

# Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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## Employee of the Month

### Finance's Sheila Straley Contributes to Division's Successes

Sheila Straley, a secretary for the Financial Accounting and Reporting Section of the Finance Division, has been selected as the department's *Employee of the Month* for December.

A 17-year employee of state government, Sheila provides support to the managers of the Comprehensive Annual Financial Report (CAFR) and the West Virginia Financial Information Management System (WVFIMS).

She assists in the produc-

tion of the CAFR and the Single Audit and coordinates activities associated with the functions of FARS.

According to one of her co-workers, "Sheila's contributions to our section are immeasurable. Whenever a project needs completed, she always puts forth the extra effort beyond what is required or expected." Another co-worker adds, "She is truly a blessing to our organization."

In her spare time, Sheila enjoys outdoor activities, reading and spending time with her family.

Sheila will be honored at a special *Employee of the Month* ceremony at 11:30 a.m. on Tuesday, December 3, on the third floor of Building 17.



SHEILA STRALEY  
December Employee  
of the Month

## Employee of the Year...

### Who Will Hold this Honor for 2002?

With twelve worthy recipients of *Employee of the Month* during this year, the selection of the *Employee of the Year* will be a tough decision to make.

A special presentation announcing this award will be held at 11:30 a.m. on December 17 in Conference Room C (Building 7). Please plan to attend.



## Surface Restoration Work Begins on State Capitol Dome

The State Capitol dome can be seen from miles away, but up close, General Services officials indicate that intense surface restoration is desperately needed. Funding has been set aside for the completion of the project.

"Small structure problems have been found and are currently being investigated," said Jim Burgess, General Services' deputy director. Paul Prendergast, project manager for the division, explains that there are two ongoing investigations, architectural and structural. "The architectural investigation looks at components, such as the ornaments that hang, doors and rails, and the structural investigation examines the steel inside the dome from the lantern level that you cannot see," he said.

The investigation is expected to be completed by January, after which specifications and the *options for repair* will be bid. This contract will not provide for the repairs but will offer the state various methods of making these enhancements.

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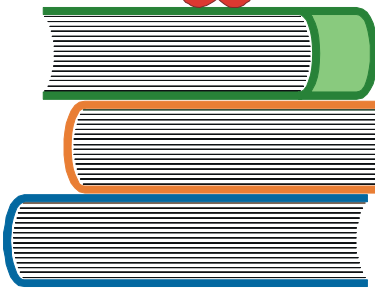
## Sneak Peek INSIDE...

- ◆ College Classes Offered on Capitol Campus
- ◆ Finance Division Makes the Move to Building 17
- ◆ BRIM Lowers Medical Practice Rates to State Physicians
- ◆ CPRB Offers Class on Retirement Issues



## Educational Opportunities

# College Classes Offered on Capitol Campus



By Sandy Singleton  
Purchasing Division

Today, there are more opportunities than ever to further your education. It's as simple as leaving your office after work and walking across the State Capitol Complex to take courses for college credit.

According to Nancy Taylor of the West Virginia Higher Education Policy Commission, college courses will be offered for the Spring 2003 semester in Building 7 (The Gaston Caperton State Training Center) at the Capitol Complex by Advantage Valley, a Community College Network.

Advantage Valley began this program, in cooperation with the Higher Education Policy Commission, in the spring of 2002,

with two courses available. The program expanded in the fall 2002 semester with courses offered in Financial Accounting, General Law, Legal Assisting, Business Math and Business Computer Applications.

The classes are offered by instructors from WVU - Institute of Technology, West Virginia State College and

Marshall University through Advantage Valley.

A full schedule of classes that will be offered on campus in the spring of 2003 will be posted online at [www.hepc.wvnet.edu/ADVANTAGEVALLEY](http://www.hepc.wvnet.edu/ADVANTAGEVALLEY). If you have questions or need additional information, feel free to contact Nancy Taylor at (304) 558-2664.

The important thing is this: that we should be able at any moment to sacrifice what we are for what we could become.

