

# Quotes, Notes & Anecdotes

Monthly Employee Newsletter Published by the Department of Administration  
January 2023 - Volume 30, Issue 1

## Employee of the Month

### Burdette's Work Helps Put PEIA Members at Ease



**Teresa Burdette**  
January Employee  
of the Month

Teresa Burdette, an Administrative Services Assistant III with the Public Employees Insurance Agency (PEIA), has been selected as the Department of Administration's *Employee of the Month* for January.

A state employee since 2008, Burdette began her employment with PEIA through a temp service and became a full-time employee in September 2010. As the PEIA Eligibility and Mailroom supervisor, she manages and coordinates all staff and processes for maintaining the eligibility for health and life benefits for PEIA members. She also assists with all other units of PEIA as needed, including working with the West Virginia Office of Technology, vendors, members, and staff to ensure escalated issues are resolved in a timely manner.

"Teresa is committed to making sure that PEIA members' needs are met. She is dedicated to improving processes through automation and improving policies to eliminate any inconsistencies," said the co-worker who nominated her. "Teresa tries to stay ahead of any potential issues to prevent members any undue stress. She is dependable and can always be counted on to do extra. She willingly travels to public hearings or benefit fairs or spends all weekend testing a system upgrade."

When she's not working, Burdette enjoys spending time with her family. She loves abstract art and anything craft-related that allows her to spend time in what she calls her "she shed."

Burdette will be joined by co-workers at a ceremony presented by Cabinet Secretary Mark D. Scott on Jan. 17, 2023, at 1 p.m. at the PEIA offices.

## GSD's Lawrence Named 2022 Employee of the Year

David Lawrence, a trades specialist for the General Services Division (GSD), has been selected as the Department of Administration's *Employee of the Year* for 2022.

Lawrence was named the winner at a ceremony in the Upper Rotunda near the House of Delegates chamber entrance on Wednesday, Dec. 14, 2022.

A state employee for 25 years, Lawrence's duties include remodeling offices, as well as repairing walls, floors, ceilings, sidewalks, doors, furniture, and more in all state-owned buildings.

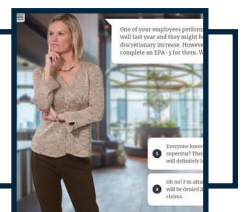
Lawrence was among the *Employee of the Month* recipients who



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## SNEAK PEEK

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# Department Celebrates 2022 Agency Successes

As we head into 2023, the Department of Administration is celebrating and building upon the many successes that were realized last year within its agencies and divisions.

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

**Aviation Division** - Six state aircraft, including one airplane and five helicopters, flew a total of 1,067 flights, transported 424 passengers, and logged 690.1 flight hours in all weather conditions over mountainous terrain without incident or accident. The Division also performed 105 flights in response to critical lifesaving search and rescue missions as well as law enforcement missions, including but not limited to aerial transportation of personnel, fleeing suspects, marijuana eradication, and missing persons.

**Consolidated Public Retirement Board (CPRB)** - CPRB reported a more efficient operating system when compared to pre-pandemic levels and year-over-year. This included new retirees receiving their first paycheck, on average, three days sooner than the year before, an approximate 7.5% reduction in time. For this year, the CPRB-administered Public Employees Retirement System (PERS) was also funded at 97.5% and the Teachers Retirement System (TRS) was funded at 76%, a record high for both.

**Office of Equal Opportunity** - During the 2022 Legislative Session, the Legislature codified the Americans with Disabilities Act (ADA) and Equal Employment Opportunity Office into the new West Virginia Office of Equal Opportunity.

**Ethics Commission** - In 2022, the Ethics Commission issued 22 advisory opinions giving formal interpretations of the Ethics Act.

**Fleet Management Division (FMD)** - The Capitol Complex Motor Pool Kiosk was moved from the guard shack on Piedmont to the corner of the parking lot at Laidley Field, putting the vehicles and kiosk at the same location for the user's convenience.

**General Services Division (GSD)** - GSD kicked off its East End Campus and Building 4 renovation projects. GSD also completed interior renovations to five floors of Building 6 of the Capitol Campus, completed hardscape spot repairs campuswide, completed the North Plaza exterior lighting energy upgrades, and completed the Chiller Plant Annex/Natural Gas Generator Plant Project.

