

Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

October 2001 • Vol. 9, Issue 10

Employee of the Month

Finance's Yvonne Gunnoe Makes Extra Effort to Assist

Yvonne Gunnoe, a Secretary II for the Accounting Section of the Finance Division, has been selected as the Department's **Employee of the Month** for October.

A 24-year employee of state government, Yvonne provides support to the Deputy Finance Director and all staff of the Accounting Section. Her duties include handling confidential information, preparing corre-

spondence, serving as timekeeper, procuring office supplies, answering the telephone, distributing mail, maintaining office files and many other responsibilities.

According to one of her co-workers, "Yvonne provides excellent customer service." Another co-worker adds, "When she receives an inquiry, which is not directly related to Accounting, Yvonne makes the extra effort to make sure they are directed in the right place."

In her spare time, Yvonne enjoys playing the piano, listening to gospel music, traveling and spending time with her family.

Please join Cabinet Secretary Greg Burton at Yvonne's **Employee of the Month** presentation at 11:30 a.m. on Thursday, October 4 on the second floor of Building 15.



YVONNE GUNNOE
October Employee of the Month

Creating Masterpieces...

It's All in the Details! The Capitol Craft Shop Employees Build upon their Successes



Jim Casto, Crafts Crew Management Director for the General Services Division, shows off one of the pieces of work recently completed by his skilled workers.

By **Carrie McComas**
Communications Intern

Look around your office. In most cases, the hands of a Crafts Shop employee has built, repaired or renovated something in your work area.

For years, the staff of the Capitol Craft Shop has worked behind the scenes to make our State Capitol Complex shine. These employees make it possible to save the state money by performing construction work in-house.

Jim Casto, Crafts Crew Management

Sneak Peek INSIDE...

- ◆ Let's Talk about Workplace Behavior
- ◆ State Employees Receive Salary Increase
- ◆ WV CHIP Promotes its Program
- ◆ Purchasing Division Offers Annual Training Conference
- ◆ Administrative Notes

CRAFTS CREW
Continued on Page 3

Sexual Harassment: It's Not Only Intolerable, But Also Against the Law in Today's Workplace



By Stephanie Schulz
State EEO Director

You have the right to a workplace free of sexual harassment. Title VII of the Civil Rights Act of 1964 and the West Virginia Human Rights Act prohibit sexual harassment discrimination.

Sexual harassment is unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

1) the submission to the conduct is made explicitly or

implicitly a term or condition of an individual's employment;

2) when submission to or rejection of the conduct by an individual is used as a basis for employment decisions affecting the individual; or,

3) when the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

There are two types of sexual harassment: **quid pro quo** ("this for that") and **hostile environment**. Quid pro

quo occurs when someone who can make or effectively influence employment actions affecting an employee (firing, demotion and promotion) requests sexual favors in exchange for employee benefits or job security. Hostile work environment occurs when an employee is subjected to offensive conduct of a sexual nature having the purpose or effect of creating an intimidating, hostile or humiliating work environment. The offensive conduct can be perpetrated by an employee, vendor, person with the appeared authority to influence vital job decisions, and supervisors.

Hostile work environment may include discussing sexual activities, telling off-color jokes, unnecessary touching, commenting on physical attributes and using demeaning or inappropriate language.

If you find conduct offensive, make your displeasure clearly and promptly known. An offender may not be aware of how his or her actions are perceived.

For more information, please contact your agency counselor (see insert to left).

EEO Counselors for Department

Donna Prunty
Department Coordinator

Michael Adkins
CPRB

Jane Bracken
IS&C

Gloria Brown
Personnel

Brenda Jones
WV CHIP

Pam DuKate and Robin Sloan
General Services

Robert Fisher
BRIM

Nidia Henderson
PEIA

Diane Holley
Purchasing

Amy Leslie
Prosecuting Attorneys Institute

Valerie Rist
Grievance Board

Liz Martin
Finance

Chip McDowell
Aviation Services

Jack Rogers
Public Defender Services

Lucy Suchy
Ethics Commission

\$756 Annual Salary Increase Becomes Effective October 1

By Roger Smith
State Budget Director

Prior to taking office in January of 2001, Governor Bob Wise quickly realized that the salaries of many state employees were insufficient.

His first order of business became the State Budget, which he was required to present to the State Legislature on February 14, just one short month after assuming his duties as Governor.

