



Quotes, Notes & Anecdotes

Monthly Employee Newsletter Published by the Department of Administration
MAY 2013 - Volume 20, Issue 5

Employee of the Month

Samantha Knapp Uses Creativity for Purchasing Training Programs

Samantha Knapp, a Senior Staff Development Specialist with the Purchasing Division, has been selected as the Department of Administration's *Employee of the Month* for May.

A state government employee for more than two years, Knapp oversees the agency's professional development and training, which includes its annual conference, in-house training curriculum, webinars and online modules. She also manages the Purchasing Division's Certification Program.

"Samantha is ambitious and extremely motivated. She constantly uses her creativity to develop new ideas for the Purchasing Division's various training programs," said one co-worker. "Since Samantha arrived at the Purchasing Division, she has taken a training program in its infancy to a highly diverse level."

Said another co-worker, "There are employees who come to work who just simply stand

out. Samantha is that type of employee. She works cooperatively with her co-workers as well as those in other agencies and organizations."

In her spare time, Knapp likes to spend time with her family and do home renovation projects. She will be joined by friends and co-workers at a special ceremony presented by Cabinet Secretary Ross Taylor on Thursday, May 2 at 11:15 a.m. at the Purchasing Division office in Building 15.



SAMANTHA KNAPP
May Employee of the Month

West Virginia Readsies to Celebrate 150th Birthday



The State Capitol will be the site of a grand four-day celebration to commemorate West Virginia's 150th birthday. In April, Gov. Earl Ray Tomblin, joined by members of the West Virginia Sesquicentennial Commission, announced the plans for the birthday celebration.

"This June, our state will commemorate a milestone in its history—West Virginia will celebrate its 150th birthday," Gov. Tomblin said. "It'll be a celebration you won't want to miss—so mark your cal-



Please see 150th, Page 4

Gov. Earl Ray Tomblin announced plans for the four-day celebration of West Virginia's 150th birthday on the steps of the State Capitol.

SNEAK PEEK

- Fleet Helps Keep State Agencies on the Go / Page 2



- Our Department Employees Recognize Their Graduates! / Page 3

- Division of Personnel and Workforce WV to Conduct Career Fair / Page 4



Members of the Fleet Management Office are, from left, Executive Director Kenny Yoakum, Mandy Parsons, Becky Farmer, Steve Brightwell and Janice Hartman.

Fleet Management Office Helps to Keep State Agencies on the Go in an Efficient Manner

The Fleet Management Office is one agency that literally keeps state government rolling. The Legislature created the Fleet Management Office as a stand-alone agency in 2011 to provide accurate and consistent accountability of all state-owned motor vehicles, not just vehicles within specific agencies.

“The primary responsibilities of the Fleet Management Office are to enable the state spending units to accomplish their missions in a safe, efficient and fiscally reasonable manner and to achieve cost savings by effectively managing the operation cost of the fleet,” said Kenny Yoakum, who was appointed executive director in October 2012. “Our current focus is on providing efficient customer service to our agen-

cies, accurate records and improving the vehicle ordering process.”

The staff members, in addition to Yoakum, and their responsibilities are:

Janice Hartman, Fleet Manager – Hartman has 30-plus years of state fleet knowledge. Her primary duty includes monthly Fleet billing to agencies and all questions concerning an agency’s Fleet bill can be directed to her. She can be reached at (304) 558-0086 or Janice.L.Hartman@wv.gov.

Steve Brightwell, Fleet Assistant – Brightwell has been with Fleet for two years and has excellent knowledge of the

Please see FLEET, Page 5

LOOKING AT ADMINISTRATION: Fleet Management Office

Statutory Authority: *West Virginia Code* §5A-1-2(f) and §5A-3-48 through 5A-3-53 and *Code of State Rules* 148 CSR 3

Mission Statement: “Provide safe, efficient, and reliable air and ground fleet services in the most cost effective manner possible. We will be enablers for state spending units by providing exceptional fleet service, promoting professional development, and working as one team to accomplish the State’s strategic goals and objectives.”

Website: www.fleet.wv.gov

Telephone Number: (304) 558-2106

Physical Address: Building 17, Capitol Complex, 2101 Washington Street, East, Charleston, WV 25305

Department Employees Recognize Our Grads!

