

On The Move

a publication focusing on the human organization

Spring '97



A BLUEPRINT FOR SUCCESS . . .

I/T ORGANIZATION REDESIGN IMPLEMENTED

by Lori Pezza

The eagerly anticipated implementation of the *I/T Division Blueprint* was announced last week at three divisional meetings. On Wednesday, April 2, an all-management meeting was held to announce the interim organization resulting from Phase II of the blueprinting effort. Within the same week, on April 4, two subsequent sessions were held to communicate to all divisional employees. These sessions highlighted our leadership's commitment to *timely communication of redesign efforts*.

As we all know, the entire BCBSF organization has been working on the redesign since May of 1996. The first two phases of the process allowed the corporation to look at *opportunities for improving effectiveness*. The meetings held last week, however, mark the beginning of phase three, which is the implementation phase.

While there were several major points brought out in these meetings, the key message is that effective Monday, April 7, 1997, the I/T division will be operating under the *"shared services" model*. What that means is that similar activities are pooled to enhance service delivery

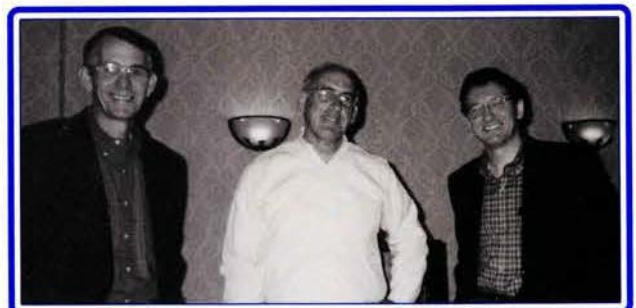
and increase efficiency. The shared services model will result in joint ownership and accountability between I/T and the business areas.

Joe Grantham, our CIO, kicked off the Phase III implementation by meeting with the I/T All Management team to share his vision of how the new I/T organization aligns to our corporate direction. As in previous meetings, the *need to be results focused and to work together effectively to meet the corporation's objectives* came across clearly in his comments. Joe stressed that our focus must be on improving efficiency, eliminating redundancies, and enabling our business partners to achieve results.

Joe's I/T leadership team — *Dave Dingfield, Roger Holton and Nick Stam* — was also on hand during all three meetings to describe the impact of the realignment on their respective organizations, and to answer employees' questions. Dave, who will continue to oversee the I/T Infrastructure area and Electronic Commerce, described how areas performing similar functions are now better aligned to support our *customer focus*. Roger, who will lead the new I/T Strategy and Planning area, focused his

comments on the *critical role that I/T governance will play* in ensuring quality to our business partners. Nick Stam, who we recently welcomed to I/T as head of the Systems organization, discussed how the realignment of his area positions us to improve performance to *support our business strategies*. Nick also spoke of the importance of being *responsive to our customers' needs*, a position he is uniquely qualified to address as a former recipient of I/T services.

All our leaders stressed that all three areas comprising the I/T organization must *work together as one team* to serve our customers and to meet corporate objectives. Nick described how each area includes at least one component of the I/T Strategy (Information Management, Application Development, Infrastructure, and Organization Effectiveness). These components are all important to our success, and therefore *teamwork and effective communication* will be critical competencies.

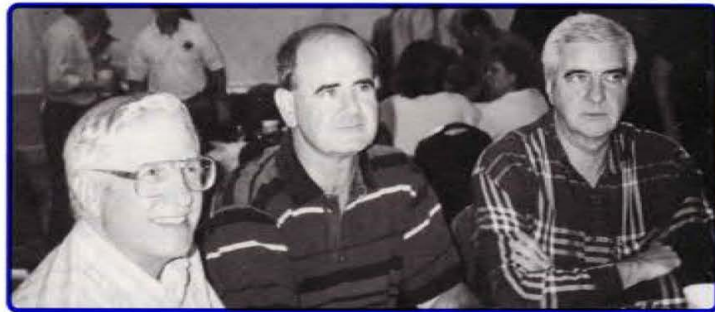


I/T ORGANIZATION REDESIGN . . .

