



# Quotes, Notes & Anecdotes

Monthly Employee Newsletter Published by the Department of Administration  
AUGUST 2012 - Volume 19, Issue 8

## Employee of the Month

### Tammy White Goes Above and Beyond at CPRB

TAMMY WHITE, a Retirement Advisor with the Consolidated Public Retirement Board (CPRB), has been selected at the Department of Administration's *Employee of the Month* for August.

A state government employee for 15 years, White's responsibilities include counseling retirees on benefit options, verifying service for members, and calculating estimates and retirement annuities with the

Teachers Defined Benefit Retirement System.

"When we were short-staffed during the Teacher's Retirement System 'crunch time,' Tammy stepped outside her normal work-related duties to set up packets and create new retiring member files," said one co-worker. "She surpassed the quantity of estimates normally completed."

Another co-worker said,

"Tammy goes above and beyond by doing additional research work."

In her free time, White enjoys spending time with her family, being outdoors and reading. She will be joined by friends and co-workers at a special ceremony presented by Acting Cabinet Secretary Ross Taylor on Thursday, August 9, at 11:15 a.m. at the CPRB office in Kanawha City.



**TAMMY WHITE**  
August Employee of the Month

## Revisions Made to Department of Administration Employee Handbook



Originally issued in 1994, the Department of Administration Employee Handbook provides a general overview of many of the policies, rules, laws and benefits applicable to Department employees. A revised edition of this handbook became effective July 15, 2012.

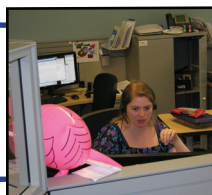
The handbook offers sections on employee information; employment; training opportunities; monetary issues; employment conduct and remedies; policies and bulletins; holidays; attendance and leave; and insurance and retirement. Changes have been made to each of these sections to make the handbook a current and ef-

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**Department of Administration Human Resources Coordinator Linda Coleman is pictured showcasing the revised Department's Employee Handbook.**

## SNEAK PEEK

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# Office of Technology Service Desk Staff Finds Itself Working with a Broad Range of Issues

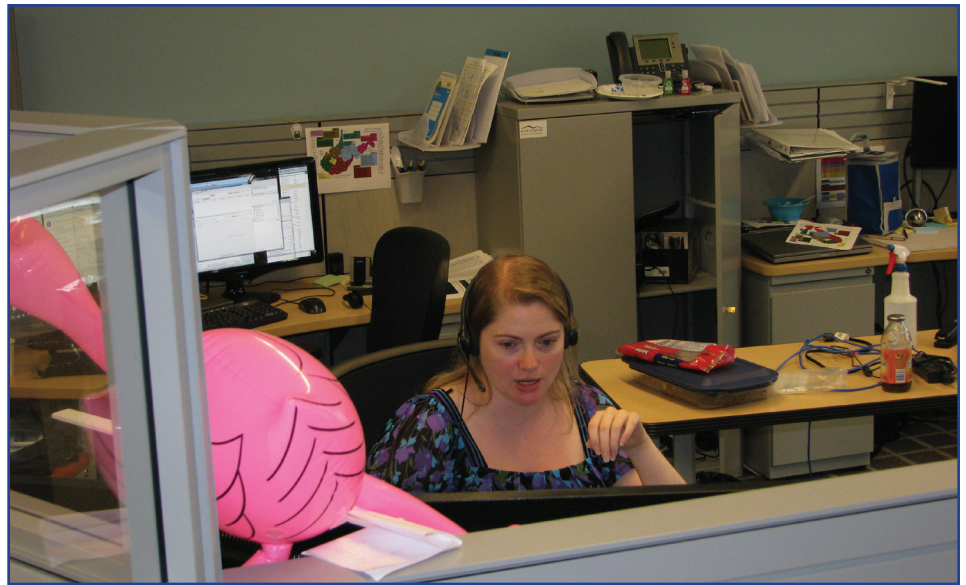
Good government demands good technology in this day and age, and being able to ensure that the technology works the way it is intended is vital. So when problems occur or questions related to technology arise, the first people to hear about it is typically the Office of Technology (OT) Service Desk.

“The Service Desk is the front line for the Office of Technology and the single point of contact for all technology needs,” said Sue Lore, the Service Desk manager. “We do the first line of troubleshooting.”

That troubleshooting begins when a user calls the Service Desk, said Lore. “When a user calls, we enter a ticket for the call. For the 2011 calendar year, we handled nearly 115,000 tickets, and we were able to close 79 percent on initial contact.” “Initial contact” means during that very first phone call. Often-times, the issue can be resolved by the service desk worker taking control of the user’s computer via a remote tool. Lore said this became more feasible as departments were consolidated under the OT umbrella.

