

Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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Employee of the Month

General Services' Chris Branham Takes Care of Business

Chris Branham, a Purchasing Assistant for the General Services Division, has been selected as the Department's **Employee of the Month** for July.

A 17-year employee of state government, Chris is responsible for the procurement of products and services used in maintaining and renovating the buildings, equipment and grounds of the State Capitol Complex. She solicits contracts and agreements for

professional services to attain this goal.

According to one of her co-workers, "Chris goes beyond the normal level of service expected of her position." Another co-worker adds, "Without her good timing on ordering supplies, we could be without air conditioning, toilet tissue, and many other things that we take for granted every day...She uses her positive, upbeat attitude to try to make things run more smoothly."

In her spare time, Chris enjoys spending time with her family as well as participating in many of her hobbies, such as hunting, fishing, cross stitch and crochet.

Please join Cabinet Secretary Greg Burton at Chris' **Employee of the Month** presentation at 11:30 a.m. on Monday, July 2 at the Rotunda in the main State Capitol Building.



CHRIS BRANHAM
July Employee of the Month



WV Children's Health Insurance Program Enrollment Tops 20,000

The number of West Virginia children who are receiving health care coverage continues to increase, according to information released by the West Virginia

Children's Health Insurance Program.

At a recent ceremony in Putnam County, Governor Bob Wise along with WV CHIP Director Sharon Carte announced that enrollment in this program has crossed the 20,000 mark, a 25 percent increase since January, 2001.

"These children, and all West Virginia children, should have access to the health care they need," Gov. Wise said after presenting the 20,000th and 20,001st CHIP cards to two youngsters from Nitro.

CHIP covers children whose family incomes are below 200 percent of the Federal poverty level, but above the level that would qualify for Medicaid. "For too long, this gap has been

a stumbling block for many West Virginia families who want to get health coverage," Wise said.

In an effort to increase awareness of the WV CHIP, several clinics across the state are participating in a state-sponsored program to sign up more eligible families for CHIP. In addition to the clinic program, CHIP has created a television advertisement featuring West Virginia native and country

WV CHIP Exceeds 20,000
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Sneak Peek INSIDE...

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State Agencies and College Students Benefit from Governor's Summer Internship Program



Pictured above are the summer interns for the Department of Administration: (l-r, back row) Liz McFarland, Jennifer Dowdy, Tracy Jones, Carrie McComas; (l-r, front row) Ray Henson, Crystal McLaughlin and Seth Hayes.

**By Carrie McComas
Communication Intern**

College students who are participating in the Governor's Summer Intern Program "learn something new every day," according to Ray Henson, an intern with the Public Employees Insurance Agency (PEIA).

Since its inception in 1989, the program has broadened the horizons of over 1,100 college students. Each participant must meet

certain requirements, including maintaining a minimum grade point average of 3.0, completing at least one year of college, and either being a resident of West Virginia or enrolled in a West Virginia college or university.

This year, the Department of Administration has hired seven interns: Jennifer Dowdy (Dunbar), Liz McFarland (Charleston), and Crystal McLaughlin (Gauley Bridge) at the Consolidated Public Retirement Board; Carrie McComas (Ravenswood), at the Purchasing Division; Seth Hayes (Bluefield), Ray Henson (Dunbar), and Tracy Jones (Charleston), at PEIA.

Experience is the key objective for these students, indicating that they hope to gain *real life* experience and gain a better understanding of how state government works.

What's the best thing about the program? Tracy

and Jennifer concur that the people they work with makes the job worthwhile. The surroundings are also a great benefit. "The job is very exciting because of all the things that go on at the State Capitol," said McComas. "I had the opportunity to see Senator Robert Byrd receive his West Virginian of the Century Award."

The program opens doors to a wide range of opportunities. In fact, Tracy Carr, the program's coordinator, began her career as an intern in 1997. She said that since those days, the program has improved by adding educa-

tional seminars, surveys of employers and students. "We're looking for ways to improve the program, and make it more accessible throughout the state, not just in Charleston."

Carr said she hopes that this internship program will enhance the student's education and encouraged them to stay in West Virginia. "We want to show them that there are opportunities [in West Virginia]."

Cabinet Secretary Greg Burton explains that our Department greatly benefits from this program. "We are very pleased to have these industrious young people working with us this summer. Their hard work will make a positive difference," he said.

WV CHIP Enrollment

Continued from Page 1

music star Kathy Mattea that is being aired on several television and radio stations.

At this ceremony, Carte vowed that the campaign to sign up children would continue. State officials estimate at least 28,000 children are eligible for CHIP. "We want to get them all," she said. "I think there are a great many more, so we will not stop signing people up at 28,000."

