

Department of Healthcare and Family Services Agency Profile	
Agency Name :	Department of Healthcare and Family Services
Liaison Name:	Mike Stehlin
Liaison Title:	Chief, Bureau of Training
Committee Members :	Steve Dorchinez, Manager, Office Services Steve Farris, Supervisor, Purchasing Unit Dennis Leonard, Supervisor, Facility/Contract Services Unit Carol Green, Chief, Bureau of Administrative Services
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The mission of this agency is to:	Healthcare and Family Services is committed to empowering Illinois residents to lead healthier and more independent lives by providing adequate access to health care coverage at a reasonable cost, establishing and enforcing child support obligations, and improving energy self-sufficiency through energy conservation and bill payment assistance.
The agency employs 2768 people.	
Major Locations:	There are a total of 43 HFS offices in 24 cities. Some of these offices are shared with other state agencies. The following is a list of the major locations: 280 East Indian Trail, Aurora 27 East Main Street, Belleville 313 North Mattis, Champaign 100 West Randolph (JRTC), Chicago 410 South Clinton, Chicago 32 West Randolph, Chicago 16 West Cass Street, Joliet 3419 Professional Park Drive, Marion 2011 North Knoxville, Peoria 1114 Taylor Street, Rockford 1011 South Second Street, Springfield 110 West Lawrence, Springfield 1001 North Walnut, Springfield 1130 South Sixth Street, Springfield 422 South Fifth Street, Springfield 400 North Fifth Street, Springfield 607 East Adams, Springfield 2200 Churchill Road, Springfield 2946 Old Rochester Road, Springfield 509 South Sixth, Springfield 201 South Grand Avenue East, Springfield
We occupy approximately 928,038 square feet of space.	

Office Sustainability	
Do you distribute and circulate documents electronically rather than by hard copy?	Usually
Have you set defaults for your office copiers and printers to double-sided printing and black ink (as opposed to color)?	Y
Approximate percentage of our mass publications available in an electronic format:	95%
Approximate percentage of forms recieved that are submitted electronically:	
Items that your agency recycles:	Office PaperCardboard Aluminum Cans Toner Cartridges Batteries Electronics Light Bulbs
Goal: Reduce energy use at all Healthcare and Family Services Facilities.	
Objective:	Where available all new appliances and equipment purchased and leased will meet the Energy Star criteria for energy efficiency
Measure:	90% of all new appliances and equipment purchased and leased will be Energy Star compliant
Objective:	Ensure that thermostats in all Healthcare and Family Services Facilities are set to winter and summer settings in accordance with the Governor's Administrative Order #2.
Measure:	All Healthcare and Family Services offices and buildings will be compliant and will maintain compliance with the Governor's Administrative Order #2.
Strategy:	Building facilities staff will monitor and when necessary adjust the thermostats in their respective buildings to ensure compliance with Winter and Summer setback settings during off hours and during work hours. Bureau of Administrative Services and CMS Facility Management staff will perform spot checks at all facilities to ensure compliance.
Goal: Reduce the quantity and degree of waste generated from operations through recycling of materials	
Objective:	Recycle Cardboard Materials in all major Healthcare and Family Services facilities
Measure:	Reduce the overall amount of cardboard going into the trash.
Strategy:	Coordinate with building janitorial staff on the separation of cardboard from trash and where to recycle in their respective buildings.
Strategy:	Educate staff on recycling of cardboard
Strategy:	Have designated areas in the buildings where cardboard can be taken for recycling
Objective:	Recycle Toner Cartridges

Measure:	Continue to maintain the high level of recycling of Toner Cartridges
Strategy:	All used toner cartridges will be shipped to the warehouse in Springfield from the central drop off points within the HFS buildings. Once at the warehouse the toner cartridges will be palletized for shipment to the vendor.
Strategy:	Have a centralized drop off for all used toner cartridges in each major Healthcare and Family Services facility.
Objective:	Recycle Aluminum cans in all major Healthcare and Family Services Buildings
Measure:	Reduce the amount of waste from aluminum cans
Strategy:	Place recycling containers for aluminum cans in all break rooms
Strategy:	Janitorial staff will remove aluminum cans from containers in break rooms and recycle.
Objective:	Recycle paper waste at all major Healthcare and Family Services facilities
Measure:	Reduce the amount of color and white paper waste being thrown in the trash
Strategy:	Educate staff on the importance of recycling of paper products and how to recycle white paper, color paper and newsprint.
Strategy:	Place recycling receptacles for both color and white paper in convenient locations in every office and on every floor of every Healthcare and Family Services facility.
Strategy:	Routinely check and empty all paper recycling receptacles.
Strategy:	When offices are being moved and relocated, a greater number of recycling receptacles will be made available and will be emptied on a daily basis prior to the move.
Goal:	Reduce the quantity of paper consumed
Objective:	Reduce paper consumption by increasing the number and use of writable electronic forms in the Agency's Form Repository on the Agency's Intranet site.
Measure:	Increase the number of PDF fillable forms towards 100%.
Strategy:	Promote and provide technical assistance to staff on the use of PDF fillable forms.
Objective:	Increase the sharing and distribution of reports electronically
Measure:	Reduce the number of paper reports generated by 10%.
Strategy:	Promote and provide technical assistance and training to staff on how to electronically distribute reports.
Goal:	Educate Agency Employees on energy conservation and recycling efforts as part of their everyday activities
Objective:	To educate and train new employees to the agency on the importance and the how to's of waste reduction, energy conservation and recycling.
Measure:	Provide training to all new employees within 90 days of hire.
Strategy:	Within the curriculum of the New Employee Orientation training, provide information to employees on energy conservation techniques, what office products are recycled and how they are recycled and how they can assist with waste reduction initiatives.
Objective:	Provide an agency wide education program for employees on recycling and waste reduction opportunities
Measure:	Make the educational program available to all employees
Strategy:	Develop a self running slide show on HFS Green Opportunities for placement on the Intranet for viewing by all agency employees
Objective:	Remind employees daily about energy conservation, waste reduction and recycling
Measure:	Number of signs at HFS Green opportunity locations
Strategy:	Signs about energy conservation in areas around light switches.
Strategy:	Signs around areas where recycling receptacles are placed reminding employees about recycling of materials

