

Administration & Business Affairs

Sac State Home ABA Home Recognition Program Thank-you Blog



Behind the Scenes - 2016 California Public Higher Education Collaborative Business Conference



In October, Sacramento State hosted the 2016 California Public Higher Education Collaborative Business Conference, culminating in over 200 managers, staff, and administrators from across all three higher education systems.

The purpose? To discuss how we can leverage our three systems in a way that will benefit all of our students. To do this, attendees had access to over 20 workshops and breakout sessions with keynote speakers from different backgrounds sharing their insights and successes in higher education.

The stage was set, and the task was at hand. Would Sac State deliver? [Read more.](#)



Message from the VP

Dear ABA Staff Professional,

As the fall semester begins to wind down, I would like to acknowledge all of the changes the ABA family has been a part of this year. I am sure many of you may be

experiencing changes in management or a period of uncertainty in leadership. Each person experiences change differently...[read more.](#)



ABA News

We heard you!

Did you attend the Coffee and Conversations event in September with ABA Vice President Stacy Hayano?

Are you curious about the follow up to your questions and concerns?

Check the ABA Homepage in the next few weeks to see a detailed report on the progress being made regarding your feedback.

We value each one of you and your concerns. [Read more.](#)

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Office Of Strategic Planning &
Quality Improvement

California State University,
Sacramento

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VICE PRESIDENT AND CFO
Stacy Hayano (Interim)

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Bruce Clarke
Andrew Stiffler



Green News

Earlier this year, Sacramento State earned a gold rating from the Association for the Advancement of Sustainability in Higher Education

(AASHE) from their Sustainability Tracking, Assessment & Ratings Systems (STARS) program.

[Read more](#)



Staff Spotlight

In each issue, the FOCUS Newsletter spotlights an ABA staff member whose work deserves mention. Recently, our spotlight has asked how their work contributes to student success, and how their efforts align with the President's "Finish in Four"

campaign. In addition, staff professionals share their careers experiences while working in ABA. [Read more.](#)

Awards & Recognition



Sac State's Police Department added another award for their wall when Office Nathan Rice received the Mothers Against Drunk Driving (MADD) Hero Award. To qualify for such an award, an officer must work to reduce the number of DUI drivers on roadways. [Read more](#)

Fresh Faces & Fond Farwells



In each issue, ABA welcomes and remembers members of the ABA family. Join us as we celebrate those who have served with us, and embrace the new employees who's responsibility it is to fill their shoes. [Read more.](#)



ABA Off the Clock with Don Nahhas

In this special edition of ABA Off the Clock, we feature Risk Management Administrative Support Coordinator Don Nahhas. Don's son passed away earlier this year. Despite this family tragedy, he and his wife sought to turn their heartbreak into something positive, by giving back to their local community in their son's memory.

From his own words, Don Nahhas, in this edition's ABA Off the Clock. [Read more.](#)



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ABA NEWS

Coffee & Conversation Update

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ENS Testing

In conjunction with The Great California ShakeOut Annual Statewide Earthquake Drill, the university conducted a test of the Emergency Notification System (ENS) on Thursday, October 20, 2016. Sac State chose this date as it synchronized with CSU campuses throughout the state, specifically in southern California, that are at risk of being affected by earthquakes.

Each time a test like this is conducted, it becomes an opportunity to learn and improve. "We encountered some delays in the delivery of phone calls and text messages," said Police Chief Mark Iwasa. "Some of the delays were

significant, it appears to be a problem at the phone carrier level when sending out potentially a million text messages statewide."

Since the texting took place, surveys have provided feedback, including the revelation that every university that participated experienced some sort of delay in the distribution of messages.

However, this is why tests are conducted, to find weaknesses and opportunities to improve. "We are constantly refining our expertise of our practitioners here," said Chief Iwasa. "This is important to ensure our messages can be sent out within seconds of an incident."

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Sac State is planning another ENS test next year, but will do so the day before The Great California ShakeOut Annual Statewide Earthquake Drill to avoid conflicts with southern California campuses.



Summer Fun Days Boost ABA Morale

During the summer intercession, offices within Financial Services participated in their annual "summer fun days," including interactive and silly office games meant to alleviate office stress and boost employee morale.

