

# Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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## Employee of the Month

### General Services' Martha Phillips Keeps the Capitol Alive

**MARTHA PHILLIPS**, an administrative secretary for the General Services Division has been selected as the department's *Employee of the Month* for April.

A 11-year employee of state government, Martha provides secretarial support to the director and deputy director of the General Services Division.

She is responsible for scheduling all events that occur at the State Capitol

Complex. In addition to these duties, Martha handles personnel-related issues for the division and serves as the agency timekeeper and parking coordinator.

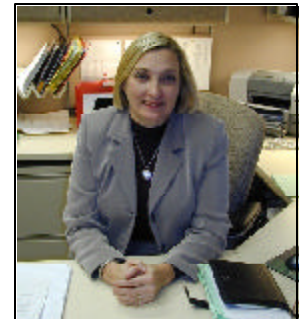
One of her co-workers said, "Martha is extremely helpful, professional, punctual and most of all, dependable!"

Another co-worker added, "I call Martha frequently for assistance and information. She has never failed to

respond to my needs. I think Martha Phillips should be *Employee of the Decade!*"

In Martha's spare time, she enjoys reading, cross-stitching and needlepoint. She also likes to take long walks in her down time.

Please join Martha's friends and co-workers at a special ceremony in her honor at 11 a.m. on Tuesday, April 12, 2005, at the lower rotunda of the State Capitol.



**MARTHA PHILLIPS**  
April Employee of the Month

## IMPORTANT NOTICE...

### to Retirees from our Department

Effective with the May 2005 issue, the Department of Administration's monthly newsletter, *Quotes, Notes & Anecdotes*, will only be available online to our department's retirees.

You are encouraged to continue to read this monthly publication at our website: <http://www.state.wv.us/scripts/admin/newsletter.cfm>. New issues are available the first of each month.

## Open Enrollment for PEIA's 2006 Plan Year Announced

April is upon us, and what does this mean to you? It's time again for open enrollment for members of the Public Employees Insurance Agency (PEIA).

Beginning April 4 through May 6, 2005, open enrollment is the period of time offered each year when you have the option to make changes in your health insurance plans without a specific triggering eligibility event.

PEIA members should have received the Shopper's Guide by the end of March, which outlines the various insurance plans and options. Benefit fairs will be held across the state to provide an opportunity to meet face-to-face with representatives of PEIA and to obtain information on the health insurance plans the agency



PEIA Open Enrollment  
Continued on Page 5

## Sneak Peek INSIDE...

- ◆ Philip Morrison Joins the Prosecuting Attorneys Institute as Executive Director
- ◆ WVCHIP Partners with Health Agency to Avoid Emergency Room Visit
- ◆ IS&C's Pam James' Idea of Saving Money Paid Off
- ◆ Administrative Notes



**Philip Morrison, Executive Director of the Prosecuting Attorneys Institute, has more than 17 years of prosecuting experience.**

## West Virginia Prosecuting Attorneys Institute Selects Morrison to Offer Leadership

In January, Philip W. Morrison, II was named executive director of the West Virginia Prosecuting Attorneys Institute. A graduate of Marshall University and Cumberland School of Law in Birmingham, Alabama,

Morrison has more than 17 years of experience as a prosecutor. "I've handled many capital cases, around 20 capital trials, and all kinds of abuse and use cases. I believe I am in a position now with all those battle scars to assist prosecutors around the state which is what this agency is all about."

The initial responsibility of the Prosecuting Attorneys Institute is to provide a mechanism whereby people can get their cases assigned to a prosecutor when the local prosecutor happens to have a conflict of interest under the ethics rule or case law. If the local prosecutor cannot handle a case, he informs the judge. If the judge, in fact, finds a conflict does exist, he sends an order to the Prosecuting Attorneys Institute, with the direction to find an experienced prosecutor.

"While our primary focus is on the prosecutors, our basic responsibility is to teach on a regular basis. That's our primary function and what absorbs most all our time. We teach everybody and anybody that is connected with the justice system," said Morrison.

