

# Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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## Employee of the Month

### PEIA's Sherra Barker Applauded for Her Work Ethic to Clients

**Sherra Barker**, a life insurance specialist for the Public Employees Insurance Agency (PEIA), has been selected as the department's **Employee of the Month** for August.

A three-year employee of state government, Sherra oversees and administers all areas of insurance for employees of the state of West Virginia. Previously, she worked as a contracted

employee at PEIA for nine years.

A customer of Sherra's explains, "When Sherra deals with a family, she has always been very professional in all areas of her work. She's a credit and an asset to the Public Employees Insurance Agency."

One of her co-workers added, "I praise her in what she does, not only for the families, but with all whom

she comes into contact."

In Sherra's spare time, she enjoys the outdoors, gardening and spending time with her family and friends. In addition, she is an avid NASCAR fan.

Please join Sherra's friends and co-workers at a special ceremony in her honor at 11:30 a.m. on Monday, August 1st in the PEIA waiting area on the 10th floor of Building 5.



**SHERRA BARKER**  
August Employee of the Month

### General Services' Employees Sport New Uniforms at the State Capitol Complex



The employees of the General Services Division recently began sporting a new look! New uniforms were acquired to make the employees more recognizable to state employees on campus as well as visitors.

"At a glance, you'll now be able to distinguish between who the employee is as well as his position within General Services," said David Pentz, General Services Director. "In addition, it's a

significant boost to the morale of our employees to have a professional uniform to wear."

Pentz said Gov. Joe Manchin had suggested new uniforms for the employees shortly after he came into office. "He knew it was important to the employees. About four years ago, we had to get

**Gov. Joe Manchin proudly joins General Services' employees in showcasing their new uniforms, which will better identify them on campus.**

## Sneak Peek INSIDE...

- ♦ Our Summer Interns Prove Beneficial to the Department
- ♦ PEIA and WVU Honored as Innovations Award Recipient
- ♦ How Well Do You Serve Your Customers?
- ♦ John Poffenbarger Retires as General Counsel
- ♦ Administrative Notes

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## Department of Administration's Summer Interns



**Ryan Cox**  
Purchasing



**Huey Wen Lai**  
Finance



**Daniel Kanner**  
Finance



**Tim Abraham**  
Secretary's Office

# College Students Gain a Wealth of Experience through the Governor's Internship Program

For more than 15 years, the Governor's Internship Program has placed eligible college students in summer internships. Lasting nine to 13 weeks, the internships match the student's interests with the needs of private businesses, state agencies, or nonprofit organizations. This summer, our Department hired four interns to work in various areas.

**Ryan Cox**, a junior at West Virginia University majoring in biometrics and electrical engineering, is working for the Purchasing Division's Technical Services Unit. "I've learned more about networks and servers and some of the problems associated with them. I also am learning how the purchasing process works in state government." Ryan said he is pleased with his summer experience.

Dan Miller, Technical Services Manager and Cox's supervisor, is equally pleased. "I assumed a quiet, reserved guy like Ryan would take a while to fit in and gain people's trust. But, I am happy to report I was wrong. He is performing well above the level I expected. He was soloing in service requests after the first week." Needless to say, Miller is a strong advocate of the Governor's Internship Program.

**Huey Wen Lai** is a senior at West Virginia University – Tech, majoring in accounting and plans to graduate in December. Working for the Financial Accounting and Reporting Section (FARS) of the Finance Division, she

said it has been a wonderful experience working for FARS. "We prepare annual reports and single audits for each year. I prepare the Excel spreadsheet and do the data entries that we receive monthly and sometimes quarterly. When I graduate, I'll either go for my masters or get my C.P.A., which is the ultimate goal for an accounting student."

Chris Sforza, Lai's supervisor, said that she has been a bright spot for their office this summer. "She works hard and sings while she is working. We have been delighted to have her." Originally from Malaysia, Huey has only been in the United States for five years. She highly recommends the Governor's Internship Program because she said she believes it gives a student a well-rounded view of what is expected of them once they enter the workforce. "Prior to this summer, I had no working experience, so this is my first time learning what to wear, what to do and how to act in an office environment. Everyone has been so friendly and accepting."

