

Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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Employee of the Month

CPRB's Karen Copeland Offers Professional Quality Service

Karen Copeland, an administrative services manager for the Benefits Section of the Consolidated Public Retirement Board, has been selected as the department's *Employee of the Month* for March.

A 10-year employee of state government, Karen assists with the management of the Benefits Section, which processes all benefit estimate requests, retirement calculations and checks, and retiree insurance

and death claims for the state retirement systems. She also works closely with CPRB's upper management in developing appropriate legislative rule and statute changes for the various plans.

According to one of her co-workers, "I have never seen any job, regardless of whether it was in her specialty or not, that she did not accomplish quickly and professionally." Another co-worker adds, "Karen is always prepared and enthusiastic when it comes to her job."

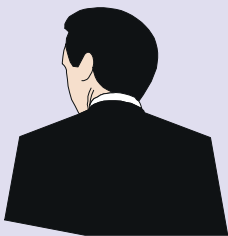
In her spare time, Karen enjoys spending time with her two children, Katrina [age 17] and Brandon [age 10]. She indicated that she spends much of her time at the basketball courts, baseball fields and football stands cheering for her youngsters and serving as 'team mom.'

Karen will be honored during a special ceremony at 11:30 a.m. on Tuesday, March 4, at the upper Rotunda of the Capitol.



KAREN COPELAND
March Employee of the Month

Working Late Again...How Safe Do You Feel?



The Division of Protective Services offers a special service to state employees who need protection walking to their cars late at night on the Capitol grounds. Simply call 558-9911 or the Command Center at 558-5714 (24 hours a day) if you need assistance.

Security Access to the State Capitol Buildings Enhanced

Last fall, state workers at the Capitol Complex received training to prepare for changes in security that would be coming *soon*. That day is here.

According to Deputy Director Jay Smithers of the Division of Protective Services, the pilot program for the security access system in Building 3 has been successful and the roll-out to Buildings 5, 6 and 7 on campus is now in progress. The Capitol building will be the last to be completed due to the complexity of installing the equipment.

"This system will greatly enhance the security of all state employees and visitors at the Capitol Complex and allow those individuals on campus a peace of mind," Smithers said.

Each agency has been requested to determine which buildings their employees *should* have access. A "proximity card" will be issued to each employee to scan in a special device at the entrance of the building he/she has been authorized to enter. If the

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Sneak Peek INSIDE...

- ◆ Division of Personnel Staff Conducts Training for New Legislators
- ◆ The Purchasing Division Finalized Conference Plans
- ◆ Changes Made to Workplace Policy on Drugs and Alcohol
- ◆ General Services Makes Changes to Doorways



Welcome to Public Service!

Division of Personnel Trains New Leadership in the Creation of a Respectful Workplace

The Division of Personnel recently offered 22 newly elected members of the House of Delegates a training program called, “**The Respectful Workplace: Rights and Responsibilities,**” that focused on the elements of an effective and respectful workplace.

According to Evelyn Davis, director of the Organization and Human Resource Development section, this program was a repeat performance of a class offered last year to all members, staff and interns of the House of Delegates, with nearly 200 individuals in attendance.

The program concentrated on the roles and responsibilities of employees in the workplace, focusing on the rights of employees and respect one must demonstrate when conducting business.

Targeted issues included

sexual harassment and other obstacles that can affect individual, team and organizational performance.

In addition to this class being offered this year to the new delegates, consultants of the Division of Personnel offered a similar training program called, “**Upholding Public Trust: The Responsibilities of Service**” for legislative interns. “We covered some of the same information and examined the values of the Legislature,” said Senior Development Consultant Mark Isabella, who served as the lead instructor.

Davis added that class participants were asked to come up with a *code of conduct*, built on the foundation of those values. “We did some design changes to reflect the different group, but in terms of material, it was consistent with the training offered to the legislators,” she said. “We expanded the program somewhat to make it more interactive, providing more opportunities to ask questions.”

“The House of Delegates leadership feels that it is essential to be proactive in training staff and new members on the basic tenets of respect in the workplace,” according to House Majority Leader Rick Staton. “Most importantly, we wanted to make sure all new members and employees conduct themselves

properly and have a full understanding of how to prevent sexual harassment. And while most of us understand principals of respectful employee/employer relations, we can all use a refresher to remind us not only of the subtle ways morale can be eroded, but also the variety of steps we can take to improve our working environment.”

In addition to Isabella and Davis, Suzanne Wilson, Patty Bostic and Jim Wells of the Division of Personnel participated as facilitators.

The feedback of this class has been overwhelmingly positive, Davis said. “The immediate responses reflected the success of the program. We have been asked to continue to orientate new legislative interns and staff,” she said.

