

COLORADO STEPS-UP AND SHINES

BY BILL RITTER, JR.

The last week of August was certainly one of the most exciting periods in Colorado history as we hosted the 2008 Democratic National Convention.

It was an honor to be part of such a significant event, and I'm extremely proud of our residents, of all of the partners who worked on the convention, and of the state employees who played a role.

Our state was in the international spotlight for nearly a week – and we couldn't have shined any brighter. Visitors from across the nation were treated to beautiful weather, a clean city and friendly residents for the first Democratic National Convention (DNC) to be held in Denver since 1908. It was a once-in-a-lifetime opportunity to showcase Colorado and how state government is making progress and solving problems. We have taken bold steps in our greening government initia-

tives: seeking Leadership in Energy and Environmental Design (LEED) certification for state owned buildings; striving to reduce energy consumption of state facilities by 20 percent within next three years (see Executive Order D0011 07); and increasing the number of flex fuel vehicles in our state fleet are just a few examples of our efforts. We have cut our energy cost to such an extent we have been able to use funds from avoided costs to install additional energy conservation tools in other state buildings around the Capitol complex.

The national convention gave us a chance to continue highlighting our New Energy Economy and other economic-development successes with aerospace, biosciences and technology.

America has always been the land of opportunity, and the West has always been defined by rugged individuals and a pioneering spirit. We showed the world how our wide-open spaces are about more than just the landscape – they're about hope and possibility and opportunity.

The convention was an incredible recognition of that Western spirit, of what I call the Colorado Promise, and of the American promise.

PERSONAL ELECTRONIC'S RECYCLING EVENT

The Governor's Energy Office (GEO); the Departments of Regulatory Agencies, Transportation, Higher Education, and Health Care Policy and Financing; and the Department Natural Resources are happy to bring you the first Colorado State Employee Personal Electronics Recycling Event, on Thursday and Friday, September 4 and 5, 2008, from 7:00 am to 1:00 pm. This event will take place at two locations on both days:

Denver South: CDOT Headquarters - 4201 E. Arkansas Ave.

Denver North: CDOW Headquarters - 6060 Broadway

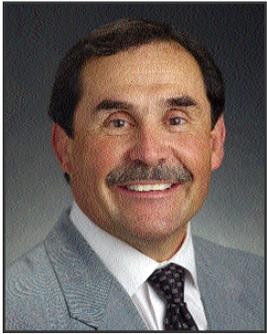
Employees can drop off unwanted personal electronics, televisions, and computer monitors at no charge. In short, anything that plugs in (except air conditioners and refrigerators) will be accepted at no charge. The cost to properly recycle electronics containing lead is being picked up through a grant from the Best Buy recycling program, in conjunction with the vendor for this event, Guaranteed Recycling Xperts (GRX).

RTD Park-n-Rides are located relatively close to both locations, so employees who normally take RTD to work can still do so. They can drop off their electronics before work, park at the closest Park-n-Ride, and take RTD to work. The closest Park-n-Rides are:

Denver South: Colorado Station Park-n-Ride at 4300 E. Colorado Center Drive (I-25 & Colorado Blvd./Evans Ave.)

Denver North: 70th Avenue & Broadway Park-n-Ride - 7077 Broadway (Near the I-25, I-76, I-270, US36 interchange)

This event is for the personal property of employees only. State property should not be delivered to either location for recycling. GRX ensures data destruction by shredding the hard drives in all computers that are dropped off. Additional information is available on the GEO website at www.colorado.gov/energy/resources/training-events.asp. We encourage you and the employees in your department to visit the website for any questions you may have.



THE IMPORTANCE OF TOWN HALL MEETINGS

BY RICH GONZALES
EXECUTIVE DIRECTOR, DPA

When I was appointed to head the Department of Personnel & Administration (DPA), I made a promise to communicate with you in an open and timely manner regarding issues that affect the state workforce. With this promise in mind, DPA has conducted a number of town hall meetings on the Western Slope, in the Denver area, and in the southern portion of the state. We address such topics as personal leave, concerns with health care costs, performance pay, the absorption of the Financial Services Occupational Group into the Professional Services Occupational Group, and general workplace issues that are of concern to you.

These town hall meetings serve the dual purpose of allowing us to meet with you face-to-face to share information that is important *and* provides you with an opportunity to meet us and ask questions or share concerns regarding state service. It is the opportunity to interact with you that I enjoy most about these town hall meetings. We at DPA spend the majority of our days working together to provide you with quality services that in turn allow you to provide our citizens with quality services. While this day-to-day work is important and ultimately worthwhile, we find it much more gratifying to meet the peo-

ple affected by that work and learn what is truly important to them. At each meeting we are given the opportunity to see things from a different perspective, and each time we learn something new about the people we serve. We get to hear about your lives and what issues you feel are truly important. Most often they are the same issues we all feel are important: containing costs while providing quality health care benefits, recruiting and retaining quality employees, salary compression, funding salary survey and performance pay increases, and fear of retaliation and retribution in the workplace. But the value of discussing these topics with you is the change in perspective you give us.

