

Quotes, Notes & Anecdotes

Monthly Employee Newsletter Published by the Department of Administration
January 2021 - Volume 28, Issue 1

Employee of the Month

Bailey a Problem-Solver in the Office of Technology



Derek Bailey
January Employee
of the Month

Derek Bailey, an Administrative Services Assistant 1 for the Office of Technology, has been selected as the Department of Administration's *Employee of the Month* for January.

A state employee for more than 12 years, his duties mainly relate to telecommunication change requests. He serves as the team lead who is the liaison between vendors and agencies. He also processes some of the billing.

"Derek is always helpful and goes above and beyond what is expected of him every day," said the

co-worker who nominated him. "He is the first to handle any new requests and works ahead to make sure all are handled on time. Derek constantly looks for new ways to solve problems and address workflow improvements, and he assists all co-workers in a friendly and inviting manner. Derek is always on time, works tirelessly, and is the definition of selfless.

"Derek maintains a positive attitude no matter the circumstances," the co-worker continued. "He always has a smile and his laughter brightens the office. The state is very lucky to have him."

When he's not working, Bailey enjoys watching sports (especially college football), gambling, traveling, spending time with family and friends, grilling good food, going out to new restaurants, and playing old school Nintendo.

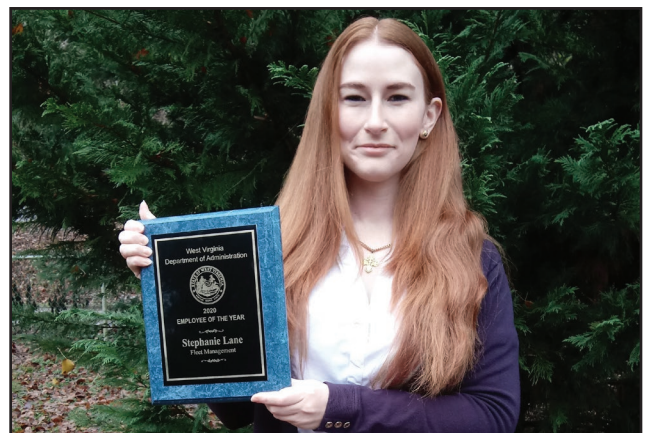
Congratulations from all of us at the Department of Administration!

FMD Employee Lane Honored as Employee of the Year

Stephanie Lane, the Fleet Coordinator for the state's Fleet Management Division (FMD), has been selected as the Department of Administration's *Employee of the Year* for 2020. Lane was named the winner during a virtual ceremony on December 15, 2020.

Lane has worked for the state for more than two years. Her duties include ordering new vehicles, managing fixed assets in *wvOASIS*, tracking vehicular total loss, coordinating fuel and maintenance services for vehicles using FMD services, and submitting the annual fuel report to the Department of Energy. She also facilitates the accident claims process for vehicles owned by the Fleet Management Division.

While the Department of Administration historically has hosted a



Please see **EMPLOYEE AWARD**, Page 4

SNEAK PEEK

- Agencies Share Accomplishments / Page 2
- OHRD Establishing Group for Working Parents / Page 3
- DOP-P18 Virtual Training Available for Managers / Page 5

2021
1st Semester
VIRTUAL
PROGRAM SCHEDULE

Department Agencies Realized Long List of Accomplishments in Challenging Year

The past year was a challenging one for the Department of Administration's 15 agencies and divisions, but despite the obstacles presented by the COVID-19 pandemic, there are still many successes to celebrate and build upon as we head into 2021.

Below are just a few highlights of the Department's accomplishments:

