

Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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Employee of the Month

PEIA's Gloria Long Eagerly Accepts New Challenges

Gloria Long, Member Services Administrator for the Public Employees Insurance Agency (PEIA), has been selected as the Department's **Employee of the Month** for March.

An 8½-year veteran of state government, Gloria manages the eligibility and customer service units. She works closely with PEIA's third-party administrators (TPAs) who process claims and perform utilization management for the Preferred Provider Benefit

(PPB) plan. Gloria also oversees the administration of the medical plan benefits.

According to one of her co-workers, "Gloria was a key member in the implementation of the West Virginia Children's Health Insurance Program (CHIP) and serves on many committees working to improve health care delivery in this state." Another co-worker adds, "No task is beyond her capability. She takes on new challenges with boundless energy and professional skill."

In her spare time, Gloria enjoys tennis, Marshall University sports, yard work and gardening. Please join Cabinet Secretary Joseph Markus at a special **Employee of the Month** presentation at 11:30 a.m. on Wednesday, March 1 at PEIA's office in Building 5, Room 1001 of the Capitol Complex.



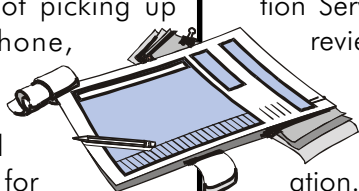
GLORIA LONG
March Employee
of the Month

Who Are YOU Going to Call For Tax Help?

Instead of picking up the telephone, this year try surfing the World Wide Web for assistance on completing your state and federal income tax forms.

For state tax information, visit the WV State Tax

Income Tax Help
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IS&C Finalizes its Plans in the Event of an Automation Crisis

■ State Disaster Recovery Task Force Prepares for the Unexpected

A Disaster Recovery Task Force organized by the Information Services and Communications Division recently met to review and confirm plans in the event of a disaster which would affect automation in state government. The members of this group are state employees with scripted, rehearsed roles to fulfill during a crisis situation. The intent of the plan is to bring the recovery process into action expeditiously, minimizing disruption to mainframe service.

The recovery plan defines the process of preparing, developing, testing and implementing emergency recovery procedures that are designed to ensure efficient and effective resumption of Data Center activities in the event of a disaster.

Disaster Recovery
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Sneak Peek INSIDE...

- ◆ Let's Talk About First Impressions
- ◆ CPRB's Website Makes its Debut on the Internet
- ◆ IS&C Offers Special One-Day Seminars
- ◆ Proposed General Revenue Appropriations Outlined
- ◆ Administrative Notes

What Do People Think of You...Initially?



How would you like a job where, if you made a mistake, a big red light goes on and 18,000 people "boo".

Jacques Plante
Former Hockey Goalie

TALKBACK

Here's what some of our Department employees said:

During interviews, I look for eye contact, pleasant personality, and communication skills. I also determine if the person would fit in our working environment.

When I interview, I ask probing questions about their past employment and try to categorize them as a worker.

When you call someone for an interview, you have already read their resume and know if they meet the qualifications of the job. At this point, it is mostly about personality.

First Impressions Made During Interviews Can Be Lasting

By Lee Ann Carnahan
Grievance Board

During an interview, you may want to consider that most executives decide whether a job candidate is suitable for the vacant position within the first four to five minutes, and spend the rest of the interview looking for additional information to confirm their decision.

One study showed that 74 percent of interviewers determine the suitability of the applicant within five minutes (*Printing Industries of Northern California Newsletter*).

How important are first impressions? VERY! Responses from a GroupWise electronic survey of Department employees reveal that while some people assert that they wait until all of the candidates are interviewed and all information received before making any judgments, the majority admits that within the first few minutes of an interview they can sense whether the person is *right* for the job.

When asked what qualities they look for in a candidate, most responded that the candidate's attitude and personality are most important, with specified skills as a close second.

Max Farley of the Division of Personnel expressed the importance of interviewers reserving their decision about the quality of each candidate until all information is available, including

references. When it comes to the overall interview process, he reminds us that the skills demonstrated during an interview may not be those that are really important for the job. Farley explains that "research reveals that the interview is the most widely used selection instrument while being the least reliable and least valid."