During this budget preparation process, Governor Wise made it clear that the salary issue for state employ-

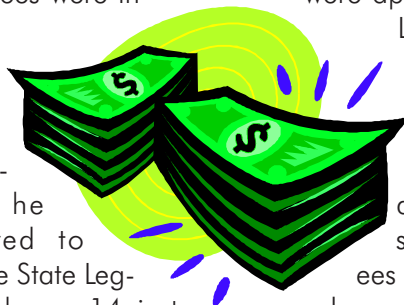
ees must be addressed.

On February 14, the Governor submitted his first budget with recommendations for salary increases for state employees. The increases were approved by the

Legislature in the fiscal year 2002 budget.

Generally, all permanent state employees will receive a salary increase of \$756 on an annual basis, beginning October 1, 2001.

Please note that correctional officers and members of the State Police received this salary increase in July of 2001.



Happy Halloween!



Stay Clear of Verbal Crutches in the Workplace

The words we use and how we use them can affect the image we portray. *Verbal crutches* are villains that can tarnish your professional image. They may be, like, OK for teenie-boppers, but they have no place in the workplace.

Below are the more typical slang words and phrases you should avoid:

You know

OK

Uh

Basically

You know what I mean?

Really

Like

Source: *How to Thrive from 9 to 5*, by Mary Whelchel (Vine Books/Servant Publications)

WV CHIP Enhances Promotional Efforts to Serve More of Our State's Children

The West Virginia Children's Health Insurance Agency (WV CHIP) continues to enhance its promotional efforts to increase the number of children served.

A new logo (see right) was recently created, which will be used on all literature and during outreach events.

In September, the WV CHIP staff participated in the Charleston Sternwheel Regatta Parade. More than 4,000 promotional items were distributed to parents and children throughout the parade route.

"This was a great opportunity to promote the Children's Health Insurance Program, along with introducing our new CHIP logo," said WV CHIP Director Sharon Carte.

Ramona Allen, assistant to the director, agreed that participating in this event was worthwhile. "Seeing a child's face light up when handing him or her a balloon or toothbrush not only makes our job enjoyable, but it re-emphasizes the importance of making sure children of working families are covered by quality health care," she said.

For additional information about the benefits of the West Virginia Children's Health Insurance Program, please call 1-877-982-2447. You may also visit the agency's website at www.wvchip.org.



If you have tried to build castles in the air, your work need not be lost - that is where they should be. Now put the foundations under them.

Henry David Thoreau

STATE'S FLOOD RELIEF

Continued from Page 1

Director of the General Services Division, and a staff



Skilled carpentry is valued in the Crafts Shop. Chuck Britt is pictured working on a project for a state agency.

of seven carpenters, four painters, three electricians and two plumbers can take a remodeling job from beginning to end. "We'll complete the demolition and move right back in at ground level and start building it back," Casto said.

Most recently, the crafts crew has been working on projects for the Public Employees Insurance Agency (PEIA) and the Secretary of State's office. At PEIA, the crafts crew is creating more office space, by taking the larger rooms and added walls, doors and a fresh coat of paint.

The Secretary of State's project is a little more unique. At one time, the

Secretary's office in the State Capitol contained a vault in which records were kept. With the rise of technology, records can now be kept in a fraction of the space on CD-ROM and floppy disk. That's where the General Services crafts crew came to the rescue. A new door, which was in stock, was refinished and added.

Casto best explains the mission of the crafts crew, "Our general scope is to try to create the best office space we can for state employees and to serve our citizens. Every day is a challenge."

Crafts Crew worker Chuck Hager is pictured putting the finishing touches on one of his latest projects.





Purchasing Division Offers Annual Conference for State Agency Purchasers

The Purchasing Division has finalized plans for its 2001 Agency Purchasing Conference, which is set for October 15-18 at Canaan Valley State Resort and Conference Center.

With a theme of *Keys to Effective State Purchasing*, this conference is sure to open the doors to many opportunities for information. "We are very excited about this year's conference," said Purchasing Director Dave Tincher. "When organizing the schedule, we wanted to look at ways to improve upon what we feel has always been a spectacular training event."

In order to make positive

changes, the Purchasing Division staff and agency representatives who have been participating in the conference for many years were asked for input. Several good ideas and suggestions were raised during open discussions.

As a result, the conference itinerary includes a wider selection of topics with classes that will be more interactive. A new addition is the one-on-one consultation sessions, which will be scheduled on the last day of the conference.

