

# Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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## Employee of the Month

### IS&C's Bill Miller ... Just Call Him *Mr. Dependable*

**Bill Miller**, a Mail Processing Operator II for the Data Center at the Information Services and Communications Division, has been selected as the department's *Employee of the Month* for May.

A 27-year veteran of state government, Bill is responsible for operating the Pitney Bowes mail inserter machine on the evening shift from 2:30 p.m. until 10:30 p.m.

He performs these mail processing tasks for various state

agencies at the Capitol Complex.

According to one of his co-workers, "Bill is an extremely reliable employee. When the work load is behind schedule, he volunteers to work extra hours." Another co-worker adds, "Bill is a hard worker with a great attitude. When anyone mentions his dedication to his job, he shrugs it off, saying 'The work has to get done, right?'"

In his spare time, Bill enjoys taking his dogs for walks in the woods.

Bill will be honored during a special ceremony at 11:30 a.m. on Tuesday, May 6, in front of the fountain of Building 6. In case of rain, the ceremony will be held in the lobby of Building 6.



**BILL MILLER**  
May Employee  
of the Month

### Greg Burton Resigns to Accept Position with BEP

#### *Susman to Serve as Acting Secretary of Administration*

Greg Burton was recently appointed by Gov. Bob Wise to serve in a dual role as the state's new director of Workers' Compensation and as Acting Commissioner of the Bureau of Employment Programs.

"This is a great challenge and I appreciate the opportunity Governor Wise has given me," Burton said. "I am grateful for the opportunity to have worked with the many dedicated and highly skilled and motivated employees of the Department of Administration."

Insurance and Retirement Director Tom Susman is serving as Acting Cabinet Secretary of Administration. He will be performing these duties in addition to his current responsibilities within the Insurance and Retirement Division.

Our best wishes are extended to Greg Burton as he assumes his new position.



Greg Burton



Tom Susman

### Got the Time? Check for Yourself!

The **Online Leave System** has celebrated its first anniversary! For the past year, state employees have had access to their personal report that contains all annual and sick hours taken during a calendar year.

To view your personal leave report, access [https://www.state.wv.us/secure/leave\\_prod/default.cfm](https://www.state.wv.us/secure/leave_prod/default.cfm). Questions regarding this system should be directed to your supervisor.

### Sneak Peek INSIDE...

- ◆ 2003 Legislative Update of Bills Passed
- ◆ Governor Wise Signs H.B. 2122 into Law regarding Medical Liability Reform
- ◆ Honoring the Military Personnel within our Department
- ◆ Popular Tourist Areas to Visit in West Virginia



Photograph courtesy of Steven Rolsch

**Governor Bob Wise signs the Medical Liability Reform legislation into law on March 11, 2003 at the State Capitol.**

On March 11, 2003, surrounded by health care professionals and legislators, Gov. Bob Wise signed H.B. 2122, Medical Liability Reform, into law to ensure the accessibility, affordability and stability of the health care system in West Virginia.

"My number one commitment is the health and safety of the citizens of West Virginia," Wise said. "I introduced, and the Legislature passed, legislation that

## Governor Bob Wise Signs H.B. 2122 Medical Liability Reform into State Law

will help keep our physicians practicing medicine and will attract new doctors to our state. This bill also will preserve and strengthen our emergency medical and trauma system."

The legislation includes reforming the laws relating to medical malpractice, establishing a statewide trauma and emergency medical system and creating an economic package to help offset the cost doctors pay for medical malpractice insurance.

"A financial package is included to help physicians deal with the rising cost of liability insurance through a provider tax credit," Wise said. "The bill also provides state assistance for the establishment of a physician's mutual insurance company."

H.B. 2122 places a cap on non-economic damages of \$250,000; eliminates

*This new law will make West Virginia a state that has economic incentives for doctors to stay, start practices and raise families.*

**Gov. Bob Wise**

joint liability; sets new standards for expert witnesses; recognizes collateral source payments; provides a homestead exemption for medical providers in case of bankruptcy because of a medical liability ruling; and limits certain third-party claims.

