

Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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Employee of the Month

Personnel's Delores Huffman Performs Job with A Smile

Delores Huffman, a senior personnel specialist for the Staffing Services Section of the Division of Personnel, has been selected as the department's *Employee of the Month* for April.

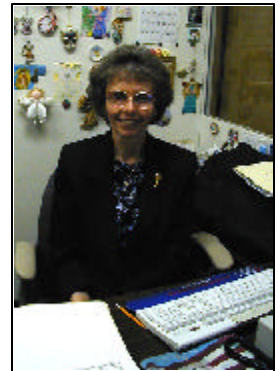
A 29-year veteran of state government, Delores develops and documents the validity of written employment examinations created by the Test Construction and Research Unit. She also consults with agency job experts on employee selection problems, applicant testing procedures and test

content. In addition, she conducts job analysis studies and compiles and writes documentation of the job-relatedness of tests according to federal guidelines and professional standards.

According to one of her co-workers, "Delores is a long-tenured, exceptional state employee." Another co-worker adds, "She gladly accepts additional responsibilities with enthusiasm and eagerness. She jumps right in, without hesitation, showing her team spirit, with no expectation of praise or glory."

In her spare time, Delores enjoys spending time with her family, reading religious and inspirational books, walking and collecting angels.

Delores will be honored during a special ceremony at 11:30 a.m. on Thursday, April 3, on the 2nd floor hallway of Building 7.



Delores Huffman
April Employee
of the Month

What's Up at the State Capitol? A Variety of Activities Fill the Schedule

Looking for something to do? Just look around the State Capitol. A wide range of activities occur at the Capitol Complex, including weddings, festivals, walks and car shows.

The General Services Division is responsible for scheduling events. According to Director David Pentz, the most popular events during the spring and summer seasons are weddings. "The beautiful ambiance of the upper rotunda attracts many weddings. It makes the setting special," he said.

A great deal of effort goes into preparing for these

activities and events. The General Services staff wears many hats to fulfill the requests. Already on schedule for April and May are the March of Dimes Walk, National Day of Prayer, the Susan G. Komen Foundation Breast Cancer Walk, Vietnam Veterans Run for the Wall, Vandalia, weddings and the Golden Oldies Steet Rod annual car show.

"Our staff is cross-trained because there are so many different jobs to be done," Pentz said. "We pull from our existing resources. We don't

Continued on Page 6

Walking for Fun!



Employees at the State Capitol Complex enjoy their lunch breaks by walking and enjoying the beautiful scenery. *For a related article, see page 5.*

Sneak Peek INSIDE...

- ◆ PEIA's Open Enrollment Begins this Month
- ◆ General Services Reorganizes Janitorial Staff
- ◆ In-house Training Offered by Workers' Compensation
- ◆ State Mail System Prohibited for Personal Items
- ◆ Administrative Notes



PEIA's 2004 Open Enrollment: March 31 - May 2

Tobacco Affidavit Necessary for Premium Discounts During PEIA's Open Enrollment

By Jan Long
PEIA

Last fall during the Public Employees Insurance Agency's (PEIA) life insurance open enrollment, employees were informed that they must complete a tobacco affidavit during the spring open enrollment for health benefits to receive a tobacco-free discount on life insurance. *The time has come!*

Previously, PEIA collected affidavits from tobacco-free members of PEIA's PPB Plan. This year, they will be collected from **everyone** – including managed care plan members and those with life insurance only — to determine both health and life insurance premiums with these affidavits. The affidavit is being mailed this month to the homes of all employees who have coverage with PEIA, as part of the Open Enrollment Transfer Form.

Tobacco-free PPB Plan members must submit an affidavit to qualify for the "preferred" (tobacco-free) PPB premium rates and optional life insurance premiums. To qualify, all enrolled family members must have been tobacco-free by January 1, 2003, meaning that you and any enrolled family members do not smoke cigarettes, cigars, pipes, or use any form of smokeless tobacco, including snuff and chewing tobacco.

Managed care plan members and those who carry only life insurance with PEIA must

submit an affidavit to qualify for the tobacco-free premiums on optional life insurance.

To qualify for the discount on optional life insurance premiums, the policyholder must have been tobacco-free by January 1, 2003. There is no discount available on basic or dependent life insurance.