What should candidates do to prepare for the initial meeting? Employers are impressed with candidates who exhibit poise and confidence. Remember that your initial meeting forms a lasting impression. According to one survey respondent, "a poor impression will eliminate a person very quickly."

We may tend to look for waulities in others that we feel are marketable characteristics in ourselves. When asked what qualities employees feel they possess which makes them marketable, Department employees included a willingness to take on new tasks, being a team player, having a reputable character with experience, and interpersonal skills.

For guidance as an *interviewer* or for preparing to be interviewed, the Division of Personnel offers a special course on "Selection Interviewing," which is scheduled at the Capitol Complex for May 18. To register, please contact the Division of Personnel at 558-3950, extension 508.



Diane Holley, the Department's Public Information Officer, will explain different facets of communication periodically in **Quotes, Notes & Anecdotes**.

Everyone enjoys a good laugh, whether at home or at work. In fact, a funny comment can quickly transform a potentially **bad** day into a **good** one. However, people need to understand the limitations on humor in the workplace.

Where is the happy medium between avoiding the threat of litigation from inappropriate humor and defraying an image of appearing too *stuffy* or *serious*? Below are some suggestions:

Questionable E-mail

Sure, that e-mail list of "Top Ten Excuses for Falling Asleep at Work" may be funny, but forwarding it to your boss may not put a smile on *his* face. E-mail and computers used at work are state property and should be used for work-related business.

When in doubt, apologize

If a joke seems to offend someone, do not waste time arguing about it. Your safest course of action is to apologize quickly.

Use wit, not wisecracks

Concentrate on humor that does not demean people. Show a willingness to laugh at your own mistakes.

CPRB Enhances Customer Service to Members by Creating Website

The Consolidated Public Retirement Board is the newest agency within the Department to jump onto the *Information Super Highway* and speed ahead. Customer service has always been an important element in its operation, so what better way to provide information and offer answers to questions than by using the World Wide Web?

Linked to 10 different search engines, CPRB's website can be directly accessed at www.state.wv.us/admin/cprb/index.htm. What type of information will you find? Plenty.

Some of the highlights include:

- ◆ Description of all plans covered by CPRB;
- ◆ Frequently asked questions and answers concerning the Teachers Retirement System and the Public Employees Retirement System;
- ◆ A Retirement Planning link to the National Council on Teachers Retirement's interactive website;
- ◆ Plan investments;
- ◆ A list of tips and 'How Do I's?'

Disaster Recovery

Continued from Page 1

According to the plan, there are three levels of reaction: **Escalation Plan One** is when a problem occurs which could interrupt operation up to one day (24 hours or less). Some modification to the scheduled workload will be necessary; however, little or no mobilization of the Recovery Team will be needed. **Escalation Plan Two** is an emergency declaration which causes an estimated interruption of service of more than 24 hours but less than two days (48 hours). Modifications to workload may take place to permit certain applications to receive priority. Some restoration of system programming and application may be performed. **Escalation Plan Three** is considered a disaster which can cause an interruption of more than 48

hours. The operating system, network and certain applications will be recovered at an alternative site and full mobilization of the Recovery Team will occur. Gaithersburg, Maryland is the alternative site that will be used to restore data for state operations on the IS&C mainframe.

"A Disaster Recovery Plan is a requirement imposed by federally funded agencies which use the mainframe computer. However, it is also a sound business practice," according to IS&C Director Mike Slater.

In the unlikely event that the mainframe is incapacitated for any reason, critical state business can still be conducted. "To not prepare a contingency plan is unthinkable," Slater said. "Look at it as an insurance policy, something you hope to never use but, if needed, you have it."

"We are very pleased to roll out CPRB's first website," said Betty Ireland, CPRB's Executive Director. "Our members and retirees can now access data electronically on the state's pension systems. If a question is not already answered by the data on our site, telephone numbers and e-mail addresses of all our staff are also provided."

Ireland explains that this is the first of two phases to be completed. "Once phase two is ready within a few months, people will be able to download frequently-used forms from this site, including beneficiary designation, application for retirement, and application for loans," she said. By making these forms available electronically, members will not only save time in acquiring the forms, but will receive the most recent version of the form.

Word is quickly getting out about CPRB's website and Ireland could not be any happier. She encourages state employees to visit this site and forward comments, suggestions and questions.

An Outreach Officer has been assigned to respond daily to inquiries from online viewers.

