

# Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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## Purchasing's Betty Francisco Honored as our Department of Administration's 2006 Employee of the Year

During a special ceremony on December 20 at the upper Rotunda of the State Capitol, **BETTY FRANCISCO** of the Purchasing Division was named the 2006 Department of Administration's **Employee of the Year**.

Nominated by her peers, Betty was selected from the twelve **Employees of the**

**Month** for 2006, based on ballots submitted by the Department of Administration's employees.

As a senior buyer, Francisco exclusively manages all state-wide contracts for frequently used commodities and services. This entails overseeing all aspects of the procurement

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2006 Employee of the Year Betty Francisco receives honor from Secretary Rob Ferguson.

### Employee of the Month

## Office of Technology's Cynthia Good is a Quick Learner, Always Ready for a New Challenge



**CYNTHIA GOOD**  
January Employee of the Month

**CYNTHIA GOOD**, an Administrative Services Assistant II for the Operations and Telecommunications Section of the Office of Technology, has been selected as the department's **Employee of the Month** for January.

A 12-year employee of state government, Cynthia is responsible for more than \$2 million in telecommunication-related billing services, including auditing, invoicing, accounts receivable and account payable. In

addition, she develops and maintains all telecommunication billing programs, which total approximately \$18 million a year. In addition to her reporting responsibilities, she focuses on customer service to ensure all needs of the agencies and respective vendors are met.

According to one of her co-workers, "Cynthia is a self-starter and a quick learner, who does not hesitate to find more efficient ways to do things. She never hesitates to help her co-workers or

her customers."

Another co-worker added, "She is the type of employee who a manager wishes all of his employees were like. Cynthia is dependable, conscientious and goes above and beyond what it takes to get the job done."

In her spare time, Cynthia enjoys drag racing and participating in various church activities. She also values her time with her family and friends.

Please join Cynthia's friends and co-workers at a special ceremony in her honor on Monday, January 8 at 10:30 a.m. at her Davis Square office.

### Sneak Peek INSIDE...

- ♦ Work Progresses for Food Service at the Capitol
- ♦ Division of Personnel Announce New Classes for 2007
- ♦ PEIA Finance Plan for 2008 Approved by Board
- ♦ Purchasing Division Honors Agency Liaisons
- ♦ Administrative Notes

## General Services Targets Food Service Availability

# Plans Continue to Progress Toward the Grand Opening of the Temporary Cafeteria in January



The temporary cafeteria will focus on its function, rather than its decor. Providing quality food in a clean environment is the main concern. Menu options will be similar to what was offered at the former cafeteria in the Capitol.

In light of the Capitol Cafeteria's abrupt closure this past September, the Department of Administration has been working quickly toward providing food services to state government employees as well as our state legislators, who will convene next month for the 2007 Regular Session of the Legislature.

The goal of this project is to renovate the existing lo-

cation in the basement of the State Capitol for a future re-opening of the cafeteria, while creating a temporary alternative for food service during the interim. Performing such a feat has proven to be no easy task. Nevertheless, the General Services Division has continued towards opening of the temporary cafeteria in the basement of the Cultural Center, scheduled to open in early January.

"Cabinet Secretary Ferguson wants us to have the temporary cafeteria up and running prior to the Legislature convening," said Scott Mason, General Services' engineering manager. During the legislative session, an additional 5,000 individuals visit or work on campus. "We have solicited for a general contractor to help us with the construction of

the temporary cafeteria. To help fray the cost, General Services will be doing some of the construction in-house as well as all the engineering. Since it is temporary, it will be very basic," he said.

The temporary cafeteria will focus on its function, rather than its decor. Providing quality food in a clean environment is the main concern. It is anticipated that some people will choose to take their lunches back to their offices rather than eat in the dining room of the temporary facility, which is estimated to be approximately 5,000 square feet.

The food will not be prepared on site, but catered by an operator, who has not officially been selected at the time of print. The menu options will be similar to what was offered at the former cafeteria in the Capitol.

As for the permanent Capitol cafeteria, a food service design consultant, Daniel Design, has been hired to perform the food planning and layout design. In conjunction, the General Services Division has solicited for an architectural/engineering firm to perform the mechanical/electrical design that will be required.