Another intern assigned to the Finance Division is **Daniel Kanner** of Charleston. A sophomore at West Virginia University majoring in pre-business, Kanner said he eventually plans to study marketing with hopes of staying in West Virginia. This summer, Kanner has been working on the document imaging project for W-9 forms. This project includes

imaging, filing and preparing the documentation of the imaged records to archive. "He is versatile, very pleasant to work with and has exhibited a wonderful work ethic," said Joan Chapman, administrator for West Virginia vendor files for WVFIMS.

For anyone who has never interned before, Kanner recommends applying for the Governor's Internship Program because he said it not only gives you a good summer job, but you get experience in your field which looks impressive on a resume. "I've always worked during the summer but never in an office from 9 a.m. to 5 p.m., so it has been a new experience and one I have enjoyed," said Kanner.

The Cabinet Secretary's Office also hosted an intern, **Timothy Abraham** of Charleston who is attending West Virginia University pursuing a major in political science and a minor in business administration and history. Abraham said he has been shadowing Secretary Rob Ferguson at meetings and presentations. "Secretary Ferguson has been an excellent mentor figure. He's a down-to-business kind of guy which I like because he gets the work done. He does his job and seems to really enjoy what he's doing." Abraham is no stranger to internship programs. Last summer, he served as an intern to Congresswoman Shelley Moore Capito's office

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# IS&C Offers Valuable Training for State Agencies at Technology Learning Center

How knowledgeable are you with GroupWise 6.5? Have you considered using Microsoft Publisher? Do you have a need in your job to learn how to use Crystal 10?

These are three of the newest classes offered at the Technology Learning Center at the Information Services and Communication Division (IS&C).

Below is a brief overview of the new classes and the information discussed:

**GroupWise 6.5 New Features** class offers an

**Need More Details on Courses Now Available at IS&C?**

Visit its website at <http://www.state.wv.us/scripts/admin/isc/default.cfm> or call 558-6384.

overview of this software's new look, as well as an explanation of the new checklist folder and ways to personalize your mail. This software provides easier to use address books, color changes to the calendar and quick filtering.

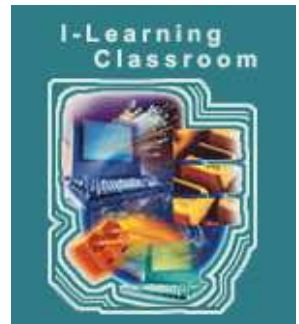
**Microsoft Publisher Level 1** provides students with basic skills in desktop publishing using a publication wizard and a design set wizard. This software works with color and font schemes using text tools, printing, sending packaging your publication and using graphics.

**Crystal 10 Level 2** offers an understanding of table relationships and linking, building function formulas, conditional reporting, parameter queries, charts and maps.

The Technology Learning Center offers two ways to enhance your Microsoft skills with **classroom instructor-led classes** and **online anytime classes (I-Learning)** – pick your preference!!!

On-going classes are available in Microsoft Word, Excel, PowerPoint, Access, and Outlook. Other classes offered by the Technology Learning Center include Adobe PageMaker, Microsoft FrontPage, and HTML.

For additional information on the courses offered through IS&C, visit its website at [www.state.wv.us/admin/](http://www.state.wv.us/admin/) for information or contact 558-6384.



**I-Learning Classroom provides the opportunity to learn a variety of courses via the Internet or can be combined with instructor-led training. I-Learning courses are \$75 each and the student has up to 60 days to complete the curriculum. Courses include Microsoft Word, Excel, Access, PowerPoint and Outlook. For more information, contact IS&C at 558-6384 or by FAX at 558-1353.**

## General Services

Continued from Page 1

rid of the uniforms due to budgetary cutbacks," he said.

Pentz said that during the campaign, the governor actually talked to some of the workers within the General Services Division at which time they expressed their desire to have new uniforms. He added that Governor Manchin assured them once he became governor, he would pursue getting them their uniforms, which were distributed on July 7.

Building Maintenance Supervisor Fred Curry said the employees like the professional look. "When we go into an office, people know right



off we work for General Services. I like having my name displayed so people can call me by my name instead of 'hey you,'" he said.

Pentz added that this is one change that he is sure everyone will like.

