

Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

November 2000 • Vol. 8, Issue 11

Employee of the Month

CPRB's Pat Powers Promotes Harmony with Customers

Pat Powers, Accounting Technician II for the Contributions Section of the Consolidated Public Retirement Board, is the Department's **Employee of the Month** for November.

A 27-year veteran of state government, Pat is responsible for processing all refunds upon

request of contributors to the Public Employees Retirement System.

According to one of her co-workers, "Pat goes above and beyond her job duties to be helpful and courteous to the people with whom she has contact." Another co-worker adds, "She has a helpful, cooperative attitude and promotes harmony with her co-workers and customers."

In her spare time, Pat actively serves as the pianist for her church and enjoys volunteering her time for various fundraising activities.

Please join Cabinet Secretary Jack Buckalew at the **Employee of the Month** presentation at 11:30 a.m. on Wednesday, November 1 at CPRB's conference room in Building 5, Room 1000.



PATRICIA POWERS
November Employee of the Month

Election Day: Nov. 7

Just One Vote Can Count

How is my one vote going to make a difference? You might be interested to know of major changes in history which occurred because of just one vote.

- ♦ In 1778, ONE VOTE gave America the English language instead of German.
- ♦ In 1845, ONE VOTE brought Texas into the Union.
- ♦ In 1878, ONE VOTE gave Rutherford B. Hayes the presidency of the U.S.
- ♦ In 1941, ONE VOTE saved Selective Service, just weeks before Pearl Harbor was attacked.

Campaign Activity Limits

Division of Personnel Offers Guidance to State Employees on Campaigns

Prior to May's primary election, an article was included in **Quotes, Notes & Anecdotes** as to the extent state employees may legally get involved in the campaign process.

Rather than reiterate the list of what state employees can and cannot do during political campaigns, individuals who would like additional information on actions legally allowed can quickly access the Division of Personnel's website at http://www.state.wv.us/admin/personel/emprel/political_act.htm.

Mandates for classified employees covered under §29-6-20 of the **West Virginia Code** are listed at this site, including issues relating to voluntarily campaigning for candidates, attending political events, serving on campaign committees, running as a candidate, and offering monetary contributions to a political party or candidate.

To ensure compliance, it is essential that state employees become familiar with these guidelines.

Sneak Peek **INSIDE...**

- ♦ WV CHIP Combines Phase I and II into One Plan
- ♦ IS&C Conducts Disaster Recovery Test
- ♦ Finance Division Offers Instant Recognition to Employees
- ♦ Celebrating Service Year Anniversaries
- ♦ Administrative Notes

WV Children's Health Insurance Program Granted Federal Approval for Expansion



The West Virginia Children's Health Insurance Program has recently been granted federal governmental approval to expand its services.

Effective October 1, 2000, the federal government approved a plan which combined all WV CHIP eligible children ages 1 through 18 into one health care plan. "By incorporating Phase I and II, WV CHIP can provide a greater consistency in delivering benefits to eligible children," according to Dot Yeager, deputy secretary of the Department of Administration. This action was taken pursuant to §9-4A-2b of the **West Virginia Code**, which was amended during the 2000 legislative session.

There's more good news for the WV CHIP program with the federal government approval to increase the income eligibility requirement to 200% of the Federal Poverty Level for WV CHIP eligible children from birth through age 18, effective October 16, 2000. This is positive news for approximately 14,000 children who will become eligible to receive health care as a result of this expansion.

WV CHIP's enrollment progress during the 12 months ended Dec. 31, 1999, was ranked number two in the nation, according to a report by the Kaiser

Commission on Medicaid and the Uninsured.

More than 80 percent federally funded, this program was placed under the jurisdiction of the Department of Administration during the 2000 legislative session.

Program expenditures for the state's fiscal year ended June 30, 2000, totaled nearly \$10 million, of which approximately \$8,881,000 represents direct health care expenditures for children.

[Conference Looks into the Future](#)

State EEO Explores New Horizons

By Trudy Oliver
Executive Coordinator
Cabinet Secretary's Office

The State Equal Employment Opportunity (EEO) Annual Conference was held September 25-28 at Canaan Valley State Resort and Conference Center, with a theme of *Exploring New Horizons, Charting the Course*.

The Department of Administration was well represented, with Acting Personnel Director Joe Smith and Assistant Personnel Director for Employee Communications Tari Crouse serving as presenters and EEO Coordinator (Executive Coordinator) Trudy Oliver and EEO Counselor Karen Crouser as participants.

Smith offered valuable information for new and experienced investigators in a workshop on "Techniques of an Investigation."

The response from the par-

Employee of the Year Event Set

Recipients of the Department's *Employee of the Month* award will soon be vying for the highest recognition of performance, the *Employee of the Year* award.

