



Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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Employee of the Month

Personnel's Tim Basford Serves as a Good Role Model

TIM BASFORD, an Administrative Services Manager III for the Classification and Compensation Section of the Division of Personnel, has been selected as the department's *Employee of the Month* for October.

A 31-year veteran of state government, Tim serves as manager of this section which develops and maintains the job classification and compensation system for classified and

classified-exempt services for the state.

In addition, he supervises job classification studies for job classes, job families and for entire agencies; oversees salary surveys; and makes recommendations to the State Personnel Board on changes to the classification and compensation plan.

According to one of his co-workers, "Tim is a good role model in demonstrating professionalism." Another co-worker said, "He is a dedicated employee with the state of West Virginia — employees and employers alike — in mind when making decisions."

In his spare time, Tim enjoys reading and playing golf.

Tim will be honored during a special ceremony at 11:30 a.m. on Tuesday, October 7, on the 2nd floor of Building 7 (Gaston Caperton State Training Center).



TIM BASFORD
October Employee
of the Month

Public Service Recognition Week

Focusing on the Importance of Public Service

Public Service Recognition Week (PSRW) is a time set aside each year to honor individuals who serve the citizens of West Virginia as government employees.

This week is celebrated to say *thank you* to all public employees for their dedication and hard work; to recognize employees for special accomplishments; to inform the public of the value of public employees and the services they provide; to stimulate interest in public service careers; and to encourage excellence and

enthusiasm among state employees.

Many activities were scheduled throughout the week, including recognition ceremonies, an awareness fair, a goodies bake-off, family day events, musical entertainment and food.

Special appreciation is extended to PSRW Chairperson Jane Fouty of the Division of Personnel, all of the committee members and the General Services Division staff for their tireless efforts.

Turn to page 4-5 for more pictures and information from this year's PSRW activities.



State employees enjoyed the variety of PSRW activities during their lunch.

Sneak Peek INSIDE...

- ◆ Welcome to the Department, Stephen Zoeller!
- ◆ West Virginia Hosts Southern Governors' Association Meeting
- ◆ Employees Honored for Service to our Department
- ◆ Administrative Notes



Stephen Zoeller
Director
Central Services

It's more of an ability to take what comes my way and deal with it as creatively and positively as I can. That means I may have to change every day and be willing to do so.

Stephen Zoeller

The Willingness to Accept Change is Key to Zoeller's Work Philosophy

Stephen Zoeller recently joined the Department of Administration as its director of Central Services, a new position that encompasses a variety of services offered by our department.

Just as the department offers a broad mix of services to its customers, Zoeller sees a comparison in the variety of positions in his career that he believes will help him with many of the challenges he may face in the future.

Central Services oversees the Purchasing Division, General Services Division, Information Services and Communication Division, Aviation Services and the State Leasing Office.

Zoeller's earlier experiences included working in construction, a factory and even being a physician assistant. More recently since moving to West Virginia from Kentucky in 1986, he served as the director of the County Commissioner's Association. In 1993, he joined the Kanawha County Commission as its county manager and, in 1999, joined the Kanawha County Parks and Recreation as its director.

"For this position, it is a good background, because in the Department of Administration we perform many different services," he said. "As county manager and director of parks, you have to be able to do everything since there weren't many people. You have to understand how everything works. It is very similar here."

Zoeller has his own philosophy on the qualities of a good manager. "A good manager is like the oil in a machine. The

cogs are there, and a good manager is the oil that keeps all the cogs from being welded together," he said. "If you don't change the oil, the machine doesn't run. I can't do the things we need done without everyone's help. But, it is my job to make things run better and smoother to help all the pieces flow better."

Since coming to state government, Zoeller has been impressed by the quality of the work force. "I think generally state employees get a bad rap," he said. "The reality is tax dollars do go to pay for state employees' salaries, but the public is

definitely getting their money's worth."

Prior to taking on this role as Central Services director, his primary focuses have been on the State Capitol grounds, building projects and leasing, along with several projects under the direction of Acting Cabinet Secretary Tom Susman. "I'm still in the process of getting familiar with the department and understanding everyone's job and how things work," he said.

