

Quotes, Notes & Anecdotes

Monthly Employee Newsletter Published by the Department of Administration
AUGUST 2018 - Volume 25, Issue 8

Employee of the Month

Real Estate's Delmaar-Mines Assists with Parking Needs



**Gail Delmaar-Mines
August Employee
of the Month**

Gail Delmaar-Mines, the Parking Manager for the Real Estate Division's Parking Section, has been selected as the Department of Administration's *Employee of the Month* for August.

A state employee for six years, Delmaar-Mines' duties include assigning and tracking nearly 3,000 parking spaces in 25 parking lots on the Capitol campus and those at state agencies; coordinating and accommodating

parking needs for special events and construction projects at the Capitol; maintaining an employee parking database; addressing contested parking tickets; and ensuring the collection of monies for reserved parking, temporary parking, parking citations

and the collection of unpaid parking ticket monies, which can require filing court papers and making court appearances. She also manages the parking attendants and support staff, and ensures that parking lots, parking garages, the three parking guard houses, parking gates and parking meters are in good condition and working properly.

"Gail is very professional with the way she conducts herself and how she performs her job. There have been times when the amount of calls and/or complaints are staggering," said one of the co-workers who nominated her. "Anyone who has met Gail either in person, by phone call or email has left the conversation with a smile and feeling that they mattered. Gail brings her best every day to every situation," said another co-worker.

Delmaar-Mines will be joined by friends and co-workers at a special ceremony presented by Cabinet Secretary John Myers on Thursday, August 9, 2018 at 3 p.m. in the Department of Administration's Conference Room (E-131).

General Services Division's Energy Office Works to Ensure Cost Efficiency in Building Operations

With so many factors to consider when operating state-owned buildings, energy efficiency ranks as a top priority because of its environmental and cost-saving benefits. Similar to maintaining our own homes, looking continuously for ways to reduce utility costs, while being cognizant of preserving our environment, is often on the forefront of our minds.

Beginning May 1, 2018, the General Services Division demonstrated its commitment to conserving energy by creating an energy manager position. Dave Parsons, who is a 12-year employee of this agency, states that



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SNEAK PEEK

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State Agency Spotlight: EEO Serves Employees to Promote Diversity and Prevent Employment Discrimination

The West Virginia Equal Employment Opportunity Office (EEO) is a state agency established by former Governor Gaston Caperton by Executive Order in 1990. The mission of the Equal Employment Opportunity Office is to prevent and eliminate unlawful employment discrimination and to promote diversity in West Virginia state government. EEO accomplishes its mission by focusing primarily on communication, collaboration, education and direction.

EEO protected classes include groups of people who have been discriminated against in the workplace, whether it is during the hiring process, treatment of employees while on the job, unfair differences in wages or in being fired without proper cause. EEO investigates claims of harassment and discrimination based on these instances.

Any employee who has problems with harassment or discrimination is encouraged to contact the Equal Employment Opportunity Office. "There is always someone here to talk to," said EEO Director Jann Hoke, adding that anyone who does reach out always has the option of remaining anonymous.

EEO strives to improve channels through which persons of protected sta-



Equal Employment Opportunity Office

Number of Employees: 3

Telephone: 304.558.0400

Fax: 304.558.3861
https://eeo.wv.gov

Address:
50 Dee Drive
Charleston, WV 25311

In accordance with Executive Order 10-18, Gov. Jim Justice officially transferred the Equal Employment Opportunity Office from the Governor's Office to the Department of Administration. Pictured above (l-r) are Administrative Assistant Beverly Reed, EEO Specialist James Rollins, and Director Jann Hoke.

tus communicate in the workplace; build strong collaborations between all state agencies and institutions of higher learning; educate state employees on discrimination prevention, appreciation of diversity and the discrimination complaint procedure; connect communities and explore strategies for racial and social equality; and to take proactive steps to remedy the effects of past discrimination by promoting affir-

mative action in state government.

The EEO also offers training to all state employees. "The trainings are extremely important and change constantly because the law is so fluid. It is very important agency coordinators and counselors are trained every year," said Hoke. "Everyone employed by the state of West Virginia should have a safe and comfortable work environment and we're here to help provide that."

Employees Reminded of Parking Policies for Capitol Campus

The Real Estate Division's Parking Section is responsible for overseeing parking on the state Capitol campus. To ensure that employees and visitors have a full understanding of the rules, the agency would like to share some helpful information on parking and how tickets are issued on the Capitol grounds.

