

Quotes, Notes & Anecdotes

Monthly Employee Newsletter Published by the Department of Administration
April 2020 - Volume 27, Issue 4

Employee of the Month

Harper Steps Up to Help WV Surplus Program Succeed



Matthew Harper
April Employee
of the Month

Matthew Harper, a Supervisor 3 for the West Virginia State Agency for Surplus Property (WVSASP), has been selected as the Department of Administration's *Employee of the Month* for April.

A state employee for more than 10 years, his duties include overseeing the warehouse and vehicle sections of the WVSASP.

"There have been a number of instances when the agency had to be closed and Matt volunteered to

come in to make sure that someone was available to answer the phones and let vendors in," said the co-worker who nominated him. "We recently had to close unexpectedly, and Matt worked by himself moving furniture and loading items into

our dumpster so that no other employee would have to come in. Matt has the difficult job of scheduling pick-ups. He manages to work the schedule around so that items are picked up by lease end, saving agencies thousands of dollars in rent.

"Matt has shown initiative by taking it upon himself to learn and test our new point-of-sale system so he can train the other employees," the co-worker continued. "He has written step-by-step instructions for the system. Matt has shown creativity by creating a color-coded delivery schedule for the warehouse which makes it easier to schedule deliveries. He assists not only those he supervises, but he also helps employees who do not report to him."

When he's not working, Harper enjoys camping, fishing, and spending time with his family.

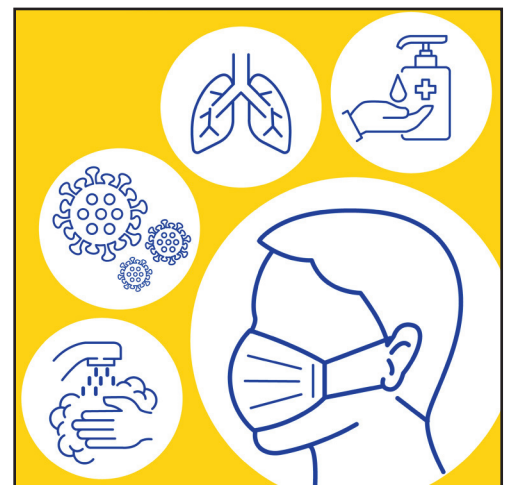
Harper will be joined by friends and co-workers at a special ceremony presented by Cabinet Secretary Allan McVey at the Surplus warehouse in Dunbar. This ceremony will be scheduled for a later date.

Agencies Make Changes Due to the COVID-19 Pandemic

During this time of heightened concern over COVID-19, several Department of Administration agencies are taking precautions to ensure the safety and well-being of their employees, customers, and vendors doing business with the state. Following Gov. Jim Justice's Stay-at-Home executive order, which can be found at www.governor.wv.gov, many agencies enacted their Continuity of Operations Plans, relying heavily on technology to see them through.

The West Virginia Office of Technology (WVOT) distributed a Remote Work

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PEIA Hosts Annual Benefit Fairs via Conference Calls

In preparation for the open enrollment period for Plan Year 2021, the Public Employees Insurance Agency (PEIA) is hosting benefit fairs for its members. Unlike past years, these meetings will not be conducted face-to-face due to the novel coronavirus, COVID-19. Instead, PEIA members will have the opportunity to join scheduled conference calls with representatives from PEIA, the Health Plan, FBMC, Humana and Securian.

Open enrollment allows eligible employees to change their health plan; add, drop, or change coverage for themselves and their dependents; and make changes to their Mountaineer Flexible Benefits. Open enrollment for Plan Year 2021 is scheduled for April 2, 2020, through May 15, 2020. Changes to benefits can be made online by clicking on the green “Manage My Benefits” button on the PEIA website at peia.wv.gov or by

requesting a transfer form by phone at 1.877.676.5573. Open enrollment changes for Plan Year 2021 are effective July 1, 2020.

A brief explanation of plan changes will be given at the beginning of each conference call, followed by questions from participants. Additional questions regarding the changes for Plan Year 2021

should be directed to the PEIA Open Enrollment Helpline at 1.877.676.5573 or to the customer service numbers for the other vendors printed on the back cover of your Shopper’s Guide.



Date	Time	Dial-in Number	Conference
Thursday, April 9, 2020	4:00 p.m.	304-410-0513	26632
Tuesday, April 14, 2020	6:00 p.m.	304-410-0513	26632
Thursday, April 16, 2020	6:00 p.m.	304-410-0513	26632
Tuesday, April 21, 2020	4:00 p.m.	304-410-0513	26632

Public Defender Services Employees Purchase and Display Artwork from Imprisoned Clients

The artwork that lines the walls of the Public Defender Services’ offices is framed and hung neatly just like any other, but these aren’t your average drawings and paintings. Employees of the agency purchased the art made by inmates at the Mount Olive Correctional Complex, many of whom have been represented by public defenders.

