

Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

April 2001 • Vol. 9, Issue 4

Employee of the Month

With IS&C's Sue Lore, Help is Just a Phone Call Away

Sue Lore, an Information Systems Specialist 2 for the Information Services and Communications Division (IS&C), has been selected as the Department's **Employee of the Month** for April.

A 14-year employee of state government, Sue supervises the IS&C Help Desk, which serves as the initial point of contact between support staff and the end users.

She works closely with user

agencies to resolve problems relating to personal computers, local area networks and mainframe usage.

According to one of her co-workers, "Sue is the ultimate customer service representative." Another co-worker adds, "Responding to hundreds of calls daily, Sue is always patient in providing as much assistance as she possibly can. She displays qualities that we should all strive to demonstrate when working with our user community."

In her spare time, Sue enjoys church activities and spending time with her husband, Ken, and sons, Matthew and Andrew.

Please join Cabinet Secretary Greg Burton and Sue's friends and co-workers at her **Employee of the Month** presentation at 11:30 a.m. on Monday, April 2 at IS&C's Kanawha City office.



SUE LORE
April Employee
of the Month

WV CHIP Participates in Legislative Events

Want to learn about the West Virginia Children's Health Insurance Program (WV CHIP)? Its representatives are eager to tell you all about it.



Romona Allen of WV CHIP assisted interested participants of the *Children's Day at the Legislature* event at the State Capitol in February.

In addition to its promotional efforts through the school systems, health care facilities, and Department of Health and Human Resources offices, WV CHIP has been widely publicized throughout the 2001 Legislative Session.

"We make every effort to promote this worthwhile program to the state legislators and their constituents," according to the WV CHIP Interim Director Dot Yeager. "Governor Wise's strong support of our program has been a positive driv-

ing force in our efforts."

WV CHIP representatives participated in two legislative events, Children's Day at the Legislature and Women's Day at the Legislature, in February and March, respectively. They maintained exhibit booths and presented information as part of the events' program. "These events focused on the need for health care for our state's youth," Yeager said. "They were an excellent forum to make people aware that the

WV CHIP
Continued on Page 4

Sneak Peek INSIDE...

- ♦ Volunteerism... How Can We Help?
- ♦ New Employees Welcomed to the Department
- ♦ PEIA's Open Enrollment Begins
- ♦ Spring Personnel Schedule Announced
- ♦ Gearing Up for Public Service Recognition Week



National Volunteer Week: April 22 - 28

Department Employees Volunteer their Spare Time to Assist the Community and Children

Giving can be one of the most rewarding experiences in life. Volunteering has a positive effective on the community and on oneself. From the results of a Departmental electronic survey, our employees work equally hard after work serving the community and other worthy causes.

An overwhelming 88 percent of our Department employees indicated that they volunteer their time to a variety of causes. The remaining 12 percent of employees raised a practical question of "who has time?". With the fast pace lifestyles of many families, giving up one hour or more can be extremely difficult.

For those who are able to fit volunteerism into their schedules, it appears that church and school attract most of our employees. Other causes include scouting, Big Brothers/Big Sisters Program, March of Dimes, coaching, assisting neighbors, homeless shelters, nursing homes/hospitals, animal shelters and Make-A-Wish Foundation. "Volunteers faithfully serve in all walks of life, and in many cases, go about their duties unnoticed. Regardless of the reasons that propel someone to volunteer, I am thankful for them," said IS&C's Dan Shriver.

What inspires people to volunteer, often taking time away from their own families and responsibilities? The top rated reason is

There are so many children that need help. All too often we turn away and say that "somebody" needs to do something ...then, we do nothing.

**Chuck Jones
BRIM**

I love people and enjoy doing things with and for them...I have made many wonderful, interesting friends. Life has been good because of volunteering.

**Carla Bright
IS&C**

the interest in helping others. "When you see their face light up, you know it has been worth all the time and effort you have put forth," said IS&C's Jane Bracken, who volunteers for the Make-A-Wish Foundation.