“It was a very professional and high quality program,” said Sammy Gray, legislative analyst for the Senate Education Committee. “The expertise in the material showed throughout the presentation.” Sarah DeBarr of the House Minority Committee agreed with Gray. “This training was very beneficial to our interns,” she said. “We experienced good group interaction.”

Davis indicated that agencies, including the Senate, have expressed an interest in developing specific programs for their staff. “We are available to develop training programs upon request for other agencies,” she said.

The House of Delegates leadership feels that it is essential to be proactive in training staff and new members on the basic tenets of respect in the workplace.

Rick Staton
House Majority Leader

Are You Walking the Talk?

If you preach teamwork in your organization, ask yourself a few questions: Do you work well with others? If you ask your employees or coworkers to take risks, does your behavior match your words? If you recommend lifelong learning, do you attend seminars and keep up in your field?

Managers and team leaders who fail to practice what they preach lack credibility. Others won't follow their advice.

Put this reminder on your office wall: “**Walk the Talk.**”

Purchasing Division Prepares for the 2003 Vendor and Agency Conference and Product Exposition



State agencies and business representatives will join together in April at the 2003 Agency and Vendor Purchasing Conference and Product Exposition, sponsored by the West Virginia Purchasing Division, at the Lakeview Resort and Conference Center in Morgantown.

This week-long training event is targeted at enhancing competition and value in state purchasing. The vendor participants will begin training on Monday, April 7, with workshop sessions and one-on-one consultation sessions being offered. State agency purchasers will arrive on Tuesday, April 8, when many

of the vendors will take part in a *Product Exposition*, an opportunity to showcase products and services available to state government.

Vendor participants will attend the conference from April 7-9, with agency representatives staying through April 11 for internal training sessions. In the past, separate conferences were coordinated for agency purchasers and vendors; however, combining the conferences is expected to reduce the cost of this necessary training and offer additional benefits.

"It is our hope that by combining these conferences into one training event, networking opportunities and

additional information will be exchanged between buyers and sellers to state government," said Purchasing Director Dave Tincher. "A projected outcome of this conference is an improved level of understanding of the purchasing process, technological advances and the general marketplace. Simply, the bottom line is that wiser decisions will save time and taxpayers' money."

One of the biggest changes in this year's conference is the coordination of the Product Exposition, which provides vendors an opportunity to

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Dave Tincher
Purchasing Director

Security Access Continued from Page 1

employee does not have access to a particular building, he/she will be required to enter the building through the "official" entrance, as would a visitor.

"Once the agency has submitted the necessary information to Protective Services, the cards will be issued to the agency and distributed to the employees," he said. The new security access system is expected to be in use by April in Buildings 5, 6 and 7; however, the actual date will be announced by Cabinet Secretary Joe Martin of the Department of Military Affairs and Public Safety.

Smithers is not expecting any delays, except possibly in the early morning when employees arrive; however, most of the work hours in those build-

ings are staggered.

What can you do to avoid delays? Smithers suggests that you have your card ready when approaching the scanning device. A minor problem, referred to as the *Gentleman Factor*, was encountered in the pilot program when a cardholder held the door open for another cardholder, allowing him/her to enter on the initial card. Two people cannot gain access through the use of one card.

If a person tries to *piggy-back* entry on a cardholder, the alarm will signal Protective Services personnel, who in turn may immediately focus their camera on the individual entering that building. If necessary, the Command Center can dispatch trained officers immediately.

When the system is put into

place, visitors to Buildings 5, 6 and 7 must enter on the only designated public access to these buildings at the plaza side entrance to Building 7. Persons entering at this point will proceed through a metal detector walk-through unit where an x-ray machine will analyze contents of 'carry in' items, such as purses, briefcases or boxed items. Employees will continue to enter their building using their access cards.

If an employee's card is lost or stolen, contact Protective Services immediately. The card will be canceled and a new card will be issued to the employee at a cost of \$20.

Employees who did not receive training last fall and would like additional information, videotapes are available through Protective Services by calling 558-9911.

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

Bob Wise
Governor

Gregory A. Burton
Cabinet Secretary

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Public Information Officer/Editor

Special Thanks
Kathy Garten
Debbie Harrison
Kaye Parks
Sandy Singleton



Personnel Board Approves a Change to the Statewide Drug-Free Workplace Policy

By Debbie Harrison
Special Projects Assistant

The Drug-Free Workplace Policy, implemented October 1, 1991, was revised to define alcohol as an illegal drug. The new policy, the Drug- and Alcohol-Free Workplace Policy, implemented January 16, 2003, affects **all** state employees and employees of county health departments affiliated with the Division of Personnel.

