

THE DESCRIBER



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The business objectives identified for the Business Process Re-engineering Study include:

- Developing good processes
- Obtaining near optimum performance
- Using information well
- Meeting the public's expected results and outcomes
- Effectively managing costs
- Achieving desired public perception

REDESIGN PROJECT

BUSINESS PROCESS REENGINEERING STUDY UNDERWAY

The ReDESIGN Project (Reengineering DES through an Integrated Government Network) is part of a strategy in the Department of Economic Security's plan to achieve success in the employment-focused, self-sufficiency EMPOWER redesign program.



The ReDESIGN, BPR and Renaissance Government Solution members

The Business Process Reengineering (BPR) Study will help identify how DES can meet the changing needs of Arizona citizens by improving business processes and technologies. Additionally, the study will identify ways to significantly expand public access to government services. The business objectives identified for the BPR include: developing good processes, obtaining near optimum performance, using information well, meeting the public's expected results and outcomes, effectively managing costs and achieving desired public perceptions.

As these objectives are achieved, some of the potential benefits for staff will be: no redundant data collection or duplicated steps; reduction of paperwork; seamless delivery of services and improved processes; improved communication; improved timeliness and accuracy and a new supporting information technology system.

The ReDESIGN Project team includes Guy Wilson, project manager, along with David DePace, Ruth Voytek, Lou Shields, Debbie Sanchez, Jackie Ranby, Claudia McCombs, Regena Lewis, Joyce Juniel, Maria Hernandez, Roseann Fox, Ben Dillon, Ray Czech, Mark Ceser, Georgia Campbell, and Ann Alexander. The team has extensive experience in a wide variety of human service backgrounds, in addition to project management, information technology, change management, communication, quality initiatives and process improvement workgroups.

See BPR/ page (2)

DES WINS \$20 MILLION AWARD

The Department of Health and Human Services chose Arizona as one of five states to receive bonuses for lowering the number

of out-of-wedlock pregnancies resulting in a \$20 million bonus for DES. The award is part of the welfare reform block grant

enacted in 1996 under the Temporary Assistance to Needy Families (TANF) program.

See \$20/ Page (3)

BPR From page (1)

Renaissance Government Solutions (RGS) was contracted for the BPR Study. RGS is an experienced nationwide consulting firm that has an extensive background in human services reengineering. A BPR team has been assembled to study how the new business model should look and operate. This BPR team is made up also of representatives from the participating programs and ReDESIGN Project staff. The BPR team members from the participating programs are: Connie Fraijo, Teresa Marshall, Ana Linarez, Luis Durazo, Dorinda Johns, Patricia Peck, Mario Molina, Nali Giliana, Wayne Todd and Reda Lapiano.

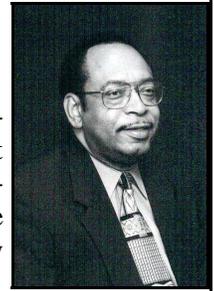
BPR STUDY WILL HELP IDENTIFY HOW DES CAN MEET THE CHANGING NEEDS OF ARIZONA CITIZENS BY IMPROVING BUSINESS PROCESSES AND TECHNOLOGIES

The ReDESIGN Project BPR study began April 17, 2000 with the arrival of Renaissance Government Solutions and is scheduled to end on October 31, 2000.

More Information will be communicated as these projects progress via SYSM, Bulletin Board, Email, and future DEScriber articles. Contact the ReDESIGN Project for more information at: **(602) 264-2449** SYSM at: REDESIGN e-mail at: Redesign @de.state.az.us

Director's Column

by John L. Clayton



Governor Hull's top three initiatives for the coming year are education, growth and state employees' salaries. I want to assure you that I am also committed to doing everything I can possibly do to improve employees' salaries as well as your work environment. Let me share with you some of the results of a recent salary survey conducted by the Department of Administration (DOA):

- Market average salaries are 22.6% higher than our average salaries.
- Market average total compensation (salary and benefits) is 14.9% higher than our average total compensation.
- Market average actual minimum salaries are 15.6% higher than our average actual minimum salaries.
- Our turnover rate is near an all-time high of 17.1%.

