

# Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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## Employee of the Month

### Purchasing's Willadean Fisher Offers Top Notch Performance

**Willadean Fisher**, a purchasing Assistant for the Acquisitions and Contract Administration Section of the Purchasing Division, has been selected as the department's *Employee of the Month* for October.

A 14-year employee of state government, Willadean assists a senior buyer with the competitive bid process for all commodities for the Division of Highways which are processed in the Purchasing Division. She

also assists the buyer supervisor with building construction for all state agencies. These complex procurements produce a heavy volume of work.

According to one of her co-workers, "Willadean takes great pride in her work and is greatly appreciated by those with whom she works with directly." Another co-worker adds, "As a perfectionist, her work is always thorough and complete. She is diligent, sincere, dedicated and handles her work gracefully."

In her spare time, Willadean enjoys shopping and attending sports events with her grandson Cory, who is in his first year of college.

Please join Willadean at her *Employee of the Month* presentation at 11:30 a.m. on Thursday, October 3, in the Purchasing Division's conference room.



**WILLADEAN FISHER**  
October Employee of the Month



## Fun Food Friends Fanfare

Public Service Recognition Week offered a little bit of everything, including live entertainment, a bake-off, a ceremony honoring tenured employees and an opportunity to remember the tragic events of September 11, 2001. Highlights of this spectacular week can be found throughout this issue of *Quotes, Notes & Anecdotes*.

## In Remembrance of 9-11... The Day Terrorism Changed America



During Public Service Recognition Week, Gov. Bob Wise joined hundreds of others at the State Capitol on the first anniversary of the Sept. 11 terrorist attacks. "The tragic events of Sept. 11, 2001, will forever stay with all of us," Wise said. "They have challenged our nation, and we have responded with a new sense of patriotism."

SEPTEMBER 11

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## Sneak Peek INSIDE...

- ◆ Highlights Included from Public Service Recognition Week
- ◆ Mmmm... Look What's Cooking!
- ◆ Performance Appraisals Offer Valuable Opportunities
- ◆ State Employees Honored for their Public Service

# State Employees Celebrate Their Service to West Virginia During Designated Week



**Governor Bob Wise led a special ceremony honoring the lives of those lost during the Sept. 11, 2001 attacks.**



My basic principle is that you don't make decisions because they are easy; you don't make them because they are cheap; you don't make them because they're popular; you make them because they're right.

*Theodore Hesburgh*

Since 1985, West Virginia state government has set aside a week to recognize the valuable service our public servants provide.

Public Service Recognition Week, which is celebrated throughout the nation, praises the work public employees provide to citizens each day.

For this reason, an important part of our week-long celebration was the agency exhibits, that were displayed in the Capitol Rotunda.



**During the opening ceremony, the color guard proudly displayed the flags of the state of West Virginia and of the United States.**

Food vendors and live entertainment also were abundant, as the weather welcomed state employees outside during the lunchtime hour.

Jane Fouty of the Division of Personnel chaired the activities again this year. "Governor Wise is no stranger to state government...As our leader, he is committed to a work force that provides outstanding customer service with employees who are friendly, helpful and always willing to go that extra mile," she said.

With the remembrance of the September 11th attacks of last year, Gov. Bob Wise organized a special ceremony to pay tribute to America, with special attention to those individual serving in our military forces. "We remember the innocents, who harmed no one, who lived the everyday dreams and promises with



**Exhibit tables were displayed in the Capitol Rotunda, detailing the programs and services offered by state agencies.**

their families, and whose lives were abruptly ended," Governor Wise said.

At a presentation during the week, Governor Wise recognized state employees with at least 30 years of service with the state. *(See page 5 for a list of department employees with tenured service).*

Special thanks to the PSRW committee and to Jane Fouty for their tireless efforts.



**The Sissonville High School band, conducted by Director Rodney Young, entertained the crowd during Public Service Recognition Week. Live entertainment was on the schedule during the entire week.**

## Sweetness Topped the Chart at the PSRW Goodies Bake-Off

Our state employees had an opportunity to showcase their cooking abilities during the Public Service Recognition Week (PSRW)'s Annual Bake-off.

Over 70 individuals participated by preparing cookies, cakes, pies and brownies. The best part of this bake-off was at the end when state employees could partake in the taste-testing fun!

