



# Quotes, Notes & Anecdotes

Monthly Employee Newsletter Published by the Department of Administration  
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## Employee of the Month

### Stephen Panaro's Positive Attitude a Plus at BRIM



**Stephen Panaro**  
November Employee  
of the Month

Stephen Panaro, a controller for the Board of Risk and Insurance Management (BRIM), has been selected as the Department of Administration's *Employee of the Month* for November.

A state employee for five years, his duties include preparing the financial statements, coordinating BRIM's audit, payroll administration and various other special projects.

"Stephen shows strength in

the most stressful situations and is not easily thrown off balance. He shows initiative and is a problem solver," said the co-worker who nominated him. "He often asks how he can help and he does so with a positive attitude. He is inclusive and thinks of others in all departments. He is a pleasure to work with and I can think of no one more deserving than Stephen for *Employee of the Month*."

When Panaro is not working at BRIM, he spends his time reading, enjoying the outdoors, going to Taylor Books and riding his Segway.

He will be joined by friends and co-workers at a special ceremony on Thursday, November 1, 2018, at 11:15 a.m. in BRIM's conference room at the Greenbrooke Building on Smith Street.

### Purchasing and Office of Technology Work Together to Notify Vendors of their Registration Expiration

In an effort to make the procurement process more communicative, the Purchasing Division is collaborating with the West Virginia Office of Technology (WVOT) to provide vendors with advance notice of their one-year registration period expirations. The Purchasing Division sends a monthly postal mailing to vendor contacts whose entities show a registration expiration date approaching within a 30-day period.

The Technical Services Unit of the Purchasing Division programmed an electronic letter that pulls vendor data from WV OASIS for vendors whose registration is expiring within 30 days. Each letter is personalized, not generic. After receiving the information from the Purchasing Division, WVOT then uses a digital copy of department letterhead and prints each letter in color. A mailing machine then auto-inserts each



The Purchasing Division and the Office of Technology work together to send 100-200 personalized letters each month to registered vendors.

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## SNEAK PEEK

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# State Agency Spotlight: BRIM Protects State Agencies

The primary responsibility of the Board of Risk Management (BRIM) is to provide property and casualty insurance coverage for all state agencies. This includes protection from lawsuits and other liability claims resulting from incidents due to automobile accidents, employment practices, property, flood, general liability, and medical professional liability at the respective teaching institutions. Currently, there are 168 state agencies being provided coverage.

BRIM operates a similar insurance program for Boards of Education, County Commissions, cities and towns, other governmental entities, and many non-profit organizations around the state. Currently, with the exception of the Boards of Education that are mandated to obtain coverage through BRIM, there are approximately 951 individual entities that voluntarily participate in this program, referred to as the Senate Bill #3 program.

"I'm proud to lead a group of dedicated employees who have made it their mission to protect the state, its employees, and the money entrusted to the state by the taxpayers," said Executive Director Mary Jane Pickens, who manages the daily operations. "Our team has a wealth of knowledge that serves the state well in all of our endeavors."

A five-member board, appointed by the governor, oversees BRIM which operates under the authority of Chapter 29, Article 12; and Chapter 33, Article 30 of the West Virginia Code, as amended, and the provisions of Executive Order 3-17.



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**The Board of Risk and Insurance Management (BRIM) provides coverage for more than 160 state agencies for incidents such as automobile accidents, employment practices, property, flood and more. BRIM also works to provide similar services to nonprofits, Boards of Education, County Commissions, cities and towns.**

## Capitol Parking Attendants Work Hard to Assist Visitors and Employees Around the Capitol Complex

The West Virginia Capitol Complex welcomes many visitors throughout the year, in addition to the thousands of state employees who work on the campus. Some of the visitors arrive for business purposes, while others are visiting the campus to enjoy the historical Capitol, Culture Center and beautiful grounds or to attend special events. What's the one thing they all have in common? They all park at the Capitol.

The Real Estate Division oversees the Parking Section, which is managed by Gail Delmaar-Mines and Parking Supervisor Kelley Endres. In addition, there are six parking attendants who can be found on duty, including Steve Bradbury, John Dotson, Carina Ferrell, Kenneth Jackson, James Peters and Andrew Sabatino, as well as Office Assistant Ashley Means, who handles parking reservations.