(CONTINUED FROM PAGE 1)

Another key message of the meeting was the need for us to *focus on continuous improvement*. The organization implemented on April 7 is not static. Phase III implementation activities will include additional realignments to better *improve our performance* to meet customer needs. By September or October, the redesigned organization should be moving closer to its "final" form.

All three meetings provided valuable information which answered some questions we were all wondering about. If you still have questions, don't despair! As Phase Three implementation activities continue, more information will be forthcoming.



I/T ON THE MOVE

Our Mission Statement:

"To promote and communicate the I/T Vision as well as other initiatives and activities that impact and bond our human organization."

Send your articles and suggestions to:
Lori Pezza, IOT, or call 791-6399.

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HAPPY 30TH ANNIVERSARY TO . . .

LARRY SHEPARD

by John Dunsford

Larry Shepard takes it all in stride, including his thirty year anniversary with BCBSF. To him this is just *one of many milestones* attained over a long career within IS&O.

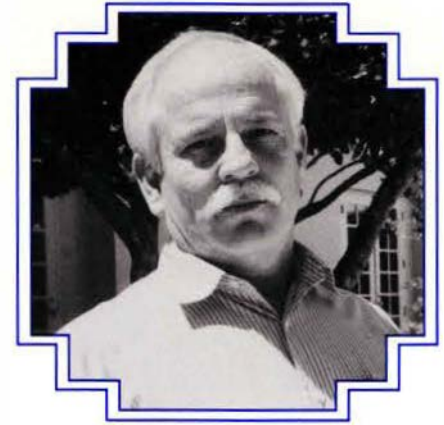
"I have never been bored here. There is too much going on in our ever changing work environment to get bored. I have so many friends and the company sponsors so many events to participate in." Larry has always enjoyed the softball and football that is available and more recently has taken to golf.

Larry was hired in March of 1967 as a computer operator. Within operations he has worked in Computer Scheduling, and Production Change Control, eventually being promoted to Senior Analyst and on to Supervisor. Then, in August of 1982 Larry

transferred to Systems and Programming as a Programmer to help the development team implement a Claims Processing System for CHAMPUS. In 1985 Larry moved on to the Legacy Systems maintenance area and has been there ever since.

"Don't forget to put that I met (wife) Janie here back in 1968. She's been here four months longer than I have, but she is younger than I am." Larry says, putting emphasis on the fact that Janie is younger.

As with many previous milestones this one finds Larry *in the midst of a move* to a new building. Larry thinks back and remembers the days of the "two-story building" on Riverside. Now, his thirty year anniversary coincides with large scale moves to the new Deerwood Campus Complex.



Larry and Janie have a son who graduated last year from FSU. They like to jet ski in front of their home on Lake Asbury and snow ski in Colorado. They also enjoy attending FSU and Jaguar football games.

Larry likes what he does and his plans are to continue with BCBSF until he feels he wants to retire. "I am already looking forward to the day I can say I have been with BCBSF for 35 years." Congratulations Larry on this service milestone. Any guesses on where you'll be in five more years?

BARBARA MURRAY

by Vonnie Carlett

Barbara Murray, an analyst with the Electronic Data Commerce Project, is *celebrating thirty years* with BCBSF. Barbara has previously worked as a claims examiner and then



moved to the Internal Audit Department. She has also contributed her time and efforts to the Cost for Pricing and Information Management Projects. However, the majority of her time here at Blue Cross and Blue Shield of Florida has been spent in Private Business Operations, first as an Operations Analyst, and more recently as a Project Manager.

Susan Clay worked with Barbara on the Information Management project and has this to say of their experiences working together: "Barbara was a matrixed employee to the Data Warehouse team for a short period of time to complete a specific project alignment task. Barbara impressed me with her quick intuition, accountability, integrity, and dedica-

tion to task completion. In the midst of all this determination, I also discovered that Barbara has a good sense of humor. I have no doubt that Barbara has *put in fifty years of work in her thirty years*, and influenced a stream of respectful and appreciative coworkers."

Becky Huber, who has worked with Barbara on numerous projects, says: "Barbara is a quiet force of immense strength and determination. I really enjoy and appreciate working with her. This appreciation grows with each project we work on together."

