

# Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

September 2000 • Vol. 8, Issue 9

## Employee of the Month

### Purchasing's Debbie Watkins is the Source of Information

Debbie Watkins, Administrative Secretary for the Purchasing Division, is the Department's **Employee of the Month** for September.

An 18-year veteran of state government, Debbie has many responsibilities, including assisting the Purchasing Director in preparing correspondence and reports, scheduling meetings, and making travel arrangements for the director and his staff.

Debbie also maintains per-

sonnel records and processes new hires, resignations, transfers and other personnel actions for the division. In addition, she serves as co-coordinator for all training events, including the agency and vendor purchasing conferences.

According to one of her co-workers, "Debbie **IS** the Purchasing Division. When you have a question, Debbie always has the answer. Her positive attitude toward her job and toward people in general is extremely refreshing." Another co-worker adds, "Debbie is always there for the staff. If you need something, you can ask her and it is taken care of."

In her spare time, Debbie enjoys baking, reading and spending time with her two sons, Jonathan and Jordan.

Please join Cabinet Secretary Jack Buckalew at the **Employee of the Month** presentation at 11:30 a.m. on Tuesday, September 5 on the first floor of the P&G Building.



**Debbie Watkins**  
September Employee of the Month

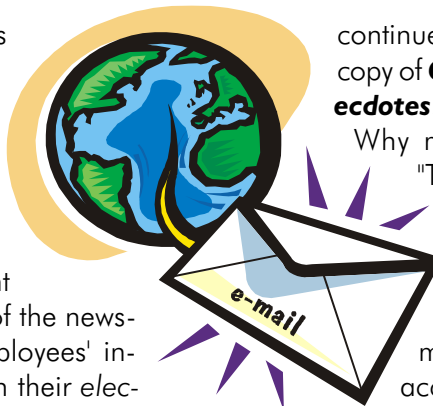
### High-Tech Delivery Service

## Department Employees to Receive *Quotes, Notes & Anecdotes* by Electronic Mail Beginning in October

**You've got mail!....**The Department's monthly newsletter will soon be delivered to employees via electronic mail.

**No more paper copies of *Quotes, Notes and Anecdotes*?** For those Department employees who have electronic mail addresses (nearly 90 percent of our employees), the monthly issues of the newsletter will **not** be delivered in the employees' in-baskets on their desks, but will arrive in their *electronic* in-baskets. A message delivered each month will provide a link to the online version of the newsletter, which is accessible on the Department's Internet site.

Employees who do not have electronic mail addresses will



continue to receive a printed copy of **Quotes, Notes & Anecdotes**.

Why make this change?

"There are several viable reasons for changing the delivery method of the Department's monthly newsletter," according to Public Information Officer Diane Holley. "Paper and printing

**QNA Delivery**  
Continued on Page 4

### Sneak Peek INSIDE...

- Renovations Made to the State Hangar
- State's Use of Technology Increases
- Personnel Gains Feedback from Participants
- State Ethics Commission Serves as a Valuable Resource
- Administrative Notes

# Aviation Division Renovates the State Air Hangar's Floor to Ensure Safety



The state's King Air is used to transport the Governor and First Lady, as well as other state officials. The mission of the Aviation Services operation is to enhance the efficiency and effectiveness of state government by providing safe, reliable and professional aviation support.

**By Meghan Nutter  
Communication Intern**

The state's Aviation Division is proud of its safety history. They have never experienced an accident and strive hard to keep a clean record. However, recent problems with the hangar's floor were becoming a concern.

"The hangar was previously used as a horse stable at the Lewisburg fair-

grounds. In 1978, it was brought to Charleston to become the state hangar," Aviation Services Director Keith Wood said.

Concrete was poured over top of water pipes to create the hangar floor. However, three years ago, the temperature in the hangar stayed below freezing for several days, causing the pipes to burst and the floor to bulge and chip.

Wood indicated that small pieces of debris can be sucked into a plane's engine when the propellers start. This is called FOD, or foreign object damage.

To prevent damage to the King Air 350, the floor was renovated by FloorPro Inc., of Louisville, KY, in late April. A quarter-inch of concrete was removed, the problem areas fixed and a special chemical coating and paint were adhered. Today, the floor is smooth, clean, and safe. The pipes were rerouted to prevent future

problems.

The King Air 350 is a nine-passenger plane, providing safe, reliable, comfortable and efficient travel for any state agency and the State Legislature, Wood said.

