FOCUS On Management Information

*A Newsletter for Users of the **M**anagement **I**nformation **R**etrieval **S**ystem*

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Customer Satisfaction Survey

Last October the Controller's Office distributed a customer satisfaction survey to 164 MIRS users, representing 78 agencies. We received 114 responses. That's a 70% response rate!

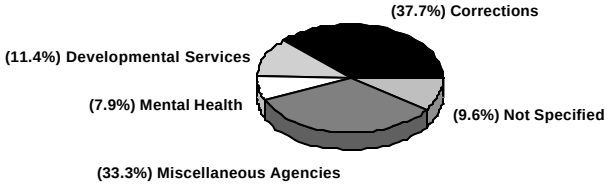
The survey measured satisfaction levels with customer support, system services, statewide communication, and training. We received high marks indicating 95% satisfaction overall!

Many of you shared improvement ideas; for example, you requested this newsletter, more frequent training, and a refresher training course.
We have taught five Initial Training classes since October and developed a refresher course which will be available this summer! Look for information on this and other classes in the *Training News* column on page 2.

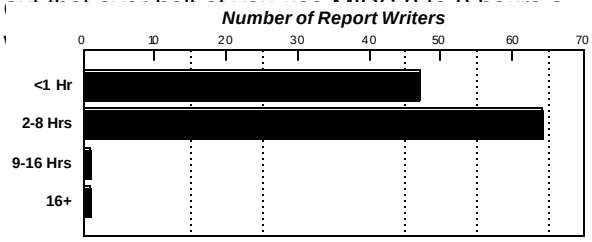
Demographics

We received survey responses from many agencies, including correctional facilities, developmental centers, mental health hospitals and miscellaneous departments.

The following chart shows what percentage of responses were received from each type of agency.



We asked you how often you used MIRS. It turns



Thanks to everyone for participating and a special thanks for the many improvement ideas!

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Goings On

Newsletter Back By Popular Demand

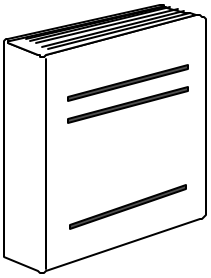
We are pleased to distribute our new semi-annual newsletter FOCUS On Management Information! It has a new name, format and many new readers since our original newsletter, the *MIRS Communiqué*. Please let us know what you think! We welcome your comments and suggestions.

Year 2000 Date Changes

The Controller's Office is feverishly preparing for the year 2000 century change. Modifications to MIRS date fields are included in the plans. We will, of course, notify all clients of changes that will impact their use of MIRS as more specific information becomes available.

Focus 7.0 Installation

MIRS is currently running under FOCUS version 6.8. In preparation for the year 2000 date changes, MIRS will be upgraded to FOCUS version 7.0. We will keep you posted as these changes are implemented.



New Focus 7.0 User Manual

A new FOCUS 7.0 User Manual is currently available. The cost is $35.00. We have order forms available for those who wish to purchase the latest version.

New Fax Number

Effective June 16th the MIRS staff will have a new fax number (916) 324-7265, CALNET 454-7265.

Training News

Refresher Training

Do you remember everything you learned in Initial Training? If not, our new **Initial Training Refresher** class may be what you need. The class is designed to review all the information that you learned in our Initial Training class. We will advertise the first class this summer. Watch for an OfficeVision note and a message on the MIRS Logon Message screen for more information.

Initial Training

Initial Training classes are scheduled on an "as needed" basis. For more information on scheduling someone for a beginning class, please contact a MIRS Consultant.

Being A MIRS User...

What tasks have you automated as a result of using MIRS?

The following are samples of reports we produce using MIRS rather than hand tabulation.

Monthly: Overtime report for the entire facility, hiring report for EDD mandated monthly listing, hiring/separation report for Dept. of Justice notification, industrial and non-industrial compensation costs, and non-citizen employee listing to comply with Naturalization service requirements.

Quarterly: Bilingual payment report, inmate worker supervision pay, listing of managers and confidential employees, and a report on doctor classifications listing wages and benefits.

Yearly: Report identifying employees with 25 years of state service, vacation/annual leave report listing employees with over the maximum allowable hours, CTO buy-back report listing all hours of CTO and holiday credit or excess to allow and budget for a buy-back option.

These are just the standard reports, I also do monthly collective bargaining reports for the Labor Relations Officer. We were also able to utilize MIRS for a Department of Finance audit last year that saved us many hours of work. We love our MIRS system and find new uses for it almost daily.

Dale Horton,
Atascadero State Hospital

We use MIRS for many managerial reports. It has been very helpful and is less time consuming, once the initial report is written. We use MIRS for monthly and year-to-date overtime reports, annual evaluations, probationary reports, reports for employee's residence by zip code, and reports for employee's health plans.

