



Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration
September 2003 · Vol. 10, Issue 9

Employee of the Month

Work Ethic of PEIA's Tom Harper Doesn't Go Unnoticed

TOM HARPER, an office assistant 1 for the Public Employees Insurance Agency (PEIA), has been selected as the department's *Employee of the Month* for September.

A 21-year veteran of state government, Tom maintains the electronic inventory of PEIA's assets by overseeing storage locations and retiring obsolete furniture and equipment to Surplus Property. He also serves as his agency's

recycling representative and is responsible for the delivery of deposits, debit memos and FIMS payments to various locations.

According to one of his co-workers, "Tom's years of service at PEIA enables him to work independently and to assume additional major responsibilities necessary to the daily operations of all work units in the office." Another co-workers said, "His work ethic is commendable, a trait that does not go unnoticed by PEIA staff. His pleasant demeanor and willingness to assist are demonstrated daily."

In his spare time, Tom enjoys riding his Harley Davidson motorcycle, hunting and spending time with his family and friends.

Tom will be honored during a special ceremony at 11:30 a.m. on Wednesday, September 3, in the lower Rotunda of the State Capitol.



TOM HARPER
September Employee of the Month

It's All About Teamwork

Culture & History Calls for General Services' Help

All it takes is teamwork! Just ask Commissioner Nancy Herholdt of the Division of Culture and History.

Several projects on their *wish list* require the assistance of the General Services Division. "The Division of Culture and

History is responsible for maintaining the memorials on the grounds, particularly the Veterans' Memorial," said Commissioner Herholdt. "However, we do this in cooperation with the General Services Division since they also have responsibility for the State Capitol grounds. It is perfectly natural that we partner with them on many projects."

One of these projects was the inability of retaining water in the *pool* at the Veterans Memorial. Commissioner Herholdt explained that to ensure the stability of its



The flag of the United States now flies higher at the State Capitol, in accordance with federal protocol.

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Sneak Peek INSIDE...

- ◆ IS&C Forms Partnerships with GOT and BEP Staff
- ◆ How Do **YOU** Keep Enthused on the Job?
- ◆ **Part III:** Traveling in West Virginia on All Budgets
- ◆ Disease Plagues Two Trees at the State Capitol Complex

2003 Public Service Recognition Week Plans

September 8 - 12, 2003

Turn to page 6 of this issue of *Quotes, Notes & Anecdotes* for details!



IS&C Director Helen Wilson welcomes visitors to their Kanawha City office space, which her staff now shares with the Governor's Office of Technology and the MIS staff of the Bureau of Employment Programs.

IS&C Creates Partnership with Gov. Office of Technology and BEP to Provide Services

During her 33 years with the Information Services and Communications Division (IS&C), the last three years as the agency's director, Helen Wilson has witnessed many changes.

Recently, she has spearheaded two valuable partnerships.

One of which is with the Governor's Office of Technology (GOT). Legislation was introduced during this year's regular session to merge the two agencies, but failed to pass.

"So, we are basically partners," Wilson said. In addition to sharing space at IS&C's Kanawha City office, these offices are working more effectively together. Wilson indicated that since the creation of the Office of Technology, the roles of both offices were not clearly defined and understood by state agencies, resulting in a sense of confusion and competition.

"IS&C was busy supporting legacy systems, developing statewide systems, and working with our users developing agency systems and we were considered more conservative, while the GOT was working on more visible systems using the newest tools and were considered by some as more progressive. The problem was that after the GOT developed a system, IS&C had to support it," Wilson said. "By working together we have learned from each other and have

reached a happy medium. IS&C has developed skills in many new tools while the GOT is more aware of the existing programs and tools that we use. We are no longer competing – we are working together."

Because of their close working relationship, Wilson said it makes sense to combine the staff at one location, enhancing communication. "Another positive aspect concerns requisition reviews," she said. "IS&C would review and approve the requisition, then send it to GOT to review and approve and, finally, it would be returned to the agency. Having us in the same building has sped up that process."

Effective July 1, IS&C has entered into yet another partnership, with the Bureau of Employment Programs

(BEP). Responsibility of the Bureau's MIS staff was transferred to IS&C. Basically, the Bureau has transferred the MIS staff to IS&C, and then outsourced their MIS function to IS&C. The Bureau has employed Phil Weikle as the CIO for the Bureau to manage the outsourcing agreement as he would with any outside firm and work with BEP management to set direction for BEP's technology programs.

