



Quotes, Notes & Anecdotes

Monthly Employee Newsletter Published by the Department of Administration
OCTOBER 2009 - Volume 16, Issue 10

Employee of the Month

Purchasing's Jeanne Barnhart Leaves Lasting Impression

JEANNE BARNHART, an Office Assistant III for the Communications and Technical Services Section of the Purchasing Division, has been selected as the Department of Administration's *Employee of the Month* for October.

A state government employee for four years, Barnhart's primary duties include serving as the vendor registration coordinator, which carries the responsibility for processing all Vendor Registration and Disclosure Statement forms and annual registra-

tion fees. Barnhart explains the procedures, requirements and processes relating to doing business with the state and the state's competitive purchasing process to prospective vendors.

"The keys to an efficient employee are dedication, knowledge and pride. Jeanne's work ethic consists of all three of these components," said one co-worker. "To many of our customers, the vendor register coordinator is the first representative of our division, and in some cases, the state of West Virginia. Jeanne is a first-class

ambassador for the Purchasing Division and the state.

Another co-worker added, "Jeanne performs her job with pride, and rightfully so as she excels at what she does."

In her spare time, Barnhart likes to walk, read and do cross stitch. She will be joined by her friends and co-workers at a special ceremony presented by Cabinet Secretary Robert W. Ferguson, Jr. on October 8 at 11:15 a.m. at the Purchasing Division office at 2019 Washington Street E. in Charleston.



JEANNE BARNHART
October Employee of the Month

Department of Administration Unveils New Web Site



The Department of Administration is sporting a new online look with the unveiling of its new Web site on September 14, with an emphasis on a more attractive design with easier site navigation for the user. The new site was completed in conjunction with West Virginia Interactive, LLC.

"We wanted to streamline the information about our agencies, programs and services into a more organized format. Our new site better serves our customers in finding information," said Cabinet Secretary Robert W. Ferguson, Jr. "We will continue to adjust the look and content as needed to ensure our customers find the information they seek in a fast and convenient manner."

The new Web address is www.administration.wv.gov. Those who visit the department's previous site will automatically be redirected

Please see **WEB SITE**, Page 5

SNEAK PEEK



- Foster Teamwork in Personnel Among Plans For Sara Walker / **Page 2**
- Paulson Enjoys Change As Legal Counsel / **Page 3**
- Office of Technology to Host Pair of Events / **Page 4**

Fostering Teamwork Among Goals for Sara Walker as Division of Personnel Director

Sara Walker believes that how employees treat co-workers ultimately affects how customers are treated. "If you can teach people to treat each other professionally, you can make changes in the work environment that will reflect how we behave with clients and customers," she said.

Walker was recently named director of the West Virginia Division of Personnel. Her extensive background in human resources includes 13 years with Charleston law firm Jackson Kelly PLLC, as well as positions with St. Francis Hospital in Charleston; West Virginia State University; and Medical Facilities of America in Roanoke, Va.

It was during her time with Medical Facilities, a nursing home organization, where she discovered employees' attitudes with co-workers and subordinates affected others. Walker's position called for her to train nurses in management skills with nursing assistants, who were the day-to-day care providers for the company's clients.

Walker said she found the better the nurses worked with the nursing assistants, the better care the nursing home clients received. Sometimes, she said, it was just a matter of ensuring that people were being listened to. "It is incredibly important that sometimes you just be heard," she said.

Born in Norfolk, Va., Walker received a bachelor's degree in history from King College in Bristol, Tenn. She said at the time she had no definite plans for the fu-



Following 13 years with a Charleston law firm, Sara Walker joined the Division of Personnel as director.

ture. "I really thought I would be a stay-at-home mother," she said. "I did not see myself as having the choices women have now in terms of careers."

As economic forces and changing social standards brought Walker into the work place, she went back to school, earning a master's degree in management, with emphasis in employee relations, from the University of West Virginia, College of Graduate Studies (now Marshall University Graduate College).

Walker said she is encouraged by

what she sees in the Division of Personnel. "There are a lot of good people who have great experience, but there is also an openness to embrace new technology and new ideas," she said. "You get a feeling very quickly for how open people are here."