Historically, and as a courtesy to state employees, the Secretary's Office in the Department of Administration (the "Department") has periodically voided parking tickets for reasonable and legitimate circumstances. However, due to a continued increase in requests for these exceptions, a memorandum was recently distributed to remind individuals of the policies for parking at the State Capitol Complex. These policies are noted below:

1. Display of Parking Decals. To ensure that individuals with assigned parking spaces always have that space available, the Department of Administration must monitor parking decals and match them with the appropriate parking spaces. Therefore, in accordance with existing policy, tickets issued for the failure to display a proper decal will not be voided. The Department will also not void tickets for employees who have lost or forgotten their decals. To assist employees who routinely drive a different car or those who may participate in carpools, a second decal may be purchased through your agency parking coordinator or from the Real Estate Division for a one-
 2. Malfunctioning Parking Meters. Individuals must report a malfunctioning parking meter to a parking attendant on the same day the meter is malfunctioning, which must be verified before any ticket can be voided.
 3. Agency-Assigned Parking. If any individual with an assigned parking space chooses to park at a meter or unauthorized space and receives a ticket, that ticket will not be voided.
 4. Handicapped Parking. The Department will not void tickets issued for unauthorized parking in a handicapped space for any reason.
- Questions should be directed to the 304.558.3062 or visit <https://realestatedivision.wv.gov/parking/>.

in his previous position as manager of operations and maintenance, he sought energy-efficient solutions; however, with other tasks at hand, he did not have time to place his entire focus on the research necessary to create an energy plan for all state buildings.

Since stepping into this new role, he has already made some changes that will result in savings to the state. One such initiative was working with the Charleston Sanitary Board to look at the amount of evaporated water released to the atmosphere at the chiller plant, which does not use the sewer system. This one change will result in a savings of \$180,000 annually.

There are many other opportunities for savings, and many are quite simple to implement. "One of the easiest ways to be more energy efficient is to turn the lights off when you leave your office," said Parsons. "If you don't use energy, you're instantly saving money. We have installed motion detectors in many offices to help us save dollars that are being wasted by keeping lights on unnecessarily."

Another cost-saving step taken was reaching out to request an internal Appalachian Electric Power (AEP) audit. It was determined that there were more than 3,000 state accounts, of which 55 were identified as being billed erroneously incorrect rates. A subsequent memorandum from the Governor's Office required agencies to follow up on the \$176,928.98 of projected savings. "We ensured that we had the correct rate schedules for all of the remaining accounts," Parsons added. Additional utility audits are in progress.

Collaboration with other entities is important in finding cost-efficient solutions. In addition to working with AEP, the Gen-

eral Services Division works closely with other agencies, such as the West Virginia University Engineering Department and the Division of Energy. "Working closely with the Division of Energy, we are looking at Buildings 5, 6 and 7 on the Capitol campus to perform a cost comparison of utility usage. We believe there are ways to reduce utility costs for sewage, water and electricity," he said.

The chiller plant is another building that is of immense importance to the General Services Division. "This building cools 1.5 million square feet on the Capitol campus," Parsons said. "We are working with West Virginia University on concepts for energy reduction relating to cooling these buildings. By making improvements to the plant, we will reduce its operating cost which is in excess of \$1 million annually."

There are many projects that can be completed in-house that will make a significant difference in efficiency and costs. For example, lighting updates are in progress for the Huntington and Weirton state office buildings, which will result in a 70% reduction in the lighting LED load.

"The greatest kilowatt saved is what we don't turn on," Parsons advised. "Just turning the lights off when you leave a room will save 10 percent on the electric bill. That's a great start!"

Parsons outlines other initiatives which are currently in progress, including:

- A comprehensive review of all utility accounts;
- The solicitation and purchase of natural gas on the wholesale market; and,
- Additional lighting and equipment improvements that are more efficient.



(Pictured left) Dave Parsons, Energy Manager for the General Services Division, has been seeking cost-efficient opportunities within state-owned office buildings. He has identified several areas in which savings have already been realized, such as performing an AEP audit and looking at lighting updates both on the Capitol campus as well as in other state-owned buildings in other areas of West Virginia.

How Can YOU Save Energy?

The General Services Division encourages state employees to follow these practices to reduce energy consumption and yield savings:

Embrace workplace environment temperature settings and dress for comfort.

- Winter heating range: 72 degrees average space temperature +/- 2 degrees.
- Summer cooling range: 76 degrees average space temperature +/- 2 degrees.
- Setbacks for after hours and weekend/ holiday occupancy should be approximately 62 degrees during the heating season and 78 degrees during the cooling season.

Reduce personal workspace consumption.

- Turn off computers, monitors and printers daily (sleep mode uses energy); eliminate individual convenience appliances, such as refrigerators, microwaves, and coffeepots and use a consolidated workplace break area.

