



Divisional Corner

Jane Landon, Deputy Commissioner and Chief Information Officer, Finance Information Technology (FIT)



As the newest member of the Cabinet, I would like to thank the **ReveNews** staff for allowing me to introduce myself.

Before coming to the Department of Finance, I worked for several large companies – Microsoft; Prudential Financial; Bankers Trust Company; and Chase Manhattan Bank – in executive management Information Technology (IT) roles. Early in my career, while at Burroughs Corporation and Wang Laboratories, I worked

closely with local, state and federal government agencies in identifying and implementing IT solutions.

I have a lengthy record of building organizations that are aligned with business goals. These companies have proven their dedication to excellence by delivering large-scale enterprise-wide technology solutions. I love designing IT organizations that are flexible and are able to adapt to changing business needs. I believe our IT disciplines, such as systems architecture, will guide our direction, and implementing standards and development processes will ensure our excellence. This will guarantee that we are aligned with the overall priorities of Finance. Achieving this is part of the reason why Commissioner Stark hired me and I am thrilled to meet these new challenges.

This work is my passion, but I have also helped identify and leverage new technologies that drive IT. I plan to do the same here at Finance with the help of my staff and colleagues. I truly believe that I have inherited an IT staff that possesses the skills, leadership, and the eagerness necessary to take on the challenges ahead.

FINANCE INFORMATION TECHNOLOGY

We recently held our first quarterly Finance Information Technology (FIT) All Hands meeting on March 21, 2007. This was the first time the entire organization met together since ISS, OTS and NYC Serv were merged. At the meeting we networked with peers, viewed a demonstration of a new application development platform, and most importantly, talked about our mission and operating principles. We would like to



First Finance Information Technology All Hands Meeting on March 21st

share the outcome with you.

They are as follows:

The FIT Mission Statement: “To deliver world-class information technology solutions.” FIT helps people pay the right amount on time by delivering world-class information and technology solutions that the Agency needs to achieve results.

Our Operating Principles:

- We are a **SERVICE ORGANIZATION** that supports and strengthens the agency’s ability to achieve results.

by being innovative, agile, creative and responsive to changing needs.

- We are **CUSTOMER FOCUSED** and we recognize the agency’s business needs will drive our decision-making and our technical solutions will support the agency’s mission.
- We are **METRICS DRIVEN**, measuring and tracking customer satisfaction, employee engagement, IT productivity and performance.
- We **LEVERAGE EVERY OPPORTUNITY** to improve the agency technologically

Click here to see additional photos from the meeting.

SMART CORNER

Operational Reviews

The highlight of April was the Operational Review Week held in each division throughout the agency from April 23rd through the 27th. As you know, Operational Review Week is a time for quarterly meetings that divisions hold for managers, supervisors, Results Teams and staff to:

- Review their divisions’ SMART card data and progress
- Identify and discuss key lessons
- Recognize and celebrate successes
- Communicate the progress made by their divisional Result Teams.

This decentralized process allows each division to decide how to structure their Operational Reviews so that it works best for their division.

Since our January review, many divisions have refined outcome measures for their SMART cards and are working hard to collect and report the data. Budget and Financial Services has also reported Unit Cost data for almost all of the operating divisions. To see the latest performance data for the agency and your division, please visit the SMART Bulletin Board and click on the

SMART Data link on the upper right corner of the page.

Results Teams

One of the primary goals of the Operational Review is to review data on the Division’s SMART Card and to discuss essential lessons. The Results Teams are a key driver of a successful Operational Review. They are charged with improving specific metrics on their division’s SMART card. Over the last two months, we have been focusing on providing more support to team leaders and sponsors. Results Team Leaders, who met for the first time in March, reported on their progress and shared experiences and opinions about what worked, what were the challenges and what could be improved. Many managers

said the Results Team structure helps break barriers by opening up new avenues for achievement with new energy and teamwork.

