



Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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Employee of the Month

Technology's Nancy Stark Meets Customer's Needs

NANCY STARK, a Program Analyst II for the Office of Technology, has been selected as the department's **Employee of the Month** for August.

A ten-year employee of state government, Nancy's responsibilities include computer programming, for which she designs and troubleshoots programs for various agencies. She also assists in the training of agency personnel.

According to one of her customers, "Nancy served as the lead programmer for the State Budget Office when modifying the Position Information Management System with the Division of Personnel. Over 90 percent of state agencies were trained on this system."

A co-worker added, "Many of our customers have commented on how pleasant and helpful she is to work with. Nancy is truly an example of

the customer service that Governor Manchin wants from all state employees."

In her spare time, Nancy enjoys knitting, reading, biking and spending time with her family, including her two college-aged children.

Please join Nancy's co-workers at a special ceremony in her honor on Thursday, Aug. 3 at 11 a.m. in the third floor conference room at the Office of Technology's Davis Square location.



NANCY STARK
August Employee of the Month

State Expected to Realize Budgetary Savings of More Than \$318 Million

Last month, Gov. Joe Manchin announced recommendations for "common sense" cost savings for the state of West Virginia, totaling \$318 million over the next five years.



The Performance Review Report identified specific areas where cost savings may be generated. One recommendation was the implementation of a statewide cellular telephone policy.

The recommendations were derived from a nationally recognized consulting firm, Public Works LLC, with assistance from state employees. The Performance Review Report examined and evaluated various areas of state government and, as a result, provided ideas for im-

provement. It identified specific areas within three sections of state government: Transportation, Purchasing, and Health and Human Resources. Nearly 200 issues were reviewed by the team.

"During my campaign, I promised that if elected I would run state government like a business -- and that's exactly what we're doing every day," the governor said. "The goal of this comprehensive review was to gather information on the detailed operations of our

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Sneak Peek INSIDE...

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- ◆ Visit the Capitol Market on Campus each Wednesday
- ◆ General Services Offers Customer Service with Smile
- ◆ Aviation Division Comes to the Rescue
- ◆ Good News for State Revenue Collections

Streyle-Anderson Appointed as Director of Personnel



Personnel Director Billie Jo Streyle-Anderson said she wants to ensure that strong efforts are put forward to recruit, develop, and retain talented employees to work for the State of West Virginia.

Billie Jo Streyle-Anderson, the newly appointed director of the Division of Personnel, grew up on a 42-acre farm, complete with horses, cows and pigs. "It was a working farm," she said. "The kind where you got your hands dirty from feeding animals and baling hay."

But don't be fooled by her modest upbringing in Prosperity, Pennsylvania. She went on to graduate summa cum laude from Waynesburg College, where she double-majored in computer science and accounting, with a minor in business management.

After working a short time at Arthur Andersen, LLP as a computer risk management consultant, she decided to go to Duquesne University School of Law where she obtained her law degree.

The youngest of four children and the first to graduate from college, it is apparent of the pride Streyle-Anderson has in her roots and the value her family placed on education. Her father earned a degree while working and providing for his family. "It took him many years to get a two-year degree, but he did it," she said.

She has authored published works and has administered edu-

cational seminars regarding employment-related issues. She also has provided counsel to both state and municipal clients in the specialized areas of internal employment policies and procedures. The seminars she conducted on Title VII and Title IX dealt with the federal law regarding employment issues, discriminations and the educational environment.

"Billie has distinguished herself as a leader in the area of employment law," Gov. Joe Manchin said. "We welcome her to our administration. She will play an integral role in the personnel administration operations as we move toward a more efficient and effective government for all West Virginians."

One of the issues that Streyle-Anderson said she believes needs to be addressed in the Division of Personnel is to ensure that strong efforts are put forward to recruit, develop, and retain talented employees to work for the state of West Virginia. She added that the Division of Personnel needs to take a pro-active role in recruitment through both promotion of state positions in educational institutions and through web-based recruiting efforts.