This policy, in accordance with federal and state regulations, prohibits the use of alcohol and/or illegal drugs in the workplace and helps to ensure that state government offices are safe, healthy, productive and secure for employees and visitors.

Some definitions of the state workplace policy are as follows:

Prohibited: possession, use, distribution or dispensation of alcohol; coming to work under the influence of alcohol, or having alcohol in the body at work, whether consumed at work or away from work.

Legal drugs: medications prescribed by a physician and over-the-counter medications that have been legally obtained and are being used solely for the purpose for which they were prescribed by the physician or manufacturer.

Illegal drugs: any drug not legally obtainable and is being used in a manner

or purpose other than as prescribed, which include controlled substances that are not authorized for sale, possession or use or are obtained or distributed illegally.

Workplaces: where work is performed in connection with an employee's public employment, which includes facilities, property, buildings, offices, structures, automobiles, trucks, trailers, other vehicles and parking areas, whether owned, leased or operated by a public employer covered by this policy.

Consequences: employees in violation of the provisions of the Drug-Free Workplace Act or the Drug- and Alcohol-Free Workplace Policy shall be subject to disciplinary action, up to and includ-

ing dismissal and may be required to participate in a drug rehabilitation program.

As a condition of employment with the state of West Virginia, employees must abide by the terms of this policy; notify the supervisor or department head of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) days after such conviction; and sign the "Employee Drug Awareness Certification Form."

If you are an employee and have not received and signed this form, please notify your supervisor immediately.

For more details on this policy, please refer to the Division of Personnel's website at www.state.wv.us/admin/personnel.

OFFICETIPS

When conducting written surveys, you may want to take the advice offered in *The Quantum PC Report for CPAs*:

Limit the number of fill-in-the-blank questions. You will increase your response rate. A surveyor doubled the number of responses by cutting the number of fill-in-the-blank questions from 15 to two of 30 questions.

When surveying about a service, ask respondents what they liked most about the service. It not only helps you continue to emphasize things that people like, but it provides marketing managers with possible testimonials.

Technology Resource Center Opens I-Learning Classroom

Beginning March 3, 2003, an exciting new classroom will open its virtual doors to students wanting to learn the features of the Microsoft XP Suite, according to Marilyn Padon of Information Services and Communications Division.

On-line courses in a new, self-study Internet classroom will be available. Classes offered will include Word, Excel, Access, PowerPoint, and Outlook.

The I-Learning Classroom provides the opportunity for an entire course of study for each application at the comfort of

your own desk and at a time of your choosing.

The I-Learning classes also can be combined with instructor-led training currently conducted at the Technology Learning Center.

I-Learning classes are \$75 for each application. Students are provided 60 days to complete each course selected.

For more details on courses offered via the I-Learning Classroom, please visit the Technology Learning Center website at <http://intranet.state.wv.us/train> or call Mary Cummings at 558-6384.



General Services Prepares for the Security System on Capitol Grounds ...Beginning with the Entrances

To prepare for the new security access system, the General Services Division has to modify several of the 34 original brass doors at the Capitol Building, according to Director David Pentz. "The doors are very unique, but unfortunately, some of the hinges are defective, causing them to hang unevenly and difficult to close properly. Because we are installing the access system, the doors must close properly," he said.

In staying with the original architecture of Cass Gilbert, the division had to search for a business that specialized in this type of restoration. Pentz asked Dennis Stewart of his staff to research possible businesses. As a result, a

company in West Virginia was found to do this specialized work. Not only is Ye-Old Renovators, Inc. of Triadelphia, West Virginia contracted to make these modifications, but Stewart said they agreed to provide an additional service. "Its owner, Larry Gribben, offered to use his dedicated, specialized employees to train our General Services employees on how to maintain the original Cass Gilbert doors," Stewart said. "Mr. Gribben considers it an honor to have been chosen to do this work and was eager to help the state of West Virginia in maintaining the architectural integrity of the State Capitol."

Each door will take 10 to 14 days to repair, providing there is no structural damage. The remaining 28 doors will be repaired as money becomes available.

During the restoration process, temporary wooden doors are put into place until the original doors are repaired and returned. In order for the security access system to get under way, the Division of Protective Services provided the General Services Division with the funds to make repairs on the first sets of doors. "General Services and Protective Services have a very good working relationship," Pentz said. "Normal operations, special events and presidential visits all require the use of their services."



Randy Mayhew, Shift Commander for Protective Services, and General Services Director David Pentz display the temporary wooden doors being used while the original brass doors are being repaired.

Photo courtesy of Steven Wayne Roisch



Special Service Offered for Columbia Space Shuttle Astronauts

Gov. Bob Wise led a special ceremony at the Cultural Center in February to pay tribute to the fallen heroes of the Columbia Space Shuttle crew. The ceremony was conducted during lunch so that state workers could attend if they so chose.

