

Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration
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Employee of the Month

Surplus Manager Ken Frye Offers Positive Customer Service

Ken Frye, an administrative services manager II for the Surplus Property Unit of the Purchasing Division, has been selected as the department's *Employee of the Month* for September.

A 22-year employee of state government, Ken is responsible for managing the state and federal surplus property programs. He monitors the disposition of property and assists

eligible organizations in obtaining equipment and merchandise at substantial savings.

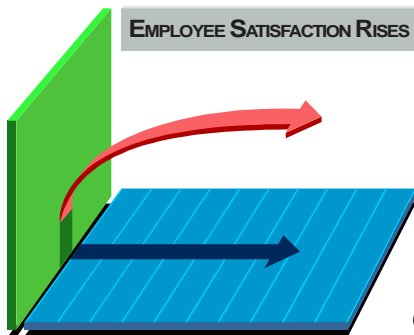
According to one of his co-workers, "Is Surplus Property a government agency or a business? If you ask Ken Frye, he will say *both*. Customer service is more than a buzzword to Ken. It's his daily goal." Another co-worker adds, "Ken is well-liked and respected by his staff. He's honest and reliable."

In his spare time, Ken enjoys outdoor activities including taking care of his 12 head of cattle on his farm in Lincoln County. He also enjoys fishing, hunting and camping.

Please join Ken at his *Employee of the Month* presentation at 11:30 a.m. on Wednesday, September 4, at Surplus Property's facility in Dunbar.



KEN FRYE
September Employee of the Month



Why is it important to measure the satisfaction of our employees? It's simple. Happy employees are more productive and creative, resulting in increased efficiency and customer-oriented service in state government.

The Department of Administration is interested in learning more about the levels

Employees Share their Attitudes and Opinions in Recent Survey

of satisfaction of its employees and where continued improvements need to be made.

The department conducted an employee survey in August, 2001, with a response rate of 44%. Each division/agency was requested to create a **Plan of Action** to address areas that resulted in a mean score less than 3.60.

As a follow-up exercise, the department reissued the survey in May of this year, with a slightly higher response rate; however, the results improved by 0.13.

"The satisfaction of our employees is vital to the success of our organization," said Cabinet Secretary Greg Burton. "The survey results showed an improvement in nearly all areas addressed, which may be attributed to the enhanced communication among managers, supervisors and subordinates in relation to workplace issues."

The areas with the highest ratings included fringe benefits, co-worker relationships, work space and

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- ♦ State's Disaster Recovery Technological Plan Tested
- ♦ Travel West Virginia in September
- ♦ Administrative Notes



Insurance Director Tom Susman Details the Positive Changes on the Horizon

By Gretchen Chandler
Secretary's Office

Tom Susman *definitely* has a full plate these days. In his new position of Insurance and Retirement Services Director, he is directly responsible for configuring and organizing insurance and risk-bearing entities within the Department of Administration in order to better allocate and spend state dollars.

In addition to his new duties, he continues to monitor the daily operations of the Public Employees Insurance Agency (PEIA).

"The reality is that there are several duplicative services in terms of accounting, telephone systems, technology, etc. The governor wants to streamline those entities, which will

be a step toward his goal of a more organized, structured and efficient state government," said Susman.

Susman oversees PEIA, the Consolidated Public Retirement Board, the Board of Risk and Insurance Management and the Children's Health Insurance Agency. The boards of these agencies serve in their current capacities and carry out their respective trust functions. Each agency maintains its identity while Susman coordinates, simplifies and modernizes their functions.

According to Susman, the transition is progressing smoothly. "Our goal is to build upon the strengths of the people that we have, so we can better use our resources," he added.

"The staff members have kept an open mind in the midst of these changes. We hold weekly management meetings, wherein the various agency managers come together to discuss future plans and how the plans will directly and positively affect the agencies, staff members and state employees."

Our goal is to build upon the strengths of the people that we have, so we can better use our resources.