“Now we are able to use remote system control more as we have worked through networking and security issues that held us back,” Lore said. Issues which cannot be handled remotely may then be issued to field technicians or the appropriate group within OT for resolution.

The 11 Service Desk workers cur-



**Office of Technology Client Analyst Jennifer Harmon takes a service desk call. Harmon is one of 11 OT Service Desk workers who help ensure state technological systems run the way they are intended.**

rently on staff are expected to have well-rounded IT backgrounds, Lore said. Since state government uses such a breadth of technology, there are hundreds of different systems that they may have to work with.

“Each agency has at least one agency-specific software that they use that is critical to the agency to operate,” said Pam Keatley, the Service Desk’s acting director. “It is so diverse and mission critical to the agency.”

That means knowing a little about a lot of different things, Lore said. “When people interview, I tell them they could deal with anything as simple as someone needing their password reset to the network being down and it is affecting hundreds of people,” she said.

But that work reflects an appreciation for solving a problem, said Client Analyst Jennifer Harmon. A veteran of private sector consulting work, Harmon said she

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## Kim Nuckles Appointed to State ADA Position



**KIM NUCKLES**

Kim Nuckles has hit the ground running in her new position as the West Virginia State Americans with Disability Act (ADA) Coordinator. Acting Cabinet Secretary Ross Taylor recently made the announcement that she was selected for this important role.

As the State ADA Coordinator, Nuckles is responsible for advising, consulting and collaborating with state and federal agencies to assure compliance with the federal ADA and will be developing, implementing and monitoring comprehensive policies and programs, in accordance with federal and state laws.

Nuckles said she is eager to jump into this role and begin working closely with individuals to provide them with guidance on various ADA-related issues. “My primary objectives are to look at the needs within the state and to educate individuals about the assistance this office may offer,” she said. “I want people to know that there is a place to turn if you need help with disability issues. I look forward to implementing outreach efforts to facilitate this goal.”

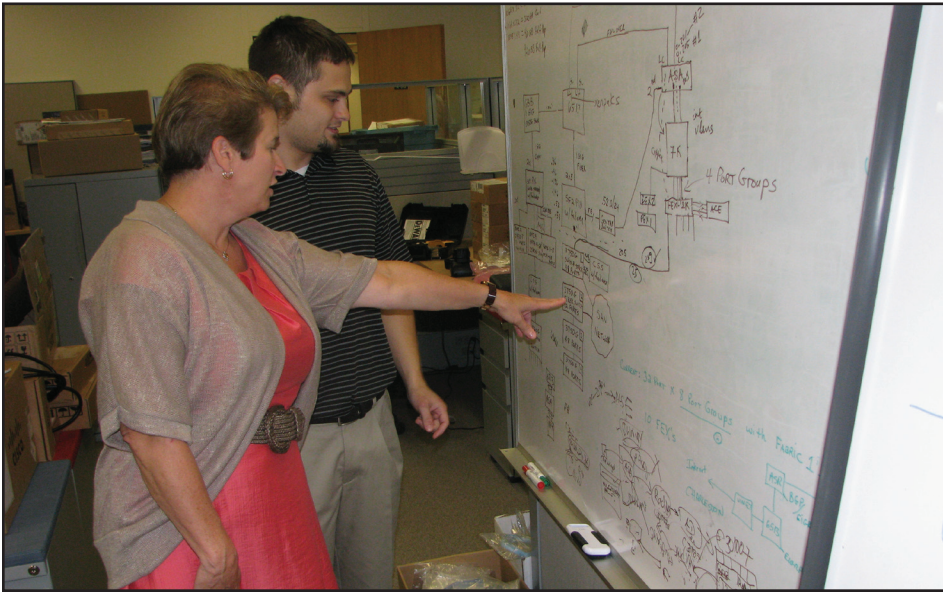
Due to the state’s needs, the ADA Coordi-

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# New Chief Technology Officer Gale Given Returns Home to Lead Office of Technology



**Chief Technology Officer Gale Given discusses an ongoing infrastructure project at the Office of Technology with Travis Ratcliff, an Information System Specialist II.**

Following a successful career in the private sector, Gale Given sees little need to alter her managerial approach to running a successful state agency since being appointed Chief Technology Officer (CTO) for the state Office of Technology.