Our employees also indicated they enjoy devoting time to children, whether it was teaching Sunday school,

Volunteerism
Continued on Page 3

Robin Perdue Joins Department as Deputy Secretary

■ Cabinet Secretary's Office Welcomes Diane George as Administrative Secretary



Robin Perdue

The Cabinet Secretary's Office is pleased to welcome two new additions, Robin Perdue as deputy secretary and Diane George as administrative secretary.

Robin Perdue has a methodical approach to problem-solving, but will be the first person to admit she has taken a non-traditional route to get where she is today.

Twenty years after graduating from high school, she finished a bachelor's degree at West Virginia State College and proceeded to earn a Master of Science degree in Management from Marshall University's Graduate College while working full-

time and raising two children.

Her career in state government began in the Department of Agriculture. Most recently, she served as Assistant Deputy Commissioner of Securities in the State Auditor's Office.

With a diverse background in both work and educational experience, Robin brings a versatility with her to the Department. "I am looking forward to being part of the team that will be instrumental in meeting the challenges facing our state in the coming years," she said.

Diane George previously worked as an administrative secretary for the West Virginia Health Care Authority. She has an extensive background in contractual work and writing grants, loans and newsletters.

An eight-year employee of state government, Diane indicated that she is very excited about the new challenges this position offers and the opportunity to work with such a professional and knowledgeable staff. "The Department of Administration is a wonderful setting to gain new experience and expand my knowledge of policy and procedure."



Diane George



Vendor Purchasing Conference Benefits State Businesses

The Purchasing Division is gearing up for its 3rd Annual Vendor Purchasing Conference, which targets West Virginia resident businesses. The conference is scheduled for April 4-6 at Pipestem State Park.

This conference, called **The ABC's of Doing Business with the State of West Virginia**, offers the division's approach to educating and informing state vendors on business opportunities available in state government.

"We are pleased to offer this conference to our West Virginia businesses for the third consecutive year," according to Purchasing Director Dave Tincher. "Each year, we receive overwhelmingly positive feedback for our effort. If I were a West

Virginia vendor, I would jump at the chance to learn more on how to increase my sales potential to state government. The opportunity to meet the state buyers in the Purchasing Division and many agency decision makers in the state is an added bonus."

In addition to workshop sessions, participating businesses will have the opportunity to schedule one-on-one meetings with agency and Purchasing Division representatives at the conference.

Registration is required. For additional information, visit the Purchasing Division's website at www.state.wv.us/admin/purchase or call 1-800-BID2WV (800-243-7298).

Volunteerism

Continued from Page 2

coaching sports or reading aloud to students. "In today's crazy society, I feel that you have to be close to your kids so they stay on the right path," said FARS' John Smolder, who coaches various sports. "I like to take an active role in my children's lives."

The survey showed that the desire to improve the community was important and, equally, the sense of self-fulfillment in volunteerism. "Payment for our donated time?" asks Purchasing's Curt

Curtiss, who participates in the Beni Kedem Oriental Band of the Shrine which supports children's hospitals worldwide. "Our payment is the satisfaction of seeing piles of discarded crutches, braces and wheelchairs that kids no longer need because of the help they receive."

Volunteerism is alive and well in the Department of Administration. The spirit of giving is apparent in the time, energy and compassion demonstrated by our employees.

Nichelle Perkins Appointed as Personnel Director

Effective April 1, the Division of Personnel is under new leadership with Governor Bob Wise's appointment of Nichelle Perkins.

A graduate of UCLA and the University of Iowa, College of Law, Perkins has served the West Virginia Extension Service as an extension clinical assistant professor for the Institute for Labor Studies and Research. Previously, she served as assistant professor of Management and Industrial Relations.

"I am delighted that Nichelle has agreed to serve in this role," according to Governor Wise. "Nichelle has the experience, knowledge and personal relations skills required to be successful in this position.