The BEP Help Desk merged with the IS&C Help Desk as the first step. "The IS&C and BEP staff complement each other. Our hope is to have a more diverse staff with differing skill sets to be able to provide better service to all of our users. We also plan to expand training for all employees so that we can mix and match as needs arise. This is a big

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Tech Learning Center Offers Invitation to IS&C Users

September 2nd will mark the opening of the new Technology Learning Center training facilities in Kanawha City, located across the street from the IS&C main office (*behind Super Star Video*).

The Training center will continue to offer the latest in desktop technology education.

Join us for an open house on September 12th from 10 a.m. to 2 p.m. to explore the new facility.

America On The Move Invades West Virginia in a Healthy Way

America on the Move is a national initiative with a straightforward goal: Get millions of people to wear inexpensive step counters and walk an additional 2,000 steps (about 1 mile) a day, or cut out 100 calories. Governor Bob Wise and the Public Employees Insurance Agency joined the efforts of many other states by emphasizing the importance of *stepping up* our exercise and cutting back on calories.



Nearly 65% of Americans are overweight, which is linked to an increased risk of heart disease, diabetes, arthritis and most types of cancer. Inactivity is considered a major cause of excess weight, and experts behind these walking initiatives believe that it may be easier to get people to move more than to change their eating habits. For more information on this campaign, please visit PEIA's website, www.wvportions.com, and click on the "Eat Less, Move More" link.

Summer Fun on a Tight Budget

A Range of Camping Options at Modern Beech Fork State Park

[This is the final part of a three-part series relating to travel ideas in West Virginia. This information was prepared by Matt Turner of the Division of Tourism]

Beech Fork State Park is a modern, 3,144-acre park, built alongside the 720-acre Beech Fork Lake, about 12 miles from Huntington. Its 275-site campground features some of the state's most popular and modern lakeside campsites, while the lake and surrounding woods provide ample opportunities for boating, fishing and wildlife watching.

Statues of the Capitol



The "Fallen Partner" monument was raised in honor of all law enforcement officers in West Virginia. Every day, police courageously place themselves as living shields between the public and danger.

This memorial was funded by the WV Chapter of the Fraternal Order of Police.

A wide variety of migratory waterfowl, songbirds, raptors, deer, fox and even an occasional black bear may be viewed while visiting the park. An expansive recreation area offers basketball, tennis, horseshoes, softball and volleyball throughout the season and equipment may be rented at the park office.

A massive 50-meter swimming pool and bathhouse facility is open Memorial Day to Labor Day from 10:30 a.m. to 6 p.m. While paddleboats and a public boat launch area are available at the park, motorized boats may be rented at the Beech Fork Lake Marina near Lavalette. Hiking, biking, a fitness trail and picnicking are popular park activities. During the summer, Beech Fork provides a planned nature and recreation program, which is free for park guests.

Deluxe cabins featuring fireplaces, televisions and large decks that overlook the park and lake may be rented year-round. Cabin rates are \$694 to \$820 a week, depending on the size. All four of the massive campgrounds offer electric hookups (great for camper and tent use), while the Old Orchard campground provides full water and sewer hookups on pull-through sites ideal for large motorhomes and campers.

The campground is highly regarded for its dumping stations, laundry rooms, camper store, clean shower houses, accessible facilities and video game room. Rates



are \$15 to \$21 per night during the summer, depending on the campground and type of camper hookups.

One of the nicest things about Beech Fork is its proximity to the Huntington area. Within a short drive are a number of local attractions, including Camden Park, a family amusement park; the Huntington Museum of Art; Blenko Glass; Ritter Park; Harris Riverfront Park; Marshall University; the Huntington Mall and countless restaurants, shops and movie theaters.

Smoking Issue Addressed

Effectively immediately, smoking by employees of the state is prohibited within 15 feet outside any entry/exit of office buildings and other facilities of the state located within Kanawha County, which are commonly used by employees and the public.

A recent memorandum issued in July of 2003, resulted in an addendum to the Division of Personnel Policy DOP-P1, "Smoking Restrictions in the Workplace."

Beech Fork State Park is located at 5601 Long Branch Road in Barboursville. For more details, call (304) 528-5794 or visit its website at www.beechforksp.com.

