

# Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

February 2005 · Vol. 12, Issue 2

## Employee of the Month

### CPRB's Monta Boggs Displays a Passion for Helping Retirees

**MONTA BOGGS**, a public information specialist for the Consolidated Public Retirement Board (CPRB), has been selected as the department's *Employee of the Month* for February.

A 21-year employee of state government, Monta is responsible for advising state employees who are contemplating retiring from active service about their retirement options. To perform her job, she travels

throughout the state to reach potential retirees.

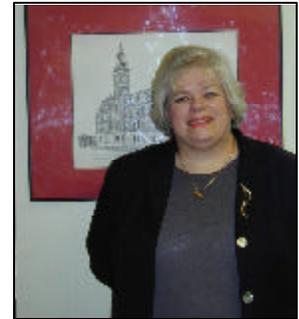
One of her co-workers said, "Monta does a wonderful job presenting information to future retirees. She is very knowledgeable in her job and is able to present the retirement options in a manner that leaves the listening audience with a sense of assurance as they enter into a new phase of their lives."

Another co-worker added, "Monta knows her job, has

a passion for helping future retirees and is always willing to share her skills with others."

In Monta's spare time, she enjoys quilting, knitting and scrapbooking. She also likes to take *road trips* with her friends.

Please join Monta's friends and coworkers at a special ceremony to be conducted at 11 a.m. on Wednesday, February 2 at State Capitol Rotunda.



**MONTA BOGGS**  
February Employee  
of the Month

## Ferguson Named Cabinet Secretary

Gov. Joe Manchin III has appointed Robert W. Ferguson, Jr. as administration cabinet secretary.

A native of Long Island, Ferguson spent 22 years in the Marines and is a combat veteran of Desert Shield/Desert Storm. Most recently, he worked as the fleet fueling sales manager and retail dealer operations manager for Petroleum Products in Belle.

A more in-depth article on Cabinet Secretary Ferguson will appear in next month's issue of *Quotes, Notes & Anecdotes*.

## The PEIA Board Votes to Raise Members' Insurance Premiums

The Finance Board had been agonizing over the decision to raise premiums for members of the Public Employees Insurance Agency (PEIA). In December of 2004, the board placed their votes to do so.

"No one likes to affect people's financial positions, but when you have 10 to 18 percent trends on a half a billion dollar plan, you either stay ahead of the curve and keep your revenues where you need them to be or those expenses will just destroy the plan," said Jason Haught, PEIA's chief financial officer and co-acting director. "Then we'd have much more concerns than increased premiums. We also would have a lack of services and that's something the plan never wants to be back into a position it once was in."

Haught oversees the administration and policies of the plan along with its assets and confirms that all the transactions are recorded properly.

PEIA Premium Hike  
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## Sneak Peek INSIDE...

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- ◆ What Managers Can Do to Make Change in the Work Environment Acceptable to Employees
- ◆ What it takes to Prepare for the Inauguration Ceremony
- ◆ Administrative Notes

# Legislature's Expectations are High for Successful Year



Legislative sessions can get rather hectic at times, but when there is harmony between the executive branch and the legislative branch, the tasks at hand go smoother and more positive results can be accomplished for the state of West Virginia.

"This year, we have very high expectations that it is going to be a very successful year," said Raamie Barker, Administrative Assistant to Senate President Earl Ray Tomblin for the past nine years. Barker handles many administrative duties for the Senate and occasionally serves as liaison between the Senate President's office and the governor's office and with other legislators.

He applauds the efforts of Gov. Joe Manchin for taking the initiative immediately to build a good rapport between his office and the legislative branch of government.

Shortly after winning the election, Manchin asked that President Tomblin and Speaker Kiss co-chair a transition team in order to build a strong rapport that is immediately needed. "That way you don't have as many surprises," said Barker. "You may disagree on some issues, but you don't want to have surprises about what's coming down the pike. It cuts out the middle man. They don't get their information indirectly; they get it straight from the horse's mouth."

The transition team has been assimilating ideas, looking at issues and discussing the governor's ideas and proposals. In addition, a large group of volunteers are filtering these ideas and taking a look at the ones that have strong potential, he said.

