

Illinois Assists in Louisiana Flood Relief Efforts

CMS provides resources to Baton Rouge after severe flooding

The Illinois Department of Central Management Services (CMS) provided assistance to the State of Louisiana's relief efforts after recent flooding devastated the Baton Rouge area. On Wednesday, August 17, 2016, a volunteer from CMS left to deliver 100,000 sandbags and 45 cots to add to the region's flood response efforts. CMS also sent two water purification systems. The donated items have been used to support temporary housing shelters and flood damage mitigation.

Louisiana State Surplus put out an urgent request to other states' surplus agencies, including the Illinois Department of Central Management Services, to assist in any way possible with the extreme flooding. CMS responded to their call by sending resources acquired by CMS through a partnership the agency has with the U.S. General Services Administration. Federal Surplus generally includes equipment such as vehicles, electronics, food service equipment, hand-tools, outdoor equipment, etc.



Governor Rauner Visits CMS Headquarters



Governor meets with employees to discuss transforming Illinois state government

Governor Bruce Rauner visited employees with the Illinois Department of Central Management Services (CMS) on June 22, 2016, and received updates on key initiatives to streamline the operations of Illinois state government. These included a new office supporting continuous improvement efforts in all state agencies and reducing past backlogs in the state personnel system.

"By reforming how the state does business, we can empower state agencies to deliver innovative, responsive, high-quality services for the people of Illinois," said Governor Rauner.

"CMS is at the forefront of transforming how government operates and maximizing value for the taxpayer. I am proud of the accomplishments our employees have achieved in this effort and will continue to support their critical mission"
- Governor Bruce Rauner

While touring CMS bureaus, the Governor met with employees leading initiatives to support the work of state agencies. The newly formed CMS Office of Rapid Results has trained more than 300 employees in various state agencies on the principles of continuous improve-

ment. These employees have gone on to lead dozens of projects in their agencies, resulting in noticeable efficiency improvements in the Departments of Revenue, Transportation, Employment Security, and Public Health. In addition, CMS has recently launched a comprehensive efficiency study of the state vehicle fleet.

"Our employees work hard every day to responsibly manage state operations and to enable the delivery of essential services from every state agency," CMS Acting Director Michael Hoffman said. "Through innovative approaches and application of solid management and leadership principles, we are revolutionizing how our state government meets the needs of the public it serves."

The Governor also received updates on key administration priorities, such as procurement reform. The CMS Bureau of Personnel, which manages the state hiring process, highlighted their efforts to address a backlog of employment applications inherited from previous administrations. Over the past year, numerous operational, technical and personnel changes have accelerated the process for examining state employment applicants. Among other accomplishments, this has resulted in a reduction in processing time from 10-12 months down to 4 months.

CMS Business Enterprise Program Launches New Paperless Certification Program

System provides faster, more efficient service to minority, women, veterans and persons with disabilities owned businesses

The CMS Business Enterprise Program recently launched a new, web-based certification management system. This new paperless system is accessible to all minority, female, persons with disabilities, and veteran-owned businesses seeking certification with the State of Illinois. This transition away from paper-based certification will provide faster and more efficient service when conducting business with the State of Illinois.

“Certification with BEP will create new opportunities for minority-owned businesses to grow and succeed. Making it easier and more convenient for businesses to certify with BEP is one important step CMS is taking to increase the number of BEP certified businesses and to ensure that state purchasing reflects the great diversity of the Illinois business community.”
- Acting Director Michael M. Hoffman.

The new BEP certification portal will improve user experience, offering vendors the following key benefits:

- The elimination of the need to submit multiple paper-based forms
- Automated online application process
- Real-time certification status and updates
- Enhanced online BEP, Vendor Business Program Directory, with key-word search capabilities and National Institute of Governmental Purchasing (NIGP) codes
- Ability to migrate data and receive certifications data from CTA, City of Chicago and Cook County governments

On July 13, 2016, Governor Bruce Rauner issued Executive Order 2016-08 to ensure equal opportunity is provided to all Illinois businesses. This new online program will help increase access for vendors and ensure that the program meets best practices.

The BEP online certification portal can be accessed at opportunities.illinois.gov. Vendors interested in certifying with BEP can learn more by calling (312) 814-4190 or 1 (800) 356-9206, or by emailing BEP.CMS@illinois.gov.

Former CMS Deputy Director for Agency Services Named to Public Fleet Hall of Fame



Barb Bonansinga, former CMS Deputy Director for Agency Services, is among six public sector fleet professionals inducted to Public Fleet Hall of Fame, joining a group of fleet professionals who have made a significant impact to the industry.