*Charles DuBos*

## IS&C Assists DHHR in Creating Award Winning Paternity System



The Interstate Paternity Acknowledgment Certification Transmission System (IPACT) was developed by the Information Services and Communications Division in cooperation with the Department of Health and Human Resources' Vital Registration Office and Bureau for Child Support Enforcement. This project, which was funded as a result of a special improvement grant from the Federal

Office of Child Support Enforcement, recently received the Federal Commissioner's Award for Interstate Cooperation.

The project goals were to improve interstate case processing by providing a method to quickly and efficiently access West Virginia birth indexes, make paternity determinations and to request birth certificates electronically. The old paper request method has been replaced with this new complete online system, dramatically decreasing request turnaround time, paperwork and human error with enhanced customer service. The system is available statewide for state child support workers.

IS&C's Chris Leslie played a major role in this project, serving as project manager, programmer analyst, graphic/layout designer and database administrator. "I have worked with some great people on this project, including Jeff Alexander, Mike Crouch, and Darlene Thomas (DHHR's MIS); Jim Dingeldine, Paula Smith and George Schrader (Bureau for Child Support Enforcement Automated Services); and Gary Thompson, Tom Leonard and Andrew Neely (DHHR's Vital Registration Office). This project would not be a success without the statewide child support workers and the Vital Registration staff for their input, testing and ability to accept change," Leslie said.

The project is featured on the front page of the *Child Support Report* (April 2002), a monthly newsletter published by the U.S. Department of Health and Human Services.

## Our Benefits... What's in it for YOU?

*State employees receive a variety of benefits as part of their employment package. Periodically, we will take a brief look at these valuable incentives:*

### Educational Expense Reimbursement Policy

The Educational Expense Reimbursement/Leave Program enables agencies to reimburse employees for employment-related expenses and/or grant educational leave dependent on the availability of funding. Each agency or department has its own program based on specified eligibility requirements, application procedures and guidelines. For more details, please refer to the policy on the Division of Personnel's website at [www.state.wv.us/admin/personnel](http://www.state.wv.us/admin/personnel).

# Finance Division Makes the Move to Building 17

The Financial Accounting and Reporting Section (FARS) employees of the Finance Division recently moved their offices from South Charleston to Building 17 of the State Capitol Complex. The purpose of this move was based on dollars and cents, according to Finance Director Andrew Fizer.

"We moved FARS to this location to make it more efficient," he said. "We were paying a vendor to occupy the South Charleston facility. This way, they are all on campus. Our accounting staff will eventually move here so all of the Finance Division staff will be in the same building."

Fizer explained that he hopes to enlarge the training room, in which he plans to have laptop computers available and be able to rent the space out to other agencies for training purposes. "This will help offset the cost of putting together such a facility," he said.

Liz Martin, Fizer's executive assistant, receives most of the credit for planning the move and preparing the facility for the 60+ employees expected

We moved FARS to this location to make it more efficient...Our accounting staff will eventually move here so all of the Finance Division staff will be in the same building.

**Andrew Fizer**  
Finance Director

**Financial Accounting and Reporting Section staff moved from South Charleston into Building 17. Other Finance employees are expected to join them in the near future.**



## The Financial Accounting and Reporting Section (FARS) employees are settling into their new offices.

to move in. Both Fizer and Martin applaud the General Services Division employees for their hard work and skill in making the necessary renovations to the facility.

"General Services has done a wonderful job with the construction," Martin said. "There were often times when their staff would make suggestions that could possibly cut costs."

Teamwork is the key in relocating a state office. With the assistance of the General Services Division and the cooperation of the Finance Division employees, the move was a smooth success.



Charleston will host the 2003 National Association of State Telecommunications Directors' Eastern Regional Conference next May. More than 100 representatives from 13 states are expected to attend this event.

Carlos Necuzzi of IS&C's Infrastructure Unit has been elected president of the Eastern Region for 2003, after serving as regional vice-president in 2002.

