



Quotes, Notes & Anecdotes

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Employee of the Month

Finance's Lora Reese Honored For Quality Work

LORA REESE, an Administrative Secretary for the Finance Division, has been selected as the Department of Administration's Employee of the Month for March.

A state government employee for 20 years, Reese serves as the office manager, collecting and preparing reports for the division director. Reese also assists in special projects while planning, scheduling and assisting in the work of the other

Finance employees.

"Lora is an extremely hard working, dependable employee who over the last few months has been asked to carry more than her share of the work in our division," said one co-worker. "She has taken on additional duties and responsibilities without complaining. Her attitude and quality of work continues to be outstanding."

According to another co-

worker of Lora, "I do not know how the Division of Finance could operate without her."

In her spare time, Reese enjoys the outdoors, especially fishing and four-wheeling.

Reese will be joined by her friends and co-workers at a special ceremony in her honor presented by Cabinet Secretary Robert Ferguson on Thursday, March 5 at 1 p.m. at the Finance Division office (Building 17) in Charleston.



LORA REESE
March Employee
of the Month

SNEAK PEEK

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Gov. Manchin Urges Focus and Discipline During His State of the State Address

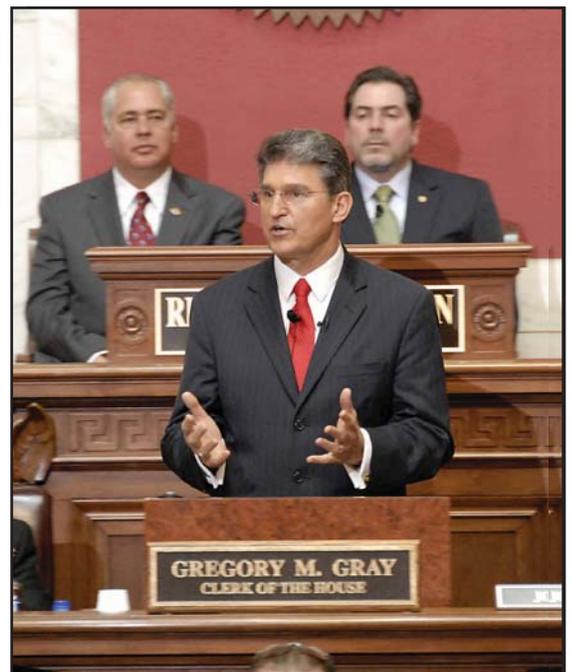
Keeping focus is the challenge Gov. Joe Manchin III put forth to West Virginians during his fifth *State of the State Address* on February 11. Speaking before the joint session of the Legislature, Board of Public Works members, Supreme Court justices and guests, the Governor said the state must remain fiscally disciplined during the current economic times.

"Let's keep focused and stay disciplined. The job will not be easy, but we can do it," said Gov. Manchin.

Recent reports indicate that West Virginia is only one of seven states not expected to face a budget deficit this coming fiscal year and only

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Governor Joe Manchin III outlines his goals and agenda during his fifth State of the State Address on February 11 from the House of Delegates chamber.



Department of Administration Test Its Agencies' Continuity of Operations Plans with Table Top Drills

Sitting around a table, groups of individuals representing the different Department of Administration agencies were given this scenario.

"It's 8 a.m. and you are stopped from entering the building by local officials. They inform you that a fire has just been reported in the building. You are advised to go your designated meeting area. From your meeting area, you can see smoke coming from the building and it appears to be concentrated on the floor where you work."

What do you do next?

This table top exercise was the latest in the Department of Administration's ongoing mission to complete its first version of its Continuity of Operations Plan (COOP).

Approximately one year ago, Department of Administration agencies were charged with formulating a COOP plan for their respective agency based on an extensive set of guidelines set forth by a task force.

Agencies then submitted and revised their plans during the next few months and now the task force is examining each agency's latest plan through this mock scenario. The eventual goal is for each



agency to have its own COOP and also merge each into a comprehensive COOP for the entire Department of Administrative.

"This latest step is to see how the plans are progressing," said task force member Penney Hall, of the Cabinet Secretary's office. "We want to make sure we know who the decision makers are for each agency and that employees in each agency knows who the decision makers are in a time of an emergency. This latest exercise shows us how decisions will be made and how they are communicated."

