



Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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Employee of the Month

IS&C's Maria Yoakum Serves as Crystal Reporting Expert

MARIA YOAKUM, a Data Warehouse Specialist II for the Development Center of the Information Services and Communications Division, has been selected as the department's *Employee of the Month* for April.

An 11-year employee of state government, Maria creates Crystal Reports that are used in the web applications developed by IS&C. She works closely with data

warehousing design and implementation and performs analysis work for the design of the data warehouses. In addition, she provides Crystal Report training and support to users of the data warehouses.

One of her co-workers said, "Maria is very knowledgeable about Crystal Reporting." A customer added, "She always presents a professional appearance and responds to

our requests for assistance in a timely manner."

Maria's spare time is most often spent with her children, Antoinette, two and a half years old, and Alex, one year old.

Please join Maria's co-workers and friends at a special ceremony at which she will be honored at 11 a.m. on Friday, April 2, 2004, at IS&C's conference room in Kanawha City.



MARIA YOAKUM
April Employee
of the Month

PEIA Benefit Fairs Enables State Employees to Ask Questions and Gain Valuable Information

The West Virginia Public Employees Insurance Agency (PEIA) will begin open enrollment on April 5.

If you need help in deciding

whether the health insurance plan you are using now is still the best fit for you and your family, please plan to attend one of the 12 benefit fairs the agency will be conducting throughout the state during the month of April.

The benefit fairs will provide you with an opportunity to talk with PEIA staff and representatives from the health insurance plans offered through PEIA. You can sit down one-on-one with the respective representative in order to get answers to your questions.

In addition, state employees will be able to talk with representatives from Mountaineer Flexible Benefits, the company which offers optional benefits, and Acordia National — PEIA's claims manager, providing information you need to make the best plan choice for you and your family.



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Sneak Peek INSIDE...

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- ◆ Employee of the Month Program: HowDoesitWork?
- ◆ ADA Lifts Replaced to Provide Better Efficiency

Considering Ergonomics in your Daily Work Routine



Sitting in front of your computer can be draining on your shoulders, back and wrists. The key is to fit the work environment to the worker.

Most Frequent Ergonomics Issues

- ◆ Chair not adjusted properly for the individual
- ◆ Keyboard and mouse at different heights and distances
- ◆ No wrist or palm rest for keyboard (*worker types with wrists at base of keyboard*)
- ◆ No document holder (*worker looks at document on desk*)
- ◆ Excessive light directly over monitor
- ◆ Monitor height too low for worker

What makes a workstation ergonomically correct?

According to Karl Marion, MS, CIE, CPE, Safety and Loss Control Supervisor for the West Virginia Workers' Compensation Commission, the primary goal of Ergonomics is fitting the task or the work environment to the worker.

Adjustability is the key to ergonomics, he said. A fixed height workstation or a chair with a fixed relationship of the seat pan to the back or seat pan to the arms does not fit into ergonomics.

In addition, it is important to train workers in the adjustable features of their chair and workstation, and the principles of how their workstation should be set up relative to their own stature.

The ideal computer workstation set up includes:

Adjustable Chair

If seated, the chair should have adjustable seat height, tilt, and depth. Preferably, the worker's feet should be flat on the floor with knees at least 90 degrees. The individual should have a two to three finger width space between the front of the chair and the

back of the knee.

If the individual can pull their chair up to the workstation and use the workstation as an upper extremity support, then arm rests are not needed.

Arm rests should be adjusted so that they support the worker's arms at elbow height while the shoulders are relaxed and the arms by the worker's side. An adjustable neckroll on tall back chairs should also be used.

Adjustable Workstation

The workstation should have a rounded front edge and adjustable to individual's elbow height. The monitor should be located properly for the worker's focal distance.

If no corrective lenses or single lens are used, then locate the top line of the monitor in the line of site of the worker at arm's length – the worker's chin should be level. If the worker has bifocals, trifocals, or graduated lenses, then the monitor should be situated at a height that the worker can see looking through their lenses with their chin level, not raised or lowered.

