



Quotes, Notes & Anecdotes

Monthly Employee Newsletter Published by the Department of Administration
APRIL 2012 - Volume 19, Issue 4

Employee of the Month

O'Leary's Hard Work and Dedication Earn Recognition

TONY O'LEARY, a Public Information Specialist 2 with the Purchasing Division, has been selected as the Department of Administration's *Employee of the Month* for April.

A state government employee for 14 years, O'Leary is responsible for various communication initiatives, including the monthly publication, *Quotes, Notes & Anecdotes*, and the Purchasing Division newsletter, *The Buyers Network*. He also coordinates various events,

such as the Purchasing Division's annual Open House and tracks the division's legislation.

"Tony is always willing to take on new projects, with enthusiasm and vigor," said one co-worker. "He is extremely reliable and always makes sure pending projects are completed or updates his supervisors accordingly."

Another co-worker said, "With his sense of humor and easy-going demeanor, Tony creates a comfortable rapport

with colleagues and customers. But the bottom line is he gets the job done."

In his spare time, O'Leary likes to spend time with his family and enjoys anything associated with outdoor recreation.

O'Leary will be joined by his friends and co-workers at a special ceremony presented by Acting Cabinet Secretary Ross Taylor on Thursday, April 5, at 11:15 a.m. at the Purchasing Division in Building 15.



TONY O'LEARY
April Employee of the Month

Transitioning from Finance Director to Cabinet Secretary...

Cabinet Secretary Ross Taylor Hits the Ground Running



Acting Cabinet Secretary Ross Taylor is a familiar face to Department of Administration employees. For the past seven years, he has served as the director of the Finance Division and, more recently, has also helped guide the wvOASIS Enterprise Resource Planning (ERP) project as its program manager. He continues to serve as chairman of the OASIS Steering Committee.

On February 23, 2012, he was selected to take the reins of the top leadership role within the Department of Administration. Considering his managerial attributes as being fair, consistent and open to ideas, Secretary Taylor said he has always operated with an open-door policy. "Personally, I consider myself very mild-mannered, level-headed and am not the type to rush to

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Acting Cabinet Secretary Ross Taylor previously served for the past seven years as director of the Finance Division.

SNEAK PEEK

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Kick-Off Event Helps Build Excitement for ERP

The kick-off for the state's new Enterprise Resource Planning (ERP) system offered a crowd of state employees an opportunity to see highlights of the new system benefits and the project timeline.

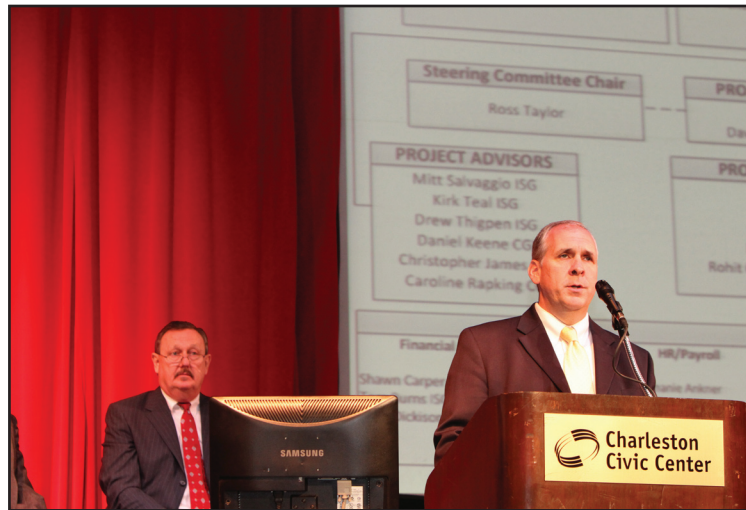
The event was held March 13 at the Charleston Civic Center Little Theater in Charleston.

Known as wvOASIS (Our Advanced Solution with Integrated Systems), the ERP system is designed to merge 118 different systems across the state to streamline various government functions while providing greater government oversight and transparency. CGI Group Inc., a Fairfax, Va.-based IT and business processes company, is the vendor for the project.

