



Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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Employee of the Month

Personnel's Tierra Gable Serves as Valuable Team Player

TIERRA GABLE, the Program Coordinator for the Organization and Human Resource Development (OHRD) Section of the Division of Personnel, has been selected as the Department of Administration's *Employee of the Month* for May.

A two-year employee of state government, Gable is the scheduler for the state Training Center and coordinates agencies' special requests for OHRD services. She designed the 2007 and 2008 program

schedules and updates design elements for the OHRD Web site.

"Tierra is the consummate team player, performing often thankless, not-so glamorous tasks without complaint," according to one of her co-workers. "She takes the lead in planning and organizing team celebrations, demonstrating an ability to show appreciation and care for her teammates."

Another co-worker added, "It is unusual to work with someone who is equally skilled at technical and inter-

personal aspects of a job. Tierra is one of those rare finds."

In her spare time, Gable enjoys spending time with her family and golden retriever. She also enjoys spending time outdoors working on her landscaping projects.

Gable will be joined by her friends and co-workers at a ceremony presented by Cabinet Secretary Rob Ferguson on Monday, May 12 at 11 a.m. on the second floor of Building 7.



TIERRA GABLE
May Employee of the Month



CPRB employees are adopted residents at the Marmet Nursing Home as part of the agency's "extended family," taking gifts and offering time to a group of senior citizens at the home. Pictured are, standing, Vicki Ross, Ellen Fleet, and Mark Miller. Seated are Paula Van Horn and Jo Ann Lucas.

CPRB Employees Find 'Extended Family' at Marmet Nursing Home

Each month, a group of Consolidated Public Retirement Board (CPRB) employees take time to brighten the lives of a group of senior citizens in Marmet. And it started, as so many things do, with a holiday wish...Sort of.

Jo Ann Lucas, CPRB's assistant manager of the Teachers Retirement System, said discussion during a December managers' meeting turned to holiday plans, with someone mentioning the agency possibly giving gifts to a nursing home.

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- ♦ PEIA Members Can Track Benefits Online
- ♦ Nominations Welcome for 'Man/Woman in the Arena' Award
- ♦ People Talk

Try Not to Get 'Hooked' on THIS Phishing Trip



Offering tips and advice on avoiding phishing scams are the responsibilities of (l-r) Information Security Specialist Jim Weathersbee, Information Security Specialist Suzanne Lopez and Information Security Specialist Sue Ann Lipinski.

The following notice pops up in your e-mail account: *“Dear banking customer, our records show someone has tried to access your account. Please visit our Web site at the link below and verify your personal information ...”*

Variations of this e-mail, allegedly from banks, credit unions, PayPal, eBay and other Web sites, have begun to make unwelcome appearances in the in-boxes of state employees. “Phishing attacks,” as they are known, use e-mails and Web sites by impersonating reputable sites to solicit personal information, such as passwords or Social Security numbers.

The result is typically that attackers use the information to gain access to user accounts, costing the victims often thousands of dollars. These attacks have even escalated in recent years, with a Gartner survey finding that scams cost Americans \$3.2 billion in the 12 months leading to August 2007.

Chief Information Security Officer Jim Richards of the Office of Technology (OT), said the filters for the state e-mail system catch most

spam, but some have slipped through the cracks. Richards said employees will forward him suspicious e-mails, and he assures them that they are not alone.

The e-mails are designed to look like official e-mails from organizations. Because the goal is to blanket out as many individual's e-mail addresses as possible, the e-mail itself becomes a tip off that it is a scam. “What always tips me off is if I get one for a bank account I do not have,” Richards said.

OT Security Officer Jim Weathersbee said the e-mails often link to Web sites that capture user information. The Web sites are often easy to replicate, but Weathersbee said the fake sites are typically riddled with bad grammar and spelling – another hint that the site is a scam.

If you receive an e-mail requesting personal information from a Web site, **do not** click on the provided link. Instead, type the Web site address directly into your browser and log in from there. Most Web sites will not ask for personal information via e-mail, Weathersbee said. “I never give out information unless I initiate it,” he added.