"Sometimes we need to take a break from our day to day work and have a little bit of fun," said Nicole Rogers, interim associate bursar & collection manager

These sorts of activities help promote intra-office comradery and team building. Keep a look out for next year's events!

Coffee & Cops Event Welcomes Students Back

Campus Police hosted their fall semester Coffee & Cops event, welcoming questions and discussion from students, and the campus community. Police encouraged student participation by promising a donut if the participant asked a cop a question.

"The event is part of our ongoing goal of providing accessibility to the Police Department," said Police Chief Mark Iwasa. "In this way, we hope that we can build true relationships with students and the rest of the campus community."

Events such as these are important in allowing both the police force, and the community they serve, to come together to share experiences and perspectives. As Chief Iwasa states: "Relationships are the foundation of trust and that is probably the biggest missing piece in communities that are experiencing turmoil. We are very proud of our mission to serve the campus and improve the experience here for our students; they deserve a safe environment and we want them to feel that they can call us anytime they need help or information."

The Sac State Police Department also shared a slide show at the event, which included information about the department, as well as personal officer bios. [Click here to view the presentation.](#)





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ABA AWARDS & RECOGNITION

Facilities Management Recognizes Employees of the Month



March 2016 - Allan Ganotisi

"Allan is special in many ways. He is a team player, and is self-driven and full of energy! He is attentive to the needs of his customers, providing services with a smile, and remaining professional and polite. Allan is always willing to do whatever is needed to support the cause.

Allan is a great individual to have in the department, not only because he does his job, but because he makes the day go by a little easier for others, and his happy disposition makes for favorable communication."

April 2016 - Jose Bustamante

"Jose Bustamante has been an asset to the University since 2010. Jose is always ready to jump in to lend a helping hand when operations are hectic, and he maintains a great attitude. He greets all his customers with a pleasant smile, is team player, and he works safely with minimal supervision.

Jose's amazing work ethic leads to him being one of the first crew members to offer assistance when needed. By obtaining his HVAC technical degree, continuing to further his education, and by gleaning industry knowledge when working with skilled employees, Jose has exhibited the desire to further his knowledge, ability and accountability as related to the trade."



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May 2016 - Robin Eicher

"Robin was recently involved in a project with the Residence Halls with a strict deadline, and if the work was not completed on time, many students assigned to live in Draper Hall would have been affected. Robin managed her complicated task through to completion, even though many hurdles and obstacles arose during the process.



Robin stepped up to take on additional tasks, and did so with a cheerful attitude, a positive demeanor, and with minimal supervisorial oversight."

June 2016 - Thomas Moon

"Thomas 'TJ' Moon performed over 85 projects last year with a price tag of \$10,000 or higher, which was the most of any employee in the Planning & Design department. That equates to almost one project every four to five days. He did this with a cheerful attitude and a positive demeanor. Completing what was required for this summer's 23 classroom remodeling project was only the beginning of another productive year for TJ Moon. We are honored to have TJ as a member of our Facilities team."

July 2016 - Chardik Teves

"Chardik Teves is a very welcomed addition to the Grounds Department family. He has a great work attitude and exhibits a wonderful spirit of team work. He has volunteered to cross train in the preparation and cleanup for athletic events as well. He is a very talented grounds worker and takes great pride in his daily maintenance duties. The department initiated a grounds improvement program, and Chardik has kept his assigned zone in top shape, completing hand weeding and all pruning necessary to keep these areas very presentable. He is an asset to the Facilities Management Grounds Division."

September 2016 - Cesar Ramirez

"Cesar Ramirez has a positive effect on both student residents and custodial team members. He is always reaching out to assist the residents with concerns in his assigned building. He is also quick to volunteer to work overtime when unusual situations arise. Cesar delivers great customer service and follow through. His eagerness to help makes him a valuable member of the Housing department."



October 2016 - Alena Rybachuk

"Alena is 'the glue that keeps Project Management functioning,' and is always ready to do whatever task you give her. She is super-organized, diligent, and very patient. Alena goes the extra mile to make sure Project Managers are armed with the knowledge and documentation needed to perform their job. Additionally, she can find information quickly. We would be lost without her. She is a true team player!"



November 2016 - Elvin Saldivar

"Elvin is special in many ways. He demonstrates dynamic leadership qualities on a daily basis. He understands his position as a lead custodian, and has earned the respect and loyalty of custodians, and his peers, by working side by side with them.