Barker said one of the things to be expected from Manchin's administration is pursuing the operation of government more efficiently

by finding ways to save the state's money. "I don't foresee major job cuts, but they are certainly going to look at



**Raamie Barker**  
*Office of the  
Senate  
President*

wasteful spending and the duplication of services which is what the Legislature has been doing," said Barker. "Governor Manchin is making it an even greater priority. As far as the administration is concerned, one of the foundational focuses of the new administration will be to find ways to cut the fat and still provide the services that we've been providing the state."

Another priority will be debt reduction. Barker indicated the legislature wants to reduce the debt service on bonds and pension funds. "Those are hard decisions, but with this Legislature and this governor, I think we can do it."

The law requires a message from the executive to the legislative branch with estimates of revenue and expenditures that have to be delivered. Gov. Bob Wise presented a budget and offered his **State of the State Address** on January 12.

The Legislature recessed until February 9, at which time Gov. Manchin will present his version of the budget.

Once the budgets are presented, the legislature begins its work; that is when the changes begin to take place. "The governor proposes and the legislature disposes," Barker said.



*Source: Consumer  
Energy Information:  
Energy Efficiency and  
Renewable Energy  
Network, U.S.  
Department of Energy*

## Lower Your Heating Bills...

Keep your furnace or boiler's energy usage — and your monthly bills — low by following these tips:

- ◆ Set your thermostat as low as is comfortable.
- ◆ Keep the temperature fairly constant, as frequent changes will utilize more energy by causing unnecessary cycling on and off. Setting back the temperature at night, however, is recommended.
- ◆ Clean or replace furnace filters once a month or as needed.
- ◆ Clean warm-air registers, baseboard heaters and radiators as needed; make sure they are not blocked by furniture, carpeting or drapes.
- ◆ Keep draperies and shades on south-facing windows open during the heating season to allow sunlight to enter your home.
- ◆ Close the door to an unoccupied room or area that is isolated from the rest of the house and turn down the thermostat or turn off the heat for that room or area.

## PEIA Premium Hike Continued from Page 1

In the 1980s, the plan was unable to fund claims and, consequently, some providers stopped seeing PEIA patients, according to Haught. It is for this reason the Board voted to increase premiums – the cost of services the employees need continues to rise.

Haught said the first year he joined PEIA, the plan came in under budget. The agency had a worse year than anticipated due to claims cost being more than \$29 million higher than predicted. The trend continued with the subsequent year claims finishing at approximately \$49 million higher than anticipated.

If you are not prepared to absorb those unexpected increases, a tough situation can occur of not being able to meet the demands of the policyholders.

In 1998, the Legislature paid a highly regarded human resources consulting firm, The Segal Company, to perform a study on PEIA's plan to determine what the employer/employee percentage should be, based on national statistics. Segal stated the national averages were 80% employer and a 20% employee. The Legislature then passed a bill to conform PEIA to that particular ratio.

The benefits will remain the same, Haught explains. Members will still be able to go to their doctor or hospital with peace of mind that they have a well funded insurance plan. "People often say they wish government were run more like a business. If PEIA was a business, we would have happy stockholders because we're a business that's in good financial

position right now," he said. "Any reputable insurance company prides itself on its financial condition, because it can absorb unexpected claim expense increases. It demonstrates to its investors and its policyholders that it is well-reserved."

The PEIA Finance Board approved a plan to increase premiums 32 percent over two years, beginning with a seven percent increase effective on July 1, 2006. In 2007, the increase is expected to be 25 percent on active employees; retirees fall under a different category.

In addition to continuing to provide the same services to its members, PEIA will ensure the providers are paid timely. Currently, 69% of the claims are paid within 14 calendar days. More complex, long-term claims may take longer to process.

In any insurance plan, Haught warns "you get what you pay for". People tend to try to compare apples to oranges, he adds. Such aspects of insurance plans include premiums, covered services, out-of-pocket maximums and deductibles.

"We can either say, 'no, you're not getting that service' or we raise the premiums to allow the plan to be able to afford them," Haught said. "Thankfully, we live in a country where health care is provided as demanded, and, we have a leadership in our state government that sees that need and funds it accordingly."



