



Government's Partner in
Achieving Results
Mollie Anderson, Director

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Customer Focus is a bi-monthly update for Iowa state agencies from the Department of Administrative Services. For more information, please visit our website at <http://das.iowa.gov/>.

Contact the editor at Laura.Riordan@iowa.gov. We encourage your feedback.

Customer Focus

A service update newsletter for valued DAS customers

VOLUME 4 ISSUE 4

JULY/AUGUST 2007

Changes for the new Fiscal Year

DAS is administering or assisting with several changes that are taking place as a result of legislation from the last session, many of which are effective with the new 2008 fiscal year, which began July 1.

Effective July 1, 2007, are new **meal reimbursement rates** for travel expenses. The table below shows the new rates for in-state and out-of-state travel. Please visit http://das.sae.iowa.gov/images/word_docs/Out_of_State_City_Level_7_1_07.rtf to view the out-of-state city levels, which were also adjusted.

| | Breakfast | Lunch | Dinner | Total | OLD rates |
|------------------------------|-----------|---------|---------|---------|-----------------------|
| In-State | \$5.00 | \$8.00 | \$15.00 | \$28.00 | \$5/\$6/\$12 = \$23 |
| Out-of-State, Level 1 | \$7.00 | \$8.00 | \$16.00 | \$31.00 | \$6.50/7.50/16 = \$30 |
| Out-of-State, Level 2 | \$7.00 | \$9.00 | \$21.00 | \$37.00 | \$7/8/20 = \$35 |
| Out-of-State, Level 3 | \$8.00 | \$10.00 | \$25.00 | \$43.00 | \$7.50/8.50/24 = \$40 |
| Out-of-State, Level 4 | \$9.00 | \$11.00 | \$30.00 | \$50.00 | \$8/9/28 = \$45 |

Pay increases also took effect on July 1 and will be reflected in the July 20 warrants issued to state employees, which covers the pay period of 06/29/07— 07/12/07. Further details will be provided with that payroll warrant.

IPERS Contribution Rate Changes: The Iowa Legislature authorized a contribution rate increase for regular members, the first increase since 1979. The rate increases 0.5 percentage points every July 1 for the next four years. The 0.5% increase amount repre-

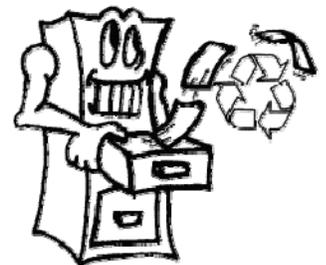
(Continued on page 7)

Files Fly in July

Files Fly in July is an annual event on the Capitol Complex to recycle paper products and recycle reusable office supplies such as binder clips, manila folders and three-ring binders. Last year, 12.21 tons of paper was recycled.

This year's event will take place Thursday, July 19, from 8 a.m. — Noon. All state employees on the Capitol Complex are invited to take this opportunity to clean out files, documents and records that have exceeded their retention period. Employees must make sure that records they are discarding have exceeded the retention period required by law. Please work with your records officer(s) to assist you in discarding appropriate documents.

On July 19 there will be recycle bins on each floor by the elevators in every building on the Capitol Complex. The main drop off points will be the dock areas in each building. If you are located in the Capitol, please bring your items to the West side ground floor delivery area. Help make this year another success — let your files fly!



Recruitment/Outreach Coordinator hired

The State of Iowa has hired a new recruitment/outreach specialist, Robin Jenkins. Robin will be working on a statewide recruitment plan to guide the agencies, and she will also be working directly with applicants, hiring authorities, and outside entities to help the state develop a more proactive, robust recruitment function.

Why is recruitment important and what makes a good recruitment plan?

Recruitment is the process of increasing the overall quality, quantity, and diversity of the applicant pool. State agencies, as employers, face the same competition for talent as any private sector company. Failure to draw qualified applicants into our application pool means that the agencies may not be able to fill important vacancies, state-provided services to the public can suffer, or job candidates may not be successful when they are hired, contributing to high turnover and job dissatisfaction. The more the talent pool in-



cludes applicants with backgrounds directly related to the job, the more likely a successful job match can be made. Since most major employers have dedicated recruitment functions, it is important for the State to compete for this talent as well.

A good recruitment plan will address a number of factors for the organization. It will define the best practices to be used to attract talent, such as "Branding" (putting a face on the organization that will be readily recognized by the public). Branding can also include common logos, promotional materials, and brochures to help potential candidates understand what we, as an employer, have to offer. A good plan also addresses advertising practices, participation in community events, career fairs, and other activities that will generate qualified talent for our organization. Potential candidates will also need assistance accessing the appli-

cation system.

