



# Report of the Management Services Section

## Statement of Purpose

Management Services is a section of the Office of the Treasurer. Management Services has responsibility for the operation of the Lutheran Center in Chicago, the ELCA Archives building in Elk Grove Village, Illinois, and the leased properties in Washington, D.C., and New York City. Management Services also provides infrastructure services including photocopy services; office supply orders; mail services; scheduling, hospitality, and maintenance of the conference center; security coordination; building reception and tours; and management of the *ELCAAdvantage Program*. The constitutional description of this section appears in continuing resolution 13.52.C05, printed in Section X of this volume.

## Report of Work for 2005-2007

### *Reconfiguration*

During the past biennium, Management Services assumed responsibility for leading the process of reconfiguring the Lutheran Center to match the new organizational structure approved by the 2005 Churchwide Assembly. This process was undertaken for several reasons, primarily:

- So that staff members who share common work and are accountable to one another could be, as much as possible, in close proximity to one another;
- Because after 19 years of hard wear and tear, many items needed to be replaced and refreshed, including carpet, paint, and office furnishings; and
- In order to arrange additional space for leasing.

There also were inefficiencies in the previous layout that had accrued over time. It was cost-effective and timely to address these matters concurrently, within one reconfiguration process. Some agreed principles of the redesign included:

- To minimize major construction by utilizing existing walls and fixed structures wherever possible;
- To maximize the amount of natural light to the work areas by moving storage and other files toward the center, away from windows and lowering cubicle wall height;
- To provide for centralized storage on each floor and through Management Services;
- To maintain the amount of circulation or open space on each floor; and
- To maintain common areas that are serving us well and that would be expensive to reconfigure such as conference rooms, copy centers, and coffee areas.

Unit operations continued throughout the reconfiguration by establishing transitional work space in unoccupied tenant space and moving unit staff members into and out of that temporary location as each floor was completed.

### *Lutheran Center Occupancy*

The Lutheran Center currently is at 93 percent occupancy. The ELCA churchwide organization occupies 148,550 square feet and tenants occupy 57,718 square feet. Current tenants include the American Baptist Church, ChildServ, Spina Bifida Association, Retirement and Research Foundation, Deaconess Community of the ELCA, the National Board of Osteopathic Medical Examiners, and Community Alternatives Unlimited. The lease for Community Alternatives Unlimited for the entire third floor recently was renewed and expanded by an additional 3,558 square feet on the first floor.

### *ELCAAdvantage Program*

The *ELCAAdvantage Program*, a national, cooperative buying program, is also managed and operated within the Management Services section. Office Depot Business Services Division generated sales activity of \$416,523, and Riso, Inc., provided manufacturer's rebates of \$14,575 to ELCA congregations and affiliates on sales of their digital duplicators and cylinders. Agreements with Graebel, Stevens, and Allied Van Lines (through the Home Benefits program) provided household moves to 196 ELCA families during 2006. The program office continues to receive inquiries from vendors who are interested in becoming participating partners.

## Major Directions for 2007-2009

- Complete and make any necessary adjustments to the new building design layout.
- Expand purchasing discount opportunities under *ELCAAdvantage Program*.
- Continue to use technology to reduce mail cost and processing time.
- Oversee transition to new security and hospitality system, including installation of security desk in main lobby and a visitor badge system.
- Continue to facilitate smooth transition to a new building management company.

Karen Rathbun, *executive for management services*

This page intentionally left blank.