

# Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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## Employee of the Month

### Public Defender Service's Kellie Carper Focuses on Results

**KELLIE CARPER**, an Administrative Services Manager I for the Public Defender Services, has been selected as the department's *Employee of the Month* for July.

A 19-year employee of state government, Kellie is responsible for various administration functions, including accounts payable, purchasing, personnel and fixed assets, and provides financial oversight of 17 Public Defender Corporations in the state.

One of her co-workers said, "Kellie's personality, like her work ethic, is energetic, supportive and compassionate. She stays focused and continues to produce results above expectations."

Another co-worker added, "She has worked diligently on projects and assignments for this agency. Kellie often helps and continues to support our agency's other divisions and lends support to other state agencies."

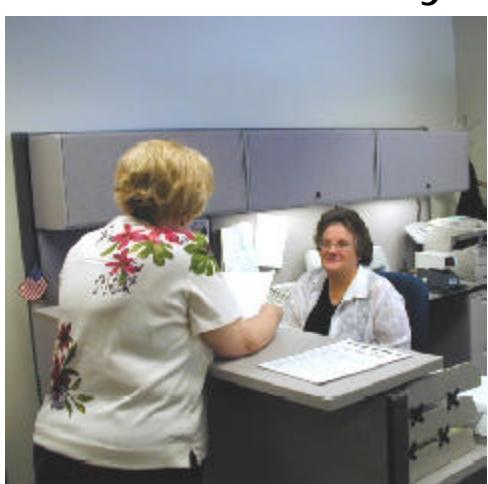
In Kellie's spare time, she enjoys gardening and cooking, but more importantly, she spends most of her free time with her 15-year-old daughter and husband, Shawn Carper of Finance.

Please join Kellie's friends and co-workers at a special ceremony in her honor at 1:30 p.m. on Friday, July 8, 2005, in the Public Defender Services' conference room in Building 3, Room 330.



**KELLIE CARPER**  
July Employee  
of the Month

### Customers Today Look for Better, Cheaper and Faster Service



Sharon Thompson (pictured; seated) greets customers who visit the Purchasing Division office at the Capitol Complex.

Today's customers are not satisfied with mediocre service. They want things better, cheaper, and faster.

Because of technological advancements, customers are now shopping on the Internet, resulting in the expectation of "one-click service," meaning, service with efficiency, speed and little hassle. "While state government may not be able to rival that type of service due to the nature of the work that we perform", said Evelyn Davis, Assistant Director of Organizational and Human Resource Development (OHRD) for the Division of Personnel, "we should not be surprised that customers are raising the bar on service quality."

Our services are not immune to competitive pressures, Davis explains. "I personally believe that state government employees can deliver our services better than any private organization. We have to acknowledge, however, that alternatives exist," said Davis.

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## Sneak Peek INSIDE...

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- ◆ Online State Government Directory Available
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# Road Bond Refinancing Generates Savings of \$19 Million



ABOVE: Gov. Joe Manchin announced the savings expected from the refinancing of General Obligation road bonds. At a press conference, Cabinet Secretary Ferguson explained the low interest rate received in the refinancing effort.

RIGHT: Governor Manchin stated he was pleased with the substantial savings the state obtained through an effort to achieve a responsible government.

## ■ Leverage of \$75 Million for Critical Projects

Gov. Joe Manchin III was joined by Cabinet Secretary Rob Ferguson and Transportation Cabinet Secretary Danny Ellis in announcing the refinancing of debt from General Obligation road bonds, taking advantage of low interest rates in a move that is expected to generate a cost savings of \$19 million – funds that will be used to leverage an estimated \$75 million in federal funding for critical highway projects.

"As a result of the Legislature and my administration working together, the state will realize a significant cost savings that will be reinvested in major highway projects across West Virginia," the governor said. "The savings generated by the refinancing has come at an opportune time, allowing the state to maximize its resources to address critical projects such as W.Va. Route 9 in the Eastern Panhandle and U.S. 35 in Mason and Putnam counties."

The refinancing, approved by the Legislature during the most recent Special Session, will generate an immediate savings of \$19 million, providing a quicker return to the state. The cash flow savings will be realized from a reduced payment on the road bonds over a period of time:

Fiscal Year	Savings
June 30, 2005	\$3,017,925
June 30, 2006	\$6,991,501
June 30, 2007	\$9,606,701

The remainder of the savings will be realized through June 30, 2025.

Based on the federal formula of an 80/20 percent match for



state road construction projects, the bond refinancing is expected to leverage an estimated \$75 million for highway construction projects coordinated through the West Virginia Division of Highways.