This is the season to celebrate the academic achievements of our children and grandchildren, who are graduating from high school and college. Below we recognize the graduates of our proud employees:

Susan Aiello (Personnel): Son, Andrew, graduates from George Washington High School with plans to attend Marshall University; and daughter, Maria, graduated from Marshall University with a master of art degree in clinical mental health counseling in December, 2012. She is employed by Autism Services Center as a behavior support professional.

Don Arrick (Purchasing): Son, Zach, graduates from Magnolia High School (New Martinsville) with plans to attend West Virginia Northern Community College, majoring in industrial maintenance technology and mechatronics.

Kelly Cielensky (CHIP): Daughter, Britani M. Cielensky-Wilson, graduates from Marshall University with a Bachelor of Arts in education. She will pursue a career in elementary education with the Putnam County educational system.

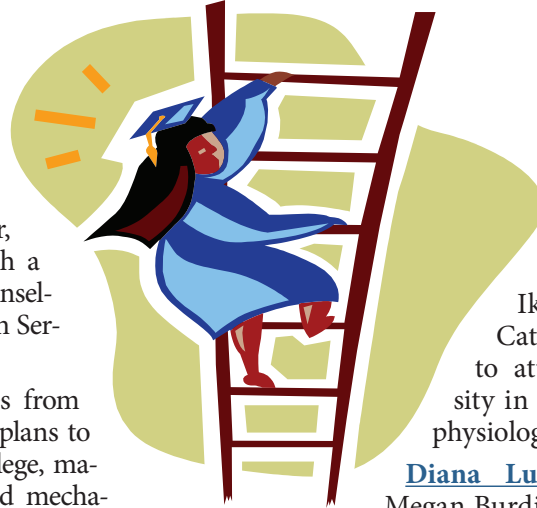
Anne Crabtree (Office of Technology): Daughter, Shannon Dent, graduates from West Virginia University with a Bachelor of Fine Arts in graphic design. She plans to move to Salt Lake City, seeking employment.

Gail Delmaar-Mines (Real Estate): Son, Corey, graduates from the University of Oregon with a Bachelor's degree in digital arts and a minor in music. He plans to attend the University of Oregon for graduate school.

Shane Hall (Purchasing): Daughter, Shana, graduates from Logan High School with plans to attend Marshall University in the fall.

Diane Holley-Brown (Purchasing): Son, Josh, graduates from Marshall University's College of Information Technology and Engineering with a Bachelor's of Science degree in civil engineering.

David Hildreth (Real Estate): Son, Travis, graduates from West Virginia University with a Bachelor's degree in geographic in-



formation systems.

Carol Jarrett (Purchasing): Granddaughter, Maddi Lively, graduates from George Washington High School with plans to attend college in the fall, majoring in pre-med.

Felice Joseph (PEIA): Son, Ike, graduates from Charleston Catholic High School with plans to attend West Virginia University in the fall, majoring in exercise physiology.

Diana Lunsford (CPRB): Daughter, Megan Burdick, graduated from Marshall University Graduate College with a master's degree in reading education with a 4.0 GPA in December, 2012. She is a fourth grade teacher for the Cabell County Board of Education.

Ed McMinn (Office of Technology): Son, Samuel, graduates from South Charleston High School with a GPA of 4.5 and plans to attend Trevecca Nazarene University in Nashville, Tenn., majoring in youth ministry. He is also the grandson of Charlie McMinn (Office of Technology) and Sue McMinn (BRIM).

Twila Neil (PEIA): Daughter, Taylor Ruggieri, graduates from Valley High School with plans to attend college in the fall.

Ed Nelson (Office of Technology): Son, Mark, graduates from Nitro High School with plans to attend Marshall University, majoring in accounting.

Marilyn Padon (Technology): Son, Alex, graduates from Eastern Kentucky University with a master's degree in Safety, Security and Emergency Management.

Mandy Parsons (Fleet): Daughter, Grace, graduates from Duquesne University Mylan School of Pharmacy with a Doctor of Pharmacy degree. She is employed by Rite Aid.

Please see GRADUATES, Page 6

Vandalia Makes Changes this Year to Incorporate Sesquicentennial

The 2013 Vandalia Gathering at the State Capitol will have a slightly different form this year, as music takes the center stage for the annual festival on Friday, May 24, and Saturday, May 25. This year's festival will focus on the music competitions, concerts and awards. In June, aspects of the Vandalia Gathering will be featured as a part of West Virginia's 150th birthday celebration, hosted by the West Virginia Sesquicentennial Commission.