## COMMUNICATION THE PEOPLE FACTOR



The Department's Public Information Officer Diane Holley will explain different facets of communication periodically in *Quotes, Notes & Anecdotes*.

Communication is vital to business relations. We may know what we mean, but do others understand what we are saying? How can you better communicate with confidence? Below are strategies for better communicating:

**Don't let your voice drop.** Speak up and speak proudly. *How* you say it may weigh as much as *what* you say.

**Don't clutter your speech with like, um or uh.** By removing meaningless words and phrases, others will perceive you as smarter.

**Don't gesture when speaking.** Moving your arms and hands, touching your face, smoothing and twirling your hair — all of these gestures draw attention away from what you are saying and make you look less confident.

**Don't resort to lying just to have an answer.** Even little white lies eventually lead to the perception that you don't know what you are talking about. Instead, try simply saying, "I don't have an answer, but I will get back to you shortly with one." This shows that you are willing to do the research to offer the correct information.



This is a step in the right direction, as we offer more affordable malpractice insurance. We are helping to ensure the health and well-being of our citizens. This will now make coverage not only accessible, but more affordable.

*Gov. Bob Wise*

## BRIM to Lower Medical Practice Rates to West Virginia Physicians

The West Virginia Board of Risk and Insurance Management (BRIM) recently approved a request by Gov. Bob Wise to reduce malpractice insurance rates offered to West Virginia physicians.

"I am dedicated to keeping our doctors in West Virginia,"

## Dot Yeager Accepts New Position in OH



Effective November 15, Deputy Secretary Dot Yeager resigned from the Department of Administration to pursue career opportunities in Ohio.

"Dot has been an integral part of the department since 1996," said Cabinet Secretary Greg Burton. "She has served in many major capacities within the department and her drive for perfection and work ethic have always persevered. I greatly appreciate all of her hard work and guidance over the past two years."

The department wishes Dot and her family the best of luck in their move to Ohio and her new career.

said Wise. "This is a step in the right direction, as we offer more affordable malpractice insurance. We are helping to ensure the health and well-being of our citizens. This will now make coverage not only accessible, but more affordable."

HB 601, introduced last year, provides a vehicle for malpractice insurance for West Virginia's physicians and health care providers. The bill provides access to medical malpractice insurance for health care providers who were unable to obtain coverage on the private market. Additionally, the price of this coverage was to be higher than the rate charged by the private market.

Because only one company, Medical Assurance, is actively offering coverage to West Virginia doctors, the law allows BRIM to provide coverage to state physicians at a price competitive with the private market.

"This new coverage is vital to our physicians because virtually all of the private insurers have pulled out of West Virginia," said Wise. "Those that are still in West Virginia are "cherry picking" only the lowest risk/highest profit doctors to insure."

The less profitable policies are not being renewed in the private market, and there could be more than 773 doctors whose coverage may be canceled or not renewed over the next three months.

An independent actuarial study has deemed the BRIM program to be financially sound, and West Virginia taxpayers will not incur any financial burden from this program.

Currently BRIM covers 1,255 health care providers in West Virginia.



## Budget Office Earns National Achievement

The State Budget Office was notified by the Government Finance Officers Association of the United States and Canada (GFOA) that it has been awarded the *Distinguished Budget Presentation Award* for the state Executive Budget Document.

This award is the highest form of recognition in governmental budgeting. This marks the seventh year the state's Budget has received this recognition.

## BOO!...Finance Division's Staff Gets into the Halloween Spirit

For those who think Halloween is just for kids, think again!

Finance Division employees enjoyed this spooky season by dressing up as characters in the Wizard of Oz and as other scary creatures.

Pictured (l-r) are Jennifer Paxton, Janie Belcher (you just have to love Toto and the red shoes!) and Linda Lyter.



# Division of Personnel Class Developed to Inform State Workers Who are *Heading into Retirement*

Employees who are interested in learning more about retirement now have an additional resource for information.

The Division of Personnel's Organization and Human Resource Development (OHRD) section, working in conjunction with the Consolidated Public Retirement Board (CPRB), now offers a class, *Heading Into Retirement*, which provides valuable information to potential retirees.