By sitting down and examining each agency's COOP plan, Hall said the task force is able to provide technical assistance and to prepare for the next steps which will include table top exercises with two or more agencies at once to see how multiple plans fit together and then eventually doing several live exercises.

"Every agency has been able to answer questions about emergency situations but in an actual emergency, no one knows who will be available at that time to make sure every

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Krista Ferrell and Brian Holmes, left, of the Purchasing Division review their agency's Continuity of Operations Plan with Penney Hall, center, and Chuck Mozingo, right, two members of the Department of Administration COOP task force. The task force has been overseeing agency's COOP plans through table top drills.

WVCHIP Ensures Financial Stability with Passing of Federal Funding Law

The West Virginia Children's Health Insurance Program (WVCHIP) received a tremendous financial boost when President Barack Obama signed the Children's Health Insurance Reauthorization Act (CHIPRA) into law in February.

With the passing of CHIPRA, the allotment formula has been re-based and

WVCHIP will receive an estimated \$43.3 million annually for its program. Sharon Carte, WVCHIP director, said the new formula will be sufficient to fund current enrollment levels of the fund.

"The most exciting thing is that Congress has modified the CHIP funding formula. Sufficient funds will now be available for the next four

and a half years for those children enrolled in WVCHIP," Carte said. "It is great that we will no longer have to worry about funding on a year by year basis."

Effective January 1, 2009, WVCHIP expanded its income eligibility for the program to 250 percent of the Federal Poverty Level or around \$55,000 for a fam-

ily of four. Families with incomes above 200 percent of the FPL participate by paying monthly premiums of \$35 per month per single child or \$71 per month for two or more child families. Carte said with the WVCHIP board voting to expand the eligibility enrollment at the beginning of the year, there are no immediate plans to expand the program.

Quotes, Notes and Anecdotes

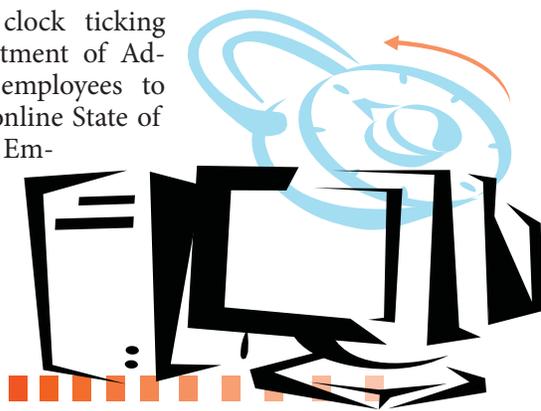
Office of Technology's 'Best Practices' Offers Additional Guidance For Security Training

With the clock ticking for all Department of Administration employees to complete an online State of West Virginia Employee Information Security training course, the Office of Technology (OT) has released a series of "security accountability best practices."

Department of Administration employees began receiving e-mail notices in January concerning the mandatory training, said OT's Jim Weathersbee. He said that temporary or contract employees and those without the "wv.gov" email domains had not received the notifications, though he said it has been corrected. There is also an Americans with Disabilities Act version of the test, he said.

Weathersbee said feedback on the training has been generally positive. "We have had some employees tell us that it is a really good training," he said. "They have told us that there is a lot of good content available in the training."

As of mid-February, 289 Department of Administration employees had completed the training, with 76 in various phases of completion, of 843 employees available for the training, Weathersbee



said. He emphasized the training is mandatory for all employees in all branches of government using state computers. In addition, the need for security is one that is typically underappreciated.

"We do not think about these

things until something happens, and when they hit us, then we think about security," he said. "Often it is when something happens in the news, and is publicized, that we realize the need for security," he said.

The best practices for online security (see sidebar) is an addendum of reminders for maintaining security on state computers. For the security training, employees are expected to complete the training by mid-March, approximately 60 days after the link to the Security Training Course was distributed to employees. Employees are encouraged to log on and begin the course as soon as possible. This course is narrated, with optional subtitles that can be turned on or off depending on one's preference.

With questions on the program, contact Weathersbee at jim.e.weathersbee@wv.gov.