The Department of Administration will use this information to support the annual recommendation to the legislature requesting a salary increase for state employees. I recently sent out a SYSM to all employees asking for personal situations that detail compelling stories of financial hardships they face. DOA will publish this information in the annual recommendation and will also ask some employees to testify before the legislative committees to stress the importance of the salary increase request. I believe this information will have a major impact on legislative decisions and will assist in our efforts to increase employees' salaries.

In addition, I have asked the members of our executive team to look for creative ways to provide alternative pay plans that benefit the employees of their respective divisions. An example of this is the recent approval by DOA of an alternative pay plan package submitted by the Rehabilitation Services Administration that will result in increased salaries for the RSA classes.

Finally, in our continuing efforts to improve the work environment, a new alternative work schedule policy will go into effect in mid-November. A key feature of this policy is the 9/80 work week option. This involves working nine hours per day for eight days, working eight hours for one day and taking a day off every other week. This option is in addition to policies currently in effect that includes telecommuting and working four ten hour days each week.

I believe that these flexible work schedules will enhance and improve your work environment and will also have a positive impact on our efforts to improve customer service.



Americans With Disabilities ACT (ADA)

The ADA (Public Law 101-336) gives civil rights protection to individuals with disabilities by prohibiting discrimination in employment, public accommodation, services and transportation provided by public and private entities and in the provision of telecommunications services. It is the policy of the Arizona Department of Economic Security not to discriminate on the basis of disability in admission to, or operations of its programs, services, activities or in its hiring or employment practices.

Moving into the Future!

By Diane Wynn

At long last requests for new technology are being acted on. You wanted to get rid of those old mainframe terminals and printers, and guess what? It's going to start happening. The rollout plans are under development. The equipment has been ordered, so stand by, its coming.

The department has initiated the **IT Infrastructure Project (ITIP)** for the replacement of all old 9000 series mainframe equipment on a statewide basis. The project will provide:

- ⇒ High speed data communications links to all DES offices.
- ⇒ Replacement of all 9000 series

mainframe terminals/printers/controllers with Network Computers (NC's) for all divisions/programs. (NC's are semi-intelligent workstations providing mainframe access and allowing for future personal computer capabilities).

- ⇒ Replacement of all Concert series mainframe terminals/printers/controllers with NC's for ONLY the Family Assistance Administration (FAA), Child Care Administration (CAA), and job Opportunity and Basic Skills (JOBS)



Administration programs. This will enable the future implementation of proposed new IT applications such as ReDESIGN, No Wrong Door and Electronic Government (E-Government).

We hope to replace the balance of the department's old mainframe equipment if the funds can be obtained.

Your office will be notified when you can expect this upgrade to occur. Stay tuned.



The department has initiated the IT Infrastructure Project (ITIP) for the replacement of all old 9000 series mainframe equipment on a statewide basis.

\$20 From page 1

Arizona had the second-largest reduction among the states. The rate of out-of-wedlock pregnancies dropped 1.38 percent from 1995-1996 to 1997-1998, according to DHHS.

Governor Jane Dee Hull thanked the staffs at DES and the Department of

Health Services for their contributions to this effort. "The credit for this award must go to the people at DHS and DES. They implemented the programs that are producing these results. I appreciate all their hard work," Hull said.

This is the second award that DES has re-



Arizona's Governor Jane Dee Hull

ceived under the welfare reform program. Last December, Arizona received a \$2.7 million high performance bonus for success in moving people from welfare to work. DES placed second for recipients in jobs and eighth in terms of most improved in job retention rate earnings gained.

