

# Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration  
August 2000 • Vol. 8, Issue 8

## Employee of the Month

### Finance's Waltt Vest Demonstrates "Customer Service"

Waltt Vest, an Accounting Technician III for the Accounting Section of the Finance Division, is the Department's **Employee of the Month** for August.

A five-year veteran of state government, Waltt serves as a procurement officer of goods and services under \$10,000 for several agencies under the Department of Administration, including the Office of the Cabinet Secretary, Finance Division (Accounting, Budget,

and the Financial Accounting and Reporting Sections), Ethics Commission, Aviation Services and the Fleet Management Office. He also serves as a liaison between these sections and the Purchasing Division for purchases over \$10,000.

According to one of his co-workers, "I know he handles many accounts, but when I need help, he makes me feel like I'm his only customer and takes the time to help me." Another co-worker adds, "He's always friendly and patient...Waltt definitely knows what customer service is all about!"

In his spare time, Waltt enjoys spending time with his pets (two cats and a dog). He also surfs the Internet, reads, dances, and has recently experimented with gardening.

Please join Cabinet Secretary Jack Buckalew at the **Employee of the Month** presentation at 11:30 a.m. on Friday, August 4 on the second floor of the P&G Building.



**Waltt Vest**  
August Employee of the Month

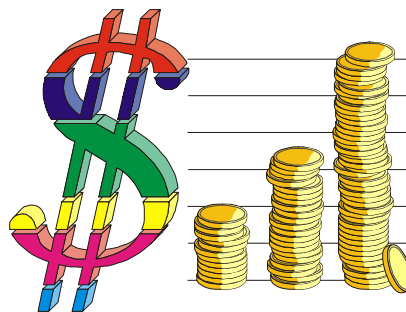
### 1999-2000 Fiscal Year Ends with \$10+ Million Surplus

State government ended the fiscal year with over a \$10 million surplus in the general revenue fund. Despite a \$25.74 million shortfall in general revenue collections, the general revenue fund ended the 1999-2000 fiscal year with a \$10.9 million surplus.

Estimated general revenue collections of \$2.638 billion were less than 1 percent above prior year receipts. The revenue shortfall was offset by a reduction in spending authority of \$35.6 million imposed by the Governor in January 2000.

"This budget surplus is the result of sound budgeting practices within the Administration," Gov. Cecil Underwood said. "I am particularly encouraged that the 3 percent spending reduction imposed in January of 2000 lowered state spending by \$36 million to make this modest surplus a reality."

Shortfalls in corporate net income, business and occupation and severance taxes of \$36 million, \$9.7 million and \$12.8



million consumed the \$25 million above estimate that was generated by personal income taxes.

According to figures compiled by the Department of Administration, personal income tax collections of approximately \$966 million

**Year-End Surplus**  
Continued on Page 4

### Sneak Peek INSIDE...

- Need help to try to kick your habit of smoking?
- CHIPS consolidates into one health care plan
- Thinking of going back to school? It's not just for kids anymore
- News Around the State Capitol



# PEIA's New Hotline Helps State Workers Curb the Urge to Smoke by Offering Information

By *Meghan Nutter*  
*Communications Intern*

Trying to kick the smoking habit? Help is here!

On July 1, 2000, the West Virginia Public Employees Agency (PEIA) began a new Tobacco Cessation Program for members of the PEIA Preferred Provider Benefit (PPB) Plan. This new benefit will give support to those people who want to quit smoking.

PEIA's PPB members can access the Tobacco Cessation Program by calling 1-877-YNOT-QUIT (1-877-

966-8784). The Quit line offers access to a phone coach that has been trained in tobacco cessation techniques. The coaches explain available benefits and help members on their way to a tobacco free lifestyle. The benefit is available once per plan year and only twice in a lifetime.

The Tobacco Cessation Program will provide separate educational materials for smoking and chewing tobacco. It will also assist the insured in paying for nicotine replacement therapy drugs.

After PEIA developed its Tobacco Cessation Program, Medicaid entered into an agreement with PEIA to pro-

vide this same benefit to its members.

