

Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration
February 2003 · Vol. 10, Issue 2

Employee of the Month

BRIM's Deborah Fernatt Performs Wide Range of Duties

Deborah Fernatt, a service representative for the Claims Department of the Board of Risk and Insurance Management, has been selected as the department's *Employee of the Month* for February.

A three-year employee of state government, Deborah handles all incoming mail and telephone inquiries for the Claims Department. In addition, she performs other duties,

including filing, research, database maintenance and subrogation. Recently, she began processing property claims after obtaining her adjuster's license.

According to one of her co-workers, "Debbie is extremely helpful to everyone in the agency. The term *'that's not in my job description'* never occurs to her. She will do whatever is asked of her without a complaint." Another co-worker adds, "We know that we can count on her to do her best."

In her spare time, Deborah enjoys reading, watching movies and spoiling her two dogs.

Deborah will be honored at a special ceremony at 11 a.m. on Tuesday, February 4, at BRIM's office in South Charleston.



Deborah Fernatt
February Employee
of the Month



This is a bold agenda in tough times, but my inspiration and my guide are our West Virginia people. We will leave our children a great legacy if we unite for the entire state and place this government on a sound footing.

Gov. Bob Wise

Governor Bob Wise Outlines Accomplishments and Goals

▪ Government Reorganization, Malpractice Reform and Fleet Reduction Will Affect the Department of Administration

In his third State of the State Address, Gov. Bob Wise focused on such issues as malpractice reform, government reorganization and reduction of the state's vehicle fleet.

Wise proposed medical malpractice reform that addressed both the tort system and economic pressures created by national insurance companies. "My number one commitment is to the health and safety of the citizens of West Virginia," Wise said. "We must guarantee that every West Virginian has access to the doctors he

or she needs, and every West Virginia doctor has access to reasonably priced medical malpractice insurance."

The proposal modifies the qualifications for expert testimony, limits liability for non-economic loss; modifies joint and several liability and contribution; limits damages paid by collateral sources; and limits liability for trauma care.

In addition, this bill requires \$20 million from the tobacco settlement medical trust fund to offset the cost of continuing medical liability protection for

Continued on Page 3

Sneak Peek INSIDE...

- ♦ Governor Wise Offers His State of the State Address
- ♦ Suggestions Offered on the Employee Communications Network
- ♦ Generic Antibiotic Drugs Free to PEIA Members for Limited Time
- ♦ People Talk



Empowering Employees to Make Change

Governor Bob Wise Solicits Ideas from State Employees to Enhance Programs

During an employee town hall meeting in December, Gov. Bob Wise introduced a website that provides state workers an opportunity to suggest cost-effective changes to state programs and services.

The West Virginia Employee Communication Network (WVECEN) can be accessed at www.wvgov.org/wvecn. "You can communicate directly with us. I want to stress 'with us', because we have set up a team that will take in all the suggestions," Wise said. "Yes, they will be farmed out to agencies, the secretaries and the department heads, but there also will be a central repository in which I will be reviewing them and the members involved in the restructure." Suggestions may be made

anonymously if the person so chooses.

Approximately 1,000 suggestions already have been received, according to Tina Holmes, a public information specialist, who is working on the project. Holmes stated that the state of Virginia has a similar program, which received about 250 suggestions within the first two weeks. West Virginia's program received nearly 500 suggestions within the first 48 hours!

Wise is hoping to use many of these suggestions to make positive changes. "My belief has always been, when we have a problem, get everyone around the table to solve it," he added.

As long as you're going to think anyway - you might as well think BIG!

Donald Trump
Business Executive

Aviation Day Offers Training and Focus on Air Safety Procedures



One day is dedicated each year in which our state pilots keep their feet steadfast on the ground rather than performing normal duties of flying state officials to necessary business engagements.

On January 28, Aviation Services offered **Aviation Day**, which primarily focuses on **safety**. This day is set aside for training and a review of safety procedures in a continuing effort to be prepared for any emergency which may arise while flying in state aircraft.

All aviation personnel will participate, including pilots, mechanics, the scheduler and members of the State Police

who accompany the governor and his family for security purposes.

This is a day for all those involved to review safety procedures, according to Chief Pilot Keith Wood. He added that scenarios in which things can go wrong during the flight, such as mechanical failures and medical emergencies, are discussed in an effort to be prepared for any emergency.