- The Aviation Division performed 97 flights in response to critical lifesaving search and rescue missions as well as law enforcement missions. The Division also played a role in the state's response to the COVID-19 pandemic. The Cessna Caravan airplane transported two CURIS Hydrogen Peroxide Vapor machines from Orlando, FL, to sterilize Personal Protective Equipment as well as interiors of ambulances, buses, and state-owned vehicles.
- The Board of Risk and Insurance Management provided a reduction in automobile premiums billed to insureds resulting from reduced exposure for insureds due to curtailed operations impacted by the COVID-19 pandemic. The agency also submitted eligible COVID expenses to the Budget Office in a timely manner for state reimbursement from CARES Act funds.
- The Legislature created a tenth retirement system for the Consolidated Public Retirement Board to administer. The new retirement system for Natural Resources police officers becomes effective on January 2, 2021. Most of 2020 was spent preparing for this new system which will have 115 members.
- The Ethics Commission issued 12 Advisory Opinions giving formal interpretations of the Ethics Act, the Open Governmental Meetings Act, W. Va. Code § 61-10-15 (prohibited contracts), and W. Va. Code § 18-5-1a (school board eligibility); issued six formal contract exemptions; processed 100 for-

mal complaints filed by individuals; responded to 428 written inquiries; granted 29 employment exemptions; trained 904 public officials and employees; processed approximately 3,300 Financial Disclosure Statements; processed 46 lobbyist registrations; and processed 1,093 lobbyist spending reports.

- The vendor section of the Finance Division successfully registered more than 7,600 vendors from July 15 to September 30, 2020. This represents a 500% increase in vendor registrations. Most of these vendors registered as the initial step for small businesses and sole proprietors applying for the CARES Act monies offered under the Justice administration.
- The Fleet Management Division returned \$791,653 to the agencies in May 2020; completed the purchasing process to acquire an online reservation system with a kiosk and vehicle key lock box to facilitate the utilization of vehicles across agencies to reduce the number of state vehicles; and saved the state \$303,891.23 in maintenance costs by suggesting alternatives to the garages' recommended repairs.
- The General Services Division's custodians were the unsung heroes in the COVID-19 pandemic. They provided cleaning services, including enhanced cleaning services, and routine and non-routine disinfection services for various offices whenever a positive individual was identified within buildings on the Capitol Campus. Staff and contracted vendors have been trained and constantly updated on current Centers for Disease Control procedures to provide the safest possible working environment for those working on the campus. GSD also evaluated many of the state buildings on campus as

Please see **ACCOMPLISHMENTS, Page 5**

Travel Card Information Must Be Kept Current at Auditor's Office and with Rental Companies

To ensure that vendors receive proper and timely payment for services, state employees utilizing the statewide vehicle rental contracts should keep their payment information with those entities current. While some travel arrangements can be made using the *wv*OASIS Online Booking Tool, reservations can still be made manually. When booking manually with Enterprise, a GAR number is required. Each GAR number has a corresponding P-card on file with the Auditor's Office. Agencies should keep their payment information that corresponds to GAR numbers current with the Auditor's Office. Updates will be needed if P-card holders change and when new cards are issued with new expiration dates.

The Travel Management Office (TMO) frequently receives decline messages from Enterprise, and because the TMO does not manage P-card information, any updates must come directly from the agency cardholder. Cardholders needing to update their P-card information with the State Auditor's Office may do so by

contacting Nathan Ellis at 304.558.2261 ext. 2108 or *Nathan.Ellis@wvsao.gov*. The updated information should not be emailed.

For agencies utilizing the Hertz contract, the payee should submit the Guaranteed Credit Card Applicant Program Letter of Agreement following the instructions located at *www.state.wv.us/admin/purchase/travel/GCCAPPLICATIONincludingupdatingexisting.pdf*. The Letter of Agreement and its required information must be prepared on agency letterhead. Once Hertz receives the information, the agency will be assigned a new billing ID. Upon completion and submission of the Letter of Agreement to Hertz, the agency will be provided with a new billing number as well as a discount number. The discount number, while not related to billing, may be used by Hertz to bring up the contract rates for West Virginia.

If you aren't sure if you have current information on file, follow up with the appropriate entities to verify your agency's information.

Keep Emails Organized, Professional in the New Year

If you are like most people, your work inbox may be unorganized, and at times, overwhelming. Filled to the brim with emails from co-workers needing answers, vendors promoting their goods and services, and other junk or spam emails filling up valuable space, logging in to your email shouldn't bring dread and anxiety. To help you get organized in the new year, below are some tips to cleaning up and maintaining an organized inbox, as well as other etiquette tips for sending professional emails.

