



# iDMB

*A Newsletter for the Employees of the Department of Management and Budget*

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## Spotlight on Agency Services

From the director of Agency Services:

Our theme, Agency Services, is pleased to provide a full range of printing, mailing, records management, vehicle, travel and quality assurance services. Our success is attributed to our most valuable resource—over 240 dedicated employees who make what sometimes seems impossible possible!

Our Mailing Services area processes \$30 million in postage each fiscal year, and it's not as simple as licking a stamp. Through rain, sleet, snow and even the gloom of night, we make sure the mail goes out.

The Consolidated Print Center (CPC) prints about 90 million images per year. We print a variety of items, such as deer kill tags, water craft licenses, vehicle tabs, state warrants (including payroll), EFT statements, and unemployment checks.

Our Print and Graphic folks are out beating the pavement, running the presses, making the plates, and designing the artwork, all in an effort to make sure our customers get the best value for their print needs. If Print and Graphics cannot do the job at the highest quality and the lowest cost, we work with our private sector partners to make sure our customers get the best value.

Vehicle Services provides safe and reliable transportation. We manage a 12,000-unit state fleet, which includes ordering vehicles, managing motor pools, and operating a full service repair facility.

Agency Services also offers expert records management consulting services to ensure compliance with state law. Our objective is to make it easier for you to manage your records.

The travel program provides safe, cost effective travel services to meet our customers' needs.

Offering all these services requires a focus on quality. The concept is really pretty simple: anyone can get service, but not everyone can get quality service. Our Quality Assurance area supports all areas of the department in offering quality services.

I am so proud to be a part of this organization, but even prouder of the people that make our organization successful. The spotlight on Agency Services should shine on our people!

Enjoy the following overview of Agency Services.



Agency Services director's office; (left to right) Geneva Hawthorne and Joyce VanCoeving, director.

*Joyce VanCoeving,*  
Director, Agency Services

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# News from the themes

## In brief...

The end of an era occurred on May 31. After 60 years, the familiar postage stamps perforated with the letter "M" are no longer available to state agencies. Agency Services discontinued the inventory and sale of these stamps. The change was prompted by the availability of more cost-effective postage alternatives.

From June through November, 2002, the Department of Management and Budget will be moving staff to consolidate functions for a better customer service focus. The moves will affect over 300 employees.

The employees of Infrastructure Services and Tenant and Land Services are spearheading the construction coordination along with doing some of the construction work in a joint venture with outside contractors. The aggressive moving schedule is being met through teamwork and close cooperation.

(Click to continue on page 3)

## Infrastructure Services introduces new program

Infrastructure Services has developed a new program to assist state agencies with environmental, health and safety compliance issues. Many modern buildings and facilities, both large and small, require environmental, health and safety issues to be addressed prior to or during maintenance or construction. "We are pleased to add the Environmental, Health and Safety (EH&S) Program to the list of services we offer our customers," said **Okey Eneli**, director, Infrastructure Services. "There are a host of environmental, health and safety requirements associated with the construction and maintenance of facilities. The program is a welcome addition to our Design and Construction Division."

The EH&S Program will offer assistance with wetlands management, hazardous materials management, indoor air quality issues, indoor mold investigations, and training in a number of health and safety topics. The program will also manage health and safety for the Infrastructure Services personnel and manage the Department of Management and Budget's (DMB) Soil Erosion and Sedimentation Control Program. The EH&S Program is currently working on a major wetland delineation for Tenant and Land Services and is providing asbestos awareness training for the Department of Corrections.

**Jason Nairn**, the program manager, has several years experience in the environmental, health, and safety field. "We're happy to be able to address our customer's needs in these areas," said Jason Nairn. "There has been much interest in the program already, and we are just getting started. So far, we have completed several wetlands projects, worked on two mold investigations, and provided training to hundreds of Department of Corrections employees."

Also working in the program is **Brandie Jacobs**, who also has several years of public and private sector environmental health and safety experience. EH&S Services Program is available to answer questions and provide information and assistance for DMB and agency managers at 517-241-2188 or via e-mail at [nairnj@michigan.gov](mailto:nairnj@michigan.gov).

