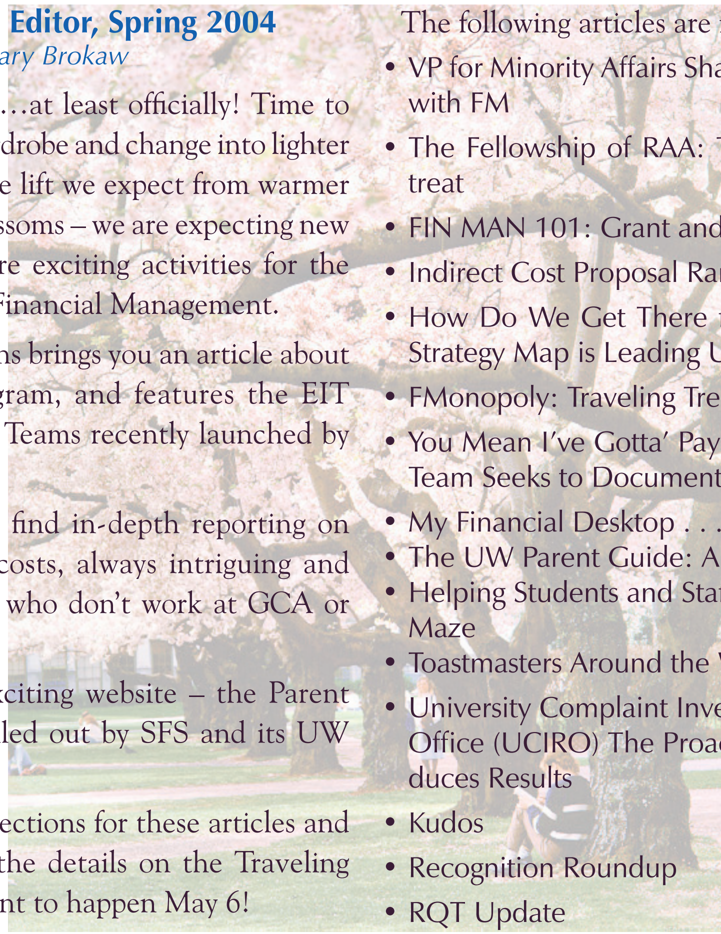
New Directions

Quality Improvement in Financial Management at the University of Washington

Vol 3, No 2 HEADLINES Spring 2004



Letter from the Editor, Spring 2004

by Mary Brokaw

Spring is almost here…at least officially! Time to put away the winter wardrobe and change into lighter apparel! Along with the lift we expect from warmer weather and cherry blossoms – we are expecting new RQT updates and more exciting activities for the spring and summer in Financial Management.

This issue of Directions brings you an article about the Toastmasters program, and features the EIT report on four Quality Teams recently launched by the EIT.

Read on…and you'll find in-depth reporting on UCIRO and indirect costs, always intriguing and helpful for those of us who don't work at GCA or Risk Management.

Another new and exciting website – the Parent guide, was recently rolled out by SFS and its UW partners.

Read this issue of Directions for these articles and more, and don't miss the details on the Traveling Treats Recognition event to happen May 6!

The following articles are included in this issue:

VP for Minority Affairs Shares Passion for Diversity with FM

by Karen Crowder

On January 29, the staff of Financial Management was given the opportunity to hear Dr. Rusty Barcelo, Vice President for Minority Affairs speak about her life, her journey to UW and her passion for developing opportunities for people to work together around the issues of diversity. She is a real force of nature.

She spoke of her early days growing up in a Mexican American family and how she was surprised to find that some people (like her first grade teacher) thought her name was Nancy. She had been dubbed Rusty early on because of her red hair, and that was the name she knew was hers. Though her hair is no longer red, one still feels the spark from the person who had to reeducate her teacher about what her name really was.

Through the years of following a military father around the world, and through the years of being the only Chicana at her college, Rusty has had first hand knowledge of being immersed in other cultures. Her experiences have given her a respect for human potential and the possibilities of people working together in a respectful and appreciative way. Her efforts at the UW, so far, have certainly shown her drive to create a place where all people can flourish. Since she came to campus shortly after I-200 was passed, eliminating Affirmative Action in Washington State, she has constantly looked for ways to encourage underrepresented people to come to school at UW and is working hard to create an environment that is welcoming and rich with opportunities for all people. Her definition of diversity is very broad and inclusive, and she is very open to input and ideas.

The talk was very well received by members of the Financial Management community. We were delighted to listen to and learn from such a strong, passionate leader. Thank you, Dr. Barcelo!

