



Customer Focus

A service update newsletter for valued DAS customers

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

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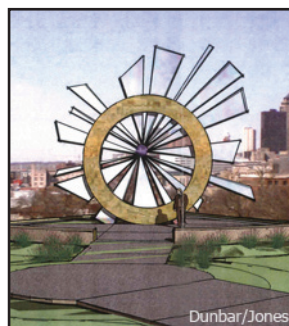
Contact the editor at Laura. Riordan@iowa.gov or 515-242-5038. We encourage your feedback.

Capitol Grounds To Get Dramatic New Artwork

Work is underway to install a new piece of art on the Capitol Complex grounds. Shattering Silence is going to be a dominant feature, standing about 28 feet at its tallest point, and reaching over 32 feet across. The sculpture will be situated to the west of the Judicial Building at the top of the hill.

The sculpture, by Iowa artist James Ellwanger, commemorates those moments when Iowa has been at the forefront of breaking the silence of inequality and commemorates those Iowans who refused to stand by silently when they saw injustice. Placed around the sculpture will be the story of Ralph, a slave from Missouri who found freedom in Iowa.

In 1834, Ralph entered into an agreement with his Missouri owner to earn his freedom by working in the Iowa coal mines and paying his owner \$550



plus interest. After five years, however, Ralph had not earned enough money to make the payments, and two bounty hunters from Virginia offered to capture and return him to Missouri for a small fee. When Ralph was seized, an Iowa farmer stepped in and went to a local judge. The judge suggested that the matter should be heard by the Supreme Court of the territory. Iowa's three high court justices heard the case and ruled in favor of Ralph. In their ruling, the justices stated that Ralph should pay

his debt but contended that "no man in this territory can be reduced to slavery," thereby confirming Iowa's position as a free territory. This decision, issued on July 4, 1839, was the first case handed down by the Iowa Territory Supreme Court.

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Capitol Complex Neighbor Moving to East Court

Employees and visitors on the Capitol Complex may have noticed some construction activity west of the Judicial Building, near the base of what's commonly known as the sledding hill. The new building is not a state office building, but will be the new headquarters for the Iowa Association of Community College Trustees (IACCT). IACCT is currently housed in one of the

row houses on East Locust, at the base of the West Capitol Terrace.

In 2006 IACCT generously agreed to pursue relocating so the State could purchase the East Locust buildings in order to complete the vision in the 2000 Master Plan for a clear, unobstructed entrance from the East Village into the West Capitol Terrace park. A swap was

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Show Me The Money!

In these tough economic times, a common question heard is: *Who's paying for it?* These two new additions on and near the Capitol Complex are **not** being funded by State dollars. Private funds were raised for the Shattering Silence sculpture, and a requirement of placing artwork on the Capitol Complex is that a maintenance fund is set up for its future care. And while there was a financial transaction between IACCT and the State for the land swap (in addition to the land and building, IACCT paid a sum of money to the State), the State is not, of course, paying for the construction of that organization's new building.

Shattering Silence

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Planning for this sculpture on the Capitol Complex has been underway since 2007. The Department of Administrative Services has received assistance from the Iowa Genealogical Society, which has conducted additional research on Ralph's story and has been searching for any descendants of Ralph, the farmer, the judge, and other key players in this story.

DAS is also leading the way in planning a ceremony dedicating the

Shattering Silence monument, which will take place on Thursday, July 2, 2009 – marking the 170th anniversary of the landmark decision.

The artist is currently hard at work installing the sculpture and should be done in plenty of time for the dedication ceremony on July 2. Please mark your calendars for the Shattering Silence event; more information will be announced in the upcoming months.

IACCT Building

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arranged: IACCT would exchange their East Locust building and land for a rhombus-shaped piece of property owned by the State west of the Judicial Building. The size and shape of that property meant that it wasn't adequate for a State office building, but it suited the needs of IACCT perfectly.

