency staff normally assigned to handle employment verifications should see their workload drop significantly...a welcome result in today's resource constrained world.

Employee Recognition

GAO
TEAM OF THE 3rd QUARTER
PAYROLL HELPERS TEAM



With the payroll group being short staffed due to a vacant position and another on maternity leave, many staff in the payroll group had to shift to new roles, taking on duties previously not completed by them. This shifting of roles has helped to a great extent by other GAO staff filling in on the more routine items. This nomination is for the “payroll helpers”. The two GAO Debra/Debrah’s (Sawyer and Davis) assisted with filing and other tasks. Amanda Compton helped Lalita with various payroll tasks so that Lalita could help Sam, and Cheryl Wilcox assisted Marla with Retiree Accumulated Sick Leave (RASL).

I am sure the flexibility of the payroll helpers to do “whatever” and “whenever” were critical in keeping the payroll group going during the critical time of W2 printing, corrections and research as well as the regular payroll tasks. And I’m sure each of these helpers will quickly say how much they enjoyed learning something new and having exposure to another area of the GAO.



Employee Recognition



GAO EMPLOYEE OF THE QUARTER

SAM TEKIEEN

During a co-worker's maternity leave, Sam stepped up to help ensure a variety of HRIS tasks were accomplished before payroll compute could be properly started. We call it the "Payroll Launch Checklist". HRIS job cards must be configured. Imputed income must be loaded. Interface files for Nationwide Deferred Comp, Benefits, Computer Purchase, Transit Pass, etc must be received. A variety of queries must be run to ensure the system is updated properly. Although others assisted in running and analyzing these queries, Sam made sure that everything came together on a consistent basis. He was extremely dependable, and when it comes to payroll, dependability is gold!

Sam became a valued advisor for payroll issues when other accountants in central payroll faced unique situations in their work. He courteously handled customer service calls from agencies. He filled in for other payroll staff when they were out of the office such as providing backup customer service for garnishment calls. He administered the new MHC application which prints daily payroll warrants. He managed the brand new BofA CashPay program. He helped validate claims and reconciliations. He helped monitor the Central Payroll email box to ensure it never boiled over.

In early 2010, Sam had a hand in processing W-2C's for 145 individuals with Dependent Care adjustments. Ensuring individuals were taxed the appropriate amount, W-2C boxes were double and triple checked. They were then checked again. Due to the adjustments, recoveries were established to collect tax amounts owed from current employees. However, employees who had already left employment with the State had to be sent collection letters. Sam had the pleasure of being the listed contact for people to call when they wanted a verbal justification why they owed the State money for a corrected W-2. Sam kept his cool even while a former employee screamed that we would never see her tax payment. Sam took it in stride and calmly told his manager "I don't think she's going to be sending in a payment."

Give Sam a high five when you see him, he had an awesome 3rd quarter!

Employee Recognition

GENERAL SERVICES DIVISION

EMPLOYEE OF THE QUARTER

VENTURA RODRIGUEZ



Ventura began his career as a state employee in August of 1994. He was hired as a Groundskeeper, and 2 years ago he became a Physical Plant Supervisor. His responsibilities include oversight of custodial, HVAC, and maintenance at all ADOA satellite buildings, as well as continuing his duty as grounds manager for the entire Capitol Mall area.

He is an enthusiastic employee and welcomes new challenges. Ventura is a team player, with a “CAN DO ATTITUDE”. He encourages morale within his unit by promoting teamwork and communicating with his workers and tenants alike.

We congratulate Ventura on being the GSD employee of the 3rd quarter!

Employee Recognition



HUMAN RESOURCES DIVISION
EMPLOYEE OF THE QUARTER
STEFANIE MUNSEY

The Human Resources Division is working towards implementing electronic employee time entry...meaning no more having to fill out a paper timesheet.

Stefanie has been instrumental in helping us implement Employee Time Entry (ETE). She has completed the Employee Time Entry (ETE) functional design, developed a common design that all agencies could adopt, designed a common proxy worksheet to identify non-direct supervisor time sheet approvers and provided an easy way to upload data into HRIS.

Stefanie was also responsible for designing new ETE reports, creating an ETE business process document, producing and distributed monthly Supervisor Code Audit reports to agencies, supporting the comprehensive testing process for the HRIS 9.01 upgrade and reviewing and updating HRIS training for deployment to the new HRIS web site.

We are all very excited about this new feature of HRIS. Because of Stefanie's leadership on this project, we are expecting to roll out ETE to the first group in August of this year.

