Quotes, Notes & Anecdotes

Monthly Employee Newsletter Published by the Department of Administration

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Employee of the Month

Arline's Efforts Benefit Prosecuting Attorneys Institute

Clyde Arline Jr., an Information Systems Specialist II with the Prosecuting Attorneys Institute, has been selected as the Department of Administration's ***Employee of the Month*** for January.

A state government employee for more than 14 years, Arline's primary duties include handling the information technology needs for the statewide county prosecutors' offices. Arline also handles the agency's in-office accounting and procurement tasks, and serves as the Continuity of Operations Plans director.

"Clyde has worn more hats than nearly anyone else here at the Prosecuting Attorneys Institute through the years," said one co-worker. "In addition to his primary duties, Clyde routinely serves as support for the other members of the office in their preparation for seminar presentations and other events."

Said another co-worker, "He does not say no to any reasonable request. Clyde certainly epitomizes what it means to be a team player."

In his spare time, Arline likes to build computers, enjoys traveling and goes antiquing. He will be joined by friends and co-workers at a special ceremony presented by Acting Cabinet Secretary Ross Taylor on Monday, January 7 at 11:15 a.m. in the agency's office complex in South Charleston.

CLYDE ARLINE JR
January Employee of the Month

2012 Department of Administration's Employee of the Year Tony Easley of the General Service Division, center, is pictured with Acting Cabinet Secretary Ross Taylor and General Services Division Director David Oliverio.

General Services' Tony Easley Named Employee of the Year

"It's all good!"

That is how Tony Easley replied when asked to say a few words about being named the 2012 Department of Administration ***Employee of the Year*** on December 19, drawing good-hearted laughter from the audience which had gathered in the Upper Rotunda near the House of Delegates chamber entrance for the ceremony.

Easley is a Groundskeeper with the General Services Division. He has been a state government employee for 10 years and is responsible for the upkeep of the State Parking Building; trash removal throughout the Capitol campus; leaf, snow and ice removal; and lawn care maintenance.

Easley was among the 12 finalists for the award, all of whom were ***Employee of the Month*** recipients during the 2012 calendar year and who each

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SNEAK PEEK

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West Virginia a Leader in Providing Health Insurance to Children ... Thanks to CHIP

Editor's Note: This is part of an on-going series of articles which will take a closer look at the Department of Administration agencies.

Members of the WVCHIP staff are (sitting from left) Kelly Cielensky, Paula Atkinson, Candace Vance and Brenda Jones; and (standing from left) Stacey Shamblin, Sharon Carte - director, Romona Allen and Roger Townsend.

Figuratively speaking, the Children's Health Insurance Program (CHIP) serves as a safety net to provide insurance coverage for children in families with modest incomes but too high to qualify for Medicaid. CHIP was created largely as some employers began to drop insurance plans due to rising costs, leaving families without adequate means for health care.

This safety net which CHIP provides is certainly strong in West Virginia as the state is among the lowest in the country for uninsured children.

"Since the West Virginia CHIP office was established more than a decade ago, we can take pride that the most recent census data shows West Virginia is one of the states with the lowest rates of uninsured children," said WVCHIP Executive Director Sharon Carte. (See attached U.S. Census map.) "This has been made possible through our dedicated staff which has shown tremendous ability to implement the program's many aspects and actively interact with many partners to provide this type coverage."

The West Virginia CHIP office was established by the Legislature in 1998, as a result of Congress amending the Social Security Act to create Title XXI "State Children's Health Insurance Program" in 1997. Today, the state CHIP office has eight full-time employees in addition to Carte. The state CHIP program manages insurance coverage for 25,000 children each month. Carte noted that CHIP and Medicaid share a joint application process.