"I admire Governor Manchin for giving me this opportunity. I hope that during my role as Director of Personnel that the employers and employees will see beneficial changes for the State of West Virginia that will result in better working conditions and happier employers and employees."

Farmer's Market Returns!

The farmer's market at the Capitol Complex opened last month offering state employees an opportunity to shop for healthier food choices of fresh West Virginia-grown fruits and vegetables. The market is open from 11 a.m. - 1 p.m. each Wednesday through August 30 and is located by the fountain behind the Main Capitol Building.

First Lady Gayle Manchin was on hand, along with Agriculture Commissioner Gus Douglass, to kick off the opening. Several other departments, including the Department of Administration, have partnered together to promote the link between West Virginia's freshly grown produce and better lifestyles.

"I'm just thrilled," Mrs. Manchin said. "It's such a win-win for everyone. Our farmers who come and set up at the Capitol Market are such an asset to this area. It's good for the Kanawha Valley region and certainly good for our farmers. I think this opportunity to come to the Capitol allows all the employees to shop for fresh produce on their lunch hours. We're trying to say, 'We're going to make the good choices as easy to get as the lesser good choices.'"

Some of the fresh produce available include corn, tomatoes, peppers, onions and squash. "We're seeing the fruit of West Virginia's labor here today," said Commissioner Douglass. "I'm just proud of the growers and their produce and the healthy food choices they're providing the citizens of West Virginia."



First Lady Gayle Manchin was on hand to kick off this year's Capitol Market. "It's such a win-win for everyone. We're trying to say, 'We're going to make the good choices as easy to get as lesser good choices.'"

Customer Service with a Smile Goes a Long Way

Service with a smile certainly seems to be Carolyn Hager's motto. Hager is the newly hired customer service representative for the General Services Division. "Basically, I'm the first point of contact," said Hager. "I want to field the calls and greet everyone with a smile. I learned many years ago that a smile in your voice is very important. If I can't provide the service and make customers happy, then there's a problem."

When an agency calls the Service Center at 558-2317, information is entered and a work order is created. Hager ensures the customer is satisfied by following through with the requests and making sure the work is completed satisfactorily.

Should an order be detained, Hager goes the extra mile by alerting the customer

of the problem and that General Services will complete the order as soon as possible. Such actions let people know they are not forgotten.

"If I see a work order that hasn't been completed within a week, I am to follow up with the person assigned to the job," she said

In addition to the routine work orders and general maintenance, emergencies do arise. There may be a water leak after a severe rain storm hits or an occasional pipe may burst, but Hager says General Services always manages to take care of the problem.

Hager is no stranger to customer service, for she worked at AT&T as a customer service representative for 14 years. Not only is she



great with people and delegating, she also designs websites. "We are working on a website that will enable customers to submit orders electronically," said Hager. "Once our division's reorganization is complete, we'll have the website available and customers will be able to place their requests online."

People who call are concerned, but understanding, she said. They know Hager is actively assisting in resolving their problems.

"Our division's primary focus is to provide service, whether it is changing a lightbulb or addressing HVAC issues," said General Services David Oliverio. "It only makes sense to place a qualified, experienced customer service employee at the realm of our service desk in order to expedite the calls received. Carolyn brings a wealth of customer service experience from the private sector, which we are pleased to welcome her to the General Services Division."

Carolyn Hager is the newly hired customer service representative for General Services. She said she learned many years ago the importance of having a smile in your voice when dealing with the public.

Government Savings Continued from Page 1

state government and then determine how these operations can be improved."

In Phase One of the report, specific recommendations include calibrating snow removal equipment; implementation of a statewide cell phone policy and the use of a statewide contract for wireless phone service; improve investigation of Medicaid fraud with additional staffing and resources; converting to an electronic procurement system by sharing an established e-procurement system with the State of Virginia; and establishing an online system for vendors to download purchasing solicitations from its

existing website and eliminating the dual bid receipt with the State Auditor's Office.