"Being my first year, I was quite excited but apprehensive," said Pam Statts, a member of the PSRW planning committee, who coordinated this year's bake-off. "As I got into the planning, it quickly became apparent that this required more than a "half-baked" effort! I would like to thank everyone who participated and assisted in this event." The winners of this year's bake-off are as follows:

### Cakes

**First:** Susan Pierce, Culture/History

**Second:** JoAnn Ford, DOT

**Third:** Shonnette Koontz, WVSC

### Brownies

**First:** Pam Kindrick, Secretary of State's Office

**Second:** Jean Jones, DHHR

**Third:** JoAnn Ford, DOT

### Cookies

**First:** Lee Ann Vecellio, Leg. Auditor

**Second:** Carla Savage, BRIM

**Third:** Charlotte Byrd, DOT

### Pastries

**First:** Debi McCoy, BEP

**Second:** Diane Holcomb, Treasurer's Office

**Third:** Carleen Wilkerson, Personnel



### Candy

**First:** Charlotte Byrd, DOT

**Second:** Shonnette Koontz, WVSC

**Third:** Sue Sheets, DOH

### Cream Pies

**First:** Sue Sheets, DOH

**Second:** Penny Barton, WVSC

**Third:** Shonnette Koontz, WVSC

### Fruit Pies

**First:** Shonnette Koontz, WVSC

**Second:** Stephanie Proctor, DNR

**Third:** Penny Barton, WVSC

**State employees tasted some of the entries offered during the Public Service Recognition Week's Bake-off.**

The significance of man is not what he attains, but rather what he longs to attain.

*Khalil Gibran*

## Taking the Stage

### Anthony Thaxton of General Services Performs During Public Service Recognition Week



Recollections of pushing a Tonka dump truck while a transistor radio echoed Buck Owens and Johnny Cash tunes were the beginnings of a life-long love of music for General Services' Anthony Thaxton (right).

He transforms from a maintenance supervisor in the day to a singer/songwriter in the evenings and weekends. These two identities collided during Public Service Recognition Week at the State Capitol when Thaxton joined with Dave Barker (left) in providing entertainment. Although he states that he has had an interest in music all of his life, he officially began playing the guitar at age 12. He transitioned into a songwriter by the time he turned 16 years old. Since then, he has learned to play bass guitar and keyboards.

"Life is general," he said. "I take a situation that I may be experiencing or have experienced and turn it into a song."

With a *middle of the road country/pop* genre, Thaxton has written 15 songs, which are available free on his website (<http://www.soundclick.com/bands/anthonythaxton.htm>).

"Recording these songs has always been a part of it all from the time I began until the present... Instead of playing to the friends and relatives, I'm playing it to the world," he said.

His musical inspiration was generated from such bands as Credence Clearwater Revival, the Eagles, the Steve Miller Band and Fleetwood Mac.

Anthony sums up his philosophy on life quite simply, "Life is an adventure to be lived, not a mystery to be solved."

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**  
Jane Fouty  
Kathy Garten  
Kaye Parks  
Sandy Singleton



# Performance Appraisals Provide Opportunity for Open Discussion

An e-mail flashes on your computer screen from your supervisor. It reads, "Please come to my office tomorrow at 2 p.m. for your annual performance appraisal."

Instantly, butterflies flutter inside your stomach. It's THAT time of the year again!

During the month of October, managers and supervisors are required to initiate communication with their subordinates about expectations, objectives and performance. However, this interaction should **not** generate *butterflies* or tension, but should be viewed positively as an opportunity to discuss the valuable contributions you have made in the organization.

Division of Personnel's Evelyn Davis, director of the Organi-

Look at the criteria by which you will be evaluated. This will direct you on what equals quality to your supervisor.

**Evelyn Davis**  
OHRD Director  
Division of  
Personnel

zation and Human Resource Development Section and Senior Development Consultant Mark Isabella, offered several tips for employees and supervisors to consider in anticipation of this process:

## Employees

- Create a file in which you accumulate details on projects for which you worked, assignments completed (especially those prepared in advance to the deadline), letters of recognition and any certificates of training achieved;
- Evaluate yourself *prior* to meeting with your supervisor to determine your strengths and weaknesses (Davis indicated that in many cases, employees rated themselves much lower than the supervisor);
- Write down a list of your *braggables* or deliverables, which offered added value to your organization;
- Follow up after receiving any coaching from your supervisor as to how you used this coaching. This action shows a commitment to improving your skills and abilities;
- Look at the criteria by which you will be evaluated and discuss with your supervisor how your job expectations align with the established criteria under the state's performance appraisal system. This will direct you on what elements of performance your boss finds most important.

