

Quotes, Notes & Anecdotes

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

PEIA's Tom Miller Makes Privacy His Top Priority



Tom Miller
January Employee
of the Month

Tom Miller, the HIPAA Privacy Officer for the Public Employees Insurance Agency (PEIA), has been selected as the Department of Administration's *Employee of the Month* for January.

An employee since May of 2011, Tom is responsible for making sure that Department of Administration agencies adhere to all HIPAA policies, as well as securing the privacy of 240,000 individuals covered by PEIA's health plans.

"Tom is always making sure the members' information is secure and not

misused," said one co-worker. "He also keeps on top of security issues to ensure all employees are safe. He is always willing to help and answer any questions or concerns we have."

Tom says he couldn't do his job without the cooperation of everyone else in the Department, and he expressed his appreciation to all employees for their efforts.

When he is not working, Tom serves as a supervising instructor at the WVU Fire Service Extension. Tom has been a volunteer firefighter for 32 years.

Tom will be joined by friends and co-workers at a special ceremony presented by Acting Cabinet Secretary Mary Jane Pickens on Thursday, January 5, at 3 p.m. at the PEIA offices in Kanawha City.

General Services' Jesse Erby Named Employee of the Year

Jesse Erby, a lead custodian for the General Services Division, was selected as the Department of Administration's *Employee of the Year* for 2016. Erby received the award at a ceremony in the upper Rotunda near the House of Delegates Chamber entrance on December 7th. A state government employee for more than 17 years, his responsibilities include maintaining all men's public restrooms in Building 1; stripping, mopping, and waxing the floors; cleaning carpets; handling recycling for the various buildings on campus; transporting trash to Building 7 and monitoring the trash compactor; and supervising a small staff.

Erby was among the 11 finalists eligible for the award, all of whom were *Employee of the Month* recipients during the 2016 calendar year; Barbara Houchins retired and was not eligible for this award. Prior to naming the *Employee of the Year*, each monthly recipient received a special gift at the ceremony. Later, they had their picture taken with Gov. Earl Ray Tomblin in the



General Services Division's Jesse Erby was recognized as the 2016 *Employee of the Year*. Acting Cabinet Secretary Mary Jane Pickens presented him with the award.

Governor's Reception Room. A catered luncheon followed the ceremony for all Department of Administration employees. Congratulations to all department employees honored in 2016!

SNEAK PEEK

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State Capitol Grounds Decorated for Holidays

The grounds of the state Capitol campus were packed with holiday cheer this past December, thanks to generous donors and the General Services Division's hardworking grounds crew.

Along with wreaths and bows, the Capitol campus featured three live trees that were each donated for the holiday season. The Norway Spruce, planted by David and Brenda Hanson in their yard in Winfield back in 1984, grew into the 35-foot official state holiday tree that was featured in the Lincoln Plaza on the South Side of the Capitol.

The 15-foot Frasier Fir located in the Main Hall of the Governor's Mansion was donated by Al and Louise Tolliver of Crickmer Tree Farms in Danese. The Tollivers are members of the West Virginia Christmas Tree Growers' Association.

The Spruce tree donated by Ike Smith of Kanawha Roxalana Company in Charleston stood tall at 24 feet in the North Plaza Fountain Circle. Before it was moved to the Capitol, it was located at the Enterprise Resource Planning building in Charleston.

Governor Earl Ray Tomblin and First Lady Joanne Jae-



The holiday decorations placed around the Capitol campus entail a great amount of hard work from the General Services Division. It takes weeks in advance to prepare the campus for the many tourists who visit during the holiday.



ger Tomblin welcomed West Virginians to the annual *Joyful Night* celebration on December 6th. With local school bands performing, there was a special tribute to West Virginia's military men and women, veterans, Gold Star Families and first responders. Attendees were asked to bring a new unwrapped toy for the U.S. Marines' Toys for Tots campaign.

Department Employees Reminded of DOP's Inclement Weather Conditions Policy

Are you aware of what you need to do in the case of an emergency situation due to inclement weather conditions ("ES/IWC")? Below is a short summary of the West Virginia Division of Personnel's (DOP) policy on ES/IWC.