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

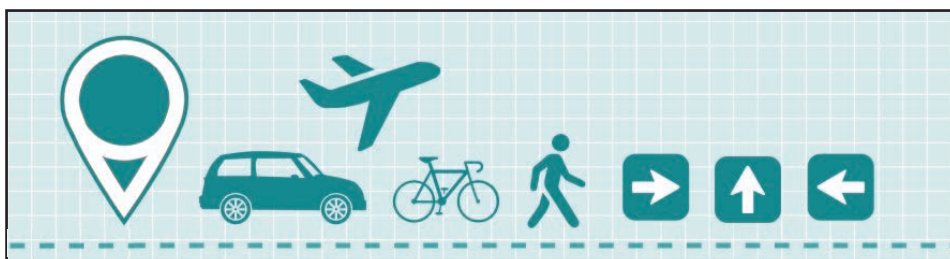
To ensure that vendors receive proper and timely payment for services, state employees utilizing the statewide vehicle rental contracts should keep their payment information with those entities current. While some travel arrangements can be made using the *wv*OASIS Online Booking Tool, reservations can 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](mailto: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](http://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.



## Capitol Dispensary Available During Legislative Session

With the 2023 Legislative session beginning on Jan. 11, 2023, 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 1, 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 anaphylaxis 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 the 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.

## 2023 Legislative Calendar and Reminders

Jan. 11: *First day of session*

Jan. 30 (20<sup>th</sup> Day): *Legislative Rule-Making Review bills due*

Feb. 14 (35<sup>th</sup> Day): *Last day to introduce bills in the House*

Feb. 20 (41<sup>th</sup> Day): *Last day to introduce bills in the Senate*

Feb. 26 (47<sup>th</sup> Day): *Bills due out of committees*

March 1 (50<sup>th</sup> Day): *Last day to consider bill on third reading*

March 11 (60<sup>th</sup> Day): *Last day of session*

Please be mindful of the high demand for parking during the Legislative Session. Metered parking around the Capitol Campus is monitored on weekdays from 8 a.m. to 5 p.m., excluding state holidays. A vehicle may be ticketed up to four times per day.

Employees and visitors are encouraged to utilize the complimentary Capitol Shuttle. During the Legislative Session, shuttle service will be offered every 10 to 15 minutes from 6 a.m. to 9:15 a.m., 11:30 a.m. to 1:30 p.m., and 3:00 p.m. to 5:15 p.m. The shuttle can be requested during down times by calling 304-558-0248. Please note that the shuttle does not operate on weekends or state holidays.

For more information regarding the shuttle schedule or questions regarding parking on the Capitol Campus, call the Real Estate Division's Parking Section at 304-558-3062.

## EMPLOYEE OF THE YEAR 2022

Continued from Page 1

were eligible for the award. Prior to naming the *Employee of the Year*, each monthly recipient received a special gift at the ceremony. A catered luncheon followed the ceremony for the monthly recipients and Division directors. Cabinet Secretary Mark D. Scott extended his appreciation to those selected this year for this coveted monthly recognition but also noted the hard work that is accomplished by all Department of Administration employees.

Department of Administration employees may nominate their peers for this program by completing a nomination form. For additional information on this program, please visit the Department's website at <http://administration.wv.gov/employee-of-the-month>.

Congratulations to the *Employees of the Month* in 2022 and especially to Lawrence for being selected as the *Employee of the Year!*



**Front Row (l to r): Leigh Jackson (Fleet), Steve Pinkerton (General Services), Krista Chadband (Purchasing)**

**Middle Row: Renee Brooks (General Services), Cabinet Secretary Mark D. Scott, Chris Barr (CPRB), Kevin Cecil (WVOT)**

**Back Row: Andrew Spangler (PEIA), David Lawrence (General Services), Cody Rose (Purchasing)**

# Registration Now Open for Division of Personnel's 2023 1st Semester Training Program

The Division of Personnel's (DOP) Organization and Human Resource Development (OHRD) section is pleased to announce that registration is now open for its 2023 1<sup>st</sup> Semester



Program Schedule.

The schedule is a combination of virtual and face-to-face/classroom sessions. All sessions scheduled for January through June 2023 are now open for enrollment via the state's Online Learning Center at [www.onlinelearning.wv.gov](http://www.onlinelearning.wv.gov).

