

Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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Employee of the Month

Grievance's Julie Blosser Eager to Take on New Projects

Julie Blosser, a secretary 2 for the Elkins office of the Education and State Employees Grievance Board, has been selected as the department's *Employee of the Month* for November.

A three-year employee of state government, Julie is responsible for transcribing the majority of the hearings conducted before the Grievance Board and preparing the record for circuit court review. She also acts as a backup sec-

retary for the administrative law judges in the Charleston and Westover offices. She performs the duties of an office manager and provides information and assistance to customers.

According to one of her co-workers, "Julie is one of the most pleasant people I have ever worked with. She is easy-going and willing to do any task asked of her." Another co-worker adds, "She often asks for additional assignments. She is responsible, completely dependable and her skills are topnotch."

In her spare time, Julie enjoys reading, cooking, spoiling her puppy and volunteering at her son's school. She also spends her time watching him race his dirt bike.

Julie's *Employee of the Month* presentation was conducted during a visit to Charleston on Thursday, October 24, at the Grievance Board's office at 808 Greenbrier Street.



JULIE BLOSSER
November Employee
of the Month

IS&C User Conference Provides Helpful Information

The Information Services and Communications (IS&C) Division conducted its annual User Conference and EXPO on October 16 and 17, 2002, at the Holiday Inn - Charleston House.

The Expo hosted booths for vendors providing information technology-related services via statewide contracts. Brief informational sessions also were offered to the participants.

Nearly 100 individuals attended this year's workshops. "The conference was an excellent opportunity for IS&C and its users to better understand how to do business more

effectively," said IS&C Director Helen Wilson. "The workshops were tailored around the services provided by IS&C and the users were able to select the workshop topics that impacted their daily jobs. Vendors were on hand to discuss their products and services."

For more details on IS&C's services, visit its website at www.state.wv.us/admin/isc.



Photo courtesy of Chris Leslie

Pictured above: Information Services and Communications Division coordinated a training event to educate state employees on various technology-related issues. Vendors participated in the EXPO, which provided an opportunity to demonstrate equipment available on statewide contracts.

Sneak Peek INSIDE...

- ◆ Division of Personnel Announces Fall/Winter Schedule
- ◆ *Employee of the Year* Nominees
- ◆ *Ergonomics: A Word All of Us Should Know*
- ◆ *Thanksgiving... A Time for Reflection*
- ◆ People Talk



Division of Personnel Releases its Fall/Winter Schedule of Professional Development Courses

The Organization and Human Resource Development (OHRD) Section of the Division of Personnel has released its fall/winter class schedule for state employees.

OHRD provides professional development training programs to increase the effectiveness and efficiency of state government. A full schedule of interactive classroom training is available free of charge to state employees. Its primary goal is to improve both individual and organizational performance. State employees who wish to participate in these classes should discuss their interest with their immediate supervisor.

OHRD's curriculum is designed to support, reinforce, and institutionalize the concepts of effective management and leadership, quality service, teamwork and respect. More than 45 regularly scheduled programs are offered annually, based on assessments of specific personnel and

organizational needs. Below are the classes offered this month:

Preventing Sexual Harassment
November 6

Supervising for Success II
November 6-8

Making a Difference Through Mentoring
November 7-8

Supervising for Success
November 12-14; 18-20

Managing for Excellence III
November 12-14

Managing and the Law
November 13

Discipline and Documentation
November 15

The Right Image
November 19

Quality Customer Service
November 21

Running Effective Meetings
November 22

Writing Effectively
November 26-27

For a complete listing of classes offered, please visit Personnel's website at www.state.wv.us/admin/personnel/classes.

If you think you can, you can. If you think you can't, you're right.

Mary Kay Ash,
Founder
Mary Kay Cosmetics

PEIA Finance Board to Hold Public Hearings



The PEIA Finance Board will hold public hearings in late November and early December to take comments on the financial plan for Fiscal Year 2004.