Managing for Results Workshops

Expanding on our effort to provide results-based training to Finance managers and supervisors, our transformation partner, the Public Strategies Group (PSG), held Managing for Results workshops. The three-day intensive *(Continued at top of page 2)*

DID YOU KNOW?
The **BULLETIN BOARD** is back! After a dormant period, our SMART reporting site on the G drive has been updated with the latest agency and divisional SMART Cards and performance data. Please check it out!

ANNUAL EMPLOYEE RECOGNITION – MAY 9, 2007



The Department of Finance - Quality of Work Life (QWL) Labor/Management Committee is hosting the Annual Employee Recognition Ceremony on Wednesday, May 9, 2007. The ceremony will be held at DC37 Headquarters in Manhattan. Attendance at this event is by invitation only.

Awards for Career Service and Perfect Attendance will be presented. Career service awards are given to those employees who reached 15, 20, 25, 30, 35, 40, 45, etc., years of service during calendar year 2006. (Years of city service is calculated using citywide guidelines and is based upon years of active service; therefore, any breaks in service and time-off payroll are not counted towards years of service.)

Awards for perfect attendance are granted to employees who have not used any time for sick leave and have not been late during calendar year 2006. Awards for Community Service and Educational & Professional Achievement will also be presented. Congratulations Honorees! See **FinanceNet** for a list of all the Honorees.

ATTENTION! LAST CHANCE FOR GRADUATION ANNOUNCEMENTS!



For our Special Summer Edition of **ReveNEWS**, the Ad Hoc Committee is including a Graduation Corner. Let's celebrate our achievements and those of our immediate family and share the good news with colleagues and friends at **Finance**.

Graduations include high school, college, post-graduate degrees, or specialty schools (e.g., cosmetology, auto tech, etc.). Let us know about your 2007 graduation or that of your child, your spouse, your grandchild or a member of your immediate family. Your submissions will be included in the special June issue and are due by May 15th.

Please E-MAIL SarricaT@finance.nyc.gov. And include...

- Your name and relationship to the graduate,
- The name of the graduate,
- The name of the school, and
- The graduate's degree, if applicable.

If you have a photo of the graduate, we'd love that too, but it has to be sent to us as an e-mail attachment.

(Continued from page 1) training course started in March and continues from May through June. Our goal is to have all Finance managers and supervisors participate in a Managing for Results workshop. We hope this will ensure the success of our transformation effort by helping managers learn and understand the fundamentals of SMART, as well as performance measurement, building trust and accountability, setting expectations, and managing individuals and teams.

SMART Education

You've heard from Sam Miller, Assistant Commissioner for Communications and Intergovernmental Affairs, about the results of the SMART Communications Survey you took early in March. The Communications Team is now working with the PSG consultants to analyze the responses and develop a strategy for Finance to continue improving our communications based on these results.

WHERE DID MOTHER'S DAY COME FROM ANYWAY?



Mother's Day can be traced back as far as ancient Greece where spring was celebrated in honor of Rhea, the Mother of the Gods. During the 1600s, England celebrated a day called "Mothering Sunday" in honor of all the mothers of England.

Many of England's poor worked as servants for the wealthy at this time. Since most jobs were located far from their homes, the servants would live at the houses of their employers. On Mothering Sunday, however, the servants would get the day off and were encouraged to return home and spend the day with their mothers. A special cake, called the "mothering cake," was often brought along to provide a festive touch.

In the United States Mother's Day was first suggested in 1872 by Julia Ward Howe as a day dedicated to peace. But it wasn't until 1907 when Ana Jarvis, a Philadelphia schoolteacher, started a campaign to establish a national Mother's Day that momentum began for a new holiday.

As a result of petitioning ministers, businessmen, and politicians, enough support grew so that Mother's Day was celebrated in almost every state

by 1911. Finally, in 1914, President Woodrow Wilson made the official announcement proclaiming Mother's Day as a national holiday to be held each year on the 2nd Sunday of May.