“The artwork represents a creative process that allows our incarcerated clients an opportunity to be productive and con-

tribute to society,” said Stephanie Thornton, a Criminal Justice Specialist for the Public Defender Corporation Resource Center (within Public Defender Services). “I hope their skills and contributions give them hope they can be seen as good people despite their previous actions. There is some incredible talent.”

Inmates have also made items from wood, created clocks, and even made some of the frames for the artwork that decorates the common areas of the office.

Each piece has been purchased for a nominal fee in the \$5 range through the Mission West Virginia art auction. The money raised by Mission West Virginia goes to a scholarship for youth who had a parent incarcerated for 12 months during their childhood.

“These pieces have not only brightened our office, but they are a reminder of the people and the lives our agency works to represent,” Thornton said.



Artwork created by inmates at the Mount Olive Correctional Complex hang on the walls at the Public Defender Services’ offices in Charleston. These pieces of art are meant to serve as “a visual reminder of the people we represent.”

Fleet Management Division Implements Changes to Assist Agencies in the Management of Their Vehicles

by: Becky Farmer, Fleet Coordinator

The Fleet Management Division (FMD) has adopted several new processes to streamline each agency's management of the vehicles they operate, the reporting requirements required by House Bill 4015, and the Governor's Policy of Employee Use of Employer Provided Vehicles.

The Governor's Policy on Employee Use of Employer Provided Vehicles is now available through the West Virginia Office of Technology's (WVOT) online learning center. FMD worked closely with the Governor's Office and WVOT staff to develop this course to reach employees who drive a state-owned vehicle. All employees who drive a state vehicle are required to take this training each year by January 15th, in

accordance with the Code of State Rules §148C.S.R.3.3

The training can be accessed through CourseMill. To register, visit www.onlinelearning.wv.gov and log in using your unique ID number (e.g. A or B number) and password.

Once logged into the site, click on the Course Catalog tab, type FLT100 into the Catalog ID field, and click on the Search button. The results will populate all trainings currently open for enrollment. Simply click on the "Enroll" button.

If you have not logged in before, the password should be "password." If you have but cannot remember the password, simply click on the "Forgot Your User ID or Password?" link. If your email is in

the system correctly, you should receive a message within five minutes of submitting your email address. Be sure to check your junk or clutter folder to see if the message went there. If you do not receive an email, call the WVOT's Service Desk at 304.558.9966 for assistance.

To assist any individual who does not have access to WVOT's Online Learning Center, a copy of the Governor's Policy, a link to this course, the acknowledgement form and the reporting requirements are provided on FMD's website at https://fleet.wv.gov/AFC_Resources.

In addition to this training, FMD is

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Division of Personnel Upgrades Training Center Meeting Rooms to Better Meet the Needs of Agencies

The Caperton State Training Center, located in Building 7 on the Capitol Campus, is utilized on a regular basis by many state agencies. Recently, several rooms in the Training Center were upgraded to improve connectivity and make the overall environment more conducive to learning. Among the rooms updated were the Division of Personnel's (DOP) Capitol, Regents, and Executive Rooms, as well as the West Virginia Office of Technology's computer lab, Heritage Room.

In addition to a fresh coat of paint on the walls, upgrades made to the training center's technology, hardware, and software include:

- **Updated Lecterns/Touch Panels**
 - Resolved syncing issues with projectors/screens, TV's and laptops (Capitol Room)
 - Up-to-date video output options (HDMI, ClickShare, etc.)
 - Modern, more user-friendly software
 - Added document camera
- **Updated projectors/screens and TVs**
 - Improved image quality/clarity
 - Fixed screens to enhance visibility as well as limit moving components that could malfunction (previously screens rolled up/down)
- **Updated Audio**
 - Added gooseneck mic to movable podium as well as two optional handheld mics and one lavalier mic (Capitol Room)
 - New speakers

- Additional video conferencing mics
- **Updated Communication**
 - Video conferencing/conference calling will be available in all three rooms

On average, DOP conducts 130-150 days of training each year at the training center. For information on how to reserve one of these rooms, visit <https://personnel.wv.gov/ohrd/WVSTC>.