PEIA Director Bob Ayers is pleased that this benefit program is now available to a larger segment of West Virginia's population to help reduce the incidents of smoking-related illness.

Premiums of tobacco users who do not quit will increase in 2002, although the amount has not yet been determined.

If you have been trying to quit smoking, this new program could be your answer. Not only do you get the nicotine replacement drugs, which can be very costly, but also the support to help you through the process.

## News Around the State Capitol



[The following information was compiled from press releases issued by the Governor's Press Office. To learn more about the information listed, access the Governor's website at <http://www.state.wv.us/gov-ernor/media.htm>]

### Governor Announces \$110 Million Road Bond Sale

The Department of Administration negotiated the sale of \$110 million in highway general obligation bonds, authorized by the 1996 Safe Roads Amendment.

### Success of DMV Children's ID Program

The West Virginia Division of Motor Vehicles' Children's ID program is a semifinalist in The Council of State Governments' annual Innovations Award.

### DMV Protects Citizens' Personal Information

The Division of Motor Vehicles has revised its regulations to protect the privacy of motorists and vehicle owners.

## Information Technology Event Offers Variety of Information

By *Meghan Nutter*  
*Communications Intern*

To learn more about the newest changes in computers, software and telecommunications systems, the Governor's Office of Technology is joining the business community, high school students and other Information Technology professionals at the 7<sup>th</sup> Annual West Virginia Information Technology Conference and Exposition on September 26-27.

This year's theme is "TEAMWORK: Together in the New Millennium." Activities will include panel discussions such as, "Lessons from Leaders: Today's IT stars meet tomorrow's" which al-

lows West Virginia Information Technology business leaders to host high school students who show interest in high-tech careers, and an exposition demonstrating a variety of products and services available.

The 3<sup>rd</sup> Annual Governor's Information Technology Awards Luncheon will be held at the Charleston Town Center Marriott to honor state employees who have made exemplary advancements in information technology standards.

The Expo and Conference is open to the public. For more details, or to register as an exhibitor, visit the web site at [www.ewvatthespeedoflight.com](http://www.ewvatthespeedoflight.com).

# Children Aren't the Only Ones Going Back to School this Fall...

## Some of Your Co-Workers Are Getting their Backpacks Ready!

**School's not just for kids anymore ...** More adults are going back into the classrooms for many reasons: to enhance job opportunities; to acquire certifications in their field; or as a hobby to refresh their perspective on life.

Whatever the reason may be, the state has a program which has benefited many of its employees. The Educational Expense Reimbursement/Leave Program (EERL) enables agencies to reimburse employees for employment-related educational expenses and/or grant educational leave dependent on the availability of funding and the best interest of the agency.

Each agency or department has established an

EERL program which specifies eligibility requirements, application procedures, forms, and reimbursement and leave guidelines. Eligibility is limited to full-time permanent employees.

An Agency Selection Committee, comprised of at least three employees appointed by the chief administrator, accepts and reviews applications for reimbursement or leave and submits its recommendations to the cabinet secretary or his designee. Advance authorization is required for educational expense reimbursement.

Expense reimbursement is limited to the routine costs normally associated with enrollment in a traditional course of instruction, such

as tuition and related fees and supplies. Funds may be used to cover the application and testing fees associated with the General Equivalency Development (GED) Test or participation in the State's External High School Diploma Program.

These funds are not to be used to pay for books; transportation costs; parking fees; room or board; the issuance or renewal of any license, registration, or certification; subscription to any professional/technical publications; membership in any professional/technical group or organization; or the costs associated with the attendance (registration) at any conference, convention, or meeting of any group or organization.

For reimbursement, an employee must receive a course grade of "C" (or its equivalent) for undergraduate classes or business or accredited trade courses, and a grade of "B" (or its equivalent) for graduate classes. Specific requirements have been established for the reimbursement process.

Several of our employees have benefited from this program. For additional information, please refer to the EERL policy at the Division of Personnel's website ([www.state.wv.us/admin/personel](http://www.state.wv.us/admin/personel)) or contact the Division of Personnel at (304) 558-3950, ext. 504.



### **SLOW DOWN**

#### **School's Back in Session**

In Kanawha County, public school begins August 28th! When driving to and from work, take it slow near school zones and school bus stops.