While many countries celebrate Mother's Day at different times throughout the year, several countries such as Denmark, Finland, Italy, Turkey, Australia, and Belgium also celebrate Mother's Day on the 2nd Sunday of May. (**Find out more about international holidays.**)

No matter what day of the year we celebrate Mother's Day, it still remains a special day when we can take an opportunity to say "thank you" to our mothers, grandmothers, or any of those wonderful women who take care of us. Each family has their own way of celebrating; some celebrate by walking for a cause; others have picnics. In case you're looking for something to do this Mother's Day, here is a list of ideas you might want to consider:

Click on the links for more information:

- **New York Junior League Mother's Day Race to Erase Domestic Violence**
Sunday, May 13th; Central Park; First race starts at 8:00 am
- **FREE Mother's Day Ice Cream** - Cold Stone Creamery
Sunday, May 13th; Moms get one "Love It" size signature ice cream creation; NY metropolitan area
- **Mother's Day Brunch or Dinner Cruise**
Sunday, May 13th; Treat your mom to superb cuisine, attentive service along one of the worlds most breathtaking skylines
Option 1- World's Fair Marina, Flushing, Queens; Brunch at 11am; Dinner at 5pm
Option 2- World Yacht Marina, Pier 81, West 41st Street at the Hudson River;
Brunch cruise boards at 11:30am; Dinner cruise boards at 6:00pm
- **Recipes for Mother's Day**
Mothers Day Recipes
Are you vegan?
- **Crafts and Home Made Gifts**
Freebies And Stuff
- **Restaurants: Check Out These Lists**
All boroughs – Open Table
In Brooklyn
In Queens
- **Mother's Day Picnic at Belmont Park**
See a horse race on Mother's Day Sunday while you picnic with family or friends
Option 1- Breakfast at Belmont, 7:30 - 9am, with tour, prior to races.
Option 2- Gates open at 11am.
2150 Hempstead Tpke, Elmont NY 11003
\$2 parking, \$2 admission to grounds, you bring the food and drink
- **Want to Buy Flowers for Your Mom?** Here are a couple of online options.
Option 1- Day For Mothers
Option 2- 1-800-Flowers
- **Mother's Day Spa Guide**
Spa NYC
- **Outlet Shopping Near NYC**
Outlet Shops

SHERIFF'S DIVISION NEWS

Warrants Unit Delivers Better Results And Receives Award

On March 7, 2007, the Warrants Unit of the Sheriff Division was awarded the Unit Citation Breast Bar for continuous exemplary performance of duty. The Warrants Unit serves summonses issued by the New York City Human Resources Administration (HRA) against parents who have failed to provide child support. These "deadbeat" parents, have been ordered to remit child support payments to ensure the children are provided for, even though the parents are no longer together.

These summonses are delivered to the Warrants Unit, which then sorts them by borough and required court appearance date. The summonses are then assigned to the deputies for service. The deputies are divided into two daily shifts, one serving summonses from 7 AM to 2 PM and the evening shift from 4 PM to 9 PM. Summonses that are not served are returned for name or address verification, as well as re-assignment to another shift to increase the possibility of service.

Once the named respondent has received the summons, he/she is mandated to appear in court on the date specified – probably to commence

child support payments. Parents who fail to appear or comply with a Court's judgment order may be arrested for failure to comply. The Warrants Unit also executes arrest warrants to apprehend delinquent parents and bring them to court, whereby the judge can take additional legal steps, which may include confinement.

The Sheriff's Division and the Warrants Unit reviewed the summons service process in early 2006 to increase the number of successfully served summonses. The entire process was examined from the receipt of the summonses from HRA to the research required to identify the name and address information to the Warrants Unit and the deputies assigned. Following the SMART protocols, the Warrants Unit established a base line performance of 800 summonses successfully served per month. This would increase the number of summonses served to 9,600 each year, a substantial increase to the number of summonses served in the previous fiscal years. In May 2006, the first month of SMART, the Unit exceeded the goal by serving 831 summonses. Since this date, the average number of summonses served has been 896, which will increase the number of

delinquent parents appearing in court. This in turn will bring families in accordance with the Family Court agreements and reduce the support the City provides them.