TRAINING CENTER ROOMS AVAILABLE

<i>Executive Room</i>	<i>Capitol Room</i>
<i>Occupancy:</i> 15 people 1 - 75" LCD monitor 1 - lectern (controls monitor – allows presentation from laptop or DVD)	<i>Occupancy:</i> 80 people – w/ tables; 120 people – w/o tables 2 - ceiling mounted projectors 2 - projection screens 2 - audience monitors (75")
<i>Regents Room</i>	
<i>Occupancy:</i> 25 people 1 - ceiling mounted projector 1 - projection screen 1 - lectern (controls projector, screen – allows presentation from laptop or DVD) Speakers	1 - lectern (controls projectors, screens – allows presentation from laptop or DVD) Speakers <i>All have wireless internet.</i>

COVID-19


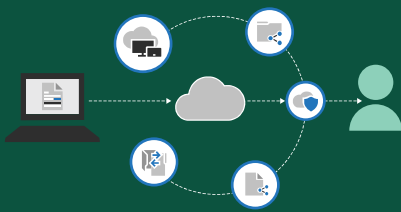
Continued from Page 1

Access Quick Reference Guide v1.0 to agency directors to assist with various access and functionality requirements for employees working remotely. The document identified applications not requiring VPN access, such as email, local/PC documents, and some internet applications, as well as those that do, including shared internal applications and shared folders. Additionally, WVOT made available for re-assignment more than 80 laptops from its warehouse to any agency lacking the proper resources needed for staff members to work from home.

As part of its response to the COVID-19 pandemic, the Purchasing Division limited its operations during the last two weeks of March, with some staff members working entirely from home and others alternating days in the office and at home. To share pertinent information related to changes in its operations and other guidance, the Purchasing Division created a COVID-19 page on its website. Among the information shared was the Purchasing Division's emergency purchasing procedures, a temporary pre-bid meeting policy, and log in information for the Purchasing Division's scheduled public bid openings, which were moved online. In late March, a blanket exemption was also issued for the purchase of any good or service related directly to the COVID-19 pandemic.

Staff members of the Consolidated Public Retirement Board (CPRB) moved their in-person appointments with retirees to telephone calls temporarily. "We are capable of having telephone appointments, and with the majority of our customers being senior citizens, it may be in their best interest to have their appointment remotely for the time being," said CPRB Director Jeff Fleck.

The Division of Personnel published a document on its website explaining the details of the Families First Coronavirus Response Act to assist any state employee directly affected by the coronavirus. This Act, signed into law on March 18, 2020, requires public agencies of any size



Office of Technology Remote Work Access Quick Reference Guide v1.0

Not every employee needs the same type of access. Users only need access to the tools required to perform critical functions while working remotely during a crisis.

Email	Standard User—No need for VPN These users only need access to email and their Office Products to deliver daily activities for their perspective agencies. They do not need access to network resources and can collaborate through email attachments. Employees can use a state laptop, personal laptop, or other mobile device to connect to home internet. To access office online follow this link: https://portal.office.com .
Calls/Meetings	
Local/PC Documents	
Internet Applications*	
Focused, Shared Docs	Collaboration-Driven Users These users need additional access to collaborate with larger files between several users. They do not need access to network resources. Anything on a network share for small projects or teamwork can be loaded onto an online Sharepoint site. To access office online follow this link: https://portal.office.com .
Small Team Work	
Extensive Shares	Power Users and Resource-Intensive Need—Must have VPN These users need access to their email, office products and must utilize shared resources (Project Shares, Design Files, Shared Folders). The users must have VPN Access and MFA Forms filled out. Users must have a state issued laptop/tablet.
State Internal Applications*	
Training	Users can access a range of training tools such as videos and how-to guides on Microsoft offerings such as Sharepoint, One Drive, and other tools at https://support.office.com/ . There is also training available on some of Microsoft's offerings on the Learning Management System at https://www.onlinelearning.wv.gov/cm/home.html .

*Internet Applications would include any website that can be accessed on any general internet connection. State internal applications would include any website that is only internally available to specific agency personnel.

to provide job-protected leave for qualifying needs related to a public health emergency under the Family and Medical Leave Act and paid sick leave under the Emergency Paid Sick Leave Act to eligible employees affected by the COVID-19 pandemic. The provisions of this law go into effect April 2, 2020, and will remain active through December 31, 2020.

The Public Employees Insurance Agency (PEIA) shared its policy for COVID-19 on its website. Effective March 1, 2020, PEIA covered COVID-19 testing at any network provider at 100% of the contracted allowance for members who met CDC guidelines for testing. Deductibles, co-payments, and co-insurance were also waived for any physician or facility services incurred in the process of

testing. Additionally, PEIA temporarily expanded its telemedicine benefit. For 60 days, PEIA will allow office visits and psychotherapy for established patients to be performed directly between providers and patients via video conference or telephonically.