## List of Civil Service and e-learning training by competency available soon

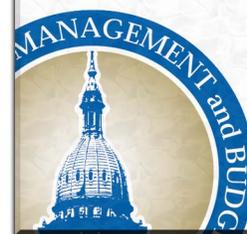
Organizational Development (OD) is once again making available a list of Civil Service and e-learning courses identified by behavioral competency. This list contains the courses available for the months of July through September, 2002.

OD has included information about the length of each course and has also added available courses for managers and supervisors for their functional competencies.

The course list will be available on the Department of Management and Budget's website at [www.michigan.gov/DMB](http://www.michigan.gov/DMB) under employee services by mid-July. Watch for it!

## Employee Celebration!

Look for details soon about a late summer celebration



# News from the themes

## In brief,

[continued from page 2](#)

State Surplus moved to 3366 Remy Road in Lansing.

Also Federal Surplus moved to 3353 N. Martin L. King Jr. Blvd. in Lansing (State Surplus' old location).

The Director's Office renovation is complete. In addition to the Director's Office staff, the directors of Financial Services, Infrastructure Services, and Tenant and Land Services moved into the north wing of the Lewis Cass Building's first floor. The State Building Authority also relocated to the first floor of the Lewis Cass Building.

The Operations division of Financial Services' downtown office moved from the second floor of the Lewis Cass Building to the garden level of the Steven T. Mason Building.

Infrastructure Services' carpentry shop moved from the North Governmental Complex to the Vehicle and Travel Services building at the Secondary Complex.

## Print and Graphic Services recognized by DMVA

The Department of Military and Veterans Affairs (DMVA) recognized Print and Graphic Services (P&GS) for their design and printing of the DMVA *Handbook for Retirees*.

Col. Joe D. McDowell, Director of the Human Resources Division of the Department of Military and Veterans Affairs, presented P&GS with a plaque on May 29. The inscription on the plaque reads "DMB Print and Graphic Services. Thanks for the support and services that you provided to the Department of Military & Veterans Affairs, Human Resources Office (Military Retirement). April 2002."

Recently, the *Handbook for Retirees* was nationally recognized by the military's retirement services office in Fort McCoy, Wisconsin, and will be highlighted in their annual magazine, which is mailed to military personnel worldwide. The *Handbook for Retirees* is slated to be distributed to military personnel nationwide.

(Right) The cover of *Handbook for Retirees* and the plaque presented to Print and Graphic Services by the Department of Military and Veterans Affairs. (Bottom) The staff of Print and Graphic Services.



## Simple steps to keep cookouts safe, fun

When the weather turns warm, Americans head outdoors. But the warm weather that makes summer an ideal time for picnics and barbecues is also an ideal time for bacteria to grow and multiply rapidly in food. The end result can be food poisoning.

A few simple precautions can reduce the risk of food poisoning this summer.

- *Keep cold foods colder than 40 degrees and hot foods hotter than 140 degrees.*
- *Plan ahead. Remember, food left out for more than two hours may not be safe to eat.*
- *Wash hands and food preparation surfaces often.*
- *Cook food thoroughly (meats must reach at least 160 degrees Fahrenheit).*
- *Don't cross contaminate. Wash anything that has come in contact with raw meat or poultry before using it again.*

# News from the themes

## Quality Assurance Q&A

**Why was Quality Assurance created?**

Quality Assurance assists the themes in defining, measuring, and improving the quality of their customer service.

**Who determines quality?**

The departments' customers define quality. It is based on the customer's experience, perceptions, and expectations of the services they receive from the department.

**Who is responsible for quality?**

All employees within the department are responsible for quality. Quality Assurance assists in promoting the customers' point of view.

**What is a service statement?**

A service statement is a statement of a customer's expectation of an outcome.

## Spotlight on Agency Services, [continued from page 1](#)

### Quality Assurance

Led by **Dave Ancell**, director, Quality Assurance is responsible for the Administrative Guide, service level agreements, and surveys conducted by DMB, and eventually will include a DMB customer service desk.

