



News & Views online

Vol. 62 No. 10, December 2005

The monthly employee newsletter of the WORKFORCE West Virginia Division ♦ Available online at www.wvbsp.org/bep/

News&Views photo by Judy Howard



From left: Mary McLaughlin, Ron Radcliff, Randy Bare, Sherry Bare.

Bare Named "Distinguished Mountaineer"

FAM Administrative Support assistant director, Randall Bare was recognized as a "Distinguished Mountaineer" during the annual fall luncheon of the John Young Chapter, National Society of the Daughters of the American Revolution (NSDAR). He was the guest speaker.

The citation, signed by Governor Joe Manchin and presented by WORKFORCE West Virginia executive director Ron Radcliff, recognized Bare for his work with veterans, as well as his 16-year career with WORKFORCE West Virginia.

Bare started his career with the agency in May 1989 after retiring from the United States Marine Corps with twenty years of service. He is a Vietnam vet-eran and served in Beirut, Lebanon. Other tours in-cluded: New York City,

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Coming next month. . .

- Employee of the Month selections
- Unit profiles

WORKFORCE West Virginia Business Services



Back row: Tina Riggleman, Jeanna Moore, Amber Hughart, Judy Howard, Russell Fry, Pam Williams, Sharon Adams. Seated: Julie Norman, Valerie Smith, Tiffany Ellis-Williams, Rose Smith and Angie Bennett. Photo by Richard Westfall.

WORKFORCE West Virginia's Business Services staff meets monthly for training and to share problems, solutions and ideas on how best to serve West Virginia's employers. At a recent meeting, business services consultants and support staff received MACC training and GroupWise training to fit their needs. Staff, consisting of former GWID employees and former ES workers are a good example of how WORKFORCE West Virginia has meshed into a unified, cohesive unit.



Ho Ho Ho!



The Charleston Area Retirees Annual Christmas Luncheon will be held on December 15 starting with a social hour at 11:00 a.m. The cost is \$11.50 per person, due before close of business on December 14. Attendees may either drop their money off to the UC Director's Office, Room 101, or send a check made out to William E. Turner to 110 Greenberry Drive, Elkview, 25071.

This year's celebration is being held at Harding's Family Restaurant, 2722 Pennsylvania Avenue, Charleston (Exit 1 off I-79 at Mink Shoals). All retirees, current employees, spouses and family members are welcome to attend. Several menu entrées will be available from which to choose.

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This section is dedicated to the dedicated—to those who make a difference in the lives of our customers—both internal and external.

Big Gold Star Page



Sue Taylor, Parkersburg WORKFORCE West Virginia

Thank you again for all your help. The job turned out so well thanks to you and your team. Our supervisor says he would love to do more jobs like West Virginia. I will receive all the paperwork from Ignacio by Thursday. Will it be all right for me to give you that information at that time?

Hanna Park, Power Direct

Claudia George, Fairmont WORKFORCE West Virginia

I wanted to thank you personally for allowing Francie Johnson and Lou Taylor to come to our plant and sign up our employees.

This is the third trip for Lou here, in helping us to understand what was available and how to go about getting it. Both of the ladies did an outstanding job with the presentations, and in answering all of the individual questions. This was a great benefit to all of those involved, and saved a lot of traveling for our people.

You are fortunate to have two such great employees representing WORKFORCE West Virginia.

Dan Kirkpatrick, Packaging Corporation of America

David Ranck, Martinsburg WORKFORCE West Virginia

My thanks to you and [George] Michael for all your help. We could not have filled our openings so quickly without your efforts.

As to success of DAVE Corp—we have just received our first contract from Kellogg Brown & Root. So it is highly likely that we will be coming back to you and Michael soon for help in filling positions.

Please flag anyone in our target work pool who registers with your office and let them know we are out there and want to help them.

Les White, DAVE Corporation

Cheryl Rapp, Summersville UC Claims Office

I am pleased to inform you that I applied for, and have been employed by the West Virginia University Extension Office, Braxton County Branch, as of October 5.

Please excuse my not getting back to you. I was in In-Service Training in Morgantown and am just now catching up on my telephone calls and mail.

I can't thank you and the Summersville office enough! It was a really bad time for me, and you all made it so much easier. The money I received for unemployment helped keep my family's head above water until I found another job.

