

# Quotes, Notes & Anecdotes

Monthly Employee Newsletter Published by the Department of Administration  
January 2022 - Volume 29, Issue 1

## Employee of the Month

### Spangler Exceeds Expectations in PEIA Work



**Andrew Spangler**  
January Employee  
of the Month

Andrew Spangler, a Data Warehouse Specialist 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 for seven years, Spangler's duties include designing and creating data products in support of clinical, financial, benefit design, program development, and compliance for the agency. His priority is to benefit the insurance membership and public health.

"Andrew is an exemplary employee and has always worked hard to meet or exceed expectations when it comes to resolving issues related to complexities of managing the data used,

stored, and maintained by PEIA," said the co-worker who nominated him. "During the past three years, his intuitive thought processes have been a tremendous asset to a multi-state project that has not only benefited West Virginia, but the federal government in terms of significant health care cost savings."

When he's not working, Spangler enjoys taking his sons hiking and camping. He also enjoys board games, photography, science, literature, and gardening.

Spangler will be joined by friends and co-workers at a special ceremony presented by Cabinet Secretary Mark D. Scott on Jan. 11, 2021, at 11:30 a.m. at the PEIA office.

## GSD's Bratchett Named 2021 Employee of the Year

Steve Bratchett, a custodian for the General Services Division (GSD), has been selected as the Department of Administration's *Employee of the Year* for 2021. Bratchett was named the winner at a ceremony in the Upper Rotunda near the House of Delegates chamber entrance on Thursday, Dec. 9, 2021.

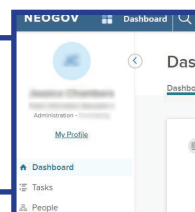
A state employee for 18 years, his duties include maintaining many areas in the main Capitol building, performing daily cleaning (including high traffic areas) with anti-viral wipes multiple times a day, moving furniture as requested for events, and replenishing toilet paper, paper towels, and other dispensers.



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## SNEAK PEEK

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# Department of Administration Agencies Mark Successes Despite Another Year of COVID-19

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The past year was a challenging one for the Department of Administration's agencies and divisions, as the COVID-19 pandemic continued to shape decision making. However, there were still many successes to celebrate and build upon as we head into 2022.

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

- The Aviation Division completed 94 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.
- The Board of Risk and Insurance Management provided a reduction of approximately \$2 million in auto premiums to insureds for the estimated impact of the COVID-19 pandemic on the reduced utilization of owned and leased vehicles covered.
- The Consolidated Public Retirement Board (CPRB) reports the Public Employees Retirement System (PERS) is funded at 95% and the Teachers Retirement System (TRS) is funded at 73% (the highest it has ever been). CPRB pension investments recognized a record 32% return for Fiscal Year 2021.
- From Jan. 1, 2021, to Dec. 1, 2021, a total of 5,628 state employees completed Equal Employment Opportunity training through the state's online learning management system, CourseMill.
- The Ethics Commission issued 24 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).

- The Shared Services section of the Finance Division continues to offer financial services (both accounting and payroll) to all state agencies at a lower cost and/or more efficient manner than the agency could themselves. Shared Services currently is responsible for the generation, collection, and accounting of \$96 million in annual revenues for 24 state agencies.
- The Fleet Management Division (FMD) processed 825 vehicle requests from statewide contracts. Of those, 189 were declined; 195 were purchased as agency owned; 321 were vehicles leased through FMD; 76 were decommissioned; and 44 were reassigned.
- After the creation of the Energy Management Section within the General Services Division in calendar year 2020, the Section has initiated multiple programs and projects to increase overall energy usage efficiency, which is beginning to show a cost savings to the agency. Significant to calendar year 2021 were completed projects involving campus irrigation system portals in conjunction with West Virginia American Water to eliminate sanitation fee payments for watering of plants

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## Recent Cyber Incidents Drive Need for Increased Precautions Regarding the State's Cyber Security

State agencies and employees are urged to be cyber smart when it comes to using computers and cellphones. Networks are at risk even when proper precautions are taken.

