



Quotes, Notes & Anecdotes

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Employee of the Month

Theresa Kline's Dedication to CPRB Earns Her Recognition



THERESA KLINE
February Employee
of the Month

THERESA KLINE, a Retirement Advisor for the Consolidated Public Retirement Board (CPRB), has been selected as the Department of Administration's *Employee of the Month* for February.

A state government employee for more than 20 years, Kline works in the Public Employees Retirement System section calculating retirement annuities, counseling retirees on benefit

options, verifying service and checking final calculations. Kline is also responsible for inputting tax information on the state system for the PERS section.

"Theresa is extremely conscientious and the hardest working person I know. She has more than 20 years of service with the state and strives every day to the best possible job she can," said one co-worker.

Another co-worker added, "Theresa is a great example to all of us at CPRB with her work ethic and great personality."

In her spare time, Kline likes to spend time with her family.

She will be joined by her friends and co-workers at a special ceremony presented by Cabinet Secretary Rob Ferguson on Friday, February 5, at 11:15 a.m. at the CPRB office in Kanawha City.

Gov. Manchin Outlines Initiatives in State of State Address

Gov. Joe Manchin III said preparation, not panic, is the reason why West Virginia is weathering the nation's worst recession in 70 years much better than nearly every other state. Even so, Gov. Manchin said during his sixth *State of the State Address*, the state must continue to be financially prudent in the next year.

Speaking before the joint session of the Legislature, Board of Public Works members, Supreme Court justices and guests on Jan. 13, Gov. Manchin spoke of the many positive steps

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Gov. Joe Manchin III addresses the joint session of the Legislature, Board of Public Works members, Supreme Court justices and guests for the State of the State Address.



SNEAK PEEK

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Cabinet Secretary Rob Ferguson Meets with Administration Employees to Discuss Issues

Cabinet Secretary Rob Ferguson met with Department of Administration employees in January to share his management philosophy, outline objectives for 2010 and field questions from the audience. Four meetings were held two days at the Culture Center to give Administration employees an opportunity to meet with Secretary Ferguson.

One of his key talking points from his presentation was entitled "Followship and Leadership." Agencies will operate more efficiently if both employees and managers work in sync, he said, noting that listening and receiving one's message is just as important as sending messages. He encouraged employees to be forthcoming with their supervisors and directors, noting to, "never put a problem in the boss' inbox without a proposed solution."

Likewise for supervisors and directors, he offered that they "inspect what you expect" in order to achieve desired results.

Secretary Ferguson spoke of some of the major initiatives ahead for the Department of Administration this year, which includes the implementation of an Enterprise Resource Planning (ERP) system, an e-procurement system and a comprehensive records management program to comply with **West Virginia Code**. To read Secretary Ferguson's Planning Guide for 2010, go to www.administration.wv.gov.

Secretary Ferguson also fielded questions, which included the status of gov-



Cabinet Secretary Rob Ferguson speaks to Department of Administration employees during one of four meetings held at the Culture Center.

ernment in lieu of the state's enormous financial challenges which includes potential deficits.

Regarding issues related to the state's financial challenges, Secretary Ferguson

said there are no plans to lay off or furlough state employees which has been done in other states. "We are taking a look at what we can do to best economize our budgets."

Web Site Created to Outline 'Responsible Government' Initiative

The state of West Virginia was selected as one of three states in early 2009 to be part of the Pew Center on the States' "State Lab Project," which strives to accelerate state improvements in targeted areas. In this year-long partnership, West Virginia receives intensive management support from Pew experts and advisors, along with a monetary offering of \$50,000.

This initiative, entitled "West Virginia Responsible Government,"

will establish a new statewide planning and budgeting system. This program will allow taxpayers to more easily see how their tax dollars are put to use and the results accomplished. The Responsible Government plan focuses on the following objectives:

- Strengthen West Virginia's education system;
- Increase West Virginians' access to quality and efficient health care;
- Increase accountability of state government agencies to achieve

better, measurable results;

- Expand West Virginia's economy;
- Diversify West Virginia's energy portfolio while expanding energy exports;
- Modernize and maintain the safety of West Virginia's infrastructure;
- Make West Virginia safer.