"The Credit for this award must go to the people at DHS and DES" Hull said

Retirements



Years of Service

Anne Lindeman	DO	23
Ben Goodman	DBTS	28
Thomas Brodt	DBME	10
Alyce Silversmith	DBME	32
William F. Lindley	DCYF	16
Rosemary N. Simington	DBME	13

June, July, August, and September 2000 CAREER ACHIEVEMENTS



20 years: Mary M. Abram, DCYF; Ernestine, DBME; Michael A. Flores, DERS; Ileen G. Herberg, DERS; Carolyn G. Kokot, DDD; Patricia D. Johnson, DDD; Jerry R. Lay, DERS; Maureen B. Mallory, DBTS; Margarita A. Montero, DACS; Frank M. Robertson, DERS; Carmen M. Rosales, DCYF; Eddie A. Shaffer, DBTS; Margaret M. Van Dyke, DESS; Hanna E. Wright, DCSE; Sandra J. Bernal, DBME; Isabell Carral, DBME; Darlene S. Cocio, DBME; Frank D. Cota, DBME; Barbara A. Crutchfield, DERS; Thomas J. Dowd Jr., DERS; Maria L. Garcia, DDD; Linda M. Gonzalez, DDD; Katharine M. Levandowsky, DBTS; Elvera McNamara, DBME; Yolanda Morales, DCYF; Karen L. Peck, DBME; Mary L. Rohrer, DBME; Martha N. Rozen, DDD; James D. Stephens, DERS; Juanita Vataha, DBME; Richard B. Woodlock, DESS; Cynthia A. Benson, DDD; Ileen A. Bruns, DCSE; Mollie Burd, DBME; Barbara F. Chambers, DBME; Beverly J. Doyle, DCYF; Mary K. Drake, DERS; Michael E. Garrison, DDD; Henry A. Laroque, DDD; Barbara F. Lauer, DCYF; Marco A. Liu, DBME; Jerry Mazo, DBME; Frances L. Sarmiento, DBME; Sheryl J. Smith, DCSE; Julia Z. Smock, DCSE; Openell Thornton, DERS; Sheila A. Cartwright, DCYF; Veronica M. Case, DDD; Leticia C. Cosillos; Jill E. Eversull, DDD; Karen R. King, DERS; Lynn M. Martindale, DDD; Vicki L. McVicker, DBME; Ronald G. Megdal, DDD; Benster Reagan, DESS; Mark A. Schwartz, DCYF; Margaret S. Talavera, DACS; Larry Visotsky, DERS.

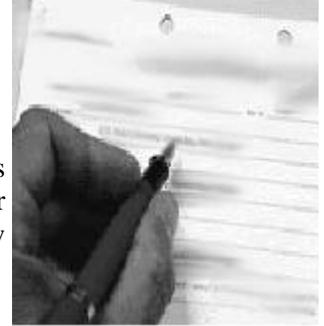
25 years: Sharon K. Baylor, DACS; Virginia E. Haro, DDD; Ronald Martinez, DBME; Alex M. Rivera, DBME; Eduardo Serino, DERS; Darlene A. Stiverson, DERS; Cecilia A. Vela, DBTS; Luis Aponte, DERS; Rhonda R. Barr, DDD; Michael D. Burke, DERS; Berniece Footracer, DERS; Gloria J. Lomayestewa, DBME; Wanda L. Reece, DDD; Richard G. Sandoval, DERS; Josephine R. Baca, DBME; Sara T. Bahr, DERS; John Gino, DBME; Susana V. Mendoza, DDD; Julian Rodela, DERS; John M. Swearingin, DERS; Debora Avenetti, DDD; Dolores Balboa, DBME; Patricia A. Curtis, DBTS; Susan B. Kilb, DERS; John D. Goad, DESS; Evelyn A. McDoDonald, DDD; George S. Moore, DERS; Robert F. Sanders, DCYF.