Employees not submitting a Tobacco Affidavit before May 2 will not qualify for any discount for Plan Year 2004. Once the form is completed, keep the goldenrod copy of the form for your records. The remaining form should be submitted to your benefit coordinator by May 2, 2003. Do **not** mail the form directly to PEIA. The agency information at the bottom of the form must be completed before it comes to PEIA.

Watch for your tobacco affidavit and Open Enrollment Transfer Form in the mail...and remember the May 2 deadline!

PEIA Offers Benefit Fairs Throughout State to Explain Health Plans

PEIA will conduct statewide benefit fairs for Plan Year 2004 Open Enrollment. Benefits chosen during this open enrollment will be effective July 1, 2003. These fairs provide for you an opportunity to ask questions and learn more about the plans offered.

Below are the scheduled fairs in Charleston:

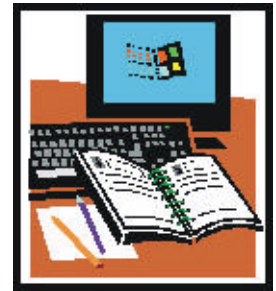
Thursday, April 10
Charleston
(3:00 - 7:00)
Charleston Civic Center Parlor B
200 Civic Center Drive

Monday, April 14
Charleston
(9:00-3:00)
State Capitol Complex Building 7
Conference Center
1900 Kanawha Blvd E

For a complete listing, visit PEIA's website at www.wvpeia.com.

Online Employee Handbook Available on State's Intranet

Have you viewed the online *Department of Administration's Employee Handbook*? Everything you need to know about state employment can be accessed through the State's Intranet at <http://intranet.state.wv.us/admin/secretary>. In addition, important active policies on flextime, working at home, and sick leave restrictions on this site.



"The handbook contains valuable information that will be helpful to you throughout your employment with the Department of Administration," said Cabinet Secretary Greg Burton. "In addition to addressing matters such as work hours, leave, general benefits and performance appraisals, it serves as a handy referral guide for specific subjects like insurance, retirement, special programs and state policies and procedures."

Department employees are encouraged to read through the handbook and posted policies to familiarize themselves with their benefits and responsibilities.

The Division of Personnel explains that there is no need to print out a hard copy. Doing so defeats the purpose of posting it online. The handbook and policies, along with any future updates or new policies, will remain online for your access at any time. You should bookmark this locations in your Internet browser. Questions regarding the *Employee Handbook* or various policies should be directed to your immediate supervisor.

General Services Reorganizes Janitorial Staff to Improve Service

Customer service is the driving force for changes made to the Custodial Services Unit of the General Services Division, according to Director David Pentz. "We want to make sure we are cleaning what people want cleaned and that it is being done in an efficient and timely manner," he said.

With the responsibility of maintaining 500 office spaces, Custodial Services Manager Tim Lee devised a plan, dividing his staff into two shifts to maintain offices during both the day and evening time. "We have two primary concerns," Lee said. "One is our state-house clients (office space) and the other is our visitors and the general public (restrooms/general areas)."

Lee adds that he conducted time and motion studies to

determine the areas that need to be cleaned and the times that would provide more benefits. As a result, nearly half of the evening shift has been moved to day shift, allowing for greater flexibility for *last minute calls*.

The General Services Division has worked closely with each agency to arrange specific times to perform the custodial work that was previously done during evening hours. The evening shift will be primarily assigned to constitutional offices and public areas.

Some of the projects being performed are routine stripping and waxing of the floors, assisting agencies in moving locations and painting the public restrooms on the ground and first floors of the State Capitol Complex.



"It all comes back to streamlining projects," Lee said. "Our staff will have a list of tasks and the frequency of those tasks. Our supervisors will have a check sheet to be used to inspect the projects. Spot checks will be done on a daily basis."

He added that his unit will communicate more effectively with its customers to ensure appropriate satisfaction levels have been met. "Tim (Lee) is now in a position to do announced inspections once a day," Pentz said.

The custodial staff is pictured front row: (l-r) Violet Burns, Mike Bailey, Robert Lewis, Mike Messaro, Kenny Morris, Linda Snell; back row: Tim Lee, Keith Curnutte, Randy Bentley, J.C. Erby, David Groves, Tony Easley, Steve Bratchett, Roger Paxton, Ricky Morris and David Pentz.