A candle was lit for each of the seven space explorers who lost their lives during the expedition. Religious leaders of various denominations in West Virginia participated in the service.

Life does not require that we be the biggest or the best. It asks only that we try.

Unknown

Let every nation know, whether it wishes us well or ill, that we shall pay any price, bear any burden, meet any hardship, support any friend, oppose any foe to assure the survival and success of freedom.

John F. Kennedy

A Message From... Cabinet Secretary Greg Burton

Change on the Capitol Grounds

By implementing a security access system, state employees will notice changes at the Capitol Complex. These changes may initially cause minor delays and additional responsibilities for our work force.

HOWEVER...let us first look at the benefits of these changes. Heightened security at the State Capitol comes with a price. Not only with the actual cost of the system, but also the delays and inconveniences that most likely will be experienced by our employees. We have been extremely fortunate over the years that few problems have occurred.

To avoid the possibility of any major incidences occurring, this system is vital to the protection of our most valuable assets, our employees and visitors. I ask for your patience during this transition. Remember the benefits of this security system: *Your protection in the workplace.*

Purchasing Conference

Continued from Page 3

display their products and services to more than 200 state agency representatives. "The Product Exposition is a win-win addition to our conference," Tincher adds. "Vendors will have an opportunity to market their product and services to hundreds of state agency purchasers at one location, while state government representatives learn more about changes and availability in the marketplace."

For more details, visit the Purchasing Division's website at www.state.wv.us/admin/purchase or call (304) 558-2306 and ask for our conference coordinators: Debbie Watkins (extension 212) or Diane Holley (extension 206).

Welcome to the Department!...*Destiny Higginbotham* (Personnel), *Bryan Hoffman* (Finance), *Debbie Harrison* (Purchasing), *Paula Lowe* (Finance), *Paul Evans*, *Grace Morton*, and *Amy Taylor* (all with PEIA).

Congratulations...to Matt Hill of the Division of Personnel who was promoted from Office Assistant III to a Secretary II.

Good Luck...to our employees who resigned from state government: *Jack Sells* (Personnel), *Becky Hayes* (Finance), *William Foster* (BRIM) and *Georgia Armes* (Finance).

Learning from Today..

Shut out all of your past except that which will help you weather your tomorrows.

Sir William Osler

PEOPLE TALK

In March...Let's celebrate some of the holidays found this month: St. Patrick's Day (March 17); Spring Begins (March 21), American Red Cross Month and Save Your Vision Month!

Kudos to Joan Chapman...Joan's co-workers surprised her with a *treat* after working over an entire weekend to complete project deadlines for the Finance Division. Thanks for going that extra mile, Joan!



Women and Money...The State Treasurer's Office is sponsoring a free conference titled **West Virginia Women and Money** on May 2, 2003, at the Charleston Civic Center. Similarly to last year's event, valuable information will be offered. Visit the Treasurer's Office website at www.wvtreasury.com or call (304) 558-5000.

HAPPY BIRTHDAY ... in March

- | | |
|------------------------------------|--|
| 1 Tom Harper PEIA | 15 Tim Basford Personnel |
| 2 Gloria Long PEIA | 15 Lori Cottrill CPRB |
| Steve Meester Finance | Charlene Good IS&C |
| 3 Nichelle Perkins Personnel | Charles Stark IS&C |
| 4 Gene Young Purchasing | 16 Darlene Fletcher Personnel |
| 5 Tenicia Butler BRIM | Raymond Hackney General Services |
| Valerie Brown Purchasing | Jason Haught PEIA |
| Karen Cormany CPRB | 17 Jim Adkins CPRB |
| Susan Jenkins IS&C | Charles McMinn IS&C |
| Winford Saunders PEIA | Pam Williamson BRIM |
| 6 Lisa Summers .. Grievance Board | 19 Randall Bentley General Svcs. |
| 8 Catherine DeMarco .. Purchasing | 23 Clyde Arline Pros. Atty. Inst. |
| Chris Sforza Finance | Rob Worledge Finance |
| Tom Williams Personnel | 24 Tom Bailey General Svcs. |
| 9 Joan Adkins Purchasing | Tanya Cyrus PEIA |
| Tari Crouse Personnel | Jennifer Paxton Finance |
| Jack Hickok Public Defender | 25 Gloria Brown Personnel |
| 10 Pam DuKate General Svcs. | Tanya Ferguson CPRB |
| 13 Angela Peck IS&C | 26 Natalie Faulkner IS&C |
| 14 Burley Williams PEIA | 29 Laura Brotherton ... Purchasing |