Dr. Rusty Barcelo, Vice President for Minority Affairs

The Fellowship of RAA: The RAA Employee Retreat

by Vincent Lau

In the beginning of two thousand and four, when dragons and giant eagles no longer took flight, a gathering of mythical unification occurred in the grant lands known as Washington. They came to confer upon that which affects their lives and their fortitude, a force which every living soul holds dear – the 2003 Employee Survey.

Research Accounting and Analysis (RAA) comprises Grant and Contract Accounting (GCA) and Management Accounting and Analysis (MAA). The gathering was held at the Waterfront Activities Center in January 2004. It was modeled on similar retreats held by Student Fiscal Services and Financial Services (for details, please see the winter 2004 issue of Directions).

Debby Seaman, an outside consultant from Seaman & Associates, began the retreat with an ice breaker called Winning Colors. This exercise is similar to the Myers Briggs personality indicator but it uses four colors and roles to categorize participants. Debby provided insight about "flexing" and how it enables a more productive working environment. The four color categories used to classify various styles are: red (adventurer), brown (builder), green (planner), and blue (relater). Each category has its own strengths and its weaknesses.

The dialogue for the afternoon consisted of three sessions where participants selected from five topics: Leadership & Planning, Employees' Role, Teamwork & Cooperation, Working Conditions, and Immediate Supervisor.

FM facilitators began each session by highlighting the survey results followed by brainstorming of how these results might manifest itself in the workplace. The group then voted on those points which they felt struck at the heart of the matter. Throughout this discussion, the leaders were asked to do the same, but were separated from the staff.

At the end of the discussion, management and staff reconvened as the facilitators highlighted the results to the entire group. To ensure that everyone's voice was heard, another vote was taken. Every person voted on those sections which

RAA would concentrate on first. Three teams will be assembled to tackle the following topics:

- Employees' Role-this team will tackle issues like improving our website, defining our job duties and making expectations more clear.
- Teamwork & Cooperation-this team will work on issues including employee workload, cross training and goal-setting.
- Working Conditions-this team will address physical working conditions such as building issues, file maintenance and improving access to financial data.

RAA would like to thank all those that help make this possible. Our facilitators included Peggy Fitzwater (SFS), Kyra Worrell (SFS), Karem Martinez (FS), Anita Bingaman (Payroll), Tom Phillips (FA), Karen Crowder (FM), and Debby Seaman. Also, thanks to our friends in SFS and FS in sharing their insight on the logistics of the event. This event was organized by RAA staff members and they did a great job!

Let history show, that in the year of two thousand four, RAA enters the era of prosperity and fellowship.

FIN MAN 101: Grant and Contract Accounting

by Lily Gebrenegus

Grant and Contract Accounting is a large division within Financial Management with over 50 employees. Tami Sadusky is the director for our office and Sue Camber, the assistant controller, oversees both GCA and our sister office, Management Accounting and Analysis. We are located in the Purchasing and Accounting Building on the Ave. Our office is responsible for administering to and monitoring all the research grants, contracts and gift budgets that are awarded to the University. That's over 18,000 budgets and $900,000,000 per year in new research dollars!

GCA has been an enthusiastic participant in FM's Quality Improvement initiative since its creation in 1990. By streamlining our processes, we make our work easier and more accurate and we provide better information for our customers. Our mission statement is a testament to this:

"Our mission is to provide support to the UW research community by proactively delivering consistent, accurate and timely financial products and services. We anticipate and creatively respond to the needs of our customers through collaboration and commitment to continuous improvement."

There are two new ways that help our office keep an eye on QI:

- The GCA Dashboard is a matrix of GCA's major processes and sets quantifiable targets so that we know where we are doing well and where we may need to concentrate our efforts. Originally, this started in the private sector as a Balanced Scorecard that showed companies how to maximize their profits. It's been changed to fit the goals of FM as a nonprofit organization. For more information about our Dashboard, please contact Vincent Lau.
- GCA has recently added some new analyst positions that are dedicated to quality improvement, customer service and UW compliance. This is just one milestone in the transition from being transaction-driven to knowledge-driven workers.

With so many employees, you're probably wondering: "Just how does GCA get all that work done?" Here's how our office is organized right now:

Office Services receives and distributes campus and US mail, records incoming checks, maintains and retrieves files as well as other general office support duties. They greet everyone who comes into our office and help everything in the office run smoothly.

New Accounts and Compliance establishes all the new grants, contracts, and gifts into the UW financial systems. They work very closely with Grant and Contract Services to ensure that all budgets are accurate. They are also responsible for transferring expenditures and processing cost sharing on grants.