These trainings allow supervisors/managers to obtain compliance with the Supervisor/Manager Training Program Policy (DOP-P18). Contact OHRD at [dopregistrar@wv.gov](mailto:dopregistrar@wv.gov) with questions or if a class is full.

Offerings for non-managers include courses on how to improve your writ-

ten communication in both emails and instant messages, time management, how to build resilience in challenging times, and planning for retirement.

There are also on-demand, self-paced online offerings, including courses on customer service, workplace safety, and preventing harassment. It's recommended that participants review the *Virtual vs. Online Courses* guide prior to taking any virtual training.

For more information on the DOP's 1<sup>st</sup> Semester Training Program Schedule, visit the DOP OHRD's website at <https://personnel.wv.gov/ohrd>.

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## AGENCY SUCCESSES

Continued from Page 2

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**Division of Personnel (DOP)** - The DOP partnered with the West Virginia Community and Technical College System to provide student employees to state agencies through the Learn and Earn Program. This program connects employers with students through colleges, allowing students to take technical courses while gaining paid work experience. Employers receive a 50% wage reimbursement for student employees who work in their field.

**WV Prosecuting Attorneys Institute (PAI)** - PAI appointed more than 330 special prosecutors in 2022.

**Public Defender Services (PDS)** - Through a grant to the agency from the Office of Juvenile Justice and Delinquency Prevention, PDS held two juvenile law boot camps and provided extended training in the defense of juvenile proceedings. The agency also hosted a pilot project funded by the Chan/Zuckerberg Initiative and the Greater Kanawha Valley Foundation, which embedded a social worker in a Public Defender Corporation to assess the untreated or unresolved trauma suffered by female clients of five Public Defender Corporations. Forty-six clients were served in 2022 with 21 clients entering treatment.

**Public Employees Insurance Agency (PEIA)** - PEIA implemented a new Pharmacy Benefit Manager (PBM), Express Scripts (ESI), as well as a new life insurance and beneficiary manager, MetLife. PEIA added Pleasant Valley Hospital, Williamson Health and Wellness Center, Minnie Hamilton Hospital and Fayette Physician Network to the Comprehensive Care Partnership (CCP) program.

**Public Employees Grievance Board** - In Fiscal Year 2022, the Grievance Board met its estimated performance measures regarding decisions issued by administrative law judges within 30 days after a hearing or receipt of the Proposed Findings of Fact and Conclusions of Law. The board contin-

ued to maintain a rate of 100% of decisions issued by administrative law judges within 90 days after a hearing or receipt of the Proposed Findings of Fact and Conclusions of Law.

**Purchasing Division** - In 2022, the Purchasing Division completed Phase One of its project with the Toyota Production System Support Center (TSSC). As a result of this initiative, the Purchasing Division put into action several actionable recommendations from TSSC and ideas generated internally, including but not limited to a **Requisition Submission Compliance Checklist**, a new fast-track for commodities procured frequently with a vendor pool well versed in state purchasing procedures, and a new **Request for Information Standard Template**. In addition, compared to retail pricing, the Purchasing Division saved \$13.6 million on the statewide contract for computers, \$9.3 million on the statewide contract for tires, and \$14.2 million on the statewide contract for office supplies.

**Real Estate Division** - The Division managed 414 private-sector leases totaling \$24,397,657 and 100 leases in state-owned property totaling \$22,996,308. The Division also implemented a contract with Pay-by-Phone, a parking management system, for metered spaces at the Capitol Complex.

**West Virginia Office of Technology (WVOT)** - WVOT's Operations Team supported a number of initiatives in 2022 that included the migration of 65 shared drives to the New Data Center totaling over 60TB of data. WVOT also assisted in 18 agency office moves and created and performed a 25% reduction of Microsoft licenses. WVOT partnered with the West Virginia Community and Technical College System, Blue Ridge Community and Technical College in Martinsburg, and BridgeValley Community and Technical College in Charleston, to provide internship opportunities to students and utilize grant money to help fund intern salaries.

# EPA Cycle Ends, DOP Reminds All New EPA Cycle Begins in January

This month, managers will be conducting both final EPA-3s from the 2022 performance year (PY22) and new EPA-1s for performance year 2023 (PY23).