30 years: Maria G. Felix, DBME; Kenneth R. Hohmann, DERS; Barbara Ontiveros, DBTS; Samuel L. Rosthenhausler, DBME; Maria Gonzales, DDD; Martha A. White, DBME; Robert R. Campas, DERS; Catalina Elizalde, DDD; Cleophus Glass, DDD; Theresa Ortiz, DDD; Ruthanne M. Soos, DBME; Carla D. Stephenson, DBTS; Martin D. Berggren, DERS; Joe Chowning, DERS; Pamela L. Edtrela, DERS; Rosetta M. Joynt, DBME; Milena McKenna De Petty, DERS; Elvia C. Moreno, DERS; Richard F. Potter, DBTS; Clyde Williams, DDD.

35 years: L. Diane Pickrel, DCYF; Laura T. Miller, DACS.

40 years: Gloria J. Young, DERS.

Bragging Writes



To Jeff Stone, Division of Employment and Rehabilitation Services, Flagstaff:

“It is a pleasure to work with you and have your support. I can not say enough nice things about the association with you and how helpful you have been. Thank you, Jeff for supporting us and for your recommendations. We appreciate your interest and follow through with each stage of this recovery journey.”

C.D.

To Dave Kessner, Division of Benefits and Medical Eligibility, Glendale:

“He did not make me feel uncomfortable or ashamed to seek the assistance I need for these children, but offered other solutions and suggestions that would help us through this time of need. I am grateful to have the opportunity and privilege to have him help me with my case.”

M.Z.

To Leonor Olivas, Division of Developmental Disabilities, Tucson:

“I just wanted to say thank you for helping my brother. It has done my mother a tremendous amount of good to see her son get the help he needs and be home with her at the same time. Leonor, you played a big role in that. Thank you for every thing.”

T.

To the staff of The Regional Reemployment Center, Division of Employment and Rehabilitation Services, Tucson:

“The Regional Reemployment Centers and their staffs gave me both the resources and support to assist me in my search. The services that were offered were professional, timely, and sensitive to the reality that many of us were facing. They work day in and day out under the stressful conditions of assisting people during the job recovery process. I am very grateful that our community has an organization that makes a real difference in the lives of people.”

M.G./University Of Arizona

To Scott Mitcham, Division of Children, Youth and Families, Concho:

“I feel that Scott not only deals with his clients in a caring and professional manner, but that he also goes the extra mile in making sure that problems are solved in a timely manner. He sincerely cares for his clients, and that has been a comfort to us. Thank you Scott.”

F.C.

To Rhonda Coombs and Antonio Martinez, Division of Employment and Rehabilitation Services, Nogales:

“We were continually impressed by the efficiency of your office operations and your organizational skills, generating hundreds of applicants for interviews. Through the outstanding cooperation and effort of the management and staff of your office we were able to hire one hundred and twenty quality employees for our new restaurant. Now that is what we call Outstanding Public Service.”

IHOP Restaurants

To Mora Young, Division of Children, Youth and Families, Phoenix:

“I wanted to express my gratitude towards you for your kindness and everything that you have done for me. I really appreciate the efforts on your part to help me live a happy and normal life. I am also very grateful that you made it in my best interest to succeed in my goals in life. Thank you.”

J.L.



*If you or someone you know has received such a “write” that should be mentioned in The DEScriber, please send it via interoffice mail to Nali Giliana, Site Code 050Z-1, or send it by SYSM to OOD.GILIANA, or via E-mail to :
ngiliana@mail.de.state.az.us*

Division Updates

Division of Aging and Community Services (DACS)

DACS and the Coalition for Promoting Older Worker and Employer Resources has announced "Arizona's Oldest Worker". Mr. Norman F. Hall, Sr., who will be 90 years old in November, has been selected to represent Arizona in Washington, DC in October for the Prime Time Awards event sponsored by Green Thumb, a national non-profit agency dedicated to the employment of older workers.

DACS has awarded \$1 million dollars to the Arizona Domestic Violence Legal Assistance Project to support legal assistance for victims of domestic violence. The funds were appropriated from a TANF Block Grant provided in House Bill 2291. The Arizona Coalition Against Domestic Violence will provide training to all project staff and the William E. Morris Institute for Justice will conduct qualitative and quantitative evaluations of the project's activities and results. The project started on September 1, 2000 and is funded through June 30, 2001.