CR3 reconciles the general ledger and monitors reports for the federal government and compiles a portion of the University-wide financial statements. They also apply cash to grant budgets and process reverse expenditures.

Fiscal Reports submits reports to the federal government documenting how its funds were spent. They prepare financial status reports, close federal grants, and monitor expenditures for compliance.

Accounts Receivable (see photo to the right t) prepares and sends invoices to sponsors. They close federal and nonfederal grants and monitor expenditures for compliance.

Systems Development creates and processes standard ad hoc reports and maintains GCA's computer hardware and software.

The GRIP Team (Grants Receivable Implementation Project) is a team assembled to replace our accounts receivable database. The new software they are installing, from vendor JD Edwards, will speed up the invoicing process so that our sponsors are able to pay us faster. If you'd like more information on the GRIP project, take a look at the Fall 2003 Directions article:

That setup makes sense, right? The answer is: it did. GCA is gearing up for a reorganization that will radically alter our current transaction-driven structure. To show that we are dedicated to customer service, we are changing not only the way our desks are physically arranged but also the way in which we do our jobs. Instead of being organized by processes and transactions, we will be organized by the schools and colleges we interact with. This means that every section will be responsible for providing a full range of service to the schools and colleges assigned to their section including: establishing new budgets, invoicing sponsors, reporting to federal sponsors and closing budgets when they are finished.

Stay tuned for more details on this and other exciting developments in GCA!

If this article has sparked your interest about GCA and you'd like to know more, please visit our website http://www.washington.edu/research/gca/office/index.html .

Accounts Receivable Team
Rear, from left:
Cristi Chapman, Georgette Brewder, Nancy Linde, Brian Baldwin
Middle Row:
Calvin Tran, Margo Murphy, Kiet Tran
Front Row:
Gwen DarDen, Eva Lu, Monique Bradley

Indirect Cost Proposal Ramps Up

by Ed Love

In fiscal year 2003, the University of Washington received $932,924,804 in grant dollars. In fact, the past 20 years have shown a steady increase in research funded by both federal and nonfederal agencies.

Management Accounting and Analysis (MAA) is preparing the UW Facilities and Administrative (F&A) proposal, otherwise known as the indirect cost proposal. This proposal determines the amount of money the UW receives to cover its indirect costs. Indirect costs are costs that cannot be directly associated with a particular grant. The indirect cost rate currently is 51.6%; that means that for every $1 a sponsor gives for research, the UW receives another 51.6¢ to cover expenses such as rent, electricity, and even some FM employee salaries.

Funds received as a result of indirect costs play a very important part in many departments within FM. The revenue brought in from indirect costs subsidizes central research offices like Payroll and Payables Administration. The higher the negotiated indirect cost rate, the more money can be allocated to offices that support the research infrastructure.

The current proposal uses expenditure, equipment, capital project, payroll, and space data from fiscal year 2003. Extensive assistance from academic units is required to classify costs and assign functions to the space so that indirect costs can be allocated and the indirect costs of research can be determined. MAA uses specialized software, called the Comprehensive Rate Information System (CRIS) to calculate the University's F&A rates and prepare the rate proposal documents. The last F&A proposal was performed in

1995, but with the advent of this software, the time that elapses between proposals will decrease.

The UW's F&A proposal will be submitted by June 30, 2004, to the Department of Health and Human Services (DHHS) in San Francisco. DHHS is the University's "cognizant" agency which means it provides more than 50% of the federal research dollars that the University receives. After DHHS reviews the information submitted by MAA, representatives will visit campus to verify the data provided in the proposal. This part of the DHHS review takes from six to twelve months. After the review, MAA will negotiate the final F&A rates with DHHS. The negotiations should be completed by 2005.

Wish MAA luck as it enters the home stretch!

How Do We Get There from Here? Where Our Strategy Map is Leading Us

by Kate Riley

In the 2003 EIT retreat, senior leaders decided to launch an ambitious strategy map this year. The purpose of this map is to achieve higher levels of customer satisfaction, effective cash management, internal efficiency, and a more knowledge-driven staff. Is that ambitious enough? Here's our progress in moving ahead with these initiatives:

• The Customer Relationship Team is doing fact finding on several fronts to see how we can better deliver customer service. The team so far has contacted other universities, local businesses, and reviewed the literature for new ideas. The team is also exploring how to support customers' information needs once the financial desktop is operational. One idea the team has brought forward is to create and staff a "Decision Support Unit." This unit would provide high-level data mining and could build data warehouses. Contact Ann Anderson or Sue Camber, co-team leaders, for more information about this initiative.