The Division of Personnel's Organization and Human Resource Development (OHRD) section encourages managers to watch *A Manager's Guide to the EPA-3*, located [here](#) to refresh their knowledge of how to complete the EPA-3 in NEOGOV Perform. OHRD has the following tips to help managers with the process:

- For EPA-3s, gather your notes and data on each employee's performance. Ask employees to do a self-evaluation based on what was in their EPA-1 and sit down with them to have a preliminary talk to assess how they view their own performance. You can use this as part of your own EPA-3 evaluation.
- For EPA-1s, sign up for one of the *How to Write Measurable Performance Expectations* virtual courses being offered in January if your expectation-writing skills are rusty.
- Also, ask employees to meet with you regarding their goals for 2023. Have them discuss the areas they'd like to improve, new duties they might be able to take on, etc. This can be useful when creating your EPA-1 expectations for the upcoming year.

This month, there will be two active EPA forms at the same time: the EPA-3 for PY22 and the EPA-1 for PY23. Although EPA-3s will be created in late December, managers

will not be able to work in them until Jan. 1. EPA-1s will begin formulating on Jan. 1, and it may take a few days for all of them to finalize.

Any EPA related questions can be directed to [epasupport@wv.gov](mailto:epasupport@wv.gov).

**The Division of Personnel encourages all managers to view its guide to EPA-3s on CourseMill to ensure they properly understand how to complete this document.**



## Ethics Adds All Advisory Opinions to Website

The Ethics Commission has updated its website to include all the Advisory Opinions it has issued since the Commission was created in 1989. Until now, the website and index only included the Opinions beginning in 2005.

The Opinions are indexed by topics, which include in part: conflicts of interest; nepotism; prohibited private gain; prohibited public contracts; and voting and recusal. Having these Opinions at their fingertips will help public officials and employees learn more about how to comply with the Ethics Act, the Open Meetings Act, and the other statutes the Commission is charged with interpreting.

To view the Opinions, click on the Advisory Opinions at [ethics.wv.gov](https://ethics.wv.gov). Questions can be directed to the Commission's staff at 304-558-0664.

## PEIA Adopts Health Care Plan for Fiscal Year 2024

On Dec. 15, 2022, the Public Employees Insurance Agency (PEIA) Finance Board met to discuss and adopt the financial plan for Fiscal Year 2024. The plan adopted at this meeting will go into effect on July 1, 2023.

As part of the changes to this year's plan, PEIA's new Residential Services benefit will provide coverage for a live-in health care facility providing therapy for substance use disorders, mental illness, or other behavioral problems. Residential care offers intense inpatient treatment in a secure facility. Previously, PEIA had only provided this benefit through a substance abuse pilot program but is now expanding the benefit to include all such facilities in West Virginia, and in-network facilities outside West Virginia. Use of this benefit requires prior approval from UMR, the state's third-party benefits manager.

The SaveOnSP program is designed to take advantage of manufacturers' discount programs on specialty medications. Specialty medications are the fastest-growing cost in the prescription drug benefit, and PEIA is working to control those costs as much as possible. Participation in the SaveOnSP program has been voluntary up to now, and many PEIA members have chosen to participate. Those not participating in the program currently cost PEIA an extra \$250,000 per month. With the passage of this year's financial plan, participation will be mandatory. Not all specialty medications are included in the SaveOnSP program. Anyone taking a medication eligible for the SaveOnSP program will be contacted and must participate in the SaveOnSP program or pay 30% of the cost of the drug.

For more information regarding these changes, please visit [www.peia.wv.gov](https://www.peia.wv.gov) or call 1-888-680-7342.

## Fleet Kiosk Relocated to Laidley

For the convenience of state employees, the West Virginia Fleet Management Division (FMD) has moved its rental kiosk to Laidley Field on the Elizabeth Street side of the parking lot. This is to allow state employees to have their reservations checked in and out at one centralized location.

The motor pool includes 16 vehicles available for rent, also in the same location. Available vehicles include compact cars, SUVs, and minivans. Vehicles are available for daily and long-term use and can be reserved using the FleetCommander Reservation System online at [https://wvmotorpool.agilefleet.com/fleetcommander/login.asp?action=denied&HTTP\\_REFERER=/\\_Welcome.asp](https://wvmotorpool.agilefleet.com/fleetcommander/login.asp?action=denied&HTTP_REFERER=/_Welcome.asp). The system provides 24/7 access to vehicles for state business at low rates.

