

Quotes, Notes & Anecdotes

Monthly Employee Newsletter Published by the Department of Administration
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Employee of the Month

Ellen Briggs Fills Big Role at Ethics Commission



Ellen Briggs
August Employee
of the Month

Ellen Briggs, Executive Assistant to the Director of the West Virginia Ethics Commission, has been selected as the Department of Administration’s *Employee of the Month* for August.

Briggs was 17 years old and just out of high school when she started working for the state. She has worked for two state agencies and one college during her 39 years of employment.

Working for the Ethics Commission since 2014, her duties range from processing more than 3,000 Financial Disclosure Statements and preparing agendas and minutes for meetings to supervising other employees. She also performs paralegal duties and is the “go to” person for everyone in the office.

“Ellen is extremely reliable, organized and cheerful every single day. She is sought out by everyone on the staff for advice and guidance on how to perform various tasks, who to call about various items, and how best to tackle difficult problems,” said the co-worker who nominated her. “She steps in when we have a staff vacancy and performs the work for that position as well as her own work. We can always count on Ellen to have valuable suggestions and honest comments about various problems and tasks.”

Briggs has lived in East Bank her entire life. She is active with her church and its youth and serves as a volunteer for Hospice and for the Mustard Seed, a shop which raises money for area churches through donations. She also enjoys time with her family and friends and her cat, B.B.

Briggs will be joined by friends and co-workers at a special ceremony presented by Cabinet Secretary John Myers on Tuesday, August 15, 2017, at 1:00 p.m. at the Ethics Commission office on Brooks Street in Charleston.

Personnel Gains Insight from Listening Sessions

A listening session is a great way to receive constructive feedback and share best practices with key stakeholders. It starts with a group of people in a room, listening to one another and discussing pertinent issues.

The Division of Personnel (DOP) recently kicked off a series of listening sessions, beginning with the Department of Military Affairs and Public Safety in June. Acting Director Joe

Thomas said so many people were interested in attending that they had to schedule four sessions over a two-day period. The duration for each session was approximately two hours.

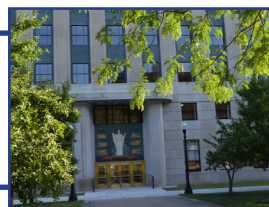
The plan for this series of listening sessions is to meet with the head of each agency in state government as well as



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SNEAK PEEK

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- Building 3 Restoration Project Becomes a Reality / Page 2



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Administration Agencies Work Together to Make Building 3 Restoration Project a Reality

Renovations made to Building 3 on the Capitol campus are now complete and agencies have begun moving in. The renovated building offers panoramic views of the Capitol campus and downtown Charleston. During this project, the General Services Division worked together with the Real Estate Division to develop the new office space for agencies, including Commerce, Tourism, Labor, WorkForce West Virginia, and Personnel. The Purchasing Division issued the contracts for this renovation project on behalf of the General Services Division.

“The original plan was for Building 3 to house the Auditor’s and Treasurer’s offices, but as time went on, it was determined that the Department of Commerce would be a better fit,” said David Bailey, realty manager of the Real Estate Division. “Since that agency often meets with potential investors, they needed a space that would represent the state well. That meant a lot of upgrades to the building.”

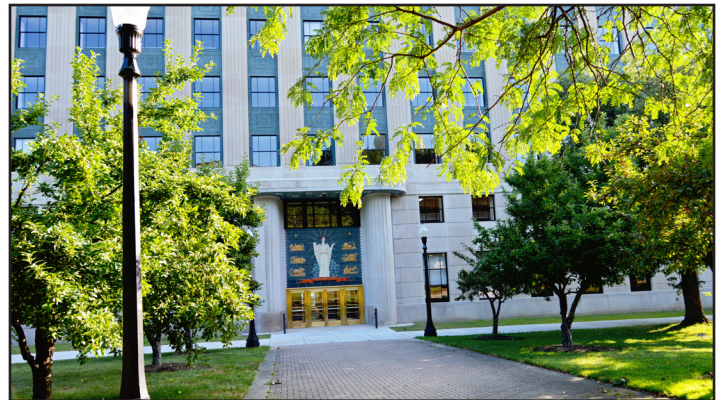
While the General Services Division led the project, staff from the Real Estate Division conducted extensive interviews with each agency to understand what they do, how they do it, and what they would need in the new space.

“We worked with General Services’ architects to make sure that as they were laying out the space, each agency’s staff would have the tools needed to do their jobs,” Bailey said. “The functionality of each office space had to be incorporated into the design. The Real Estate Division focused on the people, while General Services focused on the ‘sticks and bricks’ of the project, managing the design and construction.”