Barbara, congratulations on your 30th anniversary, and good luck on the next portion of your career!!



JOHNNY RHODEN . . . THE BIG '30'

by Bill Smith

In December 1966, two events forever changed the life of **Johnny Rhoden**. The first was a change in filling positions in Computer Operations, which had previously been filled by internal employees. The other thing was the fateful promotion of **Charlie Frame** into Systems and Programming which created a vacancy in Computer Operations. Thus, on January 3, 1967, Johnny became *the first external candidate hired* in that department.

After 4 years in Computer Operations, Johnny moved into

Systems and Programming in Medicare A. This was only the beginning of many moves that would lead Johnny into National Accounts PBO, Common Systems Legacy, and finally to EDI Automated Remittance.

Johnny credits his long tenure to the *"community environment"* of the company. Everyone socialized together and close relationships with coworkers paved the way for the company to become like his family. Many friends from the early days are still around, including **Eugene White, Jeff Clyatt, Sonny Lindsey, Charlie Frame, Ken Patch, and Larry Shepard**. Johnny has been very active in intramural and City League sports. He has played flag football and softball with some coworkers that you would have never imagined were of the athletic persuasion. His teammates included: **Roger Holton,**

Sidney Ough, Warner Hull, Dave Dingfield, and even Joe Grantham! Besides organized team sports involvement, Johnny truly enjoys shagging the golf ball where ever it leads him.

Johnny has been married to Joan (Larry Payne's secretary) for 15 years. In their spare time, they enjoy working in their yard and spending time with their children and grandchildren.

Johnny told us he has *truly enjoyed these past years* with BCBSF. But after 30 years, adding on 30 pounds, and losing the majority of his hair, he leaves us with one question. Why is it that Charlie Frame, Travis Walker, Larry Shepard, and Dave Dingfield have aged so drastically while he has maintained his youthful vigor?



WANDA JOHNSON HITS SILVER . . .

by Marion Lane

Wanda Johnson, Information Operations, hit silver on 1/3/97. "It was a long time coming, but it *passed so quickly*," she says. Twenty-five years can change anyone's perspective, especially after it becomes history.

Wanda began her career with BCBSF on January 3, 1972. During her tenure with BCBSF, she worked in Microfilm, Data Recording, and the Data Center, first as a tape librarian and later as a computer operator. If you haven't seen Wanda lately, it's because she worked the last year at the Print-to-Mail Operations facility at the Broadway location. But, if you visit the centralized print operations at the new Deerwood Campus Complex, you'll see a lot more of her. Wanda is

now *part of the team providing central printing support* for the new office complex.

Wanda says, "My career with BCBSF has been enjoyable, I don't know where I would be if it wasn't for Blue Cross Blue Shield." Her career here has been more than a means for support, it has also helped her become a globe-trotter. Wanda has vacationed in Brazil and Australia. "Of the two countries, Australia was my favorite. It was so beautiful, but the twenty-one hour flight to get there was a little tiring."

She credits her wonderful husband, Orion, of twenty-seven years with providing encouragement and support during her career. She also

noted that she raised two children, Rhonda and Karrell, to adulthood while at BCBSF. As working mothers know, this is sometimes a greater challenge than the career itself.

Wanda chose a diamond and ruby ring for her service award. She also *thoroughly enjoyed the limousine ride* to the Ritz Carlton for a classy night out. She recommends: "No one should pass up this benefit, it makes you feel so special and it's such fun."

Congratulations, Wanda, on your twenty-fifth anniversary.

FACT OR FANTASY?

WENDELL JINRIGHT RETIRES . . .

by Marion Lane

It's true. **Wendell** originally said his last day was the end of January, but some minor detail delayed his departure until February 28 — something about benefits. **Frank Hurff** said he wouldn't want to be the poor individual in Benefits that had to coordinate Wendell's retirement. We all agree, but the rumor going around is that Betty, Wendell's wife (a.k.a. Saint Betty), was somehow behind the delay.

