

## CMS Sets Standard for State Recycling Programs



When other states are looking for best practices in recycling programs, they're looking more often at the State of Illinois and the Department of Central Management Services (CMS). CMS sustainable recycling programs continue to stand as a model for other states to emulate.

CMS is committed to the recycling of plastic bottles, aluminum cans, mixed paper, toner cartridges, and books, which are collected throughout Illinois state properties. These recovered materials from state agencies and from around the state encourage the market development of recovered materials.

Recycling in Illinois is a \$12.3 billion industry, employing more than 56,000 people according to a report issued in by the National Recycling Coalition. Nationwide, recycling employs 1.1 million people and grosses \$236

billion in annual sales making it comparable in size to the auto and truck manufacturing industry.

CMS contracts with not-for-profit community rehabilitation facilities under CMS's State Use Program to recycle its surplus computers, cell phones, and other electronic equipment in order to prevent leaks of mercury, lead, and other toxins into the environment. The State Use Program vendors continue to meet or exceed national certifications for responsible electronics recycling.

In addition to recycling, the CMS Division of Vehicle (DOV) continues to make great strides in their sustainable purchasing practices for the state fleet and in its daily business operations. The DOV continues to provide state employees access to updated fuel efficient vehicles including electric cars. **Continued on p.2**

## Hardik Bhatt Shares Vision on State Technology with City Club of Chicago



*“Let’s make Illinois the smartest and most connected state.”*

– **Hardik Bhatt**, State Chief Information Officer

Hardik Bhatt, the Chief Information Officer for the State of Illinois, spoke to the City Club of Chicago recently to share his vision for state government technology. His presentation focused on his vision to build an efficient, effective, nimble, professional technology organization to empower a more efficient, accessible and competitive Illinois.

Click [here](#) to watch Hardik Bhatt’s presentation.

State CIO Hardik Bhatt addresses City Club of Chicago.

# New Mobile Device Security Policy

Protects State Information, Initiates Bring Your Own Device Policy for Employees

To protect State of Illinois information, CMS and the Bureau of Communication and Computer Services implemented a new security policy for users of Authorized Mobile Devices. The policy requires that all Authorized Devices used to access State information and systems must be appropriately secured to prevent unauthorized access and to prevent confidential data from being lost or compromised, reduce the risk of spreading viruses, and to mitigate other forms of abuse of the State of Illinois' computing and information infrastructure.

The new policy also includes an optional Bring Your Own Device (BYOD) program for users who would voluntarily like to use their own devices for official purposes and who agree to comply with all provisions of the new security policy.



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CMS is confident our programs will continue to increase the operational efficiency and environmental stewardship of the State of Illinois; therefore, improving the overall sustainability of state government.

For more information about the State of Illinois Recycling Program, please visit I-Cycle's Recycling Website; [www.icycle.illinois.gov](http://www.icycle.illinois.gov). Recycling services, bins, and signs are made available for download and print.



### Recycling by the numbers

**3,096 tons**

*the weight of traditional recyclable materials captured in FY2015.*



**95%**

*the percentage of office items that are reused throughout all state offices leased and owned.*

**225**

*the number of state locations I-CYCLE facilitates recycling services for state employees.*



# CMS Workplace Matters Drives Employee Engagement, Improvements in the Workplace

CMS launched Workplace Matters, a new committee designed to offer employees the opportunity to share their insight and ideas on making CMS a better place to work. Workplace Matters grew from findings of an employee engagement survey, which took a look at employee satisfaction within the agency. The survey, results showed that communication was one area with opportunity for improvement. Under the leadership of CMS Director Tom Tyrrell, an employee engagement committee was formed with the intention of making a positive impact on the agency by fostering open and honest communication about all things that matter in the workplace.

Workplace Matters is comprised of a group of employees, nicknamed 'Workplace Champions', who were selected by their colleagues to represent each bureau. Workplace Champions have been meeting once a month with Director Tom Tyrrell and other members of the CMS Leadership Team to share ideas and provide feedback on workplace issues through group discussions.