Three training sessions of legal education are offered annually. "A lot of folks might think you can get this type of legal education anywhere, but you can't. This training is for trial lawyers by trial lawyers. And, it's honed in and whittled down to topics and issues that directly affect trial lawyers in the court room," he

said. "I think we have better training than any other state I've ever taught in." Morrison has been a national teacher for this type of training since 1995.

Morrison hopes to see more uniformity among the prosecutors throughout the state, since processes are often different for each county. "I am planning to distribute a book of proposed standardized pleadings. If you have a standardized base that's already in a wordprocessing format that you can access and not have to make many changes, it will save the counties a great deal of time. It would make it easier if everyone knew what the playbook was before they walk in the door."

Morris has already made some changes since he joined the Prosecuting Attorneys Institute. He said he wants this office to be viewed as a support service for the prosecutors rather than to be actively involved in prosecuting cases. He added, however, that the **West Virginia Code** does not prevent the Institute from performing prosecuting services to assist counties.

"I'm learning on a daily basis, much like everyone else is, and once I have an accurate gauge of what we need to do at the Prosecuting Attorneys Institute, I will be able to better assess the situation," he said. "I'm looking forward to enjoying this challenge. It's going to be a nice change of pace for me."



## The Weather Channel Visits State Capitol

The Weather Channel recently visited the State Capitol to film a segment for "The Road Crew" on how the weather affects the Capitol dome's exterior. General Services Assistant Director Tim Lee, (pictured with host Kelsa Kinsly) and John Wiseman, the contractor for the dome project, explained the weather considerations during and after the restoration project.

## Dialing for Dollars... IS&C's Pam James' Idea Paid Off

Pamela James is definitely a state employee who takes her job seriously. An administrative services assistant with the Telecommunications Unit for Information Services and Communications (IS&C), James was recently awarded \$10,000 from the Employee Suggestion Award Board for her suggestion on how the state could save money on its telephone bills.

In 2002, then a secretary for the Department of Health and Human Resources (DHHR), James was responsible for paying the invoices on behalf of her department. "I'm the type of person that if my name is going to be on something, I have to know everything from A-Z. I was new and couldn't tell from the telephone bills what the services included."

James began asking questions and looking for a printout of the department's telephone numbers and their features. It was this task that prompted her to contact IS&C, the agency that handled the department's billing. Unfortunately, because at that time, IS&C handled only the billing, there was no way to offer information on how the telephones were equipped or what features were needed by the agencies.

IS&C directed James to contact Verizon; however, she ran into yet another obstacle since this company could only furnish her with one compiled report including codes that would have taken her years to decipher, she said.

James went back to seek the assistance of IS&C employees, who meticulously created a report that had never been

generated prior to that which actually detailed the telephone lines and the features on each line.

With this tool, she went to work taking features off telephone lines that were no longer needed, disconnecting lines, checking out how lines were put into place and, after preparing this information, she researched cheaper and better ways of service.

"To be honest with you, I swamped Verizon with requests because there were so many changes. I may have submitted more than 100 requests just for one bill," said James.

Thus far, DHHR has saved \$180,000, which James believes could exceed \$250,000.

This was a large project that James said she worked on in her spare time at her job. "It was very time consuming since you have to review each line on each bill and then do the paperwork to go to Verizon to make the changes," said James. Extremely pleased that the telephone company was cooperative, she said Verizon joined IS&C at meetings to train people how to read their telephone reports.

Years ago, James' first job was with IS&C. When Senate Bill 700 passed last legislative session, authorizing IS&C to audit the bills against state contracts, it also created an opening for a person with James' expertise. Stephanie Chafin, Automation Resource Center Manager for IS&C, offer her

the job. "With IS&C aggressively implementing Senate Bill 700 for telecommunications billing, I knew Pam would hit the door running," Chafin said. "Her background in this billing process and her overall telecommunication knowledge is extremely valuable."

Chafin added that once the Telecommunication Unit gets fully implemented, IS&C wants to become aggressive in helping all agencies review their telephone bills.

James will be an excellent resource for this training, since she has already been contacted by several agencies asking her assistance in showing them how to more efficiently review their bills. James said she hopes to encourage other agencies to better review their billing to ensure cost-efficiency.

