

Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration
April 2002 • Vol. 9, Issue 4

Employee of the Month

Personnel's Diana Gandee Maintains Official Documents

Diana Gandee, an office assistant I for the Staffing Services Section of the Division of Personnel, has been selected as the department's **Employee of the Month** for April.

An eight-year employee of state government, Diana is responsible for maintaining documents and files on all current and past employees of the

state of West Virginia as well as all applicants who have tested for state classifications. She recently has been selected for a promotion as the primary telephone operator for the division. She will direct calls, open and date-stamp all incoming mail, and distribute individual and mass mailings.

According to one of her co-workers, "Diana is the most conscientious employee I have ever seen to maintain the file room." Another co-worker adds, "Pulling and filing should be more appreciated because when you need a file or a particular document and it is not available, it can cause major problems. If it IS there, Diana will find it. She's a true asset to our division."

In her spare time, Diana enjoys baseball and sewing.

Please join Diana's friends and co-workers at her **Employee of the Month** presentation at 11:30 a.m. on Wednesday, April 3 on the second floor mezzanine of Building 7.



DIANA GANDEE
April Employee of the Month

PEIA's Open Enrollment Begins April 1

Open enrollment for Plan Year 2003 is set for April 1 through May 3, 2002. This period allows Public Employees Insurance Agency members to change plans which will go into effect July 1.

Benefit fairs are scheduled for April 4 in the Conference Center Corridor (Building 7) from 9 a.m. to 1:30 p.m. and on April 18 at the Charleston Civic Center from 3 p.m. to 7 p.m. Representatives from PEIA and Mountaineer Flexible Benefits will be available for questions. **See page 3 for related article.**



Human Resource Information System HRIS Offers Electronic Personnel Information

In the fall of 1999, the Department of Administration, in cooperation with several interested state departments, bureaus, and agencies, initiated the development of a Human Resource Information System (HRIS) for use by state agencies.

The goal of this project was to produce a single system to meet the diverse needs of state agencies and provide consistent, reliable human resource informa-

tion on a statewide basis. On February 19, 2002, the implementation of the core HRIS was successfully initiated with a selected group of state agencies.

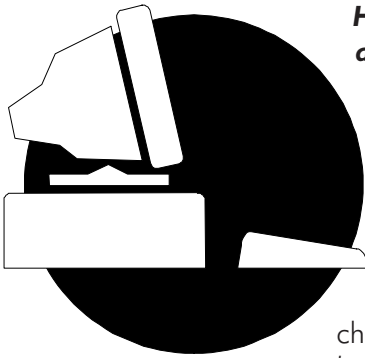
There are two primary components of the system. The **electronic WV-II process** allows for position funding changes to agencies' personal services expenditure schedules and initiates personnel transactions. The creation of an **employee database**

HRIS PROJECT
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Sneak Peek INSIDE...

- ◆ New Online Leave System Implemented
- ◆ **Stressed?** We've Got Some Ideas for You!
- ◆ PEIA Details Changes to Plans and Premiums
- ◆ General Services Begins Spring Beautification Project
- ◆ People Talk

New Web-Based Online Leave System Provides Information at our Employees' Fingertips



Have you checked your annual and sick leave via the Internet?

For most of our department's employees, the days of receiving a hard copy of your leave usage and balance are long gone.

Employees can now check their leave status at their convenience by accessing https://www.state.wv.us/secure/leave_prod/default.cfm.

One of Gov. Bob Wise's mandates to each department was to improve state government's efficiency and effectiveness of its products and services by using information and communications technologies.

As a result of this mandate, our department undertook a large technological project to replace its current mainframe leave system. The replacement system is a web-based system that allows division timekeepers to track employees' leave. Application development was based on extensive input from key areas within the department.

"The leave system is very user-friendly," said Finance Director Andrew Fizer, who has the responsibility to oversee this project. "Employees can view their own leave balance at any time during working hours or from home. Those employees who do not have access to the Internet will receive a print-out of their balance from their timekeeper

Online Access Leave System
https://www.state.wv.us/secure/leave_prod/default.cfm

each pay period."

Every employee has access to his or her personal report that contains all annual and sick hours taken during the calendar year. "To maintain an accurate leave system, we all need to work together by

completing, approving and entering the leave slips promptly," he added. "It is the employee's responsibility to ensure that the sick and annual leave ending balances are correct."

The system is password-protected to ensure confidentiality with the individual's annual and sick leave time.