Phishing scams affect more than a million e-mail accounts each year. While only about two percent of people may respond, it is enough to make it profitable, Richards said. The best bet, he said, is to delete any e-mail you believe to be a scam.

How to Avoid E-mail Scams

The key to avoiding e-mail scams is education, according to information security officers at the Office of Technology. The following tips offer suggestions on how to handle e-mails you suspect to be phishing scams:

1. Pay careful attention to the **subject** and **from** lines. Most spam and phishing messages appear to be from legitimate sources, such as your bank, a favorite online store or a professional organization.
2. Do not open e-mails from untrusted sources.
3. Be cautious about opening any attachment or downloading any files from e-mails you receive, regardless of who sent them. These files can contain viruses or other software that can weaken your computer's security.
4. Do not e-mail personal or financial information. E-mail is not a secure method of transmitting personal information.
5. If you get an e-mail or pop-up message that asks for personal or financial information, do not reply or click on the link in the message. Legitimate companies do not ask for this information via e-mail.

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

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Governor

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Cabinet Secretary

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Special Thanks
Kaye Parks

Legislature Completes Busy Session, with Several Bills Affecting Department

The 2008 Regular Session of the State Legislature resulted in a total of 2,138 bills introduced in the two houses. The Legislature passed 246 bills, of which 129 were from the House and 117 from the Senate. During the Extraordinary Session on March 16, nine bills were passed: four from the House and five from the Senate.

Some of the bills which passed affected the Department of Administration or our employees:

SENATE BILLS

SB 476: This bill allows eligible state employees hired

prior to the first day of July, 2001 to be paid for unused sick leave days in excess of 50 days once per year at a rate equal to one quarter of their usual rate of daily pay. The bill requires the employee to agree to reimburse the fund for the amount exchanged plus 12% per annum if the employee leaves employment within 60 months.

SB 553: Creates the permitting and licensing information act, authorizing the Office of Technology to establish a permitting and licensing information system.

SB 657: Creates alcohol and drug-free workplace act, requiring public improvement contractors to have and implement a drug-free workplace program that requires drug and alcohol testing and assistance for employees.

SB 715: Defines certain PEIA eligibility, including mandating participation in Retiree Health Benefit Trust Fund, addressing other post-employment benefits and allowing a study on oral health benefit to children of covered employees.

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Gov. Joe Manchin III signed several bills passed during the 2008 Regular Legislative session. Collectively, 246 bills passed the House Delegates and Senate.

PEIA Members Can Now Track Their Benefits Online

State employees enrolled in Public Employees Insurance Agency (PEIA) plans now have around-the-clock access to their information through the agency's new online benefits tracking system.

Members may register at www.wvpeia.com and then be able to view their current plans' status as well as change enrollment information without having to coordinate through their agency's benefit coordinator. The new online billing system went into effect March 1. Policyholders were able to make any changes when Open Enrollment began April 1.

"Members and employees will eventually see eligibility changes occur within a day when the change happens and not

have to wait for a monthly statement to come in the mail," said Jason Haught, PEIA's chief financial officer.

Beginning this month, policyholders will be able to make certain allowable health and life insurance changes online. In addition, beginning in July, any policy changes that affect premiums will be reflected in the policyholder's paycheck statements through an interface with the Employee Payroll Information Control System (EPICS).

Haught admits that a major shift in the way things are done, particularly when it involves technology, brings about growing pains.

"This is like turning a battleship around in a bay. It is a huge undertaking and it takes time," he said. "As with any new program or service, there is a transition period where we identify any implementation bugs that we need to correct. We ask everyone to be patient during the initial months of this system," Haught continued. "We are pleased that our members are starting to see how the system works and realizing the efficiencies of being able to view their policies online."

Haught said that any inquiries or suggestions about the online benefits tracking system should be submitted to PEIA.Help@wv.gov.



Jason Haught, chief financial officer for the Public Employees Insurance Agency, said the new online benefits tracking system will allow policyholders and agencies much faster access to their plan information.