An area in particular in which he has been involved in is the leasing process. "The state is undertaking several building projects. I am working with General Services and the Leasing Office and taking a close look at the leasing procedures. Hopefully, we will be making some recommendations to the Legislature for some rule changes regarding leasing. There has been much groundwork done in this area, but I'll be working with them on what has been done as well as the building projects."

Zoeller views his greatest accomplishment in life is the ability to always adapt and change to a given situation. "It's more of an ability to take what comes my way and deal with it as creatively and positively as I can. That means I may have to change every day and be willing to do so."

He added that he realizes when working with people and trying to accomplish goals, that things happen more effectively when he is

Continued on Page 6

BUSINESS

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Time to Review Your W-4 Form

The W-4 form tells payroll how much income tax to withhold from your paycheck. With the recent tax cut, the amount withheld might not reflect your personal tax situation.

The new withholding tables will not cause a problem for most people when they file for 2003. Most will get larger refunds.

Those who may want more or less tax withheld are people who think they will owe money at the end of the year and those who previously asked that extra money be withheld.

Married couples should make sure that their withholdings are not too small, according to the American Payroll Association in San Antonio.

Southern Governors' Association Meeting Held at Capitol

For the first time in the 69-year history of the Southern Governor's Association, the state capital was chosen as the site for this year's meeting, which was held September 21-23. According to Chip Slaven, director of Federal Policy and Intergovernmental Affairs for the Governor's Office and coordinator for this event, the last time this meeting was held in our state was in the 1960s at The Greenbrier.

As another first, Gov. Bob Wise is the first West Virginia governor to be chairperson of the association. "SGA consists of 18 governors, 16 states and two territories," said Slaven. Typically, about 10 governors attend this annual meeting, he added.

"The main purpose of this event is to provide an opportunity for the governors to discuss policy issues and projects that correlate to the south," he said. Governor

Wise focused on higher education access, in respect to initiatives, including the Promise Scholarship, as well as technology, such as distance learning and digital and virtual libraries.

Other prestigious guests of the meeting included former Gov. Gaston Caperton as keynote speaker for the meeting's kickoff and writer Homer Hickam, who offered his remarks during a luncheon.

A great deal of preparation was required in planning this meeting. Because the State Capitol was being used for the meeting, in addition to the Clay Center and Embassy Suites, the General Services Division staff performed many tasks to *show off* the grounds to our southern state governors. "We really wanted people to see the Capitol and to realize how



beautiful and unique it is," Slaven said.

Grounds Manager Kenny Young and his staff put some finishing touches on the flowers on campus. Operations Manager Tim Lee and his crew stripped and waxed the marble floors and stairwells, pressure washed the concrete fountain area, and worked closely with the State Police to ensure appropriate levels of security was provided.

"This is a very high profile project and we want the governors to have a positive impression of our state and, especially, our Capitol," Lee said. Staff from several sections of General Services worked during the meeting to assist with a variety of needs.

Slaven said he admits that an ulterior motive in hosting this conference is to help *sell* the state. "We want other governors to be impressed with how we put on this meeting and for other people to look at West Virginia as a potential conference site, which is why the Division of Tourism and the city of Charleston were involved," he said. "We want to change the image people have of West Virginia."

As Coordinator of the Southern Governors' Association Meeting, Chip Slaven spent the last six months preparing for this opportunity to showcase the State Capitol to governors of several southern states.

IS&C Welcomes Users to its Training Center Open House



Information Services and Communications Division welcomed users to its new training center during an "open house" on September 12. It is located behind the Super Star video store, across the street from IS&C's main location, which it shares with the Governor's Office of Technology. Pictured are those who prepared for the celebration: (l-r) Debbie Pendleberry, Dave Bracken, Susan Jenkins and Carla Bright.

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

Bob Wise
Governor

Tom Susman
Acting Cabinet Secretary

Diane Holley
Public Information Officer/Editor

Special Thanks
Debbie Harrison
Kaye Parks
Sandy Singleton

Public Service Recognition Week ... At A Glance



Pictured: (far above) Sissonville High School Band helped kick off the week's events; (above) Personnel's Max Farley, Nichelle Perkins and Tari Crouse enjoy the reception after the Governor's Recognition Ceremony; (below) CHIP representatives share information about their program.



The activities surrounding this year's Public Service Recognition week appealed to everyone. Including musical entertainment, a "goodies" bake-off, a blood drive, and an awareness fair of services offered by state government, the celebration offered a welcomed break to state employees at the State Capitol.