Perkins will be highlighted in the next issue of **Quotes, Notes & Anecdotes!**

Ahem!

Want to get someones attention fast? According to a *Working Wounded* poll, 58 percent of people said the best way to get their attention is by sending the person an e-mail.

Other effective ways include:

Voice Mail

28 percent

Fax

13 percent

- adapted from *Ideabytes.com* website

One of the greatest weaknesses in most of us is our lack of faith in ourselves.

L. Tom Perry

BUSINESS

R I E F S

Allergies and Work Performance

Achoo! Allergies are a growing problem in the workplace. They were by far the most prevalent malady and the costliest, named in a survey of eight large companies by the Employers Health Coalition in Florida. Companies said about 28 percent of their employees are affected by allergies, causing huge costs in worker productivity and efficiency.

A poll of employees at 30 companies by Hewitt Associates shows that 83 percent of sufferers say allergies lower their effectiveness at work. Get ready for spring allergies!

PEIA Offers Open Enrollment for State Health Insurance Options

By Bill Rainey
PEIA



Open Enrollment for Plan Year 2002 is set for April 2 through May 4, 2001. This period allows Public Employees Insurance Agency members to change plans.

"Shopper's Guides and transfer forms have been mailed to all PEIA members," said PEIA Communications Manager Jan Long, "It's very important that members read the Shopper's Guides carefully due to substantial changes in Plan Year 2002."

These changes include:

- ♦ A service area restriction requiring that members and their dependents must live in the service area of a plan they wish to join, or in a county next to the service area.
- ♦ The withdrawal of three plans currently offered, Optimum Choice HMO, MAMSI Life & Health PPO, and Carelink Plan A. Participants in the withdrawn plans will default to PEIA PPB at the end of Open Enrollment if they do not submit a transfer form choosing another plan.
- ♦ An across-the-board premium increase for the PEIA PPB Plan, except for those participants earning less than \$18,000 per year. On average, the cost increase is \$4 for single coverage; \$7.50 for employee and children; \$13.50 for family coverage; and \$8.50 for family with employee spouse.
- ♦ Fertility drugs will no longer be covered as of July 1, 2001, but those

currently using the benefit may continue their three cycles of covered treatment.

- ♦ Tobacco-free PEIA PPB Plan participants will receive a \$5 discount for single coverage and \$10 for family coverage under a new "Preferred Premium." The "Preferred Premium" affects only PEIA PPB Plan participants. To-

bacco-free members must sign the affidavit on the transfer form to receive the Preferred Premium. To qualify for the Preferred Premium, all enrolled family members must have been tobacco-free for five months by July 1. PEIA will not accept affidavits throughout the plan year, but will offer the discount each year during open enrollment.

PEIA's **Open Enrollment Helpline** is available at 877-676-5573 for questions concerning plan options.

Feeling a Bit Forgetful?

Try these three steps to ensure that you do not forget newly learned skills or lessons:

- ✍ Try to spend an hour or two of study time for every hour you spend in class.
- ✍ Review the notes you took from the previous day before you head to class.
- ✍ Review your notes later in the day or in the evening to ensure the new information stays put.

- adapted from Penn State University, Mont Alto website.

WV CHIP

Continued from Page 1



WV CHIP Interim Director Dot Yeager addresses participants of the Women's Day at the Legislature with program information.

state does have a program that offers health care insurance for families who fall within 200% of the poverty income level."

Susie Salisbury, coordinator for the Children's Day at the Legislature event, could not agree more as to the importance of getting the word out on the WV CHIP. "Our main goal was to get as many child advocates as possible at the Capitol and

to make their presence known to the Legislature so that when any decision was made, they will look at the effect it will have on children," she said. "This event also provided an outlet to inform people of the implementation and outreach of the West Virginia Children's Health Insurance Program. We wanted to focus on the eligibility changes that went into effect last year."