During an award ceremony hosted by Gov. Joe Manchin, James was presented a \$10,000 check to which she plans on using to remodel her home.

**Got an idea?** Are you wondering how the Employee Suggestion Award Program works? The specific objectives of the program are to stimulate creative and innovative thinking by state government employees and, in turn, receive the meritorious suggestions reward. For more details, visit <http://www.legis.state.wv.us/legishp.html>.



**Pam James was awarded \$10,000 for her idea which saved the state more than \$180,000 on her previous agency's telephone bills.**

Quotes, Notes  
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is published  
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**Joe Manchin III**  
Governor

**Robert W. Ferguson Jr.**  
Cabinet Secretary

**Diane Holley**  
Public Information  
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Kaye Parks  
Sandy Singleton  
Matt Turner



**Pam Gunter, CHIP's Community Relations and Health Promotion Director, shows a publication that outlines the various benefits CHIP has to offer.**

## WVCHIP Partners with Health Agency to Avoid Unneeded Emergency Visits

The West Virginia Children's Health and Insurance Program (CHIP) is partnering with the Office of Maternal, Child and Family Health (OMCFH) to educate its members on what to do

when their child gets sick.

Often when parents do not always know what to do in minor situations, they will take their child to the emergency room as their first option. "We're working with OMCFH on a program to see if the amount of emergency room visits decreases when parents take part in the program," said Pam Gunter, CHIP's Community Relations and Health Promotion Director. For instance, many times, if a child has a diaper rash, the parent will take him/her to

the emergency room instead of calling a pediatrician or taking care of the problem at home. CHIP wants to help families learn when they can appropriately take care of children at home and not go to the emergency room.

One way for CHIP to educate its members is through information. A book entitled, "What to do When Your Child Gets Sick," which was written by two nurses, Gloria Mayer, R.N. and Ann Kuklierus, R.N., is being offered to members. This book is written on an easy reading level and is complete with pictures, as well as space to note important telephone numbers.

The topics addressed in the book include what to look for when your child is sick and when to call the doctor; how to care for cuts and scrapes; what to feed your child when he or she is sick; how to stop the spread of infection; how to prevent accidents around your home; and, what to do in an emergency.

It also covers safety tips and preventions, CPR, newborn baby questions, skin problems and even bed-wetting.

A HeadStart health coordinator, who implemented a similar project with families in Monongalia County, brought the idea to the attention of WVCHIP Director Sharon Carte. Carte already had been involved in discussion with physicians on this topic, noting a great concern from pediatricians because the emergency room is often a poor environment for a child to be seen and treated for

primary care illnesses. "What I like about this approach is that it gives parents the confidence to know when they can deal with situations at home, or wait the extra day needed when they can be seen by the child's doctor. It is better for the child and, h it lets emergency medicine focus on the emergencies," said Carte.

The project which is expected to be underway by this summer will include a three-county study of Medicaid and CHIP families offering education. The book will be promoted through county health departments and community programs. Gunter said WVCHIP hopes to see the number of emergency room visits decline as a result of this program.

"Since we have a small staff in our office, we depend on the people in the community to help us get the word out about CHIP and what it has to offer children as well as ways to improve our program," said Gunter. School nurses, county health departments, Family Resources Networks, child care centers, and other community groups assist in distributing the CHIP materials.

A low-cost health care plan for children of working families, CHIP offers many benefits including doctor visits, prescriptions, vision screenings and dental exams. There is no cost to apply and no premiums or deductibles to pay. Those who qualify must be under 19 years of age. Qualifying income is based on the family's monthly or yearly gross income (before taxes) and family size. For more details, visit [www.wvchip.org](http://www.wvchip.org) or call toll free 1-877-982-2447.

### WVCHIP Relocates to Downtown Charleston



The Children's Health Insurance Program has moved to Boulevard Towers at 1018 Kanawha Boulevard, Suite 209 in Charleston, WV. All telephone numbers remain the same and off-street parking is available.

# 2005 Online Personnel Program Schedule Available

The Division of Personnel's Organization and Human Resource Development (OHRD) Section has released its 2005 online Program Schedule, which can be accessed at [www.state.wv.us/admin/personnel/OHRD](http://www.state.wv.us/admin/personnel/OHRD).