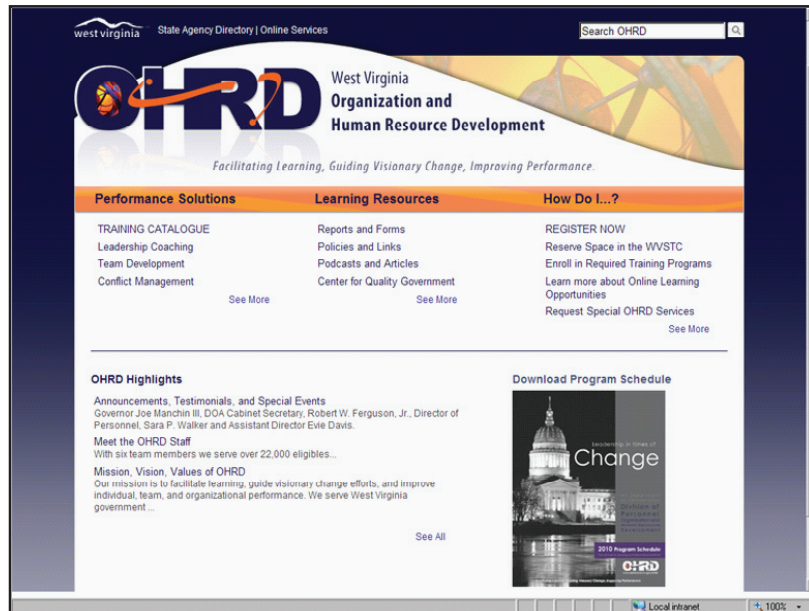
For more information about the history, current projects and progress associated with Responsible Government, visit www.responsible.wv.gov.

New Web Site and Course Topics Among Division of Personnel's Changes for Training

A new Web site and the revamping of not only classes but how the classes are taught are among the changes planned for 2010 by the West Virginia Division of Personnel's Organization and Human Resource Development (OHRD) section. Evie Davis, assistant personnel director overseeing OHRD, said the changes reflect the organization's commitment to service.

"We are passionate about customer service," she said. "We want to offer the best learning resources and instruction possible." That commitment is reflected in OHRD's redesigned Web site (www.personnel.wv.gov/ohrd), Davis said. The Web site simplifies navigation while making more resources available with just the click of a mouse.

"We worked to make the site as user-friendly as possible," she said. The new site allows OHRD to move to a completely electronic registration process for classes; state employees will only be able to sign up for classes through the site, but they will also receive immediate notice and feedback for registration.



Future plans for the site include the addition of podcasts and video learning resources, Davis said, with a goal of offering blended learning, where the classes are backed up with additional online activities.

OHRD looks to add more online classes to the schedule, with The Drug-Free Workplace Online class to be available this year.

This does not detract from the organization's dedication to personal communication with its customers. "We still very much believe in face-to-face dialogue," she said. "OHRD will always remain committed to quality instructor-

led programs. However, the Web site presents the chance to offer additional resources."

OHRD will present short-form programs, classes which will be offered in 60- to 90-minute increments, as well as taking programs which are traditionally three consecutive days and offering one day of the class each month for three successive months. The goal is to create a more convenient educational experience for state employees, Davis said, which will not take them from their jobs for extended periods

of time.

All of this comes in combination with the recently renovated Gaston Caperton State Training Center (see story below). "We are just thrilled with the potential of the new training center," Davis said.

These changes will facilitate OHRD's presentation of learner-centered training sessions in an environment more conducive to cultivating employee development and growth.

"OHRD is very much looking forward to all of the potential that 2010 has to offer," she said.

Training Center Gets Face Lift by General Services and OT

Renovations to the Gaston Caperton Training Center, located in Building 7, alter the look of the center's training rooms, but the training experience itself will change greatly.

