

Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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Employee of the Month

General Services' Diana McGinnis Takes Pride in her Job

Diana McGinnis, an executive secretary for the General Services Division, has been selected as the department's *Employee of the Month* for August.

A 10-year employee of state government, Diana serves as assistant to Deputy Director Jim Burgess. In addition, she is the division's State Purchasing Card coordinator and performs accounting collections and maintenance for the General Services Division.

According to one of her co-workers, "Diana's personality and easygoing attitude makes people at ease. She takes pride in her job and it shows." Another co-worker adds, "She always has a positive attitude and is ready to help in any way she can."

In her spare time, Diana enjoys boating with her husband, Richard, and spending time with her horses, dogs, cats and goat. She also performs volunteer work and is pursuing a Board of Regents degree in business administration.

Please join Diana at her *Employee of the Month* presentation at 11:30 a.m. on Tuesday, August 6, at General Services' Conference Room in MB69.



DIANA MCGINNIS
August Employee of the Month

Extra Spending Money for State Employees

Last month, state employees enjoyed not only the annual increment for those employees with at least three years of service but also received an across-the-board salary adjustment of \$804 annually, as part of the increase approved in Senate Bill 100.

For additional information on this adjustment, visit the Division of Personnel's website at www.state.wv.us/admin/personnel/clascomp/acrossbd02.htm.

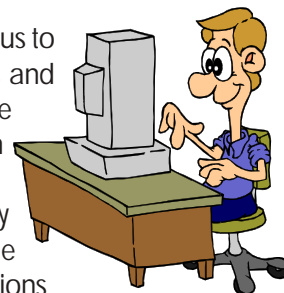


The Department Showcases its "New and Improved" Website

Advancements in technology enable us to share information about the programs and services we offer to our customers. The image we portray and the information conveyed is extremely important.

For this reason, Cabinet Secretary Greg Burton solicited the help of the Information Services and Communications Division to transform the department's website into a more accessible, informative link from us to the outside world.

As a result, the department's website at www.state.wv.us/admin has a new look and provides more timely and valuable information." Our project team, led by Rob Sayre and Chris Leslie, worked closely with the Cabinet Secretary's Office to develop a website that encompasses a wide range of information about the department. At our new home page, you can access the latest news about the department, learn about the



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Sneak Peek INSIDE...

- ◆ IS&C Adds New Technology Classes to Curriculum
- ◆ **Administration ...In Focus:** Let's Learn More about our Agencies
- ◆ Mandatory Training Class on Safety
- ◆ Elevator Project Pleases Riders
- ◆ People Talk

Get Smart!

Thinking of taking a class in the fall? Don't forget about the Educational Expense Reimbursement/Leave Program.

This program enables agencies to reimburse employees for employment-related educational expenses and/or grant educational leave dependent on the availability of funding. The key is prior departmental approval.

Each department establishes its own program based on specified eligibility requirements and guidelines.

For details, visit www.state.wv.us/admin/personnel or contact its office at 558-3950, ext. 504.

New Classes at IS&C Offered

The Information Services and Communications Division recently announced the addition of WordPerfect 10 classes to the curriculum at the Technology Learning Center:

Level 1

Basic document preparation techniques including document formatting, character formatting, envelopes and printing

Level 2

Other word processing features – tabs, headers and footers, page numbers, bullets, numbering, borders shading

Level 3

Mail merge and database features

Level 4

Tables

Level 5

Desktop publishing

Contact Mary Cummings at 558-6384 to register or visit IS&C's website at www.state.wv.us/admin/isc.

Who Will YOU Nominate for Employee of the Month?

Have you nominated that co-worker of yours who does an excellent job for Employee of the Month? Now is the time and it's easy!

You can complete the Department of Administration's Employee of the Month nomination form online at www.state.wv.us/admin/eom. The individual selected receives a cash bonus of \$600, plus the recognition of knowing that one's peers appreciate his or her hard work. A committee of agency representatives select the honored employee.

Each nominee will be screened using the following criteria:

- ♦ Producing work-related service above and beyond the norm;
- ♦ Promoting harmony with co-workers;
- ♦ Promoting a positive image of the department/section/unit;
- ♦ Maintaining exemplary work standards;
- ♦ Presenting a helpful/cooperative attitude;
- ♦ Demonstrating exemplary use of time (includes work time and leave use);
- ♦ Providing service to the community.