According to Joyce Stover, coordinator for the Women's Day at the Legislature, the focus of this event was to look at how legislation affects women and how their lives have changed as a result. The inclusion of WV CHIP was imperative due to the extent which the program has reached West Virginians.

Recently, WV CHIP has promoted its program through a radio campaign; however, it continues to seek individuals who could qualify for the program. For additional information, call toll-free 1-877-WVA CHIP (982-2447) or visit its website at www.state.wv.us/admin/wvchip.

MILESTONES

Honoring our Employees' Service Years

The Department of Administration is pleased to begin including in each issue of **Quotes, Notes & Anecdotes** "milestone" anniversary dates for our tenured employees.

Each month, we will list in five-year increments the employees who are celebrating their years of service with the state of West Virginia. We value our employees and the knowledge and dedication they share with their respective agencies and divisions.

Congratulations to our employees who are celebrating their service year anniversaries during the month of April:

5 YEARS

Vivian Roberts
(PEIA)

Nancy Stark
(IS&C)

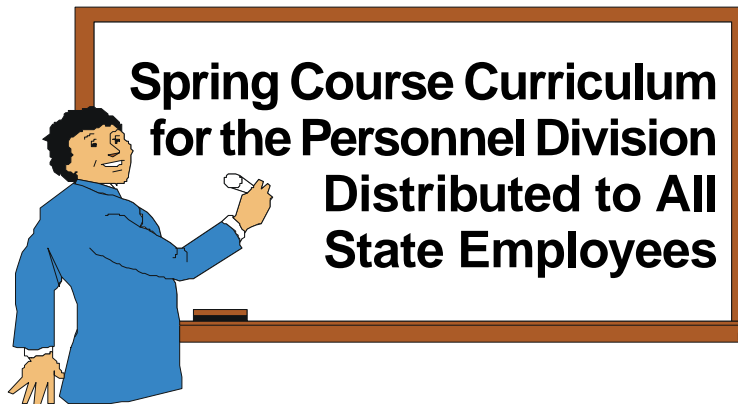
25 YEARS

Martha Bostic
(Personnel)

Mart Denison
Susanna Hall
(IS&C)

30 YEARS

Ed Mullins
(IS&C)



The Division of Personnel released its Spring 2001 program schedule, which provides a listing of educational opportunities. General information about class registration is provided, in addition to descriptions of each class, targeted audience, instructor and dates, times and locations.

The classes, which are free to state employees, range in topic including Business Etiquette, Conflict Management, Creative Problem Solving, and Time Management.

In addition, the class schedule conducts several courses that are particularly beneficial to managers and supervisors, including The Drug-Free Workplace, Preventing Sexual Harassment: A Shared Responsibility, and Discipline and Documentation.

For more details or to register for classes, please contact the Division of Personnel at (304) 558-3950, ext. 235 or visit its website at www.state.wv.us/admin/personel.

Planning to Begin for this Year's Public Service Recognition Week

Each year, public offices throughout the nation celebrate the service which is performed by the men and women working in city, county, state and federal government jobs.

Public Service Recognition Week (PSRW) is a national event to inform and educate the American public on the value of public employees and the services they provide. It is also a vehicle by which to stimulate interest in public service careers and to encourage excellence within government.

This year's event will be held May 7-13. Jane Fouty will again be coordinating the activities at the State Capitol. With the volume of work required to plan this event, manpower is needed.

If you are interested in working on any of the committees, please confer with your supervisor and call Jane at (304) 558-3950, ext. 206 or e-mail her at jfouty@gwmail.state.wv.us.



We know where most of the creativity, the innovation, the stuff that drives productivity lies - in the minds of those closest to the work.

John F. Welch, Jr.

