



# Quotes, Notes & Anecdotes

Monthly Employee Newsletter Published by the Department of Administration  
JUNE 2011 - Volume 18, Issue 6

## Employee of the Month

### Accuracy and Positivity Pays Dividends for Hudnall



**DIANE HUDNALL**  
June Employee  
of the Month

**DIANE HUDNALL**, an Administrative Services Assistant I at the Finance Division, has been selected as the Department of Administration's *Employee of the Month* for June.

A state government employee for nearly seven years, Hudnall provides payroll support for various boards and agencies; processes personnel transactions for Finance; and posts the agency's job postings while preparing and reviewing the paperwork for new hires. Hudnall also

processes insurance forms for employees and explains benefit options for them.

"Diane does an outstanding job in the payroll section. I have received compliments of Diane from several state employees for her efforts," said one co-worker. "Diane compiles her reports and documents in a timely manner and the information is always accurate and complete."

Said another co-worker, "Diane works hard and goes the extra mile to get the job

done. She has a positive attitude and is always willing to help. She takes on additional duties without hesitation."

In her spare time, Hudnall likes to go camping, boating and work in her garden. She will be joined by her friends and co-workers at a special ceremony presented by Cabinet Secretary Rob Ferguson on Thursday, June 2 at 11:15 a.m. at the Finance Division office in Building 17 on Washington Street.

### Aviation Division Remains Dedicated to its Mission of Serving the State of WV

April showers – which began in late winter and continued through May – have brought about an increased workload for the Department of Administration's Aviation Division.

"The down swing in the weather we have had this year has caused an upsurge in state helicopter flight requests and perfor-

mances associated with search and rescue missions," noted Aviation Division Director Keith Wood. "Since February, the Aviation Division has been called out to perform a number of helicopter flights associated with lost personnel and various law enforcement

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**Larry Copley is one of the three helicopter pilots for the Aviation Division who has found himself busier this year with a series of helicopter flight rescues and involvement in search and rescue missions.**



## SNEAK PEEK

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# Department Employees Recognize Our Graduates!

This is the season to celebrate the academic achievements of our children and grandchildren, who are graduating from high school and college. Below are some of our proud employees:

**Christopher Bailey (Technology):**

Daughter, **Ashley**, graduates from Woodrow Wilson High School and will attend West Virginia University in the fall.

**Jean Chapman (Technology):**

Son, **Jake**, graduates from Central Fellowship Christian Academy and will attend Truett-McConnell College in Cleveland, Ga. pursuing a degree in Christianity.

**Michael Cheeks (Technology):**

Son, **Shawn**, graduates from River View High School as valedictorian and will attend Marshall University to pursue a major in computer science with a minor in meteorology.

**C. Kelley Endres (Real Estate):**

Daughter, **Anne**, graduates Summa Cum Laude from Concord University with a Bachelor of Arts in geography. She has been awarded a teaching assistantship with the Department of Geology and Geography at West Virginia University where she will pursue a Master of Arts degree in geography.

**Ellen Fleet (CPRB):** Son, **Samuel**, graduates from Saint Albans High School and will attend

Shepherd University majoring in music composition.

**Kim Henry (Purchasing):** Step-daughter, **Jennifer**, graduates from Scott High School (Madison) and will attend West Virginia State University majoring in early childhood development.

**Diane Holley-Brown (Purchasing):** Son, **Zach**, graduates from Marshall University's College of Information and Technology and Engineering with a Bachelor of Science in Engineering – Civil Emphasis.

**Barbara Jarrell (Personnel):** Son, **Brent**, graduates from Waynesburg University (Pennsylvania) with a masters in business administration.

**Bill Judy (Technology):** Son, **Andrew**, graduated from West Virginia University in December, 2010 with a bachelor's degree in mechanical engineering. Daughter, **Rachel**, graduates from Alderson-Broadbent College with a masters degree in physician's assistant studies and is studying for her physician's assistant certification test.

**Terry King (CPRB):** Granddaughter, **Morgan Bauer**, graduates from Riverside High School and will attend West Virginia University majoring in English.

**Theresa Kline (CPRB):** Daughter, **Taylor**, graduates from Saint Albans High School and will attend Fairmont State University pursuing an elementary education teaching degree.



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## DOP Class Focuses on All Aspects of Navigating Change

The one thing in life that is constant is change. But when studies show that 95 percent of all New Year's resolutions are broken – most within weeks – and approximately 70 percent of organizational change initiatives fail, the question then becomes how can we successfully facilitate organizational change?