Purchasing of Goods and Services	
Number of reams of virgin paper purchased by the Agency each year:	139705
Number of reams of recycled paper purchased by the Agency each year:	4800
Percentage of post-consumer recycled content of the paper we purchase:	30%
Do you buy recycled toner cartridges?	Usually
Do you buy vegetable-based inks rather than those made from non-renewable, petroleum-based products?	Usually
Approximate percentage of computers that are Energy Star:	100
Approximate percentage of other electric appliances (coffee makers, refrigerators, fans, etc.) that are Energy Star:	Unknown

Goal:	Maintain and continue current high level of purchases of Toner Cartridges for printers from refurbished materials
Objective:	To maintain the same high level of purchases of recycled toner cartridges for printers.
Measure:	Currently, over 95% of toner cartridges for printers come from refurbished or recycled materials. The Department would like to maintain this high level of purchasing of recycled materials.
Strategy:	The Department will continue to purchase refurbished toner cartridges for the printers at HFS.
Goal:	Increase commodities purchases from refurbished materials
Objective:	Search for and purchase recycled paper that will work in both printers and copiers.
Measure:	Find a suitable recycled paper that will work and not jam up in our printers and copiers.
Strategy:	Test a variety of recycled paper in our copiers and printers to find a suitable paper that does not jam up in copy machines and printers. After satisfactory testing, purchase paper.

Transportation	
Number of Passenger Vehicles:	20
Number of Equipment Vehicles:	8
Vehicle miles traveled in 2007 (or most recent tracked year):	275430
Approximate percent of employees who use public transit/carpooling or non-motorized transportation:	Unknown
Do you use video and teleconferences for meetings to reduce travel time and excess commuting?	Usually
Gallons of fuel consumed in 2007 (or most recent tracked year):	13828
Approximate percentage of these gallons:	75.8 Conventional Gasoline 16.8 E-85 Conventional Diesel 7.4 Biodiesel
Approximate percent of passenger vehicles which are flex-fuel or hybrid:	50%

Goal:	Increase use of E-85 fuels
Objective:	Increase the use of E-85 fuels in all agency flex fuel vehicles
Measure:	Increase overall use of E-85 fuels by 10%.
Strategy:	Prominently display E85 stickers on all flex fuel vehicles to remind employees
Strategy:	Place a listing of all E85 fuel stop locations in the glove compartment of all Flex Fuel vehicles
Strategy:	Bureau of Administrative Services will review gas receipts and will follow up with Drivers who are using Flex Fuel vehicles but not using E-85
Goal:	Increase use of Video Conferencing Systems for meetings
Objective:	Increase use of the Video Conferencing systems by promoting awareness of system locations and raising wareness of systems capabilities.
Measure:	Number of site to site conferences increase by 10 % Number of multi-point bridges increase by 10%
Strategy:	Promote the use of Video Conferencing through the Department's intranet. Intranet site has complete list of all sites with names of site contacts.
Strategy:	Provide training to Department staff on the use of the Video Conferencing systems.
Strategy:	When scheduling rooms, give priority to meetings utilizing video conferencing.
Strategy:	Provide support and technical assistance for users by coordinating and establishing bridges for mutlipoint connections, monitoring point to point connections and providing technical asisstance on the use or peripherals
Goal:	Increase the number of Video Conferencing locations
Objective:	To increase the number of Video Conferncing Sites by placing units in new HFS offices.
Measure:	Put two new systems in place bringing the total number of HFS system to 22
Strategy:	Put two new systems in the Illinois Building in Springfield. Medical staff were relocated to this buidling from the Bloom building. Staff attend a number of meetings at the Bloom building which requires them to drive to the Bloom building. Also they have to drive to the Bloom building to utilize Video Conferencing and connect with other locations. Having their own systems will eliminate cross town travel.
Goal:	Lease and purchase more fuel efficient and flex fuel vehicles including hybrids
Objective:	Work with CMS to insure that all new leases and purchases are for fuel efficient,flex fuel or hybrid vehicles.
Measure:	Every old vehicle being replaced will be replaced by a vehicle that is either more fuel efficient or is a flex fuel vehicle. All new leases or purchases will be vehicles that are either fuel efficient or flex fuel.
Strategy:	Bureau of Administrative Services staff will request fuel efficient and/or flex fuel vehicles in the specs for all leases and purchases.

Facilities	
Have you conducted an energy audit of your office facilities?	N/A
Kilowatt-hours of electricity consumed per year:	N/A
Approximate percentage of water conserving fixtures, e.g. faucets, toilets, showers:	N/A
Do you plant native species in landscaping?	N/A
Have you installed one or more rain gardens?	N/A
Do you have a green cleaning policy?	N/A
Do you have an integrated pest management schedule?	N/A
Do you have a routine schedule for HVAC maintenance?	N/A

Construction	
Number of completed new constructions or major renovation projects in the last year:	N/A
Percentage of projects LEED certified:	N/A
Number of new constructed facilities located on infill sites:	N/A
Number of the completed roof projects in the past year that have a vegetated or solar-reflective surface:	N/A
Have you installed solar, wind or geothermal energy generating facilities?	
Approximate percentage of recycled construction materials:	N/A
Do you use light colored or permeable pavements?	N/A

Other Operations