

Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

August 1999 • Vol. 7, Issue 8

Employee of the Month

IS&C's Sandi Meadows Keeps the Operation Running

Sandi Meadows, a Purchasing Assistant for the Rates and Revenue Section of the Information Services and Communication Division, has been selected as the Department's **Employee of the Month** for August.

A 34-year veteran of state government, Sandi's responsibilities include making procurements for the IS&C Division and processing supportive services, such as equip-

ment and maintenance agreements, which enable the operation to function properly.

According to one of her co-workers, "Sandi is very professional in her job performance and is dedicated to her work...She's an excellent employee." Another co-worker said, "Sandi is a very dedicated procurement officer who maintains accurate records and understands the systems to keep our shop running."

In her spare time, Sandi enjoys spending time doing arts and crafts, playing with her miniature poodle Micky, and camping with her son and his family.

Please join Cabinet Secretary Joseph Markus at a special **Employee of the Month** presentation at 11:30 a.m. on Monday, August 2 at the IS&C office in Kanawha City.



Sandi Meadows
August Employee of the Month



\$25 Million Surplus Serves as a Big Welcome Sign for the New Millennium

Governor Cecil H. Underwood recently announced that state government ended the fiscal year with a \$25 million surplus in the general revenue fund. Estimated general revenue fund collections of \$2.618 billion were nearly 4.6 percent above prior year receipts and \$25 million, or 1 percent, above the fiscal year 1998-1999 estimates. The \$25 million surplus is largely attributable to four revenue sources: the personal income tax, the estate tax, the use tax and the telecommunication tax.

"This budget surplus is the result of West Virginia's growing economy, aggressive and innovative tax collection methods and sound budgeting practices within the administration," Governor Underwood said. "I am particularly encouraged that our revenues exceeded state spending by \$25 million in this fiscal year, during which we implemented the first year of our three-

year plan for pay raises for all state employees, teachers and school service personnel." **State employees noticed the second year's \$756 raise on their July 15 pay check.**

According to figures compiled by the Department of Administration, personal income tax collections of approximately \$920 million were \$27 million above the estimate for the year and about 6 percent more than

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Sneak Peek INSIDE...

- ◆ CPRB Staff Offers Their Personal Touch
- ◆ Do You Really Understand Your Paycheck Deductions?
- ◆ **How Safe Do You Feel at Work?** Agency Addresses State Capitol Security Issues
- ◆ **Celebration 2000** Planners Encourage Community Involvement

CPRB Staff Enhances Office Setting



CPRB Executive Director Betty Ireland (left) is thrilled with the new addition to the agency's reception area. Office Manager Becky Jones (right) volunteered to make new draperies to give the office a more professional appearance.

Betty Ireland, Executive Director of the Consolidated Public Retirement Board, is amazed at the active role her staff has taken to make their office a nicer place to work.

CPRB's Office Manager Becky Jones suggested to Ireland that new draperies would brighten up their reception area on the 10th floor office of Building 5. She had a proposition: If the agency would buy the fabric, she would provide the labor. After approximately 20 hours of work, the new draperies were completed and hung, and the compliments quickly followed.

"I worked some evenings

and weekends to get the draperies done," Jones said. "I did it all for the enjoyment of the office staff...Betty makes such a grand effort to provide a nice office environment, I just wanted to do my part."

Ireland praised Jones' initiative to enhance their workplace. "Becky is quite a wonderful woman. Not only was she able to make designer-quality drapes for our office without using a pattern, but she and her husband also are general contractors *in their spare time*," she said. "I am so impressed with Becky's willingness to go above and beyond her job to volunteer to make the office drapes. This is a fine example of her selflessness when it comes to the well-being of this agency. We are very fortunate to have such a positive force in our midst."

Jones isn't the only CPRB staff member to pitch in to enhance the office setting. Monta Boggs and Sharon Waggy are making their finishing stitches on wall-hangings which also will be displayed in the reception area. A picture of their contributions will appear in a future issue of this newsletter.

WV State Fair

Mark your calendars now!

The West Virginia State Fair will be held August 13-21 in Lewisburg. For a complete schedule, or to gain more information, visit the official state fair website at www.wvstatefair.com.

IS&C Offers New Classes

IS&C's Technology Learning Center stays at the leading edge of software development and trends to bring the most relevant learning opportunities to state employees. The following **new** classes will be offered beginning in September:

Microsoft Access 3:

Advanced Tables and Queries
Advanced table and query features in Access, including modifying tables, query operators, design advanced queries, query wizards and database utilities.

Microsoft Access 4:

Advanced Techniques
Charting, subforms, other form techniques and ActiveX controls, indexes, replicating databases and use with the Internet.