Walker said she is looking to build on what she already sees as strong unity through the division. "If you cooperate as a team, that filters throughout the organization, and it starts at the top," she said.

Humana to Provide Health Insurance Coverage for Medicare-Eligible Retirees

West Virginia Public Employees Insurance Agency (PEIA) announced in September that Humana, Inc. was selected to provide health insurance coverage for the state's 36,000 Medicare-eligible retirees and their Medicare-eligible dependents, effective January 1, 2010.

Under the new, customized retiree benefit plan, designed by PEIA, retirees and their dependents will receive the same health plan benefits they currently receive, at a lower cost to the state. All PEIA retiree health plan members will have access to health care that is consis-

tent with or better than services required by the federal Centers for Medicare and Medicaid Services (CMS).

The Humana plan will provide the freedom for retiree-members to choose any doctor, clinic, hospital or other health care provider, who accepts Medicare Advantage and Humana's terms of payment. Other benefits which PEIA will continue to offer, through Humana, include access to a 24-hour nurse line; enhanced clinical programs (voluntary disease and case-management programs); and wellness programs, such as free memberships to

gyms and other fitness facilities. The retiree benefit plan also offers free health-risk assessments, social workers support and targeted support for those with serious health care needs.

In preparation to administer West Virginia's retiree health plan, Humana will work closely with PEIA staff for the next four months to ensure a smooth transition from the existing provider, Coventry Health Care, Inc., to Humana, Inc. on Jan. 1. Humana will dedicate associates, located in Charleston, who will solely serve the PEIA retirees' health plan.

Quotes, Notes and Anecdotes

Robert Paulson Enjoys a Change As Department of Administration's General Legal Counsel

Though his family's background lies in social work, Bob Paulson opted to go into the legal field ... and ended up working in social work nonetheless. Recently named general legal counsel for the Department of Administration, Paulson began his work for the state as an assistant general counsel for the Department of Health and Human Resources (DHHR).

It made perfect sense, Paulson said, as law and social work are so intimately connected. "Social workers do not realize how much they have to understand the law," he said.

Paulson's own interest in the law comes naturally. A native of Washington, D.C., Paulson received a bachelor's degree in history from the University of Virginia in 1989 and a master's degree from Georgetown University in 1994. He worked in the House of Representatives during his sophomore and junior years of college.

Paulson attended the University of Pittsburgh School of Law and eventually joined a Charleston law firm doing litigation work. Paulson said he enjoyed the work, but especially enjoyed the shift from a large city to the



Robert Paulson, who formerly worked as assistant general counsel in DHHR, was recently named our department's general legal counsel. He has quickly learned that no two days are alike in the Department of Administration

more tightly-connected Charleston.

The opportunity to work with DHHR as an assistant general legal counsel was one that Paulson seized. It was a dramatic shift from private law, he said. "At a law firm, your work tends to be in a very specific field," he said. "The term 'general legal counsel' is good, because the work is very general. You are concerned with everything. It is all connected."

Paulson said he is already finding his position with the Department of Administration will offer a set of exciting challenges. "So far, no two days are alike, and I do not expect that they will be," he said. Paulson said his own background in administrative law will be an asset in learning to work with regulations within agencies.

"Overall you have to be open-minded in how to look at everything," he said. "You have to be able to anticipate problems, and be aware of what can happen and analyze the possible outcomes and solutions."

Paulson is married to Katie Paulson, and they have a 3-month-old daughter, Isabelle.



A River Cruise

American Electric Power (AEP) showed off its new tow boat on the Kanawha Levee across the street from the Capitol on September 17. AEP officials teamed with the General Services Division to allow the tow boat to be docked there for the general public to tour it and for a christening ceremony. Governor Joe Manchin III, accompanied by First Lady Gayle Manchin, took control of the boat as part of the festivities. (Photo by Robbie Queen)

Changes Made to State Employee Suggestion Board Program

The changes are minor, but the dividends remain noteworthy for state employees.