“I am asked often about the differences between the private sector and the public sector. To be honest, I do not see a lot of difference at this point,” Given said. “The organizational structures may be set up a bit differently but the bottom line remains the same. We need to make sure we are providing excellent service to our customers.”

Such change is what Given has excelled at for the last three-plus decades, all with Verizon.

“Having been fortunate to have 33

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## Video Showcases the PEIA Weight Management Program

A video available on YouTube spotlights the success of the weight management program offered through the West Virginia Public Employees Insurance Agency (PEIA) and the West Virginia University (WVU) College of Physical Activity and Sports Sciences.

The video was produced by Evan Moore, a WVU journalism student, for a class on audio multimedia production. The three-minute video follows a PEIA member as she goes through a workout at a fitness center. During the workout, statistics about the success of the weight management program appear on screen. Also interviewed during the video is Weight Management Program Coordinator Christiaan Abildso, discussing the program.

The video came about through a cooperative effort between the journalism class and the Charleston Gazette’s “The Shape We’re In” series, which is focused on disease and chronic obesity in West

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## Capitol Market at the Capitol Arrives!

**The Capitol Market at the Capitol returned to the campus on July 11 and there were plenty of state employees and visitors eagerly waiting in line to see what the market had to offer. The Capitol Market took place every Wednesday until August 1 from 11 a.m.-1 p.m. on the north side of the State Capitol near the fountain. The Capitol Market at the Capitol is an annual event that brings quality products from the Capitol Market in downtown Charleston to the Capitol campus to make shopping easy for state employees and visitors.**

# Capitol Food Court Feeds the Needs at the Capitol

With the summer continuing to heat up, the Capitol Food Court has plans to help keep everyone cool with the upcoming addition of a soft-serve ice cream machine. It is the next step in the continued success of the Capitol Food Court since the Division of Rehabilitation Services (DRS) took over operation in January 2012.

“We are extremely happy with the food court,” said Tracy Carr, spokesperson for DRS. Carr said that while sales traditionally slow down when the Legislature is not in session, sales have still been solid. “The sales have exceeded expectations,” she added.

DRS operates the food court under its Randolph-Sheppard Program, and the food court is managed by Terry Arthur, who previously operated the Capitol’s West Wing snack bar. The Randolph-Sheppard Program promotes economic and profitable self-employment opportunities for people who are legally blind.

The planned soft-serve ice cream machine will join other specialties offered at the food court, including Dunkin’ Donuts coffee and UNO Pizzeria pizzas and flat bread sandwiches.

Carr credits high quality and reasonable prices for the food court’s success. She said the food court has also contin-



**The Capitol Food Court has continued to see success, with sales exceeding expectations during the traditionally slower time when the Legislature is not in session. The Capitol Food Court has been operated by the Division of Rehabilitation Services since January, 2012.**

ued to expand its catering service and has excellent feedback from customers.

“Rehabilitative Services has a long-standing history working with the Department of Administration through the Randolph-Sheppard Program,” Carr said. “We are happy to be there providing service to state workers and visitors

to the Capitol.”

The Capitol Food Court is located in the Capitol building basement. Current hours are 7:30 a.m.-1:30 p.m. During the Legislative session, hours will be expanded to 7 a.m.-5 p.m. For more information, visit <http://www.wvcapitol-foodcourt.com/>.



**Office of Technology Service Desk workers are: seated, Becca Henderson and Rosi Taylor (both Governor’s Internship Program participants); middle row, Pauravi Randeri, Donna Price, Meghan Salmon and Tim Pauley; and back row, Jennifer Harmon, William Hargus, Duane Ryder, Matt Riley, Al Tinsley and Scott Duff.**

## OT

### Continued from Page 2

experienced a very different reaction when working with state employees. “When you help someone, they are appreciative of the help,” she said. “They seem generally happy that there is someone there to assist them.”

Client Analyst Meghan Salmon, a Service Desk employee typically stationed in Beckley, said she also enjoys helping others with their technology needs. “I really love computers, and at the OT Service Desk you touch so many applications that you have to know just enough about everything to help a customer,” she said.

But the needs of government rarely rest, Lore said, and that means the Service Desk must always be ready. “Our normal hours are 7 a.m. to 5 p.m., but we are on call and available 24 hours a day, seven days a week.”

To contact the Office of Technology Service Desk, call (304) 558-9966 or email [ServiceDesk@wv.gov](mailto:ServiceDesk@wv.gov).