The Workplace Matters committee was also given the results of the Employee Engagement and Customer

Satisfaction Surveys. Both surveys were designed to uncover strengths and weaknesses within CMS and to start the dialogue to drive improvement. From Workplace Matters, two employee run subcommittees were formed to address each survey. The Employee Engagement committee is working to uncover ideas for improving employee morale while the Customer Satisfaction committee is working to improve the services CMS provides to our client agencies. The subcommittees are now carrying on the conversation and working to develop potential sources of critical issues and solutions for making improvements based on the results of each survey. Both committees have been tasked with conducting their own committee meetings and creating their own action plans for implementing their ideas.

Through Workplace Matters, CMS is working to closely engage its workforce to create real success and continual improvements in the way the agency operates. The goal is to provide an engaging and responsive workplace – for both our employees and our client agencies.

*For a list of Workplace Matters Champions by bureau, please visit page 6.*

## CMS Leads Project to Better Utilize JRTC



On October 13, 2015, Governor Bruce Rauner announced that the administration is continuing its efforts to put the James R. Thompson Center (JRTC) to better use for the people of Illinois.

Including building, staffing, and management costs, the average cost to taxpayers to maintain the building is \$12.7 million each year. As much as \$100 million in repairs are

expected over the next 15 years to catch up with deferred maintenance costs.

In addition to upcoming expenses, the existing JRTC property provides State employees with less than ideal working conditions, and as a result, the Illinois residents who visit State offices in the building are not adequately served.

As the property manager for the state, CMS will be working with all impacted agencies, boards, commissions, and constitutional offices with office space in the JRTC to identify new office locations that not only bring improvements to the workplace, but also provide transparency, efficiency and a reduction in cost to the taxpayer.

Any cost savings and additional revenue from the property could help relieve future funding pressure in more vital areas of service.

# Get to Know CMS Team Members



## Jennifer Waldinger

*Chief Operating Officer*

Jennifer Waldinger brings nearly 20 years of combined public and private sector experience to her role as the Chief Operating Officer for the Department of Central Management Services. As Chief Operating Officer,

Jennifer collaborates with the CMS Leadership team in leading key strategic initiatives and is actively engaged in the management of CMS operations to help foster alignment with the agency's overall strategy.

Prior to joining CMS, Jennifer held leadership positions in various state agencies, including the Department of Revenue, Illinois State Police, and CMS, for more than a decade. In 2007, she left for the private sector and eventually started her own consulting firm.

Jennifer is a graduate of University of Illinois, Urbana Champaign where she received the Barbara Seaquist Williams Leadership Award and was active in numerous organizations. After graduating with honors from Illinois, she participated in the James H. Dunn Memorial Fellowship Program under former Governor Jim Edgar.

Jennifer is an active member and volunteer for Springfield area charities and non-profit organizations. Her contributions to the community earned her a spot in the Springfield Business Journal's 40 under 40.



## Gavin Doughty

*Deputy Chief Operating Officer*

Gavin Doughty is the Deputy Chief Operating Officer for the Department of Central Management Services.

In this role, Gavin will focus on change management and strategic planning for the agency.

Gavin most recently worked at Chicago Public Schools as the Director of Performance Management in the Office of School Improvement where he managed operational performance management processes for more than 20 schools, in addition to building the framework for Turnaround School Based Performance Management integrating all elements of school turnaround into a single framework. He also worked in Information Technology Services at CPS.

Gavin has also worked as a Project Manager for Kaplan Financial, a Development Lead/Network Administrator for ChevronTexaco, and IT Manager for Sunrise Housing.

Gavin is a graduate of Texas A&M University where he earned a Bachelors of Science in Genetics. In addition, he earned Executive Scholar in Nonprofit Management and Project Management Professional Certificates from Northwestern University's Kellogg School of Management.

## Mark Miller

*Division Manager, CMS Surplus Property Control Division*

Mark Miller is the Department of Central Management Services Surplus Property Control Division Manager. CMS Property Control is charged with the administration and disposal of all surplus personal property generated by state agencies, boards, commissions, universities, and constitutional office-holders, and excess and surplus property no longer needed by the U. S. Government.

