



## Legislative Wrap-up

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he 2007 Legislative Session adjourned Sine Die on June 20, 2007. The 164 day session was the fifth longest since statehood. Adjournment came just one day after the Legislature forwarded the 2008 budget to the Governor, which was signed into law on June 25, 2007.

The fiscal year 2008 budget contains a 3% pay raise for state employees, plus an additional 0.25% performance increase in addition to the 3% increase. A 0.5% employee retirement increase will take effect at the same time as the salary increase, resulting in a net pay increase of approximately 2.75% for state employees assuming performance standards are met. For a more accurate estimate of the increase in your take-home pay, go to [www.hr.state.az.us](http://www.hr.state.az.us) and click on "performance pay" then click "estimator" and enter your salary information.

Other key budget enactments affecting ADOA this session include a funding increase for the Human Resources Division which will enable them to fill key vacancies and continue to effectively manage statewide personnel issues. The General Accounting Office received \$370,000 in funding to reduce turnover. We also received funding to enhance both physical and electronic security. A total of \$960,000 was appropriated for Capitol Mall security systems and the Information Services Division received \$300,000 for electronic security.

Legislation was also enacted enabling Capitol Police to move forward with the Reserve Officer Program and the overtime calculation for Capitol Police Officers is now consistent with calculation methods of other state law enforcement entities.

Overall, the 2007 Legislative Session was very favorable to ADOA. We still have key needs within the agency and will continue to work with the Legislature in 2008 to ensure that these needs are met.

## News & Views

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

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# The Director's Corner



Director  
William Bell

In this month's issue of the *News and Views* we have a wrap-up of the legislative session and the bills and budget that passed for our agency. You also get an update on the new security measures we have instituted at our building.

A new tuition reimbursement policy takes effect July 1<sup>st</sup>, which will be beneficial to those of you wishing to continue your college education. We will have it posted on our webpage soon; in the meantime, if you have questions regarding the new policy, please speak to your manager.

Soon we will implement our space management plan. Some have already begun to move, others will do so in the coming months and other areas will not change at all. GSD has worked with your managers to determine the best use of our space in this building. When you are doing a remodeling project at home or work, it does cause some inconveniences and disruptions, we appreciate your patience during these moves.

My office is busy scheduling the next round of Director's meetings with staff. I look forward to meeting with you and hearing your comments and concerns.

A handwritten signature in black ink that reads "W. Bell".

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



## May, June and July Milestones

### Five years

HRD BJ Gottesman  
CP Nicole Akenman  
GSD Tony Palmisano, Arvis Harvey  
ISD Matt DeClue, Penelope Meyers  
DO Angela Fischer  
FSD Jennifer Reed

### Ten years

GSD Michael King  
ISD Jonathan Claxton  
HRD Esther Davis  
MSD Angela Dean  
FSD Julie Lilleberg  
CP Maria Berrelez  
AzGU Charles Spencer

### Fifteen years

HRD Bryce Boldt, Greg Carmichael  
GSD Lynne Smith

### Twenty years

MSD Allan Boone, Steven Perica,  
Ronald Pietrzyk  
GSD Eddie Fernandez

### Twenty-five years

CP Robert Gerome

### Thirty years

GSD Steve Myers, Candelario  
Sausedo  
MSD Wendy Hammon

### Thirty Five years

GAO Ken Smart



## Mark Your Calendar



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



## August

**13th** Benefits Open Enrollment Begins

## September

**3rd** Labor Day - Office Closed

**10th** Benefits Open Enrollment Ends

**22nd** State Job Fair at the State Fair Grounds



A September 5, 1916 Labor Day Parade in Detroit





# ERC Sponsors ADOA Golf Tournament

On Saturday, April 21<sup>st</sup> bright and early in the morning, 61 golfers, many volunteers, and one coyote showed up at Arizona Traditions Golf Course for the annual ERC ADOA Golf Tournament. Volunteers registered the golfers and sent them out to the course. The tournament was won by the team consisting of Scott Smith, Alan Ecker, Reed Spangler, and Randy Pongratz. There were many raffled prizes and a silent auction which included sports memorabilia, dinners and hotel accommodations. Lunch was served to the golfers and volunteers and each person received a "goody" bag. A good time was had by all.

We would like to take this opportunity to thank all of the volunteers, who made this event possible. Becky Watson (ISD), Bret Boettcher (CP) and son Jacob, Mannie Ramirez (AzGU), Elizabeth Diaz (MSD), Jan Sharon-Striebly (GAO) and husband Kelly, Julie Cruz (RM), Paula Baldovino (ISD), Ralph Rodriguez (Printshop), Candee Samora (RM), Anita Kleinman (GAO), Annie Eick (GSD), Tiffany Franks (GAO) and son Michael, Lubia Quijada (AzGU), Heather Keller (ACCCHS), and Ruth Stieger-Gentle (HR).

# "YES" ADDS NEW PERSONAL FUNCTIONS

Beginning in July, the State of Arizona's employee web site, Your Employee Services (YES) will add 3 exciting new information update options: Change your home address, revise your federal tax withholding, and update your emergency contact information. Look for an announcement e-mail and posters as soon as these functions are ready to use.

YOUR EMPLOYEE SERVICES



ALL YOURS!

Your Employee Services (YES) provides secured access to over 60 items designed to make your work life easier. Among the many options, you can view your current and past paychecks, modify your health benefits during open enrollment, change your deferred compensation deductions, check out potential day care services, find a promotional opportunity, check road conditions before leaving for the daily commute, find the location of the cheapest gas, and much, much, more.

YES helps you save time and paperwork. All at one web site, with one password. Simply logon to [www.yes.az.gov](http://www.yes.az.gov) and see for yourself.

## ADOA SPACE MOVES

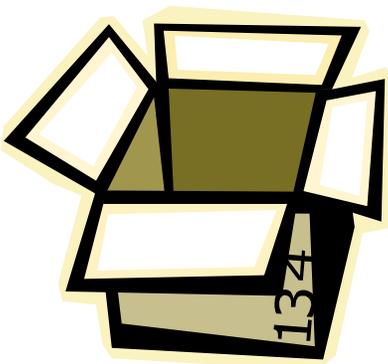
You will begin to see some changes around 100 N. 15<sup>th</sup> Avenue as GSD Building and Planning Services (BPS) begins implementation of a long-term project to more efficiently organize our building space. Under the guidance of the Director's Office, GSD is coordinating closely with division Assistant Directors and other staff to maximize the efficient and effective use of our space. After detailed discussion and extensive consulta-



tion with each division, the approved plan incorporates the most efficient use of space, as well as accommodating the division needs for flexibility, workstation changes, changes in division responsibilities and department initiatives.

Some changes to office space have already begun. The implementation of moves and remodeling will take place over the four months from May to September 2007. To give you the overall picture of the upcoming changes, these are the major moves planned:

- ISD will consolidate its operations in this building into a single work area and create additional workspaces for staff. ISD will also gain additional space at 1510 W. Adams.
- TPO and Accenture will consolidate fragmented work areas and expand with additional workstations to create a more effective work environment.
- AzGU staff will relocate to the third floor to accommodate an increased need for workstations and product development areas.
- GAO will more efficiently utilize its existing space allocation by consolidating GAO and Auditor General staff into its main suite.



- HR has recently renovated its space on the second floor to create a more secure work environment. In September, HR will open the doors of the new Career Center on the first floor.
- Benefits will physically reorganize their space to expand and create a more functional work flow that facilitates confidentiality of Benefits information and eliminates fragmented work areas.