Michelle Dalton
California Correctional Institution

MIRS has been especially nice to us here at Ironwood. Our management likes the overtime report that we run each month. We also run a special report to generate the $1.73 FLSA adjustment due to our recruitment and retention bonus. It saves us tons of time. I'm having a lot of fun with MIRS. My experience has been wonderful, now that I've got the hang of modifying reports.

Linda Diane
Ironwood State Prison

We have used MIRS for memos that go out to employees in particular bargaining units. We use it for exam testing to find possible candidates from a specific career ladder.

If our department had CLAS I am sure we would use it for many of the leave accounting reports.

Hazel Phillips,
Veteran's Home, Yountville

We have been able to save a lot of time and energy since our department has been on MIRS. We provide reports with MSA information which allow management to make budget projections. The listing of new hires has also made it easier to recognize new employees in our quarterly newsletter. A listing of supervisors has also enabled our training staff to schedule individuals for training on a timely basis. The state service reports have been invaluable in compiling preliminary seniority information as we are in a downsizing mode...

Rose Perez,
Housing and Community Development

I compile all the data for our year end budget reports regarding various employee payments such as; recruitment and retention, physical fitness and uniform allowance. I plan to use MIRS in assisting me in some of these areas. I have had to manually compile this information more than once and it is very time consuming.

I love my MIRS.

Cheryl Gaither,
High Desert State Prison

Since we started using MIRS at CSP Sacramento, we have been able to stop loading information into a separate database to track employees. We print numerous management reports that enable us to audit the work produced by personnel staff. We are able to provide staffing counts, intermittent hours worked toward 1500, and overtime hours...at a moments notice.

We have developed monthly reports that provide management answers, rather

Thanks to all for sharing the many ways MIRS has helped you save time and enhanced

Reporting

In this issue of *Reporting Techniques*, we'll discuss the difference between IF and WHERE in selecting records.

Basic IF and WHERE commands perform the same functions, though syntax requirements like the use of single quotes and parentheses differ, the results are the same.

Why is the WHERE phrase important? It eliminates the need for logical defines, better known as IF...THEN... ELSE. As a result, your reports will be easier to write, will process more efficiently, and will cost less money.

Following are examples of basic IF and WHERE phrases:

```
IF FIELDNAME OPERATOR VALUE

IF AGY EQ 100
IF UNIT EQ 210 OR 320
IF SALTOT GT 4000
IF STATCD NE 'PERM SEP'
```

```
WHERE (FIELDNAME OPERATOR VALUE) AND
      (FIELDNAME OPERATOR VALUE)

WHERE (AGY IS '100') AND
      (UNIT IS '210' OR '320') AND
      (SALTOT EXCEEDS 4000) AND
```

Tips to remember

1) In the examples above, we've used the operators EQ and IS; GT and EXCEEDS; NE and IS-NOT. These commands can be used interchangeably. See your *FOCUS Manual* for more information on *operators*.

2) In WHERE phrases, alphanumeric and date values must be enclosed in single quotes.

3) In WHERE phrases, be sure to clarify each criterion with parentheses. Double parentheses are needed when using both AND and OR together.

4) If you have reports that use IF statements and you're getting the results that you need, you do not need to convert commands to WHERE phrases.

Example 1

We need a report that lists all employees who receive bilingual pay. Using a define, we have created a new field, called BILINGUAL, to determine whether an employee receives bilingual pay. Based on this define, each record will be assigned a value of YES or NO.

```
DEFINE FILE CSEMPL ADD
BILINGUAL/A3=IF (EARNID1 EQ '8B' OR '8B1' OR '8B2' OR '8B3') OR
(EARNID2 EQ '8B' OR '8B1' OR '8B2' OR '8B3')OR
(EARNID3 EQ '8B' OR '8B1' OR '8B2' OR '8B3') THEN 'YES' ELSE 'NO';
END
```

Next, we will use the BILINGUAL field in a report to select only those records with a value of YES.

```
TABLE FILE CSEMPL
PRINT FULL_NAME AS 'NAME'
BY AGY AS 'AGENCY'
BY UNIT
IF BILINGUAL EQ YES (Can also say WHERE BILINGUAL IS 'YES')
IF STATCD EQ ACTIVE
END
```

An easier way to accomplish the same result is to simply include a WHERE phrase in the report to select only those employees receiving bilingual pay.

```
TABLE FILE CSEMPL
PRINT FULL_NAME AS 'NAME'
BY AGY AS 'AGENCY'
BY UNIT
WHERE ((EARNID1 IS '8B' OR '8B1' OR '8B2' OR '8B3')OR
(EARNID2 IS '8B' OR '8B1' OR '8B2' OR '8B3')OR
```