The West Virginia State Employee Suggestion Program Board (WVSESP) has modified its selection procedures, while program information is now linked from the new Department of Administration Web site.

The WVSESP was created by **West Virginia Code 5A-1A-1**. It gives monetary or honorary awards to state employees whose adopted suggestions result in substantial savings or improvements in state operations. The program helps stimulate creative and innovative thinking by state government employees and, in turn, sees the beneficial suggestions rewarded.

All state employees are eligible to participate or any former state employee who has submitted a suggestion prior to a move from state government with certain exceptions, which are listed on the WVSESP Web site.

One minor change to the program is that submis-

Please see **CHANGES**, Page 6

Office of Technology Scheduled To Host Upcoming Pair of Events

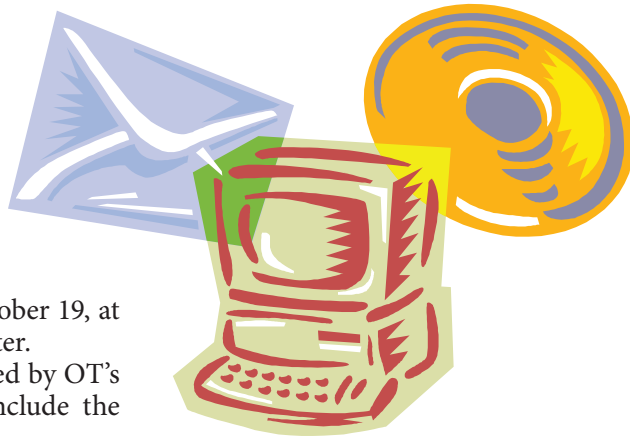
The West Virginia Office of Technology (OT) will be hosting a pair of events designed to assist attendees with the changing world of technology.

The first event is an **Informational Seminar on Cyber Security, Risk Management and Privacy Issues** from 9:45 a.m. to 3 p.m. on Monday, October 19, at the West Virginia Culture Center.

The event, which is sponsored by OT's Security and Controls, will include the following speakers:

- Ira Winkler, author of "Zen and the Art of Information Security" and "Spies Among Us;"
- Patrick Gray, senior security strategist at Cisco and a 20-year veteran of the FBI, to focus on threat vectors and risks of public sector data;
- Perry Carpenter, Gartner research director on information security and privacy, on the value of information and cyber security awareness; and
- Greg Schaffer, Assistant Secretary of Cyber Security and Communication for the U.S. Department of Homeland Security, to discuss the importance of federal and state partnership for secure information systems.

Gov. Joe Manchin is scheduled to attend to proclaim October as **National Information and Cyber Security Month** in West Virginia. The governor will be joined by the state's Chief Technology Officer Kyle Schafer and other privacy and emergency management officers within



West Virginia. Attendance is free, but attendees must pre-register at www.wv.gov/services/pages/infosec-conference.aspx.

On Nov. 3-5, the Office of Technology will be sponsoring the **West Virginia Information Technology Summit 2009**. The event, which is scheduled for the Charleston Civic Center, will offer three tracks: business and IT leaders, IT professionals, and Office of Technology customers.

Featured speakers include:

- Cathilea Robinett, executive director, Center for Digital Government and Center for Digital Education;
- Gail Thomas, general manager, Microsoft's national U.S., State and Local Government team; and
- Teri Takai, chief information office, state of California.

Early registration ends Oct. 9. Registration information is available at <http://www.techconference.wv.gov>.

OT Honored for Achievement in Information Technology

The West Virginia Office of Technology (OT) has been named a finalist in the 2009 Recognition Awards for Outstanding Achievement in the Field of Information Technology (IT) in State Government, sponsored by the National Association of State Chief Information Officers (NASCIO). The Office of Technology is a finalist in the Enterprise IT Management Initiatives category, where it is being recognized for its information technology consolidation program.

The honor stems from Gov. Joe Manchin's efforts to reduce administrative operating costs and streamline business processes. With IT costs and staffing levels rising, and problems arising due to a lack of IT standards, the state initiated a project to consolidate IT-related resources into the newly-formed Office of Technology. Since February 2007, all executive branch classified civil service agencies have been consolidated except for one, which is scheduled for consolidation later this year.

