



Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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Employee of the Month

CPRB's Genelea Pauley Defines the Term 'Customer Service'

Genelea Pauley, a Retirement Advisor for the Benefits Section of the Consolidated Public Retirement Board, has been selected as the Department's **Employee of the Month** for May.

A 31-year employee of state government, Genelea interviews potential retirees, answers questions on the various retirement plans and offers estimates of their benefits. She considers her 'main responsibility' as offering service to the

retiree and ensuring that their first retirement check is mailed in a timely manner.

According to one of her co-workers, "The term *customer service* was not in the world back 30 years ago like it is today. I'm so happy that the world has finally put a name to what Genelea has done all these years." Another co-worker adds, "She takes excellent care of each retiree and talks in depth as to which option would be most beneficial to them."

In her spare time, Genelea enjoys helping the elderly, reading and spending time with her husband of 41 years and her daughter. She is also an animal lover and has three dogs.

Please join Cabinet Secretary Greg Burton at Genelea's **Employee of the Month** presentation at 11:30 a.m. on Wednesday, May 2 at the Capitol Rotunda.



GENELEA PAULEY
May Employee of the Month

General Services Division Implements Several Changes for Positive Results to the Complex



Renovations made to the North Portico of the main Capitol Building is an example of the work being done at the Capitol Complex.

If you ask General Services' Acting Director David Pentz what's new at the State Capitol, you better have more than a few minutes to spare. The General Services staff is busy these days working on a number of projects, all with the same goal of preserving the beauty of this state landmark.

Citing the cliché, *to get the job done right, you must have the tools to work with*, the General Services Division replaced

GENERAL SERVICES
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Sneak Peek INSIDE...

- ◆ New Directors of Personnel and WV CHIP Now On Board
- ◆ **STRESS**...How Do YOU Manage It?
- ◆ Does Your True Personality Come Out in E-Mail?
- ◆ Monthly Income Requirements Changed for WV CHIP Recipients

TOP TEN LIST

How does our Department employees relieve stress? Here's the top ten ways they suggest:

1. Take a walk
2. Talk to friends or co-workers
3. Exercise
4. Pray
5. Get organized
6. Use sense of humor
7. Take a day off
8. Listen to music
9. Ignore small problems
10. Relaxation techniques

Department Employees Walk Off their Stress

Feeling Stressed at Work? Take a Hike!

With today's hectic schedules and the balancing act many of our employees perform between work and family responsibilities, it is no wonder why stress is so apparent in our lives.

Stress is what happens to our body when any *pleasant* or *unpleasant* demand is placed upon it. Although we cannot avoid stress altogether, we can learn how to keep the distress to a minimum.

According to results of a Department electronic mail survey, our employees expressed the various ways they battle their stressors. Over 35 percent of the respondents indicated that taking a walk when things get too much to handle is the best cure.

Talking to friends or co-workers is another piece of advice offered by our employees. Often through this communication, the extent of the

Shutting my door and listening to music at work helps prevent the outside stresses from getting to me too much...screaming in my car helps too!

**Mary Jo Swartz
Grievance Board**

problem diminishes. "If it is not going to matter in five years, don't worry about it," suggests Public Defender Services' Iris Brisendine.

Utilizing humor in the workplace when things get tough also helps to ease the stress. This method was obvious in many of the responses offered by our employees to this survey.

How important is the problem anyway? "I keep telling myself that no matter what is happening, it is only temporary," said PEIA's Marie Terry. BRIM's Chuck Mazingo agrees, "Don't sweat the little stuff. Learn to accept the things that really shouldn't matter and save your adrenaline for the important things."

Getting organized is the key, according to 10 percent of our employees who responded. "Workplace stress is managed by evaluating the importance of deadlines," said Public Defender Services' Ralph McKinney. "Organizational skills are a must."

No matter how you handle your stress, try to finish each day with a clean slate. Tomorrow is a new day with new challenges and opportunities!

Personnel Director Prepares for Division's Future Plans



The thing that will be the catalyst for moving us forward will also be the catalyst that will hold us back...that is change. Change doesn't mean that there won't be a core of our traditions and values. There is a certain foundation that we must rely on.

**Nichelle Perkins
Personnel Director**

Nichelle Perkins has experienced many aspects of human resources, from studying law to teaching diversity. When offered the job of directing the Division of Personnel, she saw an opportunity to perform all facets of personnel management that she enjoys at one time, rather than concentrating on one particular area.

Perkins' vitae contains many qualifications, such as earning a law degree, serving as an associate professor at West Virginia University, teaching at the Institute for Labor Studies and Research, serving as president of a national human resources organization, and being awarded a Ford Foundation Fellowship to Guana.