IACCT's move from the East Locust location to the East Court location is scheduled for late summer or early fall of 2009.


DAS Expands Surplus Services

At its April meeting the DAS Customer Council approved a proposal by DAS to expand the level of service offered for handling surplus services. Currently agencies are asked to post their own items with the contracted seller for state surplus (www.purplewave.com), and agencies are responsible for storing and arranging pick-up with buyers. Beginning in June, DAS will pick up surplus items from agencies in the 25-mile radius around Des Moines. DAS will also manage the posting of items on the Purple Wave website.

Surplus services will be categorized under the "Association Fee" utility rate charged to agencies. There will not be an increase in this fee as a result of adding surplus. As before, the proceeds from surplus sales will be directed to the general fund, but now DAS Space and Lease Management will recoup some of its costs from the proceeds before the remainder is passed along to the general fund.

More information will be distributed to agencies in the coming weeks about the new process for surplus. If you have questions in the meantime, please contact Sean Culbertson at 515-281-3022 or Sean.Culbertson@iowa.gov.

Electronic Leave Service



Managers, do you spend a lot of time approving and tracking leave requests? Do you ever want to know who has requested leave for a particular day or days? Well, ITE has the answer for you: the eLeave service! This is an automated process that provides a way to request and process leave requests electronically, helping you do away with all those forms that you have to receive, track and file.

Employees simply use their network user credentials to logon to the website and quickly and easily create a leave request. eLeave then notifies the appropriate supervisor, allowing him/her to quickly and easily process the leave requests.

Ever need to know who has leave scheduled for a certain date? eLeave now provides a calendar that displays all leave requests by date. With one click you can view all requested leave for a particular day and the status of that request.

Additional features include:

- The service allows each employee to view all of his/her leave requests at any time.
- The service is internet capable and can be accessed from anywhere the internet is available.
- Provides for multiple approval levels.

Who can use eLeave? As long as your agency has division information in Active Directory/ADAM you can use this service. If you use Web Warrants (online pay statements), you can use the eLeave Service.

The current cost of this service is \$1.15 per full-time equivalent (FTE) per month. As more agencies sign up for this service, DAS-ITE will be able to reduce the price per FTE.

For further information please contact Mary Hadd (Mary.Hadd@iowa.gov) or 515-242-5637 at DAS-ITE.

Trees Forever Grove Rededication

In the southwest corner of the West Capitol Terrace, around East 7th and Walnut, is a grove of trees first planted in 1989 by the non-profit organization Trees Forever. It was their first major project – the first 40 trees of approximately 2.8 million planted since their founding.

On April 30, in honor of their 20-year anniversary and two key leaders, Trees Forever gathered on the Capitol grounds to add two more trees to the grove. One was in honor of the late Senator Mary Lundby, who represented Marion and the surrounding area, where Trees Forever began.

A burr oak was planted for Senator Lundby, who had many of those trees at her home and loved them. She was remembered as being a “force of nature” with a strong commitment to the environment. The second tree, a swamp white oak, was dedicated in honor of Shannon Ramsay, founding president and CEO of Trees Forever.

DNR Director Rich Leopold was present to read a proclamation from the governor, congratulating Shannon and Trees Forever on 20 years of actively improving communities in Iowa and Illinois, and across the Midwest.

Des Moines Mayor Frank Cownie, colleagues of Senator

Lundy's from the legislature, staff and board members of Trees Forever, and many others were on-hand for the tree planting and rededication of the grove. Mayor Cownie included in his remarks a thank-you to the State for completing the beautification of the Capitol's west lawn. Work on the West Capitol Terrace in 2008 included winding sidewalks and picnic benches in the Trees Forever grove.