The parking attendants and Ms. Means work tirelessly to ensure that all visitors to

the State Capitol have an enjoyable and safe experience. There are some visitor interactions that prove to be more memorable than others. As anyone can imagine, the questions posed to the parking attendants relate to the obvious, "Where can I park?" to more unique questions.

The parking attendants collectively noted that one of the most frequent comments they receive is about the squirrels and the friendliness of these critters. In addition to the squirrels, Sabatino shared that he and Peters were once requested to rescue a kitten from under the hood of a parked car during his workday. Even furry visitors are cared for by Capitol staff!

With all of the interactions the Capitol parking attendants have with the public, they sometimes receive questions that are quite interesting.



**In addition to their normal duties of helping visitors find places to park, Andrew Sabatino (pictured above) and James Peters also helped a kitten who was stuck under the hood of a car.**

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Quotes, Notes and Anecdotes

# Diane Holley-Brown Retires from State Government

After more than 30 years of service, Diane Holley-Brown retired from state government effective October 31, 2018. Holley-Brown served as the Director of Communication for the Department of Administration and as the Assistant Purchasing Director overseeing the Communication and Technical Services Section.

"I cannot express in words what an extremely difficult and emotional decision retiring from state government after 33 years has been for me," shared Holley-Brown. "My career and the value of public service is such an important, vital part of my life.

"I have been extremely fortunate to serve under many cabinet secretaries within the department and have met and

worked with so many dedicated state employees throughout all of state government."

During her time with the Department of Administration, some of her biggest accomplishments include serving on the Sesquicentennial planning committee, assisting in the coordination of the event showcasing the West Virginia Quarter and the gilding of the state Capitol dome, and numerous building dedications.

Holley-Brown also saw success at the Purchasing Division with the expansion and development of the Purchasing Division's nationally recognized training program, which is now required by state code for designated procurement officers; creation of the Purchasing Division's basic and advanced certification programs and their formal recognition by the Division of Personnel; the transition to the wvOASIS system; coordinating 24 Agency Purchasing Conferences; and helping to enact procedural and legislative changes to make the purchasing process more efficient.

For her hard work and dedication over the years, Diane Holley-Brown was pre-

sented with the Distinguished West Virginian award by Ann Urling, the Deputy Chief of Staff for the Governor's Office, during her retirement reception.

"Working with the various directors and employees who fall under the Department of Administration has been a pleasure," added Holley-Brown. "Throughout the years, I have also made close friendships with many individuals in the Department of Administration and respect for the jobs that they perform."

She earned a bachelor's degree in journalism from Marshall University and a master's degree in organizational communication from West Virginia University. She also earned her Accreditation in Public Relations from the Universal Accreditation Board and is recognized by the National Institute of Governmental Purchasing (NIGP) as a Certified Professional Public Buyer and a Certified Public Purchasing Officer, which is the highest level of professional certification offered by NIGP.

Best wishes from the Department of Administration during for her retirement!



**On October 31, 2018, Diane Holley-Brown was presented with the Distinguished West Virginian award by Ann Urling, the Governor's Office Deputy Chief of Staff.**

## Statewide Public Hearings Schedule Announced for Comments on PEIA Fiscal Year 2020 Plan

The Public Employees Insurance Agency (PEIA) Finance Board has scheduled public hearings to discuss and take comments for its proposed financial plan for Plan Year 2020. Registration for the sessions opens at 5 p.m. on the dates noted below, and the hearings begin at 6 p.m. Those wishing to speak at the hearings must indicate so during registration.

PEIA staff will provide customer service in each location from 5-6 p.m. for those members who have questions about the proposals being discussed or medical, prescription, or life insurance benefits.