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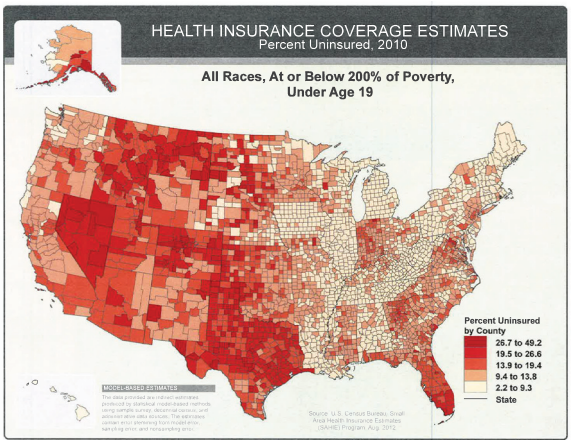
LOOKING AT ADMINISTRATION: Children's Health Insurance Program

Mission Statement: The primary responsibility of the CHIP is to assist working families gain health coverage for their children. Authority: West Virginia Code 5-16B-1, et seq.
Number of Full-time Employees: 9
Website: http://www.chip.wv.gov
Address: 2 Hale Street, Suite 101
Charleston, WV 25301
Telephone: (304) 558-2732



BRIM's Loss Control Department Focuses on Providing Risk Management Tools to the State

Benjamin Franklin said, "An ounce of prevention is worth a pound of cure." That could practically be the mission statement for the Loss Control Department of the West Virginia Board of Risk and Insurance Management (BRIM). While it is the goal of BRIM to provide its customers with affordable insurance coverage, the Loss Control Department focuses of providing the tools and resources necessary to prevent or minimize losses and claims.

It is a responsibility that Loss Control Manager Jeremy Wolfe takes seriously. BRIM provides insurance coverage to approximately 1,100 entities, from 167 state agencies to more than 900 so-called "Senate Bill 3 entities," which include political subdivisions, non-profit organizations and emergency service organizations. To provide the best rates possible, Wolfe said, it is vital to emphasize risk management.

"The role of loss control is to provide risk management, to reduce claims and to stabilize premiums," Wolfe said. "Risk management is critical for being fiscally responsible."

Wolfe said he and his team of loss control specialists focus on working directly with customers. "The most important thing we can do is work with customers face-to-face," he said. That means contact with approximately 750 customers annually, performing annual inspections and comprehensive risk evaluations.

Pictured left to right, Loss Control Specialist Christine Johnson, Office Assistant Kimberly Hensley, and Loss Control Specialist Carl Baldwin work with Loss Control Manager Jeremy Wolfe in the Loss Control Department of the Board of Risk and Insurance Management.

Wolfe said that there are no boilerplate solutions or answers, that each analysis ends with a series of unique answers and solutions for the customer in credit. "Everything is site specific, as part of building a relationship with the customer," Wolfe said. "We work with the strengths of the customer and take into account the limitations."

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OHRD Offers Up Changes to Training Schedule for 2013

Change is the name of the game for the Division of Personnel's Organization and Human Resource Development (OHRD) office, both in its 2013 program schedule and how it plans to reach out to state employees.

OHRD will continue to offer multiple sessions of Supervising for Success, a three-level program to build supervisory and managerial skills that has been redesigned and reworked by Development Consultants Nicole Michaelis and Hannah Toney. "The changes are in response to new research and best practices," said Senior Development Consultant Mark Isabella.

OHRD is also expanding its learning services to help develop trainers within agencies, beginning with Introduction to Adult Learning: Enhancing Performance Through Active Training on January 24. It prepares participants for Train-the-Trainer: Developing Learning Leaders, on February 25-28. "There is a significant need throughout state government for staff training. We want to create a stronger community of practice for those who deliver that training," Isabella said.

The constant of organizational change will also be a focus for the year. Leading Change in Turbulent Times: Strategies for Success will be offered on multiple dates in 2013. There will also be an online course for all state employees on dealing with change. Isabella noted that various upcoming initiatives necessitate being able to navigate uncertainty and change more effectively.

Toney said OHRD plans to continue utilizing technology, releasing its Preventing Harassment class online and developing "learning blasts," or short bursts of content covering different topics. Toney said OHRD will also be using Facebook to offer links to articles and announcements. Nicole Michaelis and Bethany Sharp are taking the lead on those projects.

A particular point of pride for the Division of Personnel

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What is That?

Ever notice the golden light emanating from within the state Capitol dome on rare occurrences?