We are making every effort to ensure minimal disruptions to your daily work routine. We will do weekend moves whenever possible, and you will receive specific instructions and guidance on how to prepare for upcoming moves. GSD appreciates your patience and cooperation through this transition.

## ADOA Building Gets Security Upgrade

The employees at the Arizona Department of Administration work everyday to achieve their mission: *“to provide effective and efficient support services to enable government agencies, state employees and the public to achieve their goals.”* Two recent incidents at the ADOA building, 100 N. 15<sup>th</sup> Avenue have prompted our Leadership Team to evaluate and upgrade security measures around and within the ADOA building. To accomplish the task, Commander Andrew Staubitz with the Arizona State Capitol Police Department, Tim Summers with GSD Physical Security, Gwen Lopez with Risk Management, Mark Stromgren with Opus, and Bruce Christianson with Risk Management worked together to evaluate the security of the ADOA Building and make recommendations.

One of the incidents happened on February 13, 2007 at approximately 10:00am in the morning, when two employees reported their purses stolen from their work stations. A police investigation conducted by Officer Edward Swan with the Capitol Police Department revealed a suspect who was later identified as Rodney Sheppard. It was determined that Sheppard entered the building through an unsecured delivery door and walked freely to the 4<sup>th</sup> floor where he stole the unsecured property. Sheppard subsequently located and arrested. He was booked on one count of theft, and one count of possession of stolen property.

The second incident occurred on April 23, 2007 at approximately 8:42am when two ADOA employees standing outside 100 N. 15<sup>th</sup> Avenue were approached by a suspect later identified as Clifford Pickett. Pickett proceeded to ramble to the employees, causing them to be concerned for their safety. The employees instructed the suspect to leave the area. Pickett then picked up a cement ashtray and threw it on the ground breaking it. He then walked over to the victims and began threatening physical harm.

Pickett then walked away, and one of the victims noticed a railroad spike in his rear pocket. Officers arrived within a few minutes of the call and began looking for the suspect but were unable to locate him. Sergeant Robert Gerome and Sergeant Hollis Corey recognized the description of the suspect and located him a few days later (still carrying a railroad spike). A photo line-up was used and the victims identified Pickett as the suspect. He was booked into County Jail for one count of Threatening and Intimidating, and one count of Criminal Damage.

The inspection team utilized their expertise and experience to develop recommendations for security upgrades that will enhance safety and help prevent crime. As a result, the Department has implemented many upgrades to the surveillance cameras along with the addition of cameras to the parking garage, and elevators. These cameras are recorded 24 hours a day, 7 days a week and play a crucial role in the security of the building. The team also recommended additional lighting and the Department is in the process of contracting for these lights on the East side of the building and by the front doors. A Police Assistant has also been placed in the lobby for added security and has direct radio contact with police officers on the street. A security post is in the works for the near future. It was recommended that the loading dock/delivery door be locked and have a camera installed, along with an inter-com system and that a protocol on receiving deliveries be developed. This task has already been completed.

Other recommendations include trimming the shrubs to a three and one half foot height around the building and re-evaluating the designated smoking areas.

Another important aspect of security for the ADOA building lies in the hands of the employees, because crime prevention is everybody's responsibility. Here are some things that every employee should do to help create a safe and secure environment:

- ✦ Report suspicious activities to the Police
- ✦ If you are a victim...file a Police Report
- ✦ Always wear your ID badge
- ✦ Report suspicious packages
- ✦ Be aware of your surroundings and trust your instincts. If you feel a situation or person is a threat, back off and call the police.
- ✦ If security equipment appears to be broken or malfunctioning, report it to your supervisor immediately.

Remember, Crime Prevention needs your attention! If you have any questions or comments please call the Arizona State Capitol Police at (602)542-0362.

## April

| AzGU               | Cap Police     | GAO                | HR                  | ISD               | GSD            |
|--------------------|----------------|--------------------|---------------------|-------------------|----------------|
| Lubia Quijada      | Bret Boettcher | Cody Johnson       | Jessica Chapman     | Marilyn Timmerman | Anne Eick      |
| Mannie Ramirez (2) |                | Vahn Vo            | Linda Rose (2)      | Paula Baldovino   | Timothy Hurst  |
|                    |                | Anita Kleinman     | Karen Dillinger     | Becky Watson      | Jobalena Yates |
|                    |                | Jan Sharon-Strieby | Ruth Stieger-Gentle | Tim Witherspoon   | Robert Borrula |
|                    |                | Tiffany Franks     | Wendy Walther (2)   |                   |                |
|                    |                |                    | Brisa Daniel (2)    |                   |                |
|                    |                |                    | Gana LaPaglia       |                   |                |
|                    |                |                    | Leslie Biava        |                   |                |
|                    |                |                    | Lisa Hagelman       |                   |                |
|                    |                |                    | Lorinda Frost       |                   |                |
|                    |                |                    | Phyllis Sonier      |                   |                |
|                    |                |                    | Becky Coffey        |                   |                |

| MSD                  | Risk             |
|----------------------|------------------|
| Maggie Lam (2)       | Candee Samora    |
| Melody Nettetstad    | Julie Cruse      |
| Cherylanne Ciaravino | Kareem Parker    |
| Tim Christiansen     | Rebecca McKey    |
| Debi Sawyer          | Renee Kobak      |
| Tyrone Sneed         | Judy Ludwig      |
| Elizabeth Diaz       | Ed Walsh         |
| Ralph Rodriguez      | Gail Maternowski |
|                      | Mayra Rivera     |
|                      | Irma Mendoza     |
|                      | Penny King       |

## Cause for Applause Recipients Fourth Quarter



## May

| GAO             | HR                   | ISD         | GSD            | MSD                      | Risk               |
|-----------------|----------------------|-------------|----------------|--------------------------|--------------------|
| Regina Soberano | Colette Sanstamoinen | Josh Wagner | Richard Wester | Cherylanne Ciaravino (2) | Kareem Parker (2)  |
| Tammy Burt      | Michelle Ashley      | Buck Forst  |                | Dora Brafford            | Valerie Ruelas (2) |
| Diane Gorham    | Penny King (2)       |             |                | Joyce Wright             | Regina Soberano    |
| Kim Harper-Syra |                      |             |                | Michael Burrell          | Janet Valdez       |
|                 |                      |             |                | Daniel Marquez           | Sharon Buckley     |
|                 |                      |             |                | Robert Gandara           | Beverly Adelman    |
|                 |                      |             |                | Danielle Thompson        | Rebecca McVey      |
|                 |                      |             |                | Go Ortiz                 | Arlita Campbell    |
|                 |                      |             |                | Derek Vigil              | Jeremy Clark       |
|                 |                      |             |                | John Corbett             | Don Subach         |
|                 |                      |             |                | Debbie Oland             | Elaine Signore     |
|                 |                      |             |                | Annette Fettig           | Jon Vella          |
|                 |                      |             |                | Cindy Tomko              | Betty Lopez        |
|                 |                      |             |                | Melody Nettetstad        | Charles Brandt     |
|                 |                      |             |                | John Derrick West        | Candee Samora      |
|                 |                      |             |                | Randy Frost              |                    |
|                 |                      |             |                | Arlita Campbell          |                    |

| SPO          |
|--------------|
| Elmer Garcia |

## June

| GAO            | HR            | ISD              | GSD            | MSD              | SPO             |
|----------------|---------------|------------------|----------------|------------------|-----------------|
| Greg Carlson   | Evelyn Garcia | Anthony Martinez | Deanna Rope    | Tim Christiansen | Tamara Mitchell |
| Kjell Anderson |               |                  | Dawn Miyabara  |                  |                 |
| David Kinser   |               |                  | Valerie O'Neal |                  |                 |



The HRIS team is developing an exciting extension to Hiring Gateway called Onboard Arizona. Onboard Arizona picks up where Hiring Gateway leaves off by automating the hire process from the time an applicant has been identified as a preferred candidate until that candidate becomes an employee. Key components of Onboard Arizona include:

- Online creation of a job offer
- Electronic routing of the job offer for agency approval
- A special new web site for the prospective employee to review and validate employment information
- Partially pre-filled new-hire forms
- Automatic transfer of new hire information into HRIS
- Availability of an EIN on the employee's first day of work

On board Arizona will reduce the time and cost to hire a new employee and improve the professionalism and quality of that employee's initial days with us. Look for deployment of Onboard Arizona later this year.