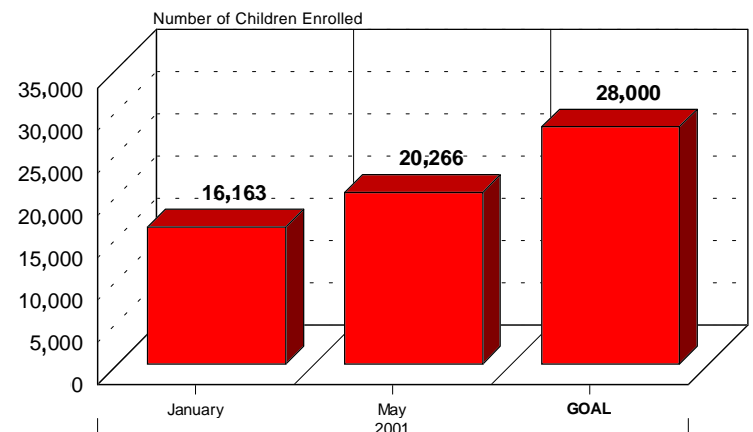
For more information regarding the WV CHIP, contact 1-877-WVA-CHIP.

You have to follow [creative whims] without knowing where you're going. If you try to control where you're going, you are back in the same process. It's like asking a piece of machinery that's broken to mend itself.

John Cleese

WV CHIP ENROLLMENT

Children Covered Increases by 25% Since January



MILESTONES

Honoring our Employees' Service Years

The Department of Administration values our employees and the knowledge and dedication they share with their respective agencies and divisions. Congratulations to our employees who are celebrating their service year anniversaries during the month of July:

5 YEARS

Dot Yeager

(Cabinet Secretary's Office)

10 YEARS

Gloria Long

Philip Shimer

(Both of the Public Employees Insurance Agency)

15 YEARS

Kelli Carper

(Public Defender Services)

Diana Davis

(Consolidated Public Retirement Board)

20 YEARS

Bernard Huffman

(Public Employees Insurance Agency)

Catherine McClung

(Information Services and Communications)

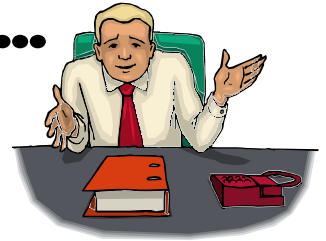


"When I was a young man, I observed that nine out of ten things that I did were failures. I didn't want to be a failure so I did ten times more work."

George Bernard Shaw

I'm with State Government... How Can I Help You?

How to Better Serve our Customers



How important is customer service in state government? Extremely important!

Our customers can include other state employees, the general public, businesses and our legislators.

Below are some **do's** and **don'ts** to remember when performing your job:

Do call customers back when promised, even if it is to say, "I'm still researching your question."

Do provide an explanation when problems occur.

Do thank your customers.

Do tell customers approximately how long it will take to solve a problem.

Do provide viable alternatives when a problem can-

not be solved the way the customer requested.

Do apologize when an error is made.

Do show respect for customers, their schedules and their needs.

Don't put customers on hold without asking them if you may first.

Don't keep customers waiting while you finish a conversation with a co-worker or complete administrative work.

Don't treat customers as intruders.

Don't use poor grammar.

Don't put customers' needs last, such as closing during lunch hours.

(Source: The Manager's Legal Bulletin)

From the customer's point of view, if they can see it, walk on it, hold it, hear it, step in it, smell it, carry it, step over it, touch it, use it, even taste it, if they can feel it or sense it, it's customer service.

SuperAmerica
Training Program

How Do YOU Demonstrate Customer Service at Work?

According to responses from a recent electronic survey of our Department employees, the following responses were offered concerning how *customer service* is demonstrated in the daily routine in the workplace:

21 percent Good positive attitude

15 percent **Golden Rule**...Treat others as you would want to be treated

13 percent Prompt response

13 percent Helpful in answering questions

8 percent Offer information

5 percent Treat everyone equally

5 percent Use the philosophy of the customer is always right

Other responses offered by our employees included being a good listener, being honest, constantly improving processes and being organized.

Quotes, Notes & Anecdotes

is published by the Department of Administration

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Governor

Gregory A. Burton
Cabinet Secretary

Diane Holley
Public Information Officer/Editor

Special Thanks
Carrie McComas
Kaye Parks

West Virginian of the 20th Century

Senator Robert C. Byrd Receives State's Highest Honor for Service to West Virginia

By **Carrie McComas**
Communication Intern

It is often said that when Senator Robert C. Byrd speaks, everyone listens. Obviously, this is no exaggeration.

On Thursday, May 31, 2001, Sen. Byrd was awarded West Virginia's highest honor to date: West Virginian of the 20th Century. Governor Bob Wise explains that "Sen. Byrd has contributed the most to the advancement of our state and its people over the course of the 20th century."