Elvin's positive attitude and professionalism contributes to the success of Facilities Management and that of the University. He approaches his responsibilities and challenges with the mindset of it being an opportunity to grow. He responds quickly to the needs of his customers and the requests from his managers, and does so with a smile. Elvin is a great addition to the team!"





Nathan Rice Recognized by MADD

Sac State's Police Department added another award for their wall when Office Nathan Rice received the Mothers Against Drunk Driving (MADD) Hero Award. To qualify for such an award, an officer must work to reduce the number of DUI drivers on roadways. The officer with the biggest impact from participating agencies is nominated, and MADD hosts an award dinner to recognize the award recipients, as well as other law enforcement efforts across the state.

"I am honored to receive this award," said Officer Rice. "To be recognized for my efforts to help the students of this campus remain safe continues to provide inspiration to do my job with pride."

This isn't the first time Officer Rice as been recognized by MADD. In fact, he is a multi-year recipient, largely due to the passion Rice has for his work. "During the time I have been in uniform, I have seen the

devastating consequences that drunk or drugged driving has on someone's future. Many of the scenes I have been on related to DUI's are carried with me every day. I work with campus departments and student organizations on a weekly basis to put on trainings and presentations related to alcohol.. I will continue to work until there are no more DUI's from our students, staff, and faculty until the day I ret ire. Every DUI investigation and training, is another life saved," said Rice.

Way to go, well deserved!



Bursar's Office Kudos Pay Off

As previously featured in a [Behind the Scenes feature story](#), the Bursar's Office (formally known as the Student Financial Services Center) has an internal recognition program that allows employees to leave positive kudos about their colleagues.

Interim Assistant Director of University Collections Nicole Rogers explains: "We get approximately 5-10 kudos each month. Staff members fill out a little kudos form with the date and a brief description on what that person did. We read them at our monthly staff meetings. We have a kudos board hanging in our office and pin them up."

Kudos are accepted year-round, but each semester, two recipients are selected and receive \$50.00 gift cards for their outstanding work. "Supervisors get together at the end of each semester, review the kudos and select our

Employee of the Semester," said Rogers. The most recent spring semester winners were announced and Meuy Saechao and Briana Bennett were selected for their outstanding efforts!

"I am grateful and happy to receive a kudos and to ultimately have won the spring 2016 semester because it shows me that my colleagues recognize the work that I do," said Meuy Saechao, accounting technician II. "I love the kudos program because it gives a person the opportunity to acknowledge someone for the exceptional work that they do and it doesn't go unnoticed. It also creates office morale and good team communication."



Certified Safety Professional - John Owen

Earlier this year, ABA's own John Owen, industrial hygienist, became a Certified Safety Professional.

Certified by the Board of Certified Safety Professionals, this process requires completion of an exam and 5 years of personal experience, and

verification of competency in a wide range of safety, health, and environmental practices.

"Completing these certifications was an important career milestone that supports my goals," said John. "These are both professional certifications that require significant education, experience and months of preparation."

Congratulations John, and great work on ensuring the campus is a safe environment free of hazards!



Police Department Recognizes Employees and Students



Employee of the Quarter, 3rd Quarter 2016 - Jeff Reinl

"Sergeant Reinl has readily taken on multiple responsibilities and assignments in addition to his patrol duties. Not only is he supervising a busy day shift patrol team, but he is in charge of special event planning, is continually involved in the CSO Program, had been assigned administrative projects, supervised and worked closely with the detectives in writing search warrants and navigating the DA's office.

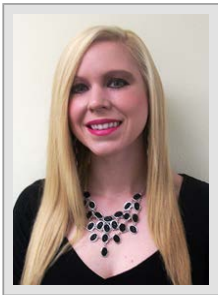
Sergeant Reinl always has a positive, can do attitude while performing his duties. He encourages teamwork and comradery within his team while still maintaining a high expectation of performance from them. Sergeant Reinl is a true asset to this department."

Student of the Quarter, 3rd Quarter 2016 - Kacie

Louie

"When CSO Kacie Louie sees a problem, she immediately comes up with a plan to solve it and then implements the solution. For example, she has attended a large number of new student orientations. She discovered from her interaction with students that it was a cumbersome task for students who were interested in the CSO Program to navigate the department webpage to access the online application form.