These 15-minute meetings can be scheduled with any of our Purchasing Division staff or guest presenters. This is an excellent time to discuss particular questions or offer a suggestion or comment regarding a specific issue.

For additional details on the 2001 Agency Purchasing Conference, please visit the Purchasing Division website at www.state.wv.us/admin/purchase. You also may contact one of our conference coordinators listed below:

Diane Holley
(558-0661)

Debbie Watkins
(558-3568)

Creativity

Periods of tranquility are seldom prolific of creative achievement. Mankind has to be stirred up.

Alfred North Whitehead

COMMUNICATION THE PEOPLE FACTOR



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

Say what you mean and mean what you say... Have you ever heard this cliché before?

Often not, we may get instructions to someone, possibly a subordinate, and the instructions are not followed. Who's at fault?

Before making judgments, consider this: Often such errors are caused by a justified misinterpretation of your message.

It is imperative that the message must be clear and concise for the receiver to avoid misinterpretation. Below is an example from Cheryl Hamilton in her book, *Communicating for Results*:

A new employee at a large company walked up to a paper shredder and stood before it looking confused. A fellow employee asked if he needed help. The employee said yes and asked how the machine worked. The colleague said, "It's easy" as she took the thick report and fed it into the shredder. The new employee said, "I see. But how many copies will it make?"

Let's remember the importance of clearly relaying our intended message.

Some things will never change... There will always be grief and laughter, fear and courage. It's up to us to decide on which of these things we will focus.

Nancy B. Gibbs

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/newsroom.htm>]

GOV. WISE JOINS SOUTHERN GOVERNORS' ASSOCIATION LEADERSHIP

Governor Bob Wise was elected to serve as the second vice chairman of the Southern Governors' Association (SGA).

SPECIAL LEGISLATIVE SESSIONS CALLED

A special session of the State Legislature was called by Gov. Wise on September 10, 2001.

GOVERNOR'S HELPLINE FOR SAFER SCHOOLS UNVEILED

Gov. Bob Wise traveled the state urging West Virginia students ranging from kindergarten through high school to speak up against school violence.

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

Greg Hubbard
(General Services)

Amy Newman
(Information Services and Communications)

15 YEARS

Lisa Sword
(Finance)

20 YEARS

John Gibson
(Information Services and Communications)

25 YEARS

Philip Nicholas
(Information Services and Communications)

Public Service Recognition Week Highlights

Public Service Recognition Week was scheduled the week of September 24 at the State Capitol Complex.

Due to print deadlines, highlights from this year's activities and events could not be included in this month's issue of **Quotes, Notes & Anecdotes**; however, our readers can expect extensive coverage with pictures and informational articles in next month's issue.

Public Defender Services Enhances its Website to Offer Better Public Awareness

If variety is the spice of life, then the Department of Administration is steaming with flavor. Our Department oversees many different programs and responsibilities. Some of these programs are quite familiar to us, such as retirement, insurance and personnel transactions.

However, one agency under the "Administration umbrella" in which you may not know as much about is Public Defender Services. This agency is very important in that it funds all indigent defense for the state of West Virginia.

There are two modes of representation: private attorneys appointed case by case, and full-time public defenders.

Public Defender Services does not provide representation directly except in a limited number of appellate matters. However, research materials are available for a minimal cost through the Criminal Law Research Center.

In addition to criminal charges, Public Defender

Services pays for representation in abuse and neglect, mental commitment, juvenile proceedings and other related matters.

To better educate the public as well as the attorneys with whom they conduct business, Public Defender Services has expanded its website at <http://www.state.wv.us/wvpds/control.html>.

This site includes such information as the agency's organizational chart, news and upcoming events, an office directory, voucher information, the Criminal Law Research Center (which acts as a source for criminal law research and information for Public Defender Corporations, panel attorneys and private attorneys), a list of Public Defender Corporations, fiscal year reports and frequently asked questions.

Take a few moments to visit Public Defender Services' website and learn more about the various responsibilities of this agency!



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

Pam Gunter
Carrie McComas
Kaye Parks
Roger Smith

BUSINESS

R I E F S

Fewer Workers Moonlighting

The U.S. Bureau of Labor Statistics reports that, since 1995, the number of workers holding second jobs has dropped to 5.7 percent of the work force from 6.4 percent.

Fewer than half take second jobs to make ends meet or pay off debts, the Bureau states. Many moonlight because they like the work, need the experience or want to save more money.

