



Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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Employee of the Month

Finance's Jane Shinn Goes that Extra Mile on the Job

JANE SHINN, a Financial Reporting Specialist for the Financial Accounting and Reporting Section of the Finance Division, has been selected as the department's **Employee of the Month** for April.

A seven-year employee of state government, Jane assists in the preparation of the state's Comprehensive Annual Financial Report (CAFR), including the compi-

lation of workpapers, financial information, footnotes, and working closely with agency personnel.

In addition, she resolves financial issues and assists external auditors.

According to one of Jane's co-workers, "Jane goes that extra mile, making sure anything she works on is done and done right." Another co-worker added, "Jane is a person that any

agency would be proud to have on their team, because her devotion always results in success."

In her spare time, Jane enjoys baking, crocheting and taking care of her dogs, Pepper and Duke.

Please join Jane's friends and co-workers at a special ceremony in her honor on Thursday, April 6, at 10:30 a.m. on the third floor of Building 17.



JANE SHINN
April Employee
of the Month

Personnel's Employee Relations Launches Agency's First e-Learning Training Program



A collaborative effort between the Division of Personnel's Employee Relations Section and DHHR results in an e-learning opportunity. Pictured (l-r) are Dan Phillips [DHHR], Jean-Paul Moreau [Personnel] and Verena Mullins [DHHR].

The Division of Personnel's Employee Relations Section, in partnership with the Department of Health and Human Resources (DHHR), unveiled its first online training program, **Drug-Free Workplace for Supervisors and Managers**, on Web Computer Training (WebCT), a web-based platform used by DHHR for instructional purposes.

Jean-Paul Moreau, Employee Relations' Training and Development Consultant and e-Learning Project Leader, spearheaded Personnel's first-ever online curriculum, realizing the needs of DHHR's diverse population.

Online instruction, known as e-learning, has gained popularity in recent years in organizational professional development and training. The Drug-Free Workplace curriculum is required of all managers and supervisors in state government. This course, which in the past has been offered in a traditional classroom set-

Sneak Peek INSIDE...

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Service Call Meetings Aimed at Enhancing Customer Service and Building Rapport within State Government



Cabinet Secretary Rob Ferguson initiated Service Call Meetings, at which services offered are outlined to department officials. Grievance Board Director Earl Maxwell is pictured addressing the key officials of the Department of Commerce.

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Joe Manchin III
Governor

Robert W. Ferguson Jr.
Cabinet Secretary

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Public Information Officer/Editor

Special Thanks

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Matt Turner

*Good, better, best
Never let it rest
Until the good becomes
the better
And the better becomes
the best.*

This elementary school rhyme, although simply stated, best describes the concept of customer service. No one should ever be satisfied with mediocrity when improvements can be made. But, how can we enhance our programs and services?

As with any organization, it is difficult to determine what changes, if any, are needed to an existing program or service. Working too close or for too long on a program can make it difficult to realize how it can work more efficiently. Therefore, feedback from customers is crucial in striving for continued improvement.

Recently, Cabinet Secretary Rob Ferguson began a project called, "Service Call Meetings," with the goal of explaining specific areas of service offered by the Department of Administration and encouraging open dialogue with other department officials on how we can im-

prove the services currently provided.

The agencies within the department represented in these meetings are the **Board of Risk and Insurance Management** (Chuck Jones, Executive Director); **Education and State Employee Grievance Board** (Earl Maxwell, Director); **General Services Division/Leasing** (David Oliverio, Director); **Division of Personnel** (Max Farley, Acting Director); **Purchasing Division** (Dave Tincher, Director); and **Office of Technology** (Kyle Schafer, Chief Technology Officer).

Secretary Ferguson, along with this group of agency directors, is basing these meetings on the concept that offering good service is not enough when the expectation is to reach *great* service. The goal of these meetings is to educate department cabinet secretaries and their directors on the programs and services offered by these agencies and, more importantly, to listen to our customers as to how we can improve upon our existing processes.

"What I want to achieve with these meetings is to offer exposure and build rapport," Secretary Ferguson said. "We are the in-house service provider for the executive branch of state government. It is our job to take care of our customers." A primary sector of our customer base is other state agencies.

A guide to our program and services is offered during the meetings, which of-

fers a high level overview of each participating agency. General details, contact information and an explanation of processes are included in the guide. In addition, a section on what cabinet secretaries and their division/agency leaders need to know is included. This details important information or services in which our department could assist their organization.

"I am impressed with the staff of the Department of Administration," Tom Bulla, Cabinet Secretary of the Department of Commerce, said during the Service Call Meeting with him and his key staff. "By working together, we will continue to make a difference in state government."