A satisfied WORKFORCE West Virginia customer

Lisa Templin, Wheeling WORKFORCE West Virginia

Centre Foundry would like to take this opportunity to thank you for providing us with information pertinent to the industrial climate in West Virginia. The seminars you sponsor convey your desire to see West Virginia become an attractive state in which to live and work.

On a more personal note, you have consistently provided highly qualified applicants to fill the vacancies at Centre Foundry and have made my position as plant director in charge of hiring much easier.

Franklin Van Sickle Jr., Centre Foundry & Machine Co.

Honorable Joe Manchin III

I was an employee of AT&T for fifteen years and was one of many who lost their job in November 2004 when AT&T closed the Charleston office. I would like to thank you for providing assistance to us, and providing State Set-Aside Dislocated Worker funds to cover our educational costs.

This gesture will make a big difference to those of us who are continuing our education, and in my case, it will make a big difference in my life. Once I complete the program at Marshall Graduate School, I hope to get a job teaching Art Education.

I wish to commend Chuck Townsend, Elaine Huskins and Martha Craig-Hinchman, from the Dislocated Worker Services Unit. They were all instrumental in assisting me with funding; Chuck Townsend was especially helpful and went above the call of duty to assist me with my case. Robert White, who served as Peer Support Worker on the task, also a former AT&T employee, was indispensable during this time of stress. He was very supportive and eagerly found answers to our questions as they arose. It is people like the ones listed here that renew my faith in state government and demonstrates that people do care.

A satisfied WORKFORCE West Virginia customer

In Memoriam

Robin R. Bailes-Owsley-Ilderton, former UC Contributions accounting technician, died Oct. 9 in Charleston.

John R. Bare Sr., father of FAM MIS/MACC help desk analyst John Bare, died November 23 in Charleston.

Dorothy Jane Blankenbeckler, mother-in-law of Huntington UC office manager Jean Blankenbeckler, died October 13 in Florida.

Lloyd Wayne Bone, brother of MA accountant/auditor Bill Bone, died Nov. 29 in Beckley.

Monta Rae Hartwell Boothe, FAM Administrative Support retiree, died October 15 in Charleston.

Pastor Amelia Verely Wilkins Houff, mother of ES Administration employment programs specialist senior Angie Richardson, died October 2 in Charleston.

Sally Miller, FAM/GWID Accounting employment programs specialist senior, died October 22 in Charleston.

Cleola Thomas, mother of UC Benefits and Technical Support office assistant Carolyn Miller, died Nov. 12 in Charleston.

Robert L. Vaughan, FAM MIS/IS&C information services manager, died Oct. 31, in South Charleston.

ETA to recognize states' UI performance

ETA announced recently via Training and Employment Notice (TEN) 10-05 its plans to promote and recognize performance excellence in each of the 11 UI Performs core measures.

Performance categories include tax, benefits, non-monetary determinations, appeals, and reemployment plus a best overall performance category. Unemployment Insurance Program Letter 14-05, Changes to UI Performs, outlines the 11 core measures. Performance will be based on reported data for the 12-month period from July 1 through June 30 of the following year. States are required to submit all performance reports and beginning in July 2007 pass data validation requirements in order to be eligible for recognition in each performance category.

The first awards will be announced at the 2006 National UI Directors' Conference and Legal Issues Forum, in Denver, Colorado, October 30 through November 2, 2006. Awards for performance are based on performance from July 1, 2005, through June 30, 2006. TEN 10-05 is available on the Workforce ATM by selecting TENs on the Subject Locator.



December Calendar

MADD's Tie One on for Safety Holiday Ribbon Campaign.

Dec. 1–Jan. 1, 2006. To encourage the public to tie a red MADD ribbon to their vehicle as a pledge to drive safe and sober and buckle up throughout the holidays and all year.

National Stress Free Family Holidays Month.

Dec. 1–31. To remind parents to strive for more stress-free holidays for their families.

Operation Santa Paws. December 1–22. A collection drive for abused and abandoned animals in animal shelters.

International Language Week. December 15–21. To disseminate information about mankind's quest for an international language to solve the communication problems of humans and to supply information about the international language Esperanto.