Wendell began his career with BCBSF on July 25, 1983, working first in Systems Planning. Later he joined Information Operations as a manager, and not too long afterwards, he was promoted to director. Wendell led Information Operations through

renovations, moves, automation initiatives, new technologies, remote print facilities, creation of a disaster recovery tape storage facility, integration of print and PBO mail, and through good and bad times. It was a *real adventure* for those who survived it, but, whatever is said, no one can deny that the Corporate Data Center ranks with the industry's best.

Although Wendell's tenure didn't qualify him for the company-sponsored retirement reception, he didn't escape being *honored at a Roast* in January. **Roger Holton** moderated the affair with several of Wendell's associates and friends relating stories about him that were both humorous and, sometimes,



bordering on unbelievability. As you can imagine, most cannot be shared here. However, ask **Mike Carroll** about a horrifying nightmare that still haunts him.

All kidding aside, we all *wish Wendell the best* as he leaves BCBSF and heads straight for the golf course. By the way, Wendell, is it true that Betty was recently seen talking with Dr. Kervorkian?

TWENTY-SIX YEARS LATER . . .

MARY MILLER CALLS IT QUILTS

by Marion Lane

Mary said good-bye to all her friends at BCBSF on February 28. Just a week prior she had celebrated her 26th anniversary with the company. She said, "Blue Cross gave me a job when I needed one, but I never expected to be here for twenty-six years!"



Mary started her career with BCBSF in February 1971, as a keypunch operator. She was hired by **John Nunn**, and over the years, she said, "I've worked for more managers than I can remember." From Keypunch, Mary moved to the Scan Data unit, then on to Production Control. She took a one-year break from Production Control to work in General Disbursements. When she returned to Production Control, she stayed put until her retirement.

Mary raised a family of three while at BCBSF: Linda (previous employee), Ricky, and Glen. She and her husband, Junior, have three granddaughters and hope someday to have a grandson or two. While she waits for grandsons, she and Junior will keep busy by working with the

Disaster Relief Fund to help people in need. Last year, on Mary's 25th anniversary, the OTM article told about how *she volunteered to provide food* for people affected by the two hurricanes that hit the Panhandle area. Now she has plans to go to Kentucky to fix-up homes in a coal mining area. Her friends in Production Support speak admirably about *Mary's concern for people* and her volunteering to help others.

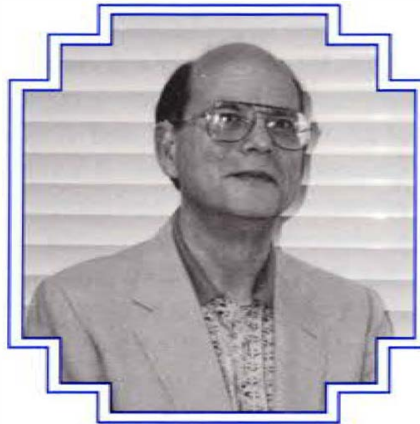
In between her post-retirement projects, she will do some restoration work on a second house in Boaz, Alabama. This is the home she lived in while she was in school. She and Junior plan to split their time between Jacksonville and Boaz to keep in touch with family and friends in each location.

Best of luck in your retirement years, Mary. We'll miss you but know you'll never be bored. Thanks for sharing a little piece of your life with all of us.

FELIX CASTILLO RETIRES

by Paula Carver

After twenty years of services for Blue Cross & Blue Shield of Florida, **Felix Castillo** is retiring effective May 1, 1997. Felix started as a Programmer Analyst in the Blue Shield systems area working for **Roger Holton**. Later, as a Project Manager, he was responsible for the development and implementation of the PPO, PHS and the existing FEP systems. During the last six years, under the old Market Segment concept, he was the director of the Direct and National Markets systems under



Larry Bold.

His years at BCBSF were *enjoyable and rewarding*. He is very appreciative of what the company has done for him and his family.

His wife retired from the State three years ago and they will be relocating to Miami to be near their families. Felix would like to consider the possibilities of working part time at the Miami regional office or teaching mathematics; something to keep him active in between playing golf and playing on his PC.

We will miss you Felix, and wish you nothing less than the best!