She expressed that there are several areas on which she plans to focus her attention. These areas are conflict management, professional development, technology and policy-making. Below are some thoughts and opinions offered by Perkins:

On Conflict Management

"I love conflict management. I like the human ability to work through problems, maybe not always agreeing, but finding ways to say 'I value your opinion, so let's move forward.'"

Nichelle Perkins
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Common sense and a sense of humor are the same thing, moving at different speeds. A sense of humor is just common sense, dancing.

Clive James

Delivering Criticism with Tact

Delivering a necessary criticism can be like a walk in a minefield. You do not want to lose an employee, co-worker or friend, but you also need to correct and direct. The key is tact. Here are some tips to delivering positive criticism:

Show that you are in it together. Focus on a common goal. Instead of saying, "We'll never get the project done on time if you don't get me those research reports," try saying, "We'll get this project done a lot sooner if you pull the research reports together while I edit the proposal."

Show how their performance affects them and others. Do not bellow out that you will look the fool if the project is not done on time. Let them know that if they are late, you will both suffer the consequences.

Explain the customer's point of view. Refrain from pointing at all the ways the reports are written incorrectly. Instead, tell the person that you understand the approach but that the customer would probably see it differently.

Ask permission. People are more likely to listen to what you have to say if you first ask, "May I make a suggestion?" Criticism will be more accepted.

- Adapted from **Fortune Small Business.**

Quick, Did You Know...

A 'jiffy' is an actual unit of time for 1/100th of a second.

- adapted from the *StrangeFacts* website.

General Services Continued from Page 1

many antiquated pieces of equipment with a variety of new items to better maintain the Capitol grounds.

"When we started, we didn't have much to work with," said Pentz. He added that his workers often had to borrow equipment from other state agencies or private businesses. "We were at the mercy of the people who were loaning us the equipment. With our own equipment, we are self-sufficient and can maintain the grounds the way in which West Virginians visiting the State Capitol have come to expect."

Deputy Director Bill Pauley explains that several meetings were conducted with the staff to determine the equipment necessary to meet their needs. As a result, a 'wish list' was created and was used in determining the items to be purchased. This list included lawn mowers, hauling equipment, edgers, chainsaws, weed eaters, rakes and hoes. "I personally want to

thank Cabinet Secretary (Greg) Burton for giving us the tools we needed to get our job done," Pentz said.

If you have visited the State Capitol recently, it is apparent that several projects are underway:

- ♦ On the North Portico of the main Capitol Building, restoration and repair of the landing is near completion.
- ♦ An inspection of Building 3's entrance is currently being completed due to loose limestone which has fallen.
- ♦ An assessment of the Capitol dome is being made to determine what action should take place. "Until we get up there and actually look at it, it's basically an unknown," Pentz said.
- ♦ The floors inside of the main Capitol Building are being restored to its original shine.
- ♦ The Governor's Mansion is in need of a variety of repairs and enhancements, including repairing the front wall, painting the outside columns, creating a handicap entrance and replacing some loose tiles.

♦ The planting of the flowers which adorn the Capitol Complex each spring will begin. "The flowers will arrive in three stages, beginning May 14," said Jim Bumpus, Assistant Director of Grounds and Custodial Services. "The second delivery will be May 16 and the final delivery will be two days later to allow time in between for planting."

These projects are only a small example of the activity which occurs *behind the scenes* at the State Capitol, in addition to the many tasks performed daily by the General Services staff. These individuals work hard to preserve the beauty of the State Capitol, our workplace.



Above: An inspection of the entrance of Building 3 is currently taking place due to loose limestone which has fallen.

Below: The General Services staff is pleased with the new equipment and tools recently acquired to assist them in performing their jobs.



Governor Wise Announces WV CHIP Director and Unveils Program Video



Gov. Wise showcases the new WV CHIP public service announcement starring country music star and West Virginia native Kathy Mattea.

Sharon Carte, the new director of the West Virginia Children's Health Insurance Program, considers herself a *policy person*. Previously serving as deputy commissioner for the Bureau for Medical Services and later working as a health care consultant, Sharon quickly realized the importance of the policy implications of the program's future integration with all of West Virginia's health care delivery.

"I'm looking forward to doing all of the things that will expedite the program and make enrollment more simple," she said.

"Gov. (Bob) Wise is very interested in seeing that children's coverage and health care becomes more accessible."

Carte explains that there are many 'selling points' to the program; however, the most obvious benefit is its price tag. "It's affordability for working parents, those self-employed who have had difficulty in the past getting health insurance,

and many other families who may think they are not CHIP eligible or that this program is not about them ...but it is," she said. "The more the community realizes this fact, we will be enrolled at our target number."

That target number is 28,000 children. Currently, the program has enrolled about 19,300. Carte indicated that her office is doing several outreach programs to assist in their awareness campaign.

