

## Director's Monthly Message: Janel L. Forde

Last week, I testified before the Senate Appropriations Committee. It can be a bit imposing for anyone, but our team had me well prepared. I want to share with you some of what we presented. CMS's requested Fiscal Year 2020 budget, which begins July 1st, is just over \$6.8 Billion, a 0.6 percent increase from 2019. The committee asked what our goals and priorities are for FY 2020, and I explained that they align with what Governor Pritzker laid out in his budget address in February.

Most importantly, it emphasizes our focus on improving operational and administrative efficiencies. That means improving our hiring processes to reduce the time from application to employment. Vendors can expect a renewed effort on our part to make it easier to do business with the State. Paying our bills in a timelier fashion and avoiding interest penalties is another. Working to fill the 105 current vacancies in CMS can help us help agencies function better.

After all, CMS is the engine of State government and our critical vacancies negatively impact the ability of other agencies to deliver services. If our garages are short on qualified mechanics, agency vehicles are not serviced promptly. And, if our Personnel team is short-staffed, agencies will be short-staffed longer, too, as a result.

These are the five overarching goals that I shared with the Senate committee:

- Improve service delivery to Illinois State agencies and our other customers.
- Optimize our resources, eliminate waste and reduce costs.
- Engage and strengthen the workforce for CMS and the State of Illinois.
- Improve the ease of doing business with the State.
- Promote innovation and drive meaningful change.



As to our Top Five priority initiatives, I explained the following:

- Completion of State labor agreements with all collective bargaining units.
- Reform agency hiring and employment processes.
- Continuous process improvement and updating information technology.
- Improving vendor diversity in State contracting through the Business Enterprise Program.
- The sale of the James R. Thompson Center and improving State Property Management.

No matter what your role is in CMS, it can be found in one or more of these goals and initiatives. Everyone is a crew member on this ship; no one is a passenger.

# Safety Corner

## What do I do if I need towing or repair service for a State vehicle during regular business hours?

- If vehicle breaks down during normal business hours – 7:30am – 4:00pm - contact the nearest CMS State Garage (below).
- State Garages also provide necessary authorization to obtain vehicle repairs and maintenance from other vendors if service is not available at a CMS State Garage.
- If you need assistance **outside of garage business hours**, contact the Illinois Emergency Management Agency (IEMA) response center. **If you are in Illinois, call IEMA at: 800-782-7860, and outside Illinois, call: 217-782-7860**, and explain your circumstances. Unless it is unsafe or the IEMA representative advises otherwise, stay with your vehicle. Phone numbers are also printed on the back of the blue-and-white CMS credit card that accompanies your car keys.
- If you are involved in an accident, call 9-1-1 and wait for first responders to arrive.
- State vehicles do not carry insurance cards. If an officer asks for insurance verification, drivers should explain that the vehicle is State-owned and self-insured.

## State Garages

### 1 Carbondale State Garage

2801 West Murphysboro  
(618) 351-5346  
Fuel: Gasohol

### 2 Collinsville State Garage

1104 Eastport Plaza Drive  
(618) 346-5190  
Fuel: Gasohol and Diesel

### 3 Des Plaines-Suburban North State Garage

9511 Harrison Street  
(847) 294-4152  
Fuel: None

### 4 Dixon State Garage

817 Depot Avenue  
(815) 284-1594  
Fuel: Gasohol and Diesel

### 5 Effingham State Garage

400 West Wabash  
(217) 342-8296  
Fuel: Gasohol

### 6 Elgin State Garage

595 South State Street  
(847) 931-2474  
Fuel: Gasohol and Diesel

### 7 Hillsboro State Garage

Graham Correctional Center  
Route 185 South  
(217) 532-6811  
Fuel: Gasohol and Diesel

### 8 Ottawa State Garage

1620 Porter  
(815) 434-8400  
Fuel: Gasohol and Diesel

### 9 Paris State Garage

Route 133 West  
(217) 463-4215  
Fuel: Gasohol and Diesel

### 10 Peoria State Garage

6510 West Highway 150 (Edwards, IL)  
(309) 693-5162  
Fuel: Gasohol and Diesel

### 11 Springfield Central State Garage

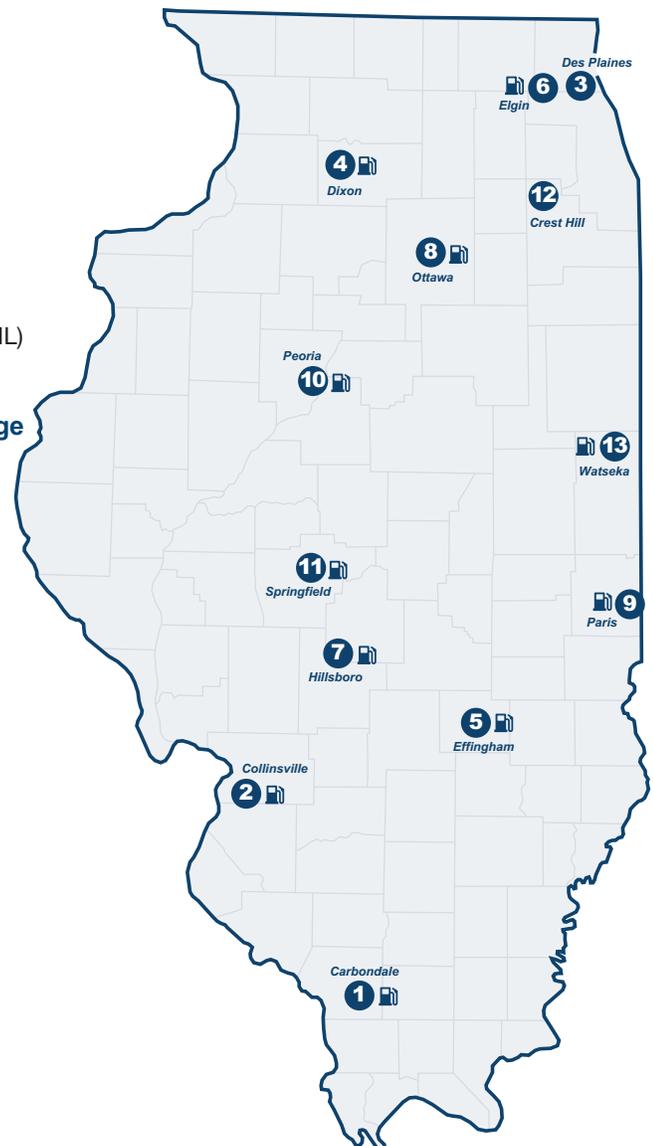
200 East Ash Street  
(217) 782-4684  
Fuel: Gasohol and E85 (Ethanol)

