



## Employee of the Month: October



Congratulations Lakia Carrillo,  
You are the DGS October 2016 Employee of the Month!

Lakia Carrillo is a Support Specialist in the Fleet Management Division's Title and Tags section. In this constantly changing environment Lakia implements new assignments quickly and accurately while maintaining accurate Title and Tag records for all fleet vehicles. Lakia consistently offers outstanding customer service and goes out of her way to make sure all questions are answered and customers feel special and listened to. She also interacts with the MVA and does a great job of researching agency questions.

Before being promoted to Titles and Tags Lakia worked with Rob Schley in the Truck Shop. Lakia is friendly and reliable and Rob's only regret is that he was sad to see her go.

Lakia has worked for the Department for over eight years, she started with the City in street cuts and has been with DGS for about 7 years. Lakia enjoys the responsibility of her position and that she can help meet people's needs.

Lakia has a five year old son, lives in the Northwest neighborhood of Baltimore, and loves to shop.

## NOMINATE SOMEONE TO BE THE NEXT EMPLOYEE OF THE MONTH

### ANYONE CAN NOMINATE A CO-WORKER!

There are 2 ways you can nominate your staff/team member!

1. Handy ballots located throughout General Services
2. E-mail [DGS\\_H.R.@baltimorecity.gov](mailto:DGS_H.R.@baltimorecity.gov)

Employee nominated must exemplify the mission of the Department of General Services which is to provide effective and efficient government services to the people of Baltimore and to the City agencies we serve. We provide healthy work environments, safe and reliable vehicles for City employees, and deliver high quality support services. The Department of General Services is a key partner in improving the life for Baltimore City employees and citizens. All nominated employees must exhibit performance in at least one of the following characteristics: Customer Service, Behavior, Performance, External Recognition, Work Related Accomplishments, Improved Efficiency/Cost Savings in the Work Place.

All employees will remain a candidate for 6 months once they have been nominated.

Should you have questions regarding the Employee of the Month process please call Catherine Burns at (410) 396-3627

## Thank you for your service!



Recently DGS celebrated our employees with 40+ years of service to the City. They include: Glenda Leary, Clifton Dunn, Dennis Chojnowski, Anthony Vendetti, George Sandruck, Mitchell Alexandris, Anna Hough (not pictured), and James Fisher.

COME TO THE  
**DGS "SCIENCE FAIR"**  
LEARN ABOUT OUR WORK AT HANDS ON  
DISPLAYS DURING OUR OPEN HOUSE

NOVEMBER 30, 2016 FROM 12:00-2:00 PM  
LIGHT REFRESHMENTS WILL BE PROVIDED  
WAR MEMORIAL BUILDING  
101 N. GAY ST, BALTIMORE, MD



Permanent full-time and permanent part-time employees are granted up to four (4) hours once per calendar year as Permission time to use for cancer screenings. The time will not be counted toward an employee's accumulated leave. Prior approval from the employee's immediate supervisor for the four (4) hour leave for the cancer screening is required. Agency Human Resources Officers can provide employees with the Cancer Screening Program Certification Form that must be completed and returned after the screening. You can review AM-203-4 Permission Time for Cancer Screening Policy by using the following link <http://ca.baltimorecity.gov/am/files/AM-203-4.pdf>.

**Congrats on FOUR Successful Years as DGS Director**



On October 1, 2016 Director Sharkey celebrated his fourth anniversary working for DGS. Of all of his jobs, this one has been the favorite. In that time, the agency has grown substantially and the Director is excited about the work that each member of the DGS team performs. Everyone in DGS has a job that is important and that matters. Together, DGS supports Baltimore City. The vehicles that Fleet repairs keep the ambulances running and allows the trash to be picked up. The buildings that Facilities Maintenance manages and repairs keeps the City open for business.

Director Sharkey takes pride in the services provided to the other agencies and the residents of Baltimore. He has seen many members of the staff working in the cold and the rain to finish the jobs that need to be done. Your hard work does not go unnoticed and the Director appreciates your efforts and thanks you for the hard work.

As the department moves forward, everyone should ponder how we can improve the quality of the work provided by DGS and the agency can continually improve.