At a recent press conference, Gov. Wise unveiled a public service announcement promoting the WV CHIP. The PSA, starring country music star Kathy Mattea, explains how West Virginia families can receive health care benefits for their children.

The program is developing a multi-faceted media plan, with three levels of outreach: program and television, print media, and



WV CHIP Director Sharon Carte

direct outreach activity.

"As soon as we begin this campaign, I hope that there will not be any West Virginian unaware of the CHIP program," Carte said. "I'm looking forward to reaching full enrollment."

Public Service Recognition Week Moved to September

West Virginia's Public Service Recognition Week celebration, which was originally scheduled for May, has been rescheduled for September due to a series of unavoidable circumstances.

Definite dates have not been confirmed, but more information will be coming soon!

WV CHIP Eligibility Guidelines Increased April 1

Income guidelines for the West Virginia Children's Health Insurance Program changed April 1, 2001. This month's income cannot be higher than the amounts listed below:

Family Size	Family Income Before Taxes (No Co-Pays)		Family Income Before Taxes (With Co-Pays)	
	Monthly	Annual	Monthly	Annual
2	\$1,452	\$17,415	\$1,935	\$23,220
3	\$1,829	\$21,945	\$2,439	\$29,260
4	\$2,207	\$26,475	\$2,942	\$35,300
5	\$2,584	\$31,005	\$3,445	\$41,340
6	\$2,962	\$35,535	\$3,949	\$47,380
7	\$3,339	\$40,065	\$4,452	\$53,420

WVPECU Offers Various Services

The West Virginia Public Employees Credit Union offers a variety of services to its members. Check out these outstanding features:

- One/two year certificates (5.00% APY)
- Savings Accounts (3.03% APY)
- Christmas Club Savings (4.06%)
- IRA rates (visit www.wvpecu.org for more details)
- Free Checking Accounts (with free check card)
- Easy Direct Deposit Program

WVPECU Hours: Monday-Friday

Lobby (9:00 a.m. - 3:00 p.m.)

Drive Thru (7:30 a.m. - 5:00 p.m.)

State Pay Day (7:30 a.m. - 6:00 p.m.)

Telephone: (304) 558-0566

Fax: (304) 558-0137

E-mail: wvpecu@aol.com

Website: www.wvpecu.org

MILESTONES

Honoring our Employees' Service Years

The Department of Administration is pleased to include in each issue of **Quotes, Notes & Anecdotes** "milestone" anniversary dates for our tenured employees.

Each month, we will list in five-year increments the employees who are celebrating their years of service with the state of West Virginia. We value 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 May:

5 YEARS

Richard Harris
Tom Lambert
(General Services)

15 YEARS

Steve McCloud
Charles McMinn
Mick Olah
(IS&C)

Kaye Parks
(Finance)

25 YEARS

Earl Curnutte
(General Services)

Sharon Gill
(PEIA)



*"Think you can, think you can't.
Either way you'll be right."
Henry Ford*

COMMUNICATION THE PEOPLE FACTOR



Diane Holley, the Department's Public Information Officer, will explain different facets of communication periodically in **Quotes, Notes & Anecdotes**.

Does e-mail bring out the Dr. Jekyll or Mr. Hyde in you? Depending upon the day, we can play either part – at least in the world of electronic communicating.

The use of e-mail may eventually bring out the worst in just about everyone. For that reason, an elaborate set of etiquette rules (netiquette) has evolved in this relatively new arena of human discourse.

Most of the rules are simple: Don't TYPE IN ALL CAPS, swear, send copies of

jokes or attach anything inappropriate in any e-mail. And, the most important rule is to wait a day before sending an angry e-mail.

Virginia Shea, author of **Netiquette**, says people tend to forget there are humans on the other side. Humans have feelings, so it is best not to attack people personally. Play nice.

Remember that e-mail is more like a conversation than a letter. In a courteous conversation, one person makes a point and another responds.

What we say and how we say it are paramount in e-mails. Spelling and grammar count, so proofread your e-mails carefully.

The final and most crucial point to be made about e-mails is that in the workplace, you may want to remember that the tone of your e-mail may result in a face-to-face conversation...yes, *people still communicate that way occasionally.*



Angry about an issue at work ...

Wait a day before sending that e-mail that expresses your feelings and emotions.

Happy Mothers Day: May 13th

Sooner or later we all quote our mothers.

Bern Williams

Nichelle Perkins

Continued from Page 2

On Professional Development

"We need to start thinking of professional development as knowledge, awareness and skills. If you want people to learn leadership, communication or facilitation skills, that is like learning to ride a bike or cook. The first class is not going to make you an expert."

On Strategic Planning

"With having to do more with less, having a good plan gives you direction."

