

Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

February 2002 • Vol. 9, Issue 2

Employee of the Month

IS&C's Tammy Haynes Defines the Role of a "Good Leader"

Tammy Haynes, a programmer analyst III for the Information Services and Communications Division, has been selected as the department's **Employee of the Month** for February.

A 19-year employee of state government, Tammy is responsible for PEIA's EIAS application and provides systems administration and operations support for PEIA's AS400 computer system. She also is one

of the leaders in software development of the Children's Health Insurance Program's system.

According to one of her co-workers, "Tammy is a leader to all of her co-workers. She helps anyone who has a need, making them feel really good." Another co-worker adds, "She keeps a cool head in crisis situations, learns new technical software quickly and does whatever it takes to get the job done."

In her spare time, Tammy enjoys sewing, horseback riding and spending time with her husband Tom and her three children, Nathan, Amy and Lillie.

Please join us at Tammy's **Employee of the Month** presentation at 11:30 a.m. on Monday, February 4 at IS&C's Conference Room in Kanawha City.



TAMMY HAYNES
February Employee of the Month



Governor Bob Wise Stresses Priorities in the Annual State of the State Address

In his second State of the State Address, Gov. Bob Wise restated his commitment to ensure the safety of all West Virginians, create good paying jobs through innovative economic development directives and develop a quality educational system.

Wise said the first priority was to protect the public's safety. He announced plans to begin funding new classes of state police.

"Many counties are without the State Police coverage they desperately need," Wise said. "We need more troopers in our communities to provide for the safety of 1.8 million people. Our police put their lives at risk for us each day. It's time we give something back to them."

Wise said he again will ask for the creation of the Sunny Day Fund, so the state will have the financial flexibility to attract new business and create new jobs.

He also proposed a true 180-day school year for West

Virginia's students and a pay raise for teachers. In addition, he requested that lawmakers provide an \$804 across-the-board raise for all state employees and remove the 20-year cap on increment pay and provide \$50 for every year of service.

"Our state employees are not paid well enough for the work they do. This needs to change," Gov. Wise said. "State employees worked hard this year to make each citizen's everyday encounters with government more efficient and more pleasant."

Sneak Peek INSIDE...

- ◆ PEIA Offers Generic Antibiotics without Copay this Month
- ◆ How Do New Employees Adjust in the Department?
- ◆ General Services Clears the Way for State Employees
- ◆ Security Bills Signed into Law

Public Employees Insurance Agency Offers Generic Antibiotics Without Copay this Month



Gov. Wise joins PEIA Director Tom Susman in announcing that copayments on generic antibiotics are waived through February.

Gov. Bob Wise was pleased to join the Public Employees Insurance Agency (PEIA) in announcing that during January and February copayments on generic antibiotics used to treat upper respiratory infections would be waived.

"For these two months," said Gov. Wise, "the agency is entirely eliminating the copay on these antibiotics—although members still are responsible for their deductible—in an effort to encourage its members to use generic drugs."

PEIA Director Tom Susman explained that the use of generic medications saves the agency—and its members—money.

"The normal copay for generic medications is \$5, as opposed to \$15 for formulary preferred brand name drugs or \$25 for drugs not carried on the formulary—so members save between \$10 and \$20 per prescription filled," he said. "But the use of generic drugs also saves the agency money. For every one percent of the PPB Plan popu-

lation we convince to use generic drugs rather than brand name, we save the plan \$500,000."

That money translates directly into premium costs. "Every time we're able to meet someone's prescription needs with a generic drug instead of the more expensive name brand, we help assure that we will be able to continue to provide the care other members need," he adds.