It is the State of Emergency Lantern and it is only lit when the governor declares a state of emergency. The lantern, powered by seven 100-watt bulbs, was recently illuminated as a result of wide-spread damage caused by Superstorm Sandy. The lantern was part of the original design for the Capitol. The dome sits nearly 300 feet above the ground.

Documentation Remains Essential When Workers Are Called To Jury Duty

Guilty or not guilty?

Such lofty decisions are often made by a jury of individuals who have been summoned by court of law to render an impartial verdict in a particular case. This practice has been in existence for centuries and the process of selecting jurors continues to affect a large portion of the general population.

The Division of Personnel has established a policy to guide state employees of the procedures which need followed if summons to serve on a jury or appear as a witness before any court or judge; any legislative committee; or any officer, board, or body authorized by law to conduct any hearing or inquiry.

When this occurs, the employee shall be entitled to a leave with pay for the period of absence required to perform such jury duty during the period the employee was scheduled to work. Written documentation is crucial to ensure state employee be eligible for time off from work without loss of pay or charge to annual leave in response to a summons. When a state employee receives a summons, it is crucial to give a copy of the summons to the immediate supervisor in advance of the requested time off. Upon return to work, the employee shall submit an official document from the court showing date(s) and time(s) served.

"It is important that we respond to our call for civic duty. The state recognizes this and has set forth this policy to ensure that state employees are not penalized from their normal pay or schedules," said Department of Administration Human Resources Coordinator Linda Coleman. "However, it is crucial that state employees adhere to the policy so that they are not penalized in their state income or annual leave. Documentation is a key element in this." Coleman advises state employees which may be faced with appearing in a court of law to immediately contact their supervisor and review the Personnel policy at ***http://www.state.wv.us/admin/personnel/emprel/POLICIES/Witness.pdf***.

For additional questions about this policy, contact Coleman at (304) 558-6181, ext. 203 or ***Linda.F.Coleman@wv.gov***.

BRIM and Finance Division Recognized for Excellence in Financial Reporting

Acting Cabinet Secretary Ross Taylor announced in December that the state Comprehensive Annual Financial Report (CAFR) for the fiscal year ended June 30, 2011 has been awarded the *Certificate of Achievement for Excellence in Financial Reporting*. The Department's Finance Division received this honor from the Government Finance Officers Association of the United States and Canada (GFOA).

Additionally, the state Board of Risk and Insurance Management (BRIM) qualified for a *Certificate of Achievement for Excellence in Financial Reporting*. This is the 17th consecutive year that the Finance Division and BRIM have achieved this recognition.

The *Certificate of Achievement* is the highest form of recognition in governmental accounting and financial reporting and its attainment represents a significant accomplishment by a government agency and its management.

The comprehensive annual financial reports are judged by an impartial panel to meet the high standards of the program, including demonstrating a constructive "spirit of full disclosure" to clearly communicate the entity's financial story and motivate potential users and user groups to read the CAFR.

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Department of Administration Employees Required to Sign New Confidentiality Agreement by Mid-Feb.

The Executive branch has updated the state's Confidentiality Agreement to reflect current state business needs. All Executive branch employees will be required to read and sign the new Confidentiality Agreement.

Tom Miller, the Department's Privacy Officer, said to make this process more convenient for employees and managers, the Agreement will be distributed via the state's Learning Management System (LMS). The Learning Management System can be accessed at: ***http://www.onlinelearning.wv.gov/cm6/cm0670/home.html***.

If you have lost or forgotten your user name or password for the LMS, please contact the Office of Technology Service Desk at (304) 558-9966. The new Agreement is scheduled for launch on Tuesday, January 8, with the goal to have all Department employees read and e-sign the Agreement by Friday, February 15, 2013.

Those who have questions may contact Miller at (304) 558-7850, extension 52663 or ***thomas.d.miller@wv.gov***.