Microsoft Access 5:

Macros and Customized Toolbars
Creating and using macros, switchboards and custom toolbars.

Microsoft Excel Spreadsheet Formula Techniques

[For new spreadsheet users completing the Level 1 introduction course] Practice of techniques for laying out worksheets and building formulas to achieve automation within the worksheet.

Microsoft Excel Charting Graphics & Files

Basic worksheet enhancements to create and edit charts, draw objects, work with AutoShapes.

For more details or scheduling dates, call Mary Clay at 558-6384.

BUSINESS

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Emotions and Work

Daniel Coleman, author of Emotional Intelligence, says these qualities help people work at their highest level: **Self-awareness** (knowing how you feel and assessing your abilities); **Self-control** (the ability to stay calm and think clearly under stress); **Desire** (using emotions to help guide you toward your goals); **Empathy** (the concern for others which generates the "How can I help you?" theme with fellow workers and customers); **Social skills** (forming relationships to gain cooperation of fellow workers and customers).

Have You Checked Your Pay Stub?

Make Sure Your Deductions are Accurate!

State employees should check their pay stubs closely to make sure their deductions and gross pay are accurate.

All eligible state employees recently received an annual salary increase of \$756. An increase of \$31.50 should have been reflected on the July 16 pay check. Have you checked to ensure that your check shows this increase?

In addition to the raise, other payroll changes went into effect. **What else should you be looking for?** Make certain your health insurance deduc-

tions are correct. If you opted for tax-sheltered insurance and your pay check does not reflect this preference, an error may have occurred. Tax-sheltered insurance deductions affect your gross pay, including earnings from the first pay period of each month. Therefore, if you have this insurance automatically deducted, your month's second pay check earnings should be more than your first.

"We have approximately 550 people on the Department's payroll," according to Connie Maxwell of the Payroll Office. "Nearly 2,000 entries were made during the recent changes. All positional monthly rates, hourly rates and insurance deductions were changed." Although the payroll staff makes every attempt to enter accurate information, with the volume of changes, mistakes can happen. **What can you do?** Simply double check that your own pay check is correct.

If you detect an error on your pay check, please contact Connie at 558-9173. It is your responsibility to make certain that all selected benefits and appropriate deductions are made.

DATE 07/31/99	5-1234567		
DOE, JANE ANN	FEDERAL TAX	CURRENT	YTD
123 MAIN STREET	FICA TAX	\$200.00	\$400.00
CHARLESTON, WV 25302	MEDICARE TAX	10.00	20.00
1234-000-99 FY00	WV TAX	40.00	80.00
123-45-6789 PO. NO 00123	PE RETIRE FD	30.00	30.00
	PE CR UN	50.00	50.00
	F&A PARKING	15.00	15.00
REG HRS. 000.00	OT HRS 000.00		
	CURRENT	Y-T-D	
REG EARN	\$1,000.00	\$2,000.00	
OTH EARN			
GROSS	\$1,000.00	\$2,000.00	
NET	450.00	900.00	

Excitement Abounds at the Capitol!

A wide range of activities occur at the State Capitol Complex, and scheduling these events certainly is no easy task!

From celebrations such as National Dairy Month (see photograph below) to transforming an area for a wedding ceremony, our stately Capitol and its grounds present a beautiful and appropriate background for any occasion.

The General Services Division is responsible for scheduling events within the complex. Anyone may apply and the process is simple.

Event Request Forms obtained from the General Services Division must be completed and returned to their office, which then



rally, a memorial ceremony, the State Police anniversary program, and the Southern Governor's Conference...**not bad for a month.**

Anyone may schedule an activity at the Capitol and the process is quite simple. However, because this is public site, no admission may be charged.

When scheduling an event at the Capitol, the first step is to complete and submit an *Events Request Form* to the General Services Division. After verifying no schedule conflicts, a cost estimate is prepared. Some nonprofit groups are waived the fee.

As you can see, the State Capitol is more than just a place to go to work Monday through Friday. It is a popular state landmark that attracts thousands of tourists each year!

The Top Five Motivators

What motivates employees the best?

A study by Wichita State University management professor Gerald H. Graham of over 1,500 employees in various jobs determined the following five best motivators of employees:

- Personal congratulations for good performance;
- Written personal note about good performance;
- Promotion based on performance;
- Public recognition for good performance;
- Celebration of success with a morale-building meeting

- Source: "Good morale is fueled by feedback from the boss," Andrew Gomes.



Safety in the Workplace

Security Concerns Continue to Increase at State Capitol

By Jim Morris
Communication Intern

State workers may rest more easily with a new source of security in place at the State Capitol. Created last July by the State Legislature to serve as the complex security force, the State Facilities Protection Division is responsible for making the Capitol a safer place to work.