**Jason Haught, chief financial officer and co-acting director of PEIA, explains the board agonized over its decision to raise its premiums.**

## Department Employees Share their Secrets on their Happy Marriages

On February 14th each year, candy, flowers and gifts are exchanged between loved ones, all in the name of St. Valentine. Romance is a way we express our love, but what happens to couples who meet, fall in love and marry? What is the secret of keeping that love alive beyond these special occasions like Valentine's Day? We asked married employees in our department what they believe the secrets are to their happy marriages:

- ◆ respect for one another
- ◆ mutual interests
- ◆ do things together
- ◆ commitment to vows and each other
- ◆ never take each other for granted
- ◆ always consider the needs of the other more than our own
- ◆ communicate
- ◆ a strong faith
- ◆ take time to have fun together
- ◆ hold hands and saying "I love you" daily
- ◆ don't go to bed mad
- ◆ be supportive and encourage each other
- ◆ realize things are not always going to be perfect
- ◆ family values



*It's never too late to adopt good, loving habits. These listed may seem basic, but remember, as in any relationship, the more you put into it, the more you will gain.*

# What Managers Can Do to Make Change in the Work Environment Acceptable to Employees



**Editor's Note:** This is the second part of a two-part series on managing change in the workplace. Part one addressed the stress that accompanies change and how employees can guard against the onset of chronic stress. Part two deals with how employers and managers can make change easier for themselves and their employees.

When an organization undergoes change, individuals move through a transition curve until a point of consolidation is finally reached.

As mentioned in part one of this series, some people will go through a "honeymoon phase," when there is excitement and anticipation, combined with feelings of apprehension.

What can managers and employers do in the midst of change to make things easier for themselves and their employees? A manager's responsibility is to create an environment which facilitates the ability of the employees to cope with the cultural changes and an increased pressure imposed by today's business environment. This means:

- ♦ Planning ahead before changes are made and strengthening the foundations before changes are made.
- ♦ Explaining the need for change and helping the team to see how everyone may benefit in the long run.
- ♦ Being honest. Not all news may be good, but withheld information leads to distrust.
- ♦ Encouraging discussion and getting people involved in setting goals and listening to what is happening at the 'ground' level.
- ♦ Recognizing effort and clearly acknowledging individual and team effort in adapting to change.
- ♦ Delegating responsibilities

takes on added importance during times of change. It helps team members feel that they have an important role to play in the change process.

♦ Reviewing processes constantly. Even when things are going well, look for way to make further improvements.

♦ 'Walk the job'. Keep your eyes and ears open to the feelings and views of the team. Are they enthusiastic or do they seem unhappy? If team members point out any problems with the change, encourage them to suggest solutions.

♦ Being flexible. No plan for change is flawless. Expect to have some problems along the way and make the necessary adjustments.

♦ Encouraging good lifestyle practices and respecting team members' time out of work. It means setting a good example, leaving work at a reasonable time to pursue other interests and see family. It means discouraging people from consistently working long hours and working weekends, and encouraging full use of annual leave entitlement.

Finally, last but certainly not least, here are some things employers can do to reduce stress on their employees:

- ♦ Give more information. So easy, so cheap, so overlooked.
- ♦ Develop people by giving not just adequate training but developmental training. Show employees you value them.

♦ Develop teamwork, through shared goals, vision, getting (and valuing) everyone's input.

♦ Communicate better by giving more information more frequently than you think you need to.

♦ Monitor work hours. Don't encourage a long-hours culture.

♦ Provide a pleasant working environment and a staff room.

Regardless of which category you fall in to, whether it is the employee, manager or employer, you have a responsibility to yourself and those around you to **try** and adapt to change. We can all recall someone in our lifetime who did not adapt well to change and their miserable attitude. Digging your heels in and refusing to go along with change will only serve to make you bitter and those around you miserable. Remember change is inevitable and it can make us stronger.

There are plenty of negative coping strategies that many of us resort to; however, these bring only short-term relief and have a negative health impact in the long run. The key is to make use of more positive coping strategies, such as exercising, dieting, relaxation techniques, time management and compartmentalizing.

Long periods of stress reduce your ability to function efficiently. It is essential to realize that you deserve better and need to take the necessary steps toward leading a happier life.

(\*Adapted from BUPA, a global health and care organization.)

**Quotes, Notes & Anecdotes** is published by the Department of Administration

**Joe Manchin III**  
Governor

**Robert W. Ferguson Jr.**  
Cabinet Secretary

**Diane Holley**  
Public Information Officer/Editor

**Special Thanks**  
Debbie Harrison  
Kaye Parks  
Sandy Singleton

## Gov. Joe Manchin III Inauguration

# Proper Planning Pays Off for a Successful Inauguration

A successful inauguration day has passed, with months of planning and preparation definitely paying off.