Employee Recognition



Photo of Team Members standing left to right: Lorinda Frost, Greg Carmichael, Rebecca Dickey, Evelyn Flores, Mike Hammock, Ron Loyd and Margaret Burns

HUMAN RESOURCES DIVISION

TEAM OF THE QUARTER – MISSION CRITICAL REVIEW/TRACKING TEAM

The State has been under a hiring freeze for 2 ½ years. When that hiring freeze went into effect all positions that were not exempt from the hiring freeze required ADOA approval before an agency was authorized to fill the position. This team was created to review requests and provide the ADOA Director and HR Director a recommendation to approve or to deny, and members of this team are also responsible for tracking every request from the point it is received to the point the agency is notified of the outcome. The tracking document is not only useful for this team who are reviewing the requests but the information is also provided to Class and Comp so if they receive a request to establish a position they know it has been authorized to be filled. The information is also provided to Employment so if they receive a request to transfer an employee into a position or to assist in filling a position, they know it has been given the approval to be filled.

This team has done a phenomenal job of reviewing and tracking the requests and to date they have processed over 5,400 requests.

Employee Recognition



CAPITOL POLICE EMPLOYEE OF THE QUARTER LISA MILLER

The Arizona State Capitol Police “Dispatch Center” is staffed with individuals who receive both emergency and non-emergency calls and then dispatch the appropriate level of service; police officers and/or police assistants. This center is open 24 hours a day, seven days a week, 365 days a year. With recent resignations leaving only three dispatchers to cover all shifts, Police Assistant Supervisor Lisa Miller agreed to help out. To do so, she had to learn a completely different job in a very short amount of time, while initially working with a veteran dispatcher, she soon found herself working alone on a graveyard shift and covering weekends and holidays. A ‘graveyard’ shift is usually during the hours most of us are asleep. She also had to obtain her ‘TOC’ certification; Terminal Operator Certification. This allows dispatchers to access information from the Arizona Criminal Justice Information System Network (ACJIS). Lisa still supervises a squad of police assistants who work during the day which poses its own set of issues not working at the same time as those she supervises.

Lisa has an Associate of Applied Science degree in Criminal Justice Studies from Remington College. She came to the Arizona State Capitol Police in 2006 as a Police Assistant and was promoted to the first Police Assistant Supervisor position in 2008. She has been active in volunteer programs such as ‘Victim Services’ and in the ‘Rape Aggression Defense Program’ teaching self defense. When Lisa is able to manage a day off she enjoys photography and glass etching.

Without Lisa’s help, the three dispatchers would have been working around the clock with no days off. Congratulations Lisa, on being selected as the Capitol Police employee of the quarter!

Employee Recognition

BENEFITS SERVICES DIVISION

BSD Team of the Quarter - The Events Committee

Rosie Huntley, Samantha Goddard, Amanda House, Elizabeth Schafer, John Li and Yvette Medina.

The events committee has done a tremendous job of planning and facilitating events for BSD. Each member of BSD has benefitted from the planning, organization and creativity of the committee. They have consistently planned successful events on a shoe string budget and have managed to exceed the expectations of everyone with each holiday party, recognition event and mid-month team builders. The team has been an integral part of improving and maintaining office morale and continues to be a positive impact. recent events include: The Spring Fling, Nacho-ordinary Pot Luck, Monthly Birthday Parties, Monthly Newsletter, quizzes and riddles and Quarterly ERC Events.

BSD Employee of the Quarter - John Li

John is the Senior Database Engineer. He consistently goes the extra mile to support all of the BSD data needs. Most recently John was provided data support for a large COBRA project and assisted with building a Full Time Student verification reporting mechanism. John always has a positive attitude and is willing to help whenever asked.

BSD Leadership Award - Jerry Freeman and Denisa Brown-Perkins

Jerry and Denisa combined efforts to ensure that the BSD office renovation was completed on time and under budget. This large renovation would not have gone as smoothly as it did without the specific efforts of both Jerry and Denisa. The reorganization was coordinated and the entire staff was aware of deadlines for relocation. This was a complex project, completed on short notice. Both Jerry and Denisa exemplified leadership during the renovation and continued to work with vendors, employees and the BSD management team to ensure that everyone was settled in their new work space with as little disruption as possible.

CONGRATULATIONS!