"We would like you to take away from this presentation a sense of the project dynamics, an understanding of the commitment, and an excitement and eagerness to move forward," said Todd Childers, the project director for wvOASIS.

An implementation timeline for the project was highlighted, discussing the planned phasing process for the system. Several state government employees serve as team leads in the development of the various processes that wvOASIS will incorporate, including finance, procurement, human resources and payroll, treasury, transportation, enterprise readiness and technical.

The need to change and update the existing, outdated systems was emphasized by State Auditor Glen Gainer III, who called the new ERP system "the



Todd Childers, project director for wvOASIS, spoke during the kick-off event for the state's Enterprise Resource Planning (ERP) system.



Gov. Earl Ray Tomblin's Chief of Staff Rob Alsop emphasized during the official kick-off to the state's Enterprise Resource Planning system the importance of this new system.

right thing to do for the state." He added the system is predicted to save \$35 million annually. "This will be a tremendous change, and it will transform what we do," he said.

State Treasurer John Perdue echoed

Gainer, saying "the time has come to change technology." He called state employees "the backbone of state government" and praised the willingness to work together as a team.

Gov. Earl Ray Tomblin's Chief of State Rob Alsop referred to the state's "customer base of 1.8 million residents" and how wvOASIS will create greater efficiency for state workers.

Gov. Tomblin and CGI US Operations President George Schindler each spoke in pre-recorded presentations.

"This is a monumental undertaking, and once complete, the project will serve West Virginia and its people well," Tomblin said. "To be a success and make the most of the opportunity before us, we need your knowledge and expertise."

For more information about wvOASIS and the ERP project, please visit <http://www.wvoasis.gov/>.

Office of Technology Honored at National Technical Awards

The West Virginia Division of Motor Vehicles (DMV) and the West Virginia Office of Technology (OT), in partnership with West Virginia Interactive (WVI), were recognized as a finalist in the ACT-IAC Excellence.gov awards for the DMV's Vehicle Registration System (VRS). The system is designed for dealerships to streamline interactions with the DMV. The key features of the system include real-time access to temporary plate data by law enforcement, the elimination of many paper forms previ-

ously required, and online ordering of supplies. Usability is also a main focus with an intuitive step-by-step process that guides dealers through the filing process, eliminating much of the guesswork and errors that cause title work to be returned.

The Excellence.gov Awards were created in 2002 by the American Council for Technology and Industry Advisory Council to acknowledge and recognize government programs that use information technology (IT) to advance the busi-

ness of government in an effective, efficient and innovative manner.

The DMV, OT and WVI were one of six finalists in the category "Excellence in Enhancing the Customer Experience." The award recognizes programs that create a customer-centric culture that emphasizes continuous improvements to delight citizens and businesses that interact with the government organization.

The awards were presented during a luncheon held on March 13 in Washington, D.C.



State's Financial Outlook Outlined in Comprehensive Annual Report

The 2011 Fiscal Year Comprehensive Annual Financial Report (CAFR), which presents the financial condition of the state for the fiscal year which ended June 30, 2011, is now posted online at www.wv-finance.state.wv.us/CAFRGAP.HTM.

The Finance Division's Financial Accounting and Reporting Section is responsible for compiling the 283-page report. The CAFR combines the financial information from all state agencies into one financial document, detailing the state's expenditures versus the state's budgeted projections. It is used by legislators, state agencies, bond rating services and taxpayers to review how the state is handling its finances.

The CAFR is prepared in accordance with Generally Accepted Accounting Principles and is audited by independent certified public accountants each fiscal

year. The CAFR is submitted to the Government Finance Officers Association (GFOA) for consideration in the Certificate of Achievement for Excellence in Financial Reporting program. The Finance Division has received the GFOA recognition every year since 1995.

