

KFC CAB Visits the Sunshine State



On May 13 - 14, 2008, the Kansas City Financial Center (KFC) hosted its semi-annual Customer Advisory Board (CAB) meeting in Orlando, Florida. Fifty-one CAB members representing twenty-three Federal program agencies attended the spring meeting.

The meeting opened with CAB Chairperson Joe Vitale of the National Finance Center (NFC) welcoming the group and providing the logistics of the meeting. KFC Director Gary Beets also welcomed the group and reviewed some of the work that has been going on within KFC, including the first implementation of the PAM Project in March which successfully processed 4.4 million payments. Gary thanked Social Security for being the pilot agency involved with the PAM Project and the support they provided throughout the release. He also mentioned that KFC is now in the midst of processing the government's Economic Stimulus Package payments and will continue through most of summer. KFC began processing these payments the week of May 5th and hosted a visit from Secretary of the Treasury, Henry Paulson, Jr. Mr. Paulson toured the facility and provided media interviews. Lastly, Gary was proud to say that KFC had almost 100% customer satisfaction from the past survey and will work to ensure that this number is 100% on the next survey.

Introductions were given in a round-table format with each guest providing their name and agency. The fall minutes were approved and the presentations began.

Topics and speakers who presented at the CAB meeting included:

Governmentwide Accounting (GWA) - Mike Norman, FMS, WDC, provided a detailed and informative update on the Governmentwide Accounting and Reporting Modernization project.

Payment Application Modernization (PAM) – Julie Jensen, FMS, KFC, provided the status of the PAM project as well as its impact to agencies.

Collections and Cash Management Modernization (CCMM) - Andrew Ganahl, FMS, WDC, provided a very informative presentation on CCMM and the changes to how FMS collects revenues and reports transactions for agencies.

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The Directions and New Exploration Programs of the Kennedy Space Center - Gary Dahlke, Orbiter Engineer for the Kennedy Space Center, highlighted the history and the future of the NASA Space Programs.

Treasury Check Information System (TCIS) – Dawn Johns, FMS, WDC, provided a presentation and demo on the TCIS system.

FMS Connectivity & HROC to KROC Transition – Denise Quirarte, FMS, KFC, presented the issues surrounding FMS Connectivity and the HROC to KROC transition.

Social Security Administration (SSA) – Charone Garland & Andrea Arrington, SSA, provided an informative and entertaining video presentation on how the Social Security Administration (SSA) operational process works.

SSI Evolving – Denny Lessner, SSA, provided an informative and entertaining video presentation on how the Supplemental Security Income (SSI) program is modernizing to an electronic or internet based system.

Each CAB member gave an update about their respective agency. KFC managers and supervisors also highlighted branch accomplishments and thanked CAB members for their support.

The meeting marked the end of a four-year tenure as CAB Chairperson and Vice-Chairperson for Joe Vitale of the United States Department of Agriculture – National Finance Center (USDA-NFC). Joe provided great leadership at each of the CAB meetings and helped contribute to its continued success. The Spring CAB also welcomed Debbie Byrd of the Centers for Disease Control and Prevention (CDC) and Gloria Owens of the Environmental Protection Agency – Research Triangle Park (EPA-RTP) as the new Chairperson and Vice-Chairperson, respectively. Both members will begin their term in December 2008.

Throughout the meeting, CAB members provided positive feedback about the KFC employees and how much they appreciate the staff. Thank you to everyone for your contribution to another outstanding CAB!



Joe Vitale accepts award from Gary Beets in recognition of his leadership to the CAB.

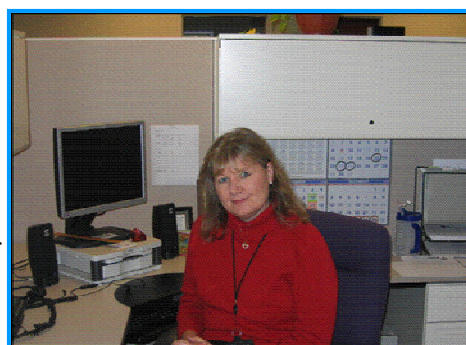
Customer Advisory Board Welcomes New Chair & Vice Chair

The Kansas City Financial Center Customer Advisory Board (CAB) welcomes Debbie Byrd and Gloria Owens as the new Chairperson and Vice Chairperson. During the Orlando CAB meeting, Debbie agreed to move up to Chairperson and Gloria was elected as the new Vice Chairperson. At the end of the two year term, Gloria will become the Chairperson and a new Vice Chairperson will be selected by the CAB members. The Chairperson serves as the official spokesperson for the board, leads the meeting, and guides discussion on agenda items.

