



Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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Employee of the Month

PEIA's Crystal Cunningham Displays Strong Work Ethic

Crystal Cunningham, a Medial Claims Analyst for the Public Employee Insurance Agency (PEIA), has been selected as the Department of Administration's **Employee of the Month** for January.

A five-year employee of state government, Cunningham is responsible for reviewing medical claim appeals, and working with medical providers and members to obtain the correct medical treatment.

According to one of Cunningham's co-workers,

"Crystal is a dedicated and involved employee. She goes 'above-and-beyond' to find the services needed by PEIA members and to ensure that the medical care is appropriate for their needs. Crystal has received numerous letters of thanks for her hard work."

Another co-worker added, "Crystal took over appeals only a few years ago. The workload is huge. Crystal studies and researches every case in fine detail and gives our staff doctor excellent summaries. Crystal is always

helpful, always smiling, and always encouraging."

Among her many hobbies, Cunningham enjoys camping, going to church, motorcycle riding, and working on home improvement projects.

Please join Cunningham's friends and co-workers at a special ceremony presented by Cabinet Secretary Rob Ferguson. The date and location of the presentation was unavailable at press time.



CRYSTAL CUNNINGHAM
January Employee of the Month

Capitol Food Court Set to Open this Month



The basement area of the State Capitol was completely gutted (see picture above) in preparation of the Capitol Food Court, which is expected to open later this month.

The Capitol Food Court, located in the basement of the State Capitol, is scheduled to open on January 9th, the first day of the Regular Session of the State Legislature.

Finishing touches are being made in preparation of the opening. Various food stations will be offered to patrons, including sandwiches, pizza, salads, and hot entrees.

The hours of operation will be 7 a.m. to 2 p.m., Monday through Friday. Additional information will be forthcoming!

Sneak Peek INSIDE...

- ◆ Danny Sizemore of the General Services Division Selected as the Department's **Employee of the Year**
- ◆ Secretary Ferguson Outlines 2008 Goals and Objectives
- ◆ PEIA Finance Board Approves FY09 Plan

General Services Division's Danny Sizemore Named Department's Employee of the Year



Danny Sizemore, middle with plaque, was named the 2007 Administration Employee of the Year during a special ceremony on December 12. Sizemore has worked in the Grounds Section for 20 years, taking care of the Capitol surroundings year-round.

Although his acceptance speech was not lengthy in words, it was filled with heartfelt appreciation. Danny Sizemore, a groundskeeper for the Grounds Section of the General Services Division was announced by Cabinet Secretary Rob Ferguson as the 2007 Department of Administration's **Employee of the Year**.

"Thank you all very much," said the soft-spoken Sizemore at a special ceremony on December 12 in the Building 7 conference room.

Sizemore's response, which followed a congratulatory standing ovation, brought a hearty laugh from those in attendance.

Sizemore won this honor after being selected by his fellow department peers from the 2007 **Employee of the Month** nominees. He had been selected as the Department of Administration's **Employee of the Month** in April. He sat awaiting anxiously with the other nominees until his name was announced.

Secretary Ferguson presented Sizemore with several

gifts, which included a \$2,500 monetary award. All nominees received a commemorative state quarter in a glass case.

Many co-workers within Sizemore's section were in attendance at the ceremony, including General Services Director David Oliverio and Deputy Director Dan Olthaus, to show their support.

A 20-year employee of state government, Sizemore is responsible for year-round grounds maintenance, including grass cutting, foliage trimming, planting, and maintenance of the flower beds, leaf and snow removal, and seasonal decorations.

With the Grounds Section performing some of the most difficult and visible work on the Capitol campus, Sizemore has been an

integral part of this team.

According to one of his co-workers, "Danny strives to do his work in a truly professional manner, while being a role model to his peers. He's set a standard which all of us could likely stand to gain from. He loves his job of beautifying the Capitol campus for visitors and his fellow state employees to enjoy."

Director Oliverio expressed his great pleasure in Sizemore being selected for this prestigious honor. "Danny's dedication to his job, the division and the departments, as well as his superior work ethic, makes him a vital part of the General Services' team," he said. "He takes great pride in his work, which is evident in his finished outcomes. He is most definitely well-deserving of this honor."



Danny Sizemore, the 2007 Department of Administration Employee of the Year, thanked those in attendance for his award which he accepted on December 12 at a special ceremony in Building 7. Pictured in the background are the other Employee of the Month recipients.