WELCOME

WHAT'S NEW? TIPS AND REMINDERS HOW DO I?

CONSOLIDATED PUBLIC RETIREMENT BOARD

Capitol Complex, Building 5, Suite 1000
Charleston, WV 25305-0720
Phone: (304) 558-3570 or (800) 654-4406
Fax: (304) 558-6337
Email: CPRB@WVRETIREMENT.COM



GLOSSARY OF TERMS

Abbreviations used through the site

HISTORY

In 1991, all of the state's various retirement plans were consolidated into one administrative agency

FUNCTIONS

What is the CRPB?

PLANS

A Description of Retirement Plans administered by CPRB

FAQ'S

Answers to frequently asked questions about PERS and TRS

PLAN INVESTMENT

How plan monies are invested

STAFF

Staff telephone numbers and email addresses

BOARD

List of Consolidated Public Retirement Board of Trustees

RETIREMENT PLANNING

Be Yourself

Individuality is the salt of common life. You may have to live in a crowd, but you do not have to live like it nor subsist on its food. You may have your own orchard. You may drink at a hidden spring. Be yourself if you would serve others.

Henry van Dyke

IS&C Seminars Target Specialized Areas



Vendors on the statewide contract for information processing equipment were available at a recent IP Contract Seminar to answer questions relating to various computer hardware and software.

In a world of ever-changing technology, how can state employees continue to keep up-to-date on such technical issues as electronic document management, information processing and computer software?

This is where the Information Services and

Communications Division comes to the rescue by offering specialized one-day seminars for state employees on a periodic basis.

IS&C relies on its Intranet site at <http://intranet.state.wv.us/admin/isc/swcip> to promote these seminars as well as using the IPUG (information processing users group) list serve.

"We use the IP (information processing)

Contract web page to communicate information about various issues concerning the statewide contract for information processing equipment (SWC-IP) and other statewide computer contracts,"

according to Kristy James, Information Systems Consultant for IS&C. "We are working on organizing other presentations, including Lexmark, Hewlett Packard, Compaq and Microsoft to help inform state users." Additional in-

formation will be detailed on IS&C's Intranet site in the near future.

Why does IS&C offer these seminars? "The primary reason we sponsor these events is to explain how to use the various contracts and for the agency end-users to meet the vendors," said Helen Wilson, Manager of the Automation Resource Center. "Another reason is to gain input from both the procurement officers and the data processing staff. This interaction allows us to better understand the agencies' concerns and improve the process when developing the specifications for the contract next year."

In the past, IS&C has been a leader in training and professional development in state government, offering a variety of computer-related

classes at its facility in Kanawha City. IS&C's Marilyn Padon announces new classes from the Technology Learning Center, including:

GroupWise 5.5 Basics - for new GroupWise users. *Scheduled Classes:* March 13, April 5

GroupWise 5.5 Advanced Features - for experienced GroupWise users. *Scheduled Classes:* March 28, April 25

Upgrading to Microsoft Excel 2000 - for experienced Excel users migrating to Excel 2000. *Scheduled Classes:* March 28, April 13

Upgrading to Microsoft Word 2000 - for experienced Word users migrating to Word 2000. *Scheduled Classes:* February 28, March 2

For additional information on these classes or other training opportunities, contact IS&C's Mary Cummings at 558-6384.

Our Benefits... What's in it for YOU?

State employees receive a variety of benefits as part of their employment package. Periodically, we will take a brief look at these valuable incentives:

Optional Tax-Free Deductions for Dental, Optical and Disability Insurance

Under Mountaineer Flexible Benefits, deductions for the benefits you have chosen are taken from your salary. The program allows for tax-free deductions for Dental, Optical and Disability Insurance, as well as medical expenses not reimbursed by PEIA (such as deductible and premiums) and child/dependent care expenses.

Your taxable income is reduced, saving you money through lower federal, state and Social Security salary deductions. Enrollment is held during October and November and is legally binding for one year.

What's Your Number and E-Mail Address?... Just Look It Up!

2000 Capitol Telephone Directory Soon to Be Available through WV Prison Industries

The State Capitol Telephone Directory has recently been revised and is expected to be available this month through West Virginia Prison Industries. This resource has several new features, including tabbed sections, a state government organization chart, an updated Capitol Complex map, an individual state employee listing with telephone number and e-mail addresses, and a detailed table of contents with an al-

phabetical and organizational listing, which eases the search for necessary telephone numbers.