The fanfare for our beloved silver-haired senior senator started with a procession, led by Capital High's marching band and Kanawha Valley Pipes and Drums, from the Governor's Mansion to the House Chamber. Hundreds of people packed into the room, filling the floor and gallery, leaving a minimal amount of standing room.

House Speaker Robert Kiss and Senate President Earl Ray Tomblin presented Sen. Byrd with House Resolution 33 and Senate Resolution 45.

Congressman Nick J. Rahall, U.S. Senator John D. Rockefeller IV, and Governor Bob Wise each gave their impressions of Sen. Byrd and his work.

Gov. Wise concluded the introductions with a list of records that our Senator holds, including the most votes cast by any member

of Congress, now living or deceased, and the most leadership positions in the Senate.

As the room erupted in applause, Sen. Byrd addressed the large crowd. Tears filled the 84-year-old West Virginian's eyes as he talked about his family, his wife, and old friends, and asserted that of all the honors he had received, this award was the greatest.

He added that he was very grateful to West Virginians for this award: "Without your faith in me, I do not know where I would be today, but one thing I do know—I would not be here." Byrd continued to speak on education, saying, "Never, never, NEVER stop learning." He also addressed the issues of religion and friendship.

In conclusion, Byrd stated, "I've done my best."

Many distinguished guests attended a ceremony for Senator Robert C. Byrd. In attendance were Gov. Bob Wise, Sen. John D. Rockefeller IV, House Speaker Robert Kiss and Senate President Earl Ray Tomblin.



Senator Robert C. Byrd and his wife Erma is joined by Governor Bob Wise during the procession to the ceremony.



The Kanawha Valley Pipes and Drums led the procession to the State Capitol.



Capital High School Band provided the musical entertainment.



Does Anything Look Different?



The Department of Administration recently coordinated the demolition of three houses on Washington Street, East. This area may be used in the future for additional parking at the State Capitol Complex.

General Services Division Maintains the Capitol for Employees and Visitors

The philosophy of the General Services Division is based on two primary factors: *pride* and *tradition*.

According to its Acting Director David Pentz, the Division strives to maintain an environment in which all West Virginians, whether an employee or tourist, may view with pride.

Every individual who steps onto the State Capitol Complex is considered one of its *customers*, Pentz said. "We are open seven days a week, every day of the year," he explains.

As previously reported, a variety of flowers were recently planted throughout the Capitol campus, in accordance with a specified design plan. "We tied in all of the beautification areas with the same color scheme throughout the campus. At the same time, we did weed control, fertilized the grass, and sprayed for insects," Pentz said. "It's a constant battle of staying ahead and keeping the grounds looking nice for all West Vir-

ginians when they visit us. We want the first impression when arriving at the Capitol to be positive."

Another accomplishment was the completion of the stairs on the North Portico of the State Capitol Building. This area is often used for ceremonies and by employees and tourists alike.

Exploratory work was also performed on Building 3, with specifications prepared for repair work. Pentz indicated that although the exploratory work is complete, the scaffolding was left intact for safety purposes. Pentz adds that sidewalks between Buildings 3 and 5 were widened and repaired.

"Our greatest challenge has been to make the State Capitol user-friendly, starting with basic cleaning," he said. "We have stripped, waxed and buffed the floors. We are trying to bring the shine back into the building." Pentz jokingly said that the shine on the floors is so bright, sunglasses are a requirement now when visiting the State Capitol Building.

The floors are not the only thing sparkling. Pentz said that the staff's cleaning pattern has changed in the offices. "We are doing a better job on dusting, vacuuming and maintaining the offices at a first class rate," he said.

To ease the weary legs of our tourist, benches were added to various areas throughout the Capitol. Directories were also installed at each entrance and on the doors to assist visitors.

Because of the new equipment recently acquired (as reported in the May issue of **Quotes, Notes & Anecdotes**), the work was able to be completed in-house. "As a result of our staff's hard work, we are able to accomplish our Division's initiative of restoring this state landmark to its original condition as the original architect (Cass Gilbert) planned."



Let it shine! ... General Services Acting Director David Pentz jokingly said that he needs to wear sunglasses when walking through the recently polished floors of the State Capitol Building.



The General Services Division staff works hard to keep the State Capitol Complex shining with cleanliness. Special effort has been taken to restore the buildings and grounds to their original condition.

Where is This?

Quotes, Notes & Anecdotes is beginning a new monthly series which will display a picture of an object located at the State Capitol Complex ...your mission is to find out where it is.

The answer to this month's mystery picture can be found on page 6 of this issue of the newsletter.