Employee Recognition

RISK MANAGEMENT EMPLOYEE OF THE QUARTER JON VELLA



Jon Vella performs a variety of important work for the Property and Liability Section, the Workers' Compensation section and for ADOA. Jon handles most subrogation for claims helping to bring in revenue to Risk Management when negligent third parties are responsible for claims made against the state. Jon also is our primary investigator for Claims and for Workers' Compensation. His work in the Workers' Compensation side has resulted in fraud convictions against claimants who have abused the system.

Jon's value to Risk Management, ADOA and the State goes beyond the scope of his work. His enjoyment of his work and his sense of humor is obvious to everyone who works with Jon and for these and countless other reasons, Jon is Risk Management's employee of the quarter.

Employee Recognition

ISD EMPLOYEES OF THE QUARTER

ISD is proud to announce for the first time ever we have dual winners for the 3rd quarter of FY 10 Matt DeClue and Tim Jones.



Matt DeClue Application Support Manager has been an invaluable asset in developing the State of Arizona's American Reinvestment and Recovery Act (ARRA) solution. – Microsoft Stimulus360. Given the extremely tight timeframes, countless changes from the Federal Government and working with a challenging vendor Matt has stepped up to every task that we have asked him to do. He has spent countless number of hours outside his work schedule to bring the solution to fruition and accommodated

all the needs. Congratulations on an outstanding job Matt!



Tim Jones EDP Computer Operator III is a dedicated and hard worker who takes it upon himself to go far and beyond his normal duties to assist and please his fellow co-worker and customers. While working with customers he responds with a good attitude and friendly manner to meet their needs and find solutions. When other sections are short staffed Tim is ready with a helping hand to assist. Congratulations Tim!

Employee Recognition

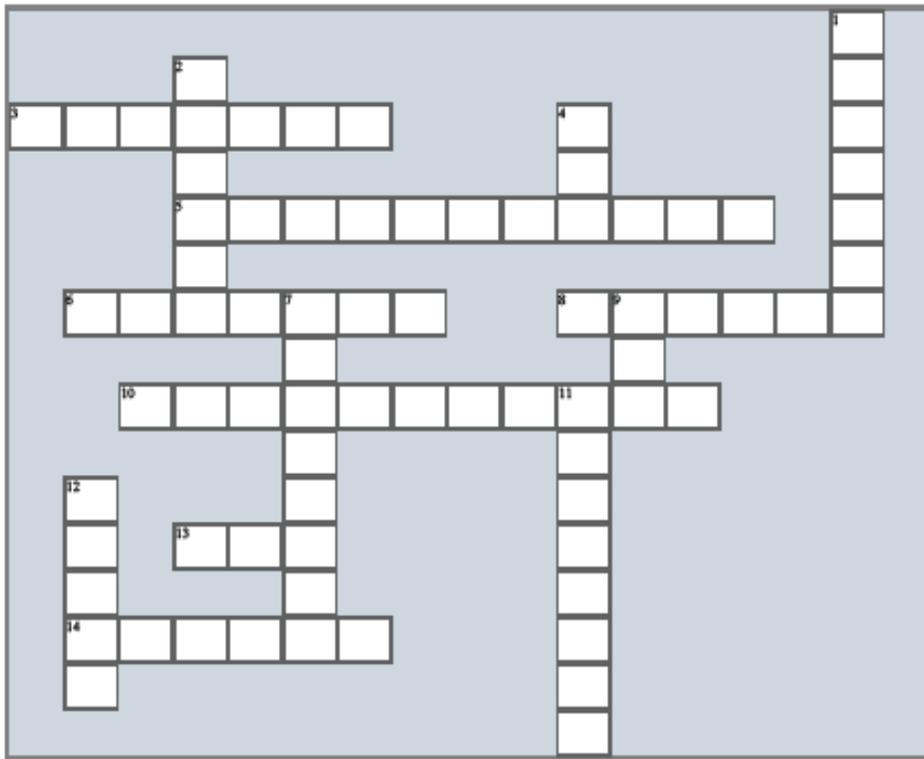


ISD is please to announce the Team of the Quarter - ISD Administration Team. Team members are **Juanita Salazar, Becky Watson, Monica Moraga and Cindy Womack.**

This team is the lynchpin for successful operation of the Information Services Division! The customer service provided by these individuals, through good times and or bad is consistently outstanding. This group ensures the mission of ISD is completed successfully by allowing managers and operational personnel to focus on providing IT services! Thank you for an outstanding job!