Incorporate Organization into Your Daily Routine

Keeping emails organized is a daily task. It should become a part of your normal routine, not something you squeeze in at the end of the day or whenever you have time.

Create a Filing System that Makes Sense to You

Schedule some time to create your virtual filing cabinet with categorized folders and subfolders. If you already have a virtual filing cabinet, take the time to go through it and make sure the categories still work for you. Consolidate folders and files where you can, and conduct regular reviews of those files, deleting anything you no longer need.

Use the FAST System

When you open an email, you should decide whether the email needs to be *filed* in your virtual filing cabinet, *assigned* to someone else (or forwarded), *stored* or *scanned* for future reference, or *trashed* (i.e. deleted). Deciding right away what step to take with each email you open will minimize any unnecessary emails in your inbox. Regardless of what action is taken, be sure to respond in a timely manner to any emails personalized to you.

Utilize the Filter Features

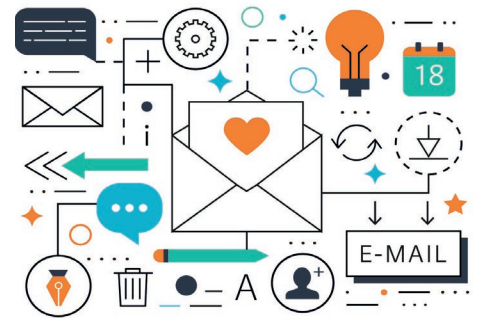
Microsoft Outlook allows you to create a Focused inbox and an Other inbox. This is similar to having a junk, spam, or clutter folder. You can create rules to automatically move emails into the various folders, block emails you don't wish to receive in the future, and take other actions that will ensure you get important emails in your inbox while minimizing unnecessary ones. Also limit giving out your work email for promotional purposes.

Below are some other things you can do, whether working from home or in the office, to ensure your emails are professional and effective.

- Personalize emails with a signature block.
- Include a clear, direct subject line.
- Use professional salutations, when appropriate.

- Think twice before hitting Reply All.
- Use exclamation points sparingly.
- Proofread every email before hitting Send.
- Reply to all emails in a timely manner, even if you don't have the immediate answer.
- Double check that you have entered the correct email addresses for recipients.
- Watch your tone as emails can often get lost in translation.
- Remember that all emails sent from your work account are public information and are subject to any public records request.

And finally, do not forget to pick up the phone when it makes the most sense. Email should not be the only source of communication. Now that 2020 is behind us, what will you do to get more organized in the new year?



OHRD Establishing Group for Working Parents

Being a working parent has perhaps never been more difficult than it has the past few months. Between juggling working from home and students learning remotely, many parents are overwhelmed and struggling to keep it all together. Even when concern surrounding the pandemic dissipates, many of the challenges facing working parents will remain.

The Division of Personnel's Organization and Human Resource Development (OHRD) section is establishing its first special interest group for working parents. The idea is that by bringing together individuals experiencing similar problems and successes, they can support and learn from one another. Open to anyone experiencing the stresses and successes of working while trying to parent, the group will also include members who are subject matter experts on a variety of topics who will also be able to direct participants

to resources and help answer questions.

"We hope to shape this community to fit what works for its members," said Dr. Bobbie Wisniewski, assistant director for Organization and Human Resource Development. "This interest group is meant to be the first of a series of communities of practice surrounding issues, specific interests, or other needs. We will take what we learn from this group to establish the success of the next one."

The first virtual meeting, held via Microsoft Teams, is scheduled for Tuesday, January 26, 2021, from 1:30 pm-3:00 pm. Anyone interested in participating can log into CourseMill and type "OHRD" into the catalog ID at www.online-learning.wv.gov. The link to enroll is at the bottom of the page. Upon being enrolled in this interest group, you will receive an enrollment email that will include a link to a needs assessment survey to help determine programming.

Quotes, Notes and Anecdotes

Tips for Winterizing Your Car

As frigid temperatures set in, drivers should prepare their vehicle for winter driving. Here are a few tips from the Fleet Management Division on ways to winterize your car for colder days and make driving easier.