Extensive renovations on four training rooms in the facility were recently completed. Dave Parsons, maintenance and operations manager for the General Services Division, said the work was initially seen as minor. "The plan originally was simply a cleanup of the training rooms – paint, new carpet, things like that." However, with the planned movement of the Office of Technology (OT) from One Davis Square in Charleston to Building 5 on the Capitol Campus, the need for additional work to the training rooms became apparent so OT could continue its training programs.

"When we started the project, we did not realize how intense it would



The Capitol Room in the Gaston Caperton Training Center was among four rooms remodeled in Building 7.

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PEIA Conducts Eligibility Audit for its Members

The West Virginia Public Employees Insurance Agency (PEIA) is conducting a two-part eligibility audit. The Enrollment Reconciliation Analysis (ERA) is an analysis of payroll data from each State and non-State agency to verify an employee is eligible for PEIA coverage. The Dependent Eligibility Verification (DEV) audit requires proof that members' dependents are eligible for coverage based on PEIA's eligibility requirements.

The ERA will be conducted for all state and non-state agencies. The DEV



will apply to all PEIA-covered state and non-state employees or retirees with dependents.

The audit process is set up so that an agency receives the ERA request, then approximately a month later, the DEV packet is sent to PEIA members.

Policyholders who receive the packets will have 30 days to respond.

Policyholders must fill out the form and submit documentation, such as proof of school enrollment for children and copies of marriage and birth certificates.

Ineligible dependents can be re-

moved from PEIA within 30 days of the receipt of the DEV letter without question or penalty. After that grace period, if a dependent is determined ineligible, PEIA may review claims from the previous two years and recover those costs from the policyholder. PEIA may also prosecute "for intentional fraud and abuse."

Two groups of policyholders have already received letters from Healthcare Data Management, the contracted vendor assisting PEIA in the audit, with the final letters expected to be mailed by March. The audit is being conducted by Healthcare Data Management. If policyholders have difficulty finding the required documentation, they should conduct Healthcare Data Management immediately. The target date for completion of the audits is April, 2010.

WVCHIP Director Carte Named to Commission

Sharon Carte, Executive Director of the West Virginia Children's Health Insurance Program (WVCHIP), has been named to the Medicaid and CHIP Payment and Access Commission (MACPAC).

This national board was established by The Children's Health Insurance Program Reauthorization Act of 2009 to review Medicaid and CHIP access and payment policies and to advise Congress on issues affecting Medicaid and CHIP. The legislation directs the Comptroller General of the United States to appoint MACPAC members and the statute also states that the 17 commissioners must have CHIP experience or expertise.

Carte has been WVCHIP Executive Director since 2001 and, prior to WVCHIP, served as the Deputy Commissioner for the Bureau for Medical Services overseeing West Virginia's Medicaid program. Her MACPAC appointment is for one year.

"This is the most transformative time in health care in my career, so I am excited about serving with this distinguished group," said Carte.

Quotes, Notes and Anecdotes



Electrical Update for Buildings

The General Services Division had all of the 1970s electrical switchgear equipment for Buildings 5, 6 and 7 replaced with new transformers, generators and switchgears during the New Year's Eve holiday break. The new equipment will eliminate power outages by automatically switching the failed lines into existing working power substations. Prior to this project, the Appalachian Power Company had to assist in restoring power in the campus buildings because of the dated equipment. Here, two workers put in place one of three new generators as part of the project.

TRAINING

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become,” said Cindy Smith, project manager for the Office of Technology. “The technology in that facility was outdated, so the decision was made to update to more current technology that possessed greater capability.”

The resulting work was split between the General Services Division and OT. This work included building walls out two feet to accommodate new wiring, reinforcing the walls to mount monitors, elevating floors to allow for additional wiring and general cleanup and repair.

OT handled the new technology to be installed throughout the training rooms. Those changes include 52-inch wall-mounted monitors in the Capitol Room, the largest training room, allowing participants throughout the room general visibility of training and presentation material.

