

CEO Corner Wait Until Next Year

This edition of PHFE Crossroads looks to the future. Although it's only one year into the future, it's our way of letting you take a peek at where we see PHFE going in the next year.

PHFE is constantly looking for ways to grow and improve, and by grow we don't just mean getting bigger. We mean getting smarter and more comprehensive in everything we do. We also mean personal and professional growth.

PHFE believes in growing its people by providing both opportunities and expectations for everyone to find ways to learn and grow professionally.

As you look through the articles in this month's newsletter you will see glimpses of where we are going and where we want be in a year. I look forward to hearing your comments and ideas.

-Mark Bertler, CEO

HR Scoop HR in the Electronic Age

In the world of Human Resources change happens almost on a daily basis. One day we only need to provide a meal period to employees, the next day we must ensure they actually take the meal period. It's difficult to say what changes will take place in a year. However, no matter what the laws are or how they change, one thing I see with HR is the increasing use of technology within our field.

Many organizations utilize computerized employee self service (ESS) systems where employees can log onto a web based system from anywhere to view or modify their personal information. For example, a PHFE employee can log into our ESS via the internet and change their address, emergency contact information, retirement contributions, or their tax withholdings. During open enrollment periods, employees can make their insurance elections. During a life event such as marriage

or the birth of a child, an employee can add the new dependent to their insurance via ESS. Or, an employee can simply view their past pay stubs or W-2 information. PHFE also utilizes a web-based time collection system where employees can log hours worked from anywhere with an internet connection.

Within the next year, I envision almost any HR tool to be available via the computer. With the recent launch of our new website, applicants are now able to submit a resume online in response to a job posting. This assists us with our applicant tracking requirements. I envision that employees will be able to view employment related documents, policies, procedures, or forms via an online system.

In the upcoming year, employees will just be a mouse click away.

- Danielle Gonzalez, Director of HR

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Mark Bertler,
CEO and
Editor in
Chief



Susan Vacko,
Director of
Operations



Greg Smith,
Director of
Consulting
Services



Danielle Gonzalez,
Director
of Human
Resources



Jude Lauren,
Director
of IS and
Technology

Lorena Martin,
Contributing
Writer

Jason Watts,
Consulting
Editor

Jason Guttman,
Publishing
Editor

Natalie Still,
Format
Editor

Fiscal Commentary Going Greener

We've all heard this, but what does it mean? It is not immediately obvious, especially with so many ways for something to be considered "green". One of the ways most all companies can begin to accomplish this is through electronic data capture.

With electronic data capture, the case is pretty simple. There is the popular 'green' slogan 'Reduce, Reuse, Recycle.' It sounds quite reasonable that if I can reduce my impact, reuse more and recycle what I would otherwise throw away, and enough people participate, there should be some noticeable positive impact on the environment.

Electronic data capture is technology or processes by which you don't have to capture data from paper sources manually. It can be items such as; accounts-payable automation, check processing, audit documentation, the list is endless.

So what does it reduce, what does it reuse and what does it recycle?

"Reduce" - The space needed to store a digitally scanned image is far less than the space needed to store the paper form itself. The cost of saving space translate to lower rent, lower heating and cooling costs, to name a few. An electronically scanned image, when indexed properly, can be accessed in far less time than trying to find the document in paper records. When paper records are stored in an offsite location, the cost of

retrieving the record often includes the cost of trucking the paper to the storage location, and then back again whenever it is needed.

"Reuse" - An electronic data capture system can often be extended to capture other forms of data, forms or document types. The takeaways from automating a business process with automated data capture can often be applied to other processes. The information stored in electronic forms can often be reused in different forms without having to duplicate on paper and ship to a destination.

"Recycle" - The typical filing cabinet has several trees worth of paper stored in it. By using electronic data capture, the paper is not needed any more, so more can go to the shredder and the recycling plant, and in time, less trees are cut. For example: Assume an office of 48 people and each person has one small filing cabinet, Each file cabinet is equal to about one-third of a fully grown pine tree. That is six fully grown pine trees for one office!

PHFE, in its ongoing efforts to go greener, has several current initiatives related to this. These include electronic filing, document retention, ACH payments, direct deposits, on-line information notification and many others. We are also excited about pursuing additional efforts to make PHFE an even greener company.

-Susan Vacko, Director of Operations

Did you know?

Public Health Foundation Enterprises moved their technology infrastructure to a state of the art data center in May 2009.

Contract Management Currents A Look Ahead

You may have noticed many changes have taken place over the last year in the federal contracting arena. Keeping pace, PHFE too has been busy planning for the future. Since the release of President Obama's Memorandum on Government Contracting Reform, PHFE has been preparing the Contracts and Grants personnel to better serve clients by assisting them in developing more strategic acquisitions and contract management strategies.

