

Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

October 1999 • Vol. 7, Issue 10

Employee of the Month

Personnel's Patricia Roush Makes People Feel Special

Patricia Roush, a Secretary II for the Classification and Compensation Section of the Division of Personnel, has been selected as the Department's **Employee of the Month** for October.

Patricia has worked in state government for 20 years. In her current position, she coordinates the work of the Classification and Compensation Section with other internal and external govern-

ment agencies. She prepares correspondence, answers the telephone, screens mail and maintains the calendar for the supervisors.

According to one of her co-workers, "It goes without saying, Patricia is a good, hard worker who is a pleasant individual with a very positive attitude.." Another co-worker adds, "She is personable and has the ability to make everyone she meets feel special."

In her spare time, Patricia enjoys reading, spending time with her family, and helping with the youngsters at her church.

Please join Cabinet Secretary Joseph Markus at a special **Employee of the Month** presentation at 11:30 a.m. on Friday, October 1 at the Rotunda in the main State Capitol building.



Patricia Roush
October Employee of the Month

Former Retirement Official Shares CPRB History with Staff and Board Members

As part of its continuing education program, the Consolidated Public Retirement Board invited Willard "Brud" Ansel, former executive secretary of the Teachers Retirement System, to address its staff and board members in late August.

Focusing on the history of CPRB, Ansel provided informative details of how and why the agency was formed, and during his visit rekindled relationships made years ago.

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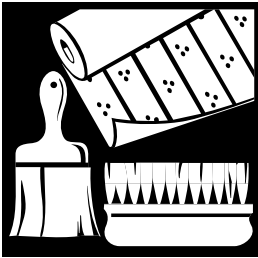


Willard "Brud" Ansel, former executive secretary of the Teachers Retirement Board, offered a presentation on the CPRB's history. Current CRPB employees are pictured with Ansel (second from right).

Sneak Peek INSIDE...

- ◆ Offices Now Cleaned During Business Hours
- ◆ More Drugs Added to PEIA's "Preferred List"
- ◆ **Qualities of Management:** What Does it Take to be Effective?
- ◆ State Officials Visit Eastern Panhandle
- ◆ Who's Having a Birthday this Month?

Some Janitorial Services at the State Capitol Complex Changed Work Hours



Effective August 30, the schedule for janitorial services provided at the Capitol Complex changed from night to day.

According to a recent memorandum issued by General Services Director Raymond Prozzillo, the evening cleaning shift of 3:00 p.m. to 11:00 p.m. has changed to 8:00 a.m. to 4:00 p.m. in all buildings except Building 1.

Prozzillo explained that there were many reasons for implementing this change, but the primary purpose is to enhance the services offered to state agencies. General Services Division expects a faster response to problems or complaints with the new schedule.

In addition, security will be improved with less opportunity of unsupervised work. On-site management personnel will

be available for those performing these services.

Prozzillo stated in the memorandum that his office and the West Virginia Association of Rehabilitative Facilities, which coordinates janitorial services, will be working with agencies to avoid schedule conflicts with conference and training rooms.

If you have any questions regarding the new daytime janitorial shift, please contact Tim Lee of the General Services Division at (304) 558-5672.

Recognition Program Offers Cash Benefits to Recipients



Take a look around your office...there are many hard-working, dedicated state employees. Wouldn't it be nice to express your appreciation to them for the extra effort which they offer each and every day?

There is such a program, but it needs your participation to make it successful. It only takes a few minutes to complete a nomination form for the Department's **Employee of the Month** program.

Those dedicated employees are just a nomination form away from not only being recognized among the Department's elite list of well-deserving recipients, but from putting some extra cash in their pockets.

In November of 1998, Cabinet Secretary Joseph Markus announced a policy change in this recognition program. Beginning with the 1998 **Employee of the Year**, monetary awards have been given to all selected employees. **Employees of the Month** receive a \$600 cash award and **Employees of the Year** re-

ceive a \$2,500 cash award. These are gross amounts prior to withholding.

Several previous practices, such as a 2% raise, a luncheon, flowers, one-month parking pass, were abolished; however, a ceremony with the presentation of the plaque and the monetary award are still being held.

What are you waiting on? We've even made it easy for you by including a copy of the nomination form on page 3 in this issue of **Quotes, Notes & Anecdotes**.

Additional Funding Enables PEIA to Add Drugs to Preferred List

As a result of a \$1 million supplemental appropriation approved during a special legislative session, the Public Employees Insurance Agency added 21 prescription drugs to its "preferred list." Beginning September 1, prescriptions on this list carry a \$15 co-payment as opposed to the previous \$40.