"This new law will make West Virginia a state that has economic incentives for doctors to stay, start practices and raise families," Wise said. "The hard work and commitment of our physicians make our state a better place to live."

### Our Benefits... What's in it for YOU?

*State employees receive a variety of benefits as part of their employment package. Periodically, we will take a brief look at these valuable incentives:*

#### State Credit Union

The State Credit Union serves all active and retired state employees. To join the Credit Union, an initial membership fee of \$2 plus a \$5 deposit to a savings account is required.

All deposits are insured up to \$100,000 by the National Credit Union Administration.

Also offered are checking accounts, ATM cards, drive-through service, free Internet banking, Christmas/vacation clubs, direct deposit, 24-hour banking, traveler's checks and loans. For more information on the State Credit Union, please call (304) 558-0566.



### Make West Virginia Part of Your Vacation Plans this Summer

Can't decide where to go on vacation this year? Kim McHenry of the Division of Tourism and J.R. Pope, Director of West Virginia Parks, suggest staying close to home and offer helpful information to make your vacation planning easier.

"Our state park system is especially popular. People enjoy going camping or staying in a lodge or cabin," McHenry said. "Harpers Ferry National Park and New River Gorge National Park, which is celebrating its 25<sup>th</sup> year, are very popular. Other well-visited sites include Seneca Rock, Dolly Sods and Cranberry Glades."



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## 2003 Legislative Session

# An Overview of Legislation Affecting our Department

By Donna Prunty  
Cabinet Secretary's Office

The 2003 Legislative Session appeared to be a little more quiet than the previous two years with a reduced number of bills introduced. However, there were a number of bills introduced that dealt with issues of major importance to the citizens of West Virginia; unfortunately, not all of those bills passed.

A total of 1,882 bills were introduced during this session: 1,219 of the bills were introduced by the House of Delegates and 663 by the Senate. Of the bills introduced, only 259 passed both houses, five which passed both houses were vetoed by Governor Wise. One bill became law without the signature of the governor. Of

the 253 bills, the governor signed into law, 31 affected the Department of Administration either directly or indirectly.

Most likely the biggest issue of the session was the passage of HB 2122 relating to medical malpractice reform (see page 2 for more details). The passage of this bill will ensure the accessibility, affordability and stability of the health care system in West Virginia. It will help keep our physicians practicing medicine and will attract new doctors to our state.

Some of the other bills passed during the legislative session that may be of interest are outlined below:

**SB 105:** Increases the tax on cigarettes to .55 cents per pack;

**SB 107:** Creates a sales tax holiday for back-to-school purchases;

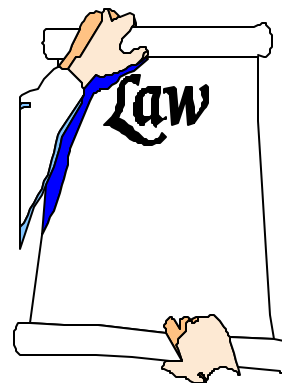
**HB 2050:** The budget bill that makes appropriations of public money out of the treasury in accordance with the Constitution;

**HB 2118:** Adjusts the retirement benefits for all members of the State Police Retirement System;

**HB 2224:** Relates to higher education reorganization;

**HB 2511:** Authorizes a new motor vehicle license plates. Plates may be issued for members of the Nemesis Shrine; volunteers and employees of the American Red Cross; individuals who have received the Combat Infantry Badge or Combat Medic Badge; members of the Knights of Columbus; former members of the Legislature; democratic state and county executive committee members; female veterans; West Liberty State College; and Harley owners.