# WVCHIP Office Earns National Recognition

The West Virginia Children's Health Insurance Program (CHIP) joined the state Medicaid program in being recognized at the 2nd annual CMS Medicaid-CHIP Quality Conference on June 15, 2012 in Baltimore, MD. Sponsored by the Centers for Medicare and Medicaid Services (CMS), the conference focused on overall health quality for the CHIP and Medicaid programs.



Four states were honored for their performance in providing access to dental care for children enrolled in Medicaid and for their reporting and data accuracy related to dental information. West Virginia joined Alabama, Vermont and Washington.

WVCHIP was jointly recognized with Medicaid as the criteria used for the dental honors related to preventive dental care; initial core set dental measures; and providing complete and accurate data on the Insure Kids Now

website.

This website, [www.insurekidsnow.gov](http://www.insurekidsnow.gov), provides a searchable list of dental practices that currently accept CHIP or Medicaid.

"It is very satisfying to gain recognition on a national level for all the tireless work performed by the staff members of the West Virginia Children's Health Insurance Program and the state Medicaid Program and the effort it takes to produce these measures," said WVCHIP Director Sharon Carte. "Our agency takes its mission to heart and this is just another example that shows CHIP's commitment to the health and well being of our state's children."

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## NUCKLES

Continued from Page 2

nator is a central point of contact for many issues. "Statistically speaking, there are as many as 25 percent of the state's population with a mental or physical disability. With that large number of people, it is important to have a resource when circumstances arise."

With her office located in the Cabinet Secretary's office of the Department of Administration in the State Capitol building, Room E-119, Nuckles welcomes inquiries regarding any ADA matters. "When I learned about

this position, I applied immediately because I knew that this was a role that I could use my skills to help facilitate many important issues," she said.

Acting Secretary Taylor expressed his eagerness for agencies to contact Nuckles with their needs and questions. "Kim brings a great deal of energy and enthusiasm to this important position. In addition, her background and experience will be instrumental in understanding the many intricate aspects of ADA laws."

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## GIVEN

Continued from Page 3

years experience with one of the most technology-rich companies in the world, I have worked for many years to find strategies and solutions which bring about positive results," Given said. "This is what I wish to do with the Office of Technology, to create high performance teams to work as efficiently as possible to best assist all state agencies. We have great people in this organization. I am confident we can accomplish this goal"

Gov. Earl Ray Tomblin appointed Given as the Chief Technology Officer in June. Given previously served in the position of president of Verizon Pennsylvania where she was responsible for corporate interests in the state

of Pennsylvania. Previously she held similar positions in Verizon's Great Lake Region and in West Virginia. She began her career in 1979 at C&P Telephone of West Virginia in the central office engineering organization. The CTO appointment reunited the Point Pleasant native with her home state.

"I decided it was time to come home. I loved Philadelphia but it isn't West Virginia," Given said. "This position really appealed to me and I think it is going to be a good fit. The employees here have really stepped up during this transition. I think everyone is focused on moving forward and making the Office of Technology as efficient and customer-friendly as possible."

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## PEIA

Continued from Page

Virginia. "Each of the videos were to be related to the series theme, and Evan decided to focus on the PEIA program. He talked to Christiaan and to Program Director Sam Zizzi," said journalist Kate Long, who worked with the class on the videos.

"We think Evan did a great job on the video, and it shows the success and the potential with the program," said Abildso.

The PEIA Weight Management Program works with participants and exercise and nutritional professionals to help make healthy life changes to facilitate weight loss and improve health. For more information on the program, please visit [http://www.peia.wv.gov/health-information/health\\_and\\_wellness\\_programs/peia\\_care\\_management/Pages/weight\\_management\\_program.aspx](http://www.peia.wv.gov/health-information/health_and_wellness_programs/peia_care_management/Pages/weight_management_program.aspx).

To watch the video, please visit <http://www.youtube.com/watch?v=PsJTukjyA0c>.

Past issues of **Quotes, Notes & Anecdotes** are available at <http://www.administration.wv.gov/newsletters/Pages/default.aspx>

## HANDBOOK

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fective source of information. The revisions include:

- Correction of outdated terminology and content
- Updated resource and policy lists
- Numbering and lettering of sections, as shown in the Table of Contents, creating easier attainment of requested information
- Updated web links
- Increased information on technology and computer use
- Modernized overtime determination information
- Enhanced layout and design

The Department of Administration Human Resources Coordinator Linda Coleman, assisted by the Department's Communication office, facilitated the update.

"I am thrilled to accomplish this goal of modernizing the Department of Administration Handbook. Not only is the handbook now aesthetically pleasing, the content has been improved, making it an excellent resource for Department employees," said Coleman.