All state employees are expected to report to work as scheduled during ES/IWC unless otherwise instructed. If an employee cannot report to work due to weather and/or road conditions, he or she must use annual leave, accrued compensatory time or an unpaid leave of absence; however, employees and their direct supervisor may establish a plan to allow for the employee to work from home or an alternate work

location in place of the annual leave/compensatory time/leave of absence requirement. Employees may be able to make up time lost within the same work week if they have approval to do so from their immediate supervisor. Comparable time off will not be provided to employees who choose to work as scheduled during an ES/IWC.

In situations where the workplace or office building is closed due to an ES/IWC, the Cabinet Secretary of that agency or his or her designee will direct employees to work from home, report to an alternate work location or remain in restricted on-call status until the workplace is reopened. Employees should not be placed in restricted on-

call status unless it is anticipated they will return to the normal work location during that scheduled work day.

The Governor has final authority to provide personnel directives during ES/IWC by proclamation or other orders. Please note that a "State of Emergency" does not necessarily mean your state office is closed. Contact your immediate supervisor to see if your work-site or office is affected.

To read the entire ES/IWC policy, visit www.personnel.wv.gov/SiteCollectionDocuments/Policies/Emergency.pdf. DOP also provides a FAQ document for reference at www.personnel.wv.gov/rules/policies/Pages/default.aspx.

College Students Complete Internship at PDS

A group of students from the University of Charleston (UC) recently completed an internship with Public Defender Services (PDS). As a component of a criminal justice course, each student was required to complete a 10-hour internship. While PDS had planned to only sponsor one student, the agency ended up taking on 10 interns from UC.

Over the course of their fall semester, the students were each placed with a PDS employee whose position involved a subject of interest to him or her. From there, the interns each completed tasks, such as reviewing jury instructions to surveying the fifty states on financial commitment to indigent defense.

“The agency has been enlivened by their presence and their enthusiasm,” shared PDS Executive Director Dana Eddy.

Ermon Ward, a junior psychology major at UC, was one of the students who participated in the internship. During her time at PDS, she gathered research for a bond study and was able to visit a maximum security prison and a misdemeanor court proceeding. While the internship was out of her comfort zone, she knew it would be a good way to experience the legal field.

“I’m thankful for the opportunity to intern at PDS,” said Ward. “I walked away with more knowledge than I could ever have imagined about the criminal justice system. I am thankful to my supervisor and the Executive Director for the experience I was able to walk away with. If it wasn’t for this internship, I would have never decided to go to law school.”

Because of the success of the partnership, Eddy stated that the agency would be interested in continuing its relationship with the program in the future.



Public Defender Services (PDS) provided internships for several students from the University of Charleston. These students completed the internship as part of a criminal justice course. Throughout their fall semester, the students assisted on different projects and were able to gain real world experience within the legal field. The photo above shows the PDS interns meeting with the Governor.

Cybersecurity Every Employees’ Responsibility

Although challenges still exist in the world of the Internet, cybersecurity is naturally becoming part of the fabric of government operations. That’s according to the 2016 comprehensive survey of State Chief Information Security Officers (CISOs) from around the country. One of the top three initiatives of the National Association of State Chief Information Officers (NASCIO) is training and awareness in cybersecurity.

West Virginia’s CISO, Josh Spence, says everyone in state government plays a role when it comes to security and protection of the state’s information systems and data.

“Simply having a computer account on the network is an avenue for a potential attack,” Spence said. “Employees at all levels need to be educated and involved with issues regarding privacy and security. You’re vulnerable if you’re not aware. Hackers and predators can find the weakest link in an organization and target it for access.”

The Office of Technology is working on a plan to expand its cybersecurity training. In addition to the yearly online course, this new plan would require employees to take more specific training tailored to their positions. In the meantime, the agency is using state-of-the-art technology to improve security, including a next-generation firewall that was recently installed. This network security system is able to detect and block sophisticated attacks by enforcing security policies at the application level.

For more information about the Office of Technology’s cybersecurity initiatives and how you can keep information safe, visit www.technology.wv.gov/security/Pages/default.aspx.

