

MEMORANDUM

State of Alaska
Department of Administration
Division of Personnel

To: Administrative Services Directors

Date: July 14, 2004

From: Mila Cosgrove
Acting Director

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Subject: Service Certificate and Pin Process - Revised

A change in the service certificate and pin process was implemented February 23, 2004 as part of the division's ongoing effort to survey and establish best practices in numerous human resource activities. Recently, the division has received feedback identifying modifications to the process that could further improve its efficiency and effectiveness. As a result of this feedback and in conjunction with agency Administrative Services Directors, our Statewide Planning and Research staff have made recommendations to further reduce "handoffs" between agencies, the Office of the Governor, the Division of Personnel, the Division of Retirement and Benefits, and employees.

Effective July 16, 2004, the Division of Personnel will function as the primary contact for employees and agencies for ordering, answering questions and resolving problems associated with service certificates and pins. A brief outline of the revised process follows:

- On a quarterly basis, the Division of Personnel will pull the statewide data from the Retirement and Benefits database, prepare the service report, and order certificates and pins from Constituent Relations and Procurement in the Office of the Governor.
- Constituent Relations and Procurement will prepare the certificates and pins and forward them to the appropriate departments. Procurement will bill the departments accordingly.
- Departments will be responsible for distributing the certificates and pins to employees. Special requests for letters of recognition and other similarly unique employee service-related items will be prepared by the departments and sent directly to the Office of the Governor for processing.
- The Division of Personnel will have staff dedicated to answering employee and agency questions regarding past due certificates and pins, special requests, and general service certificate and pin information. The contact name(s) will be announced by the implementation date.

The current department contact list for service certificates and pins is provided on the next page. Please review the list and inform us of any updates or changes. The individuals on this list will receive a copy of the quarterly report from the Division of Personnel and the certificates and pins from the Office of the Governor.

The implementation plan and more detailed description of the service certificate and pin process are attached.

Department Contact List*

Administration	Angie Webb Commissioner's Office
Community & Economic Development	Lisa Zeimer Commissioner's Office
Corrections	Donna Zahina Commissioner's Office
Education & Early Development	Karen Rehfeld Deputy Commissioner
Environmental Conservation	Claire Fishwick Commissioner's Office
Fish & Game	Wendy Cole Commissioner's Office
Health & Social Services	Gayle Byrne LaDonna Blake
Labor & Workforce Development	Mary Miller Commissioner's Office
Law	Valerie Robinson Commissioner's Office
Military & Veterans Affairs	John Cramer Administrative Services Director
Natural Resources	Nico Bus Administrative Services Director
Public Safety	Kathryn Crenshaw Commissioner's Office
Revenue	Ellen Schultz Commissioner's Office
Transportation & Public Facilities	Nancy Slagle Administrative Services Director

Attachments: Implementation Plan for Service Certificates and Pins
Service Certificate and Pin Process Information/Instructions