However, a good recruitment plan must also address how the organization will function internally to provide a central point of contact for the organization's business units (the agencies) to anticipate hiring needs, especially in hard-to-fill job classes so that specific actions can be taken in anticipation of hiring, rather than in reaction to posting a job vacancy. Robin will be contacting and working with you to establish an internal network and individual agency plan to meet your specialized needs. She will also contact your agency when she has candidates available that might be a good fit with your organization, even if a vacancy is not open at the time.

Therefore, the State will develop an overall plan at DAS to coordinate the enterprise effort, and each agency will develop a more specific plan to address its specialized needs.

We will look forward to working with you and we encourage you to contact Robin at 515-725-2095 or Robin.Jenkins@iowa.gov.

Preparations underway for fall Enrollment & Change Period

Even though summer is just beginning, the DAS Risk and Benefits Management Team is already thinking of fall, and the annual Enrollment and Change Period (ECP). This year's ECP promises to be very interesting! Some of the changes that you'll hear about in October include:

- Increases to the amounts of basic and supplemental life insurance coverage available to employees
- Changes to the events that allow employees to change health plans during the plan year
- Open enrollment for dental insurance

As in past years, the Benefits Team will issue posters in advance of the Enrollment and Change Period so that you know what is coming. The Benefits Team will also

issue an Employee Benefits Handbook for Plan Year 2008. Each agency will receive several copies free of charge; additional copies will be available for purchase.

Starting in early fall, Jim Pierson will also be available to make benefits presentations to your staff at your location. These presentations are intended to:

- help your staff understand their benefits,
- inform your staff about upcoming benefit changes, and
- provide them with information to help them make good benefit choices.

You can contact Jim by sending e-mail to jim.pierson@iowa.gov or by telephone at 515-281-5509.

Microsoft class action settlement

From the 06/27/07 memo e-mailed to department directors, fiscal managers and purchasing agents from DAS and DOM:

- As a result of the recent Microsoft class action settlement, the State of Iowa is entitled to benefits under the settlement agreement related to the purchase of certain products from July 1, 2002 through June 30, 2006.
- DAS will be contacting your agency's fiscal manager and purchasing staff to request the necessary information related to the claims process and to provide additional information as it becomes available. The State's claim forms must be postmarked on or before December 14, 2007.
- The State will be issued a voucher for the value of the State's benefits under the settlement agreement shortly after the settlement is given final approval by the court and any appeals are resolved. The voucher will be issued to the State and will be used for the benefit of the General Fund or other appropriate funding sources as determined and approved by the Department of Management.
- We are aware that a few agencies have already filed claims. It is our understanding that these claims will automatically become part of the State's volume license claim once it is filed.
- DAS will be contacting your staff and will provide any necessary assistance to ensure that this process goes as smoothly as possible.

Private consumers who bought Microsoft software, or a computer on which it was installed, should go to <http://www.iowamicrosoftcase.com/> to see if they are eligible to claim a refund under the class action settlement.

Terrace Hill restoration

A \$1.2-million restoration of the Terrace Hill Historic Site will be starting soon and running for approximately one year. The project's main focus is on replacing the roofs of the Terrace Hill Mansion and the Terrace Hill Carriage House.

Other restoration items include:

- Replacing the mansion's lightning protection system;
- Replacing five mansion windows with new energy efficient units with storm windows;
- Replacing the roof and balustrades on the mansion's two south porches; and
- Replacing balustrades on the mansion's east tower
- Repairing some ceiling plaster in the Mansion's Music Room.

Terrace Hill Historic Site is on the National Park Service's National Register of Historic Places.

OfficeMax contract prices available to State of Iowa employees

State of Iowa employees now have two ways to purchase office supplies for their personal use and save money:

1. Go to your local OfficeMax store and use the Retail Connect Card, which has been added as an extra page to the end of this newsletter and will also be available on the DAS website: <http://das.iowa.gov>. This card allows you to receive State of Iowa contract prices when you shop at OfficeMax. All items included in the State's agreement will be automatically discounted at the cash register when you present your Retail Connect Card.
2. You may also order online and have deliveries made to your home. Online ordering is designed for State employees to be able to take advantage of the excellent savings with OfficeMax on PERSONAL purchases. Procedures for ordering online are as follows:

⇒ Go to: www.officemaxsolutions.com

⇒ A special website log on has been created that identifies state employee purchases:

Username: stateemployee

Password: iowa1

- ⇒ Address override is required for all purchases, as all personal orders are to be shipped directly to your home or designated address. Delivery to your place of employment is not allowed. A minimal freight charge will be applied to all personal employee purchases. This is similar to what you would incur with other online shopping you may do.
- ⇒ This account also requires a credit card. Since this is for your personal use, it is not to be billed to any State of Iowa accounting code or p-card. Your personal credit card is required.