CSO Kacie Louie took the initiative and created a card size 'cheat sheet' that provides clear and concise step by step directions for the online application process. Her initiative not only improved the efficiency of the CSO's assigned to work at Student Orientation, but elevated the competency image of the program."



Employee of the Quarter, 4th Quarter 2016 - Serena Fuson

"Serena is the matriarch who holds together the familial atmosphere of the Police family. She is the go-to person for all initiatives that promote the image and working relationships of the department. Serena has numerous responsibilities here at the Police Department. Besides being the Chief's right-hand woman, she handles the budget, purchasing, hiring, the Annual Clery Report, and Emergency Notifications.

Her cheery and creative management of the department Facebook page allows the department to reach a large student/parent audience with service related information and timely warning notifications. The content of her postings always reflect the core value of the department, that of service, concern, and community involvement."

Student of the Quarter, 4th Quarter 2016 - Blake Erdman

"CSO Blake Erdman has been instrumental in assisting officers in resolving a critical incident recently. A female student was in cellphone communication with her therapist indicating that she has suicidal thoughts. The student refused to provide her location on campus. CSO Erdman monitored the broadcasted radio information and observed a female student who was exhibiting distressed behaviors talking on a cell phone.

CSO Erdman immediately broadcasted his observation and maintained observation on the student from a non-intrusive distance. The entire incident came to a positive conclusion thanks in large part to CSO Erdman's observation, awareness, and teamwork."



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BEHIND THE SCENES



Behind the Scenes - California Public
Higher Education Collaborative Business
Conference

In October, Sacramento State hosted the 2016 California Public Higher Education Collaborative Business Conference, culminating in over 200 managers, staff, and administrators from across all three higher education systems.

The purpose? To discuss how we can leverage our three systems in a way that will benefit all of our students. To do this, attendees had access to over 20 workshops and breakout sessions with keynote speakers from different backgrounds sharing their insights and successes in higher education.

The stage was set, and the task was at hand. Would Sac State deliver?

In short, we did, absolutely! Much of the success of the event was dependent on the actions of those behind the scenes, and the amount of collaboration between the CSU Chancellor's Office, UC Office of the President, and the Community College Foundation, as well as ABA departments and the University Union. A marked achievement, as the conference rotates each year between northern and southern California, as well as between UC and CSU.

Planning for the event began back in December of 2015, in which representatives from the Chancellor's Office visited the campus to assess its ability to host the conference. "Mike Redmond was a huge advocate for Sac State," said Margaret Hwang, assistant to the Vice President and CFO. "They liked our campus a lot, they were very impressed." Mike Redmond is the Assistant Vice Chancellor of Strategic Initiatives & Support Services.



From there, 10 months of planning began, with Margaret Hwang and Administrative Support Coordinator Hebe Mares acting as project managers, they worked to coordinate between the many offices needed to ensure a successful event. UTAPS were tasked with providing signage to manage traffic and parking. The University Union allocated the facilities, while IRT provided AV support to visitors and keynote speakers.

"This was our reputation on the line. Careful planning and consideration was taken for this event," said Margaret She and Hebe worked significantly behind the scenes preparing documentation, transporting materials via personal vehicles, as well as arriving before 6 a.m. each morning, and not leaving until after 6 p.m. each evening.

Despite these personal sacrifices, Margaret stressed the amount of support received from volunteers within ABA, and other divisions, who helped ensure the event went smoothly,



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and the visitors to our campus left with a good impression. For example, each attendee received a "swag bag" with several information brochures and items from vendors. Tasked with preparing 300 bags, Margaret, Hebe, and their team of volunteers completed filling the bags in just over an hour.

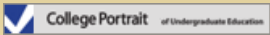
"By far our biggest challenge was the implementation of the event," said Margaret. "But our planning helped make the event run smoothly." Despite the successes, the conference was also a learning experience. "We learned a lot along the way, and cannot thank all of the volunteers enough, especially IRT handling the AV equipment.

Fortunately for Margaret, Hebe, and all of the volunteers, Sac State left a lasting impression on attendees and the Chancellor's office. "They got to see how well we work together. They were blown away how organized we were," concluded Margaret. "We even got compliments on how friendly students on campus were as well!"