A Message From...

Cabinet Secretary
Greg Burton

Let Us Not Forget...



Governor Bob Wise coordinated a special prayer service on the Capitol grounds.

For most of us, we will vividly remember where we were, who we were with and what we were doing on September 11, 2001, the day that terrorists attacked our nation and left most Americans in shock and disbelief.

The reactions to these acts of violence ranged from fear and anger to the need to take action. As a result, an increased awareness of security at the State Capitol and other state buildings were instantly realized.

I continue to stress the importance that you feel safe at your workplace on the Capitol Complex or any buildings outside of the Complex that the state rents or owns.

Governor Bob Wise has taken action to ensure your safety. I would like to reiterate the steps our leadership is taking to make sure our employees are safe at work, which include additional security assigned at the Capitol; special precautions with all mail delivered to the Capitol; and identification badges to be issued to each employee on the Complex that must be worn at all times.

Please be assured that other steps are being taken to offer you the highest level of safety on the job.

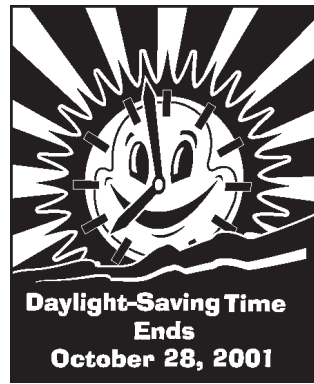
Welcome to the Department!...*Mary Vanoy* (Finance), *Ernestine Fox-Penn* and *Pam Gunter* (CHIP), *Lisa Trump* (CPRB), *Matthew Hill* and *Julie Brown* (Personnel), and *Laura Brotherton* (Purchasing).

Congratulations!...to *Jeffrey Harbour* of the General Services Division who was promoted from a Groundskeeper to an Electrician. *Great job!*

PEOPLE TALK

Make a Difference Day!...October 27 is the official "Make a Difference Day". Sponsored by **USA Weekend** magazine, more than two million people nationwide participate in work to help others.

WV State Employees Combined Campaign ...The combined campaign kicked off on September 26th! This campaign 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). Consider participating in this worthwhile campaign. Each agency has an employee designated to coordinate the donations.



Red Cross Blood Donation...During the recent tragic events in our nation, many individuals have donated blood and, in many cases, for the first time. Please do not forget that this worthwhile act of donation is needed year-round. For more information, contact your local Red Cross office.

Daylight Savings Time Ends...Don't forget to turn your clocks back one hour at 2:00 a.m.

HAPPY BIRTHDAY...in October

- | | | | |
|----|-------------------------------------|----|-----------------------------------|
| 2 | Scott Padon Purchasing | 17 | Lynn Schillings Personnel |
| | Diane Tittle PEIA | | Kim Tomalin Purchasing |
| 4 | Andrew Fizer Finance | 20 | Stephanie Davis IS&C |
| | Shelia Gray Purchasing | | Bill Jacobs Personnel |
| 5 | Diana Arden IS&C | | Bobby Mitts BRIM |
| 6 | Carla Kennedy CPRB | 21 | Barry Arthur IS&C |
| 8 | Marsha Francis Dispensary | | Philip Shimer PEIA |
| 9 | Scott Dobson IS&C | 23 | Jennifer Ayers IS&C |
| | Ginny Fitzwater Personnel | | Heather Connolly .. Sec. Office |
| 10 | Dawna Skaggs Finance | | Sharon Lacey IS&C |
| 12 | Melody Duke BRIM | 24 | Michael Campbell Personnel |
| | Paul Griffith General Svcs. | | Joselyn Casto Finance |
| 13 | Eric Wagner Finance | | Hilda Gravely CPRB |
| 14 | Katherine Blizzard Personnel | 26 | Jim Casto General Svcs. |
| | Mary Bonham CPRB | | Rhoda Cole Personnel |
| | Christopher Cline . General Svcs. | 27 | Andrew Mitchell . General Svcs. |
| 15 | Roger Paxton General Svcs. | | James Roberts .. General Svcs. |
| | John Poffenbarger Sec. Office | 29 | Iris Brisendine . Public Defender |
| 17 | Monroe Gillespie IS&C | 31 | Carla Bright IS&C |
| | | | Donald Jordan . General Svcs. |
| | | | Tammy Scarberry PEIA |