Good communication between the two agencies was



The Building 3 renovations are complete (pictured below) and most agencies have moved in. Above, General Services Division’s Bob Krause conducted a tour with (from left to right) Purchasing Division Senior Buyer Jessica S. Chambers, Buyer Supervisor Linda Harper, and Senior Buyers Charles Barnette and Mark Atkins.



Please see **BUILDING 3, Page 5**

Purchasing’s Strategic Sourcing Meetings Benefit State Agencies in Planning for Future Transactions

As the new fiscal year gets underway, Department of Administration agencies are focusing on customer service and helping their customers get the most out of our state’s taxpayer dollars. Because better planning usually leads to cost savings, several agencies have met with the Purchasing Division as part of a strategic sourcing initiative.

During these meetings, the Purchasing Division shares with procurement officials a list of their agency’s expiring contracts as well as procurements made during the previous fiscal year. Other discussion topics during these meetings include opportunities to consolidate procurements, internal controls and procedures, comparisons of inspection outcomes, legal issues and procurement training platforms.

“We’re looking for feedback on all aspects of the purchasing process, including training, the inspection process, and current and future procurements,” stated Acting Purchasing Director Mike Sheets. “Through these meetings, we learn

more about the structure and organization of our agencies and they learn more about us.”

The Purchasing Division has realized many benefits to these meetings, such as a shift in General Services’ focus from building to maintenance contracts. “This has meant a change in the way they buy. There is less overhead and smaller contracts,” Sheets said. “The Building 3 renovation was one massive contract. In a year, that will turn into smaller maintenance contracts. That change affects how we work and means a different use of our resources.”

Everyone who has attended a strategic sourcing meeting has been provided full access to a slew of resources. “There is no jumping around from the Director’s Office to the buyer. Everybody is at the table, and it’s meant to be an interactive conversation,” said Assistant Purchasing Director Frank Whittaker. “We hope the agencies walk away feeling that we’re all in this together.”

Public Defender Services Adopts and Posts to its Website New Standards for the State's Indigent Defense Function

On May 24, 2017, the Indigent Defense Commission issued its resolution approving the Standards for the Indigent Defense Function in the state of West Virginia (herein referred to as "Standards"). That same day, the Public Defender Services (PDS) published a copy of the Standards on its website at www.pds.wv.gov.

These Standards were created based on the Fourth Edition of the American Bar Association's Criminal Justice Standards for the Defense Function and were then modified to criminal defense practices in the state of West Virginia. For counsel unfamiliar with these sorts of cases, the Standards are a valuable resource because they outline in writing the client's and the courts' expectations from counsel. Topics found within the Standards include "Lawyer-Client Relationship," "Disposition without Trial," and "Appeals and Post-Conviction Remedies."

"The defense of indigent citizens facing the loss of a liberty interest can be an isolated practice," shared PDS Executive Director Dana Eddy. "Most attorneys avoid such appointments, especially those with a successful private practice. Accordingly,

many counsel do not have ready sources of guidance or mentoring."

While these Standards apply to the state's full-time public defenders, they also apply to private counsel who take court appointments to represent indigent citizens facing prosecution by the state.

"For the first time, court-appointed counsel and public defenders have a formal framework for the effective representation of their clients," added Eddy. "The Standards are especially meaningful for young lawyers who are just beginning to take court appointments."

Because the Standards are aspirational for counsel, individuals will not face any disciplinary issues if the Standards are not met. These Standards may be consulted by a court to determine if a counsel's representation of a client was reasonable and effective.

In order to help attorneys better understand these Standards, PDS plans to conduct seminars throughout the state. PDS also plans to revise the forms related to criminal defense and continue accepting attorney assistance calls by the agency's Appellate Advocacy Division. A link to



The staff of Public Defender Services plans to host several educational events, including the recent 2017 Annual Indigent Defense Conference which was offered in June.

a copy of the Standards was also sent to the panel attorneys and was submitted for publication in the rules books governing the practice of law in the state of West Virginia.

A PDF of these Standards can be found on the PDS website at www.pds.wv.gov on the right side of the page under "Quick Links."

Cyber Technology Tip: Warning ... Encryption Viruses!

West Virginia, like many states, has seen a significant influx of dangerous viruses and infection attempts in the form of "ransomware." Ransomware is a type of malware that restricts access to a computer system and demands a ransom be paid to the creator of the malware in order for the restriction to be removed.