Best Practices for Information Security

- Report all suspicious activity (such as an unescorted stranger or unexpected pop-up boxes) to an appropriate authority as determined by your organization.
 - Don't disable your firewall or anti-virus software.
 - Use anti-virus software to scan all files provided to you by others or after using the files on another computer.
 - Do not open e-mail attachments from unknown senders unless attachments are verified and checked for viruses before opening.
 - Never click links that are embedded in an e-mail.
 - Always access Web sites by manually typing the Web address into your browser. That way, you know you are visiting the Web site you intended to visit.
 - Access only those files and systems that you are authorized to access.
 - Do not share your password or PIN number, and do not use anyone else's.
 - Lock your computer when you step away from your desk.
-

Governor's Summer Internship Program Now Taking Applications

State agencies can now sign up to participate in the Governor's Internship Program which assembles high-achieving college students to be made available to serve as summer interns. This year marks the 13th year for the Governor's Internship Program.

The Governor's Internship Program strives to place students in internships by matching their interests with the needs of the agencies, businesses or organizations seeking to host interns. An ideal match would be for students to be placed in a position where they would

receive experience in their academic field of interest and have the flexibility as an intern to learn under and be supervised by a professional in that field. Internships generally last nine to 13 weeks and pay at least minimum wage.

Agencies can enroll at www.wvgip.org. Once an agency submits its enrollment form through this Web site, the Division of Personnel sends the agency contact a login code, enabling them to review resumes of the college interns enrolled in the program. Interns are required to have a minimum of a 3.0

grade point average and have finished their first year of college. Narratives describing their field of study and work interests are also available.

The selection of interns is competitive. Participating state agencies, private business and organizations will have access to the entire student database. A candidate's application materials, including transcripts and letters of recommendations, are reviewed by the agency, business or organization, which

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Personnel Dispels the Five Myths of Conflict



FOR MORE INFORMATION

The Division of Personnel's Organization and Human Resource Development (OHRD) Section will offer a conflict management course this year. For more information on this course and others offered by OHRD, visit:

<http://www.state.wv.us/admin/personnel/OHRD/toc.htm>

For more details on conflict management, Isabella recommends the following sites:

<http://www.conflictzen.com>

<http://www.mediate.com>

Everyone knows conflict is bad, right? Actually, no, said Mark Isabella, the senior development consultant with the West Virginia Division of Personnel's Organization and Human Resource Development section. Isabella said conflict – whether it be between managers and workers, co-workers, even spouses – can lead to healthier relationships if you are willing to adjust your viewpoint.

"People come with a particular point of view about conflict, and if they stick with that traditional point of view, then they will probably not move to where they need to move manage conflict more effectively," he said.

With conflict, Isabella said there are five primary myths that need to be dispelled:

Myth #1. Conflict is bad by very nature.

Isabella said conflict is neither good nor bad, but rather just is. He said what makes the conflict productive or destructive is how we handle it.

"Conflict can produce many great opportunities," Isabella said. "There is the chance to talk about issues and goals, and the chance to improve a relationship."

Isabella suggested not looking at conflict with only the negative, and instead see what the other person wants, what they value, and what may be a mutually beneficial outcome.

"Not all conflict can work out that way, but there is greater opportunity than we tend to believe there is," he said.

Myth #2. Harmony is better than conflict

Peaceful coexistence may point toward as many problems as consistent conflict, Isabella said.

"Certainly there has to be some balance, but a relationship only marked by harmony tends to be a stagnant relationship," he said. "Harmony certainly feels better, but it tends to not lead towards growth."

What is potentially destructive about a seemingly harmonious relationship is that even though everyone seems happy, there is that realization that everyone is not really happy, he said. The silence marks an internal

examination of the values and motives of the other parties, often negatively.

Isabella emphasized that it is always better to get things out in the open and to discuss issues in productive manners.

Myth #3. Avoidance is the best way to deal with conflict.

"We often think that problems will just work themselves out," Isabella said. "What tends to happen with important conflict with that with avoidance it makes it worse."

Isabella said the result is often the "zombie principle," where the problem comes back uglier and smeller than ever.

"We bury these important issues and they come back and they tend to be harder to deal with," he said.

The assumption is that by not talking about the problem, nothing bad can happen. Instead, look for the opportunity that lies within conflict.

Myth #4. Conflict is mostly about personality clashes.

While personality may play some role, most conflicts are about the goals and the values of the parties, Isabella said. We look at the personalities of the other persons involved and say that we can not successfully negotiate with them.

