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Ohio **DAS**
Service · Support · Solutions

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The **Public Servant** is the internal newsletter published by the Ohio Department of Administrative Services, Office of Communications and External Relations. Our mission is to inform employees about agency progress to enhance services, support and solutions for Ohio government.

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24 DAS employees honored

"Today we are honoring 24 people who are working with scant resources to pursue great results," said DAS Director Hugh Quill at an employee recognition ceremony held Nov. 4.

The 24 DAS employees honored at the Rhodes Tower ceremony included 13 employees who captured both the Quality Service Award and Superior Accomplishment Award. Quality Service Awards are given to employees for providing quality service while completing their daily duties; Superior Accomplishment Award recipients receive recognition for exceeding the expectations of their daily duties. All awardees were nominated by their customers, co-workers or supervisors.

Here's a sampling of what was said in the nominations of the recipients who received both awards:

Andrew Putz of the DAS Office of Finance – "On his own initiative learned the COGNOS reporting process with considerable success, (which) led him to become the go-to person for problem solving and data analysis within the Finance Office when it came to the OAKS FIN system. ... He remains



DAS Director Hugh Quill (left) was among those honoring (from left) agency awardees Darryl McFarlane, Linda Arbuiso, Andy Putz, Regina Scheiderer, Darcy Kennard, Mary McCarty, Melissa Schoenfeld and Jessica Schuster. Not pictured are Carolyn Groves, Joyce Ray and Laura Sutherland.

composed in time of crisis, breaks up stress with moments of dry humor and continues his valuable and dependable support of the agency."

Melissa Schoenfeld of the General Services Division's Office of State Printing – "She carries out her responsibilities flawlessly and has readily accepted many duties outside the scope of her position. ... The day-to-day performance of Melissa goes far beyond the boundaries of the duties defined

within her position description. ... Melissa has taken on a host of tasks, not because she was asked or because she had to. She took them on because she knew it would help me or help other employees in our organization."

Jessica Schuster of the Human Resources Division's Office of Organizational Development – "Jessica has served as the project lead for the IT classifica-

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tion project. This project impacts over 1,500 employees across all agencies in state government. ... Jessica has shown a great deal of determination in driving the details of this project to keep everything moving to completion."

GSD Office of Real Estate and Planning work group of Marc Half, Debra Kuehn, Sheneise Landrum, Lauren Lee, Paul Lehman, Steve Marroni, Denise Moore, Christina Ringley, Brian Sprague and Janie Ward – "The team spent countless hours in addition to its normal work schedule" to save the state \$8.3 million by renegotiating leases.

Also honored were eight recipients of the Quality Service Award. Their nominators had the following to say:

Linda Arbuiso and Regina Scheiderer of the DAS Office of Employee Services – Linda and Regina have made significant contributions to DAS through their work facilitating the implementation of the OAKS time and labor module for DAS employees. ... "Gina got in front of the system and basically pulled us up the hill of change Many times the employee demeanor reflects the frustration they feel, however, Gina and Linda remain consistently good providers of customer service."

Darcy Kennard of the Office of Information Technology, Business Office – "Darcy has taken on additional responsibility due to recent retirements and co-workers transferring to other areas. ... Darcy is always available and stays in contact to ensure that issues are resolved. ... Darcy makes herself available and is willing to take on added responsibilities to ensure the office runs effectively."

Mary McCarty of the GSD Office of State Printing – "She is always providing great customer service and is a great asset to the co-workers who interact with her. She is a pleasure to work with and has a very positive attitude. She is always willing to help in down times and never complains."

Joyce Ray who recently retired from the GSD Office of Properties and Facilities – "Joyce continually goes above and beyond in her work (here) at the Department of Education (building). She's always upbeat, smiling, friendly, accountable and a hard worker. ... In Joyce's book the customer always comes first."

HRD Ohio Hiring Management System Support work group of Carolyn Groves, Darryl McFarlane and Laura Sutherland – "This work group met with Department of Rehabilitation and Correction's (DRC) HR staff to hold a training combined with a brainstorming session to explore ways OHMS could improve DRC HR operations. ... This team saw an opportunity others may not have to help an agency significantly improve their operations. Then they worked with them to make the improvements a reality. A one-question e-mail to this team turned into them seeing the opportunity to help DRC on a much bigger scale. ... This group aggressively pursued the opportunity to help."

In addition to the DAS-sponsored awards, a couple of DAS offices who brought national recognition to DAS three times this summer were recognized for creating very low-cost tools to solve business problems.

Accepting those awards were **Charles Stang**, administrator of the GSD Office of Fleet Management, and DAS Office of Communications and External Relations' **Ron Sylvester**, deputy director, and **Mary Brutovski**, marketing communications manager.



Members of the GSD Office of Real Estate and Planning work group honored by Director Quill and Marcey Earley-Jeter, administrator of Real Estate and Planning, are (front row, from left) Sheneise Landrum, Lauren Lee, Quill, Earley-Jeter, Christina Ringley, Marc Half, (back row) Brian Sprague, Janie Ward, Paul Lehman, Steve Marroni and Debra Kuehn. Not pictured is Denise Moore.

Stang and his Fleet Management crew received awards from the National Association of State Chief Administrators and the National Association of Fleet Administrators for the creation of a scorecard measuring the use of alternative fuels in state vehicles.

The implementation of the scorecard has achieved outstanding results. Last year the use of biodiesel fuel increased 2,300 percent and the use of E85 fuel increased 701 percent.

In addition to increasing the use of alternative fuels, the scorecard also increases accountability and transparency.

The third national award was a print communications award from the National Association of State Personnel Executives to the DAS Office of Communications and External Relations and the HRD Office of Benefits Administration.

The award was for a campaign promoting the nurse advice line available to employees enrolled in a state health plan. The campaign featured a magnet promoting the nurse advice line – designed by Brutovski – that was mailed to employees.

After employees received the magnets, the calls to the nurse line spiked dramatically. In one week, the line received 351 calls. Prior to that, the line had only received 61 calls in the previous 10 months.

The dramatic spike in the calls was notable because of the large sum of money the state saves when an employee is able to get medical advice by phone. The state saved more than \$17,000 dollars last November alone in avoided emergency room, urgent care and doctor's office visits because employees took advantage of speaking to a registered nurse first.

Quill pointed out at the ceremony that these 24 employees are the norm at DAS.

"DAS is populated with very dedicated and publicly spirited people," Quill said. "I think everyday we leave it better than we found it."