Consultant Rod Stoner has been on contract since October, providing management services for this dual project.

Additional information and timelines regarding the re-opening of the Capitol Cafeteria will be forthcoming.

## Friends at Work Make Employees More Productive



According to author Tom Rath in his book, "Vital Friends: The People You Can't Afford to Live Without," many people succeed or fail based on the support and involvement of their best friends, and not having friends at work hurts companies too.

His research shows that people who have a best friend at work are seven times as likely to be engaged in their jobs. Gallup research indicates that employee satisfaction jumps by about 50 percent when they have close friends at work. Friends can act as a builder or motivator; a champion who sings your praises; a collaborator who has similar interests or passions; a companion who is there for you; a connector who introduces you to others and widens your circle; an energizer who gives you a boost and makes you laugh; a mind opener who expands your horizons and embraces new ideas; and a navigator who helps you make decisions.

A friend improves your life.

# Division of Personnel Develops New Classes for State Employees in 2007

Three new classes are being planned by the Division of Personnel (DOP) for its 2007 Training Program Schedule. The division will offer *Attendance Management*; *Rewards and Recognition in the Public Sector*; and *Bridging the Gap: Communicating with the Deaf and Hard of Hearing*.

Evie Davis, Assistant Personnel Director/Manager for the Organization and Human Resource Development Section (OHRD), said that the new offerings are responses to input from their customers. "We looked at the feedback managers gave us over the past two years about specific performance issues they grapple with in the workplace. Attendance management was one of the issues we heard about the most," she said. "Managers believe that addressing attendance management issues will help them solve many of their performance problems."

Davis said that employees have also expressed a desire for clarification of attendance expectations and policies. "We believe that improvements in attendance management will help enhance employee performance and facilitate better communication in state workplaces," she said.

As a result, Senior Development Consultant Mark Isabella is designing a class that will address these issues. "The overall purpose of the program is to help

managers ensure that their employees are available to work," Isabella said. "The program we're designing will train managers on how to deal with tardiness and inappropriate use of leave. Managers will also receive instruction on how to develop expectations on attendance, document attendance issues, provide feedback to employees, and apply consequences when attendance problems persist."

Davis added that some organizations experience more problems in this area than others. "We find that many managers spend 80% of their time dealing with the attendance problems of 20% of their employees," she said. "We believe the *Attendance Management* program will help managers prevent attendance problems and reduce the need for disciplinary action."

Another issue on which managers and supervisors have asked for assistance is the provision of rewards and recognition in state agencies. Isabella said that *Rewards and Recognition in the Public Sector* will offer guidance to those wanting to enhance employee engagement.

"The program will examine motivation theories and provide guidelines for implementing reward and recognition programs. Participants will learn more about the tools available to managers and supervi-

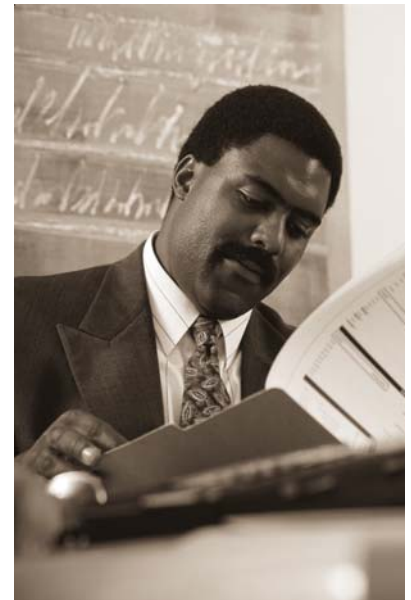
sors," he said.

Davis said that many managers and supervisors believe the only way to reward employees is through monetary means. Academic and organizational research indicates that other forms of reward and recognition have a significant impact on employee satisfaction and engagement.

"There are many non-monetary ways to recognize and reward employees," Davis said. "We want to help managers discover them."