From a spectator's view, the inauguration was a success, thanks to the General Services Division, whose employees bear most of the responsibility of logistically preparing the campus for the event.

"The hardest aspect of pulling these events together is the weather," said Special Projects Coordinator Dennis Stewart of the General Services Division. "Unfortunately, it seems every four years we have the worst winters in West Virginia. General Services can build or buy anything they want, but we can't control the weather." This year's inauguration proved no different, with temperatures in the teens.

Grounds Director Kenny Young said that the warm temperatures preceding the Inauguration Day helped by allowing their staff to cut the grass in advance.



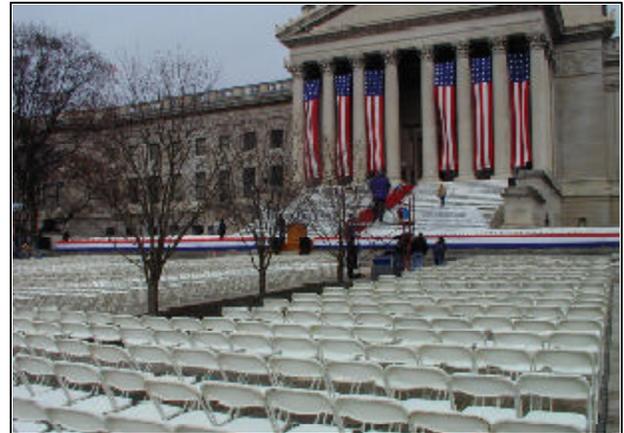
**Scaffolding was erected and special electrical accommodations were designed to be used by the media.**

In addition to the special requests, General Services staff also built benches, touched up those that were stored from previous years, placed seating, established electrical power outlets, rolled out the red carpet, and cleaned the building to make the event even more spectacular. These tasks may appear routine, but things are not always as easy as they seem.

For instance, placing the red carpet down the Capitol steps leading to the podium is a special touch most governors-elect prefers as part of their inauguration. "Unfortunately, we always have problems getting the carpet to stick to the concrete steps. There is no tape or glue that works in cold weather and you can't screw it into the concrete," Stewart said.

This year, General Services found a permanent fix for the problem. Ralph Nottingham, a General Services employee, built a wooden staircase to fit on top of the existing concrete steps enabling them to nail down the red carpet. Ralph also built a special podium. With the frigid temperatures, the extra work in preparation was prudent. The staircase will be stored for future inaugurations.

To accommodate the large crowd of spectators during the inauguration ceremony, the General Services Division was able to negotiate with a manufacturer to use their matching white wooden chairs, which actually cut



down on the expenses. Special white benches were also brought out of storage from previous inaugural events, painted and put in place along with the 32, eight-foot newly built ones.

The patriotic banners used in previous inaugurations were used; however, a company was hired to hang them between the huge columns at the Capitol. Other tasks needed prior to the inauguration were scaffolding and electrical generators for the media.

When the event was over and everyone was heading home, the General Services employees had the cumbersome task of disassembling the campus in bitter cold temperatures, salvaging items for future use, storing the reusable and cleaning up the aftermath.

Stewart expressed how proud he is of all their workers for their commitment and dedication. "They always rise to the occasion, whatever it is and this was no exception," he said. "There are always things that don't go exactly right. But, the job always gets done and the governor always gets inaugurated."

**The red carpet was permanently fixed to a set of wooden steps built by General Services employee, Ralph Nottingham, who also built the deluxe podium.**

### 2005 Regular Legislative Session

The 2005 regular session of the State Legislature begins on February 9 and will conclude on April 9.



If you are interested in the status of bills proposed in the House of Delegates or the State Senate, visit the State Legislature's website at [www.legis.state.wv.us](http://www.legis.state.wv.us).

# Presidential Trivia

In honor of President's Day this month, let's share some *Presidential Trivia!*

**GEORGE W. BUSH** is our 43rd president, but there actually have only been **42 presidents**: Cleveland was elected for two nonconsecutive terms and is counted twice, as our 22nd and 24th president.

**NINE PRESIDENTS** never attended college. The college that has the most presidents as alumni (six in total) is Harvard, with Yale (with a total of five) as second.

**THE MOST COMMON religious affiliation** among presidents has been Episcopalian, followed by Presbyterian.

**THE ANCESTRY** of all 43 presidents is limited to the following seven heritages, or some combination thereof: Dutch, English, Irish, Scottish, Welsh, Swiss, or German.

