



Quotes, Notes & Anecdotes

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

Asbury's Attention to Detail Earns Her Employee Honor



DEBRA ASBURY
February Employee
of the Month

DEBRA ASBURY, an Accounting Technician III with the Consolidated Public Retirement Board (CPRB), has been selected as the Department of Administration's *Employee of the Month* for February.

A state government employee for more than five years, Asbury is responsible for processing refunds and withdrawals for CPRB members and processes deposits for approximately 85 payroll locations. As-

bury also verifies county school and higher education contribution data to the CPRB office.

"Debra likes to have a complete and accurate work product. She goes out of her way to make sure information she provides is correct," said one co-worker. "Debra is very protective of CPRB members and their information. She will analyze data and look for ways to retrieve information in a more efficient manner."

Said another co-worker,

"Debra is a 'take charge' person who consistently tackles all assignments with dedication and meticulous adherence to each plan's technicalities."

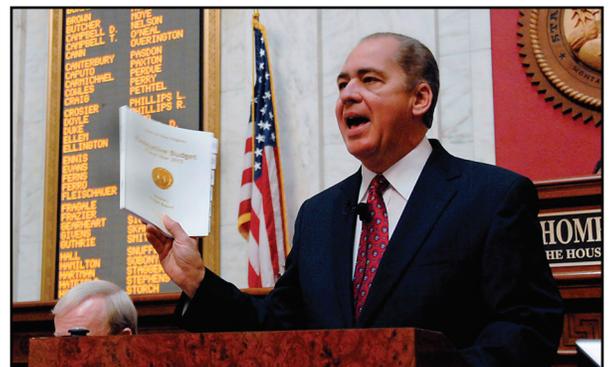
In her spare time, Asbury likes to sew and she makes gourmet dog biscuits. She will be joined by her friends and co-workers at a special ceremony presented by Cabinet Secretary Rob Ferguson on Thursday, February 3 at 11:15 a.m. at the CPRB office in Kanawha City.

Gov. Tomblin Outlines Priorities in State of State Address

Governor Earl Ray Tomblin said in his *State of the State* address on January 12 in front of a packed House of Delegates chamber that West Virginia is "poised for success" in the coming years and called upon legislators for their help in keeping the state moving forward.

Speaking before the joint session of the Legislature, Board of Public Works members, Supreme Court justices and guests, Tomblin noted his top three priorities will be to improve the state's business climate; improve and reform the state educational system; and make government more efficient and responsible to the citizens and businesses of the state.

"The building blocks are in place for unprecedented prosperity and job growth. It is our responsibility to follow through and make government an agent for change that unleashes the private sector's ability to



Gov. Earl Ray Tomblin holds a copy of his proposed 2011 state budget during his State of the State address.

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SNEAK PEEK

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Positive Feedback Received on New Security Measures Implemented on State Capitol Campus

The Division of Protective Services initiated additional security measures at the State Capitol in November and the changes have received positive feedback. The changes were implemented to enhance the safety of the buildings and structures on the campus as well as the individuals who visit and work at the Capitol.

The following changes went into effect November 12:

The sliding gates around the State Capitol close every evening at 7:30 p.m. until 5:30 a.m. the following business day. The gates are closed on weekends and holidays.

Exceptions are made when special events, which have been approved by the General Services Division or the Division of Culture and History, take place on the Capitol campus or at the Culture Center, requiring the gates to be opened during designated after-hours.

Employees who arrive or depart campus after the gates close may call the **Division of Protective Services Command Center** at (304) 558-5715 to request the gate to be opened. Signs with this telephone number are posted around the campus.

“As anticipated, our latest measures to create a more secure environment have gone smoothly. We have had positive comments from employees who



Additional security measures have been implemented to the State Capitol in an effort to provide a safer environment for state employees and visitors.

work outside of normal work hours indicating that they feel safer with these new measures,” said Jay Smithers, director of Protective Services. “Our Capitol police officers are now better equipped to monitor vehicular and pedestrian traffic around the complex with the gates being se-

cured.”

Approximately 250 parking spaces closest to the Culture Center, near the Washington and Greenbrier streets entrance, are designated for

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Show Your Appreciation by Nominating Co-Workers for Award

One way to let co-workers know you appreciate their hard work and dedication is to nominate them for the Department of Administration’s **Employee of the Month** award. This award, created in 1992, is presented by the cabinet secretary each month to the recipient. In December, the 12 monthly recipients gather at a special ceremony to learn who is recognized as the **Employee of the Year**, which is voted on by department employees.