Governor's Summer Internship Program Provides "Real World" Experiences



How can you tell if a program is working effectively? In the case of the Governor's Internship Program, now in its 14th year, employers and interns are finding that this program is a win-win opportunity.

Offering college students real-world experiences with real-world pay, this program continues to create accolades from the students and the employers. "The summer interns are an important component in achieving our goals," said Janice Smithson of the Department of Environmental Protection, who uses this program to assist a team in collecting biological, chemical and habitat information from more than 500 state streams. "The Governor's Internship Program has been a reliable source of eager and enthusiastic students and has been a benefit to both the students and our work group."

West Virginia college students with a 3.0 grade point average and one year of college are eligible for a nine- to 13-week internship. About 100 interns were placed in government, private and non-profit jobs last summer through this program.

"This is a great opportunity for students to gain work experience,"

said Jodi Omead of the Governor's Press Office. "We've had wonderful interns in the Governor's Office; many of them have returned to help with additional projects."

Aside from the work experience, students benefit from other educational opportunities, such as seminars and workshops offered throughout the summer. Both students from West Virginia colleges and state residents attending out-of-state colleges are eligible.

Contact Personnel's Frank Chambers at 558-3950 or visit www.wvgip.org for more details.

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

Bob Wise
Governor

Gregory A. Burton
Cabinet Secretary

Diane Holley
Public Information Officer/Editor

Special Thanks

Debbie Harrison
Jan Long
Jeff Mullins
Kaye Parks
Sandy Singleton



In-house Training and Consultation Available to Assist Agencies on Safety Precautions

The Safety and Loss Control Unit of the Workers' Compensation Division is making every effort to ensure that all state workplaces are safe for its employees and visitors.

According to Safety Specialist Jeff Mullins, his office has been visiting each state worksite to assist agencies in detecting possible areas of concern and to discuss proactive steps to improve safety.

The goal of his unit is to help state employers and state agencies establish and maintain safe, healthy and accident-free working environments.

This unit does not have regulatory responsibility nor any affiliation with OSHA, MSHA or other state or federal enforcement officials. It serves the employers only in

an advisory and consultative capacity.

Some of the services offered include onsite consulting, education and training, hazard recognition and evaluation and safety audits.

Upcoming training sessions offered by the Safety and Loss Control Unit have been scheduled and are open for all state agencies to attend free of charge. All sessions are conducted at:

**318 Fourth Avenue
South Charleston, WV**

Below is a brief outline of this training:

April 24, 2003

9 a.m. - 4 p.m.

- Generalities of Safety
- General Construction Safety
- Job Safety, Hazard Analysis and Ladder Safety

- Proper Lifting and Back Safety

May 21, 2003

9 a.m. - 4 p.m.

- Bloodborne Pathogens
- Confined Space and Industrial Hygiene
- Hearing Conservation
- Hazard Communication

June 10, 2003

9 a.m. - 4 p.m.

- Accident and Incident Prevention
- Accident Investigation
- Management's Safety Responsibilities
- Recordkeeping and OSHA Requirements

For more details, contact the Workers' Compensation Division at (304) 746-0214 or e-mail at mbalser@bep.org or twelch@wvbeep.org.

The line between failure and success is so fine that we scarcely know when we pass it: so fine that we are often on the line and do not know it.

Elbert Hubbard

BUSINESS

RIFES

Avoid Control Talk

Have you ever said such things to your employees or coworkers?

- I don't understand why you haven't finished that report yet.
 - I want you to apologize to marketing for your mistake, discuss it and inform me of how it went.
 - We will meet at 2 p.m.
- If so, you may be too controlling. Try using these alternatives:
- What can I do to make your job easier?
 - Let's discuss possible solutions to that marketing problem.
 - Are you available for a 2 p.m. meeting?

Source: *Leadership for the Front Lines*

Earth Day Focuses on the Power of Tomorrow



What happens to our earth *tomorrow* depends on how we treat our environment today. On April 22, the United States will celebrate Earth Day, focusing on the importance and beauty of maintaining our natural resources.

Take a moment to look around you. For example, our trees give the world oxygen, just one of the many ways trees enhance life on earth. Did you know that a pound of wood on a tree takes 1.5 pounds of carbon dioxide out of the air and emits one pound of oxygen. One full grown tree can supply one person with oxygen for a year!