DEBBIE BYRD is a Financial Specialist for the CDC in the Financial Services Branch of the Financial Management Office. In her seventeen years with CDC, she has served in numerous capacities. Most recently Debbie lead the United Financial Management System (UFMS) implementation team on the vendor file and contributed significantly to the Purchasing Module & Accounts Payable module implementation. Currently, Debbie is the Financial Services' lead Customer Service liaison where she works with CDC personnel as well as external customers serviced by CDC. She has been recognized by CDC programs through "On the Spot" and "Special Act" awards. Debbie is truly the "go to" person for customer service in Financial Services.

Outside of work, Debbie helps to raise awareness for breast cancer survivors, and to promote research. She is very active in "Dragon Boat Atlanta," an annual event that involves paddle racing with a dragon boat. Debbie has recently moved to Dahlongega with her husband, Joe. They are very involved with their two children and active in their church.

Debbie's Quote: "I feel very honored to have spent the last couple of years as Vice Chairperson under Joe Vitale. The Customer Advisory Board's accomplishments, meeting agendas, ideas and product development are why Federal agencies are proud to be represented. My blessings are my wonderful family and as a survivor you live every day to its fullest!"



GLORIA OWENS is the Section Chief of the Financial Services Section (FSS) of EPA's Research Triangle Park Finance Center (RTP-FC). Her primary responsibilities include: managing the Agency's simplified acquisition payments and the reconciliation, working accounts receivable for the Center, and facilitating miscellaneous payments. The FSS competed and won the A76 competition for these duties in 2005. Under a recent audit, all the terms of the contract have been successfully achieved, with a savings of over \$429,000 to the federal government. Gloria manages this process and continues to look for innovative solutions to reduce the cost while maintaining the high quality of service.



Gloria began her federal career as a student intern while attending North Carolina Central University. Following her graduation, where she earned her Bachelor degree in Business Administration, Gloria worked as a Systems Programmer at Army Research Office and held various positions at EPA.

Away from the office, Gloria has three teenage daughters that keep her and her husband very busy with activities. She loves to travel and enjoys the family annual spring/summer trips each year.

Gloria's Quote: "I am thankful for the blessings in my life in regard to my family and my career with the federal government. I now have over 30 years of service with federal government and I have had many wonderful experiences as well as met many great acquaintances and friends. My previous Supervisor, Joseph Safadi was voted as Chair of the CAB just prior to his passing. It is an honor to follow in his footsteps and I thank you all for selecting me."

LETTER FROM THE DIRECTOR



Change is in the Air



It's a beautiful time of the year what with cooling temperatures and the fall colors splashed across the landscape. It's Mother Nature going through a cyclical change. It happens every year and you can almost set your clock to it. Most of us welcome this change as it gives us new scenery and sets the stage for the coming holidays. But not all change is as welcome as the changing of the seasons. While there certainly are exceptions, the broad brush applied to human nature would suggest that we are inherently somewhat resistant to change. Especially when it comes to change at the workplace.

We get comfortable in doing our jobs once we initially learn it and we know when we show up for work exactly what we need to do and how to go about it. But then one day we go to work and some one or some thing comes along and suddenly changes how we do that work. Some may readily adapt to the new process but most of us tend to be a bit resistant because we are then outside of our comfort level—and that's all very natural. But at the same time, I think we all know very well that change is inevitable—especially in the workplace. Can you imagine doing the same thing day in and day out for forty years until you retire? Can you imagine how inefficient that workplace activity would be if it didn't change to keep pace with changing technology and services?

Alvin Toffler, who authored "Future Shock", wrote: "The illiterate of tomorrow will be those who can not or will not learn, unlearn, and relearn." This quote is a reference to "change" and our ability as a society to adapt to that change which is inevitable. Change in the workplace must occur to permit the organization to thrive and evolve. The issue becomes not whether the change will occur but how easily or difficult the change will come about. This brings us back to the adaptability aspect. From my perspective there are two categories of influencing factors—external and internal.