Another new program to be offered in 2007 is *Bridging the Gap: Communicating with the Deaf and Hard of Hearing*. "This program is designed to help state employees provide service to those with hearing loss," Davis said. "*Bridging the Gap* will explore strategies for working with interpreters and communicating more effectively with people with hearing loss. The program will also help participants protect the rights of those who are deaf or hard of hearing."

OHRD offers new classes annually to ensure that the curriculum keeps current with workplace trends and customer feedback. Davis said her team continues to look for new topics to present. "We have some great ideas for future programs for managers and employees," she said.



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

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Governor

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

**Diane Holley**  
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### **Special Thanks**

Betsy Chapman  
Debbie Harrison  
Mark Isabella  
Kaye Parks

# PEIA Finance Board Approves Plan for Year 2008



The Finance Board of the Public Employees Insurance Agency (PEIA) approved a finance plan for 2008 at its meeting on December 20.

Public hearings were conducted throughout the state at six different locations to solicit feedback of the proposed plan that was approved for comment on November 29. More than 600 individuals attended the hearings; others provided comments through e-mail and U.S. mail.

The Board approved the recommendation to issue a request for proposal for a Medicare Advantage Prescription Drug (MAPD) contractor. The MAPD would work directly with the federal government and PEIA in the billing process for Medicare-eligible retirees, resulting in a potential savings of \$3 billion.

According to a private con-

sulting firm, Public Resource Advisory Group, the state has a \$8 billion unfunded liability for other pension employment benefits (OPEB). This amount is greater than the Workers Compensation and Teacher Retirement unfunded liabilities combined.

As a result of the comments offered at the hearings as well as those submitted directly to PEIA, the proposed plan was modified, requiring no changes to the medical plan for active employees and non-medicare retirees.

The drug plan keeps the deductible for individuals at \$75; however, increases the family deductible from \$125 to \$150. Non-preferred drug co-payments increase from \$30 per fill to \$50.

The plan does make changes in the coordination of benefits to the Medicare-eligible retirees. These changes include:

- Primary care office visit:** ..... \$10/visit
- Specialty care office visit:** ..... \$20/visit
- Lab, Imaging and most other services:** ...20% coinsurance
- Hospital outpatient:** \$50/facility copay + 20% coinsurance
- Hospital inpatient:** ..... 20% coinsurance
- Annual deductible:** ..... \$0
- Annual out-of-pocket maximum (includes coinsurance and copayments):** ..... \$500
- Premium monthly reduction (per Medicare member):** .22
- Annual premium reduction (monthly amount x 12):** \$264

For additional information regarding the plan changes for 2008, please visit PEIA's website at [www.wvpeia.com](http://www.wvpeia.com) or call toll-free at 888-680-7342.

## Purchasing Division Announces the 2006 Recipients of Agency Recognition Awards



Purchasing Director Dave Tincher recognized Gloria Anderson of the Division of Culture and History as the 2006 Agency Procurement Officer of the Year.

The Purchasing Division recently presented its annual agency recognition awards: the Agency Procurement Officer of the Year and the Partner in Purchasing.

The Agency Procurement Officer of the Year recognizes one individual working in the public procurement field in state government, who has demonstrated high levels of performance and professionalism. This award focuses on the value of the expertise and cooperation of those individuals who handle their daily purchasing operations. This is the 11th year for this recognition.

The Partner in Purchasing award honors one individual who exceeds expectations in working as a coordinator of one of the programs administered by the Purchasing Division, including fleet management, travel, surplus property, TEAM and fixed assets.

This year's recipients were Gloria Anderson of the Division of Culture and History as the Agency Procurement Officer of the Year and Bryan Arthur of the Division of Corrections as our Partner in Purchasing. Congratulations to our honorees!



Bryan Arthur, the Fleet Coordinator for the Division of Corrections, was the 2006 recipient of the Partner in Purchasing award.

# Equal Employment Opportunity Office Advises State Employees of Recent Developments in the Law

Unfounded discrimination claims should not be welcomed in the workplace, according to the State Office of Equal Employment Opportunity. Bringing false claims creates havoc and ferments re-tribution and those doing so should be punished, but...**be cautious before acting.**

Sexual harassment cases are particularly problematic because the truth is usually between the parties and is then perceived by each according to their own convenience.