Nominating a co-worker is simple. Complete guidelines and the nomination form can be found by visiting, <http://www.administration.wv.gov/>

[employee-of-the-month/Pages/default.aspx](#). All nomination forms are kept in confidence with the nomination committee, which is represented by the department’s agencies. The committee meets monthly to select a recipient from the list of nominees. Nominations can be made by co-workers, supervisors or subordinates. Nominations can also be made by customers, including employees from other state agencies and the general public.

When completing the nomination form, employees should provide specific details as to why the person should be selected and identify how that employee

proves to be a superior employee.

The committee uses the following criteria about the nominees in selecting a recipient.

- Producing work-related service above and beyond the norm.
- Promoting harmony with co-workers.
- Promoting a positive image of the department/section/unit.
- Maintaining exemplary work standards.
- Presenting a helpful/cooperative attitude.

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Capitol Food Court Re-Opens with a Large Variety of Breakfast and Lunch Selections



The Capitol Food Court has reopened, giving employees, legislators and visitors a full service dining option without leaving campus. The Food Court offers a wide variety of food selections including a hot entrée serving station as seen here.

Employees, legislators and visitors to the State Capitol can now dine once again on campus. The Capitol Food Court re-opened January 10, two days ahead of the beginning of the 2011 Regular Session of the Legislature.

The Pittman Group, Inc. of Charleston is operating the facility, offering breakfast and lunch as well as catering services. The hours of operation are 8 – 10:30 a.m. for breakfast and 11 a.m. – 2 p.m. for lunch, Monday through Friday, excluding state holidays.

Approximately 300 indoor seats are available at the establishment, located in the basement of the Capitol.

The selections offered consist of various hot entrees and salads, as well as “grab and go” options for those limited on time. Some of the breakfast menu items include fresh biscuits with country gravy, eggs, breakfast meats and yogurt parfait. Other featured items include breakfast strata, quiche, strawberry almond muffins, savory pumpkin bread and home-made granola.

Lunch menu items include soups, such as

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OHRD Focuses on Results Through Training Programs

Just as the private sector must be ready for change, state government must also be able to adapt to an ever-evolving environment. That principle helps guide the Division of Personnel’s Organization and Human Resource Development (OHRD) office in planning its training schedule for the upcoming year.

“We exist in a very different era now, with emergent challenges that require new approaches,” said Senior Development Consultant Mark Isabella. “OHRD’s role is to help identify those challenges and prepare people to take them on.”

In addition to policy classes, OHRD adapts its curriculum from year to year in order to focus on meeting ever-changing customer needs.

“We try to base our curriculum decisions on customer data, research in the field of human resources and growing trends in government,” said Evie Davis, assistant director for Personnel and OHRD director. “Research shows an urgent need within or-

For more information on OHRD, including a schedule of upcoming classes, please visit <http://www.personnel.wv.gov/ohrd/performance-solutions/2011classschedule/Pages/default.aspx>.

ganizations for workforce and succession planning and knowledge management.”

OHRD will be offering new classes for executives this year, with a June 2 session focusing on strategic and workforce planning, and a September 1 class on succession planning and knowledge management.

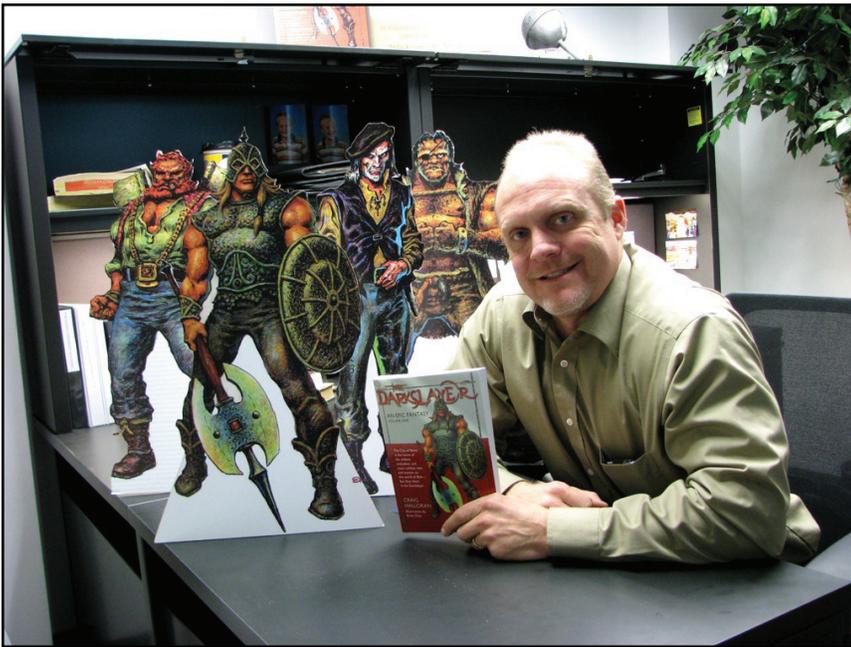
Isabella said this year will mark the return of the Center for Quality Government’s level 1 Managing for Excellence program. “We have changed the schedule this year to make the classes more convenient to attend,” Isabella said. “Usually the program is presented in one full week; this year, it will be offered in one-day increments spread out over several months.”