The list of generic drugs for which the copays will be waived through February 2002 includes:

- ◆Amoxicillin
- ◆Amoxil
- ◆Ampicillin Sodium
- ◆Ampicillin Trihydrate
- ◆Beepen-VK
- ◆Cefaclor

- ◆Cefaclor ER
- ◆Cefadroxil
- ◆Cefadroxil Monohydrate
- ◆Cefazolin Sodium
- ◆Cephalexin
- ◆Cephradine
- ◆Dicloxacillin Sodium
- ◆Doxycycline Hyclate
- ◆Doxycycline Monohydrate
- ◆E.E.S. 400
- ◆Ery-Tab
- ◆Erythrocin Sterate
- ◆Erythromycin Base
- ◆Erythromycin Estolate
- ◆Erythromycin Ethylsuccinate
- ◆Erythromycin Stearate
- ◆Erythromycin w/Sulfisoxazole
- ◆Minocycline HCL
- ◆Oxacillin Sodium
- ◆Penicillin V Potassium
- ◆Pen-Vee K
- ◆Permapen Isoject
- ◆Principen
- ◆Sulfimycin
- ◆Sumycin
- ◆Tetracycline HCL
- ◆Totacillin
- ◆Trimox
- ◆Veetids

Your morning thoughts may determine your conduct for the day. Optimistic thoughts will make your day bright and productive, while pessimistic thinking will make it dull and wasteful.

William M. Peck

How to Succeed in Business... Try These Useful Tips!

As part of the Governor's Summer Internship Program, three successful entrepreneurs, Zeny Cunanan of Galaxy Global Corporation, Jan Dickinson of the West Virginia Development Office and Linda Arnold of The Arnold Agency offered a seminar to students on surviving in the business world.

The bottom line is that we are never too old to learn from good advice; therefore, below are their comments, which the guest presenters indicated did not apply only to young stu-

dents, but to anyone in business.

DON'T

- ...be afraid to take risks.
- ...limit yourself.
- ...settle for less than your dream.
- ...try to be someone you're not.

DO

- ...be innovative.
- ...be accountable for your actions.
- ...be people-oriented.
- ...be persistent.
- ...set goals for yourself and strive to reach them.

Welcoming New Employees

Employees Share Ideas in Initiating Individuals into the Work Culture

Being the 'new kid on the block' is never easy, especially in the workplace. Not only do new employees have to learn the job duties, but also have to adjust to co-workers, the work environment, management and so much more.

As veteran employees, what can we do to ease this culture shock that many new employees experience? Much of a new employee's success hinges on how well he or she is oriented into the organization. A good orientation program should not only address issues regarding the job, but also should help them settle into the office socially.

Purchasing's Carol Jarrett says she makes a concerted

effort to go out of her way to speak to new employees to make them feel welcome. Assigning a 'buddy' or mentor helps through this adjustment period. IS&C's Carla Bright agrees with Jarrett's idea of going out of your way to make the employee feel comfortable. "When one of our new female employees came to work at IS&C, several of us took her to lunch on her first day. We got to know her and became friends," she said.

Learning about the work environment is helpful to new employees. "I first try to get to know the employee," said Personnel's Pat Quinlan. "This breaks the ice and allows them to talk about themselves. Then, I show them where things are, like the restrooms, and answer questions they might have to make them feel at home."

When individuals start a new job, they are often apprehensive; therefore, praising them for their good work builds their confidence and encourages them to look at alternative ways to complete their job successfully.

As a new employee, there are many things he or she may do to assist themselves in transforming into the new workplace. When entering a new work environment, employees should not be afraid

to ask questions. Another suggestion is to carry a notepad to jot down important information that is provided. Expressing appreciation to those who are helpful is always important. Generally, people enjoy helping others, and by saying *thank you* when a 'veteran' employee explains a process or gives you information for a project will make them want to help again.

CPRB's Chris Bush who was recently hired was impressed with how helpful the employees are in the department. "I'm just not used to people caring about me as a co-worker instead of just another person to deal with on a daily basis...I will show the same appreciation to new employees that has been shown to me," he said.

The Department of Administration would like to **WELCOME** all of our new employees!



"Here comes the new guy."

Department Excels in the Area of Financial Management AGAIN!

We did it again! The State Budget Office, the Financial Accounting and Reporting Section (FARS), the Public Employees Insurance Agency and the Board of Risk and Insurance Management once again are being recognized for their outstanding financial achievements by the Government Finance Officers Association of the United States and Canada (GFOA).