## Be Well Stay Well – Your Health Matters

With so much advice on health care in magazines, on television, and online, it is sometimes hard to know what to believe. To help you separate fact from fiction, the Wellness Unit of the Benefit Services Division is offering you access to the Mayo Clinic EmbodyHealth Web Portal at [www.bewellstaywell.az.gov](http://www.bewellstaywell.az.gov). The EmbodyHealth portal is filled with practical health tools, reliable information and online programs prepared by experts at Mayo Clinic, one of the most trusted names in health care.

The EmbodyHealth Web Portal offers five online Health Management Programs: Fitness for EveryBody, Healthy Pregnancy Program, Healthy Weight Program, My Smoke-free Future, and My

Stress Solution. When you enroll in any of these programs you will get a personalized plan to help you meet your objectives.

For example, if you are committed to making changes in your health habits such as eating healthier and adding more activity, then the Mayo Clinic Healthy Weight Program is the tool for you. The program will help you set weekly goals, track your progress and send you tailored feedback giving you strategies for success. You can use interactive resources to customize meals and help you select activities specific to your needs.

To join the Healthy Weight Program or any of the other online Health Management Programs, simply go to [www.bewellstaywell.az.gov](http://www.bewellstaywell.az.gov). Look under My Tools – Taking Action and get started today. On your first visit to the website, make



## AZNet Telecommunications Technician and Firefighter

Shaun Hilton, AZNet Voice Maintenance Field Technician, working for the AZNet subcontractor, Black Box, was at the right place at the right time!

On April 12, Shaun was at an Arizona Department of Transportation (ADOT) – Tucson site responding to a call to make a repair. At the same time, ADOT electricians were on site working on ADOT's back-up generator. When the electricians switched back to commercial power, three separate fires broke out in the switch room.

Shaun was in the switch room and grabbed a fire extinguisher and quickly put out the fires! The fire department was called to the site and determined the fire was caused by a faulty wiring hook-up.

It was fortunate Shaun was on site. His quick reaction and courage saved the PBX (voice switch) from the fire...saving ADOT approximately \$150,000 in replacement cost, time, inconvenience and hassle. THANKS Shaun for saving the day!



# Arizona Government University Debuts Web Conferencing

Is your work team scattered geographically? Are you trying to get your team members on the same page when they do not work in the same location? Is the combination of skyrocketing gas prices and travel for meetings and training wreaking havoc with your budget?

Arizona Government University (AzGU) has found an answer to meeting all of these challenges – iLinc, a web conferencing interface. Translated, this means that a learner in Winslow can “join” a class in Phoenix, enjoying all of the benefits of the classroom interaction while avoiding the expense, the environmental damage and the productivity losses associated with travel.

Recently Arizona Government University (AzGU) staff member Pat Dunbar facilitated a training session in a Phoenix classroom for Level III STARS (State Training and Registration System) users. Joining the class via iLinc was Manuel, a Level III STARS user based in Yuma who also telecommutes one day a week. Manuel was able to see everything the classroom learners did, to ask questions and to participate in discussions. iLinc allows for an interactive learning experience from a distance. The learner needs only a computer with speakers to participate.

The addition of iLinc now allows AzGU to use five different delivery channels that vary by degrees of learner independence. The following table lists and briefly describes the five delivery channels and identifies sample AzGU course offerings associated with the delivery channel.

| Delivery Channel               | Description                                                                                                            | AzGU Course Offerings                                                                                                                                                                                    |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Classroom                      | This is the traditional instructor-led delivery method.                                                                | <ul style="list-style-type: none"> <li>- Supervisor Academy</li> <li>- Advanced Supervisor Certificate Program</li> <li>- Preventing Workplace Harassment</li> <li>- Welcome to State Service</li> </ul> |
| Computer labs                  | <p>Participants work at their own pace.</p> <p>An instructor is available to answer questions, provide assistance.</p> | <ul style="list-style-type: none"> <li>- Microsoft Office products</li> <li>- Arizona Financial Information System (AFIS) modules</li> </ul>                                                             |
| iLinc (web conferencing)       | <p>Synchronous</p> <p>The same learning is provided in a classroom and in a remote location(s) at the same time.</p>   | <ul style="list-style-type: none"> <li>- STARS Level III User training</li> </ul>                                                                                                                        |
| Computer-based training (CBT)  | <p>Asynchronous</p> <p>Participants complete courses on their computers.</p>                                           | <ul style="list-style-type: none"> <li>- Standards of Conduct</li> <li>- Preventing Workplace Harassment</li> <li>- Basic Office Safety</li> </ul>                                                       |
| Self-directed learning modules | Participants download study manuals and complete courses independently at their own pace.                              | <ul style="list-style-type: none"> <li>- Microsoft Office (22 modules)</li> </ul>                                                                                                                        |

As the table shows, many of AzGU courses are offered via multiple delivery channels reflecting AzGU’s commitment to bringing learning to the learner.

More learning opportunities will be available via iLinc as a result of AzGU’s commitment to offer at least 8 hours per month via iLinc throughout Fiscal Year 2008

If you would like additional information regarding iLinc, contact Joellyn Pollock, AzGU Director, at 771.2949 or at [jpollock@azgu.gov](mailto:jpollock@azgu.gov).

On May 15<sup>th</sup>, General Services Division employees gathered and recognized the Division's star players of the quarter and the accomplishments of the team as a whole with a little 'south of the border' flair at La Canasta Capitolia. A total of 107 employees enjoyed their choice of Carne Asada, Chorizo, Machaca, Spanish omelettes, pancakes, steak, eggs, and of course bacon. Employee of the Quarter honors went to Mike Rank of Construc-

tion Services with nominations and honorable mentions also going to Maria Ramirez, Valerie O'Neal, William Teyla, and Ignacio Daniel. Milestone Awards were presented to Maria Ramirez 5 years, Richard Ostrom 10 years, and Henry Sausedo 30 years. Congratulations go out to these employees and a big thank you for all of their dedicated work. The ER Committee is planning an ice cream social for the next quarter's recognition event.



## *GSD Quarterly Employee Recognition Event*

### **ARIZONA DEPARTMENT OF ADMINISTRATION PROMOTES AZSTATEJOBS.GOV WEBSITE**

The Arizona Department of Administration is releasing a 30-second cable television commercial and public transit advertising campaign to promote the official employment web site for the state of Arizona. Governor Janet Napolitano is featured in the thirty second commercial informing viewers of the website and its value for Arizona job seekers. The Governor explains to viewers, "We're streamlining the process of finding a job with the state of Arizona. Simply click on azstatejobs.gov. No more navigating multiple state department web sites to find the right opportunity. Plus, you can even register to automatically receive notification of future job openings. Azstatejobs.gov... making Arizona a greater state of opportunities."