Regular Session of the State Legislature Begins Jan. 9

The Regular Session of the State Legislature begins on January 9, with Gov. Joe Manchin III offering his **State of the State Address**.

The session will conclude on March 8, 2008.

Cabinet Secretary Ferguson Focuses on the Goals for Upcoming 2008 Year

In place of the standard weekly meeting which Cabinet Secretary Rob Ferguson has with his agency directors, an expanded presentation was held last month in the Cultural Center with the directors and their assistant directors to discuss the Department of Administration's goals and objectives for 2008.

Prior to Secretary Ferguson's presentation, Gov. Joe Manchin III, accompanied by his Chief of Staff Larry Puccio, attended the meeting to explain his own goals for state government in terms of continuing the positive path which has been created. Governor Manchin applauded the efforts that state employees have taken in the accomplishments achieved thus far.

Secretary Ferguson paralleled the governor's direction by focusing on the department initiatives for the upcoming year, stating that accountability to the mission will be vital to our success. He emphasized the importance of changing our department's mindset in order to ensure satisfaction of both our customers and our own employees. Seven goals were discussed at this meeting:

- Enhance customer relationships by reducing response times, thereby increasing customer interaction;
- Shape the department so employees may effectively meet defined service standards;

- Ensure the continuity of the organization during extraordinary circumstances;
- Manage state-owned assets both on the State Capitol campus and throughout West Virginia;
- Foster integrated business and information technology through a comprehensive technological architectural plan;
- Research and implement a state records management system; and,
- Implement Phase II of Purchasing Reform upon successful passage of authorizing legislation.

Secretary Ferguson stated he anticipates that achieving these goals and objectives would result in these noticeable outcomes which would prove beneficial to our department:

- Increased customer satisfaction levels;
- A qualified, empowered, enthusiastic and ethical staff;
- The assurance that essential government services and functions will continue during all circumstances that may disrupt normal operations;
- A higher return on taxpayers' investments in long-term capital assets through more efficient and effective business practices;
- An innovative and efficient service organization that utilizes technology to adapt to an ever-changing business climate;
- The preservation of essential information for business and historical purposes; and
- A purchasing system that enables state government to conduct business practices in the best interest of the taxpayers.

The department's mission summarizes the purpose of our organization. In a concise, yet complete statement, the mission of the Department of Administration is "to operate a cost-efficient, customer-oriented service department whose actions are transparent to taxpayers resulting in innovative solutions and quality results for a government that effectively serves West Virginians."

Additional information will be provided to all division directors relating to these goals and objectives, as well as benchmark expectations and timelines. The directors are encouraged to share this information with their employees in order to establish a plan for accomplishment of these objectives. "We are building a legacy in the Department of Administration, a legacy of service and support for our customers...word is circulating of our tireless and dedicated efforts. We are raising the expectations and standards by which current and future departments will be measured," said Secretary Ferguson.



Public service is the highest calling, and your efforts during the past three years merit great commendation. The effects of your work reverberate from the Capitol campus in Charleston throughout the Appalachian Mountains to all parts of our great state. While our accomplishments have been many, we still have much standing before us.

Robert W. Ferguson, Jr.
Cabinet Secretary
Department of
Administration

PEIA Finance Board Approves Plan for FY 2009



The Public Employee Insurance Agency (PEIA) Finance Board approved its finance plan for fiscal year 2009 at its December 13 meeting.

The PEIA board voted on several measures which included no increases in its current rates for active employees and retirees.

The board did vote for several changes, two of which make notable improvements to the Medicare Advantage Prescription Drug (MAPD) benefit design plan, which covers approximately 37,000 Medicare-eligible retirees.

The board voted to eliminate a 20 percent co-insurance payment, effective July 1, 2008. This measure is intended to lessen the impact on retirees who were reaching their \$500 annual out-of-pocket maximum up front, caused by instances such as a single stay in the hospital. The change involves

eliminating co-insurance (the percentage of the allowed amount paid by the member) and adding flat-dollar co-payments to certain services, such as hospital stays and office visits.

The second measure passed by the PEIA board is to "grandfather" in approximately 5,000 people whose prescription drug co-payments increased from a \$15 level under PEIA to a \$50 level under the Advantra Freedom plan. Those qualifying will return to \$15 co-pays for those particular prescriptions and this plan goes into effect March 1, 2008, and continues through June 30, 2009.