Robert Doar, the new commissioner at HRA, has been extremely pleased with the service received from the Sheriff's Division in general and the Warrants Unit in particular, and has requested the renewal of the memorandum of understanding between the agencies.

At the award ceremony, First Deputy Sheriff Oliver Pu-Folkes spoke on behalf of Sheriff Lindsay Eason, who was unable to attend due to Grand Jury duty, thanking everyone for the hard work and dedication. The Unit Citation Breast Bar recognizes the total effort performed by the Warrants Unit to achieve and maintain this service rate. Undersheriff Thalasis, the person in charge of the Warrants Unit, thanked both the Sheriff for recognition of the Unit's hard work and his deputies for their diligence. He stated this was a group effort and using the synergy of the Sheriff's Division, HRA and the deputies, the Warrants Unit will continue to meet and exceed these high standards.

ENTER!

MOTHER'S DAY CONTEST: FAMOUS MOMS – WHO'S WHO:



Match the description with the famous lady by writing in the correct number next to the description. Print out this page and write in your answers, then fax your entry to Cristina

Pastrana at 212-232-1890 by May 21st. Please include your name, your work location, and your work phone number. The first three entries with ten correct answers will receive a prize. The prizewinners and correct answers will be announced in June's **ReveNEWS**. Good luck!

1. Mother Teresa
2. Hillary Rodham Clinton
3. Madonna
4. Julia Ward Howe
5. Princess Diana
6. Elizabeth Montgomery
7. Coretta Scott King
8. Abiah Folger
9. Rose Kennedy
10. Mother Jones (Mary Harris)

____ This famous lady was mother to one of the U.S. Founding Fathers. Though this member of the Committee of Five was never U.S. President he was a prominent abolitionist as well as a scientist and inventor. This famous mother is also related to J.A. Folger of the coffee company.

____ This lady is known as the woman behind Mother's Day. She wrote the Mother's Day Proclamation in 1870. She began advocating for a "mother's day for peace" by calling out for women to rise up and oppose war in all its forms. She also wrote the "Battle Hymn of the Republic" in

December 1861.

____ She's most noted for carrying out her late husband's legacy by continuing his crusade for civil rights. She fought for 15 years to have him honored with a national holiday. The American Library Association named an award in her honor. The award recognizes African American authors and illustrators whose children's books "promote an understanding and appreciation of the American Dream."

____ She buried five of her nine children, raised a president, two U.S. senators, and presided over one of the most famous families in American history—all with elegance and dignity. "I looked on child-rearing not only as a work of love and duty but as a profession that was fully as interesting and challenging as any honorable profession in the world and one that demanded the best that I could bring it," she once said. When she died at age 104, she had 28 grandchildren and 41 great-grandchildren.

____ After eight years in the White House as First Lady, she emerged from her husband's shadow and forged her own political career, having been elected to the U.S. Senate from New York as a Democrat in 2000. She is now a candidate for the 2008 Democratic presidential nomination.

____ This Albanian-born nun touched millions with her missionary work aiding lepers, the blind, the disenfranchised and the terminally ill. In 1948, she established the Order of the Missionaries of Charity, a Roman-Catholic congregation of women dedicated to serving "the poorest of the poor," especially India's lowest castes. This lady earned the Nobel Peace Prize for her selfless and spiritual devotion that has been an example for all.

____ Always passionate about the labor movement, this tempestuous mother dedicated her life to this cause after her husband and children died in an

epidemic in 1867. As a founder of the Social Democratic Party and the International Workers of the World, she organized miners, whom she called "her boys," as well as garment and streetcar workers, and also fought against child labor. She looked like a kindly grandmother, which belied her toughness. Living by the motto, "Pray for the dead and fight like hell for the living," she spent a number of nights in jail, was said to use "unwomanly" language, and once dared a gunman hired by a coal company to shoot her. At the same time, however, she held a very traditional view of women: she believed their importance was in the home.