The website is: azstatejobs.gov. The public transit message is a prominent display of the azstatejobs.gov logo and web site address. These advertisements are geared towards enhancing the visibility of the website in promotion of the streamlined employment application process. The media schedule is slated to begin the week of June 25 for 1-month. The thirty second commercial will air on Cox Media and the public transit advertisements will be displayed throughout Metropolitan Phoenix area. To learn more about employment opportunities with Arizona state government, please visit the website at: [www.azstatejobs.gov](http://www.azstatejobs.gov).



## Yes, You Can Go Home Again!

Working behind the scenes, the state switchboard operators silently and efficiently serve the State of Arizona, state agencies, employees and the public at large.

We have all had contact with the switchboard operators at one time or another. They are always there when we need them – setting up conference calls for state agencies, connecting traveling state employees to their office at home, answering a variety of questions and providing information and directions. The switchboard operators, Karen, Gina, Eleanor, Marie and Cindy, provide the telephone/switchboard services we use on a daily basis. No matter what the situation, they are always pleasant and professional directing calls and answering questions with a smile in their voice.

Initially the switchboard was part of ADOA's Information Technology Services Division (ISD). When the Telecommunications Program Office (TPO) was formed, the switchboard joined the TPO.

To provide more efficient services to all of the State of Arizona and ADOA's customers, the switchboard will be going home – to ISD. The switchboard will join the ADOA/AZNet Support Services Help Desk team. This move involved relocation to ISD's new state-of-the-art Command Center. The switchboard operators have become part of the dynamic team that provides 1st tier technical support for both ADOA IT and AZNet customers. The Support Desk receives and processes a variety of e-mails, calls, and faxes; and now supports the state switchboard.

Yes, you can go home again!



# Tiny Tots



Skyler Michael Creighten  
Born March 5, 2007  
To Bethany Garland (Risk) and  
Bryce Creighten



Jaya Jeanette Hickman  
Born April 4, 2007  
7 lbs. 10 oz.

To: Jamie Epstein (GAO) & Jeff Hickman  
(Arizona State Retirement System)

Mia Garcia  
Born August 13, 2006  
To Terry Garcia (Risk)

## Giving Back .....

Betty Lopez, an employee with Risk Management, not only spends her time working for ADOA but is giving back to the community on behalf of ADOA.

The City of Phoenix recently presented Risk Management with the COMFORT award. The main function of the Comfort Program is to provide a respite for parents of homeless families while their children are engaged in a variety of activities with caring volunteers.

Betty and her team consisting of Kim Williams, Deidra Boyd and Susan Fajardo, all employees of Risk Management, have donated countless hours helping to organize, recruit volunteers, retrieve donations and touch hearts.

Ann Wheat, Recreation Supervisor with the City of Phoenix sent her sincere appreciation for Risk Management's dedication to the COMFORT Program. Thank you for giving your time and the individual attention these children so dearly need.

## The GAO Receives the Certificate of Achievement for Excellence in Financial Reporting

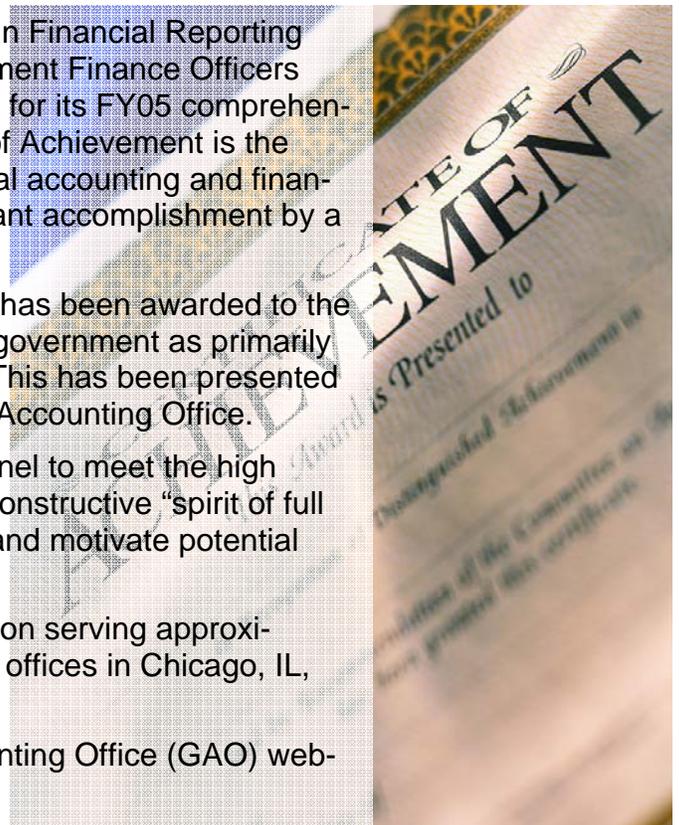
The Certificate of Achievement for Excellence in Financial Reporting has been awarded to State of Arizona by the Government Finance Officers Association of the United States and Canada (GFOA) for its FY05 comprehensive annual financial report (CAFR). The Certificate of Achievement is the highest form of recognition in the area of governmental accounting and financial reporting, and its attainment represents a significant accomplishment by a government and its management.

An Award of Financial Reporting Achievement has been awarded to the individuals, department or agency designated by the government as primarily responsible for preparing the award-winning CAFR. This has been presented to the Arizona Department of Administration General Accounting Office.

The CAFR has been judged by an impartial panel to meet the high standards of the program including demonstrating a constructive "spirit of full disclosure" to clearly communicate its financial story and motivate potential users and user groups to read the CAFR.

The GFOA is a nonprofit professional association serving approximately 16,000 government finance professionals with offices in Chicago, IL, and Washington, D.C.

You can view the CAFR on the General Accounting Office (GAO) website at <http://www.gao.state.az.us/>.





*Let Toastmasters help you  
break out of your shell!*

Having to make a presentation to your co-workers. Getting called on to answer a question in a meeting. Being stopped by your boss in the hallway.

All of these situations can cause high amounts of anxiety, especially if you're not comfortable thinking and speaking on your feet.

Visit our next meeting and learn how membership in Toastmasters can help you stretch your wings!



***AZ You Like It Toastmasters***

Every Tuesday at noon until 1:00p.m.

100 N. 15<sup>th</sup> Ave. 4<sup>th</sup> floor in Conference Room 400A

Contact Mel Brender at [mbrender@azdor.gov](mailto:mbrender@azdor.gov) for more information.

# Getting to Know You

Profiling Employees within ADOA

## MEET SUSAN LAURENCE

Please welcome **Susan Laurence** as the new Recruitment Manager. Susan has over 15 years experience in Human Resources Management, most recently as a Senior HR Generalist at Discover Financial Services. Susan is a native Arizonan having grown up in Bisbee. She worked at the Phoenix Zoo to pay for college and she graduated from Ottawa University with a Bachelor's Degree in Human Resources Management. To complement her education and career, Susan received her Senior Professional Human Resources (SPHR) certification in May 2006.



Susan is excited about her new role as the Recruiting Manager and loves her job. She is busy planning the upcoming State Job Fair in September, working on executive recruitment, and is excited about all the possibilities a Career Center has to offer! Her goal is to assist Staffing and Recruitment hire top talent while promoting The State of Arizona as an employer of choice!

Susan has been successful in raising two sons, both of which reside and work in Phoenix. Susan is a NASCAR enthusiast and plans her vacations around racing! When she isn't cheering on Tony Stewart, she enjoys politics, reading and working out!!