The online schedule offers a full slate of programs for employees, supervisors and managers. The major challenge associated with OHRD's 2005 training efforts centers on the section's response to increasing requests for training.

"We're experiencing an un-

precedented demand for our services," said Evelyn Davis, Assistant Personnel Director. "This year, we are offering all of the programs that support the Supervisor/Management Training Policy, as well as classes for non-supervisory employees. This is in addition to fulfilling special requests for training programs and providing a wide range of consulting services."

OHRD has upgraded its

website to enhance readability and to facilitate navigation of web page links. An "OHRD News" section has been added to announce upcoming special events and changes to the website. "The Frequently Asked Questions" (FAQ) section also has been updated. Visitors can sign up for programs via online registration, a process that has also been improved.

OHRD's improvement efforts extend beyond its website. The section has revised the design of several policy-related classes to make them more interactive and practical. Those classes include *Discipline and Documentation, Managing and the Law, Understanding the Grievance Procedure*, and *Personnel Transactions in State Government*.

*Preventing Harassment: A Shared Responsibility* has replaced the sexual harassment program previously offered. "The new class focuses not just on sexual harassment, but on harassment of any kind," said Davis. "It's an important component of the state's efforts to protect employees' rights and reduce the risk of loss and litigation."

For the first time, OHRD is offering *New Employee Orientation: Welcome to West Virginia State Government*. This program provides

[Online Personnel Program](#)  
[Continued on Page 6](#)

## QUESTIONS?

For questions regarding programs offered by the Organization and Human Resource Development Section of the Division of Personnel, visit its website at [www.state.wv.us/admin/personnel/OHRD](http://www.state.wv.us/admin/personnel/OHRD) or call 558-3950, Ext. 508.

## PEIA Open Enrollment Continued from Page 1

offers. In the Charleston area, benefit fairs will be held on Monday, April 11, from 9 a.m. to 3 p.m. in Building 7 on the Capitol Complex and from 3 p.m. to 7 p.m. at the Charleston Civic Center. Other fair locations are scheduled throughout West Virginia.

Open enrollment also is the time to take advantage of the discount on health and life insurance offered to members, who do not use tobacco. To qualify for the PEIA PPB Plan's Preferred Premium (tobacco-free) in Plan Year 2006, you and all enrolled members of your family must have stopped using tobacco by January 1, 2005.

Members enrolled in Carelink or the Health Plan are not eligible for the discount on health insurance premiums but ARE eligible for discounts on life insurance premiums.

To qualify for the discount on

optional life insurance premiums, the policyholder must have been tobacco-free by January 1, 2005. There is no discount available on basic or dependent life insurance.

Even if you are not making changes in your coverage, to receive the premium differential you must submit a Tobacco Affidavit before May 6, 2005, to qualify for any discounts for Plan Year 2006.

Once the form has been completed, the member keeps the goldenrod copy of the form for his records. The remaining part of the form should be returned to your agency's benefit coordinator **by May 6, 2005**. Please note that you are not to mail the form directly to PEIA.

Watch your mail for your Tobacco Affidavit and Open Enrollment Transfer Form! Make sure you complete and return it by the deadline on May 6, 2005.



*Our products and services continue to evolve," Davis said. "We're proud of our progress, but we will continue to make positive changes to our registration process, our communication, and our program offerings.*

**Evelyn Davis,  
Assistant Director  
Organizational and  
Human Resource  
Development Section  
Division of Personnel**

**Online Personnel Program  
Continued from Page 5**

new employees with an opportunity to prepare for their career in state government. In addition, several other programs have been revised to reflect recent trends and research findings.

For those employees and managers interested in long-range development of their skills, OHRD has created a Competency Development Curriculum. Participants can now attend a series of programs in a particular development track: *Communication and Customer Service; Human Resource Fundamentals; Leadership and Management Development; and Professional and Personal Effectiveness.* "We believe that completion of a development track can help attendees increase their competence and enhance their marketability," said Davis.

"Our products and services continue to evolve," Davis said. "We're proud of our progress; however, we will continue to make positive changes to our registration process, our communication, and our program offerings."