This type of malware encrypts all files on a computer, then continues to spread throughout the network. Some variations will also encrypt data on any attached drives, including internal, USB, and network. Without sufficient backups, there is usually no way to recover the files.

Anti-virus software, firewalls, and SPAM filtering technologies help filter malicious files and significantly reduce the chances of infection, but most infec-

tions are caused by users bypassing these precautions.

The Office of Technology is pleased to share with state employees some simple rules to help prevent computer infections:

Stay Sharp:

Malware is often hidden in plain sight, taking on the appearance of files for invoices, shipping confirmations, payroll information, and other common email attachments.

Think Before Clicking:

Never open unexpected attachments. Assume an attachment is hostile even if it is from a person you know and trust. Does the attachment have a random name or have a random number? Does the attachment seem relevant? Were you expecting an attachment from that agency or person? If you do know the person in question but weren't expecting them to send you an attachment, contact them and confirm that they sent it before you open it.

The same precautions apply to links in emails or online. Evaluate the destination of the link by hovering the cursor over the link. Is the link directing you to an expected site?

Follow State Guidelines:

Follow all technology policies. Stick to work-related sites. Personal emails, devices, games, music, and movies are a common source of malware infections. Additionally, save critical data to appropriate locations. Important data should not be saved on local PCs where it may not be backed up.

State employees should adhere to these tips and take precautions in all cases, both at work and at home. To learn more about the policies issued by the state's Chief Technology Officer, including the use of social media and email use standards, visit www.technology.wv.gov/security/Pages/policies-issued-by-the-cto.aspx.

Marshall Student Joins OT as Part of Governor's Internship Program

Last month's issue of *Quotes, Notes & Anecdotes* included an article on the West Virginia Governor's Internship Program. One intern, Timothy Davis of the Office of Technology, was inadvertently omitted due to his start date.

Davis is a senior at Marshall University, majoring in Digital Forensics/Information Assurance. His main responsibility in the Office of Technology is to assist in cybersecurity-related business functions. Some examples include technical and administrative work in developing, implementing, and maintaining information security policies, standards, and controls. He also assists with IT audits and assessments to identify and analyze potential threats to data systems.

"What I like about the program is how nice everyone is to me," Davis said. "They are always willing to help and they are always teaching me or clarifying information or procedures."

The West Virginia Department of Education and the Arts and the Division of Personnel collaborate each year to make this program available to all state agencies and allow prestigious students the opportunity to gain valuable experience and insight.



Timothy Davis, a senior at Marshall University, is a participant in the Governor's Internship Program with the Office of Technology.

LISTENING

Continued from Page 1

their human resources (HR) staff.

The goal of the sessions is to make improvements and develop comprehensive training for both DOP and the agencies based on input received in the sessions. DOP can make changes to policy where appropriate, pending approval of the State Personnel Board.

"We can learn more about how we can help agencies with their HR needs, answer questions, and hear about some of the challenges they face in areas such as processing transactions and how we can make those processes more efficient," Thomas said.

DOP is responsible for administering the merit-based system governing the appointment, promotion, transfer, layoff, removal, discipline, classification, compensation, and welfare of its employees, and other incidents of state or classified employment. These sessions will help educate those individuals who are not familiar with the merit-based system.

"These sessions are very interactive. It is a great way to introduce ourselves to those who are new to the personnel system in state government," Thomas said.

Recent Legislation Requires State Agencies to Maintain Accurate Online Phone Directory

The state of West Virginia provides an online phone directory for agency and general public use. Linked at the top of the wv.gov webpage, the online State Phone Directory is searchable by first name, last name, and agency. Recent legislation was passed as part of the 2017 Regular Session of the State Legislature that now requires state agencies to make updates to the Phone Directory within 30 days of any changes.

Updates can be made to the directory by using the [Mainframe Phone System](#), also referred to as the Online Capitol Telephone System. Any updates made in the system are extracted nightly and posted the following day. The

Office of Technology (OT) developed a State Phone Directory Operations Manual to assist agencies with this process. The guide includes information related to installing the software, requesting a Mainframe User ID, and using the application, as well as how to request assistance from OT. A copy of this guide can be requested at OTPhoneDirectory@wv.gov.

If an agency does not wish to make these updates themselves, OT will update and maintain the employment record for agencies on their behalf. To take advantage of this service, agencies must complete the agreement presented by OT in Appendix A of the Operations Manual.

Questions regarding the online State Phone Directory may be emailed to OTPhoneDirectory@wv.gov. The manual can be found at www.technology.wv.gov under "Quick Links" at the bottom of the page.