In November, the West Virginia Parkways Authority fell victim to ransomware, affecting internal computer operations, and in December, Kronos, a global workforce management cloud provider the state uses, was hacked, affecting the payroll and leave system.

Danielle Cox, Chief Information Security Officer for the West Virginia Office of Technology (WVOT), said it is easy to get complacent with security issues, and scams can be easy to fall for.

"For state employees, if you are notified of unusual activity in your account, you need to change your password and you need to let us know immediately and follow any instructions you are given," she said.

It's important not to hide cyber security issues and to address them before a major incident occurs.

"State agencies need to verify requests and information through independent and different methods," Cox continued.

"Use caution before you click on a link sent to you in a text or email, especially if it is from someone you don't know or something you weren't expecting."

The Legislature passed a law to create WVOT's Cyber Security Office several years ago. The goal was to bring cyber security awareness to state employees, local governments, and the public year round. As part of its responsibilities, the Office maintains compliance with legal regulatory requirements, implements practical measures to protect the state's data and systems from compromise, and adopts best practices that safeguard all forms of information. The Cyber Security Office also provides daily cyber tips, in-person and interactive trainings, and additional resources to state employees.

To view a list of resources on cyber safety, visit the WVOT webpage at <https://technology.wv.gov/security/awareness/Pages/Resources.aspx>. To report a cyber security incident, visit <https://appengine.egov.com/apps/wv/ot/ir>, or call 877.558.9966 if it requires immediate attention.

# State Implements New Employee Evaluation Process

A new employee evaluation process for Division of Personnel (DOP) -covered agencies went into effect on Jan. 1, 2022. The evaluation process has moved online and will be conducted through NEOGOV Perform.

Bobbie Wisniewski, Ed.D. and assistant director of Organization and Human Resource Development in the Division of Personnel, said the DOP began looking into revising the Employee Performance Appraisal process and forms in early 2020 to address calls for a more automated online evaluation process that was more user-friendly and easier for agency human resources staff to track. The DOP conducted research on current evaluation practices and surveyed human resources staff and managers in various agencies to identify what they would want in a newly revised system.

While COVID-19 delayed the project somewhat, in May 2021, NEOGOV Perform was the successful bidder for the system, and work began with agency human resources staff to transition all employees into the new platform before the Jan. 1, 2022, target go live date. This included revising the Employee Performance Appraisal and Evaluation Management Policy (DOP-P17), as well as updating and creating new evaluation forms in the new on-line system.

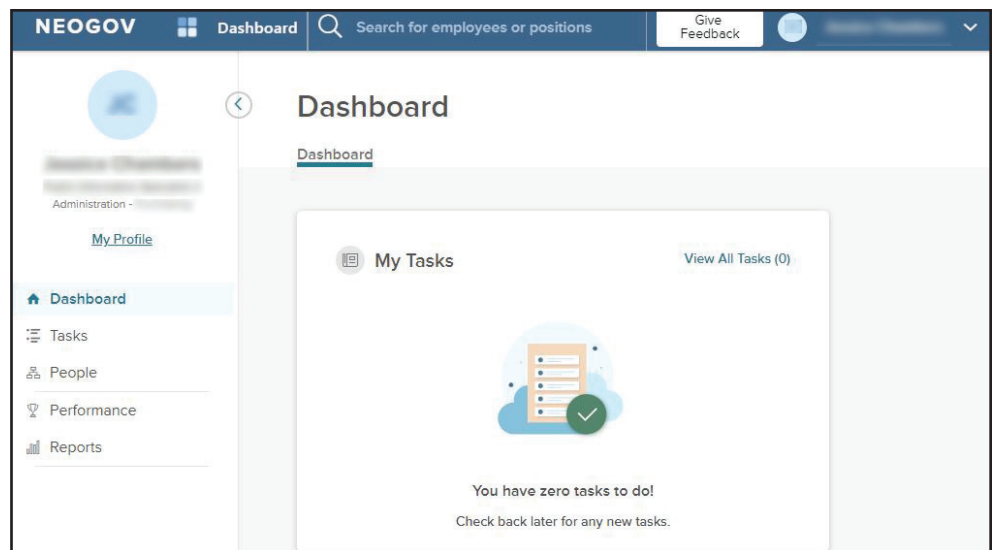
While there will still be three formal meetings (the EPA-1 goal setting meeting, the EPA-2 mid-year check in, and the EPA-3 final evaluation), the forms themselves include new universal competencies as well as a section for job specific goals and duties. The rating scale has been changed from a three-point categorical scale to a five-point scale to give managers more flexibility