A Message From... Cabinet Secretary Greg Burton

A Unique Place to Work

In this issue of **Quotes, Notes & Anecdotes**, several articles relate to activities, events and improvements occurring at the State Capitol Complex.

In the midst of the work and responsibilities that we must address each day, we may not take the time to appreciate our surroundings. Thousands of tourist each year come to visit the place we call 'our office.'

Our General Services Division works hard to maintain the buildings and grounds at the highest level (see related article on page 5). There are many activities occurring daily at the State Capitol, including weddings, car shows, festivals, and special events, such as the special ceremony for Robert C. Byrd (see page 4).

The State Capitol is more than a workplace, it is a piece of West Virginia's history. Take a few extra minutes going to or from your office today to appreciate the beauty.

Where is This?

Answer from Page 5

The statue pictured on page 5 can be found at the Veterans Memorial located at the State Capitol Complex. The memorial, which was dedicated on Veterans Day, Nov. 11, 1995, displays the names of the 10,175 deceased or missing West Virginian soldiers who served in 20th century wars.

It is estimated that 60 percent of all households in West Virginia has an honored family member listed on the Memorial.

Welcome to the Department! ... Jesse Erby (General Services), **Russell Cook** (Public Defender Services), **Crystal McLaughlin** (CPRB), **David Bailey** (PEIA) and **Doug Schwab** (IS&C).

A Job Well Done!... Congratulations to those who have recently been promoted: **Yvonne McCormick** (Personnel) from an Associate Personnel Specialist to a Personnel Specialist; **Evelyn Davis** (Personnel) from a Senior Personnel Specialist to an Administrative Services Manager 3; and **Justin McCoy** (CPRB) from an Office Assistant 2 to an Imaging Operator.

Best Wishes... to **Genelea Pauley** (CPRB), **Joe Smith** (Personnel) and **Patricia Tribble** (Personnel) who have retired from state government. We also give our best to those who have recently resigned: **Karen Balsimo** (IS&C); **Michelle Blaney** (Finance); and **Eric Stringer** (CPRB).

PEOPLE TALK

Baby News... General Services' Pam and Purchasing's Ron DuKate are pleased to announce the birth of their second grandchild, Phillip Paul, who was born on June 1. Best wishes to the family!

High Achiever!... Personnel's Joe Smith has been selected to receive one of the most prestigious awards of the International Personnel Management Association, the Charles H. Cushman Award. This honor is presented to an individual who has made outstanding and last contributions to the field of public personnel administration.

There is no future in any job. The future lies in the person who holds the job...

George Crane

HAPPY BIRTHDAY... in July

- | | |
|--|--|
| 1 Sharon Pruettt CPRB | 19 Arthur Hendricks IS&C |
| Mike Riggs IS&C | 20 Jennifer Hanna IS&C |
| 3 Kathy Young CPRB | 21 Heather McCune Public Defender |
| 5 Priscilla Bickley PEIA | 22 Earl Guthrie Finance |
| Lora Gray Personnel | 23 Dan Eddy Gen. Svcs. |
| Kristi Shew IS&C | John Gibson IS&C |
| Paula Van Horn CPRB | Mike Michaelson Gen. Svcs. |
| Roger Williams IS&C | Cricket Powell Grievance |
| 6 Debbie Anderson Personnel | Brian Pratt IS&C |
| 8 Georgia Armes Finance | Terry Tallman IS&C |
| Mike Belcher IS&C | 24 Jim Bone IS&C |
| 9 Martha Belcher Finance | Pat Powers CPRB |
| Marie Terry PEIA | Yvonne Wilhelm .. Personnel |
| 10 Jim Jackson Purchasing | 25 Melvin Ashbrook Aviation |
| 11 Kevin Kinder IS&C | 26 Dolores Huffman Personnel |
| Serena Marty Personnel | 27 Joyce Kinder IS&C |
| 12 Jim Fisher Gen. Svcs. | Harold Matthews Gen. Svcs. |
| John Johnston Purchasing | Sue McMinn BRIM |
| Jack Pullen IS&C | Denise Russe IS&C |
| 15 Mable Jones Finance | 28 Barbara Beane PEIA |
| 16 Bill Pauley Gen. Svcs. | Tom Marchio PEIA |
| Margo Perkins PEIA | Joe Smith Personnel |
| Terasa Robertson CPRB | 29 Tammy Haynes IS&C |
| 17 Romona Allen CHIP | Mick Olah IS&C |
| Robert Kilpatrick Gen. Svcs. | Danny Sizemore Gen. Svcs. |
| David Pentz Gen. Svcs. | Barry Williams .. Gen. Svcs. |
| 18 Mary Jane Arvon CPRB | 30 Denise Spatafore Grievance |
| Sue Lore IS&C | |