The goal, Isabella said, is to make the classes easier to attend by not disrupting a week of work time.

Also planned is a four-day retreat offsite of the Capitol campus, focused on change leadership. “We are living in a world of unpredictable and profound change,” he said. “When you consider that major organizational change efforts fail about 70 percent of the time, skill building in this area is a must for any leader.”

Every employee has to deal with change at some level as well, Davis added. “What people may not know is that there are many examples of real-life successful change efforts that have certain strategies, techniques and approaches in common. There are principles that help prepare individuals and organizations for more successful transitions. We study those change efforts and design training based on these practices, and we hope people

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Craig Halloran, a financial administrator at the General Services Division, shares some desk space with several key figures in his book, "The Darkslayer."

Getting to Know Our Employees

Financial Administrator by Day ... Epic Fantasy Novelist by Night

When Craig Halloran committed to writing a full length novel, he certainly did not hold back in his aspirations. Though it took Halloran 10 years to complete his first novel, an epic fantasy entitled, "The Darkslayer," he has already finished the second installment in the series and has begun the third.

Halloran is a financial administrator for the General Services Division and he is just getting warmed up.

"The key to selling the first book is to have a second one ready. That is how you develop a following. When I began 'The Darkslayer,' I knew I did not want to be a one-book writer. Once this one got printed and got it out to the public, it kept me motivated to write more," Halloran said.

Halloran started slow, writing the first novel "off and on" for a decade. He said he finished the last half of the book in a year's time with the previous years spent developing the various characters. The second book is completed but still in production and with the third one being written, Halloran is thinking beyond his original plans for this series.

"My first goal was to write the novel, and then my second goal was to write a trilogy, but I changed this series to volumes. I may end up writing more than three novels. I am in a groove now," he said.

Halloran said he has always had an interest in writing, penning short stories through the years when he decided to undertake a major project in writing a novel. He said he relied on imagination and what he found lacking in other similar genres to base his characters and storylines for "The Darkslayer."

A big boost to his efforts was enlisting the services of a retired artist who once worked for the well-known Marvel and DC Comic book companies to bring his characters visually to life.

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WVCHIP Looks Back at 2010 and Forward to 2011

Thanks to the assistance of West Virginia Children's Health Insurance Program (WVCHIP) officials, West Virginia was able to secure a multi-state grant from the federal government toward pediatric medical care.

Working with the CHIP officials in Alaska and Oregon, this five-year grant of \$3.6 million will allow WVCHIP take a look at developing medical homes, also referred to as person-centered medical homes.

Also as part of this grant activity, WVCHIP and Medicaid



have begun to expand other types of pediatric quality measures, which can be reviewed at the WVCHIP website, www.chip.wv.gov.

In the past year, WVCHIP saw a slight dip in enrollment after it had been up slightly in the first part of 2010. The calendar year finished with a 1.73 percent drop in enrollment. WVCHIP Executive Director Sharon Carte attributed this mostly due to falling household incomes in a poor economy. As WVCHIP families renewed their coverage, more than 60 got renewed under Medicaid coverage. As WVCHIP enrollment dropped, she noted, children's' coverage in Medicaid increased by more than 3 percent.

"This shows that the joint application and renewal process under CHIP and Medicaid helps to assure coverage in a bad economy as it should," Carte said. "Even in a negative economic downturn, West Virginia remains a leader in assuring that its children retain health care coverage."