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GREEN NEWS



Making Waves - Stormwater Management Update

Sac State's Sustainability Team just can't stay out of the news! In a previous issue, The FOCUS featured many of the new low-impact development projects, which includes bioretention planters, rain gardens and compost-amended bioswales that allow stormwater to infiltrate and recharge the groundwater used for campus irrigation.

These efforts have paid off, as the ambitious stormwater management effort has been named an Urban Development Project of the Year by the Sacramento section of American Society of Civil Engineers (ASCE)! ASCE hosted an awards dinner at the Crocker Art Museum, where Sacramento State, as well as 18 other organizations were awarded for their completion of outstanding projects.

"I was honored to review many applications for outstanding project awards, and I am proud to report that our Sacramento Section's engineers are designing and constructing many projects with innovative technologies which are serving our community and making it safe and visible," said President of ASCE Louay Owaidat. Way to go Sustainability Team!



Sacramento State Receives Highest Sustainability Rating in the CSU

Earlier this year, Sacramento State earned a gold rating from the Association for the Advancement of Sustainability in Higher Education (AASHE) from their Sustainability Tracking, Assessment & Ratings Systems (STARS) program. With a total score of 72.18 out of 100, this places the University as the highest rated among the CSU system, and even surpasses our neighbors from UC Davis, UC Merced, UC Riverside, and UC Santa Barbara.

This score places Sacramento State only eight percent away from the only school which has a platinum rating. With gold, Sacramento State is one of only 650 other colleges and universities in the world to share this title.

To celebrate this accomplishment, The Sustainability Team reached

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out to not only campus communications, but state communications as well. Ryan Todd and Joey Martinez joined Capital Public Radio's Beth Ruyak for an in-depth interview in July that was broadcast on Sacramento's local National Public Ratio (NPR) station. If you wish to listen to the interview, including the challenges of creating a culture of sustainability, [click here](#).

"I would like to thank everyone who assisted the Sustainability Team with this grueling eight-month process. The submission was a campus wide effort and the rating reflects all of our hard work," said Ryan Todd, sustainability manager.

Out of nearly 100 submissions in 2016, only 28 campuses received a gold rating. The gold rating will last for a period of three years. We have included both [the certificate](#), and [the official STARS report](#). Way to go Sustainability Team!



New Signs Communicate Benefits of Low Impact Development Projects

Spotted one of these around campus lately? Spanning from the northern campus grove to parking lot 10 at the south end of campus are 11 informational signs. These signs have been installed near many Low Impact Development (LID) stormwater management projects explaining their benefits to the local environment. These projects include bioretention planters, rain gardens, bioswales, and other features.

The signs are "a self-guided walking tour accessible through your smart phone," said Maureen Kerner,

lecturer in the College of Engineering & Computer Science. "The signs around campus, in the general vicinity of the various devices, explain how each works, what it looks like subsurface, and the plants used.

This project was largely funded by the State Water Resources Control Board's Proposition 84 Stormwater Grant Program. In addition the project has been a collaborative effort between Sacramento State's Office of Water Programs (OWP), Facilities Management, the City of Sacramento Department of Utilities, and other local organizations.

Interested in taking the tour yourself? From your smartphone, visit: www.owp.csus.edu/lid.





New LED Pathing Lights the Way

The Sustainability Team can add another checkmark to their project list with the completion of its LED lighting project near Tahoe Hall. Overall, this project will save 86% energy compared to the previous fixtures.

The project, finished in October, will save energy in two ways, as Energy & Utilities Analyst Nat Martin explains: "First, the new LED bollard are an energy efficient lighting source. Second, the new LED bollard, are bi-level. This means, when no activity is sensed, they drop to 50% lighting levels, then return to 100% lighting levels when activity is sensed."

The type of lights used, LED, are not just more energy efficient, but they also provide a better quality of light source in the area compared to the older lights they replaced. And due to the bi-level motion sensing nature of the light fixtures, the area becomes safer for those using nearby walkways. "If walking toward Tahoe Hall you can tell if there is activity, because the LEDs sense movement in the area, and the lights will go from 50% to 100% alerting everybody within sight of the building there is movement," concluded Nat.

The project may be expanded in the future, as finance allow.