Key things to remember: Use the following website: www.officemaxsolutions.com; change the address where product is to be delivered; freight will be applied to the order; personal credit cards are required.

If you have any questions about online ordering, feel free to contact Dave Kaili at 515-281-4774 or dave.kaili@iowa.gov, or your OfficeMax rep, Tracy Mahlstadt, at 515-523-2199 or via e-mail at: teresamahlstadt@officemax.com.

Retirement Investors' Club: match increases & tools to use

Match News

The employer match continues to encourage many employees to take advantage of the State of Iowa's Retirement Investors' Club (RIC). For every \$2 you contribute, the State will contribute \$1, up to the maximum match limits shown below.

| Employee | Employer match maximum | To receive the total match amount... |
|--|---|---|
| AFSCME-covered, SPOC-covered, non-contract, judicial and legislative employees | \$75/mo | employee must contribute \$150/month |
| UE/IUP-covered employees | \$50/mo (maximum will increase to \$75/mo beginning January 2008) | employee must contribute \$100/mo (\$150/mo beginning January 2008) |

"How should I invest?"

This is a common question and the active investment providers for RIC have various tools to help you determine the best savings plan for your specific investment style. Investment education, risk evaluation, retirement calculators, etc. help answer the question "How should I invest my money?" For more information about these tools and other product features, contact your agent or the provider directly.

| ACTIVE PROVIDER | INVESTMENT TOOL | SERVICE PROVIDED |
|--|-----------------------------|--|
| AIG VALIC 888-568-2542 or 515-267-8743 | Guided Portfolio | professional advice, portfolio management, ongoing education |
| | Account Aggregation | allows you to view online all your financial accounts in one spot |
| | Calculators and glossary | |
| Hartford 800-424-2825 x 47634 or 319-270-7505 | Morningstar Guidance Online | guidance on setting your retirement goals & developing your asset allocation |
| | Calculators | |
| ING 800-555-1970 or 515-698-7973 | Seminar Library | basic investment information, rollover and retirement information, and general financial information |
| | Investor Profile | determine investment style and risk tolerance |
| | Calculators and glossary | |
| Nationwide 877-677-3678 — option 1 then option 2 | Ibbotson Asset Allocation | assistance with diversifying your investment dollars |
| | Morningstar Guidance Online | guidance on setting your retirement goals & developing your asset allocation |
| | Morningstar Advice Online | research, education, advice on which investments are appropriate and how much to invest in each one |
| | Investor Profile | determine investment style and risk tolerance |
| | Calculators | |

Enrollment & Changes

Please note that enrollment and payroll deduction changes are available at any time. If you are already participating and would like to change your payroll deduction amount, you may complete the RIC Account Form and submit it electronically. This form is available at <http://das.hre.iowa.gov/ric/forms.html>.

Please let us know if we can help you take advantage of this great employee benefit. You may contact us at:
[Terri Marshall](#), Existing account information — 515-281-8677
[Robbie Stoecker](#), Program education — 515-242-6846

Safety reminders to take on the road with you

Sleep and Fatigue

According to the National Sleep Foundation, two-thirds of Americans have sleep-related problems at some time in their life. Twenty-three (23) percent have actually fallen asleep at the wheel while driving. National Highway Traffic Safety Administration (NHTSA) research shows that approximately 1,550 people are killed and 40,000 people are injured in crashes related to, if not primarily caused by, drowsy driving.

When it comes to driving vacations, most Americans tend to push themselves too much. Fatigue can become a significant problem. Even a regular night's sleep can be disrupted by strange surroundings and unusual noises, an uncomfortable or unfamiliar mattress, poor diet, and lack of physical exercise during the day.

Here are some tips to get you to and from your destination safely:

- Get ready ahead of time so you are not up late packing.
- Get a good night's sleep before starting out.
- Plan your activities with some rest periods. Schedule reasonable itineraries, don't try to pack a week's worth of vacation into one day.
- Rotate driving shifts if more than one driver is available.
- Don't drive late into the night (midnight to 6 a.m. is the riskiest time for crashes).
- Schedule adequate sleep time at night.
- Take regular breaks while driving. A rest stop every 2 hours is a good interval for breaks. Give yourself plenty of time to get out and walk around during each break
- Get some physical exercise during the day and maintain a good diet. Caffeine use may contribute to sleep loss at night and fatigue the next day.
- If you feel sleepy pull over and take a rest. Rolling the windows down or listening to loud music won't help keep you from falling asleep.