West Virginia has saved approximately \$12.9 million in combined savings in IT hardware, software, and services associated with IT staffing, said Chief Technology Officer Kyle Schafer. Approximately \$9.5 million of these savings return directly to the agencies supported by the Office of Technology, with the remaining \$3.4 million being used to fund IT capital improvements.

The other finalists in the Enterprise IT Management initiatives category are the states of Pennsylvania and Texas. The award recipient will be announced at the State Dinner

Please see OT, Page 6

Flu Shots Offered for State Employees



The Kanawha-Charleston Health Department will offer flu shots to state employees on October 6 and 7 on the Capitol campus. State employees can see the agency's accepted insurance providers at www.kchdvw.org/clinic/insurance.html

Flu shots will be given October 6 from 9 a.m. to noon in the well area of the upper rotunda in Building One and from 1 to 3 p.m. in Room 502A in Building 4.

Flu shots will be given October 7 from 9 a.m. to noon in Building 5. Flu shot recipients need to check signs at the main entrance of Building 5 on October 7 for the room number to visit. Later in the day from 1 to 3 p.m., flu shots will be given in Building 3, Room 522.

John Brown's Raid on Harpers Ferry Commemorated During October with Sesquicentennial Events

One of the most notable events in state history commemorates its 150th anniversary later this month in Harpers Ferry.

It was on October 16, 1859, when abolitionist John Brown and 21 of his followers raided the national armory in Harpers Ferry in hopes of capturing the town and distributing the weapons stored there to escaped slaves. Led by Brown, the fighters would campaign through the south, freeing slaves as they went.

As history notes, the plan failed miserably. He and several of his followers, including his sons, were chased into an engine house during the botched raid. Two days later,

U.S. Marines stormed the engine house. Brown, who was seriously wounded during the fight, was captured. Surviving his injuries, he was taken to Charles Town to be tried for treason where he was found guilty and hanged in December 1859. Some historians claim it was Brown's failed raid that was the final straw in setting off the Civil War, which began 16 months later.

Today, the one-time U.S. armory is now Harpers Ferry National Historical Park and is host to a variety of sesquicentennial events, including commemorative, educational, musical, dramatic, and interpretative throughout October.



John Brown's Fort is a focal point throughout October at Harpers Ferry National Historical Park as a series of events commemorate the sesquicentennial anniversary of John Brown's ill-fated raid on the then national armory. For more information on this month's events, visit www.nps.gov/hafe.

Hot Stuff

The state Capitol served as the scenic backdrop for the Firefighter Combat Challenge, a national touring competition for firefighters. Close to 200 firefighters from seven states competed in the two-day event along Kanawha Boulevard in front of the Capitol where firefighters raced in events designed to simulate the physical demands of real-life firefighting. Pictured are two participants who race up a five-story tower as part of an obstacle course. Charleston was the 16th stop in the event's 25-city tour.



WEB SITE

Continued from Page 1

to the new site. Those who have bookmarked the previous site or any of its sub-sites are recommended to update accordingly.

The home page features several categories on the left hand side which links users to such areas as "Administration Agencies," "Programs," and "Employee Information." The "Inside the Department" and "How Do I" categories on the home page steer the user to the most frequently visited agencies and programs.

"I think those who visit our new site will find it well-organized and straightforward," Ferguson said. "We value the time and effort of our customers as they seek us for assistance. This new site allows the process to be as expedient as possible."

CHANGES

Continued from Page 3

sions no longer are submitted to the individual department idea counselors but directly to the WVSESP Board. The board will forward the suggestion to the appropriate department to evaluate the idea. Following this in-office review, the department head will return the suggestion, along with a recommendation to the board, which will make a determination as to whether the suggestion should be accepted or denied.

If a suggestion is accepted, the board will request that the appropriate agency implement the suggestion. After the suggestion is fully implemented for one year, the agency will inform the board on the savings incurred as a result of the suggestion's implementation. The board will review the findings, and determine whether the employee is eligible for a monetary or honorary award.