Address Validation Service

Have you ever tried to search for a particular address in your database? Have you ever had mailing returned because the address was incorrect? It could be because the address was entered as 123 Main Street or 123 Main ST or 123 Main. Well, a simple and inexpensive solution is ITE's Address Validation Service. The service provides a means to validate, cleanse and standardize address data to comply with United States Postal Service (USPS) standards. In response to receiving address data as provided to you, the service returns a fully qualified address converted to standard USPS format. Now if you do a search for a particular address, you will get all of the results you expect. The service also provides county, FIPS County number, geo code and Congressional District, as well as other information.

DAS-ITE also offers web service access, which allows applications to quickly retrieve the USPS address data as a user is entering his/her address into a website. The web service will quickly return the corrected address as well as other information you would like to retrieve.

The cost of this service is \$0.005 (1/2 cent) per address.

We also offer a National Change of Address (NCOA) certification service. The Change of Address will provide the current address of anyone who has moved within the past 18 months. If the person or company has moved from 18 months to 4 years ago, it will notify you of that move.

The cost of this service is \$0.002 (2/10 cent) per address.

We also offer limited free access for test driving this service. Our web site (<http://addrval.iowa.gov/>) will return a corrected address as well as geo coding and a map of the location. We also provide the city and state when supplied with the ZIP code.

For further information please contact Mary Hadd (Mary.Hadd@iowa.gov or 515-242-5637) at DAS-ITE.

Utilization of the Employee Discount Program Continues to Grow

The Employee Discount Program (EDP) for State of Iowa employees allows individuals to save money on purchases with discounts on computers, cell phones, hotels, flowers, jewelry, clothing, gifts, restaurants and more! Employees will find valuable offers from their favorite merchants, including Apple, Target, Costco, Disney World, Dell, Verizon, Best Buy and numerous movie theaters including Carmike, AMC and Cinemark. Employees will also find discounts from local and statewide businesses and restaurants.

EDP was implemented at no cost to the State or its employees beginning in November 2007. Since the program's inception, 11,186 employees have registered at

the discount website. Total savings to employees using this site is approaching \$80,000. In 2008, in the first full year of the program, employees placed close to 3,300 orders through the discount website and saved approximately \$52,000, or around \$15.75 per order on average.

For more detailed information, please access the EDP website at <http://das.hre.iowa.gov/benefits/perkspot.html>. There you will find information on the program, guidance on usage, a link to the discount website, and a Frequently Asked Questions document which is intended to assist all employees.

Disposing of Confidential Information

Recent news headlines highlight the importance of protecting confidential information, even when it is no longer needed by your agency. Driver information was pulled from dumpsters outside state drivers license branches in Ohio. A stash of confidential campaign data from Arkansas was sold on eBay. Student records were found in file cabinets being sold at auction in Iowa.

State agencies collect confidential information on a daily basis. When it is time to dispose of information, paper or electronic, a few simple steps will help protect the information from misuse.

Shred it! Paper documents containing confidential information should be shredded before final disposal. Put paper in the locked shredding bin provided by your agency's shredding service. If your agency does not use a shredding service, ask management to purchase a micro-cut shredder for the office.

Take old computer equipment to your IT staff for proper disposal. Even if you deleted information from the old laptop, jump drive or DVD, it could still be there. IT staff can properly dispose of old computer equipment.

Capitol Complex

Calendar of Events

MS Walk – May 9

Asian Festival (FREE) – May 16

American Heart Walk – June 6

Music Under the Stars (FREE) – Begins June 14
then every Sunday evening all summer

Yankee Doodle Pops (FREE) – July 2

News in Brief

State employee participation in the free DART Ridership program remains strong and consistent, with more than 8,000 monthly users. The legislature appropriated funding for this program to continue in FY2010 (which begins July 1, 2009), but that bill has not crossed the Governor's desk, as of our publication date, so stay tuned.

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Two new reports are now available electronically on eDAS invoices, beginning with the March 2009 bill. Look under "Special Reports" for Fleet Depreciation and Fleet Inventory Reports. These reports were previously distributed on paper; DAS would go through two boxes of paper every month just for these reports! Please contact DAS.Finance.Billing@iowa.gov if you have any questions.

