



# Quotes, Notes & Anecdotes

Monthly Employee Newsletter Published by the Department of Administration  
**DECEMBER 2011 - Volume 18, Issue 12**

## Employee of the Month

### Maurer's Professionalism Admired by Co-Workers

**LISA MAURER**, an Information Technology Client Analyst with the Office of Technology, has been selected as the Department of Administration's *Employee of the Month* for December.

A state government employee for more than 12 years, Maurer is the point of contact for state employees' technology needs. She provides technical support for end users and resolves issues to prevent user down time.

"Lisa is a very valuable member of the Service Desk Team. She handles all calls with professionalism and patience," said one co-worker. "In fiscal year 2011, Lisa logged 10,433 tickets. I think that says a lot about the hard work she puts into her job."

One of Lisa's customers commented, "I am glad to hear Lisa's voice when I call. She is always so helpful and always very pro-

fessional. I am always pleased with the results."

In her spare time, Maurer likes to spend time gardening and canning and she also likes to read.

She will be joined by friends and co-workers at a special ceremony presented by Cabinet Secretary Rob Ferguson on Thursday, December 1 at 11:15 a.m. at the Office of Technology offices in Building 5.



**LISA MAURER**  
December Employee  
of the Month



**Gov. Earl Ray Tomblin and First Lady Joanne Jaeger Tomblin help Santa Claus during the 2010 Joyful Night celebration held at the State Capitol Complex. This year's event is set for December 1. The event includes music and the lighting of the Capitol holiday tree.**

### Tree Lighting and Holiday Music Highlight Joyful Night Activities

Gov. Earl Ray Tomblin, First Lady Joanne Jaeger Tomblin and their son, Brent, will lead participants in Joyful Night, the state's annual tree-lighting holiday celebration beginning at 5:45 p.m. on December 1st at the State Capitol Complex. All activities are free and the public is invited to attend.

The evening's event will begin with musical selections by the Richwood High School band and the Appalachian Children's Chorus Cantare Choir of Southern West Virginia. The Posting of the Colors, the singing of the Star-Spangled Banner, the recitation of the Pledge of Allegiance and the tree lighting by the governor and first lady on the North Plaza of the Capitol will follow.

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## SNEAK PEEK

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# Aviation Safety Day Allows Division to Stay Grounded to Emphasize Safety Procedures

The Aviation Division's annual Aviation Safety Day gives the division its one day a year to stand down all flights and focus on safety. It gives the usually-in-the-air agency a chance to return to the basics of safety following a year that finds it constantly on the go.

"What people fail to realize is that the Aviation Division supports every agency in state government," said Aviation Director Keith Wood. "Every agency can use our services, and because of that we have no fixed schedule. The customer's schedule is our schedule."

And while Woods emphasizes that safety is always a priority for the division, the annual Aviation Safety Day lets the division concentrate on the issue solely. "Because of our 24/7 availability, we often do not have time for a down day, so we take this day once a year to discuss the operation of the aircrafts, emergency procedures, and just safety in general." Included in that is aviation safety and training videos; first aid and CPR instruction; engine, propeller and rotor system reviews; in-flight emergency scenarios; and security familiarization with the aircrafts.

This year marked the event's 19<sup>th</sup> year, and Wood said he is proud of the division's safety record. "The Aviation



Division has not had an accident or an aviation incident in my 20 years as director."

The division is assigned two planes and three helicopters, all of which it operates out of the state hangar facility located at Yeager Airport. In the 2011 fiscal year, the division flew 1,599 flights and carried 1,550 passengers.

**Charles "Chip" McDowell, center, reviews safety procedures during the Aviation Division's annual Aviation Safety Day. McDowell has been a pilot with the division for 12 years. This annual event enables the division to train its staff on safety initiatives.**



## IT Event Connects WVOT with Customers

The constant and rapid change within technology was among the topics covered during the 2011 West Virginia Information Technology Summit, held Oct. 25-26 at the Charleston Civic Center and sponsored by the West Virginia Office of Technology (OT).

Chief Technology Officer Kyle Schafer said the event allows an opportunity to connect on a more personal basis with its customers. "This is our way of keeping our customer base up to date on technological changes and on what we

will be employing throughout the state," he said.

Schafer said that those technological changes continue to come at an unprecedented pace. "We continually see technologies leapfrogging one another," he said, citing the increased popularities of the iPad and iPhone. "There are just more and more advances in mobile technology that allows individuals to do their work almost anywhere."