The Department annually recognizes one individual who has demonstrated superior performance and cooperation. This year's ceremony is scheduled for December 13 in the upper and lower Rotundas of Building 1. Ballots will be prepared and distributed to all employees later this month.

ticipants was very enthusiastic, with several individuals requesting future sessions on this subject to be extended for role-playing to put theory into practice.

In speaking on "Sensitivity in the Workplace," an EEO counselor from one of the state colleges stated that individuals need to get beyond teaching tolerance. "I don't want to be just *tolerated*," he said. "I want to be *accepted*."

Questions relating to EEO issues should be directed to the Department's EEO counselor Trudy Oliver at (304) 558-3392 or via electronic mail at toliver@gwmail.state.wv.us. If you have an issue which you would like to see addressed in this publication, please convey this request to Trudy.

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**Quotes, Notes
& Anecdotes**
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Special Thanks

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Diana Schwab
Jim Sims
Mike Slater
John Smolder

Program Provides Instant Recognition to Employees



Do you work with individuals who have the skill to *do it all*, just at the time you need it? You need help ... and they are the ones willing and able to provide it?

As a result of an employee satisfaction survey which was conducted a few years ago, the Finance Division formed individual committees to address concerns expressed by its employees. One concern related to the issue of recognition. As with most organizations, management strives to determine how best to demonstrate appreciation to those employees who go *beyond the call of duty*.

Finance's recognition committee worked together to design and produce a magnet in the shape of the state of West Virginia with the logo: **Administration, Finance Division, A Team Member You Can Count On!**

"These magnets are given to employees by employees, supervisors and directors for going the extra mile," according to Finance Director Bryan Michaels. "This is just a small way of saying *thank you* to these dedicated employees."

This program was developed to provide instant recognition for performing *good deeds*. It was not intended to honor



long-term performance, as with the **Employee of the Month** program.

"Recognition, no matter how great or small, is an important element in the workplace," FARS's Terry Harless said. "It can range from something as simple as a *hello* to an action as considerable as a promotion. The magnets provide a *warm and fuzzy* feeling to the recipients when it counts."

Terry Harless of the Financial Accounting and Reporting Section is pictured with one of the magnets he has received for going *beyond the call of duty*.

Are You Ready for Retirement?...

Deferred Compensation Plan Offers Option for Future Savings

The Consolidated Public Retirement Board is making saving for retirement a little easier.

Employees of the state of West Virginia are able to save additional dollars for retirement through a Deferred Compensation Plan (Section 457).

This plan was created by the state in accordance with Internal Revenue Code, Section 457. It is available to all state employees and allows state employees to *voluntarily* defer a portion of their paycheck each period.

Currently, an employee may save 25% of his or her salary, up to \$8,000 annu-

ally, in the Deferred Compensation Plan.

Contributions are made on a pre-tax basis, whereby the employee does not have to pay any taxes on these funds until they are withdrawn.

The West Virginia Consolidated Public Retirement Board has chosen Copeland and Aetna to offer this plan to state employees through payroll deduction.

As of June 30, 2000, 3,898 West Virginia accounts have been established, with a total of over \$31,000,000 in savings in about 50 different investment options.

Whether you plan to retire in five years or 25 years, the Deferred Compensation Plan may be the savings program that would best fit your needs. For more details on these accounts, please contact Aetna at 800-377-6210 and/or Copeland at 888-808-7252, or Jim Sims, Deferred Contribution System Manager for CPRB, at (304) 558-2407 or (800) 654-4406.



Champions aren't made in gyms. They are made from something they have deep inside them: a desire, a dream, a vision. They have to have the skill and the will. But the will must be stronger than the skill.

Muhammad Ali

Welcome New Employees... How to Ease Them into the Job



Each month in the "Administrative Notes" section of **Quotes, Notes & Anecdotes**, our new employees are welcomed to the Department of Administration. However, on the job, what can we do to make these newcomers adjust quickly and efficiently?

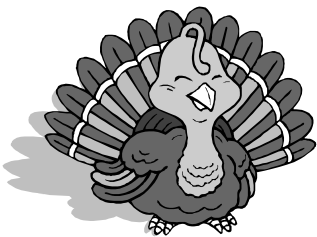
Few organizations today have the luxury of conducting extensive orientation sessions and offering the time to slowly orient new employees. In most cases, the new employee jumps in feet first to the job at hand, but here are some do's and don't's in orienting new employees:

DON'T overload them with information. Initially cover only information that directly affects their current job. Skip the interesting, but unnecessary, history of the organization.

DO find out what they know. If they already know how to perform certain functions of the job, don't waste time with that part of the orientation.

New Employees
Continued on Page 5

Let Me Count the Ways...