The monitor should be immediately in front of the worker, not off to the right or to the left

Keyboards should be in line with the monitor with the wrist rest at keyboard no higher than the space bar and the mouse or trackball at the same height and angle as the keyboard.

Indirect Lighting

Indirect lighting is preferable to direct lighting to re-

duce glare and eyestrain.

Standing Workstations

Standing workstations should have a four-inch block or bar rail to raise one foot up intermittently to reduce low back strain, with the monitor adjusted up to appropriate level in front of the worker, not to the right or to the left. The keyboard/mouse should be easily accessible at about elbow height if needed, not to the right or to the left.

Correct Posture

Whether seated or standing, your posture must involve maintaining neutral joint positions. Our backs have three natural curves, an inward curve at the neck, and outward curve at the shoulder/midback, and an inward curve at the lower back. If you want to have a healthy back, no matter what you're doing (sitting, standing, lifting, lowering) – preserve the curves!

Wrist

The wrist must be maintained at a neutral position to keep the hands in line with the forearm to avoid carpal tunnel syndrome. When typing or performing tasks, maintain a "handshake" position of the wrist as much as possible.

Marion states that the most commonly reported problems are sore hands and wrists, neck and shoulder discomfort, headaches and arm fatigue.

Unfortunately, some individuals do not report discomfort until the problem becomes a more severe musculoskeletal disorder, such as carpal tunnel syndrome. Prevention is vital to avoid future problems.

Department of Administration Participates in the West Virginia "Race for the Cure"



Breast Cancer Facts

- One in eight women will develop breast cancer in her lifetime. The American Cancer Society estimates that 211,300 women will face a breast cancer diagnosis in 2004 and that 40,200 women will die from the disease.
- In the year 2004, there will be 192,200 new cases of invasive breast cancer among women and 1,500 among men. There will be 39,800 deaths among women and 400 deaths among men.
- Every three minutes one woman is expected to be diagnosed with breast cancer, and approximately one woman every 13 minutes will die from breast cancer.

The employees of the Department of Administration have joined together to help find a cure for breast cancer. West Virginia Race for the Cure®, sponsored by the Susan G. Komen Breast Cancer Foundation, is scheduled for Saturday, May 1, 2004 at the State Capitol, beginning at 9 a.m.

According to the participant's packet, up to 75 percent of the proceeds raised in this 'race' remain in West Virginia to fund projects related to breast cancer education, treatment and screening. The balance of the proceeds will be used to help fund the Komen national grant program for research.



CPRB's Carla Kennedy serves as the captain of the department's team, called **Step into Action**. "This is the fourth annual West Virginia Race for the Cure and my third year as captain. I really want this to be our best year yet." Nearly

20 employees participated on the department's team last year. Kennedy said she hopes they increase that number this year.

For more than 20 years, the Susan G. Komen Breast Cancer Foundation has been a global leader in the fight against breast cancer through its support of innovative research and community-based outreach programs. It was founded on a promise made between two sisters – Susan Goodman Komen and Nancy Goodman Brinker. Susan was diagnosed with breast cancer in 1978.

Prior to her death at age 36, she made a request of her sister to do everything possible to bring an end to this disease. Nancy kept her promise by establishing the Susan G. Komen Foundation in 1982 in her sister's memory.

For more information on the department's "Step into Action" team, contact Carla Kennedy at 558-3570, ext. 421.

The Board of Risk and Insurance Management Offers Training Seminar to Insurance Agents

The Board of Risk and Insurance Management (BRIM) conducted a mandatory agent informational training seminar for over 200 insurance agents who coordinate business with its office. According to BRIM Executive Director Chuck Jones, the seminar was broadcast live via satellite to six locations throughout the state.

"The purpose of this training was to communicate to agents different facets as to how BRIM operates the program. We also wanted to advise the agents of upcoming policy changes to be effective on July 1, 2004, the proper underwriting process and claim procedures," he

said. In addition, a discussion was offered relating to the financial stability of BRIM and a presentation on "Ethics and the Role of the Insurance Agent".

Those individuals in attendance received three hours of continuing education credit (C.E.) for this seminar. "We plan to make the seminar an annual event and will strive to improve on our presentations and seminar content," Jones said.