OHRD

Continued from Page 3

is the West Virginia HR Leadership Academy. Intended as a resource for delivering practical learning content on personnel matters, the academy has been championed by Division of Personnel Director Sara Walker. "Director Walker recognizes the need for the division to go beyond its traditional duties and help build the skills and knowledge of state HR professionals," Isabella said. Development Consultant Mary Bolton has taken a lead in working with DOP subject matter experts. She and the rest of the OHRD staff can attest to the hard work and dedication of the DOP's subject matter experts in embracing their new roles as guest instructors.

Program Coordinator, Jeremy Walker suggests early enrolment for classes. For more information on classes offered by OHRD, contact Jeremy at 304/558-3950 ext. 57242 or visit ***http://www.personnel.wv.gov/ohrd/Pages/default.aspx***.

REPORTING

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"Fiscal assurances within state government provide the accountability and transparency that is necessary to ensure public trust," said Cabinet Secretary Taylor. "We celebrate our 17th consecutive year of receiving this national recognition that applauds our fiscal representation of our state government. Our staff is to be commended for its commitment and dedication in showcasing financial reporting excellence."

The GFOA is a nonprofit professional association serving approximately 17,500 finance professionals with offices in Chicago, IL and Washington, D.C.

RISK

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Customers who successfully abide by risk management suggestions can receive a credit against insurance premiums. Wolfe said more than 50 percent of customers receive the premium discount credit.

In addition, Wolfe said the Loss Control Department is developing a new two-day, 10-hour Occupational Safety and Health Administration (OSHA) general outreach training course. Nearly finished after eight months, the program should be rolled out in the spring and will include an extensive resource manual. "Creating this course required that our staff become authorized OSHA trainers," Wolfe said.

Working to continually expand assistance to customers is among the most satisfying aspects of the job, Wolfe said. "It is wonderful when you leave a visit and later be contacted and find out there was a benefit for that customer," he said. "You know you have done your job when you get a 'thank you' note or call."

Wolfe currently works with two other Loss Control Specialists, Carl Baldwin and Christine Johnson, and an office assistant, Kimberly Hensley.

CHIP

Continued from Page 2

"This is a sound arrangement. If family income goes down as it has done for many in a bad economy, then children can still keep coverage through Medicaid, and the reverse - when families with Medicaid have an increase in income, those children will be covered by CHIP," she said.

In addition to such partnerships, Carte said it is the CHIP staff who handles the many questions associated with claims payment by both in-state families and providers of all kinds.

"Families who have been in CHIP focus groups report that the electronic application process at www.wvinroads.org is pretty quick and easy, especially for those who use it online from locations where getting to a county office can be a challenge," Carte said. "Of course, there are always unique situations or problems people can have when applying and this is where our staff really excels in assisting in the process.

"There are also numerous financial reports required for our board, the state Legislature and the federal government since a major portion of CHIP funds flow from this source," Carte added. "CHIP is a multifaceted program and one that certainly provides for a better quality of life for our children."

The Department of Administration wishes all of our employees a very Happy New Year in 2013!

EOY
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received a special gift at the ceremony. Acting Cabinet Secretary Ross Taylor announced Easley's name after individually recognizing the 2012 recipients. Easley also earns a monetary award for his selection.

A catered luncheon followed the ceremony for all Department of Administration employees. Congratulations to all our department employees honored in 2012!

No PEIA Increase in Costs or Reduced Benefits for FY 2014

State employees receiving health insurance though the Public Employees Insurance Agency (PEIA) will see no increase in costs or reduction in benefits when the next plan year begins July 1, 2013.

The PEIA Finance Board adopted the new plan for the 2013-14 plan year at its December 6 meeting. The board was informed prior to the meeting that Gov. Earl Ray Tomblin committed an additional $4 million to PEIA to prevent any increase in costs for state workers and retirees for health insurance in the next fiscal year. This measure, in effect, continues the current benefit plans for an additional year.

The PEIA Finance Board also decided prior to the meeting to take $35 million from the agency's trust fund to cover what would have been premium increases for participants.

"Governor Tomblin was intent on providing the necessary funds to where there would be no reduction in benefits for state employees," said Acting Cabinet Secretary Ross Taylor. "I think it shows how interested the Governor is with regards to the employees and the retirees of the state."