All four pilots, who are on-call 24 hours a day, hold an Airline Transport Pilot certificate, the highest rating a pilot can achieve. During flight, a minimum of two pilots are present on the plane at all times. The plane travels at 345 mph and can reach any destination in West Virginia within 45 minutes.

The state hangar also has new lighting and a remodeled passenger lounge with fax service and a conference area. In the future, foam insulation will be installed between the walls to reduce energy costs during the winter months.

Since time is money, business and meetings can be conducted in flight. Time management is critical to the success of any organization, and the Aviation Division is dedicated to helping state government use time more efficiently.

## BUSINESS

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### Buzzword Update

The Microsoft newsletter explains these new jargon terms:

**Facemail:** A technologically backward means of communication, inferior to voice mail and e-mail, involving actually speaking to someone face-to-face.

**Fiber media:** Material published on the archaic medium of paper.

**Death march:** Countdown to shipping a new product, involving long hours of work and vendor-machine food.



Keith Wood, Director of Aviation Services, offered Meghan Nutter, communication intern, a tour of the state hangar. The hangar's floor was recently replaced to provide better efficiency and assure safety. The previous concrete floor had begun to flake, which could have caused damage to the aircraft.

# State's Use of Technology Climbs in Recent National Magazine Survey

State government continues to improve its use of technology, according to a recent annual national survey conducted by **Government Technology** magazine.

Nationally, West Virginia ranks ninth in the management/administrative category and 11th in the taxation/revenue category. Other category rankings for the state included: 22nd in electronic commerce; 24th in law enforcement and the courts; 26th in digital democracy, and 35th in social services.

"I have been committed during the past three years to using technology to improve government's service

to our citizens," Governor Cecil Underwood said. "New technologies afford state government the opportunity to move more quickly and efficiently and also provide greater conveniences to taxpayers."

The Governor referred to such programs as the Taxpayer Accessibility Program, which allows West Virginians to file their taxes over the Internet, and the Courtroom of the Future project, which provides a link between courthouses and correctional facilities to allow legal proceedings to be con-

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*New technologies afford state government the opportunity to move more quickly and efficiently and also provide greater conveniences to taxpayers.*

**Cecil H. Underwood**  
Governor

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ducted electronically.

"Working through my Office of Technology, we have integrated new programs and procedures that have changed the way we have performed the important work of government," Gov. Underwood said.

The Office of Technology joins IS&C and other agencies in conducting the 7th Annual West Virginia Information Technology Conference and Exposition on September 26-27. For more details, visit the Internet at [www.ewvatthespeedoflight.com](http://www.ewvatthespeedoflight.com).

## Who Are You Going to Call ... with Questions or Concerns?

Who can you call when a question arises or a concern needs to be expressed to a neutral third party? Cabinet Secretary Jack Buckalew wishes to remind everyone that Trudy Oliver of the Secretary's Office serves as the Department's ombudsman for such questions and concerns.

Trudy can be reached at 558-3392; fax, 558-2999; or by mail at Building 1, Room E-119. She encourages employees to visit her office at EB-62, across from the basement's snack bar.

## 2000 Purchasing Conference Set for October

The Purchasing Division's 2000 Agency Conference will be held October 16-19 at Canaan Valley State Resort & Conference Center.

"Staying on Target with the Purchasing Division" is the theme of this annual training event for agency procurement officers and support staff.

A variety of small, informal workshop sessions have been scheduled. For more details, please call Diane Holley (558-0661), Debbie Watkins (558-3568) or Kelli Doyle (558-7839).

## On the Road Again...

### Governor Joins Local Officials in Eastern WV to Bring Government Closer to Home

Several officials from the Department of Administration joined Governor Cecil Underwood and other members of his Cabinet on August 7-10 to meet with citizens and elected officials from six eastern West Virginia counties.

Representatives of Gov. Underwood's Administration scheduled a variety of meetings in this six-county region, which included Barbour, Pocahontas, Randolph, Tucker, Upshur and Webster counties.

Gov. Underwood expressed his interest in reporting on the work being performed in this area and in gaining a more thorough understanding of the issues and opportunities of this region. "I firmly believe we can best serve the people of West Virginia by working together on the state and local levels. I am determined to make state government more accessible and responsive to the people of West Virginia," he said.