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**Gov. Earl Ray Tomblin addressed the 2011 West Virginia Information Technology Summit on Oct. 25-26 at the Charleston Civic Center. The West Virginia Office of Technology sponsored this event.**



# Change in Weather Brings Change in Scenery by General Services Along Capitol Grounds



**Drew Mitchell (kneeling) and Chuck Long of the General Services Division plant tulip bulbs in one of the flower beds on the Capitol campus.**

When the countless leaves adorning the many trees on the Capitol complex have nearly all fallen and the freezing temperatures have arrived, the General Services Division grounds crew readies the campus for the winter months.

Carles Farely, grounds supervisor for the General Services Division, said it is this time of year when annuals, such as petunias and marigolds, are replaced with tulips, daffodils and hyacinths. He called the annuals “spring to frost” flowers and tulips provide the campus its color throughout the winter months.

The thorough effort takes several weeks to complete with 22 flower beds in and around the Capitol that are cultivated for a switch in plants. Bill Shanklin, grounds manager for the General Ser-

vices Division, said 23,000 tulips, 1,000 daffodils, 1,000 hyacinths, and 7,500 pansies will be planted throughout the campus and the West Virginia-shaped flower bed on Interstate 77 along the Greenbrier Street exit ramp. In the flower beds containing perennials, such as roses, hostas, and liriopes, the new flowers are placed around them. Thus, when snow begins to fall, the campus keeps its colorful charm.

Likewise, Farley said, the grounds crew remains busy through the end of the calendar year with leaf pickup. “It seems like no sooner do we clear the grass of leaves and the wind blows and we are covered up again. We are doing leaf pickup through January every year.”

## Finding Resolution Focus of EEO Training Conference

The sensitive issue of creating a statewide standardized procedure for the handling of equal employment opportunity complaints was chief among the training topics covered at the 2011 Equal Employment Opportunity (EEO) training conference. The conference, sponsored by the West Virginia EEO, focused itself on updates to EEO law and EEO counseling procedure. The conference was held Nov. 2-4 at the Resort at Glade Springs in Daniels.

EEO Director Jann Hoke said the conference’s main presentation focused on presenting a model for “Informal EEO Counseling” at the agency level. Hoke said it had been one of the goals for agencies to handle potential EEO complaints informally so that those complaints can be addressed before they become formal EEO complaints. “The problem has been that there have never been guidelines in place for this,” Hoke said. “We addressed that problem by developing a model formula for this informal counseling.”

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## What is That?

There are many unique pieces of history still visible throughout the Capitol which can be traced to when the building was dedicated in 1932. Such items include original fixtures which are still present in some of the Building 1 restrooms.

According to Culture and History, these peg legs underneath some of the building’s bathroom sinks were a common and popular design in the 1920s. These original peg legs are made of porcelain.



# Governor Tomblin Recognizes Three Department Agencies for Their Outstanding Fiscal Reporting



Finance Division employees recognized with Gov. Tomblin are, from left, Jane Shinn, Jordan Clay, Shelia Straley, Jeff Perkins, Betsy Frame, Chris Sforza, Connie Byrne, David Mullins, Shawn Carper, and Kaye Walden.

Gov. Earl Ray Tomblin recognized three Department of Administration agencies in November for earning a *Certificate of Achievement for Excellence in Financial Reporting* from the Government Finance Officers Association of the United States and Canada (GFOA).

The honors come from the state's submission of its comprehensive annual financial reports for Fiscal Year 2011 to the GFOA, which is a nonprofit association serving approximately 17,500 finance professionals. The *Certificate of Achievement* is the highest form of recognition in governmental accounting and financial reporting.

This is the 16<sup>th</sup> consecutive year that the Finance Division and the Board of Risk and Insurance Management have received this recognition and the 13<sup>th</sup> consecutive year for the Public Employees Insurance Agency.



BRIM employees recognized with Gov. Tomblin are, from left, Chuck Jones, Melody Duke and Stephen Schumacher.



PEIA employees recognized with Gov. Tomblin are, from left, Ted Cheatham, Jason Haight, and Larry Stover.

## Purchasing Conference Provides Valuable Training to Agencies

The Purchasing Division's Agency Purchasing Conference in November at Stonewall Resort was one of the agency's best-ever attended. More than 300 attendees and presenters participated in the annual event which offers state agency procurement officers and their staff numerous opportunities to learn more about purchasing requirements.

The conference agenda presented topics for new and experienced agency purchasers alike. More than 50 training sessions covering approximately 30 topics were offered. Close to 100 of the attendees were participating in their first purchasing conference. A six-topic Beginner's Track specifically designed for those new to procurement and an Advanced Track for experienced purchasers were part of the agenda.

"I was very pleased with the conference. From the excellent turnout in attendance to the wide variety of classes offered, I think we accomplished our objective to give agency procurement officers a renewed sense of ownership of the information they manage every day," said Purchasing Director Dave Tinch.