The West Virginia Supreme Court of Appeals has stated that those who file a complaint about discrimination are protected as long as they act in "good faith" and not as "troublemakers". Retaliation is an offense under the West Virginia Human Rights Act. But the Act does not provide for complaints made in bad faith.

The complainant does not have to be right when complaining about discrimination. There are cases when an investigation does conclude that harassment has not taken place. The elements required to sustain a claim are simply not present. The com-

plainant thought that discrimination had occurred, but it simply did not rise to prohibit conduct. However, if the complainant was sincere and acted in "good faith," then their action would most definitely be protected.

What if the complaining employee acted in bad faith?...That perhaps the complaint was fallacious and punitive for reasons not apparent on the face of the complaint, or maybe a soured romance was the real reason or a poor evaluation. Our Supreme Court states that the complaining employee must have acted in good faith but gives no guidance on how to make that determination. However, a recent decision by the U.S. Circuit Court of Appeals does provide such direction [*Gilooly v. Missouri Department of Health and Senior Services*].

The Court held that an employer needed "independently verifiable evidence" to support an action based on an employee's false report of harassment. Otherwise, an employer could retaliate against a complaining party by stating that it did not believe the said party.

In this case, the employer did not have "independently verifiable evidence" and the Court concluded that a jury would have to decide the truth of the matter. So, even if a claim is found to be unsubstantiated and absent independent proof of bad faith, the employer does not have the final say.

Therefore, a suspicion that a claim is frivolous is not enough to exercise an employment decision. You must ask whether there is physical, documentary or testimonial evidence that an employee acted in bad faith. Additionally, if there is some basis for a complaint, a person should never be fired.

"In sexual harassment cases, particularly, the facts are sometimes nebulous, given the 'he said/she said' scenarios that often accompany those claims. Therefore, it is important, when a claim might seem 'in bad faith to gather independently verifiable evidence if sanctions are to be imposed,'" said EEO Director Jim Sago.

(Source: WV EMPLOYMENT LAW LETTER, July 2006)



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## For Guidance on EEO Procedures...

### *Answers at Your Fingertips*

The Equal Employment Opportunity Office's website is one of the best resources for employees and employers: <http://www.wvf.state.wv.us/eoo>. Visit this site for information on the EEO State Council; disability, sexual, race and color, age and national origin/ancestry discrimination; retaliation, EEO complaint procedures and forms, federal law and statutes of limitations.

**Employee of the Year**  
Continued from Page 1

process from reviewing requisitions for accuracy and completeness; researching the market; evaluating bids; and reviewing and awarding purchase orders to lowest bidders. She also supported the initiative of placing all statewide contracts and requisitions for bid on the division's Internet site. The online statewide contracts alone have saved the state more than \$50,000. Betty has worked for state government for 27 years.

The most common accolade, among many of her co-workers and agency customers, is her spirit of excellence, dedication and high work ethics.

Upon her name being announced for this honor, Betty stressed how she valued this recognition, considering the dedicated co-workers within the Purchasing Division. "Purchasing is not an agency for people who are looking for an easy job. The people here work very hard. So, to even be nominated for **Employee of the Month** by them was unbelievable. I was especially honored to be among the other monthly winners for the **Employee of the Year**," she said.

On behalf of all of our employees within the department, congratulations to Betty Francisco, our 2006 **Employee of the Year**.



A packed audience was in attendance for the announcement of this year's Employee of the Year. A reception followed, allowing many of our employees to share in the holiday season with one another.

**Welcome!...**to the employees who recently joined our department: **Anita Brewster** and **Cynthia Cunningham** (both from CPRB); **Raymond Jordan**, **Robert Krause**, **Gerald Burgy**, **Robert Ferrel**, **Baxter Parsons**, and **Roger Wines** (all from General Services); and **Houston Woodson** (CHIP).

**Best Wishes...**to those employees who resigned from our department: **Sherri Brown**, **Rita Fernatt** and **Lori Byus** (both of the Office of Technology), **Arlene Furby** (Personnel), and **Daniel Reese** (CPRB).