Within the past year, the Governor and other state officials have traveled to several other areas of the state, including Wheeling, Clarksburg, Martinsburg, Beckley, Huntington, Lewisburg and Parkersburg.



### Quotes, Notes & Anecdotes

is published by the Department of Administration

**Cecil H. Underwood**  
Governor

**Jack R. Buckalew**  
Cabinet Secretary

**Diane Holley**  
Public Information Officer/Editor

### Special Thanks

Jayson Cabell  
Kristy James  
Meghan Nutter  
Kaye Parks



## A Resource to State Employees **The Ethics Commission Offers Guidance to State Employees**

The Ethics Commission was created by the State Legislature in the late 1980's to serve as a resource for all public servants, according to its director Rick Alker.

"Our role is to administer the Code of Conduct which provides for the minimum ethical standards of public employees," he added. "It identifies areas that have caused problems in the past or have the 'appearance' of misconduct."

The West Virginia Governmental Ethics Act established a code of conduct to guide public officials, whether full-time or part-time, who serve in the legislative, judicial and executive branches of state, county and municipal governments, and the boards, commissions and agencies of each of those levels. The Act helps public employees avoid conflicts between their personal interests and their public responsibilities.

Alker explains that he also receives many calls on matters which may not be a violation of the Act, but which may have an *appearance* that could be questionable. "When I receive an inquiry, I inform the individual that what they have described may not be a violation, but that the perception could be perceived poorly if reported in the newspaper."

The Ethics Act is a good set of rules based on conduct, Alker said. "The Act

has been very successful and efficient because it is not fragmented. It is a uniform set of rules," he said.

The expectations for state officials and employees are much higher than for those in the private sector. He gave the example of a "father and son" business that is not uncommon in the private sector; however, in the public sector, a father hiring a son could have a questionable appearance even if the son were the most qualified candidate for the job.

Alker describes his office as a *resource* to all public servants on the Ethics Act and what it encompasses. If a public servant is unsure whether an action is a violation of the Act, the Ethics Commission is available to offer guidance.

"I'm with state government and I'm here to help you' is what we really are saying," Alker said sincerely. "We want public servants to call us and let us know about a questionable situation and allow us to help them determine what action needs to be taken."

Most questions can be answered quickly over the telephone; however, if it is a unique situation, a written question should be forwarded to the twelve-member commission, which is appointed by the Governor, for its decision.

If you have a question or would like additional information on the Ethics Act, please contact the Ethics Commission at 558-0664.

## **Credit Union:** Resource for Savings

Do you need a place to deposit your money? Would you like a checking account that has no minimum balance requirements, no monthly service charges, and no charges for the number of checks written?

Check out the West Virginia Public Employees Credit Union at 2200 Washington Street, East, or call its office at 558-0566.

New and existing members who open a checking, IRA or certificate account, will receive a flap document keeper and fold portfolio. PLUS...for people who open a checking account, the Credit Union will pay for your first box of basic checks (a \$9 value).

Hurry in soon to the Public Employees Credit Union, while supplies last!

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### **QNA Delivery** Continued from Page 1

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costs will be substantially reduced by offering electronic delivery of the newsletter to those employees who have e-mail addresses. Employees will also be able to view the publication in color and, if they so choose, may print out their own hard copy."

This process will begin with the October issue. After a few months, a survey will be included in this publication to gather our readers' opinions. However, your feedback is encouraged at all times. To share your comments or suggestions, please e-mail Diane at [dholley@gwmail.state.wv.us](mailto:dholley@gwmail.state.wv.us) or call at 558-0661.

### **ETHICS UPDATE**

#### **Did you know...**

- ♦ Those in public service should use their positions for the public benefit and **not for their own private gain** or the private gain of another.
- ♦ Although they may choose to buy from you, you may **not personally solicit** (in person, by telephone or personal letter) **private business from subordinates** you direct, supervise or control.
- ♦ You may **not have a financial interest in any contract, purchase or sale** over which your public position gives you control; nor may your spouse, your dependent parents or children, or any business in which you or they have an ownership greater than 10%.
- ♦ You may **not accept private pay** for providing information or services that your public position requires you to provide to the public at no cost.



# Personnel's Professional Development Courses Rated for Effectiveness and Value

The Division of Personnel is responsible for providing professional development for state employees. During this summer, Jayson Cabell, Personnel's student intern, conducted research to determine the long-term effectiveness which the classes have had on employees.