General Obligation road bonds were originally authorized by the state in 1996 pursuant to the "Safe Roads Amendment of 1996" to be used to pay for matching federal funds and general highway construction projects statewide. The \$550 million in bonds were issued over a five year period, beginning in 1998. The administration monitored the market to achieve debt service savings as a result of issuing \$321,405,000 in bonds. The savings were achieved by receiving a lower interest rate.

"I am very pleased with this latest effort to achieve a responsible government, ensuring that we utilize the taxes paid by our citizens in an efficient and more effective manner." the governor said. "Today's actions will result in a substantial savings for the state." In this effort, West Virginia's pricing beat the Municipal Market Data Index significantly.



## Nominations Encouraged for Employee of the Month

Do you know a state employee who produces work-related service above and beyond the norm? Someone who promotes harmony with co-workers as well as a positive image of the department? If you do, you may wish to nominate him or her for **Employee of the Month**. These are just a few of the criteria the **Employee of the Month** Committee considers when making their selections for Employee of the Month.

Submitting a nomination is easy. Ask your agency representative for a nomination form or visit [www.state.wv.us/scripts/admin/eom/eomProgram.cfm](http://www.state.wv.us/scripts/admin/eom/eomProgram.cfm). The form may be typed online and mailed interdepartmentally to the Secretary's Office. Your nomination of an outstanding department employee could be the one chosen!

# 2005 Online State Government Directory Now Available

The 2005 State Government Directory is now available online. In the past, the individual state employee listing has been offered at the state's main website ([www.wv.gov](http://www.wv.gov)); however, for the first time ever, the entire directory may be accessed from this website.

"We want to encourage state employees, businesses and citizens to visit the online directory for the valuable information they wish to access about state government. By

making the directory available online, it saves money and may be updated more frequently," said Diane Holley, the department's public information officer. "Printed copies will not be made available as in the past, but the way it is formatted, if an individual wants a printed copy, they can print one from their own desktop. However, the online version will be updated."

The directory includes general state information, a listing of all state agencies and their key staff, a Capitol complex map, a listing of higher education institutions, and names of our state legislators and our members of the United States Senate and Congress. "We are continuing to look at ways to better automate this information in the future," Holley added. Forward comments or suggestions via e-mail to Diane Holley at [dholley@wvadmin.gov](mailto:dholley@wvadmin.gov).



## How To Access the 2005 State Government Directory Electronically?

To view the 2005 State Government Directory electronically, users must access the state's webpage at [www.wv.gov](http://www.wv.gov). On the left side of the page under '**How Do I?**', click on the second link, '**Find the State Government Directory**'. After the message from Gov. Joe Manchin, there are two links: "state employee information" and 'state government directory.' If the latter is chosen, the link will access the 'useful links' page, which offers the various categories of the online directory. You may wish to bookmark this webpage as one of your 'favorites'.

The information is formatted as PDF documents that must be viewed in Adobe Acrobat Reader, a free software that can be downloaded at <http://www.adobe.com/products/acrobat/readstep2.html>.

## Customer Service Continued from Page 1

State employees should recognize the importance of enhancing service quality in response to changing customer needs and preferences. As a public servant, state employees are the face of our organization. A major component of quality service is a polite, professional presence.

Davis indicated as service becomes more highly valued by organizations and customers, those who excel are more likely to receive opportunities for recognition and career advancement. She said people who are committed to serving others discover more fulfillment and meaning in their work.

The Division of Personnel continues to address these issues, correlating improved customer service to effective training. "In addition to the Professional and Personal Effectiveness development track," said Davis, "the development tracks for Human Resource Fundamentals and Leadership and Management are part of our Competency Development Curriculum,

along with a development track in Communication and Customer Service." This track focuses on efficiency and effectiveness of all employees and is intended to build skills that result in a high quality service for external and internal customers.

In addition to providing training, the OHRD Section provides consulting services to help agencies measure the quality of customer service and improve customer service processes and systems. The initial steps in this process require the agency to identify customer groups and ensure that everyone in the organization understands the services provided by that agency, as well as the agency's mission, vision and values. Management should develop specific goals, objectives and performance expectations that reflect the agency's customer service philosophy and strategy.

It is important for agencies to measure their customers' perceptions of service, which may be accomplished using sur-

veys, focus groups, comment cards and interviews with customers. Once an agency establishes a baseline, it may target improvements in key areas and perform continuous data collection on customers' perceptions of service.

In all types of business, whether government or the private sector, there are some employees who feel they do not need improvement in the service they provide their customers. Unfortunately, these individuals often need this training the most, especially if they have served in the same capacity for many years. How can you tell if an employee needs to be more customer-oriented?