**Time to Relax...**The Department of Administration extends its best wishes to our employees who have retired from state government. May these employees' retirement years be filled with happiness: **Sandy Singleton** (Purchasing) and **William Pointer** (General Services).

**Movin' on Up...**Congratulations to our employees who were recently promoted within their agencies/divisions: **Charles Curry** (General Services) from a Building Maintenance Supervisor II to a Building Operations/Maintenance Supervisor; **Dawn Mahan** (CPRB) from an Office Assistant II to Supervisor I; **Paula Van Horn** (CPRB) from an Administrative Services Manager I to Administrative Services Manager II; **James Kelemen** (PEIA) from an Insurance Assistant to a Claims Representative I; and **Ellen Fleet** (CPRB) from an Office Assistant I to an Accounting Technician II.

**Martin Luther King Day...**State offices will be closed on Monday, January 15, in honor of Martin Luther King.

**Baby News...**Finance's Joselyn Casto is a proud grandmother of Mahkenzsie Jordan Armes, who was born November 20, weighing 5 lbs., 9 oz. Congratulations!

ADMINISTRATIVE NOTES

**HAPPY BIRTHDAY ... in January**

- |   |  |
|---|--|
| <p><b>1</b> Brian Hatcher ..... Technology<br/>Robert Withrow ..... Gen. Svcs.</p> <p><b>3</b> Christine Magby ..... BRIM</p> <p><b>4</b> Lisa Collins ..... Personnel<br/>Donald Jarrell ..... Gen. Svcs.<br/>Danny Layton ..... Purchasing<br/>David Singleton ..... Technology</p> <p><b>5</b> David Bailey ..... PEIA<br/>Billy Dolin ..... Gen. Svcs.<br/>Barry Gunnoe ..... Purchasing<br/>Joe Perks ..... Technology<br/>Helen Wilson ..... Technology</p> <p><b>6</b> Sandra Bryan ..... Personnel<br/>Jane Patterson ..... Finance<br/>Preston Shomo ..... Gen. Svcs.</p> <p><b>7</b> Jewl Hammack ..... PEIA<br/>Ralph McKinney .... Public Defender</p> <p><b>9</b> Ronnie Phipps ..... Purchasing</p> <p><b>11</b> Mary Beth Dill ..... Technology</p> <p><b>12</b> William Lawson ..... Gen. Svcs.<br/>Rufus Wingo ..... Technology</p> <p><b>13</b> Larry Copley ..... Aviation</p> <p><b>14</b> June Butterfield ..... BRIM<br/>Joyce Jarrett ..... CPRB<br/>Matt Smith ..... Aviation<br/>Pat Wehrle ..... Technology</p> | <p><b>15</b> Pat Perez ..... PEIA</p> <p><b>16</b> Deana Gose ..... CPRB</p> <p><b>17</b> Georgianna LeMasters.Technology</p> <p><b>18</b> Jean Brown ..... Personnel</p> <p><b>19</b> Earl Curnutte ..... Gen. Svcs.</p> <p><b>20</b> Ron Brotherton ..... Technology<br/>David Lawrence ... Gen. Svcs.<br/>Tonya Pugh ..... BRIM<br/>John Smolder ..... Finance</p> <p><b>21</b> Bernadette Curry ..... PEIA<br/>Barbara Houchnis ..... BRIM</p> <p><b>22</b> Edward Dolly ..... Technology<br/>Darrell Samples ..... Aviation</p> <p><b>23</b> Cedric Greene ..... Sec. Office<br/>Garry Shivley ..... CPRB</p> <p><b>24</b> Ella Bowman ..... Gen. Svcs.<br/>Susannah Carpenter . Finance<br/>Betsy Chapman .... Purchasing</p> <p><b>25</b> Eric Stringer ..... CPRB</p> <p><b>26</b> Geoffrey Cottrill ..... Personnel<br/>Brian Hively ..... Technology</p> <p><b>29</b> Lucy Suchy ..... Ethics<br/>Erika Vance ..... Purchasing</p> <p><b>31</b> Greg Carrier ..... Gen. Svcs.<br/>Scott Joslin ..... Personnel</p> |
|---|--|