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

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Special Thanks

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Nidia Henderson
Susan Jenkins
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Enthusiasm on the Job?

Keeping a Good Attitude at Work

Attitude is everything! A positive outlook offers the ammunition to battle nearly any obstacle. However, with the demands of today's work load, motivational issues are more complex. Motivation is the driving energy that catalyzes behavior.

Employees now need to be more self-managing, according to research offered by Evelyn Davis, Assistant Director of the Division of Personnel's Organization and Human Resource Development Section.

Researchers have found there are three primary components to motivate employees: competence, control and relatedness.

Each person has his own methods of keeping motivated. Our department employees were asked in an electronic survey to share their techniques. The most common response was to *count your blessings*. Although a problem at work may seem crucial, many of our employees remind us to be thankful not only for our jobs, but for whom we are working, such as our family, neighbors and citizens.

"I think back to times in my life when I did not have a job to be thankful for or a family to make me happy," said General Services' Don Jarrell. Another employee said he reminds himself every day that life is what he makes of it.

Many of our employees have stressed the importance of laughter in the workplace. "I like to try to make someone laugh," said Personnel's Christy Romeo. "When I can make

someone laugh, it gives me a great pause that refreshes my day," she said.

The idea of helping others also is a motivator. "It is surprising how many moods you can change in others by staying upbeat," said Purchasing's Alice Thibodeaux.

Other techniques used by our employees to keep their enthusiasm soaring is to exercise, be realistic with their goals, listen to music, be forgiving to others, pray and to get out of the office as often as possible for lunch.

The key, according to Finance's Bill King, is to be able to do your best and be pleased with the results. "I try to maintain self-confidence and take pride in my work," he said. "The better job you do, the more likely you will get complimented on it and, in return, generate enthusiasm."

I try to maintain self-confidence and take pride in my work. The better job you do, the more likely you will get complimented on it and, in return, generate enthusiasm.

Bill King
Division of Finance

Culture and History Continued from Page 1



General Services' Tim Lee is pictured with Commissioner Nancy Herholdt.

foundation, engineering studies had to be performed.

"This study has provided us with guidelines to assist us," she said. With the assistance of General Services employees, along with her own staff, they have utilized the study's findings to repair the pool, which is currently maintaining the water, without damage to the foundation.

Another project that the

General Services Division helped the Division of Culture and History with is the installation of a new flagpole. "The poles were originally installed at the same height. Military protocol dictates that the American flagpole should be taller," she added. "This is very important to our veterans and we're happy this has been resolved so quickly, thanks to General Services' help."

The installation of the flagpole, which was acquired from a local vendor, costs less than \$2,000. "I'm really pleased that Commissioner

Herholdt has gotten this project completed," said Cabinet Secretary Kay Goodwin of the Department of Education and the Arts. "It has been one of her goals, topping her list."

General Services Director David Pentz said that many people may not realize the protocol concerning the presentation of the flags in regard to height and positioning.

"Before this project was complete, we would get many calls about the flags. I am glad that we have everything in order now," Pentz said.



Two oak trees plagued with disease recently were removed from the State Capitol grounds as a safety precaution. Supervisor Carlos Farley of the General Services estimated that the trees removed were most likely one of the original trees planted after the State Capitol was built nearly 80 years ago. However, due to their condition, it was imperative that they be removed and new trees planted.

Tree Replacement Necessary at Capitol

"A diseased tree of this size is a safety issue," said General Services Director David Pentz. "We had two accidents with branches falling out of trees, one damaging a car. That is why we are making it a priority to remove these diseased trees for safety reasons." The fungus on the replaced trees was *Ganoderma lucidum*, which is known to cause extensive root damage to hardwood trees.

The two trees were replaced with red oak trees. "In our tree replacement program, any trees or bushes removed are replaced with native-West Virginia trees or bushes," Pentz said. He added that his division has a map which identifies every bush and tree on the 50-acre campus.

To ensure that other trees not experience similar fate, Pentz said that Grounds Manager Kenny Young and his staff monitor the grounds and treat any areas of concern. "We make every attempt to make the Capitol campus aesthetically pleasing for all West Virginians and visitors," he said.



General Services Division planted two new trees on campus to replace trees plagued with disease.