In the Heritage Room are

three ceiling projectors, each able to project a 60-inch wide image on the wall, and even capable to individually project different images simultaneously. In the Executive Room, a 65-inch LCD monitor was added, as well as a Polycom videoconferencing system.

The Regents Room had a ceiling mounted project and projection screen added. In addition, new sound systems were installed, each room was wired for wireless Internet access, and the systems can each be run off of a touch screen control monitor at the front of each room.

“Our goal was to make the rooms all highly versatile,” Parsons said, adding he was extremely pleased with the results. “We believe this facility is equal now to any facility on the market for conferences.”

Smith agrees with Parsons in praising both the finished

Capitol Room

Occupancy: 150 people – w/ tables
300 people – w/o tables
2 – ceiling mounted projectors
2 – projection screens – controlled remotely
1 – speaker monitor (52")
2 – audience monitors (52" each)
1 – lectern (controls projectors, screens, monitors – DVD capability, laptop compatible)
Speakers
Teleconferencing capabilities
Wireless access to Internet

Executive Room

Occupancy: 15 people
1 – 65" LCD monitor
1 – Polycom videoconferencing system / teleconferencing
1 – lectern (controls monitor, videoconferencing – allows presentation from laptop, DVD / VCR capabilities)
Wireless access to Internet

Regents Room

Occupancy: 25 people
1 – ceiling mounted projector
1 – projection screen
1 – lectern (controls projector, screen – allows presentation from laptop, DVD / VCR capabilities)
Speakers
Teleconferencing capabilities
Wireless access to Internet

Heritage Room

Occupancy: 12 students w/ 1 instructor
3 – wall mounted projectors
1 – walltalker wall (entire length of wall w/ capability of whiteboard)
1 – lectern (controls projectors – allows presentation from laptop, DVD / VCR capabilities)
Speakers
12 – workstations w/ desktop computers
Telephone
Wireless access to Internet
(Solely used for Office of Technology training classes)

product and the work with the General Services Division. “We worked very closely with the General Services Division to accommodate the technology needed for

the facility,” she said. “I think people are going to be impressed with the renovation work and the new technology. They should have a wonderful training experience.”

ADDRESS

Continued from Page 1

the state has taken in recent years to help minimize economic hardships and outlined various initiatives for the coming year.

“Our preparation has served the people of the Mountain State very well,” Gov. Manchin said. “Last year, I said we are in a planning mode and not a panic mode. That remains true today. When I look at West Virginia, I see a state of responsible financial planning, not a state of economic turmoil. When I look at West Virginia, I see a state of prosperity, not a state of missed opportunities.”

Gov. Manchin noted that at least 26 states are laying off or furloughing state workers, and at least 32 states have raised taxes or cut aid to local governments, neither of which have occurred in West Virginia.

He said a growing private sector has

played a key role for the state during these tough times.

“Since 2005, 243 companies have located or expanded in West Virginia, and they have invested more than \$9 billion here. Our cost of living is far below the national average, and our Rainy Day fund is still as strong as ever,” Gov. Manchin said. “West Virginia leads the nation in personal income growth and ranked second overall in the most recent index of state economic momentum.”

The governor mentioned two projects led by the Department of Administration, which will keep the state moving forward more efficiently and transparently: The enterprise resource planning project (ERP) and the Pew Center on the States’ “State Lab Project.”

The governor also spoke of intro-

ducing a bill to create a Fleet Management Office within the Department of Administration to be in charge of the entire state vehicle fleet and not just the approximate 25 percent of vehicles which is administered by the current Fleet Management Office within the Purchasing Division.

The governor concluded his address with several initiatives aimed at protecting and nurturing the state’s children, complimenting the West Virginia Childrens Health Insurance Program for all its done in the last decade.

He said, “West Virginia’s most famous author, Pearl S. Buck, summed up the importance of children best when she wrote, ‘If our American way of life fails the child, it fails us all.’ ”

The *State of the State* Address speech can be read in full at www.wv.gov.org/sec.aspx?id=117.