**THE OLDEST** elected president was Reagan (age 69); the youngest was Kennedy (age 43). Theodore Roosevelt, however, was the youngest man to become president — he was 42 when he succeeded McKinley, who had been assassinated.

**THE TALLEST** president was Lincoln at 6'4"; at 5'4", Madison was the **shortest**.

**FOURTEEN PRESIDENTS** served as **vice presidents**.

**THE TERM "First Lady"** was first used in 1877 in reference to Lucy Ware Webb Hayes.

**JAMES BUCHANAN** was the only president **never to marry**. Five presidents remarried after the death of their first wives.

**PRESIDENTS** Lincoln, Garfield, McKinley, and Kennedy were **assassinated** in office.

**EIGHT PRESIDENTS** died in office.

**Welcome!...**to the employees who recently joined our department: **Susan Pauley**(Consolidated Public Retirement Board) and **Amy Rizer** (Public Employees Insurance Agency).

**Best Wishes...**to **Gilbert Kokol** of the General Services Division who recently resigned from the department.

**Congrats!...**Congratulations to **Caroline Brady** of the Consolidated Public Retirement Board who recently was promoted from a retirement advisor to a senior retirement advisor.

**Policy Change...**Effective Jan. 1, 2005, the Division of Personnel Policy, DOP-P6, Sexual Harrassment Prohibited, has been replaced by Interpretative Bulletin, DOP-B6, Workplace Harassment Prohibited. The interpretative Bulletin can be viewed at [www.state.wv.us/admin/personnel/emprel/BULLETIN/harass5.pdf](http://www.state.wv.us/admin/personnel/emprel/BULLETIN/harass5.pdf).

## PEOPLE TALK

**Take Heart...**The month of February is designated as "American Heart Month." During this month, take stock of how you are treating your heart and seek information about good heart health.



**Got News?...**Let us know what's going on with you and your family. Contact Diane Holley, Editor, at (304) 558-0661 with information to share with the Department's employees.

*With malice toward none, with charity for all, with firmness in the right, as God gives us to see the right, let us strive on to finish the work we are in...*

Abraham Lincoln  
2nd Inaugural Address

## HAPPY BIRTHDAY...in February

- |                                     |                                    |
|-------------------------------------|------------------------------------|
| 2 Diane Holley ..... Purchasing     | 17 Vickie Sutton ..... CPRB        |
| Tammy King ..... Leasing            | 18 Billy Tinchler ..... Gen. Svcs. |
| 3 Jo Ann Dunlap ..... Purchasing    | 19 Teresa Martin ..... Personnel   |
| Willadean Fisher ..... Purchasing   | 20 Tracy Ketter ..... Personnel    |
| 4 Lorie Humphrey ..... IS&C         | Harold Loy ..... Gen. Svcs.        |
| 5 Debbie Watkins ..... Purchasing   | David Nearhoof ..... IS&C          |
| 6 Nancy Fowler ..... IS&C           | 21 Gloria Bird ..... PEIA          |
| 7 Marsha Casto ..... Personnel      | Thomas Booth ... Public Defender   |
| Diana Lunsford ..... CPRB           | Lon Dittebrand ..... IS&C          |
| 8 Ken Frye ..... Purchasing         | 22 Rick Pickens ..... IS&C         |
| 9 Terry Watson ..... Gen. Svcs.     | 23 Oscar Lewis ..... IS&C          |
| 11 Susan Pauley ..... CPRB          | Regina Williams ..... CPRB         |
| 12 Paul Dixon ..... PEIA            | 24 Fayette Bowen ..... PEIA        |
| 13 Valerie Rist ..... Greivance Bd. | Rob Sayre ..... IS&C               |
| 14 John Patton ..... Gen. Svcs.     | 25 Myra Woolwine ..... CPRB        |
| 15 Marie Edwards ..... Personnel    | 26 Donnie Lively ..... IS&C        |
| 16 Neil Bowman ..... Gen. Svcs.     | 27 Barbara Haddad ..... IS&C       |
| 17 Jim Bateman ..... Personnel      | 28 Don Hill ..... Gen. Svcs.       |
|                                     | Tim Phillips ..... IS&C            |
|                                     | 29 Hugh Warner ..... IS&C          |