Next month's issue of ***Quotes, Notes & Anecdotes*** will look at ways a person can make this assessment and what actions to take. Customer service training questions may be directed to Evelyn Davis at 304-558-3950, ext. 526.



# Passed Legislation Outlined from 2005 Regular Session Affecting Department

**Second Extraordinary Session:** This session dealt with budget issues only.

**Third Extraordinary Session:**

**SB3001:** Relates to the salaries of certain state officers, but removed the salary increases for the Board of Public Works and the Governor.

**SB3003:** Provides for subsidization of incremental adjustments of certain PEIA premiums, giving public employees a freeze on their premium increases until 12-31-05.

**SB3009:** Eliminates Employee and Insurance Services Division in Dept. of Administration and placed Cabinet Secretary on various boards.

**SB3010:** Relates to the judicial retirement system, increasing percentage to be contributed by judges into system. All new judges retirements based on salaries at the time of retirement rather than on current sitting judges salary.

In his first term, Gov. Joe Manchin joined our state legislators in undertaking major issues. In addition to the Regular Session of the Legislature, three extraordinary sessions were called to tackle specific problems in the state.

During the regular session, 2,116 bills were introduced, 1,364 in the House and 752 in the Senate, of which 265 bills were passed. Governor Manchin vetoed seven bills. During the third extraordinary session, 10 bills were introduced and passed.

The bills passed during the regular session affecting our department are as follows:

**SB147:** Limits the purchase of substances used in production of methamphetamine. IDs are required when purchasing cold medication containing certain substances.

**SB153:** Relates to ethical standards of public officers and employees. This legislation modified the Ethics Reform bill passed during the First Special Session by removing wording preventing an individual from discussing their complaint.

**SB166:** Authorizes the Department of Administration to sell land on Buffalo Creek in Logan County.

**SB140:** Grants state employees paid leave for organ donation.

**SB261:** Provides for a special election proposing a pension bond amendment.

**SB286:** Continues the Public

Defender Services.

**SB382:** Authorizes the Department of Administration to promulgate legislative rules on CPRB, Personnel, BRIM, Purchasing, IS&C, Ethic's Commission, and Leasing.

**SB418:** Relates to regulation of insurance, by eliminating a person's right to file a third-party bad faith action with the Circuit Court. Complaints now have to be filed with the Insurance Commission. As a result of the bill, automobile insurance premiums are expected to decrease substantially.

**SB421:** Relates to the apportionment of damages in court actions involving tortious conduct in certain cases by changing the percentages of fault.

**SB452:** Continues the Board of Risk and Insurance Management.

**SB498:** Clarifies responsibility of the Prosecuting Attorney's Institute by changing the directional focus of the Institute, now enabling them to teach law enforcement and train government prosecutors and investigators.

**SB524:** Requires a study of the state's centralized accounting system.

**SB558:** Relates to the management and investment of public funds, moving the consolidated account from the Investment Management Board to the Treasurer.

**SB603:** Relates to higher education, giving West Virginia University and Marshall University more flexibility on a pilot basis for purchasing, finance and administration.

**SB728:** Relates to the disposition of state surplus property, allowing for cannibalism of property upon approval.

**HB2005:** Budget bill, making appropriations of public money from the treasury in accordance with the Constitution.

**HB2592:** Relates to the Design-Build Procurement Act, giving the board more authority to monitor construction projects as opposed to only approving the projects. It also sets forth a two-step process requiring pre-qualification.

**HB2816:** Creates a West Virginia Healthy Act of 2005, requiring children to participate in more hours of physical education and mandating schools to have healthy beverages in schools.

**HB2891:** Relates to reorganization of the executive branch, including moving the Governor's Office of Technology to Department of Administration.

**HB2958:** Continues the Public Employees Insurance Agency Finance Board.

**HB2984:** Governor's pension reform bill, includes clarifying lump sum payment of unused accrued leave not being used in the final average salary; prohibiting new employees hired after July 1, 2005 from a combination of retirement plans having a pension 105% of the member's highest annual salary; ensuring military service is only used in one retirement system; prohibiting teachers and deputy sheriffs hired after July 1, 2005, from participating in the loan program; allowing for pension obligation.

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# Governor's Mansion Garden Blooms in Array of Color



Welcome to the Mansion Garden.

present governors.

The garden is surrounded by a large brick wall tastefully capped with concrete blocks; and as you look off the veranda through an ornamental wrought iron gate, you can see an inviting display of plant life. There are nine large ceramic urns that line the brick walkway filled with pink geraniums, impatiens, licorice plant, purple heliotrope, white million bells (a type of petunia) and ornamental grass.