Tom Susman
Director
Insurance and Retirement Division

Construction on Schedule for New State Government Office Building in Huntington



The city of Huntington is the home of the state's newest office building. According to General Services Deputy Director Jim Burgess, the construction phase is right on target and is expected to be complete by January 2003.

The facility will consolidate several state offices that are located in the area, including branches of the West Virginia Department of Health & Human Resources, Department of Tax & Revenue, Bureau of Employment Programs, Rehabilitation Services, Board of Architects, and the Governor's Workforce Investment Board.

BUSINESS

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Those Annoying Habits

Are you all set to negotiate with a customer or discuss an important issue with your boss? Try to avoid these common distracting behaviors that will decrease your effectiveness.

Touching your hair, licking your lips, playing with rubber bands or paper clips, twirling your mustache, drumming your fingers, clicking pens, biting your fingernails, tapping your feet or repeatedly adjusting your glasses, according to Barbara Pachter, author of *When the Little Things Count ... and They Always Count*.

New State Law Affects the CETA Credit for Retirement

During the 2002 Legislative Session, lawmakers passed House Bill 4658, which allows certain employees the option of purchasing retirement service credit for a period of employment with the Comprehensive Employment and Training Act, commonly known as CETA.

To qualify, a Public Employees Retirement System (PERS) member must:

- ◆ Be a current, active PERS member;
- ◆ Have moved from temporary employment with the participating employer to permanent, full-time employment with the same participating employer within 120 days following the termination of the member's CETA employment; and,
- ◆ Provide evidence that establishes, to a reasonable degree of certainty, that the member previously worked under CETA.

If these provisions are met and the employee wishes to purchase this service credit, the member must pay **both** the 4.5% employee contribution and the 9.5% employer contribution that would have been made during that time to the

Consolidated Public Retirement Board, plus interest compounded annually at the rate of 4% through June 30, 2000 and 7.55% thereafter.

Only a maximum of two years may be purchased, and the money must be paid to the CPRB no later than March 31, 2003.

The actual amount paid will be determined by several factors, such as the time purchased, the wages during the specified period in time, and the date by which the money is paid. Terasa Robertson, acting co-director of CPRB, offers the following example:

To purchase credit for CETA employment under PERS from January 1976 through June 1977 (18 months), at a salary of \$700 per month, an employee would have to pay \$5,363, if the amount is paid by December 31, 2002.

To obtain a CETA Service Request Form, contact your payroll coordinator or visit CRPB's website at www.state.wv.us/admin/cprb/formindex.htm#pers and click on the CETA form link. Questions may be directed to CRPB at 558-3570 or 800-654-4406 (in-state).

September 9-13, 2002

Public Service Recognition Week Plans Finalized

The agenda for the 2002 Public Service Recognition Week celebration is complete with a variety of music, food, awards and information.

What else could you want?

In addition to the infamous Goodies Bake-Off and the Governor's Award Ceremony, which honors state employees with tenured service, this year's event will pay special tribute to the September 11, 2001, terrorist attack that took the lives of thousands of Americans.

A special ceremony will be incorporated in this year's plans on Wednesday, September 11, the one year anniversary of this traumatic event. State employees are encouraged to wear red, white and blue on this day of remembrance.

A variety of food vendors will be located in the circle of the Capitol Building from 11:00 a.m. to 1:30 p.m. Agency informational exhibits will be located from 11:30 a.m. to 1:00 p.m. in the Main Capitol Corridors from Monday through Thursday for visitors to learn more about the services and programs provided.

For a complete schedule of events for the 2002 Public Service Recognition Week, visit the Division of Personnel's website at www.state.wv.us/admin/personnel. A special schedule created in case of rain also is available at this website.

Mark your calendars today and plan on coming out during Public Service Recognition Week! Join other state employees in celebrating the hard work that we provide and the vital services offered to our fellow West Virginians.



Our business in life is not to get ahead of others, but to get ahead of ourselves, to break our own records, to out-strip our yesterday by our today.