The Department of Administration served as the pilot agency for this project; however, other state agencies will begin utilizing this system.

"Finance's Connie Byrne and Liz Martin have done an outstanding job as project managers throughout the design and implementation phases of this project," Fizer said. "They continue to monitor and facilitate the rollout and design modifications of the new leave system on an ongoing basis."

Decision-Making

Five frogs are sitting on a log. Four decide to jump off. How many are left? Five, because there is a difference between deciding and doing.

Mark Feldman and Michael Spratt

BUSINESS

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What's Your Mission?

Many companies have mission statements, documents where the goals of the company are outlined as well as the means by which it hopes to achieve them.

Why not create your own mission statement? Try it! Write out a paragraph describing your professional ambitions and goals. It is a good way to find out where you want to go in your professional life and how you plan to achieve your personal goals.

Our Benefits...

What's in it for YOU?

State employees receive a variety of benefits as part of their employment package. Periodically, we will take a brief look at these valuable incentives:

Savings Bond Payroll Plan

Saving money is always a difficult task; however, as a state employee, you are eligible to participate in the U.S. Savings Bonds Payroll Savings Plan, in which a portion of your pay is automatically directed toward the purchase of savings bonds each pay period.

Savings bonds can be held from six months to 30 years and are backed by the full faith and credit of the U.S. Government. They offer competitive, market-based rates and exemption from federal income taxes.

Interest earned also may be exempt from federal income taxes if used for qualified higher education.

For additional information on the U.S. Savings Bonds Payroll Savings Plan, contact the State Auditor's Office at (304) 558-2251.

Open Enrollment Begins!

PEIA Explains Vital Changes Affecting Plans and Premiums

By Bill Rainey
PEIAS

PEIA members have a big decision to make ... *their health insurance plan*. PEIA publishes a **Shopper's Guide** that is full of information and offers benefit fairs throughout the state to explain the plans and their respective changes. Two regional **Shopper's Guides** will be offered to reduce confusion about the plans available to members in their area. Please note that all completed insurance forms must be returned to the Payroll Office, not PEIA. Plan changes are detailed below:

PPB Plan Changes

Although there will be a premium increase for PEIA PPB Plan members, Gov. Bob Wise pledged \$37 million toward next year's PEIA budget — the largest appropriation any governor has ever requested for PEIA.

The PEIA Finance Board made \$11 million in spending cuts—leaving \$14.7 million to be made up through employee premium increases. The average premium increase for single coverage will be \$6.50 per month; for employee and child(ren), \$13

per month; and for family coverage, \$26 per month for Plan Year 2003. Other PPB Plan benefit changes include:

- Out-of-pocket maximum on prescription medications, limiting the amount single plan members might pay in a single year to \$1,750 and family members to \$3,500.
- Reduction in the number of salary tiers, by which premium payments are determined, from 25 to 9.
- An increase in the Tobacco-Free Premium Differential. The current monthly differentials of \$5 for single coverage and \$10 for family coverage will double in Plan Year 2003. Family plan members will receive a \$20 monthly premium differential, if no enrolled family member uses tobacco.
- Acupuncture is an added benefit and included in the \$1,000 plan year maximum for outpatient therapies.
- An increase out-of-network transplant deductible from \$3,000 to \$10,000.
- Out-of-network facility charges to be paid at state usual and customary allowances, with the patient responsible for the difference.
- PEIA's will drop its affiliation with CareWise in July 2002 (other options will be offered).

Carelink Changes

• Carelink continues to offer two options for Plan Year 2003. The Enhanced Plan is similar to the Plan A benefit offered in the past. The Basic Plan is similar to Plan B, but offers only **generic** drugs. No brand name drugs will be cov-

ered under the Basic Plan.

- Carelink will offer vision coverage under both the Basic and Enhanced Plans.
- The outpatient therapy is reduced from 60 visits per year to 24 sessions per year.
- The chiropractic benefit is limited to \$1,000 per year.
- The pulmonary rehabilitation benefit has been reduced from 60 days to 26 visits per year.
- The prosthetics benefit is limited to one device per year.
- Carelink offers direct access to its network of out-of-state providers in Ohio and Pennsylvania. Members may choose primary care physicians from these out-of-state networks and may access care at the Carelink out-of-state hospitals.

Health Plan Changes

• The Health Plan continues to offer two HMO options in its service area.