Quality Assurance is working with themes to create service statements. Service statements provide a mechanism for employees to know what DMB and their customers consider important.

Quality Assurance will be responsible for the development of the next DMB survey as well as providing expertise on other surveys conducted by the department.



Quality Assurance: (left to right) Diane Black, Ronda Whiting, Kerri Droste, Dave Ancell, director, and Bernice Sullivan. Not pictured: Michelle Tompson and Susan Stuck



Operations: (left to right) Vern Thelen, Marsha Mathews, Mary Carrizales and Linda Spedoske, director. Not pictured: Mark Armbrustmacher.

### Operations Division

The Operations Division of Agency Services; headed by **Linda Spedoske**, director, consists of three programs: Print and Graphic Services, the Consolidated Print Center, and Mailing Services. The program managers are **Mark Armbrustmacher**, **Vern Thelen**, and **Mary Carrizales** respectively.

All three programs staff multiple shifts to ensure the printing and mailing needs of their customer agencies are met. They also provide consultants and analysts for cost estimating, job planning, and coordination.

### Print and Graphic Services

Print and Graphic Services (P&GS) offers full-service printing and copying — from simple black ink forms to full four-color process printing. P&GS prints a full-range of high-quality brochures, newsletters, annual reports, posters, manuals, books, forms, letterhead, business cards, envelopes, and more.

In addition to their main location in the General Services Building, P&GS has 15 satellite copy centers in the Lansing and Detroit areas. The copy centers offer high-speed, high-quality analog and digital printing for projects in which quantities range from 1-2,500 copies per original. (Picture on page 7)

(Click to continue on page 5)

# News from the themes

## Operations Trivia

1. How many warrants/ checks are printed annually in the Consolidated Print Center (CPC)?
2. Print and Graphic Services (P&GS) purchased a total of 82,205,000 sheets of 20# 8-1/2 x 11 white paper. If laid end to end, to how many miles of does this equate?
3. How many different types of paper does P&GS have access to?
4. How many pieces of First Class letter mail were processed through the Mailing Services presorting equipment in FY '01?
5. How many driver licenses has Mailing Services processed and mailed since the new digital license was introduced in 1998?

1. 16 to 18 million  
2. 14,271 miles of paper  
or 1.8 times around the  
Earth.  
3. Over 4,000 different  
weights, colors, and  
finishes of paper.  
4. 61,217,879 pieces were  
processed, earning  
discounts totaling  
\$4,327,127  
5. 9.2 million licenses

## Spotlight on Agency Services, [continued from page 4](#)

### Mailing Services

The Mailing Services Program provides a full range of both automated and manual mail processing and handling functions. These functions include automated methods of stuffing, folding, sealing, labeling, tabbing and bursting; and manual methods of collating, handling large envelopes, and distribution of materials. Other services include processing of outgoing U.S. mail, automated presorting and barcoding, mail piece design, and postal regulation consulting.

Mailing Services also offers an internet-based system for processing outgoing packages/parcels.

### Consolidated Print Center

The Consolidated Print Center (CPC) focuses on high-speed printing for items such as license plate tabs, payroll



Mailing Services: (back row, left to right) Chuck Watts, Mark Sanchez, Dennis Priest, Rollie Harlow, Ken Eagleson, Donnita Moore, Barry Miller, Bob Hodges, James Dunn, (second row) Chris Bourne, Aaron Colby, Tammy Fast, Bob Erickson, Delores Hernandez, Jackie Barnes, Donna Millis, Gary Ewing, Mary Wheeler, Queen Perteet, Doug Mitchell, Rod Hadanek, Leanne Edgley, Gene Pline, Diane Lawwill, Judy Brown, Mary Carrizales, (front row) James Hunt, Kit Tien, Larry Mattson, Dan Morgan, Tom Goodine, Sam Vosovic, Doug Boyd, (inset picture) Mark Spitzley, Steve Smalley, Danielle Hanson, Carl Burton, Ron Turner, and John Nolan. Not Pictured: Jack Alexandar, Mike Armstrong, Mark Cambric, Eddie Campos, Dave Dothsuk, Al Fedewa, John Garcia, Thurm Howard, Ron Shepard, Ron Smith, and Pat Thelen