For more details on this program, contact your agency's representative today!

DEPARTMENT WEBSITE Continued from Page 1

Employee of the Month program, download forms, meet the staff of the Secretary's Office and link to the various divisions and agencies under its jurisdiction," said Bill McClanahan, manager of IS&C's Development Center.

The new website offers drop down menus with the categories of *News*, *Secretary's Office*, *Divisions*, *Agencies* and *Forms*. Under "News," Public Information Officer Diane Holley provides information on current and archived employee and publication news, along with electronic issues of *Quotes*, *Notes & Anecdotes* and details on the department's Employee of the Month program, including the most recent recipient.

Under the Secretary's Office menu, biographical informa-

tion and photographs are offered for its staff.

Links to all divisions and agencies under the department and to the state's home page also are available, in addition to forms that many of these entities use.

A search feature is available to locate information and an employee search key also is included on this new site. Need to know the telephone number of someone who works in another agency in our department? Simply type their last name and, in an instant, you have the information you need.

"I applaud the efforts of the IS&C staff and others in our department who were involved in this project," Secretary Burton said. "Our virtual visitors will be pleased at the ease in navigating the various menus and the valuable information they will be able to access."

BUSINESS

R I E F S

Thinking of Retiring?

If you are thinking of retiring, perhaps you need to take note of a survey recently issued by the Employee Benefit Research Institute. The results showed that many retirees go back to work. Here's why:

Almost 75 percent want to 'stay involved,' followed by 30 percent who worked for *extras*. Others worked to keep health benefits, try a new career or to make more money.

ADMINISTRATION...in Focus

Learning More About the Services We Offer!

Gretchen Chandler of the Secretary's Office will complete the series, highlighting the divisions and agencies within the Department of Administration. Programs, services and future plans are featured. The third part of this series focuses on Ethics Commission, Prosecuting Attorneys Institute, Grievance Board and Public Defender Services.

Ethics Commission



Rick Alker
Ethics Commission

In 1989, the State Legislature enacted the West Virginia Governmental Ethics Act, which outlines a code of conduct and expectations to guide all public employees and officials in the executive, legislative and judicial branches, as well as employees and officials at the county and city level. These guidelines offer public employees a better understanding of what is expected and the measures they can take for compliance.

In addition to educating public servants of their responsibilities under the Ethics Act, the commission also serves in several other capacities. In 1999, the commission was given the responsibility of issuing advisory opinions on the Open Governmental Meetings Law, which mandates that public agency meetings be conducted openly, with only a few clearly defined

exceptions. The commission also administers lobbyist registration and oversees financial disclosure statements of candidates running for public office.

The Ethics Commission is comprised of 12 part-time private citizen members who serve five-year terms. The governor appoints the members with the advice and consent of the State Senate and no more than seven members may be of the same political affiliation. The commission meets monthly and is supported by four full-time staff members, including Executive Director Rick Alker.

"There are literally thousands of people covered by this Act who can turn to us for advice and guidance in relation to the ethical conduct expected of them," said Alker. "Our job is to help them live up to the basic underlying principle of the Ethics Act, which is that public officials, whether they are elected, appointed or employed, must use their position to serve the best interest of the public."

Grievance Board

The Education and State Employees Grievance Board is a three-member board appointed by the governor, with approval lying with the State Senate. In an effort to enhance morale, increase job performance and better serve

the citizens of this state, the board strives to equitably, consistently and quickly resolve employment disputes between employees and county boards of education, higher education institutions, and state agencies. The only state employees who are not covered are state troopers and employees of constitutional officers.

A grievance is a procedure by which an employee can voice concerns against an employer. According to Wright, the most common types of grievances are challenges to promotion and hiring decisions, dismissal and other lesser disciplinary measures, and classification/compensation matters. The grievance process begins with the grievant's immediate supervisor and continues up the chain of command within the specific agency. However, if it cannot be resolved at that level, the next step is to take it to the Grievance Board.