Carte added one positive note in 2010 was seeing the enrollment in the WVCHIP premium level – in which higher income families can choose to participate by paying a monthly premium – grew by 23 percent to 1,184 children.

Past issues of *Quotes, Notes & Anecdotes* are available at: <http://www.administration.wv.gov/newsletters/Pages/default.aspx>

FOOD

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Italian wedding soup and creamy butternut squash soup; salads, such as pecan crusted chicken salad and classic Cobb Salad; sandwiches, such as Mediterranean turkey ciabatta, a trio of assorted mini-burgers, and a bistro steak sandwich; pizzas; comfort foods, such as lasagna, meat loaf and fried chicken; and assorted desserts, such as bread pudding, fancy fruit cobbler and warm chocolate brownies.

“We are pleased to re-establish our business relationship with The Pittman Group in providing food service at the State Capitol,” said Cabinet Secretary Rob Ferguson. “Their enthusiasm in this venture and the ideas they bring to the table provides a new ambiance at the Capitol Food Court.”

Originally named Pittman Snax Sales, the Pittman Group was founded in 1980 by Harold Pittman. Pittman Group President Eddie Pittman joined the business in 1988, with his wife, Melody Pittman, joining the company in 2009. Ms. Pittman oversees the catering division of The Pittman Group and is manager of the BB&T Cafeteria.

OHRD

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will take advantage of the opportunity to learn more about how to better plan for and navigate through the inevitable changes they will experience at work.”

OHRD will also be offering policy classes at sites throughout the state. “We have held conferences around the state for years, and those events have always been well-received by our customers. We love to hit the road and visit people in the regions where they live and work,” Isabella said.

Davis credited Division of Personnel Director Sara Walker for expanding OHRD offerings offsite. “Sara has been a champion of training being offered regionally,” she said.

OHRD will continue to expand its offerings with a drug-free workplace online module, be-

ginning in March. “Development Consultant Nicole Michaelis led the design on this project, and she has done a phenomenal job working with other departments in the state to edit and produce the videos,” Davis said.

OHRD partnered with the Department of Health and Human Resources to provide the online training. “We are gratified to have so many of our sister agencies willing to collaborate with us on worthwhile projects,” Davis said.

Davis said regardless of how the training is presented, the focus is always on results. “We want people to take our training and translate it into performance,” she said. “We want to see how their relationships improve and how their learning is implemented.”

TOMBLIN

Continued from Page 1

create jobs,” Tomblin said.

Tomblin unveiled his budget for the next fiscal year, and noted, if approved, there will be no tax increases, no cuts to existing programs and no furloughs of public school teachers and state employees, all of which have occurred in other states.

Tomblin recognized state employees who “have stepped to the plate and worked hard during these tough economic times. I will therefore be proposing a similar one-time salary enhancement for these employees as well.”

The West Virginia Legislature convened on January 12 and will conclude the Regular Session at midnight on March 12.

NOVEL

Continued from Page 4

The book has been well-received, Halloran said, drawing good reviews from various critics. Halloran said a Tamarack official told him that “The Darkslayer” finished as the ninth best seller there in 2010. He has a website devoted to the book, <http://www.thedarkslayer.com>.

As for his novelist career beyond “The Darkslayer?”

“There are always changes going on in the publishing industry so I don’t want to commit to any long-term plans,” he said. “I like writing on the side, and I figure I will always be doing that no matter what.”

Editor’s Note: If you have an interesting hobby or interest or know a co-worker who does, let us know. Contact Diane Holley-Brown at Diane.M.Holley@wv.gov or at (304) 558-0661.

EOM

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- Demonstrating exemplary use of time (includes work time and leave use).
- Service to the community.

Nomination forms must be signed, as the nomination form cannot be considered without a signature. Submit the form to the Cabinet Secretary’s office in Building 1, Room E119.

The nominations remain confidential at all times. Nominees not selected remain on the nomination list for an unspecified period of time after submission.

To learn more about the program, visit the website or speak to your agency’s representative.

The committee members and the agencies they represent are the following:

- **Joan Chapman** (Finance)
- **Chuck Bowman** (Purchasing)
- **Jessica Blakenship** (Public Employee Insurance Agency)
- **Janice Morgan** (Office of Technology)
- **Carolyn Hager** (General Services)

- **Candi Moore** (Consolidated Public Retirement Board)
- **Lisa Collins** (Personnel)
- **June Butterfield** (Board of Risk Insurance Management, Real Estate, Ethics Commission, Public Defender Services, Prosecuting Attorney’s Institute, Grievance Board, and Children’s Health Insurance Program)

Donna Lipscomb is the program chairperson and Anita Allen is the committee secretary.

