



Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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Employee of the Month

Aviation's Melvin Ashbrook Takes Professionalism to the Skies

Melvin Ashbrook, a Senior Pilot for the State Aviation Division, has been selected as the Department's **Employee of the Month** for November.

A 32-year employee of state government, Mel performs as a pilot of a fixed-wing, multi-engine aircraft for the transportation of state officials. He has flown a variety of aircraft, including a Cessna 411, Aero Commander 680-E, Cessna 182, Piper Super Cub and a

Beech King Air 200, 300 and 350.

According to one of his co-workers, "Mel has been a dedicated professional pilot for the state of West Virginia since 1969." Another co-worker adds, "He has a positive attitude and takes great pride in providing efficient and effective customer service to his passengers. A truly outstanding individual who has performed 32 years of critical piloting skills through quality, safe flight service."

In his spare time, Melvin enjoys woodworking and taking walks.

Please join Cabinet Secretary Greg Burton at Melvin's **Employee of the Month** presentation at 11:30 a.m. on Wednesday, November 7 at the State Hangar on Eagle Mountain Road, near Yeager Airport.



MEL ASHBROOK
November Employee of the Month

Listening to our Employees...

Employee Survey Reveals Attitudes and Opinions of our Department Employees



In late July, the Department of Administration distributed a survey to all Department employees to gain insight on their attitudes and opinions relating to certain aspects of the workplace. The surveys were returned to

SCH Holding Company, Inc., a private consultant, who tabulated the responses and offered a final analysis.

With a response rate of 44 percent, the results showed that the areas of compensation and benefits rated the highest, indicating that the employees are generally happy with the fringe benefits offered by the state.

Employees also indicated a high level of satisfaction relating to the facilities and resources they are offered. The analysis indicated that the majority of employees feel they have ac-

cess to the necessary equipment and supplies to perform their job.

The areas in which the Department overall averaged below adequate levels of satisfaction related to professional growth, personal worth and recognition.

As a whole, the employees responded positively to re-establishing the Employee Advisory Board.

EMPLOYEE SURVEY
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Sneak Peek INSIDE...

- ♦ Security Badges to Be Issued to All Employees
- ♦ Central Mailroom Relocates
- ♦ WV State Government Directory Available Soon!
- ♦ Statues on Capitol Grounds Preserved

Security Badges Required to Ensure Safety of State Employees on the Job



As a result of recent national events, security issues at the State Capitol have been reviewed and changes are inevitable.

One change that has been implemented is the issuance of security badges for state employees, which are to be **worn at all times** while you are at work.

Department employees, beginning with those who are stationed at the State Capitol or visit frequently, will be given an Employee Identification Number by their agency. The employee is to take this number and a picture identification, such as a Drivers License, to any Division of Motor Vehicle (DMV) office and inform the personnel that you are to have your photograph taken for your state security badge. Employees will receive their security badge at that time.

The DMV offices are open Monday through Friday from 8:30 a.m. to 5:00 p.m. Capitol Complex employees may utilize the DMV office in Building 3, Room 138. Please note

that the Kanawha Mall DMV office has extended hours, Monday through Saturday from 8:30 a.m. to 6:00 p.m.

It is important to remember that times have changed. Being more cautious as it relates to safety is necessary. Making positive changes, such as the issuance of security badges, will only enhance your safety and provide you with a better sense of security while at work.



MILESTONES

Honoring our Employees' Service Years

Our Department values its employees and the knowledge and dedication they share in their agencies.

Congratulations to those employees who are celebrating their service year anniversaries this month:

5 YEARS

Jane Patterson
(IS&C)

Jennifer Paxton
John Smolder
(Finance)

25 YEARS

Barbara Jarrell
(Personnel)

30 YEARS

Frank Berry
(IS&C)

40 YEARS

Don Obrien
(General Services)

Office Sites to Post Emergency Procedures

In the case of an emergency, what should you do? Where should you go? Who should you contact?

Many questions come to mind, but on a normal business day, do we take the time to plan?

Cabinet Secretary Greg Burton recently requested each agency to complete an **Emergency Procedures Guide**, intentionally printed on bright pink paper to bring attention to its importance, and post it at each work site.

Individuals in your agency have been assigned roles in the case of an emergency.

Please make sure you know where your **Emergency Procedures Guide** is posted in **your** office.