The division has been busy making plans to better secure the Capitol. "We've set up policies and procedures, but we know it's going to take several years to get everything implemented. It can't happen overnight," according to Chuck Starcher, the agency's director.

According to Charleston Police reports, their department answered nearly 4,000 calls from the four-block area sur-

rounding the Capitol from 1996 to 1998. Starcher explained that the volume of crimes occurring in this area are comparable to those in small cities, and with its 5,000 employees and many visitors, our State Capitol can be compared to a small West Virginia city!

Following tragic events such as the Oklahoma City bombing and the shooting at the Nation's Capitol in Washington, D.C., most states have taken action to make their capitols more secure. At the West Virginia Capitol, a bomb threat was mailed to a state official last summer. Other crimes, including felonious assault, theft, murder and domestic violence, have been reported in the area and indicate an urgent need for increased security.

As part of its security program, the State Facilities Protection Division is issuing identification cards to all state employees in the Capitol Complex. Starcher stated that Division of Culture and History statistics indicate that as many as 250,000 people visit the Cultural Center each year, and with many visitors in other areas, the need to identify state employees from other individuals is imperative.

The identification cards will display the employee's photograph, name, agency and signature. Other personal information will be accessible only to the State Facilities Protection Division through a magnetic strip on the reverse side of the identification card.

Future plans of the State Facilities Protection Division are to create a command center in Building 1 for 24-hour monitoring of all buildings within the complex, and installation of surveillance cameras in high-risk areas. "At the present time, we use contract security, but we are a full-fledged police department at the Capitol. We have arrest powers and can investigate crimes occurring at the Capitol Complex," said Starcher.

With the creation of this agency, state employees should feel more secure and confident of their personal safety in the workplace. For security inquiries or reports, state employees should contact the State Facilities Protection Division at (304) 558-9911.

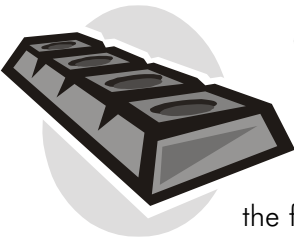
Revenue Surplus

Continued from Page 1

collections the prior year. Annual tax payments have grown by 15 percent in both 1998 and 1999, partially as a result of U.S. stock market gains.

The administration sets the official revenue estimates during the budget process preceding the beginning of each fiscal year. Spending within the state's general revenue fund budget is limited to the total amount of the projected collections for the year. When actual revenue collections exceed the official estimates for a year, half of the surplus is automatically set aside for the state's rainy day fund and the other half is allocated at the discretion of the Legislature.

PSRW'S First Place Candy Recipe Shared with Readers



Quotes, Notes & Anecdotes is pleased to begin sharing the winning recipes of this year's Public Service Recognition Week's bake-off. Let's start with the first place winner of the candy category, Personnel's Patty Roush.

Peanut Butter Fudge

2 c. sugar	small jar marshmallow cream
2/3 c. evaporated milk	2 t. vanilla
2/3 c. butter/margarine	1 c. peanut butter

Combine sugar, milk, vanilla and butter. Bring to boil for 5 minutes (soft ball stage). Add peanut butter and marshmallow cream. Pour in a well buttered dish and cool. Butter both sides of pan to prevent crystals from forming.

Governor Underwood Kicks Off Celebration 2000

Communities Join Together to Welcome the New Millennium

By Jim Morris
Communication Intern

Governor Cecil H. Underwood and other state leaders recently announced the kickoff of **West Virginia Celebration 2000**. Coordinated by a committee of private citizens and state officials, this event will promote the state's existing strengths and future advancement in technology and the economy by offering opportunities for community service and development.

The program, which will continue through December 31, 2000, was introduced on West Virginia Day with a special complimentary lunch offered to state employees at the Capitol.

Organizers have requested that anyone planning a fair, festival, or other special event in West Virginia make it a celebration of the new millennium. These events would then be representative of the state's unity, heritage and culture,



some of West Virginia's most enduring virtues. "Celebration 2000 should incorporate all of the good things about our state, including our culture of hard work, individualism, intelligence and volunteerism," said Governor Underwood.

Aside from the celebration of the millennium through events offered in the private sector, Celebration 2000 planners are working on other events which will make a lasting mark as West Virginia heads for the end of the century. These activities may include the transformation of Weston State Hospital into a Civil War museum and the renovation of the National Youth Science Camp in Bartow, Pocahontas County. Weston Hospital was used during the Civil War as a medical facility, and the camp at Bartow was formed during the state's centennial and is in need of repair.

Please join fellow West Virginians in celebrating our state and the new millennium at West Virginia Celebration 2000 events in your community!