"The CAFR contains a great deal of important information about the state's finances. It is a very demanding project for our staff, but year in and year out, they continue to show what true professionals they are in completing it," said Dave Mullins, Acting Director of the Finance Division.

The Financial Accounting and Reporting Section members who put together this year's CAFR are Connie Byrne, Shawn Carper, Susannah Carpenter, Jordan Clay, Betsy Frame, Becky Hayes, Jeff Perkins, Chris Sforza, Jane Shinn, Sheila Straley, and Kay Walden

New Personnel Classes Offers a Look at Leadership, Management and...Video Games?

New, upcoming classes offered by the West Virginia Division of Personnel's Organization and Human Resource Development (OHRD) office will give attendees the chance to improve their communication, enhance their management skills, and even find out how the design of video games can be applied to work performance.

"Interpersonal Communication: Building Relationships, Improving Performance" will be offered April 27, June 22, Aug. 2 and Sept. 19. Senior Development Consultant Mark Isabella said the class, facilitated by Nicole Michaelis, will focus on the importance of

relationships in an age where technological communication is predominant.

Being offered June 15 and Aug. 22 is "Project Management Primer: Communication Essentials," facilitated by Hannah Toney. Isabella said that as project management becomes more vital, ensuring good communication between team members, sponsors and customers are vital for a successful outcome.

Both programs are full-day classes being offered at the West Virginia State Training Center in Building 7 on the Capitol grounds.

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PEIA Open Enrollment Begins April 1

The Public Employees Insurance Agency's (PEIA) Open Enrollment for Plan Year 2013 opens April 1 through April 30. It is during this month that policy holders can make changes in their insurance coverage without having a qualifying event and changes made take effect July 1, 2012.

There are several important plan changes for Plan Year 2013 for active employees and non-Medicare retirees as voted on by the PEIA Finance Board. They are:

- Eliminates coverage for acupuncture
- Adds a \$10 per visit co-pay to outpatient physical, occupational, speech and massage therapy service and chiropractic for the first 20 visits in a plan year. This co-pay is in addition to deductible and 20 percent co-insurance. If further therapy is medically necessary and approved by ActiveHealth, visits beyond the first 20 require a \$25 co-pay, plus deductible and co-insurance.
- Keeps coverage for massage therapy, but requires massage therapists to carry \$2 million malpractice insurance, and follow treatment guidelines of the American Massage Therapy Association.
- Increases the Urgent Care co-payment from \$15/\$20 to \$25.
- Increases the emergency room co-pay from \$50 to \$100. The co-pay will be waived if the patient is admitted to the hospital. If the visit is determined to be a medical emergency not requiring admission, the co-

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New Year's Resolutions for Lawns and Flower Gardens

January 1 is widely considered a day in which people embark on new initiatives to better their health.

April 1 should be considered the day in which people embark on new initiatives to better their lawn and gardens.

The General Services Division staff realizes that this is the best time of year to prepare lawns and gardens when temperatures are cool, there is more rain, and the plants are ready to wake up and grow.

When it comes to getting a healthy and green lawn, the following suggestions are recommended:

First, rake the lawn to clear it of debris and to scratch the surface to break the surface of

the soil. This is to enable the soil to aerate and allow the applied lime, fertilizer and seeds to be better absorbed when it rains. To be most efficient, test the dirt with a soil kit to determine the lawn's pH level which dictates the best mix of lime and fertilizer and to do this before May. After May, follow a scheduled treatment plan as suggested by any of the name brand lawn care companies.

As for flower gardens, a good early cleaning is an essential first step. It is important to cut all dead annuals and to rake and clean the beds, particularly to get rid of the weeds. Weeding this time of year is the key in order to remove the weeds before they bloom and spread more seedlings.



SECRETARY

Continued from Page 1

judge or react. I am somewhat methodical in how I address situations," he said.