"As the Sesquicentennial Commission began its planning, they approached us about ways to incorporate elements of the Vandalia Gathering into their event," said Division of Culture and History Commissioner Randall Reid-Smith. "After much discussion, we have found a way to both host the Van-

dalia Gathering on Memorial Day weekend and to assist the Sesquicentennial Commission in featuring some Vandalia events during the birthday celebration."

The focus will be on music contests and concerts, the annual juried quilt exhibition awards program and the presentation of the Vandalia Award. Musical competitions and concerts will fill the Culture Center Great Hall, Theater and Plaza Deck during the festival. Food vendors will be on hand to offer traditional favorites and new flavors that Vandalia attendees have come to enjoy.

"There will be plenty of music at the Gathering," said

Please see VANDALIA, Page 4

150th

Continued from Page 1

endars, and join us at the State Capitol June 20-23 as we make history.”

Highlighting the four-day event is a special three-dimensional film entitled, “150 in 3D: A Century and a Half of West Virginia Pride.” This 3-D film uses cutting-edge technology to project the movie directly onto the face of the Capitol building without a screen. The film will be shown at 10 p.m. on June 20, 21, and 22 with a fireworks display by the world-renown Zambelli family to be launched from the Capitol rooftop.

Gov. Tomblin kicks off the celebration with a statewide bell ringing in Charleston on June 20 at 1:50 p.m. and events will continue through Sunday, June 23.

Scheduled events include several performances of the Broadway musical, “Civil War;” the Smoke on the Water Chili Cook-off; outdoor concerts; Civil War re-enactors; a vintage car show; children’s activities and more.

For additional information regarding this event, please visit www.wv150.com.



Jesse Estep with the General Services Division attaches a commemorative banner celebrating the state’s 150th birthday on a lamp post on the Capitol campus. Gov. Tomblin announced plans for the state’s sesquicentennial festivities in April.

VANDALIA

Continued from Page 3

Reid-Smith. “Our weekend event will begin at 7 p.m. on Friday with the annual juried quilt awards presentation and the Vandalia Award ceremony. A concert will follow the awards program.” Saturday will consist of music from 10 a.m. through the evening with competitions and concerts the focus of the day.

During West Virginia’s 150th birthday celebration, which will take place June 20-22 at the Capitol, the 2013 Vandalia Gathering winning musicians will be invited to play at the outdoor stage to highlight the importance of Appalachian music in West Virginia’s culture.

The Commission will also host the food and craft vendors who traditionally participate during Memorial Day weekend and will set up the food contests, craft circle, dance stages, and liar’s competition.

“We are excited to bridge the traditions of the Vandalia Gathering with the festivities of our statehood celebrations,” Reid-Smith said. “Appalachian music has played an important role in our state’s history, and we believe this will be a great addition to the birthday celebrations.”

To view a complete schedule for the 2013 Vandalia Gathering, please visit www.wvculture.org.

Division of Personnel and WorkForce WV to Conduct Career Fair at Culture Center

For the second consecutive year, the Division of Personnel is sponsoring a West Virginia State Government Career Fair to be conducted in the Great Hall of the Culture Center at the State Capitol. The event is scheduled for May 7 from 9 a.m. – 3 p.m. and is aimed at providing job seekers with information on state government employment opportunities.

Event Coordinator Mary Jane Ayoob for the Division of Personnel said the Career Fair allows state agencies to showcase the variety of jobs available in their respective agencies and to provide information on the benefits of state employment. This fair will focus particularly on critical need fields, such as nursing, social services, engineering, corrections and law enforcement, natural resources, environmental protection, human resources, and information technology. Employment counselors will be available to answer questions pertaining to the state employment application process. More than 370 prospective candidates participated in last year’s event.

“We will have more than 15 state agencies with an additional five divisions within those agencies scheduled to participate again this year,” Ayoob said. “State agency representatives who participated last year indicated that the event was very beneficial in finding qualified job applicants.”

For more information about the Career Fair, contact Ayoob at (304) 558-3950, extension 57280.



The General Services Division's Service Desk is now staffed internally to make operations more efficient for the agency. The two employees who are the primary points of contact for processing service requests and handling Capitol events requests are Courtney Buskirk (left) and Billie Ames.

General Services Improving its Customer Service with Changes and Updates

The General Services Division has revised its Service Desk operations to deliver more efficient customer service.