____ This iconic mother is known on the world stage for her sense of style, charisma, humor, and high-profile charity work. Her two most well known causes were campaigning against landmines and helping to decrease the discrimination against victims of AIDS for which Bill Clinton said "She showed the world that people with AIDS deserve no isolation, but compassion and kindness."

____ This famous mother is a Grammy and Golden Globe award-winning American dancer-pop singer/songwriter, record and film producer, actress, author and fashion icon. She is noted for her ambitious music videos and stage performances as well as using political, sexual, and religious themes in her work. According to the 2007 Guinness Book of Records, she is the highest earning female singer of all time.

____ This famous mother won five Emmy Awards and four Golden Globes for her most creative roll in a well-known TV show from 1964 to 1972 in which she explored contemporary themes and social issues in a fantasy context. Though her career spanned several decades in film and television, her eight-year run as Samantha Stephens in *Bewitched* is her most notable character.

FINANCE OUT AND ABOUT

Securities Industry and Financial Management Lunch

On April 5th, Finance Commissioner Martha Stark spoke with representatives of the securities and financial management industries about her desire to modernize and simplify the City's tax structure so that it reflects the current market and levels the playing field for firms. They expressed a willingness to find common ground, particularly in our shared desire to make State and City tax laws conform wherever possible.

Conference on the Middle Class

On April 2nd, Commissioner Stark participated in a panel to discuss ways to maintain

and support the City's middle class. Speaking as the panel's tax administrator, she discussed the need for broad-based tax reform as the fairest way to produce the revenue needed to lift people out of poverty and keep the middle class in the City. **Click for more info.**

Testifying Before the City Council

On April 16th, Commissioner Stark testified before the City Council Committee on Small Business on ways to improve the economic environment for freelancers and independent workers. The Council testimony was an opportunity to speak about the agency's proposal to reform the City's Unincorporated Business Tax and the Mayor's proposal for

\$250 million in job creating local tax cuts. **Click for more info.**

Testifying Before the State Legislature in Albany

On April 17th, Commissioner Stark traveled to Albany for a day of lobbying for the agency and the City's needs. Among the topics discussed were: the Small Business Tax Reform, the extension of the \$400 property tax rebate for another three years, changes to the City's ICIP program, and a bill to help nonprofit organizations receive their property tax exemptions in a timely fashion. **Click for more info.**

COMMISSIONER AND FORMER NY JETS RUNNING BACK HOST MARCH OF DIMES GOVERNMENT LUNCHEON

In her role as Government Industry Chair for the March of Dimes WalkAmerica'07, Commissioner Martha E. Stark hosted a luncheon for mayoral agencies on April 10, 2007. The Commissioner is in her fifth year as Government Industry Chair, which coincides with the fifth year of the March of Dimes Prematurity Campaign.

The Campaign focuses on research, awareness and education in an effort to reduce premature births. The effort will continue through 2010.



From left to right: David Gardner, March of Dimes, Commissioner Martha E. Stark, Agnes Pasquini, Director of Walk America and Bruce Harper, New York Jets Running Back

Former New York Jets running back Bruce Harper was on hand to help the Commissioner encourage agencies to participate in the Walk. During his NFL career, (1977 to 1984) Harper was one of the most productive players in the NFL. In 99 career games, he rushed for 1,829 yards on 374 carries, averaging almost 5.0 yards per carry. He also caught 220 balls for 2,409 yards.

Among the agencies represented at the luncheon were the NYPD, Correction, Homeless Services, Transportation, Small Business Services, Consumer Affairs, Board of Elections, DCAS, Housing Preservation & Development, Taxi & Limousine, and HRA.