Dates and locations for the 2018 public hearings are:

- **Monday, November 26, 2018 -- Telephonic**  
Dial in: 304.410.0513, Conference ID: 304.410.0513.  
The teleconference will begin promptly at 6:00 p.m.
- **Tuesday, November 27, 2018 -- Charleston**  
The Culture Center, Capitol Complex

- **Wednesday, November 28, 2018 -- Martinsburg**  
Holiday Inn, 301 Foxcroft Avenue
- **Thursday, November 29, 2018 -- Morgantown**  
WVU, Erickson Alumni Center
- **Monday, December 3, 2018 -- Beckley**  
Beckley-Raleigh County Convention Center

The proposed changes can be found online at [www.wvpeia.com](http://www.wvpeia.com) (click on the picture of the gavel or scroll to the News Center). Comments from those who can't attend can be submitted in writing to the Finance Board at 601 57th St. SE, Suite 2, Charleston, WV 25304-2345, or by email to [PEIAComments@wv.gov](mailto:PEIAComments@wv.gov).



## PARKING

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Below are a few of the questions and comments that the parking attendants have received which they shared with us:

- What is the building with the big dome and what goes on in there?
- Is this the Capitol Complex?
- What open meter has the most time on it?
- I didn't know I had to pay the meter.
- I shouldn't have to pay for parking, since I'm your number one customer.

The parking attendants have many daily tasks they routinely perform to make a positive difference in visitors' time spent at the Capitol Complex. These tasks include directing visitors to available parking, overseeing the parking meters, monitoring employee spaces and agency reserved spaces, assisting with deliveries, maintaining the lots and gates, and manning the three guard houses located on the Capitol campus.

In addition to these official duties, Delmaar-Mines said the parking attendants also help by locating visitors when a vehicle has its lights on, advising them of flat tires, assisting with fender benders and contacting the Capitol Police, when needed. "The attendants have also noticed car doors left open and vehicle engines on. They assist visitors with parking needs and directions to agencies and events. They work hard and we're lucky to have such an awesome group," she adds.

When asked what the favorite part of their job is as a parking attendant, the response of this dedicated team of employees was unanimous: *making a positive difference in one's visit to the West Virginia State Capitol by adding value to their visit.*

"The Parking Section attendants always strive to be courteous and professional, even under the most challenging of circumstances.



**Above: James Peters, Carina Ferrell and Steve Bradbury (left to right)**

**Below: Kelley Endres, Parking Supervisor, Andrew Sabatino and Kenny Jackson (left to right)**



They are a credit not just to the Department of Administration, but to all of state government," said Real Estate Director Jon Amores. The Real Estate Division's Operations Manager Carolyn Flanigan added that the agency is very proud of these employees and the great job that they do at the State Capitol.

## 2018 State Employees Combined Campaign Underway

The 2018 West Virginia State Employees Combined Campaign (WVSECC) is now underway. Please note that the WVSECC is the only state-sanctioned fundraising effort in which state employees can use payroll deduction.

Employees may contribute to the general fund, known as the Community Impact Fund, or can designate their gift toward a specific United Way agency. Donations can be made by cash, check, credit card, or payroll deduction. The last day to submit pledge forms is December 7, 2018. Deductions will start in the first pay period in January 2019.

The Department of Administration Yard Sale was held on Saturday, October 27, 2018, in Lot 9 of the Capitol Complex, on the first floor of the parking garage. Spaces were sold for \$15 each and that money was donated to the State Employees Combined Campaign. Participants kept money from items sold.



Quotes, Notes and Anecdotes

## The Trees Are Alive!

While you may be used to seeing a variety of birds, squirrels and other animals around the state Capitol complex, a friendly tree staring back at you might take you by surprise.

This tree looks like it is part of a J.R.R. Tolkien book and certainly adds some magic to the grounds. Thanks to Jim Hawley of the General Services Division for sharing this picture with us!



## Public Defender Services Hosts University of Charleston Interns

The Public Defender Services (PDS) offices might be mistaken for a college campus with eight students from the University of Charleston scattered throughout. The students are psychology majors whose criminology class requires 20 hours of community-based internships. PDS is one of two major sponsors for this program.

The interns are assigned projects which are meaningful to Public Defender Services' mission to ensure that indigent criminal defendants receive effective legal representation by court-appointed counsel. Assigned projects include: locating and reviewing research on eyewitness identification; developing a research model to determine the effectiveness of recovery coaches in public defender corporations; and reviewing state and national standards and guidelines for the prosecution and defense of child abuse and neglect proceedings. In addition to these projects, the interns will also be given an opportunity to confer with service providers or to observe the court process.