Mileage Reimbursement Rate Established for 2017

The state’s mileage reimbursement rate will reduce to 53.5 cents per mile for 2017 and will remain in effect until further notice from the U.S. General Services Administration (GSA).

In accordance with the *West Virginia State Travel Rules*, the state’s mileage reimbursement rate for privately-owned vehicles abides by the U.S. GSA’s rate.

Section 5.2.2.2 of the *Travel Rules* states that “mileage allowance for privately-owned vehicles engaged in State business will be based on the GSA rate in effect at the time of the travel. The rate covers all operating costs such as fuel, maintenance, insurance, etc., and no additional reimbursement will be made for such expenses.”

To view the *State Travel Rules*, visit www.state.wv.us/admin/purchase/travel/TravelRule.pdf.

Any questions regarding the state’s mileage reimbursement rate can be directed to your agency’s travel coordinator or State Travel Manager Catherine DeMarco at 304.558.2613 or Catherine.A.DeMarco@wv.gov.

Be Prepared for Driving Safely this Winter Season

Winter weather conditions, such as ice and snow, can make everyday driving dangerous. The Fleet Management Office (FMO) would like to remind Department employees of some safety driving tips to help keep the roads accident free this winter. These tips include the following:

1. **Remove all ice and snow before driving.** Good visibility is the key to good driving during any weather. Only clearing off a small area on your windshield reduces your visibility and is dangerous to you and other drivers on the road.
2. **Accelerate and decelerate slowly.** Making your tires spin by being in a hurry will damage them and result in a loss of traction.
3. **Drive slowly and take your time.** Ice and snow on the ground can make starting, stopping and turning dangerous. Take your time when driving to avoid skidding. Be sure not to accelerate or brake while turning, which could reduce your control. Be extra cautious on bridges, overpasses and shaded areas where black ice is most likely to be found.
4. **Allow for more brake time.** Do not tailgate and recognize that you may need more brake time than you would in dry conditions.



5. **Don't lock your wheels when braking.** Locked wheels can result in a vehicle sliding or skidding on the road. Research if your car has an anti-lock braking system (ABS) and how it may affect driving. Many older cars do not have ABS and will need to be extra cautious when stopping.
6. **Using cruise control is also not recommended** as it could cause a loss of traction.
7. **Know how to correct a slide.** If your car begins to slide during a turn, gently let off of the accelerator and turn the steering wheel in the direction of the slide.
8. **Don't be overconfident.** While four-wheel (4WD) or all-wheel drive (AWD) may help handle winter

conditions better, it does not make your vehicle invincible. 4WD and AWD provide no advantage when braking or turning.

9. **Be aware of other motorists.** Other drivers may not be as cautious so be sure to allow for extra space between cars and stay alert to any hazardous road conditions they may be facing.

In addition to the nine driving tips noted, FMO encourages employees to keep an emergency kit in their car this winter. In addition to common items such as flashlights, reflective items and first aid kits, a winter kit should also include a small shovel, sand or kitty litter, an ice scraper and emergency blankets.

If you do become stranded in your vehicle, tie a bright color fabric to the antenna so your vehicle will stand out against the snow. Remove snow from around your vehicle's exhaust pipe periodically so it does not become blocked. Reduce your engine use to 10 minutes per hour; this will be just enough to keep the vehicle warm in case you are stranded for a long period of time. Driving smart and being prepared this winter season could make all the difference.

PEIA Approves Benefit Changes for Plan Year 2018

Public Employees Insurance Agency (PEIA) Finance Board members approved more than \$50 million in 2017-18 plan benefit cuts for state and public school employees, many non-state public employees and retirees.

The benefit cuts for state and public school employees will primarily be made through higher deductibles and out-of-pocket maximums, as well as mandatory 90-day prescription fills for maintenance drugs for chronic conditions. This mandatory 90-day fill plan was selected in place of the alternative, which would have required higher out-of-pocket costs.

Meanwhile, non-state public employees, who are not subject to the 80/20 employer-employee premium match that is required by law for state and public school employees, will see a six percent premium increase, while retirees will see a four percent premium increase.

To view the approved changes in more detail, visit www.peia.wv.gov/news_center/Pages/Finance-Board-Votes-to-approve-Plan-Year-2016.aspx.