Stewart B. Johnson

IS&C User Conference Registration

Registration for IS&C's User Conference & Expo, scheduled for October 16-17 at the Charleston House Holiday Inn, continues to be available. The Expo will host booths for vendors, providing information technology services via statewide contracts.

For more details or to register, please visit IS&C's website at www.state.wv.us/scripts/admin/isc.userConference.

Travel West Virginia! ... Wondering What To Do in September?

I am beginning to learn that it is the sweet, simple things of life which are the real ones after all.

Laura Ingalls Wilder

Are you wanting to do some traveling, but not sure where to go?...Look at home. West Virginia offers a variety of choices and Sissie Summers of the Division of Tourism is pleased to share some ideas with us!

Beginning September 3, cabin and cottages mid-week specials are offered at select state parks. For more information, visit www.wvparks.com.

Pipestem and Twin Falls Resorts encourage Monday and Wednesday golf play by reducing green fees 50% after 1 p.m. For more details, call the Division of Tourism at 558-2764 and ask for "golf promotions." You also may call this number to receive half-off coupons for camping at state parks in September.

Interested in watching the eagles and hawks soar? Moncove Lake State Park Hawk Migration Tours are offered at Peter's

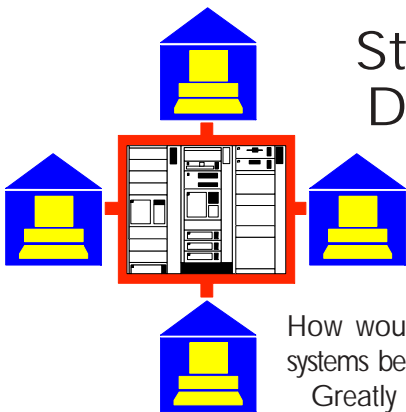


Photograph courtesy of the Division of Tourism

Mountain in September. Call 772-3450 for details.

September and October are prime fishing months for Hybrid Striped Bass at Bluestone Lake. Call 466-2805.

Travel West Virginia this fall!



State of WV Prepares for Technological Disaster by Establishing Recovery Plan

What would happen if a technological disaster hit state government?

How would our information systems be affected?

Greatly in part to a detailed disaster recovery plan, state operations would continue uninterrupted should such an event take place. All data would be safely maintained at an alternative site in Gaithersburg, Maryland.

According to IS&C's Roger Williams, a recovery exercise, which is tested periodically, was recently implemented. Its purpose is to test IS&C and participating user-agencies to ensure recovery of the enterprise server data and the

networks that relocate the data.

Dan Shriver, also of IS&C, was actively involved in the initial implementation of the Disaster Recovery Plan. He explains that the importance of this exercise is to test the existing plans, procedures, alternative site hardware and communications facilities at a minimum of once each year.

"Such testing can reveal potential problems regarding incompatible hardware and software as well as the communication between the alternate facility and IS&C," he said. "Testing can show where plan procedures are outdated or may show incorrect information. It also keeps all parties involved and keeps the procedures at the front of their minds and confidence levels high."

With the test exercises beginning in 1993, Shriver adds that each test is a learning experience. Williams encourages every state

agency to develop a disaster recovery plan for their systems and to test it regularly.

"Think not just of *mission-critical data*, think of it all. Agencies naturally tend to focus on high-priority data, but too little of their other data is backed up routinely and far too little is both backed up and directed to an off-site secondary location," he said. Williams simply explains that if the data is important, it needs to be retrievable. Therefore, these test exercises are vital to perform periodically.

There are nearly as many variables to disaster recovery as there are to the disasters themselves. State agencies need to prepare and protect the information that is important to its operation.

For additional information on data disaster recovery plans or questions relating to disaster recovery, contact Roger Williams at 558-8889.

Testing can show where plan procedures are outdated or may show incorrect information. It also keeps all parties involved and keeps the procedures at the front of their minds and confidence levels high.

Dan Shriver
IS&C Division

resources. The least satisfied areas indicated on the survey related to advancement opportunities, recognition, disagreement resolution and formal communication.

The survey was tabulated and analyzed by SCH Holding Company, Inc., a private consultant.