In conjunction with the hearings, PEIA will offer face-to-face customer service sessions. These sessions will give PEIA members a chance to ask questions of customer service specialists. The sessions will be held from 4 p.m. to 6 p.m. in each location.

Registration for the hearings will begin at 5:30 p.m. Those wishing to speak must indicate their interest when they register. Hearings begin at 6 p.m.

Additional information will be mailed in mid-November regarding any proposed changes for Plan Year 2004.

WV State Employees Combined Campaign

Public employees join forces annually to raise dollars for United Way through the West Virginia State Employee Combined Campaign (WVSECC). Tom Susman is this year's WVSECC campaign coordinator.

Employees may designate their money to go to a variety of agencies throughout West Virginia. United Way/LifeBridge is proud that only .06 of every \$1.00 goes to administrative costs, meaning 94 cents of pledge dollars collected goes directly to partner agencies. The 2002 WVSECC goal is \$125,000. Please consult your agency's WVSECC coordinator for more details.

Monday, November 25
Civic Arena Dogwood Room
Huntington

Tuesday, November 26
Civic Center Little Theater
Charleston

Monday, December 2
James Ramsey Vo-Tech Ctr.
Martinsburg

Tuesday, December 3
Erickson Alumni Center
Morgantown

Wednesday, December 4
City Council Chambers
Wheeling

Thursday, December 5
WVU Parkersburg BIDS Building
(Rooms 100-A and B)
Parkersburg

Monday, December 9
Park Junior High School Cafeteria
Beckley

2002 Employee of the Year ...

Meet our Department Nominees!

Eagles don't flock. You have to find them one at a time.

Ross Perot

In December, the *Employee of the Year* will be announced (more details to come). This month, you will receive a nomination form to submit your vote for *Employee of the Year*. These recipients of the *Employee of the Month* program are eligible for this award, which includes a \$2,500 bonus.

ANGELA LONG, our January *Employee of the Month*, is an Accounting Technician 2 for the Accounting Section of the Finance Division.

TAMMY HAYNES, our February *Employee of the Month*, is a Programmer Analyst 3 for the Information Services and Communications Division.

JOAN ADKINS, our March *Employee of the Month*, is an Office Assistant 2 for the Administration Unit of the Purchasing Division.

DIANE GANDEE, our April *Employee of the Month*, is an Office Assistant 1 for the Staffing Services Section of the Division of Personnel.

CARLA SAVAGE, our May *Employee of the Month*, is a Secretary 2 for the Board of Risk and Insurance Management.

SHAN FERRELL, our June *Employee of the Month*, is a Financial Reporting Specialist 2 for the Financial Accounting and Reporting Section of the Finance Division. [Shan is no

longer employed by the Department.]

LORIE HUMPHREYS, our July *Employee of the Month*, is a Programmer Analyst 2 for the Information Services and Communications Division.

DIANA MCGINNIS, our August *Employee of the Month*, is an Executive Secretary for the General Services Division.

KEN FRYE, our September *Employee of the Month*, is an Administrative Services Manager 2 for the Surplus Property Unit of the Purchasing Division.

WILLADEAN FISHER, our October *Employee of the Month*, is a Purchasing Assistant for the Acquisitions and Contract Administration Section of the Purchasing Division.

JULIE BLOSSER, our November *Employee of the Month*, is a Secretary 2 for the Elkins Office of the Education and State Employees Grievance Board.

Our December *Employee of the Month* was not chosen at the time of printing. Please check your nomination form for the respective nominee.