**General Services Director David Pentz assists Supervisor Fred Curry while he is being fitted for his uniform. Supervisors wear white shirts, while other employees wear blue.**

## Quotes, Notes & Anecdotes

is published by the West Virginia Department of Administration

**Joe Manchin III**

Governor

**Robert W.**

**Ferguson Jr.**

Cabinet Secretary

**Diane Holley**

Public Information

Officer/Editor

## Special Thanks

Betsy Chapman

Debbie Harrison

Kaye Parks

David Pentz

Sandy Singleton



# How Well Do You Serve Your Customer?

## Maybe It's Time to Assess Your Own Skills



**"As service becomes more highly valued by organizations and customers, those who are good at delivering good customer service will receive opportunities for recognition and career enhancement," said Evelyn Davis, Assistant Personnel Director for Organization and Human Resource Development.**

### Legislative Interim Committee Meetings

The Legislative Interim Committee meetings have been set for August 7-9 in Morgantown, WV.

For an agenda, visit <http://www.legis.state.wv.us/committees/interims/interims.cfm>.

#### Editor's Note:

*This is the second part of a two-part series on customer service. The first part addressed the needs and expectations of our customers. This part will focus on self-assessing your customer service skills and what actions to take.*

For centuries, the Golden Rule has taught us to do unto others as you would have them do unto you. No matter how many years of experience a person has in any organization, customer services should never be taken for granted. It's easy for state agencies and individuals to lose the focus of serving our customers. Additionally, it is easy for people to *think* they are providing adequate or even exemplary service, but their internal and/or external customers may feel differently.

To offer some insight on customer service, a few of the Department of Administration's past Employee of the Month recipients provided some suggestions.



"Customer service can never be taken for granted as customers have different needs and questions each day," according to Purchasing Division's **Carol Jarrett**, an Administrative Services Assistant I and September

2004 Employee of the Month. "It's a changing world and we must be willing to change with it and take care of the needs of our customers on a daily basis. State employees must always be respectful, helpful, and friendly at all times to project a good image."



**Jim Wells**, Assistant Director of the Employee Relations Section for the Division of Personnel and the May 2005 Employee of the Month, agreed on the importance of customer service. "Having been raised in a household of public servants (police officer and registered nurse), I remind myself every day of the traditions that I was taught through role modeling. Each day is another opportunity to serve the citizens of West Virginia and to make a difference. I firmly believe that it is a privilege and honor to be a servant to the public."

**Diana Davis**, an Accounting Technician III for the Consolidated



Public Retirement Board and the December 2003 Employee of the Month, said, "I always think about how I would want to be treated when I call a company with a question. I deal with many of our elderly retirees so I think about how I would want people to treat my parents. I try to reassure those who call in distress that I will listen to

them and try to take care of their problem."

In order to begin assessing your customer service competency levels, you need to ask for feedback from your customers, manager and colleagues on how they would rate your customer service skills and then inquire for more specifics.

Let's look from the outside in for a moment. Below are the ten most common business etiquette blunders.

- inappropriate language
- disregard of others' time
- inappropriate dress attire
- misuse of the telephone
- failure to greet someone appropriately
- poor listening skills
- disregard of shared property and others' space
- embarrassing others
- poor table manners
- inappropriate or inconsistent recognition of others

After you ask for feedback, the second step is to target how you can improve. The best way to enhance your skills is to register for a training course designed to address a deficient customer service skill. The Division of Personnel is an excellent resource for professional development training. Courses are detailed on the Division of Personnel's website at <http://www.state.wv.us/admin/personnel> under Organization and Human Resource Development.

"In our classes, we often say that customer service improvement is a road that never ends," said Evelyn Davis, Director of

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Training and Development for the Division of Personnel. "We need to continuously improve our services in response to the needs of our customers. In addition, each of us can improve some aspect of our customer service delivery. One employee may need to improve his or her telephone etiquette, while another may need to learn to manage conflict more effectively."

To be successful, Davis says all employees need to be relentless in our pursuit of performance improvement. Anything less will prevent us from providing the quality of service the citizens of West Virginia desire and deserve.

"As service becomes more highly valued by organizations and customers, those who are good at delivering good customer service receive opportunities for recognition and career advancement," Davis said.

It is important to realize that by providing better service to our customers, we not only improve our own personal image as well as the state's, but, in most cases, we discover more meaning and fulfillment in our work.