Hanukkah. December 26–Jan. 2, 2006. Feast of Lights or Feast of Dedication lasting eight days, commemorating victory of Maccabees over Syrians (165 B.C.) and the rededication of the Temple of Jerusalem. (Begins at sundown on December 25.)

Poinsettia Day. December 12. A day to enjoy poinsettias and to honor Dr. Joel Roberts Poinsett, the American diplomat who introduced the Central American plant into the United States.

Yule. December 21. The winter solstice.

Christmas. December 25. Christian festival commemorating the birth of Jesus of Nazareth.

No Interruptions Day. December 30. On this day, there shall be no interruptions! At work, we will minimize or eliminate interruptions to our thought processes or tasks we are performing. At home, we will shut down all devices that interrupt us in order to devote time to our families and ourselves.

New Year's Eve. Dec. 31. The last evening of the Gregorian calendar year, traditionally a night for merrymaking to welcome in the new year.

Letter from the Editor

Please accept my sincere apology for not publishing *News&Views Online* in October and November. Several organizational changes have been taking place within WORKFORCE West Virginia. Combining these changes with time out of the office in October has necessitated skipping two issues. With FAM Policy and Communications consisting of one employee and my new duties associated with Business Services and Special Projects, as well as some agency communications work, I would like to request that you valued readers step up and help keep this publication alive. Retirees, write in and tell us about your get togethers. Coworkers, please share information on work-related topics going on in your area. Remember to keep us posted when it comes to retirements, new initiatives, meetings, layoffs, new employers and specialized staff training. Send in digital photos or good quality printed photos. *News&Views Online* is an employee newsletter. Now is your opportunity to contribute. Many thanks for being such faithful readers.

WORKFORCE West Virginia Supports "Operation Safe Haven"

by Dave Ranck

Beginning September 13, a contingent of WORKFORCE West Virginia Job Service and Unemployment Compensation staff converged on Camp Dawson's Red Cross Disaster Operations Center to provide on-site services to some 300 Hurricane Katrina survivors. They joined other state representatives from the Governor's Office, National Guard, Department of Military Affairs and Public Safety, Department of Health and Human Resources, and Department of Education. Local entities present included the Preston County Health Department, Preston County Board of Education and WVU Medical School. The Federal Emergency Management Agency and the Social Security Administration were the only federal agencies represented.

Employment services were led by Morgantown office manager, Lori Turner, who ensured that all logistics were provided for to ensure a full spectrum of services. Bill Nelson and Stephen Golf, of the state Division of Veterans Affairs offices located in Elkins and Clarksburg also joined the team. From a veteran's employment representative perspective, this was a tremendous asset. In one case we had a client who wanted to increase his current disability by filing a re-claim. His paperwork was done before I could complete his job service registration—that was a first!

A medical clinic, internet café, meal service, housing, day care, and schooling were all provided for survivors on-site at Camp Dawson.

Employment and unemployment services were provided to 80 clients, including registration, résumé preparation, labor market information, partner referral, veteran services, program information, and unemployment claim processing. Many of these services were also provided to additional clients on an informal basis because they were in the process of moving to another state or returning to Louisiana. We also offered partner services when partners were busy or not available in sufficient number, and we provided information and referral within the Disaster Center on a frequent basis.

All WORKFORCE West Virginia employees who responded were touched by their interactions with clients. Many personal stories were told and expressions of appreciation to the people of West Virginia for their kindness and hospitality made us feel humble knowing what the survivors had been through.

Observations of the volunteers contributing so much to the effort were equally amazing. On my way to run an errand, I ran into an off-duty Sheriff's Deputy from Fayette County, Pennsylvania, who had stopped by on her day off to donate stress relief objects and religious statues. Half of the boxes were already in the children's hands before we could get to an

area to inquire where to drop them off. On top of that she had a search and rescue dog with her who was a great hit with all concerned! Another interesting observation was the number of volunteers who were survivors. The gentleman who greeted and escorted me to my assignment was a veteran who later registered with us and actually obtained employment. Another veteran began an enterprise of washing cars for a donation. He told us he just wanted to keep busy and forget what he had been through.