Another idea is grasscycling, which is leaving grass clippings on the lawn instead of bagging them and sending to the landfill. Clippings are mostly made of water and nitrogen, which is good for the lawn, acting as a fertilizer and as a mulch to reduce evaporation and lower soil temperature.

Try to think of different ways to benefit our environment, such as recycling. For more ideas, visit the West Virginia Solid Waste Management Board's website at <http://www.state.wv.us/swmb>.

Popularity of Walking Grows at the Capitol ...As Spring Approaches, State Employees Step Out

By Debbie Harrison
Special Projects Assistant

After this long winter, are you feeling sluggish? Consider taking a walk at lunchtime.

According to Nidia Henderson, Wellness Coordinator for the Public Employees Insurance Agency (PEIA), walking has many benefits to strengthen your physical and mental health. PEIA members can even obtain free pedometers (step counters) through their worksite wellness coordinators.



Rene Strigle
Treasurer's Office

PEIA is collaborating with Riverfront Ramblers Walking Club, a group which organizes walks throughout the state. Established in 1994, this non-profit organization is dedicated to promoting the benefits of non-competitive physical fitness through safe exercise in a stress-free environment.

Henderson explains that studies comparing exercise, and physical and mental health

have shown that regular exercise increases a person's overall health and results in a longer life. Amazingly, only 10 percent of the U.S. adult population exercise for a minimum of 20 minutes, three to four days a week.

The answer may lie in how people *perceive* exercise. Beneficial exercise does not need to involve a painful, boring one-hour workout. A good workout can be a brisk 30-minute walk with the dog, or a slow hour hike at the park.

According to the American Heart Association, it is best to walk at vigorous intensity for 30 to 60 minutes three or four times a week; however, even low to moderate-intensity walking can have both short- and long-term benefits. These benefits include controlling obesity, preventing heart disease, de-

creasing hypertension (high blood pressure) and cholesterol levels, slowing the aging process, improving osteoporosis, maintaining mental health, controlling diabetes, relieving back pain... *and the list goes on.*

Many incentives drive state employees to slide into their tennis shoes daily. Legislative Auditor's Office's Noel Hassen began walking at lunch when her son was diagnosed with a terminal illness. "I had to do something to help cope with my loss. I found that walking kept my mind healthy and positive," she said.

Purchasing's Scott Padon walks for health reasons. After losing 70 pounds, he now finds comfort in the change of pace by walking. "It is a refreshing break because it recharges your battery and helps change your perspective about things," he said. Walking with co-worker Karen Byrd, they enjoy the Capitol's atmosphere and are grateful to the General Services Division for maintaining the complex. Byrd has been an avid walker since she had open-heart surgery, but says walking with a friend makes it easier.

Rene Strigle of the Treasurer's Office walks with Linda Cruickshank of the Governor's Office. "During the winter, we walk on the first floor of the Capitol for 30 to 40 minutes each morning depending on how much time we have before work begins," she said.

So...take a look outside. Is the sun shining? What's your excuse for not joining your fellow state employees?



Noel Hassen
Legislative
Auditor's Office

It is a refreshing break because it recharges your battery and helps change your perspective about things.

Scott Padon
Purchasing Division

Personal Mail Prohibited from Using State Mail System



As a reminder, all state employees should note that incoming and outgoing personal mail must **not** be included in the state's mail system. Use of the state's mail delivery system for personal items or items not related to state business is prohibited. Incoming personal mail should be addressed to employees' homes and outgoing personal mail must be stamped and mailed through the U.S. Postal Service.

"State government employees must do their part to protect homeland security by staying alert, taking note of any suspicious or out of the ordinary mail, and reporting such incidents to their supervisors who will determine if local 911 centers should be contacted," said Cabinet Secretary Greg Burton.

The Riverfront Ramblers Walking Club is planning its "Easter Egg Hunt Walk" at Kanawha State Forest this month. For more details, visit the website at <http://home.att.net/~walkwestvirginia>.

A Message From... Cabinet Secretary Greg Burton

It's a Wonderful Workplace

Similar to George Bailey in the classic "It's a Wonderful Life," we, as state employees, tend not to take the time to look around and appreciate the good things in life.