However, Isabella pointed out, we often-times negotiate with divergent personalities throughout our day.

"In truth we negotiate all day long, from who does what work assignment to who drives the kids to school to who does the dishes," he said. "If a person has something of value to you, then to say 'I am not going to negotiate' is self limiting to get what you want."

Myth #5. Conflict has to be competitive.

Isabella said bringing a competitive stance to conflict can often result in a negative outcome, particularly when viewed in our personal relationships. Instead, use the conflict to open the doors of communication.



General Services Safety Committee Places Focus On Safe Workplaces

Remember the old slogan that “it was better to be safe than sorry”? For the General Services Safety Committee, that could not be more true. Charged with the responsibility of maintaining safe environments for all state-owned buildings, the committee takes that responsibility seriously.

“Our goal is to have a campus free of recognizable hazards,” said Charlie Warner, one of the three General Services employees whose job it is to maintain safety on campus. He said they view their positions as essentially building managers. “We have a big umbrella, and there are just the three of us.”

Warner, along with fellow General Service Division employees Butch Arthur and Jonathan Trout, are responsible for responding to any health or safety issues on the State Capitol campus. They meet once a month with other ad hoc members, but it is under their directive that issues are addressed.

The issues may range from safety inspections for the buildings to setting up specialized trainings to setting up fire evacuation plans for each building on campus. Warner said that while the General Services Division is often seen as a maintenance organization, the committee focuses on training maintenance workers to be able to respond to more of a variety of situations, including CPR trainings and teaching how to respond to safety issues and setting up safety procedures within the Americans with Disabilities Act.

“We try to be proactive rather than reactive to the problem,” Warner said. “This way, we can identify

Quotes, Notes and Anecdotes



General Services Safety Committee members Butch Arthur, Charlie Warner and Jonathan Trout are responsible for ensuring the safety across the State Capitol and at state government buildings throughout the state.

things before they may lead to an injury.” Warner said increased safety also had the added benefit of lower insurance rates through the Board of Risk and Insurance Management (BRIM), the insurance provider for the state.

Trout said that there are numerous concerns in dealing with a series of aging buildings, but the focus remains on the well-being of each person. “The safety of everyone is our number one job,” he said.

Warner, the committee chairman, and Arthur deal primarily with health and safety issues, while Trout deals with environmental and abatement concerns. Safety concerns may be reported to the General Services Division at 558-2317 or e-mail at gds.servicedesk@wv.gov.

COOP

Continued from Page 2

proper step is taken,” said task force member Chuck Mazingo from the Board of Risk Insurance Management. “That is the importance of getting emergency procedures committed into a written plan. That person who has the answers may not be around when an emergency occurs. A written plan alleviates that potential problem.”

INTERNSHIP

Continued from Page 3

will interview and ultimately select the summer intern that best suits its needs for the position available.

For more details, visit the program’s Web site or call Molly George, Special Projects Coordinator, at 558-2440 for questions about the program or Pat Quinlan of the Division of Personnel at 558-3950, extension 57263 for questions about the applications.

GOVERNOR

Continued from Page 1

one of three states projected not to see a budget deficit year in the following fiscal year.

Despite this positive news, Gov. Manchin said during his first address of his second term that state government must remain diligent in its spending.

“While we are in better financial shape than our neighbors, West Virginia is not immune to the national and global economy. These may be the most challenging times we have faced. The hard work is not over. It has just begun,” the governor said. “Our next move is up to all of us. Do we remain focused and disciplined with a strong vision? Or do we throw caution to the wind and bet on this economy turning around quickly? After four years, you know the latter is not my style.”

Gov. Manchin noted how additional appropriations directed toward the teachers’ retirement debt during his first term means that the state will not have to put an additional \$250 million in the 2011 budget and the next 23 years after that to meet the teachers’ pension obligations.

Some of the initiatives the Gov. Manchin has put forth include a closing of state pension loophole which would allow elected officials to collect retirement benefits while holding a full salary

For the complete text of Governor’s *State of the State Address* and stream-line video, visit Governor Manchin’s Web site at <http://www.wv.gov.org>.