The drugs added to the plan included Synthroid, Asacol, Nitrostat, Avandia, Dilantin, Ultram, Tamaoxifen, Zyprexa, Fosamax, Humalog, Neuronin, Depakote, Accolate, Aricept, Lanoxin, Risperdal, Coumadin, Actos, Proscar, Premarin Cream, and Minitran.

Another change which will go into effect November 1, 1999, allows state employees to use local pharmacists to fill maintenance drug prescriptions rather than PCS Health System's mail order pharmacy. Under a benefits plan implemented July 1, co-payments for a 90-day supply of maintenance drugs were less when ordered from a mail order pharmacy than if a local pharmacy filled the prescription. This directive enables state employees to have prescriptions filled locally if the pharmacist accepts the same reimbursement levels as the mail order pharmacy.

Achievement

In life or in football, touchdowns rarely take place in seventy-yard increments. Usually, it's three years and a cloud of dust.

*Rush Linbaugh
Radio Personality*

DEPARTMENT OF ADMINISTRATION

EMPLOYEE OF THE MONTH

Nomination Form

NOMINEE INFORMATION: *Please print clearly or type*

Nominee: _____ Phone: _____
 Last First Middle

Title: _____

Division/Section: _____

Brief Description of Job Duties: _____

Reasons for Nomination: _____

You may attach additional pages, if necessary. Have you attached additional pages? yes no

NOMINATION SUBMITTED BY:

Name: _____

Title: _____ Phone: _____

Division/Section: _____ Date Hired: _____

Signature: _____ Date: _____

Relationship to Nominee: Supervisor Co-Worker Other (Explain) _____

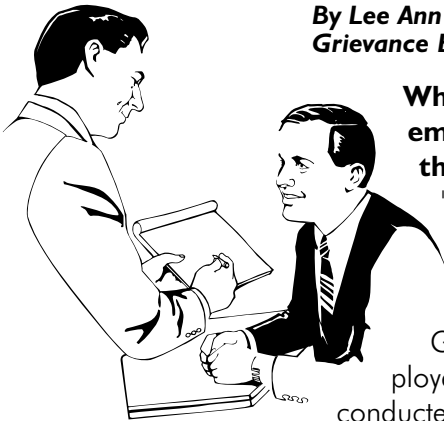
SUBMIT YOUR NOMINATION IN
A CONFIDENTIAL ENVELOPE TO:

Employee of the Month
Office of the Secretary
Department of Administration
Building 1, Room E-119
1900 Kanawha Boulevard East
Charleston, WV 25305-1020

The A-B-C's of Supervision

Professional Development Program Offers Positive Results

By Lee Ann Carnahan
Grievance Board



What qualities do employees want in their supervisor?

"We want a supervisor who is fair."

According to a GroupWise employee survey recently conducted, the majority of those responding focused on fairness and knowledge, with integrity closely following in importance. (For more details, look at the listing to the right).

Effective January 1, 1999, a statewide policy approved the creation of a curriculum necessary to successfully educate an effective supervisor or manager. The Center for Quality Government developed a program for senior, middle and first-level managers.

As indicated in the policy, a schedule has been developed to implement certain guidelines for different levels of supervisory experience.

After being assigned to a supervisory position, an em-

ployee has 90 days to complete four mandatory classes; after six months, two classes; and each year thereafter, they are to complete a minimum of 12 hours of continuing education credit.

A contingency placed upon employees in the policy deems that "failure to successfully complete the Division of Personnel's Supervisor/Manager Training Program shall result in the reassignment (e.g. demotion or a lateral class change) or dismissal of those supervisors and managers who do not successfully complete the program."

"Management", as described by Dr. Mary Murphy, Assistant Personnel Director of the Organization, Human Resources and Development Section, "is a profession and we need to add credibility to the position. These training classes apply to everyone, with no one being excused from attending."

The Division of Personnel maintains transcripts of those attending each training session and distributes a quarterly report to the Department Secretaries and Bureau Chiefs and to the Division Directors for assessment.

In keeping with Governor Cecil Underwood's promise of a "better, not bigger government," professional development is the key to effective supervision.

For more details on training requirements for supervisors and managers, call the Division of Personnel at (304) 558-3950, ext. 508.