Another change will be that non-state agency entities enrolled in PEIA will see a 10 percent increase in their premiums.

The Finance Board voted on the plan after six public

hearings were conducted this fall throughout the state to solicit feedback from individuals.

Approximately one year ago, the PEIA board voted to switch Medicare-eligible retirees to a MAPD, which is licensed by the federal government through the Centers for Medicare and Medicaid Services.

Participating in the MAPD means that federal dollars help pay the medical costs of Medicare retirees, allowing PEIA – and the state – to reduce its Other Post-Employment Benefits liability from an \$8 billion deficit to \$4 billion over a 30-year period.

For additional information regarding PEIA plans for fiscal year 2009, please visit the agency's web site at www.wvpeia.com or contact PEIA toll-free at 888-680-7342.

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

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CPRB Move's Official with Ribbon-Cutting Ceremony



The ribbon-cutting ceremony for the new Consolidated Public Retirement Board office was held on November 28. The new office is located at 4101 MacCorkle Avenue in Kanawha City. Pictured are, from left, Lenna Chambers, CPRB outside counsel; Cedric Greene, Department of Administration; Drema Evans, board member; Gene Davis, board member; William McGinley, board member; D. Todd Murray, board member; Anne Werum Lambricht, CPRB Executive Director; and, Jonathan Deem, representing Governor Manchin's office.

Executive Branch Agencies in Midst of E-mail Migration

In an effort to streamline operations, the Office of Technology has been charged with migrating the many Executive Branch agencies to a single e-mail and authentication domain. Termed the E-mail Migration Project, state employees in the Executive Branch are having their e-mails changed to one unified "wv.gov" domain name.

State agencies are currently operating on various Microsoft and Novell networks, which add up to more than 130 different e-mail domains on multiple systems.

The Office of Technology is migrating the multiple systems into one standard: Microsoft Exchange with Outlook. The new e-mail addresses have been changed to reflect employees' full names. Thus, when switched, an individual's e-mail address will appear as "firstname.M.lastname@wv.gov."

Once an employee's e-mail is changed, e-mail sent to the old e-mail address will be forwarded to the new address for 90 days. However, employees need to inform those with whom they communicate about the new e-mail address, which includes subscriptions and distributions lists.

Other features planned with the E-mail Migration Project include e-mail access via the Internet; instant messaging; consolidated address book; mobile e-mail access with a Blackberry or Treo, and centralized archiving.

The Office of Technology realizes there are potential

growing pains at the outset. When one replies to an e-mail migrated from the old e-mail system, it may not be delivered, prompting an "undeliverable error message." If this occurs, the e-mail needs to be resent by picking the address from an address book.

When an e-mail is migrated to the new wv.gov domain name, e-mail older than 90 days will automatically be moved to an individual's 'deleted items' folder. After 14 days in this folder, e-mail will be automatically deleted.

E-mails can be saved by moving the 'deleted items' folder and placing into an 'archive' folder. Those who do not have an 'archive' folder are encouraged to ask assistance from the Office of Technology.

The e-mail migration for the Department of Administration is scheduled to be completed by mid-January, with other agencies within the Executive Branch to follow.



Renovation and Repair of the Capitol Stairwells Currently Underway

Renovations continue at the State Capitol, with the restoration of the stairwells currently underway. This project is one of many which are overseen by the General Services Division.

Six stairwells, four in the main building and two in the west wing, have been closed for a series of repairs.

Bob Krause, General Services' architect/engineer, said the plaster surrounding the stairwells has sustained significant damage due to water leakages. Upon repairing the water leaks earlier this year, work began on the stairwell areas. While the plaster is being repaired, Krause and his staff are researching records to determine the original color of the walls before repainting them.

The radiator covers in the stairwell areas are being stripped and refurbished to their original state as are the handrails. Krause said the marble floors will be thoroughly cleaned before the stairs are opened again. The light fixtures along the stairwells are scheduled to be dismantled, cleaned and refurbished as part of the project.

"The stairwells that were in the worst condition were the ones we chose to start with," Krause said. "We should have them completed by May and, in time, will start on another set of six stairwells." Krause said signs will be used to help redirect foot traffic around the building and disruption should be minimal.



Renovation work continues at the state Capitol. Six of the stairwells are currently closed until May while plaster, the handrails, marble steps and radiator covers located within the stairwells are repaired and refurbished.