State government and business leaders joined together to kick off West Virginia Celebration 2000 at the State Capitol. Pictured (l-r): Michael Perry (Bank One of WV); Speaker of the House Robert Kiss; Governor Underwood; Sen. Oshel Craig; and Tom Heywood (Bowles Rice McDavid Graff & Love law firm).

How Do You Spell Success?

1999 Information Technology Conference and Expo

With approximately 430 participants at this year's event, the Information Services & Communications Division was very pleased to co-sponsor this training initiative with the Governor's Office of Technology and WNET.

A special highlight was the presentation of the Governor's Information Technology Team Award to Gene Walters, Carolyn Saul and Roger Williams (all of IS&C).



Quotes, Notes & Anecdotes

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Governor

Joseph Markus
Cabinet Secretary

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Public Information Officer/Editor

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Jim Morris
Kaye Parks
Debbie Watkins

Are You A Leader?

Here's What It Takes!

The editors of **Fast Company** business magazine interviewed thousands of CEOs and other executives to find out what it takes to be an effective leader. They came up with this one-size-fits-all model that creates leaders:

- ◆ Leaders are confident and modest.
- ◆ Leaders are authentic.
- ◆ Leaders are listeners.
- ◆ Leaders are good at giving encouragement.
- ◆ Leaders make unexpected connections.
- ◆ Leaders provide direction.
- ◆ Leaders protect others, but expose them to reality.
- ◆ Leaders make changes, but stand for values that don't change.
- ◆ Leaders lead by example.
- ◆ Leaders don't blame, they learn.

The editors quote one CEO as saying, "If you seek to lead, invest at least half your time leading yourself, your own ethics, principles, motivation and conduct."

These are wise words, whether you are a leader of employees, a leader of a project team, or an individual who wishes to pursue a leadership role.

Enjoy the Summer While It's Still Here



"Another nice feature of the house: The people next door have a swimming pool."

Welcome...to our new employees: **Neva Spriggs, Eric Stringer, Leslie Rothgeb** and **Shelley Dunlap** (CPRB); **Joanna Smith** (PEIA); and **Nancy Price** (Purchasing).

You'll Be Missed!...**Robert Norvell** (IS&C) recently resigned from state government. *Best wishes!*

Good Luck...to those employees who recently retired from our Department: **Berta Easter** (CPRB), **Dorthea Harris**, and **Dan Gilchrist** (both of General Services).

Division of Personnel Announces Classes for August...[August 19] Understanding the Grievance; [August 20] Assertiveness the Third Way; [August 24] The Drug Free Workplace (Morgantown); [August 27] Listening More than Just Hearing; [August 31] Anyone Can Lead. For more information or to register, please contact the Division of Personnel at 558-3950, ext. 508.

Congratulations, Papa!...Personnel's Pat Quinlan is pleased to announce the arrival of his grandson, Andrew McCaskey Quinlan on July 7, weighing in at 8 lbs. 12 oz.

Going Out in Style... Dan Gilchrist's co-workers sent him off with a big celebration at a retirement reception at the Cultural Center on his last day of work on June 29. After 13 years with the General Services Division, Dan says he plans to spend his time just enjoying his family.



HAPPY BIRTHDAY... in August

- | | |
|--|--|
| <p>3 Genelea Pauley CPRB
Jack Rogers ... Public Defenders</p> <p>4 Sabrina Snead IS&C
James Wells Personnel</p> <p>6 Sheila Straley Finance</p> <p>8 Kellie Carper .. Public Defender
Robin Chambers IS&C
Pat Loudin Purchasing</p> <p>9 Melissa King CPRB</p> <p>10 Larry Meninger IS&C
Ed Mullins IS&C</p> <p>14 Marta Dean IS&C</p> <p>15 Marilyn Padon IS&C</p> <p>16 Susan Cupit Finance
Frank Drobot Secretary's Office
Joyce Larrabee IS&C</p> <p>19 Annie Anderson IS&C</p> | <p>19 Dale Newhouse .. General Services
Tammy Scruggs Finance
David Tincher Purchasing</p> <p>20 Robert Fisher BRIM</p> <p>21 Cynthia Dillon Finance
Patricia Roush Personnel</p> <p>22 Kevin Henson IS&C
Dreighton Rosier CPRB</p> <p>25 Bonnie Walker Personnel</p> <p>26 Sheila Coughlin.. Public Defenders
Janis Reynolds Grievance</p> <p>29 Mary Clay IS&C
Anne Coleman CPRB</p> <p>30 Elizabeth Schoonover... Grievance
Joanna Smith PEIA
Nancy Starks IS&C</p> <p>31 John Hughes General Services
Mike Pendleberry IS&C</p> |
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