Consolidated Print Center: (back row, left to right) Tom Hamill, Jessica Saindon, (second row) Vern Thelen, Kris Truman, Deb Pilbeam, John Noble, Dave Pena, Chris Clark, (front row) Bryon Brown, Shaun Ancona, Christine Hemes, Larry Brown, Jackie Autrey, and Peggy Hall. Not pictured: Brad Best, Jeannette Ehman, Helen Juderjohn, Julie Meyka, Brad Mikulka, Melissa Pendell, Brenda Platte, Guy Reynolds, Stacy Mangold, Yvonne Shepard, and Connie Winebrenner.

warrants, electronic funds transfer (EFT) statements, and professional licenses.

The CPC receives 40,000 print jobs per month, resulting in nearly 7 million pages or images per month. It is staffed 20 hours a day, five days a week, to meet the needs of the customers. Computer servers accept print jobs 24 hours a day, seven days a week. A fleet of 17 printers is used for the variety of print requests received in both cut sheet and pin feed forms.

The CPC is located at the Secondary Complex in the General Services Building adjacent to both the Mailing Services program for post processing of printed output and Delivery Services to quickly move print output to end users.

(Click to continue on page 6)

# News from the themes

## Vehicle Facts

How large is the vehicle fleet?

- ♥ There are 10,145 vehicles assigned to state agencies
- ♥ 6,510 cars, 3,240 trucks, 395 other vehicles

The three agencies with the most vehicles:

- ♥ State Police- 2,094 vehicles
- ♥ Corrections- 1,497 vehicles
- ♥ Family Independence Agency- 1,409 vehicles

## Facility Changes

Effective July 1, 2002, **John Gross** will become the facility manager for the Mason, VanWagoner, and Williams buildings and **Rudy Pulido** will become the facility manager for the Treasury, Lottery, and Cass buildings.

For services or building related issues in the Mason, VanWagoner, or Williams buildings please contact Gross at 373-9524

For services or building related issues in the Treasury, Cass, or Lottery buildings, please contact Pulido at 373-6288.

## Spotlight on Agency Services, [continued from page 5](#)

### Vehicle Services

Vehicle Services (VS) manages one of the largest vehicle fleets in the country. It provides cost effective, timely, and safe transportation for its customers. They consult with their customers in planning and optimizing the use of their vehicles. Which includes evaluating their fleet makeup, ensuring the vehicles requested will satisfy their intended usage, and assistance in analyzing their driving behaviors so cost saving alternatives can be recommended. VS also orders new vehicles and provides maintenance services at its facility located at the Secondary Complex. The acting director of Vehicle Services is **Steve Cheal**.

### Records Management

Records Management, led by **Debbie Gearhart**, manager, is responsible for developing retention schedules for state records. Additionally, Records Management manages contracts for micro graphics, computer output microfilm (COM), and microfilm storage. A new contract provides imaging services to all of state government. Records Management is working with several agencies which currently use this contract to scan their documents for electronic retrieval. **Brice Sample** provides consulting services to these agencies to identify the most cost efficient method to meet their records storage and retrieval needs. Records Management software that provides a repository for electronic records and their retention is now being tested as part of a federally funded project. **Doug Case** and **Deborah Gouin** are on this Project Team. Records Management also manages the service level agreement for the State Records Center.