The agency's Service Desk is now staffed by General Services employees whereas when it was created four years ago, calls were handled by the West Virginia Office of Technology (OT) employees who processed the service tickets. The Service Desk employees now also handle event requests.

General Services Business Manager Sue Chapman explained the changes will make operations more efficient for the agency which is charged with maintaining all buildings owned and operated by the Department of Administration.

"The type of work our agency does involves a very specific skill set. We thought it was best to make the individuals handling our service desk our own agency employees," she said. "The Office of Technology worked very closely with us to develop our system, which is similar to theirs. We have had an excellent working relationship with OT. We think this new direction is going to make operations even more efficient."

Chapman pointed to the agency's

customer service surveys as evidence of that, noting that its overall customer satisfaction rate has never fallen below 90 percent. For the most recent fiscal year, more than 9,500 service tickets were processed with each one receiving a survey questionnaire. Chapman said the satisfaction rate among those responding was 95.4 percent favorable.

"When we have our employees handling service calls from our offices, and available to meet with those who walk into our offices to make a service request or schedule an event on campus, it allows for more effective communication. In turn, our Service Desk workers can then communicate in a more timely manner with the employees who are charged with handling the requests," Chapman said.

The General Services' Service Desk telephone line is staffed from 7 a.m. – 5 p.m. Monday through Friday. Additionally, the agency partners with the Protective Services Command Center to handle after-hours telephone calls. Service tickets can be submitted on a 24/7 basis through the General Services Division website at www.generalservices.wv.gov. To speak with a Service Desk representative, please call (304) 558-2317.

FLEET

Continued from Page 2

entire fleet process. He is currently on special assignment with the wvOASIS Enterprise Resource Planning project three days a week. Brightwell serves as a back-up contact to Hartman in Fleet billing and is the lead contact for the ARI Maintenance account. He can be reached at (304) 558-2614 or Steve.M.Brightwell@wv.gov.

Becky Farmer, Fleet Assistant – Farmer joined Fleet in December 2012 and takes care of all the agencies' fleet needs. Her primary focus is new vehicle implementation and vehicle retirement processes. Farmer coordinates the Lease Vehicle Driver Orientation classes conducted at the West Virginia State Agency for Surplus Property. She provides training on the vehicle acquisition and retirement process; handles Fleet's rental car program; and serves as the agency's Division of Motor Vehicles liaison. Farmer can be reached at (304) 957-8207 or Becky.C.Farmer@wv.gov.

Mandy Parsons, Fleet Assistant – Parsons is the newest member to the Fleet team. She brings a strong background in fleet from the private sector and has been tasked with record verifications to ensure that the agency is meeting its mandated record requirements. Parsons is the primary contact for all fueling (WEX) questions and can be reached at (304) 957-8208 or Mandy.F.Parsons@wv.gov.

Yoakum noted the Fleet staff has a solid background in customer service and it carries over into the daily duties of the office.

"The staff members are dedicated in their efforts to make each interaction with the Fleet Management Office a positive experience with a productive outcome," he said.

Other initiatives being led by the Fleet Management Office include the Governor's Natural Gas Vehicle Taskforce's goal to have 25 percent of the state fleet utilize natural gas within the next four years. The office also has a small fleet of vehicles for rent by state agencies for daily use.

To learn more or for questions about fueling, maintenance or acquiring a vehicle, please visit the agency website or contact its office from the information box on page 2.

GRADUATES

Continued from Page 3

Tim Pauley (Office of Technology): Daughter, Emily, graduates from Nitro High School, and also from Ben Franklin Career Center in computer science with her A+ certification. She will complete one more year at Ben Franklin for CISCO certifications.

Brian Pratt (Office of Technology): Daughter, Brittany, graduated from Concord University with a Bachelor of Science degree in Business Administration with an emphasis in accounting and management in December, 2012. She is an intern for Brown Edwards and will take the CPA exam later this year.

Nancy Stark (Office of Technology): Daughter, Nicole, graduates from West Virginia University with a Doctor of Physical Therapy degree.

Mario Torres (Finance): Daughter, Jessica, graduates from the West Virginia University School of Pharmacy with a Doctor of Pharmacy.

Teresa Townsend (Personnel): Daughter, Lauren, graduates from Bethany College with a degree in communications, with a specialty in public relations.

Carolyn Wiesen (PEIA): Grandson, Joshua Dylan Meiners, graduates from South Charleston High School.