TALKBACK

What a response!...With 81 Department employees responding to our GroupWise electronic survey, here is what **YOU** indicated were positive qualities in an effective manager or supervisor:

Top Five Qualities

- Fairness** (19%)
- Knowledgeable** (19%)
- Honest/Trustworthy** (17%)
- Good Listener** (16%)
- Effective Communicator** (14%)
- Respectful** (14%)

Other Important Qualities

In order of rating:

- Supportive/Caring** (13%)
- Accessible** (13%)
- Appreciative** (11%)
- Open-Minded** (11%)
- Good Coach/Teacher** (11%)
- Cooperative** (10%)
- Good Role Model** (8%)
- Understanding** (7%)
- Receptive to Ideas** (7%)
- Good Delegator** (6%)
- Flexible** (5%)
- Ambitious** (4%)
- Friendly** (4%)
- Consistent** (3%)
- Good Humor** (3%)
- Willing to Learn** (3%)
- Innovative** (3%)
- Patient** (3%)
- Aware of Environment** (2%)
- Initiative** (2%)
- Protective** (2%)
- Confident** (2%)
- Common Sense** (2%)
- Competent** (2%)
- Loyal** (2%)
- Interested** (1%)
- Customer-Oriented** (1%)
- Problem Solver** (1%)

Meeting Set to Discuss Capitol Parking Plans

Cabinet Secretary Joseph Markus will hold a public meeting on Wednesday, October 13 at 5:00 p.m. in Building 7, Conference Room C, to discuss future plans for parking at the State Capitol.

All state employees are welcome to attend.



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

Every profession has its own jargon, which may include a long list of terms and acronyms. It is perfectly appropriate to use that jargon when communicating with others within that environment. However, problems arise when this *foreign language* spills outside of that professional arena.

For those not associated with purchasing, what exactly does RFP mean? And let me not even begin with the medical terms which PEIA employees use on a routine basis.

Simplicity is beauty. Think before you speak. These are cliches which have a great deal of value. We need to be cautious when speaking with other state employees and, even more importantly, our customers. There is nothing more frustrating than to contact a state office and receive a response that you do not understand. Because there is no way to know how much in-house jargon a customer may comprehend, it is better to start with speaking their language.

In short, keep it simple. If you find that the customer has a good understanding of the terms used in your profession, adjust your conversation appropriately.

State Officials Join the Governor During Eastern Panhandle Visit

The Department of Administration recently joined Governor Cecil H. Underwood and other government officials during a visit to the eastern panhandle. Because of the physical distance, residents of this region in the past have expressed a feeling of isolation from state government. As a result, the Governor brought state government to them!

Governor Underwood and his executive cabinet were present August 31-September 2 to demonstrate their interest in gaining feedback on a variety of issues. "Far too many people in this region of West Virginia feel removed from state government, and yet the Eastern Panhandle is a vibrant and vital part of West Virginia," Gov. Underwood said. "My administration belongs to all the citizens of our state."

The Governor planned his eastern panhandle tour to bridge the perceived gap between residents of this region and their government. Public events and private meetings with local leaders and residents of Jefferson, Berkeley and Morgan counties were held throughout the day on September 1.

Representatives of the Division of Personnel, the Consolidated Public Retirement Board and the Purchasing Division scheduled group meetings with local government and business representatives to discuss their programs and to answer questions.

On September 2, Governor Underwood and his cabinet officials met with local government and business leaders in

the morning and conducted a formal meeting of his cabinet in the afternoon.

The Governor explained that he instructed his administration officials to listen to all concerns and suggestions about how they can help address the specific challenges and circumstances faced by residents of this region.

Following their fact-finding mission, the administration will focus its efforts on improvements in state government service that will best serve the Eastern Panhandle.

CPRB

Continued from Page 1

"Because of the turnover in the CPRB in recent years, and because it is so easy to let the historical perspective fade away, it was suggested by a member of our staff that we ask Mr. Ansel to share with us recollections of his days as the executive secretary of the State Teachers Retirement System," according to Betty Ireland, CPRB's executive secretary.

In 1991, all of the state's various retirement plans were consolidated into one administrative agency. Ansel detailed the passage of many state statutes related to retirement which are in effect today.

"We at the CPRB were honored by the presence of one of the original directors, and were enthralled by the information Mr. Ansel shared with us on that special day," Ireland said.



Far too many people in this region of West Virginia feel removed from state government, and yet the Eastern Panhandle is a vibrant and vital part of West Virginia.

Cecil H. Underwood
Governor
State of West Virginia

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

Cecil H. Underwood
Governor
Joseph Markus
Cabinet Secretary
Diane Holley
Public Information Officer/Editor

Special Thanks
Lee Ann Carnahan
Carolyn Coiner
Kelli Doyle
Kaye Parks

Mammography Unit Continues to Fight Breast Cancer

The Charleston Area Medical Center's Mobile Mammography Unit announced that it will continue operating in rural areas, focusing on "underserved" regions of the state.