External factors would include such things as how management of the organization has communicated to impacted employees the coming change(s) and how well they have prepared employees to meet those changes. Communication includes the explanation of what is driving the change in the workplace, what are the benefits to the organization, and what are the impacts to the employee. Preparation of employees to meet those changes refers to not only communicating the impact of the change but in providing the necessary training, tools, and resources to employees to equip them to effectively adapt to that change.

LETTER FROM THE DIRECTOR

Internal influencing factors refer to the individual's responsibility and ability to adapt to a pending change. In one word, "attitude", largely describes this factor. The individual's attitude toward dealing with change will ultimately have a significant bearing upon how that change is incorporated in to the workplace. An individual that embraces change with a positive attitude will actively engage themselves in the learning process and will ask the pertinent questions necessary for them to better comprehend the task(s) at hand and will be much more likely to successfully adapt to change than an individual that is non-receptive to change. The learning curve is also much shorter for the individual with the "can do" attitude.

As you can see, dealing with change in the workplace is a two way street—management and individual employees working together to effectively manage that change. So why all this talk about "change"? Is something about to change at the Kansas City Regional Financial and Operations Center? There is always change taking place in one form or another but there are some rather significant changes on the horizon for the Center.

First, and perhaps foremost, is the impact of the Payment Application and Modernization (PAM) Project. This project essentially translates into a redesign of the Regional Financial Center (RFC) payment processing environment. In short, once fully implemented under PAM, the RFCs will be processing payments in a dramatically different environment with much of the manual intervention in the current process being eliminated. While the RFCs do a fantastic job in the current environment, a more automated environment will help to further eliminate processing errors and will most definitely improve the overall efficiency in which payments are processed and generated. The first release of the PAM software has already been put into place which processes monthly SSI ACH payments.

Another significant change on the radar screen is the replacement of the CWS (Check Wrapping Systems) check enclosing equipment. While this equipment has performed admirably for over 40 years it lacks the intelligence (computer) component needed for today and tomorrow's enclosing requirements. With newer intelligent enclosing equipment we can verify the number of mail pieces handled from start to finish (ensures we have accounted for all pieces), specify and target specific zip codes for inserts, and potentially divert holds automatically during the enclosing process. The Center recently received its first new encloser which is a Kern3000. It is presently in the warehouse waiting to be installed and it is anticipated that installation will occur in the early December 2008 timeframe. The Center is slated to receive a total of two Kern3000's and one Kern3500. The Kern3500 has some additional capability which permits the matching of inserts and checks.

A third change element, which is well underway, is the build out of the Kansas City Regional Operations Center (KROC). A decision had been made to move FMS' primary data processing operation to Kansas City so much of what has been taking place around the Center over the last few months is related to preparations for additional computer hardware and office space reconfiguration.

As you can see change is coming to the Center in many forms and the nature of those changes is very significant. How easily we manage and adapt to that change remains to be seen. However, I am confident that given the Center's "can do" attitude, we will greet these new opportunities with the same enthusiasm and optimism that has become the KFC/KROC trademark for success!



Regional Director

ROCK and ROLLING

HROC to KROC Conversion Update..

Financial Management Service (FMS) began converting its mainframe processing methodology beginning November 22, 2008. FMS is moving from the current configuration, which is processing on the Hyattsville Regional Operations Center (HROC) mainframe with the Kansas City Regional Operations Center (KROC) mainframe serving as the backup/contingency site. With the decommissioning of HROC, Federal Program Agencies (FPAs) will be required to have active production/primary connections to both KROC and the Philadelphia Regional Operations Center (PROC). All payment and debt processing will occur on the KROC site, and all other processing will occur on the PROC site (i.e., PACER, GOALS, TRACS, TRACS2, etc.).

TIMELINES – KEY DATES:

November 21, 2008

SPS will require FPA's who will make payments dated November 24th to submit both the file and certification by 4:00 PM CST on November 21st. After 4:00 pm CST, SPS will not be able to process payments with a payment date of November 24th.

November 22, 2008

NO IMPACT on the FPAs on this date. The Payment application migration from HROC to KROC will begin.

December 1, 2008

Conversion **BEGINS** December 1, 2008 (No earlier). This process includes agency telecommunication migration, testing and implementation from HROC to KROC. During this time, the RFC technical staff will be working with IR Network, Mainframe Support and DACD staffs to ensure connectivity to KROC.