Sizzlin' Summertime

Sizzlin' Summertime



Across

- 3. Summer resort ocean
- 5. Summertime structures
- 6. Summer activities may be canceled if its bad
- 8. Gardeners place them in their gardens
- 10. Composer of many popular summer themed songs
- 13. Summer time drink - Iced _____
- 14. Rode the waves

Down

- 1. Outdoor events in summer
- 2. Short sleep
- 4. Head covering for summer
- 7. Spell that's hot in the summer
- 9. Summertime sign
- 11. Protective Lotion
- 12. Shore of the sea



THIS N' THAT



AZ SPO has won the Achievement of Excellence in Procurement Award for 2010! Arizona Department of Administration is 1 of only 12 state agencies in the United States receiving the award and has won the award for 8 consecutive years. Congratulations to our State Procurement Office!



Tiffany Franks and Paul Ruwald have achieved CGFM (Certified Government Financial Manager). We would like to Congratulate them!

<http://www.gutenberg.org/files/11226/11226-8.txt>

Use the above link if you want to read more on the Statehood article on page 6.



Open enrollment has new dates this year November 1-19.



Cause for Applause



BENEFITS

Amanda House
 Rose Bernal
 Rosie Huntley
 Raquel Garcia
 Bob Lay
 Marcia Jarvis
 Connie Geesey

GAO

Karen Turner

ISD TPO

Angie Bailey
 Buck Frost
 Christopher Casaletta
 Connie Wheeler
 Craig Dokken
 David Atkins
 Dhyan Hatton
 Dorian Eberhardt
 Greg Dillard
 Jeff Grossman
 Jeremy McCown
 Josefina Olivas
 Josh Thornes
 Julia Valdez
 Ken Roundtree
 Matt DeClue
 Randy Hochstein
 Tony Wilcox
 Wayne Hollingshead

HUMAN RESOURCES

Abby Williams
 Annette Fettig
 April Mendez
 Brachel Gonzales
 Christine Bronson
 Cindy Tomko
 Connie Magallanes
 Debbie Taylor
 Don Bergeson
 Evelyn Flores
 Greg Carmichael
 Grisel Salas
 Jackie Mass
 Jaclyn Warren
 Jennifer Bowling
 Jim Spielman
 John Sheller
 Karie Miller
 Kartik Kharban (KK)
 Lisa Calvin
 Margaret Burns
 Melody Nettetstad
 Michele Ashley
 Mike Hammock
 Norma Ragan
 Rebecca Steele
 Ron Young
 Rosa Aguilar
 Ruby Bilagody
 Stefanie Munsey
 Susan Laurence
 Terri Bradford
 Thomas Szewczyk
 Travis Butchart
 Wendy Walther

GSD

Anthony Bellanger
 Barbara Pipkin
 Cindy Veverka
 Gary Kern
 Jason Baker
 Kari Watkins
 Ralph Rodriguez
 Sandy Laude

RISK MGMT

Arlita Campbell
 Kris Rowen
 Nancy Germond

GET TO KNOW FEATURED EMPLOYEES

GET TO KNOW JANE DAVIES



The Risk Management Division (RMD) is honored to present Jane Davies. Jane was born in Wyoming, but was raised in Chandler, Arizona. Her family moved to Chandler in 1973 because her father, Jim, was a Farrier, horseman and professional cowboy. There was all year work, no snow and plenty of rodeos in Arizona. Jane graduated from Chandler High School and has an Associates Degree in Business Administration. Jane and her husband Alan of 19 years live in Peoria where they raise their dogs, Hunter and Lucy. Prior to working for the Department of Administration RMD, Jane worked for Kitchell Contractors Environmental Services Division in Phoenix, AZ and DMB Associates in Scottsdale, AZ. With DMB Associates Jane worked on Master Planned Communi-

ties DC Ranch and Verrado here in Arizona, and Kukui'ula in Kauai, Hawaii. In August 2009 Jane started working in Loss Prevention Section and was promoted to Program Specialist II in February 2010. She is the Assistant Director's Administrative Assistant and staff support for eight personnel. She enjoys cooking, golfing, rodeos and reading Irish History. Jane is enjoying the opportunity to work for the Loss Prevention Section and appreciates the diversity and challenges of her new position.

GET TO KNOW FEATURED EMPLOYEES



Lin Ma and Her American Dream

Lin Ma joined the General Accounting Office (GAO) in February of 2008 as a Statewide Accountant I. She was born and raised in Jinan, China, a medium size city with a population of 6 million on the east coast of China. After graduating from college with a Bachelor's degree in international business, Lin got her first job as an office assistant of a power plant in her hometown. She was promoted to HR manager and transferred to Shanghai three years later to

setup a Chinese-American Joint Venture. That was where Lin met and fell in love with Robert Bao, a hardware engineer who was on a short trip from America to Shanghai to visit his parents. After two years of long distance love, Lin and Robert were married in Shanghai. In December, 2003 Lin came to America to fulfill her "American Dream", which included having two children (she could only have had one child in China), obtaining a master's degree, and starting her career.