That is the problem addressed in “Managing for Excellence III: Beyond Boundaries,” a course being offered by the Division of Personnel's Organization and Human Resource Development (OHRD) office. Under OHRD's leadership, this four-day program is the capstone course for the Center for Quality Government.

Most change initiatives are doomed from the beginning because they run counter to what is known about human behavior, said Senior Development Consultant Mark Isabella. “The two strategies most often used in change are force and hope, and neither have a very good track record,” he said.

Instead, Isabella said, the most important aspect of change,

and the most overlooked, is planning. “That is the step most often ignored because we believe change is going to be easy,” he said. The key, then, is committing to a good plan and the ability to implement it. However, communication is another element that is frequently overlooked. “In most efforts, organizational changes are planned behind closed doors, revealed suddenly with little or no communication. Often the message fails to convey the urgency or necessity for the change,” Isabella said. “But for the change to succeed, you must give stakeholders a voice in the change, as well as provide the resources and tools for change. When stakeholders have true engagement, then they are committed to the change.”

Isabella said the course is designed to help managers plan, lead, implement, and manage change. “Leaders are ultimately

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**Buyer Supervisor Chuck Bowman conducts training on Request for Quotations via webinar while Staff Development Specialist Samantha Knapp assists. This webinar is a first for the Purchasing Division as it expanded its extensive training program statewide through the Internet.**

## Purchasing Division Ventures Into Cyberspace for Training

The Purchasing Division ventured into cyberspace to enhance its in-house training programs by successfully performing its first-ever statewide webinar in April.

Purchasing officials were able to reach more than 35 procurement officials from all corners of the state via the webinar. Buyer Supervisor Chuck Bowman conducted training on Request for Quotations while Staff Development Specialist Samantha Knapp organized the webinar and Purchasing Applications Specialist Mark Totten handled its logistics. Attendees of the webinar were able to follow an online presentation while listening to Bowman present it live via MeetingPlace, a web-based teleconference software program offered through the Office of Technology. Participants could submit questions online during the webinar or ask them by conference call at designated times.

“For this to be our first attempt in offering a webinar, we were very pleased with the results. We have received a great deal of positive feedback from the

participants and are ready to go forward with a second webinar scheduled later this summer,” said Purchasing Director Dave Tincher. “We will make slight modifications based on feedback from participants, but envision this to be another useful training component from our agency in the future.”

During the last several years, the Purchasing Division has greatly increased its training by offering programs year-round in addition to its annual statewide Agency Purchasing Conference.

In September 2009, the Purchasing Division announced the creation of its Procurement Certification Program. To allow procurement officials greater flexibility in earning credits toward certification, Purchasing has placed six online training modules on its website in addition to monthly in-house training sessions at the Capitol, and now webinars.

For more information about the Purchasing Division training programs, contact Knapp at (304) 558-7022 or [Samantha.S.Knapp@wv.gov](mailto:Samantha.S.Knapp@wv.gov).

## Privacy Tip of the Month

*The State Privacy Office of the West Virginia Health Care Authority shares a Privacy Tip each month with our department employees. Please take note of this valuable information which may protect you and your family.*

### What's Your Question?

*I've been making an effort to review Privacy Policies and there's something I need a bit of clarification on. Can you give me little more information on Individual Redress?*

### Here's the Answer!

The Individual Rights Policy requires each Department to provide “an appropriate means of individual redress.” This policy may be found at <http://www.privacy.wv.gov/privacypolicies/Pages/default.aspx>.

This means that each Department must have a formal process for handling privacy-related questions and complaints. The policy requires the process to be easily accessible and simple to use.

Everyone has a right to understand the Department's privacy and security practices. Everyone also has a right to ask questions about and raise objections to the collection and use of personally identifiable information (PII), such as home address, telephone number and driver's license number.

Never discourage a person from asking a question or making a complaint. If someone has a question about your Department's privacy practices, you can provide the person with a copy of the applicable Privacy Notice.

You should refer all other privacy questions – as well as all complaints – to your Privacy Officer immediately. **See Page 5 for a list of privacy officers for each of our agencies within the department.**

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## GRADUATES

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**Thomas Marchio (PEIA):** Daughter, **Lindsey**, graduates from the Cleveland-Marshall College of Law with a juris doctor degree.

**Lisa Maurer (Technology):** Son, **Stephen**, graduates from Saint Albans High School and will attend West Virginia University in the fall.