On Technology

"I'm very excited about the Human Resources Information System that we are develop-

ing. By having a centralized computer database of human resource information, life will be easier. But we need to be careful on how and when we use technology."

What are the keys to good personnel management? Perkins indicated that the top three qualities include being a **good leader**, a **good communicator**, and having the ability to **create a healthy work environment**.

With a sense of vision, Perkins hopes to progress the Division of Personnel in the areas of human resources to benefit all West Virginians.

Quotes, Notes & Anecdotes

is published by the Department of Administration

Bob Wise
Governor

Gregory A. Burton
Cabinet Secretary

Diane Holley
Public Information Officer/Editor

Special Thanks

Jane Fouty
Kaye Parks

A Message From... Cabinet Secretary Greg Burton

The Value of Public Service

As state employees, we all have a responsibility to the citizens of West Virginia to conduct our respective programs in the most efficient manner possible. As part of this task, each of us must focus on service to our customers.

As we expect a certain level of service when we purchase products or services in our personal life from businesses, so must West Virginians expect the same high expectations when conducting business with state government.

Our employees demonstrate the qualities of customer service. Just look in this issue of **Quotes, Notes & Anecdotes!** Our May Employee of the Month, Genelea Pauley of the Consolidated Public Retirement Board, is praised for defining the term of *customer service*. Our General Services staff is applauded for their efforts in maintaining the beauty of the State Capitol. Several of our employees are recognized for reaching milestone service years.

These are only a few examples of the level and quality of service which the employees of the Department of Administration continues to offer.

Your efforts are to be commended. All West Virginians should be proud to have individuals such as you working for them!

Personal Triumph

One sad thing about this world is that the acts that take the most out of you are usually the ones that other people will never know about.

Anne Tyler

Welcome to the Department! ... Rosa McFarland (Public Defender Services), **Lora Gray** (Personnel), and **Stephanie Turner** and **Kelly Williams** (IS&C).

Best Wishes...to those employees who resigned from the Department: **Elva Floyd** (Public Defender Services), **Becky Mann** (Finance), **Karen Crouser** and **Charles Ray** (Personnel).

Open Enrollment Deadline...If you haven't changed your health insurance option yet and you plan to make a change, you do not have much time left. PEIA's open enrollment ends on May 4.

PEOPLE TALK

What are YOUR Vacation Plans?... Would you like to share stories this summer from your vacation? Where did you go? Anything exciting happen? Simply call or e-mail Editor Diane Holley at (304) 558-0661 (dholley@gwmail.state.wv.us).



In Sympathy...We sadly say goodbye to one of our Department employees, Mike Pendleberry, who passed away on April 9th at only 36 years old. Mike was a Senior Network Technologist for IS&C. Our thoughts and prayers are extended to his wife, Debra, also an employee of IS&C, and his family.

A Chip off the Old Block!...Purchasing's Diane Holley and Dan Miller enjoy bragging on their children who recently placed at the Kanawha County Social Studies and Science Fair. Diane's son, Zachary, a seventh-grade student at Sissonville Middle School, won first place in the technology category (science) and Dan's daughter, Dayna, a fifth-grade student at Elk Center Elementary, won first place in the economics category (social studies). *Congratulations!*

HAPPY BIRTHDAY ... in May

- | | |
|--|--|
| 1 Susie Samples Personnel | 20 Mendy Moore Pros. Atty. Inst. |
| 3 Mark Erb Aviation
Larry Stover PEIA | 22 Michael Massaro....General Svcs.
Charles Reynolds....General Svcs. |
| 4 Larry Thaxton Purchasing | 23 Jim Bumpus Gen. Services |
| 6 Caroline Brady CPRB | 24 Jennifer Lovejoy . Purchasing
Tamra Rogers Personnel
Ron Wright..Grievance Board
Maria Yoakum IS&C |
| 7 Delilah Bracken IS&C | 25 Brett Clutters IS&C
Brenda Jones CPRB
Chris Rush .. General Svcs. |
| 8 Anthony Cooper Purchasing | 27 Janice Boggs Purchasing
Matt Hackworth . Purchasing
Carolun Thomas Finance
Regina Tucker PEIA |
| 10 Pam Jones Purchasing | 28 Kelly Williams IS&C |
| 12 Carolyn Saul IS&C | 29 Robin Roberts IS&C
Gene Walters IS&C |
| 13 Ken Lucas General Svcs. | |
| 14 Paula Atkinson WV CHIP
Ed Trader IS&C | |
| 16 Martha Bostic Personnel
Liz Martin Finance | |
| 18 Bob Nichols CPRB
Clem Pemberton IS&C | |
| 19 Johnnie Booth.. General Svcs.
David Keith IS&C | |

