

# Quotes, Notes & Anecdotes

Monthly Employee Newsletter Published by the Department of Administration  
September 2021 - Volume 28, Issue 8

## Employee of the Month

### Finance's Kirk Recognized for Commitment and Sincerity



**Trent Kirk**  
September Employee  
of the Month

Trent Kirk, an Administrative Services Assistant for the Finance Division, has been selected as the Department of Administration's *Employee of the Month* for September.

A state employee for four years, his duties include assisting with the daily operation of the vendor section and administrative support of the wvOASIS Statewide Vendor File for all agencies, including the executive, judicial, and legislative branches, as well as higher education. He also oversees compliance

with the Internal Revenue Service (IRS) regulations for completion of the IRS forms W-8 and W-9.

"Trent works very hard to maintain the vendor accounts in wvOASIS. He takes the lead on various projects and always prepares in advance to ensure information is processed and correct," said the co-worker who nominated him. "He assists with the workload of others in the unit and is always willing to train his co-workers on new procedures. He is sincere and helpful to everyone."

When he's not working, Kirk enjoys spending time with his niece Brielle, playing guitar, and rooting for the Philadelphia Flyers during hockey season.

Kirk will be joined by friends and co-workers at a special ceremony presented by Cabinet Secretary Allan McVey on Friday, Sept. 17, at 11 a.m. at the Finance Division offices in Building 17.

## Kim Nuckles Appointed Director of EEO Office

Gov. Jim Justice has appointed Kim Nuckles to serve as the director of the Equal Employment Opportunity (EEO) Office.

"I sincerely congratulate Kim on this appointment, and I know she will do a fantastic job," Gov. Justice said.

In addition to her new title, Nuckles will retain her role as the state's Americans with Disabilities Act (ADA) coordinator, bridging the two initiatives. Nuckles has served as the ADA coordinator since June 2012. Prior to that, she worked in private sector law for more than a decade.

"I am honored that Gov. Justice appointed me to take on this important mission, and I thank him for his confidence

Please see **NUCKLES**, Page 5



**Longtime state employee Kim Nuckles was appointed by Gov. Jim Justice to serve as the director of the Equal Employment Opportunity Office. Nuckles will also continue to serve as director for the state's Americans with Disabilities Act program.**

## SNEAK PEEK

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# Updated Ivanti Service System Improves the Office of Technology's Customer Service Efforts

The West Virginia Office of Technology (WVOT) has been working diligently to enhance its current Information Technology Service Management (ITSM) software, Ivanti. Currently, WVOT uses the Ivanti application for tracking service tickets, which includes incident management, dashboards and reporting, surveys, and mobile incident management. The new and enhanced ITSM features will translate to more cost effective and streamlined delivery of technology support for end users. It will also provide WVOT end users with a new level of transparency, additional means for self-support, and access to agency and statewide knowledge bases.

One of the primary ways the additional Ivanti features will improve the overall customer experience for Department of Administration employees is with password resets. During the first quarter of 2021, the Service Desk received more than 16,000 password reset requests. The new features will provide additional automation for

password reset calls, which will reduce the time state employees wait for a reset. This will also allow WVOT Service Desk agents to spend their time attending to more complex and pressing service requests.

WVOT's application development team, along with support staff, are in the process of building, testing, and making available the following new features within Ivanti:

- **Self Service** - The Ivanti Service Manager allows both internal and external customers to submit and track requests through a web-based self-service tool, opening the service desk up for 24/7 customer access. The Ivanti customer self-service portal supports full mobile access, meaning users will always have a means to get the services they need, anytime, anywhere.
- **Service Catalog** - The Ivanti Service Manager provides visibility and access into all available service offerings for enterprise users. A web-based shopping cart outlines

and defines all the services and allows users to request any of the service offerings directly online. All service requests go through an individually configurable approval process, turning requests into approved and documented cases.