Survey to Assist with Data Transfer Security Measures

Due to a security incident involving the Public Employees Insurance Agency in October, all state agencies were asked to contribute to a Data Transfer Survey to identify other possible vulnerabilities related to the transfer of personally identifiable information.

The surveys were received in early November, with the information now being evaluated, according to Department of Administration's Privacy Officer Michael Harmon.

"This survey is a preliminary assessment," Harmon said. "A more thorough assessment will be needed in order to get a clearer picture of how information is transferred out of the Department of Administration. In the meantime, all division Privacy Coordinators should carefully monitor transfers to ensure that the information is properly secured."

Harmon said if department employees have any reason to believe a transfer is not properly secured, they should contact their division's Privacy Coordinator or Michael Harmon at 304-558-6244, extension 210, or via e-mail at Michael.T.Harmon@wv.gov.



May our Department of Administration Employees have a Happy, Healthy and Prosperous New Year!

Welcome!...to our new employees: **Lisa West** (Real Estate Division); **Matthew Barger** and **Nathan Merritt** (both of Technology); **Tim Abraham** (Secretary's Office); **Catherine Workman** (PEIA); and **Warren Stearns** (Personnel). In addition, **Betsy Chapman** transferred from the Purchasing Division to the Public Defender Services.

Hats Off...to the following employees who were promoted: From the Consolidated Public Retirement Board, **Deanna Gose** from an Accounting Technician 4 to an Administrative Services Manager 1, **Vickie Sutton** from an Administrative Services Manager 1 to 2, **Caroline Brady** from a Senior Retirement Advisor to an Administrative Services Manager 1; **Lisa Trump** from an Administrative Services Manager 1 to 2; from Office of Technology, **Todd McIntyre** from an Information Systems Specialist 1 to 2; and from General Services Division, **Juan Haynes** from a Storekeeper 1 to Purchasing Assistant, **Stanley Stewart** from Custodian to Lead Custodian, **Lewis Withrow** from Custodian to Lead Custodian.

Best Wishes...to the following employees who have resigned from our department: **Lisa Rogers** (Office of Technology); **Raymond Jordan** (General Services); **Theresa Jones** (Real Estate), and **Iona Keller** (Grievance Board).

In Sadness...we report that Michael Judy of the Office of Technology passed away last month. Our thoughts and prayers are extended to his co-workers and family members.

Happy New Year!...

The Department of Administration wishes all of our employees a Happy New Year in 2008!

HAPPY BIRTHDAY ... in January

1	Brian Hatcher Technology Robert Withrow Gen. Svcs.	17	Steven Hutton Technology
3	Christine Magby BRIM	18	Jean Brown Personnel
4	Lisa Collins Personnel Donald Jarrell Gen. Svcs. Danny Layton Purchasing Baxter Parsons Gen. Svcs. David Shingleton Technology	19	Earl Curnutte Gen. Svcs. Beverly Myers Technology
5	David Bailey Real Estate Bill Dolin Gen. Svcs. Barry Gunnoe Purchasing Joe Perks Technology Helen Wilson Technology	20	David Lawrence Gen. Svcs. Tonya Pugh BRIM John Smolder Finance
6	Sandra Bryan Personnel Jane Patterson Finance	21	Bernadette Curry PEIA Barbara Houchins BRIM
7	Jewl Hammack PEIA Ralph McKinney Public Defender	22	Edward Dolly Technology Kaye Parks Finance Darrell Samples Aviation
9	Ron Phipps Purchasing	23	Cedric Greene Sec. Office Garry Shivley CPRB
12	Pam Keatley Technology Bill Lawson Gen. Svcs. Rufus Wingo Technology	24	Susannah Carpenter Finance Betsy Chapman..Public Defender Tami Reed CPRB
13	Larry Copley Aviation	25	Eric Stringer CPRB
14	June Butterfield BRIM Pat Wehrle Technology	26	Geoffrey Cottrill Personnel Brian Hively CPRB
15	Pat Perez PEIA	28	David Douglas CPRB
16	Deana Gose CPRB Richard Layne Technology	29	Tina Bishop CPRB Lucy Suchy Ethics Erika Vance Purchasing
		30	Jose Molinar CPRB
		31	Greg Carrier Gen. Svcs. Scott Joslin Personnel