For more information relating to the various courses offered by the Division of Personnel, please contact the Organization and Human Resource Development Center for Quality Government at (304) 558-3950, extension 526 or visit its website at [www.state.wv.us/admin/personnel](http://www.state.wv.us/admin/personnel).

## Governor Announces Award Winning Program Offered by PEIA and WVU

Last month, Gov. Joe Manchin applauded the efforts of the Public Employees Insurance Agency (PEIA) and West Virginia University.

These two entities joined together to create an award-winning program called Accessible Intelligent Medication Strategies (AIMS). This program was selected as an Innovations Award recipient by the Council of State Governments (CSG) at its Southern Legislative Conference meeting in Little Rock, Arkansas last August 15. More than 235 applications were initially received for this award. The awards were presented at the CSG's 2005 Spring National Committee and Task Force meetings at Lake Tahoe, California in June.

AIMS works through trained, registered pharmacists (clinical educators) and continuing education programs to:

- increase generic usage when appropriate.
- provide prescribers well-researched, unbiased, evidenced-based drug use information;
- respond to provide drug information needs accurately and quickly;
- foster appropriate and rational use of medications;
- impact the rate of growth of pharmaceutical costs through total health care management;
- reduce disparities in treatments across populations of patients and providers;
- encourage the use of the most cost-effective medication within a given class, and;



· increase generic usage when appropriate.

The goal of AIMS is to counter an 83 percent increase in spending on pharmaceuticals that PEIA experienced between 1999 and 2003.

For more information regarding the AIMS program, please contact Karen Bochna, R.Ph. AIMS Coordinator School of Pharmacy, West Virginia University, P.O. Box 9510, Morgantown, WV 26505 or call (304) 293-6033.

**Governor Manchin expressed his gratitude to representatives of PEIA and WVU, which worked collaboratively on a program recognized by the Council of State Governments. Pictured (l-r) are Cabinet Secretary Rob Ferguson, Dave Bowyer, Jason Haught, Governor Manchin, Keith Huffman, Felice Joseph, and Jerry Roueche.**

### John Poffenbarger Retires as Department's General Counsel

Effective July 29, John Poffenbarger retired as general counsel from our department.

A former state senator, Poffenbarger graduated from Virginia Military Institute and West Virginia University Law School. He has served on numerous state boards and previously served as acting cabinet secretary of administration.

Mr. Poffenbarger will continue to serve as vice chairman of the State Investment Board through 2007. His future plans include traveling and returning to his private law practice. The department wishes you the best!



## Department Interns

Continued from Page 2

doing constituent work. During spring break, he participated in the Frasure-Singleton Internship Program where he assisted Delegate Patrick Lane observing the works of the Legislature. "The quality of the students participating in the Governor's Internship Program is impressive. Demonstrating professionalism on the job, Tim has provided a variety of assistance to the Secretary's Office this summer and has been a great asset to our office," said Secretary Ferguson.

For those who have never interned before, Tim recommends the Governor's Internship Program and getting involved in the inner workings of state government. "There's not a better way of doing it in my opinion. The people are wonderful. While they want to see the office succeed they want to see the intern succeed as well," Abraham said.

Since its creation in 1989, more than 1,200 talented students have participated in rewarding internship experiences of the Governor's Internship Program. Eligibility requirements for the Governor's Internship Program include: (1) being a student in a West Virginia college or university, or a West Virginia resident attending an accredited college or university elsewhere; (2) completing at least one year of study at an accredited college or university by June of the year they want to intern; and (3) having a cumulative college-university GPA of 3.0 or greater.

If you know of an organization or a student who may be interested in participating in this program next year, visit the West Virginia Governor's Internship Program's website at [www.wvgip.org](http://www.wvgip.org) or call Frank Chambers at 558-3950, extension 260.

**Welcome!...**to the employees who recently joined our department: **Tierra Gable** and **Rebecca Keathley** (Personnel); **Jonathan Kinder** (CPRB); **Robert Hensley** (General Services) and, as a result of House Bill 2891, the Governor's Office of Technology employees who transferred to our department: **Patricia Huffman, Jay McFarland, Tammie Means, Chaed Smith, Lethie Purkey, David Roberts, Kyle Schafer,** and **Nancy Sturm.**

**Congratulations...**to **Keith Moss** and **Jim Bumpus**, both of General Services Division, who recently retired from state government.