Nominees for the 2002 Employee of the Year



Angela Long
January 2002



Lorie Humphreys
July 2002



Tammy Haynes
February 2002



Diana McGinnis
August 2002



Joan Adkins
March 2002



Ken Frye
September 2002



Diane Gandee
April 2002



Willadean Fisher
October 2002



Carla Savage
May 2002



Julie Blosser
November 2002



Shan Ferrell
June 2002



Not Selected
December 2002

Travel West Virginia

...in November

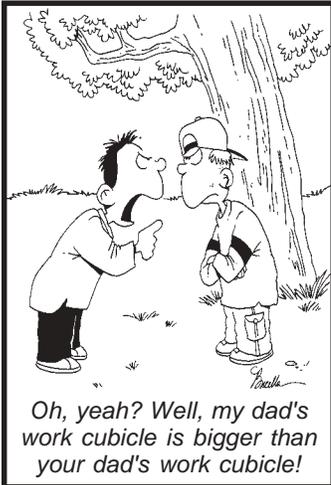
Sissie Summers of the Division of Tourism shares more travel bargains with us!

- Check Tourism's website for Internet specials, such as the "Reader's Retreat" at Lost River State Park.
- Two winter promotions at state parks include a Winter Spa Getaway at Cacapon Resort and North Bend State Park's Winter Wonder Rate Special for \$39 per night (with the promotional card). E-mail Sissie Summers at ssummers@dnr.state.wv.us for the card.
- On the first Sunday of each month, an insert will appear in all statewide newspapers with West Virginia travel information

Continued on Page 6

The Science of Ergonomics

Fitting Work to People



[Used by permission. Office of Safety and Loss Control, Workers' Compensation Division]

Ergonomics is simply the science of designing the workplace to fit the total human being - physically and mentally - to make the most efficient use of our talents and capabilities.

For all intents and purposes, ergonomics can be referred to as the "Human Factor." The key concept to remember is that people are different and come in all shapes and sizes. Furthermore, people have varying degrees of physical and mental limits for conditions at work. Our wrists cannot tolerate excessive motions nor can our backs withstand excessive lifting, bending or twisting. Mental capabilities can become overloaded and affect the way each of us reacts to and processes information. All of these limits vary among individuals.

Across the state of West Virginia, nearly 1 out of every 4 to 5 workplace injuries involves the back and spine. The application of simple ergonomic principles can be used to decrease the potential for repetitive or cumulative stress injuries. Workers must remember that humans are not like machines. They have body parts that can wear out and lose strength and accuracy. People also are highly affected by the environment in which they work.

When performing an accurate ergonomic assessment in the workplace, the primary risk factors are repetition (motions

made per period of time), force (exertion used to perform task), and posture (positions assumed while working). Other factors include physical conditions (cold, vibrations etc.) and personal characteristics, habits and lifestyles.

There are many direct and indirect symptoms and consequences that arise from cumulative trauma (repetitive motions). These include absenteeism, high turnover, human pain and suffering, product defects, low morale, excessive paper work, legal fees and fines, production barriers and higher insurance premiums. The hidden (or indirect costs) often outweigh the direct costs by a 4-to-1 ratio.

There are several simple but effective ergonomic solutions

for reducing and/or preventing the risk factors discussed earlier. The solutions may often involve a combination of administrative and engineering controls. Some of these preventive measures include providing insulation to reduce exposure to cold; isolating a body part from vibrating tools or equipment; improving or modifying equipment design to eliminate pressure or provide cushioning; designing tasks, equipment and tools to keep our arms and wrists in *natural* positions; reducing the number of motions or smoothing the motion; reducing the size and weight of loads to improve posture and reduce force; and to encourage healthy work and living habits as well as proper lifting techniques.

For more details, contact the Workers' Compensation Safety and Loss Control Department at (304) 926-5037.

There cannot be a crises next week. My schedule is already full.

Henry Kissinger

Where Did I Put That?

Apparently, we are not very organized. Americans spend an average of 150 hours a year simply trying to find things in their homes. That's the equivalent of 20 nights sleep, or about 30, 18-hole golf games.

- Adapted from the *Tamin the Paper Tiger at Home*

November 19: Great American Smokeout PEIA's Quitline Offers Healthy Alternative to Smoking Habit

In order to do a job right, you have to have the right tools. The American Lung Association says there are excellent tools for smokers who want to quit. What better time to quit than on the Great American Smokeout on November 19!

