



# Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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## Employee of the Month

### PEIA's Diane Tittle Honored for Her Great Management Style

**DIANE TITTLE**, a Customer Service Supervisor for the Public Employee Insurance Agency (PEIA), has been selected as the Department of Administration's **Employee of the Month** for April.

A 25-year state government employee, Tittle is responsible for supervising the Customer Service Unit for PEIA. She engages in her unit's daily duties, such as answering calls and working with walk-in cus-

tomers. She also retrieves claims, performs medical reviews and researches appeals, when necessary.

According to one co-worker, "Diane is thoughtful and considerate and keeps us informed of changes that our group needs to be aware of. Diane respects and trusts her employees."

Another co-worker added, "Diane's management style has created great working relationships with all of her employees. We

would do just about anything for her and she would do the same for us."

In her spare time, Tittle enjoys walking, shopping and making trips to the beach with her husband.

Tittle will be joined by her friends and coworkers at a special ceremony presented by Cabinet Secretary Rob Ferguson on Thursday, April 10 at 11 a.m. in the PEIA lobby.



**DIANE TITTLE**  
April Employee of the Month

## Governor Appoints Personnel Director

### Cox Brings Strong Work Ethic to Personnel



**Otis Cox is the new director of the Division of Personnel, coming to the agency after 25 years of service in the FBI.**

a young age, continuing into college at Savannah State University in Georgia, where he earned a bachelor's degree in industrial engineering.

Otis Cox brings a strong work ethic to whatever job he has. It is an ethic forged through six decades of work, stretching back to full-time work at the age of 14, through 25 years with the Federal Bureau of Investigations...and now as the director of the Division of Personnel.

"I think the basis of my work ethic is that all jobs are important," he said. "No matter what I am doing, it is important to me."

Born in Winston-Salem, North Carolina, Cox's family moved to Baltimore when he was two. He began working at

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## Sneak Peek INSIDE...

- ◆ Security Gates Installed on State Capitol Campus
- ◆ Office of Technology's Leann Arthur Honored for Cost-Saving Suggestion
- ◆ New State Web Site Ready to be Unveiled
- ◆ PEIA Conducts Benefit Fairs Around State

# Time Management Essential to Productive Day



*"Dost thou love life, then do not squander time, for that's the stuff life is made of."*

— Benjamin Franklin

In an increasingly busy world, with more demands on our work time and seemingly less leisure time, the need to manage our minutes has become a greater priority than ever before.

Time management experts recommend a series of tips to ensure that you are at your most productive each and every day.

## ■ Look at time wasters/ bad habits

We all have ways we waste time, be it e-mail,

'Net surfing or personal calls. Tracking how that time is being spent is key to identifying where important changes can be made.

## ■ Make lists

Trusting your memory to manage too many details is a quick way to start losing track of what needs done. A strong to-do list gives you an efficient way of knowing what needs done when.

## ■ Create goals and priorities

Look at where you want to be at the end of the day, and what needs completed by that point. Often what you think needs done today can wait until tomorrow. Simply numbering

your variety of tasks by priority means you will know where you need to be every day.

## ■ Learn to say "no"

There are only so many hours in any day, and overextending yourself to a number of projects ultimately serves no one. Saying "no" to low priority projects means being able to focus on more important goals.

## ■ Set time limits

The 80/20 rule states that 20 percent of your tasks account for 80 percent of the time on your to-do list. With that in mind, do not overinvest time in tasks that produce lesser returns. Know where best to place your time.



**A series of security gates have been installed around the State Capitol campus since the beginning of the year. Plans were made two years ago to install the gates to reduce vehicular traffic at the Capitol and increase safety measures.**

## Security Gates Installed Around Capitol Vehicle Access Points

The Division of Protective Services recently had security gates installed at traditional vehicular access points around the State Capitol campus. The installation of gates is the first phase of a plan to make the complex safer for pedestrian traffic and to enhance security around the complex in general.

Jay Smithers, Director of the Division Protective Services, said the plans were being devised two years ago, long before two vehicles ran upon the Capitol campus in separate 2007 incidents. One of those incidents caused extensive damage to the Veterans Memorial, while the other did nominal damage as that vehicle just missed the Memorial.

Smithers said it is the intent of the Protective Services Center, over a period of time, to significantly reduce vehicular traffic on the campus. Two more gates will be installed in the spring. The first set of gates was installed at the Governor's Drive just off of Greenbrier Street. The state Division of High-

ways designed and built a turnaround circle to keep unauthorized vehicles from having to approach the Governor's mansion driveway to turnaround or to re-enter Greenbrier Street without having to back up into traffic. The security gates were installed approximately 50 feet past the guardhouse.