A small rose garden with an abelia hedge planted around its perimeter surrounds a statue of a young man playing the flute, that was dedicated to the memory of First Lady Hova Underwood. Near the rose garden, a water fountain peeks out between two variegated dogwood trees accompanied by azaleas and black-eyed Susans.

Growing on the side of the Mansion is a climbing hydrangea as well as a pyracantha which is kept intricately shaped by the garden's caretaker, John Carter, a 26-year veteran of the General Services Division. Numerous flowering plants and shrubs are used in the garden, including irises, perennial begonias, hydrangea shrubs, boxwoods, yews, azaleas, hemlocks, hollies, barberries, and small Colorado Blue Spruces.

A large pecan tree sits in the garden's center, lending shade

Stepping into the private courtyard at the Governor's Mansion, the beauty and peacefulness offers a calming solitude. Known as the Mansion Garden, this area has surely witnessed many important decisions being made by past and

and producing fruit. Hostas embrace the roots of the tree which offers a finishing touch to the garden.

Maintaining the garden takes time and care. During the summer months, Carter must mow the grass and water the urns three times a week. In addition, the expired flowers must be snapped off, the beds weeded, the plants and rose bushes pruned, and the climbing plants regularly manicured.

Carter said he considers his new responsibility as the Mansion caretaker a privilege and feels the Manchins appreciate the garden's beauty. "They are very family-oriented and like to spend time here in the garden." The majority of Carter's time is now spent working on the Mansion grounds, which includes the garden and the surrounding perimeter.



FAR TOP: Caretaker John Carter stands near urns full of flowering plants.

ABOVE: A statue, in memory of First Lady Hovah Underwood, sits amidst a rose garden

## 2005 Legislation Continued from Page 4

bonds to pay the unfunded liability; disallowing increases or new benefits to active PERS members unless the accrued liability is 85% funded and additional accrued liability is amortized over no more than 10 years; requiring actuarial gains and losses be amortized over 10 years; and allowing for the potential merger of the Teachers Defined Contribution Plan into the Teachers Retirement System.

**HB3012:** Exempts property acquired by lease-purchase agreement by state, county, district, municipal or other political subdivisions, state college or university from property tax.

**HB3104:** Relates to the payment of telecommunications charges, clarifying IS&C has the statutory authority to conduct preliminary reviews of telecommunications charges.

**HB3106:** Gives PEIA the authority to participate in the investment pools of the investment management board.

**HB3138:** Requires health insurance plans to cover costs of contraceptives.

**HB3152:** Clarifies that the Board of Risk and Insurance Management is not to provide insurance for every property, activity or responsibility of the county boards of education.

For additional information on these bills, visit the Legislature's website at [www.legis.state.wv.us](http://www.legis.state.wv.us).

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

**Joe Manchin III**  
Governor

**Robert W. Ferguson Jr.**  
Cabinet Secretary

**Diane Holley**  
Public Information Officer/Editor

**Special Thanks**  
Debbie Harrison  
Donna Lipscomb  
Kaye Parks  
Sandy Singleton

## Honoring our High School Graduates

Many department employees had children graduating from high school this year. Congratulations and best wishes to all:

**Gabe Cyrus**, son of PEIA's Tanya Cyrus, graduated from Poca High School and plans to attend Potomac State College of WVU, majoring in Physical Education Teaching.

**Amber Dawn Gunnoe**, daughter of Purchasing's Barry Gunnoe, graduated from Ripley High School and plans to attend WVU at Parkersburg, majoring in nursing.

**Mandi Jarrell**, daughter of General Services' Donald Jarrell, graduated from Van Jr/Sr. High School and plans to attend the University of Charleston, majoring in medicine or pharmacy.

**Joe McClung**, son of IS&C's Cathy McClung, graduated from George Washington High School and plans to attend WVU, majoring in biometric systems/electrical engineering.

**Laura Miller**, daughter of Purchasing's Dan Miller, graduated from Capital High School and plans to attend Marshall University, majoring in biology.

**Whitney Erby Moore**, daughter of CPRB's Tim Moore, graduated from South Charleston High School and plans to attend Wharton Business School of the University of Pennsylvania.

**Meredith Prunty**, daughter of Secretary Office's Donna Lipscomb, graduated from Capital High School and plans to attend WVU, majoring in business.

**Maggie Tincher**, daughter of Purchasing's Dave Tincher, graduated from Winfield High School and plans to attend University of Kentucky, majoring in physical therapy and will pole vault for the UK track team.