Division of Benefits and Medical Eligibility (DBME)

The Family Assistance Administration (FAA) recently held its annual recognition 2000 event at the AMC Arizona Center 24 Theaters in downtown Phoenix. Approximately 450 field, district and central office staff participated enthusiastically. Besides being rewarded with plaques and certificates, FAA staff listened to accolades from J. Elliott Hibbs, Director of the Department of Administration; received a motivational boost from Moises "Moe" Gallegos, Acting Assistant Director for the Division of Employment and Rehabilitation Services on "The Power of Change"; heard an overview of the "Department's Customer Service Vision," by Mike Koppelman, DES Deputy Director; and the "Empower 2000 Overview" was delivered by Vince Wood, Assistant Director for the Division of Benefits and Medical Eligibility.

Division of Business and Technology Services (DBTS)

Neal Young, Associate Director, announced that Shirley York will be the acting manager for the DBTS Information Technology (IT) Planning Unit. Ms. York has worked in this unit for 1 1/2 years. Prior to her employment with DBTS she worked with the Division of Child Support Enforcement Systems and Administration for 6 years. Congratulations Shirley.

Division of Children, Youth and Families (DCYF)

The Board of Directors of Prevent Child Abuse America/Healthy Families America approved the credentialing of the Healthy Families Arizona's multi-site system. This achievement is effective through April 3, 2004. Healthy Families Arizona's central administration has met best practice standards related to system management and administration. It also is recognized for providing sound quality assurance, training and technical assistance, policies and evaluative support to the sites within its multi-site system. The fourteen sites within Healthy Families Arizona's multi-site system are also recognized as providers of high quality home visitation services. These sites are: Maricopa County, Pima County, Verde Valley, Pinal County, Nogales, Sierra Vista, Douglas/Bisbee, Yuma, Lake Havasu City, Tuba City, Prescott, Pascua Yaqui, Coconino County, Flagstaff.

Division of Child Support Enforcement (DCSE)

U.S. Department of Health and Human Services (HHS) awarded \$50,000 to DCSE for funding innovative projects to promote the objectives of the nation's Child Support Enforcement Program. The grant provides a wide opportunity to test new methods to enhance the child support enforcement program through the development of a fresh knowledge base. The Arizona DCSE submitted an application to design and test new models for establishing and enforcing medical support orders from non-custodial parents who are capable of providing this support.

Division of Policy and Program Development (DPPD)

One of the functions of DPPD is to assist policy specialists in other divisions as they develop and write the administrative law (rules) that govern their programs. Rules Attorney Beth Broeker assists program staff in rewriting the rules to be more clear and understandable for DES clients and employees. In addition, Beth provides training classes for programs needing to begin the rulemaking process. On her free time, Beth is a writer for the "Mothers Who Think" section of Internet Magazine, Salon.com. She shares her personal insightful experiences as a volunteer for neglected and abused children in Phoenix. She has had nine articles published to date.

Division Updates

Division of Developmental Disabilities (DDD)

The Arizona Training Program at Tucson (ATPT) kitchen has reopened under a unique public/private partnership. The kitchen is now the site of the Senior Nutrition Program for Pima County. The program provides over 1200 meals daily to senior centers and through Meals on Wheels. Up to 2000 meals a day are now possible in the new location. Several people with disabilities receive food service training through the program with funding from the Rehabilitation Services Administration. Additional training opportunities will be made available to individuals served by the Division of Developmental Disabilities. The kitchen project is the result of months of collaborative planning and shared funding. The partners include the Division of Developmental Disabilities, Rehabilitation Services Administration, Adult and Aging Administration, Pima Council on Aging, Catholic Community Services, Community Outreach Program for the Deaf, local trade unions, and Tucson businesses. DES Deputy Director Mike Koppelman congratulated the honorees and commended the collaboration of so many diverse agencies and groups.