In celebration of the Thanksgiving season, let's take a look at the five most popular ways to serve leftover Thanksgiving turkey:

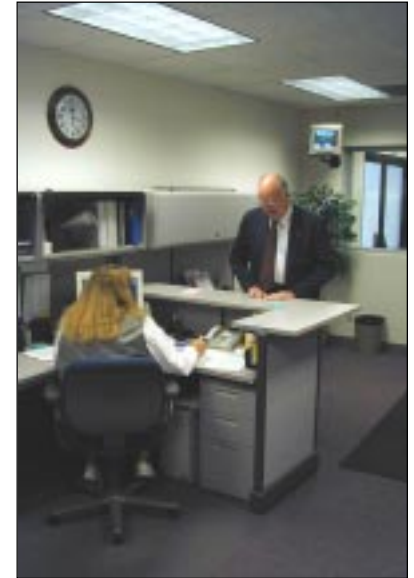
1. Sandwich
2. Soup or stew
3. Salad
4. Casserole
5. Stir-fry

Secretary Buckalew Visits Work Sites to Meet State Employees

Cabinet Secretary Jack Buckalew has been busy scheduling visits to various work sites throughout the Department of Administration.

"Going to each work site to meet the employees of the Department has been extremely enjoyable to me," Buckalew said.

"We often tend to get caught up in the day-to-day tasks of operating our programs and services and don't take the time to get to know each other. These visits allow me to meet face-to-face with the individuals who are keeping our Department operating smoothly and efficiently."



MILESTONES...

Honoring our Employees' Service Years

The Department of Administration is pleased to begin including in each issue of **Quotes, Notes & Anecdotes** "milestone" anniversary dates for our tenured employees.

Each month, we will list in five-year increments the employees who are celebrating their years of service with the state of West Virginia. We value our employees and the knowledge and dedication which they share with their respective agencies and divisions.

Congratulations to our employees who are celebrating their service year anniversaries during the month of November:

5 Years

Kara Tully (Information Services & Communications Division)

10 Years

Brenda Jones (Consolidated Public Retirement Board)

15 Years

Margo Perkins (Public Employees Insurance Agency)

20 Years

Mary Arvon (Consolidated Public Retirement Board)

James Hyde (Consolidated Public Retirement Board)

25 Years

Billy Miller (Information Services & Communications Division)

30 Years

Dennis Stewart (General Services Division)

Mock Disaster Helps Ensure Recovery Plan is Complete

The Information Services and Communications Division (IS&C) performed a surprise recovery test in September for the Data Center mainframe computer.

This test involved declaring a mock disaster for Building 6 of the Capitol Complex at 4:00 a.m. and sending a recovery team on the state aircraft to Gaithersburg, Maryland.

IBM maintains a disaster

recovery center in Gaithersburg. This center has been designated as the location at which the State's mainframe processing would be transferred in the event of a real disaster and possible loss of the computer facilities which are permanently located in Building 6.

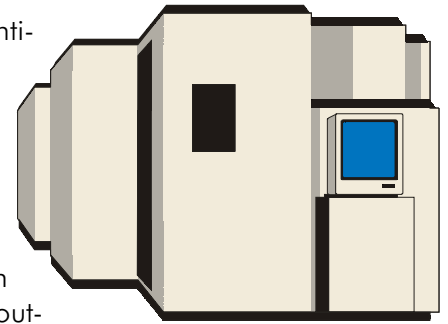
The recovery team followed the procedures established by IS&C, which includes restoring the backup of the mainframe operating system on IBM facilities in Gaithersburg. (This backup is always maintained in IS&C's Kanawha City location.)

The test exercise concluded at 4:00 p.m. and the recovery team returned to Charleston approximately two hours later.

"The purpose of this testing phase is to better prepare us to respond to a real disaster, should one occur. The test was a success," according to Mike Slater, IS&C Director. "It proved the viability of using the state airplane to get to Gaithersburg

quickly, plus identified some weaknesses in our written Disaster Recovery Plan which will now be improved."

IS&C staff, with assistance from outside resources, created a Disaster Recovery Plan which addresses actual recovery tasks and procedures, backup procedures, relocation plan, team contacts and call lists, and supporting information.



More Bad News About Holiday Weight Gain

The weight you gain during the holidays may stay with you the rest of your life, according to a study from the National Institute of Child Health and Human Development.

However, there's good news: While most people think they will gain five to 10 pounds from holiday partying, they will really gain only one pound.

The problem is that you probably won't lose that extra pound.

The purpose of this testing phase is to better prepare us to respond to a real disaster, should one occur. The test was a success.

Mike Slater
IS&C Director

COMMUNICATION THE PEOPLE FACTOR



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

It all comes down to simple communication! "We shall not flag or fail. We shall go on to the end," Winston Churchill declared in one of the most memorable speeches of World War II. "We shall fight on the beaches....We shall fight in the hills. We shall never surrender."