Census Counts on You to Make It Work

The foundation of our American democracy is dependent on fair and equitable representation in Congress. To achieve an accurate assessment of the number and location of the people living within the nation's borders, the U.S. Constitution mandates a census of the population every 10 years.

The census population totals determine which states gain or lose representation in Congress. It also determines the amount of state and federal funding communities receive over the course of the decade. The goal of the 2010 Census is to count all residents living in the United States on April 1, 2010.

The Census Bureau will recruit nearly 3.8 million applicants for 2010 Census field operations. Of these applicants, the Census Bureau will hire about 1.4 million temporary employees. Some of these employees will be using GPS-equipped hand-held computers to update maps and ensure there is an accurate address list.

With one of the shortest questionnaires in history, the 2010 Census asks for name, gender, age, race, ethnicity, relationship, and whether you own or rent your home. It takes only about 10 minutes for the average household to complete. Questions about how we live as a nation -- our diversity, education, housing, jobs and more -- are now covered in the American Community Survey, which is conducted every year throughout the decade and replaces the Census 2000 long-form questionnaire. Responses to the 2010 Census questionnaire are required by law. All responses are used for statistical purposes only, and are confidential.

For more information on the 2010 Census, or to apply to become a Census worker, please go to <http://www.census.gov/2010>.

Welcome! ... to the Department of Administration to our new employees: **Sherry Fewell** and **Kelli Winebrenner** (both of the Purchasing Division). **Kellie Carper** has transferred from the Public Defender Services to the Office of Technology.

Time to Relax ... After many years of hard work, **Howard Mehringer** (Aviation) and **Jennifer Lovejoy** (Surplus Property) are now ready to kick back and relax. Happy retirement!

Best Wishes ... to our employees who recently resigned from our department: **Mark Barney** (Grievance Board); **Lethie Purkey** (Office of Technology); **Kathy Bowling** and **Tanya Cyrus** (PEIA); and **Dirk Hyre** (Surplus Property).

Presidents Day ... State offices will be closed on Monday, February 15, in honor of the office of the Presidency.

Library Lovers' Month ... Celebrate and support the value of libraries. The American Library Association reports there are an estimated 123,921 private and public libraries in the United State. For activity ideas, go to www.librarysupport.net/librarylovers.

Got News? ... Let us know what's going on with you and your family. Contact Diane Holley-Brown, editor, at (304) 558-0661 or at Diane.M.Holley@wv.gov with information to share with the department's employees.

On the Impossible

"The world is moving so fast these days that the one who says it can't be done is generally interrupted by someone doing it."

— *Harry Emerson Fosdick*

HAPPY BIRTHDAY ... in February

2 Michael Ebert Technology	17 Kenneth Jackson Gen. Svcs.
Jill Farrar-Brown BRIM	Victoria Sutton CPRB
Diane Holley-Brown ... Purchasing	Mary Jo Lewis Real Estate
Alicia Legg CPRB	Billy Tincher Gen. Svcs.
3 Willadean Fisher Purchasing	19 Rick Counts Gen. Svcs.
Afton Hutson Purchasing	Gary Goble Jr. Personnel
4 Edward McMinn Technology	Teresa Martin Personnel
5 Debbie Watkins Purchasing	20 Tracy Ketter Personnel
7 Marsha Casto Personnel	Harold Loy Gen. Svcs.
Jackie Linthicome Pub. Def.	21 Thomas Booth Pub. Def.
Diana Lunsford CPRB	Martin Wright Ethics
8 Chris Bailey Technology	22 Bruce Long Gen. Svcs.
Ken Frye Purchasing	Richard Pickens Technology
11 James Workman Gen. Svcs.	24 Chrissy Courtney CPRB
12 Paul Dixon PEIA	Amber Hawkins CPRB
14 Landon Brown Grievance	26 Norma Cross Technology
John Patton Gen. Svcs.	27 Barbara Haddad CPRB
16 Matt Fenney Technology	Tim Phillips Technology
Mark White Technology	Greg Welch Gen. Svcs.
17 James Bateman Personnel	28 Richard Corcovilos Gen. Svcs.

Administrative Notes

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

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