**HB 2592:** Authorizes the Department of Administration to promulgate legislative rules. These rules deal with Records Management and Preservation; Technology Access for the Visually Impaired; Parking; Qualifications for Participation in the State Use Program; Consolidated Public Retirement Board; Lobbying; and Personnel. The rules relative to parking made some changes, including an increase in the monthly fees and parking fines, allows for the removal or immobilization



## PEIA Conducts Benefit Fairs at Various Locations in State



Representatives of the Public Employees Insurance Agency and other health care plans offered to state employees were available during the benefit fairs which were conducted throughout the state to educate state employees.

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

**Bob Wise**  
Governor

**Tom Susman**  
Acting Cabinet Secretary

**Diane Holley**  
Public Information Officer/Editor

**Special Thanks**  
Debbie Harrison  
Chuck Jones  
Kaye Parks  
Donna Prunty  
Sandy Singleton

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# Our Department Employees Demonstrate Their Patriotic Support for Family Members Serving in the Military



**Due to the recent deployment of family members of the Consolidated Public Retirement Board staff, the CRPB Employee Appreciation Committee started an initiative to show their support by collecting many needed items to send to family members. The combined effort of the CPRB and the Public Employees Insurance Agency staff showed their overwhelming generosity by donating supplies, shipping costs and time. The employees were asked to wear red, white and blue for this picture.**

**By Debbie Harrison**  
Communications Specialist

The war in Iraq has touched the lives of all Americans; however, many of our employees are more directly affected due to either serving or having family members serve in the United States military. While some are on active duty, others are awaiting orders. We ask that you take time to remember these special individuals:

**Corporal Katie and Staff Sergeant Chuck Adkins**

United States Marines  
*Son and daughter-in-law of PEIA's Michael Adkins*

**Jeffrey W. Stevenson II**  
Army National Guard  
*Son of CPRB's Kathy Young*

**Senior Airman Sean Hartman**  
United States Air Force  
*Nephew of Purchasing's Janice Boggs*

**Chief Master Sergeant Dee Bowe II**  
Air National Guard  
*Husband of Personnel's Jeanie Bowe*

**Tony Morrison**  
United States Navy  
*Son of PEIA's Yolonda Tyler*

**Aaron Justice**  
Army National Guard  
*Stepson of CPRB's Toni Justice*

**Toni and Barry Justice**  
Naval Reserve  
*Toni is an employee of CPRB; Barry is her husband*

While the troops are fighting abroad, the **Charleston Daily Mail** has compiled resources for those of us at home wishing to help. Listed below are some suggestions:

- ♦ For security reasons, the U.S. Department of Defense requests that you do not send letters and packages to *random* military members. Unsolicited mail could expose military members to health threats, and it competes with airspace for family members communicating with their loved ones.

- ♦ For those sending packages and mail to loved ones, expect the packages to be inspected and insert an extra address card in case the outside address becomes illegible. Small, nonperishable items are preferred.
- ♦ To send care packages to troops, Department of Defense officials ask that people donate \$25 online or by mail to the United Service Organization at [www.uso-cares.org](http://www.uso-cares.org). This organization compiles packages for military members with requested items. For more details, call 866-USO-GIVE.
- ♦ You can participate in Operation Uplink Organization by donating money in \$25 increments to buy soldiers and hospitalized veterans phone cards. For more details, visit [www.operationuplink.org](http://www.operationuplink.org) or call 800-479-5228.

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## Vacationing in WV

Continued from Page 2

McHenry added that due to the war in Iraq, people will most likely react similarly to the 9-11 attacks. "People with travel plans may reconsider and stay closer to home, vacation with friends and family, and look at places like West Virginia where they can enjoy a safe destination they can drive to," she said.

West Virginia is known for its outdoor recreation, historical sites and the friendly environment of our state's residents. Pope encourages everyone to visit its new website at [www.wvparks.com](http://www.wvparks.com), where one can

subscribe to a free monthly newsletter which highlights places of interest in West Virginia.

Just some of the suggestions offered include Northbend, which has a new dam the Corps of Engineers installed for flood control that created a lake excellent for fishing and limited boating. Tygart Lake is offering special lodge rooms and cabin rentals, and Stonewall Jackson Lake is coming into its first full year. This newsletter also offers online gift shopping.