This class, which is recommended for state employees with five or less years toward retirement, was designed as part of an overall strategy to get more information out to state employees on retirement efforts.

Terasa Robertson, CPRB deputy director, agrees that this class is a positive addition to its website and printed informational materials.

The feedback of the class participants has been overwhelmingly positive, she added. "The class includes representatives from CPRB, the Social Security Administration, Public Employees Insurance Agency and the 457 Deferred Compensation Plan. Our retirement advisors also are

present to offer one-on-one counseling with individuals at the end of the class," she said. Participants have the opportunity in advance to request their personal retirement estimates to have on hand for the class.

Evelyn Davis, OHRD director, said that *Heading Into Retirement* is one of the highlights of DOP's Adjunct Instructor Program. "The Adjunct Program recruits subject matter experts to serve as instructors for selected classroom offerings throughout the state. The success of *Heading Into Retirement* demonstrates the effectiveness of that approach to training and development," she said.

Mark Isabella, project manager of the Adjunct Program, said he values the spirit of collaboration that the program provides. "I appreciated the diligent efforts of Karen Copeland and the staff of CPRB who worked on the project. Their cooperation and hardwork made this project a reality," he said. The course is in the process of being expanded an additional hour (from 9 a.m. to

4 p.m.) to enhance the agenda and to include more individual presentations.

Robertson is pleased to have CPRB directly involved in developing this class and looks forward to seeing it expanded outside the Charleston area. "Next year, we are excited to travel throughout the state, with our retirement advisors, to offer this class," she said.

In addition to this joint effort with the Division of Personnel, CPRB has an outreach officer, Monta Boggs, who conducts informational seminars upon request. She may be reached at 1-800-654-4406, ext. 231.

For more information or to register for the *Heading into Retirement* class, please visit the Division of Personnel's website at [www.state.wv.us/admin/personnel](http://www.state.wv.us/admin/personnel) or call 558-3950, ext. 508.



Next year, we are excited to travel throughout the state, with our retirement advisors, to offer this class.

**Terasa Robertson**  
Deputy Director  
CPRB

## REMINDER PEIA Public Hearings

It's not too late to participate in the public hearings conducted by the Public Employees Insurance Agency (PEIA) Finance Board. The Plan Year 2004 financial plan will be presented and face-to-face customer service sessions will be offered.

Hearings in Charleston were conducted in November; however, the remaining scheduled hearings will be held in December in the following cities: Martinsburg, Morgantown, Wheeling, Parkersburg and Beckley.

For additional information, please visit PEIA's website at [www.peia.com](http://www.peia.com).

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**Bob Wise**  
Governor

**Gregory A. Burton**  
Cabinet Secretary

**Diane Holley**  
Public Information Officer/Editor

**Special Thanks**  
Kathy Garten  
Kaye Parks  
Sandy Singleton

- ◆ Retirement benefits are not automatic. You must apply to the Board for your retirement benefits.
- ◆ If you wish to change your beneficiary, it is important that you complete a new beneficiary form.
- ◆ You may be eligible for credit for time served on active duty in the armed forces of the United States.
- ◆ Accrued leave may be applied toward either increased retirement benefits or PEIA premium payments.





This picture demonstrates some of the surface damage that appears on the dome of the State Capitol.

"You won't see much difference from the structural repairs, because that's all inside work," Burgess said. "The gilding process will take place during or shortly after repairing of the structure."

Prendergast explained that the gilding portion of the dome is a small percentage of the project. "About 80 percent of the project is the restoration of the exterior lead coating copper on the dome," he said. "It has been sandblasted in the past, pitted, basically just not treated properly. A great amount of effort has been put into finding the right sealant system that will go underneath the gold leaf."

The black streaks that appear on the dome's surface have been investigated and can be primarily attributed to a form of mold. "It was not treated in the correct manner the last time it was done in the late 1980s," said Burgess. "This time, we hope to get at least 20 years out of it before we have to do some minor maintenance."