Central Mailroom Moves to its New Location on Jefferson Street



The Central Mail Services Unit has moved out of Building 3 and into 311 Jefferson Street nearby.

The Data Center's Mail Services Unit, often referred to as the State Central Mail, has moved to its new location at 311 Jefferson Street in Charleston. The purpose of this move was to make room for new printing systems near the space previously occupied by this Unit in Building 6 at the Capitol Complex.

Renovation was made to this new location to enhance access from both Jefferson Street and the alley behind the building. Stop by and see the staff of the Mail Services Unit!

New WV State Government Directory to Be Available Soon

The 2001-2002 West Virginia State Government Directory is currently being printed and copies will be available soon through Correctional Industries' print shop.

As you can tell by its name, the new directory is much more than a **telephone** directory of state offices and employees. Many new features have been added to offer extensive information on government organization, our legislative leaders and state employees.

To obtain a copy of the new 2001-2002 West Virginia State Government Directory, please contact Correctional Industries at 558-2136 **after** November 15, 2001.

It's Time for a Cleaning

Statues on Capitol Grounds Get a Facelift

Historical statues on the State Capitol grounds were recently treated to preserve their original exterior.

The Mountaineer Soldier and the statue of Stonewall Jackson, both of which are adjacent to California Avenue, recently received a *conservation treatment*, meaning that they were refurbished. McCay Lodge Fine Arts Conservation Laboratory, Inc. performed the work.

The Mountaineer Soldier was last cleaned in 1990; however, acid wash was inappropriately used, which harmed the finish. The cleaning process took seven days and entailed removing the failed coating from the surface. A chemical called Potassium Sulfide was used and

later scrubbed off with bronze wool and water. The statue was heated and a wax coating was applied.

The Stonewall Jackson statue had not been cleaned for nearly 20 years. Taking four days, the same process was used with the exception of the chemical coating.

The brick bases of the statues were cleaned with a mild detergent and water.

Maintaining the State Capitol Complex is a continuous process, because of the many fixtures which are of historical value.



Two statues on the State Capitol grounds recently received a good refurbishing. A special process was used to restore them to their original condition.

EMPLOYEE SURVEY

Continued from Page 1

Using a Likert Scale of 5.0 being the maximum, the overall mean for all 20 questions on the survey was 3.39, which was a .36 percent increase from the last employee survey conducted by the Department in 1998.

Additional information was requested on the survey relating to years of service:

Less than 1 year 17%
 1-3 years 33%
 4-9 years 54%
 10-19 years 58%
 20-24 years 25%
 25 or more years ... 28%
 No response 18%

See page 6 for Secretary Burton's comments on the survey results.

2001 Department Employee Survey Results

QUESTION	MEAN SCORE*
1. I have opportunities for advancement in my agency.	2.69
2. I am afforded educational opportunities on the job.	3.67
3. I receive credit or recognition when I do a good job.	3.26
4. The Department values its employees as individuals.	3.00
5. Differences and disagreements in my agency are usually accepted and worked through.	3.04
6. My agency's formal communication is usually complete.	3.03
7. Managers in my agency have a good understanding of my work problems.	3.17
8. I have the resources (i.e., equipment, supplies, etc.) necessary to do my job.	3.82
9. I receive appropriate on-the-job training as an on-going part of my job.	3.43
10. The facility/building in which I work is satisfactory.	3.45
11. My supervisor sets a good example for his/her employees.	3.53
12. I consider the fringe benefits (insurance, sick and annual leave, state holidays) satisfactory.	4.07
13. I would like to see the Department's Employees Advisory Board re-established.	3.61
14. The salary that I earn for the job I perform is adequate to keep me employed by the state.	3.04
15. The amount of work I am asked to perform is too much for the hours I work.	3.20
16. My work space is adequate to perform the duties of my job.	3.66
17. My supervisor takes sufficient time to discuss my job performance.	3.34
18. My co-workers cooperate well to get the job done.	3.69
19. The people I work with act in a professional, business-like manner.	3.54
20. Top leadership demonstrates a strong commitment to achieving results.	3.50

*Maximum mean score is 5.0.

Quotes, Notes & Anecdotes

is published by the Department of Administration

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Public Service Recognition Week

A Celebration of our State Employees' Dedication and Hard Work in Serving All West Virginians

The week of September 24 was one of excitement at the State Capitol.