One-third of smokers try to quit each year, but few take advantage of these effective tools, including counseling, nicotine replacements, behavior changes and support programs, such as PEIA's Quitline.

Quitline (toll-free 877-966-8784) is a tobacco cessation program offered through PEIA to provide one-on-one personal help to quit tobacco to all eligible PEIA and Medicaid recipients.

PEIA states that 75 percent of all tobacco users indicate that they want to give up tobacco. Cigarette smoking is the number one preventable cause of illness and premature death in the United States.

Here are some more tobacco facts:

- Smoking causes an estimated 434,000 deaths each year
- More than 40 million people smoke in the United States
- An estimated 12 million Americans use smokeless tobacco
- The majority of people who smoke say they want to quit

Department Employees Express What Makes Them Feel Blessed this Thanksgiving Season

OUR LIST OF BLESSINGS

It is during the Thanksgiving holiday that people tend to reflect on the many blessings in their lives.

An electronic mail survey of department employees was conducted with more than 60 employees participating. Due to multiple answers per respondent, a total of 115 responses was received.

The top blessing expressed was family (40%). "My extraordinary husband's love and my wonderful sons are what I am most thankful for. There are many blessings in my life, but the unconditional love of my family surpasses everything

else," said IS&C's Pat Wehrle.

Faith received the second highest number of responses (17%). "I'm thankful to live in a country where I have the freedom to worship as I choose and to express my opinions without fear of reprisal," said Finance's Diana Schwab. "I may not agree with what others believe, but I respect their right to their beliefs, just as I expect them to respect mine."

With 12% of responses, our employees noted the importance of friends. "I am most thankful for being around great people in my

life," said PEIA's Parnel Legros.

Our freedom in the United States ranked closely with 11%. "I am thankful that I am an American and have the freedom to do what I want when I want," said Purchasing's Pam Rader.

Other blessings noted by our employees included health, employment, life and living in West Virginia. "I'm most thankful for my job in tough economic times, my family as a support group that I can always count on and my good health, which enables me to be so active," said Personnel's Jean-Paul Moreau.

His co-worker in Personnel, Ginny Fitzwater, adds that she appreciates her blessings in life and shares her good fortune by helping others in need. "For the past several years, I have helped serve and deliver Thanksgiving meals for the Frank Veltri dinner," she said. "Being able to volunteer my time in this worthy project and assist those less fortunate have made me better appreciate my many blessings."

Happy Thanksgiving to all, and may your holiday be safe and fulfilling.

Below is a summary of the results from an electronic mail survey of our department employees:

- 40%** Family
- 17%** Faith
- 12%** Friends
- 11%** Country (Freedom)
- 7%** Health
- 7%** Job
- 5%** Life
- 1%** Our State

General Services Dresses Up the Capitol for Fall



Fall was definitely in the air and on the Capitol Complex last month. Thanks to the coordination of Ken Young, a new member of the General Services' staff who Director Dave Pentz refers to as the *mastermind* in the fall decorations. "I wanted to bring some fall decorations to the Capitol. It had not been done before and I wanted to start a trend to be done each year," Young said.

The General Services employees responsible for the fall decorations are pictured: (back row) John Carter, Danny Sizemore, Jennings Asbury, Josh Harrison, Ken Young, Greg Hubbard; (front row) Roger Paxton II, Drew Mitchell, Donald Jordan, Carles Farley and David Pentz.



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

Bob Wise
Governor

Gregory A. Burton
Cabinet Secretary

Diane Holley
Public Information Officer/Editor

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Kaye Parks
David Pentz
Sandy Singleton
Sissie Summers

A Message From... Cabinet Secretary Greg Burton

Giving Thanks

In this issue of *Quotes, Notes & Anecdotes*, many of our department employees shared personal thoughts and feelings about what they are most thankful for in their lives. The list included family, faith, friends, and our freedom, along with many other blessings.

This season offers me an opportunity to express an additional blessing I have in my life — our valuable employees. Each day, I witness examples of the hard work and dedication demonstrated by our work force. I am amazed by their enthusiasm and willingness to accept new challenges and embrace change.