**Welcome!**...to the employees who recently joined our department: **Amy Null** and **Jeanne Barnhart** (Purchasing Division); **Dawn Mahan** (Consolidated Public Retirement Board); and **Melissa Carte** (Ethics Commission).

**Best Wishes**...to the following employees who recently resigned from the department: **Julie Blosser** (Grievance Board) and **Toni Justic** (Consolidated Public Retirement Board).

**Annual Increments**...If you are a regular, full-time state employee thereof who is eligible for membership in any state authorized retirement system, you are eligible for an annual increment, due July 29, 2005. Every eligible employee with three or more years of service shall receive an annual salary increase equal to \$50 times the employee's years of service, without limit. **Please note**...State employees are permitted to defer up to 80% of their annual increment pay to the state's 457(b) Compensation Plan. The respective form may be accessed at [www.wvretirement.com](http://www.wvretirement.com) and should be submitted to the agency payroll coordinator by July 14. Any money contributed to the plan is tax-deferred.

### PEOPLE TALK

**Congratulations!**...Personnel's Pat Quinlan celebrated the marriage of his youngest son, Casey, to Stacey Crossman of Shrewsbury, Massachusetts. The wedding took place in Sudbury, Massachusetts on May 28. The newlyweds will reside in Morgantown, where Casey is working on his masters degree and Stacey is employed in Early Childhood Intervention.

## HAPPY BIRTHDAY...in July

1	Jeff Bird .....	IS&C
	Jim Bridges .....	Gen. Svcs.
	Patty Johns .....	Finance
	Mike Riggs .....	IS&C
3	Rita Workman .....	IS&C
	Kathy Young.....	CPRB
5	Priscilla Blckley .....	PEIA
	Lora Reese .....	Finance
	Kristi Shew .....	IS&C
	Paula Van Horn .....	CPRB
	Roger Williams .....	IS&C
6	Debbie Anderson .....	Personnel
	Tony Easley .....	Gen. Svcs.
8	Michael Belcher.....	IS&C
	Robert Norvell .....	IS&C
9	Martha Belcher .....	Finance
	Joseph Savors .....	IS&C
10	Theresa King .....	CPRB
11	Crystal Cunningham .....	PEIA
	Penney Hall.....	Personnel
	Kevin Kinder .....	IS&C
	Candy Moore .....	CPRB
	Bryan Ramsdell .....	IS&C
	Larry Ward .....	Aviation
12	Roger Bailey .....	Gen. Svcs.
	Jim Fisher .....	Gen. Svcs.
	Tina Holmes .....	IS&C
	John Johnston.....	Purchasing
	Jack Pullen .....	IS&C
	Ken Smith .....	Gen. Svcs.
13	Joe Jankowski .....	CPRB
15	Mable Jones.....	Finance
16	Tonya Devontenno .....	CPRB
	Terasa Miller.....	CPRB
	Margo Perkins .....	PEIA
17	Romona Allen .....	WVCHIP
	Robert Kilpatrick .....	Gen. Svcs.
	David Pertz .....	Gen. Svcs.
	Philip Skeen .....	PEIA
17	Stanley Stewart ...	Gen. Svcs.
18	Mary Jane Arvon .....	CPRB
	Sue Lore .....	IS&C
19	Donovan Hendricks	Finance
21	Heather Atkins..	Public Defender
	Dawn Mahan .....	CPRB
	Stacey Shmablin .....	CHIP
	LeeAnn Halstead .....	PEIA
22	Earl Guthrie .....	Gen. Svcs.
	Rita Withrow .....	Purchasing
23	Judie Barnes .....	IS&C
	John Gibson .....	IS&C
	Wilbur Michaelson	Gen. Svcs.
	Cricket Powell .....	Grievance
	Brian Pratt .....	IS&C
24	Lori Bailey .....	BRIM
	Lori Byus .....	IS&C
26	Yvonne Wilhelm ...	Personnel
	Jesse Erby .....	Gen. Svcs.
	Delores Huffman ...	Personnel
	Joyce Jeffrey .....	IS&C
	Kim Long .....	PEIA
27	Joyce Kinder .....	IS&C
	Marilyn McMinn .....	BRIM
	Denise Russe .....	IS&C
	Mario Torres .....	Finance
	Emily Washington .....	IS&C
28	Barbara Beane .....	PEIA
	Thomas Marchio .....	PEIA
	Ray Richardson .....	IS&C
29	Tammy Haynes .....	IS&C
	Theresa Kline .....	CPRB
	Mick Olah .....	IS&C
	Danny Sizemore ..	Gen. Svcs.
	Barry Williams ....	Gen. Svcs.
30	Denise Spatafore ..	Grievance
31	David Mason .....	BRIM