Please note that the online State Phone Directory is a separate resource from the State Agency Listing, which is updated monthly. Questions regarding the State Agency Listing, which is located at www.wv.gov/Pages/StateGovernmentDirectory.aspx, should be emailed to Stephanie.M.Mosley@wv.gov.

WV.gov > State Phone Directory

State Phone Directory

Welcome to the Online State Phone Directory!

This service will enable you to search for State Employee contact information. Enter your search criteria and click the Submit button.

First Name:

Last Name:

Agency:

ALL AGENCIES

Search

Capitol Market at the State Capitol Brings Fresh Food Offers



Office of Technology employees Jamie Barton, Madeline Harper, Sandy Henson, and Staci Clutters (right to left) visited the “Capitol Market at the State Capitol” during one of its four visits this summer. The Capitol Market’s final visit to the state Capitol grounds will be on Thursday, August 3, 2017, from 11 a.m. to 1 p.m. with a variety of fresh produce available for purchase.



DOP Pay Plan Changes Are Now in Effect

The Division of Personnel (DOP) has implemented several changes in the agency’s Pay Plan Policy, effective July 1, 2017. The purpose of the pay plan is to establish a uniform policy for the use and application of the salary schedule for the classified service consistent with merit principles. These revisions will give agencies more flexibility to address compensation issues.

“Sometimes we determine a policy isn’t working as intended and needs to be more efficient,” said DOP Acting Director Joe Thomas. “We removed some of the restrictions on pay equity increases and competitive salary offers.”

The Division also made some adjustments to address anticipated amendments to the federal Fair Labor Standards Act (FLSA). Generally, to be exempt from the overtime provisions of FLSA, an employee must be paid at least \$23,600 per year (i.e. \$455 per week), be paid on a salary basis, and perform exempt job duties. Exemption determinations are based on both the salary level and duties.

“The salary threshold is expected to increase as part of the FLSA, so employees may still meet the duties standard but not the salary,” Thomas said. “This means the employee would be eligible for overtime pay, which in turn would cost the state money. With our Pay Plan Policy, we wanted to ensure that state employees are compensated fairly for the work they do.”

The revised Pay Plan Policy includes provisions for discretionary salary adjustments for eligible employees who meet all requirements to be overtime exempt but who do not meet the salary threshold as prescribed under the FLSA.

The Division also added a glossary to the policy that includes terms used on a daily basis when dealing with personnel issues.

The Pay Plan Policy and a summary of the amendments can be found online at www.personnel.wv.gov/services/classcomp/Pages/PPI.aspx.

Quotes, Notes and Anecdotes

BUILDING 3

Continued from Page 2

critical for the project to be successful.

“It’s very rewarding when you have another agency with whom you work as well as we did,” Bailey said. “We relied on each other to get the job done and make the new tenants happy.”

Building 3’s original design featured individual offices around the perimeter, with a reception area in the center. During the renovation, the walls were removed and replaced with a more modern, open-air floor plan to allow more employees to be located in the building, along with more natural lighting and improved efficiencies.

Each floor contains a conference room, kitchenette and break room. Other updates to the building include data closets to provide easy access to computer and telecommunications systems, ADA-accessible doorways and restrooms, and a lactation station. The exterior was re-

stored to its original appearance, as was the building’s iconic marble art deco style in the first-floor lobby.

Space that once housed the main lobby’s newsstand was repurposed as the building’s security checkpoint. The marble and brass window counters that were formerly part of the Division of Motor Vehicles’ customer service area have been restored to their original appearance. The customer side of that room will serve as a visitors’ center for the Division of Tourism, while the space behind the counters will house the Division’s 1-800-CALL-WVA call center.

A large conference room will take up about one-quarter of the first floor, with an adjacent kitchen to cater on-site events. Two smaller meeting rooms will be located nearby, one dedicated for Tourism’s use and one that will be available by reservation.

Is Hands-Free Driving Really Safe?

With Bluetooth and hands-free functions becoming the standard in new cars, people should no longer be distracted by their cell phones while driving. In fact, West Virginia prohibits the use of electronic devices while driving unless it is done with a hands-free device. But according to the Fleet Management Office, recent studies show that hands-free devices are actually no safer than texting or having phone conversations using your hands.

While the hands-free use of cell phones does provide a psychological benefit of safety, it does not reduce distraction. Drivers talking on cell phones are more likely to get into accidents, run red lights and stop signs, brake later, and generally make more hazardous mistakes, whether they were holding a cell phone or using it hands free.