INFORMATION OPERATIONS RECOGNIZES ACHIEVEMENTS OF STAFF

Information Operations held its annual all-employee meeting on January 31st to review 1996 accomplishments and acknowledge the contributions and achievements of individuals and teams. Significant projects completed by the Information Operations group last year include integration of PBO Outgoing Mail and Data Center Print, move of HOC print to

Broadway, capacity upgrades for computer mainframe and tape processing equipment, development of a distributed print architecture, additional print automation initiatives, and many others.

Awards were presented to the following:

INDIVIDUAL ACHIEVEMENT AWARDS

- Harry Lyons, Mike Kelly, Mike Hope Outstanding Contributions to Information Operations.
- Vera LaVergne Outstanding Contributions to Broadway Print Operations.
- Kay Batie Consistent Performance Award
- Marion Lane Director's Award

TEAM ACHIEVEMENT AWARDS

- Mike Hope, Sally Lintzenich, Ed Mann, Becky Meece, Martha Young Excellence in the Tape Library.
- Karen Bradley, Kevin Ford, Gon Pham, Mark Poleski
Tom Riley, Anthony Southward Providing outstanding print support to Baymeadows.
- Dale Alexander, Brent Blanchette, Jeff Johnson, Mark
Lisenby, Matthew Stuckey, Gerald Williams Excellence in print automation.
- Billy Barnes, Alvin Battle, Wanda Johnson, Karen Bradley,
Vera LaVergne, Leonard Welch, Shirley Williams, Eugene
White, Tom Bright, Peggy Craig, Joe Hernandez, Danny Levine,
Naomi Miller, Robert Owens, Cathy Roberson, Steve Rugg Outstanding support for the smooth and successful implementation of the Broadway Print-to-Mail project.





CONGRATULATIONS BLUE CHIP 4TH QUARTER AWARDEES



Individuals and teams pictured were recognized by name in the flyer distributed at our January All Employee Meeting. Call Lori Pezza (x16399) for an on-line copy of the flyer.

FRONTLINE LEADERS TAKE THE HIGH ROAD . . .

by Bill Smith

... *the road to organizational effectiveness*, that is! FrontLine Leadership, which is synonymous with "interpersonal skills training," provides our new professional employees with skills for *more successful interactions to yield better business results*. Recently, the program spawned another group of "Blue Book" carrying graduates. Please congratulate the participants (pictured below) who graduated from FrontLine Leadership during September.

Along with recognizing our past graduates we would also like to extend *encouragement and support* to those who are currently attending FrontLine. The classes which

began in February, are held bi-weekly on Tuesday and Thursday. Attending the Tuesday session are Alan Arnold, Constantin Dragut, Kimberly Duke, Tammy Etheredge, Brian Strong, Stacy Robinson, Joyce Sanders, Karen Simpson, Christi Garrett, Laura Edgington, Evelyn Delgado, and Matt Stuckey. Attending the Thursday session are Karen Chamblee, Doug David, Ashley Henry, Robert Jones, David Kuramoto, Eric Lewis, Kim Parks-Hum, Patrick Watson, Donna Malone, Mark Davis, and Ty Ackerman.



Graduating in November were (back row) Bob Browning, Tom Bright, Steve Jarecki, Dale Alexander, Tom Lynch, and Sheila Heise; (front row) Armand Twiggs, Angela Ross, Tom Kirby, Donna Greathouse, and Lori Pezza, facilitator. Not pictured: Brian Bentley and Dave Lentsch.



Graduating in December were (back row) Hal Robinson, Daryl Dugger, Emory O'Neal, Charlie Edwards, Bob Phipps, David Vann, and Rick Daniel; (front row) Betty Riddle, Lou Ann Busk, Michael Beltz, Bill Maire, and Doug Mordecai. Not pictured: Bill Smith, facilitator.

WE'RE NOT JUST GETTING OLDER . . .

WE'RE GETTING BETTER!

Happy Birthday BLUE CHiP! One year ago this month, our division gave birth to its very own award program. The *first year was very exciting* as we watched the program grow from one idea into a full-fledged implementation. Along the way, we felt our share of growing pains, as each and every new situation was a learning experience.