All Aviation personnel are trained in CPR; however, on this day they review this training, including the use of the heart defibrillator which is

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:

Updating Your Beneficiary Information

Have you recently made a change in your marital status, the arrival of a new family member, a death in the family or other changes in your family status? You may need to update your beneficiary form that is on file at the Consolidated Public Retirement Board.

When changes occur in your family situation, it is important to review and update your beneficiary designation promptly. You may name a new beneficiary at any time prior to your retirement.

To update your beneficiary information, contact your payroll officer or contact CPRB at 558-3570.

Continued on Page 4

General Services' Kenny Young Creates Eye-Catching Settings

Kenny Young, grounds manager for the General Services Division, is prepared to go from season to season in decorating the State Capitol Complex.



Kenny Young recently joined the General Services Division and has made noticeable changes to the Capitol Complex campus.

Last October, employees and visitors to the Capitol were treated to fall decorations of scarecrows and pumpkins (*see picture at right*). This was the first time the grounds were decorated for fall, a tradition Kenny hopes to continue.

Recently, he removed the Christmas holiday decorations and is now making plans for spring flowers and plants. He and his seven employees create these aesthetic designs while keeping up with daily tasks, such as ensuring that the grounds are clear and free of snow and ice during bad weather.

His spring plans include tree pruning and trimming, moving some trees to better



locations, planting flower bulbs, and fertilizing and aerating the lawns in an ongoing effort to beautify the grounds for the enjoyment of the visitors and state employees.

Keeping the Capitol grounds beautiful and safe is a continuous effort, one which Kenny and his crew manages effectively.

An example of Kenny and his crew's work was displayed during the Thanksgiving and Christmas holidays.

Valentines Day from A Smaller Perspective

A group of 4 to 8 year-olds were posed this question, "What does love mean?" The answers received were deeper than what you might expect:

Love is when you go out to eat and give somebody most of your french fries without making them give you any of theirs. **Crissy, age 6**

Love is what makes you smile when you're tired. **Terri, age 4**

Love is when my mommy makes coffee for my daddy and she takes a sip just to make sure it tastes good. **Danny, age 7**

If you want to learn to love better, you should start with a friend who you hate. **Nikki, age 6**



I let my big sister pick on me because my mom says she only picks on me because she loves me. So, I pick on my baby sister because I love her.

Bethany, age 4

State of State Address Continued from Page 1

doctors who switched from private insurance carriers to the Board of Risk and Insurance Management.

Wise also introduced bold measures to restructure state government. This restructuring plan includes reducing the size of the Governor's Cabinet by eliminating the post of Commerce Commissioner and combining the posts of Secretary of Tax and Revenue and Secretary of Administration; merging the Governor's Office of Technology with the Information Services and Communications Division; combining the Governor's Cabinet on Children and Families and the West Virginia Bureau for Children and Families into a single agency

that gives families one-stop access to assistance in meeting children's needs; and signing an executive order to reduce the vehicle fleet by 15 percent by March 31.

Wise also introduced legislation to raise the cigarette tax to 55 cents per pack; lower the blood alcohol content level to .08; and enact all-terrain vehicles safety regulations.

"We have a historic opportunity this year. We must show that we are worthy of the trust the citizens of this state have placed in our hands," Wise said.

"This is a bold agenda in tough times, but my inspiration and my guide are our West Virginia people. We will leave our children a great legacy if we unite for the entire state and place this government on a sound footing."



The state's aircraft is a Beechcraft King Air 350, which averages 345 mph.

When asked which of his works he would select as a masterpiece, architect Frank Lloyd Wright, at the age of 83, replied, "My next one."

Aviation Day

Continued from Page 2

available on the airplane.

The mission of the State Aviation Division is to enhance the efficiency and effectiveness of state government by providing safe and professional aviation support. Reducing travel time and increasing productivity for state executives are primary goals of the Aviation Division.

Access and usage of state aircraft are limited to state agencies and the Legislature. State-owned aircraft will not be used for transportation when state interest is not served.

The state's aircraft is a

Beechcraft King Air 350, known for its comfort, speed, reliability and safety. It is equipped with the latest avionics, including Universal Flight Management System, GPS navigation, TCAS and weather radar. The pressurized cabin enables flying at high altitudes above the weather. The King Air 350 can seat nine passengers and has an average cruising speed of 345 mph. All destinations in West Virginia can be reached in less than 45 minutes.

The Aviation Division can provide transportation to most any location in the state or across the nation. One to two *days* of travel by auto can be accomplished in one to two *hours* of flight.