A recent study compared distractions while driving. Considering "1" to be a baseline of distraction when driving, their testing found the following ranks:

- Listening to the radio: 1.21
- Talking with a passenger in the front seat: 2.33
- Talking on a handheld cell-phone: 2.45
- Talking on a hands-free cell-phone: 2.27
- Interacting with a speech recognition email or text system: 3.06

According to an analysis by the Insurance Institute for Highway Safety, states where hands-free laws have taken effect saw either no change in the number of accident claims, or a slight increase.

For more information regarding these recent findings or to view driving safety tips, visit www.fleet.wv.gov.

Happy Retirement! ... After years of hard work and dedication, we would like to wish **George Arthur** (General Services); **Martha Mohammad** (Personnel); and **Rebecca Hall** (Technology) the very best during their retirements.

Best Wishes ... to **Elizabeth Bush-Hoh** (Fleet); **Pamela Hodges** (General Services); and **Tamala Skidmore** (PEIA), who recently resigned from our department.

Congratulations ... to **Mary Jane Pickens** (BRIM), who was selected as a 2017 Henry Toll Fellow by the Council of State Governments. Pickens will attend a training designed to stimulate personal assessment and growth, while providing networking opportunities. "I look forward to meeting leaders from other states with backgrounds in all three branches of government," said Pickens, who also serves as the deputy cabinet secretary. "I'm sure many of the problems facing our state are not unique." Pickens joins Administration General Counsel **Bob Paulson**, who has also been previously recognized as a Henry Toll Fellow.

In Other News ... The Capitol Food Court and Building 7 Snack Bar will transition to new management on Monday, July 31, 2017. The new vendor is AVI Foodsystems. The price range for menu options will be similar to the prices offered by the previous vendor and hours will remain the same. A grand opening celebration will be held on Wednesday, August 2, 2017, at both the Capitol Food Court at 10 a.m. and the Building 7 Snack Bar at 10:30 a.m. Free cupcakes and popcorn will be available at these celebrations.

HAPPY BIRTHDAY TO YOU ... in August!

Below is a list of Department of Administration employees celebrating their birthdays during the month of August:

| | |
|-------------------------------------|------------------------------------|
| Christopher Bostick.....Aviation | Stephanie Gale.....Purchasing |
| Robert Fisher.....BRIM | Melissa Hitt.....Purchasing |
| Patricia Bowgren.....CPRB | Mike Sheets.....Purchasing |
| Michael Ciarochi.....CPRB | Beverly Toler.....Purchasing |
| John Greene.....CPRB | Carol Nichols.....Cab. Sec. Office |
| Ashley Neff.....CPRB | Timothy Miller.....Surplus |
| Tammy Patton.....CPRB | Elizabeth Perdue.....Surplus |
| Brittany Smith.....CPRB | Hillary Balding.....Technology |
| David Scruggs.....Finance | Robin Chambers.....Technology |
| Jessica Wiseman.....Finance | Trahern Curkendall.....Technology |
| Robert Clark.....General Srvs. | Brandon Curnutte.....Technology |
| Robert Krause.....General Srvs. | Phillip Debruyne.....Technology |
| Charles Long.....General Srvs. | Brandon Fox.....Technology |
| Gregory Melton.....General Srvs. | Greg Ganoe.....Technology |
| Martha Phillips.....General Srvs. | Timothy Hall.....Technology |
| Robert Stafford.....General Srvs. | Jennifer Harless.....Technology |
| Ryan Lawler.....Grievance | James Hicks.....Technology |
| William McGinley.....Grievance | Donnie Lewis.....Technology |
| Jennifer Pritchard.....Grievance | Sherri Moore.....Technology |
| Shannan Blood.....PEIA | Edward Nelson.....Technology |
| Frances Buchanan.....PEIA | Rebecca Owens.....Technology |
| Cynthia Dotson.....PEIA | Marilyn Padon.....Technology |
| Trevor Sands.....PEIA | Donald Patterson.....Technology |
| Varsha Vaghela.....PEIA | Bryant Reynolds.....Technology |
| Dawn Wallace.....PEIA | Michael Smith.....Technology |
| Tracy Dennis.....Personnel | Cynthia Smith.....Technology |
| Sheena Lincolnogger.....Personnel | Sean Smyth.....Technology |
| Mary Perdue.....Personnel | Sabrina Snead.....Technology |
| Teresa Townsend.....Personnel | Richard Wickert.....Technology |
| Sheila Coughlin.....Pub. Def. Srvs. | Matthew Winfree.....Technology |
| Jessica S. Chambers.....Purchasing | |

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