"We are always glad to have University of Charleston student interns, because not only do they help with specific projects of interest to the agency, but they also bring different perspectives to these projects," shared Stephanie Thornton, the agency's internship coordinator. "In addition to nearby local communities, our student interns also hail from various other states and countries. Their perspectives are informative and insightful to the work we are doing."

The students are as follows: Christopher Bowden from Nitro, W. Va.; Stefan Krumerac from Askim, Norway; Adrian Montalvo from Brownsville, TX; Abby Michelic from Dawes, W. Va.; Bailey Starcher from Chloe, W. Va.; Jared Swiney from Clendenin, W. Va.; Andrew Walker from St. Albans, W. Va.; and Jordin Spears from Columbus, OH.

Krumerac, who also plays volleyball for the University of Charleston Eagles, states that he is very happy with his internship. "I especially enjoy experiencing the atmosphere of working in an office. My supervisor has partnered me several times with a forensic psychologist. The experience of seeing a psychologist in his work environment is priceless to me since that is the type of work in which I'm interested.

"Getting all of these opportunities really opens my eyes and motivates me even more," added Krumerac.

Executive Director Dana Eddy said the agency will continue its partnership with the University of Charleston in hope that as the students graduate and work in their communities in their chosen profession, they will share with their co-workers, neighbors and friends their knowledge and understanding of the hard and noble work that public defenders and court appointed counsel do every day.

This is the second year Public Defender Services has hosted interns from the University of Charleston.

## Cyber Security Tip: Identify Fake Software

We have all seen the pop-up windows telling us that our computer is infected with a virus or other malware. Don't be fooled! The real malware could be the free software and/or free offer to fix your PC.

The ads and warnings are often fake and will cause damage to your personal computer and to the security of your personal information. Fake software can install malware and obtain personal information from your computer.

When in doubt, don't click it. If it appears your computer may be infected with malware, be sure to always remember to email [OTPhishing@wv.gov](mailto:OTPhishing@wv.gov).

## MAILING

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envelope. For example, the Purchasing Division will send WVOT a PDF that is 342 pages, with each vendor letter containing three pages. The machine is programmed to divide the PDF and stuff each envelope with the appropriate number of pages.

Included in the letter is a page that each vendor is asked to return with its check for registration fees. The return page has the Purchasing Division address positioned so that it appears through the window of the return envelope. Approximately 100-200 letters are sent each month.

"By working with WVOT, we have kept a process within state government that some agencies might outsource, saving the state money," said Technical Services Manager Mark Totten.

The mailing can also include other forms of vendor outreach, such as informing them of upcoming seminars on how to do business with the state and payment information from the Auditor's office. Since the mailings started earlier this year, revenue has increased due to more vendors being aware of their registration expiration.

Quotes, Notes and Anecdotes

## Purchasing Attends Minority Business Expo



**Crystal Rink, Heather Bundrage and Gail Montantez (left to right) represented the Purchasing Division at the 5<sup>th</sup> Annual Minority Business Expo on October 24, 2018. This event was coordinated by the Herbert Hender-son Office of Minority Affairs.**

# Annual Purchasing Conference a Success

Another successful Agency Purchasing Conference has concluded. This three-day training opportunity, hosted by the Purchasing Division, provided state agency purchasers with a closer look at the state purchasing process as well as offered ample time for peer networking.

Topics addressed this year included workshops on purchasing forms and documentation, Secretary of State requirements, insurance and bonds, Office of Technology requirements, and a session geared toward those individuals who purchase specifically for boards and commissions.

The Purchasing Division received many comments praising the conference workshops. Other comments showed appreciation for the networking opportunities and ability to learn from their peers.

"I felt the Purchasing staff made a great effort to present topics to us that they feel will help us with our jobs," said one attendee. "I appreciated the approachability of everyone and the genuine interest they took in reaching out to every agency."

Another attendee noted that the Roundtable Discussions workshop allowed for some meaningful conversations that helped procurement officers see how other agencies handle particular situations.

The Purchasing Division extends its appreciation to all Department of Administration employees and other agency procurement officers who attended this conference, ensuring its success.