Two more gates will be installed in the spring, Smithers said. The gates were funded by a grant administered by the State Administrative Agency for Homeland Security.

## Office of Technology's Leann Arthur Honored in Employee Suggestion Award Program

Leann Arthur, an Office Assistant for the Office of Technology with 35 years of service to state government, is the most recent honoree of the Employee Suggestion Award Program.

Arthur was presented with a check for \$175.28 by Gov. Joe Manchin III for her cost-effective suggestion to scan rather than copy

documents and records associated with the Purchasing Card Program. This idea reduced paper costs and storage fees, saving her office \$876.40.

Arthur said she enjoyed the experience and was grateful for the positive image it presented to her daughter Lindsey, 19. "I have to admit, I really enjoyed the recognition, and just how nice the committee and the Governor were through the process," Arthur said. Since the award, she said two state employees have contacted her to find out how to apply for the recognition.

For more information on the Employee Suggestion Award Program, visit [www.legis.state.wv.us/Joint/EMPSU/esab.cfm](http://www.legis.state.wv.us/Joint/EMPSU/esab.cfm).



**Leann Arthur of the Office of Techonlogy is honored by Gov. Joe Manchin III as the most recent recipient of the Employee Suggestion Award Program.**

### Director Otis Cox Continued from Page 1

He has many work experiences from teaching high school in Maryland, working at a pipe factory and serving as a technical writer at Westinghouse Electrical Corp. While working as a community recreational director near Baltimore, the Maryland State Police tried to recruit Cox, though he said he had no interest. However, this did not stop the Federal Bureau of Investigations (FBI) from inviting him to join the force.

Cox, 66, served with the Bureau into the 1990s, coming to West Virginia with the moving of the Criminal Justice Information Services Division to Clarksburg in 1991 and retiring two years later.

The years subsequent gave Cox numerous opportunities, including teaching at Fairmont State College (now University) and West Virginia University. In 1997, he was invited by then-Gov. Cecil Underwood to serve as cabinet secretary for the Department of Military Af-

fairs and Public Safety, a position he served until 2001.

Following a presidential appointment to the National Highway Traffic and Safety Administration and private contractual work with the FBI, Cox finds himself again working for state government and ready to accept the challenges that come with the position.

Cox said the Division of Personnel has been the subject of criticism, both deserved and not. Two of the primary complaints brought to his attention thus far relate to the division's job posting procedures and recruitment efforts. Cox said he plans to work on clarifying the issue of unclear job postings and updating the division's recruiting methods. For example, he said, job fairs seem to have little return for the effort. "I have never gotten a job at a job fair or know anyone who got a job at a job fair," he said.

He said the state has "a very strong workforce, yet an overworked one," but sometimes employees need new challenges; it is the responsibility of managers to ensure that workers are motivated. "It is very relevant that you create an environment for people to perform," he said.

Cox added that sometimes there is too much reliance in the strict adherence to rules. "Many rules are just *guidelines*, but we interpret them as gospel," he said. "You can think outside the box, but just be able to explain why," he said. "We do not just live by the *rules* of the organization. We live by the *needs* of the organization. We live by filling the needs of our biggest customer, the citizens of West Virginia."

Another problem Cox has found is a lack of succession planning. He said one of the first steps in any job is training someone to be able to take your place. "You need someone to keep the ship afloat," he said.

Cox looks forward to the upcoming months in working with his staff and other agency personnel in making positive improvements to the personnel process.



**Personnel Director Otis Cox previously worked as an agent for the Federal Bureau of Investigations. He explains that all of his past work experiences have enhanced his ability to better serve in his new role with the Division of Personnel.**

# New State Government Web Site Ready to be Unveiled



The Office of Technology and NIC, Inc. have partnered to create a new state government Web site. The new site is expected to be online within the next six weeks and will offer citizens many new and more efficient means to access state agencies and services.

to state government and its services.

“Our purpose for redoing the state Web site was to make things more efficient for citizens. By making the state site easier to use, we create a value for our citizens,” said Nancy Sturm, education technology advisor to the Governor at the Office of Technology.

Sturm said a vital driving force behind the initiative was a 2007 Brown University study which ranked the e-government efficiency of the 50 states. West Virginia was 49<sup>th</sup>. With such a distinction, the Office of Technology contracted with NIC, Inc., a company based in Kansas City that specializes in e-government Web sites, to reverse the ranking.

“In the Brown University study, eight out of the top 10 government sites are done by NIC. So we have partnered with a company that is very strong,” said Chief Technology Officer Kyle Schafer. “I think we can move from the bottom to the top of the pack in a very short period of time.”

The new portal will bring the approximate 800 state government sites under one umbrella. The primary feature will be that users can find for their information by subject through a search engine feature.

