

**Ohio Department of  
Administrative Services**

Office of Communications  
and External Relations

**Highlights:**

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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 service, support and solutions for Ohio government.

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## DAS works with Pew times two

### Workforce planning initiative underway

**By Ashley González**

To enhance the management of the state's workforce, the state is collaborating with the Pew Center on the States in a yearlong workforce planning initiative.

Workforce planning is defined as having the right employee with the right skills in the right job position at the right time.

Under leadership from the DAS Human Resources Division, the state will develop and implement a state-wide workforce planning policy, create a toolkit to assist agencies with planning for their workforce needs and develop tools to monitor the progress and success of the policy.

Mary Brutovski, marketing communications manager with the DAS Office of Communications and External Relations who is leading the marketing and communications effort for the project, said the initiative is critical.

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Photo by Ashley González

DAS employees working with the Pew Center on the States to enhance the state's workforce planning strategy are (front row, from left) HRD Deputy Director Nancy Kelly; John Audet, administrator of the HRD Office of Organizational Development; (back row) Monica Rausch of the HRD Office of Policy Development; and Scott Steenrod and Jessica Schuster, both of the HRD Office of Organizational Development. Not pictured are Mary Brutovski of the DAS Office of Communications and External Relations, Ashley Hughes of the DAS Office of Collective Bargaining and Joe Ann Lucas of the HRD Office of Organizational Development.

## Stimulus focus of procurement webinar



Photo by Ashley González

State Chief Procurement Officer Terry Tyler (right) discusses with Steve Hunter, administrator of the GSD Office of Procurement Services, the content of a presentation they gave at a recent webinar sponsored by the Pew Center on the States. The webinar focused on how states are utilizing and managing funds they are receiving through the American Recovery and Reinvestment Act.

**By Ashley González**

To explain how the state will procure supplies and services using the federal stimulus funds it is receiving, two DAS employees recently presented at a webinar sponsored by The Pew Center on the States.

Presenting at the webinar were Terry Tyler, state chief procurement officer, and Steve Hunter, administrator for the Office of Procurement Services, which is part of the DAS General Services Division.

Also presenting on behalf of the state was Joe Secret of the Ohio Office of Budget and Management (OBM).

Tyler said managing the more than \$8.2 billion in stimulus funds that the state will receive is a complex process.

"I think the point is we have to balance two things very carefully – good

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sourcing practices with the urgency of managing the stimulus," Tyler said. "The priority is getting the money spent per the schedule in the most effective way to optimize the impact. To me that's the most important thing – that and the corresponding transparency."

More than 300 people, including representatives from 44 other states and four foreign countries, participated in the webinar, which was held May 14. In addition to Pew, the webinar also was sponsored by the Government Innovators Network at Harvard University's John F. Kennedy School of Government.

The content presented by Tyler, Hunter and Secrest was a collaborative effort among DAS, OBM and the Office of the Governor.

Tyler explained how the state began preparing for the receipt of stimulus funds from the American Recovery and Reinvestment Act. Hunter described the state's procurement process and how it can be adapted to meet the federal stimulus timelines. Secrest explained the internal controls, management and measurement of how the stimulus funds are being used.

Tyler said the state received positive feedback.

"We got a lot of really good accolades from the participants," Tyler said. "I thought it went extremely well to partner with OBM and the governor's office. I also thought the webinar was very well done by Pew and Harvard. It received excellent feedback and it was a very comprehensive coverage of the subject. Quite frankly, I was extremely pleased to be a part of it."

DAS Director Hugh Quill expressed his appreciation.

"Hats off to (GSD Deputy Director) Jeff Westhoven, Terry Tyler, and Steve Hunter for sharing the Ohio experience and providing leadership at this critical juncture," Quill said in a May 21 e-mail to DAS employees.

# 'Reach out and touch someone'

By Ron Sylvester

Service – that's a word we throw around a great deal here at DAS. Every day some of us – if not all of us – are involved in a conversation with colleagues where terms like customer service or public service are sprinkled throughout like cinnamon and sugar on top of an apple pie.

There's no doubt that there is a commitment to service at DAS. We see it every day in our own work or that of our teammates. There's also no doubt we can always do better. I want to talk today about some no-cost ways we can improve our customer relationships.