A job fair was held on September 22 with thirteen employers on-site from all areas of the state. Approximately 20 clients attended and four were offered employment on the spot. The job fair was sponsored by WORKFORCE West Virginia.

It was a tremendous and humbling experience to work in this effort, which concluded September 27, and to work with the excellent team from WORKFORCE West Virginia who were:

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From left: Rachel Parsons, Chris Robinett, Charlotte Graham, Angie Bennett, Stephanie Decker, Wilma Harris.

In late October, Putnam WORKFORCE West Virginia decided to have a little fun at the expense of one of their coworkers. Wilma Harris was surprised and amused to see some of her coworkers march out in front of her with signs playing off Hurricane Wilma on their backs.

News&Views online is published by the Policy and Communications Section of the Fiscal and Administrative Management Division of WORKFORCE West Virginia

Joe Manchin III, Governor

Ronald E. Radcliff, Executive Director

Julie Norman, Deputy Executive Director

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Deadline for *News&Views online* is the first day of the month.

September Employees of the Month

Dedication to one's job is admirable, but it is knowledge and ability that makes one a success. With more than 16 years in

the field, Debra Workman (pictured below) has used all three traits in serving her customers. Workman helped develop and has participated in a regional deputy pilot project. Her input during the development process assisted in making the project highly effective. Her job is to issue decisions regarding separation issues, though she is more



than willing to help out any way she can as the need arises. Workman issues decisions for four specific field offices, but is still willing to help any office in need. She steps in and helps new deputies when they have questions. Her smile can be heard through the telephone as she guides coworkers through the complex task of claims adjudication. Workman always maintains a positive attitude and has a kind word for everyone. She treats coworkers, claimants and employees with respect. Her dedication to her customers is evident and commendable.

With over 25 years of experience in state government, Gena Lipscomb (pictured at right) has become an expert in inventory control. Yet there is no arrogance that comes with her skills and abilities. Instead she is always willing to help—no matter the task. She is a "roll up my sleeves" and help kind of person. She helps with the mail, telephones, or anything else that needs to be done. Lipscomb is patient and respectful of her coworkers and her customers—she accepts people for who they are. Lipscomb strives to create a friendly, positive atmosphere and a spirit of cooperation in her work area. Always putting others first, Lipscomb has proven herself as a loyal friend, as well as dedicated employee. She is friendly, pleasant and cheerful with all of her customers. These traits, plus her dedication to her job duties, make her a wonderful asset to WORKFORCE West Virginia.

In her four short years with the agency, Lisa Lilly (pictured below) has made a big impact as manager in the Beckley Job Service office. She has been responsible for many changes in the office she manages. Her positive attitude and hands-on leadership has enabled staff to become one of the most productive employment offices in the state. Lilly has proven by example that she is willing to do anything that she asks her staff to do, while being patient and kind in implementing new programs and educating staff. She maintains a high degree of professionalism, going out of her way to see that all customers get superior service. Lilly asks and receives no more than the same for her staff. The employees she manages are content and productive, which is the highest compliment one can give any boss in any business.



October Employees of the Month

For over 13½ years, Edwina Kennedy (pictured below) has called 112 California Avenue her workplace. She has proven time and again that “That’s not my job” is not in her vocabulary—



whatever needs done to complete a task is fine with her. Kennedy doesn’t sit back and wait to be asked to help, but willingly steps forward to volunteer her services wherever she sees the need. She is personable and friendly yet always professional and efficient .

In fact, if she is having a bad day, it never shows in her actions. She always has a smile on her face. Kennedy’s friendly, cheerful attitude and dedicated work ethic should be a model to all.

The past 27 or so years have served to give Daureé Coleman (pictured below) knowledge and abilities to see her success-



fully through several program changes. In her present position administering the Alien Certification and Migrant Seasonal Farm Worker

programs, Coleman has been a quick study of the complex and technical federal regulations for these programs. She has developed a business network of contacts throughout the state and region. This network assists Coleman in providing excellent customer service to employers and job seekers. She is never too busy to assist others and is a valuable team member who provides leadership, support and encouragement to her peers. Coleman has an easy smile and professional demeanor that immediately lends itself to making her a treasure with whom to work. Coleman always has that smile ready and takes the time to make her coworkers and customers feel like they are the most important person in the room or on the phone when having dealings with Coleman. “Other duties as apply” show Coleman at her best. She does what it takes to get the job done.