**Welcome!...**to the employees who recently joined our department: **Tonya Devonterno** (Consolidated Public Retirement Board) and **Andrea Darr** (Prosecuting Attorneys Institute).

**Best Wishes...**to the following employees who recently resigned from the department: **Marsha Hagner** (Personnel), **Laura Brotherton** (Purchasing) and **Eva Hamilton** (Consolidated Public Retirement Board).

**PEOPLE TALK**

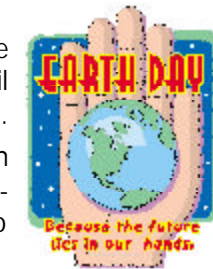
**And Then There Were Two...**Congratulations to PEIA's Jason Haught and his wife, Tina, who welcomed their twin daughters, Olivia and Lillian, on March 15, 2005. Best wishes to the Haught family.

**Earth Day...**It is our responsibility to take care of our natural resources. Each year on April 22nd, Earth Day is a good reminder for us all.

**Got News?...**Let us know what's going on with you and your family. Contact Diane Holley, Editor, at (304) 558-0661 with information to share with the Department's employees.

**Motivation...**

Some have a talent for working themselves, while other have a talent for setting others to work. Which is the more valuable?...I think a man ought to have both. If he can't, I think he ought to be able to work himself. The ability to work hard is, perhaps, the most valuable aid to success.



Theodore Roosevelt

**ADMINISTRATIVE NOTES**

**HAPPY BIRTHDAY ...in April**

- |                                    |                                    |
|------------------------------------|------------------------------------|
| 1 Rita Fernatt ..... IS&C          | 15 Sarah Hunter ..... CPRB         |
| HarryMandel ..... CPRB             | William Pointer ..... Gen. Svcs.   |
| Janie Taylor ..... Purchasing      | 17 TonyMaddox ..... GRIM           |
| 2 Arlene Furby ..... Personnel     | Ronna Null ..... IS&C              |
| David Wheeler ..... IS&C           | George Tanner ..... Gen. Svcs.     |
| 3 LeAnnArthur ..... IS&C           | 18 Monta Boggs ..... CPRB          |
| Stewart Ebeling ..... IS&C         | 19 Nidia Henderson ..... PEIA      |
| Charlyn Miller ..... Purchasing    | 20 Keith Burdette ..... Gen. Svcs. |
| Bill Rainey ..... PEIA             | Linda Curry ..... PEIA             |
| 5 Mark Isabella ..... Personnel    | Velma Totten ..... CPRB            |
| Keith Moss ..... Gen. Svcs.        | 21 Evelyn Davis ..... Personnel    |
| 6 Donna Lipscomb ..... Sec. Office | Ernestine Fox-Penn ..... WVCHIP    |
| 8 Debbie Harrison ..... Purchasing | 22 Anne Crabtree ..... IS&C        |
| Jim Hyde ..... CPRB                | Greg Hubbard ..... Gen. Svcs.      |
| Stefanie Youngblood ..... CPRB     | Gary Reed ..... PEIA               |
| 9 Pauravi Randeri ..... IS&C       | Elaine Riner ..... IS&C            |
| 11 Oral Newsome ..... Gen. Svcs.   | 23 Carlos Necuzzi ..... IS&C       |
| Jane Shinn ..... Finance           | 25 Elaine Hudson ..... Aviation    |
| 12 James Coiner ..... Gen. Svcs.   | Natalie McGill ..... IS&C          |
| Tim Moore ..... CPRB               | 26 Philip Nicholas ..... IS&C      |
| Matt Short ..... IS&C              | Robin Perdue ..... Sec. Office     |
| 13 Shelley Burford ..... CPRB      | 27 Marsha Hagner ..... Personnel   |
| Jeff Harbour ..... Gen. Svcs.      | 28 Tina Murdock ..... CPRB         |
| Phillip Powers ..... CPRB          | 29 Carles Farley ..... Gen. Svcs.  |
| 14 Bernard Huffman ..... PEIA      |                                    |
| David Ingraham ..... IS&C          |                                    |