Gas-savings Tips

The following easy-to-adopt tips, courtesy of Goodyear Tire & Rubber Co., will help you save gas this summer.

Pressure Check: Check your tire pressure at least once a month. Many drivers can improve their gas mileage by more than 3 percent simply by keeping their tires properly inflated. The correct tire inflation pressure is critical for good fuel economy, maximum tire life and proper vehicle handling performance. The recommended pressure number for your vehicle is located on a sticker inside the driver side door or in the owner's manual, not the maximum inflation pressure stamped on the tire.

Filter That Air: Check that your air filter isn't clogged. Replacing a clogged air filter can improve a car's gas mileage by as much as 10 percent. And it won't just save you money; it will also help protect your engine by keeping harmful impurities out.

Watch The Weight: As you prepare to pack the car for your journeys, remember not to overload your car. Check the owner's manual for the maximum recommended load for the vehicle. An extra 100 pounds in the trunk reduces a typical car's fuel economy by 1 percent to 2 percent. (Source: U.S. Department of Energy).

Know Your Oil: Use the grade of motor oil recommended by the vehicle manufacturer. The proper grade of motor oil can improve your gas mileage by 1 percent to 2 percent. (Source: U.S. Department of Energy)

Tuning In: Before taking that long trip, visit a trusted professional and make sure your car is properly tuned. Depending on the kind of repair and how well it is performed, regular vehicle maintenance can improve gas mileage by an average of 4 percent. (Source: U.S. Department of Energy)

Cap It: Make sure your gas cap is on tight and is not damaged. Approximately 17 percent of the vehicles on U.S. highways have either misused or missing gas caps, causing 147,000,000 gallons of gas per year to vaporize into the atmosphere. (Source: September 2004 *Service Tech Magazine*).

Ease Up: Avoid quick or "jackrabbit" starts and stops. Aggressive driving wastes gas and can reduce your gas mileage by 33 percent on the highway and 5 percent in the city. Observe the speed limit; gas mileage decreases rapidly above 60 miles per hour.

For employee safety information, please visit <http://das.gse.iowa.gov/safety/index.html>.



**FY09 Utility Rates —
comment period**

Agencies soon will be receiving the annual utility rates communication from DAS, which explains the FY09 utility rates that have been tentatively approved by the Customer Councils. The proposed rates are opened up to agencies for a comment period, which will end July 31, 2007. Watch for the memo soon, and for information on the DAS website, <http://das.iowa.gov>.

Update: New State Office Buildings

Design firms have been selected and contract negotiations are under way. Formal announcements will follow shortly.

Wireless Network Access

DAS is offering wireless LAN network connectivity in Hoover A-level and B-level conference rooms. This new service supports Internet ac-

News in Brief

cess only and was installed in order to meet the needs of internal and external users seeking access to the Internet while meeting in these conference rooms. Getting started is easy: You will need a laptop computer with a wireless LAN radio attached, and then call the Service Desk at 515-281-5703 to get connected. Support is limited to those people actually using the conference rooms. The areas covered by this service are conference rooms 1, 2 and 3 on B Level and conference rooms 5, 6, 7, and 8 on A Level.

Union Contracts

The AFSCME, SPOC and IUP union contracts are currently in the process of being delivered to departments.

IowaBenefits expanded

Beginning June 29, 2007, the web-based benefits enrollment system, IowaBenefits, was expanded to include enrollment and change capabilities for **all** state-sponsored health

and dental plans – Wellmark, UnitedHealthCare, and Delta Dental. IowaBenefits provides a more efficient way to manage membership; non-central payroll systems may find value in utilizing this system as well. DAS is in the process of assisting interested non-central payrolls with establishing an HR access account. For more information, please contact Linda Goebel at 515-281-6207 or by e-mail at linda.goebel@iowa.gov.

Parking lot improvements continue

Work on parking lots #2 (west of the Hoover Building) and #19 (east of Capitol) are underway. Work on lots #6 (south of Capitol) and #14 (southeast of Capitol) will begin soon. Repair work on lots #1 (east of Hoover) and #3 (south of Hoover) have been completed. E-mails are sent to building contacts prior to work being conducted to provide ample notice to employees. To view a map of parking on the Complex, please go to http://das.iowa.gov/images/pdf/capitol_parking.pdf.