in rating. Both employees and managers will have access to the system and be able to document their progress toward performance goals.

“We hope these changes make the process more user-friendly and encourage more real-time feedback and conversations between employees and managers about performance,” Wisniewski said. “The system will allow for auto-scoring, electronic signatures, email reminders of tasks due in the system, as well as easier documentation of performance conversations and use of documentation in providing feedback. It’s really a very robust system, and we are excited to see it in action.”

More than 13,000 employees had to be added into the new system. Managers and supervisors were enrolled in the training throughout November while training for employees took place in December.

All agencies will be on a calendar year evaluation timeline starting Jan. 1, 2022.



## PEIA Adopts HealthCare Plan for Fiscal Year 2023

On Dec. 16, 2021, the Public Employees Insurance Agency (PEIA) Finance Board met to discuss and adopt the financial plan for Fiscal Year 2023. The plan adopted at this meeting will go into effect on July 1, 2022.

The new plan for Fiscal Year 2023 will go into effect on July 1, 2023, and will include:

- Medicare retiree premium decrease of 19%, in aggregate, beginning January 1, 2022
- PEIA now covers colon cancer screening beginning at age 45 and lung cancer screening at age 50.
- A new Cost and Quality Transparency Tool is available through UMR for PEIA members. This tool can be accessed at [www.umar.com](http://www.umar.com) and lists detailed cost estimates based on actual negotiated rates and benefit plans. This tool is designed to work alongside UMR’s Provider Search that

allows members to find providers in their area by specific services or conditions. Together, these tools will empower PEIA members to find the services they need and estimate costs.

- The Pharmacy Benefits Manager for FY23 will change to Express Scripts. While this will not change the pharmacy benefits (i.e. deductible, co-pays, co-insurance, out-of-pocket maximum will remain the same), the update will help PEIA with rising drug costs. PEIA members will receive a new combined medical and prescription ID card in June 2022. A letter with changes regarding the Pharmacy Benefits Manager will also be sent to PEIA members.

For more information regarding these changes, please visit [peia.wv.gov](http://peia.wv.gov) or call 1.888.680.7342.





## Department Employees Recognized with Awards

Cabinet Secretary Mark D. Scott recognized several Department of Administration employees for their service to the state on Dec. 14, 2021. Jeremy Wolfe (top left) from the Board of Insurance and Risk Management was presented with the Shining Star Award while the Division of Personnel's Mark Isabella (bottom left) and the Office of Technology's Cris Spradling were recognized for 35 years of service to the state.



## 2022 Legislative Calendar and Reminders

Jan. 12, 2022: First day of session

Jan. 31, 2022 (20<sup>th</sup> Day): Legislative Rule-Making Review bills due

Feb. 15, 2022 (35<sup>th</sup> Day): Last day to introduce bills in the House

Feb. 21, 2022 (41<sup>st</sup> Day): Last day to introduce bills in the Senate

Feb. 27, 2022 (47<sup>th</sup> Day): Bills due out of committees

March 2, 2022 (50<sup>th</sup> Day): Last day to consider bill on third reading

March 12, 2022 (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 6:45 a.m. to 9:30 a.m., 11:30 a.m. to 1:15 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

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Bratchett was among the *Employee of the Month* recipients who 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/Pages/default.aspx>.