Six classes were used for this study: "Writing Effectively", "Measuring Workplace Performance", "Discipline and Documentation", "Creative Problem Solving", "Conflict Management", and "The Drug-Free Workplace". Participants were given evaluation sheets to complete when taking the class, and were also sent follow-up evaluations four to eight months after completion of the class to determine how effective the information had been over time.

Cabell compiled the data, which will prove useful to Personnel's management in planning future classes. His research showed that the majority of participants benefited from the classes and that they retained the information which helped



them in their jobs. "We were wanting to discover if participants found the classes useful and this was the best way of measurement," Jayson said. "Their initial evaluation may have been good, but we wanted to know if the information stayed with them and helped in the long run."

Cabell, a senior at Concord College who has served as Personnel's intern for two years, also designed a new, more professional evaluation sheet that is now being used. He indicated that this research will be useful to him during his marketing and finance curriculum.

Hundreds of state employees rely on the Division of Personnel for training. A recent survey indicated that the information learned is retained and put to good use on the job.

## Phase III Expansion of WV CHIP Proposed Upon Federal Approval

Effective October 16, the West Virginia Children's Health Insurance Program (WV CHIP) could be expanded to include an additional 14,000 children, if the federal government approves the plan.

The proposed expansion will come from changes in eligibility requirements for children from birth through age 18. The income level is to be increased to 200 percent of the federal poverty level.

"This is positive news for about 14,000 children who will become eligible to receive health care as a result of this expansion," Gov. Underwood said. "These children join more than 16,000 other young West Virginians who gained eligibility in the first two phases of the program."

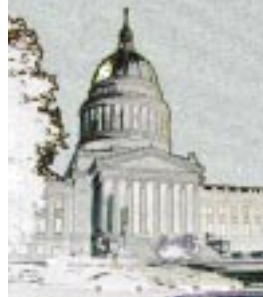
WV CHIP submitted the

state plan amendment for Phase III in mid-July to the Health Care Financing Administration, a federal oversight agency. The Governor said he is eager for the federal agency to review and approve the program expansion so more children can receive health coverage.

"The federal share for the expanded program will exceed \$25 million annually, matched by more than \$5 million of state funding," said WV CHIP Director Lynn Sheets. For more details, access WV CHIP's website: <http://www.wvdhhr.org/wvchip>.

**Editor's Note:** Lynn Sheets resigned from her position as WV CHIP director, effective August 25, 2000. Deputy Administration Secretary Dot Yeager will assume the duties of director on an acting basis until an appointment is made.

## News Around the State Capitol



[The following information was compiled from press releases issued by the Governor's Press Office. To learn more about the information listed, access the Governor's website at <http://www.state.wv.us/governor/media.htm>]

### Workforce Investment Board Established

Gov. Underwood signed an executive order establishing the West Virginia Workforce Investment Board.

### Governor Decides Not to Impose Spending Cuts

State tax collections are close to projections so the Governor has decided not to go forward with plans to roll back state spending by 3 percent.

### Gen. Colin Powell Attends State Conference

Colin L. Powell, USA (Ret.) was the keynote speaker at the West Virginia State Conference on Volunteerism, Community Service and Service-Learning

# Getting "Dunked" for a Good Cause



Have you ever wanted to get one of your co-workers back for a prank played on you? IS&C recently gave its employees this opportunity...all for a good cause.

IS&C coordinated a fundraiser to help two employees who have incurred major medical expenses. Both employees have been forced to travel out of state for treatment.

An employee suggested having a *summerfest* to raise money...but how could they do it? It just so happened that IS&C had a dunking booth sitting around. So, how does this story end? With a drenched Data Center Director Mart Denison, IS&C Director Mike Slater, Le'Ann Arthur, Jane Patterson, Craig Cotsmire and Matt Brown.

Employees paid a dollar to "vote" for an IS&C employee. Those with the most votes got dunked at a recent division cook-out at which management played "chef". Employees could buy three softballs or one basketball for a dollar to throw at the targets.

There was also a 50/50 drawing of which half of the money went to the winner, Dave Lester, and the other half to the two employees. During this fundraiser, approximately \$650 was raised for these employees.

**Welcome to the Department! ... Patricia Perez (PEIA); Beverly Toler and Kimberly Tomalin (Purchasing); and Tenicia Butler and Deborah Fernatt (BRIM).**

**Best Wishes...**to James Swiney (Purchasing), Beth Ludwig (Ethics Commission); Rebecca Jones (CRPB); , and Patricia Nichols (BRIM), who recently resigned from the Department.