The Service Call Meetings will be conducted with each cabinet secretary and their key staff within the next two months and will be scheduled on a quarterly basis to provide updated, valuable information.

"We want to be the best service provider we can be. This is one step in that direction," Secretary Ferguson added.

"We don't settle for the norm or even a little bit above average. It's what we call Class 4, or the best in the world – not one of the best in the world."

Ralph R. Russo
Vice President
Apple Computer

Governor's Internship Program Accepting Online Applications

Designed to encourage outstanding college students to remain in West Virginia after graduation, the Governor's Internship Program (WVGIP) offers opportunities that benefit the student as well as the employer. It strives to place students in internships by matching their interests with the needs of private businesses, state agencies, or non-profit organizations.

Program benefits include gaining real-world work experiences, including job interviews as well as opportunities to build upon classroom knowledge. Students also gain important references for the future and may use the internship experience to evaluate current and future career choices. According to Program Director Ray Sanders, the GIP also provides great training and vocational opportunities for students during their internship.

"In the past, we've offered bi-weekly sessions on such topics

as networking, writing a resume, interviewing and graduate scholarship programs," said Sanders. He added that several new sessions are being planned for the upcoming summer.

Participating in the program does have requirements. Applicants must: ...be a student in a West Virginia college or university, or a West Virginia resident

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e-Learning Training

Continued from Page 1

ting, provides participants with information that assists in maintaining a safe and healthy workplace.

The success of this project relied on strategic alliances. According to Moreau, the first step was to find a good developer and a web platform. "DHHR provided our most significant e-learning opportunity," Moreau said. Forming partnerships with internal resources that included the Treasurer's Office as well as out-of-state professionals, Moreau quickly gained the support of Employee Relations Director Jim Wells and Personnel Director Max Farley, who originally suggested partnering with DHHR.

There are many benefits of e-learning. "For us, e-learning is a way to get detailed education to the people who might not have received it otherwise," Moreau said. "Also, it is flexible, affordable and a good vehicle for reinforcing factual material, presenting compliance related procedures and policy." This online class also offers 'just in time' training, meaning training is immediate.

According to Dan Phillips, Director of DHHR's Staff Education and Workforce Development, they currently have 68 WebCT courses being developed, with 25 implemented. "Over 4,500 WebCT students have been issued WebCT ID's, resulting in more than 5,500 individual trainings offered online rather than in the traditional manner," Phillips said.

With WebCT, measuring performance is easy. Using a unique password and student identification, the student logs onto the site to begin the course. Tests taken are scored automatically. "WebCT has the performance monitoring capabilities to enable the instructor to check learner knowledge and measure their understanding on benchmark interactions; you then get documentation of their completion rates to prove they were given the information," Moreau said.

Using various methodologies, such as video cut-ins between course modules and voice-over narration, offers a personal feel to the program. "We

wanted to blend different media formats in this program to make the biggest impact with the lowest investment," Moreau said.

Three tests are included, beginning with a self-awareness test, a knowledge-based test on the policy and a final examination at the conclusion. Participants not receiving an 80% rating on the final will have to revisit the material and retest prior to a Certificate of Completion being issued electronically.

This collaboration between DHHR and Personnel is just the beginning. "We are excited about the new form of delivery for the **Drug-Free and Alcohol-Free Workplace** training for DHHR managers and supervisors. Jean-Paul has done a tremendous job combining numerous resources in the development of this e-learning session. It is believed that the format will expedite the delivery of this necessary material and positively affect DHHR worksites," said Wells.



Jean-Paul Moreau of the Employee Relations Section led Personnel's first e-learning project. In the future, the Employee Relations Section plans to offer all employment law and requirement classes online or in a web-blended format to all agencies.

"For us, e-learning is a way to get detailed education to the people who might not have received it otherwise."

**Jean-Paul Moreau
Employee Relations
Division of Personnel**

Gov. Manchin Commends State Agencies for Financial Reporting Achievements



Gov. Joe Manchin III

Gov. Joe Manchin recently presented national financial reporting awards to three state agencies under the Department of Administration, along with the State Budget Office of the Department of Revenue.

The awards consisted of the State of West Virginia receiving the *Certificate of Achievement for Excellence in Financial Reporting* from the Government Finance Officers Association of the United States and Canada (GFOA). This recognition is for the state's comprehensive annual financial report (CAFR) for the year ended June 30, 2004.

In making this prestigious national award, GFOA recognizes conformance with the highest standard for preparation of state and local government financial reports.

According to GFOA, the *Certificate of Achievement* is the highest form of recognition in the area of governmental accounting and financial reporting, and its attainment represents a significant accomplishment by a government and its management.

The CAFR is judged by an impartial panel to meet the high standards of the program, including demonstrating a constructive "spirit of full disclosure" to clearly communicate its financial story and motivate potential users to read the CAFR.