## Supervisors

- Avoid being negative about the evaluation process. It should be viewed as a positive

exercise, with an abundance of potential for improvement of employee performance;

- Document activity and performance throughout the year;
- Talk to your employees throughout the year and document accordingly;
- Link the goals of state government to the department's mission and to the employee's individual unit objectives;
- View employee performance appraisals as a developmental process for the organization, not an opportunity to *judge* or *grade*. It provides an opportunity to help people succeed in the workplace;
- Look at this process as an investment. Supervisors' performance ratings should be reflective of their employees' performance outcomes. By placing more time and energy into coaching and monitoring performance, the organization as a whole will show positive improvements.

Davis explains that a new employee performance appraisal module called **EPAIL: Measuring Workplace Performance** has been developed and will be piloted in the Department of Administration in October. Division directors will receive training initially, with the process filtering to supervisors.

The goals of this module is to improve the skills of managers and supervisors in administering the state's performance management system. The tools and strategies offered in this program will help managers improve the accuracy and validity of performance appraisals while enhancing relationships with their employees.

## 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>]

### Governor Announces 200 Jobs for Nicholas Co.

More than 200 jobs with an annual payroll exceeding \$4 million will be part of a new insurance center in Summersville.

### Aerospace Manufacturer Opens in New Center

FCS Systems celebrated the grand opening of the company's new 46,000 sq. ft. building in the Chaplin Hill Business Park.

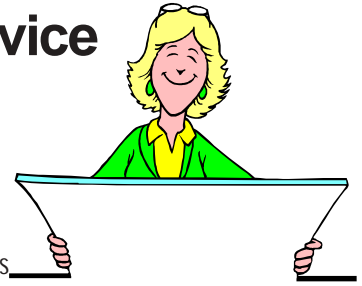
### New Tool Announced for Customer Service

The state of West Virginia released A Guide to West Virginia State Government Services, a guidebook providing valuable government information.

### More State News

Visit the website: [www.state.wv.us/governor](http://www.state.wv.us/governor).

# Department Employees Recognized for Service



In celebration of Public Service Recognition Week, Gov. Bob Wise honored state employees with more than 30 years of service during a special ceremony on September 12 at the Cultural Center. Our department also honored tenured employees and individuals with exceptional attendance at a recognition ceremony on September 13.

## 20 Years of Service

John Beane, CPRB  
 Larry Danberry, Purchasing  
 John Gibson, IS&C  
 Randy Hughes, Purchasing  
 Scott Joslin, Personnel  
 Larry Meninger, IS&C  
 Diane Tittle, PEIA

## 25 Years of Service

Tom Bailey, General Services  
 Fayette Bowen, PEIA  
 Sandra Bryan, Personnel  
 Susanna Hall, IS&C  
 Barbara Jarrell, Personnel  
 Alma Legg, Personnel

## 30 Years of Service

Frank Berry, IS&C  
 John Johnston, Purchasing  
 Sharon Lacey, IS&C  
 Philip Nicholas, IS&C  
 Janie Taylor, Purchasing  
 Marie Terry, PEIA

## 35 Years of Service

Max Farley, Personnel

## 40 Years of Service

Donald O'Brien, General Services  
 (Donald passed away in May of this year; however, his service will be recognized)

## Perfect Attendance (No sick leave taken in 2001)

Frank Berry, IS&C  
 Lillian Branham, General Services  
 Mart Denison, IS&C  
 Mark Erb, Aviation

## Perfect Attendance, Continued

Willadean Fisher, Purchasing  
 Steve Forsythe, Personnel  
 Bernard Huffman, PEIA  
 Stephen Kenney, Pros. Atty. Inst.  
 David Lawrence, General Services  
 Harold Loy, General Services  
 Bernard McClanahan, Purchasing  
 Charles McDowell, Aviation  
 Billy Miller, IS&C  
 Ricky Morris, General Services

David Nearhoof, IS&C  
 Philip Nicholas, IS&C  
 Mick Olah, IS&C  
 Louis Pishner, General Services  
 Denise Russe, IS&C  
 Roger Smith, Budget Office  
 Beverly Thomas, IS&C  
 Marvin Vittoe, Aviation  
 Keith Wood, Aviation  
 Ron Wright, Grievance Board

"This ceremony provides us with an opportunity to say thank you to our department employees for their dedication and hard work," said Deputy Secretary Dot Yeager. "We appreciate the accomplishments they have made to state government." Yeager added that Public Service Recognition Week enables state employees to inform the public on the valuable contributions they make and the opportunities available in public service.

The superior man is distressed by the limitations of his ability; he is not distressed by the fact that men do not recognize the ability he has.