The board's goals include processing grievances in a fair and objective manner, assisting the parties in the dispute settlement, providing speedy hearings, and issuing prompt decisions that consistently apply and interpret personnel laws and policies.

There are six administrative law judges and five administrative staff members, with offices in Beckley, Elkins, Westover and Wheeling.

The Board focuses its attention on the mediation end of the grievance process. By



Ron Wright
Grievance Board

IS&C Prepares for Conference

IS&C's User Conference & Expo is scheduled for October 16-17 at the Charleston House Holiday Inn. The Expo will host booths for vendors, providing information technology services via statewide contracts.

The conference will feature informational sessions, available on a first come-first serve basis. Registration will begin at 7:30 a.m. on October 16. Lunch and breaks will be provided.

The conference costs \$75 per person (prior to September 30). Late registration will be \$100 per person. There is no cost to attend the expo; however, you will not be admitted to the workshops or meals.

To register, please visit IS&C's website at www.state.wv.us/scripts/admin/isc.userConference.

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Bill Charnock
Prosecuting
Attorneys Institute



Jack Rogers
Public Defender
Services

It is important to remember that the basic objective of the grievance process is not 'winning' grievances, but rather resolving disputes promptly, in a fair and equitable manner.

Ron Wright
Grievance Board

Administration...In Focus Continued from Page 3

bringing in a neutral third party to mediate the dispute, a large number of filed grievances can be resolved through the mediation process. "It is important to remember that the basic objective of the grievance process is not 'winning' grievances, but rather resolving disputes promptly, in a fair and equitable manner," said Wright. "Managers and employees must strive to use this valuable procedure to produce positive results, to resolve problems, to correct mistakes, and better serve the citizens of this state."

Prosecuting Attorneys Institute

The primary responsibility of the Prosecuting Attorneys Institute is to provide for the continuing education of West Virginia prosecutors, assistant prosecutors and their respective professional staff.

The Institute hosts three 36 hours of Continuing Legal Education credit. Additionally, it offers specialized courses in such topics as DNA evidence and DUI training.

The Prosecuting Attorneys Institute has the authority to appoint special prosecutors in conflict cases where the elected prosecutor is disqualified from acting on a criminal case. Prior to the creation of this agency, circuit courts appointed private members of the State Bar to serve as special prosecutors at a higher cost to the taxpayers. As outlined in the *West*

Virginia Code, the Prosecuting Attorneys Institute is directed by an executive council, consisting of five prosecuting attorneys elected by the membership of the state Prosecuting Attorneys Institute and two persons appointed annually by the state's county commissioner's association.

In addition to Executive Director Bill Charnock, the staff includes two legal assistants, a part-time administrative assistant, an IT specialist and three prosecuting attorneys, two of whom assist elected prosecutors in the prosecution of violent crimes, involving sexual assault, and the other specifically assigned to the Appalachia High Intensity Drug Trafficking Area federal program.

As a statutory duty, the Institute administers the forensic medical examination fund. Federal law mandates that each state create a procedure by which the state pays for the collection of evidence in sexual assault cases. As a requirement of the Violence Against Women Act, the state receives about \$3 million in grants for this purpose.

"One of our agency's future visions is to implement a statewide case management program," Charnock said. "To that end, we are also looking to create a centralized data collection service that will organize pertinent case information as it relates to each county."

Public Defender Services

According to Executive Director Jack Rogers, the Public Defender Services provides

legal representation to those who face an economic barrier to adequate legal counsel.

The agency pays private appointed counsel directly following the review of attorney billings by the appropriate circuit judge and funds Public Defender corporations established by *West Virginia Code*.

There are currently 23 public defender offices and 18 corporations, which are separate legal entities, but are funded by Public Defender Services.

The Appellate Advocacy Division is authorized by statute to ensure that indigent persons have proper representation in the West Virginia Supreme Court of Appeals. The agency does not provide representation from the Charleston office except in a limited number of appellate matters.

Although most cases are criminal in nature, indigent defense also includes juvenile defense, abuse and neglect, termination of parental rights and involuntary commitment. A substantial part of the work, nearly 40 percent of public defender cases, involves domestic problems of battery, abuse and neglect, and juvenile representation.