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The DAS Grounds Crew has been working on cleaning up sand from the winter season and is transitioning into the mowing season.

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The DAS Paint Crew is painting conference rooms in the Grimes Building for the Department of Education and the DNR display cases in the Wallace Building lobby.

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The DAS Construction Team is installing equipment storage facilities for Post 16.

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The DAS Locksmith is working on energy-saving door sweeps and door hardware on the Capitol Complex and at the Ankeny Labs.

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Construction of parking lot 16 (north of the Grimes Building) continues. The west half is expected to be completed late May or early June, depending on the weather.

Online Benefit Education Presentations Available for Free

If you haven't attended a benefit education presentation, check out the [DAS Benefit Education](#) website. You'll be surprised at the number of presentations offered by the benefit education staff. The website has been updated with scheduled benefit education presentations through July 2009. Each month, DAS presents webinars on continuing benefits at retirement, deferred compensation basics and distributions, and an overview of the group insurance benefits. All of the presentations are at no cost to the employee or the department.

While at the DAS Benefit Education website, take a few minutes to review the 2008 Benefit Education Presentation Report. In 2008, almost 7,300 individuals attended one of the 226 benefit education presentations conducted during the year.

Finally, don't forget that **Continuing Benefits at Retirement** is also a Benefit Education On-Demand presentation. As a Benefit Education On-Demand presentation, you have the convenience of viewing the

presentation anytime and anywhere you want. Through the internet, you are able to watch the presentation with accompanying narration. You can skip to different modules within the presentation or repeat modules as many times as you want. The link to the presentation is: http://das.hre.iowa.gov/benefits/benefit_education/benefiteducation_on-demand.html

“Your Benefits ... At A Glance” Brochure

A new brochure developed by the HRE Benefit staff, “Your Benefits ... At A Glance” is now available on the main DAS Benefits website. This brochure is an overview of the benefits available to State of Iowa employees (except SPOC-covered employees). In this one document you can discover the wide range of benefits available to you as a State of Iowa employee. When the budget allows, a small number of these brochures will be printed as a recruiting document for potential applicants and new employees.

COBRA Continuation Rights under the American Recovery & Reinvestment Act

The American Recovery and Reinvestment Act of 2009 (ARRA) was signed by President Obama on February 17, 2009. A portion of this new legislation makes changes in COBRA continuation rights for persons who are involuntarily terminated from employment. DAS, Wellmark, and Delta Dental have been working together on implementation of the new procedures provided by ARRA.

Employees who are involuntarily terminated from employment between September 1, 2008, and December 31, 2009, may be eligible for a reduced COBRA premium for up to nine months. If eligible, the former employee will be required to pay just 35% of the total premium for COBRA continuation coverage and the State will pay the other 65% and receive a payroll credit. After the

nine-month subsidy, the former employee may continue COBRA coverage for the rest of the 18 month time period by paying the full premium.

All persons terminated since September 1, 2008, have been identified and sent information explaining their rights under ARRA. This process will continue for terminations through December 31, 2009. Involuntarily terminated employees will be sent additional information explaining the eligibility and election process for the subsidy.

If you have any questions about the COBRA subsidy please contact Rose Baughman at 515-281-8989 or via e-mail at rose.baughman@iowa.gov.

Receiving Federal Stimulus Money?

Make Sure To Establish Proper Accounting Codes

DAS' State Accounting Enterprise has been assisting departments with the tracking of funds Iowa is receiving from the American Recovery and Reinvestment Act of 2009 (ARRA). Because of the requirements to track the funds, all ARRA revenues and expenditures in I/3 are required to have a unique program code assigned. If your department will receive ARRA funds and you have not set up a program code(s) for tracking, contact Jay Cleveland, DAS-SAE, at 515-281-3725.

The cost of postage stamps goes up by 2 cents on May 11th.