I want to thank each of you that has attended past town hall meetings and shared your time with us. It is appreciated and I believe it has been beneficial for everyone. We look forward to meeting with you again or perhaps for the first time at one of the town hall meetings in the future. Watch future issues of Stateline for a schedule of these meetings in the coming months, and additional discussions concerning a myriad of topics. If you would like DPA to comment in Stateline on an issue of concern or questions you may have, please send an email to Julie Postlethwait at stateline@state.co.us. If you would like us to schedule a meeting near you or specific to your agency or department, please contact either Doug Platt at doug.platt@state.co.us or Michelle Ramirez at michelle.ramirez@state.co.us. Additionally, if you have a matter or concern specific to you as a member of the state personnel system, please don't hesitate to contact my assistant Michelle Ramirez at 303-866-6559 or via the email address above, and we can schedule a time for you and I to meet for a private discussion.

HEALTH CARE BENEFITS NOTICE: ENROLL YOUR NEWBORNS WITHIN 31 DAYS OF BIRTH

Too often, DPA has to review appeals from state employees who have failed to enroll their newborn children for medical insurance. Typically, these appeals must be denied because federal mandates require a specific cut-off date. To bend these rules places all state employees' health care plans at risk - essentially to make an exception for one jeopardizes the state's ability to offer a medical plan for all. To deny a claim from someone who has missed the 31-day deadline is a difficult, emotional decision for DPA management, because the employee then must wait until the next open enrollment period to enroll his or her child in state benefits.

To avoid such situations, employees are reminded that when they wish to add a newborn (or newly adopted child) to their State insurance options, the change in benefits **must be completed within 31 days of the birth, placement or adoption of**

the child and this 31-day window begins with actual date of the birth, placement or adoption.

A *completed* change to the benefits means that the change must have been entered into the on-line Benefits Administration System (BAS) and that the necessary documentation of the event has been presented to the agency benefits or human resources personnel. Enrollment directly with the insurance carrier / administrator (Great-West, Kaiser, San Luis Valley HMO or Delta Dental) is not allowed and *does not* enroll the newborn with the State benefit plan; the new family member must be added via the on-line BAS. Please don't wait until the last minute; doing so may limit or eliminate any available assistance should problems arise.

All events that may impact an employee's benefits, such as marriage, divorce or a spouse gaining or losing benefits must be entered into BAS within 31 days of the event, **day one is the date of the event itself**. This applies to *enrolling* the employee and family members in benefits, as well as *dropping* benefits. Again, if this 31-day window is missed, the employee must wait until the next open enrollment period to make changes.



TRAINING OPPORTUNITIES: STATE SUPERVISORY CERTIFICATE PROGRAM

The State Personnel System requires supervisors and managers to be equipped with an extensive repertoire of skills and knowledge in an increasingly complex and litigious work environment. Impending retirements, changing workforce demographics and increased worker mobility present opportunities and challenges for positioning the State as an employer of choice and recruiting and retaining skilled, engaged employees. In response to a growing demand the Professional Development Center in the Division of Human Resources has developed a new State Supervisory Certificate Program to assist current and emerging leaders in the successful mobilization of people and resources.

The Certificate program requires five competency-based classes and one elective, which can be completed in any order within a flexible timeframe. The competencies are based on four broad functional areas: management excellence, employee engagement, strategic thinking and values/ethics. Specific proficiency goals are identified under each of the four categories, and every core class in the certification series supports at least two of the identified competencies.

The Supervisory Certificate Program was developed based on a survey of ten other state supervisory programs; research conducted in the Workforce Planning Unit; and a

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review of professional literature. The benefits include building and supporting a pool of skilled supervisors as well as creating and sustaining a pipeline of employees prepared to assume supervisory responsibilities in the future. Emerging leaders will benefit by positioning themselves to be competitive for emerging leadership opportunities.

The five core certificate classes are: The Respectful Workplace; Coaching; Counseling and Mentoring; Nuts & Bolts of State Supervision; Building a Retention Culture; and Process Improvement 101. The additional elective class is at the discretion of the participant. Each class is offered at least quarterly and enrollment can be completed one class at a time or for the entire series. The classes must be completed within 24 months and no substitutions will be accepted. The flexible schedule will allow participants to absorb and apply the course skills between classes as well as plan for the time and fiscal commitment. There is no formal application procedure and employees at any level are eligible to attend the classes. Participants will need to submit an affidavit of completion to the Professional Development Center when they have attended all required classes. The certificate will be issued upon review and verification of the requirements. Employees who have completed any of the core courses in the last 24 months may apply those classes to the certificate requirements.

A complete description of the State Supervisory Certificate Program is available by visiting the Professional Development Center Webpage at colorado.gov/dpa/dhr/train/. Class schedules, fees, and locations and the certificate application form can be found there as well. Please direct questions to prsnl.training@state.co.us. Other upcoming courses are listed below.