Vehicle Services: (inset, top right) Tom Ritter, Janell Bowden, Gary Gardner (back row, left to right) Bob Ball, Lupe Lira, Gary Shaw, Roger Miller, Jack Bedenbender, Don Shepherd Jr., Pat Miller, Russ Headley, Larry Keith, Tom Thelen, Ron Goodman, Mike Wonn, (second row) Ken Lowe, Roy Cischke, Joe Cortez, Ray Martinez, John Salazar, Ronda Greko, Cecilia Harrison, Pat Wheeler, Cindy Trevino, Dana Simon, Bill Bohnett, Doug Wray Jr., (front row) Tom Esch, Dave Wood, Gary Hampton, Elaine Earls, Ann Schrader, Tim Lynam, Steve Cheal, acting director. Not pictured: Sarah Arminio, Gerald Goodman, Robert Haughton, Daniel Hough, Ray Howe Jr, Charles Lambert, Rever Lauderdale, Judith Marrison, Daniel McCarthy, Robert Pulver, Vincent Reynolds, Lora Satterlee, Donald Smith, Arthur Stone and Ed Witte.



Records Management: Jim Kinsella, Marcia Lyon, Marcia Williams, Debbie Gearhart, manager, and Doug Case. Not pictured: Deb Gouin and Brice Sample.

(Click to continue on page 7)

# News from the themes

## Presidential Trivia

To celebrate the Forth of July, here are some presidential trivia questions.

- 1 Who could write in Latin with one hand and in Greek with the other -at the same time?
- 2 Who housed a pet alligator in the White House?
- 3 Who was the first president born in a hospital?
- 4 Who was born Leslie Lynch King, Jr., pardoned Robert E. Lee posthumously of treason, and was the only president to have had two women attempt to assassinate him?
- 5 Which president believed the world was flat?
- 6 Which president was named a sworn enemy of the United States?

1. James Garfield  
2. John Quincy Adams  
3. Jimmy Carter  
4. Gerald Ford  
5. Andrew Jackson  
6. John Tyler

(Source: Politics and Government, Trivia & Useless Facts, Web site)

## Spotlight on Agency Services, [continued from page 6](#)

### Travel Services Program

The Travel Services Program manages a variety of functions related to state employee travel. Travel Services recommends mileage, and meal and hotel reimbursement levels to Civil Service. Airline costs are controlled through an airfare contract which is benchmarked by many other states as 'best in class.' The contract defines the highest cost airfare that any state traveler can pay. Travel coordinators are encouraged to seek lower airfares, through the travel management company whenever possible.

For more information about Agency Services please call 322-5300.



Print and Graphic Services: (top) Jeff Baldwin, Mike Munger, Gordon Gallagher, Roger Pung, Ken Stone, Kim Sperry, Jim Hawkins, Albert Johnson, Steve Baldwin, Arnie Castillo, Frank Gyorkos, Kendall Feldpausch, Dan Stiles, Mike Migrin, Amy Jo Parish, Luke Bourne, Mike Dyson, Tom Cooley, Kathy Castillo, Frank Villanueva, Roger Luna, Melissa Hill, Brian Reymann, Jeremy Hurlbut, Bobbi Vargas, Kristen BeVier, Ray DeMunch, Molly Perry, Jim Pearson, Donis Osborn, Julio Hernandez, Heather Bishop-Knott, Don Mulvany, Bob French, Robbie Telesz, Ken Feher, Jerry Monroe, Dean Clark, Ray Hernandez, Jim Olger, Joanna Alvera, Steve Bolt, and Sandra Duke-Ryan. (Bottom) Rickey Sorrells, Todd Martin, Shay Cooper, Dee Clanton, Mike Baker, Carl Alber, Dave Hart, Tim Braun, Fran Catlin, Chris Ferris, Tina Luna, Neil Stoddard, Mike Perry, Joe Stephenson, Ron Batten, Rick Lorencen, Joe Gloss, and Beth Lynch-Baldwin. Not pictured: Mark Armbrustmacher, director, Matt Blizzard, Ray Bryde, Julie Bullion, Vicki Carpenter, Beth Cook, Duane Feiss, Hal Graber, Jim Hunt, Dean Kohagen, Pat LaFraugh, Luci Mendez-Manthei, Jerry Rasmussen, Gary Roach, and Bill Perry.