Today's executives agree that time is their most valuable resource. Air transportation is an important business tool to save time and maximize productivity of personnel. Effective time management is critical to the success of any organization.

This is certainly true of state government. The state, by

maintaining an Aviation Division, is able to move key personnel around the state or anywhere in the country. In many instances this is more efficient and cost effective than auto, commercial airline or charter service.

The Aviation Division can provide the following services:

- ➔ Greater effectiveness in providing the state with travel flexibility.
- ➔ Access to travel points not served by commercial airlines.
- ➔ Less travel time that can be spent preparing for meetings, fine tuning presentations or attending private conferences.
- ➔ Cost savings due to more efficient use of work time and a reduction of out-of-office time and hotel expenses.
- ➔ Reliable transportation and dependability of skilled maintenance and flight crews.
- ➔ Express air courier and emergency services.

The Aviation Division pilots collectively possess more than 25,000 hours of flying experience. Each pilot holds an ATP (Airline Transport Pilot) rating, the same as that required for a captain of any major U.S. airline. The experienced aircraft maintenance chief holds an FAA certified Aircraft Inspector certificate.

To schedule a flight or to obtain rates or trip quotations, please contact the Elaine Hudson, flight coordinator of the Aviation Office, at (304) 558-0403.

For a complete description of Aviation Services, contact Keith Wood, aviation service manager.



Learning the Keys to Creativity

Based on an independent survey of advertising and marketing executives, there are three common misconceptions about creativity:

- The time of day when people tend to be the most creative is at night,
- The common causes of creative block are lack of inspiration and concentration;
- The best way to prevent creative block and keep ideas flowing is to focus harder on the task at hand and talk to others to gain their perspectives.

The truth of the matter is that most people are most creative in the morning; most of us do not work better under a tight deadline; and taking a break is the best way to avoid creative blocks.

— adapted from *USA Today*

Governor Wise Announces Free Generic Drugs for Cold and Flu Season for PEIA Members

Gov. Bob Wise directed the Public Employees Insurance Agency (PEIA) to once again waive the copay for certain generic antibiotics for members of its PPB Plan during the months of January, February and March.

"We have accomplished a great deal with this program," Wise said. "Last year, the use of generics rose 3 percent, resulting in a savings of nearly \$2 million. That does not include the savings our members gained by not having a copay."

During these three months, the state is eliminating the copay on these antibiotics in an effort to encourage PEIA members to use generic drugs. The waiver will apply to certain generic antibiotic medications for PEIA PPB Plan members who have met their annual prescription drug deductibles.

"We feel that once members experience firsthand that generics are as effective as brand-name drugs, they will

be more likely to use them in the future," said PEIA Director Tom Susman.

Last year, PEIA and its members spent nearly \$157 million in prescription drug coverage. Fourteen percent of that was spent on generics and 86 percent on brand-name drugs. According to PEIA, only 42 percent of the prescriptions paid by PEIA were generic. For every 1 percent of the brand-name drug usage that moves to generic, PEIA saves at least \$600,000.

PEIA hopes this program will continue to encourage physicians to prescribe more generics. As part of the program, PEIA is providing physicians with information on generics and their benefits.

"Obviously, our first priority and concern is the well-being of the patient. However, because FDA requires generics to have the same quality, potency, active

ingredients and be therapeutically equivalent to the brand name, we hope that doctors will prescribe the generic, if appropriate," commented Susman.

Use of generic medications will save the agency — and its members — money. The normal copay for generic medications is \$5, as opposed to \$15 for preferred brand-name drugs or \$30 for non-preferred.



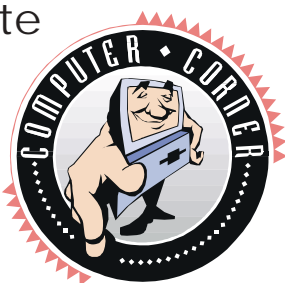
Department's Website Offers News on Events, Programs and our Employees

Have you checked out the Department's website recently? With a new look and much more information, our website now offers updated news, employee highlights and links to each division and agency in the department.

A search engine also is available to locate employees within the department.

Take a few minutes and check it out... www.state.wv.us/admin. You will be amazed at what you have been missing!

If you have suggestions or comments regarding the information on our website, please contact Diane Holley, public information officer, at 558-0661.