Be a good energy citizen.

- Turn off lights when not in use and report maintenance issues, such as a leaky faucet or running water.

Review operational requirements.

- Consider opportunities to network printers and copiers. Appoint an energy monitor or committee. Review operating hours or schedules.

Seek opportunities to improve energy efficiency.

- Look for operating improvements, such as closing and opening window shades for lighting modification. Close window shades and curtains at night to help retain heat in the room. Make sure exterior doors are not left open.

Utah State Retirement Officials Visit West Virginia for CPRB's COMPASS Demonstration

The Consolidated Public Retirement Board's (CPRB) COMPASS pension administration system is fully operational, and now other states are interested in learning more about how it works.

The agency recently hosted representatives from the Utah state retirement agency, Utah Retirement Systems, who visited West Virginia to see a demonstration of the COMPASS system. Features of

the system include a *Retiree Self-Service* portal that allows retirees to view details about their benefits and make changes to their accounts electronically; a *Member Self-Service* portal that will go live this fall to allow current state employees to view contributions and years of service online; and an *Employer Self-Service* portal that will allow employers to verify leave balances and other administrative data.

"It speaks to the dedication of our employees who have successfully implemented COMPASS to the point that it's now a system other states want to look at," said CPRB

Director Jeff Fleck.

CPRB's goal for the COMPASS system is for new retirees to receive their first check within two weeks of the last payroll for which they were paid.

COMPASS has processed more than 3,000 retirements since May 2017 (including approximately 1,000 teacher retirements in July 2017 alone) and more than \$2.9 billion in payments to retirees in the last two years. Individuals considering retirement should schedule a meeting in advance with a CPRB retirement counselor. For more details about CPRB and the benefits of the COMPASS system, visit www.wvretirement.com.



The Consolidated Public Retirement Board (CPRB) demonstrated its COMPASS pension administration system to representatives from Utah. Other states have also expressed interest in learning about the system.

Department of Administration Committee Produces Insurance Guide for Procurement Purposes

Department of Administration agencies have come together to collaborate on various issues relating to risk, privacy and vendor management. As a result, several outcomes have been produced for the benefit of its customers.

Most recently, an insurance guide was prepared and released to agency procurement officers to assist them in protecting the state. Representatives from the Purchasing Division, Office of Technology, Board of Risk Management (BRIM), the State Privacy Office (now a part of BRIM) and the Department of Administration Secretary's Office have been meeting during the past year to look at various risks to the state.

"Vendor insurance requirements are a vital part of any procurement process to ensure the vendor is responsible for its own acts of negligence or for a contract violation, and not the State," explains Robert Fisher, BRIM Deputy Director and Claim Manager.

The insurance guide was published as part of the recently updated *Purchasing Division Procedures Handbook* and explains various types of insurances, what specific insurances cover and why they are needed for contracts issued by the state.

Following the successful reception of the insurance guide, the committee has moved on to additional projects and continues to meet periodically.

"The committee is looking at how Privacy Impact Assessments can be addressed when solicitations are prepared and when contracts are written," shared Fisher. "The Committee is also developing a Cloud Addendum to use to hold vendors to specific privacy and security terms when they store state data in the cloud. Also, we are looking at the effect of changes resulting from the passage and signing of Senate Bill 283, which affected how commodities and services are purchased."

The *Purchasing Division Handbook* can be found at www.state.wv.us/admin/purchase/Handbook/ and the insurance handbook can be accessed directly at www.state.wv.us/admin/purchase/handbook/2018/insurance.pdf.

GSD Employee's Grandson Honors Veterans at Spring Hill Cemetery

Jeice Parsons, grandson of General Services Division employee Terry Parsons, laid American flags on military veterans' graves on Memorial Day at Spring Hill Cemetery in South Charleston. The veterans' section at Spring Hill includes approximately 250 burial sites near the front gate. Members of Belle Cub Scout Pack 136 and Boy Scout Troop 136 participated in the event.



Photo courtesy of Terry Parsons

Agencies Save Money Through Records Retention Plans

State agencies are responding to the Department of Administration's efforts to ensure documents that are necessary are maintained, while those that are no longer needed are properly destroyed. The Records Management and Preservation of Essential Records Act designates the Cabinet Secretary of the Department of Administration as the state records administrator.