SECURITY

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public parking during after-hours and on holidays and weekends. For additional information regarding the new security procedures or general campus security issues, please contact the Division of Protective Services at (304) 558-9911.

Smithers added that Protective Services will be working with the Department of Administration and the General Services Division to add specially-designed landscaping measures to further secure the Capitol grounds from vehicular traffic in the coming year.

State Mileage Reimbursement Rate Increases

West Virginia Department of Administration officials announced last month that the 2011 state mileage reimbursement rate will increase from 40.5 cents per mile to 42.5 cents per mile, effective January 15, 2011.

The 2 cent increase correlates with the projected increase in fuel costs in West Virginia. Analysis by the Federal Energy Information Agency shows an expected increase of 5 percent in both unleaded and diesel fuel costs.

A bi-annual review of the state's mileage reimbursement rate for privately-owned vehicles is conducted in both January and July of each year by the cabinet secretary of the Department of Administration. After a recent review of the state's reimbursement rate for the use of employees' privately-owned vehicles, an increase was deemed necessary to cover the total cost of ownership for usage of the privately-owned vehicle for state business use.

Welcome! ... to the Department of Administration our new employees: **Shannon Brown, Adena Harvey** and **Jill Roberts** (Technology). **Brett Clutters** transferred from Technology to Real Estate.

Best Wishes ... to our employees who recently resigned from our department: **Charlotte Stiltner** (Finance); and **Michael Campbell** and **Robert Surface** (Technology).

Time to Relax ... After years of hard work, the following Administration employees are ready to kick back and relax: **Hank Woodson** (CHIP); **Pat Quinlan** (Personnel); **Jack Hickok** and **John Rogers** (Public Defenders); **Gene Young** (Purchasing); and **Bryant Cramer** and **Steven McCloud** (Technology). Happy retirement!

Employee Recognition ... **David Bailey** of the Real Estate Division has recently been recognized for completing the professional development series for the CoreNet Global Master of Corporate Real Estate® (MCR) Designation. The CoreNet Global MCR professional designation is part of a comprehensive career development program for the corporate real estate industry. To receive the MCR designation, professionals must complete 104 hours of classroom training by completing three required seminars, two elective seminars and a Capstone within a five-year period. An assessment is given at the end of each seminar and a passing grade must be earned to receive credit. Each designee will further their education through continuing professional development which must be renewed every three years.

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

HAPPY BIRTHDAY ... in February

| | |
|--------------------------------------|--|
| 2 Michael Ebert Technology | 17 James Bateman Personnel |
| Jill Farrar-Brown BRIM | Kenneth Jackson Gen. Svcs. |
| Diane Holley-Brown ... Purchasing | Misty Moore Real Estate |
| Alicia Legg CPRB | Victoria Sutton CPRB |
| 3 Willadean Fisher Purchasing | Jeffrey Wilson CPRB |
| Afton Hutson Sec. Office | 18 Billy Tincher Gen. Svcs. |
| 4 Edward McMinn Technology | 19 Rick Counts Gen. Svcs. |
| 5 Jeremy Nicholson Technology | Gary Goble Jr. Personnel |
| Debbie Watkins Purchasing | Teresa Martin Personnel |
| 7 Marsha Casto Personnel | 20 Tracy Ketter Personnel |
| Jackie Linthicome .. Public Defender | Harold Loy Gen. Svcs. |
| Diana Lunsford CPRB | 21 Thomas Booth Public Defender |
| 8 Chris Bailey Technology | Martin Wright Ethics |
| Ken Frye Purchasing | 22 Bruce Long Gen. Svcs. |
| Brusanna Jackson Gen. Svcs. | Rick Pickens Technology |
| 11 James Workman Gen. Svcs. | 24 Chrissy Courtney CPRB |
| 12 Paul Dixon PEIA | Amber Hawkins CPRB |
| 14 Landon Brown Grievance | 27 Barbara Haddad CPRB |
| John Patton Gen. Svcs. | Tim Phillips Technology |
| Randy Schewe Technology | Greg Welch Gen. Svcs. |
| 16 Matt Fenney Technology | 28 Richard Corcovilos Gen. Svcs. |
| Mark White Technology | |

Administrative Notes

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Earl Ray Tomblin
Governor

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