During Public Service Recognition Week, there was music, entertainment, exhibit booths, health screenings and, most importantly, recognition ceremonies focusing on the basis of this celebration, the work of public servants.

Jane Fouty served again as the chairperson of this annual event that is celebrated na-

tionally in states, cities and counties throughout the United States.

Governor Bob Wise participated in many of the events, from hosting a special ceremony for state employees with 30 or more years of service to greeting employees early one morning with coffee and donuts.

The important aspect of this celebration is to acknowledge the vital work that state employees perform every day for the citizens of West Virginia.



Governor Bob Wise greets state employees at a special ceremony to honor our tenured employees.

Below: Hurricane High School Competition Band and Flag Corp entertained the crowd at the opening ceremony.



Below: Several agencies manned exhibit booths to explain the programs and services they provide.

Far below: Governor Wise offered coffee and doughnuts to state employees early one morning.



Goodies Bake-Off is Always a Treat



The Goodies Bake-Off is always a success each year. The Department of Administration fared very well in the running. In the cake category, Sherlene Jones (Personnel) received 1st place. In the brownies category, Carla Savage (BRIM) won 1st place, with Amy Fairchild (Purchasing) receiving 2nd. Amy also won 3rd place in the cookies category and the candy category. Marie Edwards (Personnel) won 1st place in the candy category. Carleen Wilkerson (Personnel) received 2nd place in the pastries category. In short, the Department of Administration overflows with sweetness! Congratulations to our winners!



UC basketball coach Jayson Gee (front) joined other local celebrities to judge the Goodies Bake-off.

Department Employees Recognized for Service to the State

In celebration of Public Service Recognition Week, Governor Bob Wise honored state employees with service over 30 years during a special ceremony on September 25. Our Department also honored tenured employees and individuals with exceptional attendance at a recognition ceremony on September 28.

20 Years of Service

Pat Abbott, PEIA
 James Adkins, CPRB
 Barbara Beane, PEIA
 Mary Cummings, IS&C
 Cindy Dillon, Finance
 Dan Eddy, General Svcs.
 Dick Estill, Purchasing
 Keith Huffman, PEIA
 Jim Hyde, CPRB
 Bill Lawson, General Svcs.
 Robert Lewis, General Svcs.
 Cathy McClung, IS&C
 Ron Robinson, General Svcs.
 Gene Young, Purchasing

25 Years of Service

Donna Bilyeu, Personnel
 Martha Bostic, Personnel
 Mike Campbell, Personnel
 Frank Chambers, Personnel
 Stan Chambers, Personnel
 Earl Curnutte, General Svcs.
 Mart Denison, IS&C
 Cathy Fowlkes, Finance
 Barry Gunnoe, Purchasing
 Susanna Hall, IS&C
 Cathy Kushner, IS&C
 Bill Miller, IS&C
 Pat Powers, CPRB
 Marie Terry, PEIA
 Alice Thibodeaux, Purchasing
 Ron Wright, Grievance Board
 Kathy Young, CPRB

30 Years of Service

Ed Mullins, IS&C
 Dennis Stewart, General Svcs.
 Helen Wilson, IS&C

35 Years of Service

Beverly Thomas, IS&C
 Patricia Tribble, Personnel

Perfect Attendance (No sick leave taken in 2000)

Melvin Ashbrook, Aviation; Emmett Ballard, Pros. Atty. Institute; Randall Bentley, General Svcs.; Frank Berry, IS&C; Preston Clark, IS&C; Mart Denison, IS&C; Ron DuKate, Purchasing; Marb Erb, Aviation; Willadean Fisher, Purchasing; Steve Forsythe, Personnel; Jane Fouty, Personnel; John Gibson, IS&C; David Groves, General Svcs.; Darlene Held, IS&C; Randy Hughes, Purchasing; Stephen Kenney, Pros. Atty. Institute; Mike Kincaid, IS&C; David Lawrence, General Svcs.; Amy Leslie, Pros. Atty. Institute; Harold Loy, General Svcs.; Bernard McClanahan, General Svcs.; Charles McDowell, Aviation; Billy Miller, IS&C; Ricky Morris, General Svcs.; David Nearhoof, IS&C; Don O'Brien, General Svcs.; Mick Olah, IS&C; Louis Pishner, General Svcs.; Denise Russe, IS&C; Beverly Thomas, IS&C; Marvin Vititoe, Aviation; William Ward, IS&C; and David Wolfe, Purchasing.