State revenues are down and the folks in finance departments through the state are slaving over spreadsheets looking for ways to trim costs. From procurement and state printing to workforce development and IT services there is more interest than ever in DAS's centralized and center-led services.

Here at the Office of Communications and External Relations we are

getting an increasing number of requests from throughout the agency to help business units "tell their story." We're happy to do this and we're starting new projects all the time. I want to make sure that as we retool or create brochures, PowerPoint presentations or work with your documents that we don't forget the obvious: Interpersonal communication.

- Don't over-rely on e-mail. In some cases our customers have a choice as to whether or not they use our services – or to what extent they use DAS. E-mail is a great business communications tool, but in your own personal business don't you feel better about a transaction when you've talked to someone on the phone? As the old commercial said, every now and then "reach out and touch someone."

- Think about relationships. Strong relationships with our customers will get us through rough times relatively unscathed. Don't always wait for them to ask you a question. Pick up the phone or send an e-mail with a piece of information targeted at cur-

rent events in the state's business cycle or share the successes of one customer with another. We're all on the same team at the end of the day. The difference in our relationships with state agencies is that we're the "consultants." Be proactive and consult. Every time you reach out to a customer and add value or show concern for their business you're putting goodwill in the bank.

- Communicate with a sense of urgency. We all get bombarded every day with e-mail and voicemail. Take a moment and consider each one as they come in. If you know that you don't have the answer, forward the request on immediately to someone who does. If you know that you won't have an answer right away, tell the customer. Many of the "issues" that arise between DAS and our customers have to do with expectations and communication. The expectation is that a request will be answered immediately. It costs very little time to acknowledge receipt of a request and let the customer know it will take some time. You haven't answered their question yet, but you are managing their expectation.

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"We're not just workers or employees," Brutovski said. "We're an asset to the state. We're the talent. It's our obligation to

make sure we have the right people in the right seats for our citizens. We're going to do this confidently through workforce planning."

The Pew Center on the States works to advance state policies that serve the public interest. To determine what works, Pew conducts research, brings together diverse perspectives and analyzes states' experiences.

Ohio was selected in March along with Georgia and West Virginia to participate in the project based on the ability to form a management team to implement the recommendations developed by the workforce planning team. In addition to receiving guidance from top Pew advisers, the state also will receive a \$50,000 stipend for the project.

John Audet, administrator for the DAS Office of Organizational Development and the project leader, said the project promotes DAS's mission.

"This project very much ties into DAS's 'service, support, solutions' mission by helping achieve agency missions and goals," Audet said. "We're supporting HR in becoming a strategic partner to make sure the workforce is aligned with the needs of each agency."

In addition to Brutovski and Audet, those involved in the project include HRD Deputy Director Nancy Kelly; Joe Ann Lucas, Jessica Schuster and Scott Steenrod, all of the HRD Office of Organizational Development; Monica Rausch of the HRD

Agencies piloting the workforce planning initiative are the Ohio Department of Job and Family Services and the Office of the Ohio Secretary of State. These agencies will create draft workforce planning goals for their agencies; however no portion of the implementation will occur during the Pew project. Implementation of agency plans will be phased through fiscal year 2011.

Audet said the initiative is significant for both the state workforce and taxpayers.

**"It's our obligation to make sure we have the right people in the right seats for our citizens. We're going to do this confidently through workforce planning."**

— Mary Brutovski,

**DAS Marketing Communications Manager**

Office of Policy Development; and Ashley Hughes of the DAS Office of Collective Bargaining.

To date, the team has developed the workforce planning framework, identified key workforce indicators, documented draft processes, provided consultative support and created and launched a Web site, [wfp.das.ohio.gov/](http://wfp.das.ohio.gov/), detailing the mission of the initiative.

"It's a new approach, a new direction for HR," Audet said. "This project is refocusing HR."

Schuster added, "We're being proactive, strategic business partners. We are going to be proactive rather than reactive."

Brutovski said the project will increase accountability.

"We're trying to make sure our taxpayers' money is used responsibly," Brutovski said. "When someone sees a State of Ohio employee, they (sic) know we're hiring the right person with the right skills at the right time."