A special remembrance to the 9-11 tragedy was conducted by Gov. Bob Wise during a tree-planting ceremony near the Cultural Center. "I wanted to plant these two trees today as a remembrance to the victims in New York, Washington, D.C., and Pennsylvania. But, these trees also symbolize a rebirth of a united nation," he said. "As we continue to move forward with our lives, I want us to celebrate who and what we are. We are a united nation. We are a strong people."

Another new addition to this year's celebration was "Family Day," which offered many family-oriented booths and activities, including the appearance of "Smokey the Bear." Family and friends were encouraged to join state employees during lunch.

The tradition of the bake-off continued with samples shared after the judging was complete. The first-place winners were: (fruit pies) Jane Rasak, DHHR; (cream pies) Pam Kindrick, Tax; (pastries) Sue Sheets, DOH; (brownies) Vanessa Cox, DMV; (cookies) Diane Holcomb, Treasurer's Office; (candy) Shonnette Koontz, WVSC; and (cakes) Sue Sheets, DOH.

Public Service Recognition Week was a success again this year!

Pictured to the right from top to bottom: Governor Wise kicks off this year's event; the 'goodies' bake-off showed off many state employees' hidden talents; a blood drive was yet another addition to this year's week of activities; many non-profit groups offered food to the lunchtime crowd; Governor Wise led a tree-planting ceremony in memory of the tragedies surrounding September 11, 2001.



Recognizing Excellence and Dedication on the Job

In celebration of Public Service Recognition Week, our department honored tenured employees and individuals with exceptional attendance at a recognition ceremony on September 12.

20 Years of Service

Sheila Coughlin, Public Defenders*
Tom Harper, PEIA
Kim Huffman, IS&C
Tom Marchio, PEIA
Bill McClanahan, IS&C
Joan Mullins, Finance
Ronnie Phipps, Purchasing
Sharon Pruet, CPRB*
Debbie Watkins, Purchasing*

25 Years of Service

Janice Boggs, Purchasing*
Steve Forsythe, Personnel*
Joyce Kinder, IS&C*
Rick Pickens, IS&C*
Jack Rogers, Public Defenders
Joanna Smith, PEIA*
Linda Snell, General Services
David Tincher, Purchasing

* Pictured below

30 Years of Service

Romona Allen, WV CHIP
Debbie Anderson, Personnel*
Leann Arthur, IS&C
Tim Basford, Personnel*
Gloria Brown, Personnel*
Tari Crouse, Personnel*
Gay Ellis, Finance*
Lynn Schillings, Personnel*
Yvonne Wilhelm, Personnel*

Perfect Attendance (No sick leave taken in 2002)

Chris Branham, Finance
Carla Bright, IS&C*
Jim Burgess, General Services
Connie Byrne, Finance*
Mike Campbell, Personnel
Mart Denison, IS&C
Mark Erb, Aviation
Willadean Fisher, Purchasing*
Steve Forsythe, Personnel*
Matt Hackworth, Purchasing*
Chuck Jones, BRIM
Joyce Kinder, IS&C*
David Lawrence, General Services
Liz Martin, Finance*

Perfect Attendance Continued...

Bernard McClanahan, Purchasing
Charles McDowell, Aviation
Larry Meninger, IS&C
Ricky Morris, General Services
Stanford Moss, IS&C
Edward Nelson, IS&C
Oral Newsome, Purchasing*
Mick Olah, IS&C
Louis Pishner, General Services
Denise Russe, IS&C
Doug Schwab, IS&C*
David Shingleton, IS&C
Jane Shinn, Finance
Janie Taylor, Purchasing
Marvin Vititoe, Aviation
Hugh Warner, IS&C
David Wolfe, Purchasing

Public Service Recognition Week began in 1985 to recognize government employees. This week is celebrated in nearly every federal, state and local government agency in the United States.



The department is noted for its excellent employees. Each and every day, you come to work and strive to serve the public and make West Virginia a better place to live. Today, we recognize that dedication.

John Poffenbarger
General Counsel
Department of
Administration,
during his speech
honoring our
tenured employees



The Shining Stars in our Department

Congratulations to our employees who were honored during this year's Public Service Recognition Week ceremony for our department on September 12.