While there were many other measures taken to comply with the work-from-home order in response to the COVID-19 pandemic, essential services continued. Our agencies and state employees stepped up during this time of uncertainty to continue operations, despite the many challenges they faced. Thank you to our Department employees for your patience, flexibility, and continued service during this time.

Quotes, Notes and Anecdotes

General Services Prepares Capitol Campus for Spring

With spring in the air, the General Services Division (GSD) is already hard at work beautifying the Capitol Campus. The GSD grounds crew has begun prepping for warmer weather by checking the grounds for inclement weather damage and pruning broken tree branches. Annual flowers can't be planted until all danger of frost has passed. The planting beds, however, have been prepped, particularly those with dry soil or soil that was compacted, and crews worked organic matter into the soil.

They removed old mulch and replenished it with fresh mulch (3 to 4 inches deep around trees, leaving a small gap between the mulch and tree trunk, and 1 to 2 inches deep in flower beds) to reduce weeds, conserve moisture, and control temperature fluctuations in the soil.

Mowing season will begin around the last week of April. Before that happens, crews will need to rake the lawns and remove leaves, twigs, and debris. Other lawn care includes putting crabgrass preventer on the lawns, as well as aerating the lawn and overseeding the thin and bare spots.

Once the spring bulbs have flowered, crews will deadhead them (i.e. pinch off the flower stem below the dead flower and just above the first set of full, healthy leaves) to direct energy back into the bulbs. They won't remove foliage but instead will let it die back naturally. After blooming, tulip bulbs will once again be available for purchase at the West Virginia State Agency for Surplus Property in Dunbar.

The spring flowering trees and shrubs, including crabapple,

forsythia, lilac, viburnum, and azaleas, will need pruned immediately after blooming. The crews will keep weeds controlled because they are easier to pull when they are small. The grounds crew will also add pre-emergent to the soil to prevent germination of weeds, as well as apply fungicide sprays to roses to control diseases such as black spots. Trees, shrubs and plants will be monitored regularly for insect and disease problems.

The Department of Administration appreciates the hard work of GSD's grounds crew in ensuring employees, guests, and visitors on campus can enjoy the view daily.



FLEET

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implementing a single point of contact for each agency concerning all fleet-related issues. FMD's appointed staff will still fill their roles as subject matter experts for their individual disciplines but will also serve as account managers for their assigned agencies. This new structure is designed to provide better customer service to the state agencies. FMD account representatives sent out emails introducing themselves as the account manager to their respective agencies in late February. To ensure questions, concerns, and issues are addressed in a timely fashion, FMD recommends an email be sent to Fleet@wv.gov.

New on the horizon is FMD's implementation of a more efficient approval process for maintenance events facilitated through the state's vehicle management vendor, Automotive Resources International (ARI). FMD's employees will be working with their assigned agencies to establish the agency's internal approval process that permits pending maintenance events to be sent directly to the individual with the authority to make business decisions concerning vehicle repairs. This flexibility eliminates the back and forth between agencies, ARI, FMD, and the garage performing the maintenance event. The new maintenance approval process option will be made available to all cabinet levels by May 2020.

FMD, Goodyear, ARI, and the Purchasing Division reached an agreement recently to permit ARI to facilitate the purchase of tires off the statewide contract. The new process will stream-

line the acquisition of tires off the statewide contract. Goodyear is responsible for verifying charges are accurate before passing them along to ARI. ARI will include the charges on the monthly maintenance invoice to agencies, and those costs will be added to the operating cost of a vehicle. This will give the agencies a more accurate account of a vehicle's maintenance history without having to perform several manual entries across various systems. If you have any questions concerning this process, please contact FMD at Fleet@wv.gov.

FMD's annual Agency Fleet Coordinator trainings have been scheduled for May. This training will follow a similar structure as the 2019 training, with morning and afternoon sessions in the Caperton Training Center's computer training room. This training will be especially informative due to the recent implementation changes on the horizon with the maintenance and fuel provider, ARI. Training will be offered on May 5th, 7th, 13th and 14th. Registration will begin Wednesday, April 1, 2020, and end on April 15, 2020. Please remember this annual training is required in accordance with House Bill 4015 for all Agency Fleet Coordinators.

FMD looks forward to a very progressive year ahead and is excited that the proposed changes will assist in achieving a more efficient and productive management of fleet for the state of West Virginia.