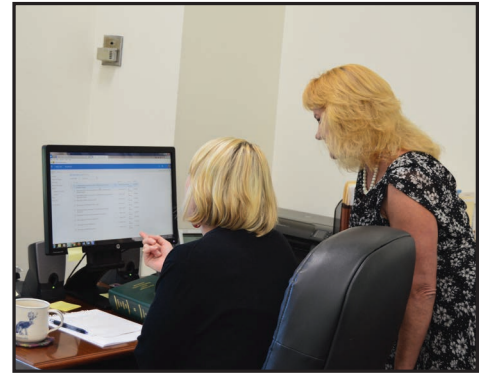
The importance of establishing a records retention plan can be summed up in the savings of time and money. As an example, the Department of Environmental Protection (DEP) provided the Department of Administration with information on how its retention program is not only saving the organization money, but it is also providing enhanced customer service by using software called ApplicationXtender for document imaging. Members of the general public can now request log-on credentials from DEP and access through ApplicationXtender the documents they want and can print upon demand. This software has saved substantial dollars for the state since DEP does not have to print the docu-

ments and provide them upon request, or when responding to a Freedom of Information Act (FOIA) request.

"ApplicationXtender has also helped with quality control as field staff can scan their own documents instead of someone else so they know what they have and can locate it faster," said Donna Lipscomb, Executive Assistant to the Agency Head of the West Virginia Office of Technology.

The Department of Administration has created a SharePoint site for designated agency records managers, where they can download forms and access guidelines for records management and pertinent laws. The site allows agencies to submit retention schedules and requests for destruction of records, and to receive approval electronically. The site is located at: <https://westvirginiaot.sharepoint.com/sites/DO-ARECMAN/default.aspx>. If an agency does not have access to this SharePoint site, they may contact Donna Lipscomb of the Office of Technology at 304-957-8168 or Donna.M.Lipscomb@wv.gov.

To seek approval for a retention schedule or for approval to destroy rec-



OT's Donna Lipscomb (r) and Jennelle Jones (l) of the Cabinet Secretary's Office view the Department of Administration's SharePoint site for agency records managers, which offers a variety of information.

ords, records managers should upload the Retention Schedule or the completed Authorization to Destroy Records form directly to the SharePoint site. The Department of Administration is available to assist state agencies with using the site to upload requests into the system to start the approval process.

GSD Shares Proper Mowing Tips to Keep Your Lawn Healthy

The General Services Division (GSD) grounds crew keeps the grass around the Capitol campus looking beautiful all summer long. John Cummings, General Services Division's Grounds Manager, shares some of the tips they use that our state employees may follow to have the same success at home.

Mow high. The higher the cut, the less maintenance required. Higher mowing heights promote deep root growth. Deep roots have greater access to water and nu-

trients in the soil, which increases the ability to tolerate environmental stresses. For most lawns, mowing at a height of three to four inches is best.

Mow frequently. Mow often enough that no more than one-third of the grass blade is removed at one time. Removing more than one-third of the grass blade will likely make the grass look pale after mowing and require the grass to use energy and nutrients to produce new leaves, resulting in a weaker root system.

Keep your mower blades sharp. Dull mower blades result in grass being torn rather than cut. This leaves the grass looking brown and open to fungus and other diseases as well as insect invasion and water loss. Grass cut with a sharp blade will recover faster and have better water retention and increased photosynthesis. Sharpen your blades at least twice each season.

The rate at which grass is watered will

affect the rate at which it needs mowed. Here are some tips for watering your lawn:

Water in the morning. If you have a sprinkler system, it's best not to water during the heat of the day, because too much water evaporates before it has the chance to soak into the lawn. Watering at night or in the evening is worse because watering at night promotes diseases.

For best results, the lawn will need one hour of water per week. It is best to water your lawn twice per week for 30 minutes per watering. This will promote deeper roots and a healthier lawn. Watering 10 minutes every day is okay but will lead to a shallow root system, which is not the best for the grass plants.

Keep your lawn properly fertilized. If you choose not to water at all, your lawn will brown out if it is too hot and dry. Grass will come back when it does rain, as long as it has been fertilized.



Fleet Reminds Drivers to Properly Set Vehicle Mirrors

When you sit in the driver's seat, how often do you check that your mirrors are properly adjusted? Knowing what is beside the vehicle and hiding in your blind spot could help you avoid an accident. The Fleet Management Division would like to share four quick tips that will help you set your vehicle mirrors properly:

1. Adjust the driver's seat before your mirrors and make sure the seat is in the position you want before setting the mirrors.
2. To set the left-side mirror, lean against the left window and adjust the mirror until you can barely see the edge of your vehicle.
3. For the center mirror, adjust it until you can see as much of the rear window as possible.
4. To set the right-side mirror, lean until your head is directly below the center mirror. From there, position the right mirror until it just barely shows the edge of your vehicle.