The couple lived in Sunnyvale, California for 2 years, where Lin had her first daughter, Maggie, and her first job in America as an office assistant with the City of Sunnyvale. It was "like a miracle" : she applied for a volunteer job and two weeks later, was hired into a full time job because of her outstanding performance.

In the summer of 2005, her husband accepted an offer from Intel and the whole family moved to Chandler, AZ. Lin also found a job with an international business company in Mesa and decided go back to school to work on her master's degree where she went to evening school and finished her five prerequisite courses. In 2007, she had her second daughter, Monica, and was admitted into Master's in accountancy and applied leadership program at ASU west. She was extremely happy when she applied for and received an offer from the GAO where she enjoys working in the appropriations group and being part of the GAO family. Lin calls this is her "dream job," not only because she liked her government work experience in California, but also because working for the government is most Chinese people's dream in the Chinese culture.

Lin had her third child, Melvin, in 2009, and finished her master's degree in the same year. In April 2010, she became a citizen of United States and was promoted to Statewide Accountant II. Lin says that she is so lucky to have her "American Dream" come true. She loves to tell her stories to her Chinese friends and hopes to inspire the new immigrants to keep on pursuing their own dreams. Congratulations Lin! Your story is truly inspiring.

GET TO KNOW FEATURED EMPLOYEES



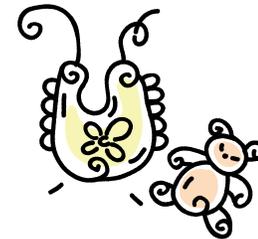
It is a pleasure to introduce Joe Sciarrotta, Jr., the newest member of our staff in the director's office. Joe has hit the ground running as our General Counsel advising the Director on legal matters such as procurement protests, contract negotiations, personnel and benefit issues and an array of other business issues pertaining to our agency. Joe is also the Director's designee to Chair the Governor's Regulatory Review Council (GRRC). We keep him quite busy.

Previously, in the private sector Joe did a variety of legal work including corporate, commercial, franchise, general litigation, administrative law, legal malpractice defense, and tort issues. ADOA is so diverse administering many different services in state government that all Joe's experience in the varied areas of the law, made ADOA a perfect fit!



Our office has given in to laughter since Joe's arrival. He has a gregarious personality, a contagious laugh and a joke or an entertaining story for every occasion.

Joe is married to an attorney that works for the Maricopa County prosecutor's office, and they have one adorable 5 year old daughter.



Johannah Tran born June 8

Proud parents: James Tran and Vahn Vo



Key – To Spring 2010 Arizona Crossword

Across

1. **TOMBSTONE**—The town too tough to die
3. **WINGEDVICTORY**—Statue on top of the Arizona State Capitol building
5. **TURQUOISE**—Arizona's state gem
8. **DITATDEUS**—State motto
10. **GOLDWATER**—Famous public official, Senator, and presidential candidate born in Phoenix
12. **MOFFORD**—Arizona's first female Governor
13. **SANFRANCISCOPEAKS**—Highest elevation in Arizona

Down

1. **TERRITORY**—Before statehood, Arizona was a
2. **PETRIFIEDWOOD**—Official state fossil
4. **GRANDCANYON**—One of the seven wonders of the world
6. **SUNCITY**—Established by developer Del Webb in 1960
7. **SAGUARO**—The age of this is determined by its height
9. **OCONNOR**—First female member of the Supreme Court of the United States
11. **TWO**—Number of Super Bowls held in Arizona

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**NEWS & VIEWS is a
a newsletter for employees of
the Arizona Department of
Administration created by
employees. We welcome
your comments and
suggestions!**



Photo by: Greg Dillard

The Arizona Department of Administration was established in 1972 by the State Legislature to provide centralized support to the operation of state government. Our customers consist of all state agencies, boards and commissions. We also partnership with other municipalities and universities for IT services in our state of the art data center.

ADOA Divisions:

- Benefits
- Information Technology/TPO
- Capitol Police
- General Services
- Director's Office/GRRC
- Risk Management
- GAO
- State Procurement Office
- Human Resources

VISION: Serving State Government with Leadership, Pride and Innovation.

MISSION: To provide effective and efficient support services to enable government agencies, state employees and the public achieve their goals.