We also had an opportunity to get some feedback from you, as to how effective the program was. The *survey results were quite positive*. The PIIP committee reviewed and analyzed your input, as well as the lessons learned, *to target some potential areas of improvement*. Some major areas to be looked at include: eligibility guidelines, business partner input,

management support, distribution of cash to teams, and procedure enhancements. Based on conclusions drawn, we will be *recommending some changes* for the future.

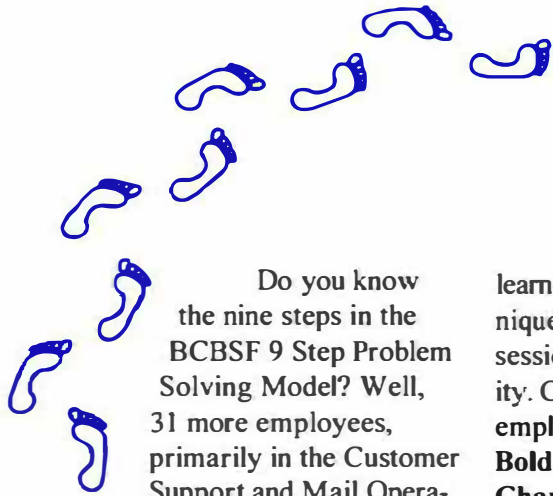
Since we are also in the midst of the organization redesign, which may result in other changes, *we are temporarily delaying the next BLUE CHiP awards*.

As with any new growth situation, these adjustments may take some time. But be patient ... we expect our second year to be even better than the first!



TAKING STEPS TO BETTER SOLUTIONS

by Bill Smith



Do you know the nine steps in the BCBSF 9 Step Problem Solving Model? Well, 31 more employees, primarily in the Customer Support and Mail Operations areas, do! They spent two days in March sharpening their problem solving skills. In addition to the model, they

learned about various tools & techniques, how to lead problem solving sessions, and tips to increase creativity. Congratulations to the following employees: **Durward Allen, Larry Bold, Dennis Carlos, Karen Chamblee, Vonnise Cobb, Mike Devereaux, Rachel Dixon, Laura Edgington, Alfred Floyd, John Floyd, Terry Gaskill, Elaine Griffis, Janice Godfrey, Thomas Golpl, Mazalia Lawson, Terri Lewis,**

Mark Mason, Mark Middleton, Belinda Noda, Sandy Reber, Stacy Robinson, Linda Schmidt, Nita Tarver, Barbara Teeter, Tom Bright, Peggy Craig, Naomi Miller, Tony Southward, Shirley Williams, and Constantin Dragut. Watch out for the increased effectiveness of these teams in solving our problems in the future.

THE PAUSE THAT REFRESHES . . .

Are pesky problems getting in the way of your well deserved rest and relaxation? They were for the teams in Electronic Commerce and Data Administration when they attended the 2 hour Problem Solving Refresher during March! During the refresher session, which reviews the skills learned in the 2 day Problem Solving Workshop, the teams had to solve the problem of being "Stranded" while on vacation. Besides refreshing their memories on using the 9 step model, they discovered the value of integrating interpersonal skills with problem solving skills.

The Technology Research team also completed the Problem Solving Refresher, in November of last year. The OTM staff apologizes for overlooking recognition of their accomplishment. From inside reports of their refresher, they are greatly equipped to solve our technology problems.

WE'RE STILL WORKING!

I bet you thought this article dealt with what each of us do everyday. Absolutely not! Working Program is a Zenger-Miller program dealing with *concrete skills* that can *improve how well people work together*, how sensibly work is done, and how satisfying work can be. Working is 13 three hour modules and is a partner to FrontLine Leadership, tailored for employees not needing the full scope of FrontLine.

We are grateful to Facilities and



Office Services for including our employees in their recent session. Joining this class are **Jane Mares** of Information Management, **Patricia Ross** of MHS Application Development, **Barbara Inabnit** of Electronic Commerce, and **Danny Levine** of Outgoing Mail. They will complete the program on May 6. Please take the opportunity to encourage them during this critical development of their interpersonal skills.