General Changes

- The out-of-pocket maximum will be \$2,000 (single policy), \$4,000 (two-party policy), and \$6,000 (three or more in a family policy.)
- Biological agents (such as growth hormones and beta seron) will have a 30% copay.
- Removal of inpatient mental health/substance abuse day limits and a 20% copay added.

Enhanced Plan Changes

• Prescription drugs will be covered at a \$10 (generic) copayment and a 40% coinsurance on brand name medications. No mail order service will be available.

Basic Plan Changes

• Inpatient hospital coverage will have a 10% copay.

It is more important than ever to read your **Shopper's Guide**, attend the benefit fairs, and make your plan choice wisely.



GOT QUESTIONS?

Call PEIA's Open Enrollment Helpline
1-877-N-ROLL-PEIA
(1-877-676-5573)

Attitude

A positive attitude will not solve all your problems, but it will annoy enough people to make it worth the effort.

Herm Albright

Quotes, Notes & Anecdotes

is published by the Department of Administration

Bob Wise
Governor

Gregory A. Burton
Cabinet Secretary

Diane Holley
Public Information Officer/Editor

Special Thanks

Tari Crouse
Andrew Fizer
Jan Long
Kaye Parks
David Pentz
Bill Rainey
Sandy Singleton

Income Tax Day April 15, 2002



Mr. Muskgroove, do you have to do this each time you mail your taxes?

General Services Division Prepares for Spring at the State Capitol Complex

General Services' grounds crew is hard at work preparing for the spring season. Pictured (l-r, kneeling) Roger Paxton, Jr., Drew Mitchell and Greg Hubbard. (l-r, back) Bill Thaxton, Carlos Farley, Jennings Ashby, Danny Sizemore and David Pentz.



General Services Division workers are always looking one season ahead...but that's their job.

During the summer, a game plan was developed on how to handle the snow and winter conditions at the Capitol. Similarly, the spring beautification project was in full swing in January, with the seven

grounds crew workers planting more than 30,000 tulip bulbs.

"We prepare for spring when we are shoveling the snow," says General Services Director David Pentz. Pentz added that the division learned a great deal from last year.

"A problem we experienced was that all the tulips from the previous year were dug up. We had no tulips blooming and had to improvise," he said. This problem was solved this year with the order of 30,000 different varieties of perennials, including tulips, daffodils, crocus, and hyacinth, to cover the 50 acres on this campus. The bulbs will remain in the ground and are expected to bloom for at least three years.

There are about 20 designated beautification areas, plus other highly visible usage areas scattered throughout.

Carlos Farley, lead supervisor of the grounds crew, explains the process of maintaining the Capitol's beautiful appearance. "We plant the spring bulbs in the fall and prepare for our shipment of annuals to plant in April and May," he said. "After the flowers are planted, we must water them on a regular basis and fertilize them so they grow nice and healthy. We also continue to weed the beds throughout the season."

In addition to the flowers, the grounds crew trims the bushes and hedges, spreads mulch, hedge around the trees, mows the grass and prunes the trees...all with just seven dedicated workers. The ground also is aerated and fertilized to provide weed control, Farley added.

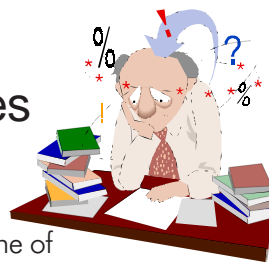
As previously reported, a variety of equipment was acquired last summer to assist in the maintenance of the grounds. "Cabinet Secretary Burton has been extremely supportive in offering our workers the necessary tools to maintain the beautiful grounds of the State Capitol," Pentz said.

Stressed? How to Relax

Below are a few suggestions that will help you manage stress in your everyday life:

- ✓ Exercise
- ✓ Deep Breathing
- ✓ Hobbies
- ✓ Mediation
- ✓ Biofeedback
- ✓ Hypnosis
- ✓ Visualization
- ✓ Sufficient Sleep
- ✓ Work Out Anger
- ✓ Talk Out Worries
- ✓ Manage Time Wisely
- ✓ Eat Right
- ✓ Take a Break

Stress Buster... Meeting Deadlines



Does looking at your daily schedule make you want to throw your hands up to surrender? Unrealistic deadlines is one of the major causes of employee stress at the worksite. What can you do to help alleviate some of the pressure?