Deadline Set for TDC Membership to Transfer to TRS

Information Available to Members on Proposed Teacher Pension Merger



The proposed teacher pension merger has highlighted newspaper headlines in recent weeks. With deadlines approaching on decisions for Teachers Defined Contribution (TDC) participants to elect to switch to the Teachers Retirement System (TRS), the Consolidated Public Retirement Board has created a schedule leading up to the June 5 deadline for the transfer election results to be certified to Gov. Joe Manchin and to the Legislature.

May 5: Each school and work site in the state will hold a "transfer day" to remind TDC participants of the deadline to make a decision.

May 6-12: Supervisors will be encouraged to remind members who have not submitted a transfer form.

May 12: Last day for TDC participants to either mail their transfer forms or submit to their supervisors.

May 13: Last day supervisors can mail in transfer forms.

May 31: Deadline for the accounting firm of Arnett and Foster to certify transfer participation results to CPRB.



The Purchasing Division has invited state procurement officers and their staff to attend an **OPEN HOUSE** on Tuesday, May 6, 2008, from 10 a.m. to 2 p.m. in Building 15.

This event will allow state agency purchasing personnel to become more familiar with the Purchasing Division staff and its operation.

There is no set agenda for the day, and agency purchasing officers are welcome to attend any time during the event to tour the facility and meet with the staff to discuss ongoing projects. For more details, contact Tony O'Leary (558-4213) or Chad Williamson (558-2315).

"Extended Family" Continued from Page 1

CPRB Executive Director Anne Lambright liked the idea, Lucas said, and contacted the nursing home association for suggestions. The Marmet Nursing Home was selected because of its proximity to the CPRB office in Kanawha City.

Lucas said eight residents at the home were selected for the CPRB because they either had no family or only family out-of-state. What could have been simply a visit and a few gifts during the holiday season has grown to an "extended family," the subject of monthly visits by agency employees that brighten the days of everyone at the nursing home.

"Everyone at the nursing home told us that they are flooded during the holidays,

and the other 11 months of the year, there's nothing," Lucas said. CPRB employees visit the nursing home monthly, bringing with them small gifts and treats.

CPRB Chief Financial Officer Mark Miller said the greatest gift tends to be the ability to spend time with the residents. "They know you're there, and they're glad you're there...and that's what makes the difference," he said.

Visits often last about an hour, Lucas said, because the residents tire easily. CPRB employees use personal leave time or use their lunch break for the visits, so no work time is lost. "We go in, brighten their day, and then we're back in the office," she said.

Miller said officials at the nursing home have seen a

A Web site has been created for TDC participants: www.benefitmodeling.com/wv/chooseyourplan, which allows participants to input their financial information to generate comparable models for either decision.

In addition, a toll-free number is open to answer questions about the transfer. TDC participants may call **866-413-3985** with questions. A 16-page brochure has been mailed to all TDC participants detailing the TDC/TRS merger proposal.

As of December 31, 2007, 18,989 active employees are members of the Teachers Defined Contribution plan.

change in the eight residents since the visits began in December. And the pluses extend to the employees in the visits.

"The first time I thought 'What am I getting myself into?', and 15 minutes later, I was hooked," he said. "It reminds you of why we do what we do." Miller said they even found out one member of the "extended family" is a retired teacher in the CPRB system.

Lucas said the goal is to continue making the visits as long as CPRB employees are interested in continuing. The visits and gifts mean a great deal to the residents, but dividends are paid to the employees. "We all get that good soft feeling at Christmas time, and in January we forget it. But our agency will not forget it," she said.

State Employees Show Generosity with their Contributions to United Way Combined Campaign

The 2007-2008 United Way West Virginia Employees Combined Campaign (WVSECC) has completed a successful fundraising drive. From Sept. 2007 through Feb. 2008, the campaign focused on assistance to youth, families, safe neighborhoods, aging populations and other important endeavors.