TEAMS TAKE TIME TO DEVELOP . . .

Our I/T management team has been taking their leadership role very seriously. In the midst of change and busy schedules, they have recognized the need to *integrate team processes* into the detail work of getting the job done.

Kathy Feierstein has worked diligently over the past 3 months with her **IM** management team, holding a series of meetings centering around team development and organization design. This process included meetings with the IM employees to share direction, gain employee input, and promote and *build team values* and processes. At one such meeting, held around the Christmas holidays, they even applied their team dynamics to harmonize in singing carols!

The leadership team of **Network Services** also focused on developing team synergy, as they anticipated the *coordination and collaboration* required to support the Miami and Deerwood Campus Complex (DCC) moves. **Bob Stolp** held a team building with his management team. They discussed their goals, values, issues, and next steps.



Pictured: The IM team, caroling in perfect harmony!

Electronic Commerce (EC) has also participated in several team development sessions. **Catherine Peper** and her management team spent time working through the Personal DISCernment Inventory to help them identify and understand behavior patterns and how they *impact personal interactions*. They also worked together as a team to develop their Vision, Mission, and Values statements, which helped them to gain buy-in and support from all employees. Each manager then met with their respective staff to complete the DISC, work business issues, and build relationships in a relaxed atmosphere. As a result of these sessions, the team *reached a common understanding* of EC and its goals and objectives; created an awareness of individual behavior characteristics and how to *work more effectively together*; and, built better relationships with each other.

The experiences of these teams clearly demonstrate what a critical role team dynamics play in achieving bottom line business results.

COOPERATIVE EDUCATION PROGRAM

by Nina Steckel

Did you know that IS&O is taking part in a college intern program in conjunction with the University of North Florida? The Cooperative Education Program (CEP) is a *comprehensive educational program* which permits students to integrate part-time work experiences with their academic major and career goals. The CEP at Blue Cross provides students with opportunities to preview many technical careers prior to graduation and assists managers with their recruitment programs for permanent positions.

Angela Pracher from Human Resources coordinates the CEP for the company and serves as liaison with UNF. The Technologies area has the pilot program for IS&O and has been responsible for coordinating the CEP within IS&O. We now have two Intern students in place – **Steven Bleshey** and **Karen Tracy**.

Interns are first given an orientation period within Technologies. The Interns then embark on a tour of the I/T areas at Blue Cross. Each is given an opportunity to work and learn in “mentor” departments. (The mentor department *provides challenging assignments* and projects which are designed to be completed within a semester time limit or less.) Mentors plan and supervise work assignments which are designed to increase in complexity and responsibility commensurate with academic progress and experience. Mentors also provide ongoing feedback regarding work assignments, career paths, organization issues, etc.

So keep on the lookout for Steven and Karen, they may be coming to your area soon!



Belated Wishes

Happy Birthday



March

- 1st George Vancore
- 2nd Brad Walton
- 3rd George Dugger
- 4th Jose Hernandez
- Charlotte Walker
- Sam Ashmore
- 5th Steve Carlin
- Charles Burch
- 7th Paul Robinson
- Tim Taylor
- Richard Potter
- 8th Marie Beckham
- 10th Ron Stanton
- Eugene White
- Bob Vargo
- Danny Levine
- 11th Sandy Reber
- 12th Ed Korunes
- Emory O'Neal
- 15th Gary Brown
- 16th Marlene LaPierre
- David Onkst
- 17th Barbara Teeter
- Walter James
- 18th Shirley Williams
- 19th Linda Fritsche
- Thomas Stimmel
- 22nd Kevan Vandergriff
- 23rd Matthew Hill
- Peggy Craig
- David Kelley
- Carol Tussinger
- Georgia O'Daniel
- 24th Brenda Thomas
- Sam Steen
- 25th Thomas Golpl
- 26th Kim Perry
- 28th Ed Yarbrough
- Bill Smith
- 30th Laura Edgington
- 31st Jose Verastegui
- Charles Graziano