- 1. Prioritize what needs to be done.** Look at what the project entails, what has been done, and what needs to happen to complete the job.
- 2. Utilize your responses.** Take full advantage of the data, technology and knowledge that surround you.
- 3. Limit distractions.** Tell your co-workers and family members that you need to have some uninterrupted time alone.
- 4. Take small breaks.** You cannot work effectively for hours on end, so take 15 minutes occasionally to unwind.
- 5. Be realistic.** You may not have as much time as planned, but do the best you can in the time you are given.
- 6. Reward yourself.** Feel confident in the result and give yourself a pat on the back for a job well-done.

MILESTONES Service Years

Due to recent changes in automating our human resources data, service year information which was offered each month in this publication cannot be attained. We hope to publish our employees' service year anniversary dates in the near future.

HRIS PROJECT

Continued from Page 1

contains consistently recorded employee demographics, job-related information and employee history records.

The design of the HRIS is based on automated processing features, which reduce paperwork, increase processing speed and provide processing control and security. Some of the features include **automated workflow**, which passes electronic transactions from step-to-step of the process with electronic notification; **on-line approval** or disapproval of transactions; and **real-time status tracking** of transactions.

In addition, the HRIS offers agencies the flexibility to meet their various reporting needs by creating such reports as **standard systemwide reports, standard agency reports** and **ad hoc reports** to meet a specific one-time need.

With the implementation of the HRIS, the following economies and efficiencies can be realized as significant benefits:

- **Reduced processing time** will result from the initial electronic editing of personal services expenditure schedule changes, online authorization, electronic workflow, and status tracking at the desktop.
- **Data integrity** will be assured through a single point on entry for related processes, the standardization and population of fields via the database and the provision of accurate and current data in lookup tables.
- **Reporting capability** will be improved through the collection of data in a consistent manner, the provi-

sion of a standardized means to meet regulatory reporting requirements and the flexibility to create reports as needed.

The realization of this project is due in large part to the cooperative attitude and the will to succeed of the participants. "Will Rogers said, 'Even if you're on the right track, you'll get run over if you just sit there,' said Tari Crouse, HRIS project manager. "With that philosophy, we have to keep moving to implement this system for the remaining agencies and to make improvements to ensure that it remains a functional and productive tool for state government."

On May 1, 2002, the remaining agencies will be scheduled for implementation. Hands-on system training for agencies involved in HRIS entry, administration and approval process will begin July 15, and the second implementation will begin September 1.

As part of the initial implementation, 21 agencies participated. More than 9,000 employees are currently in the HRIS (*about 40% of employees in operating agencies excluding higher education and constitutional officers*).

"The Human Resource Information System project could not have been realized without the endless hours of our dedicated employees working toward an established goal," said Cabinet Secretary Greg Burton. "It is this level of professionalism demonstrated by our employees that enable complex systems, such as HRIS, to be developed, implemented and successful."

In addition to Crouse, the

following department employees played key roles in the project's success:

Budget Cathie Fowlkes, Roger Smith, Jackie Cox and Sharon Sommerville.

Personnel Max Farley, Jeanne Bowe, Sandy Bryan, Lisa Collins, Barbara Jarrell, Teresa Morgan, Lynn Schillings, Yvonne Wilhelm.

IS&C Mick Olah, Joe Perks, Joey Sheen, Jane Cheatham, Nancy Stark, Amy Newman, Bob Neel, Charles McMinn, Krishna Reddy, Joe Hermsdorfer, Chuck Schmidt, Monroe Gillespie, Beverly Thomas, Bill Judy, Jack Pullen, Stephanie Davis, Frank Stolper, and Frank Stark.

"Bringing this project in was like riding the crest of a breaking wave. It took a highly coordinated team effort, with action breaking on multiple fronts, to stay on course and maintain balance," said Mick Olah, IS&C Project Leader. "Unstinting support from management helped keep us on course and provide us with the tools and opportunity to succeed. It was and continues to be an exciting and exhilarating effort."

Where's Your I.D. Badge?

Employees are reminded to wear their employee identification for security purposes at all times during work hours.

If you do not have an identification badge, please contact your supervisor to make arrangements as soon as possible.

Enthusiasm

We act as though comfort and luxury were the chief requirements of life, when all that we need to make us really happy is something to be enthusiastic about.

Charles Kingsley

Let Us Know...

What's Going On?

Quotes, Notes & Anecdotes newsletter serves as a tool to effectively communicate various activities occurring throughout the Department and to share information that may be helpful to our employees.

If your agency is working on a project that may interest or affect our employees, please contact Diane Holley, the department's public information officer, at 558-0661. Also, if you would like to see an article addressing a particular issue, just let Diane know. Take an active part in **your** newsletter!