For the sixth consecutive year, FARS and BRIM received the *Certificate of Achievement for Excellence in Financial Reporting* for their comprehensive annual financial report for the year ended June 30, 2000. In making this prestigious national award, GFOA recognizes conformance with the highest standard for preparation of state and local government financial reports. PEIA also received this *Certificate* for its agency's CAFR for the third consecutive year.

The State Budget Office received GFOA's *Distinguished Budget Presentation Award*. This award is the highest form of recognition in governmental budgeting.

The GFOA is a non-profit professional association serving nearly 14,000 government finance professionals with offices in Chicago, Illinois and Washington, D.C.



Quotes, Notes & Anecdotes

is published by the Department of Administration

Bob Wise
Governor

Gregory A. Burton
Cabinet Secretary

Diane Holley
Public Information Officer/Editor

Special Thanks

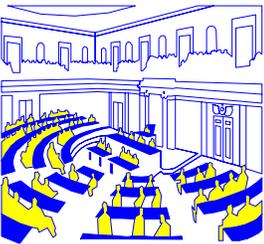
Marilyn Padon
Kaye Parks
Bill Rainey
Sandy Singleton
Tom Susman

General Services Clears the Way at the Capitol for State Employees During Winter Weather



The Emergency Snow Removal Crew: (l-r) Jim Bumpus, JC Erby, Steve Young, Drew Mitchell, John Carter, Phil Rathbun, Danny Sizemore, Charles Black, Bill Thaxton, Roger Paxton, Carlos Farley and David Pentz.

Legislative Session Events Noted



The 2002 Regular Legislative Session began on January 9, with bills submitted to legislative rule-making review by January 28. The calendar of events for the session is listed below:

February 18: Last day to introduce bills in the Senate. This does not apply to originating or supplementary appropriation bills, nor Senate or concurrent resolutions.

February 22: Last day to introduce bills in the House of Delegates. This does not apply to originating or supplementary appropriation bills.

February 28: Bills due out of committees in the house of origin to ensure three full days for readings.

March 2: Last day to consider bills on the third reading in the house of origin. This does not include budget or supplementary appropriation bills.

March 9: Adjournment at midnight.

Where were you when the first snowfall of 2002 hit?

General Services Division employees were busy at the State Capitol at 8:30 a.m. on that Sunday coordinating their *game plan* for removing nearly eight inches of snow.

"We have a call-down system in case of emergencies where the supervisors call the grounds crew," said General Services Deputy Director Bill Thaxton. "Our workers are to be admired. Before we had a chance to call everyone, some of them were calling us to see if we needed them."

More than 1,100 pounds of calcium and about four times that amount of salt from the Division of Highways were used to clear the sidewalks and parking areas. In addition to state offices being open on Monday, legislative interim meetings were scheduled on Sunday, according to General Services Director David Pentz. "We were under pressure, but with good men, good leadership and the cooperation of other state agencies, we did the job of getting all the snow removed from the campus quickly," he said.

The General Services workers removed snow for 12 hours, then took a six-hour break, and were back at 4 a.m. the next day to finish the job. "When everyone was in bed, we were out there getting the Complex ready," Thaxton added.

Carlos Farley, a supervisor at General Services, explained that several pieces of snow removal equipment were originally purchased for multi-season use. "We have a Z-

master with a blade which was purchased originally as a mower, but we made sure that it could also be used to move snow. It's universal," he said. Other equipment they use includes a Power King tractor with a snow plow, push spreaders, two 4-wheel drive all terrain vehicles, shovels, and buckets. Farley added that he and eight workers under his direction used every piece of equipment.

"We like to be self-contained, but with emergency snow removal, we are not," said Pentz. "We piggybacked with the Division of Highways and subcontracted out some snow removal for Sunday."

How does the General Services Division know when it is doing a good job?

"If the phone doesn't ring, then we are doing a good job," Pentz said. "Bill (Thaxton) and I walked into every building on campus to make sure the steps and sidewalks were clear. We had a plan, put it to test and it succeeded."

Local reports indicated that the snowfall on January 6 was the largest snow storm in six years. With 50 acres of surface, 20 buildings, sidewalks, pathways, walkways, surface parking lots, and the Capitol Parking Garage, the General Services Division workers cleared the snow within 33 hours.