April

- 1st Linda Schmidt
- Christopher Williams
- Vera Lavergne
- 3rd Paul Cox
- Linda Sikes
- Patricia Mason
- Melanie Kellenberger
- 4th Susan Clay
- 5th Dave Dingfield
- Brad Halpin
- Tom Johnston
- 6th William Barnes
- Sherrri Gordon
- 7th Janet Ghanayem
- Robert Luker
- Russell Biringer
- 8th Rob Chattopadhyay
- 9th Teri Hadden
- Tom Lynch
- Ed Mann
- 12th Brent Blanchette
- Lakeysha Sullivan
- Maureen Schott
- 14th Mary Hubbard
- 15th Kathy Feierstein
- Vicki Thompson
- 17th Tim Fortin
- Nancy Darveau
- 18th Bobbie Stanton
- 19th Harry White
- Frank Javato
- 20th Bob McGarvey
- 21st Michael Beltz
- 22nd Rebecca Harp
- 26th Don Hardeman
- 27th Mike Kozdras
- Ken Doring
- Rick Daniel
- 28th Harry Lyons
- 29th Ty Ackerman
- 30th Brenda Courson
- Stan Hilton

May

- 3rd Dave Lentsch
- Karen Branch
- 7th Juana Mathis
- 8th Mark Lisenby
- 9th Laura Steele
- Bob Umbreit
- Carol Berry
- 10th Melissa Day
- 11th Scott Hickman
- John Szczudluk
- 12th Michael Fotianos
- 13th Martha Young
- 15th Veronica White
- Gon Pham
- Jennifer Schott
- 16th Karen Simpson
- 17th Neale Thomas
- 18th Michael Barrow
- 21st Larry Taylor
- David Howard
- Lisa Robinson
- David Johnston
- 22nd Paul Naylor
- Michael Hope
- Dana Sandefur
- 24th Jackie Ward
- 25th Gene Hewett
- 27th James Dubose
- 28th Carole Davis
- 29th Bill Prentice
- Michael Duffy
- 30th Scott Bushnell
- Armand Twiggs
- Mary Waite
- 31st Diana LaPierre

UPCOMING EVENTS

APRIL

- 4/6 Daylight Savings Time Begins
(Spring Ahead)
- 4/22 Passover
- 4/23 Professional Secretaries Day®

MAY

- 5/11 Mother's Day
- 5/17 Armed Forces Day
- 5/30 Memorial Day





GRAPEVINE NEWS

◆ The Legacy Systems and MHS areas (staff of **Larry Bold Sr., Bob Downing, Felix Castillo, Kenneth Patch, Woody Gash** and **Wayne Gaff**) have relocated to the Deerwood Campus Complex Building 2 - 2nd Floor. DCC is located off of Southside Blvd. and JTB at 4800 Deerwood Campus Parkway. Their new phone numbers begin with 905 followed by the old extension.

◆ Congratulations to **Tom Lynch** from Network Services and his lovely wife Pam. They were married February 28, 1997.

◆ **Donna Royall's** sister, Carol Ann Terry, and her husband Don gave birth to the first surviving quintuplets in the State of Georgia on March 19. Mary Elizabeth, Emily Ann, Don Wilson, Dylan Ashford, and Natalie Marie arrived 6 weeks premature, but are all doing fine. The babies' weights ranged from 2 lbs. 9 oz. to 3 lbs. 6 oz. and, with the exception of some minor "premie" conditions, the babies are in excellent health. The news media scrambled to welcome "Atlanta's Five". All the activities were captured live by Atlanta's Channel 11 who followed the pregnancy

and were invited into the delivery room to film the birth. Good Morning America and the Maury Povich TV shows called for future live appearances, and the birth made the front page headlines in the Atlanta Constitution. Such celebrities!

◆ We warmly welcome the following new employees who have joined us in the last few months: **Kimberly Duke, Tammy Etheredge, Brian Strong, Stacy Robinson, Karen Simpson, Karen Chamblee, Doug David, Robert Jones, David Kuramoto, Eric Lewis, Kim Parks-Hum, Patrick Watson,** and **Mark Davis.**

Welcome Spring!

KAREN M AUSUM
COMPLTER TP EQUIPMENT
0811 HCC FLOOR 09T