The **Financial Accounting and Reporting Section (FARS)** of the Finance Division prepares this report on behalf of the state of West Virginia. This year marks the tenth year the state has achieved this recognition.

"The Certificate of Achievement is a noteworthy accomplishment of FARS," said Ross Taylor, Director of Finance. "The number of employees work-

ing on the state's CAFR is significantly less than in other states. The CAFR must meet high standards including demonstrating a "spirit of full disclosure". Without the help of all agencies within the state, receiving this certificate would not be attainable."

The **West Virginia Board of Risk and Insurance Management** has also received the *Certificate of Achievement for Excellence in Financial Reporting* from GFOA for its comprehensive annual financial report. This is also the tenth year this agency has received this recognition.

For the seventh consecutive year, the **Public Employees Insurance Agency** joins the list of agencies within the Department to earn the *Certificate of Achievement for Excellence in Financial Reporting* from GFOA for its comprehensive annual financial report.

The **State Budget Office** of the Department of Revenue received the *Distinguished Budget Presentation Award* from GFOA, marking their tenth year to receive this recognition.

At the close of the ceremony, Governor Manchin stressed the importance of financial accountability and how proud he was of this financial accomplishment.

The Government Finance Officers Association is a nonprofit professional association serving more than 16,000 government finance professionals with offices in Chicago and Washington, D.C.



Board of Risk and Insurance Management



Public Employees Insurance Agency



Finance Division - FARS

David Oliverio Selected to Direct the General Services Division

Arriving at work around 7:30 a.m., leaving no earlier than 6:30 p.m. and rarely stopping for lunch, David Oliverio learned quickly his new job as director of the General Services Division would be challenging.

Oliverio said he would be misleading anyone if he said he could keep that pace up forever, but he eagerly and quickly wanted to become knowledgeable on the many projects and services under his direction.

Appointed by Cabinet Secretary Robert Ferguson to oversee the buildings and grounds at the State Capitol Complex and other state-owned buildings, Oliverio brings a combination of educational and professional experience to the job.

He recently served as the director of the physical plant for Lynchburg College in Virginia. Other positions he has held include facilities manager and building maintenance supervisor for American Electric Power (AEP) and site planner for private engineering firms.

A West Virginia native, Oliverio earned a bachelor's of science degree in industrial engineering and a bachelor's of science degree in landscape architecture from West Virginia University (WVU).

His top priority as director, Oliverio said he plans to build an organization based on the talents and skills of the people and to continue to move forward in progress. "But first, I have to get to know the people and learn their skills and talents," he

said. It is his hope to also utilize his past training and experience in this job. He explained that industrial engineering is an engineering management type of education where you manage systems.

"This job is a system," he said. "A system could be in a factory or here in General Services. It could either be people or equipment. But, in a system, you have all these people in place doing all these jobs and it can either be efficient or inefficient. I'm hoping to draw on my education and experience to be able to do that here as efficiently as possible."

Shortly after graduating from WVU, Oliverio was a site planner for two architectural and engineering firms where he did site planning for architectural projects and designed the grading and drainage plans as well as the entire exterior of the project. He also was pretty heavily involved in AEPs reorganization in 2000 which is similar to General Services, but on a smaller scale.

When asked what he would like to see done, Oliverio responded, "I see us heavily involved in maintenance and repairs. I see a lot of maintenance that needs to be done. There are so many visitors here and I'm interested in dedicating the manpower needed to finish projects. Everyone has their sensitive areas and that's one of mine. I would like to see us stay on a project and get help if we need it and get it finished so that when that family from Beckley or Fairmont comes to the Capitol, it's in good shape."

Being a landscape architect, Oliverio also has an appreciation for what a campus should look like. "Of course, we have a grounds manager who seems very tuned in. So, I can't wait to see what he's going to do in the spring and summer. I suspect it will be good. With Kenny's abilities and my background and education and appreciation for landscape, I think we'll work well together. But, I don't have any certain plans in place."

Another area Oliverio would like to explore is possibly offering project management services for agencies wishing to renovate their space. He said the division may not actually perform the work, but could coordinate with the agency to assist in developing a program and plan of their renovation. Included in that plan would be an architectural outline and set of specifications to which the agency would adhere.

"I'm glad to be here," said Oliverio. "It's the most exciting job I've ever had. Secretary Ferguson has told me it is my division to run the way I feel needed. I'm really looking forward to working with the people in the division. I just can't wait to get to know them better, learn their talents and be a part of the team."



David Oliverio hit the ground running as the new director of the General Services Division.