“The search feature is a big change to what is being done now. Our citizens do not always know what state agency provides the service they are looking for and that is frustrating if you do not know where to start,” Schafer said. “With the new portal, for example, an individual can click on ‘licenses’ and be sent to a page that shows all

If given a choice to renew a driver’s license online from a home computer at any hour of the day or stand in line at the local Division of Motor Vehicles office during lunch time, the decision seems rather obvious.

Office of Technology officials agree... and are ready to unveil the means to connect citizens with government services in a much more friendly and efficient manner.

Within the next month, a completely revamped state government Web site will be introduced, offering more than just a cosmetic redesign. The site will offer a new portal into the way consumers have access

the state agencies that issue licenses.”

Sturm said state hunters will be able to renew their licenses online in two to three clicks from the state’s main site instead of the seven clicks that it currently takes to perform this same task. The site redesign with the search engine feature is just the beginning of the new portal.

“Phase one is the e-government portion. Phase two is the education phase with West Virginia being the first in the country to achieve what we are doing,” Sturm said. “It will be not be a specific Web site for just elementary school students or just college students. It will be a place where every citizen can go and access educational information.”

Using the search engine feature, Sturm said a college student can enter a particular major and the site will return colleges and universities offering those majors. The same feature will apply for students and adults searching for secondary, private, home or graduate school information.

Sturm added that the Office of Technology will team with the Governor’s Communication Office to market the new portal page and establish training centers throughout the state.

“We really want to get the word out so the citizens of the state may start using the new site immediately,” Sturm said.

# Capitol Campus Replica Offers Division of Protective Services a Bird's Eye View of Campus

The latest equipment addition at the Division of Protective Services is certainly one of the agency's more unique items.

An exact replica of the State Capitol complex, built to a 1:36 scale, is now the agency's primary means in planning for the many functions held on the Capitol grounds. The 48" by 48" glass-enclosed replica replaces a much outdated 1974 model.

"It used to be we would have to walk around campus several times over several days when we were planning security measures, particularly for visiting high-profile dignitaries," said Matt Brown, security systems manager for Protective Services. "Now, we can take one walk around the campus and then use this model to do the rest of the planning. It is that detailed."

Acquiring the Capitol replica completes a two-year search to replace the antiquated model. The search

started slow, Brown said, because contacts made with local architectural firms proved to be unsuccessful as estimates for an exact replica model were consistently in the \$100,000 range.

Brown said his office then decided to solicit the assistance of colleges and universities. The project got off the ground when a West Virginia University Institute of Technology professor acquired a federal grant to purchase the equipment needed to build the model, while obtaining the services of the school's Computerized Drafting and Design Engineering Technology Department to build it.

With the equipment in place, professors Bill Javins and Jim King led a team of approximately 30 students from Tech's Community and Technical College to construct the model. Brown said the professors and students had a classroom dubbed the

"Capitol room" as it was used solely to build and house the intricate replica.

Completed in 14 months, the model displays the many elaborate details of the campus buildings, grounds and trees. The model also features the statues and monuments located on campus as well as the replica sculptured eagle atop the Capitol dome. There are 400 cars on the model to help illustrate the parking and traffic patterns.

Brown said the Division Protective Services and the Department of Military Affairs and Public Safety will be the primary users of the model. The replica will be used to aid officials with emergency situations; planning for fairs and festivals conducted on the grounds throughout the year; and, most notably, security plans for visits from prominent, nationally-known individuals.

"We definitely think during the general election in the fall, we will have dignitaries making appearances on our campus. People really like to have the Capitol for a backdrop because the surroundings are so scenic and the grounds are accessible," Brown said. "The campus is designed to be an open campus, but we have to keep it secure."



Approximately 30 students of the Computerized Drafting and Design Engineering Technology Department at WVU Tech's Community and Technical College constructed a detailed model of the Capitol campus. The model, built to scale, will greatly aid with event and security planning by the Division of Protective Services.



Quotes, Notes & Anecdotes is published by the West Virginia Department of Administration

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**Special Thanks**  
Kaye Parks

## PEIA Schedules Benefit Fairs Around the State

The Public Employee Insurance Agency is sponsoring benefit fairs throughout the state in April for members to learn more about different plans available.

Open enrollment is currently underway through April 30. Information about changes in coverages and plans is available at the benefit fairs. For more details, call PEIA at 1-877-676-5573.

