

# Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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## Employee of the Month

### IS&C's Rob Roberts Serves as an Excellent Example

Rob Roberts, Programmer/Analyst 2 for the Application Development Center of the Information Services and Communications Division, is the Department's **Employee of the Month** for October.

A seven-year veteran of state government, Rob provides maintenance, development, analysis, testing, trouble-shooting and support for the follow-

ing programming systems: Public Employees Insurance Agency's EIAS system, Board of Risk and Insurance Management, Natural Resources' Prosecution System, and Tax and Revenue's Form Ordering System. He also serves as the TPX administrator and RACF (security) coordinator for numerous agencies.

According to one of his co-workers, "Rob is very knowledgeable in his job and is always willing to do what it takes to get the job done." Another co-worker adds, "He serves as an excellent example of a great employee."

In his spare time, Rob enjoys mountain biking, fishing and hiking.

Please join Cabinet Secretary Jack Buckalew at the **Employee of the Month** presentation at 11:30 a.m. on Monday, October 2 at IS&C's Kanawha City office.



**ROB ROBERTS**  
October Employee of the Month

[www.state.wv.us/admin/qna](http://www.state.wv.us/admin/qna)

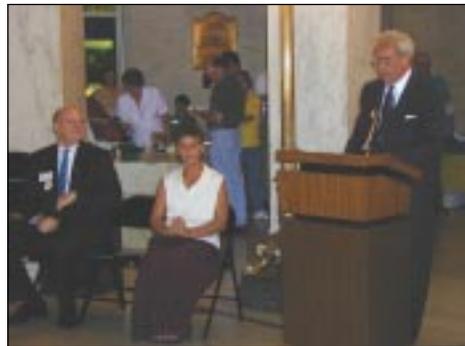
## Paperless Newsletter Arrives!

Over 400 Department of Administration employees are receiving this issue of **Quotes, Notes and Anecdotes** in their electronic mail in-baskets rather than on their desks. (Due to specific job responsibilities, approximately 95 Department employees do not have an electronic mail address).

We hope you enjoy receiving the newsletter using this electronic medium. We will survey our employees later in the year to gain feedback.

## Campaign Event to Help the Needy West Virginia Combined Campaign Offers Opportunity to Help Others

Governor Cecil H. Underwood joined Steve McGowan, United Way Campaign Chairman, and other organizers of the West Virginia State Employees Combined Campaign (WVSECC) on August 23 at the State Capitol to show support for this worthwhile effort.



"This campaign assists crucial services for the elderly and those less fortunate," Gov. Underwood said. "We appreciate the efforts

**Combined Campaign**  
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## Sneak Peek INSIDE...

- ♦ Maintaining the Capitol Dome Requires Access
- ♦ Mountaineer Flexible Benefit Plan Explained
- ♦ Try Considering Mediation to Resolve Conflicts
- ♦ NASCAR Comes to the Capitol
- ♦ PEIA Schedules Public Hearings
- ♦ Administrative Notes

# General Services Spearheads Project to Assist in Maintaining State Capitol Dome



## FACTS ABOUT OUR DOME

West Virginia's gold dome is 293 feet high, which is five feet higher than the United States Capitol.

It is gilded in 14 karat gold leaf applied to the copper and lead roof in tiny 3-3/8 inch squares.

By *Tim Lee*  
General Services Division

West Virginia's State Capitol ranks as one of our most popular tourist attractions. It is crowned by a beautiful, nationally recognized, gold dome. However, preserving its beauty presents unique and difficult challenges.

The price tag for renting and erecting scaffolding was cost-prohibitive, reaching hundreds of thousands of dollars. Yet, without scaffold-

ing, preventive maintenance and cleaning cannot be performed and greatly reduces both appearance and the lifespan of the gold exterior.

How does one resolve this problem? The General Services Division proposed a permanent, portable dome access system.

In 1999, contracts were awarded to construct such a system at a cost of nearly \$100,000 less than renting a per-time use of scaffolding. Successful contractors included Beeche Systems (design and fabrication), Perfido-Weiskopf Architects (engineering review and approval) and Wiseman Construction Company (installation).