"This job is a system. A system could be in a factory or here in General Services. It could either be people or equipment. But, in a system, you have all these people in place doing all these jobs and it can either be efficient or inefficient. I'm hoping to draw on my education and experience to be able to do that here as efficiently as possible."

**David Oliverio
General Services
Division**

Internship Program

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attending an accredited college/university out-of-state.

...have completed at least one academic year of study at an accredited college/university by June of the same year the applicant applies; and,

...have a cumulative college/university GPA of 3.0 or greater.

Sanders says the application process is easy. Students visit **www.wvgip.org** to complete and submit their application electronically.

Upon submission of the Intern Request Information Sheet, a password will be assigned to query the online student database in order to select candidates to interview. The selection of interns is competitive.

The benefits of hiring an intern can be an extremely rewarding experience for employers. Providing internship opportunities allows these entities to contribute to the West Virginia community in a positive manner.

Interns can be short-term solutions, meeting needs for extra assistance by an employer.

"This is one of the greatest opportunities for me to have worked in my field...and meet scores of great people," said Lindsey McDonald a junior at West Virginia University.

The deadline for this year's online application process is April 28, 2006. Each year, the program is highlighted by a picnic accompanied by local entertainment.

For more information on the West Virginia Governor's Internship Program, visit **www.wvgip.org** or contact:

Ray Sanders

Education and the Arts

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(304) 558-2440

Welcome!...to the employees who recently joined our department: **Michael Austin** and **John Abbot** (Purchasing Division) and **Jeff Hatcher** (WV Children's Health Insurance Program).

Best Wishes...to **Rob Sayre** of the Office of Technology who recently resigned from our department.

PEOPLE TALK

Graduation Time...Department employees who have a child or grandchild graduating from high school or college this year are encouraged to let us know so we may share this news with our readers. Please notify Debbie Harrison (558-2315) at **dharriso@wvadmin.gov** or Diane Holley (558-0661) at **dholley@wvadmin.gov** for inclusion in next month's issue.

During the Month of April...Let us not forget some important dates: April Fool's Day [April 1]; Daylight Savings Time ... *spring forward, fall back* [April 2]; Income Tax Deadline [April 17]; Earth Day [April 22]; and Administrative Professional's Day [April 23].

National Recognition...At the 2006 Business and Health Administration Association Conference, PEIA's Michael Harmon, who also serves as the Department's Privacy Officer, was awarded "Best Paper" for a manuscript he wrote on "Applying the HIPAA Privacy Rule's Disclosure Requirements to State Government Employee Health Plans and State Government Employers". He also was elected as a Board Member of the association. Congratulations, Michael!

Welcome Back...Finance's Walt Vest wishes to thank his friends and co-workers who donated time during his recent illness. He added he was kept in good spirits with cards, calls, emails and visits. "There are no words that can express the gratitude I feel toward all of you," he said.

HAPPY BIRTHDAY ...in April

- | | |
|--|---|
| 1 Rita Fernatt Technology
Harry Mandel CPRB
Janie Taylor Purchasing
Deanne Turley BRIM | 17 Ronna Null Technology
George Tanner Gen. Svcs. |
| 2 Arlene Furby Personnel | 18 Monta Boggs CPRB
Charles Smith Technology |
| 3 LeAnn Arthur Technology
Bill Rainey PEIA | 19 Nidia Henderson PEIA
Howard Mehninger Aviation |
| 5 Mark Isabella Personnel | 20 Keith Burdette Gen. Svcs.
Kelly Dean CPRB
Andrew Guz Gen. Svcs.
Velma Totten CPRB |
| 6 Donna Lipscomb .. Secretary's Office | 21 Evelyn Davis Personnel
Ernestine Fox-Penn CHIP |
| 8 Debbie Harrison Purchasing
Jim Hyde CPRB
Stefanie Youngblood CPRB | 22 Anne Crabtree Technology
Greg Hubbard Gen. Svcs.
Gary Reed PEIA
Elaine Riner Technology |
| 9 Pauravi Rnaderi Technology | 23 Carlos Neccuzi Technology |
| 11 Jane Shinn Finance | 25 Natalie McGill Technology
Dan Reese CPRB |
| 12 Tim Moore CPRB
Matt Short Technology | 26 Philip Micholas Technology
Robin Perdue Sec. Office |
| 13 Shelley Burford CPRB
Jeff Harbour Gen. Svcs.
Phillip Powers CPRB
Jim Richards Technology | 28 Tina Murdock CPRB |
| 14 Bernard Huffman PEIA
David Ingraham Technology | 29 Carles Farley Gen. Svcs. |
| 15 Sarah Hunter CPRB
Bill Pointer Gen. Svcs. | 30 Lethie Purkey Technology |
| 16 Jeanne Barnhart Purchasing | |

ADMINISTRATIVE NOTES