Quotes, Notes and Anecdotes

Registration Now Open for the May 14th Mandatory Training for High-Level Officials

Registration is now open for the State Officials' Purchasing Procedures and Purchasing Card Rules training, co-presented by the West Virginia Purchasing Division and the State Auditor's Office. This two-hour session, scheduled for May 14, 2020, will be conducted online as a webinar. Offered twice per year, this training is mandatory for high-level state officials as indicated in W. Va. Code §5A-3-60.

The Code requires all high-level state officials to annually complete two hours of training on purchasing procedures and purchasing card processes. Space is limited to the first 100 people to register.

To register for this live online training, complete the online form posted at www.state.wv.us/admin/purchase/training/mandatory.html.

Following the webinar, the recording will be posted in CourseMill. Instructions on how to view the recording following the webinar are also posted at the link above.

Any individual who did not participate in the November 2019 webinar or who has not yet viewed the recording within CourseMill must complete the training by June 30, 2020, to remain in compliance for this fiscal year.

For more information, please visit www.state.wv.us/admin/purchase/training/mandatory.html.

Welcome! ... The Department of Administration is pleased to welcome **Jordan Hannah** (CPRB); **John Miller** and **Patrick O'Neil** (General Services); and **Tina Withrow** (Real Estate).

Best Wishes ... to **Gail Montantez** (Purchasing); and **Michael Hutchinson** and **Larry McDonnell** (Technology), who recently resigned from our department.

Employee Question of the Month ... Last month we asked employees to share the title of their autobiography. Here are some of the answers:

- *I came. I saw. I made it awkward.*
- *She Persevered*
- *There's no way that really happened!*
- *Sit Down, Shut Up, Hold On; You're Going for a Ride*
- *Work Hard, Play Hard*
- *Give More Than You Take*
- *This is My Circus, These are My Monkeys*
- *Oops: Fumbling Through Life*
- *Doing Well vs. Doing Good: Finding how to succeed, how to serve and how to save myself*

This month, we want to know **"What song do you enjoy when you need a morale boost?"** Share your answers with us by end of the day on **April 15, 2020**, by visiting www.surveymonkey.com/r/ML3VLW7. Please note that all submissions will be anonymous and may be edited for clarity and length.

Got News? ... Share YOUR good news with all of your department co-workers! Email Samantha.S.Knapp@wv.gov with detailed information so we may include it in the next issue of the newsletter.

HAPPY BIRTHDAY ... in APRIL

Below is a list of Department of Administration employees celebrating their birthdays during the month of April:

Jeffrey Lawrentz.....BRIM	Mark Isabella.....Personnel
Lora Reynolds.....BRIM	James Knapp.....Personnel
Deanne Stevens.....BRIM	Michael McCallister.....Personnel
Cindy Adkins.....CPRB	Kim Schleicher.....Personnel
Rosa Burgess.....CPRB	Jeremy Walker.....Personnel
Paul Hardy.....CPRB	Matthew Brummond..Pub.Def.Srvs.
Marcia Howard.....CPRB	Lisa Knell.....Pub.Def.Srvs.
Lori Sayre.....CPRB	Donald Stennett.....Pub.Def.Srvs.
Kenneth Woodson.....CPRB	Samantha Knapp.....Purchasing
Stefanie Youngblood.....CPRB	Melissa Pettrey.....Purchasing
Kimberly Weber.....Ethics	John Dotson.....Real Estate
Samantha Chapman.....Finance	Kenneth Bowles.....Technology
Luke Murray.....Finance	Michael Cheeks.....Technology
Jane Shinn.....Finance	Jacqueline Clendenin..Technology
Rebecca Farmer.....Fleet	Rebecca Ferrell.....Technology
Jason Agan.....Gen.Srvs.	Donna Lipscomb.....Technology
Keith Burdette.....Gen.Srvs.	Byron Lusher.....Technology
Carles Farley.....Gen.Srvs.	Samantha Lutsy.....Technology
Richard Fleshman.....Gen.Srvs.	Carlos Neccuzzi.....Technology
Jeffrey Gillenwater.....Gen.Srvs.	Matthew Nelson.....Technology
Andrew Guz.....Gen.Srvs.	Ray Perkins.....Technology
Thomas Hackney.....Gen.Srvs.	Matthew Short.....Technology
James Hawley.....Gen.Srvs.	James Showalter.....Technology
Morgan Hurley.....Gen.Srvs.	Kristin Shriver.....Technology
David Williams.....Gen.Srvs.	Trent White.....Technology
James Cox.....Grievance	Jeffrey Wilson.....Technology
Stephanie MacLellan.....PEIA	Roger Young.....Technology
Teresa Bellamy.....Personnel	

Administrative Notes

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