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.
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**
   - Address: 2801 West Murphysboro
   - Phone: (618) 351-5346
   - Fuel: Gasohol

2. **Collinsville State Garage**
   - Address: 1104 Eastport Plaza Drive
   - Phone: (618) 346-5190
   - Fuel: Gasohol and Diesel

3. **Des Plaines-Suburban North State Garage**
   - Address: 9511 Harrison Street
   - Phone: (847) 294-4152
   - Fuel: None

4. **Dixon State Garage**
   - Address: 817 Depot Avenue
   - Phone: (815) 284-1594
   - Fuel: Gasohol and Diesel

5. **Effingham State Garage**
   - Address: 400 West Wabash
   - Phone: (217) 342-8296
   - Fuel: None

6. **Elgin State Garage**
   - Address: 595 South State Street
   - Phone: (847) 931-2474
   - Fuel: Gasohol and Diesel

7. **Hillsboro State Garage**
   - Address: Graham Correctional Center
   - Phone: (217) 532-6811
   - Fuel: Gasohol and Diesel

8. **Ottawa State Garage**
   - Address: 1620 Porter
   - Phone: (815) 434-8400
   - Fuel: Gasohol and Diesel

9. **Paris State Garage**
   - Address: Route 133 West
   - Phone: (217) 463-4215
   - Fuel: Gasohol and Diesel

10. **Peoria State Garage**
    - Address: 6510 West Highway 150 (Edwards, IL)
    - Phone: (309) 693-5162
    - Fuel: Gasohol and Diesel

11. **Springfield Central State Garage**
    - Address: 200 East Ash Street
    - Phone: (217) 782-4684
    - Fuel: Gasohol and E85 (Ethanol)

12. **Stateville State Garage #06**
    - Address: 20025 Division Street (Crest Hill, IL)
    - Phone: (815) 727-7590 or (815) 727-7591
    - Fuel: None

13. **Watseka State Garage**
    - Address: 111 Yount Avenue
    - Phone: (815) 432-3266
    - Fuel: Gasohol and Diesel
**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 furnace 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.

**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. 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