Our department has many success stories that can be attributed to you, our employees; you are the driving force behind our achievements.

Thank you for the vital role you play in making our department's programs and services operate effectively. I wish you and your family a Happy Thanksgiving holiday.

TRAVEL WEST VIRGINIA Continued from Page 3

and special discounts. Some discounts include holiday specials at Watoga State Park and Bluestone State Park.

- Plan ahead for December! Twin Falls State Park will offer "Quiet Night." If you ask for the Quiet Night Special, the reservation team offers rooms at \$48 per night AND it includes breakfast.

Traveling in West Virginia offers a variety of beautiful scenery and activities! For additional tourist information, visit the Division of Tourism's website at <http://www.callwva.com>.

Welcome to the Department!...*Lynn Wilson* (Personnel); *Gerald Stricklen* and *Roger Bailey* (General Services), and; *Tanya Cyrus* (PEIA).

Congratulations!...to the following employees who were recently promoted: *Stephanie Chafin* (IS&C) from an Information Systems Manager 2 to an Information Systems Manager 3 and *Monta Boggs* (CPRB) from an Accounting Technician 3 to a Public Information Specialist 1.

Good Luck!...to these employees who transferred within the department: *Angela Long* (from Finance to CPRB) and *Ellen Akers* (from PEIA to CPRB). Also best wishes to *Stephen Kenney* (Prosecuting Attorneys Institute) and *Charlotte Belcher* (Personnel) who resigned from the department.

PEOPLE TALK

Movin' Out...The staff of the Financial Accounting and Reporting Section (FARS) of the Finance Division is relocating from South Charleston to Building 17 at the State Capitol Complex. More details on the move will be available in the next issue of *Quotes, Notes & Anecdotes*.

Baby News...Donna Prunty of the Secretary's Office welcomed her baby boy, Bradley. He weighed in at 7 pounds, 1 ounce and was 19 inches long. *Congratulations!*

Vote!...Exercise your right to vote on Tuesday, November 5 in West Virginia's General Election.

Plan Your Days Off...State employees should plan now for their official state holidays this month: November 5 (Election Day); November 11 (Veterans Day); and November 28 (Thanksgiving).

HAPPY BIRTHDAY ... in November

- | | |
|--------------------------------------|-----------------------------------|
| 1 Joyce Christenson Personnel | 18 Sarah Tignor Aviation |
| Steve McCloud IS&C | 19 Laura Bentley IS&C |
| Yvonne McCormick ... Personnel | Frank Chambers Personnel |
| 3 Anna Jarrett-Jones Personnel | Charles Schmidt IS&C |
| 6 Michael Kincaid IS&C | Charles Strickland . Gen. Svcs. |
| 7 Angela Leigh Finance | 20 Karen Byrd Purchasing |
| Paul Prendergast . General Svcs. | 21 Carol Jarrett Purchasing |
| 8 Robert Lewis General Svcs. | Mark Sizer PEIA |
| Debbie Tincher Finance | Waltt Vest Finance |
| 9 Diane Connelly WVCHIP | 22 Charles Mozingo BRIM |
| Melissa Hapney PEIA | 24 Loretta Evans Personnel |
| Ricky Morris General Svcs. | Susan Lowe Finance |
| 10 Susanna Hall IS&C | Carleen Wilkerson . Personnel |
| Randy Hughes Purchasing | 25 Charles Hager. General Svcs. |
| 11 Bill Judy IS&C | 26 Barbara Bowe Personnel |
| 15 David Groves General Svcs. | 28 Chris Branham.. General Svcs. |
| 17 Henry Hickman ... General Svcs. | 29 Robin Rose PEIA |
| Bernard McClanahan.. Gen. Svcs. | 30 Diane Gandee Personnel |
| Debra Pendleberry IS&C | Stan Moss IS&C |
| Bill Ward IS&C | Ronald Robinson ... Purchasing |
| 18 Lisa Mack Finance | |