As noted in this issue of **Quotes, Notes & Anecdotes**, our actions speak louder than words. State employees at the Capitol are spending their lunch periods walking and enjoying their workplace. Where else can you work and be able to view such a spectacular setting?

Also in this issue, we are celebrating Earth Day, a time when we literally *stop to smell the roses* of our planet. The beauty of our environment should not be taken for granted, as well as the aesthetic appearance of the State Capitol, a building for which many of us refer to as *our office*. However, this landmark continues to be an attraction for West Virginians and visitors to our state to enjoy each day.

What's Up at the Capitol? Continued from Page 1

have the luxury of having a special crew waiting to be called to set up a special event. We pull from other jobs."

To use the grounds, an **Event Request Form** may be obtained from General Services, completed and returned to its office, which verifies that there are no schedule conflicts.

General Services then prepares a cost estimate; the fee may be waived for some non-profit groups. Because it is a public site, no admission fees may be charged to any events on the grounds.

Our State Capitol is much more than a workplace. It is a center of activity, attracting thousands of tourists each year.

Welcome!...Michael Davis (General Services) recently joined the department.

Good Luck...to our employees who resigned from state government: **Marjorie Martorella** (Prosecuting Attorney's Institute) and **Tyrell Miller** (IS&C).

Goodwill...

Goodwill is the one and only asset that competition cannot under-sell or destroy.

Marshall Field

PEOPLE TALK

Tomorrow's Leaders...Congratulations to the children of several employees of the Public Defender Services, who shined at the recent Kanawha County Social Studies and Science Fair. Torie Roderick (daughter of Teresa Siders); Emily Snodgrass (daughter of Kelli Carper and Finance's Shawn Carper); and Celeste Wilson (daughter of Kitty Wilson) all placed at this educational fair!

Daylight-Savings Time...It's that time again to move your clocks one hour forward. On April 6, we'll lose an hour of sleep!

In April...Let's celebrate some of the holidays found this month: April 15 (Tax Day); April 20 (Easter); April 22 (Earth Day); April 23 (Administrative Professionals Day); April 24 (Take Your Daughters to Work Day); and April 25 (Arbor Day). And let us not forget that during the week of April 27, the celebration of National Volunteer Week will take place.

Got News?...Let us know what's going on with you and your family. Contact Diane Holley, Editor, at (304) 558-0661 with information to share with the Department's employees.

HAPPY BIRTHDAY ... in April

- | | |
|------------------------------------|--------------------------------------|
| 1 Jacqueline Cox Finance | 14 Bernard Huffman PEIA |
| Rita Fernatt IS&C | 15 Sarah Hunter CPRB |
| Harry Mandel CPRB | Bill Pointer Gen. Services |
| Janie Taylor Purchasing | 16 Carla Baldwin PEIA |
| 2 Arlene Furby Personnel | 17 Tony Maddox BRIM |
| Pam Griffith IS&C | Ronna Null IS&C |
| 3 Leann Arthur IS&C | George Tanner .. Gen. Services |
| Charlyn Miller Purchasing | 18 Monta Boggs CPRB |
| Bill Rainey PEIA | 19 Nidia Henderson PEIA |
| 4 Brenda Gould Grievance Bd. | 20 Keith Burdette Gen. Services |
| 5 Mark Isabella Personnel | Linda Curry PEIA |
| Keith Moss Gen. Services | Deborah Fernatt BRIM |
| 6 Donna Prunty Sec. Office | Velma Totten CPRB |
| 8 Debbie Harrison Purchasing | 21 Evelyn Davis Personnel |
| James Hyde CPRB | Ernestine Fox-Penn CHIP |
| Stefanie Youngblood CPRB | 22 Anne Dillon Crabtree IS&C |
| 9 Pauravi Randeri IS&C | Greg Hubbard ... Gen. Services |
| 11 Oral Newsome Gen. Services | Gary Reed PEIA |
| Jane Shinn Finance | 23 Carlos Neccuzi IS&C |
| 12 Matt Short IS&C | 25 Elaine Hudson Aviation |
| 13 Shelley Burford CPRB | Tyrell Miller IS&C |
| Jeff Harbour Gen. Services | 26 Philip Nicholas IS&C |
| Phillip Powers CPRB | 29 Carles Farley Gen. Services |