Prendergast said that the division expects to bid the structure and surface repairs, including the gilding, in early spring and hopes to see work begin by early summer, depending on the outcome of structural investigation.

*Welcome to the Department!...Vivian Feola* (Purchasing); *Philip Powers* and *Theresa King* (CPRB), *Philip Skeen* (PEIA); and; *Scott Reynolds* (Pros. Attorneys Institute).

*Congratulations!...to Melissa King* (CPRB) who was recently promoted from an Accounting Technician II to an Accounting Technician III.

*Retirement News...Several of our employees have retired.* Best wishes to *Frank Berry*, *Preston Clark*, and *Terry Tallman* (all of IS&C); *Stan Chambers* and *Alma Legg* (both of Personnel); and *Doris Lykens* (CPRB).

*Good Luck!...to Terry Harless* who transferred from Finance to WV CHIP. Also best wishes to our employees who resigned from our department: *Angela King* (Finance); *Nancy Price* (Purchasing); *Don Jordan* (General Services); and *Stephanie Isner* (CHIP).

*Want to increase your chances for promotion?..You can build your self-confidence and improve your presentation, communication and leadership skills by participating in one of the Toastmasters clubs in West Virginia.* Gov. Bob Wise declared the month of November 2002 as Toastmaster International Month. Contact Finance's Diana Schwab at 744-6325 for details.

### PEOPLE TALK

*Congratulations!...Finance's Andrew Fizer and his wife Michelle are proud parents of Abigail, who was born on November 5. She weighed 8 pounds, 9 ounces. Best wishes to the Fizer family!*

*Humanity Prevails...Several members of the Purchasing Division pulled together to assist a man who needed medical attention in front of their building. They were able to help the person until emergency medical technicians arrived.*

## HAPPY BIRTHDAY ... in December

- |   |                                     |
|---|-------------------------------------|
| 1 Tim Lee ..... Gen. Services           | 17 Cecil Hill ..... CPRB            |
| 3 Ron Price ..... Purchasing            | Sandy Joyce ..... Purchasing        |
| 4 Betty Francisco ..... Purchasing      | Charles McDowell .. Purchasing      |
| Crystal McLaughlin ..... CPRB           | Kara Tully ..... IS&C               |
| 5 Felice Joseph ..... PEIA              | 18 Johnny Leeroy ..... BRIM         |
| Jan Long ..... PEIA                     | Dan Miller ..... Purchasing         |
| Paul Marteney ..... Grievance           | 21 Sylvia Brown ..... Gen. Services |
| 8 Wilma Garbett ..... IS&C              | Robert Bush ..... CPRB              |
| Iona Keller ..... Grievance             | 22 Pam Clark ..... Public Defender  |
| Ada Miller ..... Finance                | David Lester ..... IS&C             |
| 9 Cathie Fowlkes ..... Finance          | 24 Billy Miller ..... IS&C          |
| Mary Jo Swartz ..... Grievance          | Paul Stone ..... Public Defender    |
| Keith Wood ..... Aviation               | 26 Deepesh Randeri ..... IS&C       |
| 10 Julie Blosser ..... Grievance        | 27 Jeff Long ..... Personnel        |
| Charles Forsythe ..... Personnel        | 28 Rick Alker ..... Ethics          |
| Erik Hawkins ..... IS&C                 | Linda Lyter ..... Finance           |
| 12 Brenda Brooks ..... Personnel        | Chip Myers ..... PEIA               |
| Darrell Utt ..... Gen. Services         | 29 Charles Black .. Gen. Services   |
| 14 Joseph Estep ..... PEIA              | Jim Burgess ..... Gen. Services     |
| Max Farley ..... Personnel              | 30 Amy Fairchild ..... Purchasing   |
| Darlene Held ..... IS&C                 | Teresa Morgan ..... Personnel       |
| 15 Cynthia Burr ..... Pros. Atty. Inst. | 31 Chuck Jones ..... BRIM           |
| 16 Sandy Singleton ..... Purchasing     |                                     |