"As you can see from these examples, these are recommendations that just make sense. These recommended changes will also result in a better and more fiscally responsible West Virginia state government," the governor said. "This is just part of our continuing Responsible Government efforts and I will continue to work hard every day to keep my promise of running this state like a business for the benefit of all West Virginians."

Phase Two of the report is expected to be released later this summer.

Quotes, Notes & Anecdotes

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Division of Personnel Assists Dept. of Revenue During Recent Tax Summit

By Mark Isabella
Division of Personnel

The Division of Personnel (DOP) recently provided training, coaching and consulting services to the Department of Revenue at the West Virginia Tax Summit, conducted July 6, 2006 at the Charleston Civic Center.

The Summit represents a key component of the West Virginia Tax Modernization Project. The meeting was designed to provide citizens, business leaders, lawmakers, state officials and other stakeholders with an opportunity to identify problems with the current tax system and suggest changes that will positively affect the state's economic future.

The Division of Personnel's Organization and Human Resource Development (OHRD) section coordinated the recruitment of moderators that facilitated two breakout sessions held during the summit. DOP also provided coaching and training to Tax Summit teams and assisted the Department of Revenue with their planning of the event.

State Tax Commissioner Virgil Helton expressed appreciation for the assistance provided by OHRD. "In a short timeframe, the Organization and Human Resource Development Section of the Division of Personnel was able to provide professional training to our Tax Summit Team (moderators, recorders, subject matter experts and staff assistants), giving them the necessary tools to make our summit a success," he said. "The information gained through the breakout sessions will be invaluable

as the Tax Modernization Workgroup continues to analyze the current tax structure. The inclusion of OHRD in this process was a key component to the success of the meeting."

Many of the moderators are graduates of the DOP's *Group Facilitation* and *Train-the-Trainer* programs. They represented seven different state agencies.

Evelyn Davis, Assistant Director of OHRD, praised the work of the Tax Summit Teams. "I can't say enough about the performance of these teams during the summit sessions. Our moderators facilitated discussion within their groups in a manner that generated open discussion and positive problem solving. We anticipate opportunities in the future to bring these moderators together to perform a similar function for other groups," she said.

The Department of Revenue provided recorders, subject matter experts, and staff assistants who supported the work of our moderators. "Each of them played key roles in ensuring that each session was productive. Members of the Department of Revenue's Executive Team were valuable partners in making all of the pieces fit together," she added.

In addition to Gov. Joe Manchin and Speaker of the House Robert Kiss, experts from the Department of Revenue, Marshall University, West Virginia University and the Federation of Tax Administration also made presentations during the summit event.

Employee of the Month Website Updated

For program information, the official nomination form, past winners or for the committee members, visit the **Employee of the Month** website at:

www.state.wv.us/scripts/admin/eom/eomProgram.cfm

The Employee of the Month website has been updated, listing all the names of the committee members as well as the program guidelines.

The department's program has been used as a prototype for other agency recognition programs created within and outside of state government.

Previously, the only information listed on the website was the general criteria, past and present **Employee of the Month** and **Employee of the Year** winners as well as the nomination form.

In addition, the information is now available in various areas within the department's

website, including the "Department of Administration Employee Information" link.

If you know of a co-worker who produces work-related service above and beyond the norm; promotes harmony with co-workers; promotes a positive image of the department; maintains exemplary work standards; presents a cooperative attitude; demonstrates exemplary use of time, and serves the community, please consider submitting a nomination form for this individual.

For more information, contact your agency committee member or visit the website.

Administration Makes Great Strides in Upgrading Elevators

While the design and replacement of an elevator takes from at least nine months to one year to complete, the Department of Administration has made great strides in upgrading all the elevators in and around the Capitol Complex since 2003.