The system operates similar to window-washing platforms for high-rise buildings: a motorized cable runs alongside the dome, raising or lowering the platform as needed.

Using this device, one-sixteenth of the dome may be cleaned and inspected within one week. Once completed, the cable and boom are moved and the process is repeated for the remaining 15 sections. The entire process will be repeated every two years to ensure maximum service life and appearance.

Installation of this system began in August 2000 and is expected to be completed by the end of October. Visitors in Spring 2001 can look forward to seeing this system in action as the dome is refurbished. At that time, we may enjoy the warm, golden glow for many years to come.

## PEIA Schedules Public Hearings

The Public Employees Insurance Agency (PEIA) will conduct public hearings to take comments on the proposed benefit plan for Plan Year 2002 in December.

These hearings offer public employees and other interested parties an opportunity to comment and offer testimony regarding any changes the Finance Board may propose for the coming benefit plan year.

Additional information concerning the proposed benefit plan will be made available at the hearings. Below are the dates and locations of the hearings:

**December 4, 2000**

Bluefield - Holiday Inn

**December 5, 2000**

Martinsburg - Holiday Inn

**December 6, 2000**

Morgantown - Ramada Inn

**December 7, 2000**

Wheeling - Ramada Plaza City Center Hotel

**December 11, 2000**

Charleston - Cultural Center

**December 12, 2000**

Huntington - City Hall

The hearings will be held from 6:00 p.m. to 8:00 p.m. in each location. Registration begins at 5:30 p.m., and speakers will be called in the order in which they register.

For more information, please visit PEIA's website at [www.peia.state.wv.us](http://www.peia.state.wv.us).

## BUSINESS

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### Workday Friends

Casual workplace friendships are beneficial and promote teamwork. People do not have to put forth the same effort it takes to maintain a close friendship, but problems can occur. If the friendship puts you in a difficult position, withdraw from a situation that would involve a conflict of interest. If a work friend asks questions that are too personal, politely decline to answer. Do not impose on people, or you may lose their support, say Dr. Jan Yager, author of *Friendships: The Power of Friendships and How it Shapes Our Lives*.

# Grievance Board Suggests Mediation to Resolve State Employee Grievances

By Ron Wright  
Grievance Board

Mediation is a term which you may have heard, but how does it work and why should state employees consider it?

Mediation is a process in which two or more people having a dispute meet with a neutral third person, *the mediator*, in a private, confidential session to try to find a solution to their problem.

The role of the mediator is not to decide who is right or wrong, or force anyone to agree or accept any particular settlement terms. The

mediator helps the parties communicate in order to identify the problem and generate solutions to satisfy their interests. The mediator can also assist the parties in putting their agreement in writing.

Mediation, which is an alternative to litigation, is increasingly being used to resolve all kinds of common situations in which people have conflicting interests, including divorce and post-divorce disputes concerning property division; child support, visitation and custody; customer/merchant disputes;

neighborhood disputes over noise, property lines, and zoning; and environmental matters.

The Grievance Board strongly encourages state agencies and employees to consider using mediation to resolve workplace grievances. Mediation can be particularly beneficial if it is voluntary, and is done before the grievance hearing is held at the third step in the procedure. Even if the parties cannot resolve



## Mediation

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## Combined Campaign

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The campaign by state employees for state employees to provide help where it's needed most — here at home.

### 2000 West Virginia State Employees Combined Campaign Slogan

of state employees who raised \$109,000 last year. You should be proud of what you have accomplished for our fellow West Virginians."

The campaign total has increased consistently over the past three years. "If we all do a small part, it adds up to something worthwhile, touching the lives of many people. One person can make a difference," Gov. Underwood said.

Cabinet Secretary Jack Buckalew will serve for a second year as the state campaign chairman. The goal for

this year's campaign is \$100,000.

At the kick off event, a variety of activities took place, including a hot dog sale, bake sales, flea market and even

back massages, with all proceeds going to the campaign.

State employees have the opportunity to voluntarily contribute through one-time donations or payroll deduction. The WVSECC is the only state-sanctioned fundraising effort in which employees can use payroll deduction. Employees may direct their contributions to one of nearly 50 different statewide health and social agencies, many closely affiliated with the United Way.