A Message From... Cabinet Secretary Greg Burton

Open Enrollment

It's "decision-making time" for state employees who carry health insurance for themselves and their families.

The Public Employees Insurance Agency (PEIA) attempts to make this decision easier by producing a variety of information which is distributed to all members.

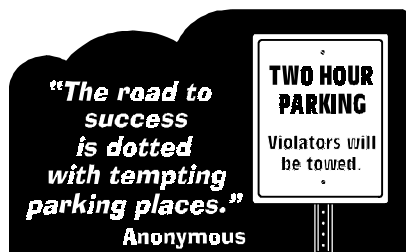
One of the most valuable pieces of literature is called the **Shopper's Guide**, which describes each available plan and provides a comparative analysis, based on various factors, such as benefits, premiums and deductibles.

Only you can determine which plan is most suitable for you and your family. Benefit fairs are being conducted throughout the state to bring information to our state employees.

Some changes have been made to available plans and are detailed on page 3 of this issue of **Quotes, Notes & Anecdotes**.

It is necessary to take the appropriate time to review the benefits of each plan and ask relative questions to make a wise decision.

To assist in this process, PEIA has implemented a toll-free **Open Enrollment Helpline** at 1-877-N-ROLL-PEIA (1-877-676-5573) which will be a valuable resource in this decision-making process.



Welcome to the Department!...Craig Kinder (General Services); **Gretchen Chandler** and **Betty Francisco** (Purchasing); **Melissa Hapney** (PEIA); and **Roscoe Taylor** (Finance).

Congratulations!...to Rhoda Cole of the Division of Personnel who was promoted from Telephone Operator to Office Assistant II.

Good Luck!...to Mendy Waller (Prosecuting Attorneys Institute) who recently resigned from the department.

Important Dates to Remember in April...



Daylight Savings Time	April 7
Income Tax Pay Day	April 15
Earth Day	April 22
Administrative Professionals Day	April 24
Take Our Daughters to Work Day.....	April 25
National Arbor Day	April 26

Vacation Loans Available from The State Credit Union...

Vacation loans start April 1. You can borrow up to \$2,000 for as low as 9.99% APR. This offer ends August 31.

Conference for Women...The West Virginia Treasurer's Office is hosting a **free** conference for women at the Charleston Civic Center on April 26 from 9:00 a.m. to 4:30 p.m. For more information, call 1-800-422-7498.



It's Time for Golf...PEIA's Patty Abbott (pictured to the right) celebrated her retirement on May 15th at a special reception with her friends and co-workers. Patty, an avid golfer, plans to spend most of her time perfecting her game!

HAPPY BIRTHDAY ...in April

- | | | | |
|--------------------------|---------------|--------------------------|---------------|
| 1 Jacqueline Cox | Finance | 14 Bernard Huffman | PEIA |
| Rita Fernatt | IS&C | 15 Sarah Hunter | CPRB |
| Janie Taylor | Purchasing | Don O'Brien | Gen. Services |
| 2 Arlene Furby | Personnel | 17 Tony Maddox | BRIM |
| 3 LeAnn Arthur | IS&C | George Tanner | Gen. Services |
| Charlyn Miller | Purchasing | 18 Monta Boggs | CPRB |
| Bill Rainey | PEIA | 19 Nidia Henderson | PEIA |
| 4 Brenda Gould | Grievance Bd. | 20 Keith Burdette ... | Gen. Services |
| 5 Mark Isabella | Personnel | Debbie Fernatt | BRIM |
| Sondra Meadows | IS&C | Velma Totten | CPRB |
| Keith Moss | Gen. Services | 21 Evelyn Davis | Personnel |
| 6 Donna Prunty | Sec. Office | 22 Anne Crabtree | IS&C |
| 8 Jim Hyde | CPRB | Greg Hubbard .. | Gen. Services |
| 9 Pauravi Randeri | IS&C | 23 Carlos Neccuzi | IS&C |
| 11 Jane Shinn | Finance | 25 Elaine Hudson | Aviation |
| 12 Doris Lykens | CPRB | Tyrell Miller | IS&C |
| Matt Short | IS&C | 26 Philip Nicholas | IS&C |
| 13 Shelley Burford | CPRB | 27 Becky Hayes | Finance |
| Jeff Harbour | Gen. Services | 29 Charles Farley .. | Gen. Services |