## WV CHIP Combines Phases I and II into One Children's Health Care Plan

The West Virginia Children's Health Insurance Program (WV CHIP) announced that effective October 1, 2000, upon federal approval, all WV CHIP eligible children ages 1 through 18 will be covered by one health care plan.



"There are a variety of benefits in incorporating Phase I and Phase II," according to WV CHIP Director Lynn Sheets. "It provides consistency to the children being served and offers an enhanced ability to manage the program."

This action is being taken pursuant to **West Virginia Code §9-4A-2b**, which was amended during the 2000 Legislative Session.

The West Virginia Children's Health Insurance Program provides over 11,000 eligible children ages 1 through 18 with free medical, vision and dental benefits. Over 80 percent federally funded, this program was placed under the jurisdiction of the Department of Administration during the 2000 Legislative Session.

### **Quotes, Notes & Anecdotes**

is published by the Department of Administration

**Cecil H. Underwood**  
Governor

**Jack R. Buckalew**  
Cabinet Secretary

**Diane Holley**  
Public Information Officer/Editor

#### **Special Thanks**

Michael Adkins  
Steven Kirk  
Meghan Nutter  
Kaye Parks

# Preparing for Performance Evaluations Takes Planning and Documentation



**Have you thought about your upcoming performance appraisal?** Now is the time!

Each fall, we can predict certain events will occur, such as Monday Night Football, cooler temperatures, children going back to school...and let us not forget about performance appraisals.

**What can you do NOW to prepare?** Performance appraisal is the process of identifying, measuring and developing human performance in organizations. These judgments provide information to better meet the organization's goals and needs and to enable better decision-making.

Most appraisal systems in use today have many purposes, including feedback, development and assistance in personnel decisions. Although highlighted mainly in the fall, the process is ongoing throughout the year, starting with determining the expectations for the year.

During the year, performance should be tracked and opportunities made available for feedback to develop optimum performance. At the end of the year, the performance is analyzed and the formal appraisal discussion is held.

**In what ways can you prepare for this discussion?** Throughout the year, document your accomplishments, including train-

ing courses you have completed. Did you take on any special assignments? Be sure to keep a log of the work you performed. This information will prove helpful during the discussion.

Remember that the appraisal discussion is a two-way communication opportunity. If you have ideas you would like to propose, be prepared to do so at this meeting. Your supervisor may request that a separate meeting be scheduled, but at least the idea can be presented for future discussion.

Some managers may develop expectations for the upcoming year at this time and your ideas may become part of your performance plan.

Performance appraisals often arouse a high level of anxiety similar to those experienced at a job interview or on a blind date. Although you think you know the outcome, there are many uncertainties.

Being prepared with your list of achievements will conjure the confidence for a successful evaluation.

## Year-End Surplus

Continued from Page 1

were over \$25 million above the estimates for the year and about 5 percent more than collections the prior year. Annual tax payments grew 5 percent in both 1999 and 2000 as a result of U.S. stock market and employment gains.

Severance tax collections of \$148 million (after transfer to the Infrastructure Fund) were about \$13 million below estimate and equal to prior year receipts. Lower energy prices, weak foreign markets and environmental problems within the coal industry contributed to the severance tax shortfall.

The Administration sets the official revenue estimates during the budget process preceding the beginning of each fiscal year. Spending within the state's general revenue fund budget is limited to the total amount of those projected collections for the year. When actual revenue collections exceed the official estimates for a year, half of the surplus is automatically set aside for the state's Rainy Day Fund and the other half is allocated at the discretion of the Legislature.

## Updating Your Agency's Phone Listing?

The 2000 Capitol Telephone Directory serves as a helpful resource for office locations, telephone numbers and electronic mail addresses.

Many individuals rely heavily on the "Individual Listing" (the back section of the directory) which lists state employees in alphabetical order. This section should be updated by each agency to ensure accuracy. Who is responsible in your agency for updating this data?

For more details or to determine the person in your agency with this responsibility, contact IS&C's Laura Bentley at 558-1257.