To make a reservation, select the "Sign Up Now!" option at the link above, complete the form, and then log in using your email address and the password you created. Once your account is set up and approved, you can make reservations by clicking on the Make Reservation option.

For more information or questions regarding state vehicles available for rent, visit [www.fleet.wv.gov](http://www.fleet.wv.gov), call FMD at 1-855-817-1910, or email [fleet@wv.gov](mailto:fleet@wv.gov).

## New FMD Location

310 Kanawha Blvd.  
[www.fleet.wv.gov](http://www.fleet.wv.gov)

**Welcome! ...** The Department of Administration is pleased to welcome **Dustin Parsons** (General Services); **Lisa Fernandez** (PEIA); **Caroline Bias**, **Kerri Gaston**, and **Dawn Taylor** (Real Estate); **Christopher Seckman** (Purchasing); and **Duncan Martin** (Technology). **Elizabeth Cooper** transferred from the Purchasing Division to CPRB.

**Best Wishes ...** to **John Galloway** (CPRB) who recently resigned from our department.

**Happy Retirement! ...** After years of hard work and dedication, we would like to wish **Glenn Briscoe** (General Services); **Becky Farmer** (Fleet); and **Debbie Pendleberry** and **Aaron Pusateri** (Technology) the very best during their retirements.

**Holidays ...** West Virginia state government will be closed on Jan. 2, 2023, in observance of the New Year's holiday and Jan. 16, 2023, in observance of Martin Luther King Day.

**Employee Question of the Month ...** Last month, we asked Department of Administration employees to share their resolutions for 2023. Responses to this question can be seen in an upcoming email. This month we want to know... **"If you are looking for your dream house, what is one feature that is a must have?"** Share your thoughts by visiting <https://forms.gle/yScyvK9YZCzibn8A>.

**Data Privacy Day ...** The West Virginia State Privacy Office, which falls within the Board of Risk and Insurance Management, will recognize national Data Privacy Day on Jan. 28, 2023.

## HAPPY BIRTHDAY ... in JANUARY

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

Stephen Panaro.....BRIM	Joni Blankenship.....PEIA
Tonya Pugh.....BRIM	Elizabeth Arthur.....Personnel
Shannon Shaffer.....BRIM	Amy Hayes.....Personnel
John Beane.....CPRB	Kim Nuckles.....OEO
Virginia Goff.....CPRB	Lee Carper.....Pub.Def.Srvs.
Deana Gose.....CPRB	Blake Collias.....Pub.Def.Srvs.
Alyssa Jones.....CPRB	Emily Hatfield.....Pub.Def.Srvs.
Kimberly Pauley.....CPRB	Andrew Mendelson..Pub.Def.Srvs.
Nora Shanklin.....CPRB	James Nelson.....Pub.Def.Srvs.
Andrew Herrick.....Ethics	Wendy Pettry.....Purchasing
Kaye Parks.....Finance	Regina Reynolds.....Real Estate
Sarah Smith.....Finance	Scott Birchfield.....Technology
Jonathan Barrett.....Gen.Srvs.	Mary Burkey.....Technology
Marsha Bowling.....Gen.Srvs.	Tina Christian.....Technology
Gregory Carrier.....Gen.Srvs.	David Douglas.....Technology
John Coleman.....Gen.Srvs.	David Fitzwater.....Technology
Kari Dean.....Gen.Srvs.	Richard Gauldin.....Technology
David Lawrence.....Gen.Srvs.	Brian Hatcher.....Technology
William Lawson.....Gen.Srvs.	Travis Hysell.....Technology
James Morrow.....Gen.Srvs.	Lisa Maurer.....Technology
Eric Pardue.....Gen.Srvs.	Jose Molinar.....Technology
Baxter Parsons.....Gen.Srvs.	Joseph Perks.....Technology
Chris Sanders.....Gen.Srvs.	Tina Snyder.....Technology
Leonard Spencer.....Gen.Srvs.	Danny Stover.....Technology
Traci Topp.....Gen.Srvs.	Christopher Thornton..Technology

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

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