Roger Wines (General Services Division): Daughter, Brittany, graduates from Nitro High School with plans to attend the Art Institute in Pittsburgh to pursue a bachelors degree in media arts and animation.

Interested in reading past issues of **Quotes, Notes & Anecdotes?**

Visit <http://www.administration.wv.gov/newsletters/Pages>.

Welcome! ... The Department of Administration is pleased to welcome our new employees: **Maryclaire Akers** (Ethics Commission); **Mandy Parsons** (Fleet Management); **Stanley BeBee**, **Ernest Green** and new director **Gregory Melton** (General Services Division); and **John Foster**, **Jason Fox** and **Adam Robinson** (Office of Technology). A feature on Melton will be in the June issue of **Quotes, Notes and Anecdotes!**

Best Wishes ... to **Shawna Carson** and **Tami Reed** (CPRB); **Adam Heflin** (Division of Personnel); and **Jeremy Nicholson** (Office of Technology), who recently resigned from our department.

Our Condolences ... The Department of Administration wishes to express its deepest sympathies to friends and family of **Phillip Hart**, an Office of Technology employee who recently passed away.

Baby News ... Congratulations to CPRB's **Diana Lunsford**, who is celebrating the birth of her first grandchild, Mason Clayton, who was born on April 23. Diana's daughter, Megan Budick, is the proud mother.

Get Caught Reading Month! ... Get Caught Reading Month features celebrities and public figures "caught reading" their favorite books. For more, visit www.getcaughtreading.org.

HAPPY BIRTHDAY ... in May

1 Jerry Digman Technology	14 Luis Ortiz Technology
Krystle Harrison Purchasing	Ed Trader Technology
Ted Payne Gen. Svcs.	Burley Williams PEIA
Susan Samples Personnel	15 Debra Asbury CPRB
Roger Wines Gen. Svcs.	16 Martha Mohammad ... Personnel
3 Robin Duncan PEIA	Robert Sheff CPRB
Elias Majdalani Technology	18 Ryan Jeff Technology
Christy Romeo Personnel	Kelley McClanahan Personnel
Larry Stover PEIA	19 Andrea Darr Pros. Atty. Inst.
4 Jeffrey Bartlett Technology	Lon Vannoy Technology
Tamala Crago PEIA	20 Junior Blount Purchasing
Carolyn Hager Gen. Svcs.	Kay Walden Finance
5 Alan Nease Technology	21 Ellen Fleet CPRB
6 Caroline Brady CPRB	Betsy Frame Finance
Cindi Cvechko Technology	23 Jennifer Grabowski .. Technology
Bethany Sharp Personnel	23 James Ferris Technology
7 Jason Fox Technology	Mary McFarland Pub. Def.
Thomas Lucas Gen. Svcs.	24 Nicole Michaelis Personnel
8 Anthony Cooper Purchasing	25 Brett Clutters Real Estate
Danny Holt Gen. Svcs.	Diane Fletcher Technology
Larry Lerosé Gen. Svcs.	Brenda Jones CHIP
Laurie Lewis Technology	26 Brian Lanham Pros. Atty. Inst.
Dawn Webster Finance	Mark Totten Purchasing
9 Don Clark Technology	27 Michael Evans Gen. Svcs.
Gale Given Technology	Carolyn Flanigan Real Estate
10 Cynthia Boyd CPRB	Janice Hartman Fleet
11 Lynn Browder CPRB	28 Judith Jarrell CPRB
Ariana Kincaid Pros. Atty. Inst.	Belinda Saunders CPRB
12 Bill McCallister Jr. CPRB	Kelly Williams Finance
Roberta Wagner Purchasing	29 Billie Armes Gen. Svcs.
13 Tim Nichols Gen. Svcs.	Louis Blair Technology
Ann Wilmoth PEIA	Sara Poe CPRB
14 Paula Atkinson CHIP	Robin Roberts Technology
Sherra Barker PEIA	Gene Walters Technology
James Easley Technology	30 David Mullins Finance
James Meadows Purchasing	31 Candice Kimble Finance
	Jeff Swisher Gen. Svcs.

Administrative Notes

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

Earl Ray Tomblin
Governor

Ross Taylor
Cabinet Secretary

Diane Holley
-Brown
Communication Director / Editor

Production
Tony O'Leary
Chad Williamson

Special Thanks
Kay Parks