**Cathy McClung (Technology):** Daughter, **Lisa**, graduates from West Virginia University with a Bachelor of Science in design studies. Daughter, **Gracie**, graduates from West Virginia School of Osteopathic Medicine and will begin the residency program in family practice at Charleston Area Medical Center.

**Carlos Neccuzzi (Technology):** Daughter, **Morgan**, graduates from George Washington High School and will attend West Virginia University in the fall.

**C. Blaine Nelson (BRIM):** Daughter, **Marrissa**, graduates from Marshall University with a bachelor degree in English and will attend Marshall University Graduate College to pursue her master's degree in English.

**Michelle Null (Technology)** Son, **Christopher**, graduates from Capital High School and will pursue in a degree in respiratory therapy.

**Robin Rose (PEIA):** Son, **William**, graduates from Winfield High School and will pursue auto mechanics. He is also the brother of Amber Byble (PEIA).

**Tammy Scarberry (PEIA):** Son, **Joshua**, graduates from West Virginia University's College of Physical Activity and

Sports Sciences with a major in sport management and minors in communication and business. He plans to pursue a Master's in Business Administration.

**Nancy Shaver (Technology):** Daughter, **Merritt**, graduates from Williamstown High School and will attend West Virginia University pursuing a degree in nursing.

**Sean Smyth (Technology):** Son, **T.E.**, graduates from Shady Spring High School and will pursue training in diesel mechanics.

**Ross Taylor (Finance):** Daughter, **Rachel**, graduates from West Virginia University with a Bachelor of Science in journalism with an emphasis in public relations and a double minor in communications and political science and will intern with GolinHarris, an international public relations firm, at its Arlington, Va. office.

**David Tinchler (Purchasing):** Daughter, **Maggie**, graduates from the University of Kentucky with a clinical doctoral degree in physical education.

**Albert Tinsley (Technology):** Granddaughter, **Tonya Smalley**, graduates from Winfield High School and will attend Kanawha Community and Technical College pursuing a nursing degree.

**Chuck Walker (Technology):** Son, **Eric**, graduates from George Washington High School with plans to attend college.

**Becky Whetzel (Technology):** Daughter, **Lyndsay**, graduates from Hampshire High School and will attend Potomac State College pursuing a degree in the medical field.



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## Miller Named Privacy Officer for Department of Administration

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Tom Miller has been selected as the new privacy officer for the Department of Administration. Miller joined the department in April as the privacy officer for both the Public Employees Insurance Agency and the West Virginia Children's Health Insurance Program. He was named the privacy officer for the entire department shortly thereafter.

"I am excited about returning to state government having been selected for this position," Miller said. "Within the Department of Administration, we are entrusted with handling a large amount of confidential information and it is vital that we maintain the security, privacy, and integrity of the services we provide our constituency."

Miller brings more than 15 years of experience in working in privacy and



**Tom Miller was named privacy officer for the Department of Administration after initially serving as privacy officer for both the Public Employees Insurance Agency and the West Virginia Children's Health Insurance Program.**

confidentiality compliance matters, with the last seven years in a private sector health and wellness company. Miller said employees suspecting a potential breach of privacy should first contact their agency privacy officer to ensure "a small problem does not become a large problem." Yet, he said,

anyone is encouraged to contact him if the issue needs to be addressed beyond the agency level.

Miller can be contacted at (304) 558-7850, ext. 52663 or via e-mail at [thomas.d.miller@wv.gov](mailto:thomas.d.miller@wv.gov).

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Quotes, Notes and Anecdotes



## AVIATION

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aerial searches.”

Wood gave several examples of how the State Police Section of the Aviation Division was an integral part of such missions during recent months. Larry Copley, pilot and rotary wing supervisor at the Aviation Division, was dispatched to Fayette County to assist in the search and rescue of a missing woman in the New River Gorge area. It was Copley and a Fayette County Sheriff deputy as his passenger in the state helicopter who located the woman who tragically perished while lost and coordinated the recovery crew to the site.