January 31, 2009

All FPAs must have a production connection to KROC to submit bulk payment and debt files.

Summer 2009

All FPAs must have connection to PROC to submit or receive bulk claims or accounting files (i.e., non-receipts, dispositions, cancellations, NOC's), or use non-web based applications such as PACER. Many of the same security, development and testing activities will take place.

Fall 2009

All FPAs must have a production connection to PROC for non-payment files and for payments backup/contingency.

In late 2009, KROC and PROC will be the production mainframe sites for processing. In addition, KROC and PROC will serve as the backup/contingency sites for each other. The changes will benefit our customers by increasing security and business continuity.

FPAs should contact Eugene Phillips at 816-414-2328/Eugene.phillips@fms.treas.gov or Paul Jackson at 816-414-2310/paul.jackson@fms.treas.gov of the Kansas City Financial Center to test their file transmissions.

KROC's New ROCK



Please welcome the new Kansas City Regional Operations Center (KROC) Director – Carlos Usera. Carlos joins Financial Management Service (FMS) from the General Services Administration (GSA) where he was the Director of the Fleet Management Division for the Heartland Region. Carlos started his new job with FMS on September 2nd.

Carlos is a graduate of the United States Military Academy at West Point and earned a Master's of Science Degree in Industrial Engineering from Clemson University in South Carolina.

Carlos retired from the United States Army in 1994, after serving in various progressive positions. Carlos has since worked as a Defense Contractor and later for the United States District Court for the District of Kansas. While with the U.S. Courts, Carlos was a Systems Manager responsible for the technology upgrade of three courthouses and had responsibilities that included management of networks, training of court employees, and migration to new technologies. In 1997, Carlos assumed a position as Services and Support Director for a company that provided IT system sales and support, as well as user training, to customers throughout Kansas and Western Missouri. This experience led to an opportunity to be the Chief Information Officer for the Kansas Department of Corrections. In that position Carlos had responsibility for more than 3,000 users located in over 60 locations throughout Kansas. He has served on several state level technology committees to improve public access to state information as well as integrate several criminal justice networks.

Carlos spent five and a half years with GSA. As Director of the Fleet Management Division for the Heartland Region he was responsible for vehicle leasing to Federal Agencies as well as used vehicle sales. He jokes that he was a GSA “used car salesman”. Additionally, he completed two assignment details with GSA. The first detail involved developing user acceptance protocols and testing for the U.S. Army Force Management Services. The second detail was a 10 month assignment as Acting Assistant Regional Administrator for the GSA Federal Technology Services in Denver, Colorado. His responsibilities included a mix of administrative and organizational duties as well as technology assignments including being a committee chairperson with the IPv6 Transition Work Group for the Federal Acquisition Service.

When not at work, Carlos and his wife, Maria, enjoy time with their four children and one grandchild. Carlos also manages to find time to be a part-time college professor. He teaches online classes in Algebra through the University of Phoenix. He really enjoys the teaching and the interaction with students all over the world!

A Guiding Principal:

When faced with a difficult decision, Carlos reflects on a passage from the United States Military Academy Cadet Prayer that tasks “us to do the harder right, rather than the easier wrong”.

\$timulus \$uccess

Financial Management Service (FMS) began issuing approximately 130 million Economic Stimulus payments on behalf of the Internal Revenue Service (IRS) on April 28, 2008, as a result of the economic bill signed by President George W. Bush on February 13, 2008. Of those payments, 42 million were made by Electronic Fund Transfer (EFT) to tax payers who included direct deposit information in their 2007 tax return. A paper check was distributed to tax payers who provided no direct deposit information on their 2007 tax return.



Gary Beets, KFC Regional Director, welcomes Treasury Secretary Henry M. Paulson, Jr. to the Center.

May 8, 2008 was a special day for the Kansas City Financial Center (KFC). Secretary of the Treasury Henry M. Paulson, Jr. visited KFC to kickoff the 2008 Economic Stimulus Package checks.

Secretary Paulson toured the center and observed the first round of stimulus checks as they rolled off the printers in the Electronic Operations Branch (EOB). EOB operators demonstrated KFC's check printing and check enclosing process for Secretary Paulson as well as national and local media outlets.