Several of the employees of BRIM participated in this seminar, offering assistance as facilitators at the various sites, serving as presenters, and providing support in gathering information and producing the materials offer-

ed to the seminar participants.

"I would like to thank each BRIM employee for their contribution in making the seminar so successful," Jones added.

BUSINESS

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Pride is Most Important

It is more important for people to be proud of what they are doing every day than it is for them to reach a goal. Reaching the goal follows pride in work.

The best pride builders are bosses who are good at recognizing the small achievements that build pride in their people, says Jon R. Katzanbach in his book **Why Pride Matters More than Money** (Crown Business).



Mark Neil, a new employee of the Prosecuting Attorneys Institute, will be serving as the Traffic Safety Resource Prosecutor for the State of West Virginia.

Prosecuting Attorneys Institute Creates Position to Improve Traffic Safety Violations

Mark Neil has recently been named as the Traffic Safety Resource Prosecutor for the state of West Virginia, according to Bill Charnock, Executive Director of the West Virginia Prosecuting Attorneys Institute. An employee of the Institute, Neil's position is funded by the National Highway Traffic Safety Administration (NHTSA) and is administered by the National Association of Prosecutor Coordinators (NAPC), which was charged with reaching out to 13 strategic states, West Virginia being one of those states.

"The Traffic Safety Resource Prosecutor position will research, develop and implement training and provide technical assistance to county prosecutors and assistants who handle traffic-related cases, in particular Driving Under the Influence (DUI)," Charnock said. "The position is designed to improve the ability of West Virginia's prosecutors to effectively prosecute traffic safety violations." Another component is to provide consistent, up-to-date reference materials and to assist county prosecutors with the trail of traffic safety cases upon their request."

This program is to provide continuing professional education opportunities for new and experienced

prosecutors, especially relating to more complex violations, such as vehicular homicide or felony drunk driving.

The Traffic Safety Resource Prosecutor is responsible for the statewide implementation of the "Protecting Lives, Saving Futures" training program created by the American Prosecutors Research Institute's National Traffic Law Center, with funding by the NHTSA. This model curriculum is designed to jointly train police and prosecutors in the detection, apprehension and prosecution of the impaired drivers.

Prior to accepting this position, Neil served as an assistant prosecuting attorney in Raleigh County for 15 years. A graduate of Vanderbilt University, he earned his Doctor of Jurisprudence from West Virginia University College of Law.



PEIA's Tom Harper was honored as the 2003 Employee of the Year recipient at a special ceremony in December.

Employee of the Month Program: How Does it Work?

Since the Department of Administration began its **Employee of the Month** Program in 1992, employees have been recognized for their hard work and exemplary job performance. Certificates, letters of recognition and monetary rewards are offered for the recipient's efforts.

This program has a positive two-fold effect: By rewarding its employees to put forth their best effort, the department's production level is enhanced as is its interaction with the public.

Nominations may be made by co-workers, supervisors, subordinates or customers, including employees from other state

agencies and the public.

Forms may be obtained from agency representatives or may be completed electronically at www.state.wv.us/scripts/admin/eom/eomProgram.cfm and mailed to the Cabinet Secretary's office. All forms must be signed.

A committee of division/agency representatives review the nominations received, with each nominee being screened using the following criteria:

- Producing work-related service beyond the norm.
- Promoting harmony with co-workers
- Promoting a positive image of the department/section/unit.

- Maintaining exemplary work standards.
- Presenting a helpful/cooperative attitude.
- Demonstrating exemplary use of time (includes work time and leave use).
- Service to the community.

Donna Lipscomb serves as chairperson of the **Employee of the Month** Program, with Betsy Chapman as recording secretary.

The committee members are as follows: **Brenda Jones** [BRIM, Ethics Commission, Prosecuting Attorney's Institute, Public Defender Services, Grievance Board and WV CHIP]; **Lynn Schillings** [Personnel]; **Jennifer Ayers** [S&C]; **Joan Chapman** [Finance Division]; **Chris Rush** [General Ser-

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ADA Lifts Replaced to Provide Enhanced Efficiency at the State Capitol Complex



Pictured is the new ADA lift in the east wing across from the State Treasurer's Office.