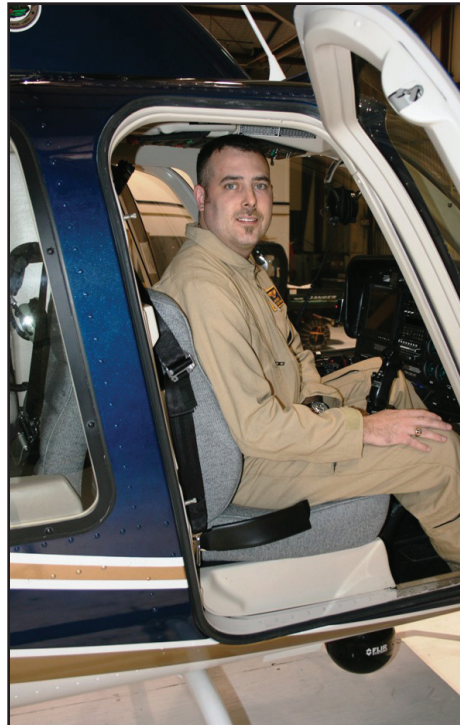
Sgt. Shawn Coleman, pilot for the State Police Aviation unit and James Perkins, pilot/mechanic at the Aviation Division, located a missing hiker in Greenbrier County. Perkins was able to spot the missing person by using night vision goggles and with the helicopter search light and communication capabilities, coordinated search crews on the ground to the hiker to facilitate the rescue.

Perhaps one of the more notable law enforcement assignments of recent months came when Sgt. Coleman and Perkins were dispatched to Mercer County to search for a fugitive wanted in Ohio on a murder and disappearance charges. The two used the helicopter to conduct an aerial search of the wooded area where the suspect was believed to have been hiding after his stolen vehicle was located in Princeton. Within 10 minutes after the search began and by utilizing both spotters and the helicopter’s infrared camera system, the suspect was flushed from his hiding spot.

Perkins saw the suspect hiding behind a tree looking at a state trooper who was running in his direction. The helicopter was then positioned directly



**Sgt. Shawn Coleman (above) and James Perkins (below) located a missing hiker in Greenbrier County in a state helicopter using night vision goggles.**



over top the suspect at which point he was apprehended by a state police canine unit.

“These three instances exemplify the dedication of the Aviation Division’s staff to provide continuous safe, reliable, professional and accident-free air transportation for the good of the state,” Wood said. “Our staff does this on a 24/7 basis in all types of weather across our mountainous terrain. I think one would be hard-pressed to find a more-efficient or safer aviation staff than the one we have.”

## Aviation Unveils its New Website

The Aviation Division unveiled its new website in May, giving visitors a more user-friendly means to find information about the agency. The new site was constructed in conjunction with West Virginia Interactive, a state contractor for web design services.

“We are very pleased to introduce our newly formatted website,” said Keith Wood, director of the Aviation Division. “The new site contains the same level of valuable information as our previous site, but is now offered in a more clear, concise and easy-to-navigate manner. The look and design is more consistent with those of many state Executive branch websites.”

Check out the Aviation Division’s new website at [www.aviation.wv.gov](http://www.aviation.wv.gov).

## PRIVACY

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The current Privacy Officers for department agencies are:

- Russell Cook – Public Defender Services
- Phil Morrison – Prosecuting Attorneys Institute
- Brenda Jones – CHIP
- Jim Richards and Jim Weathersbee – Office of Technology
- Theresa Kirk – Ethics Commission
- Jimmy Meadows – Purchasing Division
- Sara Walker or Linda Coleman – Division of Personnel
- Robert Fisher – Board of Risk and Insurance Management
- Keith Wood – Aviation Division
- Charles D. Lawrence – Real Estate Division
- James Rollins – Equal Employment Opportunity Office
- Terasa Miller or Jeffrey Fleck – Consolidated Public Retirement Board
- Ross Taylor – Finance Division
- Robin Perdue – Public Employees Grievance Board
- Clay Chandler – Fleet Management Office
- David Oliverio – General Services Division

## CHANGE

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judged on how they are able to help people successfully adapt to changing conditions,” he said. Sessions will cover research-based steps most predictive of successful change initiatives, common mistakes to avoid, how to plan for change, how to gain commitment and how to engage stakeholders both inside and outside the organization.

The course is scheduled for August 23-26 and will be held at North Bend State Park in Cairo, WV. Enrollment will be limited to 30, and participants are encouraged to bring colleagues. No prerequisites are required for taking the course.

For more information on “Managing for Excellence III: Beyond Boundaries,” please visit:

<http://www.personnel.wv.gov/ohrd/performance-solutions/programs/Pages/ManagingforExcellenceIII.aspx>.