Members of the PEIA Finance Board met in December to approve a plan for Plan Year 2018. This plan includes many benefit changes, including requirements for prescription fills. The changes made in this plan can be viewed online.

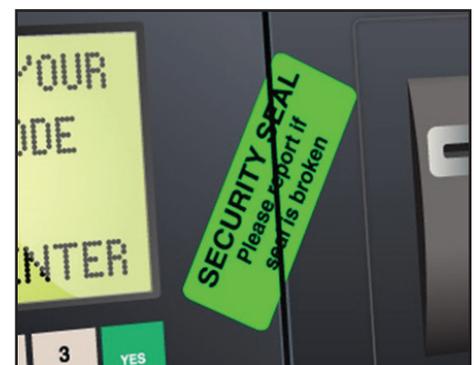
Fleet Management Warns Against Gas Pump Skimmers

When inserting payment into the card reader at the gas pump, the Fleet Management Office would like to urge all state employees to take an extra moment to look for danger at the card reader. Gas pump skimmers, also known as white plastic, are placed on the outside of the pump's card reader and are used to steal credit card information. This method of stealing credit card information allows third parties to capture not only the credit card number but also driver ID pin numbers and odometer readings.

Be aware of your surroundings at all times and do not use the card reader if you suspect it has a skimmer or seems unusual or suspect in any way. Using extra precaution at the gas pump can prevent the time, money and inconvenience that comes with having to replace WEX fuel cards and driver pin numbers.



Be aware when using your credit card at a gas pump. The image above shows how a gas pump card skimmers appears while the top right images show a damaged label that has been voided. All official labels should not be discolored, show as "void" or be broken. The image to the bottom right shows a gas pump that has a broken security seal. If you notice something strange at a pump, report it immediately to an attendant and do not use your credit card.



OHRD Encourages Agencies and Managers to take Advantage of Consulting Services Throughout 2017

As we move into a new year, consider taking advantage of the consulting services offered by the Division of Personnel (DOP) Organization and Human Resource Development (OHRD). These special meetings with OHRD are customized to the individual, team or agency and focus on positive development through a wide range of projects and topics.

Some past consulting projects conducted by OHRD have included one-on-one coaching to develop a manager's leadership skills; conducting a needs assessment to determine ways to improve team performance; building a positive work culture; and helping agencies devise and implement multi-year strategic

plans. Managers who have participated in OHRD consulting services have reported a 72% improvement in communication, 70% improvement in performance and a 51% improvement in team effectiveness.

"Supervisors/managers don't usually think about bringing someone in to help improve their processes or develop their employees," shared Bobbie Seyedmonir, Assistant Director of OHRD. "However, I think that employee and organizational development, whether it be a supervisor/manager, a promising employee or a functional work team, is one of the most important aspects of organizational excellence."

While consulting services are free for

agencies covered under DOP, there are a limited number of projects OHRD can take on each year; however, OHRD will try to accommodate any manager who expresses interest and is willing to complete the work. While OHRD can analyze a situation and provide guidance, it is up to the agency or manager to put in the work for long term success.

"This process works best for any agency that is not only open to receiving the services but also willing to do the work necessary to improve their employees' performance," added Seyedmonir.

To learn more about OHRD's Consulting Services, call 304.558.3950 ext. 57204 or visit www.personnel.wv.gov/ohrd.

Quotes, Notes and Anecdotes

Department Employees Share their Resolutions for 2017

Happy New Year from the Department of Administration! In the December issue of *Quotes, Notes & Anecdotes*, we asked employees to share their New Year's resolutions for 2017. Below are the submissions we received. Good luck to all those striving to make a change and achieve their goals. Let's make 2017 a great year!

In 2017, I want to...