Following his visit to KFC, Secretary Paulson held a press conference at the Kansas City Central Library where he commented on the 2008 Economic Stimulus Package. In his speech he mentioned, "I just came from the Kansas City Regional Financial Center, where they are printing the economic stimulus checks that will put money in the hands of American families and boost our economy this year." He also stated, "During my visit, I saw employees printing checks non-stop on high speed printers."

KFC's involvement in the Economic Stimulus included printing, enclosing, and mailing checks valued at more than \$19 billion dollars. Both the Payments Facility Branch (PFB) and EOB set new production records for printing and enclosing checks during the height of the Stimulus period.

EOB had two Combo Operators which printed over 4 million checks within a one month time frame, obliterating the previous high of 2 million. EOB Control also reached a new high by clearing 32 trucks of checks within an 8 hour work shift. PFB joined in the success as they enclosed and mailed approximately 24 million checks from May 9, 2008 through July 11, 2008. Teamwork was definitely personified by the unbelievable production which was achieved at the height of the Economic Stimulus.

\$timulus \$uccess

On August 12, 2008, the Kansas City Financial Center (KFC) joined the other Regional Financial Centers (RFC), the Washington, DC office, Debt Management Services (DMS) and Information Resources (IR) via video conference to celebrate the successful completion of the 2008 Economic Stimulus Payments. In total, the Financial Management Service (FMS) issued more than 114 million Economic Stimulus payments totaling \$91.8 billion and off set \$1.5 billion in delinquent debt - half of which was collected for delinquent child support.

FMS Commissioner, Judy Tillman, provided opening remarks thanking everyone for their hard work, dedication, and for sacrificing many late nights and weekends in pursuit of making the Economic Stimulus Payments a success. FMS met the challenge during the regular tax refund season and amidst the normal monthly volumes of benefit payments. The Commissioner acknowledged that this was no easy task and offered her appreciation to FMS. The Commissioner's comments were followed by praise from the Deputy Commissioner; Dave Lebryk, the DMS Assistant Commissioner; Rita Bratcher, the Deputy Chief Information Officer; John Kopec, and the Assistant Commissioner of Management; Scott Johnson.

Gary Beets, KFC Regional Director, continued by expressing his thoughts and gratitude to the KFC employees. Gary acknowledged all the overtime, nights, weekends, and the rescheduling of vacations to meet the deadlines for the stimulus project. Gary stated that he was not surprised that KFC went above and beyond and expressed complete confidence in KFC's abilities while complimenting everyone for a job well done. KFC processed 24 million payments in support of the Economic Stimulus Payment initiative which was completed accurately and on time! Gary described the work as "organized chaos" and was proud of the team work and dedication of the Payment Management Operations Branch (PMOB).



Media films KFC operator printing stimulus checks.

Throughout the ceremony, it was evident that the 2008 Economic Stimulus project was a success due to the hard work, dedication and sacrifice by the FMS employees.

KFC...Organizing our Future

The Kansas City Financial Center (KFC) conducted a center re-organization that went into effect on August 4, 2008. The reorganization was designed to place all of the payment operations -- start to finish -- under one management umbrella. The reorganization consisted of the operational areas of the Electronic Operations Branch (EOB) (which includes the control room, computer operations, COMBO print, and clearing) being merged with the Payment Facilities Branch (PFB). This merger created a new branch known as the Payment Management Operations Branch (PMOB). Additionally, another branch was derived from this reorganization which is called the Information Systems and Support Branch (ISSB). ISSB consist of the Secure Payment System (SPS) staff and Technical Support Staff (TSS). See KFC organizational chart below:

KFC Organization Chart



EXECUTIVE OFFICE

Gary M. Beets, Regional Director
Susan Robinson, Deputy Director
 General Information
 Facsimile Machine

(816) 414-2001
 (816) 414-2002
 (816) 414-2000
 (816) 414-2020

Within the Executive Branch, sits the office of the director, the deputy director, their assistants, and support staff. The executive branch provides leadership and oversight of the center's payment/collection operations and the supporting administrative/technical functions. They provide policy input and advise the Chief Disbursing Officer on disbursement, collection, and other services.