**Congratulations!...**to Mart Denison of IS&C who was promoted from Information System Manager III to Information System Manager IV. Mart is serving as manager of IS&C's Data Center.

## PEOPLE TALK

**Benefit Walk...**The Southern West Virginia Chapter of the Alzheimer's Association is organizing "Memory Walks" in six cities throughout the state, beginning September 30th in Elkins. The Charleston walk is scheduled for October 8. For more details, call 343-2717.

**The New Arrivals...**Congratulations to our department employees and their families who are celebrating their "new arrivals": PEIA's Judy Anderson recently gave birth to twins, Alex and Brad. Judy was touched by the state employees who donated leave during and after her pregnancy. Personnel's Mary Murphy's son Tim and his wife, Debbie, welcomed their daughter Caroline Elizabeth on July 27. Purchasing's Sandy Joyce joined her son Tim and his wife Mandy in welcoming her grandson Jeremiah Ray on August 16.

**Proud Papa...**Personnel's Pat Quinlan is proud of his youngest son, Casey, a junior at WVU who is majoring in broadcast journalism and is involved in Student Administration. He is also the executive director of Mountaineer Maniacs, a new cheering group for all WVU sports.

## HAPPY BIRTHDAY...in September



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| <ul style="list-style-type: none"> <li>2 Connie Byrne ..... Finance</li> <li>Curt Curtiss ..... Purchasing</li> <li>Ada Lewis ..... Personnel</li> <li>3 Gay Ellis ..... Finance</li> <li>4 Kim Huffman ..... IS&amp;C</li> <li>6 Lewis Brewer ..... Ethics</li> <li>Dick Estill ..... Purchasing</li> <li>7 Rebecca Mann ..... Finance</li> <li>8 Janet Shelton ... Secretary's Office</li> <li>9 Philip Adams ..... IS&amp;C</li> <li>Charlotte Belcher .... Personnel</li> <li>Erline Davis ..... CPRB</li> <li>Chuck Walker ..... IS&amp;C</li> <li>11 Ben Clark ..... IS&amp;C</li> <li>Diana Davis ..... CPRB</li> <li>David Whit ..... Purchasing</li> <li>12 Craig Cotsmire ..... IS&amp;C</li> <li>Thomas Lambert .. General Services</li> <li>13 Connie Maxwell ..... Finance</li> <li>Evan Williams ..... Purchasing</li> <li>14 Raymond Prozzillo . General Services</li> <li>Jerri Rucker ..... Finance</li> <li>16 Kathy Thomas ..... IS&amp;C</li> <li>19 Cathy McClung ..... IS&amp;C</li> <li>20 Bill McClanahan ..... IS&amp;C</li> <li>21 Sharon Horn ..... Personnel</li> </ul> | <ul style="list-style-type: none"> <li>21 Stephen Kenney .. Pros. Atty. Inst.</li> <li>Aaron Riley ..... IS&amp;C</li> <li>22 Bonna Bilyeu ..... Personnel</li> <li>Sharon Gill ..... PEIA</li> <li>Sarah Long ..... BRIM</li> <li>23 Barbara Jarrell ..... Personnel</li> <li>Teresa Siders ... Public Defender</li> <li>Tammy Williams ..... CPRB</li> <li>24 Shawn Carper ..... Finance</li> <li>Jim Farmer ..... Purchasing</li> <li>Daniel Pauley ..... IS&amp;C</li> <li>Deidre Rainwater ..... IS&amp;C</li> <li>25 Stephanie Chafin ..... IS&amp;C</li> <li>Bryan Michaels ..... Finance</li> <li>David Wolfe ..... Purchasing</li> <li>26 Al Hugar ..... Finance</li> <li>28 Stan Chambers ..... Personnel</li> <li>Joan Chapman ..... Finance</li> <li>Cathy Kushner ..... IS&amp;C</li> <li>Diana McGinnis .. Secretary's Office</li> <li>29 Karen Copeland ..... PEIA</li> <li>Charles Curry .. General Services</li> <li>Jerry Gladwell ..... BRIM</li> <li>Greg Hutchinson ..... IS&amp;C</li> <li>30 Janet Atkins ..... CPRB</li> <li>John Wagner ..... IS&amp;C</li> </ul> |
|---|--|