The first major department initiative pertains to Contract Manager Certification by the National Contract Management Association (NCMA). By 2011, the goal is to be the first fiscal sponsor organization in the United States to house an entire department of personnel certified as Professional Federal Contract Managers. This certification is part of a new performance metric that has been developed to make certain all contracting personnel at PHFE will be able to practice sound acquisition practices and assist agencies in guarding against inefficiency and waste that may occur as a result of poor contract management.

A second initiative taking place involves an integrated, efficient and effective use of information technology. Over the next nine-months, PHFE will be investing in upgrading our existing customer relations management (CRM) software to a more robust web-based business development and CRM software. This new tool will be integrated with the existing financial software and will improve communication, reduce costs, and update PHFE's corporate governance tools. The efficiencies gained by migrating to this new software will aid Contract Managers in all aspects of the back office integration so that project directors will have more time to focus on programmatic work and improving outcomes.

PHFE looks forward to institutionalizing industry best practices across the entire enterprise. Additional information will become available in the near future as PHFE moves forward with these and many other quality improvement initiatives.

-Lorena Martin, Special Projects Contract Administrator

Tech Café First Look: 2011

I can't believe it's now 2011. What happened to 2010? Time flies when you're having fun at work.

While enjoying a tall double-shot soy latte, I opened up an IE browser from my PC and it automatically loaded the PHFE Intranet site which is yet to be named. By the way, there is a naming contest under way.

The **Personal Assistant** section embeds Outlook Web Access (OWA) which shows a preview to new emails in my Inbox. The first email is from Danielle reminding us that the Quarterly performance review is due the 15th of this month. That reminded me... I need to create Calendar invites to my staff for their 1-on-1s.

The **PHFE Deltek Apps** section, in the middle of the page, is highly utilized by 80% of the staff. I've heard lots of excitement as it has links to TESS, CostPoint, DPM Reporting and GovWin CRM. Each link opens a new browser window and I like that we're able to use single sign-on so that users do not need to login again when using specific Deltek apps.

There's a callout "HR Alert" that caught my eye in the **Announcement** section. The Benefits department uploaded all the benefits information and they are now downloadable from the Intranet. I noticed another alert that Mark has a new blog so I will check that out after I'm done with my Executive meeting which will start in 20 minutes.

It's that time again and I need some Exec Summary reports for that meeting. Let me click the DPM reports and quickly print them.

The bottom section of the Intranet page is personalized per department. I see the **IS & Technology section** and the topics are critical to the IT staff. Our Service Desk monitoring system shows no major issues but alerted me that this week, Andy will be migrating all the CMs to the new mobile device.

It's 2011 and any additional information I need to know for my meeting will be in my PHFE smart phone.

-Jude Lauren, Director of IS and Technology

Practitioner's Point In the Past Year

As I look out over the past year and think about what we have accomplished, I am very proud of the progress we've made. The ability of PHFE to spread its wings even further to provide world-class services to the public health community at the local, state and federal level has become far more pronounced. With successful health information technology and health information exchange projects going on in Southern California, Philadelphia and other locations, PHFE is making a big difference for those jurisdictions.

PHFE has also been very involved in helping local health departments to redefine themselves as they seek to improve the quality and availability of services that they provide for their constituents as their resources to provide those services are constantly under pressure from reduced funding levels.

The development of partnerships with the federal government has also been exciting. The initiation of the GSA contracts for both information technology services and scientific expertise has allowed

federal agencies that have service needs to access the quality PHFE services that state and local governments have been accessing for years in a manner that makes it easy for them to achieve their goals. This capacity, in addition to PHFE's award of contracts that allow state health departments to easily and quickly access services from PHFE as a pre-approved vendor has allowed PHFE to extend its range in many areas.

I am also quite pleased that the talent pool has become as vibrant as it has. By having hundreds of subject matter experts from all disciplines concerned with the health of the public, PHFE has been able to get the right resources to the right project to achieve impressive results time and time again.

Yes the past year has been exciting, and the growth opportunities have really opened up. I look forward with great anticipation to the next year and the prospect of even more success to come.

-Greg Smith, Director of Consulting Services

News and Events for March

3/11/2010
HIE Operational Plan Summit,
Sacramento
and Santa Ana

3/15/2010
SACCHO Winter Meeting,
Washington D.C.

3/18/2010
OCPHRIO Leadership Meeting
CalOptima

National Network of Fiscal Sponsors Hot Topic Call

3/23/2010
Associations Advance America
Washington D.C.

3/30/2010
Public Health Accreditation Board Beta Site Visitor Training
National Harbor, MD

Build a Relationship with PHFE!



PHFE Contact Information

For more information on PHFE or any of our programs, please visit our website:

www.phfe.org

12801 Crossroads
Parkway S. Suite 200
City of Industry, Ca 91746