• The Cash Management Team is charged with creating a measure of cash management efficiency to assess how well we are handling the University's money and to identify where we can do a better job. As a first step, the team has charted how the money flows into the University and how, in turn, it goes out. Did you know the annual budget is close to $3 billion dollars? The next step for the team is to inventory the various measures of cash management we have and see what more we need to develop. Talk to Frank Montgomery for more information about this team's work.

• The Graduate Student Appointment Process team is working with several FM departments and campus units to streamline and standardize this important process. The appointment process, forms, web information, and grant interpretation are all up for a close look to see where we can make improvements. The two FM departments most effected are SFS and GCA. Pam Luther is the team leader and can provide more details if you're interested.

• The Lead Team continues to help FM move toward being a knowledge-driven organization. By knowledge-driven we mean being able to anticipate customers' needs and then do problem solving and consultation to resolve them. The Lead Team has been making presentations throughout FM about this initiative. In case you missed it, you can see the presentation on-line at (URL). Kate Riley is leading this initiative—call her for more details.

Coming up later in 2004 is the launch of initiatives related to financial reporting and risk management. Stay tuned.

FMonopoly: Traveling Treats Passes Go

by Zach Luther

This May 6th marks the return of an event that hasn't been seen in Financial Management in over a year. It combines food, entertainment, learning about other departments, and a fair amount of traveling. The event is Traveling Treats, and this time we have an FM-wide theme: FMonopoly. Based on the classic Parker Brothers game of real estate capitalism, our version emphasizes the work processes of each FM department and its role in the entirety of the division.

We've enlisted the help of Michael Fero (Treasury) to create game boards, and each player will be able to get credit for traveling to a department by getting a square marked off on his or her game board. There will be prizes for people who get to every department—no mean feat, as Financial Management is more widespread than ever before!

The departments will provide food for the travelers, and will enlighten visitors about the department's function, duties, goals and processes.

Each RQT representative is enlisting members of his or her department to help in the preparation for the event. If you would like to volunteer for this fun activity, please contact your representative.

INNOVATIONS

You Mean I've Gotta' Pay it Back? Debt Servicing Team Seeks to Document and Streamline

by Chris Malins

Every year, the UW pays over $50 million on $600 million worth of bond debt for campus buildings. This debt has helped to pay for buildings such as the Gates Law School, the IMA, and the newly renovated Husky Den. It is expected that with the growth in research and the corresponding need for space, outstanding debt will only increase.

In some ways, borrowing the money is the easy part; it's paying it back that is a challenge. Information must be gathered regarding the department responsible for paying the debt and the source of their funding. It is also vital to determine whether the bonds have premiums or discounts that need to be amortized, and to set up accounts to track the outstanding principal amount and correctly report it on the financial statements. Finally, we must be ABSOLUTELY SURE that the payments are made on time. Even one late payment can have serious long term repercussions for the UW's ability to issue additional debt.

The work of setting up accounts, servicing debt, and creating reports for a variety of campus users has long been the responsibility of the Financial Accounting Office. Nancy Treibel and Greg Henderson manage the process for the repayment of bonds and capital leases. They rely on information provided by the State Treasurer, the UW Treasury Office and the borrowing department. This process has worked very smoothly for years.

This is where the newly-formed Debt Servicing Team comes in. The permanent members are Nancy Treibel, Sarah Moore, and Chris Malins. Occasional drop-in members are Bill Christensen andGreg Henderson. The team is sponsored by Jeff Follman and Frank Montgomery. This team is tasked with documenting the debt servicing and reporting process for all types of debt that UW has and identifying ways to simplify and streamline the process.

Someone may ask: "You have a process that isn't broken. Why try to fix it?" The reality is –to use a sports analogy- while we have great starters on the team, our bench is very shallow. For example, with respect to the process for paying debt service on State bonds, there is only oneperson at UW that completely understands this process. If this situation exists on a sports team, you'll surely lose a lot of games. At the UW, there is much more at stake.

So far, the team has documented the process for setting up the accounting for revenue bonds, with a flow chart to document the process and a list of inputs and outputs for each step. There is even a detailed list of what the debits and credits should be for each entry. When this is complete, the team will move on to the State bond process, refunding bonds, and finally, to accounting for capital leases. When all of the processes are documented, the team will critically review the flow charts with the intent of identifying ways to make the job simpler.

On a parallel track, the team is also looking at the reporting side of the process. Data on outstanding debt and debt service payments are used for the annual report, rating agency presentations when issuing new debt, and as a decision-making tool for the capital budget office. Another goal of the team is to create an electronic file that will provide data on the bond liabilities and payments and serve the needs of all users.