Already knowledgeable of many issues underway within the department, Secretary Taylor wasted no time in keeping the department moving forward at a rapid pace. "There are many initiatives both underway and on the horizon that are high on my priority list," Secretary Taylor said. The list includes the renovation of Building 3, the statewide Broadband Initiative, and the state classification and compensation project, known as PLANS. The goal of this project is to more accurately describe the jobs that state employees perform and to create a new salary structure to better reflect these responsibilities.

"Additionally, as a member of the OASIS ERP project, I believe that this comprehensive multi-functional computer system will touch many facets of state government, including but not limited to, financial, human resources, procurement, asset management and facilities," he said.

With a Bachelor of Science degree in accounting and finance from West Virginia State University and a Master's Degree in business administration from Marshall University, Secretary Taylor hopes that his fiscal knowledge and experiences will assist in developing effective and innovative solutions. "Based upon projections, it appears we will have a couple of lean years ahead of us. Therefore, we all may be asked to tighten our spending and look for cost-effective alternatives."

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Our employees are more like a family. We all do our jobs, but we also care for our fellow workers.

- Acting Secretary Ross Taylor

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This innovative thinking will be necessary in addressing such challenges as the continued rising cost of health care which the Public Employees Insurance Agency (PEIA) must confront. "Rising health care costs are obviously of great concern to me, as well as to our active employees and retirees. As chairman of the Public Employees Insurance Agency's Finance Board, I hope to use my financial background to work with the other board members and the PEIA staff to seek solutions to some of these challenges."

Unlike some departments that have a more central focus, Secretary Taylor made note of the uniqueness of the various programs and services offered by the Department of Administration. "We not only serve state government, but we also provide service to the citizens of West Virginia. Our services are very diverse, ranging from working on the Capitol grounds to managing the state's retirement plans, to being responsible for the procurement of goods and services, preparing the state's

comprehensive annual financial report and managing state employees' health insurance. Our mission is different from other departments in that our focus is very broad. We need to be cognizant of our customers and their expectations."

The transition from division director to cabinet secretary has been eased by the supportive network that is currently in place. "The Department of Administration is fortunate to have a very good leadership base within our agencies. I was fortunate to come into this position with relationships already formed and a good understanding of the budgets," he said.

Equally important, he praises the family atmosphere among the employees of the department. Speaking frankly of his personal health issues that he experienced last year, he said his department family made a difference. "Our employees are more like a family. I learned this first hand when I went through some significant health problems. I am grateful and extremely appreciative of how caring our employees were to me during that time," he said. "This is a testament to the type of people we have working within the Department of Administration. We all do our jobs, but we also care for our fellow workers."

Secretary Taylor replaced Robert Ferguson, who resigned on February 22 after seven years of serving as cabinet secretary. Dave Mullins will continue to serve as acting finance director, a position he has held since Secretary Taylor began working as project manager of the OASIS project.

Susannah Carpenter Selected as Interim Chief Technology Officer

Acting Department of Administration Cabinet Secretary Ross Taylor recently announced the selection of Susannah Carpenter to serve as interim chief technology officer for the state of West Virginia. Carpenter began her new role in the department on March 26.

A Certified Public Accountant, Carpenter has been serving as the assistant to the comptroller for the Finance Division within the Department of Administration since 2007. Her previous experience also includes working as a research manager for the state Legislative Auditor's office and as a senior accountant for a private auditing and consulting firm.

She earned a bachelor's degree in accounting from Virginia Polytechnic Institute and State University in

Blacksburg, Va.

In the capacity of interim chief technology officer, Carpenter will direct more than 200 employees of the Office of Technology and work with management, information technology teams and external partners in overseeing the state's information technology efforts. This position is responsible in setting goals related to information resource management, while providing technical assistance to state entities in the design and management of information systems.

Carpenter is the interim replacement for former Chief Technology Officer Kyle Schafer, who resigned from this position effective March 9, 2012. A search is underway for a permanent chief technology officer.



Susannah Carpenter began her new role as Interim Chief Technology Officer on March 26.