"Each year we learn a little more about the powerful effect United Way has on our

community," Buckalew said. "It is my hope that we all pledge to do more personally to help those who are less fortunate."

The campaign slogan says it all: *The campaign by state employees to provide help where it's needed most — here at home.*



Trudy Oliver (Secretary's Office) and Diana Schwab (Budget Office) took part in the campaign kick-off by selling drinks and homemade peanutbutter fudge, made by Cabinet Secretary Jack Buckalew. All proceeds went to the campaign.

## Quotes, Notes & Anecdotes

is published by the Department of Administration

**Cecil H. Underwood**  
Governor

**Jack R. Buckalew**  
Cabinet Secretary

**Diane Holley**  
Public Information Officer/Editor

## Special Thanks

Rosemary Cardenas  
Pam DuKate  
Jan Long  
Kaye Parks  
Diana Schwab  
Ron Wright

# Taking the "Mystery" Out of Budget Hearing

By Diana Schwab  
State Budget Office



Budget hearings can be a mystery if you are not familiar with the process. These hearings give agencies the opportunity to present their requests for funding to operate for the next fiscal year.

Every executive branch agency or spending unit receiving funds appropriated by the Legislature has a budget hearing, although formal written requests are submitted by September 1 as required by the **West Virginia Code**.

Approximately 20 hearings are scheduled this fall for the fiscal year 2002, beginning July 1, 2001 to June 30, 2002.

In the past, agencies have sent from two to 40 representatives, including agency heads and fiscal

staff, to make a presentation and answer any questions that might arise.

These individuals meet with Cabinet Secretary Jack Buckalew, Deputy Secretary Dot Yeager, State Comptroller Bryan Michaels, Budget Director Roger Smith, and other representatives from the Governor's Office, Governor's Office of Technology, and the State Budget Office.

"These meetings allow each agency the opportunity to explain their projected funding needs," Yeager said. These presentations range from a simple verbal explanation of the request to brochures, printed reports, slides or video productions.

"Many times in that process," Yeager explained, "we offer suggestions that help the agency best accomplish their funding needs."

It also gives the Budget Office staff the opportunity to talk face to face with people we usually deal with by telephone, according to Smith. "I think it's always good to get to know the people at the agencies," he added.

Hearings are scheduled from late September through October and can last from ten minutes to several hours, depending upon the size of the agency, the agency's presentation, and the complexity of the funding needs.

The appropriation requests are then taken into consideration and used to prepare the Governor's Budget Proposal to the Legislature at the beginning of its regular session.

## Mediation

Continued from Page 1

the dispute through this process, it can be important from a human relations standpoint.

Why should employers and employees explore mediation to resolve grievances? For the same reasons all kinds of disputes are being mediated. It is less expensive and quicker, particularly if a grievance decision is appealed to the courts.

The parties, through discussion, may discover solutions and agree to settlement terms that no judge or administrative agency would have the authority or flexibility to order. Early resolution of grievances benefits all parties, including the taxpayers who fund government activities.

Mediation works! Nearly 50 percent of all grievances mediated after conducting a hearing were resolved without the Grievance Board issuing a written decision. Approximately 70 percent of all grievances mediated before a hearing were resolved without a written decision.

The Grievance Board will conduct a mediation session upon request of any party to a grievance, if the other parties are willing to participate. If all parties are agreeable, and they frequently are, a mediation session is scheduled as soon as practicable.

Additional information about mediation of grievances is available at our website at [www.state.wv.us/admin/grievanc/grievanc.htm](http://www.state.wv.us/admin/grievanc/grievanc.htm). A good resource site on mediation is <http://adrr.com>.

## News Around the State Capitol



[The following information was compiled from press releases issued by the Governor's Press Office. To learn more about the information listed, access the Governor's website at <http://www.state.wv.us/governor/media.htm>]

### Contract Awarded for Basic Computer Program

IBM was awarded the contract for the new K-6 Basic Skills/Computer Education Program.

### Handicapped Accessible Vehicles Made Available

Converted passenger vans equipped with wheelchair lifts were offered to 14 non-profit agencies and two general public transit systems that provide transportation services for elderly and disabled individuals.