*Confucius*



Perfect Attendance



Personnel



IS&C



PEIA



General Services



Purchasing

## A Message From... Cabinet Secretary Greg Burton

### The Value of Service

Years ago, people would work at a job, whether it was on a farm, in a plant or in a particular career, and dedicate their lives to perfect their skill in that profession.

In today's world, people have a tendency to change jobs more often. In some cases, individuals even change entire careers.

During Public Service Recognition Week, state government joined other governmental entities throughout the nation in saluting our employees, especially those individuals who have demonstrated tenured service. Their jobs may have changed, but their goal has remained the same: **to improve the lives of West Virginians.**

In addition to the Governor's Award Ceremony during the week, the department conducted a special ceremony, honoring the tenured service of our employees. I thank you and the work you do for our state!

### September 11 Continued from Page 1

Readings and scriptures were recited by several members of various faiths throughout the program. The 249th Army Band performed, as well as the Appalachian Children's Chorus.

"This is a time for us to come together as West Virginians and as Americans to remember the victims of the attack and pray for those men and women still fighting to protect our freedom," Wise said. "We have come together across lines that divide us, demonstrating to the world our courage and compassion. This nation is stronger than ever, and we will continue to prosper."

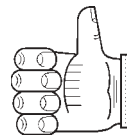
**Welcome to the Department!...Gary Bryant** (General Services); **Patricia Bostic** and **Penney Hall** (Personnel); and **Pamela Rader** (Purchasing).

**Congratulations!...to Laura Brotherton** (Purchasing) who was recently promoted from an Office Assistant II to an Office Assistant III.

**Best Wishes!...to Iris Brisendine** (Public Defenders Office) who retired from state government. Also good luck to **Rebecca Henderson** (Public Defenders Office) and **Jennifer Blizzard** (IS&C) who resigned from the department.

### PEOPLE TALK

**Great Ideas!...Hats off to Finance's Cindy Dillon and Waltt Vest** for



**THUMBS UP  
AWARD...  
Great Job!**

some cost-effective strategies they offered to assist with current budget issues facing the state. Their ideas related to phone charges and multiple time sheets. Finance Director Andrew Fizer has encouraged his employees to continue to seek ways to save state money, while maintaining efficiency.

**IS&C User's Conference...**The IS&C's User Conference & Expo has been scheduled for October 16 and 17, 2002, at the Holiday Inn - Charleston House in Charleston, WV.

**It is common sense to take a method and try it. If it fails, admit it freely and try another, but, above all, try something.**

Franklin Delano Roosevelt

## HAPPY BIRTHDAY ... in October

- |                                       |                                      |
|---------------------------------------|--------------------------------------|
| 2 Scott Padon ..... Purchasing        | 19 Ross Taylor ..... Finance         |
| Diane Tittle ..... PEIA               | 20 Bill Jacobs ..... Personnel       |
| 3 Carla Bright ..... IS&C             | Bobby Mitts ..... BRIM               |
| 4 Peggy Adkins ..... CPRB             | 21 Barry Arthur ..... IS&C           |
| Andrew Fizer ..... Finance            | Bill Gillispie General Services      |
| Shelia Gray ..... Leasing             | Philip Shimer ..... PEIA             |
| 5 Diana Arden ..... IS&C              | 22 Lisa Trump ..... CPRB             |
| 6 Carla Kennedy ..... CPRB            | 23 Jennifer Ayers ..... IS&C         |
| 8 Marsha Francis ..... Dispensary     | Sharon Lacey ..... IS&C              |
| 9 Scott Dobson ..... IS&C             | 24 Michael Campbell .. Personnel     |
| Ginny Fitzwater ..... Personnel       | Joselyn Casto ..... Finance          |
| 12 Melody Duke ..... BRIM             | Hilda Gravely ..... CPRB             |
| Paul Griffith ..... General Svcs.     | 26 Jim Casto ..... General Svcs.     |
| 13 Wayne Wagner ..... Finance         | Rhoda Cole ..... Personnel           |
| 14 Katherine Blizzard ..... Personnel | 27 Russell Cook ..Public Defender    |
| Mary Bonham ..... CPRB                | Andrew Mitchell..General Svcs.       |
| Chris Cline ..... General Svcs.       | Jim Roberts ..... General Svcs.      |
| 15 Roger Paxton ..... General Svcs.   | 29 Iris Brisendine Public Defender   |
| John Poffenbarger ..... Sec. Office   | 31 Charity Cole .. Pros. Atty. Inst. |
| 17 Monroe Gillespie ..... IS&C        | Donald Jordan . General Svcs.        |
| Lynn Schillings ..... Personnel       | Tammy Scarberry ..... PEIA           |