Telephone Calls Now Require Dialing 10 Digits

West Virginia now has two area codes in effect, and with the change comes a new way to dial local and long-distance telephone calls. Effective February 28, callers are required to dial the area code along with the regular seven-digit number for all local calls except for X11 numbers like 911, 411, etc. The method for dialing long distance calls remains the same. This applies to all telephones whether it is home, cell or business. Not doing so will result in a call not being completed.

Individuals and businesses will have to reprogram telephones and related features such as speed dialing, call forwarding and voice mail, but also fax machines, Internet dial-up numbers, life-safety systems and security systems. Any documents containing phone numbers may need to be altered, including personal and business checks, business cards, stationery, print media, and Web pages and update accordingly.

State agencies may report problems to the Office of Technology Service Desk at 1-304-558-9966, 1-877-558-9966 or servicedesk@wv.gov.

PEIA Open Enrollment Set for Month of April

The Public Employee Insurance Agency (PEIA) has scheduled the month of April to participate in Open Enrollment for the program.

To modify your plan, state employees simply visit <http://www.wvpeia.com> and click on "Manage My Benefits" to manage their account and change plans as desired, whether it is adding, changing or removing dependents.

For those without Internet access, contact your agency's benefit coordinator or call PEIA for a form to make desired changes.

Welcome! ... to our new employees: **Heather Christenberry** (CPRB); **Roger Townsend** (Finance); **Lindsey Duvall** and **Kelley McClanahan** (Personnel); **Kimberly Henry**, **Lori Hypes** and **David Scruggs** (Purchasing); **John Hildreth**, **Vicky Means**, **Misty Moore** and **Tami Williams** (Real Estate); and **Randall Arbogast**, **Kenneth Bowles**, **Bryant Cramer**, **William Hargus**, **Scott Kebler**, **Edward McMinn**, **Berneice Moore**, **Rick Pritt**, **Scott Sheppard**, **Brent Smith**, **Levi Wade**, **Mark White** and **Andrew Zicafoose** (Technology).

Time to Relax ... After many years of hard work, **Lew Brewer** of the State Ethics Commission is now ready to kick back and relax. Happy retirement!

Best Wishes ... to our employees who recently resigned from our department: **Dan Olthaus** (General Services); **Sharon Newhouse** and **Elizabeth Williams** (Personnel); and **Joshua Tinnel** (Technology).

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

On resilience

"Nobody is stronger ... than someone who came back. There is nothing you can do to such a person because whatever you could do is less than what has already been done to him."

Elie Wiesel

HAPPY BIRTHDAY ... in March

1 Thomas Harper PEIA	16 Karen Bias-Scaggs Jr. ... Gen. Svcs.
Therman Mullins Technology	Cindy Ennis Technology
2 Gloria Long PEIA	Darlene Fletcher Personnel
3 Mischa DiFillippo BRIM	Jason Haught PEIA
4 Eric Holstein Technology	17 Michael Adkins PEIA
Gene Young Purchasing	Charles McMinn Technology
6 Scott Belcher Gen. Svcs.	18 Sue Lipinski Technology
Bruce McGowan Personnel	Gloria Taggart Finance
Robert Seabolt Finance	20 William Jones Gen. Svcs.
Jeremy Wolfe BRIM	Tammie Means Technology
7 Chris Chapman Technology	21 Tim Hall Gen. Svcs.
Brian Gillespie Gen. Svcs.	Marston Harris Gen. Svcs.
8 Catherine DeMarco .. Purchasing	23 Clyde Lee Arline Pros. Atty.
Timothy Hyatt Technology	George Muncey Technology
Chris Sforza Finance	Robert Worledge Jr. Finance
Thomas Williams Personnel	24 Thomas Bailey III Gen. Svcs.
9 Tari Crouse Personnel	Tanya Cyrus PEIA
Jack Hickok Pub. Def.	25 John Dunlap Technology
Rachel Perry CPRB	26 Natalie Faulkner Technology
11 Mary Bolton Personnel	Robert Hovatter Gen. Svcs.
12 Jamie Hardman CPRB	Anne Lambright CPRB
13 Janice Morgan Technology	Marilyn Summers Technology
Angela Riley Technology	28 Gary Warner Technology
15 Lori Cottrill CPRB	Tami Williams Real Estate
Charlene Good Technology	29 Philip Morrison II Pros. Atty.
Charles Stark Technology	30 William Hargus Technology

Administrative Notes

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

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