Department employees are strongly encouraged to read the handbook and use it as a reference guide, as they are expected to be familiar with and comply with all standards and/or expectations contained within the handbook.

You may view the updated handbook at: <http://www.administration.wv.gov/department-of-administration-employee-information/Documents/DOA%20Handbook2012.pdf>

For additional information or questions, contact Coleman at (304) 558-6181 or by e-mail at [Linda.F.Coleman@wv.gov](mailto:Linda.F.Coleman@wv.gov).

**Welcome!** ... to the Department of Administration our new employees: **Don Stiles** (CPRB); **James Ancion, Meredith Ayers** and **Billie Catlett** (Grievance Board); **Patrick Larsen** (Office of Technology); **Jennifer Priddy** (PEIA); and **Gail Montantez** (Purchasing).

**Best Wishes** ... to **Megan Diehl** of Personnel, who recently resigned from our department.

**Time to Relax** ... After years of hard work, congratulations to **Roger Haynes** of the General Services Division, who can now kick back and relax. Happy retirement!

**Wedding Bells** ... Congratulations to **Connie Hill** (Purchasing), who was married on July 6 to Mark Oswald in Scarbro, WV. They will be residing in Pax in their newly built home.

**Mileage Rates** ... In accordance with the Department of Administration's bi-annual review of the state's mileage reimbursement rate for privately-owned vehicles, the state's reimbursement rate will remain 47 cents per mile, until further notice or after the next review is published in January, 2013.

**Got News?** ... Contact **Diane Holley-Brown**, editor, at (304) 558-0661 or at [Diane.M.Holley@wv.gov](mailto:Diane.M.Holley@wv.gov) with information that you would like to share with the department's employees.

## HAPPY BIRTHDAY ... in August

2 Gary Burns ..... Technology  
3 David Roberts ..... Technology  
Sean Smith ..... Technology  
4 Shawna Carson ..... CPRB  
Tim Graley ..... Technology  
Rosa McFarland .. Public Defender  
Sabrina Snead ..... Technology  
5 Donnie Lewis ..... Technology  
Charles Long ..... Gen. Svcs.  
6 Sheila Straley ..... Finance  
7 Patricia Bowgren ..... CPRB  
Michele Null ..... Technology  
Elizabeth Perdue ..... Purchasing  
8 Anthony Brooks ..... Gen. Svcs.  
Robin Chambers ..... Finance  
Sheena Lincolnogger .. Personnel  
9 Amber Rose-Byble ..... PEIA  
10 Linda Dexter ..... BRIM  
Larry Meninger ..... Technology  
11 Donald Patterson ..... Technology  
12 J. Greene ..... CPRB  
Ed Nelson ..... Technology  
13 Phil Debruyne ..... Technology  
Brittany Smith ..... CPRB  
14 Marta Dean ..... Technology  
Pamela James ..... Technology  
Richard Wickert ..... Technology  
15 Marilyn Padon ..... Technology  
David Scruggs ..... Purchasing  
Robert Stafford ..... Gen. Svcs.  
16 Paul Halloran ..... Gen. Svcs.  
Joyce Larrabee ..... Technology

16 Jessica Wiseman ..... Finance  
18 Chris Bostick ..... Aviation  
James Hicks ..... Technology  
Rebecca Owens ..... Technology  
Mike Sheets ..... Purchasing  
Beverly Toler ..... Purchasing  
19 Robert Krause ..... Gen. Svcs.  
Bill McGinley ... Grievance Board  
Donna Price ..... Technology  
Dave Tincher ..... Purchasing  
Michael Usher ..... Technology  
20 Robert Fisher ..... BRIM  
Bryant Reynolds ..... Technology  
21 Regina Dayfield ..... Personnel  
Terry Light ..... CPRB  
Tim Miller ..... Purchasing  
Ashley Neff ..... CPRB  
22 Christopher Harich .... Sec. Office  
Cynthia Smith ..... Technology  
Don Stiles ..... CPRB  
24 Frances Buchanan ..... PEIA  
25 Tammy Patton ..... CPRB  
26 Sheila Coughlin . Public Defender  
Jennifer Ricker ..... Grievance  
28 Greg Ganoe ..... Technology  
29 Candace Vance ..... CHIP  
30 Elizabeth Humphreys Technology  
Nancy Stark ..... Technology  
Claudia White ..... CPRB  
31 Sharon Carte ..... CHIP  
Cynthia Dotson ..... PEIA

# Administrative Notes

Quotes, Notes & Anecdotes is published by the West Virginia Department of Administration

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