In a recent press release, Governor Cecil H. Underwood announced that a \$15,000 grant will be added to a grant from the Bureau for Public Health to operate the mobile unit.

"While 90 health care sites throughout West Virginia provide mammography screenings for breast cancer, 15 rural counties have no fixed sites where women can be examined," Governor Underwood said.

The unit is scheduled to operate through the end of the year due to a cooperative effort of public and private officials.

Locations for the PEIA-sponsored free screenings, which include tests for cholesterol and glucose, should be posted in all state work areas.

Drug-Free Campaign Kicks Off this Month

The annual Red Ribbon campaign will be celebrated October 23-31 throughout the nation. The purpose of this event is to bring attention to the problems relating to drug usage.

In 1985, federal agent Enrique Camarena was killed at the hands of drug dealers. This sparked the campaign to recognize the problem in hopes of alleviating the demand for drugs.

State employees should receive red ribbons with their paychecks and are encouraged to wear them during this special week to show support for this cause.

Welcome...to our new employees: Steven Compton and Stephen Kenney (Prosecuting Attorneys Institute); **Melissa Preston** (BRIM); **Caroline Brady** (CRPB); **William Jacobs** (Personnel); **Edward Nelson** (IS&C), and **Bernard Huffman** (PEIA).

Good Luck...to **Katheryn Morgan** (IS&C) and **Pat McBryer** (Personnel) who recently retired from state government.

Best Wishes...to those employees who resigned from the Department: **Susan Dennis** and **Michael Mullins** (PEIA); **Donald Brotherton** (IS&C); **Wilbur Thaxton** (Purchasing); **Crystal Lusk** (Secretary's Office); **Melissa Carte** (Ethics); **Neva Spriggs** (CPRB); and, **Linda George** (Grievance Board).

Way to Go!...**James Leslie** (IS&C) was promoted from an Information Systems Consultant I to a Programmer Analyst I and **Kevin Henson** (IS&C) was promoted from Information Systems Consultant I to a Programmer Analyst I. **Great job, guys!**

Oops! ...Personnel's Patty Roush noticed an error in her recipe for peanut butter fudge printed in the August issue of **Quotes, Notes & Anecdotes**. The ingredients should have included 1½ cups of sugar (not just ½ cup).

Personnel/Payroll Seminar...The Division of Personnel will conduct its Personnel/Payroll Seminar on November 4 from 9:00 a.m. to 3:00 p.m. at the Rehabilitation Center Auditorium in Institute, WV.

PEOPLE TALK

Congratulations!...Personnel's Ada Lewis recently completed a course in real estate and received her license to sell in West Virginia.

Another Great Achiever ...Purchasing's Dan Miller has earned his Certificate in Software Engineering from West Virginia University. He is currently pursuing a Masters Degree in Software Engineering.

A True Athlete! ...General Services' Lori Mitchell won the 5K Charleston Distance Run for the women's age group 20-24.

Good Deeds Noticed..Personnel's Debbie Anderson received her 3-gallon pin from the American Red Cross for blood donation!

HAPPY BIRTHDAY... in October

- | | |
|---|--|
| 2 Scott Padon Purchasing | 20 Bill Jacobs Personnel |
| Diane Tittle PEIA | Bobby Mitts BRIM |
| 5 Diana Arden IS&C | 21 Barry Arthur IS&C |
| 6 Carla Snead CPRB | 23 Jennifer Ayers IS&C |
| 8 Marsha Francis Dispensary | Sharon Lacey IS&C |
| 9 Scott Dobson IS&C | 24 Michael Campbell Personnel |
| Virginia Fltzwater Personnel | Joselyn Casto Finance |
| 10 Dawna Skaggs Finance | Joseph Markus .. Secretary's Office |
| 12 Melody Duke BRIM | Hilda McGrew CPRB |
| Paul Griffith ... General Services | 26 James Casto General Services |
| 13 Wayne Wagner Finance | Rhoda Cole Personnel |
| 14 Katherine Blizzard Personnel | Robin Hendricks CPRB |
| Mary Bonham CPRB | Raymond Lanham ... Purchasing |
| Chris Cline General Services | 27 Andrew Mitchell General Services |
| 15 Roger Paxton . General Services | Trudy Oliver .. Secretary's Office |
| John Poffenbarger Secretary's Office | James Roberts General Services |
| 17 Monroe Gillespie IS&C | 29 Iris Brisendine Public Defenders |
| Lynn Schillings Personnel | 31 Donald Jordan ... General Services |
| 20 Stephanie Davis IS&C | Tammy Scarberry PEIA |