Example 2

We need a report that counts active, full time, managerial and supervisory employees and those designated E48, E59, E98 or E99. Using a define, we have created a new field, called TEST to identify these employees.

```
DEFINE FILE CSEMPL ADD
TEST/A3=IF (EMPDSGN EQ 'M' OR 'S') OR (EMPCBID EQ 'E48' OR 'E59' OR 'E98' OR
'E99') THEN 'YES' ELSE 'NO';
END
```

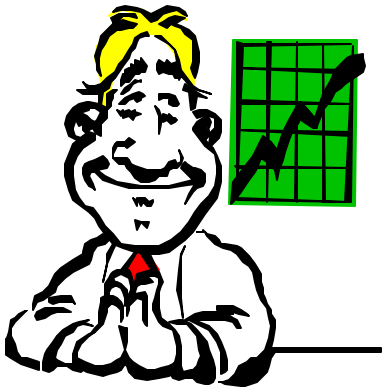
Next, we will use the TEST field in a report to select only those records with a YES value.

```
TABLE FILE CSEMPL
COUNT SSN
BY DSGN_NAME AS 'BARGAINING,DESIGNATION'
IF TEST EQ YES (Can also say WHERE TEST IS 'YES')
IF STATCD IS ACTIVE
IF TBASE IS FT
END
```

An easier way to accomplish the same result, is to simply include a WHERE phrase in the report.

```
TABLE FILE CSEMPL
COUNT SSN
BY DSGN_NAME AS 'BARGAINING,DESIGNATION'
WHERE ((EMPDSGN IS 'M' OR 'S') OR
(EMPCBID IS 'E48' OR 'E59' OR 'E98' OR 'E99')) AND
```

Data Talk



Did you know that MIRS has a field that will identify employees who are currently on training and development assignments, emergency appointments, non-industrial disability leave, disability retirement, or lay-off? It's called APPT_TYPE and comes from the CSEMPL current file.

APPT_TYPE is a one character field generated by the Controller's Office that attaches to each transaction. The current value for this field either changes or carries forward based on the transaction that occurs.

We've written a test report from the historical CSEMPL file to review how the value for the appointment type field either changes or carries forward as transactions are processed. Look up the values for the HAPPT field in your DED on page 49 and follow along with our examples.

Test Report Commands :

```
TABLE FILE CSEMPL
PRINT HTRANSCD HAPPT HPSNO
BY SSN SKIP-LINE UNDER-LINE
BY HIGHEST HEFFDT
END
```

(Note: The commands SKIP-LINE and UNDER-LINE have been added for readability. See your FOCUS Manual for more information.)

SSN	HEFF_DATE	HTRANS_CODE	HAPPT_TYPE	HPSNO
215-65-9312	96/09/30	560	**J**	748-011-**8283**-081 (**current**/historical)
	96/07/15	**A04**	J	748-011-8283-081 (historical)

Jim, a Drug Program administrator, is currently on a training and development (T&D) assignment (A04). He had a license change (560) effective 09/30/96.

The CSEMPL current file will contain the 560 transaction, while the CSEMPL historical file will contain both the 560 and the A04. Notice that the J value for the HAPPT_TYPE field carried forward from the A04 transaction to the 560 since Jim's appointment status has not changed.

Example 2: Donna Brown

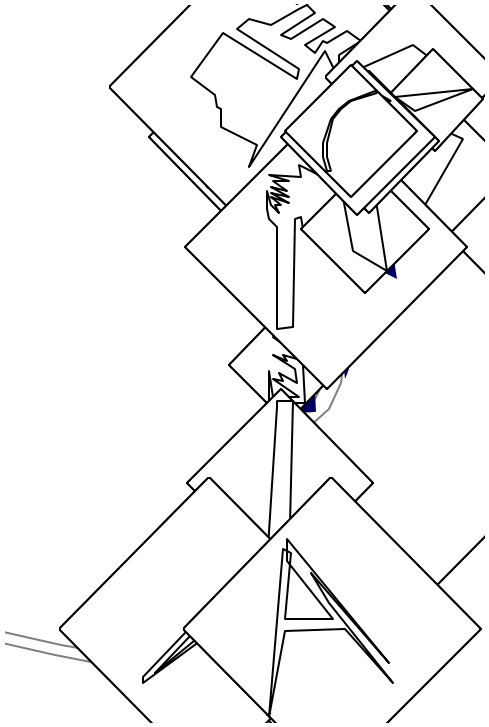
SSN	HEFF_DATE	HTRANS_CODE	HAPPT_TYPE	HPSNO
576-39-5861	97/02/28	A01	**C**	746-012-**1937**-021 (**current**/historical)
	97/02/28	A03	B	746-009-1139-003 (historical)
	96/06/01	**A04**	J	746-010-1139-002 (historical)

As an Office Technician, Donna was appointed on a T&D effective 06/01/96, and since has been appointed from a promotional list to a Hospital Peace Officer position.