"Our employees are very dedicated," Pentz said. "When it comes to snow removal, that's not easy work, especially with the heavy wet type of snow we had. I would like to thank the employees at the Capitol for their patience. They knew what we were going through because they had the same problems at their homes."

SERVICE

Balance, peace and joy are the fruit of a successful life. It starts with recognizing your talents and finding ways to serve others by using them.

Thomas Kinkade

Amy Haynie Joins Legal Counsel Staff



Welcome Amy Jo Haynie to the Department of Administration. She will be serving as Assistant General Counsel, under the direction of John Poffenbarger.

It's a New Year! ... Plan to Learn More Valuable Skills Through IS&C's Classes

The Technology Learning Center is starting the new year with a series of exciting new classes. Beginning with Microsoft's release of Office XP (also known as Office 2002), the Technology Learning Center will offer upgrade classes for the following:

Upgrade Classes

- ◆ Upgrade from Word 97 to Word 2002 - Basic Features
- ◆ Upgrade from Word 97 to Word 2002 - Advanced Features
- ◆ Upgrade from Excel 97 to Excel 2002 - Basic Features

- ◆ Upgrade from Excel 97 to Excel 2002 - Advanced Features
 - ◆ Upgrade from PowerPoint 97 to PowerPoint 2002 - Basic Features
 - ◆ Upgrade from PowerPoint 97 to PowerPoint 2002 - Advanced Features
- Prerequisites are required for the upgrade classes.

Classes are now available for new users of Microsoft Suite 2002:

Microsoft 2002

- ◆ Introduction to Word 2002
- ◆ Introduction to Excel 2002
- ◆ Introduction to PowerPoint 2002

A special **Microsoft Word 97 Super User** class is available for current users of Microsoft 97 to further enhance your power skills.

Beginning this March, eight classes of a new **PageMaker** series will be offered, featuring a publishing project and related new PageMaker skills. Meeting monthly, participants may complete as many projects (sessions) as they wish. Each session is considered an individual class.

Other classes are being developed and will be announced later this spring. The Technology Learning Center works closely with state agencies in developing or customize classes that meet specific needs.

For more information or to schedule a class, please call 558-6384.



MILESTONES

Honoring our Employees' Service Years

Our department values its employees and the knowledge and dedication they share in their agencies.

Congratulations to those employees who are celebrating their service year anniversaries this month:

5 YEARS

Joselyn Casto
(Finance)

Frank Drobot
(Secretary's Office)

10 YEARS

Brenda Brooks
(Personnel)

Frank Stolper
(IS&C)

15 YEARS

Michael Gray
(Personnel)

Bobby Mitts
(BRIM)

30 YEARS

Romona Allen
(WVCHIP)

Security Bills Become Law

Two security bills were signed into law by Governor Bob Wise in December.

Senate Bill 6002, the anti-terrorism bill, sets state penalties for bomb threats and hoaxes. It increases the penalty from a misdemeanor to a felony for first offense bomb threats, the maximum fine from \$1,000 to \$2,000 and county jail confinement to up to three years in a state prison.

"This bill defines a terrorist act as something likely to result in serious bodily injury or damage to property or the environment and/or intends to intimidate our citizens or our government," Gov. Wise said.

The bill also makes it a felony to "knowingly and willfully" threaten to commit a terrorist act, with the resulting penalty of a fine from \$5,000 to \$25,000 and/or a prison term of from one to three

years and makes creating a hoax a felony, with a fine of \$10,000 to \$50,000 and/or a prison term of from one to five years.

Gov. Wise also signed **House Bill 614**, the Capitol Security Bill, into law. "One of our most precious resources is the West Virginia State Capitol, a magnificent building that belongs to the people," Gov. Wise said. "We have many employees and visitors here; it's important to provide adequate security."

This bill provides money for the Division of Protective Services to install and operate security check points at six critical visitors' entry points at the State Capitol Complex. The money also will be used to secure other Capitol Complex entrance doors and fund 14 new officers to implement the new security system.