Below is an update of the elevator status thus far:

Building #1 (Main Capitol Building), along with the Governor's Mansion, has had all their elevators repaired and/or replaced, including the freight elevators, and have since passed inspection.

Building #3 now has three new elevators in use with new lighting, cabs and floors. The fourth and final car should be completed in less than 30 days.

Building #5 has had three of their six elevators repaired and in service. A card access system will soon be installed in the freight elevator. The two remaining elevators have both mechanical and cosmetic work to be done.

Building #6 has had all necessary repairs made on two elevators with more to come on the remaining two elevators. The freight elevator will have a controlled access system installed. [Elevator cabs in both buildings #5 and #6 will be refinished, and new lighting and floors installed.]

Buildings #7 and #20 are in the design stage for replacements within the next 60 days.

Building #22 has plans for three new elevators.

Buildings #4, #15, and

#17 elevators will have mechanical upgrades completed in the near future.

"Our goal is to provide an office environment that is safe, functional and pleasant for employees and visitors," said General Services Director David Oliverio. "I appreciate everyone's patience and understanding as we move forward to accomplish this work." A third party inspection service has been put in place to correct and help maintain these elevators.



State Helicopter Used to Rescue Missing Family in Marlinton

Todd and Cathy Robinson and their two children, all of Bethesda, Maryland, were visiting West Virginia last month. During their camping vacation at Woodrow State Park, they traveled to Handley State Park where they decided to take a hike around the lake. After becoming disoriented, the family spent the night along the water where Mr. Robinson made a fire to help keep his family warm.

In the meantime, TFC S.A. Cruickshank and Sgt. S.M. Coleman of the West Virginia State Police Section of the State Aviation Division and Rotary Wing Pilot Howard Mehringer of the State Aviation Division, were notified of the missing family and were asked to assist in the search and rescue.

After 90 minutes of searching, the pilots spotted the family in a remote area approximately one mile from the lake and rescued them. No serious injuries were reported; however, Mrs. Robinson and her five-year-old son were taken for treatment at a nearby hospital. "I would like to praise the pilots of our State Aviation Division for their pro-active steps in pursuing the search and, thankfully, the safe recovery of the Robinson family," said Governor Joe Manchin.

The state of West Virginia is one of 48 other states that own and operate state aircraft. "It was great being able to help the Robinson family. I only wish all search and rescue missions would end as well," Mehringer, who has 38 years of flying experience, said. Pilots Coleman and Cruickshank concurred with Mehringer as to this experience. "It was very rewarding to know that this family was out of harm's way. This is just one of those successes you keep with you all your life," said Cruickshank.



The design and replacement of an elevator takes anywhere from at least nine months to a year to complete. Since 2003, the Department of Administration has made great strides in upgrading the elevators in and around the Capitol Complex.

This Bell Jet Ranger helicopter was used in the rescue of the Robinson family last month. After 90 minutes of searching, the pilots spotted the family and were able to bring them to safety.

Historic Revenue Collection Year

Gov. Joe Manchin recently joined officials of the State Auditor's Office and the Department of Revenue to announced a 10 percent increase in revenues for fiscal year 2006. He added that this is the best year without a tax increase in recent history.

State budget officials associate this growth with a wave of economic activity among the business sector. "Overall employment is up about 1.5 percent this year and personal income growth has risen by 15 percent -- slightly at or above the national average. We also had a major surge in payments on the annual returns for personal income that were due on April 15," said Mark Muchow, Director of Fiscal Policy for the Department of Revenue.

Approximately \$900 million in extra debt payments have been made to the State's retirement funds during the past two years. Because of the extra commitments to the state's unfunded liabilities in retirement, the total savings is close to \$1 billion.

"As a result of continued 'Responsible Government' initiatives and a commitment to bring a more efficient and effective government to the citizens of West Virginia, the confidence level in our state government is high and the financial results have been phenomenal," said Governor Manchin.