There were 81 words in that particular passage. Churchill used only nine words with more than one syllable. And, only three had more than two syllables.

The lesson: Simple words are best in conveying powerful messages.

New Employees Continued on Page 5

DO put one person in charge of each new employee. Try not to hand them from one supervisor to another. In the May 2000 issue of **Quotes, Notes & Anecdotes** (check it out online at www.state.wv.us/admin/qna), the importance of mentoring and selecting the appropriate mentor was discussed.

DON'T forget to recognize their accomplishments.

New hires want to know what they need to do, why they need to do it, and whether they are doing it correctly. Answering these questions requires an ongoing dialogue about what constitutes satisfactory performance. Each improvement, no matter how small, should be recognized to build confidence.

Maintaining our Capitol's Beauty

Last month's issue of **Quotes, Notes & Anecdotes** included an article on the installation of an access system to



our Capitol dome. This system will aid in maintaining the beauty of our State Capitol.

Few people are fortunate enough to work at a location with such beauty and history as our State Capitol. Take a few minutes on your way to work to capture this beauty. During lunch, walk on the campus to see what others travel miles to absorb. Visit the Cultural Center and examine the history of our state. Attend special events which take place at the Capitol and on its grounds.

For state employees located at the Capitol, the walk to work can be an enjoyable tour of our state's history.

OFFICETIPS

Have you discovered a shortcut in performing an office task? Do you have advice in getting a job done quicker and more efficiently? Tell us about it!

Voice Mail

On your voice mail, keep your message current. It should indicate if you are out of the office and when you will return. Also include whom to contact in your absence. When you leave a voice mail message, specify the purpose of the call rather than just requesting a return call. Most important, return all calls promptly.

Welcome to the Department! ... **Deana Gose** (CPRB); **Ellen Akers** (PEIA); **Jack Hickok, Mary McCoy, Margaret Rash, Jacqueline Williamson** and **Heather McCune** (Public Defender Services), **Thomas Williams** (Personnel), **Romona Allen, Paula Atkinson** and **Stephanie Isner** (WV CHIP).

Best Wishes...to **Vanessa Cox** (Purchasing) and **Emily Cramer** (IS&C) who recently resigned from the Department of Administration.

Great Job!...to the following employees who were recently promoted: **Robin Hendricks** (CPRB) from an Accounting Technician III to an Accounting Technician IV and to **Dan Shriver** (IS&C) from a Business Recovery Specialist I to a Data Warehouse Specialist I.

PEOPLE TALK

A Big 'Thank You'...from Leasing's Carolyn Thomas who recently underwent back surgery. She wanted to extend her gratitude for the donations of leave time, and for the thoughts and prayers which her co-workers offered during her recovery.

"Celebrate Women"... Do you know a special woman or girl who serves as a role model for other West Virginians? Here's your opportunity to recognize them in one of a dozen categories, including the arts, business, education, government, sports, science, labor, public service, professions, and volunteer services. For more information or for nomination forms, please contact the Women's Commission at (304) 558-0070.

Got News?...Let us know what's going on with you and your family. Contact Diane Holley, Editor, at (304) 558-0661 (e-mail: dholley@gwmail.state.wv.us) with information to share with the Department's employees.

HAPPY BIRTHDAY...in November

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|---|---|
| <ul style="list-style-type: none"> 1 Joyce Christenson Personnel Steve McCloud IS&C Yvonne McCormick .. Personnel 3 Anna Jarrett-Jones ... Personnel Regina Tallman IS&C 4 Perry Dotson Personnel 6 Michael Kincaid IS&C 7 Paul Prendergast General Services 8 Robert Lewis .. General Services 9 Diane Connelly Finance Ricky Morris ... General Services 10 Susanna Hall IS&C Randy Hughes Purchasing 11 Jack Buckalew ... Secretary's Office Stephen Dolly ... Pros. Atty. Inst. Bill Judy IS&C Billy Tincher ... General Services 14 Vivian Roberts PEIA 15 David Groves .. General Services 17 Henry Hickman .. General Services Bernard McClanahan..... General Services | <ul style="list-style-type: none"> 17 Debra Pendleberry IS&C Bill Ward IS&C 18 Lisa Sword Finance Sara Tignor Aviation 19 Laura Bentley IS&C Hugh Chambers . Personnel Charles Schmidt IS&C Annagayle Stevens Secretary's Office Charles Strickland General Services 21 Carol Jarrett Purchasing Mark Sizer PEIA Waltt Vest Finance 22 Lorena Dotson CPRB Charles Mozingo BRIM 24 Loretta Evans Personnel Susan Lowe Finance 25 Charles Hager . General Services 26 Barbara Bowe Personnel 28 Lillian Branham . General Services 30 Diane Gandee Personnel Stan Moss IS&C Ron Robinson .. General Services |
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