A Message From... Cabinet Secretary Greg Burton

Seeking Quality in Services

West Virginia state government continues to change in order to better provide services to the citizens of West Virginia. How it transforms was the topic of a recent meeting of 160 state officials. A new initiative, the CQC program, was introduced. CQC stands for **c**ustomer service, **q**uality and **c**hange.

The purpose of this program is to identify processes and ensure that they operate effectively. In addition, the program stresses the need for state government to better promote the work accomplished and the savings realized for the public.

As a whole, state employees need to look at alternatives in how programs are administered and services offered. The 'old ways' may be the best methods of performing a particular function, but these procedures should be challenged occasionally to ensure their validity.

As part of the CQC program, state employees will be encouraged to become active in volunteering to participate in various roles, from facilitators to breakout group members who will examine specific processes.

An important aspect of this program is to look ahead in time and determine expectations for the future. It is easy to see if something is working, but to examine that service more closely and foresee the optimal goal are more difficult.

When the opportunity arises, I hope that each and every one of our department employees get involved and work together in improving the programs and services we offer to all West Virginians.

Welcome to the Department!...Amy Haynie (Cabinet Secretary's Office).

Congratulations!...to our employees who were recently promoted: **Bill McClanahan** (IS&C) is the manager of the Development Center; and **Andrew Fizer** (Finance) is the director of the Finance Division. Also, **Diane Connelly** recently transferred from the Finance Division to the WV Children's Health Insurance Agency.

Good Luck!...to **Melvin Ashbrook** (Aviation) who recently retired from state government. Also, our best wishes are extended to **Betty Ireland** (CPRB), **Donna Skaggs** (Finance) and **Jim Jackson** (Purchasing) who recently resigned.

Executive Order on Military Leave...The West Virginia State Legislature passed and Gov. Bob Wise signed an amendment to **West Virginia Code**, §15-1F-1, that provides additional military leave benefits to eligible employees who are members of the Armed Forces Reserves or West Virginia National Guard and who are ordered or called to **active duty** by properly designated federal authority. Gov. Wise also issued Executive Order No. 19-01, which provides that such eligible employees, who are covered by the Public Employees Insurance Agency, may continue health and life insurance benefits for themselves and their dependents, without additional cost to the employee.

High-Tech Budget...In a cooperative effort, this year's Executive Budget Document was available to state legislators on a CD. Representatives from Ablesoft Solutions and Hotcards worked closely with IS&C, the Governor's Office of Technology and the State Budget Office. Special appreciation goes to Marilyn Padon and Kristy James of IS&C and Diana Schwab (Budget Office) for their hard work. The Budget was transformed in a format that can be read by an ADA reader for visually-impaired individuals.

HAPPY BIRTHDAY...in February

- | | |
|---|--|
| 2 Tammy Goad Finance | 16 Neil Bowman..General Services |
| Diane Holley Purchasing | 17 James Bateman Personnel |
| Tom Susman PEIA | Vickie Sutton CPRB |
| 3 JoAnn Dunlap Purchasing | 18 Billy Tincer .General Services |
| Willadean Fisher Purchasing | 19 Ron DuKate Purchasing |
| 4 Lorie Humphrey IS&C | 20 Tracy Ketter Personnel |
| 5 Sharon Lester CPRB | Harold Loy General Services |
| Debbie Watkins Purchasing | David Nearhoof IS&C |
| 7 Marsha Holliday Personnel | 21 Thomas Booth..Public Defenders |
| Diana Lunsford CPRB | 22 Rick Pickens IS&C |
| 8 Ken Frye..... Purchasing | 23 Regina Williams CPRB |
| Roger Roe Purchasing | 24 Fayette Bowen PEIA |
| 9 Terry Watson .. General Services | Robert Sayre IS&C |
| 13 Debbie Pierson Finance | Mike Tompa CPRB |
| Valerie Rist Grievance Board | 25 Myra Woolwine CPRB |
| 14 Diane George . Secretary's Office | 27 Debbie Bradford ... Secretary's Office |
| John Patton General Services | Barbara Haddad IS&C |
| 15 Derek Cannon IS&C | Tim Phillips IS&C |
| Marie Edwards..... Personnel | 28 Don Hill General Services |