### Capaldini Named Acting Head of Culture and History

Louis A. Capaldini of Logan will serve as acting commissioner of the Division of Culture and History.



# NASCAR Fanatics Visit Capitol Grounds

West Virginia Celebration 2000 sponsored Super NASCAR Sunday on September 10 on the Capitol grounds. At this event, the Division of Motor Vehicles joined Governor Cecil Underwood to introduce the design of the official NASCAR plates for motor vehicles registered in West Virginia.

A "winner's circle" of 13 NASCAR vehicles were positioned around the Capitol's North Fountain. NASCAR drivers Matt Kenseth, Jimmy Spencer, Kenny Wallace and Busch series point leader Jeff Green were available for autographs. Other activities included simulated driving (left), refreshments, live entertainment and free give-aways from the event's sponsors.



"West Virginia is proud to lead the nation in this creative pro-



gram," Governor Underwood said. "It provides our citizens the opportunity to show support for their favorite driver while providing unique marketing opportunities for the state by displaying on the plates [www.callwva.com](http://www.callwva.com), which is the website for the West Virginia Division of Tourism."

The State Capitol grounds were filled with NASCAR fans for Super NASCAR Sunday in September. NASCAR vehicles and celebrity drivers were on hand to entertain the crowd.

## Resource Offered for Questions on Mountaineer Flexible Benefits Plan

Do you have questions about your plan? Need to know more about your particular insurance coverage? Please call our Customer Service Line at 1-800-342-8017 Monday through Friday, 7 a.m. to 10 p.m. EST.

Also, coming soon to all flexible spending account users, Mountaineer Flexible Benefits is currently revising its Easy Benefits Card®, which can be used to:

- ♦ Pay Flexible Spending Account related expenses
- ♦ Avoid out-of-pocket expense and the wait time for tax-free reimbursement
- ♦ Save time
- ♦ Reduce paperwork
- ♦ Track FSA's with a special Benefits Summary

Contact Customer Service after October 1<sup>st</sup> for the new telephone number.

Here is a list of other important numbers and web addresses to help you:

- ♦ **Delta Dental**  
1-800-932-0783 (For claim forms visit our website at [www.deltadentalpa.org](http://www.deltadentalpa.org), select "West Virginia", select "For Delta Subscriber", select "Download a Claim Form")
- ♦ **Vision Service Plan**  
1-800-877-7195
- ♦ **CompDent Prepaid Dental Care**  
1-800-342-5209
- ♦ **Standard Insurance Company**  
1-800-368-2859 (Short Term Disability policy #611506-B, Long Term Disability policy #611506-A)
- ♦ **Hyatt Legal Plan**  
1-800-821-6400 (For directory of available attorneys visit our website at [www.legalplans.com](http://www.legalplans.com). Your password is WVA.)

Samples of the official NASCAR plates are displayed on the Governor's website off the "What's New" page at [www.state.wv.us/governor](http://www.state.wv.us/governor).

## In the Spirit of Halloween...

### Tips on Surviving a Horror Movie

- ☞ The first time that you are sure that the monster is dead, you are in the most danger. Don't relax!
- ☞ Objects moving in a mysterious fashion should be considered a bad sign.
- ☞ If, on a stormy night, you find a window open, don't close it. It may be your only way out.
- ☞ Take heed of all warnings from animals and children.
- ☞ If the maniac appears dead, do not stand near the body or drop your weapon. You may need them!
- ☞ Nothing is ever over if it is still nighttime.



## Opening the Lines of Communication

The most enjoyable aspect of my job is the opportunity to work with such dedicated state employees.



Since joining the Department, I have been fortunate to meet many of you at the **Employee of the Month** presentations. As I have mentioned previously, I consider this program to be a wonderful way to express our gratitude for the outstanding work performed by our employees.

Over the past 40 years, I have been involved, directly or indirectly, with state employees and have always felt that West Virginia state employees outshine all others. Their dedication and conscientious effort to do their jobs is commendable.

Recently, I expressed to our division and agency directors my eagerness in visiting each work site to meet the employees and learn more about the operations. Please feel free to express any suggestions or concerns with me during my visits. I look forward to working with each of you in the future.