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MESSAGE FROM THE VICE PRESIDENT/CFO



Message from the Vice President/CFO

Dear ABA Staff Professional,

As the fall semester begins to wind down, I would like to acknowledge all of the changes the ABA family has been a part of this year. I am sure many of you may be experiencing changes in management or a period of uncertainty in leadership. Each person experiences change differently; some embrace it, while others feel doubt, or attempt to ignore it. Ultimately, it is imperative as an organization that we acknowledge the changes to our family this far, and anticipate those that may come in the future. How we manage change as an organization is directly linked to our success in accomplishing our strategic goals and fulfilling our initiatives.

However, before we completely understand the organizational changes, we must cope at an individual level. Remember to have conversations with your managers and supervisors about how you best respond to change. Let them know what transitions you might need, or desire, in order to make the changes more organic and less resistive. Embrace new opportunities to learn new tasks

and roles as a way to grow professionally. Understand that in any organization, change is inevitable and how each member reacts to it will influence the overall outcome.

As an organization we can use this time to come together and focus on quality improvements for our work processes and offices. Quality improvement is a priority for ABA, as outlined in the ABA strategic plan. A culture of continuous improvement is something that ABA would like to focus on, and leadership will rely on their team members to champion some of those improvements. It is team members who understand and utilize processes the most and as a result are insightful to the ways in which those processes can be improved.

Even though changes are occurring all around us, I am consistently reminded of how resilient ABA staff are. I hear on a daily basis of ABA staff members who are picking up the baton and going above and beyond their duties. Here are some highlights of what our ABA families have accomplished over the last several months.

- The Association for the Advancement of Sustainability in Higher Education (AASHE) named Sacramento State a top performer in their 2016 Sustainable Campus Index. Sac State earned a STARS Gold Rating, the highest in the CSU system for its sustainability efforts such as: closed-loop project for food waste and clean fuel for the Hornet Shuttles, LEED-certified design of the American River Courtyard and the WELL, Sustainable Technology Optimization Research Center, aquaponics initiative, propane tank-refueling program and a pharmaceutical take-back program.
- The Vice President's Office worked in collaboration with the CSU Chancellor's Office, the UC Office of the President, and the Community College Foundation to host the annual 2016 California Public Higher Education Collaborative Business Conference at Sacramento State. The event was a great success.
- The Vice President's Office, in collaboration with International Programs and Global Engagement, co-hosted a group from Fuzhou University, China. The delegation was specifically interested in sustainability efforts on our campus, and the Administration and Business Affairs division. Several ABA managers and directors presented and the visit was received well by the participants.

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Facilities Management coordinated the re-surfacing of the baseball field. The grass used for baseball fields is extremely unique and has to be special ordered. Because Sacramento State continues to be a leader in sustainability, the replaced baseball field grass was reused by the intermural fields nearby.

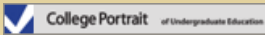
- Facilities Management partnered with the IRT Learning Space Services and IRT Telecom and Networking teams to renovate 25 classrooms, transforming them into Intermediate Smart Media or hybrid type designs. You might be wondering, what makes a classroom smart? These classrooms now include whiteboards, rather than chalk, laser projectors, smart podiums with laptop connections, as well as document cameras, new screens, and speakers. Aesthetically, the rooms had paint touch ups and blinds replaced or installed as well.
- A campus-wide effort was made to host the US Junior Olympic National Championships on July 26 and 27, 2016. Specifically, our ABA families, the Hornet Ticket Office and Facilities Management, acted behind the scenes to ensure the success of the event. Thank you for your effort, and ensuring ABA's commitment to campus community events.
- Various ABA families hosted the following events: Financial Services hosted two Business Partners Roundtables on August 9 and October 28, 2016 and Public Safety hosted Coffee with Cops at the WELL on September 14.
- In relation to the campus commitment to Finish in Four, the Bursar's Office contributed to the decreased number of students canceled in the third and fourth weeks of the term. Their strategies included: delaying cancellations, adding text and email alerts and working closely with the Financial Aid Office. As a result, the number of cancellations was reduced by nearly 80%, when compared to a three-year average.

I believe that the common bond that unites us is our shared goal of a successful campus and our role in student success. I value and appreciate each of your efforts to focus on improvements and meet the demands of our division, even in these times of change.



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Administration & Business Affairs

Sac State Home ABA Home Recognition Program Thank-you Blog



NEW FACES AND FAREWELLS

New Faces

ABA welcomes the following new staff professionals to the division.