The CSEMPL current file will contain the A01 transaction, while the historical file will contain all four transactions. Donna's current value for the APPT_TYPE field is 'C' based on the A01 transaction.

Our question is -- Who is **currently** on a T&D assignment? If we wrote a historical report requesting all A04 transactions (WHERE HTRANSCD IS 'A04'), both Jim and Donna would show up because each has an A04 in their history. We only want employees currently on a T&D, so we need to write the report on a current basis selecting records with an appointment type of J (WHERE APPT IS 'J'), then only Jim will appear on the report.

```
WHERE (STATCD IS-NOT 'PERM SEP') AND (APPT IS-NOT 'Q' OR 'T')
```



Spotlight FOCUS Report

INDIVIDUAL DEVELOPMENT PLAN
FOR FUTURE JOB PERFORMANCE
OF PERMANENT EMPLOYEES
WILLIAMS, RICHARD R 06/97
CLAIM AUDITOR 777-313-1771-002

INDIVIDUAL DEVELOPMENT PLAN
FOR FUTURE JOB PERFORMANCE
OF PERMANENT EMPLOYEES
GUZMAN, MARIANNE 06/97
ST SVS MANAGE AUD 777-313-5841-212

INDIVIDUAL DEVELOPMENT PLAN
FOR FUTURE JOB PERFORMANCE
OF PERMANENT EMPLOYEES
SHAFFER, KAITLIN L 06/97
AS PROG ANLYST/SP 777-444-1579-925

Report Name: ***COM032***

Wouldn't it be great if you didn't have to type personal information on Individual Development Plan (IDP) forms? Now you can use a procedure in the Common Library to produce labels which can be placed at the top of an IDP, eliminating the need to type individual forms.

The IDP due date used in this report is based on the employee's birthdate. The report is sorted by position number and full name.

To generate the labels:

1) Put label stock in your printer.

2) Follow your Common Library flowchart to browse or execute the report.

3) When you execute the procedure (COM032), you will be prompted for the following information.

   > Is this a test to align labels in your printer?

   If you key **YES** and press ENTER, the report will run with a RECORDLIMIT of 10 labels.

   If you key **NO** and press ENTER, the report will run without a RECORDLIMIT.

   > 2-digit year in which the IDP is due

   Key **97** for IDP's due in 1997 and press ENTER.

   > 2-digit month in which the report is due

   Key **07** for reports due in July and press ENTER.

   > Date one year prior to the IDP date in YMD format

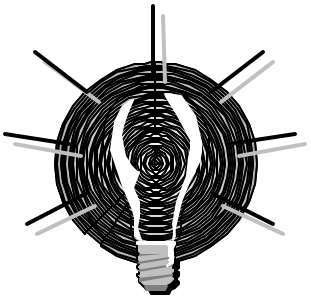
   Key **960630** for reports due in July 1997 and press ENTER.

   This last date ensures that an employee has been off probation for at least one year prior to their IDP.

Once you respond to the prompts, the report will process. You can now print the labels. If you ran the report as a test to align your labels, send it to print and FIN out of the FOCUS environment. You will then need to go back into the FOCUS environment to re-execute the report without a recordlimit and print your final results.

Note: Many of you have a copy of a report that produces IDP labels filed in your library. You may have one called IDPLABEL. Since we now have a new report in the common library, it is no longer necessary for you to maintain you own procedure. Also, because many different versions of these IDP reports exist, their accuracy cannot be assured. Please delete any old reports that

Send Us Your Bright Ideas!



Use your knowledge and experience to help others! We invite you to send your best MIRS tips and report writing techniques to us via fax, e-mail or over the phone. We will review all responses and use this information to cover topics of interest to you in future issues. If you'd like recognition for your ideas be sure to include your name and department! **We will send a prize to the first 25 people who send us a Bright Idea!**

Following are just a few suggestions for submission.

- Most useful MIRS report and why.
- Best report writing techniques and how you've used them.
- Best ways to organize MIRS reports.
- Effective ways to deal with incoming report requests.
- Effective ways to gain management support for MIRS users.
- Your networking strategies!
- Common Library additions, include picture of report format or specific data that you need. These reports should have statewide applicability.
- Ways to improve the MIRS Common Library.

Help us produce a newsletter that best meets your needs. Send us a note with your opinion of the newsletter and include topics you want covered in

FOCUS On Management Information is produced by the Controller's Office, MIRS staff. The MIRS staff reserves the right to edit material received for publication. We invite your comments.

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