Congratulations to the *Employees of the Month* in 2021 and especially to Bratchett for being selected as the *Employee of the Year*!

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# Department of Administration Employees Share Their New Year's Resolutions for 2022

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Happy New Year from the Department of Administration! We recently invited employees to share their New Year's resolutions for 2022. Good luck to all those striving to make a positive change and achieve their goals. Let's make 2022 a great year!

*In 2022, our Department employees want to...*

- Get 10 clients for my side hustle.
- Be a better mother, wife, friend, co-worker.
- Get retirement plans in order.
- Enjoy each moment.
- Slow down and get healthy.
- Better management of money savings.
- Be kinder to everyone.
- Watch every sunrise.
- Hit the lottery and retire!
- Continue the workout routine I started in October.
- Lose weight and feel healthier.
- Get back into running races again.
- Move more, eat better and try to stay in contact with family and friends.
- Help my kids with their resolutions.
- Start therapy for myself and help normalize mental health therapy.
- Run a marathon.
- Be happy. This is finally the year!
- Donate more of my time volunteering for worthy causes.
- Be present, enjoying every moment God gives me! Good and bad, it's all a gift and an opportunity!
- Cook healthier food.
- Spend more time with my loved ones!
- Remember that being fat doesn't mean unhealthy. Going to keep living my best life and not worry about the numbers.
- Attend therapy regularly.
- Focus more on the quality of things and not the quantity for all aspects of my life.

Thank you to those employees who submitted a response. For the next issue of **Quotes, Notes and Anecdotes**, we want to know: *Do you prefer hot or cold weather?* To answer this question, visit <https://forms.gle/FgBYJqe2Fg1pySs3A>.

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## DEPT. ACCOMPLISHMENTS

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- on campus; the completion of new water service lines to Buildings 5, 6, and 7 on the Capitol Complex, and expanded the program to purchase wholesale natural gas to include the Department of Environmental Protection Building (#37) in Kanawha City, producing an approximately 22% savings while sourcing West Virginia natural gas.
- The Division of Personnel (DOP) worked closely with NEOGOV, the DOP's applicant tracking system vendor, to improve workflow and integrate the job posting and performance appraisal processes into the system. The Division also processed 5,207 job posting requests, participated in 60 national surveys pertaining to classification or compensation, and worked with the Department of Health and Human Resources to increase hiring rates for classifications working in the state owned and operated health care and long-term care facilities.
  - Public Defender Services (PDS) was awarded the Clara Shortridge Foltz Award by the National Legal Aid and Defender Association and the American Bar Association Standing Committee on Legal Aid and Indigent Defense. The award recognized the agency's project of embedding recovery coaches in the state's Public Defender Corporations to provide treatment for clients at the earliest point in their intersection with the criminal justice process. PDS also was awarded a \$40,000 Juvenile Justice and Delinquency Title II grant to conduct a Juvenile Law Boot Camp to improve the quality of appointed counsel's representation of children involved in juvenile proceedings.
  - The Public Employees Insurance Agency (PEIA) adjusted the physician and hospital reimbursement models to increase provider reimbursement to help ensure member health care access. PEIA also implemented a COVID-19 policy and adjusted it to meet member needs throughout the year, successfully implemented a new phone system with minimal impact to customers, and transitioned to a remote work-force to protect staff.
  - The Purchasing Division began posting new encumbered contract documents on the Purchasing Division's website to increase transparency, cut agency mailing expense, and provide interested parties with contract documents in an expedited manner. The Division also developed a Welcome Packet for procurement officers who are new to the state purchasing process and conducted a virtual Agency Purchasing Conference with approximately 260 agency participants.
  - The Real Estate Division hired a new parking manager to fill a vacancy in the Parking Section and promoted another employee to parking supervisor. The Division also prepared and submitted the 3<sup>rd</sup> Annual Real Property and Lease Report to the Governor and Legislature, pursuant to W. Va. Code § 5A-10-9(c) and 148 CSR 19, Section 10.
  - The West Virginia Office of Technology (WVOT) implemented the Google Workspace platform, providing 22,000 state employees with a state-of-the-art productivity and collaboration suite of software. Vendor management activities enabled an annual savings of \$153,000 through licensing upgrades. WVOT has strategically enabled more resources to conduct vendor management activities designed to monitor contract service level adherence and for licensing management to drive cost savings.