- **Voice Automation** - The Ivanti Service Manager integrates existing phone infrastructure with the WVOT Service Desk for intelligent call routing, integrated voice response, voice self-service, screen pops, and call management functionality. Voice prompts will allow callers to choose options and describe service requests verbally for better first call resolution rates and call routing. One key feature of Ivanti Voice is a virtual agent to support password reset/unlock.



## Google Applications Available for Employee Testing Prior to Phase Two of Transition

As the state continues its transition to Google, it is important for employees to be proactive in learning and experimenting with the new applications. While it will be some time before the second phase of Project Sunrise is completed, these applications are currently available for employees to use if they so choose.

Trainings on the Google Applications are currently available on the Project Sunrise website at <https://sites.google.com/wv.gov/gwresources/learning>. Each Google Application is identified by a clickable icon that will lead to a dedicated training page for that resource. Live webinars, like those hosted during the phase one transition, will be available when the phase two transition is close to going live.

Additional resources for Project Sunrise can be found online at <https://sites.google.com/wv.gov/gwresources>. Questions regarding your agency's transitions should be directed to your Google Ambassador. Additional questions may be directed to [GoogleServiceDesk@wv.gov](mailto:GoogleServiceDesk@wv.gov).

Microsoft Product	Google Application
Skype	Google Chat
Microsoft Word	Google Docs
Microsoft Excel	Google Sheets
Microsoft PowerPoint	Google Slides
Microsoft OneDrive	Google Drive
Microsoft SharePoint	Google Workspace

# PDS' Netzer Brings Extra Focus to Social Work

The field of social work is an integral part of indigent defense, and a new employee of Public Defender Services (PDS) will help spotlight its importance within the office. Cara Netzer is continuing her work as a member of the National Legal Aid and Defender Association's (NLADA) Defending Communities in Service VISTA.

AmeriCorps VISTA is an anti-poverty program that provides full-time and Summer Associate Service members to nonprofit organizations and local agencies that serve low-income communities. Netzer began her VISTA member year in October 2020. PDS has extended her an offer to become a full-time employee when her year ends.

Netzer moved to Charleston from Frederick County, Md., after being selected for the Charleston Roots program as one of 12 applicants out of 150 who applied. The Charleston Roots program seeks to attract people to West Virginia for relocation and employment, providing mentorship and networking opportunities to encourage new residents to stay in the state.

"Cara is proof that our future is in great hands and is very promising," said Dana Eddy, executive director of PDS.

Netzer supports PDS' Public Defender Corporation Resource Center in reaching out to West Virginia Schools of Social Work to make students aware of opportunities for social workers in the criminal legal and indigent defense field; raising awareness of social work students about holistic defense; and training practicing social workers in mitigation so they can support indigent defense attorneys in their work. She also helps with building capacity for and expanding social worker opportunities elsewhere across the agency, including through attorney trainings and creation of a mitigation specialist job board.



**VISTA Member Cara Netzer has worked with Public Defender Services since October 2020. Through the National Legal Aid and Defender Association, Netzer is participating in its initiative, *Defending Communities in Service*.**

In June 2021, Netzer co-presented with Stephanie Thornton of PDS and two defenders from the Missouri State Public Defender Office at NLADA's virtual Community-Oriented Defender Network Conference. The presentation, "Where There's a Will, There's a Way! Building Social Work and Holistic Defense Capacity in Your Office," focused on ways in which PDS has trained social workers in West Virginia as mitigation specialists and created the public defender peer recovery coach program to promote holistic defense in Public Defender Corporations across the state.

Netzer has been integral in helping redesign the PDS website and, with another VISTA member assigned to PDS, worked to develop a robust set of resources available on the redesigned website to address the indigent needs of criminal defendants and their families, as well as the re-entry needs of defendants.

Netzer is a 2020 graduate of Haverford College in Pennsylvania with a degree in sociology.



## WVSASP Manager Honored With Service Award

During the National Association of State Agencies for Surplus Property's (NASASP) annual meeting in July, Elizabeth Cooper was honored with a special award for her service as NASASP president from September 2019 through August 2021. Cooper, who is the manager of the West Virginia State Agency for Surplus Property (WVSASP), had originally been elected to a one-year term but was asked to serve longer due the pandemic.