One of the annual fixtures of the conference is the mix of training under the guise of a



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Quotes, Notes and Anecdotes



## OT

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The event had approximately 250 registered attendees and several keynote speakers. Gov. Earl Ray Tomblin opened the event. The summit concluded with the presentation of the 2011 Recognition Awards for Excellence in Information Technology.

The categories and award winners are listed below:

### WEST VIRGINIA STATE TECHNOLOGY CHAMPION

- State Auditor Glen Gainer

### DEMONSTRATED LEADERSHIP IN MANAGEMENT OF INFORMATION TECHNOLOGY

- Jim Richards (Office of Technology)

### DEMONSTRATED LEADERSHIP FOR TECHNOLOGY-DRIVEN BUSINESS TRANSFORMATION

- Jimmy Gianato (Homeland Security)

### BEST APPLICATION SERVING THE PUBLIC

- Child Support Payment Notification System

### BEST APPLICATION SERVING THE BUSINESS COMMUNITY

- Workers Compensation Subsidy

### BEST IN-HOUSE DEVELOPED APPLICATION

- eRAPIDS Client Scheduling Module

### BEST IT COLLABORATION AMONG AGENCIES

- Underground Mining Permits Map

### BEST APPLICATION SERVING AN AGENCY'S BUSINESS NEEDS

- JCQ Project

### MOST INNOVATIVE USE OF TECHNOLOGY IN SERVICE DELIVERY

- Web Filtering Application
- Risk Management Initiatives Information Security Strategic Plan

### EXCELLENCE IN IT SERVICE AND SUPPORT AWARDS

- Joey Moles (State Auditor's Office)
- Richard Ballard (Secretary of State's Office)
- John Szasz (Department of Environmental Protection)
- Beverly A. Raynes (State Tax Department)
- Ronald Brotherton (Department of Commerce)

### STATEWIDE EXCELLENCE IN IT SERVICE AND SUPPORT AWARD

- Brian Dunbar (Office of Technology)

## Send Us Your New Year's Resolutions!

*Lose weight?*

*Exercise more?*

*Finish that big project?*

*World travel?*

A new year is approaching and with it comes a new chance for change. With 2012 just around the corner, *Quotes, Notes & Anecdotes* would like Department of Administration employees to share their New Year's Resolutions. We will run the resolutions in the January 2012 issue of *Quotes, Notes and Anecdotes*.

Send your resolutions for 2012 to [chad.b.williamson@wv.gov](mailto:chad.b.williamson@wv.gov). The deadline is Dec. 15.



## EEO

Continued from Page 3

Conference attendees participated in role playing exercises on how to counsel an employee who comes to them with a potential EEO problem and work through the issue at hand. A new EEO Intake form, a new Rights and Responsibilities handout and a new EEO Counselor Report Form were presented.

These model forms help agency EEO counselors do their jobs more easily and quickly; allow an employee with a complaint to ascertain if the issue is an actual EEO complaint or may be a Grievance Board or Division of Personnel matter; and to aid in keeping track of EEO issues which are arising within the state.

"Oftentimes a complaint may not be an actual EEO issue, so this allows the employee to work through that with the EEO counselor and find that out," Hoke said. "Many times, these circumstances can be mediated by helping someone understand EEO

law and procedure. Then an effective EEO counselor prevents an EEO counselee from ever becoming an EEO complainant."

Hoke said the goal is for EEO counselors to assist with resolving problems at the beginning of the complaint process before it progresses to the formal EEO complaint stage, and then to formal EEO investigation, thus saving on time and resources.

The event's main speaker was Vicki Wright of V.M. Wright and Associates, a federally-certified EEO trainer, who spoke on EEO counseling skills and techniques. West Virginia State University President Dr. Hazo Carter delivered the keynote address on the challenges of diversity in the workplace.

New forms are available on the EEO website at <http://www.eeo.wv.gov>.

For more information on EEO, please contact the EEO office at (304) 558-0400.

## HOLIDAY

Continued from Page 1

Visitors will proceed to the South Plaza of the Capitol to hear music by the Buckhannon Upshur High School Band and the lighting of the tree.

The first floor Rotunda area will have the Trinity Bell Tones of Trinity Evangelical Lutheran Church and the Martin Luther King, Jr. Male Chorus in concert. There also will be a Toys for Tots box available for donations.

The Doddridge County Elementary School Chorus will perform in the Governor's Reception Room followed by the governor and first lady's recitation of "Twas the Night Before Christmas."

The Governor's Mansion will showcase the talents of the Appalachian Children's Chorus, the National Guard Brass Quintet, and students from the Governor's School for the Arts.