**Welcome!** ... The Department of Administration is pleased to welcome **Matthew Reynolds** (Finance); **Clifford Garnes** (General Services); **Sarah Longacre** (Personnel); **Gail Montantez** and **Richard Moss** (Purchasing); and **Kristin Shriver** (Technology).

**Happy Retirement!** ... After years of hard work and dedication, we would like to wish **Diana Davis** (CPRB); **Martha Reynolds** (Finance); **Diane Holley-Brown** (Purchasing); and **Therman "Rick" Mullins, Alan Nease, Kim Patrick** and **Mark Sizer** (Technology) the very best during their retirement.

**Best Wishes** ... to **Mandy Parsons** (Fleet); **Kanesa McCoy** (PEIA); **Hannah Barton** (Public Defender); and **Jason Fox** (Technology) who recently resigned from our department.

**Condolences** ... to the family of **James Huffman** (General Services), who recently passed away.

**Sit with Claus for the Cause** ... On Tuesday, November 13, 2018, from 3:30 p.m. to 6:30 p.m., Public Defender Services will offer pictures with Santa Claus as a fundraiser for the United Way State Campaign. The cost per picture is \$10. The event will be held in Suite 301 of One Players' Club Drive, Charleston.

**Employee Question of the Month!** ... A big THANK YOU to our employees who are participating in our **Employee Question of the Month**. Last month, we asked you to share your favorite scary movies. We have several Stephen King fans who love *The Shining* and *Christine*. Other movies we love being scared by include *Texas Chainsaw Massacre*, *Nightmare on Elm Street*, *Get Out*, *Trolls 2*, and *Psycho*. This month's Department Employee question is, "**What are you thankful for?**" Share your comments with us by **November 13, 2018**, by visiting [www.surveymonkey.com/r/qnaThankful](http://www.surveymonkey.com/r/qnaThankful).

## HAPPY BIRTHDAY ... in November!

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

|                                   |                                    |
|-----------------------------------|------------------------------------|
| Tierra Gable.....Aviation         | Matt Harper.....Purchasing         |
| Sarah Tignor.....Aviation         | Guy Nisbet.....Purchasing          |
| Chuck Mazingo.....BRIM            | James Peters.....Real Estate       |
| Melody Bailey.....CPRB            | Anthony Signorelli.....Real Estate |
| Elizabeth Crowder.....CPRB        | Chris Avis.....Technology          |
| Laura Harvey.....CPRB             | Derek Bailey.....Technology        |
| Pamela Russell.....CPRB           | Bill Ferguson.....Technology       |
| Taylor Cole.....Finance           | Megan Gallagher.....Technology     |
| Jennifer Mullen-Thaxton.....Fleet | Bryan Gantzer.....Technology       |
| Rickie Adkins.....Gen.Srvs.       | Garrett Harding.....Technology     |
| Michael Clendenin.....Gen.Srvs.   | Charles Hartman.....Technology     |
| Mark Crites.....Gen.Srvs.         | William Judy.....Technology        |
| Charles Hager.....Gen.Srvs.       | Ronald Kushner.....Technology      |
| Ricky Morris.....Gen.Srvs.        | Patrick Larsen.....Technology      |
| John Nichols.....Gen.Srvs.        | Carla Maleski.....Technology       |
| Michael Urban.....Gen.Srvs.       | Raymond Mullin.....Technology      |
| Joyce Barrett.....PEIA            | Sam Payton.....Technology          |
| Susan Beaty.....PEIA              | Debbie Pendleberry.....Technology  |
| Frances Mullins.....PEIA          | Gilbert Richard.....Technology     |
| Robin Rose.....PEIA               | Philip Roberts.....Technology      |
| Diana Gibson.....Personnel        | Paul Sullivan.....Technology       |
| Sue Gordy.....Personnel           | Jeremy Tyler.....Technology        |
| Yvonne McCormick.....Personnel    | William Ward.....Technology        |
| Sarah Saul.....Pub.Def.Srvs.      | Lisa Worledge.....Technology       |
| Mark Atkins.....Purchasing        | Terry Young.....Technology         |
| Shane Hall.....Purchasing         |                                    |

# Administrative Notes

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