**DGS New Hires and Retirees**

New Hires	
Employee	Title
Jameel Thomas	Automotive Maintenance Worker
Phillip Waclawski	Building Project Coordinator
Charles James	Automotive Mechanic
Tereina Thomas	Special Projects Coordinator
Erika Bryant	Office Support Specialist
Jacqueline Powers	Office Support Specialist
Mirel Hajdic	Automotive Service Writer
John Ward	Environmental Technician Supervisor
Varghese Paraniham	Project Manager
Charles Knecht	Environmental Technician
Retirements	
James Reynolds	Automotive Mechanic
Promotions	
Bernard Scales	Building Repairer

**DGS: How does that work?**

**ARCHIBUS**

DGS provides safe and healthy working environment for Baltimore City employees. To achieve this mission DGS's Archibus Office has designated employees to function as Service Request Liaisons to ensure that our buildings are upheld, by inputting maintenance service request into our Archibus system.

Once the system receives the maintenance service request, the work is then dispatched to the appropriate facility shop. In turn the facility manager issues it to the respective technician, who then reports to the location to repair the problem. General Services takes pride in insuring work is completed to the best quality and efficiency.

If you would like to get access to Archibus, already have access but need additional training, or have a question or concern about a maintenance request, please feel free to contact the Archibus office 410.396.8992 or email Archibus@baltimorecity.gov and a system administrator will be available to assist you.

**SUPERVISORY SUMMIT**

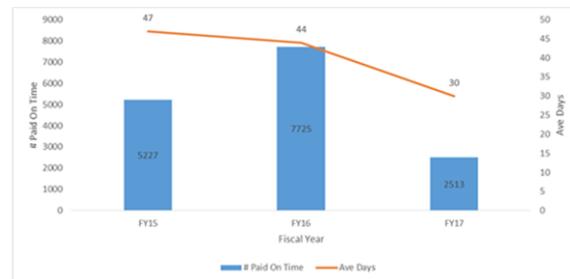
*Crucial Conversations, Organizational Values, and Concerns*

Fifty-five employees of the Department of General Services (DGS) executive, management, and supervisory staff participated in a daylong session to review 2016 highlights, learn how to facilitate crucial dialogue between differing factions, engage in exercise scenarios that draw on the virtual tool box, and brain stormed to determine current concerns and how to resolve same.

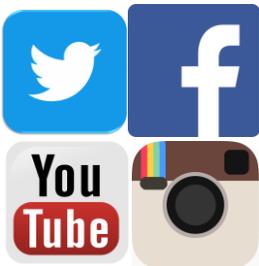
The summit event was a collaborative effort between DGS and the Department of Human Resources Training Division. Using a brainstorming technique known as "The Association Game," participants were divided into various teams of ten and charged with the responsibility of reviewing, fine-tuning, and reaching a consensus on members' ideas or concerns teased out in a rotating exercise.

**Continuous Improvement: Invoice Processing and Payment**

DGS has continued to improve our invoice payment speed and volume year over year. In FY16 DGS improved our invoice payment time from 47 to 44 days as well as the percent of invoices paid on-time from 49% in FY15 to 71% in FY16. These trends are continuing into FY17 as we are on track to process invoices within 30 days on average with 79% being paid on-time. See graph.



**Follow DGS on Social Media!**



**Do you need a computer...**

- To create a resume?
- Apply for an open position within City?
- Change your benefits?

Did you know DGS H.R. Office in the Abel Wolman Building has a Employment Center where there is a computer available to use for the above needs?

Did you know DGS H.R. office (with a prescheduled appointment) will gladly assist you in creating your resume, applying for open positions, and even will assist you in changing your benefits during the open enrollment season.

**Employment Center Open  
Monday – Friday  
8 to 3:00**

**Kudos to Bob Miller from Fleet for excellent customer service!**

*"I finally came to swap out our van today that is assigned to our office. I just wanted to let you know that the process went without a hitch mainly due to the knowledge and professionalism of Bob Miller. I have had two interactions with him, one a few years ago and one today. Both times were stressful situations to me but working with him made the process a breeze. I know you often get correspondence complaining about a person or a process. I thought I would send a positive message for a change."*