Secretary Burton has requested that his agency/division directors provide a plan to ensure continued improvement in all workplace areas which received a rating less than 3.60.

The chart below details the satisfaction rate for each question on the survey and offers a comparison to the previous survey:

457 Deferred Compensation Plan Available to State Employees

The state's 457 Deferred Compensation Retirement Plan, qualified under the Internal Revenue Code, enables employees to voluntarily defer dollars on a pre-tax basis as an enhancement of their overall retirement package.

To participate, employees must complete an election form for their payroll coordinator stating they wish to make pre-tax deferrals to the 457 plan. Each pay period, the amount specified is sent directly to the investment provider to be invested.

As owner of the money in your account, *you* decide how your money should be invested. The Consolidated Public Retirement Board has contracted with two financial services companies, CitiStreet Financial and ING Financial, to provide investment choices for plan participants. Representatives of these companies may have visited your worksite to offer information on this plan.

For more details, contact one of the investment providers below: CitiStreet Financial: Steve Kerns at (800) 451-8130 or skerns@citistreetonline.com; ING Financial: Kelly Griffith at (866) 457-7567 or kgriffith2k@netscape.net.



Purchasing's Chester Popham attended a brief introduction by ING on investment opportunities with the 457 Deferred Compensation Plan. Georgia Griffith of ING is pictured.

Employee Survey Results: How Did We Improve our Ratings?

Questions	AUGUST 2001 Mean Score*	MAY 2002 Mean Score*	(-)/+
I have opportunities for advancement in my agency.	2.69	2.95	0.26
I am afforded educational opportunities on the job.	3.67	3.69	0.02
I receive credit or recognition when I do a good job.	3.26	3.52	0.26
The Department values its employees as individuals.	3.00	3.19	0.19
Differences and disagreements in my agency are usually accepted and worked through.	3.04	3.18	0.14
My agency's formal communication is usually complete.	3.03	3.16	0.13
Managers in my agency have a good understanding of my work problems.	3.17	3.36	0.19
I have the resources (i.e., equipment, supplies, etc.) necessary to do my job.	3.82	3.78	(0.04)
I receive appropriate on-the-job training as an on-going part of my job.	3.43	3.49	0.06
The facility/building in which I work is satisfactory.	3.45	3.54	0.09
My supervisor sets a good example for his/her employees.	3.53	3.60	0.07
I consider the fringe benefits (insurance, sick and annual leave, state holidays) satisfactory.	4.07	4.04	(0.03)
I would like to see the Department's Employees Advisory Board re-established.	3.61	3.53	(0.08)
The salary that I earn for the job I perform is adequate to keep me employed by the state.	3.04	3.33	0.29
The amount of work I am asked to perform is too much for the hours I work.	3.20	3.50	0.30
My work space is adequate to perform the duties of my job.	3.66	3.82	0.16
My supervisor takes sufficient time to discuss my job performance.	3.34	3.60	0.26
My co-workers cooperate well to get the job done.	3.69	3.84	0.15
The people I work with act in a professional, business-like manner.	3.54	3.66	0.12
Top leadership demonstrates a strong commitment to achieving results.	3.50	3.57	0.07

*Maximum mean score is 5.0.

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

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Special Thanks
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Kathy Garten
Tina Holmes
Kaye Parks
Dan Shriver

A Message From... Cabinet Secretary Greg Burton

Enhancing Communication

Conducting surveys offer numerous benefits to an organization; however, identifying problems is only the first step in the process. It is crucial to act upon the deficiencies to result in positive changes.

One of the main themes in the survey conducted last fall was the level of communication between the employee and his or her supervisor. Employees expressed this concern within their comments.

Each division/agency director was asked to offer a plan of action to address all areas that were below the adequate level of satisfaction. Although nearly all workplace areas increased in satisfaction, it appeared that the communication between the employee and supervisor was continuously noted in the employee comments.

Supervisors are taking more time to discuss expectations, share information, monitor employees' work load and to assist in addressing disagreements or concerns. Let's keep this communication flowing in a positive direction! Good things happen with teamwork.