The benefit fairs are as follows:

### April 7: Charleston

9 a.m. - 2 p.m. (*State Capitol campus*); 3 p.m. - 7 p.m. (*Civic Center*)

### April 8: Weirton

3 p.m. - 7 p.m. (*Holiday Inn*)

### April 9: Wheeling

1 p.m. - 7 p.m. (*Northern Community College*)

### April 10: Parkersburg

3 p.m. - 7 p.m. (*Comfort Suites*)

### April 14: Martinsburg

3 p.m. - 7 p.m. (*Holiday Inn*)

### April 15: Romney

3 p.m. - 7 p.m. (*South Branch Inn*)

### April 16: Morgantown

10 a.m. - 1:30 p.m. (*WVU Alumni Center*); 3 p.m. - 7 p.m. (*Ramada Inn*)

### April 17: Huntington

3 p.m. - 7 p.m. (*Big Sandy Arena*)

### April 21: Beckley

3 p.m. - 7 p.m. (*Tamarack*)

### April 22: Flatwoods

3 p.m. - 7 p.m. (*Days Inn*)

### April 23: Fairmont

9 a.m. - 2 p.m. (*Fairmont State College*)

For additional information on these benefit fairs, visit <http://www.westvirginia.com/peia>.

**Welcome!...**to our new employees: **Philip Brooks, Audrey Hunter, William Jones, Karen Scaggs** and **Harold Young** (all from General Services); **Ed Coleman, Debra Hughart, Barbara Moss, Michael Scyoc** and **Calvin Shelton** (CPRB); and **Michael Cary** (Real Estate). **Mary McFarland** transferred within the department (from the Grievance Board to Public Defender Services).

**Best Wishes...**to the following employees who have resigned from our department: **Greg Rinehart** (Office of Technology); **Nathan Mitchell** (Purchasing Division); and **Cedric Greene** (Cabinet Secretary's Office). Note that Cedric Green accepted the position of deputy director of the Regional Jail Authority, effective March 3.



Cedric Greene

**In Sadness...**The department says goodbye to **Hugh Warner** of the Office of Technology, who recently passed away. Our thoughts go out to his family and co-workers.

**Tax Day...**Tax returns must be postmarked no later than Tuesday, April 15, or sent no later than that date if filing electronically. For additional information, visit [www.irs.gov](http://www.irs.gov).

**Got News?...**Let us know what is going on with you or your family. It's simple. Just contact Diane Holley, Editor of **Quotes, Notes & Anecdotes**, at (304) 558-0661 or via e-mail at [Diane.M.Holley@wv.gov](mailto:Diane.M.Holley@wv.gov) with information to share with our department's employees.

## HAPPY BIRTHDAY ... in April

1 Harry Mandel ..... CPRB	16 Jeanne Barnhart ... Purchasing
Deanne Turley ..... BRIM	Michael Cheeks ..... Technology
3 Leann Arthur ..... Technology	Gwendolen Howell ..... PEIA
Bill Rainey ..... PEIA	Dawni Mullins ..... CPRB
Chad Williamson ..... Purchasing	David Williams ..... Gen. Svcs.
4 Brenda Gould ..... Grievance	17 George Tanner ..... Gen. Svcs.
5 Jo Ann Adkins ..... Purchasing	19 Nidia Henderson ..... PEIA
Mark Isabella ..... Personnel	Howard Mehringer ..... Aviation
6 Donna Lipscomb ..... Sec. Office	20 Keith Burdette ..... Gen. Svcs.
7 Benton Hall ..... Technology	Kelly Dean ..... CPRB
8 Jim Hyde ..... CPRB	Andrew Guz ..... Gen. Svcs.
Stefanie Youngblood ..... CPRB	Debra Hughart ..... CPRB
9 Pauravi Randeri ..... Technology	Velma Totten ..... CPRB
11 Anita Brewster ..... CPRB	21 Evelyn Davis ..... Personnel
Byron Lusher ..... Technology	22 Anne Crabtree ..... Technology
Tony O'Leary ..... Purchasing	Greg Hubbard ..... Gen. Svcs.
Jane Shinn ..... Finance	Gary Reed ..... PEIA
12 Monica Hanson ..... PEIA	23 Carlos Neccuzi ..... Technology
Matt Short ..... Technology	25 Natalie McGill ..... Technology
Tim Summers ..... Technology	26 Jim Hawley ..... Gen. Svcs.
13 Shelley Burford ..... CPRB	Richard Miller ..... Gen. Svcs.
Jeff Harbour ..... Gen. Svcs.	Robin Perdue ..... Grievance
Jim Richards ..... Technology	27 John Stover ..... CPRB
14 Ed Coleman ..... CPRB	28 Cynthia Cunningham ..... CPRB
Keith Huffman ..... PEIA	Tina Murdock ..... CPRB
David Ingraham ..... Technology	Jeff Wilson ..... Technology
15 Sarah Hunter ..... CPRB	29 Carles Farley ..... Gen. Svcs.
Joe Jones ..... Purchasing	30 Lethie Purkey ..... Technology
Torrence Smith ..... CPRB	Michael Scyoc ..... CPRB