PEIA

Continued from Page 3

- payment will be reduced to \$50.
- Adds a \$500 co-payment for medically necessary dental services and for bariatric surgery. These copayments are in addition to the deductible and 20 percent co-insurance;
- Increases the non-preferred drug co-payment from \$50 to 75 percent co-insurance. Plan pays 25 percent and member pays 75 percent.

Additional information to remember includes:

- The Improve Your Score program expanded for Plan Year 2013 to include two steps: 1) screening and 2) engagement. Members receiving an overall score of Yellow or Red in their screening must report their engagement activity before April 30, 2012, to continue their premium discount for Plan Year 2013.
- PEIA has added Plan D – the West Virginia ONLY plan. Members enrolling in this plan must be West Virginia residents, and all care provided under this plan must be provided in West Virginia. The only care allowed outside the state of West Virginia will be emergency care to stabilize the patient and a limited

number of procedures that are not available from any health care provider inside West Virginia. The benefits (co-payments, co-insurance, deductible and out-of-pocket maximum) of Plan D will be identical to PEIA PPB Plan A, but there will be no out-of-state coverage.

- During Open Enrollment, policy holders do not need a qualifying event to add dependents to or remove dependents from coverage, but must provide documentation substantiating the dependent (birth certificate, marriage license, guardianship papers, etc) before coverage can become effective.

For more information or questions, consult the PEIA Shopper's Guide which was mailed in late March; call the PEIA Open Enrollment Helpline at 1-877-676-5573; or visit www.peia.wv.gov.

Members may update their accounts online by clicking on the "Manage My Benefits" button on the PEIA website. Members are also encouraged to attend PEIA Benefit Fairs, which will be conducted throughout the state this month. The fair hours will be from 3 to 6 p.m. at each location.

The PEIA Benefit Fair schedule is listed below:

- **April 2 – Charleston**
Charleston Civic Center
Parlor A
200 Civic Center Drive
- **April 3 – Parkersburg**
Comfort Suites of Parkersburg South
167 Elizabeth Pike, Mineral Wells
- **April 4 – Martinsburg**
Holiday Inn
301 Foxcroft Ave.
- **April 5 – Morgantown**
Ramada Inn
I-68 (exit 1), US Route 119N
- **April 9 – Wheeling**
Northern Community College
Market Street
- **April 10 – Beckley**
Tamarack Conference Center
Board Room
- **April 12 – Huntington**
Holiday Inn Civic Arena
800 Third Ave.

Tell Us About Your Graduate!

As in the past, *Quotes, Notes & Anecdotes* will be recognizing all of our graduates for this year. If you have a child or grandchild graduating from high school or college, please e-mail Chad Williamson at chad.b.williamson@wv.gov by April 16 with the name, school and future plans of your special graduate.

OHRD

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Isabella said the growing presence of video games in our culture, ranging from Xbox to games that can be played on a smartphone, brought about the idea for "What Video Games Can Teach Us About Performance Management." "We look at the popularity of video games and wonder what makes them so appealing," he said. "We might just be able to learn something from game design and apply it to work." The class is scheduled as a "brown bag" Lunch-and-Learn session from noon to 1 p.m. on May 15 in the State Training Center.

OHRD will also be offering "Managing for Excellence I" and "Managing for Excellence III: Beyond Boundaries" in 2012. MFE I is a five-day course with classes set for April 26, May 23, June 28, Aug. 30 and Sept. 30 and will be taught at the West Virginia State Training Center. Participants will explore and practice key elements of effective management and leadership.

Isabella believes that MFE III is one of most relevant and practical programs offered by OHRD. "This class covers major facets of change leadership, including strategies for managing the introduction of new technologies and systems," he said.

The class, instructed by Evie Davis and Isabella, will be offered Oct. 2-5 at Hawk's Nest State Park.

For more information on classes offered by OHRD, please go to <http://www.personnel.wv.gov/ohrd/Pages/default.aspx>.