While the final product is months away from being complete, the work that this team is doing is vital to continuing the UW tradition of accurate and timely recording and payment of debt service.

My Financial Desktop . . . At Your Desktop

by Erick Winger

The future looks bright for those employees on campus who manage and use financial information, so the time has come to buy some “shades.” The USER project (University Services Renewal) has been working on an exciting new project with department personnel and key members of Financial Management. They are creating a new financial tool My Financial Desktop that makes managing financial information easier than ever before. This new tool is an online system that will enable users to create and view various financial reports directly from their PC desktops.

The USER group plans to introduce the first elements of the Financial Desktop in three stages.

The first stage will introduce the Reporting Application, which is currently well along in its development and design. This Reporting Application includes the following reports that you will be able to view directly from your PC:

- **Budget List**: The Budget List report compiles a group of budgets and places them in an easy to read list. The columns will display such information as Budget Balance, Transaction Totals, and Encumbrance Totals, which will make it easy to manage any group of budgets at a high level.
- **Budget Summary**: The Budget Summary is an online version of the Budget Status Report (BSR), and so much more. This report summarizes budgetary information such as transaction totals, encumbrance totals, and balances for a single budget. This information is subtotaled at the object code and sub-object code level. It can be viewed on an accounting month basis (such as can be seen in the BSR) or for other reporting periods such as fiscal quarters, fiscal years, biennium, and more. Another added benefit of this report is that the information is updated daily.
- **Transactions Summary**: The Transactions Summary application compiles transactions within a selected reporting period for a budget. These transactions are organized by object and sub-object code. There are several reporting periods available to view. The monthly reporting period will serve as an online Budget Activity Report (BAR).
- **Queries**: The Queries page is a search function that will allow the user to search all financial transactions based on selected criteria. These searches can output results in several formats, including Excel, making it simple to manipulate the data as necessary.

The second stage will introduce the Internal Transactions Application. The Internal Transactions Application will allow users to prepare and submit, online, expense-related journal vouchers, cost transfer invoices (CTI), internal sales documents (ISD), and cash transmittals (CT). Not only will this be more convenient to the users, it will eliminate a lot of paper transactions and result in more timely and accurate accounting.

The third stage of the Financial Desktop will introduce the Project Cost Accounting (PCA) tool. This tool will make it easy for users of financial data to account for transactions by project. This is a tool currently available to campus, but as part of the Desktop, it will be much easier to use than before.

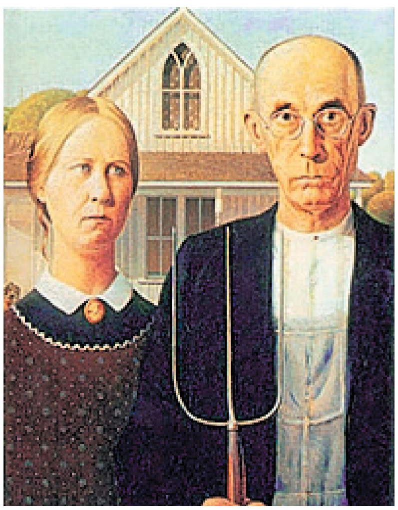
Thanks to the USER Project, members of the Project Task Groups and other consulting members of Financial Management (such as the Financial Accounting Audit Team), My Financial Desktop will soon be a part of the UW financial world. Indeed, the future is bright!

You can read more about the Financial Desktop Initiative and the many members of Financial Management who are contributing to it at http://www.washington.edu/user/financial_desktop/.

The UW Parent Guide: A Site for Sore Eyes

by Paige Hamlin

Do you know a parent or family member of a University of Washington (UW) student who finds it frustrating trying to find all of the information that they want or need to help support their student? Do you often wish that there were a central place for you to refer them to access all of this information? Well, your wish has been fulfilled! Student Fiscal Services, in conjunction with Student Relations and Student Affairs, has developed web pages for parents and families of current and prospective students. Ruth Johnston, PeggyFitzwater and Paige Hamlin all worked on the Parent Pages to make this dream a reality. They set up meetings with departments across campus to ask for their input, and collaborated with the office of Student Relations and Student Affairs to come up with the final product.