How can you order your new telephone directory? There will be two ways to purchase the new directories: [quantities over five copies] through Central Stockroom; or [quantities of less than five copies] from Prison Industries' Print Shop at 311 Jefferson Street in Charleston, using the State Purchasing Card.

The directories will be available in two formats: spiral bound and three-hole punched, loose-leaf.

Department employees worked hard in preparing this revised directory. Special appreciation is extended to Kelli Doyle and Diane Holley of the Purchasing Division and Laura Bentley and Bev Thomas of IS&C.



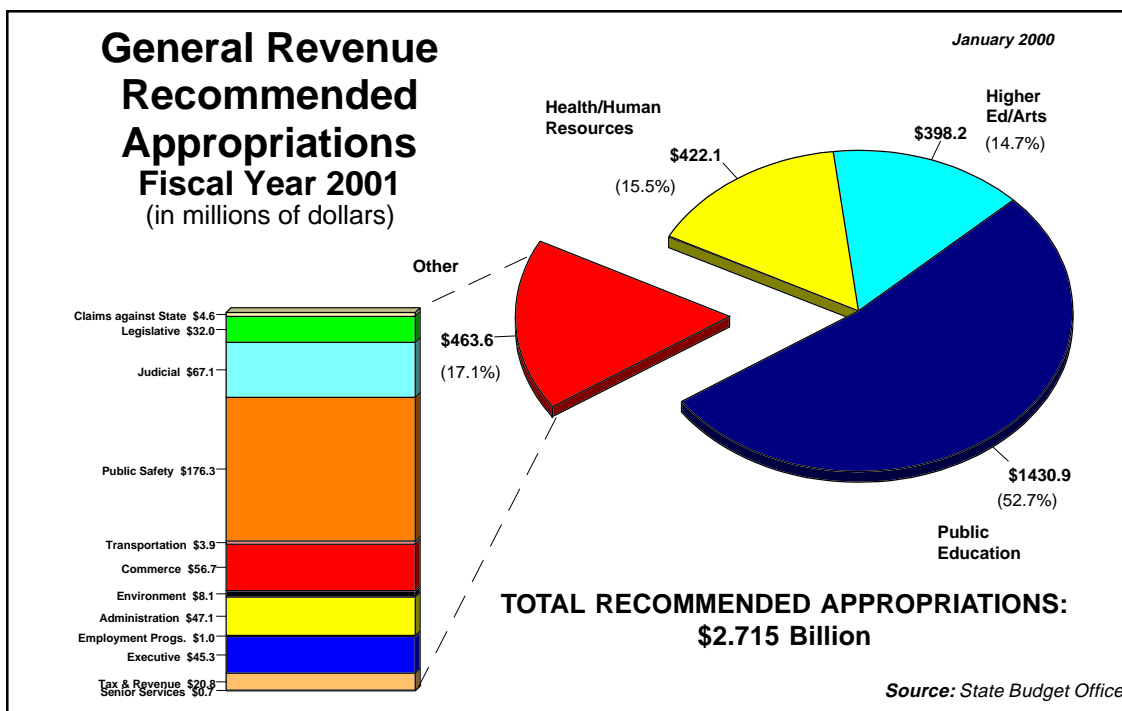
The 2000 Capitol Telephone Directory will be available this month through WV Prison Industries. For more details or to order your copies, contact Prison Industries at 558-2136.

General Revenue Recommendations Total \$2.715 Billion for FY 2001

State lawmakers have many tough decisions to make during the 60 days of the Regular Session of the State Legislature. The state's general revenue fund budget for fiscal year 2001 is \$2.715 billion, up \$67.7 million from the current budget. How is the money expected to be spent?

The Department of Administration and the State Budget Office offered state legislators recommendations for appropriating funds.