"I was impressed with the 300-plus people who volunteered during the United Way Day of Caring," said Campaign Chairperson Kay Goodwin, Cabinet Secretary for the West Virginia Department of Education and the Arts. "Agency coordinators did a great job of educating their co-workers about the impact their contributions have throughout the state. Nonprofit agencies strengthen our communities by demonstrating that all of us in West Virginia care about our neighbors and their families."

State employees contributed more than \$178,000 to statewide nonprofit agencies. United Way of Central West Virginia, spearheading the WVSECC campaign, received more than \$67,000 with another \$110,000 donated to local United Way agencies across the state. Contributions will help West Virginians through charitable organizations such as the Children's Therapy Clinic, Habitat for Humanity, Hospice, West Virginia Health Right and many others.

"The statewide campaign

was rewarding, fun and exciting. It was an honor to serve," said June Robinson, the Statewide Campaign Coordinator. "Thanks go to the agency coordinators for having various creative events enabling employees to contribute to the campaign. Dessert contests, concerts, yard sales and bake sales were among the many innovative ways our state employees helped the United Way WVSECC."

United Way is a national network of locally-governed organizations that work to create lasting positive changes in communities and peoples' lives. While local United Ways tackle issues based on local needs, common focus areas in-

clude helping children and youth succeed, improving access to health care, promoting self-sufficiency and strengthening families.

The campaign enables state employees to donate to local United Way agencies and unaffiliated local, state and national agencies that meet the criteria as set forth in Section 1 of the West Virginia State Employees Combined Campaign Plan and Policy.

For more details concerning the United Way West Virginia State Employees Combined Campaign, please contact June Robinson at jrobinson@wvosea.org or 558-2440 or Janice Amspoker, United Way Campaign Director, at 340-3544.



Nominations Sought for the 'Man/Woman in the Arena' Recognition

The courage to "do the right thing, in the right way, for the right reason" lies at the core of the Secretary of Administration's "The Man/Woman in the Arena" recognition award.

The award takes its name from the famous Theodore Roosevelt speech "The Man in the Arena," delivered in 1910. The speech is known for its statement that the criticisms of failings do not matter and do not achieve greatness.

Cabinet Secretary of Administration Rob Ferguson said the award is meant to honor those most willing to work the hardest and to take risks. "In my work, the foundation of all decisions should be based on what is in the best interest of taxpayers," he said. "But in those decisions are also great opportunities to stretch beyond yourself into greatness, and only in the willingness to try greatly are those opportunities fully appreciated."

If you know someone who demonstrates bold and daring leadership and extraordinary moral courage, visit www.state.wv.us/scripts/admin/arena.pdf for a nomination form. For more details, contact Diane Holley at Diane.M.Holley@wv.gov or call 558-0661.



SB 780: This bill makes modifications to the public employees grievance procedures.

HOUSE BILLS

HB 4076: This bill increases the annual increment amount for state employees from \$50 to \$60.

HB 4094: This bill requires the reimbursement of compensation paid to certain state employees for job-related training, education or professional development if they leave their employment.

HB 4147: Relates to the regulation of parking for state office buildings. This bill gives the Legislature the authority to control parking.

HB 4328: Excludes the service of a poll worker from being considered a prohibited political activity, thus allowing state employees to serve as poll workers.

HB 4524: Relates to the ethical standards of public officers, employees and lobbyists. The bill addressed compensation for telephonic participation in meetings; permits personal use of frequent traveler bonus points acquired on official government business; redefines and clarifies a limited interest in a public contract; and prohibits public employees or officials from influencing contracts in which they have a financial interest or are employed.

HB 4664: This bill changes the Purchasing Division statute, affecting negotiation in contracts and the sale of surplus property to the public.

HB 4670: Allows PEIA the ability to charge interest (2.5% per annum) to employers on amounts not paid in a timely manner.

Welcome!...to our new employees: **Charles Adkins** and **Michael Szantyr** (both of General Services), **Kevin Kerns** (CPRB), **Tammy Lambert** (Personnel), **Gloria Taggart** (Finance), and **Dorothy Henry** (Grievance Board). **Tierra Gable** recently transferred from Personnel to Aviation.