## Registration Now Open for Division of Personnel's 2022 1<sup>st</sup> Semester Virtual 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 2022 1<sup>st</sup> Semester Virtual Program Schedule.

All sessions scheduled for January through June 2022 are now open for enrollment to employees via the state's Online Learning Center at [www.on-linelearning.wv.gov](http://www.on-linelearning.wv.gov).

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

Virtual offerings for non-managers include courses on how to improve your written 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, work place 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 Virtual Program Schedule, visit the DOP-OHRD's website at <https://personnel.wv.gov/ohrd>.

**Welcome! ...** The Department of Administration is pleased to welcome **Samantha Harper** (CPRB); **Lisa Wojcieszak** (PEIA); **Sawyer Weekley** (Personnel); and **Shantih Kleen** and **Cara Netzer** (Public Defender Services).

**Best Wishes ...** to **Heather Mihallik** (PEIA); **Emily Fuller** (Personnel); and **Dianna Doss** (Purchasing) who recently resigned from our department.

**Happy Retirement! ...** After years of hard work and dedication, we would like to wish **Larry Thomas** (General Services); and **Jeffrey Bartlett** and **Kelli Doyle** (Technology) the very best during their retirement.

**Legislature Live ...** Department of Administration employees and members of the public are invited to view video and audio streams of the House of Delegates and Senate during the 2022 Legislative Session. These live webcasts are free to view and available at the legislative website at [www.wvlegislature.gov/live.cfm](http://www.wvlegislature.gov/live.cfm).

**Thank You ...** to all Department employees who pledged payroll contributions or made a one-time donation to the United Way West Virginia State Employees Combined Campaign.

**Martin Luther King Day ...** Please remember that state employees will recognize Monday, Jan. 17, 2022, as a state holiday in remembrance of Dr. Martin Luther King Jr.

**Got News? ...** Share YOUR good news with all of your department co-workers! Email [Samantha.S.Knapp@wv.gov](mailto: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	Leonard Spencer.....Gen.Srvs.
Tonya Pugh.....BRIM	Joni Blankenship.....PEIA
Shannon Shaffer.....BRIM	Elizabeth Arthur.....Personnel
John Beane.....CPRB	Amy Hayes.....Personnel
Nancy Butcher.....CPRB	Kim Nuckles.....Personnel
Alyssa Eads.....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	Regina Reynolds.....Real Estate
Andrew Herrick.....Ethics	Scott Birchfield.....Technology
Tena Dye.....Finance	Mary Burkey.....Technology
Kaye Parks.....Finance	Tina Christian.....Technology
Sarah Smith.....Finance	David Douglas.....Technology
Marsha Bowling.....Gen.Srvs.	David Fitzwater.....Technology
Gregory Carrier.....Gen.Srvs.	Richard Gaudin.....Technology
Armelia Close.....Gen.Srvs.	Brian Hatcher.....Technology
Richard Cunningham...Gen.Srvs.	Travis Hysell.....Technology
Kari Dean.....Gen.Srvs.	Lisa Maurer.....Technology
David Lawrence.....Gen.Srvs.	Jose Molinar.....Technology
William Lawson.....Gen.Srvs.	Joseph Perks.....Technology
Eric Pardue.....Gen.Srvs.	Tina Snyder.....Technology
Baxter Parsons.....Gen.Srvs.	Danny Stover.....Technology
Chris Sanders.....Gen.Srvs.	Christopher Thornton.Technology

## Administrative Notes

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