Please note that all recognized employees are not pictured. Those individuals pictured are indicated by an asterisk (*) in the listing above.

Governor Wise Launches New State Website

Gov. Bob Wise recently launched West Virginia's new e-portal website, www.wv.gov, at the newly combined Governor's Office of Technology and Information Services and Communication Division.

"This portal is just another step in improving customer service and making state government run more effectively and efficiently," Wise said. "Now, many of our state services can be reached 24 hours a day, 7 days a week."

By logging onto www.wv.gov, West Virginians may access information about starting a business, searching for state employees and agencies, and locating tourism events and places of interest.

"Customer service always has been a main focus of my administration," Wise said. "I want to make doing business in West Virginia a little easier, and this e-portal will provide better access to information and resources."

Wise also praised GOT and IS&C employees for their work in developing the site. GOT recently relocated its offices to join IS&C.

Stephen Zoeller
Continued from Page 1

able to adapt and change ... basically, to be flexible and listen. He said he attributes this quality to his parents who raised him to be open-minded and willing to bend and change.

Zoeller said he hopes to be a positive influence with our department employees in moving the department forward in terms of what people expect out of their government. "Theoretically, we all want our government to be friendly and efficient, and so to strengthen and move in that direction is a mission," he said. "We are here to serve the public efficiently, but we need to have a good time doing it."

Welcome!...to the employees who recently joined our department: **Heather Connolly** (Secretary's Office); **Michael Harmon** (Public Employees Insurance Agency); **Tina Murdock** (Consolidated Public Retirement Board); and **Susannah Carpenter** (Finance Division).

Best Wishes...to those employees who recently resigned: **Tanya Ferguson** (Consolidated Public Retirement Board); **Gretchen Chandler** (Secretary's Office); and **Amy Taylor** (Board of Risk and Insurance Management).

Hats Off...to those employees who were recently promoted: **Melissa King** of the Consolidated Public Retirement Board from an Accounting Technician III to an Administrative Services Manager I; and **Diane Gibson** of the Division of Personnel from a Telephone Operator to an Office Assistant II.

PEOPLE TALK

Time to Turn Your Clocks Back...Standard time resumes at 2 a.m. on October 26, as provided by the Uniform Time Act of 1966. Remember the rule: Spring forward, fall back. Don't forget to turn your clocks back one hour before you retire that evening.

Remembering our Co-Worker...For those employees who have been with the department for several years, you may remember Dan Gilchrist, who served as assistant director of the General Services Division. Sadly, we report that he passed away in May. He will be greatly missed.

HAPPY BIRTHDAY...in October

- | | |
|---|--|
| 2 Scott Padon Purchasing
Diane Tittle PEIA | 17 Monroe Gillespie IS&C
Lynn Schillings Personnel |
| 3 Carla Bright IS&C | 19 Ross Taylor Finance |
| 4 Peggy Adkins CPRB
Andrew Fizer Finance
Shelia Gray Leasing | 20 Stephanie Davis IS&C
Bobby Mitts BRIM |
| 5 Diana Arden IS&C | 21 Barry Arthur IS&C
Steven Bratchett Gen. Svcs. |
| 6 Carla Kennedy CPRB | 22 Lisa Trump CPRB |
| 9 Scott Dobson IS&C
Ginny Fitzwater Personnel | 23 Jennifer Ayers IS&C
Heather Connolly .. Sec. Office
Sharon Lacey IS&C |
| 11 Joe Thomas Personnel | 24 Michael Campbell Personnel
Joselyn Casto Finance
Hilda Gravely CPRB |
| 12 Melody Duke BRIM
Paul Griffith Gen. Svcs. | 26 James Casto Gen. Svcs. |
| 13 Tamara Lively BRIM
Wayne Wagner Finance | 27 Russell Cook .. Public Defender
Andrew Mitchell Gen. Svcs.
James Roberts Gen. Svcs. |
| 14 Katherine Blizzard Personnel
Mary Bonham CPRB
Chris Cline Gen. Svcs. | 29 Amy Langenbrunner CPRB |
| 15 Roger Paxton Gen. Svcs.
John Poffenbarger Sec. Office | 31 Charity Cole... Pros. Atty. Institute
Tammy Scarbery PEIA |