## Financial Services spotlight update

Aaron Spencer assists with the retirement system accounting. Norma Crowell is the Department of Management and Budget's head cashier. She is responsible for all of the deposits for the themes, making sure the programs funds are properly receipted. Dairus Reynnet works on the group insurance fund and risk management funds. Pat Jorae performs payables and receivables for the public school retirement system.



(Clockwise from top left) Aaron Spencer, Pat Jorae, Dairus Reynnet, and Norma Crowell

# Employee Happenings

## Correspondents:

### Acquisition Services

Darleen Heim

Marilyn Baker

### Agency Services

Geneva Hawthorne

### Director's Office

Shirley Ragsdale

### Financial Services

Denice Ballard

Tari Teremi

### Infrastructure

### Services

Connie Shutes

### Organizational

### Services

Jeannette Bekke

Grace Bonofiglio

### Retirement Services

Rosemary Baker

### Tenant & Land

### Services

Debbie Sanchez

## Special

## Correspondent:

Judy Ferrigan

Safety and Health

## Editors:

Tim McCormick

Steve Davis

iDMB is an electronic newsletter produced for the employees of the Department of Management and Budget on a monthly basis by Organizational Services.

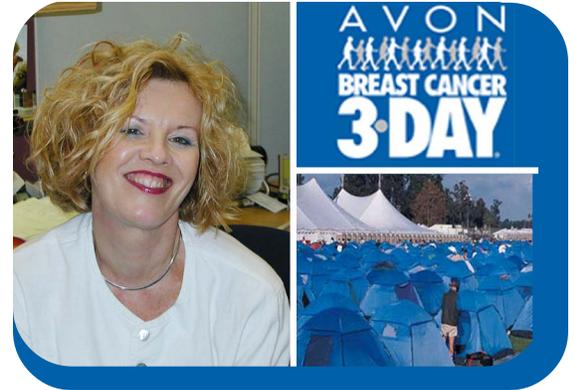
## Hartley walks 60 miles to help those with breast cancer

**Julie Hartley**, Tenant and Land Services, walked out of The University of Michigan's Yost Field House on May 31 and kept walking for three days until she reached Farmington Hills, 60 miles away. Hartley, along with the 3,514 other participants in the Avon Three Day Breast Cancer program, raised \$5.25 million for the Avon Breast Cancer Crusade. While the Avon Breast Cancer Crusade benefits all women, there is a special emphasis on reaching the medically under-served, including low-income, elderly, and minority women, and those with inadequate health insurance.

"It was an incredible experience. Hundreds lined the route to cheer us along the way. One woman who was obviously undergoing treatment, called out to me 'Thank you for keeping me alive.' It was a really emotional journey," said Hartley.

The walkers were challenged to raise a minimum of \$1,900, and walk an average of 20 miles, three days in a row, while camping along the route.

"Through the generous support of friends, family, and co-workers, I raised over \$3,300 in just under 30 days. I trained so relentlessly I incurred a stress fracture. I slept on the ground, drank tons of Gatorade, cried with total strangers, walked in unbearable hot, humid conditions, popped scary looking blisters on feet that were not my own, and caught poison ivy. Would I do it again? You bet... I can't wait until next year!"



(Left) Julie Hartley participated in a three day walk for breast cancer. (Right, bottom) Hartley slept in a tent city like this during her walk.

## Rayyan becomes a licensed professional engineer

Congratulations to **Sadi Rayyan** who earlier this year passed the exam to become a licensed professional engineer. Sadi works for Infrastructure Services' (IS) Design and Construction Division as an environmental engineer. As part of the employee competency assessment and development plan, Sadi was encouraged to pursue registration as a licensed professional engineer. IS approved his individual growth plan to attend a review course to prepare him for the licensing exam. The professional engineer license increases his technical proficiency and helps him gain professional recognition.

Sadi earned his Bachelor of Science degree in civil engineering from the University of Jordan in 1982, and two Master of Science degrees in Environmental Engineering and Systems Science from Michigan State University in 1987. Sadi and his wife, Theresa Hubbard, live in Dewitt with their three sons: Samer, Naseem and Morsi.