Good Visibility is Vital

If your wipers are leaving streaks of water on your windshield, or if the wiper-blade rubber shows any signs of cracking or stiffness, replace them with a new set. Make sure your windshield washer reservoir is filled with a washer solution that contains an antifreeze agent. Also, make sure your car's heater is functioning properly to be able to direct warm air to the windshield when it is in defrost mode. Finally, check that all the vehicle's lights are working properly and are clear of snow and ice.

Consider a Switch to Winter Tires

If you drive a lot in slippery conditions, it's a good idea to replace your all-season tires with a set of dedicated winter tires, which have tread patterns and rubber compounds specifically designed for optimum traction on slick roads.

Keep the Battery in Good Shape

At about zero degrees Fahrenheit, your battery only has about half the cranking power it has at 80 degrees. For conventional batteries, remove the plastic caps on top of the battery and check the fluid level. If the fluid level is low, add distilled water. On maintenance-free batteries, check that the window at the top of the battery indicates a fully charged state. If it does not show as fully charged, have the battery professionally tested at a service station.

Make Sure You Use the Right Engine Oil

Engine oil thickens when cold, making it harder for the engine to turn over. Modern cars use multi-weight oil that is suitable for a wide range of temperatures, but some manufacturers recommend specific grades of oil for specific temperature ranges. An engine block heater can also be installed in the engine if you expect low temperatures.

Check Your Cooling System

Extreme cold can cause rubber parts to become brittle and fail. When the engine is cold, check the radiator and heater hoses for cracking, leaking, or contamination from oil or grease. The hoses should be firm, yet pliable when you squeeze them. Replace them if they feel brittle or overly soft.

Protection for Inside and Out

The dirt and salt of winter can attack your car's paint finish so be sure to wash it regularly during the winter months. Include washing the wheel wells and underbody to prevent road salt from building up. Using wax can also help prevent pitting and corrosion. Use floor mats to protect your car's carpet from water and mud.

Prevent Freeze-ups

To prevent your vehicle's door and trunk from freezing closed, lubricate the locks with a silicone spray or door-lock lubricant.

EMPLOYEE AWARD

Continued from Page 1

reception within the State Capitol, this was not an option due to COVID-19. Instead, all eligible 2020 *Employee of the Month* winners were honored during a virtual ceremony. During the ceremony, Cabinet Secretary Allan McVey thanked all the recognized employees for their hard work and dedication.

"I am so appreciative of everyone who has helped me in my career, especially my Director, Kenny Yoakum, Fleet Manager, Rebecca Farmer, and every member of our team at Fleet – James, Chena, Tim, Leigh, and Teresa. I'm extremely proud to live in and work for the great state of West Virginia," shared Lane. "It is an honor to receive this award, especially considering all the amazing individuals who were also contenders for it. And a special thanks to our Cabinet Secretary, Mr. McVey, for the excellent job he does for the Department of Administration."

Department of Administration employees may nominate their peers for this program at <http://administration.wv.gov/employee-of-the-month>.

Congratulations to the *Employees of the Month* for 2020 and a special recognition to Lane for being selected as our *Employee of the Year!*

State Capitol Dispensary Available to Employees, Visitors During Legislative Session

With the 2021 Legislative session beginning on February 10, 2021, the Division of Protective Services would like to remind state employees that the Capitol Dispensary is open and available to assist your medical needs. Located in Room 9-A of Building One, the Dispensary will be open during the regular session from 8:30 a.m. to 4:30 p.m.

The Capitol Dispensary is operated by registered nurse Elizabeth George who can provide a variety of over-the-counter pain relievers, as well as medications for colds, allergies, insect bites and stings. The Dispensary also has medications for medical emergencies, such as EpiPens for ana-

phylaxis and nitroglycerin pills for angina. The Dispensary does not maintain antibiotics or provide any other medication that requires a prescription.

To speak with the nurse at the Capitol Dispensary, please call 304.558.3663. If you have a medical emergency outside of these hours of operation, please call 911 or the Capitol Police Command Center at 304.558.5715. The Capitol Dispensary telephone number will also automatically forward to the Capitol Police Command Center if dialed after business hours.