Monetary awards are based on the first year's estimated savings after the suggestion has been fully implemented. The award amount is up to 20 percent of the first year savings, with a maximum award of \$10,000. For example, if a suggestion that is implemented and saves an agency \$5,000 in the first year, the individual submitting the idea may be eligible for an award of up to \$1,000.

For the latest guidelines and forms, visit the Department of Administration Web site at www.administration.wv.gov and click the appropriate link under the "How Do I ...?" feature.

OT

Continued from Page 4

and Award Presentation at NASCIO's annual conference on Oct. 26 in Austin, Texas. This is the 21st year NASCIO has recognized IT projects in state government.

Welcome! ... to the Department of Administration to our new employees: **Shawn Farley** (Office of Technology), **Sara Walker** (Personnel), **Margaret Ingram** (Purchasing) and **Robert Paulson** (Secretary's Office)

Time to Relax ... After many years of hard work, **Jennings Ashby** (General Services) and **Richard Lemasters** (Office of Technology) are now ready to kick back and relax. Happy retirement to all!

Best Wishes ... to our employees who recently resigned from our department: **Karen Bias-Scaggs** (General Services) and **James Kirby** (Secretary's Office).

In Sadness ... The Department of Administration sadly notes that **Shaun Pierce** of the Office of Technology passed away. Our thoughts are with his friends and family.

Welcome to the Family ... **Pat Quinlan** (Personnel) and his wife Carolyn are proud to announce the birth of their fifth grandchild, Camden Alan Quinlan, born July 19 at 9:06 p.m. Camden weighed 8 lbs, 6 oz., and was 21 inches long. His parents are Casey and Stacey Quinlan.

Got News? ... Let us know what's going on with you and your family. Contact Diane Holley-Brown, Editor, at (304) 558-0661 or at Diane.M.Holley@wv.gov with information to share with the department's employees.

On Overachieving ...

"Accomplishing the impossible means only that the boss will add it to your regular duties."

Doug Larson

HAPPY BIRTHDAY ... in October

1 Bernard Simmons Technology	19 Ross Taylor Finance
Harold Young Gen. Svcs.	20 Virginia Wright CPRB
2 Diane Tittle PEIA	21 Barry Arthur Technology
3 Carla Pullen Technology	Steven Bratchett Gen. Svcs.
4 James DeBolt Gen. Svcs.	Erica Henson CPRB
5 Diana Arden Technology	Sharon Thompson Purchasing
Robert Richmond Technology	22 Larry Layne Gen. Svcs.
Carl Westfall Gen. Svcs.	Angela Leshon Finance
6 Wanda Shafer Technology	Lisa Trump CPRB
7 Jesse Estep Gen. Svcs.	David Wills Technology
8 Adam Malone Technology	23 Jennifer Ayers Technology
Taella Woolfolk-Hill Personnel	Sharon Lacey Technology
9 Scott Dobson Technology	24 Mary Ayoob Personnel
Brian Dunbar Technology	Michael Campbell Personnel
10 Lori Hypes Purchasing	Beverly Hedrick PEIA
11 Stephen Abshire Technology	Eric Sheppard Technology
Gary Akers Gen. Svcs.	Lietta White Ethics
Joe Thomas Personnel	26 Thomas Berry II Technology
12 Jon Cain II Technology	27 Dwayne Bartley Technology
Melody Duke BRIM	Russell Cook Public Defender
14 Katherine Blizzard Personnel	Cynthia Davis CPRB
Millard Scott Gen. Svcs.	Andrew Mitchell Gen. Svcs.
15 Gregory Pittman Technology	Shelly Murray Purchasing
16 Philip Brooks Gen. Svcs.	31 Sheila Robertson CPRB
17 Lynn Schillings Personnel	Tammy Scarberry PEIA

Administrative Notes

Quotes, Notes & Anecdotes

is published by the West Virginia Department of Administration

Joe Manchin III
Governor

Robert W. Ferguson, Jr.
Cabinet Secretary

Diane Holley-Brown
Communication Director/Editor

Production
Tony O'Leary
Chad Williamson

Special Thanks
Kaye Parks