Barb Bonansinga recognized for making significant impact in the public fleet industry

With more than 30 years working with the State of Illinois fleet, former CMS Agency Services Deputy Director Barb Bonansinga has been a leader in state government and has helped shape industry standards and best practices. On June 21, 2016, she was presented with the 2016 Lifetime Achievement Award at the Government Fleet Expo and Conference.

Bonansinga began her career in state government taking parts inventory before eventually serving as deputy director overseeing the

State of Illinois fleet. As deputy director, she was responsible for managing a fleet of over 12,000 vehicles, from acquisition to disposal, for all state vehicles. In addition, she is the past President of the National Conference of State Fleet Administrators and a member of the Board of Governors and Education Committee. Her writing and expertise have been published on numerous occasions.

Hall of Fame inductees are chosen by a combination of industry professionals via an online ballot and Government Fleet staff. CMS congratulates Barb on her success.

New CMS Office of Rapid Results Empowering State Employees to Transform Government Services



Acting Director Hoffman addresses State employees participating in Rapid Results workshop on August 4, 2016.

Using proven principles of operational excellence and continuous improvement, the new CMS Office of Rapid Results is working to improve state government services in Illinois. The Office of Rapid Results provides centralized statewide training to employees on the principles of continuous improvement and support for all state agencies. The mission of Rapid Results is to drive results and instill a culture of continuous improvement by empowering employees to serve faster and smarter. Unlike traditional “top down” operational improvement initiatives, Rapid Results also leverages the expertise and knowledge of front line state government employees in the identification of solutions.

The Office of Rapid Results recently supported seven individual agency process improvement projects with completion of its second Multi-Agency Rapid Results Workshop. The three-day workshop began in July and culminated August 4 with status reports by seven agencies on each new project under way.

The seven new projects were focused mostly within human services agencies which affect thousands of clients and customers across Illinois. The projects included process improvements and planning designed to:

- Increase service capacity to Developmental Disabilities clients, while decreasing cost of supplies and administration (DHS - DD).
- Increase collections of past-due child support obligations, and better assistance for those who can't afford to pay (DCFS).
- Improve databases and administrative processes to better organize and utilize existing transit rolling stock across the state, and help administrative

oversight and transit grantee agencies work together to better utilize available buses and other transit vehicles (IDOT).

- Improve mail room services and reduce administrative costs, while developing a strategic plan for improved and modernized mail services with reduced costs and manpower overall (IDES).
- Provide released offenders with improved clothing selections at lower cost to state taxpayers through use of donated clothing and coordination of clothing banks for use by offenders about to be released (IDOC).
- Improve Director's Mail Control process to create an updated document management system and usable databases to improve process times for FOIA requests and decrease the use of unnecessary e-mail or duplicate entry of information (DHFS).
- Improve group billing process to change over an all-paper process to all-electronic to speed data entry, crosschecks, and record location, as well as shorten approval times and eliminate input errors and duplications. Mainly time savings in both input and recovery of needed information (DHR – Rehab Svcs).

Together, the improvements over the coming year are expected to save thousands of hours annually of wasted or duplicated staff time, as well as thousands of hours of wait time for services clients and customers, and thousands of dollars in ongoing savings for supplies and other administrative and operations costs. Cost savings and time savings for both staff and clients will be tracked as completely as possible to evaluate the effectiveness of improvements over time and to provide information on other potential savings as new systems are developed and implemented.

The Office of Rapid Results, since beginning operations in January 2016, has trained over 300 employees in various state agencies on the principles of continuous improvement. These employees have gone on to lead more than 50 projects in their agencies, resulting in nearly 200 efficiency improvements statewide including noticeable improvements in the Departments of Revenue, Transportation, Employment Security, and Public Health. In addition, CMS has recently launched a comprehensive efficiency study of the state vehicle fleet.

Get to Know New CMS Team Members

LASHONDA A. HUNT

General Counsel



Prior to joining CMS, LaShanda Hunt was the Chief Legal Counsel at the Illinois Department of Corrections. Hunt brings to state government two decades of diverse legal experience in the public and private sectors. She began her legal career as a litigation associate with a

national law firm, followed by service as a staff attorney for the Seventh Circuit Court of Appeals and a clerkship with the Honorable William J. Hibbler of the Northern District of Illinois. She also worked in-house in the utility industry overseeing commercial litigation and bankruptcy matters and later transitioned to regulatory affairs. Just before she joined the state, Hunt was an assistant U.S. attorney representing the federal government and agencies in civil litigation covering employment discrimination, personal injury/medical malpractice claims, civil rights actions and complex health care fraud investigations.