DOP-P18 Virtual Training Available for Managers

Management training for state agency supervisors and managers doesn't have to be put on hold during the ongoing COVID-19 pandemic. The staff of the Division of Personnel's (DOP) Organization and Human Resource Development (OHRD) section has been working hard to redesign select face-to-face classes for virtual offerings during this time of social distancing so that supervisors/managers can still maintain compliance with the Supervisor/Manager Training Program Policy (DOP-P18). The purpose of DOP-P18 is to ensure that all supervisors and managers in state agencies possess the knowledge, skills, and abilities to successfully carry out the duties and responsibilities of their positions.

To support compliance, DOP-OHRD offers two distinct paths: the traditional DOP-P18 path with compliance achieved in approximately three years, or the Cohort program, which is an intensive leadership development program completed in just one year. Cohort includes the DOP-P18 courses plus extra coursework. However, the Cohort program is on hold until it is safe to meet in person. A list of virtual DOP-P18 classes can be found here: <https://personnel.wv.gov/ohrd/learning/alphabeticalistofprograms>

Supervisors and managers can learn more by enrolling in the online DOP-P18 Learning Blast. This OHRD Learning Blast provides a brief overview of the program. Log into CourseMill and type "OHRD32" in the Catalog ID. More information can also be found on the OHRD website here: <https://personnel.wv.gov/ohrd/news-and-announcements/Pages/20211stSemester.aspx>



ACCOMPLISHMENTS

Continued from Page 2

well as off campus within the Department of Administration portfolio for HVAC performance and improvements which can help minimize the spread of airborne infectious diseases. GSD is moving forward to improve the HVAC systems in buildings 5, 6, and 7 to add layers of defense for state workers and visitors to these buildings.

- The Grievance Board successfully processed all grievances during the pandemic and issued over 80% of decisions within 30 days of their mature date.
- PEIA oversaw the transition from HealthSmart to UMR; completed open enrollment with no temporary help and minimal overtime; and implemented HB 2351 which includes a Gold Card program and online portals for electronic prior authorization requests for physicians, and provides a continuity of services/therapy for patients that move from one insurer to another.
- In the Division of Personnel, 2020 brought employers and state agencies new rules and legislation, including the federal Families First Coronavirus Response Act (FFCRA). Services and resources provided by DOP are designed to enable the execution of government-wide law, rule, and policy and develop and promulgate policy and human resources programs that support the current and emerging needs of agencies, workers, and their families. Between February and September of 2020, DOP developed the Families First Coronavirus Response Act Policy to ensure a clear and uniform understanding and administration of leave and pay under the FFCRA for employees affected by the COVID pandemic. In addition to the policy, DOP created four guidance documents to assist

agencies with compliance with the FFCRA, including three Frequently Asked Questions documents addressing the pandemic's impact on the workplace and the reopening of state agencies and schools.

- For Fiscal Year 2020, Public Defender Services obtained a grant as part of the Chan Zuckerberg Initiative for its SWIFT Defense of Women project. The agency organized a continuing legal education seminar entitled "Representing Your Detained Client During a Pandemic" that was attended by more than 200 attorneys and focused on efforts to reduce the jail population during the surge in Coronavirus infections.
- The Real Estate Division established a Capitol shuttle service to save the state money on bus service.
- The Office of Technology implemented an email validation system designed to protect the state's email domain from being used for email spoofing, phishing scams, and other cybercrimes. Users can no longer receive emails from scammers that have spoofed other state employees. The agency optimized Cisco AnyConnect VPN concentrators to support the sudden increase of remote users due to COVID-19 as well as participated in the Governor's Kids Connect Initiative focusing primarily on adding wireless connectivity at 137 library facilities. They also provided cyber support for both the general and primary elections.
- The WV EEO Office has actively raised the visibility of the office by its social media presence and EEO Coordinator/Counselors quarterly newsletter. This is the first year the WV EEO Office has provided online training.

Experience the Winter Wonderland in West Virginia

While traveling and vacations may look a little different this year, there are still plenty of ways to get out and about this winter in the Mountain State. Here are some recommendations from West Virginia Tourism on safe and fun activities to enjoy.

ATV Rides

Hop over to Mercer County and take a ride on part of the 700 miles of the Hatfield McCoy Trail System that spans southern West Virginia.