According to their recommendations, public education should receive the overall highest appropriation of 52.7 percent. Health and Human Resources may receive up to 15.5 percent of the billion-dollar package, while Higher Education and the Arts would split 14.7 percent. The remaining 17.1 percent is targeted for the three branches of government and other various agencies. **(See chart below)**
(Wrap Up, January 19, 2000)



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

Cecil H. Underwood
Governor

Joseph Markus
Cabinet Secretary

Diane Holley
Public Information Officer/Editor

Special Thanks
Lee Ann Carnahan
Kristy James
Kaye Parks
Diana Schwab
Annagayle Stevens

Income Tax Help

Continued from Page 1

Division at www.state.wv.us/taxdiv. This site can also be accessed from the state's main home page at www.state.wv.us. Information on tax refund status, tax forms, mailing addresses, division telephone numbers and electronic filing is available at this site.

This year, taxpayers are able to file their state and federal returns electronically from their home computer. This method of filing requires a computer, a modem and Internet access. Both state and federal returns must be transmitted at the same time. Refunds can be sent in about half the time compared to paper returns.

Direct Deposit is also available to speed the refund process even more. Links to certified online filing companies are available for more information at the tax division's website.

For **federal** tax information, the Internal Revenue Service offers valuable information at its website at www.irs.ustreas.gov, including tax forms, assistance with preparing tax forms, information on electronic filing and software to help with this year's taxes. This site also offers statistical data files compiled from tax and information returns filed with the IRS.

If you are more comfortable accessing information the old fashion way, the telephone numbers for state and federal tax information are listed below:

WV State Tax Division

(304) 558-3333

1-800-982-8297

Mon.-Fri. (8:30 am to 4:30 pm)

Internal Revenue Service

1-800-829-1040

Welcome...to our new employees: **Sandra Singleton** (CPRB); **Jennifer Moses** (PEIA); **David Keith** (IS&C); **Jeff Harbour** (General Services); **Pam Williamson** (BRIM); **Julie Blosser** (Grievance Board).

Best Wishes...to **Dave Ramkey** (IS&C) and **Angela Townson** (CRPB), who recently resigned from the Department of Administration.

PEOPLE TALK

Do You Have Allergies?...Finance's Cindy Dillon shares a helpful website on food allergies and recalls. Visit www.safetyalerts.com for this beneficial information.

Tootin' My Own Horn...Journalism 101 may not have permitted reporting on one's self; however, Editor Diane Holley is happy to share that she has earned her Certificate in Corporate and Organizational Communications from West Virginia University. She is pursuing a masters degree in Communication Studies, with an expected graduation date of August, 2000.

OOPS!...Apologies go out to Kellie Carper of Public Defender Services, who was inadvertently omitted in the listing of members of the Department's Employee of the Month committee. Kellie serves as the committee representative for her own agency as well as the Grievance Board, Board of Risk & Insurance Management and Ethics Commission.

Pre-Owned Car Sale...The West Virginia Public Employees Credit Union is joining Enterprise Rent-a-Car in offering the second annual Members Only Pre-Owned Car Sale. This one-day event will be held on Saturday, May 3 from 9:00 a.m. to 2:00 p.m. at Union Carbide's Building 82 parking lot in South Charleston. For more details, call WVPECU at (304) 558-0566.

ADMINISTRATIVE NOTES

HAPPY BIRTHDAY... in March

- | | |
|---|---|
| 1 Tom Harper PEIA | 15 Tim Basford Personnel Lori Cottrill CPRB |
| 2 Gloria Long PEIA Steve Meester Finance | 16 Charlene Good IS&C |
| 3 Christy Rothgeb CPRB | 17 Jim Adkins PEIA Charles McMinn IS&C |
| 4 Yvonne Gunnoe Finance Gene Young Purchasing | 19 Randall Bentley General Services |
| 5 Valerie Brown Purchasing Susan Jenkins IS&C Karen Smith CPRB | 20 Louis Pishner General Services |
| 6 Rebecca Henderson Public Defenders Lisa Summers ... Grievance Board | 23 Clyde Arline ... Pros. Atty. Inst. Ruth Perry PEIA Robert Worledge ... Finance |
| 8 Catherine DeMarco ... Purchasing Chris Sforza Finance | 24 Tom Bailey . General Services Jennifer Paxton Finance |
| 9 Joan Adkins Purchasing Tari Crouse Personnel | 25 Gloria Brown Personnel |
| 10 Pam DuKate ... General Services | 26 Natalie Faulkner IS&C |
| 11 Becky Jones CPRB | 27 Frank Berry IS&C |
| 13 Angela Peck IS&C | 29 Patricia Abbott PEIA |