- Write out (and follow) weekly meal plans and shopping lists to make shopping and dinner prep much easier.
- Clean out the attic at my farm.
- Finish and submit the play I'm working on.
- Make a chore/cleaning routine. It is hard to keep up with my housework with a toddler.
- Work on consistently walking 10,000 steps per day.
- Remember that it is okay to enjoy the little victories and take a break once in a while.
- Finish editing my novel and put it on Amazon through CreateSpace.
- Give more! Give more time to the people I care about, give more love to the world, and give more money to causes that mean something to me.
- Be the best I can be.
- Finish the requirements to become eligible to join The Dramatists Guild.
- Write two letters per week to my dad.
- Finish paying off debt by making extra payments, especially on my car loan.
- Be healthier mentally and physically.
- Be more present in the moment rather than always thinking about the past or future.

Welcome! ... The Department of Administration is pleased to welcome **Rebecca Vanness** (CPRB); **David Haynes** and **Jefrey Young** (General Services); **Joshua Lanham** (Personnel); and **Seth Atkisson** and **Vincent Sodaro** (Technology).

Happy Retirement! ... After years of hard work and dedication, we would like to wish **Thompson Midkiff** (Aviation) the very best during his retirement.

Best Wishes ... to **Kimberly Dawson** (PEIA) and **Jackie Linthicome** (Public Defender Services), who recently resigned from our department.

Building 4 Snack Bar ... Effective December 28, 2016, the Building 4 Snack Bar closed due to a decline in business. The vending machines located near the Snack Bar will remain operational. Please note, the Capitol Food Court and the Building 7 Snack Bar are open weekdays from 7:30 a.m. to 1:30 p.m.

Happy New Year! ... The Department of Administration wishes all of our employees a Happy New Year!

State Mobile Device Users ... Office of Technology reminds employees needing remote access for personal and state-issued mobile devices and laptops to complete a Network Account Form (NAF) at <https://sp.wv.gov/sites/naf/default.aspx>. At this site, click "Remote Access Request" on the left side to provide VPN access to data on the wv.gov network via a laptop. Click "Mobile Device Request" for providing access to state e-mail for personal and state-issued mobile devices.

HAPPY BIRTHDAY ... in January

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

Lawrence Copley.....Aviation	Terry Blair.....Personnel
Christine Johnson.....BRIM	Jean Brown.....Personnel
Stephen Panaro.....BRIM	Lisa Collins.....Personnel
Tonya Pugh.....BRIM	Jon Hague.....Personnel
Shannon Shaffer.....BRIM	Scott Joslin.....Personnel
John Beane.....CPRB	Kim Nuckles.....Personnel
Kendrick Cox.....CPRB	Cynthia Robinson.....Personnel
Virginia Goff.....CPRB	Lee Carper.....Pub. Def. Svcs.
Deana Gose.....CPRB	Betsy Chapman.....Pub. Def. Svcs.
Sherry McCormick.....CPRB	John Smolder.....Pub. Def. Svcs.
Garry Shivley.....CPRB	Charles Barnette.....Purchasing
Eric Stringer.....CPRB	David Bailey.....Real Estate
Rebecca Vanness.....CPRB	Ashley Means.....Real Estate
Brian Meadows.....Finance	Regina Reynolds.....Real Estate
Kaye Parks.....Finance	Susannah Carpenter.....Sec. Office
Elizabeth Bush-Hoh.....Fleet	Ronnie Phipps.....Surplus
Mandy Parsons.....Fleet	Tina Bishop.....Technology
George Arthur.....General Svcs.	Mary Burkey.....Technology
Gregory Carrier.....General Svcs.	David Douglas.....Technology
Richard Cunningham.....General Svcs.	Tena Dye.....Technology
Kari Dean.....General Svcs.	David Fitzwater.....Technology
David Jarrell.....General Svcs.	Richard Gauldin.....Technology
David Lawrence.....General Svcs.	Brian Hatcher.....Technology
William Lawson.....General Svcs.	Travis Hysell.....Technology
Baxter Parsons.....General Svcs.	Lisa Maurer.....Technology
Michael Shrewsbury.....General Svcs.	Justin Mcallister.....Technology
Leonard Spencer.....General Svcs.	Jose Molinar.....Technology
Renee Bailey.....PEIA	Joseph Perks.....Technology
Joni Blankenship.....PEIA	Sarah Smith.....Technology
Susan Aiello.....Personnel	Christopher Thornton.....Technology
Elizabeth Arthur.....Personnel	Amanda Wellman.....Technology

Administrative Notes

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