Snowmobile Tours

Zip through the forests of West Virginia and get a new look at the mountains. Snowshoe Mountain currently has two different snowmobile tours available.

Skiing and Snowboarding

As a classic winter activity in the Mountain State, many West Virginians cannot imagine a season without hitting the slopes. With many locations to choose from, carefully review their COVID-19 guidelines and plan accordingly.

Cross Country Skiing

If you love skiing and are looking to break away from the crowds, consider cross country skiing. West Virginia ski areas offer several trails perfect for all skill levels.

Cozy Cabin

If winter sports are not your thing, consider renting a cabin. Whether you want to play board games inside or have fun outside in the snow, a cabin is a cozy way to spend your time. *Bonus suggestion: see if your cabin is in a location perfect for stargazing.*

For more ideas on how to get away this winter, visit wvtourism.com.

Welcome! ... The Department of Administration is pleased to welcome **John Hickman** and **Ashley Knapp** (CPRB); **John Roush** (Ethics); **David Norman** (General Services); and **Joseph King** and **Charles Persinger** (Technology).

Best Wishes ... to **Matthew Short** (CPRB), **Susan Keener** (Personnel); **Riley White** (Public Defender Services); and **James Peters** (Real Estate), who recently resigned from our department.

Happy Retirement! ... After years of hard work and dedication, we would like to wish **Tammy Scarberry** (PEIA), **James Easley** and **Samuel Payton** (Technology) the very best during their retirements.

Martin Luther King Day ... Please remember that state employees will recognize Monday, January 18, 2021, as a state holiday in remembrance of Dr. Martin Luther King.

Happy New Year ... from the Department of Administration. Watch for an upcoming email sharing New Year Resolutions shared as part of the **Employee Question of the Month** campaign.

Got News? ... Share YOUR good news with all of your department co-workers! Email Samantha.S.Knapp@wv.gov with detailed information so we may include it in the next issue of the newsletter.

HAPPY BIRTHDAY ... in JANUARY

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

Stephen Panaro.....BRIM	Renee Bailey.....PEIA
Tonya Pugh.....BRIM	Elizabeth Arthur.....Personnel
Shannon Shaffer.....BRIM	Amy Hayes.....Personnel
John Beane.....CPRB	Connor Kleppinger.....Personnel
Nancy Butcher.....CPRB	Lee Carper.....Pub.Def.Srvs.
Virginia Goff.....CPRB	Blake Collias.....Pub.Def.Srvs.
Deana Gose.....CPRB	Jessica Hudnall.....Pub.Def.Srvs.
Rajahnea Patrick.....CPRB	Wendy Pettry.....Purchasing
Nora Shanklin.....CPRB	Ashley Means.....Real Estate
Andrew Herrick.....Ethics	Regina Reynolds.....Real Estate
Kaye Parks.....Finance	Allan McVey.....Sec.Of Admin
Sarah Smith.....Finance	Kim Nuckles.....Sec. Of Admin
Tena Dye.....Finance	Scott Birchfield.....Technology
Marsha Bowling.....Gen.Srvs.	Mary Burkey.....Technology
Gregory Carrier.....Gen.Srvs.	Tina Christian.....Technology
Armelia Close.....Gen.Srvs.	David Douglas.....Technology
Richard Cunningham.....Gen.Srvs.	David Fitzwater.....Technology
Kari Dean.....Gen.Srvs.	Richard Gaudin.....Technology
David Jarrell.....Gen.Srvs.	Brian Hatcher.....Technology
David Lawrence.....Gen.Srvs.	Travis Hysell.....Technology
William Lawson.....Gen.Srvs.	Lisa Maurer.....Technology
Eric Pardue.....Gen.Srvs.	Justin McAllister.....Technology
Baxter Parsons.....Gen.Srvs.	Jose Molinar.....Technology
Chris Sanders.....Gen.Srvs.	Joseph Perks.....Technology
Leonard Spencer.....Gen.Srvs.	Tina Snyder.....Technology
Joni Blankenship.....PEIA	Danny Stover.....Technology
Heather Meredith.....PEIA	Christopher Thornton.....Technology

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