Coaching, Counseling and Mentoring Skills:

(Sept 16) In this full day workshop, you will learn how and when to apply each of these concepts.

The Rules for Supervisors and Managers:

(Sept 17) This full day class is intended for supervisors and managers who have limited or no experience with applying the Rules of the State Personnel System.

Performance Problems and Progressive Discipline:

(Sept 18) This full day class provides an understanding of the types of performance problems that exist in the workplace and mechanisms for diagnosing them.

Process Improvement 101: Tools and Techniques:

(Sep 30) This one day basic training will introduce you to process improvement tools such as affinity diagrams, cause and effect analysis and process mapping.

Change Management:

(Oct 6) Learn to move from being change resistant to a change agent.

Pre-retirement: Level III:

(Oct 7) A planning workshop for people 1- 3 years from retirement.

Building a Retention Culture:

(Oct 16) Learn skills to help you retain your best team members.

Please visit colorado.gov/dpa/dhr/train/ for registration, schedule and fee information. Register early; classes fill quickly.



IDS THROWS OPEN ITS DOORS, INVITES FRIENDS IN

BY KERRY WHITE
COMMUNICATION AND SPECIAL PROJECTS
DIVISION OF CENTRAL SERVICES, DPA

On Monday, August 4, more than 130 people gathered outside of the Division of Central Services' (DCS) Integrated Document Solutions (IDS) in Pueblo to dedicate its Southern Regional facility. Although this beautiful new 25,000+ square foot, state-of-the-art facility opened in December 2007, IDS chose to wait to officially celebrate their relocation until after the busy tax season was over. And it was worth the wait.

As customers, staff, and community members filled all available seats under the warm Pueblo sun, they listened intently as hosts Senator Abel Tapia and DPA Executive Director Rich Gonzales talked earnestly of the importance of working together, of the strength inherent in public-private partnerships, and of the high-impact of the State's quality workforce in the Pueblo community. Other speakers included DCS Director Scott Madsen and Deputy Director Bill Taylor, along with friends from local Chambers of Commerce, City Council, the Pueblo Development Foundation and the Pueblo Economic Development Corporation, making this truly a community celebration.

Following the ceremony, guests were invited inside for refreshments, building tours, and the chance to meet the warm faces of the people who work there.



IDS is in fact one of Pueblo's largest employers, maintaining a workforce of 60 FTEs and up to 100 seasonal workers. Their pride extends beyond the gleaming floors and the family-like atmosphere; these folks work hard to help Colorado agencies shine.

From data entry and mail delivery to on-line application development and managing over 39 million documents in the State's Electronic Data Warehouse, IDS Pueblo has been adding value and providing real cost savings since 1982. Saving state agencies anywhere from \$552,500 to \$782,500 dollars per fiscal year (DCS FY06 savings report), IDS Pueblo delivers excellence. If you would like to discuss the possible cost-saving services we may offer your agency or department please contact Mike Lincoln at 303-866-3874 or via email at mike.lincoln@state.co.us.

OIT would like to invite those attending the Fall 2008 CIMA Conference to visit their booth during vendor night.

Meet OIT leadership.

Test drive the new VoIP phones and See demos of OIT Plaza.

The conference runs from October 1 - 3 and will be held at the Copper Mountain Villages Conference Center

HOPE TO SEE YOU THERE!



IF YOU HAVE A STORY IDEA FOR STATELINE,
PLEASE CONTACT YOUR AGENCY'S OR DEPARTMENT'S PUBLIC INFORMATION OFFICER OR
COMMUNICATIONS DIRECTOR AND ASK HIM OR HER TO SUBMIT AN ARTICLE.

IF YOU HAVE ANY QUESTIONS OR CONCERNED, PLEASE DO NOT HESITATE TO CONTACT
US AT STATELINE@STATE.CO.US



STATEWIDE EMPLOYEE STATISTICS FOR AUGUST 2008	
Promotions	161
New Hires	708
Demotions	14
Transfers	180
Resignations	169
Deaths	3
Terminations	49
Retirements	14
Employees Laid Off	0
Total Employees within the System	46,111

These number reflect changes within the State Personnel System only

C-SEAP SERVICES PROVIDED STATEWIDE, JULY 2008	
Numer of Clients	277
Total Client Contacts	413
Number of Workplace Consultations to Individual Supervisors/Managers	37
Number of Group-Based Organizational Development Services (Training, Mediation, Crisis Response, Problem Solving Facilitation, Work Group Performance Enhancement)	32
Number of Employees Participating/Attending Organizational Development Service	333

OMBUDS SERVICES PROVIDED STATEWIDE, July 2008	
Employee/Supervisor/Manager Requests for Assistance	139
Departments/Institutions Using Services	4
Presentations	7

Fuel Saving Tips

Alternate means of travel should be considered as often as possible; walk, bus, light rail, bicycle, car pool, conference call, video conference.

Select the most fuel efficient vehicle for the job such as a alternative fuel vehicle available through the state motor pool at 303-866-3030.