Meeting Dates to Remember

Customer Councils

General Services

July meeting cancelled

Friday, August 10, 9-11 a.m.

Hoover Level A, Conf. Rm. 7

Human Resources

July meeting cancelled

Wednesday, August 1, 1:30-3:30 p.m.

Hoover Bldg, Level A, Conf. Rm. 5

1/3

July meeting cancelled

Thursday, August 9, 1:30-3:30 p.m.

Hoover Bldg, Level B, Conf. Rms 2&3

Technology

July meeting cancelled

Tuesday, August 14, 1-3 p.m.

Hoover Bldg, Level A, Conf. Rm. 7

For Customer Council information:

http://das.iowa.gov/customer_councils/index.html or contact [Laura Riordan](#)

at 515-242-5038.



Technology Governance Board

Thursday, August 9, 3-5 p.m.

Hoover Bldg



Vertical Infrastructure Committee

Thursday, July 12, 10 a.m. - 2 p.m.

Council Bluffs

Thursday, August 9, 10 a.m. - 2 p.m.

Location TBD



Capitol Planning Commission

Wednesday, July 18, 8:30 a.m. - 12 p.m.

Location TBD

Fiscal Year '08 changes (continued from front page)

(Continued from page 1)

sents the total of the employee and employer shares. The employee rate for regular members will increase from 3.70% to 3.90%, and the employer rate for regular members will increase from 5.75% to 6.05%, for a total increase from 9.45% to 9.95%.

The employee rate for Protection Occupations will decrease, from 6.08% to 5.64%, and the employer

rate will decrease from 9.12% to 8.47%, for a total decrease from 15.20% to 14.11%.

The new rates are effective the first pay date in July 2007, through June 2008.

Deferred Compensation State Share Match Increases: Please see page 4 of this newsletter.

Targeted Small Business: Legislation passed during the past session (HF 890) to promote and enhance Iowa's Targeted Small Businesses (TSB) also allows state agencies to buy up to \$10,000 in goods/services from a TSB without a competitive bid. This increase – from \$5,000 to \$10,000 – took effect May 22, 2007. To search for Targeted Small Businesses: <https://dia.iowa.gov/tsb>. For information about the TSB procurement process contact Ken Paulsen, DAS – Procurement Services, 515-281-6366, Ken-neth.Paulsen@iowa.gov.



HAPPY NEW YEAR!

A new year is an opportunity for people and organizations to reflect on the successes and challenges of the previous year and set goals and action plans for the year to come. Many people take this time of reflection at the beginning of a *calendar* year, so why shouldn't we do the same at the beginning of a *fiscal* year?

Take a moment to think of upcoming projects in Fiscal Year 2008. Is everyone on the team equipped and ready with the right resources, skills, and knowledge? Are there any training needs that if addressed, could enhance the quality or efficiency of project completion?

Training and development tend to be treated as reactive solutions to problems. Challenge yourself in FY 08 to think and act proactively. PDS offers a number of excellent learning opportunities on a wide range of computer and occupational training topics. Please visit <http://www.das.hre.iowa.gov/LearnAtPDS/> to explore the valuable programs and services available to all employees of the State of Iowa, political subdivisions and non-profit organizations.

A SAMPLING OF UPCOMING WORKSHOPS IN DES MOINES:

- [Discipline, Grievances, and Contracts](#) ♦ July 18, 2007 ♦ 8:30 – 3:30
- [From Interview to Hire: The Successful Search for Talent](#) ♦ July 24, 2007 ♦ 8:30 – 12:30
- [Building a High Performing Workplace](#) ♦ July 26, 2007 ♦ 8:30 – 4:30
- [Performance Evaluation](#) ♦ August 1, 2007 ♦ 8:30 – 3:30
- [Preventing Sexual Harassment for Employees](#) ♦ August 14, 2007 ♦ 8:30 – 11:30
- [Business and Organizational Ethics](#) ♦ August 15, 2007 ♦ 8:30 – 4:30
- [Statutory Construction and Legal Drafting](#) ♦ August 21, 2007 ♦ 9:00 -11:00

Please visit the [PDS website](#) for a listing of computer training opportunities.

Performance & Development Solutions (DAS-Human Resources)

Phone: (515)281-5456 Email: pds@iowa.gov Website: <http://www.das.hre.iowa.gov/LearnAtPDS/>



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