## Managers Offered Opportunities to Enhance Employee Performance

One of the most powerful uses of performance appraisal is to serve as a tool in developing employee performance. Four simple actions done habitually will assist in improving employee performance and will also improve the relationship between employee and subordinate.

These actions include: recognizing your employee successes; listening actively to your employee; asking for help and utilizing your employee's suggestions when possible; and documenting events as they occur.



## Lost at the State Capitol?

# Signs and Maps Assist Visitors at the State Capitol Complex

By **Meghan Nutter**  
Communications Intern

Do you remember your first visit to the State Capitol? After fighting traffic and finding a place to park, you got out of your car breathing a sigh of relief. Suddenly, you realize that you do not know where you are going ... "Where's Building 5?"

The General Services Division has come to the rescue by designing a series of signs and four locator maps for the Capitol Complex, allowing greater ease in getting to the right location.

The three-dimensional locator maps will be enclosed in glass cases and will soon join the 20 signs already on campus that label the name and number of the building they represent.

These maps will be placed

in the following areas: in front of the new Parking Building, at the California Ave. and Washington St. East intersection, near the fountain in the center of campus, and beside the walkway at Kanawha Boulevard.

The signs were repainted, from bronze to dark blue, to make them more visible. After being designed by General Services, Casto and Harris, a vendor from Spencer, won the contract to paint the signs.

The signs were then placed around the grounds by General Services. "We hope that the signs will make the Capitol grounds more visitor-friendly," said General Services' Frank Unger.

The [1995 Master Plan for the West Virginia State Cap-](#)



itol Complex lists the guidelines for a sign system, including placement, color, lettering, design, and material. "We had a few color and lettering choices for the signs, and selected the dark blue with white lettering because it compliments the campus nicely," Unger said.

Today, visitors at the State Capitol can relax a bit more by letting the locator maps and signs direct them to their destination.

**It's easier to find your way around the State Capitol Complex with the placement of new signs and locator maps.**

## WV Public Employees Credit Union Announces New Services to Members

The West Virginia Public Employees Credit Union announces that new services will soon be available to members.

In September, the Credit Union, in coordination with Money Access Services, Inc. and local utility companies, will offer utility payment capabilities via the MAC card for members. The Credit Union's website with home banking capabilities will also be available at this time.

It is important to note that the Credit Union already has a telephone automated response unit that can handle many of the functions similar to home banking on your computer. In November, MasterCard debit cards will be offered to members who currently have a checking account with the Credit Union. This is perfect timing...right before Christmas shopping season!

If you are currently not a member but would like more information about the services available through the WV Public Employees Credit Union, please call 558-0566.

## Golf Season's in Full Swing

For our avid golfers, here's some interesting trivia to share on the fairways:

### Did you know...

- ♦ 200 million golf balls are lost every year?
- ♦ The founder of the Walker Cup in 1922 was the grandfather of former President George Bush?
- ♦ Christmas Day is the easiest day to get a tee-off time at Pebble Beach?
- ♦ In 1978, Bob Impaglia was the first player to be penalized in the U.S. Open for slow play?



## West Virginia Hosts a Variety of Events

West Virginia is the place to be in August with many fairs and festivals scheduled throughout the state. Take a day or a weekend to travel to some of the activities planned during this month:

### Appalachian String Band Music Festival

August 2-6 (Clifftop)  
438-3008

### WV Blackberry Festival

August 3-5 (Nutter Fort)  
623-2381

### Mercer County Bluestone Valley Fair

August 3-5 (Spanishburg)  
425-1429

### American Heritage Craft Festival

August 4-5 (Wheeling)  
243-4121

### WV Square, Round Dance & Clogging Convention

August 4-5 (Buckhannon)  
473-8104

### Living History Days

August 5-6 (New Creek)  
788-5129

### 99th Pinch Reunion

August 11-13 (Pinch)  
965-3084

### Augusta Festival

August 11-13 (Elkins)  
637-1350

### State Fair of West Virginia

August 11-19 (Fairlea)  
645-1090

### Dulcimer Weekend

August 12-13 (Fort New Salem)  
782-5245

### WV Highland Games and Celtic Festival

August 18-19 (So. Charleston)  
746-5552

### Appalachian Festival

August 24-27 (Beckley)  
252-7328

**Welcome to the Department! ... Kristi Shew** (IS&C); **Priscilla Bickley** (PEIA); **Ronald Robinette** (General Services); and **Kimberly Farrell** and **Diana Gandee** (Personnel).