In accordance with the American Disabilities Act, lifts were installed in the east and west wings of the State Capitol in 1993. However, due to improper use, such as moving freight and furniture, and the lack of maintenance attention, the lifts were often inoperable, according to Penny Hall, the State ADA Coordinator.

One of Hall's first recommendations was to replace these lifts. With the approval of Acting Cabinet Secretary Tom Susman, the bid for the new ADA lifts were awarded and installed in February.

Access to the House and Senate Galleries was especially vital during the legislative session, Hall said. The

only way people with mobility impairments have to reach the galleries is via one elevator on the Senate side and two elevators on the House side (one of which is a freight elevator).

"In the past, when the elevators would be out of order, people with mobility impairments could not view the legislative proceedings on the floor or would get stranded in the gallery area with no way out," Hall said. "Now, there are temporary ramps made out of plywood which can be set into place easily so people can enter or leave the area with little or no assistance."

The temporary ramps will

continue to serve their purpose until the department installs permanent ramps in the east and west wings of the Capitol.

Although West Virginia has had a full-time State Americans with Disabilities Act (ADA) Coordinator, Penney Hall, since August of 2002, this position is now established within State Code as a result of House Bill 4009. Federal Law mandates that public entities with 50 or more employees have an ADA coordinator. By statutorily creating this position, West Virginia is provided with a risk reduction which will help the state avoid potential federal penalties.

The State's ADA Coordinator Office is located within the Department of Administration.

Employee of the Month Continued from Page 4

vices]; **Scott Padon** [Purchasing]; **Diana Lunsford** - [CPRB]; **Yolanda Tyler** [PEIA]. This is an employee-based committee; no agency directors serve on this committee.

This program has been positively received by many of our employees. "The **Employee of the Month** Program was a very unique experience for me. It is not often that you are told how well you do your job or if the work you do was pleasing to the agency or individual it was given to," said IS&C's Mike Belcher, the July, 2003 recipient. "To be nominated by an individual from another agency or by one of your peers is truly an honor."

Personnel's Delores Huffman agreed with Belcher. "Being recognized as the

Employee of the Month is an achievement I will always remember with fond memories as being a highlight of my working career," she said.

Recording Secretary Betsy Chapman offers a different perspective on the program as a committee member. "We all like to be recognized for our hard work and dedication. This program is a great way to give a *pat on the back* to someone who earns it once a month, but deserves it every day of the year," she said.

Personnel's Lynn Schillings agrees with the value of the program. "We have many exceptional employees within our department and this is a wonderful way to honor and recognize their contributions to their agency and to our department," she said.

Submit your nominations today!

Let's Celebrate Mother Earth

Recycling conserves natural resources, lowers demand for energy, reduces air and water pollution, creates jobs, supports local economics and saves landfill space. These are important points to remember on April 25, Earth Day.

Newspaper, magazines, glass, aluminum and steel cans, used oil, soft poly bags, metal hangers, tires, paint applicances, furniture and clothes are popular items to recycle.

Earth Day was first celebrated in 1970 to encourage the conservation and earth-friendly living.



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

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Special Thanks

Bill Charnock
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Kaye Parks
Bill Rainey
Sandy Singleton

PEIA Benefit Fairs
Continued from Page 1

Below are the benefit fairs located in the Kanawha, Braxton, Cabell, Jackson and Wood Counties. For more information or other benefit fair locations, visit PEIA's website at www.wvpeia.org.

Thursday, April 8, 2004

Flatwoods (3:00 – 7:00)
Days Inn
200 Sutton Lane

Monday, April 12, 2004

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

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

Monday, April 19, 2004

Huntington (9:00 - 1:30)
Marshall University
Memorial Student Center
Room 2W16
5th Avenue & Elm St.