Quotes, Notes & Anecdotes

is published by the Department of Administration

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Governor

Gregory A. Burton
Cabinet Secretary

Diane Holley
Public Information Officer/Editor

Special Thanks

Jane Fouty
Kaye Parks
Bill Rainey

A Message From... Cabinet Secretary Greg Burton

Health Care Decision

Each year, state employees are asked to make an important decision which not only affects themselves but their family members. This decision is choosing a health care plan which meets the employee's needs and expectations.

The Public Employees Insurance Agency (PEIA) makes this decision as easy as possible by providing employees with a "Shoppers Guide." This guide describes each available plan and provides a comparative analysis, based on various factors such as benefits, premiums and deductibles.

Which plan is best for you?

Only you can determine which plan is most suitable for you and your family. This year, several changes were made to the plans, some of which are detailed in a related article on page 4 of this issue of **Quotes, Notes & Anecdotes**.

It is important to take the necessary time to review the benefits of each plan and ask the necessary questions to make an educated decision.

To assist in this process, PEIA has implemented a toll-free **Open Enrollment Helpline** at 877-676-5573 which will serve as an excellent resource to state employees. You are encouraged to read, ask questions and take this decision very seriously.



Welcome to the Department! ... Regina Tucker (PEIA) and **Bill Pauley** (General Services).

Best Wishes... to **Larry Swiney** of IS&C, who recently retired from state government. Also, the best of luck to those employees who resigned from the Department: **Bryan Michaels** (Finance), **Margaret Rash** (Public Defender's Office), **Kelli Doyle** (Purchasing) and **Deepesh Randeri** (IS&C).

Congratulations... to those employees who have recently been promoted: **Twila Ruggieri** (PEIA) from an Administrative Secretary to an Executive Secretary and **Darla Blackmon** (General Services) from a Custodian to Storekeeper II.

Important Days in April to Remember...

- April 5** (National Fun at Work Day);
- April 16** (Income Tax Pay Day);
- April 22** (Earth Day);
- April 25** (Administrative Professionals Day);
- April 26** (Take Our Daughters to Work Day); and,
- April 27** (Arbor Day).



PEOPLE TALK

Got News?... Would you like to share information about you or your family members? Let us share your news with your fellow employees of the Department of Administration. Simply call or e-mail Editor Diane Holley at (304) 558-0661 (dholley@gwmail.state.wv.us).

HAPPY BIRTHDAY ... in April

- | | |
|--|--|
| 1 Jacqueline Cox Finance
Rita Fernatt IS&C
Janie Taylor Purchasing
Sharon Waggy CPRB | 15 Don O'Brien General Svcs.
Bill Pointer General Svcs. |
| 2 Arlene Furby Personnel | 17 Tony Maddox BRIM
George Tanner .. General Svcs. |
| 3 LeAnn Arthur IS&C
Charlyn Miller Purchasing
Bill Rainey PEIA
Jim Sims CPRB | 18 Judy Anderson PEIA
Monta Boggs CPRB |
| 4 Brenda Gould Grievance | 19 Nidia Henderson PEIA
Kristy James IS&C |
| 5 Mark Isabella Personnel
Sondra Meadows IS&C
Keith Moss General Svcs. | 20 Keith Burdette .. General Svcs.
Deborah Fernatt BRIM
Velma Totten CPRB |
| 8 Jim Hyde CPRB | 21 Evelyn Davis Personnel |
| 10 Robert Otey General Svcs. | 22 Anne Crabtree IS&C
Greg Hubbard . General Svcs. |
| 11 Jane Shinn Finance | 23 Carlos Neccuzi IS&C |
| 12 Doris Lykens CPRB
Matt Short IS&C | 25 Elaine Hudson Aviation
Tyrell Miller IS&C |
| 13 Shelley Dunlap CPRB
Jeff Harbour General Svcs. | 26 Philip Nicholas IS&C |
| 14 Bernard Huffman PEIA
Angela O'Neal Personnel | 27 Karen Balsimo IS&C
Becky Hayes Finance
Frank Unger ... General Svcs. |