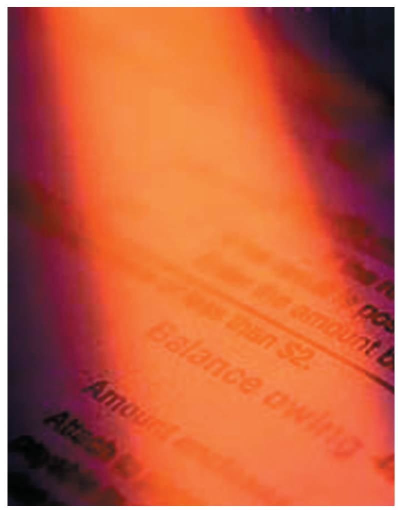
The Parent Guide, as the pages are called, was designed as a central place for parents to access a variety of topics. Included in the pages are: descriptions of academic and student support services, information about the University's policies and procedures, a calendar of campus events and activities, tips for parents, and important dates for the quarter. Other pages in the Parent Guide provide parents with answers to frequently asked questions and a description of the UW Parent/Family Resource and Referral Service, which is a phone and email service designed to assist parents and family members with specific questions and concerns.

We are pleased to be able to provide this service to parents, families and friends of the students at the University of Washington. Please visit the site: http://www.washington.edu/parents

Helping Students and Staff Navigate the Tax Maze

by Li-Chang Wong

Tax season started early for most of the students at UW, as over 65,000 Hope and Lifetime Learning tax credit information (1098-T) forms were sent by Student Fiscal Services to all students by the end of January. The IRS changed the reporting format in 2003 requiring the UW to report account activity on all tuition charges, scholarships, fellowships and grants. SFS wanted to help the students understand the new format and the IRS requirement regarding their tax credit information (1098-T), and we also wanted to reach out to help the departmental staff understand how scholarships or fellowships affect the student's taxes. SFS set up a new Student Tax Information website in January and also offered free tax workshops to students and departments on campus.



The workshops were an excellent way to share tax information with our students and department staff, and are an alternative to sharing information via email or phone. Many Resident and Non Resident Alien students and interested departmental staff have attended the free workshops. We answered questions directly from students or staff. We also received a great deal of positive feedback from students and departments. They told us they like the tax workshops, they like our services, and they hope we can provide more workshops in the future.

Tax issues are a complicated subject since IRS regulations are changing all the time. Better communication and information sharing with both students and department staff are important outreach projects in Student Fiscal Services. We try to provide the best customer service on campus. The tax workshops are one of our most successful projects.

Toastmasters Around the World

by Diane Cooley

Toastmasters International states that the mission of any Toastmasters club is to provide a mutually supportive and positive learning environment in which every member has the opportunity to develop communication and leadership skills which in turn foster self-confidence and personal growth.

There are many ways to reach this goal and Toastmasters has more flavors than Baskin & Robbins. A diligent Toastmaster club in Japan, Atsugi-Zama, has compiled a list of 1,062 Toastmaster web sites all working in March 2004. To get to the list site, go to Google Advanced Search and under exact phrase enter "toastmaster web sites around the world" or navigate to: http:// www.geocities.com/Athens/Agora/7456/tmwww.html.

Visit Japan, Taiwan, Hong Kong, Malaysia, Singapore, Philippines, Guam, Australia, New Zealand, United Kingdom, Ireland, European Continent, Canada, Mexico, Middle East and South Africa. Learn about the clubs and read the agendas. And consider attending a meeting on your vacation. As you'll read at their web sites, they'd be glad to have you.

You could attend Washington University's District 8 WUTFOR group. Or go to the popular University Club affiliated with the Australian University. Test your high school German at the Stuttgart International Toastmasters Club or the Heidelberg Toastmasters Club, both founded by Dr. Robert Larsen, an officer in the U.S. Military. But for a touch of the offbeat, visit the UPE International Cricket Academy which prepares the cricketer for the rigorous demands of playing cricket at the highest levels … and offers a course in public speaking presented by Toastmasters International.

If you're not planning any trips that would provide you with the opportunity to visit one of these clubs, why not visit our own? The Financial Management Toastmasters club is entering its second year. We meet every Tuesday, from 12:00 noon to 1:00 p.m., in room 170 Schmitz Hall. New members and guests are always welcome.

University Complaint Investigation & Resolution Office (UCIRO) The Proactive Approach Produces Results

by Elliott Nutt

The early 1990's produced a dramatic increase in the frequency and severity of employment related discrimination and retaliation claims and lawsuits against institutions of higher learning, including UW. To respond proactively to this change, in a way that would emphasize resolution and prevention, the UW's investigative and complaint resolution functions were brought together to form UCIRO in 1994. UCIRO is a department within the Office of Risk Management.

UCIRO investigates complaints concerning the conduct of a UW employee that is discriminatory or otherwise violates UW policy. A UCIRO investigation may be requested by anyone: staff, faculty, students, or members of the public. An investigation may also be requested by the administrative head of a UW unit. UCIRO also operates as the UW's representative when complaints are filed with external discrimination enforcement agencies. In all cases, the subject of the investigation must be a UW employee.