The governor further added that a five-year forecast in the state's budget planning was put in place so the state does not overspend and over-commit its resources and burden future administrations and generations of West Virginians. "We are now two years into our original five-year forecast and we'll continue to revise this forecast as we analyze future trends that could impact both our immediate and long-term financial picture," he added.

Welcome!...to the employees who recently joined our department: **Kelli McNemar** (Personnel), **Robin Scruggs** (PEIA); **Ellen Fleet**, **Melody Dye** and **Sara Poe** (all of CPRB); and **Richard Gilbert** (Technology).

Best Wishes...to those employees who resigned from our department: **Julia Ballard**, **Bobbie Seyedmonir**, **Mary Youngblood** (all of Personnel); **James Bridges** (General Services); **Elizabeth Perdue** (Finance), and **Charles Smith** (Technology).

Congrats!...to our employees who recently were promoted: **Sherra Barker** of PEIA, who was promoted from a Lead Insurance Assistant to a Supervisor I; and **William Dodson** of the General Services Division, who was promoted from a Lead Custodian to a Supervisor I.

PEOPLE TALK

More Intern News...PEIA would like to introduce its intern, **Samantha Cruikshank**, who is working in the Health Benefits and Clinical Administration Unit. She will be a senior at West Virginia State University, where she is majoring in Health Science and minoring in Psychology.

Baby News...Finance's **Paula Lowe** recently welcomed her granddaughter, **Kyah Lea**, who was born on June 19 and was 20 inches and weighed 8 lb. 3 oz. at birth. Finance's **Mable Jones** also welcomed her new grandson, **Quinton Allen Jones**, on June 27. He was 19 inches and weighed 5 lbs. 15 oz.

In Sadness...Our department expresses its deepest sympathy to the family, friends and co-workers of **Mark Erb**, a pilot for the State Aviation Division since 1980. Erb passed away from complications of cardiac arrest on June 18. He left behind his wife, Cheryl, and five daughters, Andrea, Kathryn, Pamela, Sarah, and Valerie, as well as two stepdaughters, Jennifer and Lindsey.

HAPPY BIRTHDAY...in August

- | | |
|---|--|
| 3 Jack Rogers Public Defender | 18 Beverly Toler Purchasing |
| 4 Rosa McFarland Public Defender | 19 Annie Anderson ... Technology |
| Sabrina Snead Technology | Dale Newhouse Gen. Svcs. |
| Jim Wells Personnel | David Tinchler Purchasing |
| 6 Pam Gunter CHIP | Michael Usher Technology |
| Sheila Straley Finance | 20 Robert Fisher BRIM |
| 7 Pat Bowgren CPRB | 21 Cynthia Dillon Finance |
| Michele Null Technology | Tim Miller Purchasing |
| 8 Kellie Carper Public Defender | 22 Cynthia Smith Technology |
| Robin Chambers Finance | 23 Bryan Hoffman Finance |
| 9 Melissa Jarvis CPRB | 24 Frances Buchanan PEIA |
| 10 Linda Dexter BRIM | 25 Carol Carpenter ... Technology |
| Larry Meninger Technology | Tammy Patton CPRB |
| 12 Ed Nelson Technology | Bonnie Walker Personnel |
| 13 Darrell Stephenson Gen. Svcs. | 26 Janis Reynolds Grievance |
| 14 Marta Dean Technology | Sheila Coughlin..Public Defender |
| Pam James Technology | 27 Glen Smith Technology |
| Richard Wickert Technology | Gerald Stricklen .. Gen. Svcs. |
| 15 Marilyn Padon Technology | 28 Michael Austin Purchasing |
| 16 Cynthia Good Technology | 30 Nancy Stark Technology |
| Joyce Larrabee Technology | Claudia White CPRB |
| 18 Diedre Addington Personnel | 31 Sharon Carte CHIP |
| Chris Bostick Aviation | Cynthia Dotson PEIA |
| | Debbie Rayburn Aviation |