Best Wishes...to our employees who recently retired from state government: **Valerie Rist** (BRIM); **Charles Shedd** and **Derrick Cannon** (Technology); and **Janis Reynolds** (Grievance). We also extend our best to those who resigned from our department: **Michael Waldorf** (Real Estate); **Debra Rayburn** (Aviation); **James Watts**, **David Ingraham** and **Jeremy Nicholson** (all of Technology); **Arthur Hendricks** and **Bridgett Walker** (both of Finance); **Kristina Raynes** (Prosecuting Attorneys Institute); **Barry Harper** (General Services); **Geoffrey Cottrill** (Personnel); and **Maribee Ellison** (Grievance).

Proud Grandmothers...Congratulations to PEIA's **Twila Neil**, who welcomed her grandson Richard Ross Hughart on April 2. He was 8 lbs. 3 ounces and 20 inches tall. Another proud grandmother, Purchasing's **Sandy Joyce**, reports that her seven year-old grandson, Jeremy Joyce, won the 2008 Boy Scouts State Pinewood Derby Championship in the Wolf Division in Clarksburg in March.

Mother's Day - May 11...In 1908, West Virginia became home to the first official Mother's Day observation when Anna Marie Jarvis, a native of Grafton, W.Va., initiated the celebration honoring moms. For more details, visit these Web sites: **www.mothersdayshrine.com**, **www.annajarvishouse.com** or **www.wvtourism.com**.

HAPPY BIRTHDAY ... in May

- | | |
|-------------------------------------|--|
| 1 Jerry Digman Technology | 15 Scott Mason Gen. Svcs. |
| Susan Samples Personnel | 16 Amanda Allison PEIA |
| Brian Shields Technology | Martha Mohammad ... Personnel |
| Roger Wines Gen. Svcs. | 18 Charles Warner BRIM |
| 2 Lewis Withrow Gen. Svcs. | 19 Andrea Darr Pros. Atty. Inst. |
| 3 Elias Majdalani Technology | Kerry Jones CPRB |
| Larry Stover PEIA | 20 Junior Blount Purchasing |
| 4 Jeffrey Bartlett Technology | Heather Carnefix Personnel |
| Carolyn Hager Gen. Svcs. | 21 Chuck Bowman Purchasing |
| Larry Thaxton Purchasing | Ellen Fleet CPRB |
| 5 Alan Nease Technology | 22 Elizabeth Williams Personnel |
| 6 Caroline Brady CPRB | 23 Patricia Huffman Technology |
| Cindi Cvechko Technology | Mary McFarland..Public Defender |
| 7 Jane Bracken Technology | 24 Jennifer Lovejoy ... Purchasing |
| Robert Henry Technology | Susan Young Technology |
| Thomas Lucas Gen. Svcs. | 25 Brett Clutters Technology |
| 8 Anthony Cooper Purchasing | Diane Fletcher Technology |
| Phillip Hart Technology | Brenda Jones CHIP |
| 9 Don Clark Technology | Shannon Looney Personnel |
| 10 Cynthia Boyd CPRB | 26 Brian Lanham .. Pros. Atty. Inst. |
| 12 Carolyn Saul Technology | 27 Janice Boggs Purchasing |
| Kyle Schafer Technology | Carolyn Thomas Real Estate |
| Roberta Wagner Purchasing | Kenny Young Gen. Svcs. |
| 13 Ken Lucas Gen. Svcs. | 28 Kelly Williams Finance |
| Tim Nicholas Gen. Svcs. | 29 Rob Dixon Technology |
| Ann Wilmoth PEIA | Sara Poe CPRB |
| 14 Paula Atkinson CHIP | Robin Roberts Technology |
| Sherra Barker PEIA | Gene Walters Technology |
| James Easley Technology | 30 Susan Lockard-Hammock Personnel |
| Ed Trader Technology | David Mullins Finance |
| Burley Williams PEIA | 31 Jeff Swisher Gen. Svcs. |
| 15 Debra Asbury CPRB | |