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## Tracey Cappuccio, GAO's Statewide Payroll Manager

The General Accounting Office (GAO) is delighted to present **Tracey Cappuccio** as its Featured New Supervisor. Tracey began with the State in May of 2004 with the GAO's Central Payroll Office as a Statewide Accountant II reconciling the State's payroll. She was promoted to a Statewide Accountant III in October of 2005 working as the Customer Support Supervisor. In October of 2006, she was promoted to the Statewide Payroll Manager. Tracey enjoys working in the GAO. In her opinion, "The camaraderie in the GAO between co-workers is what I like best. Working in Central Payroll, we all have a close working relationship and a sense of family. But what I really like best about Central Payroll is the birthday potlucks we have for each employee to celebrate their special day."

Tracey was raised in New Jersey and graduated from Roxbury High School. She moved to Arizona in 1999 to attend ASU. She graduated from ASU in May 2003 with a Bachelor of Science in Accountancy. She worked for Brooks and Associates accounting firm for a year before joining State government.

Tracey married her high school sweetheart Vic in June of 2003. Vic works for Midway Nissan Infinity in the collision department. Tracey and Vic have a fabulous little boy named Vinny who will be two years old in August. Vinny is Tracey's life away from work. She enjoys watching and listening to Vinny exploring and learning new things. Tracey and Vinny love to play in the water. Vinny is constantly on the move and keeps Tracey on her toes. Tracey's mother and sister now live in Arizona. Tracey enjoys having her mother and sister living nearby. The GAO is very proud to have Tracey as part of its family!



# Getting to Know You

Profiling Employees in ADOA

## Meet Michelle Ashley

**Michelle Ashley** joined the Employee Relations Unit on March 19, 2007. Michelle brings with her extensive Employee Relations experience in the public, private, and private non-profit sectors. She began her ER career with U-Haul's Employee Relations Department. Michelle handled all the discrimination charges and investigations for the entire organization. Later, Michelle moved into recruiting at American Express. For the past eight (8) years, she served as the Director of Human Resources for Jewish Family and Children's Service, a local behavioral and social services non-profit organization. Michelle graduated from ASU with a BS in Business Management and graduated from the University of Phoenix with an MBA and also has her Senior Professional Human Resources (SPHR) certification. Michelle is thrilled to be part of such a wonderful, helpful and supportive group of employees in the ADOA Human Resources Department.



When Michelle was asked why she came to work for the State she replied, "the behavioral health industry was volatile with funding sources and regulations changing frequently. She decided it was time to stop the madness and the 60-hour workweeks and find a job in a more stable, structured environment. Michelle had worked at ADOT 19 years ago and has always wanted to return to State service. So, when she saw the ad in the paper for the Employee Relations position she happily applied".

Michelle is married and has an 11-year-old daughter and a 9 month old son. Michelle spends as much time as possible up on the Navajo reservation, eating fry bread and herding and caring for the family sheep. She loves to camp, explore, and enjoy the culture of the beautiful region. Michelle also loves to scrap book, bake, do all sorts of sports, and just hang out with the family.

## Say Hello to Chris Ann Guinta

Chris began her career in state service with ADOA in 1998. She worked for the Capitol Switchboard as an operator directing calls throughout the state of Arizona. Chris then promoted to the Department of Revenue as a receptionist for the Individual Audits Unit, she moved up the ladder to the accounting unit and finally became a License and Compliance Officer for the last three years. We are proud to say Chris has made it back home to ADOA with Risk Management in the Accounting Unit as a Fiscal Specialist. Welcome home Chris.

Chris graduated from SOU (Southern Oregon University) with a Bachelor's degree in Business Administration. Some day she would like to go back to school to finish Spanish and become involved in helping with literacy programs. Her hobbies are reading, hiking and spending time with her two dogs Shakira and Jetlee.

It is great to have Chris as a part of our division.

## Spectacular People Operating (SPO)



SPO aka State Procurement Office is staffed with some very spectacular people. This issue we are featuring the new Community Outreach Program Manager, **John Red Horse**. He was appointed to this position with the approval of the Governor's Office on June 4, 2007. John was already employed by SPO as a Senior Procurement Specialist since May of 2005. Prior to coming to SPO, he earned a bachelor's degree in Supply Chain Management from ASU and worked as a golf professional at two different courses in the Valley.

As the Community Outreach Program Manager, John will be busy educating members of Arizona's Small, Women and Minority owned business community about the opportunities and the value of contracting with the state to provide goods and services. John enjoys networking and has experience himself

operating a small business while working as a golf professional. Currently, procurements for \$5,000 to under \$50,000 require 3 quotations and that at least one of those quotes is from a small, women or minority owned business. John's objective for his new position is to see more small businesses competing on larger contracts.

## Get to Know <sup>the real</sup> Michael Kallaur

The General Accounting Office (GAO) is thrilled to present **Michael Kallaur**. Michael grew up in Philadelphia, Pennsylvania and moved to Phoenix while he was still in high school. He graduated from Central High School in Phoenix. One of his favorite classes in high school was accounting because he has always been good with numbers. He attended ASU and graduated Cum Laude in 1996 with a Bachelor of Science in Accounting. Michael received his license as a Certified Public Accountant (CPA) in 2004.



Michael met his wife Karen while working at the Industrial Commission. They were married in 2000. Karen currently works for the Arizona State Land Department in the Forest Fire Division's Fiscal Services Accounting section. Michael has four stepchildren; Britney, Heather, Amanda, and David along with four step-grandchildren. One of the most challenging things Michael has done was to raise his stepchildren through their teenage years. Michael shares his home with two Persian cats named Sparkles and Storm. Storm lives up to his name by storming around the house rambunctiously. Michael enjoys going to the movies, playing chess, fantasy football, collecting Star Wars memorabilia, and traveling. He has traveled to Paris, Rome, Ireland, Hawaii, and the Bahamas. He says that going to Europe has been one of the highlights of his life. Since he is afraid of heights, he really got a kick out of being at the top of the Eiffel Tower and bending over backwards on the top edge of Blarney Castle to kiss the Blarney Stone.

Michael launched his career with the State in 1993 when he started working at the Industrial Commission processing workers compensation claims. Since he has always enjoyed working with numbers, he quickly moved into the accounting section. He transferred to the Department of Administration in 1999 and worked in Management Services Division for a year. He joined the GAO's Financial Reporting Group (GAAP) in May of 2000. He briefly left State service in 2006 for four months to work with the City of Phoenix and decided he missed working with the Comprehensive Annual Financial Report (CAFR) and Certificates of Participations (COPs), so he returned to the GAO GAAP Group. The GAO is happy to have Michael back with us, as he is a valuable asset to the GAAP Group.

# Getting to Know You

Profiling Employees in ADOA

## Meet Jan Plank

**Jan Plank** joined the Human Resources Employee Relations team on April 9, 2007. She brings with her extensive HR experience in both the public and private sectors. She was an HR Manager for Citigroup, the world's largest banking organization, for seven years, and an HR Analyst for both the City of Glendale and Yavapai College in Prescott. Jan is certified in the Myers-Briggs personality preference profile and in numerous change management, conflict resolution and organizational leadership programs. Jan enjoys the public sector due to the thoroughness and best practices that are executed within the HR function. Jan said, "I am thrilled to be back in Arizona and feel very blessed to be working with such a high quality team here in Employee Relations."

Jan, originally from Wisconsin, moved to the Valley to attend undergraduate school. After spending several years in Colorado, her son recently completed school and came back to Tucson, which opened the door for Jan to return to Arizona, which she has always called home.

Jan is married with two sons, ages 14 and 18 and is interested in natural health and enjoys vegetarian cooking, swimming and walking. Every Saturday she participates in a water ministry with her church where she prepares food and passes out sack lunches to the homeless under the 7th Avenue Bridge not far from the Capitol. Over the years, she has been a volunteer speaker for organizations like the Phoenix Urban League, Phoenix College and Alternatives to Violence.