Elisa Chohan
Director, Strategic Planning & Quality Improvement
Adminstrative Services



Bryce Grebitus
Warehouse Worker
Financial Services



Helen Hamlett
Mail Services Supervisor
Transportation & Support Services



John Linke
Police Officer
University Police Department



Dave Phillips
Painter
Facilities Management



Danielle Rogers
Contract Specialist
Financial Services

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EDITOR
Elisa Chohan

WEB EDITORS
Andrew Stiffler
Elisa Chohan

WRITERS
Don Nahhas
Andrew Stiffler

PHOTOGRAPHY
Bruce Clarke
Andrew Stiffler



Jesse Sanchez
Painter
Facilities Management



Sarah VanAdrigem
Administrative Analyst/Specialist
Facilities Management



Isidro Versola
Warehouse Worker
Financial Services



Grant Watkins
Administrative Analyst/Specialist
Facilities Management

Not Pictured: Richard Clack, Facilities Management; Eldred Stephenson, Facilities Management

Farewells



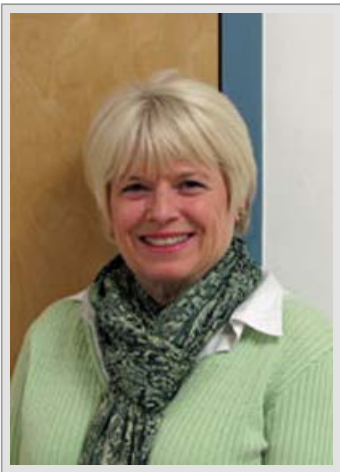
Robert Anchor
Manager, Grounds & Landscape
Facilities Management



Ali Azadian
Associate Vice President
Facilities Management



Christina Day
Accounting Technician II
Financial Services



Patricia Lush
Accounting Technician III
Financial Services



Serena Fuson
Executive Assistant to the Chief of Police
University Police Department



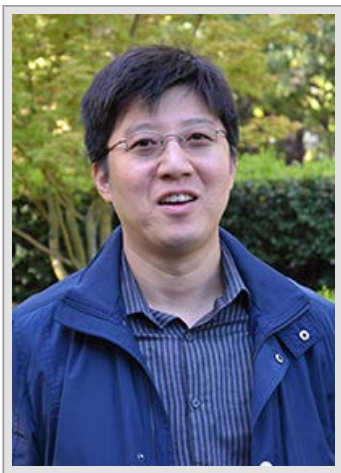
Michael Kalstein
Director, Reprographics & Mail Services
Transportation & Support Services



Amanda Stan
Administrative Analyst/Specialist
Facilities Management



Sarah Whyte
Director, Strategic Planning & Quality
Improvement
Administrative Services



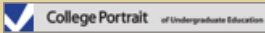
Hui Won
Senior Tax Analyst/Auditor
Auditing & Consulting Services

Not Pictured: Edna Chiu, Facilities Management; Lionel Guillory, Facilities Management; John Irwin, Facilities Management; Susan Johnson, Financial Services; Judith Kovanda, University Police Department; Ronald Krebs, Financial Services; Ashley Laursen, University Police Department; Karen Robinson, Financial Services; Kyle Vanek, University Police Department; Vic Vinson, University Police Department; Kimberly Zepeda, University Police Department



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ABA OFF THE CLOCK



ABA Off the Clock with Don Nahhas

In this special edition of ABA Off the Clock, we feature Risk Management Administrative Support Coordinator Don Nahhas. Don's son passed away earlier this year. Despite this family tragedy, he and his wife sought to turn their heartbreak into something positive, by giving back to their local community in their son's memory.

From his own words, Don Nahhas, in this edition's ABA Off the Clock:

My wife, Dawn, and I started a nonprofit, Josh's Heart, Inc., in memory of our son who died in August from liver failure due to alcoholism. Josh was only 32 years old. Josh was also homeless for several years and always had a heart for others on the street. He took care of them, shared his food, money and took care of those who were not able to take care of themselves. That was his heart, Josh's Heart.

One of Josh's Heart, Inc. goals is to help others who are homeless/addicted through programs such as Blessing Backpacks, which are filled with grooming essentials: warm socks, hats, gloves, snacks and food gift cards. On November 18th and 19th, we distributed our first batch of Blessing Backpacks to homeless students at Hiram Johnson High School and the homeless in the Tahoe Park community. We owe tremendous thanks to the generous donations from the Hornet Family which allowed us to collect a majority of the items needed to fill the Blessing Backpacks.