ADMINISTRATIVE MANAGEMENT BRANCH (AMB)

Ethan Cole , Manager	(816) 414-2056
Crystal Duckworth , Administrative Officer	(816) 414-2057
General Information	(816) 414-2050
Facsimile Machine	(816) 414-2066

Functions: Responsible for procurement, ordering and storage of check stock, physical security, human resources, labor relations, accounting, budgeting, warehouse, supplies, building and grounds maintenance, time and attendance, and more. The main focus of AMB is to serve our customers so they have the resources and personnel they need to do their jobs. The majority of AMB's contacts are internal to the center, but they also interface with agencies in the accounting area. AMB has recently implemented electronic deposit tickets for remittances, which eliminated paperwork and gets these funds to our customer agencies more quickly.

FINANCIAL SERVICES & SUPPORT BRANCH (FSSB)

Francie Abbott , Manager	(816) 414-2151
Tony Barnes , Claims Supervisor	(816) 414-2134
Julie Jensen , Financial Operations (FO) Supervisor	(816) 414-2102
Tom Nelson , Customer Assistance Support Staff (CASS) Supervisor	(816) 414-2185
KFC Customer Help Desk	(816) 414-2100
Facsimile Machine (Claims)	(816) 414-2180
Facsimile Machine (CASS)	(816) 414-2192
Facsimile Machine (FO)	(816) 414-2120

Functions: Responsible for aftermath processing of cancelled check and EFT payments. FSSB serves as a liaison with agencies for cancellation schedules, NOC's, and correspondence. Responsible for researching and resolving nonreceipt requests for SSA benefit recipients who receive their benefit via ACH. Provide assistance to Federal program agencies, financial institutions, and the general public with any questions they may have concerning a Treasury disbursed payment or a FMS sponsored program or initiative. Responsible for processing international (ITS.gov) payments, the Pre-Authorized Debit (PAD) collections program, and providing ASAP Customer Support. Handles other miscellaneous tasks including Invalid RTN verification and Supplemental FOMF updates. Data enters and processes Department of Education (DOED) student loan repayment enrollment forms. The FSSB also manages the KFC Customer Advisory Board and the KFC public website, and provides 300B project support for ITS.gov.

PAYMENT MANAGEMENT OPERATIONS BRANCH (PMOB)

Randy Brown , Manager	(816) 414-2204
Irene Huskey , Check Printing and Wrapping Supervisor	(816) 414-2206
Regina Donaldson , Mail Operations Supervisor	(816) 414-2205
Laura Reyes , Supervisory Computer Operator (Day Shift)	(816) 414-2305
Dorothy Perrett , Supervisory Computer Operator (Evening Shift)	(816) 414-2307
General Information	(816) 414-2200
Facsimile Machine (Mail)	(816) 414-2217
Facsimile Machine (Control)	(816) 414-2380

Functions: Responsible for matching up summary certifications from SPS with pre-edit reports and preparing the payments for processing, processing payments, including transmitting EFT payments to the FRB and printing check payments. Responsible for disbursing 4-6 million check payments monthly for SSI, SSA, IRS and other government agencies. PMOB also handles all incoming mail and returned checks; they process available check cancellations for credit back to the agencies. Responsible for special handling of check payments for the customer agencies and pre-sorting daily mail to achieve postage savings.

INFORMATION SYSTEMS & SUPPORT BRANCH (ISSB)

Cynthia Sheppard , Manager	(816) 414-2301
Denise Quirarte , Supervisory IT Specialist	(816) 414-2333
General Information	(816) 414-2300
Facsimile Machine	(816) 414-2390
SPS Help Desk	(816) 414-2340

Functions: Responsible for development, testing and maintenance of current KFC applications; production support; agency testing (payment files, disaster recovery, etc); and telecommunication security setup and testing. The EOB branch houses the Secured Payment System (SPS) staff who is responsible for helpdesk support of SPS users; setup of new SPS users; review and processing of 2958 and 210 forms for HOA, DO, CO, and DEO actions; and DSSV and SPS administrative activities and document maintenance.



The Kansas City Financial Center Management Team Wishes Everyone A Safe And Happy Holiday Season!



SUSAN ROBINSON

GARY BEETS



FRANCIE ABBOTT

CYNTHIA SHEPPARD

RANDY BROWN



ETHAN COLE



June 2009 CAB – Kansas City, Missouri

**YOU'RE INVITED TO THE NEW FEDERAL RESERVE BANK
OF KANSAS CITY**

June 10th & 11th, 2009