Huntington (3:00 – 7:00)
Big Sandy Superstore Arena
One Civic Center Plaza

Tuesday, April 20, 2004

Parkersburg (3:00 – 7:00)
Holiday Inn
U.S Rt 50 and I-77

Wednesday, April 21, 2004

Ripley (3:00 – 7:00)
Best Western
McCoy's Inn & Conf. Center
701 West Main Street

Thursday, April 22, 2004

Beckley (3:00-7:00)
Tamarack Conference Center
Ballroom A
One Tamarack Park
I-77, Exit 45

Welcome!...to the employees who recently joined our department: **Lori Bailey** and **Mischja Difilippo** (BRIM); **Stacey Shamblin** (CHIP); **Crystal Cunningham** (PEIA); **Mary Youngblood** (Personnel); **Ricky Howerton** (General Services); and **Mark Neil** (Prosecuting Attorneys Institute).

Hats Off!...to the following employees who have been promoted: **Lewis Brewer** (Ethics Commission) from an attorney 3 to executive director; **Bernadette Curry** (PEIA) from an office assistant 3 to an accounting technician 4; **Tonya Pugh** (BRIM) from an office assistant 2 to an insurance program specialist.

Best Wishes...to **Kenneth Morris** of General Services who recently retired. Also, our best wishes go to those individuals who have resigned from the department: **Jennifer Byrd** (Purchasing) and **Terry Harless** (CHIP).

PEOPLE TALK

Time to Spring Forward...April 4 marks Daylight-Savings Time as we set our clocks ahead one hour. Experts give us some advice for adjusting to this change. Try to sleep an hour or two more than usual a few nights before and immediately after the time change. Go to bed early on Sunday night, the first full day of the time change to get enough sleep for Monday.

Administrative Professionals Day...April 21 marks the annual Administrative Professionals Day. A survey of administrative professionals shows that what these individuals like best on their special day are words of appreciation from their bosses.

HAPPY BIRTHDAY ... in April

- | | |
|--|--|
| <p>1 Jackie Cox Finance
Rita Fernatt IS&C
Harry Mandel CPRB
Janie Taylor Purchasing</p> <p>2 Arlene Furby Personnel
David Wheeler IS&C</p> <p>3 Leann Arthur IS&C
Stewart Ebeling IS&C
Charlyn Miller Purchasing
Bill Rainey PEIA</p> <p>5 Mark Isabella Personnel
Keith Moss Gen. Svcs.</p> <p>6 Donna Lipscomb Sec. Office</p> <p>8 Debbie Harrison Purchasing
Jim Hyde CPRB
Stefanie Youngblood CPRB</p> <p>9 Pauravi Randeri IS&C</p> <p>11 Ozzie Newsome Gen. Svcs.
Jane Shinn Finance</p> <p>12 Matt Short IS&C</p> <p>13 Shelley Burford CPRB
Jeff Harbour Gen. Svcs.
Phillip Powers CPRB</p> <p>14 Bernard Huffman PEIA
David Ingraham IS&C
Carolyn Strobel IS&C</p> | <p>15 Sarah Hunter CPRB
Bill Pointer Gen. Svcs.</p> <p>16 Carla Baldwin PEIA</p> <p>17 Tony Maddox BRIM
Ronna Null IS&C
George Tanner Gen. Svcs.</p> <p>18 Monta Boggs CPRB</p> <p>19 Nidia Henderson PEIA</p> <p>20 Keith Burdette Gen. Svcs.
Linda Curry PEIA
Debbie Fernatt BRIM
Velma Totten CPRB</p> <p>21 Evelyn Davis Personnel
Ernestine Fox-Penn ..WV CHIP</p> <p>22 Anne Crabtree IS&C
Greg Hubbard Gen. Svcs.
Gary Reed PEIA
Elaine Riner IS&C</p> <p>23 Carlos Neccuzzi IS&C</p> <p>25 Elaine Hudson Aviation
Natalie McGill IS&C</p> <p>26 Philip Nicholas IS&C
Robin Perdue Sec. Office</p> <p>27 Marsha Hagner Personnel</p> <p>28 Tina Murdock CPRB</p> <p>29 Carles Farley Gen. Svcs.</p> |
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