Prior to joining CMS in June of 2015, Mark served 12 years in the United States Army Corps of Engineers, Rock Island Illinois District, where he worked as an Operations and Maintenance Engineer focused primarily on the Illinois waterways and applicable infrastructure issues. Mark has served three tours of duty within Afghanistan, in support of Operation Enduring Freedom where he worked as Program Manager, Project Engineer, Contract Manager and Operations/Maintenance Engineer building or rebuilding roads, schools, hospitals, police and military related structures.

A Springfield native, Mark graduated from Calvary Academy High School. He earned an Associates of Arts in Automotive Technology from the Wyoming Technical Institute. He earned a Bachelor of Arts Degree in Education from Lincoln Christian University before serving honorably in the United State Army's, 3rd Infantry Division at Fort Stewart, Georgia where he was a Combat Engineer.

In his down time, Mark enjoys watching and playing athletic pursuits, vintage car and motorcycle restoration projects, home restoration projects, learning and playing the guitar, travelling and spoiling his dog "Carley Simon."

# CMS is Helping Small and Diverse Businesses

The State of Illinois purchases more than \$10 billion in goods and services each year. This includes everything from janitorial services, painting, electrical, food, window washing, to IT consulting services, and more. Small, minority, women, disabled and veteran-owned businesses can grow through opportunities to participate in these State contracts.

CMS and the Business Enterprise Program (BEP) are committed to helping small and diverse businesses grow and prosper within the State of Illinois. BEP promotes the growth of small businesses owned by minorities, women, and persons with disabilities. No contracts are specifically set aside for BEP, but State agencies and universities are encouraged to purchase at least 20% of goods and services from BEP-certified businesses.

CMS and the Business Enterprise Program (BEP) will be launching a new, web-based Certification Management System in 2016. Moving away from an entirely paper-based enrollment system to online enrollment will streamline and simplify the VEP and Veterans Business Program (VBP) certification process in Illinois.

The new online certification system will offer diverse vendors the following key benefits:

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

Firms can call a BEP representative at 1-312-814-4190 or 1-800-356-9206 or e-mail the program at [BEP.CMS@illinois.gov](mailto:BEP.CMS@illinois.gov) for more information. Encouraging more firms to compete for State contracts is yet another way CMS can work to stimulate Illinois economy and create more jobs.



# Workplace Matters Champions Announced



*Workplace Matter Nominees meet for the inaugural meeting of Workplace Matters. Members created the following mission statement to represent the group:*

**“Workplace Matters: Your voice for improving the workplace.”**

The following employees were selected by their peers to serve on the new Workplace Matters Committee:

## Agency Services

Mike Sisti  
Rick Pritchard

## BCCS

Tony Smarjesse  
Deb Harvey

## Benefits

Gail Wolfe  
Deanna Boyer

## Budget

Rick Creasey  
Terri Stoll

## BEP

Maria Lazic  
Leslie Taylor

## Governmental Affairs

Natalie Hudgens  
Zack Fulkerson

## IOCI

Dave Haley  
Kim Howard

## Internal Audit

Jack Rakers

## Labor Relations

Jarrod Hill

## Legal Services

Jeff Shuck  
Albert Coll

## Personnel

Rene Costallos  
Jaci Debrun

## Property Management

Jane Dunbar

## BOSS

Mary Matheny  
Carol Pinkerton

## Administrative Ops

Tina Scott  
Cindy Pflug

Employees are encouraged to contact the individuals selected for each bureau to share their insight, ideas and opinions on making CMS a better place to work. Want to learn more about the vision? Want to learn more about the vision behind Workplace Matters? Click [here](#) or visit <http://multimedia.illinois.gov/cms/cms-WorkplaceMatters.html> to watch a video of Director Tom Tyrrell discussing Workplace Matters at a recent CMS Employee Townhall Meeting.



State of Illinois  
Central Management Services

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