The buried talent
 is the sunken
 rock on which
 most lives strike
 and founder.

Frederick W. Faber



Perfect Attendance



IS&C



CPRB



Personnel



Finance



PEIA



General Services



Purchasing

A Message From... Cabinet Secretary Greg Burton

Continuous Improvement

In this issue of **Quotes, Notes & Anecdotes**, the results of our Department's Employee Survey which was conducted in late July were shared. (See page 1 for additional information on the survey analysis).

Why did we conduct the survey and, more importantly, what do we plan to do with the results?

The purpose of the survey was to better understand the levels of satisfaction of our employees in a variety of areas relating to workplace issues. After reviewing the survey results, we applauded our efforts in the areas which revealed a high level of satisfaction. In turn, we continue to look at ways to improve in the areas which indicated dissatisfaction from our employees.

I have requested that all division and agency directors create a *plan of action* for the areas which their respective employees rated below a mean score of 3.6, based on a 5.0 scale.

A follow-up survey will be conducted in April of 2002 to determine if substantial improvements have been made. It is my hope that the subsequent survey will not only show an overall improvement, but will also result in a larger response rate from our employees. There was a 44 percent response rate for this survey, less than half of our employees responding.

Our goal in this effort is to *fix the problem areas* by concentrating on productive and effective solutions and to enhance communication with our employees. I encourage your comments and questions concerning this effort.

Welcome to the Department!...Gerald Roueche (PEIA); **Jim Burgess** and **Roger Paxton II** (General Services); **Cynthia White, John Doub, Peggy Adkins** and **Robert Bush** (CPRB), and **Joyce Jeffrey** (IS&C).

Congratulations!...to our employees who were recently promoted: **Angela Lowe** (CPRB) from an Accounting Technician II to an Accounting Technician III and to **Darrell Stephenson** (General Services) from a Laborer to a Plumber. *Great job!*

Good Luck!...to **Linda Walker** of the Division of Personnel who recently resigned from state government.

PEOPLE TALK

State Employees Combined Campaign ...Don't forget to consider contributing to the State Employees Combined Campaign, which enables state employees to offer monetary contributions either on a one-time basis or through payroll deduction to a non-profit cause of their choice (based on certain criteria). For more details, contact your agency campaign coordinator.

Moonlighting, Our Employees Who Serve in the Military...Deputy Secretary Dot Yeager and CPRB Executive Secretary Betty Ireland are pictured with Mike Adkins and Toni Justice of CPRB, who serve in the National Reserves. Not pictured are John Wagner (IS&C) of the National Guard and Bill Tincher (General Services) of the Naval Reserves. Thank you for your contribution to the Department and to our country.



HAPPY BIRTHDAY...in November

- | | |
|--|--|
| 1 Joyce Christopher Personnel | 18 Sarah Tignor IS&C |
| Steve McCloud IS&C | 19 Laura Bentley IS&C |
| Yvonne McCormick Personnel | Hugh Chambers Personnel |
| 3 Anna Jarrett-Jones Personnel | Charles Schmidt IS&C |
| 6 Mike Kincaid IS&C | Charles Strickland . Gen. Svcs. |
| 7 Paul Prendergast Gen. Svcs. | 20 Karen Byrd Purchasing |
| 8 Robert Lewis Gen. Svcs. | 21 Carol Jarrett Purchasing |
| 9 Diane Connelly Finance | Mark Sizer PEIA |
| Ricky Morris Gen. Svcs. | Waltt Vest Finance |
| 10 Susanna Hall IS&C | 22 Charle Mozingo BRIM |
| Randy Hughes Purchasing | 24 Luretta Evans Personnel |
| 11 Bill Judy IS&C | Carleen Wilkerson . Personnel |
| 14 Vivian Roberts PEIA | Susan Lowe Finance |
| 15 David Groves Gen. Svcs. | 25 Charles Hager Gen. Svcs. |
| 17 Bernard McClanahan..Gen. Svcs. | 26 Barbara Bowe Personnel |
| Debra Pendleberry IS&C | 28 Chris Branham Gen. Svcs. |
| Bill Ward IS&C | 30 Diane Gandee Personnel |
| 18 Lisa Sword Finance | Stan Moss IS&C |
| | Ron Robinson Gen. Svcs. |