So, what are you waiting for? Visit West Virginia Parks website today and start planning your family vacation for this summer!

# Educating Managers and Employees on the Performance Appraisal System



The Division of Personnel places equal importance on explaining the Performance Appraisal System to managers and to employees. To make this process work effectively, it requires the strategies and tools for measuring performance of the managers and the knowledge and increased involvement of the employees.

As a result of this philosophy, the Organization and Human Resource Development Section of the Division of Personnel created a managerial course called **EPA II: Measuring Workplace Performance** and developed a 90-minute follow-up training for employees called **EPA Prep: An Employees Guide**. The employees of the Finance Division

experienced this training firsthand.

"The response from the employees of Finance was very positive," said Evelyn Davis, OHRD Director. "The employees picked up a couple of key elements of the program: that it was a process they could participate in; they could maintain documentation throughout the year on projects that added value to the organization; and they can contribute letters of appreciation, letters from customers and response to coaching or feedback from their managers."

Senior Development Consultant Mark Isabella concurs with Davis in the

importance of this program. "It was particularly important to stress to the employ-

ees and managers in today's workplace that there is a need for a greater, enhanced partnership in regard to managing performance," he said.

"There has been a *myth* in the past that it is up to the manager to make sure performance occurs and employees are just to take instruction and shouldn't have a part in that process. Of course, the reality is for performance to be effective it requires the manager's

It was particularly important to stress to employees and managers in today's workplace that there is a need for a greater, enhanced partnership in regard to managing performance.

Mark Isabella  
Division of Personnel

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## 2003 Legislation

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of any vehicle whose owner owes more than 10 unpaid violations, and increases the number of times a ticket may be given from twice to four times a day.

**HB 2675:** Mandates PEIA coverage for certain clinical trials for ordinary costs of covered services;

**HB 2910:** Establishes an "Amber Alert" system, which will be utilized to rapidly disseminate information regarding abducted and missing children;

**HB 2975:** Provides a window for previous members of PERS who left state employment and withdrew their PERS monies to buy back their time with interest;

**HB 3029:** Finds and declares claims against the state and its agencies to be moral obligations of the state;

**HB 3045:** Implements the Master Tobacco Settlement Agreement;

**SB 338:** Establishes medicaid buy-in program for certain individuals with disabilities;

**SB 455:** Authorizes retirement credit for public employment in another state;

**SB 636:** Exempts competitive bidding requirements for commodities and services by nonprofit workshops that employ the handicapped.

In addition to these bills, there also were a few resolutions passed that impacted our department:

**HCR 37:** Requests a study of planning for the safe evacuation from the state Capitol Complex of people with disabilities;

**HCR 47:** Requests a study on the powers, duties and functions of the Governor's Cabinet on Children and Families;

**SCR 35:** Relates to the issuance of pension fund bonds;

**SCR 42:** Requests of the Joint Committee on Government and Finance to study retirement programs for certain employees; and,

**SR 34:** Grants permission to introduce a bill relating to providing financing for improvements to the State Capitol Complex.

For a complete listing of all bills passed by the House of Delegates and the Senate during the 2003 Legislative Session, please visit the West Virginia Legislature's website at <http://www.legis.state.wv.us>.

**Performance Appraisals**  
Continued from Page 5

oversight, guidance, coaching and directing; but also requires a great deal of accountability on the part of the employee, a responsibility to maintain records, to track their own performance, to look for development needs, to ask for feedback."

This program communicates the need for the manager and the employee to contribute to performance management.

Davis emphasizes that a *balanced approach* must be taken to performance management and to performance appraisal. "It's looking for the things the employee has done right, that they have been successful in and maybe even things that have gone above and beyond their job requirements," she said. "It also is offering a way for employees and managers to communicate better."

The Finance Division is commended for taking the first step forward to offer this program to its employees. "They want their employees to be a part of the process and to me, that is exciting and progressive," Davis adds.