**Best Wishes...**to the following employees who recently resigned from the department: **Darla Blackmon** (General Services), **Melissa Carte** (Ethics), **Connie Maxwell** (Finance), **Carl Bruer** and **Kyong Drain** (IS&C), and **Ed Kornish** (Prosecuting Attorneys Institute).

**Capitol Parking Fees Increased July 1...**Effective July 1, an increase of one dollar to \$18 per month was deducted from your pay if you have an assigned parking space at the State Capitol. As a result of legislation passed two years ago, parking fees will increase by one dollar until it reaches \$20 in 2007.

**Tuition Reimbursement Program...**The Educational Expense Reimbursement/Leave Policy is issued by the Division of Personnel. For a copy of the policy, visit Personnel's website at <http://www.state.wv.us/admin/personnel/emprel/POLICIES/Policies.htm>. For questions, discuss with your supervisor or call Tari McClintock Crouse at 558-3950, ext. 202.

## PEOPLE TALK

**Congratulations!...**Finance's Cindy Dillon recently completed her masters in business degree with American InterContinental University Online. She graduated with a 3.88 overall grade point average. Great effort, Cindy!

## HAPPY BIRTHDAY... in August

- |   |  |
|---|--|
| <b>1</b> Doug Schwab ..... IS&C               | <b>18</b> Chris Bostick ..... Aviation     |
| <b>3</b> Jack Rogers ..... Public Defenders   | Mike Sheets ..... Purchasing               |
| <b>4</b> Rosa McFarland .. Public Defenders   | Beverly Toler ..... Purchasing             |
| Sabrina Snead ..... IS&C                      | <b>19</b> Annie Anderson ..... IS&C        |
| Jim Wells ..... Personnel                     | Dale Newhouse ... Gen. Svcs.               |
| <b>6</b> Pam Gunter ..... WVCHIP              | David Tincher .... Purchasing              |
| Sheila Straley ..... Finance                  | Mike Usher ..... IS&C                      |
| <b>7</b> Patrician Bowgren ..... CPRB         | <b>20</b> Robert Fisher ..... BRIM         |
| Elizabeth Perdue ..... Finance                | <b>21</b> Cindy Dillon ..... Finance       |
| <b>8</b> Kellie Carper ..... Public Defenders | Tim Miller ..... Purchasing                |
| Robin Chambers ..... Finance                  | <b>22</b> Matt Kirk ..... Finance          |
| <b>9</b> David Gilbert ..... Purchasing       | <b>23</b> Judy Harmon ..... PEIA           |
| Melissa Jarvis ..... CPRB                     | Bryan Hoffman ..... Finance                |
| <b>10</b> Linda Dexter ..... BRIM             | <b>24</b> Frances Buchanan ..... PEIA      |
| Larry Meninger ..... IS&C                     | Lester Salmons ..... IS&C                  |
| <b>12</b> Ed Nelson ..... IS&C                | <b>25</b> Carol Carpenter ..... IS&C       |
| <b>13</b> Chrystal Lackey ..... PEIA          | Tammy Patton ..... CPRB                    |
| Darrell Stephenson ..... Gen. Svcs.           | Bonnie Walker ..... Personnel              |
| <b>14</b> Marta Dean ..... IS&C               | <b>26</b> Sheila Coughlin.Public Defenders |
| Pam James ..... IS&C                          | Janis Reynolds ..... Grievance             |
| Richard Wickert ..... IS&C                    | <b>27</b> Glen Smith ..... IS&C            |
| <b>15</b> Marilyn Padon ..... IS&C            | Gerald Stricklen . Gen. Svcs.              |
| <b>16</b> Frank Drobot ..... Gen. Svcs.       | Basil White ..... IS&C                     |
| Cynthia Good ..... IS&C                       | <b>30</b> Nancy Stark ..... IS&C           |
| Joyce Larrabee ..... IS&C                     | Claudia White ..... CPRB                   |
| <b>17</b> Diane Cole ..... CPRB               | <b>31</b> Sharon Carte ..... CHIP          |
|   | Cynthia Dotson ..... PEIA                  |