The silent auction to benefit the Food Bank of Iowa runs May 11-14. Get ready to bid for a good cause!



Capitol Complex Cafeterias Expand Menus

The two cafeterias on the Capitol Complex, operated by Treat America, are adding more healthy and vegetarian options to their menu.

Everyday the cafeteria will serve a healthy chicken dish, including Cajun rubs, lemon pepper, and Italian marinated chicken sandwiches. Other healthy choices include a new grab-and-go area for cottage cheese, new flavored yogurts, fresh fruits and sugar-free Jell-o.

The vegetarian menu will now include: vegetable wraps that have a variety of seasonal fresh vegetables with complementing fresh sauces; new lasagna roll ups and four cheese raviolis prepared meatless for the vegetarian (or filled with prime ground beef for the non-vegetarians); and vegetable lasagna with a nice light white sauce. Also, the pasta bar will feature two meatless sauces, a healthy vegetable lo mien, pasta Florentine and vegetable fried rice.

Look for upcoming barbeque days in May and August, and "food on a stick" for State Fair days.

Lucas Cafeteria hours remain 7 a.m. to 3 p.m. Capitol Cafeteria hours are 7 a.m. to 2 p.m. while the legislature is not in session.

View weekly menus online at <http://www.iacapitolcafes.com/>

Master Plan Survey

State employees are invited to provide their feedback as planners work on the 2010 update to the Capitol Complex Master Plan. The survey is available online at <https://www.surveymk.com/iowamasterplan>. All Iowans are encouraged to share their recommendations and your time is greatly appreciated.

A master plan is not only a tool for mapping future development, but it's also a document that puts into focus a vision for the future. Why think about future development when current budgets are so bleak? Because they won't always be that way, and it's important to keep on-track planning and thinking about the future. When funds are available, the Capitol Complex should be ready and well-situated to move forward!

To learn more about the Master Plan Update go to <http://das.gse.iowa.gov/statebldg/masterplan/index.html> or call 515-725-2073.



Announcing CPM Cohort 12 Start Date Change

If you are you thinking of enrolling in the Certified Public Manager program, here's some news you can use. The next cohort (12) was scheduled to begin in July. However, we've heard from many who would prefer a June start date. So, PDS has chosen to offer two alternative start dates. Offering a choice of start dates will provide additional flexibility with billing requirements. If enrollees need to be billed in FY09, they will attend their first session June 23, 2009 (FY09). If they need to be billed in FY10, they will attend their first session July 20, 2009 (FY 10).



Applications for CPM can be downloaded from the PDS website at: <http://learnatpds.iowa.gov/cpm/participate/index.htm>

Want to learn more about CPM? Please contact Judy Akre, program manager, at judy.akre@iowa.gov or check out our website at: <http://learnatpds.iowa.gov/cpm/index.htm>.

Free Classes for You!

Wednesday, May 6, 11:30 - 12:30
Surviving & Thriving: Family Caregiving
Wallace Auditorium

Wednesday, May 13, 8:30 - 12:30
Generational Differences
Hoover Building, Level A, Conf Rm 5

Thursday, May 14, 11:00 - 12:30
My Plan After 50®
Wallace Auditorium

Wednesday, May 20, 11:30 - 12:30
So Far Away: Long Distance Caregiving
Wallace Auditorium

Thursday, May 21, 11:00 - 12:00
How to Get Along in Cubicle Land
Hoover Building, 3rd Floor, Room 329 & 330
Registration Required, 515-281-5456

Visit <http://learnatpds.iowa.gov> or call 515-281-5456 for more information.

For assistance with enrollment in upcoming classes, CPM, survey development, one-on-one or group coaching, special sessions or other training initiatives, please contact us via e-mail: pds@iowa.gov or call Judy Akre (515) 281-6383 - Mary Guillaume (515) 281-5456 - Brian Mayer (515) 281-6368 - Dawn Stohs (515) 725-2051