**A Question To Ask During Interviews**

Gail Glasser of the Consumer Protection Division in Mexico offers this suggestion when interviewing applicants for a job vacancy. Ask this question during the interview:

**If I met your former boss at a barbeque and asked to hear just one sentence about you, what would he/she say?**

Chances are good that you will get an accurate picture of that person.

**Welcome!...**to the employees who recently joined our department: **Toni Nelson, Sally Pierson, Christy Romeo, Joseph Thomas, Marsha Hagner** (all of the Division of Personnel); and **Diane Cole** (CPRB).

**Congratulations...**to **Janie Belcher** of the Finance Division for her promotion from an Accounting Technician II to an Accounting Technician III.

**Best Wishes...**to those employees recently transferred within our department: **Amy Taylor** (from PEIA to BRIM), **Shelly Lowery** (from Ethics to Personnel) and **James Adkins** (from CPRB to PEIA). We also wish the best to those employees who recently resigned: **Sheryl Thomas-Stevens** (IS&C), **Paul Prendergast** (General Services), **Kathy Garten** (Purchasing) and **Rhoda Perez** (Personnel).

**PEOPLE TALK**

**Baby News!...**IS&C's Amy Newman welcomed her first child, Alexi Nicole, on April 5. She weighed 6 lbs., 11 oz. and was 18 inches long. Congratulations to Amy and her husband Danny on their new arrival!

**Congratulations!...**Purchasing's Catherine DeMarco did it again! A frequent participant of the Cultural Center's quilting competition, this year Catherine won third place. *Creativity at its best!*

**May 2 Deadline...**Your tobacco affidavit and transfer forms are due on May 2. Everyone, including PEIA participants, managed care plan members and employees with life insurance only must complete the affidavits to receive the premium discounts.

**Tis the Season to Golf!...**The 12th Annual Public Employees Golf Tournament will be held at Pipestem State Park on Monday, June 9. For more information, contact Ken Caplinger at 558-2764.

**HAPPY BIRTHDAY ... in May**

- |                                    |                                   |
|------------------------------------|-----------------------------------|
| 1 Susie Samples ..... Personnel    | 16 Liz Martin ..... Finance       |
| 2 Jean-Paul Moreau .. Personnel    | 18 Robert Nichols ..... CPRB      |
| 3 Mark Erb ..... Aviation          | 19 Toni Justice ..... CPRB        |
| Christy Romeo ..... Personnel      | 21 Chuck Bowman Purchasing        |
| Larry Stover ..... PEIA            | 22 Michael Massaro ... Gen. Serv. |
| 4 Larry Thaxton ..... Purchasing   | 23 Jim Bumpus .. Gen. Services    |
| 6 Caroline Brady ..... CPRB        | 24 Jennifer Lovejoy .Purchasing   |
| 7 Jane Bracken ..... IS&C          | Chester Wright ... Grievance      |
| 8 Anthony Cooper .. Purchasing     | Maria Yoakum ..... IS&C           |
| 9 Roger Paxton ... Gen. Services   | 25 Brett Clutters ..... IS&C      |
| 10 Cindy Boyd ..... CPRB           | Brenda Jones ..... CHIP           |
| Pam Jones ..... Purchasing         | Chris Rush ... Gen. Services      |
| 12 Gary Bryant ..... Gen. Services | 27 Janice Boggs .... Purchasing   |
| Carolyn Saul ..... IS&C            | Matt Hackworth .Purchasing        |
| 13 Ken Lucas ..... Gen. Services   | Carolyn Thomas .... Finance       |
| 14 Paula Atkinson ..... CHIP       | Regina Tucker ..... PEIA          |
| Sherra Barker ..... PEIA           | Kenny Young Gen. Services         |
| Ed Trader ..... IS&C               | 28 Kelly Williams ..... IS&C      |
| 16 Martha Bostic ..... Personnel   | 29 Rob Roberts ..... IS&C         |
|                                    | Gene Walters ..... IS&C           |