Hunt has held a number of leadership roles within the legal profession. A longtime member of the Black Women Lawyers' Association (BWLA) of Greater Chicago, Inc., Hunt was elected President in 2015, Vice-President in 2014, and a Board Member at Large in 2013. In addition, she is active in the Chicago Bar Association, where she was co-vice chair of the Federal Civil Practice Committee and a member of the Judicial Evaluation Investigations Committee. She was recently elected to membership in The American Law Institute.

Hunt is a Leadership Greater Chicago (LGC) Fellow (Class of 2013). She served on the board of Just the Beginning (JTB), where she chaired youth programs for the 2012 Biennial Conference, and Cabrini Green Legal Aid. Hunt was a member of the Public Interest Law Initiative (PILI) Alumni Network Leadership Council Outreach Team and is a frequent speaker at PILI events and mentor to law students. She was honored

with the PILI Distinguished Alumni Award in 2007 and named to the Law Bulletin's "40 Illinois Attorneys Under Forty to Watch" in 2006.

Hunt received her Juris Doctorate from the University of Michigan Law School and her Bachelor of Science degree from the University of Illinois at Urbana-Champaign.

MICHAEL J. MANNION, ESQ.

Deputy Director, Bureau of Benefits



Michael J. Mannion joined CMS in March 2016 as Deputy Director for the Bureau of Benefits. In this role he oversees the provision and administration of group health benefits for over 400,000 enrollees in four different insurance programs provided by the State.

Prior to joining CMS, Mannion served as the Director of Banking for the State of Illinois where he managed a team of 120 employees in the Banking Division whose primary responsibility was to ensure the safety and soundness of the banking industry through fair and appropriate regulatory oversight.

Mannion was also previously the Vice President of Government Relations for Blue Cross Blue Shield of Illinois. He has practiced law for more than 22 years. Prior to joining Blue Cross Blue Shield of Illinois, he was a partner at the law firm of Giffin, Winning, Cohen and Boedewes. The practice focused on government affairs and regulatory issues. The firm represented a number of Illinois financial institutions. He is past president of the Sangamon County Bar Association.

Mannion received his Bachelor's Degree from Marquette University in Business Administration and earned his J.D. degree from John Marshall Law School.

Director Mannion is a native of Chicago's South Side but now resides in Springfield with his wife and 4 children.

SECA 2016 Looking Forward-Giving Back



The State and University Employees Combined Appeal (SECA) Campaign for 2016 kicks off September 7,

2016. This opportunity allows employees to donate through SECA to charities and runs through November 2, 2016. State employees have contributed more than \$75 million through charities through SECA since it began in 1983. Employees can opt for a payroll deduction or a one-time donation to charities supporting local communities and across the globe. Support for the

SECA Campaign demonstrates willingness and the opportunity to help a single need or many needs within the local and world community.

"The commitment and dedication that our employees have shown for this campaign over the years is an important effort and I am proud to recognize the positive efforts of that our workforce has made to give back to their communities."

- Michael M. Hoffman, CMS Acting Director

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TERRY KREHBIEL

CMS Office of Finance and Management

Tell us a little about yourself.

I've lived in Springfield most of my life. I have 2 children who are my pride and joy. They are both married and have so far given me 3 adorable grand-dogs...I'm patiently waiting for the grandchildren!

What is your role at CMS?

I'm a fiscal manager in the CMS Budget Office. I process several billings for CMS services and also provide support to various bureaus in regards to expenditures, appropriations, obligations and cash flow.

What would people never guess you do in your role?

No surprises here....if its fiscal related, I probably have a hand in it.

How many years have you been working at CMS?

I just completed 31 years with CMS.

What is your proudest moment at CMS?

For me it's not about a single moment but about the relationships I've built over the years. I've worked with a lot of incredible people who are exceptional at what they do. I'm proud to be their co-worker and friend.

What aspect of your role do you enjoy the most?

I'm all about detail and organization. That's why fiscal appeals to me so much. I'm the person who has a spreadsheet for everything and has to balance their checking account to the exact penny...every...single...day.

What is the most common question you receive that you want your colleagues to know?

The most common question is "When do you need this?" In the Budget Office we get requests for all kinds of data, sorted any number of ways. Unfortunately we sometimes need the information yesterday. It's great knowing we have top notch bureau staff that work with us and deliver time after time.