## Meet Daniel Layman...

**Daniel Layman** is the new ADOA/MSD LAN Administrator. Dan was born in Virginia and raised in Colorado. Dan comes from a long line of family that has been in the military. He has done his part in serving our great country in the United States Marine Corps for 5 years.

Dan has two brothers and one sister with both brothers having served in the military; one is an Air Force Academy graduate, the other enlisted in the Army where he has been to Iraq twice to take in the desert air. While in the Marine Corps his job was in the electronic intelligence field where he progressed to become one of the Senior Systems Administrator for his entire Air Wing. While in the Marines, Dan was deployed all over the world to wonderful places such as Japan, Italy, Bosnia and Macedonia. He moved to the Valley of the Sun in 2001. He attended the University of Phoenix, where he received his Bachelor's of Science Degree in Information Technology.

Dan has been employed with ADOA since 2002. He started as Desktop Support Technician for Internal Technology Services Division. He has since worked with ISD, BTS and HRIS in the respective technology areas. He is a certified MCSA, Network+ and A+. In January 2003 he was the Employee of the Quarter, has received the Directors Recognition Award twice, once in March of 2004 and again in February 2005. Also, he received the Director's Excellence Award in February 2005.

Dan and his wife, Amy have been happily married for 11 years and have two beautiful daughters, Elizabeth who is 11 and Victoria who is 6. Their hobbies as a family are swimming, hiking and being with extended family.

What does the future hold for Dan? Well, he looks forward to obtaining his Masters in Public Administration, and making the ADOA LAN the best in state government.



## The Telecommunications Program Office Welcomes Two Newcomers!

The Telecommunications Program Office (TPO) is responsible for managing the Telecommunications Service Provider, Accenture. This includes managing the Arizona Network (*AZNet*) contract, overseeing the transition and convergence of projects and developing and maintaining the telecommunications technical architecture and roadmap, and managing the state's telecommunications assets or physical inventory. TPO's mission is to assure that the State of Arizona has a cost effective and efficient consolidated, shared telecommunications infrastructure to meet the needs of government agencies, their employees and the public.



One of the components of the TPO's responsibility is to manage the state's telecommunications assets and this is no small task. It requires the expertise of a seasoned financial auditor....meet **Nancy Johnson**, TPO's Audit Administrator.

Nancy joined the TPO on May 21. She has a wealth of financial/auditing knowledge with over fifteen years of experience. Plus, she is not new to the state and has worked for the Arizona Departments of Education, Financial Institutions, Environmental Quality, Transportation, Revenue and Economic Security. Nancy's financial and state background are essential ingredients to ensure that the TPO manages the state's telecommunications assets effectively and efficiently.

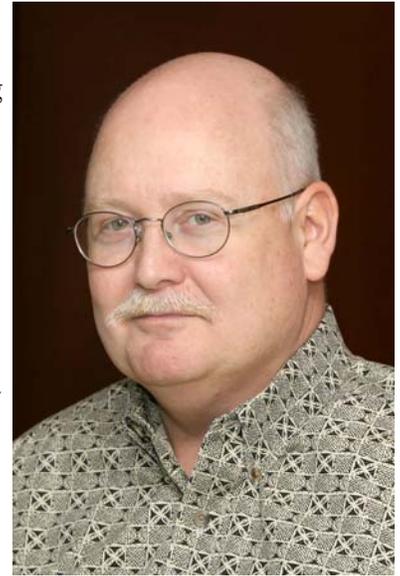
Nancy has a Bachelor's degree in Accounting from the University of Arizona and is a Certified Internal Auditor. Nancy lives in Glendale, enjoys walking – especially with her eight-year-old beagle, Ranger, and she is an avid reader, particularly history.

Another component of the TPO's responsibility is project management – a balancing act – coordinating the activities of a team of people to ensure the timely, successful completion of projects and keeping them within budget....meet **Larry O'Neill**, TPO's Project Manager.

Larry joined the TPO on June 4. He has been in the telecommunications field for over 20 years and involved with the installation of many different telephone systems. He has also been a part of the *AZNet* program working for the sub-contractor, Calence. So Larry sees project management from two angles...which is definitely a PLUS!

Larry has a Bachelor's degree in Management/Marketing from Webster University in St. Louis, Missouri and an Associate degree in Liberal Arts from Orange Coast College, Costa Mesa, California. Larry enjoys traveling – particularly internationally. He has traveled to Italy, Spain, Portugal, the Netherlands, Belgium, Ireland, Japan, Mexico and Canada. His favorite spot is Italy...Venice made a huge impression on him. Larry has been to Italy twice and would definitely go again.

The TPO team welcomes Nancy and Larry!



# Getting to Know You

Profiling Employees in ADOA

## Try Your Hand at Tribond

In Tribond, a popular board game, puzzles come in threes and players try to find a common attribute. For example, what does a butterfly collector; a tennis player and a lunch lady have in common? The answer: they all use nets.

Now for an ADOA tribond question: what does a passion for learning; a love of mountain biking and enthusiasm for challenges have in common? The answer is: **Joellyn Pollock**, the Director of Arizona Government University (AzGU).

Joellyn is a long way from her native Bangor, Maine – and she's come a long way, earning both academic and professional success. She has a bachelor's degree in sociology, a master's degree in teaching and a doctorate in educational technology. Professionally, she has worked in a variety of environments including manufacturing, health services, retailing and financial services.

After a lengthy career in the private sector, Joellyn's attraction to state government in general and to AzGU specifically can be explained by her passions. State government presented a challenge – a new environment in which to learn and to which she could contribute. As the AzGU Director, Joellyn is able to use her talents to facilitate learning and process improvements, two of her passions.

Since assuming the Director position in July 2004, Joellyn has shepherded AzGU's significant progress toward becoming the learning partner of choice by state agencies. Fiscal year 2006 was devoted to standardizing curriculum, resulting in relevant courses of consistently high quality. Fiscal year 2007 has been devoted to innovating, primarily through leveraging technology. AzGU has converted 40 hours of its highest demand courses to computer-based training (CBT). Available 24 hours a day, CBT is the most cost effective medium for learning and affords the greatest flexibility for incorporating training into the daily work demands of employees.

The coming year promises to be another challenging one for AzGU as it:

- expands its partnerships with the community colleges and Arizona State University. Within weeks, AzGU's Supervisor Academy will be accredited, providing participants the opportunity to earn three college credits for Academy completion.
- collaborates to support agency and Governor initiatives. For example, during the past year, AzGU designed and facilitated the kickoff and the training for the Governor's Plain Talk initiative.
- converts additional courses into alternative delivery formats to increase the availability of training to all state employees
- spearheads the release of an updated learning management system.

"Training is one part of the solution to so many workplace challenges," Joellyn points out. "We are here to connect learning to everyday work challenges." She hopes all ADOA employees see AzGU as their learning connection.

Despite the demands of AzGU, Joellyn finds time most weekends to indulge her passion for mountain biking. Her most recent travel adventure included hiking Tiger Leaping Gorge in southern China.



## Meet Mercedes Leal-Dominguez...

Information Services Division's Customer Relationship Manager. Her friends know her as Mercy.



Her background is in Sales and Marketing, recently working as a Business Development Manager, developing strategic marketing plans.

Mercy was born in the Bay area in Northern California. She grew up in Albuquerque and attended New Mexico State University. She accredits her business acumen and creativity to several positions she held, ranging from an Artwork Specialist for a pharmaceutical company to Customer Relations Manager for the Wireless Industry. She is relatively new to the City of Phoenix having resided here for the past four years.