"This system works and we are committed to providing representation to those that do not have the financial resources to provide for their own defense. It is my hope that the defense can play a role in fostering rehabilitation that is effective," said Rogers.

For additional information on any of the above divisions or agencies and their respective programs, please visit the Department of Administration's website at <http://www.state.wv.us/scripts/admin/index.cfm>.

Going Up?...

Modernization Project Under Way in Capitol Complex Buildings to Improve Elevators

A modernization project affecting the elevators in Buildings 3, 5 and 6 is currently underway, as part of the existing maintenance contract with Harmon Elevator Company, according to Jim Burgess, deputy director of the General Services Division.

Beginning with Building 5, four of the elevators are being *modernized*, after which a similar process will begin with the elevators in Buildings 6 and 3. "We are anxious to get the elevators modernized, which will result in better, more reliable service to employees and visitors in these buildings," said Burgess. "This project will also benefit the contractor because the maintenance needs, such as breakdowns, will hopefully be eliminated."

Burgess uses the analogy of this project to using a personal computer that is 20 years old, which does not have the efficiency of today's technology. "The 'guts' of our current elevators are definitely antiquated," he added. This project will enhance the computer board, affecting the electronic innerworkings of the elevators, along with the wiring, but will not replace the elevator boxes or motors.

"We are basically replacing the *brains* of the elevators, which will make them smarter, faster and more efficient," Burgess said. For example, in the past, if an individual pushed the 'up' button on the 1st floor and there were two elevators coming 'down,' one on the 10th floor and the other on

the 4th floor, it was possible that the box on the 10th floor would respond. Burgess suggests that after this project is complete, the new *smarter* elevators will be more efficient, speeding up service. In the case of our example, the elevator on the 4th floor would be the box responding.

The enhancements also will allow for self-repairs in some cases, such as in leveling, which the computer board will monitor with no human interaction.

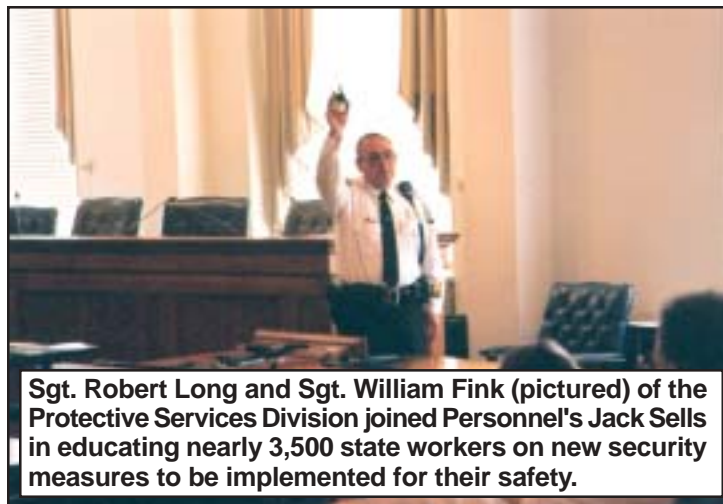
The work performed by Harmon Elevator Company, the contractor, is part of an existing open-end contract for elevator maintenance services. According to the contract, its primary goal is to provide for the maximally efficient operation of all elevators and associated equipment.

"How this new computer board works is somewhat complex," he said. It is just easier to say that the elevator riders in these buildings will definitely notice a difference in quality, speed and efficiency...and, equally important, in reliability.



Patience is a virtue ... A modernization project is being implemented on the elevators in buildings 3, 5 and 6, to enhance efficiency, reliability and speed.

Mandatory Security Training Required of State Employees



Sgt. Robert Long and Sgt. William Fink (pictured) of the Protective Services Division joined Personnel's Jack Sells in educating nearly 3,500 state workers on new security measures to be implemented for their safety.

The Division of Protective Services, in conjunction with the Division of Personnel, provided technical assistance and training to orient all employees of new security measures in place at the State Capitol and the revised Workplace Security Policy.

Electronic door locks will be installed on all external doors, requiring employees to use state-issued proximity cards to access Capitol Complex buildings. The goal of the training was to keep employees informed of upcoming changes.