Adjusting your mirrors to the guidelines above will help you have a better view of what is happening around your vehicle. Even with your mirrors properly adjusted, be aware of your blind spots and look carefully over your left shoulder before changing lanes.

For additional safe driving tips, visit www.fleet.wv.gov.



Welcome! ... The Department of Administration is pleased to welcome **Stephen McConihay** (Aviation); **Chris Sanders** (General Services); and **Kerri Nice** (Personnel).

Happy Retirement! ... After years of hard work and dedication, we would like to wish **Kevin Kinder** and **Robin Moss** (Technology) the very best during their retirements.

Blood Drive ... The Red Cross is hosting a blood drive at the State Capitol on Wednesday, August 22, 2018, from 9 a.m. to 2:30 p.m. in the Capitol Room of the Caperton Training Center in Building 7. Call 1.800.RED.CROSS or visit redcrossblood.org to schedule an appointment.

In Other News ... **Samantha Knapp** (Purchasing) and husband, Justin, welcomed their new baby girl, Stella Layne, on July 14, 2018. She weighed 7 lbs, 15 oz. and was 20.25 inches long. Stella was welcomed by big sisters Haley and Lauren and big brother Carter. Congratulations to the Knapp family!

Employee Question of the Month! ... A big THANK YOU to our employees who participated in our **Employee Question of the Month**. Last month, we asked you to share the last book you read. Some responses included The Bible, and books by Joe Hill, The Hate U Give by Angie Thomas, Hillbilly Elegy by J. D. Vance and even some Dr. Seuss books, shared with a grandchild.

This month's Department Employee question is, **"What is your go-to karaoke song?"** Share your comments with us by **August 10, 2018**, by visiting www.surveymonkey.com/r/karaokeSong.

HAPPY BIRTHDAY ... in August!

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

| | |
|-------------------------------------|-----------------------------------|
| Christopher Bostick.....Aviation | Stephanie Gale.....Purchasing |
| Robert Fisher.....BRIM | Melissa Hitt.....Purchasing |
| Patricia Bowgren.....CPRB | Timothy Miller.....Purchasing |
| Michael Ciarochi.....CPRB | Elizabeth Perdue.....Purchasing |
| John Galloway.....CPRB | Mike Sheets.....Purchasing |
| Ashley Gunnoe.....CPRB | Beverly Toler.....Purchasing |
| Tammy Patton.....CPRB | Carol Nichols.....Cab.Sec.Office |
| Emily Simpson.....CPRB | Hillary Balding.....Technology |
| Brittany Smith.....CPRB | Trahern Curkendall.....Technology |
| Debra Young.....CPRB | Brandon Curnutte.....Technology |
| David Scruggs.....Finance | Phillip Debruyn.....Technology |
| Robert Clark.....Gen. Svcs. | Brandon Fox.....Technology |
| James Jones.....Gen. Svcs. | Greg Ganoe.....Technology |
| Charles Long.....Gen. Svcs. | Jennifer Harless.....Technology |
| Greg Melton.....Gen. Svcs. | James Hicks.....Technology |
| Brandan Pauley.....Gen. Svcs. | Donnie Lewis.....Technology |
| Zachary Paxton.....Gen. Svcs. | Jamison Mitchell.....Technology |
| Martha Phillips.....Gen. Svcs. | Sherri Moore.....Technology |
| Robert Stafford.....Gen. Svcs. | Edward Nelson.....Technology |
| Ryan Lawler.....Grievance | Mitchell Olive.....Technology |
| William McGinley.....Grievance | Rebecca Owens.....Technology |
| Jennifer Pritchard.....Grievance | Marilyn Padon.....Technology |
| Shannan Blood.....PEIA | Donald Patterson.....Technology |
| Marcia Booker.....PEIA | Melissa Ramsey.....Technology |
| Frances Buchanan.....PEIA | Bryant Reynolds.....Technology |
| Cynthia Dotson.....PEIA | Cynthia Smith.....Technology |
| Jessica Jones.....PEIA | Michael Smith.....Technology |
| Trevor Sands.....PEIA | Sean Smyth.....Technology |
| Varsha Vaghela.....PEIA | Sabrina Snead.....Technology |
| Tracy Dennis.....Personnel | Richard Wickert.....Technology |
| Mary Perdue.....Personnel | Matthew Winfree.....Technology |
| Teresa Townsend.....Personnel | Jessica Wiseman.....Technology |
| Sheila Coughlin.....Pub. Def. Svcs. | Bradlee Wolfe.....Technology |
| Jessica S. Chambers.....Purchasing | |

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