We also provided boxed lunches, in partnership with Providence Church, on Thanksgiving morning to the homeless in the Tahoe park community.

Josh's Heart wants to help the homeless feel worthy and that they matter! So often we drive by a homeless person and think several different things, "if I give them money, all they will do is buy alcohol or drugs. Why don't they get a job? They can get off the streets if they want to." So many things go through our minds and I get it. I said the same thing about our son. Our son!

He was addicted to alcohol and each time he was sober, it only took him one drink to get back into the habit again. Since Josh's passing, I have had a revelation; that was my son out there begging for money and/or passed out, sleeping in the streets. I now look at the homeless as someone's son or daughter, brother or sister, mother or father, uncle or aunt, cousin, nephew or niece. Most importantly, I am reminded that they are, "God's Child." Each person has their own story as to why they are in that position. I doubt that any of them had a life goal to be homeless or an addict.



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Something in their life had gone wrong and they ended up that way.

You can find out more about Josh's Heart, Inc. by visiting www.joshsheart.org

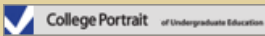


We would like to thank Don for offering up his courageous and heartwarming story. Don, his wife, and many volunteers continue to reach out to those in need in their communities, and their actions are being noticed. Recently, local CBS affiliate KOVR 13 news also covered their story, [which can be found here](#).



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FOCUS SUPPORTING STAFF PROFESSIONALISM AND SUCCESS VOL. 10 | ISSUE 1 | FALL 2016

STAFF SPOTLIGHT



Staff Spotlight with Elisa Chohan

In each issue, the FOCUS Newsletter spotlights an ABA staff member whose work deserves mention. Recently, our spotlight has asked how their work contributes to student success, and how their efforts align with the President's "Finish in Four" campaign. In addition, staff professionals share their careers experiences while working in ABA.

How long have you been with Sac State? I have been with Sac State for 7 weeks. However, I was a student here several years ago, earning my single subject teaching credential and my Master of Arts in Education, Language and Literacy.

What is your job title? I am the Director of Strategic Planning and Quality Improvement. SPQI for short.

What are your major responsibilities/duties? As the office title suggests we are responsible for guiding the ABA families through their strategic planning process and development as well as championing division process improvements. More than that, I see SPQI becoming the organizational development champions for the division, assisting in initiatives to engage and develop employees and strength pride in ABA and Sac State.

Who are your primary customers? All ABA staff members are my customers. I see each family as my client and I am here to support your organizational needs. It might take on multiple formats, from facilitating a focus group or conducting a survey for you, but my intent is to be a resource for you to strengthen your teams from a personnel and processes perspective.

What are some of your new ideas? Some of you might have heard of START Committee. Well, we are re-launching START in January as a workgroup and the first project they will be working on is revamping the Staff Recognition Program. I also foresee the START workgroup developing and deploying an ABA-wide mentorship program as well as other staff-driven initiatives that increase workplace engagement. The SPQI Office will also be facilitating more process improvement initiatives throughout ABA. We will be recruiting some champions in each department who are interested in learning the LEAN process improvement methodology. So keep a lookout for more information if you are interested.

When the President announced his commitment to focus on student success, diversity in the workplace/classroom, and graduation rates, how do you feel those initiatives apply to your position and/or office? I think that SPQI has a unique place in meeting the President's call for student success. Many of us in ABA do not work directly with students, however, everything we do touches the student experience. As a supporting cast, we all can help in making the experience of students more successful, whether it is having safe and clean classrooms, available rooms to learn, or the budget allocated for additional resources. SPQI is here to help ABA staff be more efficient in their processes and plan strategically so they can focus on the big picture progress. If ABA departments and staff are more successful, so are students.

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What is your favorite aspect of working on campus? I love the energy of being on a university campus. There is so much going on each day and the buzz of students is invigorating. I also love the beautiful fall trees. The colors are spectacular. I can't help but take pictures when I am out and about on campus.

Why and how would someone contact you? You can contact my office with any questions regarding ABA communications, like the FOCUS Newsletter, the Annual Report, strategic planning, team building, or staff recognition. You can find me at:
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