UCIRO's goals are to:

- conduct thorough, objective, credible, and timely investigations;
- comply with all federal and state laws, regulations and guidelines about investigations;
- resolve cases of clear liability expeditiously;
- participate in developing strategies to minimize future complaints and risks in the areas of discrimination and retaliation.

UCIRO adds an integrated, no-nonsense, risk management approach to the front end of the UW's internal complaint resolution process. UCIRO's investigators are non-practicing lawyers acting as neutral and objective fact-finders under the procedures outlined in section 46.3 of the University Administrative Policy Statements. Operating from this neutral perspective, UCIRO investigators focus on conducting independent, factual investigations to get to the bottom of discrimination and retaliation complaints. The investigators interview the person making the complaint, the employee whose conduct is complained about, relevant witnesses and other appropriate persons in order to determine the pertinent facts. Investigations are typically concluded within 60 days.

When an investigation is complete, the investigator provides a summary of the allegations investigated and the facts determined by the investigation to the person who made the complaint, the employee whose conduct was the subject of the complaint, and appropriate UW administrative personnel. Because of the legal training and background of the UCIRO investigators, UCIRO is able to evaluate matters objectively and critically, explore potential resolutions, and present information to UW administrators that will support resolution. Resolutions may include an apology, re-instatement of leave, training, or similar responses. This action-oriented approach leads to early resolution of complaints that are factually supported – before they become protracted or adversarial in nature.

UCIRO's proactive approach has demonstrated success! Since its creation in 1994, the rate of claims filed against UW for discrimination and retaliation has declined 74%. UCIRO continues to look for ways to expand on its success. It has recently added another investigator to the staff, and has also just opened a satellite office at Harborview Medical Center to increase access and visibility.

Kevin Rainge is the Manager of UCIRO. The investigative and resolution specialists include Jill Beaver Lee, Michael Keller, Kristi Johnson, Cheryl Angeletti-Harris, and Andrea Herrera. Elliott Nutt rounds up the team as UCIRO's Program Coordinator.

For further Information visit our web site: http://www.washington.edu/admin/risk/services/uciro.html

KUDOS

Kudos

Given to FM colleagues by folks from outside the division

Compiled by Mike Fleming

QI Awareness Training Team: (V'Ella Warren, Kate Riley, Ruth Johnston, Sam Senturia, Shauna Litterski, Jeff Follman, and Erin Courtney): Thank you all for an excellent QI Awareness training! Although I was aware of many aspects of your program, this training put it all together. It's clear that all aspects of this program contribute to the continued successes in Financial Management. Training like this doesn't come about without a lot of hard work and time commitment. Thanks to everyone! William Ferris, Director for Finance and Administration, Office of the Executive Vice President.

Calvin Tran, GCA: I just want to convey my gratitude to Calvin Tran and to your group for all of their assistance in invoicing CONRAD and providing us all of the necessary information for invoices currently due to the University. Calvin has been very conscientious in making sure to invoice CONRAD quarterly. Winston Chiu, OBGYN

Alice Bukengolts, GCA: Thanks again for your speedy assistance with this matter, your patience in explaining things to me, and your caution in checking with us before replying to HRSA! I'm confident we'll be able to sort this out -- thanks in large measure to you! I appreciate Sinh's assistance, too! Jim Jorgenson, I-TECH Program Manager

Thanh Nguyen, Payables Administration: I just wanted to let you know how helpful Thanh Nguyen is in helping me with my purchase orders. I just wanted to let you know I think he goes a terrific job and I appreciate all his hard work. Julie Taylor, Chemistry.

Katherine Wu, Payables Administration: I just wanted to send a note thanking [Katherine] for her help in getting this check cut and sent out. It was greatly appreciated. Ronda Smith, ICA Administration.

Scott Davies and Chris Malins, Treasury: Thanks, Scott. You and Chris were absolutely wonderful in the help you gave us. Thanks a million! Carol S. Niccolls, Office of the President.

Bill Christianson, Financial Accounting: Just wanted to let you know about the stupendous support we've received from Financial Management! Most recently, Bill Christianson has taken the lead on a group that will do the informal audit of the Financial Desktop business summary rules. The documentation of these rules will create a critical link between the business side of the house and the technical folks. We really appreciate this work! Jeanne Marie, USER Management and Technology.