What are your hobbies and interests outside of work?

I have to admit I love to bargain shop. I also dabble in interior decorating but mostly for family and friends. Travel is high on my list too...Colorado is my favorite place.

What is the one thing you couldn't live without?

Personal relationships aside, it would have to be coffee.

What is your favorite movie and book?

My favorite movie is The Family Stone and my favorite book is Pride and Prejudice.



KIM HOWARD

CMS Illinois Office of Communication and Information

Tell us a little about yourself.

I've worked at IOCI (formerly IIS) Radio for several years and have a Master's Degree in Public Affairs Report from UIS. My husband, Curt, recently retired from the state and my daughter Zoe is headed to Ole Miss for her freshman year in college this month. I also have three stepsons and a German Shepherd/Lab puppy named Tucker.

What is your role at CMS?

As a one person shop, I serve basically as a news reporter for the State of Illinois, generating news stories about legislative action, important state programs and services and issues from constitutional officers including the Governor. I also produce public service announcements for state agencies, offer CD duplication, do voiceover work for training videos, PowerPoint presentations, voicemail, etc.

What would people never guess you do in your role?

Many probably don't realize that I produce and usually voice all of the Illinois State Fair radio commercials that you hear locally here in Springfield and that one aspect of my job includes retrieving and recording threatening voicemails that state employees receive so the police can investigate the situation.

How many years have you been working at CMS?

20 years

What is your proudest moment at CMS?

My proudest moment would probably be when I was able to travel with former Governor George Ryan on his humanitarian mission to Cuba in 1999. That was an experience I will never forget and I feel blessed that I had that opportunity.

What aspect of your role do you enjoy the most?

I really enjoy getting the state's message out to the public, and providing a source of news for reporters all over the state. Stations across Illinois rely on my services for coverage of the Legislature, the Governor's press conferences and more. I also really like highlighting neat programs and services that the state offers but not many people know about. I hope the public is listening to my stories and learning more about state services they may need.

What is the most common question you receive that you want your colleagues to know?

Many people within state government don't even realize the state has a Radio and TV division so when they do learn about us, they usually ask which station we are on. The short answer is that we don't have our own channel, but our material is used on hundreds of stations all throughout Illinois, disseminated via the web and satellite uplinks.

What are your hobbies and interests outside of work?

Besides crying that my daughter will be off to college in another state... I love working out, reading and sports.

What is the one thing you couldn't live without?

My family. Oh, and pizza.

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MARIA LAZIC

CMS Business Enterprise Program

Tell us a little about yourself.

I am a Guatemalan born with European as well as Mayan descent. When I was 10, I immigrated in the lovely U.S. of America and thankfully assimilated quickly to the American culture; but, I treasure my Guatemalan traditions and specially the food. My favorite meals are black beans, white rice, corn tortillas and the meats which typically come sautéed in chili sauce or boiled in savory stews and churrascos. Yum!

What is your role at CMS?

My role at CMS is an Analyst for the Business Enterprise Program (BEP), and Veterans Business Program (VBP). BEP/VBP, provides certification at the State Level for businesses that are owned by minorities, women, persons with disabilities, veterans and service disabled veterans. The program is committed to fostering an inclusive and competitive business environment that will help business enterprises increase their capacity and grow revenue through the State of Illinois procurement process.

How many years have you been working at CMS?

5 years and 3 months.

What is your proudest moment at CMS?

My proudest moment occurs when I hear success stories from our certified vendors. These are stories from businesses that applied for certification and are now successfully participating in bidding and have sold their services or products to the State of Illinois.

What aspect of your role do you enjoy the most?

Knowing that my work in public service is empowering others is what I like the most..

What are your hobbies and interests outside of work?

My personal hobbies are painting and dancing although 90% of my time is spent being a mom to three lovely girls.

What is the one thing you couldn't live without?

My daughters' smiles. They keep me going!

What is your favorite movie & book?

It's hard to choose. I like conspiracy theories, so The Illuminatus! Trilogy, written by Robert Shea and Robert Anton Wilson. My favorite movie, I have to say, is the complete adventures of Indiana Jones!

The **We are CMS** section of the CMS Connection showcases CMS team members and the important work they do every day to support Illinois state government.

Nominate our next "We are CMS" employee! Want to see someone you know at CMS featured in our next We are CMS? Nominate them today by emailing CMS.ContactUs@illinois.gov.



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