Changes at IS&C Continued from Page 2

IS&C Installs New Telephone System

IS&C recently installed a new telephone system. Please note the new numbers for IS&C:

Kanawha City office
558-5472

**Building 6
(Data Center)**
558-5914

An automated attendant will answer, prompting to enter an employee's extension, which is the last four digits of their previous telephone numbers.

You may also use the company directory by pressing "0" at any time.

The IS&C Help Desk telephone number did not change (558-1257) or via e-mail at ischelpdesk@mail.state.wv.us.

step – a learning process – a work in progress."

As a service provider, some agencies have always "outsourced" programming and technical support to IS&C, so this is nothing new, except for the magnitude of the BEP project. IS&C also makes good use of the information processing temporary employee statewide contract to supplement staff, where needed. Part of this program is knowledge transfer, so that when someone is brought in from the "outside", IS&C learns during development so that they can support the system when the person leaves. "For instance, IS&C is responsible for overseeing the Business Registration System project, which involves five major departments. An outside vendor is working with the affected departments and developing the system, but the vendor will work side-by-side with IS&C staff, so that we learn through the development phase and can support the system when the vendor leaves." Wilson explains, "In the information technology field, learning new techniques and skills is constant."

By increasing the staff located at IS&C's Kanawha City office from 100 to approximately 160 through consolidation and the use of information processing temporaries, the need to find more space was necessary. All training, along with the remote tape storage for disaster recovery efforts, is being performed at a nearby location at the corner of 42nd Street and MacCorkle Avenue, in the rear of Superstar Video Store.



Renovation (above) was completed to prepare for the new training facility in a nearby video store across from IS&C's main office (below).



Budget Office Wins National Award

For the eighth consecutive year, the State Budget Office has received the Government Financial Officers Association (GFOA) award for reporting excellence.

"Receiving this award places you first among your peers in other states," said Finance Director Andrew Fizer in an e-mail to his employees. "At present, only 10 states attempt to qualify for the reporting excellence award. It is not a surprise to anyone associated with the Budget Section that you received this recognition."

Fizer extends his appreciation to his staff for their dedication to the state of West Virginia and specifically the Department of Administration/Tax and Revenue. "I know we can count on your continued high achievement as we address the challenges and opportunities facing our great state," he added.

Public Service Recognition Week Calendar of Events

This year's Public Service Recognition Week is set for September 8-12. State employees are encouraged to participate in the activities, some of which include:

Monday: Opening ceremony; live music

Tuesday: Bake-off; live music

Wednesday: Governor's Awards Ceremony (invitation only); live music

Thursday: Family Day (employee spouses and children encouraged to attend during lunch)

Friday: Department recognition ceremony (invitation only)

Food vendors will be available all week in the fountain circle area. The Agency Awareness Fair will be in the Capitol corridors Monday through Thursday. For more details, visit Personnel's website at www.state.wv.us/admin/personnel/empcom/PSRW/default.htm

Welcome!...to our employees who recently joined our department: **Joshua Cowart** and **Ken Smith** (General Services); **Amy Langenbrunner** (CPRB); **Wallace Schwartz** (BRIM); **Lisa Vaughan** (Purchasing) and **Stephen Zoeller** (Secretary's Office).

Best Wishes...to those employees who recently resigned: **Karen Bradford** (CPRB); **William Noel** (Prosecuting Attorneys' Institute); **Jennifer Paxton** (Finance); **Philip Shimer** (PEIA); **Debbie Bradford** and **Diana George** (Secretary's Office).

Hats Off...to those employees who were recently promoted: **Jean-Paul Moreau** (Personnel) from a Public Information Specialist II to a Training and Development Consultant; and **Barry Gunnoe** (Purchasing) from an Office Assistant III to an Administrative Services Assistant I.

PEOPLE TALK

State Budget Office Makes a Move...Employees of the State Budget Office have called the east wing of the State Capitol home for many years; however, in early August they packed their bags and relocated to Room W-310 on the third floor of the west wing of the main building. According to Budget's Cathie Fowlkes, all telephone and facsimile numbers will remain the same.

Grandpa Kenny...Gracie Rae Young, granddaughter of General Services' Kenny Young and his wife Pam, was born on August 14, weighing 7 lb., 11 oz. Proud parents are Jason and Rachael Young. Jason is employed by DMV and Rachael is a respiratory therapist at Thomas Memorial Hospital.

HAPPY BIRTHDAY ... in September



- | | | | |
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