Division of Employment and Rehabilitation Services (DEERS)

The Wheels to Work Program has had a successful start in Region II. The primary aims of this new program are to increase job retention by eliminating transportation barriers and to promote self-sufficiency for TANF clients. Jobs specialists have made 58 referrals to Wheels to Work in Pima County, and 26 donated cars have been issued to employed welfare recipients. Staff in the rural counties in Region II have also been actively referring clients to the Wheels to Work program. JOBS staff have made a total of 21 referrals in Cochise, Graham and Greenlee Counties, and nine cars have been issued in those counties so far. The DES JOBS program contracts with Goodwill AZ to administer this valuable program to help our clients achieve self-sufficiency by overcoming the transportation barrier.

Division of Employee Services and Support (DESS)

The Division has successfully established a single point of regulatory authority within the Office of Licensing, Certification and Regulation (OLCR). The new regulatory office will streamline licensing processes, eliminate duplication, and establish standardization across regulated services. Regulatory functions formerly administered by the Community Child Welfare Licensing Unit and the Home and Community Based Services Unit now report to a single administrator, David Matthews. The OLCR is currently advertising for a Family Home Licensing Manager, who will take the lead in consolidating foster home and developmental home licensing. The new Regulatory Administration will move to 215 East McDowell, Phoenix, in October 2000.



CAN'T FIND A FILE? WINDOWS CAN



By *Richard Porterfield*

Need to locate a file, but can't remember its name or location? Windows' **FIND** feature offers plenty of additional ways to track the file down. If you know about the name, location, date and advanced tabs chances are Windows can find the file for you.

Let's suppose the only things you can remember about a file are that you opened it last Friday and it was a Microsoft Word document. Select **Start, Find, Files or Folders**, and on the **Look In** line, click the down arrow and select the drive on which the file is located. If you aren't sure, select **My Computer**. Click the **Date** tab, select **Find All Files**, then click the down arrow next to this option and select **Last Accessed**. Select between then complete both date fields with last Friday's date. Finally, select the **Advanced** tab, click the down arrow next to Of type, and select **Microsoft Word**. Click **Find Now**, and the resulting list will include all Microsoft Word documents opened last Friday.

Hey, there's that file you need!



Arizona Department of Economic Security

The Arizona Department of Economic Security is a human service agency dedicated to working with the people we serve to achieve their self-sufficiency.

Published for employees by the Office of Communications.

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Quality Service

Organizational Pride

Client Self-Sufficiency

2000 Quality Champions Conference

October 19 and 20: Quality Champions are holding their Statewide 2000 Annual Quality Champions Conference at the Sheraton Airport Hotel. "We have over 200 Quality Champions and hope to have most of them attending", said Ann Hutchinson from the Office of Total Quality. They will hear about the new "DES Directions" as well as have an opportunity to learn new quality tools and techniques. Additionally, they will take time to network and celebrate their successes in deploying quality throughout DES. The theme is *Quality Champions: Unlocking the Door to Success.*

Celebrated annually in October since 1984, National Quality Month is a public awareness campaign that encourages business, industry, government, and academia to focus on the strategic importance of quality and continuous improvement. Every year, individuals and organizations of all types hold special events to strengthen their commitment to quality and celebrate performance excellence.

For more information contact the Office of Total Quality:

SYSM at: OTQ.QCHAMP

e-mail at: ann.hutchinson@mail.de.state.az.us



DES Director John L. Clayton with District VI Quality Champions.
From left to right: William C. Dobias, DDD; Jessalee Stanberry, FAA ; Veronica Shelnatt, AA; J. Michelle Gregory, ESA; Director Clayton; Frances Gonzales, ACYF; and Mary Foster, CCA.

We're on the Web
www.de.state.az.us



Jane Dee Hull, Governor
John L. Clayton, Director
Michael Koppelman,
Deputy Director
Nancy Mendoza,
Deputy Director