## Cyber Security Awareness Event Set for Oct. 5

October 5 is set as the date for this year’s Information and Cyber Security Awareness Event, to be held at the West Virginia Culture Center. This is the third year the West Virginia Office of Technology has sponsored this event. Scheduled to present include:

- Johnny Long, founder of Hackers for Charity, presenting via video link from his home in Africa;
- Patrick Gray, senior security consultant for Cisco Systems;
- Evan Patterson, a special agent for the Cyber Crimes branch of the FBI; and
- Kevin Coleman, from the National Cyber Security Office of Homeland Security.

Additional speakers will be announced.

**Welcome!** ... to the Department of Administration our new employees: **Marie Shelton** (CPRB); **Tom Miller** (PEIA); **April Huddleston** and **Hannah Toney** (Personnel); **Guy Nisbet** (Purchasing); and **Eric Daniel**, **Donnie Lewis**, **Luis Ortiz**, **Sean Smyth** and **Jeffrey Williams** (Technology).

**Best Wishes** ... to our employees who recently resigned from our department: **Millard Scott** (General Services); **Lindsey Duvall** (Personnel); **Sheri Slone** (Purchasing); and **Aaron Riley** (Technology).

**Time to Relax** ... After years of hard work, congratulations to **Carolyn Saul** of the Office of Technology who can now kick back and relax. Happy retirement!

**Proud Parent** ... Madison Cottrill, daughter of **Lori Cottrill** (CPRB), was selected as a member of the National Junior Honor Society. Madison is a seventh grader at Poca Middle School.

**New Arrival** ... Congratulations to **Bob Paulson** (Secretary’s Office) and his wife Katie who welcomed their son, **Aidan**, at 7:30 p.m. on May 17, 2011. Aidan was 8 pounds, 4 ounces ... **David Scruggs** (Purchasing) is the proud father of **Jocalynn Ka-Shron**, born at 11:27 a.m. on May 18. She was 7 lbs., 1 oz., and 19 1/2 inches.

**Continuity of Operations Tip of the Month** ... Does your office have a “shelter in place” plan? Are you familiar with it? Talk to your office Safety Committee Coordinator to learn more about this. For more about this topic and other COOP tips, contact **John Fernatt** or **Chuck Mozingo** at the Board of Risk and Insurance Management at (304) 766-2546.

## HAPPY BIRTHDAY ... in June

<b>1</b> Karen Gray ..... PEIA	<b>13</b> Tina Eddy ..... CPRB
Linda Harper ..... Technology	<b>14</b> Pam Jarrell ..... Purchasing
Anthony Thaxton ..... Gen. Svcs.	<b>15</b> Dianna Gertz ..... Technology
<b>2</b> Jeff Fleck ..... CPRB	<b>16</b> Michael Gray ..... Personnel
Scott Kebler ..... Technology	Levi Wade ..... Technology
Robert Miller ..... BRIM	<b>17</b> Dan Shriver ..... Technology
<b>3</b> Mary Youngblood ..... Personnel	<b>18</b> Susan Estep ..... CPRB
<b>4</b> Amy Leslie ..... Pros. Atty. Inst.	Carolyn Wiesen ..... PEIA
Amy Newman ..... Technology	<b>19</b> Michael Green ..... Technology
<b>5</b> Tracy Batman ..... CPRB	Jason Ratliff ..... Technology
Kelly Breedlove ..... Technology	Shannon Workman .. Technology
Gary Riffle ..... CPRB	<b>21</b> Roger Chapman ..... Technology
<b>7</b> John Carter ..... Gen. Svcs.	<b>22</b> Joyce Jones ..... Sec. Office
Kitty Wilson ..... Public Defender	<b>23</b> Ron Reece ..... Grievance
<b>8</b> Kim Patrick ..... Technology	<b>26</b> Angela Long ..... CPRB
Yolonda Tyler ..... PEIA	Dennis Stewart ..... Gen. Svcs.
<b>9</b> Michael Metz ..... Technology	<b>27</b> Eric Dye ..... Technology
Jeff Perkins ..... Finance	Richard Harris ..... Gen. Svcs.
Cavan Riley ..... Technology	Frank Whittaker ..... Purchasing
<b>10</b> Judy King ..... CPRB	<b>28</b> John Persinger ..... Gen. Svcs.
Kim Scott ..... CPRB	Annamarie Short ..... CPRB
<b>12</b> Kim Henry ..... Purchasing	<b>29</b> Roger Haynes ..... Gen. Svcs.
Vickie Ross ..... CPRB	<b>30</b> Samantha Anderson ..... CPRB
<b>13</b> James Amos ..... Technology	Twila Neil ..... PEIA

# Administrative Notes

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

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Special  
Thanks  
Kaye Parks