She is looking forward to the challenges associated with working in an IT environment and the exciting opportunity to promote ISD, its IT capabilities and Strategic Plans.

Her interests include gardening, reading books and marketing the team of professionals that provide the technical support service for ADOA and other state agencies.

# Employee Recognition



## **VAHN VO IS GAO'S EMPLOYEE OF THE QUARTER**

The General Accounting Office (GAO) is excited to feature Vahn Vo as its Employee of the Third Quarter for FY 2007. Vahn was born in Vietnam and migrated with her family to Arizona in 1991. She graduated from Sunnyslope High School. Vahn attained her Bachelor Degree in Global Business in August of 2000 from ASU West. She is continuing her education by working on her Certificate of Accountancy.

Vahn married her husband James Tran in October 2004. James works for Genworth Financial. They are both involved with activities at their church. Vahn takes pleasure in playing the piano for her church and teaching children's classes. She enjoys hiking and cooking. One of her favorite things to do is traveling around the United States. She will be returning to Vietnam on June 18<sup>th</sup> for a three week visit of her family. She is very excited to visit Vietnam again.

Vahn began her employment with the GAO as a Fiscal Service Specialist I in the Central Payroll Group in April of 2004. Since Vahn has been employed with the GAO, she has shown outstanding customer service and is very enjoyable to work with. Vahn's nomination below emphasizes how her peers feel about her and her work ethics:

"Vahn has been with the GAO for three years this April. During her employment at the GAO she has demonstrated her abilities to learn quickly, be accurate in her work, and be a team player who is always willing to pitch in when needed to help others. However, over the past quarter, Vahn has gone over and above in her performance.

During the last quarter, the Garnishment position became vacant. Vahn, in addition to her regular duties, entered the majority of all of the garnishments while this position was vacant. Then, when a new employee was hired, she assisted in training the new employee on entering the garnishments into the HRIS.

Also during the last quarter, a large volume of W-2 forms were returned in the mail because employees had not changed their addresses. Vahn played a major role in organizing these returned forms and getting them ready to be re-mailed. Additionally, she had to process numerous duplicate W-2 requests for employees who either lost their W-2 forms or did not receive them in the mail.

While dealing with these other issues, Vahn also began training another employee to be her back-up when she is out on leave. This training takes a fair amount of time as there are many aspects and nuances when it comes to reviewing and processing manual payments.

During all of this time Vahn maintained a positive attitude and was courteous to customers and co-workers. She is able to remain calm and under control at all times and perform her duties in an exemplary manner day in and day out. Because of her on-going level of performance and the way she was able to go above and beyond during this last quarter, Vahn is well deserving of special recognition for a job well done."



# Employee Recognition



## Human Resources—Team of the Quarter

On January 31, 2006, Governor Napolitano signed House Bill 2661 which provided a salary increase in two parts; a permanent salary increase of \$1,650, and the creation of Performance Pay which is roughly 2.5% of our base salary. Another part of House Bill 2661 requires all agencies to administer an employee survey. If ADOA had taken no action, this past spring every agency would have been developing their own surveys, sending them out to all of their employees, and collecting data in any of a hundred different ways. It would have been chaos!

With a little planning, however, this team strategized that it would be possible to have all agencies use the same survey form. We could leverage the use of our optical scanner and generate a source of data that would be consistent across all agencies, and also could be compared with historical information from prior years when the Office of Excellence in Government administered statewide surveys.

Though there were a lot of details involved, the bottom line is that this team in HRD eliminated a huge amount of redundancy in the agencies, streamlined the surveys and scanning to be very cost-efficient, and generated a consistent and accurate source of data that can be used by all agencies.



Standing: Don Bergeson, Kellie Beard, BJ Gottesman, Greg Carmichael, Lorinda Frost, Tom Frost  
Seated: Debi Shelton and Darcia Everett  
Not pictured: Grisel Salas

## Risk Management's Employee of the Quarter

### Irene Baskerville

Congratulations to Irene Baskerville, Employee of the Quarter for Risk Management.

Irene joined the Risk Management team in 1994 and works in the Workers' Compensation Unit. She has brought a great deal of medical expertise to the unit and to agency liaisons. Her expertise has brought consistency to this effort. Irene also arranges ongoing training for the staff by bringing in medical personnel to address specific questions or areas of interest the adjusters may have.

Over the years, Irene's position has evolved. Originally her focus was on disability management, helping agencies develop modified duty positions for injured workers. During the past several years, her duties have evolved into providing utilization review that has helped the unit control medical costs and ensure quality medical treatment.

In her down time Irene likes reading, working out in the gym and hiking. She said "I like working at Risk Management I have wonderful co-workers, I feel that I am valued and I have a flexible work schedule that allows me to periodically update my professional skills."

# Employee Recognition



## GAO's Team of the Quarter - GAO Spirit Committee

The General Accounting Office (GAO) is honored to have the GAO Spirit Committee as its Team of the Third Quarter for FY 2007. This team provides a valuable service to the GAO by promoting and maintaining employee morale. The team normally does not receive recognition for the amount of hard work they contribute related to many functions they initiate and host. They provide special occasion cards and host the monthly birthday celebration and farewell events. They also organize fun activities and potlucks for the various holidays and Fiscal Year End party. The members of this team are very dedicated and are tremendous contributors to making the GAO a great place to work!



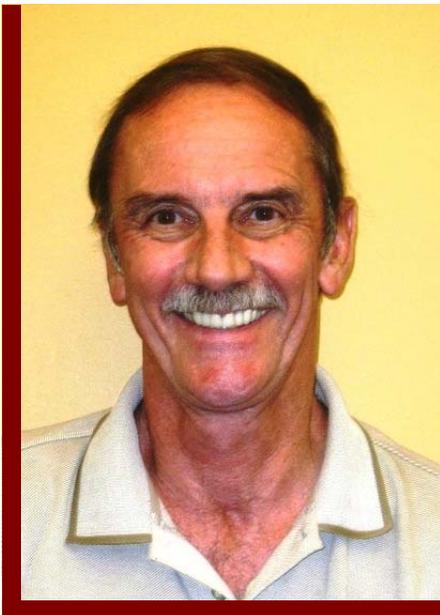
**Left to Right: Lalita Stevenson, Kim Syra, Cody Johnson, Tammy Burt, Amanda Bennett, and Patricia Ferreira**

## GSD Employee of the Quarter, Mike Rank

Mike Rank is GSD's Senior Project Manager in the Construction Services section. Mike has consistently excelled in customer service and project management and for this reason received the GSD Employee of the Quarter Award.

Mike always goes above and beyond the call of duty when his assistance is requested. Taking the appropriate time to research items, he routinely provides accurate, detailed, and timely answers to questions and requests. It has been noted that Mike takes the needs of other staff members seriously and always delivers on the commitments he makes to ensure that they are able to deliver as well.

Mike's many years of experience include over 35 years in the construction industry with education majors in architecture and construction management. The last twelve of those 35 years have been as Senior Project Manager for ADOA, overseeing major projects including new prison complexes at ASPC Lewis and ASPC Yuma. These projects had construction costs totaling approximately \$155M and were delivered 9 months ahead of schedule and under budget. His current projects include:



- Structural investigations and repair of the Arizona Veterans Memorial Coliseum roof and Paving & Sealcoating of Coliseum Parking Lots.
- Replacement of 400+ detention doors and hardware at the ASPC Tucson Rincon Unit which is part of an ongoing statewide lock replacement project for the Department of Corrections.
- Renovations and upgrades to the water and wastewater treatment plants at ASPC Yuma Complex for the Department of Corrections.
- Replacement of all underground natural gas distribution piping at the ASPC Perryville Complex.
- Third-party oversight and inspection of the new Arizona Game & Fish Department's Headquarters Complex under construction at the Ben Avery Shooting Range.