### Payroll Seminar Set for October 4

Division of Personnel has scheduled its quarterly payroll seminar on October 4 from 8:30 a.m. to 3:00 p.m. at the Division of Rehabilitation Institute. For more details, visit our website at [www.state.wv.us/admin/personel/empinfo/semtemp.htm](http://www.state.wv.us/admin/personel/empinfo/semtemp.htm).

**Welcome to the Department! ... Shelly Lowery** (Ethics); **Brenda Jones** (CPRB); **Martha Belcher** (Finance); **Delilah Bracken** (IS&C); and **Raymond Hackney** (General Services).

**Best Wishes...**to **Lee Ann Carnahan** (Grievance Board) and **Allison Stotts** (Purchasing).

**Great Job!...**to **Joyce Larrabee** (IS&C) who was promoted from Systems Programmer II to Information Systems Manager III.

### PEOPLE TALK

**Move the Clocks Back...**Daylight Savings Time is in the early morning hours of October 29, so don't forget to set your clocks back the night before.

**Where's My Picture?...**Personnel's Janie Fouty has requested those individuals honored at the 2000 Public Service Recognition Week ceremony to contact her at 558-3950, ext. 206 IF they have not received their picture from the event.

**Proud Grandma's!...**Trudy Oliver (Secretary's Office) welcomed her new granddaughter, McKenzie Ann Dotson, who was born September 6...Angela Long (Finance) is happy to introduce Johnathan Lance Hudson who was born July 25...Joselyn Casto has two reasons to celebrate because she became a grandma twice this summer. She welcomed Elizabeth Marie Casto, born on June 2, and Chyanne Sky Armes, born July 31. Finance's Georgia Armes joined in the celebration of Chyanne since her son, Jerry, and Joselyn's daughter, Amber, are the proud parents.

**Got News?...**Let us know what's going on with you and your family. Contact Diane Holley, Editor, at (304) 558-0661 (e-mail: [dholley@gwmail.state.wv.us](mailto:dholley@gwmail.state.wv.us)) with information to share with the Department's employees.

## HAPPY BIRTHDAY...in October

- |  |  |
|--|--|
| <b>2</b> Diane Tittle ..... PEIA             | <b>20</b> Bill Jacobs ..... Personnel      |
| <b>5</b> Diana Arden ..... IS&C              | Bobby Mitts ..... BRIM                     |
| <b>6</b> Carla Kennedy ..... CPRB            | <b>21</b> Barry Arthur ..... IS&C          |
| <b>8</b> Marsha Francis ..... Dispensary     | <b>23</b> Jennifer Ayers ..... IS&C        |
| <b>9</b> Scott Dobson ..... IS&C             | Heather Connolly .....                     |
| Ginny Fitzwater ..... Personnel              | ..... Secretary's Office                   |
| <b>10</b> Kim Farrell ..... Personnel        | Sharon Lacey ..... IS&C                    |
| Dawna Skaggs ..... Finance                   | <b>24</b> Michael Campbell Personnel       |
| <b>12</b> Melody Duke ..... BRIM             | Joselyn Casto ..... Finance                |
| Paul Griffith .. General Services            | Hilda Gravely ..... CPRB                   |
| <b>13</b> Wayne Wagner ..... Finance         | <b>26</b> James Casto . General Services   |
| <b>14</b> Katherine Blizzard .... Personnel  | Rhoda Cole ..... Personnel                 |
| Mary Bonham ..... CPRB                       | Robin Hendricks ..... CPRB                 |
| Chris Cline ... General Services             | <b>27</b> Andrew Mitchell General Services |
| <b>15</b> Roger Paxton .... General Services | Trudy Oliver . Secretary's Office          |
| John Poffenbarger .....                      | Jim Roberts ... General Services           |
| ..... Secretary's Office                     | <b>29</b> Iris Brisendine .....            |
| <b>17</b> Monroe Gillespie ..... IS&C        | ..... Public Defender                      |
| Lynn Schillings ..... Personnel              | <b>31</b> Carla Bright ..... IS&C          |
| Kim Tomalin ..... Purchasing                 | Donald Jordan General Services             |
| <b>20</b> Stephanie Davis ..... IS&C         | Tammy Scarberry ..... PEIA                 |