"When I was elected as president of NASASP, I was excited to serve my one-year term," said Cooper. "I do not think anyone at NASASP was prepared for the challenges COVID-19 would bring."

Cooper was surprised with a plaque thanking her for her "leadership, guidance, and dedication to NASASP."

"The award was very unexpected," added Cooper. "It means a lot to have my work supporting the Federal Surplus Property Program recognized and appreciated this way."

The WVSASP, a subsection of the Purchasing Division, participates in the Federal Surplus Property Program, through which NASASP authorizes them to coordinate the donation of property retired by the federal government to eligible organizations.

# WVOT Print Shop Meets Needs of All State Agencies

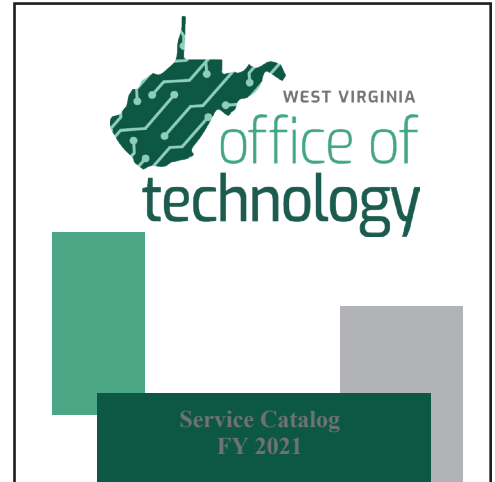
The governor's vaccine sweepstakes may be over, but the work continues. The team at the WVOT Print Shop has stayed busy throughout the process.

WVOT Print Manager Charlene Good said the shop has gone from printing and mailing vaccine gift cards, to mailing sweepstakes items that include tackle boxes and backpacks containing letters from the governor, to lifetime fishing and hunting licenses.

"We've also been mailing out Pandemic Electronic Benefit Transfer letters for students receiving free or reduced-price lunches at school," she said.

This is just one of the many items the WVOT Print Shop prints and prepares on behalf of state agencies under its purview. A rate catalog for all services can be found online at [https://technology.wv.gov/SiteCollectionDocuments/FY\\_2021\\_Rate\\_Catalog.pdf](https://technology.wv.gov/SiteCollectionDocuments/FY_2021_Rate_Catalog.pdf).

Good said some new and exciting things are on the horizon related to software and printing options. She encourages agencies to call her for their print jobs or with any questions about printing and mailing.



## National Preparedness Month: Back to School Safety

by: Gina Namay,

Volunteer West Virginia

As September unfolds, children and college students have already headed back to school and are getting accustomed to a new year of learning. Since the COVID-19 pandemic affected our nation last year, students' health and safety have been the top concern of parents and school officials. Each state, county or local community has addressed and provided their own COVID-19 safety protocols and guidelines as the pandemic has evolved.

However, there are steps that students and families can take to help their children be better prepared for ANY type of emergency or disaster. During September's National Preparedness Month, we'd like to encourage you and your family to get better prepared. Check out the safety tips and resources below and learn more about emergency preparedness at [Ready.WV.gov](https://www.readywv.gov).

### Student and Parent Safety Tips:

- Emergency card: Fill out an emergency card for your child to keep in their backpack.
- School emergency plan: Know your child's school and/or childcare facility's emergency plan and practice it.
- Family emergency plan: Complete a family emergency plan to keep in a safe place and review with your family.
- Prevent backpack-related injuries: Choose a backpack that fits your child (not too big) and is comfortable. Ask

your child to use both straps and not overstuff it. It should be no more than 5 to 10 % of their body weight.