**Best Wishes...**to **Penny Nichols** (Secretary's Office), **Stephen White** (Public Defender Services), **John Hughes** (General Services), **Forrest Loudin** (Purchasing), and **Stephanie Schulz** (Personnel), who recently resigned from the Department.

**Making Changes!...****Lewis Brewer** recently transferred from the Grievance Board to the Ethics Commission.

## PEOPLE TALK

**Educational Excellence!...**Aviation Services Director Keith Wood recently achieved his second masters degree, the latest in Leadership Studies from Marshall University. His first masters degree was in Aeronautics. What an achievement!

**Special Speaking Engagement ...** Betty Ireland, Executive Director of the Consolidated Public Retirement Board, served as a guest speaker at the National Council on Teacher Retirements' Annual Directors Meeting on June 24-28. The workshop was titled "Update on State Issues."

**Achievement Abound...**Finance's Diana Schwab was recently appointed to serve as southern division governor for district 40 of Toastmasters International, which includes central and southern West Virginia and central and eastern Kentucky.

**Wedding News...**CPRB's Hilda Gravely exchanged wedding vows with her husband Cecil on March 23 in the Bahamas. They spent a few extra days to enjoy the island on their honeymoon.

**BabySchulz...**Stephanie Schulz, Acting EEO Director, gave birth to Mary "Star" Schulz on July 10. Mary weighed 7 pounds, 8 ounces and both mom and baby are doing great.

## HAPPY BIRTHDAY... in August!

- |  |  |
|--|--|
| <p><b>3</b> Genelea Pauley ..... CPRB<br/>Nancy Price ..... Purchasing<br/>Jack Rogers .. Public Defenders</p> <p><b>4</b> Sabrina Snead ..... IS&amp;C<br/>Marvin Vititoe ..... Purchasing<br/>James Wells ..... Personnel</p> <p><b>6</b> Sheila Straley ..... Finance</p> <p><b>8</b> Kelli Carper .. Public Defenders<br/>Robin Chambers ..... IS&amp;C</p> <p><b>9</b> David Gilbert ..... Purchasing<br/>Melissa King ..... CPRB</p> <p><b>10</b> Larry Meninger ..... IS&amp;C<br/>Ed Mullins ..... IS&amp;C</p> <p><b>12</b> Ed Nelson ..... IS&amp;C</p> <p><b>14</b> Marta Dean ..... IS&amp;C</p> <p><b>15</b> Marilyn Padon ..... IS&amp;C</p> <p><b>16</b> Susan Cupit ..... Finance<br/>Frank Drobot ... Secretary's Office<br/>Joyce Larrabee ..... IS&amp;C</p> <p><b>19</b> Annie Anderson ..... IS&amp;C</p> | <p><b>19</b> Dale Newhouse .. General Services<br/>Tammy Scruggs ..... Finance<br/>Dave Tincer ..... Purchasing</p> <p><b>20</b> Robert Fisher ..... BRIM</p> <p><b>21</b> Cindy Dillon ..... Finance<br/>Tim Miller ..... Purchasing<br/>Pat Roush ..... Personnel</p> <p><b>22</b> Kevin Henson ..... IS&amp;C<br/>Martha Phillips .. General Services<br/>Dreighton Rosier ..... CPRB</p> <p><b>25</b> Bonnie Walker ..... Personnel</p> <p><b>26</b> Sheila Coughlin . Public Defeners<br/>Janis Reynolds . Grievance Board</p> <p><b>29</b> Anne Coleman ..... CPRB<br/>Mary Cummings ..... IS&amp;C</p> <p><b>30</b> Joanna Smith ..... PIEA<br/>Nancy Stark ..... IS&amp;C<br/>Claudia White ..... PEIA</p> <p><b>31</b> John Hughes ... General Services<br/>Mike Pendleberry ..... IS&amp;C</p> |
|--|--|