How to Fight Fatigue in the Workplace

At work, there are many things you can do to liven up your environment and renew your energy level:

- ⌚ Establish a good relationship with your co-workers.
- ⌚ If possible, mix up your tasks so you don't do the same thing all day.
- ⌚ Open a window and let in some fresh air.
- ⌚ Turn on some music at a low volume to avoid affecting other's work.
- ⌚ Don't skip breaks; even if you just walk around.
- ⌚ Ensure proper lighting and air ventilation.

Staying energized and productive is not just a corporate catch phrase benefiting the employer. Staying productive at work is good for your state of mind and makes time go faster.

There is more in us than we know. If we can be made to see it, perhaps, for the rest of our lives, we will be unwilling to settle for less.

**Kurt Hahn, founder
Outward Bound**

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
Gretchen Chandler
Kathy Garten
Tina Holmes
Kaye Parks
Sandy Singleton

A Message From... Cabinet Secretary Greg Burton

A Time for Change


As a result of Gov. Bob Wise's **State of the State Address**, many of our employees have expressed concern over future changes in state government, specifically within the Department of Administration.

In the proposed Government Reorganization Bill, it has been suggested that the Department of Administration and the Department of Tax and Revenue be combined. This proposal is one of which Tax Secretary Brian Kastick and I fully support. Eliminating the cabinet post for one and having one cabinet secretary oversee both the revenue received and disbursed by the state makes economic sense.

Merging these departments is projected to save more than \$3 million annually. The savings would come from combining many jobs and computer systems and cross-training individuals to do jobs ordinarily done by others.

Many questions have been asked which I am unable to answer at this time. As the bill progresses through the Legislature, I will keep our employees aware of the status of this bill and any effects it may have on our department.

TAX TIME!



On January 31, the Payroll Office distributed W-2 statements. Although April 15 is the official Tax Day, don't wait until the last day to calculate your tax bill.

Welcome to the Department!... *Stephanie Youngblood* (Consolidated Public Retirement Board), *Tamara Lively* (Board of Risk and Insurance Management) and *Steven Bratchett* (General Services Division).

Retirement News... Best wishes to *Donna Bilyeu* of the Division of Personnel who recently retired from state government. Best wishes!

February Holidays... During the month of February, several official and 'not-so' official holidays occur, including Groundhog's Day (Feb. 2); Valentine's Day (Feb. 14); Abraham Lincoln's Birthday (Feb. 12); and George Washington's Birthday (Feb. 17). The latter two holidays are official state holidays.



Learning from Your Mistakes...

Never walk away from failure. On the contrary, study it carefully and imaginatively for its hidden assets.

Michael Korda

PEOPLE TALK

On a Personal Note... Finance's Cindy Dillion offers gratitude to our employees who donated annual leave during her medical absence. She writes, "I really appreciate the support I have received. Many thanks for the prayers, and financial and leave support you have offered. I don't know what I would have done without those who have given. I hope some day to return the favor."

She's Certified!... Congratulations to Jennifer Paxton of the Finance Division who passed her Certified Public Accountant (CPA) examination. You go, girl!

HAPPY BIRTHDAY ... in February

- | | |
|---|---|
| <ul style="list-style-type: none"> 2 Diane Holley Purchasing Tammy King Leasing 3 Jo Ann Dunlap Purchasing Willadean Fisher Purchasing 4 Lorie Humphrey IS&C 5 Debbie Watkins Purchasing 7 Marsha Holliday Personnel Diana Lunsford CPRB 8 Ken Frye Purchasing Roger Roe Purchasing 9 Terry Watson .. General Services 12 Paul Dixon PEIA 13 Debbie Pierson Finance Valerie Rist Grievance Bd. 14 Diane George Sec. Office John Patton General Services 15 Derrick Cannon IS&C Marie Edwards Personnel 16 Neil Bowman .. General Services 17 James Bateman Personnel | <ul style="list-style-type: none"> 17 Vickie Sutton CPRB 18 Billy Tincher .. General Services 20 Tracy Ketter Personnel Harold Loy .. General Services David Nearhoof IS&C 21 Gloria Bird PEIA Thomas Booth..Public Defender 22 Rick Pickens IS&C 23 Brandon Bradford..Gen. Services Regina Williams CPRB 24 Fayette Bowen PEIA Rob Sayre IS&C 25 Nicky Taylor CPRB Myra Woolwine CPRB 27 Debbie Bradford ... Sec. Office Barbara Haddad IS&C Tim Phillips IS&C 28 Don Hill General Services 29 Hugh Warner IS&C |
|---|---|