- Handwashing: Remind your child about the importance of handwashing to help avoid getting sick, not just from COVID-19, but the common cold as well.
- Monitor the news and weather for incidences that could cause school closures; sometimes schools are evacuated or dismissed early due to emergencies.
- Keep up to date with school closings and delays by going to <http://wvde.state.wv.us/closings> and clicking on your county. You can also sign up for alerts.
- Transportation safety: Whether your child walks, bikes, or takes the bus to school, review the safety protocols with them.
- Bullying or suspicious behavior: Report any bullying, unsafe or suspicious behavior to a teacher or principal immediately. For instance, another student talking about bringing weapons or dangerous materials to school, or bullying another student, or an adult who doesn't work at the school who is approaching other children.

### College Student Prep Tips:

- Emergency kit: Gather items such as a first aid kit (band aids, thermometer, medications, etc.) water, nonperishable food, masks, hand sanitizer, flashlight, batteries, and a little cash to keep in

your dorm or apartment. Also consider getting a surge protector for your computer and a chargeable battery pack for your cell phone, which can be helpful during a power outage.

- Download the FEMA app and get weather alerts from the National Weather Service. Your school and/or the local emergency management agency might have their own app or social media site that you can follow or sign up for alerts.
- Understand your evacuation options/requirements: Be aware of evacuation zones and how to exit your campus, residence, or workplace. Identify where and who you would stay with if you had to evacuate.
- Save and back up your computer files: use an inexpensive thumb drive that you keep in a safe spot. Invest in an external hard drive. Check out one of the many cloud-based backup services. In some cases, students receive free cloud space from their college or university for this specific purpose.
- Consider investing in a lockable safe or desk/file cabinet. This is a good option for storing important documents, external drives, and the like.



# Employee Question of the Month

In August, Department of Administration employees were asked to share what topic they would present on if asked to give a presentation at a local elementary school. Thank you to all who participate in this Q&A forum each month!

Here are some of the topics employees would present on:

- Standing up for others - be a buddy not a bully.
- Why being nice is so important.
- Not fearing failure and seizing as many opportunities as possible.
- Manners and respect.
- Empathy - treat everyone as you would want to be treated
- Stay in school, you can be whatever you want to be!
- Self worth-everybody is some-

body

- The shortage of skilled labor in the workplace and why trade schools should be considered and encouraged
- The various geometric shapes and why some are inherently stronger in general fabrication of various items, from toys to bridges to buildings. A very introductory explanation that applies directly to trigonometry. Most students are traumatized by the thoughts of algebra and trig but this presentation would explain the basic ideas behind these numerical combinations and why they're necessary to learn.
- How would you define a successful life?

## NUCKLES

Continued from Page 1

in my ability to do so," Nuckles said.

"It is especially exciting for me to use my experience as the State ADA Coordinator to work to continue improving both accessibility and fairness within West Virginia state government for all of its citizens," she continued. "As a native West Virginian, I am thrilled to serve the state that I love so much. I will always strive to continue making West Virginia a better place for my own daughter and for generations to come."

As the EEO director, Nuckles will work to ensure the state's compliance with equal employment laws and practices to prevent workplace harassment and discrimination; conduct outreach through training, literature, and materials; and collaborate with various other agencies and organizations to promote diversity and inclusion.

Within state government, Nuckles also serves in various other capacities, including on the Access to Justice Subcommittee through the West Virginia State Bar, Cultural Facilities and Capitol Resources Grant Committee, Olmstead Council, Capitol Evacuation Team, Capitol Closed Point of Dispensing (CPOD) Committee, West Virginia Access and Functional Needs workgroup through the Center for Threat Preparedness, and the National Federation for the Blind. She is also a member of the Leadership Network through the Mid-Atlantic ADA Center and serves as the chair of the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

A native of Benwood, West Virginia, Nuckles is a 2001 graduate of the West Virginia University College of Law and a 1997 graduate of Wheeling Jesuit University.

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## New GSD Director Named

Bill Barry has been named director of the General Services Division (GSD), which maintains the capitol grounds and buildings. Barry began his work with the state in December 2013 as deputy director of the GSD.

In his new role, Barry has replaced Greg Melton, who is set to retire.