### 12 Stateville State Garage #06

20025 Division Street (Crest Hill, IL)  
(815) 727-7590 or (815) 727-7591  
Fuel: None

### 13 Watseka State Garage

111 Yount Avenue  
(815) 432-3266  
Fuel: Gasohol and Diesel



## CMS Employee Profile



**Sandra Rowe** enjoys scrapbooking to unwind, and she needed some unwinding after the crazy last week of January. When you're a Facility Manager in the **Bureau of Property Management (BoPM)**, the last phrase you'll want to hear again is polar vortex. "The Woodlawn Office fur-

nace was no match for that arctic cold," said Sandra. "That furnace just couldn't keep up, it overworked itself and just died." With no heat in minus-20 temperatures, the Department of Human Services (DHS) facility had to be closed and staff relocated to other DHS offices.

Shortly after that, Rowe learned that a pipe had burst in the basement of another DHS facility, its South Suburban offices. Sandra explained, "That pipe rupture affected the sprinkler system, which in turn set off alerts for the fire alarm system." As cold as it was, DHS staff were there to serve customers, but with the pipes bursting, they had to turn them away and staff had to be relocated to other offices as well.

"We were able to overcome all the challenges in the South Suburban building and we reopened the office the following morning," added Sandra. Jennifer Haley, Northern Region manager for Property Management said of Rowe, "That's Sandra. When it comes to her job, she's on top of things. She handles a lot of social service agency facilities, and people know they can count on her to handle crises."

Sandra began working for the State of Illinois in Dietary Support Services at the Elgin Mental Health Center, and later transferred to Support Services at Chicago Read Mental Health Center. From there, she took a position in CMS's Bureau of Property Management and was promoted to Facility Manager in October 2017. In BoPM, she's found a vocation that keeps her engaged.

"My favorite part of the job is getting to meet so many new people, Sandra said. "Whether it's the property owners of our leased facilities, our vendors and contractors, or the office administrators, it just makes the job interesting."

## Almost 2,400 Now Trained on Continuous Improvement Principles *by John Powell*

Since the inception of the **Office of Operational Excellence** in 2016, 2,396 state employees from 35 agencies have been trained in quality management and continuous process improvement principles through CMS-supported workshops.

Their **Rapid Results Workshop** empowers and engages participants in a learning experience that, for many, include tools and techniques that are entirely new to them. The goal is for participants to learn how to conduct Rapid Results improvement events when they return to their own agencies, and without outside consultant help. The workshop is an immersive three-day experience.

Day one and two are back-to-back and involve intensive training and practice using the principles of Rapid Results. With a combination of interactive discussions

and hands-on activities, these two days give participants a chance to immediately apply what they learn.

Following day two of the workshop, participants return to their agencies where they receive an e-mailed "starter kit" that reinforces what they learned through Rapid Results. Participants then possess the tools to execute their own Rapid Results improvement events. A month after that, they return for day three to present on the status of their Rapid Results improvement efforts. Emphasis is placed on learning from each other by sharing successes, challenges and their observations.

Train-the-Trainer events are also conducted by the Office to help develop training teams to meet future agency needs. In addition to the three-day Rapid Results Workshop, the Train-the-Trainer program



includes two additional days focusing on facilitating and training others. Once certified, the trainers are responsible for leading their agency's Rapid Results Workshops. In January 2019, a fifth Train-the-Trainer session concluded, with 22 new certified trainers from seven agencies. To date, the Office of Operational Excellence has developed 78 certified trainers in 14 agencies.

“Rapid Results, in a broad sense, is about promoting and implementing operational excellence and outstanding customer service,” said Deputy Director John Baranzelli. “We’re very proud of the popularity and success of Rapid Results, but we consider this just the beginning of our mission to develop, support and guide a thriving, dynamic community of leaders towards operational excellence.”

To date, **1,392** improvement projects were undertaken throughout the state with **975** of those implemented. These projects achieved **\$14,157,815** of total annualized cost savings, with **799,107** work hours reallocated annually. That is the equivalent of more than **400** person years of saved work, captured and reallocated annually among agencies involved.

The next Multi-Agency Rapid Results Workshop is being held March 26-27, at the Capital City Training Center in Springfield. Be part of the group that puts State employees over the 2,400 mark! If you'd like to attend, obtain your supervisor's approval and submit a registration request to [RapidResults@illinois.gov](mailto:RapidResults@illinois.gov). Attendance is limited to 25 participants on a first-come basis. For more information about Rapid Results, visit the Rapid Results Portal, at: <https://bit.ly/2EF6hwQ>



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