Welcome! ... to the Department of Administration our new employees: **Stephen Stockton** (CPRB); **Marie Larch** and **Barry McClure** (General Services); **Rebecca White** (Personnel); **Justin Sharp** (Real Estate); and **Jeremy Boykin, Emily Dowdy, Deborah Lemmon, Christopher Rankin, David Roberts and Duane Ryder** (Technology).

Best Wishes ... to our employees who recently resigned from our department: **Jill Farrah-Brown** (BRIM); **Alicia Legg** (CPRB); **Brian Gillespie** and **Barry Williams** (General Services); **Mariama Kouroma** (Grievance Board); and **Kyle Schafer** (Technology).

Time to Relax ... After years of hard work, congratulations to **Carla Bright** of the Office of Technology and **Ken Frye** of the Purchasing Division - Surplus Property, who can now kick back and relax. Happy retirement!

Congratulations ... Zachery Ayoob, the 17-year-old son of Perry and **Mary Jane Ayoob** (Personnel), was named a 2012 National Merit finalist. Approximately 1.5 million students apply for the honor though PSAT score, SAT score, academic accomplishments, personal statements, recommendations, community service hours, extracurricular involvement and essays. He is ranked among the top one percent of the nation's seniors. He will graduate in May from Charleston Catholic High School.

Got News? ... Contact **Diane Holley-Brown**, editor, at (304) 558-0661 or at Diane.M.Holley@wv.gov with information that you would like to share with the department's employees.

HAPPY BIRTHDAY ... in April

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|---|--|
| <p>1 Samantha Knapp Purchasing
Wallace Kunin Technology
Harry Mandel CPRB
Deanne Turley BRIM</p> <p>3 Leann Arthur Technology
Chad Williamson Purchasing</p> <p>4 Brenda Gould Grievance</p> <p>5 Mark Isabella Personnel
Shovik Sengupta CPRB
Andrea Smith Technology</p> <p>6 Donna Lipscomb Sec. Office
Perry Rawlings Gen. Svcs.
Matthew Thomas PEIA
Rebecca Whetzel Technology</p> <p>7 Benton Hall Technology
Roger Townsend CHIP</p> <p>8 Stefanie Youngblood CPRB</p> <p>9 Pauravi Randeri Technology
Mary Schafer Pros. Atty.</p> <p>10 Kenneth Bowles Technology
John Dotson Gen. Svcs.
Lester Shanklin III Gen. Svcs.</p> <p>11 Byron Lusher Technology
Tony O'Leary Purchasing
Jane Shinn Finance</p> <p>12 Matt Short Technology</p> <p>13 Shelley Burford CPRB
Jeff Harbour Gen. Svcs.
Jim Richards Technology</p> <p>14 Ed Coleman CPRB</p> | <p>14 Bernard Huffman PEIA</p> <p>15 Sarah Hunter CPRB
Torie Williams CPRB</p> <p>16 Jeanne Barnhart Purchasing
Michael Cheeks Technology
David Williams Gen. Svcs.</p> <p>17 George Tanner Gen. Svcs.</p> <p>19 Nidia Henderson PEIA
Justin Sharp Gen. Svcs.</p> <p>20 Keith Burdette Gen. Svcs.
Kelly Dean CPRB
Andrew Guz Gen. Svcs.</p> <p>21 Evelyn Davis Personnel
Jeremy Walker Personnel</p> <p>22 Anne Crabtree Technology
Greg Hubbard Gen. Svcs.
Gary Reed PEIA</p> <p>23 Thomas Hackney Gen. Svcs.
Jeffrey Lawrentz Pub. Def.
Carlos Neccuzi Technology</p> <p>25 Nathaniel Sizemore .. Technology</p> <p>26 Jim Hawley Gen. Svcs.
Richard Miller Gen. Svcs.
Robin Perdue Grievance</p> <p>28 Cynthia Adkins CPRB
Tina Murdock CPRB
Jeff Wilson Technology</p> <p>29 Carles Farley Gen. Svcs.
Jill Roberts Technology</p> <p>30 Kim Weber Ethics</p> |
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