“I hope to continue the legacy of working with our customers that Greg started,” Barry said of his new role.

The General Services director is responsible for the care, control, and custody of the capitol buildings. This includes overseeing the maintenance and repair of buildings, renovations, construction of new facilities, environmental testing, and asbestos abatement, as well as providing care for the grounds and custodial services. The agency has more than 100 employees.



**Bill Barry, Director  
General Services Division**

**Welcome! ...** The Department of Administration is pleased to welcome **Gabriel Silva** (Aviation); **Rose Feazell** (CPRB); **Billy Clark** (General Services); and **Susan Miller** (Grievance).

**Best Wishes ...** to **Tanner Mann** (CPRB); **Jaelyn Shires** (PEIA); **Lea Melton** and **Lora Walker** (Public Defender Services); **Brenda Brown** (Purchasing); and **Carl Hackworth, Justin McAllister,** and **Richard Wicker** (Technology), who recently resigned from our department.

**Happy Retirement! ...** After years of hard work and dedication, we would like to wish **Kelley Endres** (Real Estate) the very best during his retirement.

**Employee Question of the Month ...** A big THANK YOU to our employees who continue to participate in our **Employee Question of the Month**. You can see the results of August’s question on Page 5. This month’s question is, “Can you play any musical instruments?” To answer this question, visit <https://forms.gle/TjwG-S241TBSStEWs3A> by September 13, 2021.

**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 SEPTEMBER

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

Dustin Anthony.....Aviation	Teresa Asbury.....Pub.Def.Srvs.
Luke Mitchell.....BRIM	LeeAnn Doyle.....Pub.Def.Srvs.
Lionel Adams.....CPRB	Mark Doyle.....Pub.Def.Srvs.
Christine Fernandes.....CPRB	Dana Eddy.....Pub.Def.Srvs.
Stachia Fields.....CPRB	Graham Platz.....Pub.Def.Srvs.
Jamie Huff.....CPRB	Stephanne Thornton.Pub.Def.Srvs.
Kevin Kerns.....CPRB	Krista Chadband.....Purchasing
Virginia May.....CPRB	Lu Anne Cottrill.....Purchasing
Dan Morris.....CPRB	Sherry Fewell.....Purchasing
Paige Strickland.....CPRB	Megan Snodgrass.....Purchasing
Tammy White.....CPRB	Arlie Hubbard.....Real Estate
Melissa Williams.....CPRB	Gail Delmaar.....Real Estate
Ellen Briggs.....Ethics	Sarah Long.....Sec. of Admin
Diane Corker.....Finance	Thomas Allen.....Technology
Kenny Yoakum.....Fleet	Franklin Buskirk.....Technology
Timothy Sylvester.....Fleet	Kenneth Casto.....Technology
John Anderson.....Gen. Srvs.	Derrick Day.....Technology
Aaron Armstrong.....Gen. Srvs.	James Dixon.....Technology
John Cummings.....Gen. Srvs.	Patricia Ebert.....Technology
Ada Kennedy.....Gen. Srvs.	Madeline Fitzwater...Technology
Gary Morris.....Gen.Srvs.	John Foster.....Technology
Terry Parsons.....Gen. Srvs.	Joseph King.....Technology
Scotty Pauley.....Gen. Srvs.	Adena Mays.....Technology
Brandon Perdue.....Gen. Srvs.	Wesley Moats.....Technology
Joseph Pratt.....Gen. Srvs.	Michael Moore.....Technology
Cody Wines.....Gen. Srvs.	Jason Nichols.....Technology
Joshua Fraenkel.....Grievance	Daniel Pauley.....Technology
Jessica Blankenship.....PEIA	Deidre Rainwater.....Technology
Christopher Pavelka.....PEIA	Terri Sheets.....Technology
Jennifer Priddy.....PEIA	Mark Smith.....Technology
Cynthia Baker.....Personnel	Larry Sutters.....Technology
Eugene Leach.....Personnel	Anet Vance.....Technology
Krista Scott.....Personnel	Stephen Windon.....Technology

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