Approximately 500 city employees participated in the event and contributed over \$92,000 in WalkAmerica 2006, and the city is pushing for at least a 10% increase this year. WalkAmerica 2007 was held on Sunday, April 29th but results were not available at press time.

MUNI-METER PARKING CARD PILOT PROGRAM

The Department of Finance and the Department of Transportation have teamed up to introduce a new pre-paid NYC Parking Card. As part of a pilot program, the card is now available at the Finance Manhattan Business Center. The new card can be used in all New York City municipal parking fields, all muni -meters, and selected single-space meter locations. For more information and to learn how to use the card visit nyc.gov/finance

CUSTOMER ASSISTANCE GIVES SOLDIERS IN IRAQ A KOOL-AID SMILE



H&H Company, 3rd Battalion, 227th Attack Helicopter Brigade

In mid-March, the Customer Assistance Unit received a very unexpected but welcomed call from a soldier in Iraq. Mr. Edward Williams was calling at 11:30pm his time, 4:30pm our time, to seek assistance with a couple of parking tickets. Two things happened after that. His tickets were dismissed



Customer Assistance Staff sends out Goodies and Good Wishes

through the adjudications process and the Customer Assistance Unit adopted his medical clinic. At the end of April, after collecting a variety of very modest items from his unit's wish list, Customer Assistance will be mailing such luxuries as Kool-Aid, peanut butter, black pens and socks to the 32 medical personnel at his post. According to Mr. Williams, "it's usually the little things that we can't get here that mean the most". Edward has said that our generosity fills him with pride. It is hard to explain the feelings that the staff feels about the job that he and his unit are doing for all of us. Pride hardly begins to explain it.

PROCUREMENT PRO ACKNOWLEDGED – "HELP US TO HELP YOU"

The Finance Contracts and Purchasing Unit and Employee Services proudly recognized Ms. Nanette Milazzo, Administrative Liaison for Finance Information Technology (FIT), with an On the Spot Award and the title of Honorary Purchasing Pro. "She is an example to other staff that request and manage their group's procurements as her work stands out from the hundreds of Finance requests we receive each year," said Lisa Loren, Deputy Agency Chief Contracting Officer.

Water coolers, photocopier repairs, office furniture, PC toner and most of the daily tools used to perform job tasks come from the Contracts and Purchasing Unit, via Administrative Liaisons. In Fiscal 2006, the Contracts and Purchasing Unit completed more than 534 purchase requests for goods and services that totaled over \$12.7 million. Ninety-six percent of these requests (513 orders) were small purchases. The remaining 21 requests were for contract actions. That's a lot of purchases processed!

The Contracts and Purchasing Unit is committed to processing all small purchase requests within 24 to 48 hours. "Like all areas in the Employee Services Division, in the Contracts and Purchasing Unit, we subscribe to the line that super-agent Jerry Maguire (played by Tom Cruise) said in the 1996 movie of the same name; 'Help me, to help you,'" Lisa stated. "It seems that Nanette Milazzo follows all the best procurement practices!"

This is why her colleagues in the Contracts and Purchasing unit cited her:

- She confirms availability of funds with Finance Budget prior to issuing new requests and stays within her budget allocations.
- Her Purchase Request Forms are always filled out correctly. Her statements of need and justification are always clear and concise. She answers all the questions on the form. See the newest version of the form on **FinanceNet**.
- Her inventory lists of office equipment are always up to date and correct, resulting in the continuity of equipment maintenance contracts.
- She submits requests for new contracts or renewals at least one year in advance.
- She ensures that all Contract Managers in FIT complete their Contractor Performance Evaluations every year. These evaluations are retained by the Mayor's Office of Contracts on a database for access by all City Agencies. This requirement is captured as an Agency indicator each year in the Mayor's Management Report.
- She submits her Purchase Requests for the new Fiscal Year in May, as requested.
- She is always available to answer questions about specifications, terms and cost estimates.

Congratulations Nanette Milazzo for setting such a good example and for consistently doing all the right things at the right time!

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