The Culture Center is the final stop for Joyful Night activities. The Cabell Midland Rhythm in Red Show Choir will sing holiday songs during a reception in the Great Hall.

## PURCHASING

Continued from Page 4

popular television game show. This year, Purchasing's Cash Cab fulfilled this activity, with Staff Attorney Jimmy Meadow serving as the host taxi driver, quizzing contestants on purchasing topics.

"Every year, we add new elements to our conference," said Tinch. "The feedback we receive from agency purchasers every year assists us in shaping our conference agenda. The end result is all agencies benefit by having well-informed individuals better suited to properly handle the many complex purchasing issues we face every day."

**Welcome! ...** to the Department of Administration our new employees: **Sherry McCormick** (CPRB); **John Dotson** (Real Estate); and **James Ferris, John Sandoro** and **Naomi Ward** (Technology).

**Best Wishes ...** to our employees who recently resigned from our department: **Joseph Debord** and **Phil Kingrey** (General Services); **Teresa Tarr** (Prosecuting Attorney's Office); and **Stephen Abshire** (Technology).

**Time to Relax ...** After years of hard work, congratulations to **David Mason** (BRIM), who can now kick back and relax. Happy retirement!

**Our Condolences ...** The Department of Administration wishes to express its deepest sympathies to friends and family of **Judith King**, a Consolidated Public Retirement Board employee who recently passed away.

**COOP Tip of the Month ...** Does everyone know what is expected of them in a crisis? As much as possible, inform and train all staff on what is in your agency's Continuity of Operations Plan. For more about this topic and other COOP tips, contact John Fernatt or Chuck Mazingo of the Board of Risk and Insurance Management at (304) 766-2646.

## HAPPY BIRTHDAY ... in December

- |  |                                    |
|--|------------------------------------|
| 2 Glenn Briscoe ..... Gen. Svcs.       | 18 David McCauley ..... CPRB       |
| Jason Curia ..... Technology           | Dan Miller ..... Purchasing        |
| Robin Ann Hill ..... Finance           | 21 Sylvia Brown ..... Gen. Svcs.   |
| Donna Meadows ..... Technology         | Robert Bush ..... CPRB             |
| 3 Ann Mollohan ..... Purchasing        | Bill Dodson ..... Gen. Svcs.       |
| 5 Felice Joseph ..... PEIA             | Steven Monroe ..... Real Estate    |
| Jan Powell ..... PEIA                  | Jonathan Trout ..... Gen. Svcs.    |
| 7 Bill Holmes ..... Technology         | 22 Pam Clark ..... Public Defender |
| 8 Wilma Garbett ..... Technology       | David Lester ..... Technology      |
| Brian Holmes ..... Personnel           | Shannon O'Dell ..... Technology    |
| 9 Anita Allen ..... Secretary's Office | Jennifer Perry ..... PEIA          |
| Stephen Schumacher ..... BRIM          | 23 Carol Dukate ..... Technology   |
| Keith Wood ..... Aviation              | 24 Billy Miller ..... Technology   |
| 10 Steve Forsythe ..... Personnel      | David Parsons ..... Gen. Svcs.     |
| Michael Hutchinson ..... Technology    | 25 Howard Harris ..... Technology  |
| 12 Alan Cummings ..... Purchasing      | Robert Hensley ..... Gen. Svcs.    |
| Michael Manning Jr. .... Technology    | 27 Heather Abbott ..... Technology |
| Lynn Sisson ..... Technology           | Matthew Carr ..... Technology      |
| 13 Pamela Holt ..... Personnel         | Jeff Long ..... Personnel          |
| Theresa Kirk ..... Ethics              | Lester Thomas ..... Technology     |
| 14 Christopher Barr ..... CPRB         | 28 Chip Myers ..... PEIA           |
| Joseph Estep ..... PEIA                | 29 Teresa Burdette ..... PEIA      |
| Kim Hensley ..... BRIM                 | Charles Endres ..... Gen. Svcs.    |
| Steven Phillips ..... Gen. Svcs.       | 30 Teresa Morgan ..... Personnel   |
| 15 Holly Devins ..... PEIA             | Gary Mullins ..... Technology      |
| 17 Justin Alston ..... Gen. Svcs.      | Robert Penn ..... Gen. Svcs.       |
| Cecil Hill ..... CPRB                  | Meghan Salmon ..... Technology     |
| Charles McDowell ..... Aviation        | 31 Susan Chapman ..... Gen. Svcs.  |
| Bob Paulson ..... Sec. Office          | Jordan Clay ..... Finance          |
| Nancy Shaver ..... Technology          | John Dotson ..... Gen. Svcs.       |
| 18 John Fernatt ..... BRIM             | Chuck Jones ..... BRIM             |

# Administrative Notes

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

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