Administrative Notes

Welcome! ... We are pleased to welcome to the Department of Administration our new employees: **John Beane** and **Alina Roupe** (CPRB); **Amy Stalnaker** (PEIA); and **Roderic McAfee** and **Jeremy Summers** (Technology).

Best Wishes ... to **Pierre Davison** of the Office of Technology, who recently resigned from our department.

2012 Storms Put Agency Emergency Plans to the Test ... This past year, the state experienced two powerful storms in June and October, both of which disrupted daily operations for many state agencies. The weather calamities certainly provided a test for individuals and agencies to assess how they adapt to difficult situations. Such scenarios, noted Chuck Mozingo with the Board of Risk and Insurance Management (BRIM), shows the need to have, and put to test, an agency's Continuity of Operations Plan (COOP). "Having a COOP plan is great but it is just a start in dealing with the fallout from the derecho we experienced in June and Superstorm Sandy in October. Having a plan alone is not enough. Until agencies start exercising and practicing parts of their COOP plans, it is difficult to know where problems will arise," he said. Mozingo, and BRIM colleague John Fernatt, have been at the forefront of the Department of Administration's initiative to produce a department-wide COOP plan, keep it updated, and to ensure other agencies develop and keep COOP plans updated as well. For more about this topic and other COOP tips, contact Fernatt or Mozingo of the Board of Risk and Insurance Management at (304) 766-2646.

HAPPY BIRTHDAY ... in January

1 Brian Hatcher ..... Technology
Ryan Snyder ..... Technology
Bob Withrow ..... Gen. Srvs.
2 Leonard Spencer ..... Gen. Srvs.
3 Christine Johnson ..... BRIM
4 John Beane ..... CPRB
Lisa Collins ..... Personnel
Donald Jarrell ..... Gen. Srvs.
Baxter Parsons ..... Gen. Srvs.
5 David Bailey ..... Real Estate
Bill Dolin ..... Gen. Srvs.
Virginia Goff ..... CPRB
Barry Gunnoe ..... Fleet
Joe Perks ..... Technology
7 Ralph McKinney ..... Pub. Def.
8 Sharon Smith ..... CPRB
9 Ronnie Phipps ..... Purchasing
12 Pamela Keatley ..... Technology
Bill Lawson ..... Gen. Srvs.
Rufus Wingo ..... Technology
13 Larry Copley ..... Aviation
Bill Rheinlander ..... PEIA
14 June Butterfield ..... BRIM
Lisa Maurer ..... Technology
Regina Reynolds ..... Real Estate
15 Patricia Ann Perez ..... PEIA
James Perkins ..... Aviation
16 Jordan Clay ..... Finance
Deana Gose ..... CPRB
Jon Hague ..... Personnel
Richard Layne ..... Technology
18 Jean Brown ..... Personnel
19 Susan Aiell0 ..... Personnel
20 David Lawrence ..... Gen. Srvs.
Tonya Pugh ..... BRIM
John Smolder ..... Finance
21 Bernadette Curry ..... PEIA
Barbara Houchins ..... BRIM
Buffy Payne ..... Finance
22 Kaye Parks ..... Finance
Cynthia Robinson ..... Personnel
23 George Arthur ..... Gen. Srvs.
Cedric Greene ..... Sec's Office
Garry Shivley ..... CPRB
24 James Ancion ..... Gen. Srvs.
Susannah Carpenter ..... Finance
Betsy Chapman ..... Pub. Def.
Justin McAllister ..... Technology
Tami Reed ..... CPRB
25 Kim Nuckles ..... Personnel
Eric Stringer ..... CPRB
27 Mary Burkey ..... Technology
David Fitzwater ..... Technology
Sherry McCormick ..... CPRB
28 David Douglas ..... Technology
Tena Dye ..... Finance
29 Tina Bishop ..... Technology
Gino Saget ..... Technology
Stephen Stockton ..... CPRB
Lucy Suchy ..... Ethics
30 Jose Molinar ..... Technology
31 Gregory Carrier ..... Gen. Srvs.
Scott Joslin ..... Personnel

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