OFFICETIPS

When using Microsoft Word, you can display just the buttons you use regularly on your toolbar. To delete a button, hold down the Alt key and drag the button off the toolbar. To move a button, hold down Alt and drag the button to its new location - either on the same toolbar or another toolbar. To copy a button, hold down Alt+Ctrl while dragging the button.

Welcome to the Department!...*Angela King* (Finance); *Oral Newsome* (Purchasing); *William Noel* (Prosecuting Attorneys Institute); *Linda Dexter* (BRIM) and *Ken Young* (General Services).

Congratulations!...to the following employees who were recently promoted: *Laura Brotherton* (Purchasing) from an Office Assistant II to an Office Assistant III and *Jim Wells* (Personnel) from a Senior Personnel Specialist to an Administrative Services Manager III.

Good Luck!...to these employees who transferred within the department: *Shelia Gray* (from Purchasing to Leasing) and *Lora Gray* (from Personnel to Finance). Also best wishes to *Shan Ferrell* (Finance) who resigned from the department.

PEOPLE TALK

New Baby Wagner...Congratulations to Eric Wagner (Finance) and his wife Chris who welcomed their son, Coleson Samuel, on August 11. He weighed 6 lbs. and 11 ounces. Coleson has a sister, Molly (2 years).

Saying Goodbye...Bill Jacobs, a development consultant with the Organization and Human Resource Development Section of the Division of Personnel, recently passed away from a fight with cancer. He will be greatly missed by his family, friends and co-workers.

Most people search high and wide for the keys to success. If they only knew, the key to their dreams lies within....

George Washington Carver

HAPPY BIRTHDAY ... in September

- | | | | |
|----|-----------------------------------|----|-----------------------------------|
| 2 | Connie Byrne Finance | 21 | Sharon Horn Personnel |
| | Ada Lewis Personnel | | Stephen Kenney..Pros. Atty. Inst. |
| 3 | Gay Ellis Finance | | Aaron Riley IS&C |
| 4 | Kim Huffman IS&C | 22 | Donna Bilyeu Personnel |
| 5 | Jane Fouty Personnel | | Sharon Gill PEIA |
| | David Keith IS&C | | Sarah Long BRIM |
| | Robin Sloan General Svcs. | 23 | Barbara Jarrell Personnel |
| | Sheryl Thomas-Stevens IS&C | | Teresa Siders Public Defender |
| 6 | Lewis Brewer Ethics | | Tammy Williams CPRB |
| | Dick Estill Purchasing | 24 | Shawn Carper Finance |
| 7 | Shelly Lowery Purchasing | | Jim Farmer Purchasing |
| 9 | Phillip Adams IS&C | | Danny Pauley IS&C |
| | Charlotte Belcher Personnel | | Deidre Rainwater IS&C |
| | Erline Davis CPRB | 25 | Stephanie Chafin IS&C |
| | Chuck Walker IS&C | | David Wolfe Purchasing |
| 11 | Ben Clark IS&C | 26 | Al Hugar Finance |
| | Diana Davis CPRB | 28 | Stan Chambers Personnel |
| | John Doub CPRB | | Joan Chapman Finance |
| | David White Purchasing | | Cathy Kushner IS&C |
| 12 | Craig Cotsmire IS&C | | Diana McGinnis General Svcs. |
| | Thomas Lambert. General Svcs. | 29 | Thomas Allen IS&C |
| 13 | Connie Maxwell Finance | | Karen Copeland CPRB |
| | Evan Williams Purchasing | | Charles Curry .. General Svcs. |
| 14 | Jerri Rucker Finance | | Jerry Gladwell BRIM |
| 16 | Kathy Thomas Finance | | Greg Hutchinson IS&C |
| 19 | Cathy McClung IS&C | 30 | Janet Atkins CPRB |
| | Ioma Tenney PEIA | | John Wagner IS&C |
| 20 | Bill McClanahan IS&C | | |