When not working diligently on his assigned projects, Mike routinely serves as a mentor to other project managers and helps to fill in the gaps during staff shortages. Congratulations Mike for jobs well done!

# Employee Recognition



## Phyllis Sonnier, Human Resources Employee of the Quarter

Phyllis is a member of the Human Resources Staffing and Recruitment Unit. As an HR Analyst, Phyllis always ensures her customers are 100% satisfied. In the past quarter, she has recruited for 327 positions for 44 different agencies. Her customer survey cards average a 7.8 in overall satisfaction of the service she provides. She receives positive comments such as:

- “Phyllis is always very helpful and responds quickly with anything I throw at her – thanks for the great service”
- “She is easy to work with and is a great asset to the state and ADOA”
- “Try to clone her”

As a valuable member of the Staffing and Recruitment team, Phyllis never hesitates to jump in and help where needed. She has been a member of the HR Employee Recognition committee for several years and has participated in almost every fund raiser and helped set up for almost every event. She volunteered to take on the task of test administrator and has provided testing services to ADOA and many other state agencies. She also provides typing tests and certifications to those individuals trying to obtain employment with the state. She volunteers to represent the State at local job fairs and has done an outstanding job of getting the word out about current vacancies and how to apply for state jobs at [www.azstatejobs.gov](http://www.azstatejobs.gov).

Always interested in helping her community, Phyllis volunteered to take community emergency response team training and is now CERT qualified. She is also extremely active in her local community participating in numerous charity fund raising activities.

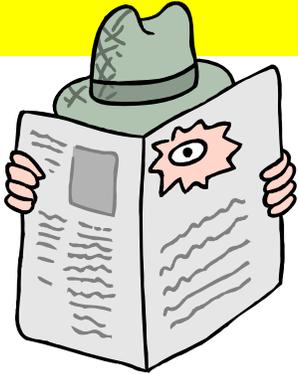


## Management Services Division Employee of the Quarter Awarded to Johnny DeLeon, Mailroom

Johnny has worked with the State of Arizona for almost 3½ years and in the Mailroom for a year. During this past year, Johnny has become an employee who goes above and beyond the call of his regular duty to assist his customers. When asked to make special trips back to agencies on his route to pick up additional mail/packages, he does it with no questions asked. Moreover, he has taken it upon himself to train new staff when they start work. Johnny is a consistent employee who is here at work everyday with a friendly smile and a positive attitude. Customers express their appreciation for Johnny’s work-ethic and say he is helpful, patient and always has a great attitude when they see him. In his short tenure at the Mail Room, he has become a huge part of the unit’s success. Thank you, Johnny!

# Security Awareness Update

**DID YOU  
KNOW?**



## Beware of Spyware

Thieves no longer have to go “dumpster diving” to dig out that old credit card statement you threw away. They don’t have to don ski masks and hold you up at gun-point in a dark alley. They can now become cyber thieves and enjoy the comforts and secrecy of their home computers to snoop through your personal information. Don’t make it easy for cyber thieves to steal your identity when you use the Internet.



Every time you download free computer programs, games, music or screen savers or visit questionable web sites on the Internet, there is the risk of spyware coming along to infect your computer.

Spyware is any program that monitors your activity on the Internet without your knowledge. The information is transmitted to someone else making it easy to steal your identity. Because using spyware is so lucrative, we can expect their use to continue and become even more widespread.

Some tips to protect yourself include, not downloading programs you are not familiar with. Don’t open e-mails or attachments if you don’t know the sender. Regularly check your credit report with the three reporting services. Load a spyware blocker on your home computer if it is connected to the Internet.

Beware of spyware and take actions to prevent your identifying information from being compromised.



*ADOA Information Security*

**AIS**

**Managing Our Information Safeguards**

# PEOPLE ON THE MOVE



| Division             | Welcome                                                                                                                                                                                    | Good-bye, Good Luck                                                                                                                                                                                                                                     |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Risk Management      | <ul style="list-style-type: none"> <li>• Kirsten Harris - new hire</li> <li>• Etrulia Hughes - new hire</li> </ul>                                                                         | <ul style="list-style-type: none"> <li>• Elaine Signore - transferred to Agriculture</li> <li>• Kim Williams - left state service</li> </ul>                                                                                                            |
| General Services     | <ul style="list-style-type: none"> <li>• Elaine Epperson - new hire</li> <li>• Joseph Huff - new hire</li> <li>• Ryan Maxwell - new hire</li> <li>• Larry Valenzuela - new hire</li> </ul> | <ul style="list-style-type: none"> <li>• Elizabeth Bernal - left state service</li> <li>• Gloria Cerros De Herrera - left state service</li> <li>• David Shrefler - left state service</li> <li>• Doug Willman - left state service</li> </ul>          |
| Benefits             |                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>• Rochelle Moore - transferred to ADOT</li> <li>• Jeff Potter - transferred to ADOC</li> </ul>                                                                                                                   |
| Human Resources      | <ul style="list-style-type: none"> <li>• Connie Magallanes - transferred from Attorney General</li> <li>• Frank Morin - transferred from ADOC</li> </ul>                                   | <ul style="list-style-type: none"> <li>• Marie Bonell - left state service</li> </ul>                                                                                                                                                                   |
| Information Services | <ul style="list-style-type: none"> <li>• Scott Gonyea - new hire</li> <li>• Jim Hendricks - new hire</li> <li>• George Waselus - reinstated</li> </ul>                                     | <ul style="list-style-type: none"> <li>• Marie Bruce - retired</li> <li>• Beth Trinh - left state service</li> <li>• Pam Vespie - retired</li> <li>• Richard Walker - left state service</li> </ul>                                                     |
| Management Services  | <ul style="list-style-type: none"> <li>• Toni Towne - transferred from DES</li> </ul>                                                                                                      | <ul style="list-style-type: none"> <li>• Angela Dean - left state service</li> <li>• Elizabeth Diaz - left state service</li> <li>• Derrick West - transferred to Auditor General</li> </ul>                                                            |
| Capitol Police       | <ul style="list-style-type: none"> <li>• Francis Tajeron - new hire</li> </ul>                                                                                                             | <ul style="list-style-type: none"> <li>• Mario Trevizio - transferred to Liquor Board</li> </ul>                                                                                                                                                        |
| TPO                  | <ul style="list-style-type: none"> <li>• Laurence O'Neill - new hire</li> <li>• Dan Sanchez - new hire</li> </ul>                                                                          | <ul style="list-style-type: none"> <li>• Larry Heinz - transferred to ADOR</li> </ul>                                                                                                                                                                   |
| General Accounting   | <ul style="list-style-type: none"> <li>• Tatyana Shevnina - new hire</li> </ul>                                                                                                            | <ul style="list-style-type: none"> <li>• Donna Cornella - left state service</li> <li>• Marianne DeMoss - transferred to Dept. of Ed.</li> <li>• Jamie Epstein - left state service</li> <li>• Monica Mims - transferred to Industrial Comm.</li> </ul> |
| Director's Office    | <ul style="list-style-type: none"> <li>• Sherrill Cramer - new hire</li> </ul>                                                                                                             |                                                                                                                                                                                                                                                         |
| SPO                  | <ul style="list-style-type: none"> <li>• Connie Ickes - transferred from ADOT</li> </ul>                                                                                                   |                                                                                                                                                                                                                                                         |