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

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A Message From... Cabinet Secretary Greg Burton

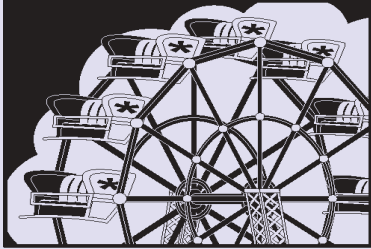
Continued Improvements

In this issue of *Quotes, Notes & Anecdotes*, an article focuses on an ongoing project to enhance the elevators in three of the buildings on the Capitol Complex.

As some of you can imagine, the work, both preventative and reactive, that must be performed to maintain the Capitol Complex is monumental. Several major projects to enhance the State Capitol are under way, while others are being researched and evaluated.

Although the high-dollar projects often are the focus of attention, it is the everyday tasks, performed by our General Services employees, that keep the buildings and grounds looking aesthetically appealing. These workers should be applauded for their efforts.

STATE FAIR



The West Virginia State Fair is family fun and entertainment for **all** ages. This agricultural fair features grandstand shows, harness racing, carnival, exhibits, special entertainment, a variety of handmade crafts and food and much more!

The dates for the 2002 Fair are: August 9 through August 17, 2002. For more information about concerts, daily events and attractions, visit its website at www.wvstatefair.com or call 304-645-1090 or 1-877-988-4257.

Welcome to the Department!...*Erin Akers* (Public Defenders); and the following employees to PEIA: *Sherra Barker, Carla Baldwin, Gloria Bird, Frances Buchanan, Linda Curry, Paul Dixon, Cynthia Dotson, Lee Halstead, Jackie Lewis, Gary Reed, Winford Saunders, Robin Rose, Ioma Tenney, Carolyn Wiesen* and *Burley Williams*.

Congratulations!...to *Tanya Ferguson* (CPRB) who was recently promoted from an Administrative Services Manager 1 to the Defined Contribution Director.

Good Luck!...to *Yvonne Gunnoe* (Finance) and *Jim Sims* (CPRB) who recently retired. Also best wishes to *Kim Tomalin* (Purchasing) and *Steven Compton* (Prosecuting Attorneys Institute) who have resigned from the department.

PEOPLE TALK

Oozes with Talent...Congratulations to *Catherine DeMarco* of the Purchasing Division who won second place and the People Choice Award in the Mountain State Arts and Crafts Fair's Quilt Show. An avid quilter, Catherine's quilts are often seen at quilt shows and at the Cultural Center.

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.

If I were to wish for anything, I should not wish for wealth or power, but for the passionate sense of potential - for the eye which, ever young and ardent, sees the possible. Pleasure disappoints; possibility never...

Soren Kierkegaard

HAPPY BIRTHDAY ... in August

- | | |
|---|--|
| 3 Nancy Price Purchasing
Jack Rogers Public Defender | 16 Frank Drobot Sec. Office
Cynthia Good IS&C
Joyce Larrabee IS&C |
| 4 Rosa McFarland..Public Defender
Sabrina Snead IS&C
Marvin Vititoe Aviation
Jim Wells Personnel | 18 Chris Bostick Purchasing
Beverly Toler Purchasing |
| 6 Pam Gunter CHIP
Sheila Straley..... Finance | 19 Antonia Anderson IS&C
Dale Newhouse.. Gen. Svcs.
Tammy Scruggs Finance
Dave Tincher Purchasing |
| 8 Kellie Carper Public Defender
Robin Chambers IS&C | 20 Robert Fisher BRIM |
| 9 Dave Gilbert Purchasing
Melissa King CPRB | 21 Cindy Dillon Finance
Tim Miller Purchasing |
| 10 Larry Meninger IS&C | 22 Kevin Henson IS&C |
| 12 Ed Nelson IS&C | 25 Tammy Patton CPRB
Bonnie Walker Personnel |
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Darrell Stephenson..Gen. Svcs. | 26 Sheila CoughlinPublic Defender
Janis Reynolds Grievance |
| 14 Charles Britt Gen. Services
Victoria Ross CPRB | 29 Anne Coleman CPRB
Mary Cummings IS&C
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Nancy Stark IS&C
Claudia White CPRB |
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| 15 Marilyn Padon IS&C | |
| 16 Gretchen Chandler...Purchasing | |