Denise Murillo, Payroll: Thank you so very much for your clear explanation of what was happening to Dr. Fry's 1042-S form, and why. YOU made sense, even if the policy doesn't completely satisfy us! It is on its way to him by UPS International, and I sent him E-mail with your explanation. We very much appreciate your making what was happening clear. Mary Whiting (Dr. Loeb's secretary)

RQT/AWARDS

Recognition Roundup

by Zach Luther

QSTEP

John Cady (GCA) was awarded a QSTEP for the collaborative quality on January 30 th 2004. John's creative and proactive approach of looking at processes has improved the department's customer service. He's not afraid to ask questions or try new methods. He is knowledgeable, happy to share and happy to teach. One co-worker described having John available like having a "magic decoder ring" because, with John's help and knowledge, mysterious processes become clear.

TOPS

Greg Henderson (Financial Reporting) was recognized with a TOPS award on March 12 th 2004 for developing and implementing a new process for pulling information together for the annual Financial Statements. Before Greg's innovative process, information was compiled by combining data from FAS and dozens of special reports and folders. Arriving at correct balances required reconciling FAS to each of these and, since the information did not come from one place, it was difficult to know if the information was balanced and complete. Greg designed a "spectacularly different format." Adjustments are all in one place and tracked in total making the whole process much more transparent and easier to follow. Unnecessary work has been eliminated and the year-end financial statement preparation was made clearer and easier.

Brian Baldwin (GCA) and **Marisa Honig** (GCA)received a TOPS award on March 25th 2004 for developing and implementing the check database. Before the check database, incoming checks were manually processed at several stations: by the front desk, by verifying staff members, by the cash desk and by data entry in batching. As a result of the multiple entries, many errors occurred and reconciliations were a major chore. After establishment of the check database, checks were keyed only once by the first area, the front desk. Improvements resulting from the check database included easier reconciliations, elimination of rework, reduction in input errors, quicker entry of information, and more accessible data.

Endowment Reporting Team – Ann Sarna (Treasury), Lisa Edlin (Treasury), Ping Tan (Treasury) and Michael Fero (Treasury) were given a TOPS award on March 29 th 2004 for redesigning the University's annual endowment reports. Ann's and Michael's creativity produced a more beautiful and useful glossy report than ever before. Lisa was invaluable as the team's editor and made sure everything is proofed over and over again. Not much gets by her and her suggestions were always right on target! And the newest team member, Ping, carefully produced a completely redesigned individual endowment report. With more and more endowment reports being produced each year, these improvements will continue to strengthen the link between endowment donors and the University.

New Directions is published quarterly by the Office of Financial Management at the University of Washington. For the on-line version of this newsletter, please visit the web site at:

www.washington.edu/admin/finmgmt/qi/directions/oct03/

RQT Update

by Zach Luther

Spring is a season of change and new beginnings, and a new RQT term is peering over the horizon. The current team is preparing to pass on its duties to a new team in May, but don't think that we've stopped in our efforts to promote recognition in Financial Management! We're still dedicated to this goal, and you've probably seen a few award announcements arrive in your email inbox. If you know someone who deserves recognition for their good work, don't forget that anyone and everyone can write an award nomination!

The second Person-to-Person Gathering was a great success, with many attendees praising our guest speaker Harlan Patterson (Vice Provost of Planning & Budgeting) for his speech. The RQT is currently working on the next gathering, which will be a breakfast. A survey we conducted last year indicated that approximately one quarter of FM staff prefer a morning gathering over a lunchtime one. Taking this into account, we plan to hold three lunches and one breakfast each year. For the upcoming breakfast, we'll be displaying a humorous motivational video and will have time for attendees to chat and get to know other FM employees.

The search is underway for new volunteers to take over as RQT representatives. We have a few eager recruits, but we're still looking for more people interested in joining this fun and dynamic team. If you'd like to volunteer, please contact your RQT representative.

As a last hurrah for the current team, Traveling Treats will be returning on May 6th from 1:00–4:00. Our theme this year is FMonopoly, and the team is ironing out the details and getting preparations started. For more information about this event, please see the FMonopoly: Traveling Treats Passes Go article in this issue of New Directions.

On behalf of the RQT, have a great spring!

For complete information about the RQT's activities and projects, check our website at http://www.washington.edu/admin/finmgmt/qi/rqt .

CALENDAR

New Employee Recognition Awareness Training
Summer 2004

EDP Workshop
June 7th 10:00-Noon & June 23 1:30-3:30
142 Gerberding

Conflict & Change-The Natural Partners Training
May 14 ,9:00-1:00
170 Schmitz

Contact Rae Ann Laubenstein at raeannl@u.washington.edu for details.