In the six plus years Lori Turner (pictured below) has worked out of the Morgantown Job Service office, she has established herself as an employee who demonstrates persistence and perseverance in her work. Her calm demeanor enables her to deal with any stressful situation. In addition to managing the Job Service office, Turner is now dual manager, meaning she has taken on the responsibility for the Unemployment Compensation office, as well. She never hesitates to ask questions and is open and cooperative with her fellow employees.

Turner was instrumental in coordinating unemployment, training, and other job services to evacuees from Hurricane Katrina housed at Camp Dawson in September. She worked tirelessly with the key emergency response organizations to see that the evacuees received the assistance they required. Turner has forged a bond of trust and mutual respect between herself, her staff and the public she serves.



November Employees of the Month

Over a period of 26 years, one can gain a vast amount of knowledge and experience concerning a variety of topics. In the case of Richard Westfall (below), that is exactly what



happened. Westfall has witnessed various changes in the workforce system over the years, including a wildly unpopular stint of being laid off for a short time in 1982 due to massive federal funding cuts. Playing on his considerable knowledge, Westfall is called upon to contribute his skills to many tasks. He rides herd on the agency's personnel policies and procedures, handles some communications duties, assists the personnel administrator, and acts as agency photographer upon request. Westfall treats each assignment with equal respect and always gives the task his all. He is always willing to assist other employees, and is the go to guy for assistance or advice. With sincere dedication to his job, Westfall sets the example of producing an excellent work outcome.

Since 2002, Bobbie Bartram (top, right) has made herself at home working at central office. She spent a year as a temp, then, was hired as a permanent employee in October, 2003. Bartram's coworkers find her helpful and remark on her pleasant attitude. She aggressively pursues learning about the MACC system, when she isn't tied up with other duties so she can learn all the enhancements and nuances of the system. Her expertise with computer software sends staff to her with questions about spreadsheets and presentation development. It is her love of job and the care with which she delivers services that make Bartram special to her coworkers and special as an employee.



Earl Sweet (below) has worked in the Morgantown workforce system for nearly 20 years. He performs advanced level counseling services in assisting his clients. Being thorough is one of Sweet's hallmarks.

He never backs down from the challenge of serving customers with barriers to employment, but searches for that light that will make a difference in someone's life. Sweet maintains a positive attitude and usually has a funny story to lighten the mood. His attention to detail is



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Philadelphia, Washington, D.C., North Carolina, Okinawa and Iwakuni, Japan. He retired as a Company First Sergeant at Marine Corps Base, Quantico, Virginia.

Bare has spent the last seventeen years serving veterans and their families across the nation. He is working full-time for veterans since his October 31 retirement. He is a member of many veterans and fraternal organizations which include: Veterans of Foreign Wars, Marine Corps League, Vietnam Veterans of America, Disabled American Veterans, American Legion, Marine Corps Association, Fleet Reserve Association, Retired Enlisted Association and AF&AM Aston Lodge #12.

In his speech before the John Young Chapter, NSDAR, Bare stated, "Many of our men and women in uniform have made the ultimate sacrifice so that we can have the freedoms that we know and enjoy. It is important that both the DAR and VFW continue to educate our children about those sacrifices and that we teach patriotism and Americanism as we know it to be. By continuing the work that we are doing, we are keeping their memory alive. We honor the dead by helping the living. That is the American way."

The father of three sons: Jeff, Lee and Christopher, Bare and wife, Sherry, reside in Sandyville.

WORKFORCE West Virginia

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RETURN SERVICE REQUESTED

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Lori Turner, Morgantown; Judi Shreve, South Branch; David Ranck, Martinsburg; Peggy Tingler, Elkins; John Faile, Putnam; Judy Loughry, Morgantown; Denny Burgess, Field Operations; Jean Blakenbeckler, Huntington; and Lisa Hanson, Charleston.

Many thanks to Kim Coleman, DHHR Public Affairs; Lori Turner, and Judi Shreve who contributed to this article.

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meticulous. In addition to his regular duties, Sweet is active on many boards and committees in his area. He always lends a helping hand to his coworkers as well as to his community.

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